

# Epson® SureColor® P600 Series

## Basics

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# Introduction

Your Epson® SureColor® P600 Series printer gives you exhibition quality prints on a wide variety of glossy and matte papers in many sizes.

Your outstanding printouts result from these advanced features:

- Epson UltraChrome® HD ink cartridges for unprecedented gray balance, outstanding tonal range, and astounding color
- Enhanced media handling of fine art paper, thick media up to 1.3 mm, and rolls for virtually any kind of print up to 13 × 129 inches, with or without borders
- Resolutions up to 5760 × 1440 optimized dpi (dots per inch) with droplets as small as 2 picoliters for the finest details
- Direct printing onto ink jet-printable CDs and DVDs for a professional look
- Hi-Speed USB 2.0, 100Mbps Ethernet®, AirPrint™, Wi-Fi Direct®, and Wi-Fi CERTIFIED™ 802.11n for fast, wireless connectivity to multiple computers
- Downloadable Premium ICC Profiles for precise color management

Please follow these guidelines as you read your documentation:

**Warning:**

Warnings must be followed carefully to avoid bodily injury.

**Caution:**

Cautions must be observed to avoid damage to your equipment.

**Note:**

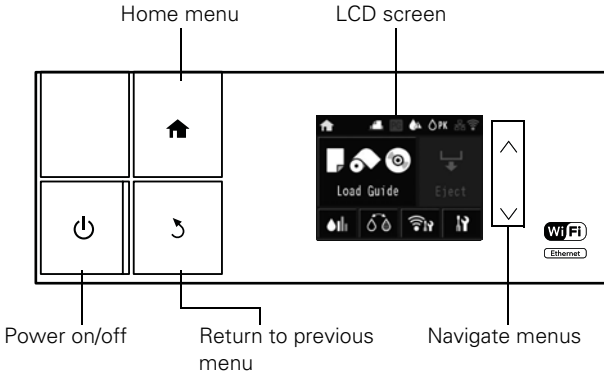
Notes contain important information about your product.

**Tip:**

Tips contain hints for better printing.

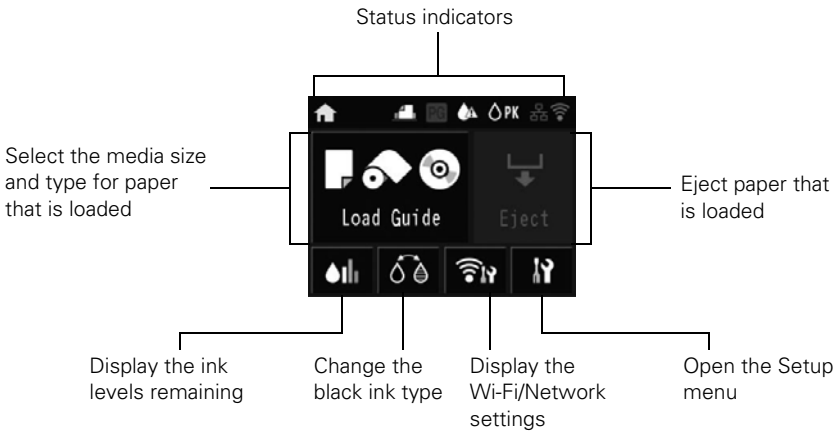
# Using the Touch Screen

The touch screen makes it easy to use all the features of your product. To save energy, the screen goes dark after several minutes of inactivity. Touch the screen to wake it up.



## Main Menu

Press the icons on the main menu to display configuration sub-menus such as Setup and Media Load Guide.



For more information on the icons displayed on the screen, see your online *User's Guide*.

# Loading Paper

You can print on a variety of paper types in the sheet feeder, or use the manual feed tray for fine art papers (see page 9) and thick media such as poster board (see page 16). To print multiple photos, panoramics, and banners, load roll paper using the roll paper holders (see page 12).

Epson offers a wide array of high quality papers, making it easy to maximize the impact of your photos, presentations, and creative projects.

You can purchase genuine Epson ink and paper at Epson Supplies Central® at [www.epson.com/ink3](http://www.epson.com/ink3) (U.S. sales) or [www.epson.ca](http://www.epson.ca) (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

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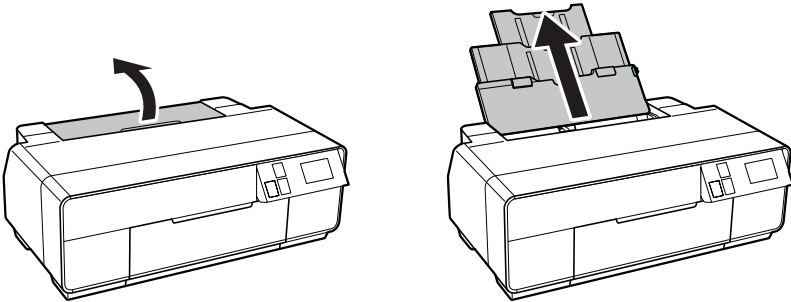
## Loading Paper in the Sheet Feeder

You can load the following paper types and quantities in the sheet feeder.

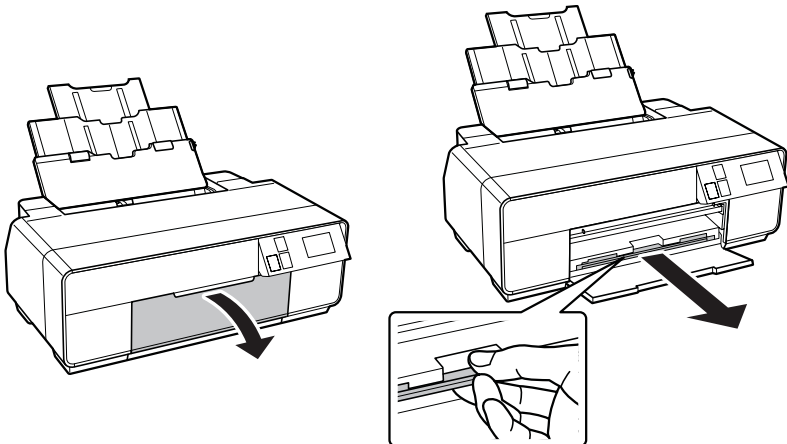
Paper type	Maximum sheets by size
Plain paper	Approximately 120
Epson Presentation Paper Matte	100 (Letter) 50 (B or Super B)
Epson Bright White Paper	80
Epson Photo Paper Glossy	30
Epson Premium Photo Paper Glossy Epson Ultra Premium Photo Paper Glossy	30 (4 × 6 inch, 8 × 10 inch, Letter, 11 × 14 inch) 20 (5 × 7 inch) 10 (B, A3, Super B)
Epson Ultra Premium Photo Paper Luster Epson Ultra Premium Presentation Paper Matte	30 (Letter) 10 (A3 or Super B)
Epson Metallic Photo Paper Glossy Epson Metallic Photo Paper Luster	30 (Letter) 10 (Super B)

Paper type	Maximum sheets by size
Epson Premium Photo Paper Semi-gloss	30 (4 × 6 inch or Letter) 10 (Super B)
Epson Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided	30 (8 × 10 inch or Letter) 10 (11 × 14 inch, A3, or Super B)
Epson Photo Quality Self-adhesive Sheets	1 sheet

1. Open the paper support and pull up the extensions.

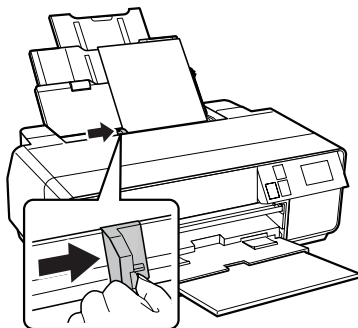


2. Open the front cover, then extend the output tray.





3. Insert paper, glossy or printable side up, short edge first, against the right side and beneath the tab. Then press the button on the edge guide and slide it against the paper (but not too tightly).



Always load paper short edge first, even for landscape printing. Load letterhead or pre-printed paper top edge first.

**Note:**

The edge guide may move slightly during paper feeding and printing. Do not adjust it while printing is in progress.



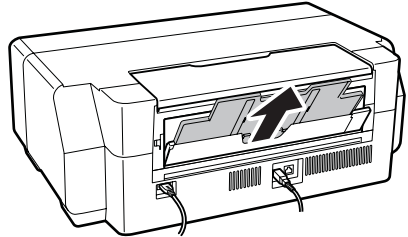
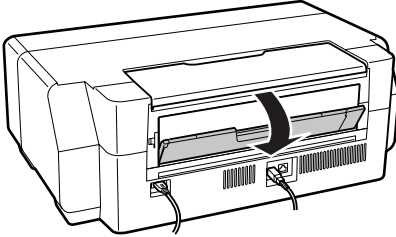
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## Loading Fine Art Paper

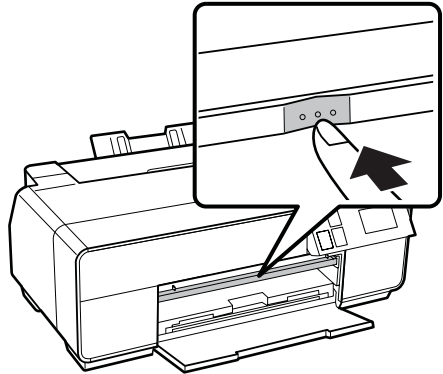
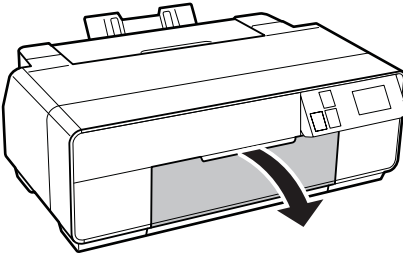
You can print professional quality photos on these paper types using the manual feed tray:

- Epson Velvet Fine Art Paper
- Epson Hot Press Bright
- Epson® UltraSmooth® Fine Art Paper
- Epson Hot Press Natural
- Epson Watercolor Paper Radiant White
- Epson Cold Press Bright
- Epson Exhibition Fiber Paper
- Epson Cold Press Natural
- Epson Exhibition Watercolor Paper Textured
- Epson Exhibition Canvas Matte

1. Turn on the printer.
2. Remove any paper from the sheet feeder and close the paper support. Remove roll paper if it's currently being used.
3. Open the rear support and extend it fully.



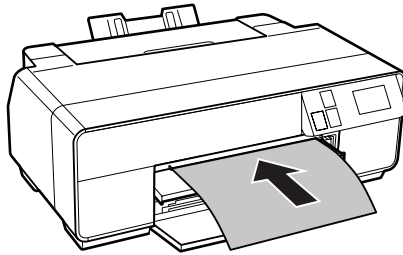
4. Open the front cover, then push the center of the manual feed tray to extend it.



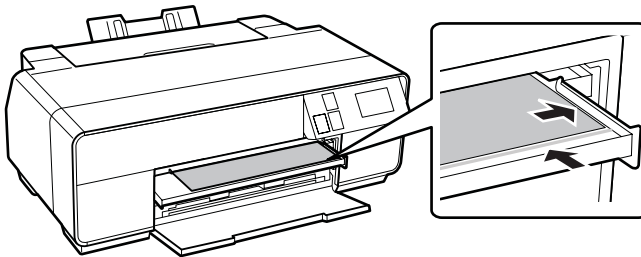
5. Insert a single sheet of fine art paper. Insert it short edge first with the printable side face-up.

**Note:**

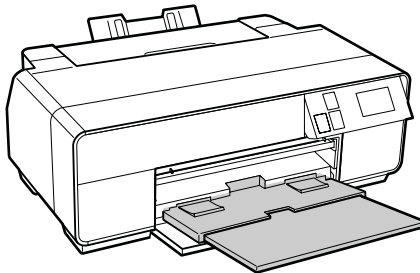
Load paper short edge first, no matter which way your photo faces. Check the paper package for any additional loading instructions.



6. Feed the paper up to the line on the tray. Make sure the paper is flush against the right.

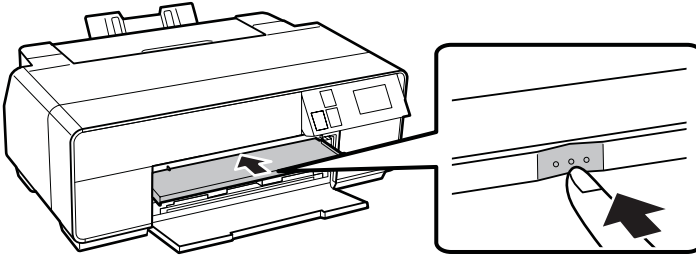


7. Press **Load** on the touch screen. The paper loads inside the printer.
8. When you see the message to extend the output tray, extend the tray fully.



9. Select the **Paper Size** and **Paper Type**, then press **OK**.

10. Push in the manual feed tray until it latches.



**Note:**

To eject paper, press **Eject** on the main menu and press **Yes** to confirm.

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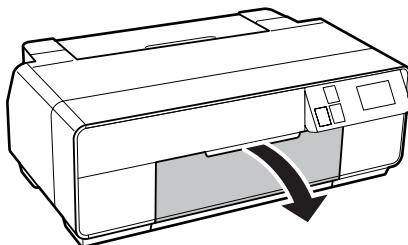
## Loading Roll Paper

You can load 13-inch wide roll paper for printing large images, panoramic images, or multiple photos, with or without borders.

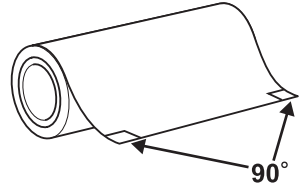
**Tip:**

It's a good idea to check the ink status and replace cartridges, if necessary, before printing a large print job (see page 34). If you need to replace a cartridge while printing, you can continue to print but you might notice a color difference depending on drying conditions.

1. Turn on the printer.
2. Remove any paper loaded in the sheet feeder.
3. Open the front cover.



4. Remove any tape and protective paper from the end of the roll. Make sure the paper is cut straight across to avoid paper feeding problems.

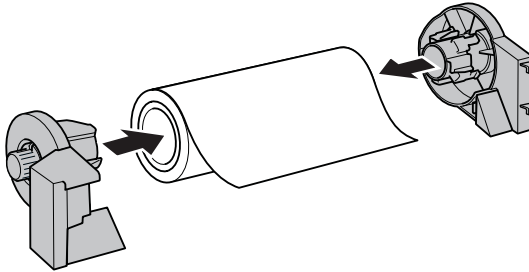


**Note:**

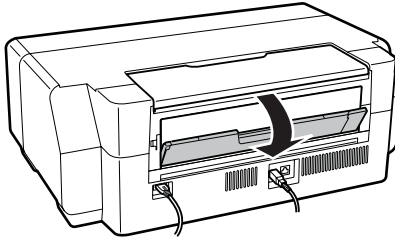
Avoid touching the surface of your paper.

With canvas media that you have previously loaded, it's a good idea to cut the edge straight each time you reload it.

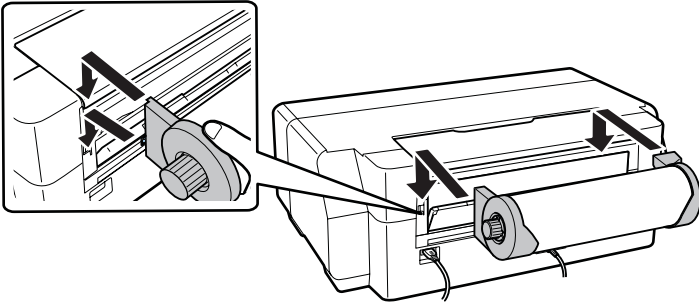
5. Place the roll paper holders on each end of the paper roll as shown. The holders are labeled L and R (for left and right), as viewed from the front of the printer.



6. Open the rear support but don't extend it.



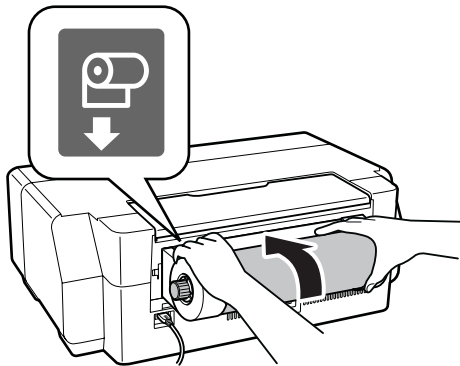
7. Attach the roll paper holders as shown. Hook the holders onto the attachment points indicated with orange labels.



**Note:**

When attached properly, the roll paper should be firmly secured to the printer.

8. Feed the paper into the printer until it meets resistance. In a few seconds, the paper loads automatically.



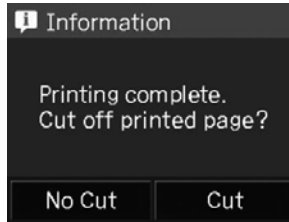
**Note:**

When loading canvas media, leave slack in the roll as it feeds and prints for the best results. If you have trouble feeding canvas media, check that the edge is straight and reload it, making sure to keep the roll slack.

9. Select the **Paper Size** and **Paper Type**, then press **OK**.

# Removing Roll Paper Prints and Roll Paper

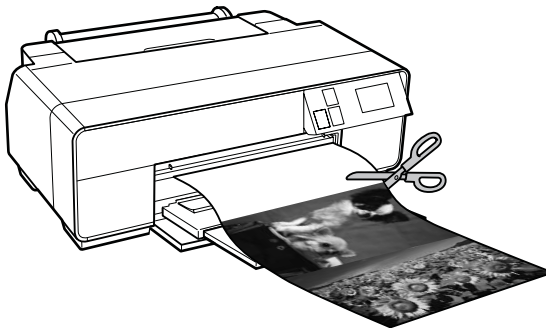
1. When printing is finished, you see this screen:



Select **Cut** to print a cut line and feed the paper.

(If you select **No Cut**, you return to the main menu.)

2. Use scissors to cut the paper along the cut line.



3. Follow the instructions on the screen to unload the paper. Turn the knobs on the roll paper holders backward as the paper unloads, then remove the paper and holders from the printer.

Store unused roll paper in its original package away from high temperatures, humidity, and direct sunlight.

**Note:**

You can also unload roll paper by pressing **Cut/Eject** on the main menu, then pressing **Eject**. The paper will feed back through the printer.

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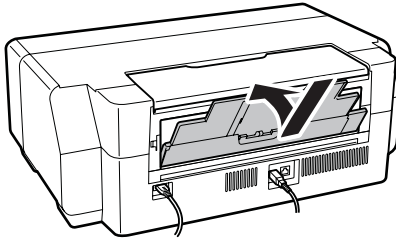
# Loading Thick Media

Use the manual feed tray to load 13 × 19-inch media that is 0.7 to 1.3 mm thick.

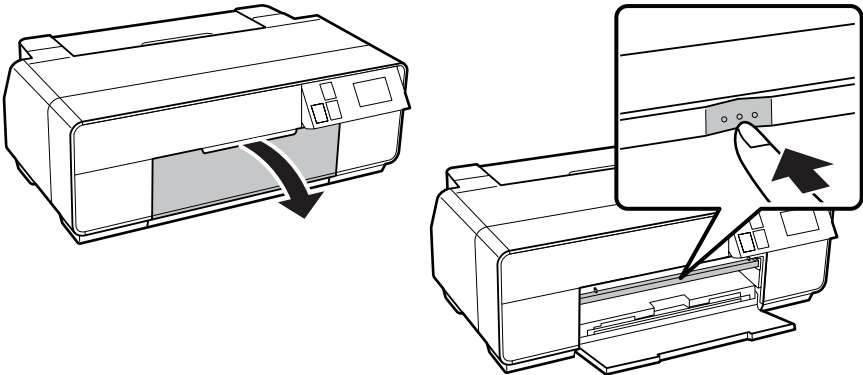
**Note:**

Be sure to leave at least 13 inches (32 cm) of space behind the printer for the media to feed through.

1. Turn on the printer.
2. Remove any roll paper or paper loaded in the sheet feeder. Close the rear support if it's open.



3. Open the front cover, then push the center of the manual feed tray to extend it.

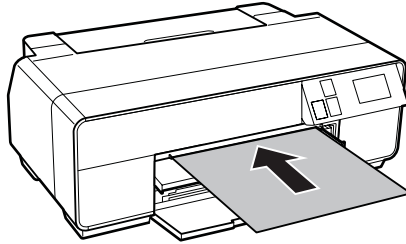




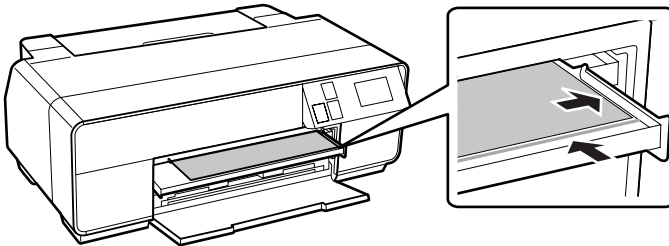
4. Insert a single sheet of thick media. Insert it short edge first with the printable side face-up.

**Note:**

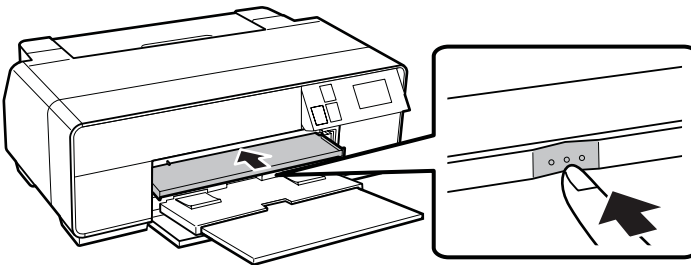
Never try to load media from the rear, or you could damage the printer.



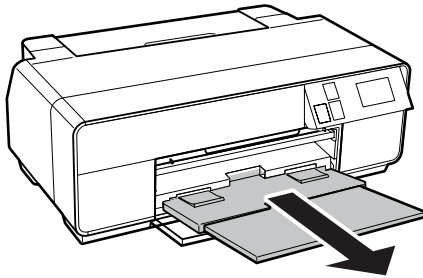
5. Feed the paper up to the line on the tray. Make sure the paper is flush against the right.



6. Press **Poster Board - Load** on the printer's touch screen. The paper loads inside the printer.
7. When you see a message on the screen, close the manual feed tray. Push it in until it latches.



8. Extend the output tray.



**Note:**

To eject paper, press **Eject** on the main menu, then follow the touch screen instructions. Do not extend the manual feed tray while printing, or you may damage the printer.

# Printing from Start to Finish

This section describes basic printing from your Windows® or Mac computer. For detailed instructions, see the online *User's Guide*.

You can also print label designs directly onto ink jet-printable CDs or DVDs. See page 29 and the online *User's Guide* for details.

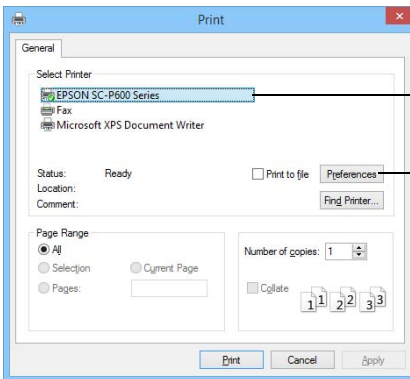
## Tip:

It's a good idea to check for updates to your Epson SureColor P600 Series software. See "Checking for Software Updates" on page 43 for instructions.

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## Printing in Windows

1. Open a photo or document in a printing program, and select the print option.



Select your Epson product

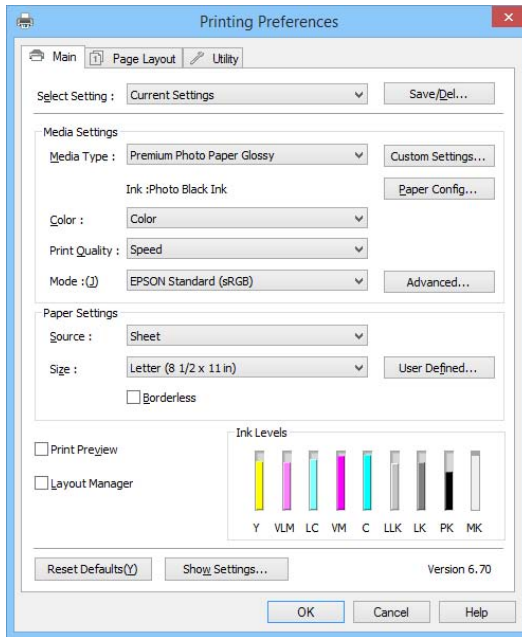
Click here to open your printer software

2. Select your product, then click the **Preferences** or **Properties** button.

## Note:

If you see a **Setup**, **Printer**, or **Options** button, click it. Then click **Preferences** or **Properties** on the next screen.

3. On the Main tab, select the **Media Type** setting that matches the paper you loaded (see page 27).

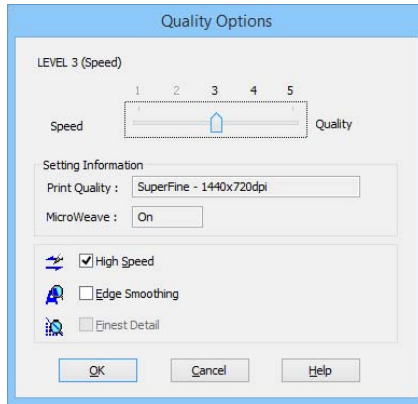


**Note:**

The available media types vary depending on the type of black ink currently selected as the **Ink** setting. To avoid changing black ink more often than necessary, set the printer to the type of black ink you usually use (see page 40).

4. For the **Color** setting, select **Color** for any type of photographic printing. To print black-and-white photos using **Advanced B&W Photo** mode, see your online *User's Guide* for instructions.

5. For the **Print Quality** setting, select **Speed**, **Quality**, or **Max Quality** (available with certain media types only), or select **Quality Options** to display a window like this:



Use the **Speed/Quality** slider to set from the following quality levels:

- **LEVEL 1** for fast printing with draft quality.
- **LEVEL 2** for everyday text and image printing.
- **LEVEL 3** for photos and graphics with good print quality and speed.
- **LEVEL 4** for photos and graphics with high print quality and slower speed.
- **LEVEL 5** for the best print quality and slowest print speed (best to use for canvas media).

Then select from the following additional options, and click **OK**:

- **High Speed** for fast, bidirectional printing at lower quality.
- **Edge Smoothing** to improve the quality of low-resolution images.
- **Finest Detail** for sharper edges on vector-based data including text, graphics, and line art. (This setting does not affect photographs.)

6. Select one of the following as the **Mode** setting:
  - **Epson Standard (sRGB)** increases the contrast in images.
  - **Adobe RGB** matches images colors to the Adobe RGB color standard. Use this setting if your source file was captured in Adobe RGB.
  - **Photo Enhance** lets you choose from various Scene Correction settings to automatically analyze your photos and, if necessary, adjusts the brightness, contrast, and saturation.
  - **ICM** automatically adjusts colors based on the printer's ICC profile and the selected Media Type setting, using the Image Color Matching system.
  - **Off (No Color Adjustment)** disables color management in the printer driver.

**Note:**

For color management instructions, see [epson.com/proimaging/iccprofiles.html](http://epson.com/proimaging/iccprofiles.html). For more information about print settings, click **Help** or see your online *User's Guide*.

7. Choose the paper **Source** in which you loaded your paper:
  - **Sheet:** for sheets of paper loaded in the sheet feeder.
  - **Roll Paper:** for photos or panoramics up to 27 inches (68.6 cm) long. If desired, click **Print page frame** to print a cutting guideline around each photo.
  - **Roll Paper (Banner):** for photos or banners over 27 inches (68.6 cm) long. If desired, click **Save Roll Paper** to reduce the amount of roll paper between each banner.
  - **Front - Fine Art:** for a sheet of compatible paper loaded in the manual feed tray.
  - **Front - Poster Board:** for thick media loaded in the manual feed tray.
  - **CD/DVD:** for a disc loaded in the CD/DVD tray.
8. Select the paper **Size** setting for the paper you loaded.

If you loaded roll paper, create a custom paper size. Select **User Defined** in the Size menu, then click the **User Defined** button. Type a name for your custom size. For the Paper Width, enter 12.95 for Super B-size rolls. For the Paper Height enter the desired length up to 129 inches. Click **Save**, click **OK**, then select your custom paper size in the **Size** menu.

**Note:**

For roll paper, make sure the maximum width of your photo is 13 inches to fit in the width of your roll paper (set the margins to 0 in your application software).

9. If you're printing borderless photos, select **Borderless**, if available. To adjust the borderless expansion setting click **Expansion**.
10. To reduce or enlarge your printout or print double-sided, click the **Page Layout** tab and select settings as necessary. (Click **Help** or see your online *User's Guide* for details.)
11. Click **OK** to save your settings.
12. Click **OK** or **Print** to start printing.

This window appears and shows the progress of your print job.



**Note:**

If you're printing on roll paper, see page 15 for instructions on removing your printed photos and paper.

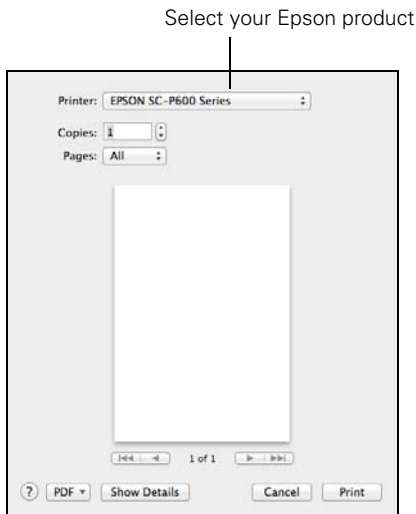
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## Printing with OS X

Follow the steps below to print from OS X 10.7.x to 10.9.x

1. Open a photo or document in a printing program, then select the print command in your application.

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



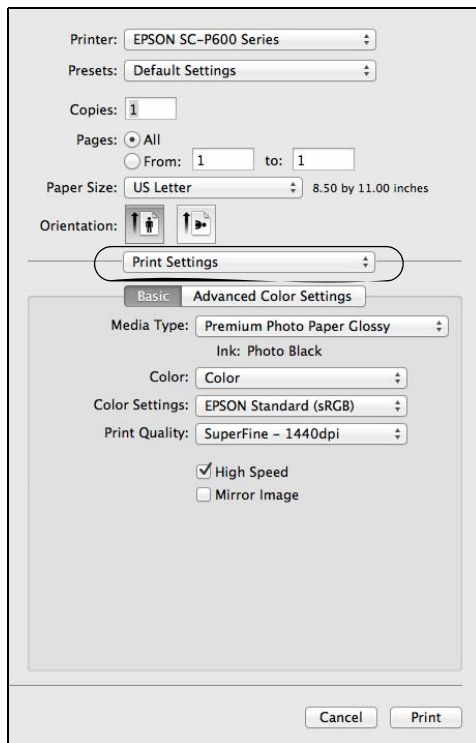
3. Click **Show Details**.
4. Select the **Paper Size** setting for the paper size and source you are using:
  - To print a borderless photo, select a paper size with a **Borderless** option.
  - To print on roll paper, create a custom paper size. Select **Manage Custom Sizes** as the **Paper Size** option. Click the + (plus sign), double-click **Untitled** and give your paper size a name. For the **Width**, enter **12.95** for Super B-size rolls. For the **Height**, enter the desired length up to 129 inches. Set the margins to **0** and click **OK**. Then select your custom paper size in the size menu.

**Note:**  
For roll paper, make sure the maximum width of your photo is set to 13 inches to fit in the width of your roll paper (set the margins to **0** in your application software).

  - To print on paper loaded in the manual feed tray, select a paper size with a **Front - FineArt** (or **Fr.-FineArt**) option.
5. Choose portrait or landscape as the **Orientation** setting for your document or photo.



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



**Note:**

In certain programs, you may need to select **Advanced** before you can select **Print Settings**. For more information about print settings, click the ? button.

7. Select the **Media Type** setting that matches the paper you loaded (see page 27).

**Note:**

The ink type will change depending on the size and type of paper you select. To avoid changing black ink more often than necessary, set the printer to the type of black ink you usually use (see page 40).

8. For the **Color** setting, select **AccuPhoto HD2** for any type of photographic printing. To print black-and-white photos using **Advanced B&W Photo** mode, see your online *User's Guide* for instructions.
9. Select one of the following as the **Color Settings** setting:
  - **Epson Standard (sRGB)** increases the contrast in images.

- **Adobe RGB** matches images colors to the Adobe RGB color standard. Use this setting if your source file was captured in Adobe RGB.

**Note:**

For color management instructions, see [epson.com/proimaging/iccprofiles.html](http://epson.com/proimaging/iccprofiles.html). For more information about print settings, click **Help** or see your online *User's Guide*.

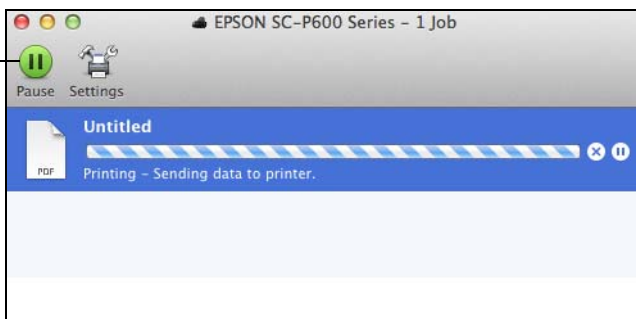
10. Select a **Print Quality** setting (available settings depend on selected media type):

- **Draft:** for fast printing with draft quality
- **Fine - 720dpi:** for everyday text and image printing
- **SuperFine - 1440dpi:** for photos and graphics with good print quality and speed
- **Photo - 1440dpi:** for photos and graphics with high print quality and slower speed
- **SuperPhoto - 5760dpi:** for the best print quality and slowest print speed (best to use for canvas media)

11. Click **Print**.

12. To monitor your print job, click the  printer icon in the dock.

Pause or  
resume  
printing



**Note:**

If you're printing on roll paper, see page 15 for instructions on removing your printed photos and paper, if necessary.

# Selecting the Correct Paper Type

Select the correct **Media Type** setting in your printer software (see page 20 for Windows or page 25 for OS X). This adjusts ink coverage for your media. If you don't see your paper type listed in the printer driver, see the tables below.

*Media usable with Photo Black ink (see page 40):*

For this paper/media	Select this setting
Plain paper Epson Bright White Paper	Plain Paper/Bright White Paper*
Epson Photo Paper Glossy	Photo Paper Glossy
Epson Premium Photo Paper Glossy Epson Ultra Premium Photo Paper Glossy	Premium Photo Paper Glossy
Epson Premium Photo Paper Semi-gloss	Premium Photo Paper Semigloss
Epson Ultra Premium Photo Paper Luster	Ultra Premium Photo Paper Luster
Epson Exhibition Fiber Paper**	Exhibition Fiber Paper
Epson Exhibition Canvas Satin	Exhibition Canvas Satin
Epson Exhibition Canvas Natural Satin	Exhibition Canvas Natural Satin
Epson Exhibition Canvas Natural Gloss	Exhibition Canvas Natural Gloss
Epson Metallic Photo Paper Glossy	Metallic Photo Glossy
Epson Metallic Photo Paper Luster	Metallic Photo Luster
Ink jet-printable CD or DVD	CD/DVD*
	CD/DVD Premium Surface*

\* OS X: When printing with Photo Black ink, select the PK (Photo Black) option.

\*\* For the best results on this paper, print using a premium ICC profile, downloadable from Epson at [epson.com/proimaging/iccprofiles.html](http://epson.com/proimaging/iccprofiles.html).

*Media usable with Matte Black ink (see page 40):*

<b>For this paper/media</b>	<b>Select this setting</b>
Plain paper Epson Bright White Paper	Plain Paper/Bright White Paper*
Epson Presentation Paper Matte	Presentation Paper Matte
Epson Premium Presentation Paper Matte Epson Ultra Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided Epson Photo Quality Self-adhesive Sheets	Ultra Premium Presentation Paper Matte
Epson Velvet Fine Art Paper	Velvet Fine Art Paper
Epson Watercolor Paper Radiant White	Watercolor Paper - Radiant White
Epson Exhibition Watercolor Paper Textured	Exhibition Watercolor Textured
Epson UltraSmooth Fine Art Paper 325 gsm	UltraSmooth Fine Art Paper
Epson Exhibition Canvas Matte	Exhibition Canvas Matte
Epson Exhibition Canvas Natural Matte	Exhibition Canvas Natural Matte
Epson Hot Press Bright	Hot Press Bright
Epson Hot Press Natural	Hot Press Natural
Epson Cold Press Bright	Cold Press Bright
Epson Cold Press Natural	Cold Press Natural
Ink jet-printable CD or DVD	CD/DVD*
	CD/DVD Premium Surface*

\* OS X: When printing with Matte Black ink, select the MK (Matte Black) option.

# Loading and Removing CDs and DVDs

You can use your P600 Series and the Epson Print CD software that came with it to print label designs directly onto ink jet-printable CDs or DVDs. To prevent errors, you should burn files, music, or video onto your CD or DVD before printing.

Follow the steps in these sections to load and remove a CD/DVD:

- “Loading a CD or DVD” on this page
- “Removing Your Printed CD/DVD” on page 31

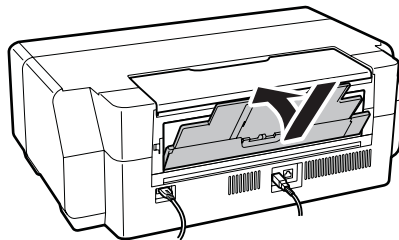
**Note:**

See your online *User’s Guide* for instructions on printing on a CD/ DVD.

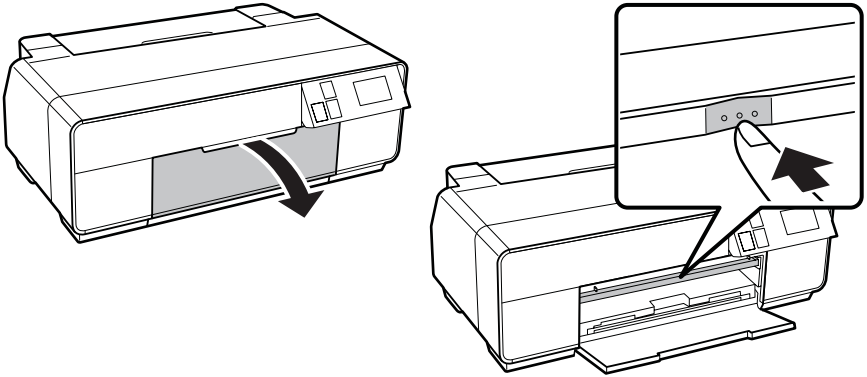
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## Loading a CD or DVD

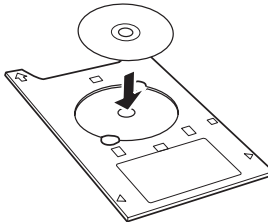
1. Turn on the printer.
2. Remove any roll paper or paper loaded in the sheet feeder. Close the rear support if it’s open.



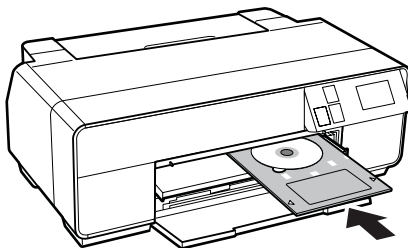
3. Open the front cover, then push the center of the manual feed tray to extend it.



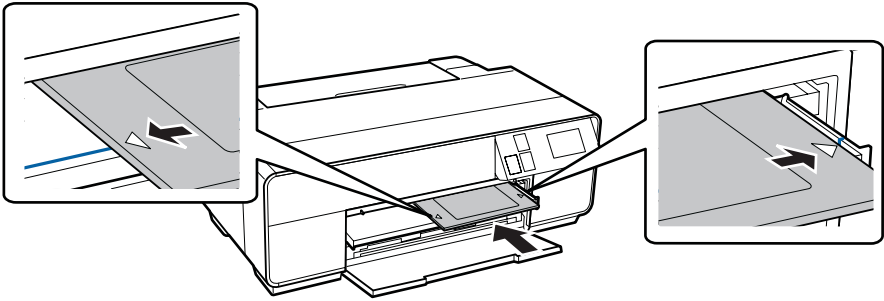
4. Place your disc on the included CD/DVD tray with the label side up.



5. Place the CD/DVD tray on the manual feed tray.



- Line up the arrows on the CD/DVD tray with the line on the manual feed tray. Make sure the CD/DVD tray is flush against the right.

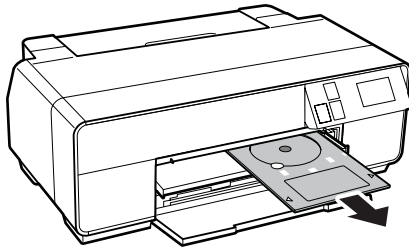


- Press **CD/DVD - Load** on the touch screen. The CD/DVD tray loads inside the printer.

---

## Removing Your Printed CD/DVD

After your CD or DVD is printed, the tray ejects partially from the P600 Series. Pull out the tray and remove the disc.



After printing, handle the printed CD or DVD carefully. You may need to wait up to 24 hours for the ink to dry fully before inserting it in a drive. Keep printed discs away from moisture and direct sunlight.

If you need to adjust the print position or print quality, see your online *User's Guide* for instructions.

If you notice lines or streaks on your CD or DVD, you may need to clean the rollers inside the printer. See "Cleaning the Rollers" on page 42.

# Maintaining Your Printer



Follow the steps in these sections to keep the P600 Series working at its best:

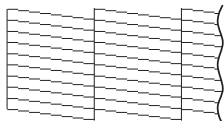
- “Checking and Cleaning the Print Head” below
- “Checking and Aligning the Print Head” on page 33
- “Checking the Ink Cartridge Status” on page 34
- “Replacing Ink Cartridges” on page 36
- “Switching Black Ink Types” on page 40
- “Cleaning the Rollers” on page 42

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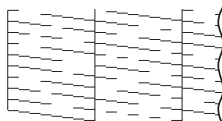
## Checking and Cleaning the Print Head

If your printouts are faint or have gaps in them, some of the nozzles in the print head may be clogged or ink may be running low in one or more of the ink cartridges. Follow the steps below to check the print head nozzles.

1. Load a few sheets of plain paper.
2. Press the  button or tap the printer’s touch screen to open the main menu.
3. Press the  button, select **Maintenance**, then select **Print Head Nozzle Check**.
4. Press **Print** to print a nozzle check pattern.
5. Check the nozzle check pattern that prints to see if there are gaps in the lines.



Nozzles are clean



Nozzles need cleaning

6. If there are no gaps, the print head is clean. Select **Done**.

If there are gaps or the pattern is faint, select **Clean the Print Head** (see page 33).





## ***Cleaning the Print Head***

If print quality has declined and the nozzle check indicates clogged nozzles, you can clean the print head. Print head cleaning uses ink, so clean it only if necessary.

### **Note:**

You cannot clean the print head if an ink cartridge is expended, and may not be able to clean it when a cartridge is low. You must replace the cartridge first (see page 36).

1. Load a few sheets of plain paper.
2. Press the  button or tap the printer's touch screen to open the main menu.
3. Press the , select **Maintenance**, then select **Print Head Cleaning**.
4. Press **Head Cleaning**.

Cleaning lasts around 2 minutes. When it's finished, you see a message on the screen.

### **Caution:**

Never turn off the product during head cleaning or you may damage it.

5. Press **Done** to confirm that the print head is clean.

### **Note:**

If you don't see any improvement after cleaning the print head four times, leave the product on and wait at least six hours to let any dried ink soften. Then try cleaning the print head again. If quality does not improve, one of the ink cartridges may need to be replaced. If that doesn't help, contact Epson as described on page 47.

If you do not use your product often, it is a good idea to print a few pages at least once a month to maintain good print quality.


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## **Checking and Aligning the Print Head**

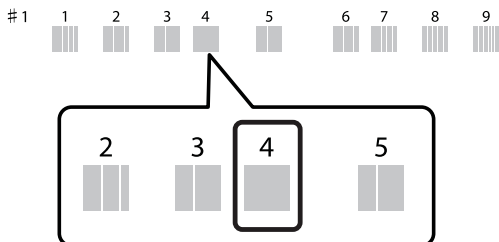
If your printouts become grainy or blurry, or you see dark or light bands across them, you may need to align the print head.

### **Note:**

Banding may also occur if your print head nozzles need cleaning (see page 32).

1. Load a few sheets of Epson Presentation Paper Matte (or the photo paper you have on hand) in the sheet feeder (see page 7). It's best to use matte or photo paper for the most accurate alignment.
2. Press the  button or tap the printer's touch screen to open the main menu.

3. Press the **W** button, select **Maintenance**, then select **Head Alignment**.
4. Press **Print** to print an adjustment pattern.
5. Look at line #1 and choose the pattern with the fewest vertical lines. (In the example below, you would choose “4”.)



6. Make sure #1 is displayed on the touch screen, press the up or down arrow buttons to select the number you chose in step 5, then press **Proceed**.
7. Repeat this process for lines #2 through #9.
8. Press **Done** when finished.

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## Checking the Ink Cartridge Status

Your P600 Series will let you know when an ink cartridge is low or expended in the following ways:

- The printer's touch screen displays an error message.
- Your computer screen displays a message when you try to print. This window can optionally display ink offers and other updates retrieved from an Epson website.

### Tip:



It's a good idea to check the ink status and replace cartridges, if necessary, before printing a large print job. If you need to replace a cartridge while printing, you can continue to print but you might notice a color difference depending on drying conditions.

### Note:

On a Windows computer that is connected to the Internet, you may see a screen asking if you want to receive Epson offers the first time you try to print when ink is low. Click **Accept** or **Decline**. To disable checking for ink offers or updates from Epson, see the instructions in your online *User's Guide*.


To check the ink cartridge status at any time, do one of the following:

### Control panel:

1. Press the  button or tap the printer's touch screen to open the main menu.
2. Press the  button.

You see the Ink Levels screen.

### Windows:

Double-click the  icon in the bottom right corner of your screen (the taskbar).

You see the screen to the right.

### OS X:

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

You see the screen to the right.



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# Replacing Ink Cartridges

You can purchase genuine Epson ink and paper at Epson Supplies Central at [www.epson.com/ink3](http://www.epson.com/ink3) (U.S. sales) or [www.epson.ca](http://www.epson.ca) (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

Use the following list when you order or purchase new ink cartridges:

Ink color	Part number
Photo Black	760
Cyan	760
Vivid Magenta	760
Yellow	760
Light Cyan	760
Vivid Light Magenta	760
Light Black	760
Matte Black	760
Light Light Black	760

## Note:

We recommend that you use genuine Epson cartridges and do not refill them. The use of other products may affect your print quality and could result in printer damage.

Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature. For print quality, a small amount of ink remains in the cartridge after the "replace cartridge" indicator comes on. The printer ships with full cartridges and part of the ink from the first cartridges is used for priming the printer.

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

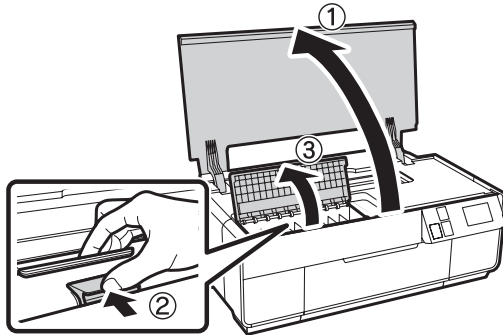
## Caution:

Do not open ink cartridge packages until you are ready to install the ink. Cartridges are vacuum packed to maintain reliability.

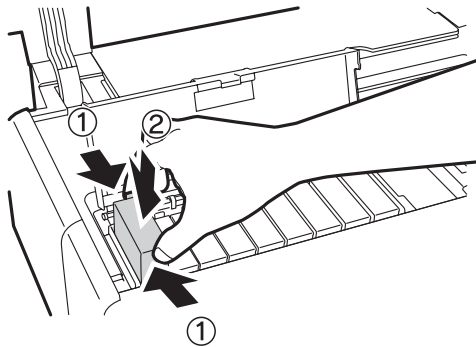
Leave your old cartridges in the P600 Series until you are ready to replace them to prevent the print head nozzles from drying out.

Make sure you have a new ink cartridge before you begin. You must install new cartridges immediately after removing the old ones.

1. Open the printer cover, then open the ink cartridge cover.



2. Squeeze the tab on the cartridge and lift the cartridge straight up to remove it. Dispose of it carefully. Do not take the used cartridge apart or try to refill it.



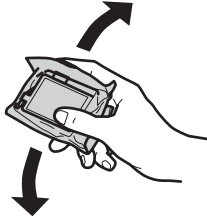
**Warning:**

If ink gets on your hands, wash them thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. Keep ink cartridges out of the reach of children.

3. Before opening the cartridge package, shake the package four or five times.

**Note:**

Cartridges may make a clicking sound when you shake them.



**Caution:**

Do not shake the cartridges after opening the packages or ink will leak.

4. Remove the cartridge from the package, but be careful not to touch the green chip on the cartridge.



5. Remove the yellow tape from the bottom of the cartridge.

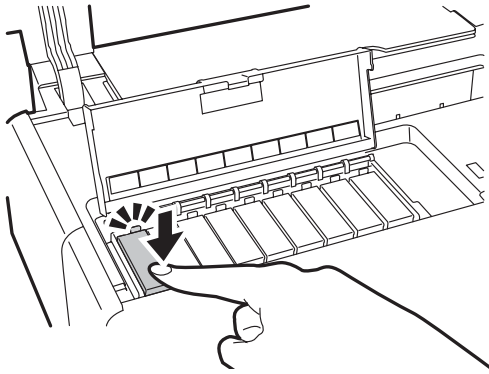


**Caution:**

Do not remove any other labels or seals, or ink will leak.



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



7. Close the cartridge cover, then close the printer cover.

Wait for the printer to check the ink cartridges and charge the ink delivery system, if necessary.

**Caution:**

Never turn off the P600 Series while ink is charging or you'll waste ink.

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# Switching Black Ink Types

Your printer comes with Matte Black and Photo Black ink cartridges. Although both must be installed for the printer to work, the printer can use only one type of ink at a time. The printer will switch ink automatically, depending on the type of media you load. This consumes a certain amount of ink, so you should avoid switching ink more often than necessary.

To conserve ink, you can select the type of ink that is available by default (see page 41). First decide which type of media you usually print on. Then, if necessary, switch to the type of ink that works with that media.

The following media use **Matte Black** ink:

- Presentation Paper Matte
- Premium Presentation Paper Matte
- Premium Presentation Paper Matte Double-sided
- Ultra Premium Presentation Paper Matte
- Velvet Fine Art PaperEpson
- Exhibition Watercolor Paper Textured
- Watercolor Paper Radiant White
- UltraSmooth Fine Art Paper 325 gsm
- Exhibition Canvas Matte
- Exhibition Canvas Natural Matte
- Photo Quality Self-adhesive Sheets
- Hot Press Bright
- Hot Press Natural
- Cold Press Bright
- Cold Press Natural





The following media use **Photo Black** ink:

- Photo Paper Glossy
- Premium Photo Paper Glossy
- Ultra Premium Photo Paper Glossy
- Premium Photo Paper Semi-gloss
- Ultra Premium Photo Paper Luster
- Exhibition Canvas Satin
- Exhibition Canvas Natural Satin
- Exhibition Canvas Natural Gloss
- Exhibition Fiber Paper
- Metallic Photo Paper Glossy
- Metallic Photo Paper Luster

## ***Select the Black Ink Type***

Switching black ink takes several minutes. Because it consumes some of the new type of ink, you should not switch ink more often than necessary.

1. Press the  button or tap the printer's touch screen to open the main menu.
2. Press the  button.
3. Press **Proceed** to select the type of ink the printer will switch to. The time required for each type is shown below:
  - Photo Black to Matte Black: about 1.5 minutes
  - Matte Black to Photo Black: about 3.5 minutes

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# Cleaning the Rollers

If you notice lines or streaks on your printouts, you may need to clean the rollers inside the printer by feeding several sheets of plain paper or a cleaning sheet (if applicable) through it.



**Note:**

If paper dust builds up on the rollers, they may lose traction and become unable to feed paper properly. To keep the paper feed mechanism running smoothly, use cleaning sheets after feeding every 100 sheets or so of matte paper.

1. Turn on the printer.
2. Open the paper support and output tray.
3. Load several sheets of plain paper or a cleaning sheet in the sheet feeder (see page 7).

**Note:**

Only the area corresponding to the size of the paper will be cleaned.

4. Press the  button or tap the printer's touch screen to open the main menu.
5. Press the  button, select **Maintenance**, then select **Paper Guide Cleaning**.
6. Press **Roller Cleaning** to feed a sheet of paper or a cleaning sheet through the printer.
7. Feed several sheets of paper, or one cleaning sheet three times, to completely clean the rollers.


# Solving Problems

If you have a problem with your Epson product, check the messages on the LCD screen to diagnose the cause. You can also check the basic troubleshooting suggestions below or in your online *User's Guide*.

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## Checking for Software Updates

Periodically, it's a good idea to check Epson's support website for free updates to your product software. Visit the driver download site at [epson.com/support](http://epson.com/support) (U.S.) or [epson.ca/support](http://epson.ca/support) (Canada).

With Windows, your printer software automatically checks for updates. You can also select **Driver Update** on the **Utility** tab in the printer settings window, or right-click the  icon in the bottom right corner of your screen (the taskbar) and select **Software Update**.

You can also update the software by selecting **EPSON Software Updater** in the **EPSON** or **EPSON Software** program group, accessible by the **Start** button, or on the **Start** or **Apps** screens, depending on your version of Windows.

With OS X, you can manually update the software by opening the **Applications > Epson Software** folder and selecting **EPSON Software Updater**.

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## Problems and Solutions

Check the solutions below if you're having trouble using your printer.

### ***Printing Problems***

- Make sure your paper is loaded printable side up, short edge first, and all the way to the right (see page 7 and page 9).
- When using the sheet feeder, don't load paper above the arrow mark on the left edge guide.

- When using the manual feed tray, load only one sheet of compatible paper (see page 9).
- Make sure the paper size settings in the printer software are correct for the paper you loaded.

## ***Paper Feeding Problems***

- If paper doesn't feed into the sheet feeder, remove the paper and fan the stack of paper to separate the sheets. Reload paper against the right side and slide the edge guide against it. Do not load too many sheets in the sheet feeder at once (see page 7).
- If paper dust builds up on the rollers, they may lose traction and become unable to feed paper properly. See page 42 or your online *User's Guide* for cleaning instructions.
- If you can't insert paper easily into the manual feed tray, make sure the paper is perfectly flat and not curled.
- Make sure the manual feed tray is not extended if you're printing on roll paper or with the sheet feeder. Extend it only to load fine art paper or poster board. Once the media is fed into the printer and you see a message on the screen, close the manual feed tray.
- If roll paper doesn't feed, cut the end of it straight across and uncurl the end by rolling it backward, if necessary. Then reload the paper (see page 12).
- If thick media doesn't feed, make sure you're loading it straight into the printer and not at an incline (see page 16).
- If paper is jammed, try the following, depending on how you're printing:

**Sheet feeder:** Open the printer cover and remove any paper jammed inside. Press **Restart** to clear the error.

**Roll paper slot:** Cut off any printed roll paper and then cut the paper close to the roll. Gently pull out the paper from the front or back (whichever is easier) and press **Restart** to clear the error.

**Manual feed tray:** Gently pull out the paper from the front or back (whichever is easier) and press **Restart** to clear the error.

If you still see an error message, turn off the printer and then turn it back on.

## **CD/DVD Printing Problems**

- If the CD/DVD tray won't load or jams in the printer, gently pull out the CD/DVD tray and press **Restart**. Reload the CD/DVD tray, making sure to insert the tray correctly in the tray guide and align the arrows (see page 31).
- If your image is not positioned correctly on the disc or does not cover the printable area correctly, you may need to adjust the printing position using the Epson Print CD software. See the online *User's Guide* for instructions.
- If ink smears on your disc, make sure you're printing on ink jet-printable CDs or DVDs and that the surface of the disc is dry. Handle printed discs carefully and let them dry for 24 hours before inserting them in a drive. If necessary, you can adjust the print quality using Epson Print CD software. See the online *User's Guide* for instructions.

## **Print Quality Problems**

- For the best print quality, use Epson papers and genuine Epson ink cartridges (see page 36).
- Load the paper printable side up (usually the whiter, brighter, or glossy side).
- Make sure your paper isn't damp or curled.
- Some papers can only be loaded one sheet at a time (see page 7).
- Make sure the type of paper you loaded matches the paper size and paper type settings in your printer software (see page 27).
- Remove sheets from the output tray as they eject. Let your prints dry separately for at least 12 hours before framing or placing in a protective sheet. If you need to stack them, place a sheet of plain paper between each print.
- If you notice light or dark bands across your printouts or they are too faint, you may need to clean the print head. Run a nozzle check and clean the print head if necessary (see page 32).
- If you notice jagged vertical lines, run the print head alignment utility to check and align the print head (see page 33).
- The ink cartridges may be low on ink. Check cartridge status (see page 34) and replace cartridges if necessary (see page 36).

# Network Problems

If you have a poor wireless connection, try moving the product to a different location. Avoid placing it next to a microwave oven, 2.4 GHz cordless phone, or large metal object such as a filing cabinet.

**Note:**

For optimal print speed, your wireless router and/or laptop must conform to the 802.11n standard. Earlier standards (802.11a/b/g) are not supported.



## **Network setup failed**

- Try moving the product to a different location.
- Make sure there aren't any access restrictions (such as MAC address filtering) set on the wireless router. If access restrictions are set, register the product's MAC address on the router. Print a Network Status Sheet (see below) to obtain the MAC address. Then see your router's manual for instructions.
- If your wireless router doesn't broadcast its network name (SSID), see the online *User's Guide* for instructions on manually entering your wireless network name.
- If your wireless router has security enabled, make sure you entered the WEP key or WPA passphrase correctly.
- Reinstall your product software.

## **The WiFi icon appears on the LCD screen but you cannot print**

- Make sure your firewall or security software is not set to block port 3690 (TCP/UDP). Contact your firewall manufacturer for assistance.
- Your router might not be assigning IP addresses automatically using DHCP. If it isn't, you will need to set the product's IP address manually. Make sure it is set correctly for your network.

## **Print a Network Status Sheet**

1. Press the  button or tap the printer's touch screen to open the main menu.
2. Press the  button, select **Network Status**, then select **Wi-Fi/Network Status**.
3. Press **Print** twice to print the status sheet.

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# Where to Get Help

## ***Epson Technical Support***

### **Internet Support**

Visit your product's support website at [epson.com/support/p600](http://epson.com/support/p600) (U.S.) or [epson.ca/support/p600](http://epson.ca/support/p600) (Canada) for solutions to common problems. You can download drivers, printer software, and utilities, view how-to videos, access the online *User's Guide*, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

### **Speak to a Support Representative**

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

- Product name (Epson SureColor P600 Series)
- Product serial number (located on the label in back)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Then call:

(562) 276-7272 (U.S.) or (905) 709-2567 (Canada), 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday.

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

## ***Purchase Supplies and Accessories***



You can purchase genuine Epson ink and paper at Epson Supplies Central at [www.epson.com/ink3](http://www.epson.com/ink3) (U.S. sales) or [www.epson.ca](http://www.epson.ca) (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

# Notices

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## Important Safety Instructions

Before using your P600 Series, read and follow these safety instructions:

- Be sure to follow all warnings and instructions marked on the P600 Series.
- Use only the type of power source indicated on the P600 Series label.
- Place the P600 Series near a wall outlet where the plug can be easily unplugged.
- If you won't be using the P600 Series for a long period, unplug the power cord from the electrical outlet.
- Always turn off the P600 Series using the  power button, and wait until the  power light stops flashing before unplugging the printer or cutting off power to the electrical outlet.
- Avoid plugging the P600 Series into an outlet on the same circuit as a photocopier or air control system that regularly switches on and off, or on an outlet controlled by a wall switch or timer.
- Do not let the power cord become damaged or frayed.
- If you use an extension cord with the P600 Series, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
- Leave enough room around the P600 Series for sufficient ventilation. Do not block or cover openings in the P600 Series case or insert objects through the slots.
- Do not place the P600 Series near a radiator or heating vent or in direct sunlight.
- Do not use aerosol products that contain flammable gases inside or around the P600 Series. Doing so may cause fire.
- Place the P600 Series on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.
- Make sure the P600 Series is at least 4 inches (10 cm) away from the wall.
- Be careful not to spill liquid on the P600 Series.
- Except as specifically explained in your documentation, do not attempt to service the P600 Series yourself.



- Unplug the P600 Series and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the case damaged; if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- When storing or transporting the P600 Series, do not tilt it, stand it on its side, or turn it upside down; otherwise ink may leak from the cartridges.

## ***Ink Cartridge Safety***

- Keep ink cartridges out of the reach of children and do not drink the ink.
- Be careful when you handle used ink cartridges; there may be ink remaining around the ink supply port. If ink gets on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water.
- Do not put your hand inside the P600 Series or touch any cartridges during printing.
- Install a new ink cartridge immediately after removing an expended one. Leaving cartridges uninstalled can dry out the print head and may prevent the P600 Series from printing.
- If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the P600 Series. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent the ink from staining items that the cartridge touches. Do not touch the ink cartridge ink supply port or surrounding area. Do not store the cartridge upside down.

## ***Touch Screen Safety***

- Use only a dry, soft cloth to clean the touch screen. Do not use liquid or chemical cleansers.
- If the touch screen is damaged, contact Epson. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.
- Press the touch screen gently with your finger only. Do not use pens or other sharp objects to press the touch screen.

## ***Wireless Network Safety***

- Do not use this product inside medical facilities or near medical equipment. Radio waves from the product may adversely affect the operation of medical equipment.
- Keep this product at least 9 inches (22 cm) away from cardiac pacemakers. Radio waves from this product may adversely affect their operation.
- Do not use this product near automatically controlled devices such as automatic doors or fire alarms. Radio waves from this product may adversely affect these devices.

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## **Epson America, Inc., Limited Warranty**

**What Is Covered:** Epson America, Inc. (“Epson”) warrants to the original retail purchaser that the Epson printer covered by this limited warranty statement, if purchased and operated only in the United States, Canada, or Puerto Rico, will be free from defects in workmanship and materials for a period of one (1) year from the date of original purchase. For warranty service, you must provide proof of the date of original purchase.

**What Epson Will Do To Correct Problems:** Should your Epson printer prove defective during the warranty period, please call the Epson Connection at (562) 276-7272 (U.S.) or (905) 709-2567 (Canada) for warranty repair instructions and return authorization. An Epson service technician will provide telephone diagnostic service to determine whether the printer requires service. If service is needed, Epson will, at its option, exchange or repair the printer without charge for parts or labor. If Epson authorizes an exchange for the defective unit, Epson will ship a replacement printer to you, freight prepaid, so long as you use an address in the United States, Canada, or Puerto Rico. Shipments to other locations will be made freight collect. You are responsible for securely packaging the defective unit and returning it to Epson within five (5) working days of receipt of the replacement. Epson requires a debit or a credit card number to secure the cost of the replacement printer in the event that you fail to return the defective one. If Epson authorizes repair instead of exchange, Epson will direct you to send your printer to Epson or its authorized service center, where the printer will be repaired and sent back to you. You are responsible for packing the printer and for all costs to and from the Epson authorized service center. When warranty service involves the exchange of the printer or a part, the item replaced becomes Epson property. The replacement printer or part may be new or refurbished to the Epson standard of quality, and, at Epson's option, may be another model of like kind and quality. Exchange products and parts assume the remaining warranty period of your original product covered by this limited warranty.

**What This Warranty Does Not Cover:** This warranty covers only normal use in the United States, Canada, or Puerto Rico. Excessive, continuous use is not considered normal use; damage, maintenance or service from such use will not be covered under this warranty. This warranty is not transferable. This warranty does not cover any color change

or fading of prints or reimbursement of materials or services required for reprinting. This warranty does not cover damage to the Epson product caused by parts or supplies not manufactured, distributed or certified by Epson. This warranty does not cover ink cartridges, ink supply units, or ink packs. This warranty does not cover third party parts, components, or peripheral devices added to the Epson product after its shipment from Epson, e.g., dealer or user-added boards or components. Epson is not responsible for warranty service should the Epson label or logo or the rating label or serial number be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse, abuse, improper installation, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, software problems, interaction with non-Epson products, or service other than by an Epson Authorized Servicer. If a claimed defect cannot be identified or reproduced, you will be held responsible for the costs incurred.

*DISCLAIMER OF WARRANTIES:* THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATION MADE BY ANY OTHER PERSON OR FIRM ARE VOID.

*Remedies:* Your exclusive remedy and Epson's entire liability for a material breach of this Agreement will be limited to a refund of the price paid for the Epson products covered by this Agreement. Any action for breach of warranty must be brought within 3 months of the expiration date of the warranty. Epson is not liable for performance delays or for nonperformance due to causes beyond its reasonable control. Except as provided in this written warranty, neither Epson nor its affiliates shall be liable for any loss, inconvenience, or damage, including direct, special, incidental or consequential damages, including lost profits, cost of substitute equipment, downtime, claims of third parties, including customers, or injury to property, resulting from the use or inability to use the Epson products, whether resulting from a breach of warranty or any other legal theory. Some jurisdictions do not allow limits on warranties or remedies for breach in certain transactions. In such jurisdictions, the limits in this paragraph and the preceding paragraph may not apply.

In Canada, warranties include both warranties and conditions.

*Arbitration, Governing Laws:* Any disputes arising out of this Agreement will be settled by arbitration, before a single arbitrator to be conducted in Los Angeles, California, in accordance with the commercial Arbitration Rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. This Agreement shall be construed in accordance with the laws of the State of California, except this arbitration clause which shall be construed in accordance with the Federal Arbitration Act.

To find the Epson Authorized Reseller nearest you, visit our website at: [epson.com](http://epson.com)

To find the Epson Customer Care Center nearest you, visit [epson.com/support](http://epson.com/support)

You can also write to:

Epson America, Inc., P.O. Box 93012, Long Beach, CA 90809-3012

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## Declaration of Conformity

According to 47CFR, Part 2 and 15 for: Class B Personal Computers and Peripherals; and/or CPU Boards and Power Supplies used with Class B Personal Computers:

We: Epson America, Inc.  
Located at: MS 3-13  
3840 Kilroy Airport Way  
Long Beach, CA 90806  
Telephone: (562) 981-3840

Declare under sole responsibility that the product identified herein, complies with 47CFR Part 2 and 15 of the FCC rules as a Class B digital device. Each product marketed is identical to the representative unit tested and found to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47CFR §2.909. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Trade Name: Epson  
Type of Product: Ink jet printer  
Model: B471A

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# FCC Compliance Statement

## *For United States Users*

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

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

## **WARNING**

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

## *For Canadian Users*

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





