

# **L355 User's Guide**



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# L355 User's Guide

Welcome to the L355 *User's Guide*.

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# Product Basics

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

[Setting Up the Control Panel](#)

[Product Parts Locations](#)

[Changing the Default Paper Size in the Control Panel](#)

[The Power Off Timer](#)

[EPSON Connect Solutions](#)

## Setting Up the Control Panel

See these sections to set up the control panel for use.

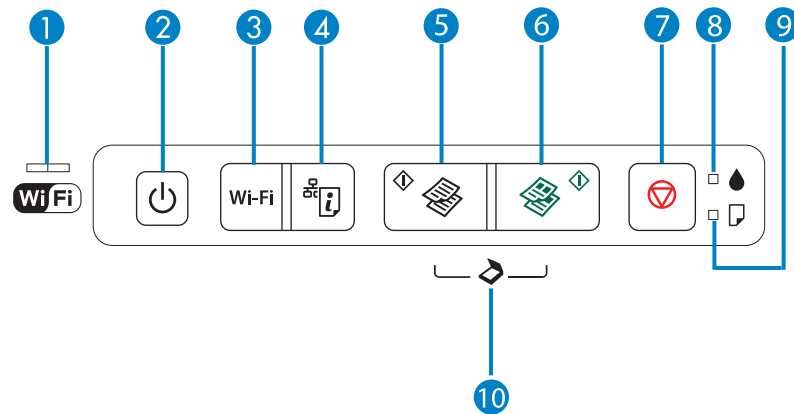
[Control Panel Buttons and Lights](#)


[Adjusting Control Panel Position](#)









[Changing the Default Paper Size in the Control Panel](#)

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

## Control Panel Buttons and Lights



- 1 The Wi-Fi light
- 2 The  power button and the  power light

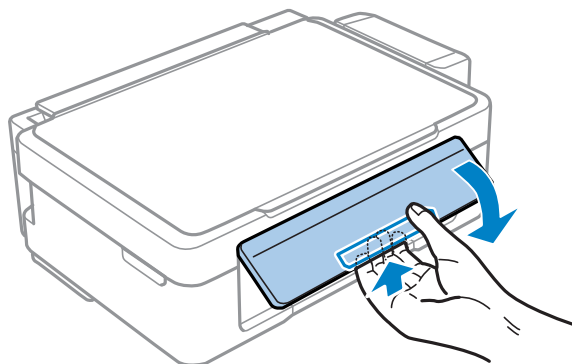
- 3 The **Wi-Fi** button
- 4 The  network status button
- 5 The  B&W copy button
- 6 The  color copy button
- 7 The  stop button
- 8 The  ink light
- 9 The  paper light
- 10 Scan by pressing the  B&W copy button and the  color copy button simultaneously

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

## Adjusting Control Panel Position

You can adjust the position of the control panel to make it easier to use.

- To raise the control panel, lift it up from the bottom.
- To lower the control panel, squeeze the release bar and gently push the panel down.







**Caution:** Do not lower the control panel without first squeezing the release bar or you may damage your product.

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

## Changing the Default Paper Size in the Control Panel

Depending on your product, the default paper size for copies is either A4 (8.3 × 11.7 inches [210 × 297 mm]) or Letter (8.5 × 11 inches [216 × 279 mm]).

- To change the default paper size to A4 (8.3 × 11.7 inches [210 × 297 mm]), make sure the product is turned off, then hold down the  color copy button and press the  power button to turn the product on. When the product turns on, release both buttons.
- To change the default paper size to Letter (8.5 × 11 inches [216 × 279 mm]), make sure the product is turned off, then hold down the  B&W copy button and press the  power button to turn the product on. When the product turns on, release both buttons.

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

[Product Basics](#)

## Product Parts Locations

See these sections to identify the parts on your product.

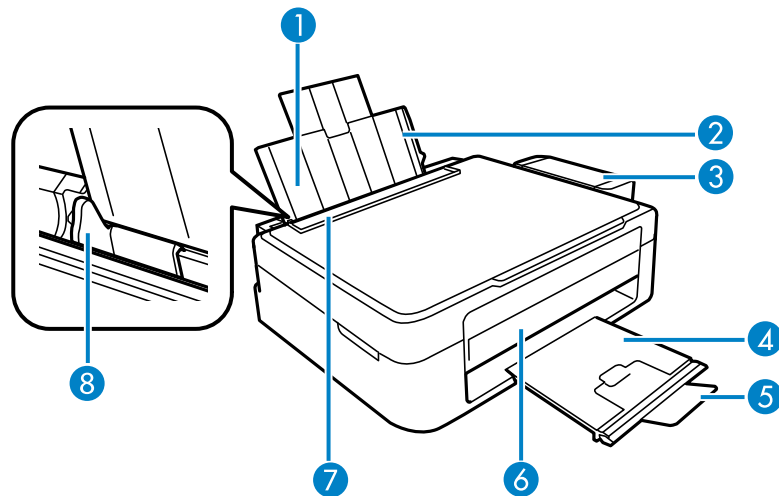
[Product Parts - Top](#)

[Product Parts - Inside](#)

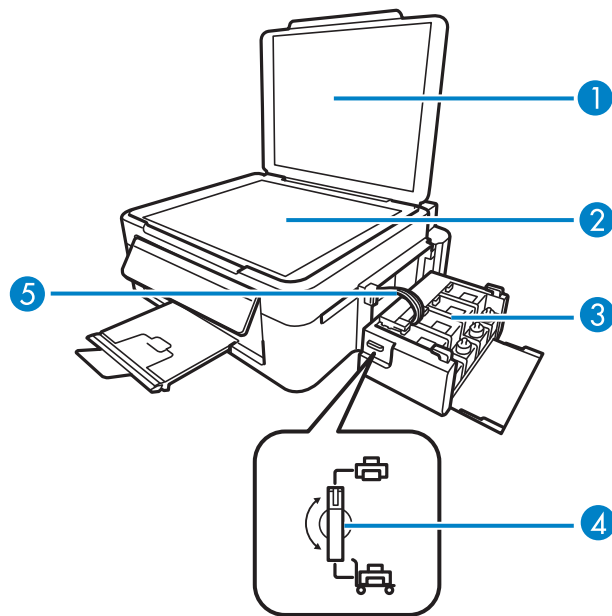
[Product Parts - Back](#)

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

## Product Parts - Top



- 1 Sheet feeder
- 2 Paper support
- 3 Ink tank unit
- 4 Output tray
- 5 Paper stopper
- 6 Control panel
- 7 Feeder guard
- 8 Edge guide

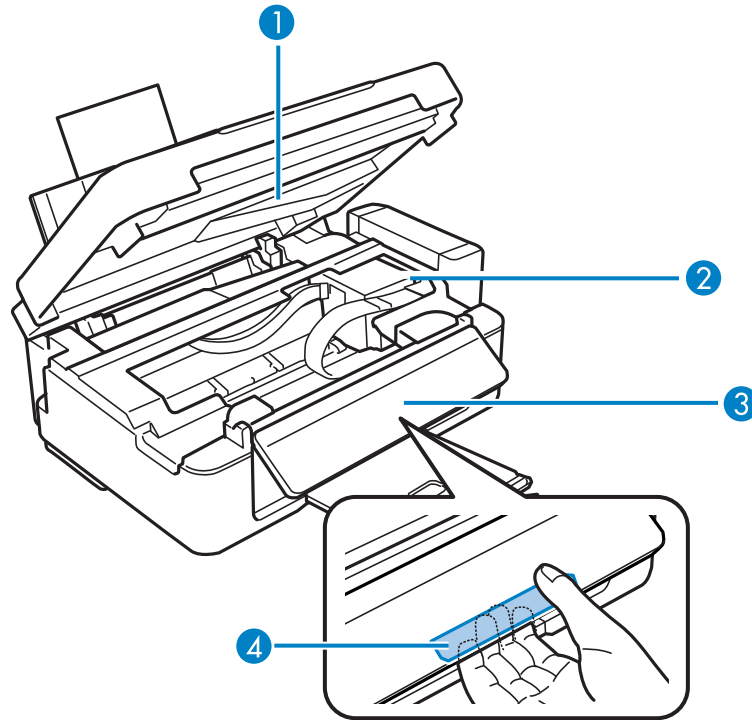


- 1 Document cover
- 2 Scanner glass
- 3 Ink tanks
- 4 Transportation lock
- 5 Ink tubes

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



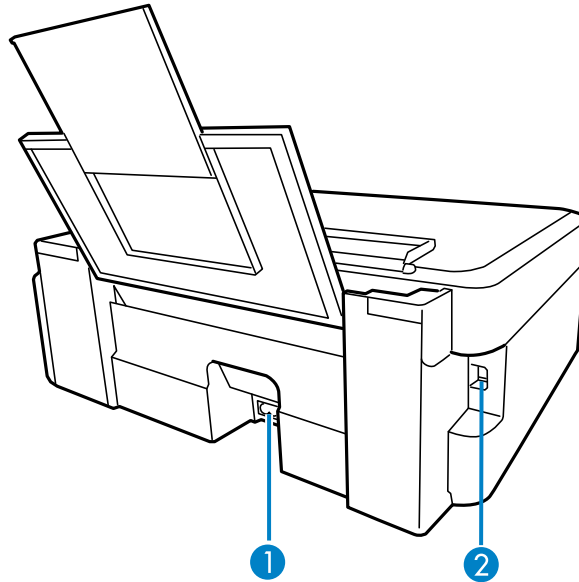
## Product Parts - Inside



- 1 Scanner unit
- 2 Print head in home position
- 3 Control panel
- 4 Control panel release bar (beneath)

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

## Product Parts - Back







- 1 AC inlet
- 2 USB port

Parent topic: [Product Parts Locations](#)

## Changing the Default Paper Size in the Control Panel

Depending on your product, the default paper size for copies is either A4 (8.3 × 11.7 inches [210 × 297 mm]) or Letter (8.5 × 11 inches [216 × 279 mm]).

- To change the default paper size to A4 (8.3 × 11.7 inches [210 × 297 mm]), make sure the product is turned off, then hold down the  color copy button and press the  power button to turn the product on. When the product turns on, release both buttons.
- To change the default paper size to Letter (8.5 × 11 inches [216 × 279 mm]), make sure the product is turned off, then hold down the  B&W copy button and press the  power button to turn the product on. When the product turns on, release both buttons.

Parent topic: [Setting Up the Control Panel](#)

## The Power Off Timer

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

[Changing the Power Off Timer Setting - Windows](#)

[Changing the Power Off Timer Setting - Mac OS X](#)

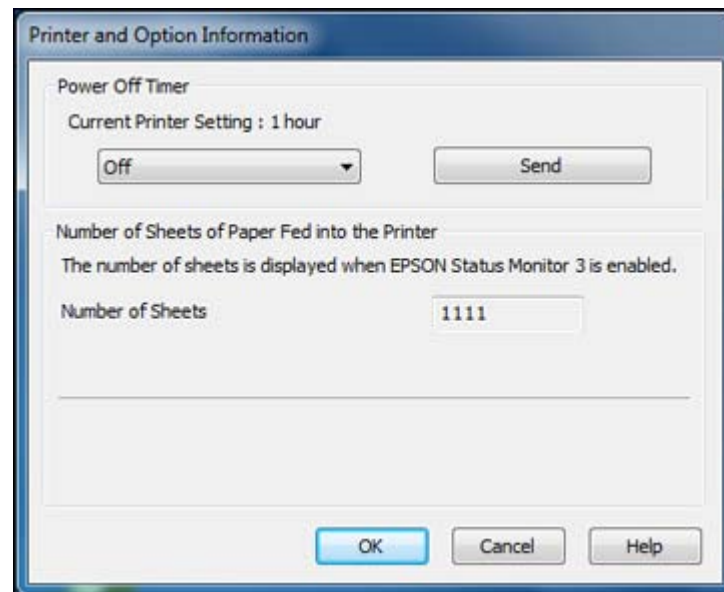
**Parent topic:** [Product Basics](#)

## Changing the Power Off Timer Setting - Windows

You can use the printer software to change the time period before the printer turns off automatically.

1. Right-click the product icon in the Windows taskbar and select **Printer Settings**.
2. Click the **Maintenance** tab and select **Printer and Option Information**.

You see this window:



3. In the drop-down menu, select the length of time after which you want the product to automatically turn off when it is not in use.
4. Click **Send**.
5. When you see the time you selected listed as the Current Printer Setting, click **OK**.

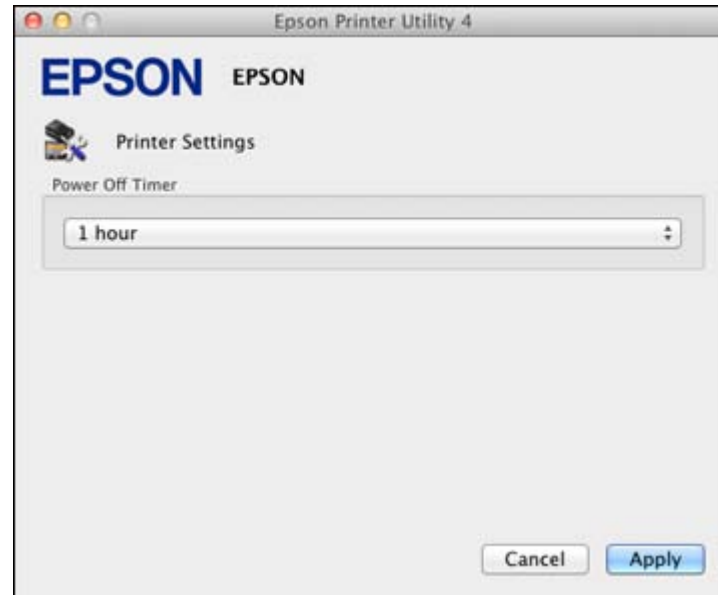
**Parent topic:** [The Power Off Timer](#)

## Changing the Power Off Timer Setting - Mac OS X

You can use the printer software to change the time period before the printer turns off automatically.

1. Do one of the following:
  - **Mac OS X 10.6/10.7/10.8:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
  - **Mac OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.
2. Select **Printer Settings**.

You see this window:



3. Select the length of time after which you want the product to automatically turn off when it is not in use as the **Power Off Timer** setting.
4. Click **Apply**.
5. Close the Printer Settings window.

**Parent topic:** [The Power Off Timer](#)

## EPSON Connect Solutions

You can use your smartphone, tablet, or computer to print documents, photos, emails, and web pages from your home or office.

[Using the EPSON iPrint Mobile App](#)

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

## Using the EPSON iPrint Mobile App

Use this free Apple and Android app to print to nearby EPSON networked products. EPSON iPrint lets you print PDFs, Microsoft Office documents, photos, and web pages over a wireless network. You can even scan and save a file on your device, send it as an email, or upload it to an online service such as Box, Dropbox, EverNote, or Google Docs.

1. Set up your product for network printing as described on the *Start Here* sheet.
2. Visit [www.latin.epson.com/connect](http://www.latin.epson.com/connect) (website available in Spanish only) to learn more about EPSON iPrint and check the compatibility of your mobile device.
3. Download EPSON iPrint from the Apple App Store or Google Play.
4. Connect your mobile device to the same wireless network that your product is using.
5. Print from your mobile device to your EPSON product.

**Parent topic:** [EPSON Connect Solutions](#)

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# Loading Paper

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

[Loading Paper for Documents](#)

[Loading Paper for Photos](#)

[Loading Envelopes](#)

[Paper Loading Capacity](#)

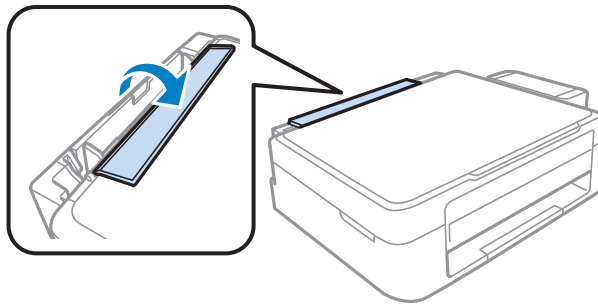
[Available EPSON Papers](#)

[Paper or Media Type Settings](#)

## Loading Paper for Documents

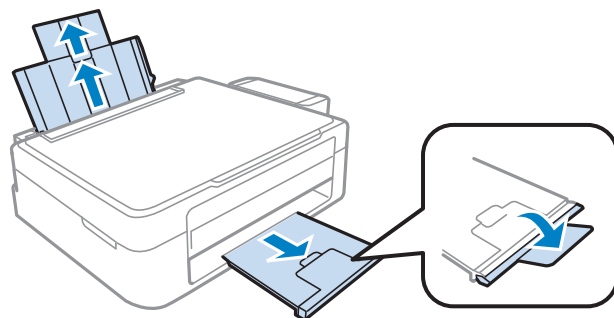
You can print documents on a variety of paper types and sizes.

1. Flip the feeder guard forward.



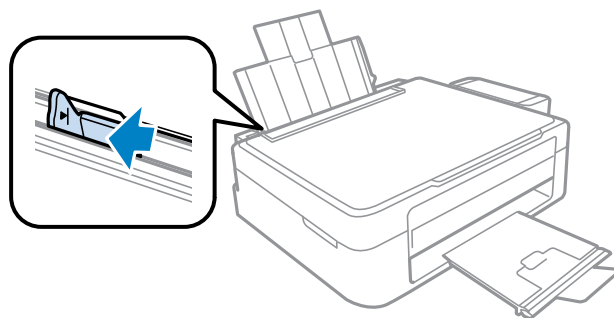
2. Pull up the paper support and its extension.

3. Pull out the output tray and open the paper stopper.

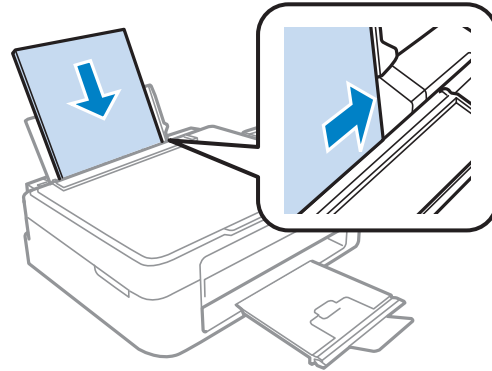


**Note:** If you print on legal-size or longer paper, leave the paper stopper closed.

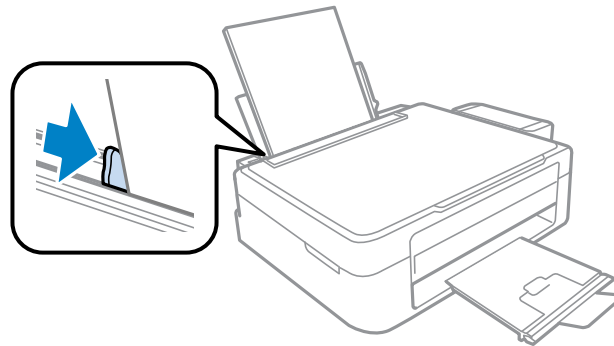
4. Slide the edge guide left.



5. Insert paper, glossy or printable side up and short edge first, against the right side. If you are inserting a stack of paper, fan the sheets first and tap the stack on a flat surface to even the edges.



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



7. Flip the feeder guard back.

Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
- Load paper short edge first, no matter which way your document faces.
- Load letterhead or pre-printed paper top edge first.
- Do not load paper above the arrow mark inside the edge guide.



- Check the paper package for any additional loading instructions.

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

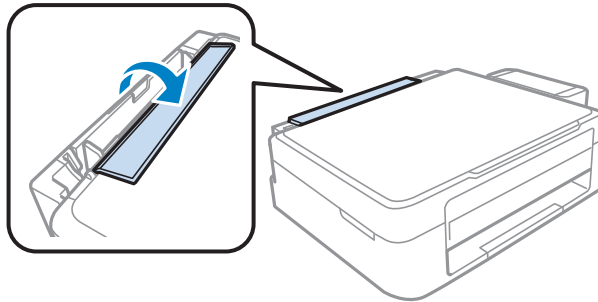
**Related references**

[Paper Loading Capacity](#)

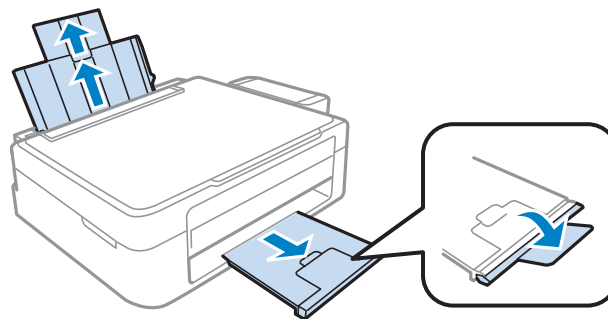
## Loading Paper for Photos

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

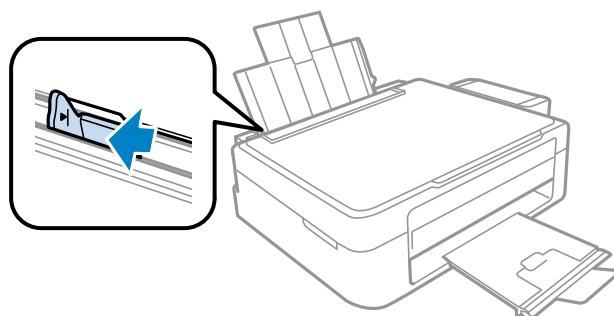
1. Flip the feeder guard forward.



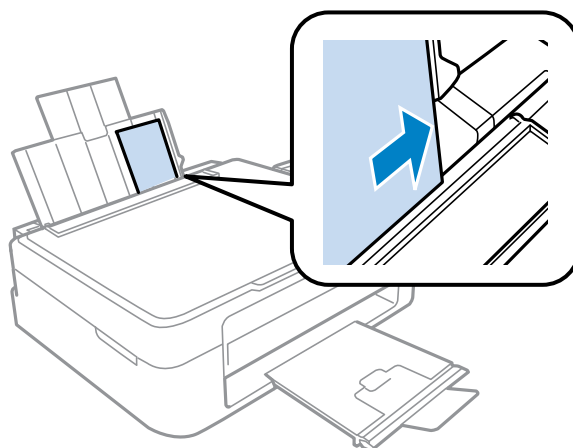
2. Pull up the paper support and its extension.
3. Pull out the output tray and open the paper stopper.



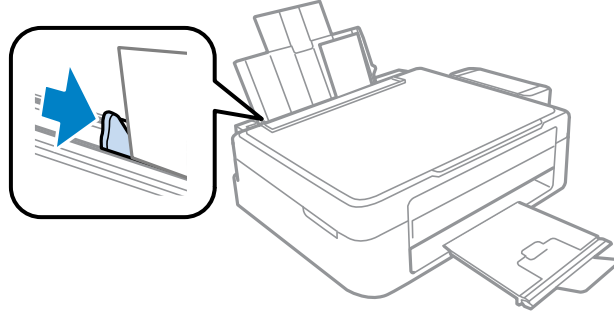
4. Slide the edge guide left.



5. Insert paper, glossy or printable side up and short edge first, against the right side. If you are inserting a stack of paper, fan the sheets first and tap the stack on a flat surface to even the edges.



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



7. Flip the feeder guard back.

Always follow these paper loading guidelines:

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

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

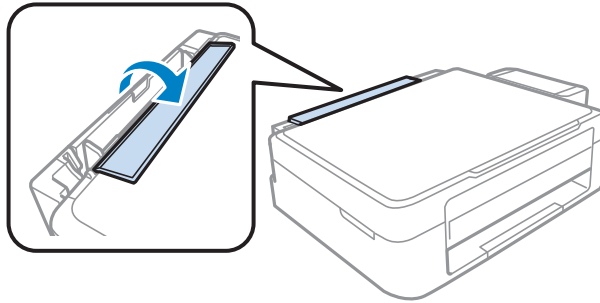
**Related references**

[Paper Loading Capacity](#)

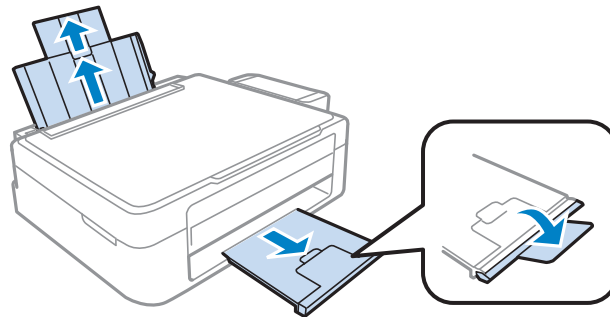
## Loading Envelopes

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

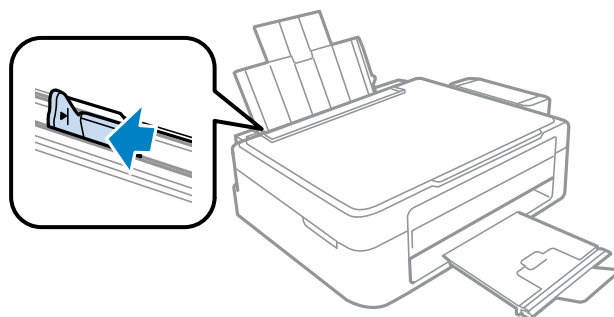
1. Flip the feeder guard forward.



2. Pull up the paper support and its extension.
3. Pull out the output tray and open the paper stopper.

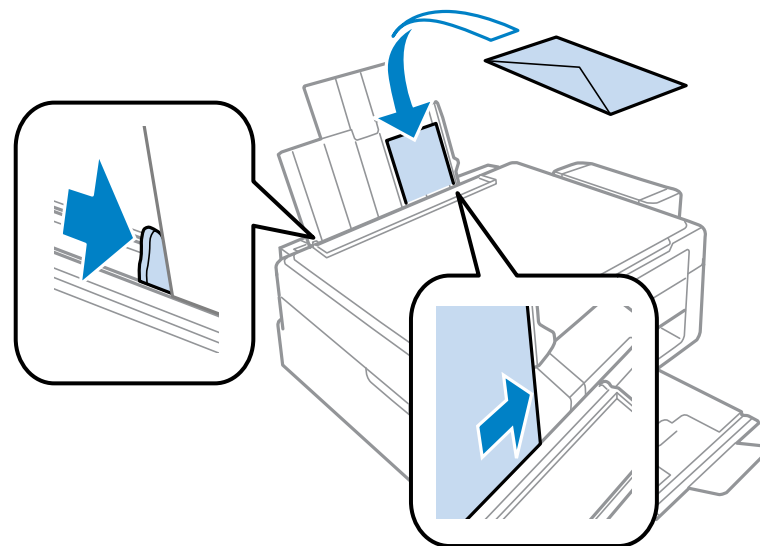


4. Slide the edge guide left.



5. Load up to 10 envelopes against the right side. Load them printable side up and flap edge left.

6. Slide the edge guide against the envelopes, but not too tightly.



7. Flip the feeder guard back.

Always follow these envelope loading guidelines:

- If you have trouble loading a stack of envelopes, press each envelope flat before loading it or load one envelope at a time.
- Do not load envelopes above the arrow mark inside the edge guide.
- Do not load envelopes that are curled, folded, or too thin.

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

**Related references**

[Paper Specifications](#)

## Paper Loading Capacity

Paper type	Load up to this many sheets
Plain paper - Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) **	Approx. 100 sheets*
EPSON Bright White Paper ** EPSON Presentation Paper Matte	80 sheets
EPSON Premium Presentation Paper Matte	20 sheets
EPSON Premium Photo Paper Glossy	20 sheets
Plain paper - Legal (8.5 × 14 inches [216 × 357 mm]) User defined paper size of any type	1 sheet
Envelopes	10

\* Based on paper weight of 17 lb (64 g/m<sup>2</sup>) to 24 lb (90 g/m<sup>2</sup>). Do not load paper above the arrow mark inside the edge guide.

\*\* For two-sided printing, load up to 30 sheets.

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

## Available EPSON Papers

You can purchase genuine EPSON ink and paper from an EPSON authorized reseller. To find the nearest reseller, visit [global.latin.epson.com](http://global.latin.epson.com) or call your nearest Epson sales office (website available in Spanish and Portuguese only).

Paper Type	Size	Part number	Sheet count
EPSON Bright White Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500
EPSON Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041808	40
		S041727	100
	5 × 7 inches (127 × 178 mm)	S041464	20
	8 × 10 inches (203 × 254 mm)	S041465	20
EPSON Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S042183	25
		S041667	50
EPSON Premium Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
	Legal (8.5 × 14 inches [216 × 357 mm])	S041067	100
EPSON Premium Presentation Paper Matte	8 × 10 inches (203 × 254 mm)	S041467	50
	Letter (8.5 × 11 inches [216 × 279 mm])	S041257	50
		S042180	100

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

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

## Paper or Media Type Settings

For this paper	Select this paper Type or Media Type setting
Plain paper EPSON Bright White Paper EPSON Presentation Paper Matte	Plain Paper/Bright White Paper
EPSON Premium Photo Paper Glossy	Premium Photo Paper Glossy

For this paper	Select this paper Type or Media Type setting
EPSON Premium Presentation Paper Matte	Premium Presentation Paper Matte
Envelopes	Envelope

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



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# Placing Originals on the Product

Follow the instructions here to place your original documents or photos on the product.

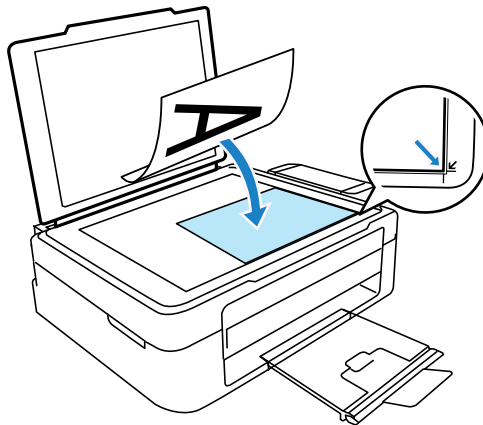
**Caution:** Do not place anything on top of your product or use its cover as a writing surface to avoid damaging it.

## Placing Originals on the Scanner Glass

### Placing Originals on the Scanner Glass

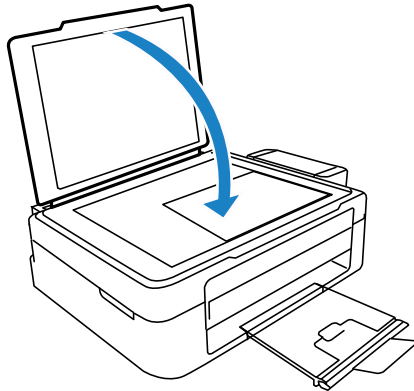
You can place originals up to this size on the scanner glass: Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]).

1. Open the document cover.
2. Place your original facedown on the scanner glass with the top facing as shown. Slide the original to the edges of the indicated corner.



**Note:** You can place multiple originals on the scanner glass. Just make sure they are at least 0.8 inch (20 mm) away from each other.

3. Close the document cover gently to keep your original in place.



**Parent topic:** [Placing Originals on the Product](#)

**Related topics**

[Copying](#)

[Scanning](#)

---

# Copying


See the information here to copy documents or photos using your product.

**Note:** Copies may not be exactly the same size as your originals.


[Copying Documents or Photos](#)

## Copying Documents or Photos

You can copy color or black-and-white documents or photos onto plain paper.

1. Place your original document or photo on the product.
2. Load plain paper in the product.
3. Do one of the following to start copying:
  - To copy a black-and-white document or photo, press the  B&W copy button.
  - To copy a color document or photo, press the  color copy button.
  - To copy a black-and-white or color original in draft mode, hold the  B&W copy button or the  color copy button for 3 seconds.
  - To make 20 black-and-white or color copies, hold the  B&W copy button or the  color copy button and press the  stop button within 3 seconds.

The product scans and prints your copy.

**Note:** To cancel copying, press the  stop button.

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

### Related topics

[Placing Originals on the Product](#)

[Loading Paper](#)

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# Printing From a Computer

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

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

[Printing with Windows](#)

[Printing with Mac OS X](#)

[Cancelling Printing Using a Product Button](#)

## **Related tasks**

[Checking for Software Updates](#)

## Printing with Windows

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

[Selecting Basic Print Settings - Windows](#)

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

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

[Selecting a Printing Preset - Windows](#)

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

[Selecting Default Print Settings - Windows](#)

[Changing Automatic Update Options](#)

**Parent topic:** [Printing From a Computer](#)

## Selecting Basic Print Settings - Windows

Select the basic settings for the document or photo you want to print.

1. Open a photo or document for printing.

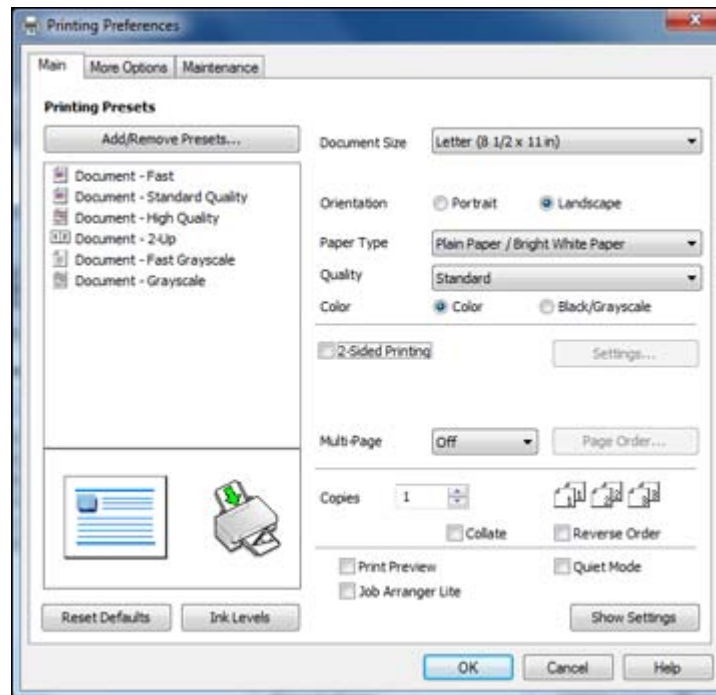
2. Select the print command in your application.

**Note:** You may need to select a print icon on your screen, the **Print** option in the **File** menu, or another command. See your application's help utility for details.

3. If necessary, select your product name as the printer you want to use.

**Note:** You may also need to select **Properties** or **Preferences** to view your print settings.

You see the Main tab of your printer settings window:



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

**Note:** You can also select the **User-Defined** setting to create a custom paper size.

5. Select the orientation of your document.

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

6. Select the type of paper you loaded as the **Paper Type** setting.

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

7. Select the **Quality** setting that matches the print quality you want to use.
8. Select a Color option:
  - To print a color document or photo, select the **Color** setting.
  - To print text and graphics in black or shades of gray, select the **Black/Grayscale** setting.
9. To print on both sides of the paper, select the **2-Sided Printing** checkbox and select the options you want.
10. To print multiple pages on one sheet of paper, or print one image on multiple sheets of paper, select one of the settings in the **Multi-Page** menu and select the printing options you want.
11. To print multiple copies and arrange their print order, select the **Copies** options.
12. To preview your job before printing, select **Print Preview**.
13. To save your print job as a project that can be modified and combined with other print jobs, select **Job Arranger Lite**.
14. To reduce noise during printing when you select **Plain Paper/Bright White Paper**, select **Quiet Mode**.

[Print Quality Options - Windows](#)

[Multi-Page Printing Options - Windows](#)

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

#### **Related references**

[Paper or Media Type Settings](#)

#### **Related tasks**

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

## Print Quality Options - Windows

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

### **Draft**

For draft printing on plain paper.

### **Standard**

For everyday text and image printing.

### **High**

For photos and graphics with high print quality.

### **More Settings**

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

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

## Multi-Page Printing Options - Windows

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

### **2-Up and 4-Up**

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

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

## Selecting Double-sided Printing Settings - Windows

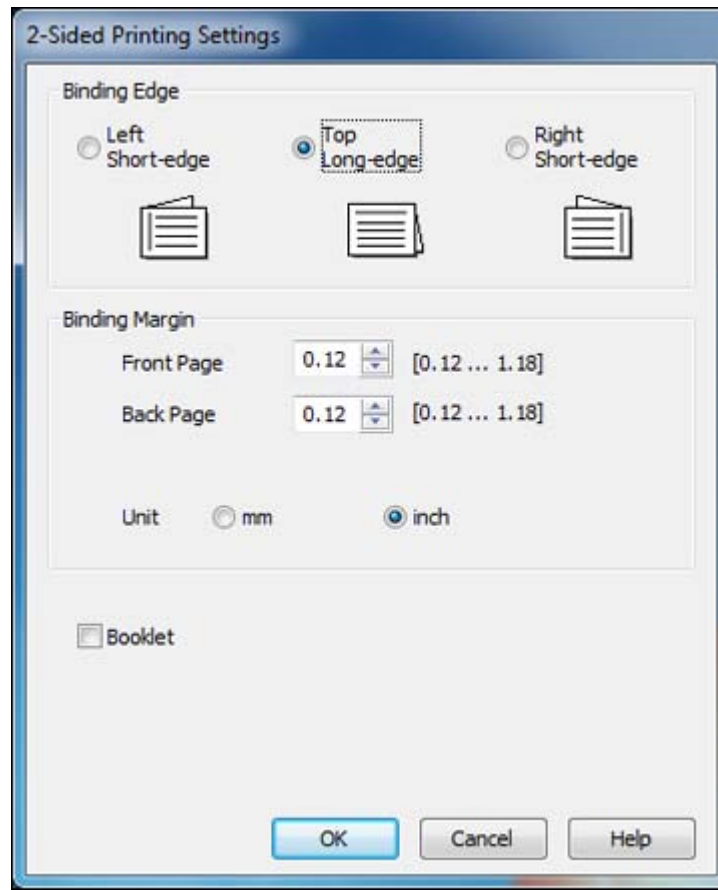
You can print on both sides of the paper by selecting the **2-Sided Printing** checkbox on the Main tab.



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

1. Select the **2-Sided Printing** checkbox.
2. Click the **Settings** button.

You see this window:



3. Select the double-sided printing options you want to use.
4. Click **OK** to return to the Main tab.
5. Print a test copy of your double-sided document to test the selected settings.
6. Follow any instructions displayed on the screen during printing.

**Note:** The surface of the paper may smear during double-sided printing. Make sure the ink has dried before reloading the paper.

[Double-sided Printing Options - Windows](#)



Parent topic: [Printing with Windows](#)

## Double-sided Printing Options - Windows

You can select any of the available options on the 2-Sided Printing Settings window to set up your double-sided print job.

### Binding Edge Options

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

### Binding Margin Options

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

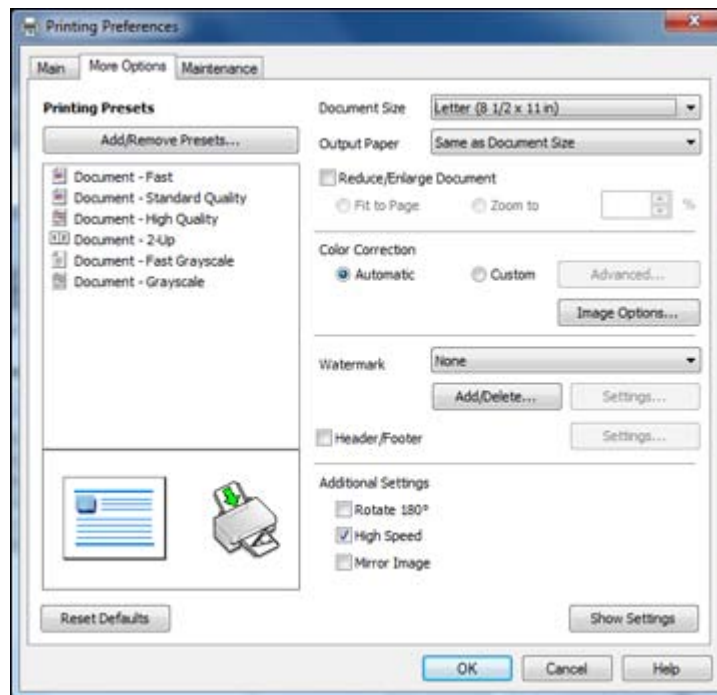
### Booklet

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

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

## Selecting Additional Layout and Print Options - Windows

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



1. To change the size of your printed document or photo, select the **Reduce/Enlarge Document** checkbox and select one of these sizing options:
  - Select the **Fit to Page** option to size your image to fit the paper you loaded. Select the size of the your document or photo as the **Document Size** setting, and the size of your paper as the **Output Paper** setting.
  - Select the **Zoom to** option to reduce or enlarge your document or photo by a specific percentage. Select the percentage in the **%** menu.
2. Select one of the following Color Correction options:
  - Select **Automatic** to automatically adjust the sharpness, brightness, contrast, and color saturation for your image.
  - Select **Custom** and click the **Advanced** button to manually adjust the color correction settings or turn off color management in your printer software.
  - Select **Image Options** to access additional settings for improving printed images.
3. To add a watermark to your printout, select Watermark settings.
4. To add a header or footer to your document, select **Header/Footer**, then select **Settings** to customize the text and location.
5. Select any of the Additional Settings options to customize your print.

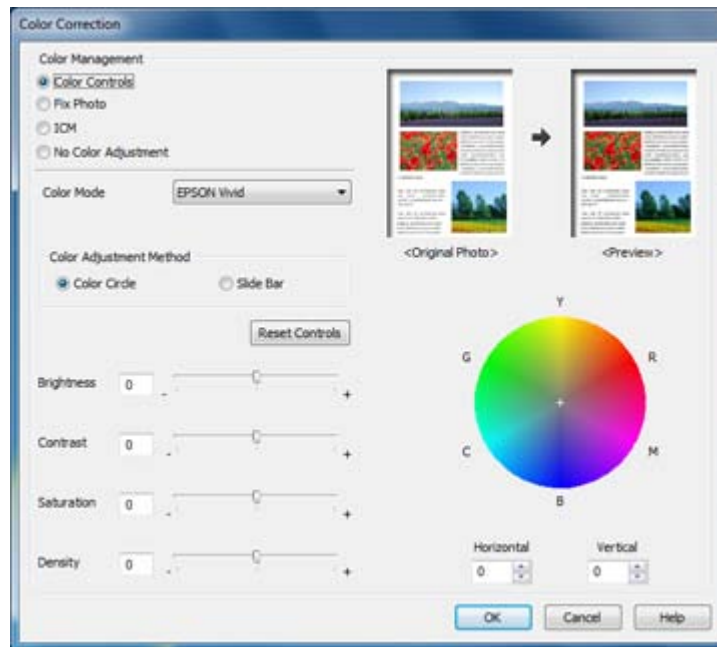
[Custom Color Correction Options - Windows](#)

[Image Options and Additional Settings - Windows](#)

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

### **Custom Color Correction Options - Windows**

You can select any of the available options in the Color Correction window to customize the image colors for your print job.



### Color Controls

Lets you select a **Color Mode** setting, individual settings for **Brightness**, **Contrast**, **Saturation**, and **Density**, and individual color tones. If you select the **Adobe RGB** color mode, you can also adjust the midtone density using the **Gamma** setting.

### Fix Photo

Improves the color, contrast, and sharpness of flawed photos.

**Note:** Fix Photo uses a sophisticated face recognition technology to optimize photos that include faces. For this to work, both eyes and the nose must be visible in the subject's face. If your photo includes a face with an intentional color cast, such as a statue, you may want to turn off **Fix Photo** to retain the special color effects.

### ICM

Lets you turn off color management in your printer software using the **No Color Adjustment** option. You can then manage color using only your application software.

**No Color Adjustment**

Turns off color management in your printer software so you can manage color using only your application software.

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

**Image Options and Additional Settings - Windows**

You can select any of the Image Options and Additional Settings to customize your print. Some options may be pre-selected or unavailable, depending on other settings you have chosen.

**Image Options****Edge Smoothing**

Smooths jagged edges in low-resolution images such as screen captures or images from the Web.

**Fix Red-Eye**

Reduces or removes red-eye in photos.

**Additional Settings Options****Rotate 180°**

Prints the image rotated 180° from its original orientation.

**High Speed**

Speeds up printing, but may reduce print quality.

**Mirror Image**

Flips the printed image left to right.

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

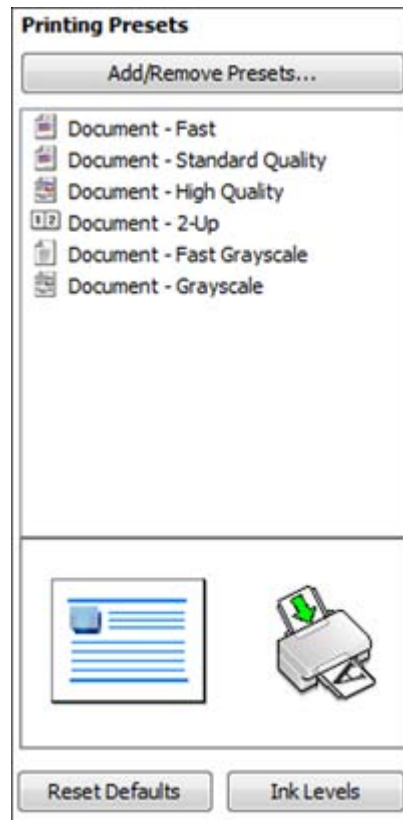
**Selecting a Printing Preset - Windows**

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

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

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

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



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

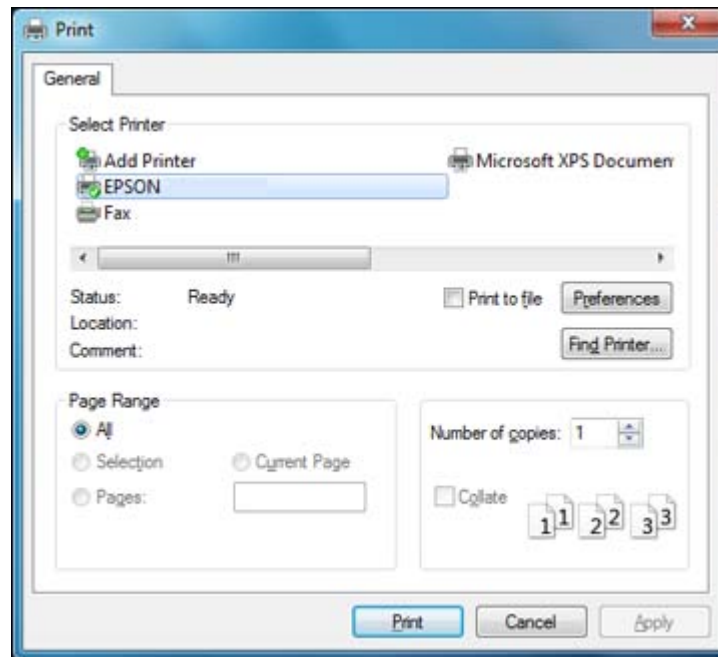
Parent topic: [Printing with Windows](#)

## Printing Your Document or Photo - Windows

Once you have selected your print settings, you are ready to save your settings and print.

1. Click **OK** to save your settings.

You see your application's Print window, such as this one:



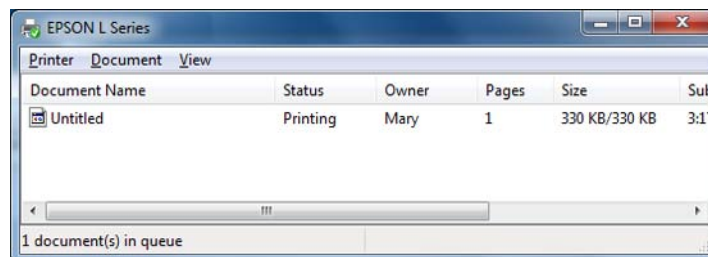
2. Click **OK** or **Print** to start printing.

[Checking Print Status - Windows](#)

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

### Checking Print Status - Windows

During printing, you can see the progress of your print job by right-clicking the printer icon in the Windows taskbar.



You can control printing using the options on the screen.

- To cancel printing, click right-click on any print job and click **Cancel**.
- To pause printing, click on any print job and click **Pause**.
- To restart printing, click on any print job marked "On Hold" and click **Restart**.

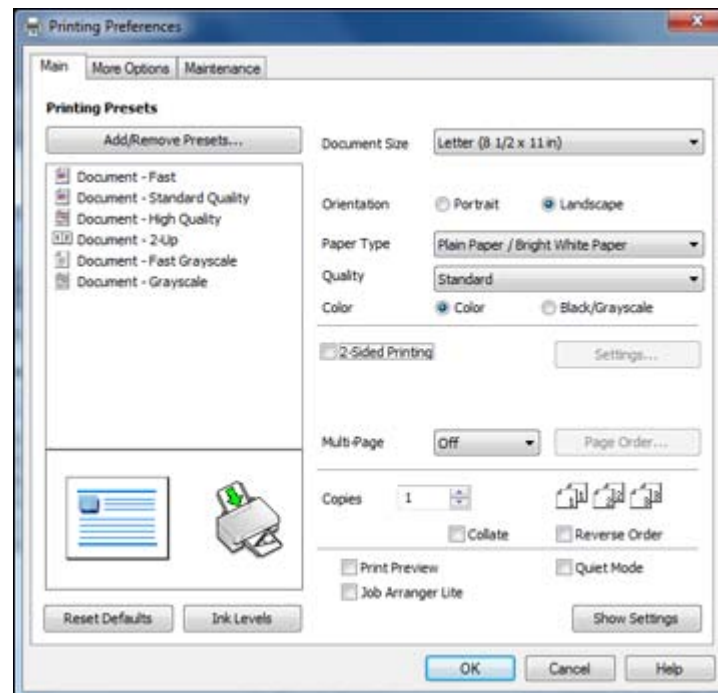
Parent topic: [Printing Your Document or Photo - Windows](#)

## Selecting Default Print Settings - Windows

When you change your print settings in a program, the changes apply only while you are printing in that program session. If you want to change the print settings you use in all your Windows programs, you can select new default print settings.

1. Right-click the product icon in the Windows taskbar.
2. Select **Printer Settings**.

You see the printer settings window:



3. Select the print settings you want to use as defaults in all your Windows programs.
4. Click **OK**.

These settings are now the defaults selected for printing. You can still change them as needed for printing in any program session.

#### [Changing the Language of the Printer Software Screens](#)

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

### Changing the Language of the Printer Software Screens

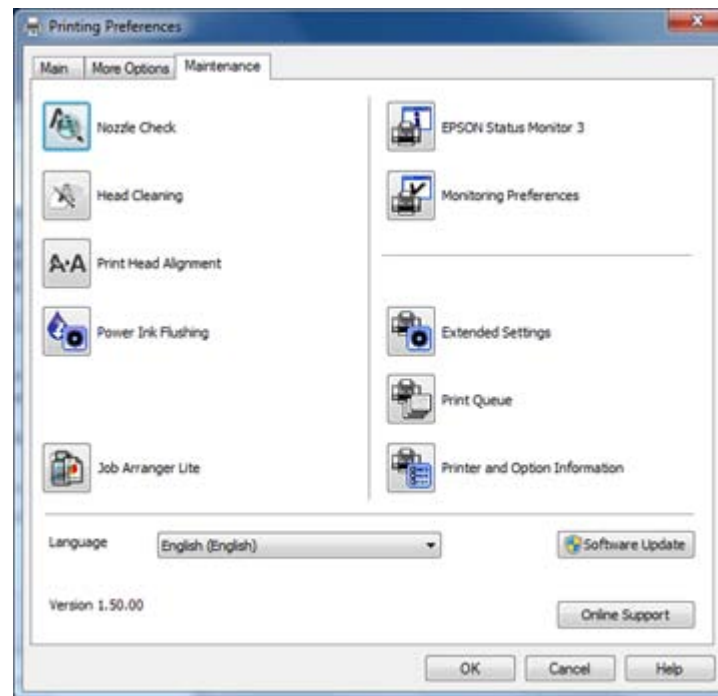
You can change the language used on the Windows printer software screens.

1. Right-click the product icon in the Windows taskbar.
2. Select **Printer Settings**.

You see the printer settings window.

3. Click the **Maintenance** tab.

You see the maintenance options:





4. Select the language you want to use as the **Language** setting.
5. Click **OK** to close the printer software window.

The printer software screens appear in the language you selected the next time you access them.

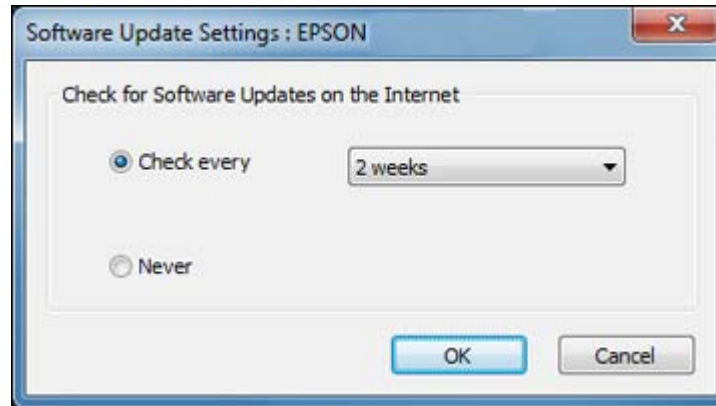
**Parent topic:** [Selecting Default Print Settings - Windows](#)

## Changing Automatic Update Options

Your printer software for Windows automatically checks for updates to the product software. You can change how often the software checks for updates or disable this feature.

1. Right-click the product icon in the Windows taskbar.
2. Select **Software Update Settings**.

You see this window:



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

**Note:** If you choose to disable the automatic update feature, it's a good idea to periodically check for updates on Epson's support website.

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

## Printing with Mac OS X

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

[Selecting Basic Print Settings - Mac OS X](#)

[Selecting Page Setup Settings - Mac OS X](#)

[Selecting Print Layout Options - Mac OS X](#)

[Sizing Printed Images - Mac OS X](#)

[Managing Color - Mac OS X](#)

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

[Selecting Printing Preferences - Mac OS X](#)

**Parent topic:** [Printing From a Computer](#)

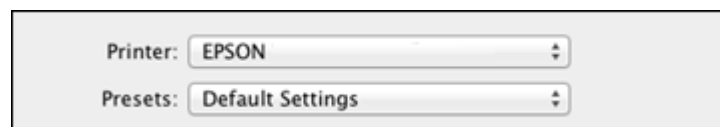
### Selecting Basic Print Settings - Mac OS X

Select the basic settings for the document or photo you want to print.

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

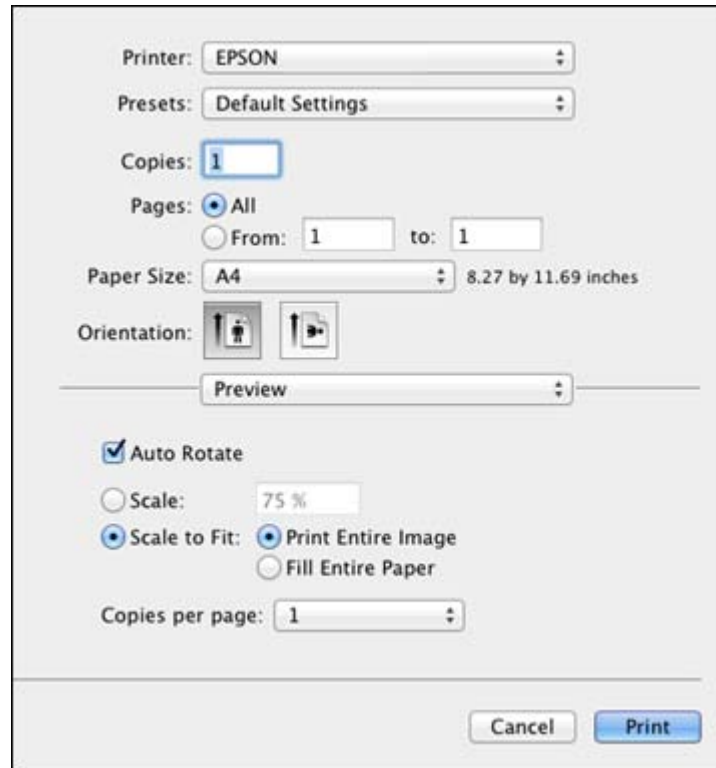
**Note:** You may need to select a print icon on your screen, the **Print** option in the File menu, or another command. See your application's help utility for details.

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



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

You see the expanded printer settings window for your product:



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

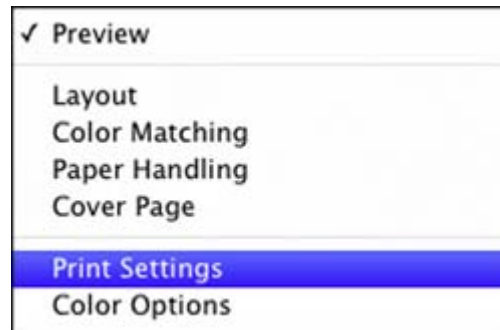
5. Select the **Copies** and **Pages** settings as necessary.

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

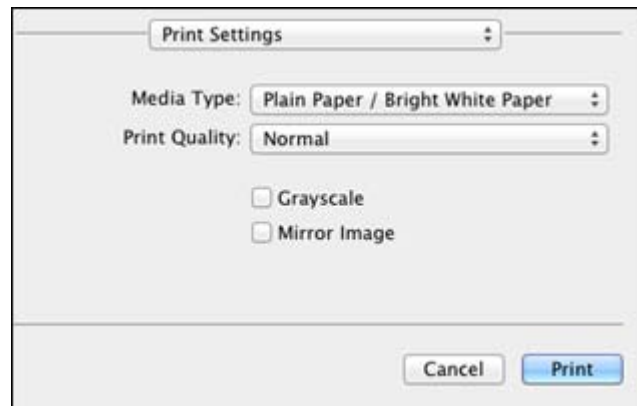
6. Select the page setup options: **Paper Size** and **Orientation**.

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

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



You see these settings:



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

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

10. Select the **Print Quality** setting you want to use.

11. Select any of the available print options.

[Print Quality Options - Mac OS X](#)

[Print Options - Mac OS X](#)

**Parent topic:** [Printing with Mac OS X](#)

#### **Related references**

[Paper or Media Type Settings](#)

#### **Related tasks**

[Selecting Page Setup Settings - Mac OS X](#)

### **Print Quality Options - Mac OS X**

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

#### **Fast Economy**

For the fastest printing with draft quality.

#### **Economy**

For fast printing with reduced quality.

#### **Normal**

For everyday text and image printing.

#### **Fine**

For text and graphics with good quality and print speed.

#### **Quality**

For photos and graphics with good quality and print speed.

#### **High Quality**

For photos and graphics with high print quality.

#### **Best Quality**

For the best print quality, but the slowest print speed.

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

### **Print Options - Mac OS X**

You can select any of the print options to customize your print. Some options may be unavailable, depending on other settings you have chosen.

#### **Grayscale**

Prints text and graphics in black or shades of gray.

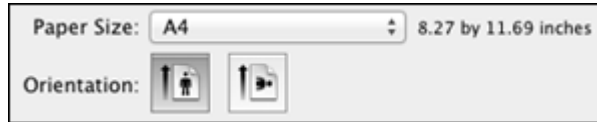
### Mirror Image

Lets you flip the printed image horizontally.

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


## Selecting Page Setup Settings - Mac OS X

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



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

1. Select the size of the paper you loaded as the **Paper Size** setting. You can also select a custom setting to create a custom paper size.
2. Select the orientation of your document or photo as shown in the print window.

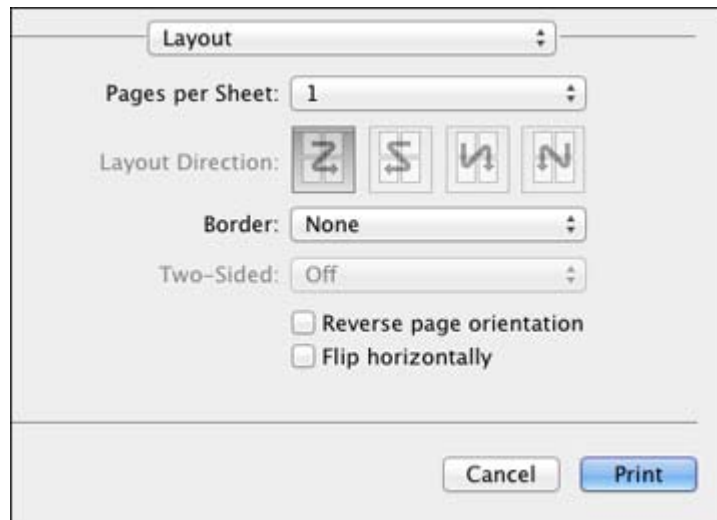
**Note:** If you are printing an envelope, select the  icon.

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

Parent topic: [Printing with Mac OS X](#)

## Selecting Print Layout Options - Mac OS X

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

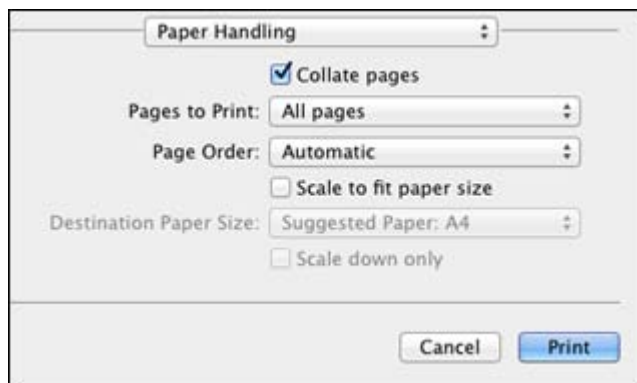


- To print multiple pages on one sheet of paper, select the number of pages in the **Pages per Sheet** pop-up menu. To arrange the print order of the pages, select a **Layout Direction** setting.
- To print borders around each page on the sheet, select a line setting from the **Border** pop-up menu.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

**Parent topic:** [Printing with Mac OS X](#)

## Sizing Printed Images - Mac OS X

You can adjust the size of the image as you print it by selecting **Paper Handling** from the pop-up menu on the Print window.



- To print only selected pages in a multi-page document, select an option from the **Pages to Print** pop-up menu.
- To adjust the order in which pages are printed, select an option from the **Page Order** pop-up menu.
- To scale the image to fit on a specific paper size, select the **Scale to fit paper size** checkbox and select a paper size from the **Destination Paper Size** pop-up menu.

Parent topic: [Printing with Mac OS X](#)

## Managing Color - Mac OS X

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

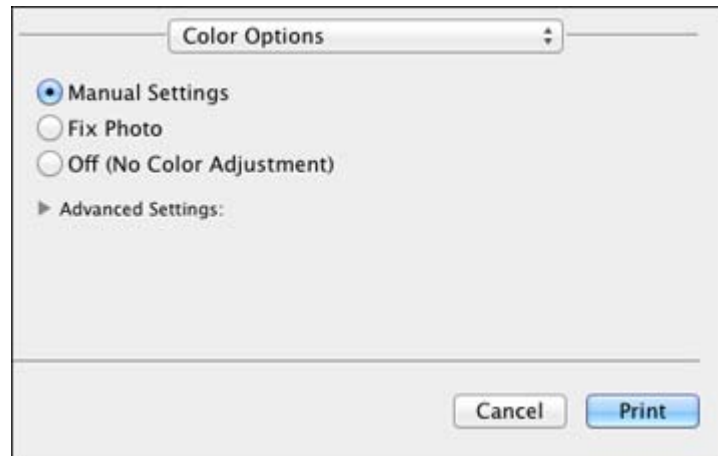
1. Select **Color Matching** from the pop-up menu in the print window.



2. Select one of the available options.



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



**Note:** The available settings on the Color Options menu depend on the option you selected on the Color Matching menu.

4. Select one of the available options.

[Color Matching and Color Options - Mac OS X](#)

**Parent topic:** [Printing with Mac OS X](#)

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

You can select from these settings on the **Color Matching** and **Color Options** menus.

#### **Color Matching Settings**

##### **EPSON Color Controls**

Lets you manage color using controls in your printer software, or turn off color management.

##### **ColorSync**

Prints using standard color profiles for your product and paper to help match image colors. You can customize the conversion method and filter settings on the ColorSync pop-up menu in the print window.

## Color Options Settings

### Manual Settings

Lets you select manual color adjustments. Click the arrow next to **Advanced Settings** and select settings for **Brightness**, **Contrast**, **Saturation**, and individual color tones. You can also select a color **Mode** setting for printing photos and graphics and the **Fix Red-Eye** setting to reduce or remove red-eye in photos. If you select the **Adobe RGB** color mode, you can also adjust the midtone density using the **Gamma** setting.

### Fix Photo

Improves the color, contrast, and sharpness of flawed photos. Click the arrow next to **Advanced Settings** and select the **Fix Red-Eye** setting to reduce or remove red-eye in photos.

**Note:** Fix Photo uses a sophisticated face recognition technology to optimize photos that include faces. For this to work, both eyes and the nose must be visible in the subject's face. If your photo includes a face with an intentional color cast, such as a statue, you may want to turn off **Fix Photo** to retain the special color effects.

### Off (No Color Adjustment)

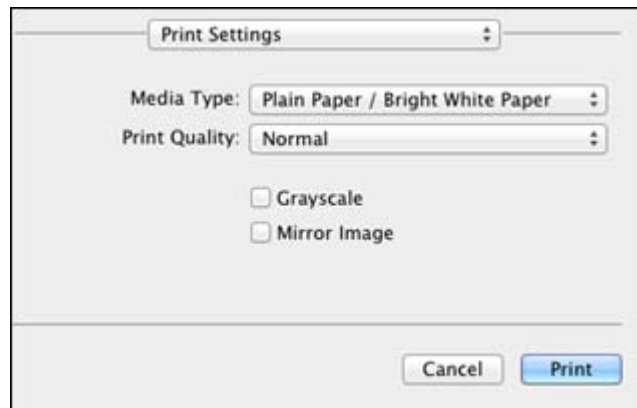
Turns off color management in your printer software so you can manage color using only your application software.

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

## Printing Your Document or Photo - Mac OS X

Once you have selected your print settings, you are ready to print.

Click **Print** at the bottom of the print window.



## Checking Print Status - Mac OS X

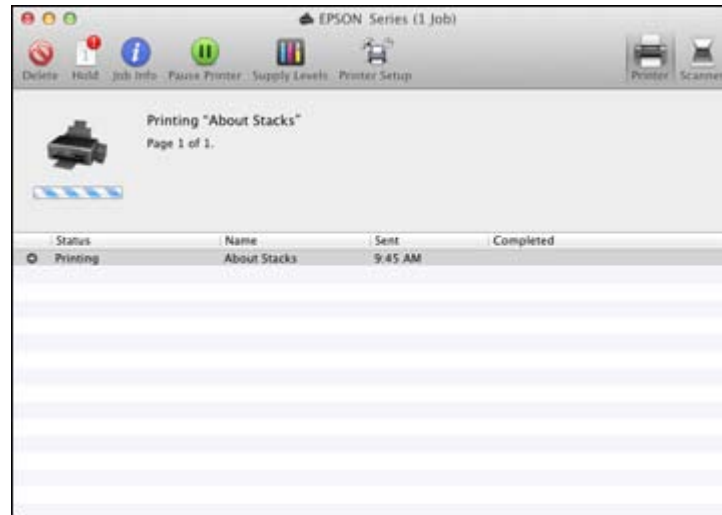
**Parent topic:** [Printing with Mac OS X](#)

### Checking Print Status - Mac OS X

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

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

You see the print status window:



2. Select the following options as necessary:

- To cancel printing, click the print job and click **Delete**.
- To pause a print job, click the print job and click **Hold**. To resume a print job, click the print job marked "Hold" and click **Resume**.
- To pause printing for all queued print jobs, click **Pause Printer**.

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

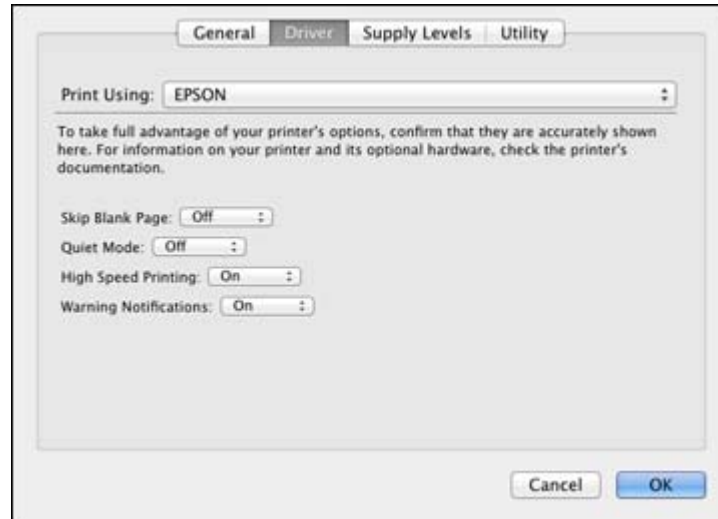
### Selecting Printing Preferences - Mac OS X

You can select printing preferences that apply to all the print jobs you send to your product.

1. In the Apple menu or the Dock, select **System Preferences**.

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

You see this screen:



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

[Printing Preferences - Mac OS X](#)

**Parent topic:** [Printing with Mac OS X](#)

### Printing Preferences - Mac OS X

You can select from these settings on the Driver tab.

#### **Skip Blank Page**

Ensures that your product does not print pages that contain no text or images.

#### **Quiet Mode**

Lessens noise during printing when you select **Plain Paper/Bright White Paper** as the paper Type or Media Type setting.

#### **High Speed Printing**


Speeds up printing, but may reduce print quality.

**Warning Notifications**

Lets you choose whether or not to receive warning notifications from the printer software when ink is low.

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

**Cancelling Printing Using a Product Button**

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

**Parent topic:** [Printing From a Computer](#)

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# Scanning

You can scan original documents or photos and save them as digital files on your computer.

[Starting a Scan](#)

[Selecting EPSON Scan Settings](#)

[Scanning with Mac OS X 10.6/10.7/10.8 Using Image Capture](#)

[Scanning Special Projects](#)

## Starting a Scan

After placing your original documents or photos on your product for scanning, start scanning using one of these methods.

[Starting a Scan Using the Product Buttons](#)

[Starting a Scan Using the EPSON Scan Icon](#)

[Starting a Scan from a Scanning Program](#)



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

## Starting a Scan Using the Product Buttons

You can scan an image and save it as a PDF using your product's control panel buttons.

1. Make sure you installed the product software and connected the product to your computer.

**Note:** You must connect your product with a USB cable to scan using the buttons.

2. Press the  B&W copy button and the  color copy button at the same time.


Your original is scanned and saved as a PDF on your computer.

[Changing Default Scan Button Settings](#)

**Parent topic:** [Starting a Scan](#)

## Changing Default Scan Button Settings

You can view or change the default scan settings your product uses when you scan using the product buttons. You do this using the Event Manager program.

1. Do one of the following to open Event Manager:
  - **Windows:** Click  or **Start > All Programs** or **Programs > EPSON Software > Event Manager**.
  - **Mac OS X:** Open the **Applications** folder, click **Epson Software**, and click **Event Manager**.
2. Open the **Scanner** (Windows) or **Select Scanner** (Mac OS X) drop-down list and select your product, if necessary.
3. Click **Make Job Settings**.
4. Open the **Edit Job Settings** drop-down list and select the scan button settings you want to view or change.
5. Change the settings as necessary.
6. Click **OK**.

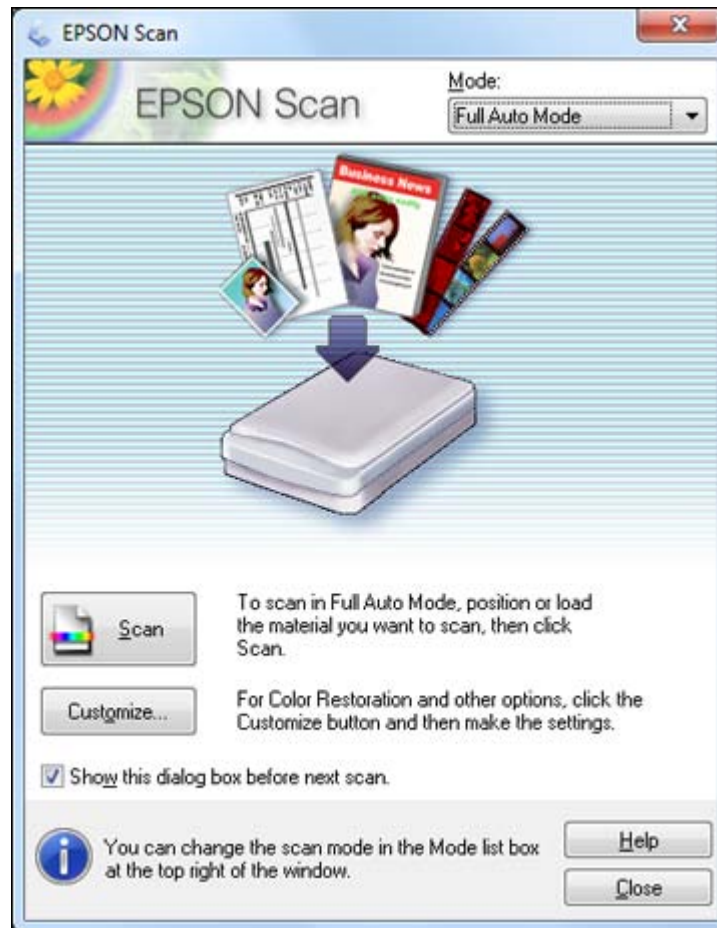
**Parent topic:** [Starting a Scan Using the Product Buttons](#)

## Starting a Scan Using the EPSON Scan Icon

You can start the EPSON Scan program to select scan settings, scan, and save the scanned image to a file.

- **Windows:** Double-click the **EPSON Scan** icon on your computer desktop.
- **Mac OS X:** Open the **Applications** folder, open the **Epson Software** folder, and double-click the **EPSON Scan** icon.

You see an EPSON Scan window like this:



**Parent topic:** [Starting a Scan](#)

**Related tasks**

[Scanning with Mac OS X 10.6/10.7/10.8 Using Image Capture](#)

**Related topics**

[Selecting EPSON Scan Settings](#)



## Starting a Scan from a Scanning Program

You can start EPSON Scan from a scanning program to select scan settings, scan, and open the scanned image in the program.

1. Open your scanning program and select its scanning option. (See your scanning program help for instructions.)
2. Select your product.

**Note:** In certain programs, you may need to select your product as the "source" first. If you see a **Select Source** option, choose it and select your product. With Windows, do not select a **WIA** option for your product; it will not work correctly.

You see an EPSON Scan window like this:



**Note:** In certain programs, you may see the program's scan window instead of the EPSON Scan window. Select scanning options as necessary.

**Parent topic:** [Starting a Scan](#)

**Related tasks**

[Scanning with Mac OS X 10.6/10.7/10.8 Using Image Capture](#)

**Related topics**

[Selecting EPSON Scan Settings](#)

## Selecting EPSON Scan Settings

After starting EPSON Scan, you can select settings in various modes to customize your scan.

[Scan Modes](#)

[Selecting the Scan Mode](#)

[Scanning in Full Auto Mode](#)

[Scanning in Home Mode](#)

[Scanning in Office Mode](#)

[Scanning in Professional Mode](#)

[Image Preview Guidelines](#)

[Scan Resolution Guidelines](#)

[Selecting Scan File Settings](#)

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

### Scan Modes

EPSON Scan provides a choice of scan modes with different levels of control over your settings.

#### **Full Auto Mode**

This mode automatically detects the type of content you are scanning, selects settings for it, and saves your scanned image. You can also select various image adjustment options.

#### **Home Mode**

You can select setting groups based on the type of content you are scanning. You can also select various image adjustment options, and preview and size your scanned image.

#### **Office Mode**

You can quickly scan text documents and adjust them on a preview screen. You can also select various image adjustment options and preview your scanned image.

#### **Professional Mode**

You can manually customize all available settings, and preview and size your scanned image.

**Parent topic:** [Selecting EPSON Scan Settings](#)

#### **Related tasks**

[Scanning in Full Auto Mode](#)

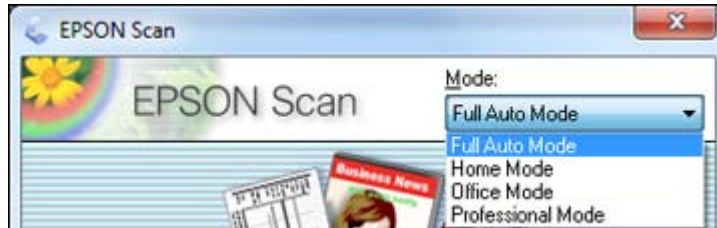
[Scanning in Home Mode](#)

[Scanning in Office Mode](#)

[Scanning in Professional Mode](#)

## Selecting the Scan Mode

Select the EPSON Scan mode you want to use from the Mode box in the upper right corner of the EPSON Scan window:



**Parent topic:** [Selecting EPSON Scan Settings](#)

### Related tasks

[Scanning in Full Auto Mode](#)

[Scanning in Home Mode](#)

[Scanning in Office Mode](#)

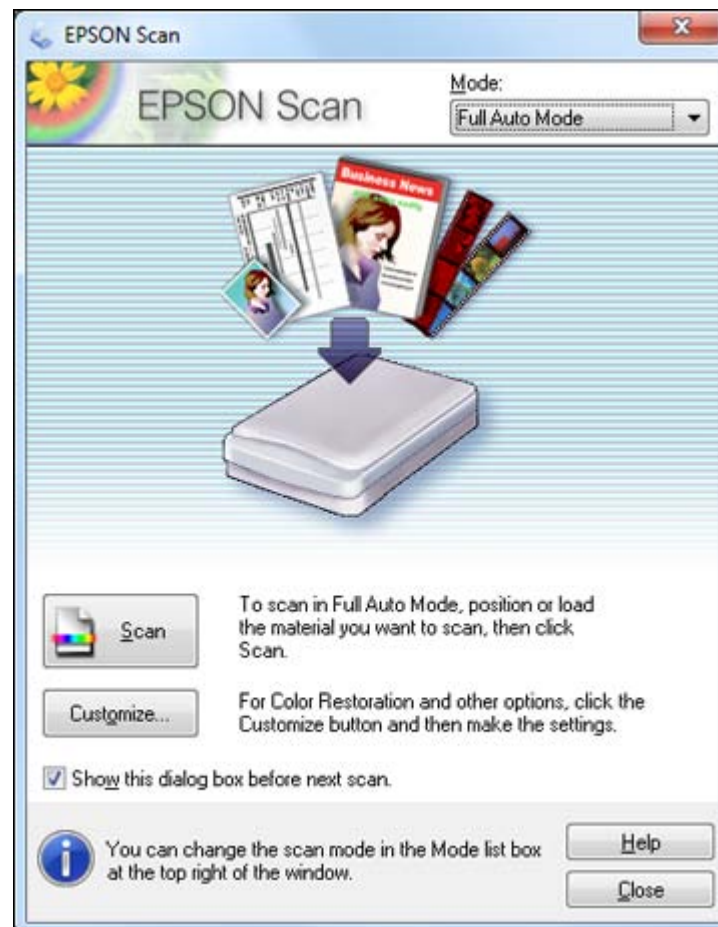
[Scanning in Professional Mode](#)

## Scanning in Full Auto Mode

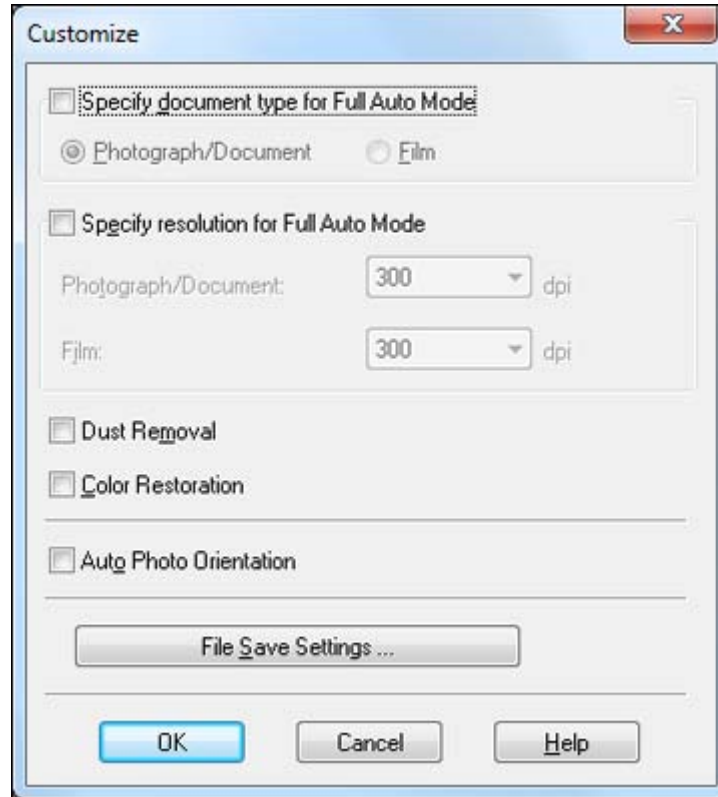
When you scan in Full Auto Mode, EPSON Scan automatically saves your scanned file in JPEG format in your operating system's Pictures or My Pictures folder, or opens it in your scanning program. You can change the scanned file settings and select various image adjustment options before you scan, if necessary.

1. Start EPSON Scan and select **Full Auto Mode** as the Mode setting.

You see this window:



2. To select image adjustment options or change your scanned file settings, click **Customize**, select the settings, and click **OK**.



- To choose any of the available image adjustment options, select the checkbox for the option.
- To change the scanned file settings, click **File Save Settings**.

3. Click **Scan**.

EPSON Scan scans your original, and saves the file in the selected folder or opens it in your scanning program. If the file was saved directly to your computer, you see the file in the Windows Explorer or Mac OS X Finder, where you can view and print the image, if desired.

[Available Image Adjustments - Full Auto Mode](#)

**Parent topic:** [Selecting EPSON Scan Settings](#)

## Available Image Adjustments - Full Auto Mode

You can select these image adjustment options in EPSON Scan Full Auto Mode.

### **Dust Removal**

Removes dust marks from your originals automatically.

### **Color Restoration**

Restores the colors in faded photos automatically.

### **Auto Photo Orientation**

Checks the preview image for faces, the sky, and other features, and then correctly rotates the photo when it is scanned, if necessary. (If your photo is not oriented correctly using this option, deselect this option and scan again.)

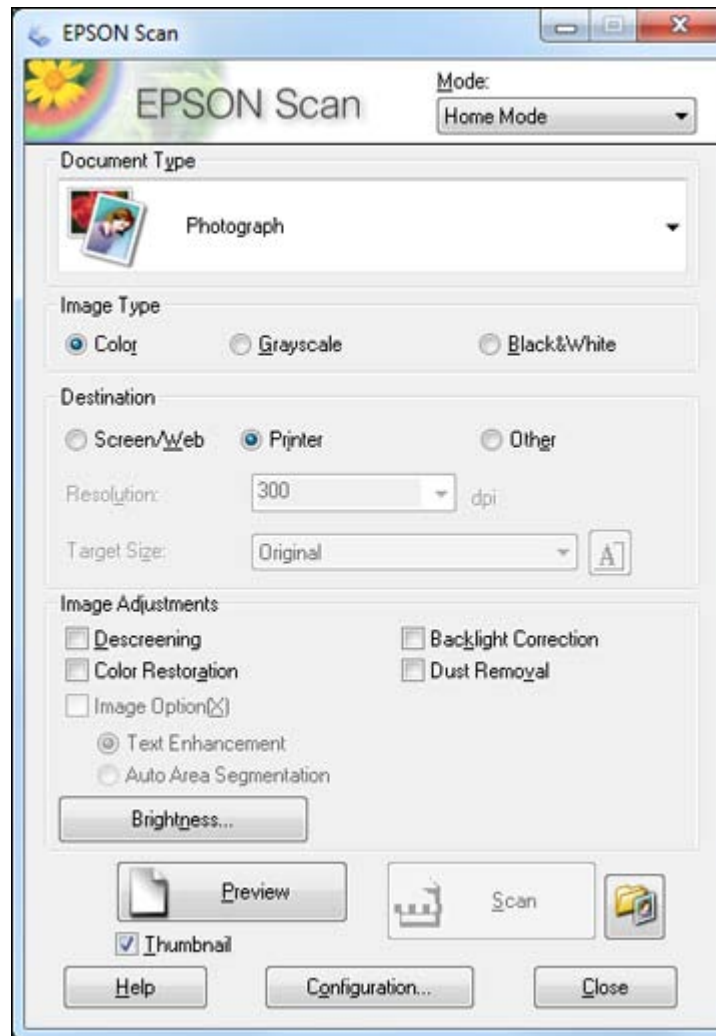
**Parent topic:** [Scanning in Full Auto Mode](#)

## Scanning in Home Mode

When you scan in Home Mode, EPSON Scan automatically saves your scanned file in JPEG format in your operating system's Pictures or My Pictures folder, or opens it in your scanning program. You can select settings, preview, and change the scanned file settings as necessary.

1. Start EPSON Scan and select **Home Mode** as the Mode setting.

You see this window:



2. Select the **Document Type** setting that matches your original, such as **Photograph** or **Text/Line Art**.
3. Select the **Image Type** setting that matches your original.



4. Select the way you plan to use your scanned image as the **Destination** setting. (The Resolution setting is selected automatically based on the Destination setting you choose.)
  - **Screen/Web**: Select this option for images you will e-mail, view on a computer screen, or post on the web.
  - **Printer**: Select this option for images you will print or documents you will convert to editable text using OCR (Optical Character Recognition) software.
  - **Other**: Select this option if you want to select a custom resolution for your image.
5. If you selected **Other** in the last step, select the **Resolution** setting you want to use for your scan.
6. Click the **Preview** button.

EPSON Scan previews your original and displays the result in a separate Preview window.
7. If desired, select the area in your preview image that you want to scan (scan area).
8. Select any of the image adjustment settings you want to use. Before making adjustments, click the image or scan area in the Preview window.
9. If you want to reduce or enlarge your image as you scan, select the **Target Size** setting you want to use.
10. Click **Scan**.

You see the File Save Settings window.
11. Change any of the necessary file save settings and click **OK**.

EPSON Scan scans your original, and saves the file in the selected folder or opens it in your scanning program. If the file was saved directly to your computer, you see the file in the Windows Explorer or Mac OS X Finder, where you can view and print the image, if desired.

[Selecting a Scan Area - Home Mode](#)

[Available Image Adjustments - Home Mode](#)

[Selecting a Scan Size - Home Mode](#)

**Parent topic:** [Selecting EPSON Scan Settings](#)

#### **Related concepts**

[Image Preview Guidelines](#)

[Scan Resolution Guidelines](#)

#### **Related tasks**

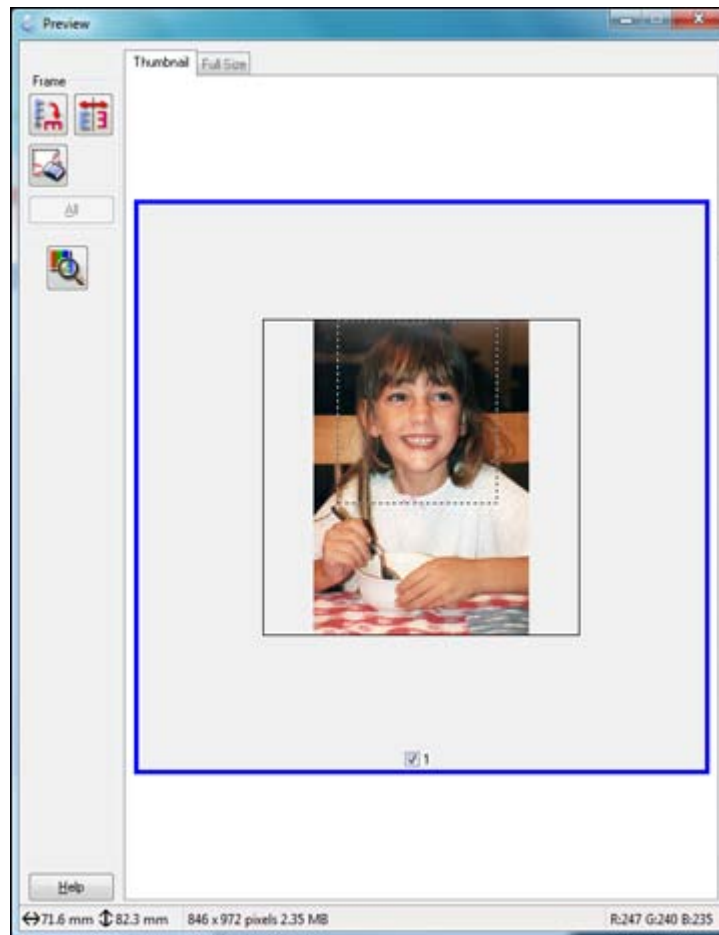
[Selecting Scan File Settings](#)


## Selecting a Scan Area - Home Mode

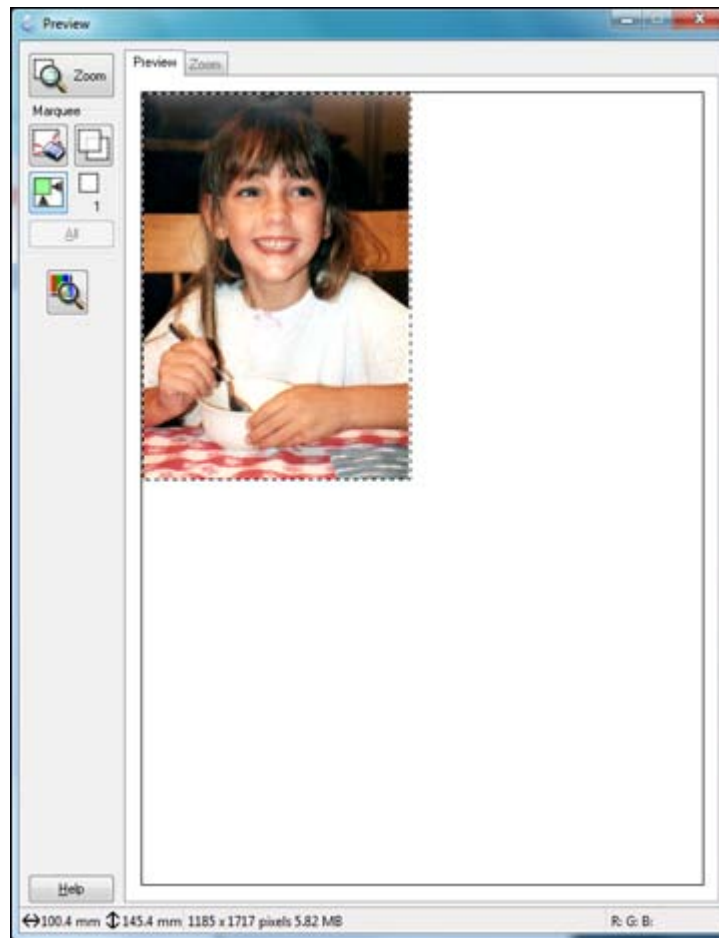
You can select a specific area in your preview image to include in your scanned image. You can select the entire image area or a portion of it. You can even select multiple scan areas to create multiple scanned images of different areas (Normal Preview mode only).

You can also use the scan area to select specific Image Adjustments settings for a scanned image. Just be sure to click inside the scan area before selecting the settings.



1. Do one of the following to select your scan area in the Preview image:
  - **Thumbnail preview:** Your scan area is selected automatically, but you can change it. Place your cursor in one corner of the desired scan area, then click and drag the cursor to the opposite corner to create a marquee (dotted line) on the preview image.



- **Normal preview:** Click the  Auto Locate icon to create a marquee (dotted line) on the preview image.



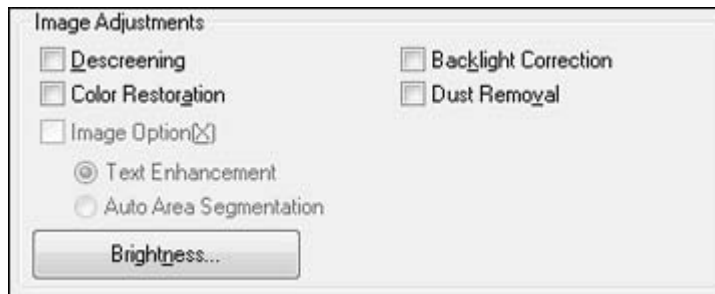
2. Do the following, as necessary, to work with the selected scan area:
  - If the marquee is correct, continue with the next step.
  - To move the marquee, click inside the scan area and drag the marquee where you want it.
  - To resize the scan area, place your cursor over the edge or corner of the marquee, then click and drag the edges where you want them. (Hold down the **Shift** key as you resize the marquee to retain the same width/height proportions.)

- **Normal preview:** To create additional marquees (up to 50), click the  Copy Marquee icon to copy the existing marquee and paste it on the preview image.
  - To delete a marquee, click the marquee, then click the  Delete Marquee icon.
3. Click inside the scan area and make any necessary settings in the EPSON Scan window.

Parent topic: [Scanning in Home Mode](#)

### Available Image Adjustments - Home Mode

You can select these Image Adjustments options in EPSON Scan Home Mode.



**Note:** Select the **Image Option** checkbox if you need to set any of the grayed-out image adjustments. Not all adjustment settings may be available, depending on the Document Type and Image Type setting. Click the **Brightness** button to access additional settings.

#### Descreening

Removes the ripple pattern that might appear in subtly shaded image areas, such as skin tones. This option improves results when scanning magazines or newspapers. (The results of descreening do not appear in the preview image, only in your scanned image.)

#### Color Restoration

Restores the colors in faded photos automatically.

#### Backlight Correction

Removes shadows from photos that have too much background light.

#### Dust Removal

Removes dust marks from your originals automatically.

#### Text Enhancement

Sharpens the appearance of letters in text documents.

**Auto Area Segmentation**

Makes grayscale images clearer and text recognition more accurate by separating the text from the graphics.

**Brightness**

Adjusts the overall lightness and darkness of the scanned image.

**Contrast**

Adjusts the difference between the light and dark areas of the overall scanned image.

**Threshold**

Adjusts the level at which black areas in text and line art are delineated, improving text recognition in OCR (Optical Character Recognition) programs.


**Parent topic:** [Scanning in Home Mode](#)

**Selecting a Scan Size - Home Mode**

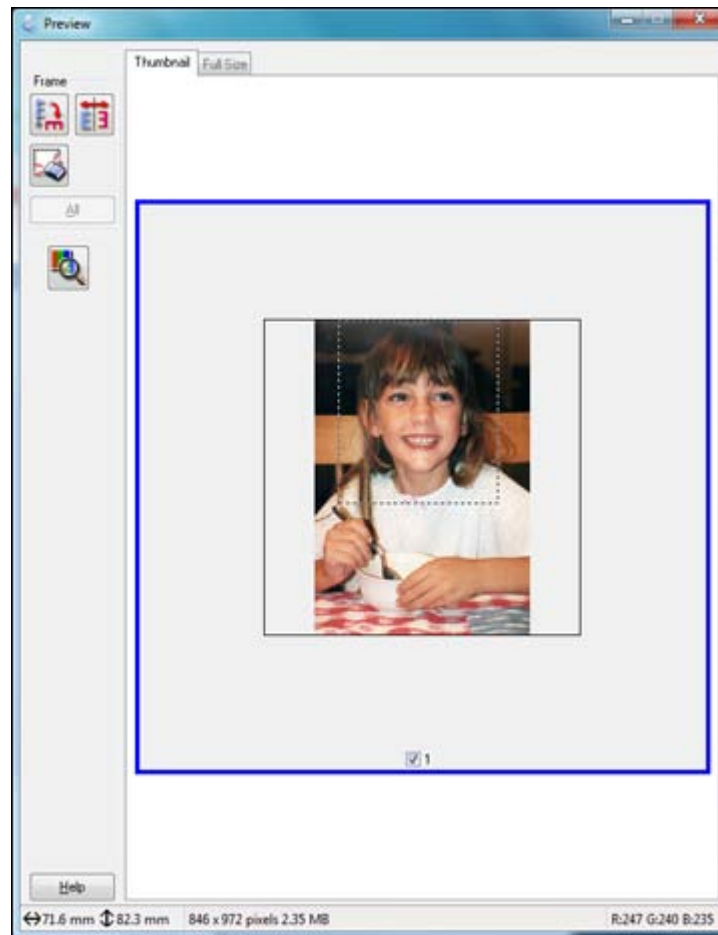
You can reduce or enlarge the size of your image as you scan. You can also select a specific scan size, such as a common photo size like 4 × 6 inches (102 × 152 mm). This places a scan area of that size on the preview image so you can use it to help crop the image in the correct proportions.

1. Click the **Preview** button to preview your image.
2. In the EPSON Scan window, select the size you want your scanned image to be from the **Target Size** list.



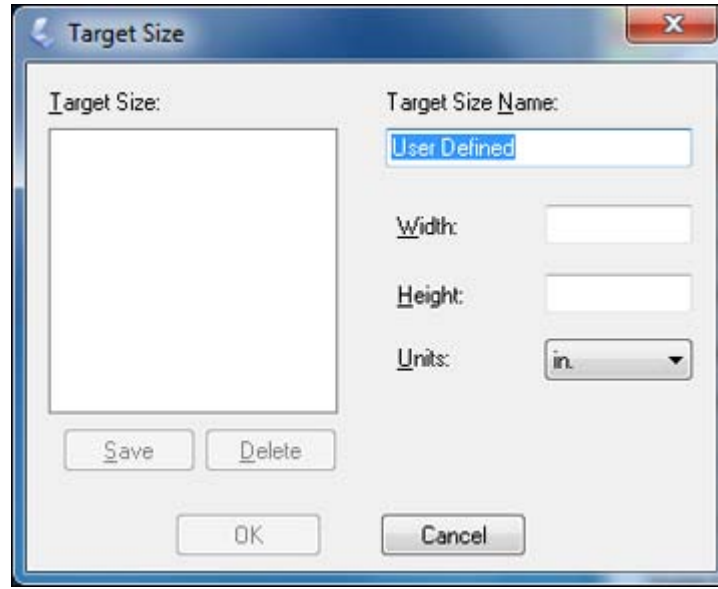
**Note:** If you need to rotate the orientation of the target size for your image, click the  Orientation icon.

A marquee (dotted line) appears on your preview image proportioned for the size you selected.



3. Do the following, as necessary, to work with the selected scan area:
- To move the marquee, click inside the scan area and drag the marquee where you want it.
  - To resize the scan area, place your cursor over the edge or corner of the marquee, then click and drag the edge where you want it.

4. To create a scanned image size that is not available in the Target Size list, click the **Customize** option.



5. Name the custom size, enter the size, click **Save**, and click **OK**. Then create a scan area on the preview image.

The marquee is automatically proportioned for your custom scan size.

**Parent topic:** [Scanning in Home Mode](#)

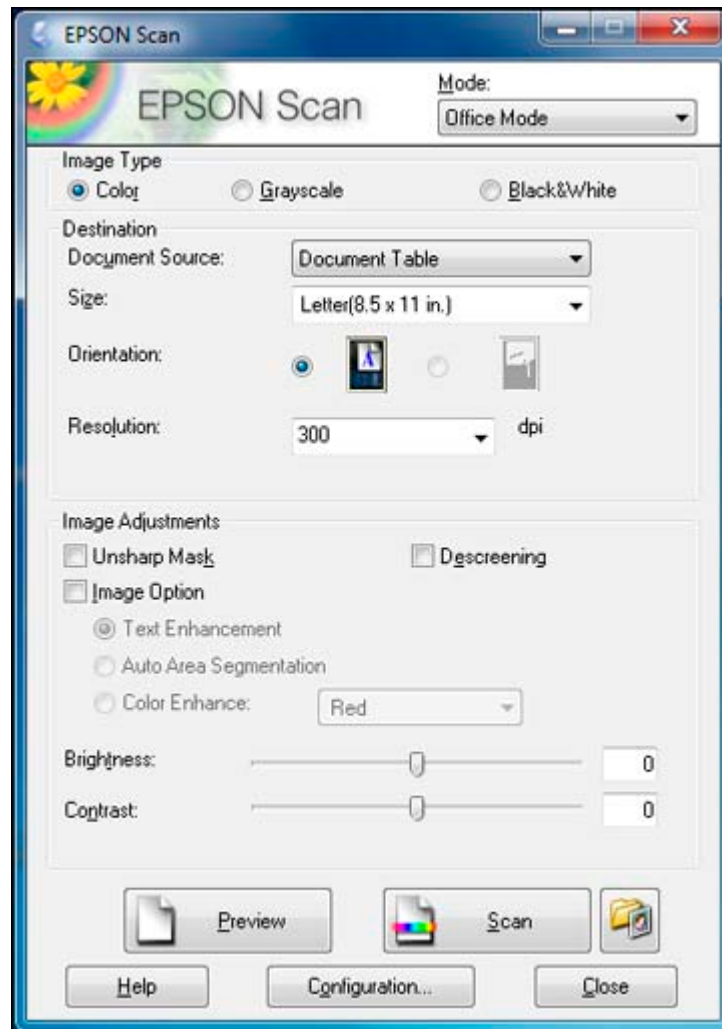
## Scanning in Office Mode

When you scan in Office Mode, EPSON Scan automatically saves your scanned file in JPEG format in your operating system's Pictures or My Pictures folder, or opens it in your scanning program. You can select settings, preview, and change the scanned file settings as necessary.

1. Start EPSON Scan and select **Office Mode** as the Mode setting.

You see this window:





2. Select the **Image Type** setting that matches your original.
3. Select the **Document Source** setting indicating where you placed your original.
4. Select the **Size** and **Orientation** settings that match your original.
5. Select the **Resolution** setting you want to use for your scan.
6. Click the **Preview** button.

EPSON Scan previews your original and displays the result in a separate Preview window.

7. If desired, select the area in your preview image that you want to scan (scanned image area).
8. Select any of the image adjustment settings you want to use. Before making adjustments, click the image or scanned image area in the Preview window.
9. Click **Scan**.

You see the File Save Settings window.

10. Change any of the necessary file save settings and click **OK**.

EPSON Scan scans your original, and saves the file in the selected folder or opens it in your scanning program. If the file was saved directly to your computer, you see the file in the Windows Explorer or Mac OS X Finder, where you can view and print the image, if desired.

[Selecting a Scan Area - Office Mode](#)

[Available Image Adjustments - Office Mode](#)

**Parent topic:** [Selecting EPSON Scan Settings](#)

**Related concepts**

[Scan Resolution Guidelines](#)


**Related tasks**

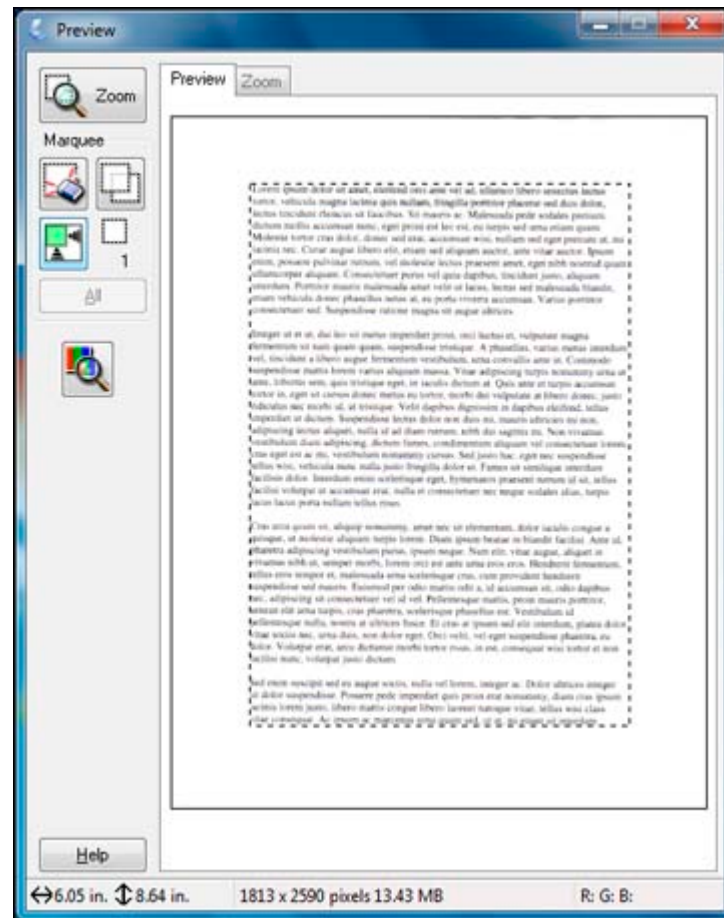
[Selecting Scan File Settings](#)

### **Selecting a Scan Area - Office Mode**



You can select a specific area in your preview image to include in your scanned image. You can select the entire image area or a portion of it. You can even select multiple scan areas to create multiple scanned images of different areas.

You can also use the scan area to select specific Image Adjustments settings for a scanned image. Just be sure to click inside the scan area before selecting the settings.

1. In the Preview window, click the  Auto Locate icon to create a marquee (dotted line) on the preview image.



2. Do the following, as necessary, to work with the selected scan area:
  - If the marquee is correct, continue with the next step.
  - To move the marquee, click inside the scan area and drag the marquee where you want it.

- To resize the scan area, place your cursor over the edge or corner of the marquee, then click and drag the edges where you want them. (Hold down the **Shift** key as you resize the marquee to retain the same width/height proportions.)
  - To create additional marquees (up to 50, if available), click the  Copy Marquee icon to copy the existing marquee and paste it on the preview image.
  - To delete a marquee, click the marquee, then click the  Delete Marquee icon.
3. Click inside each scan area and make any necessary settings in the EPSON Scan window.

**Parent topic:** [Scanning in Office Mode](#)

### Available Image Adjustments - Office Mode

You can select these Image Adjustments options in EPSON Scan Office Mode.



**Note:** Select the **Image Option** checkbox if you need to set any of the grayed-out image adjustments. Not all adjustment settings may be available, depending on the Image Type setting.

#### Unsharp Mask

Makes the edges of certain image areas clearer. Turn off this option to leave softer edges.

#### Descreening

Removes the ripple pattern that might appear in subtly shaded image areas, such as skin tones. This option improves results when scanning magazines or newspapers. (The results of descreening do not appear in the preview image, only in your scanned image.)

**Text Enhancement**

Sharpens the appearance of letters in text documents.

**Auto Area Segmentation**

Makes grayscale images clearer and text recognition more accurate by separating the text from the graphics.

**Color Enhance**

Enhances the red, green, or blue shades in the scanned image.

**Brightness**

Adjusts the overall lightness and darkness of the scanned image.

**Contrast**

Adjusts the difference between the light and dark areas of the overall scanned image.

**Threshold**

Adjusts the level at which black areas in text and line art are delineated, improving text recognition in OCR (Optical Character Recognition) programs.

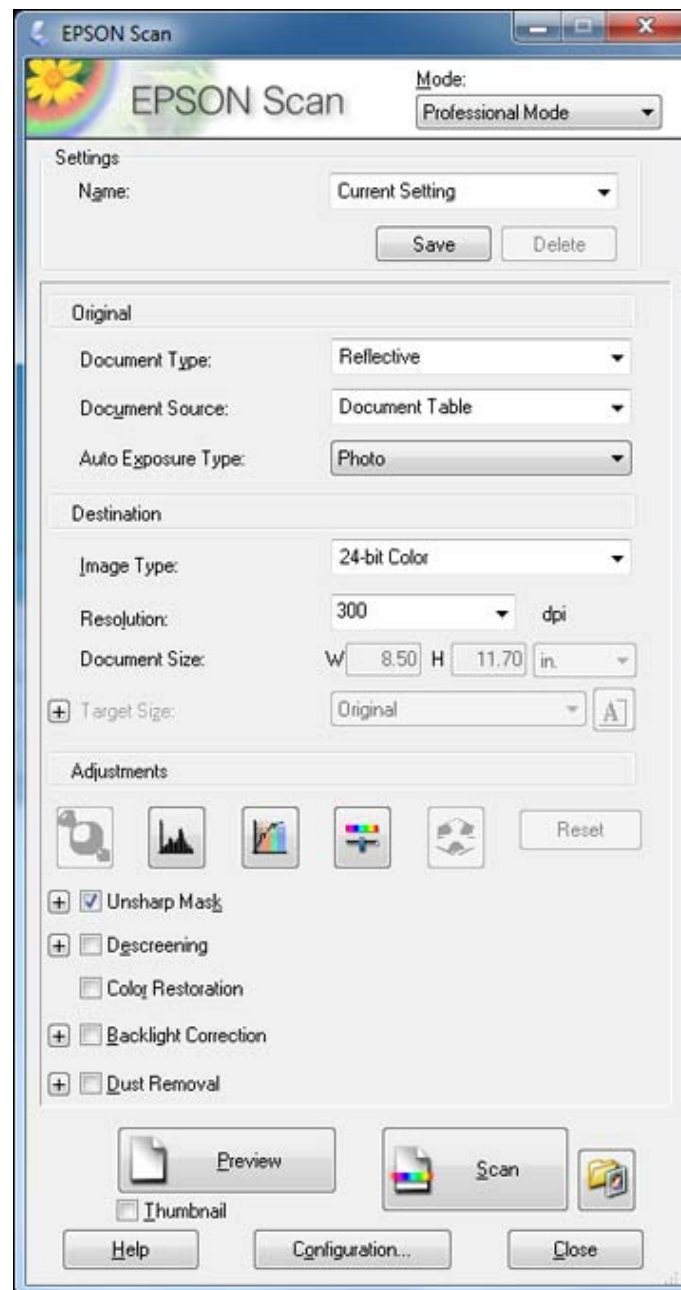
**Parent topic:** [Scanning in Office Mode](#)

## Scanning in Professional Mode

When you scan in Professional Mode, EPSON Scan automatically saves your scanned file in JPEG format in your operating system's Pictures or My Pictures folder, or opens it in your scanning program. You can select settings, preview, and change the scanned file settings as necessary.

1. Start EPSON Scan and select **Professional Mode** as the Mode setting.

You see this window:



2. Select the **Document Type** setting that matches your original, such as **Reflective** for documents or photos.
3. Select the **Document Source** setting indicating where you placed your original.
4. Select the specific type of original you are scanning as the **Auto Exposure Type** setting: **Document** or **Photo**.
5. Select the details of your original and how you want it scanned as the **Image Type** setting.
6. Select the **Resolution** setting you want to use for your scan.
7. Click the **Preview** button.

EPSON Scan previews your original and displays the result in a separate Preview window.

8. If desired, select the area in your preview image that you want to scan (scan area).
9. Select any of the image adjustment settings you want to use. Before making adjustments, click the image or scanned image area in the Preview window.
10. If you want to reduce or enlarge your image as you scan, select the **Target Size** setting you want to use.
11. Click **Scan**.

You see the File Save Settings window.

12. Change any of the necessary file save settings and click **OK**.

EPSON Scan scans your original, and saves the file in the selected folder or opens it in your scanning program. If the file was saved directly to your computer, you see the file in the Windows Explorer or Mac OS X Finder, where you can view and print the image, if desired.

[Available Image Types - Professional Mode](#)

[Selecting a Scan Area - Professional Mode](#)

[Available Image Adjustments - Professional Mode](#)

[Selecting a Scan Size - Professional Mode](#)

**Parent topic:** [Selecting EPSON Scan Settings](#)

#### **Related concepts**

[Image Preview Guidelines](#)

[Scan Resolution Guidelines](#)

#### **Related tasks**

[Selecting Scan File Settings](#)

## Available Image Types - Professional Mode

You can select these Image Type options in EPSON Scan Professional Mode.

### 24-bit Color

Select this setting for color photos.

### Color Smoothing

Select this setting for color graphic images, such as charts or graphs.

### 8-bit Grayscale

Select this setting for black-and-white photos.

### Black & White

Select this setting for black text documents or line art.

Parent topic: [Scanning in Professional Mode](#)


## Selecting a Scan Area - Professional Mode

You can select a specific area in your preview image to include in your scanned image. You can select the entire image area or a portion of it. You can even select multiple scan areas to create multiple scanned images of different areas (Normal Preview mode only).

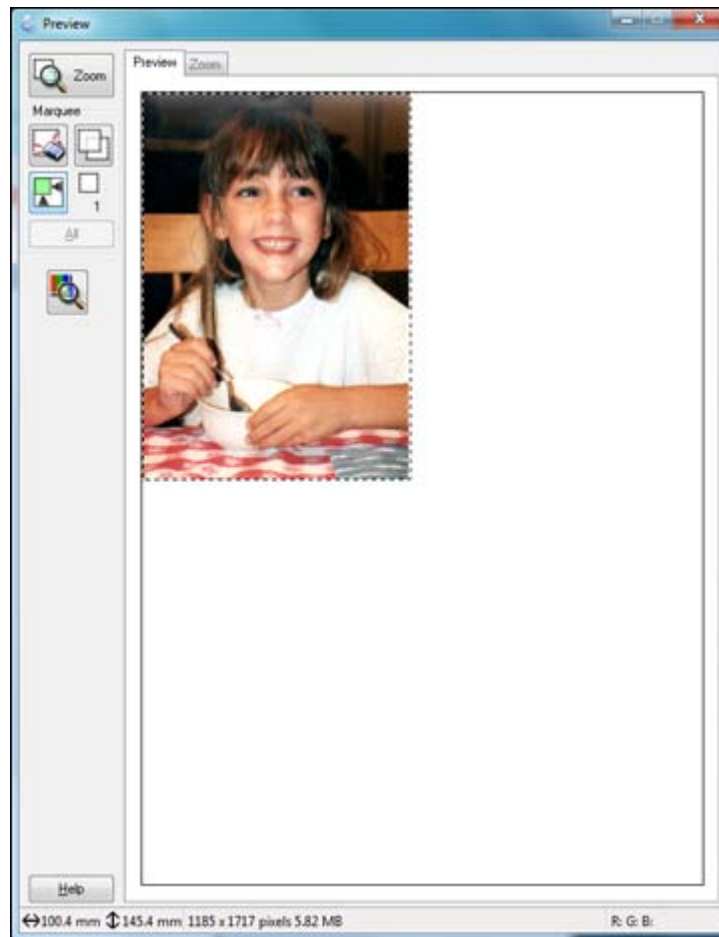
You can also use the scan area to select specific Image Adjustments settings for a scanned image. Just be sure to click inside the scan area before selecting the settings.

**Note:** In Professional Mode, the default Preview mode is Normal mode. To use Thumbnail Preview mode instead, select the **Thumbnail** checkbox beneath the Preview button (if available), then click the **Preview** button to preview your image again.

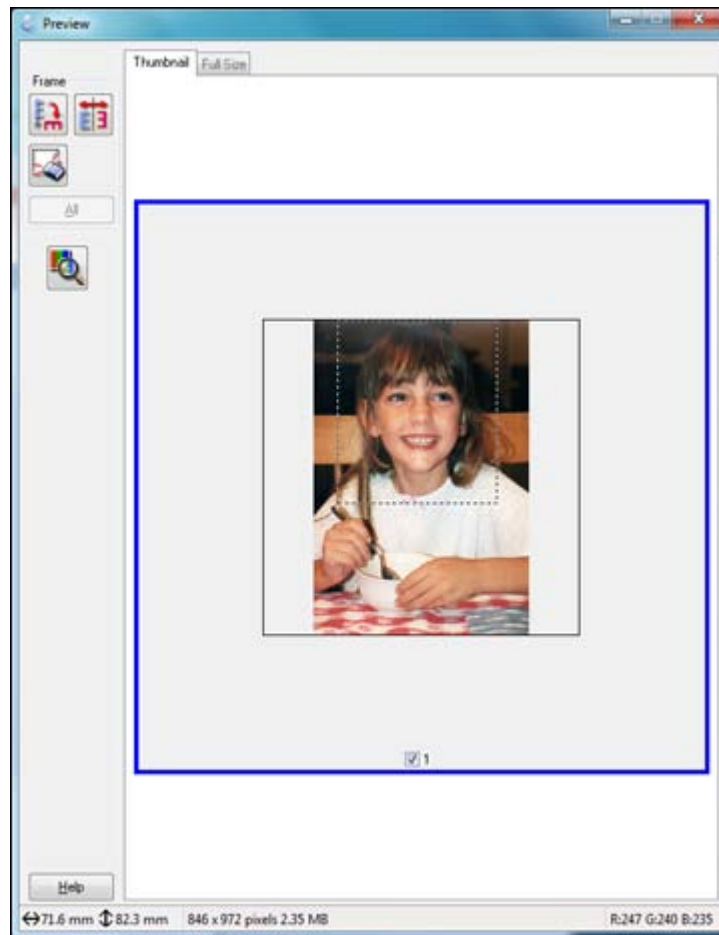
1. Do one of the following to select your scan area in the Preview image:

- **Normal preview:** Click the  Auto Locate icon to create a marquee (dotted line) on the preview image.







- **Thumbnail preview:** Your scan area is selected automatically, but you can change it. Place your cursor in one corner of the desired scan area, then click and drag the cursor to the opposite corner to create a marquee (dotted line) on the preview image.



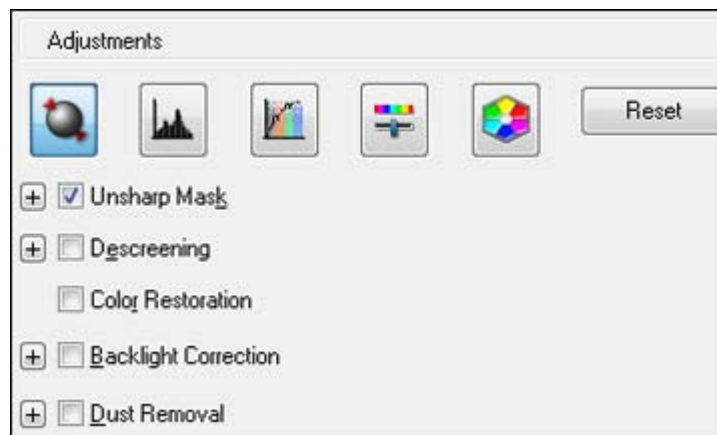
2. Do the following, as necessary, to work with the selected scan area:
  - If the marquee is correct, continue with the next step.
  - To move the marquee, click inside the scan area and drag the marquee where you want it.
  - To resize the scan area, place your cursor over the edge or corner of the marquee, then click and drag the edges where you want them. (Hold down the **Shift** key as you resize the marquee to retain the same width/height proportions.)

- **Normal preview:** To create additional marquees (up to 50, if available), click the  Copy Marquee icon to copy the existing marquee and paste it on the preview image.
  - To delete a marquee, click the marquee, then click the  Delete Marquee icon.
3. Click inside the scan area and make any necessary settings in the EPSON Scan window.


**Parent topic:** [Scanning in Professional Mode](#)

### Available Image Adjustments - Professional Mode

You can select these Adjustments options in EPSON Scan Professional Mode.



**Note:** Not all adjustment settings may be available, depending on the Image Type setting.

Click the  image adjustment icon to access additional settings.

Click the + (Windows) or ► (Mac OS X) icon next to a setting to change the level of adjustment.

#### Unsharp Mask

Makes the edges of certain image areas clearer. Turn off this option to leave softer edges.

#### Descreening

Removes the ripple pattern that might appear in subtly shaded image areas, such as skin tones. This option improves results when scanning magazines or newspapers. (The results of descreening do not appear in the preview image, only in your scanned image.)

**Color Restoration**

Restores the colors in faded photos automatically.


**Backlight Correction**

Removes shadows from photos that have too much background light.


**Dust Removal**

Removes dust marks from your originals automatically.


**Auto Exposure**

Automatically adjusts the image exposure settings when you click the  Auto Exposure icon. To automatically adjust image exposure settings continuously, click the **Configuration** button, click the **Color** tab, and select **Continuous auto exposure**. You can adjust the level of exposure adjustment using a slider.

**Histogram Adjustment**

Provides a graphical interface for adjusting highlight, shadow, and gamma levels individually. (For advanced users only.) Click the  histogram icon to access the settings.

**Tone Correction**

Provides a graphical interface for adjusting tone levels individually. (For advanced users only.) Click the  tone correction icon to access the settings.

**Brightness**

Adjusts the overall lightness and darkness of the scanned image.

**Contrast**

Adjusts the difference between the light and dark areas of the overall scanned image.


**Saturation**

Adjusts the density of colors in the overall image.

**Color Balance**

Adjusts the balance of colors in the overall image.

**Color Palette**

Provides a graphical interface for adjusting mid-tone levels, such as skin tones, without affecting the highlight and shadow areas of the image. (For advanced users only.) Click the  Color Palette icon to access the settings.

**Threshold**

Adjusts the level at which black areas in text and line art are delineated, improving text recognition in OCR (Optical Character Recognition) programs.


**Parent topic:** [Scanning in Professional Mode](#)

## Selecting a Scan Size - Professional Mode

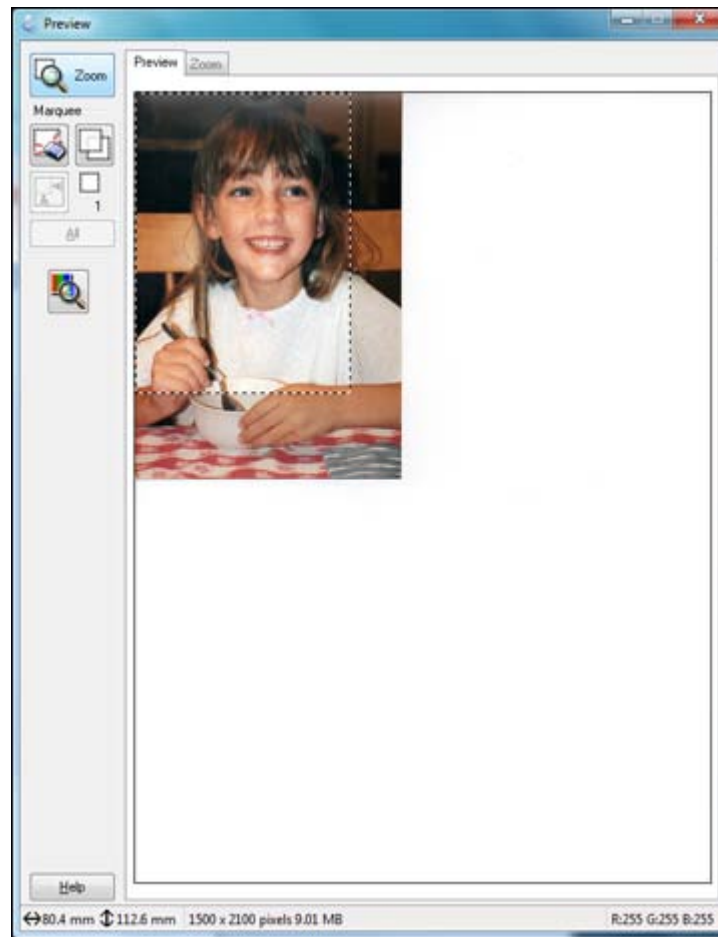
You can reduce or enlarge the size of your image as you scan. You can also select a specific scan size, such as a common photo size like 4 × 6 inches (102 × 152 mm). This places a scan area of that size on the preview image so you can use it to help crop the image in the correct proportions.

1. Click the **Preview** button to preview your image.
2. In the EPSON Scan window, select the size you want your scanned image to be from the **Target Size** list.



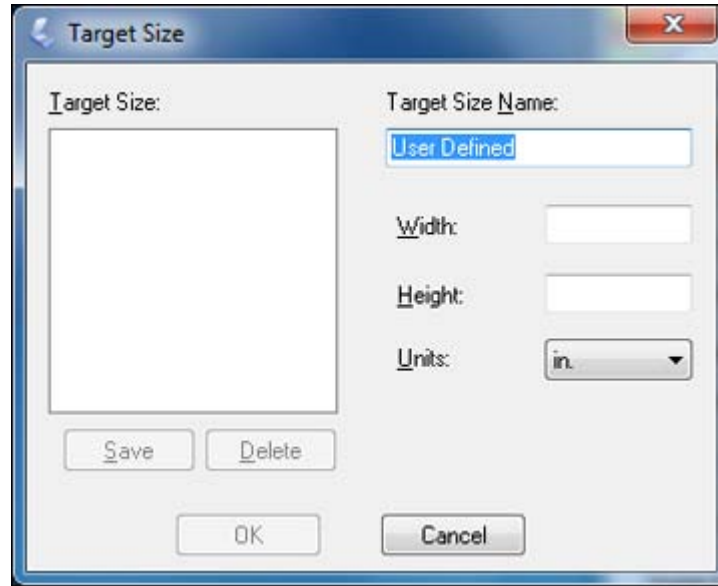
**Note:** If you need to rotate the orientation of the target size for your image, click the  orientation icon.

A marquee (dotted line) appears on your preview image proportioned for the size you selected.

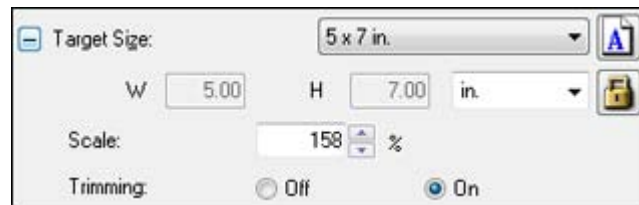


3. Do the following, as necessary, to work with the selected scan area:
  - To move the marquee, click inside the scan area and drag the marquee where you want it.
  - To resize the scan area, place your cursor over the edge or corner of the marquee, then click and drag the edge where you want it.


4. To create a scanned image size that is not available in the Target Size list, click the **Customize** option.



5. Name the custom size, enter the size, click **Save**, and click **OK**. Then create a scan area on the preview image.  
The marquee is automatically proportioned for your custom scan size.
6. To use additional sizing tools, click the + (Windows) or ► (Mac OS X) icon next to the Target Size setting and select options as desired.



- **Scale:** Reduces or enlarges your image by the percentage you enter.
- **Trimming:** Turns automatic image cropping on or off.

-  Unlock icon: Unlocks the width/height proportions of the scanned image size so you can adjust it without constraint.

Parent topic: [Scanning in Professional Mode](#)

## Image Preview Guidelines

You can preview your scanned image so you can adjust the scan settings using the preview as a guide. There are two types of preview available, depending on the scan mode and selected settings:

### Thumbnail preview

A thumbnail preview displays your previewed images as thumbnails with the scanned image area and exposure automatically selected. If the **Thumbnail** checkbox is selected, clicking the **Preview** button opens a thumbnail preview.

### Normal preview

A normal preview displays your previewed images in their entirety so you can select the scanned image area and other settings manually. If the **Thumbnail** checkbox is deselected, clicking the **Preview** button opens a normal preview.

Parent topic: [Selecting EPSON Scan Settings](#)

## Scan Resolution Guidelines

If you plan to enlarge a scanned image so you can print it at a larger size, you may need to increase the resolution from the default resolution set by EPSON Scan. Follow these guidelines to determine the resolution setting you need:

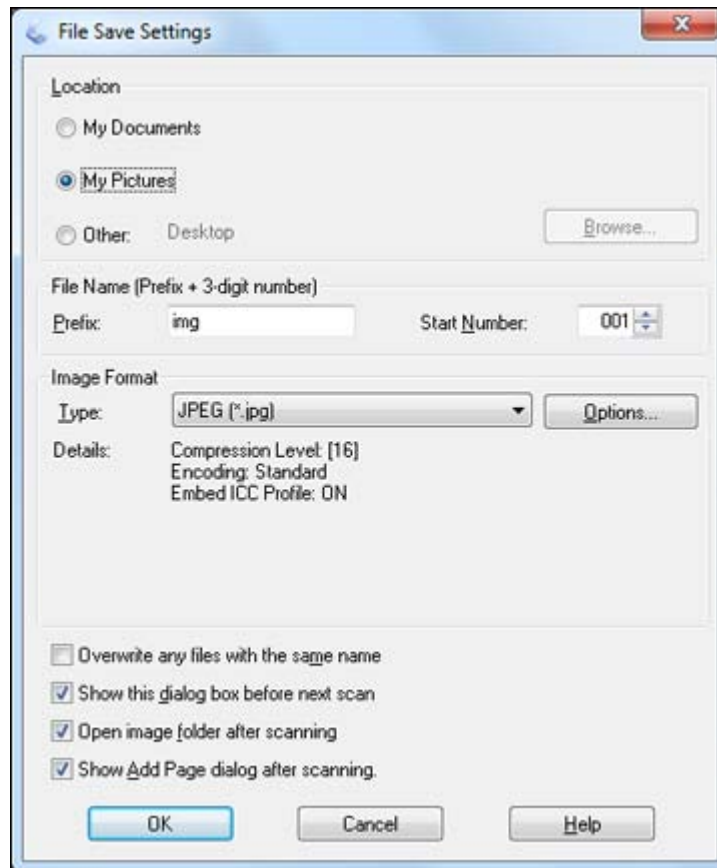
- You will enlarge the image as you scan it.  
If you will enlarge the image using EPSON Scan's Target Size setting (Home and Professional modes only), you do not need to increase the Resolution setting.
- You will scan the image at its original size, but enlarge it later in an image-editing program.  
Increase EPSON Scan's Resolution setting in your scan. Increase the resolution by the same amount you will increase the image size to retain a high image quality. For example, if the resolution is 300 dpi (dots per inch) and you will double the image size later, change the Resolution setting to 600 dpi.
- You will scan the image at 100% or smaller size.  
Select EPSON Scan's Resolution setting based on how you will use the scanned image:
  - E-mail/view on a computer screen/post on the web: 96 to 150 dpi
  - Print/convert to editable text (OCR): 300 dpi
  - Fax: 200 dpi




Parent topic: [Selecting EPSON Scan Settings](#)

## Selecting Scan File Settings

You can select the location, name, and format of your scan file on the File Save Settings window. You can also select various optional settings that control how EPSON Scan behaves when you scan and save files.



The File Save Settings window may appear after you click **Scan** on the EPSON Scan window. You may also be able to access the window by clicking the  icon on the EPSON Scan window.

1. Do one of the following to select the folder in which you want to save your scanned image:
  - Click the button for one of the displayed folders.
  - Click the **Other** button, click the **Browse** or **Choose** button, and select a folder.
2. Type in a stem file name in the **Prefix** field. This name is used along with numbers to automatically name your scanned files.
3. Select a different number as the **Start Number** setting, if you like.
4. Select the file format you want to use in the Image Format **Type** menu.
5. If your file format provides optional settings, click the **Options** button to select them.
6. Choose any of the optional settings you want to use by selecting their checkboxes.
7. Click **OK**.

[Available Scanned File Types and Optional Settings](#)

**Parent topic:** [Selecting EPSON Scan Settings](#)

### **Available Scanned File Types and Optional Settings**

You can select from a variety scanned file types and optional settings on the File Save Settings window in EPSON Scan.

#### **File Formats**

##### **Bitmap (\*.bmp)**

A standard image file format for most Windows programs.

##### **JPEG (\*.jpg)**

An image format that lets you highly compress image data. However, the higher the compression, the lower the image quality. (The Tiff format is recommended when you need to modify or retouch your scanned image.)

##### **Multi-Tiff (\*.tif)**

A Tiff file format when multiple pages are saved to the same file, allowing you to edit the images using a compatible program.

##### **PDF (\*.pdf)**

A document format that is readable by Windows and Mac OS X systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file.

##### **PICT (\*.pct)**

A standard image file format for most Mac OS X programs.

**PRINT Image Matching II (\*.jpg or \*.tif)**

File formats that include EPSON PRINT Image Matching II data for enhanced quality and a wider color range (does not affect the way the image displays on the screen).

**Tiff (\*.tif)**

A file format created for exchanging data between many programs, such as graphic and DTP software.

**Optional Settings****Overwrite any files with the same name**

Select to overwrite previous files with the same names.

**Show this dialog box before next scan**

Select to have the File Save Settings window appear automatically before you scan.

**Open image folder after scanning**

Select to have Windows Explorer or Mac OS X Finder automatically open to the folder where your scanned image is saved after scanning.

**Show Add Page dialog after scanning**

If you are scanning a multi-page document using the PDF or Multi-Tiff format, select to display a prompt for scanning additional pages after the first page is scanned.

Parent topic: [Selecting Scan File Settings](#)

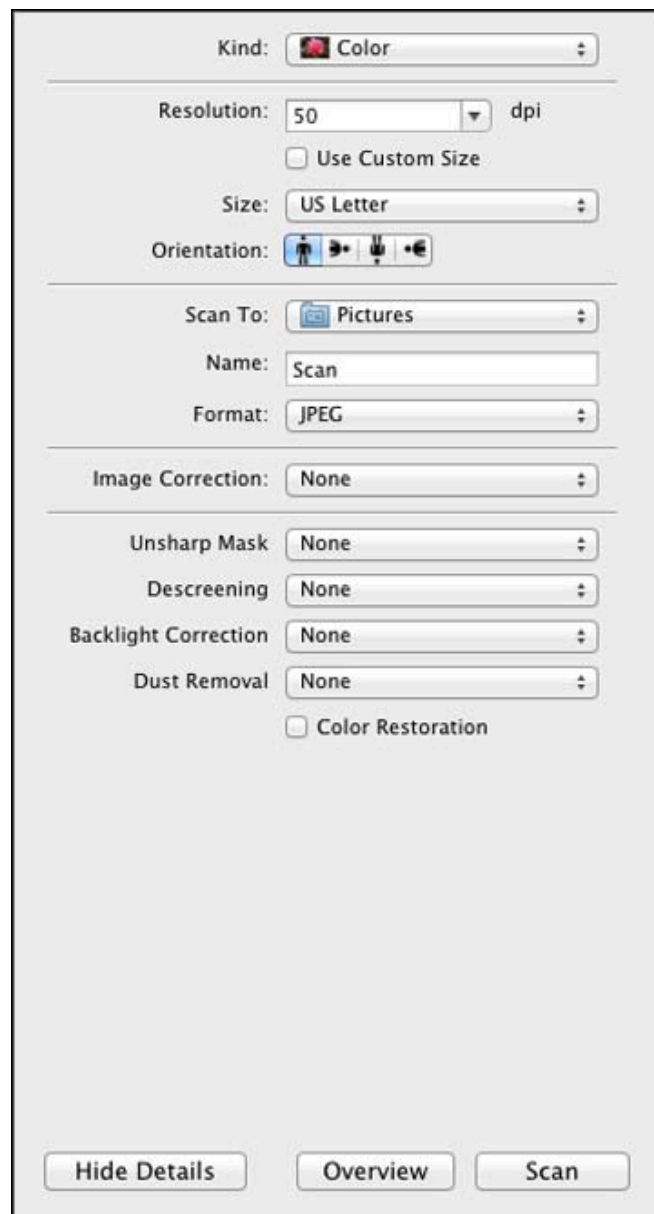
## Scanning with Mac OS X 10.6/10.7/10.8 Using Image Capture

With Mac OS X 10.6/10.7/10.8, you can scan with your product using an image-editing application such as Image Capture.

1. Open an image editing application, such as Image Capture.
2. Select your EPSON product from the **DEVICES** or **SHARED** list, if necessary.
3. If you see the **Show Details** button, click it.

If you are scanning an item on the scanner glass, your product begins a preview scan.

4. Select the **Scan Mode** setting indicating where you placed your original (if available). Select any other scan settings as necessary.



The image shows a scan settings dialog box with the following options:

- Kind:** Color (selected)
- Resolution:** 50 dpi (selected)
- ☐ Use Custom Size
- Size:** US Letter (selected)
- Orientation:** Portrait (selected)
- Scan To:** Pictures (selected)
- Name:** Scan
- Format:** JPEG (selected)
- Image Correction:** None (selected)
- Unsharp Mask:** None (selected)
- Descreening:** None (selected)
- Backlight Correction:** None (selected)
- Dust Removal:** None (selected)
- ☐ Color Restoration

Buttons at the bottom: Hide Details, Overview, Scan

5. Select the folder in which you want to save your scanned file in the **Scan To** pop-up menu.
6. Click **Scan**.

Your scanned file is saved in the folder you selected.

[Available Scan Settings - Mac OS X Image Capture](#)

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

## Available Scan Settings - Mac OS X Image Capture

You can select these scan settings in your imaging editing application for Mac OS X.

### **Unsharp Mask**

Makes the edges of certain image areas clearer. Turn off this option to leave softer edges.

### **Descreening**

Removes the ripple pattern that might appear in subtly shaded image areas, such as skin tones. This option improves results when scanning magazines or newspapers. (The results of descreening do not appear in the preview image, only in your scanned image.)

### **Backlight Correction**

Removes shadows from photos that have too much background light.

### **Dust Removal**

Removes dust marks from your originals automatically.

### **Color Restoration**

Restores the colors in faded photos automatically.

**Parent topic:** [Scanning with Mac OS X 10.6/10.7/10.8 Using Image Capture](#)

## Scanning Special Projects

Your product's scanning software offers various options to help you quickly complete special scan projects.

[Scanning to a PDF File](#)

[Restoring Photo Colors as You Scan](#)

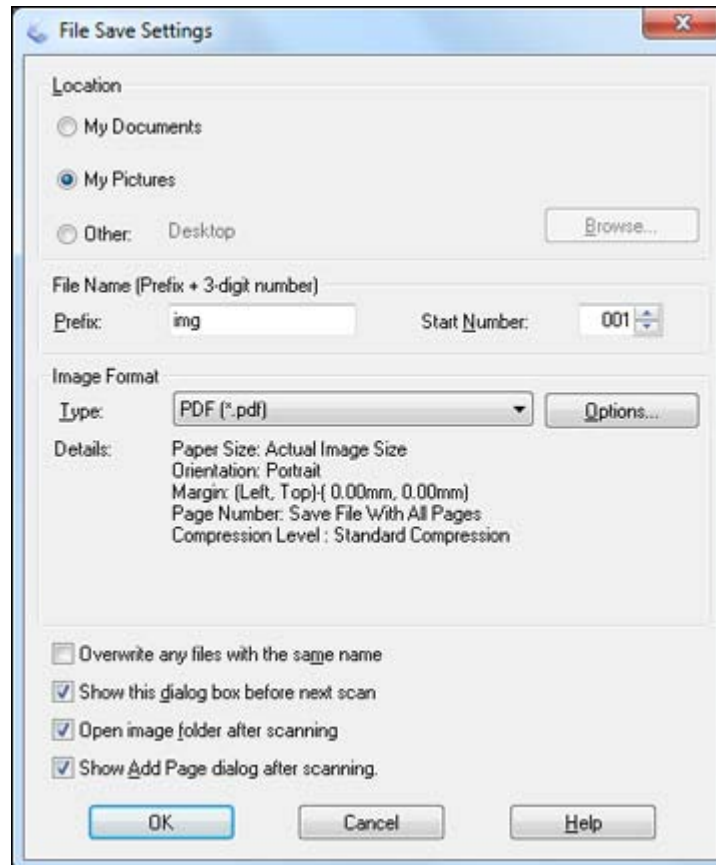
[Convert Scanned Documents to Editable Text \(OCR\)](#)

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

## Scanning to a PDF File

Using EPSON Scan, you can scan a multi-page document and save it in one PDF (Portable Document Format) file on your computer.

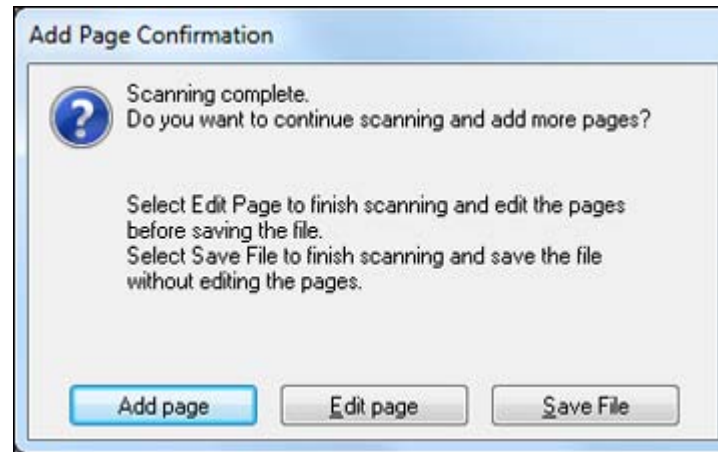
1. Place your original on your product for scanning.
2. Start EPSON Scan.
3. Select the scan mode you want to use.
4. Select the scan settings for your scan.
5. Preview your image.
6. When you finish selecting all your settings, click **Scan**.  
You see the File Save Settings window.



7. Select **PDF** as the Type setting.

8. Select any other settings you want to use on the File Save Settings window. Click the **Options** button to access additional settings.
9. Click **OK**.

EPSON Scan scans your document and you see this window:



10. Choose one of the following options on the screen:
  - If you are scanning only one page, click **Save File**.
  - If you need to scan additional pages in a document, click **Add Page**. Place additional pages on the product for scanning, click **Scan**, and repeat until you have scanned all the pages. When you are finished, click **Save File**.
  - If you need to delete or reorder the scanned pages, click **Edit Page**. Delete or reorder the pages using the icons that appear on the bottom of the editing window. When you are finished, click **OK**.

**Note:** If you installed an OCR (Optical Character Recognition) program, you may see a screen indicating the program is converting your page to text. Wait until the program re-scans the page and close the program, if necessary.

11. Click **Close** to exit the EPSON Scan window, if necessary.

EPSON Scan scans your original, and saves the PDF file in the selected folder or opens it in your scanning program. If the file was saved directly to your computer, you see the file in the Windows Explorer or Mac OS X Finder, where you can view and print the document, if desired.

**Parent topic:** [Scanning Special Projects](#)

**Related concepts**

[Convert Scanned Documents to Editable Text \(OCR\)](#)

**Related tasks**

[Selecting the Scan Mode](#)

[Selecting Scan File Settings](#)

**Related topics**

[Starting a Scan](#)

[Selecting EPSON Scan Settings](#)

## Restoring Photo Colors as You Scan

You can restore the colors in faded photos as you scan them using EPSON Scan's Color Restoration setting. You can select this setting in any of the available scan modes.

**Note:** Color restoration is not available in Office Mode, if EPSON Scan offers that mode.

1. Place your original on your product for scanning.
2. Start EPSON Scan.
3. Select the scan mode you want to use.
4. Select the scan settings for your scan.
5. Preview your image.
6. Locate or access the image adjustment settings.
7. Select the **Color Restoration** checkbox.



8. When you finish selecting all your settings, click **Scan**.
9. Click **Close** to exit the EPSON Scan window, if necessary.

EPSON Scan scans your original, and saves the color-restored file in the selected folder or opens it in your scanning program. If the file was saved directly to your computer, you see the file in the Windows Explorer or Mac OS X Finder, where you can view and print the image, if desired.



**Parent topic:** [Scanning Special Projects](#)

**Related tasks**

[Selecting the Scan Mode](#)

**Related topics**

[Starting a Scan](#)

[Selecting EPSON Scan Settings](#)

## **Convert Scanned Documents to Editable Text (OCR)**

You can scan a document and convert the text into data that you can edit with a word processing, spreadsheet, or HTML-editing program. This process is called OCR (Optical Character Recognition).

To scan and use OCR, you need to install an OCR program, such as ABBYY FineReader.


[Scanning Using OCR - Windows](#)

[Scanning Using OCR - Mac OS X](#)

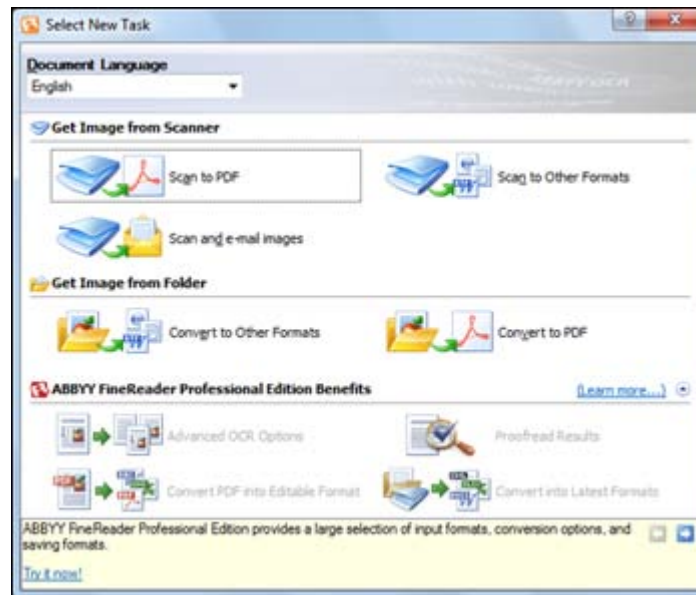
**Parent topic:** [Scanning Special Projects](#)

### **Scanning Using OCR - Windows**

You can use the ABBYY FineReader OCR program to convert scanned documents to editable text.

1. Place your original on your product for scanning.
2. Click  or **Start > All Programs** or **Programs > ABBYY FineReader Sprint > ABBYY FineReader Sprint**.

You see this window:



3. Select the language used in the document you are going to scan as the **Document Language** setting.
4. Click the **Scan to Other Formats** icon.
5. If you see the Select Scanner window, select your product and click **OK**.

**Note:** Do not select a **WIA** option for your product; it will not work correctly.

You see the scan settings window.

6. Select your scan settings.
7. Click **Preview** and adjust the area you want to scan, if necessary.
8. Click **Scan**.

**Note:** To scan a multi-page document, select settings in the Multi-Page Scanning section and click **Scan** for each page.

9. When you are finished scanning, click **Close**.

Your document is scanned and processed into editable text, then you see the Save As window.

10. Select a name and a file format for your document and click **Save**.

The file is saved and then opened in an application associated with the file type you selected, if available on your system.

**Parent topic:** [Convert Scanned Documents to Editable Text \(OCR\)](#)

**Related topics**

[Placing Originals on the Product](#)

[Selecting EPSON Scan Settings](#)

**Scanning Using OCR - Mac OS X**

You can use the ABBYY FineReader OCR program to convert scanned documents to editable text.

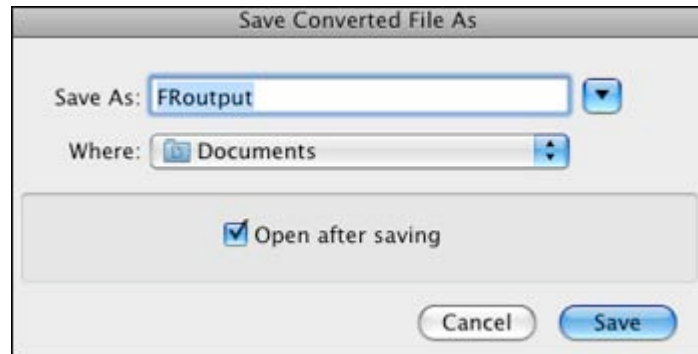
1. Place your original on your product for scanning.
2. Open the **Applications** folder and click the **ABBYY FineReader Sprint** icon.

You see this window:



3. Open the **Get Images From** pop-up menu and select your product.
4. Select the language used in the document you are going to scan as the **Document Language** setting.
5. Select the type of document you are going to scan.  
EPSON Scan starts in the last scan mode you used.
6. Select your scan settings and click **Scan**.  
Your document is scanned and you see the EPSON Scan window while your document is converted to editable text.
7. Click **Close** to close the EPSON Scan window and Preview window, if necessary.

You see the Save Converted File As window:



8. Click the **Save** button.

The file is saved and then opened in an application associated with the file type you selected, if available on your system.

**Parent topic:** [Convert Scanned Documents to Editable Text \(OCR\)](#)

**Related topics**

[Placing Originals on the Product](#)

[Selecting EPSON Scan Settings](#)

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# Refilling Ink

When ink in an ink tank is low, you need to refill it.

Before checking the ink levels or refilling the ink tank as described here, be sure to read the ink safety precautions.

**Caution:** If the ink level is below the lower line on the ink tank, fill it to the upper line on the ink tank. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

[Ink Safety Precautions](#)

[Check Ink Levels](#)

[Purchase EPSON Ink](#)

[Refilling the Ink Tanks](#)

## Ink Safety Precautions

### Ink Handling Precautions

Observe the following when handling the ink:

- Keep ink bottles and the ink tank unit out of the reach of children. Do not allow children to drink from or handle the ink bottles and bottle caps.
- Do not tilt or shake an ink bottle after removing its seal; otherwise, ink may leak.

### Ink Refilling Precautions

- Use ink bottles with the correct part number for this product.
- The use of non-genuine ink may cause damage that is not covered by Epson's warranty, and under certain circumstances, may cause erratic product behavior.
- This product requires careful handling of ink. Ink may splatter when the ink tanks are filled or refilled with ink. If ink gets on your clothes or belongings, it may not come off.
- Do not open the ink bottle package until you are ready to fill an ink tank. Ink bottles are vacuum packed to maintain reliability. If you leave an ink bottle unpacked for a long time before using it, print quality may be affected.
- If the ink level is below the lower line on the ink tank, refill the ink soon. Continued use of the product when the ink level is below the lower line on the ink tank could damage the product.

- Epson recommends filling all ink tanks to the upper line when the product is not operating to reset the ink levels. If the ink tanks are filled as specified above, this product will provide an alert and stop operating at the estimated time so that the ink levels do not fall below the lower line on the ink tanks.
- After bringing an ink bottle inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- Store ink bottles in a cool, dark place.
- Store the ink bottles in the same environment as the product. When storing or transporting an ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when you transport the bottle.


#### **Ink Bottle and Ink Tank Information**

- To maintain optimum print head performance, some ink is consumed from all ink tanks during printing and when performing maintenance operations, such as cleaning the print head.
- The ink bottles may contain recycled materials, but this does not affect product function or performance.
- When printing in monochrome or grayscale, color ink may be used, instead of black ink, depending on the paper type or print quality settings. This is because a mixture of color inks is used to create black.

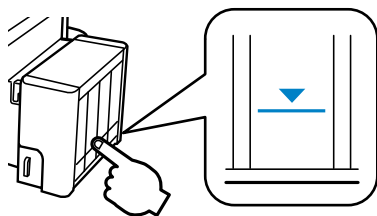
**Parent topic:** [Refilling Ink](#)

## **Check Ink Levels**

To confirm the actual ink remaining, visually check the ink levels in the product's ink tanks. Make sure the ink levels are above the lower lines on the ink tanks.

Your product's  ink light will also indicate when an ink tank is low or needs to be refilled.

**Caution:** If the ink level is below the lower line on the ink tank, fill it to the upper line on the ink tank. Continued use of the product when the ink level is below the lower line on the tank could damage the product.



[Checking Ink Status Lights](#)

[Disabling Special Offers with Windows](#)



**Parent topic:** [Refilling Ink](#)

**Related references**

[Ink Safety Precautions](#)

## Checking Ink Status Lights

You can check the status of the ink levels by checking the lights on your product and by visually checking the ink levels in the product's ink tanks.

- If ink is low but the ink level is above the lower line on the ink tank, the  ink light may flash. You can continue printing until the ink tank needs to be refilled.
- If the  ink light is on, the ink is below the lower line on the ink tank and the printer may stop printing. You should refill the ink tank before you continue printing.

**Caution:** If the ink level is below the lower line on the ink tank, fill it to the upper line on the ink tank. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

**Parent topic:** [Check Ink Levels](#)

**Related tasks**

[Refilling the Ink Tanks](#)

## Disabling Special Offers with Windows

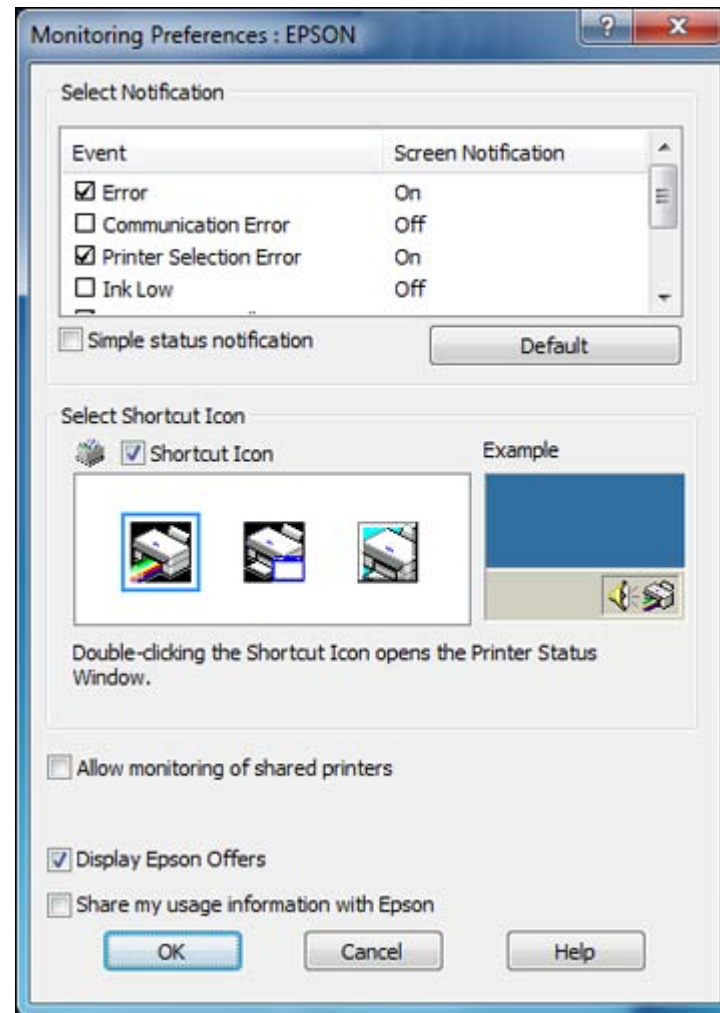
You can disable special offers messages from Epson using a utility on your Windows computer.



**Note:** You may see the EPSON Special Offers screen every time you print (if your computer is connected to the Internet). Select **Do not display this message again** and click **Decline** to disable online offers. Promotional offers are not valid in Latin America.

1. Right-click the product icon in the Windows taskbar and select **Monitoring Preferences**.

You see this window:



2. To disable promotional offers, deselect the **Display Epson Offers** checkbox. (Promotional offers not available in Latin America.)

**Parent topic:** [Check Ink Levels](#)

## Purchase EPSON Ink

You can purchase genuine EPSON ink and paper from an EPSON authorized reseller. To find the nearest reseller, visit [global.latin.epson.com](http://global.latin.epson.com) or call your nearest Epson sales office (website available in Spanish and Portuguese only).

**Note:** This product was originally designed to work with genuine EPSON inks. Your product may not function properly if you use other types of ink and may affect Epson's warranty.

The included ink bottles must be used for printer setup and are not for resale. The printer ships with full ink bottles and part of the ink from the first bottles is used to charge the print head. 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 tank after the "refill ink" indicator comes on.

The ink bottles that came with your printer have a lower yield due to the ink charging process. This process is carried out the first time you turn on the printer and guarantees better performance. Do not load paper before refilling the ink tanks.

[Ink Bottle Part Numbers](#)

**Parent topic:** [Refilling Ink](#)

## Ink Bottle Part Numbers

Use these part numbers when you order or purchase new ink bottles, and use the ink by the date printed on the package:

Ink color	Part number
Black	T6641
Cyan	T6642
Magenta	T6643
Yellow	T6644


**Parent topic:** [Purchase EPSON Ink](#)

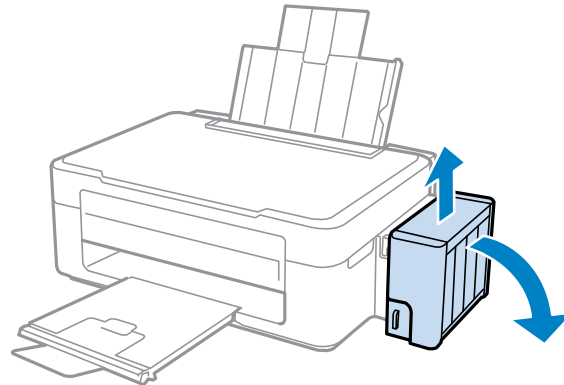
## Refilling the Ink Tanks

Make sure you have new ink bottles handy and have read the ink safety precautions before you begin.

You can continue to use the product even if one or more ink tanks are not filled all the way. However, to keep your product operating at its best, fill all the ink tanks up to the top line.

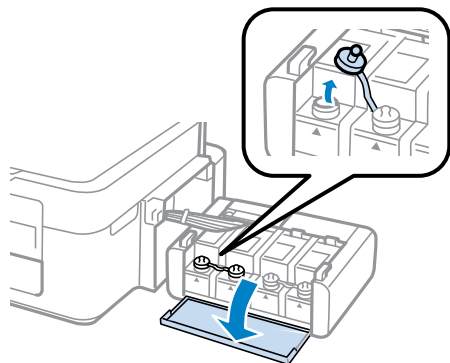
**Caution:** Wear plastic gloves while refilling the ink tanks to avoid staining your hands.

1. Place a sheet of paper under the ink tank area in case of spills.
2. Turn on your product.
3. Make sure the  power light is on, but not flashing.
4. Unhook the ink tank unit from the product and lay it down.



**Note:** Do not pull on the ink tubes.

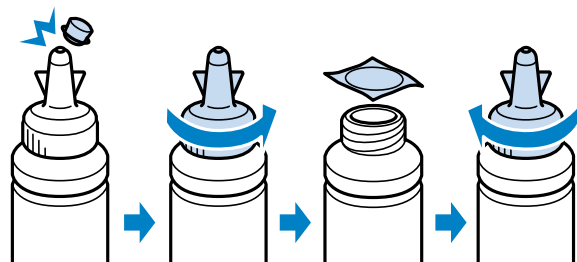
5. Open the ink tank unit cover, then remove the ink tank's cap.



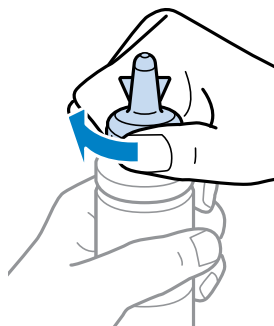
**Note:** Make sure the color of the ink tank matches the ink color you want to refill, and only remove the cap from that ink tank. Be careful not to spill any ink.

6. Snap off the tip of the bottle cap, but do not dispose of the bottle cap tip so you can use it to seal the bottle cap later, if necessary. Then remove the cap, remove the seal from the bottle, and replace the cap on the bottle.

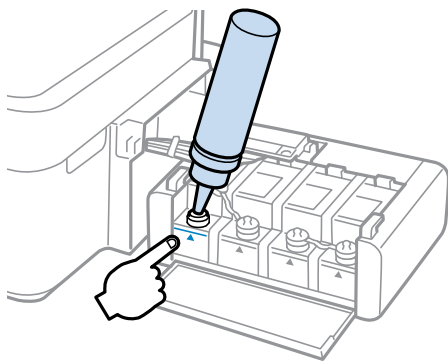
**Note:** Make sure the color of the ink bottle matches the ink color you want to refill.



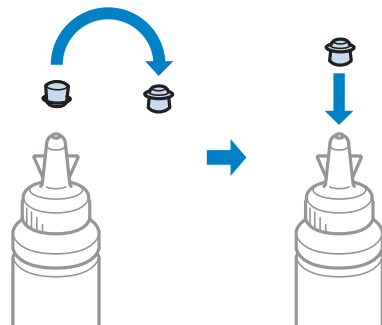
**Caution:** Install the bottle cap tightly; otherwise, ink may leak.



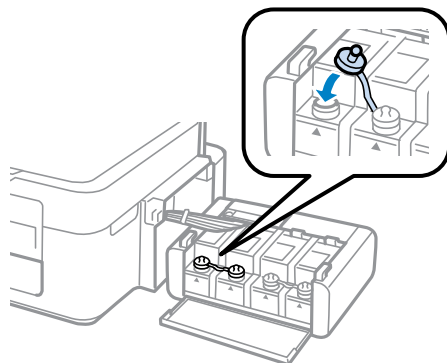
7. Refill the ink tank with the correct color ink up to the upper line on the ink tank.



8. If any ink remains in the ink bottle after filling the ink tank, place the bottle cap tip securely on the bottle cap and store the ink bottle upright for later use.

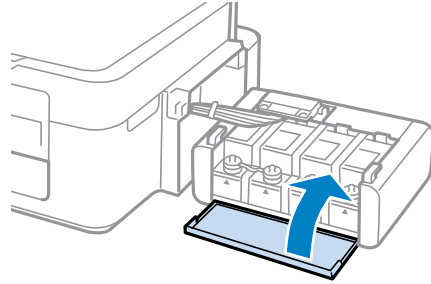


9. Place the rubber cap securely on the ink tank.

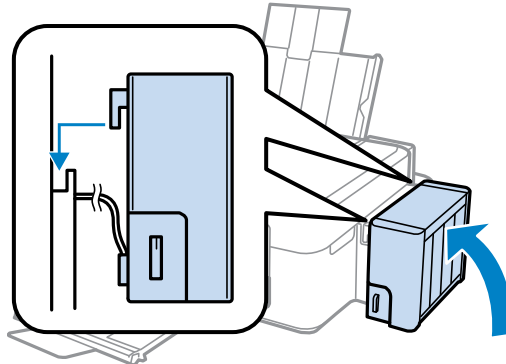




10. Repeat the previous steps as necessary for each ink color you need to refill.

11. Close the ink tank unit cover.



12. Hook the ink tank unit onto the product.



If the  power light is on, press the  stop button.

**Parent topic:** [Refilling Ink](#)

**Related concepts**

[Purchase EPSON Ink](#)

**Related references**

[Ink Safety Precautions](#)

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## Adjusting Print Quality

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

If running these utilities does not solve the problem, you may need to flush the ink tubes.

[Print Head Maintenance](#)

[Print Head Alignment](#)

[Cleaning the Paper Path](#)

[Checking the Number of Sheets](#)

**Related concepts**

[Ink Tube Flushing](#)

## Print Head Maintenance

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

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

**Note:** You cannot clean the print head if the ink level has reached the lower line on the ink tank, and may not be able to clean it when the ink level in any of the tanks is low. You must refill the ink tank first.

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Ink Tube Flushing](#)

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

**Related tasks**

[Refilling the Ink Tanks](#)

## Print Head Nozzle Check

You can print a nozzle check pattern to check for clogged nozzles.

[Checking the Nozzles Using the Product Buttons](#)

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

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



## Checking the Nozzles Using the Product Buttons

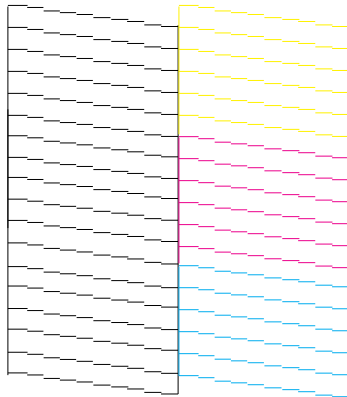
You can check the print head nozzles using the buttons on your product.

1. Press the ⏻ power button to turn the product off.
2. Load a few sheets of plain paper in the product.
3. Hold down the ⛔ stop button and press the ⏻ power button to turn the product on.
4. When the product turns on, release both buttons.

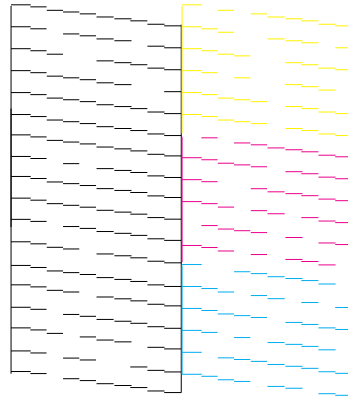
The product begins printing a nozzle check pattern.

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

### Print head is clean



### Print head needs cleaning



6. If there are no gaps, the print head is clean and you can continue printing.

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

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

**Related concepts**

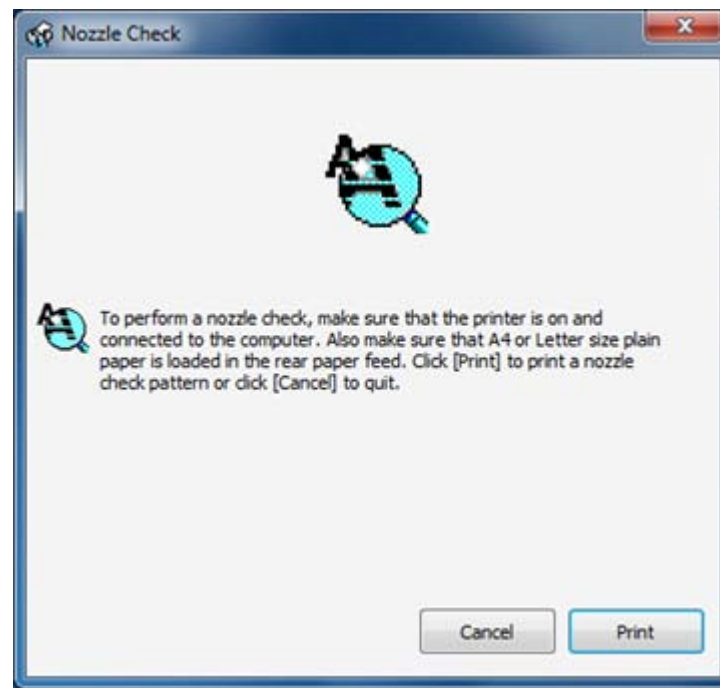
[Print Head Cleaning](#)

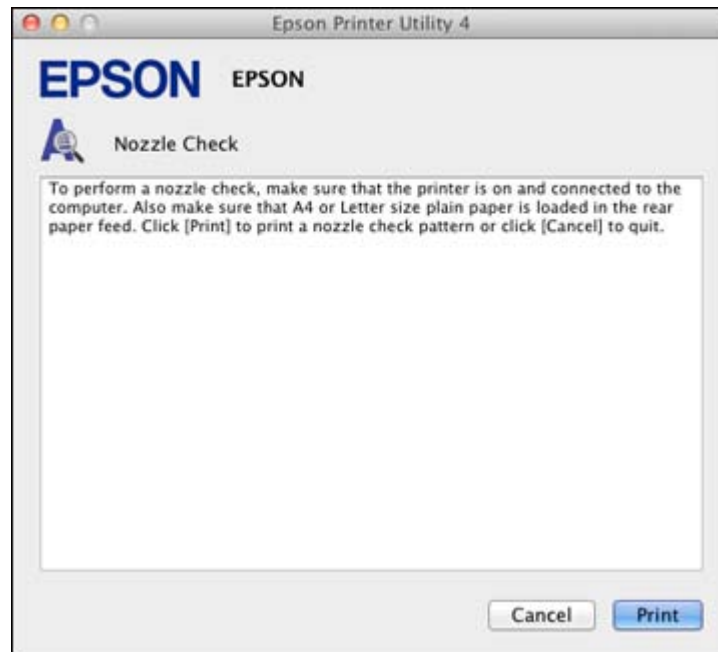
### Checking the Nozzles Using a Computer Utility

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

1. Load a few sheets of plain paper in the product.
2. Do one of the following:
  - **Windows:** Right-click the product icon in the Windows taskbar.
  - **Mac OS X 10.6/10.7/10.8:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
  - **Mac OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.
3. Select **Nozzle Check**.

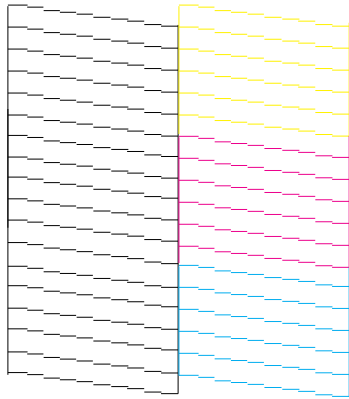
You see one of these windows:



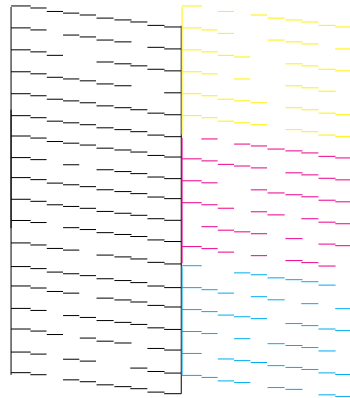


4. Click **Print**.
5. Check the printed pattern to see if there are gaps in the lines.

**Print head is clean**



**Print head needs cleaning**



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

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

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

**Related concepts**

[Print Head Cleaning](#)

## Print Head Cleaning

If print quality has declined and the nozzle check pattern indicates clogged nozzles, you can clean the print head.

**Note:** You cannot clean the print head if the ink level has reached the lower line on the ink tank, and may not be able to clean it when the ink level in any of the tanks is low. You must refill the ink tank first.

[Cleaning the Print Head Using the Product Buttons](#)

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


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


**Related tasks**

[Refilling the Ink Tanks](#)

### Cleaning the Print Head Using the Product Buttons

You can clean the print head using the buttons on your product.

1. Make sure no product lights are indicating errors.
2. Load a few sheets of plain paper in the product.
3. Hold down the  stop button for 3 seconds to start the cleaning cycle.

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

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

4. Run a nozzle check to confirm that the print head is clean.

If you don't see any improvement after cleaning the print head up to 4 times, turn off the product and wait at least 6 hours. Then try cleaning the print head again. If quality still does not improve, flush the ink tubes.

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

**Related concepts**

[Print Head Nozzle Check](#)

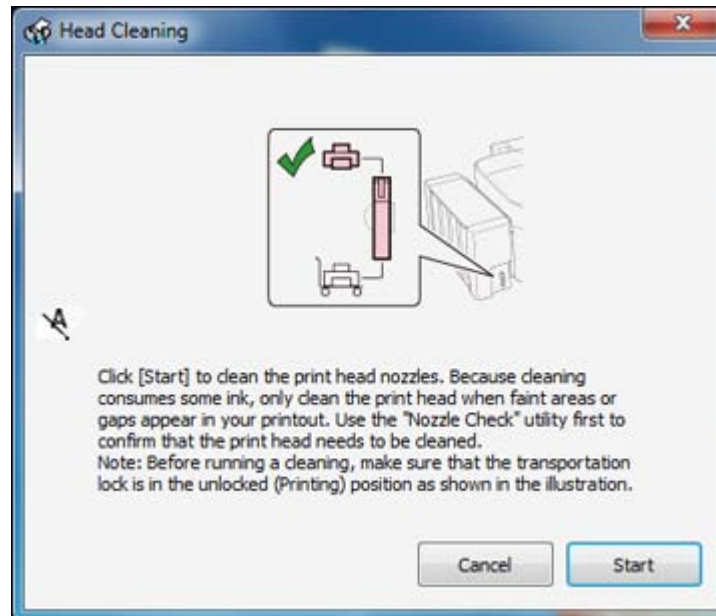
[Ink Tube Flushing](#)

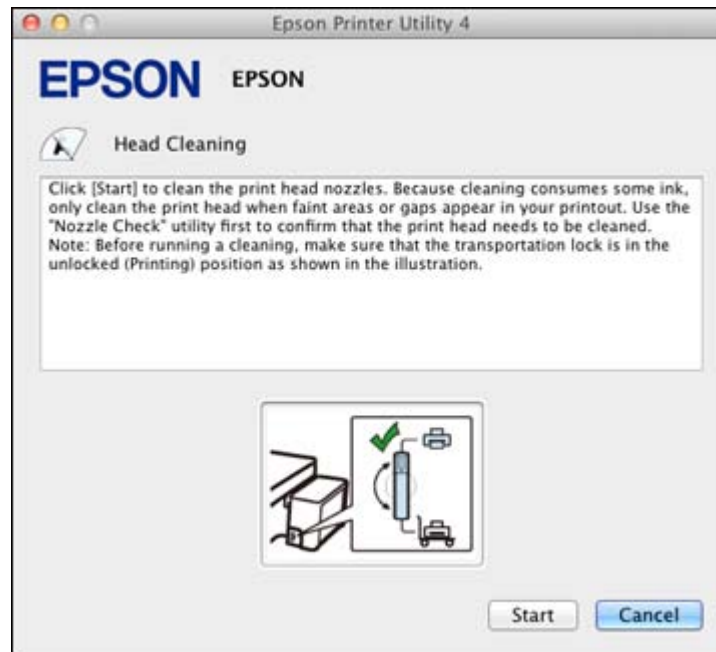
### Cleaning the Print Head Using a Computer Utility

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


1. Load a few sheets of plain paper in the product.
2. Do one of the following:
  - **Windows:** Right-click the product icon in the Windows taskbar.
  - **Mac OS X 10.6/10.7/10.8:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
  - **Mac OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.
3. Select **Head Cleaning**.

You see one of these windows:






4. Click **Start** to begin the cleaning cycle.

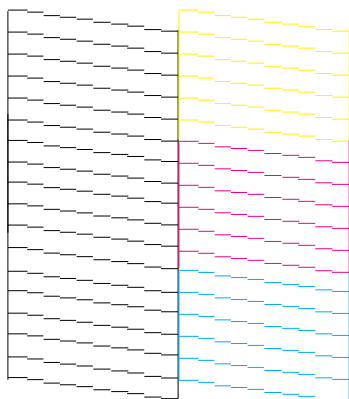
The  power light flashes throughout the cleaning cycle and stays on when the cleaning cycle is finished.

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

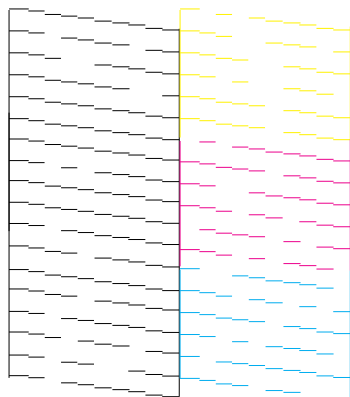
5. When the  power light stops flashing and remains on, you can check to see if the nozzles are clean; click **Print Nozzle Check Pattern** and click **Print**.
6. Check the printed pattern to see if there are gaps in the lines.

**Print head is clean**





### Print head needs cleaning



- If there are no gaps, click **Finish**.
- If there are gaps or the pattern is faint, click **Clean** to clean the print head again.

If you don't see any improvement after cleaning the print head up to 4 times, turn off the product and wait at least 6 hours. Then try cleaning the print head again. If quality still does not improve, flush the ink tubes.

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

## Related concepts

[Print Head Nozzle Check](#)

[Ink Tube Flushing](#)

## Ink Tube Flushing

If you still see white or dark lines or missing colors in your printouts, even after cleaning the print head several times, you can flush the ink tubes.

Flushing the ink tubes replaces all the ink inside the tubes, so flush the ink only if you cannot improve print quality by cleaning the print head several times.

**Caution:** Flushing the ink tubes consumes a lot of ink. Before flushing the ink tubes, make sure there is enough ink in the ink tanks. If necessary, refill the ink tanks before flushing the ink tubes.

Flushing the ink tubes effects the service life of the ink pads by causing them to reach their capacity sooner. Contact Epson to purchase replacement ink pads before they reach the end of their service life. When the ink pads reach the end of their service life, the product stops printing and you must contact Epson for support.


[Flushing the Ink Tubes Using a Computer Utility](#)

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

### Flushing the Ink Tubes Using a Computer Utility

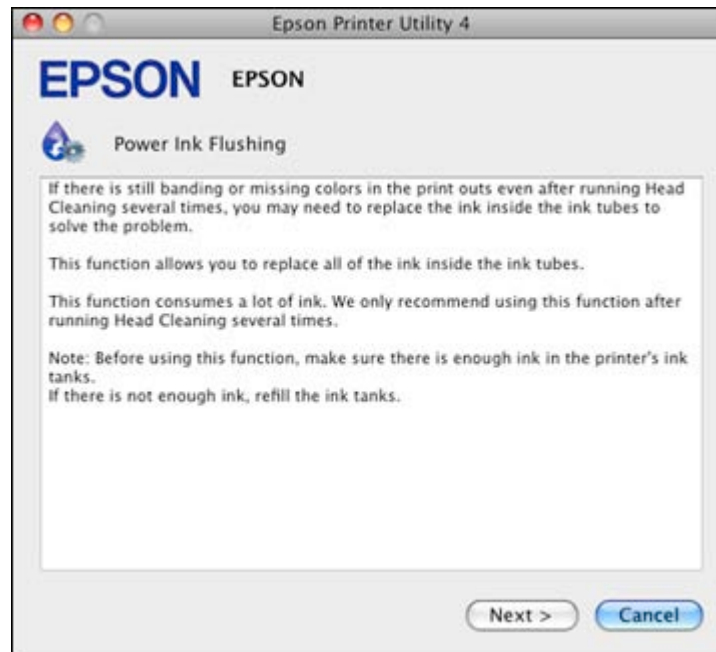
You can use the Power Ink Flushing utility to flush the ink tubes.

Before you begin, make sure there are no warnings or errors indicated by the product control panel.

1. Make sure the transportation lock on the ink tank unit is set to the unlocked (printing) position: .
2. Do one of the following:
  - **Windows:** Right-click the product icon in the Windows taskbar and select **Printer Settings**. Then click the **Maintenance** tab.
  - **Mac OS X 10.6/10.7/10.8:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
  - **Mac OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.
3. Click the **Power Ink Flushing** button.

You see one of these windows:





4. Follow the on-screen instructions to flush the ink tubes.
5. When you finish flushing the ink tubes, run a nozzle check to check the print quality. If necessary, also clean the print head.

If you don't see any improvement, turn off the product and wait at least 6 hours. Then check the print quality again. If quality still does not improve, contact Epson for support.

**Parent topic:** [Ink Tube Flushing](#)

**Related concepts**

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

## Print Head Alignment

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

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

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

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

**Related concepts**

[Print Head Cleaning](#)


## Aligning the Print Head Using a Computer Utility


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

1. Load a few sheets of plain paper in the product.
2. Do one of the following:
  - **Windows:** Right-click the product icon in the Windows taskbar.
  - **Mac OS X 10.6/10.7/10.8:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
  - **Mac OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.
3. Select **Print Head Alignment**.
4. Click **Next**, then click **Print** to print an alignment sheet.

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

You see one of these windows:

 **Print Head Alignment** ✕

 Look at the alignment sheet.

Find the square without any visible bands in sets #1 through #5. Select the number that corresponds to that square from the list below for all sets. Then click [Next >].

If every square contains a band, select the square with the thinnest band or bands. Then click [Realignment].

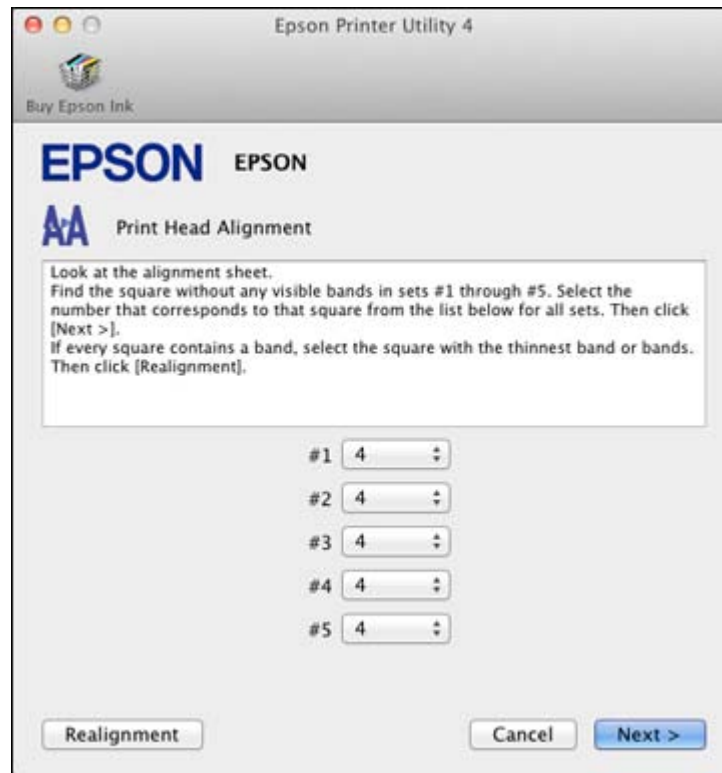
#1

#2

#3

#4

#5



5. Check the printed pattern and follow the instructions on the screen to choose the number representing the best printed pattern for each set.
  - After choosing each pattern number, click **Next**.
  - If no patterns are aligned in one or more of the sets, choose the closest one in each set and click **Realignment**. Then print another alignment sheet and check it.

**Note:** Click **Skip** (where available) if you want to skip a particular alignment sheet.

6. When you are done, click **Finish**.

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

## Cleaning the Paper Path

If you see ink on the back of a printout, you can clean the paper path to remove any excess ink.

1. Load a few sheets of plain paper in the product.
2. Use the product control panel to make a copy, but without placing a document on the scanner glass.
3. Check the back of the ejected paper to see if it is clean.
4. Repeat as necessary until the paper comes out clean.

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

**Related topics**

[Copying](#)

## Checking the Number of Sheets

You can view an option that displays the number of sheets of paper that have fed through the product.

[Checking the Sheet Counter - Windows](#)

[Checking the Sheet Counter - Mac OS X](#)

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

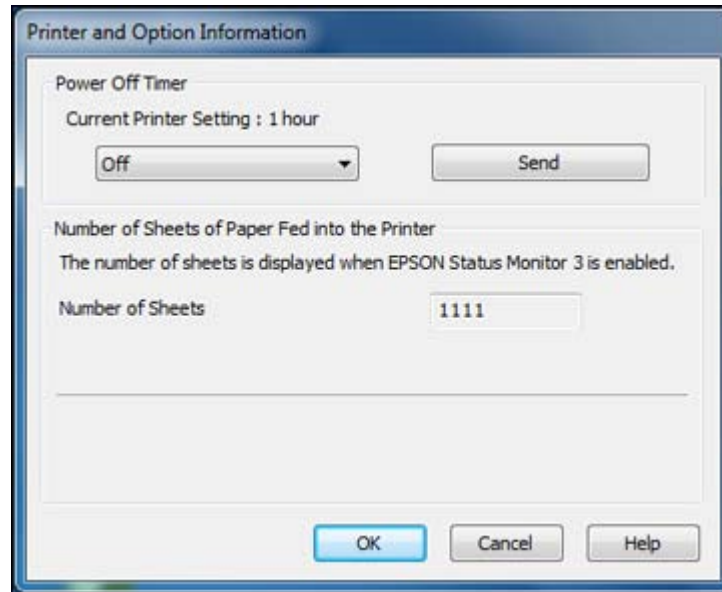
## Checking the Sheet Counter - Windows

You can check the the number of sheets of paper that have fed through the product by checking the sheet counter.

1. Right-click the product icon in the Windows taskbar.
2. Select **Printer Settings**.
3. Click the **Maintenance** tab.
4. Select **Printer and Option Information**.

You see this window:





5. After checking the number of sheets fed into the printer, click **OK** to close the window.

**Note:** The number of sheets is displayed only when EPSON Status Monitor 3 is enabled.

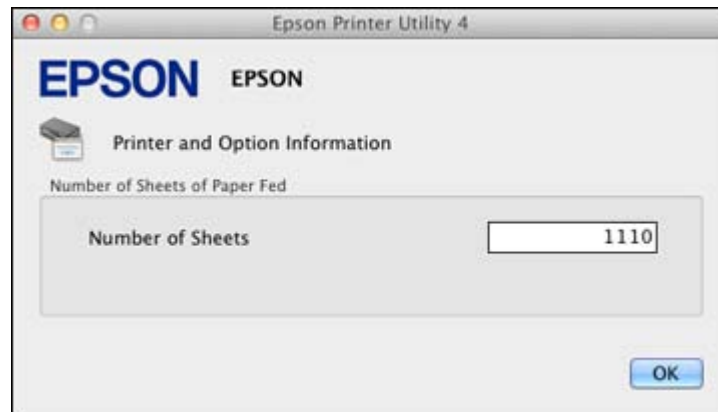
**Parent topic:** [Checking the Number of Sheets](#)

## Checking the Sheet Counter - Mac OS X

You can check the the number of sheets of paper that have fed through the product by checking the sheet counter.

1. Do one of the following:
  - **Mac OS X 10.6/10.7/10.8:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
  - **Mac OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.
2. Select **Printer and Option Information**.

You see this window:



3. After checking the number of sheets fed into the printer, click **OK** to close the window.

**Parent topic:** [Checking the Number of Sheets](#)

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# Cleaning and Transporting Your Product

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

[Cleaning Your Product](#)

[Transporting Your Product](#)

## Cleaning Your Product

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

Close the output tray and paper support when you are not using the product to protect it from dust.

**Caution:** Do not use a hard brush, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside it.

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Remove all the paper.
5. Clean the scanner glass with a soft, lint-free cloth (microfiber is recommended), moistened with a little glass cleaner.

**Caution:** Do not spray glass cleaner directly on the glass and do not press the glass surface with any force.

6. Clean the outer case and control panel with a soft, dry cloth. Do not use liquid or chemical cleansers.

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

## Transporting Your Product

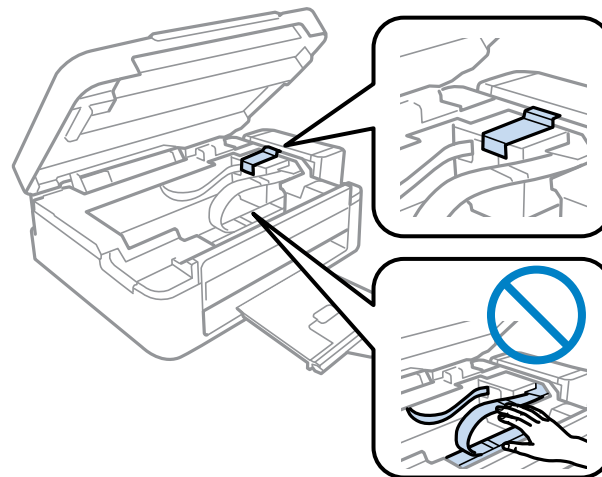
If you need to ship your product or transport it some distance, prepare it for transportation as described here.

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

- Avoid tilting the product, placing it vertically, or turning it upside down; otherwise ink may leak.


- When storing or transporting an ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when transporting the ink bottles.

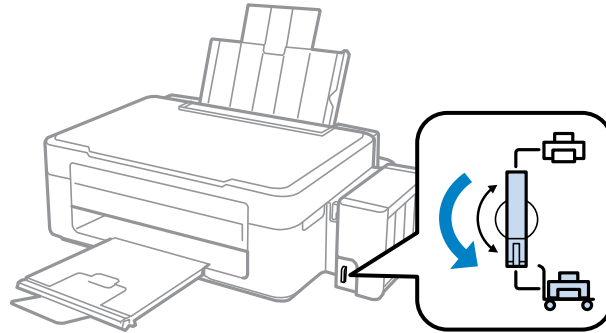
1. Turn off the product.
2. Lift up the scanner unit and check to see if the print head is in the far right position (the home position). If not, turn on the product, wait for the print head to move to the far right, then turn the product off again.
3. Secure the print head to the case with tape.



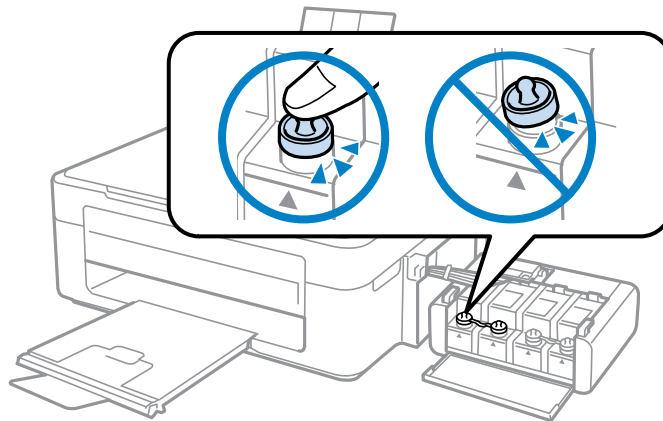
**Caution:** Do not place tape on the white flat cable inside the product; otherwise, you may damage your product.

4. Lower the scanner unit.
5. Remove all the paper from the product.
6. Unplug the power cable.
7. Disconnect any connected cables.

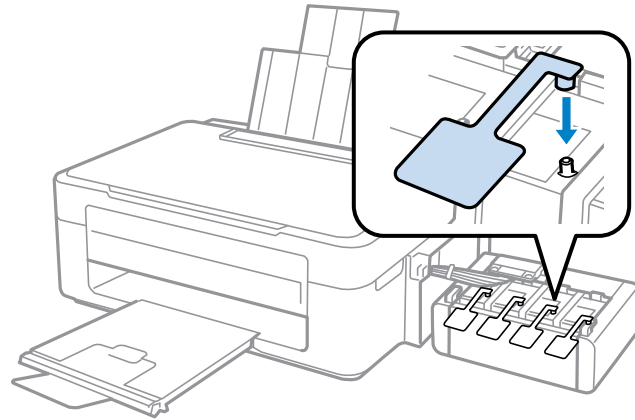
8. Set the transportation lock to the locked (transport) position: .



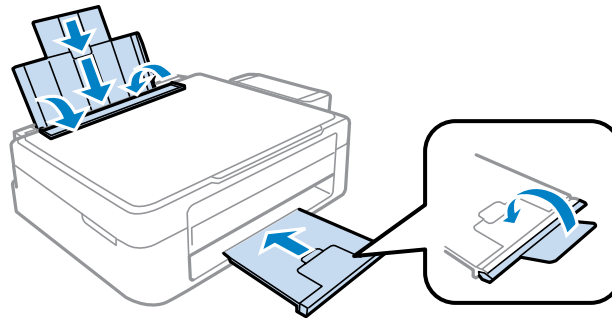
9. Check to make sure that the ink tank caps are installed securely.



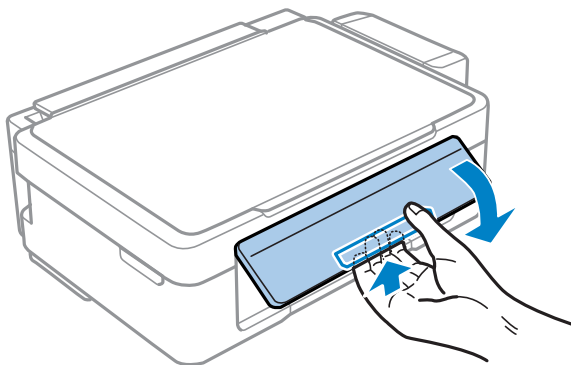
10. Place the transportation covers that came with your product over the protruding parts of the ink tank, and then hook the ink tank unit onto the product.



11. Close the output tray and paper support.



12. Lower the control panel by squeezing the release bar and gently pushing the control panel down.




**Caution:** Do not lower the control panel without first squeezing the release bar or you may damage your product.

13. Place the product in its original packaging materials, if possible, or use equivalent cushioning around the product.

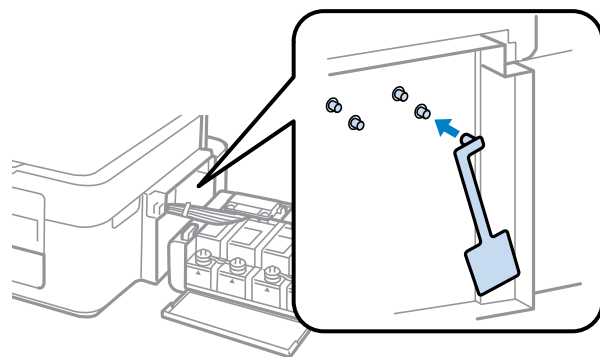
**Caution:**

- Keep the product level during transport. Otherwise, ink may leak.
- Do not put opened ink bottles in the box with product.

Before using the product:

- Be sure to remove the tape from the print head.
- Be sure to set the transportation lock to the unlocked (printing) position: .
- Be sure to remove the transportation caps.

**Note:** Store the transportation caps on the inside wall of the ink tank unit while using the product.



If print quality has declined when you print again, clean and align the print head.

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

**Related concepts**

[Print Head Cleaning](#)

[Print Head Alignment](#)



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# Solving Problems

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

[Checking for Software Updates](#)

[Product Light Status](#)

[Running a Product Check](#)

[Solving Setup Problems](#)

[Solving Network Problems](#)

[Solving Copying Problems](#)

[Solving Paper Problems](#)

[Solving Problems Printing from a Computer](#)

[Solving Page Layout and Content Problems](#)

[Solving Print Quality Problems](#)

[Solving Scanning Problems](#)

[Solving Scanned Image Quality Problems](#)

[When to Uninstall Your Product Software](#)

[Where to Get Help](#)

## Checking for Software Updates

Periodically, it's a good idea to check Epson's support website for free updates to your product software. Visit the driver download site at [global.latin.epson.com/Soporte](http://global.latin.epson.com/Soporte) (website available in Spanish and Portuguese only).

With Windows, your printer software automatically checks for updates. You can also manually update the software by selecting **Software Update** or **Driver Update** here:

- Right-clicking the product icon in the Windows taskbar
- On the **Maintenance** tab in the printer settings window
- In the **EPSON** program group under your product name

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















## Product Light Status

You can often diagnose problems with your product by checking its lights.



Lights	
1	WiFi
2	⏻ power
3	📄 paper
4	💧 ink

Light status	Condition/solution
The ⏻ power light is on	The product is turned on.
The ⏻ power light is flashing	<p>The product is busy. Wait for the ⏻ power light to stop flashing before turning off the product.</p> <p>If you just filled the ink, the ⏻ power light will flash for approximately 20 minutes. Do not cancel this process.</p>
The ⏻ power light is flashing The WiFi light is flashing orange	A wireless connection error has occurred. Press the <b>Wi-Fi</b> button to try connecting again.
The ⏻ power light is flashing The 📄 paper light is flashing	Paper is jammed in the product. Remove the jammed paper, and press the 📄 B&W copy button or the 🖨 color copy button to clear the error.
The ⏻ power light is flashing The 📄 paper light is on	No paper is loaded or multiple sheets fed at one time. Load paper in the product, and press the 📄 B&W copy button or the 🖨 color copy button to clear the error.

Light status	Condition/solution
<p>The  power light is on or flashing</p> <p>The  ink light is flashing</p>	<p>Ink level may be low. It is nearly time to reset the ink levels by refilling the ink. You can continue printing, but you should prepare new ink bottles. To confirm the actual ink remaining, visually check the ink levels in the product's ink tanks.</p>
<p>The  power light is on or flashing</p> <p>The  ink light is on</p>	<p>Ink level may have reached the lower line of the ink tank and it is time to reset the ink levels. To reset the ink levels, refill the ink.</p> <p><b>Caution:</b> Continued use of the product when the ink level is below the lower line on the ink tank could damage the product.</p>
<p>The  power light is on or flashing</p> <p>The  ink light is flashing</p> <p>The  paper light is flashing</p>	<p>The ink pads are near the end of their service life. Contact Epson for support. (To continue printing, press the  B&amp;W copy button or the  color copy button.)</p>
<p>The  ink light is on</p> <p>The  paper light is on</p> <p>The WiFi light is on</p>	<p>An error has occurred during firmware updating. Connect your product using a USB cable and try updating the firmware again. If the error message continues, contact Epson for support.</p>
<p>The  power light is flashing</p> <p>The  ink light is flashing</p> <p>The  paper light is flashing</p> <p>The WiFi light is flashing</p>	<p>A fatal error has occurred. Turn the product off and then back on again. If the error continues, check for a paper jam. If the error persists, contact Epson for support.</p>

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

#### Related references

[Paper Jam Problems](#)

[Where to Get Help](#)

#### Related tasks

[Refilling the Ink Tanks](#)

#### Related topics

[Loading Paper](#)

## Running a Product Check

Running a product check helps you determine if your product is operating properly.

1. Press the ⏻ power button to turn the product off.
2. Disconnect any interface cables connected to your product.
3. Load plain paper in the product.
4. Hold down the ⛔ stop button and press the ⏻ power button to turn the product on.
5. When the product turns on, release both buttons.

The product begins printing a nozzle check pattern.

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

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

### Related concepts

[Print Head Cleaning](#)

[Print Head Alignment](#)

[When to Uninstall Your Product Software](#)

### Related references

[Where to Get Help](#)

## Solving Setup Problems

Check these sections if you have problems while setting up your product.

[Noise After Filling the Ink](#)

[Software Installation Problems](#)

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

## Noise After Filling the Ink

If you hear noises from your product after filling the ink tanks with ink, check these explanations:

- The first time you fill the tanks with ink, the product must charge its print head. Wait until charging finishes before you turn off the product, or it may charge improperly and use excess ink the next time you turn it on. Your product is finished charging the print head when the ⏻ power light stops flashing.
- If the product's print head stops moving or making noise, and the charging process has not finished after approximately 20 minutes, turn off your product. Turn it back on and check to see if charging is still in progress. If it is still in progress, contact Epson for help.

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

### Related tasks

[Refilling the Ink Tanks](#)

## Software Installation Problems

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

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

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

### Related concepts

[When to Uninstall Your Product Software](#)

### Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

## Solving Network Problems

Check these solutions if you have problems setting up or using your product on a network.

**Note:** Breakdown or repair of this product may cause loss of network data and settings. Epson is not responsible for backing up or recovering data and settings during or after the warranty period. We recommend that you make your own backup or print out your network data and settings.

[Product Cannot Connect to a Wireless Router or Access Point](#)

[Network Software Cannot Find Product on a Network](#)

[Product Does Not Appear in Mac OS X Printer Window](#)

[Cannot Print Over a Network](#)

[Cannot Scan Over a Network](#)

[Printing a Network Status Sheet](#)

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

## Product Cannot Connect to a Wireless Router or Access Point

If your product has trouble finding or connecting to a wireless router or access point, try these solutions :

- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the WiFi light on your product is not solid green, make sure you press the **Wi-Fi** button on the product within 2 minutes of pressing the WPS button on your router. Hold down the **Wi-Fi** button on the product for 3 seconds.
- Make sure to place your product within contact range of your router or access point.

**Note:** Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

- Verify that your router or access point is operating correctly by connecting to it from your computer or another device.
- You may need to disable the firewall and any anti-virus software on your wireless router or access point.
- Check to see if access restrictions, such as MAC address filtering, are set on the router or access point. If access restrictions are set, add your product's MAC address to your router's address list. To obtain your product's MAC address, print a network status sheet. Then follow the instructions in your router or access point documentation to add the address to the list.
- If your router or access point does not broadcast its network name (SSID), follow the instructions that came with your product to enter your wireless network name manually.
- If your router or access point has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.

Parent topic: [Solving Network Problems](#)

## Network Software Cannot Find Product on a Network

If EpsonNet Setup cannot find your product on a network, try these solutions:

- Make sure your product is turned on and connected to your network. Verify connection using your product control panel.
- If necessary, reinstall your product software and try running EpsonNet Setup again.

Parent topic: [Solving Network Problems](#)

### Related concepts

[When to Uninstall Your Product Software](#)

## Product Does Not Appear in Mac OS X Printer Window

If your product does not appear in the Mac OS X printer window, try these solutions:

- Turn your product off, wait 30 seconds, then turn it back on again.
- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the WiFi light on your product is not solid green, make sure you press the **Wi-Fi** button on the product within 2 minutes of pressing the WPS button on your router. Hold down the **Wi-Fi** button on the product for 3 seconds.
- If you are connecting the product via EpsonNet Setup and the WiFi light on your product is not solid green, make sure your product software was installed correctly. If necessary, reinstall your software.

Parent topic: [Solving Network Problems](#)

## Cannot Print Over a Network

If you cannot print over a network, try these solutions:

- Make sure that your product is turned on.
- Make sure you install your product's network software as described in your product documentation.
- Print a network status sheet and verify that the network settings are correct. If the network status is **Disconnected**, check any cable connections and turn your product off and then on again.
- If you are using TCP/IP, make sure the product's IP address is set correctly for your network. If your network does not assign IP addresses using DHCP, set the IP address manually.
- Make sure your computer and product are both using the same wireless network.
- If network printing is slow, print a network status sheet and check the signal strength. If it is poor, place your product closer to your router or access point.

**Note:** Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the WiFi light on your product is not solid green, make sure you press the **Wi-Fi** button on the product within 2 minutes of pressing the WPS button on your router. Hold down the **Wi-Fi** button on the product for 3 seconds.
- If you are connecting the product via EpsonNet Setup and the WiFi light on your product is not solid green, make sure your product software was installed correctly. If necessary, reinstall your software.

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


**Related tasks**

[Printing a Network Status Sheet](#)

## Cannot Scan Over a Network

If you cannot start EPSON Scan for scanning over a network, try these solutions:

- If you are scanning a large original at a high resolution, a network communication error may occur. Try scanning again at a lower resolution.
- If network communication was interrupted while starting EPSON Scan, exit EPSON Scan, wait a few seconds, and restart it. If EPSON Scan cannot restart, turn off your product, turn it back on, and try restarting EPSON Scan again.
- Check the connection setting and test the connection using EPSON Scan Settings:

**Windows:** Click  or **Start > All Programs** or **Programs > EPSON > EPSON Scan > EPSON Scan Settings**. Make sure the **Connection** setting is set to **Network**, then click the **Test** button.

**Mac OS X:** Open the **Applications** folder, click **Epson Software**, and click **EPSON Scan Settings**. Make sure the **Connection** setting is set to **Network**, then click the **Test** button.

- Make sure the option selected as the **Timeout Setting** in the EPSON Scan Settings program is long enough to complete scanning over a network.
- You may need to disable the firewall and any anti-virus software on your wireless router or access point.

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


**Related topics**

[Scanning](#)



## Printing a Network Status Sheet

You can print a network status sheet to help you determine the causes of any problems you may have using your product on a network.

To print the status sheet, press the  network status button on the product. Examine the settings shown on the network status sheet to diagnose any problems you have.

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

## Solving Copying Problems

Check these solutions if you have problems copying with your product.

[Product Makes Noise, But Nothing Copies](#)


[Copies are Cut Off](#)

[Product Makes Noise When It Sits for a While](#)

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

## Product Makes Noise, But Nothing Copies

If your product makes a noise, but nothing copies, try these solutions:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- If the nozzle check page does not print, but the product's  power light is on, make sure your product software is installed correctly.
- Make sure your product is level (not tilted).

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



**Related concepts**



[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

## Copies are Cut Off

Depending on your product, the default paper size for copies is either A4 (8.3 × 11.7 inches [210 × 297 mm]) or Letter (8.5 × 11 inches [216 × 279 mm]).

- To change the default paper size to A4 (8.3 × 11.7 inches [210 × 297 mm]), make sure the product is turned off, then hold down the  color copy button and press the  power button to turn the product on. When the product turns on, release both buttons.

- To change the default paper size to Letter (8.5 × 11 inches [216 × 279 mm]), make sure the product is turned off, then hold down the  B&W copy button and press the  power button to turn the product on. When the product turns on, release both buttons.

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

## Product Makes Noise When It Sits for a While

Your product is performing routine maintenance. This is normal.

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

## Solving Paper Problems

Check these sections if you have problems using paper with your product.

[Paper Feeding Problems](#)

[Paper Jam Problems](#)

[Paper Ejection Problems](#)

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

## Paper Feeding Problems

If you have problems feeding paper, try these solutions:

- If paper does not feed for printing, remove it. Then reload it in the sheet feeder against the right side and beneath the tab. Slide the edge guide against the edge of the paper, making sure that the paper stack is not above the arrow mark on the edge guide.
- If multiple pages feed at once, remove the paper, fan the edges to separate the sheets, and reload it.
- If paper jams when you load only one or two sheets, try loading more sheets at a time. Do not load more than the recommended number of sheets.
- If paper jams when you print on both sides of the paper, try loading fewer sheets.
- For best results, follow these guidelines:
  - Use new, smooth, high-quality paper that is not curled, creased, old, too thin, or too thick.
  - Load paper in the sheet feeder printable side up.
  - Do not load paper with holes punched in it.
  - Follow any special loading instructions that came with the paper.

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

### Related references

[Paper Jam Problems](#)




[Paper Loading Capacity](#)

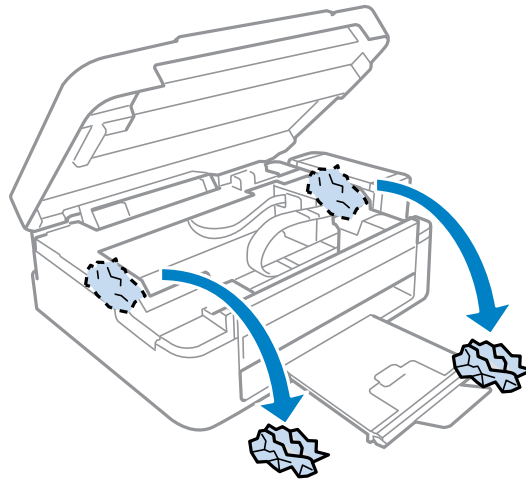
### Related topics


[Loading Paper](#)

## Paper Jam Problems

If you have problems with paper jams, try these solutions:

1. Cancel the print job from your computer, if necessary.
2. Gently pull out any jammed paper from the output tray and sheet feeder.
3. Press the  B&W copy button or the  color copy button to resume printing. If the product lights still show an error, continue with the next step.
4. Press the  power button to turn the product off.
5. Lift the scanner, remove the jammed paper and any torn pieces.



6. Lower the scanner and press the  power button to turn the product back on.
7. Carefully follow all paper loading instructions when you load new paper.

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

## Paper Ejection Problems

If you have problems with paper ejecting properly, try these solutions:

- If paper does not eject fully, you may have set the wrong paper size. Cancel printing to eject the paper. Select the correct paper size when you reprint.
- If paper is wrinkled when it ejects, it may be damp or too thin. Load new paper and be sure to select the correct paper type setting when you reprint.

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

### Related references

[Paper Jam Problems](#)

[Paper or Media Type Settings](#)

### Related tasks

[Cancelling Printing Using a Product Button](#)

### Related topics

[Loading Paper](#)

## Solving Problems Printing from a Computer

Check these sections if you have problems while printing from your computer.

[Nothing Prints](#)


[Product Icon Does Not Appear in Windows Taskbar](#)



[Printing is Slow](#)

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

## Nothing Prints

If you have sent a print job and nothing prints, try these solutions:

- Make sure your product is turned on.
- Make sure any interface cables are connected securely at both ends.
- If you connected your product to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your product directly to your computer instead of the hub.
- Run a product check to see if a test page prints. If the test page prints, check to see if your product software is installed correctly.
- Make sure you set the transportation lock to the unlocked (printing) position: .

- Make sure the transportation caps are not installed.
- In Windows, make sure your product is selected as the default printer.
- In Windows, clear any stalled print jobs from the Windows Spooler:
  - **Windows 7:** Click  and select **Devices and Printers**. Right-click your product name, select **See what's printing**, select your product name again if necessary, right-click the stalled print job, click **Cancel**, and click **Yes**.
  - **Windows Vista:** Click  and select **Control Panel**. Click **Printer** under **Hardware and Sound**, right-click your product name, select **Open**, right click the stalled print job, click **Cancel**, and click **Yes**.
  - **Windows XP:** Click **Start** and select **Printers and Faxes**. (Or open the **Control Panel**, select **Printers and Other Hardware** if necessary, and select **Printers and Faxes**.) Right-click your product name, select **Open**, right-click the stalled print job, click **Cancel**, and click **Yes**.

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



#### **Related tasks**

[Running a Product Check](#)

[Transporting Your Product](#)

## **Product Icon Does Not Appear in Windows Taskbar**

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

1. Do one of the following:
  - **Windows 7:** Click  and select **Devices and Printers**.
  - **Windows Vista:** Click , select **Control Panel**, and click **Printer** under **Hardware and Sound**.
  - **Windows XP:** Click **Start** and select **Printers and Faxes**. (Or open the **Control Panel**, select **Printers and Other Hardware** if necessary, and **Printers and Faxes**.)
2. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.
3. Click the **Maintenance** tab.
4. Click the **Monitoring Preferences** button.
5. Click the **Shortcut Icon** box.
6. Click **OK** to close the open program windows.

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

## Printing is Slow

If printing becomes slow, try these solutions:

- Make sure your system meets the requirements for your operating system. If you are printing a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory.
- If you are using Windows 7, close the **Devices and Printers** window before you print.
- Clear space on your hard drive or run a defragmentation utility to free up existing space.
- Close any programs you are not using when you print.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If printing becomes slower after printing continuously for a long time, the product may have automatically slowed down to protect the print mechanism from overheating or becoming damaged. Let the product rest with the power on for 30 minutes, then try printing again.

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

- Make sure the paper type setting matches the type of paper you loaded.
- Turn on any high speed settings in your product software.
- Select a lower print quality setting.
- **Windows:** Click the **Maintenance** tab, select **Speed & Progress** or **Extended Settings**, and select the following settings:
  - **High Speed Copies**
  - **Always spool RAW datatype**
  - **Page Rendering Mode**
  - **Print as Bitmap**

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

### Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

### Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X](#)

## Solving Page Layout and Content Problems

Check these sections if you have problems with the layout or content of your printed pages.

[Inverted Image](#)

[Too Many Copies Print](#)

[Blank Pages Print](#)

[Incorrect Margins on Printout](#)

[Incorrect Characters Print](#)

[Incorrect Image Size or Position](#)

[Slanted Printout](#)

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

### Inverted Image

If your printed image is inverted unexpectedly, try these solutions:

- Turn off any mirror or inversion settings in your printing application.
- Turn off the **Mirror Image**, **Flip horizontally**, or **Reverse page orientation** settings in your printer software. (This option has different names, depending on your operating system version.)

**Note:** Leave these options turned on when you print on EPSON Iron-on Cool Peel Transfer paper, if available for your product.

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

#### Related tasks

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

[Selecting Basic Print Settings - Mac OS X](#)

### Too Many Copies Print

Make sure that the **Copies** setting in your printing program or printer software is not set for multiple copies.

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

#### Related tasks

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

[Selecting Basic Print Settings - Mac OS X](#)

## Blank Pages Print

If blank pages print unexpectedly, try these solutions:

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

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

### Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

### Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X](#)

[Selecting Printing Preferences - Mac OS X](#)

## Incorrect Margins on Printout

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

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

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

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

### Related tasks

[Selecting Basic Print Settings - Windows](#)



[Selecting Basic Print Settings - Mac OS X](#)

## Incorrect Characters Print

If incorrect characters appear in your prints, try these solutions before reprinting:

- Make sure any cables are securely connected at both ends.



- In Windows, delete all print jobs from the Windows Spooler:
  - **Windows 7:** Click  and select **Devices and Printers**. Right-click your product name, select **See what's printing**, select your product name again if necessary, right-click the stalled print job, click **Cancel**, and click **Yes**.
  - **Windows Vista:** Click  and select **Control Panel**. Click **Printer** under **Hardware and Sound**, right-click your product name, select **Open**, right click the stalled print job, click **Cancel**, and click **Yes**.
  - **Windows XP:** Click **Start** and select **Printers and Faxes**. (Or open the **Control Panel**, select **Printers and Other Hardware** if necessary, and select **Printers and Faxes**.) Right-click your product name, select **Open**, right-click the stalled print job, click **Cancel**, and click **Yes**.
- Make sure your product is selected as the printer in your printing program.
- If your product is connected to a USB hub, connect it directly to your computer instead.

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

## Incorrect Image Size or Position

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

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

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

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

### Related tasks

[Selecting Basic Print Settings - Windows](#)

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

[Selecting Basic Print Settings - Mac OS X](#)

[Selecting Print Layout Options - Mac OS X](#)

### Related topics

[Loading Paper](#)

## Slanted Printout

If your printouts are slanted, try these solutions:

- Slide the edge guide against the edge of the paper.

- Select a higher print quality setting in your printer software.
- Align the print head.
- Make sure the product is not printing while tilted or at an angle.

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

**Related concepts**

[Print Head Alignment](#)

**Related tasks**

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X](#)

**Related topics**

[Loading Paper](#)

## Solving Print Quality Problems

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

[White or Dark Lines in Printout](#)

[Blurry or Smeared Printout](#)

[Faint Printout or Printout Has Gaps](#)

[Grainy Printout](#)

[Incorrect Colors](#)

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


**Related topics**

[Solving Scanned Image Quality Problems](#)

## White or Dark Lines in Printout

If you notice white or dark lines in your prints (also called banding), try these solutions before you reprint:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Make sure the paper type setting matches the type of paper you loaded.
- Make sure you loaded the printable side of the paper faceup.
- Turn off any high speed settings in your product software.

- Align the print head.
- Make sure you set the transportation lock to the unlocked (printing) position: .
- Make sure the transportation caps are not installed.
- You may need to refill the ink. Visually check the ink levels.

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

#### **Related concepts**

[Print Head Cleaning](#)

[Print Head Alignment](#)

#### **Related references**

[Paper or Media Type Settings](#)

#### **Related tasks**

[Selecting Printing Preferences - Mac OS X](#)

[Transporting Your Product](#)

#### **Related topics**

[Refilling Ink](#)

## **Blurry or Smeared Printout**

If your printouts are blurry or smeared, try these solutions:

- Make sure your paper is not damp, curled, old, or loaded facedown in the sheet feeder (the printable side should be faceup).
- Use a support sheet with special paper, or load special paper one sheet at a time.
- Make sure your paper meets the specifications for your product.
- Use EPSON papers to ensure proper saturation and absorption of genuine EPSON inks.
- Make sure the paper type setting in your product software matches the type of paper you loaded.
- Remove each sheet from the output tray as it is printed.
- Avoid handling printouts on glossy paper right after printing to allow the ink to set.
- Turn off any high speed settings in your product software.
- If you print on both sides of a sheet of paper, smudges may appear on the reverse side of heavily saturated or dark images. If one side of a sheet will contain a lighter image or text, print that side first. Make sure the ink has dried before reloading the paper to print on the other side.

- Make sure the transportation caps are not installed.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- Clean the paper path.

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

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

**Related concepts**

[Print Head Cleaning](#)

[Print Head Alignment](#)

**Related references**

[Available EPSON Papers](#)

[Paper Specifications](#)

**Related tasks**

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X](#)

[Selecting Printing Preferences - Mac OS X](#)

[Cleaning the Paper Path](#)

[Transporting Your Product](#)


**Related topics**

[Loading Paper](#)

## Faint Printout or Printout Has Gaps

If your printouts are faint or have gaps, try these solutions:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- The ink levels may be low. Visually check the ink levels.
- Make sure the paper type setting matches the type of paper you loaded.

- Make sure your paper is not damp, curled, old, or loaded facedown in the sheet feeder (the printable side should be faceup).
- Make sure you set the transportation lock to the unlocked (printing) position: .
- Make sure the transportation caps are not installed.
- Align the print head.
- Clean the paper path.

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

#### **Related concepts**

[Print Head Cleaning](#)

[Print Head Alignment](#)

#### **Related tasks**

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X](#)

[Cleaning the Paper Path](#)

#### **Related topics**

[Refilling Ink](#)

[Loading Paper](#)

## **Grainy Printout**

If your printouts are grainy, try these solutions:

- Make sure you loaded the printable side of the paper faceup in the sheet feeder.
- Select a higher print quality setting and turn off any high speed settings in your product software.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- You may need to increase the image resolution or print a smaller size; see your software documentation.

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

#### **Related concepts**

[Print Head Alignment](#)

**Related tasks**

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

[Selecting Basic Print Settings - Mac OS X](#)


[Selecting Printing Preferences - Mac OS X](#)

**Related topics**

[Loading Paper](#)

## Incorrect Colors

If your printouts have incorrect colors, try these solutions:

- Make sure the **Black/Grayscale** or **Grayscale** setting is not selected in your printer software.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Make sure you set the transportation lock to the unlocked (printing) position: .
- Make sure the transportation caps are not installed.
- The ink levels may be low and you may need to refill the ink. Visually check the ink levels. Also make sure you filled the tanks with the correct colors of ink.
- Your printed colors can never exactly match your on-screen colors. However, you can use a color management system to get as close as possible. Try using the color management options in your printer software.
- For best results, use genuine EPSON ink and paper.

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

**Related concepts**

[Print Head Cleaning](#)

**Related references**

[Available EPSON Papers](#)

**Related tasks**

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

[Managing Color - Mac OS X](#)

**Related topics**

[Refilling Ink](#)

## Solving Scanning Problems

Check these solutions if you have problems scanning with your product.

[Scanning Software Does Not Operate Correctly](#)

[Cannot Start EPSON Scan](#)

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

### Scanning Software Does Not Operate Correctly

If your scanning software does not operate correctly, try these solutions:

- Make sure your computer has adequate memory and meets the system requirements for your operating system.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart your scanning software.
- If you upgraded your operating system but did not reinstall your scanning software, try reinstalling it.

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

#### Related references


[Windows System Requirements](#)

[Mac System Requirements](#)

### Cannot Start EPSON Scan

If you cannot start EPSON Scan, try these solutions:

- Make sure your product is turned on and any interface cables are securely connected at both ends.
- Make sure EPSON Scan is selected in your scanning program.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart EPSON Scan.
- Check the connection setting and test the connection using EPSON Scan Settings:

**Windows:** Click  or **Start > All Programs** or **Programs > EPSON > EPSON Scan > EPSON Scan Settings**. Make sure the correct **Connection** setting is selected, then click the **Test** button.

**Mac OS X:** Open the **Applications** folder, click **Epson Software**, and click **EPSON Scan Settings**. Make sure the correct **Connection** setting is selected, then click the **Test** button.

- Make sure you do not have multiple versions of EPSON Scan installed. If you do, uninstall both versions and install one version.

- If you upgraded your operating system but did not reinstall EPSON Scan, try reinstalling it.

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

**Related tasks**

[Scanning with Mac OS X 10.6/10.7/10.8 Using Image Capture](#)

**Related topics**

[Starting a Scan](#)

## Solving Scanned Image Quality Problems

Check these sections if a scanned image on your computer screen has a quality problem.

[Image Consists of a Few Dots Only](#)

[Line of Dots Appears in All Scanned Images](#)

[Straight Lines in an Image Appear Crooked](#)

[Image is Distorted or Blurry](#)

[Image Colors are Patchy at the Edges](#)

[Image is Too Dark](#)

[Back of Original Image Appears in Scanned Image](#)

[Ripple Patterns Appear in an Image](#)

[Image is Scanned Upside-Down](#)

[Scanned Image Colors Do Not Match Original Colors](#)

[Scan Area is Not Adjustable in Thumbnail Preview](#)

[Scanned Image Edges are Cropped](#)

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

**Related topics**

[Solving Print Quality Problems](#)

## Image Consists of a Few Dots Only

If your scanned image consists only of a few dots, try these solutions:

- Make sure you placed your original for scanning facing the correct way.
- If you are scanning using the EPSON Scan **Black & White** setting, adjust the **Threshold** setting and scan again.

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



**Related references**

[Available Image Adjustments - Full Auto Mode](#)

[Available Image Adjustments - Home Mode](#)

[Available Image Adjustments - Office Mode](#)

[Available Image Adjustments - Professional Mode](#)

**Related topics**

[Placing Originals on the Product](#)

## Line of Dots Appears in All Scanned Images

If a line of dots appears in all your scanned images, clean the scanner glass with a soft, dry, lint-free cloth or use a small amount of glass cleaner on the cloth, if necessary. Paper towels are not recommended.

**Caution:** Do not spray glass cleaner directly on the scanner glass.

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

**Related tasks**

[Cleaning Your Product](#)

## Straight Lines in an Image Appear Crooked

If straight lines in an original appear crooked in a scanned image, make sure to place your original straight when you scan it.

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

**Related topics**

[Placing Originals on the Product](#)

## Image is Distorted or Blurry

If a scanned image appears distorted or blurry, try these solutions:

- Make sure your original is not wrinkled or warped. This may prevent the original from laying flat on the scanner glass.
- Do not move your original or your product during scanning.
- Your product will not operate properly while tilted at an angle. Place it on a flat, stable surface that extends beyond the base of the product in all directions.

- Adjust these EPSON Scan settings (if available) and try scanning again:
  - Select the **Unsharp Mask** setting.
  - Adjust the **Auto Exposure** setting.
  - Increase the **Resolution** setting.

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

**Related topics**

[Selecting EPSON Scan Settings](#)

## Image Colors are Patchy at the Edges

If you are scanning a thick or warped original, cover its edges with paper to block external light as you scan it.

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

## Image is Too Dark

If your scanned image is too dark, try these solutions:

- Adjust these EPSON Scan settings (if available) and try scanning again:
  - **Auto Exposure**
  - **Brightness**
  - **Histogram Adjustment**
- Check the brightness and contrast settings of your computer monitor.

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

**Related topics**

[Selecting EPSON Scan Settings](#)

## Back of Original Image Appears in Scanned Image

If an image from the back of a thin original appears in your scanned image, place a piece of black paper on the back of the original and scan it again.

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

## Ripple Patterns Appear in an Image

You may see a ripple pattern (called a moiré) in scanned images of printed documents. This is caused by interference from differing pitches in the scanner's screen and your original's halftone screen. To reduce this effect, adjust these EPSON Scan settings (if available) and try scanning again:

- Select the **Descreening** setting.
- Select a lower **Resolution** setting.

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

### Related topics

[Selecting EPSON Scan Settings](#)

## Image is Scanned Upside-Down

Your product scans using the **Auto Photo Orientation** setting. This setting checks the preview image for faces, the sky, and other features, and then correctly rotates the photo when it is scanned, if necessary. If your photo is not oriented correctly using this option, deselect the **Auto Photo Orientation** setting and scan again.

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

### Related tasks

[Scanning in Full Auto Mode](#)

## Scanned Image Colors Do Not Match Original Colors

Printed colors can never exactly match the colors on your computer monitor because printers and monitors use different color systems: monitors use RGB (red, green, and blue) and printers typically use CMYK (cyan, magenta, yellow, and black).

Check the color matching and color management capabilities of your computer, display adapter, and the software you are using to see if they are affecting the palette of colors you see on your screen.

To adjust the colors in your scanned image, adjust these EPSON Scan settings (if available) and try scanning again:

- Change the **Image Type** setting and experiment with different combinations of the next settings.
- Adjust the **Tone Correction** setting.
- Adjust the **Auto Exposure** setting.

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

**Related topics**

[Selecting EPSON Scan Settings](#)

**Scan Area is Not Adjustable in Thumbnail Preview**

If you cannot adjust the scan area while viewing a Thumbnail preview in EPSON Scan, try these solutions:

- Create a scan area by drawing a marquee on your preview image and adjusting it as necessary.
- Switch to Normal preview mode, if available, and preview your image again.

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

**Related concepts**

[Image Preview Guidelines](#)

**Related tasks**

[Selecting a Scan Size - Home Mode](#)

[Selecting a Scan Area - Office Mode](#)

[Selecting a Scan Area - Professional Mode](#)

**Scanned Image Edges are Cropped**

If the edges of a scanned image are cropped, make sure your original is placed correctly for scanning. If necessary, move your original away from the edges of the scanner glass slightly.

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

**Related topics**

[Placing Originals on the Product](#)

**When to Uninstall Your Product Software**

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


[Uninstalling Product Software - Windows](#)

[Uninstalling Product Software - Mac OS X](#)

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

**Uninstalling Product Software - Windows**

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

1. Turn off the product.
2. Disconnect any interface cables.
3. Click  or **Start**, and select **All Programs** or **Programs**.
4. Select **EPSON**, select your product, then click **EPSON Printer Software Uninstall**.

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

5. In the next window, select your product and click **OK**. Then follow any on-screen instructions.
6. Open the Windows **Control Panel** utility.
7. Do one of the following to uninstall EPSON Event Manager, then follow any on-screen instructions:
  - **Windows 7 or Windows Vista:** Select **Programs and Features**. (In Classic view, select **Programs** and click **Uninstall a program**.) Select **Epson Event Manager** and click **Uninstall/Change**.
  - **Windows XP:** Double-click **Add or Remove Programs**. Select **Epson Event Manager** and click **Change/Remove**.
8. Do one of the following to uninstall EPSON Scan, then follow any on-screen instructions:
  - **Windows 7 or Windows Vista:** Select **EPSON Scan** and click **Uninstall/Change**.
  - **Windows XP:** Select **EPSON Scan** and click **Change/Remove**.
9. Restart your computer, then see the *Start Here* sheet to re-install your software.

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

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

## Uninstalling Product Software - Mac OS X

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

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

1. To download the Uninstall Center utility, visit the Epson download site at [global.latin.epson.com/Soport](http://global.latin.epson.com/Soport).

2. Follow the instructions on the screen to install the Uninstall Center.
3. Quit all applications currently running on your Mac.
4. Double-click the **Uninstaller** icon.
5. Select the checkbox for each software program you want to uninstall.
6. Click **Uninstall**.
7. Follow the on-screen instructions to uninstall the software.
8. To reinstall your product software, see the *Start Here* sheet for instructions.

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

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

## Where to Get Help

If you need additional help with your EPSON product, contact Epson.

Epson provides these technical support services:

### Internet Support

Visit Epson's support website at [global.latin.epson.com/Soporte](http://global.latin.epson.com/Soporte) for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions. (Website available in Spanish and Portuguese only.)

### Speak to a Support Representative

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

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

Then call:

Country	Telephone
Argentina	(54 11) 5167-0300
Bolivia*	800-100-116
Brazil	0800-880-0094
Chile	(56 2) 484-3400
Colombia	(57 1) 523-5000
Costa Rica	800-377-6627
Dominican Republic*	1-888-760-0068
Ecuador*	1-800-000-044
El Salvador*	800-6570
Guatemala*	1-800-835-0358
Honduras**	800-0122 Code: 8320
Mexico	Mexico City: (52 55) 1323-2052 Other cities: 01-800-087-1080
Nicaragua*	00-1-800-226-0368
Panama*	00-800-052-1376
Peru	Lima: (51 1) 418-0210 Other cities: 0800-10126
Uruguay	00040-5210067
Venezuela	(58 212) 240-1111

\* Contact your local phone company to call this toll free number from a mobile phone.

\*\* Dial first 7 digits, wait for a message, then enter code.

If your country does not appear in the list, contact the sales office in the nearest country. Toll or long distance charges may apply.

**Purchase Supplies and Accessories**

You can purchase genuine EPSON ink and paper from an EPSON authorized reseller. To find the nearest reseller, visit [global.latin.epson.com](http://global.latin.epson.com) or call your nearest Epson sales office (website available in Spanish and Portuguese only).

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



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# Technical Specifications

These sections list the technical specifications for your product.

[Windows System Requirements](#)

[Mac System Requirements](#)

[Printing Specifications](#)

[Scanning Specifications](#)

[Paper Specifications](#)

[Printable Area Specifications](#)

[Ink Specifications](#)

[Dimension Specifications](#)

[Electrical Specifications](#)

[Environmental Specifications](#)

[Interface Specifications](#)

[Network Interface Specifications](#)

## Windows System Requirements

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

- Microsoft Windows 7
- Windows Vista
- Windows XP Professional x64 Edition
- Windows XP SP3

**Note:** Visit Epson's support website at [global.latin.epson.com/Soporte](http://global.latin.epson.com/Soporte) for the latest in compatibility and drivers for your product (website available in Spanish and Portuguese only).

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

## Mac System Requirements

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

- Mac OS X 10.5.8
- Mac OS X 10.6.x

- Mac OS X 10.7.x
- Mac OS X 10.8.x

**Note:** Visit Epson's support website at [global.latin.epson.com/Soporte](http://global.latin.epson.com/Soporte) for the latest in compatibility and drivers for your product (website available in Spanish and Portuguese only).

Parent topic: [Technical Specifications](#)

## Printing Specifications

<b>Paper path</b>	Rear paper feed, top entry
<b>Sheet feeder capacity</b>	Paper stack thickness of up to 0.4 inches (11 mm) Approximately 100 sheets at 20 lb (75 g/m <sup>2</sup> ); plain paper

Parent topic: [Technical Specifications](#)

## Scanning Specifications

<b>Scanner type</b>	Flatbed color
<b>Photoelectric device</b>	CIS
<b>Effective pixels</b>	10200 × 14040 pixels at 600 dpi Scan area may be restricted if you select a higher resolution setting.
<b>Document size</b>	Maximum: 8.5 × 11.7 inches (216 × 297 mm) US letter or A4 size
<b>Scanning resolution</b>	1200 dpi (main scan) 2400 dpi (sub scan)
<b>Output resolution</b>	50 to 4800, 7200, and 9600 dpi (50 to 4800 dpi in 1 dpi increments)
<b>Image data</b>	16 bits per pixel per color internal 8 bits per pixel per color external (maximum)
<b>Light source</b>	LED

## Paper Specifications

Use paper under normal conditions:

- Temperature: 50 to 95 °F (10 to 35 °C)
- Humidity: 20 to 80% RH

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

Poor quality paper may reduce print quality and cause paper jams or other problems. If you encounter problems, switch to a higher grade of paper.

### Single-sheets

<b>Size</b>	A4 (8.3 × 11.7 inches [210 × 297 mm])
	A5 (5.8 × 8.2 inches [148 × 210 mm])
	A6 (4.1 × 5.8 inches [105 × 148 mm])
	Letter (8.5 × 11 inches [216 × 279 mm])
	Legal (8.5 × 14 inches [216 × 357 mm])
	4 × 6 inches (102 × 152 mm)
	5 × 7 inches (127 × 178 mm)
	8 × 10 inches (203 × 254 mm)
	3.5 × 5 inches (89 × 127 mm)
	16:9 wide (4 × 7.1 inches [102 × 181 mm])
<b>Paper types</b>	Plain paper and special paper distributed by Epson
<b>Thickness</b>	0.003 to 0.004 inch (0.08 to 0.11 mm)
<b>Weight</b>	17 lb (64 g/m <sup>2</sup> ) to 24 lb (90 g/m <sup>2</sup> )

### Envelopes

<b>Size</b>	No. 10 (4.1 × 9.5 inches [105 × 241 mm])
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**Paper types**

Plain paper

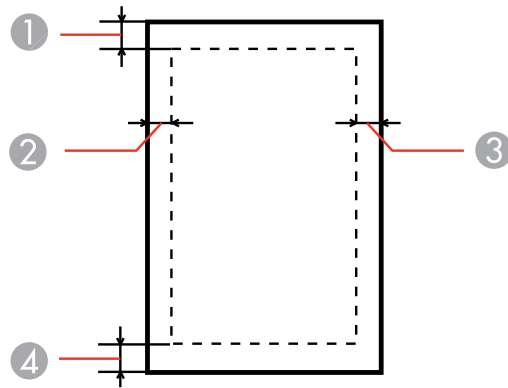
**Weight**

20 lb (75 g/m<sup>2</sup>) to 24 lb (90 g/m<sup>2</sup>)

Parent topic: [Technical Specifications](#)

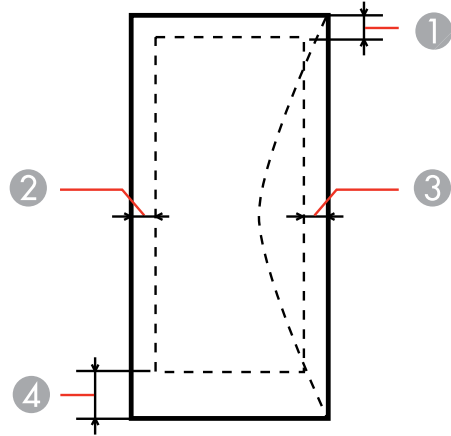
## Printable Area Specifications

### Single sheets



- 1 Top: 0.12 inch (3 mm) minimum
- 2 Left: 0.12 inch (3 mm) minimum
- 3 Right: 0.12 inch (3 mm) minimum
- 4 Bottom: 0.12 inch (3 mm) minimum

## Envelopes



- 1 Left: 0.12 inch (3 mm) minimum
- 2 Bottom: 0.20 inch (5 mm) minimum
- 3 Top: 0.20 inch (5 mm) minimum
- 4 Right: 0.83 inch (21 mm) minimum

Parent topic: [Technical Specifications](#)

## Ink Specifications

**Note:** This product was originally designed to work with genuine EPSON inks. Your product may not function properly if you use other types of ink and may affect Epson's warranty.

The included ink bottles must be used for printer setup and are not for resale. The printer ships with full ink bottles and part of the ink from the first bottles is used to charge the print head. 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 tank after the "refill ink" indicator comes on.

The ink bottles that came with your printer have a lower yield due to the ink charging process. This process is carried out the first time you turn on the printer and guarantees better performance. Do not load paper before refilling the ink tanks.

<b>Color</b>	Cyan, Magenta, Yellow, Black
<b>Ink life</b>	For best results, use up ink within 6 months of removing the seal from an ink bottle.
<b>Temperature</b>	Storage: -4 to 104 °F (-20 to 40 °C) 1 month at 104 °F (40 °C) Ink freezes at 3.2 °F (-16 °C) Ink thaws and is usable after 3 hours at 77 °F (25 °C)

Parent topic: [Technical Specifications](#)

## Dimension Specifications

<b>Height</b>	Stored: 5.7 inches (145 mm) Printing: 11 inches (279 mm)
<b>Width</b>	Stored: 18.6 inches (472 mm) Printing: 18.6 inches (472 mm)
<b>Depth</b>	Stored: 11.8 inches (300 mm) Printing: 20.8 inches (528 mm)
<b>Weight</b> (without ink and power cord)	9.7 lb (4.4 kg)

Parent topic: [Technical Specifications](#)

## Electrical Specifications

<b>Power supply rating</b>	100 to 240 V
<b>Input voltage range</b>	90 to 264 V
<b>Rated frequency range</b>	50 to 60 Hz
<b>Input frequency range</b>	49.5 to 60.5 Hz
<b>Rated current</b>	0.5 to 0.3 A

**Power consumption**

Printing: Approx. 11 W (ISO/IEC24712)

Ready mode: Approx. 4.5 W

Sleep mode: Approx. 2.3 W

Power off mode: Approx. 0.3 W

Parent topic: [Technical Specifications](#)

## Environmental Specifications

**Temperature**

Operating: 50 to 95 °F (10 to 35 °C)

Storage: –4 to 104 °F (–20 to 40 °C)

1 month at 104 °F (40 °C)

**Humidity**

(non-condensing)

Operating: 20 to 80% RH

Storage: 5 to 85% RH

Parent topic: [Technical Specifications](#)

## Interface Specifications

**Interface type**

Hi-Speed USB Device

Parent topic: [Technical Specifications](#)

## Network Interface Specifications

**Wireless LAN standard**

IEEE 802.11 b/g/n

**Wireless security**

WEP (64/128 bit)

WPA/WPA2 Personal

**Frequency band**

2.4 GHz

**Communication mode**

Infrastructure mode

Ad hoc mode

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

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



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# Notices

Check these sections for important notices about your product.

[Software Notices](#)

[Trademarks](#)

[Copyright Notice](#)

## Software Notices

1. This printer product includes open source software programs listed in Section 6) according to the license terms of each open source software program.
2. We provide the source code of the GPL Programs, LGPL Programs and Apache License Program (each is defined in Section 6) until five (5) years after the discontinuation of same model of this printer product. If you desire to receive the source code above, please contact the customer support of your region. You shall comply with the license terms of each open source software program.
3. The open source software programs are WITHOUT ANY WARRANTY; without even the implied warranty of MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. See the license agreements of each open source software program for more details, which are described in OSS.pdf on your Printer Software CD.
4. OpenSSL toolkit  
This printer product includes software developed by the OpenSSL project for use in the OpenSSL Toolkit (<http://www.openssl.org/>).  
This product includes cryptographic software written by Eric Young (eay@cryptsoft.com).
5. The license terms of each open source software program are described in OSS.pdf on your Printer Software CD.
6. The list of open source software programs which this printer product includes are as follows.

### GNU GPL

This printer product includes the open source software programs which apply the GNU General Public License Version 2 or later version ("GPL Programs").

The list of GPL Programs:

base-passwd-3.5.7

busybox-1.2.2.1

ifupdown-0.6.8

kernel-2.6.18  
lsp-arm-versatile926ejs-2.6.18\_pro500  
module-init-tools-3.2pre1  
mount-2.12  
net-tools-1.60  
netbase-4.29  
psmisc-21.5  
readline-libs-5.0  
sysvinit-2.86  
udev-0.093  
udhcp 0.9.8cvs20050124-5  
util-linux-2.12  
usb8786

### **GNU LGPL**

This printer product includes the open source software programs which apply the GNU Lesser General Public License Version 2 or later version ("LGPL Programs").

The list of LGPL Programs:

uclibc-0.9.29  
libusb-libs-0.1.12  
zeroconf 0.6.1-1  
iksemel 1.4

### **Apache License**

This printer product includes the open source software program "Bonjour" which apply the Apache License Version2.0 ("Apache License Program").

### **Bonjour License**

This printer product includes the open source software program "Bonjour " which applies the terms and conditions provided by owner of the copyright to the "Bonjour ".

### **Net-SNMP license**

This printer product includes the open source software program "Net-SNMP" which applies the terms and conditions provided by owner of the copyright to the "Net-SNMP".

**OpenSSL License/Original SSLeay License**

This printer product includes the open source software program "OpenSSL toolkit" which applies the license terms of OpenSSL License and Original SSLeay License.

**BSD License (Berkeley Software Distribution License)**

This printer product includes the open source software programs which apply the Berkeley Software Distribution License ("BSD Programs").

The list of BSD Programs:

busybox-1.2.2.1

util-linux-2.12

mount-2.12

mvnutils-2.8.4

netkit-ftp-0.17

netkit-base-0.17

portmap-5beta

**Sun RPC License**

This printer product includes the open source software programs which apply the Sun RPC License ("Sun RPC Programs").

The list of Sun RPC Programs:

busybox- 1.2.2.1

netkit-inetd-0.17

portmap-5beta

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

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

This product will enter sleep mode after a period of nonuse. The time interval has been set at the factory to ensure that the product meets Energy Star standards of energy efficiency, and cannot be modified by the consumer.

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