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XP-2101 User's Guide

Contents

XP-2101 User's Guide

Welcome to the XP-2101 *User's Guide*.

For a printable PDF copy of this guide, click here.

Product Basics

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

Control Panel Buttons and Lights
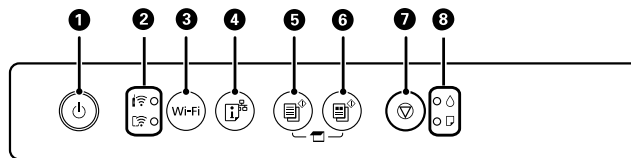
1	The ⏻ power button and light
2	The 📶 Wi-Fi and 📶 Wi-Fi Direct network status lights
3	The **Wi-Fi** button
4	The 🔲 network status button
5	The 🗐 B&W copy button
6	The 🗐 color copy button
7	The ⊘ stop button
8	The ◊ ink and 🗋 paper lights

Parent topic: Product Basics

Related references

Product Light Status

Product Parts Locations

See these sections to identify the parts on your product.

Product Parts - Front
Product Parts - Inside
Product Parts - Back

Parent topic: Product Basics

Product Parts - Front
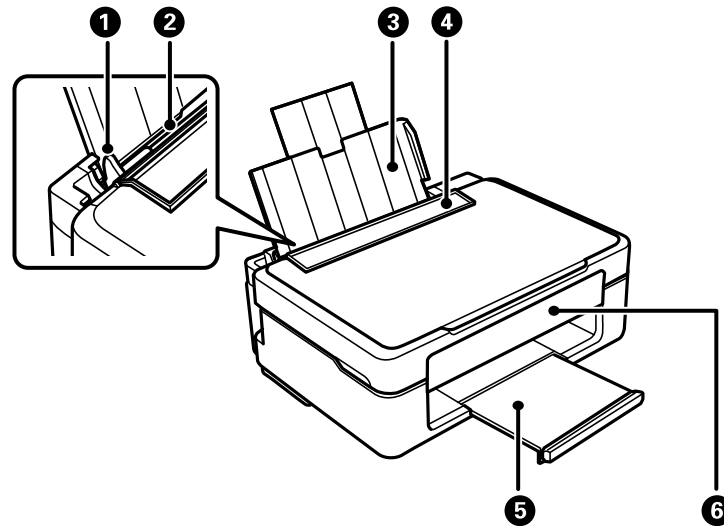
1	Edge guide
2	Rear paper feed
3	Paper support

4	Feeder guard
5	Output tray
6	Control panel

Parent topic:

Product Parts - Inside

| 1 | Document cover |
| 2 | Scanner glass |

3   Scanner unit
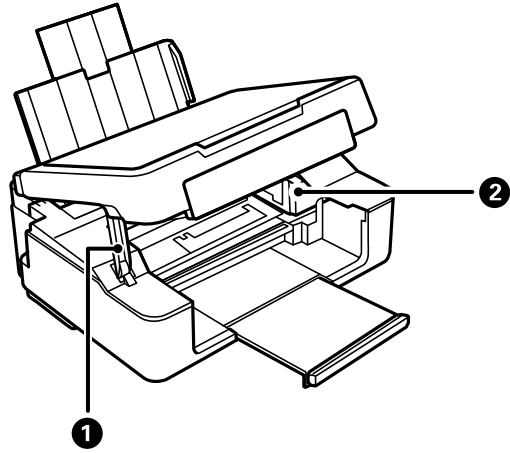
1   Scanner unit support

2   Ink cartridge holder

Parent topic: Product Parts Locations

Product Parts - Back
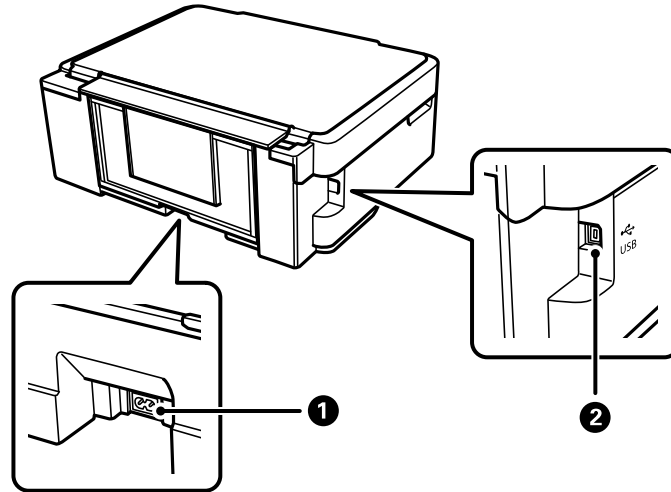
1   AC inlet

2   **USB** port

Parent topic: Product Parts Locations

Changing the Default Paper Size in the Control Panel

Depending on your region, 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: Product Basics

The Power Off and Sleep Timers

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

Changing the Power Off and Sleep Timer Settings - Windows

Changing the Power Off and Sleep Timer Settings - Mac

Parent topic: Product Basics

Changing the Power Off and Sleep Timer Settings - Windows

You can use the printer software to change the time period before the printer enters sleep mode or turns off automatically.

1. Access the Windows Desktop and right-click the ⬚ icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click ⬚. Select **Printer Settings** and click the **Maintenance** tab.

2. Click the **Printer and Option Information** button.

    You see this window:
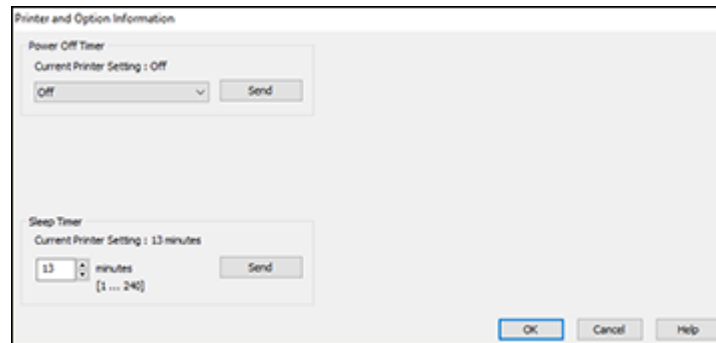
3. Select the time period you want as the **Power Off Timer** setting.

4. Click **Send**.

5. Select the time period you want as the **Sleep Timer** setting.

6. Click **Send**.

7. Click **OK** to close the open program windows.

Changing the Power Off and Sleep Timer Settings - Mac

You can use the printer software to change the time period before the printer enters sleep mode or turns off automatically.

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

2. Select **Printer Settings**.

    You see this screen:
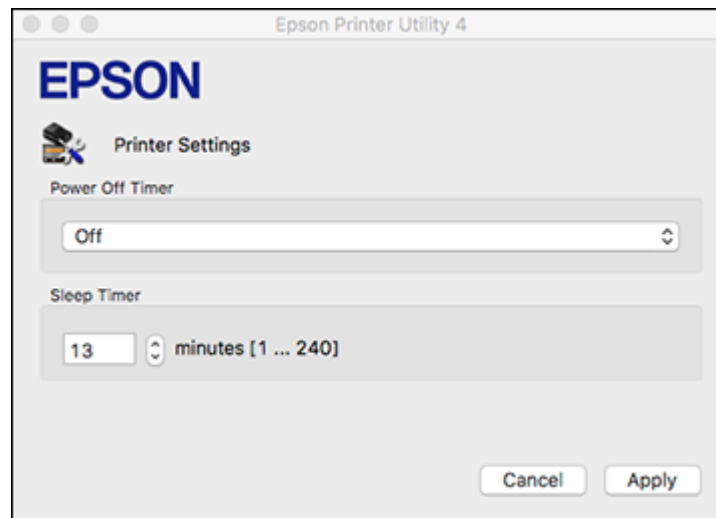
3. Select the time period you want as the **Power Off Timer** setting.

4. Select the time period you want as the **Sleep Timer** setting.

5. Click **Apply**.

6. If you see the confirmation message, click **Yes**, and close the Printer Settings window.

Epson Connect Solutions for Smartphones, Tablets, and More

Use your smartphone, tablet, or computer to print and scan documents, photos, emails, and web pages from your home, office, or even across the globe.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

Print from anywhere with these Epson Connect solutions:

• Epson Email Print

• Epson iPrint Mobile App

• Epson Remote Print

Scan and send a file as an email or upload it to an online service directly from your Epson product with the Epson iPrint Mobile App.

Using Epson Email Print

Using the Epson iPrint Mobile App

Using Epson Remote Print

Parent topic: Product Basics

Related tasks

Using Google Cloud Print

Related topics

Wi-Fi Networking

Using Epson Email Print

With Epson Email Print, you can print from any device that can send email, such as your smartphone, tablet, or laptop. Just activate your product's unique email address. When you want to print, attach a PDF, Microsoft Office document, or photo to an email and send it to your product. Both the email and the attachments will print automatically.

1. Connect your product to your network. See the link below.

2. If you did not already set up Email Print when you installed your product software, visit epsonconnect.com to learn more about Email Print, create your Epson Connect account, and register your product to the Epson Connect service.

3. Now you are ready to send and print emails to your product's Email Print address.

Note: Go to epsonconnect.com and log into your Epson connect account to personalize your product's email, adjust print settings, and set up other Epson Connect services.

Parent topic: Epson Connect Solutions for Smartphones, Tablets, and More

Related topics
Wi-Fi Networking

Using the Epson iPrint Mobile App

Use this free Apple and Android app to print and scan with networked Epson products. Epson iPrint lets you print PDFs, Microsoft Office documents, photos, and web pages over a wireless network. You can 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 Drive.

1. Connect your product to your wireless network. See the link below.
2. Visit epson.com.jm/connect 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 as your product.
5. Open Epson iPrint and select your Epson product.

Now you are ready to print or scan with your mobile device and your Epson product.

Parent topic: Epson Connect Solutions for Smartphones, Tablets, and More

Related topics
Wi-Fi Networking

Using Epson Remote Print

With Epson Remote Print software, you can print from your laptop or desktop computer to an Epson Email-enabled product anywhere in the world.

1. Connect your Epson product to your wireless network. See the link below.

2. If you did not already set up an Epson Connect account when you installed your product software, visit epsonconnect.com to create your account and register your product to the Epson Connect service.

   Note: Make a note of your product's email address.

3. Visit epsonconnect.com to learn more about Remote Print and how to download the Remote Print Driver software.

4. Download and install the Remote Print software.

5. Enter the email address and optional access key of your Epson product during Remote Print setup.

6. Now you are ready to print remotely. Select the print command in your laptop or desktop computer application and choose the Remote Print option for your Epson product.

Parent topic: Epson Connect Solutions for Smartphones, Tablets, and More

Related topics
Wi-Fi Networking

Using Google Cloud Print

With a Google Account, you can print from your Apple or Android device to your Epson product. You can also print from Chromebooks and the Google Chrome browser without drivers or cables.

1. Connect your Epson product to your wireless network. See the link below.

2. Note your product's IP address by checking your network status. See the link below.

3. Connect your computer or your mobile device to the same wireless network as your Epson product.

4. Enter your product's IP address into the address bar of a web browser.

5. Select the **Google Cloud Print Services** option.

   Note: If you don't see the **Google Cloud Print Services** option, turn your product off and back on. If the option still doesn't appear, select the **Firmware Update** option and follow the on-screen instructions to update your product.

6. Click **Register**.

7. Select the checkbox to agree to the Usage Advisory and click **Next**.

8. Click **OK** to launch the sign-in page.

   A separate browser window opens.

9. Enter your Google Account username and password and click **Sign in**, or, if you don't have an account, click **Sign up for a new Google Account** and follow the on-screen instructions.

10. Click **Finish printer registration** to complete setup and print a test page.

Your product is now linked to your Google Account and can be accessed from any Chromebook, computer, Apple or Android device with Internet access. For more information on using Google Cloud Print and for a list of supported apps, visit the Google Cloud Print site.

Parent topic: Product Basics

Related tasks
Printing a Network Status Sheet

Related topics
Wi-Fi Networking

Setting Up Google Cloud Print on a Chromebook

With a Google Account, you can print from a Chromebook without drivers or cables.

1. Connect your Epson product to your wireless network. See the link below.

2. Turn on your Chromebook and connect it to the same wireless network as your product.

    Note: See your Chromebook's documentation for details on connecting to a network.

3. Do one of the following:

    • Click **Add to Cloud Print** in the notification that appears in the corner of your Chromebook screen.

        Note: If you do not see a notification, check to see if a number appears in the status area at the lower-right corner of the screen. Click this number to open the notifications menu, then click **Add to Cloud Print**.

    • Open a web browser and enter **chrome://devices** in the address bar. Skip to step 5.

    • If you see a registration confirmation screen instead, click **Register**.

4. Click **Add Device**.

5. Click the **Register** button that appears next to your product.

6. Click **Register** on the confirmation screen.

7. Select **OK** or press the **OK** button on your product to confirm the Google Cloud Print connection and print a test page.

Your product is now linked to your Google Account and can be accessed from any Chromebook, iPhone, or Android phone with Internet access. For more information on using Google Cloud Print and for a list of supported apps, visit the Google Cloud Print site.

Parent topic: Product Basics

Related topics
Wi-Fi Networking

Using the Mopria Print Service

You can use the Mopria Print Service to print from your Android phone or tablet (Android v4.4 or later) to your Epson product or any Mopria-certified product from other manufacturers. You can download the Mopria Print Service from Google Play.

1. Connect your Epson product to your wireless network. See the link below.

2. On your Android device, download the Mopria Print Service app from Google Play.

    Note: On some Samsung Galaxy devices, Mopria may come preinstalled.

3. Go to **Settings** on your Android device, select **Printing**, and enable the Mopria Print Service, if necessary.

4. Connect your Android device to the same wireless network as your product.

5. Now you are ready to print. From an Android application such as Chrome or Gmail, tap the menu icon and select **Print**. Then select **All printers**, select your Epson product, adjust your print settings, and print.

Parent topic: Product Basics

Related topics
Wi-Fi Networking

Android Printing Using the Epson Print Enabler

You can wirelessly print your documents, emails, photos, and web pages right from your Android phone or tablet (Android v4.4 or later). With a few taps, your Android device will discover your nearby Epson product and print.

1. Connect your Epson product to your wireless network. See the link below.

2. On your Android device, download the Epson Print Enabler plug-in from Google Play.

3. Go to **Settings** on your Android device, select **Printing**, and enable the Epson plug-in, if necessary.

4. Connect your Android device to the same wireless network as your product.

5. Now you are ready to print. From an Android application such as Chrome or Gmail, tap the menu icon and print whatever is on the screen.

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

Parent topic: Product Basics

Related topics
Wi-Fi Networking

Using Fire OS Printing

You can wirelessly print from Amazon Fire tablets and phones to your nearby networked Epson product. There is no software to download, no drivers to install, and no cables to connect. With just a few taps in Email, Calendar, Contacts, and WPS Office, you can send whatever is on the screen to an Epson product.

1. Connect your Epson product to your wireless network. See the link below.

2. Connect your Amazon device to the same wireless network as your product.

3. Now you are ready to print. From your Amazon application, tap the print option and select your product to print whatever is on the screen.

   Note: If you see a message telling you that a plug-in is required, tap **OK** and tap **Download**. If your Amazon Fire product uses Fire OS 5 and above, your device automatically uses the built-in Mopria Print Service app to print.

Parent topic: Product Basics

Related topics
Wi-Fi Networking

Using Windows 10 Mobile Printing

You can wirelessly print from Windows 10 Mobile tablets and phones to your nearby networked Epson product. There is no software to download, no drivers to install, and no cables to connect. Look for the print option in your Windows 10 application to send whatever is on the screen to an Epson product.

1. Connect your Epson product to your wireless network. See the link below.

2. Connect your Windows 10 Mobile device to the same wireless network as your product.

3. Now you are ready to print. From your Windows 10 application, tap the print option and select your product to print whatever is on the screen.

Parent topic: Product Basics

Related topics

Wi-Fi Networking

Wi-Fi Networking

See these sections to use your product on a Wi-Fi network.

Network Security Recommendations

Wi-Fi Infrastructure Mode Setup

Wi-Fi Direct Mode Setup

Wi-Fi Protected Setup (WPS)

Printing a Network Status Sheet

Printing a Network Connection Report

Changing or Updating Network Connections

Network Security Recommendations

To help deter unauthorized access to your product over a network, you should protect your network environment using appropriate security measures.

Security measures such as these can help deter threats such as loss of user data, use of telephone and fax lines, and other intrusions:

• **Enable security on your wireless LAN**

Enable the appropriate security on the wireless LAN you plan to use with your product. Network security such as a network password can deter interception of traffic over the wireless LAN. Your router may already have a default password enabled by your Internet service provider (ISP). See your ISP and router documentation for instructions on how to change the default password and better secure your network.

• **Connect your product only to a network protected by a firewall**

Connecting your product directly to the Internet may leave it vulnerable to security threats. Instead, connect it to a router or other network connection protected by a firewall. Your router may already have a firewall set up by your Internet service provider; check with your ISP for confirmation. For best results, set up and use a private IP address for your network connection.

• **Change the default administrator password on your product**

If your product has an option to set an administrator password, change the default administrator password to deter access by unauthorized users to personal data stored on your product, such as IDs, passwords, and contact lists.

Parent topic: Wi-Fi Networking

Wi-Fi Infrastructure Mode Setup

You can set up your product to communicate with your computer using a wireless router or access point. The wireless router or access point can be connected to your computer over a wireless or wired network.
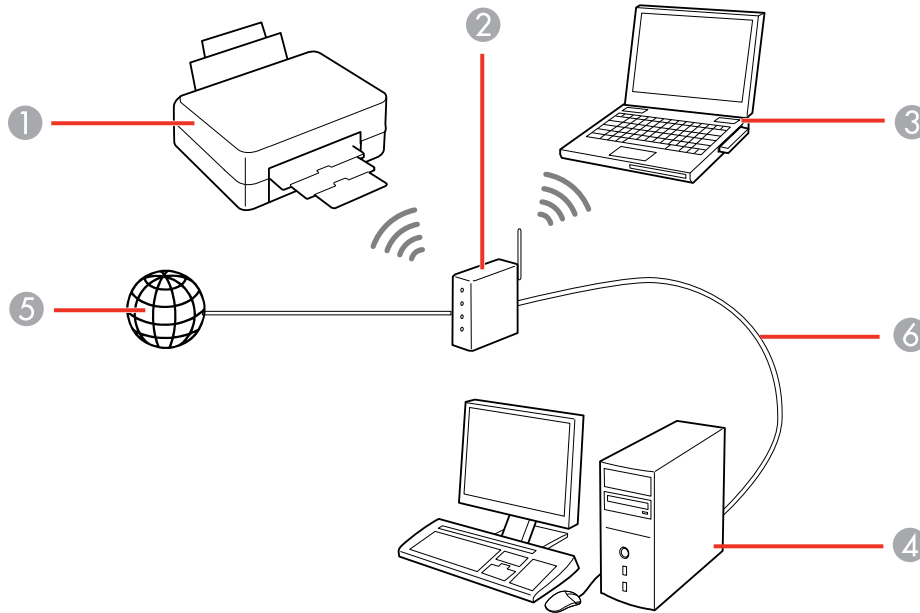
1	Epson product
2	Wireless router or access point
3	Computer with a wireless interface
4	Computer
5	Internet
6	Ethernet cable (used only for wired connection to the wireless router or access point)

Parent topic: Wi-Fi Networking

Wi-Fi Direct Mode Setup

You can set up your product to communicate directly with your computer or another device without requiring a wireless router or access point. In Wi-Fi Direct Mode, the product itself acts as a network access point for up to 8 devices.
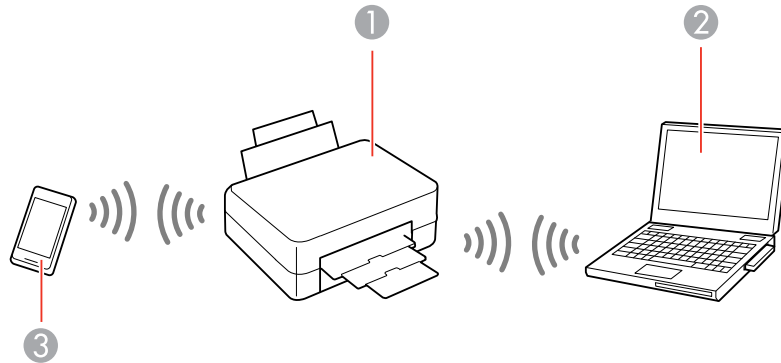
1	Epson product
2	Computer with a wireless interface
3	Other wireless device

Enabling Wi-Fi Direct Mode

Parent topic: Wi-Fi Networking

Enabling Wi-Fi Direct Mode

You can enable Wi-Fi Direct mode to allow direct communication between your product and computer or other devices without a wireless router or access point. Make sure paper is loaded before you begin.

Note: If you are printing from a computer, make sure you installed the network software as described on the *Start Here* sheet.

1. Hold down the **Wi-Fi** button and press the 📶 network status button until the 📶 Wi-Fi light and 📶 Wi-Fi Direct light flash alternately. Then release both buttons.

   After both lights stop flashing, the 📶 Wi-Fi Direct light remains on.

2. Hold down the ⊡̃ network status button on the product for at least five seconds to print a network status sheet.

   Note: If you release the button before five seconds has passed, a network connection report is printed instead of a network status sheet. The network connection report may be printed in a different language depending on your region, and cannot be changed.

3. Use your computer or wireless device to select the Wi-Fi network name (SSID) and enter the password listed in the Wi-Fi Direct section of the network status sheet.

   Note: If you are connecting an Android device, the ⊡̃ Wi-Fi and ⊡̃ Wi-Fi Direct lights flash simultaneously. Do one of the following:

   • Press the **Wi-Fi** button to connect the device, if necessary.

   • Press the ⊘ stop button to cancel the connection request.

   You should now be able to print to your product directly from your computer or device. If you cannot print successfully, repeat the process above and make sure you enter the password exactly as written on the network status sheet.

   Parent topic: Wi-Fi Direct Mode Setup

   Related tasks
   Printing a Network Status Sheet

Wi-Fi Protected Setup (WPS)

If your network uses a WPS-enabled wireless router or access point, you can quickly connect your product to the network using Wi-Fi Protected Setup (WPS).

Note: To check if your router is WPS-enabled, look for a button labeled **WPS** on your router or access point. If there is no hardware button, there may be a virtual WPS button in the software for the device. Check your network product documentation for details.

Using WPS to Connect to a Network

Parent topic: Wi-Fi Networking

Using WPS to Connect to a Network

If you have a WPS-enabled router or access point, you can use Wi-Fi Protected Setup (WPS) to connect your device to the network.

Note: To check if your router is WPS-enabled, look for a button labeled **WPS** on your router or access point. If there is no hardware button, there may be a virtual WPS button in the software for the device. Check your network product documentation for details.

1. Press the **WPS** button on your router or access point.
2. Hold down the **Wi-Fi** button on your product for about five seconds until the 📶 Wi-Fi light and 📶 Wi-Fi Direct light flash alternately.

   The 📶 Wi-Fi light turns green to indicate a successful connection.

   Note: Be sure to press and hold the **Wi-Fi** button on your product within 2 minutes of pressing the **WPS** button on your router or access point.

Parent topic: Wi-Fi Protected Setup (WPS)

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, hold down the 🔲 network status button on the product for at least five seconds.

Note: If you release the button before five seconds has passed, a network connection report is printed instead of a network status sheet. The network connection report may be printed in a different language depending on your region, and cannot be changed.

Examine the settings shown on the network status sheet to diagnose any problems you may have.

Parent topic: Wi-Fi Networking

Related tasks

Printing a Network Connection Report

Printing a Network Connection Report

You can print a network connection report to view solutions to any problems you may have using your product on a network.

To print the report, press the 🔲 network status button on the product.

Examine the error codes and solutions shown on the network connection report.

Network Connection Report Codes and Messages

Parent topic: Wi-Fi Networking

Related tasks

Printing a Network Status Sheet

Network Connection Report Codes and Messages

Check the error codes and messages on the network connection report to solve problems you may encounter with network connections. The tables here list solutions to problems based on the error codes and messages that may appear on the top of the report.
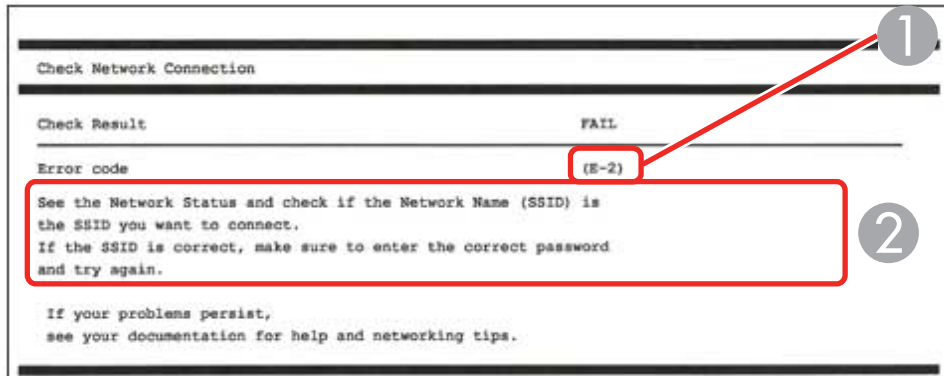
| 1 | Error code |
| 2 | Message |

Note: Error codes and messages listed here may not all apply to your product.

Error Codes and Messages

Error code and message	Solution
E-1 Confirm that the network cable is connected and network devices such as hub, router, or access point are turned on.	Make sure your router, access point, and/or hub are turned on, and the network cable is securely connected to your device and to your product. If you are trying to set up Wi-Fi, remove the network cable and set up Wi-Fi again. Ethernet and Wi-Fi cannot be connected at the same time.

Error code and message	Solution
E-2, E-3, or E-7 No wireless network names (SSID) found. Confirm that the router/access point is turned on and the wireless network (SSID) is set up correctly. Contact your network administrator for assistance. No wireless network names (SSID) found. Confirm that the wireless network name (SSID) of the PC you wish to connect is set up correctly. Contact your network administrator for assistance. Entered security key/password does not match the one set for your router/access point. Confirm security key/password. Contact your network administrator for assistance.	Check the following: • Make sure your router or access point is turned on, and is correctly connected to your computer or network device. • Turn off the router or access point, wait about 10 seconds, and turn it on again. • Move your product closer to your router or access point, and remove any obstacles between them. Also move your product away from devices such as wireless phones or microwaves. • Confirm that the SSID shown on the network connection report matches the label on your router or access point. Also make sure your SSID uses only ASCII characters and symbols, or your product cannot display the SSID correctly. • If you are trying to connect using the WPS push button method, make sure your router or access point supports it. • If you are using a network password, check the label on your router or access point to confirm that you are using the correct password, or check with your network administrator or router/access point documentation. • If you are connecting to a smart device that generates an SSID, check the device documentation for the SSID and password you should use. • If your wireless connection suddenly disconnects, and another smart device was added to the network using a WPS push button method or your network was set up using a non-WPS push button method, try downloading and installing your product software again.

Error code and message	Solution
E-5 Security mode (e.g. WEP, WPA) does not match the current setting of the printer. Confirm security mode. Contact your network administrator for assistance.	If the security on your router or access point is not one of the following types, change the type of security on your router or access point and reset your product's network settings. • WEP-64 bit (40 bit) • WEP-128 bit (104 bit) • WPA PSK (TKIP/AES); also known as WPA Personal • WPA2 PSK (TKIP/AES); also known as WPA2 Personal • WPA (TKIP/AES) • WPA2 (TKIP/AES) Also make sure you are connecting to the 2.4GHz band on your network and using the password for that band.
E-6 MAC address of your printer may be filtered. Check whether your router/access point has restrictions such as MAC address filtering. See the documentation of the router/access point or contact your network administrator for assistance.	If your router or access point has MAC address filtering enabled, register your product's MAC address so it is not filtered. Locate the MAC address on the network connection report and check your router or access point documentation for instructions. If your router or access point is using shared authentication with WEP security, confirm that you are using the correct authentication key and index. If your router or access point limits the number of connected devices, raise the connection limit. See your router or access point documentation for instructions.
E-8 Incorrect IP address is assigned to the printer. Confirm IP address setup of the network device (hub, router, or access point). Contact your network administrator for assistance.	If your product's **Obtain IP Address** setting is set to **Auto**, enable DHCP on your router or access point. If it is set to **Manual**, the IP address may be out of range or on a different network segment; set a valid IP address using your product control panel or the Web Config utility. You can also try turning off your product and the router or access point, waiting about 10 seconds, and turning them on again.

Error code and message	Solution
E-9 Confirm the connection and network setup of the PC or other device. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.	Make sure your computer or network device are turned on. Also make sure that you can access the Internet and other devices on the same network from the devices you are trying to connect to your product. If you still cannot connect to your product, turn off your router or access point, wait about 10 seconds, and turn it on again. Download and install your product software again to reset your network settings.
E-10 Confirm IP address, subnet mask, and default gateway setup. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.	Make sure other devices on the network are turned on and do the following: • If your product's **Obtain IP Address** setting is set to **Manual**, check the IP address, subnet mask, and default gateway addresses on the network connection report to see if they are correct. If not, correct the settings. • If DHCP is enabled, set your product's **Obtain IP Address** setting to **Auto**. If you want to use the DHCP-assigned address as a static address, set the **Obtain IP Address** setting to **Manual**, enter the product's IP address as listed on the network connection report, and set the subnet mask to 255.255.255.0. If you still cannot connect to your product, turn off your router or access point, wait about 10 seconds, and turn it on again.
E-11 Setup is incomplete. Confirm default gateway setup. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.	If you set your product's **TCP/IP Setup** setting to **Manual**, check that the default gateway address listed on the network connection report is correct. Also turn on the device that is set as the default gateway.

Error code and message	Solution
E-12 Confirm the following: -Entered security key/password is correct -Index of the security key/password is set to the first number -IP address, subnet mask, or default gateway setup is correct Contact your network administrator for assistance.	Make sure other devices on the network are turned on and do the following: • Make sure the IP address, subnet mask, and default gateway addresses are correct, if you are entering them manually. • Confirm that the subnet mask and default gateway addresses for other devices are the same. • Make sure the IP address does not conflict with other devices. If you still cannot connect to your product, do the following: • Turn off your router or access point, wait about 10 seconds, and turn it on again. • Download and install your product software again to reset your network settings. • If your router or access point uses WEP security with several registered passwords, make sure that the first registered password is set on your product.
E-13 Confirm the following: -Entered security key/password is correct -Index of the security key/password is set to the first number -Connection and network setup of the PC or other device is correct Contact your network administrator for assistance.	Make sure your router, access point, and/or hub are turned on. Also make sure the TCP/IP setup on your router, access point, and/or hub is not set manually; this may cause your product's network settings to differ from the manually set up devices. If you still cannot connect to your product, do the following: • Turn off your router or access point, wait about 10 seconds, and turn it on again. • Download and install your product software again to reset your network settings. • If your router or access point uses WEP security with several registered passwords, make sure that the first registered password is set on your product.

Network Environment Messages

Message	Solution
The Wi-Fi environment needs to be improved. Turn the wireless router off and then turn it on. If the connection does not improve, see the documentation for the wireless router.	Move your product closer to your router or access point, and remove any obstacles between them. Then turn off your router or access point, wait about 10 seconds, and turn it back on again. If you still cannot connect to your product, check the documentation that came with your router or access point for solutions.
*No more devices can be connected. Disconnect one of the connected devices if you want to add another one.	You can connect up to 8 computers or other devices to your product using a Wi-Fi Direct (Simple AP) connection. If you want to add another device, disconnect an existing connected device first.

Parent topic:

Changing or Updating Network Connections

See these sections to change or update how your product connects to a network.

Accessing the Web Config Utility
Changing a USB Connection to a Wi-Fi Connection
Connecting to a New Wi-Fi Router
Disabling Wi-Fi Features

Parent topic:

Accessing the Web Config Utility

You can select your product's network settings and confirm its operating status using a web browser. You do this by accessing your product's built-in Web Config utility from a computer or other device that is connected to the same network as your product.

1. Print a network status sheet.

2. Locate the IP address for your product that is listed on the network status sheet.

3. On a computer or other device connected to the same network as your product, open a web browser.

4. Enter your product's IP address into the address bar.

    You see the available Web Config utility options.

Parent topic: Changing or Updating Network Connections

Changing a USB Connection to a Wi-Fi Connection

If you have already connected your product to your computer using a USB connection, you can change to a Wi-Fi connection.

1. Disconnect the USB cable from your product.

2. Uninstall your product software.

3. Download and install your product software from the Epson website using the instructions on the *Start Here* sheet.

Parent topic: Changing or Updating Network Connections

Related tasks
Uninstalling Product Software - Windows
Uninstalling Product Software - Mac

Connecting to a New Wi-Fi Router

If you change the wireless router you have been using on your network, you need to update your product's Wi-Fi connection to the new router.

Note: If you switch to a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation for instructions.

1. Do one of the following:

    • **Windows**: Uninstall your product software.

    • **Mac**: Go to the next step.

2. Download and install your product software from the Epson website using the instructions on the *Start Here* sheet.

Parent topic: Changing or Updating Network Connections

Related tasks
Uninstalling Product Software - Mac

Disabling Wi-Fi Features

You may need to disable your product's Wi-Fi features if you change your network connection type or need to solve a problem with your network connection. You can disable the Wi-Fi features by resetting the network settings to their default values.

Note: Before disabling Wi-Fi features, make a note of your product's SSID (network name) and password, and any network settings selected for the Epson Connect services you may use. These settings will be reset to their default values.

1. Turn off the product.

2. Hold down the 📶 network status button and press the ⏻ power button until the 📶 Wi-Fi light and 📶 Wi-Fi Direct light flash alternately. Then release both buttons.

When the 📶 Wi-Fi light and 📶 Wi-Fi Direct light turn off, Wi-Fi is disabled.

Parent topic: Changing or Updating Network Connections

Loading Paper

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

Loading Paper in the Rear Paper Feed

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

1. Flip the feeder guard forward, pull out the paper support, and tilt it backwards.
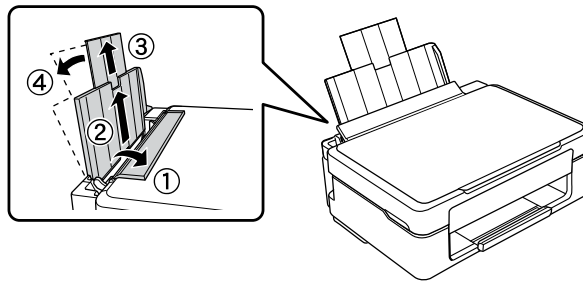
2. Slide the edge guide left.
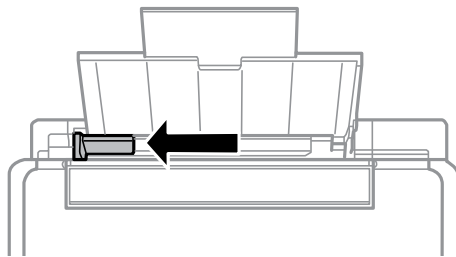
3. If you are inserting a stack of paper, fan the sheets first and tap the stack on a flat surface to even the edges.
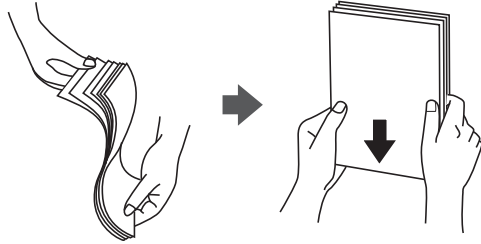
Note: Do not fan or curl photo paper.

4. Do one of the following:

   • Insert paper, glossy or printable side up and short edge first, against the right side.
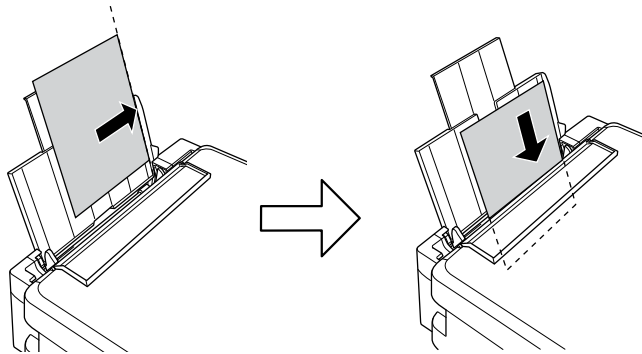
- Load up to 5 envelopes against the right side. Load them printable side up and flap edge left.
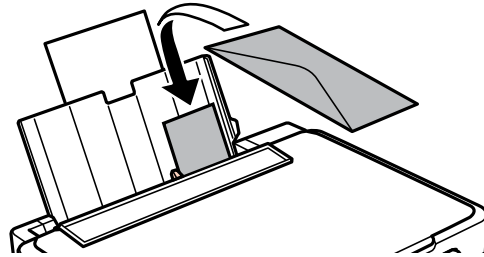
- Load a sheet of loose-leaf or other paper with holes facing as shown.
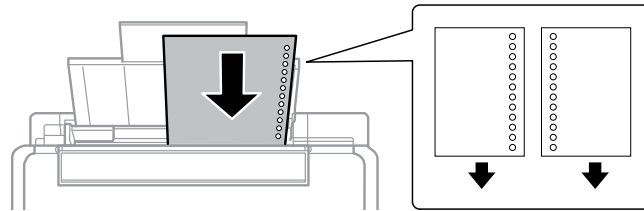
5. Slide the edge guide against the paper, but not too tightly. Then flip the feeder guard back.
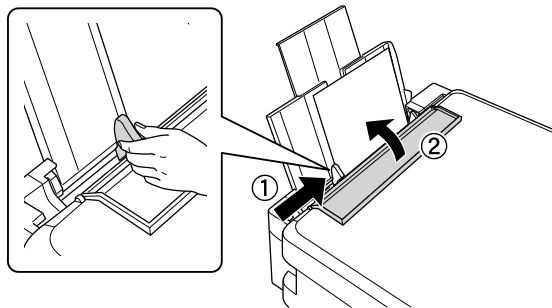
6. Pull out the output tray.
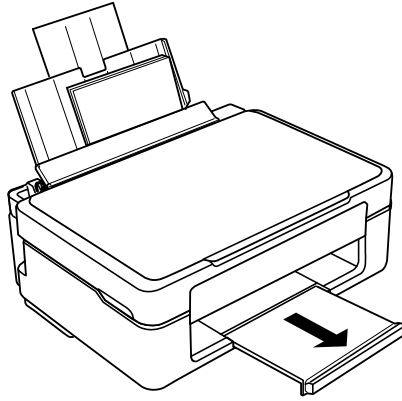
Always follow these paper loading guidelines:

- 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.
- If you have trouble loading a stack of envelopes, press each envelope flat before loading it or load one envelope at a time.
- If print quality declines when printing multiple envelopes, try loading one envelope at a time.
- Do not load envelopes that are curled, folded, or too thin, or that have plastic windows or exposed adhesive flaps.
- Check the paper package for any additional loading instructions.

Parent topic: Loading Paper

Related references
Paper Loading Capacity

Paper Loading Capacity

See the table here for the loading capacity of the rear paper feed.

Paper type	Loading capacity
Plain paper Copy paper Epson Bright White Pro Paper	Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) size or smaller: 50 sheets
	Legal (8.5 × 14 inches [216 × 356 mm]) size: 1 sheet
	User-defined (3.5 × 5 inches [89 × 127 mm] to 8.5 × 47.2 inches [215.9 × 1200 mm]): 1 sheet
Epson High Quality Ink Jet Paper	40 sheets
Epson Premium Presentation Paper Matte	20 sheets
Epson Photo Paper Glossy Epson Premium Photo Paper Glossy Epson Ultra Premium Photo Paper Glossy Epson Premium Photo Paper Semi-gloss	10 sheets If paper feeds incorrectly, or printing is uneven or smeared, load 1 sheet at a time.
Epson Photo Quality Self-adhesive Sheets	1 sheet
Envelopes	5 envelopes

Parent topic: Loading Paper

Compatible Epson Papers

You can purchase genuine Epson ink and paper from an Epson authorized reseller. To find the nearest reseller, visit epson.com.jm or call your nearest Epson sales office.

Note: Paper/media availability varies by country.

Paper Type	Size	Part number	Sheet count
Epson Bright White Pro Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500

Paper Type	Size	Part number	Sheet count
Epson High Quality Ink Jet Paper	A4 (8.3 × 11.7 inches [210 × 297 mm])	S041117	100
	Letter (8.5 × 11 inches [216 × 279 mm])	S041111	100
Epson Premium Presentation Paper Matte	8 × 10 inches (203 × 254 mm)	S041467	50
	Letter (8.5 × 11 inches [216 × 279 mm])	S041257	50
Epson Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041809	50
		S042038	100
	Letter (8.5 × 11 inches [216 × 279 mm])	S041141	20
		S041649	50
		S041271	100
Epson Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041727	100
	16:9 wide (4 × 7.1 inches [102 × 181 mm])	S042109	20
	5 × 7 inches (127 × 178 mm)	S041464	20
	8 × 10 inches (203 × 254 mm)	S041465	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042183	25
		S041667	50
Epson Ultra Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S042181	60
		S042174	100
	5 × 7 inches (127 × 178 mm)	S041945	20
	8 × 10 inches (203 × 254 mm)	S041946	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042182	25
		S042175	50
Epson Premium Photo Paper Semi-gloss	4 × 6 inches (102 × 152 mm)	S041982	40
	Letter (8.5 × 11 inches [216 × 279 mm])	S041331	20

Paper Type	Size	Part number	Sheet count
Epson Photo Quality Self-adhesive Sheets	Letter (8.5 × 11 inches [216 × 279 mm])	S041106	10

Parent topic: Loading Paper

Borderless Paper Type Compatibility

You can print borderless photos on compatible paper types in compatible sizes:

Borderless Paper Types

- Epson Bright White Pro Paper
- Epson Photo Paper Glossy
- Epson Premium Photo Paper Glossy
- Epson Ultra Premium Photo Paper Glossy
- Epson Premium Photo Paper Semi-gloss
- Epson High Quality Ink Jet Paper
- Epson Premium Presentation Paper Matte

Borderless Paper Sizes

- 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])
- A4 (8.3 × 11.7 inches [210 × 297 mm])
- Letter (8.5 × 11 inches [216 × 279 mm])

Parent topic: Loading Paper

Paper or Media Type Settings - Printing Software

For this paper	Select this paper Type or Media Type setting
Plain paper Epson Bright White Pro Paper Epson Photo Quality Self-adhesive Sheets	Plain Paper / Bright White Paper
Envelopes	Envelope
Epson Ultra Premium Photo Paper Glossy	Ultra Premium Photo Paper Glossy
Epson Premium Photo Paper Glossy	Premium Photo Paper Glossy
Epson Photo Paper Glossy	Photo Paper Glossy
Epson Premium Photo Paper Semi-gloss	Premium Photo Paper Semi-Gloss
Epson High Quality Ink Jet Paper	Presentation Paper Matte
Epson Premium Presentation Paper Matte	Premium Presentation Paper Matte

Parent topic: Loading Paper

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.
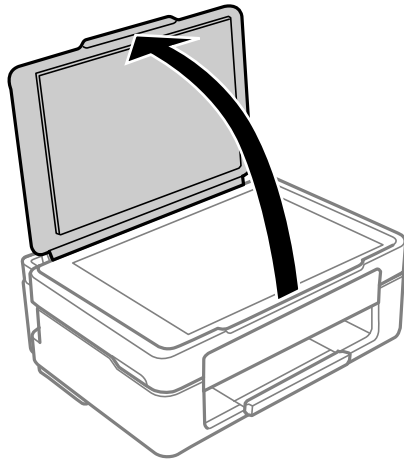
2. Do one of the following to place your originals:

  • **Single sheet**: Place your original facedown on the scanner glass with the top facing into the corner. Slide the original to the edges of the indicated corner.
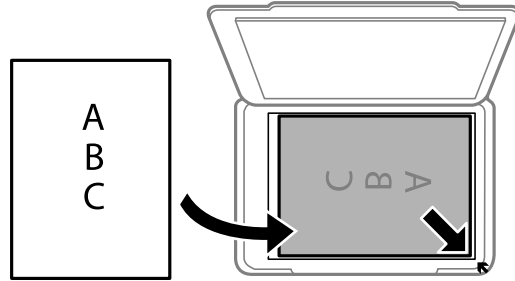
  • **Multiple photos for scanning**: You can place multiple photos of different sizes on the scanner glass and save them separately using Photo Mode in Epson Scan 2. Make sure your photos are at least 0.6 inch × 0.6 inch (15 × 15 mm) in size, and placed away from each other and from the edges of the scanner glass as shown.
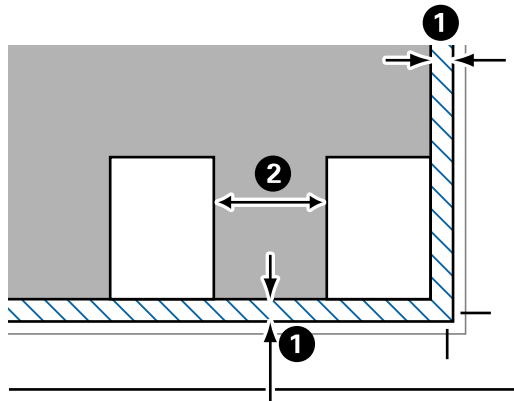
| 1 | 0.2 inch (4.5 mm) |
| 2 | 0.8 inch (20 mm) |

Note: To view multiple scanned photos in Epson Scan 2, select the **Thumbnail** checkbox in the preview window.

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

    Caution: Do not push down on the document cover or scanner glass, or you may damage the product.

Remove your originals after scanning. If you leave the originals on the scanner glass for a long time, they may stick to the glass surface.

Parent topic: Placing Originals on the Product

Related tasks

Copying Documents or Photos

Related topics

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 scanner glass.

2. Load plain paper in one of these sizes: Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]).

3. Do one of the following to start copying:

   • To copy a black-and-white original, press the 📄 B&W copy button.

   • To copy a color original, press the 📄 color copy button.

   • To copy a black-and-white or color original in draft mode, press the 📄 B&W copy button or the 📄 color copy button and the ⊘ stop button at the same time.

   • To make more than one copy, repeatedly press the 📄 B&W copy button or the 📄 color copy button for the number of copies you need (up to 20 copies). For example, to make four copies, press the button four times. Make sure you press the button in intervals of less than one second.

   The product scans and prints your copy.

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

Parent topic: Copying

Related tasks
Placing Originals on the Scanner Glass
Loading Paper in the Rear Paper Feed

Printing from a Computer

Before printing 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 the Built-in Epson Driver - Windows 10 S

Printing on a Mac

Printing From a Chromebook

Cancelling Printing Using a Product Button

Printing with Windows

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

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

Selecting Basic Print Settings - Windows

Selecting Double-sided Printing Settings - Windows

Selecting Additional Layout and Print Options - Windows

Selecting a Printing Preset - Windows

Selecting Extended Settings - 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:
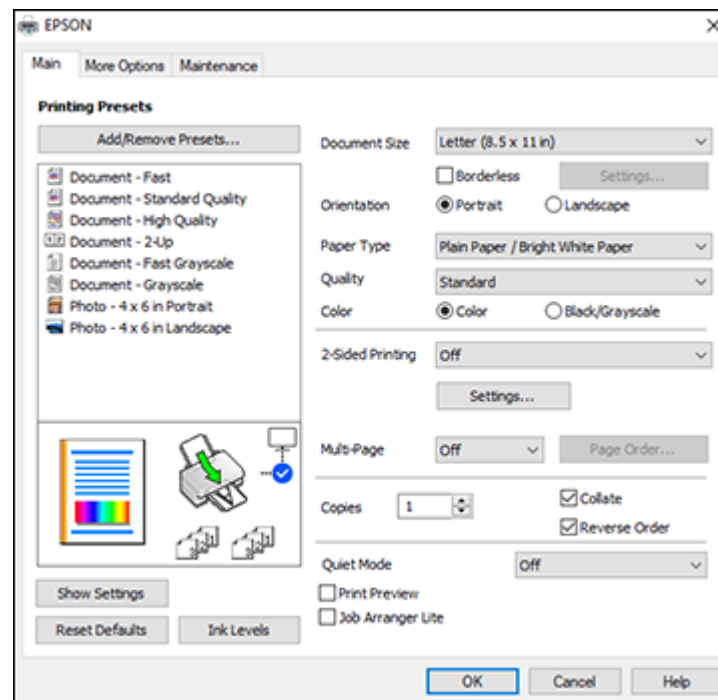
4. Select the size of the paper you loaded as the **Document Size** setting.

5. If you are printing a borderless photo, select **Borderless**. You can click **Settings** to access additional options for borderless printing.

   Note: You must select a compatible borderless paper type and size to print without borders. Check the borderless paper compatibility list for details.

6. Select the orientation of your document.

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

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

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

8. Select the **Quality** setting that matches the print quality you want to use.

9. 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.

10. To print on both sides of the paper, select a **2-Sided Printing** option.

11. 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.

12. To print multiple copies and arrange their print order, select the **Copies** options.

13. To reduce noise during printing when you select **Plain Paper/Bright White Paper**, turn on **Quiet Mode** (printing will be slower).

14. To preview your job before printing, select **Print Preview**.

15. To save your print job as a project that can be modified and combined with other print jobs, select **Job Arranger Lite**.

Print Quality Options - Windows

Multi-Page Printing Options - Windows

Parent topic: Printing with Windows

Related references

Borderless Paper Type Compatibility

Paper or Media Type Settings - Printing Software

Related tasks

Selecting Double-sided Printing Settings - Windows

Selecting Additional Layout and Print Options - Windows

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.

Standard - Vivid
For text and graphics with good quality and print speed.

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.

2×1 Poster, 2×2 Poster, 3×3 Poster, 4×4 Poster
Prints one image on multiple sheets of paper to create a larger poster. Click the **Settings** button to select image layout and guideline 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 one of the **2-Sided Printing** options on the Main tab.

2-Sided Printing	Off ∨
	Settings...
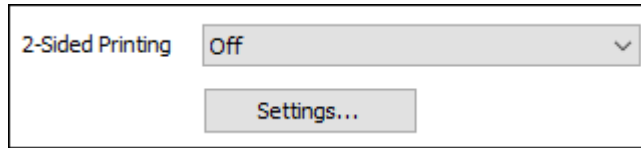
Note: You will need to print one side and flip the paper over manually to print the other side.

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 one of the following options for **2-Sided Printing**:

   • **Manual (Long-edge binding)** to print your double-sided print job by printing one side and prompting you to flip the paper over on the long edge to print the other side.

   • **Manual (Short-edge binding)** to print your double-sided print job by printing one side and prompting you to flip the paper over on the short edge to print the other side.

2. Click the **Settings** button.

You see a window like this:
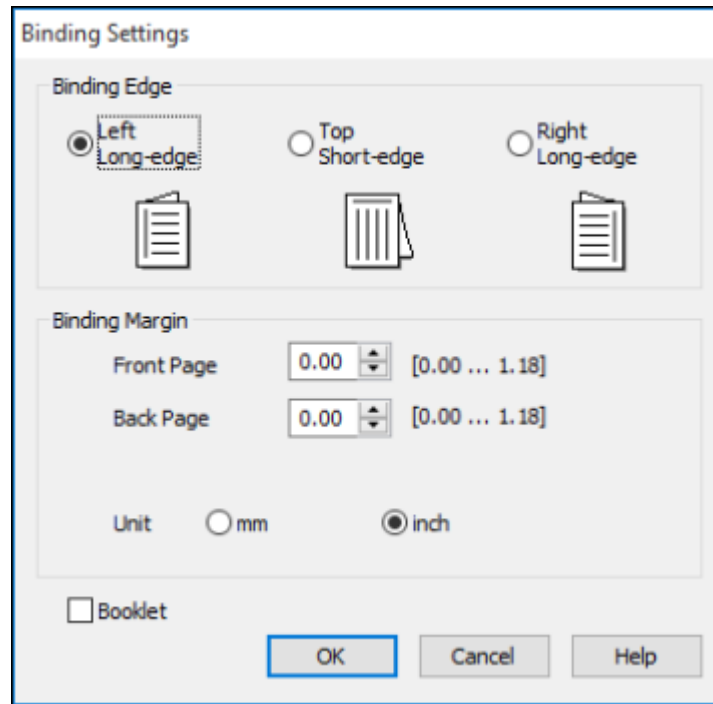
3. Select the double-sided printing options you want to use.

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.
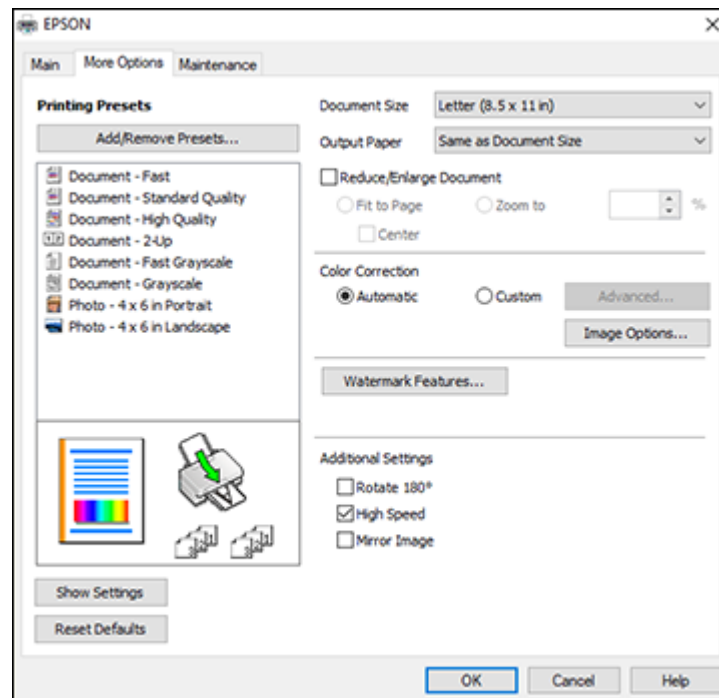
1. To change the size of your printed document or photo, select the **Reduce/Enlarge Document** checkbox and select one of these sizing options:

    • Select the **Fit to Page** option to size your image to fit the paper you loaded. Select the size of your document or photo as the **Document Size** setting, and the size of your paper as the **Output Paper** setting. If you want to center your image on the paper, select the **Center** option.

    • 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 the following features, click the **Watermark Features** button:

    • **Anti-Copy Pattern**: adds a watermark that only appears when your printout is copied

    • **Watermark**: adds a visible watermark to your printout

    • **Header/Footer**: adds information such as the date and time to the top or bottom of your printout

    Note: Click the **Settings** button to customize the text and location of the header or footer.

4. Select any of the Additional Settings options to customize your print.

Custom Color Correction Options - Windows
Image Options and Additional Settings - Windows
Header/Footer 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.
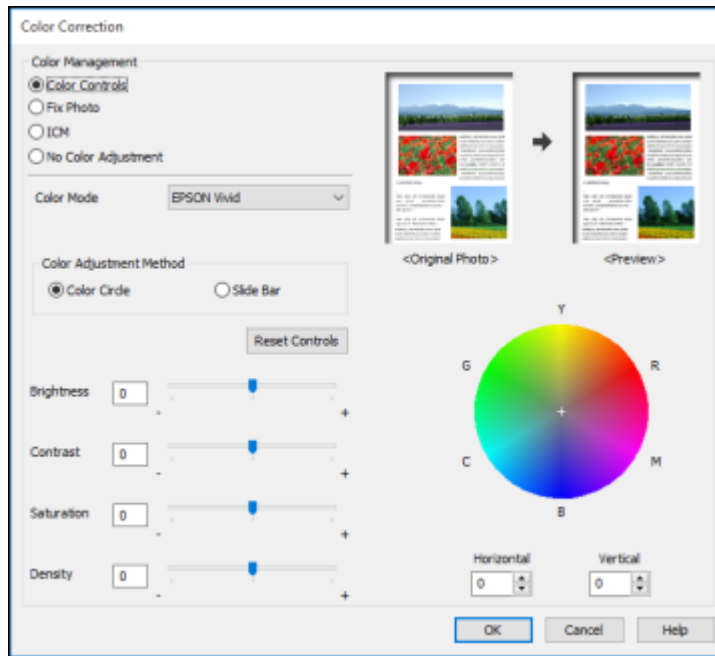
Color Controls

Lets you select a **Color Mode** setting, individual settings for **Brightness**, **Contrast**, **Saturation**, and **Density**, and individual color tones. Depending on the selected 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 manage color using installed color printing profiles.

No Color Adjustment

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

Parent topic:

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

Emphasize Text

Adjusts the weight of printed text to increase readability.

Emphasize Thin Lines

Adjusts the weight of printed lines to increase visibility.

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.

Print Text in Black

Prints colored text in black.

For Color Text

Prints colored text on a background pattern or underlined.

For Color Graphs and Images

Prints colored graphics and images with overlay patterns.

For Color Text, Graphs, and Images

Prints colored text, graphics, and images with overlay patterns.

Enhancement Options

Specifies Color Universal Print enhancement settings for text, graphics, and images.

Additional Settings Options

Rotate 180º

Prints the image rotated 180º 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

Header/Footer Settings - Windows

You can select any of the Header/Footer Settings options to add headers or footers when you print. The items are available to print at the top or bottom of your pages, in either the left, right, or center of the page.

Note: These settings are not saved with your document.

You can select to print the following information:

- User Name

- Computer Name

- Date

- Date/Time

- Document Name

- Collate Number

- Page Number

- Text

Note: The user name, computer name, date, and time come from the Windows Control Panel on your computer.

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:
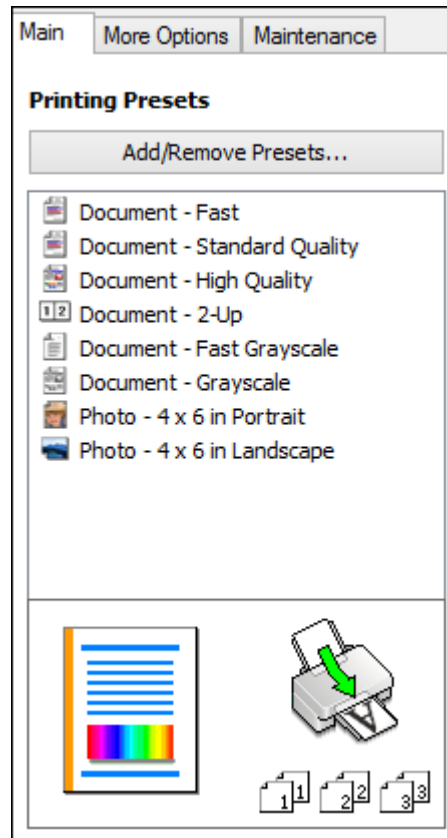
2. Place your cursor over one of the **Printing Presets** to view its list of settings.

3. Click on a preset to change its settings, or use any of the available options on the screen to control your printing presets.

4. To choose a preset for printing, select it.

5. Click **OK**.

Parent topic: Printing with Windows

Selecting Extended Settings - Windows

You can select additional settings that apply to all the print jobs you send to your product.

1. Access the Windows Desktop and right-click the ⬡ icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click ⬡.

2. Select **Printer Settings**.

3. Click the **Maintenance** tab.

   You see the maintenance options:
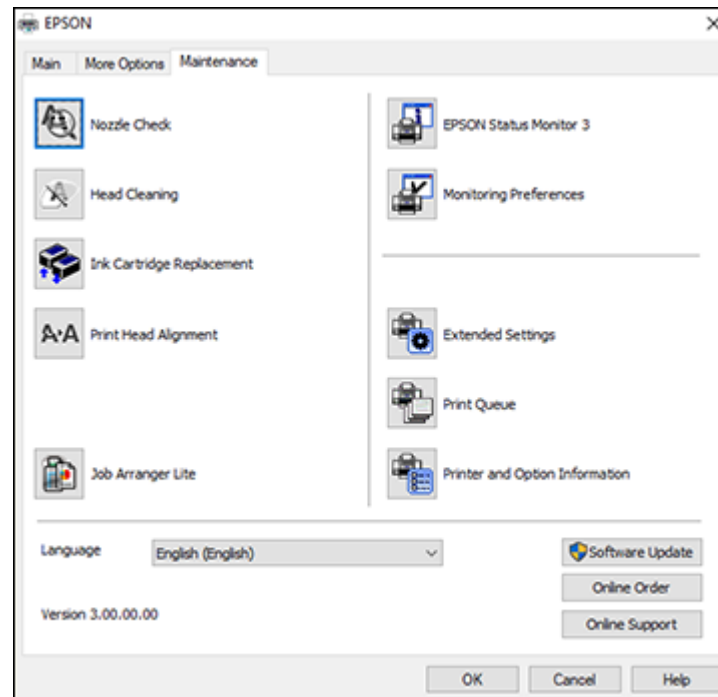
4. Click the **Extended Settings** button.

You see this window:
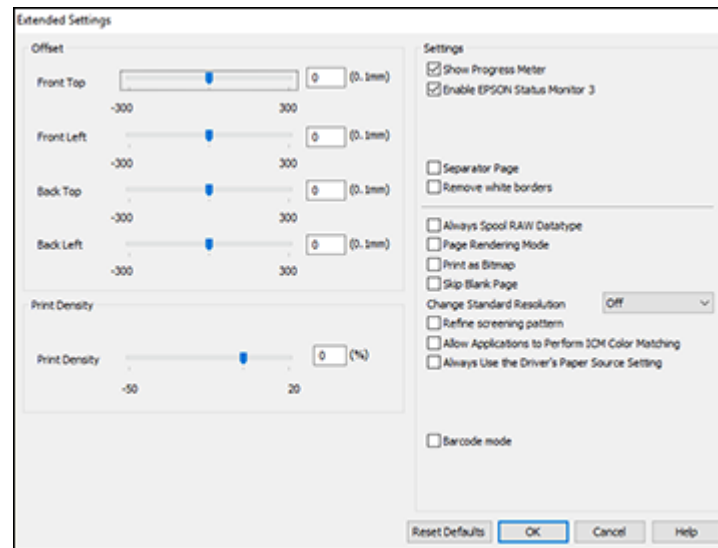
5. Select any of the extended settings to customize your print.

6. Click **OK** to close the Extended Settings window.

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

Extended Settings - Windows

Parent topic: Printing with Windows

Extended Settings - Windows

You can select these settings on the Extended Settings window.

Show Progress Meter
Displays the progress of print jobs as they are being printed.

Enable EPSON Status Monitor 3
Enables product monitoring for ink and paper supplies and other issues.

Separator Page
Before each document, prints a separator page containing the title, user, date, and time.

Remove white borders
Removes white margins that may appear when you print borderless photos.

Always Spool RAW Datatype
Increases print speed and may solve other printing problems.

Page Rendering Mode
Increases print speed when printing is extremely slow or the print head stops during printing.

Print as Bitmap
Increases print speed when printing is extremely slow or the print head stops during printing, and other settings do not help.

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

Change Standard Resolution
Reduces the resolution of print data to correct printing problems.

Refine screening pattern
Prints graphics with a finer screening pattern.

Allow Applications to Perform ICM Color Matching
Allows applications to perform ICM color matching.

Always Use the Driver's Paper Source Setting
Prints using the paper source setting in the printer driver, rather than the setting in your application.

Barcode mode
Reduces bleeding when printing barcodes on plain paper, letterhead paper, recycled paper, preprinted paper, envelopes, and thick paper.

Parent topic: Selecting Extended Settings - 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:
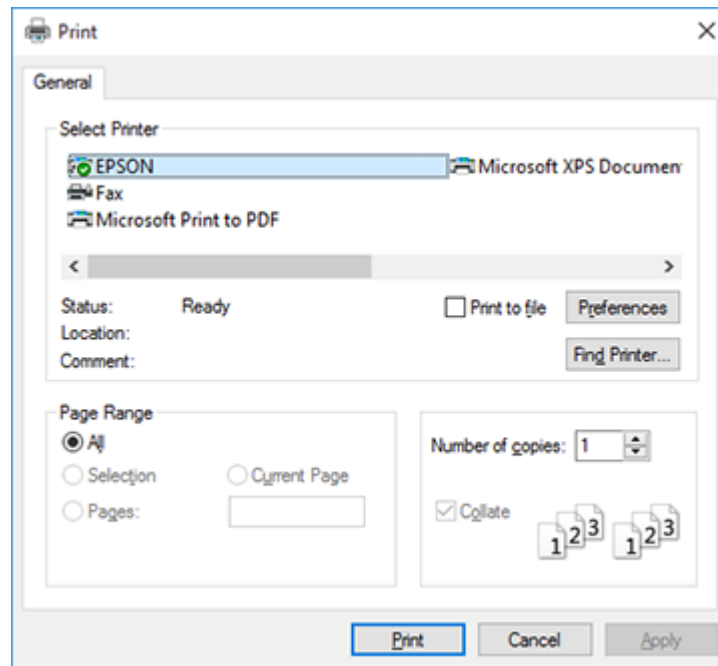
2. Click **OK** or **Print** to start printing.

Checking Print Status - Windows

Parent topic: Printing with Windows

Checking Print Status - Windows

During printing, you see this window showing the progress of your print job. It allows you to control printing and check ink cartridge status.
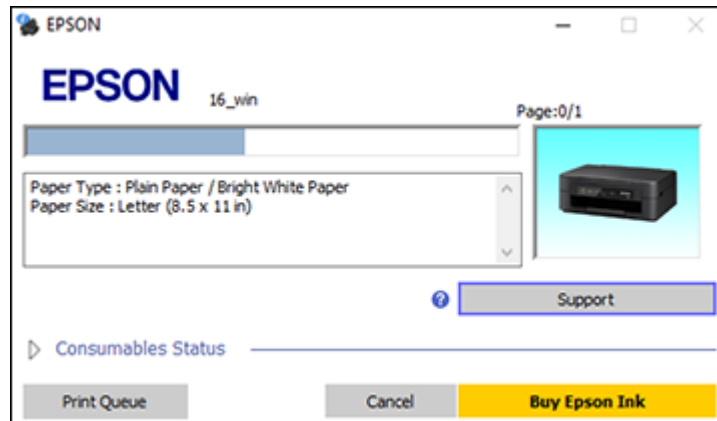
- To cancel printing, click **Cancel**.
- To see print jobs waiting to print, click **Print Queue**.

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. Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .

2. Select **Printer Settings**.

You see the printer settings window:
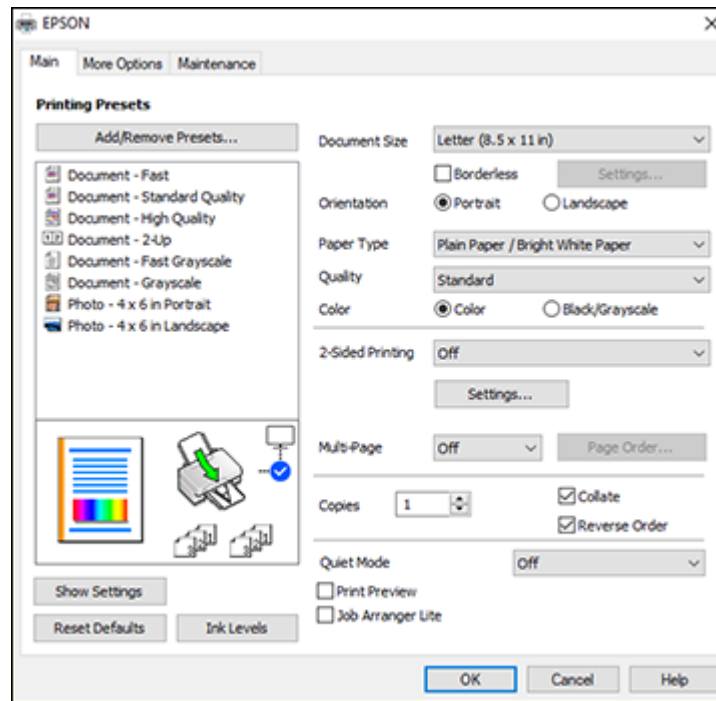
3. Select the print settings you want to use as defaults in all your Windows programs.

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. Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .

2. Select **Printer Settings**.

You see the printer settings window.

3. Click the **Maintenance** tab.

   You see the maintenance options:
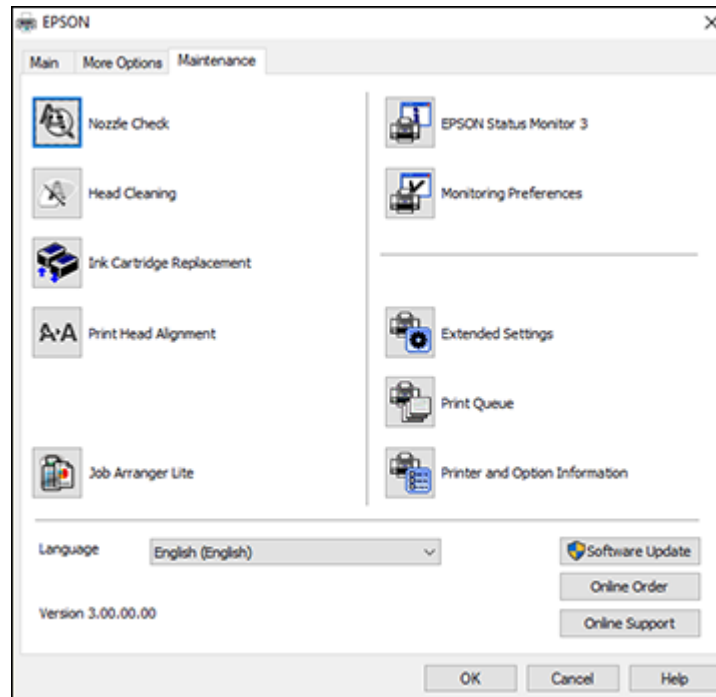
4. Select the language you want to use as the **Language** setting.

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. Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .

2. Select **Software Update Settings**.

   You see this window:

   ```
   Software Update Settings                          ✕

   ┌─ Check for Software Updates on the Internet ──────────┐
   │                                                        │
   │   ⦿ Check every      ┌──────────────┐                 │
   │                      │ 2 weeks    ˅ │                 │
   │                      └──────────────┘                 │
   │                                                        │
   │                                                        │
   │   ○ Never                                              │
   │                                                        │
   │                      ┌────────┐    ┌────────┐         │
   │                      │   OK   │    │ Cancel │         │
   │                      └────────┘    └────────┘         │
   └────────────────────────────────────────────────────────┘
   ```
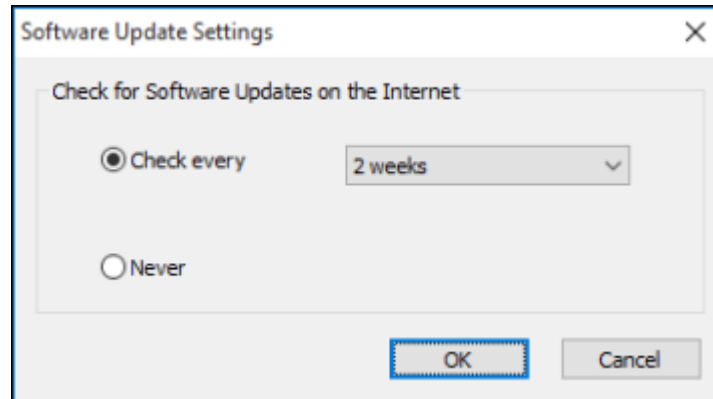
3. Do one of the following:

   - 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, you can check for updates manually.

Parent topic: Printing with Windows

Related tasks
Checking for Software Updates

Printing with the Built-in Epson Driver - Windows 10 S

You can print with the built-in Epson printer driver using any printing program on Windows 10 S, as described in these sections.

Note: The built-in Epson driver in Windows 10 S does not include all the available print settings for your product. To print with additional settings, download and install the Epson Print and Scan utility from the Windows Store. You cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

Selecting Print Settings - Windows 10 S

Parent topic: Printing from a Computer

Selecting Print Settings - Windows 10 S

Select the settings for your print job in your Windows 10 S application.

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 a window like this:
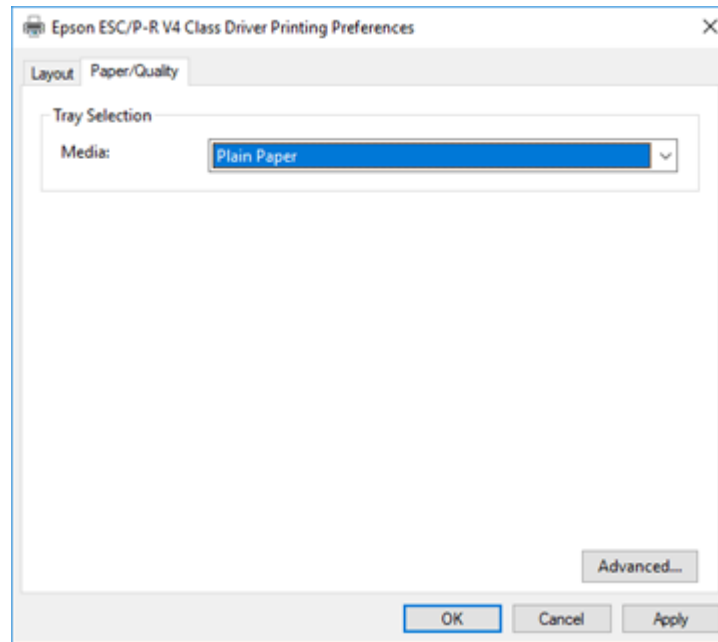
4. Select the type of paper you loaded as the **Media** setting.

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

5. Click the **Advanced** button.

You see a window like this:
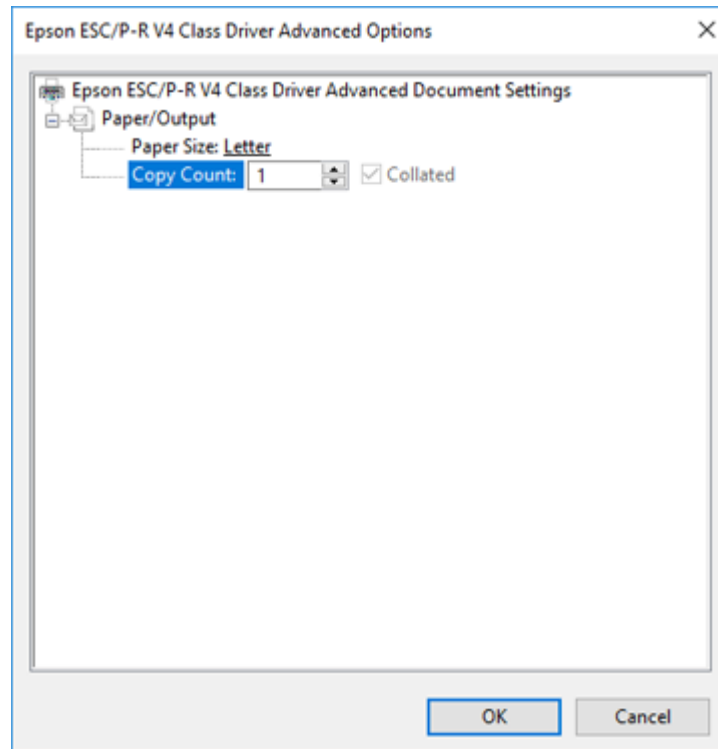
6. Select the size of the paper you loaded as the **Paper Size** setting.

7. To print multiple copies, select or enter the number as the **Copy Count** setting.

8. To print multiple copies of multi-page documents in sets, select the **Collated** checkbox.

9. Click **OK**.

   You return to the printing preferences window.

10. Select the **Layout** tab.
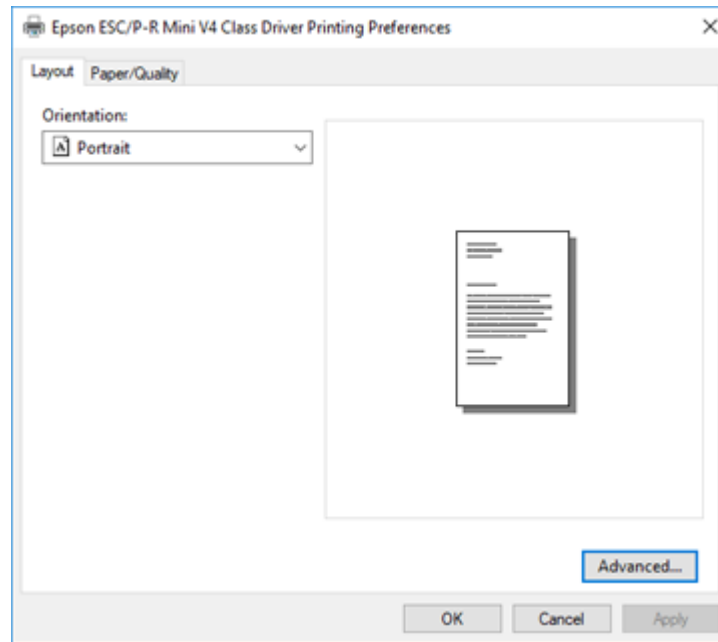
11. Select the orientation of your document as the **Orientation** setting.

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

    You see your application's **Print** window.

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

Parent topic: Printing with the Built-in Epson Driver - Windows 10 S

Printing on a Mac

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

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.

Selecting Basic Print Settings - Mac

Parent topic: Printing from a Computer

Selecting Basic Print Settings - Mac

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.

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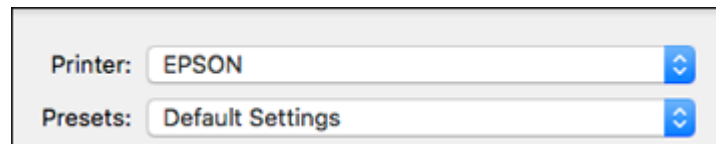
4. If necessary, click the arrow next to the Printer setting or the **Show Details** button to expand the print window.

You see the expanded printer settings window for your product:
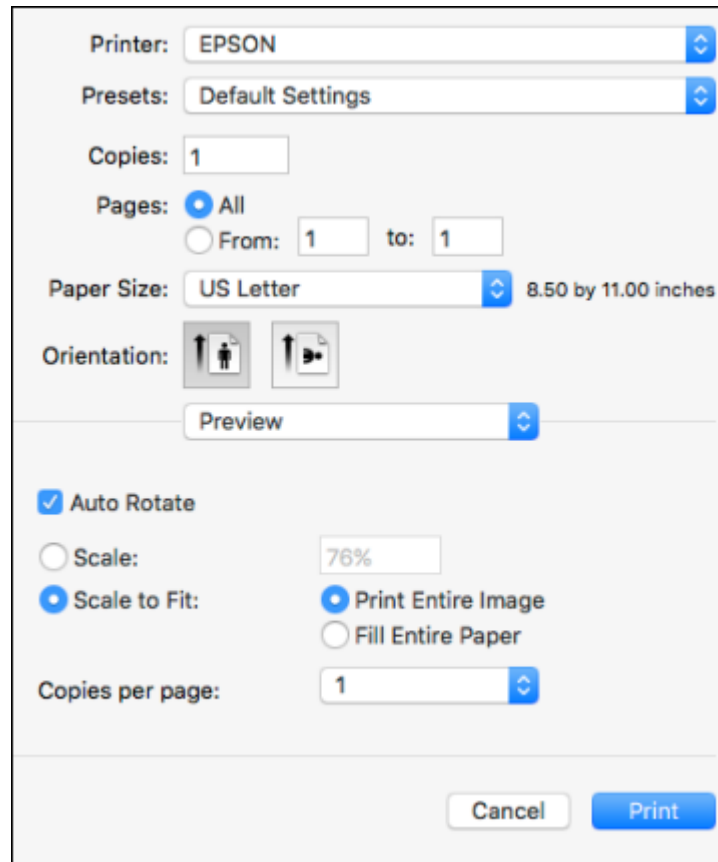
Note: The print window may look different, depending on your version of the Mac operating system and the application you are using.

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** or **Printer Features** from the pop-up menu.
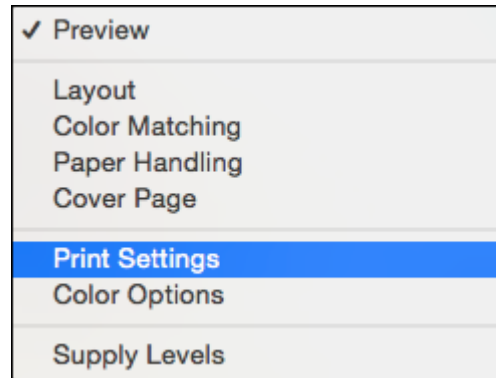
You see these settings:
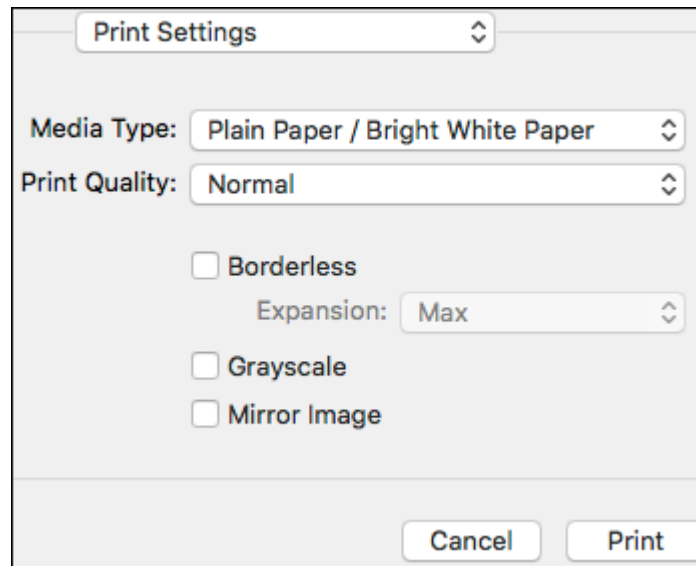
Note: The available print settings and appearance of the print window may be different than those covered here, depending on the Mac OS version and the application you are using.

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 the **Borderless** checkbox if you want to print a borderless photo. If the option is grayed out, change the **Media Type** setting to a paper type that supports borderless printing.

12. Select any of the other available print options.

Print Quality Options - Mac

Print Options - Mac

Parent topic: Printing on a Mac

Related references

Related tasks

Print Quality Options - Mac

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 setting you have chosen.

Draft
For draft printing on plain paper.

Normal
For everyday text and image printing.

Normal - Vivid
For everyday text and image printing with good quality and print speed.

Fine
For text and graphics with good quality and print speed.

Quality
For text and graphics with increased 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:

Print Options - Mac

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

Expansion
If you selected a borderless paper size setting, this option adjusts the image expansion settings to control printing at the edges of borderless prints.

Grayscale
Prints text and graphics in black or shades of gray.

Mirror Image
    Lets you flip the printed image horizontally.

Note: If you select the **Min** option for the Expansion setting, you may see white borders on your printed photo.

Parent topic: Selecting Basic Print Settings - Mac

Selecting Page Setup Settings - Mac

Depending on your application, you may be able to select the paper size and orientation settings from the print window.
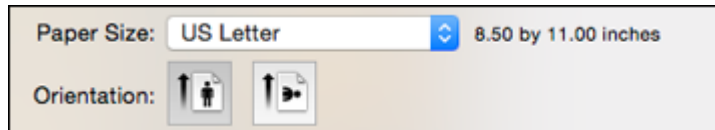
Note: If you do not see these settings in the print window, check for them in your application before printing. They may be accessible by selecting **Page Setup** from the File menu.

1. Select the size of the paper you loaded as the **Paper Size** setting. If you are printing a borderless photo, select the **Borderless** checkbox or a paper size with a **Borderless** option. You can also select a custom setting to create a custom paper size, but the Quality setting will be limited to **Normal**.

    Note: You must select a compatible borderless paper type and size to print without borders. Check the borderless paper compatibility list for details.

2. Select the orientation of your document or photo as shown in the print window.

    Note: If you are printing an envelope, select the [image] 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 on a Mac

Selecting Print Layout Options - Mac

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.
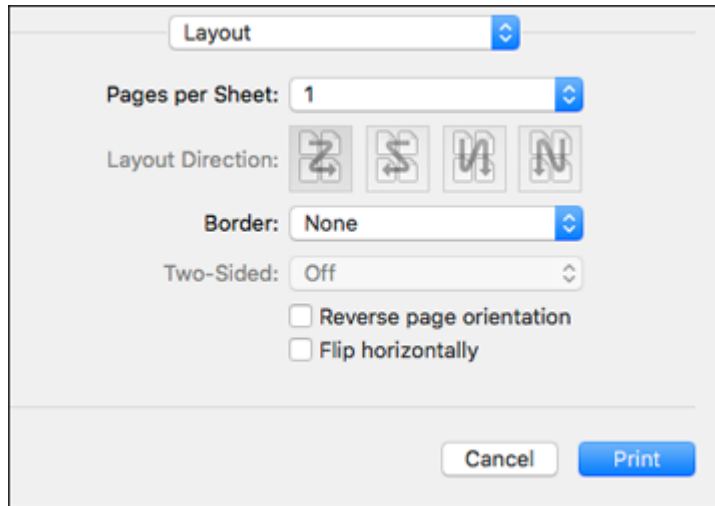
- To print multiple pages on one sheet of paper, select the number of pages in the **Pages per Sheet** pop-up menu. To arrange the print order of the pages, select a **Layout Direction** setting.

- 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 on a Mac](#)

Managing Color - Mac

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.
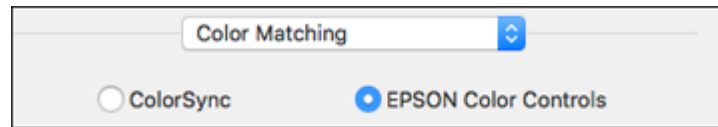
2. Select one of the available options.
3. Select **Color Options** from the pop-up menu in the print window.
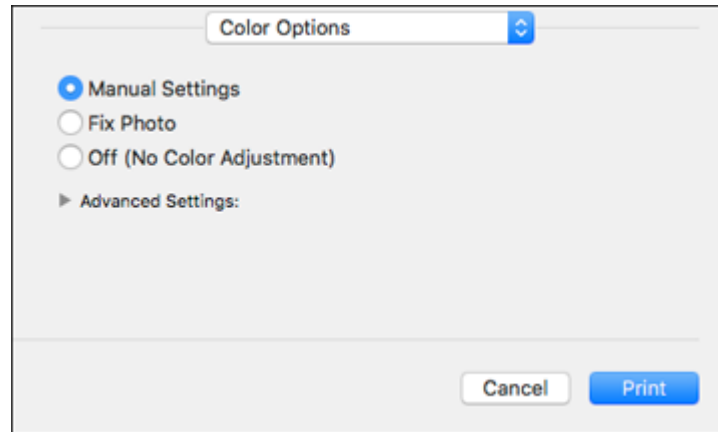
   Note: The available settings on the Color Options menu depend on the option you selected on the Color Matching menu.

4. Select one of the available options.

   Color Matching and Color Options - Mac

   Parent topic: Printing on a Mac

Color Matching and Color Options - Mac

You can select 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. Depending on the selected 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.

Note: An ICC profile is required if color management is turned off.

Parent topic: Managing Color - Mac

Selecting Printing Preferences - Mac

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**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**.

3. Select **Driver** or **Options**.

   You see a screen like this:
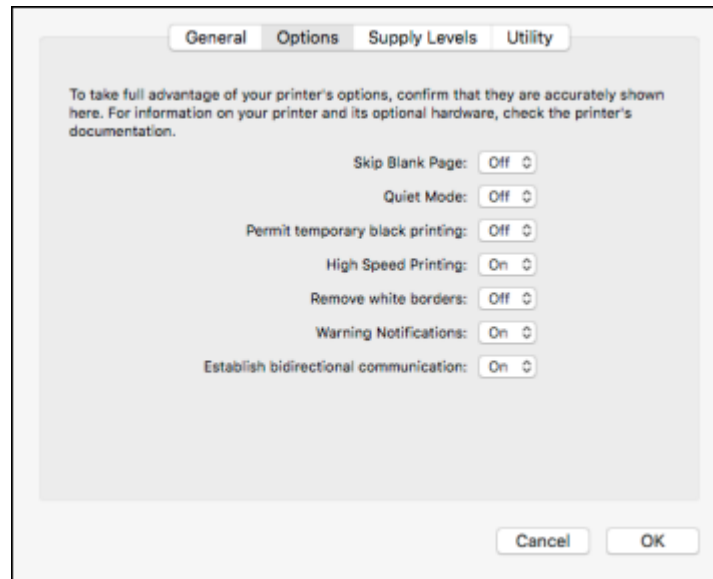
4. Select any of the available printing preferences.

5. Click **OK**.

   Printing Preferences - Mac

   Parent topic: Printing on a Mac

Printing Preferences - Mac

You can select these settings on the **Options** or **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.

Permit temporary black printing
   Allows you to print using black ink when color ink is expended.

High Speed Printing
Speeds up printing but may reduce print quality.

Remove white borders
Removes white margins that may appear when you print borderless photos.

Warning Notifications
Lets you choose whether or not to receive warning notifications from the printer software for various operating conditions.

Establish bidirectional communication
Allows the product to communicate with the computer. Do not change the default setting unless you experience issues when using a shared printing pool.

Parent topic: Selecting Printing Preferences - Mac

Printing Your Document or Photo - Mac

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

Click **Print** at the bottom of the print window.
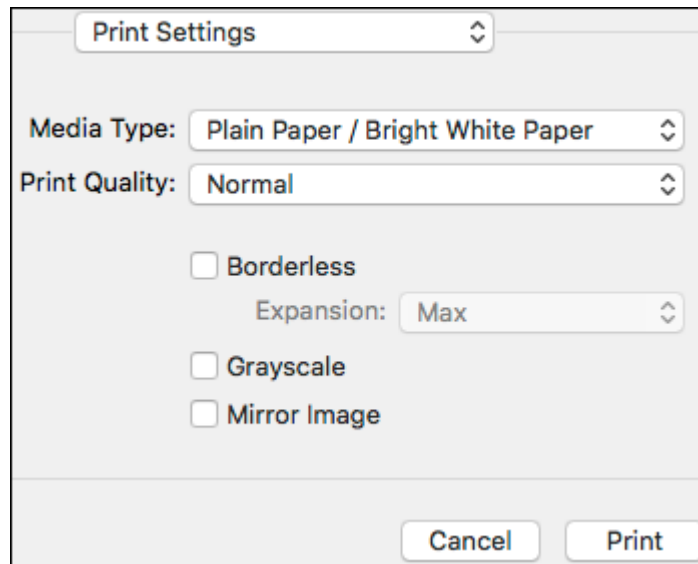
Checking Print Status - Mac

Parent topic: Printing on a Mac

Checking Print Status - Mac

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

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

   You see the print status window:
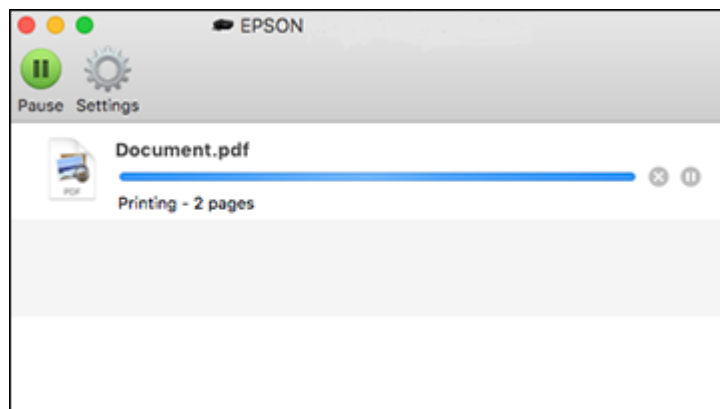
2. Select the following options as necessary for your Mac OS version:

   - To cancel printing, click the print job and click ⊗ or **Delete**.

   - To pause a print job, click the print job and click ⏸ or **Hold**. To resume a print job, click the paused print job and click ↻ or **Resume**.

   - To pause printing for all queued print jobs, click **Pause** or **Pause Printer**.

   - To display other printer information, click **Settings** or **Supply Levels**.

   Parent topic: Printing Your Document or Photo - Mac

Printing From a Chromebook

With a Google Account, you can print from a Chromebook without drivers or cables.

1. Connect your Epson product to your wireless network. See the link below.

2. Turn on your Chromebook and connect it to the same wireless network as your product.

   Note: See your Chromebook's documentation for details on connecting to a network.

3. Do one of the following:

   - Click **Add to Cloud Print** in the notification that appears in the corner of your Chromebook screen.

     Note: If you do not see a notification, check to see if a number appears in the status area at the lower-right corner of the screen. Click this number to open the notifications menu, then click **Add to Cloud Print**.

   - Open a web browser and enter **chrome://devices** in the address bar. Skip to step 5.
   - If you see a registration confirmation screen instead, click **Register**.

4. Click **Add Device**.

5. Click the **Register** button that appears next to your product.

6. Click **Register** on the confirmation screen.

7. Select **OK** or press the **OK** button on your product to confirm the Google Cloud Print connection and print a test page.

8. To print to the connected product, select the print command in your Chrome app.

Your product is now linked to your Google Account and can be accessed from any Chromebook where you are logged in, as long as you have Internet access. For more information on using Google Cloud Print and for a list of supported apps, visit the Google Cloud Print site.

Parent topic: Printing from a Computer

Related topics
Wi-Fi Networking

Cancelling Printing Using a Product Button

If you need to cancel printing, press the ⊽ stop button.

Parent topic: Printing from a Computer

Scanning

You can scan your originals and save them as digital files.

Starting a Scan
Scanning in Epson Scan 2

Starting a Scan

After placing your originals 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 2 Icon
Starting a Scan from a Scanning Program
Starting a Scan from a Smart Device

Parent topic: Scanning

Related tasks
Placing Originals on the Scanner Glass

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. You can change the default scan settings using the Event Manager utility on the computer.

1. Make sure you installed the product software and connected the product to your computer using a USB cable.

    Note: You must connect your product to your computer with a USB cable to scan using the product 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 Job Settings

Parent topic: Starting a Scan

Changing Default Scan Job Settings

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

1. Do one of the following to open Event Manager:

   • **Windows 10:** Click ▣ and select **Epson Software** > **Event Manager**.

   • **Windows 8.x**: Navigate to the **Apps** screen and select **Event Manager**.

   • **Windows (other versions)**: Click ⊞ or **Start** > **All Programs** or **Programs** > **Epson Software** > **Event Manager**.

   • **Mac**: Open the **Applications** folder, click **Epson Software**, and select **Event Manager**.

2. Open the **Scanner** (Windows) or **Select Scanner** (Mac) 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 job settings you want to view or change.

5. Change the settings as necessary.

6. Click **OK**.

7. Click **Close** to close the Event Manager window.

Parent topic: Starting a Scan Using the Product Buttons

Starting a Scan Using the Epson Scan 2 Icon

You can start the Epson Scan 2 program to select scan settings, scan, and save the scanned image to a file.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

• **Windows 10:** Click ▣ and select **EPSON** > **Epson Scan 2**.

• **Windows 8.x**: Navigate to the **Apps** screen and select **Epson Scan 2**.

• **Windows (other versions)**: Click ⊞ or **Start**, and select **All Programs** or **Programs**. Select **EPSON** > **Epson Scan 2** > **Epson Scan 2**.

• **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2**.

You see an Epson Scan 2 window like this:

Parent topic:

Related tasks

Starting a Scan from a Scanning Program

You can start Epson Scan 2 from a TWAIN-compliant scanning program to select scan settings, scan, and open the scanned image in the program.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

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; not all scan functions will be available.

You see an Epson Scan 2 window like this:
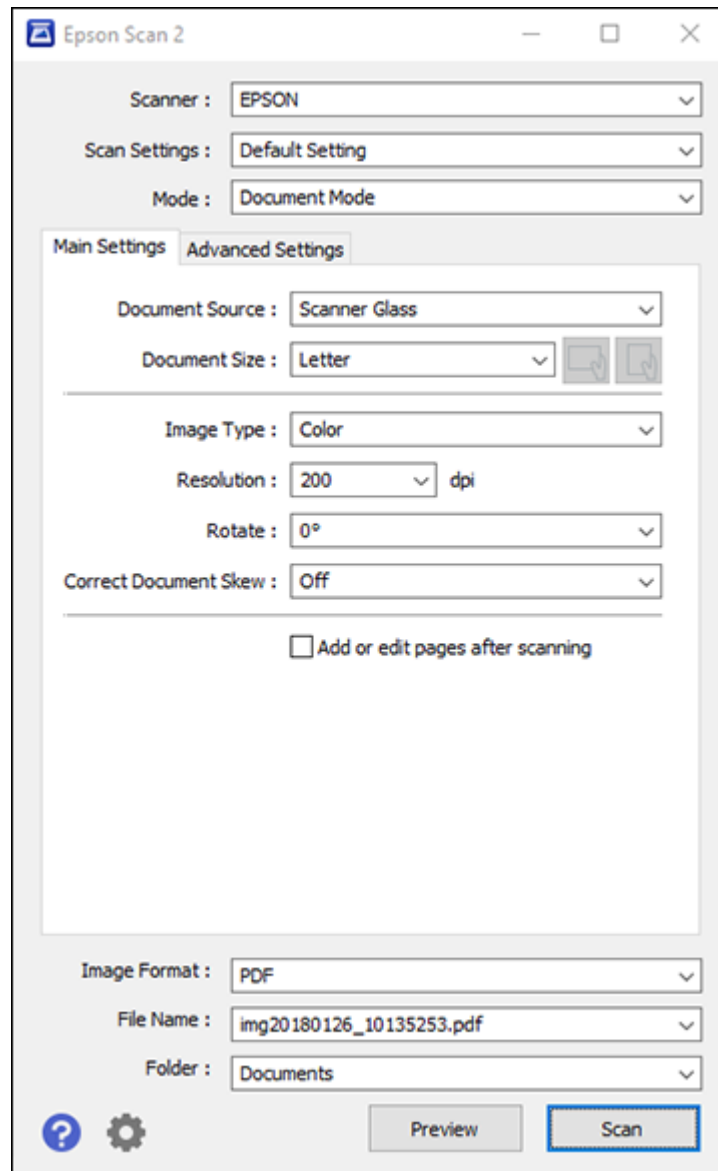
Parent topic: Starting a Scan

Related tasks

Scanning in Epson Scan 2

Starting a Scan from a Smart Device

You can start a scan from a smart device using the Epson iPrint app. You can save the scanned document to your device or a cloud service, e-mail it, or print it.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

Note: Your device must be connected to the same wireless network as your Epson product.

1. Download the Epson iPrint app from your device's app store or from Epson's website.

2. Place your original on the product for scanning.

3. Open the Epson iPrint app and select your product.

4. Select the scan settings and scan your original.

5. Save your scanned image to a file or cloud location.

Parent topic: Starting a Scan

Scanning in Epson Scan 2

Epson Scan 2 gives you access to basic and advanced scanning features. You can scan your document and save the scanned image in various file formats in your operating system's Documents or My Documents folder, or open it in your scanning program. You can preview the scanned image and select or change settings as necessary.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

1. Start Epson Scan 2.

You see this window:
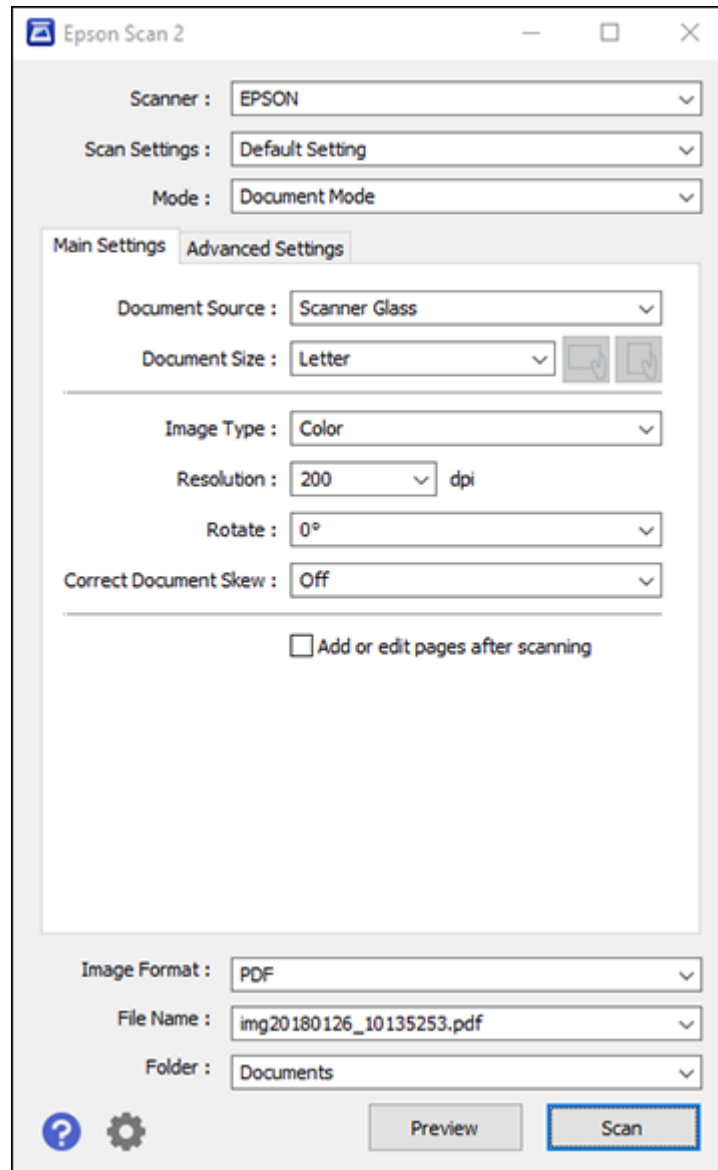
2. Select the **Mode** setting that matches the type of original you are scanning.

3. Select the **Document Source** setting that matches where you placed your original.

4. Select the **Document Size** setting that matches the size of your original. You can select **Customize** to enter a custom size, if necessary.

5. Select the image type 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. Select the **Rotate** setting to rotate the scanned image.

8. Select the **Correct Document Skew** setting to correct skewed originals, image contents, or both.

9. Click the **Preview** button.

   Epson Scan 2 previews your original and displays the results in the Epson Scan 2 window.
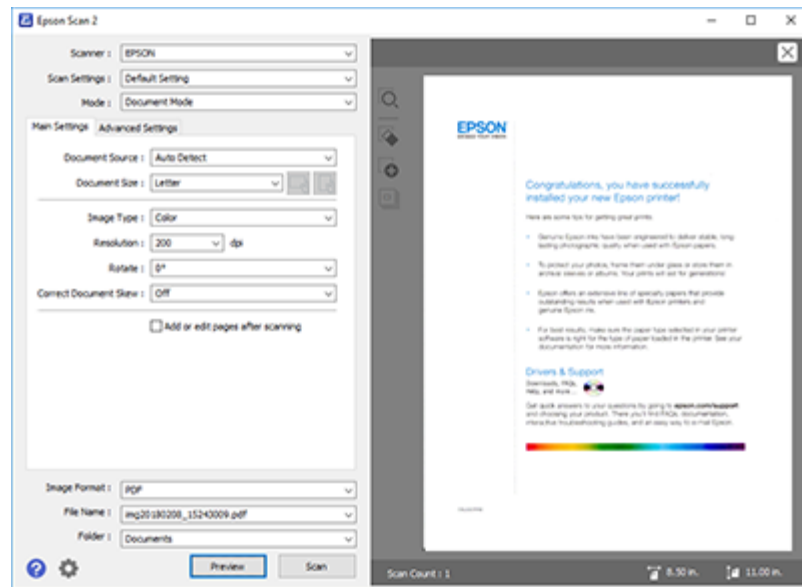
10. Select any of the additional settings that you want to use on the Main Settings tab.

11. Do one of the following:

   • If you're scanning in Document Mode, select any of the additional settings that you want to use on the Main Settings tab.

- If you're scanning in Photo Mode, select the **Color Management** and **Thumbnail Options** settings as necessary.

12. Click the **Advanced Settings** tab and select any settings that you want to use.

13. Select the format in which you want to save your scanned file as the **Image Format** setting. If necessary, select **Options** and select any desired format options.

14. Enter the file name for your scanned file in the **File Name** field. If necessary, select **Settings** to modify the file name settings.

15. Select the location in which you want to save your scanned file as the **Folder** setting. If necessary, select **Select** to create a new folder.

16. Click **Scan**.

The product scans your original and saves the scanned file in the location you specified.

Additional Scanning Settings - Main Settings Tab
Additional Scanning Settings - Advanced Settings Tab
Saving Scanned Documents as a Searchable PDF Using Epson Scan 2
Image Format Options
Scan Resolution Guidelines

Parent topic: Scanning

Additional Scanning Settings - Main Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Main Settings tab. Not all adjustment settings may be available, depending on other settings you have chosen.

Rotate
Rotates the original image clockwise to the desired angle before scanning it. Select **Auto** to allow your product to automatically rotate the image based on the orientation of the text (may take longer to scan).

Correct Document Skew
Corrects skewed originals, image contents, or both.

Add or edit pages after scanning
Lets you add, remove, or edit the pages in a scan, including rotating pages and changing the page order.

Note: To save multiple pages in a single file, you must select a file format that supports multiple pages such as **PDF** or **Multi-TIFF**. If you select another file format, each scanned image or page is saved as a separate file.

Additional Scanning Settings - Advanced Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Advanced Settings tab. Not all adjustment settings may be available, depending on other settings you have chosen.

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.

Remove Background
Removes the background of the originals.

Text Enhancement
Sharpens the appearance of letters in text documents.

Auto Area Segmentation
Makes black and white images clearer and text recognition more accurate by separating the text from the graphics.

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

Color Enhance
Enhances the shades of the color you select in the scanned image. This setting is available only if you select **Grayscale** or **Black & White** as the Image Type setting.

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.

Gamma
Adjusts the midtone density of the scanned image.

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.)

Edge Fill

Corrects shadowing around the edges of the image by filling the shadows with black or white.

Dual Image Output

Scans the original image twice using different output settings (Windows only).

Parent topic: Scanning in Epson Scan 2

Saving Scanned Documents as a Searchable PDF Using Epson Scan 2

You can scan a document and save the text in a searchable PDF. In a searchable PDF, text is recognized using Optical Character Recognition (OCR) and then embedded in the scanned original.

Note: The required Epson Scan 2 OCR Component is installed automatically when you install your product software as instructed on the *Start Here* sheet. If you install your scanner software programs individually, be sure to also install this component if you want to perform OCR.

1. Load your original in the product for scanning.

2. Start Epson Scan 2.

3. Select your scan settings.

4. Click **Preview** and adjust the area you want to scan, if necessary.

5. Select **Searchable PDF** as the Image Format setting.

6. Select **Options** from the Image Format list.

You see this window:
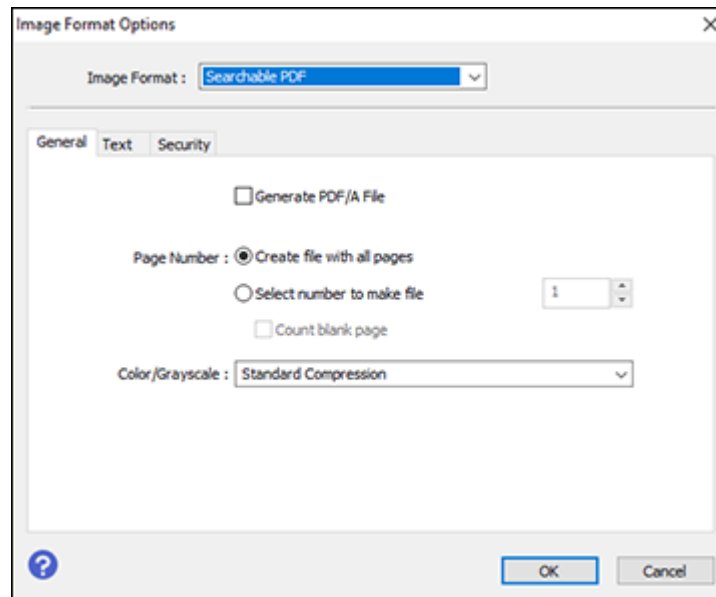
7. Select any of the options on the **General** tab.

8. Select the **Text** tab.

9. Make sure the language used in the document text is selected as the **Text Language** setting.

10. Select the **Security** tab if you want to add a password to the PDF or protect printing or editing properties.

11. Click **OK**.

12. Confirm the **File Name** setting and select a **Folder** setting for your document.

13. Click **Scan**.

The scanned image is saved as a searchable PDF.

Parent topic: Scanning in Epson Scan 2

Image Format Options

You can select different image formats and related options. For details on available options, click the **?** icon on the Epson Scan 2 Image Format Options window. Not all image formats have options.

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.)

PNG (*.png)
An image format that does not lose quality during editing.

TIFF (*.tif)
A file format created for exchanging data between many programs, such as graphic and DTP software.

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 systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file.

Searchable PDF (*.pdf)
A document format that is readable by Windows and Mac systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file. Recognized text in the scanned document can be searched.

Parent topic: Scanning in Epson Scan 2

Scan Resolution Guidelines

The **Resolution** setting, measured in dpi (dots per inch), controls the amount of detail captured in your scans. Increasing the resolution raises the amount of detail captured but comes with the following disadvantages:

- Larger file sizes

- It takes longer to scan your originals, send/receive your scans by email or fax, and to print your scans

- The image may become too large to fit on your display or print on paper

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 2. Follow these guidelines to determine the resolution setting you need:

- You will scan the image at its original size but enlarge it later in an image-editing program.

Increase the Epson Scan 2 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 a smaller size.

  Select the Epson Scan 2 Resolution setting based on how you will use the scanned image:

  - Email/view on a computer screen/post on the web: 96 to 200 dpi
  - Print/fax/convert to editable text (OCR)/create searchable PDF: 200 to 300 dpi

Parent topic: Scanning in Epson Scan 2

Replacing Ink Cartridges

When an ink cartridge is expended, you need to replace it.

You may also need to replace a cartridge that is more than six months old, or if your printouts do not look their best, even after cleaning and aligning the print head.

Note: Please dispose of your used Epson branded ink cartridges responsibly and in accordance with local requirements.

Check Cartridge Status
Purchase Epson Ink Cartridges
Removing and Installing Ink Cartridges
Replacing Ink Cartridges Using a Computer Utility
Printing with Black Ink and Expended Color Cartridges
Conserving Low Black Ink with Windows

Check Cartridge Status

Your product and its printing software will let you know when an ink cartridge is low or expended.

Checking Cartridge Status Lights
Checking Cartridge Status - Windows
Checking Cartridge Status - Mac

Parent topic: Replacing Ink Cartridges

Checking Cartridge Status Lights

You can check the status of your ink cartridges by checking the lights on your product.

- If the ◊ ink light is flashing, a cartridge is low. You can continue printing until the cartridge needs replacement.

- If the ◊ ink light is on, a cartridge is expended. You must replace the cartridge before you can print.

  Note: Depending on the color of the expended cartridge and how you are printing, you may be able to continue printing temporarily.

Parent topic: Check Cartridge Status

Related tasks

Removing and Installing Ink Cartridges

Related topics

Printing with Black Ink and Expended Color Cartridges

Checking Cartridge Status - Windows

A low ink reminder appears if you try to print when ink is low, and you can check your cartridge status at any time using a utility on your Windows computer.

1. To check your cartridge status, access the Windows Desktop and double-click the ![icon] icon for your product in the right side of the Windows taskbar, or click the up arrow and double-click ![icon].

   You see this window:
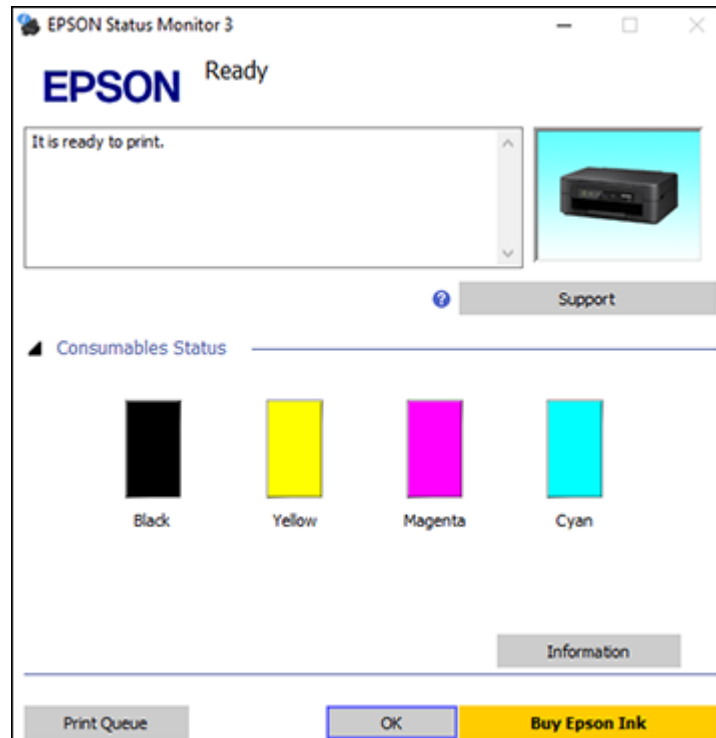
2. Replace or reinstall any ink cartridge indicated on the screen.

   Note: Depending on the color of the expended cartridge and how you are printing, you may be able to continue printing temporarily.

   Note: If any of the cartridges installed in the product are broken, incompatible with the product model, or improperly installed, Epson Status Monitor will not display an accurate cartridge status.

3. To disable the low ink reminder, right-click the product icon in the Windows taskbar and select **Monitoring Preferences**.

You see this window:

Monitoring Preferences

Select Notification

Event	Screen Notification
☑ Error	On
☐ Communication Error	Off
☑ Printer Selection Error	On
☐ Ink Low	Off

Default

Select Shortcut Icon

☑ Register the shortcut icon to the taskbar

Double-clicking the Shortcut Icon
opens the Printer Status Window.

☐ Allow monitoring of shared printers
☑ See Low Ink Reminder alerts
☑ Display Epson Offers
☐ Share my usage information with Epson

OK   Cancel   Help

4. Deselect the **See Low Ink Reminder alerts** checkbox at the bottom of the screen.

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

Parent topic: Check Cartridge Status

Related tasks

Removing and Installing Ink Cartridges

Checking Cartridge Status - Mac

You can check your cartridge status using a utility on your Mac.

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

2. Select **EPSON Status Monitor**.

   You see a window like this:
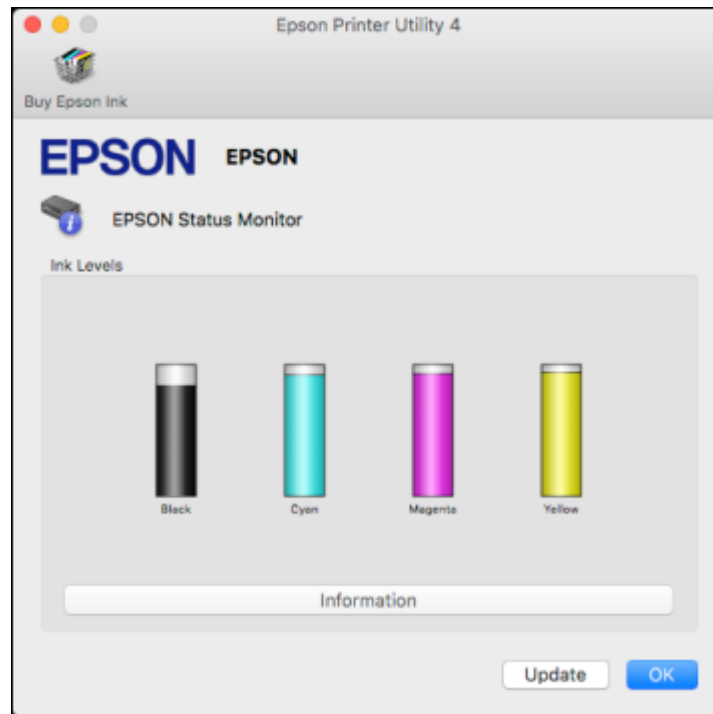
3. Do the following as necessary:

   • To update the ink cartridge status, click **Update**.

- Replace or reinstall any ink cartridge indicated on the screen.

Note: Depending on the color of the expended cartridge and how you are printing, you may be able to continue printing temporarily.

Note: If any of the cartridges installed in the product is broken, incompatible with the product model, or improperly installed, Epson Status Monitor will not display an accurate cartridge status.

Parent topic: Check Cartridge Status

Related tasks

Removing and Installing Ink Cartridges

Printing with Expended Color Cartridges - Mac

Purchase Epson Ink Cartridges

You can purchase genuine Epson ink and paper from an Epson authorized reseller. To find the nearest reseller, visit epson.com.jm or call your nearest Epson sales office.

Note: Your printer is designed to work only with genuine Epson-brand ink cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly or at all. Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure the printer functions as designed. These updates may affect the functionality of third-party ink. Non-Epson branded or altered Epson cartridges that functioned prior to a firmware update may not continue to function.

The included initial cartridges are designed for reliable printer setup and cannot be used as replacement cartridges or resold. After setup, the remaining ink is available for printing. Yields are based on ISO 24711 in default mode, printing continuously. Yields vary due to print images, settings, and temperatures. Printing infrequently or primarily with one color reduces yields. All cartridges must be installed with ink for printing and printer maintenance. For print quality, some ink remains in replaced cartridges.

Ink Cartridge Part Numbers

Parent topic: Replacing Ink Cartridges

Ink Cartridge Part Numbers

Use these part numbers when you order or purchase new ink cartridges, and use the cartridges within six months of installing them.

Ink color	Part number	
	Standard-capacity	**High-capacity**
Black	206	207
Cyan	206	—
Magenta	206	—
Yellow	206	—

Parent topic:

Removing and Installing Ink Cartridges

Make sure you have your replacement cartridges handy before you begin. You must install new cartridges immediately after removing the old ones.

Caution: Leave your old cartridges in the product until you are ready to replace them to prevent the print head nozzles from drying out. Do not open ink cartridge packages until you are ready to install the ink. Cartridges are vacuum packed to maintain reliability.

Note: If you remove a low or expended ink cartridge, you cannot re-install and use the cartridge.

1. Turn on your product.
2. Lift up the scanner unit.
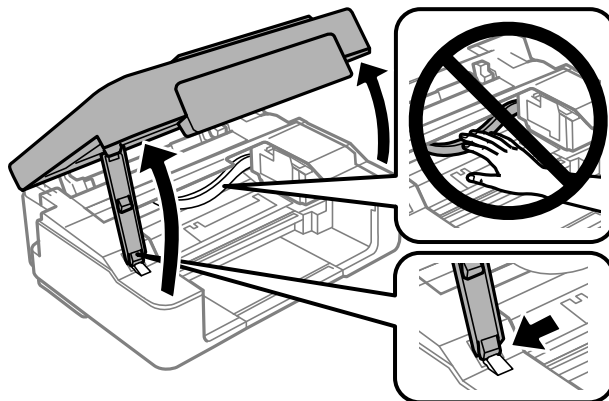
Caution: Do not move the print head by hand; otherwise, you may damage your product. Do not touch the flat white cable inside the printer.

3. Do one of the following:

    • If the ◊ ink light is on (one or more cartridges are expended), press the ⊗ stop button. The ink cartridge holder moves to the ⬙ icon position.

    • If the ◊ ink light is flashing (one or more cartridges are low), press and hold the ⊗ stop button for 10 seconds. The ink cartridge holder moves to the ⬙ icon position.

    • If the ◊ ink light is off, press and hold the ⊗ stop button for 10 seconds. The ink cartridge holder moves to the replacement position. Go to step 6.

4. Note the cartridge that needs to be replaced. If more than one cartridge needs replacing, the print head moves the next low or expended cartridge to the ⬙ icon position each time you press the ⊗ stop button.
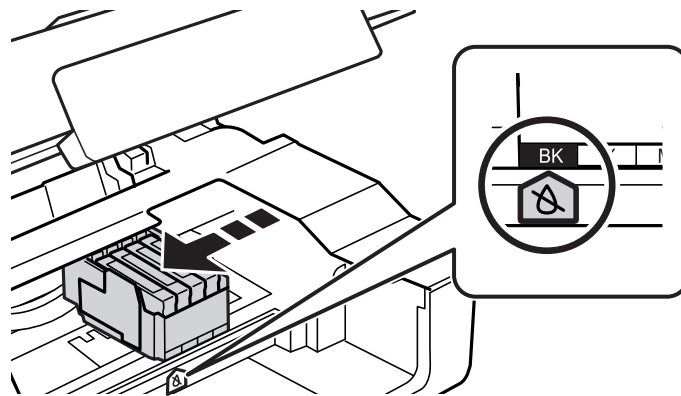
Note: You cannot remove an ink cartridge while the ink cartridge holder is in the ⬙ icon position.

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5. Press the ⃠ stop button until the print head moves to the replacement position.
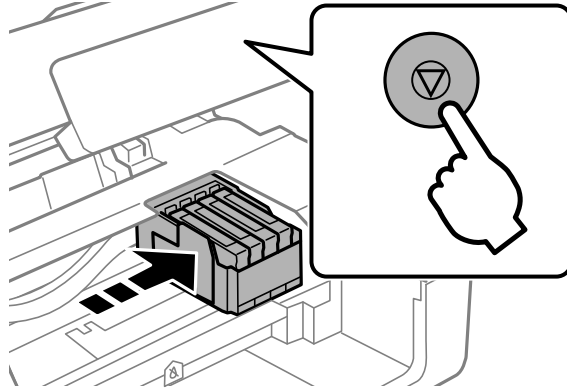
6. Squeeze the tab on the cartridge and lift the cartridge straight up to remove it.
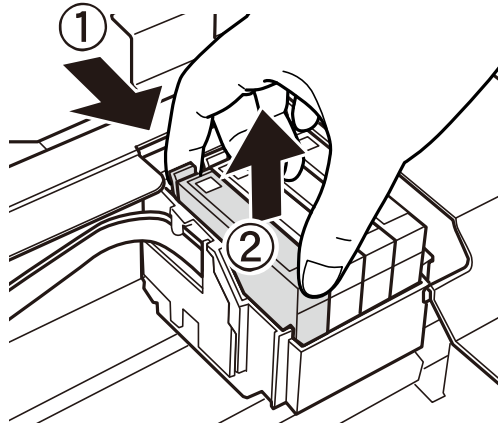
Note: Dispose of used cartridges carefully. Do not take the used cartridge apart or try to refill it.

Warning: If ink gets on your skin, wash it thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out and see a doctor right away. Keep ink cartridges out of the reach of children.

7. If you are replacing the black ink cartridge, gently shake the new black ink cartridge four or five times before unpacking it. Do not shake the color ink cartridges.
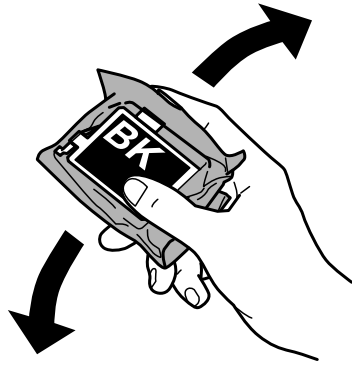
Caution: Do not shake the cartridges after opening the packages, or ink may leak.

8. Remove the cartridge from the package.
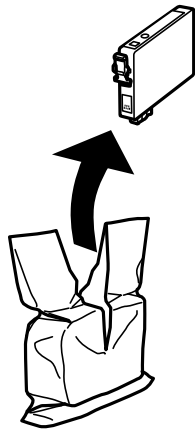
Caution: Do not touch the areas shown here. Doing so may prevent normal operation and printing.
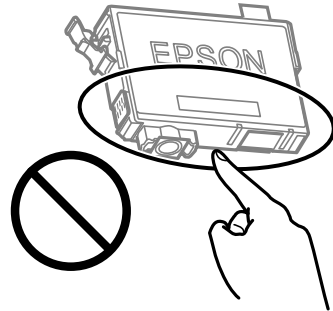
9. Remove the yellow tape from the cartridge.
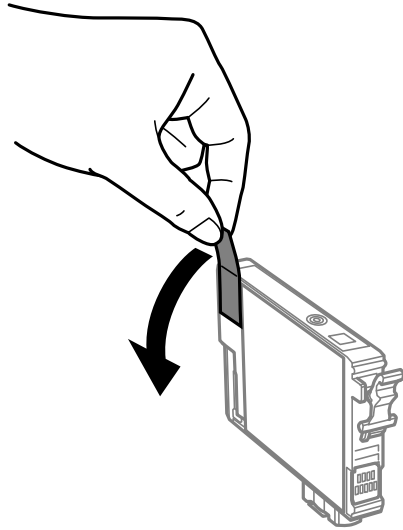
Caution: Do not remove any other labels or seals, or the ink cartridge may leak or become unusable.

10. Insert the new cartridge into the holder and push it down until it clicks into place and is level with the other cartridges.
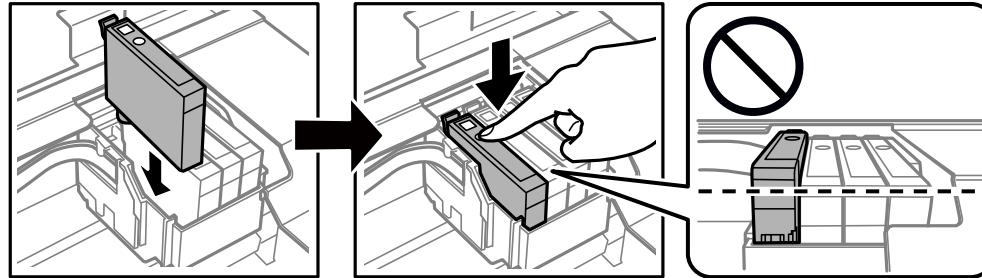
11. Lower the scanner unit.
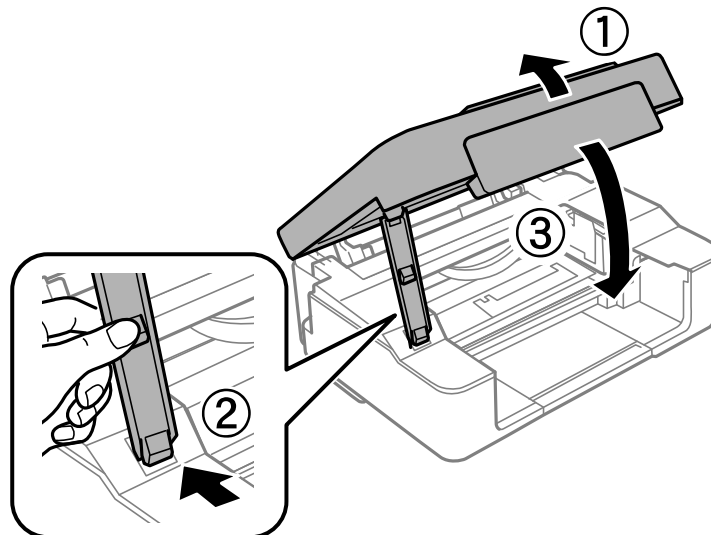
12. Press the ⊘ stop button.

The print head moves to its home position and the printer starts charging the ink. This takes about 2 minutes to complete. When the ⏻ power and ◊ ink lights stop flashing and remain on, ink charging is finished.

Caution: Never turn off the product while the power light is flashing or you will waste ink.

Note: If the ⬦ ink light is on after the print head moves to its home position, an ink cartridge may not be installed properly. Press the ▽ stop button, then press the ink cartridge down until it clicks into place.

Caution: If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the printer. The valve in the ink supply port is designed to contain any excess ink, but do not touch the ink supply port or surrounding area. Always store ink cartridges with the label facing up; do not store cartridges upside-down.

Parent topic: Replacing Ink Cartridges

Related concepts

Purchase Epson Ink Cartridges

Replacing Ink Cartridges Using a Computer Utility

You can use the Ink Cartridge Replacement utility to view on-screen instructions for replacing an ink cartridge. This method allows you to replace a cartridge before it is low or expended (if it is too old, for example).

1. Do one of the following:

   - **Windows**: Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click . Select **Printer Settings** and click the **Maintenance** tab.

   - **Mac**: In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.

You see a window like this:
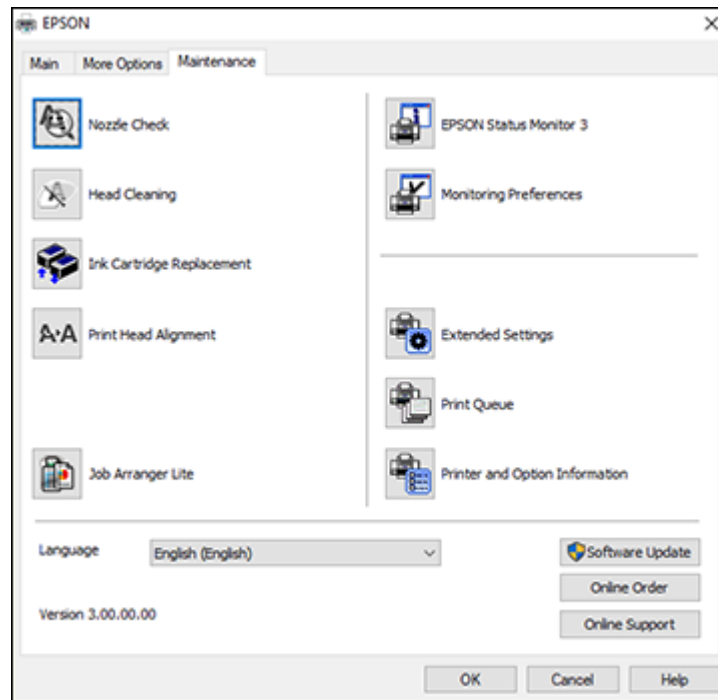
2. Click the **Ink Cartridge Replacement** icon and follow the on-screen instructions to replace your ink cartridges as necessary.

Parent topic: Replacing Ink Cartridges

Related concepts

Purchase Epson Ink Cartridges

Printing with Black Ink and Expended Color Cartridges

When a color ink cartridge is expended, you can temporarily continue printing from your computer using black ink. Replace the expended color cartridge as soon as possible for future printing.

Note: You cannot print with expended color ink cartridges using your product's control panel.

Printing with Expended Color Cartridges - Windows

Parent topic: Replacing Ink Cartridges

Printing with Expended Color Cartridges - Windows

If you see a message during printing telling you that you can temporarily print in black ink with an expended color cartridge, you can cancel your print job and select settings to print on plain paper or on an envelope.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

Note: To use this feature, Epson Status Monitor must be enabled.

1. Click **Cancel** or **Cancel Print** to cancel your print job.

    Note: If the message screen appears on another computer on a network, you may need to cancel the print job using the product control panel.

2. Load plain paper or an envelope in your product.

3. Access the print settings in your print application.

4. Click the **Main** tab and make sure **Borderless** is not selected.

5. Select **Plain Paper/Bright White Paper** or **Envelope** as the paper type setting.

6. Select the **Black/Grayscale** Color setting.

7. Click **OK**.

8. Print your document.

    Epson Status Monitor 3 displays a print message.

9. Click **Print in Black** to print your document.

Parent topic: Printing with Black Ink and Expended Color Cartridges

Related tasks

Selecting Basic Print Settings - Windows
Loading Paper in the Rear Paper Feed

Printing with Expended Color Cartridges - Mac

If printing stops, you can cancel your print job and select settings to temporarily print with only black ink on plain paper or on an envelope.

1. Click the printer icon in the Dock.

2. If you see a message telling you that you can temporarily print with only black ink, click the **Delete** or ⊠ button to cancel your print job. If you see an error message, click **OK**.

   Note: If the message screen appears on another computer on a network, you may need to cancel the print job using the product control panel.

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

4. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**.

5. Select **Driver** or **Options**.

   You see a screen like this:
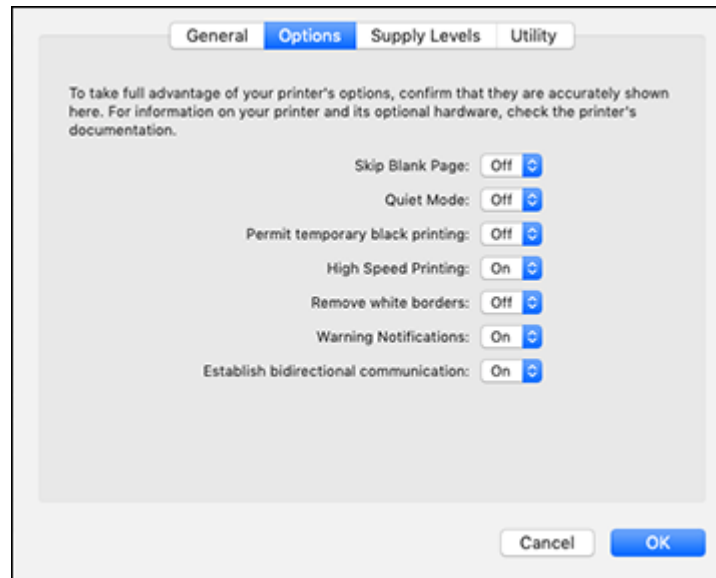
6. Select **On** as the **Permit temporary black printing** setting.

7. Click **OK**.

8. Close the utility window.

9. Load plain paper or an envelope in your product.

10. Access the print settings in your print application.

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

12. Select **Plain Paper/Bright White Paper** or **Envelope** as the paper type setting.

13. Select the **Grayscale** option.

14. Click **Print** to print your document.

Parent topic: Printing with Black Ink and Expended Color Cartridges

Related tasks

Selecting Basic Print Settings - Mac

Loading Paper in the Rear Paper Feed

Cancelling Printing Using a Product Button

Conserving Low Black Ink with Windows

The following window appears when black ink runs low and there is more color ink.
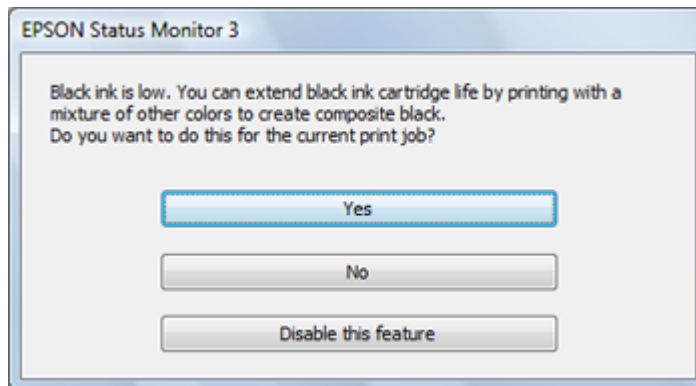
Note: The window appears only when you have selected **Plain Paper/Bright White Paper** as the paper type setting, and depends on other selected print settings. To use this feature, Epson Status Monitor must be enabled.

- Click **Yes** to use a mixture of color inks to create black, or **No** to continue using the remaining black ink for the document you are printing.

- Click **Disable this feature** to continue using the remaining black ink.

  Note: If you disable this feature, it remains disabled until you install a new black ink cartridge.

Parent topic: Replacing Ink Cartridges

Adjusting Print Quality

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

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

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

Print Head Maintenance

Print Head Alignment

Cleaning the Paper Path

Related topics

Replacing Ink Cartridges

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 an ink cartridge is expended, and may not be able to clean it when a cartridge is low. You must replace the cartridge first.

Print Head Nozzle Check

Print Head Cleaning

Parent topic: Adjusting Print Quality

Related topics

Replacing Ink Cartridges

Print Head Nozzle Check

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

Checking the Nozzles Using the Product Buttons

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.

   Note: It can take a few seconds for the nozzle check pattern to start printing. If it does not start printing after a few seconds, make sure there is paper loaded in the product.

5. Check the printed pattern to see if there are gaps in the lines.
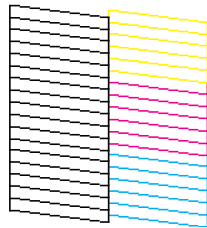
   Print head is clean

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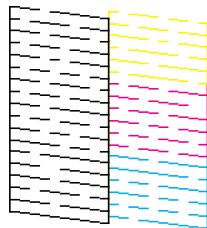
6. If there are no gaps, the print head is clean and you can continue printing.

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

Parent topic: Print Head Nozzle Check

Related tasks

Cleaning the Print Head Using the Product Buttons

Related topics

Loading Paper

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:** Access the Windows Desktop and right-click the ![icon] icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click ![icon].

   - **Mac**: In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.

3. Select **Nozzle Check**.

You see a window like this:
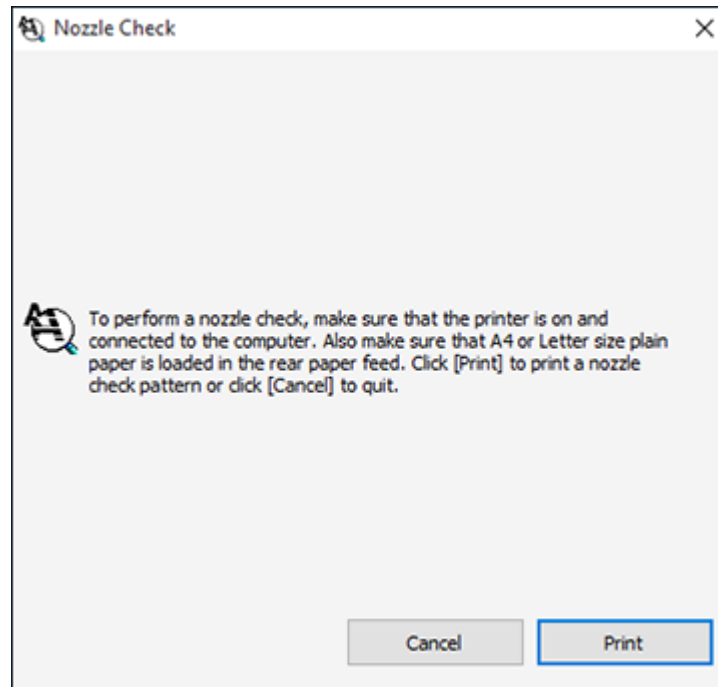
4. Click **Print**.

5. Check the printed pattern to see if there are gaps in the lines.
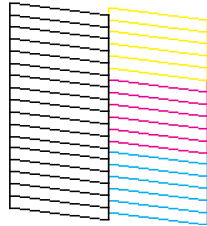
   Print head is clean

   Print head needs cleaning
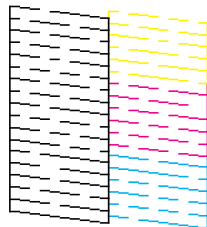
6. If there are no gaps, click **Finish**.

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

   Parent topic: Print Head Nozzle Check

   Related tasks
   Cleaning the Print Head Using a Computer Utility

   Related topics
   Loading Paper

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 an ink cartridge is expended, and may not be able to clean it when a cartridge is low. You must replace the cartridge first.

Parent topic: Print Head Maintenance

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 five 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 or open the scanner unit during a cleaning cycle or you may not be able to print.

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, wait at least 6 hours without printing or, if you continue printing, wait longer than 6 hours. Then try cleaning the print head again. If quality still does not improve, contact Epson.

Parent topic: Print Head Cleaning

Related tasks
Checking the Nozzles Using the Product Buttons

Related topics
Loading Paper
Replacing Ink Cartridges

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:** Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .

- **Mac**: In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.

3. Select **Head Cleaning**.

You see a window like this:
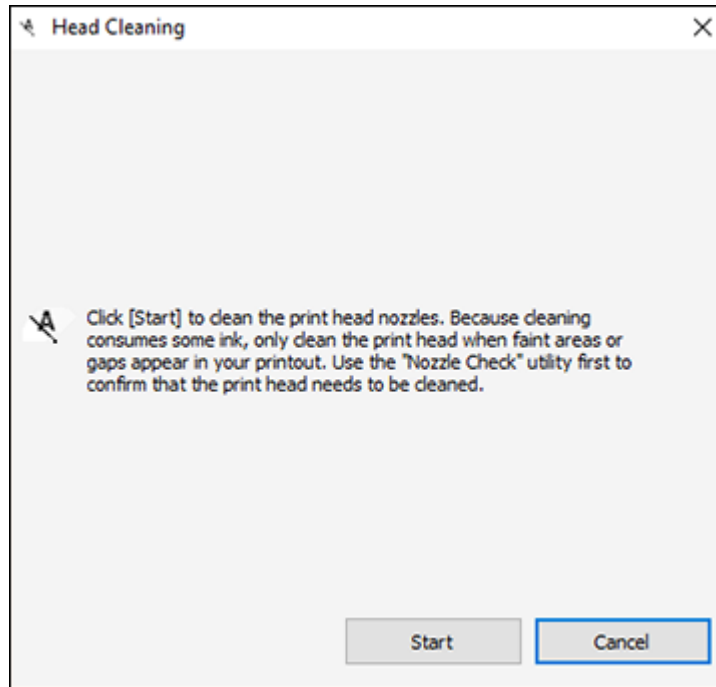
4. Click **Start** to begin the cleaning cycle.

5. When the cleaning cycle is finished, 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.
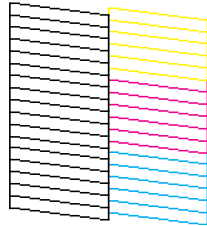
   Print head is clean

   Print head needs cleaning
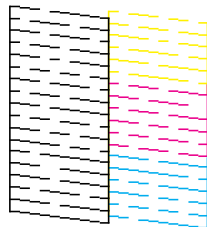
   - If there are no gaps, click **Finish**.

   - 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, wait at least 6 hours without printing or, if you continue printing, wait longer than 6 hours. Then try cleaning the print head again. If quality still does not improve, contact Epson.

Parent topic: Print Head Cleaning

Related tasks

Checking the Nozzles Using a Computer Utility

Related topics

Loading Paper

Replacing Ink Cartridges

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 or Mac computer.

1. Load a few sheets of plain paper in the product.
2. Do one of the following:

   - **Windows:** Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .

   - **Mac**: In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer 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 a window like this:
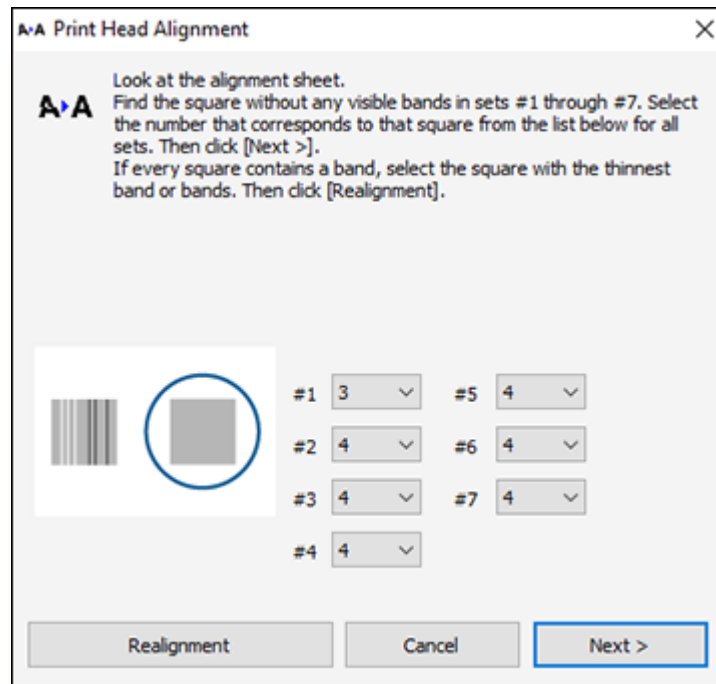
5. Check the printed pattern and follow the instructions on the screen to choose the number of the best printed pattern for each set.

• After choosing a 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.

Caution: Do not use tissues to clean the rollers inside the product; lint from tissue may clog the print head nozzles.

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.

   Note: Make sure there is no dust or stains on the scanner glass or document cover.

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 tasks
Copying Documents or Photos

Related topics
Loading Paper

Cleaning and Transporting Your Product

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

Cleaning Your Product
Cleaning the Print Head Path
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

Cleaning the Print Head Path

If the print quality has not improved after aligning the print head and cleaning the paper guide, the print head path inside the product may be smeared with ink.

To clean the print head path, use the following:

• Several cotton swabs

- ¼ cup (59 ml) water containing 2 to 3 drops of mild dish detergent
- A small flashlight

Caution: Do not use any other liquid to clean the print head path or you may damage your product.

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Lift up the scanner unit.
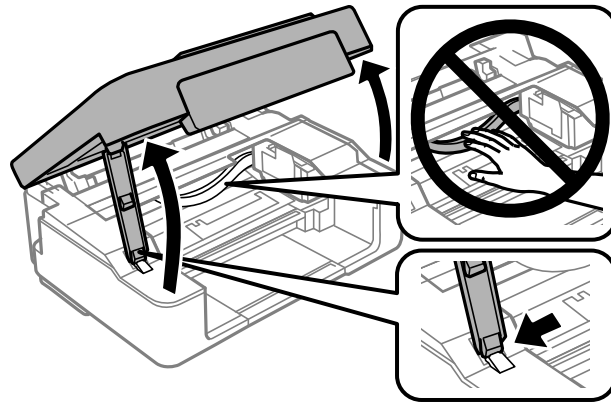
5. Using the flashlight, check the translucent film shown here for ink smears.
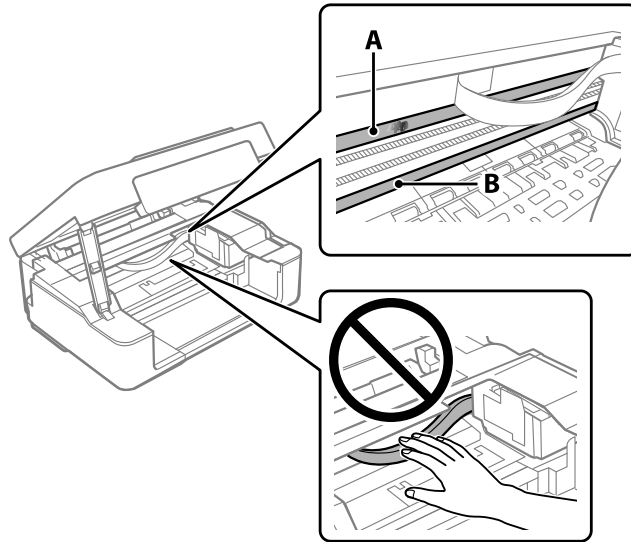
| 1 | Translucent film |
| 2 | Print head rail |

Caution: Do not touch the flat white cable or the print head rail; otherwise, you may not be able to print. Do not wipe off the grease on the rail.

6. Moisten a cotton swab with the water and detergent mixture and squeeze out any excess moisture. Use it to lightly wipe ink off the translucent film.
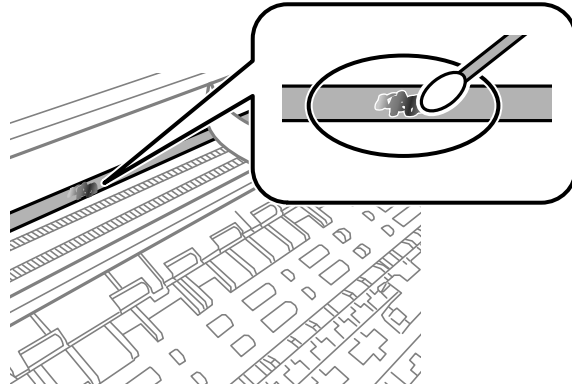
Caution: Do not press too hard on the film or you may dislocate the anchor springs and damage the product.

7. Use a new, dry cotton swab to dry the translucent film.

8. Repeat steps 6 and 7 as necessary to clean all ink smears.

9. When the translucent film is dry, close the scanner unit.

10. Plug in the power cable and reconnect any interface cables.

Parent topic: Cleaning and Transporting Your Product

Transporting Your Product

If you need to store your product or transport it a long distance, prepare it for transportation as described here.

Caution: During transportation and storage, follow these guidelines:

• Avoid tilting the product or turning it upside down. Also avoid placing the product on its side for an extended period of time. Ink may leak.
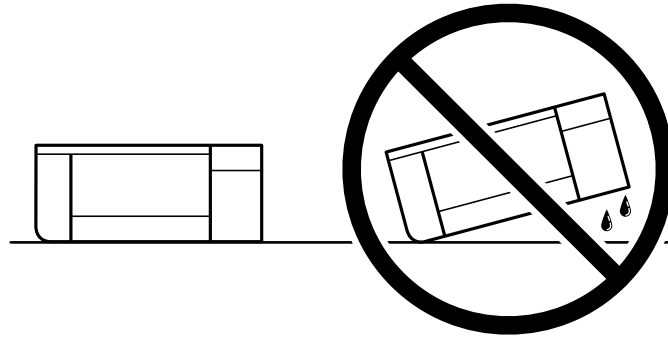
• Leave the ink cartridges installed. Removing the cartridges can dry out the print head and may prevent the product from printing.

• Do not carry the product by its control panel; this may damage the product.

Note: Before storing your product for a long period, replace low, expended, or expired ink to help prevent the print head from drying out. Store your product in a cool, dry place.

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, then turn the product off again.
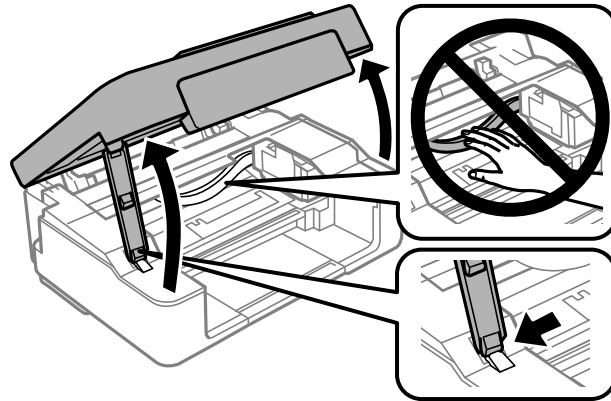
3. Secure the ink cartridge holder to the case with tape.
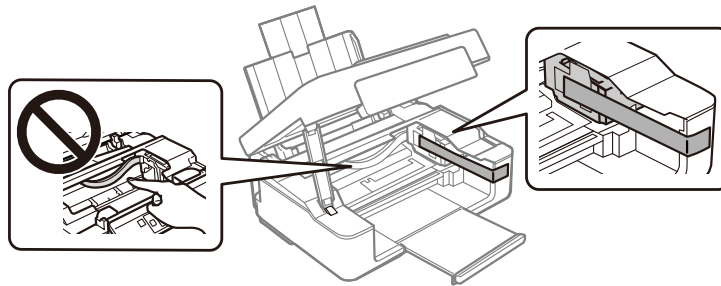
Caution: Do not place tape on the white flat cable inside the product; otherwise, you may damage your product.

4. Lower the scanner unit all the way as shown.
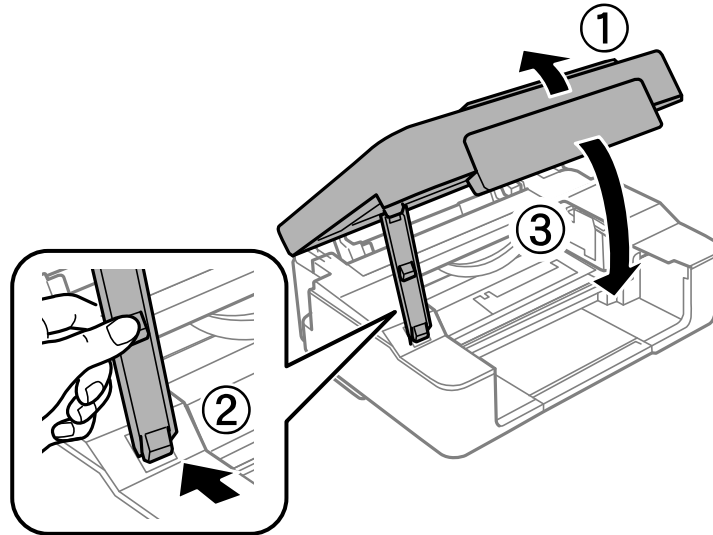
5. Remove all the paper from the product.

6. Unplug the power cable.

7. Disconnect any connected cables.

8. Close all parts on the product as shown.
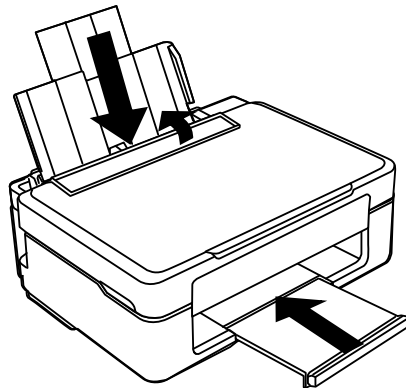
9. Place the product in its original packing materials, if possible, or use equivalent materials with cushioning around the product.

Keep the product level during transportation. Be sure to remove the tape from the ink cartridge holder before turning on your 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

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
Resetting Network Settings
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
Uninstall Your Product Software
Where to Get Help

Checking for Software Updates

It's a good idea to check Epson's support website occasionally for free updates to your product software. Visit epson.com.jm/support and select your product.

Note: Your printer is designed to work only with genuine Epson-brand ink cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly or at all. Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure the printer functions as designed. These updates may affect the functionality of third-party ink. Non-Epson branded or altered Epson cartridges that functioned prior to a firmware update may not continue to function.

- **Windows**: Your printer software automatically checks for updates. You can also manually update the software by selecting **Software Update** here:

  - Accessing the Windows Desktop and right-clicking the icon for your product in the right side of the Windows taskbar, or clicking the up arrow and right-clicking .

- On the **Maintenance** tab in the printer settings window

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

- **OS X**: You can manually update the software by opening the **Applications** > **Epson Software** folder and selecting **EPSON Software Updater**.

- **macOS 10.12.x, 10.13.x, or 10.14.x**: You can manually update the software by opening the **App Store**, selecting **Updates**, searching for a software update option for Epson Software, and selecting **Update**.

Parent topic: Solving Problems

Related tasks

Changing Automatic Update Options

Product Light Status

You can often diagnose problems with your product by checking its lights.
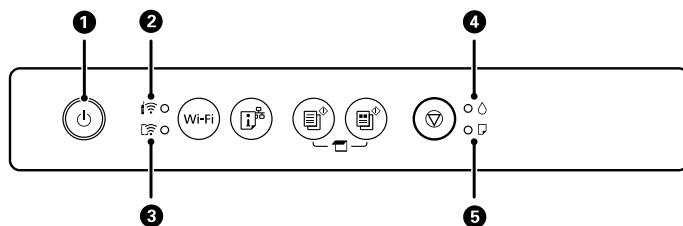
1   ⏻ power light

2   Wi-Fi light

3   Wi-Fi Direct light

4   ink light

5   paper light

Light status	Condition/solution
The ⏻ power light is on	The product is turned on.

Light status	Condition/solution
The 🛜 Wi-Fi light is on	The product is connected to a wireless network.
The 📶 Wi-Fi Direct light is on	The product is connected to a device using Wi-Fi Direct.
The ⏻ power light is flashing	The product is busy. Wait for the ⏻ power light to stop flashing before turning off the product.
The 🛜 Wi-Fi light is flashing The 📶 Wi-Fi Direct light is flashing	A Wi-Fi connection error has occurred. Press the **Wi-Fi** button to clear the error and try again.
The ◊ ink light is on	An ink cartridge is expended or not installed correctly. Replace or reinstall the cartridge. (Depending on the color of the expended cartridge and how you are printing, you may be able to continue printing temporarily.)
The ◊ ink light is flashing	Ink in a cartridge is low. You can continue printing, or check which cartridge is low and replace it.
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.
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 ◊ ink light is on The 🗇 paper light is on	The product was not turned off correctly. Press the 📄 B&W copy button or the 📄 color copy button to clear the error, then run a nozzle check and cancel any pending print jobs. Always use the ⏻ power button to turn off the product.
The ◊ ink and 🗇 paper lights are flashing simultaneously	An ink pad is nearing or at the end of its service life. Contact Epson for support. If a message to continue printing appears on your computer, press the 📄 B&W copy button or the 📄 color copy button to continue printing.
The ◊ ink and 🗇 paper lights are flashing alternately	A borderless printing ink pad is nearing or at the end of its service life. Contact Epson for support. If a message to continue printing appears on your computer, press the 📄 B&W copy button or the 📄 color copy button to continue printing. Borderless printing is not available until the ink pad is replaced.

Light status	Condition/solution
The 📶 Wi-Fi light is on The 📶 Wi-Fi Direct light is on The ⬤ ink light is on The 🗎 paper light is on	An error has occurred during firmware updating. Connect your product using a USB cable and try updating the firmware again. If the error continues, contact Epson for support.
All lights are flashing	Paper or protective material is stuck inside the product. Open the scanner unit and remove any jammed paper or protective materials. Turn the product off and then back on again. If the error continues, contact Epson for support.

Note: The ink pads in the printer collect, distribute, and contain the ink that is not used on printed pages. During the life of your product it may reach a condition where either satisfactory print quality cannot be maintained or the ink pads have reached the end of their usable life. The Epson Status Monitor, your LCD screen, or lights on the control panel will advise you when these parts need replacing. If this happens during the standard warranty of the product, the exchange of the product or replacement of the pads is covered under the standard warranty. If the product is out of warranty, the pads can be replaced by any Epson authorized service provider. The waste ink pads are not a user-replaceable part.

Parent topic: Solving Problems

Related concepts
Check Cartridge Status

Related references
Paper Jam Problems
Where to Get Help

Related tasks
Printing a Network Status Sheet
Printing a Network Connection Report

Related topics
Wi-Fi Networking
Replacing Ink Cartridges
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. 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.

   Note: It can take a few seconds for the nozzle check to start printing. If the nozzle check does not start printing after a few seconds, make sure there is paper loaded in the printer.

5. Check the printed pattern to see if there are gaps in the lines.
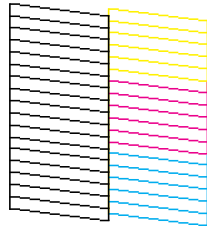
   Print head is clean

   Print head needs cleaning
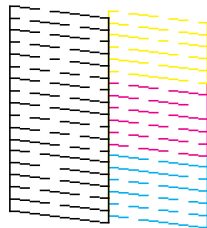
6. Do one of the following, depending on the results of the product check:

    • 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
Uninstall Your Product Software

Related references
Where to Get Help

Related topics
Loading Paper

Resetting Network Settings

You can reset the network settings to their factory defaults.

Note: Before resetting the network settings, make a note of your product's SSID (network name) and password, and any network settings selected for the Epson Connect services you may use. These settings will be reset to their default values.

1. Turn off your product.

2. Hold down the 🖳 network status button and press the ⏻ power button until the 📶 Wi-Fi light and 📶 Wi-Fi Direct light flash alternately. Then release both buttons.

When the 📶 Wi-Fi light and 📶 Wi-Fi Direct light turn off, the Wi-Fi settings are reset.

Parent topic: Solving Problems

Solving Setup Problems

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

Parent topic: Solving Problems

Product Does Not Turn On or Off

If you cannot turn the product on or off, try these solutions:

• If you cannot turn on your product, make sure the power cord is securely connected and hold down the power button a little longer.

• If you cannot turn off your product, hold down the power button a little longer. If you still cannot turn off your product, unplug the power cord, plug the power cord back in, then turn your product on and off again using the power button.

Parent topic: Solving Setup Problems

Noise After Ink Installation

If you hear noises from your product after installing ink, check the following:

• The first time you install ink cartridges, 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 5 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 topics
Replacing Ink Cartridges

Software Installation Problems

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

• Make sure your product is turned on and any necessary cables are 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.

- If you are printing over a network, make sure your product is set up properly on the network.

Parent topic: Solving Setup Problems

Related concepts
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 Printer Window
Cannot Print Over a Network
Cannot Scan Over a Network
Wireless Network Connection is Unstable on a Mac

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 🛜 Wi-Fi 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 5 seconds or until the 🛜 Wi-Fi and 🛜 Wi-Fi Direct lights start blinking.

- Make sure to place your product within contact range of your 2.4 GHz router or access point. Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

  Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- Verify that your router or access point is operating correctly by connecting to it from your computer or another device.

- Print a network connection report and check the codes and messages on the report to help determine the cause of the problem.

- You may need to disable the firewall and any anti-virus software on your wireless router or access point.

- Try restarting your router following the instructions in your router documentation.

  Note: If you are reading these instructions online, you will lose your Internet connection when you restart your router.

- 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.

- Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.

- If you cannot connect your product to a device using Wi-Fi Direct, you may have exceeded the maximum number of devices connected to your product (8). Print a network status sheet or access Web Config on the browser for your device and check the number of connected devices. If 8 devices are already connected, disconnect a device by deleting the product's SSID from the Wi-Fi screen of

that device. If fewer than 8 devices are connected, check the accuracy of your other network settings, move your device closer to your product, and try connecting again.

• If you are using a Wi-Fi Direct connection that suddenly disconnects, the Wi-Fi direct password on your device may have been changed. If necessary, delete the existing **DIRECT-xxxxxxxx** connection settings from your device and enter a new password. See your device documentation for instructions.

• If you connected your product to a Windows computer using Wi-Fi Direct and it automatically selected Access Point Mode, you may have trouble accessing a low-priority Internet connection. Check the network connection or adapter settings in the Windows Control Panel and set the **Internet metric** setting to **100** for your version of the Internet Protocol.

Parent topic: Solving Network Problems

Related tasks

Printing a Network Status Sheet

Printing a Network Connection Report

Related topics

Wi-Fi Networking

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 the connection using your product control panel.

• Check if your network name (SSID) contains non-ASCII characters. Your product cannot display non-ASCII characters.

• Print a network connection report and check the codes and messages on the report to help determine the cause of the problem.

• Make sure your product is not connected to a guest network.

• If necessary, reinstall your product software and try running EpsonNet Setup again:

1. Reset your product's network settings to their factory defaults.

2. **Windows only:** Uninstall your product software.

3. Restart your router following the instructions in your router documentation.

   Note: If you are reading these instructions online, you will lose your Internet connection when you restart your router, so note the next step before restarting it.

4. Download your product software from the Epson website using the instructions on the *Start Here* sheet.

• If you have replaced your router, reinstall your product software to connect to the new router.

Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

• Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing detection of your device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.

Parent topic: Solving Network Problems

Related concepts
Uninstall Your Product Software

Related tasks
Printing a Network Status Sheet
Printing a Network Connection Report

Related topics
Wi-Fi Networking

Product Does Not Appear in Mac Printer Window

If your product does not appear in the Mac 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 Wi-Fi 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 5 seconds or until the Wi-Fi and Wi-Fi Direct lights start blinking.

• If you are connecting the product wirelessly via EpsonNet Setup and the Wi-Fi light on your product is not solid green, make sure your product software was installed correctly. If necessary, reinstall your software.

Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band,

give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

Parent topic: Solving Network Problems

Related topics

Wi-Fi Networking

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.

• Print a network connection report and check the codes and messages on the report to help determine the cause of the problem.

• 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. Avoid placing your product near a microwave oven, cordless phone, or large metal object, such as a filing cabinet.

  Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

• Try restarting your router following the instructions in your router documentation.

  Note: If you are reading these instructions online, you will lose your Internet connection when you restart your router.

- Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing printing from a device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.

- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the 📶 Wi-Fi 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 5 seconds or until the 📶 Wi-Fi and 📶 Wi-Fi Direct lights start blinking.

Parent topic: Solving Network Problems

Related tasks
Printing a Network Status Sheet
Printing a Network Connection Report

Related topics
Wi-Fi Networking

Cannot Scan Over a Network

If you have problems scanning over a network, try these solutions:

- If you cannot scan from your product control panel, make sure you restarted your computer after installing the product software. Make sure the Event Manager program is not being blocked by your firewall or security software.

  Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- Make sure you are scanning from a computer. If you want to scan from your product control panel, you must connect the product to your computer with a USB cable.

- 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 2, exit Epson Scan 2, wait a few seconds, and restart it. If Epson Scan 2 cannot restart, turn off your product, turn it back on, and try restarting Epson Scan 2 again.

- Check the scanner setting and reset the connection if necessary using Epson Scan 2 Utility:

Windows 10: Click and select **EPSON** > **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

Windows 8.x: Navigate to the **Apps** screen, select **EPSON**, and select **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

Windows (other versions): Click or **Start** > **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

Mac: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

• 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 concepts
Scan Resolution Guidelines

Related topics
Wi-Fi Networking
Starting a Scan

Wireless Network Connection is Unstable on a Mac

If you connected a device to a USB 3.0 port on your Mac, you may experience wireless network interference between your product and your Mac.

If you cannot connect to your product over the wireless network or the connection becomes unstable, move the device connected to your Mac USB 3.0 port further away from your Mac.

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
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 is on, make sure your product software is installed correctly.

• Make sure your product is level (not tilted).

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 rear paper feed 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.

• Place the product on a flat surface.

• 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.

• Make sure your paper meets the specifications for your product.

- Try cleaning the paper path.
- Do not place objects on the feeder guard.
- 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 rear paper feed printable side up.
  - Follow any special loading instructions that came with the paper.

Parent topic: Solving Paper Problems

Related references
Paper Jam Problems
Paper Specifications
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 rear paper feed slot.
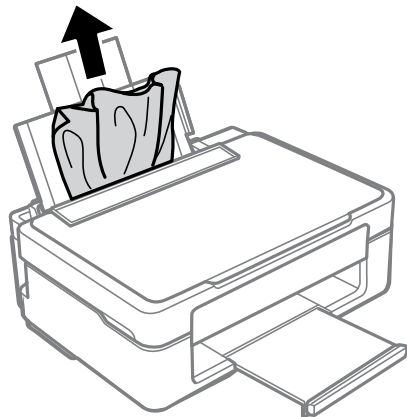
3. Gently pull out any jammed paper from the output tray.
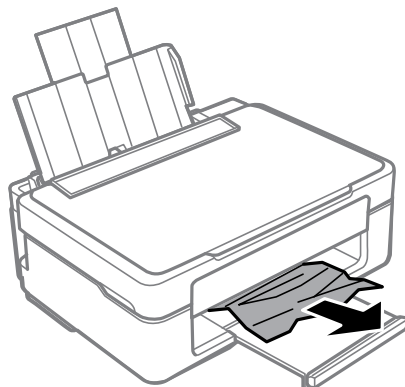
4. Open the scanner unit.
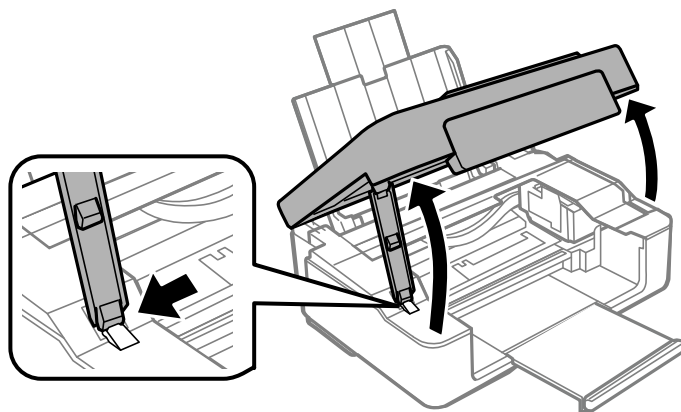
5. Gently remove any jammed paper.
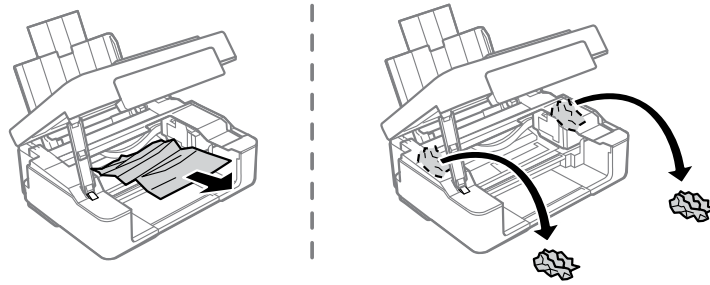
Caution: Do not touch the parts shown here or you may damage the product.
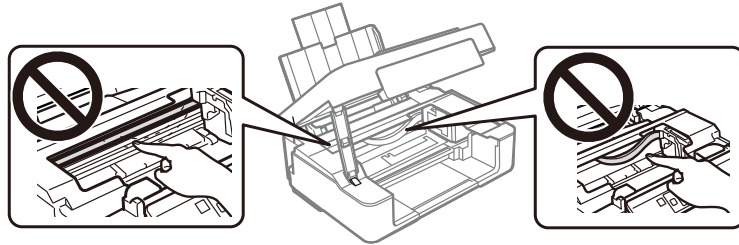
6. Close the scanner unit.
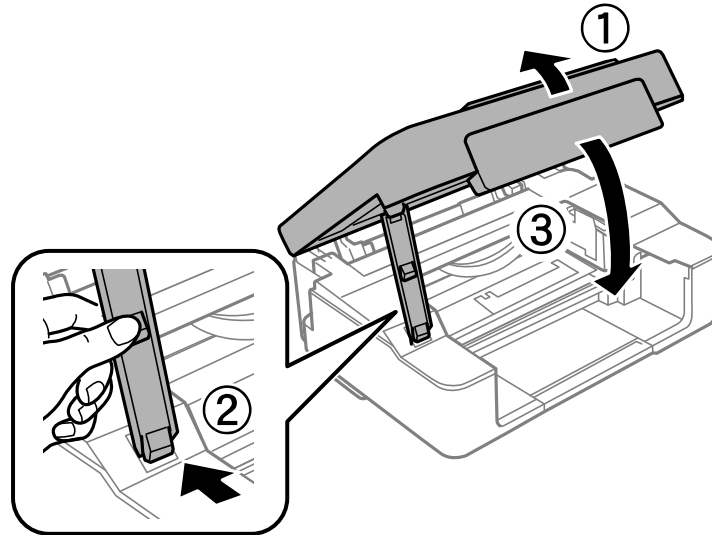
7. Carefully follow all paper loading instructions when you load new paper.

Parent topic: Solving Paper Problems

Related topics

Loading Paper

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 - Printing Software

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 and connected to your computer.

- 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.

- If the printer cannot print using a USB connection, disconnect the USB cable from the computer, right-click on the printer icon displayed on the computer, and select **Remove Device**. Then connect the USB cable to the computer and try a test print.

- Make sure the printer status is not offline or pending.

- 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 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. Print the image at a lower resolution or if necessary, increase your system's memory.

- In Windows, make sure your product is selected as the default printer and the printer port setting matches the printer connection port.

- In Windows, delete all jobs from the Windows Spooler. Click **Print Queue** on the Maintenance tab in the printer settings window, and cancel any stalled print jobs.

- On a Mac, make sure the printer is added to the printer list and the printer is not paused.

- Make sure your product is selected as the printer in your printing program.

Parent topic: Solving Problems Printing from a Computer

Related references

Windows System Requirements

Mac System Requirements

Related tasks

Running a Product Check

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 10:** Click [icon] and select [icon] (Settings) > **Devices** > **Printers & scanners**. Select your product name and select **Manage** > **Printing preferences**.

   - **Windows 8.x**: Navigate to the **Apps** screen and select **Control Panel** > **Hardware and Sound** > **Devices and Printers**. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.

   - **Windows 7**: Click [icon] and select **Devices and Printers**. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.

   - **Windows Vista**: Click [icon], select **Control Panel**, and click **Printer** under **Hardware and Sound**. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.

2. Click the **Maintenance** tab.

3. Click the **Extended Settings** button.

4. Select **Enable EPSON Status Monitor 3** and click **OK**.

5. Click the **Monitoring Preferences** button.

6. Click the checkbox for the option that adds the shortcut icon to the taskbar.

7. 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.

• Make sure **Quiet Mode** is turned off.

• 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.

• If you are printing over a wireless network, factors such as interference, network traffic, or weak signal strength may affect your printing speed.

   Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

• If you are printing photos on plain paper, print speed may be reduced to maintain image quality.

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** or **Utility** tab, select **Extended Settings** or **Speed and Progress**, and select the following settings:

   • **Always Spool RAW Datatype**

   • **Page Rendering Mode**

   • **Print as Bitmap**

- **Windows**: Select **Printer Properties**, click the **More Options** tab, and make sure the **High Speed** setting is enabled.

- **Mac**: Select **System Preferences**, select **Printers & Scanners**, and select your product. Select **Options & Supplies**, select **Options** (or **Driver**), and enable the **High Speed Printing** setting.

If printing is still slow and you are using Windows 7 or Windows Vista, try the following:

1. Click [image] and select **Computer** or **My Computer**. Double-click the **C:** drive and open these folders: **ProgramData > EPSON > PRINTER**.

   Note: If you do not see the ProgramData folder, open the **Organize** menu and select **Folder and search options**. In the window that appears, click the **View** tab, select **Show hidden files, folders, and drives** in the Advanced settings list, and click **OK**.

2. Right-click the **EPAUDF01.AUD** file and select **Delete**.

3. Restart your computer and try printing again.

Parent topic: Solving Problems Printing from a Computer

Related references

Paper or Media Type Settings - Printing Software
Windows System Requirements
Mac System Requirements

Related tasks

Selecting Basic Print Settings - Windows
Selecting Extended Settings - Windows
Selecting Basic Print Settings - Mac
Selecting Printing Preferences - Mac

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
Border Appears on Borderless Prints
Incorrect Characters Print

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.)

Parent topic: Solving Page Layout and Content Problems

Related tasks

Selecting Additional Layout and Print Options - Windows

Selecting Print Layout Options - Mac

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 Basic Print Settings - Windows

Selecting Basic Print Settings - Mac

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, if available.

• 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 Extended Settings - Windows

Selecting Basic Print Settings - Mac

Selecting Printing Preferences - Mac

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 product.

- When placing originals on the scanner glass, align the corner of the original with the corner indicated by the arrow. If the edges of the copy are cropped, move the original slightly away from the corner.

- Clean the scanner glass and the document cover. If there is dust or stains on the glass, the copy area may extend to include the dust or stains.

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

Border Appears on Borderless Prints

If you see a border on borderless prints, try these solutions:

- Make sure you are printing on a compatible borderless paper type and size.

  Note: For custom paper sizes, make sure you select a supported borderless page width.

- **Windows**: Make sure you selected the **Borderless** setting in your printer software.

- **Mac**: Make sure you selected the **Borderless** checkbox or a paper size with a **Borderless** option in your printer software.

- Adjust the **Expansion** setting to adjust the amount of image expansion on the edges of borderless prints.

- Make sure the image size and the paper size are set correctly; if the image is small, the enlargement may not be enough to cover the paper.
- Access the Extended Settings (Windows) or Printing Preferences (Mac) and select **Remove White Borders**.

Parent topic: Solving Page Layout and Content Problems

Related references

Borderless Paper Type Compatibility

Related tasks

Selecting Basic Print Settings - Windows

Selecting Basic Print Settings - Mac

Selecting Print Layout Options - Mac

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 jobs from the Windows Spooler. Click **Print Queue** on the Maintenance tab in the printer settings window, and cancel any stalled print jobs.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If incorrect characters still appear in your prints, try connecting your product using a different cable.
- If your computer entered sleep mode the last time you printed, the next print job after your computer exits sleep mode may contain garbled characters. Print your document again.
- Make sure you are using the printer software for this product. Check the product name at the top of the driver window.

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.
- Clean the scanner glass and document cover.

- If the edges of a copy are cropped, slightly move the original away from the edges of the scanner glass.

- Make sure you selected the correct margins for your paper size in your printing program.

- If the image is slightly enlarged and cropped during borderless printing, change the **Expansion** setting.

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
Selecting Print Layout Options - Mac

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.

- Turn off any high speed settings in your product 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 tasks
Selecting Basic Print Settings - Windows
Selecting Basic Print Settings - Mac

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

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 correctly for your product.

• Turn off any high speed settings in your product software.

• Align the print head.

• Adjust the print quality in the product software.

• When vertical banding appears or the paper is smeared, clean the paper path.

• You may need to replace the ink cartridges.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check

Print Head Cleaning

Print Head Alignment

Related tasks

Cleaning the Paper Path

Selecting Basic Print Settings - Windows

Selecting Extended Settings - Windows

Selecting Basic Print Settings - Mac

Related topics
Loading Paper
Replacing Ink Cartridges

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 incorrectly in your product.

• 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.

• Make sure you loaded the printable side of the paper correctly for your product.

• If you are printing on thick paper or envelopes, make sure you select the appropriate settings.

• 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.

• Dry printouts completely before filing or displaying them. When drying printouts, avoid direct sunlight, do not use a dryer, and do not touch the printed side of the paper.

• 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. Adjust the density and/or ink drying time settings.

• 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.

• Adjust the print quality in the product software.

• Clean the paper path.

• Do not press too hard on the original or the document cover when you are scanning originals on the scanner glass.

• Clean the scanner glass.

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 Nozzle Check

Print Head Cleaning

Print Head Alignment

Related references

Paper Specifications

Related tasks

Cleaning the Paper Path

Selecting Basic Print Settings - Windows

Selecting Basic Print Settings - Mac

Related topics

Loading Paper

Replacing Ink Cartridges

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 cartridges may be old or low on ink, and you may need to replace them.

- Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.

- Align the print head.

- Adjust the print quality in the product software.

- Clean the paper path.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check

Print Head Cleaning

Print Head Alignment

Related tasks

Cleaning the Paper Path

Selecting Basic Print Settings - Windows

Selecting Basic Print Settings - Mac

Related topics

Loading Paper

Replacing Ink Cartridges

Grainy Printout

If your printouts are grainy, try these solutions:

- Make sure you loaded the printable side of the paper correctly for your product.

- 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.

- Adjust the print quality in the product software.

- You may need to increase the image resolution or print a smaller size; see your software documentation.

  Note: Images from the Internet may be low resolution and not result in a high quality printout.

- If you enlarged the image size in an image-editing program, you need to increase the image resolution setting to retain a high image quality. Increase the image resolution by the same amount you increase the image size. For example, if the image resolution is 300 dpi (dots per inch) and you will double the image size for printing, change the resolution setting to 600 dpi.

  Note: Higher resolution settings result in larger file sizes, which take longer to process and print. Consider the limitations of your computer system when selecting a resolution, and select the lowest possible resolution that produces acceptable quality to keep file sizes manageable.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check

Print Head Cleaning

Print Head Alignment

Related tasks

Cleaning the Paper Path

Selecting Basic Print Settings - Windows

Selecting Basic Print Settings - Mac

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.

- If you selected **Standard-Vivid** (Windows) or **Normal-Vivid** (Mac) as the quality setting in the printer software, try selecting **Standard** (Windows) or **Normal** (Mac) instead.

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.

- The ink cartridges may be old or low on ink, and you may need to replace them.

- After you print, the colors in your printout need time to set as the ink dries. During this time, the colors may look different than you expect. To speed up drying time, do not stack your printouts on top of each other.

- 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 paper.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check

Print Head Cleaning

Related references

Paper or Media Type Settings - Printing Software

Custom Color Correction Options - Windows

Compatible Epson Papers

Related tasks

Selecting Basic Print Settings - Windows

Selecting Basic Print Settings - Mac

Managing Color - Mac

Related topics

Replacing Ink Cartridges

Solving Scanning Problems

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

Scanning Software Does Not Operate Correctly

Cannot Start Epson Scan 2

Scanning is Slow

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.

• In Windows, make sure your product is listed as a valid device in the **Scanners and Cameras** control panel.

Parent topic: Solving Scanning Problems

Related references

Windows System Requirements

Mac System Requirements

Cannot Start Epson Scan 2

If you cannot start Epson Scan 2, try these solutions:

• Make sure your product is turned on and any interface cables are securely connected at both ends.

• If your product is connected to a USB hub, connect it directly to your computer instead.

- If you scan at a high resolution over a network, a communication error may occur. Lower the resolution.
- Make sure Epson Scan 2 is selected as 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 2.
- Check the connection setting and test the connection using Epson Scan 2 Utility:

  Windows 10: Click ▦ and select **EPSON** > **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

  Windows 8.x: Navigate to the **Apps** screen and select **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

  Windows (other versions): Click ⊞ or **Start** > **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

  Mac: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

- Make sure you do not have multiple versions of Epson Scan 2 installed. If you do, uninstall both versions and install one version.
- If you upgraded your operating system but did not reinstall Epson Scan 2, try reinstalling it.

Parent topic: Solving Scanning Problems

Related concepts
Scan Resolution Guidelines

Related topics
Starting a Scan

Scanning is Slow

If scanning becomes slow, try these solutions:

- Scan your original at a lower resolution, if possible.
- Make sure your system meets the requirements for your operating system. If you are scanning a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory or reduce the resolution.
- If you are scanning over a wireless network, factors such as interference, network traffic, or weak signal strength may affect your scanning speed.

Parent topic: Solving Scanning Problems

Related concepts
Scan Resolution Guidelines

Related references
Windows System Requirements
Mac System Requirements

Solving Scanned Image Quality Problems

Check these sections if a scanned image on your computer screen has a quality problem.

Scanned Image Quality Problems
Image Consists of a Few Dots Only
Line of Dots Appears in All Scanned Images
Straight Lines in an Image Appear Crooked
Image Colors are Patchy at the Edges
Ripple Patterns Appear in an Image
Scanned Image Edges are Cropped

Parent topic: Solving Problems

Scanned Image Quality Problems

If you encounter quality problems with your scanned image, try these solutions:

Image is Distorted or Blurry

- 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 your product on a flat, stable surface that extends beyond its base in all directions.

- Adjust these Epson Scan 2 settings (if available) and try scanning again:

  - Increase the **Resolution** setting.

  - If the **Image Type** setting is **Black & White**, adjust the **Threshold** setting.

  - If the **Image Type** setting is **Color** or **Grayscale**, select the **Unsharp Mask** setting.

- If the **Image Type** setting is **Black & White**, select **Text Enhancement**. If the **Image Type** setting is **Color** or **Grayscale**, change the **Text Enhancement** setting to **High**.

Image is Too Dark

- If the **Image Type** is set to **Color** or **Grayscale**, adjust the **Brightness** setting.

- Check the brightness and contrast settings of your computer monitor.

Back of Original Image Appears in Scanned Image

- Place a piece of black paper on the back of the original and scan it again.

- Adjust these Epson Scan 2 settings (if available) and try scanning again:

  - Select the **Advanced Settings** tab and adjust the **Brightness** setting.

  - If the **Image Type** is set to **Black & White**, select **Text Enhancement**. If the **Image Type** is set to **Color** or **Grayscale**, change the **Text Enhancement** setting to **High**.

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 2 settings (if available) and try scanning again:

- If the **Image Type** setting is **Color** or **Grayscale**, adjust the **Contrast** setting.

- If the **Image Type** setting is **Black & White** or **Grayscale**, adjust the **Color Enhance** setting.

Parent topic: Solving Scanned Image Quality Problems

Related tasks
Scanning in Epson Scan 2

Related topics
Placing Originals on the Product

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 the **Image Type** setting is **Black & White**, adjust the **Threshold** and scan again.

Parent topic:

Related tasks

Related topics

Line of Dots Appears in All Scanned Images

If a line of dots appears in all your scanned images, try these solutions:

- 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.

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

Parent topic:

Related tasks

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:

Related topics

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:

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 2 settings (if available) and try scanning again:

• Select the **Descreening** setting.

• Select a lower **Resolution** setting.

Parent topic: Solving Scanned Image Quality Problems

Related tasks
Scanning in Epson Scan 2

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

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

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. Do one of the following:

• **Windows 10**: Click ⊞ and select ⚙ (Settings) > **Apps** or **System** > **Apps & features**. Then select the program you want to uninstall and select **Uninstall**.

- **Windows 8.x**: Navigate to the **Apps** screen and select **Control Panel** > **Programs** > **Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

  Note: If you see a **User Account Control** window, click **Yes** or **Continue**.

  Select your product again, if necessary, then select **OK**, and click **Yes** to confirm the uninstallation.

- **Windows (other versions)**: Click or **Start**, and select **All Programs** or **Programs**. Select **EPSON**, select your product, then click **EPSON Printer Software Uninstall**.

  Note: If you see a **User Account Control** window, click **Yes** or **Continue**.

  In the next window, select your product and click **OK**. Then follow any on-screen instructions.

4. Do one of the following to uninstall Epson Event Manager, then follow any on-screen instructions:
   - **Windows 10/8.x**: Select **Epson Event Manager** and click **Uninstall**.
   - **Windows 7/Windows Vista**: Open the Windows **Control Panel** utility. Select **Programs and Features**. (In Classic view, select **Programs** and click **Uninstall a program**.) Select **Epson Event Manager** and click **Uninstall/Change**.

5. Do one of the following to uninstall Epson Scan 2, then follow any on-screen instructions:
   - **Windows 10**: Select **Epson Scan 2** and click **Uninstall**.
   - **Windows 8.x/Windows 7/Windows Vista:** Select **Epson Scan 2** and click **Uninstall/Change**.

6. 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: Uninstall Your Product Software

Uninstalling Product Software - Mac

In most cases, you do not need to uninstall your product software before re-installing it. However, you can download the Uninstaller 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 Uninstaller utility, visit epson.com.jm/support and select your product.

2. Click **Downloads**.

3. Select your operating system, click **Utilities**, locate the Uninstaller utility, and click **Download**.

4. Run the file you downloaded.

5. Double-click the **Uninstaller** icon.

6. In the Epson Uninstaller screen, select the checkbox for each software program you want to uninstall.

7. Click **Uninstall**.

8. Follow the on-screen instructions to uninstall the software.

9. Reinstall your product software.

Note: If you uninstall the printer driver and your product name remains in the **Print & Fax**, **Print & Scan**, or **Printers & Scanners** window, select your product name and click the **–** (remove) icon to remove it.

Parent topic: 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 epson.com.jm/support for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

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

• Product name

• 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
	0800-288-37766
Bolivia*	800-100-116
Brazil	State capitals and metropolitan areas: 3004-6627
	Other areas: 0800-377-6627 / 0800-EPSONBR
Chile	(56 2) 2484-3400
Colombia	Bogota: (57 1) 592-2200
	Other cities: 018000-915235
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
Mexico	Mexico City: (52 55) 1323-2052
	Other cities: 01-800-087-1080
Nicaragua*	00-1-800-226-0368
Panama*	00-800-052-1376
Paraguay	009-800-521-0019
Peru	Lima: (51 1) 418-0210
	Other cities: 0800-10-126
Uruguay	00040-5210067
Venezuela	(58 212) 240-1111

* Contact your local phone company to call this toll-free number from a mobile phone.

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 epson.com.jm or call your nearest Epson sales office.

Parent topic: Solving Problems

Technical Specifications

These sections list the technical specifications for your product.

Windows System Requirements

To use your product and its software, your computer should use one of these Microsoft operating systems:

• Windows 10

• Windows 8.x

• Windows 7

• Windows Vista

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com.jm/support, select your product, and select **Downloads**.

Parent topic: Technical Specifications

Mac System Requirements

To use your product and its software, your Mac should use one of these operating systems:

• macOS 10.14.x

• macOS 10.13.x

- macOS 10.12.x

- OS X 10.11.x

- OS X 10.10.x

- OS X 10.9.x

- OS X 10.8.x

- OS X 10.7.x

- OS X 10.6.8

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com.jm/support, select your product, and select **Downloads**.

Parent topic: Technical Specifications

Paper Specifications

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.

Single-sheets

Size	A4 (8.3 × 11.7 inches [210 × 297 mm])
	A6 (4.1 × 5.8 inches [105 × 148 mm])
	Letter (8.5 × 11 inches [216 × 279 mm])
	Legal (8.5 × 14 inches [216 × 356 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])
	Half Letter (5.5 × 8.5 inches [140 × 216 mm])
	Oficio 9 (8.46 × 12.4 inches [215 × 315 mm])
	Mexico-Oficio (8.5 × 13.4 inches [216 × 340 mm])
	8.5 × 13 inches (216 × 330 mm)
	Executive (7.25 × 10.5 inches [184 × 267 mm])
Paper types	Plain paper
	Note: Your product also supports compatible papers distributed by Epson. See the link at the end of this topic for a list of compatible Epson papers.
Weight	Plain paper: 17 lb (64 g/m^2) to 24 lb (90 g/m^2)

Envelopes

Size	No. 10 (4.1 × 9.5 inches [105 × 241 mm])
Paper types	Plain paper
Weight	20 lb (75 g/m^2) to 24 lb (90 g/m^2)

Parent topic: Technical Specifications

Related references
Compatible Epson Papers

Printable Area Specifications

Note: When printing borderless, quality may decline in the expanded printable area.

Single sheets - borders
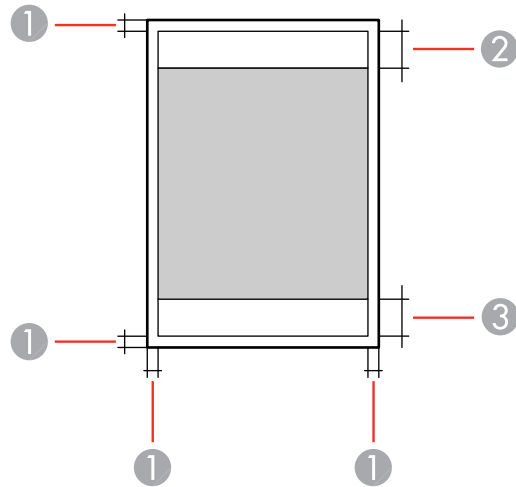
1	Top/bottom/left/right margins: 0.12 inch (3 mm) minimum
2	Reduced print quality area/top: 1.57 inches (40 mm) minimum
3	Reduced print quality area/bottom: 1.26 inches (32 mm) minimum

Single sheets - borderless
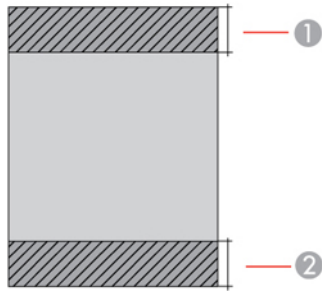
1   Reduced print quality area/top: 1.69 inches (43 mm) minimum

2   Reduced print quality area/bottom: 1.38 inches (35 mm) minimum

Envelopes
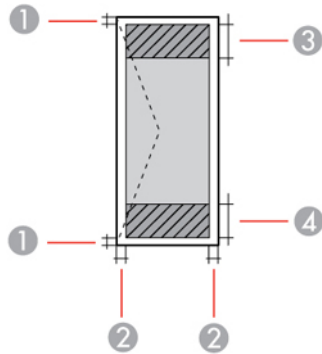
1   Right/left margins: 0.12 inch (3 mm) minimum

2   Top/bottom margins: 0.20 inch (5 mm) minimum

3   Reduced print quality area/right: 0.71 inch (18 mm) minimum

4   Reduced print quality area/left: 1.57 inches (40 mm) minimum

Parent topic: Technical Specifications

Scanning Specifications

Scanner type	Flatbed, color
Photoelectric device	CIS
Document size	Maximum: 8.5 × 11.7 inches (216 × 297 mm)
	Scanner glass: US letter or A4
Resolution	1200 dpi (main scan)
	2400 dpi (sub scan)
Image data	Color:
	48 bits per pixel internal (16 bits per pixel per color internal)
	24 bits per pixel external (8 bits per pixel per color internal)
	Grayscale:
	16 bits per pixel internal
	8 bits per pixel external
	Black and white:
	16 bits per pixel internal
	1 bit per pixel external
Light source	LED

Parent topic: Technical Specifications

Ink Cartridge Specifications

Note: Your printer is designed to work only with genuine Epson-brand ink cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly or at all. Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure the printer functions as designed. These updates may affect the functionality of third-party ink. Non-Epson branded or altered Epson cartridges that functioned prior to a firmware update may not continue to function.

The included initial cartridges are designed for reliable printer setup and cannot be used as replacement cartridges or resold. After setup, the remaining ink is available for printing. Yields are based on ISO 24711 in default mode, printing continuously. Yields vary due to print images, settings, and

temperatures. Printing infrequently or primarily with one color reduces yields. All cartridges must be installed with ink for printing and printer maintenance. For print quality, some ink remains in replaced cartridges.

Color	Black, Cyan, Magenta, Yellow
Cartridge life	Opened package: 6 months
	Unopened package: do not use if the date on the package has expired
Temperature	Storage: –22 to 104 °F (–30 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)

Note: For best printing results, use up a cartridge within 6 months of opening the package.

Parent topic: Technical Specifications

Related references
Ink Cartridge Part Numbers

Dimension Specifications

Height	Stored: 5.7 inches (146 mm)
	Printing: 11 inches (279 mm)
Width	Stored: 15.4 inches (390 mm)
	Printing: 15.4 inches (390 mm)
Depth	Stored: 11.8 inches (300 mm)
	Printing: 19.8 inches (504 mm)
Weight	8.8 lb (4 kg)
(without ink cartridges and power cord)	

Parent topic: Technical Specifications

Electrical Specifications

Rated frequency range	50 to 60 Hz
Rated current	100 to 240 V: 0.4 to 0.2 A
Power consumption	Standalone copying: Approximately 12 W (ISO/IEC24712)
	Ready mode: Approximately 4.6 W
	Sleep mode: Approximately 0.8 W
	Power off mode: Approximately 0.3 W

Parent topic: Technical Specifications

Interface Specifications

Interface type	Hi-Speed USB

Parent topic: Technical Specifications

Network Interface Specifications

Wireless LAN standard	IEEE 802.11 b/g/n; IEEE 802.11n is available only for the HT20
Frequency range	2.4 GHz
Maximum Radio-Frequency Power Transmitted	20 dBm (EIRP)
Coordination modes	Infrastructure mode
	Wi-Fi Direct (Simple AP); not supported for IEEE 802.11b; compatible with Wi-Fi connection in infrastructure mode; supports WPA2-PSK (AES) security only
Wireless security	WEP (64/128 bit)
	WPA2-PSK (AES); WPA2 compliant with support for WPA/WPA2 Personal

Note: Wireless LAN standard complies with either IEEE 802.11 b/g or IEEE 802.11 b/g/n, depending on purchase location.

Safety and Approvals Specifications

Notice for Argentina

CNC Certification

WLAN Module: J26H006

Brand: EPSON

CNC CNC ID: C-20841

Notice for Mexico

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Product Model: C671A (XP-2101)

WLAN Module Model: J26H006

Brand: EPSON

IFT Certification Number: RCPEPJ218-0025

Notice for Paraguay

Imported by:

Fastrax, S.A.

Av. Perú esq. Río de Janeiro, Barrios Las Mercedes, Asunción, Paraguay

Imported by:

Sol Control S.R.L.

Av. Gral. Bernardino Caballero 810 esq. Celsa Speratti, Asunción, Paraguay

Notice for Peru

Product Model: XP-2101 (C671A)

Brand: EPSON

This product uses the following WLAN module:

WLAN Module Model: J26H006

FCC ID: BKMFBJ26H006

Product Manufacturer: Seiko Epson Corporation

Address: 3-3-5 Owa Suwa-shi, Nagano-Ken 392-8502, Japan

Parent topic: Technical Specifications

Notices

Check these sections for important notices about your product.

Important Safety Instructions
FCC Compliance Statement
Binding Arbitration and Class Waiver
Trademarks
Copyright Notice

Important Safety Instructions

Before using your Epson product, read and follow these safety instructions.

General Product Safety Instructions
Ink Cartridge Safety Instructions
Wireless Connection Safety Instructions

Parent topic: Notices

General Product Safety Instructions

- Be sure to follow all warnings and instructions marked on the product.

- Use only the type of power source indicated on the product's label.

- Use only the power cord that comes with the product. Use of another cord may cause fires or shock. Do not use the cord with any other equipment.

- Make sure the AC power cord meets the relevant local safety standard.

- Place the product near a wall outlet where the plug can be easily unplugged.

- Avoid plugging the product into an outlet on the same circuit as a photo copier or air control system that regularly switches on and off, or on an outlet controlled by a wall switch or timer.

- Do not let the power cord become damaged or frayed. Place it to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of it and do not allow it to be stepped on or run over. Be careful to keep the cord straight at each end.

- If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.

- Always turn off the product using the power button, and wait until the power light stops flashing before unplugging the product or cutting off power to the electrical outlet.

- If you will not be using the product for a long period, unplug the power cord from the electrical outlet.

- Place the product on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.

- Allow space behind the product for the cables, and space above the product so that you can fully raise the document cover.

- Leave enough space in front of the product for the paper to be fully ejected.

- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.

- Do not place or store the product outdoors.

- Do not place the product near excessive heat sources or in direct sunlight.

- Leave enough room around the product for sufficient ventilation. Do not block or cover openings in the case or insert objects through the slots.

- Keep the product away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.

- Keep your product at least 8.7 inches (22 cm) away from cardiac pacemakers to prevent your product's radio waves from affecting the operation of the pacemaker.

- When connecting the product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.

- Do not sit or lean on the product. Do not place heavy objects on the product.

- Do not touch the flat white cable inside the product.

- Do not move the print head by hand; this may damage the product.

- Do not put your hand inside the product while it is printing.

- Do not spill liquid on the product or use the product with wet hands.

- Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.

- Do not press too hard on the scanner glass when placing originals.

- Do not open the scanner section while the product is copying, printing, scanning, or performing any other functions.

- Be careful not to trap your fingers when closing the document cover or scanner.

- Except as specifically explained in your documentation, do not attempt to service or disassemble the product yourself.

- Unplug the product and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the case damaged; if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.

- Leave the ink cartridges installed. Removing the cartridges can dehydrate the print head and may prevent the product from printing.

- Before transporting the product, make sure that the print head is in the home (far right) position and the ink cartridges are in place.

- When storing or transporting the product, do not tilt it, stand it on its side, or turn it upside down; otherwise, ink may leak.

Parent topic: Important Safety Instructions

Ink Cartridge Safety Instructions

- Keep ink cartridges out of the reach of children and do not drink the ink.

- Be careful when you handle used ink cartridges; there may be ink remaining around the ink supply port. If ink gets on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water. If you experience discomfort or vision problems after flushing your eyes, see a doctor immediately. If ink gets in your mouth, see a doctor immediately.

- Do not put your hand inside the product or touch any cartridges during printing.

- Install a new ink cartridge immediately after removing an expended one. Leaving cartridges uninstalled can dry out the print head and may prevent the product from printing.

- Do not remove or tear the label on the cartridge; this can cause leakage.

- Do not remove the transparent seal from the bottom of the cartridge. This may cause the cartridge to become unusable.

- Do not break the hooks on the side of the cartridge when removing it from the packaging.

- Do not touch the green IC chip on the side of the cartridge. This may prevent normal operation.

- Do not shake cartridges too vigorously; this can cause them to leak.

- If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the product. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent the ink from staining items that the cartridge touches. Do not touch the ink cartridge ink supply port or surrounding area.

- Use an ink cartridge before the date printed on its package.

- Do not dismantle an ink cartridge. This could damage the print head.

- Store ink cartridges in a cool, dark place.

- After bringing an ink cartridge inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.

- Store ink cartridges with their labels facing upward. Do not store cartridges upside down.

Parent topic: Important Safety Instructions

Wireless Connection Safety Instructions

Radio waves from this product may adversely affect the operation of medical equipment or automatically controlled devices, such as pacemakers, automatic doors or fire alarms. When using this product near such devices or inside a medical facility, follow the directions from authorized staff members at the facility, and follow all posted warnings and directions on the device to avoid causing an accident.

Parent topic: Important Safety Instructions

FCC Compliance Statement

For United States Users

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

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification or Declaration of this device and may cause interference levels which exceed the limits

established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

For Canadian Users

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

Parent topic: Notices

Binding Arbitration and Class Waiver

1. DISPUTES, BINDING INDIVIDUAL ARBITRATION, AND WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS

1.1 **Disputes**. The terms of this Section 1 shall apply to all Disputes between you and Epson. The term "Dispute" is meant to have the broadest meaning permissible under law and includes any dispute, claim, controversy or action between you and Epson arising out of or relating to this Agreement, Epson branded products (hardware and including any related software), or other transaction involving you and Epson, whether in contract, warranty, misrepresentation, fraud, tort, intentional tort, statute, regulation, ordinance, or any other legal or equitable basis. "DISPUTE" DOES NOT INCLUDE IP CLAIMS, or more specifically, a claim or cause of action for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an "IP Claim"). You and Epson also agree, notwithstanding Section 1.6,that a court, not an arbitrator, may decide if a claim or cause of action is for an IP Claim.

1.2 **Binding Arbitration**. You and Epson agree that all Disputes shall be resolved by binding arbitration according to this Agreement. **ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED**. Pursuant to this Agreement, binding arbitration shall be administered by JAMS, a nationally recognized arbitration authority, pursuant to its code of procedures then in effect for consumer related disputes, but excluding any rules that permit joinder or class actions in arbitration (for more detail on procedure, see Section 1.6 below). You and Epson understand and agree that (a) the Federal Arbitration Act (9 U.S.C. §1, et seq.) governs the interpretation and enforcement of this Section 1, (b) this Agreement memorializes a transaction in interstate commerce, and (c) this Section 1 shall survive termination of this Agreement.

1.3 **Pre-Arbitration Steps and Notice**. Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to resolve the Dispute within the sixty (60) days), you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3840 Kilroy Airport Way, Long Beach, CA 90806 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent

address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at EAILegal@ea.epson.com or writing us at the Epson Address above. Notice of the Dispute shall include the sender's name, address and contact information, the facts giving rise to the Dispute, and the relief requested (the "Dispute Notice"). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

1.4 **Small Claims Court**. Notwithstanding the foregoing, you may bring an individual action in the small claims court of your state or municipality if the action is within that court's jurisdiction and is pending only in that court.

1.5 **WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS. YOU AND EPSON AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING, INCLUDING WITHOUT LIMITATION FEDERAL OR STATE CLASS ACTIONS, OR CLASS ARBITRATIONS. CLASS ACTION LAWSUITS, CLASS-WIDE ARBITRATIONS, PRIVATE ATTORNEY-GENERAL ACTIONS, AND ANY OTHER PROCEEDING WHERE SOMEONE ACTS IN A REPRESENTATIVE CAPACITY ARE NOT ALLOWED. ACCORDINGLY, UNDER THE ARBITRATION PROCEDURES OUTLINED IN THIS SECTION, AN ARBITRATOR SHALL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY'S CLAIMS WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.**

1.6 **Arbitration Procedure**. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis (the "JAMS Rules"), available at https://www.jamsadr.com/about/ or by calling +1-949-224-1810 (from outside the U.S.) or 1-800-352-5267 (from within the U.S.), and under the rules set forth in this Agreement. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability or formation of this Agreement, including any claim that all or any part of this Agreement is void or voidable. Notwithstanding this broad delegation of authority to the arbitrator, a court may determine the limited question of whether a claim or cause of action is for an IP Claim, which is excluded from the definition of "Disputes" in Section 1.1 above. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator may award you the same damages as a court could, and may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

You may choose to engage in arbitration hearings by telephone. Arbitration hearings not conducted by telephone shall take place in a location reasonably accessible from your primary residence, or in Orange County, California, at your option.

a) Initiation of Arbitration Proceeding. If either you or Epson decides to arbitrate a Dispute, both parties agree to the following procedure:

(i) Write a Demand for Arbitration. The demand must include a description of the Dispute and the amount of damages sought to be recovered. You can find a copy of a Demand for Arbitration at http://www.jamsadr.com ("Demand for Arbitration").

(ii) Send three copies of the Demand for Arbitration, plus the appropriate filing fee, to: JAMS, 500 North State College Blvd., Suite 600 Orange, CA 92868, U.S.A.

(iii) Send one copy of the Demand for Arbitration to the other party (same address as the Dispute Notice), or as otherwise agreed by the parties.

b) Hearing Format. During the arbitration, the amount of any settlement offer made shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Epson is entitled. The discovery or exchange of non-privileged information relevant to the Dispute may be allowed during the arbitration.

c) Arbitration Fees. Epson shall pay, or (if applicable) reimburse you for, all JAMS filings and arbitrator fees for any arbitration commenced (by you or Epson) pursuant to provisions of this Agreement.

d) Award in Your Favor. For Disputes in which you or Epson seeks $75,000 or less in damages exclusive of attorney's fees and costs, if the arbitrator's decision results in an award to you in an amount greater than Epson's last written offer, if any, to settle the Dispute, Epson will: (i) pay you $1,000 or the amount of the award, whichever is greater; (ii) pay you twice the amount of your reasonable attorney's fees, if any; and (iii) reimburse you for any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing the Dispute in arbitration. Except as agreed upon by you and Epson in writing, the arbitrator shall determine the amount of fees, costs, and expenses to be paid by Epson pursuant to this Section 1.6d).

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section 1.6d) above does not limit your rights to attorney's fees and expenses under applicable law; notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

1.7 **Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding**

individual arbitration procedure and waiver of class and representative proceedings specified in this Section 1. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.

1.8 **Amendments to Section 1**. Notwithstanding any provision in this Agreement to the contrary, you and Epson agree that if Epson makes any future amendments to the dispute resolution procedure and class action waiver provisions (other than a change to Epson's address) in this Agreement, Epson will obtain your affirmative assent to the applicable amendment. If you do not affirmatively assent to the applicable amendment, you are agreeing that you will arbitrate any Dispute between the parties in accordance with the language of this Section 1 (or resolve disputes as provided for in Section 1.7, if you timely elected to opt-out when you first assented to this Agreement).

1.9 **Severability**. If any provision in this Section 1 is found to be unenforceable, that provision shall be severed with the remainder of this Agreement remaining in full force and effect. **The foregoing shall not apply to the prohibition against class or representative actions as provided in Section 1.5. This means that if Section 1.5 is found to be unenforceable, the entire Section 1 (but only Section 1) shall be null and void.**

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