

**SC-T5100 Series**  
**SC-T3100 Series**  
**SC-T5100N Series**  
**SC-T3100N Series**

# **General Information**

---

## Copyrights and Trademarks

---

# Copyrights and Trademarks

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Seiko Epson Corporation. The information contained herein is designed only for use with this Epson printer. Epson is not responsible for any use of this information as applied to other printers.

Neither Seiko Epson Corporation nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs, or expenses incurred by the purchaser or third parties as a result of accident, misuse, or abuse of this product or unauthorized modifications, repairs, or alterations to this product, or (excluding the U.S.) failure to strictly comply with Seiko Epson Corporation's operating and maintenance instructions.

Seiko Epson Corporation shall not be liable for any damages or problems arising from the use of any options or any consumable products other than those designated as Original Epson Products or Epson Approved Products by Seiko Epson Corporation.

Seiko Epson Corporation shall not be held liable for any damage resulting from electromagnetic interference that occurs from the use of any interface cables other than those designated as Epson Approved Products by Seiko Epson Corporation.

EPSON, EPSON EXCEED YOUR VISION, EXCEED YOUR VISION, and their logos are registered trademarks or trademarks of Seiko Epson Corporation.

Microsoft®, Windows®, and Windows Vista® are registered trademarks of Microsoft Corporation.

Mac, macOS, OS X, Bonjour, Safari, and AirPrint are trademarks of Apple Inc., registered in the U.S. and other countries.

Chrome™, Chrome OS™, and Android™ are trademarks of Google Inc.

Intel® is a registered trademark of Intel Corporation.

Adobe and Reader are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

HP-GL/2® and HP RTL® are registered trademarks of Hewlett-Packard Corporation.

The SuperSpeed USB Trident Logo is a registered trademark of USB Implementers Forum, Inc.

*General Notice: Other product names used herein are for identification purposes only and may be trademarks of their respective owners. Epson disclaims any and all rights in those marks.*

© 2018 Seiko Epson Corporation. All rights reserved.

## Contents

# Contents

---

## ***Copyrights and Trademarks***

### ***Notes on Manuals***

|                                     |   |
|-------------------------------------|---|
| Meaning of Symbols. . . . .         | 4 |
| Illustrations. . . . .              | 4 |
| Product Model Descriptions. . . . . | 4 |
| Manual Organization. . . . .        | 4 |

### ***Important Safety Instructions***

|                                     |   |
|-------------------------------------|---|
| The symbols on the product. . . . . | 5 |
| Notes on Installing. . . . .        | 5 |
| Notes on Handling. . . . .          | 6 |
| Notes on the Power Supply. . . . .  | 8 |
| Notes on Consumables. . . . .       | 9 |
| Other Notes. . . . .                | 9 |

### ***System Requirements***

|                         |    |
|-------------------------|----|
| Printer Driver. . . . . | 10 |
| Web Config. . . . .     | 11 |

### ***Specifications Table***

|                             |    |
|-----------------------------|----|
| For European users. . . . . | 13 |
|-----------------------------|----|

### ***Where To Get Help***

|                                            |    |
|--------------------------------------------|----|
| Technical Support Web Site. . . . .        | 15 |
| Contacting Epson Support. . . . .          | 15 |
| Before Contacting Epson. . . . .           | 15 |
| Help for Users in North America. . . . .   | 16 |
| Help for Users in Europe. . . . .          | 16 |
| Help for Users in Taiwan. . . . .          | 16 |
| Help for Users in Australia. . . . .       | 17 |
| Help for Users in Singapore. . . . .       | 17 |
| Help for Users in Thailand. . . . .        | 18 |
| Help for Users in Vietnam. . . . .         | 18 |
| Help for Users in Indonesia. . . . .       | 18 |
| Help for Users in Hong Kong. . . . .       | 19 |
| Help for Users in Malaysia. . . . .        | 19 |
| Help for Users in India. . . . .           | 19 |
| Help for Users in the Philippines. . . . . | 20 |

## Notes on Manuals

# Notes on Manuals

## Meaning of Symbols

|                                                                                                     |                                                                                  |
|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
|  <b>Warning:</b>   | Warnings must be followed to avoid serious bodily injury.                        |
|  <b>Caution:</b>   | Cautions must be followed to avoid bodily injury.                                |
|  <b>Important:</b> | Important must be followed to avoid damage to this product.                      |
| <b>Note:</b>                                                                                        | Notes contain useful or additional information on the operation of this product. |
|                  | Indicates related reference content.                                             |

## Illustrations

The illustrations may differ slightly from the model you are using. Please be aware of this when using the manuals.

## Product Model Descriptions

Some models described in this manual may not be sold in your country or region.

## Manual Organization

The manuals for the product are organized as shown below.

You can view the PDF manuals using Adobe Reader or Preview (Mac).

|                                   |                                                                                                                                                |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Setup Guide (booklet)             | Provides information on how to setup the printer after unpacking it from the box. Make sure you read this manual to perform operations safely. |
| Operator's Guide (PDF)            | Explains the necessary basic operations and maintenance for daily use.                                                                         |
| General Information (this manual) | Provides important safety instructions, printer specifications and contact details.                                                            |
| Online Manual                     |                                                                                                                                                |
| User's Guide (PDF)                | Provides overall information and instructions on using the printer and on solving problems.                                                    |
| Administrator's Guide (PDF)       | Provides network administrators with information on management and printer settings.                                                           |

## Important Safety Instructions

# Important Safety Instructions

Read all of these instructions before using the printer. Also be sure to follow all warnings and instructions marked on the printer.

## The symbols on the product

The symbols on this Epson product are used in order to ensure safety and proper use of the product and to prevent danger to customers and other persons, and property damage.

The symbols indicate the meaning below. Be sure that you completely understand the meaning of symbols on this product before using it.



Stand-by



Alternating Current



Class II equipment

## Notes on Installing



### Warning

#### Do not obstruct the vents on the product.

If the vents are obstructed, the internal temperature could rise and cause a fire. Do not cover the printer with a cloth or install it in a location with poor ventilation. Make sure you secure sufficient space for the installation as described in the manual.

 [Setup Guide](#)



### Caution

#### Do not install or store the printer in an unstable location or a location subject to vibrations from other equipment.

The printer could fall or tip over and cause an injury.

#### Do not install the printer in locations subject to oily smoke and dust, or in locations subject to humidity or where it could easily get wet.

An electric shock or fire could occur.

#### Do not tilt the product more than 10 degrees forward, back, left, or right while moving it.

Failure to observe this precaution could result in the printer falling over, causing accidents.

#### Because the product is heavy, it should not be carried by one person.

Two people are needed to unpack or carry the printer. See the following for details on the product's weight.

 ["Specifications Table" on page 12](#)

## Important Safety Instructions



### Caution

**Before assembling the product, make sure you clear away the packaging sheets, packing materials, and supplied items from the installation area.**

If you slip or trip on these items, it could cause an injury.

**Make sure you use the correct posture when lifting the product.**

Lifting using the wrong posture could cause an injury.

**When lifting the product, make sure you lift at the locations indicated in the manual.**

If you lift holding other parts, the printer may fall, catching your fingers and causing an injury. See the following for details on lifting the product.

 *Setup Guide*

**When placing the product on a stand with casters (wheels), make sure you secure the casters before you perform the work so that they do not move.**

If the stand moves while you are performing the work, it could cause an injury.

**Do not try to move the stand while the casters (wheels) are secured.**

Failure to observe this precaution could result in the printer falling over, causing accidents.

**When moving the printer while it is on the stand, avoid locations with steps or uneven flooring.**

Failure to observe this precaution could result in the printer falling over, causing accidents.

## Notes on Handling



### Warning

**Do not use the printer in locations with volatile substances such as alcohol or thinner, or near naked flames.**

An electric shock or fire could occur.

**Do not use the printer if it is giving off smoke or if you notice any abnormal odors or noises.**

An electric shock or fire could occur. If any abnormalities occur, turn off the power and unplug the power cable immediately, and then contact your dealer or Epson Support.

**Never try to repair the printer yourself as this is extremely dangerous.**

**Do not use the printer in an environment where flammable gas or explosive gas may exist. Do not use sprays that contain flammable gas inside or near the product.**

A fire could occur.

**Only route the cables as indicated in the manual.**

A fire could occur. This could also cause damage to connected devices.

**Do not insert or drop any metallic or flammable items into the openings on the printer.**

An electric shock or fire could occur.

## Important Safety Instructions

### **Warning**

**Do not touch any areas inside the printer except for those indicated in the manual.**

An electric shock or burn could occur.

**Do not disassemble anything except when indicated to do so in the manual.**

**If the LCD for the control panel is damaged, be careful of any leaking liquid crystal.**

Provide first aid under any of the following conditions.

- ☐ If liquid adheres to your skin, immediately wipe it off and then wash the area using large volumes of soapy water.
- ☐ If any liquid gets in your eyes, flush them with clean water for at least 15 minutes, and consult a physician immediately.
- ☐ If liquid enters your mouth, consult a physician immediately.

**If any foreign objects or liquid such as water enters the printer, stop using it immediately.**

An electric shock or fire could occur. Turn off the power and unplug the power cable immediately, and then contact your dealer or Epson Support.

**During lightning storms, do not touch the product and the power cable that are connected to the power outlet.**

An electric shock could occur.

### **Caution**

**Do not sit on the product or place any heavy objects on the product.**

Be careful with small children. The printer could fall or tip over and cause an injury.

**Do not put your fingers near the paper eject roller section when the printer is on or when it is printing.**

If your fingers are caught in the paper eject roller, an injury could occur. Only handle the paper after it has been ejected completely.

**When transporting or storing the product, be sure that it is level: do not tilt it at an angle or place it upside down.**

Ink could leak.

**Store the cutter in a location out of the reach of children.**

The cutter's blade could cause an injury. Pay careful attention when replacing the cutter.

**When connecting cables or optional accessories, make sure they are installed in the correct direction and that you follow the procedures exactly.**

A fire or an injury could occur. Connect the cables or optional accessories correctly by following the instructions in the manual.

**When moving the product, make sure it is turned off, the power cable is unplugged from the outlet, and all connecting cables have been removed.**

If cables are damaged, an electric shock or fire could occur.

**Except when moving the stand, make sure the two casters (wheels) at the front of the stand are secured.**

If they are not secured, an accident could occur.

## Important Safety Instructions



### Caution

**Make sure to grip the flanges of the spindle when loading a roll paper.**

If you hold and load the roll paper by gripping the other parts, your hand or finger may get injured.

## Notes on the Power Supply



### Warning

**Use only the type of power source indicated on the printer's label.**

An electric shock or fire could occur.

**Do not use the plug if any foreign objects such as dust have adhered to the plug.**

An electric shock or fire could occur.

**Do not use any other power cables except for the cable supplied with the printer. Also, do not use the power cable supplied with the printer for any other devices.**

An electric shock or fire could occur.

**Do not use the power cable if it is damaged.**

An electric shock or fire could occur. If the power cable is damaged, contact Epson Support. Note the following points to avoid damaging the power cable.

- ☐ Do not modify the power cable.
- ☐ Do not place anything heavy on the power cable.
- ☐ Do not bend, twist, or pull forcefully on the power cable.
- ☐ Do not route the power cable near heaters.

**Do not connect too many cables to the power outlet for the power cable.**

The temperature could rise and cause a fire. Connect the power cable directly to an outlet for domestic use.

**Do not insert or unplug the plug with wet hands.**

An electric shock could occur.

**Make sure the blades on the plug are inserted completely into the power outlet.**

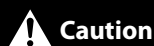
An electric shock or fire could occur.

**Unplug the plug regularly and clean between the blades and around the base of the blades.**

If the plug is plugged in for an extended period of time, dust collects around the base of the blades and a short circuit or fire could occur.

**When unplugging the plug, grip the plug itself; do not pull the power cable.**

If the cable is damaged or the plug is deformed, an electric shock or fire could occur.



### Caution

**If you are not going to use the printer for an extended period, unplug the printer for safety reasons.**

**Important Safety Instructions**

## Notes on Consumables

**Caution****Do not shake the ink cartridges too hard.**

Ink may leak from the cartridge if you shake it too hard.

**Do not disassemble the ink cartridges and the maintenance box.**

If you disassemble them, ink could get in your eyes or adhere to your skin.

**If ink contacts your skin or enters your eyes or mouth, immediately take the following actions.**

- ☐ If ink adheres to your skin, immediately wash it off using soap and water.
- ☐ If ink enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult a physician immediately.
- ☐ If ink enters your mouth, consult a physician immediately.

**Store the ink cartridges and the maintenance box in a location out of reach of children.****Do not rub the edges of the printing paper with your hand.**

The edges of the paper are thin and sharp and could cause an injury.

## Other Notes

Do not put your hand inside this product or touch the white flat cable during printing.

## System Requirements

# System Requirements

Software for this printer can be used in the following environments. (As of April, 2018)  
Supported OS and other elements may change.

For the latest information, see the Epson Web site.

## Printer Driver

### Windows

|                                         |                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operating system                        | Windows 10 / Windows 10 x64<br>Windows 8.1 / Windows 8.1 x64<br>Windows 8 / Windows 8 x64<br>Windows 7 / Windows 7 x64<br>Windows Vista / Windows Vista x64<br>Windows XP / Windows XP x64<br>Windows Server 2016<br>Windows Server 2012 R2<br>Windows Server 2012<br>Windows Server 2008 R2<br>Windows Server 2008<br>Windows Server 2003 R2<br>Windows Server 2003 SP2 or later |
| CPU                                     | Intel Core2 Duo 3.05 GHz or more                                                                                                                                                                                                                                                                                                                                                  |
| Available memory space                  | 1 GB or more                                                                                                                                                                                                                                                                                                                                                                      |
| Hard disk (Available volume to install) | 32 GB or more                                                                                                                                                                                                                                                                                                                                                                     |
| Display resolution                      | WXGA (1280×800) or better                                                                                                                                                                                                                                                                                                                                                         |
| Connection method with the printer*     | USB, Ethernet, or Wi-Fi                                                                                                                                                                                                                                                                                                                                                           |

\* For details on the connection methods (interface specifications), see the following.

 ["Specifications Table" on page 12](#)

### Mac

|                                         |                                  |
|-----------------------------------------|----------------------------------|
| Operating system                        | Mac OS X v10.6.8 or later        |
| CPU                                     | Intel Core2 Duo 3.05 GHz or more |
| Available memory space                  | 4 GB or more                     |
| Hard disk (Available volume to install) | 32 GB or more                    |
| Display resolution                      | WXGA+ (1440×900) or better       |
| Connection method with the printer*     | USB, Ethernet, or Wi-Fi          |

\* For details on the connection methods (interface specifications), see the following.

 ["Specifications Table" on page 12](#)

## System Requirements

# Web Config

Web Config is an application that runs in a web browser on a computer or smart device connected to the same network with the printer.

 *Administrator's Guide*

## Windows

|                                                  |                                                                                    |
|--------------------------------------------------|------------------------------------------------------------------------------------|
| Browser                                          | Internet Explorer 11, Microsoft Edge, Firefox <sup>*1</sup> , Chrome <sup>*1</sup> |
| Connection method with the printer <sup>*2</sup> | Ethernet or Wi-Fi                                                                  |

<sup>\*1</sup> Use the latest version.

<sup>\*2</sup> See the following for details on the network interfaces.

 ["Specifications Table" on page 12](#)

## Mac

|                                                  |                                                                     |
|--------------------------------------------------|---------------------------------------------------------------------|
| Browser                                          | Safari <sup>*1</sup> , Firefox <sup>*1</sup> , Chrome <sup>*1</sup> |
| Connection method with the printer <sup>*2</sup> | Ethernet or Wi-Fi                                                   |

<sup>\*1</sup> Use the latest version.

<sup>\*2</sup> See the following for details on the network interfaces.

 ["Specifications Table" on page 12](#)

## Smart device

|                                                  |                      |                          |
|--------------------------------------------------|----------------------|--------------------------|
| Operating system                                 | iOS <sup>*1</sup>    | Android OS <sup>*1</sup> |
| Browser                                          | Safari <sup>*1</sup> | Default browser          |
| Connection method with the printer <sup>*2</sup> | Wi-Fi                | Wi-Fi                    |

<sup>\*1</sup> Use the latest version.

<sup>\*2</sup> See the following for details on the network interfaces.

 ["Specifications Table" on page 12](#)

## Specifications Table

# Specifications Table

The (A) to (D) letters used in the table represent the printer models as shown below.

- (A): SC-T5100 Series  
 (B): SC-T3100 Series  
 (C): SC-T5100N Series  
 (D): SC-T3100N Series

| Printer Specifications        |                                                                                                                          |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Printing method               | On-demand ink jet                                                                                                        |
| Nozzle configuration          | 800 nozzles x 4 colors<br>(Black, Cyan, Magenta, Yellow)                                                                 |
| Resolution (maximum)          | 2400 × 1200 dpi                                                                                                          |
| Control code                  | ESC/P2, ESC/P raster (undisclosed command), ESC/P3, ESC/P-R, HP-GL/2, HP RTL, P/L                                        |
| Built-in memory               | 1.0 GB                                                                                                                   |
| Rated voltage                 | AC100-240 V                                                                                                              |
| Rated frequency               | 50/60 Hz                                                                                                                 |
| Rated current                 | 1.4 A                                                                                                                    |
| Power consumption             |                                                                                                                          |
| Printing                      | Approx. 28 W                                                                                                             |
| Ready mode                    | Approx. 8 W                                                                                                              |
| Sleep mode                    | Approx. 1.6 W                                                                                                            |
| Power off                     | Approx. 0.2 W                                                                                                            |
| Temperature                   |                                                                                                                          |
| Printing                      | 10 to 35°C (15 to 25°C is recommended)                                                                                   |
| In storage (Before unpacking) | -20 to 60°C (Within 120 hours at 60°C, within a month at 40 °C)                                                          |
| In storage (After unpacking)  | Ink charged: -10 to 40°C (Within a month at 40°C)<br>Ink discharged <sup>*1</sup> : -20 to 25°C (Within a month at 25°C) |
| Humidity                      |                                                                                                                          |

| Printer Specifications                                                                          |                                                                                                            |
|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| Printing                                                                                        | 20 to 80% (40 to 60% is recommended, without condensation)                                                 |
| In storage                                                                                      | 5 to 85% (without condensation)                                                                            |
| Temperature and humidity range for operating (the range shown by diagonal lines is recommended) |                                                                                                            |
|                                                                                                 |                                                                                                            |
| Dimensions (Width x Depth x Height)                                                             |                                                                                                            |
| Maximum <sup>*2</sup>                                                                           | (A): 1268 × 982 × 913 mm<br>(B): 970 × 982 × 913 mm<br>(C): 1268 × 811 × 230 mm<br>(D): 970 × 811 × 230 mm |
| Storage                                                                                         | (A): 1268 × 696 × 913 mm<br>(B): 970 × 696 × 913 mm<br>(C): 1268 × 505 × 230 mm<br>(D): 970 × 505 × 230 mm |
| Weight <sup>*3</sup>                                                                            | (A): Approx. 46 kg<br>(B): Approx. 38 kg<br>(C): Approx. 33 kg<br>(D): Approx. 27 kg                       |

<sup>\*1</sup> Use the **Discharging/Charging Ink** menu in the Maintenance menu to discharge ink from the printer.

*User's Guide* (Online Manual)

<sup>\*2</sup> With the paper basket is opened and the paper stacker is attached

<sup>\*3</sup> Not including the ink cartridges and the paper stacker

## Important

Use the printer at an altitude of 2000 m or less.

## Specifications Table

| Interface Specifications                           |                                                                                                                                                                                    |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| USB port for a computer                            | SuperSpeed USB                                                                                                                                                                     |
| Option port (USB port for a scanner)               | Hi-Speed USB                                                                                                                                                                       |
| Ethernet* <sup>1</sup> Standards                   | IEEE802.3i (10BASE-T)<br>IEEE802.3u (100BASE-TX)<br>IEEE802.3ab (1000BASE-T)<br>IEEE802.3az (Energy Efficient Ethernet)* <sup>2</sup>                                              |
| Wi-Fi                                              |                                                                                                                                                                                    |
| Standards                                          | IEEE802.11b/g/n* <sup>3</sup>                                                                                                                                                      |
| Frequency Range                                    | 2.4 GHz                                                                                                                                                                            |
| Coordination Modes                                 | Infrastructure<br>Wi-Fi Direct (Simple AP)* <sup>4</sup>                                                                                                                           |
| Wireless Securities                                | WEP (64/128bit )<br>WPA-PSK (TKIP)<br>WPA2-PSK (AES)* <sup>5</sup>                                                                                                                 |
| Network Printing Protocols/Functions* <sup>6</sup> | EpsonNet Print (Windows)<br>Standard TCP/IP (Windows)<br>WSD Printing (Windows)<br>Bonjour Printing (Mac)<br>IPP Printing (Mac)<br>AirPrint (iOS, Mac)<br>Printing from FTP client |
| Security Protocols                                 | SSL/TLS (HTTPS Server/Client, IPPS)<br>IEEE802.1X<br>IPsec/IP Filtering<br>SMTPS (STARTTLS, SSL/TLS)<br>SNMPv3                                                                     |

\*1: Use a category 5 or higher STP (Shielded twisted pair) cable.

\*2: The connected device should comply with IEEE802.3az standards.

\*3: IEEE802.11n is only available for the HT20.

\*4: Not supported for IEEE 802.11b.

\*5: Complies with WPA2 standards with support for WPA/WPA2 Personal.

\*6: EpsonNet Print supports IPv4 only. The others support both IPv4 and IPv6.

**Warning**

*To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing*

**Ink Specifications**

|                                               |                                                                                                                |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| Type                                          | Dedicated ink cartridges                                                                                       |
| Pigment ink                                   | Black, Cyan, Magenta, Yellow                                                                                   |
| Use by date                                   | See the expiration date printed on the ink cartridge package or on the cartridge (store at normal temperature) |
| Print quality guarantee expiry                | Six months (after unpacking)                                                                                   |
| Storage temperature                           |                                                                                                                |
| Uninstalled                                   | -20 to 40°C (Within four days at -20 °C, within a month at 40°C)                                               |
| Installed                                     | -20 to 40°C (Within four days at -20 °C, within a month at 40°C)                                               |
| Transporting                                  | -20 to 60°C (Within four days at -20 °C, within a month at 40°C, within 72 hours at 60°C)                      |
| Cartridge Dimensions (Width x Depth x Height) |                                                                                                                |
| 80 ml                                         | 41.0 × 97.0 × 49.5* mm                                                                                         |
| 50 ml / 26 ml                                 | 27.0 × 97.0 × 49.5* mm                                                                                         |

\* Not including the protruding portions

**Important**

- ☐ *The ink freezes if left at below -13°C for a long time. If it does freeze, leave it at room temperature (25°C) for at least three hours.*
- ☐ *Do not refill the ink cartridges.*

## For European users

### CE Marking

**Specifications Table****Simplified EU Declaration of Conformity:**

Hereby, Seiko Epson Corporation declares that this equipment Model:K291A is in compliance with directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address.

<http://www.epson.eu/conformity>

**Radio Equipment Information**

This product intentionally emit radio wave described as follows.

- (a) frequency band in which the radio equipment operates; 2.4 to 2.4835 GHz
- (b) maximum radio-frequency power transmitted in the frequency band in which the radio equipment operates; 20dBm (EIRP power)

## Where To Get Help

# Where To Get Help

## Technical Support Web Site

Epson's Technical Support Web Site provides help with problems that cannot be solved using the troubleshooting information in your product documentation. If you have a Web browser and can connect to the Internet, access the site at:

<http://support.epson.net/>

If you need the latest drivers, FAQs, manuals, or other downloadables, access the site at:

<http://www.epson.com>

Then, select the support section of your local Epson Web site.

## Contacting Epson Support

### Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product documentation, contact Epson support services for assistance. If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

- ☐ Product serial number  
(The serial number label is usually on the back of the product.)
- ☐ Product model
- ☐ Product software version  
(Click **About**, **Version Info**, or similar button in the product software.)
- ☐ Brand and model of your computer
- ☐ Your computer operating system name and version
- ☐ Names and versions of the software applications you normally use with your product

## Where To Get Help

### Help for Users in North America

Epson provides the technical support services listed below.

#### Internet Support

Visit Epson's support website at <http://epson.com/support> and select your product 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

Dial: (562) 276-1300 (U.S.), or (905) 709-9475 (Canada), 6 am to 6 pm, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

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

- ☐ Product name
- ☐ Product serial number
- ☐ Proof of purchase (such as a store receipt) and date of purchase
- ☐ Computer configuration
- ☐ Description of the problem

**Note:**

*For help using any other software on your system, see the documentation for that software for technical support information.*

#### Purchase Supplies and Accessories

You can purchase genuine Epson ink cartridges, ribbon cartridges, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, call 800-GO-EPSON (800-463-7766). Or you can purchase online at <http://www.epsonstore.com> (U.S. sales) or <http://www.epson.ca> (Canadian sales).

### Help for Users in Europe

Check your **Pan-European Warranty Document** for information on how to contact Epson support.

### Help for Users in Taiwan

Contacts for information, support, and services are:

**World Wide Web** (<http://www.epson.com.tw>)

Information on product specifications, drivers for download, and products enquiry are available.

#### Epson HelpDesk (Phone: +0800212873)

Our HelpDesk team can help you with the following over the phone:

- ☐ Sales enquiries and product information
- ☐ Product usage questions or problems
- ☐ Enquiries on repair service and warranty

#### Repair service center:

| Telephone number | Fax number  | Address                                                                                |
|------------------|-------------|----------------------------------------------------------------------------------------|
| 02-23416969      | 02-23417070 | No.20, Beiping E. Rd.,<br>Zhongzheng Dist.,<br>Taipei City 100, Taiwan                 |
| 02-27491234      | 02-27495955 | 1F., No.16, Sec. 5,<br>Nanjing E. Rd.,<br>Songshan Dist., Taipei<br>City 105, Taiwan   |
| 02-32340688      | 02-32340699 | No.1, Ln. 359, Sec. 2,<br>Zhongshan Rd.,<br>Zhonghe City, Taipei<br>County 235, Taiwan |
| 039-605007       | 039-600969  | No.342-1, Guangrong<br>Rd., Luodong<br>Township, Yilan<br>County 265, Taiwan           |
| 038-312966       | 038-312977  | No.87, Guolian 2nd Rd.,<br>Hualien City, Hualien<br>County 970, Taiwan                 |

## Where To Get Help

| Telephone number | Fax number  | Address                                                                        |
|------------------|-------------|--------------------------------------------------------------------------------|
| 03-4393119       | 03-4396589  | 5F., No.2, Nandong Rd., Pingzhen City, Taoyuan County 32455, Taiwan (R.O.C.)   |
| 03-5325077       | 03-5320092  | 1F., No.9, Ln. 379, Sec. 1, Jingguo Rd., North Dist., Hsinchu City 300, Taiwan |
| 04-23011502      | 04-23011503 | 3F., No.30, Dahe Rd., West Dist., Taichung City 40341, Taiwan (R.O.C.)         |
| 04-23805000      | 04-23806000 | No.530, Sec. 4, Henan Rd., Nantun Dist., Taichung City 408, Taiwan             |
| 05-2784222       | 05-2784555  | No.463, Zhongxiao Rd., East Dist., Chiayi City 600, Taiwan                     |
| 06-2221666       | 06-2112555  | No.141, Gongyuan N. Rd., North Dist., Tainan City 704, Taiwan                  |
| 07-5520918       | 07-5540926  | 1F., No.337, Minghua Rd., Gushan Dist., Kaohsiung City 804, Taiwan             |
| 07-3222445       | 07-3218085  | No.51, Shandong St., Sanmin Dist., Kaohsiung City 807, Taiwan                  |
| 08-7344771       | 08-7344802  | 1F., No.113, Shengli Rd., Pingtung City, Pingtung County 900, Taiwan           |

## Help for Users in Australia

Epson Australia wishes to provide you with a high level of customer service. In addition to your product documentation, we provide the following sources for obtaining information:

## Your Dealer

Don't forget that your dealer can often help identify and resolve problems. The dealer should always be the first call for advice on problems; they can often solve problems quickly and easily as well as give advice on the next step to take.

## Internet URL

<http://www.epson.com.au>

Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

## Epson Helpdesk

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

The Helpdesk numbers are:

Phone: 1300 361 054

Fax: (02) 8899 3789

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product documentation, type of computer, operating system, application programs, and any information you feel is required.

## Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

## Where To Get Help

### World Wide Web

(<http://www.epson.com.sg>)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

### Epson HelpDesk

(Phone: (65) 6586 3111)

Our HelpDesk team can help you with the following over the phone:

- ☐ Sales enquiries and product information
- ☐ Product usage questions or problems
- ☐ Enquiries on repair service and warranty

## Help for Users in Thailand

Contacts for information, support, and services are:

### World Wide Web

(<http://www.epson.co.th>)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

### Epson Hotline

(Phone: (66)2685-9899)

Our Hotline team can help you with the following over the phone:

- ☐ Sales enquiries and product information
- ☐ Product usage questions or problems
- ☐ Enquiries on repair service and warranty

## Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Hotline (Phone): 84-8-823-9239

Service Center:

80 Truong Dinh Street,  
District 1, Hochiminh City  
Vietnam

## Help for Users in Indonesia

Contacts for information, support, and services are:

### World Wide Web

(<http://www.epson.co.id>)

- ☐ Information on product specifications, drivers for download
- ☐ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

### Epson Hotline

- ☐ Sales enquiries and product information
- ☐ Technical support
  - Phone (62) 21-572 4350
  - Fax (62) 21-572 4357

### Epson Service Center

Jakarta Mangga Dua Mall 3rd floor No 3A/B  
Jl. Arteri Mangga Dua,  
Jakarta

Phone/Fax: (62) 21-62301104

Bandung Lippo Center 8th floor  
Jl. Gatot Subroto No.2  
Bandung

Phone/Fax: (62) 22-7303766

Surabaya Hitech Mall It IIB No. 12  
Jl. Kusuma Bangsa 116 – 118  
Surabaya

Phone: (62) 31-5355035  
Fax: (62)31-5477837

## Where To Get Help

|            |                                                                                                            |
|------------|------------------------------------------------------------------------------------------------------------|
| Yogyakarta | Hotel Natour Garuda<br>Jl. Malioboro No. 60<br>Yogyakarta<br><br>Phone: (62) 274-565478                    |
| Medan      | Wisma HSBC 4th floor<br>Jl. Diponegoro No. 11<br>Medan<br><br>Phone/Fax: (62) 61-4516173                   |
| Makassar   | MTC Karebosi Lt. III Kav. P7-8<br>Jl. Ahmad Yani No.49<br>Makassar<br><br>Phone: (62)411-350147/411-350148 |

## Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

### Internet Home Page

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- ☐ Product information
- ☐ Answers to Frequently Asked Questions (FAQs)
- ☐ Latest versions of Epson product drivers

Users can access our World Wide Web home page at:

<http://www.epson.com.hk>

### Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: (852) 2827-8911  
Fax: (852) 2827-4383

## Help for Users in Malaysia

Contacts for information, support, and services are:

### World Wide Web

(<http://www.epson.com.my>)

- ☐ Information on product specifications, drivers for download
- ☐ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

### Epson Trading (M) Sdn. Bhd.

Head Office.

Phone: 603-56288288

Fax: 603-56288388/399

### Epson Helpdesk

- ☐ Sales enquiries and product information (Infoline)  
Phone: 603-56288222
- ☐ Enquiries on repair services & warranty, product usage and technical support (Techline)  
Phone: 603-56288333

## Help for Users in India

Contacts for information, support, and services are:

### World Wide Web

(<http://www.epson.co.in>)

Information on product specifications, drivers for download, and products enquiry are available.

### Epson India Head Office - Bangalore

Phone: 080-30515000

Fax: 30515005

## Where To Get Help

### Epson India Regional Offices:

| Location   | Telephone number                   | Fax number   |
|------------|------------------------------------|--------------|
| Mumbai     | 022-28261515 / 16/17               | 022-28257287 |
| Delhi      | 011-30615000                       | 011-30615005 |
| Chennai    | 044-30277500                       | 044-30277575 |
| Kolkata    | 033-22831589 / 90                  | 033-22831591 |
| Hyderabad  | 040-66331738/ 39                   | 040-66328633 |
| Cochin     | 0484-2357950                       | 0484-2357950 |
| Coimbatore | 0422-2380002                       | NA           |
| Pune       | 020-30286000 / 30286001 / 30286002 | 020-30286000 |
| Ahmedabad  | 079-26407176 / 77                  | 079-26407347 |

### Helpline

For Service, Product info or to order a cartridge - 18004250011 (9AM - 9PM) - This is a Toll-free number.

For Service (CDMA & Mobile Users) - 3900 1600 (9AM - 6PM) Prefix local STD code

### Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone and fax numbers and e-mail address below:

Trunk Line: (63-2) 706 2609

Fax: (63-2) 706 2665

Helpdesk (63-2) 706 2625

Direct Line:

E-mail: [epchelpdesk@epc.epson.com.ph](mailto:epchelpdesk@epc.epson.com.ph)

### World Wide Web

(<http://www.epson.com.ph>)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Inquiries are available.

**Toll-Free No. 1800-1069-EPSON(37766)**

Our Hotline team can help you with the following over the phone:

- ☐ Sales inquiries and product information
- ☐ Product usage questions or problems
- ☐ Inquiries on repair service and warranty