



User's Guide

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Contents

Copyright and Trademarks

Copyright and Trademarks. 2

Introduction

Where to Find Information. 5

Caution, Important and Note. 5

Operating System Versions. 5

Important Instructions

Safety Instructions. 7

Product Advisories and Warnings. 7

 Setting up/using the product. 7

 Using the product with a wireless connection
 9

 Handling ink. 9

Getting to Know Your Product

Product Parts. 10

Guide to the Control Panel. 11

 Buttons. 11

 Lights. 12

Paper and Media Handling

Introduction to Using, Loading, and Storing
Media. 13

 Storing paper. 13

Selecting Paper. 13

 Paper type settings from the printer driver. 14

Loading Paper and Envelopes. 15

Printing

Printer Driver and Status Monitor. 17

 Accessing the printer driver for Windows. 17

 Accessing the printer driver for Mac OS X. 18

Basic Operations. 19

 Basic printing. 19

 Canceling printing. 22

Other Options. 23

 Product presets (For Windows Only). 23

 2-sided printing (for Windows only). 24

 Fit to page printing. 25

 Pages per sheet printing. 26

Sharing the Product for Printing. 27

 Setup for Windows. 27

 Setup for Mac OS X. 29

Refilling Ink

Ink Bottle Safety Instructions, Precautions, and
Specifications. 30

 Safety instructions. 30

 Precautions on refilling ink. 30

 Ink bottle specifications. 31

Checking the Ink Level. 31

Refilling the Ink Tank. 31

Maintaining Your Product and Software

Checking the Print Head Nozzles. 34

 Using the Nozzle Check utility for Windows
 34

 Using the Nozzle Check utility for Mac OS X
 34

 Using the product buttons. 35

Cleaning the Print Head. 36

 Using the Head Cleaning utility for Windows
 36

 Using the Head Cleaning utility for Mac OS X
 37

 Using the product buttons. 37

Aligning the Print Head. 38

 Using the Print Head Alignment utility for
 Windows. 38

 Using the Print Head Alignment utility for
 Mac OS X. 38

Cleaning the Paper Guide. 39

 Using the Paper Guide Cleaning utility for
 Windows. 39

 Using the Paper Guide Cleaning utility for Mac
 OS X. 39

Replacing Ink inside the Ink Tube. 40

 Using the Power Ink Flushing utility for
 Windows. 40

 Using the Power Ink Flushing utility for Mac
 OS X. 40

Saving Power. 41

Contents

For Windows.	41
For Mac OS X.	41
Checking the Number of Sheets of Paper Fed.	42
Cleaning the Product.	42
Cleaning the exterior of the product.	42
Cleaning the interior of the product.	42
Transporting the Product.	43
Checking and Installing Your Software.	45
Checking the software installed on your computer.	45
Installing the software.	45
Uninstalling Your Software.	45
For Windows.	46
For Mac OS X.	47

Troubleshooting for Printing

Diagnosing the Problem.	48
Error indicators.	48
Checking product status.	49
Paper Jams.	50
Removing jammed paper from inside the product.	51
Preventing paper jams.	51
Reprinting after a paper jam (for Windows only).	52
Print Quality Help.	52
Horizontal banding.	53
Vertical banding or misalignment.	53
Printout is blurry, smeared, or scuffed or ink supply is poor.	54
Miscellaneous Printout Problems.	55
Incorrect or garbled characters.	55
Incorrect margins.	55
Printout has a slight slant.	55
Inverted image.	55
Blank pages print.	56
Printed side is smeared or scuffed.	56
Printing is too slow.	56
Paper Does Not Feed Correctly.	57
Paper does not feed.	57
Multiple pages feed.	57
Paper is improperly loaded.	57
Paper is not ejected fully or is wrinkled.	58
The Product Does Not Print.	58
All lights are off.	58
Only the power light is on.	58
Increasing the Print Speed (For Windows Only)	59

Other Problem.	60
Printing plain papers quietly.	60

Product Information

Ink Bottles.	61
System Requirements.	61
For Windows.	61
For Mac OS X.	61
Technical Specifications.	62
Printer specifications.	62
Network interface specification.	64
Mechanical.	64
Electrical.	64
Environmental.	65
Standards and approvals.	65
Interface.	66

Where To Get Help

Technical Support Web Site.	67
Contacting Epson Support.	67
Before Contacting Epson.	67
Help for Users in Europe.	68
Help for Users in Thailand.	68
Help for Users in Vietnam.	68
Help for Users in Indonesia.	68
Help for Users in Malaysia.	69
Help for Users in India.	70
Help for Users in the Philippines.	71

Index

Introduction

Where to Find Information

The latest version of the following manuals are available on the Epson support website.

<http://www.epson.eu/Support> (Europe)

<http://support.epson.net/> (other than Europe)

Start Here (paper):

Provides you with information on setting up the product and installing the software.

User's Guide (PDF):

Provides you with detailed operating, safety, and troubleshooting instructions. See this guide when using this product with a computer.

To view the PDF manual, you need Adobe Acrobat Reader 5.0 or later, or Adobe Reader.

Network Guide (HTML):

Provides network administrators with information on both the printer driver and network settings.

Caution, Important and Note

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



Caution

must be followed carefully to avoid bodily injury.



Important

must be observed to avoid damage to your equipment.

Note

contain useful tips and restrictions on product operation.

Operating System Versions

In this manual, the following abbreviations are used.

Windows 7 refers to Windows 7 Home Basic, Windows 7 Home Premium, Windows 7 Professional, and Windows 7 Ultimate.

Windows Vista refers to Windows Vista Home Basic Edition, Windows Vista Home Premium Edition, Windows Vista Business Edition, Windows Vista Enterprise Edition, and Windows Vista Ultimate Edition.

Introduction

- ❑ Windows XP refers to Windows XP Home Edition, Windows XP Professional x64 Edition, and Windows XP Professional.
- ❑ Mac OS X refers to Mac OS X 10.5.8 or later.

Important Instructions

Important Instructions

Safety Instructions

Read and follow these instructions to ensure safe use of this product. Make sure you keep this guide for future reference. Also, be sure to follow all warnings and instructions marked on the product.

- Use only the power cord supplied with the product and do not use the cord with any other equipment. Use of other cords with this product or the use of the supplied power cord with other equipment may result in fire or electric shock.
- Be sure your AC power cord meets the relevant local safety standard.
- Never disassemble, modify, or attempt to repair the power cord, plug, printer unit, or options by yourself, except as specifically explained in the product's guides.
- Unplug the product and refer servicing to qualified service personnel under the following conditions:
The power cord or plug is damaged; liquid has entered the product; the product has been dropped or the casing damaged; the product does not operate normally or exhibits a distinct change in performance. Do not adjust controls that are not covered by the operating instructions.
- Place the product near a wall outlet where the plug can be easily unplugged.
- Do not place or store the product outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity.
- Take care not to spill liquid on the product and not to handle the product with wet hands.
- Keep this product at least 22 cm away from cardiac pacemakers. Radio waves from this product may adversely affect the operation of cardiac pacemakers.

Note:

The following provides safety instructions for ink.

➔ *["Refilling Ink" on page 30](#)*



Product Advisories and Warnings

Read and follow these instructions to avoid damaging the product or your property. Make sure you keep this guide for future reference.

Setting up/using the product

- Do not block or cover the vents and openings in the product.
- Use only the type of power source indicated on the product's label.
- Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.

Important Instructions

- ❑ Avoid electrical outlets controlled by wall switches or automatic timers.
- ❑ Keep the entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- ❑ The power-supply cords should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the power-supply cords and do not allow the power-supply cords to be stepped on or run over. Be particularly careful to keep all the power-supply cords straight at the ends and the points where they enter and leave the transformer.
- ❑ If you use an extension cord with the product, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ❑ If you plan to use the product in Germany, the building installation must be protected by a 10 or 16 amp circuit breaker to provide adequate short-circuit protection and over-current protection for the product.
- ❑ 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.
- ❑ Place the product on a flat, stable surface that extends beyond the base of the product in all directions. If you place the product by the wall, leave more than 10 cm between the back of the product and the wall. The product will not operate properly if it is tilted at an angle.
- ❑ When storing or transporting the product, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.
- ❑ Allow spaces behind the product for the cables, and space above the product so that you can fully raise the printer cover.
- ❑ Leave enough space in front of the product for the paper to be fully ejected.
- ❑ Avoid places subject to rapid changes in temperature and humidity. Also, keep the product away from direct sunlight, strong light, or heat sources.
- ❑ Do not insert objects through the slots in the product.
- ❑ Do not put your hand inside the product during printing.
- ❑ Do not touch the white flat cable and the ink tube inside the product.
- ❑ Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.
- ❑ Do not move the print head by hand; otherwise, you may damage the product.
- ❑ Always turn the product off using  button. Do not unplug the product or turn off the power to the outlet until the  light stops flashing.
- ❑ Before transporting the product, make sure that the print head is in the home (far right) position.
- ❑ If the ink level is below the lower limit on the ink tank, refill the ink soon. Continued use of the product when the ink level is below the lower limit on the tank could damage the product.

Important Instructions

- ❑ If you are not going to use the product for a long period, be sure to unplug the power cord from the electrical outlet.
- ❑ During the life of your product it may be necessary to replace the waste ink pad when it has become full. Whether and how often this is required will vary according to the number of pages you print, the type of material that you print and the number of cleaning cycles that the product performs. Epson Status Monitor or lights on the control panel will advise you when this part needs replacing. The need for replacement of the pad does not mean that your product has ceased to operate in accordance with its specifications. The replacement of this part is a routine product servicing activity within the product's specification and is not a problem which requires repair. The Epson warranty does not therefore cover the cost of this replacement. If your product needs the pad replacing this can be performed for you by any authorised Epson service provider. It is not a user-serviceable part.

Using the product with a wireless connection

Note:

The availability of this feature varies by product.

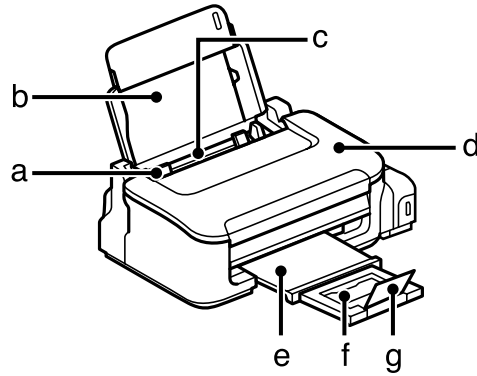
- ❑ Do not use this product inside medical facilities or near medical equipment. Radio waves from this product may adversely affect the operation of electrical medical equipment.
- ❑ Do not use this product near automatically controlled devices such as automatic doors or fire alarms. Radio waves from this product may adversely affect these devices, and could lead to accidents due to malfunction.

Handling ink

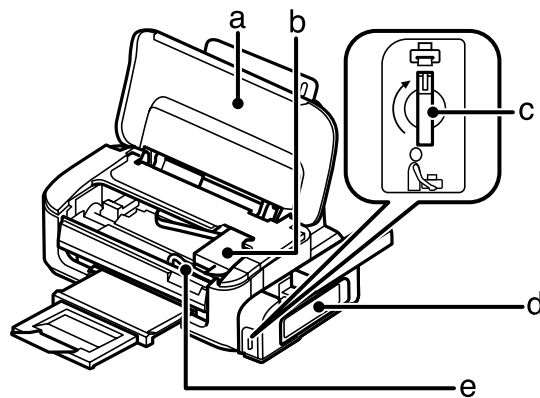
➔ ["Refilling Ink" on page 30](#)

Getting to Know Your Product

Product Parts

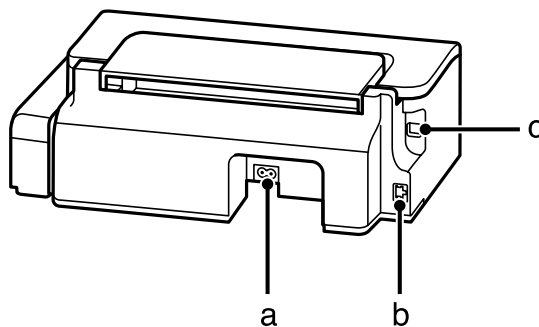


a.	Edge guide
b.	Paper support
c.	Rear paper feed
d.	Printer cover
e.	Output tray
f.	Output tray extension
g.	Stopper



a.	Printer cover
b.	Print head (under this section)
c.	Transportation lock
d.	Ink reservoir tank (Ink tank)
e.	Ink tube

Getting to Know Your Product



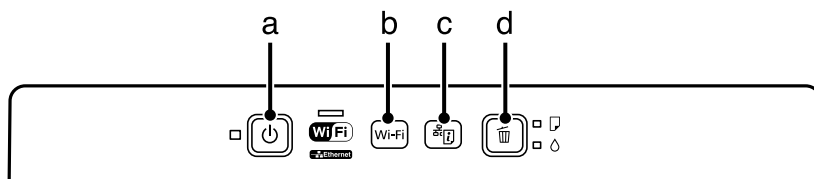
a.	AC inlet
b.	LAN port*
c.	USB connector

* The availability of this part varies by product.

Guide to the Control Panel

Note:

Although the control panel design may slightly differ from the actual product, the method of operation is the same.



Buttons

	Buttons	Function
a	*3 *4	Turns the product on or off.
b	Wi-Fi*1 *2	Hold down this for 3 seconds to run Wi-Fi setup. Press to clear network error indicator. See the Network Guide for details.
c	*2 *3	Prints a network status sheet.
d	*4	<p> Cancels printing during a print job.</p> <p> Resumes printing after a paper out error, paper jam error, multi-feed error, or ink pads nearing-the- service-life error.</p> <p> Hold down this for 3 seconds to run a print head cleaning.</p>

*1 The availability of this part varies by product.






*2 Press the **Wi-Fi** and buttons simultaneously to set up Wi-Fi using a PIN code. See the Network Guide for details.

*3 While pressing , turn on the product to return the network settings to their defaults.

*4 While pressing , turn on the product to print the nozzle check. ➔ [“Checking the Print Head Nozzles” on page 34.](#)

Getting to Know Your Product

Lights

Lights	Function
	On when the product is on. Flashes when the product is receiving data, printing, or cleaning the print head.
	Stays on while the product is connected to a network. Flashes while network settings are being adjusted.
	
	➔ "Error indicators" on page 48
	➔ "Error indicators" on page 48

* The availability of this part varies by product.

Paper and Media Handling

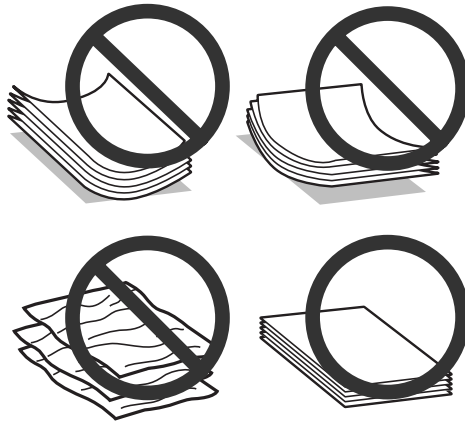
Introduction to Using, Loading, and Storing Media

You can achieve good results with most types of plain paper. However, Epson provides special types of paper that is formulated for the ink used in Epson ink jet products, and we recommend using this paper to ensure high-quality results.

When loading special paper distributed by Epson, read the instruction sheets packed with the paper first and keep the following points in mind.

Note:

- ❑ *Load the paper into the rear paper feed printable side up. The printable side is usually whiter. See the instruction sheets packed with the paper for more information. Some types of paper have cut corners to help identify the correct loading direction.*
- ❑ *If the paper is curled, flatten it or curl it slightly in the opposite direction before loading. Printing on curled paper may cause ink to smear on your prints. Do not use the paper that is folded, wavy or torn.*



Storing paper

Return unused paper to the original package as soon as you finish printing. Keep unused paper and prints away from high temperature, humidity, and direct sunlight.

Selecting Paper

Refer to the table below for the loading capacities of paper and other media.

Paper and Media Handling

Media Type	Size	Loading capacity (sheets)
Plain paper*1	Letter*2	up to 11mm
	A4*2	up to 11mm
	B5*2	up to 11mm
	A5*2	up to 11mm
	A6*2	up to 11mm
	Legal	1
	User Defined	1
Envelope	#10	10
	DL	10
	C6	10
Epson Bright White Ink Jet Paper	A4*2	80
Epson Photo Quality Ink Jet Paper	A4	80
Epson Matte Paper - Heavyweight	A4	1

*1 Paper with a weight of 64 g/m² (17 lb) to 90 g/m² (24 lb).

*2 The loading capacity for manual 2-sided printing is 30 sheets.

Note:

The availability of paper varies by location.

Paper type settings from the printer driver

The product automatically adjusts itself for the type of paper you select in your print settings. That is why the paper type setting is so important. It tells your product what kind of paper you are using and adjusts the ink coverage accordingly. The table below lists the settings you should choose for your paper.

For this paper	Printer driver paper type
Plain paper	plain papers
Epson Bright White Ink Jet Paper	
Epson Matte Paper – Heavyweight	Epson Matte
Epson Photo Quality Ink Jet Paper	
Envelopes	Envelope

Paper and Media Handling

Note:

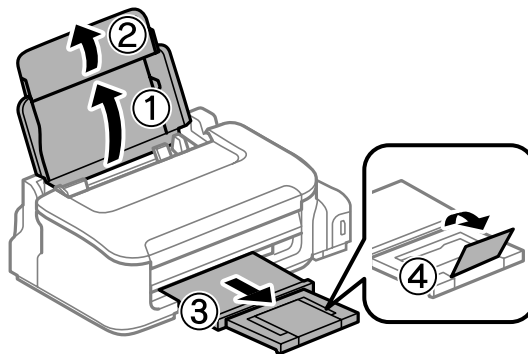
The availability of special media varies by location. For the latest information on media available in your area, contact Epson support.

➔ ["Technical Support Web Site"](#) on page 67

Loading Paper and Envelopes

Follow these steps to load paper:

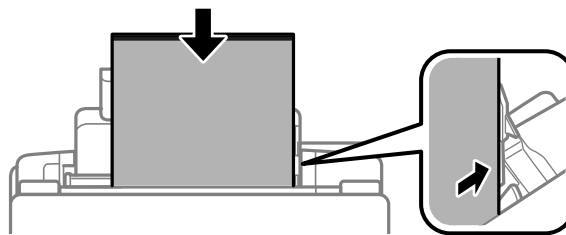
- 1 Open the paper support and the output tray and then raise the stopper.



Note:

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

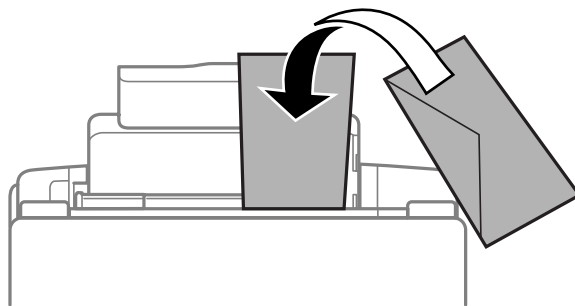
- 2 Slide the edge guide to the left.
- 3 Load paper with the printable side up, against the right side of the rear paper feed.



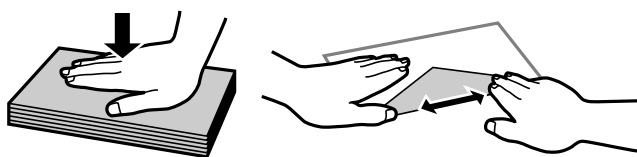
Paper and Media Handling

Note:

- ❑ Fan and align the edges of the paper before loading.
- ❑ The printable side is often whiter than the other side.
- ❑ Always load paper into the rear paper feed short edge first, even when you are printing landscape -oriented pictures.
- ❑ You can use the following sizes of paper with binding holes: A4, A5, A6, Legal, Letter. Load only 1 sheet of paper at a time.
- ❑ When loading envelopes, load the short edge first with the flap facing down.



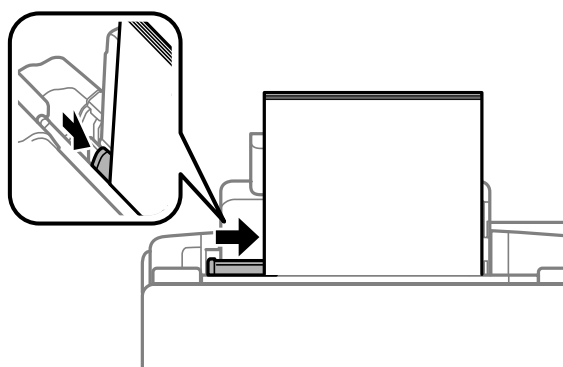
- ❑ Do not use envelopes that are curled, folded, or glued or that have plastic windows.
- ❑ Flatten the envelope and the flaps before loading.



- ❑ Flatten the leading edge of the envelope before loading.
- ❑ Avoid using envelopes that are too thin, as they may curl during printing.

4

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



Note:

For plain paper, do not load paper above the ▼ arrow mark inside the edge guide.
For Epson special media, make sure the number of sheets is less than the limit specified for the media.

➔ [“Selecting Paper” on page 13](#)

Printing

Printer Driver and Status Monitor

The printer driver lets you choose from a wide variety of settings to get the best printing results. The status monitor and the printer utilities help you check the product and keep it in top operating condition.

Note for Windows users:

- ❑ Your printer driver automatically finds and installs the latest version of the printer driver from Epson's Web site. Click the **Software Update** button in your printer driver's **Maintenance** window, and then follow the on-screen instructions. If the button does not appear in the **Maintenance** window, point at **All Programs** or **Programs** in the Windows Start menu, and check in the **EPSON** folder.
- ❑ If you want to change the language of the driver, select the language you want to use from the **Language** setting in your printer driver's **Maintenance** window. Depending on the location, this function may not be available.

Accessing the printer driver for Windows

You can access the printer driver from most Windows applications, the Windows Start menu, or the taskbar.

To make settings that apply only to the application you are using, access the printer driver from that application.

To make settings that apply to all of your Windows applications, access the printer driver from the Start menu or the taskbar.

Refer to the following sections to access the printer driver.

Note:

Screen shots of the printer driver windows in this User's Guide are from Windows 7.

From Windows applications

- 1 Click **Print** or **Print Setup** on the File menu.
- 2 In the window that appears, click **Printer**, **Setup**, **Options**, **Preferences**, or **Properties**. (Depending on your application, you may need to click one or a combination of these buttons.)

From the Start menu

- ❑ **Windows 7:**
Click the start button, select **Devices and Printers**. Then right-click the product and select **Printing preferences**.
- ❑ **Windows Vista:**
Click the start button, select **Control Panel**, and then select **Printer** from the **Hardware and Sound** category. Then select the product and then click **Select printing preferences**.

Printing

❑ Windows XP:

Click **Start, Control Panel, (Printers and Other Hardware,)** then **Printers and Faxes**. Select the product, then click **Printing Preferences** on the File menu.


From the shortcut icon on the taskbar

Right-click the product icon on the taskbar, then select **Printer Settings**.

To add a shortcut icon to the Windows taskbar, first access the printer driver from the Start menu as described above. Next, click the **Maintenance** tab, and then the **Monitoring Preferences** button. In the Monitoring Preferences window, select the **Shortcut Icon** check box.

Getting information through online help

In the printer driver window, try one of the following procedures.

- ❑ Right-click the item, then click **Help**.
- ❑ Click the  button at the top right of the window, then click the item (for Windows XP only).

Accessing the printer driver for Mac OS X

The table below describes how to access the printer driver dialog.

Dialog Box	How to Access It
Page Setup	Click Page Setup on the File menu of your application. <i>Note:</i> <i>Depending on your application, the Page Setup menu may not appear in the File menu.</i>
Print	Click Print on the File menu of your application.
Epson Printer Utility 4	For Mac OS X 10.7, click System Preferences on the Apple menu and then click Print & Scan . Select your product from the Printers list box, click Options & Supplies, Utility , and then click Open Printer Utility . For Mac OS X 10.6, click System Preferences on the Apple menu and then click Print & Fax . Select your product from the Printers list box, click Options & Supplies, Utility , and then click Open Printer Utility . For Mac OS X 10.5, click System Preferences on the Apple menu and then click Print & Fax . Select your product from the Printers list box, click Open Print Queue and then click Utility button.

Getting information through online help

Click the  **Help** button in the Print dialog box.

Basic Operations

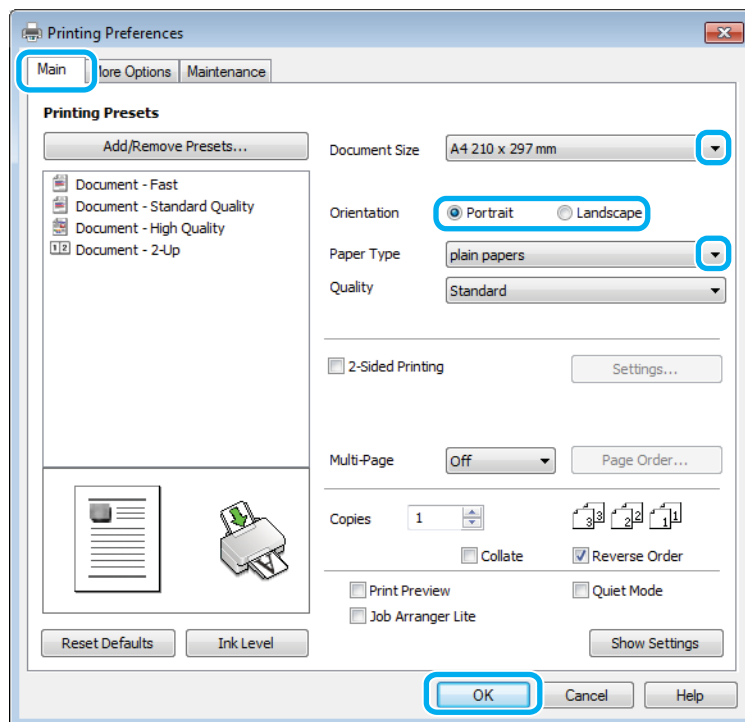
Basic printing

Note:

- ❑ The screen shots in this section may vary depending on the model.
- ❑ Before you print, load paper properly.
 - ➔ [“Loading Paper and Envelopes” on page 15](#)
- ❑ Refer to the section below for the printable area.
 - ➔ [“Printable area” on page 63](#)
- ❑ After completing the settings, print one test copy and examine the results before printing an entire job.

Basic product settings for Windows

- 1 Open the file you want to print.
- 2 Access the printer settings.
 - ➔ [“Accessing the printer driver for Windows” on page 17](#)



- 3 Click the **Main** tab.
- 4 Select the appropriate Document Size setting. You can also define a custom paper size. For details, see the online help.

Printing

- 5 Select **Portrait** (tall) or **Landscape** (wide) to change the orientation of your print.

Note:
Select **Landscape** when printing on envelopes.

- 6 Select the appropriate Paper Type setting.
➔ [“Paper type settings from the printer driver”](#) on page 14

Note:
Print quality is automatically adjusted for the selected Paper Type.

- 7 Click **OK** to close the printer settings window.

Note:
To make changes to advanced settings, refer to the relevant section.

- 8 Print your file.

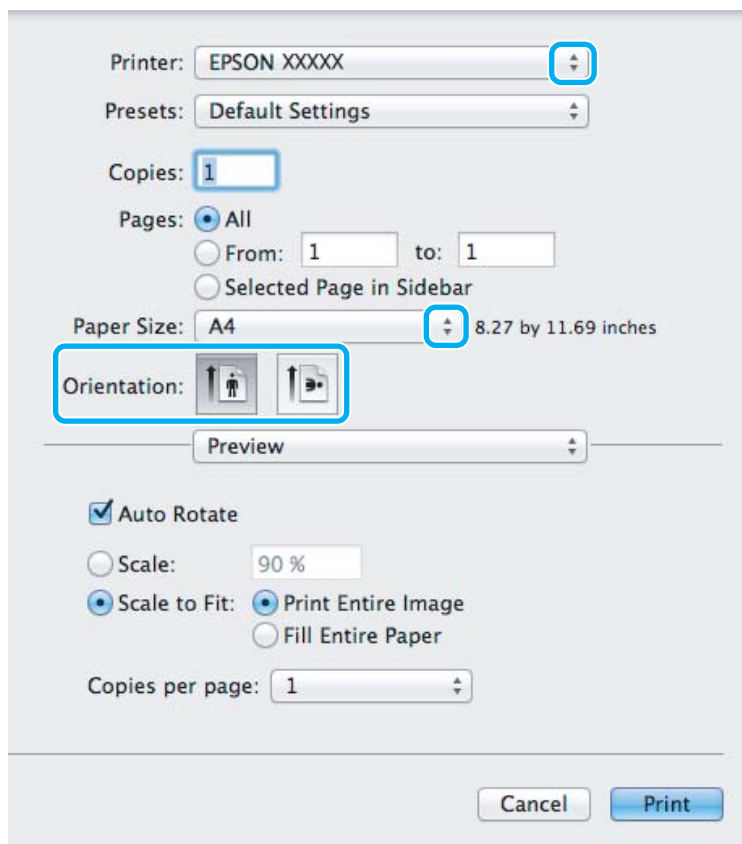
Basic product settings for Mac OS X

Note:
Screen shots of the printer driver windows in this section are from Mac OS X 10.7.

- 1 Open the file you want to print.

Printing

- 2 Access the Print dialog box.
 ➔ “Accessing the printer driver for Mac OS X” on page 18



Note:

If the simplified dialog box is displayed, click the **Show Details** button (for Mac OS X 10.7) or the ▼ button (for Mac OS X 10.6 or 10.5) to extend this dialog box.

- 3 Select the product you are using as the Printer setting.

Note:

Depending on your application, you may not be able to select some of the items in this dialog box. If so, click **Page Setup** on the File menu of your application, and then make suitable settings.

- 4 Select the appropriate Paper Size setting.

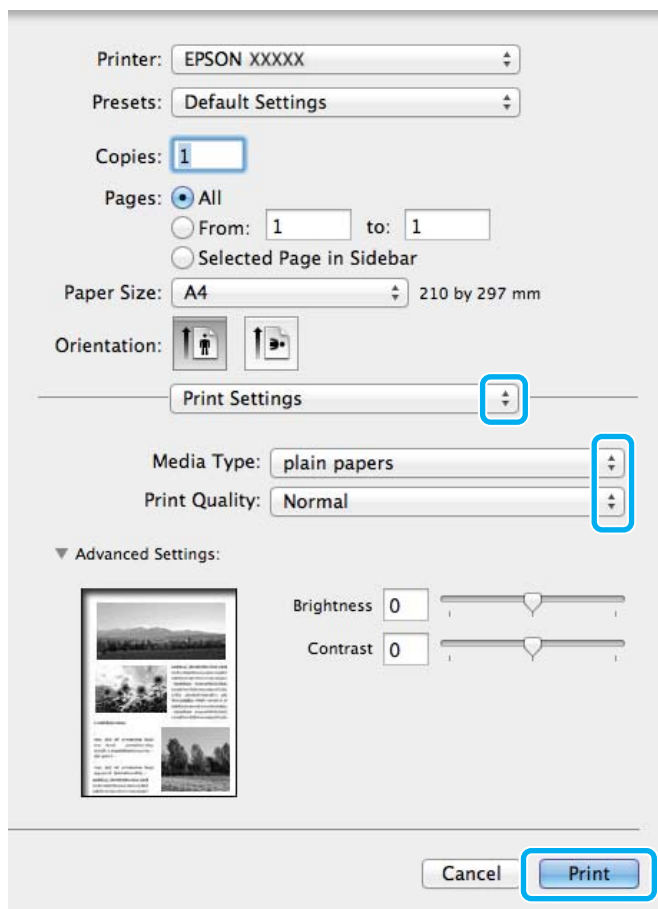
- 5 Select the appropriate Orientation setting.

Note:

Select landscape orientation when printing envelopes.

Printing

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




- 7** Select the appropriate Media Type setting.
 ➔ [“Paper type settings from the printer driver” on page 14](#)

- 8** Click **Print** to start printing.

Canceling printing

If you need to cancel printing, follow the instructions in the appropriate section below.

Using the product button

Press the  button to cancel a print job in progress.

For Windows

Note:

You cannot cancel a print job that has been completely sent to the product. In this case, cancel the print job by using the product.

- 1** Access the EPSON Status Monitor 3.
 ➔ [“For Windows” on page 49](#)

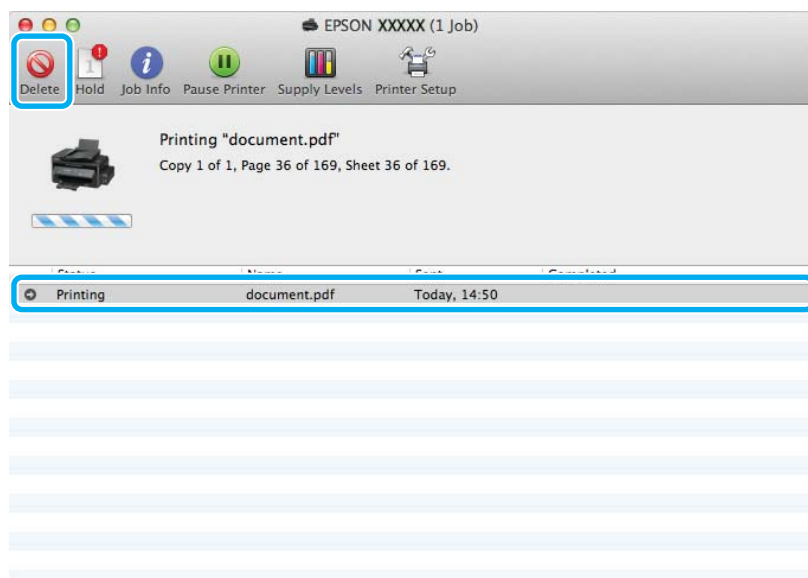
Printing

- 2 Click the **Print Queue** button. The Windows Spooler appears.
- 3 Right-click on the job you want to cancel and then select **Cancel**.

For Mac OS X

Follow the steps below to cancel a print job.

- 1 Click your product icon in the Dock.
- 2 In the Document Name list, select the document which is printing.
- 3 Click the **Delete** button to cancel the print job.



Other Options

Product presets (For Windows Only)

Printer driver presets make printing a snap. You can also create presets of your own.

Product settings for Windows

- 1 Access the printer settings.
➔ [“Accessing the printer driver for Windows” on page 17](#)
- 2 Select a Printing Presets in the Main tab. Product settings are automatically set to the values displayed in the pop-up window.

2-sided printing (for Windows only)

Use the printer driver to print on both sides of the paper.



Two types of 2-sided printing are available: standard and folded booklet.

2-sided printing is only available for the following papers and sizes.

Paper	Size
Plain paper	Legal, Letter, A4, B5, A5, A6
Epson Bright White Ink Jet Paper	A4

Note:

- This feature is not available for Mac OS X.
- This feature may not be available at some settings.
- This feature may not be available when the product is accessed over a network or is used as a shared printer.
- The loading capacity differs during 2-sided printing.
➔ [“Selecting Paper” on page 13](#)
- Only use papers that are suitable for 2-sided printing. Otherwise, the printout quality may deteriorate.
- Depending on the paper and the amount of ink used to print text and images, ink may bleed through to the other side of the paper.
- The surface of the paper may be smeared during 2-sided printing.
- This feature is available only when EPSON Status Monitor 3 is enabled. To enable the status monitor, access the printer driver and click the **Maintenance** tab followed by the **Extended Settings** button. In the Extended Settings window, check the **Enable EPSON Status Monitor 3** check box.

Product settings for Windows

- 1** Access the printer settings.
➔ [“Accessing the printer driver for Windows” on page 17](#)
- 2** Select **2-Sided Printing** check box.

Printing

- 3 Click **Settings**, and make the appropriate settings.

Note:

If you want to print a folded booklet, select **Booklet**.

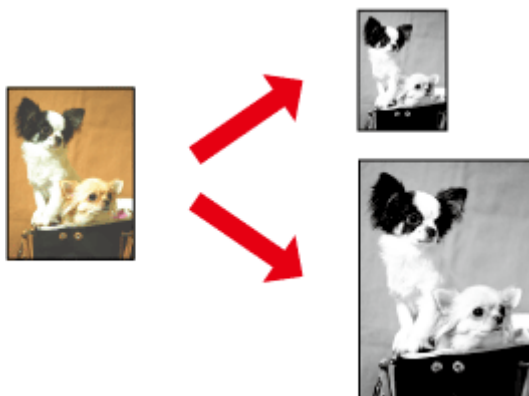
- 4 Check the other settings and print.

Note:

- The actual binding margin may be different from the specified settings depending on your application. Experiment with a few sheets to examine actual results before printing the entire job.
- Make sure that the ink is completely dry before reloading the paper.

Fit to page printing

Lets you automatically enlarge or reduce the size of your document to fit the paper size selected in the printer driver.



Note:

This feature may not be available at some settings.

Product settings for Windows

- 1 Access the printer settings.
➔ [“Accessing the printer driver for Windows” on page 17](#)
- 2 Select **Reduce/Enlarge Document** and **Fit to Page** in the More Options tab, and then select the size of the paper you are using from Output Paper.
- 3 Check the other settings and print.

Product settings for Mac OS X

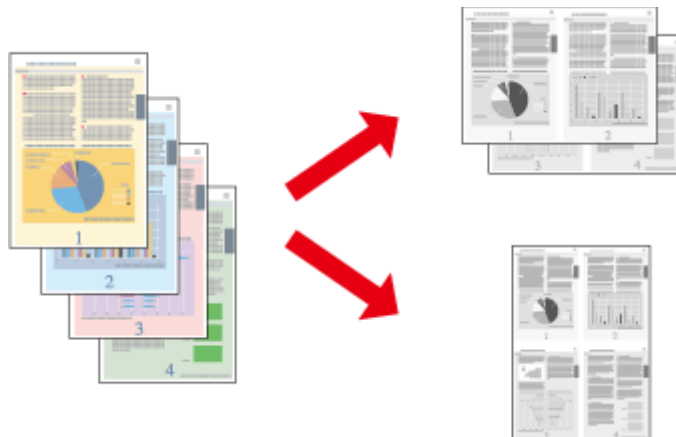
- 1 Access the Print dialog box.
➔ [“Accessing the printer driver for Mac OS X” on page 18](#)

Printing

- 2 Choose **Scale to fit paper size** for Destination Paper Size in the Paper Handling pane and select the desired paper size from the pop-up menu.
- 3 Check the other settings and print.

Pages per sheet printing

Lets you use the printer driver to print two or four pages on a single sheet of paper.



Note:

This feature may not be available at some settings.

Product settings for Windows

- 1 Access the printer settings.
➔ [“Accessing the printer driver for Windows” on page 17](#)
- 2 Select **2-Up** or **4-Up** as Multi-Page in the Main tab.
- 3 Click **Page Order**, and make the appropriate settings.
- 4 Check the other settings and print.

Product settings for Mac OS X

- 1 Access the Print dialog box.
➔ [“Accessing the printer driver for Mac OS X” on page 18](#)
- 2 Select the desired number of Pages per Sheet and the Layout Direction (page order) in the Layout pane.
- 3 Check the other settings and print.

Sharing the Product for Printing

Setup for Windows

These instructions tell you how to set up your product so other users on the network can share it.

First you will set up the product as a shared printer on the computer directly connected to it. Then you will add the product to each network computer that will access it.

Note:

- These instructions are for small networks only. To share the product on a large network, consult your network administrator.
- The screen shots in the following section are from Windows 7.

Setting up the product as a shared printer

Note:

- To set up the product as a shared printer in Windows 7 or Vista, you will need an account with administrator privileges and the password if you log on as a standard user.
- To set up the product as a shared printer in Windows XP, you must log on to a Computer Administrator account.

Follow the steps below on the computer that is connected directly to the product:

1**Windows 7:**

Click the start button, select **Devices and Printers**.

Windows Vista:

Click the start button, select **Control Panel**, and then select **Printer** from the **Hardware and Sound** category.

Windows XP:

Click **Start** and select **Control Panel**, and then select **Printers and Faxes**, from the **Printers and Other Hardware** category.

2**Windows 7:**

Right-click the icon for your product, click **Printer properties**, and then click **Sharing**. Then click the **Change Sharing Options** button.

Windows Vista:

Right-click the icon for your product, and then click **Sharing**. Click the **Change sharing options** button and then click **Continue**.

Windows XP:

Right-click the icon for your product, then click **Sharing**.

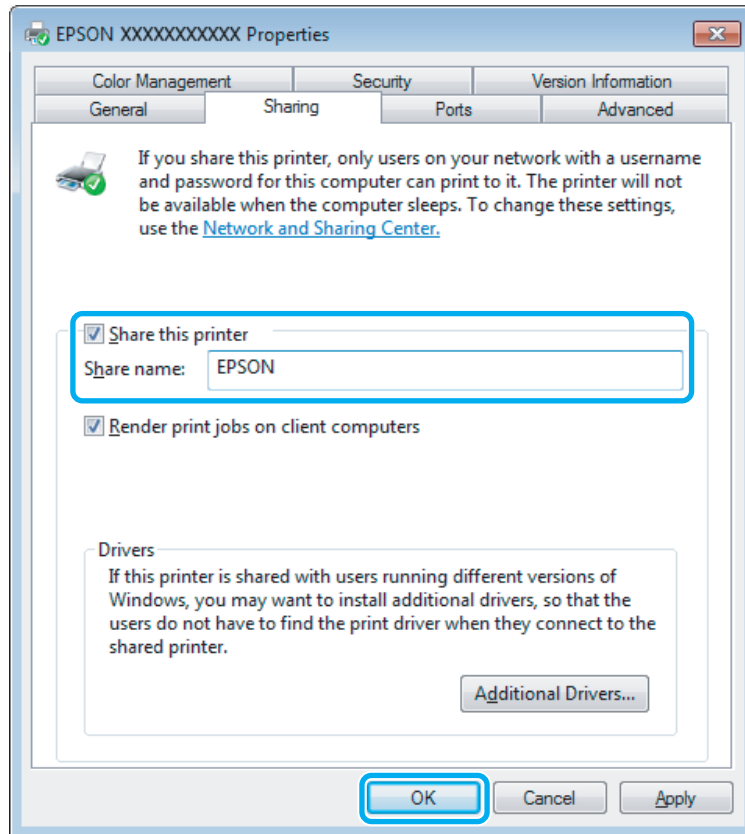
3

Select **Share this printer**, then type a Share name.

Note:

Do not use spaces or hyphens in the share name.

Printing



If you want to automatically download printer drivers for computers that are running different versions of Windows, click **Additional Drivers** and select the environment and the operating systems of the other computers. Click **OK**, then insert the product software disk.

- 4 Click **OK** or **Close** (if you installed additional drivers).

Adding the product to the other network computers

Follow these steps to add the product to each network computer that will access it.

Note:

Your product must be set up as a shared printer on the computer to which it is connected before you can access it from another computer.

➔ [“Setting up the product as a shared printer” on page 27.](#)

- 1 **Windows 7:**
Click the start button, select **Devices and Printers**.

Windows Vista:

Click the start button, select **Control Panel**, and then select **Printer** from the **Hardware and Sound** category.

Windows XP:

Click **Start** and select **Control Panel**, and then select **Printers and Faxes**, from the **Printers and Other Hardware** category.

Printing

- 2** **Windows 7 and Vista:**
Click the **Add a printer** button.

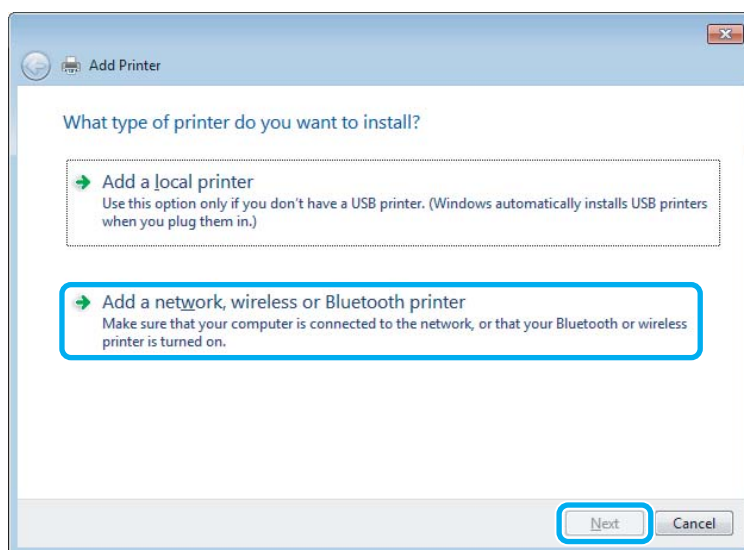
Windows XP:

Click the **Add a printer** button. The Add Printer Wizard appears. Click the **Next** button.

- 3** **Windows 7 and Vista:**
Click **Add a network, wireless or Bluetooth printer**, and then click **Next**.

Windows XP:

Select **A network printer, or a printer attached to another computer**, then click **Next**.



- 4** Follow the on-screen instructions to select the product you want to use.

Note:

Depending on the operating system and the configuration of the computer to which the product is connected, the Add Printer Wizard may prompt you to install the printer driver from the product software disk. Click the **Have Disk** button and follow the on-screen instructions.

Setup for Mac OS X

To set up your product on a Mac OS X network, use the Printer Sharing setting. See your Macintosh documentation for details.

Refilling Ink

Ink Bottle Safety Instructions, Precautions, and Specifications

Safety instructions

Observe the following when handling the ink:

- Keep ink bottles and the ink tank unit out of the reach of children. Do not allow children to drink from or handle the ink bottles and ink bottle cap.
- Do not tilt or shake an ink bottle after removing its seal; this can cause leakage.
- Be careful not to touch any ink when you handle the ink tank, ink tank cap, and opened ink bottles or ink bottle caps.
If ink gets on your skin, wash the area thoroughly with soap and water.
If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems continue after a thorough flushing, see a doctor immediately.
If ink gets into your mouth, spit it out immediately and see a doctor right away.

Precautions on refilling ink

Read all of the instructions in this section before refilling ink.

- Use ink bottles with the correct part number for this product.
➔ [“Ink Bottles” on page 61](#)
- Epson recommends the use of genuine Epson ink bottles. Epson cannot guarantee the quality or reliability of non-genuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic product behavior.
- Other products not manufactured by Epson may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic product behavior.
- This product requires careful handling of ink. Ink may splatter when the ink tank is filled or refilled with ink. If ink gets on your clothes or belongings, it may not come off.
- To maintain optimum print head performance, some ink is consumed not only during printing but also during maintenance operation such as print head cleaning.
- Do not open the ink bottle package until you are ready to fill the ink tank. The ink bottle is vacuum packed to maintain its reliability. If you leave an ink bottle unpacked for a long time before using it, normal printing may not be possible.
- If the ink level is below the lower limit on the ink tank, refill the ink soon. Continued use of the product when the ink level is below the lower limit on the tank could damage the product.

Refilling Ink

- ❑ After bringing an ink bottle inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- ❑ Store ink bottles in a cool, dark place.
- ❑ Store the ink bottles in the same environment as the product. When storing or transporting the ink bottle after opening the sealed bottle, avoid temperature changes, impacts, shaking or tilting the bottle; otherwise ink may leak even if you tighten the cap on the bottle. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when you transport the bottle.

Ink bottle specifications

- ❑ Epson recommends using the ink bottle before the date printed on the package.
- ❑ Some ink is consumed in the initial charging. In order to produce high quality printouts, the print head in your product will be fully charged with ink.
- ❑ Quoted yields may vary depending on the images that you are printing, the paper type that you are using, the frequency of your prints and environmental conditions such as temperature.
- ❑ Although the ink bottles may contain recycled materials, this does not affect product function or performance.

Checking the Ink Level

To confirm the actual ink remaining, visually check the ink level in the product's ink tank.



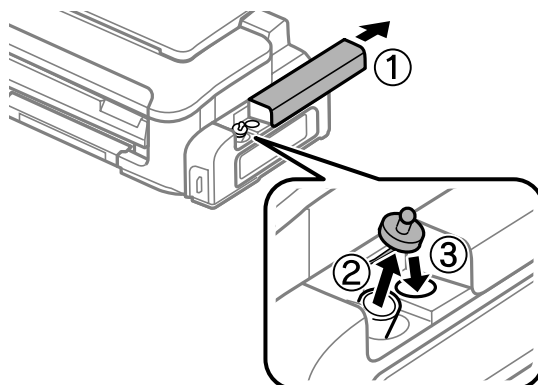
Important:

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

Refilling the Ink Tank

Ink can be refilled at any time.

- 1** Open the ink tank unit cover, and then remove the cap of the ink tank. After removing the cap, place it as shown in the illustration below.



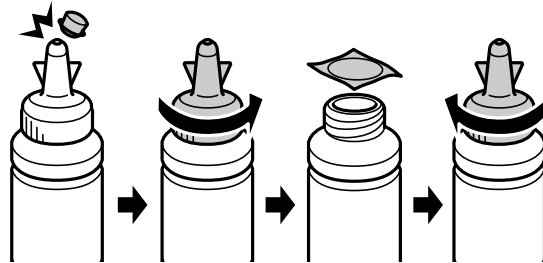
Refilling Ink

Note:

Be careful not to spill any ink.

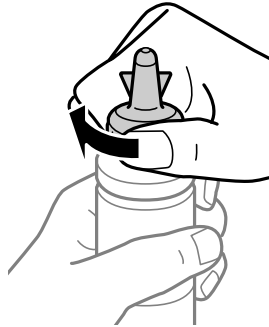
2

Snap off the top of the cap, remove the cap of the ink bottle, remove the seal from the bottle, and then install the cap.



Important:

Install the ink bottle cap tightly; otherwise ink may leak.

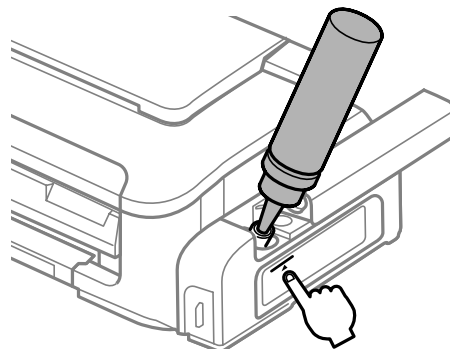


Note:

Do not dispose of the top of the cap. If any ink remains in the ink bottle after refilling the tank, use the top of the cap to seal the ink bottle cap.

3

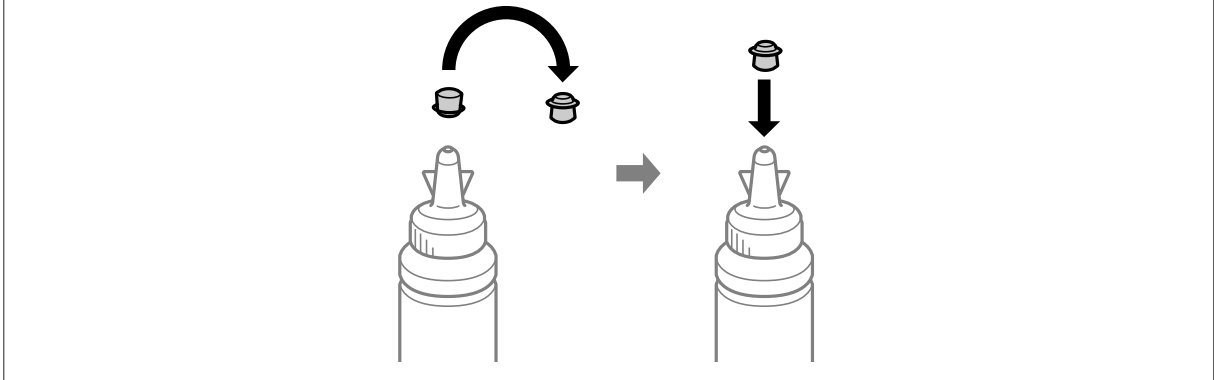
Refill the ink tank up to the upper line on the ink tank.



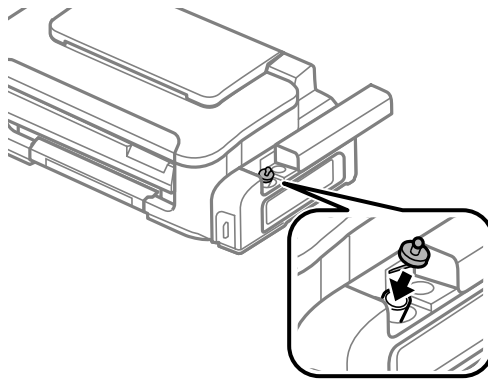
Refilling Ink

Note:

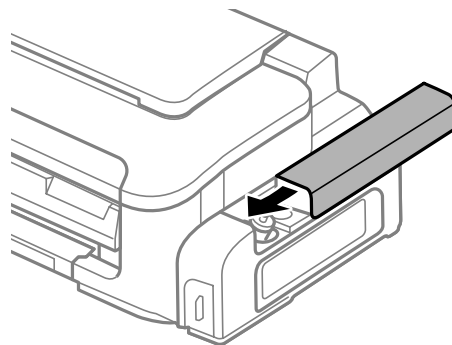
If any ink remains in the ink bottle after filling the ink tank up to the upper line, install the cap securely and store the ink bottle upright for later use.



- 4** Install the cap onto the ink tank securely.



- 5** Close the ink tank unit cover.



Maintaining Your Product and Software

Checking the Print Head Nozzles

If you find that the printout is unexpectedly faint or that dots are missing, you may be able to identify the problem by checking the print head nozzles.

You can check the print head nozzles from your computer by using the Nozzle Check utility or from the product by using the buttons.

Using the Nozzle Check utility for Windows

Follow the steps below to use the Nozzle Check utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Make sure that A4-size paper is loaded in the rear paper feed.
- 3 Right-click the product icon on the taskbar, then select **Nozzle Check**.
If the product icon does not appear, refer to the following section to add the icon.
➔ [“From the shortcut icon on the taskbar” on page 18](#)
- 4 Follow the on-screen instructions.



Using the Nozzle Check utility for Mac OS X

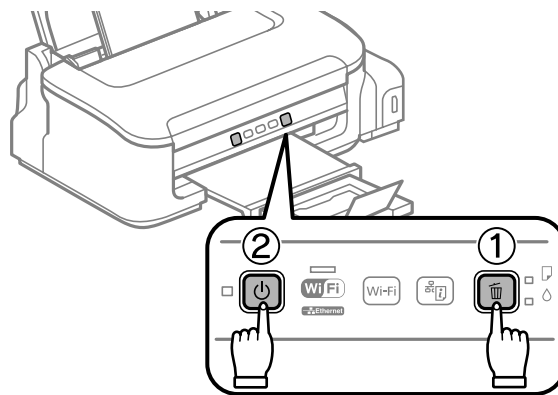
Follow the steps below to use the Nozzle Check utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Make sure that A4-size paper is loaded in the rear paper feed.
- 3 Access the Epson Printer Utility 4.
➔ [“Accessing the printer driver for Mac OS X” on page 18](#)
- 4 Click the **Nozzle Check** icon.
- 5 Follow the on-screen instructions.

Using the product buttons

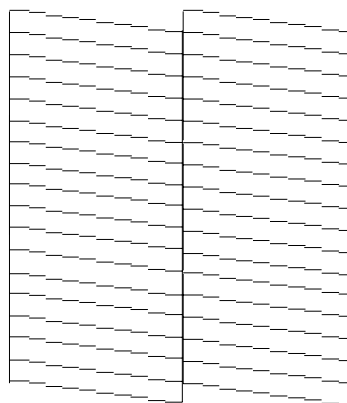
Follow the steps below to check the print head nozzles using the product buttons.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Turn off the product.
- 3 Make sure that A4-size paper is loaded in the rear paper feed.
- 4 While holding down the  button, press the  button to turn on the product.



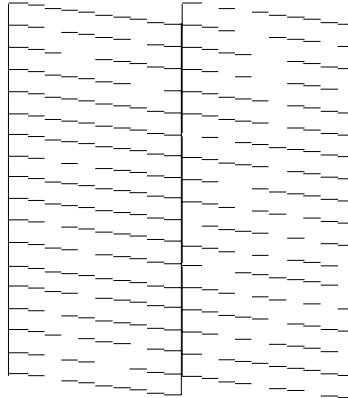
- 5 When the product turns on, release both the buttons. The product prints the nozzle check pattern.
Below are two sample nozzle check patterns.

Compare the quality of the printed check page with the sample shown below. If there are no print quality problems, such as gaps or missing segments in the test lines, the print head is fine.



Maintaining Your Product and Software

If any segment of the printed lines is missing, as shown below, this could mean a clogged ink nozzle or a misaligned print head.



➔ [“Cleaning the Print Head” on page 36](#)

➔ [“Aligning the Print Head” on page 38](#)

Cleaning the Print Head

If you find that the printout is unexpectedly faint or that dots are missing, you may be able to solve these problems by cleaning the print head, which ensures that the nozzles are delivering ink properly.

You can clean the print head from your computer using the Head Cleaning utility in the printer driver or from the product by using the buttons.



Important:

Do not open the printer cover or turn off the product during head cleaning. If the head cleaning is incomplete, you may not be able to print.

Note:

- Because print head cleaning uses some ink, clean the print head only if quality declines; for example, if the printout is blurry or scuffed.*
- Use the Nozzle Check utility first to confirm that the print head needs to be cleaned. This saves ink.*
- When ink is low you may not be able to clean the print head. Refill the ink tank first.*
- If print quality has not improved after repeating this procedure about three times, use the Power Ink Flushing utility.*
 - ➔ [“Replacing Ink inside the Ink Tube” on page 40](#)
- To maintain print quality, we recommend printing a few pages on a regular basis.*

Using the Head Cleaning utility for Windows

Follow the steps below to clean the print head using the Head Cleaning utility.

1

Make sure that the transportation lock is set to the unlocked (Printing) position.

Maintaining Your Product and Software

- 2 Make sure that no warnings or errors are indicated in the control panel.
- 3 Right-click the product icon on the taskbar, then select **Head Cleaning**.
If the product icon does not appear, refer to the following section to add the icon.
➔ [“From the shortcut icon on the taskbar” on page 18](#)
- 4 Follow the on-screen instructions.



Using the Head Cleaning utility for Mac OS X

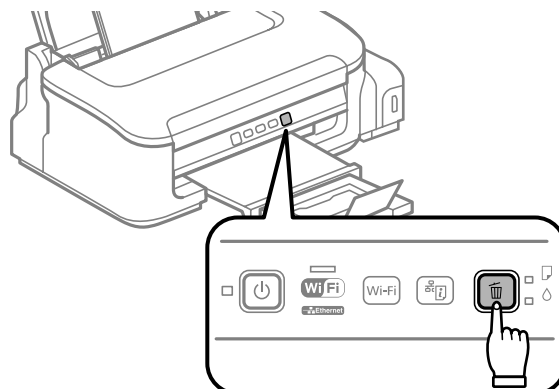
Follow the steps below to clean the print head using the Head Cleaning utility.

- 1 Make sure that the transportation lock is set to the unlocked (Printing) position.
- 2 Make sure that no warnings or errors are indicated in the control panel.
- 3 Access the Epson Printer Utility 4.
➔ [“Accessing the printer driver for Mac OS X” on page 18](#)
- 4 Click the **Head Cleaning** icon.
- 5 Follow the on-screen instructions.

Using the product buttons

Follow the steps below to clean the print head using the product buttons.


- 1 Make sure that the transportation lock is set to the unlocked (Printing) position.
- 2 Make sure that no warnings or errors are indicated in the control panel.
- 3 Hold down the  button for three seconds until the  light flashes.




Maintaining Your Product and Software

The product starts cleaning the print head.

**Important:**

Never turn off the product while the  light is flashing. Doing so may damage the product.


- 4 When the  light stops flashing, print a nozzle check pattern to confirm that the head is clean.
➔ [“Checking the Print Head Nozzles” on page 34](#)

Aligning the Print Head

If you notice a misalignment of vertical lines or horizontal banding, you may be able to solve this problem by using the Print Head Alignment utility in your printer driver.

Refer to the appropriate section below.

Note:

Do not press the  button to cancel printing while printing a test pattern with the Print Head Alignment utility.

Using the Print Head Alignment utility for Windows

Follow the steps below to align the print head using the Print Head Alignment utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Make sure A4-size paper is loaded in the rear paper feed.
- 3 Right-click the product icon on the taskbar, then select **Print Head Alignment**.
If the product icon does not appear, refer to the following section to add the icon.
➔ [“From the shortcut icon on the taskbar” on page 18](#)
- 4 Follow the on-screen instructions to align the print head.

Using the Print Head Alignment utility for Mac OS X

Follow the steps below to align the print head using the Print Head Alignment utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Make sure A4-size paper is loaded in the rear paper feed.
- 3 Access the Epson Printer Utility 4.
➔ [“Accessing the printer driver for Mac OS X” on page 18](#)

Maintaining Your Product and Software

- 4 Click the **Print Head Alignment** icon.
- 5 Follow the on-screen instructions to align the print head.

Cleaning the Paper Guide

You may see a smudge on the back of the printout when excessive ink remains on the paper guide. The paper guide is the dark plastic strip inside the product. In this case, you can solve the problem by using the Paper Guide Cleaning utility in your printer driver.

Refer to the appropriate section below.

Note:
Repeat the procedure until the inside of the product is cleaned.

Using the Paper Guide Cleaning utility for Windows

Follow the steps below to clean the paper guide using the Paper Guide Cleaning utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Make sure A4 size paper is loaded in the rear paper feed.
- 3 Open the printer driver, click the **Maintenance** tab, then click the **Paper Guide Cleaning** button.
➔ [“Accessing the printer driver for Windows” on page 17.](#)
- 4 Follow the on-screen instructions to clean the paper guide.

Using the Paper Guide Cleaning utility for Mac OS X

Follow the steps below to clean the paper guide using the Paper Guide Cleaning utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Make sure A4 size paper is loaded in the rear paper feed.
- 3 Access the Epson Printer Utility 4 dialog box.
➔ [“Accessing the printer driver for Mac OS X” on page 18.](#)
- 4 Click the **Paper Guide Cleaning** icon.

Maintaining Your Product and Software

- 5 Follow the on-screen instructions to clean the paper guide.

Replacing Ink inside the Ink Tube

If print quality has not improved even after running Head Cleaning several times, you may need to replace the ink inside the ink tube to solve the problem.

The Power Ink Flushing utility allows you to replace all of the ink inside the ink tube.

**Important:**

This function consumes a lot of ink. Before using this function, make sure there is enough ink in the product's ink tank. If there is not enough ink, refill the ink tank.

Note:

- ❑ *This function consumes a lot of ink. We only recommend using this function after running Head Cleaning several times.*
- ❑ *This function effects the service life of the ink pads. Ink pads reach their capacity earlier by running this function. Contact Epson Support to request replacement before the end of their service life. When the ink pads are at the end of their service life, the product stops and Epson support is required to continue printing.*
- ❑ *After using the Power Ink Flushing utility, run the nozzle check again and repeat head cleaning if necessary. If print quality has still not improved, turn the product off and wait for at least six hours. If you still cannot solve the problem after trying all of the methods above, contact Epson support.*

Using the Power Ink Flushing utility for Windows

Follow the steps below to use the Power Ink Flushing utility.

- 1 Make sure that the transportation lock is set to the unlocked (Printing) position.
- 2 Make sure that no warnings or errors are indicated in the control panel.
- 3 Access the printer driver.
➔ "Accessing the printer driver for Windows" on page 29
- 4 Click the **Maintenance** tab, then click the **Power Ink Flushing** button.
- 5 Follow the on-screen instructions.

Using the Power Ink Flushing utility for Mac OS X

Follow the steps below to use the Power Ink Flushing utility.

Maintaining Your Product and Software

- 1 Make sure that the transportation lock is set to the unlocked (Printing) position.
- 2 Make sure that no warnings or errors are indicated in the control panel.
- 3 Access the Epson Printer Utility 4.
➔ “Accessing the printer driver for Mac OS X” on page 30
- 4 Click the **Power Ink Flushing** icon.
- 5 Follow the on-screen instructions.

Saving Power

The product enters sleep mode or turns off automatically if no operations are performed for a set period.

You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

Follow the steps below to adjust the time.

For Windows

- 1 Access the printer settings.
➔ “Accessing the printer driver for Windows” on page 17
- 2 Click the **Maintenance** tab, and then click the **Printer and Option Information** button.
- 3 Select **Off**, **30 minutes**, **1 hour**, **2 hours**, **4 hours**, **8 hours**, or **12 hours** as the Power Off Timer setting. Then click the **Send** button.
- 4 Select **3 minutes**, **5 minutes**, or **10 minutes** as the Sleep Timer setting. Then click the **Send** button.
- 5 Click the **OK** button.

For Mac OS X

- 1 Access the Epson Printer Utility 4.
➔ “Accessing the printer driver for Mac OS X” on page 18
- 2 Click the **Printer Settings** button. The Printer Settings screen appears.
- 3 Select **Off**, **30 minutes**, **1 hour**, **2 hours**, **4 hours**, **8 hours**, or **12 hours** as the Power Off Timer setting.

Maintaining Your Product and Software

4 Select **3 minutes**, **5 minutes**, or **10 minutes** as the Sleep Timer setting.

5 Click the **Apply** button.

Checking the Number of Sheets of Paper Fed

You can check the number of sheets of paper fed from the printer driver.

Click the **Printer and Option Information** button on your printer driver's Maintenance window (for Windows) or on the Epson Printer Utility 4 (for Mac OS X).

Cleaning the Product

Cleaning the exterior of the product

To keep your product operating at its best, clean it thoroughly several times a year by using the following instructions.



Important:

Never use alcohol or thinner to clean the product. These chemicals can damage the product.

Note:

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

Cleaning the interior of the product

To keep your print results at their best, clean the roller inside by using the following procedure.



Caution:

Be careful not to touch the parts inside the product.



Important:

- Be careful to keep water away from the electronic components.
- Do not spray the inside of the product with lubricants.
- Unsuitable oils can damage the mechanism. Contact your dealer or a qualified service person if lubrication is needed.

To keep your printouts at their best, clean the roller inside by using the Paper Guide Cleaning utility.

➔ [“Cleaning the Paper Guide” on page 39](#)

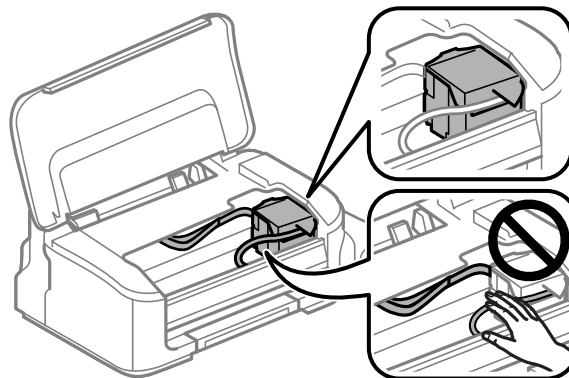
Transporting the Product

If you move the product some distance, you need to prepare it for transportation in its original box or one of a similar size.

! **Important:**

- ❑ *When storing or transporting the product, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.*
- ❑ *When storing or transporting the ink bottle after opening the sealed bottle, avoid temperature changes, impacts, shaking or tilting the bottle; otherwise ink may leak even if you tighten the cap on the bottle. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when you transport the bottle.*

- 1** Remove all paper from the rear paper feed and make sure the product is off.
- 2** Close the paper support and the output tray.
- 3** Open the printer cover and make sure the print head is in the home position on the right.



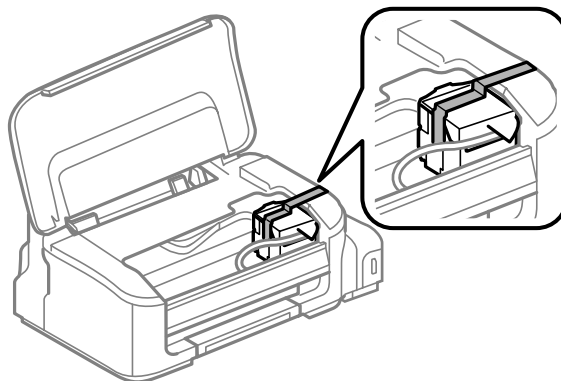
Note:

If the print head is not in the home position on the right, turn on the product and wait until the print head locks in the far right position. Then turn off the product.

- 4** Unplug the power cord from the outlet, then disconnect all cables from the product.

Maintaining Your Product and Software

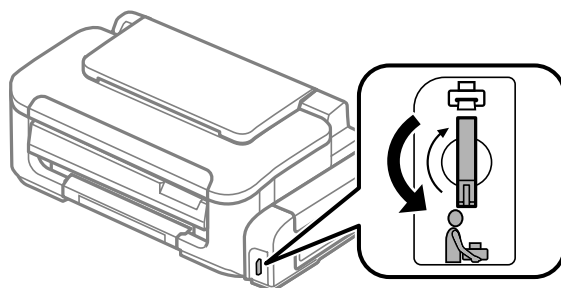
- 5 Secure the print head to the case with tape as shown, then close the printer cover.



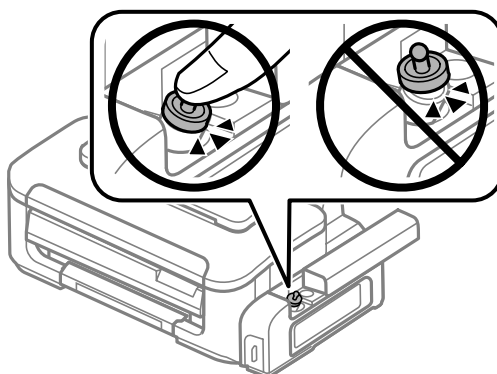
Note:

Do not place tape on the white flat cable inside the product.

- 6 Set the transportation lock to the locked (Transporting) position.



- 7 Make sure to install the cap onto the ink tank securely.



- 8 Repack the product in the box, using the protective materials that came with it.



Important:

- Keep the product level during transport. Otherwise, ink may leak.*
- After you move it, remove the tape securing the print head, then set the transportation lock to the unlocked (Printing) position. If you notice a decline in print quality, run a cleaning cycle or align the print head.*
- Do not put opened ink bottles in the box with product.*

Checking and Installing Your Software

Checking the software installed on your computer

To use the functions described in this User's Guide, you need to install the following software.

- ❑ Epson Driver and Utilities

Follow the steps below to check that the software is installed on your computer.

For Windows

- 1** **Windows 7 and Vista:** Click the start button and select **Control Panel**.
Windows XP: Click **Start** and select **Control Panel**.
- 2** **Windows 7 and Vista:** Click **Uninstall a program** from the Programs category.
Windows XP: Double-click the **Add or Remove Programs** icon.
- 3** Check the list of currently installed programs.

For Mac OS X

- 1** Double-click **Macintosh HD**.
- 2** Double-click the **Epson Software** folder in the Applications folder and check the contents.

Note:

- ❑ *The Applications folder contains software provided by third parties.*
- ❑ *To check that the printer driver is installed, click **System Preferences** on the Apple menu and then click **Print & Scan** (for Mac OS X 10.7) or **Print & Fax** (for Mac OS X 10.6 or 10.5). Then locate your product in the Printers list box.*

Installing the software

Insert the product software disk that came with your product and select the software you want to install on the Software Select screen.

Uninstalling Your Software

You may need to uninstall and then reinstall your software to solve certain problems or if you upgrade your operating system.

See the following section for information on determining what applications are installed.

- ➔ [“Checking the software installed on your computer” on page 45](#)

For Windows

Note:

- For Windows 7 and Vista, you need an administrator account and password if you log on as a standard user.
- For Windows XP, you must log on to a Computer Administrator account.

1 Turn off the product.

2 Disconnect the product's interface cable from your computer.

3 Do one of the following.

Windows 7 and Vista: Click the start button and select **Control Panel**.

Windows XP: Click **Start** and select **Control Panel**.

4 Do one of the following.

Windows 7 and Vista: Click **Uninstall a program** from the Programs category.

Windows XP: Double-click the **Add or Remove Programs** icon.

5 Select the software you want to uninstall such as your product's driver and the application from the list displayed.

6 Do one of the following.

Windows 7: Click **Uninstall/Change** or **Uninstall**.

Windows Vista: Click **Uninstall/Change** or **Uninstall**, and then click **Continue** in the User Account Control window.

Windows XP: Click **Change/Remove** or **Remove**.

Note:

*If you chose to uninstall your product's printer driver in step 5, select the icon for your product and then click **OK**.*

7 When the confirmation window appears, click **Yes** or **Next**.

8 Follow the on-screen instructions.

In some cases, a message may appear to prompt you to restart your computer. If so, make sure **I want to restart my computer now** is selected and click **Finish**.

For Mac OS X

Note:

- To uninstall your software you need to download the Uninstaller.
Access the site at:
<http://www.epson.com>
Next, select the support section of your local Epson Web site.
- To uninstall applications, you must log on to a Computer Administrator account.
You cannot uninstall programs if you log on as a limited account user.
- Depending on the application, the Installer may be separated from the Uninstaller.

- 1** Quit all running applications.
- 2** Double-click the **Uninstaller** icon in your Mac OS X hard drive.
- 3** Select the check boxes for the software you want to uninstall, such as the printer driver and the application, from the list displayed.
- 4** Click **Uninstall**.
- 5** Follow the on-screen instructions.

If you cannot find the software you want to uninstall in the Uninstaller window, double-click the **Applications** folder in your Mac OS X hard drive, select the application you want to uninstall, and then drag it to the **Trash** icon.

Note:

If you uninstall the printer driver and the name of your product remains in the *Print & Scan* (for Mac OS X 10.7) or *Print & Fax* (for Mac OS X 10.6 or 10.5) window, select the name of your product and click the - **remove** button.

Troubleshooting for Printing

Diagnosing the Problem

Troubleshooting product problems is best handled in two steps: first diagnose the problem, then apply likely solutions until the problem is fixed.

The information that you need to diagnose and solve most common problems is provided by online problem solving, the control panel, or the status monitor. Refer to the appropriate section below.





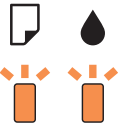

If you have a specific problem relating to print quality, a printing problem not related to print quality, or a paper feeding problem, or if the product does not print at all, refer to the appropriate section.

To solve a problem, you may need to cancel printing.

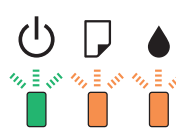
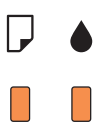
➔ [“Canceling printing” on page 22](#)




Error indicators

You can identify many common product problems using the lights on your product. If the product stops working and the lights are on or flashing, use the following table to diagnose the problem, then follow the recommended corrective measures.

Lights	Problem and solution	
	Paper out	
	No paper is loaded.	Load paper into the rear paper feed, and then press the  button. The product resumes printing and the light goes out.
	Multiple-paper feed	
	More than one sheet has been fed at a time.	Press the  button to feed and eject the paper. If the paper remains in the product, see “Paper Jams” on page 50 .
	Paper jam	
	Paper has jammed in the product.	➔ “Paper Jams” on page 50
 Flashing alternately	Maintenance	
	The product's ink pads are nearing or at the end of their service life.	Contact Epson support to replace ink pads. If the product's ink pads are nearing the end of their service life, printing can be resumed by pressing the  button.

Troubleshooting for Printing

Lights	Problem and solution	
	General error	
	An unknown product error has occurred.	Turn off the product. Then, remove the jammed paper. ➔ "Paper Jams" on page 50 Then turn the product back on. If the error does not clear, contact your dealer.
	Recovery mode	
	The firmware update has failed, and the product is in recovery mode.	You will need to re-attempt the firmware update. Ready a USB cable and visit your local Epson website for further instructions.

 = on,
  = flashing slowly,
  flashing fast

Checking product status

If a problem occurs while printing, an error message will appear in the status monitor window.

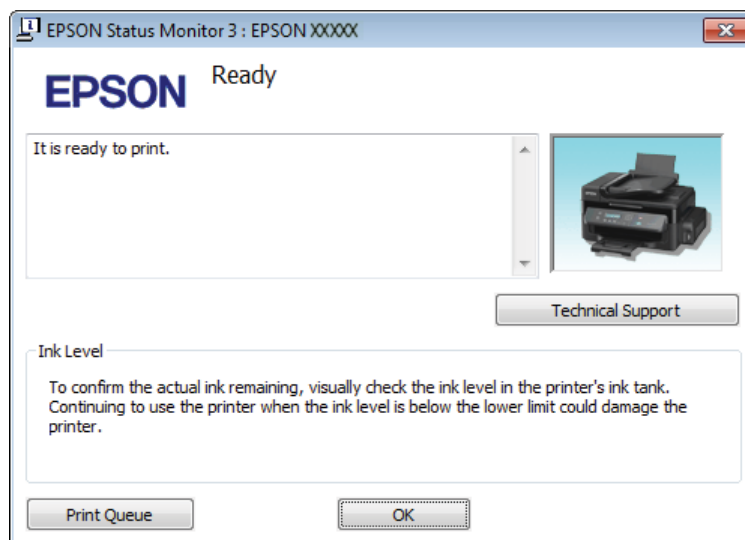
If an error message appears indicating the product's ink pads are nearing the end of their service life, contact Epson support to replace them. The message will be displayed at regular intervals until the ink pads are replaced. When the product's ink pads are saturated, the product stops and Epson support is required to continue printing.

For Windows

There are two ways to access EPSON Status Monitor 3:

- Double-click the product shortcut icon on your Windows taskbar. To add a shortcut icon to the taskbar, see the following section:
 ➔ ["From the shortcut icon on the taskbar" on page 18](#)
- Open the printer driver, click the **Maintenance** tab, then click the **EPSON Status Monitor 3** button.

When you access EPSON Status Monitor 3, the following window appears:



Troubleshooting for Printing

Note:

If EPSON Status Monitor 3 does not appear, access the printer driver and click the **Maintenance** tab and then the **Extended Settings** button. In the Extended Settings window, check the **Enable EPSON Status Monitor 3** check box.

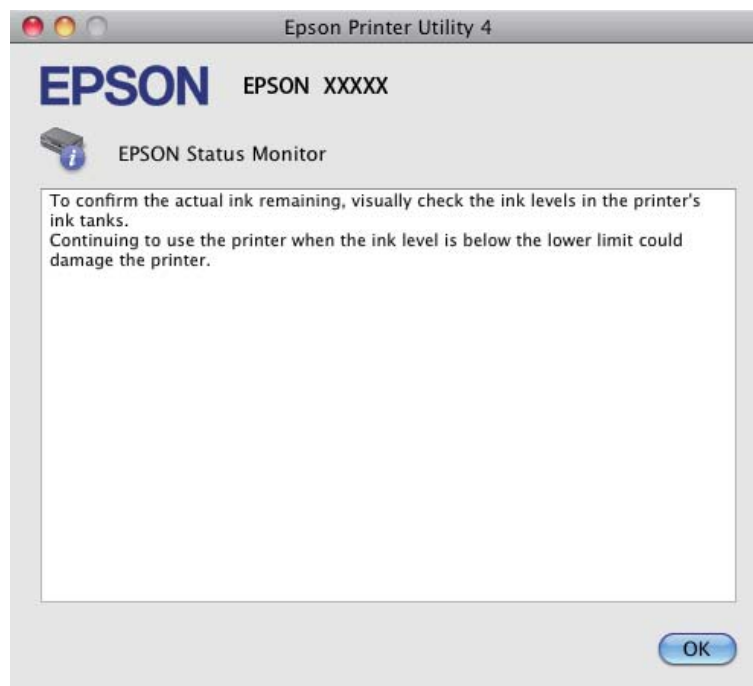
EPSON Status Monitor 3 provides the following information:

- Technical Support:**
Click **Technical Support** to access the Epson technical support website.
- Print Queue:**
You can view Windows Spooler by clicking **Print Queue**.

For Mac OS X

Follow these steps to access EPSON Status Monitor.

- 1** Access the Epson Printer Utility 4.
➔ [“Accessing the printer driver for Mac OS X” on page 18](#)
- 2** Click the **EPSON Status Monitor** icon. The EPSON Status Monitor appears.



Paper Jams



Caution:





Never touch the buttons on the control panel while your hand is inside the product.

Troubleshooting for Printing

**Important:**

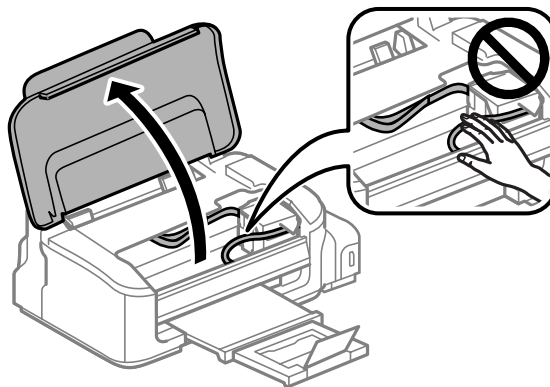
Be careful not to pull the cables or ink tube, or touch other components inside the product unnecessarily. Otherwise, ink may leak or the product may be damaged.

Note:

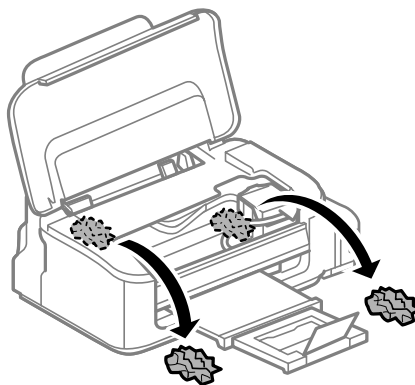
- Cancel the print job if prompted by a message from the printer driver.
- If all of the lights on the control panel flash, press the  button to turn the product off and then on again. If only the  and  lights flash, press the  button.

Removing jammed paper from inside the product

- 1 Open the printer cover.



- 2 Remove all of the paper inside, including any torn pieces.



- 3 Close the printer cover.

Preventing paper jams

If your paper jams frequently, check the following.

- The paper is smooth, not curled or wrinkled.
- You are using high-quality paper.

Troubleshooting for Printing

- ❑ The printable side of the paper is face up in the rear paper feed.
- ❑ The paper stack was fanned before loading.
- ❑ For plain paper, do not load paper above the line just under the ▼ arrow mark inside the edge guide. For Epson special media, make sure the number of sheets is less than the limit specified for the media.
➔ [“Selecting Paper” on page 13](#)
- ❑ The edge guides are snug against the edges of the paper.
- ❑ The product is on a flat, stable surface that extends beyond the base in all directions. The product will not operate properly if it is tilted.

Reprinting after a paper jam (for Windows only)

After you cancel the print job because of a paper jam, you can reprint it without reprinting pages that have already been printed.

- 1 Solve the paper jam.
➔ [“Paper Jams” on page 50](#)
- 2 Access the printer settings.
➔ [“Accessing the printer driver for Windows” on page 17](#)
- 3 Select the **Print Preview** check box in the Main window of your printer driver.
- 4 Make the settings that you want to use to print.
- 5 Click **OK** to close the printer settings window, and then print your file. Print Preview window opens.
- 6 Select a page that has already been printed in the page list box on the left side, and then select **Remove Page** from the Print Options menu. Repeat this step for all the pages that have already been printed.
- 7 Click **Print** on the Print Preview window.

Print Quality Help

If you are having print quality problems, then compare it with the illustrations below. Click the caption under the illustration that best resembles your prints.

Troubleshooting for Printing

<p>enthalten alle Aufdruck. W 5008 "Regel"</p> <p>Good sample</p>	<p>enthalten alle Aufdruck. W 5008 "Regel"</p> <p>➔ "Horizontal banding" on page 53</p>
<p>enthalten alle Aufdruck. W 5008 "Regel"</p> <p>➔ "Vertical banding or misalignment" on page 53</p>	<p>enthalten alle Aufdruck. W 5008 "Regel"</p> <p>➔ "Printout is blurry, smeared, or scuffed or ink supply is poor" on page 54</p>

Horizontal banding

- Make sure the printable side (the whiter side) of the paper is face up in the rear paper feed.
- Run the Head Cleaning utility to clear any clogged ink nozzles.
➔ "Cleaning the Print Head" on page 36
- Make sure you use ink bottles with the correct part number for this product.
➔ "Ink Bottles" on page 61
- Try to use genuine Epson ink bottles.
- Make sure the paper type selected in the printer driver is appropriate for the type of paper loaded in the product.
➔ "Selecting Paper" on page 13
- If banding appears at intervals of 2.5 cm, run the Print Head Alignment utility.
➔ "Aligning the Print Head" on page 38

Vertical banding or misalignment

- Make sure the printable side (the whiter side) of the paper is face up in the rear paper feed.
- Run the Head Cleaning utility to clear any clogged ink nozzles.
➔ "Cleaning the Print Head" on page 36
- Run the Print Head Alignment utility.
➔ "Aligning the Print Head" on page 38
- For Windows, clear the **High Speed** check box from the More Options window in your printer driver. See the online help for details.
For Mac OS X, select **Off** from the High Speed Printing. To display the High Speed Printing, click through the following menus: **System Preferences, Print & Scan** (for Mac OS X 10.7) or **Print & Fax** (for Mac OS X 10.6 or 10.5), your product (in the Printers list box), **Options & Supplies**, and then **Driver**.

Troubleshooting for Printing

- ❑ Make sure the paper type selected in the printer driver is appropriate for the type of paper loaded in the product.
➔ [“Selecting Paper” on page 13](#)

Printout is blurry, smeared, or scuffed or ink supply is poor

- ❑ Make sure the initial ink charging is complete.
- ❑ Make sure you use ink bottles with the correct part number for this product.
➔ [“Ink Bottles” on page 61](#)
- ❑ Try to use genuine Epson ink bottles and paper recommended by Epson.
- ❑ Make sure the product is on a flat, stable surface that extends beyond the base in all directions. The product will not operate properly if it is tilted.
- ❑ Check the transportation lock. If the transportation lock is in the locked (Transporting) position, turn it to the unlocked (Printing) position. If print quality does not improve, run the Head Cleaning utility.
➔ [“Cleaning the Print Head” on page 36](#)
- ❑ Check the ink tank. If the tank is empty, refill the ink immediately and run the Head Cleaning utility.
➔ [“Cleaning the Print Head” on page 36](#)

Once the tank has been expended, the problem might not be solved by the head cleaning, and you may have to run the Power Ink Flushing utility.

➔ [“Replacing Ink inside the Ink Tube” on page 40](#)

- ❑ Make sure your paper is not damaged, dirty, or too old.
- ❑ Make sure your paper is dry and the printable side (the whiter side) is face up in the rear paper feed.
- ❑ If the paper is curled toward the printable side, flatten it or curl it slightly in the opposite direction.
- ❑ Make sure the paper type selected in the printer driver is appropriate for the type of paper loaded in the product.
➔ [“Selecting Paper” on page 13](#)
- ❑ Remove each sheet from the output tray as it is printed.
- ❑ Do not touch or allow anything to come into contact with the printed side of paper with a shiny finish. To handle your prints, follow the instructions of the paper.
- ❑ Run the Head Cleaning utility to clear any clogged ink nozzles.
➔ [“Cleaning the Print Head” on page 36](#)
- ❑ Run the Print Head Alignment utility.
➔ [“Aligning the Print Head” on page 38](#)
- ❑ If the paper is smeared with ink after printing, clean the interior of the product.
➔ [“Cleaning the interior of the product” on page 42](#)
- ❑ If you have not used the product for a long time, use the Power Ink Flushing utility.
➔ [“Replacing Ink inside the Ink Tube” on page 40](#)

Miscellaneous Printout Problems

Incorrect or garbled characters

- ❑ Clear any stalled print jobs.
 - ➔ [“Canceling printing” on page 22](#)
- ❑ Turn off the product and computer. Make sure the product's interface cable is securely plugged in.
- ❑ Uninstall the printer driver, then reinstall it.
 - ➔ [“Uninstalling Your Software” on page 45](#)

Incorrect margins

- ❑ Make sure that the paper is loaded into the rear paper feed correctly.
 - ➔ [“Loading Paper and Envelopes” on page 15](#)
- ❑ Check the margin settings in your application. Make sure that the margins are within the printable area of the page.
 - ➔ [“Printable area” on page 63](#)
- ❑ Make sure the printer driver settings are appropriate for the paper size you are using.
For Windows, check the Main window.
For Mac OS X, check the Page Setup dialog box or Print dialog box.
- ❑ Uninstall the printer driver, then reinstall it.
 - ➔ [“Uninstalling Your Software” on page 45](#)

Printout has a slight slant

- ❑ Make sure that the paper is loaded into the rear paper feed correctly.
 - ➔ [“Loading Paper and Envelopes” on page 15](#)
- ❑ If **Draft** is selected in Quality in the Main window in your printer driver (for Windows), or **Draft** is selected in Print Quality in Print Settings (for Mac OS X), select another setting.

Inverted image

- ❑ For Windows, clear the **Mirror Image** check box from the More Options window of your printer driver, or turn off the Mirror Image setting in your application.
For instructions, see the online help for your printer driver or for your application.
- ❑ Uninstall the printer driver, then reinstall it.
 - ➔ [“Uninstalling Your Software” on page 45](#)

Troubleshooting for Printing

Blank pages print

- ❑ Make sure the printer driver settings are appropriate for the paper size you are using.
For Windows, check the Main window.
For Mac OS X, check the Page Setup dialog box or Print dialog box.
- ❑ For Windows, check the **Skip Blank Page** setting by clicking the **Extended Settings** button on the Maintenance window of the printer driver.
For Mac OS X, select **On** from the Skip Blank Page. To display the Skip Blank Page, click through the following menus: **System Preferences, Print & Scan** (for Mac OS X 10.7) or **Print & Fax** (for Mac OS X 10.6 or 10.5), your product (in the Printers list box), **Options & Supplies**, and then **Driver**.
- ❑ Uninstall the printer driver, then reinstall it.
➔ [“Uninstalling Your Software” on page 45](#)

Printed side is smeared or scuffed

- ❑ If the paper is curled toward the printable side, flatten it or curl it slightly in the opposite direction.
- ❑ Load and eject plain paper several times.
➔ [“Cleaning the interior of the product” on page 42](#)
- ❑ Uninstall the printer driver, then reinstall it.
➔ [“Uninstalling Your Software” on page 45](#)

Printing is too slow

- ❑ Make sure the paper type selected in the printer driver is appropriate for the type of paper loaded in the product.
➔ [“Selecting Paper” on page 13](#)
- ❑ For Windows, choose a lower **Quality** in the printer driver Main window.
For Mac OS X, choose a lower Print Quality in the Print Settings dialog box from your printer driver's Print dialog box.
➔ [“Accessing the printer driver for Windows” on page 17](#)
➔ [“Accessing the printer driver for Mac OS X” on page 18](#)
- ❑ Close any unnecessary applications.
- ❑ If you print continuously for an extended period, the printing may be extremely slow. This is to slow down the printing speed and prevent the product mechanism from overheating and being damaged. If this happens, you can continue to print, but we recommend stopping and leaving the product idle for at least 30 minutes with the power on. (The product does not recover with the power off.) After you restart, the product will print at normal speed.
- ❑ Uninstall the printer driver, then reinstall it.
➔ [“Uninstalling Your Software” on page 45](#)

If you try all of the methods above and cannot solve the problem, see the following:

- ➔ [“Increasing the Print Speed \(For Windows Only\)” on page 59](#)

Paper Does Not Feed Correctly

Paper does not feed

Remove the stack of paper and make sure of the following:

- The paper is not curled or creased.
- The paper is not too old. See the instructions that came with the paper for more information.
- For plain paper, do not load paper above the line just under the ▼ arrow mark inside the edge guide. For Epson special media, make sure the number of sheets is less than the limit specified for the media.
➔ [“Selecting Paper” on page 13](#)
- Paper is not jammed inside the product. If it is, remove the jammed paper.
➔ [“Paper Jams” on page 50](#)
- You have followed any special loading instructions that came with your paper.


Multiple pages feed

- For plain paper, do not load paper above the line just under the ▼ arrow mark inside the edge guide. For Epson special media, make sure the number of sheets is less than the limit specified for the media.
➔ [“Selecting Paper” on page 13](#)
- Make sure the edge guides are snug against the edges of the paper.
- Make sure the paper is not curled or folded. If so, flatten it or curl it slightly toward the opposite side before loading.
- Remove the stack of paper and make sure that the paper is not too thin.
➔ [“Paper” on page 62](#)
- Fan the edges of the stack to separate the sheets, then reload the paper.
- If too many copies of a file are being printed, check the Copies setting in your printer driver as follows, and also check in your application.
For Windows, check the Copies setting on the Main window.
Mac OS X, check the Copies setting in the Print dialog.

Paper is improperly loaded

If you have loaded the paper too far into the product, the product cannot feed the paper correctly. Turn the product off and gently remove the paper. Then turn the product on and reload the paper correctly.

Paper is not ejected fully or is wrinkled


- ❑ If the paper does not eject fully, press the  button to eject the paper. If the paper is jammed inside the product, remove it by referring to the following section.
 - ➔ [“Paper Jams” on page 50](#)
- ❑ If the paper is wrinkled when it comes out, it may be damp or too thin. Load a new stack of paper.

Note:

Store any unused paper in its original packaging in a dry area.

The Product Does Not Print

All lights are off

- ❑ Press the  button to make sure the product is on.
- ❑ Make sure that the power cord is securely plugged in.
- ❑ Make sure that your outlet works and is not controlled by a wall switch or timer.

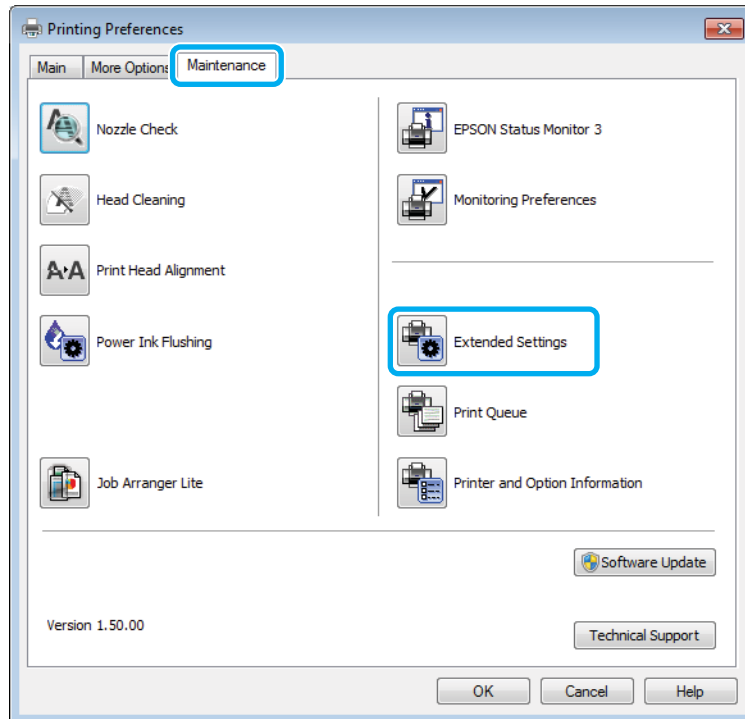
Only the power light is on

- ❑ Turn off the product and computer. Make sure the product's interface cable is securely plugged in.
- ❑ If you are using the USB interface, make sure your cable meets the USB or Hi-Speed USB standards.
- ❑ If you are connecting the product to your computer via a USB hub, connect the product to the first-tier hub from your computer. If the printer driver is still not recognized on your computer, try to directly connect the product to your computer without the USB hub.
- ❑ If you are connecting the product to your computer via a USB hub, make sure the USB hub device is recognized by your computer.
- ❑ If you are trying to print a large image, your computer may not have enough memory. Try reducing the resolution of your image or printing the image at a smaller size. You may need to install more memory in your computer.
- ❑ Users of Windows can clear any stalled print jobs from the Windows Spooler.
 - ➔ [“Canceling printing” on page 22](#)
- ❑ Uninstall the printer driver, then reinstall it.
 - ➔ [“Uninstalling Your Software” on page 45](#)

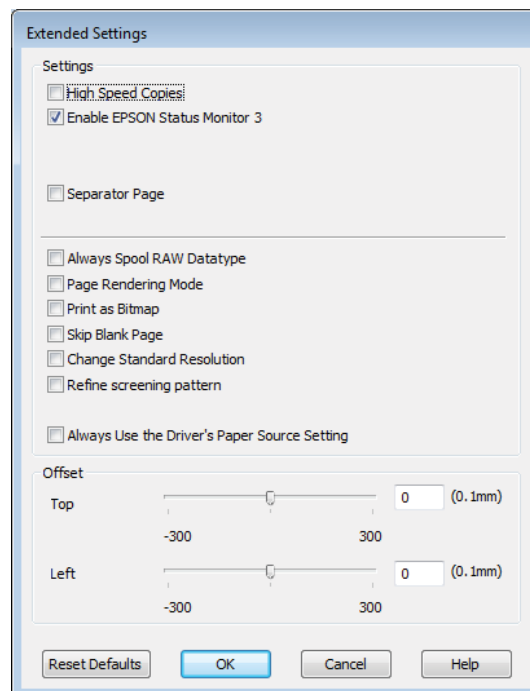
Troubleshooting for Printing

Increasing the Print Speed (For Windows Only)

Print speed may be increased by selecting certain settings in the Extended Settings window when the printing speed is slow. Click the **Extended Settings** button on your printer driver's Maintenance window.



The following dialog box appears.



Select the following check boxes and print speed may be increased.

- High Speed Copies

Troubleshooting for Printing

- Always spool RAW datatype
- Page Rendering Mode
- Print as Bitmap

For more details on each item, see the online help.

Other Problem

Printing plain papers quietly

When plain paper is selected for the paper type and Standard (Windows) or Normal (Mac OS X) is selected as for quality in the printer driver, the product prints at high speed. Try choosing Quiet Mode for quieter operation which will reduce the print speed.

For Windows, select the Quiet Mode check box in the Main window of your printer driver.

For Mac OS X, select **On** from the Quiet Mode. To display the Quiet Mode, click through the following menus: **System Preferences, Print & Scan** (for Mac OS X 10.7) or **Print & Fax** (for Mac OS X 10.6 or 10.5), your product (in the Printers list box), **Options & Supplies**, and then **Driver**.

Product Information

Ink Bottles

You can use the following ink bottles with this product:

Ink bottles	Part numbers
Black	T7741



Important:

Genuine Epson ink, other than those specified here, could cause damage that is not covered by Epson's warranties.

Color	Black
Ink bottle life	For best results, use up ink within six months after removing a seal from ink bottle.
Temperature	Storage: -20 to 40 °C (-4 to 104 °F) 1 month at 40 °C (104 °F) Freezing: * -15 °C (5.0 °F)

* Ink thaws and is usable after approximately 3 hours at 25 °C (77 °F).

System Requirements

For Windows

System	PC Interface
Windows 7 (32-bit, 64-bit), Vista (32-bit, 64-bit), XP SP1 or higher(32-bit), or XP Professional x64 Edition	Hi-Speed USB

For Mac OS X

System	PC Interface
Mac OS X 10.5.8 or later	Hi-Speed USB

Note:

The UNIX File System (UFS) for Mac OS X is not supported.

Technical Specifications

Note:
Specifications are subject to change without notice.

Printer specifications

Paper path	Rear paper feed, top entry
Capacity	11 mm (0.4in.)

Paper

- Note:**
- Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, Epson cannot attest to the quality of any non-Epson brand or type of paper. Always test samples of paper stock before purchasing large quantities or printing large jobs.
 - Poor quality paper may reduce print quality and cause paper jams or other problems. If you encounter problems, switch to a higher grade of paper.

Single sheets:

Size	A4 210 × 297 mm 10 × 15 cm (4 × 6 in.) 13 × 18 cm (5 × 7 in.) A6 105 × 148 mm A5 148 × 210 mm B5 182 × 257 mm 9 × 13 cm (3.5 × 5 in.) 13 × 20 cm (5 × 8 in.) 20 × 25 cm (8 × 10 in.) 16:9 wide size (102 × 181 mm) 100 × 148 mm Letter 8 1/2 × 11 in. Legal 8 1/2 × 14 in.
Paper types	Plain paper or special paper distributed by Epson
Thickness (for plain paper)	0.08 to 0.11 mm (0.003 to 0.004 in.)
Weight (for plain paper)	64 g/m ² (17 lb) to 90 g/m ² (24 lb)

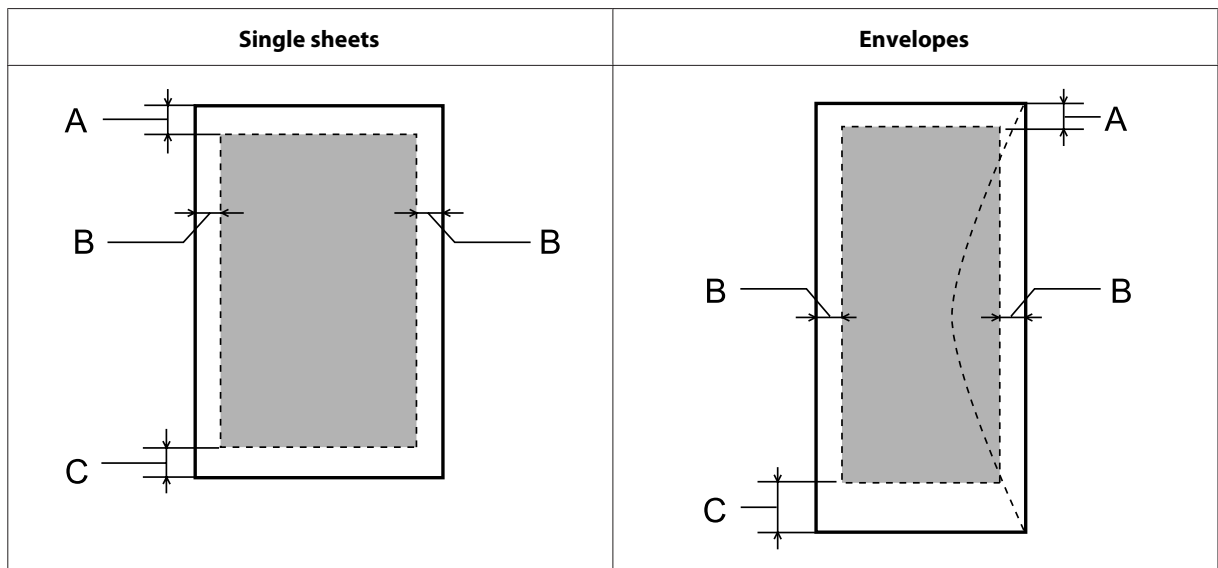
Envelopes:

Product Information

Size	Envelope #10 4 1/8 × 9 1/2 in. Envelope DL 110 × 220 mm Envelope C6 114 × 162 mm
Paper types	Plain paper
Weight	75 g/m ² (20 lb) to 90 g/m ² (24 lb)

Printable area

Highlighted portions show printable area.



Media type	Minimum margin	
	Single sheets	Envelopes
A	3.0 mm (0.12 in.)	3.0 mm (0.12 in.)
B	3.0 mm (0.12 in.)	5.0 mm (0.20 in.)
C	3.0 mm (0.12 in.)	21.0 mm (0.83 in.)

Note:
Depending on the type of paper, print quality may decline in the top and bottom areas of the print, or the area may be smeared.

Product Information

Network interface specification

Wi-Fi* ¹	Standard:	IEEE 802.11b/g/n* ²
	Security:	WEP (64/128bit) WPA-PSK (TKIP/AES) * ³
	Frequency Band:	2.4 GHz
	Communication Mode:	Infrastructure, Ad hoc
Ethernet* ¹	Standard:	IEEE802.3i/u, IEEE802.3az* ⁴
	Communication Mode:	Ethernet 100BASE-TX/10BASE-T

*1 The availability of this feature varies by product.

*2 Complies with either IEEE 802.11b/g/n or IEEE 802.11b/g depending on location of purchase.

*3 Complies with WPA2 with support for WPA/WPA2 Personal.

*4 The connected device should comply with IEEE802.3az.

Mechanical

	M100	M105
Dimensions	Storage Width: 435 mm (17.1 inches) Depth: 267 mm (10.5 inches) Height: 148 mm (5.8 inches)	
	Printing* ¹ Width: 435 mm (17.1 inches) Depth: 530 mm (20.9 inches) Height: 296 mm (11.7 inches)	
Weight	Approx. 3.4 kg (7.5 lb) * ²	Approx. 3.4 kg (7.5 lb) * ²

*1 With the output tray extension extended.

*2 Without the ink and the power cord.

Electrical

M100

	100-240 V Model
Input voltage range	90 to 264 V
Rated frequency range	50 to 60 Hz
Input frequency range	49.5 to 60.5 Hz

Product Information

Rated current		0.5 to 0.3 A
Power consumption	Printing	Approx. 12 W (ISO/IEC24712)
	Ready mode	Approx. 2.5 W
	Sleep mode	Approx. 1.7 W
	Power off	Approx. 0.3 W

M105

		100-240 V Model
Input voltage range		90 to 264 V
Rated frequency range		50 to 60 Hz
Input frequency range		49.5 to 60.5 Hz
Rated current		0.5 to 0.3 A
Power consumption	Printing	Approx. 13 W (ISO/IEC24712)
	Ready mode	Approx. 3.0 W
	Sleep mode	Approx. 2.0 W
	Power off	Approx. 0.3 W

Note:

Check the label on the back of the product for its voltage.

Environmental

Temperature	Operation: 10 to 35 °C (50 to 95 °F) Storage: -20 to 40 °C (-4 to 104 °F) 1 month at 40 °C (104 °F)
Humidity	Operation:* 20 to 80% RH Storage:* 5 to 85% RH

* Without condensation

Standards and approvals

European model:

Product Information

Low voltage directive 2006/95/EC	EN60950-1
EMC directive 2004/108/EC	EN55022 Class B EN61000-3-2 EN61000-3-3 EN55024
R&TTE directive 1999/5/EC*	EN300 328 EN301 489-1 EN301 489-17 EN60950-1

* This only applies to the M105.

For M105

For European users:

We, Seiko Epson Corporation, hereby declare that the equipment Model B531C is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

For use only in Ireland, UK, Austria, Germany, Liechtenstein, Switzerland, France, Belgium, Luxemburg, Netherlands, Italy, Portugal, Spain, Denmark, Finland, Norway, Sweden, Iceland, Cyprus, Greece, Slovenia, Malta, Bulgaria, Czech, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, and Slovakia.

Only indoor operation is permitted in France.

If used outside of own premises, general authorization is required in Italy.

Epson can not accept responsibility for any failure to satisfy the protection requirements resulting a non-recommended modification of the products.



Interface

Hi-Speed USB (Device Class for computers)

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/>
<http://www.epson.eu/Support> (Europe)

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

<http://www.epson.com>
<http://www.epson.eu/Support> (Europe)

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
- Number of sheets of paper fed
 - ➔ [“Checking the Number of Sheets of Paper Fed” on page 42](#)

Where To Get Help

Note:

Depending on the product, the dial list data for fax and/or network settings may be stored in the product's memory. Due to breakdown or repair of a product, data and/or settings may be lost. Epson shall not be responsible for the loss of any data, for backing up or recovering data and/or settings even during a warranty period. We recommend that you make your own backup data or take notes.

Help for Users in Europe

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

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

Where To Get Help**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 Lt IIB No. 12
Jl. Kusuma Bangsa 116 – 118
Surabaya

Phone: (62) 31-5355035

Fax: (62)31-5477837

Yogyakarta Hotel Natour Garuda
Jl. Malioboro No. 60
Yogyakarta

Phone: (62) 274-565478

Medan Wisma HSBC 4th floor
Jl. Diponegoro No. 11
Medan

Phone/Fax: (62) 61-4516173

Makassar MTC Karebosi Lt. III Kav. P7-8
Jl. Ahmad Yani No.49
Makassar

Phone: (62)411-350147/411-350148

Help for Users in Malaysia

Contacts for information, support, and services are:

Where To Get Help

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.

Where To Get Help

Epson India Head Office - Bangalore

Phone: 080-30515000

Fax: 30515005

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 Direct Line: (63-2) 706 2625

E-mail: 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 Enquiries are available.

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

Where To Get Help

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

Index**2**

2-sided printing.....24

A

Aligning print head.....38

B

Banding.....53

Blank pages.....56

Blurry prints.....54

C

Canceling printing.....22

Mac OS X.....23

Windows.....22

Cleaning

paper guide.....39

print head.....36

product.....42

Contacting Epson.....67

Copyright.....2

D

Documents

printing.....19

Driver

accessing for Mac OS X.....18

accessing for Windows.....17

uninstalling.....45

E

Enlarging pages.....25

Envelopes

loading.....15

printable area.....63

Epson

paper.....13

Errors

print.....48

F

Fit to page printing.....25

H

Head cleaning

Mac OS X.....37

product buttons.....37

Windows.....36

Help

Epson.....67

Horizontal banding.....53

I

Incorrect characters.....55

Ink

precaution.....30

Ink bottles

part numbers.....61

Interface cables.....66

L

Lights

status lights.....48

Loading

paper.....13, 15

M

Mac OS X

accessing printer settings.....18

checking product status.....50

Managing print jobs

Windows.....49

Margins

problems.....55

Mirror image.....55

Misalignment.....53

Multiple pages per sheet.....26

N

Nozzle check.....34

Mac OS X.....34

product buttons.....35

Windows.....34

P

Pages per sheet printing.....26

Paper

Epson special paper.....13

feeding problems.....57

jams.....50

loading.....15

loading capacity.....13

printable area.....63

specifications.....62

wrinkling.....58

Index

Paper guide		
cleaning.....	39	
Paper jam.....	50	
Print head		
aligning.....	38	
checking.....	34	
cleaning.....	36	
Print quality		
improving.....	52	
Print speed		
increasing.....	56, 59	
Printable area specifications.....	63	
Printing		
2-sided.....	24	
canceling.....	22	
fit to page.....	25	
multiple pages per sheet.....	26	
preset.....	23	
shortcut.....	23	
text.....	19	
Problems		
banding.....	53	
blank pages.....	56	
blurry prints.....	54	
contacting Epson.....	67	
diagnosing.....	48	
incorrect characters.....	55	
margins.....	55	
mirror image.....	55	
paper feeding.....	57	
paper jams.....	50	
print.....	48	
print speed.....	56	
product does not print.....	58	
smeared prints.....	54, 56	
solving.....	67	
Product		
checking status.....	49	
cleaning.....	42	
parts.....	10	
transporting.....	43	
Product settings		
accessing for Mac OS X.....	18	
accessing for Windows.....	17	
Power Off Timer.....	41	
Sleep Timer.....	41	
R		
Reducing page size.....	25	
Refilling the ink tank.....	31	
Resizing pages.....	25	
S		
Safety information.....	7	
Saving energy.....	41	
Service.....	67	
Sharing printer		
Mac OS X.....	29	
Windows.....	27	
Smeared prints.....	54, 56	
Software		
uninstalling.....	45	
Specifications		
ink bottles.....	61	
mechanical.....	64	
paper.....	62	
printer.....	62	
standards and approvals.....	65	
Speed		
increasing.....	56, 59	
Status Monitor		
Mac OS X.....	50	
System requirements.....	61	
T		
Technical support.....	67	
Text		
printing documents.....	19	
Trademarks.....	2	
Transporting product.....	43	
U		
USB		
connector.....	66	
W		
Windows		
accessing printer settings.....	17	
checking product status.....	49	
managing print jobs.....	49	