



**PM-401**

# **Operation Guide**

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## Contents

### **Copyright and Trademarks..... 4**

Copyright. . . . .	4
Trademarks. . . . .	4

### **About This Manual..... 5**

Introduction to the Manuals. . . . .	5
Marks and Symbols. . . . .	5

### **Important Instructions..... 6**

Safety Instructions. . . . .	6
Instructions for the AC Adapter. . . . .	7

### **Printer Basics..... 8**

Part Names and Functions. . . . .	8
Control Panel. . . . .	10
Buttons. . . . .	10
Guide to the LCD Screen. . . . .	10
Menus. . . . .	11
Menu Options. . . . .	12

### **Preparing to Print..... 17**

Available Paper and Capacities. . . . .	17
List of Paper Types. . . . .	18
Paper Loading Direction. . . . .	19
Paper Handling Precautions. . . . .	19
Unusable Paper. . . . .	20
Selecting Paper Settings. . . . .	20
Changing the Settings. . . . .	20
Preventing Misprints. . . . .	21
Supported Memory Cards. . . . .	21
Inserting and Removing a Memory Card. . . . .	22

### **Printing..... 23**

Printing Photos by Selecting from a Memory Card. . . . .	23
Printing in Various Layouts. . . . .	26
DPOF Printing. . . . .	26
Printing from a Digital Camera. . . . .	27

Printing from a Digital Camera Connected by USB Cable. . . . .	27
Printing from a Digital Camera Connected Wirelessly. . . . .	27
Printing from Smart Devices. . . . .	28
Using Epson iPrint. . . . .	28
Using AirPrint. . . . .	30
Printing from a Computer. . . . .	30

### **Replacing Ink Cartridge..... 31**

Checking the Ink Level. . . . .	31
Ink Cartridge Code. . . . .	31
Ink Cartridge Handling Precautions. . . . .	31
Handling Precautions. . . . .	31
Ink Consumption. . . . .	33
Replacing Ink Cartridge. . . . .	34

### **Maintenance..... 38**

Checking and Cleaning the Print Head. . . . .	38
Aligning the Print Head. . . . .	38
Cleaning the Paper Path. . . . .	39

### **Solving Problems..... 40**

Removing Jammed Paper. . . . .	40
Checking Messages on the LCD Screen. . . . .	41
Power and Control Panel Problems. . . . .	42
Power Does Not Turn On. . . . .	42
Power Does Not Turn Off. . . . .	42
LCD Screen Gets Dark. . . . .	42
Auto Power On Does Not Work. . . . .	42
Paper Does Not Feed Correctly. . . . .	42
Cannot Setup Wi-Fi. . . . .	42
Printing a Network Connection Report. . . . .	43
Messages and Solutions on the Network Connection Report. . . . .	43
Printer Does Not Print. . . . .	43
Cannot Use AirPrint. . . . .	44
Printout Problems. . . . .	44
Images or Photos are Printed in Unexpected Colors. . . . .	44
The Position, Size, or Margins of the Printout Are Incorrect. . . . .	44
Paper Is Smearred or Scuffed. . . . .	45
Printing Is Too Slow. . . . .	45

**Contents**

Other Problems. . . . . 45  
    Slight Electric Shock when Touching the  
    Printer. . . . . 45  
    Cannot Save the Data to a Memory Device. . . . . 45  
    “?” Is Displayed on the Photo Selection Screen  
    . . . . . 46

***Moving and Transporting the Printer***  
**. . . . . 47**

Transporting. . . . . 47  
Taking the Printer with You. . . . . 47

***Where To Get Help. . . . . 48***

Technical Support Web Site. . . . . 48  
Contacting Epson Support. . . . . 48  
    Before Contacting Epson. . . . . 48  
    Help for Users in Hong Kong. . . . . 48

***Index***

## Copyright and Trademarks

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### Copyright and Trademarks

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## About This Manual

### Introduction to the Manuals

❑ Operation Guide (paper manual)

This manual. Provides instructions on using the printer, replacing ink cartridge, maintenance, and solving problems.

❑ Start Here (paper manual)

Provides you with information on setting up the printer.

❑ User's Guide (digital manual)




Provides information on important instructions, printer specifications, printing from a computer, network settings, and solving problems when using the printer on a network.

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

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

If you do not have a computer, you can download digital manuals from a smart device such as a smartphone or tablet.






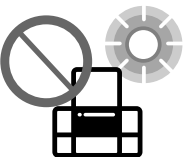

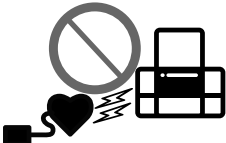


### Marks and Symbols

 <b>Caution:</b>	Instructions that must be followed carefully to avoid bodily injury.
 <b>Important:</b>	Instructions that must be observed to avoid damage to your equipment.
<b>Note:</b>	Instructions containing useful tips and restrictions on printer operation.
	Indicates pages with related information.



**Important Instructions**

**Important Instructions**

**Safety Instructions**

	<p>Use only the AC adapter supplied with the product and do not use the adapter with any other equipment. Use of any other adapter with this product or the use of the supplied AC adapter with other equipment may result in fire or electric shock.</p>
	<p>Be sure your AC power cord meets the relevant local safety standard.</p>
	<p>Never disassemble, modify, or attempt to repair the AC adapter, plug, printer unit or options by yourself, except as specifically explained in the product's guides.</p>
	<p>Unplug the product and the AC adapter, and refer servicing to qualified service personnel under the following conditions: The AC adapter or plug is damaged; liquid has entered the product or the AC adapter; the product or the AC adapter has been dropped or the casing damaged; the product or the AC adapter does not operate normally or exhibits a distinct change in performance. Do not adjust controls that are not covered by the operating instructions.</p>
	<p>Place the product near a wall outlet where the plug can be easily unplugged.</p>
	<p>Do not place or store the product or the AC adapter outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity.</p>
	<p>Take care not to spill liquid on the product and not to handle the product with wet hands.</p>
	<p>Keep this product at least 22 cm away from cardiac pacemakers. Radio waves from this product may adversely affect the operation of cardiac pacemakers.</p>
	<p>If the LCD screen is damaged, contact your dealer. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.</p>
	<p>Keep ink cartridges out of the reach of children.</p>

### Important Instructions

	<p>Be careful when you handle used ink cartridges, as there may be some ink around the ink supply port.</p>
	<p>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, see a doctor right away.</p>

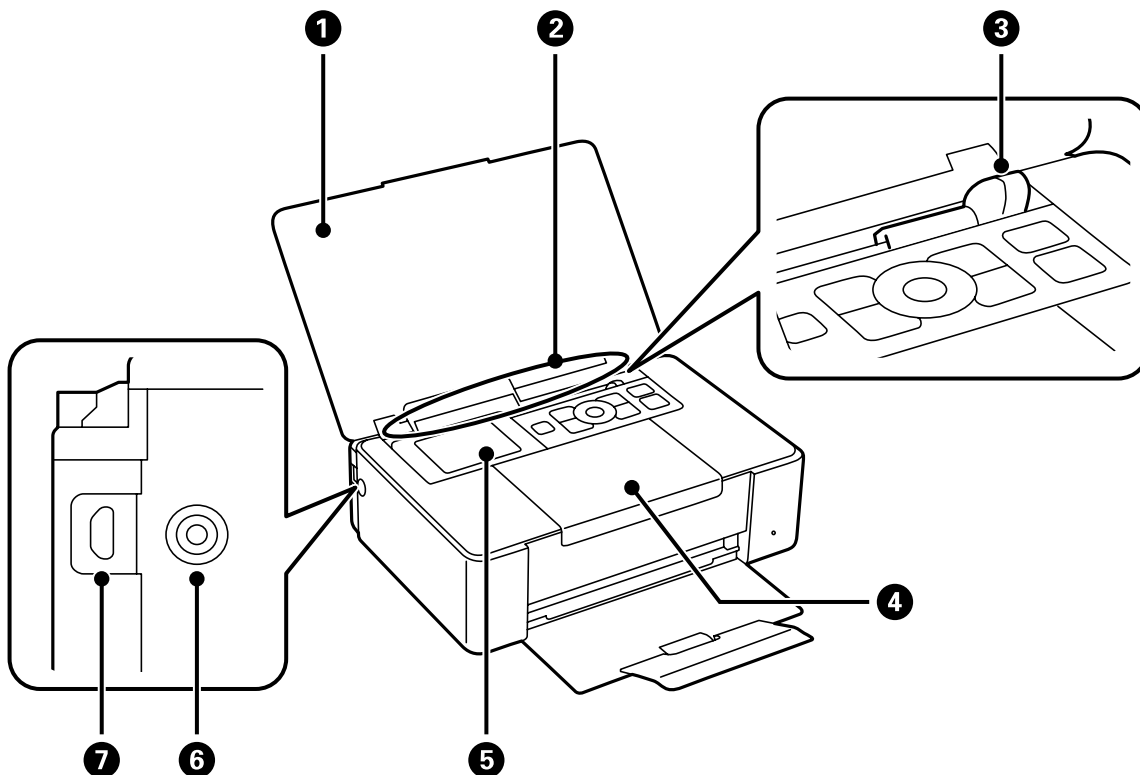
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## Instructions for the AC Adapter

- ❑ The AC adapter cord should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the cord and do not allow the AC adapter or the cord to be stepped on or run over. Be particularly careful to keep the cord straight at the end.
- ❑ Use only the type of power source indicated on the AC adapter's label, and always supply power directly from a standard domestic electrical outlet with the AC adapter that meets the relevant local safety standards.
- ❑ If you are not going to use the product for a long period, be sure to unplug the AC adapter from the electrical outlet.

# Printer Basics

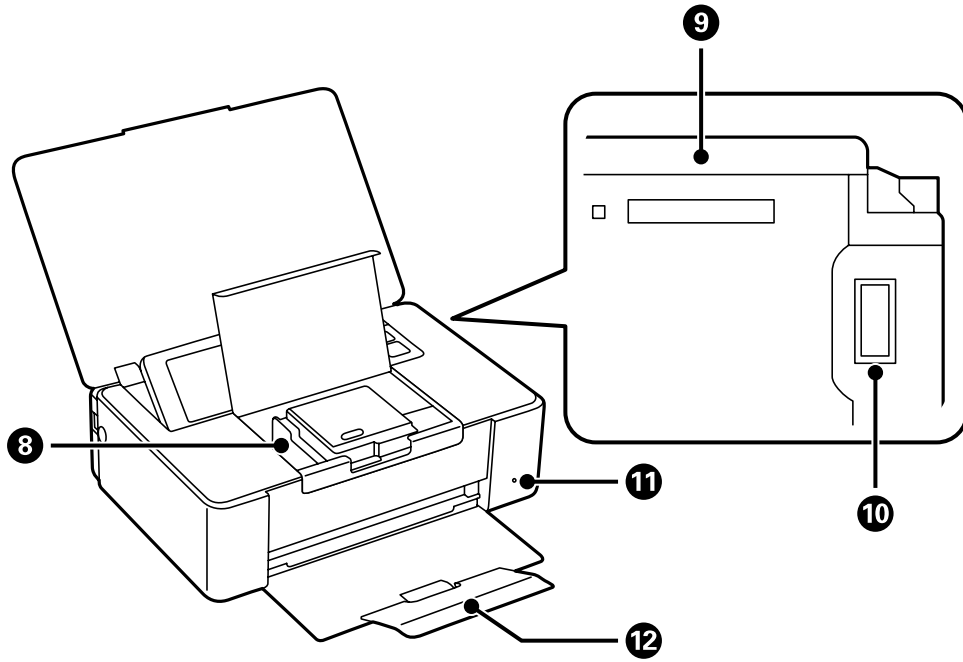
## Part Names and Functions



①	Printer cover	Close this cover to block dust when you are not using the printer.
②	Rear paper feed	Loads paper.
③	Edge guide	Feeds the paper straight into the printer. Slide to the edge of the paper.
④	Inner cover	Open to replace ink cartridge or to remove jammed paper.
⑤	LCD screen	Displays menus and messages. Raise the screen to use it.
⑥	DC inlet	Connects the AC adapter's plug.
⑦	Micro USB port	Connects a micro USB cable.



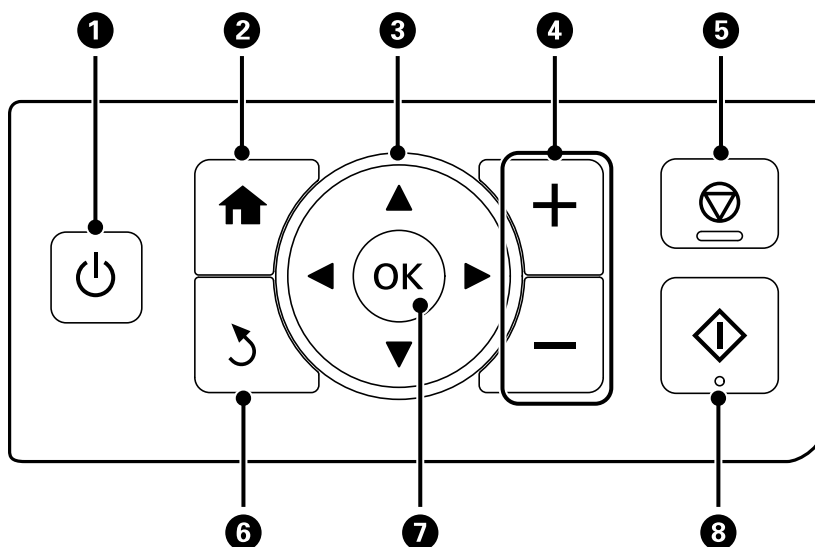
**Printer Basics**



8	Ink cartridge holder	Install the ink cartridge. Ink is ejected from the print head nozzles underneath.
9	Memory card slot	Insert a memory card. Remove the cap if it is inserted.
10	External interface USB port	Connects an external storage device or a PictBridge capable device.
11	Power light	<ul style="list-style-type: none"> <li>- Power on: The light turns on.</li> <li>- Printer off: The light turns off.</li> </ul> Unplug the power cord when the power light is off.
12	Output tray	Holds the ejected paper. Raise the stopper at the edge of the tray when printing.

## Control Panel

### Buttons



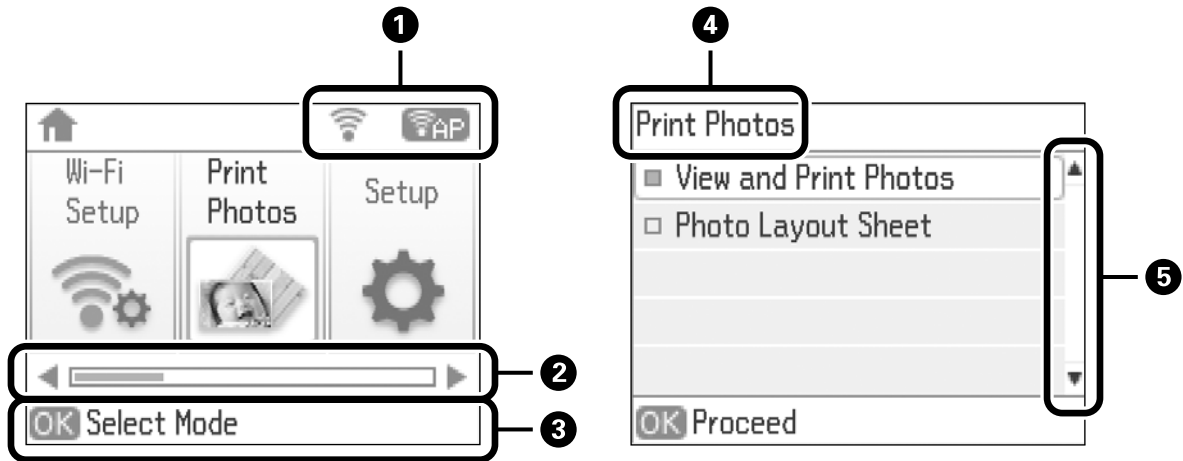
①	Power	Turns the printer on or off.
②	Home	Displays the home screen.
③	Arrows	Use the ▲▼◀▶ buttons to select a photo, menu, and setting.
④	+/-	Selects the number of pages to print.
⑤	Stop	Stops the current operation.
⑥	Back	Returns to the previous screen.
⑦	OK	Press to open the selected menu or to proceed to the next screen.
⑧	Start	Starts an operation such as printing.

### Guide to the LCD Screen

Menus and messages are displayed on the LCD screen. Select a menu or setting by pressing the ▲▼◀▶ buttons.

To learn the meaning of the icons, select **Help** from the home screen, and then select **Icon List**.

**Printer Basics**





1	Icons that show the printer status are displayed.
2	When ◀ and ▶ are displayed, you can scroll right or left.
3	Available buttons are displayed. In this example, you can proceed to the next screen by pressing the OK button.
4	The name of the screen displayed.
5	When ▲ and ▼ are displayed, you can scroll up or down.



**Menus**

Check this along with the detailed explanations on menu options. Some menus are not displayed depending on the combination of selected options.

➔ “Menu Options” on page 12

Mode	Menus
Print Photos 	View and Print Photos Photo Layout Sheet
Setup 	Ink Level Maintenance Printer Setup Network Settings Epson Connect Services Google Cloud Print Services External Device Setup Restore Default Settings

### Printer Basics

Mode	Menus
<p>Help</p> 	<p>How To...</p> <p>Ink Cartridge</p> <p>Troubleshooting</p> <p>Icon List</p>
<p>Wi-Fi Setup</p> 	<p>Select this mode to access the menus for network setup or for checking the network settings.</p> <p>➔ "Wi-Fi Setup Mode" on page 16</p>

## Menu Options

You can set the following menus on the control panel.

Some menus are not displayed depending on the combination of selected options.

## Print Photos Mode

Menu	Settings and Explanations
View and Print Photos	You can print photos on the memory card by selecting them on the LCD screen.
Photo Layout Sheet	<p>You can print your photos in various layouts, such as printing multiple photos on a sheet of photo paper.</p> <p><b>20-up:</b> The serial number or date is printed below each photo.</p> <p><b>P.I.F.</b> is displayed if you have a P.I.F. frame on your memory card.</p>

## Menu Options for Print Photos

To view the following menus, press the ▼ button on the screen when photos are displayed.

Menu	Settings and Explanations	
Browse	Browse by Date	Displays the photos on the memory card sorted by date. Select a date to display all photos saved on that date.
	Cancel Browse	Cancels sorting photos and displays all the photos.
Select Photos	Select All Photos	Select all the photos on the memory card and set the number of prints.
	Cancel Photo Selection	Returns the number of copies of all photos to 0 (zero).

## Printer Basics

Menu	Settings and Explanations	
Display Options	1-up	Displays one photo on a screen. Information on settings, such as number of copies, is also displayed.
	1-up without Information	Displays one photo on a screen. Information on settings, such as number of copies, is not displayed.
	9-up	Displays nine photos on a screen.
Print Settings	Paper Size	Select the paper size you loaded.
	Paper Type	Select the paper type you loaded.
	Borderless	Prints without margins around the edges. The image is enlarged a little to remove borders from the edges of the paper.
	Quality	Select the print quality. Selecting <b>Best</b> provides higher quality printing, but the printing speed may be slower.
	Expansion	With borderless printing, the image is enlarged a little to remove borders from the edges of the paper. Select how much to enlarge the image.
	Date	<p>Select a date format to print photos with a date. The date is not printed for some layouts or if date information is not included in the photo data.</p> <p>The date is printed automatically when selecting <b>20-up</b>. The date used is the date the photo was taken or the date you saved the photo data.</p>
	Fit Frame	Trims your photo. This may not be available for panorama photos. The photo is always trimmed in <b>Borderless, Upper 1/2, or Lower 1/2</b> printing.
On		Crops the top and bottom or left and right of the image.
Off		Creates margins on the left and right or top and bottom of the image.
Photo Adjustments	<p>Enhance</p> <p>Select one of the image adjustment options.</p> <p><b>PhotoEnhance:</b> Produces sharper images and more vivid colors by automatically adjusting the contrast, saturation, and brightness of the original image data.</p> <p><b>P.I.M.:</b> Adjusts the image based on the printing information provided by a digital camera compatible with PRINT Image Matching.</p>	
	<p>Scene Detection</p> <p>Available when selecting <b>PhotoEnhance</b> as the <b>Enhance</b> setting. Improves the image quality for photos of people, landscapes, and night scenes.</p>	
	<p>Fix Red-Eye</p> <p>Fixes red-eye in photos. Corrections are not applied to the original file, only to the printouts. Depending on the type of photo, parts of the image other than the eyes may be corrected.</p>	
	<p>Sharpness</p> <p>Enhances or defocuses the outline of the image.</p>	
Filter	Prints in sepia or monochrome.	
Crop/Zoom	Enlarges a part of the photo to be printed.	

## Printer Basics

### Setup Mode

Menu	Settings and Explanations		
Ink Level	<p>Displays the approximate level of the ink cartridge.</p> <p>When an ! icon is displayed, the ink cartridge is running low. When a X mark is displayed, the ink cartridge is expended.</p>		
Maintenance	Nozzle Check	Prints a pattern to check if the print head nozzles are clogged.	
	Head Cleaning	Cleans clogged nozzles in the print head.	
	Print Head Alignment	Adjusts the print head to improve print quality.	
	Ink Cartridge Replacement	Use this feature to replace the ink cartridge before the ink is expended.	
	Paper Guide Cleaning	Use this feature to feed paper for cleaning.	
Printer Setup	Paper Source Setting	Paper Setup	Select the paper size and paper type you loaded.
		Paper Setting Alert	Warns you when the paper settings do not match the paper you loaded.
		Paper Configuration	Automatically displays the paper settings screen when paper is loaded. AirPrint is not available when disabled.
	Stickers	Adjusts the printing position of a photo sticker by moving up, down, left, or right to fit.	
	Sound	Turns on or off the beeps that sound when operating the buttons or when an error occurs, and changes the volume.	
	Auto Power On	Turns on the printer automatically when it receives a print job over a USB connection or a network connection. Enabling Auto Power On increases power consumption slightly in standby status when compared to turning the printer off completely. The default setting is disabled.	
	Power Off Timer	Turns the printer off automatically when a specified time has passed and no operations have been performed. You can adjust the time before power management is applied.	
	Sleep Timer	Select the time period before the printer enters sleep mode (energy saving mode) when no operations are performed. The LCD screen turns black when the set time passes.	
	Language	Select the display language.	

## Printer Basics

Menu	Settings and Explanations		
Network Settings	Network Status	Press the ◀ or ▶ button to check the status of the network connection, Epson Connect connection, and so on.	
	Wi-Fi Setup	Wi-Fi Setup Wizard	Select an SSID, enter a password, and then connect the printer to a wireless (Wi-Fi) network.
		Push Button Setup (WPS)	Connect the printer to a wireless network by using the WPS button on your wireless router.
		PIN Code Setup (WPS)	In the wireless router utility, enter the PIN code displayed on the printer's screen and connect the printer to a wireless (Wi-Fi) network.
		Wi-Fi Auto Connect	Easily connect the printer to a wireless (Wi-Fi) network using a computer connected to the wireless router. By simply following the on-screen instructions on the computer, you can make the network settings without entering an SSID or security key.
		Disable Wi-Fi	Disables the connection by turning the Wi-Fi off without deleting the network information. To enable the connection, set up the wireless (Wi-Fi) network again.
		Wi-Fi Direct Setup	Connects the printer to a wireless (Wi-Fi) network without a wireless router.
	Manual Network Setup	Changes the network settings, such as the printer name or TCP/IP.	
Connection Check	Checks the status of the network connection and prints the network connection check report. If there are any problems with the connection, see the check report to solve the problem. See the User's Guide (digital manual) for more details.		
Epson Connect Services	You can suspend or resume the Epson Connect or Google Cloud Print service, or cancel using the services (restore the default settings). See the following for details. <a href="https://www.epsonconnect.com/">https://www.epsonconnect.com/</a>		
Google Cloud Print Services			
External Device Setup	Change the print settings to print directly from an external device such as a digital camera or mobile phone.		
Restore Default Settings	Resets the selected settings to their defaults.		

## Help Mode

See the **Help** for information on using the printer or when printouts are unsatisfactory.

## Printer Basics

### Wi-Fi Setup Mode

See the User's Guide (digital manual) to make the following settings.

Select this mode to access the menus for network setup or for checking the network settings as described below. You can also access the network menus from the **Setup** mode.

- When the printer is not connected to a network

Select an icon of your desired connection method, and press the OK button on the next screen to display the network setup menus. To setup the printer for use on a network using the menus, see the User's Guide.

- When the printer is connected to a network

Select **See Connection Details** to display the setting information such as the printer's IP address. Select **Details** to display the menus for check the status.



## Preparing to Print

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# Preparing to Print

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## Available Paper and Capacities

Epson recommends using genuine Epson paper to ensure high-quality printouts.

### Genuine Epson Paper

Media Name	Size	Loading Capacity (Sheets)	Borderless Printing	Manual 2-Sided Printing
Epson Ultra Glossy Photo Paper	10 × 15 cm (4 × 6 in.)	20 <sup>*1</sup>	✓	-
Epson Premium Glossy Photo Paper	10 × 15 cm (4 × 6 in.) 13 × 18 cm (5 × 7 in.)	20 <sup>*1</sup>	✓	-
Epson Premium Semigloss Photo Paper	10 × 15 cm (4 × 6 in.)	20 <sup>*1</sup>	✓	-
Epson Photo Paper Glossy	10 × 15 cm (4 × 6 in.) 13 × 18 cm (5 × 7 in.)	20 <sup>*1</sup>	✓	-

\*1 Load one sheet of paper at a time if the printouts are scuffed or if there are uneven colors.

**Note:**

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

### Commercially Available Paper

Media Name	Size	Loading Capacity (Sheets)	Borderless Printing	Manual 2-Sided Printing
Plain paper	A5 <sup>*1</sup> , A6 <sup>*2</sup>	Up to the line indicated by the triangle symbol on the edge guide.	-	✓ <sup>*3</sup>
	User Defined <sup>*2</sup>	1	-	✓
Envelope <sup>*2</sup>	Envelope #10, Envelope DL, Envelope C6	1	-	-

\*1 Due to the printer's mechanism, printouts have 10 mm margins around the edges.

\*2 Only printing from computer is available.

\*3 For manual 2-sided printing, you can load up to 20 sheets for paper with one side already printed.

## Preparing to Print


**Important:**

You can use paper that's 0.05 to 0.6 mm thick. However, depending on the solidity or transparency of the paper, paper that is this thick may not be fed or printed correctly.

## List of Paper Types

To obtain optimum printing results, select the paper type that suits the paper.

Media Name	Media Type	
	Control Panel	Printer Driver, Smart Device <sup>*1</sup>
Epson Ultra Glossy Photo Paper <sup>*2</sup>	Ultra Glossy	Epson Ultra Glossy
Epson Premium Glossy Photo Paper <sup>*2</sup>	Prem. Glossy	Epson Premium Glossy
Epson Premium Semigloss Photo Paper <sup>*2</sup>	Prem. Semigloss	Epson Premium Semigloss
Epson Photo Paper Glossy <sup>*2</sup>	Glossy	Photo Paper Glossy
Plain paper <sup>*2</sup>	plain papers	plain papers
Envelope	Envelope	Envelope

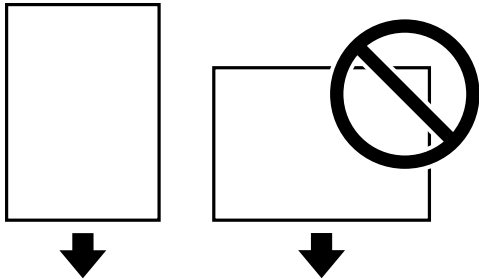
<sup>\*1</sup> For smart devices, these media types can be selected when printing using Epson iPrint.

<sup>\*2</sup> These paper types are compatible with Exif Print and PRINT Image Matching when printing from the printer driver. For more details, see the documentation provided with the Exif Print or PRINT Image Matching compatible digital camera.

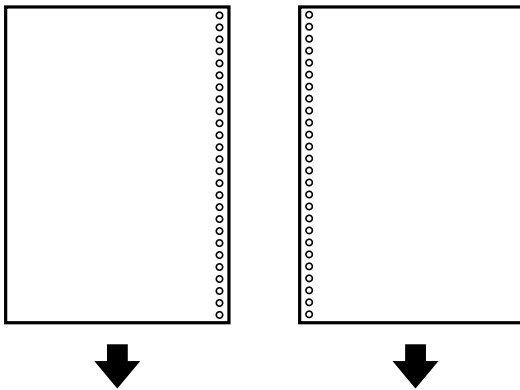
Preparing to Print

## Paper Loading Direction

Load paper vertically along the left side of the rear paper feed with the printable side facing up. If you load horizontally, printing is not performed correctly.

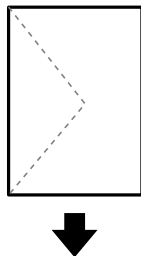


### Pre-punched paper



- ❑ Load one sheet of pre-punched paper at a time. Do not load paper with binding holes at the top or the bottom.
- ❑ Adjust the print position of your file to avoid printing over the holes.

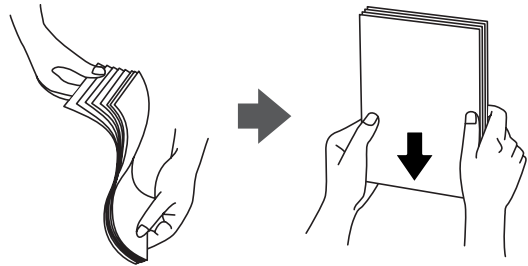
### Envelopes



Load the envelopes with the flap closed and facing to the left.

## Paper Handling Precautions

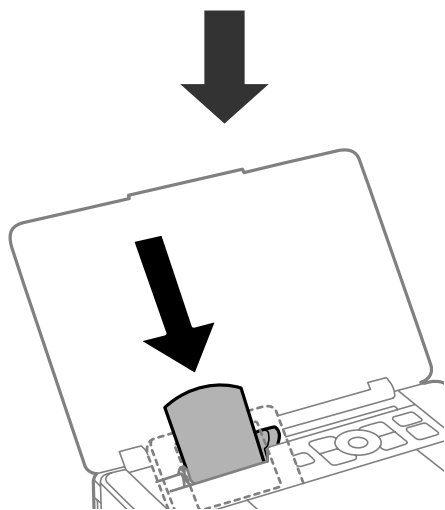
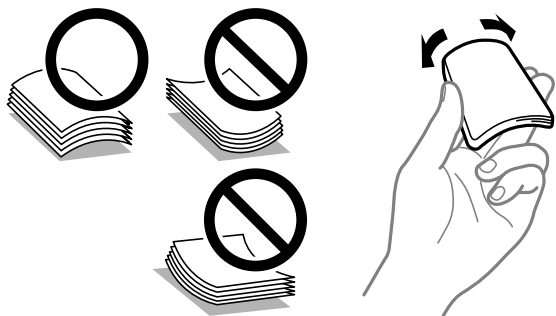
- ❑ Read the instruction sheets supplied with the paper.
- ❑ Fan and align the edges of the paper before loading. Do not fan or curl photo paper. Doing so may damage the printable side.



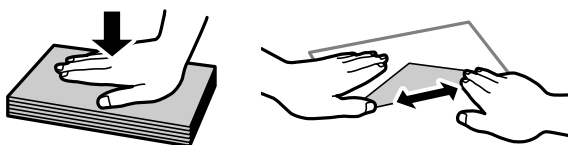
- ❑ To print both sides of the paper, dry completely, flatten one side, and then print the other side.
- ❑ If the paper is curled, flatten it or curl it slightly in the opposite direction before loading. Printing on curled paper may cause paper jams and smears on the printout.

### Preparing to Print

- ❑ If card sized paper is curled, flatten it with the printable side facing up, and then load it with the printable side facing up.



- ❑ Fan and align the edges of the envelopes before loading. When the stacked envelopes are puffed up with air, press them down to flatten them before loading.



## Unusable Paper

Do not use the following paper. Using paper in these conditions may cause paper jams and smears on the printout, or incorrect printing.

- ❑ Paper that is wavy, torn, cut, folded, damp, too thick, too thin, paper that has stickers stuck to it or that has partially printed characters.
- ❑ Envelopes that are curled or folded.

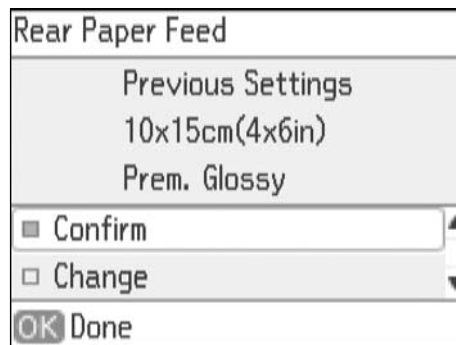
- ❑ Envelopes with adhesive surfaces on the flaps or window envelopes.
- ❑ Envelopes that are too thin.

## Selecting Paper Settings

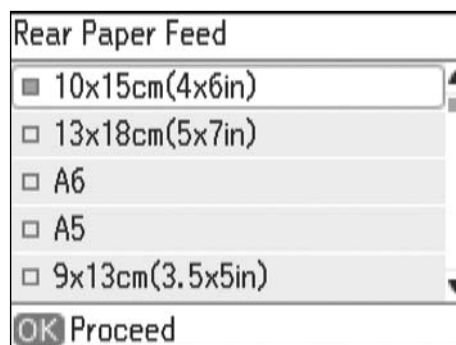
When paper is loaded in the rear paper feed, the paper size and paper type settings screen is displayed. Check the current settings, and if they do not match the paper you loaded, change the settings.

### Changing the Settings

- 1 Select **Change** and press the OK button.

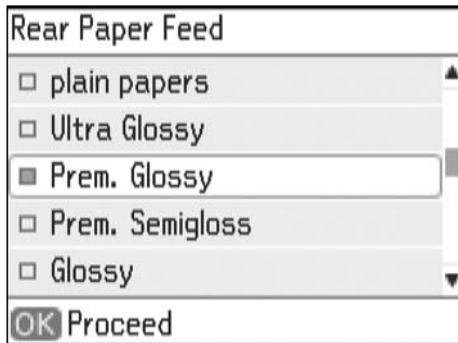


- 2 Select the paper size.



## Preparing to Print

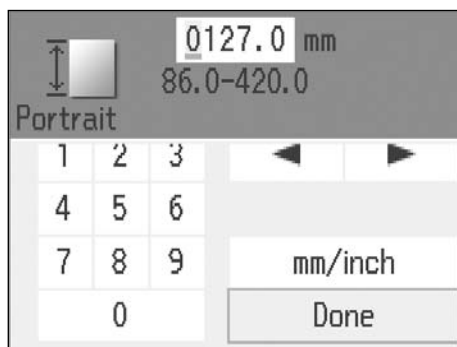
**3** Select the paper type.



**4** Check the settings.

**Note:**

- When **User Defined** is selected as the paper size, the following screen is displayed. Select the paper width and height, and then select **Done**.



*mm/inch: You can change the unit of length.*

- You can also make paper settings by selecting **Setup > Printer Setup > Paper Source Setting > Paper Setup** from the home screen.

**Note:**

- If you do not want to register the paper settings every time you load paper, you can make settings so that the paper configuration screen is not displayed. Select **Setup > Printer Setup > Paper Source Setting** from the home screen, and then disable **Paper Configuration**. When this setting is disabled, you cannot print using AirPrint from the iPhone, iPad, and iPod touch.
- You can also disable the **Paper Setting Alert** feature. → “Setup Mode” on page 14

## Supported Memory Cards

	SD SDHC SDXC
	miniSD* miniSDHC*
	microSD* microSDHC* microSDXC*

\* Attach an adapter to fit the memory card slot. Otherwise, the card may get stuck.

## Preventing Misprints

You can prevent misprints by registering the paper size and paper type when loading paper.

### Paper Setting Alert

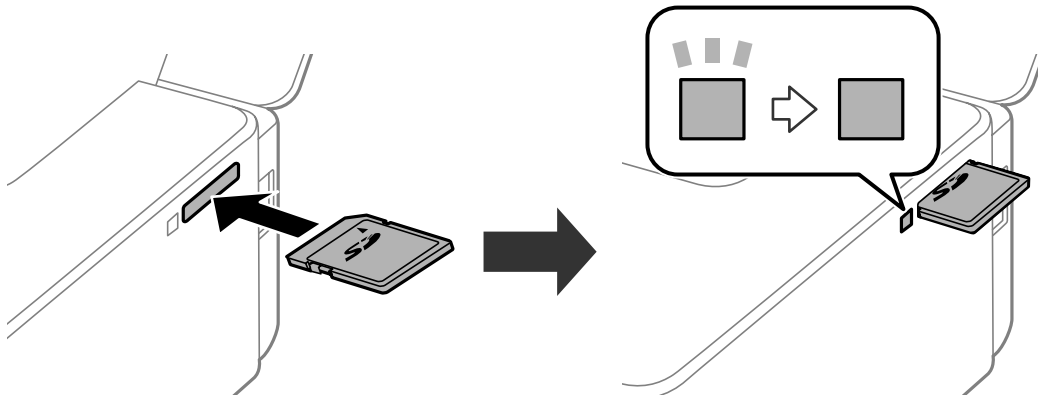
Alerts you if the print settings do not match the paper settings (size and type) you registered when loading paper.

Preparing to Print

# Inserting and Removing a Memory Card

**1** Insert a memory card into the printer.

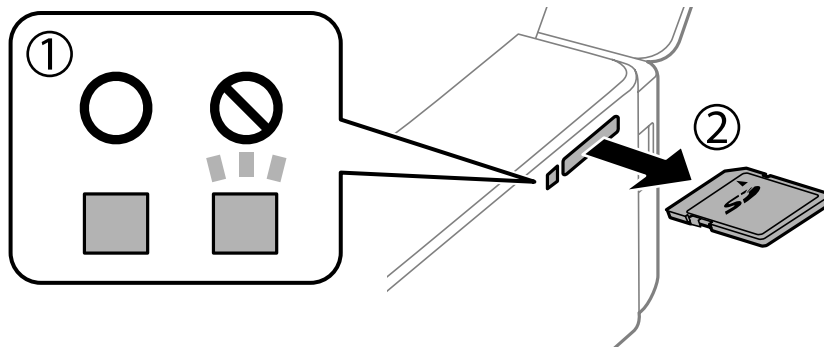
When the cap is in the memory card slot, remove it, and then insert the memory card. The printer starts reading the data and the light flashes. When reading is complete, the light stops flashing and remains on.



**⚠ Caution:**  
Keep memory card slot cap out of the reach of children.

**! Important:**  
Do not try to force the card all the way into the slot. It should not be fully inserted.

**2** When you have finished using the memory card, make sure the light is not flashing, and then remove the card.



**! Important:**  
If you remove the memory card while the light is flashing, the data in the memory card may be lost.

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# Printing

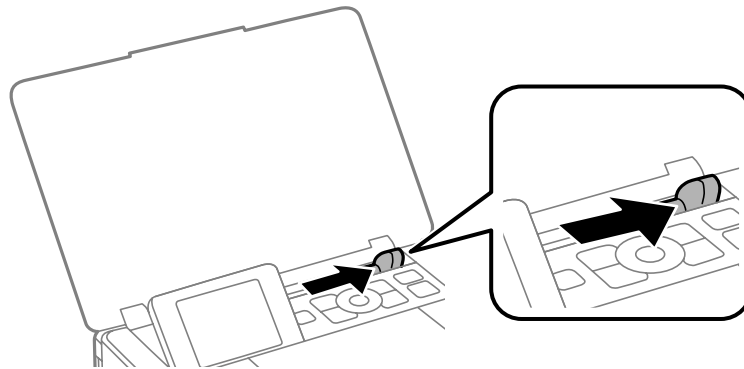
---

---

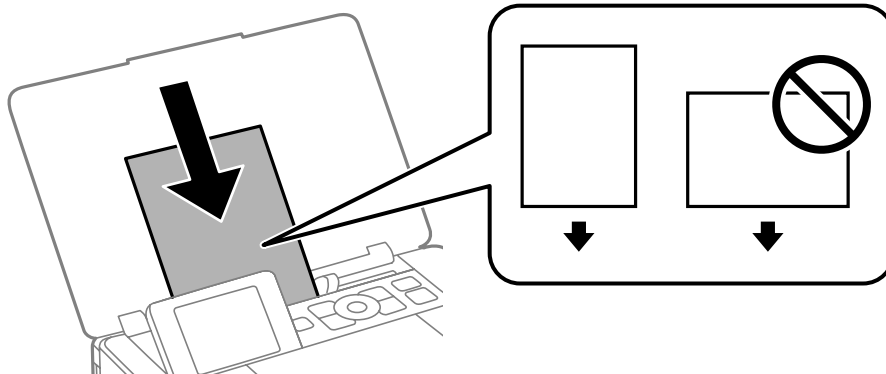
You can print from a memory card, digital camera, or smart device.

## Printing Photos by Selecting from a Memory Card

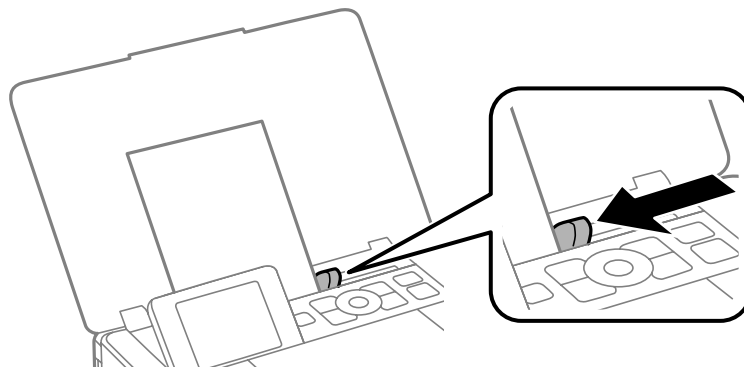
- 1 Slide the edge guide to the far right.



- 2 Load paper vertically along the left side of the rear paper feed with the printable side facing up.  
➔ “Paper Loading Direction” on page 19



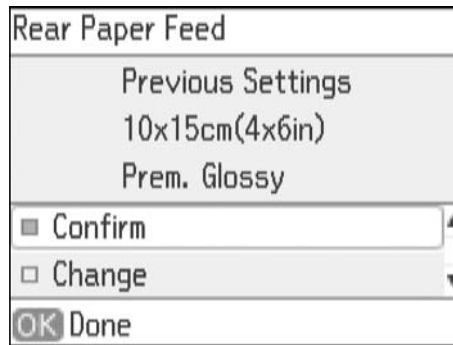
- 3 Slide the edge guide to the edge of the paper.



## Printing

- 4** Check the current paper size and paper type settings on the LCD screen.

If you do not want to change the settings, select **Confirm** using the ▲ or ▼ button, and then press the OK button to go to step 6. If you want to change the settings, select **Change**, and then press the OK button to go to the next step.



**Note:**

If you disable **Setup > Printer Setup > Paper Source Setting > Paper Configuration**, the setting screen is not displayed. Go to step 6.

- 5** On the paper size settings screen, select the paper size using the ▲ or ▼ button, and then press the OK button. Make your selection in the same way on the paper type settings screen, and then press the OK button. Check the settings, and then press the OK button.

**Note:**

You can also display the paper size and paper type settings screen by selecting **Setup > Printer Setup > Paper Source Setting > Paper Setup**.

- 6** Insert a memory card into the printer.  
 ➔ “Inserting and Removing a Memory Card” on page 22



**Important:**

Do not remove the memory card until you have finished printing.

**Note:**

- Remove the memory card when printing from an external storage device such as a hard disk or USB flash memory.
- If you have 1000 or more photos on your memory card, photos are automatically divided into groups containing a maximum of 999 photos and the Select Group screen is displayed. Select a group containing the photos you want to print.

- 7** Enter **Print Photos** from the home screen using the ◀ or ▶ button, and then press the OK button.

- 8** Select **View and Print Photos** using the ▲ or ▼ button, and then press the OK button.



## Printing

- 9 Select a photo using the ◀ or ▶ button and set the number of copies using the - or + button. When printing more than one photo, repeat this procedure.



**Note:**

- ❑ The following menus, that are displayed by pressing the ▼ button, help you select photos easily when you have many photos on your memory card.
  - Browse: Use the **Browse by Date** menu to sort photos by date, and then select all photos of the same date at the same time.
  - Display Mode: Use the **9-up** menu to display nine photos on a screen.
- ❑ Select **Crop/Zoom** if you want to crop a part of a photo. Use the ▲, ▼, ◀, or ▶ button to move the frame to the area you want to crop, and then press the - or + button to change the size of the frame. Press the home button to rotate the frame.



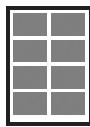
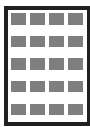

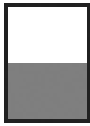


- 10 Press the ▼ button to display the menu, select **Print Settings** using the ▲ or ▼ button, and then press the OK button.
- 11 Use the ▲ or ▼ button to select setting items such as the paper size and the paper type, and change the settings using the ◀ or ▶ button.
- 12 Press the ◇ button.

Printing

# Printing in Various Layouts

You can print your photos in various layouts, such as printing multiple photos on a sheet of photo paper.

- 1 Load paper and insert a memory card into the printer.  
  
See steps 1 to 6 from “Printing Photos by Selecting from a Memory Card” on page 23 for more details.
- 2 Enter **Print Photos** from the home screen using the ◀ or ▶ button, and then press the OK button.
- 3 Select **Photo Layout Sheet** using the ▲ or ▼ button, and then press the OK button.

 2-up	 4-up
 8-up	 20-up* <sup>1</sup>
 Upper 1/2	 Lower 1/2
 Photo ID	 P.I.F.* <sup>2</sup>

\*1 **20-up**: The serial number or date is printed below each photo.  
\*2 **P.I.F.** is displayed if you have a P.I.F. frame on your memory card.

Follow the on-screen instructions to print.

# DPOF Printing

This printer is compatible with DPOF (Digital Print Order Format) Ver. 1.10. DPOF is a format that stores additional information for photos such as the date, time, user name, and printing information.

- 1 Make settings for DPOF printing on your digital camera.  
  
Select the photos you want to print and the number of prints using the following print type. For more details, see the documentation provided with your camera.
  - Standard print
  - Index print (color print in layouts such as 20-up without a serial number)
  - Multi image print
- 2 Load paper, and then insert a memory card containing DPOF printing information into the printer.  
  
See steps 1 to 6 from “Printing Photos by Selecting from a Memory Card” on page 23 for more details.
- 3 When a confirmation screen is displayed, select **Yes** using the ▲ or ▼ button, and then press the OK button to display the print start screen.
- 4 Press the ◊ button to start printing.  
  
If you want to change the print settings, press the ▼ button.



## Printing

### Printing from a Digital Camera

You can print photos directly from a PictBridge-compatible digital camera. For more details on making operations on your camera, see the documentation provided with your camera.

**Note:**

- ❑ Usually digital camera settings are given priority; however, in the following situations, the printer settings are reflected.
  - When the camera's print setting is set to "use printer settings".
  - When combining the print settings of the camera and the printer produces results that cannot be performed by the printer.
- ❑ You can print photos with DPOF settings directly from a camera that is connected by USB.

### Printing from a Digital Camera Connected by USB Cable

You can print photos directly from a digital camera connected by USB cable.

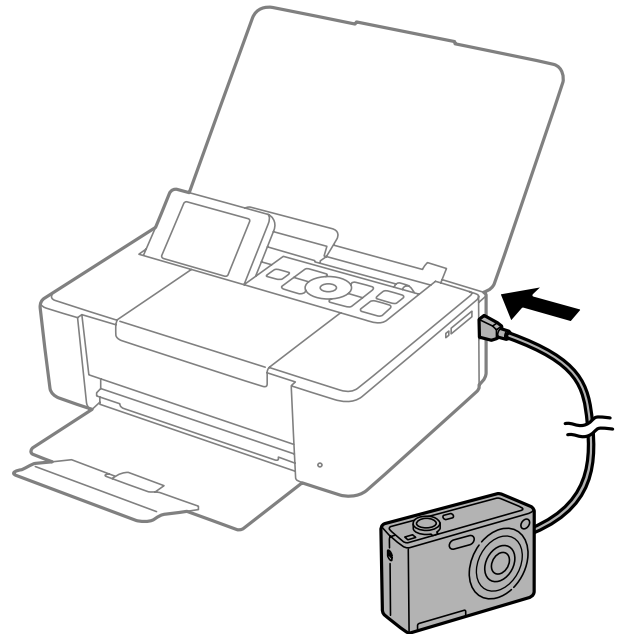
- 1** Load paper in the printer.  
See steps 1 to 5 from "Printing Photos by Selecting from a Memory Card" on page 23 for more details.
- 2** Enter **Setup** from the home screen using the ◀ or ▶ button, and then press the OK button.
- 3** Select **External Device Setup** using the ▲ or ▼ button, and then press the OK button.
- 4** Select **Print Settings** or **Photo Adjustments**, press the OK button, and then change the settings if necessary.

Select the setting items using the ▲ or ▼ button and change settings using the ◀ or ▶ button.

- 5** Turn on the digital camera, and then connect to the printer using a USB cable.

**Note:**

Use a USB cable that is shorter than two meters.

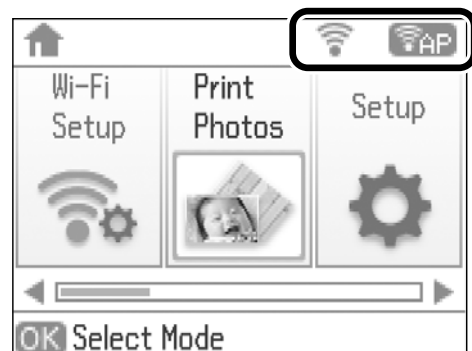


- 6** Select the photos you want to print from the digital camera, make settings such as the number of copies, and then start printing.

### Printing from a Digital Camera Connected Wirelessly

You can wirelessly print photos from digital cameras that support the DPS over IP standard (from here on referred to as PictBridge (wireless LAN)).

- 1** Make sure the icon that indicates that the printer is connected to a wireless network is displayed on the home screen.



## Printing

**Note:**

To learn the meaning of the icons, select **Help** on the home screen using the ◀ or ▶ button, and then press the OK button. Select **Icon List** using the ▲ or ▼ button, and then press the OK button.

**2**

Load paper in the printer.

See steps 1 to 5 from “Printing Photos by Selecting from a Memory Card” on page 23 for more details.

**3**

Enter **Setup** from the home screen using the ◀ or ▶ button, and then press the OK button.

**4**

Select **External Device Setup** using the ▲ or ▼ button, and then press the OK button.

**5**

Select **Print Settings** or **Photo Adjustments**, press the OK button, and then change the settings if necessary.

Select the setting items using the ▲ or ▼ button and change settings using the ◀ or ▶ button.

**6**

Connect the digital camera to the same network as the printer.

**7**

Display the list of available printers on the digital camera, and then select the printer you want to connect to.

**Note:**

- ❑ To check the printer's name, select **Setup** > **Network Settings** > **Network Status** from the home screen.
- ❑ If your digital camera has a function that allows you to register printers, you can connect to the printer by selecting it from the next time.

**8**

Select the photos you want to print from the digital camera, make settings such as the number of copies, and then start printing.

**9**

Disconnect the PictBridge (wireless LAN) connection to the printer from the digital camera.



**Important:**

When using PictBridge (wireless LAN), you cannot use other printer functions or print from other devices. Disconnect immediately when you have finished printing.

## Printing from Smart Devices

### Using Epson iPrint

Epson iPrint is an application that allows you to print photos, documents, and Web pages from a smart device such as a smartphone or tablet. You can use local print, printing from a smart device that is connected to the same wireless network as your printer, or remote print, printing from a remote location over the Internet. To use remote print, register your printer in the Epson Connect service.

➔ User's Guide (digital manual) > “Software and Network Services” > “Epson Connect Service”

You can install Epson iPrint on your smart device from the following URL or QR code.

<http://ipr.to/a>

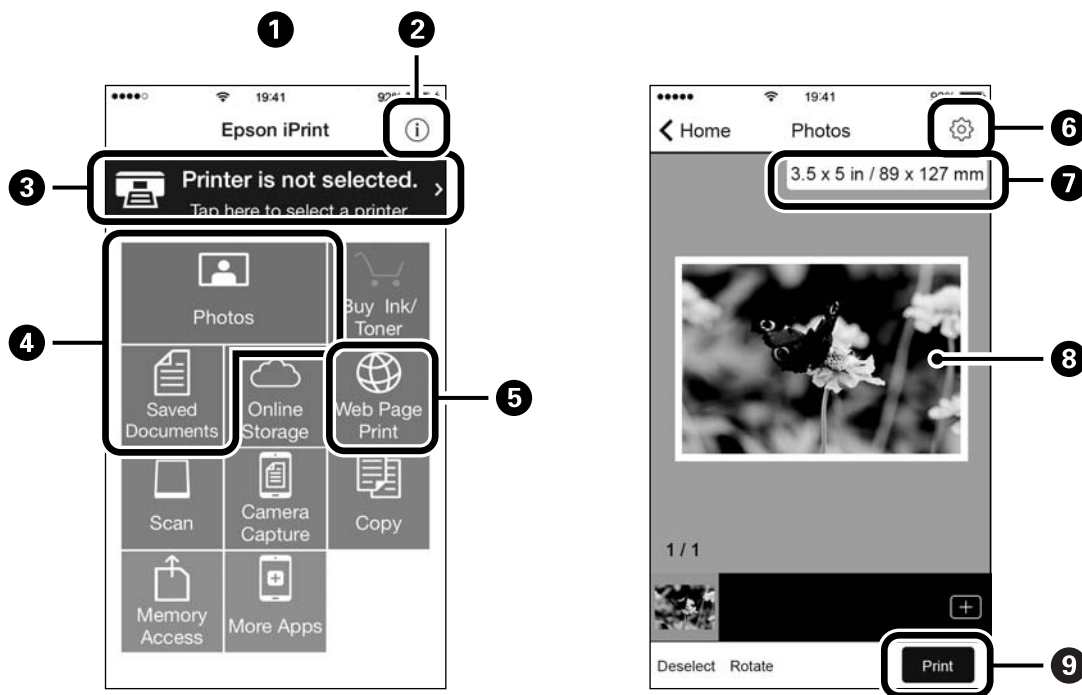


## Printing

### Printing with Epson iPrint

Start Epson iPrint from your smart device and select the item you want to use from the home screen.

The following screens are subject to change without notice.



1	Home screen displayed when the application is started.
2	Displays information on how to setup the printer and a FAQ.
3	Displays the screen where you can select the printer and make printer settings. Once you have selected the printer, you do not need to select it again from the next time.
4	Select what you want to print such as photos, documents, and web pages.
5	
6	Displays the screen to make print settings such as paper size and paper type.
7	Displays the paper size. When this is displayed as a button, press it to display the paper settings currently set on the printer.
8	Displays photos and documents you selected.
9	Starts printing.

**Note:**

- ❑ You can install various applications such as Epson Creative Print from the Epson iPrint's home screen.
- ❑ To print from the document menu using iPhone, iPad, and iPod touch running iOS, start Epson iPrint after transferring the document you want to print using the file sharing function in iTunes.

## Using AirPrint

AirPrint enables instant wireless printing from iPhone, iPad, and iPod touch with the latest version of iOS, and Mac with the latest version of OS X.



**Note:**

*If you disabled paper configuration messages on your product control panel, you cannot use AirPrint. See the following to enable the messages, if necessary.*

➔ “Cannot Use AirPrint” on page 44

- 1 Load paper in your product.

See steps 1 to 5 from “Printing Photos by Selecting from a Memory Card” on page 23 for more details.

- 2 Set up your product for wireless printing. See the following.  
<http://epson.sn>

- 3 Connect your Apple device to the same wireless network that your product is using.

- 4 Print from your device to your product.

**Note:**

*For details, see the AirPrint page on the Apple website.*

## Printing from a Computer

See the following to print from a computer.

- ❑ Connecting printer to a computer
  - ➔ Start Here (paper manual)

- ❑ Printing from a computer
  - ➔ User's Guide (digital manual) > “Printing from a Computer”

## Replacing Ink Cartridge

# Replacing Ink Cartridge

## Checking the Ink Level

- 1 Enter **Setup** from the home screen using the ◀ or ▶ button, and then press the OK button.
- 2 Select **Ink Level** using the ▲ or ▼ button, and then press the OK button.

**Note:**

You can also check the approximate ink level from a computer.

➔ *User's Guide (digital manual) > "Checking the Ink Levels"*

## Ink Cartridge Code

Epson recommends the use of genuine Epson ink cartridges. 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 printer behavior. Information about non-genuine ink level may not be displayed.

The following is the code for genuine Epson ink cartridge.

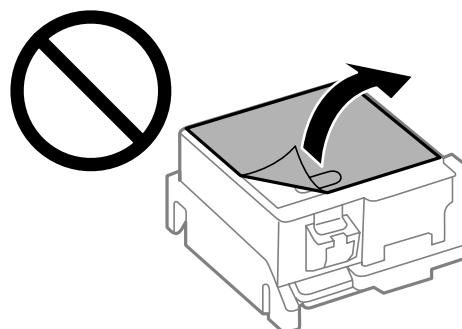
Code
320

## Ink Cartridge Handling Precautions

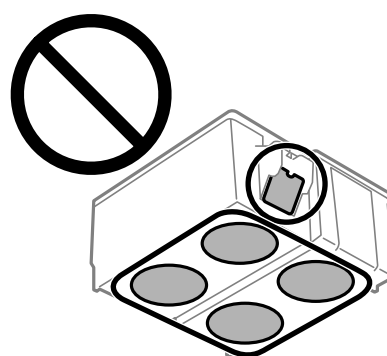
Read the following instructions before replacing ink cartridge.

## Handling Precautions

- ❑ Store ink cartridge at normal room temperature and keep it away from direct sunlight.
- ❑ Epson recommends using the ink cartridge before the date printed on the package.
- ❑ For best results, use up ink cartridge within six months of opening the package.
- ❑ For best results, store ink cartridge package with their bottom down.
- ❑ After bringing an ink cartridge inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- ❑ Do not open the ink cartridge package until you are ready to install it in the printer. The cartridge is vacuum packed to maintain its reliability. If you leave a cartridge unpacked for a long time before using it, normal printing may not be possible.
- ❑ You must remove the yellow tape from the cartridge before installing it; otherwise, print quality may decline or you may not be able to print. Do not remove or tear the label on the cartridge; this can cause leakage.

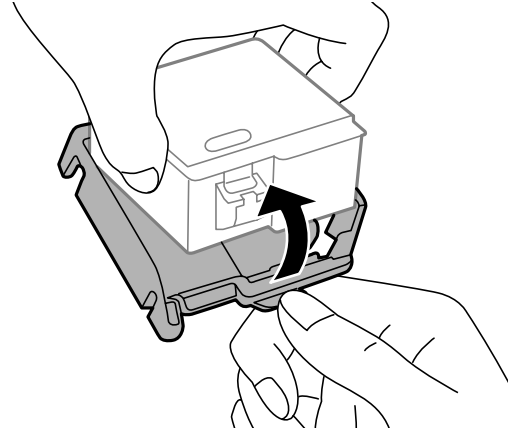


- ❑ Do not touch the sections shown in the illustration. Doing so may prevent normal operation and printing.



## Replacing Ink Cartridge

- ❑ Do not replace ink cartridge with the power off. Do not move the print head by hand; otherwise, you may damage the printer.
- ❑ Do not turn off the printer during ink charging. If the ink charging is incomplete, you may not be able to print.
- ❑ Do not leave the printer with the ink cartridge removed or do not turn off the printer during cartridge replacement. Otherwise, ink remaining in the print head nozzles will dry out and you may not be able to print.
- ❑ Be careful not to let dust or any objects get inside the ink cartridge holder. Anything inside the holder may adversely affect the printing results or result in an inability to print. If anything gets inside the holder, remove it carefully.
- ❑ Insert the ink cartridge in the correct direction. If the cartridge is inserted in the wrong direction, the insertion area may be damaged and the printer may not be able to print.
- ❑ This printer uses an ink cartridge equipped with a green chip that monitors information such as the amount of remaining ink. This means that even if the cartridge is removed from the printer before it is expended, you can still use the cartridge after reinserting it back into the printer. However, when reinserting a cartridge, some ink may be consumed to guarantee printer performance.
- ❑ For maximum ink efficiency, only remove an ink cartridge when you are ready to replace it. Ink cartridge with low ink status may not be used when reinserted.
- ❑ If you remove the cartridge from the printer for later use or to dispose of it, make sure you put the cap back on the cartridge's ink supply port to prevent ink from drying out or to prevent surrounding areas from getting smeared by ink.



- ❑ To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the cartridge when your printer indicates to replace the cartridge. The yields quoted for you do not include this reserve.
- ❑ Although the ink cartridge may contain recycled materials, this does not affect printer function or performance.
- ❑ Specifications and appearance of the ink cartridge are subject to change without prior notice for improvement.
- ❑ Do not disassemble or remodel the ink cartridge, otherwise you may not be able to print normally.
- ❑ You cannot use the cartridge that came with the printer for the replacement.
- ❑ 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.
- ❑ Finish ink cartridge replacement promptly. Do not leave the printer with the ink cartridge removed.



## Replacing Ink Cartridge

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### Ink Consumption

- ❑ To maintain optimum print head performance, some ink is consumed from the cartridge not only during printing but also during maintenance operations such as ink cartridge replacement and print head cleaning.
- ❑ When printing in monochrome or grayscale, color inks instead of black ink may be used depending on the paper type or print quality settings. This is because a mixture of color inks is used to create black.
- ❑ The ink in the ink cartridge supplied with your printer is partly used during initial setup. In order to produce high quality printouts, the print head in your printer will be fully charged with ink. This one-off process consumes a quantity of ink and therefore this cartridge may print fewer pages compared to subsequent ink cartridges.

## Replacing Ink Cartridge

# Replacing Ink Cartridge

**!** **Important:**

- Finish ink cartridge replacement promptly. Do not leave the printer with the ink cartridge removed.
- Do not shake the ink cartridge.

**Note:**

You can continue printing even after the printer indicates that the ink is low. However, prepare a new ink cartridge as soon as possible. To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the cartridge when your product indicates to replace the cartridge. The yields quoted for you do not include this reserve.

**1**

Do one of the following.

- When prompted to replace ink cartridge

Check the ink cartridge code, and then press the OK button. Select **Replace now** using the ▲ or ▼ button and press the OK button.

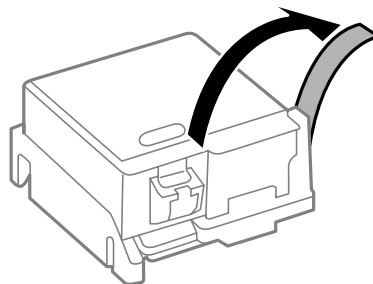
- When replacing ink cartridge before they are expended

1. Enter **Setup** from the home screen using the ◀ or ▶ button, and then press the OK button.
2. Select **Maintenance** using the ▲ or ▼ button, and then press the OK button.
3. Select **Ink Cartridge Replacement** using the ▲ or ▼ button, and then press the OK button.
4. Check the message, and then press the OK button.

**2**

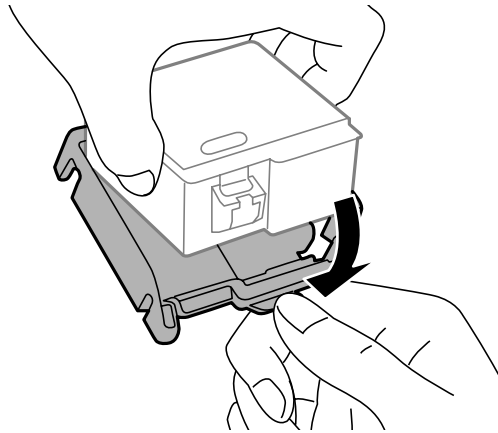
Remove the ink cartridge from its package and then remove only the yellow tape.

Do not remove other films or labels.



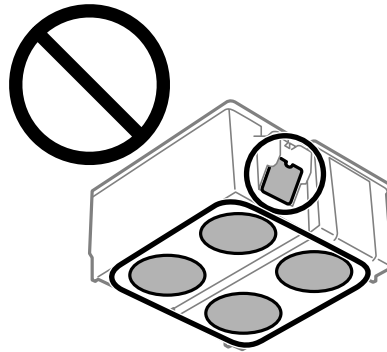
### Replacing Ink Cartridge

- 3 Remove the cap.



**!** **Important:**

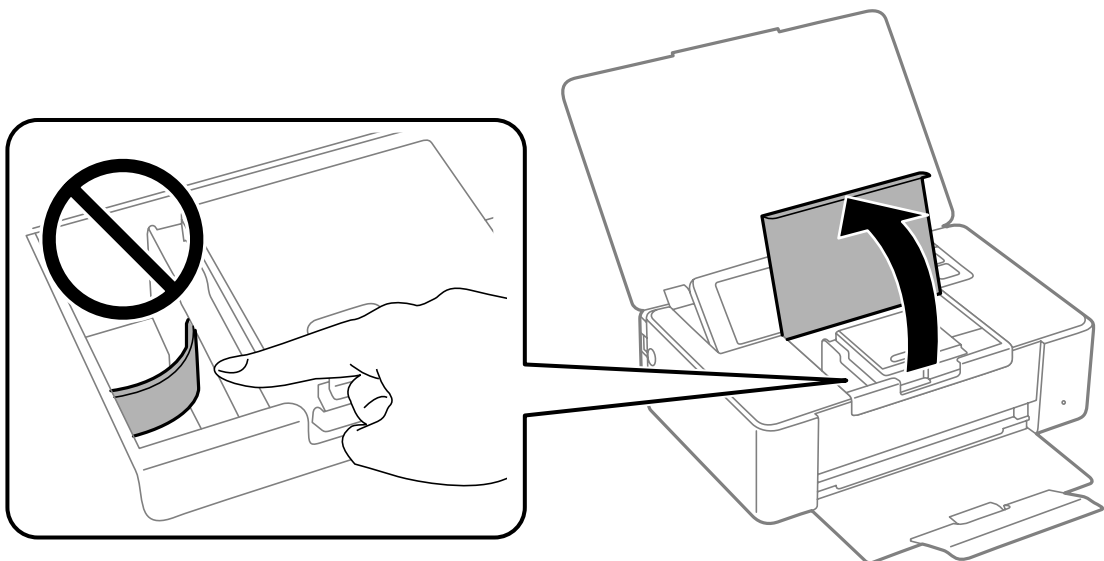
*Do not touch the sections shown in the illustration. Doing so may prevent normal operation and printing.*



- 4 Press the  $\diamond$  button.

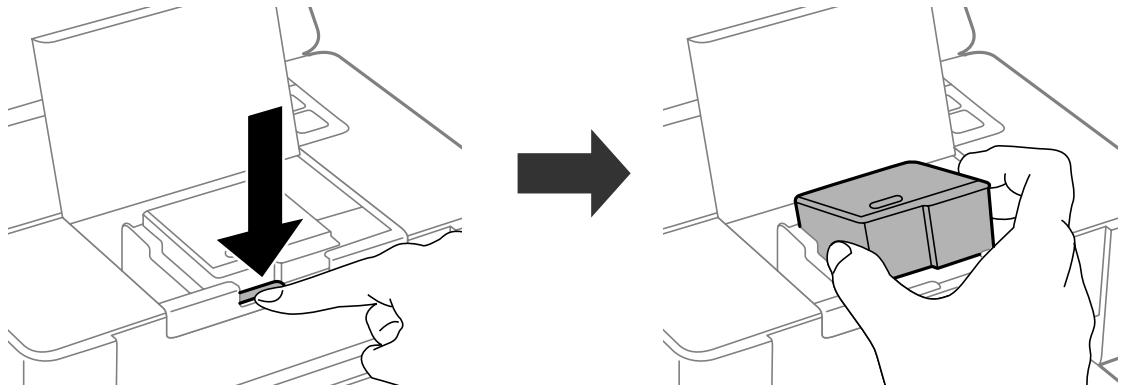
- 5 Open the inner cover.

Do not touch the white cable.

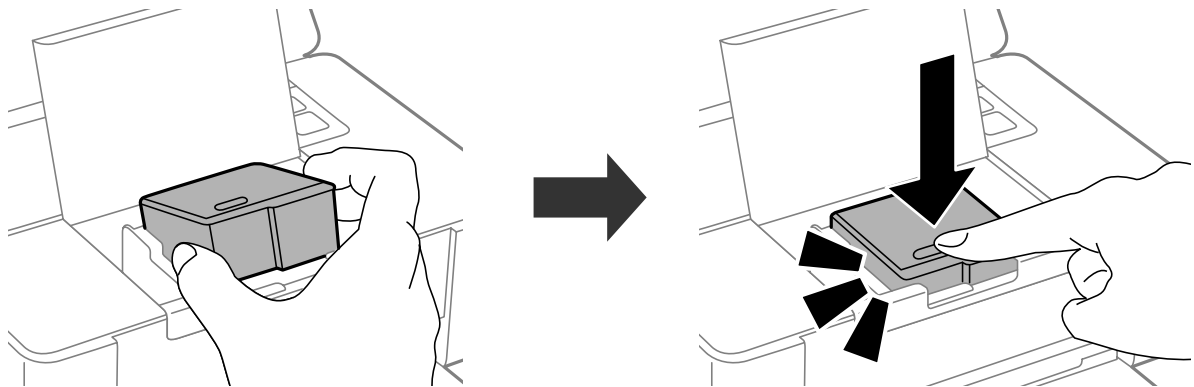


## Replacing Ink Cartridge

- 6** Push the tab to unlock the ink cartridge holder, and then remove the cartridge diagonally.




- 7** Insert the ink cartridge diagonally into the cartridge holder and gently push it down until it clicks into place.



**!** **Important:**

*Insert the ink cartridge in the correct direction. If the cartridge is inserted in the wrong direction, the insertion area may be damaged and the printer may not be able to print.*

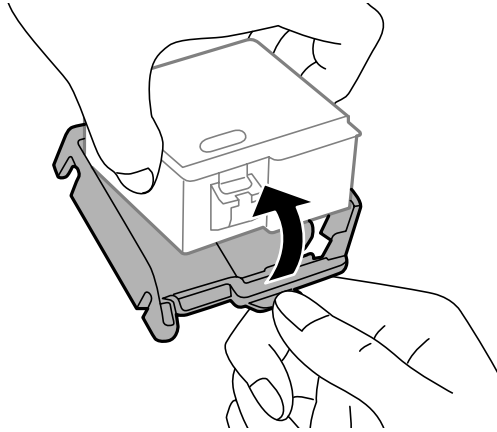
- 8** Close the inner cover, and then press the  button.

## Replacing Ink Cartridge

9 Follow the on-screen instructions.

**!** **Important:**

- ❑ *Do not turn off the printer during ink charging. If the ink charging is incomplete, you may not be able to print.*
- ❑ *If you remove the cartridge from the printer for later use or to dispose of it, make sure you put the cap back on the cartridge's ink supply port to prevent ink from drying out or to prevent surrounding areas from getting smeared by ink.*



# Maintenance

## Checking and Cleaning the Print Head

If the nozzles are clogged, the printouts become faint, there is visible banding, or unexpected colors appear.

When print quality has declined, use the nozzle check feature and check if the nozzles are clogged. If the nozzles are clogged, clean the print head.

### **!** Important:

- Because print head cleaning uses some ink, clean the print head only if quality declines.
- When ink is low you may not be able to clean the print head. Replace the appropriate ink cartridge first.
- If print quality has not improved after repeating nozzle check and head cleaning about two times, wait for at least six hours without printing, and then run the nozzle check again and repeat the head cleaning if necessary. If the printer operates printing while waiting, extend the waiting time. We recommend to turn off the printer. If print quality has still not improved, contact Epson support.
- To prevent the print head from drying out, do not unplug the printer while the power is on.

- 1** Load 3.5 × 5 in. (9 × 13 cm) size or larger paper in the printer.

See steps 1 to 5 from “Printing Photos by Selecting from a Memory Card” on page 23 for more details.

- 2** Enter **Setup** from the home screen using the ◀ or ▶ button, and then press the OK button.

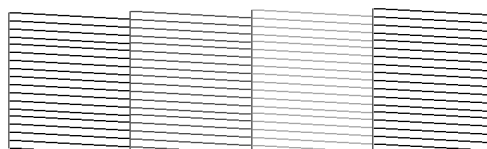
- 3** Select **Maintenance** using the ▲ or ▼ button, and then press the OK button.

- 4** Select **Nozzle Check** using the ▲ or ▼ button, and then press the OK button.

- 5** Follow the on-screen instructions to print the nozzle check pattern.

- 6** Compare the printed check pattern with the sample shown below.

- All lines are printed: The print head nozzles are not clogged. Select **Finish Nozzle Check** using the ▲ or ▼ button and press the OK button.



- There are broken lines or missing segments: The print head nozzles may be clogged. Go to the next step.



- 7** Select **Head Cleaning** using the ▲ or ▼ button, and then press the ◊ button.

### **!** Important:

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

- 8** When cleaning is finished, select **Nozzle Check** using the ▲ or ▼ button, and then follow the on-screen instructions to print the nozzle check pattern again. Repeat cleaning and printing the pattern until all lines are printed completely.

## Aligning the Print Head

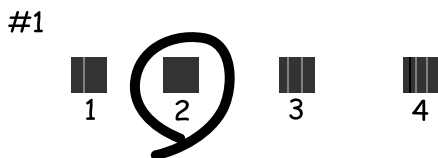
If you notice a misalignment of vertical lines or blurred images, align the print head.

- 1** Load A5-size plain paper in the printer.

See steps 1 to 5 from “Printing Photos by Selecting from a Memory Card” on page 23 for more details.

## Maintenance

- 2 Enter **Setup** from the home screen using the ◀ or ▶ button, and then press the OK button.
- 3 Select **Maintenance** using the ▲ or ▼ button, and then press the OK button.
- 4 Select **Print Head Alignment** using the ▲ or ▼ button, and then press the OK button.
- 5 Follow the on-screen instructions to print the alignment pattern.
- 6 Follow the on-screen instructions to align the print head. Find and select the number for the most solid pattern in each group using the ▲ or ▼ button, and then press the OK button.



## Cleaning the Paper Path

When the printouts are smeared or scuffed or paper does not feed correctly, clean the paper path inside the printer.

### ! Important:

*Do not use tissue paper to clean the inside of the printer. The print head nozzles may be clogged with lint.*

- 1 Load paper for cleaning in the printer.
  - ❑ See steps 1 to 5 from “Printing Photos by Selecting from a Memory Card” on page 23 for more details.
  - ❑ When the printouts are smeared or scuffed, load several sheets of paper.
  - ❑ When paper does not feed correctly, load the cleaning sheet that came with the paper.
- 2 Enter **Setup** from the home screen using the ◀ or ▶ button, and then press the OK button.
- 3 Select **Maintenance** using the ▲ or ▼ button, and then press the OK button.

- 4 Select **Paper Guide Cleaning** using the ▲ or ▼ button, and then press the OK button.
- 5 Follow the on-screen instructions to clean the paper path.

### Note:

- ❑ *Repeat this procedure until the paper is not smeared with ink.*
- ❑ *When paper does not feed correctly, repeat these steps two or three times.*
- ❑ *The cleaning sheet stops being effective after feeding approximately three times.*

## Solving Problems

# Solving Problems

This section explains how to remove jammed paper and solve problems such as incorrect printouts or paper not feeding.

## Removing Jammed Paper

Check the error displayed on the control panel and follow the instructions to remove the jammed paper including any torn pieces. Next, clear the error.


**Caution:**

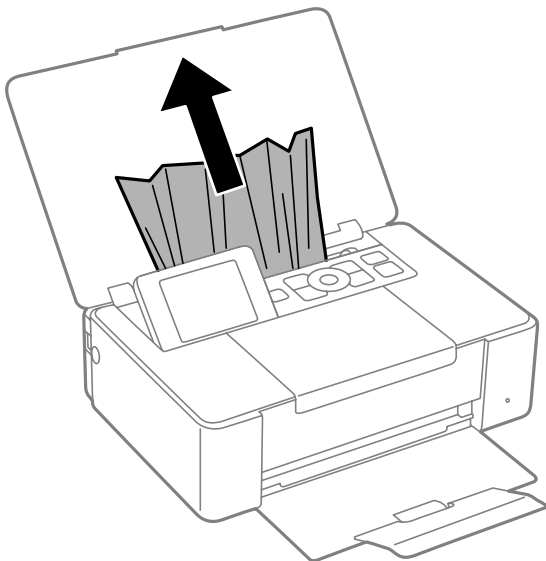
*Never touch the buttons on the control panel while your hand is inside the printer. If the printer starts operating, it could cause an injury. Be careful not to touch the protruding parts to avoid injury.*


**Important:**

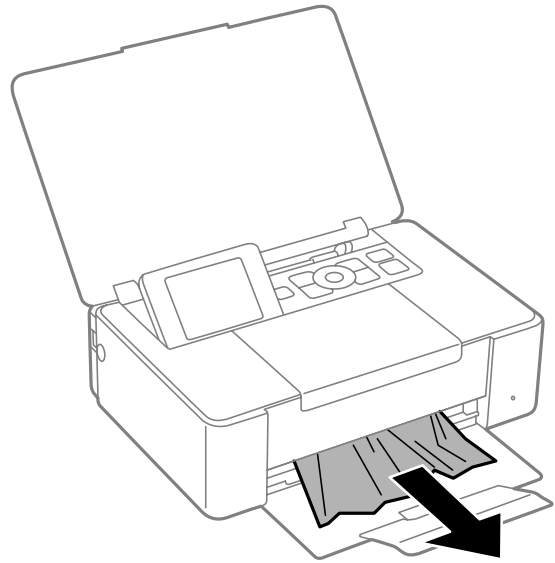
- ❑ *Remove the jammed paper carefully. Removing the paper vigorously may cause damage to the printer.*
- ❑ *Do not touch the translucent part inside the printer or the white flat cable next to the ink cartridge holder. Doing so may cause a malfunction.*

**1**

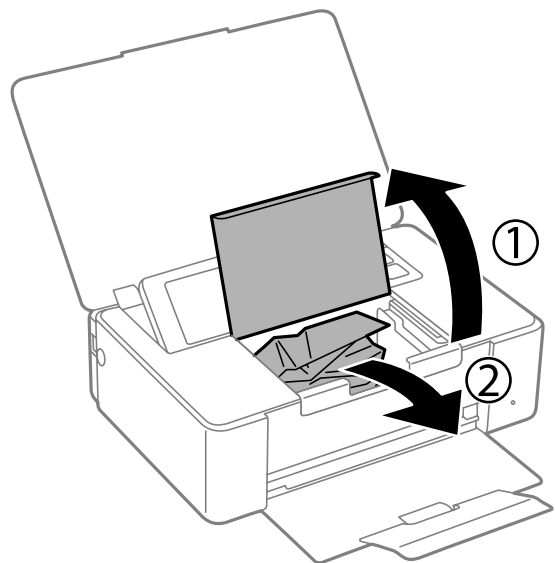
Remove the jammed paper carefully.


**2**

If you cannot remove the paper, pull it out carefully from the front.


**3**

If you still cannot remove the paper, open the inner cover to remove it.


**4**

Check that there is no paper remaining in the printer, and then close the inner cover.

Follow the on-screen instructions to print.



## Solving Problems

## Checking Messages on the LCD Screen

If an error message is displayed on the LCD screen, follow the on-screen instructions or the solutions below to solve the problem.

Error Messages	Solutions
Printer error. Turn the power off and on again. For details, see documentation.	If the error message is still displayed after turning the power off and on again, contact Epson support. ➔ "Where To Get Help" on page 48
Operation canceled. An error occurred while saving.	The external storage device, such as a memory card, may be damaged. Check if the device is available. ➔ User's Guide (digital manual) > "Appendix" > "Technical Specifications" > "External Storage Device Specifications"
You need to replace the following ink cartridge(s).	To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the cartridge when your printer indicates it is time to replace the cartridge. Replace the cartridge when you are prompted to do so. ➔ "Replacing Ink Cartridge" on page 31
Paper Configuration is disabled. Some features may not be available. For details, see your documentation.	If <b>Paper Configuration</b> is disabled, you cannot use AirPrint. In addition, messages notifying you that the paper size and type do not match are not displayed. Keep this setting enabled unless you always use the same size and type of paper and do not need to change the paper settings.
Ink is low.	You can continue printing until you are prompted to replace the ink cartridge. However, prepare a new cartridge as soon as possible.
A printer's ink pad is nearing the end of its service life. Please contact Epson Support.	Contact Epson or an authorized Epson service provider to replace the ink pad*. It is not a user-serviceable part. The message will be displayed until the ink pad is replaced.  Press the ◊ button to resume printing.
A printer's ink pad is at the end of its service life. Please contact Epson Support.	Contact Epson or an authorized Epson service provider to replace the ink pad*. It is not a user-serviceable part.
Combination of the IP address and the subnet mask is invalid. See your documentation.	See the User's Guide (digital manual).
Recovery Mode	The printer has started in recovery mode because the firmware update failed. Follow the steps below to try to update the firmware again.  1. Connect the computer and the printer with a USB cable. (During recovery mode, you cannot update the firmware over a network connection.)  2. Visit your local Epson website for further instructions.

\* In some print cycles a very small amount of surplus ink may be collected in the ink pad. To prevent ink leakage from the pad, the product is designed to stop printing when the pad has reached its limit. Whether and how often this is required varies according to the number of pages you print, the type of material that you print, and the number of cleaning cycles that the printer performs. The need for replacement of the pad does not mean that your printer has ceased to operate in accordance with its specifications. The printer will advise you when the pad requires replacing and this can only be performed by an authorized Epson Service provider. The Epson warranty does not cover the cost of this replacement.

Solving Problems

## Power and Control Panel Problems

### Power Does Not Turn On

- ❑ Hold down the ⏻ button for a little longer.
- ❑ Make sure the power cord is securely plugged in.

### Power Does Not Turn Off

Hold down the ⏻ button for a little longer. If you still cannot turn off the printer, unplug the power cord. To prevent the print head from drying out, turn the printer back on and turn it off by pressing the ⏻ button.

### LCD Screen Gets Dark

The printer is in sleep mode. Press any button on the control panel to return the LCD screen to its former state.

### Auto Power On Does Not Work

- ❑ Check that **Setup > Printer Setup > Auto Power On** is enabled.
- ❑ Check the USB cable connection or network settings.

## Paper Does Not Feed Correctly

Check the following, and then try the solutions according to the problem.

- ❑ Place the printer on a flat surface and operate in the recommended environmental conditions.
  - ➔ User’s Guide (digital manual) > “Appendix” > “Technical Specifications”
- ❑ Follow the paper handling precautions.
  - ➔ “Paper Handling Precautions” on page 19

- ❑ Make sure the paper size and paper type settings are correct.
  - ➔ “Available Paper and Capacities” on page 17
  - ➔ “List of Paper Types” on page 18

Problems	Solutions
Paper jams	<ul style="list-style-type: none"> <li>❑ Use paper that is not folded or wavy.                             <ul style="list-style-type: none"> <li>➔ “Unusable Paper” on page 20</li> </ul> </li> <li>❑ Load paper in the correct direction, and slide the edge guide against the edge of the paper.                             <ul style="list-style-type: none"> <li>➔ “Paper Loading Direction” on page 19</li> </ul> </li> <li>❑ Load one sheet of paper at a time when loading multiple sheets of paper.</li> </ul>
Paper is fed at a slant	Load paper in the correct direction, and slide the edge guide against the edge of the paper.
Several sheets of paper are fed at a time	<ul style="list-style-type: none"> <li>❑ Fan the paper, as individual sheets may stick together.</li> <li>❑ Load one sheet of paper at a time when loading multiple sheets of paper.</li> </ul>
No paper is fed	<ul style="list-style-type: none"> <li>❑ Do not load more than the maximum number of sheets specified for the paper. For plain paper, do not load above the line indicated by the triangle symbol on the edge guide. If paper is still not fed, load one sheet of paper at a time.</li> <li>❑ Clean the paper path.                             <ul style="list-style-type: none"> <li>➔ “Cleaning the Paper Path” on page 39</li> </ul> </li> <li>❑ Use paper that is 0.05 to 0.6 mm thick. However, depending on the solidity of the paper or transparency, paper this thick may not be fed or printed correctly.</li> </ul>

## Cannot Setup Wi-Fi

Check the following. If you cannot solve the problem, see “Solving Problems” in the User’s Guide (digital manual).

## Solving Problems

- ❑ Turn the printer off and on, and then setup Wi-Fi again. If you cannot connect, restart the access point (wireless router) considering other users who may be using the network.
- ❑ If a privacy separator on the access point is enabled, disable the privacy separator. See the documentation provided with the access point for details.
- ❑ If the printer cannot connect to the Wi-Fi network that the smart device is connected to, it may be connected to a frequency band other than the 2.4 GHz band supported by the printer. If you are using the access point with its default settings, select the SSID ending in “\_G” to connect.
- ❑ If you cannot connect or suddenly cannot print, check the network connection.

## Printing a Network Connection Report

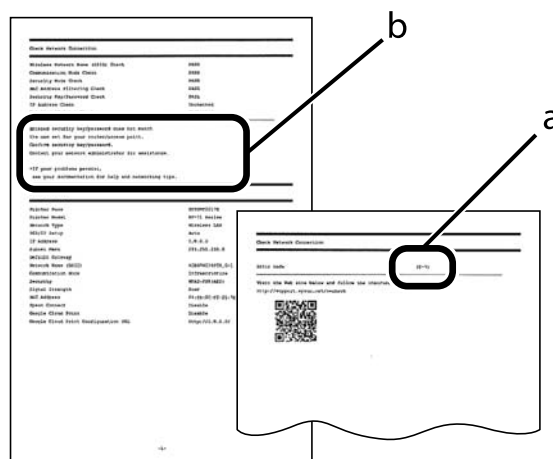
- 1 Load A5 size plain paper in the printer.  
See steps 1 to 5 from “Printing Photos by Selecting from a Memory Card” on page 23 for more details.
- 2 Enter **Setup** from the home screen using the ◀ or ▶ button, and then press the OK button.
- 3 Select **Network Settings** using the ▲ or ▼ button, and then press the OK button.
- 4 Select **Connection Check** using the ▲ or ▼ button, and then press the OK button.  
The connection check starts.
- 5 Press the ◊ button to print the network connection report.

If an error has occurred, check the network connection report, and follow the printed solutions.

## Messages and Solutions on the Network Connection Report

Check the messages and error codes on the network connection report, and then follow the printed solutions. Access the shown URL or QR code to view the website for more details.

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



- a: Error Code
- b: Message on the Network Environment

## Printer Does Not Print

Check the following if the printer does not operate or prints nothing.

- ❑ The print job may not have been sent. Connect the USB cable securely to the printer and the computer.
- ❑ If you are using the printer over a network, make sure the printer is connected to the network. You can check the status by checking the indicators on the control panel or by printing the network status sheet. If the printer is not connected to the network, see the User's Guide.
- ❑ Run the nozzle check and then clean the print head if any of the print head nozzles are clogged.  
➔ “Checking and Cleaning the Print Head” on page 38
- ❑ If you are using the printer through AirPrint, enable **Paper Configuration** in **Setup** mode. If this feature is disabled, you cannot use AirPrint.  
➔ “Setup Mode” on page 14

Solving Problems

## Cannot Use AirPrint

In the **Setup > Printer Setup > Paper Source Setting** menu on the control panel, enable **Paper Configuration**.

➔ “Setup Mode” on page 14

## Printout Problems

Check the following, and then try the solutions according to the problem.

- ❑ Make sure the paper size and paper type settings are correct.
  - ➔ “Available Paper and Capacities” on page 17
  - ➔ “List of Paper Types” on page 18
- ❑ Run the nozzle check and then clean the print head if any of the print head nozzles are clogged.
  - ➔ “Checking and Cleaning the Print Head” on page 38
- ❑ Align the print head.
  - ➔ “Aligning the Print Head” on page 38

Problems	Solutions
Blurry prints, banding, missing colors	<ul style="list-style-type: none"> <li>❑ Print using a high quality setting on the control panel or in the printer driver.</li> <li>❑ Do not stack the paper immediately after printing.</li> <li>❑ Dry the printouts completely before filing or displaying them. When drying the printouts, avoid direct sun light, do not use a dryer, and do not touch the printed side of paper.</li> <li>❑ Match the print settings shown on the paper package.</li> </ul>
Faded colors, mosaic-like patterns in the prints	When printing images or photos, print using high-resolution data. Images on websites are often low resolution although they look good enough on the display, and so print quality may decline.

If you cannot solve the problem, check the following.

- ❑ Try to use genuine Epson ink cartridge. This product is designed to adjust colors based on the use of genuine Epson ink cartridge. The use of non-genuine ink cartridge may cause print quality to decline.
- ❑ Epson recommends using the ink cartridge before the date printed on the package.
- ❑ For best results, use up ink cartridge within six months of opening the package.
- ❑ When printing images or photos, Epson recommends using genuine Epson paper rather than plain paper. Print on the printable side of the genuine Epson paper.

## Images or Photos are Printed in Unexpected Colors

Adjust the color and then print again. The automatic color correction feature uses the standard correction mode in **PhotoEnhance**. Try another correction mode in **PhotoEnhance** by selecting an option other than **Automatic** as the **Scene Detection** setting. If the problem continues, use any other color correction feature other than **PhotoEnhance**.

## The Position, Size, or Margins of the Printout Are Incorrect

- ❑ Check that the printer’s paper size setting is correct.
- ❑ If you want to print with no margins, make settings for borderless printing. In the print settings for **Print Photos** mode, select **Borderless**. If you select a paper type that does not support borderless printing, you cannot select **Borderless**. Select a paper type that supports borderless printing.
- ❑ During borderless printing, the image is slightly enlarged and the protruding area is cropped. Adjust the amount of enlargement. In the print settings for **Print Photos** mode, select **Expansion**, and then select the amount of enlargement.

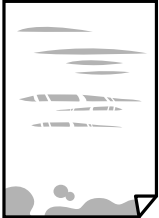

### Solving Problems

- ❑ If the margins are not correct for printing with border, check the settings for fit frame. If you select **On** as **Fit Frame** in the print settings for **Print Photo** mode, the image is enlarged to be printed on whole the paper and the protruding area is cropped.



- ❑ When printing on A5 size paper, due to the printer's mechanism, printouts have a margin of 10 mm around the edges.
- ❑ If there are partially printed characters on the paper, the paper width may not be recognized correctly and printouts may not be correct.

## Paper Is Smearred or Scuffed

Problems	Solutions
<ul style="list-style-type: none"> <li>❑ Vertical banding</li> <li>❑ Smearred at the top and bottom of the paper</li> </ul> 	<ul style="list-style-type: none"> <li>❑ Load paper in the correct direction and slide the edge guide to the edge of the paper. ➔ "Paper Loading Direction" on page 19</li> <li>❑ Use paper that is not folded or wavy.</li> <li>❑ User paper that is 0.05 to 0.6 mm thick. However, depending on the solidity of the paper, it may still be smearred.</li> </ul>
<p>Horizontal banding, smearred</p> 	<p>Clean the paper path. ➔ "Cleaning the Paper Path" on page 39</p>

- ❑ When performing manual 2-sided printing, make sure that the ink is completely dry before reloading the paper.

- ❑ When loading paper, check the front and back of the paper.

## Printing Is Too Slow

- ❑ When printing continuously for approximately more than 10 minutes, printing slows down to prevent the printer mechanism from overheating and being damaged. However, you can continue printing. To return the printer to normal printing speed, cancel printing, and leave the printer idle for at least 30 minutes with the power on. The printer does not recover if the power is off.
- ❑ Lower the quality setting on the control panel or the printer driver. High quality printing slows down the printing speed.

## Other Problems

### Slight Electric Shock when Touching the Printer

If many peripherals are connected to the computer, you may feel a slight electric shock when touching the printer. Install a ground wire to the computer that is connected to the printer.

### Cannot Save the Data to a Memory Device

- ❑ Use a memory device which is supported by the printer.
- ❑ Check that the memory device is not write protected.
- ❑ Check that the memory device has enough available memory. If the available memory is low, data cannot be saved.  
➔ User's Guide (digital manual) > "Appendix" > "Technical Specifications" > "External Storage Device Specifications"

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## “?” Is Displayed on the Photo Selection Screen

“?” is displayed on the LCD screen when the image file is not supported by the product.

➔ User’s Guide (digital manual) > “Appendix” > “Technical Specifications” > “External Storage Device Specifications”

## Moving and Transporting the Printer

# Moving and Transporting the Printer

### ! Important:

- ❑ Strong impacts may damage the printer.
- ❑ Leave the ink cartridge installed. Removing the cartridge can dry out the print head and may prevent the printer from printing.
- ❑ Do not leave the printer in direct sunlight, near heaters, inside cars or other locations that are subject to high temperatures. The printer may be deformed or ink may leak.

### Note:

If print quality has declined the next time you print, clean and align the print head.

➔ “Checking and Cleaning the Print Head” on page 38

## Transporting

When you need to transport the printer to move or for repairs, follow the steps below to pack the printer.

**1** Turn off the printer by pressing the ⏻ button.

**2** Make sure the power light turns off, and then unplug the power cord.

### ! Important:

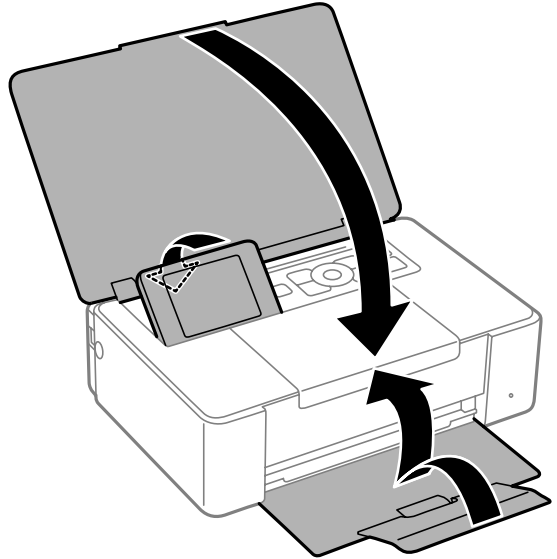
Unplug the power cord when the power light is off. Otherwise, the print head may not return to the home position causing the ink to dry, and printing may become impossible.

**3** Disconnect all cables such as the power cord and USB cable.

**4** Make sure there is no memory card inserted.

**5** Remove all of the paper from the printer.

**6** Return the LCD screen and the output tray to its original position.



**7** Pack the printer in its box, using the protective materials.

### ! Important:

When transporting the printer, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.

## Taking the Printer with You

You can move the printer to enjoy printing wherever you like. You can print from your smart device using Epson iPrint.

**1** See steps 1 to 6 from “Transporting” on page 47 for more details.

**2** Put the printer in a bag, and then take it wherever you like.

### Note:

To connect the printer to a smart device, see the Start Here (paper manual).

## Where To Get Help

# Where To Get Help

## Technical Support Web Site

If you need further help, visit the Epson support website shown below. Select your country or region and go to the support section of your local Epson website. The latest drivers, FAQs, manuals, or other downloadables are also available from the site.

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

If your Epson product is not operating properly and you cannot solve the problem, contact Epson support services for assistance.

## 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 manual, 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

**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 Hong Kong

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

### Internet Home Page

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

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

Users can access our World Wide Web home page at:

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

### Technical Support Hotline

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

Phone: (852) 2827-8911

Fax: (852) 2827-4383



## Index

**Index****A**

AirPrint.....	30
Available Paper.....	17

**B**

Borderless.....	13
-----------------	----

**C**

Clogged nozzle.....	14
---------------------	----

**D**

DPOF Printing.....	26
--------------------	----

**E**

Epson Connect Services.....	15
Epson iPrint.....	28, 29
Epson Ultra Glossy Photo Paper.....	17
External Device Setup.....	15

**F**

Fit Frame.....	13
----------------	----

**G**

Google Cloud Print Services.....	15
Guide to the LCD Screen.....	10

**H**

Head Cleaning.....	14
Home screen.....	10

**I**

Ink Cartridge Code.....	31
Ink Level.....	31
Introduction to the Manuals.....	5

**J**

Jammed Paper.....	40
-------------------	----

**L**

Language.....	14
---------------	----

**M**

Maintenance.....	14
Memory Card.....	22
Menus.....	11

**N**

Network Settings.....	15
Nozzle Check.....	14

**P**

P.I.F. frame.....	12
Print from a memory card.....	23
Print Head Alignment.....	14
Printer Setup.....	14
Printing from a Computer.....	30
Printing from a Digital Camera.....	27
Printing from Smart Devices.....	28
Printing in Various Layouts.....	26
Printing Photos.....	23

**R**

Replacing ink cartridge.....	31
Restore Default Settings.....	15

**S**

Setup.....	11
Solving Problems.....	40
Sound.....	14

**T**

Technical support.....	48
------------------------	----

**U**

Unusable Paper.....	20
USB.....	27

**W**

Wi-Fi.....	12
------------	----

**Index**

**Z**

Zoom.....13

## Memo

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