



# User's Guide

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NPD4671-01 EN

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## 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/> (outside 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, or when using advanced features.

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.x, 10.6.x, 10.7.x.

## Important Instructions

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### ***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 cartridges.*

➔ ["Replacing Ink Cartridges" on page 41](#)

## **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.



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### **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.
- ❑ 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 or touch the ink cartridges during printing.
- ❑ Do not touch the white flat cable 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 ink cartridge holder 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 and the ink cartridges are in place.
- ❑ If you are not going to use the product for a long period, be sure to unplug the power cord from the electrical outlet.

## Important Instructions

- ❑ 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.

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## Using the product with a wireless connection

- ❑ 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.

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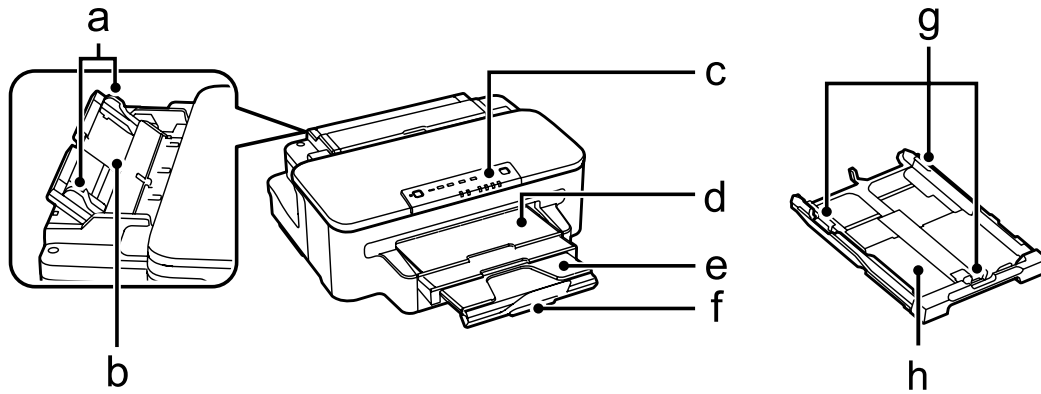
## Handling ink cartridges

We will provide ink-related safety instructions and product advice/warnings in the linked section (before “Replacing Ink Cartridges” section).

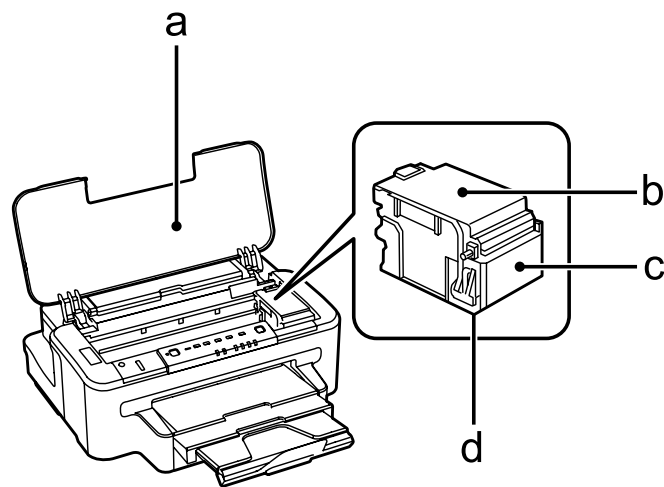
- ➔ [“Replacing Ink Cartridges” on page 41](#)

# Getting to Know Your Product

## Product Parts



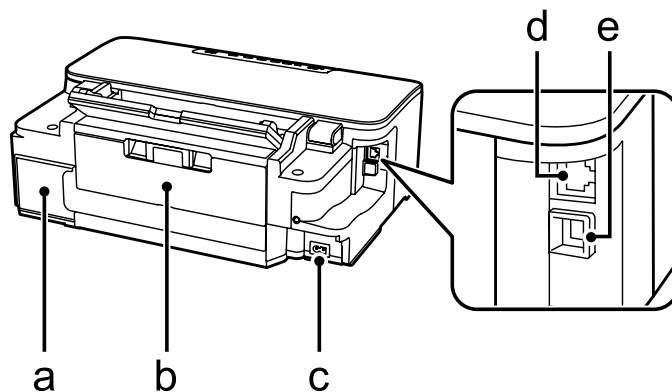
a.	Edge guides
b.	Rear paper feed slot
c.	Control panel
d.	Output tray
e.	Output tray extension
f.	Stopper
g.	Edge guides
h.	Paper cassette



a.	Printer cover
b.	Ink cartridge cover
c.	Ink cartridge holder

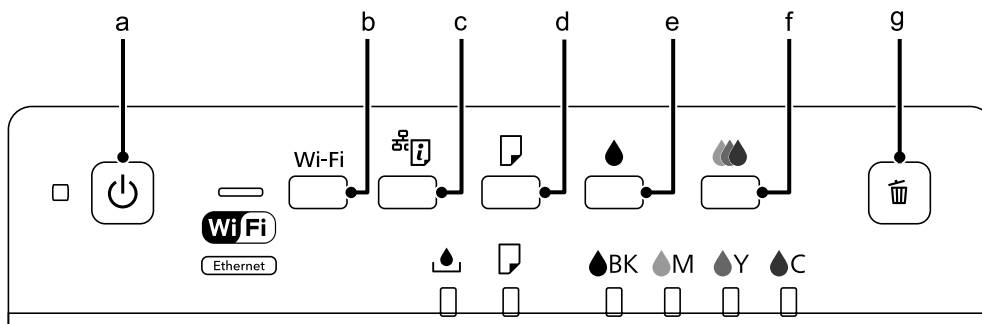
### Getting to Know Your Product

d.	Print head (under the ink cartridge holder)
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a.	Maintenance box
b.	Rear cover
c.	AC inlet
d.	LAN port
e.	USB connector





## Guide to the Control Panel








### Buttons

	Buttons	Function
a		Turns the product on or off.
b	Wi-Fi	Press to clear network error.
c		Prints a network status sheet. When pressing this button, turn on the product to return the network settings to their defaults.

### Getting to Know Your Product

	Buttons	Function
d		Loads or ejects paper. Resumes printing after a paper out error, a paper jam error, or a multiple page feed error. If the product's ink pads are nearing the end of their service life, printing can be resumed. If the product is turned on while pressing and holding this button, the product prints the product status sheet.
e		Press and hold for 3 seconds to clean the print head (black only). When an expended ink cartridge is detected, press to move the print head to the ink cartridge replacement position. After ink cartridge replacement, press to return the print head to its home position.
f		Press and hold for 3 seconds to clean the print head (all colors except black). When an expended ink cartridge is detected, press to move the print head to the ink cartridge replacement position. After ink cartridge replacement, press to return the print head to its home position.
g		Cancels printing during a print job.

## Lights

Lights	Function
	On when the product is on. Flashes when the product is receiving data, printing, replacing an ink cartridge, charging ink, or cleaning the print head.
	Stays on while the printer is connected to a network. Flashes while network settings are being adjusted (green: Wi-Fi/orange: Ethernet).
	➔ <a href="#">"Error indicators" on page 65</a>
	➔ <a href="#">"Error indicators" on page 65</a>
	➔ <a href="#">"Error indicators" on page 65</a>

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# Paper and Media Handling

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## Introduction to Using, Loading, and Storing Media

You can achieve good results with most types of plain paper. However, coated papers provide superior prints because they absorb less ink.

Epson provides special papers that are formulated for the ink used in Epson ink jet products, and recommends these papers 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 paper cassette printable side down. The printable side is usually whiter or glossier. 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.*



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## Storing paper

Return unused paper to the original package as soon as you finish printing. When handling special media, Epson recommends storing your prints in a resealable plastic bag. Keep unused paper and prints away from high temperature, humidity, and direct sunlight.

## Selecting Paper

The following table shows supported paper types. The loading capacity, paper source, and availability of borderless printing vary by paper as shown below.

## Paper and Media Handling

Media Type	Size	Loading capacity (sheets)			Borderless printing
		paper cassette 1 or paper cassette	paper cassette 2*1	rear paper feed slot	
Plain paper *2	Letter*3	up to 27.5mm	up to 27.5mm	1	-
	A4*3	up to 27.5mm	up to 27.5mm	1	-
	B5*3	up to 27.5mm	up to 27.5mm	1	-
	A5*3	up to 27.5mm	-	1	-
	A6*3	up to 27.5mm	-	-	-
	Legal*4	30	30	1	-
	User defined	1	1*5	1*5	-
Thick paper	Letter	-	-	1	-
	A4	-	-	1	-
	B5	-	-	-	-
	A5	-	-	-	-
Envelope	#10	10	-	1	-
	DL	10	-	1	-
	C6	10	-	-	-
	C4	-	-	1	-
Epson Bright White Ink Jet Paper	A4*3	200	200	1	-
Epson Photo Quality Ink Jet Paper	A4	80	-	-	-
Epson Matte Paper - Heavyweight	A4	20	-	1	✓
Epson Photo Paper	A4	20	-	1	✓
	10 × 15 cm (4 × 6 in.)	20	-	-	✓
	13 × 18 cm (5 × 7 in.)	20	-	-	✓
Epson Premium Glossy Photo Paper	A4	20	-	1	✓
	10 × 15 cm (4 × 6 in.)	20	-	-	✓
	13 × 18 cm (5 × 7 in.)	20	-	-	✓
	16:9 wide size (102 × 181 mm)	20	-	-	✓

## Paper and Media Handling

Media Type	Size	Loading capacity (sheets)			Borderless printing
		paper cassette 1 or paper cassette	paper cassette 2* <sup>1</sup>	rear paper feed slot	
Epson Premium Semigloss Photo Paper	A4	20	-	1	✓
	10 × 15 cm (4 × 6 in.)	20	-	-	✓
Epson Ultra Glossy Photo Paper	A4	20	-	1	✓
	10 × 15 cm (4 × 6 in.)	20	-	-	✓
	13 × 18 cm (5 × 7 in.)	20	-	-	✓
Epson Glossy Photo Paper	A4	20	-	1	✓
	10 × 15 cm (4 × 6 in.)	20	-	-	✓
	13 × 18 cm (5 × 7 in.)	20	-	-	✓

\*1 This cassette may not be available depending on the product.

\*2 Paper with a weight of 64 g/m<sup>2</sup> (17 lb) to 90 g/m<sup>2</sup> (24 lb).

\*3 The loading capacity for manual 2-sided printing is 30 sheets.

\*4 The loading capacity for manual 2-sided printing is 1 sheet.

\*5 Availability varies depending on the paper size.

**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*	plain papers
Epson Ultra Glossy Photo Paper*	Epson Ultra Glossy
Epson Premium Glossy Photo Paper*	Epson Premium Glossy
Epson Premium Semigloss Photo Paper*	Epson Premium Semigloss
Epson Glossy Photo Paper*	Epson Glossy
Epson Photo Paper*	Epson Photo
Epson Matte Paper – Heavyweight*	Epson Matte



## Paper and Media Handling

For this paper	Printer driver paper type
Thick paper*	Thick-Paper
Epson Photo Quality Ink Jet Paper*	Epson Matte
Envelopes	Envelope

\* These paper types are compatible with Exif Print and PRINT Image Matching. For more information, refer to the documentation that came with the Exif Print or PRINT Image Matching compatible digital camera.

**Note:**

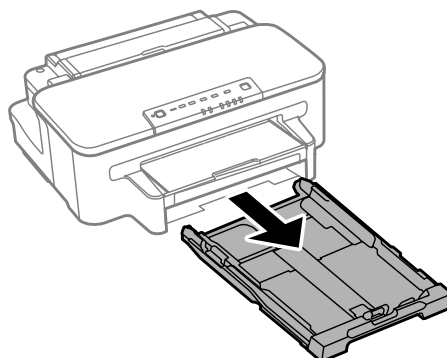
The availability of special media varies by location. For the latest information on media available in your area, contact Epson support.

➔ [“Technical Support Web Site” on page 94](#)

## Loading Paper into the Paper Cassette

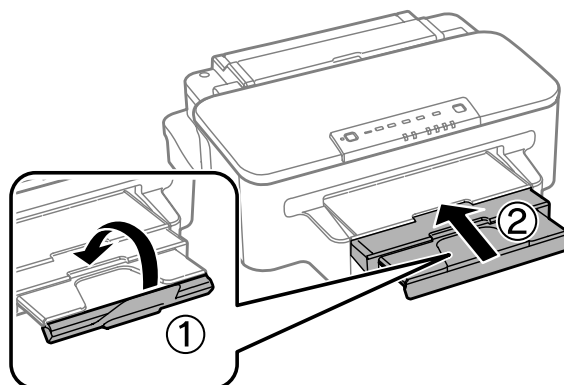
Follow these steps to load paper:

- 1 Pull out the paper cassette.



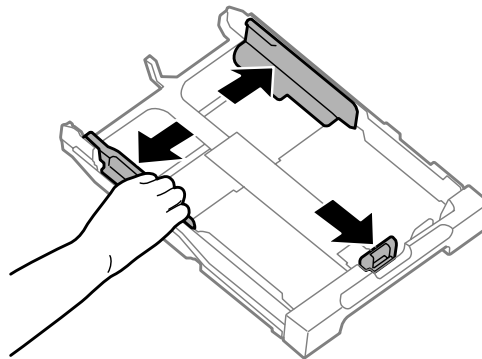
**Note:**

If the output tray has been ejected, close it before pulling out the paper cassette.



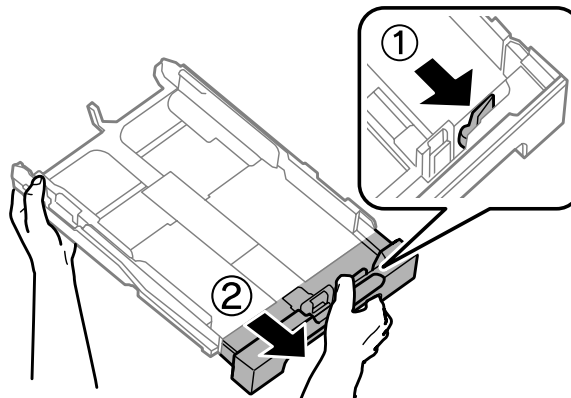
## Paper and Media Handling

- 2** Pinch and slide the edge guides to the sides of the paper cassette.

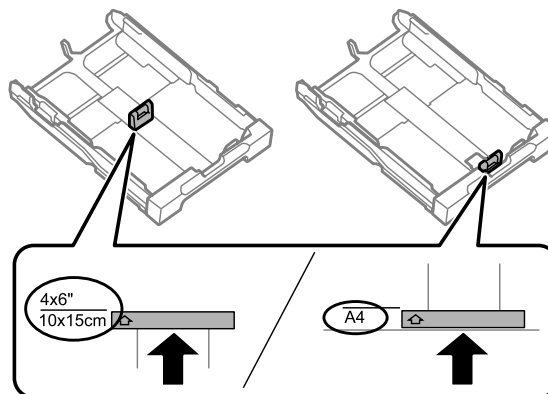


**Note:**

When using Legal size paper, extend the paper cassette as shown in the illustration.

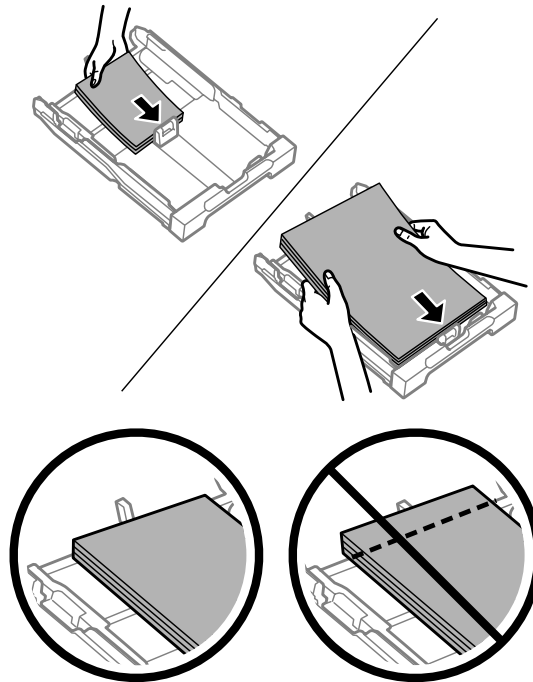


- 3** Slide the edge guide to adjust to the paper size you will use.



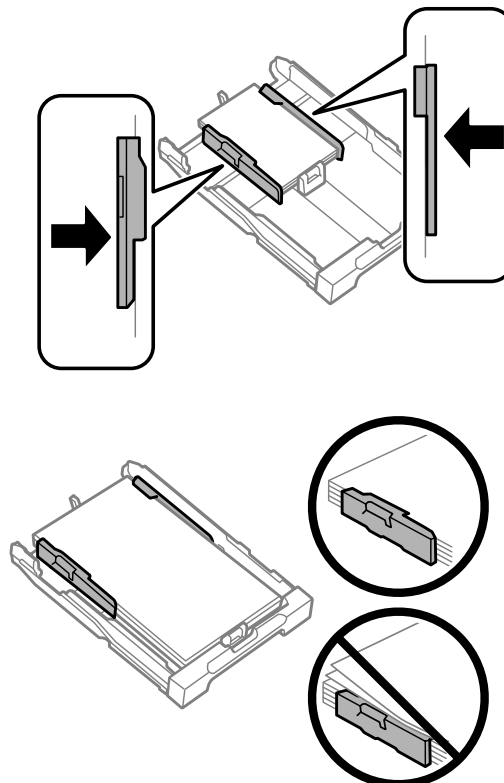
### Paper and Media Handling

- 4** Load paper toward the edge guide with printable side face down, and check that the paper is not sticking out from the end of the cassette.



**Note:**  
*Fan and align the edges of the paper before loading.*

- 5** Slide the edge guides to the edges of the paper.



## Paper and Media Handling

**Note:**

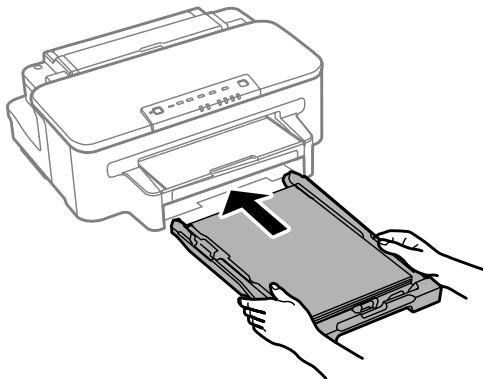
For plain paper, do not load paper above the ▼ arrow mark inside the edge guide.

For Epson special media, make sure the number of sheets is less than the limit specified for the media.

➔ [“Selecting Paper” on page 14](#)

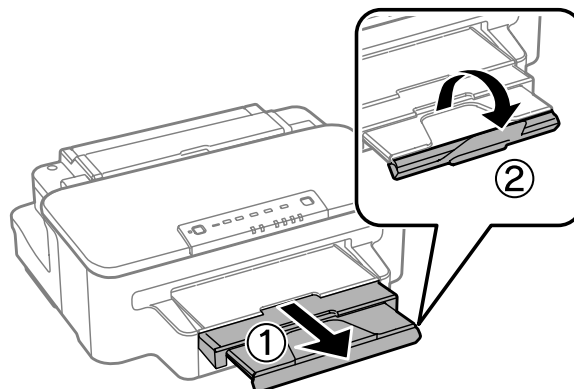
**6**

Keep the cassette flat and slowly and carefully reinsert it all the way into the product.



**7**

Slide out the output tray and raise the stopper.



**Note:**

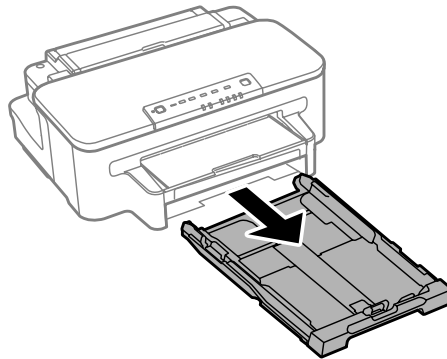
- If you want to print on commercially available pre-punched paper, see [“Loading Paper and Envelopes into the Rear Paper Feed Slot” on page 23](#).
- Leave enough space in front of the product for the paper to be fully ejected.
- Do not remove or insert the paper cassette while the product is operating.

## Loading Envelopes into the Paper Cassette

Follow these steps to load envelopes:

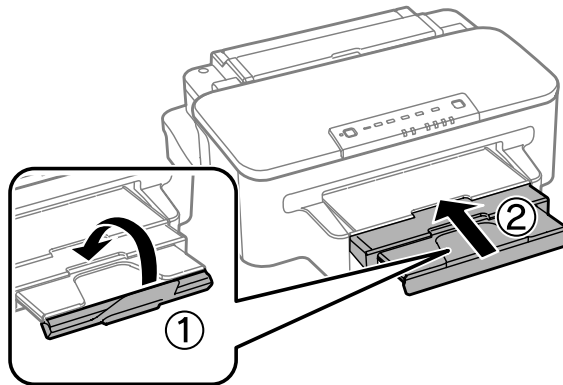
## Paper and Media Handling

- 1 Pull out the paper cassette.

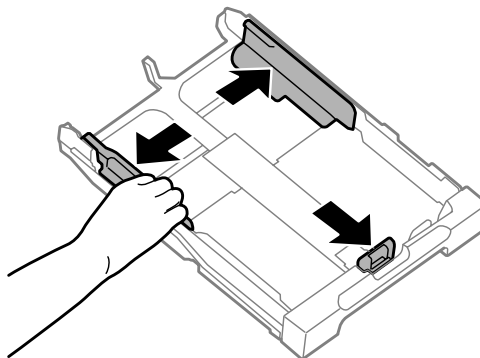


**Note:**

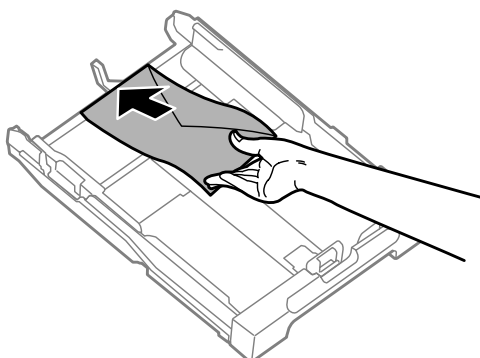
If the output tray has been ejected, close it before pulling out the paper cassette.



- 2 Pinch and slide the edge guides to the sides of the paper cassette.



- 3 Load envelopes lengthwise with the flap facing up and to the right.



## Paper and Media Handling

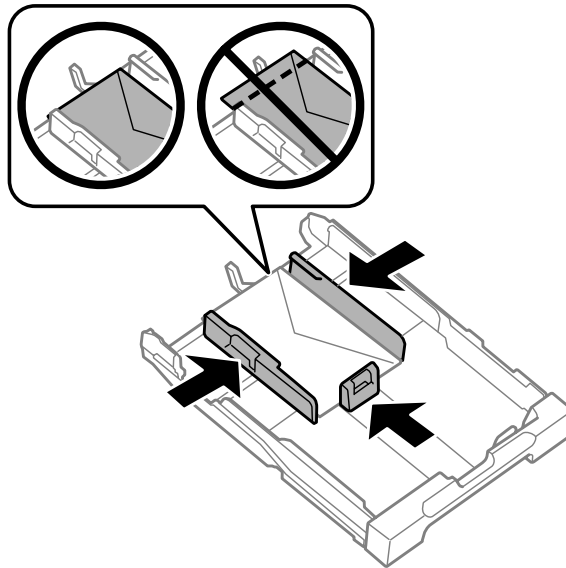
**Note:**

Make sure the number of envelopes does not exceed the limit.

➔ [“Selecting Paper” on page 14](#)

4

Slide the edge guides to the edges of the envelopes and check that the envelopes are not sticking out from the end of the cassette.

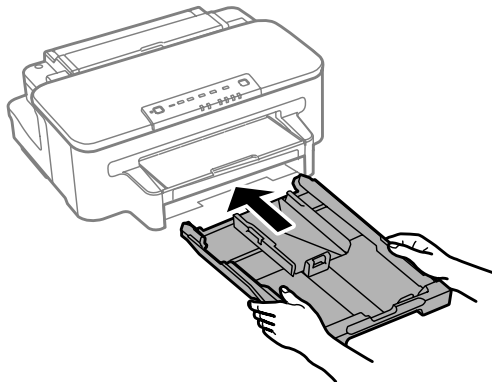


**Note:**

Even if you do not feel a click, slide the edge guides to the edges of the envelopes.

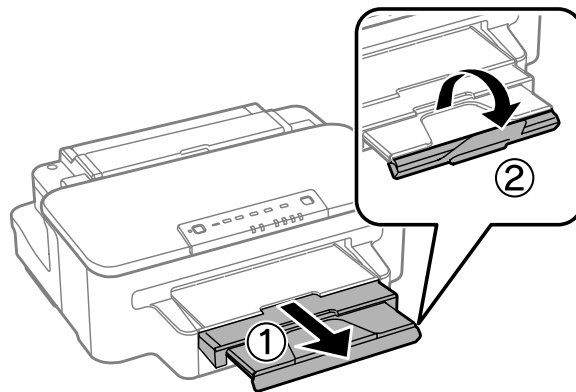
5

Keep the cassette flat and slowly and carefully reinsert it all the way into the product.

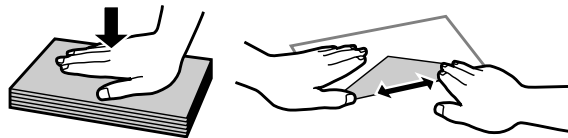


## Paper and Media Handling

- 6** Slide out the output tray and raise the stopper.

**Note:**

- The thickness of envelopes and their ability to fold vary widely. If the total thickness of the stack of envelopes exceeds 10mm, press down on the envelopes to flatten them before loading. If print quality declines when a stack of envelopes is loaded, load one envelope at a time.
- Do not use envelopes that are curled or folded.
- 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.
- Align the edges of the envelopes before loading.

## Loading Paper and Envelopes into the Rear Paper Feed Slot

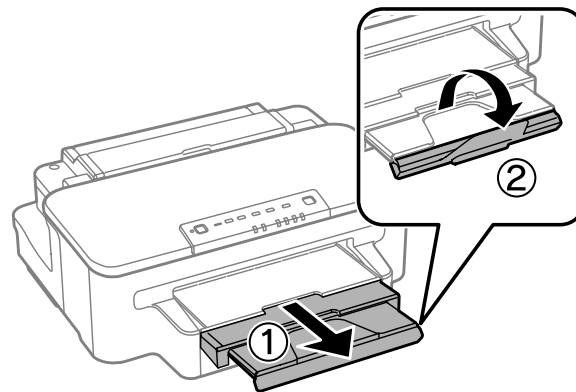
**Note:**

Printing using the rear paper feed slot is only available when printing from a computer. To print without a computer, load paper in the paper cassette.

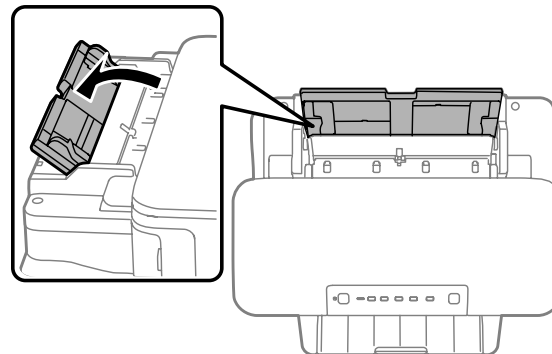
Follow the steps below to load paper and envelopes into the rear paper feed slot:

## Paper and Media Handling

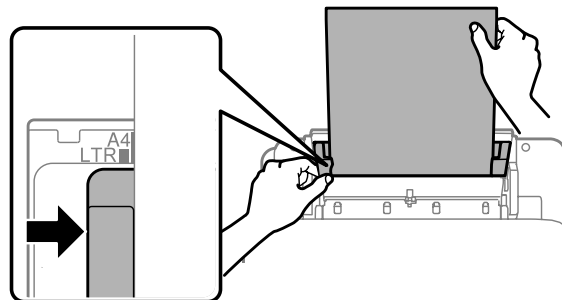
- 1 Slide out the output tray, and raise the stopper.



- 2 Open the rear paper feed slot.

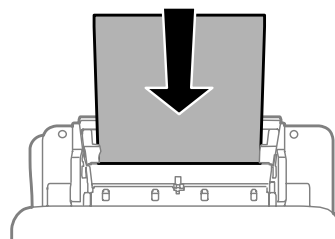


- 3 While holding only one sheet of paper with the printable side face-up at the center of the rear paper feed slot, slide the edge guides until they are flush with the edges of the paper.



**Note:**  
*The printable side is often whiter or brighter than the other side.*

- 4 Insert the paper into the rear paper feed slot. The paper is automatically fed.

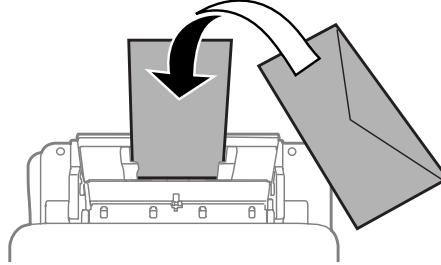




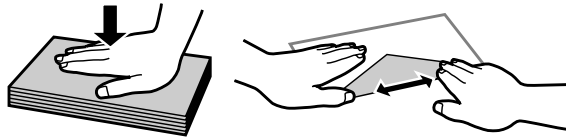
## Paper and Media Handling

**Note:**

- You can use the following sizes of paper with binding holes: A4, A5, Legal, Letter. Automatic 2-sided printing is not available.
- When loading envelopes, load the short edge first with the flap facing down.



- Do not use envelopes that are curled or folded.
- 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.

---

# 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 <b>Page Setup</b> 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 <b>Print</b> on the File menu of your application.
Epson Printer Utility 4	For Mac OS X 10.7, click <b>System Preferences</b> on the Apple menu and then click <b>Print &amp; Scan</b> . Select your product from the Printers list box, click <b>Options &amp; Supplies, Utility</b> , and then click <b>Open Printer Utility</b> .  For Mac OS X 10.6, click <b>System Preferences</b> on the Apple menu and then click <b>Print &amp; Fax</b> . Select your product from the Printers list box, click <b>Options &amp; Supplies, Utility</b> , and then click <b>Open Printer Utility</b> .  For Mac OS X 10.5, click <b>System Preferences</b> on the Apple menu and then click <b>Print &amp; Fax</b> . Select your product from the Printers list box, click <b>Open Print Queue</b> and then click <b>Utility</b> button.

### Getting information through online help

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

## Basic Operations

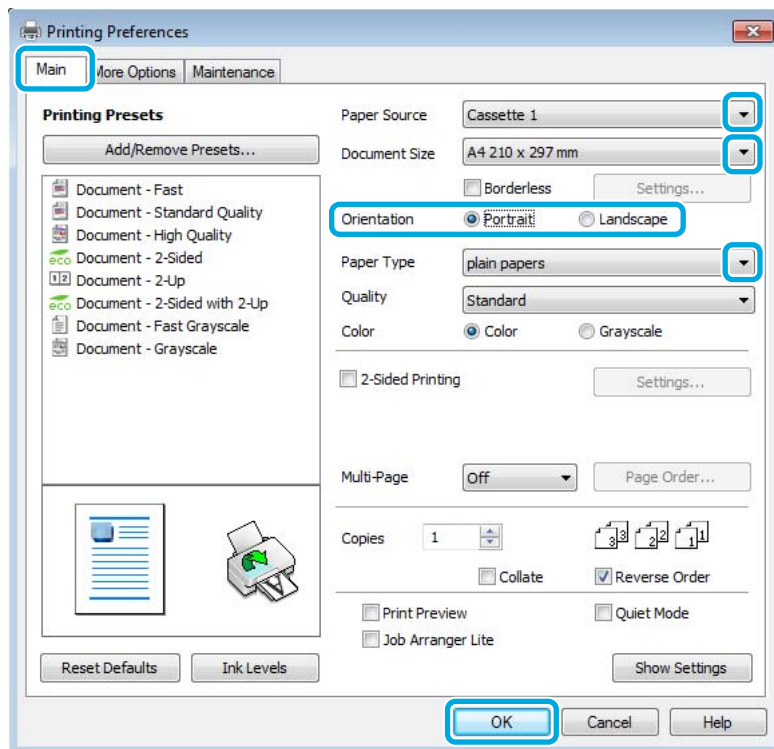
### Basic printing

**Note:**

- ❑ The screen shots in this section may vary depending on the model.
- ❑ Before you print, load paper properly.
  - ➔ “Loading Paper into the Paper Cassette” on page 17
  - ➔ “Loading Envelopes into the Paper Cassette” on page 20
  - ➔ “Loading Paper and Envelopes into the Rear Paper Feed Slot” on page 23
- ❑ Refer to the section below for the printable area.
  - ➔ “Printable area” on page 89
- ❑ 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 26



- 3 Click the **Main** tab.
- 4 Select the appropriate Paper Source setting.

## Printing

**5** Select the appropriate Document Size setting. You can also define a custom paper size. For details, see the online help.

**6** Check **Borderless** to print borderless photos.  
➔ [“Selecting Paper” on page 14](#)

If you want to control the amount of the image that extends beyond the edges of the paper, click the **Settings** button, select **Auto Expand** as the Method of Enlargement, and then adjust the **Amount of Enlargement** slider.

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

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

**8** Select the appropriate Paper Type setting.  
➔ [“Paper type settings from the printer driver” on page 16](#)

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

**9** Click **OK** to close the printer settings window.

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

**10** Print your file.

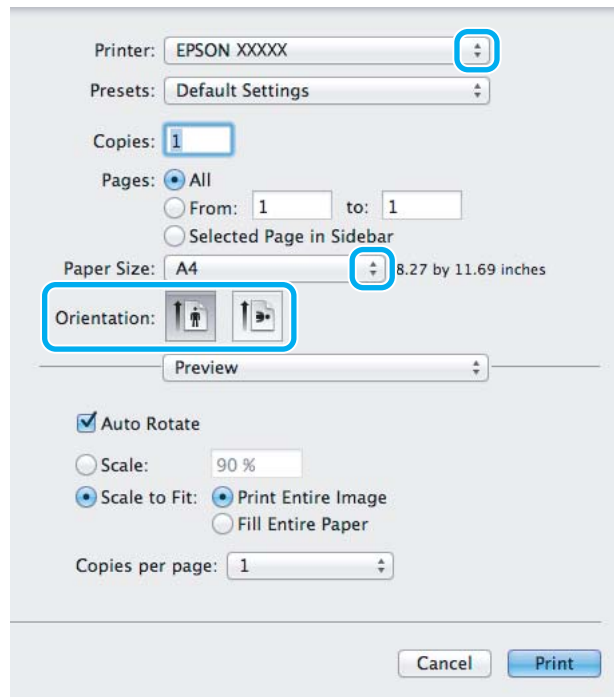
### Basic product settings for Mac OS X

- Note:**
- Screen shots of the printer driver windows in this section are from Mac OS X 10.7.
  - When printing envelopes, use the application to rotate the data 180 degrees.

**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 27



**Note:**

If the simplified status monitor 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.

**Note:**

Select **XXX (Borderless)** as the Paper Size if you want to print borderless photos.  
 ➔ “Selecting Paper” on page 14

- 5 Select the appropriate Orientation setting.

**Note:**

Select landscape orientation when printing envelopes.

## Printing

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

Printer: EPSON XXXXX

Presets: Default Settings

Copies: 1

Pages:  All  
 From: 1 to: 1  
 Selected Page in Sidebar

Paper Size: A4 210 by 297 mm

Orientation:  Portrait  Landscape

Print Settings

Paper Source: Cassette 1

Media Type: plain papers

Print Quality: Normal

Borderless  
Expansion: Max

Grayscale  
 Mirror Image

Cancel Print

- 7** Select the appropriate **Paper Source** setting.

- 8** Select the appropriate Media Type setting.  
➔ [“Paper type settings from the printer driver” on page 16](#)

- 9** Select the appropriate Expansion setting during borderless printing to control the amount of the image that extends beyond the edges of the paper.


- 10** 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.

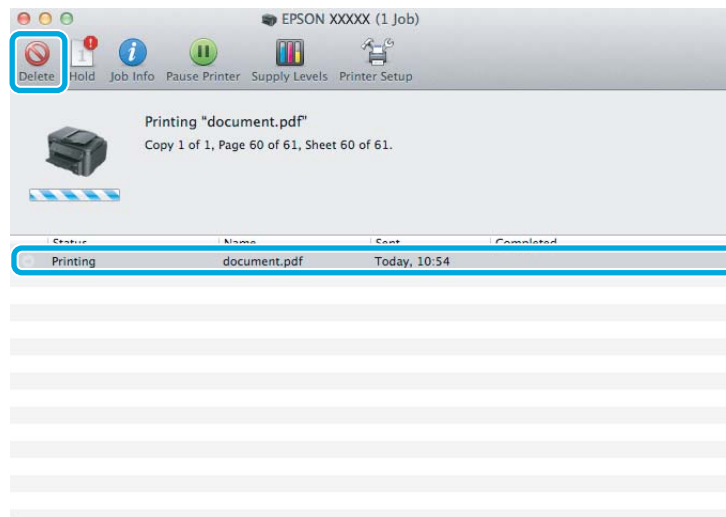
## Printing

- 1 Access the EPSON Status Monitor 3.  
➔ “For Windows” on page 68
- 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

### Printing photos the easy way



Epson Easy Photo Print lets you lay out and print digital images on various types of paper. The step-by-step instructions in the window let you preview the printed images and get the effects you want without having to make any difficult settings.



## Printing

Using the Quick Print function, you can perform one-click printing with the settings you make.

### Starting Epson Easy Photo Print

#### For Windows

- ❑ Double-click the **Epson Easy Photo Print** icon on the desktop.
- ❑ **For Windows 7 and Vista:**  
Click the start button, point to **All Programs**, click **Epson Software**, and then click **Easy Photo Print**.

#### For Windows XP:

Click **Start**, point to **All Programs**, point to **Epson Software**, then click **Easy Photo Print**.

#### For Mac OS X

Double-click the **Applications** folder on your Mac OS X hard drive, then double-click in turn on the **Epson Software** and **Easy Photo Print** folders and finally double-click the **Easy Photo Print** icon.

---

## Product presets (For Windows Only)

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

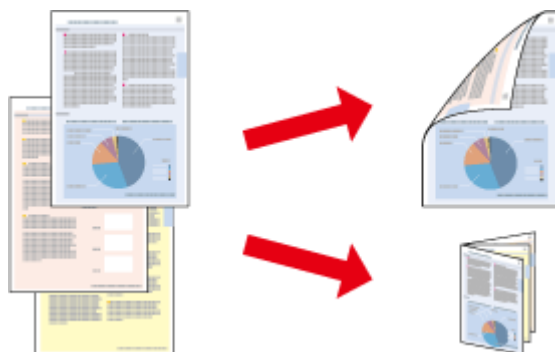
### Product settings for Windows

- 1 Access the printer settings.  
➔ [“Accessing the printer driver for Windows” on page 26](#)
- 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

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



#### For Windows users:

Four types of 2-sided printing are available: automatic standard, automatic folded booklet, manual standard and manual folded booklet.

## Printing

### For Mac OS X users:

Mac OS X supports automatic standard 2-sided printing only.

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

\* Manual 2-sided printing only.

#### Note:

- This feature may not be available at some settings.
- Manual 2-sided printing may not be available when the product is accessed over a network or is used as a shared printer.
- If the ink runs low during automatic 2-sided printing, the product stops printing and the ink needs to be replaced. When ink replacement is complete, the product starts printing again, but there may be some missing parts in your print. If this happens, print again the page that has missing parts.
- The loading capacity differs during 2-sided printing.  
➔ "Selecting Paper" on page 14
- 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.

#### Note for Windows:

- Manual 2-sided printing 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.
- When automatic 2-sided printing is performed, printing may be slow depending on the combination of options selected for Select Document Type in the Print Density Adjustment window and for Quality in the Main window.

#### Note for Mac OS X:

When automatic 2-sided printing is performed, printing may be slow depending on the setting the Document Type setting in Two-sided Printing Settings.

## Product settings for Windows

- 1** Access the printer settings.  
➔ "Accessing the printer driver for Windows" on page 26
- 2** Select **2-Sided Printing** check box.

#### Note:

When using automatic printing, make sure the **Auto** check box is checked.

## 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:**

- When printing automatically, and if you are printing high-density data such as photos or graphs, we recommend making the settings in the Print Density Adjustment window.
- 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.
- Manual 2-sided printing allows you to print the even-numbered pages first. When you print odd-numbered pages, a blank sheet of paper is output at the end of the print job.
- When you are printing manually, make sure that the ink is completely dry before reloading the paper.

## Product settings for Mac OS X

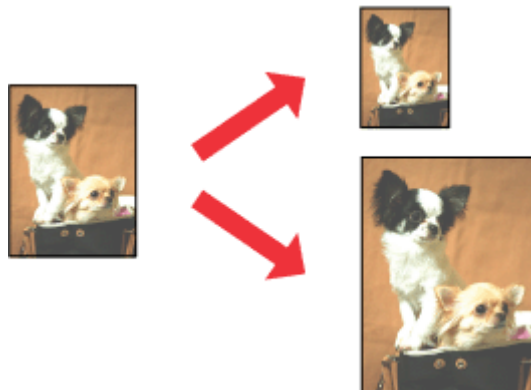
- 1 Access the Print dialog box.  
➔ [“Accessing the printer driver for Mac OS X” on page 27](#)
- 2 Make the appropriate settings in the Two-sided Printing Settings pane.
- 3 Check the other settings and print.

**Note:**  
If you are printing high-density data such as photos or graphs, we recommend adjusting Print Density and Increased Ink Drying Time settings manually.

---

## 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.



## Printing

**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 26](#)
- 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.

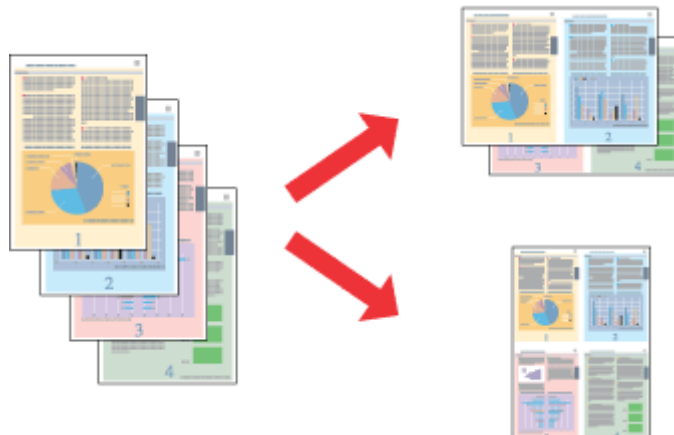
### Product settings for Mac OS X

- 1 Access the Print dialog box.  
➔ [“Accessing the printer driver for Mac OS X” on page 27](#)
- 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 26](#)
- 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 27](#)
- 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**.

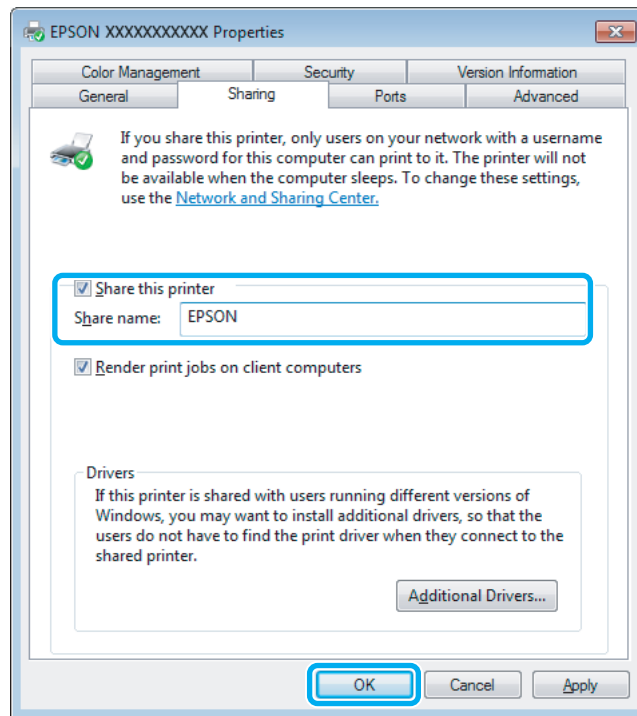
**3**

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 38.

- 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.

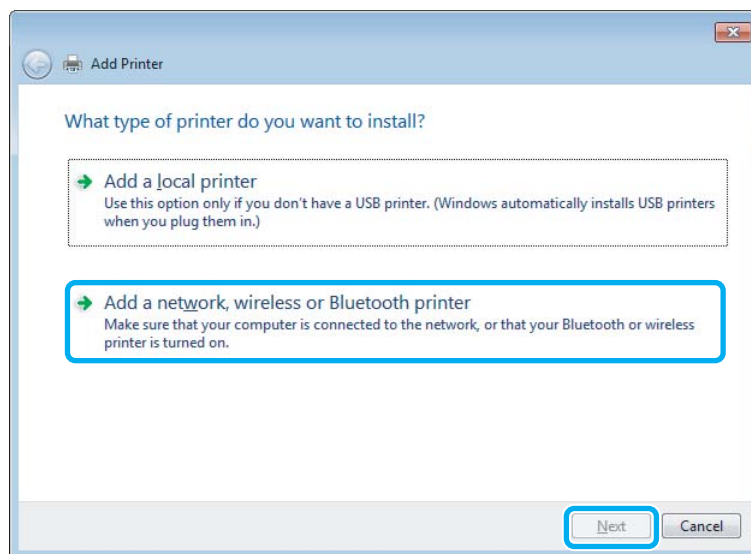
**Windows XP:**

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.



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# Replacing Ink Cartridges

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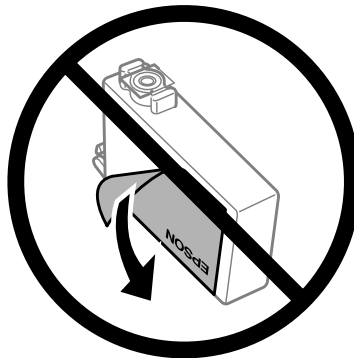
## Ink Cartridge Safety Instructions, Precautions, and Specifications

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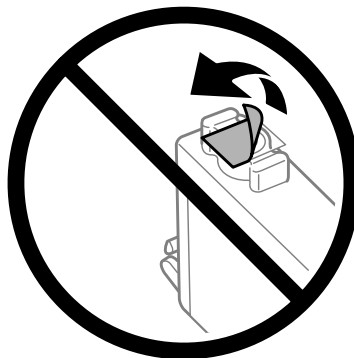
### Safety instructions

Observe the following when handling the ink cartridges:

- Keep ink cartridges out of the reach of children.
- Be careful when you handle used ink cartridges, as there may be some ink around the ink supply port. 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.
- Do not remove or tear the label on the cartridge; this can cause leakage.



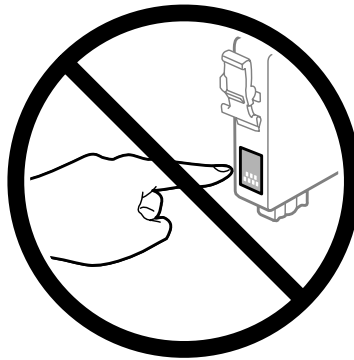
- Do not remove the transparent seal from the bottom of the cartridge; otherwise, the cartridge may become unusable.



- Do not disassemble or remodel the ink cartridge, otherwise you may not be able to print normally.

## Replacing Ink Cartridges

- ❑ Do not touch the green IC chip on the side of the cartridge. Doing so may prevent normal operation and printing.



- ❑ Do not leave the product with the ink cartridges removed or do not turn off the product during cartridge replacement. Otherwise, ink remaining in the print head nozzles will dry out and you may not be able to print.

---

## Precautions on ink cartridge replacement

Read all of the instructions in this section before replacing the ink cartridges.

- ❑ 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 product behavior. Information about non-genuine ink levels may not be displayed.
- ❑ Gently shake all ink cartridges four or five times before opening the package.
- ❑ Do not shake ink cartridges too vigorously; otherwise ink may leak from the cartridge.
- ❑ This product uses ink cartridges equipped with an IC chip that monitors information such as the amount of remaining ink for each cartridge. This means that even if the cartridge is removed from the product before it is expended, you can still use the cartridge after reinserting it back into the product. However, when reinserting a cartridge, some ink may be consumed to guarantee product performance.
- ❑ To maintain optimum print head performance, some ink is consumed from some cartridges not only during printing but also during maintenance operations such as ink cartridge replacement and print head cleaning.
- ❑ If you need to remove an ink cartridge temporarily, be sure to protect the ink supply area from dirt and dust. Store the ink cartridge in the same environment as the product. When storing the cartridge, be sure that its label identifying the color of the ink cartridge is facing upward. Do not store ink cartridges upside down.
- ❑ The ink supply port is equipped with a valve designed to contain the release of excess ink; there is no need to supply your own covers or plugs. However, careful handling is recommended. Do not touch the supply port of the ink cartridge or its surrounding area.
- ❑ For maximum ink efficiency, only remove an ink cartridge when you are ready to replace it. Ink cartridges with low ink status may not be used when reinserted.
- ❑ Do not open the ink cartridge package until you are ready to install it in the product. 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.
- ❑ Install all ink cartridges; otherwise, you cannot print.

## Replacing Ink Cartridges

- ❑ When color ink is expended and black ink still remains, you can continue printing temporarily with black ink only. For more information refer to [“Temporarily Printing with Black Ink When Color Ink Cartridges are Expended”](#) on page 45.
- ❑ If an ink cartridge is running low, prepare a new ink cartridge.
- ❑ Be careful not to break the hooks on the side of the ink cartridge when you remove it from the package.
- ❑ 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.
- ❑ After bringing an ink cartridge inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- ❑ Store ink cartridges in a cool, dark place.
- ❑ Store ink cartridges with their labels facing upward. Do not store cartridges upside down.

---

## Ink Cartridge Specifications

- ❑ Epson recommends using the ink cartridge before the date printed on the package.
- ❑ The ink cartridges packaged with your product are partly used during initial setup. In order to produce high quality printouts, the print head in your product will be fully charged with ink. This one-off process consumes a quantity of ink and therefore these cartridges may print fewer pages compared to subsequent ink cartridges.
- ❑ 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.
- ❑ 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.
- ❑ Although the ink cartridges may contain recycled materials, this does not affect product function or performance.
- ❑ 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.

## Checking the Ink Cartridge Status

---

### For Windows

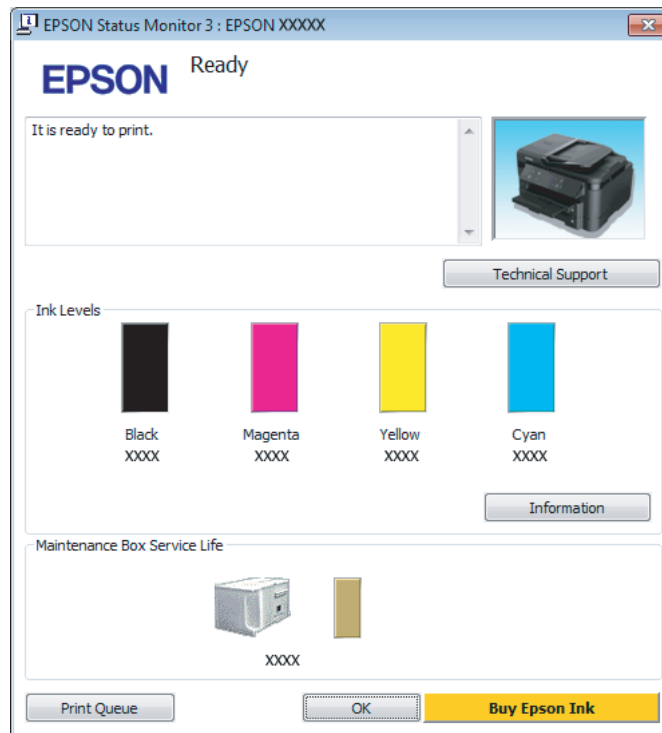
**Note:**

When an ink cartridge is running low, the Low Ink Reminder screen automatically appears. You can also check the ink cartridge status from this screen. If you do not want to display this screen, first access the printer driver and then click the **Maintenance** tab, and then **Monitoring Preferences**. On the Monitoring Preferences screen, clear the **See Low Ink Reminder alerts** check box.

To check the ink cartridge status, do one of the following:

## Replacing Ink Cartridges

- ❑ Open the printer driver, click the **Main** tab, and then click the **Ink Levels** button.
- ❑ 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 27](#)
- ❑ Open the printer driver, click the **Maintenance** tab, then click the **EPSON Status Monitor 3** button. A graphic displays the ink cartridge status.



**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.*
- ❑ *Depending on current settings, the simplified status monitor may be displayed. Click the **Details** button to display the window above.*
- ❑ *The ink levels displayed are an approximate indication.*

## For Mac OS X

You can check the ink cartridge status using EPSON Status Monitor. Follow the steps below.

- 1 Access the Epson Printer Utility 4.
  - ➔ [“Accessing the printer driver for Mac OS X” on page 27](#)

## Replacing Ink Cartridges

2

Click the **EPSON Status Monitor** icon. The EPSON Status Monitor appears.



**Note:**

- The graphic displays the ink cartridge status when EPSON Status Monitor was first opened. To update the ink cartridge status, click **Update**.
- The ink levels displayed are an approximate indication.

## Temporarily Printing with Black Ink When Color Ink Cartridges are Expended

When color ink is expended and black ink still remains, you can continue printing for a short time using only black ink. However, you should replace the expended ink cartridge(s) as soon as possible. See the following section to continue printing temporarily with black ink.

**Note:**

*The actual amount of time will vary depending on the usage conditions, images printed, print settings, and frequency of use.*

## Replacing Ink Cartridges

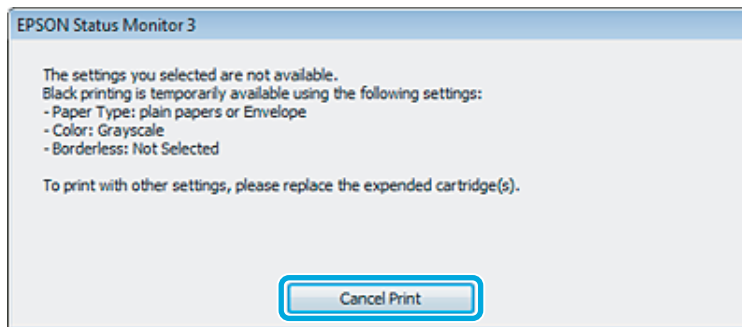
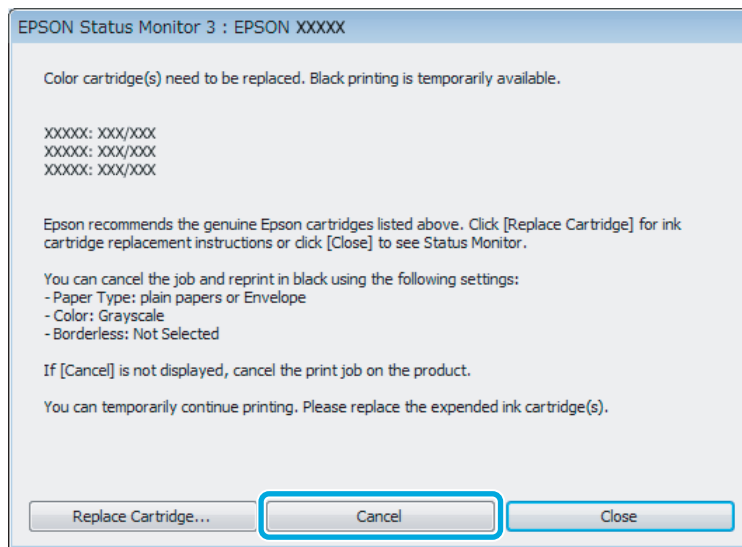
### For Windows

**Note for Windows:**

*This function 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.*

Follow the steps below to continue printing temporarily with black ink.

- 1 When EPSON Status Monitor 3 tells you to cancel your print job, click **Cancel** or **Cancel Print** to cancel your print job.



**Note:**

*If the error stating that a color ink cartridge is expended originates with another computer on the network, you may need to cancel the print job at the product.*

- 2 Load plain paper or envelope.
- 3 Access the printer settings.  
 ➔ “Accessing the printer driver for Windows” on page 26

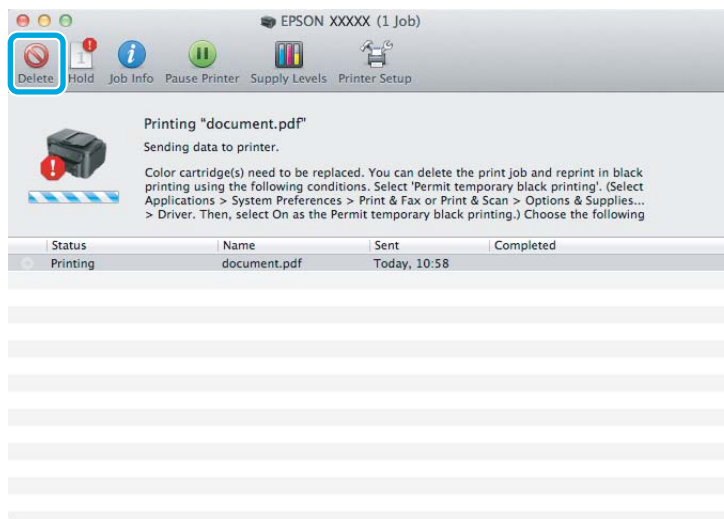
## Replacing Ink Cartridges

- 4 Click the Main tab, and make suitable settings.
- 5 Select **plain papers** or **Envelope** as the Paper Type setting.
- 6 Select the **Grayscale** as the Color setting.
- 7 Click **OK** to close the printer settings window.
- 8 Print your file.
- 9 EPSON Status Monitor 3 is displayed on your computer screen again. Click **Print in Black** to print with black ink.

## For Mac OS X

Follow the steps below to continue printing temporarily with black ink.

- 1 If printing can not be resumed, click the product icon in the Dock. If an error message is displayed prompting you to cancel the print job, click **Delete** and follow the steps below to reprint the document with black ink.



**Note:**

*If the error stating that a color ink cartridge is expended originates with another computer on the network, you may need to cancel the print job at the product.*

- 2 Open **System Preferences**, click **Print & Scan** (Mac OS X 10.7) or **Print & Fax** (Mac OS X 10.6 or 10.5), and select the product from the Printers list. Next, click **Options & Supplies** and then **Driver**.
- 3 Select **On** for Permit temporary black printing.

## Replacing Ink Cartridges

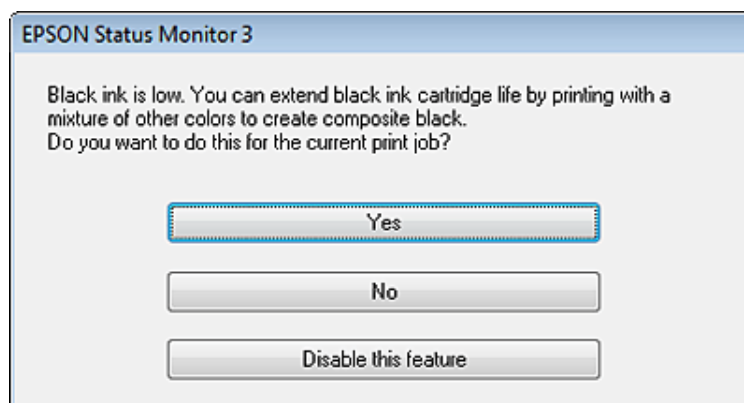
- 4 Load plain paper or envelope.
- 5 Access the Print dialog box.  
➔ [“Accessing the printer driver for Mac OS X” on page 27](#)
- 6 Click the **Show Details** button (for Mac OS X 10.7) or the ▼ button (for Mac OS X 10.6 or 10.5) to extend this dialog box.
- 7 Select the product you are using as the Printer setting, and then make suitable settings.
- 8 Select **Print Settings** from the pop-up menu.
- 9 Select **plain papers** or **Envelope** as the Media Type setting.
- 10 Select the **Grayscale** check box.
- 11 Click **Print** to close the Print dialog box.

## Conserving Black Ink When the Cartridge Is Low (For Windows Only)

### *Note for Windows:*

*This function 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.*

The window below appears when black ink runs low and there is more color ink than black ink. It appears only when **plain papers** is selected as the paper type, and **Standard** is selected as the Quality.



The window gives you the option to either continue using black ink normally or conserve black ink by using a mixture of color inks to create black.




## Replacing Ink Cartridges

- Click the **Yes** button to use a mixture of color inks to create black. You will see the same window the next time you print a similar job.
- Click the **No** button to continue using the remaining black ink for the job you are printing. You will see the same window the next time you print a similar job, and again have the option to conserve black ink.
- Click **Disable this feature** to continue using the remaining black ink.

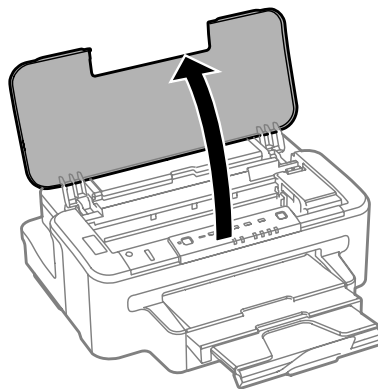
## Replacing an ink cartridge

**Note:**



Make sure the  light is on, but not flashing.

1

Open the printer cover. The ink cartridge holder moves to the ink cartridge replacement position.



**Note:**

- If the ink cartridge holder does not move to the ink cartridge replacement position, press the  button.
- Do not hold the  button for more than three seconds, or the product may start cleaning the print head.

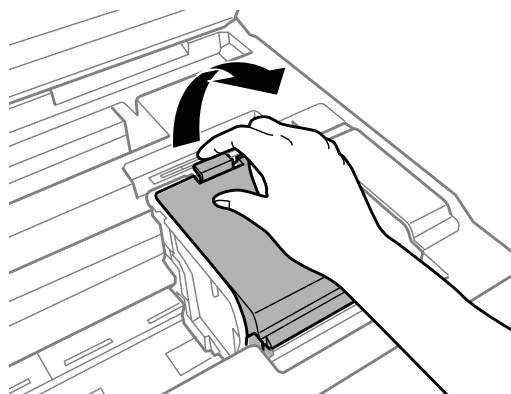


**Important:**

Do not move the ink cartridge holder by hand; otherwise, you may damage the product.

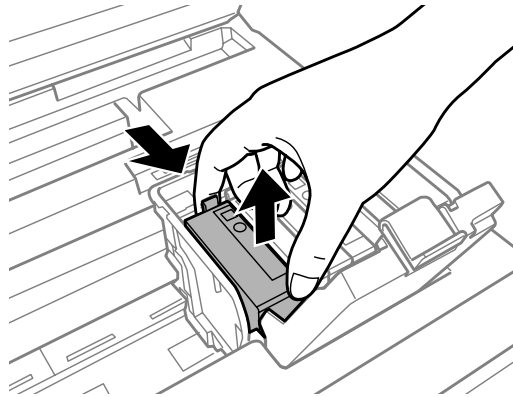
2

Open the ink cartridge cover.



## Replacing Ink Cartridges

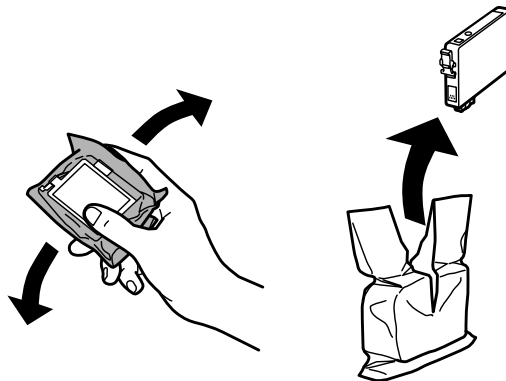
**3** Pinch and remove the ink cartridge.



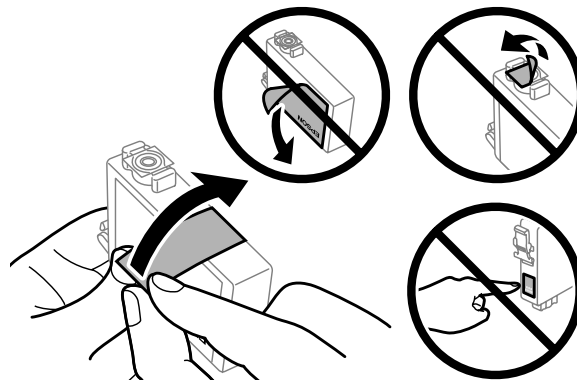
**Note:**

- ❑ The illustration shows replacement of the black ink cartridge. Replace the cartridge appropriate to your situation.
- ❑ Removed ink cartridges may have ink around the ink supply port, so be careful not to get any ink on the surrounding area when removing the cartridges.

**4** Gently shake new replacement cartridges four or five times and remove the replacement ink cartridge from its package.



**5** Remove only the yellow tape.

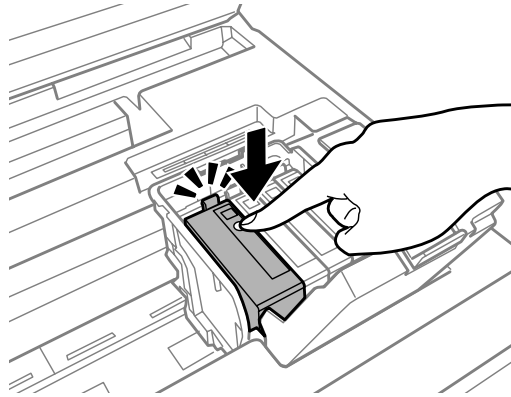


## Replacing Ink Cartridges

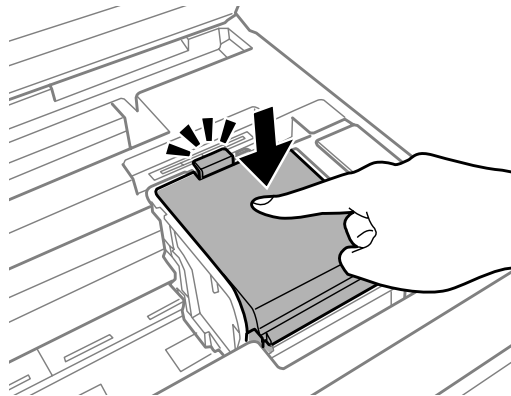
**!** **Important:**

- ❑ 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.
- ❑ If you have installed an ink cartridge without removing the yellow tape, take the cartridge out of the product, remove the yellow tape, and then reinstall it.
- ❑ Do not remove the transparent seal from the bottom of the cartridge; otherwise, the cartridge may become unusable.
- ❑ Do not remove or tear the label on the cartridge; otherwise, ink will leak.

**6** Insert the cartridge and press it until it clicks.




**7** Close the ink cartridge cover.



**8** Close the printer cover. Ink charging starts. This process takes about three minutes to complete.

**Note:**

The  light continues to flash while the product is charging ink. Do not turn off the product during ink charging. If the ink charging is incomplete, you may not be able to print.

Ink cartridge replacement is complete. The product will return to its previous status.

---

# Maintaining Your Product and Software

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## 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 paper cassette.
- 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 27](#)
- 4 Follow the on-screen instructions.

---



### Using the Nozzle Check utility for Mac OS X

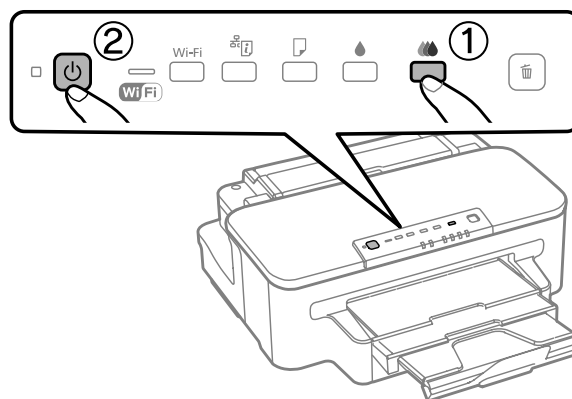
Follow the steps below to use the Nozzle Check utility.

- 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 paper cassette.
- 3 Access the Epson Printer Utility 4.  
➔ [“Accessing the printer driver for Mac OS X” on page 27](#)
- 4 Click the **Nozzle Check** icon.
- 5 Follow the on-screen instructions.

## Using the product buttons

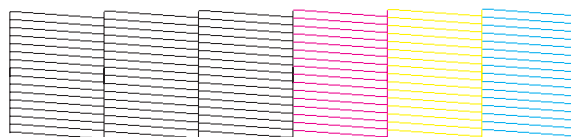
Follow the steps below to check the print head nozzles using the product buttons.

- 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 paper cassette.
- 4 While holding down the  button, press the  button to turn on the product.

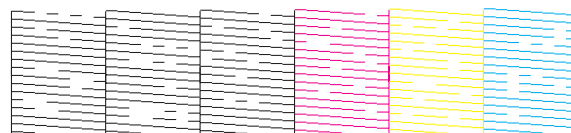


- 5 When the product turns on, release both the buttons. The product prints the nozzle check pattern. Below are two sample nozzle check patterns.

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.



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 54](#)
- ➔ [“Aligning the Print Head” on page 55](#)

## 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 turn off the product during head cleaning. If the head cleaning is incomplete, you may not be able to print.*

**Note:**

- Do not open the printer cover during head cleaning.
- Perform the nozzle check first to identify any defective color(s); this will allow you to select the appropriate color(s) for the head cleaning function.
  - ➔ [“Checking the Print Head Nozzles” on page 52](#)
- Black ink may be used when printing color images.
- Because print head cleaning uses some ink from some cartridges, clean the print head only if quality declines; for example, if the printout is blurry or the color is incorrect or missing.
- When ink is low you may not be able to clean the print head. When ink is expended you cannot clean the print head. Replace the appropriate ink cartridge first.
- If print quality does not improve, make sure you selected the appropriate color according to the nozzle check result.
- If print quality has not improved after repeating this procedure about four times, turn the product off and wait for at least six hours. Then run the nozzle check again and repeat the head cleaning if necessary. If print quality has still not improved, contact Epson support.
- 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 no warnings or errors are indicated in the control panel.

**2**

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 27](#)

**3**

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.



## Maintaining Your Product and Software

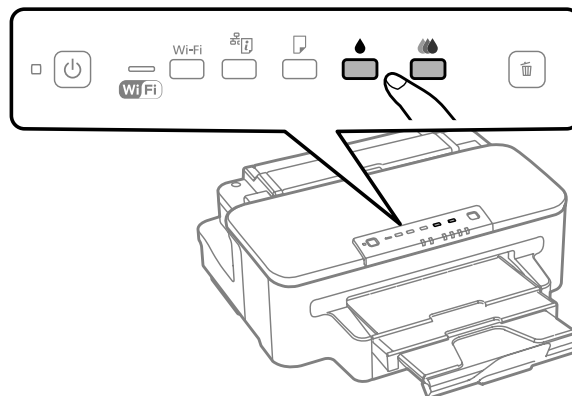
- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Access the Epson Printer Utility 4.  
➔ [“Accessing the printer driver for Mac OS X” on page 27](#)
- 3 Click the **Head Cleaning** icon.
- 4 Follow the on-screen instructions.

---

## Using the product buttons

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


- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Press the  button or  button for three seconds.  
Select either of the buttons according to the result of the nozzle check.




The product starts cleaning the print head and the  light begins flashing.



**Important:**

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

- 3 When the  light stops flashing, print a nozzle check pattern to confirm that the head is clean.  
➔ [“Checking the Print Head Nozzles” on page 52](#)


## 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.

## Maintaining Your Product and Software

**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 paper cassette.
- 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 27](#)
- 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 paper cassette.
- 3 Access the Epson Printer Utility 4.  
➔ [“Accessing the printer driver for Mac OS X” on page 27](#)
- 4 Click the **Print Head Alignment** icon.
- 5 Follow the on-screen instructions to align the print head.

## 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.



## Maintaining Your Product and Software

---

### For Windows

- 1 Access the printer settings.  
➔ [“Accessing the printer driver for Windows” on page 26](#)
- 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.
- 4 Select **3 minutes**, **5 minutes**, or **10 minutes** as the Sleep Timer setting.
- 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 27](#)
- 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.
- 4 Select **3 minutes**, **5 minutes**, or **10 minutes** as the Sleep Timer setting.
- 5 Click the **Apply** button.

## 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 rear paper feed slot 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.

- 1** Make sure that no warnings or errors are indicated in the control panel.
- 2** Load several sheets of A4-size plain paper in the paper cassette.
- 3** Press the  button to feed and eject paper.
- 4** Repeat step 3 until the paper is not smeared with ink.

## Replacing Maintenance Box

---

### Checking the maintenance box status

The maintenance box status is shown in the same screen of the ink cartridge status. You can check the status from the printer software or the control panel.

➔ [“Checking the Ink Cartridge Status” on page 43](#)

---

### Handling precautions

Read all of the instructions in this section before replacing the maintenance box.

- Epson recommends the use of a genuine Epson maintenance box. The use of a non-genuine maintenance box may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior. Epson cannot guarantee the quality or reliability of a non-genuine maintenance box.
- Do not dismantle the maintenance box.
- Do not touch the green IC chip on the side of the maintenance box.
- Keep out of reach of children, and do not drink the ink.
- Do not tilt the used maintenance box until it is placed in the plastic bag provided.

## Maintaining Your Product and Software

- ❑ Do not reuse a maintenance box which has been removed and left detached for a long period.
- ❑ Keep the maintenance box away from direct sunlight.

---

### Replacing a maintenance box

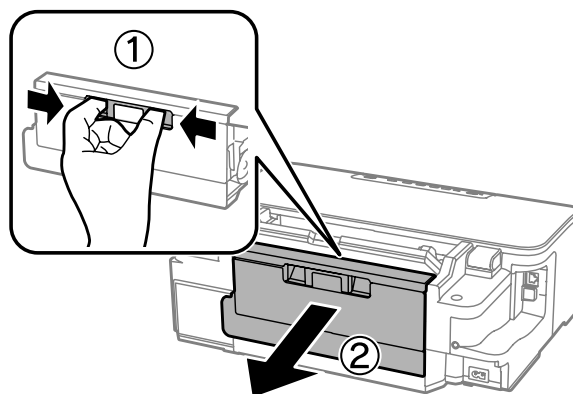
To replace the maintenance box, follow the steps below.

- 1 Press the ⏻ button to turn off the product.
- 2 Confirm that the product is not draining the ink.
- 3 Remove the replacement maintenance box from the package.

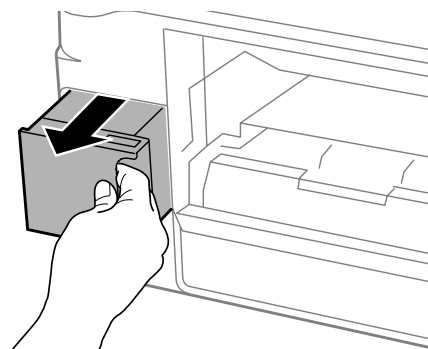
**Note:**

*Do not touch the green chip on the side of the box. Doing so may prevent normal operation.*

- 4 Pull out the rear cover.



- 5 Put your hand on the handle of the maintenance box, and then pull the box outward.



**Note:**

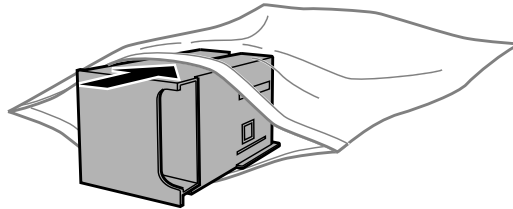
*If ink gets on your hands, wash them thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water.*

## Maintaining Your Product and Software

- 6** Put the used maintenance box in the plastic bag provided with the replacement box, and dispose of it properly.

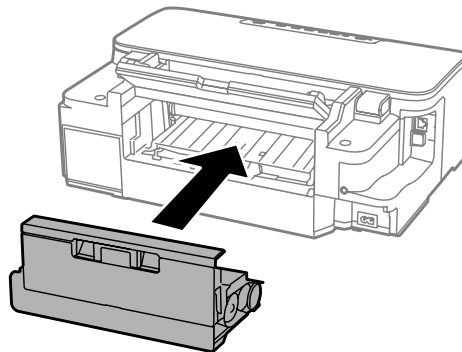
**Note:**


*Do not tilt the used maintenance box until after it is sealed in the plastic bag.*



- 7** Insert the maintenance box into place as far as it will go.

- 8** Reattach the rear cover.



- 9** Press the  button to turn the product back on.

Maintenance box replacement is complete.

## Transporting the Product

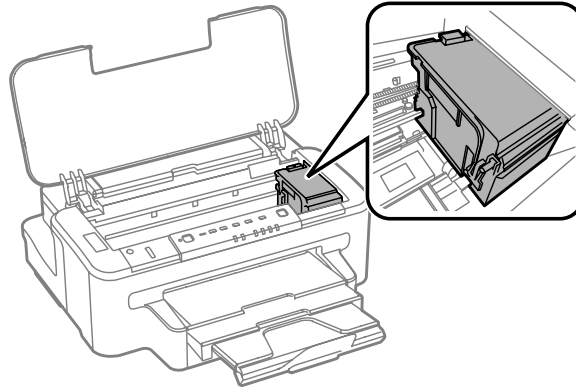
If you move the product some distance, you need to prepare it for transportation in its original box or one of a similar size.

**!** **Important:**

- When storing or transporting the product, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.
- Leave the ink cartridges installed. Removing the cartridges can dry out the print head and may prevent the product from printing.

## Maintaining Your Product and Software

- 1 Plug in the product and turn it on. Wait until the ink cartridge holder returns to the home position, then close the printer cover.



- 2 Turn off the product and unplug its power cord.
- 3 Disconnect all other cables from the product.
- 4 Remove all paper from the rear paper feed slot.
- 5 Close the rear paper feed slot and the output tray.
- 6 Remove all paper from the paper cassette and re-insert the cassette into the product.
- 7 Repack the product in its box, using the protective materials that came with it.

**Note:**  
*Keep the product level during transport.*

## 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
- Epson Easy Photo Print
- Epson Event Manager

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

## Maintaining Your Product and Software

### 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 61](#)

---

### 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.

## Maintaining Your Product and Software

**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.

## Maintaining Your Product and Software

- 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 31](#)

## Error indicators


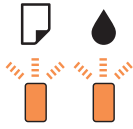




You can identify many common product problems using the lights on your product. If the product stops working and the lights are on or flashing, use the following table to diagnose the problem, then follow the recommended corrective measures.




Lights	Problem and solution	
 	<b>Paper out</b>	
	No paper is loaded.	Load paper into the rear paper feed slot or the paper cassette, and then press the  button. The product resumes printing and the light goes out.
	<b>Wrong paper for the rear paper feed slot</b>	
	The paper currently loaded into the rear paper feed slot cannot be used with this product.	Load the appropriate paper into the rear paper feed slot. ➔ <a href="#">“Selecting Paper” on page 14</a> Then press the  button.
	<b>Wrong paper size fed</b>	
	During automatic 2-sided printing, the size of the paper fed into the product differs from the size selected.	After loading paper that matches the print size selected on the computer, press the  button to clear the error, and then continue printing. Reprint any missing pages.
<b>Multiple-paper feed</b>		
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 <a href="#">“Paper Jams” on page 70</a> .	

## Troubleshooting for Printing

Lights	Problem and solution	
	<b>Paper jam</b>	
	Paper has jammed in the product.	➔ See <a href="#">"Paper Jams" on page 70</a>
	<b>Incorrectly loaded paper into the rear paper feed slot</b>	
	<b>Ink expended</b>	
	An ink cartridge is expended or not installed, or there is insufficient ink in the cartridge to charge the ink.	Replace the ink cartridge for which an error is indicated with a new one. If the light is still on after you have replaced the cartridge, it may not be installed correctly. Reinstall the ink cartridge so that it clicks into place. ➔ <a href="#">"Replacing an ink cartridge" on page 49</a>
	<b>Wrong cartridge</b>	
	The currently installed ink cartridge cannot be used with the product.	Replace the incompatible cartridge for which an error is indicated with an appropriate ink cartridge. ➔ <a href="#">"Replacing an ink cartridge" on page 49</a>
	<b>Ink low</b>	
	An ink cartridge is nearly expended.	Obtain a replacement ink cartridge. To determine which cartridge is nearly expended, check the ink cartridge status. ➔ <a href="#">"Checking the Ink Cartridge Status" on page 43</a>
	<b>Maintenance box is at end</b>	
	The maintenance box is at the end of its service life.	Turn off the product, and then replace the maintenance box with a new one. ➔ <a href="#">"Replacing a maintenance box" on page 59</a>
	<b>Wrong maintenance box</b>	
	The currently installed maintenance box cannot be used with the product.	Turn off the product, and then replace the incompatible maintenance box with an appropriate maintenance box. ➔ <a href="#">"Replacing a maintenance box" on page 59</a>
<b>No maintenance box</b>		
Maintenance box is not installed.	Turn off the product, and then insert the maintenance box. ➔ <a href="#">"Replacing a maintenance box" on page 59</a>	

### Troubleshooting for Printing

Lights	Problem and solution	
	<p><b>Maintenance box is near end</b></p> <p>The maintenance box is nearing the end of its service life.</p> <p>Obtain a replacement maintenance box. ➔ <a href="#">"Checking product status" on page 68</a></p>	
	<p><b>Cover open</b></p> <p>The printer cover is open.</p> <p>Close the printer cover.</p>	
 <p>Flashing alternately</p>	<p><b>Maintenance</b></p> <p>The product's ink pads are nearing or at the end of their service life.</p> <p>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.</p>	
	<p><b>General error</b></p> <p>An unknown product error has occurred.</p> <p>Turn off the product. Then, remove the jammed paper.</p> <p>➔ See <a href="#">"Paper Jams" on page 70</a></p> <p>Then turn the product back on. If the error does not clear, contact your dealer.</p>	
	<p><b>Recovery mode</b></p> <p>The firmware update has failed, and the product is in recovery mode.</p> <p>You will need to re-attempt the firmware update. Ready a USB cable and visit your local Epson website for further instructions.</p>	

 = on,  = flashing slowly,  flashing fast

## Troubleshooting for Printing

### Checking product status

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

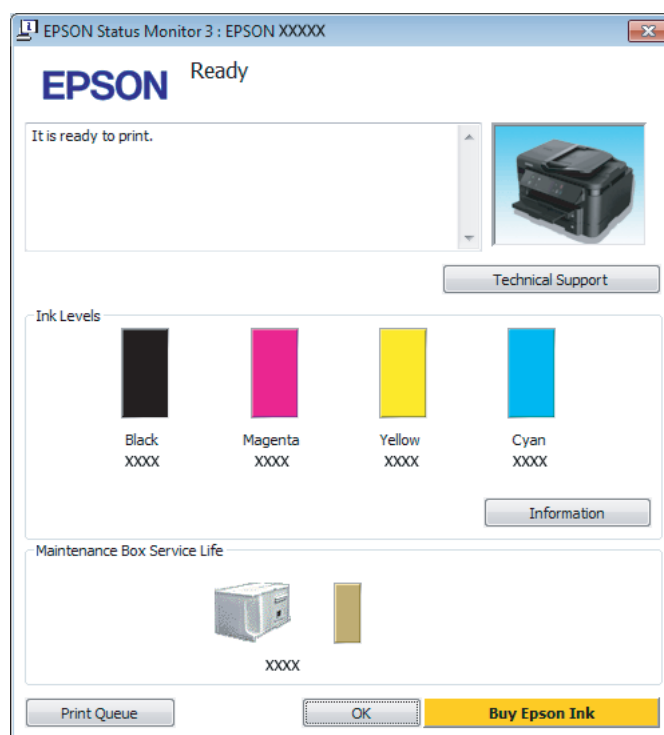
When you need to replace an ink cartridge or a maintenance box, click the **How To** button on the window, and the status monitor will lead you step-by-step through the cartridge or the maintenance box replacement procedure.

### 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 27](#)
- 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:



**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.
- Depending on current settings, the simplified status monitor may be displayed. Click the **Details** button to display the window above.

EPSON Status Monitor 3 provides the following information:

## Troubleshooting for Printing

- ❑ **Current Status:**  
If the ink is low/expended or the maintenance box is nearly full/full, the **How to** button appears in the EPSON Status Monitor 3 window. Clicking **How to** displays ink cartridge or maintenance box replacement instructions.
- ❑ **Ink Levels:**  
EPSON Status Monitor 3 provides a graphic display of the ink cartridge status.
- ❑ **Information:**  
You can view information about the installed ink cartridges by clicking **Information**.
- ❑ **Maintenance Box Service Life:**  
EPSON Status Monitor 3 provides a graphic display of the maintenance box status.
- ❑ **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.

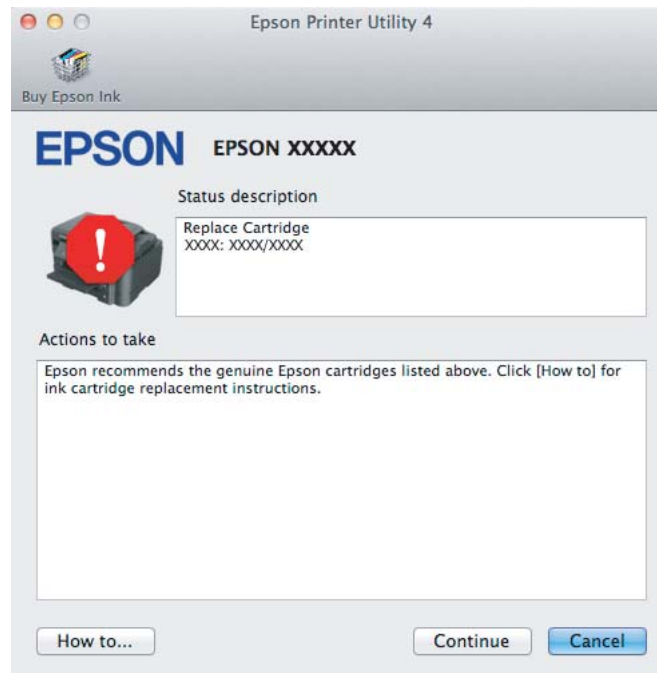
- 1 Access the Epson Printer Utility 4.  
➔ [“Accessing the printer driver for Mac OS X” on page 27](#)
- 2 Click the **EPSON Status Monitor** icon. The EPSON Status Monitor appears.



## Troubleshooting for Printing

You can also use this utility to check the ink cartridge status before printing. EPSON Status Monitor displays the ink cartridge status at the time it was opened. To update the ink cartridge status, click **Update**.

When ink is low/expended or the maintenance box is nearly full/full, a **How to** button appears. Click **How to**, and EPSON Status Monitor will lead you step by step through the ink cartridge or maintenance box replacement procedure.







## Paper Jams



### Caution:

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

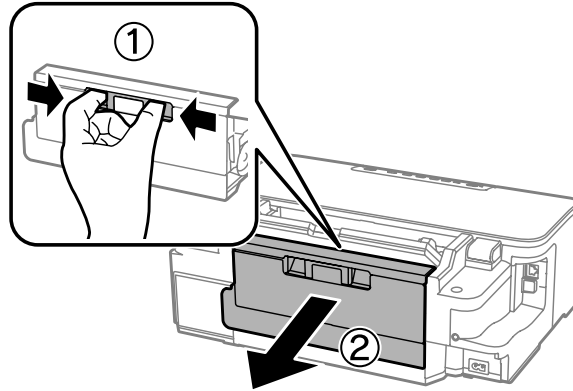
### Note:

- 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.

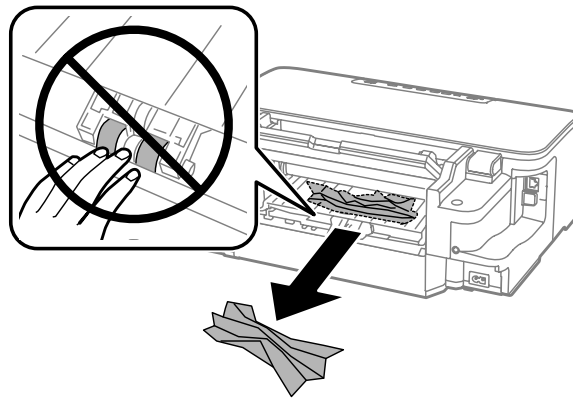
---

## Removing jammed paper from the rear cover

- 1 Pull out the rear cover.

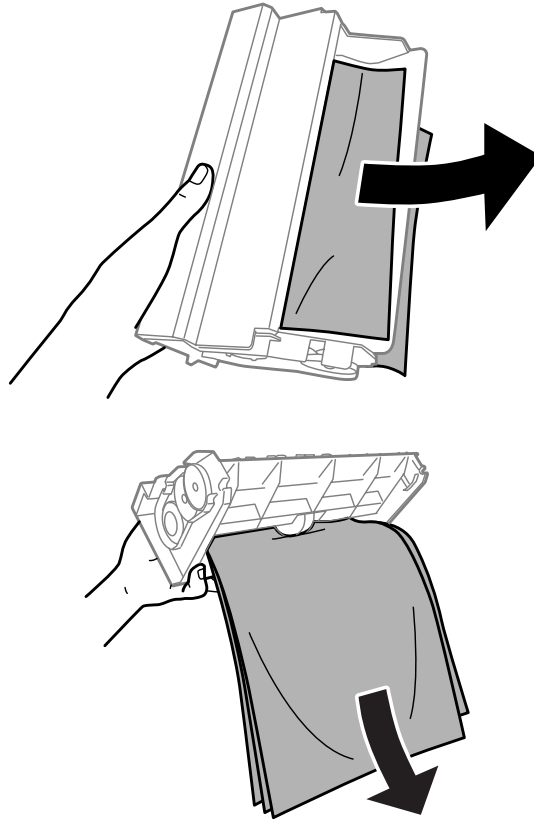


- 2 Carefully remove the jammed paper.

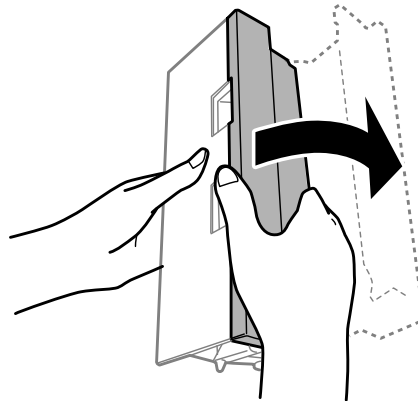


### Troubleshooting for Printing

**3** Carefully remove the jammed paper.



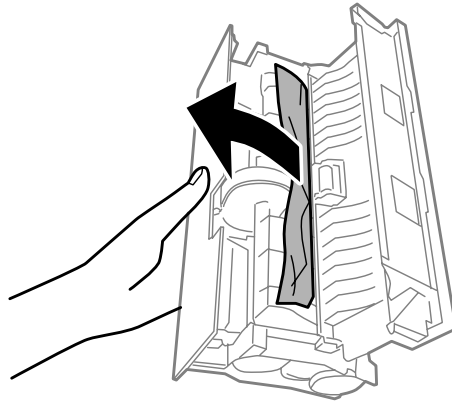
**4** Open the rear cover.



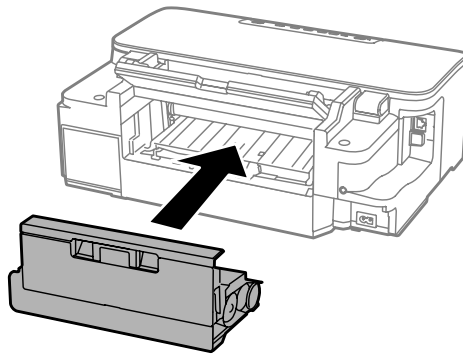


### Troubleshooting for Printing

- 5 Carefully remove the jammed paper.



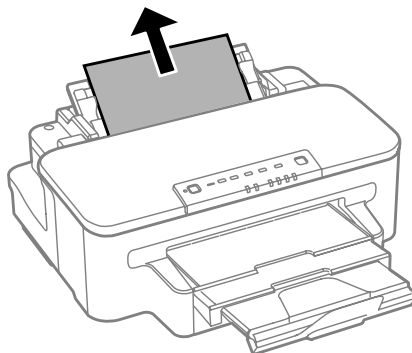
- 6 Reattach the rear cover.



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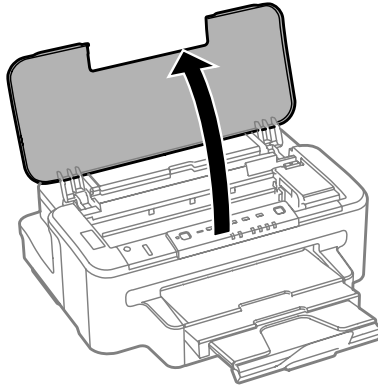
### Removing jammed paper from inside the product

- 1 Carefully remove the jammed paper.

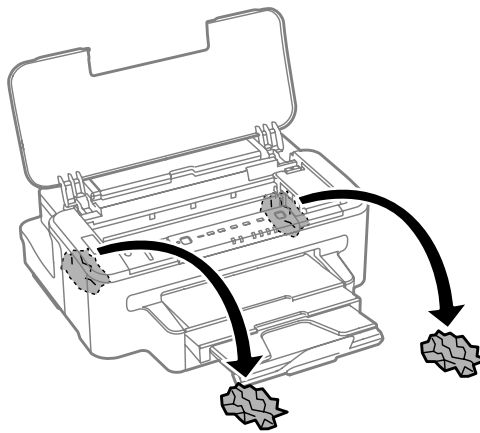
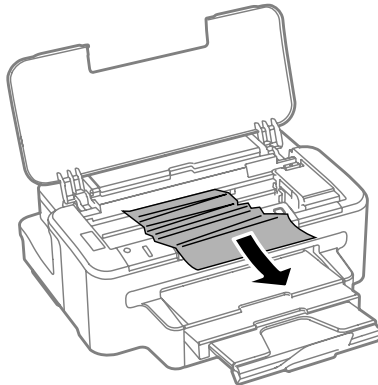


## Troubleshooting for Printing

- 2 Open the printer cover.



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



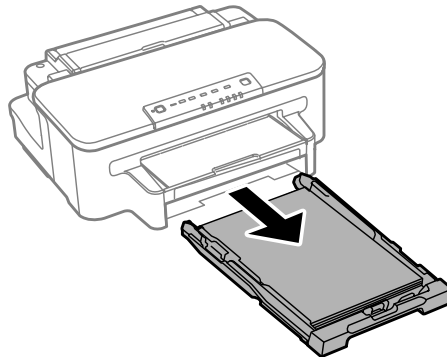
**Important:**

*Do not touch the flat white cable connected to the cartridge holder.*

- 4 Close the printer cover.

## Removing jammed paper from the paper cassette

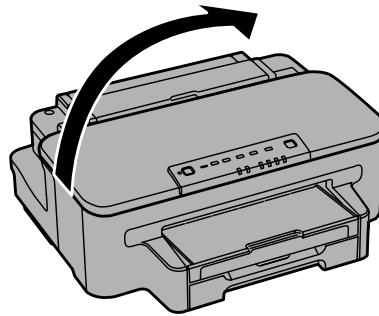
- 1 Pull out the paper cassette.



**Note:**

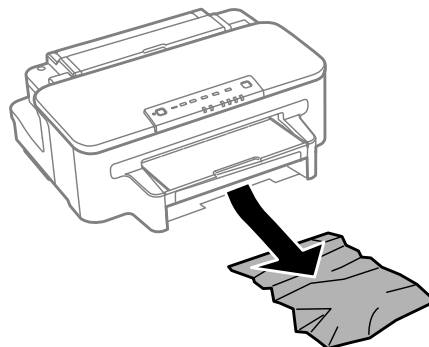
*If you cannot pull out the cassette, unplug the power cord from the product and the electrical outlet. Unplug all other cables from the product.*

*Carefully stand the product on its side as shown below and carefully pull out the cassette.*



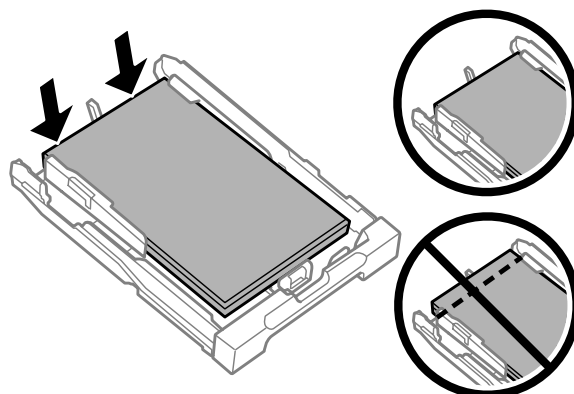
- 2 Remove the jammed paper from the cassette.

- 3 Carefully remove any paper jammed inside the product.



## Troubleshooting for Printing

- 4** Align the edges of the paper.



- 5** Keep the cassette flat and slowly and carefully reinsert it all the way into the product.

---

## 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.
- The printable side of the paper is face down in the paper cassette.
- The printable side of the paper is face up in the rear paper feed slot.
- 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 14](#)
- 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 70](#)
- 2** Access the printer settings.  
➔ [“Accessing the printer driver for Windows” on page 26](#)

### Troubleshooting for Printing

- 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.

<p>enthalten alle Aufdruck. W 5008 "Regel</p> <p>Good sample</p>	 <p>Good sample</p>
<p>enthalten alle Aufdruck. W 5008 "Regel</p> <p>→ "Horizontal banding" on page 78</p>	<p>enthalten alle Aufdruck. W 5008 "Regel</p> <p>→ "Vertical banding or misalignment" on page 78</p>
 <p>→ "Horizontal banding" on page 78</p>	 <p>→ "Vertical banding or misalignment" on page 78</p>

## Troubleshooting for Printing




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### Horizontal banding

- Make sure the printable side (the whiter or glossier side) of the paper is face up in the rear paper feed slot.
- Make sure the printable side (the whiter or glossier side) of the paper is face down in the paper cassette.
- Run the Nozzle Check utility and then clean any print heads which produced a defective nozzle check result.
  - ➔ ["Checking the Print Head Nozzles" on page 52](#)
- For best results, use up ink cartridge within six months of opening the package.
- Try to use genuine Epson ink cartridges.
- 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 14](#)
- If banding appears at intervals of 2.5 cm, run the Print Head Alignment utility.
  - ➔ ["Aligning the Print Head" on page 55](#)

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### Vertical banding or misalignment

- Make sure the printable side (the whiter or glossier side) of the paper is face up in the rear paper feed slot.
- Make sure the printable side (the whiter or glossier side) of the paper is face down in the paper cassette.
- Run the Nozzle Check utility and then clean any print heads which produced a defective nozzle check result.
  - ➔ ["Checking the Print Head Nozzles" on page 52](#)
- Run the Print Head Alignment utility.
  - ➔ ["Aligning the Print Head" on page 55](#)
- 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**.
- 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 14](#)

## Troubleshooting for Printing

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### Incorrect or missing colors

- ❑ For Windows, clear the **Grayscale** setting in the Main window in your printer driver.  
For Mac OS X, clear the **Grayscale** setting in Print Settings in the Print dialog box in your printer driver.  
See the online help for details.
- ❑ Adjust the color settings in your application or in your printer driver settings.  
For Windows, check the More Options window.  
For Mac OS X, check the Color Options dialog box from the Print dialog box.  
See the online help for details.
- ❑ Run the Nozzle Check utility and then clean any print heads which produced a defective nozzle check result.  
➔ [“Checking the Print Head Nozzles” on page 52](#)
- ❑ If you have just replaced an ink cartridge, make sure the date on the box. If you have not used the product for a long time, Epson recommends replacing the ink cartridges.  
➔ [“Replacing an ink cartridge” on page 49](#)
- ❑ Try to use genuine Epson ink cartridges and paper recommended by Epson.

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### Blurry or smeared print

- ❑ Try to use genuine Epson ink cartridges 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.
- ❑ Make sure your paper is not damaged, dirty, or too old.
- ❑ Make sure your paper is dry and the printable side (the whiter or glossier side) is face up in the rear paper feed slot.
- ❑ Make sure your paper is dry and the printable side (the whiter or glossier side) is face down in the paper cassette.
- ❑ 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 14](#)
- ❑ 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 Nozzle Check utility and then clean any print heads which produced a defective nozzle check result.  
➔ [“Checking the Print Head Nozzles” on page 52](#)
- ❑ Run the Print Head Alignment utility.  
➔ [“Aligning the Print Head” on page 55](#)
- ❑ If you are printing high-density data on plain paper using automatic 2-sided printing, lower the **Print Density** and choose a longer **Increased Ink Drying Time** in the Print Density Adjustment window (for Windows) or in the Two-sided Printing Settings (for Mac OS X) of your printer driver.

## Troubleshooting for Printing

- ❑ If the paper is smeared with ink after printing, clean the interior of the product.
  - ➔ [“Cleaning the interior of the product” on page 58](#)

## Miscellaneous Printout Problems

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### Incorrect or garbled characters

- ❑ Clear any stalled print jobs.
  - ➔ [“Canceling printing” on page 31](#)
- ❑ 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 62](#)

### Incorrect margins

- ❑ Make sure that the paper is loaded into the rear paper feed slot or the paper cassette correctly.
  - ➔ [“Loading Paper into the Paper Cassette” on page 17](#)
  - ➔ [“Loading Envelopes into the Paper Cassette” on page 20](#)
  - ➔ [“Loading Paper and Envelopes into the Rear Paper Feed Slot” on page 23](#)
- ❑ Check the margin settings in your application. Make sure that the margins are within the printable area of the page.
  - ➔ [“Printable area” on page 89](#)
- ❑ 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.
- ❑ If margins still appear even when printing using the borderless setting, try one of the following.  
For Windows, click **Extended Settings** button on the printer driver's Maintenance window, and then select **Remove white borders**.  
For Mac OS X, select **On** from the Remove white borders. To display the Remove white borders, 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 printer (in the Printers list box), **Options & Supplies**, and then **Driver**.
- ❑ Uninstall the printer driver, then reinstall it.
  - ➔ [“Uninstalling Your Software” on page 62](#)

### Printout has a slight slant

- ❑ Make sure that the paper is loaded into the rear paper feed slot or the paper cassette correctly.
  - ➔ [“Loading Paper into the Paper Cassette” on page 17](#)
  - ➔ [“Loading Envelopes into the Paper Cassette” on page 20](#)
  - ➔ [“Loading Paper and Envelopes into the Rear Paper Feed Slot” on page 23](#)
- ❑ If **Draft** is selected in Quality in the Main window in your printer driver (for Windows), or **Fast Economy** is selected in Print Quality in Print Settings (for Mac OS X), select another setting.



## Troubleshooting for Printing

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### 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 Mac OS X, clear the **Mirror Image** check box in **Print Settings** in the Print dialog box 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 62](#)

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### 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 62](#)

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### 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 58](#)
- ❑ Uninstall the printer driver, then reinstall it.  
➔ [“Uninstalling Your Software” on page 62](#)

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### 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 14](#)
- ❑ For Windows, choose a **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 26](#)  
➔ [“Accessing the printer driver for Mac OS X” on page 27](#)
- ❑ Close any unnecessary applications.

## Troubleshooting for Printing

- ❑ 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 45 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 62](#)

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 85](#)

## Paper Does Not Feed Correctly

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### Paper does not feed

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

- ❑ You have inserted the paper cassette all the way into the product.
- ❑ 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 14](#)
- ❑ Paper is not jammed inside the product. If it is, remove the jammed paper.
  - ➔ [“Paper Jams” on page 70](#)
- ❑ The ink cartridges are not expended. If a cartridge is expended, replace it.
  - ➔ [“Replacing an ink cartridge” on page 49](#)
- ❑ You have followed any special loading instructions that came with your paper.

### Multiple pages feed

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- ❑ 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 14](#)
- ❑ 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 88](#)
- ❑ Fan the edges of the stack to separate the sheets, then reload the paper.

## Troubleshooting for Printing

- ❑ 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.


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### 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.

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### 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 70](#)
- ❑ 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.

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## The Product Does Not Print

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### 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.

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### Lights came on and then went out

The product's voltage may not match the outlet rating. Turn off the product and unplug it immediately. Then check the label on the back of the product.



**Caution:**

If the voltage does not match, DO NOT PLUG YOUR PRODUCT BACK IN. Contact your dealer.

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### 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.

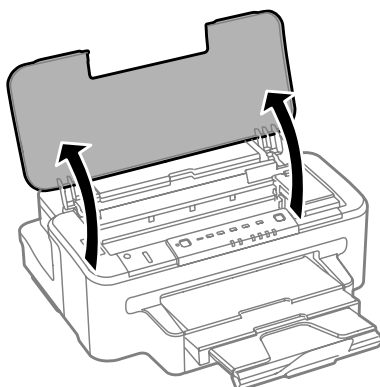
## Troubleshooting for Printing

- ❑ 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 31](#)
- ❑ Uninstall the printer driver, then reinstall it.  
➔ [“Uninstalling Your Software” on page 62](#)

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## An ink error is indicated after you replace the cartridge

- 1 Open the printer cover.

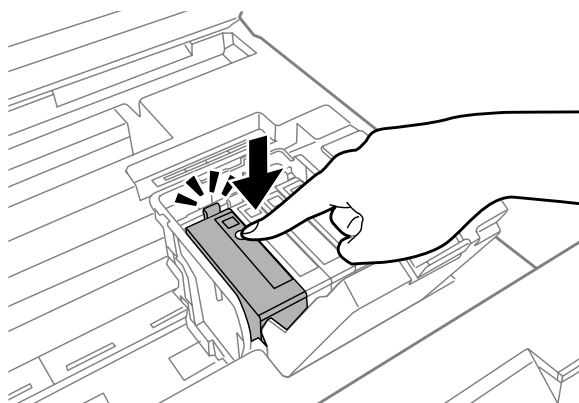


- 2 Make sure the ink cartridge holder is at the ink cartridge replacement position.

**Note:**

If the ink cartridge holder is at the far right position, press the  button.

- 3 Open the ink cartridge cover. Remove and reinsert the ink cartridge and then continue with the ink cartridge installation.

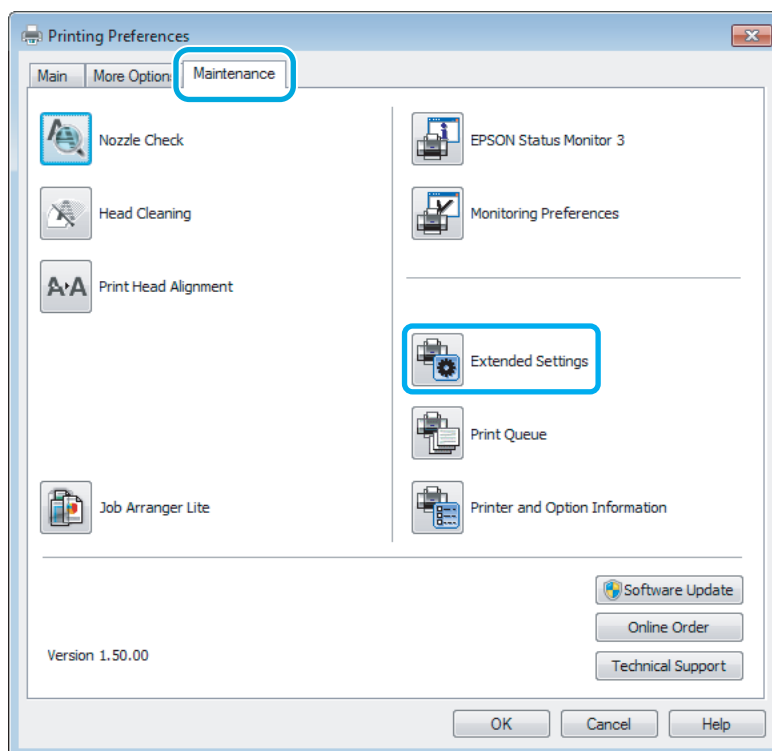


## Troubleshooting for Printing

- 4 Close the ink cartridge cover firmly.
- 5 Close the printer cover.

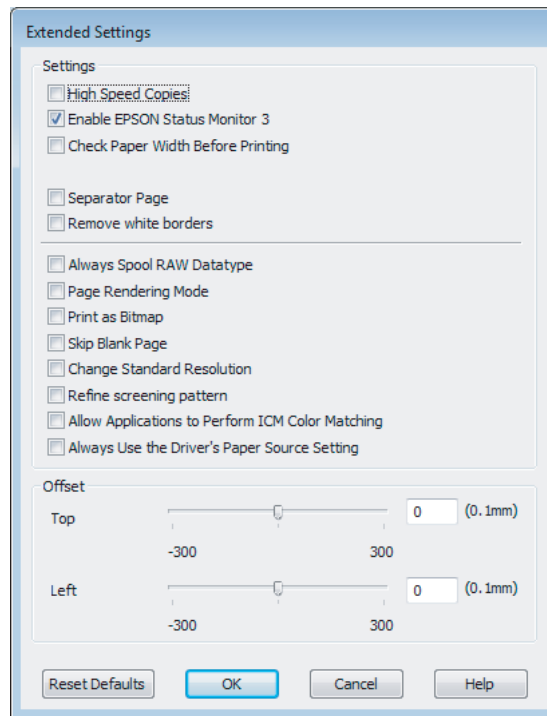
## Increasing the Print Speed (For Windows Only)

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.



## Troubleshooting for Printing

The following dialog box appears.



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

- High Speed Copies
- 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**.

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# Product Information

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## Ink and Maintenance Box

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### Ink cartridges

You can use the following ink cartridges with this product:

Ink cartridge	Part numbers	
	WF-3010	WF-3011
Black	T1301 T1291	143 141
Cyan	T1302 T1292	143 141
Magenta	T1303 T1293	143 141
Yellow	T1304 T1294	143 141

**Note:**

*Not all cartridges are available in all regions.*

<b>Color</b>	Black, Cyan, Magenta, Yellow
<b>Cartridge life</b>	For best results, use up ink cartridge within six months of opening the package.
<b>Temperature</b>	Storage: -20 to 40 °C (-4 to 104 °F) 1 month at 40 °C (104 °F) Freezing:* -12 °C (10.4 °F)

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

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## Maintenance box

You can use the following maintenance box with this product.

	Part number
Maintenance Box	T6711

## 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, 10.6.x, 10.7.x	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

<b>Paper path</b>	Paper cassette 1 and 2 *, front entry Rear paper feed slot, top entry
<b>Capacity</b>	27.5 mm for paper cassette 1 and 2 * 0.3 mm for rear paper feed slot

\* This cassette may not be available depending on the product.

### 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:



**Product Information**

<b>Size</b>	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.
<b>Paper types</b>	Plain paper or special paper distributed by Epson
<b>Thickness (for plain paper)</b>	0.08 to 0.11 mm (0.003 to 0.004 in.)
<b>Weight (for plain paper)</b>	64 g/m <sup>2</sup> (17 lb) to 90 g/m <sup>2</sup> (24 lb)

*Envelopes:*

<b>Size</b>	Envelope #10 4 1/8 × 9 1/2 in. Envelope DL 110 × 220 mm Envelope C4 229 × 324 mm Envelope C6 114 × 162 mm
<b>Paper types</b>	Plain paper
<b>Weight</b>	75 g/m <sup>2</sup> (20 lb) to 90 g/m <sup>2</sup> (24 lb) for Envelope #10, DL, and C6 80 g/m <sup>2</sup> (21 lb) to 100 g/m <sup>2</sup> (26 lb) for Envelope C4

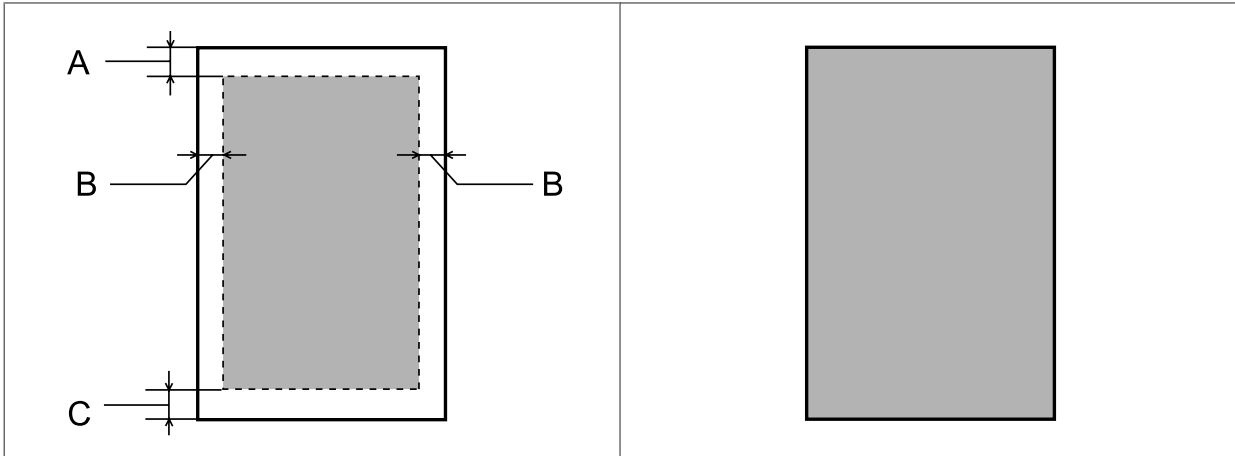
**Printable area**

Highlighted portions show printable area.

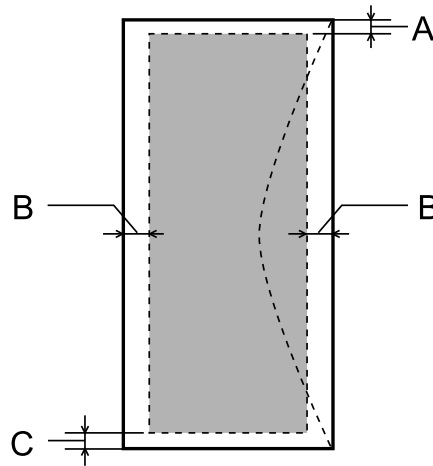
*Single sheets:*

<b>Normal</b>	<b>Borderless</b>
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**Product Information**



*Envelopes:*



Media type	Minimum margin		
	Single sheets	Envelopes (#10/DL/C6)	Envelop (C4)
A	3.0 mm (0.12 in.)	3.0 mm (0.12 in.)* <sup>1</sup>	3.0 mm (0.12 in.)* <sup>1</sup>
B	3.0 mm (0.12 in.)	5.0 mm (0.20 in.)	10.0 mm (0.40 in.)
C	3.0 mm (0.12 in.)	3.0 mm (0.12 in.)* <sup>2</sup>	3.0 mm (0.12 in.)* <sup>2</sup>

\*1 The recommended margin is 17 mm.

\*2 The recommended margin is 42 mm.

**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

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**Network interface specification**

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

\*1 Complies with either IEEE 802.11b/g/n or IEEE 802.11b/g depending on location of purchase.

\*2 Complies with WPA2 with support for WPA/WPA2 Personal.

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

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**Mechanical**

<b>Dimensions</b>	Storage Width: 449 mm (17.7 inches) Depth: 380 mm (15.0 inches) Height: 165 mm (6.5 inches)
	Printing* Width: 449 mm (17.7 inches) Depth: 553 mm (21.8 inches) Height: 188 mm (7.4 inches)
<b>Weight</b>	Approx. 5.3 kg (11.7 lb) without the ink cartridges and the power cord.

\* With the output tray extension extended.

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**Electrical**

	<b>100-120 V Model</b>	<b>220-240 V Model</b>
<b>Input voltage range</b>	90 to 132 V	198 to 264 V
<b>Rated frequency range</b>	50 to 60 Hz	50 to 60 Hz
<b>Input frequency range</b>	49.5 to 60.5 Hz	49.5 to 60.5 Hz
<b>Rated current</b>	0.6 A	0.3 A

## Product Information

<b>Power consumption</b>	<b>Printing</b>	Approx. 17 W (ISO/IEC24712)	Approx. 17 W (ISO/IEC24712)
	<b>Ready mode</b>	Approx. 3.2 W	Approx. 3.2 W
	<b>Sleep mode</b>	Approx. 1.6 W	Approx. 1.6 W
	<b>Power off</b>	Approx. 0.2 W	Approx. 0.3 W

**Note:**  
Check the label on the back of the product for its voltage.

## Environmental

<b>Temperature</b>	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)
<b>Humidity</b>	Operation:* 20 to 80% RH  Storage:* 5 to 85% RH

\* Without condensation

## Standards and approvals

U.S. model:

<b>Safety</b>	UL60950-1 CAN/CSA-C22.2 No.60950-1
<b>EMC</b>	FCC Part 15 Subpart B Class B CAN/CSA-CEI/IEC CISPR 22 Class B

This equipment contains the following wireless module.

Manufacture: Askey Computer Corporation

Type: WLU6117-D69 (RoHS)

This product conforms to Part 15 of the FCC Rules and RSS-210 of the IC Rules. Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

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

European model:

## Product Information

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

For European users:

We, Seiko Epson Corporation, hereby declare that the equipment Model B541A 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.




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## Interface

Hi-Speed USB (Device Class for computers)
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# Where To Get Help

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## 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

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### 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

**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.*

## Where To Get Help

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### Help for Users in Europe

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

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### Help for Users in Taiwan

Contacts for information, support, and services are:

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

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

#### Epson HelpDesk (Phone: +0280242008)

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

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

#### Repair service center:

Telephone number	Fax number	Address
02-23416969	02-23417070	No.20, Beiping E. Rd., Zhongzheng Dist., Taipei City 100, Taiwan
02-27491234	02-27495955	1F., No.16, Sec. 5, Nanjing E. Rd., Songshan Dist., Taipei City 105, Taiwan
02-32340688	02-32345299	No.1, Ln. 359, Sec. 2, Zhongshan Rd., Zhonghe City, Taipei County 235, Taiwan
039-605007	039-600969	No.342-1, Guangrong Rd., Luodong Township, Yilan County 265, Taiwan
038-312966	038-312977	No.87, Guolian 2nd Rd., Hualien City, Hualien County 970, Taiwan
03-2810606	03-2810707	No.413, Huannan Rd., Pingzhen City, Taoyuan County 324, Taiwan
03-5325077	03-5320092	1F., No.9, Ln. 379, Sec. 1, Jingguo Rd., North Dist., Hsinchu City 300, Taiwan
04-23291388	04-23291338	3F., No.510, Yingcai Rd., West Dist., Taichung City 403, Taiwan
04-23805000	04-23806000	No.530, Sec. 4, Henan Rd., Nantun Dist., Taichung City 408, Taiwan
05-2784222	05-2784555	No.463, Zhongxiao Rd., East Dist., Chiayi City 600, Taiwan
06-2221666	06-2112555	No.141, Gongyuan N. Rd., North Dist., Tainan City 704, Taiwan

## Where To Get Help

Telephone number	Fax number	Address
07-5520918	07-5540926	1F., No.337, Minghua Rd., Gushan Dist., Kaohsiung City 804, Taiwan
07-3222445	07-3218085	No.51, Shandong St., Sanmin Dist., Kaohsiung City 807, Taiwan
08-7344771	08-7344802	1F., No.113, Shengli Rd., Pingtung City, Pingtung County 900, Taiwan

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## Help for Users in Singapore

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

### World Wide Web (<http://www.epson.com.sg>)

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

### Epson HelpDesk (Phone: (65) 6586 3111)

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

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

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## 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



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## 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

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## Help for Users in Indonesia

Contacts for information, support, and services are:

### World Wide Web (<http://www.epson.co.id>)

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

### Epson Hotline

- Sales enquiries and product information
- Technical support

Phone (62) 21-572 4350

Fax (62) 21-572 4357

### Epson Service Center

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

Phone/Fax: (62) 21-62301104

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

Phone/Fax: (62) 22-7303766

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

Phone: (62) 31-5355035

Fax: (62)31-5477837

## Where To Get Help

Yogyakarta	Hotel Natour Garuda 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

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## Help for Users in Malaysia

Contacts for information, support, and services are:

### World Wide Web (<http://www.epson.com.my>)

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

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

Head Office.

Phone: 603-56288288

Fax: 603-56288388/399

### *Epson Helpdesk*

- Sales enquiries and product information (Infoline)

Phone: 603-56288222

- Enquiries on repair services & warranty, product usage and technical support (Techline)

Phone: 603-56288333

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## 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

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## 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](mailto:epchelpdesk@epc.epson.com.ph)

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

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

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