

EPSON

EXCEED YOUR VISION

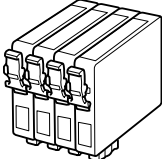
WF-3520 Series

WF-3530 Series

WF-3540 Series

Basic Guide

Ink Cartridge Codes

	BK	C	M	Y
	Black	Cyan	Magenta	Yellow
WF-3520/WF-3530/WF-3540	140/138			
WF-3521	143/141			

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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.

❑ Basic Guide (paper):

Provides you with basic information when you are using the product without a computer. This manual may not be included depending on model and region.

❑ 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 such as 2 sided copying. 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.


❑ Help (on the product display):

Provides basic operating and troubleshooting instructions on the product's LCD screen. Select the **Help** menu on the control panel.

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.

Using Epson Connect Service

Using Epson Connect and other companies' services, you can easily print directly from your smartphone, tablet PC or laptop, anytime and practically anywhere even across the globe! For more information about the printing and other services, visit the following URL; <https://www.epsonconnect.com/> (Epson Connect portal site)
<http://www.epsonconnect.eu> (Europe only)

You can view the Epson Connect guide by double-clicking the  shortcut icon on the desktop.



Safety 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, scanner 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.

- ❑ If the LCD screen is damaged, contact your dealer. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.
- ❑ Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.
- ❑ Do not use a telephone to report a gas leak in the vicinity of the leak.

Note:

The following provides safety instructions for ink cartridges.

➔ "Replacing Ink Cartridges" on page 16

For New Zealand Users

General warning

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with the minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

Telepermitted equipment only may be connected to the EXT telephone port. This port is not specifically designed for 3-wire-connected equipment.

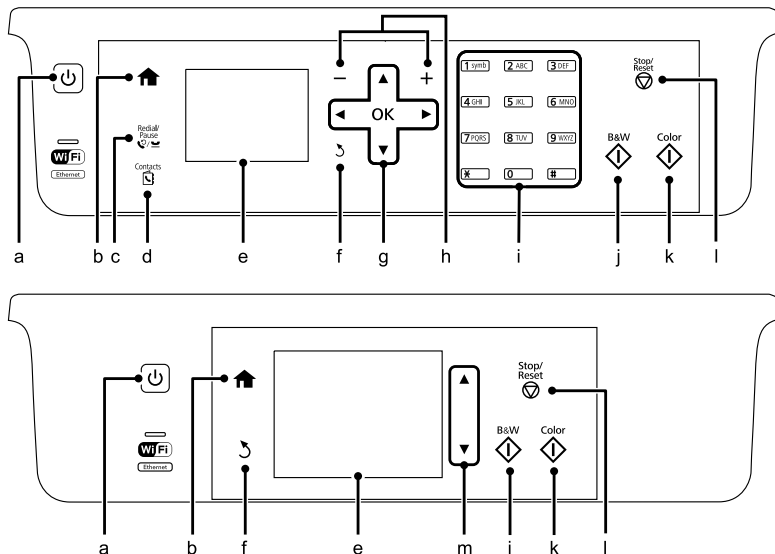
3-wire-connected equipment might not respond to incoming ringing when attached to this port.

The automatic calling functions of this equipment must not be used to cause a nuisance to other Telecom customers.

Control Panel Overview

Note:

- Control panel design varies depending on location.
- Although the control panel design and what displayed on the LCD screen such as menu names and option names may differ from your actual product, the method of operation is the same.





Button and LCD

Buttons	Function
a	Turns the product on or off.
b	Returns to the top menu. When on the top menu, switches between the modes.
c	Displays the last number dialed. When entering numbers in fax mode, this inserts a pause symbol (-) that acts as a brief pause during dialing.
d	Displays the Contacts list in fax mode.
e	- LCD screen displays menus. If your product has a touch panel, you can scroll the screen by swiping the LCD screen. Try swiping a little harder if the touch panel is slow to respond.
f	Cancels/returns to the previous menu.

Paper and Media Handling

	Buttons	Function
g	◀, ▶, ▲, ▼, OK	Press ◀, ▶, ▲, ▼ to select menus. Press OK to confirm the setting you have selected and go to next screen. When typing a fax number, ◀ acts as a backspace key, and ▶ inserts a space.
h	+, -	Sets the number of copies.
i	0 - 9, *, #	Specifies the date/time or the number of copies, as well as fax numbers. Enters alphanumeric characters and switches between uppercase, lowercase, and numbers each time it is pressed. It may be easier to use the software keypad to enter text instead of using these buttons.
j	◇	Starts printing/copying/scanning/faxing in black and white.
k	◇	Starts printing/copying/scanning/faxing in color.
l	⊘	Stops the current operation or initializes the current settings.
m	▲, ▼	Scrolls the screen.

Lights

Lights	Function
	On when the product is on. Flashes when the product is receiving data, printing/copying/scanning/faxing, 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).

Note:

For more information on the icons displayed on the LCD screen, see the **Help** on the control panel.

Paper and Media Handling

Selecting Paper

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	LCD paper type
Plain paper*1	Plain Paper
Epson Bright White Ink Jet Paper*1	Plain Paper
Epson Ultra Glossy Photo Paper	Ultra Glossy
Epson Premium Glossy Photo Paper	Prem. Glossy
Epson Premium Semigloss Photo Paper	Prem. Glossy
Epson Glossy Photo Paper	Glossy
Epson Photo Paper	Photo Paper

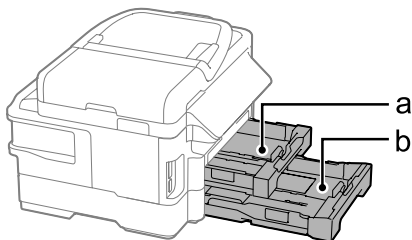
Paper and Media Handling

For this paper	LCD paper type
Epson Matte Paper – Heavyweight	Matte
Epson Photo Quality Ink Jet Paper	Matte

*1 You can perform 2-sided printing with this paper.

Loading Paper into the Paper Cassette

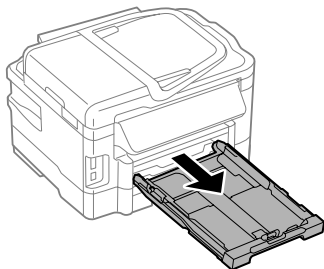
Follow these steps to load paper:



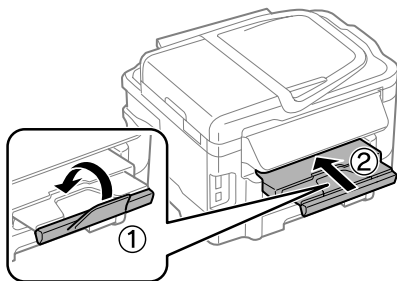
- a. Paper cassette 1
- b. Paper cassette 2*

* The availability of this part varies by product.

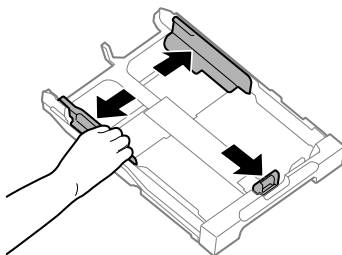
1 Pull out the paper cassette.



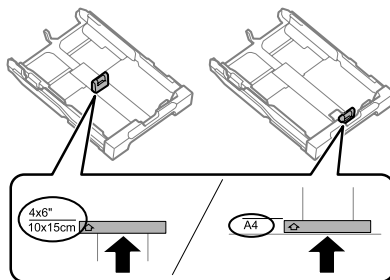
Note:
If the output tray has been ejected, close it before pulling out the paper cassette.



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

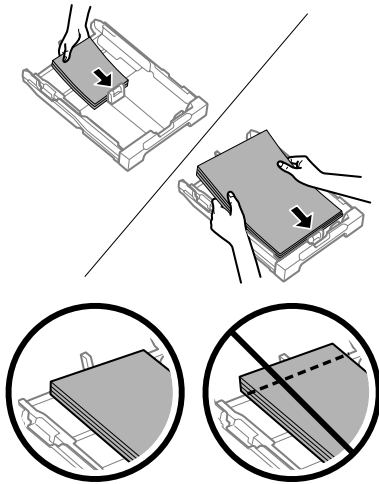


3 Slide the edge guide to adjust to the paper size you will use.



Paper and Media Handling

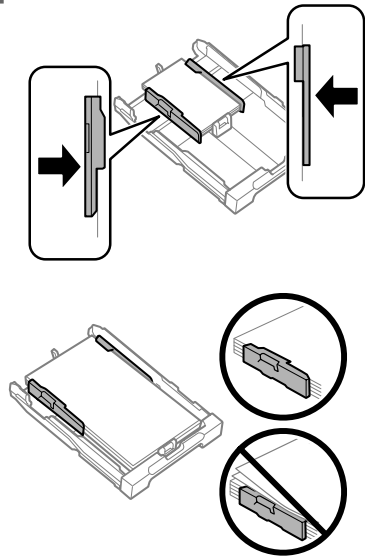
- 4** Load paper toward the edge guide with printable side face down, and check that the paper is not sticking out from the end of the cassette.



Note:

- Paper cassette 2 supports plain paper size B5 or larger only.
- Fan and align the edges of the paper before loading.

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

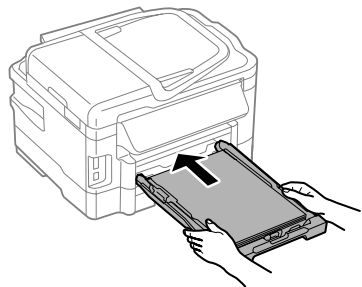


Note:

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

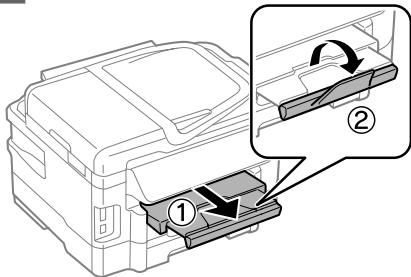
For Epson special media, make sure the number of sheets is less than the limit specified for the media.

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



Paper and Media Handling

7 Slide out the output tray and raise the stopper.



Note:

- 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.
- For instructions on loading media other than plain paper such as envelopes and pre-punched paper, see the PDF User's Guide.

Placing Originals

Automatic Document Feeder (ADF)

You can load your original documents in the Automatic Document Feeder (ADF) to copy, scan, or fax multiple pages quickly. The ADF can scan both sides of your documents. To do so, select the option in the copy setting menu. You can use the following originals in the ADF.

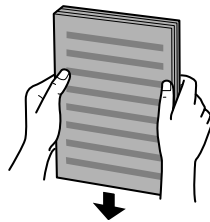
Size	A4/Letter/Legal
Type	Plain paper
Weight	64 g/m ² to 95 g/m ²
Capacity	30 sheets or 3 mm or less (A4, Letter)/10 sheets (Legal)

When you scan a 2-sided document using the ADF, legal size paper is not available.

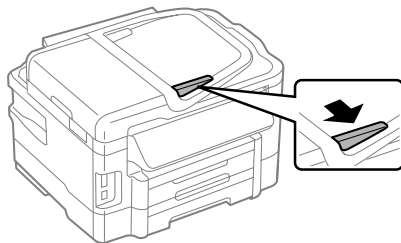
! Important:
To prevent paper jams, avoid the following documents. For these types, use the scanner glass.

- Documents held together with paper clips, staples, etc.
- Documents that have tape or paper stuck to them.
- Photos, OHPs, or thermal transfer paper.
- Paper that is torn, wrinkled, or has holes.

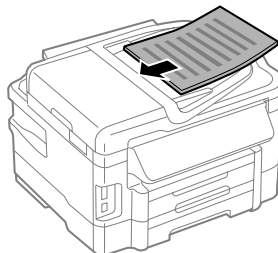
1 Tap the originals on a flat surface to even the edges.



2 Slide the edge guide on the Automatic Document Feeder.

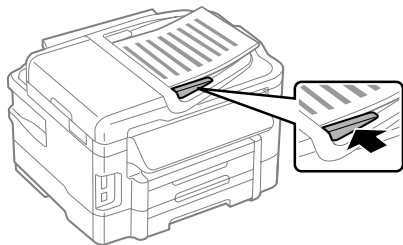


3 Insert the originals face-up and short edge first into the Automatic Document Feeder.



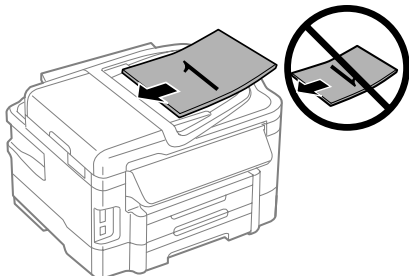
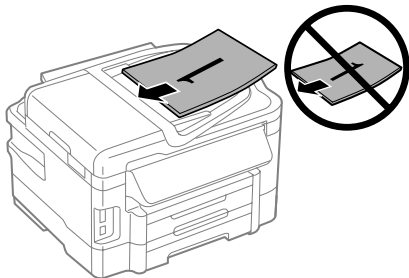
Paper and Media Handling

- 4 Slide the edge guide until it is flush with the originals.



Note:

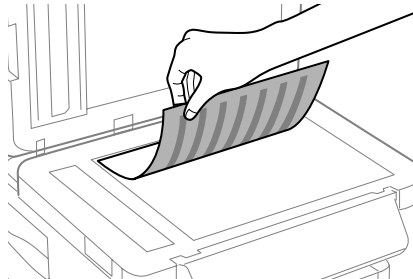
- For 2-up Copy layout, place the original as shown. Make sure the orientation of the original matches the Document Orientation settings.



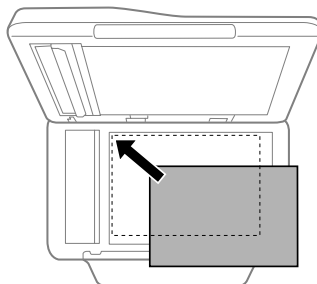
- When you use the copy function with the Automatic Document Feeder (ADF), the print settings are fixed at Reduce/Enlarge - Actual Size, Paper Type - Plain Paper, and Paper Size - A4/Legal. The print is cropped if you copy an original larger than A4.

Scanner glass

- 1 Open the document cover and place your original face-down on the scanner glass.



- 2 Slide the original to the corner.



- 3 Close the cover gently.

Note:

When there is a document in the Automatic Document Feeder (ADF) and on the scanner glass, priority is given to the document in the Automatic Document Feeder (ADF).

Inserting a Memory Card

You can print photos that are stored on a memory card, or save scanned data on a memory card. The following memory cards are supported.

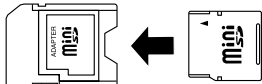
Copying

SD, miniSD, microSD, SDHC, miniSDHC, microSDHC, SDXC, microSDXC, MultiMediaCard, MMCplus, MMCmobile, MMCmicro, Memory Stick Duo, Memory Stick PRO Duo, Memory Stick PRO-HG Duo, Memory Stick Micro, MagicGate Memory Stick Duo

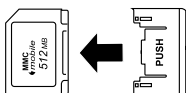
! **Important:**

The following memory cards require an adapter. Attach it before inserting the card into the slot, otherwise the card may get stuck.

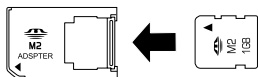
- ❑ miniSD, microSD, miniSDHC, microSDHC, microSDXC, MMCmicro



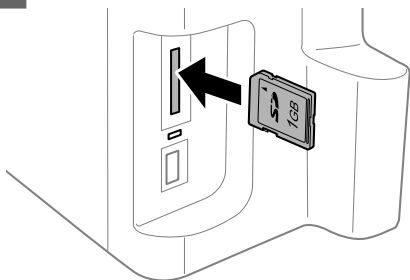
- ❑ MMCmobile



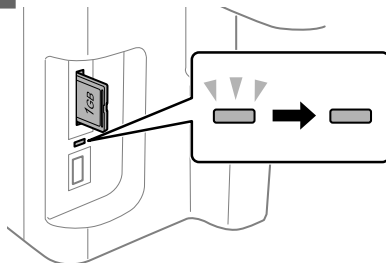
- ❑ Memory Stick Micro



1 Insert one card at a time.



2 Check the light stays on.



— = on,  = flashing

! **Important:**

- ❑ Do not try to force the card all the way into the slot. It should not be fully inserted.
- ❑ Do not remove the memory card while the light is flashing. The data in the memory card may be lost.

Copying

Follow the steps below to copy documents. For products with two paper cassettes, if you want to copy a large quantity of documents in a single batch, load A4/Legal plain paper in both cassettes and set the **Paper Source** to **Cassette 1>Cassette 2** in step 7.


- 1** Load paper in the paper cassette.
 - ➔ “Loading Paper into the Paper Cassette” on page 6
- 2** Place original.
 - ➔ “Placing Originals” on page 8
- 3** Enter **Copy** mode from the Home menu.
- 4** Press + and - to set the number of copies.
- 5** Set the density.
- 6** Press ▼ to enter the Copy menu.

Scanning

- 7 Select the appropriate copy settings such as paper size, paper type, and paper quality.

Note:

- ❑ Depending on the model, you can make copy settings in **Paper and Copy Settings**.
- ❑ You can preview the copy results before you start copying.
- ❑ You can make various layout copies such as 2-sided copy, 2-up copy, and so on. Change the 2-sided or layout settings as necessary.

- 8 Press one of the  buttons to set the color mode, and then start copying.


Note:

Refer to the *PDF User's Guide* for other copying functions and the *Copy mode menu list*.


Scanning

You can scan documents and send the scanned image from the product to a connected computer.

Note:

For information on **Scan to Cloud**, see the *Epson Connect guide*, which can be accessed using the shortcut icon  on the desktop.

- 1 Place your original(s).
➔ “Placing Originals” on page 8
- 2 Select **Scan** from the Home menu.
- 3 Select a scan menu items.
- 4 If you select Scan to PC, select a computer.
If you select Scan to Memory Card, make settings such as the scan format and 2-sided settings.

- 5 Press the  buttons to start scanning.

Note:

For more information on other scan functions and the scan mode menu list, see the *PDF User's Guide*.

Your scanned image is saved.

Faxing

Introducing FAX Utility

FAX Utility is a software capable of transmitting data such as documents, drawings, and tables created using a word processing or spreadsheet application directly by fax, without printing. In addition, this utility has a function to save a received fax as a PDF file on a computer. This enables you to check the data without printing it and print only the data that you want to print. Use the following procedure to run the utility.

Windows

Click the start button (Windows 7 and Vista) or click **Start** (Windows XP), point to **All Programs**, select **Epson Software**, and then click **FAX Utility**.

Mac OS X

Click **System Preference**, click **Print & Fax** or **Print & Scan**, and then select **FAX** (your printer) from **Printer**. Then click as follows;
 Mac OS X 10.6.x, 10.7.x: **Option & Supplies - Utility - Open Printer Utility**
 Mac OS X 10.5.x: **Open Print Queue - Utility**

Note:

For more details, see the *online help* for FAX Utility.

Connecting to a Phone Line

About a phone cable

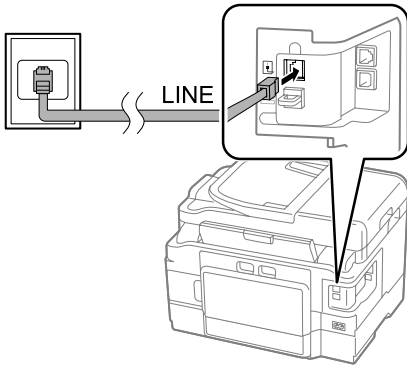
Use a phone cable with the following interface specification.

- ❑ RJ-11 Phone Line
- ❑ RJ-11 Telephone set connection

Depending on the area, a phone cable may be included with the product. If so, use that cable.

Using the phone line for fax only

- 1 Connect a phone cable leading from a telephone wall jack to the LINE port.

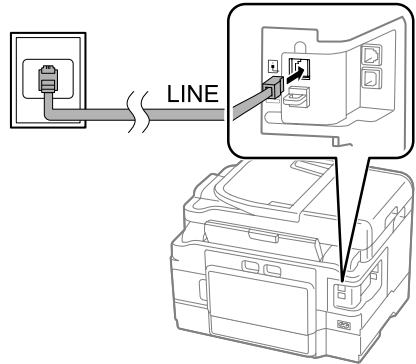


- 2 Make sure **Auto Answer** is set to **On**.
➔ "Receiving Faxes" on page 14

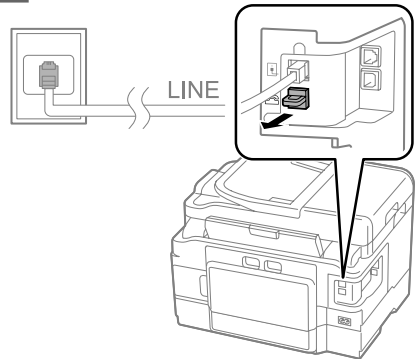
! **Important:**
If you do not connect an external telephone to the product, make sure you turn on auto answer. Otherwise, you cannot receive faxes.

Sharing line with phone device

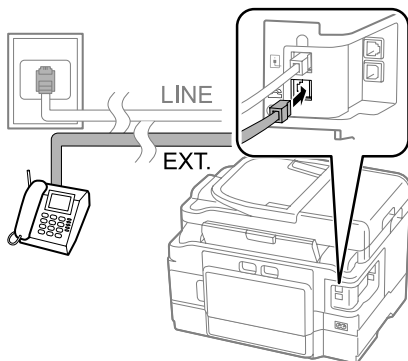
- 1 Connect a phone cable leading from a telephone wall jack to the LINE port.



- 2 Remove the cap.



- 3** Connect a phone or answering machine to the EXT. port.



Note:
See the PDF User's Guide for other connection methods.

Checking the fax connection

You can check whether the product is ready to send or receive faxes.

- 1** Load plain paper in the cassette.
➔ "Loading Paper into the Paper Cassette" on page 6

Note:
If your product is equipped with two cassettes, load paper in cassette 1. If you have changed the Paper Source setting (Setup > Fax Settings > Receive Settings > Paper Source), load paper in the cassette you specified.

- 2** Enter **Setup** mode from the Home menu.
- 3** Select **Fax Settings**.
- 4** Select **Check Fax Connection**.
- 5** Press one of the \diamond buttons to print the report.

Note:
If an error is reported, try the solutions in the report.

Setting Up Fax Features

Setting up speed dial entries

You can create a speed dial list allowing you to select fax recipient numbers quickly when faxing. Up to 100 combined speed dial and group dial entries can be registered.

- 1** Enter **Fax** mode from the Home menu.
- 2** Press \square or select **Contacts**.
- 3** Select **Edit Contacts**.
- 4** Select **Speed Dial Setup**. You see the available speed dial entry numbers.
- 5** Select the speed dial entry number that you want to register. You can register up to 100 entries.
- 6** Use the numeric keypad to enter a phone number. You can enter up to 64 digits.

Note:
A hyphen ("-") causes a slight pause when dialing. Only include it in phone numbers when a pause is necessary. Spaces entered between numbers are ignored when dialing.

- 7** Enter a name to identify the speed dial entry. You can enter up to 30 characters.
- 8** Select **Done** to register the name.

Setting up group dial entries

You can add speed dial entries to a group, allowing you to send a fax to multiple recipients at the same time. Up to 99 combined speed dial and group dial entries can be entered.

- 1** Enter **Fax** mode from the Home menu.
- 2** Press \square or select **Contacts**.


Faxing

- 3 Select **Edit Contacts**.
- 4 Select **Group Dial Setup**. You see the available group dial entry numbers.
- 5 Select the group dial entry number that you want to register.
- 6 Enter a name to identify the group dial entry. You can enter up to 30 characters.
- 7 Select **Done** to register the name.
- 8 Select a speed dial entry that you want to register in the group dial list.
- 9 Repeat step 8 to add other speed dial entries to the group dial list. You can register up to 99 speed dial entries in a group dial.
- 10 Press **OK** to finish creating a group dial list.

Sending Faxes

- 1 Place your original in the Automatic Document Feeder or on the scanner glass.
➔ “Placing Originals” on page 8
- 2 Enter **Fax** mode from the Home menu.
- 3 Use the keys on the numeric keypad to enter the fax number. You can enter up to 64 digits.

Note:

- To display the last fax number you used, press  or **Redial**.
- Press **▼** and make the send settings. To scan and fax both sides of your original, select **2-Sided Faxing, On**, and then load the original in the Automatic Document Feeder. Depending on the model, you can also make the settings by selecting **Send Settings**.
- Make sure you have entered the header information. Some fax machines automatically reject incoming faxes that do not include header information.

- 4 Press **◇** (color) or **◇** (B&W) to start sending a color or monochrome fax.

Note:

If the fax number is busy or there is some problem, this product redials after one minute. Press **Redial** to redial immediately.

Receiving Faxes

Follow the instructions to make settings to receive faxes automatically.

Note:

- Depending on the **Fax Output** settings, the received fax is saved as a data or printed.
- If **Fax Output** is set to **Save**, the received fax data is automatically saved as data, and you can skip step 1.

- 1 Load plain paper in the cassette.
➔ “Loading Paper into the Paper Cassette” on page 6

Note:

If your product is equipped with two cassettes, make **Paper Source** settings.
Setup > Fax Settings > Receive Settings > Paper Source
If you want to print a large quantity of faxes in a single batch, load plain paper in both cassettes and set **Paper Source to Cassette 1>Cassette 2**.

- 2 Make sure **Auto Answer** is set to **On**.
Setup > Fax Settings > Receive Settings > Auto Answer > On

Note:

- When an answering machine is connected directly to this product, make sure you set **Rings to Answer** correctly using the following procedure.
- Depending on the region, **Rings to Answer** may be unavailable.
- For more information on receiving faxes manually, see the **PDF User's Guide**.

- 3 Enter **Setup** mode from the Home menu.

More Functions

- 4 Select **Fax Settings**.
- 5 Select **Communication**.
- 6 Select **Rings to Answer**.
- 7 Select the number of rings.

! **Important:**
 Select more rings than needed for the answering machine to pick up. If it is set to pick up on the fourth ring, set the product to pick up on the fifth ring or later. Otherwise the answering machine cannot receive voice calls.

Note:
 When you receive a call and the other party is a fax, the product receives the fax automatically even if the answering machine picks up the call. If you pick up the phone, wait until the LCD screen displays a message saying that a connection has been made before you hang up. If the other party is a caller, the phone can be used as normal or a message can be left on the answering machine.

Printing Reports

Follow the instructions below to print a fax report.

- 1 Load plain paper in the cassette.
 ➔ “Loading Paper into the Paper Cassette” on page 6

Note:
 If your product is equipped with two cassettes, make **Paper Source** settings.
Setup > Fax Settings > Receive Settings > Paper Source

- 2 Enter **Fax** mode from the Home menu.

- 3 If **Advanced Options** is displayed on the LCD screen, select **Advanced Options**.
 If it is not displayed, press ▼.

- 4 Select **Fax Report**.

- 5 Select the item you want to print.

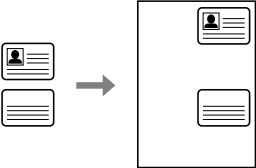
Note:
 Only **Fax Log** can be viewed on the screen.

- 6 Press one of the ◊ buttons to print the report you selected.



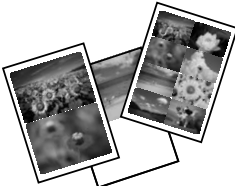

Note:
 For more information on other fax functions and the fax mode menu list, see the PDF User’s Guide.

More Functions

More Functions provides you with many special menus that make printing easy and fun! For more details, select More Functions, select each menu, and then follow the instructions on the LCD screen.

Menu		Functions
ID Card Copy		You can copy both sides of an ID card at the same time.

Replacing Ink Cartridges

Menu		Functions
<p>Print Photos</p>		<p>You can print photos stored on a memory card or an external USB device without using a computer. You can also reduce and enlarge your photos, and adjust the photo quality.</p>
<p>Copy/Restore Photos</p>		<p>You can make faithful copies of your originals. If your original photo is faded, you can restore color to bring it back to life.</p>
<p>Photo Layout Sheet</p>		<p>You can print your photos on a memory card in various layouts.</p>
<p>Print Ruled Papers</p>		<p>You can print ruled paper or graph paper with or without a photo set as the background.</p>

Replacing Ink Cartridges

Safety instructions

- Keep ink cartridges out of the reach of children.

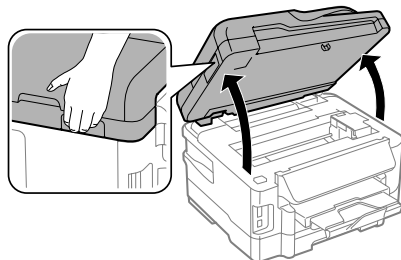
- Be careful when you handle used ink cartridges, as there may be some ink around the ink supply port. If ink gets on your skin, wash the area thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems continue after a thorough flushing, see a doctor immediately. If ink gets into your mouth, spit it out immediately and see a doctor right away.

Precautions

- ❑ 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.
- ❑ Do not shake ink cartridges too vigorously; otherwise ink may leak from the cartridge.
- ❑ 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.
- ❑ 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.

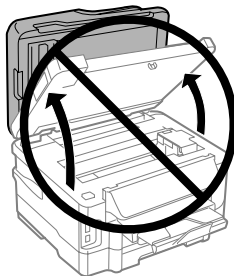
Replacing an ink cartridge

- 1 Open the scanner unit. The ink cartridge holder moves to the ink cartridge replacement position.



! Important:

- ❑ Do not move the ink cartridge holder by hand; otherwise, you may damage the product.
- ❑ Do not lift up the scanner unit when the document cover is open.



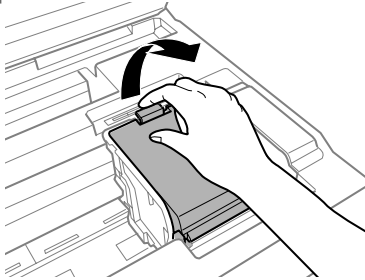
Note:

If the ink cartridge holder does not move to the ink cartridge replacement position, follow the instruction below.

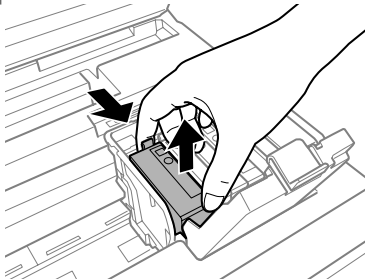
Home > Setup > Maintenance > Ink Cartridge Replacement

Replacing Ink Cartridges

2 Open the ink cartridge cover.



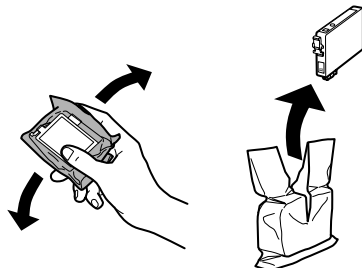
3 Pinch and remove the ink cartridge.



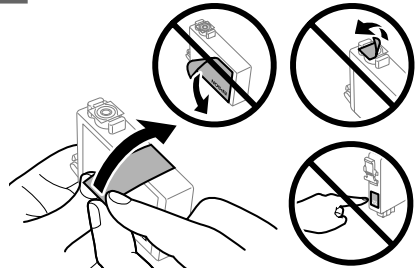
Note:

- ❑ 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.



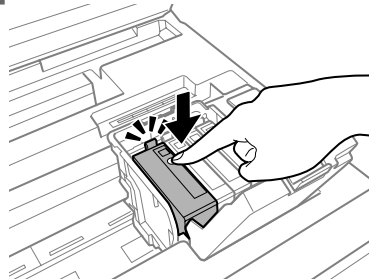
5 Remove only the yellow tape.



! Important:

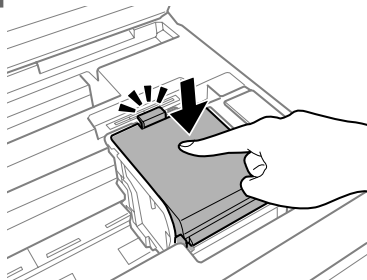
- ❑ You must remove the yellow tape from the cartridge before installing it; otherwise, print quality may decline or you may not be able to print.
- ❑ If you have installed an ink cartridge without removing the yellow tape, take the cartridge out of the product, remove the yellow tape, and then reinstall 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.



Basic Troubleshooting

7 Close the ink cartridge cover.



8 Close the scanner unit slowly. Ink charging starts.

Note:

- ❑ *The power 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.*
- ❑ *If you had to replace an ink cartridge during copying, to ensure copy quality after ink charging is finished, cancel the job that is copying and start again from placing the originals.*

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

Basic Troubleshooting

Error Messages

This section describes the meaning of messages displayed on the LCD screen.

Error Messages	Solutions
Paper out or Paper jam	➔ See "Paper Jams" on page 20
Printer error. Turn the power off and on again. For details, see your documentation.	Turn the product off and then back on. Make sure that no paper is still in the product. If the error message still appears, contact Epson support.
Communication error. Check if a computer is connected.	Make sure the computer is connected correctly. If the error messages still appears, make sure that scanning software is installed on your computer and that the software settings are correct.
The maintenance box is nearing the end of its service life.	Replace maintenance box before the end its service life. For more details, see the PDF User's Guide. When the maintenance box is full, the product stops and you need to replace the maintenance box to continue printing.
The maintenance box is at the end of its service life. You need to replace it.	Replace the maintenance box.
A printer's ink pad is nearing the end of its service life. Please contact Epson Support.	Press ◊ button to resume printing. The message will be displayed until the ink pad is replaced. Contact Epson support to replace ink pads before the end of their service life. When the ink pads are saturated, the product stops and Epson support is required to continue printing.
A printer's ink pad is at the end of its service life. Please contact Epson Support.	Contact Epson support to replace ink pads.

Basic Troubleshooting

Error Messages	Solutions
No dial tone detected. Run Check Fax Connection under Fax Settings in Setup menu.	Make sure the phone cable is connected correctly and the phone line works. ➔ See "Connecting to a Phone Line" on page 11 If you connected the product to a PBX (Private Branch Exchange) phone line or Terminal Adapter, turn off the Dial Tone Detection . Select Fax Settings > Communication > Dial Tone Detection > Off .
Combination of the IP address and the subnet mask is invalid. See your documentation.	Refer the online Network Guide.
Recovery Mode	The firmware update has failed. You will need to re-attempt the firmware update. Ready a USB cable and visit your local Epson website for further instructions.

Paper Jams



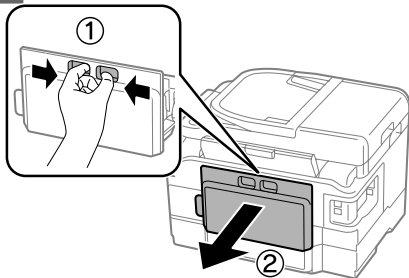
Caution:
 Never touch the buttons on the control panel while your hand is inside the product.

Note:

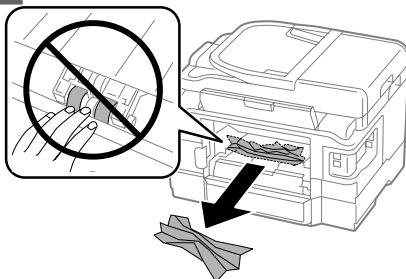
- Cancel the print job if prompted by a message from the LCD screen or the printer driver.
- After you have removed the jammed paper, press the button indicated in the LCD screen.

Removing jammed paper from the rear cover

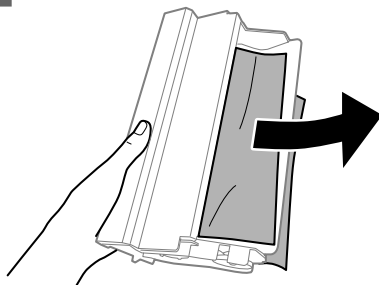
1 Pull out the rear cover.



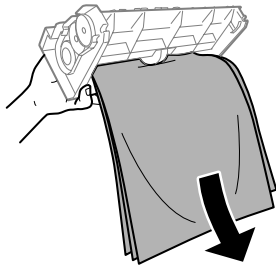
2 Carefully remove the jammed paper.



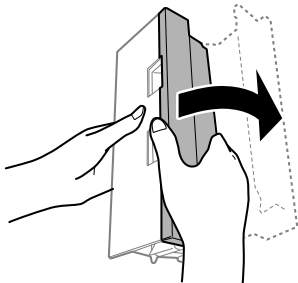
3 Carefully remove the jammed paper.



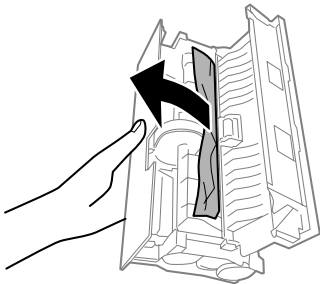
Basic Troubleshooting



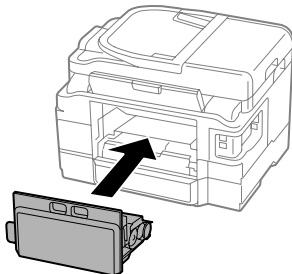
4 Open the rear cover.



5 Carefully remove the jammed paper.

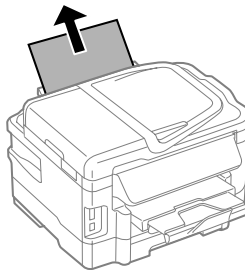


6 Reattach the rear cover.

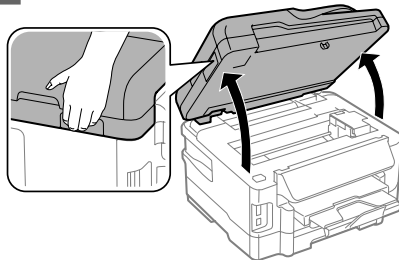


Removing jammed paper from inside the product

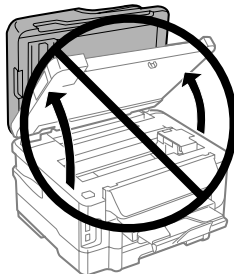
1 Carefully remove the jammed paper.



2 Open the scanner unit.

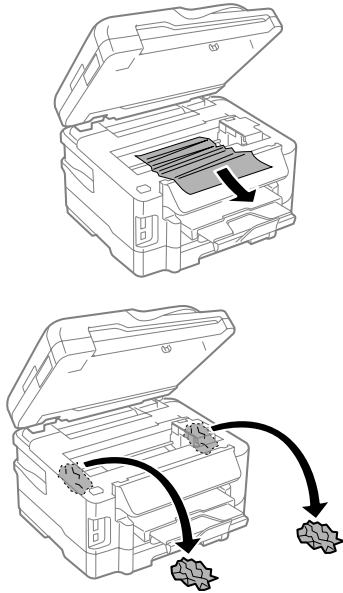


! Important:
Do not lift up the scanner unit when the document cover is open.



Basic Troubleshooting

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

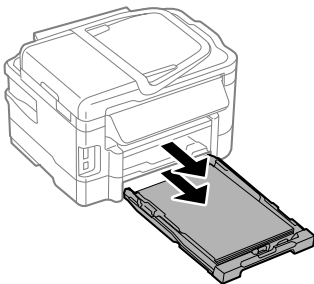


! **Important:**
Do not touch the flat white cable connected to the cartridge holder.

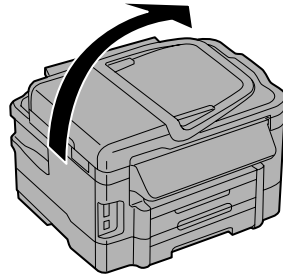
- 4 Close the scanner unit slowly.

Removing jammed paper from the paper cassette

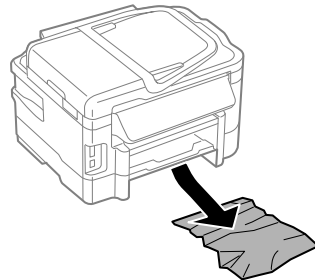
- 1 Pull out the paper cassette.



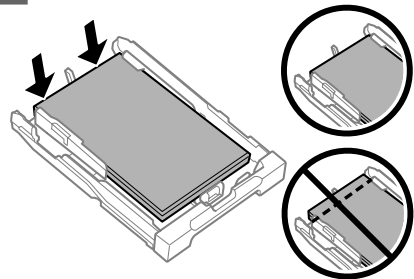
Note:
If you cannot pull out the cassette, unplug the power cord from the product and the electrical outlet. Unplug all other cables from the product. Carefully stand the product on its side as shown below and carefully pull out the cassette.



- 2 Remove the jammed paper from the cassette.
- 3 Carefully remove any paper jammed inside the product.



- 4 Align the edges of the paper.

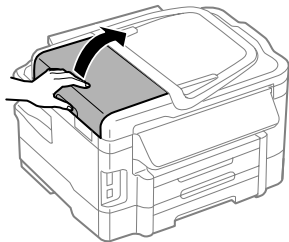


- 5 Keep the cassette flat and slowly and carefully reinsert it all the way into the product.

Removing jammed paper from the Automatic Document Feeder (ADF)

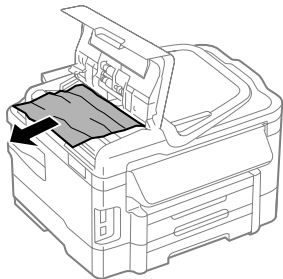
1 Remove the stack of paper from the ADF input tray.

2 Open the ADF cover.



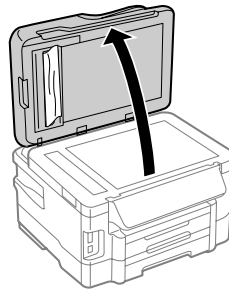
! **Important:**
Make sure you open the ADF cover before removing jammed paper. If you do not open the cover, the product may be damaged.

3 Carefully remove the jammed paper.

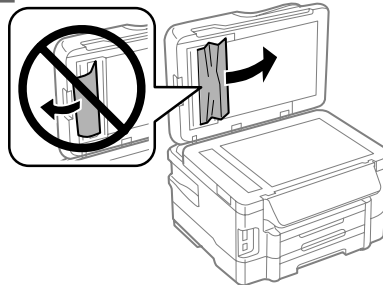


4 Close the ADF cover.

5 Open the document cover.

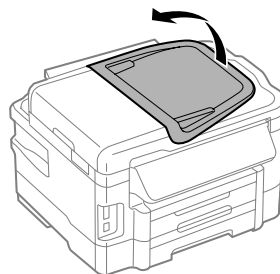


6 Carefully remove the jammed paper.

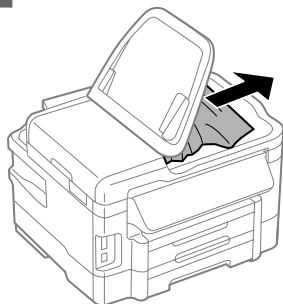


7 Close the document cover.

8 Raise the ADF input tray.



- 9 Carefully remove the jammed paper.



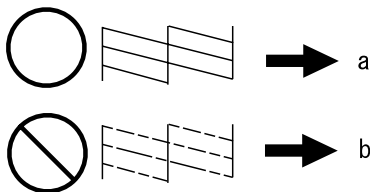
- 10 Return the ADF input tray to its original position.

Print Quality Help

If you see banding (light lines), missing colors, or any other quality problems in your printouts, try the following solutions.

- ❑ Make sure you have loaded the paper and place your original correctly.
 - ➔ “Loading Paper into the Paper Cassette” on page 6
 - ➔ “Placing Originals” on page 8
- ❑ Check the paper size settings and the paper type settings.
 - ➔ “Selecting Paper” on page 5
- ❑ The print head may be clogged. Perform a nozzle check first and then clean the print head.

Setup > Maintenance > Nozzle Check



- (a) OK
- (b) Needs a head cleaning

Faxing Help

- ❑ Make sure the phone cable is connected correctly and check that the phone line works. You can check the line status by using the **Check Fax Connection** function.
 - ➔ “Connecting to a Phone Line” on page 11
- ❑ If the fax did not send, make sure that the recipient’s fax machine is turned on and working.
- ❑ If this product is not connected to a phone and you want to receive faxes automatically, make sure you turn on auto answer.
 - ➔ “Receiving Faxes” on page 14

Note:
For more solutions to faxing problems, see the online *User’s Guide*.

Where To Get Help

Technical Support Web Site

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

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

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

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

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

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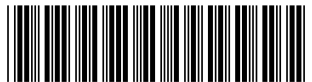
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