

**EPSON**  
EXCEED YOUR VISION

**WF-7610 Series**  
**WF-7620 Series**  
**WF-3620 Series**  
**WF-3640 Series**

**Basic Guide**

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# Ink Cartridge Codes

<b>Product</b>	<b>Black</b>	<b>Cyan</b>	<b>Magenta</b>	<b>Yellow</b>
WF-7610	<b>252</b>	<b>252</b>	<b>252</b>	<b>252</b>
WF-7620	<b>252XL</b> <b>254XL</b>	<b>252XL</b>	<b>252XL</b>	<b>252XL</b>
WF-3620	<b>252</b>	<b>252</b>	<b>252</b>	<b>252</b>
WF-3640	<b>252XL</b>	<b>252XL</b>	<b>252XL</b>	<b>252XL</b>
WF-7621	<b>188</b>	<b>188</b>	<b>188</b>	<b>188</b>
WF-3621				

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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 an introduction to the product and services.

### ❑ 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.

### ❑ Important Safety Instructions (paper):

Provides you with instructions to ensure the safe use of this product. 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.

### ❑ Network Guide (PDF):

Provides instructions on network settings for your computer, smartphone or product, and solving problems.

### ❑ Administrator's Guide (PDF):

Provides the system administrator with information on security management and product 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.*

# 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)



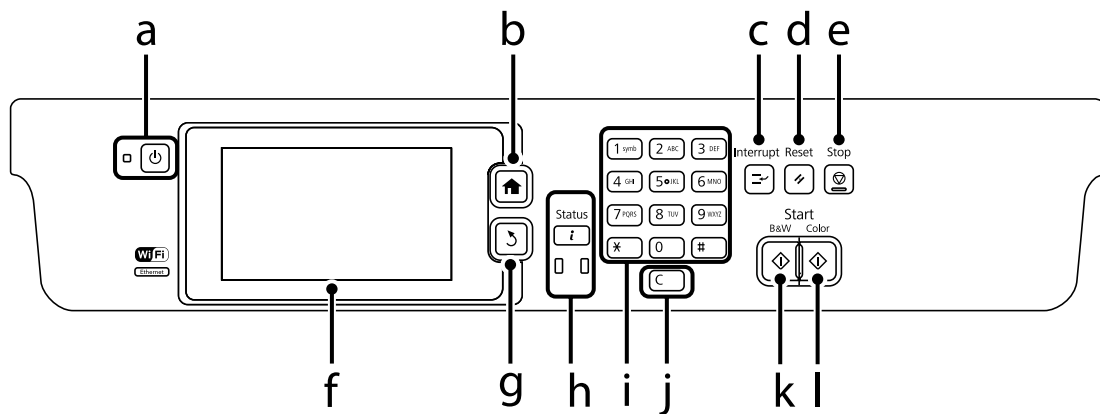
Control Panel Overview

# Control Panel Overview

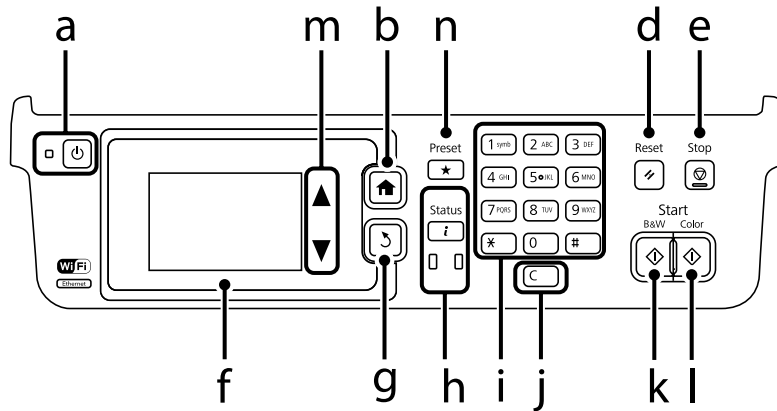
**Note:**






- ❑ 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.

**WF-7610 Series/WF-7620 Series**









**WF-3620 Series/WF-3640 Series**



Buttons/Lights	Function
a 	Turns the product on or off. The power light turns on when the product is on. Flashes when the product is printing/copying/scanning/faxing, replacing an ink cartridge, charging ink, or cleaning the print head.
b 	Returns to the top menu. When on the top menu, switches between the modes.
c  *1	Interrupts the current print or copy job and allows you to perform a different print or copy job. Press this button again to restart the job that has been paused.
d 	Resets your settings to user default settings. If user default settings have not been made, resets to the factory default.
e 	Stops the current operation.

## Control Panel Overview

	Buttons/Lights	Function
f	-	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. Returns to the Home screen if no operations are made for a few minutes.
g		Cancels/returns to the previous menu.
h		Shows the Status Menu. The orange light on the left turns on or flashes when an error occurs. You can check the error from the Status Menu. The blue light on the right flashes while the product is processing data. It stays on when there are print/scan/fax jobs waiting to be processed.
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	c	Clears the number of copies and fax number.
k		Starts printing/copying/scanning/faxing in black and white.
l		Starts printing/copying/scanning/faxing in color.
m	 *2	Scrolls the screen.
n	 *2	Shows a list of the preset settings you registered.

\*1 This button is only available for the WF-7610 Series/WF-7620 Series.

\*2 These buttons are only available for the WF-3620 Series.

## Status Menu

The Status Menu displays the current status of the product and jobs. Press **i** on the control panel.

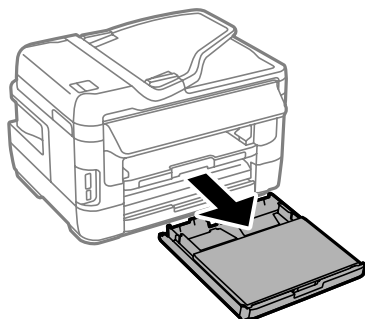
Function	Description
Printer Information	Displays the status of the consumables and any errors that have occurred in the product. To resolve an error, select the error from the list to display the error message.
Job Monitor	Displays a list of ongoing jobs and jobs waiting to be processed.
Job History	Displays the job history. If a job fails, an error code is shown in the history. You can check the error code and the solution for the error in the following section. ➡ "Error Code on the Status Menu" on page 19
Job Storage	Select <b>Inbox</b> to display the received faxes stored in the product's memory.

# Paper and Media Handling

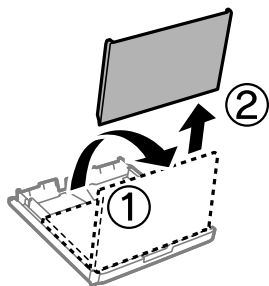
## Loading Paper into the Paper Cassette

Follow these steps to load paper:

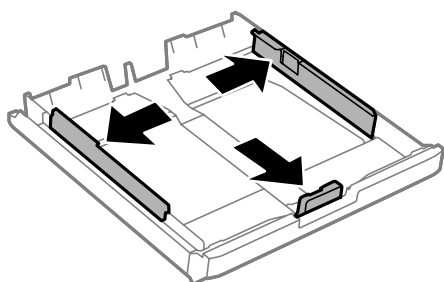
- 1 Pull the paper cassette all the way out.



- 2 For WF-7610 Series/WF-7620 Series: Remove the cover.

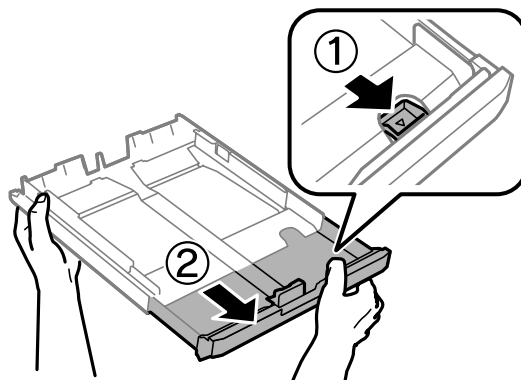


- 3 Pinch and slide the edge guides to the sides of the paper cassette.

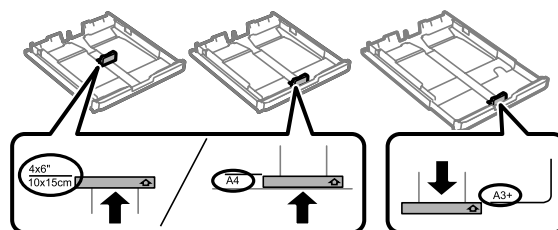


**Note:**

When using paper larger than A4, extend the paper cassette to the symbol on the cassette.



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

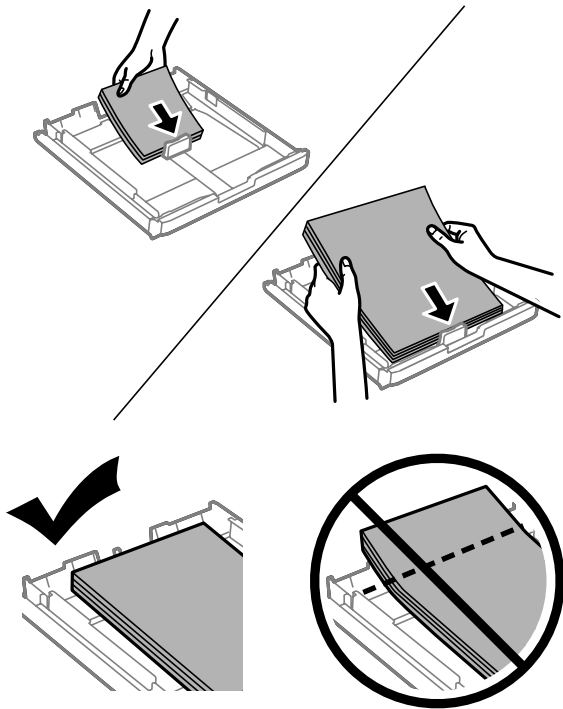


**Note:**

Paper larger than Legal size is only available for the WF-7610 Series/WF-7620 Series.

### Paper and Media Handling

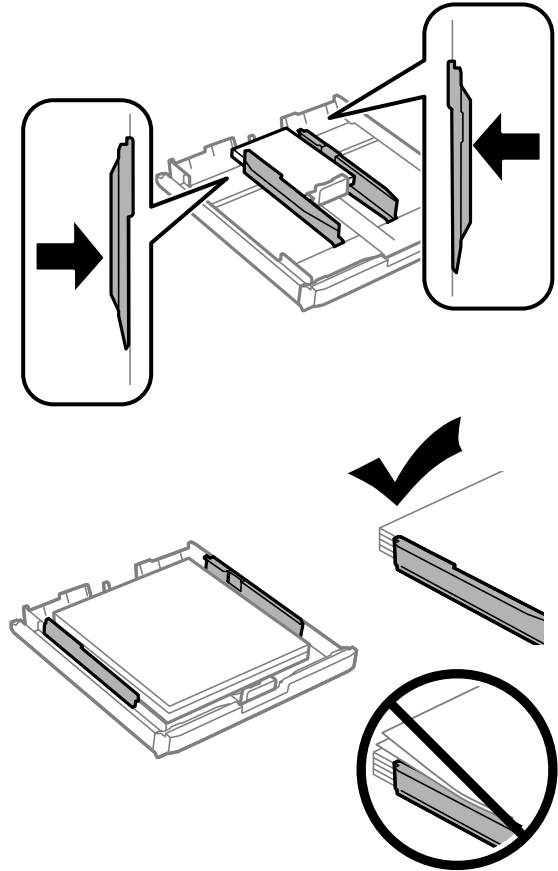
**5** Load paper toward the edge guide with printable side face down, and check that the paper is not sticking out from the end of the cassette.



**Note:**

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

**6** Slide the edge guides to the edges of the paper.

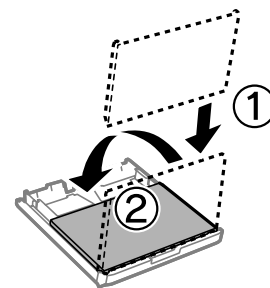


**Note:**

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

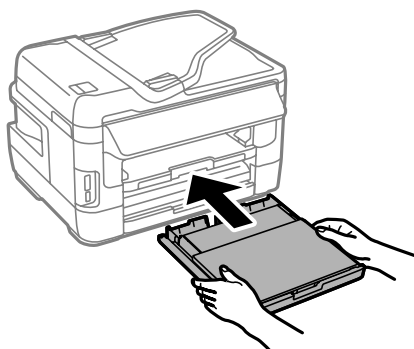
For Epson special media, make sure the number of sheets is less than the limit specified for the media.

**7** For WF-7610 Series/WF-7620 Series: Put the paper cassette cover back on.



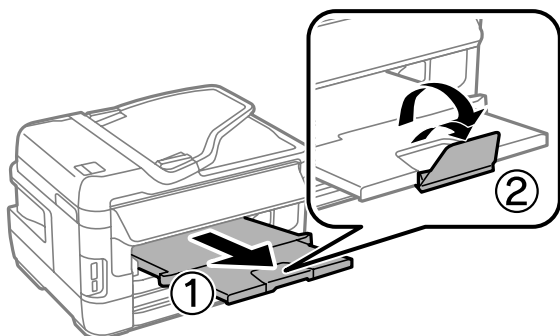


- 8** Keep the cassette flat and slowly and carefully reinsert it all the way into the product.

**Note:**

When you insert the paper cassette, the screen for making paper size and paper type settings is automatically displayed. Make sure the paper settings match the paper you have loaded.

- 9** 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. You can use the following originals in the ADF.

Size	B5, A5* <sup>1</sup> , A4, Letter, Legal* <sup>1</sup> , B4* <sup>2</sup> , A3* <sup>2</sup>
Type	Plain paper
Weight	64 g/m <sup>2</sup> to 95 g/m <sup>2</sup>
Capacity	35 sheets or 3.5 mm or less* <sup>3</sup>

\*1 For the WF-3620 Series/WF-3640 Series, you cannot automatically scan both sides of A5 and Legal size paper.

\*2 B4 and A3 documents are only available for the WF-7610 Series/WF-7620 Series.

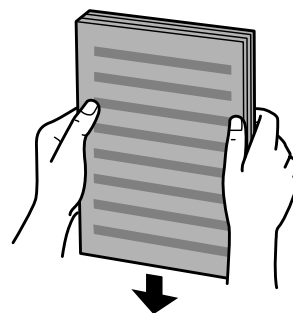
\*3 For the WF-3620 Series/WF-3640 Series, the loading capacity of Legal size is 10 sheets.

**!** **Important:**

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

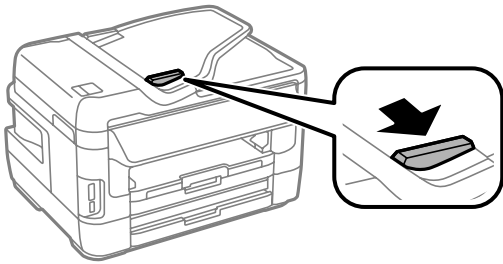
- Documents held together with paper clips, staples, etc.
- Documents that have tape or paper stuck to them.
- Photos, OHPs, or thermal transfer paper.
- Paper that is torn, wrinkled, or has holes.

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



## Copying

- Slide the edge guide on the Automatic Document Feeder.



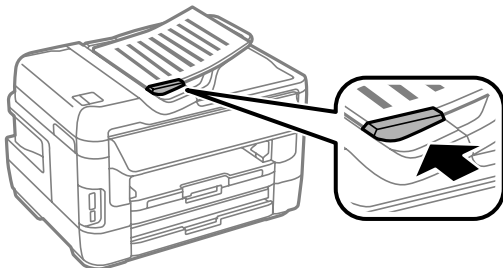
- Insert the originals face-up and short edge first into the Automatic Document Feeder.



**Note:**

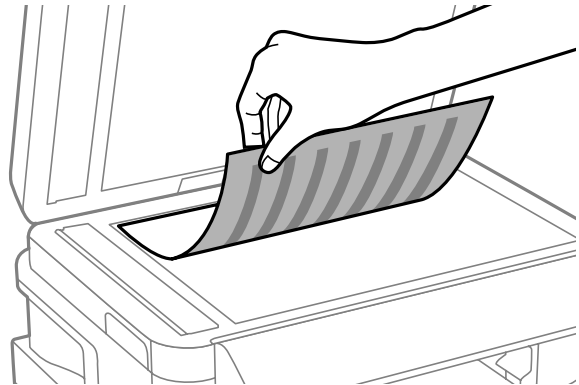
Do not load documents above the ▼ arrow mark inside the edge guide.

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

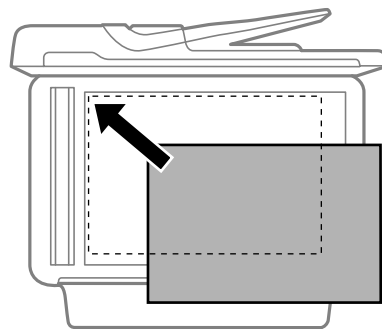


## Scanner glass

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



- Slide the original to the corner.



- 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).

## Copying

Follow the steps below to copy documents.

- Load paper in the paper cassette.  
➔ “Loading Paper into the Paper Cassette” on page 5
- Place original.  
➔ “Placing Originals” on page 7

## Scanning

- 3 Enter **Copy** mode from the Home menu.
- 4 Enter the number of copies by using the numeric keypad on the control panel.
- 5 Select **Layout**, and then select the appropriate layout such as 2-up copying.
- 6 Make the necessary copy settings. Select **Settings** to make more detailed settings.

**Note:**

- Press **Preview** to preview the copy results before you start copying.
- You can save your copy settings as a preset.

- 7 Press one of the  $\diamond$  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*.

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# Scanning

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## Scanning from the Control Panel

You can scan documents and send the scanned image from the product to a connected computer, a memory device, a network folder, and send the scanned image by attaching to an email.

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### Scanning to a memory device

- 1 Insert a memory card or an external USB device.
- 2 Place original.  
➔ "Placing Originals" on page 7
- 3 Enter **Scan** mode from the Home menu.

- 4 Select **Memory Device**.
- 5 Press **Format**, and then select the file format you want to use to save scanned data to the memory device.
- 6 Press **Settings**, and then make the appropriate scan settings.

**Note:**

When **PDF** is selected as the file format, security settings become available allowing you to create a password protected **PDF**. Select **PDF Settings**.

- 7 Press one of the  $\diamond$  buttons to set the color mode, and then start scanning.

Your scanned image is saved.

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## Scanning to a computer

**Note:**

Make sure you have installed the *Epson Event Manager* before using this function.

- 1 Place original.  
➔ "Placing Originals" on page 7
- 2 Enter **Scan** mode from the Home menu.
- 3 Select **Computer** or **Computer (WSD)**.
- 4 Select a computer.

**Note:**

When you select **Computer**, go to the next step. When you select **Computer(WSD)**, go to the step 7.

- 5 Press **Format** and select the file format to save the scanned image.
- 6 Make the appropriate scan settings.

- 7** Press one of the  $\diamond$  buttons, and then start scanning.

Your scanned image is saved.

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## Faxing

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### Connecting to a Phone Line

#### Compatible phone cable

Use a phone cable with the following interface specification.

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

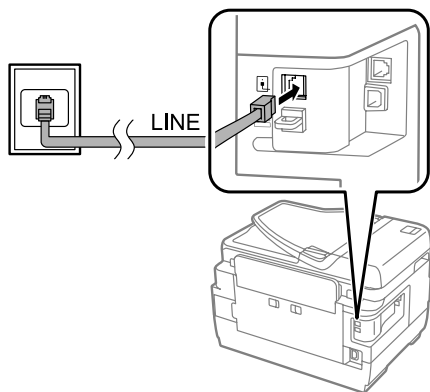
Depending on the area, a phone cable may be included with the product. If so, use that cable. You may need to connect the phone cable to an adapter provided for your country or region.

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#### Connecting the product to the phone line

##### Standard phone line (PSTN) or PBX

Connect a phone cable from the telephone wall jack or PBX port to the **LINE** port on the back of the product.

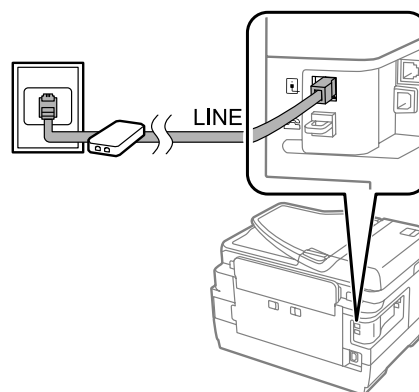


#### **!** Important:

- If you have a PBX console in the room, connect from the console to the **LINE** port.
- Do not remove the cap from the **EXT** port of the product when you are not connecting your phone.

#### DSL or ISDN

Connect a phone cable from your DSL modem, terminal adapter, or ISDN router to the **LINE** port on the back of the product. For more information, consult the documentation that came with your modem, adapter, or router.



#### **!** Important:

When connecting to a DSL line, you may need to use a separate DSL filter. When using a DSL filter, connect a phone cable from the DSL filter to the product's **LINE** port.

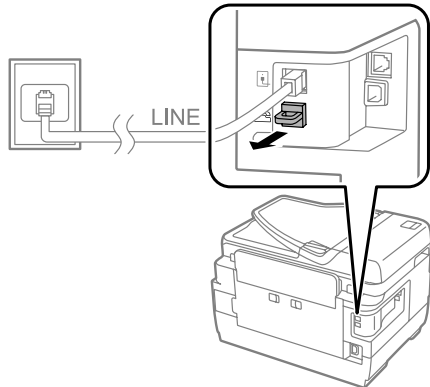
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#### Connecting a phone device

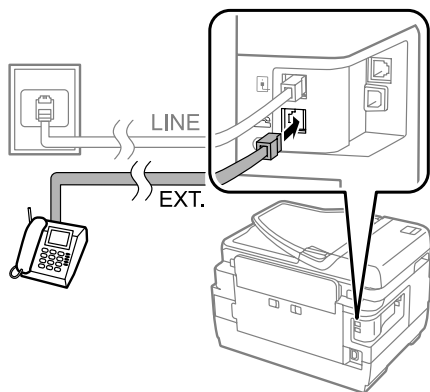
After you connect the product to the phone line, follow the procedure below to connect your telephone or answering machine.

### Single phone line

- 1 Remove the cap from the **EXT** port on the product.



- 2 Connect a second phone cable to your telephone or answering machine and to the **EXT** port.

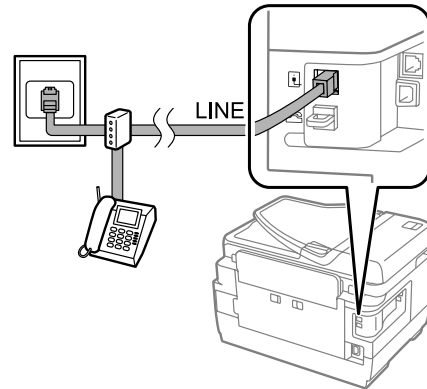


**!** **Important:**

- ❑ When sharing a single phone line with the phone and the product, make sure you connect the phone to the product's **EXT** port. Otherwise, the phone and product may not work properly.
- ❑ When connecting an answering machine, you may need to change the product's Rings to Answer setting. ➔ "Setting the number of rings to answer" on page 13

### Two phone lines (example of ISDN)

Connect a second phone cable to your telephone or answering machine and to the port on the terminal adapter or ISDN router.



## Setting Up for Faxing

### Using the Fax Setting Wizard

The product's Fax Setting Wizard menu guides you through setting up the basic fax features. The wizard is automatically displayed when the product is turned on for the first time. If you have already configured the settings, skip this section unless you need to change the settings.



**Important:**

Before starting the wizard, make sure you have connected the product and your phone device to the phone line correctly.

➔ "Connecting to a Phone Line" on page 10

- 1 Enter **Setup** mode from the Home menu.
- 2 Select **System Administration**.
- 3 Select **Fax Settings**.
- 4 Select **Fax Setting Wizard**.  
The Fax Setting Wizard screen is displayed. Press **Start** to continue.
- 5 On the Fax Header screen, enter the sender's name (up to 40 characters).

## Faxing

- 6** On the Your Phone Number screen, enter your phone number (up to 20 digits).

**Note:**

- You should enter your name and phone number in the fax header before sending faxes so that recipients can identify the origin of the fax.
- You can change the header information later. Access the menu as shown below.  
Setup > System Administration > Fax Settings > Basic Settings > Header

- 7** If you have subscribed to a distinctive ring service from your telephone company, select **Proceed** in the DRD Setting screen. Select the ring pattern to be used for incoming faxes (or select **On**), and then go to Step 10. If you do not need to set this option, select **Skip**, and then go to the next step.

**Note:**

- Distinctive ring services, offered by many telephone companies (the service name differs by company), allows you to have several phone numbers on one phone line. Each number is assigned a different ring pattern. You can use one number for voice calls and another for fax calls. Select the ring pattern assigned to fax calls in DRD Setting.
- Depending on the region, **On** and **Off** are displayed as the DRD Setting options. Select **On** to use the distinctive ring feature.
- If you select **On** or one of the ring patterns other than All, Receive Mode is automatically set to Auto.
- You can change the DRD Setting later. Access the menu as shown below.  
Setup > System Administration > Fax Settings > Receive Settings > DRD

- 8** On the Receive Mode Setting screen, select **Yes** if you have connected an external telephone or answering machine to the product, and then go to the next step. If you select **No**, Receive Mode is automatically set to Auto. Go to Step 10.

**Important:**

When no external telephone is connected to the product, Receive Mode must be set to Auto; otherwise you cannot receive faxes.

- 9** On the next Receive Mode Setting screen, select **Yes** to receive faxes automatically. Select **No** to receive faxes manually.

**Note:**

- When you have connected an external answering machine and select to receive faxes automatically, make sure the Rings to Answer setting is correct.  
➔ “Setting the number of rings to answer” on page 13
- You can change the Receive Mode setting later. Access the menu as shown below.  
Setup > System Administration > Fax Settings > Receive Settings > Receive Mode

- 10** On the Confirm Settings screen, check the settings you made, and then select **Proceed**. Press **↵** to correct or change the settings.

- 11** Follow the on-screen instructions to run **Check Fax Connection** and print a report of the check result. If there are any errors reported, try the solutions on the report, and then run the check again.

**Note:**

- If the Select Line Type screen is displayed, see the following section.  
➔ “Setting the line type” on page 12
- If the Select Dial Tone Detection screen is displayed, select **Disable**.  
However, disabling the dial tone detection function may drop the first digit of a fax number and send the fax to the wrong number.
- To run the check again after closing the wizard, access the menu as shown below.  
Setup > System Administration > Fax Settings > Check Fax Connection

---

## Setting the line type

If you are connecting the product to a PBX phone system or terminal adapter, change the Line Type setting as described below.

## Faxing

**Note:**

PBX (Private Branch Exchange) is used in office environments where an external access code such as “9” must be dialed to call an outside line. The default Line Type setting is PSTN (Public Switched Telephone Network), which is a standard phone line, similar to the one in your home.

- 1 Enter **Setup** mode from the Home menu.
- 2 Select **System Administration**.
- 3 Select **Fax Settings**.
- 4 Select **Basic Settings**.
- 5 Select **Line Type**.
- 6 Select **PBX**.
- 7 Select **Use** or **Do Not Use** on the Access Code screen. If you select **Use**, go to the next step.
- 8 Enter an external access code in the Access Code field.

**Note:**

When connecting to a PBX phone system, we recommend making the access code setting first. After you have made the setting, enter # (hash) instead of the actual external access code when entering an outside fax number or storing it in the contact list. The product automatically replaces the # with the set code when dialing. Compared to entering an actual code, using # may help avoid connection problems.

## Setting the number of rings to answer

If you have connected an external answering machine and selected to receive faxes automatically, make sure the Rings to Answer setting is correct.

**Important:**

The Rings to Answer setting indicates the number of rings that must occur before the product automatically receives a fax. If the connected answering machine is set to pick up on the fourth ring, you should set the product to pick up on the fifth ring or later. Otherwise the answering machine cannot receive voice calls. Depending on the region, this setting may not be displayed.

- 1 Enter **Setup** mode from the Home menu.
- 2 Select **System Administration**.
- 3 Select **Fax Settings**.
- 4 Select **Receive Settings**.
- 5 Select **Rings to Answer**.
- 6 Select the number of rings, which is at least one ring greater than that of the answering machine.

**Note:**

The answering machine picks up every call faster than the product, but the product can detect fax tones and start receiving faxes. If you answer the phone and you hear a fax tone, check that the product has started receiving the fax, and then hang up the phone.

## Sending Faxes

Follow the steps below to send a monochrome (B&W) or color fax. When sending a monochrome fax, the scanned document is temporarily stored in the product’s memory and you can preview it on the LCD screen before sending.

- 1 Place original. You can send up to 100 pages in one transmission.
  - ➔ “Placing Originals” on page 7
- 2 Enter **Fax** mode from the Home menu.



## Faxing

- 3** Specify the fax recipients using one or a combination of the following methods. You can send a monochrome fax to up to 200 recipients (WF-7610 Series/WF-7620) or 100 recipients (WF-3620 Series/WF-3640 Series).

Manually entering a fax number	Press the <b>Enter a Fax Number</b> field and enter the fax number (up to 64 digits). Press the fax number field again to add another fax number.
Selecting from the contact list	Press <b>Contacts</b> to display the contact list screen. Select one or more recipients from the list by selecting the check boxes (press the boxes again to deselect). Press the <b>Search</b> box to search for recipients by name, index name, or entry number. After selecting recipients, press <b>Proceed</b> .
Selecting from the sent fax history	Press <b>History</b> to display the sent fax history. Select a recipient from the list, press <b>Menu</b> on the Details screen, and then select <b>Send to this number</b> .

**Note:**

- To delete entered recipients, press the “fax number entry” field and select the recipient you want to delete from the destination list. Then press **Delete from the List**.
- When the Direct Dialing Restrictions option in Security Settings is enabled, you can only select fax recipients from the contact list or the sent fax history. You cannot manually enter a fax number.
- You cannot send a color fax to more than one recipient at a time.
- If your phone system is PBX and you need an external access code such as “9” to get an outside line, enter the access code at the beginning of the fax number. If the access code has been set in the Line Type setting, enter # (hash) instead of the actual access code.  
➔ “Setting the line type” on page 12

- 4** Press **Menu**, and then select **Fax Send Settings** to change the fax transmission settings, such as the resolution, if necessary.

- 5** Go to Step 6 if you do not want to preview before sending. To preview the fax (monochrome fax only), press **Preview** on the fax top screen.

The product starts scanning the documents and displays the scanned image on the LCD screen. To start sending the fax, go to Step 6.

- 6** Press  $\diamond$  (Color) or  $\diamond$  (B&W) to start sending the fax.  
To cancel sending the fax, press  $\odot$ . You can also cancel the job, or check the job status/result on the Job Monitor or Job History screen.

## Receiving Faxes

### Setting up the receive mode

The product is initially set to receive faxes automatically (**Receive Mode - Auto**). You can change it to **Manual** if you connect an external telephone to the product.

In automatic receive mode, the product automatically receives every fax and outputs them according to the Fax Output setting.

➔ “Outputting received faxes” on page 14

In manual receive mode, you need to answer every call and operate the product’s control panel or your phone to receive faxes. The received fax is output according to the Fax Output settings.

When setting up the fax features for the first time, or when you need to change the settings due to a change in your phone system or for any other reason, use the Fax Setting Wizard to set up the product correctly.

➔ “Using the Fax Setting Wizard” on page 11

### Outputting received faxes

The product is initially set to print every fax received. You can change the settings to save received faxes in the product’s memory, on a computer, or in an external memory device, which allows you to view them first and print only when needed. You can also make settings to forward received faxes automatically. Follow the instructions below to change the settings.

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



## Faxing

- 2 Select **System Administration**.
- 3 Select **Fax Settings**.
- 4 Select **Output Settings**.
- 5 Select **Fax Output**.
- 6 Check the current settings displayed on the LCD screen, and press **Settings** to change the settings.
- 7 Select one, all, or combination of the options referring to the following explanations.

 **Save to Inbox**

Select to save received faxes in the product's memory. If you only select this option, received faxes are not automatically printed. You can view the faxes on the LCD screen and print if needed.  
 ➔ "Viewing received faxes on the LCD screen" on page 15

**Important:**

Delete faxes after you print or view them to prevent the memory from becoming full. When the memory is full, the product cannot receive or send faxes.

 **Save to Computer**

To enable this option, use Epson FAX Utility on the computer connected to the product.

Received faxes are saved in a specified folder on the computer in PDF format. After you have configured FAX Utility to save faxes on a computer, you can change to **Yes and Print** on the product to print received faxes automatically while saving them on the computer.

**Important:**

Received faxes are only saved on the computer while the computer is logged in. Because the product temporarily saves the received faxes in its memory until they are saved on the computer, the memory may become full if you leave the computer off for an extended period of time.

 **Save to Memory Device**

Enable this to save received faxes in a memory card or external USB storage device connected to the product. Select **Yes and Print** to print received faxes automatically while saving them to the external storage device.

Before you use this function, you need to create a folder to save in the device. Select **Create Folder to Save** in the **Other Settings** menu, and then follow the on-screen instruction.

**Important:**

Because the product temporarily saves received faxes in its memory until they are saved to the storage device, the memory may become full if you do not insert the device for an extended period of time.

 **Forward**

Enable this to forward received faxes to up to five destinations you selected. Select **Yes and Print** to print received faxes automatically while forwarding them to the destinations. Note that color faxes cannot be forwarded.

Select **Other Settings** > **Where to Forward**, and then select one or more forwarding destinations from the contact list.

The **Options When Forwarding Failed** menu allows you to select whether to print or save the fax in the product's memory (Inbox) if forwarding fails.


---

## Viewing received faxes on the LCD screen

To save received faxes in the product's memory and view them on the LCD screen, you need to enable the **Save to Inbox** option.

➔ "Outputting received faxes" on page 14

Follow the steps below to view the received faxes.

- 1 Check the  icon on the Home screen. It stays on if there are any unread or unprinted faxes in the product's memory.
- 2 Enter **Fax** mode from the Home menu.
- 3 Select **Open Inbox**.

## Replacing Ink Cartridges

- 4 Enter the administrator password if the Inbox has been password protected.

**Note:**

Press **Menu** on the Inbox screen if you want to delete or print all data in a batch.

- 5 Select the fax you want to view from the Inbox list.  
The contents of the fax are displayed.

- 6 Press **Menu** on the preview screen and select **Print**, **Print then Delete**, or **Delete**, and follow the on-screen instruction.



**Important:**

Delete faxes after you print or view them to prevent the memory from becoming full. When the memory is full, the product cannot receive or send faxes.

# Replacing Ink Cartridges

## Safety Instructions and Precautions

### 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

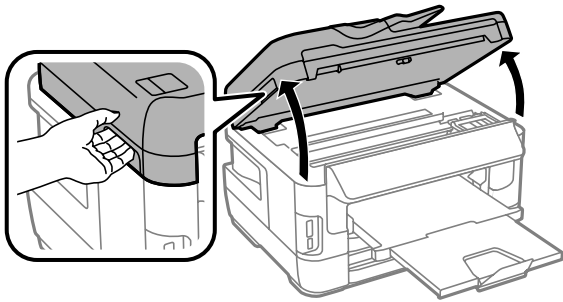
1

Open the scanner unit.

The ink cartridge holder moves to the ink cartridge replacement position. When you replace an ink cartridge before it is expended, select the menu as shown below.

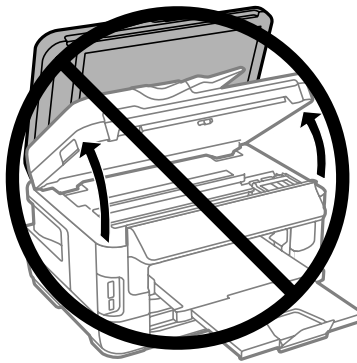
## Replacing Ink Cartridges

Setup > Maintenance > Ink Cartridge(s)  
Replacement

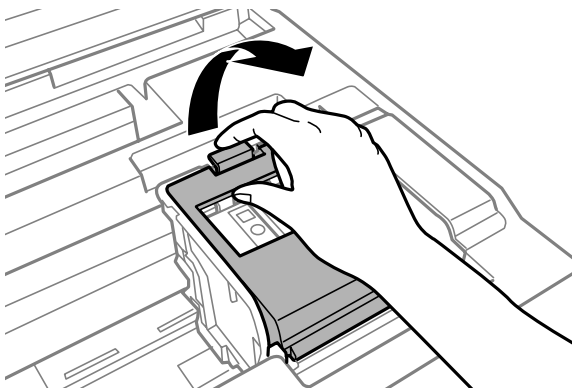


**!** **Important:**

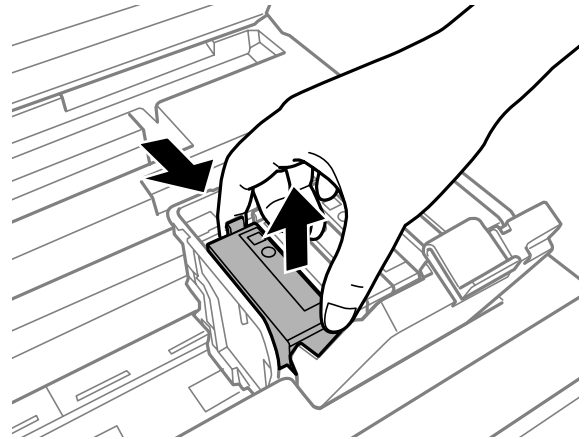
- ❑ Do not move the ink cartridge holder by hand; otherwise, you may damage the product.
- ❑ Do not lift up the scanner unit when the document cover is open.



**2** Open the ink cartridge cover.



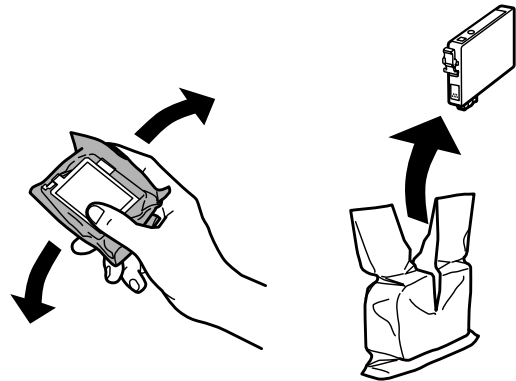
**3** Pinch and remove the ink cartridge.



**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.

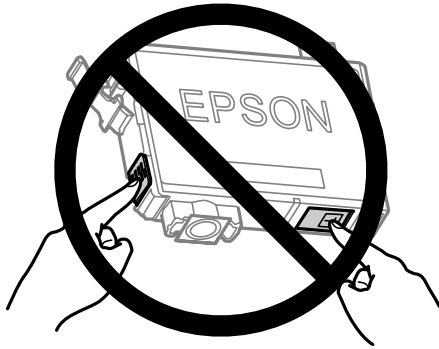
**4** Gently shake new replacement cartridges four or five times and remove the replacement ink cartridge from its package.



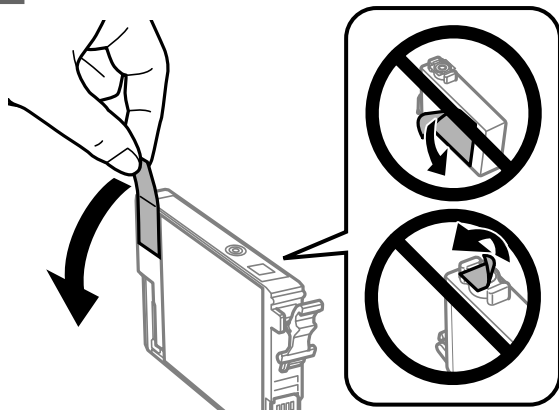
## Replacing Ink Cartridges

**Note:**

- ❑ Be careful not to break the hooks on the side of the ink cartridge when you remove it from the package.
- ❑ Do not touch the green chip or the small window on the side of the cartridge. Doing so may prevent normal operation and printing.



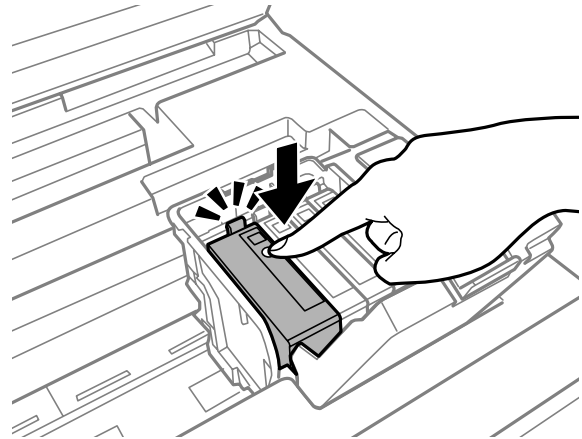
**5** Remove only the yellow tape.



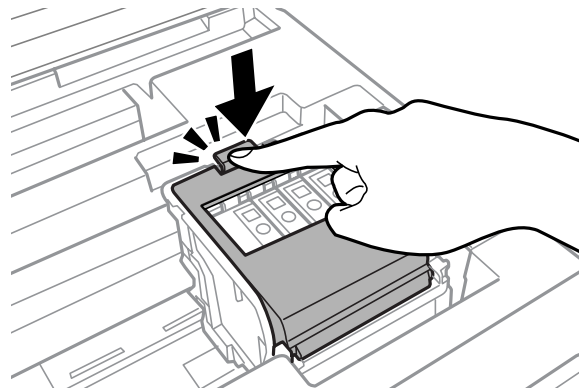
**! Important:**

- ❑ 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.



**7** Close the ink cartridge cover.



Press **Check** on the control panel of the product to check if the cartridges are installed correctly.

**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 Code on the Status Menu

If a job does not complete successfully, check the error code displayed on the history of the each job. You can check the error code by pressing **i**, and then select **Job History**. Refer to the following table to find the problem and its solution.

Code	Problem	Solution
001	The product was turned off by a power failure.	-
109	The received fax was already deleted.	-
110	The job was printed on one side only because the paper loaded does not support double sided printing.	-
201	The memory is full.	Send multiple pages separately. Sending a monochrome fax to one recipient is available using Direct Send. Print unprinted received fax data from Job Monitor in the Status Menu.
202	The line was disconnected by the recipient machine.	Wait for a moment, and then try again.
203	The product cannot detect the dial tone.	Check the phone line is connected correctly. ➔ "Connecting to a Phone Line" on page 10 Find more solutions in the following section. ➔ "'No dial tone detected.' error occurs" on page 27
204	The recipient machine is busy.	Wait for a moment, and then try again.
205	The recipient machine does not answer.	
206	The phone cable is incorrectly connected to the LINE and EXT port of the product.	Connect the product to the phone line correctly. ➔ "Connecting to a Phone Line" on page 10
207	The product is not connected to the phone line.	
208	The fax could not be sent to some of the specified recipients.	Print a Fax Log from Fax Report to check which recipients failed to receive the fax. When Save Failure Data is set to On, you can resend a fax from Job Monitor in Status Menu.
301 401	There is not enough storage space available to save the data in the external memory device.	Increase the storage space. When scanning, reduce the number of documents or change the following settings to reduce the size of the scanned data. - Select a lower resolution. - Select a higher Compression Ratio.
302 402	The external memory device is write-protected.	Disable write protection on the external memory device.

## Basic Troubleshooting

Code	Problem	Solution
303	No folder has been created to save the scanned data.	Insert another external memory device.
304 404	The external memory device has been removed.	Reinsert the external device.
305 405	An error occurred while saving the data to the external memory device.	-
311 321 411 421	A DNS error has occurred.	Check the product's DNS settings from the control panel. Select the menu as shown below. Setup > System Administration > Wi-Fi/Network Settings > Advanced Setup > DNS Server  Check the DNS settings for the server, the computer, or the access point.
312 412	An authentication error has occurred.	Check the product's Email Server settings. Select the menu shown as below to run the connection check. Setup > System Administration > Wi-Fi/Network Settings > Advanced Setup > Email Server > Connection Check
313 413	A communication error has occurred.	Check the product's Email Server settings. Select the menu shown as below to run the connection check. Setup > System Administration > Wi-Fi/Network Settings > Advanced Setup > Email Server > Connection Check  Make sure the product is connected to the network correctly. For details, see the Network Guide.
314	The data size exceeds the maximum size for attached files.	When scanning, increase the Attached File Max Size setting or change the following settings to reduce the size of the scanned data. - Select a lower resolution. - Select a higher Compression Ratio.
306 315	The memory is full.	Wait until other ongoing jobs are finished.
322 422	An authentication error has occurred.	Check that the entered folder path, the user name, and the password are correct.
323 423	A communication error has occurred.	Make sure the product is connected to the network correctly. For details, see the Network Guide.  Check the Location settings.  A file with the same name may exist in the specified file. Make sure the file is not opened and the file is not a read-only file.
324	A file with the same name already exists in the specified folder.	Delete the file with the same name or change the File Name Prefix in File Settings.
325 425	There is not enough storage space available to save the data in the specified folder.	Increase the storage space.  When scanning to a folder, reduce the number of documents or change the following settings to reduce the size of the scanned data. - Select a lower resolution. - Select a higher Compression Ratio.
327	The memory is full.	Wait until other ongoing jobs are finished.

### Basic Troubleshooting

Code	Problem	Solution
328 428	The destination was wrong or the destination did not exist.	Check the entered folder path, the user name, and the password is correct.
331	A communication error occurred while acquiring the destination list.	Make sure the product is connected to the network correctly. For details, see the Network Guide.
332	There is not enough storage space available to save the scanned data in the destination storage.	Reduce the number of documents.
333	The destination could not be found because the destination information has been changed before sending the scanned data.	Select the destination again.
334	An error occurred while sending the scanned data.	-
341	A communication error has occurred.	Make sure the product is connected to the computer or network correctly. For details, see the Network Guide.  When you are using Scan to Computer, make sure you have installed Epson Event Manager.

## 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

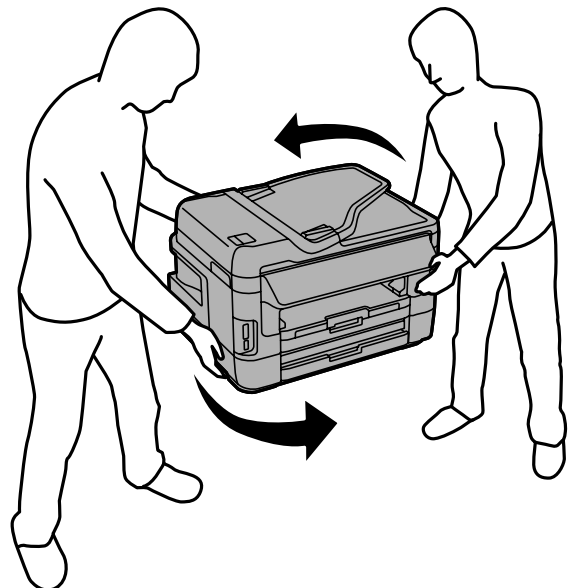
### WF-7610 Series/WF-7620 Series

1

Turn the product around.

**Note:**

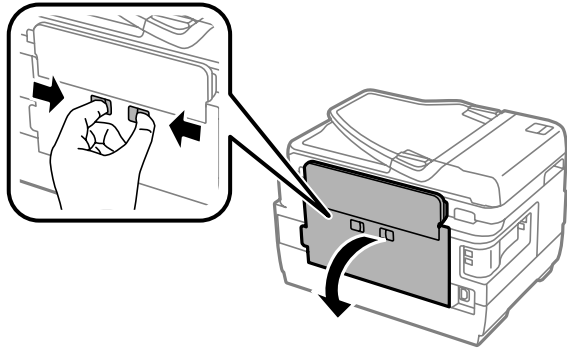
If you need to change the position of the product, two people are required to lift the product.



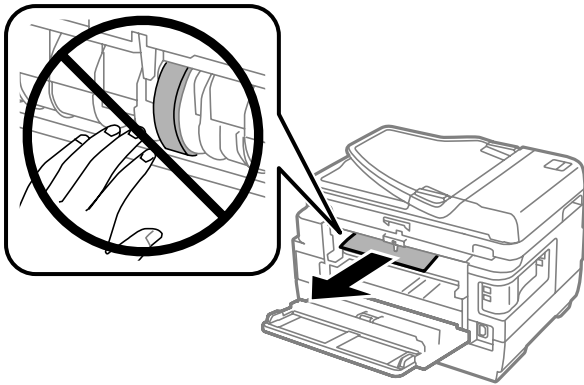


### Basic Troubleshooting

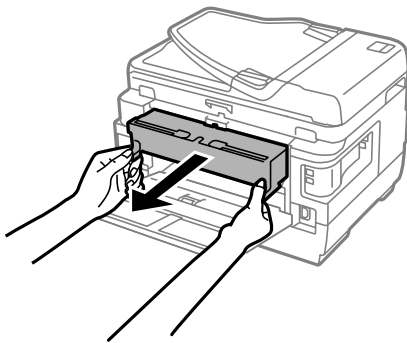
**2** Open the rear cover 1.



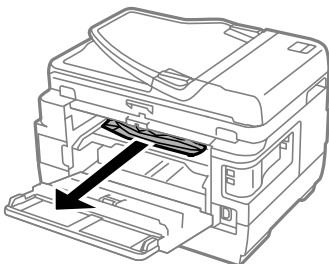
**3** Remove the jammed paper.



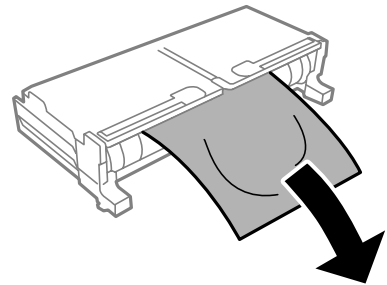
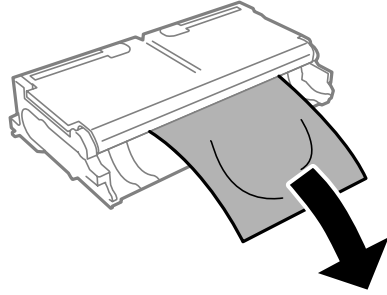
**4** Pull out the rear cover 2.



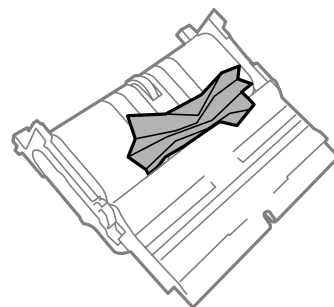
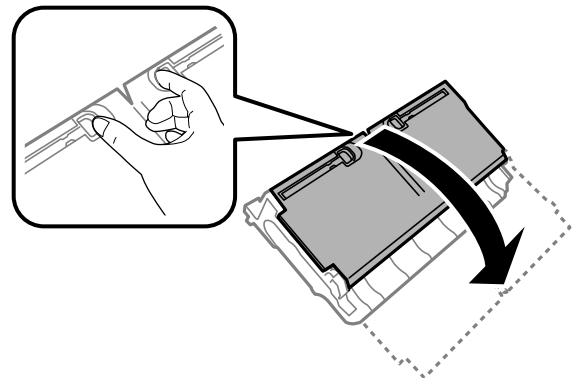
**5** Carefully remove the jammed paper.



**6** Carefully remove the jammed paper.



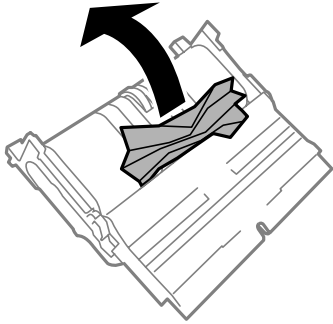
**7** Open the rear cover 2.



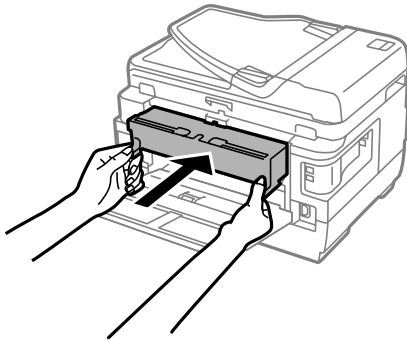


Basic Troubleshooting

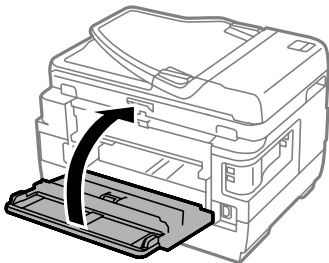
8 Carefully remove the jammed paper.



9 Reattach the rear cover 2.

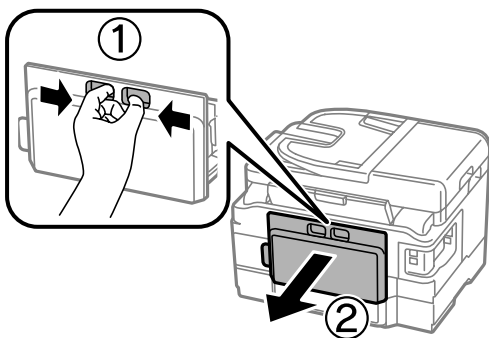


10 Close the rear cover 1.

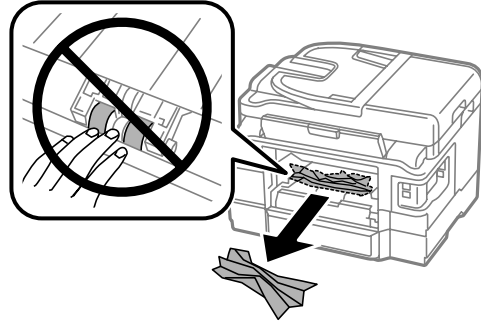


WF-3620 Series/WF-3640 Series

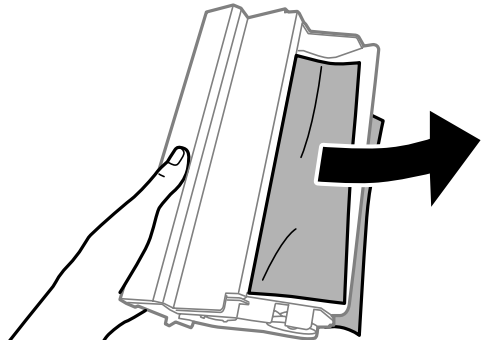
1 Pull out the rear cover.



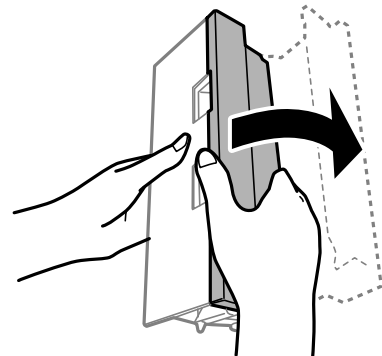
2 Carefully remove the jammed paper.



3 Carefully remove the jammed paper.

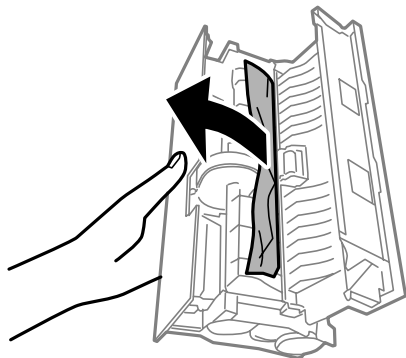


4 Open the rear cover.

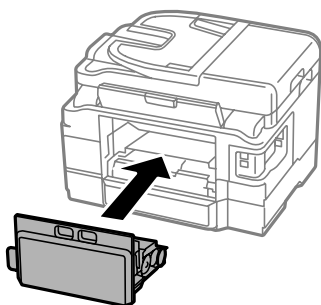


### Basic Troubleshooting

- 5 Carefully remove the jammed paper.

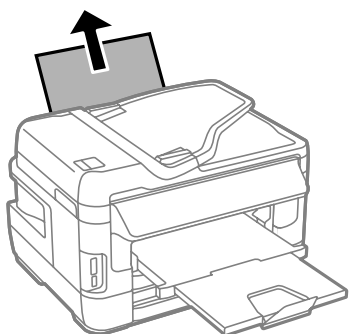


- 6 Reattach the rear cover.

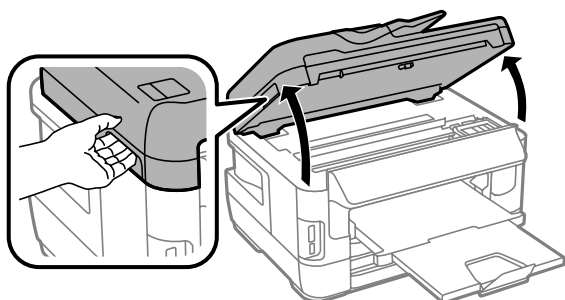


### Removing jammed paper from inside the product

- 1 Carefully remove the jammed paper.



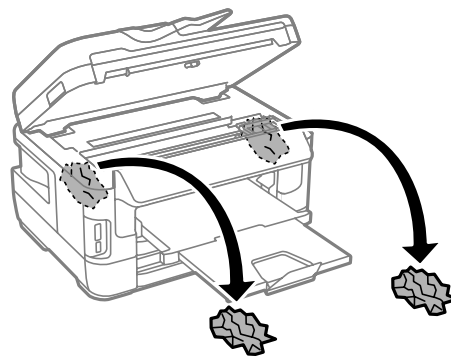
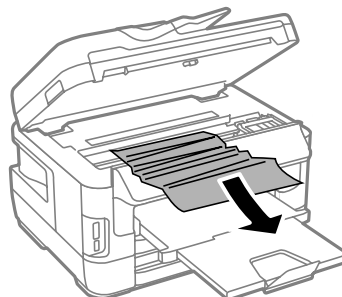
- 2 Open the scanner unit.



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



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



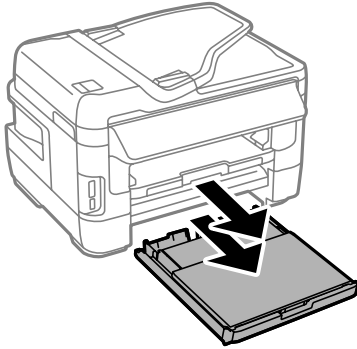
**!** *Important:*  
Do not touch the flat white cable connected to the cartridge holder.

- 4 Close the scanner unit slowly.

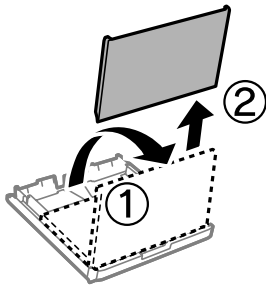
**Note for WF-7610 Series/WF-7620 Series:**  
If there are still some torn pieces of paper inside the product even after clearing the paper jam, follow the steps below to remove them.  
**Setup > Maintenance > Remove Paper**

## Removing jammed paper from the paper cassette

**1** Pull the paper cassette all the way out.

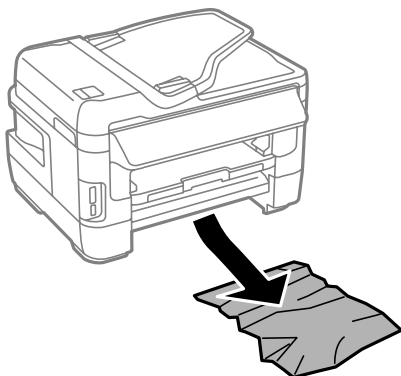


**2** For WF-7610 Series/WF-7620 Series: Remove the cover.

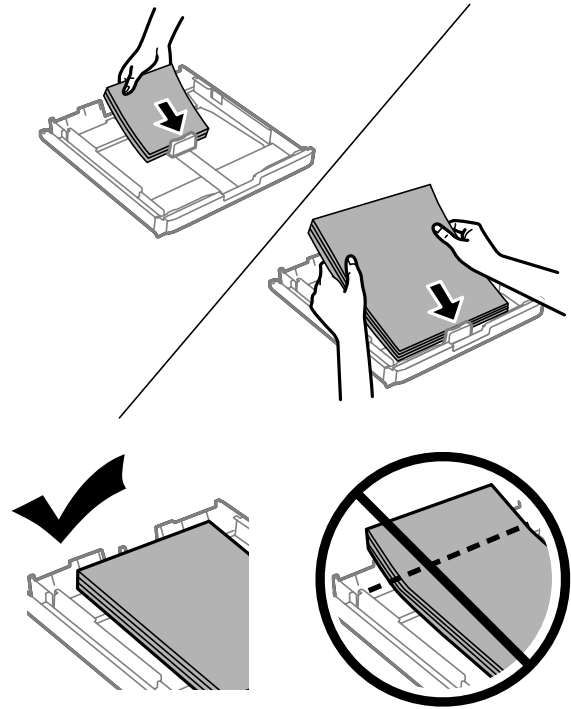


**3** Remove the jammed paper from the cassette.

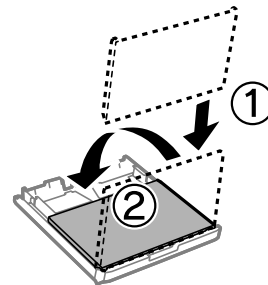
**4** Carefully remove any paper jammed inside the product.



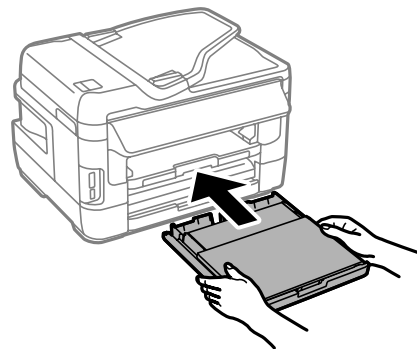
**5** Align the edges of the paper.



**6** For WF-7610 Series/7620 Series: Put the paper cassette cover back on.

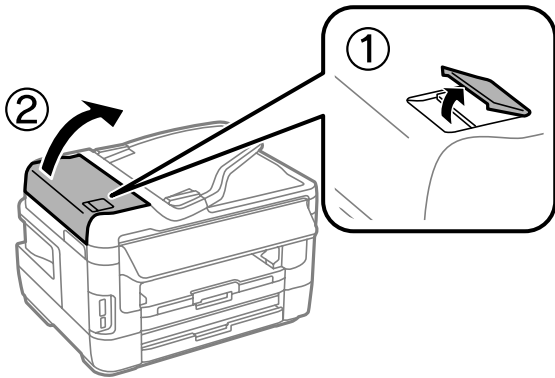


**7** Keep the cassette flat and slowly and carefully reinsert it all the way into the product.

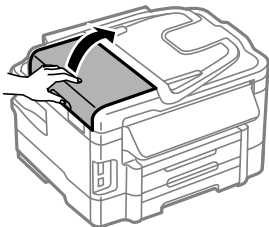


## Removing jammed paper from the Automatic Document Feeder (ADF)

- 1 Remove the stack of paper from the ADF input tray.
- 2 For WF-7610 Series/WF-7620 Series: Raise the ADF lever and open the ADF cover.

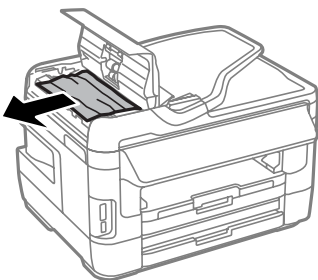


For WF-3620 Series/WF-3640 Series: Open the ADF cover.

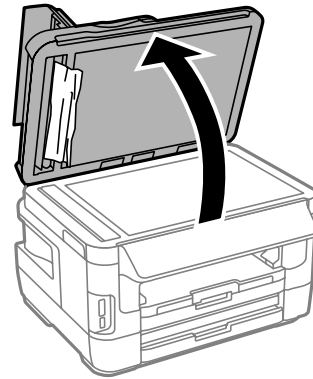


**! Important:**  
Make sure you open the ADF cover before removing jammed paper. If you do not open the cover, the product may be damaged.

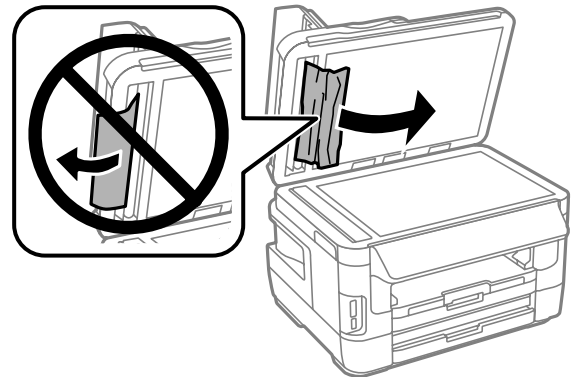
- 3 Carefully remove the jammed paper.



- 4 Open the document cover.

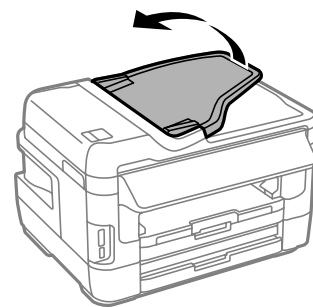


- 5 Carefully remove the jammed paper.



- 6 Close the document cover and ADF cover.

- 7 Raise the ADF input tray.



- 8** Carefully remove the jammed paper.

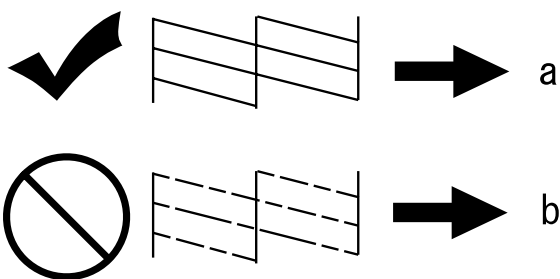


- 9** Return the ADF input tray to its original position.

## 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 5
  - ➔ “Placing Originals” on page 7
- Check the paper size settings and the paper type settings.
- The print head may be clogged. Perform a nozzle check first and then clean the print head.  
**Setup > Maintenance > Print Head Nozzle Check**



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

## Faxing Help

### Cannot send and receive fax

- Make sure the phone cable is connected correctly.  
➔ “Connecting to a Phone Line” on page 10
- Run the **Check Fax Connection** to identify the cause of the problem.  
➔ Setup > System Administration > Fax Settings > Check Fax Connection
- Check the error code displayed for the failed fax job, and then see the following section for the solution.  
➔ “Error Code on the Status Menu” on page 19
- If the product is not connected to a phone and you want to receive faxes automatically, make sure you set **Receive Mode** to **Auto**.
- If you connected the product to a DSL phone line, you must install a DSL filter on the line otherwise you cannot fax. Contact your DSL provider for the necessary filter.
- Transmission speed may be the cause of the problem. Lower the **Fax Speed** setting.

If sending a fax to a specific recipient in the Contacts list often fails, set a lower fax speed for that recipient.

- Make sure that **ECM** is turned on. Color faxes cannot be sent and received when ECM is off.

### “No dial tone detected.” error occurs

If you are connecting the product to a PBX (Private Branch Exchange) phone line or a Terminal Adapter, change the Line Type setting to PBX.

- ➔ “Setting the line type” on page 12

If you still cannot send a fax, change the **Dial Tone Detection** setting to **Off**. However, doing so may drop the first digit of a fax number and send the fax to the wrong number.

➔ Setup > System Administration > Fax Settings > Basic Settings > Dial Tone Detection

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## Where To Get Help

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### Technical Support Web Site

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

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

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

If your Epson product is not operating properly and you cannot solve the problem, contact Epson support services for assistance. See the PDF User's Guide for Epson support information.

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