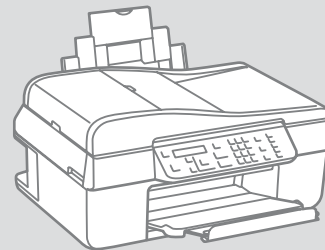


Epson ME™ OFFICE 620F/WorkForce™ 320/WorkForce™ 325

Basic Operation Guide

- for use without a computer -

EPSON
EXCEED YOUR VISION



Contents

About This Guide	3
Important Safety Instructions.....	4
Protecting Your Personal Information.....	5
For New Zealand users.....	5
Guide to Control Panel.....	6
Using the LCD Screen.....	8
When Turning Off the Power.....	8
Restarting Automatically After a Power Failure.....	8

Handling Paper and Originals

Selecting Paper.....	10
Loading Paper.....	11
Placing Originals	13
Automatic Document Feeder (ADF).....	13
Document Table.....	14

Copying

Copying Photos or Documents	16
Copy Menu List.....	18

Faxing

Connecting to a Phone Line.....	20
Using the phone line for fax only.....	20
Sharing line with phone devices.....	21
Checking the fax connection.....	23
Setting Up Fax Features.....	24
Setting up speed dial entries.....	24
Setting up group dial entries.....	26
Creating header information	28
Sending Faxes	30
Entering or redialing a fax number	30
Using speed dial/group dial.....	32
Sending a fax at a specified time.....	34
Fax from a connected phone.....	36
Receiving Faxes	37
Receiving faxes automatically.....	37
Receiving faxes manually.....	39
Polling to receive a fax	40
Printing Reports	42
Faxing from a PC	43
Fax Menu List.....	44

Maintenance Menu

Checking the Ink Cartridge Status.....	46
Checking/Cleaning the Print Head.....	48
Aligning the Print Head	50






Setting/Changing the Time and Region.....	52
Maintenance Menu List.....	54

Solving Problems

Error Messages.....	56
Replacing Ink Cartridges.....	57
Paper Jam	60
Paper Jam - jammed inside 1.....	60
Paper Jam - jammed inside 2.....	61
Paper Jam - Automatic Document Feeder.....	62
Print Quality/Layout Problems.....	63
Faxing Problems.....	64
Contacting Epson Support.....	65
Index	67

About This Guide

Follow these guidelines as you read your instructions:

				
Warning: Warnings must be followed carefully to avoid bodily injury.	Caution: Cautions must be observed to avoid damage to your equipment.	Must be observed to avoid bodily injury and damage to your equipment.	Note: Notes contain important information and hints for using the printer.	Indicates a page number where additional information can be found.

Copyright Notice

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Seiko Epson Corporation. The information contained herein is designed only for use with this product. Epson is not responsible for any use of this information as applied to other printers. Neither Seiko Epson Corporation nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs, or expenses incurred by the purchaser or third parties as a result of accident, misuse, or abuse of this product or unauthorized modifications, repairs, or alterations to this product, or (excluding the U.S.) failure to strictly comply with Seiko Epson Corporation's operating and maintenance instructions.

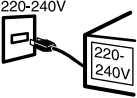















Seiko Epson Corporation shall not be liable for any damages or problems arising from the use of any options or any consumable products other than those designated as Original Epson Products or Epson Approved Products by Seiko Epson Corporation.

Seiko Epson Corporation shall not be held liable for any damage resulting from electromagnetic interference that occurs from the use of any interface cables other than those designated as Epson Approved Products by Seiko Epson Corporation.

EPSON® is a registered trademark, and EPSON EXCEED YOUR VISION or EXCEED YOUR VISION, EPSON ME, and WORKFORCE are trademarks of Seiko Epson Corporation.


General Notice: Other product names used herein are for identification purposes only and may be trademarks of their respective owners. Epson disclaims any and all rights in those marks.

Important Safety Instructions

					
<p>Make sure the power cord meets all relevant local safety standards.</p>	<p>Place the printer near a wall outlet where the power cord can be easily unplugged.</p>	<p>Use only the power cord that comes with the printer. Use of another cord may cause fire or shock. Do not use the cord with any other equipment.</p>	<p>Use only the type of power source indicated on the label.</p>	<p>Do not let the power cord become damaged or frayed.</p>	<p>Do not open the scanner unit while copying, printing, or scanning.</p>
					
<p>Do not use aerosol products that contain flammable gases inside or around the printer. Doing so may cause fire.</p>	<p>Except as specifically explained in your documentation, do not attempt to service the printer yourself.</p>	<p>Keep ink cartridges out of the reach of children and do not drink the ink.</p>	<p>Do not shake ink cartridges after opening their packages; this can cause leakage.</p>	<p>If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the printer. Do not touch the ink supply port or surrounding area.</p>	<p>If ink gets on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water. If you still have discomfort or vision problems, see a doctor immediately.</p>
					
<p>Do not use the product near water.</p>	<p>Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.</p>	<p>Do not use a telephone to report a gas leak in the vicinity of the leak.</p>	<p>Always keep this guide handy.</p>		

Protecting Your Personal Information

This product allows you to store names and telephone numbers in its memory even when the power is turned off.

Erase the memory using the **Reset All Settings** menu if you dispose of the product or give it to someone else.  ➔ 18

For New Zealand users

General warning

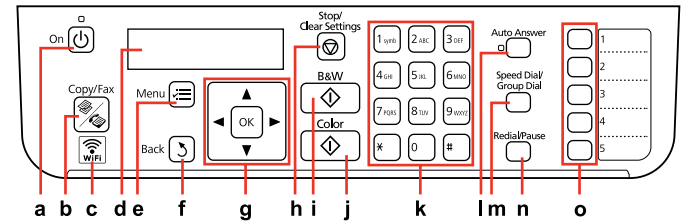
The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with the minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides 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.

Guide to Control Panel

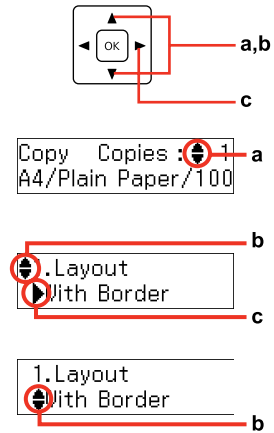
Control panel design varies by area.





a	b	c	d	e	f		
			-				
Turns on/off printer.	Selects Copy/Fax mode.	Shows the wireless network status. (WorkForce 325 only)	LCD screen shows the menu items.	Displays detailed settings for each mode.	Cancels/returns to the previous menu.		
g		h		i		j	
				 B&W		 Color	
Selects menu items. ▶ moves the cursor, ◀ deletes a character (backspace) when entering/editing numbers or characters.		Stops copying/faxing or resets settings.		Starts copying/faxing in black and white.		Starts copying/faxing in color.	

k		l
		Auto Answer
<p>Specifies the date/time or the number of copies, as well as fax numbers. Press repeatedly to switch between uppercase/lowercase or numbers. Press 1 symb to enter !#%&'()*+,-./:;=?@_~.</p>		<p>Turns auto answer on/off.</p>
m	n	o
Speed Dial/Group Dial	Redial/Pause	
<p>Displays speed dial/group dial lists. Press again to switch lists.</p>	<p>Displays last number dialed. Enters a "-" when entering/editing numbers or characters. For phone numbers, "-" acts as a brief pause.</p>	<p>The one-touch dial buttons access the first five speed dial/group dial entries.</p>

Using the LCD Screen



a	b	c
Use ▲ or ▼ to set the number of copies.	Press ▲ or ▼ to select the menu/setting item.	Press ► to enter the setting item list.
<p> After 13 minutes of inactivity, the screen only displays the clock to save energy. Press any button (except  On) to return the screen to its previous state.</p>		

When Turning Off the Power

When the power is turned off, the following data stored in the product's temporary memory is erased.

- Received fax data
- Fax data scheduled to be sent later
- Fax data being retransmitted automatically

Also, when the power is left off for an extended period of time, the clock may be reset. Check the clock when you turn the power back on.

Restarting Automatically After a Power Failure

If power failure occurs while printer is in fax standby mode or printing, it restarts automatically and then beeps.




Do not put your hand inside the printer until the print head stops moving.



Restart stops if any control panel buttons are pressed before the LCD turns on.



Depending on circumstances before power failure, it may not restart. Restart by pressing  **On**.

Handling Paper and Originals



Selecting Paper

The availability of special paper varies by area.

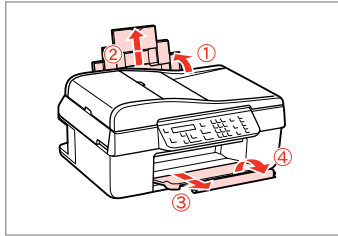
	If you want to print on this paper...	Choose this Paper Type on the LCD screen	Loading capacity (sheets)
a	Plain paper	Plain paper	[12 mm] *1 *2
b	Epson Bright White Ink Jet Paper	Plain paper	80
c	Epson Premium Ink Jet Plain Paper	Plain paper	80
d	Epson Matte Paper Heavyweight	Matte	20
e	Epson Photo Quality Ink Jet Paper	Matte	80
f	Epson Premium Glossy Photo Paper	Prem. Glossy	20
g	Epson Premium Semigloss Photo Paper	Prem. Glossy	20
h	Epson Ultra Glossy Photo Paper	Ultra Glossy	20
i	Epson Glossy Photo Paper	Glossy	20
j	Epson Photo Paper	Photo Paper	20

*1 Paper with a weight of 64 to 90 g/m².

*2 30 sheets for paper that already has printing on one side.

Loading Paper

1

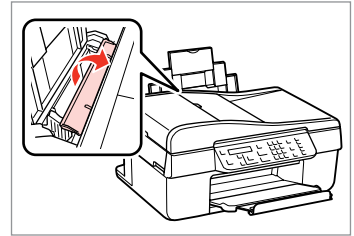


Open and slide out.



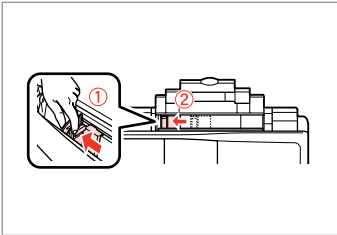
See the online User's Guide when using Legal size paper.

2



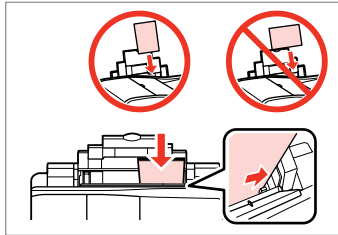
Flip forward.

3



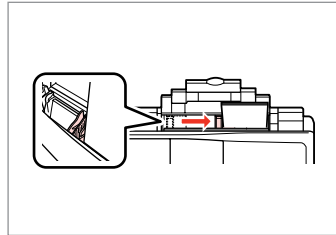
Pinch and slide.

4



Load printable side up.

5



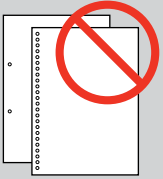
Fit.



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



Do not use paper with binder holes.



Align the edges of the paper before loading.

Placing Originals

Automatic Document Feeder (ADF)



You can load your original documents in the ADF to copy, scan, or fax multiple pages quickly.

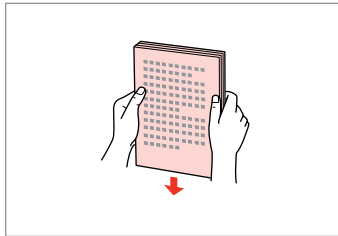
Usable originals

Size	A4/Letter/Legal
Type	Plain paper
Weight	75 g/m ² to 95 g/m ²
Capacity	30 sheets or 3 mm or less (A4, Letter) / 10 sheets (Legal)

! To prevent paper jams avoid the following documents. For these types, use the document table.

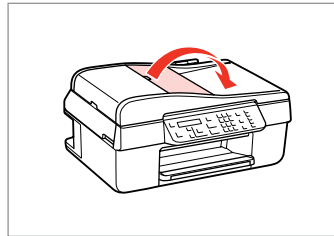
- Documents held together with paper clips, staples, and so on.
- Documents that have tape or paper stuck to them.
- Photos, OHPs, or thermal transfer paper.
- Paper that is torn, wrinkled, or has holes.

1



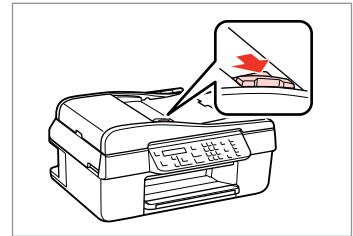
Tap to even the edges.

2



Open.

3



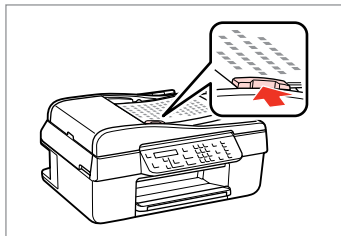
Slide.

4



Insert the originals face-up.

5



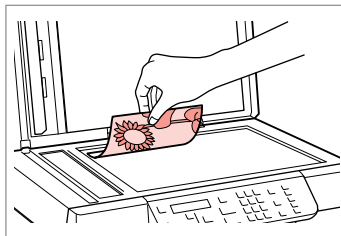
Fit.



When you use the copy function with the automatic document feeder, the print settings are fixed at **Reduce/Enlarge - 100%**, **Paper Type - Plain Paper**, and **Paper Size - A4**. The print out is cropped if you copy an original larger than A4.

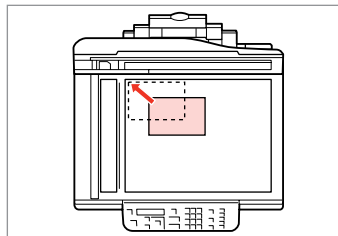
Document Table

1



Place face-down horizontally.

2



Slide to the corner.



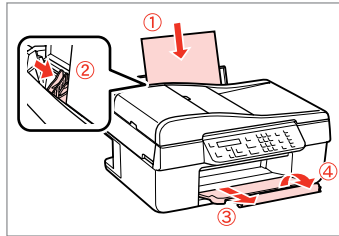
When there is a document in the automatic document feeder and on the document table, priority is given to the document in the automatic document feeder.

Copying



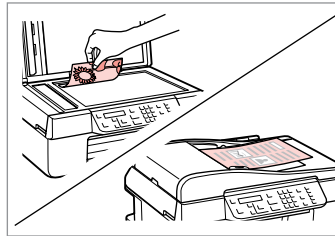
Copying Photos or Documents

1  → 11



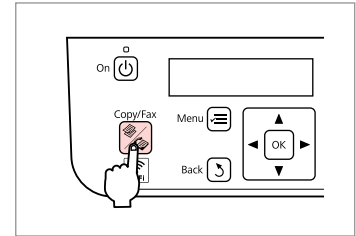
Load paper.

2  → 13



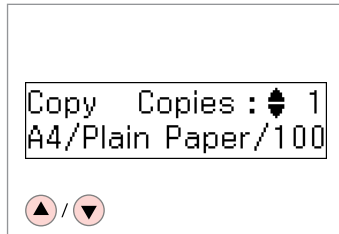
Place original horizontally.

3



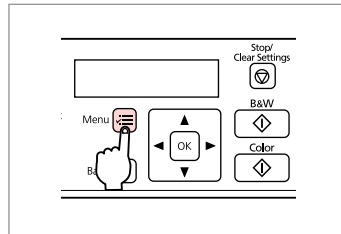
Enter the Copy mode.

4



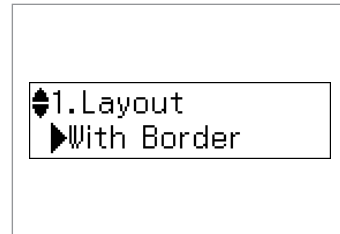
Set the number of copies.

5



Enter the copy settings menu.

6  → 18

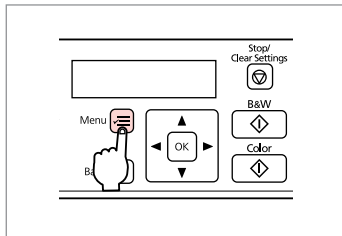


Select the appropriate copy settings.



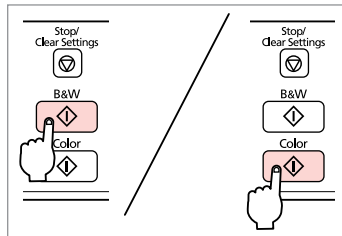
Make sure you set the **Paper Size** and **Paper Type**.

7



Finish the settings.


8



Start copying.




Copy Menu List

Press  again to finish setting.

Copy mode

Copies	1 to 99
--------	---------

Copy settings menu

Layout	With Border, Borderless * ¹
Reduce/Enlarge	Actual Size, Auto Fit Page, Custom
Paper Size	A4, 10 × 15 cm, 13 × 18 cm
Paper Type	Plain Paper, Matte, Prem. Glossy, Ultra Glossy, Glossy, Photo Paper
Quality	Standard Quality, Best, Draft
Copy Density	-4 to +4
Expansion * ²	Standard, Medium, Minimum
Restore Default Settings	Reset Fax Send/Receive Settings, Reset Fax Data Settings, Reset Settings, excluding Fax * ³ , Reset Network Settings * ⁴ , Reset All except Network & Fax Settings * ⁴ , Reset All Settings
Network Settings * ⁴	See your online Network Guide for details.
Maintenance	 ➔ 54

*¹ Your image is slightly enlarged and cropped to fill the sheet of paper. Print quality may decline in the top and bottom areas of the printout, or the area may be smeared when printing.

*² Select the amount the image is expanded when printing Borderless photos.

*³ OFFICE 620F/WorkForce 320 only.

*⁴ WorkForce 325 only.

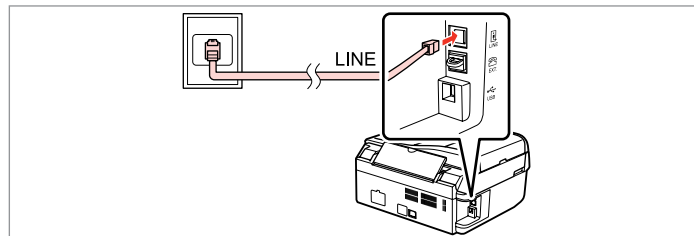
Faxing



Connecting to a Phone Line

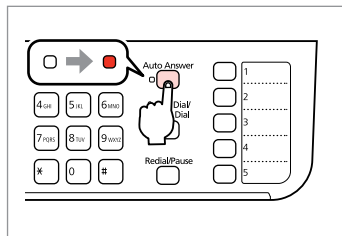
Using the phone line for fax only

1



Connect phone cable leading from telephone wall jack to **LINE** port.

2



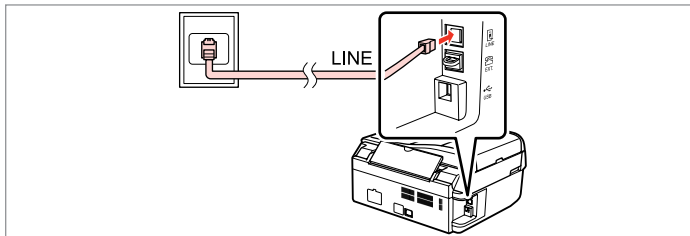
Turn on auto answer.



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

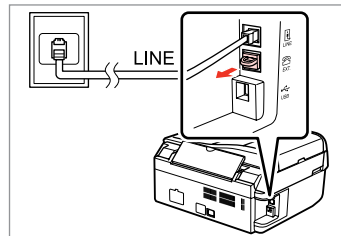
Sharing line with phone devices

1



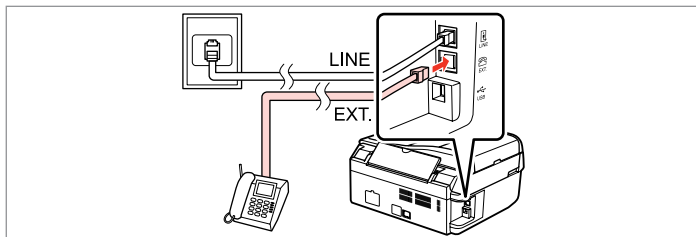
Connect phone cable leading from telephone wall jack to **LINE** port.

2



Remove the cap.

3



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

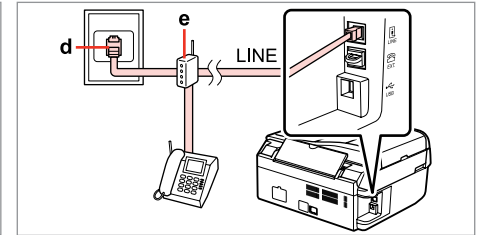
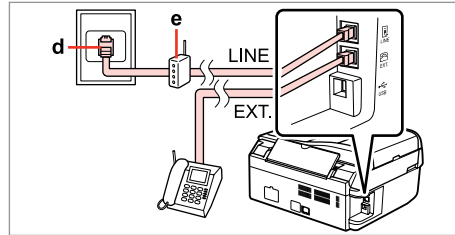
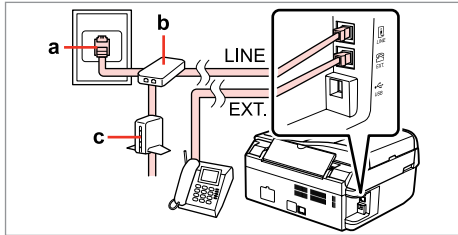


See the following for other connection methods.

Connecting to DSL

Connecting to ISDN (one phone number)

Connecting to ISDN (two phone numbers)

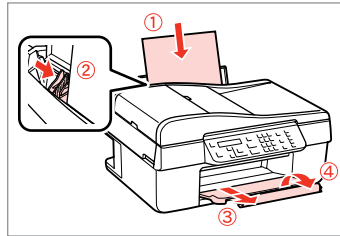


For details, see the documentation that came with your devices.

a	b	c	d	e
Telephone wall jack	Splitter	DSL modem	ISDN wall jack	Terminal adapter or ISDN router

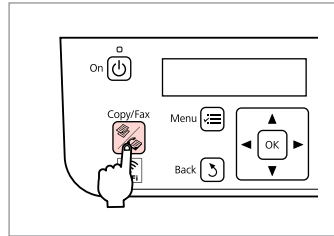
Checking the fax connection

1  → 11



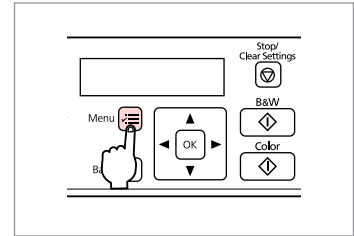
Load A4-size plain paper.

2



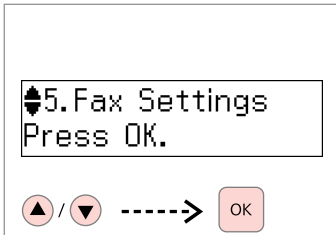
Enter the Fax mode.

3



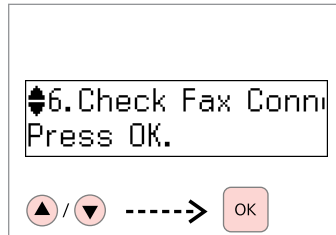
Enter the fax settings menu.

4



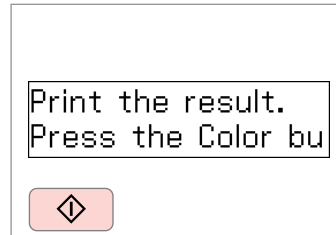
Select **Fax Settings**.

5



Select **Check Fax Connection**.

6



Print the report.



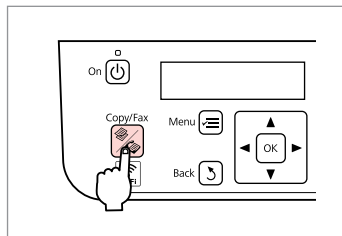
If any errors are reported, try the solutions in the report.

Setting Up Fax Features

Setting up speed dial entries

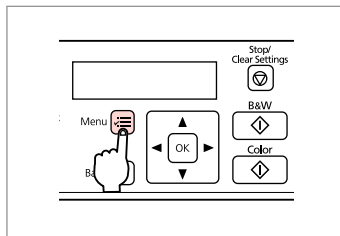
You can create a speed dial list allowing you to select them quickly when faxing. Up to 60 combined speed dial and group dial entries can be registered.

1



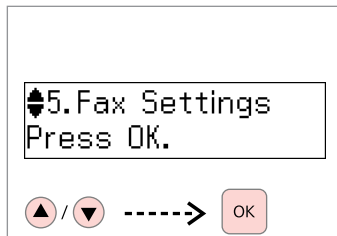
Enter the Fax mode.

2



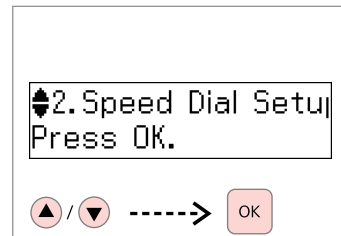
Enter the fax settings menu.

3



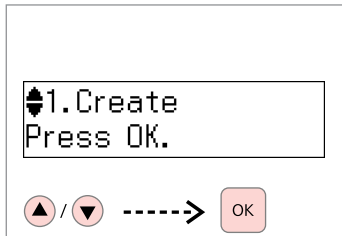
Select **Fax Settings**.

4



Select **Speed Dial Setup**.

5

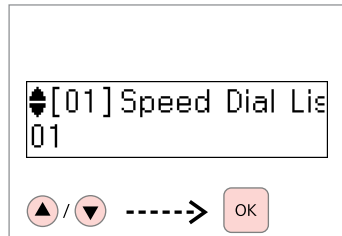


Select **Create**.



To edit or delete an entry, select **Edit** or **Delete**.

6

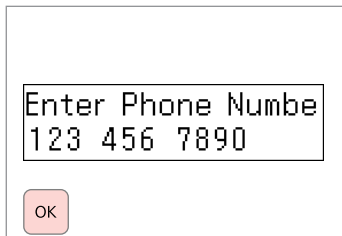


Select the number for the entry.



Entries No.01 to 05 can be accessed from the one-touch dial buttons. → 6

7 → 6

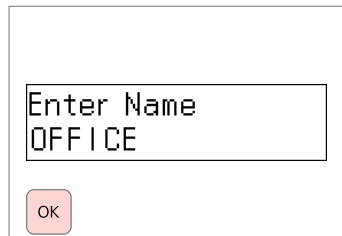


Enter a phone number, then register.



To separate phone numbers, enter a space by pressing .

8 → 6



Enter a name, then register.

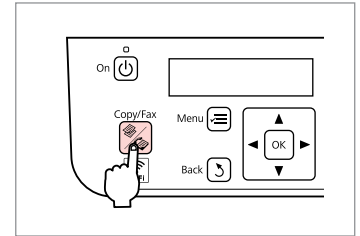


To add another entry, repeat steps **5** through **8**.

Setting up group dial entries

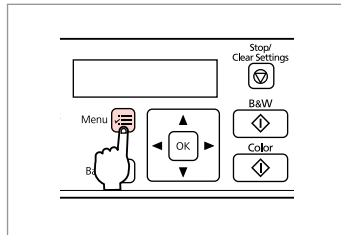
You can add speed dial entries to a group, allowing you to send a fax to multiple recipients at the same time. Up to 60 combined speed dial and group dial entries can be registered.

1



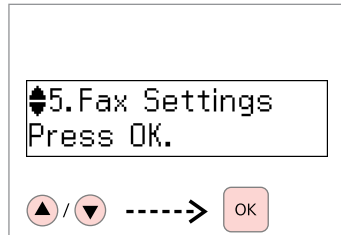
Enter the Fax mode.

2



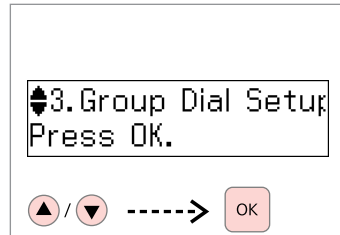
Enter the fax settings menu.

3



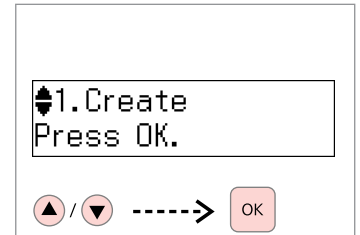
Select **Fax Settings**.

4



Select **Group Dial Setup**.

5



Select **Create**.



To edit or delete an entry, select **Edit** or **Delete**.

6

Select the number for the entry.

7  **6**

Enter a name, then register.

8

Select the entries to register.



To cancel a selection, press the "*" button again.



You can register up to 30 entries to a group dial list.

9

Register.



To add another entry, repeat steps **5** through **9**.

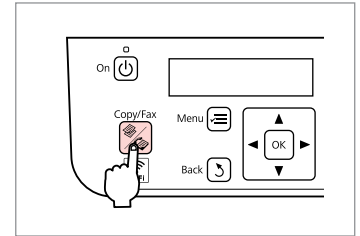
Creating header information

You can create a fax header by adding information such as your phone number or name.



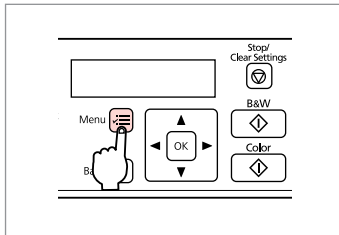
Make sure you have set the time correctly. ☑ → 52

1



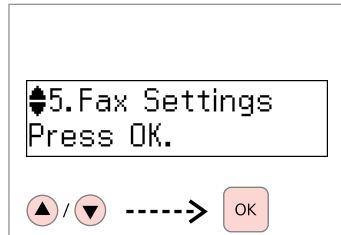
Enter the Fax mode.

2



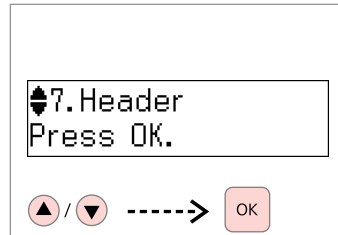
Enter the fax settings menu.

3



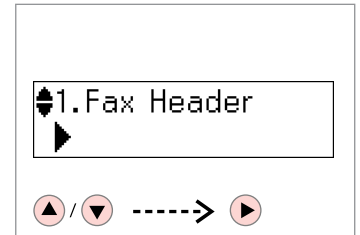
Select **Fax Settings**.

4



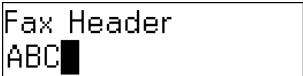
Select **Header**.

5



Select **Fax Header**.

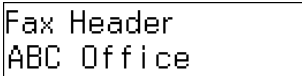
6  → 6



Fax Header
ABC

Enter your fax header.

7




Fax Header
ABC Office

OK

Register.

8

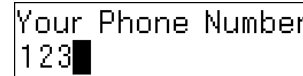


2. Your Phone Num

▲ / ▼ -----▶▶

Select **Your Phone Number**.

9  → 6



Your Phone Number
123

Enter the phone number.

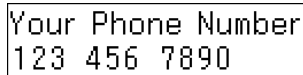


Press the “#” button to enter a plus sign (+) which represents the international call prefix.



To separate phone numbers, enter a space by pressing ▶. You cannot enter “-”.

10



Your Phone Number
123 456 7890

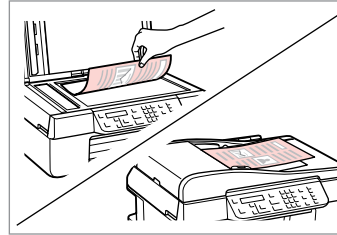
OK

Register.

Sending Faxes

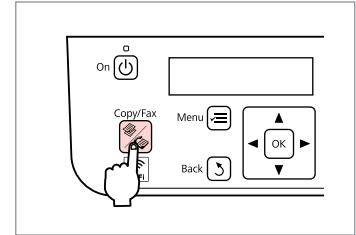
Entering or redialing a fax number

1  → 13



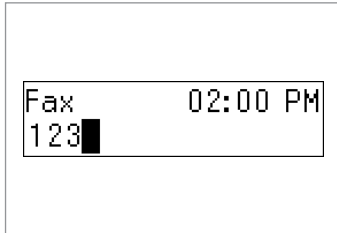
Place your original.

2



Enter the Fax mode.

3  → 6



Enter a fax number.

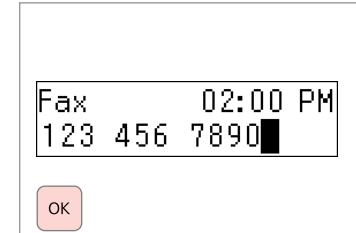


To separate phone numbers, enter a space by pressing ►.



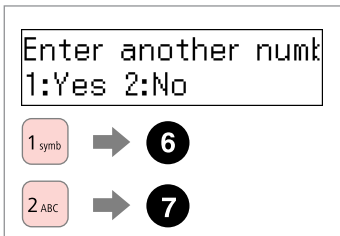
To display the last fax number you used, press **Redial/Pause** button.

4



Proceed.

5

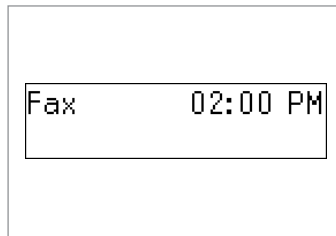


Select.



To change fax settings, press and enter the new settings. → 44

6

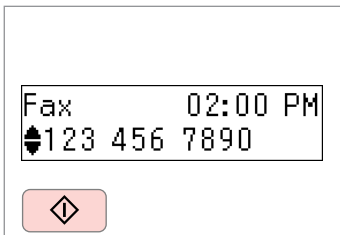


Repeat steps **3** through **5**.



You can also use one-touch dial button or Speed Dial/Group Dial button. → 32

7



Start sending.



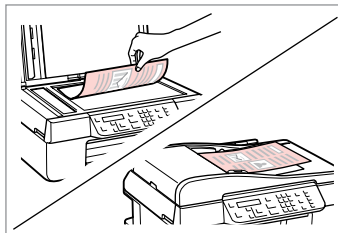
To delete an address, select the address using /, press **OK**, and then select **Yes**.



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

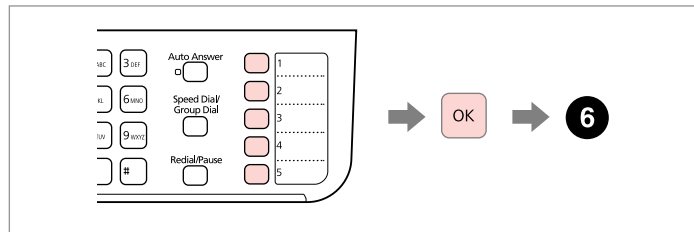
Using speed dial/ group dial

1  → 13



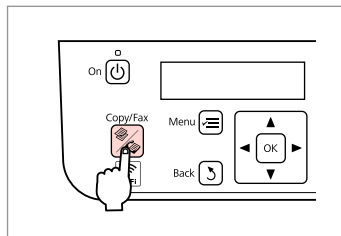
Place your original.

2  → 6



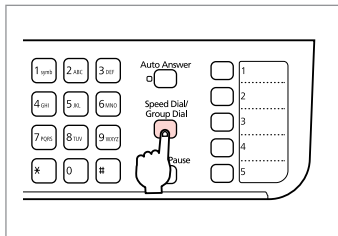
For first five entries, select and proceed. For entry No.6 or higher, go to 3.

3



Enter the Fax mode.

4  → 6

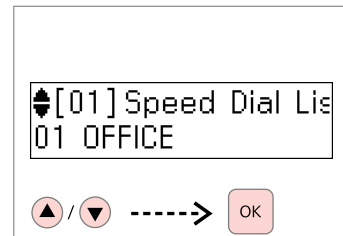


Display the appropriate list.



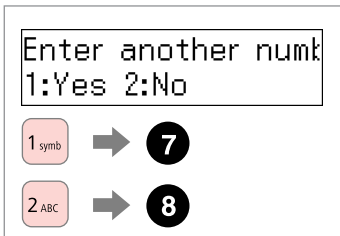
Press **Speed Dial/Group Dial** button again to switch the list.

5



Select the entry number to send.

6

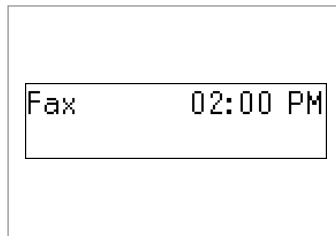


Select.



To change fax settings, press and enter the new settings. → 44

7

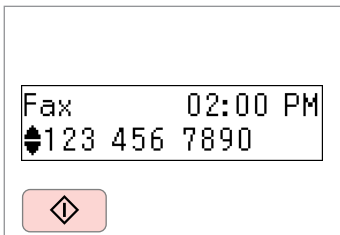


Repeat steps 2 through 6.



You can also use numeric keypad or Redial/Pause button. → 30

8



Start sending.



To delete an address, select the address using /, press **OK**, and then select **Yes**.



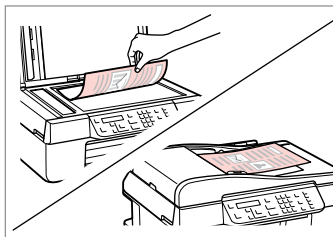
If the fax number is busy or there is some problem, this product redials automatically after one minute. Press **Redial/Pause** button to redial immediately.

Sending a fax at a specified time



Make sure you have set the time correctly. → 52

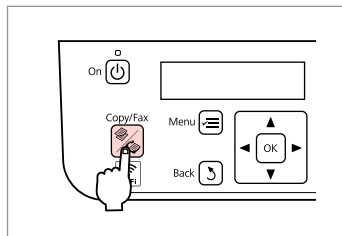
1 → 13



Place your original.

To fax the first five speed/group dial entries, press one-touch dial button, **OK**, then go to step **4**.

2



Enter the Fax mode.

3

→ 6

Fax 02:00 PM
123 456 7890

OK

Enter the number, then register.

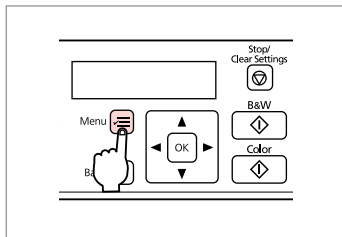


You can also use Speed Dial/Group Dial button or Redial/Pause button to enter the fax number.



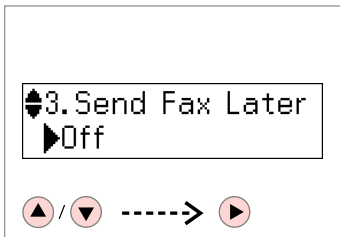
To send fax to multiple recipients, select **Yes** after step **3**, then repeat step **3**.

4



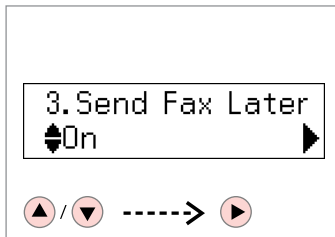
Enter the fax settings menu.

5



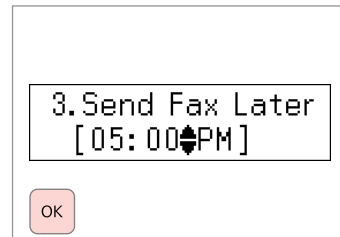
Select **Send Fax Later**.

6



Select **On**, then proceed.

7 6

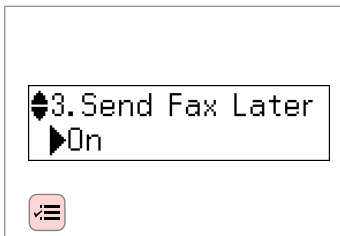


Enter the time to send, then register.



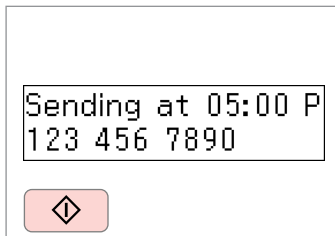
Change other fax settings if necessary. 44

8



Proceed.

9



Start scanning to send later.

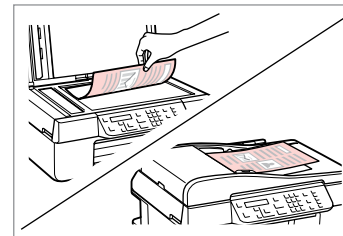


Until the scanned data is sent at the specified time, you cannot send another fax.

Fax from a connected phone

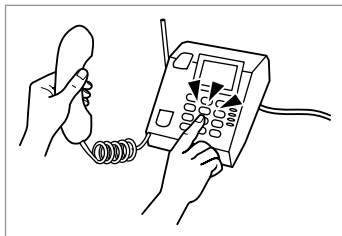
If the recipient has the same number for both phone and fax, you can send a fax after talking over the phone without hanging up.

1  → 13



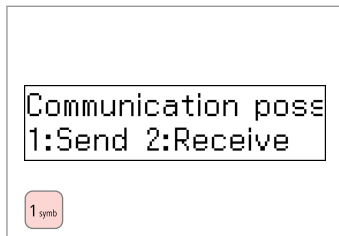
Place your original.

2



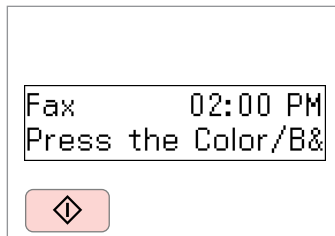
Dial the number from the phone.

3



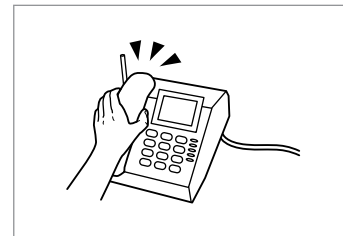
Select **Send**.

4




Start sending.

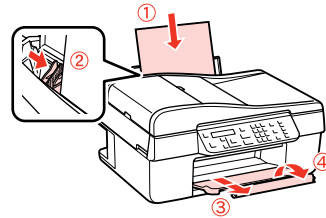
5




Hang up the phone.

Receiving Faxes

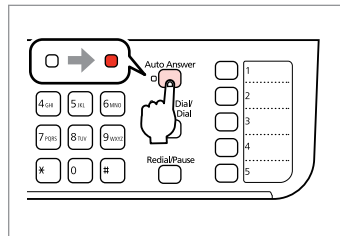
Before receiving a fax, load A4-size plain paper.  ➔ 11



You can change the ring alert settings.  ➔ 44

Receiving faxes automatically

1



Turn on auto answer.

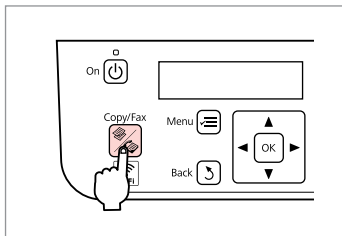


When an answering machine is connected directly to this product, make sure you set **Rings to Answer** correctly using the following procedure.



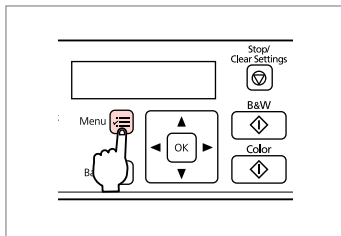
Depending on the region, **Rings to Answer** may be unavailable.

2



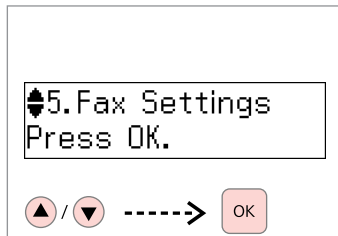
Enter the Fax mode.

3



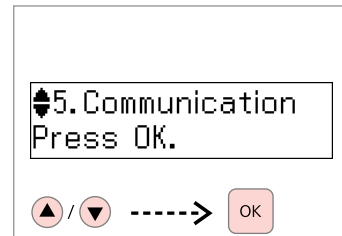
Enter the fax settings menu.

4



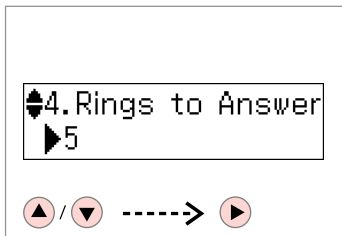
Select **Fax Settings**.

5



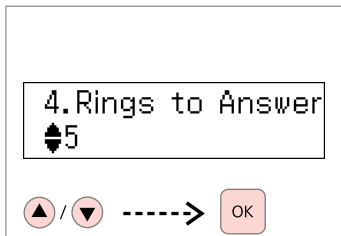
Select **Communication**.

6



Select **Rings to Answer**.

7



Select the number of rings.



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 printer to pick up on the fifth ring or later. Otherwise the answering machine cannot receive voice calls.

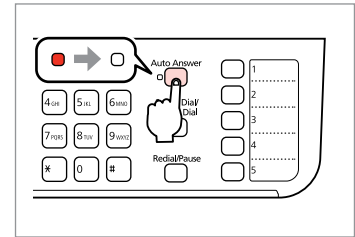


When you receive a call and the other party is a fax, the product receives the fax automatically even if the answering machine picks up the call. If you pick up the phone, wait until the LCD screen displays a message saying that a connection has been made before you hang up. If the other party is a caller,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

Receiving faxes manually

If your phone is connected to this product, you can receive a fax after a connection is made.

1



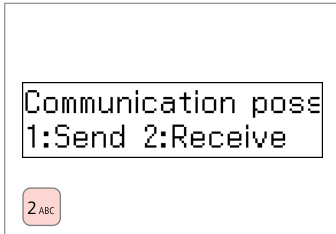
Turn off auto answer.

2



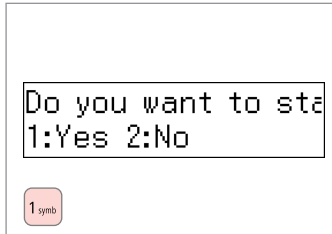
Pick up the phone when it rings.

3



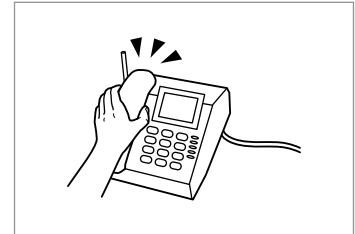
When you hear a fax tone, select
Receive.

4



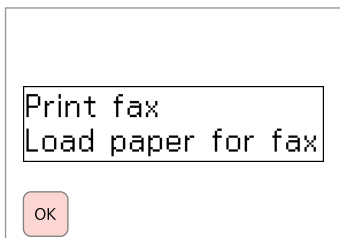
Start receiving.

5



Hang up the phone.

6

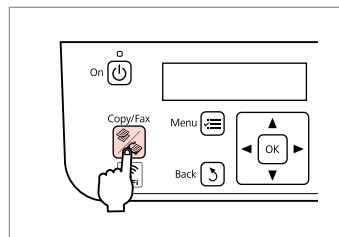


Print the fax data.

Polling to receive a fax

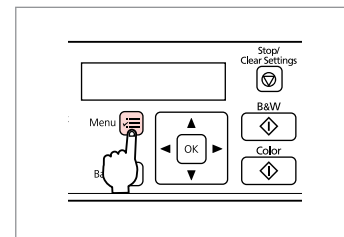
This allows you to receive a fax from the fax information service you have called.

1



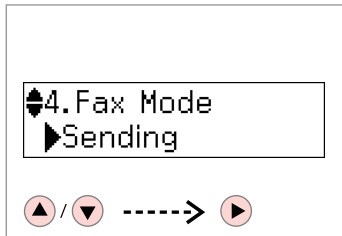
Enter the Fax mode.

2



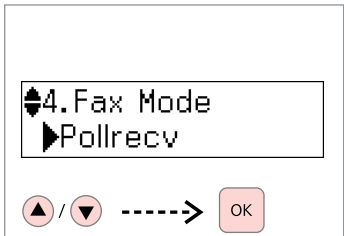
Enter the fax settings menu.

3



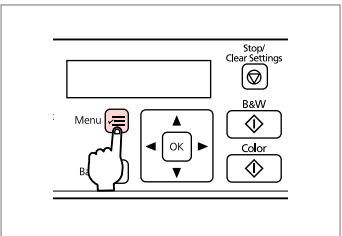
Select **Fax Mode**.

4



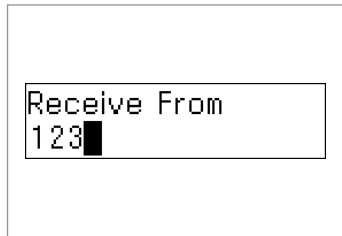
Select **Pollrecv**.

5



Proceed.

6



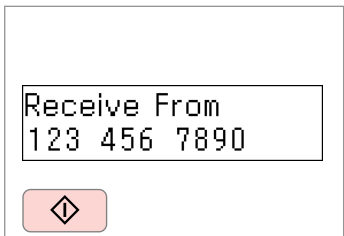
Enter the fax number.

6



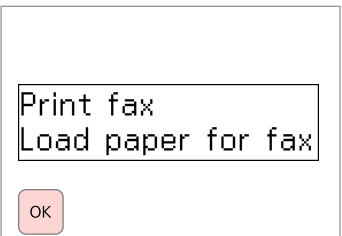
You can also use one-touch dial button, Speed Dial/Group Dial button or Redial/Pause button to enter the fax number.

7



Start receiving.

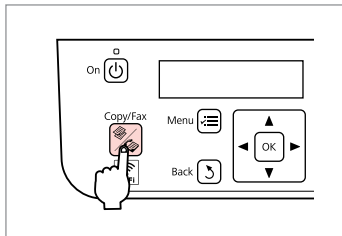
8



Print the fax data.

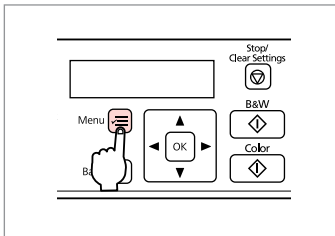
Printing Reports

1



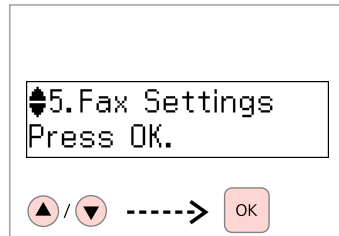
Enter the Fax mode.

2



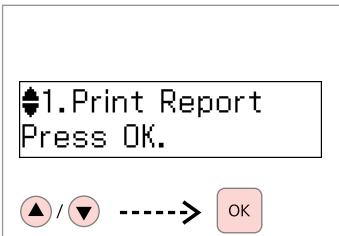
Enter the fax settings menu.

3



Select **Fax Settings**.

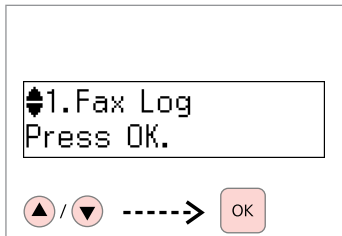
4




Select **Print Report**.

5

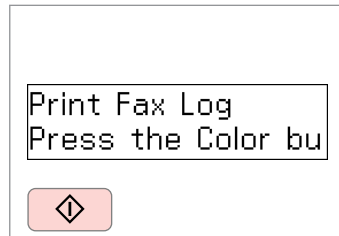
  44



Select an item.

 If you select **Fax Log** then **View**, use **▲/▼** to select date/time, then press **▶** to view.

6

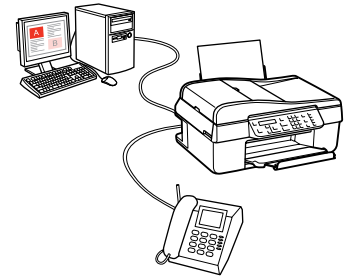


Print the report.


Faxing from a PC

The fax software that came with the software disc allows you to send faxes from your computer, create a phone book, and provides you with other useful features. For details, see the Fax Utility online help. Use the following procedure to run the utility.

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**.





Fax Menu List

Press  again to finish setting.

Menu items and values may differ depending on the region.

Fax settings menu

Resolution ^{*1}	Standard, Fine, Photo	
Contrast ^{*1}	-4 to +4	
Send Fax Later	Off, On	
Fax Mode	Sending, Pollrecv	
Fax Settings	Print Report	Fax Log ^{*3} , Last Transmission ^{*4} , Speed Dial List, Group Dial List, Reprint Faxes ^{*5} , Protocol Trace ^{*6}
	Speed Dial Setup	Create, Edit, Delete
	Group Dial Setup	Create, Edit, Delete
	Scan & Print Setup ^{*2}	Resolution, Contrast, Auto Reduction ^{*7} , Last Transmission Report ^{*8}
	Communication	DRD ^{*9} , ECM ^{*10} , V.34 ^{*11} , Rings to Answer ^{*12} , Dial Tone Detection ^{*13} , Dial Mode ^{*14}
	Check Fax Connection	
	Header	Fax Header, Your Phone Number
Restore Default Settings	 ➔ 18	
Network Settings ^{*15}	See your online Network Guide for details.	
Maintenance	 ➔ 54	

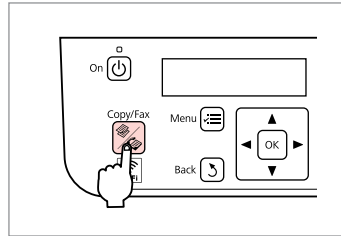
- *1 Settings for transmitted faxes.
- *2 Settings for received faxes.
- *3 Prints or displays the communication log.
- *4 Prints a communication log for the previous transmission or the previous polling results received.
- *5 Reprints from the latest fax received. When the memory is full, the oldest faxes are erased first.
- *6 Prints the protocol for the latest communication.
- *7 Indicates whether or not to reduce received faxes larger than A4-size to A4, or prints them at their original size on multiple sheets.
- *8 Indicates whether or not to print a report for the previous transmitted fax. Select **On Error** to print reports only when an error occurs. Select **On Send** to print reports for every fax.
- *9 Indicates the type of answer ring pattern you want to use to receive faxes. To select an option other than **All** (or **Off**), you must set up your phone system to use different ring patterns. This option may be **On/Off** depending on the region.
- *10 Indicates whether or not to use Error Correction mode to automatically correct fax data sent/received with errors due to the line or any other problems. Color faxes cannot be sent/received when ECM is off.
- *11 Indicates the speed at which you transmit and receive faxes. **On** is 33.6 kbps and **Off** is 14.4 kbps.
- *12 Depending on the region, this setting may not be displayed.
- *13 When this is set to **On**, the product starts dialing after it detects a dial tone. It may not be able to detect a dial tone when a PBX (Private Branch Exchange) or a TA (Terminal Adapter) is connected. In that case, set to **Off**. However, doing so may drop the first digit of a fax number and send the fax to the wrong number.
- *14 Indicates the type of phone system to which this product is connected. Depending on the region, this menu may not be displayed.
- *15 WorkForce 325 only.

Maintenance Menu



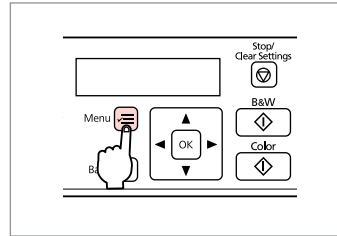
Checking the Ink Cartridge Status

1



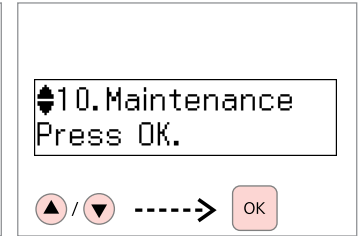
Enter the Copy mode.

2



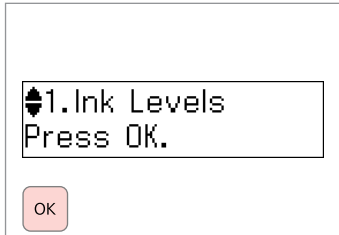
Enter the copy settings menu.

3



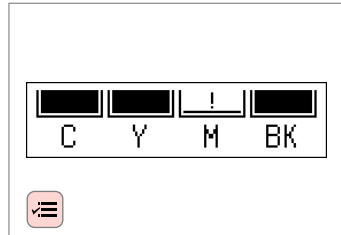
Select **Maintenance**.

4



Select **Ink Levels**.


5



Check and return.

C	Y	M	BK	!
Cyan	Yellow	Magenta	Black	Ink is low.



You can replace ink cartridges even if they are not expended. Press , select **Maintenance**, and press **OK**. Select **Ink Cartridge Replacement**, and press **OK**.



Epson cannot guarantee the quality or reliability of non-genuine ink. If non-genuine ink cartridges are installed, the ink cartridge status may not be displayed.



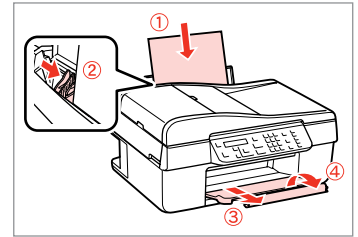
If an ink cartridge is running low, prepare a new ink cartridge.

Checking/Cleaning the Print Head



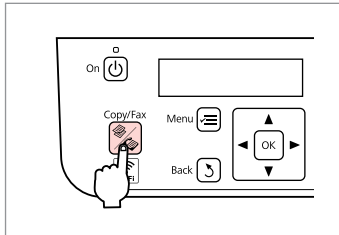
Print head cleaning uses some ink from all cartridges, so clean the print head only if quality declines.

1 → 11



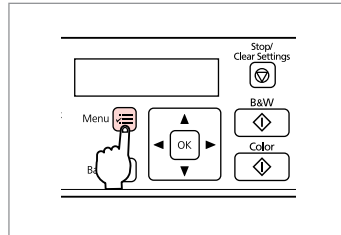
Load A4-size paper.

2



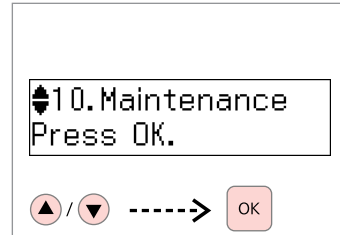
Enter the Copy mode.

3



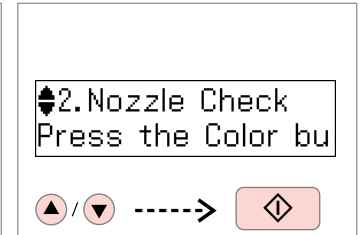
Enter the copy settings menu.

4



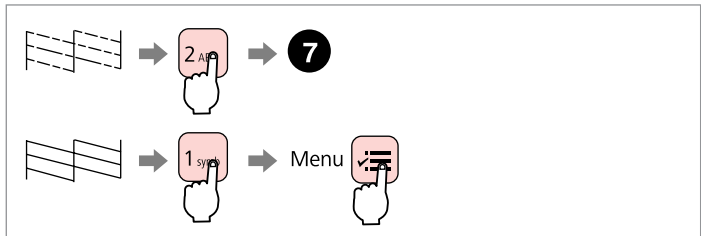
Select **Maintenance**.

5



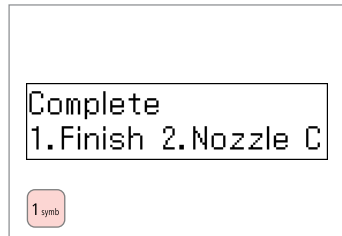
Select **Nozzle Check** and then start.

6



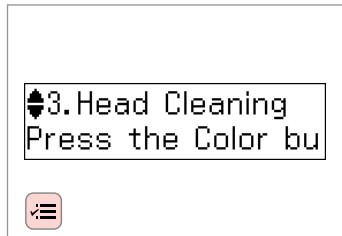
Check the pattern and proceed.

7



Finish head cleaning.

8



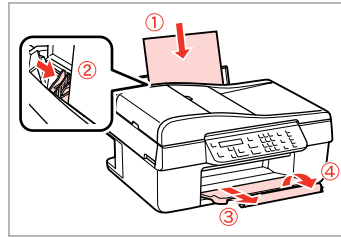
Return to Copy mode.



If quality does not improve after cleaning four times, leave the printer on for at least six hours. Then try cleaning the print head again. If quality still does not improve, contact Epson support.

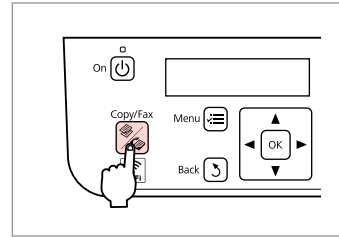
Aligning the Print Head

1  → 11



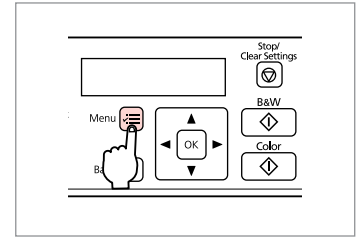
Load A4-size paper.

2



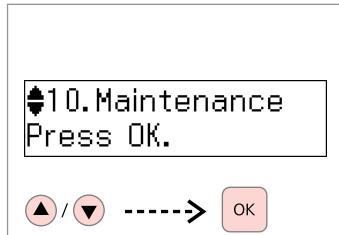
Enter the Copy mode.

3



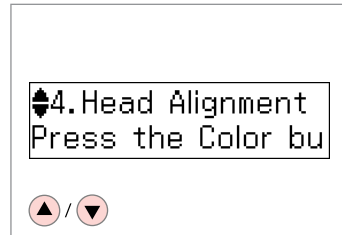
Enter the copy settings menu.

4



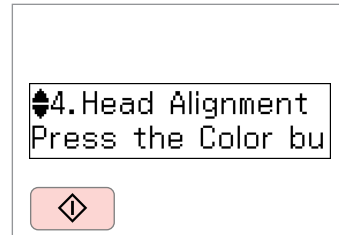
Select **Maintenance**.

5



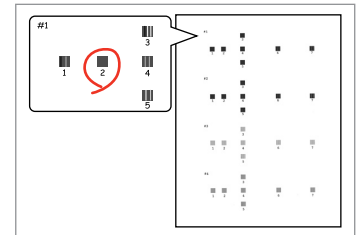
Select **Head Alignment**.

6



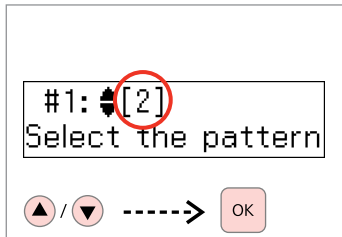
Print patterns.

7



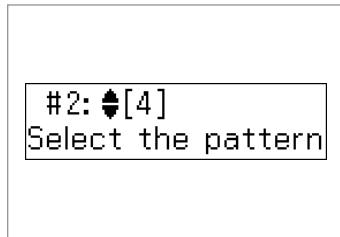
Select the most solid pattern.

8



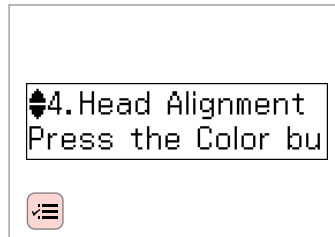
Select the pattern number for #1.

9



Repeat step 8 for other patterns.

10

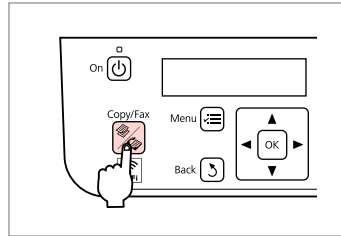


Return to Copy mode.



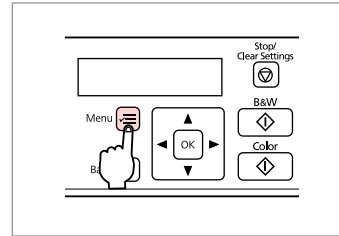
Setting/Changing the Time and Region

1



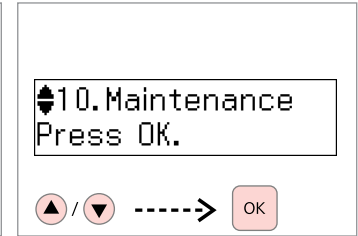
Enter the Copy mode.

2



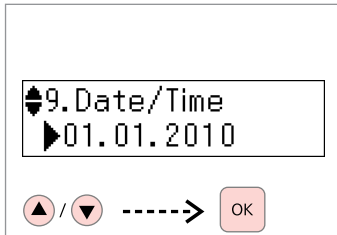
Enter the copy settings menu.

3



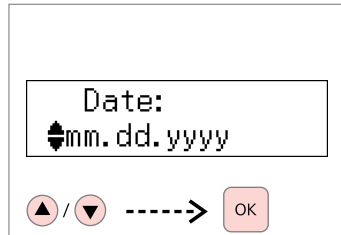
Select **Maintenance**.

4



Select **Date/Time**.

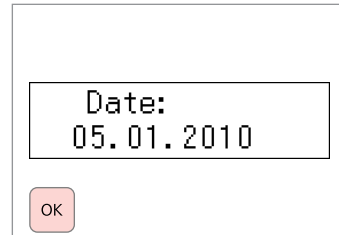
5



Select the date format.

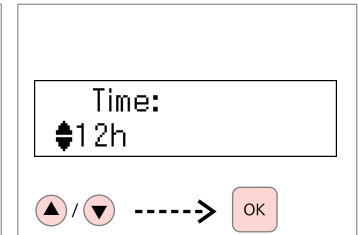
6

➔ 6



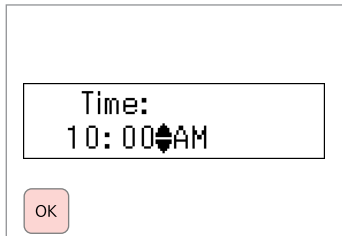
Set the date.

7




Select the time format.

8  → 6

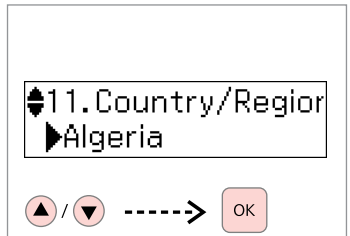


Set the time.

 Use ▲ or ▼ to select **AM** or **PM**.

 If you want to set **Country/Region**, go to step 9.

9



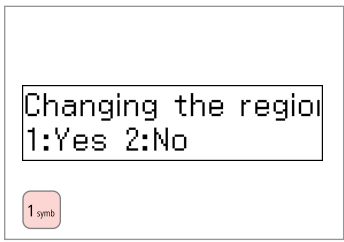
Select **Country/Region**.

10



Select the region.

11








Select **Yes**.

 To select daylight saving time, set **Daylight Saving Time** to **On**.
 → 54

 The incorrect time may be displayed especially after a power failure.

Maintenance Menu List

Press  **Copy/Fax** and then press  to enter the settings menu. Then press  or  to select **Maintenance**.

Press  to finish setting.

Maintenance menu settings

Ink Levels	
Nozzle Check	
Head Cleaning	
Head Alignment	
Ink Cartridge Replacement	
Sound	On, Off
LCD Contrast	+1 to +16
Scroll Speed	Standard, Slow, Fast
Date/Time	mm.dd.yyyy, yyyy.mm.dd, dd.mm.yyyy / 12h, 24h
Daylight Saving Time	Off, On
Country/Region	
Language	

Solving Problems



Error Messages

Error Messages	Solution
You need to replace the following ink cartridge(s): XXX Press OK.	Replace the expended ink cartridges. ☐ ➔ 57
Paper jam Press OK. If the error does not clear, remove the paper by hand.	☐ ➔ 60
Printer error Paper jam. Open the scanner unit and remove the paper, then turn off the printer. See your documentation.	☐ ➔ 61
Paper jam in the Automatic Document Feeder. Remove the jammed paper. Press OK.	☐ ➔ 62
Printer error See your documentation.	Turn the printer off and then back on. Make sure that no paper is still in the printer. If the error message still appears, contact Epson support.
Scanner error See your documentation.	Turn the printer off and then back on. If the error message still appears, contact Epson support.
A fax error has occurred. See your documentation.	Turn the printer off and then back on. If the error message still appears, contact Epson support.
The printer's ink pads are nearing the end of their service life. Please contact Epson Support.	Contact Epson support to replace ink pads before the end of their service life. When the ink pads are saturated, the printer stops and Epson support is required to continue printing.
The printer's ink pads are at the end of their service life. Please contact Epson Support.	Contact Epson support to replace ink pads.
No dial tone. Fax job incomplete.	Make sure the phone cable is connected correctly and the phone line works. ☐ ➔ 20 If you connected the product to a PBX (Private Branch Exchange) phone line or Terminal Adapter, turn off the Dial Tone Detection . ☐ ➔ 44

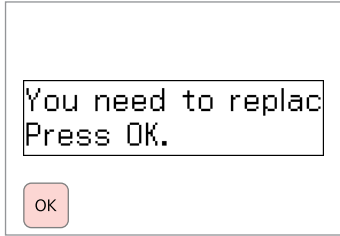
Replacing Ink Cartridges

Ink Cartridge Handling Precautions

- Never move the print head by hand.
- Some ink is consumed from all cartridges during the following operations: print head cleaning and ink charging when an ink cartridge is installed.
- 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.
- Epson recommends the use of genuine Epson ink cartridges. Epson cannot guarantee the quality or reliability of non-genuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior. Information about non-genuine ink levels may not be displayed, and use of non-genuine ink is recorded for possible use in service support.
- Make sure you have a new ink cartridge before you begin replacement. Once you start replacing a cartridge, you must complete all the steps in one session.
- Leave the expended cartridge installed until you have obtained a replacement. Otherwise the ink remaining in the print head nozzles may dry out.
- Do not open the ink cartridge package until you are ready to install it in the printer. The cartridge is vacuum packed to maintain its reliability.
- Other products not manufactured by Epson may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior.
- Do not turn off the printer during ink charging as this will waste ink.



1



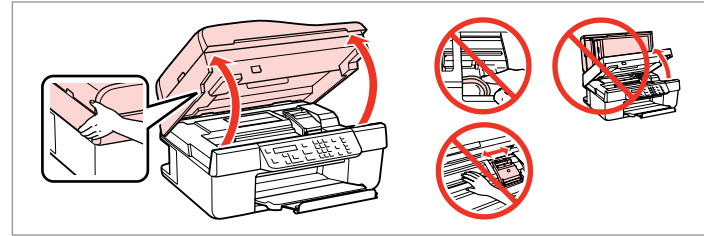
Check the color to replace.

2




Proceed.

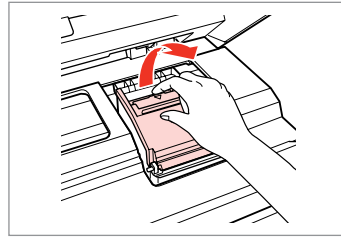
3



Open.

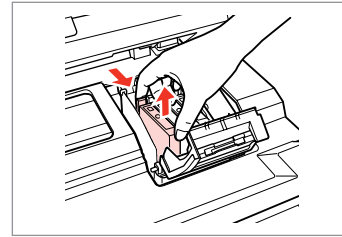
 Never open the cartridge cover while the print head is moving.

4



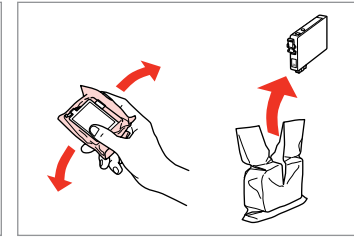
Open.

5



Pinch and remove.

6

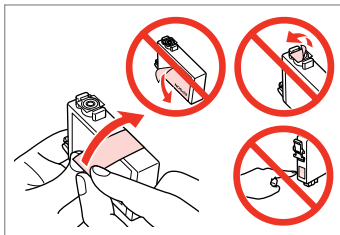


Shake new cartridge.



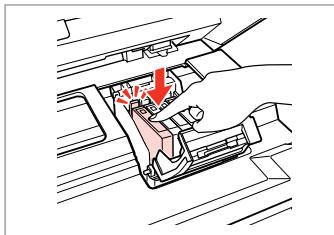
Be careful not to break the hooks on the side of the ink cartridge.

7



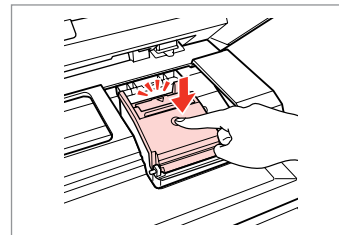
Remove the yellow tape.

8



Insert and push.

9

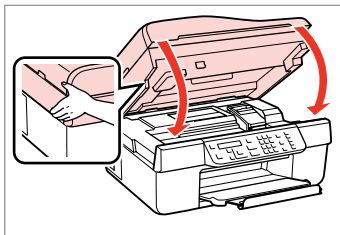


Close.



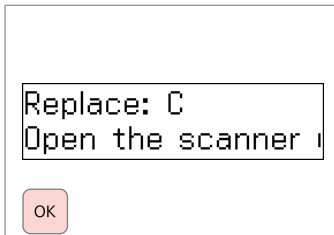
If you find it difficult to close the cover, press down on each cartridge until it clicks into place.

10



Close.

11



Start charging ink.



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.

Paper Jam

Paper Jam - jammed inside 1

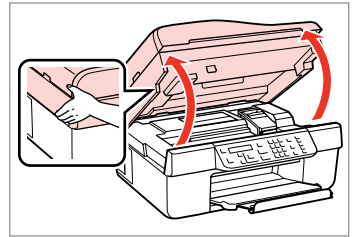
1

Paper jam
Press OK. If the er

OK

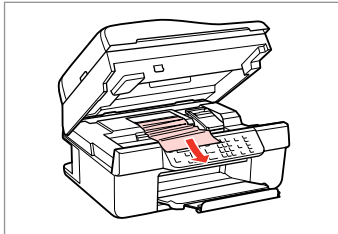
Proceed.

2



Open.

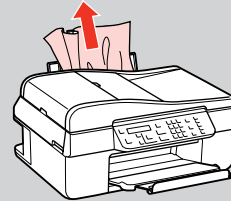
3



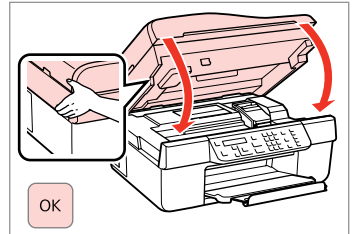
Remove.



If paper still remains near the sheet feeder, gently pull it out.



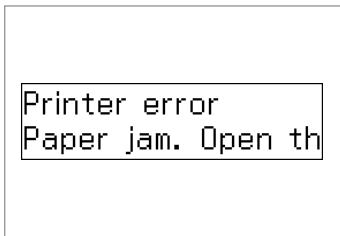
4



Close.

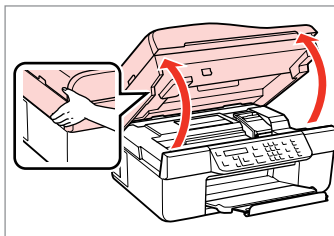
Paper Jam - jammed inside 2

1



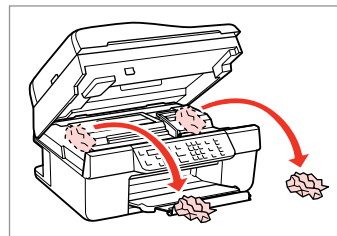
Check the message.

2



Open.

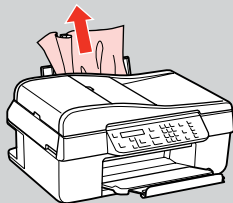
3



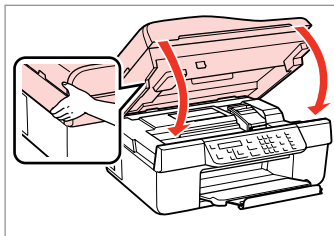
Remove.



If paper still remains near the sheet feeder, gently pull it out.

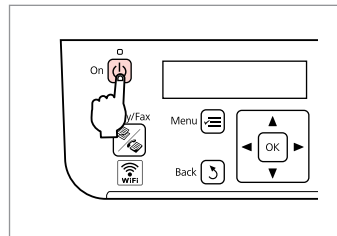


4



Close.

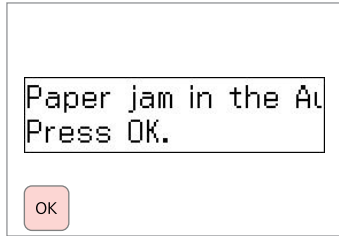
5



Turn off.

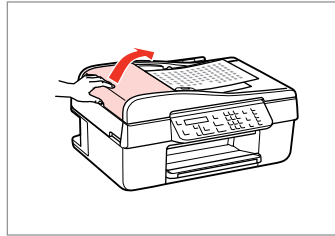
Paper Jam - Automatic Document Feeder

1



Proceed.

2



Open.



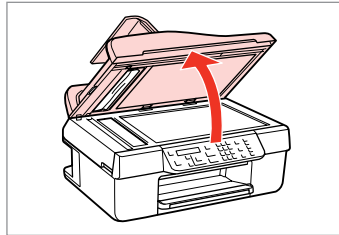
If you do not open the ADF cover, the printer may be damaged.

3



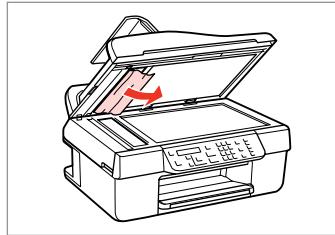
Remove.

4



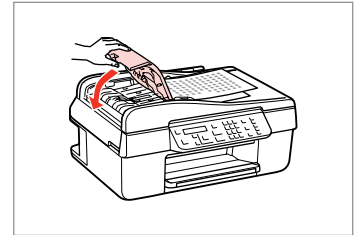
Open.

5



Remove.








6

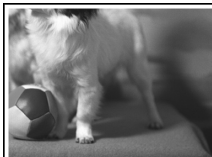
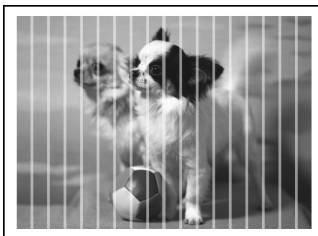


Close.

Print Quality/Layout Problems

Try the following solutions in order from the Top. For further information, see your online User's Guide.

Problems	Solution No.
You see banding (light lines) in your printouts or copies.	1 2 3 4 6 8
Your printout is blurry or smeared.	1 2 3 4 5 7
Your printout is faint or has gaps.	1 2 3 6
Your printout is grainy.	4
You see incorrect or missing colors.	3 6
The image size or position is incorrect.	9 10 11 12
Solutions	
1 Make sure you select the correct paper type.  ➔ 10	
2 Make sure the printable side (the whiter or glossier side) of the paper is facing in the right direction.  ➔ 11	
3 Clean the print head.  ➔ 48	
4 Align the print head.  ➔ 50 If quality is not improved, try aligning using the printer driver utility. See your online User's Guide to align the print head.	
5 To clean the inside of the printer, make a copy without placing a document on the document table/ADF. For further information, see your online User's Guide .	
6 For best results, use up ink cartridge within six months of opening the package.  ➔ 57	
7 Try to use genuine Epson ink cartridges and paper recommended by Epson.	
8 If a moiré (cross-hatch) pattern appears on your copy, change the Reduce/Enlarge setting or shift the position of your original.	
9 Make sure you selected the correct Paper Size, Layout, Expansion , and Reduce/Enlarge setting for the loaded paper.  ➔ 18	
10 Make sure you loaded paper and placed the original correctly.  ➔ 11, 13	
11 If the edges of the copy or photo are cropped off, move the original slightly away from the corner.	
12 Clean the document table. See your online User's Guide .	



Faxing Problems

Try the following solutions in order from the top.

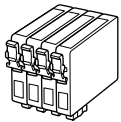
Problems	Solution No.
Cannot send fax	1 2 3 4 8 9
Cannot receive fax	1 2 5 8 9
Quality problems (when sending)	6 7 9
Quality problems (when receiving)	9
Answering machine does not pick up voice calls	10
Incorrect time	11
Solutions	
1	Make sure the phone cable is connected correctly and check that the phone line works. You can check the line status by using the Check Fax Connection function. ☞ 20
2	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.
3	If you connected this product to a PBX (Private Branch Exchange) phone line or Terminal Adapter, turn off Dial Tone Detection . ☞ 44
4	Make sure that the recipient's fax machine is turned on and working.
5	If this product is not connected to a phone and you want to receive faxes automatically, make sure you turn on auto answer. ☞ 37
6	Clean the document table and ADF (Automatic Document Feeder). See your online User's Guide .
7	If the fax you sent was faint or not clear, change the Resolution or Contrast in the fax settings menu. ☞ 44
8	Turn off V.34 . ☞ 44
9	Make sure that ECM is turned on. ☞ 44
10	When auto answer is turned on and an answering machine is connected to the same phone line as this product, set the number of rings to answer for receiving faxes to a higher number than the number of rings for the answering machine. ☞ 37
11	The clock may run fast/slow or may be reset after a power failure, or the power is left off for a long time. Set the correct time. ☞ 52

Contacting Epson Support

If you cannot solve the problem using the troubleshooting information, contact Epson support services for assistance. You can get the contact information for Epson support for your area in your online User's Guide or warranty card. If it is not listed there, contact the dealer where you purchased your product.

Index

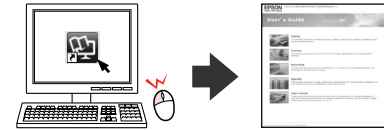
A	ADF.....13	Last Transmission Report.....44
	Auto Answer.....20	Layout.....18
	Automatic Document Feeder (ADF).....13	LCD Contrast.....54
	Auto Reduction.....44	M
B		Maintenance.....54
	beep.....54	N
	Borderless/With Border.....18	Network Settings.....18,44
	Buttons, Control Panel.....6.8	Nozzle Check.....54
C		number of rings.....37,38,44
	Check Fax Connection.....44	O
	clock.....52,54	one-touch dial button.....7,32
	Communication.....44	P
	Contrast.....44	Paper Size.....18
	Copy Density.....18	Paper Type.....18
	Country/Region.....52,54	Poll to receive.....44
D		Print Report.....44
	Date/Time.....52,54	Protocol Trace.....42,44
	Daylight Saving Time.....54	Q
	Dial Tone Detection.....44	Quality.....18
	display.....6.8,54	R
	DRD.....44	Reduce/Enlarge.....18
	DSL.....22	Reprint Faxes.....42,44
E		Resolution.....44
	ECM.....44	Restore Default Settings.....18,44
	Error correction mode.....44	Rings to Answer.....37,38,44
	Expansion.....18	S
F		Scan & Print Setup.....44
	fax header.....28,44	scan (document copy).....16
	fax information service.....40	scan (photo copy).....16
	Fax Log.....42,44	Scroll Speed.....54
	Fax Mode.....44	Send Fax Later.....44
	fax ring alert settings.....44	Sound.....54
	fax scheduled transmission.....34	Speed Dial List.....24,42,44
	Fax Settings.....44	Speed Dial Setup.....44
G		V
	Group Dial List.....26,42,44	V.34.....44
	Group Dial Setup.....44	viewer.....6.8,54
H		
	Head Alignment.....54	
	Head Cleaning.....54	
	Header.....44	
I		
	Ink Cartridge Replacement.....54	
	Ink Levels.....46,54	
	ISDN.....22	
L		
	Language, change.....54	
	Last Transmission.....42,44	



Available ink cartridge sizes vary by area.

	Black	Cyan	Magenta	Yellow
Epson ME OFFICE 620F	142 141	141	141	141
WorkForce 320	138	138	138	138
WorkForce 325	133	133	133	133

Getting more information.



Copyright © 2010 Seiko Epson Corporation. All rights reserved.
Printed in XXXXXX



411869500