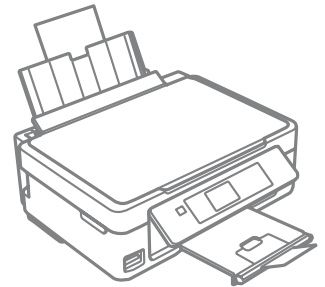
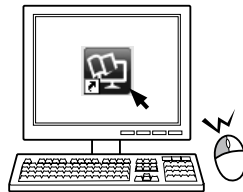


XP-400/XP-402/ME-401

Basic Operation Guide

Please see the online manuals which are installed from the CD for printing and scanning from your computer. ☐ ➔ 40



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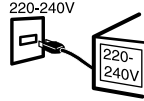










Solving Problems

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Marks Used in This Guide

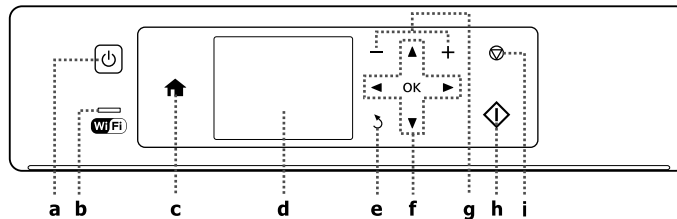
|  |  |  |  |  |  |
|---|---|---|---|---|---|
| Caution; must be followed carefully to avoid bodily injury. | Important; must be observed to avoid damage to your equipment. | Must be observed to avoid bodily injury and damage to your equipment. | Note | Information | Reference page |









Important Safety Instructions

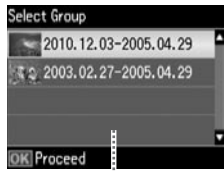
| | | | | | | |
|---|---|---|---|--|---|---|
|  |  |  |  |  |  |  |
| Use only the power cord that comes with the printer. Use of another cord may cause fire or shock. Do not use the cord with any other equipment. | Place the printer near a wall outlet where the power cord can be easily unplugged. | Use only the type of power source indicated on the printer. | Make sure the power cord meets all relevant local safety standards. | Do not let the power cord become damaged or frayed. | Keep the printer away from direct sunlight or strong light. | Do not open the scanner unit while copying, printing, or scanning. |
|  |  |  |  |  |  | |
| Do not use aerosol products that contain flammable gases inside or around the printer. Doing so may cause fire. | Except as specifically explained in your documentation, do not attempt to service the printer yourself. | Keep ink cartridges out of the reach of children. | If ink gets on your skin, wash the area thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems continue after a thorough flushing, see a doctor immediately. If ink gets into your mouth, spit it out immediately and see a doctor right away. | Do not shake the ink cartridges too vigorously; otherwise ink may leak from the cartridge. | 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. | |

Guide to Control Panel

The actual panel/screen display may differ slightly from those shown in this guide.



| a | b | c | d | e |
|---|--|---|---|---|
|  |  |  | - |  |
| Turns on/off printer. | Stays on while the printer is connected to a Wi-Fi network. Stays off when the printer is not connected to the network. Flashes while the Wi-Fi network settings are being made. | Returns to the top menu. | Displays a preview of the selected images, or displays settings. | Cancels/returns to the previous menu. |
| f | g | h | i | j |
|  | + , - |  |  |  |
| Selects photos and menus. | Sets the number of copies and prints. | Starts the operation you selected. | Stops copying/printing/scanning or reset settings. | Shows the network status. For more information, see the online Network Guide. |



k

k

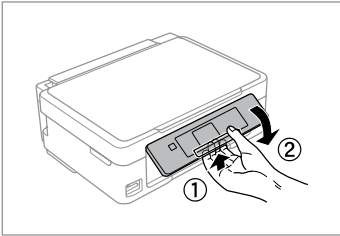
When you have more than 999 photos on your memory card, the LCD screen displays a message to let you select a group. Images are sorted by the date they were taken. To select and show images in a group, press ▲ or ▼ to select a group and then press **OK**. To re-select a group, select **Print Photos**, and then select **Select Group**.

Using Epson Connect Service



Using Epson Connect and other companies' related services, you can easily print directly from your smartphone, tablet PC, or portable computer, anytime and practically anywhere, even across the globe! For more information, visit the following URL: <https://www.epsonconnect.com/>

Adjusting the Angle of the Panel



To lower or close the panel, unlock by pulling the lever on the rear until it clicks, and then lower down. Simply lift the panel to raise it.

Power Saving Function

- ❑ After 13 minutes of inactivity, the LCD screen turns black. Press any button to return the screen to its previous state.
- ❑ The product turns off automatically if no operations are performed for the period selected at the following menu: **Setup -> Printer Setup -> Power Off Timer.**

Selecting Paper

| | If you want to print on this paper... | Choose this Paper Type on the LCD screen | Loading capacity (sheets) |
|---|---------------------------------------|--|---------------------------|
| a | Plain paper *1 *2 | Plain Paper | [11 mm] *3 |
| b | Epson Bright White Ink Jet Paper *1 | | 80 *3 |
| c | Epson Premium Glossy Photo Paper | Photo Paper | 20 |
| d | Epson Premium Semigloss Photo Paper | | |
| e | Epson Photo Paper | | |
| f | Epson Ultra Glossy Photo Paper | | |
| g | Epson Glossy Photo Paper | | |

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

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

*3 30 sheets for paper that already has printing on one side.

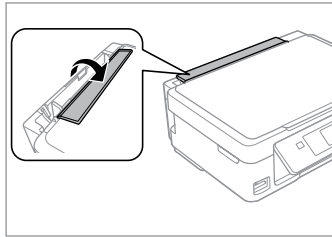
The availability of special paper varies by area.

Loading Paper



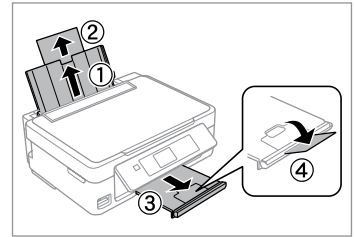
When using Legal size paper or envelopes, see the online User's Guide.

1



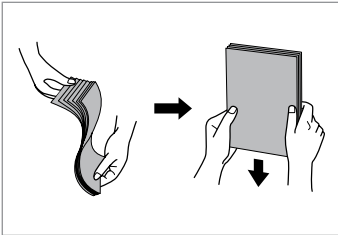
Flip forward.

2



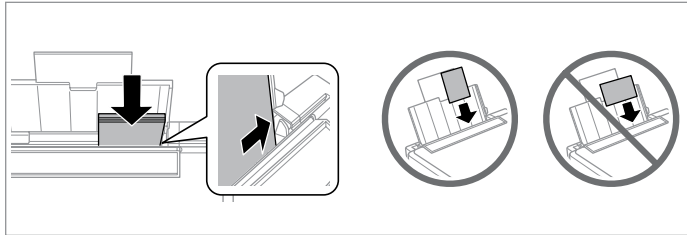
Open and slide out.

3



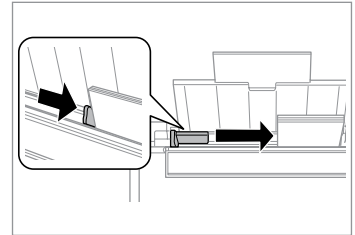
Fan and align the stack of paper.

4



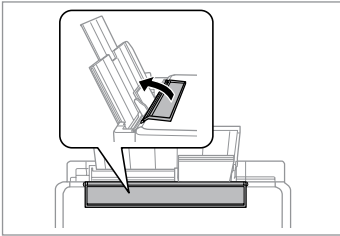
Load paper. Make sure to face the printable side up.

5




Fit.

6



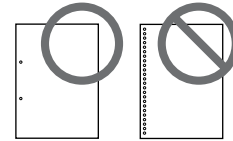
Flip back.



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

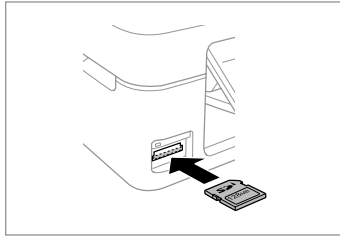


You can use commercially available 2-hole punched paper. Do not use paper punched by yourself or paper with many holes.



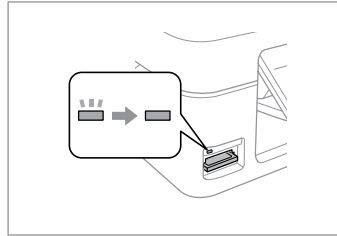
Inserting a Memory Card

1



Insert one card at a time.

2



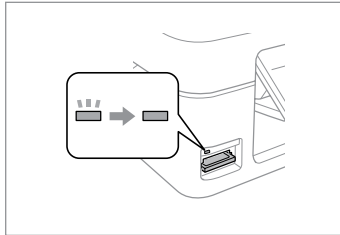
Check the light stays on.



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

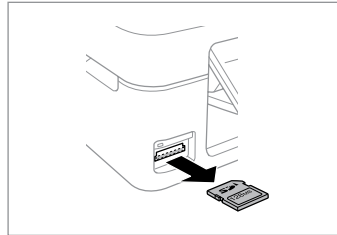
Removing a Memory Card

1



Check the light stays on.


2



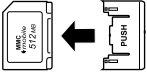
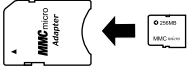
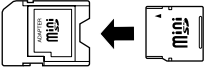
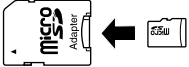

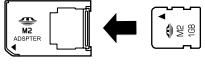


Remove.



| | |
|----|----------|
| | |
| On | Flashing |



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

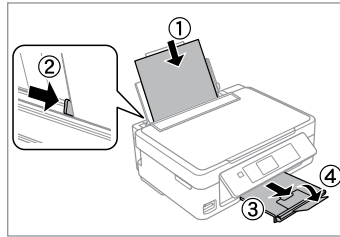
*Adapter required



If the memory card needs an adapter then attach it before inserting the card into the slot, otherwise the card may get stuck.

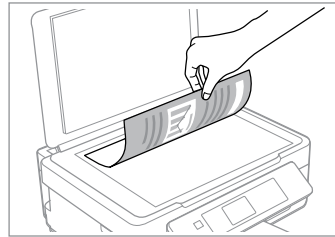
Copying Documents

1 → 9



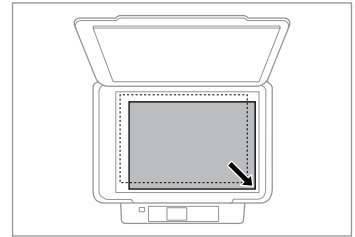
Load paper.

2



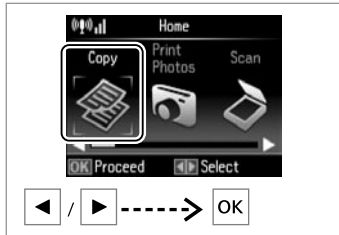
Place face-down horizontally.

3



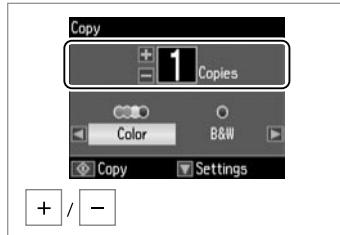
Slide to the corner.

4



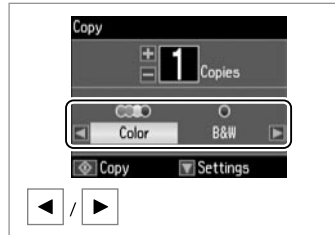
Select **Copy**.

5



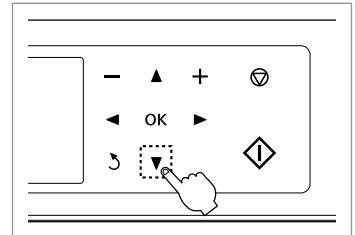
Set the number of copies.

6



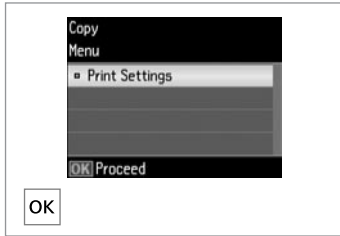
Select a color mode.

7



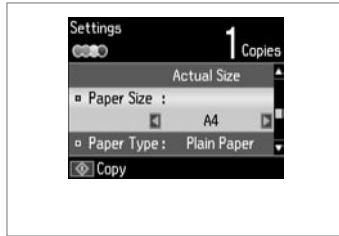
Enter the copy setting menu.

8



Enter **Print Settings**.

9

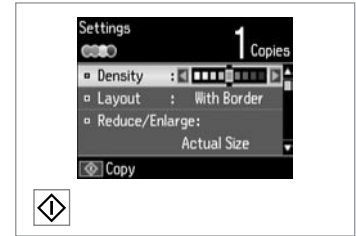


Make the appropriate copy settings.



Make sure you set the Paper Size and Paper Type.

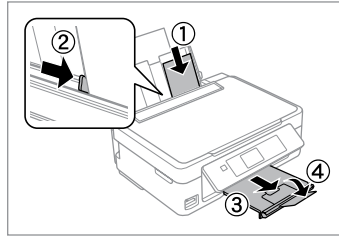
10



Start copying.

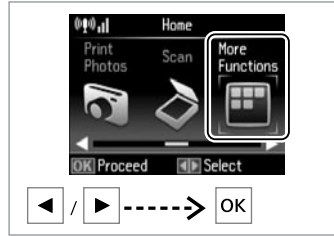
Copy/Restore Photos

1  → 9



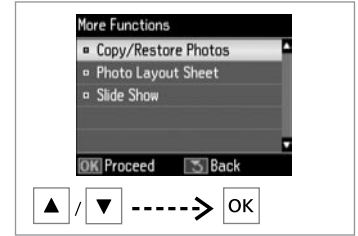
Load photo paper.

2



Select **More Functions**.

3



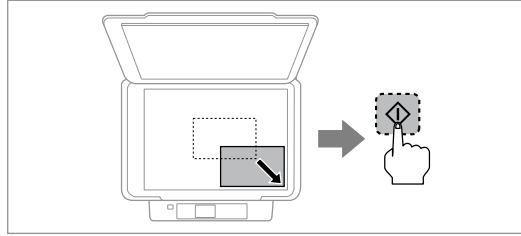
Select **Copy/Restore Photos**.

4



Select **On** or **Off**.

5

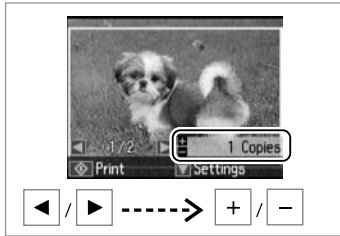


Place original and start scanning.



You can reprint one photo or multiple photos of different sizes at the same time, as long as they are larger than 30 × 40 mm.

6

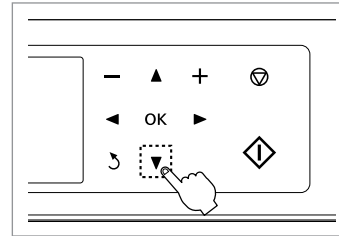


Set the number of copies.



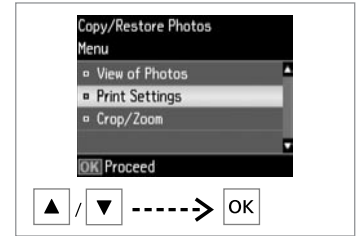
If you scanned two photos, repeat step 6 for the second photo.

7



Enter the setting menu.

8



Select **Print Settings**.

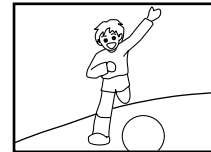
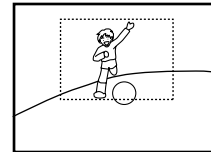
9



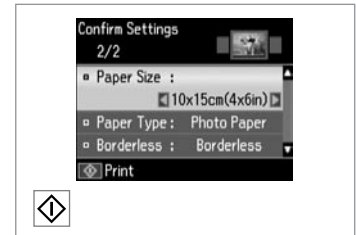
Make the appropriate print settings.



Select **Crop/Zoom** to crop or zoom your photo. Use +/- to resize the image area.



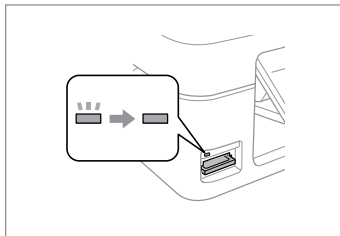
10



Start copying.

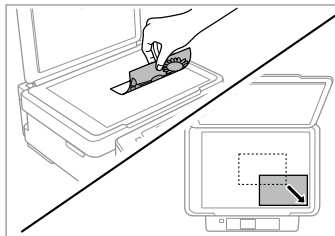
Scanning to a Memory Card

1  ➔ 11



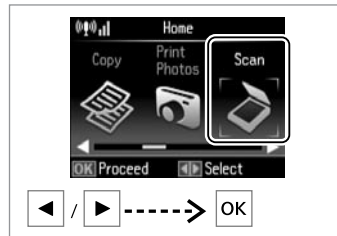
Insert a memory card.

2



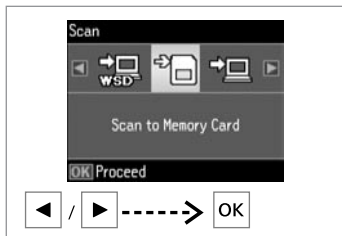
Place original horizontally.

3



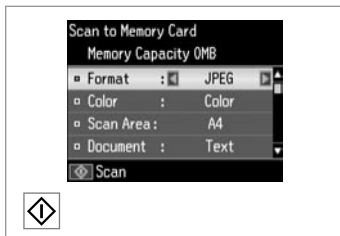
Select **Scan**.

4



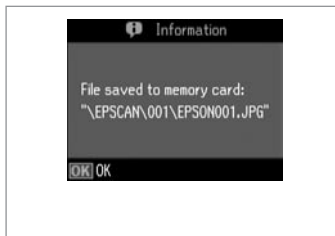
Select **Scan to Memory Card**.

5  ➔ 19




Select settings and scan.

6



Check the message on the screen.



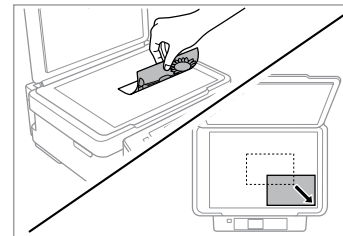
If the edges of the photo are faint, change the **Scan Area** 5.  ➔ 19

Scanning to a Computer



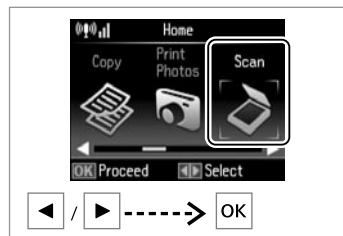
Make sure you have installed software for this printer on your computer and connected following the instructions on the Start Here poster.

1



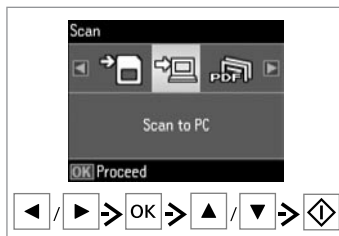
Place original horizontally.

2



Select **Scan**.

3



Select an item and then a PC.



You can change the computer name on the control panel using Epson Event Manager.

Copy and Scan Mode Menu List

Copy menu

| | | |
|----------------|----------------|---|
| Print Settings | Density | -4 to +4 |
| | Layout | With Border, Borderless *1 |
| | Reduce/Enlarge | Actual Size, Auto Fit Page, 10×15cm->A4, A4->10×15cm, 13×18->10×15, 10×15->13×18, A5->A4, A4->A5, Custom Size |
| | Paper Size | A4, 13×18cm(5×7in), 10×15cm(4×6in), A5 |
| | Paper Type | Plain Paper, Photo Paper |
| | Quality | Draft, Standard Quality |

*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.

Copy/Restore Photos menu

| | | |
|-------------------|-----------------------------|------------------------------------|
| Color Restoration | Off, On | |
| Display Options | 1 photo with Info., 1 photo | |
| Print Settings | Paper Size | 10×15cm(4×6in), 13×18cm(5×7in), A4 |
| | Paper Type | Photo Paper |
| | Borderless | Borderless, With Border |
| Crop/Zoom | | |

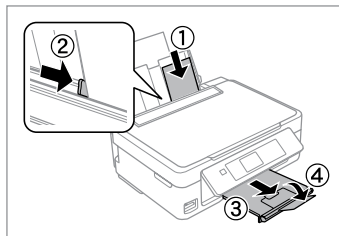
Scan menu

| | | |
|---------------------|------------|-----------------------------|
| Scan to Memory Card | Format | JPEG, PDF |
| | Color | Color, B&W |
| | Scan Area | Auto Cropping, Max Area, A4 |
| | Document | Text, Photograph |
| | Resolution | 200dpi, 300dpi, 600dpi |
| | Contrast | -4 to +4 |
| Scan to PC | | |
| Scan to PC (PDF) | | |
| Scan to PC (Email) | | |
| Scan to PC (WSD) *2 | | |

*2 This feature is only available for English versions of Windows 7/Vista.

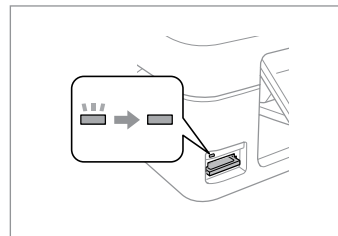
Printing Photos

1 → 9



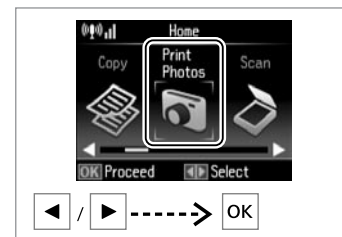
Load photo paper.

2 → 11



Insert a memory card.

3



Select **Print Photos**.

4



Select a photo.

5

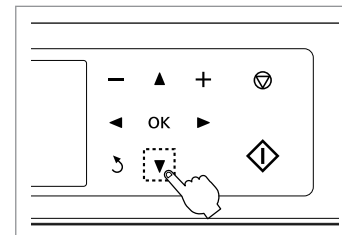


Set the number of copies.



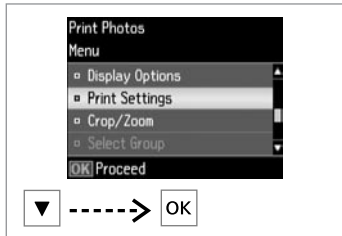
To select more photos, repeat 4 and 5.

6



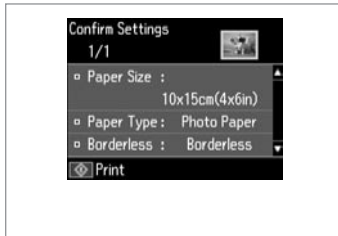
Enter the print setting menu.

7



Select **Print Settings**.

8



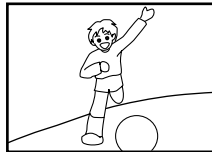
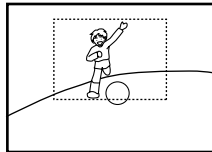
Select appropriate print settings.



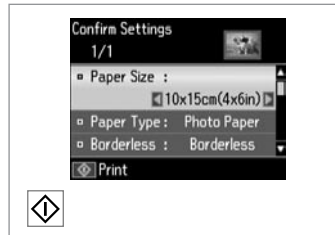
Make sure you set the Paper Size and Paper Type.

i

Select **Crop/Zoom** to crop or zoom your photo. Use +/- to resize the image area.



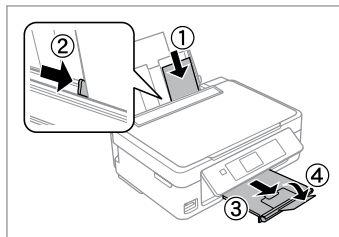
9



Start printing.

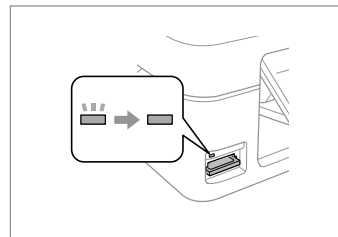
Printing in Various Layouts

1  → 9



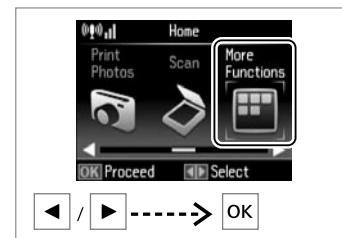
Load photo paper.

2  → 11



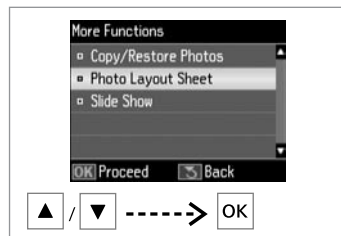
Insert a memory card.

3



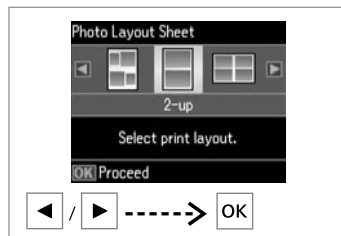
Select **More Functions**.

4



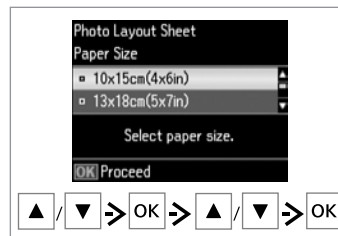
Select **Photo Layout Sheet**.

5



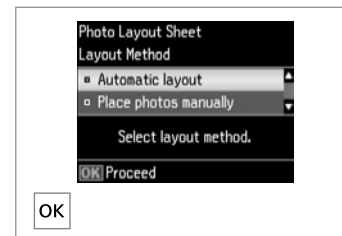
Select a layout.

6



Select paper type and size.

7



Select **Automatic layout**.



If you select **Place photos manually**, layout a photo as shown in (a) or leave a blank as shown in (b).

(a) ◀ / ▶ ---> OK



(b) OK



8



To select more photos, repeat step 8.



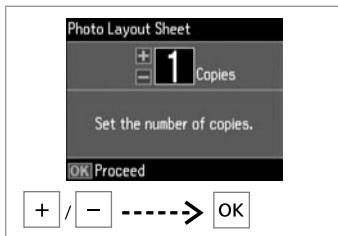
Select a photo.

9



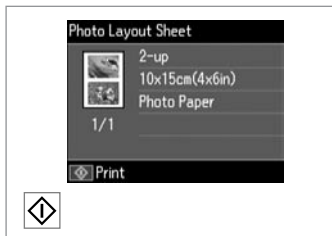
Finish selecting photos.

10



Set the number of copies.

11



Print.

Print Photos Mode Menu List

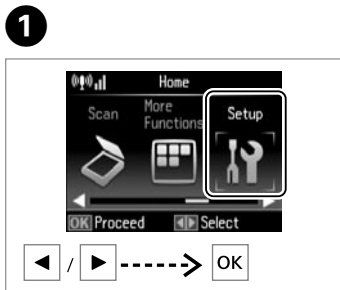
Print Photos and Slide Show menu

| | | |
|-----------------|--|--|
| Select Photos | Select by Date, Cancel Photo Selection | |
| Display Options | 1 photo with Info., 1 photo, Thumbnail | |
| Print Settings | Paper Size | 10×15cm(4×6in), 13×18cm(5×7in), A4 |
| | Paper Type | Photo Paper, Plain Paper |
| | Borderless | Borderless, With Border |
| | Fix Red-Eye ^{*1 *2} | Off-Current, On-Current, Off-All, On-All |
| Crop/Zoom | | |
| Select Group | | |

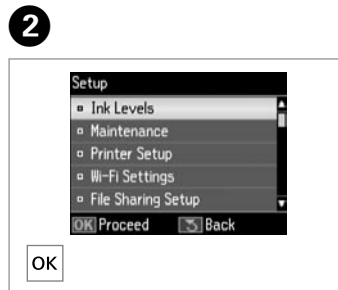
*1 These functions only affect your printouts. They do not change your original images.

*2 Depending on the type of photo, parts of the image other than the eyes may be corrected.

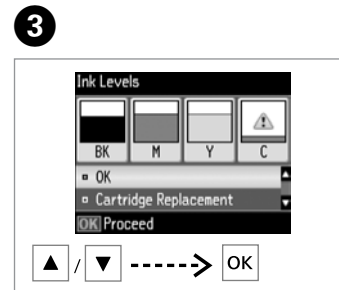
Checking the Ink Cartridge Status



Select **Setup**.



Select **Ink Levels**.



Continue or change cartridge.

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



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



On the screen in step ③, you can select to replace ink cartridges even if they are not expended. You can also start this operation by selecting **Setup** mode, **Maintenance**, and then **Ink Cartridge Replacement**. For instructions on replacing the cartridge, see □ ➔ 34.



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.



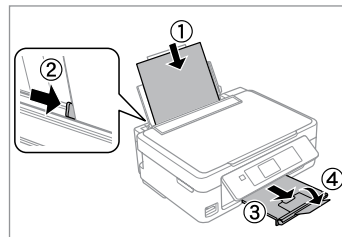
The ink levels displayed are an approximate indication.

Checking/Cleaning the Print Head



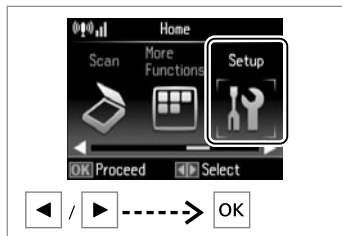
Print head cleaning uses some ink from all cartridges, so clean the print head only if quality declines.

1 9



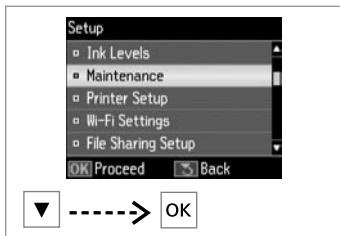
Load A4 size paper.

2



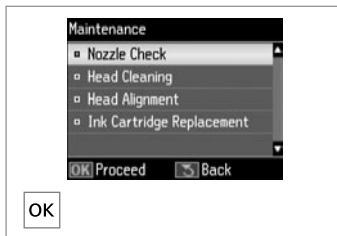
Select **Setup**.

3



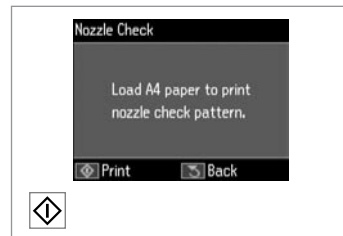
Select **Maintenance**.

4



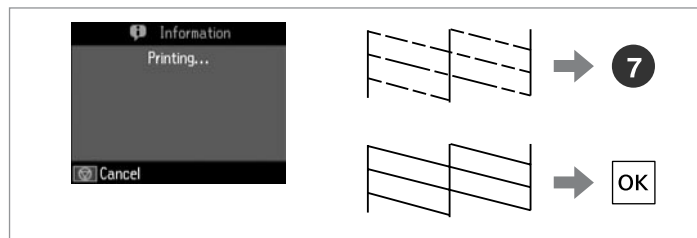
Select **Nozzle Check**.

5



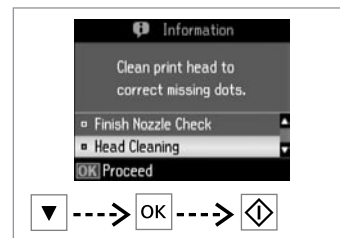
Start the nozzle check.

6



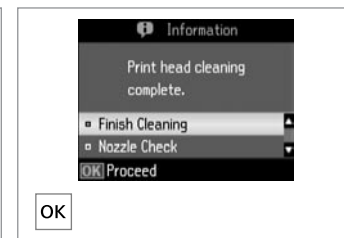
Check the pattern.

7



Select **Head Cleaning** and start.

8



Finish head cleaning.



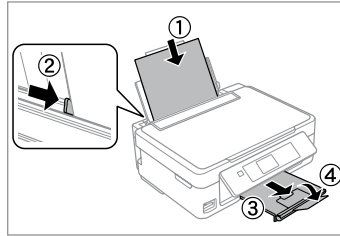
Do not turn off the printer during head cleaning. If the head cleaning is incomplete, you may not be able to print.



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

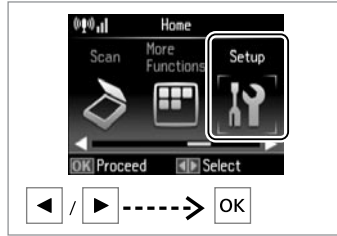
Aligning the Print Head

1 → 9



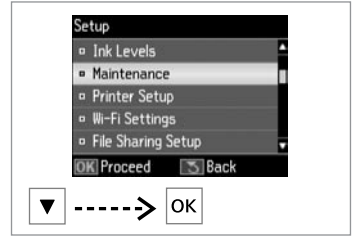
Load A4 size paper.

2



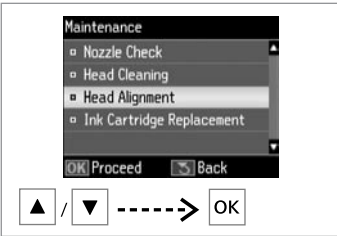
Select **Setup**.

3



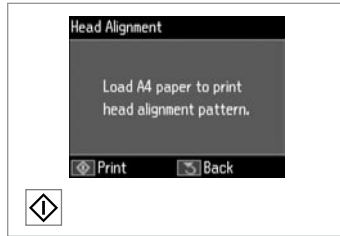
Select **Maintenance**.

4



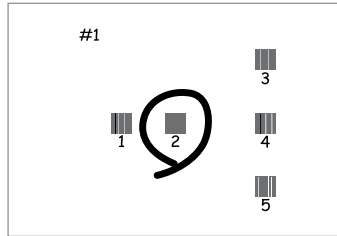
Select **Head Alignment**.

5



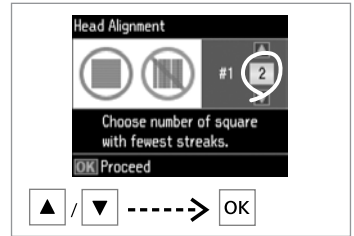
Print patterns.

6



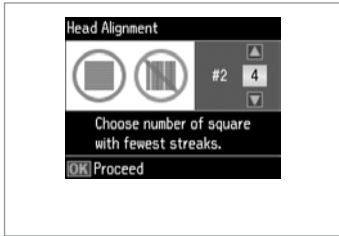
Select the most solid pattern.

7



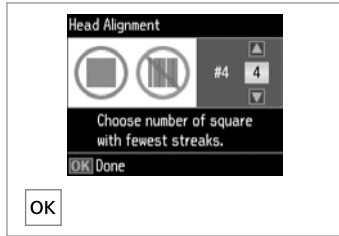
Enter the pattern number for #1.

8



Repeat **7** for all patterns.

9



Finish aligning the print head.



Setup Mode Menu List

Setup Mode menu

| | | |
|--------------------------|---------------------------------------|---|
| Ink Levels | OK | |
| | Cartridge Replacement | |
| Maintenance | Nozzle Check | |
| | Head Cleaning | |
| | Head Alignment | |
| | Ink Cartridge Replacement | |
| Printer Setup | Sound | |
| | Power Off Timer * ¹ | |
| | Language | |
| Wi-Fi Settings | Wi-Fi Setup | For more information, see the online Network Guide. |
| | Manual Wi-Fi Setup | |
| | Wi-Fi Connection Check * ² | |
| | Confirm Wi-Fi Settings * ³ | |
| File Sharing Setup | USB | |
| | Wi-Fi | |
| Restore Default Settings | Wi-Fi Settings | |
| | All except Wi-Fi Settings | |
| | All Settings | |

*¹ You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

*² You can check the network connection status, and print the report. If there is any problem with the connection, the report helps you find the solution.

*³ You can print the network status sheet to confirm the current settings.

Error Messages

| Error Messages | Solution |
|---|---|
| Paper jam. | ☐ ➔ 37, 38 |
| Paper out. Load paper. | Load some paper. Otherwise, make sure the number of sheets does not exceed the limit specified for the type of media you are using. |
| Communication error. Connect computer. | Make sure the computer is connected correctly. If the error message still appears, make sure that scanning software is installed on your computer and that the software settings are correct. |
| Printer error. Turn power off and on again. | 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. |
| A printer's ink pad is nearing the end of its service life. Please contact Epson Support. | Press ⏏ to resume printing. The message will be displayed until the ink pad is replaced. Contact Epson support to replace ink pads before the end of their service life. When the ink pads are saturated, the printer stops and Epson support is required to continue printing. |
| A printer's ink pad is at the end of its service life. Please contact Epson Support. | Contact Epson support to replace ink pads. |
| Operation canceled. No memory card recognized. | Make sure the memory card has been inserted correctly. If it is inserted correctly, check to see if there is a problem with the card and try again. |
| Combination of IP address and subnet mask is invalid. See documentation. | See the online Network Guide. |
| Recovery Mode | The firmware update has failed. You will need to re-attempt the firmware update. Ready a USB cable and visit your local Epson website for further instructions. |

Ink Precautions



- ❑ To maintain optimum print head performance, some ink is consumed from all cartridges not only during printing but also during maintenance operations such as ink cartridge replacement and print head cleaning.
- ❑ 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.
- ❑ Do not leave the printer with the ink cartridges removed or do not turn off the printer during cartridge replacement. Otherwise, ink remaining in the print head nozzles will dry out and you may not be able to print.
- ❑ 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. If the ink charging is incomplete, you may not be able to print.
- ❑ Install all ink cartridges; otherwise, you cannot print.

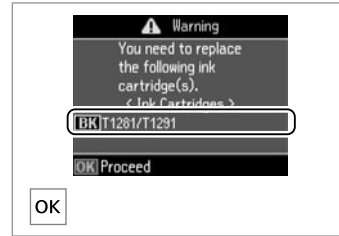


Replacing Ink Cartridges



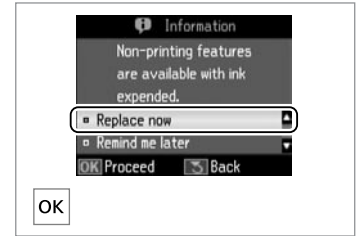
Never touch the ink cartridges while the print head is moving.

1



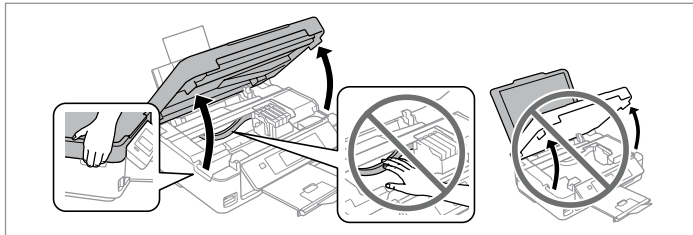
Check the color to replace.

2



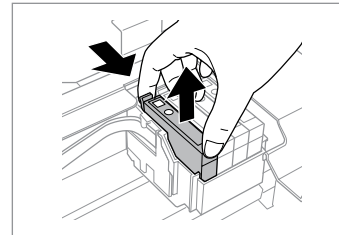
Select **Replace now**.

3



Open the scanner unit. **!** Never move the print head by hand.

4



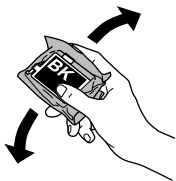
Pinch and remove.



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

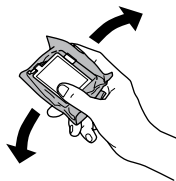
5

XP-402



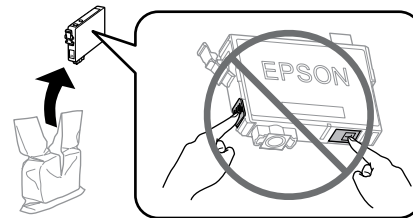
Shake only BLACK new cartridge. **!** Do not shake other color cartridges.

☞ The XP-402 uses pigment-based black ink and dye-based color inks. Only the pigment-based ink needs to be shaken before unpacking.

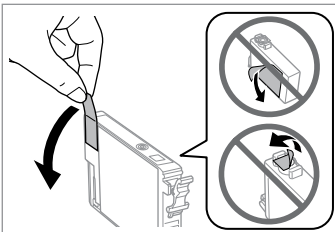
XP-400
ME-401

Shake ALL new cartridge(s).

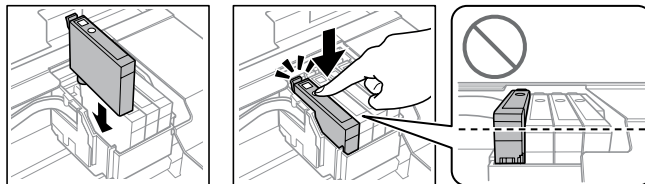
☞ The XP-400/ME-401 use pigment-based black and color inks. All the pigment-based inks need to be shaken before unpacking.

6

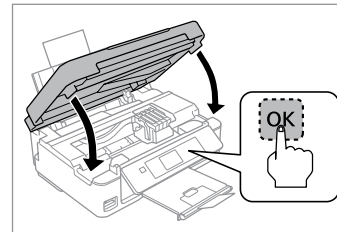
Unpack the new cartridge(s).

7

Remove only the yellow tape.

8

Insert the cartridge until it clicks. Make sure all the cartridges are aligned.

9

Close and start charging ink.



To replace an ink cartridge before it is expended, select the following menu item and go to step ③. [**Setup -> Maintenance -> Ink Cartridge Replacement**]



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.

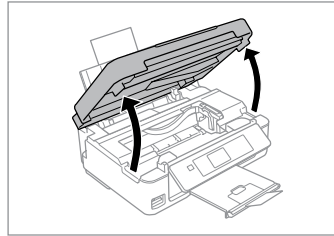


If an ink recognition error occurs, make sure the target cartridge is inserted firmly until it clicks. If the error still occurs, remove the cartridge and reinsert it.

Paper Jam

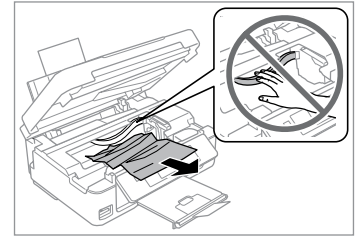
Paper Jam - jammed inside 1

1



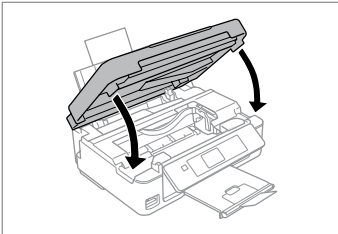
Open.

2



Remove.

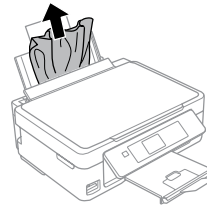
3



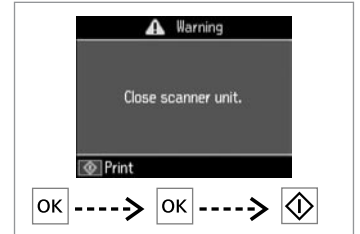
Close.



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



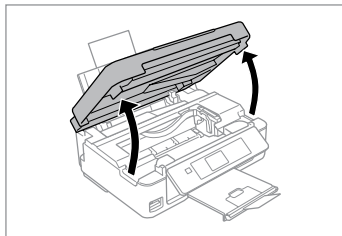
4



Press to resume printing.

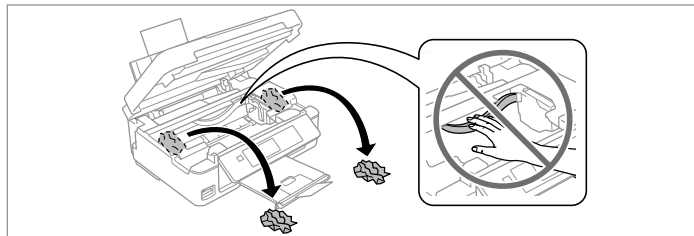
Paper Jam - jammed inside 2

1



Open.

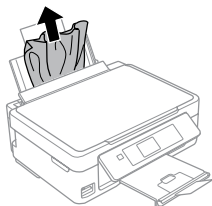
2



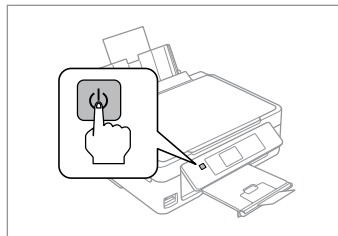
Remove.



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

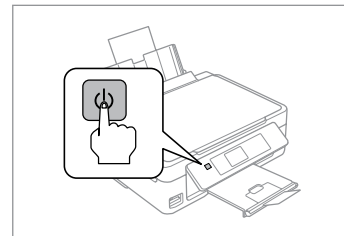


3



Turn off.

4



Turn on.





Print Quality/Layout Problems

Confirm the problem and try the solutions in numerical order. For further information, see your online User's Guide.



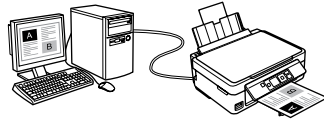
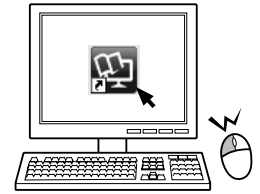
Correct image sample



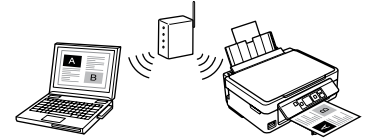
| Problems | | Solutions |
|--|--|------------------|
|  | Banding (thin lines appear). | 1 2 3 4 5 6 8 |
|  | Blurry, grainy, or smeared. | 1 2 3 4 5 7 |
|  | Colors are faint, incorrect or missing. | 1 2 3 4 7 |
|  | The image size or position is incorrect. | 9 10 11 12 |

| Solutions | |
|-----------|---|
| 1 | Make sure you select the correct paper type in each Print Settings menu. |
| 2 | Make sure the printable side (the whiter or glossier side) of the paper is facing in the right direction. ☐ ➔ 9 |
| 3 | Clean the print head. ☐ ➔ 27 |
| 4 | Align the print head from Maintenance in the Setup menu on the LCD panel. 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 glass. For further information, see your online User's Guide . |
| 6 | For best results, use up ink cartridge within six months of opening the package. |
| 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 , and Reduce/Enlarge setting in each Print Settings menu for the loaded paper. |
| 10 | Make sure you loaded paper (☐ ➔ 9) and placed the original correctly. |
| 11 | If the edges of the copy or photo are cropped off, move the original slightly away from the corner. |
| 12 | Clean the document glass. See your online User's Guide . |

Getting More Information (Introduction of Online Manuals)



For troubleshooting information and instructions on how to print or scan from a computer, see the online User's Guide.



For information on network setup and network troubleshooting, see the online Network Guide (network-compatible models only).

Epson Support

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

If you need further help, visit the Epson support website shown above. Or contact Epson support for your area listed in the warranty card or online User's Guide. If it is not listed there, contact the dealer where you purchased your product.



The dial list data for fax and/or network settings may be stored in the product's memory. Due to breakdown or repair of a product, data and/or settings may be lost. Epson shall not be responsible for the loss of any data, for backing up or recovering data and/or settings even during a warranty period. We recommend that you make your own backup data or take notes.