



**XP-600** Series

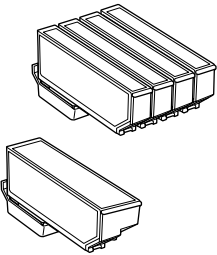
**XP-700** Series

# Basic Guide

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## Ink Cartridge Codes

	<b>BK</b>	<b>PBK</b>	<b>C</b>	<b>M</b>	<b>Y</b>
	Black	Photo Black	Cyan	Magenta	Yellow
XP-600/XP-700	273				
	273XL				
XP-601/XP-701	255	256			

Not all cartridges are available in all regions.

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# Introduction

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## Where to Find Information

The latest version of the following manuals are available on the Epson support website.

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

<http://support.epson.net/> (outside Europe)

❑ **Start Here (paper):**

Provides you with information on setting up the product and installing the software.

❑ **Basic Guide (paper):**

Provides you with basic information when you are using the product without a computer.

❑ **User's Guide (PDF):**

Provides you with detailed operating, safety, and troubleshooting instructions. See this guide when using this product with a computer, or when using advanced features such as 2 sided copying.

To view the PDF manual, you need Adobe Acrobat Reader 5.0 or later, or Adobe Reader.

❑ **Network Guide (HTML):**


Provides network administrators with information on both the printer driver and network settings.


❑ **Help (on the product display):**

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

## Caution, Important and Note

Caution, Important and Note in this manual are indicated as below and have the following meaning.

 **Caution**  
must be followed carefully to avoid bodily injury.

 **Important**  
must be observed to avoid damage to your equipment.

**Note**  
contain useful tips and restrictions on product operation.

## Using Epson Connect Service

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

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




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## Safety Instructions

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Read and follow these instructions to ensure safe use of this product. Make sure you keep this guide for future reference. Also, be sure to follow all warnings and instructions marked on the product.

## Control Panel Overview

- ❑ Use only the power cord supplied with the product and do not use the cord with any other equipment. Use of other cords with this product or the use of the supplied power cord with other equipment may result in fire or electric shock.
- ❑ Be sure your AC power cord meets the relevant local safety standard.
- ❑ Never disassemble, modify, or attempt to repair the power cord, plug, printer unit, scanner unit, or options by yourself, except as specifically explained in the product's guides.
- ❑ Unplug the product and refer servicing to qualified service personnel under the following conditions: The power cord or plug is damaged; liquid has entered the product; the product has been dropped or the casing damaged; the product does not operate normally or exhibits a distinct change in performance. Do not adjust controls that are not covered by the operating instructions.
- ❑ Place the product near a wall outlet where the plug can be easily unplugged.
- ❑ Do not place or store the product outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity.
- ❑ Take care not to spill liquid on the product and not to handle the product with wet hands.
- ❑ Keep this product at least 22 cm away from cardiac pacemakers. Radio waves from this product may adversely affect the operation of cardiac pacemakers.
- ❑ If the LCD screen is damaged, contact your dealer. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.

**Note:**

The following provides safety instructions for ink cartridges.

➔ "Replacing Ink Cartridges" on page 15

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## Control Panel Overview

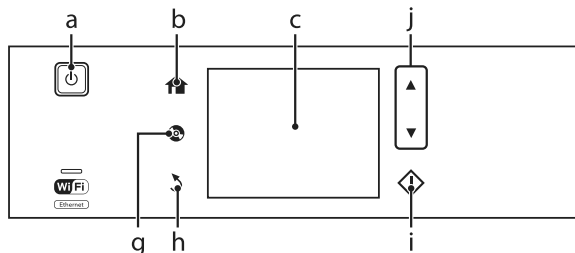
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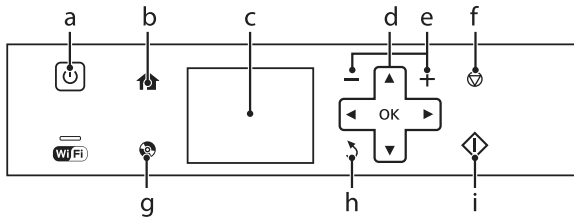
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**Note:**

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



### Control Panel Overview





## Button and LCD

	Buttons	Function
a		Turns the product on or off.
b		Displays the Home menu.
c	-	LCD screen displays menus. If your product has a touch panel, you can scroll the screen by swiping the LCD screen. Try swiping a bit harder if the touch panel is slow to respond. Menus are displayed depending on the action you perform, such as inserting a memory card. If the menu you want is not displayed, press . To disable automatic menu selection, turn off each item in the Auto Selection Mode menu. <b>Setup &gt; Guide Functions &gt; Auto Selection Mode*</b>
d		Press  ,  ,  ,  to select menus. Press OK to confirm the setting you have selected and go to next screen.
e		Sets the number of copies and prints.
f		Stops the current operation or initializes the current settings.
g		Press to display the CD/DVD label menu. The product prepares CD/DVD label printing.
h		Cancels/returns to the previous menu.
i		Starts copying/printing/scanning.
j		Scrolls the screen.

\* Auto Selection Mode is not available for the XP-600 Series.

## Lights

Lights	Function
	On when the product is on. Flashes when the product is receiving data, printing/copying/scanning, replacing an ink cartridge, charging ink, or cleaning the print head. Flashes slowly when the product is in sleep mode.
	Stays on while the printer is connected to a network. Flashes while network settings are being adjusted (green: Wi-Fi/orange: Ethernet).

**Note:**

See the **Help** on the control panel for more information on the icons displayed on the LCD screen.

## Paper and Media Handling

### Selecting Paper

The product automatically adjusts itself for the type of paper you select in your print settings. That is why the paper type setting is so important. It tells your product what kind of paper you are using and adjusts the ink coverage accordingly. The table below lists the settings you should choose for your paper.

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

Epson Photo Quality Ink Jet Paper	Matte
Epson Matte Paper–Heavyweight	Matte
Epson Double-Sided Matte Paper	Matte
Epson Photo Stickers	Photo Sticker

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

## Loading Paper

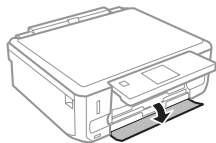
### Into the paper cassette

**Note:**

- ❑ Although the instructions in this section are based on cassette 2, the method of operation is the same for cassette 1.
- ❑ The available paper type, size and loading capacity differs between cassette 1 and 2. See the PDF User's Guide for more information.
- ❑ For instructions on loading envelopes or a Photo Stickers sheet, see the User's Guide PDF.

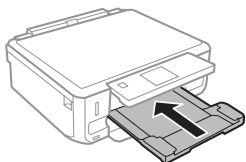
## Paper and Media Handling

- 1** Open the front cover.

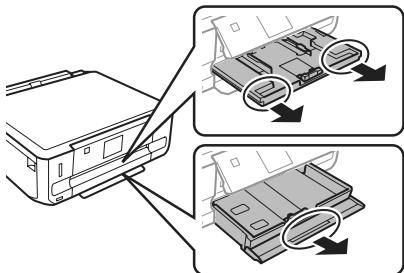


**Note:**

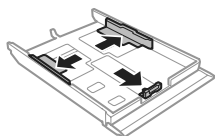
If the output tray has been ejected, close it before pulling out the paper cassette.



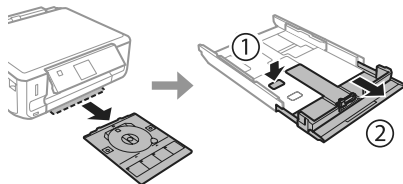
- 2** Pull out the paper cassette.



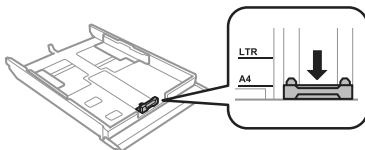
- 3** Slide the edge guides to the sides of the paper cassette.



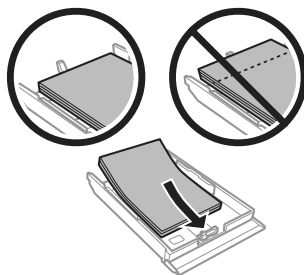
**Note:**  
When using Legal-size paper, remove the CD/DVD tray, and then extend cassette 2 as shown in the illustration.




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



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



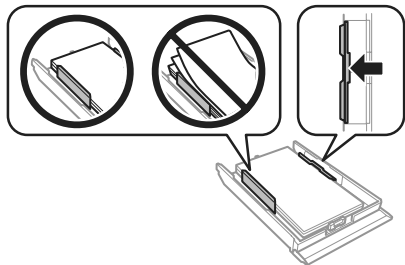
**Note:**

- Fan and align the edges of the paper before loading.
- For plain paper, do not load paper above the line just under the  arrow mark inside the edge guide. For Epson special media, make sure the number of sheets is less than the limit specified for the media.
- When you select **Cassette 1 > Cassette 2** as the **Paper Source**, load the same size and type of paper in both cassettes.

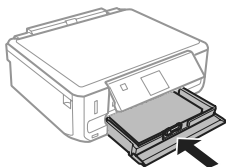


## Paper and Media Handling

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



- 7** Keep the cassette flat and insert it back into the product carefully and slowly.



**Note:**

- Leave enough space in front of the product for the paper to be fully ejected.
- Do not remove or insert the paper cassette while the product is operating.

### Into the rear paper feed slot

**Note:**

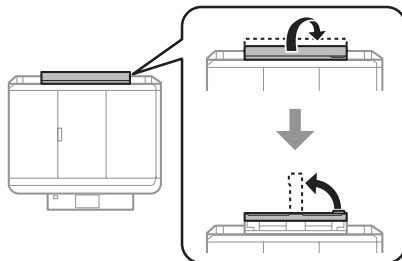
- Rear paper feed slot may not be available for some models.
- Even though you can print on paper with a thickness of 0.05 to 0.6 mm, some hard paper may not be fed correctly even if the thickness is within this range.

- 1** Send your print job to the product (from your computer, or by using the control panel).

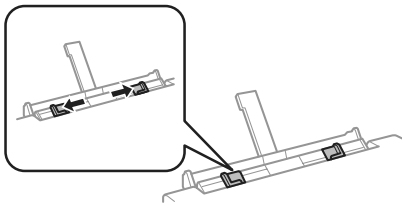
**Note:**

Before sending your print job, you cannot load paper into the rear paper feed slot.

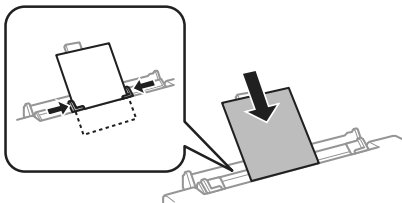
- 2** Open the rear paper feed slot cover and then pull out the paper support.



- 3** Slide the edge guide.



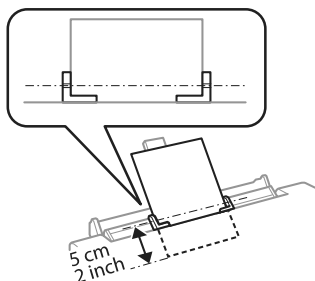
- 4** Load a single sheet of paper with the printable side face-up at the center of the rear paper feed slot, and then set the edge guide. The printable side is often whiter or brighter than the other side.




## Paper and Media Handling

**Note:**

Insert the paper so that the leading edge is approximately 5 cm from the groove in the edge guides.



- 5 Press .

**Note:**

The paper ejects automatically after a certain period of time.


## Loading a CD/DVD

**! Important:**

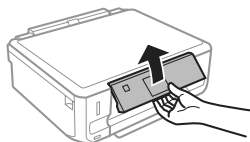
- Do not insert the CD/DVD tray while the product is operating. Otherwise, your product may be damaged or the surface of the CD/DVD may become dirty or scratched.
- When ejecting/inserting the CD/DVD tray, make sure nothing is placed on the output tray.

**Note:**

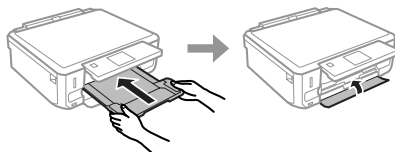
You can also print on a Blu-ray Disc™.

- 1 Press  on the control panel, and then select **Load CD/DVD**.

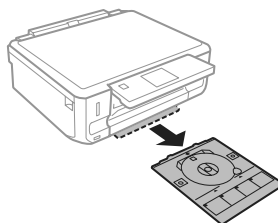
- 2 Raise the panel as far as it will go.

**Note:**

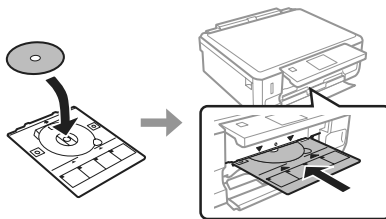
If the output tray has been ejected, close the tray and the front cover.



- 3 Remove the CD/DVD tray from the product.



- 4 Place a CD/DVD on the CD/DVD tray with the printable side face-up, and then insert the tray into the product. Make sure that the ▲ marks on the tray and the ▼ marks on the product match, so that the line on the tray aligns with the product.



- 5 Press **Done** on the LCD screen.

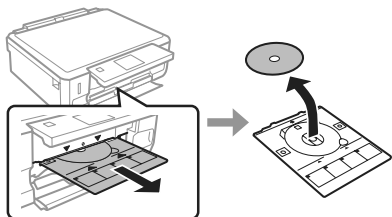
**Note:**

The CD/DVD tray ejects automatically after a certain period of time.

## Paper and Media Handling

### Removing a CD/DVD

- 1 Remove the CD/DVD tray from the product, and then remove your CD/DVD from the tray.



**Caution:**  
Be careful not to scratch the surface of the CD/DVD when removing it.

- 2 Lower the control panel.
- 3 Insert the CD/DVD tray back into the slot on the bottom of the product.

### Inserting a Memory Card

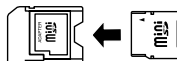
You can print photos in a memory card or save a scanned data in a memory card. The following memory cards are supported.

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

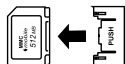
**Note:**  
Cards marked with an asterisk (\*) are not available for the XP-600 Series.

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

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



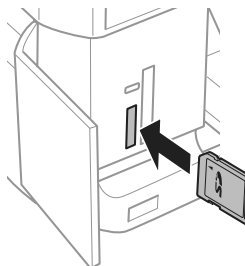
- MMCmobile



- Memory Stick Micro

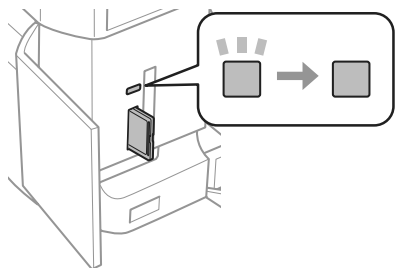


- 1 Open the cover, and insert one card at a time.



**Note:**  
The cover may not be available depending on the product.

**2** Check the light stays on.



■ = on, ■ = flashing

**! Important**

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

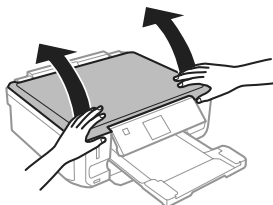
**Note:**

- ❑ If you have more than 999 images on your memory card, images are automatically divided into groups and the group selection screen is displayed. Select the group that contains the image you want to print. Images are sorted by the date they were taken.
- ❑ To select another group for XP-700 Series, select **Print Photos** on the **Home** menu. Next, select **Options**, **Select Location**, and then **Select Folder** or **Select Group**.
- ❑ To select another group for XP-600 Series, remove and reinsert the memory card, and then select the group.

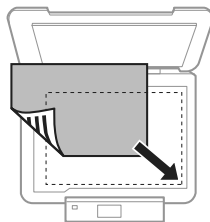
## Placing Originals

### Scanner glass

**1** Open the document cover.



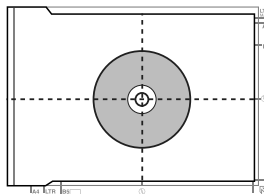
**2** Place your original face-down on the scanner glass, and slide it to the front-right corner.



**3** Close the cover gently.

### Placing a CD

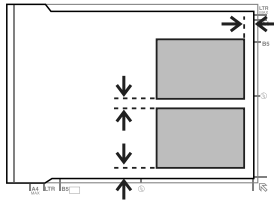
Place the CD in the center.



## Copying

### Placing photos

Place photos 5 mm apart.



**Note:**

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

## Copying

Follow the steps below to copy documents.

- 1 Load paper in the cassette 2.  
➔ “Into the paper cassette” on page 5
- 2 Place original.  
➔ “Placing Originals” on page 10
- 3 Enter **Copy** mode from the Home menu.
- 4 Press + or - to set the number of copies.
- 5 Set the color.
- 6 Press ▼ to make the copy settings.

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

**Note:**

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

- 8 Press ⏏ to start copying.

**Note:**

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

## Printing Photos

### From a Memory Card (XP-700 Series)

- 1 Load photo paper in the paper cassette.  
➔ “Into the paper cassette” on page 5
- 2 Insert a memory card.  
➔ “Inserting a Memory Card” on page 9

**Note:**

You can also print photos from an external USB device.

- 3 Enter **Print Photos** mode from the Home menu.

## Printing Photos

- 4 Select a photo and press + or - to set the number of copies.

**Note:**

- ❑ You can crop and enlarge your photo. Press **Edit** and **Crop/Zoom**, and then make the settings.
- ❑ To select more photos, press **5** and repeat step 4.
- ❑ If you want to correct your images, press **Edit** and **Photo Adjustments**, and then make the settings. Scroll down if necessary.

- 5 Press **Settings**, and then make the print settings. Scroll down if necessary.

- 6 Press **◇** to start printing.

**Note**

Refer to the PDF User's Guide for other printing functions and the Print Photos mode menu list.

## From a Memory Card (XP-600 Series)

- 1 Load photo paper in the paper cassette.  
➔ "Into the paper cassette" on page 5
- 2 Insert a memory card.  
➔ "Inserting a Memory Card" on page 9

**Note:**

You can also print photos from an external USB device.

- 3 Enter **Print Photos** mode from the Home menu.

- 4 Select a photo and press + or - to set the number of copies.

**Note:**

- ❑ You can make print settings and crop/enlarge your photo. Press **▼** and select **Print Settings** or **Crop/Zoom**, and then make the settings.
- ❑ To select more photos, repeat step 4.
- ❑ If you want to correct your images, press **▼** and select **Photo Adjustments**, and then make the settings.

- 5 Press **◇** to start printing.

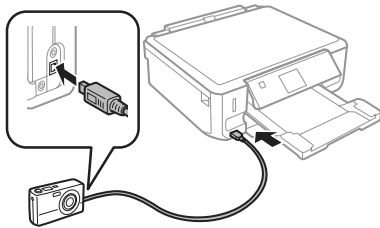
**Note**

Refer to the PDF User's Guide for other printing functions and the Print Photos mode menu list.

## From a Digital Camera

- 1 Load photo paper in the paper cassette.  
➔ "Into the paper cassette" on page 5
- 2 Remove a memory card.
- 3 Enter **Setup** mode from the Home menu.
- 4 Enter **External Device Setup**. Scroll down if necessary.
- 5 Select **Print Settings**.
- 6 Make the appropriate print settings. Scroll down if necessary.

- 7** Connect the camera to the product with a USB cable, and then turn on the camera.



- 8** See your camera's guide to print.

Compatibility	PictBridge
File Format	JPEG
Image Size	80 × 80 pixels to 9200 × 9200 pixels


**Note:**

- Depending on the settings on this printer and the digital camera, some combinations of paper type, size, and layout may not be supported.
- Some of the settings on your digital camera may not be reflected in the output.

## Scanning

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

**Note:**

- If you want to scan your data to a memory card, insert a memory card first.  
➔ "Inserting a Memory Card" on page 9
- If you want to use the Scan to Cloud service, double-click the shortcut icon  on your desktop and check the Epson Connect guide.

- 1** Place your original(s).  
➔ "Placing Originals" on page 10
- 2** Enter **Scan** mode from the Home menu.
- 3** Select a scan menu item.
- 4** If you select **Scan to Memory Card**, you can make scanning settings.  
If you select **Scan to PC**, select your computer.
- 5** Press **⬠** to start scanning.

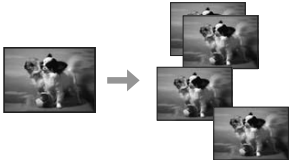

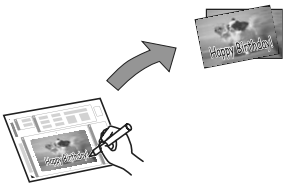

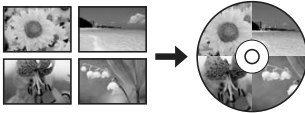
**Note:**

See the PDF User's Guide for other scanning functions and the Scan mode menu list.

Your scanned image is saved.


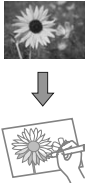
# More Functions

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

Menu		Functions
Copy/Restore Photos		<p>You can make faithful copies of your originals. If your original photo is faded, you can restore color to bring it back to life.</p>
Photo Layout Sheet		<p>You can print your photos on a memory card in various layouts.</p>
Greeting Card		<p>You can create custom cards with handwritten messages by using an A4 template. First print a template, write your message, and then scan the template to print your cards.</p>
Copy to CD/DVD		<p>You can copy your photo or CD/DVD label onto a CD/DVD label. The image is automatically cropped and resized to fit the CD/DVD label.</p>
Print on CD/DVD		<p>You can create CD/DVD labels from photos on a memory card without using a computer.</p>



## Replacing Ink Cartridges

Menu		Functions
Print Ruled Papers		You can print ruled paper or graph paper with or without a photo set as the background.
Coloring Book*		You can create a coloring sheet from your photos or line drawings.

\*Only use the **Coloring Book** function for drawings and pictures that you created yourself. When using copyrighted materials, make sure you stay within the range of laws governing printing for personal use.

## Replacing Ink Cartridges

### Safety instructions

- ❑ Keep ink cartridges out of the reach of children.
- ❑ Be careful when you handle used ink cartridges, as there may be some ink around the ink supply port. If ink gets on your skin, wash the area thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems continue after a thorough flushing, see a doctor immediately. If ink gets into your mouth, spit it out immediately and see a doctor right away.
- ❑ If you remove the cartridge from the product for later use or to dispose of it, make sure you put the cap back on the cartridge's ink supply port to prevent ink from drying out or to prevent surrounding areas from getting smeared by ink.

- ❑ Do not push hard or squeeze the ink cartridges, or be careful not to drop them. Doing so may cause ink leakage.

### Precautions


- ❑ Epson recommends the use of genuine Epson ink cartridges. Epson cannot guarantee the quality or reliability of non-genuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic product behavior. Information about non-genuine ink levels may not be displayed.
- ❑ 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.
- ❑ Be careful not to let dust or any objects get inside the ink cartridge holder. Anything inside the holder may adversely affect the printing results or result in an inability to print.

## Replacing Ink Cartridges

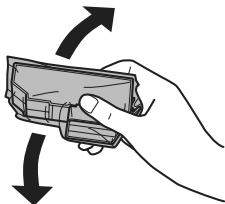
- ❑ For maximum ink efficiency, only remove an ink cartridge when you are ready to replace it. Ink cartridges with low ink status may not be used when reinserted.
- ❑ Do not open the ink cartridge package until you are ready to install it in the product. The cartridge is vacuum packed to maintain its reliability. If you leave a cartridge unpacked for a long time before using it, normal printing may not be possible.
- ❑ Install all ink cartridges; otherwise, you cannot print.

## Replacing an ink cartridge

**Note:**

Make sure that the CD/DVD tray is not inserted in the product and that the  light is on, but not flashing.

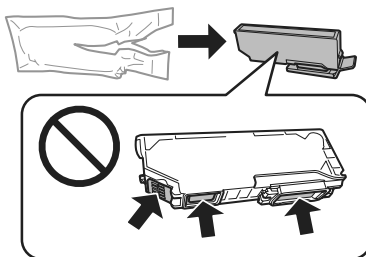
- 1 For best results, gently shake only the new Black ink cartridge four or five times before opening the package.



**Note:**

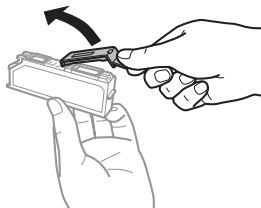
- ❑ You do not need to shake the color ink cartridges and the Photo Black ink cartridge.
- ❑ Do not shake cartridges after opening the package, as they may leak.

- 2 Remove the ink cartridge from its package and then remove the cap from the bottom of the cartridge.

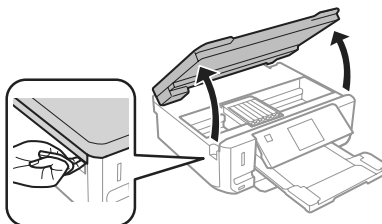


**Note:**

Do not touch the sections shown in the illustration. Doing so may prevent normal operation and printing.



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



**Important:**

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

## Replacing Ink Cartridges

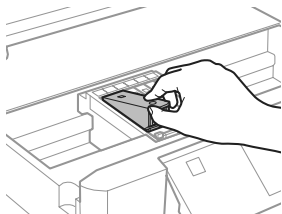
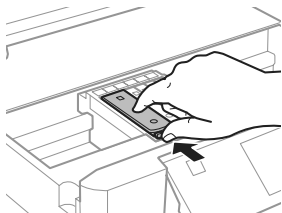
**Note:**

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

**Home > Setup > Maintenance > Ink Cartridge Replacement**

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

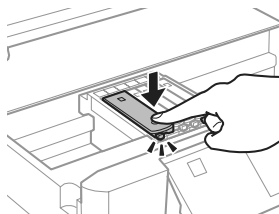
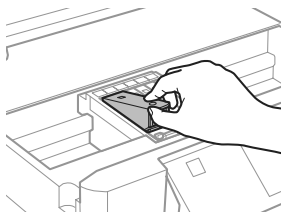
- 4** Push the tab to unlock the ink cartridge holder and then remove the cartridge diagonally.



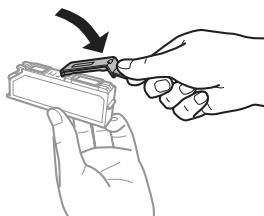
**Note:**

The illustration shows replacement of the cartridge on the far left. Replace the cartridge appropriate to your situation.

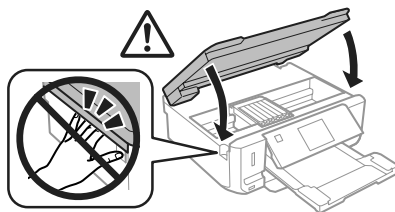
- 5** Put the ink cartridge head first into the ink cartridge holder. Then push the bottom of the cartridge down until it clicks into place.



- 6** Put the cap back on to the removed cartridge's ink supply port. Dispose of the used cartridge properly.




- 7** Close the scanner unit. The ink cartridge holder returns to its home position.



- 8** Follow the on-screen instruction.

**Note:**

- ❑ The  light continues to flash while the product is charging ink. Do not turn off the product during ink charging. If the ink charging is incomplete, you may not be able to print.
- ❑ Do not insert CD/DVD tray until ink charging complete.

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# Basic Troubleshooting


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## Error Messages

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

Error Messages	Solutions
Paper jam	➔ See "Paper Jams" on page 19
Paper out	➔ See "Loading Paper" on page 5
Photos not recognized. Place the photos correctly on the scanner glass.	➔ See "Scanner glass" on page 10
Printer error. Turn the power off and on again. For details, see your documentation.	Turn the product off and then back on. Make sure that no paper is still in the product. If the error message still appears, contact Epson support.
Communication error. Check if a computer is connected.	Make sure the computer is connected correctly. If the error messages still appears, make sure that scanning software is installed on your computer and that the software settings are correct.
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.
Memory card or external device not recognized.	Make sure memory card or external device has been inserted correctly.
Combination of IP address and subnet mask is invalid. See your documentation.	Refer the online Network Guide.
Recovery Mode	The firmware update has failed. You will need to re-attempt the firmware update. Ready a USB cable and visit your local Epson website for further instructions.

## Paper Jams



### Caution:

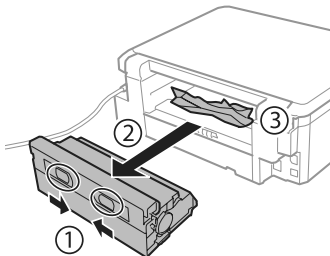
Never touch the buttons on the control panel while your hand is inside the product.

### Note:

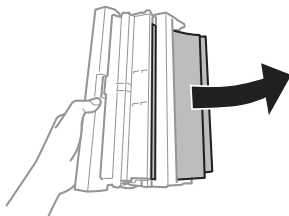
- ❑ Cancel the print job if prompted by a message from the LCD screen or the printer driver.
- ❑ After you have removed the jammed paper, press the button indicated in the LCD screen.

### Removing jammed paper from the rear cover

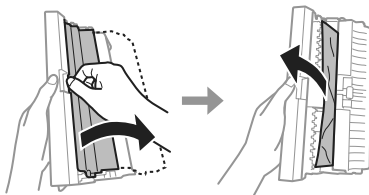
- 1 Pull out the rear cover and carefully remove the jammed paper.



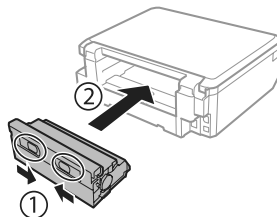
- 2 Carefully remove the jammed paper.



- 3 Open the rear cover and carefully remove the jammed paper.

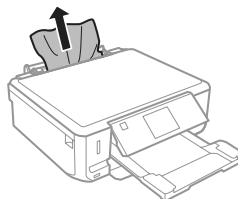


- 4 Reattach the rear cover.

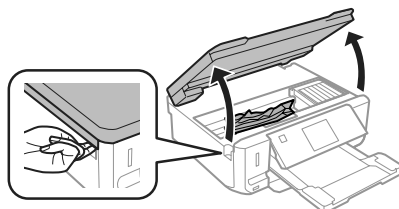


### Removing jammed paper from inside the product

- 1 Carefully remove the jammed paper.



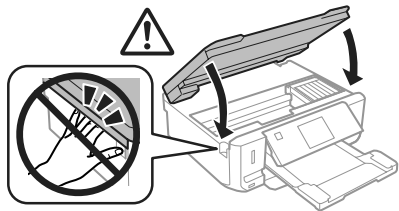
- 2 Open the scanner unit. Then remove all of the paper inside, including any torn pieces.



Where To Get Help

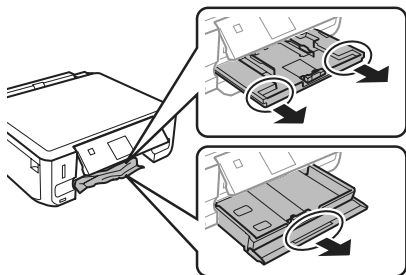
**! Important:**  
Do not touch the flat white cable connected to the ink cartridge holder.

**3** Close the scanner unit slowly.



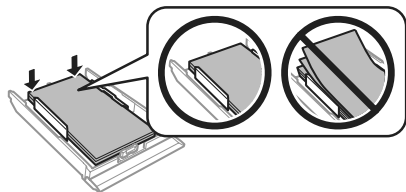
### Removing jammed paper from the paper cassette

**1** Pull out the paper cassette. Then carefully remove the jammed paper.



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

**3** Align the edges of the paper.

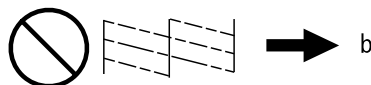
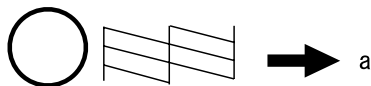


**4** Keep the cassette flat and slowly and carefully reinsert it all the way into the product.

## Print Quality Help

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

- Make sure you have loaded the paper and place your original correctly.
  - ➔ “Loading Paper” on page 5
  - ➔ “Placing Originals” on page 10
- Check the paper size settings and the paper type settings.
  - ➔ “Selecting Paper” on page 5
- The print head may be clogged. Perform a nozzle check first and then clean the print head.  
Setup > Maintenance > Nozzle Check



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

## Where To Get Help

### Technical Support Web Site

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

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

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

**Where To Get Help**

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

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

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