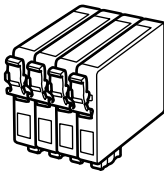# EPSON

EXCEED YOUR VISION

WF-2510 / WF-2511
WF-2520 / WF-2521 / WF-2528
WF-2530 / WF-2531 / WF-2538
WF-2540 / WF-2541 / WF-2548

Basic Guide

Ink Cartridge Codes

	BK	C	M	Y
	Black	Cyan	Magenta	Yellow
WF-2510/WF-2520 WF-2530/WF-2540	200/200XL	200/200XL	200/200XL	200/200XL
WF-2511/WF-2521 WF-2531/WF-2541	193/198	193	193	193
WF-2528/WF-2538 WF-2548	190/190XL	190	190	190

Not all cartridges are available in all regions.

Contents

Introduction

Where to Find Information

The latest version of the following manuals are available on the Epson support website.
http://www.epson.eu/Support (Europe)
http://support.epson.net/ (other than Europe)

❏ **Start Here (paper):**

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

❏ **Basic Guide (paper):**

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

❏ **User's Guide (PDF):**

Provides you with detailed operating, safety, and troubleshooting instructions. See this guide when using this product with a computer.
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.

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! The services available vary by product. For more information about the printing and other services, visit the following URL:
https://www.epsonconnect.com/ (Epson Connect portal site)
http://www.epsonconnect.eu (Europe only)

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

Safety Instructions

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

❏ Use only the power cord supplied with the product and do not use the cord with any other equipment. Use of other cords with this product or the use of the supplied power cord with other equipment may result in fire or electric shock.

Safety Instructions

❏ Be sure your AC power cord meets the relevant local safety standard.

❏ Never disassemble, modify, or attempt to repair the power cord, plug, printer unit, scanner unit, or options by yourself, except as specifically explained in the product's guides.

❏ Unplug the product and refer servicing to qualified service personnel under the following conditions: The power cord or plug is damaged; liquid has entered the product; the product has been dropped or the casing damaged; the product does not operate normally or exhibits a distinct change in performance. Do not adjust controls that are not covered by the operating instructions.

❏ Place the product near a wall outlet where the plug can be easily unplugged.

❏ Do not place or store the product outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity.

❏ Take care not to spill liquid on the product and not to handle the product with wet hands.

❏ Keep this product at least 22 cm away from cardiac pacemakers. Radio waves from this product may adversely affect the operation of cardiac pacemakers.

❏ If the LCD screen is damaged, contact your dealer. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.

❏ Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.

❏ Do not use a telephone to report a gas leak in the vicinity of the leak.

> *Note:*
> *The following provides safety instructions for ink cartridges.*
> ➡ *"Replacing Ink Cartridges" on page 13*

For New Zealand users

General warning
The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with the minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.
Telepermitted equipment only may be connected to the EXT telephone port. This port is not specifically designed for 3-wire-connected equipment.
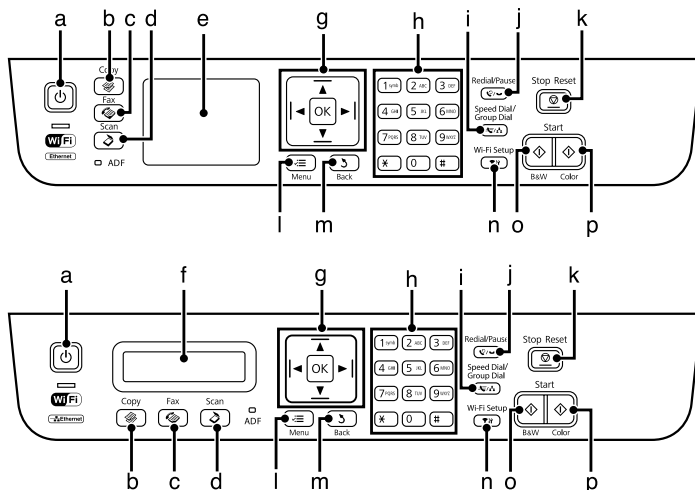3-wire-connected equipment might not respond to incoming ringing when attached to this port.
The automatic calling functions of this equipment must not be used to cause a nuisance to other Telecom customers.

Control Panel Overview

> *Note:*
> *Although the control panel design and menu and option names and other items in the LCD display may slightly differ from the actual product, the method of operation is the same.*


Buttons and LCD

	Buttons	Function
a	⏻	Turns the product on and off
b	⬙	Enters copy mode.
c	⬙	Enters fax mode.
d	⬙	Enters scan mode.
e	-	LCD screen (color 2.5-inch display)
f	-	LCD screen (monochrome 2-line display)
g	◄, ▲, ►, ▼, OK	Press ◄, ▲, ►, ▼ to select menus. Press **OK** to confirm the setting you have selected and go to next screen. When typing a fax number, ◄ acts as a backspace key, and ► inserts a space.
h	0-9,*,#	Specifies the date/time or the number of copies, as well as fax numbers. Enters alphanumeric characters and switches between uppercase, lowercase, and numbers each time it is pressed. Press 1 symb to enter symbols such as the sharp sign (#), plus (+), and apostrophe (').

Control Panel Overview

	Buttons	Function
i	⊠/⚎	Displays speed dial/group dial lists. Press again to switch lists.
j	☏/⌣	Displays the last number dialed. When entering numbers in fax mode, this inserts a pause symbol (-) that acts as a brief pause during dialing.
k	⊘	Stops the ongoing operation or initialize the current settings. If this button is pressed to cancel copying, scanning, or faxing while the ADF is in use, all originals in the ADF will be fed out.
l	✓≡	Displays detailed settings for each mode.
m	↰	Cancels/returns to the previous menu.
n	🛜↕	Provided with Wi-Fi-capable models only. Displays the **Wi-Fi Setup** menus that allow you to set up the product wirelessly. For instructions on using the menus, see the Network Guide.
o	◇	Start copying/scanning/faxing in black and white.
p	◇	Start copying/scanning/faxing in color.
-	(Epson Connect)	Displayed on the color 2.5-inch display. Indicates the status as follows. Green: Epson Connect services are online. Red: Epson Connect services are suspended. Gray: Epson Connect services are unavailable. ➡ "Using Epson Connect Service" on page 2

Lights

Lights	Function
⏻	On when the product is on. Flashes when the product is receiving data, printing/copying/scanning/faxing, replacing an ink cartridge, charging ink, or cleaning the print head.
WiFi	Stays on while the product is connected to a Wi-Fi network. Flashes while the Wi-Fi network settings are being made.[*]
ADF	On when originals are detected in the ADF.[*]

* The availability of this part varies by product.

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	
Epson Ultra Glossy Photo Paper	Photo Paper
Epson Premium Glossy Photo Paper	
Epson Premium Semigloss Photo Paper	
Epson Glossy Photo Paper	
Epson Photo Paper	

Loading Paper

Follow these steps to load paper:

A Flip the feeder guard forward.
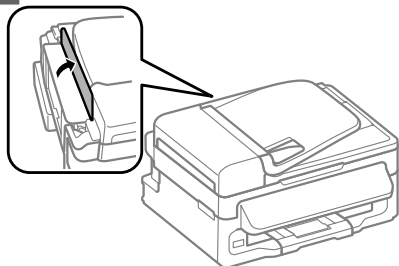
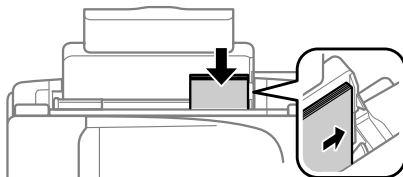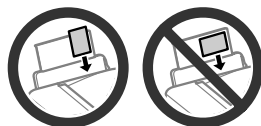**B** Slide out the paper support and the output tray and then raise the stopper.
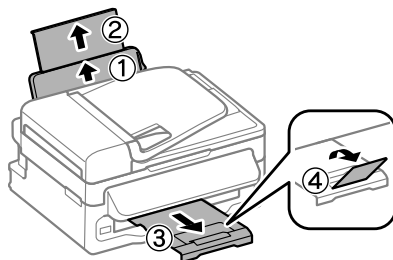
Note:
Leave enough space in front of the product for the paper to be fully ejected.

C Slide the edge guide to the left.

D Load paper with the printable side up, against the right side of the rear paper feed.
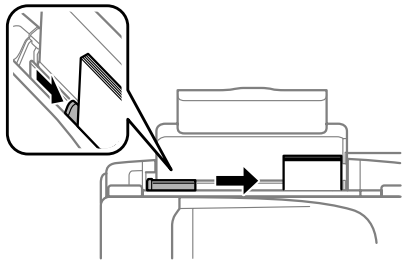

Note:
- *Fan and align the edges of the paper before loading.*
- *The printable side is often whiter or brighter than the other side.*
- *Always load paper into the rear paper feed short edge first, even when you are printing landscape -oriented pictures.*
- *You can use the following sizes of paper with binding holes: A4, A5, A6, Legal, Letter. Load only 1 sheet of paper at a time.*
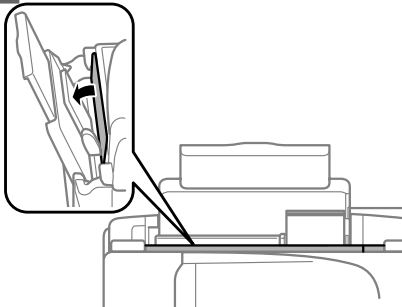
5 Slide the edge guide against the left edge of the paper, but not too tightly.

Note:
For plain paper, do not load paper above the ▼ arrow mark inside the edge guide.
For Epson special media, make sure the number of sheets is less than the limit specified for the media.
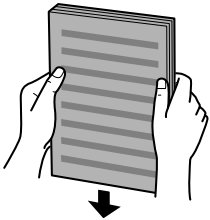
6 Flip the feeder guard back.

Note:
For instructions on loading media other than plain paper, see the PDF User's Guide.

Placing Originals

Automatic Document Feeder (ADF)

The availability of this part varies by product.

You can load your original documents in the Automatic Document Feeder (ADF) to copy, scan, or fax multiple pages quickly. You can use the following originals in the ADF.

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

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

❏ *Documents held together with paper clips, staples, etc.*

❏ *Documents that have tape or paper stuck to them.*

❏ *Photos, OHPs, or thermal transfer paper.*

❏ *Paper that is torn, wrinkled, or has holes.*

1 Make sure that there are no originals on the scanner glass. The ADF may not detect documents in the feeder if there are originals on the scanner glass.

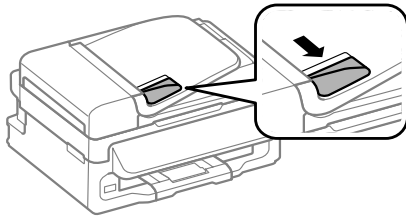**2** Tap the originals on a flat surface to even the edges.

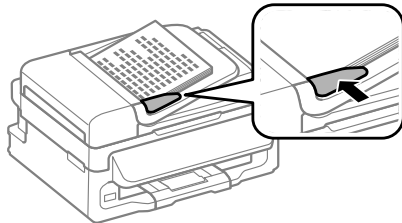**C** Slide the edge guide on the Automatic Document Feeder.

**D** Insert the originals face-up and short edge first into the Automatic Document Feeder.
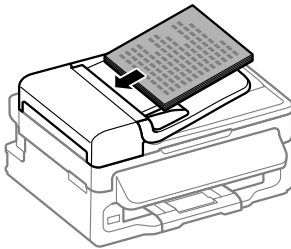
**E** Slide the edge guide until it is flush with the originals.

**F** Check that the ADF light in the control panel is on.

Note:
❏ *The ADF light may stay off if there is any other original on the scanner glass. If you press ◊ in this case, the original on the scanner glass will be copied, scanned, or faxed instead of the originals in the ADF.*

❏ *The ADF light will not turn on when the product is in sleep mode. Press any button other than ⏻ to recover from sleep mode. It may take some time for the light to turn on after recovery from sleep mode.*

❏ *Be careful not to let any foreign object get inside the hole on the left front corner of the scanner glass. Doing so may prevent the ADF from operating.*

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

Scanner glass

**A** Open the document cover and place your original face-down on the scanner glass.
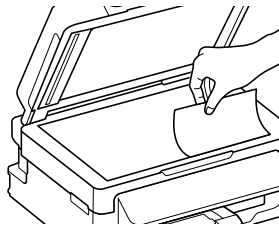
B Slide the original to the corner.
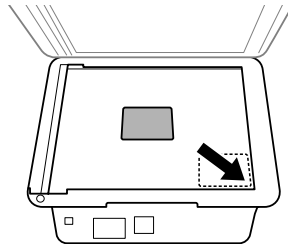
C Close the cover gently.

Copying

Follow the steps below to copy documents.

1 Load paper.
➡ "Loading Paper" on page 6

2 Place your original(s) in the Automatic Document Feeder or on the scanner glass.
➡ "Placing Originals" on page 7

3 Press ⬙ to enter the copy mode.

4 Press ▲ or ▼ to set the number of copies. The density for models with a color 2.5-inch display can be changed if desired.

5 Display the copy setting menus.

Color 2.5-inch display models:
Press ⬚ and select **Paper and Copy Settings**.

Monochrome 2-line display models:
Press ⬚.

6 Select the appropriate copy settings such as layout, paper size, paper type, and paper quality. Use ▲ or ▼ to select a setting item and then press **OK**. When finished, press ⬚ again to return to the copy mode top screen.

7 Press one of the ⬙ buttons to start copying.

Scanning

You can scan documents and send the scanned image from the product to a connected computer. Make sure you have installed software for the product on your computer and connected to the computer.

1 Place your original(s) in the Automatic Document Feeder or on the scanner glass.
➡ "Placing Originals" on page 7

2 Press ⬙ to enter the scan mode.

3 Select a scan menu item. Use ▲ or ▼ to select a menu, and press **OK**.

4 Select your computer.

Note:
- *If the product is connected to a network, you can select the computer to which you want to save the scanned image.*

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

Color 2.5-inch display models:
*To store the scanned image on a USB flash drive connected to the product, select **Scan to USB Device**. For information on **Scan to Cloud**, see the Epson Connect guide, which can be accessed using the ▦ shortcut icon on the desktop.*

5 Start scanning.
Color 2.5-inch display models:
Press ⬙.

Monochrome 2-line display models:
Press **OK**.

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

Your scanned image is saved.

Faxing

Introducing FAX Utility

FAX Utility is a software capable of transmitting data such as documents, drawings, and tables created using a word processing or spreadsheet application directly by fax, without printing. Use the following procedure to run the utility.

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

Mac OS X

Click **System Preference**, click **Print & Fax** or **Print & Scan**, and then select **FAX** (your product) from **Printer**. Then click as follows;

Mac OS X 10.6.x, 10.7.x: **Option & Supplies** - **Utility** - **Open Printer Utility**

Mac OS X 10.5.x: **Open Print Queue** - **Utility**

Note:
For more details, see the online help for FAX Utility.
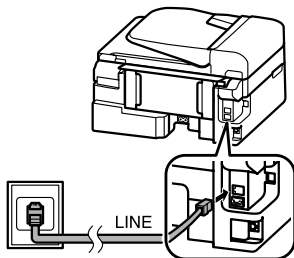
Connecting to a Phone Line

About a phone cable

Use a phone cable with the following interface specification.

❏ RJ-11 Phone Line

❏ RJ-11 Telephone set connection

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

Using the phone line for fax only

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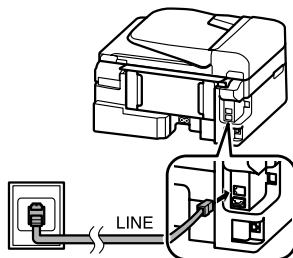

B Make sure **Auto Answer** is set to **On**.

➡ "Receiving Faxes" on page 12
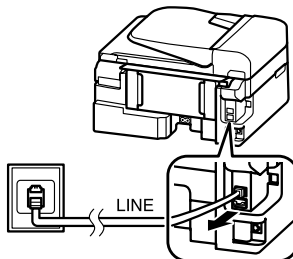
Important:
If you do not connect an external telephone to the product, make sure you turn on auto answer. Otherwise, you cannot receive faxes.
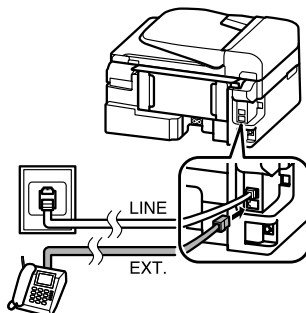
Sharing line with phone device

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


B Remove the cap.

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

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

Checking the fax connection

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

1 Load plain paper.
➡ "Loading Paper" on page 6

2 Press ✆ to enter the fax mode.

3 Press ⚏ to display the menus.

4 Select **Fax Settings** > **Check Fax Connection**. Use ▲ or ▼ to select a menu, and press **OK**.

5 Press one of the ◈ buttons to print the report.

Note:
If an 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 fax recipient numbers quickly when faxing. Up to 60 combined speed dial and group dial entries can be registered.

1 Press ✆ to enter the fax mode.

2 Press ⚏ to display the menus.

3 Select the menu shown below. Use ▲ or ▼ to select a menu, and press **OK**.

Color 2.5-inch display models:
Select **Speed Dial Setup**.

Monochrome 2-line display models:
Select **Fax Settings** > **Speed Dial Setup**.

4 Select **Create**. You see the available speed dial entry numbers.

5 Select the speed dial entry number that you want to register. Use ▲ or ▼ to select a number, and press **OK**. You can register up to 60 entries.

6 Use the numeric keypad to enter a phone number, and press **OK**. You can enter up to 64 digits.

Note:
❏ *Press ▶ to enter a space. Press ◀ to delete numbers. Press ✆/☟ to enter a hyphen (-).*

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

7 Enter a name to identify the speed dial entry. You can enter up to 30 characters.

Color 2.5-inch display models:
Select **Done** and press **OK** to register the name.

Monochrome 2-line display models:
Press **OK** to register the name.

Setting up group dial entries

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

1 Press ✆ to enter the fax mode.

2 Press ⚏ to display the menus.

3 Select the menu shown below. Use ▲ or ▼ to select a menu, and press **OK**.

Color 2.5-inch display models:
Select **Group Dial Setup**.

Monochrome 2-line display models:
Select **Fax Settings** > **Group Dial Setup**.

4 Select **Create**. You see the available group dial entry numbers.

5 Select the group dial entry number that you want to register. Use ▲ or ▼ to select a number, and press **OK**.

6 Enter a name to identify the group dial entry. You can enter up to 30 characters.

Color 2.5-inch display models:
Select **Done** and press **OK** to register the name.

Monochrome 2-line display models:
Press **OK** to register the name.

7 Select a speed dial entry that you want to register in the group dial list. Use ▲ or ▼ to select the entry and do the following to add it to the group.

Color 2.5-inch display models:
Press ▶. When you want to cancel the selection, press ▶ again.

Monochrome 2-line display models:
Press ✳. When you want to cancel the selection, press ✳ again.

8 Repeat step 7 to add other speed dial entries to the group dial list. You can register up to 30 speed dial entries in a group dial.

9 Press **OK** to finish creating a group dial list.

Sending Faxes

1 Place your original(s) in the Automatic Document Feeder or on the scanner glass.
➡ "Placing Originals" on page 7

2 Press ◈ to enter the fax mode.

3 Use the keys on the numeric keypad to enter the fax number. You can enter up to 64 digits.

Monochrome 2-line display models:
If you want to send the fax to more than one recipient, press **OK** after entering a one fax number, and select **Yes** to add another fax number.

Note:
❏ *To display the last fax number you used, press* 📞/🔽.

❏ *You can change fax quality and contrast settings. When finished, press* ⌁ *again to return to the fax mode top screen.*

Color 2.5-inch display models:
Press ⌁ *and select* **Send Settings** - **Quality** *or* **Contrast**.

Monochrome 2-line display models:
Press ⌁ *and select* **Quality** *or* **Contrast**.

❏ *Make sure you have entered the header information. Some fax machines automatically reject incoming faxes that do not include header information.*

4 Press one of the ◈ buttons to start sending.

Note:
If the fax number is busy or there is some problem, this product redials after one minute. Press 📞/🔽 *to redial immediately.*

Receiving Faxes

Follow the instructions to make settings to receive faxes automatically. For instructions on receiving faxes manually, see the PDF User's Guide.

1 Load plain paper in the rear paper feed.
➡ "Loading Paper" on page 6

2 Press ◈ to enter the fax mode.

3 Press ⌁ to display the menus.

4 Make sure Auto Answer is set to On.

Color 2.5-inch display models:
Fax Settings > **Receive Settings** > **Auto Answer** > **On**

Monochrome 2-line display models:
Fax Settings > **Send/Receive Setup** > **Auto Answer** > **On**

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

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

5 Press つ and ▼ to select **Communication** and press **OK**.

6 Select **Rings to Answer** and press **OK**.

7 Press ▲ or ▼ to select the number of rings and press **OK**.

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

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

Printing Reports

Follow the instructions below to print a fax report.

1 Load plain paper in the rear paper feed.
➡ "Loading Paper" on page 6

2 Press ◈ to enter the fax mode.

3 Press ⊯ to display the menus.

4 Select the menu shown below. Use ▲ or ▼ to select a menu, and press **OK**.

Color 2.5-inch display models:
Select **Fax Report**.

Monochrome 2-line display models:
Select **Fax Settings** > **Print Report**.

5 Select the item you want to print.

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

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

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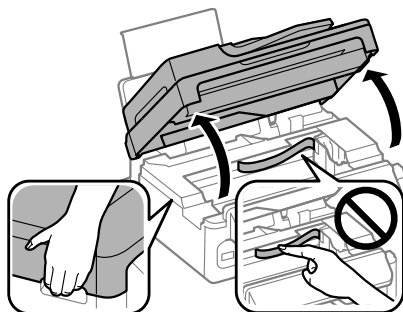
Replacing Ink Cartridges

Safety instructions

❏ Keep ink cartridges out of the reach of children.

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

Precautions

❏ Epson recommends the use of genuine Epson ink cartridges. Epson cannot guarantee the quality or reliability of non-genuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic product behavior. Information about non-genuine ink levels may not be displayed.

❏ You cannot use the cartridge that came with your product for the replacement.

❏ 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.

❏ If you need to remove an ink cartridge temporarily, be sure to protect the ink supply area from dirt and dust. Store the ink cartridge in the same environment as the product. When storing the cartridge, be sure that its label identifying the color of the ink cartridge is facing upward. Do not store ink cartridges upside down.

❏ For maximum ink efficiency, only remove an ink cartridge when you are ready to replace it. Ink cartridges with low ink status may not be used when reinserted.

❏ Do not open the ink cartridge package until you are ready to install it in the product. The cartridge is vacuum packed to maintain its reliability. If you leave a cartridge unpacked for a long time before using it, normal printing may not be possible.

❏ Install all ink cartridges; otherwise, you cannot print.

Replacing an Ink Cartridge

A When prompted to replace an ink cartridge, open the scanner unit and press **OK**. The ink cartridge holder moves to the ink cartridge replacement position.
When you replace an ink cartridge before it is expended, follow the instruction below.
Press ⥥ and select **Maintenance** > **Ink Cartridge Replacement**.
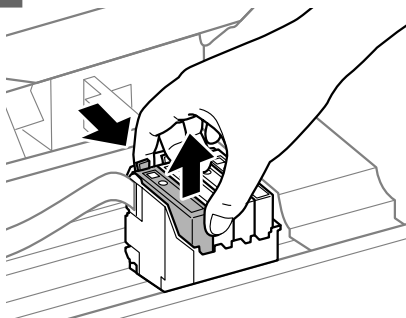

Important:
❏ *Do not lift up the scanner unit when the document cover is open.*
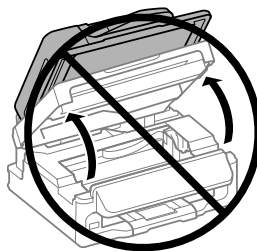
❏ *Do not move the ink cartridge holder by hand; otherwise, you may damage the product.*

Replacing Ink Cartridges

2 Pinch and remove the ink cartridge.

Note:
Removed ink cartridges may have ink around the ink supply port, so be careful not to get any ink on the surrounding area when removing the cartridges.
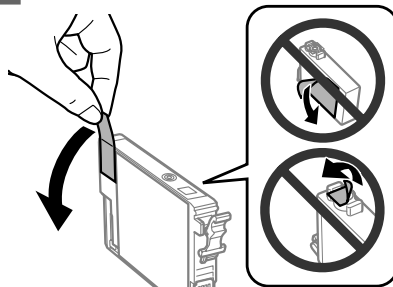
3 Gently shake new replacement cartridges four or five times and then unpack.
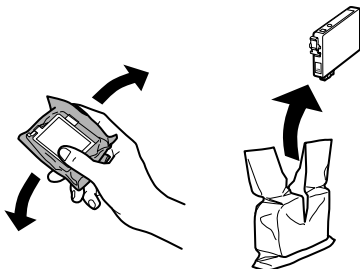
! Important:
❏ *Be careful not to break the hooks on the side of the ink cartridge when you remove it from the package.*

❏ *Do not touch the green IC chip or the small window on the side of the cartridge. Doing so may prevent normal operation and printing.*


4 Remove only the yellow tape.

! Important:
❏ *You must remove the yellow tape from the cartridge before installing it; otherwise, print quality may decline or you may not be able to print.*

❏ *If you have installed an ink cartridge without removing the yellow tape, take the cartridge out of the product, remove the yellow tape, and then reinstall it.*

❏ *Do not remove the transparent seal from the bottom of the cartridge; otherwise, the cartridge may become unusable.*

❏ *Do not remove or tear the label on the cartridge; otherwise, ink will leak.*

5 Insert the cartridge and press it until it clicks. Make sure the top surface of the ink cartridges align.
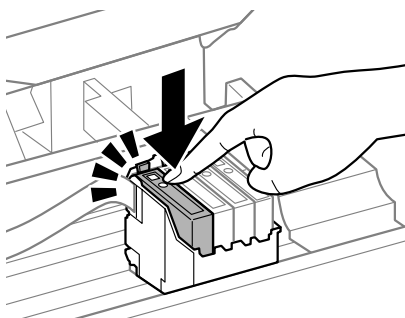
6 Close the scanner unit slowly and press **OK**. Ink charging starts.

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

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

Basic Troubleshooting

Error Messages

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

Color 2.5-inch display models

Error Messages	Solutions
Paper jam	➡ "Paper Jams" on page 18
Printer error. Turn power off and then 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. Make sure the computer is connected, then try again.	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 ◊ button to resume printing. The message will be displayed until the ink pad is replaced. Contact Epson support to replace ink pads before the end of their service life. When the ink pads are saturated, the product stops and Epson support is required to continue printing.
A printer's ink pad is at the end of its service life. Please contact Epson Support.	Contact Epson support to replace ink pads.
Cannot recognize USB device.	Make sure USB device has been inserted correctly.
Cannot recognize the device. Make sure the connected device is capable of storage.	Make sure the storage disk has been inserted correctly.

Basic Troubleshooting

| Error Messages	Solutions
No dial tone detected. Try Check Fax Connection.	Make sure the phone cable is connected correctly and the phone line works. ➡ "Connecting to a Phone Line" on page 10 If you connected the product to a PBX (Private Branch Exchange) phone line or Terminal Adapter, turn off the **Dial Tone Detection**. ➡ Press ✽ and then ⇌. Then select **Fax Settings** > **Communication** > **Dial Tone Detection**.
The 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.

Monochrome 2-line display models

Error Messages	Solutions
Paper jam Press OK. If the error does not clear, remove the paper by hand.	Remove the jammed paper. ➡ "Paper Jams" on page 18
Paper jam in the ADF. Remove the jammed paper.	
Communication error. Make sure the cable is connected, then try again.	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.
Printer error Paper jam. Open the scanner unit and remove the paper, then turn off the printer. 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.
ADF Error. Remove any objects or documents inside ADF. Turn power off. See documentation.	
Printer error See your documentation.	
Scanner error See your documentation.	Turn the product off and then back on. If the error message still appears, contact Epson support.
A fax error has occurred. See your documentation.	
A printer's ink pad is nearing the end of its service life. Please contact Epson Support.	Press **OK** to resume printing. The message will be displayed until the ink pad is replaced. Contact Epson support to replace ink pads before the end of their service life. When the ink pads are saturated, the product stops and Epson support is required to continue printing.
A printer's ink pad is at the end of its service life. Please contact Epson Support.	Contact Epson support to replace the ink pad.

Basic Troubleshooting

Error Messages	Solutions
No dial tone. Fax job incomplete.	Make sure the phone cable is connected correctly and the phone line works. ➡ "Connecting to a Phone Line" on page 10 If you connected the product to a PBX (Private Branch Exchange) phone line or Terminal Adapter, turn off the **Dial Tone Detection**. ➡ Press ✎ and then ⌕. Then select **Fax Settings** > **Communication** > **Dial Tone Detection**.
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 inside the product
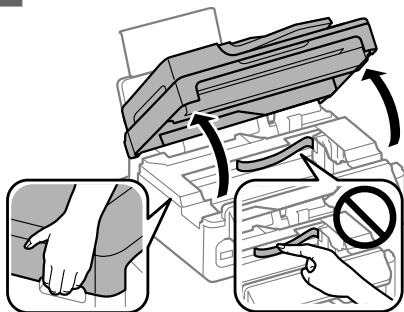
A Open the scanner unit.

❗ **Important:**
Do not lift up the scanner unit when the document cover is open.
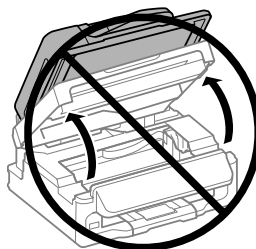
B Remove all of the paper inside, including any torn pieces.
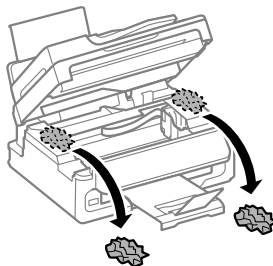
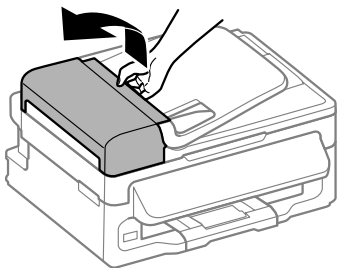**C** Close the scanner unit slowly.

Removing jammed paper from the Automatic Document Feeder (ADF)

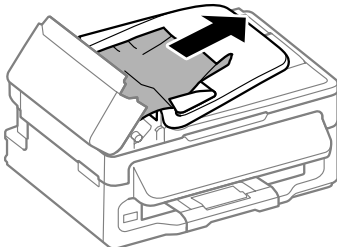*Note:*
The availability of this feature varies by product.

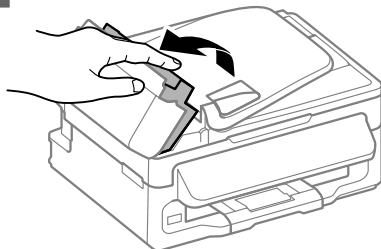A Remove the stack of paper from the ADF input tray.

B Open the ADF cover.

Important:
Make sure you open the ADF cover before removing jammed paper. If you do not open the cover, the product may be damaged.
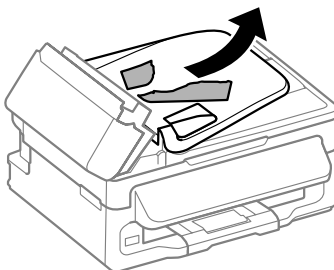
C Carefully remove the jammed paper.
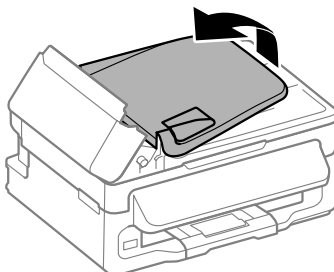
D Open the Automatic Document Feeder (ADF).
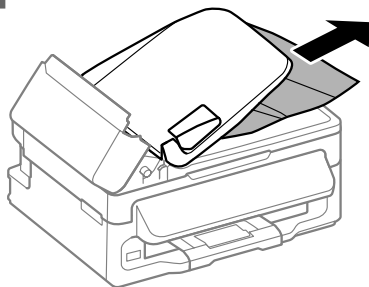
E Remove all of the paper inside, including any torn pieces.

F Close the Automatic Document Feeder (ADF).

G Raise the ADF input tray.

H Carefully remove the jammed paper.

I Return the ADF input tray to its original position, and close the ADF cover.

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 6
➡ "Placing Originals" on page 7

❏ Check the paper size settings and the paper type settings.
➡ "Selecting Paper" on page 6

❏ The print head may be clogged. Perform a nozzle check first and then clean the print head.
Press ⬅≡ and select **Maintenance** > **Nozzle Check**.
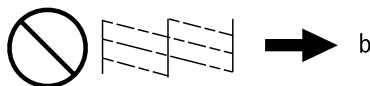
(a) OK
(b) Needs a head cleaning

Faxing Help

❏ Make sure the phone cable is connected correctly and check that the phone line works. You can check the line status by using the **Check Fax Connection** function.
➡ "Connecting to a Phone Line" on page 10

❏ If the fax did not send, make sure that the recipient's fax machine is turned on and working.

❏ If this product is not connected to a phone and you want to receive faxes automatically, make sure you turn on auto answer.
➡ "Receiving Faxes" on page 12

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

Where To Get Help

Technical Support Web Site

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

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

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

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

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

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