

WorkForce Enterprise

WF-C20590 Series/ WF-C17590 Series

User's Guide

Provides information for general using of the printer, maintenance, solving problems, and product specifications.

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About the Manuals

Introduction to the Manuals

The following manuals are provided with the product.

☐ Important Safety Instructions (paper manual)

Provides instructions to ensure the safe use of this product. Read the instructions before using the product.

☐ Basic Guide (paper manual)

Explains the basic contents of this product, preparing the software, and connecting with a computer.

☐ User's Guide (digital manual)

Provides information for general using of the printer, maintenance, solving problems, and product specifications.

☐ Administrator's Guide (digital manual)

Provides network administrators with information on management and printer settings.

The latest manuals and useful information that in each language are available from the site.

<http://epson.sn/>

The latest versions are also available from the following.

☐ Paper manual

Visit the Epson Europe support website at <http://www.epson.eu/Support>, or the Epson worldwide support website at <http://support.epson.net/>.

☐ Digital manual

Start EPSON Software Updater on your computer. EPSON Software Updater checks for available updates of Epson software applications and the digital manuals, and allows you to download the latest version.

Related Information

➔ [“Software Update Tools \(Software Updater\)” on page 191](#)

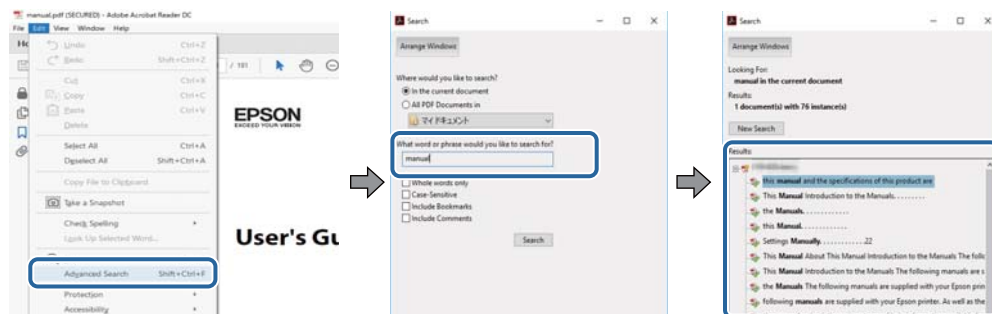
Using the Manual to Search for Information

The PDF manual allows you to search for information you are looking for by keyword, or jump directly to specific sections using the bookmarks. You can also print only the pages you need. This section explains how to use a PDF manual that has been opened in Adobe Reader X on your computer.

About the Manuals

Searching by keyword

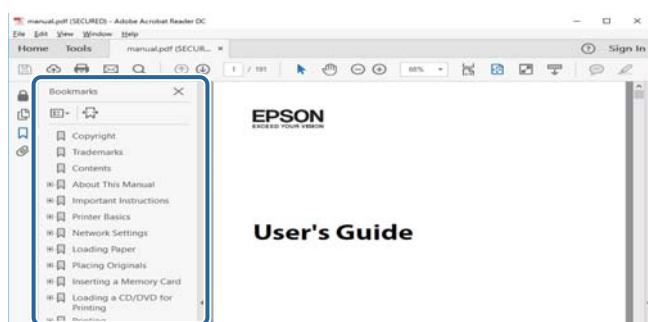
Click **Edit > Advanced Search**. Enter the keyword (text) for information you want to find in the search window, and then click **Search**. Hits are displayed as a list. Click one of the displayed hits to jump to that page.



Jumping directly from bookmarks

Click a title to jump to that page. Click + to view the lower level titles in that section. To return to the previous page, perform the following operation on your keyboard.

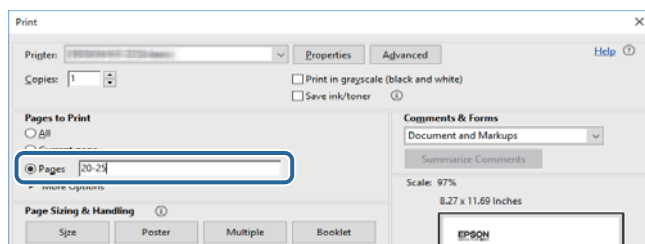
- ☐ Windows: Hold down **Alt**, and then press **←**.
- ☐ Mac OS: Hold down the command key, and then press **←**.



Printing only the pages you need

You can extract and print only the pages you need. Click **Print** in the **File** menu, and then specify the pages you want to print in **Pages in Pages to Print**.

- ☐ To specify a series of pages, enter a hyphen between the start page and the end page.
Example: 20-25
- ☐ To specify pages that are not in series, divide the pages with commas.
Example: 5, 10, 15



Marks and Symbols

**Caution:**

Instructions that must be followed carefully to avoid bodily injury.

**Important:**

Instructions that must be observed to avoid damage to your equipment.

Note:

Provides complementary and reference information.

Related Information

➔ Links to related sections.

Descriptions Used in This Manual

- ☐ Screenshots may vary depending on your computer's environment (such as OS or settings).
- ☐ Screens and procedures that appear in this manual are from Windows 10 or OS X El Capitan unless otherwise specified.
- ☐ Screens and menu items on the control panel may vary depending on the settings and situations.

Operating System References

Windows

In this manual, terms such as "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Vista", "Windows XP", "Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2012", "Windows Server 2008 R2", "Windows Server 2008", "Windows Server 2003 R2", and "Windows Server 2003" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

- ☐ Microsoft® Windows® 10 operating system
- ☐ Microsoft® Windows® 8.1 operating system
- ☐ Microsoft® Windows® 8 operating system
- ☐ Microsoft® Windows® 7 operating system
- ☐ Microsoft® Windows Vista® operating system
- ☐ Microsoft® Windows® XP operating system
- ☐ Microsoft® Windows® XP Professional x64 Edition operating system
- ☐ Microsoft® Windows Server® 2016 operating system
- ☐ Microsoft® Windows Server® 2012 R2 operating system
- ☐ Microsoft® Windows Server® 2012 operating system
- ☐ Microsoft® Windows Server® 2008 R2 operating system

About the Manuals

- ☐ Microsoft® Windows Server® 2008 operating system
- ☐ Microsoft® Windows Server® 2003 R2 operating system
- ☐ Microsoft® Windows Server® 2003 operating system

Mac OS

In this manual, "Mac OS" is used to refer to macOS Sierra, OS X El Capitan, OS X Yosemite, OS X Mavericks, OS X Mountain Lion, Mac OS X v10.7.x, and Mac OS X v10.6.8.

Important Information

- ☐ Unauthorized copying for all or any part of the contents of this manual is prohibited.
- ☐ The contents of this manual is subject to change without notice.
- ☐ The specifications and appearance of this product may vary in the future without prior notice for product improvement.
- ☐ If you have any questions, find any mistakes, missing descriptions in the manuals, please contact Epson support.
- ☐ Epson cannot assume responsibility for any damage caused as a result of operations performed in this manual.
- ☐ Epson cannot assume responsibility for any damage caused by not following the instructions in the manual, or for any damage caused by repairs or modifications performed by third parties other than Epson or a certified Epson engineer.

Important Safety Instructions

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

Some of the symbols used on your printer are to ensure safety and proper use of the printer. Visit the following Web site to learn the meaning of the symbols.

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

Setting Up the Printer

- ☐ Do not move the printer by yourself.
- ☐ Do not place or store the printer outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity.
- ☐ Place the printer on a flat, stable surface that extends beyond the base of the printer in all directions. The printer will not operate properly if it is tilted at an angle.
- ☐ Avoid places subject to rapid changes in temperature and humidity. Also, keep the printer away from direct sunlight, strong light, or heat sources.
- ☐ Do not block or cover the vents and openings in the printer.
- ☐ Allow space above the printer so that you can fully raise the ADF Unit (Automatic Document Feeder Unit).
- ☐ Leave enough space in front of the printer and to the left and right to perform printing and maintenance.
- ☐ Be sure the AC power cord meets the relevant local safety standards. Use only the power cord that comes with this product. Use of another cord may result in fire or electric shock. This product's power cord is for use with this product only. Use with other equipment may result in fire or electric shock.
- ☐ Use only the type of power source indicated on the printer's label.
- ☐ Place the printer near a wall outlet where the plug can be easily unplugged.
- ☐ Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- ☐ Avoid electrical outlets controlled by wall switches or automatic timers.
- ☐ Keep the entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- ☐ The power-supply cords should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the power-supply cords and do not allow the power-supply cords to be stepped on or run over. Be particularly careful to keep all the power-supply cords straight at the ends and the points where they enter and leave the transformer.
- ☐ If you use an extension cord with the printer, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ☐ If you plan to use the printer in Germany, the building installation must be protected by a 10 or 16 amp circuit breaker to provide adequate short-circuit protection and over-current protection for the printer.

Important Safety Instructions

Using the Printer

- ☐ 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 printer's manuals.
- ☐ Unplug the printer and refer servicing to qualified service personnel under the following conditions:
 - The power cord or plug is damaged; liquid has entered the printer; the printer has been dropped or the casing damaged; the printer does not operate normally or exhibits a distinct change in performance. Do not adjust controls that are not covered by the operating instructions.
- ☐ Take care not to spill liquid on the printer and not to handle the printer with wet hands.
- ☐ 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 touching the components inside the printer unless instructed to do so in this guide.
- ☐ Do not touch the areas indicated by caution labels inside the printer and the optional items.
- ☐ 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.
- ☐ When connecting the printer to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- ☐ Do not insert objects through the slots in the printer.
- ☐ Do not put your hand inside the printer during printing.
- ☐ Do not use aerosol products that contain flammable gases inside or around the printer. Doing so may cause fire.
- ☐ Be careful not to trap your fingers when opening the covers, trays, cassettes, or when performing operations inside the printer.
- ☐ Do not press too hard on the scanner glass when placing the originals.
- ☐ Always turn the printer off using the  button. Do not unplug the printer or turn off the circuit breaker until the power light stops flashing.
- ☐ If you are not going to use the printer for a long period, be sure to unplug the power cord from the electrical outlet.
- ☐ Do not sit or lean on the printer. Do not put heavy objects on the printer.
- ☐ When using the printer, make sure you lock the adjuster bolts of the printer.
- ☐ Do not move the printer when the adjuster bolts are locked.

Handling the Consumable Products

- ☐ Be careful when you handle used ink cartridge, 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, see a doctor right away.

Important Safety Instructions

- ☐ Do not disassemble the ink cartridge and the maintenance box; otherwise ink may get into your eyes or on your skin.
- ☐ Do not shake ink cartridge too vigorously; otherwise ink may leak from the ink cartridge.
- ☐ Keep ink cartridge and maintenance box out of the reach of children.
- ☐ Do not let the paper's edge slide across your skin because the edge of the paper may cut you.

Related Information

- ➔ ["Ink Cartridge Handling Precautions" on page 180](#)
- ➔ ["Maintenance Box Handling Precautions" on page 182](#)

Disposing of European Printer Models

There is a battery in the printer.

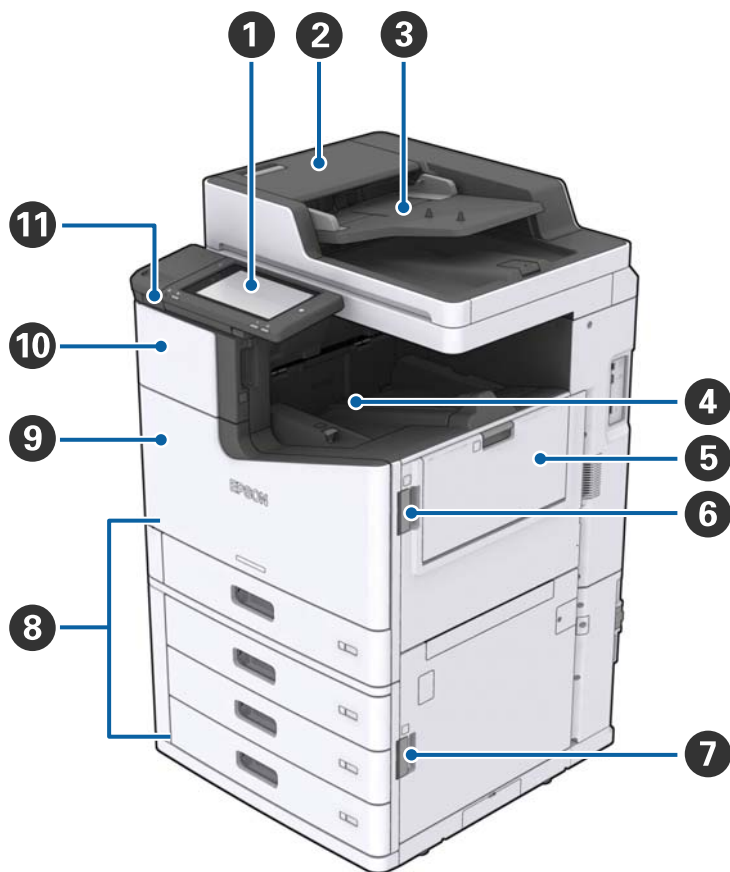
The crossed out wheeled bin label that can be found on your product indicates that this product and incorporated batteries should not be disposed of via the normal household waste stream. To prevent possible harm to the environment or human health please separate this product and its batteries from other waste streams to ensure that it can be recycled in an environmentally sound manner. For more details on available collection facilities please contact your local government office or the retailer where you purchased this product. Use of the chemical symbols Pb, Cd or Hg indicates if these metals are used in the battery.



Printer Basics

Part Names and Functions

Front/Right side

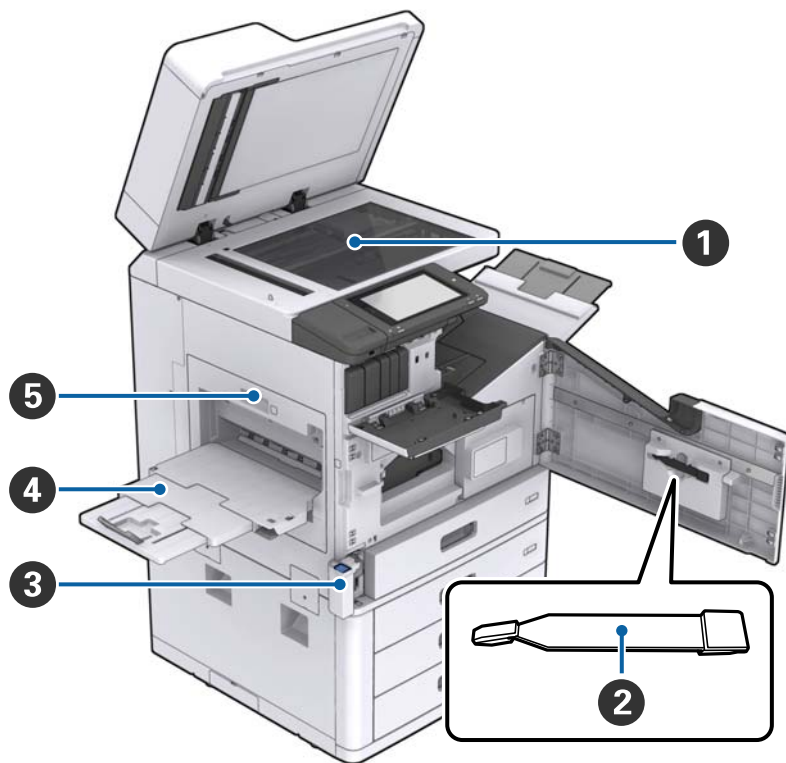


1	Control panel	Allows you to make settings and perform operations on the printer. Also displays the printer's status.
2	ADF cover (F)	Open when paper is jammed in the ADF (Automatic Document Feeder).
3	ADF (Automatic Document Feeder)	Device that automatically loads documents.
4	Face down tray	Holds the print outs.
5	MP tray	Loads the paper. You can load all types of paper (thick paper and envelopes) that can be used in this printer.
6	Cover (J)	Open when paper is jammed.
7	Cover (E)	Open when paper is jammed.
8	Paper cassette 1, 2, 3, 4 (C1, C2, C3, C4)	Loads the paper.

Printer Basics

9	Front cover (L)	Open when paper is jammed or when replacing the maintenance box.
10	Ink cartridge cover (A)	Open when replacing the ink cartridge.
11	External interface USB port	Connects memory devices.

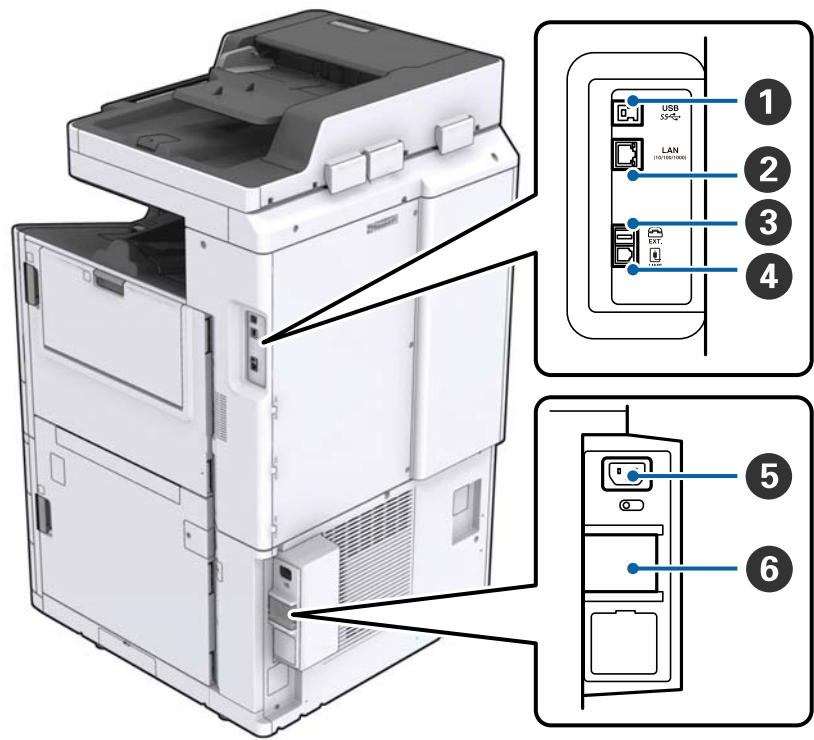
Front/Left side



1	Scanner glass	Place the document face-down on the scanner glass.
2	Cleaner	This is a service part for cleaning the inside of the printer. (It can also be used as a substitute for a soft cloth when wiping the scanner glass surface.)
3	Maintenance box cover (H)	Open when replacing the maintenance box. You need to open the front cover (L) first.
4	Face up tray	Holds the print outs.
5	Duplexing unit (D1)	Open when paper is jammed.

Printer Basics

Back/Right side



1	USB port	Connects a USB cable. Make sure that you check the direction on the label stuck to the printer, and then connect in the right direction.
2	LAN port	Connects a LAN cable.
3	EXT. port	Connects external phone devices.
4	LINE port	Connects a phone line.
5	AC inlet	Connects the power cord.
6	Circuit breaker	If a short-circuit occurs within the printer, the power supply circuit shuts off automatically. Do not operate the printer without performing periodic inspections.

Printer Basics

When Optional Extras are Installed



1	Finisher unit	Outputs sorted or stapled documents.
2	Finisher tray	Holds sorted or stapled documents.
3	Output tray	Holds received faxes.
4	Finisher bridge unit	Connects the main unit and the finisher.
5	High capacity tray	Loads the paper.

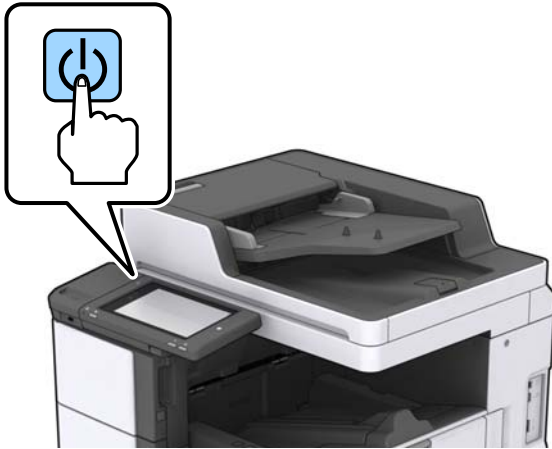
Turning the Power On and Off

Turning the Power On

Press the power button on the control panel to turn on the power. Hold down the  button until the LCD screen is displayed. Make sure that the circuit breaker is on before turning on the power.

Printer Basics

The home screen is displayed when startup is complete.



Turning the Power Off

Press the  button, then follow the on-screen instructions to turn off the power.



Important:

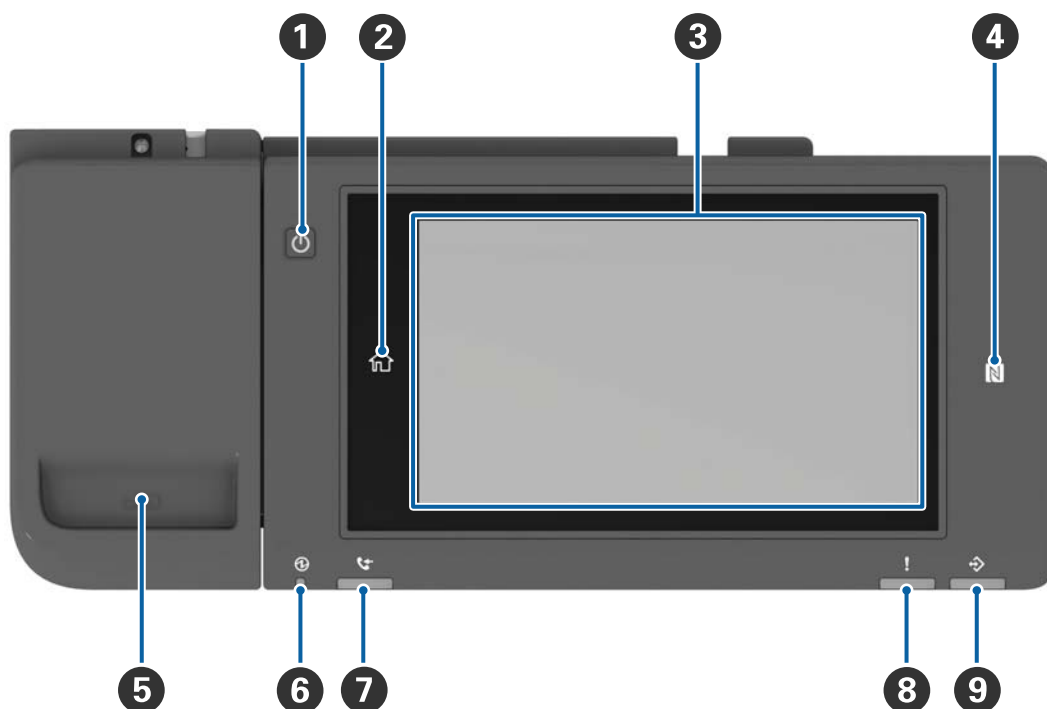
- ☐ Do not unplug the power cord directly or turn off the power using the circuit breaker.
- ☐ When unplugging the power cord, wait until the power light is off and the LCD screen has disappeared.

Related Information

➔ [“Control Panel Part Names” on page 18](#)

Control Panel

Control Panel Part Names

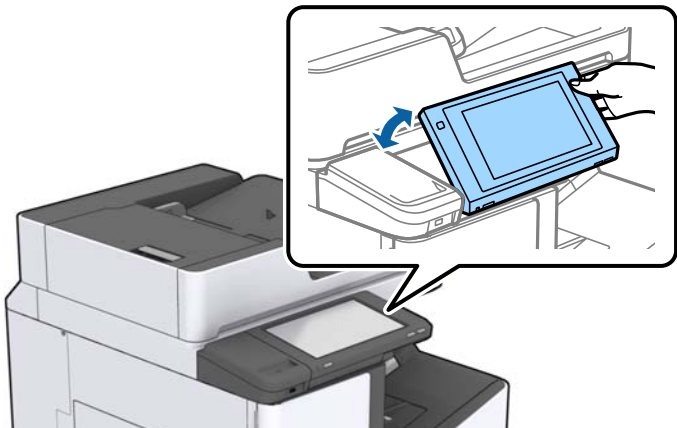


1	Power button
2	Home button Returns you to the home screen.
3	Touch screen Displays the setting items and messages. When no operations are performed for a specific length of time, the printer enters sleep mode and the display turns off. Tap anywhere on the touch screen to turn on the display.
4	N-Mark Pass a smart device such as smartphone and tablet that support NFC over this mark to print or scan directly.
5	Paper Clip holder
6	Power light Turns on or flashes when the printer is on. Turns off when the printer turns off.
7	Fax reception light Turns on when received documents that have not yet been processed.
8	Error light Turns on or flashes when an error occurs.

Printer Basics

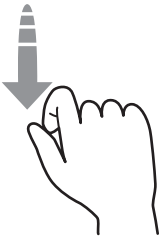
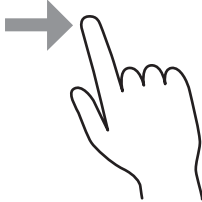
9	Data light Flashes when the printer is processing data, and turns on when there are jobs waiting to be processed.
---	---

You can tilt the control panel.

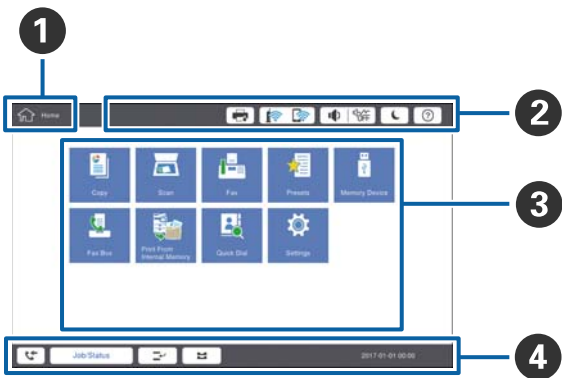


Touch Screen Operations

The touchscreen is compatible with the following operations.

Tap		Press or select the items or the icons.
Flick		Scroll the screen swiftly.
Slide		Hold and move the items around.

Home Screen Configuration



1	Title indicates the current screen.	
2	Displays information on each item. Grayed out items are not available.	
		Displays the Printer Status.
		Indicates the network connection status. Tap to displays the guide screen of the network connection.
		Displays the volume setting screen.
		Enters the printer into sleep mode.
		Displays the help screen contains operating instructions and troubleshooting.
	 	Tap to display the log in screen. Tap the log out icon after using the printer. This icon is displayed when users operations are restricted by the administrator.
3	Menu selection screen. Tap to display each menu screen. You can change the position and order of the menu icon.	

Printer Basics

4	Displays the status of jobs and printer. The contents of display change depending on the printer's status.	
		Displays the number of faxes that have not been processed. Tap to display the list of jobs.
	Job/Status	Displays on-going jobs and jobs that are standing by. Tap to display the type of jobs, arrival time, user names, and so on as a list.
		Pauses the current job and allows you to interrupt another job. You cannot interrupt from a computer.
		Sets the paper size and paper type for the output sources.
	An information for the interrupted job, error or unread fax, and job name	Displays the printer's status such as the Interrupt status, Error status, current job, and unprocessed faxes.
	Stop	Pauses the processing job.
	Clock	Displays the current time when there is no specific printer status to display.

Menu Screen Configuration

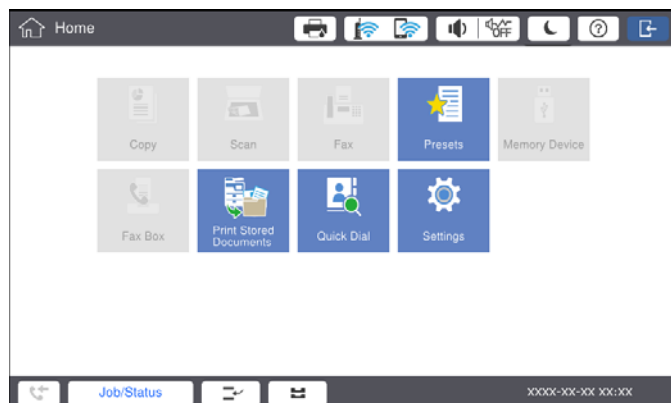


1	Switch the setting screen. The contents of each tab differs depending on each menu.
2	Displays the contents of each tab. Tap on each item to change the setting.
3	Displays the common operation buttons. ☐ Presets: Tap to display the preset list. Select a preset or save the current settings as a preset. ☐ Reset: Tap to cancel changes you have made and return to the original settings. ☐ Preview: Tap to confirm the scanned image on the screen before copying, scanning, or sending a fax. ☐  Tap to execute Copy, Scan, or Fax jobs.

Access Control and Login

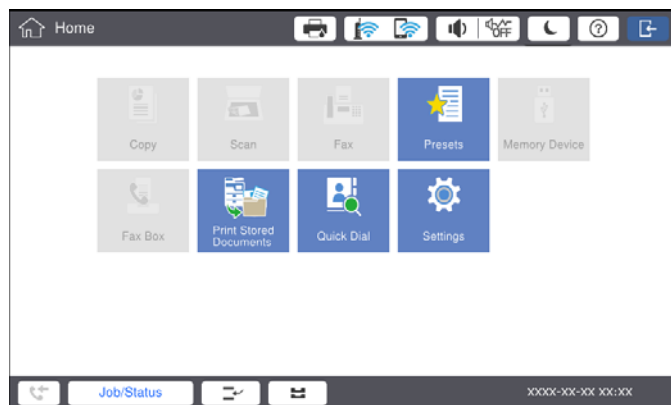
Confirmation method of Access Control

This printer has functions that can be limited users by an administrator. If  is displayed on the home screen, **Access Control** has been applied. It is also displayed if the administrator has locked some functions.



Login method to the printer

Tap  to log in to the printer. Select the user name and enter a password. Contact your printer administrator for login information.



Note:

When you have finished using the printer, tap  to log out.

Related Information

➡ [“Menu Options for System Administration in General Settings” on page 43](#)

Preparing the Printer

Managing Contacts

You can register up to 2000 entries that can be used for fax destination, sending scanned image by mail, or saving scanned image to network folder.

Also, the destination of LDAP server can be registered. For registering a destination of LDAP server, see the Administrator's Guide for details.

Note:

- ❑ You need to set the email server for registering a email address. Make sure to check the email server in advance.
- ❑ When a password confirmation screen displays during performance, contact your printer administrator.

Registering Contacts

1. Tap **Settings** on the home screen.
2. Tap **Contacts Manager > Add/Edit/Delete**.
3. Tap **Add New > Add Contact**.
4. Select the type of contact that you want to register.
 - ❑ Fax:
Register a contact (fax number) to send a fax.
 - ❑ Email:
Register an email address to send a scanned image or forward a received fax.
 - ❑ Network Folder/FTP:
Register a network folder to save a scanned image of received fax.
5. Make the necessary settings.
Items that must be entered are displayed as "XXXXXX (Required)".

6. Tap **OK**.

Preparing the Printer

Related Information

➔ [“Menu Options for Contacts Manager” on page 45](#)

Registering Grouped Contacts

Adding contacts to a group allows you to send a fax or send a scanned image by an email to multiple destinations at the same time. Up to 200 destinations can be registered to a group.

1. Tap **Settings** on the home screen.
2. Tap **Contacts Manager > Add/Edit/Delete**.
3. Tap **Add New > Add Group**.
4. Select the type of contact that you want to register.
 - ☐ **Fax:**
Register a contact (fax number) to send a fax.
 - ☐ **Email:**
Register an email address to send a scanned image or forward a received fax.
5. Enter group name and make the other necessary settings.
Items that must be entered are displayed as "XXXXXX (Required)".
6. Tap **Contact(s) Added to the Group (Required)**.
7. Select the contacts that you want to register in the group, and then tap **Close**. To cancel the selection, tap it again.
8. Tap **OK**.

Related Information

➔ [“Menu Options for Contacts Manager” on page 45](#)

Registering Frequently Used Contacts

1. Tap **Settings** on the home screen.
2. Tap **Contacts Manager > Frequent**.
3. Select the type of contact that you want to register.
4. Tap **Edit**.
5. Select frequently used contacts that you want to register, and then tap **OK**. To cancel the selection, tap it again.
6. Tap **Close**.

Related Information

➔ [“Menu Options for Contacts Manager” on page 45](#)

Register Contacts on a Computer

Using Epson Net Config or Web Config, you can create a contact list on your computer and import it to the printer. See the Administrator's Guide for details.

Backing up Contacts using a Computer

Using Epson Net Config or Web Config, you can back up the contact data stored in the printer to the computer. See the Administrator's Guide for details.

Contacts data may be lost due to a printer malfunction. We recommend that you make a backup of the data whenever you update the data. Epson shall not be responsible for the loss of any data, for backing up recovering data and/or settings even during a warranty period.

Registering a Favorite Setting

You can register frequently used copy, fax, and scan settings as presets for up to 50 contacts. You can easily select them from the preset list.

How to Register

You can register presets from each menu screen such as **Copy** or the home screen.

Note:

If you cannot edit the presets, they may have been locked by the administrator. Contact your printer administrator for assistance.

Registering from Each Menu

1. Make settings on the screen of the menu that you want to register a preset.
2. Tap  and then tap **Save as Preset**.
3. Do one of the following.
 - ☐ To register a new preset, tap **Add New**.
 - ☐ To edit a preset, select the target that you want to overwrite.
4. Tap the **Name** box and enter the name.
5. Tap **OK**.

Preparing the Printer

Registering from Home Screen

1. Tap **Presets** from the home screen.
2. Tap **Add New** and then select the feature for which you want to register a preset.
3. Make settings and then tap **Save**.
4. Tap the **Name** box and enter the name.
5. Tap **OK**.

How to Use

Displays the registered preset list by tapping  on the screen of each menu or **Presets** from the home screen. Select the preset that you want to load and then tap .

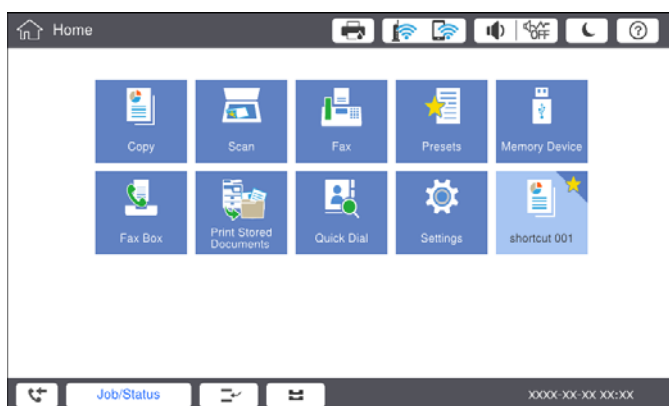
Note:

Only the list registered on that function is displayed from the screen of each menu.

Adding a Shortcut to the Home Screen

You can add a registered preset to the home screen as shortcuts. This allows you to easily start copying, scanning, or faxing using the preset settings.

1. Tap **Presets** on the home screen.
The Presets list is displayed.
2. Tap  next to the preset that you want to add as a shortcut, and then tap **Add Shortcut on Home Screen**.
When you add **Quick Copy** as the shortcut for copying, you can make a copy by simply tapping the preset on the home screen.



Loading Papers

Available Paper Types and Capacities

Followings are the available papers for this printer. Using other papers causes paper jams and damage to the printer.

The paper quality may change depending on the environment. We recommend purchasing paper after checking your environment beforehand. Make sure that you perform a test print before using paper such as recycled paper and envelopes with large variations in quality.

Paper Type/Paper Name		Paper Size	Loading Capacity (Sheets or Envelopes)		Automatic 2-Sided Printing
			MP tray	Paper Cassette 1 to 4	
Plain paper Copy paper Letterhead Recycled paper Color paper Preprinted paper Thick paper High Quality Paper	60 to 160 g/m ²	A3+, SRA3, 12 x 18 in	Up to the line indicated by the triangle symbol on the edge guide. (80 g/m ² : 150)	–	–
		A3, Tabloid, B4, Legal, 8.5 x 13 in, Letter, A4, B5, Executive, A5, Half letter, 16K (195×270 mm), 8K (270×390 mm)		Up to the line indicated by the triangle symbol on the edge guide. (80 g/m ² : 550)	✓
		B6, A6		–	–
		User Defined (mm) (55 to 330.2 x 127 to 1200)		–	✓*1
		User Defined (mm) (139.7 to 297 x 182 to 431.8)		Up to the line indicated by the triangle symbol on the edge guide. (80 g/m ² : 550)	✓*1
Thick paper Extra thick paper	161 to 350 g/m ²	A3+, SRA3, 12 x 18 in, A3, Tabloid, B4, Legal, 8.5 x 13 in, Letter, A4, B5, Executive, A5, Half letter, 16K (195×270 mm), 8K (270×390 mm), B6, A6, User Defined (mm) (55 to 330.2 x 127 to 1200)	Up to the line indicated by the triangle symbol on the edge guide. (or 30 sheets)	–	–

Preparing the Printer

Paper Type/Paper Name	Paper Size	Loading Capacity (Sheets or Envelopes)		Automatic 2-Sided Printing
		MP tray	Paper Cassette 1 to 4	
Epson Bright White Ink Jet Paper ^{*2}	A4	80	450	✓
Epson Matte Paper-Heavyweight ^{*2}	A3+, A3, A4	20	–	–
Epson Archival Matte Paper ^{*2}	A3+, A3, A4	20	–	–
Epson Double-Sided Matte Paper ^{*2}	A3+, A3, A4	20	–	–
Epson Photo Quality Ink Jet Paper ^{*2}	A3+, A3	50	–	–
	A4	100	–	–
Envelope ^{*3}	Envelope #10, Envelope DL, Envelope C4, Envelope C5, Envelope C6	10	–	–

*1 Automatic 2-sided range (mm) Width: 139.7 to 297, Length: 182 to 431.8

*2 Genuine Epson paper

*3 If the flap is on the short edge, make sure you include the flap when setting the user-defined size.

Note:

- ☐ The availability of paper varies by location. For the latest information on paper available in your area, contact Epson support.
- ☐ When printing on paper longer than 483 mm as the user defined size, it is printed using the standard print quality regardless of the settings in the paper type and paper name. Also, the printer slows down the print speed for some types of paper such as plain paper.
- ☐ Genuine Epson paper is not available when printing with the Epson universal printer driver.

Related Information

- ➔ [“Part Names and Functions” on page 13](#)
- ➔ [“Technical Support Web Site” on page 253](#)

Available Paper Thickness

Followings are the available paper thickness (paper weight g/m² : per 1 m² expressed in grams). Although it meets the thickness of the paper, deteriorations of printing quality or paper jams may occur depending on the paper quality (such as paper grain direction, hardness, etc.).

Preparing the Printer

Paper Type		Paper Thickness (Paper weight)
Plain paper Copy paper Letterhead Recycled paper Color paper Preprinted paper Thick paper Extra thick High Quality Paper		60 to 350 g/m ²
Envelope	#10	75 to 90 g/m ² (20 to 24 lb)
	DL	
	C6	
	C5	
	C4	80 to 100 g/m ² (21 to 26 lb)

Unavailable Paper Types

Do not use the following papers. Using these papers may cause paper jams, smears on the printout, or damage to the printer.

- ☐ Papers that are wavy and damp
- ☐ Papers that are wadded and curled
- ☐ Papers that are torn, cut, folded
- ☐ Papers that are too thick, too thin
- ☐ Preprinted papers that used other inkjet printers, thermal transfer printers, page printers or copiers
- ☐ Papers that are perforated
- ☐ Papers that have stickers
- ☐ Papers held together with tape, staples, paper clips, perforated and so on.
- ☐ Do not use envelopes with adhesive surfaces on the flaps or window envelopes.
- ☐ Pre-punched paper

Related Information

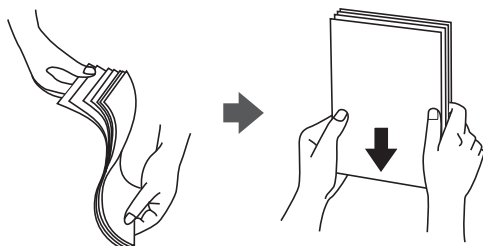
➔ [“Available Paper Thickness” on page 28](#)

Paper Handling

- ☐ Read the instruction sheets supplied with the paper.

Preparing the Printer

- ❑ Fan and align the edges of the paper before loading.



Paper Storage

Notice the following when storing papers.

- ❑ Seal the rest of papers in a plastic bag to avoid absorbing moisture.
- ❑ Keep in a place with less humidity. Also, do not wet the paper.
- ❑ Keep away from direct sunlight.
- ❑ Do not stand papers, place it on a flat.

Note:

Although you store papers as mentioned above, the deterioration of print quality or paper jams may occur depending on the environment. Before using stored paper, try printing a small amount of paper and check for paper jams or smears on the printout.

How to Load Papers

See the printer's help for operating instructions. Tap  on the control panel, then tap **How To > Load paper**.



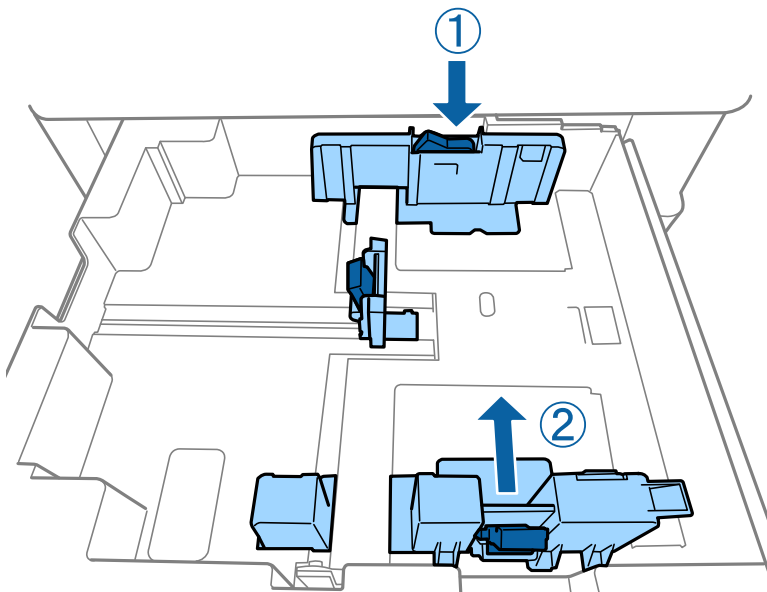
Important:

Insert and remove the paper cassette slowly. Insert the high capacity tray slowly because the tray is heavy due to the large amount of paper loaded in the tray.

Preparing the Printer

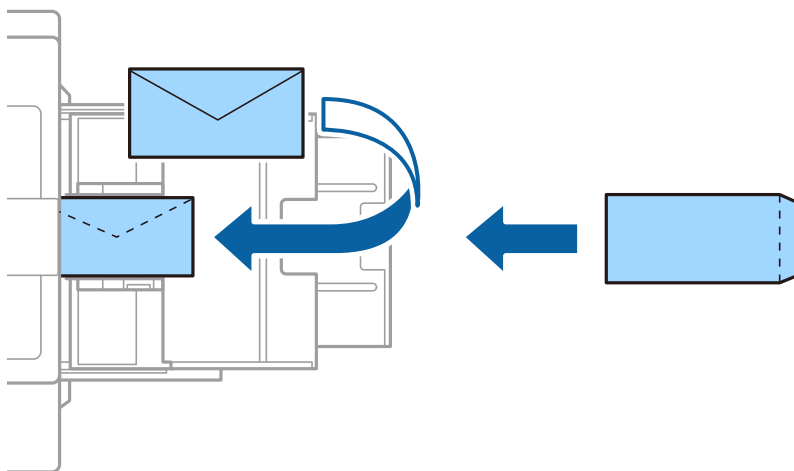
Note:

When you change the position of the edge guides in the paper cassette, release the lock on the cassette and then move the edge guides. After changing the position, lock the cassette again.



Load envelopes in the same orientation as shown in the following illustration.

☐ Envelopes



If the flap is on the short edge, make sure you include the flap when setting the user-defined size.

Related Information

- ➔ [“Descriptions on the Screen” on page 204](#)
- ➔ [“Available Paper Types and Capacities” on page 27](#)
- ➔ [“Unavailable Paper Types” on page 29](#)
- ➔ [“Paper Handling” on page 29](#)
- ➔ [“Paper Storage” on page 30](#)

Preparing the Printer

Setting the Paper Type

To obtain optimum printing results, select the paper type that suits the paper.

Paper Name	Paper Type			
	Control Panel	Printer Driver	PostScript Printer Driver	Epson Universal Printer Driver
Epson Bright White Ink Jet Paper*	plain papers1	plain papers1	Plain1	plain papers1
Epson Matte Paper-Heavyweight*	Matte	Epson Matte	Epson Matte	-
Epson Archival Matte Paper*	Matte	Epson Matte	Epson Matte	-
Epson Double-Sided Matte Paper*	Matte	Epson Matte	Epson Matte	-
Epson Photo Quality Ink Jet Paper*	Matte	Epson Matte	Photo Quality Ink Jet Paper	-
Plain paper (60 to 75 g/m ²)	plain papers1	plain papers1	Plain1	plain papers1
Plain paper (76 to 90 g/m ²)	plain papers2	plain papers2	Plain2	plain papers2
Thick paper (91 to 105 g/m ²)	Thick-Paper1	Thick-Paper1	Thick-Paper1	Thick-Paper1
Thick paper (106 to 135 g/m ²)	Thick-Paper2	Thick-Paper2	Thick-Paper2	Thick-Paper2
Thick paper (136 to 160 g/m ²)	Thick-Paper3	Thick-Paper3	Thick-Paper3	Thick-Paper3
Thick paper (161 to 250 g/m ²)	Thick-Paper4	Thick-Paper4	Thick-Paper4	Thick-Paper4
Extra thick paper (251 to 350 g/m ²)	Extra Thick-Paper	Extra Thick-Paper	Extra Thick-Paper	Extra Thick-Paper

* : Genuine Epson paper

Placing Originals

Place originals on the scanner glass or the ADF (Automatic Document Feeder).

Preparing the Printer

Placing Originals on the ADF

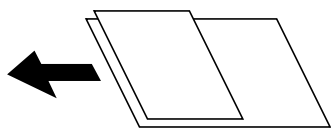
You can copy and scan multiple originals at once.

Available Originals for the ADF

Available Paper Sizes*	A6  to A3/Ledger (Maximum 297×432 mm (11.7×17 in.))
Paper Type	High-quality paper, Plain paper, Recycled paper
Paper Thickness (Weight of Paper)	52 to 128 g/m ²
Loading Capacity	150 sheets or 16.5 mm (0.65 in.)

*If the width of the original is the same, you can also scan documents with mixed sizes.

- ☐ A3/A4
- ☐ B4/B5
- ☐ Letter/Legal



Even when the original meets the specifications for media that can be placed in the ADF, it may not feed from the ADF or the scan quality may decline depending on the paper properties or quality.



Important:

To prevent paper jams, avoid placing the following originals in the ADF. For these types, use the scanner glass.

- ☐ Originals that are torn, folded, wrinkled, deteriorated, or curled
- ☐ Originals with binder holes
- ☐ Originals held together with tape, staples, paper clips etc.
- ☐ Originals that have stickers or labels stuck to them
- ☐ Originals that are cut irregularly or not right angled
- ☐ Originals that are bound
- ☐ OHPs, thermal transfer paper, or carbon backs

Placing Originals

Tap  on the control panel, and then tap **How To > Place Originals**.

Related Information

➡ [“Descriptions on the Screen” on page 204](#)

Preparing the Printer

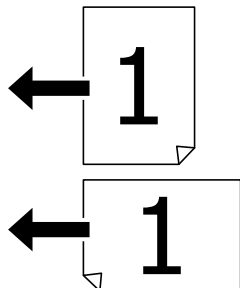
Placing Originals on the ADF for 2-up Copying

Place the originals in the direction shown in the illustration, and then select the orientation setting.

- ☐ Placing the originals in the up direction: Select **Up Direction** on the control panel as described below.

Copy > Advanced > Orientation (Original) > Up Direction

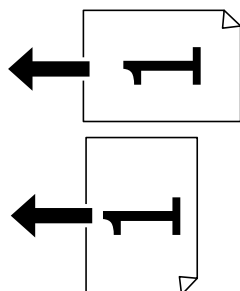
Place the originals on the ADF in the direction of the arrow.



- ☐ Placing the originals in the left direction: Select **Left Direction** on the control panel as described below.

Copy > Advanced > Orientation (Original) > Left Direction

Place the originals on the ADF in the direction of the arrow.



Placing Originals on the Scanner Glass

You can copy and scan irregular originals, thick originals, cardboard boxes, and so on.

Available Originals for the Scanner Glass

Available Paper Sizes	Maximum 297x432 mm (11.7x17 in.)
Available Paper Weight	Maximum 2 kg (4 lb)

Preparing the Printer

Important:

- ❑ Do not apply too much force to the scanner glass. Otherwise, it may be damaged.
- ❑ Do not press with too much force on the original. If you press with too much force, blurring, smudges, and spots may occur.
- ❑ When placing bulky originals such as books, prevent exterior light from shining directly onto the scanner glass. The size of your original may not be automatically detected.
- ❑ If the original has marks from folding or wrinkles, smooth them out, and then place them on the scanner glass. Images may be blurred at the parts where the original is not in close contact with the scanner glass.
- ❑ Remove the originals after scanning. If you leave the originals on the scanner glass for a long time, they may stick to the surface of the glass.

Placing Originals

Tap  on the control panel, then select **How To > Place Originals**.

Note:

- ❑ A range of 1.5 mm from the edges of the scanner glass is not scanned.
- ❑ When originals are placed in the ADF and on the scanner glass, priority is given to the originals in the ADF.

Related Information

➔ [“Descriptions on the Screen” on page 204](#)

Detecting the Original Size Automatically

When you select **Auto Detect** as the **Paper Setting**, the following types of paper size are identified automatically.

❑ ADF:

A3*1, B4*1, A4, B5, A5*2

*1 Only when placing the short edge of the original toward the paper feed entrance of the ADF.

*2 Only when placing the long edge of the original toward the paper feed entrance of the ADF.

❑ Scanner glass:

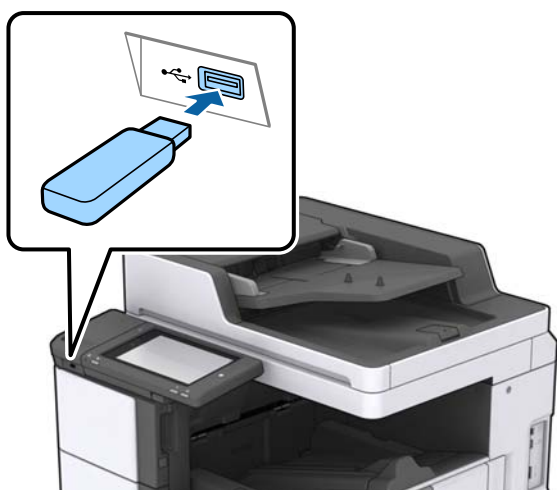
A3*1, B4*1, A4, B5, A5

*1 Only when placing the short edge of the original toward the left side of the scanner glass.

Inserting an External USB Device

Inserting and Removing an External USB Device

1. Insert an external USB device into the printer.



2. When you have finished using the external USB device, remove the device.

Related Information

➔ [“External USB Device Specifications” on page 241](#)

Menu Options for Settings

Tap **Settings** on the home screen of the printer to make various settings.

Menu Options for Basic Settings in General Settings

LCD Brightness:

Adjust the brightness of the LCD screen.

Sound:

Adjust the volume and select the type of the sound.

Detect Double Feed:

Select **On** to detect a double-feed paper error when scanning with the ADF.

Sleep Timer:

Adjust the time period to enter a sleep mode (energy saving mode) when the printer has not performed any operations. The LCD screen turns black when the setting time passes.

Preparing the Printer

Power Off Timer:

Select to turn the printer off if it is not used for a specified period of time. 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.

Date/Time Settings:

☐ Date/Time

Enter the current date and time.

☐ Daylight Saving Time

Select the summer time setting that applies to your area.

☐ Time Difference

Enter the time difference between your local time and UTC (Coordinated Universal Time).

Country/Region:

Select the country or region in which you are using your printer. If you change the country or region, your fax settings return to their defaults and you must select them again.

Language:

Select the language used on the LCD screen.

Start-up Screen:

Specify the initial menu displayed on the LCD screen when the printer turns on and Operation Time Out is enable.

Edit Home:

Change the layout of the icons on the LCD screen. You can also add, delete, and replace icons.

Wall Paper:

Change the background color of the LCD screen.

You can also select a background image from a memory device. Only JPEG format is supported.

Operation Time Out:

Select **On** to return to the initial screen when no operations have been performed for the specified time. When user restrictions have been applied and no operations are performed for the specified time, you are logged out and returned to the initial screen.

Color Print Count Alert

Select **On** to send a notification when the number of color prints you set has been reached.

Keyboard:

Change the layout of the keyboard on the LCD screen.

Default Screen(Job/Status)

Select the default information you want to display when you tap **Default Screen(Job/Status)**.

Related Information

➔ [“Saving Power” on page 46](#)

Preparing the Printer

Menu Options for Printer Settings in General Settings

Paper Source Settings:

Paper Setting:

Select the paper source to specify the paper size and paper type you loaded. When **Paper Size Auto Detect** is enabled, the printer detects the paper size you loaded.

MP Tray Priority:

Select **On** to give printing priority to paper loaded in the MP Tray.

A4/Letter Auto Switching:

Select **On** to feed paper from the paper source set as A4 size when there is no paper source set as Letter, or feed from the paper source set as Letter size when there is no paper source set as A4.

Auto Select Settings:

Select **On** for any of following settings to automatically print on paper from any source containing paper that matches your paper settings.

☐ Copy

☐ Fax

☐ Other

Error Notice:

Select **On** to display an error message when the selected paper size or type does not match the loaded paper.

Paper Setup Auto Display:

Select **On** to display the **Paper Setting** screen when loading paper in the paper source.

Output: Copy:

Select where to output when copying.

Output: Fax:

Select where to output when receiving a fax.

Output: Other:

Select where to output when printing anything except for copies and faxes.

Printing Language:

Select the printing language for the USB interface or the network interface.

Universal Print Settings:

These print settings are applied when you print by an external device without using the printer driver.

Top Offset:

Adjust the top margin of the paper.

Preparing the Printer

Left Offset:

Adjust the left margin of the paper.

Top Offset in Back:

Adjust the top margin for the back of the page when performing 2-sided printing.

Left Offset in Back:

Adjust the left margin for the back margin of the page when performing 2-sided printing.

Skip Blank Page:

Skips blank pages in the print data automatically.

Job Separation

Select **On** to output copies separated by jobs.

Rotate Sort

Select **On** to rotate each copy by 90 degrees when printing multiple copies.

PDL Print Configuration:

Select the PDL Print Configuration options you want to use for PCL or PostScript printing.

Common Settings:

☐ Paper Size

Select the default paper size for PCL or PostScript printing.

☐ Paper Type

Select the default paper type for PCL or PostScript printing.

☐ Orientation

Select the default orientation for PCL or PostScript printing.

☐ Quality

Select the print quality for PCL or PostScript printing.

☐ Ink Save Mode

Select **On** to save ink by reducing the print density.

☐ Print Order

Last Page on Top:

Starts printing from the first page of a file.

First Page on Top:

Starts printing from the last page of a file.

☐ Number of Copies

Set the number of copies to print.

☐ Binding Margin

Select the binding position.

☐ Auto Paper Ejection

Select **On** to eject paper automatically when printing is stopped during a print job.

Preparing the Printer

☐ 2-Sided Printing

Select **On** to perform 2-sided printing.

PCL Menu:

☐ Font Source

Resident

Select to use a font preinstalled on the printer.

Download

Select to use a font you have downloaded.

☐ Font Number

Select the default font number for the default font source. The available number varies depending on the settings you made.

☐ Pitch

Set the default font pitch if the font is scalable and of fixed-pitch. You can select from 0.44 to 99.99 cpi (characters per inch), in 0.01 increments.

This item may not appear depending on the font source or font number settings.

☐ Height

Set the default font height if the font is scalable and proportional. You can select from 4.00 to 999.75 points, in 0.25 increments.

This item may not appear depending on the font source or font number settings.

☐ Symbol Set

Select the default symbol set. If the font that you selected in the font source and the font number setting is not available in the new symbol set setting, the font source and the font number settings are automatically replaced with the default value, IBM-US.

☐ Form

Set the number of lines for the selected paper size and orientation. This also causes a line spacing (VMI) change, and the new VMI value is stored in the printer. This means that later changes in the page size or orientation settings cause changes in the Form value based on the stored VMI.

☐ CR Function

Select the line feed command when printing with a driver from a specific operating system.

☐ LF Function

Select the line feed command when printing with a driver from a specific operating system.

☐ Paper Source Assign

Set the assignment for the paper source select command. When **4** is selected, the commands are set as compatible with the HP LaserJet 4. When **4K** is selected, the commands are set as compatible with the HP LaserJet 4000, 5000, and 8000. When **5S** is selected, the commands are set as compatible with the HP LaserJet 5S.

PS3 Menu:

☐ Error Sheet

Select **On** to print a sheet showing the status when an error occurs during PostScript or PDF printing.

☐ Coloration

Select the color mode for PostScript printing.

Preparing the Printer

☐ Binary

Select **On** when printing data that contains binary images. The application may send the binary data even if the printer driver setting is set to ASCII, but you can print the data when this feature is enabled.

☐ PDF Page Size

Select the paper size when printing a PDF file. If **Auto** is selected, the paper size is determined based on the size of the first page.

Auto Error Solver:

Select an action to perform when a 2-sided printing error or a memory full error occurs.

☐ On

Displays a warning and prints in single-sided mode when a 2-sided printing error occurs, or prints only what the printer could process when a memory full error occurs.

☐ Off

Displays an error message and cancels printing.

Memory Device Interface:

Select **Enable** to allow the printer to access an inserted memory device. If **Disable** is selected, you cannot save data to the memory device with the printer. This prevents confidential documents from being removed illegally.

Thick Paper:

Select **On** to prevent ink from smearing on your printouts, however, this may lower the print speed.

Quiet Mode:

Select **On** to reduce noise during printing, however, this may lower the print speed. Depending on the paper type and print quality settings you selected, there may be no difference in the printer's noise level.

Print Speed Priority

Select **Off** to allow the printer to match the printing speed to the paper type and print data conditions. This allows you to prevent print quality from declining and paper jams.

PC Connection via USB:

Select **Enable** to allow a computer to access the printer when connected by USB. When **Disable** is selected, printing and scanning that is not sent over a network connection is restricted.

USB I/F Timeout Setting:

Specify the length of time in seconds that must elapse before ending USB communication with a computer after the printer receives a print job from a PostScript printer driver or PCL printer driver. If the job ending is not clearly defined from a PostScript printer driver or PCL printer driver, it can cause endless USB communication. When this occurs, the printer ends communication after the specified time has elapsed. Enter 0 (zero) if you do not want to end communication.

Related Information

- ➔ [“Loading Papers” on page 27](#)
- ➔ [“Printing JPEG Files from a Memory Device” on page 132](#)
- ➔ [“Printing PDF or TIFF Files from a Memory Device” on page 133](#)

Preparing the Printer

Menu Options for Network Settings in General Settings

Wi-Fi Setup:

Set up or change wireless network settings. Choose the connection method from the following and then follow the instructions on the LCD panel.

- ☐ Router
- ☐ Wi-Fi Direct

Wired LAN Setup:

Set up or change a network connection that uses a LAN cable and router. When this is being used, Wi-Fi connections are disabled.

Network Status:

Displays or prints the current network settings.

Connection Check:

Checks the current network connection and prints a report. If there are any problems with the connection, see the report to solve the problem.

Advanced:

Make the following detailed settings.

- ☐ Device Name
- ☐ TCP/IP
- ☐ Proxy Server
- ☐ Email Server
- ☐ IPv6 Address
- ☐ MS Network Sharing
- ☐ NFC
- ☐ Link Speed & Duplex
- ☐ Redirect HTTP to HTTPS
- ☐ Disable IPsec/IP Filtering
- ☐ Disable IEEE802.1X

Menu Options for Web Service Settings in General Settings

Epson Connect Services:

Displays whether the printer is registered and connected to Epson Connect.

You can register to the service by tapping **Register** and follow the instructions.

When you have registered, you can change the following settings.

- ☐ Suspend/Resume
- ☐ Unregister

Preparing the Printer

For details, see the following web site.

<https://www.epsonconnect.com/>

<http://www.epsonconnect.eu> (Europe only)

Google Cloud Print Services:

Displays whether the printer is registered and connected to Google Cloud Print services.

When you have registered, you can change the following settings.

☐ Enable/Disable

☐ Unregister

For details on registering to Google Cloud Print services, see the following web site.

<https://www.epsonconnect.com/>

<http://www.epsonconnect.eu> (Europe only)

Related Information

➔ [“Printing Using a Network Service” on page 198](#)

Menu Options for Fax Settings in General Settings

See Related Information below.

Related Information

➔ [“Menu Options for Fax Settings” on page 103](#)

Menu Options for Scan Settings in General Settings

See Related Information below.

Related Information

➔ [“Scanning” on page 112](#)

Menu Options for System Administration in General Settings

Administrators use this feature. See the *Administrator's Guide* for details.

Menu Option for Print Counter

Displays the total number of prints, B&W prints, and color prints from the time you purchased the printer. Tap **Print Sheet** when you want to print the result.

Preparing the Printer

Menu Option for Supply Status

Displays the approximate level of the ink and service life of the maintenance box.

When the ! mark is displayed, ink is running low or the maintenance box is nearly full. When the X mark is displayed, you need to replace the item as ink is expended or the maintenance box is full.

Menu Options for Maintenance

To maintain print quality, use the following features to clean the print head.

Print Head Nozzle Check:

Select this feature to check if the print head nozzles are clogged. The printer prints a nozzle check pattern.

Print Head Cleaning:

Select this feature to clean clogged nozzles in the print head.

Related Information

➔ [“Checking the Clogged Nozzles” on page 202](#)

Menu Option for Language

Select the language used on the LCD screen.

Menu Options for Printer Status/Print

Print Status Sheet:

Configuration Status Sheet:

Print information sheets showing the current printer status and settings.

Supply Status Sheet:

Print information sheets showing the status of consumables.

Usage History Sheet:

Print information sheets showing the usage history of the printer.

PS3 Font List:

Print a list of fonts that are available for a PostScript printer.

PCL Font List:

Print a list of fonts that are available for a PCL printer.

Preparing the Printer

Network:

Wired LAN/Wi-Fi Status:

Displays the current network connection status.

Wi-Fi Direct Status:

Displays the current network connection status.

Email Server Status:

Displays the current settings.

Print Status Sheet:

Prints the current network settings.

Menu Options for Contacts Manager

Add/Edit/Delete:

Register and/or delete contacts for the Fax, Scan to Computer (Email), and Scan to Network Folder/FTP menus.

Frequent:

Register frequently used contacts to access them quickly. You can also change the order of the list.

Print Contacts:

Print your contact list.

View Options:

Change the way the contact list is displayed.

Search Options:

Change the method for searching contacts.

Related Information

➡ [“Managing Contacts” on page 23](#)

Menu Options for User Settings

You can change the default settings for your frequently used scanning, copying, and faxing settings. See the following related information for details.

Related Information

➡ [“Menu Options for Copying” on page 50](#)

➡ [“Menu Options for Fax Mode” on page 100](#)

➡ [“Scanning” on page 112](#)

Menu Option for Authentication System

You can check the status of the Authentication System and the Epson Open Platform.

Authentication Device Status

Displays the status of the Authentication System.

Epson Open Platform Information

Displays the status of the Epson Open Platform.

Saving Power

The printer enters sleep mode or turns off automatically if no operations are performed for a set period. 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.

Depending on the location of purchase, the printer may have a feature that turns it off automatically if it is not connected to the network for 30 minutes.

Saving Power - Control Panel

1. Tap **Settings** on the home screen.
2. Tap **General Settings** > **Basic Settings**.
3. Do one of the following.
 - ☐ Select **Sleep Timer** or **Power Off Settings** > **Power Off If Inactive** or **Power Off If Disconnected**, and then make settings.
 - ☐ Select **Sleep Timer** or **Power Off Timer**, and then make settings.

Note:

*Your product may have the **Power Off Settings** or **Power Off Timer** feature depending on the location of purchase.*

Copying

Copying

Copying Basics

This section explains the steps for basic copying.

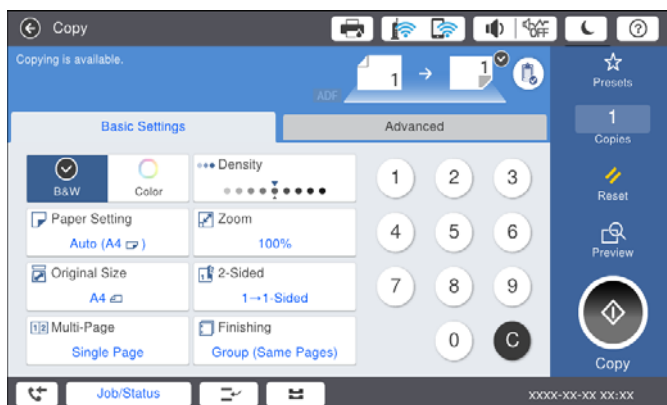
1. Place the originals.

When you want to copy multiple originals, place all of the originals in the ADF.

2. Tap **Copy** on the home screen.

3. Check the settings in **Basic Settings**.

Tap the setting item to change it as necessary.



Note:

- ❑ Tap the **Advanced** tab to make copy settings such as **Original Type**, **Mixed Size Originals**, or **Image Quality**, and copy menus such as **Book → 2Pages** or **ID Card Copy**.
- ❑ If you tap , you can register frequently used copy settings as presets.
- ❑ If the combination of paper related settings you require is not available,  is displayed. Tap the icon to check the details, and then change the settings.

4. Tap the value of the number of copies, and then enter the number of copies using the on-screen keypad.

5. Tap , and then check the scanned image and the settings such as the paper size.

Note:

You cannot preview when loading your originals in the ADF.

6. Tap .

Copying

Related Information

- ➔ [“Placing Originals” on page 32](#)
- ➔ [“Basic Settings Menu Options for Copying” on page 50](#)
- ➔ [“Advanced Menu Options for Copying” on page 52](#)

Performing 2-Sided Copying

You can copy multiple originals or 2-sided documents on both sides of the paper.

1. Tap **Copy** on the home screen.
2. Tap **Basic Settings** > **2-Sided**, and then select **1→2-Sided** or **2→2-Sided**.
You can also specify the orientation and binding position of the original and the copy result.
3. Set the other items as necessary.
4. Tap .

Related Information

- ➔ [“Copying Basics” on page 47](#)
- ➔ [“Basic Settings Menu Options for Copying” on page 50](#)

Copying Multiple Originals onto One Sheet of Paper

You can copy two or four originals onto a single sheet of paper.

1. Tap **Copy** on the home screen.
2. Tap **Basic Settings** > **Multi-Page**, and select **2-up** or **4-up**.
You can also specify the layout order and orientation of the original.
3. Set the other items as necessary.
4. Tap  to check the image.

Note:

You cannot preview when loading your originals in the ADF.

5. Tap .

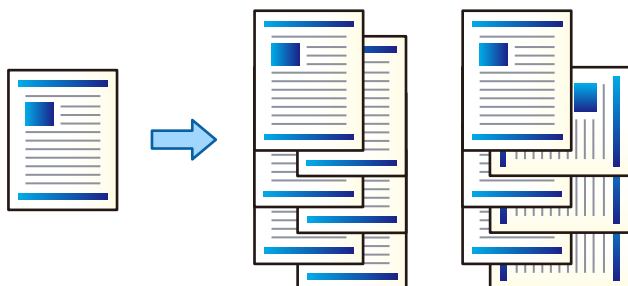
Related Information

- ➔ [“Copying Basics” on page 47](#)
- ➔ [“Basic Settings Menu Options for Copying” on page 50](#)

Copying

Stacking Each Set of Copies by Alternately Rotating 90 Degrees or by Offsetting

You can sort the printouts by stacking them alternately in the portrait orientation and the landscape orientation. If you install the optional finisher unit, you can also sort by offsetting each set of copies or use staplers.



1. Tap **Copy** on the home screen.
2. Tap **Finishing** on the **Basic Settings** tab.
3. Select the **Eject Paper** option you want to use.
 - ☐ **Rotate Sort:** When printing multiple copies, each set of copies is ejected alternately in the portrait and landscape orientation.
Check the following settings when using this feature.
 - ☐ Two paper sources are used. Load paper in the portrait orientation in one paper source and in the landscape orientation in the other paper source, and then select **Auto** as the **Paper Setting** in Basic Settings.
 - ☐ On the home screen, select **Settings > Output: Copy**, and make sure that the **Face Down Tray** is selected.
 - ☐ **Shift Sort:** When printing multiple copies, each set of copies is offset. This option is available when the optional finisher unit is installed.
4. If you are using the optional finisher unit, select the staple location in the **Staple** option as necessary, and then tap **OK**.
5. Set the other items as necessary.
6. Tap **⏏**.

Related Information

- ➡ [“Copying Basics” on page 47](#)
- ➡ [“Basic Settings Menu Options for Copying” on page 50](#)

Menu Options for Copying

Basic Settings Menu Options for Copying

Note:

The items may not be available depending on other settings you made.

Color Mode:

Select whether to copy in color or in monochrome.

☐ B&W

Copies the original in black and white (monochrome).

☐ Color

Copies the original in color.

Density:

Increase the level of density when the copying results are faint. Decrease the level of density when ink smears.

Paper Setting:

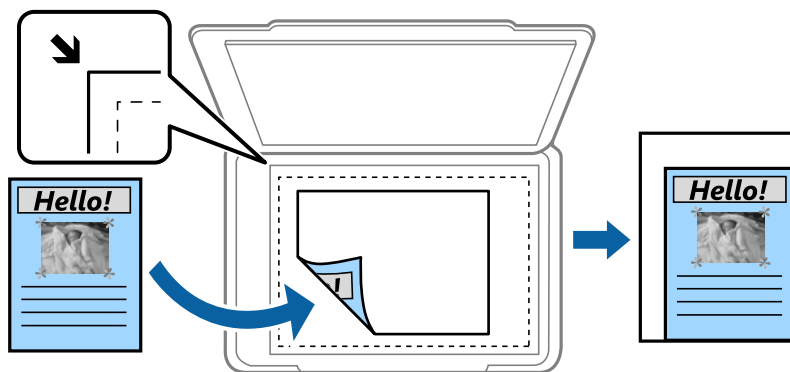
Select the paper source that you want to use. When **Auto** is selected, a suitable size is fed automatically depending on the auto detected original size and the specified magnification ratio.

Zoom:

Configures the magnification ratio of the enlargement or reduction. Tap the value and specify the magnification used to enlarge or reduce the original within a range of 25 to 400%.

☐ Auto

Detects the scan area and automatically enlarges or reduces the original to fit to the paper size you selected. When there are white margins around the original, the white margins from the corner mark (↘) of the scanner glass are detected as the scan area, but the margins at the opposite side may be cropped.

☐ Reduce to Fit Paper

Copies the scanned image at a smaller size than the Zoom value to fit within the paper size. If the Zoom value is larger than the paper size, data may be printed beyond the edges of the paper.

Copying

☐ Actual Size

Copies at 100 % magnification.

☐ A3→A4 and others

Automatically enlarges or reduces the original to fit to a specific paper size.

Original Size:

Select the size and the orientation of your original. When you select **Auto Detect**, the size of your original is automatically detected. When copying non-standard size originals, select the size closest to your original.

2-Sided:

Select 2-sided layout.

☐ 1→1-Sided

Copies one side of an original onto a single side of paper.

☐ 2→2-Sided

Copies both sides of a double-sided original onto both sides of a single sheet of paper. Select the orientation of your original and the binding position of the original and the paper.

☐ 1→2-Sided

Copies two single-sided originals onto both sides of a single sheet of paper. Select the orientation of your original and the binding position of the paper.

☐ 2→1-Sided

Copies both sides of a double-sided original onto one side of two sheets of paper. Select the orientation and the binding position of the original.

Multi-Page:

Select the copy layout.

☐ Single Page

Copies a single-sided original onto a single sheet.

☐ 2-up

Copies two single-sided originals onto a single sheet in 2-up layout. Select the layout order and the original orientation to place your original.

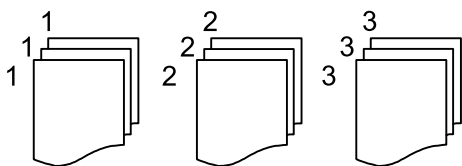
☐ 4-up

Copies four single-sided originals onto a single sheet in 4-up layout. Select the layout order and the original orientation to place your original.

Finishing:

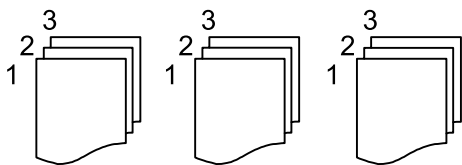
Select how to eject the paper for multiple copies of multiple originals.

Select **Collate (Page Order)** to print multi-page documents collated in order and sorted into sets.



Copying

Select **Group (Same Pages)** to print multi-page documents by acquiring the same numbered pages as the group.



☐ Eject Paper

☐ Rotate Sort

Print alternately in the portrait direction and the landscape direction. Choose **Auto** as the **Paper Setting** when using this feature.

☐ Shift Sort*

Offset each set of copies.

☐ Staple*

Select the staple location.

* Displayed when the finisher unit is installed.

Related Information

➔ [“Types and codes of Optional Items” on page 176](#)

➔ [“Ejecting Paper and Stapling Using the Finisher Unit” on page 176](#)

Advanced Menu Options for Copying

Note:

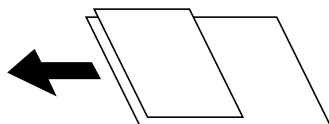
The items may not be available depending on other settings you made.

Original Type:

Select the type of your original. Copies in optimal quality to match the type of original.

Mixed Size Originals:

You can place the following combination of sizes in the ADF at the same time. A3 and A4; B4 and B5. When using these combinations, originals are copied at the actual size of the originals. Place your originals by aligning the width of the originals as shown below.



Orientation (Original):

Select the orientation of your original.

Book → 2Pages:

Copies two facing pages of a booklet onto separate sheets of paper.

Copying

Select which page of a booklet to scan.

Continuous Scanning:

You can place a large number of originals in the ADF in batches, and scan them as a single scanning job.

Image Quality:

Adjust image settings.

☐ Contrast

Adjust the difference between the bright and dark parts.

☐ Saturation

Adjust the vividness of the colors.

☐ Red Balance, Green Balance, Blue Balance

Adjust the density for each color.

☐ Sharpness

Adjust the outline of the image.

☐ Hue Regulation

Adjust the color tone of the skin. Tap + to make it cold (increase green) and tap - to make it warm (increase red).

☐ Remove Background

Select the darkness of the background. Tap + to lighten (whiten) the background and tap - to darken (blacken) it.

If you select **Auto**, the background colors of the originals are detected, and they are removed or lightened automatically. It is not applied correctly if the background color is too dark or not detected.

Binding Margin:

Select the binding position, margin, and orientation of your original for 2-sided copy.

Reduce to Fit Paper:

Copies the scanned image at a smaller size than the Zoom value to fit within the paper size. If the Zoom value is larger than the paper size, data may be printed beyond the edges of the paper.

Remove Shadow:

Removes shadows that appear around copies when copying thick paper or that appear in the center of copies when copying a booklet.

Remove Punch Holes:

Removes the binding holes when copying.

ID Card Copy:

Scans both sides of an ID card and copies onto one side of paper.

Faxing

Preparing to Fax

Connecting to a Phone Line

Compatible Telephone Lines

You can use the printer over standard analogue telephone lines (PSTN = Public Switched Telephone Network) and PBX (Private Branch Exchange) telephone systems.

You may not be able to use the printer with the following phone lines or systems.

- ☐ VoIP phone line such as DSL or fiber-optic digital service
- ☐ Digital phone line (ISDN)
- ☐ Some PBX telephone systems
- ☐ When adapters such as terminal adapters, VoIP adapters, splitters, or DSL router are connected between the telephone wall jack and the printer

Connecting the Printer to a Phone Line

Connect the printer to a telephone wall jack using an RJ-11 (6P2C) phone cable. When connecting a telephone to the printer, use a second RJ-11 (6P2C) phone cable.

Depending on the area, a phone cable may be included with the printer. If it is included, use that cable.

You may need to connect the phone cable to an adapter provided for your country or region.

Note:

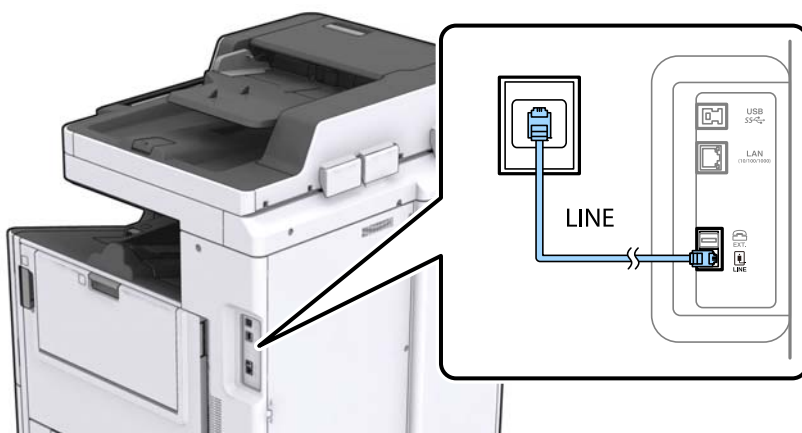
Remove the cap from the EXT. port of the printer only when connecting your telephone to the printer. Do not remove the cap if you are not connecting your telephone.

In areas where lightning strikes occur frequently, we recommend that you use a surge protector.

Faxing

Connecting to a Standard Phone Line (PSTN) or PBX

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



Related Information

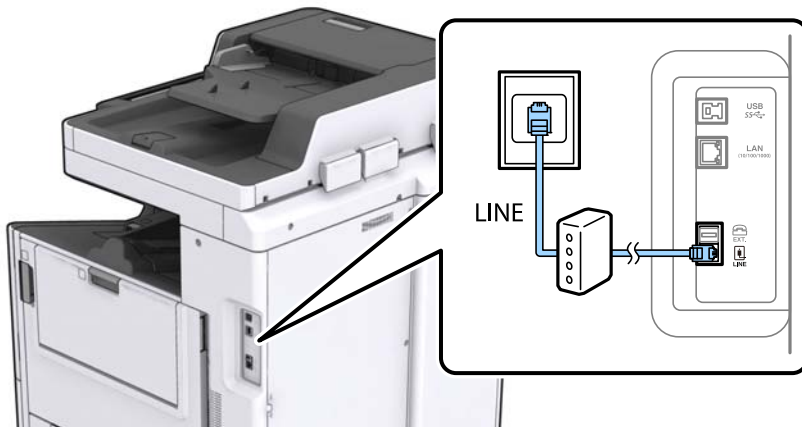
➔ [“Making Settings for a PBX Phone System” on page 58](#)

Connecting to DSL or ISDN

Connect a phone cable from the DSL modem or the ISDN terminal adapter to the LINE port on the back of the printer. See the documentation provided with the modem or the adapter for more details.

Note:

If your DSL modem is not equipped with a built-in DSL filter, connect a separate DSL filter.



Connecting Your Phone Device to the Printer

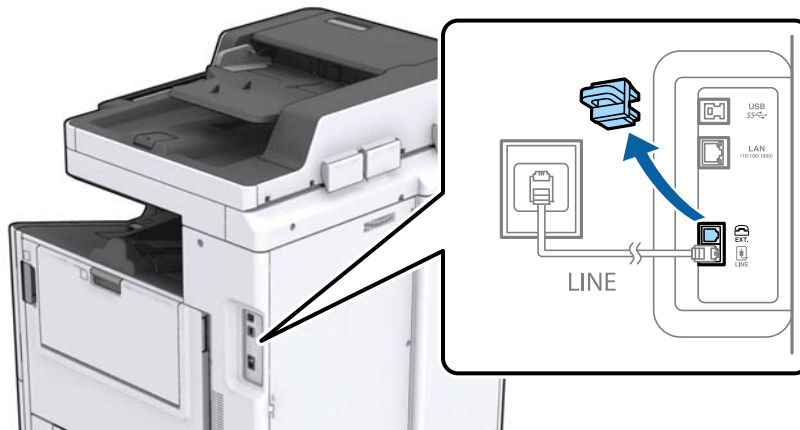
When using the printer and your telephone on a single phone line, connect the telephone to the printer.

Note:

- ☐ If your phone device has a fax function, disable the fax function before connecting. See the manuals that came with the phone device for details.
- ☐ If you connect an answering machine, make sure the printer's **Rings to Answer** setting is set higher than the number of rings your answering machine is set to answer a call.

Faxing

1. Remove the cap from the EXT. port on the back of the printer.



2. Connect the phone device and the EXT. port with a phone cable.

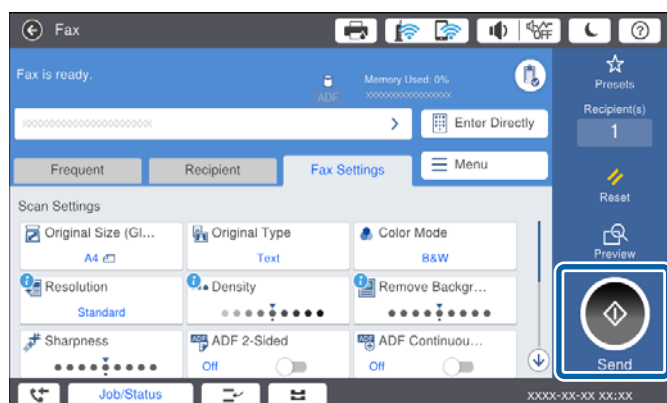


Note:

When sharing a single phone line, make sure you connect the phone device to the EXT. port of the printer. If you split the line to connect the phone device and the printer separately, the phone and the printer do not work correctly.

3. Tap **Fax** on the home screen.
4. Pick up the handset.

The connection is established when **Send** is enabled as the following screen.



Related Information

➔ [“Settings for the Answering Machine” on page 70](#)

Making Basic Fax Settings

First make basic fax settings such as **Receive Mode** using the **Fax Setting Wizard**, and then configure the other settings as necessary.

The **Fax Setting Wizard** is automatically displayed when the printer is turned on for the first time. Once you have made the settings, you do not need to make them again unless the connection environment is changed.

If an administrator has locked the settings, only the administrator can make the settings.

Making Basic Fax Settings Using the Fax Setting Wizard

Make basic settings by following the on-screen instructions.

1. Connect the printer to the phone line.

Note:

Because an automatic fax connection check runs at the end of the wizard, make sure you connect the printer to the phone line before starting the wizard.

2. Tap **Settings** on the home screen.
3. Tap **General Settings > Fax Settings > Fax Setting Wizard**.
4. On the **Confirmation** screen, tap **Proceed**.

The wizard begins.

5. On the fax header entry screen, enter the sender name such as your company name, and then tap **OK**.

Note:

Your sender name and your fax number appear as the header for outgoing faxes.

6. On the phone number entry screen, enter your fax number, and then tap **OK**.
7. On the **Distinctive Ring Detection (DRD) Setting** screen, make the following settings.

- ☐ If you have subscribed to a distinctive ring service from your telephone company: Tap **Proceed**, and then select the ring pattern to be used for incoming faxes.
 - If you select **All**, go to step 8.
 - If you select any other setting, **Receive Mode** is automatically set to **Auto**. Go to step 10.
- ☐ If you do not need to set this option: Tap **Skip**, and then go to step 10.

Note:

- ☐ *Distinctive ring services, offered by many telephone companies (the service name differs by company), allows you to have several phone numbers on one phone line. Each number is assigned a different ring pattern. You can use one number for voice calls and another for fax calls. Select the ring pattern assigned to fax calls in **DRD**.*
- ☐ *Depending on the region, **On** and **Off** are displayed as the **DRD** options. Select **On** to use the distinctive ring feature.*

8. On the **Receive Mode Setting** screen, select whether you are using your phone device connected to the printer.
 - ☐ When connected: Tap **Yes**, and then go to the next step.

Faxing

- ☐ When not connected: Tap **No**, and then go to step 10. **Receive Mode** is set to **Auto**.
 - 9. On the **Receive Mode Setting** screen, select whether you want to receive faxes automatically.
 - ☐ To receive automatically: Tap **Yes**. **Receive Mode** is set to **Auto**.
 - ☐ To receive manually: Tap **No**. **Receive Mode** is set to **Manual**.
 - 10. On the **Proceed** screen, check the settings you made, and then tap **Proceed**.
- To correct or change settings, tap .
11. Tap **Start Checking** to run the fax connection check, and when the screen prompts you to print the check result, tap **Start Printing**.

A report of the check result that shows the connection status is printed.

Note:

- ☐ If there are any errors reported, follow the instructions on the report to solve them.
- ☐ If the **Select Line Type** screen is displayed, select the line type.
 - When you are connecting the printer to a PBX phone system or terminal adapter, select **PBX**.
 - When you are connecting the printer to a standard phone line (**PSTN**), select **Disable** on the **Confirmation** screen displayed. However, setting this to **Disable** may cause the printer to skip the first digit of a fax number when dialing and send the fax to the wrong number.

Related Information

- ➔ [“Connecting the Printer to a Phone Line” on page 54](#)
- ➔ [“Setting Receive Mode” on page 70](#)
- ➔ [“Making Settings for a PBX Phone System” on page 58](#)
- ➔ [“Menu Options for Fax Settings” on page 103](#)

Making Basic Fax Settings Individually

You can make fax settings without using the fax setting wizard by selecting each setting menu individually. The settings configured using the wizard can also be changed. For more details, see the list of menus in fax settings.

Related Information

- ➔ [“Menu Options for Fax Settings” on page 103](#)

Making Settings for a PBX Phone System

Make the following settings when using the printer in offices that use extensions and require external access codes, such as 0 and 9, to get an outside line.

1. Tap **Settings** on the home screen.
2. Tap **General Settings** > **Fax Settings** > **Basic Settings**.
3. Tap **Line Type**, and then tap **PBX**.

Faxing

- When sending a fax to an outside fax number using # (hash) instead of the actual external access code, tap the **Access Code** box, and then select **Use**.

The # entered instead of the actual access code, is replaced with the stored access code when dialing. Using # helps avoid connection problems when connecting to an outside line.

Note:

*You cannot send faxes to recipients in **Contacts** in which an external access code such as 0 or 9 is set.*

*If you have registered recipients in **Contacts** using an external access code such as 0 or 9, set the **Access Code** to **Do Not Use**. Otherwise, you must change the code to # in **Contacts**.*

- Tap the **Access Code** input box, enter the external access code used for your phone system, and then tap OK.
The access code is stored in the printer.

Making Paper Source Settings to Receive Faxes

You can set the printer so that specific paper sources are not used for printing received documents and fax reports. By default, all of the paper sources are enabled for fax printing. Use this feature if you do not want to use paper in a specific paper source for fax printing.

- Tap **Settings** on the home screen.
- Tap **General Settings > Printer Settings > Paper Source Settings > Auto Select Settings > Fax**.
- Tap each box of the paper source that you do not want to use for printing faxes.

The paper source setting is changed to **Off** and is disabled for printing faxes.

Saving the Operation Time for Sending Faxes

The quick memory send feature starts sending the fax when the printer finishes scanning the first page. If you do not enable this feature, the printer starts sending after saving all of the scanned images to memory. By using this feature you can reduce the overall operation time as scanning and sending are performed in parallel.

- Tap **Settings** on the home screen.
- Tap **General Settings > Fax Settings > Send Settings**.
- Tap the **Quick memory send** box to set this to **On**.

Related Information

➡ [“Send Settings” on page 105](#)

Printing Information for Received Faxes

You can set to print reception information in the footer of the received fax, even if the sender has not set the header information. The reception information includes the received date and time, sender's ID, reception ID (such as " #001"), and page number (such as "P1"). When **Split Page Settings** is enabled, the split page number is also included.

- Tap **Settings** on the home screen.

Faxing

2. Tap **General Settings** > **Fax Settings** > **Receive Settings**.
3. Tap **Print Settings**, and then tap the **Add Reception Information** box to set this to **On**.

Related Information

➡ [“Print Settings” on page 108](#)

Printing Received Fax on 2 Sides

You can print multiple pages of received documents on both sides of the paper.

1. Tap **Settings** on the home screen.
2. Tap **General Settings** > **Fax Settings** > **Receive Settings**.
3. Tap **Print Settings**, and then tap **2-Sided**.
4. Tap the **2-Sided** box to set this to **On**.
5. In **Binding Position**, select **Short Side** or **Long Side**.
6. Tap **OK**.

Related Information

➡ [“Print Settings” on page 108](#)

Printing Received Faxes by Splitting Pages

Make split page settings when the size of the received document is larger than the size of the paper loaded in the printer.

1. Tap **Settings** on the home screen.
2. Tap **General Settings** > **Fax Settings** > **Receive Settings**.
3. Tap **Print Settings** > **Split Page Settings** > **Delete Print Data After Split**.
4. Select the options for deleting print data after splitting.
 - ☐ If you select **Off**, tap **OK** and go to step 6.
 - ☐ If you select **Delete Top** or **Delete Bottom**, go to the next step.
5. In **Threshold**, set the threshold, and then tap **OK**.
6. Tap **Overlap When Split**.
7. Tap the **Overlap Print When Split** to set this to **On**.
8. In **Overlapping Width**, set the width, and then tap **OK**.

Related Information

➔ [“Print Settings” on page 108](#)

Making Print Settings to Receive Reduced or Split Faxes (Acting Print)

Make print settings when the size of the received document is larger than the size of the paper loaded in the printer.

1. Tap **Settings** on the home screen.
2. Tap **General Settings > Fax Settings > Receive Settings**.
3. Tap **Print Settings > Acting Print**, and then select the options.
 - ☐ Off: Select this option if you do not want to use this function.
 - ☐ On(Split to pages): Select this to print the received document by splitting it with other paper sizes. For example, when the received fax is A3 size, the fax is printed at A4 size on 2 pages without shrinking the image.
 - ☐ On (Reduce to Fit): Select this to print the received document by shrinking. For example, when the received fax is A3 size, the fax is printed at A4 size by shrinking the image.

Sending Faxes Using the Printer

Basic Fax Sending Operations

Send faxes in color or monochrome (B&W).

Note:

- ☐ When sending a fax in monochrome, you can preview the scanned image on the LCD screen before sending.
- ☐ If you have enabled the **Save Failure Data** feature, failed faxes are saved, and you can resend them from **Job/Status**.

Sending Faxes Using the Control Panel

You can enter fax numbers for recipients and send faxes by using the control panel. The printer automatically dials the recipients and sends the fax.

Note:

- ☐ When sending a fax in monochrome, you can preview the scanned image on the LCD screen before sending.
- ☐ You can reserve up to 50 monochrome fax jobs even while the phone line is in use for a voice call, sending another fax, or receiving a fax. You can check or cancel reserved fax jobs from **Job/Status**.
- ☐ If the fax number is busy or there is some problem, the printer automatically redials after one minute.

1. Place the originals.

Note:

You can send up to 100 pages in one transmission; however depending on the remaining amount of memory, you may not be able to send faxes even with less than 100 pages.

Faxing

2. Tap **Fax** on the home screen.

Note:

When recipients are registered in contacts, you can access the fax mode display by entering the registry number in Quick Dial on the home screen.

3. Specify the recipient.

You can send the same monochrome fax to up to 200 recipients. However, a color fax can only be sent to one recipient at a time.

- ☐ To enter manually: Tap **Enter Directly**, enter numbers using the on-screen keypad, and then tap **OK**.
 - To add a pause (pause for three seconds during dialing), enter a hyphen(-).
 - If you have set an external access code in **Line Type**, enter "#" (hash) instead of the actual external access code at the beginning of the fax number.
- ☐ To select from the contacts list: Tap the **Recipient** tab and the recipient you want to send. If the recipient is not displayed, tap  to register the recipient to the contacts list.
- ☐ To select from the sent fax history: Tap  on the **Recipient** tab, and then select a recipient from the displayed list.
- ☐ To select from the Frequent list: Tap the **Frequent** tab and the recipient you want to send.

Note:

- ☐ When **Direct Dialing Restrictions** in **Security Settings** is enabled, you can only select fax recipients from the contacts list or the sent fax history. You cannot manually enter a fax number.
- ☐ To delete recipients you have entered, tap the field in the recipient display or the number of faxes you selected on the LCD screen, select the recipient from the list, and then tap **Remove**.

4. Tap the **Fax Settings** tab, and then make settings such as the resolution and the sending method as necessary.

When you set **Color Mode** to **Color**, proceed to step 6.

Note:

- ☐ To send 2-sided originals, enable **ADF 2-Sided**. However, you cannot send in color with this setting.
- ☐ Tap  (**Presets**) on the fax top screen to save the current settings and the recipients in **Presets**. Recipients may not be saved depending on how they are entered.

5. When sending a fax in monochrome, tap  on the fax top screen to confirm the scanned document.

To send the fax as is, tap **Start Sending**, and then go to step 7. Otherwise, cancel the preview by tapping **Cancel**.

- ☐     : Moves the screen in the direction of the arrows.
- ☐   : Reduces or enlarges.
- ☐   : Moves to the previous or the next page.

Faxing

Note:

- ❑ You cannot send the fax in color after previewing.
- ❑ When **Direct Send** is enabled, you cannot preview.
- ❑ When the preview screen is left untouched for 20 seconds, the fax is sent automatically.
- ❑ You cannot preview when loading your originals in the ADF.
- ❑ The image quality of a sent fax may be different from what you previewed depending on the capability of the recipient machine.

6. Tap .

Note:

- ❑ To cancel sending, tap .
- ❑ It takes longer to send a fax in color because the printer performs scanning and sending simultaneously. While the printer is sending a fax in color, you cannot use the other features.

7. When sending is complete, remove the originals.

Related Information

- ➔ [“Send Settings” on page 105](#)
- ➔ [“Placing Originals” on page 32](#)
- ➔ [“Menu Options for Fax Mode” on page 100](#)
- ➔ [“Checking Fax Jobs” on page 98](#)
- ➔ [“Managing Contacts” on page 23](#)
- ➔ [“Registering a Favorite Setting” on page 25](#)

Sending Faxes Dialing from the External Phone Device

You can send a fax by dialing using the connected telephone when you want to talk over the phone before sending a fax, or when the recipient's fax machine does not switch to the fax automatically.

1. Place the originals.

Note:

You can send up to 100 pages in one transmission.

2. Pick up the handset of the connected telephone, and then dial the recipient's fax number using the phone.
3. Tap **Fax** on the home screen.
4. Tap the **Fax Settings** tab, and then make settings such as the resolution and the sending method as necessary.
5. When you hear a fax tone, tap , and then hang up the handset.

Note:

When a number is dialed using the connected telephone, it takes longer to send a fax because the printer performs scanning and sending simultaneously. While sending the fax, you cannot use the other features.

6. When sending is complete, remove the originals.

Faxing

Related Information

- ➔ [“Placing Originals” on page 32](#)
- ➔ [“Fax Settings” on page 101](#)

Sending Faxes After Confirming the Recipient's Status

You can send a fax while listening to sounds or voices through the printer's speaker while dialing, communicating, and transmitting. You can also use this feature when you want to receive a fax from a fax polling service by following audio guidance.

1. Place the originals.
2. Select **Fax** on the home screen.
3. Select the **Fax Settings** tab, and then make settings such as the resolution and the sending method as necessary. When you have finished making settings, select the **Recipient** tab.

4. Tap  and then specify the recipient.

Note:

You can adjust the sound volume of the speaker.

5. When you hear a fax tone, select **Send/Receive** at the upper right corner of the LCD screen, and then select **Send**.

Note:

When receiving a fax from a fax polling service, and you hear the audio guidance, follow the guidance to make the printer operations.

6. Tap .
7. When sending is complete, remove the originals.

Related Information

- ➔ [“Sending Faxes Using the Control Panel” on page 61](#)
- ➔ [“Receiving Faxes by Polling \(Polling Receive\)” on page 72](#)
- ➔ [“Placing Originals” on page 32](#)
- ➔ [“Menu Options for Fax Mode” on page 100](#)

Various Ways of Sending Faxes

Sending Many Pages of a Monochrome Document (Direct Send)

When sending a fax in monochrome, the scanned document is temporarily stored in the printer's memory. Therefore, sending a lot of pages may cause the printer to run out of memory and stop sending the fax. You can avoid this by enabling the **Direct Send** feature, however, it takes longer to send the fax because the printer performs scanning and sending simultaneously. You can use this feature when there is only one recipient.

Tap **Fax** on the home screen, tap the **Fax Settings** tab, and then tap the **Direct Send** box to set this to **On**.

Faxing

Sending a Fax Preferentially (Priority Send)

You can send an urgent document ahead of the other faxes waiting to be sent.

Tap **Fax** on the home screen, tap the **Fax Settings** tab, and then tap the **Priority Send** box to set this to **On**.

Note:

You cannot send your document preferentially while one of the following is in progress because the printer cannot accept another fax.

- ☐ Sending a monochrome fax with **Direct Send** enabled
- ☐ Sending a color fax
- ☐ Sending a fax using a connected telephone
- ☐ Sending a fax sent from the computer

Sending Faxes at a Specified Time (Send Fax Later)

You can set to send a fax at a specified time. Only monochrome faxes can be sent when the time to send is specified.

1. Tap **Fax** on the home screen.
2. Specify the recipient.
3. Tap the **Fax Settings** tab.
4. Tap the **Send Fax Later** box to set this to **On**.
5. Tap the **Time** box, enter the time you want to send the fax, and then press **OK**.
6. Tap **OK** to apply the settings.

Note:

*To cancel the fax, cancel it from **Job/Status**.*

Related Information

- ➔ [“Sending Faxes Using the Control Panel” on page 61](#)
- ➔ [“Placing Originals” on page 32](#)
- ➔ [“Fax Settings” on page 101](#)
- ➔ [“Checking Fax Jobs” on page 98](#)

Sending a Fax with a Selected Header

You can send a fax with sender information that is suitable for the recipient. You need to register multiple headers of sender information in advance in the printer by following the steps below.

Registering Multiple Headers for Sending Faxes

You can register up to 21 fax headers as sender information.

1. Tap **Settings** on the home screen.

Faxing

2. Tap **General Settings > Fax Settings > Basic Settings**.
3. Tap **Header**, tap the **Your Phone Number** box, there enter your phone number, and then tap **OK**.
4. Tap one of the boxes under the **Fax Header** list, enter the fax header information, and then tap **OK**.

Related Information

➔ [“Basic Settings” on page 104](#)

Sending a Fax with a Selected Header

When you send a fax, you can select header information for the recipient. To use this feature, you must register multiple headers in advance.

1. Tap **Fax** on the home screen.
2. Tap **Fax Settings > Add Sender Information**.
3. Select where you want to add your sender information.
 - ☐ **Off**: Sends a fax with no header information.
 - ☐ **Outside of Image**: Sends a fax with header information in the top white margin of the fax. This keeps the header from overlapping with the scanned image, however, the fax received by the recipient may be printed across two sheets depending on the size of the originals.
 - ☐ **Inside of Image**: Sends a fax with header information approximately 7 mm lower than the top of the scanned image. The header may overlap with the image, however, the fax received by the recipient will not be split into two documents.
4. Tap the **Fax Header** box, and then select the header you want to use.
5. Tap one of the **Additional Information** options as necessary.
6. Tap **OK** to apply the settings.

Related Information

➔ [“Fax Settings” on page 101](#)

Sending a Fax Notification

You can send an email containing information on the results of sending the fax.

Note:

To use this feature, you must do the followings on advance:

- ☐ *Make mail server settings in the printer*
- ☐ *Register the email address to which you want to send the results*

1. Tap **Fax** on the home screen.
2. Tap **Fax Settings > Notify Send Result**.

Faxing

3. Tap the **Notify Send Result** box to set this to **On**.
4. Tap **Recipient**, and then select the recipient who will receive the notification.

Sending a Fax and Backing Up the Data

When scanning a fax, you can automatically save the scanned document to the printer's memory. This feature is available when:

- ☐ sending a fax in monochrome
- ☐ sending a fax using the **Send Fax Later** feature
- ☐ sending a fax using the **Batch Send** feature
- ☐ sending a fax using the **Store Fax Data** feature
- ☐ sending a fax using the **Polling Send/Board** feature

Note:

Documents that fail to be sent can also be backed up to be sent later.

1. Tap **Fax** on the home screen.
2. Tap **Fax Settings > Backup**.
3. Tap the **Backup** box to set this to **On**.
4. Tap **Backup Destination**, and then specify a recipient.

Related Information

➔ [“Fax Settings” on page 101](#)

Sending a Fax with a Subaddress(SUB) and Password(SID)

You can send a fax to the confidential box or the relay box of the recipient's fax machine. Recipients can receive the fax securely, or send the fax to specified forwarding destinations.

To use this feature, you must register the recipient with a subaddress and password to **Contacts** before you send the fax.

Tap **Fax** on the home screen. Tap the **Recipient** tab, and then select a recipient with a registered subaddress and password. You can also select the recipient from **Recent** on the **Recipient** tab if it was sent with a subaddress and password.

Sending Faxes On Demand (Using Polling Send/Bulletin Board Box)

Using the **Polling Send** feature, you can store up to 100 pages of a single document in monochrome for polling fax. The stored document is sent upon request from another fax machine that has a polling receive feature.

Up to 10 bulletin boards are also available. Note that the fax machine of the recipient must support the subaddress/password feature.

Faxing

Registering a Polling Send/Bulletin Board Box

1. Tap **Fax Box** on the home screen, and then tap **Polling Send/Board**.
2. Tap the **Polling Send** box or one of the boxes named **Unregistered Bulletin Board**.
3. If a password entry screen is displayed, enter the password.
4. If you are registering a bulletin board, Do all of the following:
 - ☐ Tap **Name (Required)**, enter the name, and then tap **OK**
 - ☐ Tap **Subaddress(SEP)**, enter the subaddress, and then tap **OK**
 - ☐ Tap **Password(PWD)**, enter the password, and then tap **OK**
5. Tap the boxes shown below such as **Notify Send Result** and make the appropriate settings as necessary.

Note:

*If you set a password in **Box Open Password**, you will be asked to enter the password the next time you open the box.*

6. Tap **OK**.

To change or delete, tap **Fax Box** on the home screen, and then tap **Polling Send/Bulletin Board Box**. Next, tap the box you want to change or delete, and the **Job/Status**, and then follow the on-screen instructions.

Storing a Document in the Polling Send/Bulletin Board Box

1. Tap **Fax Box** on the home screen, and then tap **Polling Send/Board**.
2. Tap the **Polling Send** box or one of the bulletin board boxes that have already been registered.
If the password entry screen is displayed, enter the password to open the box.
3. Tap **Add Document**.
4. On the fax top screen that is displayed, check the fax settings, and then tap  to scan and store the document.

To check the document you stored, tap **Check Document**. On the screen that is displayed, you can view, print or delete the scanned document.

Related Information

- ➔ [“Sending Faxes Using the Control Panel” on page 61](#)
- ➔ [“Placing Originals” on page 32](#)
- ➔ [“More” on page 102](#)
- ➔ [“Checking Fax Jobs” on page 98](#)

Storing a Fax Without Specifying a Recipient (Store Fax Data)

You can store up to 100 pages of a single document in monochrome. This allows you to save the time spent scanning the document when you need to send the same document frequently.

1. Tap **Fax** on the home screen.

Faxing

2. Tap **Menu**.
3. Tap **Store Fax Data** to set this to **On**.
4. Tap  to store the document.

You can view the stored document. Tap **Fax Box** on the home screen, tap **Stored Documents**, and then tap the box containing the document you want to view. If you want to delete the document, tap , and then follow the on-screen instructions.

Related Information

- ➔ [“Sending Faxes Using the Control Panel” on page 61](#)
- ➔ [“Placing Originals” on page 32](#)
- ➔ [“More” on page 102](#)
- ➔ [“Checking Fax Jobs” on page 98](#)

Sending Multiple Faxes to the Same Recipient at Once (Batch Send)

If there are multiple faxes waiting to be sent to the same recipient, you can set the printer to group them together to send them at once. Up to 5 documents (up to 100 pages in total) can be sent at one time. This helps you save on connection fees by reducing the number of transmission times.

Tap **Settings** on the home screen, tap **General Settings** > **Fax Settings** > **Send Settings**, and then tap the **Batch Send** box to make the setting to **On**.

Note:

- ☐ *Scheduled faxes are also grouped together when the recipient and the time to send the fax match.*
- ☐ **Batch Send** is not applied to the following fax jobs.
 - ☐ Monochrome fax with **Priority Send** enabled
 - ☐ Monochrome fax with **Direct Send** enabled
 - ☐ Color faxes
 - ☐ Faxes sent from the computer

Sending Different Size Documents Using ADF (ADF Continuous Scan)

If you place different sized originals in the ADF, all of the originals are sent at the largest size among them. You can send them in their original sizes by sorting and placing them by size, or placing them one by one.

Before placing originals, make the following setting.

Tap **Fax** on the home screen, select the **Fax Settings** tab, and then select the **ADF Continuous Scan** box to set this to **On**.

The printer stores the scanned documents, and sends as one document.

Note:

If you leave the printer untouched for 20 seconds after prompted to set the next originals, the printer stops storing and starts sending the document.

Receiving Faxes on the Printer

Setting Receive Mode

You can make **Receive Mode** settings using the **Fax Setting Wizard**. When making fax setting for the first time, we recommend you to use the **Fax Setting Wizard**. If you want to change only the **Receive Mode**, follow the instructions below.

1. Select **Settings** on the home screen.
2. Select **General Settings** > **Fax Settings** > **Basic Settings** > **Receive Mode**.
3. Select the **Receive Mode** depending on your use.

**Important:**

*If a phone is not connected, you must select **Auto**.*

- ☐ Using the phone line only for faxes:

Select **Auto**.

Automatically switches to receive faxes when the number of rings you set in **Rings to Answer** are complete.

Note:

*We recommend setting **Rings to Answer** to as low a number as possible.*

- ☐ Using one phone line for phone calls and faxes (mainly for faxing):

Select **Auto**.

Automatically switches to receive faxes when the number of rings you set in **Rings to Answer** are reached.

Note:

*You can make a voice call if you hang up the phone within the number of rings set in **Rings to Answer**.*

- ☐ Using one phone line for phone calls and faxes (mainly for phone calls):

Select **Manual**.

You can answer a phone call with an external phone device. When faxing, you can start receiving faxes using the printer's control panel.

Note:

*When making **Remote Receive** settings, you can start receiving faxes using only operations on the connected phone.*

Related Information

- ➔ [“Making Basic Fax Settings Using the Fax Setting Wizard” on page 57](#)
- ➔ [“Receiving Faxes Manually” on page 71](#)
- ➔ [“Receiving Faxes Using a Connected Telephone \(Remote Receive\)” on page 71](#)

Settings for the Answering Machine

You need settings to use an answering machine.

- ☐ Set the **Receive Mode** of the printer to **Auto**.

Faxing

- ❑ Set the **Rings to Answer** setting of the printer to a higher number than the number of rings for the answering machine. Otherwise, the answering machine cannot receive voice calls to record voice messages. See the manuals that came with the answering machine for its settings.

The **Rings to Answer** setting may not be displayed depending on the region.

Related Information

➡ [“Basic Settings” on page 104](#)

Various Ways of Receiving Faxes

Receiving Faxes Manually

When you connect a telephone and set the **Receive Mode** setting of the printer to **Manual**, follow the steps below to receive faxes.

1. When the telephone rings, pick up the handset.
2. When you hear a fax tone, tap **Fax** on the home screen of the printer.

Note:

*If you enable the **Remote Receive** feature, you can start receiving a fax just by using the connected telephone.*

3. Tap **Send/Receive**.
4. Tap **Receive**.
5. Tap , and then hang up the handset.

Related Information

- ➡ [“Receiving Faxes Using a Connected Telephone \(Remote Receive\)” on page 71](#)
- ➡ [“Saving Received Faxes in the Inbox \(Unconditional Save/Forward\)” on page 74](#)
- ➡ [“Making Paper Source Settings to Receive Faxes” on page 59](#)

Receiving Faxes Using a Connected Telephone (Remote Receive)

To receive a fax manually, you need to operate the printer after you pick up the handset of the telephone. By using the **Remote Receive** feature, you can start receiving a fax just by operating the phone.

The **Remote Receive** feature is available for telephones that support tone dialing.

Related Information

➡ [“Receiving Faxes Manually” on page 71](#)

Setting Up Remote Receive

1. Tap **Settings** on the home screen.

Faxing

2. Tap **General Settings > Fax Settings > Basic Settings > Remote Receive**.
3. After enabling **Remote Receive**, enter a two digit code (0 to 9, *, and # can be entered) in the **Start Code** field.
4. Tap **OK**, and then tap **OK** again.

Using Remote Receive

1. When the telephone rings, pick up the handset.
2. When you hear a fax tone, enter the start code using the telephone.
3. After confirming that the printer has started receiving the fax, hang up the handset.

Receiving Faxes by Polling (Polling Receive)

You can receive a fax stored on another fax machine by dialing the fax number. Use this feature to receive a document from a fax information service. However, if the fax information service has an audio guidance feature that you need to follow to receive a document, you cannot use this feature.

Note:

*To receive a document from a fax information service that uses audio guidance, just dial the fax number using the **On Hook** feature or the connected telephone, and operate the phone and the printer following the audio guidance.*

1. Tap **Fax** on the home screen.
2. Tap **Menu**.
3. Tap the **Polling Receive** box to set this to **On**.
4. Tap **Close**.
5. Enter the fax number.

Note:

*When **Direct Dialing Restrictions** in **Security Settings** is enabled, you can only select fax recipients from the contact list and the sent fax history. You cannot manually enter a fax number.*

6. Tap .

Related Information

- ➔ [“Sending Faxes After Confirming the Recipient's Status” on page 64](#)
- ➔ [“Sending Faxes Dialing from the External Phone Device” on page 63](#)

Receiving Faxes from a Board with a Subaddress (SEP) and Password (PWD) (Polling Receive)

You can receive faxes from a board stored on another fax machine with a subaddress (SEP) and password (PWD) feature. To use this feature, you need to register the contact with the subaddress (SEP) and password (PWD) in the contact list in advance.

Faxing

1. Tap **Fax** on the home screen.
2. Tap **Menu**.
3. Tap the **Polling Receive** box to set this to **On**.
4. Tap **Close**.
5. Tap the **Recipient** tab, and then select the contact with the registered subaddress (SEP) and password (PWD) that matches the destination board.
6. Tap .

Related Information

➔ [“Managing Contacts” on page 23](#)

Making Settings for Blocking Junk Faxes

You can block junk faxes.

1. Tap **Settings** on the home screen.
2. Tap **General Settings > Fax Settings > Basic Settings > Rejection Fax**.
3. Tap **Rejection Fax** and then enable the following options.
 - ☐ Blocked Number List: Reject faxes that are in the Rejection Number List.
 - ☐ Fax Header Blank: Reject faxes that have blank header information.
 - ☐ Unregistered Contacts: Reject faxes that have not been registered in the contact list.
4. If you use the **Blocked Number List**, tap , and then tap **Edit Blocked Number list** and edit the list.

Related Information

➔ [“Basic Settings” on page 104](#)

Saving and Forwarding Received Faxes (Unconditional Save/Forward)

You can set to save and forward received faxes from unspecified senders.

Note:

You can use the **Conditional Save/Forward** feature to save or forward received faxes from a specified sender or at a specified time.

The printer provides the following features to save and forward received faxes.

- ☐ Saving in the printer's inbox
- ☐ Saving in an external memory device
- ☐ Saving on a computer

Faxing

- ☐ Forwarding to another fax machine, an email address, or to a shared folder on a network

Note:

- ☐ *The above features can be used at the same time. If you do use them all at the same time, received documents are saved to the inbox, to an external memory device, on a computer, and forwarded to the specified destination.*
- ☐ *When there are received documents that have not been read, saved or forwarded yet, the number of the unprocessed jobs is displayed on the  on the home screen.*

Related Information

- ➔ [“Saving Received Faxes in the Inbox \(Unconditional Save/Forward\)” on page 74](#)
- ➔ [“Saving Received Faxes in an External Memory Device \(Unconditional Save/Forward\)” on page 76](#)
- ➔ [“Forwarding Received Faxes \(Unconditional Save/Forward\)” on page 76](#)
- ➔ [“Sending Email Notifications on the Results of Processing Received Faxes \(Unconditional Save/Forward\)” on page 78](#)
- ➔ [“Notification of Unprocessed Received Faxes” on page 98](#)

Saving Received Faxes in the Inbox (Unconditional Save/Forward)

You can set to save received faxes in the printer's inbox. Up to 200 documents can be saved. If you use this feature, received documents are not automatically printed. You can view them on the printer's LCD screen and print only when needed.

Note:

Saving 200 documents may not be possible depending on the usage conditions such as the file size of saved documents, and using of multiple fax saving features at a time.

Related Information

- ➔ [“Setting to Save Received Faxes in the Inbox \(Unconditional Save/Forward\)” on page 74](#)
- ➔ [“Checking the Received Faxes on the LCD Screen \(Unconditional Save/Forward\)” on page 75](#)
- ➔ [“Using the Inbox” on page 92](#)

Setting to Save Received Faxes in the Inbox (Unconditional Save/Forward)

1. Tap **Settings** on the home screen.
2. Tap **General Settings** > **Fax Settings** > **Receive Settings** > **Save/Forward Settings** > **Unconditional Save/Forward**.
If a message is displayed, check the content, and then tap **OK**.
3. Tap the **Save to Inbox** box to set this to **On**.
If a message is displayed, check the content, and then tap **OK**.
4. Tap **Close**.
5. Tap **Common Settings**.

Faxing

6. Tap **Options when memory is full**, and then select the option to use when the inbox is full.
 - ☐ **Receive and print faxes:** The printer prints all received documents that cannot be saved in the Inbox.
 - ☐ **Reject incoming faxes:** The printer does not answer incoming fax calls.
7. You can set a password for the inbox. Tap **Inbox Password Settings**, and then set the password. Tap **Close** after setting the password.

Note:

You cannot set a password when **Receive and print faxes** is selected.

Checking the Received Faxes on the LCD Screen (Unconditional Save/Forward)

1. Tap **Fax Box** on the home screen.

Note:

When there are received faxes that have not been read, the number of unread documents is displayed on the  on the home screen.

2. Tap **Inbox/Confidential > Inbox**.
3. If the inbox has been password protected, enter the inbox password or the administrator password.
4. Select the fax you want to view from the list.
The contents of the fax are displayed.
 - ☐ : Rotates the image to the right by 90 degrees.
 - ☐    : Moves the screen in the direction of the arrows.
 - ☐  : Reduces or enlarges.
 - ☐  : Moves to the previous or the next page.
 - ☐ : Displays menus such as save and forward.
 - ☐ To hide the operation icons, tap anywhere on the preview screen except for the icons. Tap again to display the icons.
5. Select whether to print or delete the document you have viewed, and then follow the on-screen instructions.



Important:

If the printer runs out of memory, receiving and sending faxes is disabled. Delete documents that you have already read or printed.

Related Information

- ➔ [“Notification of Unprocessed Received Faxes” on page 98](#)
- ➔ [“Menu Options for Fax Settings” on page 103](#)

Saving Received Faxes in an External Memory Device (Unconditional Save/Forward)

You can set to convert received documents into PDF format and save them in an external memory device connected to the printer. You can also set to automatically print the documents while saving them in the memory device.



Important:

Received documents are saved in the printer's memory temporarily before the documents are saved in the memory device connected to the printer. Because a memory full error disables sending and receiving faxes, keep the memory device connected to the printer. The number of documents that have saved in the printer's memory temporarily is displayed on the  on the home screen.

1. Connect an external memory device to the printer.
2. Tap **Settings** on the home screen.
3. Tap **General Settings > Fax Settings > Receive Settings > Save/Forward Settings > Unconditional Save/Forward**.

If a message is displayed, check the content, and then tap **OK**.

4. Tap **Save to Memory Device**.
5. Select **Yes**. To print the documents automatically while saving them in the memory device, select **Yes and Print**.
6. Check the message that is displayed, and then tap **Create**.
A folder for saving received documents is created in the memory device.

Related Information

➔ [“Notification of Unprocessed Received Faxes” on page 98](#)

Forwarding Received Faxes (Unconditional Save/Forward)

You can set to forward received documents to another fax machine, or convert the documents into PDF format and forward them to a shared folder on a network or to an email address. Forwarded documents are deleted from the printer. First register the forwarding destinations to the contacts list. To forward to an email address, you also need to configure the email server settings.

Note:

- ☐ *Color documents cannot be forwarded to another fax machine. They are processed as documents that failed to be forwarded.*
- ☐ *Before you use this feature, make sure the printer's **Date/Time** and **Time Difference** settings are correct. Access the menus from **Settings > General Settings > Basic Settings > Date/Time Settings**.*

1. Tap **Settings** on the home screen.
2. Tap **General Settings > Fax Settings > Receive Settings > Save/Forward Settings > Unconditional Save/Forward**.

If a message is displayed, check the content, and then tap **OK**.

Faxing

3. Tap **Forward**.
 4. Select **Yes**. To print the documents automatically while forwarding them, select **Yes and Print**.
 5. Tap **Add Entry**.
 6. Select forwarding destinations from the contacts list.
- Note:**
You can specify up to five forwarding destinations.
7. When you have finished selecting forwarding destinations, tap **Close**.
 8. In **Options When Forwarding Failed**, select whether to print received documents or save them in the printer's inbox when forwarding fails.



Important:

When the inbox is full, sending and receiving faxes is disabled. You should delete the documents from the inbox once they have been checked. The number of documents that have failed to be forwarded is displayed on the



on the home screen, in addition to other unprocessed jobs.

9. Tap **OK**.
If a message is displayed, check the content, and then tap **OK**.
10. Tap **Close**.
11. When forwarding to an email address, you can specify a subject for the email. Tap **Common Settings**, tap the box under **Forward Settings**, and then enter the subject.

Note:

- ☐ If you have selected a shared folder on a network or an email address as the forwarding destination, we recommend that you test if you can send a scanned image to the destination in the scan mode. Select **Scan > Email**, or **Scan > Network Folder/FTP** from the home screen, select the destination, and then start scanning.
- ☐ You can set to receive a new fax notification on a Windows computer when received documents are saved to a shared folder on a network. Use FAX Utility to make the settings. For details, see the help of FAX Utility.

Related Information

- ➔ [“Receive Settings” on page 106](#)
- ➔ [“Managing Contacts” on page 23](#)
- ➔ [“Checking the Received Faxes on the LCD Screen \(Unconditional Save/Forward\)” on page 75](#)
- ➔ [“Notification of Unprocessed Received Faxes” on page 98](#)
- ➔ [“Scanning to an Email” on page 115](#)
- ➔ [“Menu Options for Scanning to an Email” on page 116](#)
- ➔ [“Scanning to a Network Folder or FTP Server” on page 112](#)
- ➔ [“Application for Configuring Fax Operations and Sending Faxes \(FAX Utility\)” on page 189](#)

Sending Email Notifications on the Results of Processing Received Faxes (Unconditional Save/Forward)

You can send an email containing the results of processing the received fax.

1. Tap **Settings** on the home screen.
2. Tap **General Settings > Fax Settings > Receive Settings > Save/Forward Settings > Unconditional Save/Forward**.

If a message is displayed, check the content, and then tap **OK**.

3. Tap **Email Notifications**.
4. Enable the following options as necessary.

Note:

The following options can be used at the same time.

- ☐ Notify on Receive: send email to the recipient when the printer has finished receiving the fax.
- ☐ Notify on Print: send email to the recipient when the printer has finished printing the received fax.
- ☐ Notify on Save: send email to the recipient when the printer has finished saving the received document to the memory device.
- ☐ Notify on Forward: send email to the recipient when the printer has finished forwarding the received fax.

5. Tap the box under **Recipient**.
6. Select a recipient from the contacts list.

Note:

You can specify one recipient only. Tap the check mark to select the recipient. Tap the mark again to clear the selection.

7. When you have finished selecting the recipient, tap **Close**.
8. Tap **OK**.

Saving and Forwarding Received Faxes from a Specified Sender or at a Specified Time (Conditional Save/Forward)

You can set to save and forward received faxes from a specified sender or at a specified time. To save and forward received faxes, set the conditions for saving and forwarding received faxes in advance.

Note:

*You can use the **Unconditional Save/Forward** feature to save or forward received faxes from an unspecified sender.*

- ☐ Saving in the inbox or the confidential box
- ☐ Saving in an external memory device
- ☐ Forwarding to another fax machine, an email address, or to a shared folder on a network

Faxing

Note:

- ❑ The above features can be used at the same time. If you do use them all at the same time, received documents are saved to the inbox or confidential box, to an external memory device, and forwarded to the specified destination.
- ❑ When there are received documents that have not been read, saved or forwarded yet, the number of the unprocessed jobs is displayed on the .

Related Information

- ➡ “Saving Received Faxes in the Inbox or the Confidential Box (Conditional Save/Forward)” on page 79
- ➡ “Saving Received Faxes in an External Memory Device (Conditional Save/Forward)” on page 81
- ➡ “Forwarding Received Faxes (Conditional Save/Forward)” on page 82
- ➡ “Notification of Unprocessed Received Faxes” on page 98

Saving Received Faxes in the Inbox or the Confidential Box (Conditional Save/Forward)

You can set to save received faxes in the printer's inbox and confidential box. You can save up to 200 documents in total.

Note:

Saving 200 documents may not be possible depending on the usage conditions such as the file size of saved documents, and using of multiple fax saving features at a time.

Related Information

- ➡ “Setting to Save Received Faxes in the Inbox and Confidential Box (Conditional Save/Forward)” on page 79
- ➡ “Checking the Received Faxes on the LCD Screen (Conditional Save/Forward)” on page 80
- ➡ “Using the Inbox” on page 92
- ➡ “Using the Confidential Box” on page 93

Setting to Save Received Faxes in the Inbox and Confidential Box (Conditional Save/Forward)

1. Tap **Settings** on the home screen.
2. Tap **General Settings** > **Fax Settings** > **Receive Settings** > **Save/Forward Settings**.
3. Tap  for an unregistered box under **Conditional Save/Forward**.
4. Tap a **Name** box and enter the name you want to register.
5. Tap the **Condition(s)** box to make a condition setting.
 - ❑ **Sender Fax Number match**: If the incoming fax number matches the conditions you selected in this item, the printer saves and forwards the received faxes.
Select the **Sender Fax Number match** condition and enter the fax number (max. 20 digits) by tapping the **Fax Number** box.

Faxing

- ☐ Subaddress(SUB) perfect match: If the subaddress (SUB) is a perfect match, the printer saves and forwards the received faxes.

Enable the Subaddress(SUB) perfect match setting and enter the password by tapping the **Subaddress(SUB)** box.

- ☐ Password(SID) perfect match: If the password (SID) is perfectly matched, the printer saves and forwards the received faxes.

Enable the Password(SID) perfect match setting and input the password by tapping the **Password(SID)** box.

- ☐ Receiving Time: The printer saves and forwards received faxes during the specified time period.

Enable the **Receiving Time** setting, and then set the time in **Start Time** and **End Time**.

6. Tap **Save/Forward Destination** box.

7. Tap **Save to Fax Box**.

8. Tap **Save to Fax Box** to set this to **On**.

9. Select the box in which to save the document.

Note:

If the inbox or the confidential box has been password protected, enter the password.

10. Tap **OK** three times to return to the Save/Forward Settings screen.

11. Tap the registered box for which you made a condition setting, and then tap Enable.

12. Tap **Common Settings**.

13. Tap **Options when memory is full**, and then select the option to use when the inbox is full.

- ☐ **Receive and print faxes:** The printer prints all received documents that cannot be saved in the Inbox.

- ☐ **Reject incoming faxes:** The printer declines incoming fax calls.

14. You can set a password for the inbox if necessary. Tap **Inbox Password Settings** and setup the password. Tap **Close** after setting the password.

Note:

*You cannot set a password if you selected **Receive and print faxes**.*

Checking the Received Faxes on the LCD Screen (Conditional Save/Forward)

1. Tap **Fax Box** on the home screen.

Note:

When there are received faxes that have not been read, the number of unread documents is displayed on the  on the home screen.

2. Tap **Inbox/Confidential**.

3. Select the inbox or the confidential box you want to view.

4. If the inbox, or the confidential box has been password protected, enter the inbox password, the confidential box password, or the administrator password.

Faxing

5. Select the fax you want to view from the list.

The contents of the fax are displayed.

- ☐  : Rotates the image to the right by 90 degrees.
- ☐     : Moves the screen in the direction of the arrows.
- ☐   : Reduces or enlarges.
- ☐   : Moves to the previous or the next page.
- ☐  : Displays menus such as save and forward.
- ☐ To hide the operation icons, tap anywhere on the preview screen except for the icons. Tap again to display the icons.

6. Select whether to print or delete the document you have viewed, and then follow the on-screen instructions.



Important:

If the printer runs out of memory, receiving and sending faxes is disabled. Delete documents that you have already read or printed.

Related Information

- ➔ [“Notification of Unprocessed Received Faxes” on page 98](#)
- ➔ [“Menu Options for Fax Settings” on page 103](#)

Saving Received Faxes in an External Memory Device (Conditional Save/Forward)

You can set to convert received documents into PDF format and save them in an external memory device connected to the printer.



Important:

Received documents are saved in the printer's memory temporarily before the documents are saved in the memory device connected to the printer. Because a memory full error disables sending and receiving faxes, keep the memory device connected to the printer. The number of documents that have saved in the printer's memory temporarily is displayed on the  on the home screen.

1. Connect an external memory device to the printer.
2. Tap **Settings** on the home screen.
3. Tap **General Settings** > **Fax Settings** > **Receive Settings** > **Save/Forward Settings**.
4. Tap  for an unregistered box under **Conditional Save/Forward**.
5. Tap a **Name** box and enter the name you want to register.

Faxing

6. Tap the **Condition(s)** to make a condition setting.

- ☐ **Sender Fax Number match:** If the incoming fax number matches the conditions you selected in this item, the printer saves and forwards the received faxes.

Select **Sender Fax Number match** condition and enter the fax number (max. 20 digits) by tapping the **Fax Number** box.

- ☐ **Subaddress(SUB) perfect match:** If the subaddress (SUB) is a perfect match, the printer saves and forwards the received faxes.

Enable the Subaddress(SUB) perfect match setting and enter the password by tapping the **Subaddress(SUB)** box.

- ☐ **Password(SID) perfect match:** If the password (SID) is perfectly matched, the printer saves and forwards the received faxes.

Enable the Password(SID) perfect match setting and input the password by tapping the **Password(SID)** box.

- ☐ **Receiving Time:** The printer saves and forwards received faxes during the specified time period.

Enable the **Receiving Time** setting and then set the time in **Start Time** and **End Time**.

7. Tap **Save/Forward Destination** box.

8. Tap **Save to Memory Device**.

9. Tap the **Save to Memory Device** box to set this to **On**.

10. Check the message displayed on the screen, and then tap **Create**.

A folder to save received documents is created in the memory device.

11. Tap **OK** three times to return to the Save/Forward Settings screen.

12. Tap the registered box for which you made a condition setting, and then tap **Enable**.

Related Information

➡ [“Notification of Unprocessed Received Faxes” on page 98](#)

Forwarding Received Faxes (Conditional Save/Forward)

You can set to forward received documents to another fax machine, or convert the documents into PDF format and forward them to a shared folder on a network or to an email address. Forwarded documents are deleted from the printer. First register the forwarding destinations to the contacts list. To forward to an email address, you also need to configure the email server settings.

Note:

- ☐ *Color documents cannot be forwarded to another fax machine. They are processed as documents that failed to be forwarded.*

- ☐ *Before you use this feature, make sure the printer's **Date/Time** and **Time Difference** settings are correct. Access the menus from **Settings > General Settings > Basic Settings > Date/Time Settings**.*

1. Tap **Settings** on the home screen.

2. Tap **General Settings > Fax Settings > Receive Settings > Save/Forward Settings**.

Faxing

3. Tap  for an unregistered box under **Conditional Save/Forward**.
4. Tap a **Name** box and enter the name you want to register.
5. Tap the **Condition(s)** box to make a condition setting.
 - ☐ **Sender Fax Number match**: If the incoming fax number matches the conditions you selected in this item, the printer saves and forwards the received faxes.
Select **Sender Fax Number match** condition and enter the fax number (max. 20 digits) by tapping the **Fax Number** box.
 - ☐ **Subaddress(SUB) perfect match**: If the subaddress (SUB) is a perfect match, the printer saves and forwards the received faxes.
Enable the Subaddress(SUB) perfect match setting and enter the password by tapping the **Subaddress(SUB)** box.
 - ☐ **Password(SID) perfect match**: If the password (SID) is perfectly matched, the printer saves and forwards the received faxes.
Enable the Password(SID) perfect match setting and input the password by tapping the **Password(SID)** box.
 - ☐ **Receiving Time**: The printer saves and forwards received faxes during the specified time period.
Enable the **Receiving Time** setting and then set the time in **Start Time** and **End Time**.
6. Tap **Save/Forward Destination** box.
7. Tap **Forward**.
8. Tap **Forward** to set this to **On**.
9. Tap **Add Entry**.
10. Select forwarding destinations from the contacts list.
Note:
You can specify one forwarding destination only.
11. When you have finished selecting the forwarding destination, tap **Close**.
12. Check that the forwarding destination you selected is correct, and then tap **Close**.
13. In **Options When Forwarding Failed**, select whether to print received documents or save them in the printer's inbox when forwarding fails.

 **Important:**
When the inbox is full, sending and receiving faxes is disabled. You should delete the documents from the inbox once they have been checked. The number of documents that have failed to be forwarded is displayed on the  on the home screen, in addition to other unprocessed jobs.
14. Tap **OK** three times to return to the Save/Forward Settings screen.
15. Tap the registered box for which you made a condition setting, and then tap **Enable**.

Faxing

- When forwarding to an email address, you can specify a subject for the email. Tap **Common Settings**, tap the box under **Forward Settings**, and then enter the subject.

Note:

- ☐ If you have selected a shared folder on a network or an email address as the forwarding destination, we recommend that you test if you can send a scanned image to the destination in the scan mode. Select **Scan > Email**, or **Scan > Network Folder/FTP** from the home screen, select the destination, and then start scanning.
- ☐ You can set to receive a new fax notification on a Windows computer when received documents are saved to a shared folder on a network. Use FAX Utility to make the settings. For details, see the help of FAX Utility.

Related Information

- ➔ [“Receive Settings” on page 106](#)
- ➔ [“Managing Contacts” on page 23](#)
- ➔ [“Checking the Received Faxes on the LCD Screen \(Conditional Save/Forward\)” on page 80](#)
- ➔ [“Notification of Unprocessed Received Faxes” on page 98](#)
- ➔ [“Scanning to an Email” on page 115](#)
- ➔ [“Scanning to a Network Folder or FTP Server” on page 112](#)
- ➔ [“Application for Configuring Fax Operations and Sending Faxes \(FAX Utility\)” on page 189](#)

Printing Received Faxes (Conditional Save/Forward)

You can set to print received documents that meet conditions for saving or forwarding.

- Tap **Settings** on the home screen.
- Tap **General Settings > Fax Settings > Receive Settings > Save/Forward Settings**.
- Tap  for an unregistered box under **Conditional Save/Forward**.
- Tap a **Name** box and enter the name you want to register.
- Tap the **Condition(s)** box to make a condition setting.
 - ☐ Sender Fax Number match: If the incoming fax number matches the conditions you selected in this item, the printer saves and forwards the received faxes.
Select **Sender Fax Number match** condition and enter the fax number (max. 20 digits) by tapping the **Fax Number** box.
 - ☐ Subaddress(SUB) perfect match: If the subaddress (SUB) is a perfect match, the printer saves and forwards the received faxes.
Enable the Subaddress(SUB) perfect match setting and enter the password by tapping the **Subaddress(SUB)** box.
 - ☐ Password(SID) perfect match: If the password (SID) is perfectly matched, the printer saves and forwards the received faxes.
Enable the Password(SID) perfect match setting and input the password by tapping the **Password(SID)** box.
 - ☐ Receiving Time: The printer saves and forwards received faxes during the specified time period.
Enable the **Receiving Time** setting and then set the time in **Start Time** and **End Time**.

Faxing

6. Tap Save/Forward Destination box.
7. Tap the **Print** box to set this to **On**.
8. Tap **OK** twice to return to the Save/Forward Settings screen.
9. Tap the registered box for which you made a condition setting, and then tap **Enable**.

Related Information

➔ [“Print Settings” on page 108](#)

Sending Email Notifications on the Results of Processing Received Faxes (Conditional Save/Forward)

You can send an email containing the results of processing the received fax.

1. Tap **Settings** on the home screen.
2. Tap **General Settings > Fax Settings > Receive Settings > Save/Forward Settings**.
3. Select the registered box by tapping  under **Conditional Save/Forward**.
4. Tap the box under **Email Notifications**.
5. Enable the following options as necessary.

Note:

The following options can be selected at the same time.

- ☐ **Notify on Receive:** send email to the recipient when the printer has finished receiving the fax.
 - ☐ **Notify on Print:** send email to the recipient when the printer has finished printing the received fax.
 - ☐ **Notify on Save:** send email to the recipient when the printer has finished saving the received document to the memory device.
 - ☐ **Notify on Forward:** send email to the recipient when the printer has finished forwarding the received fax.
6. Tap the box under **Recipient**.
 7. Select a recipient from the contacts list.
- Note:**
You can specify one recipient only.
8. When you have finished selecting the recipient, tap **Close**.
 9. Tap **OK** twice to return to the Save/Forward Settings screen.

Sending a Fax from a Computer

You can send faxes from the computer by using the FAX Utility and PC-FAX driver.

Faxing

Note:

To install the FAX Utility, use the EPSON Software Updater. See Related Information below for details. For Windows users, you can install using the software disc supplied with the printer.

Related Information

- ➔ [“Software Update Tools \(Software Updater\)” on page 191](#)
- ➔ [“Installing the Latest Applications” on page 192](#)

Sending Documents Created Using an Application (Windows)

By selecting a printer fax from the **Print** menu of an application like Microsoft Word or Excel, you can directly transmit data such as documents, drawings, and tables you have created, with a cover sheet.

Note:

The following explanation uses Microsoft Word as an example. The actual operation may differ depending on the application you use. For details, see the application's help.

1. Using an application, create a document to transmit by fax.
2. Click **Print** from the **File** menu.
The application's **Print** window appears.
3. Select **XXXXXX (FAX)** (where XXXXXX is your printer name) in Printer, and then check the fax sending settings. Next, click **Print**.

The Recipient settings screen of Fax Utility is displayed.

- ☐ Specify **1** in **Number of copies**. Fax may not be transmitted correctly if you specify **2** or more.
- ☐ You cannot use functions such as **Print to File** that change the output port.
- ☐ You may transmit up to 100 pages including cover sheet in one fax transmission.

Note:

- ☐ Click **Printer Properties** if you want to specify **Paper Size, Orientation, Color, Image Quality, or Character Density**. For details, see the PC-FAX driver help.
- ☐ When transmitting for the first time, a window for registering your information is displayed. Enter the necessary information and click **OK**.
- ☐ FAX Utility uses Nickname to manage fax jobs internally. It is not placed in the cover sheet.

4. Specify a recipient and click **Next** .
 - ☐ Specifying a recipient (name, fax number and so on) directly:
Click the **Manual Dial** tab, enter the necessary information and click **Add**. The recipient is added to the **Recipient List** displayed in the upper part of the window.

Note:

- ☐ If your printer's Line Type is set to **PBX** and the access code has been set to use # (hash) instead of entering the exact prefix code, enter # (hash). For details, see Line Type in Basic Settings from related information link below.
- ☐ If you have selected "Enter fax number twice" in the **Option settings** on the Fax Utility main screen, you need to enter the same number again when you click **Add** or **Next**.

Faxing

- ☐ Selecting a recipient (name, fax number and so on) from the phone book:

If the recipient is saved in the phone book, click the **Phone Book** tab. Select the recipient from the list and click **Add**. The recipient is added to the **Recipient List** displayed in the upper part of the window.

Note:

If your printer's Line Type is set to **PBX** and the access code has been set to use # (hash) instead of entering the exact prefix code, enter # (hash). For details, see Line Type in Basic Settings from related information link below.

5. Specify the content of the cover sheet.

To attach a cover sheet, select one of the samples from **Cover Sheet**. Enter the **Subject** and **Message**, and then click **Next**. Note that there is no function to create an original cover sheet or to add an original cover sheet to the list.

If you do not want to attach a cover sheet, select **No cover sheet** from **Cover Sheet**.

Note:

- ☐ Click **Cover Sheet Formatting** if you want to change the order of the items on the cover sheet. You can select the cover sheet size in **Paper size**. You can also select a cover sheet at a different size to the document being transmitted.
- ☐ Click **Font** if you want to change the font used for the text on the cover sheet.
- ☐ Click **Sender Settings** if you want to change the sender information.
- ☐ Click **Detailed Preview** if you want to check the cover sheet with the subject and the message you entered.

6. Check the transmission content and click **Send**.

Make sure the name and fax number of the recipient are correct before transmitting. Click **Preview** to preview the cover sheet and document to transmit.

Once transmission starts, a window displaying the transmission status appears.

Note:

- ☐ To stop transmitting, select the data, and click **Cancel** . You can also cancel using the printer's control panel.
- ☐ If an error occurs during transmission, the **Communication error** window appears. Check the error information and retransmit.
- ☐ The Fax Status Monitor screen (the screen mentioned above where you can check the transmission status) is not displayed if Display Fax Status Monitor During Transmission is not selected in the **Optional Settings** screen of the Fax Utility main screen.

Related Information

➔ [“Basic Settings” on page 104](#)

Sending Documents Created Using an Application (Mac OS)

By selecting a fax-capable printer from the **Print** menu of a commercially available application, you can send data such as documents, drawings, and tables, you have created.

Note:

The following explanation uses Text Edit, a standard Mac OS application as an example.

1. Create the document you want to send by fax in an application.
2. Click **Print** from the **File** menu.

The application's **Print** window is displayed.

Faxing

3. Select your printer (fax name) in **Name**, click ▼ to display the detailed settings, check the print settings, and then click **OK**.

4. Make settings for each item.

- ☐ Specify **1** in **Number of copies**. Even if you specify **2** or more, only 1 copy is sent.
- ☐ You can send up to 100 pages in one fax transmission.

Note:

The page size of documents you can send is the same as the paper size you can fax from the printer.

5. Select Fax Settings from the popup menu, and then make settings for each item.

See the PC-FAX driver's help for explanations on each setting item.

Click  at the bottom left of the window to open the PC-FAX driver's help.

6. Select the Recipient Settings menu, and then specify the recipient.

- ☐ Specifying a recipient (name, fax number, and so on) directly:

Click the **Add** item, enter the necessary information, and then click . The recipient is added to the Recipient List displayed in the upper part of the window.

If you have selected "Enter fax number twice" in the PC-FAX driver settings, you need to enter the same number again when you click .

If your fax connection line requires a prefix code, enter External Access Prefix.

Note:

*If your printer's Line Type is set to **PBX** and the access code has been set to use # (hash) instead of entering the exact prefix code, enter # (hash). For details, see Line Type in Basic Settings from Related Information link below.*

- ☐ Selecting a recipient (name, fax number, and so on) from the phone book:

If the recipient is saved in the phone book, click . Select the recipient from the list, and then click **Add** > **OK**.

If your fax connection line requires a prefix code, enter External Access Prefix.

Note:

*If your printer's Line Type is set to **PBX** and the access code has been set to use # (hash) instead of entering the exact prefix code, enter # (hash). For details, see Line Type in Basic Settings from Related Information link below.*

7. Check the recipient settings, and then click **Fax**.

Sending starts.

Make sure the name and fax number of the recipient are correct before transmitting.

Note:

- ☐ If you click the printer icon in Dock, the transmission status check screen is displayed. To stop sending, click the data, and then click **Delete**.
- ☐ If an error occurs during transmission, the **Sending failed** message is displayed. Check the transmission records on the **Fax Transmission Record** screen.
- ☐ Mixed paper size documents may not be sent correctly.

Related Information

➔ [“Basic Settings” on page 104](#)

Receiving Faxes on a Computer

You can receive faxes and save them as PDF files to the computer connected to the printer. The FAX Utility comes with features including how to specify a folder to save the faxes. Install the FAX Utility before using this feature.

Note:

You can use one of the following methods to install the FAX Utility.

- ☐ Using the EPSON Software Updater (application for updating software)
- ☐ Using the disc supplied with your printer. (Windows users Only)

**Important:**

- ☐ When receiving faxes from the computer, select **Auto** in the printer's fax receiving setting.
- ☐ The computer set to receive faxes should always be on. Received documents are saved in the printer's memory temporarily before the documents are saved on the computer. If you turn off the computer, the printer's memory might become full as it cannot send the documents to the computer.
- ☐ The number of documents that have been temporarily saved to the printer's memory are displayed on the  on the home screen.
- ☐ To read the received faxes, you need to install a PDF viewer such as Acrobat Reader in the computer.

Related Information

➔ [“Software Update Tools \(Software Updater\)” on page 191](#)

Setting to Save a Received Fax on a Computer

You can make received fax settings by using the FAX Utility. Install the FAX Utility on the computer in advance.

For details, see Basic Operations in the FAX Utility help (displayed on the main window).

Note:

You can receive faxes and print faxes at the same time.

Related Information

➔ [“Application for Configuring Fax Operations and Sending Faxes \(FAX Utility\)” on page 189](#)

Receiving Faxes and Printing on the Computer

You can make this setting on the printer.

1. Tap **Settings > General Settings > Fax Settings > Receive Settings**.
2. Select **Save/Forward Settings > Unconditional Save/Forward > Save to Computer > Yes and Print**.

Related Information

- ➔ [“Setting to Save a Received Fax on a Computer” on page 89](#)
- ➔ [“Receive Settings” on page 106](#)

Canceling Received Faxes on the Computer

To cancel saving faxes on the computer, change the settings on the printer.

Note:

You can also change the settings using the FAX Utility. However, if there are any faxes that have not been saved to the computer, the feature does not work.

1. Tap **Settings > General Settings > Fax Settings > Receive Settings**.
2. Select **Save/Forward Settings > Unconditional Save/Forward > Save to Computer > No**.

Related Information

- ➔ [“Application for Configuring Fax Operations and Sending Faxes \(FAX Utility\)” on page 189](#)
- ➔ [“Receive Settings” on page 106](#)

Checking for New Faxes (Windows)

By setting up a computer to save faxes received by the printer, you can check the processing status of received faxes, and whether or not there are any new faxes using the fax icon on the Windows task bar. By setting up the computer to display a notification when new faxes are received, a notification screen pops up near the Windows system tray, and you can check the new faxes.

Note:

- ☐ *Received fax data saved to the computer is removed from the printer's memory.*
- ☐ *You need Adobe Reader to view the received faxes because they are saved as PDF files.*

Using the Fax Icon on the Windows Task Bar

You can check for new faxes and the operation status by using the fax icon displayed on the Windows taskbar.

1. Check the icon.



: Standing by.



: Checking for new faxes.



: Importing new faxes is complete.

2. Right-click the icon, and then click **Open the received fax folder**.

The received fax folder is displayed. Check the date and the sender in the file name, and then open the PDF file.

While the fax icon indicates that it is standing by, you can check for new faxes instantly by selecting **Check new faxes**.

Note:

Received faxes are automatically renamed using the following naming format.

YYYYMMDDHHMMSS_XXXXXXXXXX_nnnnn (Year/Month/Day/Hour/Minute/Second_sender's number)

Faxing

Using the Notification Window

When you set to notify you the new faxes exist, a notification window is displayed near the task bar for each the fax.

1. Check the notification screen displayed on your computer screen.

Note:

The notification screen disappears if no operation is performed for a given length of time. You can change the notification settings such as the display time.

2. Click anywhere in the notification screen, except for the  button.

The folder you specified to save new faxes opens. Check the date and the sender in the file name, and then open the PDF file.

Note:

Received faxes are automatically renamed using the following naming format.

YYYYMMDDHHMMSS_XXXXXXXXXX_nnnnn (Year/Month/Day/Hour/Minute/Second_sender's number)

Checking for New Faxes (Mac OS)

You can check for new faxes using one of the following methods. This is available only on computers set to "Save" (save faxes on this computer).

- ☐ Open the received fax folder (specified in **Received Fax Output Settings**.)
- ☐ Open the Fax Receive Monitor and click **Check new faxes**.
- ☐ Notification that new faxes have been received

Select the **Notify me of new faxes via a dock icon** in the **Fax Receive Monitor > Preferences** in the FAX Utility, the fax receive monitor icon on the Dock jumps to notify you that new faxes have arrived.

Open the Received Fax Folder from Received Fax Monitor

You can open the save folder from the computer specified to receive faxes when selecting "Save" (save faxes on this computer).

1. Click the received fax monitor icon on the Dock to open **Fax Receive Monitor**.
2. Select the printer and click **Open folder**, or double click the printer.
3. Check the date and the sender in the file name, and then open the PDF file.

Note:

Received faxes are automatically renamed using the following naming format.

YYYYMMDDHHMMSS_XXXXXXXXXX_nnnnn (Year/Month/Day/Hour/Minute/Second_sender's number)

Information sent from the sender is displayed as the sender's number. This number may not be displayed depending on the sender.

Using the Fax Box Features

The Fax Box is made up of five boxes.

- ❑ **Inbox:** Saves the received document.
- ❑ **Confidential Box:** Saves the received document. You can receive confidential faxes by specifying a document storage destination using the Conditional Save/Forward setting.
- ❑ **Stored Documents Box:** Stores the document to be sent.
- ❑ **Polling Send Box:** Stores the document for polling send.
- ❑ **Board Box:** Stores the document for selective polling send.

Related Information

- ➔ [“Using the Inbox” on page 92](#)
- ➔ [“Using the Confidential Box” on page 93](#)
- ➔ [“Using the Stored Documents Box” on page 94](#)
- ➔ [“Using the Polling Send Box” on page 94](#)
- ➔ [“Using the Board Box” on page 95](#)

Using the Inbox

You can set to save received faxes in the printer's inbox. Up to 200 documents can be saved in the inbox and the confidential box in total. If you use this feature, received documents are not automatically printed. You can view them on the printer's LCD screen and print only when needed.

Note:

Saving 200 documents may not be possible depending on the usage conditions such as the file size of saved documents, and using of multiple fax saving features at a time.

Related Information

- ➔ [“Saving Received Faxes in the Inbox \(Unconditional Save/Forward\)” on page 74](#)
- ➔ [“Checking the Received Documents in the Inbox” on page 92](#)
- ➔ [“Making Settings for the Inbox” on page 93](#)

Checking the Received Documents in the Inbox

You can check the received documents stored in the printer's inbox.

1. Tap **Fax Box** on the home screen.
2. Tap **Inbox/Confidential**.
3. Tap the **Inbox** box.
4. Select the fax you want to check.

The content of the document is displayed.

Faxing

Making Settings for the Inbox

When there is a received document in the inbox, you can print, save to a memory device, delete the document, or setup a password setting for the inbox. When there are no documents in the inbox, you can only setup a password.

1. Tap **Fax Box** on the home screen.
2. Tap **Inbox/Confidential**.
3. Tap the **Inbox** box.
4. Tap .
5. Select the menu you want to use, and then follow the on-screen instructions.

Using the Confidential Box

You can set to save received faxes in the printer's confidential box. Up to 200 documents can be saved in the inbox and the confidential box in total.

Note:

Saving 200 documents may not be possible depending on the usage conditions such as the file size of saved documents, and using of multiple fax saving features at a time.

Related Information

- ➔ [“Saving Received Faxes in the Inbox or the Confidential Box \(Conditional Save/Forward\)” on page 79](#)
- ➔ [“Checking the Received Documents in the Confidential Box” on page 93](#)
- ➔ [“Making Settings for the Confidential Box” on page 93](#)

Checking the Received Documents in the Confidential Box

You can check the received documents stored in the printer's confidential box.

1. Tap **Fax Box** on the home screen.
2. Tap **Inbox/Confidential**.
3. Tap the confidential box you want to check.
4. Select the fax you want to check.

The content of the document is displayed.

Making Settings for the Confidential Box

When there is a document in the confidential box, you can print, save to a memory device, or delete the document, setup a password, or clear the confidential box settings. When there are no documents in the confidential box, you can only setup a password and clear the confidential box settings.

1. Tap **Fax Box** on the home screen.

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2. Tap **Inbox/Confidential**.
3. Tap the confidential box you want to set.
4. Tap .
5. Select the item you want to use, and then follow the on-screen instructions.

Using the Stored Documents Box

You can store 10 documents (up to 100 monochrome pages per document) in the printer's stored documents box.

Note:

Saving 10 documents may not be possible depending on the usage conditions such as the file size of stored documents.

Related Information

- ➔ [“Storing a Fax Without Specifying a Recipient \(Store Fax Data\)” on page 68](#)
- ➔ [“Checking the Documents in the Stored Documents Box” on page 94](#)
- ➔ [“Making Settings for the Stored Documents Box” on page 94](#)

Checking the Documents in the Stored Documents Box

You can check the documents stored in the printer's stored documents box.

1. Tap **Fax Box** on the home screen.
2. Tap **Stored Documents**.
3. Select the document you want to check.
The content of the document is displayed.

Making Settings for the Stored Documents Box

You can also print, save to a memory device, or delete the document saved in the stored documents box, and setup a password for opening the box.

1. Tap **Fax Box** on the home screen.
2. Tap **Stored Documents**.
3. Tap .
4. Select the menu you want to use, and then follow the on-screen instructions.

Using the Polling Send Box

You can store up to 100 pages of a single document in monochrome in the printer's polling send box.

Faxing

Related Information

- ➔ [“Registering a Polling Send/Bulletin Board Box” on page 68](#)
- ➔ [“Storing a Document in the Polling Send/Bulletin Board Box” on page 68](#)
- ➔ [“Checking the Documents in the Polling Send Box” on page 95](#)
- ➔ [“Making Settings for the Polling Send Box” on page 95](#)

Checking the Documents in the Polling Send Box

You can check the documents stored in the printer's polling send box.

1. Tap **Fax Box** on the home screen.
2. Tap **Polling Send/Board**.
3. Tap the **Polling Send** box.
4. Tap **Check Document**.

The content of the document is displayed.

Making Settings for the Polling Send Box

You can delete documents stored in the polling send box. You can also setup a password for opening the box, automatically delete document settings after polling send, and send an email notification of the results of processing the document.

1. Tap **Fax Box** on the home screen.
2. Tap **Polling Send/Board**.
3. Tap the **Polling Send** box.
4. Tap **Settings**.
5. Select the menu you want to use, and then follow the on-screen instructions.

Using the Board Box

You can store a single document (up to 100 pages in monochrome) in one of the printer's board boxes. The printer has 10 board boxes allowing you to store up to 10 documents in total.

Note:

Storing 10 documents may not be possible depending on the usage conditions such as the file size of stored documents.

Related Information

- ➔ [“Registering a Polling Send/Bulletin Board Box” on page 68](#)
- ➔ [“Storing a Document in the Polling Send/Bulletin Board Box” on page 68](#)
- ➔ [“Checking the Documents in the Polling Send Box” on page 95](#)
- ➔ [“Making Settings for the Board Boxes” on page 96](#)

Checking the Documents in the Board Box

You can check the documents stored in the printer's board box.

1. Tap **Fax Box** on the home screen.
2. Tap **Polling Send/Board**.
3. Tap the board box you want to check.
4. Tap **Check Document**.

The content of the document is displayed.

Making Settings for the Board Boxes

You can make subaddress and password settings for the board boxes. You can also setup a password for opening the box, delete document settings after polling send, send an email notification of the results of processing the document, delete the document, and clear the box settings.

1. Tap **Fax Box** on the home screen.
2. Tap **Polling Send/Board**.
3. Tap the board box you want to set.
4. Select the item you want to use, and then follow the on-screen instructions.

Using Other Faxing Features

Printing Fax Report and List

Printing Fax Report Manually

1. Tap **Fax** on the home screen.
2. Tap **Menu**.
3. Tap **Fax Report**.
4. Select the report you want to print, and then follow the on-screen instructions.

Note:

You can change the report format. From the home screen, select **Settings > General Settings > Fax Settings > Report Settings**, and then change the **Attach Fax image to report** or **Report Format** settings.

Related Information

➡ [“More” on page 102](#)

Faxing

➡ [“Report Settings” on page 109](#)

Setting Up to Print Fax Reports Automatically

You can make settings to print the following fax reports automatically.

Transmission Report

From the home screen, tap **Fax > Fax Settings > Transmission Report**, and then select **Print** or **Print on Error**.

Forwarding Report

From the home screen, tap **Settings > General Settings > Fax Settings > Report Settings > Forwarding Report**, and then select **Print** or **Print on Error**.

Fax Log Auto Print

From the home screen, tap **Settings > General Settings > Fax Settings > Report Settings > Fax Log Auto Print**, and then select **On(Every 30)** or **On(Time)**.

Related Information

➡ [“Menu Options for User Settings” on page 45](#)

➡ [“Report Settings” on page 109](#)

Setting Security for Faxing

You can make security settings to prevent sending a fax to the wrong recipient, or prevent received documents from being leaked or lost. You can also delete backed-up fax data.

1. Tap **Settings** on the home screen.
2. Tap **General Settings > Fax Settings > Security Settings**.
3. Select the menu, and then make the settings.

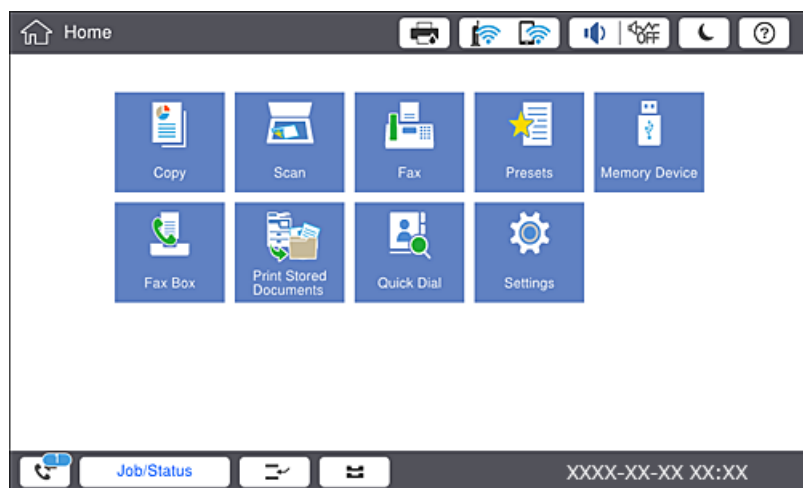
Related Information

➡ [“Security Settings” on page 110](#)

Checking Fax Jobs

Notification of Unprocessed Received Faxes

When there are unprocessed received documents, the number of unprocessed jobs is displayed on the  on the home screen. See the table below for a definition of the "unprocessed".



Received Fax Save/Forward Setting	Unprocessed Status
Printing ^{*1}	Received documents are waiting to be printed or printing is in progress.
Saving in the inbox or the confidential box	There are unread received documents in the inbox or the confidential box.
Saving in an external memory device	There are received documents that have not been saved in the device because there is no device containing a folder specifically created to save received documents connected to the printer or for other reasons.
Saving on a computer	There are received documents that have not been saved on the computer because the computer is in sleep mode or for other reasons.
Forwarding	There are received documents that have not been forwarded or failed to be forwarded ^{*2} .

^{*1} : When you have not set any of the fax save/forward settings, or when you have set to print received documents while saving them to an external memory device or a computer.

^{*2} : When you have set to save documents that could not be forwarded in the inbox, there are unread documents that failed to be forwarded in the inbox. When you have set to print documents that failed to be forwarded, printing is not complete.

Note:

If you are using more than one of the fax save/forward settings, the number of unprocessed jobs may be displayed as "2" or "3" even if only one fax has been received. For example, if you have set to save faxes in the inbox and on a computer and one fax is received, the number of unprocessed jobs is displayed as "2" if the fax has not been saved to the inbox and on a computer.

Related Information

➔ ["Saving Received Faxes in the Inbox \(Unconditional Save/Forward\)" on page 74](#)

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- ➔ “Saving Received Faxes in the Inbox or the Confidential Box (Conditional Save/Forward)” on page 79
- ➔ “Saving Received Faxes in an External Memory Device (Unconditional Save/Forward)” on page 76
- ➔ “Saving Received Faxes in an External Memory Device (Conditional Save/Forward)” on page 81
- ➔ “Forwarding Received Faxes (Unconditional Save/Forward)” on page 76
- ➔ “Forwarding Received Faxes (Conditional Save/Forward)” on page 82
- ➔ “Checking the Received Faxes on the LCD Screen (Unconditional Save/Forward)” on page 75
- ➔ “Checking the Received Faxes on the LCD Screen (Conditional Save/Forward)” on page 80
- ➔ “Checking Fax Jobs in Progress” on page 99

Checking Fax Jobs in Progress

You can perform the following operations.

- ☐ Check the status of fax jobs
 - ☐ Check or resend documents that have failed to send (If you have enabled **Save Failure Data**)
 - ☐ Print received documents that have not been printed yet
1. Tap **Job/Status** on the home screen.
 2. Tap the **Job Status** tab, and then tap **Active**.
 3. Select the job you want to check, resend, or print, and then follow the on-screen instructions.

Checking the Fax Job History, or Reprinting Received Documents

You can check the history of sent or received fax jobs. You can reprint received documents from the logs of printed fax jobs. You cannot print or resend sent documents from the sent log.

1. Tap **Job/Status** on the home screen.
2. Tap the **Job Status** tab, and then tap **Log**.
3. Tap **All** at the top-right of the screen.
 - ☐ If you select **Send** or **Receive**, the log for sent or received fax jobs is displayed. Select the job you want to check to display the details.
 - ☐ Tap **Print**, and then select the **Print Received Fax** you want to reprint. Tap **Recipient** to reprint the documents.

Note:

All the printed received documents are stored in the printer's memory so that you can reprint them, but they are deleted in chronological order when the printer runs out of memory.

Menu Options for Fax Mode

Frequent

Select the menus on the control panel as described below.

Fax > Frequent

You can send faxes using registered frequently used contacts, or using the history of recently sent faxes.



Select a recipient from the quick dial list displayed.



Select a recipient from the sent fax history. You can also add the recipient to the contacts list.

Frequent Contacts

Displays contacts you registered in **Settings > Contacts Manager > Frequent**.

Quick Operation Button

Displays four fax setting items such as **Transmission Log** and **Original Type**. This is useful for assigning frequently used items as it allows you to quickly and easily make settings. Note that the item on which **Do Not Use** is displayed is not assigned a fax setting item.

You must assign items in advance in **Settings > General Settings > Fax Settings > User Settings > Quick Operation Button**.

Recipient

Select the menus on the control panel as described below.

Fax > Recipient

Contacts

Displays the registered contacts list in alphabetic order so that you can select a contact as a recipient from the list.



Add New

You can register a new recipient or a group into the contacts list.



Select a recipient from the quick dial list displayed.



Select a recipient from the sent fax history. You can also add the recipient to the contacts list.

Fax Settings

Select the menus on the control panel as described below.

Fax > Fax Settings

Quick Operation Button:

Displays up to four frequently used items such as **Transmission Log** and **Original Type**. These allow you to quickly and easily make settings.

You must assign items in advance in **Settings > General Settings > Fax Settings > User Settings > Quick Operation Button**

- ☐ There are four buttons available as the **Quick Operation Button**.

Scan Settings:

- ☐ Original Size (Glass)

Select the size and orientation of the original you placed on the scanner glass.

- ☐ Original Type

Select the type of your original.

- ☐ Color Mode

Select whether to scan in color or in monochrome.

- ☐ Resolution

Select the resolution of the outgoing fax. If you select a higher resolution, the data size becomes larger and it takes time to send the fax.

- ☐ Density

Sets the density of the outgoing fax. + makes the density darker, and - makes it lighter.

- ☐ Remove Background

Select the darkness of the background. Tap + to lighten (whiten) the background and tap - to darken (blacken) it.

If you select **Auto**, the background colors of the originals are detected, and they are removed or lightened automatically. It is not applied correctly if the background color is too dark or not detected.

- ☐ Sharpness

Enhances or defocuses the outline of the image. + enhances the sharpness, and - defocuses the sharpness.

- ☐ ADF 2-Sided

Scans both sides of originals placed in the ADF and sends a monochrome fax.

- ☐ ADF Continuous Scan

When sending a fax from the ADF, you cannot add originals in the ADF after starting scanning. If you place different sized originals in the ADF, all of the originals are sent at the largest size among them. Enable this option so that the printer asks if you want to scan another page after an original in the ADF has finished scanning. Then you can sort and scan your originals by size and send them as a single fax.

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Fax Send Settings:

☐ Direct Send

Sends monochrome faxes to a single recipient as soon as the connection is made, without saving the scanned image to memory. If you do not enable this option, the printer starts the transmission after saving the scanned image to memory and may cause a memory full error when sending many pages. By using this option, you can avoid the error, but it takes longer to send the fax. You cannot use this option when using the ADF 2-Sided option and when sending a fax to multiple recipients.

☐ Priority Send

Sends the current fax before other faxes waiting to be sent.

☐ Send Fax Later

Sends a fax at a time you specified. Only a monochrome fax is available when using this option.

☐ Add Sender Information

☐ Add Sender Information

Select the position where you want to include the header information (sender name and fax number) in the outgoing fax, or not to include the information.

Select **Off** to send a fax with no header information.

Select **Outside of Image** to send a fax with header information in the top white margin of the fax. This keeps the header from overlapping with the scanned image, however, the fax received by the recipient may be printed across two sheets depending on the size of the originals.

Select **Inside of Image** to send a fax with header information approximately 7 mm lower than the top of the scanned image. The header may overlap with the image, however, the fax received by the recipient will not be split into two documents.

☐ Fax Header

Select the header for the recipient. To use this feature, you should register multiple headers in advance.

☐ Additional Information

Select the information you want to add.

☐ Notify Send Result

Sends a notification after you send a fax.

☐ Transmission Report

Prints a transmission report automatically after you send a fax. Select **Print on Error** to print a report only when an error occurs.

☐ Backup

Saves a backup of the sent fax that is scanned and saved to the printer's memory automatically.

More

Select the menus on the control panel as described below.

Fax > Menu

Transmission Log:

You can check the history of sent or received fax jobs.

Faxing

Fax Report:

- ☐ Last Transmission
Prints a report for the previous fax that was sent or received through polling.
- ☐ Fax Log
Prints a transmission report. You can set to print this report automatically using the following menu.
Settings > General Settings > Fax Settings > Report Settings > Fax Log
- ☐ Stored Fax Documents
Prints a list of fax documents stored in the printer's memory, such as unfinished jobs.
- ☐ Fax Settings List
Prints the current fax settings.
- ☐ Conditional Save/Forward list
Prints the Conditional Save/Forward List.
- ☐ Protocol Trace
Prints a detailed report for the previous fax that was sent or received.

Extended Fax:

- ☐ Polling Receive
Connects to the fax number you entered and receives a fax stored on the fax machine. You can use this option for receiving a fax from a fax information service.
- ☐ Polling Send/Board
Made up of one polling send box and ten board boxes. The polling send box stores one scanned document (up to 100 monochrome pages) for polling and sends it automatically when another fax machine requests it using the device's polling receive function. Each board box stores one scanned document for polling and sends it automatically when another fax machine requests it using the device's polling receive function and subaddress function.
- ☐ Store Fax Data
Stores ten scanned document (up to 100 monochrome pages) and allows you to send it whenever necessary.

Fax Box:

Access the **Fax Box** feature. For details, see the page that describes Fax Box settings.

Fax Settings:

Access the **Fax Settings** feature. For details, see the page that describes Fax Settings.

Related Information

- ➔ [“Menu Options for Fax Box” on page 111](#)
- ➔ [“Menu Options for Fax Settings” on page 103](#)

Menu Options for Fax Settings

Select the menus on the control panel as described below.

Settings > General Settings > Fax Settings

Faxing

User Settings

Select the menus on the control panel as described below.

Settings > General Settings > Fax Settings > User Settings

Initial tab

Select the tab you want to display first each time you tap Fax from the fax top screen.

Quick Operation Button

You can register up to four items displayed in **Fax > Frequent** and **Fax Settings**. This is useful for settings that you use often.

Basic Settings

Select the menus on the control panel as described below.

Settings > General Settings > Fax Settings > Basic Settings

Fax Speed:

Select the fax transmission speed. We recommend selecting **Slow(9,600bps)** when a communication error occurs frequently, when sending/receiving a fax to/from abroad, or when you are using an IP (VoIP) phone service.

ECM:

Automatically corrects errors in the fax transmission (Error Correction Mode), mostly caused by telephone line noise. If this is disabled, you cannot send or receive documents in color.

Dial Tone Detection:

Detects a dial tone before starting to dial. If the printer is connected to a PBX (Private Branch Exchange) or digital phone line, the printer may fail to start dialing. In this situation, change the **Line Type** setting to **PBX**. If this does not work, disable this feature. However, disabling this feature may drop the first digit of a fax number and send the fax to the wrong number.

Dial Mode:

Select the type of phone system to which you have connected the printer. When set to **Pulse**, you can temporarily switch the dialing mode from pulse to tone by pressing * ("T" is entered) while entering numbers on the fax top screen. Depending on the region, this setting may not be displayed.

Line Type:

Select the line type to which you have connected the printer. When using the printer in an environment that uses extensions and requires an external access code, such as 0 and 9, to get an outside line, select **PBX** and register the access code. Once you have registered the access code, enter # (hash) instead of the access code when sending a fax to an outside fax number. For an environment that uses a DSL modem or terminal adapter, setting to **PBX** is also recommended.

Header:

Enter your sender name and fax number. These appear as a header on outgoing faxes. You can enter up to 40 characters for your name, and up to 20 digits for your fax number.

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Receive Mode:

Select the receive mode.

DRD:

If you have subscribed to a distinctive ring service from your telephone company, select the ring pattern to be used for incoming faxes. The distinctive ring service, offered by many telephone companies (the service name differs by company), allows you to have several phone numbers on one phone line. Each number is assigned different ring pattern. You can use one number for voice calls and another for fax calls. Depending on the region, this option may be **On** or **Off**.

Rings to Answer:

Select the number of rings that must occur before the printer automatically receives a fax.

Remote Receive:

When you answer an incoming fax call on a phone connected to the printer, you can start receiving the fax by entering the code using the phone.

Rejection Fax:

Select options to reject junk faxes.

Receiving Paper Size:

Select the maximum paper size for faxes that the printer can receive.

Send Settings

Select the menus on the control panel as described below.

Settings > General Settings > Fax Settings > Send Settings

Auto Rotation:

An A4 size original placed in the ADF or on the scanner glass with its long edge facing to the left is sent as an A3 size fax. Enable this to rotate the scanned image to send it at A4 size.

Quick memory send:

The quick memory send feature starts sending the fax when the printer finishes scanning the first page. If you do not enable this feature, the printer starts sending after saving all of the scanned images to memory. By using this feature you can reduce the overall operation time as scanning and sending are performed in parallel.

Batch Send:

When there are multiple faxes waiting to be sent to the same recipient, this groups them together to send them at once. Up to five documents (up to 100 pages in total) can be sent at one time. This helps you save on connection fees by reducing the number of transmission times.

Auto Redial Count:

Select the number of times that the printer automatically redials if the fax number is busy or a problem occurs.

Faxing

Auto Redial Interval:

Select the time that the printer automatically redials if the fax number is busy or a problem occurs.

Save Failure Data:

Saves documents that failed to be sent in the printer's memory. You can resend the documents from the **Job/Status**.

Receive Settings

Select the menus on the control panel as described below.

Settings > General Settings > Fax Settings > Receive Settings

Save/Forward Settings

Select the menus on the control panel as described below.

Settings > General Settings > Fax Settings > Receive Settings > Save/Forward Settings

Unconditional Save/Forward

You can set to save received documents in the inbox, on a computer, on a memory device, or forward the documents.

Save to Inbox:

Saves received faxes in the printer's inbox.

Save to Computer:

Converts received documents into PDF format and saves them on a computer connected to the printer.

Save to Memory Device:

Converts received documents into PDF format and saves them to an external memory device connected to the printer.

Forward:

You can set to forward received documents to another fax machine, or convert the documents into PDF format and forward them to a shared folder on a network or to an email address. Forwarded documents are deleted from the printer. First register the forwarding destinations to the contacts list. To forward to an email address, you also need to configure the email server settings.

Email Notifications:

Sends an email notification to specified destinations when receiving, printing, saving to a memory device, or forwarding faxes is complete.

Conditional Save/Forward

You can set to save received documents in the inbox or the confidential box, on a memory device, forward, or print the documents, according to the conditions you set in advance.

Faxing

To switch between enabling or disabling the conditions, tap anywhere in the box except for .

To register the conditions, tap .

Name:

Enter name of the condition.

Condition(s):

Select conditions and make settings.

☐ Sender Fax Number match

When the sender fax number matches, the received document is saved and forwarded.

☐ Subaddress(SUB) perfect match

When the subaddress (SUB) matches perfectly, the received document is saved and forwarded.

☐ Password(SID) perfect match

When the password (SID) matches perfectly, the received document is saved and forwarded.

☐ Receiving Time

Saves and forwards documents received during the specified time period.

Save/Forward Destination:

Select the destination to save and forward received documents that match the conditions.

☐ Save to Fax Box

Saves received faxes in the printer's inbox or confidential box.

☐ Save to Memory Device

Converts received documents into PDF format and saves them to an external memory device connected to the printer.

☐ Forward

You can set to forward received documents to another fax machine, or convert the documents into PDF format and forward them to a shared folder on a network or to an email address. Forwarded documents are deleted from the printer. First register the forwarding destinations to the contacts list. To forward to an email address, you also need to configure the email server settings.

☐ Print

Select whether or not to print.

Email Notifications:

Sends an email notification when receiving, printing, saving to a memory device, or forwarding faxes is complete.

Transmission Report:

Prints a transmission report automatically after you send a fax. Select **Print on Error** to print a report only when an error occurs.

Faxing

Common Settings

Inbox settings:

☐ Options when memory is full

Select the operation to perform when the inbox is full. Select **Receive and print faxes** to print all received documents that cannot be saved in the inbox. Select **Reject incoming faxes** to decline incoming fax calls.

☐ Inbox Password Settings

Password protects the inbox to restrict users from viewing received faxes. Select **Change** to change the password, and select **Reset** to cancel password protection. When changing or resetting the password, you need the current password.

Forward Settings:

When forwarding to an email address, you can specify a subject for the email.



(Menu)

Print Conditional Save/Forward list

Tap  at top right of the screen. Prints the Conditional Save/Forward List.

Print Settings

Select the menus on the control panel as described below.

Settings > General Settings > Fax Settings > Receive Settings > Print Settings

Auto Reduction:

Reduces large received documents to fit on the paper in the paper source. Reducing may not always be possible depending on the received data. If this is turned off, large documents are printed at their original size on multiple sheets, or a blank second page may be ejected.

Split Page Settings:

Make split page settings when the size of the received document is larger than the size of the paper loaded in the printer.

Acting Print:

Make print settings when the size of the received document is larger than the size of the paper loaded in the printer.

Auto Rotation:

Rotates a landscape-oriented A5, B5, A4, or Letter size received document so that it is printed on the correct paper size. This setting is applied when two or more paper sources are set for fax printing in **Paper Source Settings > Auto Select Settings**, and the paper size settings of the paper sources are A3 and A4, B4 and B5, or A4 and A5.

Faxing

Add Reception Information:

Prints reception information in the header of the received fax, even if the sender does not set the header information. The reception information includes the received date and time, sender's ID, reception ID (such as "#001"), and page number (such as "P1"). When **Split Page Settings** is enabled, the split page number is also included.

2-Sided:

You can print multiple pages of received documents on both sides of the paper.

Print Start Timing:

Select options to start printing the received documents.

All Pages Received: After receiving all of the pages, printing starts from the first page. If the **Collation Stack** feature is enabled, printing starts from the last page and then the pages are arranged in the correct order.

First Page Received: Starts printing when the first page is received, and then prints in order as the pages are received. If the printer cannot start printing, such as when it is printing other jobs, the printer starts printing received pages as a batch when it is available.

Collation Stack:

Prints received documents from the last page (print in descending order) so that the printed documents are stacked in the correct page order. When the printer is running low on memory, this feature may not be available.

Print Suspend Time:

Saves documents received during the specified time period in the printer's memory without printing them. At the time specified to restart printing, the documents are automatically printed. This feature can be used for noise prevention at night or to prevent confidential documents from being disclosed while you are away. Before using this feature, make sure there is enough free memory. Even before the restarting time, you can check and print the received documents individually from **Job/Status**.

Quiet Mode:

Reduces the noise the printer makes when printing faxes, however, print speed may be reduced.

Report Settings

Select the menu on the control panel as described below.

Settings > General Settings > Fax Settings > Report Settings

Forwarding Report:

Prints a report after forwarding a received document.

Backup Error Report:

Prints a report when a backup error occurs on forwarding the sent fax to **Backup Destination**. You can set this in **Fax > Fax Settings > Backup**.

Faxing

Fax Log Auto Print:

Prints the fax log automatically. Select **On(Every 30)** to print a log every time 30 fax jobs are completed. Select **On(Time)** to print the log at a specified time. However, if the number of fax jobs exceeds 30, the log is printed before the specified time.

Attach Fax image to report:

Prints a **Transmission Report** with an image of the first page of the sent document. Select **On(Large Image)** to print the upper part of the page without reducing. Select **On(Small Image)** to print the entire page reducing it to fit onto the report.

Report Format:

Select a format for fax reports other than **Protocol Trace**. Select **Detail** to print with error codes.

Output Method:

Select an output method for fax reports.

Security Settings

Select the menus on the control panel as described below.

Settings > General Settings > Fax Settings > Security Settings

Direct Dialing Restrictions:

Enable this to disable the manual entry of recipient's fax numbers allowing the operator to select recipients only from the contacts list or sent history. Select **Enter Twice** to require the operator to enter the fax number again when the number was manually entered.

Confirm Address List:

Displays a recipient confirmation screen before starting the transmission.

Backup Data Auto Clear:

To prepare for an unexpected power off due to an electricity failure or an incorrect operation, the printer temporarily stores backup copies of sent and received documents in its memory. Enable this option to automatically erase the backups when sending or receiving a document completes successfully and the backups become unnecessary.

Clear Backup Data:

Erases all backup copies temporarily stored in the printer's memory. Run this before you give the printer to someone else or dispose of it.

Check Fax Connection

Select the menus on the control panel as described below.

Settings > General Settings > Fax Settings > Check Fax Connection

Checks if the printer is connected to the phone line and ready for fax transmission, and prints the check result on A4 size plain paper.

Fax Setting Wizard

Select the menus on the control panel as described below.

Settings > General Settings > Fax Settings > Fax Setting Wizard

Select to make basic fax settings by following the on-screen instructions. For details, see the page that describes basic fax settings.

Menu Options for Fax Box

Tap **Fax Box** on the home screen on the control panel to access the following menus.

- ☐ Inbox/Confidential
- ☐ Stored Documents
- ☐ Polling Send/Board

For details on each box, see the corresponding page for the Fax Box settings.

Related Information

➔ [“Using the Fax Box Features” on page 92](#)

Scanning

Scanning Using the Control Panel

Scanning to a Network Folder or FTP Server

You can save the scanned image to a specified folder on a network. You can specify the folder by entering a folder path directly, but it may be easier if you register the folder information in the contacts list first.

Note:

- ❑ Before you use this feature, make sure the printer's **Date/Time** and **Time Difference** settings are correct. Access the menus from **Settings > General Settings > Basic Settings > Date/Time Settings**.
- ❑ You can check destination before scanning. Select **Settings > General Settings > Scan Settings**, and then enable **Confirm Recipient**.

1. Place the originals.

Note:

If you want to scan multiple originals or make a 2-sided scan, place all of the originals on the ADF.

2. Tap **Scan** on the home screen.

3. Tap **Network Folder/FTP**.

4. Specify the folder.

- ❑ To select from frequently used addresses: Select a contact from **Frequent** tab.

- ❑ To enter the folder path directly: Tap **Keyboard**. Select **Communication Mode**, enter the folder path as the **Location (Required)**, and then make other folder settings.

Enter the folder path in the following format.

When using SMB as the communication mode: \\host name\folder name

When using FTP as the communication mode: ftp://host name/folder name

- ❑ To select from the contacts list: Tap **Destination** tab, select a contact.

To search for a folder from the contacts list, tap .

Note:

You can print the history of the folder in which documents are saved by tapping **Menu**.

5. Tap **Scan Settings**, and then check settings such as the save format, and change them if necessary.

Note:

Tap  to save your settings as a preset.

6. Tap .

Related Information

- ➡ [“Managing Contacts” on page 23](#)
- ➡ [“Placing Originals” on page 32](#)

➡ [“How to Use” on page 26](#)

Menu Options for Scanning to a Folder

Note:

The items may not be available depending on other settings you made.

Edit Location:

- ☐ Communication Mode
Select the communication mode.
- ☐ Location (Required)
Enter a folder path in which to save the scanned image.
- ☐ User Name
Enter a user name for the specified folder.
- ☐ Password
Enter a password for the specified folder.
- ☐ Connection Mode
Select the connection mode.
- ☐ Port Number
Enter a port number.

B&W/Color:

Select whether to scan in color or in monochrome.

File Format:

- ☐ File Format
Select the format in which to save the scanned image.
- ☐ Compression Ratio
Select how much to compress the scanned image.
- ☐ PDF Settings
When you have selected **PDF** as the save format setting, use these settings to protect PDF files.
To create a PDF file that requires a password when opening, set Document Open Password. To create a PDF file that requires a password when printing or editing, set Permissions Password.

Resolution:

Select the scanning resolution.

2-Sided:

Scan both sides of the original.

- ☐ Orientation (Original)
Select the orientation of the original.
- ☐ Binding(Original)
Select the binding direction of the original.

Scanning

Scan Area:

Select the scan area. To crop the white space around the text or image when scanning, select **Auto Detect**. To scan at the maximum area of the scanner glass, select **Max Area**.

☐ Orientation (Original)

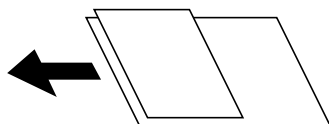
Select the orientation of the original.

Original Type:

Select the type of your original.

Mixed Size Originals:

You can place the following combination of sizes in the ADF at the same time. A3 and A4; B4 and B5. When using these combinations, originals are scanned at the actual size of the originals. Place your originals by aligning the width of the originals as shown below.



Density:

Select the contrast of the scanned image.

Remove Background:

Select the darkness of the background. Tap + to lighten (whiten) the background and tap - to darken (blacken) it.

If you select **Auto**, the background colors of the originals are detected, and they are removed or lightened automatically. It is not applied correctly if the background color is too dark or not detected.

Remove Shadow:

Remove the shadows of the original that appear in the scanned image.

☐ Surround

Remove the shadows at the edge of the original.

☐ Center

Remove the shadows of the binding margin of the booklet.

Remove Punch Holes:

Remove the punch holes that appear in the scanned image. You can specify the area to erase the punch holes by entering a value in the box on the right.

☐ Erasing Position

Select the position to remove the punch holes.

☐ Orientation (Original)

Select the orientation of the original.

ADF Continuous Scan:

You can place a large number of originals in the ADF in batches, and scan them as a single scanning job.

Scanning

File Name:

☐ **Filename Prefix:**

Enter a prefix for the name of the images in alphanumeric characters and symbols.

☐ **Add Date:**

Add the date to the file name.

☐ **Add Time:**

Add the time to the file name.

Scanning to an Email

You can send scanned image files by email directly from the printer through a pre-configured email server. Before using this feature, you need to configure the email server.

See the *Administrator's Guide* for details.

You can specify the email address by entering directly, but it may be easier if you register the email address in the contacts list first.

Note:

- ☐ Before you use this feature, make sure the printer's **Date/Time** and **Time Difference** settings are correct. Access the menus from **Settings > General Settings > Basic Settings > Date/Time Settings**.
- ☐ By using the **Document Capture Pro** function on the control panel instead of this function, you can send emails directly. Before using this function, make sure you have registered a job to send emails in Document Capture Pro and that the computer is turned on.
- ☐ You can check destination before scanning. Select **Settings > General Settings > Scan Settings**, and then enable **Confirm Recipient**.

1. Place the originals.

Note:

If you want to scan multiple originals or make 2-sided scans, place all of the originals in the ADF.

2. Tap **Scan** on the home screen.

3. Tap **Email**.

4. Specify the addresses.

- ☐ To select from frequently used addresses: Select a contact from **Frequent** tab.
- ☐ To enter the email address manually: Tap **Keyboard**, enter the email address, and then tap **OK**.
- ☐ To select from the contacts list: Tap **Recipient** tab, select a contact.

To search for a folder from the contacts list, tap .

- ☐ To select from the history list: Tap  on the **Frequent** tab, and then select a recipient from the displayed list.

Scanning

Note:

- ❑ The number of recipients you selected is displayed on the right of the screen. You can send emails to up to 10 addresses and groups.

If groups is included in recipients, you can select up to 200 individual addresses in total, taking addresses in the groups into account.

- ❑ Tap the address box at the top of the screen to display the list of selected addresses.
- ❑ Tap **Menu** to display or print the sending history, or change the email server settings.

5. Tap **Scan Settings**, and then check settings such as the save format, and change them if necessary.

Note:

- ❑ Tap  to save your settings as a preset.
- ❑ Tap  to restore settings to their defaults.

6. Tap .

Related Information

- ➔ [“Managing Contacts” on page 23](#)
- ➔ [“Scanning Using Document Capture Pro” on page 118](#)
- ➔ [“Placing Originals” on page 32](#)
- ➔ [“How to Use” on page 26](#)

Menu Options for Scanning to an Email

Note:

The items may not be available depending on other settings you made.

Color Mode:

Select whether to scan in color or in monochrome.

File Format:

- ❑ File Format

Select the format in which to save the scanned image.

- ❑ Compression Ratio

Select how much to compress the scanned image.

- ❑ PDF Settings

When you have selected **PDF** as the save format setting, use these settings to protect PDF files.

To create a PDF file that requires a password when opening, set Document Open Password. To create a PDF file that requires a password when printing or editing, set Permissions Password.

Resolution:

Select the scanning resolution.

2-Sided:

Scan both sides of the original.

Scanning

☐ Orientation (Original)

Select the orientation of the original.

☐ Binding(Original)

Select the binding direction of the original.

Scan Area:

Select the scan area. To crop the white space around the text or image when scanning, select **Auto Cropping**. To scan at the maximum area of the scanner glass, select **Max Area**.

☐ Orientation (Original)

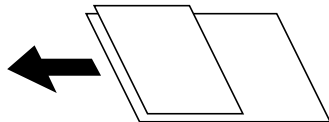
Select the orientation of the original.

Original Type:

Select the type of your original.

Mixed Size Originals:

You can place the following combination of sizes in the ADF at the same time. A3 and A4; B4 and B5. When using these combinations, originals are scanned at the actual size of the originals. Place your originals by aligning the width of the originals as shown below.



Density:

Select the contrast of the scanned image.

Remove Background:

Select the darkness of the background. Tap + to lighten (whiten) the background and tap - to darken (blacken) it.

If you select **Auto**, the background colors of the originals are detected, and they are removed or lightened automatically. It is not applied correctly if the background color is too dark or not detected.

Remove Shadow:

Remove the shadows of the original that appear in the scanned image.

☐ Surround

Remove the shadows at the edge of the original.

☐ Center

Remove the shadows of the binding margin of the booklet.

Remove Punch Holes:

Remove the punch holes that appear in the scanned image. You can specify the area to erase the punch holes by entering a value in the box on the right.

☐ Erasing Position

Select the position to remove the punch holes.

Scanning

☐ Orientation (Original)

Select the orientation of the original.

ADF Continuous Scan:

You can place a large number of originals in the ADF in batches, and scan them as a single scanning job.

Subject:

Enter a subject for the email in alphanumeric characters and symbols.

Attached File Max Size:

Select the maximum file size that can be attached to the email.

File Name:

☐ Filename Prefix:

Enter a prefix for the name of the images in alphanumeric characters and symbols.

☐ Add Date:

Add the date to the file name.

☐ Add Time:

Add the time to the file name.

Scanning Using Document Capture Pro

You can scan the original using the settings specified in Document Capture Pro. Set the operation mode on the control panel before scanning.

Related Information

➔ [“Placing Originals” on page 32](#)

➔ [“Application for Configuring Scanning from the Computer \(Document Capture Pro\)” on page 188](#)

Setting Operation Mode

Before scanning, set the operation mode on the control panel to match the computer on which Document Capture Pro is installed.

1. Tap **Settings** from the home screen.
2. Tap **General Settings > Scan Settings > Document Capture Pro**.
3. Select the operation mode.
 - ☐ Client Mode: Select this if Document Capture Pro is installed on Windows or Mac OS.
 - ☐ Server Mode: Select this if Document Capture Pro is installed on a Windows Server. Next, enter the server address.
4. If you have changed the operation mode, check that the settings are correct, and then tap **OK**.

Scanning Using the Document Capture Pro Settings

Before scanning, prepare the followings.

- ☐ Install Document Capture Pro on your computer (server) and create the job.
- ☐ Connect the printer and the computer (server) to the network.
- ☐ Set the operation mode on the control panel.

1. Place the originals.

Note:

If you want to scan multiple originals or make 2-sided scans, place all of the originals in the ADF.

2. Tap **Scan** on the home screen.

3. Tap **Document Capture Pro**.

4. Tap **Select Computer.**, and then select the computer on which you created the job in Document Capture Pro.

Note:

☐ The printer's control panel displays up to 100 computers on which Document Capture Pro is installed.

☐ If you have selected **Option > Network Scanning Settings**, and enabled **Protect with password** in Document Capture Pro or Document Capture, enter a password.

☐ If **Server Mode** is set as the operation mode, you do not need to perform this step.

5. Tap **Select Job.**, and then select the job.

Note:

☐ If you have selected **Protect with password** in the settings in Document Capture Pro Server, enter a password.

☐ If you have set only one job, you do not need to select the job. Proceed to the next step.

6. Tap the area in which the job content is displayed, and then check the job details.

7. Tap .

Related Information

➡ [“Placing Originals” on page 32](#)

Scanning to a Memory Device

You can save the scanned image to a memory device.

1. Insert a memory device into the printer's external interface USB port.
2. Place the originals.

Note:

If you want to scan multiple originals or make 2-sided scans, place all of the originals in the ADF.

3. Tap **Scan** on the home screen.

4. Tap **Memory Device**.

Scanning

- Set items such as the save format.
- Check other settings, and change them if necessary.

Note:

- Tap  to save your settings as a preset.
- Tap  to restore settings to their defaults.

- Tap .

Related Information

- ➔ [“Part Names and Functions” on page 13](#)
- ➔ [“Inserting and Removing an External USB Device” on page 36](#)
- ➔ [“Placing Originals” on page 32](#)
- ➔ [“How to Use” on page 26](#)

Menu Options for Scanning to a Memory Device

Note:

The items may not be available depending on other settings you made.

B&W/Color:

Select whether to scan in color or in monochrome.

File Format:

☐ File Format

Select the format in which to save the scanned image.

☐ Compression Ratio

Select how much to compress the scanned image.

☐ PDF Settings

When you have selected **PDF** as the save format setting, use these settings to protect PDF files.

To create a PDF file that requires a password when opening, set Document Open Password. To create a PDF file that requires a password when printing or editing, set Permissions Password.

Resolution:

Select the scanning resolution.

2-Sided:

Scan both sides of the original.

☐ Orientation (Original)

Select the orientation of the original.

☐ Binding(Original)

Select the binding direction of the original.

Scanning

Scan Area:

Select the scan area. To crop the white space around the text or image when scanning, select **Auto Cropping**. To scan at the maximum area of the scanner glass, select **Max Area**.

☐ Orientation (Original)

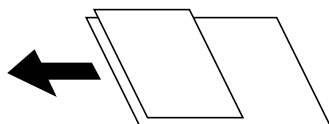
Select the orientation of the original.

Original Type:

Select the type of your original.

Mixed Size Originals:

You can place the following combination of sizes in the ADF at the same time. A3 and A4; B4 and B5. When using these combinations, originals are scanned at the actual size of the originals. Place your originals by aligning the width of the originals as shown below.



Density:

Select the contrast of the scanned image.

Remove Background:

Select the darkness of the background. Tap + to lighten (whiten) the background and tap - to darken (blacken) it.

If you select **Auto**, the background colors of the originals are detected, and they are removed or lightened automatically. It is not applied correctly if the background color is too dark or not detected.

Remove Shadow:

Remove the shadows of the original that appear in the scanned image.

☐ Surround

Remove the shadows at the edge of the original.

☐ Center

Remove the shadows of the binding margin of the booklet.

Remove Punch Holes:

Remove the punch holes that appear in the scanned image. You can specify the area to erase the punch holes by entering a value in the box on the right.

☐ Erasing Position

Select the position to remove the punch holes.

☐ Orientation (Original)

Select the orientation of the original.

ADF Continuous Scan:

You can place a large number of originals in the ADF in batches, and scan them as a single scanning job.

Scanning

File Name:

☐ Filename Prefix:

Enter a prefix for the name of the images in alphanumeric characters and symbols.

☐ Add Date:

Add the date to the file name.

☐ Add Time:

Add the time to the file name.

Scanning to the Cloud

You can send scanned images to cloud services. Before using this feature, make settings using Epson Connect. See the following Epson Connect portal website for details.

<https://www.epsonconnect.com/>

<http://www.epsonconnect.eu> (Europe only)

1. Make sure that you have made settings using Epson Connect.
2. Place the originals.

Note:

If you want to scan multiple originals or make a 2-sided scan, place all of the originals on the ADF.

3. Tap **Scan** on the home screen.
4. Tap **Cloud**.
5. Tap  on the top of the screen, and then select a destination.
6. Set items such as the save format.
7. Check the other settings, and change them if necessary.

Note:

☐ Tap  to save your settings as a preset.

☐ Tap  to restore settings to their defaults.

8. Tap .

Related Information

➡ [“Placing Originals” on page 32](#)

Menu Options for Scanning to the Cloud

Note:

The items may not be available depending on other settings you made.

Scanning

B&W/Color:

Select whether to scan in color or in monochrome.

JPEG/PDF:

Select the format in which to save the scanned image.

2-Sided:

Scan both sides of the original.

☐ Orientation (Original)

Select the orientation of the original.

☐ Binding(Original)

Select the binding direction of the original.

Scan Area:

Select the scan area. To crop the white space around the text or image when scanning, select **Auto Cropping**. To scan at the maximum area of the scanner glass, select **Max Area**.

☐ Orientation (Original)

Select the orientation of the original.

Original Type:

Select the type of your original.

Density:

Select the contrast of the scanned image.

Remove Background:

Select the darkness of the background. Tap + to lighten (whiten) the background and tap - to darken (blacken) it.

If you select **Auto**, the background colors of the originals are detected, and they are removed or lightened automatically. It is not applied correctly if the background color is too dark or not detected.

Remove Shadow:

Remove the shadows of the original that appear in the scanned image.

☐ Surround

Remove the shadows at the edge of the original.

☐ Center

Remove the shadows of the binding margin of the booklet.

Remove Punch Holes:

Remove the punch holes that appear in the scanned image. You can specify the area to erase the punch holes by entering a value in the box on the right.

☐ Erasing Position

Select the position to remove the punch holes.

☐ Orientation (Original)

Select the orientation of the original.

Scanning

ADF Continuous Scan:

You can place a large number of originals in the ADF in batches, and scan them as a single scanning job.

Scanning to a Computer (WSD)

Note:

❑ This feature is only available for computers running Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista.

❑ If you are using Windows 7/Windows Vista, you need to setup your computer in advance using this feature.

1. Place the originals.

Note:

If you want to scan multiple originals, place all of the originals on the ADF.

2. Tap **Scan** on the home screen.
3. Tap **Computer (WSD)**.
4. Select a computer.
5. Tap .

Related Information

➡ [“Placing Originals” on page 32](#)

Setting Up a WSD Port

This section explains how to set up a WSD port for Windows 7/Windows Vista.

Note:

For Windows 10/Windows 8.1/Windows 8, the WSD port is set up automatically.

The following is necessary to set up a WSD port.

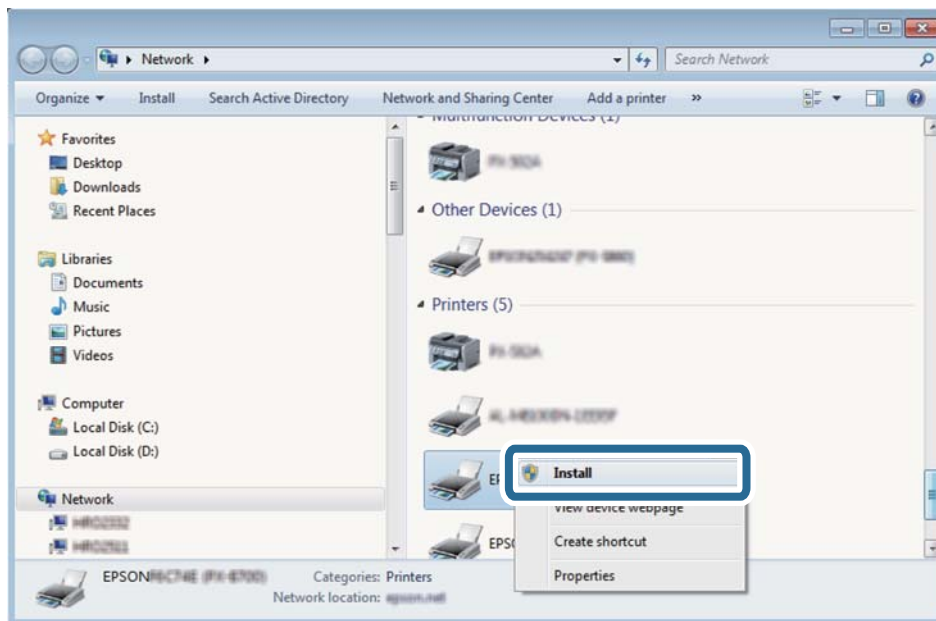
- ❑ The printer and the computer are connected to the network.
- ❑ The printer driver is installed on the computer.

1. Turn the printer on.
2. Click start, and then click **Network** on the computer.
3. Right-click the printer, and then click **Install**.

Click **Continue** when the **User Account Control** screen is displayed.

Scanning

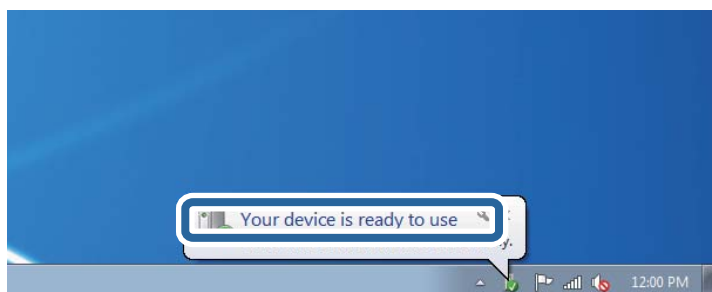
Click **Uninstall** and start again if the **Uninstall** screen is displayed.



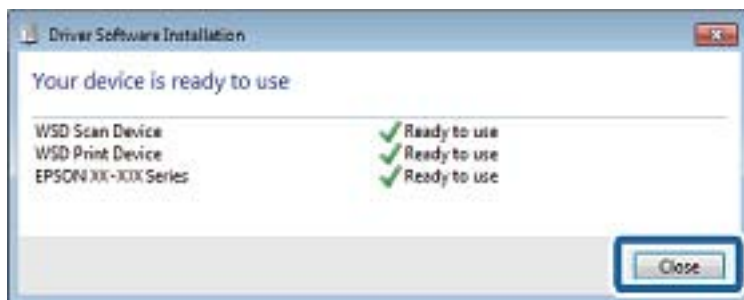
Note:

The printer name you set on the network and model name (EPSON XXXXXX (XX-XXXX)) are displayed on the network screen. You can check the printer's name set on the network from the printer's control panel or by printing a network status sheet.

4. Click **Your device is ready to use**.



5. Check the message, and then click **Close**.



6. Open the **Devices and Printers** screen.

☐ Windows 7

Click start > **Control Panel** > **Hardware and Sound** (or **Hardware**) > **Devices and Printers**.

Scanning

❑ Windows Vista

Click start > **Control Panel** > **Hardware and Sound** > **Printers**.

7. Check that an icon with the printer's name on the network is displayed.
Select the printer name when using with WSD.

Related Information

➔ [“Menu Options for Printer Status/Print” on page 44](#)

Scanning from a Computer

Authenticating Users on Epson Scan 2 when Using Access Control

When the access control function is enabled for a printer, you need to register a user name and password when scanning using Epson Scan 2. If you do not know the password, contact your printer administrator.

1. Start Epson Scan 2.
2. On the Epson Scan 2 screen, make sure that your printer is selected in the **Scanner** list.
3. Select **Settings** from the **Scanner** list to open the **Scanner Settings** screen.
4. Click **Access Control**.
5. On the **Access Control** screen, enter the **User Name** and the **Password** for an account that has permission to scan.
6. Click **OK**.

Scanning Using Epson Scan 2

You can scan using the scanner driver "Epson Scan 2". You can scan originals using detailed settings that are suitable for text documents.

See the Epson Scan 2 help for an explanation of each setting item.

1. Place the original.

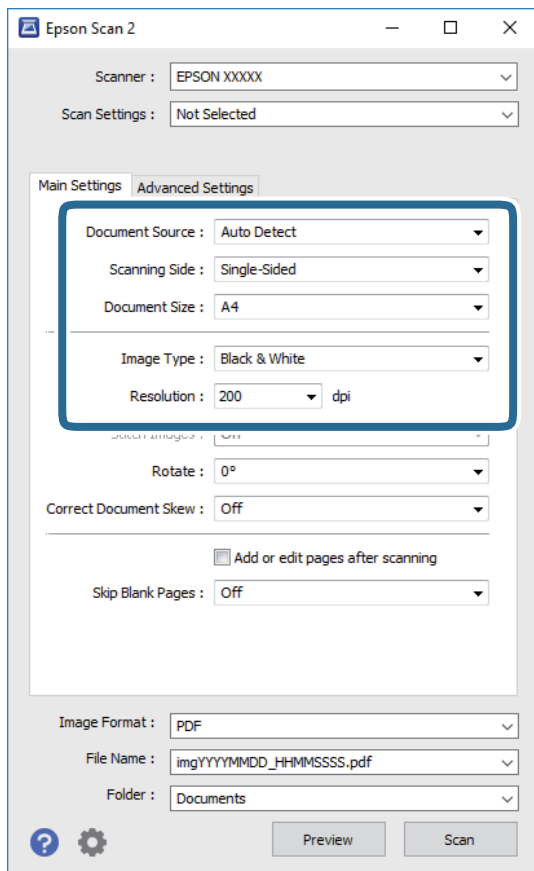
Note:

If you want to scan multiple originals, place them in the ADF.

2. Start Epson Scan 2.

Scanning

3. Make the following settings on the **Main Settings** tab.



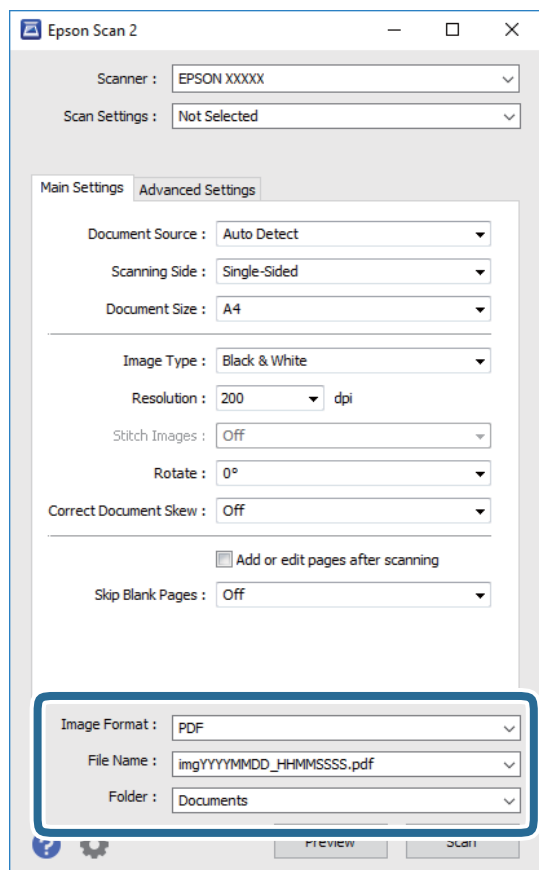
- ☐ Document Source: Select the source where the original is placed.
 - ☐ Scanning Side: Select the side of the original you want to scan when scanning from ADF.
 - ☐ Document Size: Select the size of the original you placed.
 - ☐ Image Type: Select the color for saving the scanned image.
 - ☐ Resolution: Select the resolution.
4. Make other scan settings if necessary.
 - ☐ You can preview the scanned image by clicking the **Preview** button. The preview window opens, and the previewed image is displayed.
When you preview using the ADF, the original is ejected from the ADF. Place the ejected original again.
 - ☐ On the **Advanced Settings** tab, you can make detailed image adjustment settings that are suitable for text documents, such as the following.
 - ☐ Unsharp Mask: You can enhance and sharpen the outlines of the image.
 - ☐ Descreening: You can remove moiré patterns (web-like shadows) that appear when scanning printed papers such as a magazine.
 - ☐ Remove Background: Remove the background of the originals.
 - ☐ Text Enhancement: You can make blurred letters in the original clear and sharp.
 - ☐ Auto Area Segmentation: You can make letters clear and images smooth when performing black and white scanning for a document that contains images.

Scanning

Note:

The items may not be available depending on other settings you made.

- Set the file saving settings.



- ❑ Image Format: Select the save format from the list.

You can make detailed settings for each save format except BITMAP and PNG. Select **Options** from the list after selecting the save format.

- ❑ File Name: Confirm the save file name displayed.

You can change settings for the file name by selecting **Settings** from the list.

- ❑ Folder: Select the save folder for the scanned image from the list.

You can select another folder or create a new folder by selecting **Select** from the list.

- Click **Scan**.

Related Information

- ➡ [“Placing Originals” on page 32](#)
- ➡ [“Application for Scanning Documents and Images \(Epson Scan 2\)” on page 187](#)

Scanning from Smart Devices

Epson iPrint is an application that allows you to scan photos and documents from a smart device, such as a smartphone or tablet, that is connected to the same wireless network as your printer. You can save the scanned data on a smart device or to Cloud services, send it by email, or print it.



Installing Epson iPrint

You can install Epson iPrint on your smart device from the following URL or QR code.

<http://ipr.to/c>

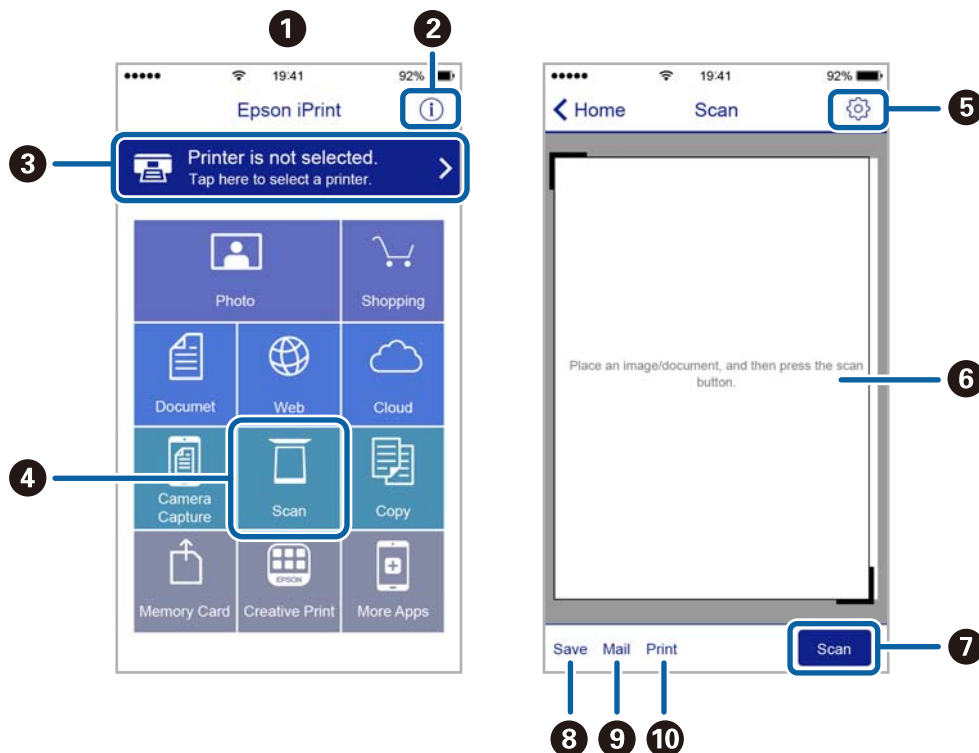


Scanning Using Epson iPrint

Start Epson iPrint from your smart device and select the item you want to use from the home screen.

Scanning

The following screens are subject to change without notice.



1	Home screen displayed when the application is started.
2	Displays information on how to setup the printer and a FAQ.
3	Displays the screen where you can select the printer and make printer settings. Once you have selected the printer, you do not need to select it again from the next time.
4	Displays the scanning screen.
5	Displays the screen where you can make scan settings such as resolution.
6	Displays scanned images.
7	Starts scanning.
8	Displays the screen where you can save scanned data to a smart device or Cloud services.
9	Displays the screen where you can send scanned data by email.
10	Displays the screen where you can print scanned data.

Scanning by Touching Smart Devices to the N-Mark

You can simply connect and scan by touching your smart device to the printer's N-Mark.

Make sure that you prepare the following before using this feature.

Scanning

- ❑ Enable the NFC function on your smart device.

Only Android 4.0 or later supports NFC. (Near Field Communication)

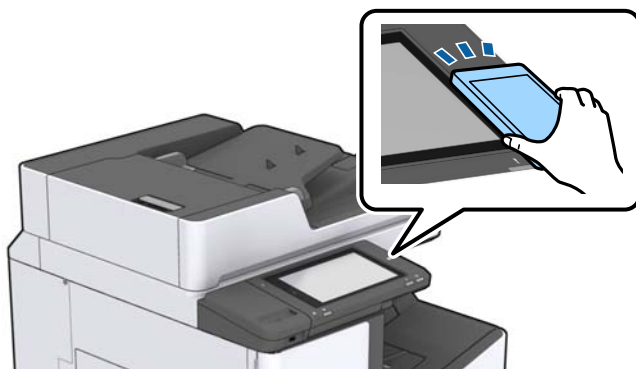
The location and NFC functions vary depending on the smart device. See the documentation provided with your smart device for details.

- ❑ Installed Epson iPrint on your smart device.

Touch your smart device to the printer's N-Mark to install it.

- ❑ Enable the Wi-Fi Direct on your printer.

1. Place the originals in the printer.
2. Touch your smart device to the printer's N-Mark.



Note:

- ❑ *The printer may not be able to communicate with the smart device when there are obstacles such as metal between the printer's N-Mark and the smart device.*
- ❑ *Administrators may block this feature. In this case, smart devices only make a sound and do not start any applications even if you touch them to the printer's N-Mark.*

Epson iPrint starts.

3. Select the scan menu in Epson iPrint.
4. Touch the smart device to the printer's N-Mark again.

Scanning starts.

Related Information

➡ [“Placing Originals” on page 32](#)

Printing

Printing Files from a Memory Device

You can print JPEG, PDF, and TIFF files from a memory device connected to the printer.

Printing JPEG Files from a Memory Device

Note:

If you have more than 999 images on your memory device, images are automatically divided into groups and the group selection screen is displayed. Images are sorted by the date they were taken.

1. Connect the memory device to the printer's external interface USB port.
2. Tap **Memory Device** on the home screen.
3. Tap **JPEG**.

The images on the memory device are displayed as thumbnails.

Tap  to change the **Display order** or make settings for **Select All Images**, **Cancel Image Selection**, and **Select Group**.

4. Tap the files you want to print.

Selected images have check marks on them.

To preview one image, tap **Single View**. You can enlarge the image by tapping . Tap  or  to preview the previous or next image.

5. Set the paper source and the color mode that you want to use on the **Basic Settings** tab.
6. Set the other items on the **Advanced** tab as necessary.
For more information on detailed settings, see the menus for Memory Device.
7. Set the number of prints by tapping the value.
8. Tap  to start printing.
9. Remove the memory device from the printer.

Related Information

- ➔ [“Inserting and Removing an External USB Device” on page 36](#)
- ➔ [“Basic Menu Options for JPEG Settings” on page 133](#)
- ➔ [“Advanced Menu Options for JPEG Settings” on page 134](#)

Printing PDF or TIFF Files from a Memory Device

1. Connect the memory device to the printer's external interface USB port.
2. Tap **Memory Device** on the home screen.
3. Tap **PDF** or **TIFF**.
The files on the memory device are displayed as a list.
4. Tap the file you want to print.
5. Set the paper source and the color mode that you want to use on the **Basic Settings** tab.
6. Set the other items on the **Advanced** tab as necessary.
For more information on detailed settings, see the menus for the memory device.
7. Set the number of prints by tapping the value.
8. Tap  to start printing.
9. Remove the memory device from the printer.

Related Information

- ➔ [“Inserting and Removing an External USB Device” on page 36](#)
- ➔ [“Basic Menu Options for PDF Settings” on page 134](#)
- ➔ [“Advanced Menu Options for PDF Settings” on page 135](#)
- ➔ [“Basic Menu Options for TIFF Settings” on page 135](#)
- ➔ [“Advanced Menu Options for TIFF Settings” on page 136](#)

Menu Options for Memory Device

Tap **Memory Device** on the printer's home screen to make various print settings for the file on the memory device.

Basic Menu Options for JPEG Settings



(Options) :

Make settings for ordering, selecting, and deselecting image data.

Paper Setting:

Specify the paper source settings which you want to print on.

Layout:

Select the way of layout the JPEG files. **1-up** is for printing a file per a page. **20-up** is for printing 20 files per a page. **Index** is for making index printing with information.

Printing

Fit Frame:

Select **On** to crop the image to fit into the selected print layout automatically. If the aspect ratio of the image data and the paper size is different, the image is automatically enlarged or reduced so that the short sides match the short sides of the paper. The long side of the image is cropped if it extends beyond the long side of the paper. This feature may not work for panorama photos.

Color Mode:

Select a color setting whether you normally print in **B&W** or **Color**.

Advanced Menu Options for JPEG Settings

Finishing:

☐ Finishing

Select **Collate (Page Order)** to print multi-page documents collated in order and sorted into sets. Select **Group (Same Pages)** to print multi-page documents by acquiring the same numbered pages as the group.

☐ Eject Paper

Select **Shift Sort*** to offset each set of copies.

☐ Staple*

Select the staple location.

* Displayed when the finisher unit is installed.

Quality:

Select **Best** for higher quality printing, but the printing speed may be slower.

Fix Photo:

Select this mode to improve the brightness, contrast, and saturation of the photo automatically. To turn off automatic improvement, select **Enhance Off**.

Fix Red-Eye:

Select **On** to automatically fix the red-eye effect in photos. Corrections are not applied to the original file, only to the printouts. Depending on the type of photo, parts of the image other than the eyes may be corrected.

Date:

Select the format of the date the photo was taken or saved. The date is not printed for some layouts.

Related Information

- ➡ [“Types and codes of Optional Items” on page 176](#)
- ➡ [“Ejecting Paper and Stapling Using the Finisher Unit” on page 176](#)

Basic Menu Options for PDF Settings

You can make print settings for PDF format files on your memory devices.

Printing

Display order :

Select a sort setting to display the files on the LCD screen.

Paper Setting:

Specify the paper source settings which you want to print on.

2-Sided:

Select **On** to print PDF files using 2-Sided printing. You can also select the binding method in the **Binding Position** setting.

Print Order:

Select the order for printing multi-page PDF files.

Color Mode:

Select a color setting whether you normally print in **B&W** or **Color**.

Advanced Menu Options for PDF Settings

Finishing

☐ Finishing:

Select **Collate (Page Order)** to print multi-page documents collated in order and sorted into sets.
Select **Group (Same Pages)** to print multi-page documents by acquiring the same numbered pages as the group.

☐ Eject Paper:

Select **Rotate Sort** to print alternately in the portrait orientation from one paper source and the landscape orientation from another paper source. Choose **Auto** as the **Paper Setting** when using this feature. Select **Shift Sort*** to offset each set of copies.

☐ Staple* :

Select the staple location.

* Displayed when the finisher unit is installed.

Related Information

➔ [“Types and codes of Optional Items” on page 176](#)

➔ [“Ejecting Paper and Stapling Using the Finisher Unit” on page 176](#)

Basic Menu Options for TIFF Settings

You can make print settings for TIFF format files in you memory devices.

Display order:

Changes the order of the files.

Paper Setting:

Specify the paper source settings which you want to print on.

Printing

Layout:

Select how to layout the Multi-TIFF file. **1-up** is for printing one page per sheet. **20-up** is for printing 20 pages on one sheet. **Index** is for making index printing with information.

Fit Frame:

Select **On** to crop the photo to fit into the selected photo layout automatically. If the aspect ratio of the image data and the paper size is different, the image is automatically enlarged or reduced so that the short sides match the short sides of the paper. The long side of the image is cropped if it extends beyond the long side of the paper. This feature may not work for panorama photos.

Color Mode:

Select a color setting whether you normally print in **B&W** or **Color**.

Advanced Menu Options for TIFF Settings

Finishing:

☐ Finishing

Select **Collate (Page Order)** to print multi-page documents collated in order and sorted into sets. Select **Group (Same Pages)** to print multi-page documents by acquiring the same numbered pages as the group.

☐ Eject Paper

Select **Shift Sort*** to offset each set of copies.

☐ Staple*

Select the staple location.

* Displayed when the finisher unit is installed.

Quality:

Select **Best** for higher quality printing, but the printing speed may be slower.

Print Order:

Select the order for printing multi-page TIFF files.

Date:

Select the format of the date the photo was taken or saved. The date is not printed for some layouts.

Related Information

- ➔ [“Types and codes of Optional Items” on page 176](#)
- ➔ [“Ejecting Paper and Stapling Using the Finisher Unit” on page 176](#)

Printing from the Printer Driver on Windows

If you cannot change some of the printer driver settings, they may have been restricted by the administrator. Contact your printer administrator for assistance.

Accessing the Printer Driver

When accessing the printer driver from the computer's control panel, the settings are applied to all of the applications.

Accessing the printer driver from the control panel

☐ Windows 10/Windows Server 2016

Right-click the start button or press and hold it, and then select **Control Panel > View devices and printers** in **Hardware and Sound**. Right-click on your printer, or press and hold it and then select **Printing preferences**.

☐ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

Select **Desktop > Settings > Control Panel > View devices and printers** in **Hardware and Sound**. Right-click on your printer, or press and hold it and then select **Printing preferences**.

☐ Windows 7/Windows Server 2008 R2

Click the start button, and select **Control Panel > View devices and printers** in **Hardware and Sound**. Right-click on your printer and select **Printing preferences**.

☐ Windows Vista/Windows Server 2008

Click the start button, and select **Control Panel > Printers** in **Hardware and Sound**. Right-click on your printer and select **Select printing preferences**.

☐ Windows XP/Windows Server 2003 R2/Windows Server 2003

Click the start button, and select **Control Panel > Printers and Other Hardware > Printers and Faxes**. Right-click on your printer and select **Printing preferences**.

Accessing the printer driver from the printer icon on the task bar

The printer icon on the desktop task bar is a shortcut icon allowing you to quickly access the printer driver.

If you click the printer icon and select **Printer Settings**, you can access the same printer settings window as the one displayed from the control panel. If you double-click this icon, you can check the status of the printer.

Note:

*If the printer icon is not displayed on the task bar, access the printer driver window, click **Monitoring Preferences** on the **Maintenance** tab, and then select **Register the shortcut icon to the taskbar**.*

Printing Basics

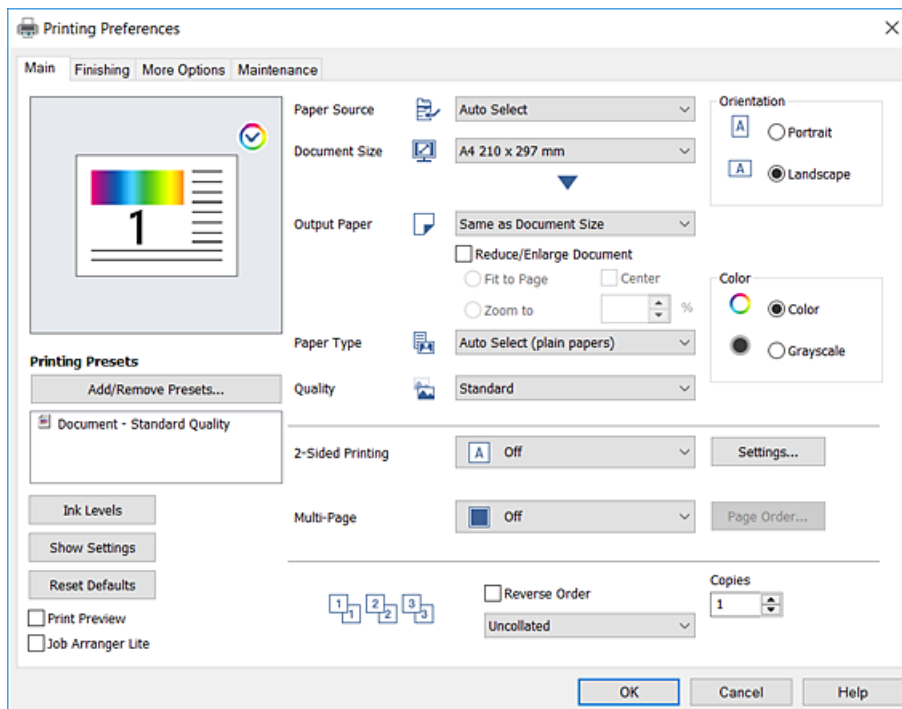
Note:

Operations may differ depending on the application. See the application's help for details.

1. Open the file you want to print.
Load paper in the printer if it has not already been loaded.
2. Select **Print** or **Page Setup** from the **File** menu.
3. Select your printer.

Printing

4. Select **Preferences** or **Properties** to access the printer driver window.



5. Change the settings as necessary.

See the menu options for the printer driver for details.

Note:

- ☐ You can also see the online help for explanations of the setting items. Right-clicking an item displays **Help**.
- ☐ When you select **Print Preview**, you can see a preview of your document before printing.

6. Click **OK** to close the printer driver window.

7. Click **Print**.

Note:

When you select **Print Preview**, a preview window is displayed. To change the settings, click **Cancel**, and then repeat the procedure from step 2.

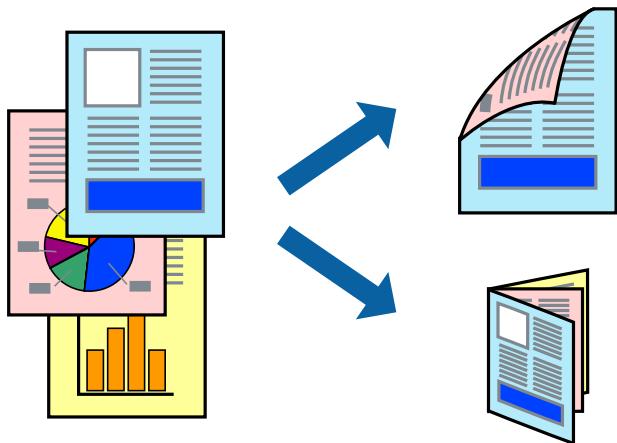
Related Information

- ➔ [“Available Paper Types and Capacities” on page 27](#)
- ➔ [“How to Load Papers” on page 30](#)
- ➔ [“Setting the Paper Type” on page 32](#)
- ➔ [“Menu Options for the Printer Driver” on page 154](#)

Printing

Printing on 2-Sides

You can print on both sides of the paper. You can also print a booklet that can be created by re-ordering the pages and folding the printout.



Note:

- ❑ *If you do not use paper that is suitable for 2-sided printing, the print quality may decline and paper jams may occur.*
- ❑ *Depending on the paper and the data, ink may bleed through to the other side of the paper.*

Related Information

- ➔ [“Available Paper Types and Capacities” on page 27](#)

Print Settings

1. On the printer driver's **Main** tab, select **Auto (Long-edge binding)** or **Auto (Short-edge binding)** from **2-Sided Printing**.
2. Click **Settings**, make the appropriate settings, and then click **OK**.
To print a folded booklet, select **Booklet**.
3. Click **Print**.

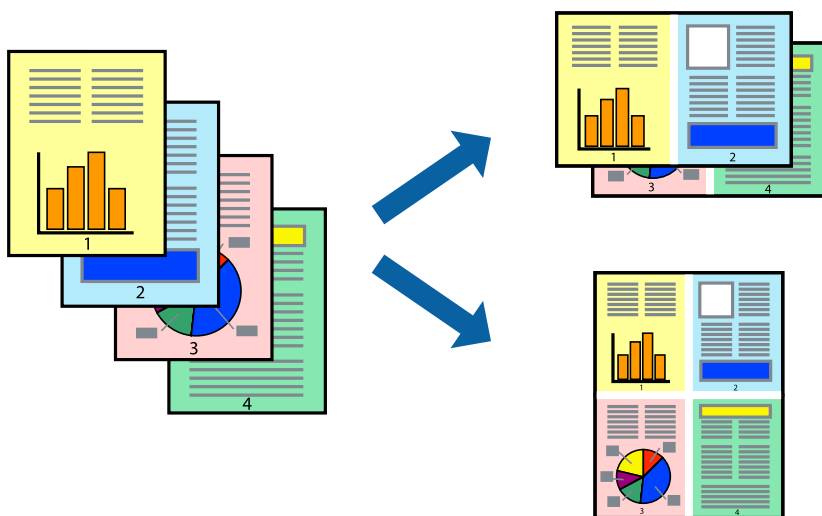
Related Information

- ➔ [“Printing Basics” on page 137](#)
- ➔ [“Main Tab” on page 155](#)

Printing

Printing Several Pages on One Sheet

You can print two or four pages of data on a single sheet of paper.



Print Settings

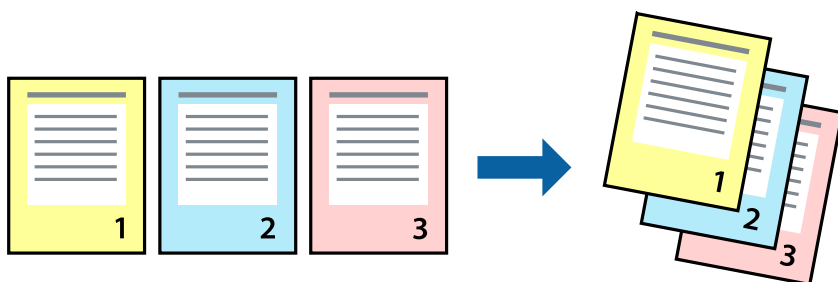
On the printer driver's **Main** tab, select **2-Up** or **4-Up** as the **Multi-Page** setting.

Related Information

- ➡ [“Printing Basics” on page 137](#)
- ➡ [“Main Tab” on page 155](#)

Printing and Stacking in Page Order (Reverse Order Printing)

If you use this feature when you select the face up tray as the **Output Tray** setting on the **Finishing** tab, you can print from the last page so that the documents are stacked in page order.



Print Settings

On the printer driver's **Main** tab, select **Reverse Order**.

Related Information

- ➡ [“Printing Basics” on page 137](#)

➔ [“Main Tab” on page 155](#)

Printing a Reduced or Enlarged Document

You can reduce or enlarge the size of a document by a specific percentage or to fit the paper size you loaded in the printer.



Print Settings

On the printer driver's **Main** tab, select the document size from the **Document Size** setting. Select the paper size you want to print on from the **Output Paper** setting. If you want to reduce or enlarge the document by a specific percentage, select **Zoom to**, and then enter the percentage.

Select **Center** to print the images in the center of the page.

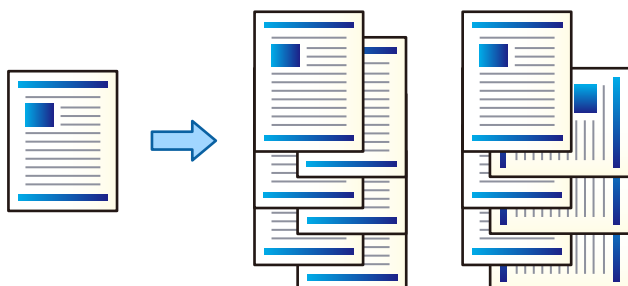
Related Information

➔ [“Printing Basics” on page 137](#)

➔ [“Main Tab” on page 155](#)

Stacking Each Set of Copies by Alternately Rotating 90 Degrees or by Offsetting

You can sort the printouts by stacking them alternately in the portrait orientation and the landscape orientation. If you install the optional Finisher unit, you can also sort by offsetting each set of copies or staple the documents.



Printing

Print Settings

1. On the printer Driver's **Finishing** tab, select the method for stacking multiple copies from the **Sort** setting.
 - ☐ **Rotate Sort:** Stacks the printouts alternately in the portrait orientation and the landscape orientation when printing multiple copies.

This feature uses two paper sources. Load paper in the portrait orientation in the paper source, load paper in the landscape orientation in the other paper source, and then select **Auto Select** as the **Paper Source** setting. Select **Auto Select** or **Face Down Tray** as the **Output Tray** setting. The printouts are stacked in the Face Down Tray.
 - ☐ **Shift Sort:** Offsets each set of copies when printing multiple copies. This option is available when the optional Finisher Unit is installed.
2. If the optional Finisher Unit is installed, select the staple location as necessary.
3. Set the other items, and then click **OK**.
4. Click **Print**.

Related Information

- ➡ [“Printing Basics” on page 137](#)
- ➡ [“Finishing Tab” on page 155](#)

Storing Data in the Printer's Memory for Printing

When printing a large volume of documents, you can print one copy to check the contents. To print after making the second copy, operate the printer's control panel.

Print Settings

1. On the printer driver's **Finishing** tab, select **Verify Job** as the **Job Type** setting.
2. Click **Settings**, enter the **User Name** and **Job Name**, and then click **OK**.

You can identify the job by using the job name on the printer's control panel.
3. Set other items, and then click **OK**.
4. Click **Print**.

Only one copy is printed, and the print job is stored in the printer's memory.
The stored job is deleted when the printer is turned off.

Related Information

- ➡ [“Printing Basics” on page 137](#)
- ➡ [“Finishing Tab” on page 155](#)

Printing

Printing a Stored Job

1. Tap **Print Stored Documents** on the printer's control panel.

2. Select the job you want to print.

Select the **User Name** from the list, and then select the job. If you are asked to enter a password, enter the one you set on the printer driver.

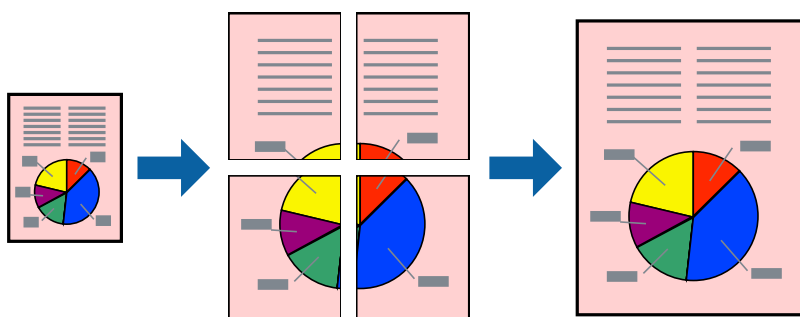
3. Tap  to start printing.

Note:

Tap **Delete** to delete the job.

Printing One Image on Multiple Sheets for Enlargement (Creating a Poster)

This feature allows you to print one image on multiple sheets of paper. You can create a larger poster by taping them together.



Print Settings

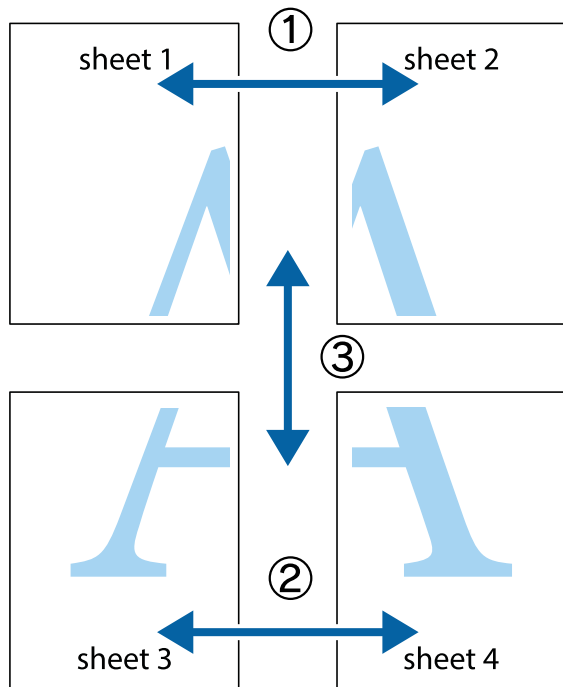
On the printer driver's **Main** tab, select **2x1 Poster**, **2x2 Poster**, **3x3 Poster**, or **4x4 Poster** as the **Multi-Page** setting. If you click **Settings**, you can select the panels that you do not want to print. You can also select the cutting guide options.

Related Information

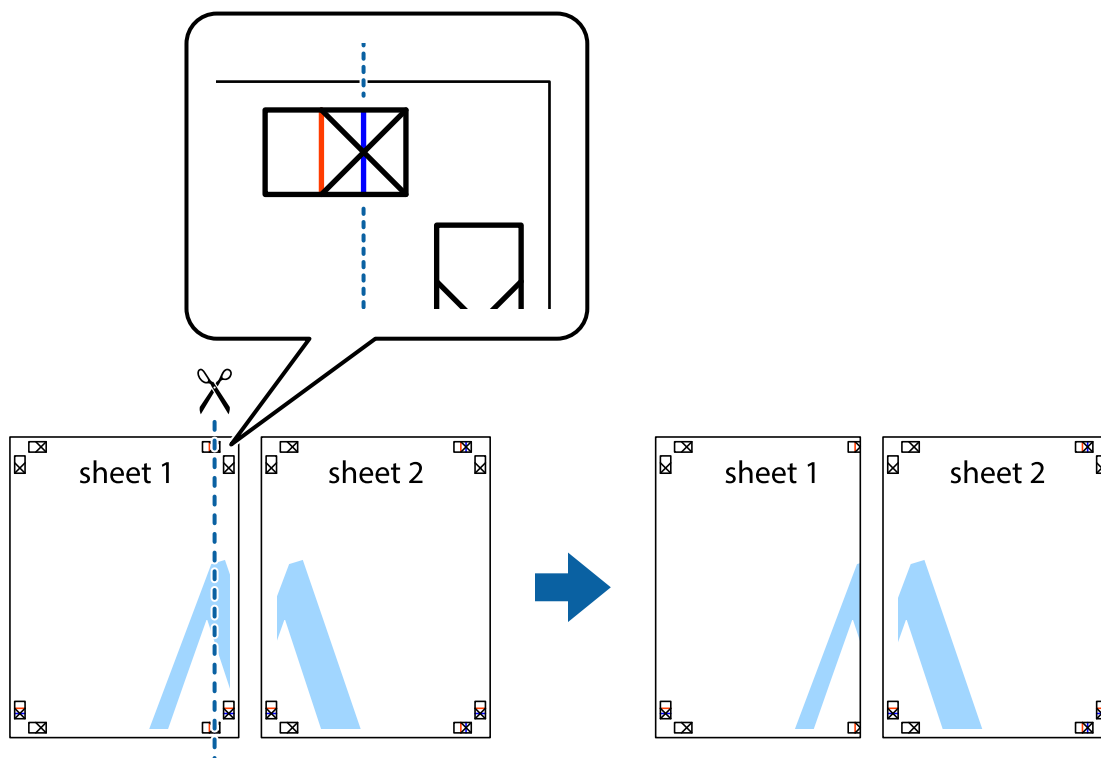
- ➡ [“Printing Basics” on page 137](#)
- ➡ [“Main Tab” on page 155](#)

Making Posters Using Overlapping Alignment Marks

Here is an example of how to make a poster when **2x2 Poster** is selected, and **Overlapping Alignment Marks** is selected in **Print Cutting Guides**.

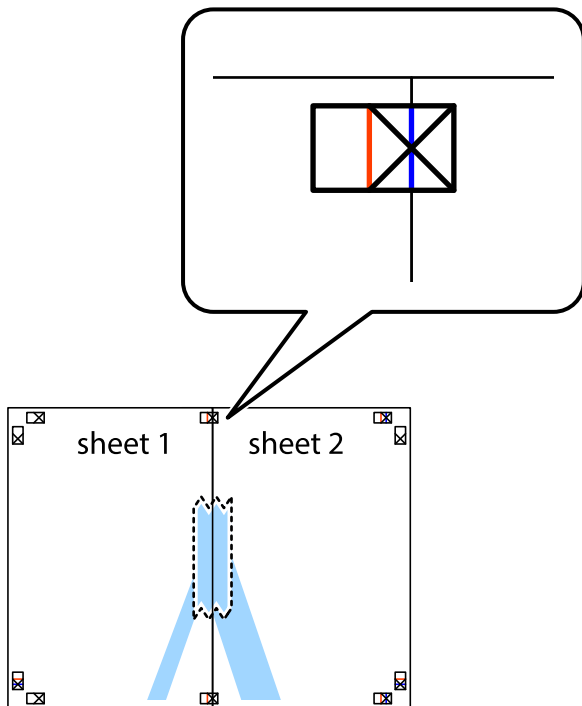


1. Prepare Sheet 1 and Sheet 2. Cut off the margins of Sheet 1 along the vertical blue line through the center of the top and bottom cross marks.

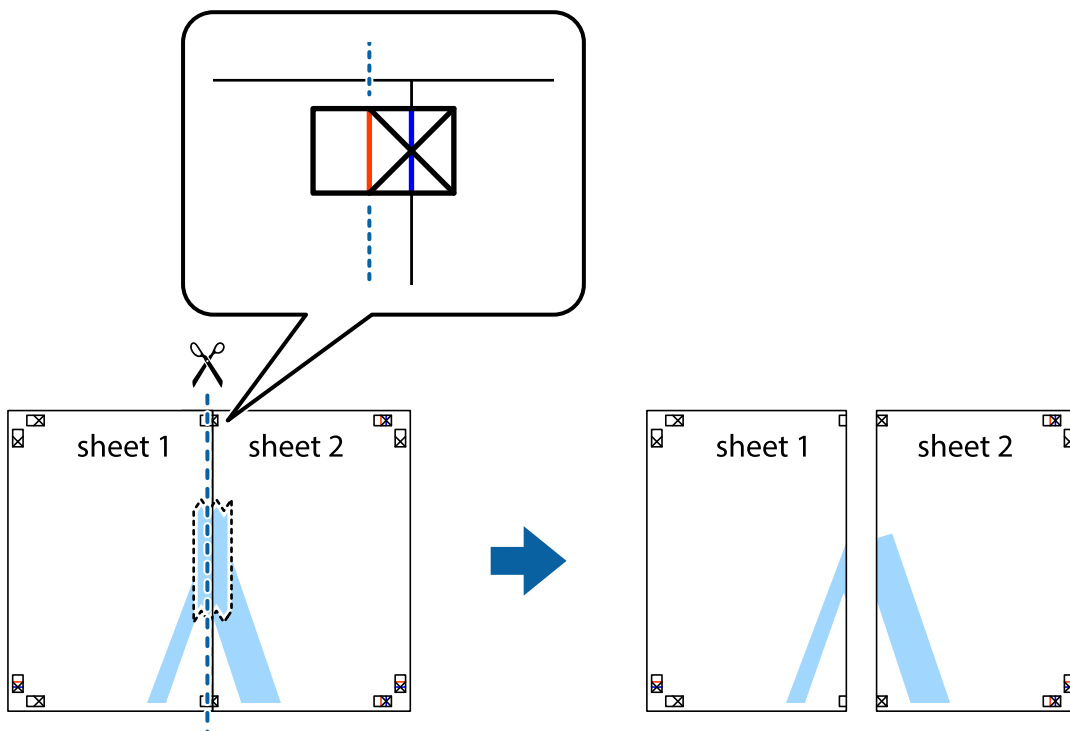


Printing

2. Place the edge of Sheet 1 on top of Sheet 2 and align the cross marks, then temporarily tape the two sheets together from the back.

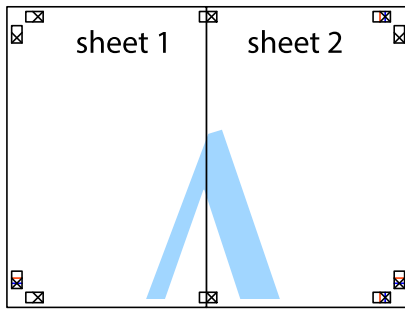


3. Cut the taped sheets in two along the vertical red line through the alignment markers (this time, the line to the left of the cross marks).

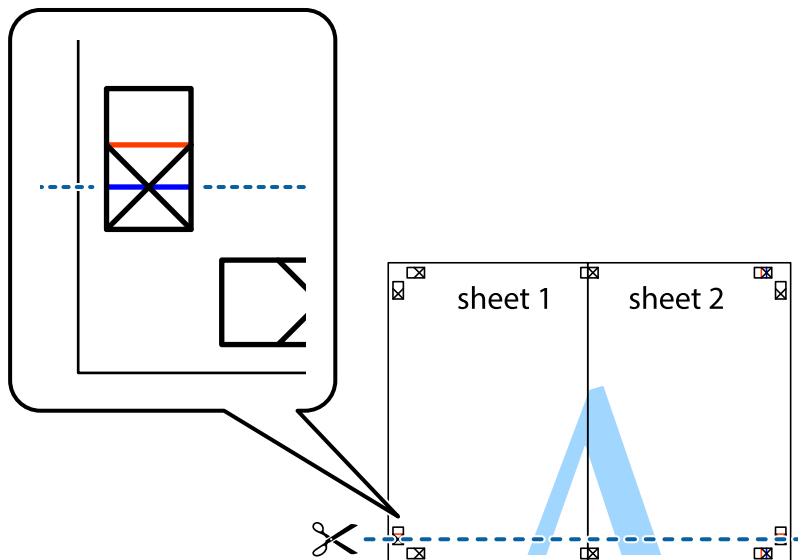


Printing

4. Tape the sheets together from the back.

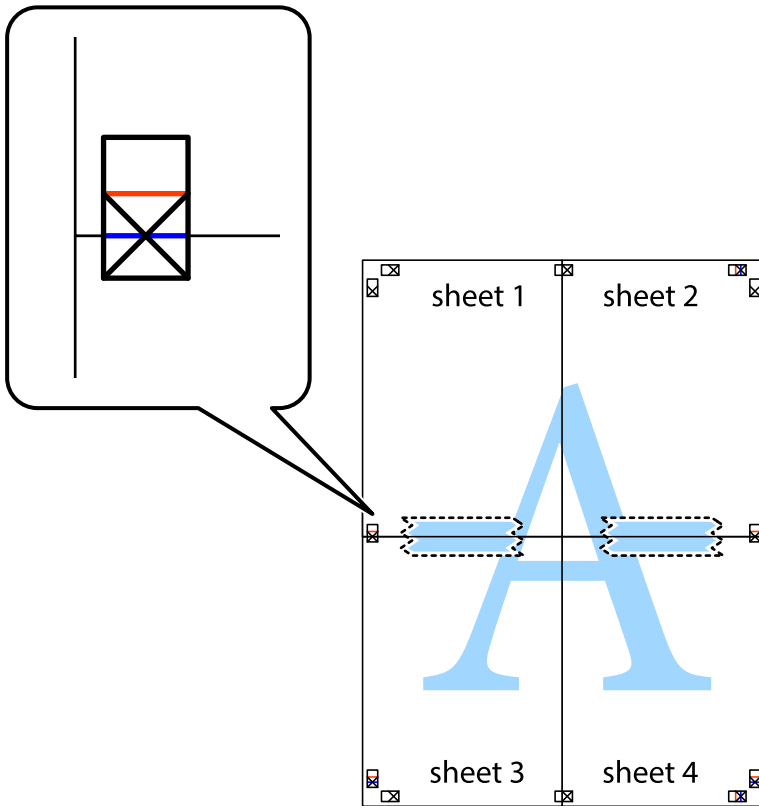


5. Repeat steps 1 to 4 to tape Sheet 3 and Sheet 4 together.
6. Cut off the margins of Sheet 1 and Sheet 2 along the horizontal blue line through the center of the left and right side cross marks.



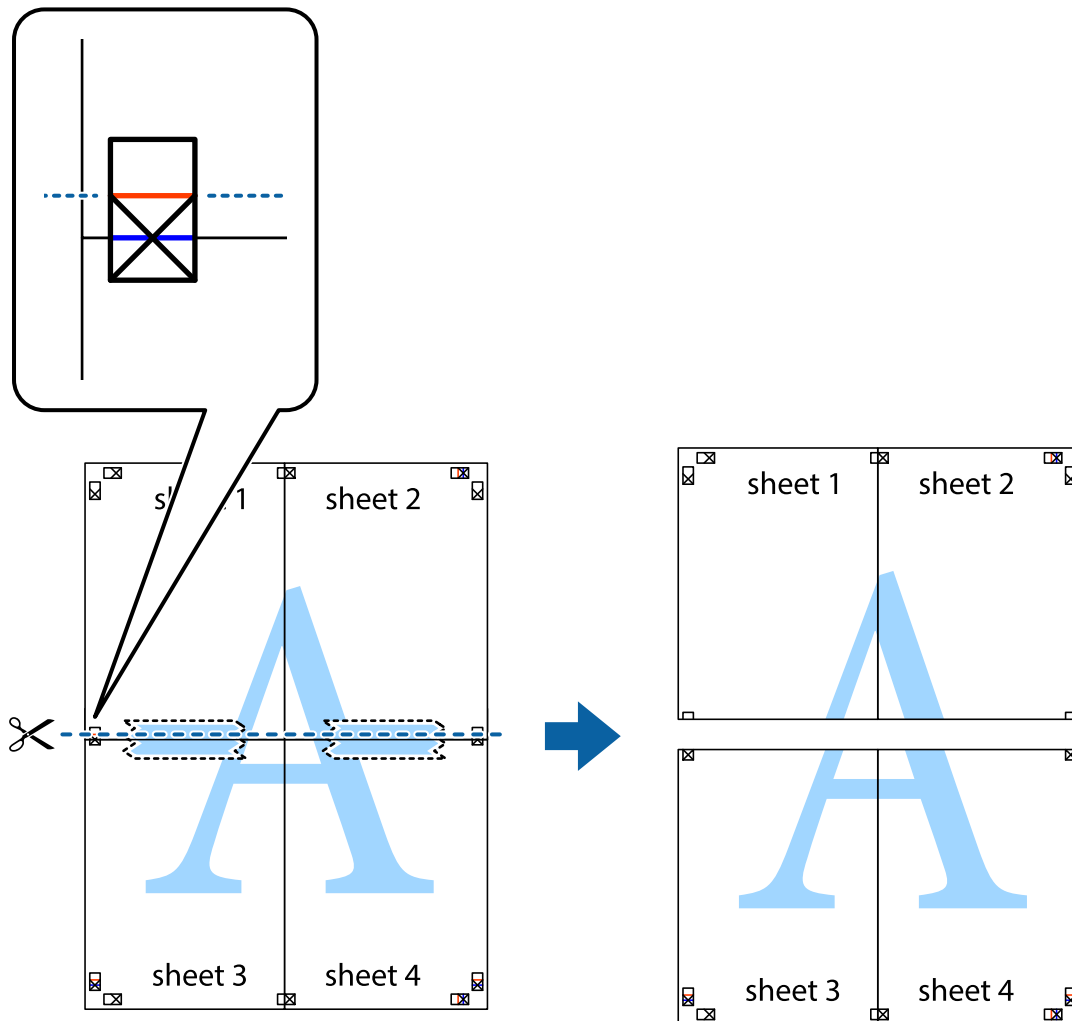
Printing

7. Place the edge of Sheet 1 and Sheet 2 on top of Sheet 3 and Sheet 4 and align the cross marks, and then temporarily tape them together from the back.

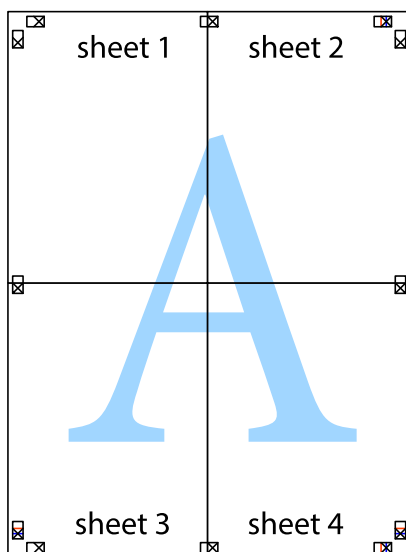


Printing

8. Cut the taped sheets in two along the horizontal red line through the alignment markers (this time, the line above the cross marks).

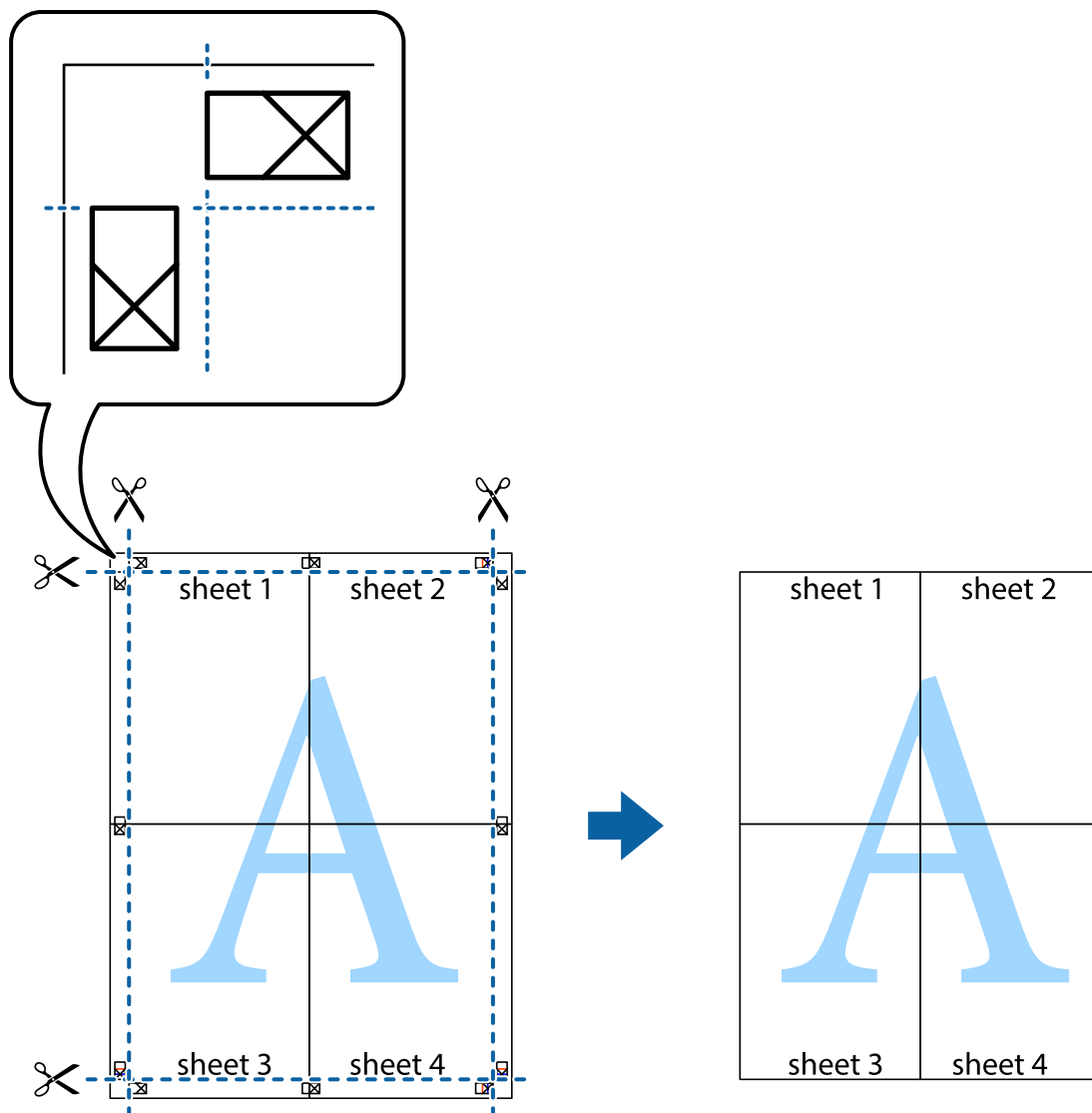


9. Tape the sheets together from the back.



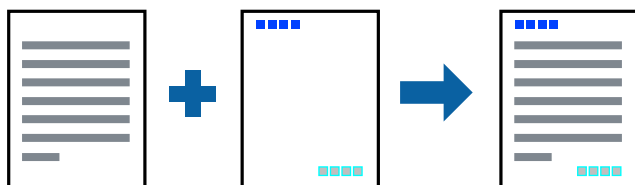
Printing

- Cut off the remaining margins along the outer guide.



Printing with a Header and Footer

You can print information such as a user name and printing date in headers or footers.



Print Settings

On the printer driver's **More Options** tab, click **Watermark Features**, and then select **Header/Footer**. Click **Settings**, and then select the items you want to print.

Printing

Related Information

- ➔ [“Printing Basics” on page 137](#)
- ➔ [“More Options Tab” on page 156](#)

Printing a Watermark

You can print a watermark such as "Confidential" or an anti-copy pattern on your printouts. If you print with an anti-copy pattern, the hidden letters appear when photocopied in order to distinguish the original from the copies.



Anti-Copy Pattern is available under the following conditions:

- ☐ Paper: Plain paper, Copy paper, Letterhead, Recycled paper, Colored paper, Preprinted paper, High quality plain paper, Thick paper with 160g/m² thickness or less
- ☐ Quality: Standard
- ☐ Automatic 2-sided printing: Not selected
- ☐ Color Correction: Automatic

Note:

You can also add your own watermark or anti-copy pattern.

Print Settings

On the printer driver's **More Options** tab, click **Watermark Features**, and then select Anti-Copy Pattern or Watermark. Click **Settings** to change details such as the size, density, or position of the pattern or the mark.

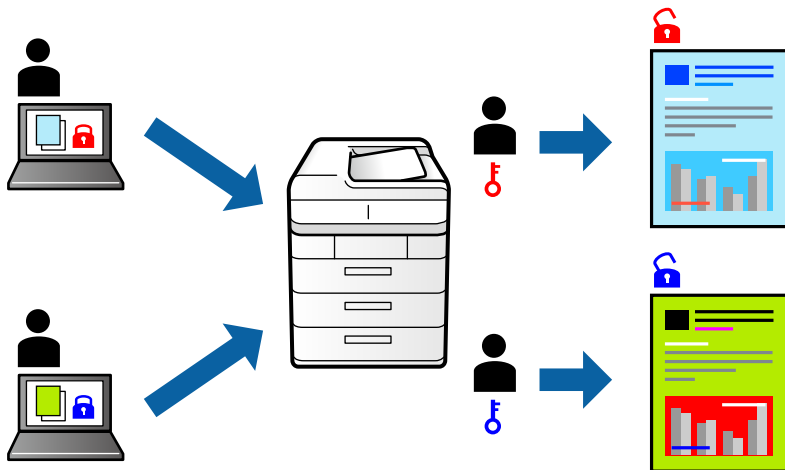
Related Information

- ➔ [“Printing Basics” on page 137](#)
- ➔ [“More Options Tab” on page 156](#)

Printing

Printing Password-Protected Files

You can set a password for a print job so that it starts printing only after entering the password on the printer's control panel.



Print Settings

On the printer driver's **More Options** tab, select **Confidential Job**, and then enter a password.

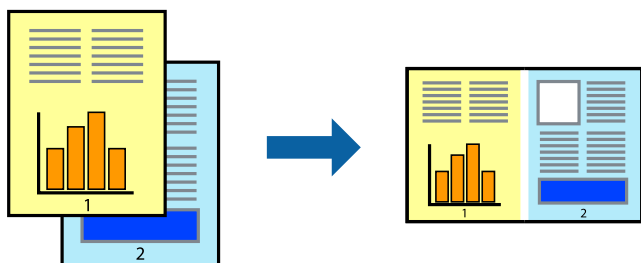
To print the job, tap **Confidential Job** on the home screen of the printer's control panel. Select the job you want to print, and then enter the password.

Related Information

- ➔ [“Printing Basics” on page 137](#)
- ➔ [“More Options Tab” on page 156](#)

Printing Multiple Files Together

Job Arranger Lite allows you to combine several files created by different applications and print them as a single print job. You can specify the print settings for combined files, such as multi-page layout, and 2-sided printing.



Print Settings

On the printer driver's **Main** tab, select **Job Arranger Lite**. When you start printing, the Job Arranger Lite window is displayed. With the Job Arranger Lite window opened, open the file that you want to combine with the current file, and then repeat the above steps.

Printing

When you select a print job added to Print Project in the Job Arranger Lite window, you can edit the page layout.

Click **Print** from the **File** menu to start printing.

Note:

*If you close the Job Arranger Lite window before adding all the print data to the Print Project, the print job you are currently working on is canceled. Click **Save** from the **File** menu to save the current job. The extension of the saved files is ".ecl".*

*To open a Print Project, click **Job Arranger Lite** on the printer driver's **Maintenance** tab to open the Job Arranger Lite window. Next, select **Open** from the **File** menu to select the file.*

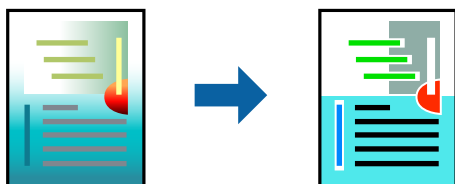
Related Information

➡ ["Printing Basics" on page 137](#)

➡ ["Main Tab" on page 155](#)

Printing Using the Color Universal Print Feature

You can enhance the visibility of texts and images in printouts.



Color Universal Print is only available when the following settings are selected.

- ☐ Paper: Plain paper, Copy paper, Letterhead, Recycled paper, Colored paper, Preprinted paper, High quality plain paper, Thick paper with 160g/m² thickness or less
- ☐ Quality: **Standard** or a higher quality
- ☐ Print Color: **Color**
- ☐ Applications: Microsoft® Office 2007 or later
- ☐ Text Size: 96 pts or smaller

Print Settings

On the printer driver's **More Options** tab, click **Image Options** in the **Color Correction** setting. Select an option from the **Color Universal Print** setting. Click **Enhancement Options** to make further settings.

Note:

- ☐ Certain characters may be altered by patterns, such as "+" appearing as "±".
- ☐ Application-specific patterns and underlines may alter content printed using these settings.
- ☐ Print quality may decrease in photos and other images when using Color Universal Print settings.
- ☐ Printing is slower when using Color Universal Print settings.

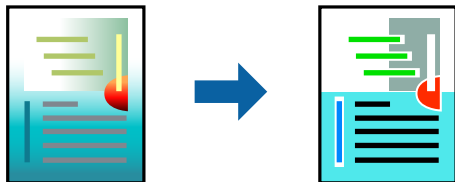
Related Information

➡ ["Printing Basics" on page 137](#)

➡ ["More Options Tab" on page 156](#)

Adjusting the Print Color

You can adjust the colors used in the print job.



Note:

These adjustments are not applied to the original data.

Print Settings

On the printer driver's **More Options** tab, select **Custom** as the **Color Correction** setting. Click **Advanced** to open the **Color Correction** window, and then select the method of color correction.

Note:

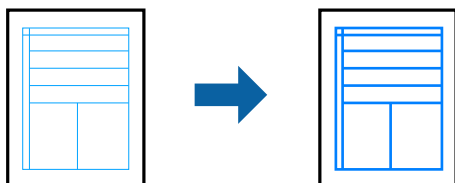
- ☐ **Automatic** is selected as default on the **More Options** tab. With this setting, the colors are automatically adjusted to match the paper type and print quality settings.
- ☐ **PhotoEnhance** on the **Color Correction** window adjusts the color by analyzing the location of the subject. Therefore, if you have changed the location of the subject by reducing, enlarging, cropping, or rotating the image, the color may change unexpectedly. If the image is out of focus, the tone may be unnatural. If the color is changed or becomes unnatural, print in a mode other than **PhotoEnhance**.

Related Information

- ➔ [“Printing Basics” on page 137](#)
- ➔ [“More Options Tab” on page 156](#)

Printing to Emphasize Thin Lines

You can thicken thin lines that are too thin to print.



Print Settings

On the printer driver's **More Options** tab, click **Image Options** in the **Color Correction** setting. Select **Emphasize Thin Lines**.

Related Information

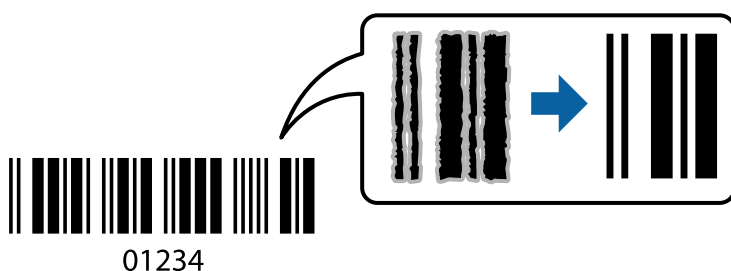
- ➔ [“Printing Basics” on page 137](#)

Printing

➔ [“More Options Tab” on page 156](#)

Printing Clear Bar Codes

You can print a bar code clearly and make it easy to scan. Only enable this feature if the bar code you printed cannot be scanned.



You can use this feature under the following conditions.

- ☐ Paper Type: plain papers, Letterhead, Recycled, Color, Preprinted, High quality plain paper, Thick paper with 160g/m² thickness or less, Envelope
- ☐ Quality: Standard

Note:

Deblurring may not always be possible depending on the circumstances.

Print Settings

On the printer driver's **Maintenance** tab, click **Extended Settings**, and then select **Barcode mode**.

Related Information

- ➔ [“Printing Basics” on page 137](#)
- ➔ [“Maintenance Tab” on page 157](#)

Canceling Printing

You can cancel a print job from the computer. However, you cannot cancel a print job from the computer once it has been completely sent to the printer. In this case, cancel the print job by using the printer's control panel.

Canceling

On your computer, right-click on your printer in **Devices and Printers**, **Printer**, or in **Printers and Faxes**. Click **See what's printing**, right-click on the job you want to cancel, and then select **Cancel**.

Menu Options for the Printer Driver

Open the print window in an application, select the printer, and then access the printer driver window.

Printing

Note:

Menus vary depending on the option you selected.

Main Tab

Printing Presets	Add/Remove Presets	You can add or remove your own presets for frequently used print settings. Select the preset you want to use from the list.
Ink Levels	Displays the approximate level of the ink.	
Show Settings	Displays a list of items currently set on the Main , Finishing , and More Options tabs.	
Reset Defaults	Return all settings to their factory default values. The settings on the Finishing and the More Options tabs are also reset to their defaults.	
Print Preview	Displays a preview of your document before printing.	
Job Arranger Lite	Select to print using the Job Arranger Lite feature.	
Paper Source	Select the paper source from which the paper is fed. Select Auto Select to automatically select the paper source selected in Paper Setting on the printer.	
Orientation	Select the orientation you want to use to print.	
Document Size	Select the size of your document. If you select User-Defined , enter the paper width and height.	
Output Paper	Select the paper size on which you want to print. If the Output Paper differs from the Document Size , Reduce/Enlarge Document and Fit to Page are selected automatically. If you want to reduce or enlarge the document by a specific percentage, select Zoom to , and then enter the percentage. Select Center to print the images in the center of the page.	
Color	Select the color for your print job.	
Paper Type	Select the type of paper on which you print.	
Quality	Select the print quality you want to use for printing. Available settings depend on the paper type you select.	
2-Sided Printing	Allows you to perform 2-sided printing.	
	Settings	You can specify the binding edge, the binding margins. When printing multi-page documents, you can select to print starting from either the front or the back side of the page.
Multi-Page	Allows you to print several pages on one sheet or perform poster printing. Click Page Order to specify the order in which pages are printed.	
Reverse Order	When you select the face up tray as the Output Tray setting, you can print from the last page so that the documents are stacked in page order.	
Collated	Select when printing multi-page documents collated in order or sorted into sets.	
Copies	Set the number of copies you want to print.	

Finishing Tab

Reset Defaults	Return all settings to their factory default values. The settings on the Main and More Options tabs are also reset to their defaults.
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Printing

Show Settings	Displays a list of items currently set on the Main , Finishing , and More Options tabs.	
Job Type	Select whether to store print data on the printer.	
	Normal Print	Printing starts without storing.
	Verify Job	When printing multiple copies, allows you to print one copy to check the content. To print after making the second copy, operate the printer's control panel. Click Settings to set User Name and Job Name .
	Re-Print Job	Allows you to store the print job in the printer's memory. You can start printing by operating the printer's control panel. Click Settings to set User Name and Job Name .
Paper Source	Select the paper source from which the paper is fed. Select Auto Select to automatically select the paper source selected in the Paper Setting on the printer.	
Output Tray	Select which output tray to use for printouts. The output tray may be automatically selected based on other print settings.	
Sort	Select how to sort multiple copies.	
	Rotate Sort	Stacks printouts alternately in the portrait orientation and the landscape orientation. To use this feature, select Auto Select as the Paper Source setting and Auto Select or Face Down Tray as the Output Tray setting. The printouts are stacked in the face down tray.
	Shift Sort*	Offsets each set of copies. You can select this option only when you select Finisher Tray as the Output Tray setting.
Staple*	Select the staple location.	
Mixed Paper Size*	When the following document sizes are mixed, stacks the printouts by aligning the short edge of the large size paper and the long edge of the small size paper. Select Specify Orientation, and then click Settings to set the paper orientation and the binding margin. ☐ A3/A4 ☐ Ledger/Letter ☐ B4/B5 ☐ 8K/16K	

* Available when the optional Finisher Unit is installed.

More Options Tab

Printing Presets	Add/Remove Presets	You can add or remove your own presets for frequently used print settings. Select the preset you want to use from the list.
Show Settings	Displays a list of items currently set on the Main , Finishing , and More Options tabs.	
Reset Defaults	Return all settings to their factory default values. The settings on the Main and More Options tabs are also reset to their defaults.	

Printing

Color Correction	Automatic	Adjusts the colors of images automatically.
	Custom	Allows you to perform manual color correction. Click Advanced for further settings.
	Image Options	Enables print quality options such as Color Universal Print or Fix Red-Eye. You can also thicken thin lines to make them visible on the printouts.
Security	Confidential Job	Password-protect confidential documents when printing. If you use this feature, the print data is stored in the printer and can only be printed after the password has been entered using the printer's control panel. Click Settings to change the settings.
	Watermark Features	Allows you to make settings for anti-copy patterns or watermarks.
	Header/Footer	Select to print information on the header and/or footer of the page.
Additional Settings	Rotate 180°	Rotates pages 180 degrees before printing.

Maintenance Tab

Job Arranger Lite	Opens the Job Arranger Lite window. Here you can open and edit previously saved data.
EPSON Status Monitor 3	Opens the EPSON Status Monitor 3 window. Here you can confirm the status of the printer and the consumables.
Monitoring Preferences	Allows you to make settings for items on the EPSON Status Monitor 3 window.
Extended Settings	Allows you to make a variety of settings. Right-click each item to view the Help for more details.
Print Queue	Displays the jobs waiting to be printed. You can check, pause, or resume print jobs.
Printer and Option Information	Allows you to register user accounts. If access control is set on the printer, you must register your account.
Language	Changes the language used on the printer driver window. To apply the settings, close the printer driver, and then open it again.
Software Update	Starts EPSON Software Updater to check for the latest version of applications on the Internet.
Technical Support	Allows you to access a technical support Web site.

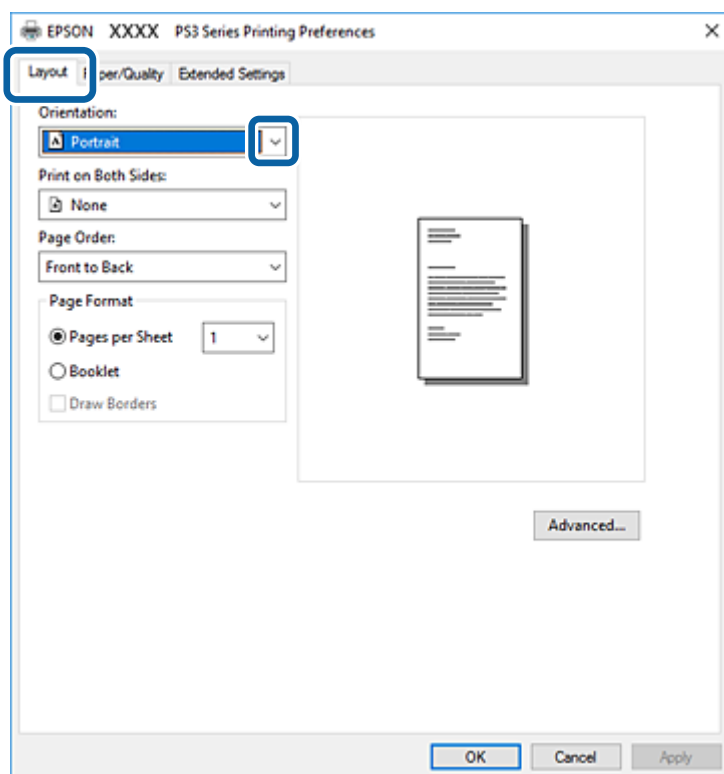
Printing from the PostScript Printer Driver on Windows

A PostScript Printer Driver is a driver that outputs printing commands to a printer using a PostScript Page Description Language.

1. Open the file you want to print.
Load paper in the printer if it has not already been loaded.
2. Select **Print** or **Print Setup** from the **File** menu

Printing

3. Select your printer.
4. Select **Preferences** or **Properties** to access the printer driver window.



5. Change the settings as necessary.
See the menu options for the printer driver for details.
6. Click **OK** to close the printer driver for details.
7. Click **Print**.

Related Information

- ➡ [“Available Paper Types and Capacities” on page 27](#)
- ➡ [“How to Load Papers” on page 30](#)
- ➡ [“Setting the Paper Type” on page 32](#)
- ➡ [“Layout Tab” on page 159](#)
- ➡ [“Paper/Quality Tab” on page 159](#)

Using an Optional Device with a PostScript Printer Driver

You need to make settings in the PostScript printer driver to use optional devices.

Printing

Settings

☐ Windows 10/Windows Server 2016

Right-click the start button or press and hold it, and then select **Control Panel > View devices and printers in Hardware and Sound**. Right-click on your printer, or press and hold it and then select **Printer properties**. On the **Device Settings** tab, select the optional device in the **Installable Options** setting.

☐ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

Select **Desktop > Settings > Control Panel > View devices and printers in Hardware and Sound**. Right-click on your printer, or press and hold it and then select **Printer properties**. On the **Device Settings** tab, select the optional device in the **Installable Options** setting.

☐ Windows 7/Windows Server 2008 R2

Click the start button, and select **Control Panel > View devices and printers in Hardware and Sound**. Right-click on your printer and select **Printer properties**. On the **Device Settings** tab, select the optional device in the **Installable Options** setting.

☐ Windows Vista/Windows Server 2008

Click the start button, and select **Control Panel > Printers in Hardware and Sound**. Right-click on your printer and select **Properties**. On the **Device Settings** tab, select the optional device in the **Installable Options** setting.

☐ Windows XP/Windows Server 2003 R2/Windows Server 2003

Click the start button, and select **Control Panel > Printers and Other Hardware > Printers and Faxes**. Right-click on your printer and select **Properties**. On the **Device Settings** tab, select the optional device in the **Installable Options** setting.

Menu Options for the PostScript Printer Driver

Open the print window on an application, select the printer, and then access the printer driver window

Note:

Menus vary depending on the option you selected.

Layout Tab

Orientation	Select the orientation you want to use to print.	
Print on Both Sides	Allows you to perform 2-sided printing.	
Page Order	Select to print from the top or the last page. If you select Back to Front , the pages are stacked in the correct order based on page number after printing.	
Page Format	Pages per Sheet	Allows you to print several pages on one sheet.
	Booklet	Select to create a booklet.

Paper/Quality Tab

Tray Selection	Paper Source	Select the paper source from which the paper is fed. Select Automatically Select to automatically select the paper source selected in the Paper Setting on the printer.
	Media	Select the type of paper on which you print.

Printing

Color	Select the color for your print job.
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Extended Settings Tab

Job Settings	If the printer usage has been restricted by the administrator, printing is available after you register your account on the printer driver. Contact the administrator for your user account.	
	Save Access Control settings	Allows you to enter a user name and password.
	User Name	Enter a user name.
	Password	Enter a password.
Reserve Job Settings	Make settings for print jobs stored in the printer's memory.	
	Password	Allows you to make settings for Reserve Job Settings, Verify Job, and Password.
	Re-Print Job	Allows you to store the print job in the printer's memory. You can start printing by operating the printer's control panel.
	Verify Job	When printing multiple copies, allows you to print one copy to check the content. To print after the second copy, operate the printer's control panel.
	Confidential Job	Allows you to enter a password to the print job.
	User Name	Enter a user name.
	Job Name	Enter a job name.
	Password	Enter a password.

Advanced Options

Paper/Output	Paper Size	Select the paper size on which you want to print.
	Copies	Set the number of copies you want to print.
Graphic	Image Color Management	Select the ICM method or intent.
	Scaling	Allows you to reduce or enlarge the document.
	TrueType Font	Sets the font substitute to TrueType Font.

Printing

Document Options	Advanced Printing Features	Allows you to make detailed settings for printing features.	
	Pages per Sheet Layout	Allows you to specify the page layout when printing several pages on one sheet.	
	Booklet Binding	Select the binding position for booklet.	
	PostScript Options	Allows you to make optional settings.	
	Printer Features	Output	Select which output tray to use for printouts.
		Sort	Select how to sort multiple copies.
		Staple	Select the staple location.
		Color Mode	Select whether to print in color or in monochrome.
		Press Simulation	You can select a CMYK ink color to simulate when you print by reproducing the CMYK ink color of the offset press.
		Ink Save Mode	Conserves ink by reducing the print density.
		Rotate by 180°	Rotates the data 180 degrees before printing.

Canceling Printing

You can cancel a print job from the computer. However, you cannot cancel a print job from the computer once it has been completely sent to the printer. In this case, cancel the print job by using the printer's control panel.

Canceling

On your computer, right-click on your printer in **Devices and Printers**, **Printer**, or in **Printers and Faxes**. Click **See what's printing**, right-click on the job you want to cancel, and then select **Cancel**.

Printing from the Printer Driver on Mac OS

Printing Basics

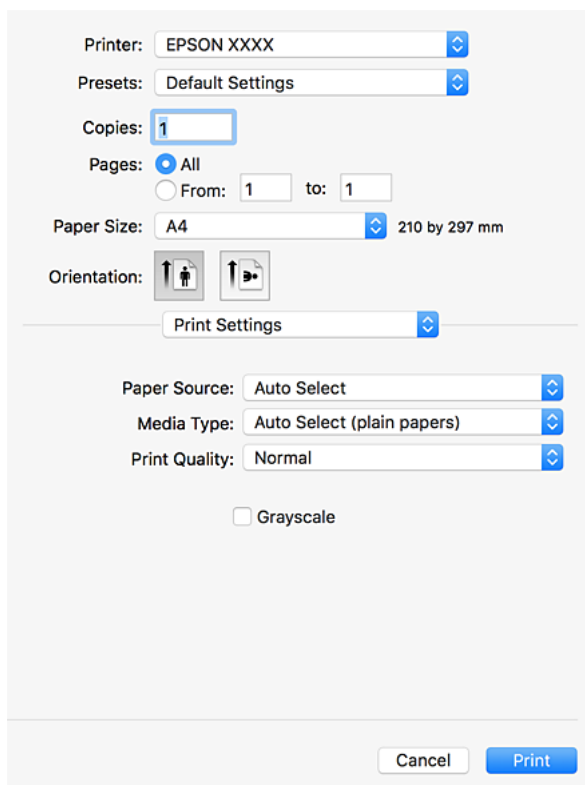
Note:

Operations differ depending on the application. See the application's help for details.

1. Open the file you want to print.
Load paper in the printer if it has not already been loaded.
2. Select **Print** from the **File** menu or another command to access the print dialog.
If necessary, click **Show Details** or ▼ to expand the print window.
3. Select your printer.

Printing

4. Select **Print Settings** from the pop-up menu.



The screenshot shows the Epson printer driver's print settings window. At the top, 'Printer:' is set to 'EPSON XXXX' and 'Presets:' is 'Default Settings'. Below these, 'Copies:' is set to '1'. The 'Pages:' section has 'All' selected with a radio button, and 'From: 1 to: 1' is also visible. 'Paper Size:' is 'A4' (210 by 297 mm). 'Orientation:' shows two icons: a portrait orientation icon (selected) and a landscape orientation icon. A 'Print Settings' dropdown menu is open, showing 'Paper Source: Auto Select', 'Media Type: Auto Select (plain papers)', and 'Print Quality: Normal'. There is an unchecked checkbox for 'Grayscale'. At the bottom are 'Cancel' and 'Print' buttons.

Note:

On OS X Mountain Lion or later, if the **Print Settings** menu is not displayed, the Epson printer driver has not been installed correctly.

Select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), remove the printer, and then add the printer again. See the following to add a printer.

<http://epson.sn>

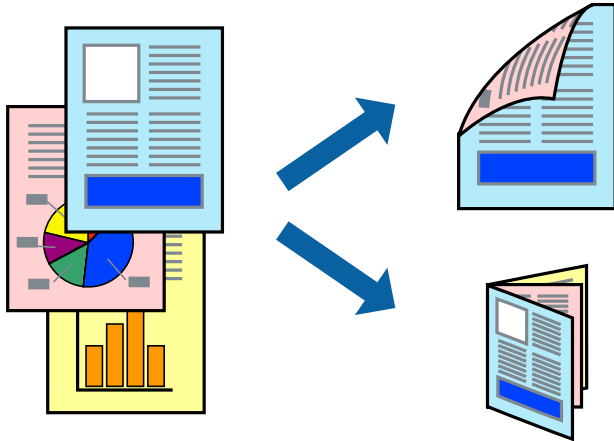
5. Change the settings as necessary.
See the menu options for the printer driver for details.
6. Click **Print**.

Related Information

- ➔ “Available Paper Types and Capacities” on page 27
- ➔ “How to Load Papers” on page 30
- ➔ “Setting the Paper Type” on page 32
- ➔ “Menu Options for the Printer Driver” on page 154

Printing on 2-Sides

You can print on both sides of the paper.



Note:

- ☐ If you do not use paper that is suitable for 2-sided printing, the print quality may decline and paper jams may occur.
- ☐ Depending on the paper and the data, ink may bleed through to the other side of the paper.

Related Information

- ➔ [“Available Paper Types and Capacities” on page 27](#)

Print Settings

Select **Two-sided Printing Settings** from the pop-up menu, and then select the binding location.

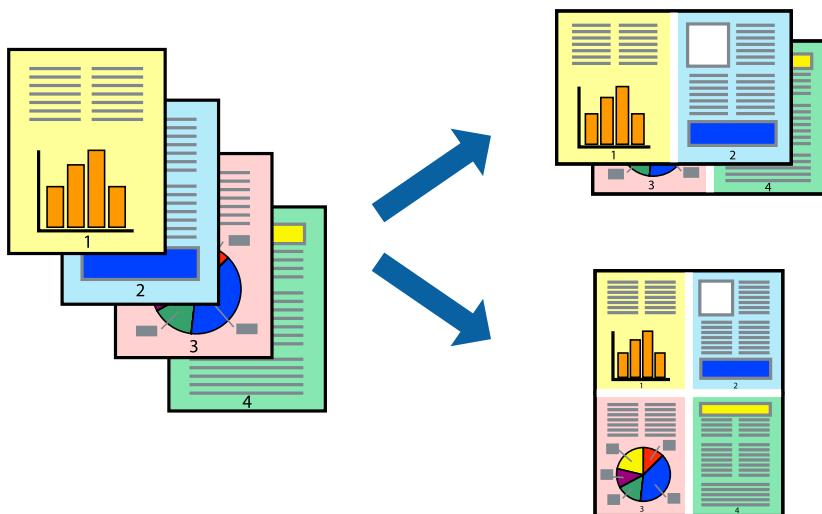
Related Information

- ➔ [“Printing Basics” on page 161](#)
- ➔ [“Menu Options for Layout” on page 167](#)

Printing

Printing Several Pages on One Sheet

You can print two or four pages of data on a single sheet of paper.



Print Settings

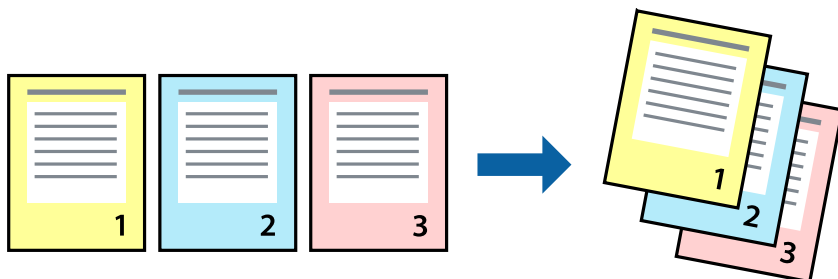
Select **Layout** from the pop-up menu. Set the number of pages in **Pages per Sheet**, the **Layout Direction** (page order), and **Border**.

Related Information

- ➔ [“Printing Basics” on page 161](#)
- ➔ [“Menu Options for Layout” on page 167](#)

Printing and Stacking in Page Order (Reverse Order Printing)

If you use this feature when you select **Finishing** from the pop-up menu, and then select the face up tray as the **Output Tray** setting, you can print from the last page so that the documents are stacked in page order.



Print Settings

Select **Paper Handling** from the pop-up menu. Select **Reverse** as the **Page Order** setting.

Printing

Related Information

- ➔ [“Printing Basics” on page 161](#)
- ➔ [“Menu Options for Paper Handling” on page 168](#)

Printing a Reduced or Enlarged Document

You can reduce or enlarge the size of a document by a specific percentage or to fit the paper size you loaded in the printer.



Print Settings

When printing to fit to the paper size, select **Paper Handling** from the pop-up menu, and then select **Scale to fit paper size**. Select the paper size you loaded in the printer in **Destination Paper Size**. When reducing the size of the document, select **Scale down only**.

When printing at a specific percentage, select **Print** or **Page Setup** from the **File** menu of the application. Select **Printer**, **Paper Size**, enter the percentage in **Scale**, and then click **OK**.

Note:

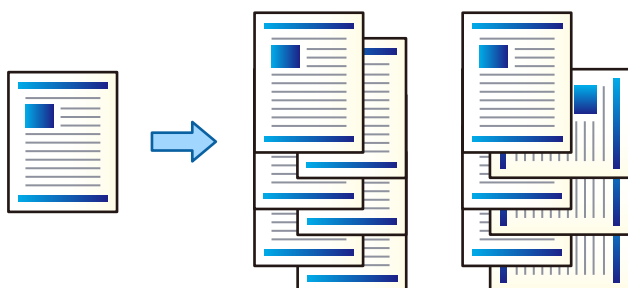
Select the paper size you set in the application as the **Paper Size** setting.

Related Information

- ➔ [“Printing Basics” on page 161](#)
- ➔ [“Menu Options for Paper Handling” on page 168](#)

Stacking Each Set of Copies by Alternately Rotating 90 Degrees or by Offsetting

You can sort the printouts by stacking them alternately in the portrait orientation and the landscape orientation. If you install the optional Finisher unit, you can also sort by offsetting each set of copies or staple the documents.



Print Settings

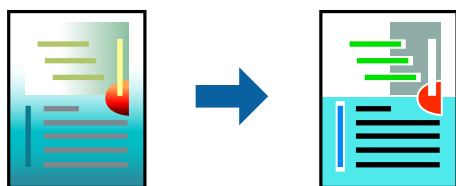
Select **Finishing** from the pop-up menu, and then select an option from the Sort setting. If the optional Finisher Unit is installed, select the staple location as necessary.

Related Information

- ➔ [“Printing Basics” on page 161](#)
- ➔ [“Menu Options for Finishing” on page 168](#)

Adjusting the Print Color

You can adjust the colors used in the print job.



Note:

These adjustments are not applied to the original data.

Print Settings

Select **Color Matching** from the pop-up menu, and then select **EPSON Color Controls**. Select **Color Options** from the pop-up menu, and then select one of the available options. Click the arrow next to **Advanced Settings**, and then make more detailed settings.

Related Information

- ➔ [“Printing Basics” on page 161](#)
- ➔ [“Menu Options for Color Matching” on page 167](#)

Printing

➔ [“Menu Options for Color Options” on page 168](#)

Canceling Printing

You can cancel a print job from the computer. However, you cannot cancel a print job from the computer once it has been completely sent to the printer. In this case, cancel the print job by using the printer's control panel.

Canceling

Click the printer icon in the **Dock**. Select the job you want to cancel, and then do one of the following.

☐ OS X Mountain Lion or later

Click  next to the progress meter.

☐ Mac OS X v10.6.8 to v10.7.x

Click **Delete**.

Menu Options for the Printer Driver

Open the print window in an application, select the printer, and then access the printer driver window.

Note:

Menus vary depending on the option you selected.

Menu Options for Layout

Pages per Sheet	Select the number of pages to be printed on one sheet.
Layout Direction	Specify the order in which the pages will be printed.
Border	Prints a border around the pages.
Two-Sided	Allows you to perform 2-sided printing.
Reverse page orientation	Rotates pages 180 degrees before printing.
Flip horizontally	Inverts an image to print as it would appear in a mirror.

Menu Options for Color Matching

ColorSync	Select the method for color adjustment. These options adjust colors between the printer and the computer display to minimize the difference in color.
EPSON Color Controls	

Printing

Menu Options for Paper Handling

Collate pages	Prints multi-page documents collated in order and sorted into sets.	
Pages to Print	Select to print only odd pages or even pages.	
Page Order	Select to print from the top or the last page.	
Scale to fit paper size	Prints to fit to the paper size you loaded.	
	Destination Paper Size	Select the paper size to print on.
	Scale down only	Select when reducing the size of the document.

Menu Options for Cover Page

Print Cover Page	Select whether or not to print a cover page. When you want to add a back cover, select After document .
Cover Page Type	Select the contents of the cover page.

Menu Options for Print Settings

Paper Source	Select the paper source from which the paper is fed. If the printer has only one paper source, this item is not displayed. Selecting Auto Select selects the paper source that matches the Paper Setting on the printer automatically.
Media Type	Select the type of paper on which you print.
Print Quality	Select the print quality you want to use for printing. The options vary depending on the paper type.
Grayscale	Select when you want to print in black or shades of gray.

Menu Options for Color Options

Manual Settings	Adjusts the color manually. In Advanced Settings , you can select detailed settings.
PhotoEnhance	Produces sharper images and more vivid colors by automatically adjusting the contrast, saturation, and brightness of the original image data.
Off (No Color Adjustment)	Print without enhancing or adjusting the color in any way.

Menu Options for Finishing

Output Tray	Select which output tray to use for printouts. The output tray may be automatically selected based on other print settings.
-------------	---

Printing

Sort	Select how to sort multiple copies.	
	Rotate Sort	Stacks printouts alternately in the portrait orientation and the landscape orientation. To use this feature, select Print Settings from the pop-up menu, and then select Auto Select as the Paper Source setting. Next, select Finishing from the pop-up menu, and then select Auto Select or Face Down Tray as the Output Tray setting. The printouts are stacked in the Face Down Tray.
	Shift Sort*	Offsets each set of copies. You can select this option only when you select Finisher Tray as the Output Tray setting.
Staple*	Select the staple location.	

* Available when the optional Finisher Unit is installed.

Menu Options for Paper Configuration

Print Density	Reduce the print density for finer printing when printing photos with dense data.
---------------	---

Menu Options for Two-sided Printing Settings

Two-sided Printing	Prints on both sides of the paper.
--------------------	------------------------------------

Making Operation Settings for the Mac OS Printer Driver

Accessing the Operation Settings Window of the Mac OS Printer Driver

Select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**).

Operation Settings of the Mac OS Printer Driver

- ☐ **Thick paper and envelopes:** Prevents the ink from smearing when printing on thick paper. However, this may reduce print speed. Select **Mode 1** to reduce smearing on thick paper. If smearing still occurs, try **Mode 2**.
- ☐ **Skip Blank Page:** Avoids printing blank pages.
- ☐ **Warning Notifications:** Allows the printer driver to display warning notifications.
- ☐ **Establish bidirectional communication:** Usually, this should be set to **On**. Select **Off** when acquiring the printer information is impossible because the printer is shared with Windows computers on a network or for any other reason.
- ☐ **Optional Output Trays:** If the optional Output Tray is not installed, select **No Optional Output Tray**. If the optional Output Tray is installed, select the name of Output Tray you installed. You need to set this item when you install or remove the optional Output Tray.

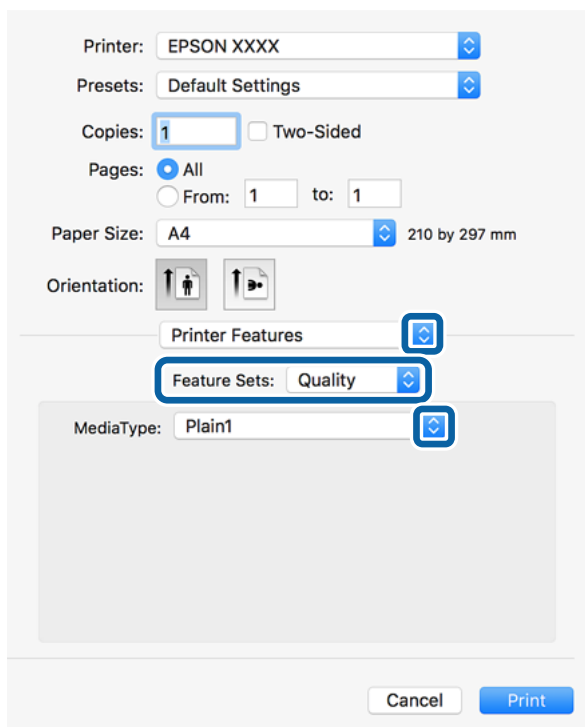
Printing

- ❑ **Optional Paper Sources:** If the optional Paper Source is not installed, select **No Optional Paper Source**. If the optional Paper Source is installed, select the name of Paper Source you installed. You need to set this item when you install or remove the optional Paper Source.

Printing from the PostScript Printer Driver on Mac OS

A PostScript Printer Driver is a driver that outputs printing commands to a printer using a PostScript Page Description Language.

1. Open the file you want to print.
Load paper in the printer if it has not already been loaded.
2. Select **Print** or **Print Setup** from the **File** menu.
If necessary, click **Show Details** or ▼ to expand the print window.
3. Select your printer.
4. Select **Print Features** from the pop-up menu.



5. Change the settings as necessary.
See the menu options for the printer driver for details.
6. Click **Print**.

Related Information

- ➔ [“Available Paper Types and Capacities” on page 27](#)
- ➔ [“How to Load Papers” on page 30](#)

Printing

- ➔ [“Setting the Paper Type” on page 32](#)
- ➔ [“Menu Options for Printer Features” on page 172](#)

Using an Optional Device with a PostScript Printer Driver

You need to make settings in the PostScript printer driver to the optional devices.

Select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Makes settings according to the options available.

Menu Options for the PostScript Printer Driver

Open the print window on an application, select the printer, and then access the printer driver window

Note:

Menus vary depending on the option you selected.

Menu Options for Layout

Pages per Sheet	Select the number of pages to be printed on one sheet.
Layout Direction	Specify the order in which the pages will be printed.
Border	Prints a border around the pages.
Two-Sided	Allows you to perform 2-sided printing.
Reverse page orientation	Rotates pages 180 degrees before printing.
Flip horizontally	Inverts the image so that it prints as it would appear in a mirror.

Menu Options for Color Matching

ColorSync	Select the method for color adjustment. These options adjust color between the printer and the computer display to minimize the difference in color.
In Printer	

Menu Options for Paper Handling

Collate pages	Prints multi-page documents collated in order and sorted into sets.
Pages to Print	Select to print only odd pages or even pages.
Page Order	Select to print from the top or the last page.

Printing

Scale to fit paper size	Prints to fit to the paper size you loaded.	
	Destination Paper Size	Select the paper size to print on.
	Scale down only	Select when reducing the size of the document.

Menu Options for Paper Feed

All Pages From	Select the paper source from which the paper is fed. Selecting Auto Select selects the paper source that matches the Paper Setting on the printer automatically. You can also select the paper source for page.
First Page From/ Remaining From	

Menu Options for Cover Page

Print Cover Page	Select whether or not to print a cover page. When you want to add a back cover, select After document .
Cover Page Type	Select the contents of the cover page.

Menu Options for Printer Features

Feature Sets	Quality	Media Type	Select the type of paper on which you print.
	Output	Output Tray	Select which output tray to use for printouts.
		Sort	Select how to sort multiple copies.
		Staple	Select the staple location.
	Color	Color Mode	Select whether to print in color or in monochrome.
		Press Simulation	You can select a CMYK ink color to simulate when you print by reproducing the CMYK ink color of the offset press.
	Others	Ink Save Mode	Conserves ink by reducing the print density.

Canceling Printing

You can cancel a print job from the computer. However, you cannot cancel a print job from the computer once it has been completely sent to the printer. In this case, cancel the print job by using the printer's control panel.

Canceling

Click the printer icon in the **Dock**. Select the job you want to cancel, and then do one of the following.

- ❑ OS X Mountain Lion or later

Click  next to the progress meter.

- ❑ Mac OS X v10.6.8 to v10.7.x

Click **Delete**.

Printing from Smart Devices

Using Epson iPrint

Epson iPrint is an application that allows you to print photos, documents, and web pages from a smart device such as a smartphone or tablet. You can use local print, printing from a smart device that is connected to the same wireless network as your printer, or remote print, printing from a remote location over the Internet. To use remote print, register your printer in the Epson Connect service.



Related Information

➡ [“Printing Using a Network Service” on page 198](#)

Installing Epson iPrint

You can install Epson iPrint on your smart device from the following URL or QR code.

<http://ipr.to/c>

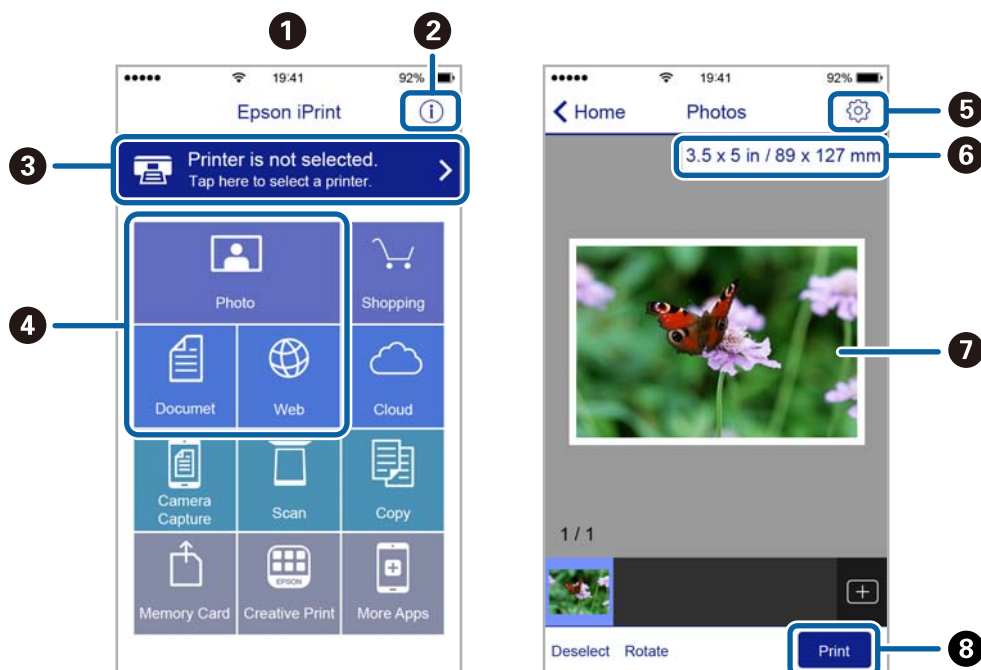


Printing Using Epson iPrint

Start Epson iPrint from your smart device and select the item you want to use from the home screen.

Printing

The following screens are subject to change without notice.



1	Home screen displayed when the application is started.
2	Displays information on how to setup the printer and a FAQ.
3	Displays the screen where you can select the printer and make printer settings. Once you have selected the printer, you do not need to select it again from the next time.
4	Select what you want to print such as photos, documents, and web pages.
5	Displays the screen to make print settings such as paper size and paper type.
6	Displays the paper size. When this is displayed as a button, press it to display the paper settings currently set on the printer.
7	Displays photos and documents you selected.
8	Starts printing.

Note:

To print from the document menu using iPhone, iPad, and iPod touch running iOS, start Epson iPrint after transferring the document you want to print using the file sharing function in iTunes.

Printing by Touching Smart Devices to the N-Mark

You can simply connect and print by touching your smart device to the printer's N-Mark.

Make sure that you prepare the following before using this feature.

- ❑ Enable the NFC function on your smart device.

Only Android 4.0 or later supports NFC (Near Field Communication).

The location and NFC functions vary depending on the smart device. See the documentation provided with your smart device for details.

Printing

- ❑ Install Epson iPrint on your smart device.

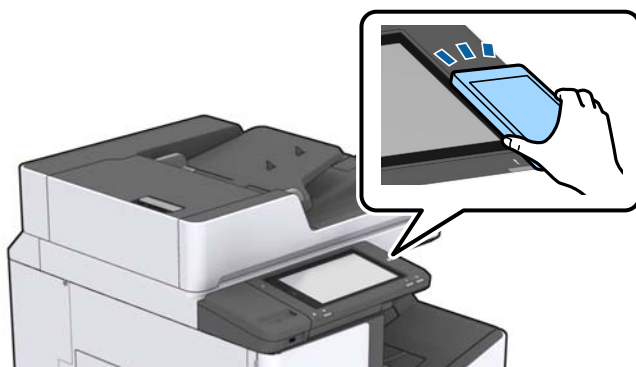
Touch your smart device to the printer's N-Mark to install it.

- ❑ Enable Wi-Fi Direct on your printer.

See the *Administrator's Guide* for details.

1. Load paper in the printer.
2. Touch your smart device to the printer's N-Mark.

Epson iPrint starts.



Note:

- ❑ *The printer may not be able to communicate with the smart device when there are obstacles such as metal between the printer's N-Mark and the smart device.*
- ❑ *Administrators may block this feature. In this case, smart devices only make a sound and do not start any applications even if you touch them to the printer's N-Mark.*

3. Select the file you want to print in Epson iPrint.
4. On the preview screen with the Print icon, touch the smart device to the printer's N-Mark.

Printing starts.

Canceling Ongoing or Queued Jobs

Note:

You can also cancel the ongoing jobs by tapping  on the printer's control panel.

1. Tap **Job/Status** on the home screen.
2. Tap **Active** on the **Job Status** tab.

Ongoing print jobs and jobs that are standing by are shown in the list.
3. Select the job that you want to cancel.
4. Tap **Cancel**.

Options

Types and codes of Optional Items

The following optional items are available with this printer.

Finisher Unit*
Finisher Bridge Unit
High Capacity Tray
Paper Cassette Lock

* You need a **Finisher Bridge Unit** when you install the **Finisher Unit** to the printer.

Related Information

➔ [“Part Names and Functions” on page 13](#)

Printer Settings When Using the Finisher Unit

You need to make settings on the printer to use the optional finisher unit.

☐ When copying

Tap **Settings** > **General Settings** > **Printer Settings** > **Output: Copy**, and then select **Finisher tray**.

☐ When faxing

Tap **Settings** > **General Settings** > **Printer Settings** > **Output: Fax**, and then select **Output tray** or **Finisher tray**.

☐ When printing from a computer, memory device, and so on.

Tap **Settings** > **General Settings** > **Printer Settings** > **Output: Other**, and then select **Finisher tray**.

When printing from a computer, you can specify whether or not to use the finisher unit from the **Output Tray** menu on the printer driver.

Ejecting Paper and Stapling Using the Finisher Unit

If you are using the optional finisher unit, you can shift and eject your printouts or staple your printouts. This feature is available for **Copy**, **Memory Device**, and printing using the printer driver.

☐ **Copy**

Tap **Copy** on the home screen, and then tap **Finishing** on the **Basic Settings** tab to make settings. For details on the setting items, see the explanations of the menu options for **Copy**.

☐ **Memory Device**

Tap **Memory Device** on the home screen, and then select the file format. On the **Advanced** tab, tap **Finishing** to make settings. For details on the setting items, see the explanations of the menu options for **Memory Device**.

Options

☐ Printing using the printer driver (Windows)

On the printer driver's **Finishing** tab, select an option from the **Sort** setting. For details on the setting items, see the explanations of the menu options for the printer driver.

☐ Printing using the printer driver (Mac OS)

Select **Finishing** from the pop-up menu, and then select an option from the **Sort** setting. If the optional finisher unit is installed, select the staple location as necessary. For details on the setting items, see the explanations of the menu options for the printer driver.

**Important:**

When using the Finisher tray, do not remove your printouts while the print job is still in progress. The print position may be misaligned and the staple position may move from its original position.

Related Information

- ➔ [“Menu Options for Copying” on page 50](#)
- ➔ [“Menu Options for Memory Device” on page 133](#)
- ➔ [“Finishing Tab” on page 155](#)
- ➔ [“Menu Options for Finishing” on page 168](#)

Using the Manual Staple

The optional Finisher Unit has a feature that allows you to staple manually. This feature is useful when you forget to staple the printouts or want to staple the originals.

Number of sheets that can be manually stapled:

The available paper sizes are set and fixed when the printer is installed.

For A4 or A3

☐ Paper size: A4

60 to 90 g/m²: 50 sheets

91 to 105 g/m²: 30 sheets

☐ Paper size: A3

60 to 90 g/m²: 30 sheets

91 to 105 g/m²: 20 sheets

For Letter or Ledger

☐ Paper size: Letter

60 to 90 g/m²: 50 sheets

91 to 105 g/m²: 30 sheets

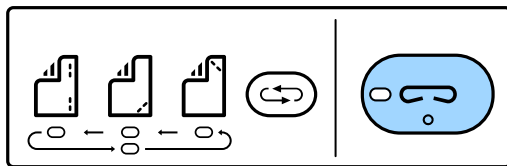
☐ Paper size: Ledger

60 to 90 g/m²: 30 sheets

91 to 105 g/m²: 20 sheets

Options

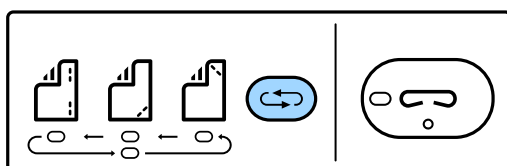
1. Press the staple button.



The shutter of the paper output unit opens and the manual staple mode is set.

2. Set the position to staple.

Press the staple position switching button several times to switch the setting. The green light under the selected staple position turns on. You can change the selection by pressing the staple position switching button.



3. Load paper.

Load paper with the printable side facing down and the shutter for the paper output unit open.

Adjust the paper loading position according to the staple position.



Caution:

Do not place your hand into the opening of the paper output unit.

Note:

- ☐ Press the staple position switching button before loading paper. This button is not available when paper is loaded.
- ☐ When paper is loaded correctly, the staple button light turns on. If the light is off, load paper again.

4. Staple.

Take your hands off the paper, and then press the staple button.

To exit manual staple mode, press the staple position switching button several times to turn the light off.

Note:

If an unexpected event occurs, an error light on the printer's control panel turns on or flashes and a message is displayed.

Related Information

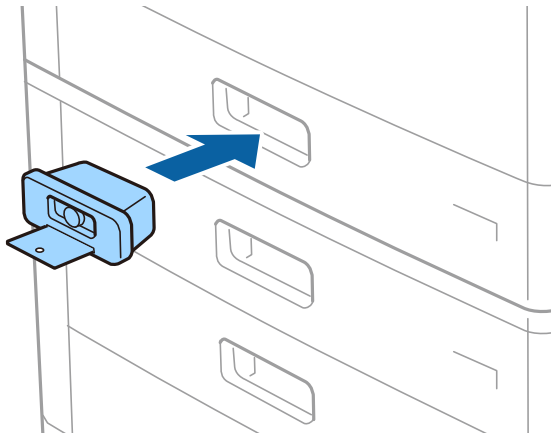
- ➔ [“Types and codes of Optional Items” on page 176](#)
- ➔ [“Staple Cartridge” on page 184](#)

Using the Paper Cassette Lock

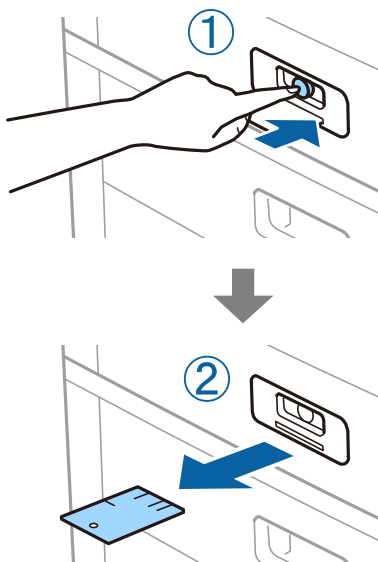
You can attach the Paper Cassette Lock to paper cassette 1 to 4. This is useful when the administrator wants to manage paper. Keep the key in a safe place.

Options

1. Attach the paper cassette lock.



2. Press the middle button, and then remove the key.
Keep the key in a safe place.

**Note:**

When you remove the Paper Cassette Lock from the paper cassette, insert the key all the way into the lock. Make sure you remove the key after the button appears in the middle of the slot .

Related Information

➡ [“Types and codes of Optional Items” on page 176](#)

Consumables

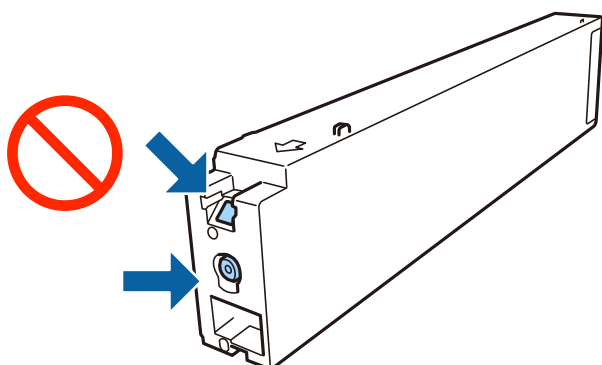
Ink Cartridge

Ink Cartridge Handling Precautions

Read the following instructions before replacing ink cartridges.

Handling Precautions

- ❑ Store ink cartridges at normal room temperature and keep them away from direct sunlight.
- ❑ Epson recommends using the ink cartridge before the date printed on the package.
- ❑ For best results, store ink cartridge packages with their bottom down.
- ❑ After bringing an ink cartridge inside from a cold storage site, allow it to warm up at room temperature for at least 12 hours before using it.
- ❑ Do not touch the sections shown in the illustration. Doing so may prevent normal operation and printing.



- ❑ Install all ink cartridges; otherwise you cannot print.
- ❑ Do not turn off the printer during ink charging. If the ink charging is incomplete, you may not be able to print.
- ❑ 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.
- ❑ If you need to remove an ink cartridge temporarily, make sure you protect the ink supply area from dirt and dust. Store the ink cartridge in the same environment as the printer, with the ink supply port facing sideways. Because the ink supply port is equipped with a valve designed to contain the release of excess ink, there is no need to supply your own covers or plugs.
- ❑ 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.
- ❑ This printer uses ink cartridges equipped with a green chip that monitors information such as the amount of remaining ink for each cartridge. This means that even if the cartridge is removed from the printer before it is expended, you can still use the cartridge after reinserting it back into the printer.
- ❑ To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the cartridge when your printer indicates to replace the cartridge. The yields quoted for you do not include this reserve.

Consumables

- ❑ Although the ink cartridges may contain recycled materials, this does not affect printer function or performance.
- ❑ Specifications and appearance of the ink cartridge are subject to change without prior notice for improvement.
- ❑ Do not disassemble or remodel the ink cartridge, otherwise you may not be able to print normally.
- ❑ Quoted yields may vary depending on the images that you are printing, the paper type that you are using, the frequency of your prints and environmental conditions such as temperature.
- ❑ Do not drop or knock it against hard objects; otherwise, the ink may leak.

Ink Consumption

- ❑ To maintain optimum print head performance, some ink is consumed from all cartridges not only during printing but also during maintenance operations such as print head cleaning.
- ❑ The ink in the ink cartridges supplied with your printer is partly used during initial setup. In order to produce high quality printouts, the print head in your printer will be fully charged with ink. This one-off process consumes a quantity of ink and therefore these cartridges may print fewer pages compared to subsequent ink cartridges.

Ink Cartridge Codes

The following are the codes for genuine Epson ink cartridges.

WF-C20590

BK1, BK2: Black	C: Cyan	M: Magenta	Y: Yellow
T8581	T8582	T8583	T8584

WF-C17590

BK1, BK2: Black	C: Cyan	M: Magenta	Y: Yellow
T8871	T8872	T8873	T8874

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.

Note:

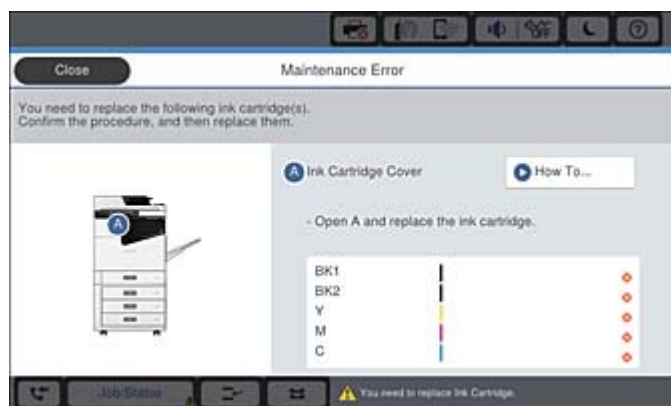
- ❑ Ink cartridge codes may vary by location. For the correct codes in your area, contact Epson support.
- ❑ For users in Europe, visit the following website for information on Epson's ink cartridge yields.
<http://www.epson.eu/pageyield>

Related Information

- ➡ [“Technical Support Web Site” on page 253](#)

Ink Cartridge Replacement Method

If a replacement instruction is displayed in the control panel, tap **How To** to replace while watching the procedure.



Related Information

- ➔ [“Ink Cartridge Codes” on page 181](#)
- ➔ [“Ink Cartridge Handling Precautions” on page 180](#)

Checking the Ink Levels

Checking from the Control Panel

Tap  on the home screen and select **Consumables/Others** to display the approximate remaining ink levels.

Two black ink cartridges are installed in this printer. Since ink cartridges switch automatically, you can continue printing even if either one of them is low.

When using the printer driver, you can also check from your computer.

Related Information

- ➔ [“Home Screen Configuration” on page 20](#)
- ➔ [“Accessing the Printer Driver” on page 137](#)

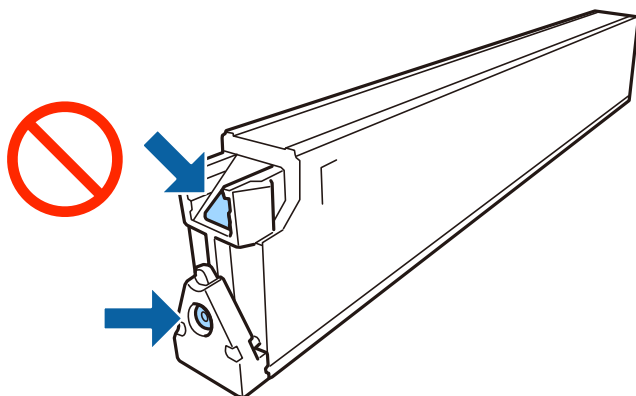
Maintenance Box

Maintenance Box Handling Precautions

Read the following instructions before replacing the maintenance box.

Consumables

- ❑ Do not touch the sections shown in the illustration. Doing so may prevent normal operation and you may get smeared with ink.



- ❑ Do not tilt the used maintenance box until after it is sealed in the plastic bag; otherwise ink may leak.
- ❑ Keep the maintenance box out of direct sunlight.
- ❑ Do not store the maintenance box in high or freezing temperatures.
- ❑ Do not reuse a maintenance box which has been removed and left detached for a long period. Ink inside the box will have solidified and no more ink can be absorbed.
- ❑ Do not remove the maintenance box and its cover except when replacing the maintenance box; otherwise ink may leak.

Maintenance Box Code

Epson recommends the use of a genuine Epson maintenance box.

The following is the code for the genuine Epson maintenance box.

CT13T6713

Replacing the Maintenance Box

In some print cycles a very small amount of surplus ink may be collected in the maintenance box. To prevent ink leakage from the maintenance box, the printer is designed to stop printing when the absorbing capacity of the maintenance box has reached its limit. Whether and how often this is required will vary according to the number of pages you print, the type of material that you print and the number of cleaning cycles that the printer performs.

When a message is displayed prompting you to replace the maintenance box, refer to the animations displayed on the control panel. The need for replacement of the box does not mean that your printer has ceased to operate in accordance with its specifications. The Epson warranty does not cover the cost of this replacement. It is a user-serviceable part.

Note:

When it is full, you cannot print until the maintenance box is replaced to avoid ink leakage. However, you can perform operations such as sending faxes and saving data to an external USB device.

Related Information

- ➔ [“Maintenance Box Code” on page 183](#)
- ➔ [“Maintenance Box Handling Precautions” on page 182](#)

Checking the Available Space in the Maintenance Box

Checking from the Control Panel

Tap  on the home screen and select **Consumables/Others** to display the approximate available space in the maintenance box.

Two black ink cartridges are installed in this printer. Since ink cartridges switch automatically, you can continue printing even if either one of them is low.

When using the printer driver, you can also check from your computer.

Related Information

- ➔ [“Home Screen Configuration” on page 20](#)
- ➔ [“Accessing the Printer Driver” on page 137](#)

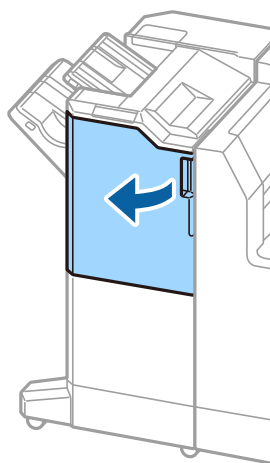
Staple Cartridge

Epson recommends using genuine Epson staple cartridge.

Staple Cartridge Replacing

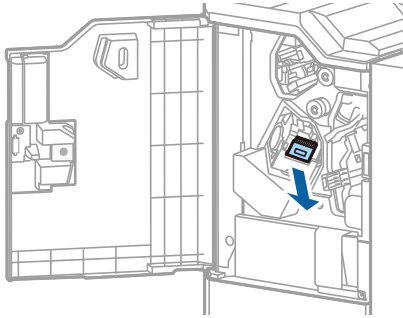
Follow the steps below to replace the staple cartridge.

1. Open the front cover of the finisher unit.

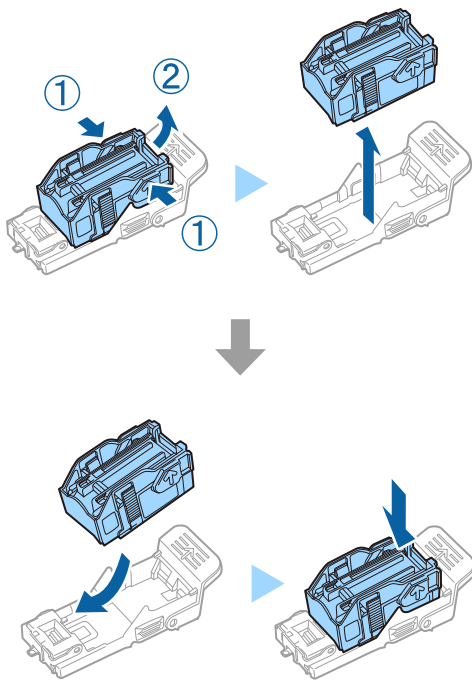


Consumables

2. Remove the staple cartridge holder.



3. Replace the staple cartridge.

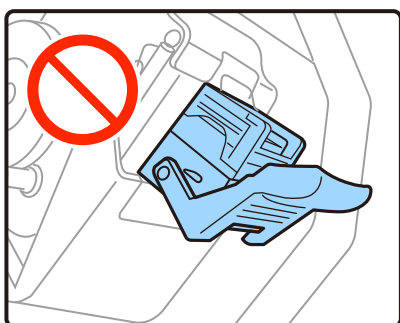
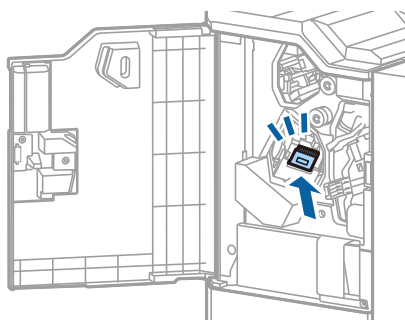


Note:

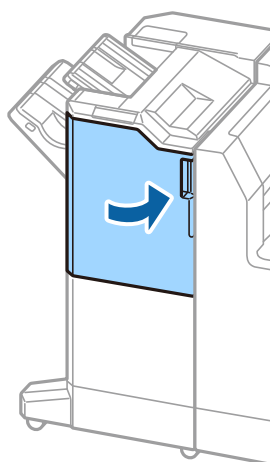
The cartridge cannot be removed from the holder until it is empty.

Consumables

4. Install the staple cartridge holder.



5. Close the front cover.



Network Service and Software Information

This section introduces the network services and software products available for your printer from the Epson website.

Application for Scanning Documents and Images (Epson Scan 2)

Epson Scan 2 is an application for controlling scanning. You can adjust the size, resolution, brightness, contrast, and quality of the scanned image. You can also start Epson Scan 2 from a TWAIN-compliant scanning application. See the application's help for details.

Starting on Windows

Note:

For Windows Server operating systems, make sure the **Desktop Experience** feature is installed.

☐ Windows 10/Windows Server 2016

Click the start button, and then select **EPSON > Epson Scan 2**.

☐ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

Enter the application name in the search charm, and then select the displayed icon.

☐ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003

Click the start button, and then select **All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2**.

Starting on Mac OS

Note:

Epson Scan 2 does not support the Mac OS fast user switching feature. Turn off fast user switching.

Select **Go > Applications > Epson Software > Epson Scan 2**.

Related Information

➔ [“Installing the Latest Applications” on page 192](#)

Adding the Network Scanner

Before using Epson Scan 2, you need to add the network scanner.

Network Service and Software Information

1. Start the software, and then click **Add** on the **Scanner Settings** screen.

Note:

- ☐ If **Add** is grayed out, click **Enable Editing**.
- ☐ If the main screen of Epson Scan 2 is displayed, it has already been connected to the scanner. If you want to connect to another network, select **Scanner > Settings** to open the **Scanner Settings** screen.

2. Add the network scanner. Enter the following items, and then click **Add**.

- ☐ **Model:** Select the scanner you want to connect to.
- ☐ **Name:** Enter the scanner name within 32 characters.
- ☐ **Search for Network:** When the computer and the scanner are on the same network, the IP address is displayed. If it is not displayed, click the  button. If the IP address is still not displayed, click **Enter address**, and then enter the IP address directly.

3. Select the scanner on the **Scanner Settings** screen, and then click **OK**.

Application for Configuring Scanning from the Computer (Document Capture Pro)

Document Capture Pro* is an application that allows you to configure settings for scanned images sent from the printer to a computer over a network.

After checking the scanned image, you can configure various scan settings on the computer such as the file saving format, where to save the scanned image, and the forwarding destination. See the Document Capture Pro help for details on using the application.

*The names are for Windows. For Mac OS, the name is Document Capture. For Windows Server, the name is Document Capture Pro Server.

Starting on Windows

- ☐ Windows 10/Windows Server 2016

Click the start button, and then select **Epson Software > Document Capture Pro**.

- ☐ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

Enter the application name in the search charm, and then select the displayed icon.

- ☐ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003

Click the start button, and select **All Programs** or **Programs > Epson Software > Document Capture Pro**.

Starting on Mac OS

Select **Go > Applications > Epson Software > Document Capture**.

Related Information

- ➔ [“Scanning Using Document Capture Pro” on page 118](#)
- ➔ [“Installing the Latest Applications” on page 192](#)

Application for Configuring Fax Operations and Sending Faxes (FAX Utility)

FAX Utility is an application that allows you to configure various settings for sending faxes from a computer. You can create or edit the contacts list to be used when sending a fax, configure to save received faxes in PDF format on the computer, and so on. See the application's help for details.

Note:

- ☐ *Windows Server operating systems are not supported.*
- ☐ *Before installing the FAX Utility, make sure you have installed the printer driver for this printer; this does not include the PostScript printer driver and Epson universal printer driver.*

Starting on Windows

- ☐ Windows 10
Click the start button, and select **Epson Software > FAX Utility**.
- ☐ Windows 8.1/Windows 8
Enter the application name in the search charm, and then select the displayed icon.
- ☐ Windows 7/Windows Vista/Windows XP
Click the start button, and select **All Programs (or Programs) > Epson Software > FAX Utility**.

Starting on Mac OS

Select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan, Print & Fax**), and then select the printer (FAX). Click **Options & Supplies > Utility > Open Printer Utility**.

Related Information

- ➔ [“Receiving Faxes on a Computer” on page 89](#)
- ➔ [“Installing the Latest Applications” on page 192](#)

Application for Sending Faxes (PC-FAX Driver)

PC-FAX driver is an application that allows you to send a document created on a separate application as a fax directly from the computer. PC-FAX driver is installed when you install FAX Utility. See the application's help for details.

Note:

- ☐ *Windows Server operating systems are not supported.*
- ☐ *The operation differs depending on the application you used to create the document. See the application's help for details.*

Accessing from Windows

In the application, select **Print** or **Print Setup** from the **File** menu. Select your printer (FAX), and then click **Preferences** or **Properties**.

Accessing from Mac OS

In the application, select **Print** from the **File** menu. Select your printer (FAX) as the **Printer** setting, and then select **Fax Settings** or **Recipient Settings** from the pop-up menu.

Related Information

- ➔ [“Sending a Fax from a Computer” on page 85](#)
- ➔ [“Installing the Latest Applications” on page 192](#)

Application for Configuring Printer Operations (Web Config)

Web Config is an application that runs in a web browser, such as Internet Explorer and Safari, on a computer or smart device. You can confirm the printer status or change the network service and printer settings. To use the Web Config, connect the printer and the computer or device to the same network.

The following browsers are supported.

OS	Browser
Windows XP SP3 or later	Internet Explorer 8 or later, Firefox*, Chrome*
Mac OS X v10.6.8 or later	Safari*, Firefox*, Chrome*
iOS*	Safari*
Android 2.3 or later	Default browser
Chrome OS*	Default browser

* Use the latest version.

Running Web Config on a Web Browser

1. Check the printer's IP address.

Tap the network icon on the printer's home screen, and then tap the active connection method to confirm the printer's IP address.

Note:

You can also check the IP address by printing the network connection report.

2. Launch a Web browser from a computer or smart device, and then enter the printer's IP address.

Format:

IPv4: `http://the printer's IP address/`

IPv6: `http://[the printer's IP address]/`

Examples:

IPv4: `http://192.168.100.201/`

IPv6: `http://[2001:db8::1000:1]/`

Note:

Using the smart device, you can also run Web Config from the maintenance screen of Epson iPrint.

Related Information

- ➔ [“Using Epson iPrint” on page 173](#)
- ➔ [“Menu Options for Network Settings in General Settings” on page 42](#)

Running Web Config on Windows

When connecting a computer to the printer using WSD, follow the steps below to run Web Config.

1. Access the devices and printers screen in Windows.
 - ❑ Windows 10/Windows Server 2016
Right-click the start button or press and hold it, and then select **Control Panel > View devices and printers** in **Hardware and Sound**.
 - ❑ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Select **Desktop > Settings > Control Panel > View devices and printers** in **Hardware and Sound** (or **Hardware**).
 - ❑ Windows 7/Windows Server 2008 R2
Click the start button, and select **Control Panel > View devices and printers** in **Hardware and Sound**.
 - ❑ Windows Vista/Windows Server 2008
Click the start button, and select **Control Panel > Printers** in **Hardware and Sound**.
2. Right-click on your printer and select **Properties**.
3. Select the **Web Service** tab and click the URL.

Running Web Config on Mac OS

1. Select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.
2. Click **Options & Supplies > Show Printer Webpage**.

Software Update Tools (Software Updater)

EPSON Software Updater is an application that checks for new or updated software on the internet and installs it. You can also update the printer's manual.

Note:

Windows Server operating systems are not supported.

Installing Method

Install Software Updater from the supplied software disc or download the latest version from the Epson website.

<http://www.epson.com>

Network Service and Software Information

Starting on Windows

❑ Windows 10

Click the start button, and then select **Epson Software > EPSON Software Updater**.

❑ Windows 8.1/Windows 8

Enter the application name in the search charm, and then select the displayed icon.

❑ Windows 7/Windows Vista/Windows XP

Click the start button, and then select **All Programs (or Programs) > Epson Software > EPSON Software Updater**.

Note:

You can also start EPSON Software Updater by clicking the printer icon on the task bar on the desktop, and then selecting Software Update.

Starting on Mac OS

Select **Go > Applications > Epson Software > EPSON Software Updater**.

Related Information

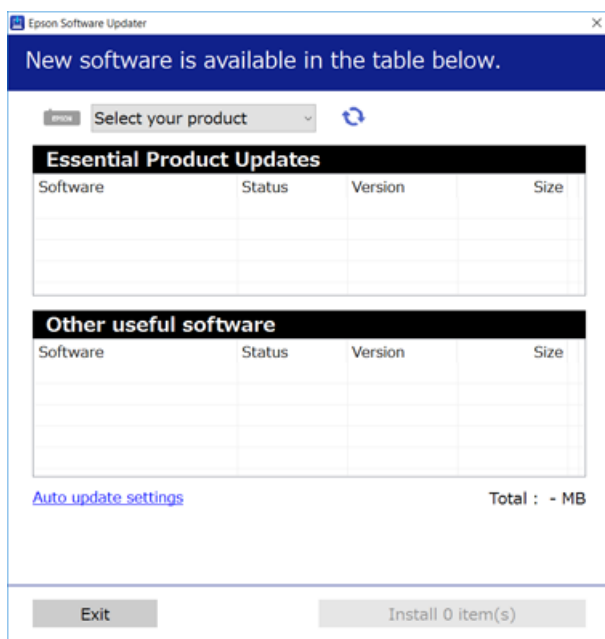
➔ [“Installing the Latest Applications” on page 192](#)

Installing the Latest Applications

Note:

When reinstalling an application, you need to uninstall it first.

1. Make sure the printer and the computer are available for communication, and the printer is connected to the Internet.
2. Start EPSON Software Updater.



Network Service and Software Information

3. Select your printer, and then click  to check for the latest available applications.
4. Select the items you want to install or update, and then click the install button at the lower right of the screen.


Important:

Do not turn off or unplug the printer until the update is complete; otherwise, the printer may malfunction.

Note:

- ☐ You can download the latest applications from the Epson website.
<http://www.epson.com>
- ☐ If you use Windows Server operating systems, you cannot use Epson Software Updater. Download the latest applications from the Epson website.
- ☐ Document Capture Pro cannot be installed from Epson Software Updater. Install it from the website below.
<http://support.epson.net/> (outside Europe)
http://assets.epson-europe.com/gb/en/document_capture_pro/index.html (Europe)

Related Information

- ➔ [“Software Update Tools \(Software Updater\)” on page 191](#)
- ➔ [“Uninstalling Applications” on page 196](#)

Installing a PostScript Printer Driver

Installing a PostScript Printer Driver Using USB Interface - Windows

1. Turn off all virus protection applications.
2. Insert the software disc that came with the printer into the computer, and download the "Driver/PostScript/eppsnt.inf" file.

Note:

If your computer does not have a CD/DVD drive, download the printer driver from the Epson support website.

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

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

3. Connect the printer to the computer with a USB cable, and then turn on the printer.

Note:

*For Windows Vista/Windows XP, when the **Found New Hardware** screen appears, click **Ask me again later**.*

4. Add a printer.
 - ☐ Windows 10/Windows Server 2016
Right-click the start button or press and hold it, and then select **Control Panel > View devices and printers** in **Hardware and Sound** and then click **Add a Printer**.
 - ☐ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Select **Desktop > Settings > Control Panel > View devices and printers** in **Hardware and Sound**, and then click **Add a Printer**.

Network Service and Software Information

- ☐ Windows 7/Windows Server 2008 R2
Click the start button, select **Control Panel > View devices and printers** in **Hardware and Sound**, and then click **Add a Printer**.
 - ☐ Windows Vista/Windows Server 2008
Click the start button, select **Control Panel > Printers** in **Hardware and Sound**, and then click **Add a Printer**.
 - ☐ Windows XP/Windows Server 2003 R2/Windows Server 2003
Click the start button, select **Control Panel > Printers and Other Hardware > Printers and Faxes > Add a Printer**, and then click **Next**.
5. Add a local printer.
 - ☐ Windows 10/Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Click **The printer that I want isn't listed**, select **Add a local printer or network printer with manual settings**, and then click **Next**.
 - ☐ Windows 7/Windows Vista/Windows Server 2008 R2/Windows Server 2008
Click **Add a local printer**.
 - ☐ Windows XP/Windows Server 2003 R2/Windows Server 2003
Select **Local printer attached to this computer**, clear **Automatically detect and install my Plug and Play printer**, and then click **Next**.
 6. Select **Use an existing port**, select **USB001 (Virtual printer port for USB)**, and then click **Next**.
 7. Click **Have Disk**, specify the "eppsnt.inf" file that is on the software disc or that you have downloaded from the website, and then click **OK**.
 8. Select your printer, and then click **Next**.
 9. Follow the on-screen instructions for the rest of the installation.

Installing a PostScript Printer Driver Using Network Interface - Windows

1. Turn off all virus protection applications.
2. Insert the software disc that came with the printer into the computer, and download the "Driver/PostScript/eppsnt.inf" file.

Note:

If your computer does not have a CD/DVD drive, download the printer driver from the Epson support website.

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

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

3. Add a printer.
 - ☐ Windows 10/Windows Server 2016
Right-click the start button or press and hold it, and then select **Control Panel > View devices and printers** in **Hardware and Sound** and then click **Add a Printer**.

Network Service and Software Information

- ☐ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Select **Desktop > Settings > Control Panel > View devices and printers** in **Hardware and Sound**, and then click **Add a Printer**.
 - ☐ Windows 7/Windows Server 2008 R2
Click the start button, select **Control Panel > View devices and printers** in **Hardware and Sound**, and then click **Add a Printer**.
 - ☐ Windows Vista/Windows Server 2008
Click the start button, select **Control Panel > Printers** in **Hardware and Sound**, and then click **Add a Printer**.
 - ☐ Windows XP/Windows Server 2003 R2/Windows Server 2003
Click the start button, select **Control Panel > Printers and Other Hardware > Printers and Faxes > Add a Printer**, and then click **Next**.
4. Add a local printer.
- ☐ Windows 10/Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Click **The printer that I want isn't listed**, select **Add a local printer or network printer with manual settings**, and then click **Next**.
 - ☐ Windows 7/Windows Vista/Windows Server 2008 R2/Windows Server 2008
Click **Add a local printer**.
 - ☐ Windows XP/Windows Server 2003 R2/Windows Server 2003
Select **Local printer attached to this computer**, clear **Automatically detect and install my Plug and Play printer**, and then click **Next**.
5. Select **Create a new port**, select **Standard TCP/IP Port**, and then click **Next**.
- Note:**
For Windows XP/Windows Server 2003 R2/Windows Server 2003, when the **Add Standard TCP/IP Printer Port Wizard** screen appears, click **Next**.
6. Enter the printer's IP address, and then click **Next**.
- Note:**
- ☐ Tap the network icon on the printer's home screen, and then tap the active connection method to confirm the printer's IP address.
 - ☐ For Windows XP/Windows Server 2003 R2/Windows Server 2003, when the **Add Standard TCP/IP Printer Port Wizard** screen appears, click **Finish**.
7. Click **Have Disk**, specify the "eppsnt.inf" file that is on the software disc or that you have downloaded from the website, and then click **OK**.
8. Select your printer, and then click **Next**.
9. Follow the on-screen instructions for the rest of the installation.

Installing a PostScript Printer Driver - Mac OS

Download the printer driver from the Epson Support website, and then install it.

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

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

You need the IP address of the printer while installing the printer driver.

Tap the network icon on the printer's home screen, and then tap the active connection method to confirm the printer's IP address.

Adding the Printer Driver (for Mac OS Only)

1. Select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan, Print & Fax**).
2. Click +, and then select **Add Other Printer or Scanner**.
3. Select your printer, and then click **Add**.

Note:

- ☐ If your printer is not listed, check that it is correctly connected to the computer and that the printer is on.
- ☐ For a USB, IP, or Bonjour connection, set the optional paper cassette unit manually after adding the printer driver.

Installing the Epson Universal Printer Driver (for Windows Only)

The Epson universal printer driver is the universal PCL6 compatible print driver. Once you install this printer driver*, you can print from every Epson printer that supports this printer driver.

- * Since this is a generic printer driver, printing features are limited compared to the printer driver specifically designed for this printer.

Connect the printer to the same network as the computer, and then follow the procedure below to install the printer driver.

1. Download the executable file of the driver from the Epson support website.
<http://www.epson.eu/Support> (Europe only)
<http://support.epson.net/>
2. Double-click the executable file.
3. Follow the on-screen instructions for the rest of the installation.

Note:

If you are using a Windows computer and you cannot download the driver from the website, install it from the software disc that came with the printer. Access "Driver\Universal".

Uninstalling Applications

Log in to your computer as an administrator. Enter the administrator password if the computer prompts you.

Uninstalling Applications - Windows

1. Press the  button to turn off the printer.

Network Service and Software Information

2. Quit all running applications.
3. Open **Control Panel**:
 - ☐ Windows 10/Windows Server 2016
Right-click the start button or press and hold it, and then select **Control Panel**.
 - ☐ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Select **Desktop > Settings > Control Panel**.
 - ☐ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003
Click the start button and select **Control Panel**.
4. Open **Uninstall a program** (or **Add or Remove Programs**):
 - ☐ Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008
Select **Uninstall a program** in **Programs**.
 - ☐ Windows XP/Windows Server 2003 R2/Windows Server 2003
Click **Add or Remove Programs**.
5. Select the application you want to uninstall.
You cannot uninstall the printer driver if there is any print jobs. Delete or wait to be printed the jobs before uninstalling.
6. Uninstall the applications:
 - ☐ Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008
Click **Uninstall/Change** or **Uninstall**.
 - ☐ Windows XP/Windows Server 2003 R2/Windows Server 2003
Click **Change/Remove** or **Remove**.

Note:
If the **User Account Control** window is displayed, click **Continue**.
7. Follow the on-screen instructions.

Uninstalling Applications - Mac OS

1. Download the Uninstaller using EPSON Software Updater.
Once you have downloaded the Uninstaller, you do not need to download it again each time you uninstall the application.
2. Press the  button to turn off the printer.
3. To uninstall the printer driver or PC-FAX driver, select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan, Print & Fax**), and then remove the printer from the enabled printers list.
4. Quit all running applications.

Network Service and Software Information

5. Select **Go > Applications > Epson Software > Uninstaller**.
6. Select the application you want to uninstall, and then click **Uninstall**.

**Important:**

The Uninstaller removes all drivers for Epson inkjet printers on the computer. If you use multiple Epson inkjet printers and you only want to delete some drivers, delete all of them first, and then install the necessary printer driver again.

Note:

*If you cannot find the application you want to uninstall in the application list, you cannot uninstall using the Uninstaller. In this situation, select **Go > Applications > Epson Software**, select the application you want to uninstall, and then drag it to the trash icon.*

Related Information

➡ [“Software Update Tools \(Software Updater\)” on page 191](#)

Printing Using a Network Service

By using Epson Connect service available on the Internet, you can print from your smartphone, tablet PC, or laptop, anytime and practically anywhere. To use this service, you need to register the user and the printer in Epson Connect.

The features available on the Internet are as follows.

☐ Email Print

When you send an email with attachments such as documents or images to an email address assigned to the printer, you can print that email and the attachments from remote locations such as your home or office printer.

☐ Epson iPrint

This Application is for iOS and Android, and allows you to print or scan from a smart phone or tablet. You can print documents, images, and websites by sending them directly to a printer on the same wireless LAN.

☐ Scan to Cloud

This application allows you to send the scanned data you want to print to another printer. You can also upload the scanned data to available Cloud services.

☐ Remote Print Driver

This is a shared driver supported by Remote Print Driver. When printing using a printer in a remote location, you can print by changing the printer on the usual applications window.

See the Epson Connect web portal for details.

<https://www.epsonconnect.com/>

<http://www.epsonconnect.eu> (Europe only)

Related Information

➡ [“Using Epson iPrint” on page 173](#)

Maintenance

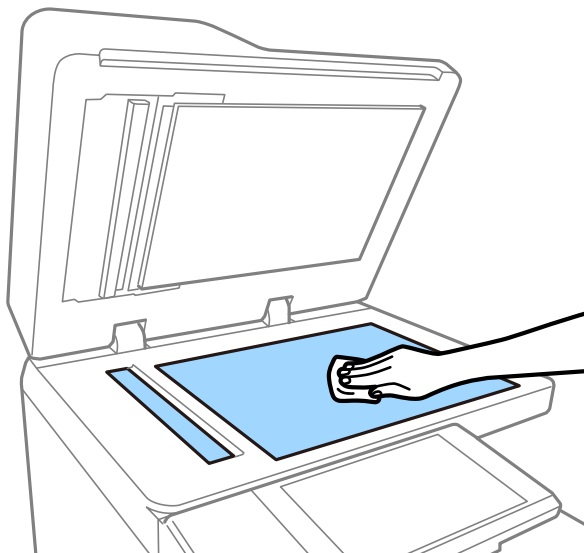
Cleaning the Printer

If there is dirt or uneven colors in the scanned data or printed documents, clean the scanner glass and ADF.

**Important:**

Never use alcohol or thinner to clean the printer. These chemicals can damage the printer.

1. Open the document cover.
2. Use a soft cloth to clean the surface and left side of the scanner glass.

**Important:**

Do not press too hard, scratch, or damage the surface of the glass. A damaged glass surface can decrease the scan quality.

Note:

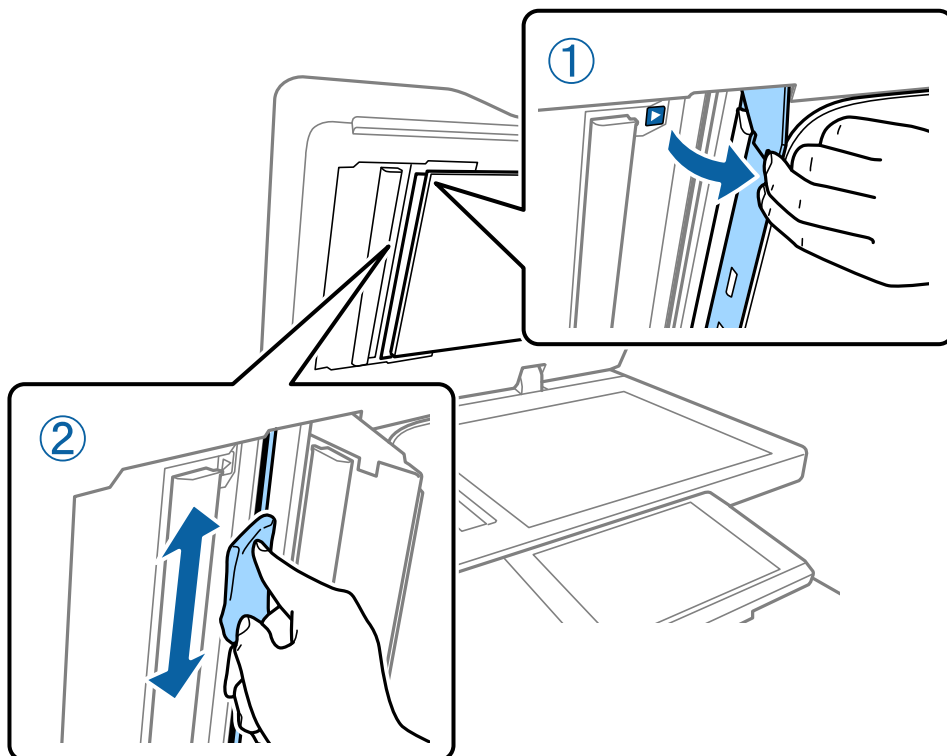
If the glass surface is stained with grease or some other hard-to-remove material, use a small amount of glass cleaner and a soft cloth to remove it. Wipe off all remaining liquid after removing the dirt.

Maintenance

3. Open the ADF cover, and then wipe the roller using a soft, moist cloth.

**Important:**

Using a dry cloth may damage the surface of the roller.



Checking the Circuit Breaker

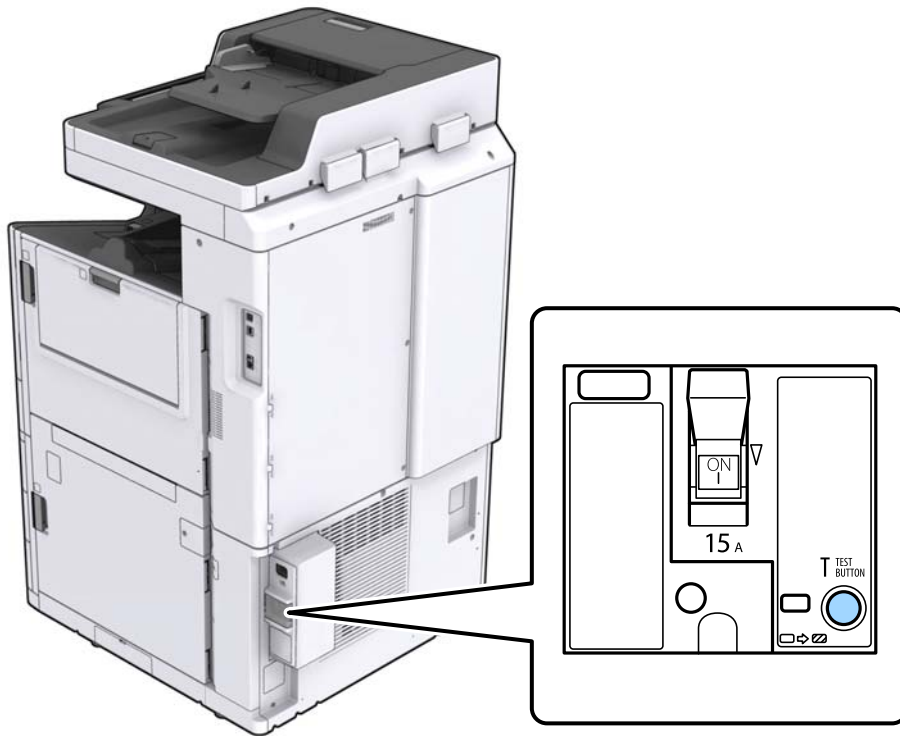
This product has a circuit breaker. If a short-circuit occurs within the printer, the power supply shuts off automatically to prevent electric shocks and fires. Perform the following operation about once a month.

The breaker is subject to change without prior notice in order to improve the product. Even if the breaker notations or the position of the test button change, the steps of the procedure are the same.

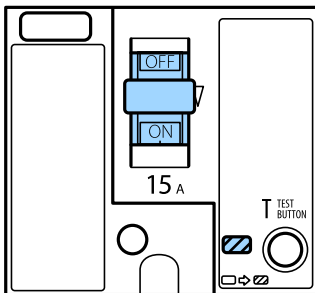
1. Press the  button to turn off the printer.
Keep the power plug connected to the outlet.

Maintenance

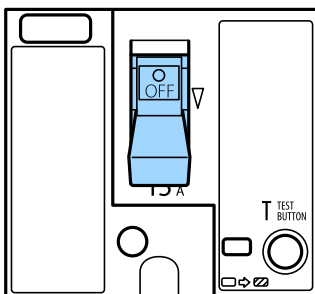
2. Open the circuit breaker cover, and then press the test button with a fine-tipped object such as a ballpoint pen.



3. The breaker switch moves automatically to the position between ON and OFF.
Make sure that the indicator is yellow.

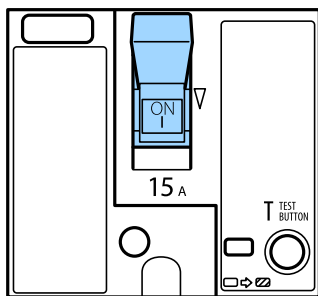


4. Slide the switch down to OFF.



Maintenance

- Slide the switch up to ON.


Caution:

If your switch operates differently compared to the instructions above, contact Epson support or an authorized Epson service provider. Do not use the printer as a short circuit could occur.

Related Information

➔ [“Turning the Power On and Off” on page 16](#)

Checking the Clogged Nozzles

If the nozzles are clogged, the printouts become faint, there is visible banding, or unexpected colors appear. When there is a problem in printing quality or when printing large quantities, we recommend using the nozzle check feature. If the nozzles are clogged, clean the print head.


Important:

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

Note:

- ❑ Because print head cleaning uses some ink, it may not be performed when ink is low. If a message about ink levels is displayed on the control panel, replace the old ink cartridge with a new ink cartridge first, and then clean the print head.
- ❑ Drying causes clogging. To prevent the print head from drying out, always turn the printer off by pressing the  button. Do not unplug the printer or turn off the circuit breaker while the power is on.

- Tap **Settings** on the home screen.
- Tap **Maintenance**.
- Tap **Print Head Nozzle Check**.
- Follow the on-screen instructions to select the paper source in which you loaded A4 size plain paper.
- Follow the on-screen instructions to print the nozzle check pattern.
- Check the printed pattern to see if the print head nozzles are clogged.
If the nozzles are not clogged, tap **OK** to finish.

Maintenance

OK



NG



7. If the nozzles are clogged, tap **NG** to clean the print head.
8. After cleaning is finished, print the nozzle check pattern again to make sure that there is no clogging. If nozzles are still clogged, repeat head cleaning and run a nozzle check.

Related Information

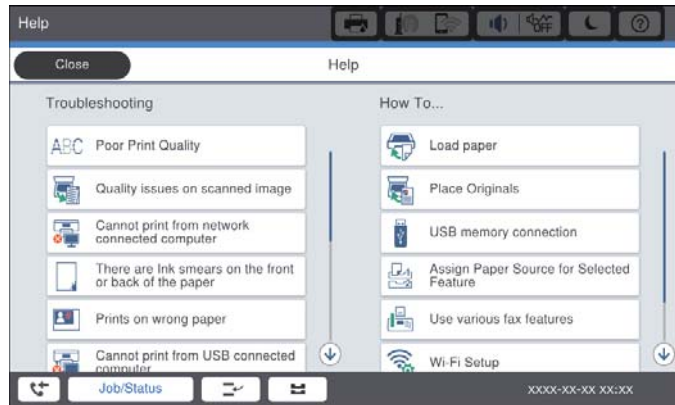
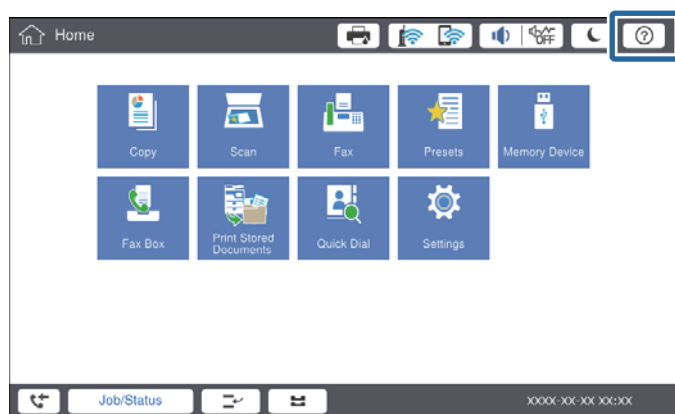
- ➔ [“Turning the Power On and Off” on page 16](#)
- ➔ [“Menu Options for Maintenance” on page 44](#)

Solving Problems

Descriptions on the Screen

Confirming Help Anytime

You can tap  on the screen to display a **Help** list, and then select the desired item to check.

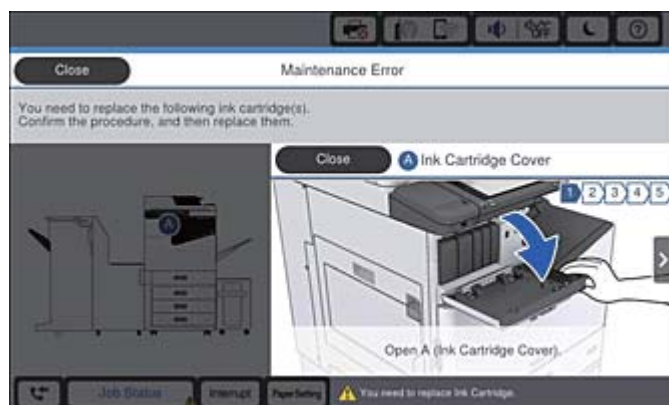
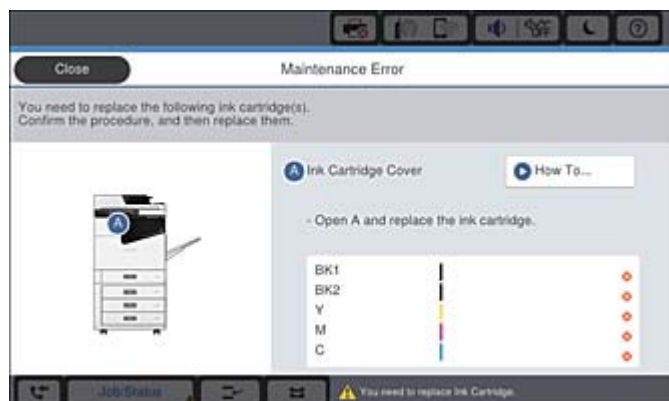


Guidance during Operation

The error message and guidance button will be displayed if an error occurs during operation. You can tap a guidance button to check the procedure for solving a problem.

Solving Problems

For animations, 1 action is displayed repeatedly. Tap  to switch for next procedure.



Clearing a Paper Jam

If paper jams occur, a button will be displayed along with a message on the screen. Tap the button and follow the on-screen instructions to check where the paper is jammed in order, then remove the jammed paper.



Caution:

Never touch the protruding parts to avoid injury when removing the paper from inside the printer.



Important:

Remove the jammed paper carefully. Removing the paper vigorously may cause damage to the printer.

Related Information

- ➡ [“Descriptions on the Screen” on page 204](#)
- ➡ [“Available Paper Types and Capacities” on page 27](#)

Paper Jam Occurs Frequently

- ❑ Check if it can be used with this product.
- ❑ Check the settings and the number of sheets.
- ❑ Check the paper condition. If paper absorbs moisture, it becomes wavy or curls that may cause the trouble.
- ❑ If paper jams occur frequently, try using newly opened papers.
- ❑ Keep paper that you opened once sealed in a plastic bag.
- ❑ Try disabling **Print Speed Priority**. On the home screen, tap **Settings > General Settings > Printer Settings > Print Speed Priority**, and then disable the setting.

Related Information

- ➔ [“Available Paper Types and Capacities” on page 27](#)
- ➔ [“Unavailable Paper Types” on page 29](#)
- ➔ [“Paper Handling” on page 29](#)
- ➔ [“Paper Storage” on page 30](#)
- ➔ [“Setting the Paper Type” on page 32](#)

Paper is Smeared or Scuffed

- ❑ Check if it can be used with this product.
- ❑ Check how to load paper and the number of sheets.
- ❑ Check the paper condition. If paper absorbs moisture, it becomes wavy or curls that may cause the trouble.
- ❑ If papers are smeared or scuffed frequently, try using newly opened papers.
- ❑ Keep paper that you opened once sealed in a plastic bag.
- ❑ Try **Thick Paper** mode. Tap **Settings > General Settings > Printer Settings > Thick Paper**.

Related Information

- ➔ [“Available Paper Types and Capacities” on page 27](#)
- ➔ [“Unavailable Paper Types” on page 29](#)
- ➔ [“Paper Handling” on page 29](#)
- ➔ [“Paper Storage” on page 30](#)
- ➔ [“Setting the Paper Type” on page 32](#)

Checking Messages on the LCD Screen

If an error message is displayed on the screen, follow the on-screen instructions or the solutions below to solve the problem.

Solving Problems

Error Messages	Solutions
Printer error. Turn the power off and on again. For details, see your documentation.	Remove any paper in the printer and disconnect any optional items. If the error message is still displayed after turning the power off and on again, note the error code then contact Epson support.
Printer error. For details, see your documentation.	The printer may be damaged. Contact Epson support or an authorized Epson service provider to request repairs. However, non-printing features such as scanning may be available.
Cannot print because XX is out of order. You can print from another cassette.	Turn the power off and on again, and then reinsert the paper cassette. If the error message is still displayed, contact Epson support or an authorized Epson service provider to request repairs.
HDD error. Turn the printer off and back on again. If the error continues, contact xxxxxxxx .	The HDD is damaged. Contact Epson support or an authorized Epson service provider to replace the HDD device. If the HDD is damaged, you may not be able to print or copy the following items. ☐ Documents that contain images. ☐ Copying more than 50 pages of Text & Image A4 documents may fail.
xxxxxxx are nearing the end of their service life.	When it is time to replace a consumable item, the printer cannot be used. Contact Epson or an authorized Epson service provider to request replacement.
xxxxxxx are nearing the end of their service life.	Contact Epson support or an authorized Epson service provider.
xxxxxxx is at the end of its service life. Replace it.	Contact Epson support or an authorized Epson service provider.
You need to replace the following ink cartridge(s). Confirm the procedure, and then replace them.	To ensure you receive premium print quality and to help protect your print head, it is designed to stop operation before the ink is completely out. Replace to new ink cartridge.
No dial tone is detected.	This problem might be resolved by tapping Settings > General Settings > Fax Settings > Basic Settings > Line Type, and then selecting PBX. If your phone system requires an external access code to get an outside line, set the access code after selecting PBX. Use # (hash) instead of the actual access code when entering an outside fax number. This ensures the communication. If the error message is still displayed, set the Dial Tone Detection settings to disabled. However, disabling this feature may drop the first digit of a fax number and send the fax to the wrong number.
Failed to receive faxes because the fax data capacity is full. Touch the Job/Status at the bottom of the Home Screen for details.	There are incoming faxes that are not printed and saved. ☐ Cannot Print The printer cannot operate due to some error. Check the details and solutions of the error. ☐ Cannot save in the computer or the memory device Turn on the computer or connect a memory device to the printer.
The combination of the IP address and the subnet mask is invalid. See your documentation for more details.	Enter the correct IP address or default gateway. Contact your network administrator for assistance.
To use cloud services, update the root certificate from the Epson Web Config utility.	Run Web Config, and then update the root certificate.

Solving Problems

Error Messages	Solutions
Check that the printer driver is installed on the computer and that the port settings for the printer are correct.	Make sure the printer port is selected correctly in -Property > -Port from the -Printer menu as follows. USB connection: -USBXXX Network connection: -EpsonNet Print Port
Check that the printer driver is installed on the computer and that the USB port settings for the printer are correct.	
Recovery Mode	The printer has started in recovery mode because the firmware update failed. Follow the steps below to try to update the firmware again. 1. Connect the computer and the printer with a USB cable. (During recovery mode, you cannot update the firmware over a network connection.) 2. Visit your local Epson website for further instructions.

Related Information

➔ [“Contacting Epson Support” on page 254](#)

➔ [“Installing the Latest Applications” on page 192](#)

Error Code on the Status Menu

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

Code	Problem	Solution
001	The product was turned off by a power failure.	-
101	The memory is full.	Try the methods below to reduce the size of the print job. ☐ Lower the print quality and the resolution. ☐ Change the format setting. ☐ Reduce the number of images, letters or fonts used in the print job.
102	Collated printing has failed due to a lack of available memory.	Try the methods below to reduce the size of the print job. If you do not want to use these methods, try printing one copy at a time. ☐ Lower the print quality and the resolution. ☐ Change the format setting. ☐ Reduce the number of images, letters or fonts used in the print job.
103	Printing quality has been lowered due to a lack of available memory.	If you do not want to lower the print quality, try the following methods to reduce the size of the print job. ☐ Change the format setting. ☐ Reduce the number of images, letters or fonts used in the print job.

Solving Problems

Code	Problem	Solution
104	Reverse printing has failed due to a lack of available memory.	If you want to print in reverse, try the following methods to reduce the size of the print job. ☐ Lower the print quality and the resolution. ☐ Change the format setting. ☐ Reduce the number of images, letters or fonts used in the print job.
106	Cannot print from the computer due to the access control settings.	Contact your printer administrator.
107	User authentication failed. The job has been canceled.	☐ Make sure that the user name and password are correct. ☐ Tap Settings > General Settings > System Administration > Security Settings > Access Control. Enable the user restriction function, and then allow the job without an authentication information.
108	Confidential job data was deleted when the printer was turned off.	-
109	The received fax was already deleted.	-
110	The job was printed on one side only because the paper loaded does not support double sided printing.	If you want to perform 2-sided printing, load paper that supports 2-sided printing.
111	Available memory is running low.	Try the methods below to reduce the size of the print job. ☐ Lower the print quality and the resolution. ☐ Change the format setting. ☐ Reduce the number of images, letters or fonts used in the print job.
120	Cannot communicate with the server that is connected using an open platform.	Make sure there are no errors on the server or the network.
130	Collated printing has failed due to a lack of available memory.	Try the methods below to reduce the size of the print job. If you do not want to use these methods, try printing one copy at a time. ☐ Lower the print quality and the resolution. ☐ Change the format setting. ☐ Reduce the number of images, letters or fonts used in the print job.
131	Reverse printing has failed due to a lack of available memory.	If you want to print in reverse, try the following methods to reduce the size of the print job. ☐ Lower the print quality and the resolution. ☐ Change the format setting. ☐ Reduce the number of images, letters or fonts used in the print job.

Solving Problems

Code	Problem	Solution
132	Cannot print due to a lack of available memory.	Try the methods below to reduce the size of the print data. ☐ Change to a smaller paper size. ☐ Simplify the data by reducing the number of images in the print data or reducing the number of font types.
133	Cannot print on 2-sides due to a lack of available memory. Only one side will be printed.	Try the methods below to reduce the size of the print data. ☐ Change to a smaller paper size. ☐ Simplify the data by reducing the number of images in the print data or reducing the number of font types.
141	Error in the printer's HDD. The job has been canceled.	Contact Epson support or an authorized Epson service provider to replace the HDD.
151	Printing is not performed because the login user name and the user name associated with the confidential job do not match.	Make sure you login with the same user name as the user name associated with the confidential job.
201	The memory is full.	☐ Print received faxes from Job Status in Job/Status. ☐ Delete received faxes saved in the inbox from Job Status in Job/Status. ☐ If you are sending a monochrome fax to a single destination, you can send it by using Direct Send. ☐ Divide your originals in two or more to send them in several batches.
202	The line was disconnected by the recipient machine.	Wait for a while and then try again.
203	The product cannot detect the dial tone.	☐ Make sure that the phone cable is connected correctly and the phone line is working. ☐ When the printer is connected to the PBX or the terminal adapter, change the Line Type setting to PBX. ☐ Tap Settings > General Settings > Fax Settings > Basic Settings > Dial Tone Detection, and then disable the dial tone setting.
204	The recipient machine is busy.	Wait for a while and then try again.
205	The recipient machine does not answer.	Wait for a while and then try again.
206	The phone cable is incorrectly connected to the LINE and EXT. port of the product.	Check the connection of the LINE port and the EXT. port of the printer.
207	The product is not connected to the phone line.	Connect the phone cable to the phone line.
208	The fax could not be sent to some of the specified recipients.	Print a Fax Log or Last Transmission report for previous faxes from Fax Report in the Fax mode to check the failed destination. When the Save Failure Data setting is enabled, you can resend a fax from Job Status in Job/Status .

Solving Problems

Code	Problem	Solution
301	There is not enough storage space available to save the data in the memory device.	☐ Increase the storage space in the memory device. ☐ Reduce the number of documents. ☐ Lower the scanning resolution or increase the compression ratio to reduce the size of the scanned image.
302	The memory device is write-protected.	Disable write protection on the memory device.
303	No folder has been created to save the scanned image.	Insert another memory device.
304	The memory device has been removed.	Reinsert the memory device.
305	An error occurred while saving the data to the memory device.	If the external device is accessed from a computer, wait for a while and then try again.
306	The memory is full.	Wait until other ongoing jobs are finished.
307	The scanned image size exceeds the maximum limit. (Scan to a Memory Device)	Lower the scanning resolution or increase the compression ratio to reduce the size of the scanned image.
311	A DNS error has occurred.	☐ Tap Settings > General Settings > Network Settings > Advanced > TCP/IP , and then check the DNS settings. ☐ Check the DNS settings for the server, the computer, or the access point.
312	An authentication error has occurred.	Tap Settings > General Settings > Network Settings > Advanced > Email Server > Server Settings , and then check the server settings.
313	A communication error has occurred.	☐ Print a network connection report to check if the printer is connected to the network. ☐ Tap Settings > General Settings > Network Settings > Advanced > Email Server > Server Settings to check the email server settings. You can check the cause of the error by running connection check. ☐ The authentication method of the settings and the email server may not match. When you select Off as the authentication method, make sure the authentication method of the email server is set to None.
314	The data size exceeds the maximum size for attached files.	☐ Increase the Attached File Max Size setting in the scan settings. ☐ Lower the scanning resolution or increase the compression ratio to reduce the size of the scanned image.
315	The memory is full.	Retry after other ongoing jobs are finished.

Solving Problems

Code	Problem	Solution
321	A DNS error has occurred.	☐ Tap Settings > General Settings > Network Settings > Advanced > TCP/IP , and then check the DNS settings. ☐ Check the DNS settings for the server, the computer, or the access point.
322	An authentication error has occurred.	Check the Location settings.
323	A communication error has occurred.	☐ Check the Location settings. ☐ Print a network connection report to check if the printer is connected to the network.
324	A file with the same name already exists in the specified folder.	☐ Delete the file with the same name. ☐ Change the file name prefix in File Settings .
325 326	There is not enough storage space available in the specified folder.	☐ Increase the storage space in the specified folder. ☐ Reduce the number of documents. ☐ Lower the scanning resolution or increase the compression ratio to reduce the size of the scanned image.
327	The memory is full.	Wait until other ongoing jobs are finished.
328	The destination was wrong or the destination does not exist.	Check the Location settings.
329	The scanned image size exceeds the maximum limit. (Scan to a Network Folder or FTP Server)	Lower the scanning resolution or increase the compression ratio to reduce the size of the scanned image.
331	A communication error occurred.	Print a network connection report to check if the printer is connected to the network.
332	There is not enough storage space available to save the scanned image in the destination storage.	Reduce the number of documents.
333	The destination could not be found because the destination information was uploaded to the server before sending the scanned image.	Select the destination again.
334	An error occurred while sending the scanned image.	-
341	A communication error has occurred.	☐ Check the connections for the printer and the computer. If you are connecting over a network, print a network connection report to check if the printer is connected to the network. ☐ Make sure that Document Capture Pro is installed on the computer.
401	There is not enough storage space available to save the data in the memory device.	Increase the storage space in the memory device.
402	The memory device is write-protected.	Disable write protection on the memory device.
404	The memory device has been removed.	Reinsert the memory device.

Solving Problems

Code	Problem	Solution
405	An error occurred while saving the data to the memory device.	☐ Reinsert the memory device. ☐ Use a different memory device on which you have created a folder using the Create a folder to save fax data function.
411	A DNS error has occurred.	☐ Tap Settings > General Settings > Network Settings > Advanced > TCP/IP, and then check the DNS settings. ☐ Check the DNS settings for the server, the computer, or the access point.
412	An authentication error has occurred.	Tap Settings > General Settings > Network Settings > Advanced > Email Server > Server Settings , and then check the server settings.
413	A communication error has occurred.	☐ Tap Settings > General Settings > Network Settings > Advanced > Email Server > Server Settings to check the email server settings. You can check the cause of the error by running connection check. ☐ The authentication method of the settings and the email server may not match. When you select Off as the authentication method, make sure the authentication method of the email server is set to None. ☐ Print a network connection report to check if the printer is connected to the network.
421	A DNS error has occurred.	☐ Tap Settings > General Settings > Network Settings > Advanced > TCP/IP, and then check the DNS settings. ☐ Check the DNS settings for the server, the computer, or the access point.
422	An authentication error has occurred.	Tap Settings > General Settings > Fax Settings > Receive Settings > Save/Forward Settings , and then check the settings of the folder selected in Destination .
423	A communication error has occurred.	☐ Print a network connection report to check if the printer is connected to the network. ☐ Tap Settings > General Settings > Fax Settings > Receive Settings > Save/Forward Settings, and select  on the box registered. Then, check the folder setting in Save/Forward Destination.
425	There is not enough storage space available in the forwarding destination folder.	Increase the storage space in the forwarding destination folder.
428	The destination was wrong or the destination does not exist.	Tap Settings > General Settings > Fax Settings > Receive Settings > Save/Forward Settings , and select  on the box registered. Then, check the folder setting in Save/Forward Destination .

Solving Problems

Related Information

- ➔ [“Connecting to a Phone Line” on page 54](#)
- ➔ [“Menu Options for Network Settings in General Settings” on page 42](#)
- ➔ [“Menu Options for Web Service Settings in General Settings” on page 42](#)
- ➔ [“Inserting and Removing an External USB Device” on page 36](#)
- ➔ [“Menu Options for Fax Settings” on page 103](#)

Copying Problems

Cannot Copy

- ☐ This printer has features that allow the administrator to limit user operations. You need a user name and login password when making copies. Contact your printer administrator if you do not know the password.
- ☐ You cannot copy if an error, such as a paper jam, has occurred in the printer. Check the printer's control panel and follow the on-screen instructions to clear the error.

Related Information

- ➔ [“Access Control and Login” on page 22](#)
- ➔ [“Descriptions on the Screen” on page 204](#)
- ➔ [“Clearing a Paper Jam” on page 205](#)

Copy Quality Problems

Strange Colors, Unexpected Colors Appear, Visible Banding Appears, or Colors are Faint

The print head nozzles may be clogged. Perform a nozzle check to check if the print head nozzles are clogged. Clean the print head if any of the print head nozzles are clogged.

Related Information

- ➔ [“Checking the Clogged Nozzles” on page 202](#)

Uneven Colors, Smears, Dots, or Straight Lines Appear in the Copied Image

- ☐ Clean the scanner glass and ADF.
- ☐ Do not press too hard on the original when you copy from the scanner glass.
- ☐ When the paper is smeared, lower the copy density setting on the control panel.

Related Information

- ➔ [“Cleaning the Printer” on page 199](#)

Solving Problems

➔ [“Menu Options for Copying” on page 50](#)

Moiré (Cross-Hatch) Patterns Appear in the Copied Image

Change the reduce and enlarge setting or place the original at a slightly different angle.

Related Information

➔ [“Menu Options for Copying” on page 50](#)

An Image of the Reverse Side of the Original Appears in the Copied Image

- ☐ For a thin original, place the original on the scanner glass and then place a piece of black paper over it.
- ☐ Lower the copy density setting on the control panel.

Related Information

➔ [“Menu Options for Copying” on page 50](#)

Cannot Copy as Expected

The Position, Size, or Margins of the Printout Are Incorrect

- ☐ When placing the originals on the ADF, slide the edge guides against the edge of the paper.
- ☐ When placing the originals on the scanner glass, align the corner of the original with the corner indicated by a symbol on the frame of the scanner glass. If the edges of the copy are cropped off, move the original slightly away from the corner.
- ☐ When placing the originals on the scanner glass, clean the scanner glass and the document cover. If there is dust or stains on the glass, the copy area may extend to include the dust or stains, resulting in the wrong copying position or small images.
- ☐ Select the appropriate **Original Size** in the copy settings.
- ☐ Load paper in the correct direction, and slide the edge guides against the edges of the paper.

Related Information

➔ [“Placing Originals” on page 32](#)

➔ [“Cleaning the Printer” on page 199](#)

➔ [“Menu Options for Copying” on page 50](#)

Faxing Problems

Cannot Send or Receive as Expected

Cannot Send or Receive Faxes

- ☐ Use **Check Fax Connection** on the control panel to run the automatic fax connection check. Try the solutions printed on the report.
- ☐ Check the error code displayed for the failed fax job, and try the solutions described in the error code list.
- ☐ Check the **Line Type** setting. Setting to **PBX** may solve the problem. If your phone system requires an external access code to get an outside line, register the access code to the printer, and enter # (hash) at the beginning of a fax number when sending.
- ☐ If a communication error occurs, change the **Fax Speed** setting to **Slow(9,600bps)** on the control panel.
- ☐ Check that the telephone wall jack works by connecting a phone to it and testing it. If you cannot make or receive calls, contact your telecommunication company.
- ☐ To connect to a DSL phone line, you need to use a DSL modem equipped with a built-in DSL filter, or install a separate DSL filter to the line. Contact your DSL provider.
- ☐ If you are connecting to a DSL phone line, connect the printer directly to a telephone wall jack to see if the printer can send a fax. If it works, the problem may be caused by the DSL filter. Contact your DSL provider.
- ☐ Enable the **ECM** setting on the control panel. Color faxes cannot be sent or received when **ECM** is off.
- ☐ To send or receive faxes using the computer, make sure that the printer is connected using a USB cable or a network, and that the PC-FAX Driver have been installed on the computer. The PC-FAX Driver is installed together with FAX Utility.
- ☐ In Windows, make sure the printer (fax) is displayed in **Devices and Printers**, **Printer**, or **Printers and Other Hardware**. The printer (fax) is displayed as "EPSON XXXXX (FAX)". If the printer (fax) is not displayed, uninstall and then re-install the FAX Utility. See the following to access **Devices and Printers**, **Printer**, or **Printers and Other Hardware**.
 - ☐ Windows 10
Right-click on the start button, or press and hold it and then select **Control Panel > View devices and printers** in **Hardware and Sound**.
 - ☐ Windows 8.1/Windows 8
Select **Desktop > Settings > Control Panel > View devices and printers** in **Hardware and Sound** or **Hardware**.
 - ☐ Windows 7
Click the start button, and select **Control Panel > View devices and printers** in **Hardware and Sound** or **Hardware**.
 - ☐ Windows Vista
Click the start button, and select **Control Panel > Printers** in **Hardware and Sound**.
 - ☐ Windows XP
Click the start button, and select **Settings > Control Panel > Printers and Other Hardware > Printers and Faxes**.

Solving Problems

❑ In Mac OS, check the following.

- ❑ Select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan, Print & Fax**), and then make sure the printer (fax) is displayed. The printer (fax) is displayed as "FAX XXXX (USB)" or "FAX XXXX (IP)". If the printer (fax) is not displayed, click [+] and then register the printer (fax).
- ❑ Select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan, Print & Fax**), and then double-click the printer (fax). If the printer is paused, click **Resume** (or **Resume Printer**).

Related Information

- ➔ [“Check Fax Connection” on page 110](#)
- ➔ [“Basic Settings” on page 104](#)
- ➔ [“Error Code on the Status Menu” on page 208](#)
- ➔ [“Making Settings for a PBX Phone System” on page 58](#)
- ➔ [“Connecting the Printer to a Phone Line” on page 54](#)
- ➔ [“Uninstalling Applications” on page 196](#)
- ➔ [“Installing the Latest Applications” on page 192](#)

Memory Full Error Occurs

- ❑ If the printer has been set to save received faxes in the inbox or the confidential box, delete faxes you have already read from the inbox or the confidential box.
- ❑ If the printer has been set to save received faxes on a computer, turn on the computer that is set to save the faxes. Once the faxes are saved in the computer, they are deleted from the printer's memory.
- ❑ If the printer has been set to save received faxes on a memory device, connect the device, in which you have created a folder to save faxes, to the printer. Once the faxes are saved in the device, they are deleted from the printer's memory. Make sure that the device has enough available memory and is not write protected.
- ❑ Even though the memory is full, you can send a fax by using one of the following solutions.
 - ❑ Send a fax by using the **Direct Send** feature when sending a monochrome fax.
 - ❑ Send a fax by dialing from the external phone device.
 - ❑ Send a fax by using the  (**On Hook**) feature.
 - ❑ Send a fax by dividing your originals into two or more to send them in several batches.
- ❑ If the printer cannot print a received fax due to a printer error, such as a paper jam, the memory full error may occur. Clear the printer problem, and then contact the sender and ask them to send the fax again.

Related Information

- ➔ [“Saving Received Faxes in the Inbox \(Unconditional Save/Forward\)” on page 74](#)
- ➔ [“Saving Received Faxes in the Inbox or the Confidential Box \(Conditional Save/Forward\)” on page 79](#)
- ➔ [“Saving Received Faxes in an External Memory Device \(Unconditional Save/Forward\)” on page 76](#)
- ➔ [“Saving Received Faxes in an External Memory Device \(Conditional Save/Forward\)” on page 81](#)
- ➔ [“Sending Many Pages of a Monochrome Document \(Direct Send\)” on page 64](#)
- ➔ [“Sending Faxes Dialing from the External Phone Device” on page 63](#)
- ➔ [“Sending Faxes After Confirming the Recipient's Status” on page 64](#)

Solving Problems

- ➔ [“Descriptions on the Screen” on page 204](#)
- ➔ [“Clearing a Paper Jam” on page 205](#)

Cannot Send Faxes

- ❑ If the user restriction feature has been enabled, a user name and password are required to operate the printer. Contact your administrator if you do not know the password.
- ❑ If the user restriction feature has been enabled, and you send a fax from a computer, user authentication is performed using the user name and password set in the printer driver. When you cannot send a fax due to an authentication error, contact your administrator.
- ❑ Set up the header information for outgoing faxes on the control panel. Some fax machines automatically reject incoming faxes that do not include header information.
- ❑ If you have blocked your caller ID, unblock it. Some phones or fax machines automatically reject anonymous calls.
- ❑ Ask the recipient if the fax number is correct and the recipient's fax machine is ready to receive a fax.
- ❑ Check if you accidentally sent a fax using the subaddress feature. If you select a recipient with a subaddress from the contact list, the fax may be sent using the subaddress feature.
- ❑ When sending faxes using the subaddress feature, ask the recipient if their fax machine is capable of receiving faxes using the subaddress feature.
- ❑ When sending faxes using the subaddress feature, check that the subaddress and password are correct. Check with the recipient that the subaddress and password match.

Related Information

- ➔ [“Basic Settings” on page 104](#)
- ➔ [“Cannot Send or Receive Faxes” on page 216](#)
- ➔ [“Sending a Fax with a Subaddress\(SUB\) and Password\(SID\)” on page 67](#)
- ➔ [“Sending Faxes On Demand \(Using Polling Send/Bulletin Board Box\)” on page 67](#)

Cannot Send Faxes to a Specific Recipient

Check the following if you cannot send faxes to a specific recipient due to an error.

- ❑ If the recipient machine does not pick up your call within 50 seconds after the printer has finished dialing, the call ends with an error. Dial using the  (**On Hook**) feature or using a connected telephone to check how long it takes before you hear a fax tone. If it takes more than 50 seconds, add pauses after the fax number to send the fax. Tap  to enter the pause. A hyphen is entered as the pause mark. One pause is about three seconds. Add multiple pauses as needed.
- ❑ If you have selected the recipient from the contacts list, verify that the registered information is correct. If the information is correct, select the recipient from the contacts list, tap **Edit** and change **Fax Speed** to **Slow(9,600bps)**.

Related Information

- ➔ [“Sending Faxes After Confirming the Recipient's Status” on page 64](#)
- ➔ [“Sending Faxes Dialing from the External Phone Device” on page 63](#)

Solving Problems

- ➔ [“Managing Contacts” on page 23](#)
- ➔ [“Cannot Send or Receive Faxes” on page 216](#)

Cannot Send Faxes at a Specified Time

Set the date and the time correctly on the control panel.

Related Information

- ➔ [“Sending Faxes at a Specified Time \(Send Fax Later\)” on page 65](#)
- ➔ [“Menu Options for Fax Settings” on page 103](#)

Sent Fax Quality Is Poor

- ☐ Clean the scanner glass.
- ☐ Clean the ADF.
- ☐ Change the **Original Type** setting on the control panel. If your originals contain both text and photos, select **Photo**.
- ☐ Change the **Density** setting on the control panel.
- ☐ If you are not sure about the capabilities of the recipient fax machine, enable the **Direct Send** feature or select **Fine** as the **Resolution** setting.
If you select **Super Fine** or **Ultra Fine** for a monochrome fax, and send the fax without using the **Direct Send** feature, the printer may automatically lower the resolution.
- ☐ Enable the **ECM** setting on the control panel.

Related Information

- ➔ [“Fax Settings” on page 101](#)
- ➔ [“Basic Settings” on page 104](#)
- ➔ [“Cleaning the Printer” on page 199](#)

Faxes Are Sent at the Wrong Size

- ☐ When sending a fax using the scanner glass, place the original correctly aligning its corner with the origin mark. Select your original size on the control panel.
- ☐ Clean the scanner glass and the document cover. If there is dust or stains on the glass, the scanning area may extend to include the dust or stains, resulting in the wrong scanning position or small images.

Related Information

- ➔ [“Fax Settings” on page 101](#)
- ➔ [“Placing Originals” on page 32](#)
- ➔ [“Cleaning the Printer” on page 199](#)

Solving Problems

Cannot Receive Faxes

- ❑ If you have subscribed to a call forwarding service, the printer may not be able to receive faxes. Contact the service provider.
- ❑ If you have not connected a telephone to the printer, set the **Receive Mode** setting to **Auto** on the control panel.
- ❑ Under the following conditions, the printer runs out of memory and cannot receive faxes. See the troubleshooting for information on handling a memory full error.
 - ❑ 200 received documents have been saved in the inbox and the confidential box in total.
 - ❑ The printer's memory is full (100%).
- ❑ When receiving faxes using the subaddress feature, check that the subaddress and password are correct. Check with the sender that the subaddress and password match.
- ❑ Check if the sender's fax number has been registered to the **Blocked Number List**. Faxes sent from numbers that have been added to this list are blocked when **Blocked Number List** in **Rejection Fax** is enabled.
- ❑ Check if the sender's fax number is registered in the contact list. Faxes sent from numbers that have not been registered to this list are blocked when **Unregistered Contacts** in **Rejection Fax** is enabled.
- ❑ Ask the sender if header information is setup on their fax machine. Faxes that do not include header information are blocked when **Fax Header Blank** in **Rejection Fax** is enabled.

Related Information

- ➔ [“Basic Settings” on page 104](#)
- ➔ [“Cannot Send or Receive Faxes” on page 216](#)
- ➔ [“Memory Full Error Occurs” on page 217](#)
- ➔ [“Receiving Faxes from a Board with a Subaddress \(SEP\) and Password \(PWD\) \(Polling Receive\)” on page 72](#)

Cannot Save Received Faxes to a Memory Device

Check if the memory device is connected to the printer, and then check the **Receive Settings**.

Related Information

- ➔ [“Saving Received Faxes in an External Memory Device \(Unconditional Save/Forward\)” on page 76](#)
- ➔ [“Saving Received Faxes in an External Memory Device \(Conditional Save/Forward\)” on page 81](#)

Received Fax Quality Is Poor

- ❑ Enable the **ECM** setting on the control panel.
- ❑ Contact the sender and ask them to send using a higher quality mode.
- ❑ Reprint the received fax. Select **Log** from **Job/Status** to reprint the fax.

Related Information

- ➔ [“Basic Settings” on page 104](#)
- ➔ [“Checking the Fax Job History, or Reprinting Received Documents” on page 99](#)

Solving Problems

Cannot Receive A3 Size Faxes

- ❑ Check that the paper size setting of the paper source that contains A3 paper has been set to A3, and that the paper source is set for use with the fax feature. Select **Settings > General Settings > Printer Settings > Paper Source Settings > Auto Select Settings > Fax**, and then check the enabled paper source(s).
- ❑ Check that A3 is selected in **Receiving Paper Size**. Select **Settings > General Settings > Fax Settings > Basic Settings > Receiving Paper Size**, and then check that A3 is selected.

Related Information

- ➔ [“Menu Options for Printer Settings in General Settings” on page 38](#)
- ➔ [“Basic Settings” on page 104](#)

Received Faxes Are Not Printed

- ❑ If an error has occurred on the printer, such as a paper jam, the printer cannot print received faxes. Check the printer.
- ❑ If the printer has been set to save received faxes in the inbox or the confidential box, the received faxes are not automatically printed. Check the **Receive Settings**.

Related Information

- ➔ [“Descriptions on the Screen” on page 204](#)
- ➔ [“Clearing a Paper Jam” on page 205](#)
- ➔ [“Saving Received Faxes in the Inbox \(Unconditional Save/Forward\)” on page 74](#)
- ➔ [“Saving Received Faxes in the Inbox or the Confidential Box \(Conditional Save/Forward\)” on page 79](#)

Pages are Blank or only a Small Amount of Text is Printed on the Second Page in Received Faxes

You can print on one page by using the **Delete Print Data After Split** feature in **Split Page Settings**.

Select **Delete Top** or **Delete Bottom** in **Delete Print Data After Split**, and then adjust **Threshold**. Increasing the threshold increases the amount deleted; a higher threshold gives you a higher possibility of printing on one page.

Related Information

- ➔ [“Print Settings” on page 108](#)

Other Faxing Problems

Cannot Make Calls on the Connected Telephone

Connect the telephone to the EXT. port on the printer, and pick up the receiver. If you cannot hear a dial tone through the receiver, connect the phone cable correctly.

Solving Problems

Related Information

➔ [“Connecting Your Phone Device to the Printer” on page 55](#)

Answering Machine Cannot Answer Voice Calls

On the control panel, set the printer's **Rings to Answer** setting to a number higher than the number of rings for your answering machine.

Related Information

➔ [“Basic Settings” on page 104](#)

➔ [“Settings for the Answering Machine” on page 70](#)

Sender's Fax Number Not Displayed on Received Faxes or the Number Is Wrong

The sender may not have set the fax header information or may have set it incorrectly. Contact the sender.

Scanning Problems

Cannot Start Scanning

- ☐ If you are scanning with the ADF, check that the document cover and ADF cover are closed.
- ☐ Connect the USB cable securely to the printer and the computer. If you are using a USB hub, try to connect the printer directly to the computer.
- ☐ If you connect the printer to a SuperSpeed USB port using a USB 2.0 cable, a communication error may occur on some computers. In this case, re-connect the printer using one of the following methods.
 - ☐ Use a USB 3.0 cable.
 - ☐ Connect to a Hi-Speed USB port on the computer.
 - ☐ Connect to a SuperSpeed USB port other than the port that generated the communication error.
- ☐ If you scan at a high resolution over a network, a communication error may occur. Lower the resolution.
- ☐ Make sure that the correct printer (scanner) is selected on Epson Scan 2.

Check whether or not the printer is recognized when using Windows

In Windows, make sure the printer (scanner) is displayed in **Scanner and Camera**. The printer (scanner) should be displayed as "EPSON XXXXX (printer name)". If the printer (scanner) is not displayed, uninstall and then re-install Epson Scan 2. See the following to access **Scanner and Camera**.

- ☐ Windows 10

Right-click the start button or press and hold it, select **Control Panel**, enter "Scanner and Camera" in the search charm, click **View scanners and cameras**, and then check if the printer is displayed.

Solving Problems

- ❑ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

Select **Desktop > Settings > Control Panel**, enter "Scanner and Camera" in the search charm, click **Show Scanner and Camera**, and then check if the printer is displayed.

- ❑ Windows 7/Windows Server 2008 R2

Click the start button and select **Control Panel**, enter "Scanner and Camera" in the search charm, click **View scanners and cameras**, and then check if the printer is displayed.

- ❑ Windows Vista/Windows Server 2008

Click the start button, select **Control Panel > Hardware and Sound > Scanners and Cameras**, and then check if the printer is displayed.

- ❑ Windows XP/Windows Server 2003 R2/Windows Server 2003

Click the start button, select **Control Panel > Printers and Other Hardware > Scanner and Cameras**, and then check if the printer is displayed.

Related Information

- ➔ [“Uninstalling Applications” on page 196](#)
- ➔ [“Installing the Latest Applications” on page 192](#)

Scanned Image Problems

Uneven Colors, Dirt, Spots, and so on Appear when Scanning from the Scanner Glass

- ❑ Clean the scanner glass.
- ❑ Remove any trash or dirt that adheres to the original.
- ❑ Do not press with too much force on the original or the document cover. If you press with too much force, blurring, smudges, and spots may occur.

Related Information

- ➔ [“Cleaning the Printer” on page 199](#)

Straight Lines Appear when Scanning from ADF

- ❑ Clean the ADF.
Straight lines may appear in the image when trash or dirt gets into the ADF.
- ❑ Remove any trash or dirt that adheres to the original.

Related Information

- ➔ [“Cleaning the Printer” on page 199](#)

Solving Problems

The Image Quality Is Rough

- ❑ In Epson Scan 2, adjust the image using items on the **Advanced Settings** tab, and then scan.
- ❑ If the resolution is low, try increasing the resolution and then scanning.

Related Information

➔ [“Scanning Using Epson Scan 2” on page 126](#)

Offset Appears in the Background of Images

Images on the back of the original may appear in the scanned image.

- ❑ In Epson Scan 2, select the **Advanced Settings** tab, and then adjust the **Brightness**.
This feature may not be available depending on the settings on the **Main Settings** tab > **Image Type** or other settings on the **Advanced Settings** tab.
- ❑ In Epson Scan 2, select the **Advanced Settings** tab, and then **Image Option** > **Text Enhancement**.
- ❑ When scanning from the scanner glass, place black paper or a desk pad over the original.

Related Information

➔ [“Scanning Using Epson Scan 2” on page 126](#)

➔ [“Placing Originals” on page 32](#)

Text is Blurred

- ❑ In Epson Scan 2, select the **Advanced Settings** tab, and then **Image Option** > **Text Enhancement**.
- ❑ In Epson Scan 2, when **Image Type** on the **Main Settings** tab is set to **Black & White**, adjust the **Threshold** on the **Advanced Settings** tab. When you increase the **Threshold**, black becomes stronger.
- ❑ If the resolution is low, try increasing the resolution and then scanning.

Related Information

➔ [“Scanning Using Epson Scan 2” on page 126](#)

Moiré Patterns (Web-Like Shadows) Appear

If the original is a printed document, moiré patterns (web-like shadows) may appear in the scanned image.

- ❑ On the **Advanced Settings** tab in Epson Scan 2, set **Descreening**.



Solving Problems

- ❑ Change the resolution, and then scan again.

Related Information

- ➔ [“Scanning Using Epson Scan 2” on page 126](#)

Cannot Scan the Correct Area on the Scanner Glass

- ❑ Make sure the original is placed correctly against the alignment marks.
- ❑ If the edge of the scanned image is missing, move the original slightly away from the edge of the scanner glass.
- ❑ When scanning from the control panel and selecting the auto scan area cropping function, remove any trash or dirt from the scanner glass and document cover. If there is any trash or dirt around the original, the scanning range expands to include it.

Related Information

- ➔ [“Placing Originals” on page 32](#)
- ➔ [“Cleaning the Printer” on page 199](#)

Text is Not Recognized Correctly when Saving as a Searchable PDF

- ❑ On the **Image Format Options** window in Epson Scan 2, check that **Text Language** is set correctly on the **Text** tab.
- ❑ Check that the original is placed straight.
- ❑ Use an original with clear text. Text recognition may decline for the following types of originals.
 - ❑ Originals that have been copied a number of times
 - ❑ Originals received by fax (at low resolutions)
 - ❑ Originals on which the letter spacing or line spacing is too small
 - ❑ Originals with ruled lines or underlining over the text
 - ❑ Originals with hand-written text
 - ❑ Originals with creases or wrinkles
- ❑ In Epson Scan 2, when **Image Type** on the **Main Settings** tab is set to **Black & White**, adjust the **Threshold** on the **Advanced Settings** tab. When you increase the **Threshold**, the black color area becomes larger.
- ❑ In Epson Scan 2, select the **Advanced Settings** tab, and then **Image Option > Text Enhancement**.

Related Information

- ➔ [“Scanning Using Epson Scan 2” on page 126](#)

Cannot Solve Problems in the Scanned Image

If you have tried all of the solutions and have not solved the problem, initialize the Epson Scan 2 settings using Epson Scan 2 Utility.

Solving Problems

Note:

Epson Scan 2 Utility is an application that comes with Epson Scan 2.

1. Start Epson Scan 2 Utility.

- ☐ Windows 10/Windows Server 2016

Click the start button, and then select **EPSON > Epson Scan 2 Utility**.

- ☐ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

Enter the application name in the search charm, and then select the displayed icon.

- ☐ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003

Click the start button, and then select **All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**.

- ☐ Mac OS

Select **Go > Applications > Epson Software > Epson Scan 2 Utility**.

2. Select the **Other** tab.

3. Click **Reset**.

Note:

If initialization does not solve the problem, uninstall and re-install Epson Scan 2.

Related Information

- ➔ [“Uninstalling Applications” on page 196](#)
- ➔ [“Installing the Latest Applications” on page 192](#)

Other Scanning Problems

Scanning Speed Is Slow

- ☐ Lower the resolution, and then scan again. When the resolution is high, scanning may take some time.
- ☐ The scanning speed may be reduced depending on the image adjustment features in Epson Scan 2.
- ☐ On the **Configuration** screen which is displayed by clicking the  button in Epson Scan 2, if you set **Quiet Mode** on the **Scan** tab, the scanning speed may be reduced.

Related Information

- ➔ [“Scanning Using Epson Scan 2” on page 126](#)

Cannot Send the Scanned Image by Email

Make sure you have configured the email server settings.

Scanning Stops when Scanning to PDF/Multi-TIFF

- ☐ When scanning using Epson Scan 2, you can continuously scan up to 999 pages in PDF format and up to 200 pages in Multi-TIFF format. When scanning using the control panel, you can continuously scan up to 50 pages in single-sided scanning using the ADF, and up to 100 pages in 2-sided scanning using the ADF and when scanning using the scanner glass.
- ☐ When scanning large volumes, we recommend scanning in grayscale.
- ☐ Increase the free space on the computer's hard disk. Scanning may stop if there is not enough free space.
- ☐ Try scanning at a lower resolution. Scanning stops if the total data size reaches the limit.

Related Information

➔ [“Scanning Using Epson Scan 2” on page 126](#)

Printing Problems

Cannot Print from a Computer

Checking the connection

- ☐ Connect the USB cable securely to the printer and the computer.
- ☐ If you are using a USB hub, try to connect the printer directly to the computer.
- ☐ If you connect the printer to a SuperSpeed USB port using a USB 2.0 cable, a communication error may occur on some computers. In this case, re-connect the printer using one of the following methods.
 - ☐ Use a USB 3.0 cable.
 - ☐ Connect to a Hi-Speed USB port on the computer.
 - ☐ Connect to a SuperSpeed USB port other than the port that generated the communication error.
- ☐ If you cannot print over a network, see the page that describes the network connection method from the computer.

Checking the software and data

- ☐ Install the printer driver.
- ☐ If you are printing a large data size image, the computer may run out of memory. Print the image at a lower resolution or a smaller size.

Checking the printer status from the computer (Windows)

Click **Print Queue** on the printer driver's **Maintenance** tab, and then check the following.

- ☐ Check if there are any paused print jobs.
 - Cancel printing if necessary.
- ☐ Make sure the printer is not offline or pending.
 - If the printer is offline or pending, clear the offline or pending setting from the **Printer** menu.

Solving Problems

- ❑ Make sure the printer is selected as the default printer from the **Printer** menu (there should be a check mark on the menu item).

If the printer is not selected as the default printer, set it as the default printer.

- ❑ Make sure the printer port is selected correctly in **Property > Port** from the **Printer** menu as follows.
Select "**USBXXX**" for a USB connection, or "**EpsonNet Print Port**" for a network connection.

Checking the printer status from the computer (Mac OS)

- ❑ The printer may not print when the user feature restriction is enabled. Contact your printer administrator.
- ❑ Make sure the printer status is not **Pause**.

Select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan, Print & Fax**), and then double-click the printer. If the printer is paused, click **Resume** (or **Resume Printer**).

Related Information

➔ [“Installing the Latest Applications” on page 192](#)

Cannot Print from an iPhone or iPad

- ❑ Install Epson iPrint on the smart device.
- ❑ Connect the iPhone or iPad to the same network (SSID) as the printer.

Related Information

➔ [“Application for Configuring Printer Operations \(Web Config\)” on page 190](#)

Printing is Paused

Keeping the covers of the printer open during printing pauses the print job. Close the covers if you have opened them during printing.

Printout Problems

Strange Colors, Unexpected Colors Appear, Visible Banding Appears, or Colors are Faint

The print head nozzles may be clogged. Perform a nozzle check to check if the print head nozzles are clogged. Clean the print head if any of the print head nozzles are clogged.

Related Information

➔ [“Checking the Clogged Nozzles” on page 202](#)

Solving Problems

Print Quality is Poor

Check the following if the print quality is poor.

Checking the printer

The print head nozzles may be clogged. Perform a nozzle check to check if the print head nozzles are clogged. Clean the print head if any of the print head nozzles are clogged.

Checking the paper

- ☐ Use paper supported by this printer.
- ☐ Be careful when handling and storing paper. Store paper in a location with low humidity, and reseal paper packets once they have been opened.

Checking the print settings

- ☐ Select the appropriate paper type setting for the type of paper loaded in the printer.
- ☐ Print using a higher quality setting.

Checking the ink cartridge

Try to use genuine Epson ink cartridges. This product is designed to adjust colors based on the use of genuine Epson ink cartridges. The use of non-genuine ink cartridges may cause print quality to decline.

Related Information

- ➔ [“Checking the Clogged Nozzles” on page 202](#)
- ➔ [“Available Paper Types and Capacities” on page 27](#)
- ➔ [“Unavailable Paper Types” on page 29](#)
- ➔ [“Paper Storage” on page 30](#)
- ➔ [“Ink Cartridge” on page 180](#)

Paper is Smeared or Scuffed

- ☐ Check if it can be used with this product.
- ☐ Check how to load paper and the number of sheets.
- ☐ Check the paper condition. If paper absorbs moisture, it becomes wavy or curls that may cause the trouble.
- ☐ If papers are smeared or scuffed frequently, try using newly opened papers.
- ☐ Keep paper that you opened once sealed in a plastic bag.
- ☐ Try **Thick Paper** mode. Tap **Settings** > **General Settings** > **Printer Settings** > **Thick Paper**.

Related Information

- ➔ [“Available Paper Types and Capacities” on page 27](#)
- ➔ [“Unavailable Paper Types” on page 29](#)
- ➔ [“Paper Handling” on page 29](#)
- ➔ [“Paper Storage” on page 30](#)
- ➔ [“Setting the Paper Type” on page 32](#)

Solving Problems

The Position, Size, or Margins of the Printout Are Incorrect

- ❑ Load paper in the correct direction, and slide the edge guides against the edges of the paper.
- ❑ Select the appropriate paper size setting.
- ❑ Adjust the margin setting in the application so that it falls within the printable area.

Related Information

- ➔ [“How to Load Papers” on page 30](#)
- ➔ [“Printable Area” on page 236](#)

Printed Characters Are Incorrect or Garbled

- ❑ Connect the USB cable securely to the printer and the computer.
- ❑ If there are any paused print jobs, printed characters may be corrupted.
- ❑ Do not put the computer manually into the **Hibernate** mode or the **Sleep** mode while printing. Pages of garbled text may be printed next time you start the computer.
- ❑ If you use the printer driver you had previously used, printed characters may be garbled. Make sure that the printer driver you are using is for this printer. Check the printer name on the top of the printer driver window.

Mosaic-Like Patterns in the Prints

When printing images or photos, print using high-resolution data. Images on websites are often low resolution although they look good enough on the display, and so print quality may decline.

The Printout Problem Could Not be Cleared

If you have tried all of the solutions and have not solved the problem, try uninstalling and then reinstalling the printer driver.

Related Information

- ➔ [“Uninstalling Applications” on page 196](#)
- ➔ [“Installing the Latest Applications” on page 192](#)

Other Printing Problems

Printing Is Too Slow

- ❑ Close any unnecessary applications.
- ❑ Lower the quality setting. High quality printing slows down the printing speed.

Solving Problems

- ❑ Enable Print Speed Priority.

- ❑ Control Panel

Tap **Settings** on the home screen, tap **General Settings** > **Basic Settings** > **Printer Settings** > **Print Speed Priority**, and then select **On**.

- ❑ Disable quiet mode. This feature slows down the printing speed.

- ❑ Control Panel

Tap  on the home screen, and then disable **Quiet Mode**.

- ❑ For 2-sided printing, one side of paper is printed and dried, and then the other side is printed. Because the drying time differs depending on the environment, such as temperature or humidity, or the print data, the printing speed may be slower.
- ❑ The feature that prevents the printer being damaged due to high internal temperatures is operating. You can still print while this is operating.
- ❑ Depending on the print data and environment, the printer takes time to process print jobs, or slows down the print speed to maintain print quality.

Related Information

➔ [“Menu Options for Printer Settings in General Settings” on page 38](#)

PostScript Printer Driver Problems

Note:

The menu items and text on the printer driver vary depending on your computer's environment.

Printer Does Not Print While Using PostScript Printer Driver

- ❑ Set the **Printing Language** setting to **Auto** or **PS3** on the control panel.
- ❑ In Windows, if a large number of jobs are sent, the printer may not print. Select **Print directly to the printer** on the **Advanced** tab in the printer properties.

Related Information

➔ [“Menu Options for Printer Settings in General Settings” on page 38](#)

Printer Does Not Print Correctly While Using PostScript Printer Driver

- ❑ If the file is created in an application that allows you to change the data format, such as Adobe Photoshop, make sure that the settings in the application match the settings in the printer driver.
- ❑ EPS files made in binary format may not be printed correctly. Set the format to ASCII when making EPS files in an application.
- ❑ For Windows, the printer cannot print binary data when it is connected to the computer using a USB interface. Set the **Output Protocol** setting on the **Device Settings** tab in the printer properties to **ASCII** or **TBCP**.
- ❑ For Windows, select the appropriate substitution fonts on the **Device Settings** tab in the printer properties.

Print Quality Is Poor While Using PostScript Printer Driver

You cannot make color settings on the **Paper/Quality** tab in the printer driver. Click **Advanced**, and then set the **Photo Quality Ink Jet Paper Hagaki** setting.

Printing Is Too Slow While Using PostScript Printer Driver

Set the **Thick-Paper1** setting to **Thick-Paper2** in the printer driver.

Problems with Optional Items

The Finisher Unit and High Capacity Tray are not Recognized

Set the optional unit in the printer driver.

Related Information

- ➔ [“Setting the Optional Unit in the Printer Driver - Windows” on page 232](#)
- ➔ [“Setting the Optional Unit in the Printer Driver - Mac OS” on page 233](#)

Setting the Optional Unit in the Printer Driver - Windows

Note:

Log on to your computer as an administrator.

1. Open the **Optional Settings** tab from the printer properties.

- ☐ Windows 10

Right-click on the start button, or press and hold it and then select **Control Panel > View devices and printers** in **Hardware and Sound**. Right-click on your printer, or press and hold it, select **Printer properties**, and then click the **Optional Settings** tab.

- ☐ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

Select **Desktop > Settings > Control Panel > View devices and printers** in **Hardware and Sound**. Right-click on your printer, or press and hold it, select **Printer properties**, and then click the **Optional Settings** tab.

- ☐ Windows 7/Windows Server 2008 R2

Click the start button, and select **Control Panel > Hardware and Sound > Scanner and Cameras**, and then check if the printer is displayed. Right-click on your printer, select **Printer properties**, and then click the **Optional Settings**.

- ☐ Windows Vista/Windows Server 2008

Click the start button, and then select **Control Panel > Printers** in **Hardware and Sound**. Right-click on your printer, select **Property**, and then click **Optional Settings**.

- ☐ Windows XP

Click the start button, and select **Control Panel > Printers and Other Hardware > Scanner and Cameras**, and then check if the printer is displayed.

Solving Problems

2. Select **Acquire from Printer**, and then click **Get**.
3. Click **OK**.

Setting the Optional Unit in the Printer Driver - Mac OS

1. Select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**).
2. Make settings according to the type of optional unit.
3. Click **OK**.

Paper is not Ejected to the Finisher Unit

- ☐ Remove any scraps of paper left inside the Finisher Unit.
- ☐ Remove any objects that are around the tray of the Finisher Unit.

Related Information

- ➔ [“Descriptions on the Screen” on page 204](#)
- ➔ [“Clearing a Paper Jam” on page 205](#)

Lost the Paper Cassette Lock Key

Contact Epson support or an authorized Epson service provider.

Related Information

- ➔ [“Technical Support Web Site” on page 253](#)

Other Printing Problems

Describes the main troubles and solutions.

Banding or Unexpected Colors Appear

Print head nozzles may be clogged. Tap **Settings-Maintenance-Print Head Nozzle Check** on the home screen. Follow the on-screen instructions to print the nozzle check pattern.

Related Information

- ➔ [“Checking the Clogged Nozzles” on page 202](#)

Solving Problems

Power does not Turn On/Off

- ❑ Make sure the power cord is securely plugged in. Also connect directly to an outlet that is fixed to the wall.
- ❑ Hold down the power button for a little longer.
- ❑ Make sure the circuit breaker turns On. If the circuit breaker is off, turn it on and turn on the power. If it turns off quickly, unplug the power cord, and then contact system administrator or service provider.

Related Information

➔ [“Turning the Power On and Off” on page 16](#)

Control panel gets dark

The printer is in sleep mode. Tap anywhere on the touch screen to turn on the display.

Slight Electric Shock when Touching the Pinter

If many peripherals are connected to the computer, you may feel a slight electric shock when touching the printer. Install a ground wire to the computer that is connected to the printer.

Operations Sounds Are Loud

If operations sounds are too loud, enable Quiet Mode.

Without Fax: **Settings-General Settings-Printer Settings-Quiet Mode**

Fax: **Settings-General Settings-Fax Settings-Receive Settings-Print Settings-Quiet Mode**

Related Information

- ➔ [“Menu Options for Printer Settings in General Settings” on page 38](#)
- ➔ [“Menu Options for Fax Settings” on page 103](#)

The Date and Time Are Incorrect

Set the date and time correctly on the control panel. After a power failure caused by a lightning strike or if the power is left off for a long time, the clock may show the wrong time.

Related Information

- ➔ [“Menu Options for Basic Settings in General Settings” on page 36](#)

External memory is not recognized

Settings > General Settings > Printer Settings > Memory Device to enable the memory device interface.

Solving Problems

Related Information

➔ [“Menu Options for Printer Settings in General Settings” on page 38](#)

Cannot save data in the external memory

Select **Settings > General Settings > Fax Settings > Receive Settings** on the home screen, then select **Save/Forward Settings > Save to Memory Device of Create a folder to save fax data**. You cannot use the external memory unless you set this setting.

- ☐ Make sure that external memory is write protected.
- ☐ Make sure that there is enough space in the external memory. It cannot be saved if the remaining space is small.

Related Information

➔ [“Menu Options for Fax Settings” on page 103](#)

Forgot your Password

If you forget the administrator's password, contact Epson support. It is required to take care by service personnel.

Related Information

➔ [“Contacting Epson Support” on page 254](#)

2-sided Printing is Slow

For 2-sided printing, one side of the paper is printed and dried, and then the other side is printed. Because the drying time differs depending on the environment, such as temperature or humidity, or the print data, the printing speed may be slower.

Control Panel does not Respond

- ☐ Do not stick film to the touch panel. Because it is an optical touch panel, it will stop responding.
- ☐ Turn the power off, and then wipe the touch panel using a soft and dry cloth. If there are any paper clips or dirt on the touch panel, it does not respond.

Appendix

Technical Specifications

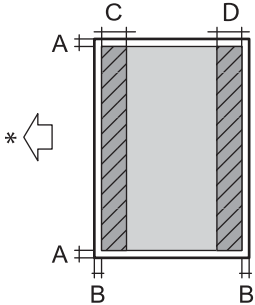
Printer Specifications

Type Printer	Inkjet
Print Head Nozzle Placement	Black ink nozzles: 8676 Color ink nozzles: 8676 for each color

Printable Area

Printable Area for Single Sheets

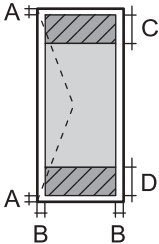
Print quality may decline in the shaded areas due to the printer's mechanism.

	A	3.0 mm (0.12 in.)
	B	3.0 mm (0.12 in.)
	C	56.0 mm (2.20 in.)
	D	60.0 mm (2.36 in.)

*Direction of paper being fed.

Printable Area for Envelopes

Print quality may decline in the shaded areas due to the printer's mechanism.

	A	3.0 mm (0.12 in.)
	B	5.0 mm (0.20 in.)
	C	18.0 mm (0.71 in.)
	D	46.0 mm (1.81 in.)

Appendix

Scanner Specifications

Scanner Type	Flatbed
Photoelectric Device	CIS
Effective Pixels	7020×20400 pixels (7020 dpi)
Maximum Document Size	297×431.8 mm (11.7×17 in.) A3,Tabloid
Scanning Resolution	600 dpi (main scan) 1200 dpi (sub scan)
Output Resolution	50 to 9600 dpi in 1 dpi increments
Color Depth	Color ☐ 30 bits per pixel internal (10 bits per pixel per color internal) ☐ 24 bits per pixel external (8 bits per pixel per color external) Grayscale ☐ 10 bits per pixel internal ☐ 8 bits per pixel external Black and white ☐ 10 bits per pixel internal ☐ 1 bits per pixel external
Light Source	LED

Interface Specifications

For Computer	SuperSpeed USB
For External USB Devices	Hi-Speed USB

Fax Specifications

Fax Type	Walk-up black and white and color fax capability (ITU-T Super Group 3)
Supported Lines	Standard analogue telephone lines, PBX (Private Branch Exchange) telephone systems
Speed	Up to 33.6 kbps

Appendix

Resolution	Monochrome ☐ Standard: 8 pel/mm×3.85 line/mm (203 pel/in.×98 line/in.) ☐ Fine: 8 pel/mm×7.7 line/mm (203 pel/in.×196 line/in.) ☐ Super Fine: 8 pel/mm×15.4 line/mm (203 pel/in.×392 line/in.) ☐ Ultra Fine: 16 pel/mm×15.4 line/mm (406 pel/in.×392 line/in.) Color 200×200 dpi
Page Memory	Up to 550 pages (when received ITU-T No.1 chart in monochrome draft mode)
Redial*	2 times (with 1 minute intervals)
Interface	RJ-11 Phone Line, RJ-11 Telephone set connection

* The specifications may differ by country or region.

Network Function List

Functions			Supported	Remarks
Network Interfaces	Ethernet		✓	-
	Wi-Fi	Infrastructure	✓	-
		Ad hoc	-	-
		Wi-Fi Direct (Simple AP)	✓	-
Concurrent Connection	Ethernet and Wi-Fi Direct (Simple AP)		✓	-
	Wi-Fi (Infrastructure) and Wi-Fi Direct (Simple AP)		✓	-

Appendix

Functions			Supported	Remarks
Panel Operation	Wi-Fi Setup	Wi-Fi Setup Wizard	✓	-
		Push Button Setup (WPS)	✓	-
		PIN Code Setup	✓	-
		Wi-Fi Auto Connect	✓	-
		Epson iPrint Connection	-	-
		Wi-Fi Direct Setup	✓	-
	General Network Settings (Device name,TCP/IP address, DNS Server, Proxy Server)		✓	-
	Connection Check		✓	-
	Network Status		✓	-
	Network Status Sheet Printing		✓	-
	Disable Wi-Fi		✓	-
	Restore the Factory Default Settings		✓	-
Network Printing	EpsonNet Print (Windows)	IPv4	✓	-
	Standard TCP/IP (Windows)	IPv4, IPv6	✓	-
	WSD Printing (Windows)	IPv4, IPv6	✓	Windows Vista or later
	Bonjour Printing (Mac OS)	IPv4, IPv6	✓	-
	IPP Printing (Windows, Mac OS)	IPv4, IPv6	✓	-
	UPnP Printing	IPv4	-	Information appliance
	PictBridge Printing (Wi-Fi)	IPv4	-	Digital camera
	Epson Connect (Email Print)	IPv4	✓	-
	Google Cloud Print	IPv4, IPv6	✓	-
Network Scanning	Epson Scan 2	IPv4, IPv6	✓	-
	Event Manager	IPv4	-	-
	Document Capture Pro(Windows) / Document Capture(Mac OS)	IPv4	✓	-
	Epson Connect (Scan to Cloud)	IPv4	✓	-
	ADF (2-sided scanning)		✓	-

Appendix

Functions			Supported	Remarks
Fax	Send a fax	IPv4	✓	-
	Receive a fax	IPv4	✓	-

Wi-Fi Specifications

Standards	IEEE802.11b/g/n ^{*1*2}
Frequency Range	2.4 GHz
Maximum Radio-Frequency Power Transmitted	19.8 dBm (EIRP)
Coordination Modes	Infrastructure, Wi-Fi Direct (Simple AP) ^{*3}
Wireless Securities	WEP (64/128bit), WPA2-PSK (AES) ^{*4} , WPA2-Enterprise

*1 Complies with either IEEE 802.11b/g/n or IEEE 802.11b/g depending on location of purchase.

*2 IEEE802.11n is only available for the HT20.

*3 Not supported for IEEE 802.11b.

*4 Complies with WPA2 standards with support for WPA/WPA2 Personal.

Ethernet Specifications

Standards	IEEE802.3i (10BASE-T) ^{*1} IEEE802.3u (100BASE-TX) ^{*1} IEEE802.3ab (1000BASE-T) ^{*1} IEEE802.3az (Energy Efficient Ethernet) ^{*2}
Communication Mode	Auto, 10 Mbps Full duplex, 10 Mbps Half duplex, 100 Mbps Full duplex, 100 Mbps Half duplex
Connector	RJ-45

*1 Use a category 5e or higher STP (Shielded twisted pair) cable to prevent risk of radio interference.

*2 The connected device should comply with IEEE802.3az standards.

Security Protocol

IEEE802.1X*	
IPsec/IP Filtering	
SSL/TLS	HTTPS Server/Client
	IPPS

Appendix

SMTS (STARTTLS, SSL/TLS)
SNMPv3

* You need to use a device for connection that complies with IEEE802.1X.

PostScript Level 3 Compatibility

The PostScript used on this printer is compatible with PostScript Level 3.

Supported Third Party Services

Google Cloud Print

External USB Device Specifications

Devices	Maximum Capacities
USB Flash Drive	2 TB (formatted in FAT, FAT32, or exFAT.)

You cannot use the following devices:

- ☐ A device that requires a dedicated driver
- ☐ A device with security settings (password, encryption, and so on)

Epson cannot guarantee all operations of externally connected devices.

Supported Data Specifications

File Format	JPEG taken by digital cameras DCF* ¹ version 1.0 or 2.0* ² compliant TIFF 6.0 compliant images as below ☐ RGB full color images (not compressed) ☐ Binary images (not compressed or CCITT encoded) PDF Version 1.7 compliant data file
Image Size	Horizontal: 80 to 10200 pixels Vertical: 80 to 10200 pixels
File Size	Less than 2 GB
Maximum Number of Files	JPEG: 9990* ³ TIFF: 999 PDF: 999

*1 Design rule for Camera File system.

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*2 Photo data stored on digital cameras with a built-in memory is not supported.

*3 Up to 999 files can be displayed at a time. (If the number of files exceeds 999, the files are displayed in groups.)

Note:

"×" is displayed on the LCD screen when the printer cannot recognize the image file. In this situation, if you select a multiple image layout, blank sections will be printed.

Dimensions

Only the printer

Dimensions	Storage ☐ Width: 674 mm (26.5 in.) ☐ Depth: 757 mm (29.8 in.) ☐ Height: 1231 mm (48.5 in.) Printing ☐ Width: 1426 mm (56.1 in.) ☐ Depth: 757 mm (29.8 in.) ☐ Height: 1231 mm (48.5 in.) Occupied dimensions*1 ☐ Width: 1544 mm (60.8 in.) ☐ Depth: 1225 mm (48.2 in.) ☐ Height: 1603 mm (63.1 in.)
Weight*2	Approx. 179.0 kg (394.6 lb)

*1 Dimensions when each cover, output tray, paper cassette, and ADF are opened.

*2 Without the ink cartridges, maintenance box, and the power cord.

Printers with optional devices

These are the dimensions of printers with the Finisher Unit, Finisher Bridge Unit, and High Capacity Tray installed.

Appendix

Dimensions	Storage ❑ Width: 2170 mm (85.4 in.) ❑ Depth: 757 mm (29.8 in.) ❑ Height: 1231 mm (48.5in.) Printing ❑ Width: 2325 mm (91.5 in.) ❑ Depth: 757 mm (29.8 in.) ❑ Height: 1231 mm (48.5in.) Occupied dimensions*¹ ❑ Width: 2808mm (110.6 in.) ❑ Depth: 1271 mm(50.0 in.) ❑ Height: 1603 mm(63.1 in.)
Weight* ²	Approx. 310.9 kg (685.4 lb)

*1 Dimensions when each cover, output tray, paper cassette, and ADF are opened.

*2 Without the ink cartridges, maintenance box, and the power cord.

Electrical Specifications

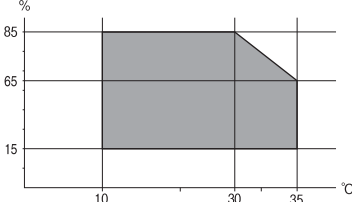
Model	100 to 240 V Model	
Rated Frequency	50 and 60 Hz	
Rated Current	9.0 to 4.5 A	
Power Consumption (With LAN and FAX Connection)	WF-C20590	WF-C17590
	Standalone copying: Approx. 180 W (ISO/IEC24712) Ready mode: Approx. 77 W Sleep mode: Approx. 1.4 W Power off: Approx. 0.4 W Maximum Power Consumption: Approx. 320 W	Standalone copying: Approx. 170 W (ISO/IEC24712) Ready mode: Approx. 77 W Sleep mode: Approx. 1.4 W Power off: Approx. 0.4 W Maximum Power Consumption: Approx. 300 W

Note:

- ❑ Check the label on the printer for its voltage.
- ❑ For European users, see the following Website for details on power consumption.
<http://www.epson.eu/energy-consumption>

Appendix

Environmental Specifications

Operation	Use the printer within the range shown in the following graph.  Temperature: 10 to 35°C (50 to 95°F) Humidity: 15 to 85% RH (without condensation)
Storage	Temperature: -20 to 40°C (-4 to 104°F)* Humidity: 5 to 85% RH (without condensation)

* You can store for one month at 40°C (104°F).

Environmental Specifications for Ink Cartridges

Storage Temperature	-20 to 40 °C (-4 to 104 °F)*
Freezing Temperature	-14 °C (6.8 °F) Ink thaws and is usable after approximately 12 hours at 25 °C (77 °F).

* You can store for one month at 40 °C (104 °F).

System Requirements

- ☐ Windows 10 (32-bit, 64-bit)/Windows 8.1 (32-bit, 64-bit)/Windows 8 (32-bit, 64-bit)/Windows 7 (32-bit, 64-bit)/Windows Vista (32-bit, 64-bit)/Windows XP SP3 or later (32-bit)/Windows XP Professional x64 Edition/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003 SP2 or later
- ☐ macOS Sierra/OS X El Capitan/OS X Yosemite/OS X Mavericks/OS X Mountain Lion/Mac OS X v10.7.x/Mac OS X v10.6.8

Note:

- ☐ Mac OS may not support some applications and features.
- ☐ The UNIX File System (UFS) for Mac OS is not supported.

Optional Product Specifications

Finisher Unit Specification

Model	External type
Finishing Type	Offset paper ejector, Staple
Available Paper	Types: Plain paper Size: Width: 148 to 297 mm Height: 182 to 432 mm Weight of Paper: 60 to 160 g/m ²
Tray Capacity	Finisher tray: Approx. 4000 sheets for 80 g/m ² Output tray: Approx. 200 sheets for 80 g/m ²
Capacity for Stapled Paper *	Types: Letter, A4, B5, 16K Weight of Paper: 60 to 90 g/m ² : 50 sheets 91 to 105 g/m ² : 30 sheets 106 to 160 g/m ² : 2 sheets for cover sheets only Types: A3, Ledger, B4, Legal, 8.5x13, 8K Weight of Paper: 60 to 90 g/m ² : 30 sheets 91 to 105 g/m ² : 20 sheets 106 to 160 g/m ² : 2 sheets for cover sheets only
Power	Supplied from the printer
Dimensions	Storage Width: 681 mm (26.8 in.) Depth: 669 mm (26.3 in.) Height: 1062 mm (41.8 in.) When the A4 tray is extended, the width become 798.5 mm.
Weight	Approx. 41.6 kg

* These numbers are based on evaluation by Epson. Even when the paper type or paper thickness is within this range, the paper may not staple up to the possible number of sheets that you can staple depending on the paper properties or the environment.

Finisher Bridge Unit Specification

Power	Supplied from the printer
-------	---------------------------

Appendix

Dimensions	Width: 486 mm (19.1 in.) Depth: 669 mm (26.3 in.) Height: 1040 mm (40.9 in.)
Weight	Approx. 62.0 kg

High Capacity Tray Specification

Available Paper	Types: Plain paper Size*: A4 or Letter Weight of Paper: 60 to 160 g/m ²
Available Number of Settings	Approx. 3000 sheets for 80 g/m ² paper
Power	Supplied from the computer
Dimensions	Width: 321 mm (12.6 in.) Depth: 620 mm (24.4 in.) Height: 504 mm (19.8 in.)
Weight	Approx. 27.3 kg

*: The available paper sizes are set and fixed when the printer is installed.

Font Information

Available Fonts for PostScript

Font Name	Family	HP Equivalent
Nimbus Mono	Medium, Bold, Italic, Bold Italic	Courier
Letter Gothic	Medium, Bold, Italic	Letter Gothic
Nimbus Mono PS	Regular, Bold, Oblique, Bold Oblique	CourierPS
Nimbus Roman No4	Medium, Bold, Italic, Bold Italic	CG Times
URW Classico	Medium, Bold, Italic, Bold Italic	CG Omega
URW Coronet	-	Coronet
URW Clarendon Condensed	-	Clarendon Condensed
URW Classic Sans	Medium, Bold, Italic, Bold Italic	Univers
URW Classic Sans Condensed	Medium, Bold, Italic, Bold Italic	Univers Condensed
Antique Olive	Medium, Bold, Italic	Antique Olive
Garamond	Antiqua, Halbfett, Kursiv, Kursiv Halbfett	Garamond

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Font Name	Family	HP Equivalent
Mauritius	-	Marigold
Algiers	Medium, Extra Bold	Albertus
NimbusSansNo2	Medium, Bold, Italic, Bold Italic	Arial
Nimbus Roman No9	Medium, Bold, Italic, Bold Italic	Times New Roman
Nimbus Sans	Medium, Bold, Oblique, Bold Oblique	Helvetica
Nimbus Sans Narrow	Medium, Bold, Oblique, Bold Oblique	Helvetica Narrow
Palladio	Roman, Bold, Italic, Bold Italic	Palatino
URW Gothic	Book, Demi, Book Oblique, Demi Oblique	ITC Avant Garde
URW Bookman	Light, Demi, Light Italic, Demi Italic	ITC Bookman
URW Century Schoolbook	Roman, Bold, Italic, Bold Italic	New Century Schoolbook
Nimbus Roman	Medium, Bold, Italic, Bold Italic	Times
URW Chancery Medium Italic	-	ITC Zapf Chancery Italic
Symbol	-	Symbol
URW Dingbats	-	Wingdings
Dingbats	-	ITC Zapf Dingbats
Standard Symbol	-	SymbolPS

Available Fonts for PCL (URW)

Scalable Font

Font Name	Family	HP Equivalent	Symbol Set for PCL5
Nimbus Mono	Medium, Bold, Italic, Bold Italic	Courier	1
Letter Gothic	Medium, Bold, Italic	Letter Gothic	1
Nimbus Mono PS	Regular, Bold, Oblique, Bold Oblique	CourierPS	3
Nimbus Roman No4	Medium, Bold, Italic, Bold Italic	CG Times	2
URW Classico	Medium, Bold, Italic, Bold Italic	CG Omega	3
URW Coronet	-	Coronet	3
URW Clarendon Condensed	-	Clarendon Condensed	3
URW Classic Sans	Medium, Bold, Italic, Bold Italic	Univers	2
URW Classic Sans Condensed	Medium, Bold, Italic, Bold Italic	Univers Condensed	3

Appendix

Font Name	Family	HP Equivalent	Symbol Set for PCL5
Antique Olive	Medium, Bold, Italic	Antique Olive	3
Garamond	Antiqua, Halbfett, Kursiv, Kursiv Halbfett	Garamond	3
Mauritius	-	Marigold	3
Algiers	Medium, Extra Bold	Albertus	3
NimbusSansNo2	Medium, Bold, Italic, Bold Italic	Arial	3
Nimbus Roman No9	Medium, Bold, Italic, Bold Italic	Times New	3
Nimbus Sans	Medium, Bold, Oblique, Bold Oblique	Helvetica	3
Nimbus Sans Narrow	Medium, Bold, Oblique, Bold Oblique	Helvetica Narrow	3
Palladio	Roman, Bold, Italic, Bold Italic	Palatino	3
URW Gothic	Book, Demi, Book Oblique, Demi Oblique	ITC Avant Garde Gothic	3
URW Bookman	Light, Demi, Light Italic, Demi Italic	ITC Bookman	3
URW Century Schoolbook	Roman, Bold, Italic, Bold Italic	New Century Schoolbook	3
Nimbus Roman	Medium, Bold, Italic, Bold Italic	Times	3
URW Chancery Medium Italic	-	ITC Zapf Chancery Medium Italic	3
Symbol	-	Symbol	4
URW Dingbats	-	Wingdings	5
Dingbats	-	ITC Zapf Dingbats	6
Standard Symbol	-	SymbolPS	4
URW David	Medium, Bold	HP David	7
URW Narkis	Medium, Bold	HP Narkis	7
URW Miryam	Medium, Bold, Italic	HP Miryam	7
URW Koufi	Medium, Bold	Koufi	8
URW Naskh	Medium, Bold	Naskh	8
URW Ryadh	Medium, Bold	Ryadh	8

Bitmap Font

Font Name	Symbol Set
Line Printer	9

Appendix

OCR/Barcode Bitmap Font (for PCL5 only)

Font Name	Family	Symbol Set
OCR A	-	10
OCR B	-	11
Code39	9.37cpi, 4.68cpi	12
EAN/UPC	Medium, Bold	13

Note:

Depending on the print density, or on the quality or color of the paper, OCR A, OCR B, Code39, and EAN/UPC fonts may not be readable. Print a sample and make sure the fonts can be read before printing large quantities.

List of Symbol Sets

Your printer can access a variety of symbol sets. Many of these symbol sets differ only in the international characters specific to each language.

When you are considering which font to use, you should also consider which symbol set to combine with the font.

Note:

Since most software handles fonts and symbols automatically, you will probably never need to adjust the printer's settings. However, if you are writing your own printer control programs, or if you are using older software that cannot control fonts, refer to the following sections for symbol set details.

List of Symbol Sets for PCL 5

Symbol Set Name	Attribute	Font Classification												
		1	2	3	4	5	6	7	8	9	10	11	12	13
Norweg1	0D	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
Roman Extension	0E	-	-	-	-	-	-	-	-	✓	-	-	-	-
Italian	0I	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
ECM94-1	0N	✓	✓	✓	-	-	-	-	-	✓	-	-	-	-
Swedis2	0S	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
ANSI ASCII	0U	✓	✓	✓	-	-	-	✓	✓	-	-	-	-	-
UK	1E	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
French2	1F	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
German	1G	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
Legal	1U	✓	✓	✓	-	-	-	-	-	✓	-	-	-	-
8859-2 ISO	2N	✓	✓	✓	-	-	-	-	-	✓	-	-	-	-

Appendix

Symbol Set Name	Attribute	Font Classification												
		1	2	3	4	5	6	7	8	9	10	11	12	13
Spanish	2S	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
ISO 8859/4 Latin 4	4N	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
Roman-9	4U	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
PsMath	5M	✓	✓	✓	-	-	-	✓	✓	-	-	-	-	-
8859-9 ISO	5N	✓	✓	✓	-	-	-	-	-	✓	-	-	-	-
WiTurkish	5T	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
MsPublishin	6J	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
VeMath	6M	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
8859-10ISO	6N	✓	✓	✓	-	-	-	-	-	✓	-	-	-	-
DeskTop	7J	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
Math-8	8M	✓	✓	✓	-	-	-	✓	✓	-	-	-	-	-
Roman-8	8U	✓	✓	✓	-	-	-	-	-	✓	-	-	-	-
WiE.Europe	9E	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
Pc1004	9J	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
8859-15ISO	9N	✓	✓	✓	-	-	-	-	-	✓	-	-	-	-
PcTk437	9T	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
Windows	9U	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
PsText	10J	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
IBM-US	10U	✓	✓	✓	-	-	-	-	-	✓	-	-	-	-
IBM-DN	11U	✓	✓	✓	-	-	-	-	-	✓	-	-	-	-
McText	12J	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
PcMultiling	12U	✓	✓	✓	-	-	-	-	-	✓	-	-	-	-
VeInternati	13J	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
PcEur858	13U	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
VeUS	14J	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
PiFont	15U	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
PcE.Europe	17U	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
Unicode 3.0	18N	✓	✓	✓	-	-	-	✓	✓	-	-	-	-	-
WiBALT	19L	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
WiAnsi	19U	✓	✓	✓	-	-	-	-	-	-	-	-	-	-

Appendix

Symbol Set Name	Attribute	Font Classification												
		1	2	3	4	5	6	7	8	9	10	11	12	13
PcBlt775	26U	✓	✓	✓	-	-	-	-	-	-	-	-	-	-
Pc866Cyr	3R	✓	✓	-	-	-	-	-	-	-	-	-	-	-
Greek8	8G	✓	✓	-	-	-	-	-	-	-	-	-	-	-
WinGrk	9G	✓	✓	-	-	-	-	-	-	-	-	-	-	-
WinCyr	9R	✓	✓	-	-	-	-	-	-	-	-	-	-	-
Pc851Grk	10G	✓	✓	-	-	-	-	-	-	-	-	-	-	-
ISOCyr	10N	✓	✓	-	-	-	-	-	-	✓	-	-	-	-
Pc8Grk	12G	✓	✓	-	-	-	-	-	-	-	-	-	-	-
ISOGrk	12N	✓	✓	-	-	-	-	-	-	-	-	-	-	-
Pc866Ukr	14R	✓	✓	-	-	-	-	-	-	-	-	-	-	-
Hebrew7	0H	✓	-	-	-	-	-	✓	-	-	-	-	-	-
8859-8 ISO	7H	✓	-	-	-	-	-	✓	-	-	-	-	-	-
Hebrew8	8H	✓	-	-	-	-	-	✓	-	-	-	-	-	-
Pc862Heb	15H	✓	-	-	-	-	-	✓	-	-	-	-	-	-
PC-862, Hebrew	15Q	✓	-	-	-	-	-	✓	-	-	-	-	-	-
Arabic8	8V	-	-	-	-	-	-	-	✓	-	-	-	-	-
HPWARA	9V	-	-	-	-	-	-	-	✓	-	-	-	-	-
Pc864Ara	10V	-	-	-	-	-	-	-	✓	-	-	-	-	-
Symbol	19M	-	-	-	✓	-	-	-	-	-	-	-	-	-
Wingdings	579L	-	-	-	-	✓	-	-	-	-	-	-	-	-
ZapfDigrbats	14L	-	-	-	-	-	✓	-	-	-	-	-	-	-
OCR A	0O	-	-	-	-	-	-	-	-	-	✓	-	-	-
OCR B	1O	-	-	-	-	-	-	-	-	-	-	✓	-	-
OCR B Extension	3Q	-	-	-	-	-	-	-	-	-	-	✓	-	-
Code3-9	0Y	-	-	-	-	-	-	-	-	-	-	-	✓	-
EAN/UPC	8Y	-	-	-	-	-	-	-	-	-	-	-	-	✓

Regulatory Information

Standards and Approvals

Standards and Approvals for U.S. Model

Safety	UL60950-1 CAN/CSA-C22.2 No.60950-1
EMC	FCC Part 15 Subpart B Class B CAN/CSA-CEI/IEC CISPR 22 Class B

This equipment contains the following wireless module.

Manufacturer: Askey Computer Corporation

Type: WLU6320-D69 (RoHS)

This product conforms to Part 15 of the FCC Rules and RSS-210 of the IC Rules. Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET65 and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated so that the radiator is kept at least 7.9 inches (20 cm) or more away from a person's body (excluding extremities: hands, wrists, feet and ankles).

Standards and Approvals for European Model

For European users

Hereby, Seiko Epson Corporation declares that the following radio equipment model is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following website.

<http://www.epson.eu/conformity>

C571A

For use only in Ireland, UK, Austria, Germany, Liechtenstein, Switzerland, France, Belgium, Luxemburg, Netherlands, Italy, Portugal, Spain, Denmark, Finland, Norway, Sweden, Iceland, Croatia, Cyprus, Greece, Slovenia, Malta, Bulgaria, Czech, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, and Slovakia.

Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the products.



Standards and Approvals for Australian Model

EMC	AS/NZS CISPR32 Class B
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Epson hereby declares that the following equipment Models are in compliance with the essential requirements and other relevant provisions of AS/NZS4268:

C571A

Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the products.

German Blue Angel

See the following website to check whether or not this printer meets the standards for the German Blue Angel.

<http://www.epson.de/blauerengel>

Restrictions on Copying

Observe the following restrictions to ensure the responsible and legal use of the printer.

Copying of the following items is prohibited by law:

- ☐ Bank bills, coins, government-issued marketable securities, government bond securities, and municipal securities
- ☐ Unused postage stamps, pre-stamped postcards, and other official postal items bearing valid postage
- ☐ Government-issued revenue stamps, and securities issued according to legal procedure

Exercise caution when copying the following items:

- ☐ Private marketable securities (stock certificates, negotiable notes, checks, etc.), monthly passes, concession tickets, etc.
- ☐ Passports, driver's licenses, warrants of fitness, road passes, food stamps, tickets, etc.

Note:

Copying these items may also be prohibited by law.

Responsible use of copyrighted materials:

Printers can be misused by improperly copying copyrighted materials. Unless acting on the advice of a knowledgeable attorney, be responsible and respectful by obtaining the permission of the copyright holder before copying published material.

Where to Get Help

Technical Support Web Site

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

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

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

If your Epson product is not operating properly and you cannot solve the problem, contact Epson support services for assistance.

Contacting Epson Support

Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product manuals, contact Epson support services for assistance. If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

- ☐ Product serial number
(The serial number label is usually on the back of the product.)
- ☐ Product model
- ☐ Product software version
(Click **About**, **Version Info**, or a similar button in the product software.)
- ☐ Brand and model of your computer
- ☐ Your computer operating system name and version
- ☐ Names and versions of the software applications you normally use with your product

Note:

Depending on the 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.

Help for Users in Europe

Check your Pan-European Warranty Document for information on how to contact Epson support.

Help for Users in Taiwan

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.com.tw>

Information on product specifications, drivers for download, and products enquiry are available.

Epson HelpDesk

Phone: +886-2-80242008

Our HelpDesk team can help you with the following over the phone:

Appendix

- ☐ Sales enquiries and product information
- ☐ Product usage questions or problems
- ☐ Enquiries on repair service and warranty

Repair service center:

<http://www.tekcare.com.tw/branchMap.page>

TekCare corporation is an authorized service center for Epson Taiwan Technology & Trading Ltd.

Help for Users in Australia

Epson Australia wishes to provide you with a high level of customer service. In addition to your product manuals, we provide the following sources for obtaining information:

Internet URL

<http://www.epson.com.au>

Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

Phone: 1300-361-054

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product manuals, type of computer, operating system, application programs, and any information you feel is required.

Transportation of Product

Epson recommends retaining product packaging for future transportation.

Help for Users in New Zealand

Epson New Zealand wishes to provide you with a high level of customer service. In addition to your product documentation, we provide the following sources for obtaining information:

Internet URL

<http://www.epson.co.nz>

Access the Epson New Zealand World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Appendix

Epson Helpdesk

Phone: 0800 237 766

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product documentation, type of computer, operating system, application programs, and any information you feel is required.

Transportation of Product

Epson recommends retaining product packaging for future transportation.

Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web

<http://www.epson.com.sg>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk

Toll Free: 800-120-5564

Our HelpDesk team can help you with the following over the phone:

- ☐ Sales enquiries and product information
- ☐ Product usage questions or problem troubleshooting
- ☐ Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.th>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

Epson Call Centre

Phone: 66-2685-9899

Email: support@eth.epson.co.th

Our Call Centre team can help you with the following over the phone:

- ☐ Sales enquiries and product information

Appendix

- ☐ Product usage questions or problems
- ☐ Enquiries on repair service and warranty

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.id>

- ☐ Information on product specifications, drivers for download
- ☐ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

Phone: +62-1500-766

Fax: +62-21-808-66-799

Our Hotline team can help you with the following over the phone or fax:

- ☐ Sales enquiries and product information
- ☐ Technical support

Epson Service Center

Province	Company Name	Address	Phone E-mail
DKI JAKARTA	ESS JAKARTA MANGGADUA	Ruko Mall Mangga Dua No. 48 Jl. Arteri Mangga Dua, Jakarta Utara - DKI JAKARTA	(+6221) 62301104 jkt-admin@epson-indonesia.co.id
NORTH SUMATERA	ESC MEDAN	Jl. Bambu 2 Komplek Graha Niaga Nomor A-4, Medan - North Sumatera	(+6261) 42066090 / 42066091 mdn-adm@epson-indonesia.co.id
WEST JAWA	ESC BANDUNG	Jl. Cihampelas No. 48 A Bandung Jawa Barat 40116	(+6222) 4207033 bdg-admin@epson- indonesia.co.id
DI YOGYAKARTA	ESC YOGYAKARTA	YAP Square, Block A No. 6 Jl. C Simanjutak Yogyakarta - DIY	(+62274) 581065 ygy-admin@epson-indonesia.co.id
EAST JAWA	ESC SURABAYA	Hitech Mall Lt. 2 Block A No. 24 Jl. Kusuma Bangsa No. 116 - 118 Surabaya - JATIM	(+6231) 5355035 sby-admin@epson-indonesia.co.id
SOUTH SULAWESI	ESC MAKASSAR	Jl. Cendrawasih NO. 3A, kunjung mae, mariso, MAKASSAR - SULSEL 90125	(+62411) 8911071 mksr-admin@epson- indonesia.co.id
WEST KALIMANTAN	ESC PONTIANAK	Komp. A yani Sentra Bisnis G33, Jl. Ahmad Yani - Pontianak Kalimantan Barat	(+62561) 735507 / 767049 pontianak-admin@epson- indonesia.co.id

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Province	Company Name	Address	Phone E-mail
RIAU	ESC PEKANBARU	Jl. Tuanku Tambusai No.459A Pekanbaru Riau	(+62761) 8524695 pkb-admin@epson- indonesia.co.id
DKI JAKARTA	ESS JAKARTA SUDIRMAN	Wisma Keiai Lt. 1 Jl. Jenderal Sudirman Kav. 3 Jakarta Pusat - DKI JAKARTA 10220	(+6221) 5724335 ess@epson-indonesia.co.id
EAST JAWA	ESS SURABAYA	Ruko Surya Inti Jl. Jawa No 2-4 Kav. 29 Surabaya - Jawa Timur	(+6231) 5014949 esssby@epson-indonesia.co.id
BANTEN	ESS SERPONG	Ruko Mall WTC Matahari No. 953, Serpong- Banten	(+6221) 53167051 / 53167052 esstag@epson-indonesia.co.id
CENTRAL JAWA	ESS SEMARANG	Komplek Ruko Metro Plaza Block C20 Jl. MT Haryono No 970 Semarang - JAWA TENGAH	(+6224) 8313807 / 8417935 esssmg@epson-indonesia.co.id
EAST KALIMANTAN	ESC SAMARINDA	Jl. KH. Wahid Hasyim (M. Yamin) Kelurahan Sempaja Selatan Kecamatan Samarinda UTARA - SAMARINDA - KALTIM	(+62541) 7272904 escsmd@epson-indonesia.co.id
SOUTH SUMATERA	ESC PALEMBANG	Jl. H.M Rasyid Nawawi No. 249 Kelurahan 9 Ilir Palembang Sumatera Selatan	(+62711) 311330 escplg@epson-indonesia.co.id
EAST JAVA	ESC JEMBER	Jl. Panglima Besar Sudirman Ruko no.1D Jember-Jawa Timur (Depan Balai Penelitian & Pengolahan Kakao)	(+62331) 488373 / 486468 jmr-admin@epson-indonesia.co.id
NORTH SULAWESI	ESC MANADO	Tekno Megamall Lt LG 11 TK 21, Kawasan Megamas Boulevard, Jl Piere Tendean, Manado - SULUT 95111	(+62431) 8890996 MND-ADMIN@EPSON- INDONESIA.CO.ID

For other cities not listed here, call the Hot Line: 08071137766.

Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

<http://www.epson.com.hk>

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- ☐ Product information
- ☐ Answers to Frequently Asked Questions (FAQs)
- ☐ Latest versions of Epson product drivers

Appendix

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: 852-2827-8911

Fax: 852-2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.com.my>

- ☐ Information on product specifications, drivers for download
- ☐ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Call Centre

Phone: +60 1800-8-17349

- ☐ Sales enquiries and product information
- ☐ Product usage questions or problems
- ☐ Enquiries on repair services and warranty

Head Office

Phone: 603-56288288

Fax: 603-5628 8388/603-5621 2088

Help for Users in India

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.in>

Information on product specifications, drivers for download, and products enquiry are available.

Helpline

- ☐ Service, product information, and ordering consumables (BSNL Lines)
 - Toll-free number: 18004250011
 - Accessible 9am to 6pm, Monday through Saturday (Except public holidays)
- ☐ Service (CDMA & Mobile Users)
 - Toll-free number: 186030001600
 - Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone, fax numbers and e-mail address below:

World Wide Web

<http://www.epson.com.ph>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

Epson Philippines Customer Care

Toll Free: (PLDT) 1-800-1069-37766

Toll Free: (Digital) 1-800-3-0037766

Metro Manila: (+632)441-9030

Web Site: <https://www.epson.com.ph/contact>

E-mail: customercare@epc.epson.som.ph

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Our Customer Care team can help you with the following over the phone:

- ☐ Sales enquiries and product information
- ☐ Product usage questions or problems
- ☐ Enquiries on repair service and warranty

Epson Philippines Corporation

Trunk Line: +632-706-2609

Fax: +632-706-2663

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❑ libtiff

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- ❑ Arcfour

This code illustrates a sample implementation of the Arcfour algorithm.

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