

WF-M1030 User's Guide

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WF-M1030 User's Guide

Welcome to the WF-M1030 *User's Guide*.

Product Basics

See these sections to learn about the basic features of your product.

[Printer Parts Locations](#)

[The Power Off and Sleep Timers](#)

Printer Parts Locations

See these sections to identify the parts on your printer.

[Printer Parts - Top](#)

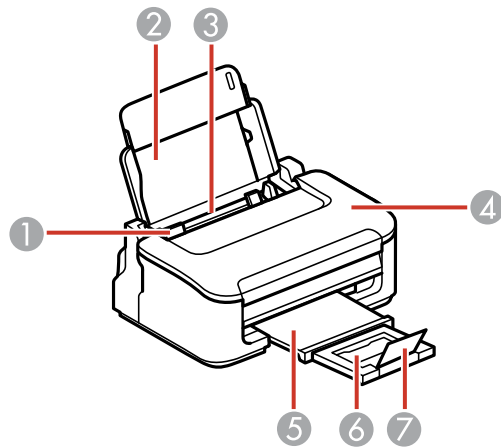
[Printer Parts - Back](#)

[Printer Parts - Inside](#)

[Printer Parts - Control Panel Buttons and Lights](#)

Parent topic: [Product Basics](#)

Printer Parts - Top

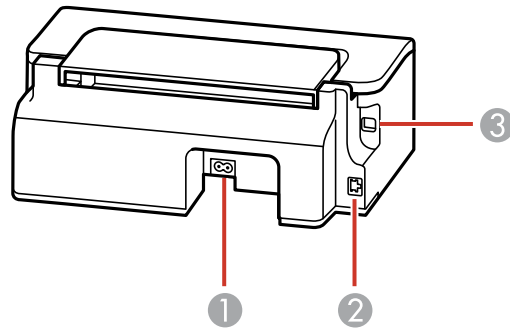


- 1 Edge guide
- 2 Paper support
- 3 Paper feed slot

- 4 Printer cover
- 5 Output tray
- 6 Output tray extension
- 7 Paper stopper

Parent topic: [Printer Parts Locations](#)

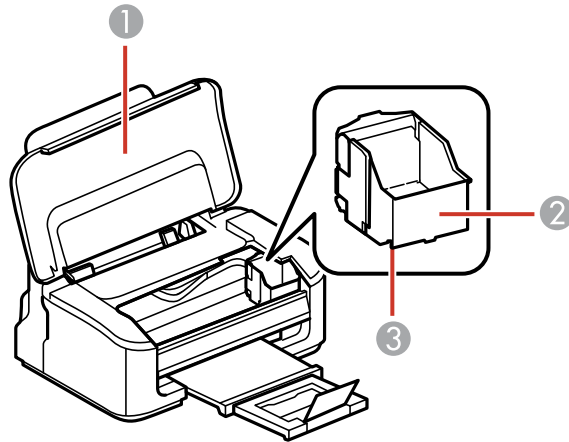
Printer Parts - Back



- 1 AC inlet
- 2 Ethernet **LAN** port
- 3 **USB** port

Parent topic: [Printer Parts Locations](#)

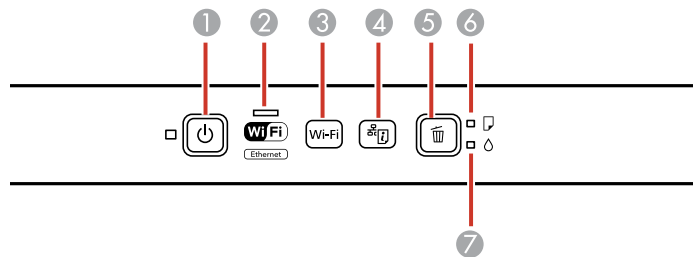
Printer Parts - Inside



- 1 Printer cover
- 3 Ink cartridge holder (do not remove)
- 4 Print head (underneath the ink cartridge holder)

Parent topic: [Printer Parts Locations](#)

Printer Parts - Control Panel Buttons and Lights



- 1 The  power button and power light

- 2 The WiFi light
- 3 The **Wi-Fi** button
- 4 The  network status button
- 5 The  cancel button
- 6 The  paper light
- 7 The  ink light

Parent topic: [Printer Parts Locations](#)

Related references

[Product Light Status](#)

The Power Off and Sleep Timers

The product enters sleep mode or turns off automatically if it is not used for a period of time. You can adjust the time period before power management, but increasing the time reduces the product's energy efficiency.

[Changing the Power Off and Sleep Timer Settings - Windows](#)

[Changing the Power Off and Sleep Timer Settings - Mac OS X](#)

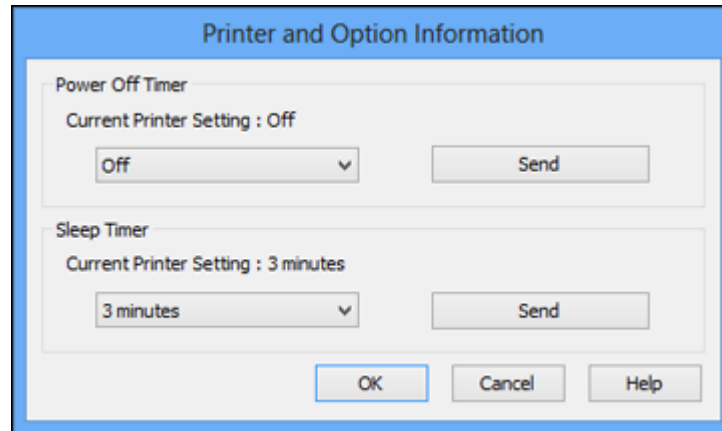
Parent topic: [Product Basics](#)

Changing the Power Off and Sleep Timer Settings - Windows

You can use the printer software to change the time period before the printer enters sleep mode or turns off automatically.

1. Right-click the product icon in the Windows taskbar and select **Printer Settings**.
2. Click the **Maintenance** tab.
3. Click the **Printer and Option Information** button.

You see this window:



4. Select the time period you want as the **Power Off Timer** setting.
5. Click **Send**.
6. Select the time period you want as the **Sleep Timer** setting.
7. Click **Send**.
8. Click **OK** to close the open program windows.

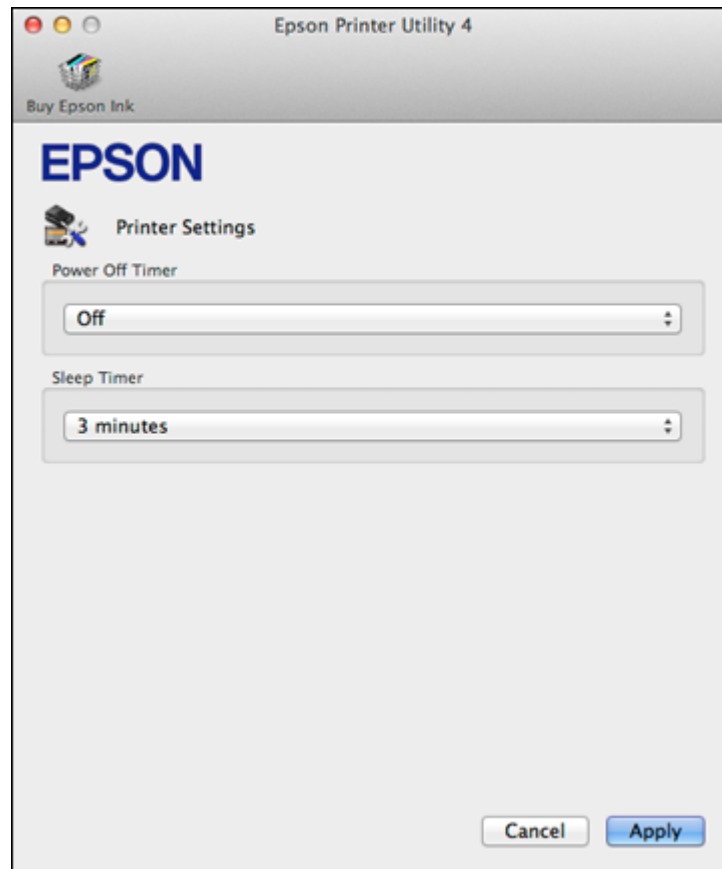
Parent topic: [The Power Off and Sleep Timers](#)

Changing the Power Off and Sleep Timer Settings - Mac OS X

You can use the printer software to change the time period before the printer enters sleep mode or turns off automatically.

1. Do one of the following:
 - **Mac OS X 10.6/10.7/10.8:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **Mac OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue** or **Print Queue**. Select **Utility**.
2. Select **Printer Settings**.

You see this screen:



3. Select the time period you want as the **Power Off Timer** setting.
4. Select the time period you want as the **Sleep Timer** setting.
5. Click **Apply**.
6. When you see the confirmation message, click **Yes**, then close the Printer Settings window.

Parent topic: [The Power Off and Sleep Timers](#)

Loading Paper

Before you print, load paper for the type of printing you will do.

[Loading Paper for Documents](#)

[Loading Envelopes](#)

[Paper Loading Capacity](#)

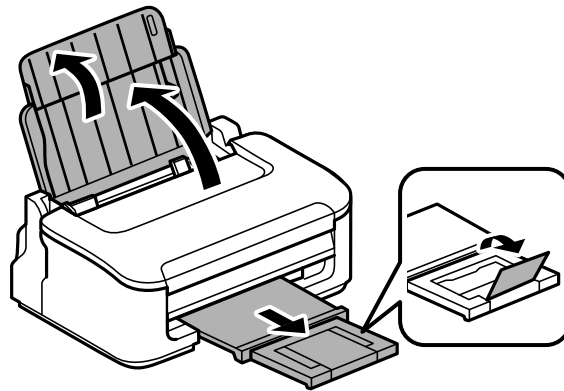
[Available EPSON Papers](#)

[Paper or Media Type Settings](#)

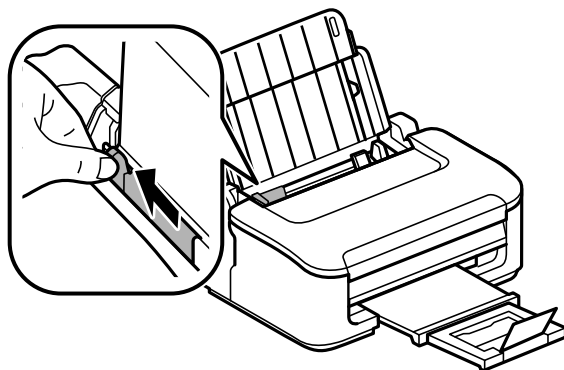
Loading Paper for Documents

You can print documents on a variety of paper types and sizes.

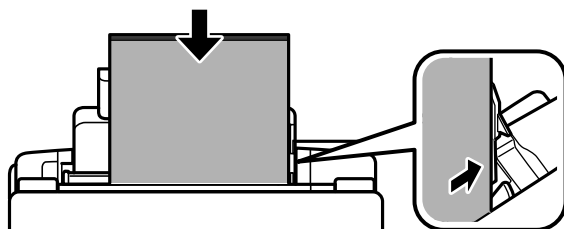
1. Raise the paper support and its extension, pull out the output tray, then raise the paper stopper.



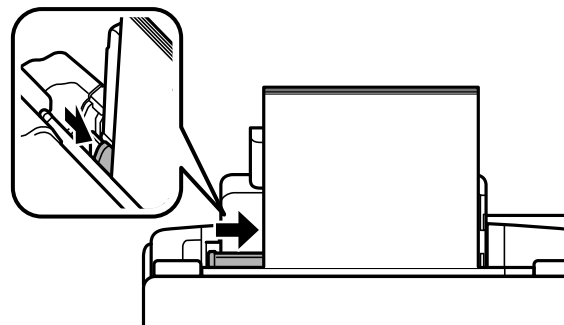
2. Slide the edge guide to the left.



3. Insert paper, glossy or printable side up and short edge first, against the right side. If you are inserting a stack of paper, fan the sheets first and tap the stack on a flat surface to even the edges.



4. Slide the edge guides against the paper, but not too tightly.



Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
- Load paper short edge first, no matter which way your document faces.
- Load letterhead or pre-printed paper top edge first.
- Do not load paper above the arrow mark inside the edge guide.
- Check the paper package for any additional loading instructions.
- If you use paper with binder holes, load only one sheet at a time and use only these sizes: Letter (8.5 × 11 inches [216 × 279 mm]), A4 (8.3 × 11.7 inches [210 × 297 mm]), or Legal (8.5 × 14 inches [216 × 357 mm]).

Parent topic: [Loading Paper](#)

Related references

[Paper Loading Capacity](#)

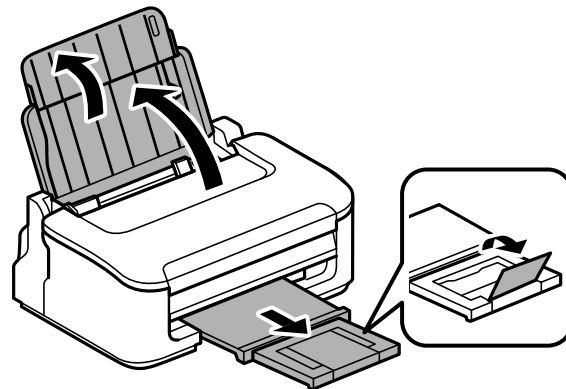
Related tasks

[Loading Envelopes](#)

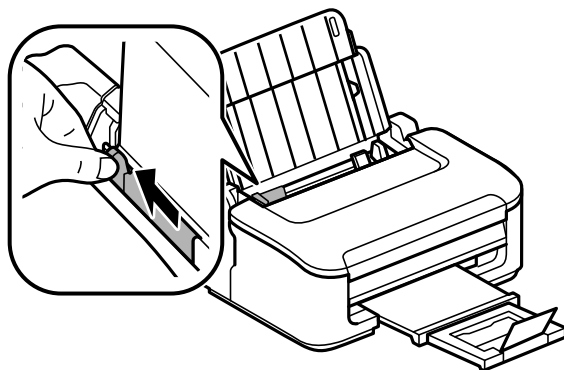
Loading Envelopes

You can print on plain paper envelopes in this size: No. 10 (4.1 × 9.5 inches [105 × 241 mm]).

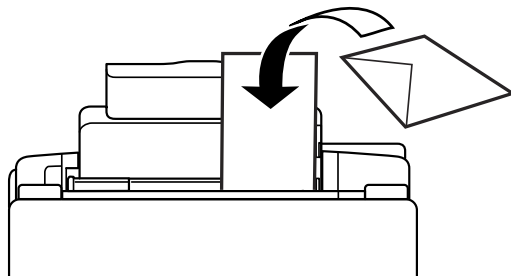
1. Raise the paper support and its extension, pull out the output tray, then raise the paper stopper.



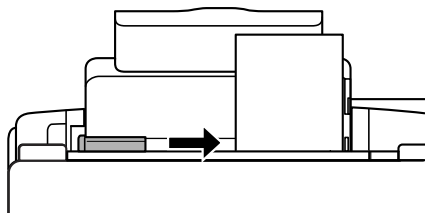
2. Slide the edge guide to the left.



3. Load up to 10 envelopes against the right side. Load them printable side up and flap edge left.



4. Slide the edge guides against the envelopes, but not too tightly.



Always follow these loading guidelines:

- If you have trouble loading a stack of envelopes, press each envelope flat before loading it or load one envelope at a time.
- If print quality declines when printing multiple envelopes, try loading one envelope at a time.
- Do not load envelopes that are curled, folded, or too thin, or that have plastic windows.

Parent topic: [Loading Paper](#)

Related references

[Paper Loading Capacity](#)

Related tasks

[Loading Paper for Documents](#)

Paper Loading Capacity

Paper type	Loading capacity
Plain paper - Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) **	Approximately 100 sheets *
Epson Bright White Paper Epson Presentation Paper Matte - Letter (8.5 × 11 inches [216 × 279 mm])	80 sheets

Paper type	Loading capacity
Plain paper - Legal (8.5 × 14 inches [216 × 357 mm]) Epson Presentation Paper Matte - Legal (8.5 × 14 inches [216 × 357 mm]) Epson Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided Epson Ultra Premium Presentation Paper Matte Epson Brochure & Flyer Paper Matte Double-sided Epson Iron-on Cool Peel Transfer paper Epson Photo Quality Self-adhesive Sheets User defined paper size of any type Any type of paper with binder holes	1 sheet
Envelopes	10 envelopes

* Based on 20 lb (75 g/m²) paper weight. Do not load paper above the arrow mark inside the edge guide.

** For two-sided printing, load up to 30 sheets.

Parent topic: [Loading Paper](#)

Available EPSON Papers

You can purchase genuine Epson ink and paper at Epson Supplies Central at www.epson.com/ink3 (U.S. sales) or www.epson.ca (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

Paper Type	Size	Part number	Sheet count
Epson Bright White Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500
Epson Brochure & Flyer Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S042384	150
Epson Ultra Premium Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041341	50

Paper Type	Size	Part number	Sheet count
Epson Premium Presentation Paper Matte	8 × 10 inches (203 × 254 mm)	S041467	50
	Letter (8.5 × 11 inches [216 × 279 mm])	S041257	50
		S042180	100
Epson Premium Presentation Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S041568	50
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
	Legal (8.5 × 14 inches [216 × 357 mm])	S041067	100
Epson Photo Quality Self-adhesive Sheets	A4 (8.3 × 11.7 inches [210 × 297 mm])	S041106	10
Epson Iron-on Cool Peel Transfer paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041153	10

Parent topic: [Loading Paper](#)

Paper or Media Type Settings

For this paper	Select this paper Type or Media Type setting
Plain paper Epson Bright White Paper Epson Presentation Paper Matte Epson Photo Quality Self-adhesive Sheets Epson Iron-on Cool Peel Transfer paper	Plain Paper/Bright White Paper
Epson Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided Epson Ultra Premium Presentation Paper Matte Epson Brochure & Flyer Paper Matte Double-sided	Premium Presentation Paper Matte
Envelopes	Envelope

Parent topic: [Loading Paper](#)

Printing From a Computer

Before printing from your computer, make sure you have set up your product and installed its software as described on the *Start Here* sheet.

Note: If you have an Internet connection, it is a good idea to check for updates to your product software on Epson's support website. If you see a Software Update screen, select **Enable automatic checking** and click **OK**. The update scans your system to see if you have the latest product software. Follow the on-screen instructions.

[Printing with Windows](#)

[Printing with Mac OS X](#)

[Cancelling Printing Using a Product Button](#)

Printing with Windows

You can print with your product using any Windows printing program, as described in these sections.

[Selecting Basic Print Settings - Windows](#)

[Selecting Double-sided Printing Settings - Windows](#)

[Selecting Additional Layout and Print Options - Windows](#)

[Selecting a Printing Preset - Windows](#)

[Printing Your Document - Windows](#)

[Selecting Default Print Settings - Windows](#)

[Changing Automatic Update Options](#)

Parent topic: [Printing From a Computer](#)

Selecting Basic Print Settings - Windows

Select the basic settings for the document you want to print.

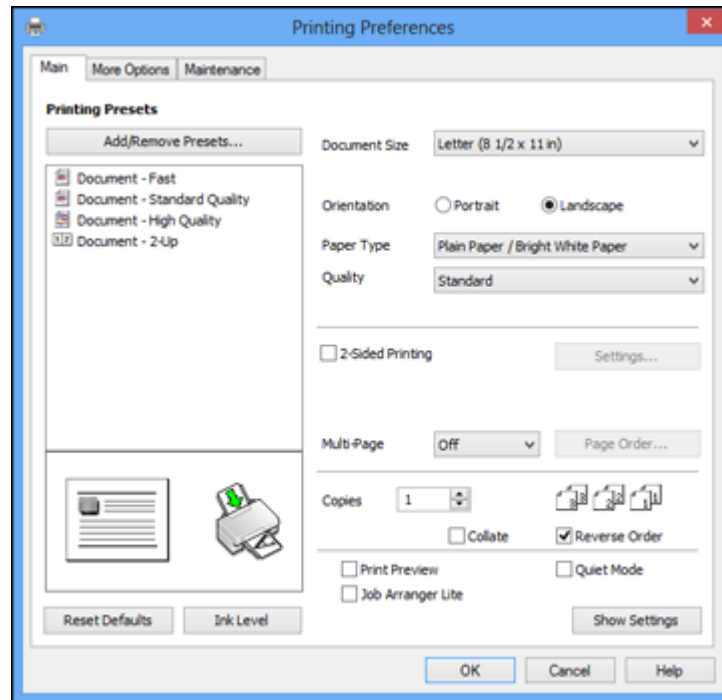
1. Open a document for printing.
2. Select the print command in your application.

Note: You may need to select a print icon on your screen, the **Print** option in the **File** menu, or another command. See your application's help utility for details.

3. If necessary, select your product name as the printer you want to use.

Note: You may also need to select **Properties** or **Preferences** to view your print settings.

You see the Main tab of your printer settings window:



4. Select the size of the paper you loaded as the **Document Size** setting.
5. Select the orientation of your document.

Note: If you are printing an envelope, select **Landscape**.

6. Select the type of paper you loaded as the **Paper Type** setting.

Note: The setting may not exactly match the name of your paper. Check the paper type settings list for details.

7. Select the **Quality** setting that matches the print quality you want to use.
8. To print on both sides of the paper, select the **2-Sided Printing** checkbox and select the options you want.
9. To print multiple pages on one sheet of paper, or print one image on multiple sheets of paper, select one of the settings in the **Multi-Page** menu and select the printing options you want.
10. To print multiple copies and arrange their print order, select the **Copies** options.
11. To preview your job before printing, select **Print Preview**.
12. To save your print job as a project that can be modified and combined with other print jobs, select **Job Arranger Lite**.
13. To reduce noise during printing when you select **Plain Paper/Bright White Paper**, select **Quiet Mode**.

[Print Quality Options - Windows](#)

[Multi-Page Printing Options - Windows](#)

Parent topic: [Printing with Windows](#)

Related references

[Paper or Media Type Settings](#)

Related tasks

[Printing Your Document - Windows](#)

[Selecting Double-sided Printing Settings - Windows](#)

Print Quality Options - Windows

You can select any of the available Quality options to fine-tune the quality of your print. Some settings may be unavailable, depending on the paper type setting you have chosen.

Draft

For draft printing on plain paper.

Standard

For everyday text and image printing.

High

For text and graphics with high print quality.

More Settings

Opens a window that lets you choose among levels of speed and quality.

Parent topic: [Selecting Basic Print Settings - Windows](#)

Multi-Page Printing Options - Windows

You can select any of the available options in the Multi-Page menu to set up your multi-page print job.

2-Up and 4-Up

Prints 2 or 4 pages on one sheet of paper. Click the **Page Order** button to select page layout and border options.

2×1 Poster, 2×2 Poster, 3×3 Poster, 4×4 Poster

Prints one image on multiple sheets of paper to create a larger poster. Click the **Settings** button to select image layout and guideline options.

Parent topic: [Selecting Basic Print Settings - Windows](#)

Selecting Double-sided Printing Settings - Windows

You can print on both sides of the paper by selecting the **2-Sided Printing** checkbox on the Main tab.

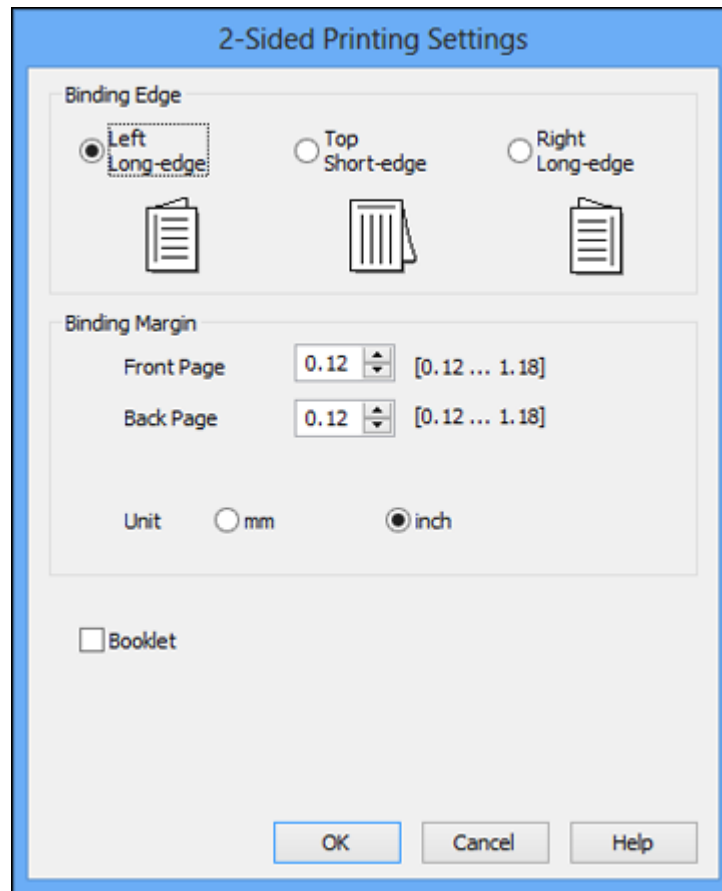
Note: Double-sided printing is only available when printing on plain paper in these sizes: Letter (8.5 × 11 inches [216 × 279 mm]), A4 (8.3 × 11.7 inches [210 × 297 mm]), Legal (8.5 × 14 inches [216 × 357 mm]), or A6 (4.1 × 5.8 inches [105 × 148 mm]).



Note: Some options may be pre-selected or unavailable, depending on other settings you have chosen or if you are accessing the product over a network or as a shared printer.

1. Select the **2-Sided Printing** checkbox.
2. Click the **Settings** button.

You see this window:



3. Select the double-sided printing options you want to use.
4. Click **OK** to return to the Main tab.
5. Print a test copy of your double-sided document to test the selected settings.
6. Follow any instructions displayed on the screen during printing.

Note: The surface of the paper may smear during double-sided printing. Make sure the ink has dried before reloading the paper.

[Double-sided Printing Options - Windows](#)

Parent topic: [Printing with Windows](#)

Double-sided Printing Options - Windows

You can select any of the available options on the 2-Sided Printing Settings window to set up your double-sided print job.

Binding Edge Options

Select a setting that orients double-sided print binding in the desired direction.

Binding Margin Options

Select options that define a wider margin to allow for binding.

Booklet

Select the **Booklet** checkbox to print double-sided pages as a booklet.

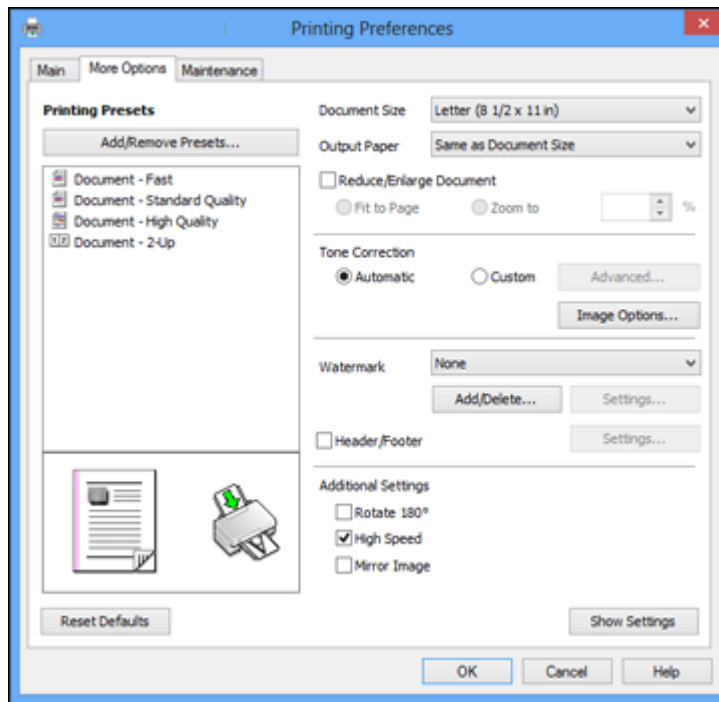
Parent topic: [Selecting Double-sided Printing Settings - Windows](#)

Related references

[Paper Loading Capacity](#)

Selecting Additional Layout and Print Options - Windows

You can select a variety of additional layout and printing options for your document on the More Options tab.



1. To change the size of your printed document, select the **Reduce/Enlarge Document** checkbox and select one of these sizing options:
 - Select the **Fit to Page** option to size your image to fit the paper you loaded. Select the size of the your document as the **Document Size** setting, and the size of your paper as the **Output Paper** setting.
 - Select the **Zoom to** option to reduce or enlarge your document by a specific percentage. Select the percentage in the % menu.
2. Select one of the following Tone Correction options:
 - Select **Automatic** to automatically adjust the brightness and contrast for your documents.
 - Select **Custom** and click the **Advanced** button to manually adjust the brightness and contrast settings.
 - Select **Image Options** and select **Edge Smoothing** to smooth jagged edges in low-resolution images.
3. To add a watermark to your printout, select Watermark settings.

4. To add a header or footer to your document, select **Header/Footer**, then select **Settings** to customize the text and location.
5. Select any of the Additional Settings options to customize your print.

[Custom Tone Correction Options - Windows](#)

[Image Options and Additional Settings - Windows](#)

[Header/Footer Settings - Windows](#)

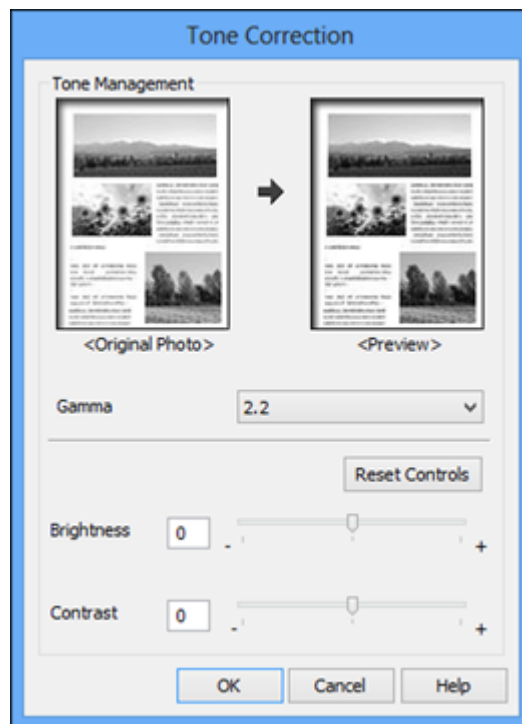
Parent topic: [Printing with Windows](#)

Related tasks

[Printing Your Document - Windows](#)

Custom Tone Correction Options - Windows

You can select any of the available options in the Tone Correction window to customize the image tone for your print job.



Gamma

Adjusts the midtone density of the image.

Brightness

Adjusts the overall lightness and darkness of the image.

Contrast

Adjusts the difference between the light and dark areas of the overall image.

Parent topic: [Selecting Additional Layout and Print Options - Windows](#)

Image Options and Additional Settings - Windows

You can select any of the Image Options and Additional Settings to customize your print. Some options may be pre-selected or unavailable, depending on other settings you have chosen.

Image Options**Edge Smoothing**

Smooths jagged edges in low-resolution images such as screen captures or images from the Web.

Additional Settings Options**Rotate 180°**

Prints the image rotated 180° from its original orientation.

High Speed

Speeds up printing, but may reduce print quality.

Mirror Image

Flips the printed image left to right.

Parent topic: [Selecting Additional Layout and Print Options - Windows](#)

Header/Footer Settings - Windows

You can select any of the Header/Footer Settings options to add headers or footers when you print. The items are available to print at the top or bottom of your pages, in either the left, right, or center of the page.

Note: These settings are not saved with your document.

Header/Footer Settings

Top Left	Top Center	Top Right
User Name	None	Date/Time
Bottom Left	Bottom Center	Bottom Right
None	None	None

Reset Defaults OK Cancel Help

You can select to print the following information, which comes from the Windows Control Panel on your computer:

- User Name
- Computer Name
- Date
- Date/Time

Parent topic: [Selecting Additional Layout and Print Options - Windows](#)

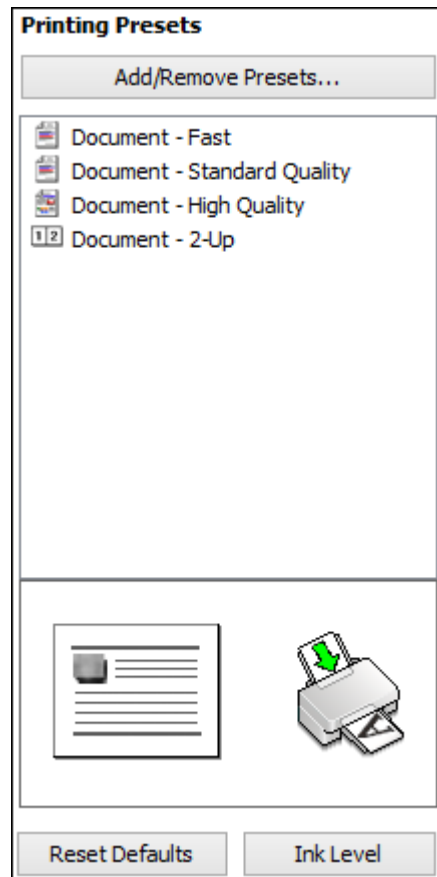
Selecting a Printing Preset - Windows

For quick access to common groups of print settings, you can select a printing preset on the Main or More Options tab.

Note: You can create your own preset by clicking the **Add/Remove Presets** button.

1. Click the **Main** or **More Options** tab.

You see the available **Printing Presets** on the left:



2. Place your cursor over one of the **Printing Presets** to view its list of settings.
3. Use any of the available options on the screen to control your printing presets.
4. To choose an option for printing, select it.
5. Click **OK**.

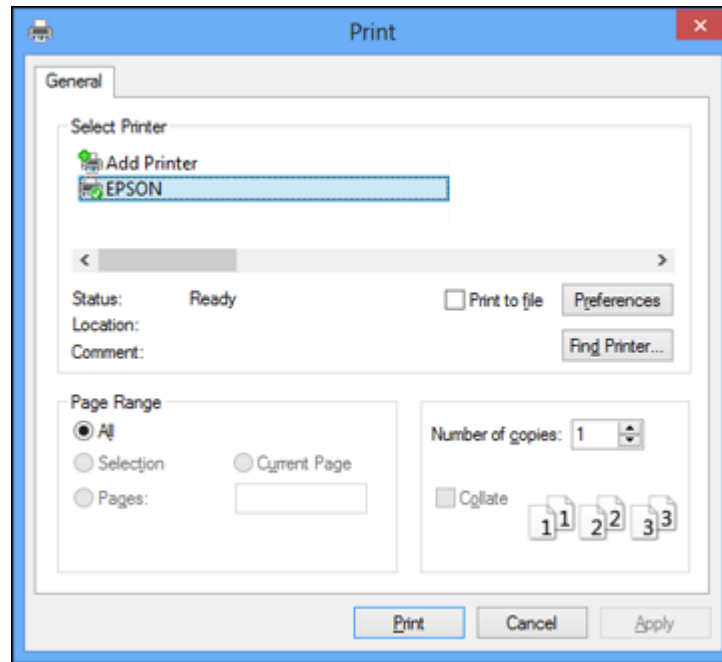
Parent topic: [Printing with Windows](#)

Printing Your Document - Windows

Once you have selected your print settings, you are ready to save your settings and print.

1. Click **OK** to save your settings.

You see your application's Print window, such as this one:



2. Click **OK** or **Print** to start printing.

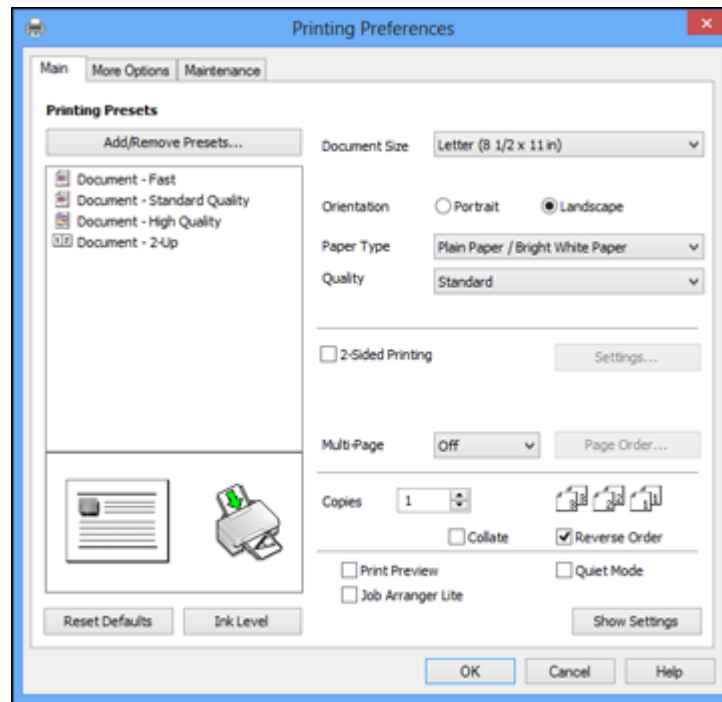
Parent topic: [Printing with Windows](#)

Selecting Default Print Settings - Windows

When you change your print settings in a program, the changes apply only while you are printing in that program session. If you want to change the print settings you use in all your Windows programs, you can select new default print settings.

1. Right-click the product icon in the Windows taskbar.
2. Select **Printer Settings**.

You see the printer settings window:



3. Select the print settings you want to use as defaults in all your Windows programs.
4. Click **OK**.

These settings are now the defaults selected for printing. You can still change them as needed for printing in any program session.

[Changing the Language of the Printer Software Screens](#)

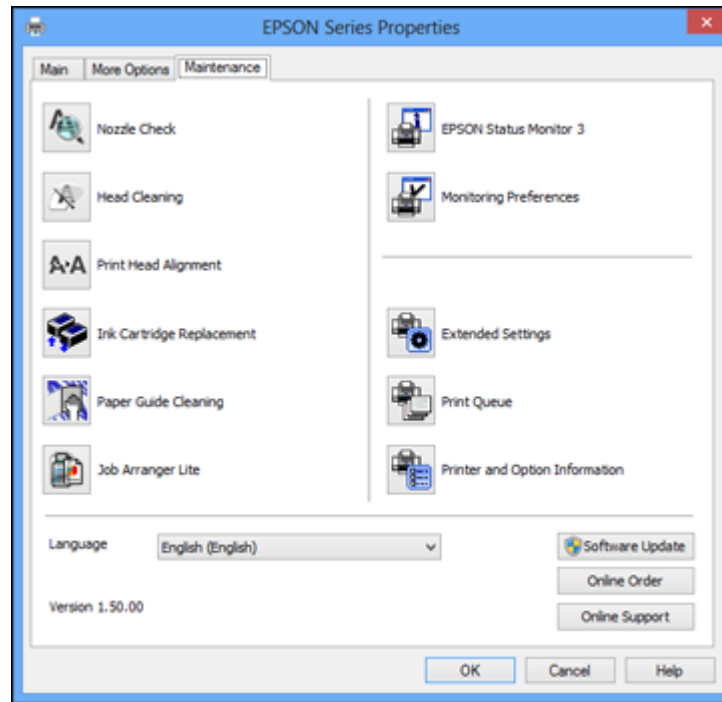
Parent topic: [Printing with Windows](#)

Changing the Language of the Printer Software Screens

You can change the language used on the Windows printer software screens.

1. Right-click the product icon in the Windows taskbar.
2. Select **Printer Settings**.
You see the printer settings window.
3. Click the **Maintenance** tab.

You see the maintenance options:



4. Select the language you want to use as the **Language** setting.
5. Click **OK** to close the printer software window.

The printer software screens appear in the language you selected the next time you access them.

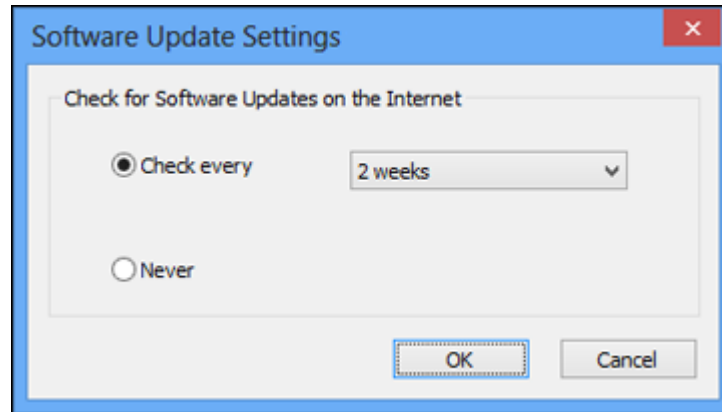
Parent topic: [Selecting Default Print Settings - Windows](#)

Changing Automatic Update Options

Your printer software for Windows automatically checks for updates to the product software. You can change how often the software checks for updates or disable this feature.

1. Right-click the product icon in the Windows taskbar.
2. Select **Software Update Settings**.

You see this window:



3. Do one of the following:
 - To change how often the software checks for updates, select a setting in the **Check every** menu.
 - To disable the automatic update feature, select the **Never** option.
4. Click **OK** to exit.

Note: If you choose to disable the automatic update feature, you can check for updates manually.

Parent topic: [Printing with Windows](#)

Related tasks

[Checking for Software Updates](#)

Printing with Mac OS X

You can print with your product using any Mac OS X printing program, as described in these sections.

[Selecting Basic Print Settings - Mac OS X](#)

[Selecting Page Setup Settings - Mac OS X](#)

[Selecting Print Layout Options - Mac OS X](#)

[Selecting Printing Preferences - Mac OS X](#)

[Printing Your Document - Mac OS X](#)

Parent topic: [Printing From a Computer](#)

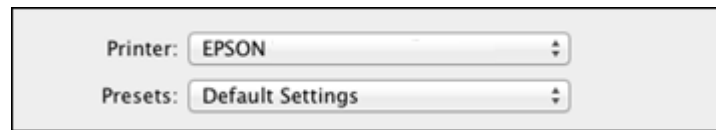
Selecting Basic Print Settings - Mac OS X

Select the basic settings for the document you want to print.

1. Open a document for printing.
2. Select the print command in your application.

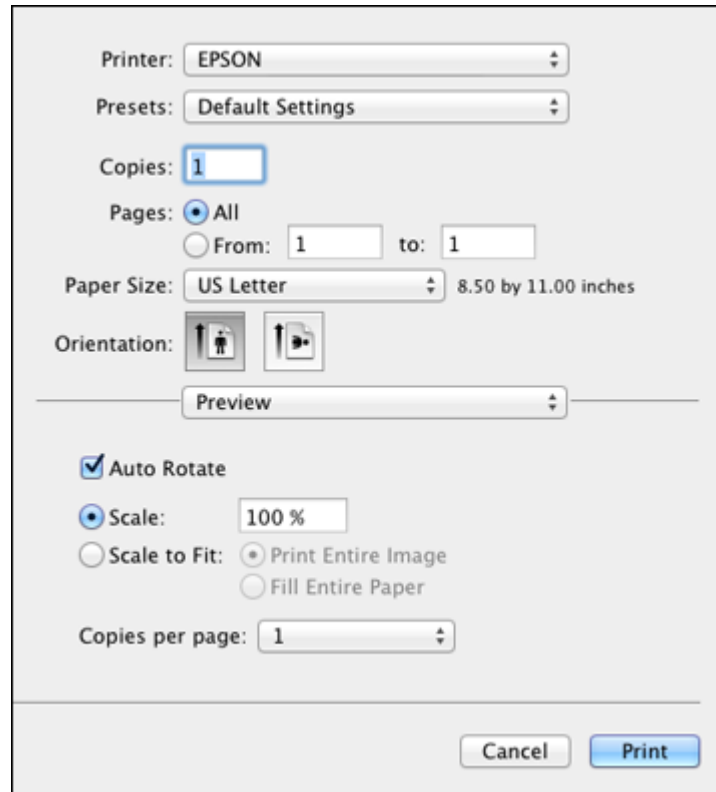
Note: You may need to select a print icon on your screen, the **Print** option in the File menu, or another command. See your application's help utility for details.

3. Select your product as the **Printer** setting.



4. If necessary, click the arrow next to the Printer setting or the **Show Details** button to expand the print window.

You see the expanded printer settings window for your product:



Note: The print window may look different, depending on the version of Mac OS X and the application you are using.

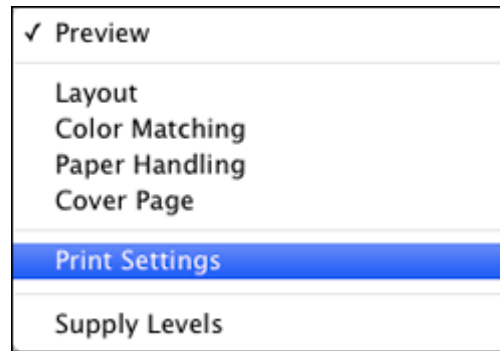
5. Select the **Copies** and **Pages** settings as necessary.

Note: If you do not see these settings in the print window, check for them in your application before printing.

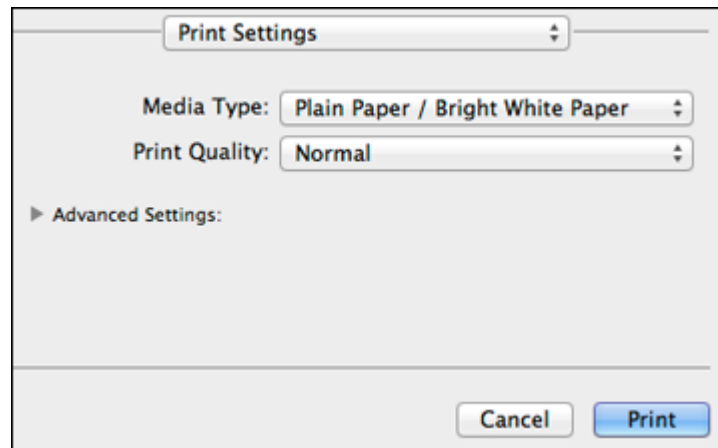
6. Select the page setup options: **Paper Size** and **Orientation**.

Note: If you do not see these settings in the print window, check for them in your application before printing. They may be accessible by selecting **Page Setup** from the File menu.

7. Select any application-specific settings that appear on the screen, such as those shown in the image above for the Preview application.
8. Select **Print Settings** from the pop-up menu.



You see these settings:



9. Select the type of paper you loaded as the **Media Type** setting.

Note: The setting may not exactly match the name of your paper. Check the paper type settings list for details.

10. Select the **Print Quality** setting you want to use.

[Print Quality Options - Mac OS X](#)

Parent topic: [Printing with Mac OS X](#)

Related references

[Paper or Media Type Settings](#)

Related tasks

[Selecting Page Setup Settings - Mac OS X](#)

[Printing Your Document - Mac OS X](#)

Print Quality Options - Mac OS X

You can select any of the available Print Quality options to fine-tune the quality of your print. Some settings may be unavailable, depending on the paper type setting you have chosen.

Draft

For draft printing on plain paper.

Normal

For everyday text and image printing.

Fine

For text and graphics with good quality and print speed.

Quality

For text and graphics with increased quality and print speed.

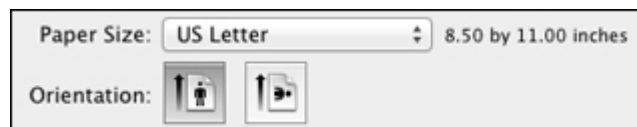
High

For text and graphics with high print quality.

Parent topic: [Selecting Basic Print Settings - Mac OS X](#)

Selecting Page Setup Settings - Mac OS X

Depending on your application, you may be able to select the paper size and orientation settings from the print window.



Note: If you do not see these settings in the print window, check for them in your application before printing. They may be accessible by selecting **Page Setup** from the File menu.

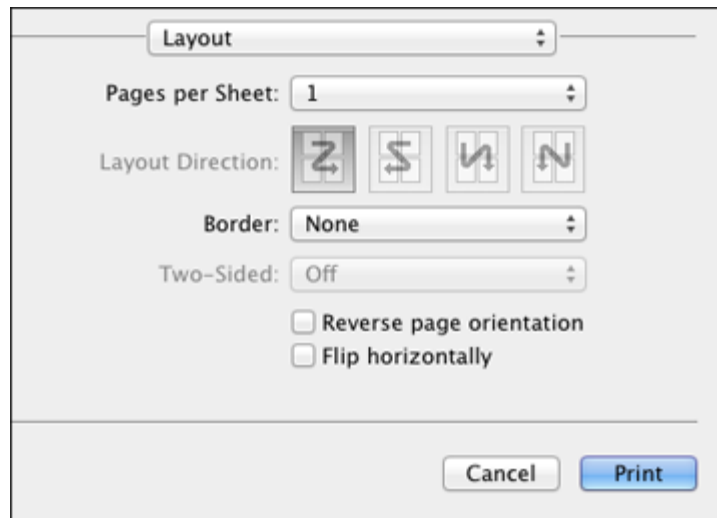
1. Select the size of the paper you loaded as the **Paper Size** setting. You can also select a custom setting to create a custom paper size.
2. Select the orientation of your document as shown in the print window. If you are printing an envelope, select the  icon.

Note: You can reduce or enlarge the size of the printed image by selecting **Paper Handling** from the pop-up menu and selecting a scaling option.

Parent topic: [Printing with Mac OS X](#)

Selecting Print Layout Options - Mac OS X

You can select a variety of layout options for your document by selecting **Layout** from the pop-up menu on the print window.



- To print multiple pages on one sheet of paper, select the number of pages in the **Pages per Sheet** pop-up menu. To arrange the print order of the pages, select a **Layout Direction** setting.
- To print borders around each page on the sheet, select a line setting from the **Border** pop-up menu.

- To invert or flip the printed image, select the **Reverse page orientation** or **Flip horizontally** settings.

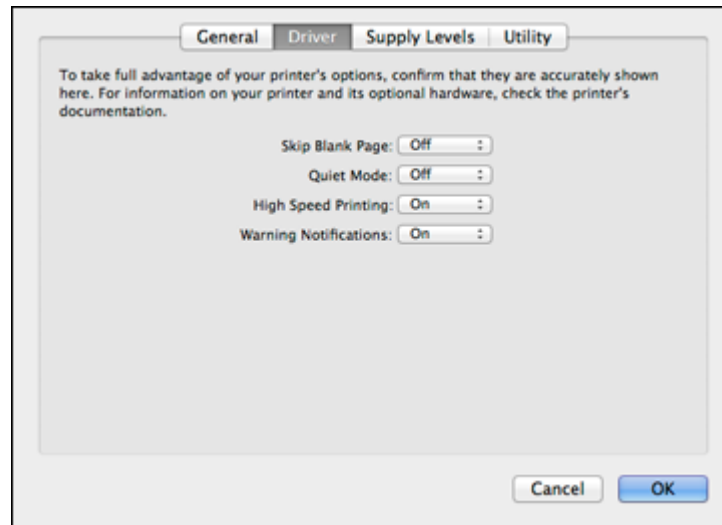
Parent topic: [Printing with Mac OS X](#)

Selecting Printing Preferences - Mac OS X

You can select printing preferences that apply to all the print jobs you send to your product.

1. In the Apple menu or the Dock, select **System Preferences**.
2. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**.
3. Select **Driver**.

You see this screen:



4. Select any of the available printing preferences.
5. Click **OK**.

[Printing Preferences - Mac OS X](#)

Parent topic: [Printing with Mac OS X](#)

Printing Preferences - Mac OS X

You can select from these settings on the Driver tab.

Skip Blank Page

Ensures that your product does not print pages that contain no text or images.

Quiet Mode

Lessens noise during printing when you select **Plain Paper/Bright White Paper** as the paper Type or Media Type setting.

High Speed Printing

Speeds up printing, but may reduce print quality.

Warning Notifications

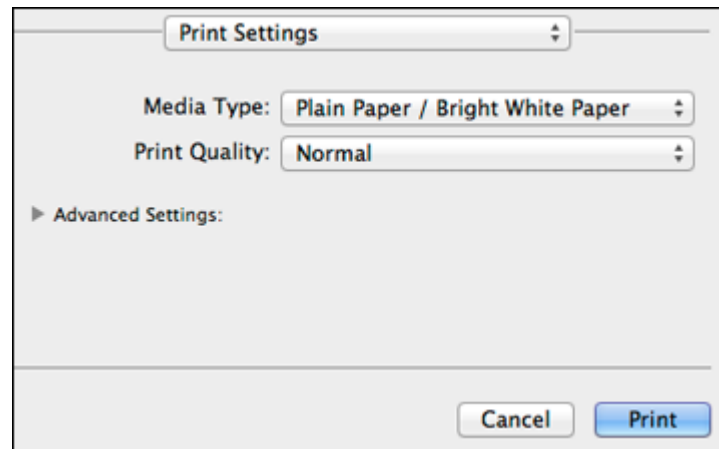
Lets you choose whether or not to receive warning notifications from the printer software when ink is low.

Parent topic: [Selecting Printing Preferences - Mac OS X](#)

Printing Your Document - Mac OS X

Once you have selected your print settings, you are ready to print.

Click **Print** at the bottom of the print window.



[Checking Print Status - Mac OS X](#)

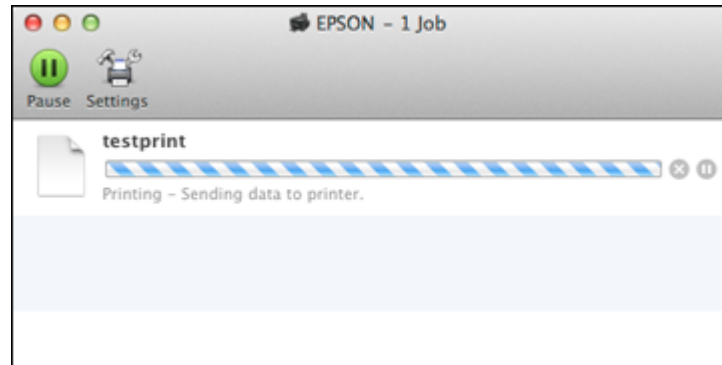
Parent topic: [Printing with Mac OS X](#)

Checking Print Status - Mac OS X

During printing, you can view the progress of your print job, control printing, and check ink cartridge status.

1. Click the printer icon when it appears in the Dock.

You see the print status window:



2. Select the following options as necessary for your version of Mac OS X:
 - To cancel printing, click the print job and click  or **Delete**.
 - To pause a print job, click the print job and click  or **Hold**. To resume a print job, click the paused print job and click  or **Resume**.
 - To pause printing for all queued print jobs, click **Pause** or **Pause Printer**.
 - To display other printer information, click **Settings** or **Supply Levels**.

Parent topic: [Printing Your Document - Mac OS X](#)

Cancelling Printing Using a Product Button

If you need to cancel printing, press the  cancel button on your product.

Parent topic: [Printing From a Computer](#)

Replacing the Ink Cartridge

When the ink cartridge is expended, you need to replace it.

You may also need to replace a cartridge that is more than six months old, if your printouts do not look their best, even after cleaning and aligning the print head.

Note: Please dispose of your used Epson branded ink cartridges responsibly and in accordance with local requirements. If you would like to return your used ink cartridges to Epson for proper disposal, please go to www.epson.com/recycle for more information.

[Check Cartridge Status](#)

[Purchase Epson Ink Cartridges](#)

[Removing and Installing the Ink Cartridge](#)

[Replacing the Ink Cartridge Using a Computer Utility](#)

Check Cartridge Status

Your product and its printing software will let you know when the ink cartridge is low or expended.

[Checking Cartridge Status Lights](#)

[Checking Cartridge Status with Windows](#)

[Checking Cartridge Status with Mac OS X](#)

Parent topic: [Replacing the Ink Cartridge](#)

Checking Cartridge Status Lights

You can check the status of your ink cartridge by checking the lights on your product.

- If the Δ ink light is flashing, the cartridge is low. You can continue printing until the cartridge needs replacement.
- If the Δ ink light is on, the cartridge is expended. You must replace the cartridge before you can print.

Parent topic: [Check Cartridge Status](#)

Related tasks

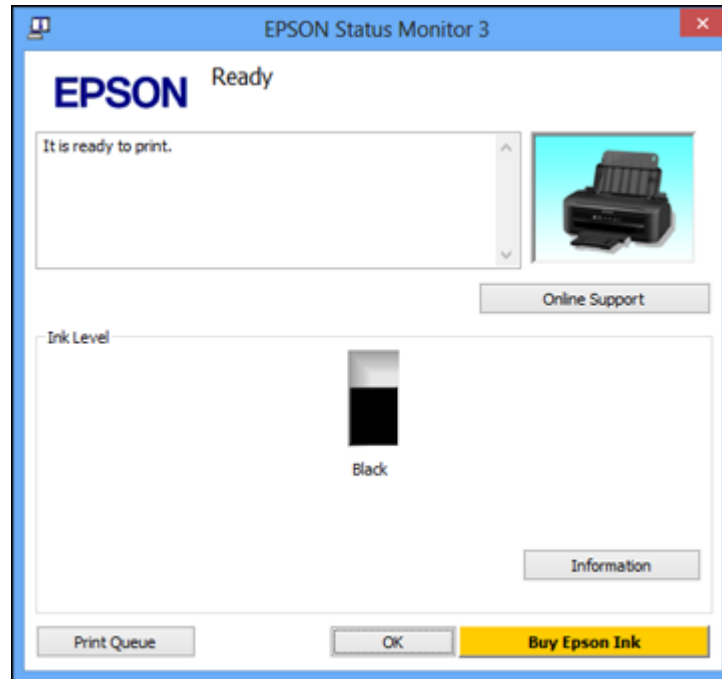
[Removing and Installing the Ink Cartridge](#)

Checking Cartridge Status with Windows

A low ink reminder appears if you try to print when ink is low, and you can check your cartridge status at any time using a utility on your Windows computer.

1. To check your cartridge status, double-click the product icon in the Windows taskbar, then click the **Details** button in the window that appears.

You see a window like this:

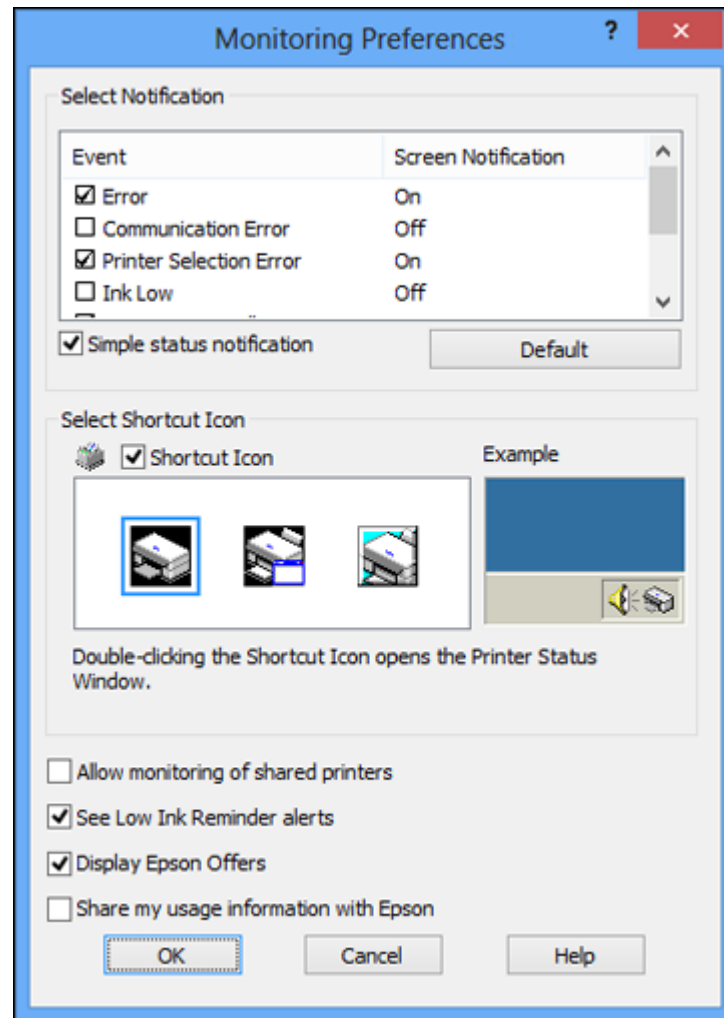


2. Replace or reinstall the ink cartridge, if necessary.

Note: If the cartridge is broken, incompatible with the product model, or improperly installed, Epson Status Monitor will not display an accurate cartridge status.

3. To disable the low ink reminder, right-click the product icon in the Windows taskbar and select **Monitoring Preferences**.

You see a window like this:



4. Deselect the **See Low Ink Reminder alerts** checkbox at the bottom of the screen.
5. To disable promotional offers, deselect the **Display Epson Offers** checkbox.

Parent topic: [Check Cartridge Status](#)

Related tasks

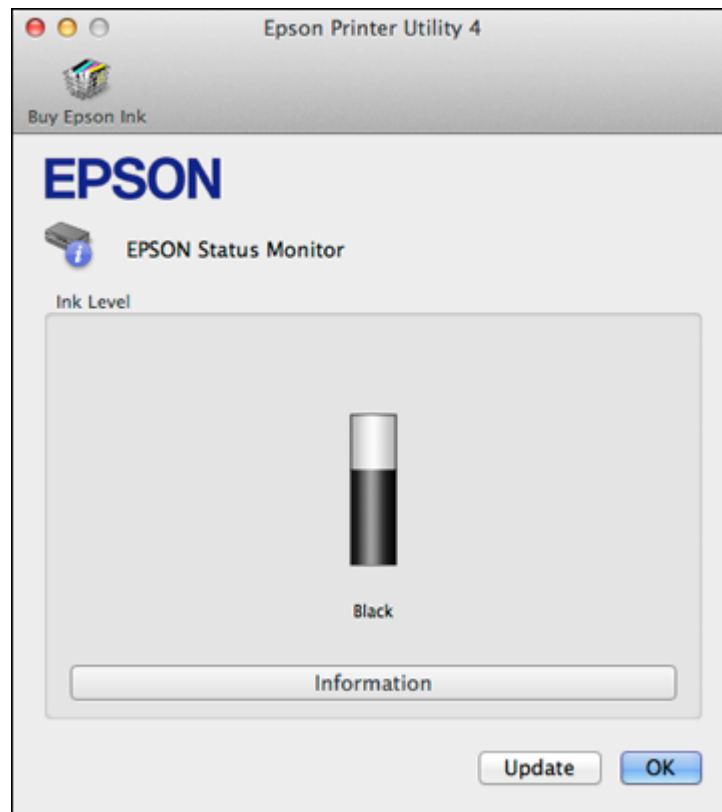
[Removing and Installing the Ink Cartridge](#)

Checking Cartridge Status with Mac OS X

You can check your cartridge status using a utility on your Mac.

1. Do one of the following:
 - **Mac OS X 10.6/10.7/10.8:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **Mac OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.
2. Select **EPSON Status Monitor**.

You see this window:



3. Do the following as necessary:
 - To update the ink cartridge status, click **Update**.
 - Replace or reinstall the ink cartridge, if necessary.

Note: If the cartridge is broken, incompatible with the product model, or improperly installed, Epson Status Monitor will not display an accurate cartridge status.

Parent topic: [Check Cartridge Status](#)

Related tasks

[Removing and Installing the Ink Cartridge](#)

Purchase Epson Ink Cartridges

You can purchase genuine Epson ink and paper at Epson Supplies Central at www.epson.com/ink3 (U.S. sales) or www.epson.ca (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

Note: We recommend that you use genuine Epson cartridges and do not refill them. The use of other products may affect your print quality and could result in printer damage.

The cartridge included with the printer is designed for printer setup and not for resale. After some ink is used for priming, the rest is available for printing. Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature. For print quality, a variable amount of ink remains in the cartridge after the "replace cartridge" indicator comes on.

[Ink Cartridge Part Numbers](#)

Parent topic: [Replacing the Ink Cartridge](#)

Ink Cartridge Part Numbers

Use these part numbers when you order or purchase new ink cartridges.

Note: For best printing results, use up a cartridge within 6 months of opening the package.

Ink color	Part number	
	Standard-capacity	High-capacity
Black	223	223XL

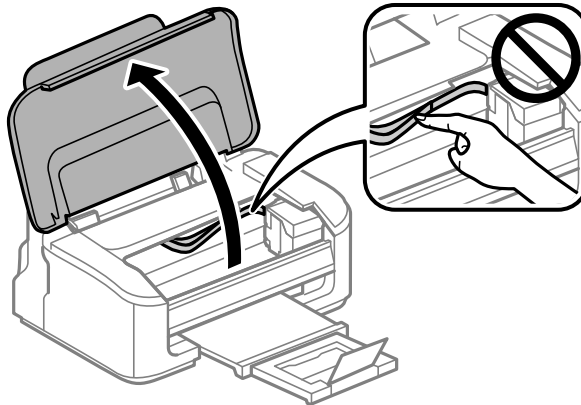
Parent topic: [Purchase Epson Ink Cartridges](#)

Removing and Installing the Ink Cartridge

Make sure you have a replacement cartridge handy before you begin. You must install the new cartridge immediately after removing the old one.

Caution: Leave your old cartridge in the printer until you are ready to replace it to prevent the print head nozzles from drying out. Do not open the ink cartridge package until you are ready to install the ink. Cartridges are vacuum packed to maintain reliability.

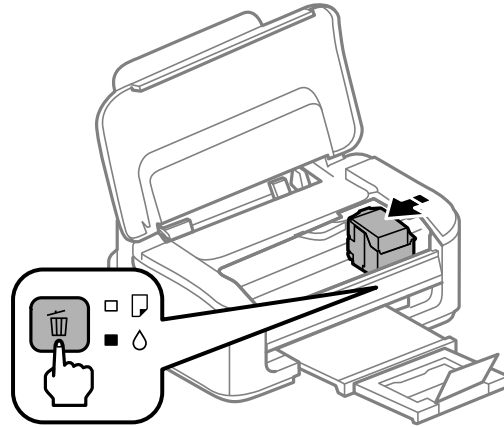
1. Turn on your product.
2. Lift up the printer cover.



Caution: Do not touch the flat white cable inside the printer.

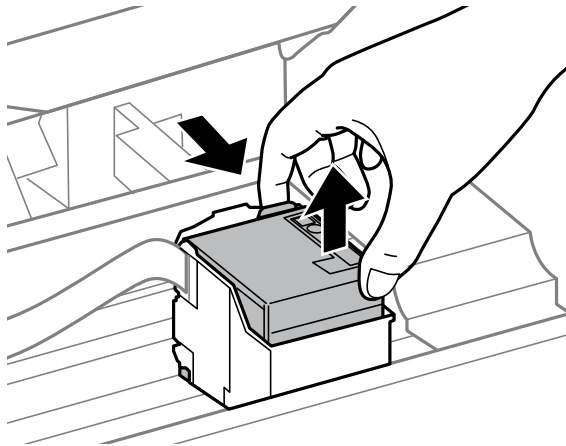
3. Do one of the following:
 - If the Δ ink light is on, press the  cancel button.

- If the Δ ink light is flashing or off, press the  cancel button for six seconds until the ink cartridge holder moves.



Caution: Do not move the print head by hand; otherwise, you may damage your product.

4. Squeeze the tab on the cartridge and lift the cartridge straight up to remove it.

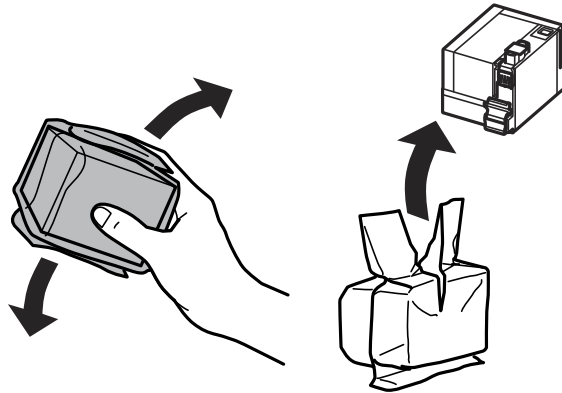


Note: Dispose of used cartridges carefully. Do not take the used cartridge apart or try to refill it.

Warning: If ink gets on your skin, wash it thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out and see a doctor right away. Keep ink cartridges out of the reach of children.

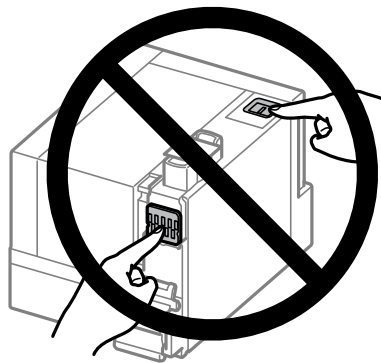
5. Before opening the new cartridge package, shake it gently four or five times.

Caution: Do not shake the cartridge after opening the package, or ink may leak.

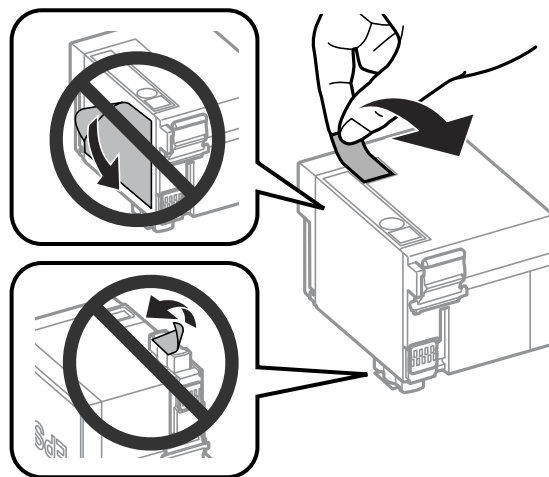


6. Remove the cartridge from the package.

Caution: Do not touch the green chip or the small window on the cartridge. Install the new cartridge immediately after removing the old one; if you do not, the print head may dry out and be unable to print.

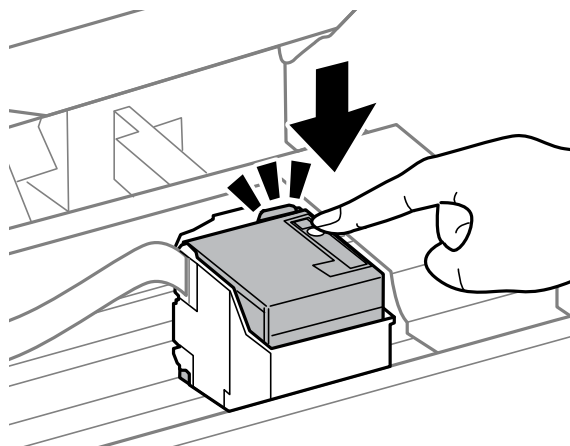


7. Remove the yellow tape from the cartridge.



Caution: Do not remove any other labels or seals, or ink will leak.

8. Insert the new cartridge into the holder and push it down until it clicks into place.



9. Close the printer cover.

10. Press the  cancel button.

The print head moves to its home position and the printer starts priming the ink. This takes about 2 minutes.

Caution: Never turn off the product while the power light is flashing or you will waste ink.

If you remove a low or expended ink cartridge, you cannot re-install and use the cartridge.

Caution: If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the printer. The valve in the ink supply port is designed to contain any excess ink, but do not touch the ink supply port or surrounding area. Always store ink cartridges with the label facing up; do not store cartridges upside-down.

Parent topic: [Replacing the Ink Cartridge](#)

Related concepts

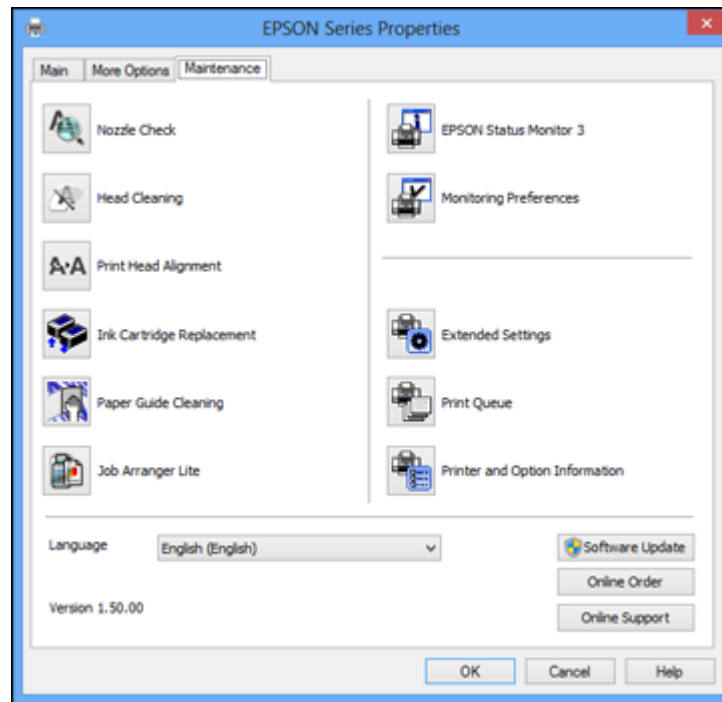
[Purchase Epson Ink Cartridges](#)

Replacing the Ink Cartridge Using a Computer Utility

You can use the Ink Cartridge Replacement utility to view on-screen instructions for replacing the ink cartridge. This method allows you to replace the cartridge before it is low or expended (if it is too old, for example).

1. Do one of the following:
 - **Windows:** Right-click the product icon in the Windows taskbar and select **Printer Settings**. Then click the **Maintenance** tab.
 - **Mac OS X 10.6/10.7/10.8:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **Mac OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.

You see a window like this:



2. Click the **Ink Cartridge Replacement** icon and follow the on-screen instructions to replace your ink cartridge.

Parent topic: [Replacing the Ink Cartridge](#)

Related concepts

[Purchase Epson Ink Cartridges](#)

Adjusting Print Quality

If your print quality declines, you may need to run a utility to clean or align the print head.

If running these utilities does not solve the problem, you may need to replace the ink cartridge.

[Print Head Maintenance](#)

[Cleaning the Paper Guide](#)

Related topics

[Replacing the Ink Cartridge](#)

Print Head Maintenance

If your printouts become too light, or you see dark or light bands across them, you may need to clean the print head nozzles. Cleaning uses ink, so clean the nozzles only if print quality declines.

You can check for clogged nozzles before you clean them so you don't clean them unnecessarily.

Note: You cannot clean the print head if the ink cartridge is expended, and may not be able to clean it when the cartridge is low. You must replace the cartridge first.

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Print Head Alignment](#)

Parent topic: [Adjusting Print Quality](#)

Related topics

[Replacing the Ink Cartridge](#)

Print Head Nozzle Check

You can print a nozzle check pattern to check for clogged nozzles.

[Checking the Nozzles Using the Product Buttons](#)

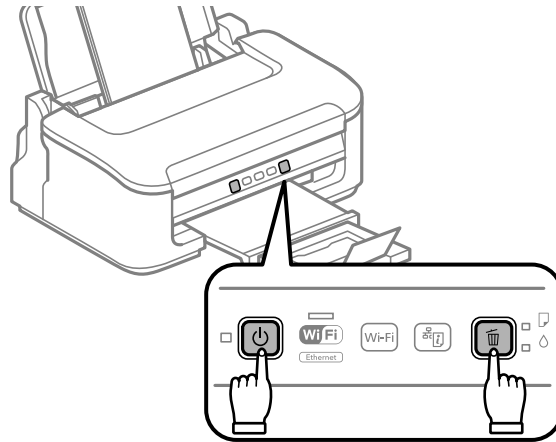
[Checking the Nozzles Using a Computer Utility](#)

Parent topic: [Print Head Maintenance](#)

Checking the Nozzles Using the Product Buttons

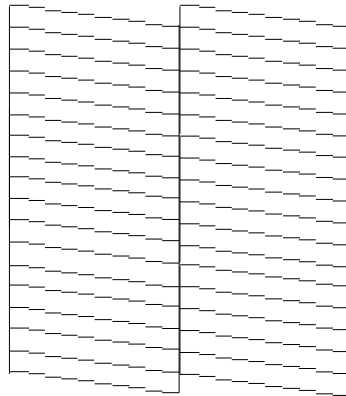
You can check the print head nozzles using the buttons on your product.

1. Make sure no product lights are indicating errors.
2. Load a few sheets of plain paper in the product.
3. Turn off the product.
4. Hold down the  cancel button as you press the  power button to turn the product back on. Hold down both buttons until the  power light begins to flash, then release the buttons.

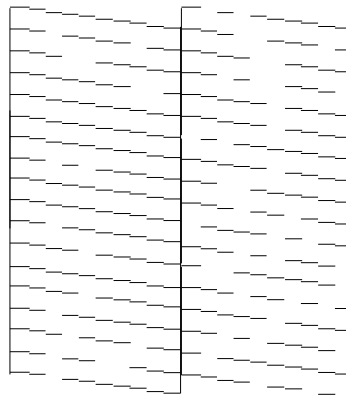


5. Check the printed pattern to see if there are gaps in the lines.

Print head is clean



Print head needs cleaning



6. If there are no gaps, the print head is clean and you can continue printing.
If there are gaps or the pattern is faint, clean the print head.

Parent topic: [Print Head Nozzle Check](#)

Related concepts

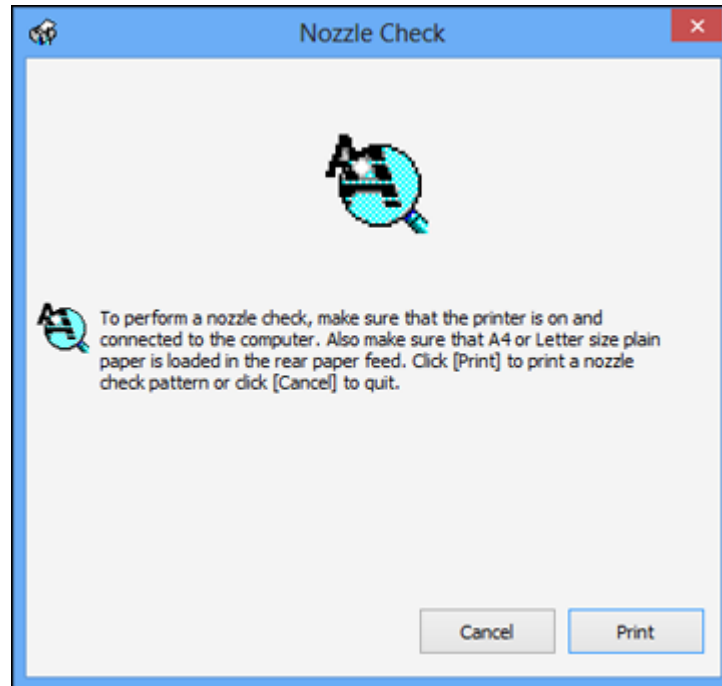
[Print Head Cleaning](#)

Checking the Nozzles Using a Computer Utility

You can check the print head nozzles using a utility on your Windows or Mac computer.

1. Make sure no product lights are indicating errors.
2. Load a few sheets of plain paper in the product.
3. Do one of the following:
 - **Windows:** Right-click the product icon in the Windows taskbar.
 - **Mac OS X 10.6/10.7/10.8:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **Mac OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.
4. Select **Nozzle Check**.

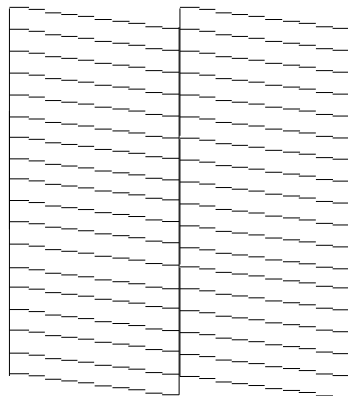
You see a window like this:



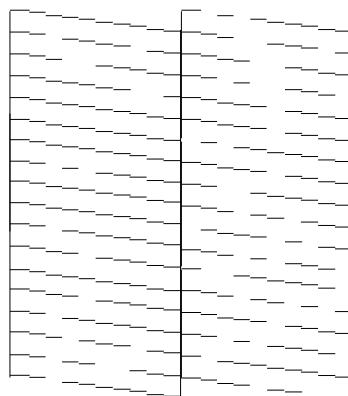
5. Click **Print**.

6. Check the printed pattern to see if there are gaps in the lines.

Print head is clean



Print head needs cleaning



7. If there are no gaps, click **Finish**.

If there are gaps or the pattern is faint, clean the print head.

Parent topic: [Print Head Nozzle Check](#)

Related concepts

[Print Head Cleaning](#)

Print Head Cleaning

If print quality has declined and the nozzle check pattern indicates clogged nozzles, you can clean the print head.

Note: You cannot clean the print head if the ink cartridge is expended, and may not be able to clean it when the cartridge is low. You must replace the cartridge first.

[Cleaning the Print Head Using the Product Buttons](#)

[Cleaning the Print Head Using a Computer Utility](#)

Parent topic: [Print Head Maintenance](#)

Related concepts

[Print Head Nozzle Check](#)

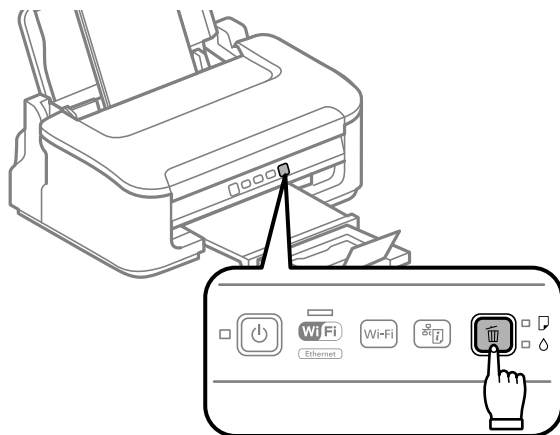
Related topics

[Replacing the Ink Cartridge](#)

Cleaning the Print Head Using the Product Buttons

You can clean the print head using the buttons on your product.

1. Make sure no product lights are indicating errors.
2. Load a few sheets of plain paper in the product.
3. Hold down the  cancel button for 3 seconds until the  power light flashes. The cleaning cycle starts.



The  power light flashes throughout the cleaning cycle and stays on when the cleaning cycle is finished.

Caution: Never turn off the product during a cleaning cycle or you may damage it.

4. Run a nozzle check to confirm that the print head is clean.

If you don't see any improvement after cleaning the print head up to 4 times, turn off the product and wait at least 6 hours. Then try cleaning the print head again. If quality still does not improve, the ink cartridge may be old or damaged and needs to be replaced.

Parent topic: [Print Head Cleaning](#)

Related concepts

[Print Head Nozzle Check](#)

Related topics

[Replacing the Ink Cartridge](#)

Cleaning the Print Head Using a Computer Utility

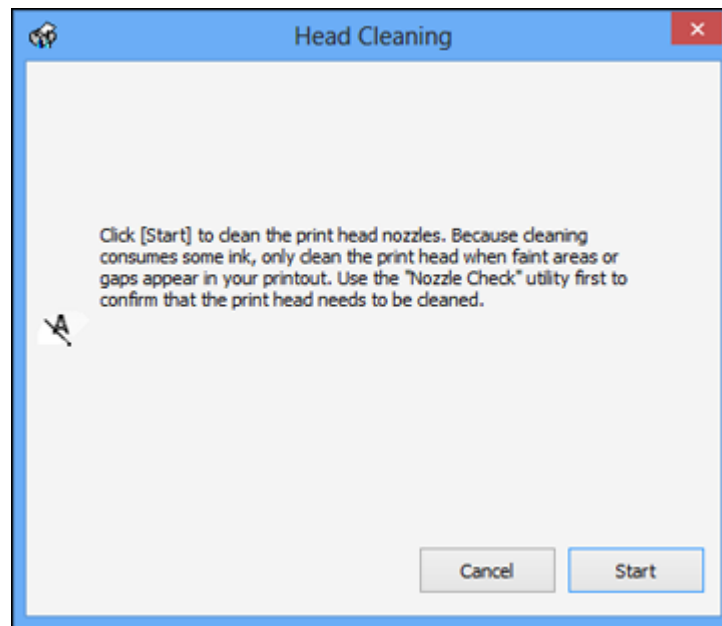
You can clean the print head using a utility on your Windows or Mac computer.

1. Make sure no product lights are indicating errors.
2. Load a few sheets of plain paper in the product.

3. Do one of the following:
 - **Windows:** Right-click the product icon in the Windows taskbar.
 - **Mac OS X 10.6/10.7/10.8:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **Mac OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.

4. Select **Head Cleaning**.

You see a window like this:



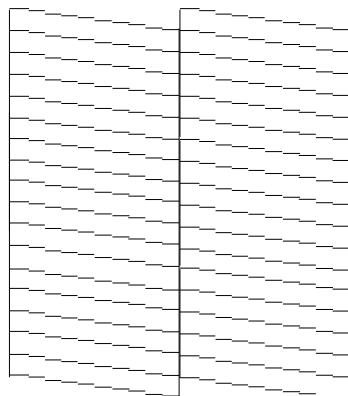
5. Click **Start** to begin the cleaning cycle.

The  power light flashes throughout the cleaning cycle and stays on when the cleaning cycle is finished.

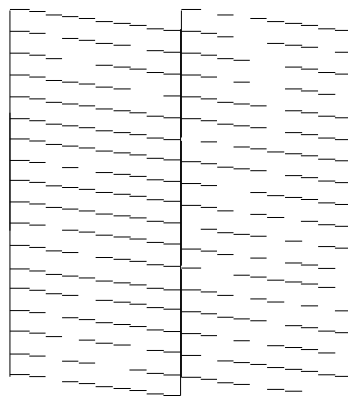
Caution: Never turn off the product during a cleaning cycle or you may damage it.

6. When the  power light stops flashing and remains on, you can check to see if the nozzles are clean; click **Print Nozzle Check Pattern** and click **Print**.
7. Check the printed pattern to see if there are gaps in the lines.

Print head is clean



Print head needs cleaning



- If there are no gaps, click **Finish**.
- If there are gaps or the pattern is faint, click **Clean** to clean the print head again.

If you don't see any improvement after cleaning the print head up to 4 times, turn off the product and wait at least 6 hours. Then try cleaning the print head again. If quality still does not improve, the ink cartridge may be old or damaged and needs to be replaced.

Parent topic: [Print Head Cleaning](#)

Related concepts

[Print Head Nozzle Check](#)

Related topics

[Replacing the Ink Cartridge](#)

Print Head Alignment

If your printouts become grainy or blurry, you notice misalignment of vertical lines, or you see dark or light horizontal bands, you may need to align the print head.

Note: Banding may also occur if your print head nozzles need cleaning.

[Aligning the Print Head Using a Computer Utility](#)

Parent topic: [Print Head Maintenance](#)

Related concepts

[Print Head Cleaning](#)

Aligning the Print Head Using a Computer Utility

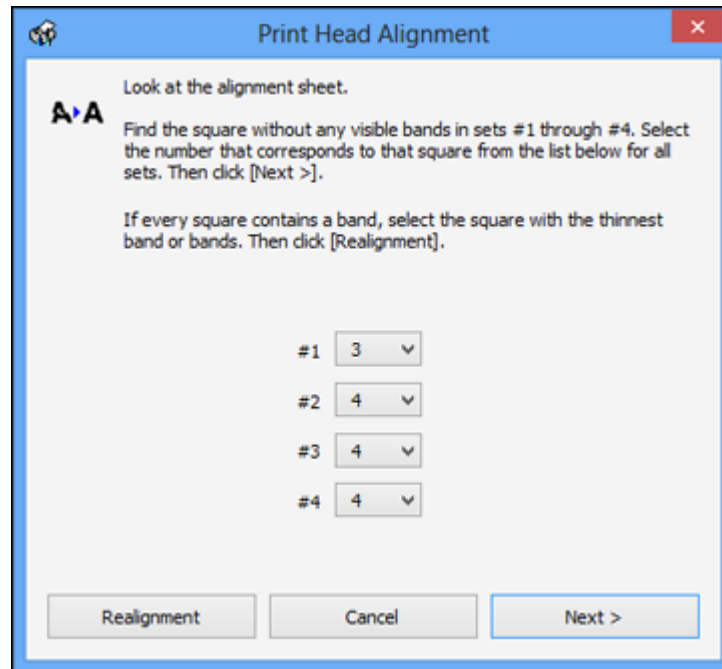
You can align the print head using a utility on your Windows computer or Mac.

1. Make sure no product lights are indicating errors.
2. Load a few sheets of plain paper in the product.
3. Do one of the following:
 - **Windows:** Right-click the product icon in the Windows taskbar.
 - **Mac OS X 10.6/10.7/10.8:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **Mac OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.
4. Select **Print Head Alignment**.

5. Click **Next**, then click **Print** to print an alignment sheet.

Note: Do not cancel printing while you are printing a head alignment pattern.

You see a window like this:

A screenshot of a Windows-style dialog box titled "Print Head Alignment". The dialog has a blue title bar with a close button (X) in the top right corner. Inside the dialog, there is a small icon of two overlapping pages with the text "A A" next to it. The main text area contains the following instructions: "Look at the alignment sheet." followed by "Find the square without any visible bands in sets #1 through #4. Select the number that corresponds to that square from the list below for all sets. Then click [Next >].". Below this, it says "If every square contains a band, select the square with the thinnest band or bands. Then click [Realignment].". There are four sets of controls, each consisting of a label (#1, #2, #3, #4) and a dropdown menu. The dropdown menus are currently set to 3, 4, 4, and 4 respectively. At the bottom of the dialog, there are three buttons: "Realignment", "Cancel", and "Next >". The "Next >" button is highlighted with a blue border.

Print Head Alignment

Look at the alignment sheet.

A A Find the square without any visible bands in sets #1 through #4. Select the number that corresponds to that square from the list below for all sets. Then click [Next >].

If every square contains a band, select the square with the thinnest band or bands. Then click [Realignment].

#1 3

#2 4

#3 4

#4 4

Realignment Cancel Next >

6. Check the printed pattern and follow the instructions on the screen to choose the number representing the best printed pattern for each set.
 - After choosing each pattern number, click **Next**.
 - If no patterns are aligned in one or more of the sets, choose the closest one in each set and click **Realignment**. Then print another alignment sheet and check it.

Note: Click **Skip** (where available) if you want to skip a particular alignment sheet.

7. When you are done, click **Finish**.

Parent topic: [Print Head Alignment](#)

Cleaning the Paper Guide

If you see ink on the back of a printout, you can clean the paper guide to remove any excess ink.

1. Make sure no product lights are indicating errors.
2. Load a few sheets of plain paper in the product.
3. Do one of the following:
 - **Windows:** Right-click the product icon in the Windows taskbar and select **Printer Settings**. Then click the **Maintenance** tab.
 - **Mac OS X 10.6/10.7/10.8:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **Mac OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.
4. Select **Paper Guide Cleaning**.
5. Follow the on-screen instructions to feed paper through the paper guide.
6. Check the back of the ejected paper to see if it is clean.
7. Repeat as necessary until the paper comes out clean.

Parent topic: [Adjusting Print Quality](#)

Cleaning and Transporting the Product

If your product gets dirty or you need to move it some distance, follow the instructions in these sections.

[Cleaning the Product](#)

[Transporting the Product](#)

Cleaning the Product

To keep your product working at its best, you should clean it several times a year.

Caution: Do not use a hard brush, benzene, alcohol, or paint thinner to clean the product or you may damage it. Do not place anything on top of the cover or use the cover as a writing surface, or it could get permanently scratched. Do not use oil or other lubricants inside the product or let water get inside.

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Remove all the paper from the product.
5. Clean the outer case with a soft cloth dampened with a mild detergent.

Note: Close the paper support and output tray when you are not using the product.

Parent topic: [Cleaning and Transporting the Product](#)

Related tasks

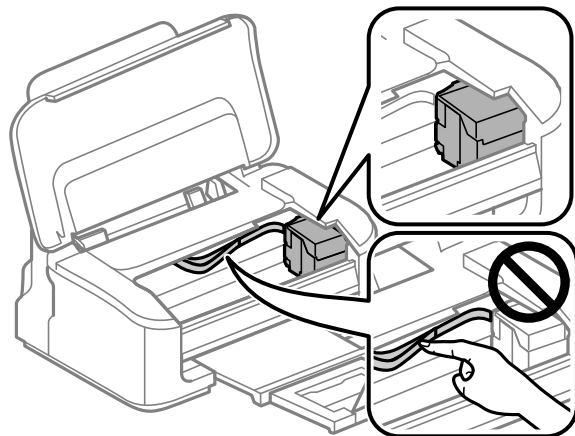
[Cleaning the Paper Guide](#)

Transporting the Product

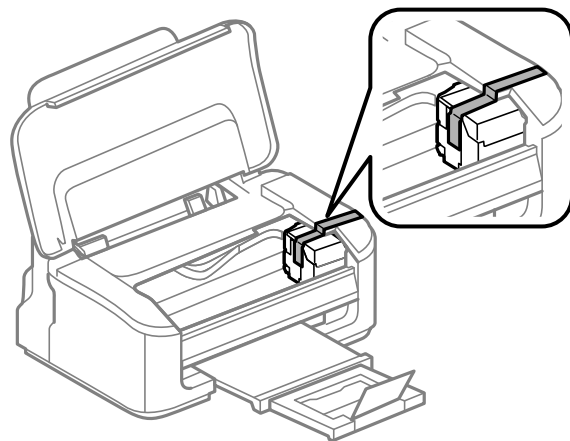
If you need to ship your product or transport it a long distance, prepare it for transportation as follows.

1. Turn off the product.
2. Remove all the paper from the product.

3. Open the printer cover and check to see if the print head is in the far right position (the home position). If not, turn on the product, wait for the print head to move, then turn the product off again.



4. Secure the ink cartridge holder to the case with tape.



Caution: Do not place tape on the white flat cable inside the product; otherwise, you may damage your product.

5. Close the printer cover.

6. Unplug the power cable.
7. Disconnect any connected cables.
8. Close the paper support and output tray.
9. Pack the product in its original box or one of a similar size using the protective materials that came with it.
10. Keep the product level during transportation; otherwise the ink may leak.

Be sure to remove the tape from the ink cartridge holder before turning on your product. If print quality has declined when you print again in a new location, clean and align the print head.

Parent topic: [Cleaning and Transporting the Product](#)

Related concepts

[Print Head Alignment](#)

[Print Head Cleaning](#)

Solving Problems

Check these sections for solutions to problems you may have using your product.

[Checking for Software Updates](#)

[Product Light Status](#)

[Running a Product Check](#)

[Solving Setup Problems](#)

[Solving Network Problems](#)

[Solving Paper Problems](#)

[Solving Problems Printing from a Computer](#)

[Solving Page Layout and Content Problems](#)

[Solving Print Quality Problems](#)

[When to Uninstall Your Product Software](#)

[Where to Get Help](#)

Checking for Software Updates

Periodically, it's a good idea to check Epson's support website for free updates to your product software. Visit the driver download site at ([U.S. downloads](#) or [Canadian downloads](#)).

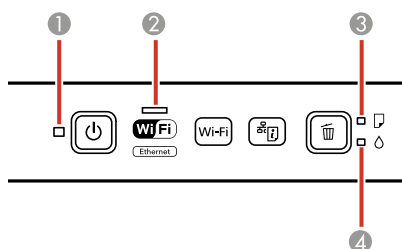
You can also manually update the software by selecting **Software Update** here:

- Right-clicking the product icon in the Windows taskbar
- On the **Maintenance** tab in the printer settings window
- On the **Start** screen (Windows 8) or in the **EPSON** program group under your product name (other Windows versions)

Parent topic: [Solving Problems](#)

Product Light Status

You can often diagnose problems with your product by checking its lights.



Lights	
1	⏻ power
2	WiFi
3	📄 paper
4	⚡ ink

Light status	Condition/solution
The ⏻ power light is on	The product is turned on.
The ⏻ power light is flashing	The product is busy. Wait for the ⏻ power light to stop flashing before turning off the product.
The 📄 paper light is flashing	Paper is jammed in the product. Remove the jammed paper, and press the 🗑️ cancel button to clear the error.
The 📄 paper light is on	No paper is loaded or multiple sheets fed at one time. Load paper in the product, and press the 🗑️ cancel button to clear the error.
The ⚡ ink light is on	The ink cartridge is expended, incompatible with the product, or not installed correctly. Make sure the cartridge is installed correctly or replace it, if necessary.
The ⚡ ink light is flashing	The ink cartridge is low. Make sure you have a replacement cartridge.
The ⚡ ink and 📄 paper lights are flashing alternately	The ink pads are nearing or at the end of their service life. Contact Epson for support. (If the ink pads are not yet at the end of their service life, press the 🗑️ cancel button to resume printing.)

Light status	Condition/solution
The ⏻ power, 📄 paper, and 🔴 ink lights are flashing fast	An unknown product error has occurred. Turn the product off. Make sure no paper is jammed in the product, then turn the product back on again. If the error continues, contact Epson for support.
The 📄 paper and 🔴 ink lights are on	An error has occurred during firmware updating. Connect your product using a USB cable and try downloading the Firmware Update from Epson's support website. If the error continues, contact Epson for support.

Note: The ink pads in the printer collect, distribute, and contain the ink that is not used on printed pages. During the life of your product it may reach a condition where either satisfactory print quality cannot be maintained or the ink pads have reached the end of their usable life. The Epson Status Monitor, your LCD, or lights on the control panel will advise you when these parts need replacing. If this happens during the standard warranty of the product, the exchange of the product or replacement of the pads is covered under the standard warranty. If the product is out of warranty, the pads can be replaced by any Epson authorized service provider. The waste ink pads are not a user-serviceable part.

Parent topic: [Solving Problems](#)

Related references

[Paper Jam Problems](#)

[Where to Get Help](#)

Related topics

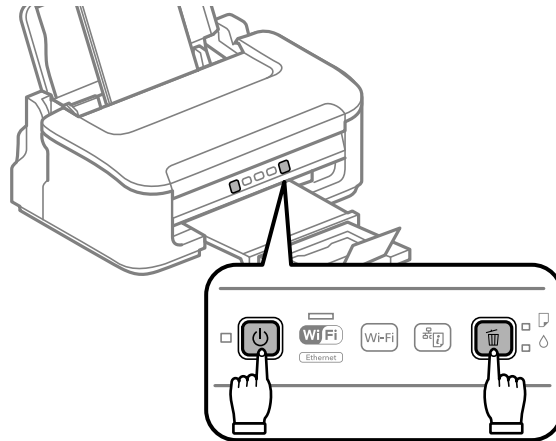
[Loading Paper](#)

Running a Product Check

Running a product check helps you determine if the printer is operating properly.

1. Press the ⏻ power button to turn off the printer.
2. Disconnect any interface cables connected to your product.
3. Load plain paper in the product.

4. Hold down the  cancel button as you press the  power button to turn the product back on. Hold down both buttons until the  power light begins to flash, then release the buttons.



The printer begins printing a nozzle check pattern.

5. Do the following, depending on the results of the printer check:
 - If the page prints and the nozzle check pattern is complete, the printer is operating properly. Any operation problem you may have could be caused by your computer, cable, software, or selected print settings. Check the other solutions in this manual or try uninstalling and reinstalling your printer software.
 - If the page prints but the nozzle check pattern has gaps, clean or align the print head.
 - If the page does not print, the printer may have a problem. Check the other solutions in this manual. If they do not work, contact Epson.

Parent topic: [Solving Problems](#)

Related concepts

[Print Head Alignment](#)

[Print Head Cleaning](#)

[When to Uninstall Your Product Software](#)

Related references

[Where to Get Help](#)

Solving Setup Problems

Check these sections if you have problems while setting up your product.

[Noise After Ink Installation](#)

[Software Installation Problems](#)

Parent topic: [Solving Problems](#)

Noise After Ink Installation

If you hear noises from your product after installing ink, check the following:

- The first time you install the ink cartridge, the product must prime its print head. Wait until priming finishes before you turn off the product, or it may prime improperly and use excess ink the next time you turn it on. Your product is finished priming the print head when the ⏻ power light stops flashing.
- If the product's print head stops moving or making noise, and the charging process has not finished after approximately 5 minutes, turn off your product. Turn it back on and check to see if charging is still in progress. If it is still in progress, contact Epson for help.

Parent topic: [Solving Setup Problems](#)

Related topics

[Replacing the Ink Cartridge](#)

Software Installation Problems

If you have problems while installing your product software, try these solutions:

- Make sure your product is turned on and any necessary cables are securely connected at both ends. If you still have problems installing software, disconnect the cable and carefully follow the instructions on the *Start Here* sheet. Also make sure your system meets the requirements for your operating system.
- Close any other programs, including screen savers and virus protection software, and install your product software again.
- In Windows, make sure your product is selected as the default printer and the correct port is shown in the printer properties.
- If you see any error message or your software does not install correctly in Windows, you may not have software installation privileges. Contact your System Administrator.

Parent topic: [Solving Setup Problems](#)

Related concepts

[When to Uninstall Your Product Software](#)

Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

Solving Network Problems

Check these solutions if you have problems setting up or using your product on a network.

Note: Breakdown or repair of this product may cause loss of network data and settings. Epson is not responsible for backing up or recovering data and settings during or after the warranty period. We recommend that you make your own backup or print out your network data and settings.

[Product Cannot Connect to a Wireless Router or Access Point](#)

[Network Software Cannot Find Product on a Network](#)

[Product Does Not Appear in Mac OS X Printer Window](#)

[Cannot Print Over a Network](#)

[Printing a Network Status Sheet](#)

Parent topic: [Solving Problems](#)

Product Cannot Connect to a Wireless Router or Access Point

If your product has trouble finding or connecting to a wireless router or access point, try these solutions:

- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the WiFi light on your product is not solid green, make sure you press the **Wi-Fi** button on the product within 2 minutes of pressing the WPS button on your router. Hold down the **Wi-Fi** button on the product for 3 seconds.
- Make sure to place your product within contact range of your router or access point.

Note: Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

- Verify that your router or access point is operating correctly by connecting to it from your computer or another device.
- You may need to disable the firewall and any anti-virus software on your wireless router or access point.
- Check to see if access restrictions, such as MAC address filtering, are set on the router or access point. If access restrictions are set, add your product's MAC address to your router's address list. To

obtain your product's MAC address, print a network status sheet. Then follow the instructions in your router or access point documentation to add the address to the list.

- If your router or access point does not broadcast its network name (SSID), follow the instructions that came with your product to enter your wireless network name manually.
- If your router or access point has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.
- Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.

Parent topic: [Solving Network Problems](#)

Network Software Cannot Find Product on a Network

If EpsonNet Setup cannot find your product on a network, try these solutions:

- Make sure your product is turned on and connected to your network. Verify connection using your product control panel.
- Check if your network name (SSID) contains non-ASCII characters. Your product cannot display non-ASCII characters.
- If necessary, reinstall your product software and try running EpsonNet Setup again:
 1. Reset your product's network settings to their factory defaults.
 2. Windows only: uninstall your product software.
 3. Initialize your router following the instructions in your router documentation.

Note: If you are reading these instructions online, you will lose your internet connection when you initialize your router, so note the next step before initializing it.

4. Download your product software from the Epson website, or install it from the CD that came with your product using the instructions on the *Start Here* sheet.
- If you have replaced your router, reinstall your product software to connect to the new router.

Parent topic: [Solving Network Problems](#)

Related concepts

[When to Uninstall Your Product Software](#)

Product Does Not Appear in Mac OS X Printer Window

If your product does not appear in the Mac OS X printer window, try these solutions:

- Turn your product off, wait 30 seconds, then turn it back on again.
- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the WiFi light on your product is not solid green, make sure you press the **Wi-Fi** button on the product within 2 minutes of pressing the WPS button on your router. Hold down the **Wi-Fi** button on the product for 3 seconds.
- If you are connecting the product wirelessly via EpsonNet Setup and the WiFi light on your product is not solid green, make sure your product software was installed correctly. If necessary, reinstall your software.

Parent topic: [Solving Network Problems](#)

Cannot Print Over a Network

If you cannot print over a network, try these solutions:

- Make sure that your product is turned on.
- Make sure you install your product's network software as described in your product documentation.
- Print a network status sheet and verify that the network settings are correct. If the network status is **Disconnected**, check any cable connections and turn your product off and then on again.
- If you are using TCP/IP, make sure the product's IP address is set correctly for your network. If your network does not assign IP addresses using DHCP, set the IP address manually.
- Make sure your computer and product are both using the same wireless network.
- If network printing is slow, print a network status sheet and check the signal strength. If it is poor, place your product closer to your router or access point.

Note: Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the WiFi light on your product is not solid green, make sure you press the **Wi-Fi** button on the product within 2 minutes of pressing the WPS button on your router. Hold down the **Wi-Fi** button on the product for 3 seconds.
- Check your wired LAN router or access point to see if the LED for the port to which your product is connected is on or flashing . If the link LED is off, try the following:
 - Make sure the Ethernet cable is securely connected to your product and to your router, access point, switch, or hub.

- Try connecting your product to a different port or a different router, access point, switch, or hub.
- Try connecting with a different Ethernet cable.
- Try printing to your product from another computer on the network.
- If you are connecting the product via EpsonNet Setup and the WiFi light on your product is not solid green, make sure your product software was installed correctly. If necessary, reinstall your software.

Parent topic: [Solving Network Problems](#)

Related tasks

[Printing a Network Status Sheet](#)

Printing a Network Status Sheet

You can print a network status sheet to help you determine the causes of any problems you may have using your product on a network.

To print the status sheet, press the  network status button on the product. Examine the settings shown on the network status sheet to diagnose any problems you have.

Parent topic: [Solving Network Problems](#)

Solving Paper Problems

Check these sections if you have problems using paper with your product.

[Paper Feeding Problems](#)

[Paper Jam Problems](#)

[Paper Ejection Problems](#)

Parent topic: [Solving Problems](#)

Paper Feeding Problems

If you have problems feeding paper, try these solutions:

- If paper does not feed for printing, remove it. Then reload it in the sheet feeder against the right side and beneath the tab. Slide the edge guide against the edge of the paper, making sure that the paper stack is not above the arrow mark on the edge guide.
- If multiple pages feed at once, remove the paper, fan the edges to separate the sheets, and reload it.
- If paper jams when you load only one or two sheets, try loading more sheets at a time. Do not load more than the recommended number of sheets.
- If paper jams when you print on both sides of the paper, try loading fewer sheets.

- For best results, follow these guidelines:
 - Use new, smooth, high-quality paper that is not curled, creased, old, too thin, or too thick.
 - Load paper in the sheet feeder printable side up.
 - Follow any special loading instructions that came with the paper.

Parent topic: [Solving Paper Problems](#)

Related references

[Paper Jam Problems](#)

[Paper Loading Capacity](#)

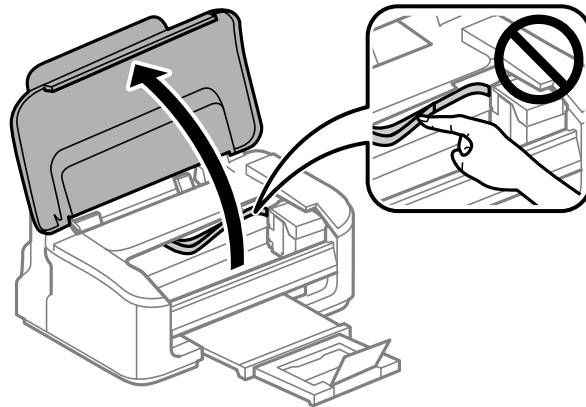
Related topics

[Loading Paper](#)

Paper Jam Problems

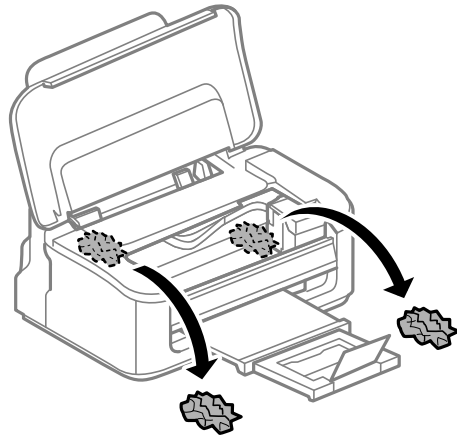
If paper has jammed inside the product, follow these steps:

1. Cancel the print job from your computer, if necessary.
2. Gently pull out any jammed paper from the output tray and sheet feeder.
3. Open the printer cover.



Note: Do not touch the flat, white cable inside the product.

4. Remove any jammed paper or torn pieces.



5. Close the cover.
6. Press the  cancel button to resume printing.
7. Carefully follow all paper loading instructions when you load new paper.

Parent topic: [Solving Paper Problems](#)

Related topics

[Loading Paper](#)

Paper Ejection Problems

If you have problems with paper ejecting properly, try these solutions:

- If paper does not eject fully, you may have set the wrong paper size. Cancel printing using the product control panel, then press the  cancel button to eject the paper. Remove any paper remaining in the product. Select the correct size when you reprint.
- If paper is wrinkled when it ejects, it may be damp or too thin. Load new paper and be sure to select the correct paper type setting in your printer software when you reprint.

Parent topic: [Solving Paper Problems](#)

Related references

[Paper Jam Problems](#)

[Paper or Media Type Settings](#)

Related tasks

[Cancelling Printing Using a Product Button](#)

Related topics

[Loading Paper](#)

Solving Problems Printing from a Computer

Check these sections if you have problems while printing from your computer.

[Nothing Prints](#)

[Noise Occurs, But Nothing Prints](#)

[Noise When Product Sits for a While](#)

[Product Icon Does Not Appear in Windows Taskbar](#)

[Error After Cartridge Replacement](#)

[Printing is Slow](#)

Parent topic: [Solving Problems](#)

Nothing Prints

If you have sent a print job and nothing prints, try these solutions:

- Make sure your product is turned on.
- Make sure any interface cables are connected securely at both ends.
- If you connected your product to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your product directly to your computer instead of the hub.
- Run a product check to see if a test page prints. If the test page prints, check to see if your product software is installed correctly.
- In Windows, make sure your product is selected as the default printer.
- In Windows, clear any stalled print jobs from the Windows Spooler:
 - **Windows 8:** Navigate to the **Start** screen, right-click the screen, and select **All apps**. Select **Control Panel > Hardware and Sound > Devices and Printers**. Right-click your product name, select **See what's printing**, and select your product name again if necessary. Right-click the stalled print job, click **Cancel**, and click **Yes**.
 - **Windows 7:** Click  and select **Devices and Printers**. Right-click your product name, select **See what's printing**, and select your product name again, if necessary. Right-click the stalled print job, click **Cancel**, and click **Yes**.

- **Windows Vista:** Click  and select **Control Panel**. Click **Printer** under **Hardware and Sound**, right-click your product name, and select **Open**. Right click the stalled print job, click **Cancel**, and click **Yes**.
- **Windows XP:** Click **Start** and select **Printers and Faxes**. (Or open the **Control Panel**, select **Printers and Other Hardware**, if necessary, and select **Printers and Faxes**.) Right-click your product name, select **Open**, right-click the stalled print job, click **Cancel**, and click **Yes**.

Parent topic: [Solving Problems Printing from a Computer](#)

Related tasks

[Running a Product Check](#)

Noise Occurs, But Nothing Prints

If your product makes a printing noise, but nothing prints, try these solutions:

- Run a print head nozzle check to see if any of the nozzles are clogged. Then clean the print head, if necessary.
- Your product will not operate properly while tilted at an angle. Place it on a flat, stable surface that extends beyond the base of the product in all directions.

Parent topic: [Solving Problems Printing from a Computer](#)

Noise When Product Sits for a While

Your product is performing routine maintenance. This is normal.

Parent topic: [Solving Problems Printing from a Computer](#)

Product Icon Does Not Appear in Windows Taskbar

If you do not see your product icon in the Windows taskbar, first try restarting your computer. If that does not work, try this solution:

1. Do one of the following:

- **Windows 8:** Navigate to the **Start** screen, right-click the screen and select **All apps**. Select **Control Panel > Hardware and Sound > Devices and Printers**.
- **Windows 7:** Click  and select **Devices and Printers**.
- **Windows Vista:** Click , select **Control Panel**, and click **Printer** under **Hardware and Sound**.
- **Windows XP:** Click **Start** and select **Printers and Faxes**. (Or open the **Control Panel**, select **Printers and Other Hardware**, if necessary, and **Printers and Faxes**.)

2. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.
3. Click the **Maintenance** tab.
4. Click the **Extended Settings** button.
5. Select **Enable EPSON Status Monitor 3**, then click **OK**.
6. Click the **Monitoring Preferences** button.
7. Click the **Register the shortcut icon to the taskbar** checkbox.
8. Click **OK** to close the open program windows.

Parent topic: [Solving Problems Printing from a Computer](#)

Error After Cartridge Replacement

If you see an error light or error message after you replace an ink cartridge, follow these steps:

1. Make sure the print head is in the ink cartridge replacement position. (The ink cartridge holder should be beneath the cutout in the product case, allowing access to the cartridge.)

Note: If the print head is not in the ink cartridge replacement position, follow the instructions on replacing an ink cartridge in this manual to move it.

2. Remove and reinsert the ink cartridge, making sure to push it all the way into its slot.
3. Complete the ink cartridge installation steps.

Parent topic: [Solving Problems Printing from a Computer](#)

Related topics

[Replacing the Ink Cartridge](#)

Printing is Slow

If printing becomes slow, try these solutions:

- Make sure your system meets the requirements for your operating system. If you are printing a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory.
- If you are using Windows 7, close the **Devices and Printers** window before you print.
- Clear space on your hard drive or run a defragmentation utility to free up existing space.
- Close any programs you are not using when you print.

- If your product is connected to a USB hub, connect it directly to your computer instead.
- If printing becomes slower after printing continuously for a long time, the product may have automatically slowed down to protect the print mechanism from overheating or becoming damaged. Let the product rest with the power on for 30 minutes, then try printing again.

For the fastest printing, select the following settings in your product software:

- Make sure the paper type setting matches the type of paper you loaded.
- Turn on any high speed settings in your product software.
- Select a lower print quality setting.
- **Windows:** Click the **Maintenance** tab, select **Extended Settings**, and select the following settings:
 - **High Speed Copies**
 - **Always spool RAW datatype**
 - **Page Rendering Mode**
 - **Print as Bitmap**

Parent topic: [Solving Problems Printing from a Computer](#)

Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

[Paper or Media Type Settings](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X](#)

Solving Page Layout and Content Problems

Check these sections if you have problems with the layout or content of your printed pages.

[Inverted Image](#)

[Too Many Copies Print](#)

[Blank Pages Print](#)

[Incorrect Margins on Printout](#)

[Incorrect Characters Print](#)

[Incorrect Image Size or Position](#)

[Slanted Printout](#)

Parent topic: [Solving Problems](#)

Inverted Image

If your printed image is inverted unexpectedly, try these solutions:

- Turn off any mirror or inversion settings in your printing application.
- Turn off the **Mirror Image**, **Flip horizontally**, or **Reverse page orientation** settings in your printer software. (This option has different names, depending on your operating system version.)

Note: Leave these options turned on when you print on Epson Iron-on Cool Peel Transfer paper, if available for your product.

Parent topic: [Solving Page Layout and Content Problems](#)

Related tasks

[Selecting Additional Layout and Print Options - Windows](#)

[Selecting Print Layout Options - Mac OS X](#)

Too Many Copies Print

Make sure that the **Copies** setting in your printing program or printer software is not set for multiple copies.

Parent topic: [Solving Page Layout and Content Problems](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X](#)

Blank Pages Print

If blank pages print unexpectedly, try these solutions:

- Make sure you selected the correct paper size settings in your printing program and printer software.
- If a blank page exists in a document you are printing and you want to skip printing it, select the **Skip Blank Page** setting in your printer software.
- Run a print head nozzle check to see if any of the nozzles are clogged. Then clean the print head, if necessary.
- Make sure your product is selected as the printer in your printing program.

Parent topic: [Solving Page Layout and Content Problems](#)

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X](#)

[Selecting Printing Preferences - Mac OS X](#)

Incorrect Margins on Printout

If your printed page has incorrect margins, try these solutions:

- Make sure you selected the correct paper size settings in your printing program and printer software.
- Make sure you selected the correct margins for your paper size in your printing program.
- Make sure your paper is positioned correctly for feeding into the printer.

You can use the preview option in your printer software to check your margins before you print.

Parent topic: [Solving Page Layout and Content Problems](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X](#)

Related topics

[Loading Paper](#)

Incorrect Characters Print

If incorrect characters appear in your prints, try these solutions before reprinting:

- Make sure any cables are securely connected at both ends.
- In Windows, delete all print jobs from the Windows Spooler:
 - **Windows 8:** Navigate to the **Start** screen, right-click the screen, and select **All apps**. Select **Control Panel > Hardware and Sound > Devices and Printers**. Right-click your product name, select **See what's printing**, and select your product name again, if necessary. Right-click the stalled print job, click **Cancel**, and click **Yes**.
 - **Windows 7:** Click  and select **Devices and Printers**. Right-click your product name, select **See what's printing**, and select your product name again, if necessary. Right-click the stalled print job, click **Cancel**, and click **Yes**.

- **Windows Vista:** Click  and select **Control Panel**. Click **Printer** under **Hardware and Sound**, right-click your product name, and select **Open**. Right click the stalled print job, click **Cancel**, and click **Yes**.
- **Windows XP:** Click **Start** and select **Printers and Faxes**. (Or open the **Control Panel**, select **Printers and Other Hardware** if necessary, and select **Printers and Faxes**.) Right-click your product name, select **Open**, right-click the stalled print job, click **Cancel**, and click **Yes**.
- Make sure your product is selected as the printer in your printing program.
- If your product is connected to a USB hub, connect it directly to your computer instead.

Parent topic: [Solving Page Layout and Content Problems](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X](#)

Incorrect Image Size or Position

If your printed image is the wrong size or in the wrong position, try these solutions:

- Make sure you selected the correct paper size and layout settings in your printing program and printer software.
- Make sure your paper is positioned correctly for feeding into the printer.

You can use the preview option in your printer software to check your margins before you print.

Parent topic: [Solving Page Layout and Content Problems](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Additional Layout and Print Options - Windows](#)

[Selecting Basic Print Settings - Mac OS X](#)

[Selecting Print Layout Options - Mac OS X](#)

Related topics

[Loading Paper](#)

Slanted Printout

If your printouts are slanted, try these solutions:

- Slide the edge guide against the edge of the paper.

- Select a higher print quality setting in your printer software.
- Align the print head.
- Make sure the product is not printing while tilted or at an angle.

Parent topic: [Solving Page Layout and Content Problems](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X](#)

Related topics

[Loading Paper](#)

Solving Print Quality Problems

Check these sections if your printouts have problems with print quality, but your image looks fine on your computer screen.

[White or Dark Lines in Printout](#)

[Blurry or Smeared Printout](#)

[Faint Printout or Printout Has Gaps](#)

[Grainy Printout](#)

Parent topic: [Solving Problems](#)

White or Dark Lines in Printout

If you notice white or dark lines in your prints (also called banding), try these solutions before you reprint:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Make sure the paper type setting matches the type of paper you loaded.
- Make sure you loaded the printable side of the paper correctly for your product.
- Turn off any high speed settings in your product software.
- Align the print head.
- You may need to replace the ink cartridge.

Parent topic: [Solving Print Quality Problems](#)

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Print Head Alignment](#)

Related references

[Paper or Media Type Settings](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Additional Layout and Print Options - Windows](#)

[Selecting Basic Print Settings - Mac OS X](#)

[Selecting Print Layout Options - Mac OS X](#)

Related topics

[Replacing the Ink Cartridge](#)

Blurry or Smeared Printout

If your printouts are blurry or smeared, try these solutions:

- Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.
- Use a support sheet with special paper, or load special paper one sheet at a time.
- Make sure your paper meets the specifications for your product.
- Use Epson papers to ensure proper saturation and absorption of genuine Epson inks.
- Make sure the paper type setting in your product software matches the type of paper you loaded.
- Remove each sheet from the output tray as it is printed.
- Avoid handling printouts on glossy paper right after printing to allow the ink to set.
- Turn off any high speed settings in your product software.
- If you print on both sides of a sheet of paper, smudges may appear on the reverse side of heavily saturated or dark images. If one side of a sheet will contain a lighter image or text, print that side first. Make sure the ink has dried before reloading the paper to print on the other side.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- Clean the paper path.

Note: Your product will not operate properly while tilted at an angle. Place it on a flat, stable surface that extends beyond the base of the product in all directions.

Parent topic: [Solving Print Quality Problems](#)

Related concepts

[Print Head Cleaning](#)

[Print Head Alignment](#)

Related references

[Available EPSON Papers](#)

[Paper Specifications](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Additional Layout and Print Options - Windows](#)

[Selecting Basic Print Settings - Mac OS X](#)

[Selecting Print Layout Options - Mac OS X](#)

[Cleaning the Paper Guide](#)

Related topics

[Loading Paper](#)

Faint Printout or Printout Has Gaps

If your printouts are faint or have gaps, try these solutions:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- The ink cartridge may be old or low on ink, and you may need to replace it.
- Make sure the paper type setting matches the type of paper you loaded.
- Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.
- Align the print head.
- Clean the paper path.

Parent topic: [Solving Print Quality Problems](#)

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Print Head Alignment](#)

Related references

[Paper or Media Type Settings](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X](#)

[Cleaning the Paper Guide](#)

Related topics

[Loading Paper](#)

[Replacing the Ink Cartridge](#)

Grainy Printout

If your printouts are grainy, try these solutions:

- Make sure you loaded the printable side of the paper correctly for your product.
- Select a higher print quality setting and turn off any high speed settings in your product software.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- You may need to increase the image resolution or print a smaller size; see your software documentation.

Parent topic: [Solving Print Quality Problems](#)

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Print Head Alignment](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Additional Layout and Print Options - Windows](#)

[Selecting Basic Print Settings - Mac OS X](#)

[Selecting Printing Preferences - Mac OS X](#)

Related topics

[Loading Paper](#)

When to Uninstall Your Product Software

If you have a problem that requires you to uninstall and re-install your software, follow the instructions for your operating system.

[Uninstalling Printing Software - Windows](#)

[Uninstalling Product Software - Mac OS X](#)

Parent topic: [Solving Problems](#)

Uninstalling Printing Software - Windows

You can uninstall and then re-install your printer software to solve certain problems.

1. Turn off the product.
2. Disconnect any interface cables.
3. Do one of the following:
 - **Windows 8:** Navigate to the **Start** screen, right-click the screen and select **All apps**. Select **Control Panel > Programs > Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

Note: If you see a **User Account Control** window, click **Yes** or **Continue**.

Select your product again, if necessary, then select **OK**, and click **Yes** to confirm the uninstallation.

- **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **EPSON**, select your product, then click **EPSON Printer Software Uninstall**.

Note: If you see a **User Account Control** window, click **Yes** or **Continue**.

In the next window, select your product and click **OK**. Then follow any on-screen instructions.

4. Restart your computer, then see the *Start Here* sheet to re-install your software.

Note: If you find that re-installing your product software does not solve a problem, contact Epson.

Parent topic: [When to Uninstall Your Product Software](#)

Uninstalling Product Software - Mac OS X

In most cases, you do not need to uninstall your product software before re-installing it. However, you can download the Uninstaller utility from the Epson support website to uninstall your product software as described here.

Note: If you find that re-installing your product software does not solve a problem, contact Epson.

1. To download the Uninstaller utility, visit the Epson download site ([U.S. downloads](#) or [Canadian downloads](#)).
2. Follow the instructions on the screen to install the Uninstaller utility.
3. Quit all applications currently running on your Mac.
4. Double-click the **Uninstaller** icon.
5. Select the checkbox for each software program you want to uninstall.
6. Click **Uninstall**.
7. Follow the on-screen instructions to uninstall the software.
8. To reinstall your product software, see the *Start Here* sheet for instructions.

Note: If you uninstall the printer driver and your product name remains in the Print & Fax or Print & Scan window, select your product name and click the – (remove) icon to remove it.

Parent topic: [When to Uninstall Your Product Software](#)

Where to Get Help

If you need to contact Epson for technical support services, use the following support options.

Internet Support

Visit Epson's support website at www.epson.com/support (U.S.) or www.epson.ca/support (Canada) for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

Before you call Epson for support, please have the following information ready:

- Product name
- Product serial number (located on a label on the product)

- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Then call:

- U.S.: (562) 276-7202, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday
- Canada: (905) 709-2567, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday

Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Purchase Supplies and Accessories

You can purchase genuine Epson ink and paper at Epson Supplies Central at www.epson.com/ink3 (U.S. sales) or www.epson.ca (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

Parent topic: [Solving Problems](#)

Technical Specifications

These sections list the technical specifications for your product.

Note: Epson offers a recycling program for end of life products. Please go to www.epson.com/recycle for information on how to return your products for proper disposal.

[EPEAT Registration](#)
[Windows System Requirements](#)
[Mac System Requirements](#)
[Printing Specifications](#)
[Paper Specifications](#)
[Printable Area Specifications](#)
[Ink Cartridge Specifications](#)
[Dimension Specifications](#)
[Electrical Specifications](#)
[Environmental Specifications](#)
[Interface Specifications](#)
[Network Interface Specifications](#)
[Safety and Approvals Specifications](#)

EPEAT Registration

This product is EPEAT registered at the Bronze level. For more information, see [EPEAT specifications here](#).

Parent topic: [Technical Specifications](#)

Windows System Requirements

To use your product and its software, your computer should use one of these Microsoft operating systems:

- Windows 8
- Windows 7
- Windows Vista
- Windows XP Professional x64 Edition

- Windows XP SP3

Note: Visit Epson's support website at www.epson.com/support (U.S.) or www.epson.ca/support (Canada) for the latest in compatibility and drivers for your product.

Parent topic: [Technical Specifications](#)

Mac System Requirements

To use your product and its software, your Mac should use one of these operating systems:

- Mac OS X 10.5.8
- Mac OS X 10.6.x
- Mac OS X 10.7.x
- Mac OS X 10.8.x

Note: Visit Epson's support website at www.epson.com/support (U.S.) or www.epson.ca/support (Canada) for the latest in compatibility and drivers for your product.

Parent topic: [Technical Specifications](#)

Printing Specifications

Paper path	Rear paper feed, top entry
Sheet feeder capacity	Approximately 100 sheets at 20 lb (75 g/m ²)

Parent topic: [Technical Specifications](#)

Related references

[Paper Loading Capacity](#)

Paper Specifications

Note: Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, Epson cannot guarantee the quality of any non-Epson brand or type of paper. Always test a sample of paper stock before purchasing large quantities or printing large jobs.

Single-sheets

Size	A4 (8.3 × 11.7 inches [210 × 297 mm]) 4 × 6 inches (102 × 152 mm) 5 × 7 inches (127 × 178 mm) A6 (4.1 × 5.8 inches [105 × 148 mm]) 3.5 × 5 inches (89 × 127 mm) 5 × 8 inches (127 × 203 mm) 8 × 10 inches (203 × 254 mm) 16:9 wide (4 × 7.1 inches [102 × 181 mm]) 3.9 × 5.8 inches (100 × 148 mm) Letter (8.5 × 11 inches [216 × 279 mm]) Legal (8.5 × 14 inches [216 × 357 mm])
Paper types	Plain paper and paper distributed by Epson
Thickness	0.003 (0.08 mm) to 0.004 inch (0.11 mm)
Weight	17 lb (64 g/m ²) to 24 lb (90 g/m ²)

Envelopes

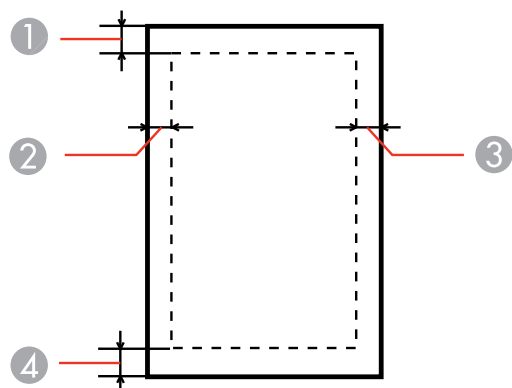
Size	No. 10 (4.1 × 9.5 inches [105 × 241 mm])
Paper types	Plain paper
Weight	20 lb (75 g/m ²) to 24 lb (90 g/m ²)

Parent topic: [Technical Specifications](#)

Printable Area Specifications

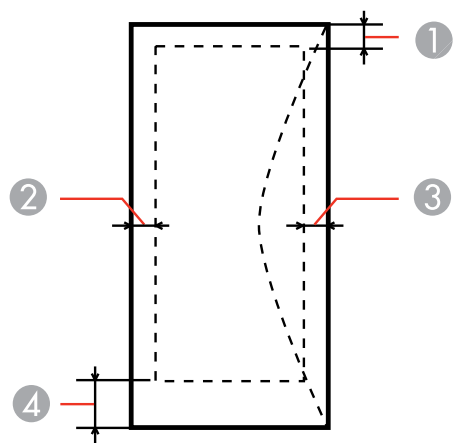
Note: When printing borderless, quality may decline in the expanded printable area.

Single sheets



- 1 Top: 0.12 inch (3 mm) minimum
- 2 Left: 0.12 inch (3 mm) minimum
- 3 Right: 0.12 inch (3 mm) minimum
- 4 Bottom: 0.12 inch (3 mm) minimum

Envelopes



- 1 Left: 0.12 inch (3 mm) minimum
- 2 Bottom: 0.20 inch (5 mm) minimum
- 3 Top: 0.20 inch (5 mm) minimum
- 4 Right: 0.83 inch (21 mm) minimum

Parent topic: [Technical Specifications](#)

Ink Cartridge Specifications

Note: We recommend that you use genuine Epson cartridges and do not refill them. The use of other products may affect your print quality and could result in printer damage.

The cartridge included with the printer is designed for printer setup and not for resale. After some ink is used for priming, the rest is available for printing. Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature. For print quality, a variable amount of ink remains in the cartridge after the "replace cartridge" indicator comes on.

Color	Black
Cartridge life	Opened package: 6 months Unopened package: do not use if the date on the package has expired
Temperature	Storage: –4 to 104 °F (–20 to 40 °C) 1 month at 104 °F (40 °C) Ink freezes at 10.4 °F (–12 °C) Ink thaws and is usable after 3 hours at 77 °F (25 °C)

Note: For best printing results, use up a cartridge within 6 months of opening the package.

Parent topic: [Technical Specifications](#)

Related references

[Ink Cartridge Part Numbers](#)

Dimension Specifications

Height	Stored: 5.8 inches (148 mm) Printing: 11.7 inches (296 mm)
Width	Stored: 15.4 inches (392 mm) Printing: 15.4 inches (392 mm)
Depth	Stored: 10.4 inches (264 mm) Printing: 20.9 inches (530 mm)
Weight (without ink cartridge and power cord)	7.1 lb (3.2 kg)

Parent topic: [Technical Specifications](#)

Electrical Specifications

Power supply rating	100 to 240 V
Input voltage range	90 to 264 V
Rated frequency range	50/60 Hz
Input frequency range	49.5/60.5 Hz
Rated current	0.5/0.3 A
Power consumption	Standalone copying mode: 13 W (ISO/IEC24712) Ready mode: 3.0 W Sleep mode: 2.0 W Power off mode: 0.3 W

Parent topic: [Technical Specifications](#)

Environmental Specifications

Temperature	Operating: 50 to 95 °F (10 to 35 °C)
	Storage: –4 to 104 °F (–20 to 40 °C)
	1 month at 104 °F (40 °C)
Humidity (non-condensing)	Operating: 20 to 80% RH
	Storage: 5 to 85% RH

Parent topic: [Technical Specifications](#)

Interface Specifications

Interface type	Hi-Speed USB (Device Class for computers)
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Parent topic: [Technical Specifications](#)

Network Interface Specifications

Wi-Fi

Standard	IEEE 802.11 b/g/n
Security	WPA-PSK (TKIP/AES); WPA2 compliant
	WEP (64/128 bit)
Frequency band	2.4 GHz
Communication mode	Infrastructure mode
	Ad hoc mode

Note: Wireless LAN standard complies with either IEEE 802.11 b/g or IEEE 802.11 b/g/n, depending on purchase location.

Ethernet

Standard	IEEE802.3i/u, IEEE802.3az*
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Communication mode Ethernet 100BASE-TX/10BASE-T

* The connected device should be IEEE802.3az compliant.

Parent topic: [Technical Specifications](#)

Safety and Approvals Specifications

United States

Safety: UL60950-1

EMC: FCC part 15 Subpart B Class B

Canada

Safety: CAN/CSA-C22.2 No. 60950-1

EMC: CAN/CSA-CEI/IEC CISPR 22 Class B

This equipment contains the following wireless module:

- Manufacturer: Askey Computer Corporation
- Type: WLU6117-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.

Parent topic: [Technical Specifications](#)

Notices

Check these sections for important notices about your product.

Note: Epson offers a recycling program for end of life products. Please go to www.epson.com/recycle for information on how to return your products for proper disposal.

[FCC Compliance Statement](#)

[Software Notices](#)

[Trademarks](#)

[Copyright Notice](#)

FCC Compliance Statement

For United States Users

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification or Declaration of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

For Canadian Users

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Parent topic: [Notices](#)

Software Notices

1. This printer product includes open source software programs listed in Section 6) according to the license terms of each open source software program.
2. We provide the source code of the GPL Programs, LGPL Programs and Apache License Program (each is defined in Section 6) until five (5) years after the discontinuation of same model of this printer product. If you desire to receive the source code above, please contact the customer support of your region. You shall comply with the license terms of each open source software program.
3. The open source software programs are WITHOUT ANY WARRANTY; without even the implied warranty of MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. See the license agreements of each open source software program for more details, which are described in OSS.pdf on your Printer Software CD.
4. OpenSSL toolkit
This printer product includes software developed by the OpenSSL project for use in the OpenSSL Toolkit (<http://www.openssl.org/>).
This product includes cryptographic software written by Eric Young (eay@cryptsoft.com).
5. The license terms of each open source software program are described in OSS.pdf on your Printer Software CD.
6. The list of open source software programs which this printer product includes are as follows.

GNU GPL

This printer product includes the open source software programs which apply the GNU General Public License Version 2 or later version ("GPL Programs").

The list of GPL Programs:

base-passwd-3.5.7

busybox-1.2.2.1

ifupdown-0.6.8

kernel-2.6.18
lsp-arm-versatile926ejs-2.6.18_pro500
module-init-tools-3.2pre1
mount-2.12
net-tools-1.60
netbase-4.29
psmisc-21.5
readline-libs-5.0
sysvinit-2.86
udev-0.093
udhcp 0.9.8cvs20050124-5
util-linux-2.12
usb8786

GNU LGPL

This printer product includes the open source software programs which apply the GNU Lesser General Public License Version 2 or later version ("LGPL Programs").

The list of LGPL Programs:

uclibc-0.9.29
libusb-libs-0.1.12
zeroconf 0.6.1-1
iksemel 1.4

Apache License

This printer product includes the open source software program "Bonjour" which apply the Apache License Version2.0 ("Apache License Program").

Bonjour License

This printer product includes the open source software program "Bonjour " which applies the terms and conditions provided by owner of the copyright to the "Bonjour ".

Net-SNMP license

This printer product includes the open source software program "Net-SNMP" which applies the terms and conditions provided by owner of the copyright to the "Net-SNMP".

OpenSSL License/Original SSLeay License

This printer product includes the open source software program "OpenSSL toolkit" which applies the license terms of OpenSSL License and Original SSLeay License.

BSD License (Berkeley Software Distribution License)

This printer product includes the open source software programs which apply the Berkeley Software Distribution License ("BSD Programs").

The list of BSD Programs:

busybox-1.2.2.1

util-linux-2.12

mount-2.12

mvnutils-2.8.4

netkit-ftp-0.17

netkit-base-0.17

portmap-5beta

Sun RPC License

This printer product includes the open source software programs which apply the Sun RPC License ("Sun RPC Programs").

The list of Sun RPC Programs:

busybox- 1.2.2.1

netkit-inetd-0.17

portmap-5beta

TCP Wrappers license

This printer product includes the open source software program "libwrap-libs-7.6 " which applies the terms and conditions provided by owner of the copyright to the "TCP Wrappers".

libncurses license

This printer product includes the open source software program "libncurses-5.4 " which applies the terms and conditions provided by owner of the copyright to the "libncurses".

busybox license

This printer product includes the open source software program "busybox- 1.2.2.1 " which applies the terms and conditions provided by owner of the copyright to the "busybox".

linux-ftpd license

This printer product includes the open source software program "linux-ftpd-0.17 " which applies the terms and conditions provided by owner of the copyright to the "linux-ftpd".

ARC4 license

This printer product includes the open source software program "ARC4" which applies the terms and conditions provided by owner of the copyright to the "ARC4".

SHA1 license

This printer product includes the open source software program "SHA1" which applies the terms and conditions provided by owner of the copyright to the "SHA1".

Parent topic: [Notices](#)

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This product will enter sleep mode after a period of nonuse. This is to ensure that the product meets Energy Star standards of energy efficiency. More energy savings can be achieved by setting the time to sleep to a shorter interval.

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