EPSON

WF-4930 Series WF-4920 Series

User's Guide

Printing

Copying

Scanning

Faxing

Maintaining the Printer

Solving Problems

NPD7784-01 EN

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Introduction to the Manuals

The following manuals are supplied with your Epson printer. As well as the manuals, check the various types of help information available from the printer itself or from the Epson software applications. The availability of manuals varies by location.

Important Safety Instructions (paper manual)

Provides you with instructions to ensure the safe use of this printer.

Start Here (paper manual)

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

User's Guide (digital manual)

This manual. Available as a PDF and Web manual. Provides detailed information and instructions on using the printer and solving problems.

Information on the Latest Manuals

U.S. and Canada

To view the latest manuals, visit https://support.epson.com and search for your product.

Other Regions

❏ Paper manual

Visit the Epson Europe support website at https://www.epson.eu/support, or the Epson worldwide support website at https://support.epson.net/.

❏ Digital manual

Visit the following website, enter the product name, and then go to **Support**.

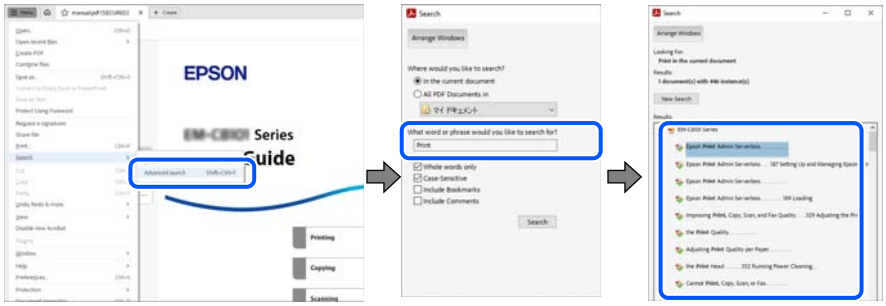
https://epson.sn

Searching for Information

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

Searching by keyword

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

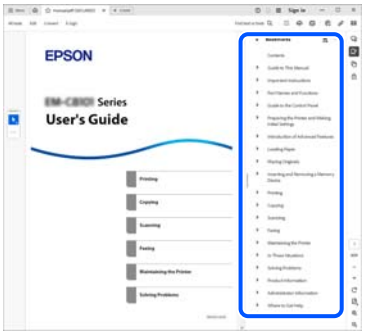


Jumping directly from bookmarks

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

❏ Windows: Hold down **Alt**. and then press ←.

❏ Mac OS: Hold down the command key, and then press ←.



Printing Only the Pages You Need

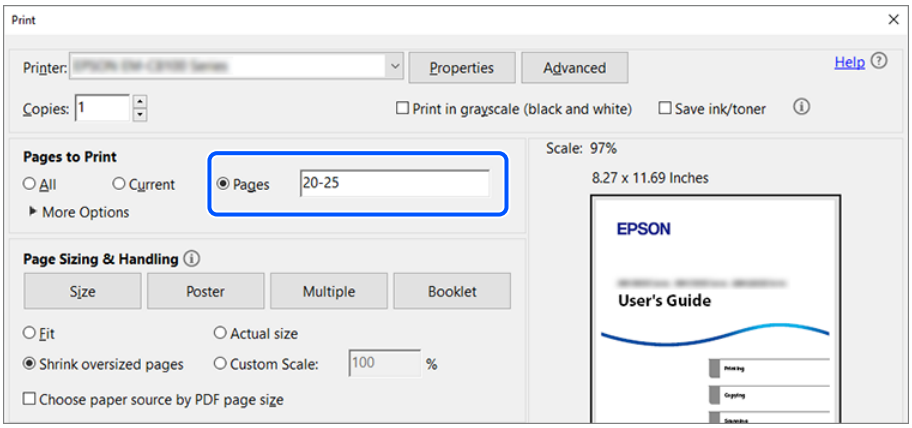
You can extract and print only the pages you need. Click **Print** in the **File** menu, and then specify the pages you want to print in **Pages** in **Pages to Print**.

❏ To specify a series of pages, enter a hyphen between the start page and the end page.

Example: 20-25

❏ To specify pages that are not in series, divide the pages with commas.

Example: 5, 10, 15



About This Manual

This section explains the meanings of marks and symbols, notes on descriptions, and operating system reference information used in this manual.

Marks and Symbols

Caution:
Instructions that must be followed carefully to avoid bodily injury.

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

Note:
Provides complementary and reference information.

Related Information

➡ A link to a related section

Control panel menu items that are restricted when the panel lock is enabled.

Notes on Screenshots and Illustrations

- ❏ Screenshots of the printer driver are from Windows 11 or macOS High Sierra (10.13). The content displayed on the screens varies depending on the model, situation, and region.
- ❏ Illustrations used in this manual are examples only. Although there may be slight differences depending on the model, the instructions are the same.
- ❏ Some of the menu items on the LCD screen vary depending on the model, settings, and region.
- ❏ You can read any QR codes in this guide with a QR code reader app.

Operating System References

Windows

In this manual, terms such as "Windows 11", "Windows 10", "Windows 8.1", "Windows 7", "Windows Server 2025", "Windows Server 2022", "Windows Server 2019", "Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2008 R2", and "Windows Server 2008" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

- ❏ Microsoft® Windows® 11 operating system
- ❏ Microsoft® Windows® 10 operating system
- ❏ Microsoft® Windows® 8.1 operating system
- ❏ Microsoft® Windows® 7 operating system
- ❏ Microsoft® Windows Server® 2025 operating system
- ❏ Microsoft® Windows Server® 2022 operating system
- ❏ Microsoft® Windows Server® 2019 operating system
- ❏ Microsoft® Windows Server® 2016 operating system

- ❏ Microsoft® Windows Server® 2012 R2 operating system
- ❏ Microsoft® Windows Server® 2008 R2 operating system
- ❏ Microsoft® Windows Server® 2008 operating system

Mac OS

In this manual, "Mac OS" is used to refer to Mac OS X 10.9.5 or later as well as macOS 11 or later.

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The contents of this manual and the specifications of this product are subject to change without notice.

Important Instructions

Safety Instructions. 14

Printer Advisories and Warnings. 15

Notes on the Administrator Password. 16

Protecting Your Personal Information. 18

Safety Instructions

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

- ❏ Use only the power cord supplied with the printer and do not use the cord with any other equipment. Use of other cords with this printer or the use of the supplied power cord with other equipment may result in fire or electric shock.
- ❏ If the power cord that comes with your printer has a grounding pin, connect the printer to a grounded outlet. Failure to follow this instruction may result in fire or electric shock.
- ❏ Be sure your power cord meets the relevant local safety standard.
- ❏ Never disassemble, modify, or attempt to repair the power cord, plug, printer unit, scanner unit, or options by yourself, except as specifically explained in the printer's manuals.
- ❏ Unplug the printer and refer servicing to qualified service personnel under the following conditions:

  The power cord or plug is damaged; liquid has entered the printer; the printer has been dropped or the casing damaged; the printer does not operate normally or exhibits a distinct change in performance. Do not adjust controls that are not covered by the operating instructions.
- ❏ Place the printer near a wall outlet where the plug can be easily unplugged.
- ❏ Do not place or store the printer outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity.
- ❏ Do not spill liquid on the printer or handle the printer with wet hands.
- ❏ Keep the printer at least 22 cm (8.7 in.) away from cardiac pacemakers. Radio waves from this printer may adversely affect the operation of cardiac pacemakers.
- ❏ If the LCD screen is damaged, contact Epson support (U.S. and Canada) or your dealer (other regions). If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.
- ❏ Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.
- ❏ Do not use a telephone to report a gas leak in the vicinity of the leak.

Safety Instructions for Ink

- ❏ Be careful when you handle used ink cartridges, as there may be some ink around the ink supply ports.
  - ❏ If ink gets on your skin, wash the area thoroughly with soap and water.
  - ❏ If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems continue after a thorough flushing, see a doctor immediately.
  - ❏ If ink gets into your mouth, see a doctor right away.
- ❏ Do not disassemble the ink cartridges or the maintenance box; otherwise ink may get into your eyes or on your skin.
- ❏ Do not shake ink cartridges too vigorously and do not drop them. Also, be careful not to squeeze them or tear their labels. Doing so may cause ink leakage.
- ❏ Keep ink cartridges and maintenance box out of the reach of children. Do not drink the ink.

Printer Advisories and Warnings

Read and follow these instructions to avoid damaging the printer or your property. Make sure you keep this manual for future reference.

Advisories and Warnings for Setting Up the Printer

- ❏ Do not block or cover the vents and openings in the printer.
- ❏ Use only the type of power source indicated on the printer's label.
- ❏ Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- ❏ Avoid electrical outlets controlled by wall switches or automatic timers.
- ❏ Keep the entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- ❏ The power cord should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the power cord and do not allow the power cord to be stepped on or run over. Be particularly careful to keep all the power cord straight at the ends.
- ❏ If you use an extension cord with the printer, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ❏ If you plan to use the printer in Germany, the building installation must be protected by a 10 or 16 amp circuit breaker to provide adequate short-circuit protection and over-current protection for the printer.
- ❏ When connecting the printer to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- ❏ Place the printer on a flat, stable surface that extends beyond the base of the printer in all directions. The printer will not operate properly if it is tilted at an angle.
- ❏ Allow space above the printer so that you can fully raise the document cover.
- ❏ Leave enough space in front of the printer for the paper to be fully ejected.
- ❏ Avoid places subject to rapid changes in temperature and humidity. Also, keep the printer away from direct sunlight, strong light, or heat sources.

Related Information

➡ "Installation Location and Space" on page 275

Advisories and Warnings for Using the Printer

- ❏ Do not insert objects through the slots in the printer.
- ❏ Do not put your hand inside the printer during printing.
- ❏ Do not touch the white flat cable inside the printer.
- ❏ Do not use aerosol products that contain flammable gases inside or around the printer. Doing so may cause fire.
- ❏ Do not move the print head by hand; otherwise, you may damage the printer.
- ❏ Be careful not to trap your fingers when closing the scanner unit.

- ❏ Do not press too hard on the scanner glass when placing originals.
- ❏ Always turn the printer off using the ⏻ button. Do not unplug the printer or turn off the power at the outlet until the ⏻ light stops flashing.
- ❏ If you are not going to use the printer for a long period, be sure to unplug the power cord from the electrical outlet.

Advisories and Warnings for Using the Touchscreen

- ❏ The LCD screen may contain a few small bright or dark spots, and because of its features it may have an uneven brightness. These conditions are normal and do not indicate that it is damaged in any way.
- ❏ Only use a dry, soft cloth for cleaning. Do not use liquid or chemical cleaners.
- ❏ The exterior cover of the touchscreen could break if it receives a heavy impact. If the screen's surface chips or cracks, contact Epson support (U.S. and Canada) or your dealer (other regions), and do not touch or attempt to remove the broken pieces.
- ❏ Press the touchscreen gently with your finger.
- ❏ Do not use a pointy or sharp object, such as a pen or your fingernail, to operate the LCD screen.
- ❏ Condensation inside the touchscreen due to abrupt changes in temperature or humidity may cause performance to deteriorate.

Advisories for Using Memory Devices

When you connect a memory device to the printer, any device that is on the same network as the printer might be able to access the data on the memory device.

To prevent access, you need to disable the following setting in Web Config.

Network tab > **MS Network** > **File Sharing**

Advisories and Warnings for Connecting to the Internet

Do not connect this product to the Internet directly. Connect it to a network protected by a router or firewall.

Advisories and Warnings for Transporting or Storing the Printer

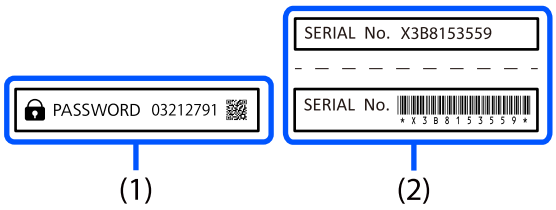
- ❏ When storing or transporting the printer, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.
- ❏ Before transporting the printer, make sure that the print head is in the home (far right) position.

Notes on the Administrator Password

This printer allows you to set an administrator password to prevent unauthorized access or changes to its settings when the product is connected to a network.

Default Value of the Administrator Password

The default value of the administrator password is printed on a label on the product, such as one of the labels shown below.



If both labels (1) and (2) are attached, the value next to PASSWORD written on the label in (1) is the default value. In this example, the default value is 03212791.

Note:
As the label (1) may be attached in a location that is difficult to see, check the information in the link to confirm the location.

https://support.epson.net/manu/adminpw/index.html

If you cannot find the label (1), the serial number printed on the label in (2) is the default value. In this example, the default value is X3B8153559.

Changing the Administrator Password

For security reasons, we recommend changing the default password.

It can be changed from the printer control panel, Web Config, or Epson Device Admin. When changing the password, make sure the new password has at least 8 single-byte alphanumerical characters and symbols.

Related Information

➡ "Admin Password:" on page 259
➡ "Changing the Administrator Password Using Web Config" on page 381

Operations that Require You to Enter the Administrator Password

If you are prompted to enter the administrator password when performing the following operations, enter the administrator password set on the printer.

❏ When updating the firmware of the printer from a computer or mobile device

❏ When accessing the advanced settings in Web Config

❏ When adjusting settings using an application, such as Fax Utility, that can change the printer's settings

Related Information

➡ "Default Value of the Administrator Password" on page 17

Initializing the Administrator Password

You can return the administrator password to its default setting by initializing the network settings.

Related Information

➡ "Restore Default Settings:" on page 259

Protecting Your Personal Information

When you give the printer to someone else or dispose of it, erase all the personal information stored in the printer's memory by selecting the menus on the control panel as described below.

Settings > **General Settings** > **System Administration** > **Restore Default Settings** > **Clear All Data and Settings**

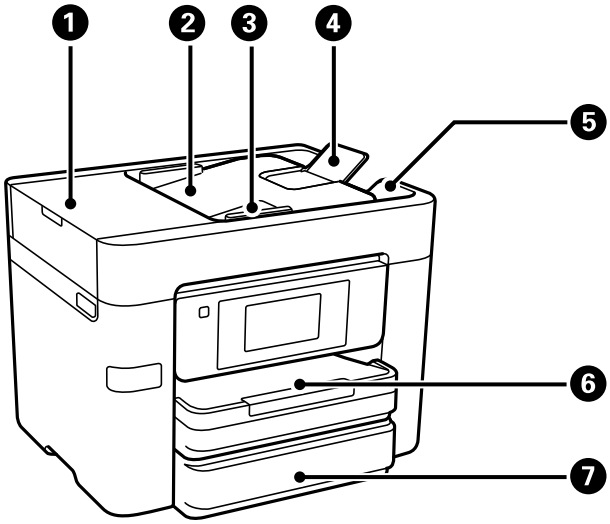
Part Names and Functions

Front. 20

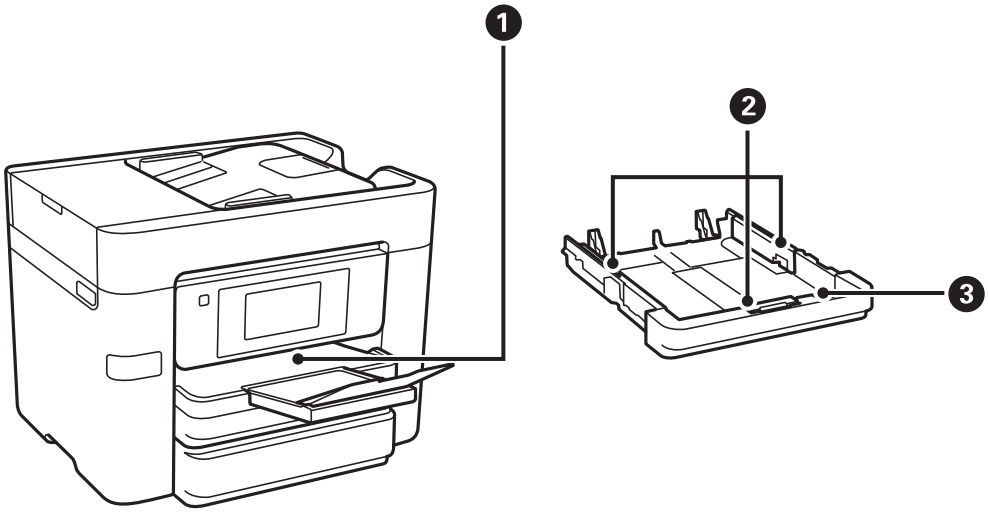
Inside. 21

Rear. 22

Front

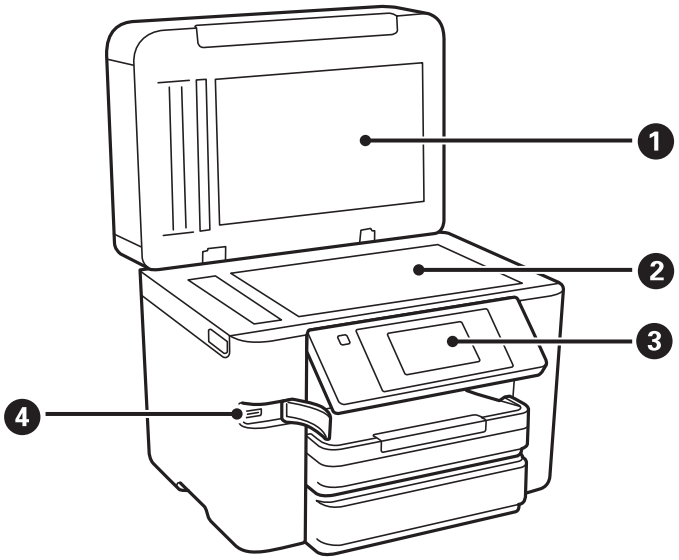


1	ADF (Automatic Document Feeder) cover	Open when removing jammed originals in the ADF.
2	ADF input tray	Feeds originals automatically.
3	ADF edge guide	Slide to the edges of the originals so that they feed straight into the printer.
4	ADF document support	Supports originals larger than Letter or A4 size.
5	ADF output tray	Holds originals ejected from the ADF.
6	Paper cassette 1	Loads paper.
7	Paper cassette 2	Loads paper. This feature is available for WF-4930 Series only.



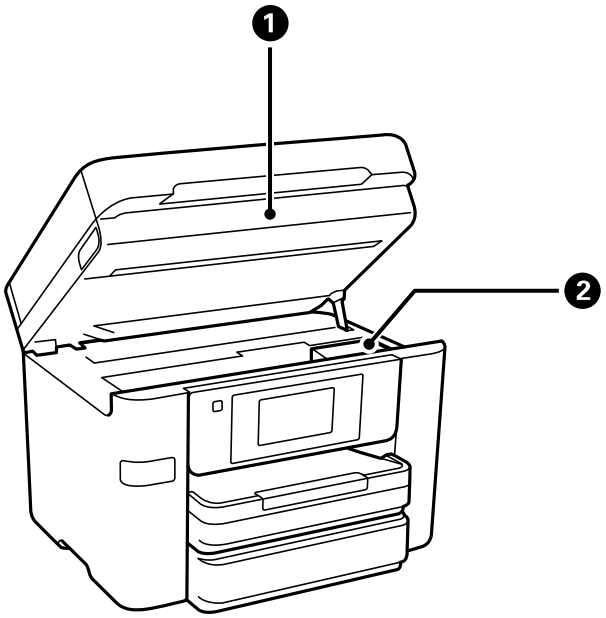
1	Output tray	Holds the ejected paper.

❷	Edge guides	Slide to the edges of the paper so that it feeds straight into the printer.
❸	Paper cassette	Loads paper.



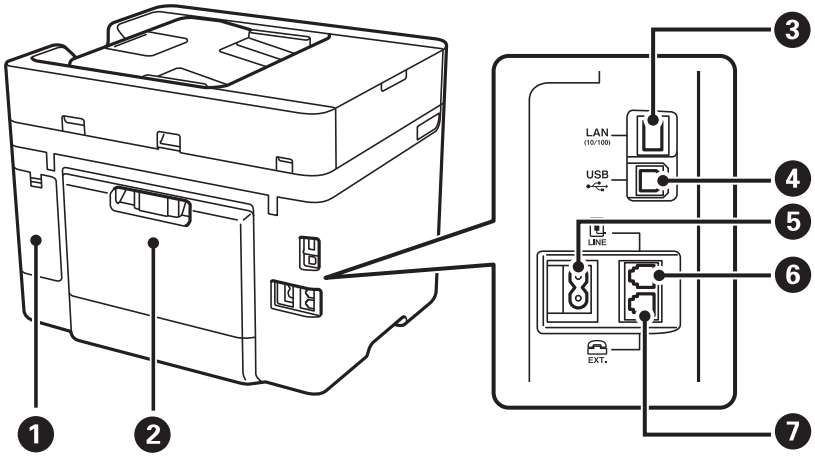
❶	Document cover	Blocks external light while scanning.
❷	Scanner glass	Place the originals that cannot be loaded in the ADF, such as envelopes or thick books.
❸	Control panel	Indicates the printer's status and allows you to perform maintenance or select settings.
❹	External interface USB port	Connect memory devices.

Inside



❶	Scanner unit	Scans placed originals. Open when replacing ink cartridges or removing jammed paper inside the printer.
❷	Ink cartridge holder	Install the ink cartridges. Ink is ejected from the print head nozzles underneath.

Rear



❶	Maintenance box cover	Remove when replacing the maintenance box. The maintenance box is a container that collects a very small amount of surplus ink during cleaning or printing.
❷	Rear cover	Remove when removing jammed paper.
❸	LAN port	Connect a LAN cable.
❹	USB port	Connect a USB cable to connect with a computer.
❺	AC inlet	Connect the power cord.
❻	LINE port	Connect a phone line.
❼	EXT. port	Connect external phone devices.

Guide to the Control Panel

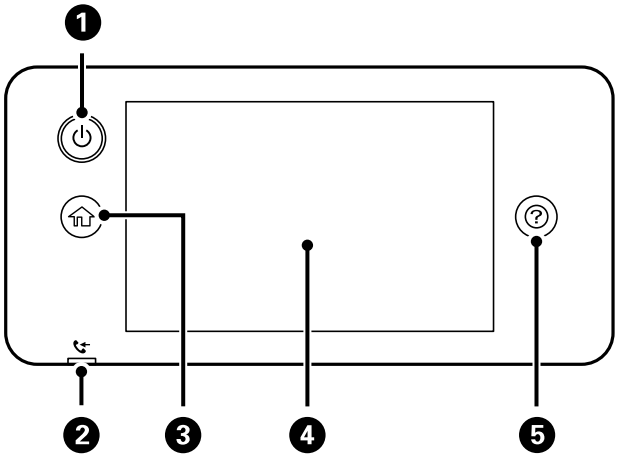
Control Panel. 24

Home Screen Configuration. 24

Menu Screen Configuration. 26

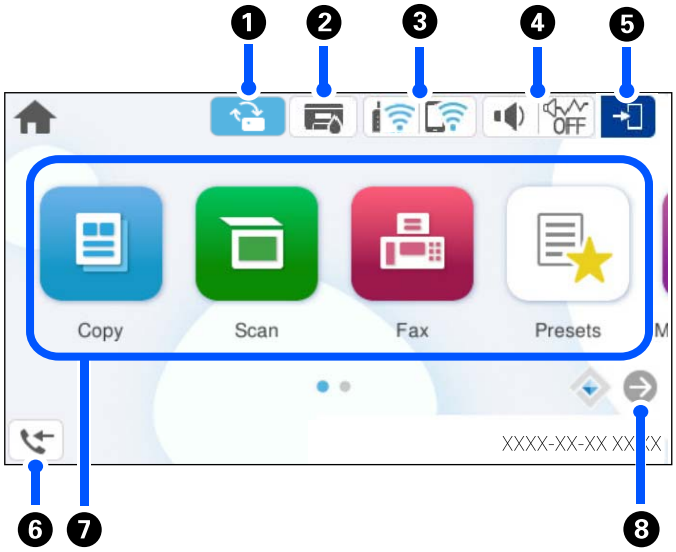
Entering Characters. 27

Control Panel



1	Turns the printer on or off. Make sure the power light is off before you unplug the power cord.
2	Turns on when unprocessed faxes have been received.
3	Displays the home screen.
4	Displays menus and messages. You can change the angle of the control panel. When no operations are performed for a specific length of time, the printer enters sleep mode and the display turns off. Tap anywhere on the touch screen to turn on the display. Depending on the current settings, pressing the power button may also wake the printer from sleep mode.
5	Displays the Help screen. You can view operating instructions or solutions to problems.

Home Screen Configuration

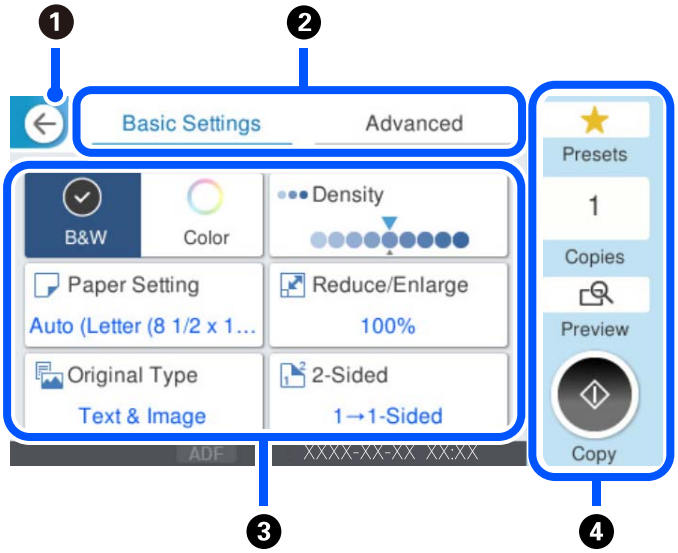


❶		This is displayed when a firmware update is available. Tap it to update the firmware to improve the printer's features. We recommend using the printer with the latest version of the firmware.
❷		Tap this to display the **Supply Status** screen. You can check the approximate ink levels and the approximate service life of the maintenance box.
❸		Tap this to display the network connection status. See the following for more details. "Guide to the Network Icons" on page 26
❹		Tap this to display the **Device Sound Settings** screen. You can enable **Mute** and **Quiet Mode**. You can access the **Sounds** menu from this screen.
		Indicates whether or not **Quiet Mode** is enabled. When this feature is enabled, the noise made by printer during printing may be reduced depending on the selected paper type and print quality, but print speed may decrease.
		Indicates that **Mute** is enabled.
❺		Indicates that the user restriction feature is enabled. Select this icon to log in to the printer. You need to select a user name and then enter a password. Contact your printer administrator for login information. When is displayed, a user with access permission has logged in. Select the icon to logout.
❻		Tap this to display the **Fax Data Information** screen. The number displayed indicates the number of faxes that have not yet been read, printed, or saved.
❼	Allows you to access the following menus. ❑ Copy Allows you to copy documents. ❑ Scan Allows you to scan documents and save them to a memory device or a computer. ❑ Fax Allows you to send faxes. ❑ Presets Allows you to register frequently used settings for copying, scanning, or faxing as a preset. ❑ Memory Device Allows you to print JPEG or TIFF data from a memory device such as a USB memory device connected to the printer. ❑ Maintenance Access this menu to improve the quality of your printouts. You can unclog nozzles by printing a nozzle check pattern and performing head cleaning, and improve blurring or banding in your printouts by aligning the print head. ❑ Settings Allows you to select settings related to maintenance, printer settings, and operations.	
❽		Scrolls the screen to the right.

Guide to the Network Icons

	The printer is disabled on a wired (Ethernet) network.
	The printer is not connected to a wired (Ethernet) network or a wireless (Wi-Fi) network.
	The printer is connected to a wired (Ethernet) network.
	The printer is searching for an SSID or unset IP address, or having a problem with a wireless (Wi-Fi) network.
	The printer is connected to a wireless (Wi-Fi) network. The number of bars indicates the signal strength of the connection. The more bars there are, the stronger the connection.
	The printer is not connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.
	The printer is connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.

Menu Screen Configuration

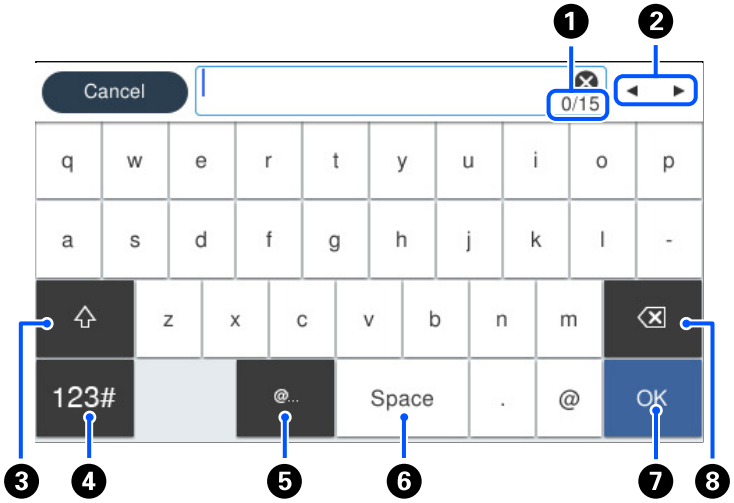


1	Returns to the previous screen.
2	Tap this to switch the list of settings using the tabs. The **Basic Settings** tab displays frequently used items. The **Advanced** tab displays other items that you can set as necessary.

❸	Display a list of settings. When is displayed, you can view additional information by selecting the icon. Select settings by selecting the item or adding a check mark. When you have changed an item from the user default or the factory default, is displayed on the item. Grayed out items are not available. Select the item to check why it is unavailable. If any problems occur, is displayed on the item. Select the icon to check how to solve the problem.	
❹	Starts an action using the current settings. Items in this area vary depending on the menu.	
	Presets	Tap this to display the preset list. You can register current settings as a preset, or load registered presets.
	Copies	Tap this to display the on-screen keypad and enter the number of copies.
	Preview	Tap this to display a preview of the image before printing, copying, or sending faxes.
	◇	Tap this to start printing, copying, scanning, or sending faxes.

Entering Characters

You can enter characters and symbols by using on-screen keyboard when you enter network and other settings.



❶	Indicates the character count.
❷	Moves the cursor to the input position.
❸	Switches between upper case and lower case or numbers and symbols.
❹	Switches the character type. 123#: You can enter numbers and symbols. ABC: You can enter letters.
❺	Enters frequently used email domain addresses or URLs by simply selecting the item.
❻	Enters a space.

❼	Saves entered characters.
❽	Deletes the character to the left.

Loading Paper

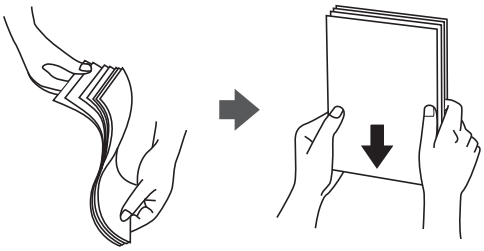
Paper Handling Precautions. 30

Paper Size and Type Settings. 31

Loading Paper Using Instructions on the LCD screen. 32

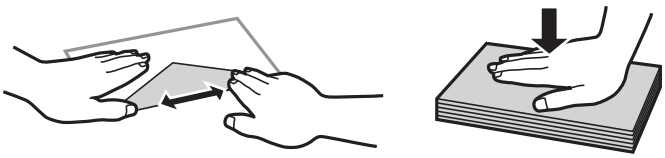
Paper Handling Precautions

- ❏ Read the instruction sheets supplied with the paper.
- ❏ To achieve high-quality printouts with genuine Epson paper, use the paper in the environment stated on the instruction sheets supplied with the paper.
- ❏ Fan and align the edges of the paper before loading. Do not fan or curl photo paper. Doing so may damage the printable side.



- ❏ If the paper is curled or folded, flatten it or curl it slightly in the opposite direction before loading. Printing on curled or folded paper may cause paper feeding problems and smears on the printouts.

- ❏ Paper feed problems may occur for manual 2-sided printing when printing on one side of pre-printed paper. Reduce the number of sheets to half or less, or load one sheet of paper at a time if paper jams continue.
- ❏ Make sure you are using long-grain paper. If you are not sure what type of paper you are using, check the paper packaging or contact the manufacturer to confirm the paper specifications.
- ❏ Fan and align the edges of envelopes before loading. When the stacked envelopes are puffed up with air, press them down to flatten them before loading.



Related Information

➡ "Available Paper and Capacities" on page 221
➡ "Unavailable Paper Types" on page 230

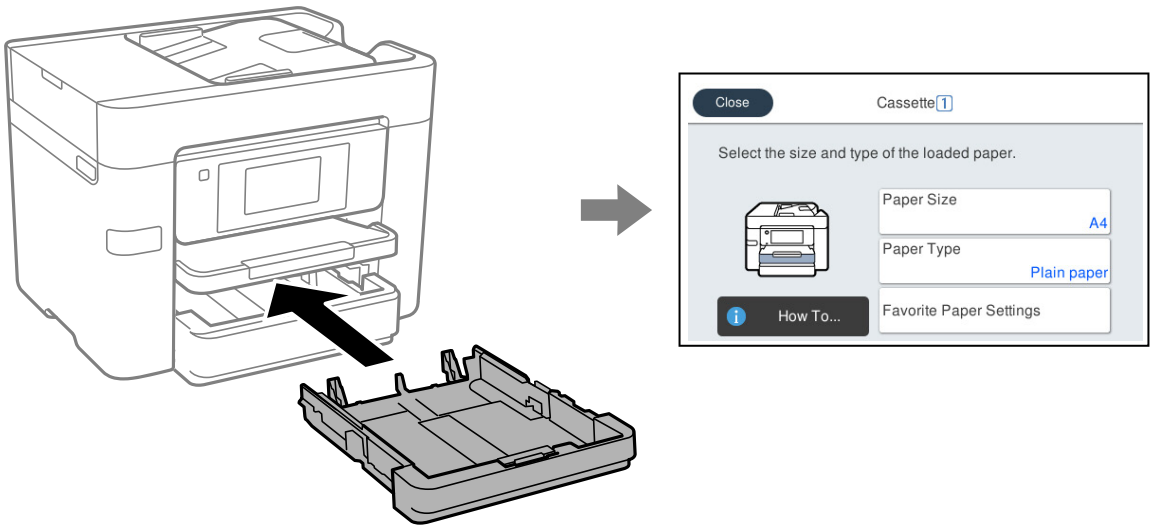
Precautions for Photo Paper

When printing on glossy photo paper, ink drying time will be considerably extended. Drying time depends on humidity, temperature, and other conditions. Do not touch the printed side until ink is completely dry. Moisture

and oils from your skin can also affect print quality. Even after the ink is dry, avoid rubbing or scratching the printed side.

Paper Size and Type Settings

If you register the paper size and type on the screen when you load paper, the printer informs you when the registered information and print settings differ. This prevents you from wasting paper and ink by making sure you are not printing on the wrong paper size or seeing unexpected colors due to using settings that do not match the paper type.



If the displayed paper size and type differ from the loaded paper, select the item to change. If the settings match the loaded paper, close the screen.

Note:
You can also display the paper size and paper type settings screen by selecting ***Settings*** > ***General Settings*** > ***Printer Settings*** > ***Paper Source Settings*** > ***Paper Setting****.*

List of Paper Types

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

U.S. and Canada

Media Name	Media Type	
	Control Panel	Printer Driver, Mobile Devices*
Epson Bright White Paper Epson Bright White Pro Paper	Plain Paper	Plain Paper
Epson Bright White Premium Paper Epson Multipurpose Plus Paper	High Quality Plain Paper	High Quality Plain Paper
Epson Ultra Premium Photo Paper Glossy	Ultra Glossy	Ultra Premium Photo Paper Glossy

Media Name	Media Type	
	Control Panel	Printer Driver, Mobile Devices*
Epson Premium Photo Paper Glossy	Prem. Glossy	Premium Photo Paper Glossy
Epson Premium Photo Paper Semi-gloss	Prem. Semi-Gloss	Premium Photo Paper Semi-Gloss
Epson Photo Paper Glossy	Glossy	Photo Paper Glossy
Epson Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided Epson Brochure & Flyer Paper Matte	Prem. Matte	Premium Presentation Paper Matte
Epson Presentation Paper Matte Epson High Quality Ink Jet Paper Epson Photo Quality Ink Jet Cards Epson Photo Quality Self Adhesive Sheets	Presentation Matte	Presentation Paper Matte

* For mobile devices, these media types can be selected when printing using Epson Smart Panel.

Euro and Asia

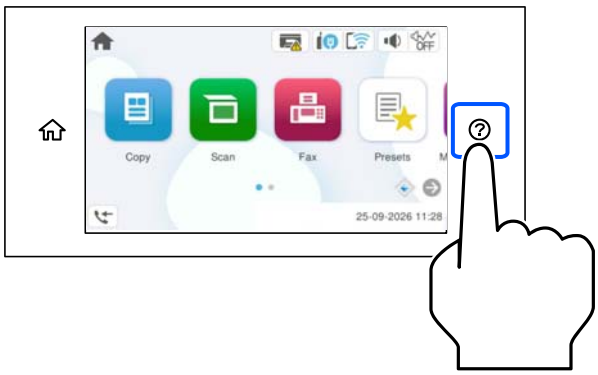
Media Name	Media Type	
	Control Panel	Printer Driver, Mobile Devices*
Epson Bright White Ink Jet Paper	Plain paper	Plain Paper
Epson Business Paper	High Quality Plain Paper	High Quality Plain Paper
Epson Ultra Glossy Photo Paper	Ultra Glossy	Ultra Premium Photo Paper Glossy
Epson Premium Glossy Photo Paper	Prem. Glossy	Epson Premium Glossy
Epson Premium Semigloss Photo Paper	Prem. Semigloss	Epson Premium Semigloss
Epson Photo Paper Glossy	Glossy	Photo Paper Glossy
Epson Matte Paper-Heavyweight Epson Double-Sided Matte Paper	Matte	Epson Matte
Epson Photo Quality Ink Jet Paper Epson Photo Quality Self Adhesive Sheets	Photo Quality Ink Jet	Epson Photo Quality Ink Jet

* For mobile devices, these media types can be selected when printing using Epson Smart Panel.

Loading Paper Using Instructions on the LCD screen

You can also load paper by referring to the animated instructions displayed on the printer's LCD screen.

Select ⓘ, and then select **How To** > **Load paper**.



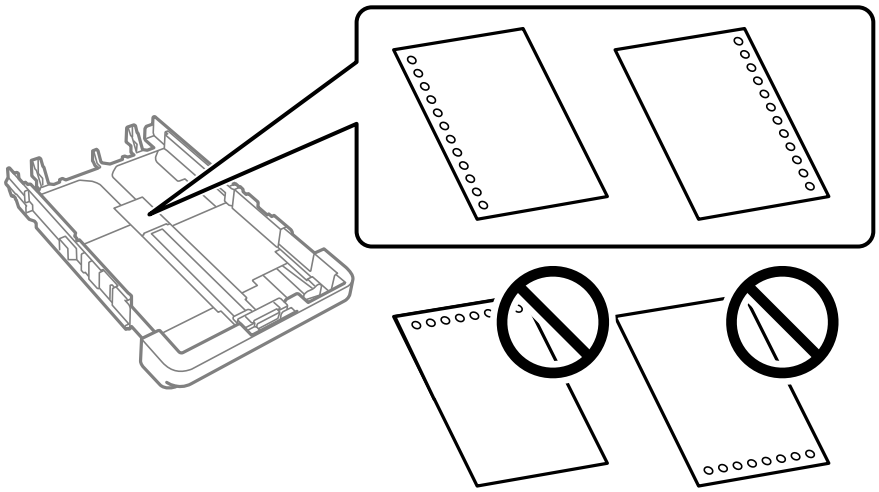
Select the paper type and paper source you want to use, and then view the animated instructions.

If you want to stop viewing the animation, close the screen.

Loading Pre-punched Paper

Load a single sheet of pre-punched paper in the paper cassette.

Paper size: A4, B5, A5, A6, Letter, Legal

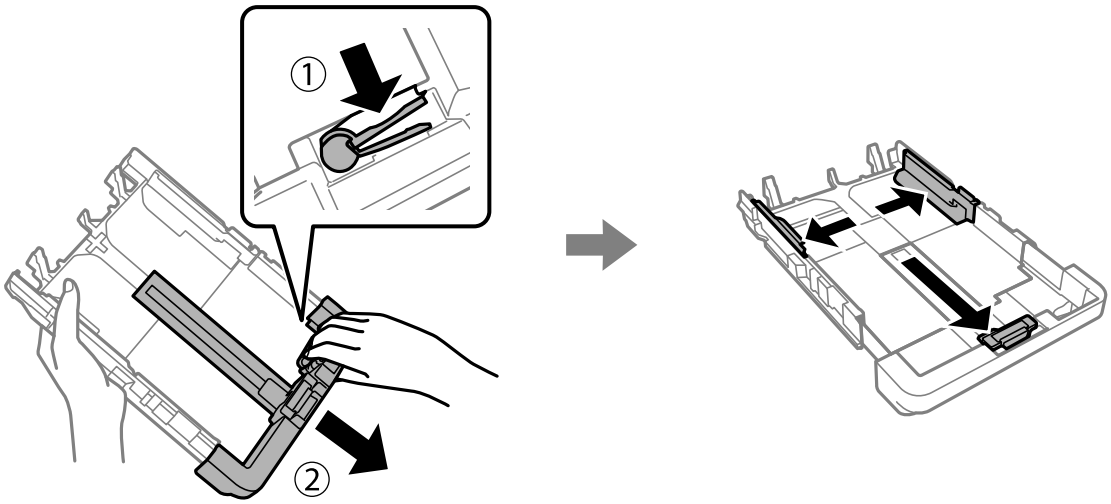


- ❏ Adjust the print content in your file as needed to avoid printing over the holes.
- ❏ Automatic 2-sided printing is not available for pre-punched paper.
- ❏ Select **Letterhead** or **Preprinted** as the paper type setting.

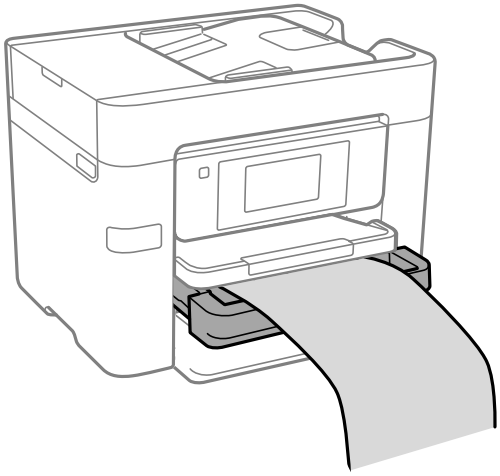
Loading Long Paper

When loading Legal size or longer, extend the paper cassette.

> ***Important:***
> *Extend the paper cassette, and then slide the edge guides to their maximum positions.*



Select **User defined** as the paper size setting.



- ❏ Make sure the leading edge of the paper is cut perpendicularly. A diagonal cut may cause paper feed problems.
- ❏ If the paper is curled, flatten it or curl it slightly in the opposite direction before loading. Printing on curled paper may cause paper jams and smears on the printout.
- ❏ Do not touch paper that is being fed or ejected. It could injure your hand or cause print quality to decline.

Related Information

➡ "Available Paper and Capacities" on page 221
➡ "Unavailable Paper Types" on page 230

Placing Originals

Placing Originals. 36

Originals that are not Supported by the ADF. 37

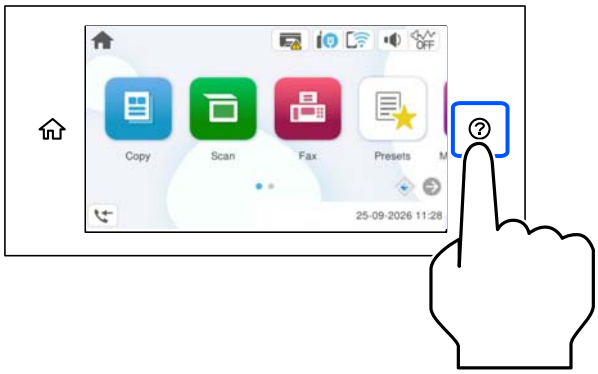
Placing Originals

Place originals on the scanner glass or in the ADF.

You can place multiple originals in the ADF. If auto duplex scanning is available, you can scan both sides of the originals at the same time. See the link below for the specifications of the ADF.

"ADF Specifications" on page 265

To view animated instructions for placing originals, select ⓘ, and then select **How To** > **Place Originals**. Select the method of placing originals that you want to view. Select **Finish** to close the animation screen.



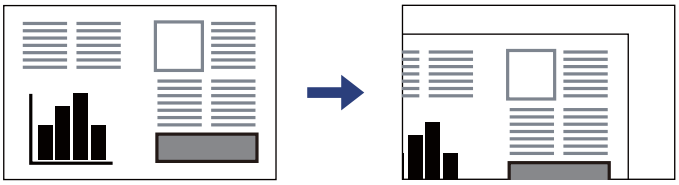
When using the scanner glass

> ⚠ ***Caution:***
>
> *Be careful not to trap your fingers when closing the document cover. Otherwise you may be injured.*

> **Important:**
>
> ❏ *When placing bulky originals such as books, make sure exterior light is not shining directly onto the scanner glass.*
>
> ❏ *Do not apply too much force to the scanner glass or the document cover. Otherwise, they may be damaged.*

Note:

❏ *If there is any dust or dirt on the scanner glass, the scanning range may expand to include it, so the image of the original may be displaced or reduced. Remove any dust and dirt from the scanner glass before scanning.*



❏ *The area 1.5 mm (0.06 in.) from the edges of the scanner glass is not scanned.*

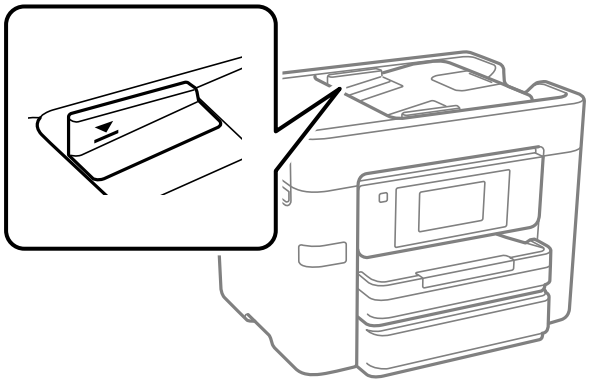
❏ *When originals are placed in the ADF and on the scanner glass, priority is given to the originals in the ADF.*

❏ *If you leave the originals on the scanner glass for a long time, they may stick to the surface of the glass.*

When using the ADF

Important:

❏ *Do not load originals above the line just under the triangle symbol on the ADF edge guide.*



❏ *Do not add originals while scanning.*

Related Information

➡ "Originals that are not Supported by the ADF" on page 37

➡ "Scanner Specifications" on page 264

Originals that are not Supported by the ADF

Important:

Do not feed photographs or valuable original artwork into the ADF. Misfeeding may wrinkle or damage the original. Scan these documents on the scanner glass instead.

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

❏ Originals that are torn, folded, wrinkled, deteriorated, or curled

❏ Originals with binder holes

❏ Originals held together with tape, staples, paper clips etc.

❏ Originals that have stickers or labels stuck to them

❏ Originals that are cut irregularly or not right angled

❏ Originals that are bound

❏ OHPs, thermal transfer paper, or carbon backs

Using a Memory Device

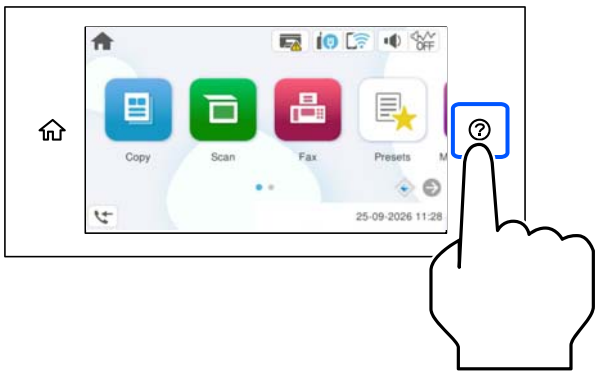
Inserting and Removing an External USB Device. 39

Sharing Data on a Memory Device. 39

Inserting and Removing an External USB Device

You can insert an external USB device into the external interface USB port by referring to the animations displayed on the printer's LCD screen.

Select ⓘ, and then select **How To** > **USB memory connection**.



Perform the steps in reverse order to remove the external USB device.

> ***Important:***
> *If you remove the external USB device while operating the printer, the data on the external USB device may be lost.*

Related Information

➡ "Memory Device Specifications" on page 271

Sharing Data on a Memory Device

From a computer, you can write or read data on a memory device such as a USB flash drive that has been connected to the printer.

> ***Important:***
> *When sharing a memory device inserted in the printer between computers connected by USB or over a network, write access is only allowed on computers that are connected by the method you selected on the printer. To write to the memory device, select* ***Settings*** *>* ***General Settings*** *>* ***Printer Settings*** *>* ***Memory Device Interface*** *>* ***File Sharing*** *on the control panel and then select a connection method.*

Note:
It takes a while to view the data from a computer if a large memory device, such as 2 TB HDD, is connected.

Windows

Select a memory device from **PC** or **Computer**. The data on the memory device is displayed.

Note:
If you connected the printer to the network without using the installer, map an external interface USB port as a network drive. Open ***Run*** *and enter a printer name \\XXXXX or a printer's IP address \\XXX.XXX.XXX.XXX in the* ***Open*** *field. Right-click a device icon displayed to assign the network. The network drive appears in* ***PC*** *or* ***Computer****.*

Mac OS

Select the corresponding device icon. The data on the external storage device is displayed.

Note:

- *To remove a memory device, drag and drop the device icon to the trash icon. Otherwise, data on the shared drive may not be displayed correctly when another memory device is inserted.*
- *To access a memory device through the network, select **Go** > **Connect to Server** from the menu on the desktop. Enter a printer name cifs://XXXXX or smb://XXXXX (Where "XXXXX" is the printer name) in the **Server Address**, and then click **Connect**.*

Related Information

➡ "Memory Device Specifications" on page 271

Printing

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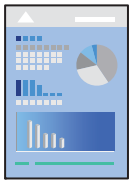


Note:
Operations may differ depending on the application. See the application's help for details.

1. Load paper in the printer.

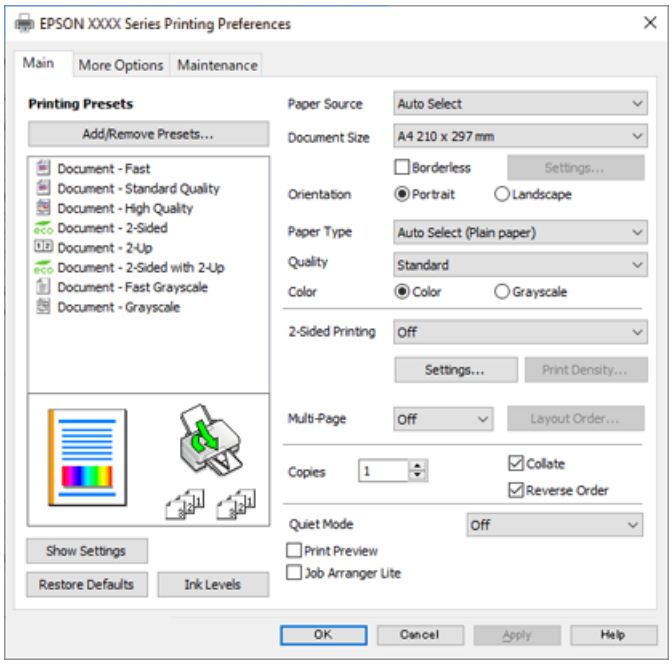
   "Loading Paper Using Instructions on the LCD screen" on page 32

2. Open the file you want to print.

3. Select **Print** or **Print Setup** from the **File** menu.

4. Select your printer.

5. Select **Preferences** or **Properties** to access the printer driver window.



6. Change the settings as necessary.

   See the related information below for more details.

Note:
- ❑ *You can also see the online help for explanations of the setting items. Right-clicking an item displays **Help**.*
- ❑ *When you select **Print Preview**, you can see a preview of your document before printing.*

7. Click **OK** to close the printer driver window.

8. Click **Print**.

Note:
- ❑ *When you select **Print Preview**, a preview window is displayed. To change the settings, click **Cancel**, and then repeat the procedure from step 3.*
- ❑ *If you want to cancel printing, on your computer right-click on your printer in **Devices and Printers**, **Printer**, or in **Printers and Faxes**. Click **See what's printing**, right-click on the job you want to cancel, and then select **Cancel**. However, you cannot cancel a print job from the computer once it has been completely sent to the printer. In this case, cancel the print job by using the printer's control panel.*

Related Information

➡ "Available Paper and Capacities" on page 221
➡ "List of Paper Types" on page 31
➡ "Menu Options for the Printer Driver" on page 43

Menu Options for the Printer Driver

Open the print window in an application, select the printer, and then access the printer driver window.

Note:
Menus vary depending on the option you selected.

Main Tab

Printing Presets:

Add/Remove Presets:

You can add or remove your own presets for frequently used print settings. Select the preset you want to use from the list.

Paper Source:

Select the paper source you want to use. Select **Auto Select** to automatically choose the paper source assigned to your document size and paper type in the printer's control panel settings. This feature is available for the WF-4930 Series only.

Document Size:

Select the paper size you will print on. If you select **User-Defined**, enter the paper width and height, and then register the size.

Borderless:

Enlarges the print data slightly more than the paper size so that no margins are printed around the edges of the paper. Click **Settings** to select the amount of enlargement.

Orientation:

Select the orientation you want to use to print.

Paper Type:

Select the type of paper you will print on.

Quality:

Select the print quality you want to use for printing. Available settings depend on the paper type you select. If you select **More Settings**, you can make additional print quality settings.

Color:

Select whether to print in color or in monochrome.

2-Sided Printing:

Allows you to perform 2-sided printing.

Settings:

You can specify the binding edge and the binding margins. When printing multi-page documents, you can select to print starting from either the front or the back side of the page.

Print Density:

Select the document type to adjust the print density. If the appropriate print density is selected, you can prevent images from bleeding through to the reverse side. Select **User Defined** to adjust the print density manually.

Multi-Page:

Allows you to print several pages on one sheet or perform poster printing. Click **Layout Order** to specify the order in which pages are printed.

Copies:

Select the number of copies you want to print.

Collate:

Prints multi-page documents collated in order and sorted into sets.

Reverse Order:

Allows you to print the pages in reverse order so that they are stacked in the correct order after printing.

Quiet Mode:

Reduces the noise the printer makes. However, enabling this may reduce print speed.

Print Preview:

Displays a preview of your document before printing.

Job Arranger Lite:

Job Arranger Lite allows you to combine several files created by different applications and print them as a single print job.

Show Settings/Hide Settings:

Displays a list of the settings selected on the **Main** and **More Options** tabs. You can show or hide the list.

Restore Defaults:

Returns all settings to their factory default values. The settings on the **More Options** tab are also reset to their defaults.

Ink Levels:

Displays the approximate ink levels.

More Options Tab

Printing Presets:

Add/Remove Presets:

You can add or remove your own presets for frequently used print settings. Select the preset you want to use from the list.

Document Size:

Select the paper size you will print on.

Output Paper:

Select the paper size you will print on. If the **Document Size** differs from the **Output Paper**, **Reduce/Enlarge Document** is selected automatically. You do not have to select this setting when printing without reducing or enlarging the size of a document.

Reduce/Enlarge Document:

Allows you to reduce or enlarge the size of a document.

Fit to Page:

Automatically reduce or enlarge the document to fit to the paper size selected in **Output Paper**.

Zoom to:

Reduce or enlarge the document by a specific percentage.

Center:

Prints images in the center of the paper.

Color Correction:

Automatic:

Adjusts the tone of images automatically.

Custom:

Allows you to perform manual color correction. Clicking **Advanced** opens the Color Correction screen where you can select a detailed method of color correction. Allows you to set the method for Color Universal Print and emphasize text and thin lines when you click

Image Options. You can also enable Edge Smoothing, Fix Red-Eye, and print settings with reduced edge blurring.

Watermark Features:

Allows you to select settings for anti-copy patterns, watermarks, or headers and footers.

Add/Delete:

Allows you to add or remove any anti-copy patterns or watermarks that you want to use.

Settings:

Allows you to set the printing method for anti-copy patterns or watermarks.

Header/Footer:

You can print information such as a user name and printing date in headers or footers. You can then set color, font, size, or style.

Additional Settings:

Rotate 180°:

Rotates pages 180 degrees before printing. Select this item when printing on paper such as envelopes that are loaded in fixed direction in the printer.

Bidirectional Printing:

Prints when the print head moves in both directions. The print speed is faster, but the quality may decline.

Mirror Image:

Inverts the image so that it prints as it would appear in a mirror.

Show Settings/Hide Settings:

Displays a list of the settings selected on the **Main** and **More Options** tabs. You can show or hide the list.

Restore Defaults:

Returns all settings to their factory default values. The settings on the **Main** tab are also reset to their defaults.

Maintenance Tab

Job Arranger Lite:

Opens the Job Arranger Lite window. Here you can open and edit previously saved data.

EPSON Status Monitor 3:

Opens the EPSON Status Monitor 3 window. Here you can confirm the status of the printer and the consumables.

Monitoring Preferences:

Allows you to select settings for items on the EPSON Status Monitor 3 window.

Extended Settings:

Allows you to select a variety of settings. Right-click each item to view the Help for more details.

Print Queue:

Displays the jobs waiting to be printed. You can check, pause, or resume print jobs.

Printer and Option Information:

You can register user accounts. If access control is set on the printer, you must register your account.

Language:

Allows you to select the language used in the printer driver window. To apply a change to this setting, close the printer driver, and then open it again.

Software Update:

Starts EPSON Software Updater to check for the latest versions of applications on the Internet.

Online Order:

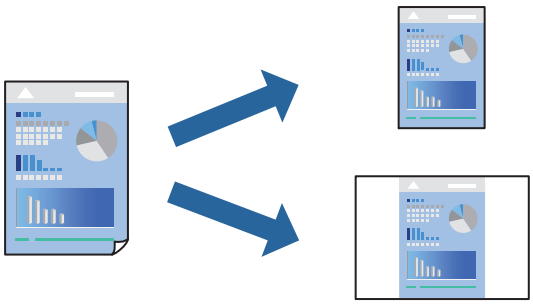
Allows you to access the site where you can purchase Epson's ink cartridges.

Technical Support:

If the manual is installed on your computer, the manual is displayed. If it is not installed, you can connect to the Epson Web site to check the manual and available technical support.

Adding Printing Presets for Easy Printing

If you create your own preset for frequently used print settings in the printer driver, you can print easily by selecting the preset from the list.



1. On the printer driver's **Main** or **More Options** tab, select the settings you want to include in the preset (such as **Document Size** and **Paper Type**).
2. Click **Add/Remove Presets** in **Printing Presets**.
3. Enter a **Name** and, if necessary, enter a comment.
4. Click **Save**.

   Note:
   *To delete an added preset, click **Add/Remove Presets**, select the preset name you want to delete from the list, and then delete it.*

5. Click **Print**.

The next time you want to print using the same settings, select the registered setting name from **Printing Presets**, and click **OK**.

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 42

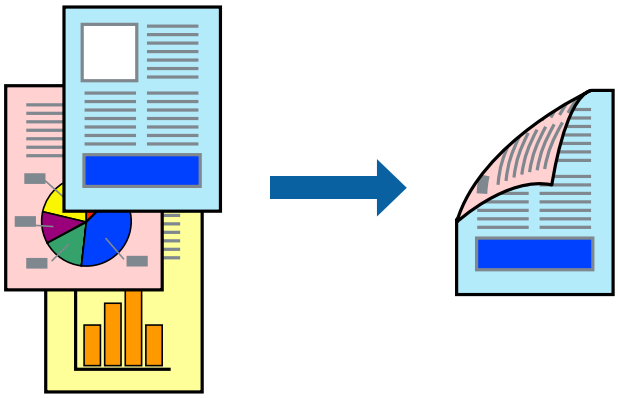
Printing on 2-Sides

You can use either of the following methods to print on both sides of the paper.

❏ Automatic 2-sided printing

❏ Manual 2-sided printing

When the printer has finished printing the first side, flip the paper over to print on the other side.



Note:

❏ *This feature is not available for borderless printing.*

❏ *If you do not use paper that is suitable for 2-sided printing, the print quality may decline and paper jams may occur.*
"Paper for 2-Sided Printing" on page 229

❏ *Depending on the paper and the data, ink may bleed through to the other side of the paper.*

❏ *You cannot perform manual 2-sided printing unless **EPSON Status Monitor 3** is enabled. If **EPSON Status Monitor 3** is disabled, access the printer driver window, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.*

❏ *However, it may not be available when the printer is accessed over a network or is used as a shared printer.*

1. On the printer driver's **Main** tab, select the method of **2-Sided Printing**.

2. Click **Settings**, make the appropriate settings, and then click **OK**.

3. Click **Print Density**, make the appropriate settings, and then click **OK**.

   When setting **Print Density**, you can adjust print density according to the document type.

   Note:

   ❏ *This setting is not available when you select manual 2-sided printing.*

   ❏ *Printing may be slow depending on the combination of options selected for **Select Document Type** in the Print Density Adjustment window and for **Quality** on the **Main** tab.*

4. Select other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.

5. Click **Print**.

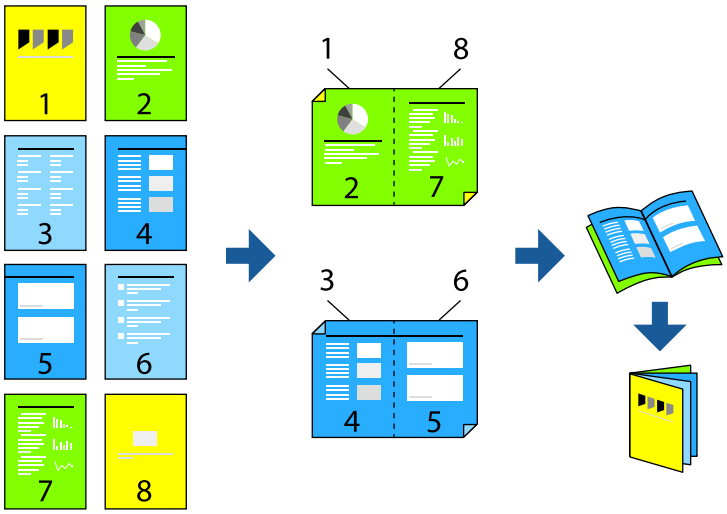
   For manual 2-sided printing, when the first side has finished printing, a pop-up window is displayed on the computer. Follow the on-screen instructions.

Related Information

➡ "Available Paper and Capacities" on page 221
➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 42

Printing a Booklet

You can also print a booklet that can be created by reordering the pages and folding the printout.



Note:

- ❑ *This feature is not available with borderless printing.*
- ❑ *If you do not use paper that is suitable for 2-sided printing, the print quality may decline and paper jams may occur.*
  "Paper for 2-Sided Printing" on page 229
- ❑ *Depending on the paper and the data, ink may bleed through to the other side of the paper.*
- ❑ *You cannot perform manual 2-sided printing unless **EPSON Status Monitor 3** is enabled. If **EPSON Status Monitor 3** is disabled, access the printer driver window, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.*
- ❑ *However, it may not be available when the printer is accessed over a network or is used as a shared printer.*

1. On the printer driver's **Main** tab, select the type of long-edge binding you want to use from **2-Sided Printing**.

2. Click **Settings**, select **Booklet**, and then select **Center Binding** or **Side Binding**.

   - ❑ Center Binding: Use this method when printing a small number of pages that can be stacked and easily folded in half at the same time.
   - ❑ Side Binding. Use this method when printing one sheet (four pages) at a time, folding each in half, and then putting them together to create a booklet.

3. Click **OK**.

4. When printing data that has a lot of photos and images, click **Print Density**, select the appropriate settings, and then click **OK**.

   When setting **Print Density**, you can adjust print density according to the document type.

   Note:
   *Printing may be slow depending on the combination of options selected for **Select Document Type** in the Print Density Adjustment window and for **Quality** on the **Main** tab.*

5. Select other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.

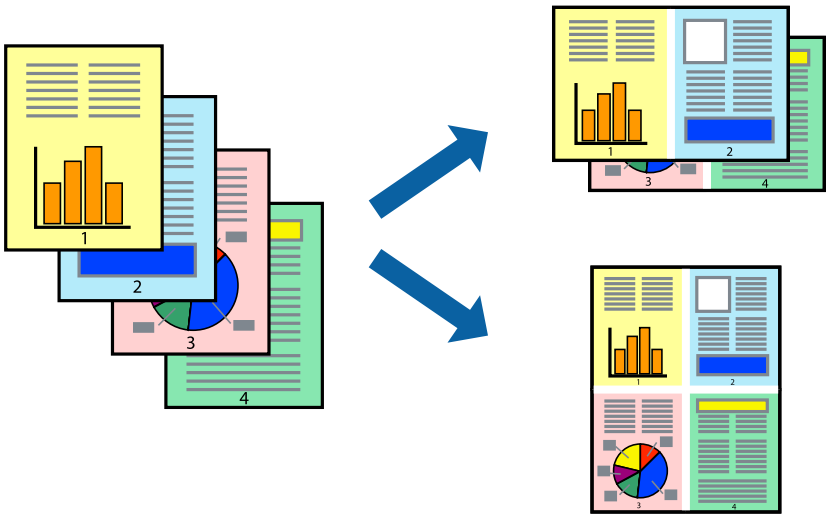
6. Click **Print**.

Related Information

➡ "Available Paper and Capacities" on page 221
➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 42

Printing Several Pages on One Sheet

You can print several pages of data on a single sheet of paper.



Note:
This feature is not available with borderless printing.

1. On the printer driver's **Main** tab, select **2-Up**, **4-Up**, **6-Up**, **8-Up**, **9-Up**, or **16-Up** as the **Multi-Page** setting.

2. Click **Layout Order**, make the appropriate settings, and then click **OK**.

3. Select other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.

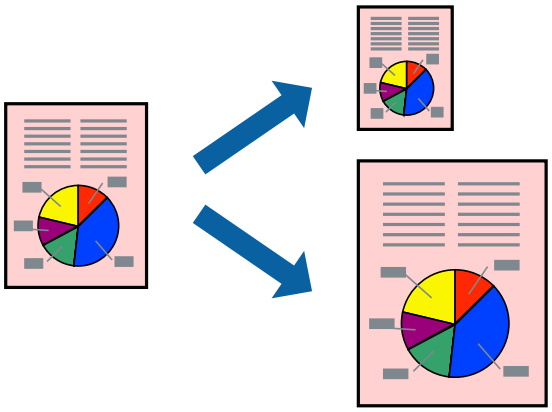
4. Click **Print**.

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 42

Printing to Fit the Paper Size

Select the paper size you loaded in the printer as the Destination Paper Size setting.



Note:
This feature is not available with borderless printing.

1. On the printer driver's **More Options** tab, make the following settings.
   - ❏ Document Size: Select the size of the paper you set in the application setting.
   - ❏ Output Paper: Select the paper size you loaded in the printer.
     Fit to Page is automatically selected.

   Note:
   *Click **Center** to print the reduced image in the middle of the paper.*

2. Select other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.

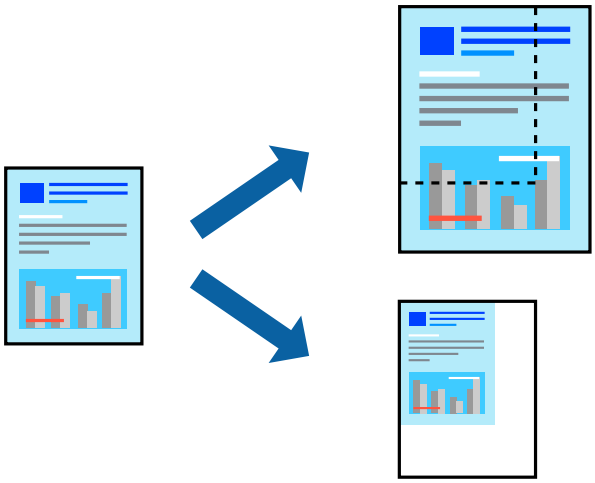
3. Click **Print**.

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 42

Printing a Reduced or Enlarged Document at any Magnification

You can reduce or enlarge the size of a document by a specific percentage.



Note:
This feature is not available with borderless printing.

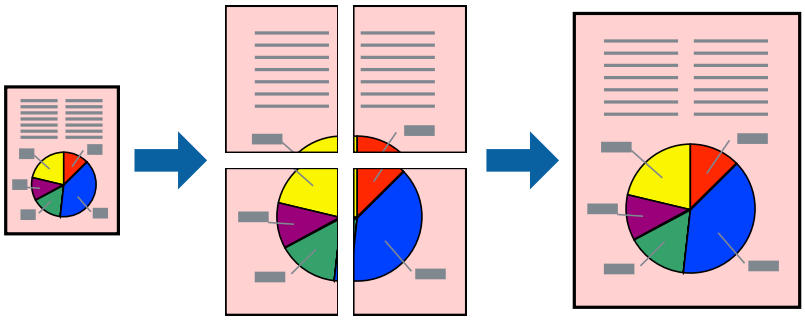
1. On the printer driver's **More Options** tab, select the document size from the **Document Size** setting.
2. Select the paper size you want to print on from the **Output Paper** setting.
3. Select **Reduce/Enlarge Document**, **Zoom to**, and then enter a percentage.
4. Select other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.
5. Click **Print**.

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 64

Printing One Image on Multiple Sheets for Enlargement (Creating a Poster)

This feature allows you to print one image on multiple sheets of paper. You can create a larger poster by taping them together.



Note:
This feature is not available with borderless printing.

1. On the printer driver's **Main** tab, select **2x1 Poster**, **2x2 Poster**, **3x3 Poster**, or **4x4 Poster** as the **Multi-Page** setting.

2. Click **Settings**, make the appropriate settings, and then click **OK**.

   Note:
   Print Cutting Guides *allows you to print a cutting guide.*

3. Select other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.

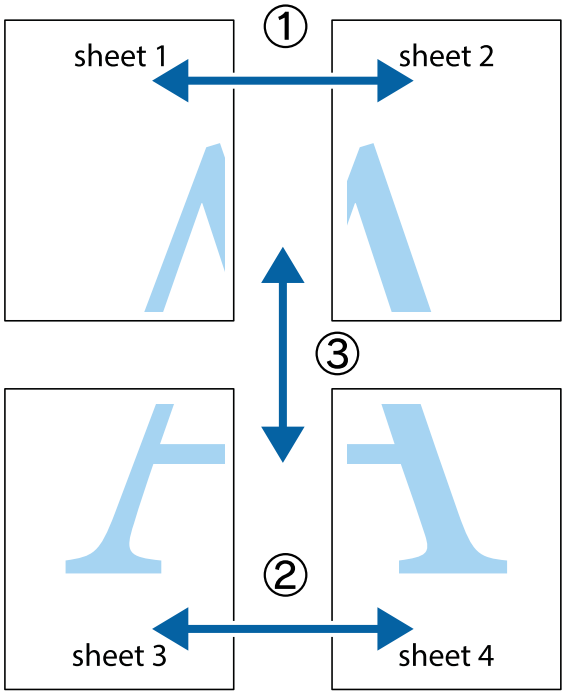
4. Click **Print**.

Related Information

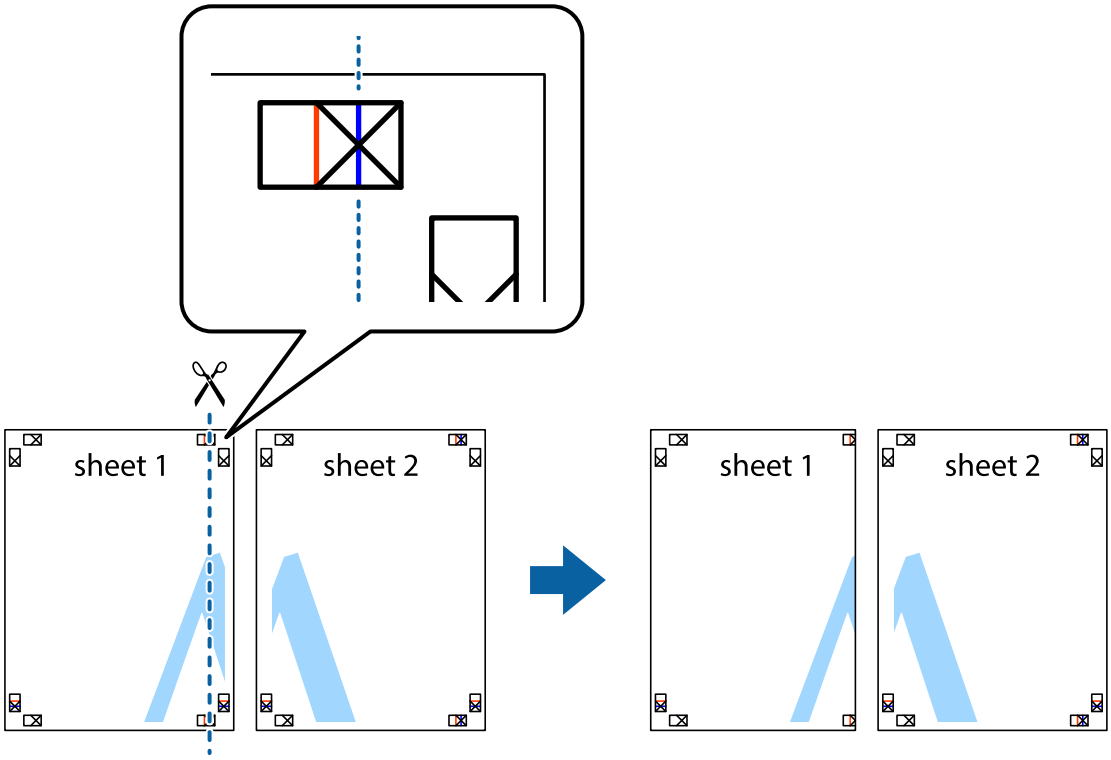
➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 42

Making Posters Using Overlapping Alignment Marks

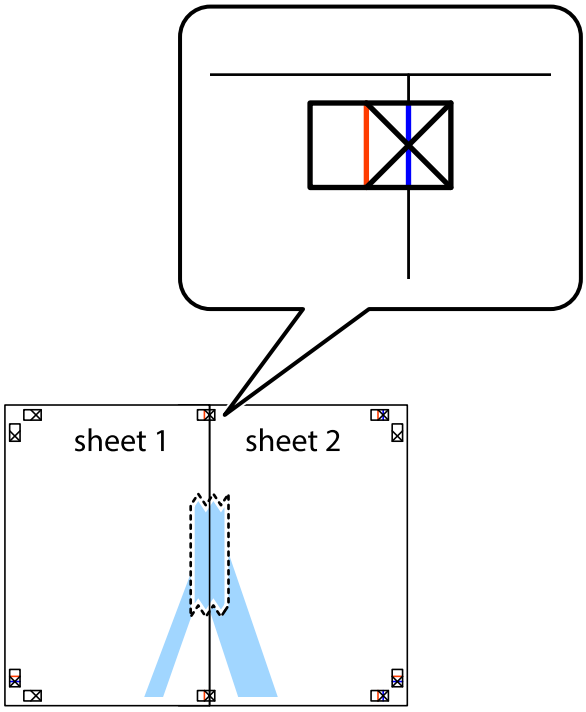
Here is an example of how to make a poster when **2x2 Poster** is selected, and **Overlapping Alignment Marks** is selected in **Print Cutting Guides**.



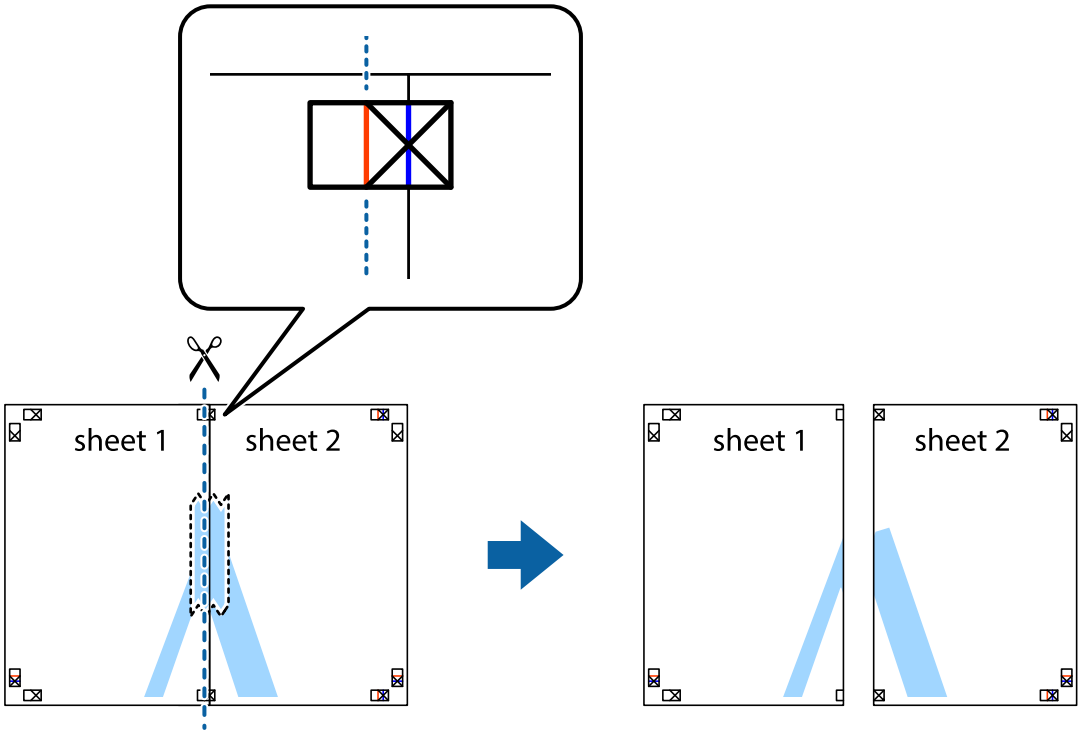
1. Prepare Sheet 1 and Sheet 2. Cut off the margins of Sheet 1 along the vertical blue line through the center of the top and bottom cross marks.



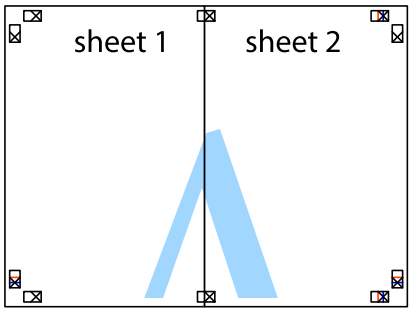
2. Place the edge of Sheet 1 on top of Sheet 2 and align the cross marks, then temporarily tape the two sheets together from the back.



3. Cut the taped sheets in two along the vertical red line through the alignment markers (this time, the line to the left of the cross marks).

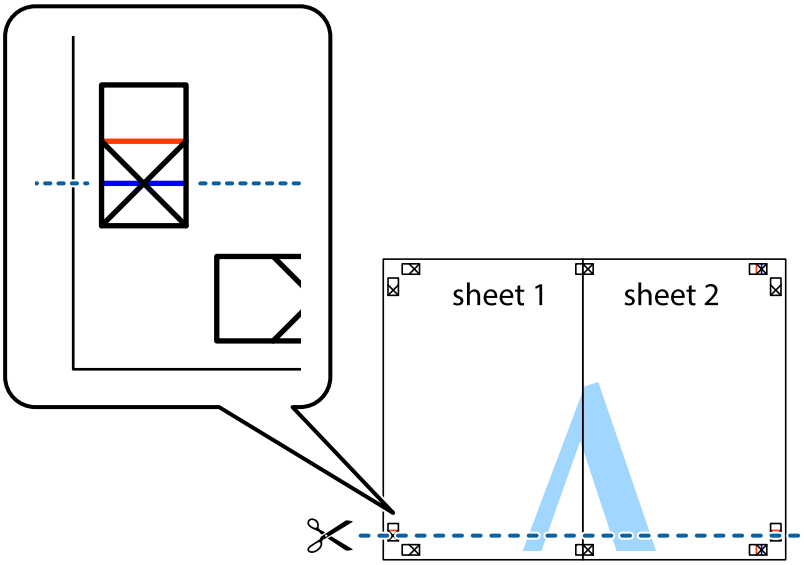


4. Tape the sheets together from the back.

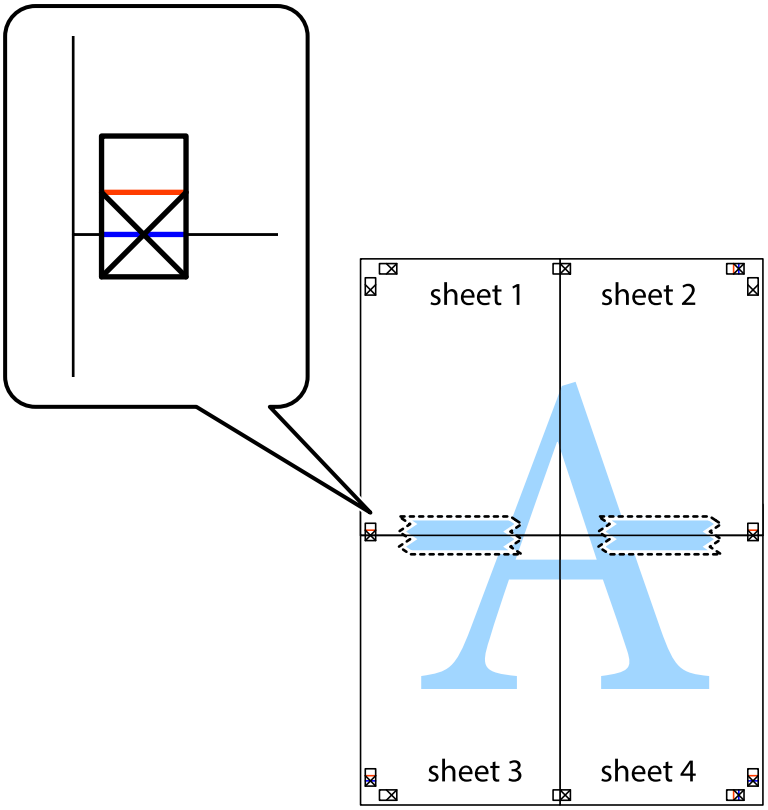


5. Repeat steps 1 to 4 to tape Sheet 3 and Sheet 4 together.

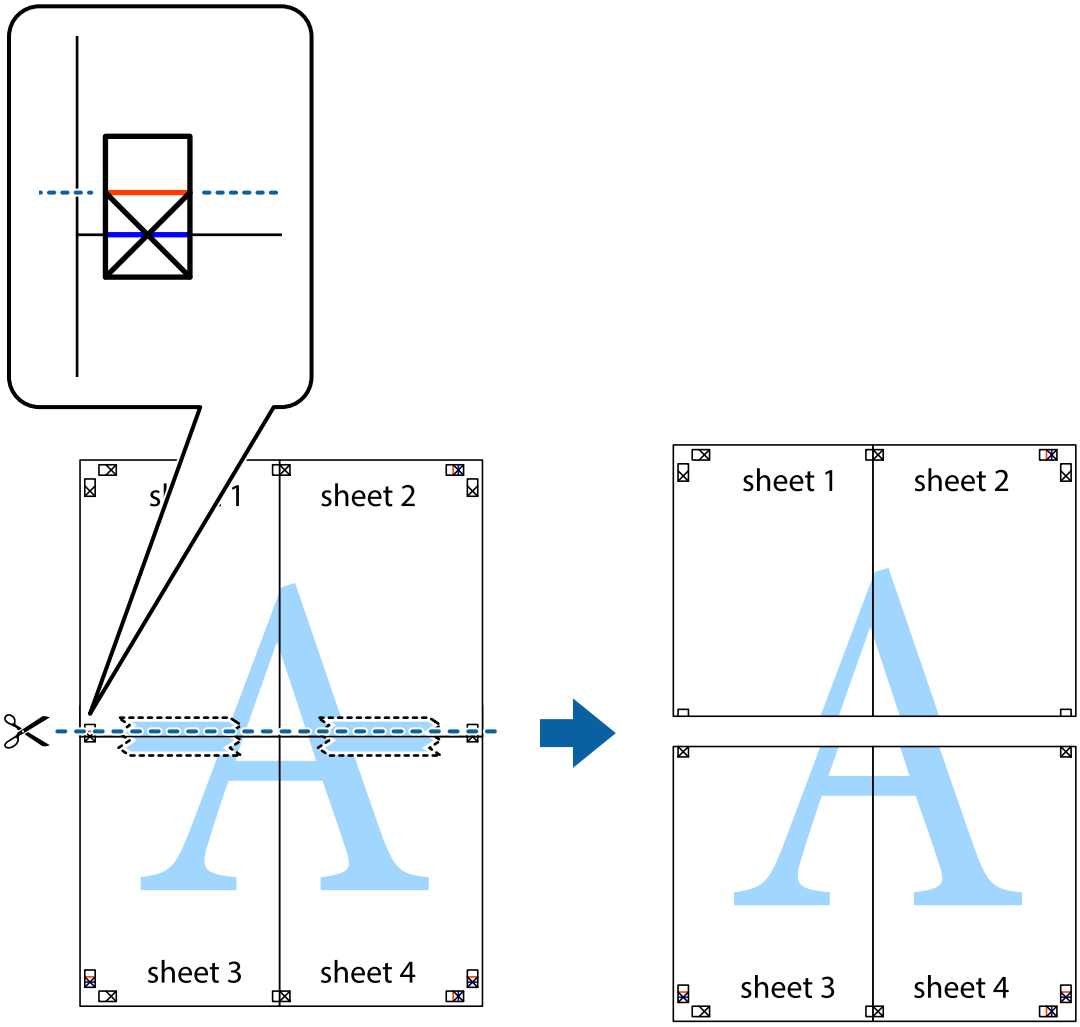
6. Cut off the margins of Sheet 1 and Sheet 2 along the horizontal blue line through the center of the left and right side cross marks.



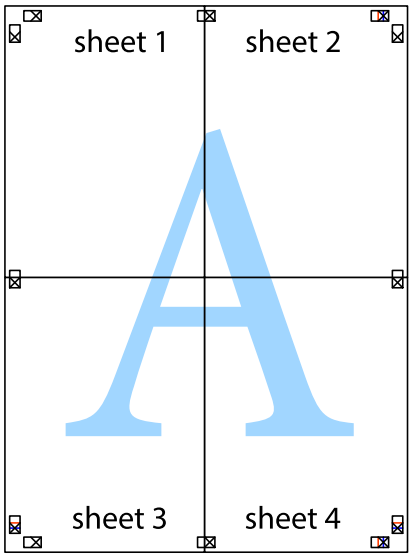
7. Place the edge of Sheet 1 and Sheet 2 on top of Sheet 3 and Sheet 4 and align the cross marks, and then temporarily tape them together from the back.



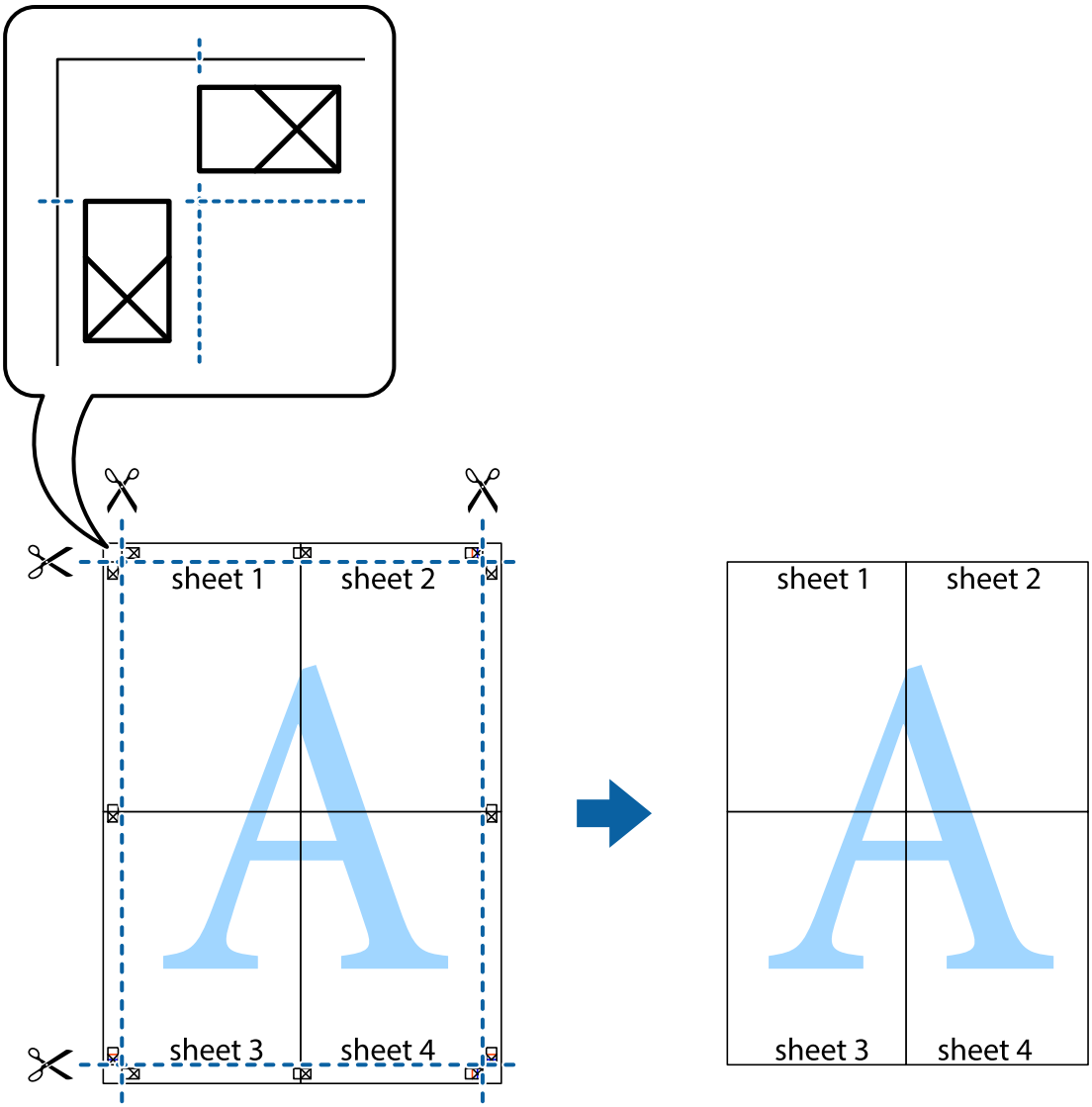
8. Cut the taped sheets in two along the horizontal red line through the alignment markers (this time, the line above the cross marks).



9. Tape the sheets together from the back.

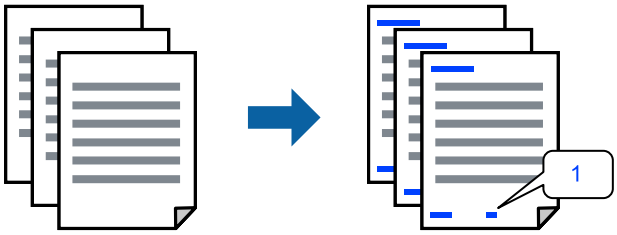


10. Cut off the remaining margins along the outer guide.



Printing with a Header and Footer

You can print information such as a user name or printing date in headers or footers.



1. On the printer driver's **More Options** tab, click **Watermark Features**, and then select **Header/Footer**.

2. Select **Settings**, select the items you want to print and then click **OK**.

   Note:
   - ❏ *To specify the first page number, select **Page Number** from the position you want to print in the header or footer, and then select the number in **Starting number**.*
   - ❏ *If you want to print text in the header or footer, select the position you want to print, and then select **Text**. Enter the text you want to print in the text input field.*

3. Select other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.

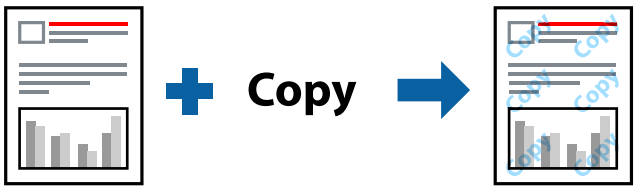
4. Click **Print**.

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 42

Printing an Anti-Copy Pattern

You can print an anti-copy pattern on your printouts. When printing, the letters themselves are not printed and the entire print is screen-toned lightly. The hidden letters appear when photocopied to easily distinguish the original from the copies.



This feature is available when the printer settings are configured as follows:

- ❏ Paper Type: Plain paper, Letterhead, Recycled, Color, Preprinted, High Quality Plain Paper, or Thick paper
- ❏ Borderless: Not selected
- ❏ Quality: Standard
- ❏ 2-Sided Printing: Off, Manual (Long-edge binding), or Manual (Short-edge binding)
- ❏ Color Correction: Automatic

Note:
You can also add your own anti-copy pattern.

1. On the printer driver's **More Options** tab, click **Watermark Features**, and then select anti-copy pattern.

2. Click **Settings** to change details such as the size or density of the pattern.

3. Select other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.

   "Main Tab" on page 43
   "More Options Tab" on page 45

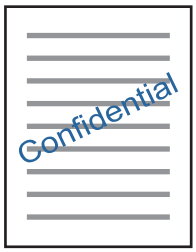
4. Click **Print**.

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 42

Printing a Watermark

You can print a watermark such as "Confidential" on your printouts. You can also add your own watermark.

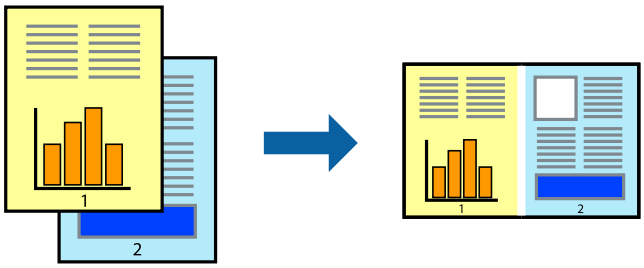


Note:
This feature is not available with borderless printing.

1. On the printer driver's **More Options** tab, click **Watermark Features**, and then select watermark pattern.
2. Click **Settings** to change details such as the size, density, or position of the pattern or the mark.
3. Select other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.
4. Click **Print**.

Printing Multiple Files Together

Job Arranger Lite allows you to combine several files created by different applications and print them as a single print job. You can specify the print settings for combined files, such as multi-page layout, and 2-sided printing.



1. On the printer driver's **Main** tab, select **Job Arranger Lite**, and then click **OK**.
2. Click **Print**.

   When you start printing, the Job Arranger Lite window is displayed.
3. With the Job Arranger Lite window opened, open the file that you want to combine with the current file, and then repeat the above steps.

4. When you select a print job added to Print Project in the Job Arranger Lite window, you can edit the page layout.

5. Click **Print** from the **File** menu to start printing.

   Note:
   *If you close the Job Arranger Lite window before adding all the print data to the Print Project, the print job you are currently working on is canceled. Click **Save** from the **File** menu to save the current job. The extension of the saved files is "ecl".*

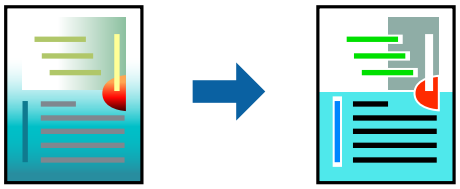
   *To open a Print Project, click **Job Arranger Lite** on the printer driver's **Maintenance** tab to open the Job Arranger Lite window. Next, select **Open** from the **File** menu to select the file.*

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 42

Printing Using the Color Universal Print Feature

You can enhance the visibility of text and images in printouts.



Color Universal Print is only available when all of the following conditions are met.

- ❏ Paper Type: Plain paper, Copy paper, Letterhead, Recycled paper, Colored paper, Preprinted paper, High quality plain paper
- ❏ Quality: **Standard** or a higher quality
- ❏ Print Color: **Color**
- ❏ Applications: Microsoft® Office 2007 or later
- ❏ Text Size: 96 pts or smaller

1. On the printer driver's **More Options** tab, click **Image Options** in the **Color Correction** setting.

2. Select an option from the **Color Universal Print** setting.

3. Select **Enhancement Options** to make further settings.

4. Select other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.

5. Click **Print**.

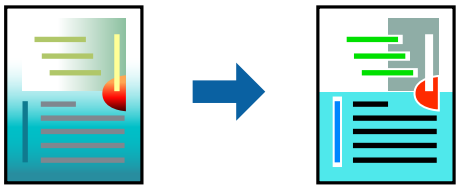
   Note:
   - ❏ *Certain characters may be altered by patterns, such as "+" appearing as "±".*
   - ❏ *Application-specific patterns and underlines may alter content printed using these settings.*
   - ❏ *Print quality may decrease in photos and other images when using Color Universal Print settings.*
   - ❏ *Printing is slower when using Color Universal Print settings.*

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 42

Adjusting the Print Color

You can adjust the colors used in the print job. These adjustments are not applied to the original data.



PhotoEnhance produces sharper images and more vivid colors by automatically adjusting the contrast, saturation, and brightness of the original image data.

Note:
PhotoEnhance *adjusts the color by analyzing the location of the subject. Therefore, if you have changed the location of the subject by reducing, enlarging, cropping, or rotating the image, the color may change unexpectedly. Selecting the borderless setting also changes the location of the subject resulting in changes in color. If the image is out of focus, the tone may be unnatural. If the color is changed or becomes unnatural, print in a mode other than* ***PhotoEnhance****.*

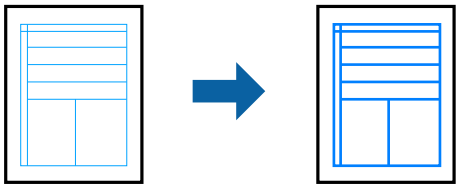
1. On the printer driver's **More Options** tab, select a **Color Correction** setting.
   - ❏ Automatic: This setting automatically adjusts the tone to match the paper type and print quality settings.
   - ❏ Custom: Click **Advanced**, and then select your own settings.
2. Select other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.
3. Click **Print**.

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 42

Printing to Emphasize Thin Lines

You can thicken thin lines that are too thin to print.



1. On the printer driver's **More Options** tab, click **Image Options** in the **Color Correction** setting.
2. Select **Emphasize Thin Lines**.

3. Select other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.

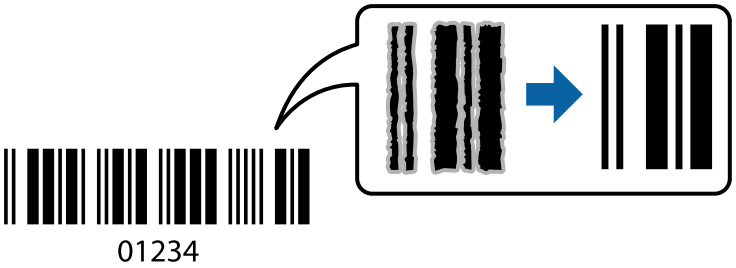
4. Click **Print**.

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 42

Printing Clear Bar Codes

You can print a bar code clearly and make it easy to scan. Only enable this feature if the bar code you printed cannot be scanned.



This feature is available when the printer settings are configured as follows:

❏ Paper Type: Plain paper, Letterhead, Recycled, Color, Preprinted, High Quality Plain Paper, Thick paper, Epson Photo Quality Ink Jet, Epson Matte, or Envelope

❏ Quality: **Standard**

Note:
Some barcodes may not be readable due to their size or the paper type.

1. On the printer driver's **Maintenance** tab, click **Extended Settings**, and then select **Barcode mode**.

2. Select other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.

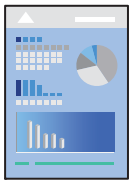
3. Click **Print**.

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 42

Printing from a Computer - Mac OS

Printing Using Easy Settings



Note:
Operations and screens differ depending on the application. See the application's help for details.

1. Load paper in the printer.

   "Loading Paper Using Instructions on the LCD screen" on page 32

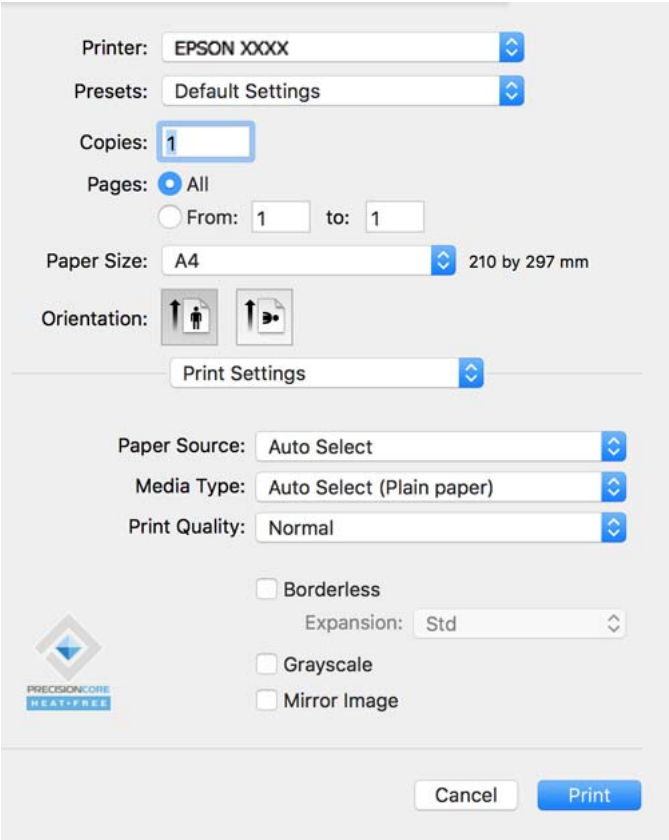
2. Open the file you want to print.

3. Select **Print** from the **File** menu or another command to access the print dialog.

   If necessary, click **Show Details** or ▼ to expand the print window.

4. Select your printer.

5. Select **Print Settings** from the pop-up menu.



Note:
*If the **Print Settings** menu is not displayed on macOS Catalina (10.15) or later, macOS High Sierra (10.13), macOS Sierra (10.12), OS X El Capitan (10.11), OS X Yosemite (10.10), OS X Mavericks (10.9), the Epson printer driver has not been installed correctly. Enable it from the following menu.*

*Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), remove the printer, and then add the printer again. See the following to add a printer.*

"Adding a Genuine Epson Printer (for Mac OS Only)" on page 149

*macOS Mojave (10.14) cannot access **Print Settings** in applications made by Apple such as TextEdit.*

6. Change the settings as necessary.

   See the related information below for more details.

7. Click **Print**.

   Note:
   *If you want to cancel printing, on your computer click the printer icon in the **Dock**. Select the job you want to cancel, and then click ⊗ next to the progress meter. However, you cannot cancel a print job from the computer once it has been completely sent to the printer. In this case, cancel the print job by using the printer's control panel.*

Related Information

➡ "Available Paper and Capacities" on page 221
➡ "List of Paper Types" on page 31
➡ "Menu Options for Print Settings" on page 66

Menu Options for the Printer Driver

Open the print window in an application, select the printer, and then access the printer driver window.

Note:
Menus vary depending on the option you selected.

Menu Options for Layout

Pages per Sheet:

Select the number of pages to be printed on one sheet.

Layout Direction:

Specify the order in which the pages will be printed.

Border:

Prints a border around the pages.

Reverse page orientation:

Rotates pages 180 degrees before printing. Select this item when printing on paper such as envelopes that are loaded in fixed direction in the printer.

Flip horizontally:

Inverts an image to print as it would appear in a mirror.

Menu Options for Color Matching

ColorSync/EPSON Color Controls:

Select the method for color adjustment. These options adjust colors to minimize the difference in color between the printer and computer display.

Menu Options for Paper Handling

Collate pages:

Prints multi-page documents collated in order and sorted into sets.

Pages to Print:

Select to print only odd pages or even pages.

Page Order:

Select to print from the first or the last page.

Scale to fit paper size:

Prints to fit to the paper size you loaded.

- ❏ Destination Paper Size:

  Select the paper size to print on.

- ❏ Scale down only:

  Select this when you want to reduce the size only if the print data is too large for the paper size loaded in the printer.

Menu Options for Cover Page

Print Cover Page:

Select whether or not to print a cover page. When you want to add a back cover, select **After document**.

Cover Page Type:

Select the contents of the cover page.

Menu Options for Print Settings

Paper Source:

Select the paper source from which the paper is fed. Select **Auto Select** to automatically choose the paper source assigned to your document size and paper type in the printer's control panel settings. This feature is available for the WF-4930 Series only.

Media Type:

Select the type of paper you will print on.

Print Quality:

Select the print quality you want to use for printing. The options vary depending on the paper type.

Borderless:

This checkbox is selected when you select a borderless paper size.

In borderless printing, the print data is enlarged slightly to remove margins from the edges of the paper.

Expansion: Select the amount of enlargement.

Grayscale:

Select when you want to print in black or shades of gray.

Mirror Image:

Inverts the image so that it prints as it would appear in a mirror.

Menu Options for Color Options

Manual Settings:

Adjusts the color manually. In **Advanced Settings**, you can select detailed settings.

PhotoEnhance:

Produces sharper images and more vivid colors by automatically adjusting the contrast, saturation, and brightness of the original image data.

Off (No Color Adjustment):

Print without enhancing or adjusting the color in any way.

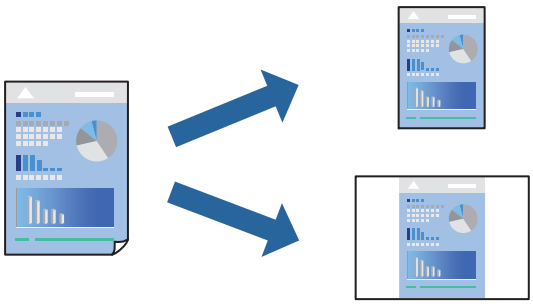
Menu Options for Two-sided Printing Settings

Two-sided Printing:

Prints on both sides of the paper.

Adding Printing Presets for Easy Printing

If you create your own preset of frequently used print settings on the printer driver, you can print easily by selecting the preset from the list.



1. Set each item such as **Print Settings** and **Layout** (**Paper Size**, **Media Type**).
2. Click **Presets** to save the current settings as a preset.

3. Click **OK**.

   Note:
   *To delete an added preset, click **Presets** > **Show Presets**, select the preset name you want to delete from the list, and then delete it.*

4. Click **Print**.

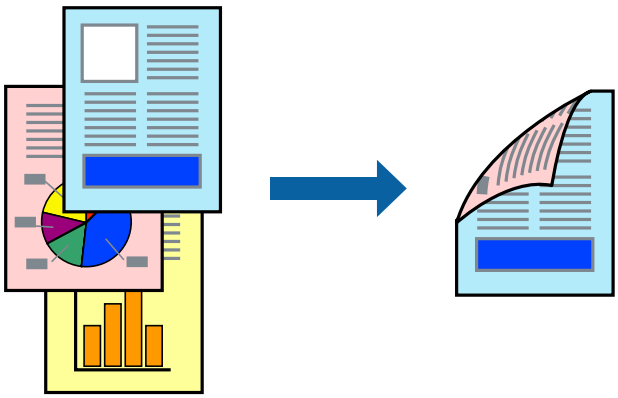
The next time you want to print using the same settings, select the registered preset name from the **Presets**.

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 64

Printing on 2-Sides

You can print on both sides of the paper.



Note:
- ❑ *This feature is not available with borderless printing.*
- ❑ *If you do not use paper that is suitable for 2-sided printing, the print quality may decline and paper jams may occur.*
  "Paper for 2-Sided Printing" on page 229
- ❑ *Depending on the paper and the data, ink may bleed through to the other side of the paper.*

1. Select **Two-sided Printing Settings** from the pop-up menu.

2. Select the binding setting in **Two-sided Printing**.

3. Select the type of original in **Document Type**.

   Note:
   - ❑ *Printing may be slow depending on the **Document Type** setting.*
   - ❑ *If you are printing high-density data such as photos or graphs, select **Text & Photos** or **Text & Graphics** as the **Document Type** setting. If scuffing occurs or the image bleeds through to the reverse side, adjust the print density and ink drying time by clicking the arrow mark next to **Adjustments**.*

4. Select other settings as necessary.

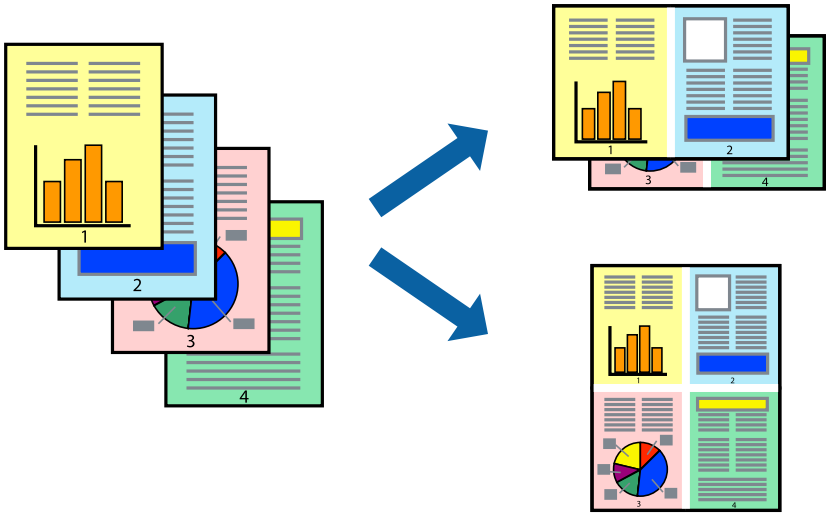
5. Click **Print**.

Related Information

➡ "Available Paper and Capacities" on page 221
➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 64

Printing Several Pages on One Sheet

You can print several pages of data on a single sheet of paper.



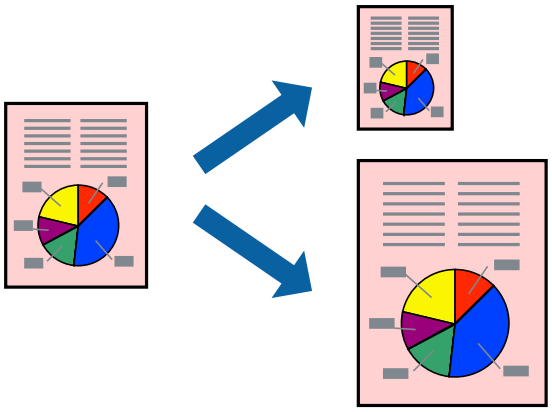
1. Select **Layout** from the pop-up menu.
2. Select the number of pages in **Pages per Sheet**, the **Layout Direction** (page order), and **Border**.
   "Menu Options for Layout" on page 65
3. Select other settings as necessary.
4. Click **Print**.

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 64

Printing to Fit the Paper Size

Select the paper size you loaded in the printer as the Destination Paper Size setting.



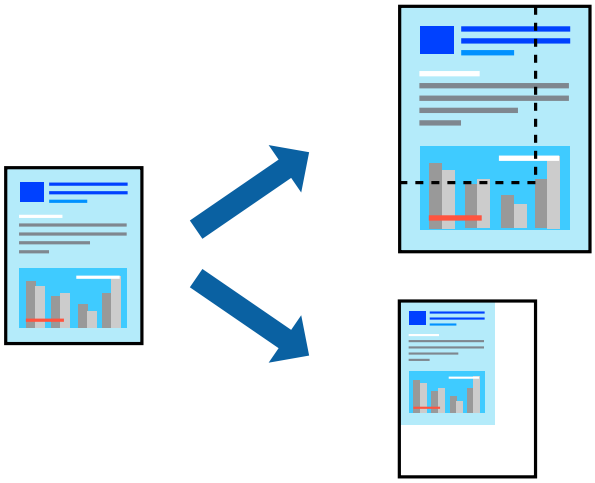
1. Select the size of the paper you set in the application as the **Paper Size** setting.
2. Select **Paper Handling** from the pop-up menu.
3. Select **Scale to fit paper size**.
4. Select the paper size you loaded in the printer as the **Destination Paper Size** setting.
5. Select other settings as necessary.
6. Click **Print**.

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 64

Printing a Reduced or Enlarged Document at any Magnification

You can reduce or enlarge the size of a document by a specific percentage.



Note:
Operations differ depending on the application. See the application's help for details.

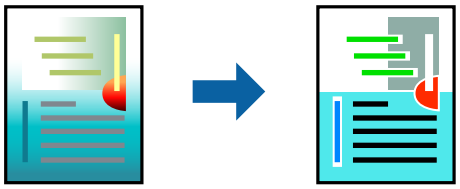
1. Do one of the following:
   - ❑ Select **Print** from the **File** menu of the application. Select your printer in **Printer**. Select the size of the data to be printed from **Paper Size**, enter a percentage in the application's scaling settings, and then click **OK**.
   - ❑ Select **Page Setup** from the **File** menu of the application. Select your printer in **Format For**. Select the size of the data to be printed from **Paper Size**, enter a percentage in **Scaling**, and then click **OK**.
2. Select other settings as necessary.
3. Click **Print**.

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 64

Adjusting the Print Color

You can adjust the colors used in the print job. These adjustments are not applied to the original data.



PhotoEnhance produces sharper images and more vivid colors by automatically adjusting the contrast, saturation, and brightness of the original image data.

Note:
PhotoEnhance *adjusts the color by analyzing the location of the subject. Therefore, if you have changed the location of the subject by reducing, enlarging, cropping, or rotating the image, the color may change unexpectedly. Selecting the borderless setting also changes the location of the subject resulting in changes in color. If the image is out of focus, the tone may be unnatural. If the color is changed or becomes unnatural, print in a mode other than* ***PhotoEnhance****.*

1. Select **Color Matching** from the pop-up menu, and then select **EPSON Color Controls**.
2. Select **Color Options** from the pop-up menu, and then select one of the available options.
3. Click the arrow next to **Advanced Settings** and make the appropriate settings.
4. Select other settings as necessary.
5. Click **Print**.

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32
➡ "Printing Using Easy Settings" on page 64

Printing Photos

Printing JPEG Files from a Memory Device

You can print JPEG files from a memory device connected to the printer.

1. Connect the memory device to the printer's external interface USB port.
   "Inserting and Removing an External USB Device" on page 39
2. Select **Memory Device** on the home screen.
3. Select **JPEG**.
4. Select the file, and then proceed to the next screen.
5. Set each item in **Basic Settings** and **Advanced** as necessary, and then tap ◇.

JPEG Settings

You can make print settings for JPEG format files in your memory devices.

(Options) :

Select settings for ordering, selecting, and deselecting image data.

Basic Settings:

- ❏ Paper Setting

  Specify the settings for the paper you want to use.
- ❏ Color Mode

  Select **B&W** or **Color**.

Advanced:

- ❏ Layout

  Select how to layout the JPEG files. **With Border** is for printing one file per sheet with margins around the edges. **Borderless** is for printing one file per sheet without margins around the edges. The image is enlarged a little to remove borders from the edges of the paper. **20-up** is for printing 20 files on one sheet. **Index** is for creating index prints with information.
- ❏ Fit Frame

  Select **On** to crop the image to fit into the selected print layout automatically. If the aspect ratio of the image data and the paper size is different, the image is automatically enlarged or reduced so that the short sides match the short sides of the paper. The long side of the image is cropped if it extends beyond the long side of the paper. This feature may not work for panorama photos.
- ❏ Quality

  Select **Best** for higher quality printing. The printing speed may be slower.
- ❏ Date

  Select the format of the date the photo was taken or saved. The date is not printed for some layouts.

❏ Fix Photo

Select this mode to improve the brightness, contrast, and saturation of the photo automatically. To turn off automatic improvement, select **Enhance Off**.

❏ Fix Red-Eye

Select **On** to automatically fix the red-eye effect in photos. Corrections are not applied to the original file, only to the printouts. Depending on the type of photo, parts of the image other than the eyes may be corrected.

Printing TIFF Files from a Memory Device

You can print TIFF files from a memory device connected to the printer.

1. Connect the memory device to the printer's external interface USB port.

   "Inserting and Removing an External USB Device" on page 39

2. Select **Memory Device** on the home screen.
3. Select **TIFF**.
4. Select the file.
5. Select other settings in **Basic Settings** and **Advanced** as necessary, and then tap ◇.

TIFF Settings

You can select print settings for TIFF format files in your memory devices.

(Display order) :

Changes the order of the files.

Basic Settings:

❏ Paper Setting

Specify the settings for the paper you want to use.

❏ Color Mode

Select **B&W** or **Color**.

Advanced:

❏ Layout

Select how to layout the Multi-TIFF file. **With Border** is for printing one page per sheet with margins around the edges. **Borderless** is for printing one page per sheet without margins around the edges. The image is enlarged a little to remove borders from the edges of the paper. **20-up** is for printing 20 pages on one sheet. **Index** is for creating index prints with information.

❏ Fit Frame

Select **On** to crop the photo to fit into the selected photo layout automatically. If the aspect ratio of the image data and the paper size is different, the image is automatically enlarged or reduced so that the short sides match the short sides of the paper. The long side of the image is cropped if it extends beyond the long side of the paper. This feature may not work for panorama photos.

❏ Quality

Select **Best** for higher quality printing. The printing speed may be slower.

❏ Print Order

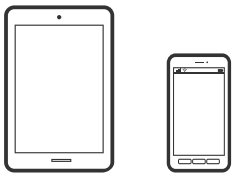
Select the order for printing multi-page TIFF files.

❏ Date

Select the format of the date the photo was taken or saved. The date is not printed for some layouts.

Printing Photos from Mobile Devices

You can print photos from a mobile device.



Printing Using Epson Smart Panel

Epson Smart Panel is an application that allows you to perform printer operations easily including printing, copying, or scanning from a mobile device. You can connect the printer and mobile device over a wireless network, check the ink levels and printer status, and check for solutions if an error occurs. You can also copy easily by registering a copy favorite.

Install Epson Smart Panel from the following URL or QR code.

https://support.epson.net/smpdl/

Start Epson Smart Panel, and then select the print menu on the home screen.

Printing Documents Using AirPrint

AirPrint enables instant wireless printing from iPhone, iPad, and Mac without the need to install drivers or download software.

Works with Apple AirPrint

Note:
If you disabled paper configuration messages on your printer control panel, you cannot use AirPrint. See the link below to enable the messages, if necessary.

1. Set up your printer for wireless printing. See the link below.

   U.S. and Canada

   "Connecting the Printer to the Network" on page 282

   Other Regions

   https://epson.sn

2. Connect your Apple device to the same wireless network that your printer is using.

3. Print from your device to your printer.

   Note:
   For details, see the AirPrint page on the Apple website.

Related Information

➡ "Cannot Print Even Though a Connection has been Established (iOS)" on page 169

Printing Using Mopria Print Service

Mopria technology allows you to print or scan from devices using the Android, ChromeOS, and Microsoft Windows operating systems to and from Mopria certified printers, scanners, and multifunction printers from many manufacturers.

The Mopria Print Service app for Android enables printing to Mopria certified printers and multifunction printers from many manufacturers. You can print from your Android phone or tablet using the Mopria Print Service app from the Google Play Store.

mopria®

For more details, visit the Mopria website at https://mopria.org.

Printing Using a Chromebook

1. Connect the Chromebook and the printer to the same network.

   You can also connect the Chromebook and the printer directly using Wi-Fi Direct settings.

2. Open the file you want to print.

3. Select **Print** from the **File** menu.

4. Select **Destination**, and then **See more...** to select your printer.

5. Select **Print**.

   Note:
   For detailed information, see Chromebook Help.

Related Information

➡ "Connecting a Device and Printer Directly (Wi-Fi Direct)" on page 152

Printing Using Epson Print Enabler

You can wirelessly print your documents, emails, photos, and web pages right from your Android smartphone or tablet (Android v7.0 or later). With a few taps, your Android device will discover an Epson printer that is connected to the same wireless network.

Search for and install Epson Print Enabler from Google Play.

Go to **Settings** on your Android device, select **Printing**, and then enable Epson Print Enabler. From an Android application such as Chrome, tap the menu icon and print whatever is on the screen.

Note:
*If you do not see your printer, tap **All Printers** and select your printer.*

Printing on Envelopes

Printing on Envelopes from a Computer (Windows)

1. Load envelopes in the printer.

   "Loading Paper Using Instructions on the LCD screen" on page 32

2. Open the file you want to print.

3. Access the printer driver window.

4. Select the envelope size from **Document Size** on the **Main** tab, and then select **Envelope** from **Paper Type**.

5. Select other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.

6. Click **Print**.

Printing on Envelopes from a Computer (Mac OS)

1. Load envelopes in the printer.
   "Loading Paper Using Instructions on the LCD screen" on page 32
2. Open the file you want to print.
3. Select **Print** from the **File** menu or another command to access the print dialog.
4. Select the size as the **Paper Size** setting.
5. Select **Print Settings** from the pop-up menu.
6. Select **Envelope** as the **Media Type** setting.
7. Select other settings as necessary.
8. Click **Print**.

Printing Web Pages

Printing Web Pages from a Computer

Epson Photo+ allows you to display web pages, crop to a specified area, and then edit and print them. See the application's help for details.

Printing Web Pages from Mobile Devices

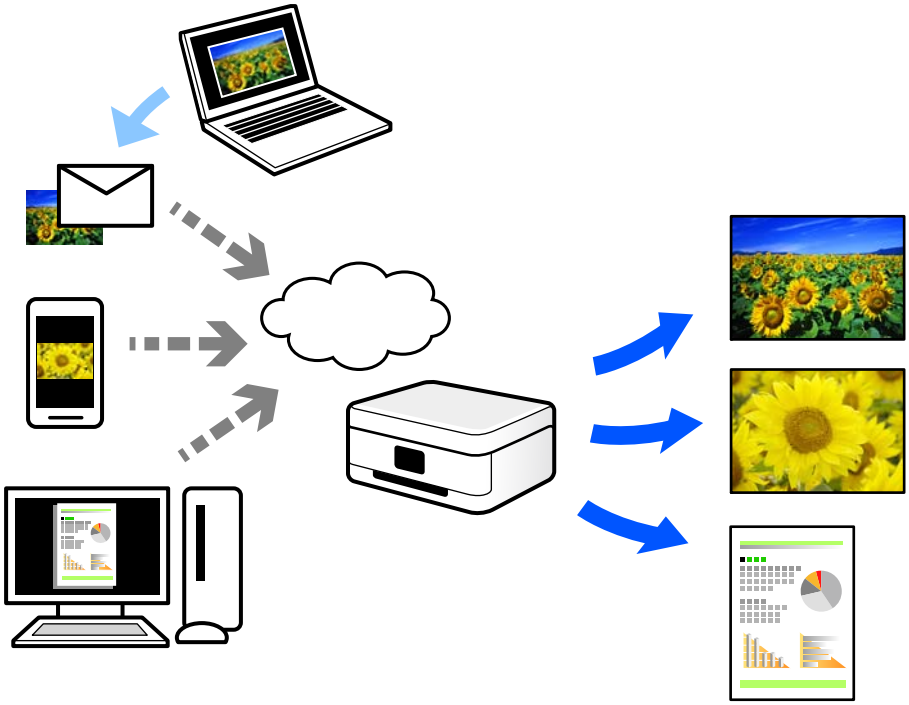
Install Epson Smart Panel from the following URL or QR code.

https://support.epson.net/smpdl/

Open the web page you want to print in your web browser app. Tap **Share** from the menu of the web browser application, select **Smart Panel**, and then start printing.

Printing Using a Cloud Service

By using the Epson Connect service available on the Internet, you can print from your smartphone, tablet PC, or laptop, anytime and practically anywhere. To use this service, you need to register the user and the printer in Epson Connect.



The features available are as follows.

❏ Email Print

When you send an email with attachments such as documents or images to an email address assigned to the printer, you can print that email and the attachments from remote locations such as your home or office printer.

❏ Epson Smart Panel

This Application is for iOS and Android, and allows you to print or scan from a smartphone or tablet. You can print documents, images, and web sites by sending them directly to a printer on the same wireless LAN.

❏ Remote Print Driver

When you print using a printer in a remote location, you can print by changing the printer on the usual applications window.

See the Epson Connect web portal for details on how to setup or print.

https://epson.com/connect (U.S.)

https://epson.ca/connect (Canada)

http://www.epsonconnect.eu (Europe)

https://www.epsonconnect.ae (Middle East, Turkey, Africa, Central and West Asia)

https://www.epsonconnect.com (Other regions)

Copying

Available Copying Methods. 80

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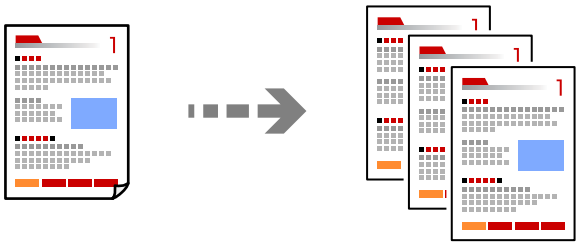
Available Copying Methods

Place the originals on the scanner glass or the ADF, and then select the **Copy** menu on the home screen.

Copying Originals

This section explains the steps for copying originals in color or monochrome.



1. Load paper in the printer.

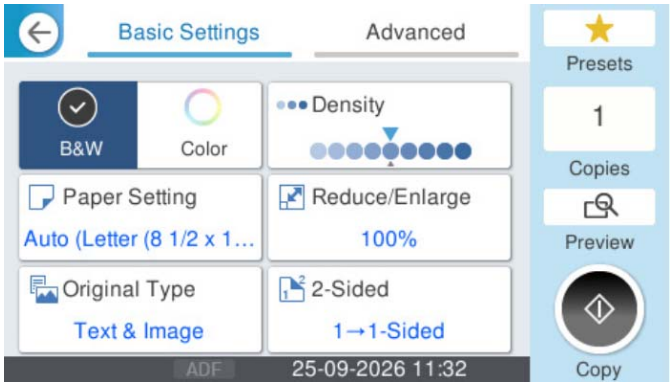
   "Loading Paper Using Instructions on the LCD screen" on page 32

2. Place the originals.

   "Placing Originals" on page 36

3. Select **Copy** on the home screen.

4. Select the **Basic Settings** tab, and then select **B&W** or **Color**.



5. Tap ⟐.

Copying on 2-Sides

Copy multiple originals on both sides of the paper.

1. Place all originals face up in the ADF.

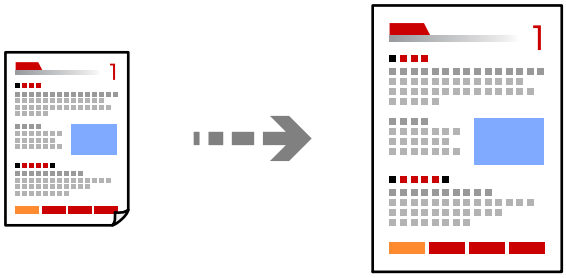
> ***Important:***
> *If you want to copy originals that are not supported by the ADF, use the scanner glass.*
> *"Originals that are not Supported by the ADF" on page 37*

Note:
You can also place the originals on the scanner glass.
"Placing Originals" on page 36

2. Select **Copy** on the home screen.
3. Select the **Basic Settings** tab, select **2-Sided**, and then select the 2-sided menu option you want to perform.
4. Specify other settings such as the original orientation and the binding position.
5. Tap ⟐.

Copying by Enlarging or Reducing

You can copy originals at a specified magnification.

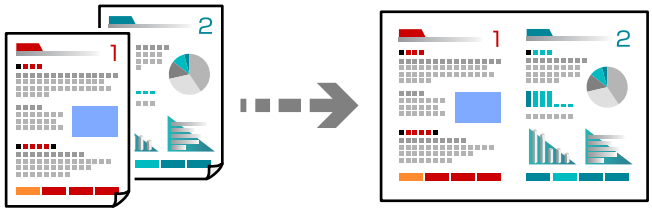


1. Place the originals.
   "Placing Originals" on page 36
2. Select **Copy** on the home screen.
3. Select the **Basic Settings** tab, and then select **Reduce/Enlarge**.
4. Specify the amount of enlargement or reduction.

5. Tap ⊡.

Copying Multiple Originals onto One Sheet

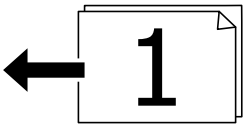
You can copy the multiple originals onto a single sheet.



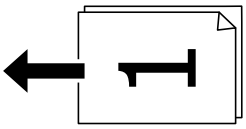
1. Place all originals face up in the ADF.

   Place them in the direction shown in the illustration.

   ❏ Readable Direction



   ❏ Left Direction



> ***Important:***
> *If you want to copy originals that are not supported by the ADF, use the scanner glass.*
> *"Originals that are not Supported by the ADF" on page 37*

Note:
You can also place the originals on the scanner glass.
"Placing Originals" on page 36

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

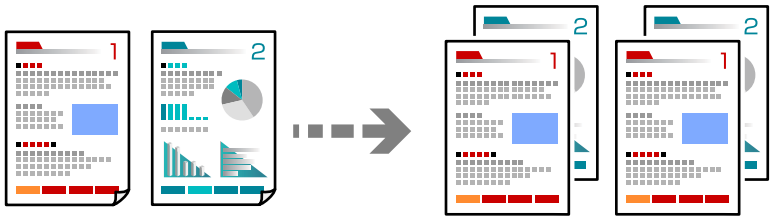
3. Select the **Advanced** tab, select **Multi-Page**, and then select **2-up** or **4-up**.

4. Specify the layout order and the original orientation.

5. Tap ⊡.

Copying Multi-Page Originals with the Pages in Order

When making multiple copies of a multi-page document, you can discharge one copy at a time in page order.



1. Place the originals.

   "Placing Originals" on page 36

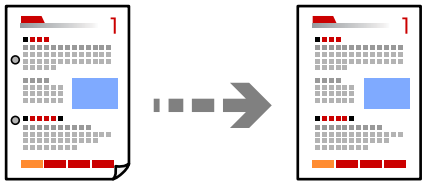
2. Select **Copy** on the home screen.

3. Select the **Advanced** tab, and then select **Finishing** > **Collate (Page Order)**.

4. Tap ◇.

Copying Originals Without Shadows or Punched Holes

You can copy originals without shadows or punched holes or adjust the image quality.



1. Place the originals.

   "Placing Originals" on page 36

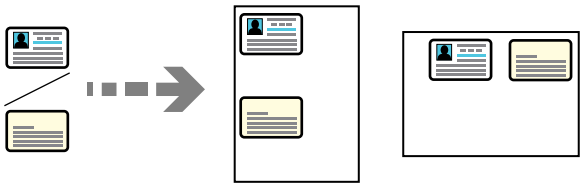
2. Select **Copy** on the home screen.

3. Select the **Advanced** tab, and then enable **Remove Shadow** or **Remove Punch Holes** or adjust the image quality in **Image Quality**.

4. Tap ◇.

Copying the Front and Back of an ID Card onto One Side of Paper

You can scan both sides of an ID card and copy it onto one side of paper.



1. Place the originals.

   "Placing Originals" on page 36

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

3. Select the **Advanced** tab, select **ID Card Copy**, and then enable the setting.

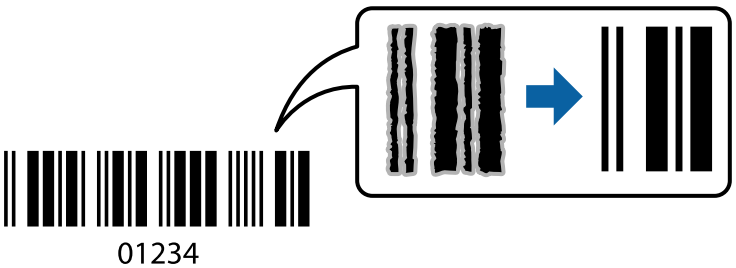
4. Specify the **Orientation (Original)**.

5. Tap ◇.

   Follow the on-screen instructions to place the reverse side of the original.

Copying Bar Codes Clearly

You can copy a bar code clearly and make it easy to scan. Only enable this feature if the bar code you printed cannot be scanned.



1. Place the originals.

   "Placing Originals" on page 36

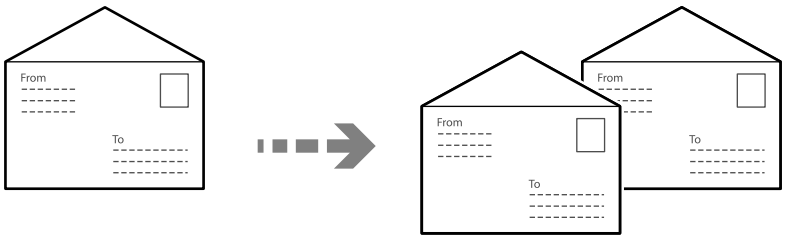
2. Select **Copy** on the home screen.

3. Select the **Basic Settings** tab, and then select **Original Type** > **Barcode**.

4. Tap ◇.

Copying Envelopes

You can copy envelopes.



Make sure the envelopes are loaded in the correct orientation.

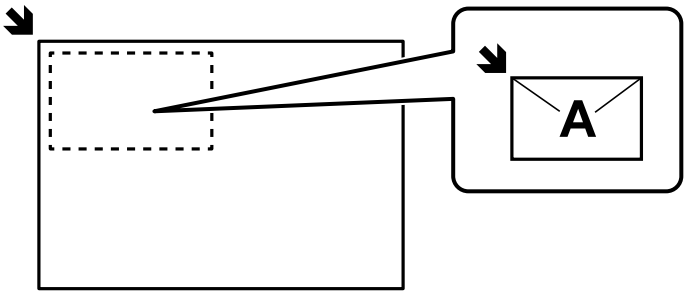
❏ Loading paper

See the related information below for more details.

"Loading Paper Using Instructions on the LCD screen" on page 32

❏ Placing originals

Place the original on the scanner glass. When placing an envelope, place it in the orientation as shown in the illustration.



Basic Menu Options for Copying

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

Color Mode:

Select whether to copy in color or in monochrome.

❏ B&W

Copies the original in black and white (monochrome).

❏ Color

Copies the original in color.

Density:

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

Paper Setting:

Select the paper source that you want to use. When **Auto** is selected, paper is fed automatically using the **Paper Setting** settings made when you loaded the paper. This feature is available for the WF-4930 Series only.

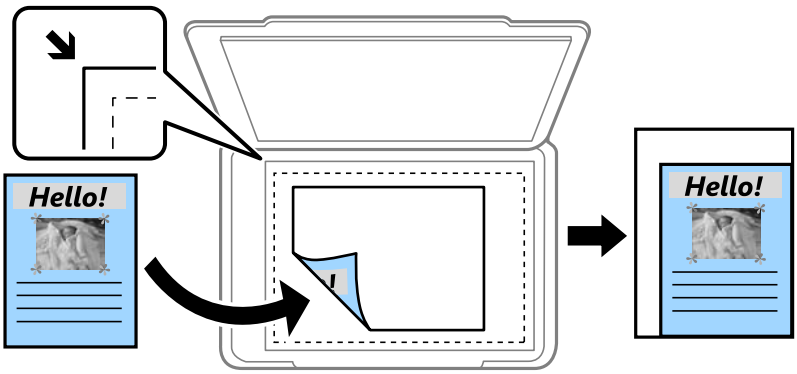
Reduce/Enlarge:

Select the percentage of enlargement or reduction. Tap the value and specify the magnification used to enlarge or reduce the original over a range of 25 to 400%.

❏ Auto

Enlarge or reduce the original size automatically to the magnification of the paper size. For example, if you set the original size to A6 and set the paper size to A4, the magnification automatically adjusts to 200%.

When there are white margins around the original, the white margins on the sides nearest to the corner mark (↘) on the scanner glass are detected as the scan area, but the margins at the opposite sides may be cropped.



❏ Reduce to Fit Paper

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

❏ Actual Size

Copies at 100 % magnification.

❏ Legal→Half Letter and other option

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

Original Type:

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

2-Sided:

Select 2-sided layout.

The features marked with * are available for the WF-4930 Series only.

❏ 1→1-Sided

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

❏ 2→2-Sided*

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

❏ 1→2-Sided

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

❏ 2→1-Sided*

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

Advanced Menu Options for Copying

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

Multi-Page:

Select the copy layout.

❏ Single Page

Copies a single-sided original onto a single sheet.

❏ 2-up

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

❏ 4-up

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

Original Size:

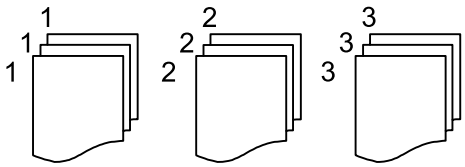
Select the size of your original. When copying non-standard size originals, select the size closest to your original.

Finishing:

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

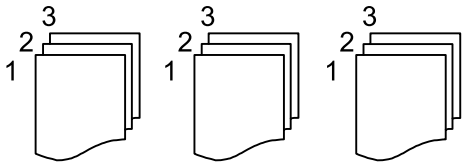
❏ Group (Same Pages)

Copies the originals with same-numbered pages grouped together.



❏ Collate (Page Order)

Copies the originals collated in order and sorted into sets.



Orientation (Original):

Select the orientation of your original.

Image Quality:

Adjust image settings.

❏ Contrast

Adjust the difference between the bright and dark parts.

❏ Saturation

Adjust the vividness of the colors.

❏ Red Balance, Green Balance, Blue Balance

Adjust the density for each color.

❏ Sharpness

Adjust the outline of the image.

❏ Hue Regulation

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

❏ Remove Background

Adjust the density of the background color. Tap + to make it bright (white) and tap - to make it dark (black).

Binding Margin:

Select the binding position, margin, and orientation of your original.

Reduce to Fit Paper:

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

Remove Shadow:

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

Remove Punch Holes:

Removes the binding holes when copying.

ID Card Copy:

Select to scan both sides of an ID card and copy them onto one side of a paper.

Clear All Settings:

Select to reset the copy settings to their defaults.

Scanning

Available Scanning Methods. 91

Scanning Originals to a Network Folder. 91

Scanning Originals to an Email. 94

Scanning Originals to a Computer. 98

Scanning Originals to a Memory Device. 98

Scanning Originals to the Cloud. 101

Scanning Using WSD. 103

Scanning Using Mopria Scan. 105

Scanning Originals to a Mobile Device. 105

Available Scanning Methods

You can use any of the following methods to scan using this printer.

Scanning to a Network Folder

You can save the scanned image to a pre-configured folder on a network.

"Scanning Originals to a Network Folder" on page 91

Scanning to an Email

You can email the scanned image directly from the printer through a pre-configured email server.

"Scanning Originals to an Email" on page 94

Scanning to a Computer

You can save the scanned image to a computer connected to the printer.

"Scanning Originals to a Computer" on page 98

Scanning to a Memory Device

You can save the scanned image directly to a memory device inserted into the printer.

"Scanning Originals to a Memory Device" on page 98

Sending to a Cloud Service

You can send the scanned image to a pre-registered cloud service.

"Scanning Originals to the Cloud" on page 101

Scanning Using WSD

You can save the scanned image to a computer connected to the printer, using the WSD feature.

"Scanning Using WSD" on page 103

Scanning Directly from Smart Devices

You can save the scanned image to a smart device such as a smartphone or tablet with the Epson Smart Panel app.

"Scanning Originals to a Mobile Device" on page 105

Scanning Originals to a Network Folder

Save the scanned image to a specified folder on a network.

You need to select settings in advance. See the following link for details on the work flow for selecting settings.

"Settings of Servers and Folders" on page 344

Note:
*Make sure the printer's **Date/Time** and **Time Difference** settings are correct. Access the settings from **Settings** > **General Settings** > **Basic Settings** > **Date/Time Settings**.*

1. Place the originals.

   "Placing Originals" on page 36

2. Select **Scan** > **Network Folder/FTP** on the control panel.

3. Specify the destination.

   ❏ To select from frequently used addresses: Select a contact from **Destination** tab.

   ❏ To enter the folder path directly: Select **Keyboard**. Select **Communication Mode**, enter the folder path as the **Location (Required)**, and then select other folder settings as needed.

   Selecting **Browse** searches for folders on computers connected to the network. You can use **Browse** only when **Communication Mode** is set to SMB.

   Enter the folder path in the following format.

   When using SMB as the communication mode: \\host name\folder name

   When using FTP as the communication mode: ftp://host name/folder name

   When using FTPS as the communication mode: ftps://host name/folder name

   When using WebDAV (HTTPS) as the communication mode: https://host name/folder name

   When using WebDAV (HTTP) as the communication mode: http://host name/folder name

   ❏ To select from the contacts list: Select **Contacts**, and then select a contact. You can search for a contact from the contacts list. Enter the search keyword into the box at the top of the screen.

   Note:

   You can print the history of the folder in which documents are saved, by selecting Menu.

4. Select **Scan Settings**, check settings such as the save format, and change them if necessary.

   "Scan Menu Options for Scanning to a Folder" on page 93

   Note:

   Select ★ to save your settings as a preset.

5. Tap ⊡.

Destination Menu Options for Scanning to a Network Folder

Keyboard:

Open the **Edit Location** screen. Enter the folder path and set each item on the screen.

Edit Location:

Enter the folder path and set each item on the screen.

❏ Communication Mode:

Select the communication mode for the folder.

❏ Location (Required):

Enter the path for the folder where you will save the scanned image.

Selecting **Browse** searches for folders on computers connected to the network. You can use **Browse** only when **Communication Mode** is set to SMB.

❏ User Name:

Enter a user name to log on to the specified folder.

❏ Password:

Enter a password corresponding to the user name.

❏ Connection Mode:

Select the connection mode for the folder.

❏ Port Number:

Enter a port number for the folder.

❏ Proxy Server Settings:

Select whether or not to use a proxy server.

Contacts:

Select a destination from the contacts list.

You can search for a contact from the contacts list. Enter the search keyword into the box at the top of the screen.

Scan Menu Options for Scanning to a Folder

Note:
Some items may not be available depending on other settings you select.

Color Mode:

Select whether to scan in color or in monochrome.

File Format:

Select the format in which to save the scanned image.

When you select PDF, PDF/A, or TIFF as the file format, select whether to save all originals as one file (multi-page) or save each original separately (single page).

❏ Compression Ratio:

Select how much to compress the scanned image.

❏ PDF Settings:

When you have selected PDF as the save format setting, use these settings to protect PDF files.

To create a PDF file that requires a password when opening, set Document Open Password. To create a PDF file that requires a password when printing or editing, set Permissions Password.

Resolution:

Select the scanning resolution.

2-Sided:

Note:
This feature is available for the WF-4930 Series only.

Scan both sides of the original.

❏ Orientation (Original):

Select the orientation of the original.

❏ Binding(Original):

Select the binding direction of the original.

Scan Area:

Select the scan area. To crop the white space around the text or image when scanning, select **Auto Cropping**. To scan at the maximum area of the scanner glass, select **Max Area**.

❏ Orientation (Original):

Select the orientation of the original.

Original Type

Select the type of your original.

Orientation (Original):

Select the orientation of the original.

Density:

Select the contrast of the scanned image.

Remove Shadow:

Remove the shadows of the original that appear in the scanned image.

❏ Frame:

Remove the shadows at the edge of the original.

❏ Center:

Remove the shadows of the binding margin of the booklet.

Remove Punch Holes:

Remove the punch holes that appear in the scanned image. You can specify the area to erase the punch holes by entering a value in the box on the right.

❏ Erasing Position:

Select the position to remove the punch holes.

❏ Orientation (Original):

Select the orientation of the original.

File Name:

❏ Filename Prefix:

Enter a prefix for the name of the file in alphanumeric characters and symbols.

❏ Add Date:

Add the date to the file name.

❏ Add Time:

Add the time to the file name.

Clear All Settings

Resets the scan settings to their defaults.

Scanning Originals to an Email

You can email scanned image files directly from the printer through a pre-configured email server.

You need to select settings in advance to perform scanning. See the following link for details on the work flow for selecting settings.

"Settings of Servers and Folders" on page 344

Note:
*Before scanning, make sure the printer's **Date/Time** and **Time Difference** settings are correct. Access the settings from **Settings** > **General Settings** > **Basic Settings** > **Date/Time Settings**.*

1. Place the originals.

   "Placing Originals" on page 36

2. Select **Scan** > **Email** on the control panel.

3. Specify the recipient.

   - ❏ To select from frequently used addresses: Select a contact from **Recipient** tab.
   - ❏ To enter the email address manually: Select **Keyboard**, and then enter the email address.
   - ❏ To select from the contacts list: Select **Contacts**, and then select a contact. You can search for a contact from the contacts list. Enter the search keyword into the box at the top of the screen.
   - ❏ To select from the history list: Select **History**, and then select a recipient from the displayed list.

   Note:
   - ❏ *The number of recipients you selected is displayed on the right of the screen. You can send emails to up to 10 addresses and groups.*

     If groups are included in recipients, you can select up to 108 individual addresses in total, taking addresses in the groups into account.
   - ❏ *Select the address box at the top of the screen to display the list of selected addresses.*
   - ❏ *Select Menu to display or print the sending history, or change the email server settings.*

4. Select **Scan Settings**, check settings such as the save format, and change them if necessary.

   "Scan Menu Options for Scanning to an Email" on page 96

   Note:

   Select ★ to save your settings as a preset.

5. Tap ◇.

Recipient Menu Options for Scanning to an Email

Keyboard:

Enter the email address manually.

Contacts:

Select a destination from the contacts list.

You can search for a contact from the contacts list. Enter the search keyword into the box at the top of the screen.

History:

Select the address from the history list.

Scan Menu Options for Scanning to an Email

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

Color Mode:

Select whether to scan in color or in monochrome.

File Format:

Select the format in which to save the scanned image.

When you select PDF, PDF/A, or TIFF as the file format, select whether to save all originals as one file (multi-page) or save each original separately (single page).

❏ Compression Ratio:

Select how much to compress the scanned image.

❏ PDF Settings:

When you have selected PDF as the save format setting, use these settings to protect PDF files.

To create a PDF file that requires a password when opening, set Document Open Password. To create a PDF file that requires a password when printing or editing, set Permissions Password.

Resolution:

Select the scanning resolution.

2-Sided:

Note:
This feature is available for the WF-4930 Series only.

Scan both sides of the original.

❏ Orientation (Original):

Select the orientation of the original.

❏ Binding(Original):

Select the binding direction of the original.

Scan Area:

Select the scan area. To crop the white space around the text or image when scanning, select **Auto Cropping**. To scan at the maximum area of the scanner glass, select **Max Area**.

❏ Orientation (Original):

Select the orientation of the original.

Original Type:

Select the type of your original.

Orientation (Original):

Select the orientation of the original.

Density:

Select the contrast of the scanned image.

Remove Shadow:

Remove the shadows of the original that appear in the scanned image.

- ❏ Frame:

  Remove the shadows at the edge of the original.

- ❏ Center:

  Remove the shadows of the binding margin of the booklet.

Remove Punch Holes:

Remove the punch holes that appear in the scanned image. You can specify the area to erase the punch holes by entering a value in the box on the right.

- ❏ Erasing Position:

  Select the position to remove the punch holes.

- ❏ Orientation (Original):

  Select the orientation of the original.

Subject:

Enter a subject for the email in alphanumeric characters and symbols.

Attached File Max Size:

Select the maximum file size that can be attached to the email.

File Name:

- ❏ Filename Prefix:

  Enter a prefix for the name of the file in alphanumeric characters and symbols.

- ❏ Add Date:

  Add the date to the file name.

- ❏ Add Time:

  Add the time to the file name.

Clear All Settings

Resets the scan settings to their defaults.

Scanning Originals to a Computer

Note:
To use this feature, make sure the following applications are installed on your computer.

- ❏ *Epson ScanSmart (Windows 7 or later, or OS X El Capitan (10.11) or later)*
- ❏ *Epson Event Manager (OS X Yosemite (10.10)/OS X Mavericks (10.9.5))*
- ❏ *Epson Scan 2 (application required to use the scanner feature)*

See the following to check for installed applications.

*Windows 11: Click the start button, and then check the **All apps** > **Epson Software** folder > **Epson ScanSmart**, and the **EPSON** folder > **Epson Scan 2**.*

*Windows 10: Click the start button, and then check the **Epson Software** folder > **Epson ScanSmart**, and the **EPSON** folder > **Epson Scan 2**.*

Windows 8.1: Enter the application name in the search charm, and then check the displayed icon.

*Windows 7: Click the start button, and then select **All Programs**. Next, check the **Epson Software** folder > **Epson ScanSmart**, and the **EPSON** folder > **Epson Scan 2**.*

*Mac OS: Select **Go** > **Applications** > **Epson Software**.*

1. Place the originals.

   "Placing Originals" on page 36

2. Select **Scan** > **Computer** on the control panel.

3. Select a computer on which to save the scanned images.

4. Select the scan settings.

   - ❏ Select action: Select saving method.

     When using Windows 7 or later, or OS X El Capitan or later: Select **Preview on Computer** to preview the scanned image on your computer before saving images.

   - ❏ 2-Sided (only for WF-4930 Series): Scan both sides of the original.

5. Tap ◇.

   When using Windows 7 or later, or OS X El Capitan or later: Epson ScanSmart automatically starts on your computer, and scanning starts.

   Note:
   - ❏ *See the Epson ScanSmart help for detailed instructions for the software. Click **Help** on the Epson ScanSmart screen to open the help.*
   - ❏ *You can also start scanning from your computer by using Epson ScanSmart.*

Scanning Originals to a Memory Device

1. Place the originals.

   "Placing Originals" on page 36

2. Insert a memory device into the printer.

   "Inserting and Removing an External USB Device" on page 39

3. Select **Scan** > **Memory Device** on the control panel.

4. Select the scan settings.

   "Basic Menu Options for Scanning to a Memory Device" on page 99

   Note:
   Select ★ to save your settings as a preset.

5. Tap ⊡.

Basic Menu Options for Scanning to a Memory Device

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

Color Mode:

Select whether to scan in color or in monochrome.

File Format:

Select the format in which to save the scanned image.

When you select PDF, PDF/A, or TIFF as the file format, select whether to save all originals as one file (multi-page) or save each original separately (single page).

❏ Compression Ratio:

Select how much to compress the scanned image.

❏ PDF Settings:

When you have selected PDF as the save format setting, use these settings to protect PDF files.

To create a PDF file that requires a password when opening, set Document Open Password. To create a PDF file that requires a password when printing or editing, set Permissions Password.

Resolution:

Select the scanning resolution.

2-Sided:

Note:
This feature is available for the WF-4930 Series only.

Scan both sides of the original.

❏ Orientation (Original):

Select the orientation of the original.

❏ Binding(Original):

Select the binding direction of the original.

Scan Area:

Select the scan area. To crop the white space around the text or image when scanning, select **Auto Cropping**. To scan at the maximum area of the scanner glass, select **Max Area**.

❏ Orientation (Original):

Select the orientation of the original.

Original Type

Select the type of your original.

Orientation (Original):

Note:
*This feature is available on the **Basic Settings** tab for the WF-4920 Series.*

Select the orientation of the original.

Advanced Menu Options for Scanning to a Memory Device

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

Density:

Select the contrast of the scanned image.

Orientation (Original):

Note:
*This feature is available on the **Advanced** tab for the WF-4930 Series.*

Select the orientation of the original.

Remove Shadow:

Remove the shadows of the original that appear in the scanned image.

❏ Frame:

Remove the shadows at the edge of the original.

❏ Center:

Remove the shadows of the binding margin of the booklet.

Remove Punch Holes:

Remove the punch holes that appear in the scanned image. You can specify the area to erase the punch holes by entering a value in the box on the right.

❏ Erasing Position:

Select the position to remove the punch holes.

❏ Orientation (Original):

Select the orientation of the original.

File Name:

- ❏ Filename Prefix:
  Enter a prefix for the name of the file in alphanumeric characters and symbols.
- ❏ Add Date:
  Add the date to the file name.
- ❏ Add Time:
  Add the time to the file name.

Clear All Settings

Resets the scan settings to their defaults.

Scanning Originals to the Cloud

Send scanned images to destinations registered in *Epson Connect*.

You need to select settings in advance. See the following link for details on the work flow for selecting settings.

"Settings of Servers and Folders" on page 344

1. Place the originals.
   "Placing Originals" on page 36
2. Select **Scan** > **Cloud** on the control panel.
3. Select ⊕ on the top of the screen, and then select a destination.
4. Select the scan settings.
   "Basic Menu Options for Scanning to the Cloud" on page 101
   Note:
   Select ★ to save your settings as a preset.
5. Tap ⟐.

Basic Menu Options for Scanning to the Cloud

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

Color Mode:

Select whether to scan in color or in monochrome.

File Format:

Select the format in which to save the scanned image.

When you select PDF as the file format, select whether to save all originals as one file (multi-page) or save each original separately (single page).

Resolution:

Select the scanning resolution.

2-Sided:

Note:
This feature is available for the WF-4930 Series only.

Scan both sides of the original.

❏ Orientation (Original):

Select the orientation of the original.

❏ Binding(Original):

Select the binding direction of the original.

Scan Area:

Note:
❏ *For the WF-4920 Series, this feature is available on the **Basic Settings** tab.*

❏ *For the WF-4930 Series, this feature is available on the **Advanced** tab.*

Select the scan area. To crop the white space around the text or image when scanning, select **Auto Cropping**. To scan at the maximum area of the scanner glass, select **Max Area**.

❏ Orientation (Original):

Select the orientation of the original.

Advanced Menu Options for Scanning to the Cloud

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

Scan Area:

Note:
❏ *For the WF-4920 Series, this feature is available on the **Basic Settings** tab.*

❏ *For the WF-4930 Series, this feature is available on the **Advanced** tab.*

Select the scan area. To crop the white space around the text or image when scanning, select **Auto Cropping**. To scan at the maximum area of the scanner glass, select **Max Area**.

❏ Orientation (Original):

Select the orientation of the original.

Original Type

Select the type of your original.

Orientation (Original):

Select the orientation of the original.

Density:

Select the contrast of the scanned image.

Remove Shadow:

Remove the shadows of the original that appear in the scanned image.

❏ Frame:

Remove the shadows at the edge of the original.

❏ Center:

Remove the shadows of the binding margin of the booklet.

Remove Punch Holes:

Remove the punch holes that appear in the scanned image. You can specify the area to erase the punch holes by entering a value in the box on the right.

❏ Erasing Position:

Select the position to remove the punch holes.

❏ Orientation (Original):

Select the orientation of the original.

File Name:

❏ Filename Prefix:

Enter a prefix for the name of the file in alphanumeric characters and symbols.

❏ Add Date:

Add the date to the file name.

❏ Add Time:

Add the time to the file name.

Clear All Settings

Resets the scan settings to their defaults.

Scanning Using WSD

Note:

❏ *This feature is only available for computers running Windows 7 or later.*

❏ *If you are using Windows 7, you need to setup your computer in advance using this feature.*

"Setting Up a WSD Port" on page 104

1. Place the originals.

   "Placing Originals" on page 36

2. Select **Scan** > **WSD** on the control panel.

3. Select a computer.

4. Tap ⊡.

Setting Up a WSD Port

This section explains how to set up a WSD port for Windows 7.

Note:
For Windows 8.1 or later, the WSD port is set up automatically.

The following is necessary to set up a WSD port.

❏ The printer and the computer are connected to the network.

❏ The printer driver is installed on the computer.

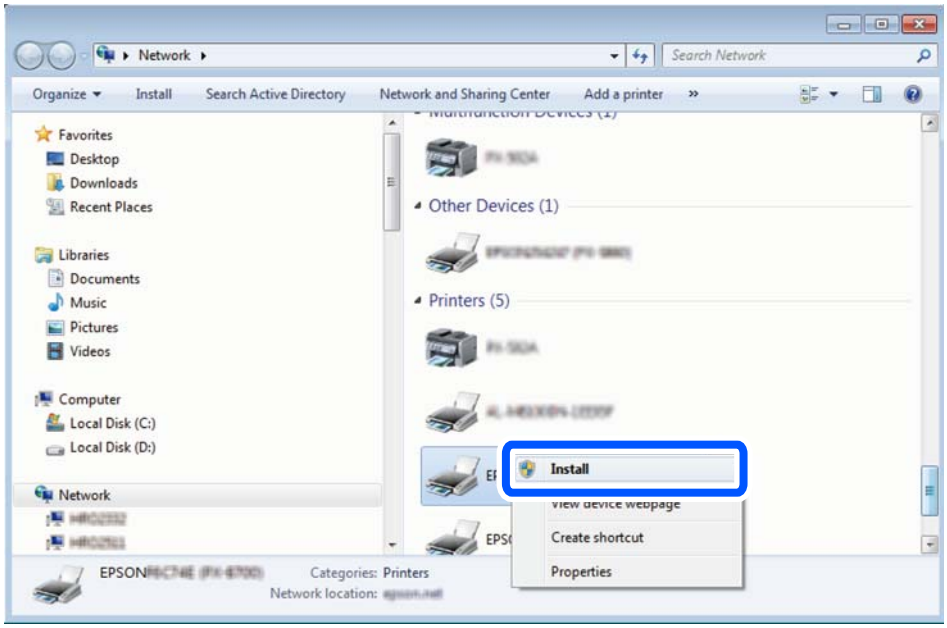
1. Turn the printer on.

2. Click start, and then click **Network** on the computer.

3. Right-click the printer, and then click **Install**.

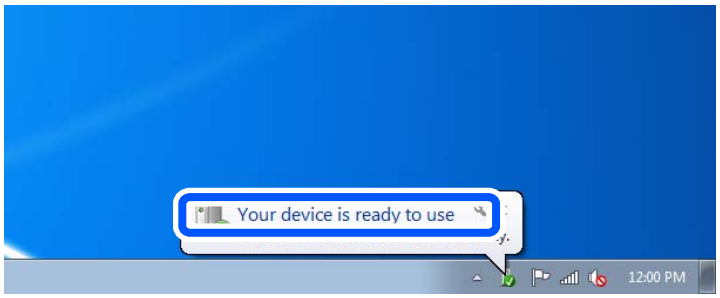
   Click **Continue** when the **User Account Control** screen is displayed.

   Click **Uninstall** and start again if the **Uninstall** screen is displayed.

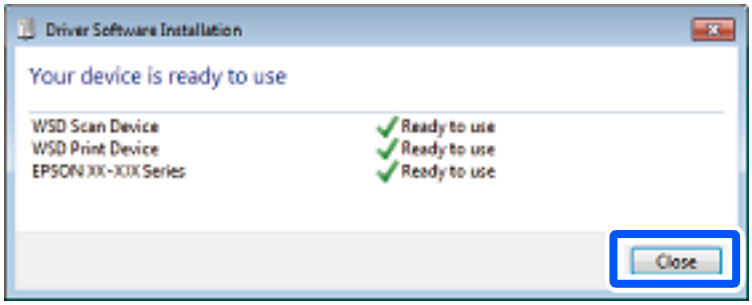


Note:
The printer name you set on the network and model name (EPSON XXXXXX (XX-XXXX)) are displayed on the network screen. You can check the printer's name set on the network from the printer's control panel or by printing a network status sheet.

4. Click **Your device is ready to use**.



5. Check the message, and then click **Close**.



6. Open the **Devices and Printers** screen.

   Click start > **Control Panel** > **Hardware and Sound** (or **Hardware**) > **Devices and Printers**.

7. Check that an icon with the printer's name on the network is displayed.

   Select the printer name when using with WSD.

Scanning Using Mopria Scan

Mopria Scan enables scanning from Mopria certified multifunction printers and scanners from many manufacturers. Mobile scanning from your Android phone or tablet may be accomplished using the Mopria Scan app in the Google Play Store.

For more details, access the Mopria Web site at https://mopria.org.

Scanning Originals to a Mobile Device

Note:
Before scanning, install Epson Smart Panel on your mobile device.

1. Place the originals.
   "Placing Originals" on page 36
2. Start Epson Smart Panel on your mobile device.
3. Select the scan menu on the home screen.
4. Follow the on-screen instructions to scan and save the images.

Faxing

Before Using Fax Features. 108

Overview of this Printer's Fax Features. 108

Sending Faxes Using the Printer. 112

Receiving Faxes on the Printer. 116

Menu Options for Faxing. 120

Menu Options for Inbox. 124

Using Other Faxing Features. 125

Sending a Fax from a Computer. 125

Receiving Faxes on a Computer. 130

Before Using Fax Features

Confirm the following before you start using the fax features.

❏ The printer and the phone line, and any external phone device (if it is being used) are connected correctly

❏ Fax basic settings (Fax Setting Wizard) is complete

❏ The date and time are set correctly

❏ Other necessary Fax Settings are selected

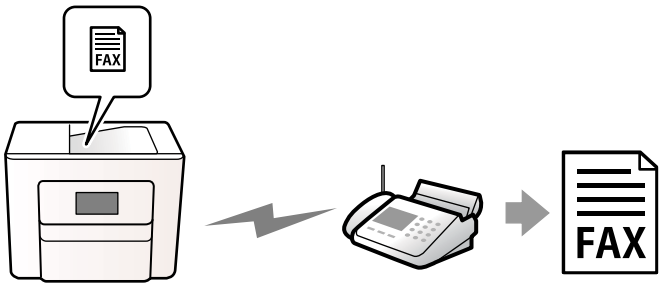
See "Related Information" below to select settings.

Related Information

➡ "Connecting the Printer to a Phone Line" on page 346
➡ "Preparing the Printer to Send and Receive Faxes" on page 349
➡ "Configuring the Printer's Fax Features" on page 351
➡ "Basic Settings" on page 250
➡ "Send Settings" on page 252
➡ "Making Contacts Available" on page 332
➡ "User Settings" on page 262
➡ "Date/Time Settings:" on page 243

Overview of this Printer's Fax Features

Sending Faxes



Sending Methods

❏ Sending automatically

When you scan an original by tapping ⟐ (**Send**), the printer dials the recipients and sends the fax.

"Sending Faxes Using the Printer" on page 112

❏ Sending manually

When you perform a manual check on the line connection by dialing the recipient, tap ◇ (**Send**) to start sending a fax directly.

"Sending Faxes After Confirming the Recipient's Status" on page 114

"Sending Faxes Dialing from the External Phone Device" on page 114

Recipient Designation when Sending a Fax

You can enter recipients using **Keypad**, **Contacts**, and **Recent**.

"Recipient" on page 120

"Making Contacts Available" on page 332

Scan Settings when Sending a Fax

You can select items such as **Resolution** or **Original Size (Glass)** when sending faxes.

"Scan Settings:" on page 121

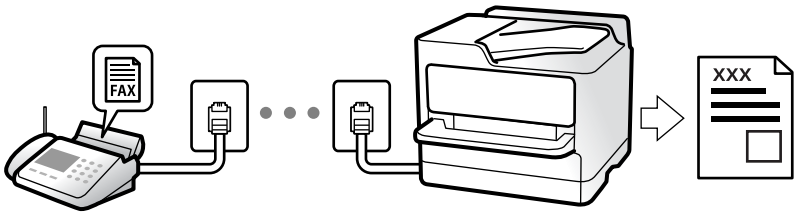
Using Fax Send Settings when Sending a Fax

You can use **Fax Send Settings** such as **Direct Send** (to send a large document stably) or **Backup** when normal sending fails. If you select settings to back up sent faxes when sending a fax but the backup fails, the printer can send an email notification automatically when the backup is performed.

"Fax Send Settings:" on page 121

"Registering an Email Server" on page 310

Receiving Faxes



Setting Receive Mode

❏ Manual

Mainly for phone calls, but also for faxing

"Usage of Manual Mode" on page 117

❏ Auto

- Only for faxing (external phone device is not required)
- Mainly for faxing, and sometimes phoning

"Usage of Auto Mode" on page 117

Receiving Faxes with a Connected Phone

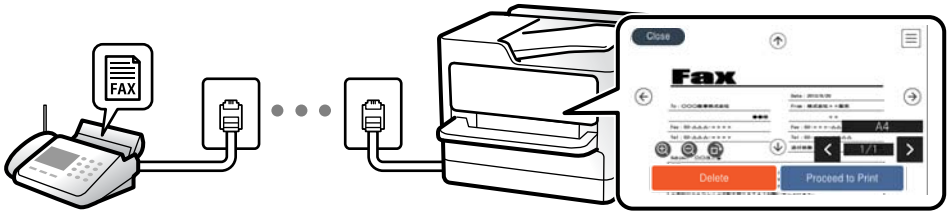
You can receive faxes by using an external phone device.

"Remote Receive:" on page 251

"Selecting Settings When You Connect a Phone Device" on page 352

Destinations of Received Faxes

Received faxes are printed by default. You can select settings to save received faxes to the inbox and/or an external memory device. If you save in the inbox, you can check the contents on the screen.



"Fax Output Settings" on page 253

"Menu Options for Inbox" on page 124

"Viewing Received Faxes on the Printer's LCD Screen" on page 119

PC-FAX Send/Receive (Windows/Mac OS)

PC-FAX Send

You can send faxes from a computer.

"Enabling Sending Faxes from a Computer" on page 355

"Application for Configuring Fax Operations and Sending Faxes (FAX Utility)" on page 235

"Application for Sending Faxes (PC-FAX Driver)" on page 236

"Sending a Fax from a Computer" on page 125

PC-FAX Receive

You can receive faxes on a computer.

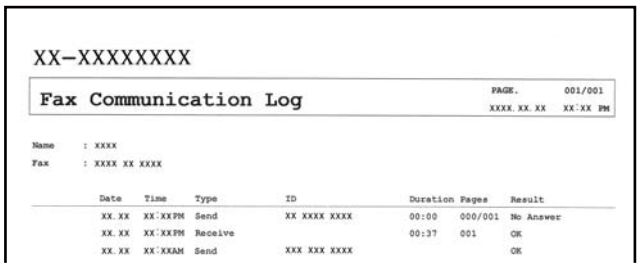
"Selecting Settings to Send and Receive Faxes on a Computer" on page 355

"Application for Configuring Fax Operations and Sending Faxes (FAX Utility)" on page 235

"Receiving Faxes on a Computer" on page 130

Various Fax Reports

You can check the status of sent and received faxes in a report.


XX-XXXXXXXX

Fax Communication Log

PAGE. 001/001
XXXX.XX.XX XX:XX PM

Name : XXXX
Fax : XXXX XX XXXX

Date	Time	Type	ID	Duration	Pages	Result
XX.XX	XX:XXPM	Send	XX XXXX XXXX	00:00	000/001	No Answer
XX.XX	XX:XXPM	Receive		00:37	001	OK
XX.XX	XX:XXAM	Send	XXX XXX XXXX			OK

"Report Settings" on page 256

"Fax Send Settings:" on page 121

"Transmission Log:" on page 123

"Fax Report:" on page 123

Security when Sending and Receiving Faxes

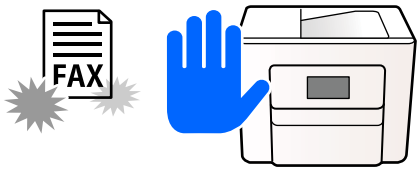
You can use many security features such as **Direct Dialing Restrictions** to prevent sending to the wrong destination, or **Backup Data Auto Clear** to prevent information leakage. You can set a password for the inbox in the printer.

"Security Settings" on page 256

"Save to Inbox:" on page 253

Other Useful Features

Blocking Junk Faxes



You can reject junk faxes.

"Selecting Settings for Blocking Junk Faxes" on page 354

Receiving Faxes After Dialing

After dialing to another fax machine, you can receive the document from the fax machine.

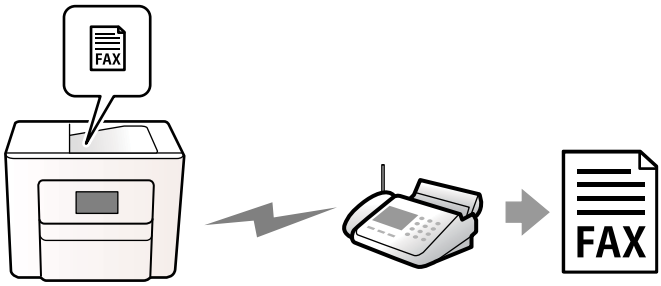
"Receiving Faxes by Making a Phone Call" on page 118
"Polling Receive:" on page 123

Regarding Sending Faxes

You can display the settings that you use frequently to send faxes at the top of the **Fax Settings** tab.

"Quick Operation Button" on page 250
"Quick Operation Button:" on page 121

Sending Faxes Using the Printer



You can send faxes by entering fax numbers for recipients on the printer's control panel.

Note:
When sending a fax in monochrome, you can preview the scanned image on the LCD screen before sending.

1. Place the originals.

   You can send up to 100 pages in one transmission. Depending on the remaining amount of memory, however, the number of pages you can send may be less than 100 pages.

   "Placing Originals" on page 36

2. Select **Fax** on the printer's control panel.

3. Specify the recipient.

   "Selecting Recipients" on page 113

4. Select the **Fax Settings** tab, and then select settings as necessary.

   "Fax Settings" on page 120

5. Tap ◇ on the **Recipient** tab to send the fax.

   Note:
   - ❏ *If the fax number is busy or there are any sending issues, the printer automatically redials after one minute.*
   - ❏ *To cancel sending, tap ⊘.*
   - ❏ *It takes longer to send a fax in color because the printer performs scanning and sending simultaneously. While the printer is sending a fax in color, you cannot use the other features.*

Selecting Recipients

You can specify recipients on the **Recipient** tab to send the fax using the following methods.

Entering Fax Number Manually

Select **Keypad**, enter a fax number on the screen displayed, and then select **OK**.

- To add a pause (for three seconds during dialing), enter a hyphen (-).

- If you have set an external access code in **Line Type**, enter "#" (hash) instead of the actual external access code at the beginning of the fax number.

Note:
*If you cannot manually enter a fax number, **Direct Dialing Restrictions** in **Security Settings** is set to **On**. Select fax recipients from the contacts list or the sent fax history.*

Selecting the recipients from the contacts list

Select **Contacts**, select a recipient, and then select **Close**. If the recipient you want to send to has not been registered in **Contacts** yet, select **Add Entry** and register it.

Selecting the recipients from the sent fax history

Select **Recent**, and then select a recipient.

Note:
*To delete recipients you entered, display the list of recipients by tapping on the field of a fax number or the number of recipients on the LCD screen, select the recipient from the list, and then select **Remove**.*

Related Information

➡ "Making Contacts Available" on page 332
➡ "Destination Setting Items" on page 333
➡ "Recipient" on page 120

Various Ways of Sending Faxes

Sending a Fax after Checking the Scanned Image

You can preview the scanned image on the LCD screen before sending the fax. (Monochrome faxes only)

1. Place the originals.

   "Placing Originals" on page 36

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

3. Specify the recipient.

   "Selecting Recipients" on page 113

4. Select the **Fax Settings** tab, and then select settings as necessary.

   "Fax Settings" on page 120

5. Select **Preview** on the **Recipient** tab to scan, and then check the scanned document image.

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

   Note:
   - ❏ *When **Direct Send** is enabled, you cannot preview.*
   - ❏ *When the preview screen is left untouched for the time set in **Settings** > **General Settings** > **Fax Settings** > **Send Settings** > **Fax Preview Display Time**, the fax is sent automatically.*
   - ❏ *The image quality of a sent fax may be different from what you previewed depending on the capability of the recipient machine.*

6. Select **Start Sending**. Otherwise, select **Cancel**.

   Note:
   The image quality of a sent fax may be different from what you previewed depending on the capability of the recipient machine.

Sending Faxes After Confirming the Recipient's Status

You can send a fax while listening to sounds or voices through the printer's speaker while dialing, communicating, and transmitting.

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

2. Select the **Fax Settings** tab, and then selecting settings such as the resolution and the sending method as necessary. When you have finished selecting settings, select the **Recipient** tab.

   "Fax Settings" on page 120

3. Tap and then specify the recipient.

   Note:
   You can adjust the speaker volume.

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

5. Tap ⊡ to start sending the fax.

Related Information

➡ "Sending Faxes Dialing from the External Phone Device" on page 114

Sending Faxes Dialing from the External Phone Device

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

1. Pick up the handset of the connected telephone, and then dial the recipient's fax number using the phone.

   Note:
   When the recipient answers the phone, you can talk with the recipient.

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

3. Make necessary settings on the **Fax Settings**.

   "Fax Settings" on page 120

4. When you hear a fax tone, tap ◇, and then hang up the handset.

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

Sending Many Pages of a Monochrome Document (Direct Send)

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

Accessing the Menu

You can find the menu on the printer's control panel below.

Fax > **Fax Settings** > **Fax Send Settings** > **Direct Send**.

Sending Faxes in Monochrome at Specified Time of the Day (Send Fax Later)

You can send a fax at a specified time. Only monochrome faxes can be sent using this feature.

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

2. Specify the recipient.

   "Selecting Recipients" on page 113

3. Select the **Fax Settings** tab, and then select **Send Fax Later**.

4. Tap the **Send Fax Later** field to set this to **On**.

5. Select the **Time** field, enter the time you want to send the fax, and then select **OK**.

6. Select **OK** to apply the settings.

   You can also select settings such as the resolution and the sending method as necessary.

7. Send the fax.

   Note:
   *You cannot send another fax until the fax has been sent at the specified time. If you want to send another one, you need to cancel the scheduled fax by selecting **Fax** on the home screen, and then deleting it.*

Sending Different Size Documents Using ADF (Continuous Scan(ADF))

By placing originals one by one, or by placing batches of same-sized originals in the ADF, you can send them as one fax document at their original sizes.

Note:
If you load a batch of mixed-size originals into the ADF, the originals are sent at the width of the widest original and the length of each original.

1. Place the first batch of same-sized originals.

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

3. Specify the recipient.

   "Selecting Recipients" on page 113

4. Select the **Fax Settings** tab, and then tap **Continuous Scan(ADF)** to set this to **On**.

   You can also select settings such as the resolution and the sending method as necessary.

5. Tap ◇ (**Send**) on the **Recipient** tab.

6. When scanning the first set of originals is complete and a message is displayed on the control panel asking you to scan the next set of originals, select **Yes**, set the next originals, and then select **Start Scanning**.

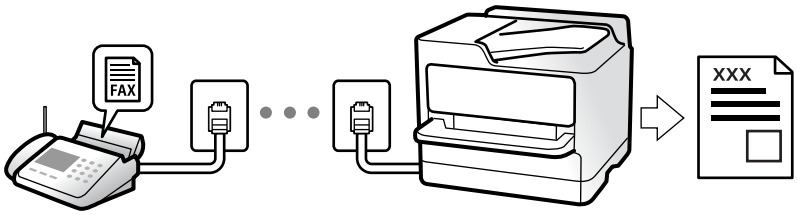
   Note:
   *If you leave the printer untouched for the time set in **Settings** > **General Settings** > **Fax Settings** > **Send Settings** > **Wait Time for Next Original** after you have been prompted to set the next originals, the printer stops storing and starts sending the document.*

Receiving Faxes on the Printer

If the printer is connected to the phone line and basic settings have been completed using the Fax Setting Wizard, you can receive faxes.

You can save received faxes, check them on the printer screen, and print them as necessary.

Received faxes are printed in the printer's initial settings.



When you want to check the status of the fax settings, print a **Fax Settings List** by selecting **Fax** > (More) > **Fax Report** > **Fax Settings List**.

Receiving Incoming Faxes

There are two options in **Receive Mode**.

Related Information

➡ "Usage of Manual Mode" on page 117
➡ "Usage of Auto Mode" on page 117

Usage of Manual Mode

This mode is mainly for making phone calls, but is also for faxing.

Receiving Faxes

When the connected phone device rings, you can answer the ringing manually by picking up the handset.

❏ When you hear a fax signal (baud):

Select **Fax** on the printer's home screen, select **Send/Receive** > **Receive**, and then tap ⊡. Once the printer starts receiving the fax, you can hang up the handset.

❏ If the ringing is for a voice call:

You can answer the phone as normal.

Receiving Faxes Using only the Connected Phone Device

When **Remote Receive** is set, you can receive faxes by simply entering the **Start Code**.

When the connected phone device rings, pick up the handset. When you hear a fax tone (baud), dial the two digit **Start Code**, and then hang up the handset. If you do not know the start code, ask the administrator.

Related Information

➡ "Remote Receive:" on page 251

Usage of Auto Mode

This mode allows you to use the line for the following uses.

❏ Using the line for faxing only (external telephone is not necessary)

❏ Using the line for faxing mainly, and sometimes phoning

Receiving Faxes Without an External Phone Device

The printer automatically switches to receive faxes when the number of rings you set in **Rings to Answer** is complete.

Receiving Faxes With an External Phone Device

A printer with an external phone device works as follows.

❏ When the answering machine answers within the number of rings set in **Rings to Answer**:

- If the ringing is for a fax: The printer automatically switches to receive faxes.
- If the ringing is for a voice call: The answering machine can receive voice calls and record voice messages.

❏ When you pick up the handset within the number of rings set in **Rings to Answer**:

- If the ringing is for a fax: Hold the line until the printer automatically starts receiving the fax by displaying **Connecting** on the printer's control panel. Once the printer starts receiving the fax, you can hang up the handset. To start receiving the fax immediately, use the same steps as for **Manual**. Select **Fax** on the printer's control panel, and then select **Send/Receive** > **Receive**. Next, tap ⊡, and then hang up the handset.
- If the ringing is for a voice call: You can answer the phone as normal.

❏ When the ringing stops and the printer automatically switches to receive faxes:

- If the ringing is for a fax: The printer starts receiving faxes.
- If the ringing is for a voice call: You cannot answer the phone. Ask the person to call you back.

Note:
*Set the number of rings to answer for the answering machine to a lower number than the number set in **Rings to Answer**. Otherwise, the answering machine cannot receive voice calls to record voice messages. For details on setting up the answering machine, see the manual supplied with the answering machine.*

Receiving Faxes by Making a Phone Call

You can receive a fax stored on another fax machine by dialing the fax number.

Related Information

➡ "Receiving Faxes After Confirming the Sender's Status" on page 118
➡ "Receiving Faxes by Polling (Polling Receive)" on page 119

Receiving Faxes After Confirming the Sender's Status

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

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

2. Tap (On Hook), and then specify the sender.

   Note:
   You can adjust the speaker volume.

3. Wait until the sender answers your call. When you hear a fax tone, select **Send/Receive** at the upper right corner of the LCD screen, and then select **Receive**.

   Note:
   If you are receiving a fax from a fax information service and the service provides audio guidance, follow the guidance to proceed.

4. Tap ⊡ to start receiving the fax.

Receiving Faxes by Polling (Polling Receive)

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

Note:
To receive a document from a fax information service that uses audio guidance, just dial the fax number using the connected telephone, and then follow the audio guidance.

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

2. Tap (More).

3. Tap **Polling Receive** to set this to **On**, and then tap **Close**.

4. Enter the fax number.

   "Selecting Recipients" on page 113

   Note:
   *When **Fax Settings** > **Security Settings** > **Direct Dialing Restrictions** is set to **On**, you can only select fax recipients from the contact list or the sent fax history. You cannot manually enter a fax number.*

5. Tap to start **Polling Receive**.

Viewing Received Faxes on the Printer's LCD Screen

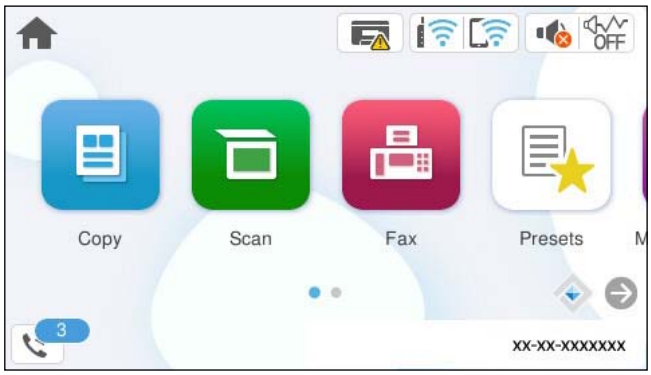
If you set up to save received faxes in the printer, you can view and print them as necessary.

"Making Settings to Save Received Faxes to the Inbox" on page 353

1. Tap on the home screen.

   Note:

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



2. Tap **Open Inbox (XX Unread)**.

3. If the inbox has been password protected, enter the inbox password.

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

   The contents of the fax are displayed.

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

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

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

Menu Options for Faxing

Recipient

Select the menus on the control panel as described below.

Fax > **Recipient**

Keypad:

Manually enter a fax number.

Contacts:

Select a recipient from the contacts list. You can also add or edit a contact.

Recent:

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

Related Information

➡ "Selecting Recipients" on page 113

Fax Settings

Select the menus on the control panel as described below.

Fax > **Fax Settings**

Quick Operation Button:

Assign up to three frequently used items such as **Transmission Log** and **Original Type** in **Settings** > **General Settings** > **Fax Settings** > **Quick Operation Button**. The items are displayed at the top of the **Fax Settings** tab.

Scan Settings:

Resolution:

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

Density:

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

Remove Background:

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

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

Sharpness:

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

ADF 2-Sided:

Scans both sides of originals placed in the ADF and sends a monochrome fax. This feature is available for the WF-4930 Series only.

Continuous Scan(ADF):

Send faxes by placing originals one by one or in same-sized batches.

"Sending Different Size Documents Using ADF (Continuous Scan(ADF))" on page 116

Original Size (Glass):

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

Color Mode:

Select whether to scan in color or in monochrome.

Fax Send Settings:

Direct Send:

Sends a monochrome fax while scanning the originals. Since scanned originals are not stored temporarily in the printer's memory even when sending a large volume of pages, you can avoid printer errors due to a lack of memory. Note that sending using this feature takes longer than not using this feature.

You cannot use this feature when:

❏ Sending a fax using the **ADF 2-Sided** option (WF-4930 Series only)

❏ Sending a fax to multiple recipients

"Sending Many Pages of a Monochrome Document (Direct Send)" on page 115

Send Fax Later:

Sends a fax at a time you specify. You can only send monochrome faxes when using this option.

"Sending Faxes in Monochrome at Specified Time of the Day (Send Fax Later)" on page 115

Add Sender Information:

Add Sender Information:

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

❏ **Off**: Sends a fax with no header information.

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

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

Fax Header:

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

Additional Information:

Select the information you want to add. You can select one from **Your Phone Number** and **Destination List**.

Transmission Report:

Prints a transmission report after you send the fax.

Print on Error prints a report only when an error occurs.

When **Attach Fax image to report** has been set in **Settings** > **General Settings** > **Fax Settings** > **Report Settings**, faxes with errors are also printed with the report.

Clear All Settings:

Restores all settings in **Scan Settings** and **Fax Send Settings** to their defaults.

Related Information

➡ "Sending Different Size Documents Using ADF (Continuous Scan(ADF))" on page 116
➡ "Sending Many Pages of a Monochrome Document (Direct Send)" on page 115
➡ "Sending Faxes in Monochrome at Specified Time of the Day (Send Fax Later)" on page 115

More

Selecting in **Fax** on the home screen displays the **More** menu.

Transmission Log:

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

Fax Report:

Last Transmission:

Prints a report for the previous fax that was sent or received through polling.

Fax Log:

Prints a transmission report. You can set to print this report automatically using the following menu.

Settings > **General Settings** > **Fax Settings** > **Report Settings** > **Fax Log Auto Print**

Fax Settings List:

Prints the current fax settings.

Protocol Trace:

Prints a detailed report for the previous fax that was sent or received.

Polling Receive:

When this is set to **On** and you call the sender's fax number, you can receive documents from the sender's fax machine.

"Receiving Faxes by Polling (Polling Receive)" on page 119

Inbox:

Accesses (Inbox) on the home screen.

Reprint received fax:

Reprints the received faxes in the printer.

Fax Settings:

Accesses **Settings** > **General Settings** > **Fax Settings**. Access the setting menu as an administrator.

Related Information

➡ "Receiving Faxes by Polling (Polling Receive)" on page 119

Menu Options for Inbox

:

You can access the Inbox where the received faxes are stored by tapping this icon. When there are received faxes that have not been read, the number of unread documents is displayed on the .

Open Inbox (XX Unread)

(Box Menu)

Settings

Save to Inbox:

Saves received faxes to the printer's Inbox. Up to 100 documents can be saved. Note that saving 100 documents may not be possible depending on the usage conditions such as the file size of saved documents, and using of multiple fax saving features at a time.

Though the received faxes are not automatically printed, you can view them on the printer's screen and print only the ones you need.

Options when memory is full:

You can select the option to print the received fax or refuse to receive it when the Inbox memory is full.

Inbox Password Settings:

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

You cannot set a password when **Options when memory is full** has been set to **Receive and print faxes**.

Print All:

Selecting this prints out all received faxes in the inbox.

Delete All:

Selecting this deletes all received faxes in the inbox.

Inbox (List)

You can save up to 100 documents in the inbox in total.

page preview screen

- : Reduces or enlarges.
- : Rotates the image to the right by 90 degrees.
- : Moves the screen in the direction of the arrows.
- : Moves to the previous or the next page.

To hide the operation icons, tap anywhere on the preview screen except for the icons. Tap again to display the icons.

Delete:

Deletes the document you are previewing.

Proceed to Print:

Prints the document you are previewing. You can select settings such as **2-Sided** before starting printing.

(Preview menu)

Details:

Displays information for the selected document such as the saved date and time, and total number of pages.

Related Information

➡ "Making Settings to Save Received Faxes to the Inbox" on page 353

Using Other Faxing Features

Printing Fax Report Manually

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

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

Sending a Fax from a Computer

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

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

Note:

❏ *Check if the FAX Utility and the printer's PC-FAX driver are installed before using this feature.*

"Application for Configuring Fax Operations and Sending Faxes (FAX Utility)" on page 235

"Application for Sending Faxes (PC-FAX Driver)" on page 236

❏ *If the FAX Utility is not installed, install the FAX Utility using the EPSON Software Updater (application for updating software).*

"Application for Updating Software and Firmware (Epson Software Updater)" on page 239

Related Information

➡ "Enabling Sending Faxes from a Computer" on page 355

Sending Documents Created Using an Application (Windows)

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

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

1. Using an application, create a document to transmit by fax.

2. Click **Print** from the **File** menu.

   The application's **Print** window appears.

3. Select **XXXXX (FAX)** (where XXXXX is your printer name) in **Printer**, and then check the settings for fax sending.

   ❏ Specify **1** in **Number of copies**. The fax may not be transmitted correctly if you specify **2** or more.

   ❏ You can send up to 100 pages in one fax transmission.

4. Click **Printer Properties** or **Properties** if you want to specify **Paper Size**, **Orientation**, **Color**, **Image Quality**, or **Character Density**.

   For details, see the PC-FAX driver help.

5. Click **Print**.

   Note:
   *When Using FAX Utility for the first time, a window for registering your information is displayed. Enter the necessary information, and then click **OK**.*

   The **Recipient Settings** screen is displayed.

6. When you want to send other documents in the same fax transmission, select the **Add documents to send** checkbox.

   The screen for adding documents is displayed when you click **Next** in step 9.

7. Select the**Attach a cover sheet** checkbox if necessary.

8. Specify a recipient.

❑ Selecting a recipient from **PC-FAX Phone Book**:

If the recipient is saved in the phone book, do the steps below.

❶ Click the **PC-FAX Phone Book** tab.

❷ Select the recipient from the list and click **Add**.

❑ Selecting a recipient from the contacts on the printer:

If the recipient is saved in the contacts on the printer, do the steps below.

❶ Click the **Contacts on Printer** tab.

❷ Select contacts from the list and click **Add** to proceed to the **Add to Recipient** window.

❸ Select the contacts from the list displayed, and then click **Edit**.

❹ Add the personal data such as **Company/Corp.** and **Title** as necessary, and then click **OK** to return to the **Add to Recipient** window.

❺ As necessary, select the **Register in the PC-FAX Phone Book** checkbox to save the contacts to **PC-FAX Phone Book**.

❻ Click **OK**.

❑ Specifying a recipient directly:

Do the steps below.

❶ Click the **Manual Dial** tab.

❷ Enter the necessary information.

❸ Click **Add**.

Furthermore, by clicking **Save to Phone Book**, you can save the recipient in the list under the **PC-FAX Phone Book** tab.

Note:

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

❑ *If you have selected **Enter fax number twice** in the **Optional Settings** on the FAX Utility main screen, you need to enter the same number again when you click **Add** or **Next**.*

The recipient is added to the **Recipient List** displayed in the upper part of the window.

9. Click **Next**.

❑ If you selected the **Add documents to send** checkbox, follow the steps below to add documents in the **Document Merging** window.

❶ Open a document you want to add, and then select the same printer (fax name) in the **Print** window. The document is added to the **Document List to Merge** list.

❷ Click **Preview** to check the merged document.

❸ Click **Next**.

Note:

*The **Image Quality** and **Color** settings you have selected for the first document are applied to other documents.*

❑ If you selected the **Attach a cover sheet** checkbox, specify the content of the cover sheet in the **Cover Sheet Settings** window.

❶ Select a cover sheet from samples in the **Cover Sheet** list. Note that there is no function to create an original cover sheet or to add an original cover sheet to the list.

❷ Enter the **Subject** and **Message**.

❸ Click **Next**.

Note:
*Set the following as necessary in **Cover Sheet Settings**.*

❑ *Click **Cover Sheet Formatting** if you want to change the order of the items on the cover sheet. You can select the cover sheet size in **Paper Size**. You can also select a cover sheet at a different size to the document being transmitted.*

❑ *Click **Font** if you want to change the font used for the text on the cover sheet.*

❑ *Click **Sender Settings** if you want to change the sender information.*

❑ *Click **Detailed Preview** if you want to check the cover sheet with the subject and the message you entered.*

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

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

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

    Note:

    ❑ *To stop transmitting, select the data, and click **Cancel** ✕. You can also cancel using the printer's control panel.*

    ❑ *If an error occurs during transmission, the **Communication error** window appears. Check the error information and retransmit.*

    ❑ *The Fax Status Monitor screen (the screen mentioned above where you can check the transmission status) is not displayed if **Display Fax Status Monitor During Transmission** is not selected in the **Optional Settings** screen of the FAX Utility main screen.*

Related Information

➡ "Basic Settings" on page 250

Sending Documents Created Using an Application (Mac OS)

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

Note:
The following explanation uses TextEdit, a standard Mac OS application as an example.

1. Create the document you want to send by fax in an application.

2. Click **Print** from the **File** menu.

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

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

4. Select settings for each item.
   - ❏ Specify **1** in **Number of copies**. Even if you specify **2** or more, only 1 copy is sent.
   - ❏ You can send up to 100 pages in one fax transmission.

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

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

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

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

6. Select the **Recipient Settings** menu, and then specify the recipient.
   - ❏ Specifying a recipient directly:

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

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

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

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

   - ❏ Selecting a recipient from the phone book:

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

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

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

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

   Sending starts.

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

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

Related Information

➡ "Basic Settings" on page 250

Receiving Faxes on a Computer

Faxes can be received by a printer and saved in PDF format on a computer connected to the printer. Use the FAX Utility (application) to select settings.

For details on how to operate FAX Utility, see Basic Operations in the FAX Utility help (displayed on the main window). If the password entry screen is displayed on the computer screen while you are making settings, enter the password. If you do not know the password, contact your administrator.

Note:

- *Check if the FAX Utility has been installed and the FAX Utility settings have been made before using this feature.*

  "Application for Configuring Fax Operations and Sending Faxes (FAX Utility)" on page 235

- *If the FAX Utility is not installed, install the FAX Utility using the EPSON Software Updater (application for updating software).*

  "Application for Updating Software and Firmware (Epson Software Updater)" on page 239

Important:

- *To receive faxes on a computer, the **Receive Mode** on the printer's control panel must be set to **Auto**. Contact your administrator for information on the printer settings status. To select settings on the printer's control panel, select **Settings** > **General Settings** > **Fax Settings** > **Basic Settings** > **Receive Mode**.*
- *The computer set to receive faxes should always be on. Received documents are saved in the printer's memory temporarily before the documents are saved on the computer. If you turn off the computer, the printer's memory might become full as it cannot send the documents to the computer.*
- *The number of documents that have been temporarily saved to the printer's memory are displayed on the* *on the printer's control panel.*
- *To read the received faxes, you need to install a PDF viewer such as Adobe Reader in the computer.*

Related Information

➡ "Selecting Settings to Send and Receive Faxes on a Computer" on page 355

Checking for New Faxes (Windows)

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

Note:

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

Using the Fax Icon on the Task Bar (Windows)

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

1. Check the icon.
   - ❏ : Standing by.
   - ❏ : Checking for new faxes.
   - ❏ : New faxes received.
2. Right-click the icon, and then click **View Receiving Fax Record**.

   The **Receiving Fax Record** screen is displayed.
3. Check the date and the sender in the list, and then open the received file as a PDF.

   Note:
   - ❏ *Received faxes are automatically renamed using the following naming format.*

     YYYYMMDDHHMMSS_xxxxxxxxxx_nnnnn (Year/Month/Day/Hour/Minute/Second_sender's number)
   - ❏ *You can also open the received fax folder directly when you right-click the icon. For details, see **Optional Settings** in the FAX Utility and its help (displayed on the main window).*

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

Using the Notification Window (Windows)

When you enable the FAX Utility to notify you about new faxes a notification window is displayed near the task bar for each the fax.

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

   Note:
   The notification screen disappears if no operation is performed for a given length of time. You can change the notification settings such as the display time.
2. Click anywhere in the notification screen, except for the button.

   The **Receiving Fax Record** screen is displayed.
3. Check the date and the sender in the list, and then open the received file as a PDF.

   Note:
   - ❏ *Received faxes are automatically renamed using the following naming format.*

     YYYYMMDDHHMMSS_xxxxxxxxxx_nnnnn (Year/Month/Day/Hour/Minute/Second_sender's number)
   - ❏ *You can also open the received fax folder directly when you right-click the icon. For details, see **Optional Settings** in the FAX Utility and its help (displayed on the main window).*

Checking for New Faxes (Mac OS)

You can check for new faxes using one of the following methods. This is only available when **"Save" (save faxes on this computer)** is enabled in the FAX Utility.

- ❏ Open the received fax folder (specified in **Received Fax Output Settings.**).
- ❏ Open the Fax Receive Monitor and click **Check new faxes now**.

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

For details, see **Fax Receive Monitor** in the FAX Utility help.

Open the Received Fax Folder from Received Fax Monitor (Mac OS)

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

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

   Note:
   ❏ *Received faxes are automatically renamed using the following naming format.*
   YYYYMMDDHHMMSS_xxxxxxxxxx_nnnnn (Year/Month/Day/Hour/Minute/Second_sender's number)
   ❏ *Information sent from the sender is displayed as the sender's number. This number may not be displayed depending on the sender.*

Canceling the Feature that Saves Incoming Faxes to the Computer

You can cancel saving faxes to the computer by using the FAX Utility.

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

Note:
❏ *If there are any faxes that have not been saved to the computer, you cannot cancel the feature that saves faxes on the computer.*
❏ *You can also change the settings on the printer. Contact your administrator for information on canceling settings to save received faxes on the computer.*

Related Information

➡ "Disabling the Saving of Received Faxes on a Computer" on page 356

Maintaining the Printer

Checking the Status of Consumables. 134

Improving Print, Copy, Scan, and Fax Quality. 134

Cleaning the Printer. 143

Checking the Status of Consumables

You can check the approximate ink levels and the approximate service life of the maintenance box from the printer's control panel. Select on the home screen.

Note:

❏ *You can also check the approximate ink levels and the approximate service life of the maintenance box from the status monitor in the printer driver.*

❏ Windows

Click **EPSON Status Monitor 3** on the **Maintenance** tab.

If **EPSON Status Monitor 3** is disabled, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.

❏ Mac OS

Apple menu > **System Preferences** (or **System Settings**) > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**) > Epson(XXXX) > **Options & Supplies** > **Utility** > **Open Printer Utility** > **EPSON Status Monitor**

❏ *You can continue printing while the ink low message is displayed. Replace the ink cartridges when required.*

Related Information

➡ "It is Time to Replace the Ink Cartridges" on page 203

➡ "It is Time to Replace the Maintenance Box" on page 210

Improving Print, Copy, Scan, and Fax Quality

Adjusting the Print Quality

If you notice a misaligned vertical lines, blurred images, or horizontal banding, try **Print Quality Adjustment**.

Important:

*Head cleaning may be necessary after performing **Print Quality Adjustment**. Note the following items before performing head cleaning.*

❏ *Head cleaning consumes ink and should not be performed more than necessary.*

❏ *When ink is low, you may not be able to clean the print head.*

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

1. Select **Maintenance** on the printer's control panel.

2. Select **Print Quality Adjustment**.

3. Follow the on-screen instructions to print the adjustment pattern and scan it.

Caution:

Close the document cover before scanning.

Adjustments are performed automatically.

Note:

- *If scanning fails, check the conditions of the adjustment pattern and its location on the scanner glass, and then select **Start Scanning**. If the paper is folded or not properly aligned with the corner mark, it cannot be scanned.*
- *Even if a blank sheet is ejected, follow the on-screen instructions to scan it. If you scan a blank sheet of paper, scanning will fail. If this occurs, select **Cancel** and follow the on-screen instructions.*
- *If the problem does not improve even after performing **Print Quality Adjustment**, go to **Maintenance** to perform all available print head adjustments (nozzle check, cleaning, Alignment adjustment). See the related information below for more details.*

Related Information

➡ "Checking and Cleaning the Print Head" on page 135
➡ "Aligning the Print Head" on page 137

Checking and Cleaning the Print Head

If the nozzles are clogged, the printouts become faint, there is visible banding, or unexpected colors appear. If the nozzles are severely clogged, a blank sheet will be printed. When print quality has declined, first use the nozzle check feature to check if the nozzles are clogged. If the nozzles are clogged, clean the print head.

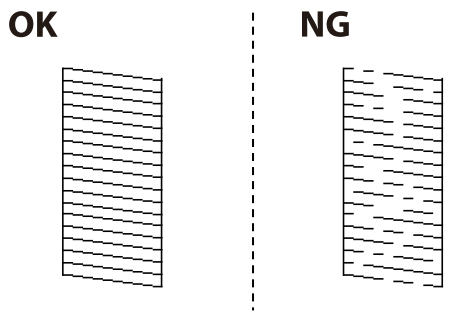
Important:

- *Do not open the scanner unit or turn off the printer during head cleaning. If the head cleaning is incomplete, you may not be able to print.*
- *Head cleaning consumes ink and should not be performed more than necessary.*
- *When ink is low, you may not be able to clean the print head.*
- *If all nozzle check lines are not printed completely after running a nozzle check and Cleaning alternately 3 times, wait for at least 12 hours without printing, run the nozzle check once again, and then repeat head cleaning if necessary. We recommend turning off the printer by using the ⏻ button. If all nozzle check lines are still not printed completely, contact Epson support.*
- *To prevent the print head from drying out, do not unplug the printer while the power is on.*

You can check and clean the print head by using the printer's control panel.

1. Select **Maintenance** on the printer's control panel.
2. Select **Print Head Nozzle Check**.
3. Follow the on-screen instructions to load paper and print the nozzle check pattern.
4. Examine the printed pattern.
   - If there are broken lines or missing segments as shown in the "NG" pattern, the print head nozzles may be clogged. Select ✕ and go to the next step.

❏ If you cannot see any broken lines or missing segments as shown in "OK" pattern, the nozzles are not clogged. Print head cleaning is not necessary. Select to exit.



5. Follow the on-screen instructions to clean the print head.

6. When cleaning is finished, follow the on-screen instructions to print another nozzle check pattern. Repeat cleaning and printing the pattern until all lines are printed completely.

Important:
If all nozzle check lines are not printed completely after running a nozzle check and Cleaning alternately 3 times, wait for at least 12 hours without printing, run the nozzle check once again, and then repeat head cleaning if necessary. We recommend turning off the printer by using the button. If all nozzle check lines are still not printed completely, contact Epson support.

Note:
You can also check and clean the print head from the printer driver.

❏ *Windows*

*Click **Maintenance** on the **Maintenance** tab, and then select **Print Head Nozzle Check**.*

❏ *Mac OS*

*Apple menu > **System Preferences** (or **System Settings**) > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**) > Epson(XXXX) > **Options & Supplies** > **Utility** > **Open Printer Utility** > **Print Head Nozzle Check***

Related Information

➡ "Maintenance Tab" on page 46
➡ "Guide to Mac OS Printer Driver" on page 235

Preventing nozzle clogging

When the power cord is unplugged or a power outage occurs while the printer is in operation, the print head may not be capped properly. If the print head is left as it is, it will dry out and its nozzles (ink outlets) will clog. In these cases, turn the printer on and off again as soon as possible to cap the print head.

Always use the power button when turning the printer on and off.

Check that the power light is off before you disconnect the power cord.

The ink itself can dry out if it is not covered. In the same way you place a cap on a fountain pen or an oil pen to prevent it from drying, make sure the print head is capped properly to prevent the ink from drying.

Aligning the Print Head

If you notice a misalignment of vertical or horizontal lines, or blurred images, align the print head.

1. Select **Maintenance** on the printer's control panel.
2. Select **Print Head Alignment**.
3. Select one of the alignment menus.
   - ❏ If vertical lines look misaligned or the printouts look blurry, select **Ruled Line Alignment**.
   - ❏ If horizontal banding occurs at regular intervals, select **Horizontal Alignment**.
4. Follow the on-screen instructions.

Cleaning the Paper Path for Ink Smears

When the printouts are smeared or scuffed, clean the roller inside.

> ***Important:***
> *Do not use tissue paper to clean the inside of the printer. The print head nozzles may be clogged with lint.*

1. Select **Maintenance** on the printer's control panel.
2. Select **Paper Guide Cleaning**.
3. Select the paper source, load plain paper in the paper source you selected, and then follow the on-screen instructions to clean the paper path.

   "Loading Paper Using Instructions on the LCD screen" on page 32

   Note:
   Repeat this procedure until the paper is not smeared with ink. If the printouts are still smeared or scuffed, clean the other paper sources.

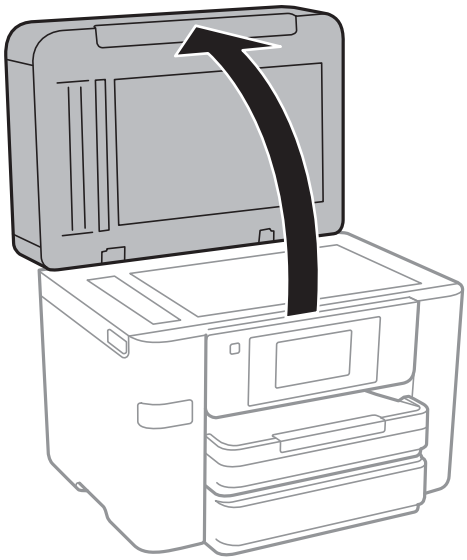
Cleaning the Scanner Glass

When the copies or scanned images are smeared, clean the scanner glass.

> ***Caution:***
> *Be careful not to trap your hand or fingers when opening or closing the document cover. Otherwise you may be injured.*

> ***Important:***
> *Never use alcohol or thinner to clean the printer. These chemicals can damage the printer.*

1. Open the document cover.



2. Use a soft, dry, clean cloth to clean the scanner glass.

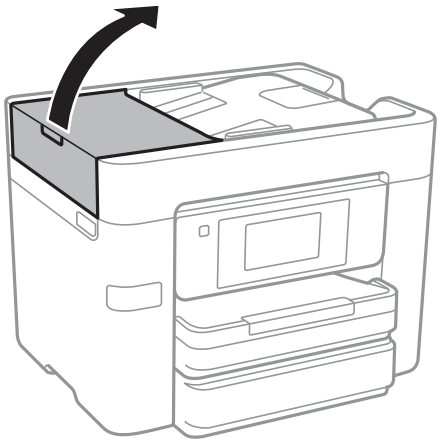
> ***Important:***
>
> ❏ *If the glass surface is stained with grease or some other hard-to-remove material, use a small amount of glass cleaner and a soft cloth to remove it. Wipe off all remaining liquid.*
>
> ❏ *Do not press the glass surface too hard.*
>
> ❏ *Be careful not to scratch or damage the surface of the glass. A damaged glass surface can decrease the scan quality.*

Cleaning the ADF

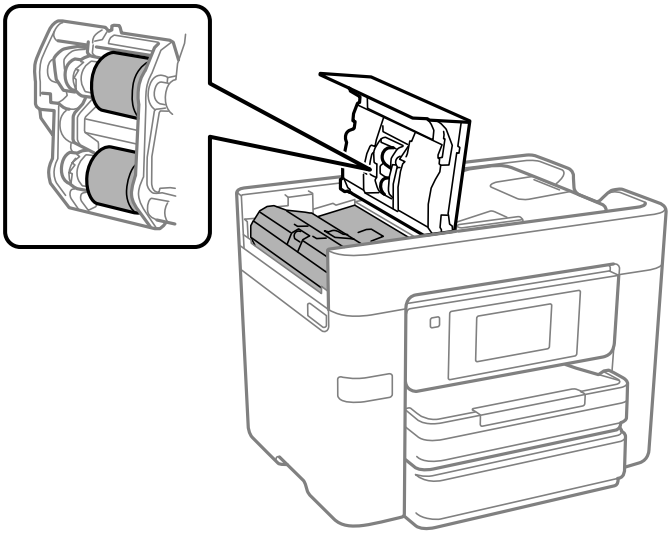
When the copied or scanned images from the ADF are smeared or the originals do not feed into the ADF correctly, clean the ADF.

> ***Important:***
>
> *Never use alcohol or thinner to clean the printer. These chemicals can damage the printer.*

1. Open the ADF cover.



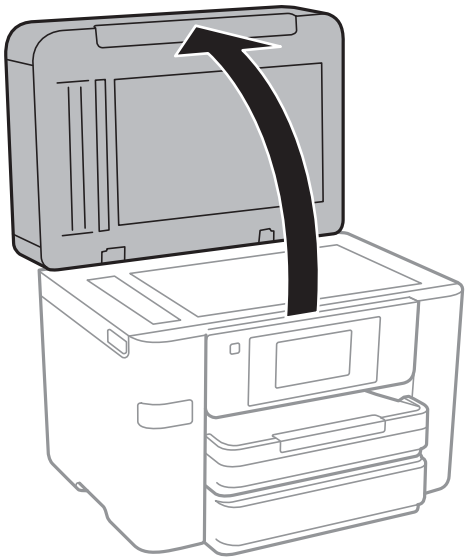
2. Use a soft, damp cloth to clean the roller and the interior of the ADF.



Important:

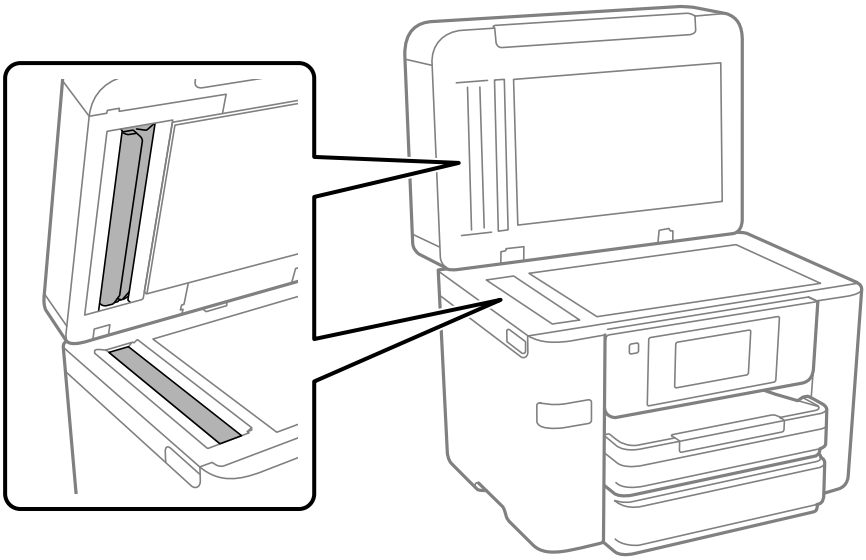
- *Using a dry cloth may damage the surface of the roller.*
- *Do not use the ADF untill the roller has dried.*

3. Close the ADF cover, and then open the document cover.



4. Use the damp cloth to clean the area shown in the illustration.

   Repeat cleaning until there is no dirt remaining.



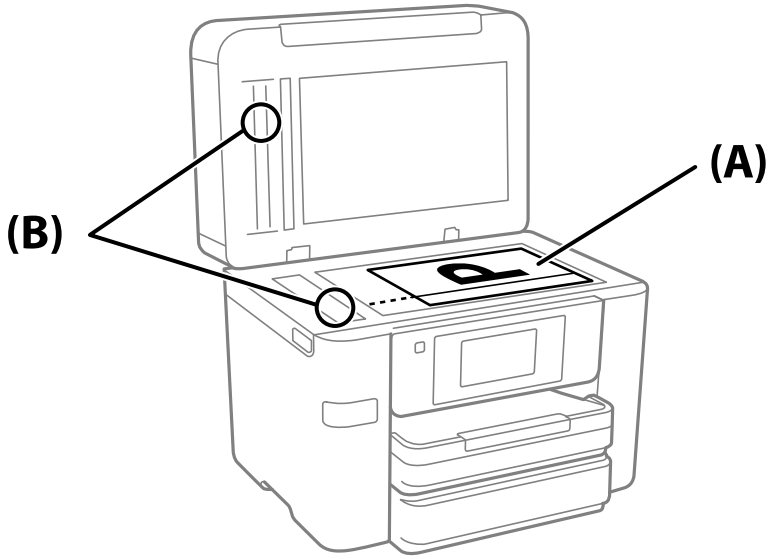
Important:

- *After cleaning off the dirt, wipe off all remaining liquid.*
- *If the glass surface is stained with grease or some other hard-to-remove material, use a small amount of glass cleaner and a soft cloth to remove it.*
- *Do not press the glass surface too hard.*
- *Be careful not to scratch or damage the surface of the glass. A damaged glass surface can decrease the scan quality.*

Note:
If a black line appears when copying from the ADF, location (B) shown in the illustration below may be dirty.

Place the copy on the scanner glass and wipe away any dirt on the surface of the glass at the point extending from where the black line appears in the copy. Be sure to wipe the same point on the opposite surface as well.

(A) Copy result where the black line appears, (B) dirty glass areas



Cleaning the Translucent Film

When the printout is not improved after aligning the print head or cleaning the paper path, the translucent film inside the printer may be smeared.

Items required:

❏ Cotton swabs (several)

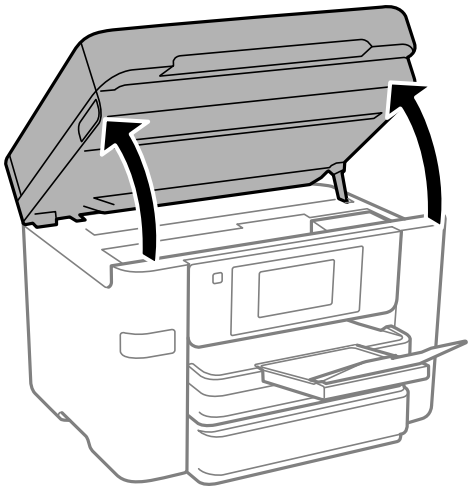
❏ Water with a few drops of detergent (2 to 3 drops of detergent in 1/4 cup of tap water)

❏ Light for checking smears

Important:
Do not use cleaning liquid other than water with a few drops of detergent.

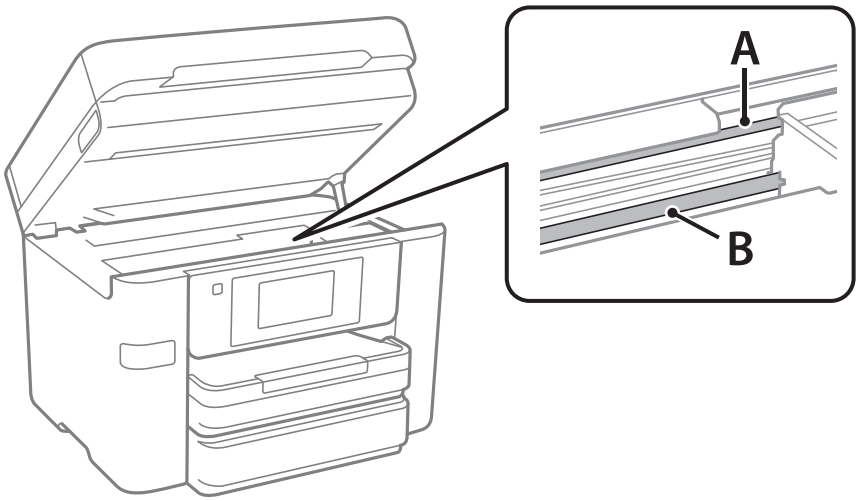
1. Turn off the printer by pressing the ⏻ button.

2. Open the scanner unit.



3. Check if the translucent film is smeared. Smears are easier to see if you use a light.

   If there are smears (such as finger marks or grease) on the translucent film (A), go to the next step.



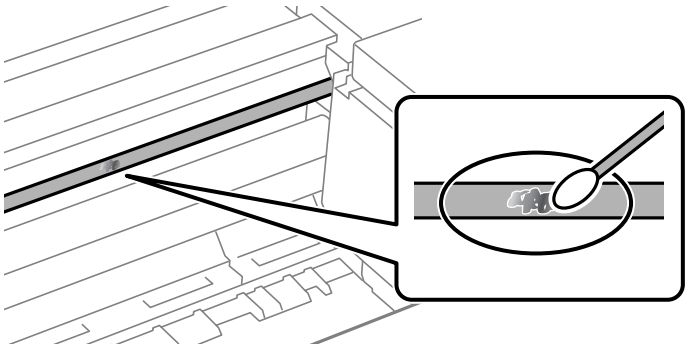
A: Translucent film

B: Rail

> ***Important:***
>
> *Be careful not to touch the rail (B). Otherwise, you may not be able to print. Do not wipe off the grease on the rail, because the printer needs this to function properly.*

4. Dampen a cotton swab with the water and detergent mix, make sure it is not dripping water, and then wipe the smeared area.

   Be careful not to touch any ink that has collected inside the printer.



> ***Important:***
> *Wipe off the smear gently. If you press the cotton swab too hard against the film, the springs of the film may be dislocated and the printer may be damaged.*

5. Use a new dry cotton swab to wipe the film again.

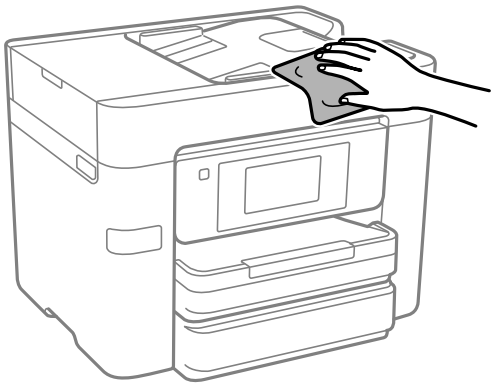
> ***Important:***
> *Do not leave any fibers on the film.*

Note:
To prevent the smear from spreading, frequently replace the cotton swab with a new one.

6. Repeat steps 4 and 5 until you can visually confirm that the film is not smeared.

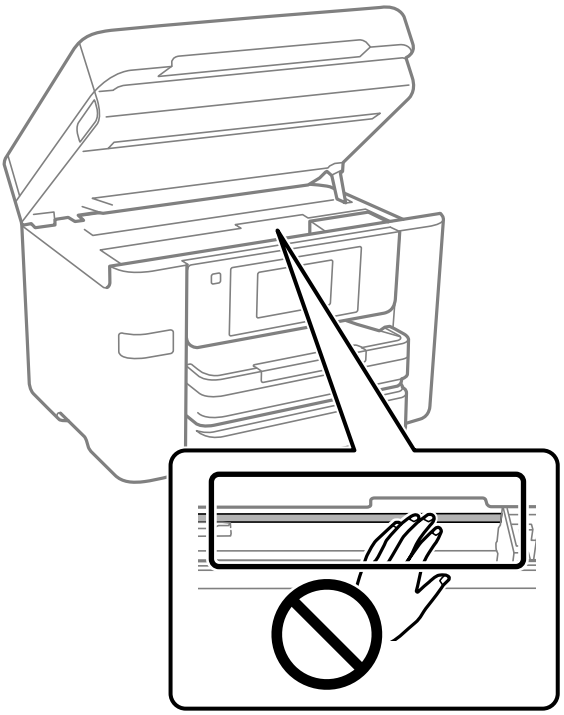
Cleaning the Printer

If the components and the case are dirty or dusty, turn off the printer and clean them using a soft, clean cloth that has been dampened with water. If you cannot remove the dirt, try adding a small amount of mild detergent to the damp cloth.



Important:

- *Be careful not to get water onto the printer mechanism or any electrical components. Otherwise, the printer could be damaged.*
- *Never use alcohol or thinner to clean the printer. These chemicals can damage the printer.*
- *Do not touch the parts shown in the following illustration. Doing so may cause a malfunction.*



In These Situations

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When Replacing a Computer

You need to install the printer driver and other software on the new computer.

U.S. and Canada

Access the following website and search for your product. Download and run your product's software package, then follow the instructions on the computer screen to run the setup program.

https://support.epson.com

Other Regions

Access the following website, and then enter the product name. Go to **Setup**, and then start setting up. Follow the on-screen instructions.

https://epson.sn

Installing or Uninstalling Applications Separately

Connect your computer to the network and install the latest versions of applications from the website. Log in to your computer as an administrator. Enter the administrator password if the computer prompts you.

Installing the Applications Separately

Note:

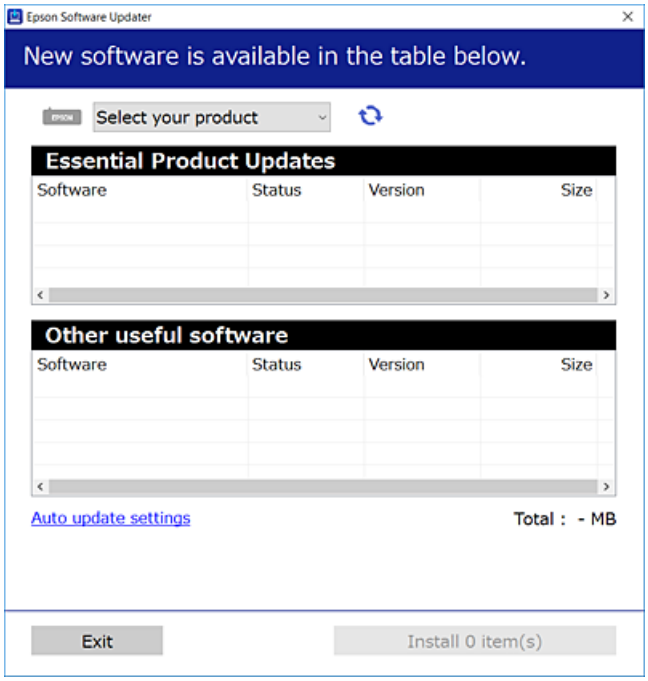
- *When reinstalling an application, you need to uninstall it first.*
- *You can download the latest applications from the Epson website.*

  https://www.epson.com
- *If you use Windows Server operating systems, you cannot use Epson Software Updater. Download the latest applications from the Epson website.*

1. Make sure the printer and the computer are available for communication, and the printer is connected to the Internet.

2. Start Epson Software Updater.

   The screenshot is an example from Windows.



3. For Windows, select your printer, and then click to check for the latest available applications.

4. Select the items you want to install or update, and then click the install button.

> ***Important:***
>
> *Do not turn off or unplug the printer until the update is complete. Doing so may result in malfunction of the printer.*

Related Information

➡ "Application for Updating Software and Firmware (Epson Software Updater)" on page 239
➡ "Uninstalling Applications" on page 149

Checking if a genuine Epson printer driver is installed - Windows

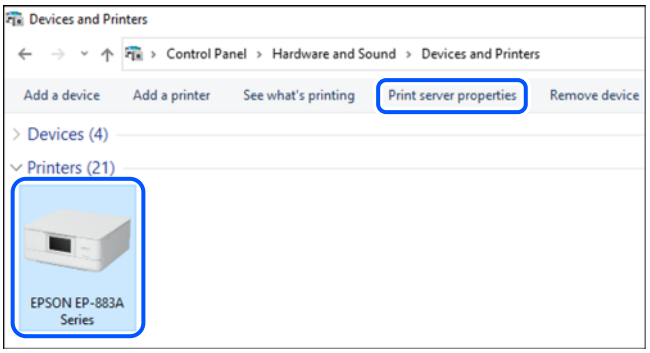
You can check if a genuine Epson printer driver is installed on your computer by using one of the following methods.

❑ Windows 11/Windows Server 2025

Click on the start button, select **Settings** > **Bluetooth & devices** > **Printers & scanners**, and then click **Print server properties** under **Related settings**.

❑ Windows 10/Windows 8.1/Windows 7/Windows Server 2022/Windows Server 2019/Windows Server 2016/Windows Server 2012 R2/Windows Server 2008 R2

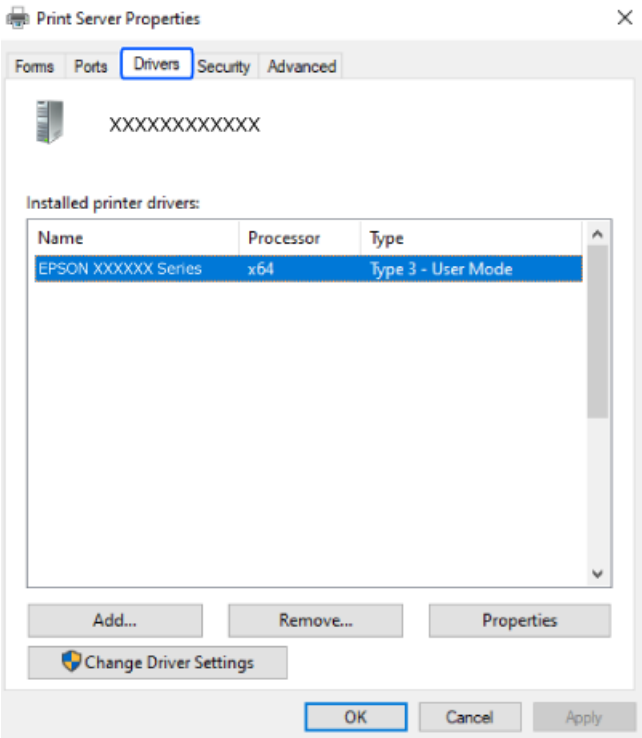
Select **Control Panel** > **View devices and printers** (**Printers**, **Printers and Faxes**) in **Hardware and Sound**, click the printer icon, and then click **Print server properties** at the top of the window.



❑ Windows Server 2008

Right-click on the **Printers** folder, and then click **Run as administrator** > **Server Properties**.

Click the **Drivers** tab. If your printer name is displayed in the list, a genuine Epson printer driver is installed on your computer.



Related Information

➡ "Installing the Applications Separately" on page 146

Checking if a genuine Epson printer driver is installed - Mac OS

You can check if a genuine Epson printer driver is installed on your computer by using the following method:

Select the Apple menu > **System Preferences** (or **System Settings**) > **Printers & Scanners** (or **Print & Scan** or **Print & Fax**), and then select the printer. If the **Options** and **Utility** tabs are displayed when you click **Options & Supplies**, and an **Open Printer Utility** button is displayed when you click the **Utility** tab, then a genuine Epson printer driver is already installed on your computer.

Related Information

➡ "Installing the Applications Separately" on page 146

Adding a Genuine Epson Printer (for Mac OS Only)

1. Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**).
2. Click +, and then select your printer on the screen displayed.
3. Do one of the following:
   - ❏ macOS Monterey (12.x) or later
     Click **Select Software** from **Use**, select your printer on the screen displayed, and then click **OK**.
   - ❏ Mac OS X Mavericks (10.9) through macOS Big Sur (11.x)
     Select your printer from **Use**.
4. Click **Add**.

   Note:
   If your printer is not listed, check that it is correctly connected to the computer and that the printer is on.

Uninstalling Applications

Log in to your computer as an administrator. Enter the administrator password if the computer prompts you.

Uninstalling Applications - Windows

1. Press the ⏻ button to turn off the printer.
2. Quit all running applications.
3. Open **Control Panel**:
   - ❏ Windows 11/Windows Server 2025
     Click on the start button, and then select **All apps** > **Windows Tools** > **Control Panel**.
   - ❏ Windows 10/Windows Server 2022/Windows Server 2019/Windows Server 2016
     Click on the start button, and then select **Windows System** > **Control Panel**.
   - ❏ Windows 8.1/Windows Server 2012 R2
     Select **Desktop** > **Settings** > **Control Panel**.
   - ❏ Windows 7/Windows Server 2008 R2/Windows Server 2008
     Click the start button and select **Control Panel**.
4. Open **Programs** and select **Uninstall a program** (or **Add or Remove Programs**).
5. Select the application you want to uninstall.

   You cannot uninstall the printer driver if there are any print jobs. Delete print jobs or wait for them to finish before uninstalling.
6. Click **Uninstall/Change** or **Uninstall**.

   Note:
   *If the **User Account Control** window is displayed, click **Continue**.*
7. Follow the on-screen instructions.

Uninstalling Applications - Mac OS

1. Download the Uninstaller using EPSON Software Updater.

   Once you have downloaded the Uninstaller, you do not need to download it again each time you uninstall the application.
2. Press the ⏻ button to turn off the printer.
3. To uninstall the printer driver or PC-FAX driver, select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then remove the printer from the enabled printers list.
4. Quit all running applications.
5. Select **Go** > **Applications** > **Epson Software** > **Uninstaller**.

6. Select the application you want to uninstall, and then click **Uninstall**.

> ***Important:***
> *The Uninstaller removes all drivers for Epson inkjet printers on the computer. If you use multiple Epson inkjet printers and you only want to delete some drivers, delete all of them first, and then install the necessary printer driver again.*

Note:
*If you cannot find the application you want to uninstall in the application list, you cannot uninstall using the Uninstaller. In this situation, select **Go** > **Applications** > **Epson Software**, select the application you want to uninstall, and then drag it to the trash icon.*

Related Information

➡ "Application for Updating Software and Firmware (Epson Software Updater)" on page 239

Configuring Settings for Connecting to the Computer

U.S. and Canada

Access the following website and search for your product. Download and run your product's software package, then follow the instructions on the computer screen to run the setup program.

https://epson.com/support

Other Regions

Access the following website, and then enter the product name. Go to **Setup** , and then start setting up.

https://epson.sn

You can also watch the procedure in the Web Video Manuals. Access the following website.

https://support.epson.net/publist/vlink.php?code=VM00016

To configure a shared printer on the network, select a printer found on the network and begin configuration.

Adjusting Settings When Connecting to a Mobile Device

You can use the printer from your mobile device when they are connected to the same wireless network.

U.S. and Canada

Make sure you have the following.

- ❏ A mobile device that is connected to the wireless network, has Bluetooth enabled, and has the Epson Smart Panel app installed (Epson Smart Panel is available for iOS and Android devices.)
- ❏ The wireless network name (SSID) and password

Note:
Your mobile device must be close enough to the printer to create and maintain a Bluetooth connection.

1. Make sure the product is turned on and ready to print.

   Note:
   You must perform initial setup and ink installation before setting up wireless printing

2. Open the Epson Smart Panel app.

3. Do one of the following.

   ❏ If the app automatically recognizes the product, follow the on-screen instructions to set up the wireless connection.

   ❏ If the app does not automatically recognize the product, select the + icon, select the option to set up a new product, and follow the on-screen instructions.

Other Regions

To set up a new connection, access the following website from the mobile device that you want to connect to the printer. Enter the product name, go to Setup, and then start the setup.

https://epson.sn

You can watch the procedure in the Web Video Manuals. Access the following website.

https://support.epson.net/publist/vlink.php?code=VM00017

Note:
If you have already set up the connection between your mobile device and the printer but need to reconfigure it, you can do so from an app such as Epson Smart Panel.

Checking the Printer's Network Connection Status (Network Connection Report)

You can print a report to check the status of the network connection between the printer and the router.

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

2. Select **General Settings** > **Network Settings** > **Connection Check**.

   The connection check starts.

3. Follow the instructions on the printer's screen to print the network connection report.

   If an error has occurred, check the network connection report and review the possible causes and solutions.

Related Information

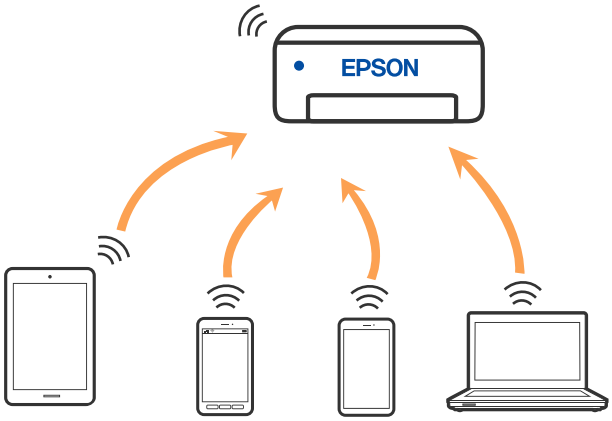
➡ "Messages and Solutions on the Network Connection Report" on page 292

Connecting a Device and Printer Directly (Wi-Fi Direct)

Wi-Fi Direct (Simple AP) allows you to connect a device directly to the printer without a wireless router and print from the device.

About Wi-Fi Direct

Use this connection method when you are not using Wi-Fi at home or at the office, or when you want to connect mobile devices or computers to the printer directly. In this mode, the printer acts as a wireless router and you can connect the devices to the printer without having to use a standard wireless router, but devices directly connected to the printer cannot communicate with each other.



The printer can be connected via a Wi-Fi Direct (Simple AP) connection and either a Wi-Fi(Infrastructure) or Ethernet connection simultaneously.

Connecting to Devices using Wi-Fi Direct

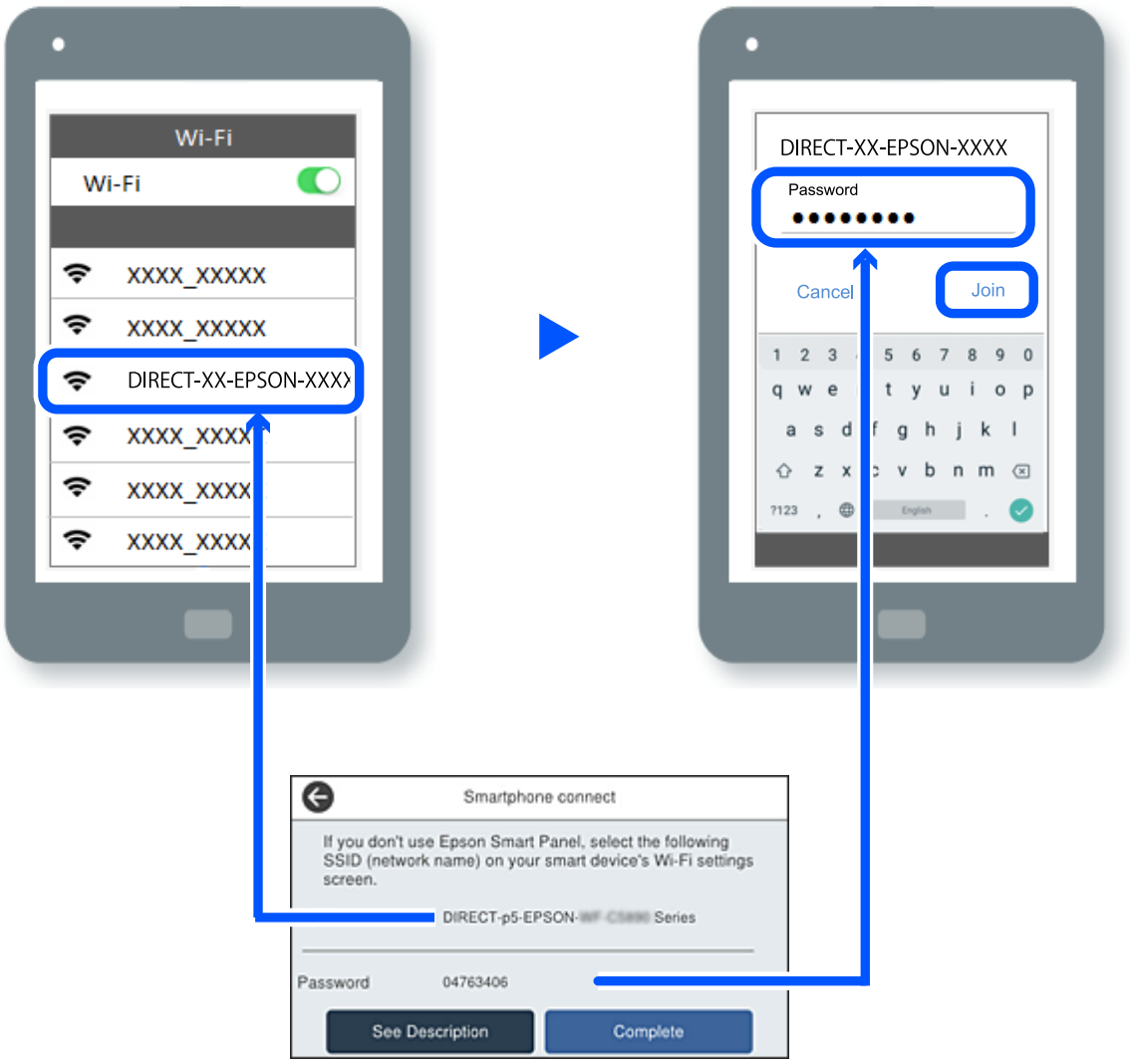
This method allows you to connect the printer directly to devices without a wireless router.

Note:
For iOS or Android users, it is convenient to set up from Epson Smart Panel.

You only need to configure these settings for the printer and the device that you want to connect to once. Unless you disable Wi-Fi Direct or restore the network settings to their defaults, you do not need to configure these settings again.

1. Tap on the home screen.
2. Tap **Wi-Fi Direct**.
3. Tap **Start Setup**.

4. Scroll down the printer screen to display the SSID and password required to set up the connection. On your device, select the same SSID and enter the password.



5. On the device's printing app screen, select the printer that you want to connect to.

6. On the printer's control panel, select **Complete**.

For devices that have been connected to the printer before, select the network name (SSID) on the device's Wi-Fi screen to connect them again.

Disconnecting a Wi-Fi Direct (Simple AP) Connection

Note:
When Wi-Fi Direct (Simple AP) is disabled, all computers and mobile devices connected to the printer in Wi-Fi Direct (Simple AP) connection are disconnected. If you want to disconnect a specific device, disconnect from the device instead of the printer.

1. Tap on the printer's home screen.

2. Select **Wi-Fi Direct**.

   The Wi-Fi Direct information is displayed.

3. Tap **Start Setup**.

4. Tap Menu.

5. Select **Disable Wi-Fi Direct**.

6. Tap the **Disable the settings**.

7. Follow the on-screen instructions.

Changing Wi-Fi Direct (Simple AP) Settings

When Wi-Fi Direct (simple AP) is enabled, you can change the settings from > **Wi-Fi Direct** > **Start Setup** > Menu, and then the following menu items are displayed.

Change Network Name

Change the Wi-Fi Direct (simple AP) network name (SSID) to a name of your choice. You can enter the network name (SSID) using ASCII characters displayed on the software keyboard on the control panel.

When changing the network name (SSID), all connected devices are disconnected. Use the new network name (SSID) if you want to reconnect the devices.

Change Password

Change the Wi-Fi Direct (simple AP) password to a password of your choice. You can enter the password using ASCII characters displayed on the software keyboard on the control panel.

When changing the password, all connected devices are disconnected. Use the new password if you want to reconnect the devices.

Change Frequency Range

Change the Wi-Fi Direct frequency range. You can select 2.4 GHz or 5 GHz.

When changing the frequency range, all connected devices are disconnected. Reconnect the devices.

Note that you can only reconnect devices that support the 5 GHz frequency range when changing to 5 GHz.

Disable Wi-Fi Direct

Disable the printer's Wi-Fi Direct (simple AP) feature. When you do this, all devices connected to the printer in Wi-Fi Direct (Simple AP) connection are disconnected.

Restore Default Settings

Restore all Wi-Fi Direct (simple AP) settings to their defaults.

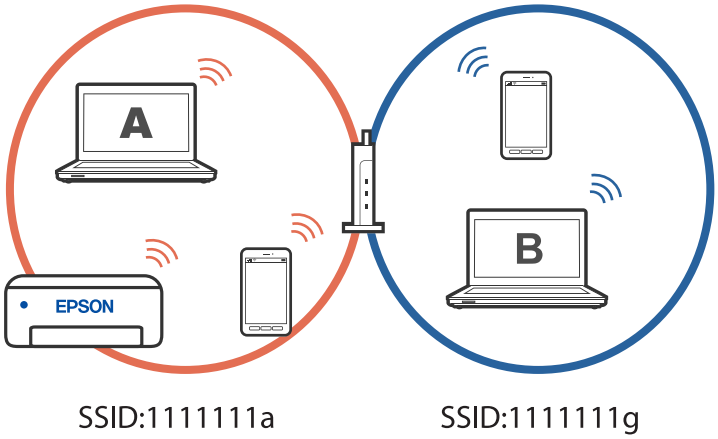
Any saved Wi-Fi Direct (simple AP) connection information about connected devices is deleted.

Adding or Changing the Printer's Connection

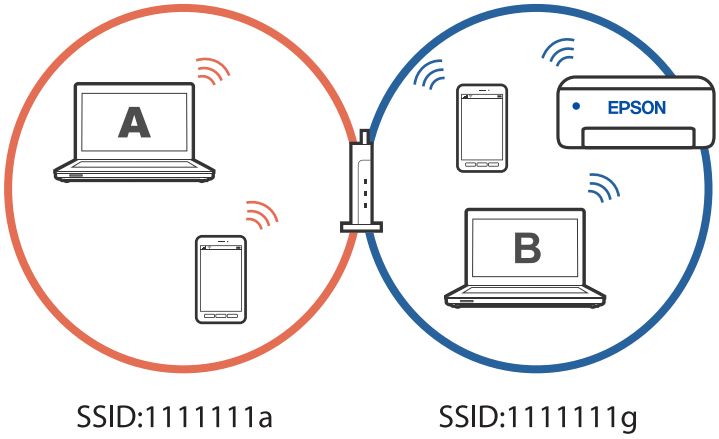
To Set Up a Printer on Multiple Computers

Although several computers can be connected to the same wireless router, each computer may be assigned a different SSID.

If the SSIDs assigned by the wireless router are not handled as the same network, then each computer is effectively connected to a different network. When you start setting up the printer from computer A, the printer is added to the same network as computer A allowing computer A to print from it.



Furthermore, if you start setting up the printer from computer B in the configuration shown above, the printer is set up on computer B's network allowing computer B to print but not computer A.



To prevent this from happening, when you want to connect the printer to a second computer, make sure the second computer is on the same network as the printer before you begin setup.

Changing the Connection from Wi-Fi to USB

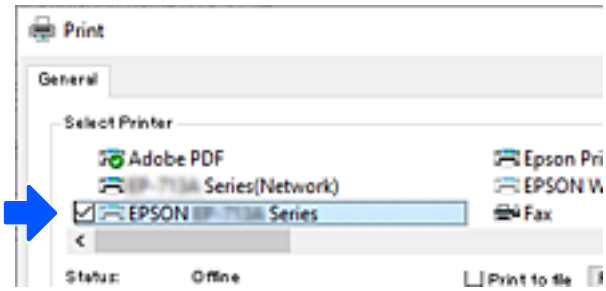
Follow the steps below if the Wi-Fi you are using is unstable, or if you want to change to a more stable USB connection.

1. Connect the printer to a computer using a USB cable.

2. When you print, select the printer whose name does not end with "(Network)" or the printer name in parentheses.

   Example of Windows 11

   Example of Windows 10



Related Information

➡ "Rear" on page 22

Changing the Connection from Wi-Fi to Wired LAN

If the Wi-Fi you are using is unstable, or if you want to change to a more stable wired LAN connection, follow these instructions.

1. Select **Settings** on the home screen.
2. Select **General Settings** > **Network Settings** > **Connection Settings** > **Ethernet**.
3. Follow the guide to connect the LAN cable.

Setting a Static IP Address for the Printer

This section describes how to select settings from the printer's control panel.

1. Select **Settings** on the printer's home screen.
2. Select **General Settings** > **Network Settings** > **Advanced** > **TCP/IP**.
3. Select **Obtain IP Address**, and then select **Manual**.

4. Enter the IP address.

   You can change the highlighted part of the segment by selecting ◀ and ▶.

   Make sure you see the IP address under **Obtain IP Address**.

5. Set up the **Subnet Mask** and **Default Gateway**.

   Make sure you see the **Subnet Mask** and **Default Gateway**.

   > ***Important:***
   > *If the combination of the IP Address, Subnet Mask and Default Gateway is incorrect, you cannot proceed with the settings. Confirm that there is no error in the entry.*

6. Enter the IP address for the primary DNS server.

   Make sure you see the **Primary DNS**.

   Note:
   *When you select **Auto** for the IP address assignment settings, you can select the DNS server settings from **Manual** or **Auto**. If you cannot obtain the DNS server address automatically, select **Manual** and enter the DNS server address. Then, enter the secondary DNS server address directly. If you select **Auto**, go to step 8.*

7. Enter the IP address for the secondary DNS server.

   Make sure you see the **Secondary DNS**.

8. Tap **Start Setup**.

Using a Printer with the Access Control Feature Enabled

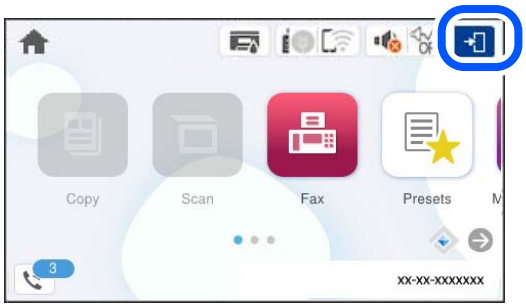
When you see on the printer's control panel, users are restricted by the printer administrator.

In this situation, users cannot make changes to printer settings and cannot use some of the printer's features. You need to log in to the printer to use it.

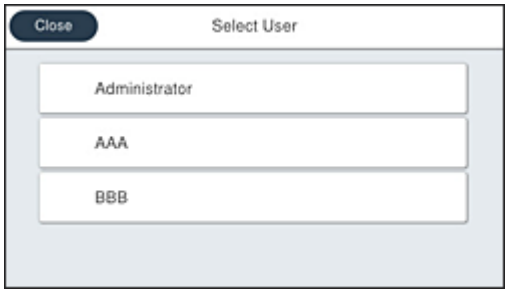
Logging on to the Printer from the Control Panel

This gives instructions for logging in to the printer with the panel lock and access control features enabled and when one or more users are registered. The content displayed on the screens varies depending on the model and situation, and region.

1. Select on the printer's control panel.



2. Select a user.



3. Enter the password to log in to the printer.

   Contact your printer administrator for login information. See the related information below for more details.

Registered users can use the printer with the features that are authorized. If you log in as an administrator, you can configure settings from the control panel.

When you have finished using the printer, select to logout.

Related Information

➡ "Default Value of the Administrator Password" on page 17

Registering a User Account on the Printer Driver (Windows)

When the access control feature is enabled for a printer, you can print from drivers after registering the user account on the drivers to which authentication information can be registered.

This section explains the procedure for registering a user account to a genuine Epson printer driver.

1. Access the Epson printer driver window.

2. Select the following menu.

   Maintenance tab > **Printer and Option Information**

3. Select **Save Access Control settings**, and then click **Settings**.

4. Enter the **User Name** and **Password** provided by your printer administrator, and then click **OK**.

   Enter the user account provided by your printer administrator.

5. Click **OK** in each printer driver window to close it.

Related Information

➡ "Application for Printing from a Computer (Windows Printer Driver)" on page 233
➡ "Creating the User Account" on page 376

Authenticating Users on Epson Scan 2 when Using Access Control

When the access control function is enabled for a printer, you need to register a user name and password when scanning using Epson Scan 2. If you do not know the password, contact your printer administrator.

1. Start Epson Scan 2.
2. On the Epson Scan 2 screen, make sure that your printer is selected in the **Scanner** list.
3. Select **Settings** from the **Scanner** list to open the **Scanner Settings** screen.
4. Click **Access Control**.
5. On the **Access Control** screen, enter the **User Name** and the **Password** for an account that has permission to scan.
6. Click **OK**.

Related Information

➡ "Creating the User Account" on page 376

Transporting and Storing the Printer

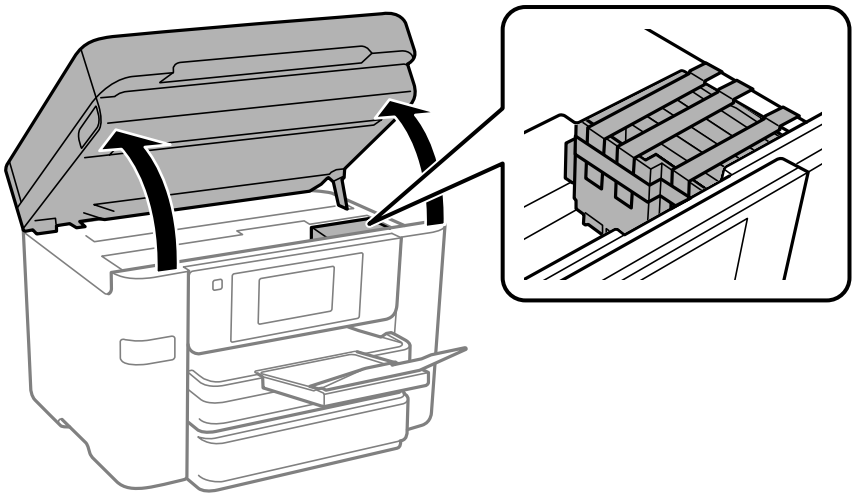
When you need to store the printer or transport it when moving or for repairs, follow the steps below to pack the printer.

1. Turn off the printer by pressing the ⏻ button.
2. Make sure the power light turns off, and then unplug the power cord.

> **Important:**
> *Make sure the power light is off before you unplug the power cord. Otherwise, the print head will not return to the home position, which can cause the ink to dry and make printing impossible.*

3. Make sure there are no external USB devices connected.
4. Disconnect all cables such as the power cord and USB cable.
5. Remove all of the paper from the printer.
6. Make sure there are no originals on the printer.

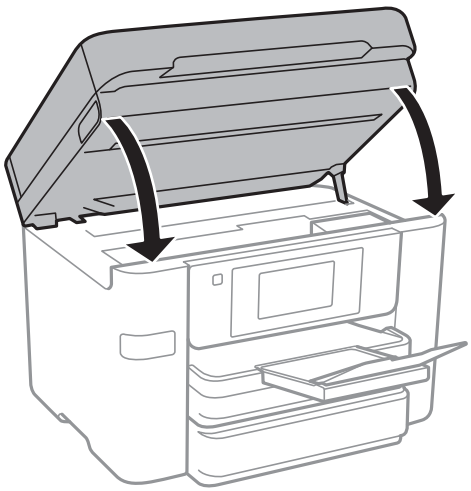
7. Open the scanner unit with the document cover closed. Secure the ink cartridge holder to the case with tape.



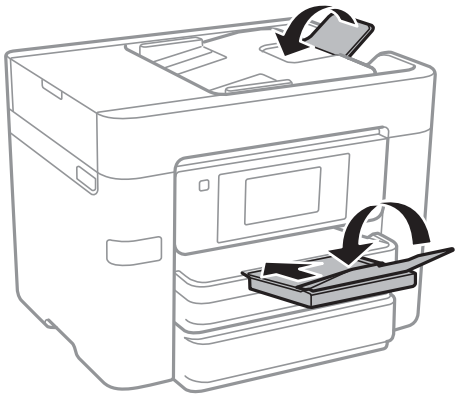
> ***Caution:***
>
> *Be careful not to trap your hand or fingers when opening or closing the scanner unit. Otherwise you may be injured.*

> ***Important:***
>
> *Leave the ink cartridges installed. Removing the cartridges can dry out the print head and may prevent the printer from printing.*

8. Close the scanner unit.



9. Prepare to pack the printer as shown below.



10. Pack the printer in its box, using the protective materials.

> ***Important:***
>
> *When storing or transporting the printer, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.*

When you use the printer again, make sure you remove the tape securing the ink cartridge holder. If print quality has declined the next time you print, adjust the print quality. For details, see the related information link below.

Related Information

➡ "Adjusting the Print Quality" on page 134

Solving Problems

Problem Solving. 164

Cannot Print, Copy, Scan, or Fax. 166

Printing, Copying, Scanning, and Faxing Quality is Poor. 178

A Message is Displayed on the LCD Screen. 200

Paper Gets Jammed. 202

It is Time to Replace the Ink Cartridges. 203

It is Time to Replace the Maintenance Box. 210

Cannot Operate the Printer as Expected. 212

Cannot Solve Problem. 218

Problem Solving

If any problems occur, check the following in order to find the cause.

Check the printer's error status.

Check if there is a problem with the printer itself.

Check Point	Solution
Is there an error on the printer?	If an error message is displayed on the LCD screen, follow the message to solve the problem. If you cannot solve it due to limited access controls, contact the administrator.
	If the paper is jammed, check the LCD screen to see where the paper is jammed, and then follow the instructions to remove it. For precautions, see the applicable descriptions in this manual.
	If a message for replacing consumables is displayed, follow the on-screen instructions to replace them. For handling precautions, see the applicable descriptions in this manual.
Are there any problems with the cables or the printer's appearance?	If the covers are not closed properly, close them. If the cables are about to disconnect, insert them firmly.
Is the power off?	If the power is off, press the ⏻ button to turn it on.

Related Information

➡ "A Message is Displayed on the LCD Screen" on page 200
➡ "Paper Gets Jammed" on page 202
➡ "It is Time to Replace the Ink Cartridges" on page 203
➡ "It is Time to Replace the Maintenance Box" on page 210

Check the printer connection.

Check if there is a problem with the printer connection.

Check point	Solution
Is the printer connected to the network properly?	Run a network connection check. On the LCD screen, select > > **When you cannot connect to the network**. Print the network connection report, and then ask the administrator to solve the problem if there is a connection problem.
Is the printer driver installed on your computer?	You can check if the printer driver is installed by checking **Settings** > **Devices** > **Printers** on your computer. See the related information below for more details.

Check point	Solution
Is the printer's information displayed on your computer?	You can use Epson Status Monitor 3 to check the connection status between the computer and the printer. See the related information below for more details.
	If you cannot check the printer status, the correct port may not be selected. When you connect to the printer on the network, we recommend that you select **EpsonNet Print Port**. If **EpsonNet Print Port** is not available, reinstall the printer driver.
Has the wireless LAN (Wi-Fi) connection been interrupted or is it unable to connect when you are using a USB 3.0 device on your computer?	When you connect a device to the USB 3.0 port on a Mac, radio frequency interference may occur. Try the following. ❏ Place the device that is connected to the USB 3.0 port further away from the computer. ❏ Turn off any unused USB 3.0 devices or connect them only when necessary. ❏ Connect to the SSID for the 5 GHz range.
Can your computer or mobile device be connected to the network?	Check if you can view the website on your computer or mobile device (data communication turned off). If you cannot view it, there is a problem with the network. Ask the administrator to solve the problem.

Related Information

➡ "Installing the Applications Separately" on page 146
➡ "Checking the Printer's Network Connection Status (Network Connection Report)" on page 152
➡ "There is a problem with the printer's status." on page 166
➡ "The Printer Cannot Connect via USB" on page 169

Check the printer settings.

Check the printer settings. Printers managed by the administrator may be restricted so that the printer settings cannot be changed. If you cannot perform operations, contact the administrator.

Check point	Solution
Printing does not start.	There may still be data remaining in the printer. Open the printer queue, and then check the status of the print job. If it is pending with an error, clear the error and restart it or delete the job with the error, and then the rest of the data will start printing.
	If the default printer is paused or offline, set it to online in the printer settings on the Windows computer.
	Make sure the correct printer and port are selected.
The menu that you want to use is not displayed.	Access control has been set by your administrator. Contact the administrator for the information required to use the missing menu.
	Some features require a separate contract to use. Contact your administrator to check if the feature is available for your printer.
Cannot fax.	If you have any problems when faxing, see the solutions to fax related problems.

Check point	Solution
Cannot copy or scan.	If you have any problems when copying or scanning, see the solutions to copy or scan related problems.

Related Information

➡ "Cannot Send or Receive Faxes" on page 170
➡ "There is still a job waiting to be printed." on page 167
➡ "The printer is paused or offline." on page 167
➡ "Using Port for the Printer" on page 266
➡ "Cannot Scan Even Though a Connection has been Correctly Established" on page 169
➡ "The printer port is not set correctly." on page 167

Cannot Print, Copy, Scan, or Fax

The Application or Printer Driver do not Work Properly

Cannot Print Even Though a Connection has been Established (Windows)

One of the following situations may be the cause.

There is a problem with the software or data.

Solutions

- ❑ Make sure a genuine Epson printer driver (EPSON XXXXX) is installed. If a genuine Epson printer driver is not installed, the available functions are limited. We recommend using a genuine Epson printer driver.
- ❑ If you are printing a large image, the computer may run out of memory. Print the image at a lower resolution or a smaller size.
- ❑ You may be able to clear the problem by updating the software to the latest version. To check the software status, use the software update tool.
- ❑ If you have tried all of the solutions and have not solved the problem, try uninstalling and then reinstalling the printer driver.

➡ "Checking if a genuine Epson printer driver is installed - Windows" on page 147
➡ "Checking if a genuine Epson printer driver is installed - Mac OS" on page 148
➡ "Installing or Uninstalling Applications Separately" on page 146
➡ "Application for Updating Software and Firmware (Epson Software Updater)" on page 239

There is a problem with the printer's status.

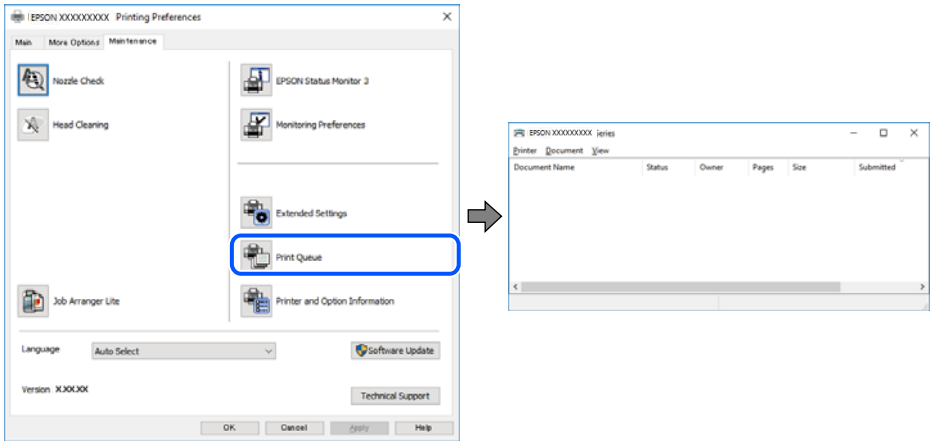
Solutions

Click **EPSON Status Monitor 3** on the printer driver's **Maintenance** tab, and then check the printer status. You need to install **EPSON Status Monitor 3** to enable this feature. You can download it from the Epson website.

There is still a job waiting to be printed.

Solutions

Click **Print Queue** on the printer driver's **Maintenance** tab. If unnecessary data remains, select **Cancel all documents** from the **Printer** menu.

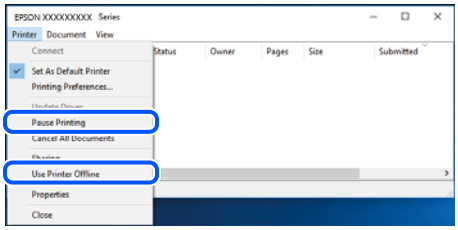


The printer is paused or offline.

Solutions

Click **Print Queue** on the printer driver's **Maintenance** tab.

If the printer is paused or offline, clear the related setting from the **Printer** menu.



The printer is not selected as the default printer.

Solutions

Right-click the printer icon in **Control Panel** > **View devices and printers** (or **Printers**, or **Printers and Faxes**) and click **Set as default printer**.

Note:
If there are multiple printer icons, select the correct one based on the connection type, as described below.

USB connection: EPSON XXXX Series

Network connection: EPSON XXXX Series (network)

If you install the printer driver multiple times, copies of the printer driver may be created. If copies such as "EPSON XXXX Series (copy 1)" are created, right-click the copied driver icon, and then click **Remove Device**.

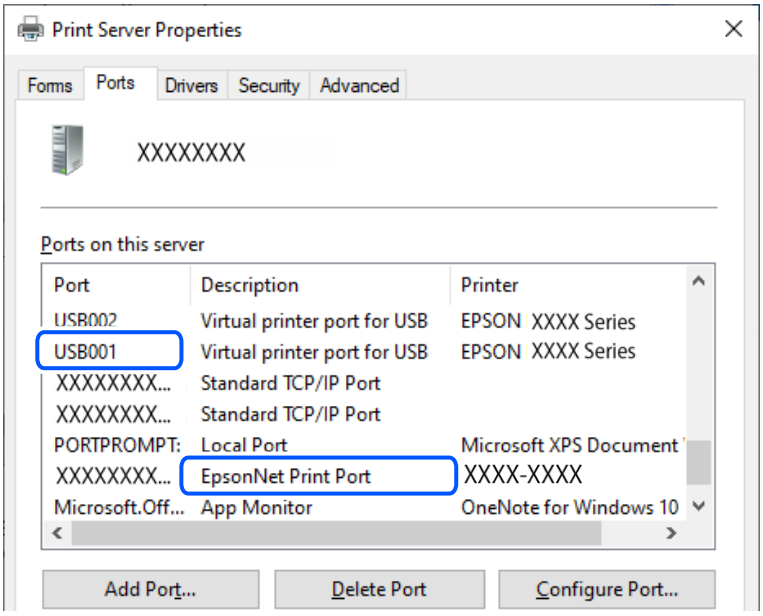
The printer port is not set correctly.

Solutions

Click **Print Queue** on the printer driver's **Maintenance** tab.

Make sure the printer port is set correctly as shown below in **Properties** > **Ports** from the **Printer** menu.

USB connection: **USBXXX**, Network connection: **EpsonNet Print Port**



Cannot Print Even Though a Connection has been Established (Mac OS)

One of the following situations may be the cause.

There is a problem with the software or data.

Solutions

- ❑ Make sure a genuine Epson printer driver (EPSON XXXXX) is installed. If a genuine Epson printer driver is not installed, the available functions are limited. We recommend using a genuine Epson printer driver.
- ❑ If you are printing a large image, the computer may run out of memory. Print the image at a lower resolution or a smaller size.
- ❑ You may be able to clear the problem by updating the software to the latest version. To check the software status, use the software update tool.
- ❑ If you have tried all of the solutions and have not solved the problem, try uninstalling and then reinstalling the printer driver.

➡ "Checking if a genuine Epson printer driver is installed - Windows" on page 147
➡ "Checking if a genuine Epson printer driver is installed - Mac OS" on page 148
➡ "Installing or Uninstalling Applications Separately" on page 146
➡ "Application for Updating Software and Firmware (Epson Software Updater)" on page 239

There is a problem with the printer's status.

Solutions

Make sure the printer status is not set to **Pause**.

Select **System Preferences** (or **System Settings**) from the **Apple** menu > **Printers & Scanners** (or **Print & Scan** or **Print & Fax**), and then double-click the printer. If the printer is paused, click **Resume**.

User feature restrictions are enabled for the printer.

Solutions

The printer may not print when the user feature restriction is enabled. Contact your printer administrator.

Cannot Print Even Though a Connection has been Established (iOS)

One of the following situations may be the cause.

Paper Setup Auto Display is disabled.

Solutions

Enable **Paper Setup Auto Display** in the following menu.

Settings > **General Settings** > **Printer Settings** > **Paper Source Settings** > **Paper Setup Auto Display**

AirPrint is disabled.

Solutions

Enable the AirPrint setting in Web Config.

➡ "Application for Configuring Printer Operations (Web Config)" on page 236

Cannot Scan Even Though a Connection has been Correctly Established

Scanning at a high resolution over a network.

Solutions

Try scanning at a lower resolution.

The Printer Cannot Connect via USB

One of the following situations may be the cause.

The USB cable is not plugged into the USB inlet correctly.

Solutions

Connect the USB cable securely to the printer and the computer.

There is a problem with the USB hub.

Solutions

If you are using a USB hub, try to connect the printer directly to the computer.

There is a problem with the USB cable or the USB inlet.

Solutions

Connect the USB cable to a different port, or change the USB cable.

The printer is connected to a SuperSpeed USB port.

Solutions

If you connect the printer to a SuperSpeed USB port using a USB 2.0 cable, a communication error may occur on some computers. In this case, reconnect the printer using one of the following methods:

- ❏ Use a USB 3.0 cable (supported models only).
- ❏ Connect to a Hi-Speed USB port on the computer.
- ❏ Connect to a SuperSpeed USB port other than the port that generated the communication error.

➡ "Interface Specifications" on page 268

Cannot Send or Receive Faxes

Cannot Send or Receive Faxes

If you cannot send or receive faxes, contact your printer administrator. For printer administrators, see the following section to troubleshoot fax problems.

"Cannot Send or Receive Faxes" on page 356

Cannot Send Faxes

One of the following situations may be the cause.

Sending faxes without entering an access code in an environment in which a PBX is installed.

Solutions

If your phone system requires an external access code to get an outside line, register the access code to the printer, and enter # (hash) at the beginning of a fax number when sending.

➡ "Settings for a PBX Phone System" on page 351

The recipient's fax number is wrong.

Solutions

Check that the recipient's number registered in your contacts list or that you entered directly using the keypad is correct. Or, check with the recipient that the fax number is correct.

The available memory in the printer is not enough.

Solutions

You cannot send faxes when the printer's memory is insufficient because of a lot of received documents in inbox or confidential boxes or many unprocessed fax documents stored in the printer. Delete the unnecessary documents in inbox or confidential boxes or process the unprocessed documents to increase available memory.

The data being sent is too large.

Solutions

You can send faxes at a smaller data size using one of the following methods.

- When you send the fax in monochrome, enable **Direct Send** in **Fax** > **Fax Settings** > **Fax Send Settings**.

  "Sending Many Pages of a Monochrome Document (Direct Send)" on page 115

- Use an external phone device

  "Sending Faxes Dialing from the External Phone Device" on page 114

- Use with the phone on the hook

  "Sending Faxes After Confirming the Recipient's Status" on page 114

- Send sections of the originals as separate faxes

The recipient's fax machine is not ready to receive faxes.

Solutions

Ask the recipient if the recipient's fax machine is ready to receive a fax.

Cannot Send Faxes After Trying the Solutions Above

Solutions

If you cannot solve the problem, contact your printer administrator. For printer administrators, see the following section to troubleshoot fax problems.

"Cannot Send Faxes" on page 357

Cannot Receive Faxes

One of the following situations may be the cause.

Subscribing to a call forwarding service.

Solutions

If you have subscribed to a call forwarding service, the printer may not be able to receive faxes. Contact the service provider.

The Receive Mode is set to Manual while an external phone device is connected to the printer.

Solutions

If an external phone device is connected to the printer and is sharing a phone line with the printer, select **Settings** > **General Settings** > **Fax Settings** > **Basic Settings**, and then set **Receive Mode** to **Auto**.

The available memory of the inbox is not enough.

Solutions

100 received documents have been saved in the inbox in total. Delete the unnecessary documents.

The computer that will save the received faxes is not turned on.

Solutions

When you have selected settings to save received faxes to a computer, turn on the computer. The received fax is deleted once it has been saved to the computer.

The sender's fax number has been registered to the Rejection Number List.

Solutions

Make sure that the sender's number can be deleted from the **Rejection Number List** before deleting it. Delete it from **Settings** > **General Settings** > **Fax Settings** > **Basic Settings** > **Rejection Fax** > **Edit Blocked Number list**. Or disable the **Rejection Number List** in **Settings** > **General Settings** > **Fax Settings** > **Basic Settings** > **Rejection Fax** > **Rejection Fax**. Faxes sent from numbers that have been registered to this list are blocked when this setting is enabled.

The sender's fax number has not been registered in the contacts list.

Solutions

Register the sender's fax number to contacts list. Or disable **Unregistered Contacts** in **Settings** > **General Settings** > **Fax Settings** > **Basic Settings** > **Rejection Fax** > **Rejection Fax**. Faxes sent from numbers that have not been registered to this list are blocked when this setting is enabled.

The sender has sent the fax without header information.

Solutions

Ask the sender if header information is setup on their fax machine. Or, disable **Fax Header Blank** in **Settings** > **General Settings** > **Fax Settings** > **Basic Settings** > **Rejection Fax** > **Rejection Fax**. Faxes that do not include header information are blocked when this setting is enabled.

Cannot Send Faxes to a Specific Recipient

One of the following situations may be the cause.

The recipient's machine takes a long time to answer.

Solutions

If the recipient machine does not pick up your call within 50 seconds after the printer has finished dialing, the call ends with an error. Dial using the (**On Hook**) feature or using a connected telephone to check how long it takes before you hear a fax tone. If it takes more than 50 seconds, add pauses after the fax number to send the fax. Tap to enter the pause. A hyphen is entered as the pause mark. One pause is about three seconds. Add multiple pauses as needed.

The Fax Speed setting registered in the contact list is wrong.

Solutions

Select the recipient from the contact list, and then select **Edit** > **Fax Speed** > **Slow(9,600bps)**.

Cannot Send Faxes at a Specified Time

The date and time set on the printer may be incorrect. Contact your printer administrator. For printer administrators, see the following section to troubleshoot fax problems.

"Cannot Send Faxes at a Specified Time" on page 358

Faxes Are Sent at the Wrong Size

One of the following situations may be the cause.

The original is not placed correctly on the scanner glass.

Solutions

- ❏ Make sure the original is placed correctly against the alignment marks.
- ❏ If the edge of the scanned image is missing, move the original slightly away from the edge of the scanner glass. You cannot scan the area within approximately 1.5 mm (0.06 in.) from the edge of the scanner glass.

➡ "Placing Originals" on page 36

There is dust or dirt on the scanner glass.

Solutions

When scanning from the control panel and selecting auto scan area cropping function, remove any dust or dirt from the scanner glass and document cover. If there is any dust or dirt around the original, the scanning range expands to include it.

"Cleaning the Scanner Glass" on page 137

Cannot Save Received Faxes to a Memory Device

One of the following situations may be the cause.

A memory device is not connected to the printer.

Solutions

Connect a memory device, in which you have created a folder to save faxes, to the printer. Once the faxes are saved in the device, they are deleted from the printer's memory.

There is not enough free space in the device.

Solutions

Delete unnecessary data from the device to increase the amount of free space. Or, connect another device that has enough free space.

The memory device is write-protected.

Solutions

Disable write protection on the memory device.

Saving received faxes to external memory is disabled.

Solutions

Contact your printer administrator. For printer administrators, see the following section to troubleshoot fax problems.

"Cannot Save Received Faxes to a Memory Device" on page 358

Received Faxes Are Not Printed

One of the following situations may be the cause.

An error has occurred in the printer such as a paper jam.

Solutions

Clear the printer error, and then ask the sender to resend the fax.

➡ "A Message is Displayed on the LCD Screen" on page 200
➡ "Preventing Paper Jams" on page 203

Cannot Print Faxes After Trying the Solutions Above

Solutions

If you cannot solve the problem, contact your printer administrator. For printer administrators, see the following section to troubleshoot fax problems.

"Received Faxes Are Not Printed" on page 359

Cannot Send or Receive Faxes in Windows Even Though a Connection has been Successfully Established

One of the following situations may be the cause.

The software is not installed.

Solutions

Make sure that the PC-FAX driver is installed on the computer. The PC-FAX driver is installed with FAX Utility. Follow the steps below to check if it is installed.

Make sure the printer (fax) is displayed in **Devices and Printers**, **Printer**, or **Printers and Other Hardware**. The printer (fax) is displayed as "EPSON XXXXX (FAX)". If the printer (fax) is not displayed, uninstall and then reinstall the FAX Utility. See the following to access **Devices and Printers**, **Printer**, or **Printers and Other Hardware**.

❏ Windows 11

Click on the start button, and then select **Settings** > **Bluetooth & devices** > **Printers & scanners**.

❏ Windows 10

Click on the start button, and then select **Windows System** > **Control Panel** > **View devices and printers** in **Hardware and Sound**.

❏ Windows 8.1

Select **Desktop** > **Settings** > **Control Panel** > **View devices and printers** in **Hardware and Sound** or **Hardware**.

❏ Windows 7

Click the start button, and select **Control Panel** > **View devices and printers** in **Hardware and Sound** or **Hardware**.

There are some problems with fax connection and fax settings.

Solutions

Try the resolutions for fax connection and fax settings.

Cannot Send or Receive Faxes in Mac OS Even Though a Connection has been Correctly Established

One of the following situations may be the cause.

The software is not installed.

Solutions

Make sure that the PC-FAX driver is installed on the computer. The PC-FAX driver is installed with FAX Utility. Follow the steps below to check if it is installed.

Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan** or **Print & Fax**), and then make sure the printer (fax) is displayed. The printer (fax) is displayed as "FAX XXXX (USB)" or "FAX XXXX (IP)". If the printer (fax) is not displayed, click [+] and then register the printer (fax).

PC-FAX driver is paused.

Solutions

Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan** or **Print & Fax**), and then double-click the printer (fax). If the printer is paused, click **Resume** (or **Resume Printer**).

There are some problems with fax connection and fax settings.

Solutions

Try the resolutions for fax connection and fax settings.

Paper Does Not Feed or Eject Correctly

Points to Check

One of the following situations may be the cause.

The installation location is inappropriate.

Solutions

Place the printer on a flat surface and use it in the recommended environment.

➡ "Environmental Specifications" on page 274

Unsupported paper is being used.

Solutions

Use paper supported by this printer.

➡ "Available Paper and Capacities" on page 221
➡ "Unavailable Paper Types" on page 230

Paper handling is inappropriate.

Solutions

Follow paper handling precautions.

➡ "Paper Handling Precautions" on page 30

Too many sheets are loaded in the printer.

Solutions

Do not load more than the maximum number of sheets specified for the paper. For plain paper, do not load above the line indicated by the triangle symbol on the edge guide.

➡ "Available Paper and Capacities" on page 221

The paper settings on the printer are incorrect.

Solutions

Make sure the paper size and paper type settings match the actual paper size and paper type loaded in the printer.

➡ "List of Paper Types" on page 31

The paper settings in the printer driver are incorrect.

Solutions

Make sure the paper size and paper type settings in the printer driver match the actual paper size and paper type loaded in the printer.

Paper slips when paper dust adheres to the roller.

Solutions

Paper dust may have adhered to the roller. Clean the roller.

➡ "Cleaning the Paper Path for Ink Smears" on page 137

Paper Feeds at a Slant

One of the following situations may be the cause.

The paper is loaded incorrectly.

Solutions

Load paper in the correct direction, and slide the edge guides against the edges of the paper.

➡ "Loading Paper Using Instructions on the LCD screen" on page 32

Several Sheets of Paper are Fed at a Time

One of the following situations may be the cause.

The paper is moist or damp.

Solutions

Load new paper.

Multiple sheets of paper feed at the same time during manual 2-sided printing.

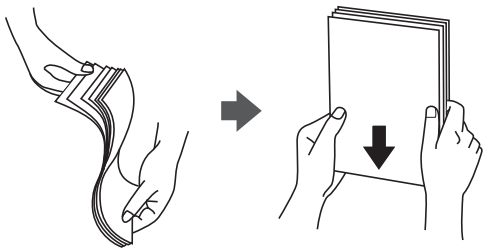
Solutions

Remove any paper that is loaded in the paper source before you reload the paper.

Static electricity is causing sheets of paper to stick to each other.

Solutions

Fan the paper before loading. If the paper still does not feed, load one sheet of paper at a time.



Original Does Not Feed into the ADF

One of the following situations may be the cause.

Unsupported originals are being used.

Solutions

Use originals supported by the ADF.

➡ "ADF Specifications" on page 265
➡ "Originals that are not Supported by the ADF" on page 37

The originals are loaded incorrectly.

Solutions

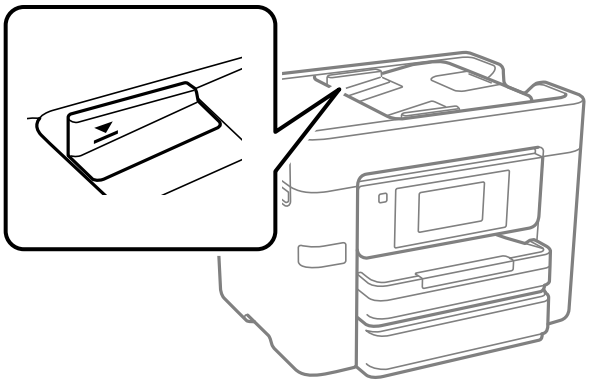
Load originals in the correct direction, and slide the ADF edge guide against the edge of the originals.

➡ "Placing Originals" on page 36

Too many originals are loaded in the ADF.

Solutions

Do not load originals above the line indicated by the triangle symbol on the ADF.



The original slips when paper dust adheres to the roller.

Solutions

Clean the inside of the ADF.

➡ "Cleaning the ADF" on page 138

Originals are not detected.

Solutions

On the screen for copy, scan, or fax, check that the ADF icon is on. If it is off, place the originals again.

Printing, Copying, Scanning, and Faxing Quality is Poor

Print Quality is Poor

Banding or Unexpected Colors Appear, or Colors Are Missing

The print head nozzles may be clogged.

Solutions

Use the **Print Quality Adjustment** feature. If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged.

➡ "Adjusting the Print Quality" on page 134

Colored Banding Appears at Intervals of Approximately 3.3 cm (1.3 in.)

One of the following situations may be the cause.

The paper type in the printer settings is incorrect.

Solutions

Make sure the paper type in the printer settings matches the actual paper type.

➡ "List of Paper Types" on page 31

The print quality setting is too low.

Solutions

When printing on plain paper, use a higher quality setting.

- ❏ Control panel

  In the print settings, select the **Advanced** tab if there is an **Advanced** tab, and then select **Best** as the **Quality**.

- ❏ Windows

  Select **High** from **Quality** on the printer driver's **Main** tab.

- ❏ Mac OS

  Select **Fine** as **Print Quality** from the print dialog's **Print Settings** menu.

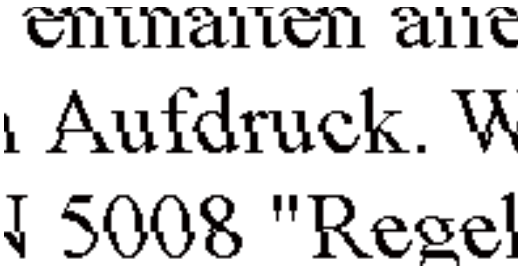
The print head is out of alignment.

Solutions

Align the print head using the **Print Quality Adjustment** feature.

➡ "Adjusting the Print Quality" on page 134

Blurry Prints, Vertical Banding, or Misalignment



One of the following situations may be the cause. Try the solutions in the order shown.

The print head is out of alignment.

Solutions

Align the print head using the **Print Quality Adjustment** feature.

➡ "Adjusting the Print Quality" on page 134

The bidirectional printing setting is enabled.

Solutions

If print quality does not improve even after aligning the print head, disable the bidirectional setting.

During bidirectional (or high speed) printing, the print head prints while moving in both directions, and vertical lines may be misaligned. Disabling this setting may slow down printing speed but improve print quality.

- ❑ Control panel

  Select **Settings** > **General Settings** > **Printer Settings**, and then disable **Bidirectional**.

- ❑ Windows

  Clear **Bidirectional Printing** on the printer driver's **More Options** tab.

- ❑ Mac OS

  Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select **Off** as the **Bidirectional Printing** setting.

Striped Patterns Appear

The bidirectional printing setting is enabled.

Solutions

When printing on plain paper, disable the bidirectional setting.

During bidirectional (or high speed) printing, the print head prints while moving in both directions, and vertical lines may be misaligned. Disabling this setting may slow down printing speed but improve print quality.

❑ Control panel

Select **Settings** > **General Settings** > **Printer Settings**, and then disable **Bidirectional**.

❑ Windows

Clear **Bidirectional Printing** on the printer driver's **More Options** tab.

❑ Mac OS

Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select **Off** as the **Bidirectional Printing** setting.

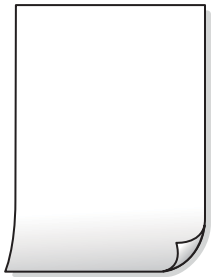
The print head nozzles may be clogged.

Solutions

Use the **Print Quality Adjustment** feature. If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged.

➡ "Adjusting the Print Quality" on page 134

Printouts are Blank or Only Some Lines are Printed



The print head nozzles may be clogged.

Solutions

Use the **Print Quality Adjustment** feature. If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged.

➡ "Adjusting the Print Quality" on page 134

The paper size in the print settings is incorrect.

Solutions

Make sure the paper size in the print settings matches the actual paper size.

Multiple sheets of paper are fed into the printer at the same time.

Solutions

See the following to prevent multiple sheets of paper from being fed into the printer at the same time.

➡ "Several Sheets of Paper are Fed at a Time" on page 176

Printed at an Angle

The paper is curled.

Solutions

If the paper is curled or the edges of the paper are folded, it may touch the print head and be fed at an angle.

Place the paper on a flat surface to check if it is curled. If it is, flatten it.

The paper is loaded incorrectly.

Solutions

Load paper in the correct direction, and slide the edge guides against the edges of the paper.

➡ "Loading Paper Using Instructions on the LCD screen" on page 32

Paper Is Smeared or Scuffed

One of the following situations may be the cause.

The paper is loaded incorrectly.

Solutions

When horizontal banding (perpendicular to the printing direction) appears, or the top or bottom of the paper is smeared, load paper in the correct direction and slide the edge guides to the edges of the paper.

➡ "Loading Paper Using Instructions on the LCD screen" on page 32

The paper path is smeared.

Solutions

When vertical banding (parallel to the printing direction) appears, or the paper is smeared, clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 137

The paper is curled.

Solutions

Place the paper on a flat surface to check if it is curled. If it is, flatten it.

The print head is rubbing the surface of the paper.

Solutions

When printing on thick paper, the print head is close to the printing surface and the paper may be scuffed. In this case, enable the reduce scuff setting. If you enable this setting, print quality may decline or printing may slow down.

❏ Control panel

Select **Settings** > **General Settings** > **Printer Settings**, and then enable **Thick Paper**.

❏ Windows

Click **Extended Settings** on the printer driver's **Maintenance** tab, and then select **Thick Paper and Envelopes**.

If the paper is still scuffed after selecting the **Thick Paper and Envelopes** setting, select **Short Grain Paper** in the **Extended Settings** window of the printer driver.

❏ Mac OS

Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select **On** as the **Thick paper and envelopes** setting.

The back of the paper was printed before the side that had already been printed was dry.

Solutions

When performing manual 2-sided printing, make sure that the ink is completely dry before reloading the paper.

When printing using automatic 2-sided printing, the print density is too high and the drying time is too short.

Solutions

When using the automatic 2-sided printing feature and printing high density data such as images and graphs, lower the print density and increase the drying time.

➡ "Printing on 2-Sides" on page 48
➡ "Printing on 2-Sides" on page 68

Printed Photos are Sticky

The wrong side of the photo paper was used.

Solutions

Make sure the paper size in the printer settings matches the actual paper size. If you print on the wrong side of the photo paper, you need to clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 137

Images or Photos Contain Unexpected Colors

One of the following situations may be the cause.

The print head nozzles may be clogged.

Solutions

Use the **Print Quality Adjustment** feature. If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged.

➡ "Adjusting the Print Quality" on page 134

Cannot Print Without Margins

The borderless feature is not enabled in the print settings.

Solutions

Enable the borderless feature in the print settings. If you select a paper type that does not support borderless printing, you cannot select **Borderless**. Select a paper type that supports borderless printing.

❏ Control panel

Select **Borderless** as the **Layout** setting.

❏ Windows

Select **Borderless** on the printer driver's **Main** tab.

❏ Mac OS

Select a borderless paper size from **Paper Size**.

➡ "JPEG Settings" on page 72
➡ "TIFF Settings" on page 73
➡ "Paper for Borderless Printing" on page 227

The Edges of the Image are Cropped During Borderless Printing

Because the image is slightly enlarged, the area beyond the paper size boundaries is cropped.

Solutions

Select a smaller enlargement setting.

❏ Control panel

Change the **Expansion** setting.

❏ Windows

Click **Settings** next to the **Borderless** checkbox on the printer driver's **Main** tab, and then change the setting.

❏ Mac OS

Change the **Expansion** setting from the print dialog's **Print Settings** menu.

Aspect ratios of the image data and paper size are different.

Solutions

If the aspect ratios of the image data and paper size are different, the long side of the image is cropped if it extends beyond the long side of the paper.

The Position, Size, or Margins of the Printout Are Incorrect

One of the following situations may be the cause.

The paper is loaded incorrectly.

Solutions

Load paper in the correct direction, and slide the edge guides against the edges of the paper.

➡ "Loading Paper Using Instructions on the LCD screen" on page 32

The paper size in the printer settings is incorrect.

Solutions

Make sure the paper size in the printer settings matches the actual paper size.

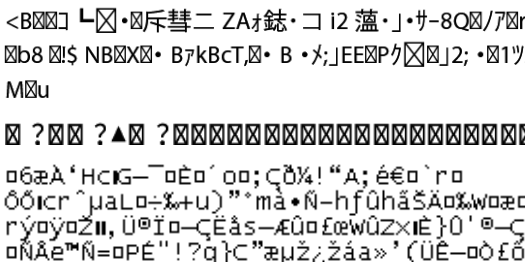
The margin setting in the application software is not within the printable area.

Solutions

Adjust the margin setting in the application so that it falls within the printable area.

➡ "Printable Area" on page 263

Printed Characters Are Incorrect or Garbled



One of the following situations may be the cause.

The USB cable is not connected correctly.

Solutions

Connect the USB cable securely to the printer and the computer.

There is a job waiting to be printed.

Solutions

If there are any paused print jobs, printed characters may be corrupted.

The computer has been manually put into Hibernate or Sleep mode while printing.

Solutions

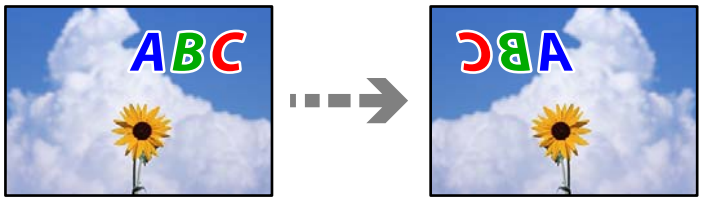
Do not put the computer manually into **Hibernate** or **Sleep** mode while printing. Pages of garbled text may be printed the next time you start the computer.

You are using the wrong printer driver.

Solutions

Make sure the printer driver you are using is for this printer. Check the printer name on the top of the printer driver window.

The Printed Image Is Inverted



The invert option is enabled in the print settings.

Solutions

Clear any mirror image settings in the printer driver or the application.

- Windows

  Clear **Mirror Image** on the printer driver's **More Options** tab.

- Mac OS

  Clear **Mirror Image** from the print dialog's **Print Settings** menu.

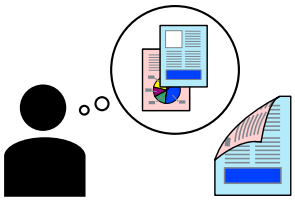
Mosaic-Like Patterns Appear in the Printout

Low resolution images or photos were printed.

Solutions

When printing images or photos, print using high-resolution data. Images on web sites are often low resolution even if they look good enough on the display, and so print quality may be poor.

Unintentionally Printing on 2-Sides



The 2-sided printing setting is enabled.

Solutions

Clear any 2-sided printing settings in the printer driver.

❏ Windows

Select **Off** from **2-Sided Printing** on the printer driver's **Main** tab.

❏ Mac OS

Select **Off** from **Two-sided Printing** on the print dialog's **Two-sided Printing Settings** menu.

Copy Quality is Poor

Banding or Unexpected Colors Appear, or Colors Are Missing

The print head nozzles may be clogged.

Solutions

Use the **Print Quality Adjustment** feature. If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged.

➡ "Adjusting the Print Quality" on page 134

Colored Banding Appears at Intervals of Approximately 3.3 cm (1.3 in.) or 1.1 cm (0.4 in.)

One of the following situations may be the cause.

The paper type in the printer settings is incorrect.

Solutions

Make sure the paper type in the printer settings matches the actual paper type.

➡ "List of Paper Types" on page 31

The print quality setting is too low.

Solutions

When copying on plain paper, use a higher quality setting.

Select **Advanced** > **Quality** and then select **Best** in each copy menu.

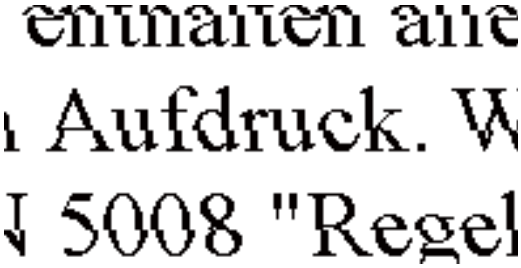
The print head is out of alignment.

Solutions

Align the print head using the **Print Quality Adjustment** feature.

➡ "Adjusting the Print Quality" on page 134

Blurry Copies, Vertical Banding, or Misalignment



One of the following situations may be the cause.

The print head is out of alignment.

Solutions

Align the print head using the **Print Quality Adjustment** feature.

➡ "Adjusting the Print Quality" on page 134

The bidirectional printing setting is enabled.

Solutions

If print quality does not improve even after aligning the print head, disable the bidirectional setting.

During bidirectional (or high speed) printing, the print head prints while moving in both directions, and vertical lines may be misaligned. Disabling this setting may slow down printing speed but improve print quality.

Select **Settings** > **General Settings** > **Printer Settings**, and then disable **Bidirectional** on the control panel.

Striped Patterns Appear

The bidirectional printing setting is enabled.

Solutions

When printing on plain paper, disable the bidirectional setting.

During bidirectional (or high speed) printing, the print head prints while moving in both directions, and vertical lines may be misaligned. Disabling this setting may slow down printing speed but improve print quality.

Select **Settings** > **General Settings** > **Printer Settings**, and then disable **Bidirectional** on the control panel.

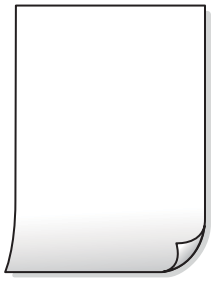
The print head nozzles may be clogged.

Solutions

Use the **Print Quality Adjustment** feature. If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged.

➡ "Adjusting the Print Quality" on page 134

Printouts are Blank or Only Some Lines are Printed



The print head nozzles may be clogged.

Solutions

Use the **Print Quality Adjustment** feature. If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged.

➡ "Adjusting the Print Quality" on page 134

The paper size in the print settings is incorrect.

Solutions

Make sure the paper size in the print settings matches the actual paper size.

Multiple sheets of paper are fed into the printer at the same time.

Solutions

See the following to prevent multiple sheets of paper from being fed into the printer at the same time.

➡ "Several Sheets of Paper are Fed at a Time" on page 176

Paper Is Smeared or Scuffed

One of the following situations may be the cause.

The paper is loaded incorrectly.

Solutions

When horizontal banding (perpendicular to the printing direction) appears, or the top or bottom of the paper is smeared, load paper in the correct direction and slide the edge guides to the edges of the paper.

➡ "Loading Paper Using Instructions on the LCD screen" on page 32

The paper path is smeared.

Solutions

When vertical banding (parallel to the printing direction) appears, or the paper is smeared, clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 137

The paper is curled.

Solutions

Place the paper on a flat surface to check if it is curled. If it is, flatten it.

The print head is rubbing the surface of the paper.

Solutions

When copying on thick paper, the print head is close to the printing surface and the paper may be scuffed. In this case, enable the reduce scuff setting.

Select **Settings** > **General Settings** > **Printer Settings**, and then enable **Thick Paper** on the control panel. If you enable this setting, copy quality may decline or may slow down.

Copied Photos are Sticky

The copy was made on the wrong side of the photo paper.

Solutions

Make sure you are copying on the printable side. If you copy on the wrong side of the photo paper, you need to clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 137

The Position, Size, or Margins of the Copies are Incorrect

One of the following situations may be the cause.

The paper is loaded incorrectly.

Solutions

Load paper in the correct direction, and slide the edge guides against the edges of the paper.

➡ "Loading Paper Using Instructions on the LCD screen" on page 32

The original is not placed correctly on the scanner glass.

Solutions

- ❏ Make sure the original is placed correctly against the alignment marks.
- ❏ If the edge of the scanned image is missing, move the original slightly away from the edge of the scanner glass. You cannot scan the area within approximately 1.5 mm (0.06 in.) from the edge of the scanner glass.

➡ "Placing Originals" on page 36

There is dust or dirt on the scanner glass.

Solutions

When placing the originals on the scanner glass, remove any dust or dirt from the originals, and clean the scanner glass. If there is dust or stains on the glass, the copy area may extend to include the dust or stains, resulting in the wrong copying position or small images.

➡ "Cleaning the Scanner Glass" on page 137

The paper size in the printer settings is incorrect.

Solutions

Make sure the paper size in the printer settings matches the actual paper size.

Original Size is wrong in copy setting.

Solutions

Select the appropriate **Original Size** in the copy setting.

➡ "Advanced Menu Options for Copying" on page 87

If the printer is placed in a location near a light source or subjected to direct sunlight, the original size may not be detected correctly.

Solutions

Select the original size manually, and then try again.

Uneven Colors, Smears, Dots, or Straight Lines Appear in the Copied Image

One of the following situations may be the cause.

The paper path is dirty.

Solutions

Clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 137

There is dust or dirt on the originals or the scanner glass.

Solutions

Remove any dust or dirt from the originals, and clean the scanner glass.

➡ "Cleaning the Scanner Glass" on page 137

There is dust or dirt on the ADF or originals.

Solutions

Clean the ADF, and remove any dust or dirt from the originals.

➡ "Cleaning the ADF" on page 138

The original was pressed with too much force.

Solutions

If you press with too much force, blurring, smudges, and spots may occur.

Do not press with too much force on the original or the document cover.

➡ "Placing Originals" on page 36

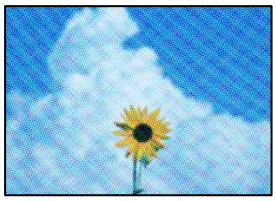
The copy density setting is too high.

Solutions

Lower the copy density setting.

➡ "Basic Menu Options for Copying" on page 85

Moiré (Cross-Hatch) Patterns Appear in the Copied Image



If the original is a printed document such as a magazine or a catalog, a dotted moiré pattern appears.

Solutions

Change the reduce and enlarge setting. If a moiré pattern still appears, place the original at a slightly different angle.

➡ "Basic Menu Options for Copying" on page 85

An Image of the Reverse Side of the Original Appears in the Copied Image

One of the following situations may be the cause.

When scanning thin originals, images on the back may be scanned at the same time.

Solutions

Place the original on the scanner glass and then place a piece of black paper over it.

➡ "Placing Originals" on page 36

The copy density setting is too high.

Solutions

Lower the copy density setting.

➡ "Basic Menu Options for Copying" on page 85

Scanned Image Problems

Uneven Colors, Dirt, Spots, Appear when Scanning from the Scanner Glass

There is dust or dirt on the originals or the scanner glass.

Solutions

Remove any dust or dirt from the originals, and clean the scanner glass.

➡ "Cleaning the Scanner Glass" on page 137

The original was pressed with too much force.

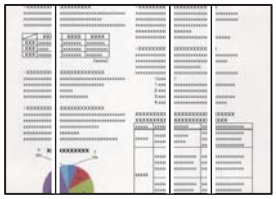
Solutions

If you press with too much force, blurring, smudges, and spots may occur.

Do not press with too much force on the original or the document cover.

➡ "Placing Originals" on page 36

Straight Lines Appear when Scanning from ADF



There is dust or dirt on the ADF or originals.

Solutions

Clean the ADF, and remove any dust or dirt from the originals.

➡ "Cleaning the ADF" on page 138

An Image of the Reverse Side of the Original Appears in the Scanned Image

When scanning thin originals, images on the back may be scanned at the same time.

Solutions

Place the original on the scanner glass and then place a piece of black paper over it.

➡ "Placing Originals" on page 36

Cannot Scan the Correct Area on the Scanner Glass

The original is not placed correctly on the scanner glass.

Solutions

- ❏ Make sure the original is placed correctly against the alignment marks.
- ❏ If the edge of the scanned image is missing, move the original slightly away from the edge of the scanner glass. You cannot scan the area within approximately 1.5 mm (0.06 in.) from the edge of the scanner glass.

➡ "Placing Originals" on page 36

There is dust or dirt on the scanner glass.

Solutions

Remove any dust or dirt from the scanner glass and document cover. If there is any dust or dirt around the original, the scanning range expands to include it.

➡ "Cleaning the Scanner Glass" on page 137

Cannot Solve Problems in the Scanned Image

Check the following if you have tried all of the solutions and have not solved the problem.

There are problems with the scanning software settings.

Solutions

Use Epson Scan 2 Utility to initialize the settings for the scanner software.

Note:
Epson Scan 2 Utility is an application supplied with the scanner software.

Note:
*For Windows Server operating systems, make sure the **Desktop Experience** feature is installed.*

1. Start the Epson Scan 2 Utility.
   - ❏ Windows 11/Windows Server 2025
     Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2 Utility**.
   - ❏ Windows 10/Windows Server 2022/Windows Server 2019/Windows Server 2016
     Click the start button, and then select **EPSON** > **Epson Scan 2 Utility**.
   - ❏ Windows 8.1/Windows Server 2012 R2
     Enter the application name in the search charm, and then select the displayed icon.
   - ❏ Windows 7/Windows Server 2008 R2/Windows Server 2008
     Click the start button, and then select **All Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
   - ❏ Mac OS
     Select **Go** > **Applications** > **Epson Software** > **Epson Scan 2 Utility**.
2. Select the **Other** tab.
3. Click **Reset**.

If initialization does not solve the problem, uninstall and reinstall the scanner software.

➡ "Installing the Applications Separately" on page 146

The Quality of the Sent Fax is Poor

Quality of the Sent Fax is Poor

One of the following situations may be the cause.

There is dust or dirt on the originals or the scanner glass.

Solutions

Remove any dust or dirt from the originals, and clean the scanner glass.

➡ "Cleaning the Scanner Glass" on page 137

The original was pressed with too much force.

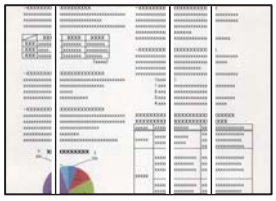
Solutions

If you press with too much force, blurring, smudges, and spots may occur.

Do not press with too much force on the original or the document cover.

➡ "Placing Originals" on page 36

Straight Lines Appear when Sending Faxes from the ADF



There is dust or dirt on the ADF or originals.

Clean the ADF, and remove any dust or dirt from the originals.

Related Information

➡ "Cleaning the ADF" on page 138

The Image Quality of the Sent Fax is Poor

One of the following situations may be the cause.

The resolution setting is too low.

Solutions

If you do not know the performance of the sender's fax machine, select the following settings before sending a fax.

- ❑ Select **Fax** > **Fax Settings** and then set the **Resolution** setting to set the highest quality image.
- ❑ Select **Fax** > **Fax Settings** and then enable **Direct Send**.

  Note that if you set **Resolution** to **Photo** but you send the fax without enabling **Direct Send**, the fax may be sent at a lower resolution.

Image Quality of Sent Faxes does not Improve After Trying the Solutions Above

Solutions

If you cannot solve the problem, contact your printer administrator. For printer administrators, see the following section to troubleshoot fax problems.

"The Quality of the Sent or Received Fax is Poor" on page 359

An Image of the Reverse Side of the Original Appears in the Sent Fax

One of the following situations may be the cause.

When scanning thin originals, images on the back may be scanned at the same time.

Solutions

Place the original on the scanner glass and then place a piece of black paper over it.

➡ "Placing Originals" on page 36

The density setting is high when sending faxes.

Solutions

Select **Fax** > **Fax Settings** > **Scan Settings** > **Density**, and then lower the setting.

Received Fax Quality is Poor

The Image Quality of Received Faxes is Poor

One of the following situations may be the cause.

ECM setting is disabled.

Solutions

Select **Settings** > **General Settings** > **Fax Settings** > **Basic Settings** and enable the **ECM** setting on the control panel. This may clear errors that occur due to connection problems. Note that the speed of sending and receiving faxes may be slower than when **ECM** is disabled.

The image quality setting is low on the sender's fax machine.

Solutions

Ask the sender to send faxes at a higher quality.

Image Quality of Received Faxes does not Improve After Trying the Solutions Above

Solutions

If you cannot solve the problem, contact your printer administrator. For printer administrators, see the following section to troubleshoot fax problems.

"The Quality of the Sent or Received Fax is Poor" on page 359

A Message is Displayed on the LCD Screen

If an error message is displayed on the LCD screen, follow the on-screen instructions or the solutions below to solve the problem.

Error Messages	Solutions
Printer error. Turn the power off and on again. If the problem persists, contact Epson Support.	Remove any paper or protective material in the printer. If the error message is still displayed, contact Epson support.
Paper out in Paper Cassette. Load paper. Paper Size: XX/Paper Type: XX	Load paper, and then insert the paper cassette all the way.
Ink is low.	You can continue printing until you are prompted to replace the ink cartridges. However, note that the printer cannot print if any one of the ink cartridges is expended. Obtain new cartridges as soon as possible. When black ink is running low and there is enough color ink remaining, see the following. "Continue Printing to Conserve Black Ink (for Windows Only)" on page 209
You need to replace Ink Cartridge.	To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the cartridge when your printer indicates it is time to replace the cartridge. Replace the cartridge when you are prompted to do so. "Replacing Ink Cartridges" on page 206 When color ink is expended and black ink still remains, see the following. "Continue Printing Temporarily with Only Black Ink (Windows)" on page 207
Cannot recognize Ink Cartridge. Try installing again.	❏ An ink cartridge is not installed correctly. Press down each of the ink cartridges gently. ❏ An installed ink cartridge is cannot be used with this printer. Replace the cartridge with one compatible with this printer. "Ink Cartridge Codes" on page 231
The printer's ink pad is at the end of its service life. Please contact Epson Support.	Contact Epson or an authorised Epson service provider to replace the ink pad*1. It is not a user-serviceable part. However, non-printing features such as scanning are available.

Error Messages	Solutions
The printer's ink pad is nearing the end of its service life. Please contact Epson Support.	Contact Epson or an authorised Epson service provider to replace the ink pad*1. It is not a user-serviceable part. The message will be displayed until the ink pad is replaced. Tap the OK button to resume printing.
The printer's borderless printing ink pad is nearing the end of its service life. It is not a user-replaceable part. Please contact Epson support.	Contact Epson or an authorized Epson service provider to replace the borderless printing ink pad*1*2. It is not a user-serviceable part. Borderless printing is not available, but printing with a border is available.
The printer's borderless printing ink pad has reached the end of its service life. It is not a user-replaceable part. Please contact Epson support.	Contact Epson or an authorized Epson service provider to replace the borderless printing ink pad*1*2. It is not a user-serviceable part. Borderless printing is not available, but printing with a border is available.
Paper Setup Auto Display is set to Off. Some features may not be available. For details, see your documentation.	If **Paper Setup Auto Display** is disabled, you cannot use AirPrint.
No dial tone is detected.	This problem might be resolved by selecting **Settings** > **General Settings** > **Fax Settings** > **Basic Settings** > **Line Type** and then selecting **PBX**. If your phone system requires an external access code to get an outside line, set the access code after selecting **PBX**. Use # (hash) instead of the actual access code when entering an outside fax number. This makes connection more secure. If the error message is still displayed, set the **Dial Tone Detection** settings to disabled. However, disabling this feature may drop the first digit of a fax number and send the fax to the wrong number.
The combination of the IP address and the subnet mask is invalid. See your documentation for more details.	Enter the correct IP address or default gateway. Contact the person who set up the network for assistance.
Communication error. Check if the computer is connected.	Connect the computer and the printer correctly. If you are connecting over a network, reconfigure your settings from the computer. "Configuring Settings for Connecting to the Computer" on page 151 If the error message is displayed during scanning, make sure that Epson ScanSmart is installed on the computer.
To use cloud services, update the root certificate from the Epson Web Config utility.	Run Web Config, and then update the root certificate.
Check that the printer driver is installed on the computer and that the port settings for the printer are correct.	Make sure the printer port is selected correctly in **Property** > **Port** from the **Printer** menu as follows. Select "**USBXXX**" for a USB connection, or "**EpsonNet Print Port**" for a network connection.

Error Messages	Solutions
Recovery Mode	Follow the steps below to retry the firmware update. 1. Connect the computer and the printer with a USB cable. ***Important:*** ❏ *During recovery mode, you cannot update the firmware over a network connection. You can only use a USB connection.* ❏ *Use a USB 2.0 type A-B cable.* 2. Download the latest firmware from your local Epson website to your computer, and then start the update.

Note:
Note for users in the U.S. and Canada: *Your printer is designed to work only with genuine Epson-brand ink cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly or at all. Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure the printer functions as designed. These updates may affect the functionality of third-party ink. Non-Epson branded or altered Epson cartridges that functioned prior to a firmware update may not continue to function.*

The included initial cartridges are designed for reliable printer setup and cannot be used as replacement cartridges or resold. After setup, the remaining ink is available for printing. Yields are based on ISO 24711 in default mode, printing continuously. Yields vary due to print images, settings, and temperatures. Printing infrequently or primarily with one color reduces yields. All cartridges must be installed with ink for printing and printer maintenance. For print quality, some ink remains in replaced cartridges.

*1 **Note for users in regions other than the U.S. and Canada:** 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 screen, 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-replaceable part.

*2 **Note for users in the U.S. and Canada:** In some print cycles a very small amount of surplus ink may be collected in the borderless printing ink pad. To prevent ink leakage from the pad, the product is designed to stop borderless printing when the pad has reached its limit. Whether and how often this is required will vary according to the number of pages you print using the borderless print option. The need for replacement of the pad does not mean that your printer has ceased to operate in accordance with its specifications. The printer will advise you when the pad requires replacing and this can only be performed by an authorized Epson Service provider. If this happens during the standard warranty of the product, the replacement of borderless printing ink pads is covered under the standard warranty.

Paper Gets Jammed

Check the error displayed on the control panel and follow the instructions to remove the jammed paper, including any torn pieces. The LCD screen displays an animation that shows you how to remove jammed paper.

Caution:
Never touch the buttons on the control panel while your hand is inside the printer. If the printer starts operating, it could cause an injury. To avoid injury, be careful not to touch any protruding parts.

Important:
Remove the jammed paper carefully. Removing the paper with too much force may damage the printer.

Preventing Paper Jams

Check the following if paper jams occur frequently.

❏ Place the printer on a flat surface and use it in the recommended environment.

"Environmental Specifications" on page 274

❏ Use paper supported by this printer.

"Available Paper and Capacities" on page 221

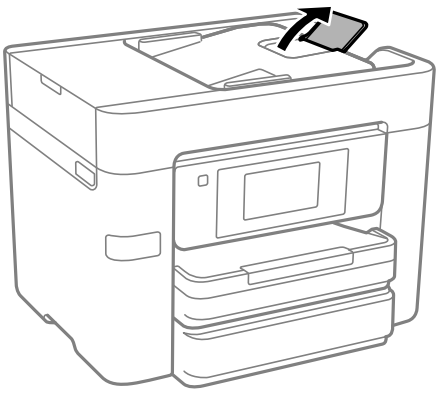
❏ Follow paper handling precautions.

"Paper Handling Precautions" on page 30

❏ Load paper in the correct direction, and slide the edge guides against the edges of the paper.

"Loading Paper Using Instructions on the LCD screen" on page 32

❏ Raise the ADF document support.



❏ Do not load more than the maximum number of sheets specified for the paper.

"Available Paper and Capacities" on page 221

❏ If a paper jam occurs when you load several sheets of paper, load one sheet at the time.

❏ Make sure the paper size and paper type settings match the actual paper size and paper type loaded in the printer.

"List of Paper Types" on page 31

It is Time to Replace the Ink Cartridges

Ink Cartridge Handling Precautions

Read the following instructions before replacing ink cartridges.

Storing precautions for ink cartridges

❏ Keep the ink cartridges out of direct sunlight.

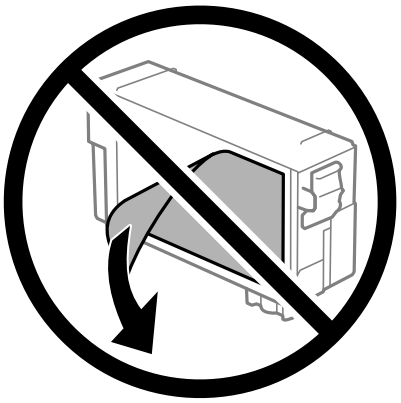
❏ Do not store the ink cartridges in high or freezing temperatures.

❏ For best results, Epson recommends using up ink cartridges before the best before date printed on the package, or within six months of opening the package, whichever is earlier.

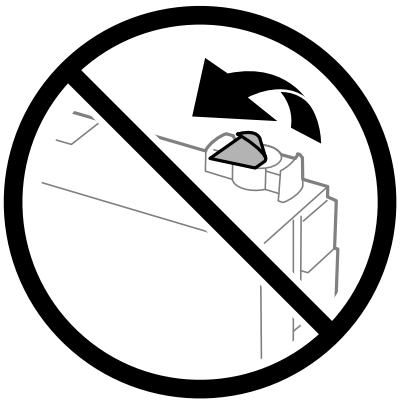
- ❏ For best results, store ink cartridge packages with their bottoms down.
- ❏ After bringing an ink cartridge inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- ❏ Do not open the ink cartridge package until you are ready to install it in the printer. The cartridge is vacuum packed to maintain its reliability. If you leave a cartridge unpacked for a long time before using it, normal printing may not be possible.

Handling precautions for replacing ink cartridges

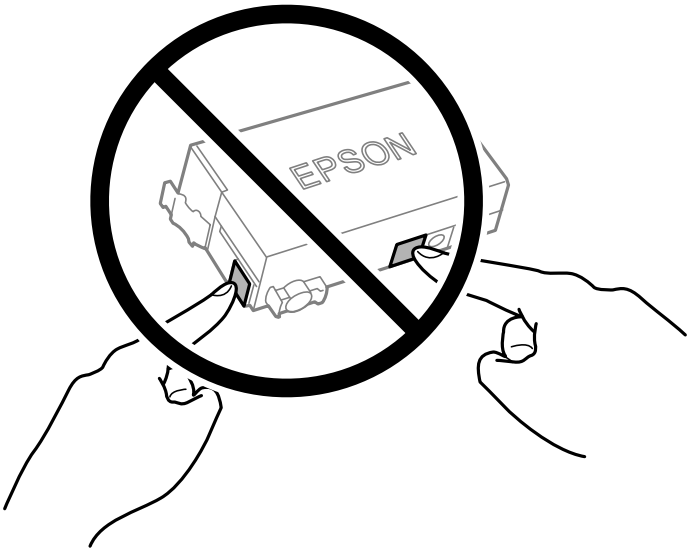
- ❏ Be careful not to break the hooks on the side of the ink cartridge when you remove it from the package.
- ❏ Do not shake cartridges after opening the package, as they may leak.
- ❏ You must remove the yellow tape from the cartridge before installing it; otherwise, print quality may decline or you may not be able to print. Do not remove or tear the label on the cartridge; this can cause leakage.



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



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



❏ Do not replace ink cartridge with the power off. Do not move the print head by hand; otherwise, you may damage the printer.

❏ Do not turn off the printer during ink charging. If the ink charging is incomplete, you may not be able to print.

❏ Do not leave the printer with the ink cartridges removed and do not turn off the printer during cartridge replacement. Otherwise, ink remaining in the print head nozzles will dry out and you may not be able to print.

❏ If you need to remove an ink cartridge temporarily, make sure you protect the ink supply area from dirt and dust. Store the ink cartridge in the same environment as the printer, with the ink supply port facing down or sideways. Do not store ink cartridges with the ink supply port facing up. Because the ink supply port is equipped with a valve designed to contain the release of excess ink, there is no need to supply your own covers or plugs.

❏ Removed ink cartridges may have ink around their ink supply ports, so be careful not to get any ink on the surrounding area when removing the cartridges.

❏ This printer uses ink cartridges equipped with green chips that monitor information such as the amount of remaining ink for each cartridge. This means that even if a cartridge is removed from the printer before it is expended, you can still use the cartridge after reinserting it back into the printer. However, when reinserting a cartridge, some ink may be consumed to guarantee printer performance.

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

❏ To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the cartridge when your printer indicates to replace the cartridge. The yields quoted for you do not include this reserve.

❏ Do not disassemble or remodel the ink cartridge, otherwise you may not be able to print normally.

❏ You cannot use the cartridges that came with the printer for the replacement.

Ink consumption

❏ To maintain optimum print head performance, some ink is consumed from all cartridges during maintenance operations. Ink may also be consumed when you replace ink cartridge or turn the printer on.

❏ When printing in monochrome or grayscale, color inks instead of black ink may be used depending on the paper type or print quality settings. This is because a mixture of color inks is used to create black.

- The ink in the ink cartridges supplied with your printer is partly used during initial setup. In order to produce high quality printouts, the print head in your printer will be fully charged with ink. This one-off process consumes a quantity of ink and therefore these cartridges may print fewer pages compared to subsequent ink cartridges.
- Quoted yields may vary depending on the images that you are printing, the paper type that you are using, the frequency of your prints and environmental conditions such as temperature.

Related Information

➡ "Replacing Ink Cartridges" on page 206

Replacing Ink Cartridges

When a message is displayed prompting you to replace the ink cartridges, select **How To** and then view the animated instructions displayed on the control panel to learn how to replace the ink cartridges.

If you need to replace the ink cartridges before they are expended, select **Maintenance** > **Ink Cartridge(s) Replacement** on the home screen, and then follow the on-screen instructions. Select **How To** for details.

Note:
For users in the U.S. and Canada: 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 https://epson.com/recycle (U.S.) or https://epson.ca/recycle (Canada) for more information.

> ⚠ ***Caution:***
> *Be careful not to trap your hand or fingers when opening or closing the scanner unit. Otherwise you may be injured.*

Related Information

➡ "Ink Cartridge Codes" on page 231
➡ "Ink Cartridge Handling Precautions" on page 203

Continue Printing Temporarily without Replacing Ink Cartridges

Temporarily Printing with Black Ink

When color ink is expended and black ink still remains, you can use the following settings to continue printing for a short time using only black ink.

- Paper Type: Plain paper, Preprinted, Letterhead, Color, Recycled, High quality plain paper, Thick-Paper, Envelope
- Color: B&W or Grayscale
- Borderless: Not selected
- EPSON Status Monitor 3: Enabled (When printing from the printer driver on Windows.)

Because this feature is only available for approximately five days, replace the expended ink cartridge as soon as possible.

Note:

❑ *If **EPSON Status Monitor 3** is disabled, access the printer driver, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.*

❑ *The available period varies depending on the usage conditions.*

Related Information

➡ "Continue Printing Temporarily with Only Black Ink (Control Panel)" on page 207
➡ "Continue Printing Temporarily with Only Black Ink (Windows)" on page 207
➡ "Continue Printing Temporarily with Only Black Ink (Mac OS)" on page 208

Continue Printing Temporarily with Only Black Ink (Control Panel)

1. When a message is displayed prompting you to replace the ink cartridges, select **Proceed**.

   A message is displayed telling you that you can temporarily print with black ink.

2. Check the message, and then select **Proceed**.

3. If you want to print in monochrome, select **No, remind me later**.

   The ongoing job is canceled.

4. Now you can copy originals or print received faxes on plain paper in monochrome. Select the feature you want to use on the home screen.

   Note:
   Borderless copying is not available.

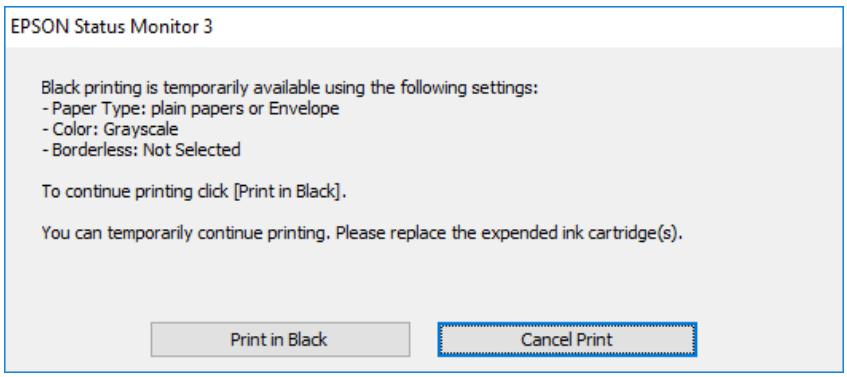
Related Information

➡ "Temporarily Printing with Black Ink" on page 206

Continue Printing Temporarily with Only Black Ink (Windows)

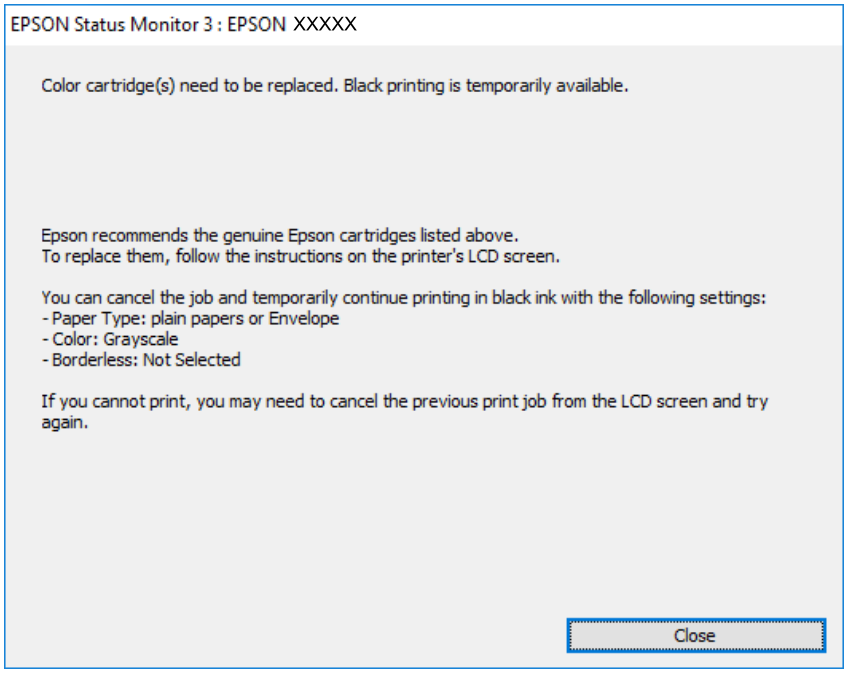
Do one of the following.

❑ When the following window is displayed, select **Print in Black**.



❏ When the following window is displayed, cancel printing, and then print again.

* The following screen is an example.



Note:
If you cannot cancel printing from the computer, cancel using the printer's control panel.

Follow the steps below when printing again.

1. Access the printer driver window.
2. Clear **Borderless** on the **Main** tab.
3. Select a **Paper Type** that supports Print in Black.
4. Select **Grayscale**.
5. Set the other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.
6. Click **Print**.
7. Click **Print in Black** in the window displayed.

Related Information

➡ "Temporarily Printing with Black Ink" on page 206

Continue Printing Temporarily with Only Black Ink (Mac OS)

Note:
*To use this feature through a network, connect with **Bonjour**.*

1. Click the printer icon in the **Dock**.

2. Cancel the job.

   Note:
   If you cannot cancel printing from the computer, cancel using the printer's control panel.

3. Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**).

4. Select **On** as the **Permit temporary black printing** setting.

5. Access the print dialog.

6. Select **Print Settings** from the pop-up menu.

7. Select any paper size except for a borderless size as the **Paper Size** setting.

8. Select a paper type that supports **Permit temporary black printing** as the **Media Type** setting.

9. Select **Grayscale**.

10. Select other settings as necessary.

11. Click **Print**.

Related Information

➡ "Temporarily Printing with Black Ink" on page 206

Continue Printing to Conserve Black Ink (for Windows Only)

When black ink is running low and there is enough color ink remaining, you can use a mixture of color inks to create black. You can continue printing while preparing a replacement black ink cartridge.

This feature is only available when you select the following settings in the printer driver.

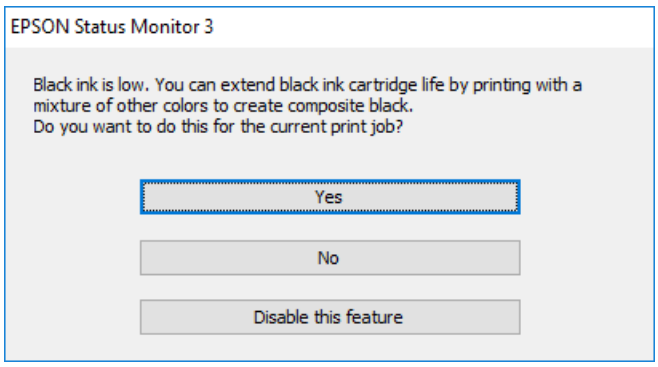
❏ Paper Type: Plain paper, Preprinted, Letterhead, Color, Recycled, High quality plain paper, Thick-Paper

❏ Quality: Standard

❏ EPSON Status Monitor 3: Enabled

Note:

- *If **EPSON Status Monitor 3** is disabled, access the printer driver, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.*
- *Composite black looks slightly different from pure black. In addition, the print speed is reduced.*
- *To maintain the quality of the print head, black ink is also consumed.*



Options	Description
Yes	Select to use a mixture of color inks to create black. This window is displayed the next time you print a similar job.
No	Select to continue using the remaining black ink. This window is displayed the next time you print a similar job.
Disable this feature	Select to continue using the remaining black ink. This window is not displayed until you replace the black ink cartridge and it runs low again.

It is Time to Replace the Maintenance Box

Maintenance Box Handling Precautions

Read the following instructions before replacing the maintenance box.

- Do not touch the green chip on the side of the maintenance box. Doing so may prevent normal operation and printing.
- Do not drop the maintenance box or subject it to strong shocks.
- Do not replace the maintenance box during printing; otherwise, ink may leak.
- Do not remove the maintenance box or its cover except when replacing the maintenance box; otherwise ink may leak.
- Do not tilt the used maintenance box until after it is sealed in the plastic bag; otherwise ink may leak.
- Do not touch the openings in the maintenance box as you may get smeared with ink.
- Do not reuse a maintenance box which has been removed and left detached for a long period. Ink inside the box will solidify and prevent the box from absorbing any more ink.
- Keep the maintenance box out of direct sunlight.
- Do not store the maintenance box in high or freezing temperatures.

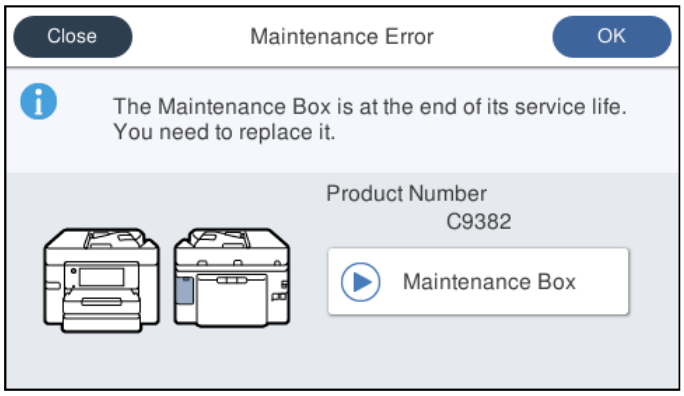
Related Information

➡ "Replacing a Maintenance Box" on page 211

Replacing a Maintenance Box

In some print cycles a very small amount of surplus ink may be collected in the maintenance box. To prevent ink leakage from the maintenance box, the printer is designed to stop printing when the absorbing capacity of the maintenance box has reached its limit. Whether and how often this is required will vary according to the number of pages you print, the type of material that you print and the number of cleaning cycles that the printer performs.

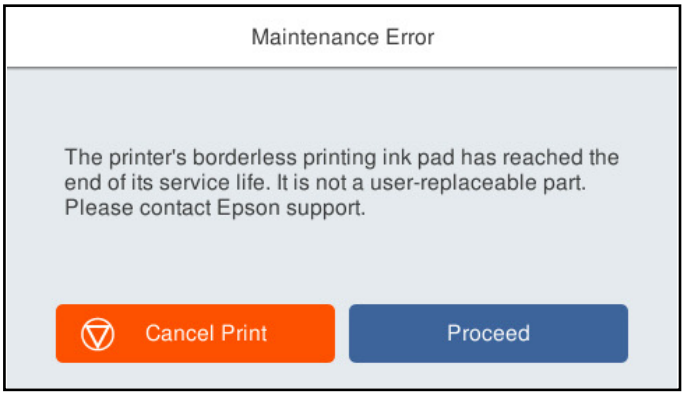
When a message is displayed prompting you to replace the maintenance box, refer to the animated instructions displayed on the control panel. The need for replacement of the box does not mean that your printer has ceased to operate in accordance with its specifications. The Epson warranty does not cover the cost of this replacement. It is a user-serviceable part.



Note:

- *When the maintenance box is full, you cannot print or clean the print head until the maintenance box is replaced, in order to avoid ink leakage. However, you can perform operations that do not use ink such as scanning.*
- *When the following screen is displayed, the part cannot be replaced by users. Contact Epson support.*

  Borderless printing is not available, but printing with a border is available.



Note:

For users in the U.S. and Canada: Please dispose of your used Epson branded maintenance boxes responsibly and in accordance with local requirements. If you would like to return your used maintenance boxes to Epson for proper disposal, please go to https://epson.com/recycle (U.S.) or https://epson.ca/recycle (Canada) for more information.

Related Information

➡ "Maintenance Box Code" on page 232
➡ "Maintenance Box Handling Precautions" on page 210

Cannot Operate the Printer as Expected

The Printer Does Not Turn On or Off

Power Does Not Turn On

One of the following situations may be the cause.

The power cord is not properly plugged into the electrical outlet.

Solutions

Make sure the power cord is securely plugged in.

The ⏻ button was not pressed for long enough.

Solutions

Hold down the ⏻ button for a little longer.

Power Does Not Turn Off

The ⏻ button was not pressed for long enough.

Solutions

Hold down the ⏻ button for a little longer. If you still cannot turn off the printer, unplug the power cord. Then plug the power cord back in and turn the printer back on and off by pressing the ⏻ button, in order avoid drying out the print head.

Power Turns Off Automatically

The Power Off Settings or Power Off Timer feature is enabled.

Solutions

- ❏ Select **Settings** > **General Settings** > **Basic Settings** > **Power Off Settings**, and then disable the **Power Off If Inactive** and **Power Off If Disconnected** settings.
- ❏ Select **Settings** > **General Settings** > **Basic Settings**, and then disable the **Power Off Timer** Setting.

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

Operations are Slow

Printing Is Too Slow

One of the following situations may be the cause.

Unnecessary applications are running.

Solutions

Close any unnecessary applications on your computer or mobile devices.

The print quality setting is too high.

Solutions

Lower the quality setting on the printer driver. You may not be able to select a lower quality setting on some printer models.

Bidirectional printing is disabled.

Solutions

Enable the bidirectional (or high speed) setting. When this setting is enabled, the print head prints while moving in both directions, and the printing speed increases.

❏ Control panel

Select **Settings** > **General Settings** > **Printer Settings**, and then enable **Bidirectional**.

❏ Windows

Select **Bidirectional Printing** on the printer driver's **More Options** tab.

❏ Mac OS

Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print &Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select **On** as the **Bidirectional Printing** setting.

Quiet Mode is enabled.

Solutions

Disable **Quiet Mode**. The printing speed slows down when the printer is running in **Quiet Mode**.

❏ Control panel

Select on the home screen, and then select **Off**.

❏ Windows

Select **Off** as the **Quiet Mode** setting on the printer driver's **More Options** tab.

❏ Mac OS

Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select Off as the **Quiet Mode** setting.

Printing Slows Down Dramatically During Continuous Printing

The printer has slowed down to prevent the printer mechanism from overheating and being damaged.

Solutions

You can continue printing. To return to normal printing speed, leave the printer idle for at least 30 minutes with the power turned on.

Scanning Speed Is Slow

The scanning resolution setting is too high.

Solutions

Try scanning at a lower resolution.

LCD Screen Gets Dark

The printer is in sleep mode.

Solutions

Tap anywhere on the LCD screen to return it to its former state. When **Energy Saving Priority Mode** is set to **On**, press the power button to wake the printer from sleep mode.

Cannot Operate from the Control Panel

To use product features when Access Control is set, you must log in as a registered user.

Solutions

If you do not know the password, contact your printer administrator.

"x" is Displayed on the Screen and you Cannot Select Photos

The image file is not supported.

Solutions

"x" is displayed on the LCD screen when the image file is not supported by the product. Use files supported by the product.

➡ “Supported Data Specifications” on page 272

The file name is too long to be recognized by the printer.

Solutions

You can print the photo by saving it to your computer or mobile device instead. With a mobile device, you can print using Epson Smart Panel.

Memory Device Is not Recognized

The memory device is set to disabled.

Solutions

On the control panel, select **Settings** > **General Settings** > **Printer Settings** > **Memory Device Interface**, and the enable the memory device.

Cannot Save Data to a Memory Device

One of the following situations may be the cause.

The setting to save to a memory device has not been set.

Solutions

Select **Settings** > **General Settings** > **Fax Settings** > **Receive Settings** > **Fax Output Settings** on the home screen. Select the item you want to change, and then select **Create a folder to save fax data** from **Save to Memory Device**. You cannot use the external memory unless you set this setting.

The memory device is write-protected.

Solutions

Disable write protection on the memory device.

There is not enough free space on the memory device.

Solutions

Delete unnecessary data or insert another memory device.

The Printer Is Loud

Quiet Mode is disabled on the printer.

Solutions

If the printer is too loud, enable **Quiet Mode**. Enabling this feature may reduce print speed.

- Control panel

  Select on the home screen, and then select **On**.

- Windows

  Select **On** as the **Quiet Mode** on the printer driver's **More Options** tab.

- Mac OS

  Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select On as the **Quiet Mode** setting.

The Date and Time Are Incorrect

Error occurred in power supply.

Solutions

If there is power failure caused by a lightning strike or the power is left off for a long time, the clock may show the wrong time. Set the date and the time correctly in **Settings** > **General Settings** > **Basic Settings** > **Date/Time Settings** on the control panel.

The Root Certificate Needs to be Updated

The root certificate has expired.

Solutions

Run Web Config, and then update the root certificate.

➡ "Application for Configuring Printer Operations (Web Config)" on page 236

Cannot Perform Manual 2-sided Printing (Windows)

EPSON Status Monitor 3 is disabled.

Solutions

On the printer driver's **Maintenance** tab, click **Extended Settings**, and then select **Enable EPSON Status Monitor 3**.

Manual 2-sided printing may not be available when the printer is accessed over a network or is used as a shared printer.

The Print Settings Menu is Not Displayed (Mac OS)

The Epson Printer Driver has Not been Installed Correctly.

Solutions

If the **Print Settings** menu is not displayed on macOS Catalina (10.15) or later, macOS High Sierra (10.13), macOS Sierra (10.12), OS X El Capitan (10.11), OS X Yosemite (10.10), or OS X Mavericks (10.9), the Epson printer driver has not been installed correctly. Enable it from the following menu.

Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan** or **Print & Fax**), remove the printer, and then add the printer again.

In macOS Mojave (10.14), you cannot access **Print Settings** in applications made by Apple such as TextEdit.

➡ "Adding a Genuine Epson Printer (for Mac OS Only)" on page 149

Sender's Fax Number Not Displayed

The fax number has not been added in the sender's machine.

Solutions

The sender may not have set the fax number. Contact the sender.

Sender's Fax Number Displayed on Received Faxes is Wrong

The fax number entered in the sender's machine is wrong.

Solutions

The sender may have set the fax number incorrectly. Contact the sender.

Cannot Make Calls on the Connected Phone

Contact your printer administrator to check the external phone connection and printer settings. For printer administrators, see the following section to troubleshoot fax problems.

"Cannot Make Calls on the Connected Phone" on page 217

Answering Machine Cannot Answer Voice Calls

The number of rings for your answering machine is set to same or more than the printer's Rings to Answer setting.

Solutions

Set a number of rings for your answering machine lower than the printer's **Rings to Answer**.

To check the status of the fax settings, print a **Fax Settings List**. You can access the menu from the printer's control panel as described bellow.

Fax > (More) > **Fax Report** > **Fax Settings List**

Answering Machine Cannot Answer Voice Calls After Trying the Solutions Above

Solutions

If you cannot solve the problem, contact your printer administrator. For printer administrators, see the following section to troubleshoot fax problems.

"Answering Machine Cannot Answer Voice Calls" on page 359

A Lot of Junk Faxes Have Been Received

Contact your printer administrator to review the printer settings. For printer administrators, see the following section to troubleshoot fax problems.

"A Lot of Junk Faxes Have Been Received" on page 217

Cannot Solve Problem

If you cannot solve the problem after trying all of the solutions, contact Epson support.

If you cannot solve printing or copying problems, see the following related information.

Related Information

➡ "Cannot Solve Printing Problems" on page 218

Cannot Solve Printing Problems

Try the solutions in the order shown, until you solve the problem.

❏ Make sure you match the paper type loaded in the printer and the paper type selected on the printer to the paper type setting in the printer driver.

"Paper Size and Type Settings" on page 31

❏ Use a higher quality setting on the control panel or in the printer driver.

❏ Align the print head.

"Aligning the Print Head" on page 137

❏ Run a nozzle check to see if the print head nozzles are clogged.

If there are missing segments in the nozzle check pattern, the nozzles may be clogged. Repeat head cleaning and the nozzle check alternately 3 times and check if the clogging has cleared.

Note that print head cleaning uses some ink.

"Checking and Cleaning the Print Head" on page 135

❏ Turn off the printer, wait for at least 12 hours, and then check if the clogging has cleared.

If the problem is clogging, leaving the printer for a while without printing may solve the problem.

You can check the following items while the printer is off.

❏ Make sure you are using genuine Epson ink cartridges.

Try to use genuine Epson ink cartridges. This product is designed to adjust colors based on the use of genuine Epson ink cartridges. The use of non-genuine ink cartridges may cause print quality to decline.

"Ink Cartridge Codes" on page 231

❏ Make sure there are no paper fragments left inside the printer.

When you remove the paper, do not touch the translucent film with your hand or the paper.

❏ Make sure the paper is loaded with the printable side facing up and not curled.

"Paper Handling Precautions" on page 30

"Available Paper and Capacities" on page 221

"Unavailable Paper Types" on page 230

❏ Make sure you are not using an old ink cartridge.

For best results, Epson recommends using up ink cartridges before the best before date printed on the package, or within six months of opening the package, whichever is earlier.

❏ Reinstall the ink cartridge already installed in the printer.

Reinstalling the ink cartridge may clear clogging in the print head nozzles and allow the ink to flow smoothly.

However, because the ink is consumed when the ink cartridge is reinstalled, a message asking you to replace the ink cartridge may be displayed depending on the amount of ink remaining.

"It is Time to Replace the Ink Cartridges" on page 203

If you cannot solve the problem by checking the solutions above, contact Epson support.

Related Information

➡ "Before Contacting Epson" on page 421
➡ "Contacting Epson Support" on page 421

Product Information

Paper Information. 221

Consumable Products Information. 231

Software Information. 233

Settings Menu List. 240

Product Specifications. 263

Regulatory Information. 276

Nameplate. 280

Paper Information

Available Paper and Capacities

Genuine Epson Paper for North America

Epson recommends using genuine Epson paper to ensure high-quality printouts.

Note:

- *The availability of paper varies by location. For the latest information on paper available in your area, contact Epson support.*
- *See the following for information on available paper types for borderless and 2-sided printing.*

"Paper for Borderless Printing" on page 227

"Paper for 2-Sided Printing" on page 229

Paper suitable for printing documents

Media Name	Size	Loading Capacity (Sheets)	
		Paper Cassette 1 or Paper Cassette	Paper Cassette 2 (WF-4930 Series only)
Epson Bright White Paper	Letter	250	250
Epson Bright White Pro Paper	Letter	250	250
Epson Bright White Premium Paper	Letter	250	250
Epson Multipurpose Plus Paper	Letter	250	250

Paper suitable for printing documents and photos

Media Name	Size	Loading Capacity (Sheets)	
		Paper Cassette 1 or Paper Cassette	Paper Cassette 2 (WF-4930 Series only)
Epson High Quality Ink Jet Paper	A4, Letter	100	-
Epson Presentation Paper Matte	Letter, Legal	100	-
Epson Premium Presentation Paper Matte	8×10 in. (203×254 mm), Letter	50	-
Epson Premium Presentation Paper Matte Double-sided	Letter	50	-
Epson Brochure & Flyer Paper Matte	Letter	50	-

Paper suitable for printing photos

Media Name	Size	Loading Capacity (Sheets)	
		Paper Cassette 1 or Paper Cassette	Paper Cassette 2 (WF-4930 Series only)
Epson Photo Paper Glossy	A4, 4×6 in. (102×152 mm), Letter	50	-
Epson Premium Photo Paper Glossy	4×6 in. (102×152 mm), 16:9 (4×7.11 in. [102×181 mm]), 5×7 in. (127×178 mm), 8×10 in. (203×254 mm), Letter	50	-
Epson Premium Photo Paper Semi-gloss	4×6 in. (102×152 mm), Letter	50	-
Epson Ultra Premium Photo Paper Glossy	4×6 in. (102×152 mm), 5×7 in. (127×178 mm), 8×10 in. (203×254 mm), Letter	50	-

Various other paper types

Media Name	Size	Loading Capacity (Sheets)	
		Paper Cassette 1	Paper Cassette 2 (WF-4930 Series only)
Epson Photo Quality Ink Jet Cards	A6	50	-
Epson Photo Quality Self Adhesive Sheets	A4	1	-

Related Information

➡ "Precautions for Photo Paper" on page 30

Genuine Epson Paper for Other Regions

Epson recommends using genuine Epson paper to ensure high-quality printouts.

Note:

- *The availability of paper varies by location. For the latest information on paper available in your area, contact Epson support.*
- *See the following for information on available paper types for borderless and 2-sided printing.*

  "Paper for Borderless Printing" on page 227

  "Paper for 2-Sided Printing" on page 229

Paper suitable for printing documents

Media Name	Size	Loading Capacity (Sheets)	
		Paper Cassette 1 or Paper Cassette	Paper Cassette 2 (WF-4930 Series only)
Epson Business Paper	A4	250	250
Epson Bright White Ink Jet Paper	A4	250	250

Paper suitable for printing documents and photos

Media Name	Size	Loading Capacity (Sheets)	
		Paper Cassette 1 or Paper Cassette	Paper Cassette 2 (WF-4930 Series only)
Epson Photo Quality Ink Jet Paper	A4	100	-
Epson Matte Paper-Heavyweight	A4, 20x25 cm (8x 10 in.)	50	-
Epson Double-Sided Matte Paper	A4	50	-

Paper suitable for printing photos

Media Name	Size	Loading Capacity (Sheets)	
		Paper Cassette 1 or Paper Cassette	Paper Cassette 2 (WF-4930 Series only)
Epson Ultra Glossy Photo Paper	A4, 13x18 cm (5x7 in.), 10x15 cm (4x6 in.)	50	-
Epson Premium Glossy Photo Paper	A4, 13x18 cm (5x7 in.), 10x15 cm (4x6 in.)	50	-
Epson Premium Semigloss Photo Paper	A4, 13x18 cm (5x7in.), 10x15 cm (4x6 in.)	50	-
Epson Photo Paper Glossy	A4, 13x18 cm (5x7in.), 10x15 cm (4x6 in.)	50	-

Various other paper types

Media Name	Size	Loading Capacity (Sheets)	
		Paper Cassette 1	Paper Cassette 2 (WF-4930 Series only)
Epson Photo Quality Self Adhesive Sheets	A4	1	-

Related Information

➡ "Precautions for Photo Paper" on page 30

Commercially Available Paper for North America

Note:
See the following for information on available paper types for borderless and 2-sided printing.

"Paper for Borderless Printing" on page 227

"Paper for 2-Sided Printing" on page 229

Plain papers (64-90 g/m^2)

Media Name	Size	Loading Capacity (Sheets)	
		Paper Cassette 1 or Paper Cassette	Paper Cassette 2 (WF-4930 Series only)
Plain paper, Copy paper Preprinted paper*1 Letterhead*2 Color paper Recycled paper High quality plain paper	A4, B5, Letter, Executive, 8×10 in. (203×254 mm), Legal, 8.5×13 in., Mexico-Oficio, Oficio 9	250	250
	A5, A6, B6, Half Letter	250	–
	User Defined Width: 89 to 215.9 mm (3.5 to 8.5 in.), Length: 127 to 355.6 mm (5 to 14 in.)	250	–
	User Defined Width: 89 to 215.9 mm (3.5 to 8.5 in.), Length: 355.7 to 1200 mm (14 to 47.2 in.)	1	–
	User Defined Width: 182 to 215.9 mm (7.2 to 8.5 in.), Length: 257 to 297 mm (10.1 to 11.7 in.)	250	250
	User Defined Width: 182 to 215.9 mm (7.2 to 8.5 in.), Length: 257 to 355.6 mm (10.1 to 14 in.)	–	250
	User Defined Width: 182 to 215.9 mm (7.2 to 8.5 in.), Length: 355.7 to 1200 mm (14 to 47.2 in.)	–	1

*1 Paper on which various forms are pre-printed such as slips or securities.

*2 Paper on which information such as the sender's name or corporation name are pre-printed in the header. There must be a margin of 5 mm (0.2 in.) or more at the top of the paper.

Thick papers (91-256 g/m^2)

Media Name	Size	Loading Capacity (Sheets)	
		Paper Cassette 1 or Paper Cassette	Paper Cassette 2 (WF-4930 Series only)
Card Stock	A6, A5, A4, B6, B5, Legal, Letter, Half Letter, Executive, 8.5×13 in., 8×10 in. (203×254 mm), Mexico-Oficio, Oficio 9	50	–
	User Defined Width: 89 to 215.9 mm (3.5 to 8.5 in.), Length: 127 to 355.6 mm (5 to 14 in.)	50	–
	User Defined Width: 89 to 215.9 mm (3.5 to 8.5 in.), Length: 355.7 to 1200 mm (14 to 47.2 in.)	1	–
	User Defined Width: 182 to 215.9 mm (7.2 to 8.5 in.), Length: 257 to 297 mm (10.1 to 11.7 in.)	50	–

Envelope

Media Name	Size	Loading Capacity (Envelopes)	
		Paper Cassette 1 or Paper Cassette	Paper Cassette 2 (WF-4930 Series only)
Envelope*	Envelope #10, Envelope DL, Envelope C6	10	–

* You can only print on the front side of the envelope.

Related Information

➡ "Available Paper and Capacities" on page 221

Commercially Available Paper for Other Regions

Note:
See the following for information on available paper types for borderless and 2-sided printing.

"Paper for Borderless Printing" on page 227

"Paper for 2-Sided Printing" on page 229

Plain papers (64-90 g/m^2)

Media Name	Size	Loading Capacity (Sheets)	
		Paper Cassette 1 or Paper Cassette	Paper Cassette 2 (WF-4930 Series only)
Plain paper, Copy paper Preprinted paper*1 Letterhead*2 Color paper Recycled paper High quality plain paper	A4, B5, Letter, Executive, 203x254 mm (8x10in.), Legal, 8.5×13 in., 16K (195×270 mm), Indian-Legal, SP1 (210×270 mm)	250	250
	A5, A6, B6, 100×148 mm (3.9x5.8 in.), SP2 (210×149 mm), SP3 (100×170mm), SP4 (130×182 mm), SP5 (192×132 mm)	250	–
	User Defined Width: 89 to 215.9 mm (3.5 to 8.5 in.) Length: 127 to 355.6 mm (5 to 14 in.)	250	–
	User Defined Width: 89 to 215.9 mm (3.5 to 8.5 in.) Length: 355.7 to 1200 mm (14 to 47.2 in.)	1	–
	User Defined Width: 182 to 215.9 mm (7.2 to 8.5 in.), Length: 257 to 297 mm (10.1 to 11.7 in.)	250	250
	User Defined Width: 182 to 215.9 mm (7.2 to 8.5 in.) Length: 257 to 355.6 mm (10.1 to 14 in.)	–	250
	User Defined Width: 182 to 215.9 mm (7.2 to 8.5 in.) Length: 355.7 to 1200 mm (14 to 47.2 in.)	–	1

*1 Paper on which various forms are pre-printed such as slips or securities.

*2 Paper on which information such as the sender's name or corporation name are pre-printed in the header. There must be a margin of 5 mm (0.2 in.) or more at the top of the paper.

Thick papers (91-256 g/m^2)

Media Name	Size	Loading Capacity (Sheets)	
		Paper Cassette 1 or Paper Cassette	Paper Cassette 2 (WF-4930 Series only)
Thick paper	A4, A5, A6, B5, B6, Letter, Executive, 20×25 cm (8x10 in.) 8.5×13 in., Legal, 16K (195×270 mm), Indian-Legal, SP1 (210×270 mm), SP2 (210×149 mm), SP3 (100×170mm), SP4 (130×182 mm), SP5 (192×132 mm), 100×148 mm (3.9x5.8 in.)*	50	–
	User Defined Width: 89 to 215.9 mm (3.5 to 8.5 in.) Length: 127 to 355.6 mm (5 to 14 in.)	50	–
	User Defined Width: 89 to 215.9 mm (3.5 to 8.5 in.) Length: 355.7 to 1200 mm (14 to 47.2 in.)	1	–
	User Defined Width: 182 to 215.9 mm (7.2 to 8.5 in.), Length: 257 to 297 mm (10.1 to 11.7 in.)	50	–

* Only printing from computer is available.

Envelope

Media Name	Size	Loading Capacity (Envelopes)	
		Paper Cassette 1 or Paper Cassette	Paper Cassette 2 (WF-4930 Series only)
Envelope*	Envelope #10, Envelope DL, Envelope C6	10	–

* You can only print on the front side of the envelope.

Related Information

➡ "Available Paper and Capacities" on page 221

Paper for Borderless Printing

Genuine Epson Paper

for North America

Media Name	Size
Epson Bright White Paper*	Letter
Epson Bright White Pro Paper*	Letter
Epson Bright White Premium Paper*	Letter
Epson Multipurpose Plus Paper*	Letter
Epson Ultra Premium Photo Paper Glossy	4×6 in. (102×152 mm), 5x7 in. (127x178 mm), 8x10 in. (203x254 mm), Letter
Epson Premium Photo Paper Glossy	4×6 in. (102×152 mm), 16:9 (4×7.11 in. [102×181 mm]), 5x7 in. (127x178 mm), 8x10 in. (203x254 mm), Letter
Epson Premium Photo Paper Semi-gloss	4×6 in. (102×152 mm), Letter
Epson Photo Paper Glossy	A4, 4×6 in. (102×152 mm), Letter
Epson Premium Presentation Paper Matte Double-sided	Letter
Epson Brochure & Flyer Paper Matte	Letter
Epson Premium Presentation Paper Matte	8x10 in. (203x254 mm), Letter
Epson Presentation Paper Matte*	Letter
Epson High Quality Ink Jet Paper*	A4, Letter
Epson Photo Quality Ink Jet Cards	A6

* These may scuff the print head causing printouts to be smeared.

for Other Regions

Media Name	Size
Epson Bright White Ink Jet Paper*	A4
Epson Business Paper*	A4
Epson Ultra Glossy Photo Paper	A4, 10×15 cm (4×6 in.), 13x18 cm (5x7 in.)
Epson Premium Glossy Photo Paper	A4, 10×15 cm (4×6 in.), 13x18 cm (5x7 in.)
Epson Premium Semigloss Photo Paper	A4, 10×15 cm (4×6 in.), 13x18 cm (5x7 in.)
Epson Photo Paper Glossy	A4, 10×15 cm (4×6 in.), 13x18 cm (5x7 in.)
Epson Double-Sided Matte Paper	A4
Epson Matte Paper-Heavyweight	A4, 20x25 cm (8x10 in.)
Epson Photo Quality Ink Jet Paper*	A4

* These may scuff the print head causing printouts to be smeared.

Related Information

➡ "Available Paper and Capacities" on page 221

Commercially Available Paper

for North America

Plain paper, card stock (A4 and Letter size)

Note:
Using these paper types may scuff the print head, causing printouts to be smeared.

for Other Regions

Plain paper, thick paper (A4 and Letter size)

Note:
Using these paper types may scuff the print head, causing printouts to be smeared.

Related Information

➡ "Available Paper and Capacities" on page 221

Paper for 2-Sided Printing

Genuine Epson Paper

for North America

- ❏ Epson Bright White Paper
- ❏ Epson Bright White Pro Paper
- ❏ Epson Bright White Premium Paper
- ❏ Epson Multipurpose Plus Paper
- ❏ Epson Premium Presentation Paper Matte Double-sided*
- ❏ Epson Brochure & Flyer Paper Matte*
- ❏ Epson Photo Quality Ink Jet Cards*

*: Manual 2-sided printing only.

for Other Regions

- ❏ Epson Bright White Ink Jet Paper
- ❏ Epson Business Paper
- ❏ Epson Double-Sided Matte Paper*
- ❏ Epson Photo Quality Ink Jet Card*

*: Manual 2-sided printing only.

Related Information

➡ "Available Paper and Capacities" on page 221

Commercially Available Paper

for North America

Plain papers (64-90 g/m^2)

❏ A4, B5, Letter, Executive, User Defined*

❏ Manual 2-sided printing only : A6, A5, B6, Half Letter, Legal, 8.5×13 in., 8×10 in., Mexico-Oficio, Oficio 9

*: For automatic 2-sided printing with User Defined paper sizes, you can use 182 to 215.9×257 to 297 mm (7.2 to 8.5×10.1 to 11.7 in.) paper sizes.

Thick papers (91-256 g/m^2)

❏ A4, B5, Letter, Executive, 8×10 in., User Defined*

❏ Manual 2-sided printing only : A6, A5, B6, Legal, Half Letter, 8.5×13 in., Mexico-Oficio, Oficio 9

*: For automatic 2-sided printing with User Defined paper sizes, you can use 182 to 215.9×257 to 297 mm (7.2 to 8.5×10.1 to 11.7 in.) paper sizes.

for Other Regions

Plain papers (64-90 g/m^2)

❏ A4, B5, Letter, Executive, 16K , SP1, User Defined*

❏ Manual 2-sided printing only : A6, A5, B6, 3.9x 5.8 in., Indian Legal, 8×10 in., 8.5×13 in., Legal, SP2, SP3, SP4, SP5

*: For automatic 2-sided printing with User Defined paper sizes, you can use 182 to 215.9×257 to 297 mm (7.2 to 8.5×10.1 to 11.7 in.) paper sizes.

Thick papers (91-256 g/m^2)

❏ A4, B5, Letter, Executive, 8×10 in., 16K, SP1, User Defined*

❏ Manual 2-sided printing only : A6, A5, B6, 3.9x 5.8 in., Indian Legal, 8.5×13 in., Legal, SP2, SP3, SP4, SP5

*: For automatic 2-sided printing with User Defined paper sizes, you can use 182 to 215.9×257 to 297 mm (7.2 to 8.5×10.1 to 11.7 in.) paper sizes.

Related Information

➡ "Available Paper and Capacities" on page 221

Unavailable Paper Types

Do not use the following papers. Using these types of paper causes paper jams and smears on the printout.

❏ Papers that are wavy

❏ Papers that are torn or cut

❏ Papers that are folded

❏ Papers that are damp

❏ Papers that are too thick or too thin

❏ Papers that have stickers

Do not use the following envelopes. Using these types of envelope causes paper jams and smears on the printout.

❏ Envelopes that are curled or folded

❏ Envelopes with adhesive surfaces on the flaps or window envelopes

❏ Envelopes that are too thin
They may curl during printing.

Consumable Products Information

Ink Cartridge Codes

The following are the codes for genuine Epson ink cartridges.

Note:
❏ *Ink cartridge codes may vary by location. For the correct codes in your area, contact Epson support.*

❏ *Not all cartridges are available in all regions.*

❏ *Although the ink cartridges may contain recycled materials, this does not affect printer function or performance.*

❏ *Specifications and appearance of the ink cartridges are subject to change for improvement without prior notice.*

For U.S. and Canada

BK: Black	C: Cyan	M: Magenta	Y: Yellow
842 842XL*	842 842XL*	842 842XL*	842 842XL*

* "XL" indicates high-capacity cartridges.

Note:
Visit the following website for information on Epson's ink cartridge yields.

https://epson.com/ink-yield-cartridge-info (U.S.)

https://epson.ca/ink-yield-cartridge-info (Canada)

Note: Your printer is designed to work only with genuine Epson-brand ink cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly or at all. Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure the printer functions as designed. These updates may affect the functionality of third-party ink. Non-Epson branded or altered Epson cartridges that functioned prior to a firmware update may not continue to function.

The included initial cartridges are designed for reliable printer setup and cannot be used as replacement cartridges or resold. After setup, the remaining ink is available for printing. Yields are based on ISO 24711 in default mode, printing continuously. Yields vary due to print images, settings, and temperatures. Printing infrequently or primarily with one color reduces yields. All cartridges must be installed with ink for printing and printer maintenance. For print quality, some ink remains in replaced cartridges.

For Europe

Icon	BK: Black	C: Cyan	M: Magenta	Y: Yellow
Umbrella	406 406XL*	406 406XL*	406 406XL*	406 406XL*

* "XL" indicates high-capacity cartridge.

Note:

For users in Europe, visit the following website for information on Epson's ink cartridge yields.

https://www.epson.eu/pageyield

For Australia and New Zealand

Product	BK: Black	C: Cyan	M: Magenta	Y: Yellow
WF-4930 Series	815 815XL*	815 815XL*	815 815XL*	815 815XL*

* "XL" indicates high-capacity cartridge.

For China

Product	BK: Black	C: Cyan	M: Magenta	Y: Yellow
WF-4930 Series	17J	17J	17J	17J

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

Related Information

➡ "Replacing Ink Cartridges" on page 206

Maintenance Box Code

Epson recommends the use of a genuine Epson maintenance box.

Maintenance box code: C9382

> ***Important:***
> *Once a maintenance box has been installed in a printer it cannot be used with other printers.*

Related Information

➡ "Replacing a Maintenance Box" on page 211

Software Information

This section introduces some of the applications available for your printer. For a list of supported software, see the following Epson website or launch Epson Software Updater for confirmation. You can download the latest applications.

https://www.epson.com

Related Information

➡ "Application for Updating Software and Firmware (Epson Software Updater)" on page 239

Software for Printing

Application for Printing from a Computer (Windows Printer Driver)

The printer driver controls the printer based on the commands from an application. Selecting settings in the printer driver provides the best printing results. You can also check the status of the printer or keep it in top operating condition using the printer driver utility.

Note:
You can change the language of the printer driver. Select the language you want to use from the ***Language*** *setting on the* ***Maintenance*** *tab.*

Accessing the printer driver from applications

To select settings that apply only to the application you are using, access the driver from that application.

Select **Print** or **Print Setup** from the **File** menu. Select your printer, and then click **Preferences** or **Properties**.

Note:
Operations differ depending on the application. See the application's help for details.

Accessing the printer driver from the Windows control panel

To select settings that apply to all of the applications, follow the steps below.

❏ Windows 11/Windows Server 2025

Click on the start button, and then select **Settings** > **Bluetooth & devices** > **Printers & scanners**. Click your printer, and then select **Printing preferences**.

❏ Windows 10/Windows Server 2022/Windows Server 2019/Windows Server 2016

Click on the start button, and then select **Windows System** > **Control Panel** > **View devices and printers** in **Hardware and Sound**. Right-click on your printer, or press and hold it and then select **Printing preferences**.

❏ Windows 8.1/Windows Server 2012 R2

Select **Desktop** > **Settings** > **Control Panel** > **View devices and printers** in **Hardware and Sound**. Right-click on your printer, or press and hold it and then select **Printing preferences**.

❏ Windows 7/Windows Server 2008 R2

Click the start button, and select **Control Panel** > **View devices and printers** in **Hardware and Sound**. Right-click on your printer and select **Printing preferences**.

❏ Windows Server 2008

Click the start button, and select **Control Panel** > **Printers** in **Hardware and Sound**. Right-click on your printer and select **Printing preferences**.

Accessing the printer driver from the printer icon on the task bar

The printer icon on the desktop task bar is a shortcut icon allowing you to quickly access the printer driver.

If you click the printer icon and select **Printer Settings**, you can access the same printer settings window as the ones displayed from the Windows control panel. If you double-click this icon, you can check the status of the printer.

Note:
*If the printer icon is not displayed on the task bar, access the printer driver window, click **Monitoring Preferences** on the **Maintenance** tab, and then select **Register the shortcut icon to the taskbar**.*

Starting the utility

Access the printer driver window. Click the **Maintenance** tab.

Related Information

➡ "Menu Options for the Printer Driver" on page 43

Application for Printing from a Computer (Mac OS Printer Driver)

The printer driver controls the printer based on the commands from an application. Selecting settings in the printer driver provides the best printing results. You can also check the status of the printer or keep it in top operating condition using the printer driver utility.

Accessing the printer driver from applications

Click **Page Setup** or **Print** on the **File** menu of your application. If necessary, click **Show Details** (or ▼) to expand the print window.

Note:
*Depending on the application being used, **Page Setup** may not be displayed in the **File** menu, and the operations for displaying the print screen may differ. See the application's help for details.*

Starting the utility

Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan** or **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.

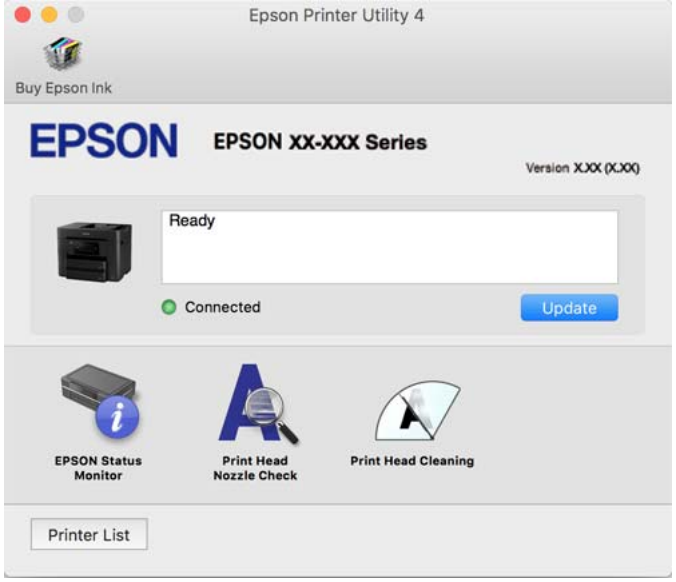
Related Information

➡ "Menu Options for the Printer Driver" on page 65

Guide to Mac OS Printer Driver

Epson Printer Utility

You can run a maintenance feature such as nozzle check and print head cleaning, and by starting **EPSON Status Monitor**, you can check printer status and error information.



Software for Faxing

Application for Configuring Fax Operations and Sending Faxes (FAX Utility)

FAX Utility is an application that allows you to configure various settings for sending and receiving faxes on a computer. You can create or edit the contacts list to be used when sending a fax, and configure to save received faxes in PDF format on the computer. See the application's help for details.

Note:

- *Windows Server operating systems are not supported.*
- *Make sure you have installed the printer driver before installing FAX Utility.*
- *Make sure the FAX Utility has been installed. See "Starting on Windows" or "Starting on Mac OS" below to check if the application has been installed.*

Starting on Windows

- Windows 11

  Click the start button, and select **All Apps** > **Epson Software** > **FAX Utility**.

- Windows 10

  Click the start button, and select **Epson Software** > **FAX Utility**.

- Windows 8.1

  Enter the application name in the search charm, and then select the displayed icon.

- Windows 7

  Click the start button, and select **All Programs** (or **Programs**) > **Epson Software** > **FAX Utility**.

Starting on Mac OS

Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer (FAX). Click **Options & Supplies** > **Utility** > **Open Printer Utility**.

Related Information

➡ "Sending a Fax from a Computer" on page 125
➡ "Receiving Faxes on a Computer" on page 130

Application for Sending Faxes (PC-FAX Driver)

PC-FAX driver is an application that allows you to send a document created on a separate application as a fax directly from the computer. PC-FAX driver is installed when you install FAX Utility. See the application's help for details.

Note:
- *Windows Server operating systems are not supported.*
- *Check if PC-FAX driver has been installed. See "Accessing from Windows" or "Accessing from Mac OS" below.*
- *The operation differs depending on the application you used to create the document. See the application's help for details.*

Accessing from Windows

In the application, select **Print** or **Print Setup** from the **File** menu. Select your printer (FAX), and then click **Preferences** or **Properties**.

Accessing from Mac OS

In the application, select **Print** from the **File** menu. Select your printer (FAX) as the **Printer** setting, and then select **Fax Settings** or **Recipient Settings** from the pop-up menu.

Related Information

➡ "Sending a Fax from a Computer" on page 125

Software for Making Settings or Managing Devices

Application for Configuring Printer Operations (Web Config)

Web Config is an application that runs in a web browser, such as Microsoft Edge or Safari, on a computer or mobile device. You can confirm the printer status or change the network service and printer settings. To use Web Config, connect the printer and the computer or device to the same network.

The following browsers are supported. Use the latest version.

Microsoft Edge, Firefox, Chrome, Safari

Note:
You may be asked to enter the administrator password while using Web Config. See the related information below for more details.

Related Information

➡ "Default Value of the Administrator Password" on page 17
➡ "Notes on the Administrator Password" on page 16

Running Web Config on a Web Browser

1. Check the printer's IP address.

   Select the network icon on the printer's home screen, and then select the active connection method to confirm the printer's IP address.

   Note:
   You can also check IP address by printing the Network Connection Report.

2. Launch a Web browser from a computer or mobile device, and then enter the printer's IP address.

   Format:

   IPv4: https://the printer's IP address/

   IPv6: https://[the printer's IP address]/

   Examples:

   IPv4: https://192.168.100.201/

   IPv6: https://[2001:db8::1000:1]/

   Note:
   If you are using a mobile device, you can also run Web Config from the product information screen in the Epson Smart Panel app.

   Since the printer uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored.

Related Information

➡ "Printing Using Epson Smart Panel" on page 74
➡ "Checking the Printer's Network Connection Status (Network Connection Report)" on page 152

Running Web Config on Windows

When connecting a computer to the printer using WSD, follow the steps below to run Web Config.

1. Open the printer list on the computer.

   ❑ Windows 11

   Click on the start button, and then select **Settings** > **Bluetooth & devices** > **Printers & scanners**. Click your printer, and then select **More devices and printers settings**.

   ❑ Windows 10

   Click on the start button, and then select **Windows System** > **Control Panel** > **View devices and printers** in **Hardware and Sound**.

   ❑ Windows 8.1

   Select **Desktop** > **Settings** > **Control Panel** > **View devices and printers** in **Hardware and Sound** (or **Hardware**).

❏ Windows 7

Click the start button, and select **Control Panel** > **View devices and printers** in **Hardware and Sound**.

2. Right-click on your printer and select **Properties**.

3. Select the **Web Service** tab and click the URL.

   Since the printer uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored.

Running Web Config on Mac OS

1. Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.

2. Click **Options & Supplies** > **Show Printer Webpage**.

   Since the printer uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored.

Application for Setting up the Device on a Network (EpsonNet Config)

EpsonNet Config is an application that allows you to set the network interface addresses and protocols. See the operations guide for EpsonNet Config or the application's help for more details.

Starting on Windows

❏ Windows 11/Windows Server 2025

Click the start button, and then select **All apps** > **EpsonNet** > **EpsonNet Config**.

❏ Windows 10/Windows Server 2022/Windows Server 2019/Windows Server 2016

Click the start button, and then select **EpsonNet** > **EpsonNet Config**.

❏ Windows 8.1/Windows Server 2012 R2

Enter the application name in the search charm, and then select the displayed icon.

❏ Windows 7/Windows Server 2008 R2/Windows Server 2008

Click the start button, and select **All Programs** or **Programs** > **EpsonNet** > **EpsonNet Config SE** > **EpsonNet Config**.

Starting on Mac OS

Go > **Applications** > **Epson Software** > **EpsonNet** > **EpsonNet Config SE** > **EpsonNet Config**.

Related Information

➡ "Installing the Applications Separately" on page 146

Software for Managing Devices on the Network (Epson Device Admin)

Epson Device Admin is a multifunctional application software that manages the device on the network.

The following functions are available.

- ❏ Monitor or manage up to 2,000 printers or scanners over the segment
- ❏ Make a detailed report, such as for the consumable or product status
- ❏ Update the firmware of the product
- ❏ Introduce the device to the network
- ❏ Apply unified settings to multiple devices.

You can download Epson Device Admin from Epson support website. For more information, see the documentation or help of Epson Device Admin.

Software for Updating

Application for Updating Software and Firmware (Epson Software Updater)

Epson Software Updater is an application that installs new software and updates firmware over the Internet. If you want to check for update information regularly, you can set the interval for checking for updates in Epson Software Updater's Auto Update Settings.

Note:

- ❏ *Windows Server operating systems are not supported.*
- ❏ ***For users in the U.S. and Canada:*** *Your printer is designed to work only with genuine Epson-brand ink cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly or at all. Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure the printer functions as designed. These updates may affect the functionality of third-party ink. Non-Epson branded or altered Epson cartridges that functioned prior to a firmware update may not continue to function.*

Starting on Windows

- ❏ Windows 11

  Click the start button, and then select **All apps** > **Epson Software** > **Epson Software Updater**.
- ❏ Windows 10

  Click the start button, and then select **Epson Software** > **Epson Software Updater**.
- ❏ Windows 8.1

  Enter the application name in the search charm, and then select the displayed icon.
- ❏ Windows 7

  Click the start button, and then select **All Programs** > **Epson Software** > **Epson Software Updater**.

Note:
You can also start Epson Software Updater by clicking the printer icon on the task bar on the desktop, and then selecting ***Software Update****.*

Starting on Mac OS

Select **Go** > **Applications** > **Epson Software** > **Epson Software Updater**.

Related Information

➡ "Installing the Applications Separately" on page 146

Settings Menu List

Select **Settings** on the home screen of the printer to select various settings.

Feature names and settings may change depending on the firmware version.

General Settings

Select the menus on the control panel as described below.

Settings > **General Settings**

Basic Settings

Select the menus on the control panel as described below.

Settings > **General Settings** > **Basic Settings**

LCD Brightness:

Adjust the brightness of the LCD screen.

Sounds:

Mute:

Select **On** to mute sounds such as those emitted when pressing buttons on the control panel.

Normal Mode:

Select the volume for sounds such as those emitted when pressing buttons on the control panel.

Fax:

Select the volume for the following fax functions.

Ring Tone:

Set the volume for the sound emitted when the printer receives a fax.

Receive Completion Notice:

Set the volume for the sound emitted when fax reception is complete.

Print Completion Notice:

Set the volume for the sound emitted when a received fax finishes printing.

Receiver:

Set the volume for the dial sound when the printer sends a fax.

Send Completion Notice:

Set the volume for the sound emitted when sending a fax is complete.

Button Press:

Set the volume for the sound emitted when tapping the items on the screen on the control panel.

ADF Document Set:

Set the volume for the sound emitted when originals are placed in the ADF.

Error Tone:

Set the volume for the sound emitted when an error occurs.

Sound Type:

Set the type of sound.

Quiet Mode:

Select the volume for sounds when using Quiet Mode.

Fax:

Select the volume for the following fax functions.

Ring Tone:

Set the volume for the sound emitted when the printer receives a fax.

Receive Completion Notice:

Set the volume for the sound emitted when fax reception is complete.

Print Completion Notice:

Set the volume for the sound emitted when a received fax finishes printing.

Receiver:

Set the volume for the dial sound when the printer sends a fax.

Send Completion Notice:

Set the volume for the sound emitted when sending a fax is complete.

Button Press:

Set the volume for the sound emitted when tapping the items on the screen on the control panel.

ADF Document Set:

Set the volume for the sound emitted when originals are placed in the ADF.

Error Tone:

Set the volume for the sound emitted when an error occurs.

Sound Type:

Set the type of sound.

Sleep Timer:

Speciify how long the printer waits to enter sleep mode (energy saving mode) if it has not been used. The LCD screen turns black during sleep mode.

Energy Saving Priority Mode:

Energy Saving Priority Mode:

Reduces power consumption even further than the standard sleep mode. (The default setting is Off.)

When **Energy Saving Priority Mode** is set to **On**, pressing the power button will resume the operation.

Advanced Settings:

Ethernet:

Displayed when **Energy Saving Priority Mode** is set to On.

When **Energy Saving Priority Mode** is set, you can turn the Ethernet function **On** or **Off**.

Turning the Ethernet function off reduces the power used by the Ethernet function, resulting in lower power consumption.

Power Off Timer:

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

Select this setting to turn the printer off automatically when it is not used for a specified period of time. You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

Power Off Settings:

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

Power Off If Inactive:

Select this setting to turn the printer off automatically if it is not used for a specified period of time. You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

Power Off If Disconnected:

Select this setting to turn the printer off after a specified period of time when all ports including the LINE port are disconnected. This feature may not be available depending on your region.

For users in Europe, see the following website for the specified period of time.

https://www.epson.eu/energy-consumption

For Middle East, Turkey, Africa, Central and West Asia users, see the following Website for details on power consumption.

https://www.epson.com/eme

Date/Time Settings:

Date/Time:

Enter the current date and time.

Daylight Saving Time:

Select the summer time setting that applies to your area.

Time Difference:

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

Language:

Select the language used on the LCD screen.

Start-up Screen:

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

Operation Time Out:

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

Keyboard:

Change the layout of the keyboard on the LCD screen.

Original Size Auto Detection Option(ADF):

Set the priority for Paper Size Auto Detect. This menu is available in the U.S., Canada, and Latin America.

The ADF and the scanner glass are equipped with sensors that automatically detect the size of the paper.

Related Information

➡ "Power Saving Settings During Inactivity" on page 368
➡ "Entering Characters" on page 27

Printer Settings

Select the menus on the control panel as described below.

Settings > **General Settings** > **Printer Settings**

Paper Source Settings:

Paper Setting:

Select the paper size and paper type you loaded in the paper source. You can make **Favorite Paper Settings** in paper size and paper type.

A4/Letter Auto Switching:

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

Auto Select Settings:

This menu is available for models with multiple paper sources.

When paper runs out, paper is automatically fed from a paper source that has the same settings as the paper settings for the print jobs. You can set automatic selection for every paper source for each function in copy, fax, or other. You cannot set everything to off.

This setting is disabled when you select a specific paper source in the paper settings for the print jobs. Depending on the paper type setting on the **Main** tab of the printer driver, paper may not be fed automatically.

Automatic Selection at Paper Out : For Copy:

This menu is available for models with multiple paper sources.

Enable this to feed paper automatically from another paper source that has paper when paper runs out. This applies when copying. Paper does not feed automatically from a paper source that has not been selected in **Auto Select Settings** or that has different paper settings from the specified paper source.

This function is not applied in the following cases.

When copying using a paper source that has not been selected in **Auto Select Settings**.

Error Notice:

Paper Size Notice:

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

Paper Type Notice:

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

Paper Setup Auto Display:

Select **On** to display the **Paper Setting** screen when loading paper in the paper source. If you disable this feature, you cannot print from an iPhone or iPad using AirPrint.

Universal Print Settings:

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

Top Offset:

Adjust the top margin of the paper.

Left Offset:

Adjust the left margin of the paper.

Top Offset in Back:

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

Left Offset in Back:

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

Check Paper Width:

Select **On** to check the paper width before printing. This prevents printing beyond the edges of the paper when the paper size setting is incorrect, but this may lower the print speed.

Skip Blank Page:

Skips blank pages in the print data automatically to save paper.

Auto Error Solver:

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

❏ On

When a 2-sided printing error occurs, the printer displays a warning and prints in single-sided mode. When a memory full error occurs, the printer prints the portion of the job that it was able to process.

❏ Off

Displays an error message and cancels printing.

Memory Device Interface:

Select settings to allow access to your memory device.

Memory Device:

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

File Sharing:

Select whether to give write access to the memory device from a USB-connected computer or a network-connected computer.

Thick Paper:

Select **On** to prevent ink from smearing on your printouts. Enabling this setting may reduce print speed.

Quiet Mode:

Select **On** to reduce noise during printing, however, this may lower the print speed. Depending on the paper type and print quality settings you selected, there may be no difference in the printer's noise level. Select **On** to prioritize reducing operation noise. To prioritize printing speed, select **On (Low Level)**.

Ink Drying Time:

Select the ink drying time you want to use when performing 2-sided printing. After the printer prints on one side, it waits a little while for it to dry before printing on the other side. If your printout is smeared, increase the time setting.

Bidirectional:

Select **On** to change the print direction; Prints while the print head moves to the left and to the right. If vertical or horizontal ruled lines on your printout look blurred or misaligned, disabling this feature may solve the problem; however, doing so may reduce print speed.

PC Connection via USB:

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

Related Information

➡ "Loading Paper Using Instructions on the LCD screen" on page 32

Network Settings

Select the menus on the control panel as described below.

Settings > **General Settings** > **Network Settings**

Connection Settings:

Connect the printer to the network over a wireless LAN. Select your connection method and follow the on-screen instructions.

Wi-Fi:

Wi-Fi Setup Wizard:

Configures Wi-Fi settings by having you enter the SSID and password.

Push Button Setup(WPS):

Configures Wi-Fi settings via Push Button Setup(WPS).

Others:

PIN Code Setup(WPS):

Configures Wi-Fi settings via PIN Code Setup(WPS).

Disable Wi-Fi:

Disconnects the connection to the Wi-Fi router.

Ethernet:

Set up or change to a network connection that uses a LAN cable and hub. When this setting is used, any Wi-Fi (Infrastructure) connection is disabled.

Wi-Fi Direct:

(Menu) :

Change Network Name:

Changes the Wi-Fi Direct SSID (network name).

Change Password:

Changes the password for the Wi-Fi Direct connection.

Change Frequency Range:

Select the frequency band for Wi-Fi Direct connection. Changing the frequency disconnects the connected device.

The availability of these channels and use of the product outdoors over these channels varies by location.

https://support.epson.net/wifi5ghz/

Disable Wi-Fi Direct:

Disables the Wi-Fi Direct function.

Restore Default Settings:

Resets the Wi-Fi Direct settings.

Other Methods:

iOS:

Displays a QR code to connect a mobile device using Wi-Fi Direct.

Android:

Displays a QR code to connect a mobile device using Wi-Fi Direct.

Other OS Devices:

Displays the SSID and password to connect using Wi-Fi Direct.

Easy Connect with App:

Establish a wireless LAN connection using the wireless LAN information for your computer or mobile device.

Network Status:

Wired LAN/Wi-Fi Status:

Displays the printer's network information.

Wi-Fi Direct Status:

Displays the Wi-Fi Direct setting information.

Email Server Status:

Displays the mail server setting information.

Print Status Sheet:

Prints a network status sheet.

Information about Ethernet, Wi-Fi, Wi-Fi Direct, and other network parameters is printed on two or more pages.

Connection Check:

Checks the current network connection and prints a report. If there are any problems with the connection, see the report for solutions.

Advanced:

Device Name:

Changes the device name to any name from 2 to 53 characters long.

TCP/IP:

Configures the IP settings, if the IP address is static.

For automatic configuration, use the IP address assigned by DHCP.

To set manually, switch to **Manual** and then enter the IP address you want to assign.

Proxy Server:

Set this if you are using a proxy server in your network environment and want to set it for the printer as well.

Email Server:

Set up the email server information and test connections when using the email forwarding feature.

IPv6 Address:

Sets whether or not to enable IPv6 addressing.

MS Network Sharing:

Set this when you want to use the file sharing feature.

Link Speed & Duplex:

Select an appropriate Ethernet speed and duplex setting. If you select a setting other than Auto, make sure the setting corresponds to the settings on the hub you are using.

Redirect HTTP to HTTPS:

Enables or disables redirecting from HTTP to HTTPS.

Disable IPsec/IP Filtering:

Disables the IPsec/IP filtering setting.

Disable IEEE802.1X:

Disables the IEEE802.1X setting.

Related Information

➡ "Configuring Wi-Fi Settings by Entering the SSID and Password" on page 286
➡ "Configuring Wi-Fi Settings using Push Button Setup (WPS)" on page 288

➡ "Configuring Wi-Fi Settings Using PIN Code Setup (WPS)" on page 288
➡ "Connecting a Device and Printer Directly (Wi-Fi Direct)" on page 152
➡ "Checking the Printer's Network Connection Status (Network Connection Report)" on page 152

Web Service Settings

Select the menus on the control panel as described below.

Settings > **General Settings** > **Web Service Settings**

Epson Connect Services:

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

You can register with the service by selecting **Register** and following the instructions.

https://epson.com/connect (U.S.)

https://epson.ca/connect (Canada)

https://latin.epson.com/connect (Latin America)

http://www.epsonconnect.eu (Europe)

https://www.epsonconnect.ae (Middle East, Türkiye, Africa, Central and West Asia)

https://www.epsonconnect.com/ (Other regions)

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

Related Information

➡ "Printing Using a Cloud Service" on page 78

Fax Settings

Select the menus on the control panel as described below.

Settings > **General Settings** > **Fax Settings**

Note:

- *You can also access Fax Settings from Web Config. Click the **Fax** tab on the Web Config screen.*
- *When you use Web Config to display the **Fax Settings** menu, there may be slight differences in the user interface and in location compared to the printer's control panel.*

Related Information

➡ "Quick Operation Button" on page 250
➡ "Basic Settings" on page 250
➡ "Send Settings" on page 252
➡ "Receive Settings :" on page 253
➡ "Report Settings" on page 256
➡ "Security Settings" on page 256

➡ "Check Fax Connection" on page 257
➡ "Fax Setting Wizard" on page 257

Quick Operation Button

You can find the menu on the printer's control panel below.

Settings > **General Settings** > **Fax Settings** > **Quick Operation Button**

Note:
You cannot display this menu on the Web Config screen.

Quick Operation Button 1, Quick Operation Button 2, Quick Operation Button 3:

Registers up to three shortcuts allowing you to quickly access the menu you use often when sending faxes. The shortcuts are displayed on the following menu.

Fax > **Fax Settings** tab.

Basic Settings

You can find the menu on the printer's control panel below.

Settings > **General Settings** > **Fax Settings** > **Basic Settings**

Note:
On the Web Config screen, you can find the menu below.

Fax** tab* > ***Basic Settings

Fax Speed:

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

ECM:

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

Dial Tone Detection:

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

Dial Mode:

Select the type of phone system to which you have connected the printer. When set to **Pulse**, you can temporarily switch the dialing mode from pulse to tone by pressing ⁎ ("T" is displayed) while entering numbers on the control panel. This setting may not be displayed depending on your region or country.

Line Type:

Select the line type to which you have connected the printer.

PSTN:

Select **PSTN** when the printer is connected to a public switched telephone network.

PBX:

Select **PBX** when using the printer in an environment that uses extensions and requires an external access code, such as 0 and 9, to get an outside line. For an environment that uses a DSL modem or terminal adapter, selecting **PBX** is also recommended.

Access Code:

Select **Use**, and then register an external access code such as 0 or 9. Then, when sending a fax to an outside fax number, enter # (hash) instead of the real code. When registering in **Contacts**, add a # (hash) instead of [0] or [9] to register the destination.

"Settings for a PBX Phone System" on page 351

Header:

Enter your sender name and fax number. These appear as a header on outgoing faxes.

Your Phone Number:

You can enter up to 20 characters using 0-9, +, or space. For Web Config, you can enter up to 30 characters.

Fax Header:

You can register up to 21 sender names as necessary. You can enter up to 40 characters for each sender name. For Web Config, enter the header in Unicode (UTF-8).

Receive Mode:

Select the receive mode.

"Receiving Incoming Faxes" on page 116

Distinctive Ring / DRD:

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

Rings to Answer:

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

Remote Receive:

Remote Receive:

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

Start Code:

Set the start code of **Remote Receive**. Enter two characters using 0-9, *, #.

Rejection Fax:

Rejection Fax:

Select options to reject receiving junk faxes.

Rejection Number List:

If the other party's phone number is in the rejection number list, set whether to reject the receiving faxes.

Fax Header Blank:

Rejects faxes that have blank header information.

Unregistered Contacts:

If the other party's phone number is not in the contacts, set whether to reject receiving the faxes.

Edit Blocked Number list:

You can register up to 30 fax numbers to reject the faxes and calls. Enter up to 20 characters using 0-9, *, #, or space.

Related Information

➡ "Preparing the Printer to Send and Receive Faxes" on page 349
➡ "Settings for a PBX Phone System" on page 351
➡ "Receiving Incoming Faxes" on page 116
➡ "Selecting Settings for Blocking Junk Faxes" on page 354

Send Settings

You can find the menu on the printer's control panel below.

Settings > **General Settings** > **Fax Settings** > **Send Settings**

Note:
On the Web Config screen, you can find the menu below.

Fax** tab* > ***Send Settings

Wait Time for Next Original:

Wait Time for Next Original:

Enable this to start sending the fax after you scan a document by tapping ◇, and then wait for the next original until the time specified has passed.

Time:

Set the time to wait for the next original.

Fax Preview Display Time:

Fax Preview Display Time:

Enable this to start sending the fax after the specified time has passed without performing any operations after displaying the preview screen.

Time:

Specify the time to preview the scanned document before sending it.

Receive Settings :

Related Information

➡ "Fax Output Settings" on page 253
➡ "Print Settings" on page 254

Fax Output Settings

You can find the menu on the printer's control panel below.

Settings > **General Settings** > **Fax Settings** > **Receive Settings** > **Fax Output Settings**

Note:
On the Web Config screen, you can find the menu below.

Fax** tab* > ***Fax Output Settings.

Save to Inbox:

Save to Inbox:

Saves received faxes to the printer's Inbox. Up to 100 documents can be saved. Note that saving 100 documents may not be possible depending on the usage conditions such as the file size of saved documents, and using of multiple fax saving features at a time.

Though the received faxes are not automatically printed, you can view them on the printer's screen and print only the ones you need.

Options when memory is full:

You can select the option to print the received fax or refuse to receive it when the Inbox memory is full.

Inbox Password Settings:

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

You cannot set a password when **Options when memory is full** has been set to **Receive and print faxes**.

Save to Computer:

Saves received faxes as PDF files on a computer connected to the printer. You can only set this to **Yes** by using the FAX Utility (application). You cannot enable this from printer's control panel. Install the

FAX Utility on the computer in advance. After changing change this setting **Yes**, you can select **Yes and Print** from the printer's control panel.

Save to Memory Device:

Saves received faxes as PDF files to an external memory device connected to the printer. Selecting **Yes and Print** prints received faxes while saving them to the memory device.

Received documents are saved in the printer's memory temporarily before the documents are saved in the memory device connected to the printer. Because a memory full error disables sending and receiving faxes, keep the memory device connected to the printer.

Related Information

➡ "Making Settings to Save Received Faxes to the Inbox" on page 353
➡ "Making Settings to Save Received Faxes to an External Memory Device" on page 354
➡ "PC-FAX Send/Receive (Windows/Mac OS)" on page 110

Print Settings

You can find the menu on the printer's control panel below.

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

Note:
On the Web Config screen, you can find the menu below.

Fax** tab* > ***Print Settings

Auto Reduction:

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

Split Page Settings:

Prints received faxes with the page split when their size is larger than the size of the paper loaded in the printer. If the amount that exceeds the paper length is less than the value set in **Delete Print Data After Split** > **Threshold**, the excess is discarded. If the amount that exceeds the paper length is over the set value, the excess is printed on another sheet.

Delete Print Data After Split:

Delete Print Data After Split:

Select the area of the document to delete when the amount that exceeds the paper length is less than the value set in **Threshold**.

Threshold:

If the amount that exceeds the paper length is less than or equal to this value, the excess is discarded and is not printed.

Overlap When Split:

Overlap When Split:

When this is set to **On** and the data is divided and printed because the amount exceeds the **Delete Print Data After Split** > **Threshold**, the divided data is printed using the overlapping length specified in **Overlapping Width**.

Overlapping Width:

Data that exceeds this value is printed over.

Auto Rotation:

Rotates faxes received as landscape-oriented A5 size documents so that they are printed on A5 size paper. This setting is applied when the paper size setting for at least one paper source used for printing faxes is set to A5.

By selecting **Off**, faxes received as landscape-oriented A5 size, which are the same width as A4 portrait documents, are assumed to be A4 size faxes and printed as such.

Check the paper source settings for printing faxes and paper size for the paper sources in the following menus in **Settings** > **General Settings** > **Printer Settings** > **Paper Source Settings**.

- **Auto Select Settings**
- **Paper Setting** > **Paper Size**

Add Reception Information:

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

2-Sided:

2-Sided:

Prints multiple pages of received faxes on both sides of the paper.

Binding Margin:

Select the binding position.

Print Start Timing:

Select options to start printing received faxes.

- All Pages Received: Printing starts after receiving all of the pages. Printing starts from the first or last page depending on the **Collation Stack** setting. See the explanation for **Collation Stack**.
- First Page Received: Starts printing when the first page is received, and then prints the pages in order as they are received. If the printer cannot start printing, such as when it is printing other jobs, the printer starts printing received pages as a batch when it is available.

Collation Stack:

When this setting is enabled, the pages are printed in reverse order so that the printed documents are stacked in the correct order. When the printer is running low on memory, this feature may not be available.

Print Suspend Time:

Print Suspend Time:

During the specified time period, the printer saves documents received in the printer's memory without printing them. This feature can be used for noise prevention at night or to prevent confidential documents from being disclosed while you are away. Before using this feature, make sure there is enough free memory.

Time to Stop:

Stops printing documents.

Time to Restart:

Restarts printing documents automatically.

Quiet Mode:

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

Report Settings

You can find the menu on the printer's control panel below.

Settings > **General Settings** > **Fax Settings** > **Report Settings**

Note:
On the Web Config screen, you can find the menu below.

Fax** tab* > ***Report Settings

Fax Log Auto Print:

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

Attach Fax image to report:

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

Report Format:

Selects a format for fax reports in **Fax** > (**More**) > **Fax Report** other than **Protocol Trace**. Select **Detail** to print with error codes.

Security Settings

You can find the menu on the printer's control panel below.

Settings > **General Settings** > **Fax Settings** > **Security Settings**

Note:
On the Web Config screen, you can find the menu below.

Fax** tab* > ***Security Settings

Direct Dialing Restrictions:

Selecting **On** disables manual entry of the recipient's fax numbers allowing the operator to select recipients only from the contacts list or sent history.

Selecting **Enter Twice** requires the operator to enter the fax number again when the number was manually entered.

Selecting **Off** enables manual entry of the recipient's fax numbers.

Broadcasting Restrictions:

Selecting **On** allows only one fax number to be entered as the Recipient.

Confirm Address List:

Selecting **On** displays a recipient confirmation screen before starting the transmission.

You can select the recipients from **All** or **Only for Broadcasting**.

Backup Data Auto Clear:

Backup copies of sent and received documents are usually temporarily stored in the printer's memory in case of an unexpected power failure or incorrect operations.

Selecting **On** automatically erases the backups when sending or receiving a document completes successfully and the backups become unnecessary.

Clear Backup Data:

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

This menu is not displayed on the Web Config screen.

Check Fax Connection

You can find the menu on the printer's control panel below.

Settings > **General Settings** > **Fax Settings** > **Check Fax Connection**

Note:
You cannot display this menu on the Web Config screen.

Selecting **Check Fax Connection** checks that the printer is connected to the phone line and ready for fax transmission. You can print the check result on Letter or A4 size plain paper.

Fax Setting Wizard

You can find the menu on the printer's control panel below:

Settings > **General Settings** > **Fax Settings** > **Fax Setting Wizard**

Note:
You cannot display this menu on the Web Config screen.

Fax Setting Wizard allows you to select basic fax settings. Follow the on-screen instructions.

Related Information

➡ "Basic Settings" on page 250
➡ "Preparing the Printer to Send and Receive Faxes" on page 349

Country/Region:

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

Scan Settings 🔒

Select the menus on the control panel as described below.

Settings > **General Settings** > **Scan Settings**

Confirm Recipient:

Check destination before scanning.

Email Server:

Set the email server settings for Scan to Email.

Select **Server Settings** to specify the authentication method for the printer to access the mail server.

"Registering an Email Server" on page 310

You can check the connection to the mail server by selecting **Connection Check**.

System Administration 🔒

By using this menu, you can maintain the product as a system administrator. It also allows you to restrict product features for individual users to suite your work or office style.

Select the menus on the control panel as described below.

Settings > **General Settings** > **System Administration**

Security Settings:

Restrictions:

Select whether functions in this menu can be used individually even when panel lock is enabled.

"Items That Can Be Set Individually" on page 301

Access Control:

Access Control:

Select **On** to restrict product features. To use product features when Access Control is set, you must log in as a registered user.

Accept Unknown User Jobs:

You can select whether or not to allow jobs that do not have the necessary authentication information.

Admin Settings:

Admin Password:

You can change and clear the administrator password.

Lock Setting:

Select whether or not to lock the control panel using the password registered in **Admin Password**.

Password Encryption:

Select **On** to encrypt your password. If you turn off the power while the restart is in progress, data may be corrupted and the printer settings will be restored to their defaults. If this occurs, set the password information again.

Program Verification on Start Up:

Select **On** to verify the printer's program when starting up. This feature is available for the WF-4930 Series only.

Customer Research:

If you agree to provide customer usage information, product usage information such as the number of prints will be provided to Seiko Epson Corporation.

The information collected is used to improve our products and services.

Provide usage data:

Displays whether or not you have agreed to provide your customer usage information.

Country/Region:

Displays the country or region where you are using the product if you have agreed to provide your customer usage information.

Restore Default Settings:

Network Settings:

Resets the network settings to their defaults.

Copy Settings:

Resets the copy settings to their defaults.

Scan Settings:

Resets the scan setting to the default.

Fax Settings:

Resets the fax setting to the default.

Clear All Data and Settings:

Clears all the personal information stored in the printer's memory and resets all settings to their defaults.

Firmware Update:

You can get firmware information such as your current version and information on available updates.

Update:

Updates the firmware manually.

Notification:

Select **On** to display the firmware update icon on the home screen.

Firmware Version:

Displays the firmware version.

Print Counter

Select the menus on the control panel as described below.

Settings > **Print Counter**

Displays the total number of B&W and color prints, including status sheet prints, from the time your purchased the printer. If you select **Print Sheet**, the Usage History Sheet is printed.

You can also check the number of pages printed from a memory device or other functions on the Usage History Sheet.

Supply Status

Select the menu on the control panel as described below.

Settings > **Supply Status**

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

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

Related Information

➡ "Replacing Ink Cartridges" on page 206

Maintenance

Select the menus on the control panel as described below.

Settings > **Maintenance**

Print Quality Adjustment:

Select this feature if there are any problems with your printouts. You can check for clogged nozzles and clean the print head if necessary, and then adjust some parameters to improve print quality.

Print Head Nozzle Check:

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

Print Head Cleaning:

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

Print Head Alignment:

Ruled Line Alignment:

Select this feature to align vertical lines.

Horizontal Alignment:

Select this feature if horizontal banding appears at regular intervals in your printouts.

Ink Cartridge(s) Replacement:

Use this feature to replace the ink cartridges before the ink is expended.

Paper Guide Cleaning:

Select this feature if there are ink stains on the internal rollers. The printer feeds paper to clean the internal rollers.

Related Information

➡ "Checking and Cleaning the Print Head" on page 135
➡ "Replacing Ink Cartridges" on page 206
➡ "Cleaning the Paper Path for Ink Smears" on page 137

Language 🔒

Select the menus on the control panel as described below.

Settings > **Language**

Select the language used on the LCD screen.

Printer Status/Print

Select the menus on the control panel as described below.

Settings > **Printer Status/Print**

Print Status Sheet:

Configuration Status Sheet:

Print information sheets showing the current printer status and settings.

Supply Status Sheet:

Print information sheets showing the status of consumables.

Usage History Sheet:

Print information sheets showing the usage history of the printer.

Network:

Displays the current network settings. You can also print the status sheet.

Wired LAN/Wi-Fi Status:

Displays the printer's network information.

Wi-Fi Direct Status:

Displays the Wi-Fi Direct setting information.

Email Server Status:

Displays the mail server setting information.

Print Status Sheet:

Prints a network status sheet.

Information about Ethernet, Wi-Fi, Wi-Fi Direct, and other network parameters is printed on two or more pages.

User Settings

Select the menus on the control panel as described below.

Settings > **User Settings**

Scan to Network Folder/FTP:

You can change the default settings in the Scan to Network Folder/FTP menu.

"Basic Menu Options for Scanning to the Cloud" on page 101

Scan to Email:

You can change the default settings in the Scan to Email menu.

"Basic Menu Options for Scanning to the Cloud" on page 101

Scan to Computer:

You can change the default settings in the Scan to Computer menu.

Scan to Memory Device:

You can change the default settings in the Scan to Memory Device menu.

"Basic Menu Options for Scanning to the Cloud" on page 101

Scan to Cloud:

You can change the default settings in the Scan to Cloud menu.

"Basic Menu Options for Scanning to the Cloud" on page 101

Copy Settings:

You can change the default settings in the copy menu.

"Basic Menu Options for Copying" on page 85

"Advanced Menu Options for Copying" on page 87

Fax:

You can change the default settings in the Fax menu.

"Fax Settings" on page 120

Product Specifications

Printer Specifications

Print Head Nozzle Placement		Black ink nozzles: 800 Color ink nozzles: 256 for each color
Weight of Paper*1	Plain Paper*2	0.08 to 0.11 mm (64 to 90 g/m^2)
	Thick Paper	0.12 to 0.26 mm (91 to 256 g/m^2)
	Envelopes	75 to 100 g/m^2

*1 Even when the paper thickness is within this range, the paper may not feed in the printer or the print quality may decline depending on the paper properties or quality.

*2 Plain paper includes the following paper types.

"Commercially Available Paper for North America" on page 224

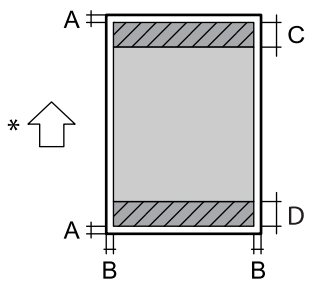
"Commercially Available Paper for Other Regions" on page 225

Printable Area

Printable Area for Single Sheets

Print quality may decline in the darker shaded areas due to the printer's mechanism.

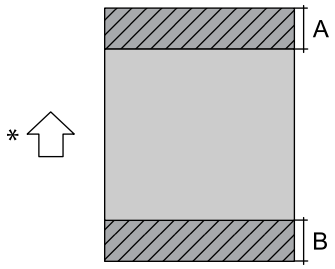
Printing with borders



A	3.0 mm (0.12 in.)
B	3.0 mm (0.12 in.)
C	47.0 mm (1.85 in.)
D	45.0 mm (1.77 in.)

*Direction of paper being fed.

Borderless printing

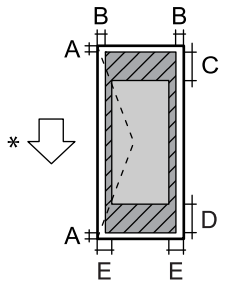


A	50.0 mm (1.97 in.)
B	48.0 mm (1.89 in.)

*Paper feed direction.

Printable Area for Envelopes

Print quality may decline in the shaded areas due to the printer's mechanism.



A	3.0 mm (0.12 in.)
B	3.0 mm (0.12 in.)
C	18.0 mm (0.71 in.)
D	47.0 mm (1.85 in.)
E	5.0 mm (0.20 in.)

*Direction of paper being fed.

Scanner Specifications

Scanner Type	Flatbed
Photoelectric Device	CIS
Effective Pixels	10200×14040 pixels (1200 dpi)
Maximum Document Size	216×297 mm (8.5×11.7 in.) A4, Letter

Scanning Resolution	1200 dpi (main scan) 2400 dpi (sub scan)
Output Resolution	50 to 9600 dpi in 1 dpi increments
Color Depth	Color ❏ 48 bits per pixel internal (16 bits per pixel per color internal) ❏ 24 bits per pixel external (8 bits per pixel per color external) Grayscale ❏ 16 bits per pixel internal ❏ 8 bits per pixel external
Light Source	LED

ADF Specifications

Available Paper Sizes	WF-4930 Series	A5 *1, A4, B5, Executive, 8x10 in., Legal *1, Indian-Legal *1, 16K, Letter, 8.5×13 in. *1, Mexico-Oficio *1 *2, Oficio 9 *1 *2
	WF-4920 Series	A4, Indian-Legal *1, Letter, 8.5×13 in. *1, Legal *1, Mexico-Oficio *1 *2, Oficio 9 *1 *2
Paper Type	Plain Paper, PrePrinted Paper, Letterhead Paper, Color Paper, Recycled Paper, Epson Bright White Paper *2, Epson Bright White Pro Paper *2, Epson Bright White Premium Paper *2, Epson Multi Purpose Plus Paper *2, Epson Bright White Ink Jet Paper, Epson Business Paper	
Weight of Paper	64 to 90 g/m²	
Loading Capacity	WF-4930 Series	A5, A4, B5, Executive, 8x10 in., 16K, Letter: 50 sheets or 5.5 mm Legal *1, Indian-Legal *1, 8.5×13 in. *1, Mexico-Oficio *1 *2, Oficio 9 *1 *2: 10 sheets
	WF-4920 Series	A4, Letter: 35 sheets or 3.85 mm Indian-Legal *1, 8.5×13 in. *1, Legal *1, Mexico-Oficio *1 *2, Oficio 9 *1 *2: 10 sheets
Auto Duplex Scanning	WF-4930 Series	Supported
	WF-4920 Series	Not supported

*1 Single-sided scanning only.

*2 Only available for North America.

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

Fax Specifications

Fax Type		Walk-up black and white and color fax capability (ITU-T Super Group 3)
Supported Lines		Standard analogue telephone lines, PBX (Private Branch Exchange) telephone systems
Resolution	Monochrome	❏ Standard: 8 pel/mm×3.85 line/mm (203 pel/in.×98 line/in.) ❏ Fine: 8 pel/mm×7.7 line/mm (203 pel/in.×196 line/in.) ❏ Super Fine: 8 pel/mm×15.4 line/mm (203 pel/in.×392 line/in.) ❏ Ultra Fine: 16 pel/mm×15.4 line/mm (406 pel/in.×392 line/in.) ❏ Photo: 8 pel/mm×7.7 line/mm (203 pel/in.×196 line/in.)
	Color	200×200 dpi
Speed		Up to 33.6 kbps
Compression Method	Monochrome	MH/MR/MMR
	Color	JPEG
Communication Standards		G3, SuperG3
Sending Paper Size	Scanner Glass	Half Letter, A5, Letter, A4
	ADF	Half Letter, A5, Letter, A4
Recording Paper Size		A5, A4, B5, Half Letter, Letter, Legal
Transmission Speed*1		Approx. 3 sec. (A4 ITU-T chart No.1 Standard MMR 33.6 kbps)
Page Memory*2		Up to 180 pages (when an ITU-T No.1 chart is received in monochrome standard mode)
Contacts	Number of Contacts	Up to 100
	Number of Grouped Contacts	Up to 99
Redial*3		2 times (with 1 minute intervals)
Interface		RJ-11 Phone Line, RJ-11 Telephone set connection

*1 The actual speed depends on the document, recipient's device, and the status of the phone line.

*2 Retained even during a power outage.

*3 The specifications may differ by country or region.

Using Port for the Printer

The printer uses the following port. These ports should be allowed to become available by the network administrator as necessary.

When the Sender (Client) is the Printer

Use	Destination (Server)	Protocol	Port Number
File sending (When scan to network folder is used from the printer)	FTP/FTPS server	FTP/FTPS (TCP)	20
			21
	File server	SMB (TCP)	445
		NetBIOS (UDP)	137
			138
		NetBIOS (TCP)	139
	WebDAV server	Protocol HTTP (TCP)	80
		Protocol HTTPS (TCP)	443
Email sending (When scan to mail is used from the printer)	SMTP server	SMTP (TCP)	25
		SMTP SSL/TLS (TCP)	465
		SMTP STARTTLS (TCP)	587
POP before SMTP connection (When scan to mail is used from the printer)	POP server	POP3 (TCP)	110
When Epson Connect is used	Epson Connect Server	HTTPS	443
		XMPP	5222
Collecting user information (Use the contacts from the printer)	LDAP server	LDAP (TCP)	389
		LDAP SSL/TLS (TCP)	636
		LDAP STARTTLS (TCP)	389
User authentication function	KDC server	Kerberos (TCP/UDP)	88
Control WSD	Client computer	WSD (TCP)	5357

When the Sender (Client) is the Client Computer

Use	Destination (Server)	Protocol	Port Number
Discover the printer from an application such as EpsonNet Config, printer driver, and scanner driver.	Printer	ENPC (UDP)	3289
Collect and set up the MIB information from an application such as EpsonNet Config, printer driver, and scanner driver.	Printer	SNMP (UDP)	161
Forwarding LPR data	Printer	LPR (TCP)	515
Forwarding RAW data	Printer	RAW (Port9100) (TCP)	9100
Forwarding AirPrint (IPP/IPPS printing) data	Printer	IPP/IPPS (TCP)	631

Use	Destination (Server)	Protocol	Port Number
Searching WSD printer	Printer	WS-Discovery (UDP)	3702
Web Config	Printer	HTTP (TCP)	80
		HTTPS (TCP)	443
Forwarding FaxOut Data	Printer	IPP FaxOut (TCP)	631
PC-FAX	Printer	HTTP (TCP)	80
		HTTPS (TCP)	443*

* This port is not available outside Europe, the Middle East, and Africa.

Interface Specifications

For Computer	Hi-Speed USB*
For External USB Device	Hi-Speed USB

* USB 3.0 cables are not supported.

Network Specifications

Wi-Fi Specifications

Standards	IEEE802.11a/b/g/n*1/ac/k/v/r		
Frequency Ranges	IEEE802.11b/g/n: 2.4 GHz, IEEE802.11a/n/ac: 5.0 GHz		
Channels	Wi-Fi	2.4 GHz	1/2/3/4/5/6/7/8/9/10/11/12*2/13*2
		5.0 GHz*3	W52 (36/40/44/48), W53 (52/56/60/64), W56 (100/104/108/112/116/120/124/128/132/136/140), W58 (149/153/157/161/165)
	Wi-Fi Direct	2.4 GHz	1/2/3/4/5/6/7/8/9/10/11/12*2/13*2
		5.0 GHz*3	W52 (36/40/44/48), W58 (149/153/157/161/165)
Connection Modes	Infrastructure, Wi-Fi Direct (Simple AP) *4*5		
Security Protocols*6	WEP (64/128bit), WPA2-PSK (AES)*7, WPA3-SAE (AES), WPA2/WPA3-Enterprise		

*1 Only available for the HT20.

*2 Not available in the U.S., Canada, Latin America, and Taiwan.

*3 The availability of these channels and use of the product outdoors over these channels varies by location. For more information, see the following website.

https://support.epson.net/wifi5ghz/

*4 Not supported for IEEE 802.11b.

*5 Infrastructure and Wi-Fi Direct modes or an Ethernet connection can be used simultaneously.

*6 Wi-Fi Direct only supports WPA2-PSK (AES).

*7 Complies with WPA2 standards with support for WPA/WPA2 Personal.

Ethernet Specifications

Standards	IEEE802.3i (10BASE-T)*1 IEEE802.3u (100BASE-TX) IEEE802.3az (Energy Efficient Ethernet)*2
Communication Mode	Auto, 10Mbps Full duplex, 10Mbps Half duplex, 100Mbps Full duplex, 100Mbps Half duplex
Connector	RJ-45

*1 Use a category 5e or higher STP (Shielded twisted pair) cable to prevent risk of radio interference.

*2 The connected device should comply with IEEE802.3az standards.

Network Functions and IPv4/IPv6

Functions			Supported	Remarks
Network Printing	EpsonNet Print (Windows)	IPv4	✓	-
	Standard TCP/IP (Windows)	IPv4, IPv6	✓	-
	WSD Printing (Windows)	IPv4, IPv6	✓	-
	Bonjour Printing (Mac OS)	IPv4, IPv6	✓	-
	IPP Printing (Windows, Mac OS)	IPv4, IPv6	✓	-
	Epson Connect (Email Print, Remote Print)	IPv4	✓	-
	AirPrint (iOS, Mac OS)	IPv4, IPv6	✓	iOS 5 or later, OS X Mavericks (10.9.5) or later*
	Mopria Print	IPv4, IPv6	✓	-
	Chromebook Print (ChromeOS)	IPv4, IPv6	✓	-
	Microsoft IPP Class Driver (Windows)	IPv4, IPv6	✓	-

Functions			Supported	Remarks
Network Scanning	Epson Scan 2	IPv4, IPv6	✓	-
	Epson ScanSmart	IPv4	✓	Windows 7 or later, or OS X El Capitan (10.11) or later
	Epson Event Manager (Mac OS)	IPv4	✓	OS X Yosemite (10.10)/OS X Mavericks (10.9.5)
	Epson Connect (Scan to Cloud)	IPv4	✓	-
	AirPrint (Scan)	IPv4, IPv6	✓	OS X Mavericks (10.9.5) or later*
	Mopria Scan	IPv4, IPv6	✓	-
	Chromebook Scan (ChromeOS)	IPv4, IPv6	✓	-
Fax	Send a fax	IPv4	✓	-
	Receive a fax	IPv4	✓	-
	AirPrint (Faxout)	IPv4, IPv6	✓	OS X Mavericks (10.9.5) or later*

* We recommend using the latest version of iOS or Mac OS.

Security Protocol

IEEE802.1X*1	
IPsec/IP Filtering	
SSL/TLS	HTTPS Server/Client
	IPPS
TLS Version	1.3, 1.2, 1.1*2, 1.0*2
SMTPS (STARTTLS, SSL/TLS)	
SNMP (Simple Network Management Protocol)	SNMPv3

*1 You need to use a device for connection that complies with IEEE802.1X.

*2 Disabled by default.

Supported Third Party Services

Services		Supported	Remarks
AirPrint	Print	✓	iOS 5 or later/OS X Mavericks (10.9.5) or later*1
	Scan	✓	OS X Mavericks (10.9.5) or later*1
	Fax	✓	OS X Mavericks (10.9.5) or later*1
Mopria	Print	✓	Android 8.0 or later, Windows 10 or later*2
	Scan	✓	Android 12.0 or later, Windows 10 or later*2, ChromeOS 89 or later*3
Chromebook	Print	✓	ChromeOS 89 or later*3
	Scan	✓	ChromeOS 89 or later*3

*1 We recommend using the latest version of iOS or Mac OS.

*2 We recommend using the latest version of Windows.

*3 We recommend using the latest version of ChromeOS.

Memory Device Specifications

Devices	Maximum Capacities
Hard Disk Drive*1 USB Memory Device	2 TB (formatted in FAT, FAT32, or exFAT.)
Multi-card reader*2	2 TB (formatted in FAT, FAT32, or exFAT)

*1: We do not recommend using external USB devices that are powered by USB. Use only external USB devices with independent AC power sources.

*2: Only insert one memory card into the multi-card reader. Multi-card readers with more than two memory cards inserted are not supported.

You cannot use the following devices:

❏ A device that requires a dedicated driver

❏ A device with security settings (password, encryption)

❏ A device with a built-in USB hub

Epson cannot guarantee all operations of externally connected devices.

Supported Data Specifications

File Format	JPEGs (*.JPG, *.JPE, *.JPEG, and *.JFIF) with the Exif Version 2.31 standard taken by digital cameras DCF*1 version 1.0 or 2.0*2 compliant TIFF 6.0 compliant images as below ❏ RGB full color images (not compressed) ❏ Binary images (not compressed or CCITT encoded)
Image Size	Horizontal: 80 to 10200 pixels Vertical: 80 to 10200 pixels
File Size	Less than 2 GB
Maximum Number of Files	JPEG: 9990*3 TIFF: 999

*1 Design rule for Camera File system.

*2 Photo data stored on digital cameras with a built-in memory is not supported.

*3 Up to 999 files can be displayed at a time. (If the number of files exceeds 999, the files are displayed in groups.)

Note:
"✕" is displayed on the LCD screen when the printer cannot recognize the image file. In this situation, if you select a multiple image layout, blank sections will be printed.

Dimensions

WF-4930 Series

Dimensions	Storage ❏ Width: 425 mm (16.7 in.) ❏ Depth: 388 mm (15.3 in.) ❏ Height: 330 mm (13.0 in.) Printing ❏ Width: 425 mm (16.7 in.) ❏ Depth: 502.2 mm (19.8 in.) ❏ Height: 330 mm (13.0 in.)
Weight*	Approx. 12.0 kg (26.5 lb)

* Without the ink cartridges and the power cord.

WF-4920 Series

Dimensions	Storage ❏ Width: 425 mm (16.7 in.) ❏ Depth: 388 mm (15.3 in.) ❏ Height: 277 mm (11.0 in.) Printing ❏ Width: 425 mm (16.7 in.) ❏ Depth: 502.2 mm (19.8 in.) ❏ Height: 277 mm (11.0 in.)
Weight*	Approx. 10.3 kg (23.0 lb)

* Without the ink cartridges and the power cord.

Electrical Specifications

WF-4930 Series

Power Supply Rating	AC 100-240 V	AC 220-240 V
Rated Frequency Range	50-60 Hz	50-60 Hz
Rated Current	0.6-0.4 A	0.4 A
Power Consumption (with USB Connection)	Standalone copying: Approx. 23.0 W (ISO/IEC24712) Ready mode: Approx. 8.2 W Sleep mode: Approx. 0.5 W* (Energy Saving Priority Mode is On.) Sleep mode: Approx. 0.7 W* (Energy Saving Priority Mode is Off.) Power off: Approx. 0.05 W	Standalone copying: Approx. 23.0 W (ISO/IEC24712) Ready mode: Approx. 8.2 W Sleep mode: Approx. 0.5 W* (Energy Saving Priority Mode is On.) Sleep mode: Approx. 0.7 W* (Energy Saving Priority Mode is Off.) Power off: Approx. 0.1 W

* This is a reference value. Actual power consumption may vary depending on your environment.

Note:

❏ *Check the label on the printer for its voltage.*

❏ *For European users, see the following Website for details on power consumption.*

https://www.epson.eu/energy-consumption

❏ *For Middle East, Turkey, Africa, Central and West Asia users, see the following Website for details on power consumption.*

https://www.epson.com/eme

WF-4920 Series

Power Supply Rating	AC 100-240 V

Rated Frequency Range	50-60 Hz
Rated Current	0.6-0.4 A
Power Consumption (with USB Connection)	Standalone copying: Approx. 17.0 W (ISO/IEC24712) Ready mode: Approx. 7.0 W Sleep mode: Approx. 0.5 W* (Energy Saving Priority Mode is On.) Sleep mode: Approx. 0.7 W* (Energy Saving Priority Mode is Off.) Power off: Approx. 0.05 W

* This is a reference value. Actual power consumption may vary depending on your environment.

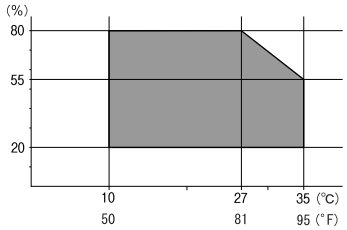
Note:

- *Check the label on the printer for its voltage.*
- *For European users, see the following Website for details on power consumption.*

  https://www.epson.eu/energy-consumption
- *For Middle East, Turkey, Africa, Central and West Asia users, see the following Website for details on power consumption.*

  https://www.epson.com/eme

Environmental Specifications

Operation	Use the printer within the temperature (°C or °F) and humidity (%) ranges shown in the graph, and in an environment without condensation. 
Storage	Temperature after initial ink charging: -15 to 40°C (5 to 104°F)* Temperature before initial ink charging: -20 to 40°C (-4 to 104°F)* Humidity: 5 to 85% RH (without condensation)

* You can store the printer for one month at 40°C (104°F).

Environmental Specifications for Ink Cartridges

Storage Temperature	-30 to 40 °C (-22 to 104 °F)*
Freezing Temperature	Ink may freeze if it is stored below -16 °C (3.2 °F). Ink thaws and is usable after approximately 3 hours at 25 °C (77 °F).

* You can store ink cartridges for one month at 40 °C (104 °F).

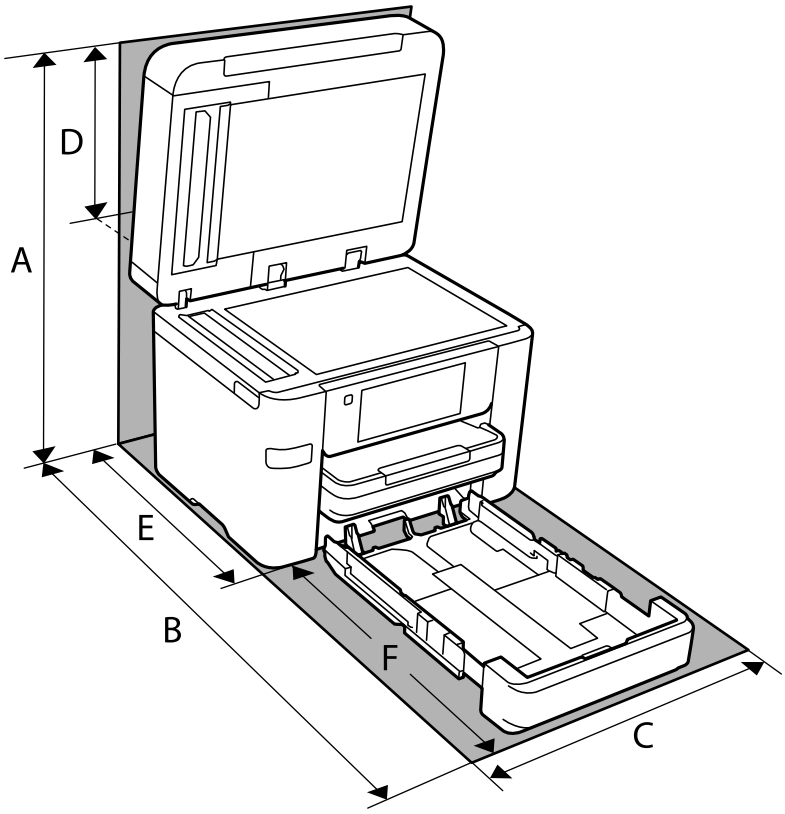
Note for users in the U.S. and Canada:

Your printer is designed to work only with genuine Epson-brand ink cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly or at all. Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure the printer functions as designed. These updates may affect the functionality of third-party ink. Non-Epson branded or altered Epson cartridges that functioned prior to a firmware update may not continue to function.

The included initial cartridges are designed for reliable printer setup and cannot be used as replacement cartridges or resold. After setup, the remaining ink is available for printing. Yields are based on ISO 24711 in default mode, printing continuously. Yields vary due to print images, settings, and temperatures. Printing infrequently or primarily with one color reduces yields. All cartridges must be installed with ink for printing and printer maintenance. For print quality, some ink remains in replaced cartridges.

Installation Location and Space

Secure enough place to install and operate the printer correctly.



Product Name	WF-4930 Series	WF-4920 Series
A	595.2 mm (23.44 in.)	560.7 mm (22.07 in.)
B	756.4 mm (29.78 in.)	756.0 mm (29.76 in.)
C	425.0 mm (16.73 in.)	425.0 mm (16.73 in.)

D	334.2 mm (13.15 in.)	338.6 mm (13.33 in.)
E	378.0 mm (14.88 in.)	395.4 mm (15.56 in.)
F	378.4mm (14.90 in.)	360.6mm (14.19 in.)

See "Safety Instructions" in this manual to confirm the environmental conditions.

Related Information

➡ "Safety Instructions" on page 14
➡ "Advisories and Warnings for Setting Up the Printer" on page 15

System Requirements

❑ Windows
Windows 7, Windows 8.1, Windows 10, Windows 11 or later
Windows Server 2008, 2008 R2, 2012 R2 or later

❑ Mac OS
Mac OS X 10.9.5 or later, macOS 11 or later

❑ ChromeOS

Note:
Only supports the standard OS features.

Regulatory Information

Standards and Approvals

Standards and Approvals for the U.S. and Canadian Models

Safety	UL60950-1 CAN/CSA C22.2 No. 60950-1-07
EMC	FCC Part 15 Subpart B Class B CAN ICES (B)/NMB (B)

This equipment contains the following wireless module.

Manufacturer: Seiko Epson Corporation

Type: J26H005

This product conforms to Part 15 of FCC Rules and RSS-210 of the IC Rules. Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET65 and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated so that the radiator is kept at least 7.9 inches (20 cm) or more away from a person's body (excluding extremities: hands, wrists, feet and ankles).

FCC Compliance Statement

For United States Users

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the Administrative Council for Terminal Attachments ("ACTA"). On the surface of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

Applicable certification jack Universal Service Order Codes ("USOC") for the equipment: RJ11C.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If you have problems with this product and require technical or customer support, please visit www.epson.com for more information.

This product is not intended to be repaired by the customer. If you experience trouble connecting this equipment to a telephone line, please contact:

Name: Epson America, Inc.

Address: 3131 Katella Ave., Los Alamitos, CA 90720 U.S.A.

Telephone: (562) 981-3840

If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This equipment may not be used on coin service provided by the telephone company. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

To comply with this law, you must enter the following information in your fax unit. See the Faxing section of this guide for instructions on doing this.

❏ Date and time

❏ Name and telephone number which identify the source of your fax transmission

According to the FCC's electrical safety advisory, we recommend that you may install an AC surge arrester in the AC outlet to which this equipment is connected. Telephone companies report that electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources and that this is a major nationwide problem.

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 communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or 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 party responsible for compliance could void the user's authority to operate this equipment.

For Canadian Users

❏ This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

❏ The Ringer Equivalence Number indicates the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

CAN ICES (B)/NMB (B)

Standards and Approvals for European Models

The following models are CE/UKCA marked and in compliance with the relevant statutory requirements.

The full text of the declaration of conformity is available at the following website:

https://www.epson.eu/conformity

C874A, C876A

This product meets international guidelines (ICNIRP) for exposure to radio frequency radiation.

If it incorporates a radio transmitting and receiving device that in normal use, a separation distance of 20 cm ensures that radio frequency exposure levels comply with EU requirements.

Standards and Approvals for Australian Model

EMC	AS/NZS CISPR32 Class B

Epson hereby declares that the following equipment Models are in compliance with the essential requirements and other relevant provisions of AS/NZS4268:

C874A, C876A

Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product.

Standards and Approvals for New Zealand Model

General Warning

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

Telepermitted equipment only may be connected to the EXT telephone port. This port is not specifically designed for 3-wire-connected equipment. 3-wire-connected equipment might not respond to incoming ringing when attached to this port.

Important Notice

Under power failure conditions, this telephone may not operate. Please ensure that a separate telephone, not dependent on local power, is available for emergency use.

This equipment is not capable, under all operating conditions, of correct operation at the higher speeds for which it is designed. Telecom will accept no responsibility should difficulties arise in such circumstances.

This equipment shall not be set up to make automatic calls to the Telecom '111' Emergency Service.

German Blue Angel

See the following website to check whether or not this printer meets the standards for the German Blue Angel.

https://www.epson.de/blauerengel

Restrictions on Copying

Observe the following restrictions to ensure the responsible and legal use of the printer.

Copying of the following items is prohibited by law:

- ❏ Bank bills, coins, government-issued marketable securities, government bond securities, and municipal securities
- ❏ Unused postage stamps, pre-stamped postcards, and other official postal items bearing valid postage
- ❏ Government-issued revenue stamps, and securities issued according to legal procedure

Exercise caution when copying the following items:

- ❏ Private marketable securities (stock certificates, negotiable notes, checks, etc.), monthly passes, concession tickets, etc.
- ❏ Passports, driver's licenses, warrants of fitness, road passes, food stamps, tickets, etc.

Note:
Copying these items may also be prohibited by law.

Responsible use of copyrighted materials:

Printers can be misused by improperly copying copyrighted materials. Unless acting on the advice of a knowledgeable attorney, be responsible and respectful by obtaining the permission of the copyright holder before copying published material.

Nameplate

The nameplate is located on the rear side of the product.

Administrator Information

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Creating and Configuring a Network Connection

This section explains the necessary settings so that users in the same network can use the printer.

Connecting the Printer to the Network

You can connect the printer to the network in several ways.

❏ Connect by using advanced settings on the control panel.

❏ Connect by using the installer.

You can run the installer from the web site or from the software disc (for models that come with a software disc and for which the software disc is available.)

This section explains the procedure to connect the printer to the network using the printer's control panel.

Before Making a Network Connection

To connect to the network, check the connection method and setting information for connection in advance.

Gathering Information on the Connection Setting

Prepare the necessary setting information to connect. Check the following information in advance.

Divisions	Items	Note
Device connection method	❏ Ethernet ❏ Wi-Fi	Decide how to connect the printer to the network. For Wired LAN, connects to the LAN switch. For Wi-Fi, connects to the network (SSID) of the access point.
LAN connection information	❏ IP address ❏ Subnet mask ❏ Default gateway	Decide the IP address to assign to the printer. When you assign the IP address statically, all values are required. When you assign the IP address dynamically using the DHCP function, this information is not required because it is set automatically.
Wi-Fi connection information	❏ SSID ❏ Password	These are the SSID (network name) and the password of the access point that the printer connects to. If MAC address filtering has been set, register the MAC address of the printer in advance to register the printer. See the following for the supported standards. "Wi-Fi Specifications" on page 268
DNS server information	❏ IP address for primary DNS ❏ IP address for secondary DNS	These are required when specifying DNS servers. The secondary DNS is set when the system has a redundant configuration and there is a secondary DNS server. If you are in a small organization and do not set the DNS server, set the IP address of the router.

Divisions	Items	Note
Proxy server information	❏ Proxy server name	Set this when your network environment uses the proxy server to access the internet from the intranet, and you use the function that the printer directly accesses to the internet. For the following functions, the printer directly connects to the internet . ❏ Epson Connect Services ❏ Cloud services of other companies ❏ Firmware updating
Port number information	❏ Port number to release	Check the port number used by the printer and computer, then release the port that is blocked by a firewall, if necessary. See the following for the port number used by the printer. "Using Port for the Printer" on page 266

IP Address Assignment

The IP address assignment types are described below.

Static IP address:

A predetermined fixed IP address is assigned to the printer (host) manually.

The information to connect to the network (Subnet Mask, Default Gateway, Primary DNS, Secondary DNS) needs to be entered manually.

The IP address does not change even when the device is turned off, so this is useful when using devices an environment where you cannot change the IP address or you want to manage devices using in the IP address. We recommend settings to the printer, server, and other devices on the network that many computers access. Also, when using security features such as IPsec / IP filtering, assign a fixed IP address so that the IP address does not change.

Automatic assignment by using DHCP function (dynamic IP address):

An IP address is assigned to the printer (host) automatically by the DHCP function of the server or router.

The information to connect to the network (Subnet Mask, Default Gateway, Primary DNS, Secondary DNS) is set automatically, so you can easily connect the device to the network.

If the device or the router is turned off, or depending on the DHCP server settings, the printer's IP address may change when reconnecting.

We recommend managing the device using a method other than the IP address and communicating with protocols that can follow the IP address even if it changes.

Note:
When you use the DHCP IP address reservation function, you can assign the same IP address to the devices at any time.

DNS Server and Proxy Server

The DNS server has a host name, domain name of the email address, etc. in association with the IP address information.

Communication is impossible if the other party is described by host name, domain name, etc. when the computer or the printer performs IP communication.

The DNS server queries for that information and gets the IP address of the other party. This process is called name resolution.

Therefore, the devices such as computers and printers can communicate using the IP address.

Name resolution is necessary for the printer to communicate using the email function or Internet connection function.

When you use those functions, make the DNS server settings.

When you assign the printer's IP address by using the DHCP function of the DHCP server or router, it is automatically set.

The proxy server is placed at the gateway between the network and the Internet, and it communicates to the computer, printer, and Internet (opposite server) on behalf of each of them. The opposite server communicates only to the proxy server. Therefore, printer information such as the IP address and port number cannot be read and increased security is expected.

When you connect to the Internet via a proxy server, configure the proxy server on the printer.

Connecting to the Network from the Control Panel

Connect the printer to the network by using the printer's control panel.

Assigning the IP Address

Set up the basic items such as **IP Address**, **Subnet Mask**, **Default Gateway**.

This section explains the procedure for setting a static IP address.

If you want to configure settings on a printer with Lock Setting enabled, you must log in as an administrator.

If is displayed on the printer screen, tap this icon and log in as an administrator.

1. Turn on the printer.

2. Select **Settings** > **General Settings** > **Network Settings** > on the home screen on the printer's control panel.

3. Select **Advanced**, and then select **OK** to confirm the message than appears.

4. Select **TCP/IP**, and then **Manual** for **Obtain IP Address**.

   If you want to set the IP address automatically by using the DHCP function of the router, select **Auto**. In that case, the **IP Address**, **Subnet Mask**, and **Default Gateway** on steps 5 and 6 are also set automatically, so go to step 7.

5. Enter the IP address, and then select **OK**.

   Make sure you see the IP address under **Obtain IP Address** after entering it.

6. Enter the **Subnet Mask** and **Default Gateway**.

   Make sure you see the **Subnet Mask** and **Default Gateway** after entering them.

> ***Important:***
>
> *If the combination of the **IP Address**, **Subnet Mask** and **Default Gateway** is incorrect, **Start Setup** is inactive and you cannot proceed with the settings. Confirm that there is no error in the entry.*

7. Enter the IP address for the primary DNS server, and then select **OK**.

   Make sure you see the primary DNS server IP address after entering it.

   When you select **Auto** for the IP address assignment settings, you can select the DNS server settings from **Manual** or **Auto**. If you cannot obtain the DNS server address automatically, select **Manual** and enter the DNS server address. Then, enter the secondary DNS server address directly. If you select **Auto**, go to step 9.

8. Enter the IP address for the secondary DNS server, and then select **OK**.

   Make sure you see the secondary DNS server IP address after entering it.

9. Tap **Start Setup**.

Related Information

➡ "Default Value of the Administrator Password" on page 17

Setting the Proxy Server

Set up the proxy server if both of the following are true.

❏ The proxy server is built for Internet connection.

❏ When using a function in which a printer directly connects to the Internet, such as Epson Connect service or another company's cloud services.

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

   When making settings after IP address setting, the **Advanced** screen is displayed. Go to step 3.

2. Select **General Settings** > **Network Settings** > **Advanced**.

3. Select **Proxy Server**.

4. Select **Use** for **Proxy Server Settings**.

5. Enter the address for the proxy server in IPv4 or FQDN format, and then select **OK**.

   Make sure you see the **Proxy Server Settings**.

6. Enter the port number for the proxy server, and them select **OK**.

   Make sure you see the **Port Number**.

7. Tap **Start Setup**.

Connecting to LAN

Connect the printer to the network by Ethernet or Wi-Fi.

Connecting to Ethernet

Connect the printer to the network by using an Ethernet cable, and check the connection.

1. Connect the printer and hub (LAN switch) with an Ethernet cable.

2. Select **Settings** on the home screen.

3. Select **General Settings** > **Network Settings** > **Connection Check**.

   The connection diagnosis result is displayed. Confirm the connection is correct.

Related Information

➡ "Changing the Connection from Wi-Fi to Wired LAN" on page 157

Connecting to the Wireless LAN (Wi-Fi)

You can connect the printer to the wireless LAN (Wi-Fi) in several ways. Choose the connection method that matches the environment and conditions that you are using.

If you know the information for the wireless router such as SSID and password, you can select settings manually.

If the wireless router supports WPS, you can select settings by using push button setup.

After connecting the printer to the network, connect to the printer from the device that you want to use (computer, mobile device, tablet).

Related Information

➡ "Note when Using a Wi-Fi 5 GHz Connection" on page 286
➡ "Configuring Wi-Fi Settings by Entering the SSID and Password" on page 286
➡ "Configuring Wi-Fi Settings using Push Button Setup (WPS)" on page 288
➡ "Configuring Wi-Fi Settings Using PIN Code Setup (WPS)" on page 288
➡ "Configuring Wi-Fi Settings by Entering the SSID and Password" on page 286
➡ "Configuring Wi-Fi Settings using Push Button Setup (WPS)" on page 288
➡ "Configuring Wi-Fi Settings Using PIN Code Setup (WPS)" on page 288

Note when Using a Wi-Fi 5 GHz Connection

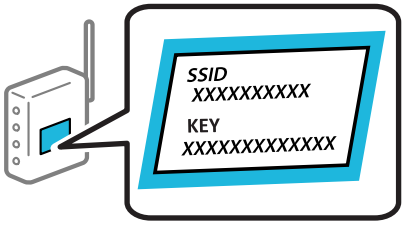
This printer normally uses W52 (36ch) as the channel when connecting to Wi-Fi Direct (Simple AP). Since the channel for wireless LAN (Wi-Fi) connection is selected automatically, the channel used may differ when used at the same time as a Wi-Fi Direct connection. Sending data to the printer may be delayed if the channels are different. If it does not interfere with use, connect to the SSID in the 2.4 GHz band. In the 2.4 GHz frequency band, the channels used will match.

When setting the wireless LAN to 5 GHz, we recommend disabling Wi-Fi Direct.

Configuring Wi-Fi Settings by Entering the SSID and Password

You can set up a Wi-Fi connection by entering the necessary information from the printer's control panel. To set up using this method, you need the SSID and password for your wireless router.

Note:
If you are using a wireless router with its default settings, the SSID and password are on the label. If you do not know the SSID and password, contact the person who set up the wireless router, or see the documentation provided with the wireless router.



1. Tap on the home screen.

2. Select **Wi-Fi**.

3. Tap **Start Setup**.

   If the network connection is already set up, the connection details are displayed. Tap **Change Settings** to change the settings.

   If the printer has already been connected by Ethernet, tap **Change to Wi-Fi connection.**, and then select **Yes** after checking the message.

4. Select **Wi-Fi Setup Wizard**.

5. Follow the on-screen instructions to select the SSID, enter the password for the wireless router, and start setup.

   If you want to check the network connection status for the printer after setup is complete, see the related information link below for details.

   Note:
   - ❏ *If you do not know the network name (SSID), check if the information is written on the label on the wireless router. If you are using the wireless router with its default settings, use the SSID on the label. If you cannot find any information, see the documentation provided with the wireless router.*
   - ❏ *The password is case-sensitive.*
   - ❏ *If you do not know the password, check if the information is written on the label of the wireless router. On the label, the password may be named "Network Key", "Wireless Password", or another similar name. If you are using the wireless router with its default settings, use the password written on the label.*
   - ❏ *If the SSID you want to connect to is not displayed, configure Wi-Fi settings using software or apps on your computer or mobile device.*

     U.S. and Canada

     Access the following website and search for your product. Download and run your product's software package, then follow the instructions on the computer screen to run the setup program.

     https://support.epson.com

     Other Regions

     *Access the following website, and then enter the product name. Go to **Setup**, and then start setting up.*

     https://epson.sn

Related Information

➡ "Checking the Printer's Network Connection Status (Network Connection Report)" on page 152

Configuring Wi-Fi Settings using Push Button Setup (WPS)

You can automatically set up a Wi-Fi network by pressing a button on the wireless router, if the following conditions are met.

❏ The wireless router is compatible with WPS (Wi-Fi Protected Setup).

❏ The current Wi-Fi connection was established by pressing a button on the wireless router.

Note:
If you cannot find the button or you are setting up using the software, see the documentation provided with the wireless router.

1. Tap on the home screen.

2. Select **Wi-Fi**.

3. Tap **Start Setup**.

   If the network connection is already set up, the connection details are displayed. Tap **Change Settings** to change the settings.

   If the printer has already been connected by Ethernet, tap **Change to Wi-Fi connection.**, and then select **Yes** after checking the message.

4. Select **Push Button Setup(WPS)**.

5. Follow the on-screen instructions.

   If you want to check the network connection status for the printer after setup is complete, see the related information link below for details.

   Note:
   If connection fails, restart the wireless router, move it closer to the printer, and try again. If it still does not work, print a network connection report and check the solution.

Related Information

➡ "Checking the Printer's Network Connection Status (Network Connection Report)" on page 152

Configuring Wi-Fi Settings Using PIN Code Setup (WPS)

You can automatically connect to a wireless router by using a PIN code. You can use this method to set up if a wireless router is capable of WPS (Wi-Fi Protected Setup). Use a computer to enter a PIN code into the wireless router.

1. Tap on the home screen.

2. Select **Wi-Fi**.

3. Tap **Start Setup**.

   If the network connection is already set up, the connection details are displayed. Tap **Change Settings** to change the settings.

   If the printer has already been connected by Ethernet, tap **Change to Wi-Fi connection.**, and then select **Yes** after checking the message.

4. Select **Others** > **PIN Code Setup(WPS)**.

5. Follow the on-screen instructions.

   If you want to check the network connection status for the printer after setup is complete, see the related information link below for details.

   Note:
   See the documentation provided with your wireless router for details on entering a PIN code.

Related Information

➡ "Checking the Printer's Network Connection Status (Network Connection Report)" on page 152

Troubleshooting Network Connections

Checking the Printer's Network Connection Status (Network Connection Report)

You can print a report to check the status of the network connection between the printer and the router.

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

2. Select **General Settings** > **Network Settings** > **Connection Check**.

   The connection check starts.

3. Follow the instructions on the printer's screen to print the network connection report.

   If an error has occurred, check the network connection report and review the possible causes and solutions.

Related Information

➡ "Messages and Solutions on the Network Connection Report" on page 292

Cannot Connect to the Network

The IP address is incorrectly assigned.

If the IP address assigned to the printer is 169.254.XXX.XXX, and the subnet mask is 255.255.0.0, the IP address may not be assigned correctly.

Select **Settings** > **General Settings** > **Network Settings** > **Advanced** > **TCP/IP** on the printer's control panel, and then check the IP address and the subnet mask assigned to the printer.

Restart the wireless router or reset the network settings for the printer.

If the printer network settings are incorrect, reconfigure the printer network settings based on the network environment.

Related Information

➡ "Connecting to the Network from the Control Panel" on page 284

The printer has been connected via Ethernet using devices that support IEEE802.3az (Energy Efficient Ethernet).

When you connect the printer via Ethernet using devices that support IEEE802.3az (Energy Efficient Ethernet), the following problems may occur depending on the hub or router that you are using.

This setting is only available on models with wired LAN functionality.

- ❏ The printer connection is unstable, and continuously connects and disconnects.
- ❏ You cannot connect to the printer.
- ❏ The communication speed is slow.

Follow the steps below to disable IEEE802.3az for the printer and then reconnect.

1. Remove the Ethernet cable connected to the computer and the printer.
2. If IEEE802.3az is enabled on the computer, disable it.

   See the documentation provided with the computer for details.
3. Connect the computer and the printer directly with an Ethernet cable.
4. On the printer, print a Network Connection Report.

   "Checking the Printer's Network Connection Status (Network Connection Report)" on page 152
5. Check the printer's IP address on the Network Connection Report.
6. On the computer, access Web Config.

   Launch a Web browser, and then enter the printer's IP address.

   "Running Web Config on a Web Browser" on page 237
7. Select the **Network** tab > **Wired LAN**.
8. Select **OFF** for **IEEE 802.3az**.
9. Click **Next**.
10. Click **OK**.
11. Remove the Ethernet cable connected to the computer and the printer.
12. If you disabled IEEE802.3az for the computer in step 2, enable it.
13. Connect the Ethernet cables that you removed in step 1 to the computer and the printer.

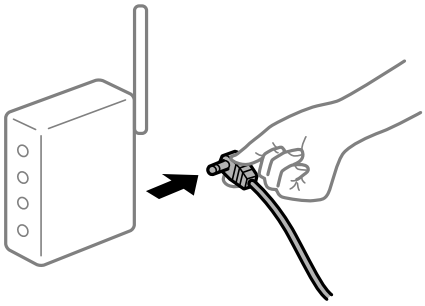
If the problem still occurs, devices other than the printer may be causing the problem.

Something is wrong with the network devices for Wi-Fi connection.

Try the following if you can reset the wireless LAN router in your environment:

Turn off the devices you want to connect to the network. Wait for about 10 seconds, and then turn on the devices in the following order: wireless router, computer or mobile devices, and then printer. Move the printer and

computer or mobile devices closer to the wireless router to help with radio wave communication, and then try to configure network settings again.



Devices cannot receive signals from the wireless router because they are too far apart.

Try the following if you can move the devices within the setup environment.

After moving the computer or the mobile devices and the printer closer to the wireless router, turn off the wireless router, and then turn it back on.

When changing the wireless router, the settings do not match the new router.

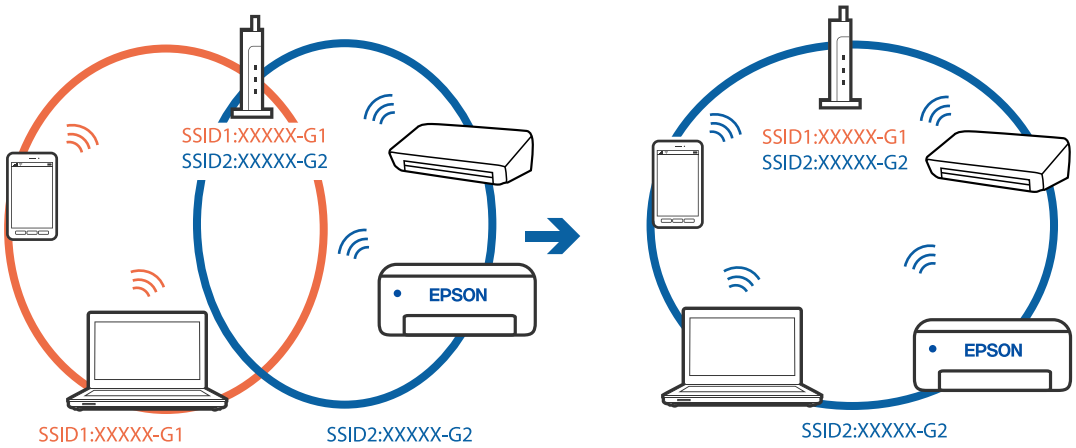
Reconfigure the settings so that they match the new wireless router.

Related Information

➡ "Configuring Settings for Connecting to the Computer" on page 151

The SSIDs connected from the computer or mobile devices and computer are different.

When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.



Connect the computer or mobile devices to the same SSID as the printer.

❏ Check the SSID that the printer is connected to by printing out the network connection check report.

❏ On all of the computers and mobile devices you want to connect to the printer, check the name of the Wi-Fi or network you are connected to.

❏ If the printer and your computer or mobile devices are connected to different networks, reconnect the devices to the SSID that the printer is connected to.

A privacy separator on the wireless router is enabled.

Most wireless routers have a separator function that blocks communication between devices within the same SSID. If you cannot communicate between the printer and the computer or mobile devices even if they are connected to the same network, disable the separator function on the wireless router. See the manual provided with the wireless router for details.

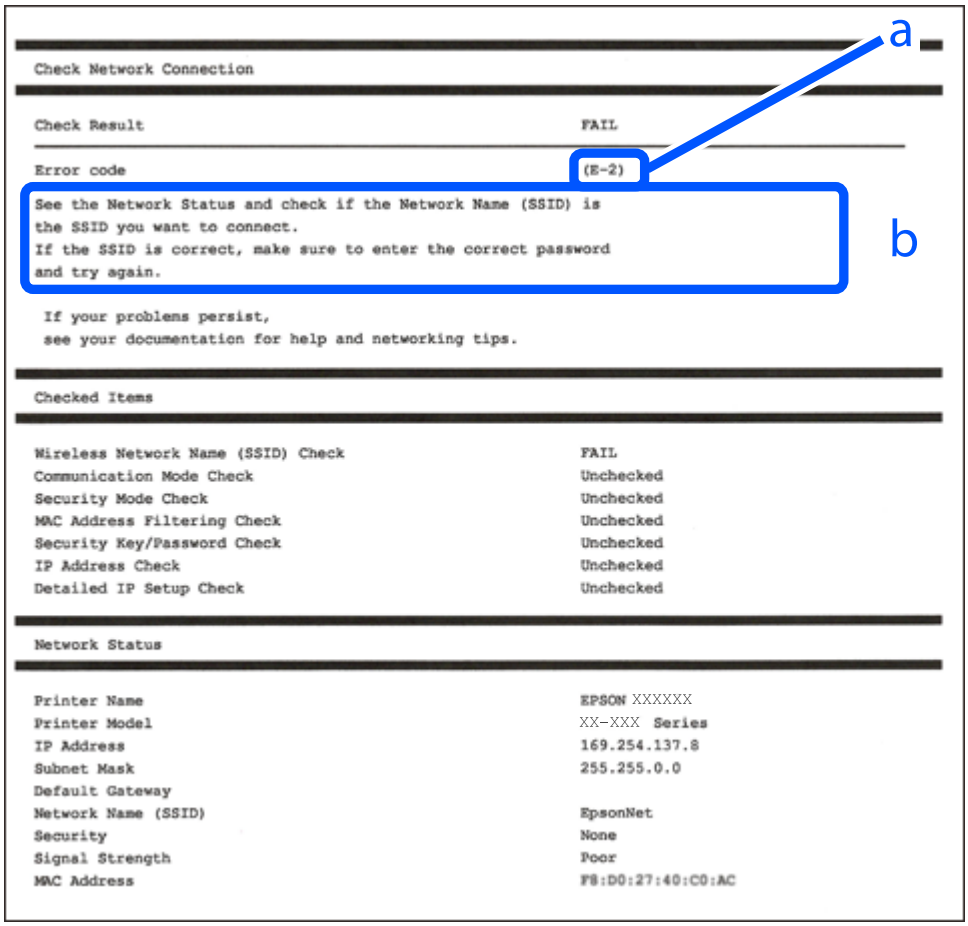
The wired LAN function is disabled.

Enable the wired LAN function.

1. Select **Settings** from the home screen.
2. Select **General Settings** > **Basic Settings** > **Energy Saving Priority Mode**.
3. Set **Advanced Settings** - **Ethernet** to **On**.

Messages and Solutions on the Network Connection Report

Check the messages and error codes on the Network Connection Report, and then follow the solutions.



a. Error code

b. Network Environment Message

Related Information

➡ "E-1" on page 293
➡ "E-2, E-3, E-7" on page 293
➡ "E-5" on page 294
➡ "E-6" on page 294
➡ "E-8" on page 295
➡ "E-9" on page 295
➡ "E-10" on page 295
➡ "E-11" on page 296
➡ "E-12" on page 296
➡ "E-13" on page 297
➡ "Network Environment Messages" on page 298

E-1

Solutions:

- ❏ Make sure the Ethernet cable is securely connected to your printer and to your hub or other network device.
- ❏ Make sure your hub or other network device is turned on.
- ❏ If you want to set up a Wi-Fi connection, reselect the Wi-Fi settings because they are currently disabled.

E-2, E-3, E-7

Solutions:

- ❏ Make sure your wireless router is turned on.
- ❏ Confirm that your computer or device is connected correctly to the wireless router.
- ❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- ❏ Place the printer closer to your wireless router and remove any obstacles between them.
- ❏ If you have entered the SSID manually, check if it is correct. Check the SSID from the **Network Status** section of the network connection report.
- ❏ If a wireless router has multiple SSIDs, select the SSID that is displayed. If the SSID is using a non-compliant frequency, the printer will not display it.
- ❏ If you are using push button setup to establish a network connection, make sure your wireless router supports WPS. You cannot use push button setup if your wireless router does not support WPS.
- ❏ Make sure you know your SSID and password before connecting to the wireless router. If you are using a wireless router with its default settings, the SSID and password are located on a label on the wireless router. If you do not know your SSID and password, contact the person who set up the wireless router, or see the documentation provided with the wireless router.
- ❏ If you are connecting to an SSID generated from a tethering mobile device, check for the SSID and password in the documentation provided with the mobile device.

❏ If your Wi-Fi connection suddenly disconnects, check for the conditions below. If any of these conditions are applicable, reset your network settings by downloading and running the software from the following website.

https://support.epson.com (U.S. and Canada)

https://epson.sn > **Setup** (Other regions)

❏ A mobile device was added to the network using push button setup.

❏ The printer was connected to the network using any method other than push button setup.

❏ The wireless router was replaced.

Related Information

➡ "Configuring Settings for Connecting to the Computer" on page 151
➡ "Configuring Wi-Fi Settings by Entering the SSID and Password" on page 286

E-5

Solutions:

Make sure the wireless router's security type is set to one of the options below. If it is not, change the security type on the wireless router, and then reset the printer's network settings.

❏ WEP-64 bit (40 bit)

❏ WEP-128 bit (104 bit)

❏ WPA PSK (TKIP/AES)*

❏ WPA2 PSK (TKIP/AES)*

❏ WPA3-SAE (AES)

❏ WPA2-Enterprise

❏ WPA3-Enterprise

* WPA PSK is also known as WPA Personal. WPA2 PSK is also known as WPA2 Personal.

E-6

Solutions:

❏ If MAC address filtering is enabled, register the printer's MAC address so that it is not filtered. See the documentation provided with the wireless router for details. You can check the printer's MAC address from the **Network Status** section of the Network Connection Report.

❏ If your wireless router is using shared authentication with WEP security, make sure the authentication key and index are correct.

❏ If the number of connections allowed on the wireless router is less than the number of devices that you want to connect, reconfigure settings on the wireless router to increase the number of connections allowed. See the documentation provided with the wireless router for details.

❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.

❏ Reconfigure the printer's network settings.

Related Information

➡ "Configuring Settings for Connecting to the Computer" on page 151

E-8

Solutions:

❏ If the wireless router's DHCP is enabled, set the printer's TCP/IP settings to Auto.

❏ If the printer's Obtain IP Address setting is set to Manual, the IP address you manually set is invalid because it is out of range (for example: 0.0.0.0). Enter a valid IP address from the printer's control panel.

❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.

❏ Reconfigure the printer's network settings.

Related Information

➡ "Assigning the IP Address" on page 284

E-9

Solutions:

Confirm the following:

❏ The devices are turned on.

❏ You can access the Internet and other computers or network devices on the same network from the devices you want to connect to the printer.

If your printer and network devices still do not connect after confirming the above, try the following.

❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.

❏ Configure network settings from a computer on the same network as the printer by downloading and running the software from the following website.

https://support.epson.com (U.S. and Canada)

https://epson.sn > **Setup** (Other regions)

If the problem continues to occur, check the IP address of the printer listed in the Network Connection Report and contact your router manufacturer.

Related Information

➡ "Configuring Settings for Connecting to the Computer" on page 151

E-10

Solutions:

Confirm the following:

❏ Other devices on the network are turned on.

❏ The network addresses (IP address, subnet mask, and default gateway) are correct if you have set the printer's Obtain IP Address setting set to Manual.

Reset the network addresses if they are incorrect. You can check the IP address, subnet mask, and default gateway from the **Network Status** section on the network connection report.

If DHCP is enabled, change the printer's Obtain IP Address setting to Auto. If you want to set the IP address manually, check the printer's IP address from the **Network Status** section of the network connection report, and then select Manual on the network settings screen. Set the subnet mask to [255.255.255.0].

If your printer and network devices still do not connect after confirming the above, try the following.

❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.

❏ Configure network settings from a computer on the same network as the printer by downloading and running the software from the following website.

https://support.epson.com (U.S. and Canada)

https://epson.sn > **Setup** (Other regions)

Related Information

➡ "Assigning the IP Address" on page 284

E-11

Solutions:

Confirm the following:

❏ The default gateway address is correct if you set the printer's TCP/IP Setup setting to Manual.

❏ The device that is set as the default gateway is turned on.

Set the correct default gateway address. You can check the default gateway address from the **Network Status** section on the network connection report.

If your printer and network devices still do not connect after confirming the above, try the following.

❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.

❏ Configure network settings from a computer on the same network as the printer by downloading and running the software from the following website.

https://support.epson.com (U.S. and Canada)

https://epson.sn > **Setup** (Other regions)

Related Information

➡ "Assigning the IP Address" on page 284

E-12

Solutions:

Confirm the following:

❏ Other devices on the network are turned on.

- ❏ The network addresses (IP address, subnet mask, and default gateway) are correct if you are entering them manually.
- ❏ The network addresses for other devices (subnet mask and default gateway) are the same.
- ❏ The IP address does not conflict with other devices.

If your printer and network devices still do not connect after confirming the above, try the following.

- ❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- ❏ Configure network settings again using the installer. You can run it from the following website.

  https://support.epson.com (U.S. and Canada)

  https://epson.sn > **Setup** (Other regions)
- ❏ You can register several passwords on a wireless router that uses the WEP security type. If several passwords are registered, check if the first registered password is entered in the printer.

Related Information

➡ "Assigning the IP Address" on page 284

➡ "Configuring Settings for Connecting to the Computer" on page 151

E-13

Solutions:

Confirm the following:

- ❏ Network devices such as a wireless router, hub, and router are turned on.
- ❏ The TCP/IP Setup for network devices has not been done manually. (If the printer's TCP/IP Setup is done automatically while the TCP/IP Setup for other network devices is done manually, the printer's network may differ from the network for other devices.)

If it still does not work after checking the above, try the following.

- ❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- ❏ Configure network settings from a computer on the same network as the printer by downloading and running the software from the following website.

  https://support.epson.com (U.S. and Canada)

  https://epson.sn > **Setup** (Other regions)
- ❏ You can register several passwords on a wireless router that uses the WEP security type. If several passwords are registered, check if the first registered password is entered in the printer.

Related Information

➡ "Assigning the IP Address" on page 284

➡ "Configuring Settings for Connecting to the Computer" on page 151

Network Environment Messages

Message	Solution
The Wi-Fi environment needs to be improved. Turn the wireless router off and then turn it on. If the connection does not improve, see the documentation for the wireless router.	After moving the printer closer to the wireless router and removing any obstacles between them, turn off the wireless router. Wait for about 10 seconds, and then turn it on. If it still does not connect, see the documentation supplied with the wireless router.
*No more devices can be connected. Disconnect one of the connected devices if you want to add another one.	You have connected the maximum number of devices allowed via the printer's Wi-Fi Direct (Simple AP) connection. To add another computer or mobile device, disconnect one of the connected devices. You can confirm the number of devices that can be connected simultaneously and the number of connected devices by checking the network status sheet or the printer's control panel.
The same SSID as Wi-Fi Direct exists in the environment. Change the Wi-Fi Direct SSID if you cannot connect a mobile device to the printer.	On the printer's control panel, go to the Wi-Fi Direct Setup screen and select the menu to change the setting. You can change the part of the network name that after DIRECT-XX-. The network name must be 22 characters or less.

Related Information

➡ "Print Status Sheet:" on page 247

Settings to Use the Printer

Selecting Printer Settings

Several methods are available when you select settings for the printer.

Related Information

➡ "Setting from the Printer's Control Panel" on page 298
➡ "Setting Using Web Config from a Computer" on page 299
➡ "Setting Using Epson Device Admin from a Computer (Windows Only)" on page 299

Setting from the Printer's Control Panel

If the panel lock is enabled, you will need an administrator password to select the locked items.

See the related information below for more details.

Related Information

➡ "Default Value of the Administrator Password" on page 17

Setting Using Web Config from a Computer

Web Config is a built-in web page of the printer for configuring the printer's settings. You can access Web Config using a computer that is connected to the same network as the printer.

To access Web Config, you need to have first assigned an IP address to the printer.

Note:

- *Before setting the IP address, you can open Web Config by connecting the computer and printer directly with a LAN cable and specifying the default IP address.*
- *Since the printer uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored.*
- *To open the administrative page after starting Web Config, you need to log in to the printer with the administrator password.*

See the related information below for more details.

Related Information

➡ "Default Value of the Administrator Password" on page 17

➡ "Application for Configuring Printer Operations (Web Config)" on page 236

Setting Using Epson Device Admin from a Computer (Windows Only)

Use Epson Device Admin when setting up multiple printers in a batch.

Related Information

➡ "Software for Managing Devices on the Network (Epson Device Admin)" on page 238

Protecting Settings Using Panel Lock

To prevent unauthorized users from viewing or changing printer settings or network settings when connected to the network, administrators can lock the control panel menu items by using the Panel Lock function. You need to log in as an administrator to select the locked menu items.

Note:
You can change the password later.

Related Information

➡ "Changing the Administrator Password Using Web Config" on page 381

Enabling the Lock Setting from the Control Panel

1. Select **Settings** on the printer's control panel.
2. Select **General Settings** > **System Administration** > **Security Settings** > **Admin Settings**.
3. Enable the **Lock Setting**.

   Select **Yes** on the confirmation screen.

Check that is displayed on the home screen.

When Lock Setting is enabled, you must log in as an administrator to enter a locked menu.

Related Information

➡ "Default Value of the Administrator Password" on page 17

Enabling the Lock Setting from a Computer

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Device Management tab > **Control Panel**

4. Select **ON** for the **Panel Lock** setting.

5. Click **OK**.

   Check that is displayed on the home screen.

When Lock Setting is enabled, you must log in as an administrator to enter a locked menu.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Logging on the Printer Using the Control Panel

1. Tap .

2. Enter the administrator password, and then tap **OK**.

   is displayed when you are logged in, and you can select the locked menu items.

   Tap to log off.

Note:
*When you select **On** for **Settings** > **General Settings** > **Basic Settings** > **Operation Time Out**, you log off automatically after a specific length of time if there is no activity on the control panel.*

Related Information

➡ "Default Value of the Administrator Password" on page 17

Controlling the Panel Operation

If you enable the Lock Setting, you can lock the items related to the printer's system settings so that users cannot change them.

Target Items for Lock Setting

Lock Setting items in the Settings menu

Locked menus are marked with 🔒. Lower level menus will also be locked.

Lock Setting items other than those in the Settings menu

Besides the **Settings** menu, Lock Setting is applied to the following items in the **Presets** menu.

❏ Add New

❏ Sort

❏ (Delete)

❏ Add /Remove

Related Information

➡ "Settings Menu List" on page 240

➡ "Items That Can Be Set Individually" on page 301

Operating Display and Function Setting Individually

For the some target items of the Lock Setting, you can individually set whether they are enabled or disabled.

You can set each user's availability as necessary, such as registering or changing the contacts, displaying job history, etc.

1. Select **Settings** on the printer's control panel.
2. Select **General Settings** > **System Administration** > **Security Settings** > **Restrictions**.
3. Select the item for the function that you want to change the setting of, and then set to **On** or **Off**.

Items That Can Be Set Individually

The administrator can permit the items below to display and change settings individually.

❏ Access to Register/Delete Contacts

Fax > **Recipient** > **Contacts**

Control the registering and changing of contacts. Select **On** to register or change the contacts.

❏ Fax Recent Access

Fax > **Recipient** > **Recent**

Control the display of destination when sending and receiving a fax. Select **On** to display the destination.

❏ Fax Transmission Log Access

Fax > Menu > **Transmission Log**

Control the display of the communication history of a fax. Select **On** to display the communication history.

❏ Access to Fax Report

Fax > Menu > **Fax Report**

Control the printing of the fax report. Select **On** to permit printing.

❏ Access to Print Save History of Scan to Network Folder/FTP

Scan > **Network Folder/FTP** > **Menu** > **Print Save History**

Control the printing of save history for scan to network folder function. Select **On** to permit the printing.

❏ Access to Recent of Scan to Email

Scan > **Email** > **Recipient**

Control the display of the history for the scan to mail function. Select **On** to display the history.

❏ Access to Show Sent History of Scan to Email

Scan > **Email** > **Menu** > **Show Sent History**

Control the display of the history of email sending for the scan to mail function. Select **On** to display the history of email sending.

❏ Access to Print Sent History of Scan to Email

Scan > **Email** > **Menu** > **Print Sent History**

Control the printing of the history of email sending for the scan to mail function. Select **On** to permit the printing.

❏ Access to Language

Settings > **General Settings** > **Basic Settings** > **Language**

Control the changing of the language displayed on the control panel. Select **On** to change the languages.

❏ Access to Thick Paper

Settings > **General Settings** > **Printer Settings** > **Thick Paper**

Control the changing of the settings of the Thick Paper function. Select **On** to change the settings.

❏ Access to Quiet Mode

Settings > **General Settings** > **Printer Settings** > **Quiet Mode**

Control the changing of settings of the Quiet Mode function. Select **On** to change the settings.

❏ Protection of Personal Data

Control the display of the destination information on speed dial registration. Select **On** to display the destination as (***).

Related Information

➡ "Settings Menu List" on page 240

➡ "Operating Display and Function Setting Individually" on page 301

Using the Print Functions

Enable to use the print function through the network.

To use the printer on the network, you need to set the port for network connection on the computer as well as the printer's network connection.

Printer Connection Types

The following two methods are available for the printer's network connection.

❏ Peer to peer connection (direct printing)

❏ Server / client connection (printer sharing using the Windows server)

Peer to Peer Connection Settings

This is the connection to connect the printer on the network and the computer directly. Only a network-capable model can be connected.

Connection method:

Connect the printer to the network directly via hub or access point.

Printer driver:

Install the printer driver on each client computer.

When using EpsonNet SetupManager, you can provide the driver's package that includes the printer settings.

Features:

❏ The print job starts immediately because the print job is sent to the printer directly.

❏ You can print as long as the printer is turned on.

Server / Client Connection Settings

This is the connection that the server computer shares with the printer. To prohibit the connection without going through the server computer, you can enhance the security.

When using USB, the printer without the network function can be also shared.

Connection method:

Connect the printer to the network via LAN switch or access point.

You can also connect the printer to the server directly by USB cable.

Printer driver:

Install the printer driver on the Windows server depending on the OS of the client computers.

By accessing the Windows server and linking the printer, the printer driver is installed on the client computer and can be used.

Features:

- ❏ Manage the printer and the printer driver in batch.
- ❏ Depending on the server spec, it may take time to start the print job because all print jobs go through the print server.
- ❏ You cannot print when the Windows server is turned off.

Print Settings for Peer to Peer Connection

For peer to peer connection (direct printing), a printer and a client computer have a one-to-one relationship.

The printer driver must be installed on each client computer.

Print Settings for Server / Client Connection

Enable to print from the printer that is connected as the server / client connection.

For the server / client connection, set up the print server first, and then share the printer on the network.

When using the USB cable to connect to the server, also set the print server first, and then share the printer on the network.

Setting Up the Network Port

Create the print queue for network printing on the print server using standard TCP/IP, and then create the network port.

This section gives instructions for Windows Server 2012 R2.

1. Open the devices and printers screen.

   Desktop > **Settings** > **Control Panel** > **Hardware and Sound** or **Hardware** > **Devices and Printers**.

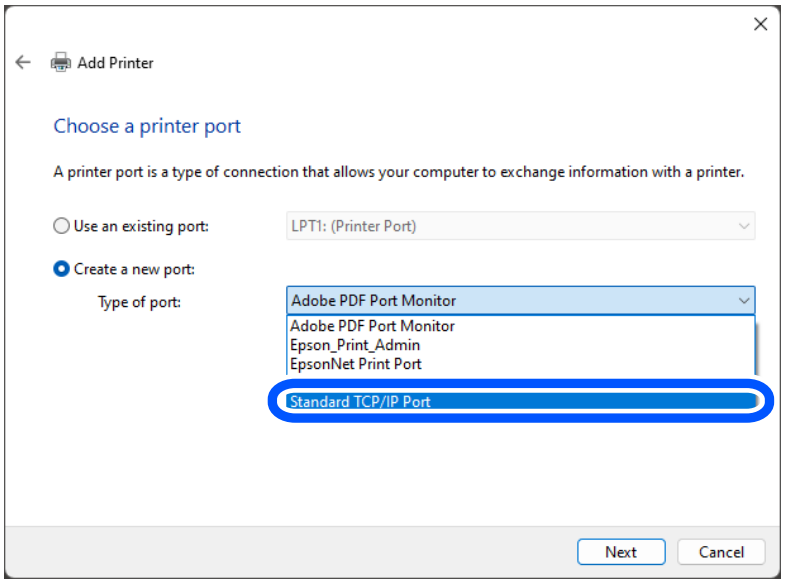
2. Add a printer.

   Click **Add printer**, and then select **The printer that I want isn't listed**.

3. Add a local printer.

   Select **Add a local printer or network printer with manual settings**, and then click **Next**.

4. Select **Create a new port**, select **Standard TCP/IP Port** as the Port Type, and then click **Next**.



5. Enter the printer's IP address or printer name in **Host Name or IP Address** or **Printer Name or IP Address**, and then click **Next**.

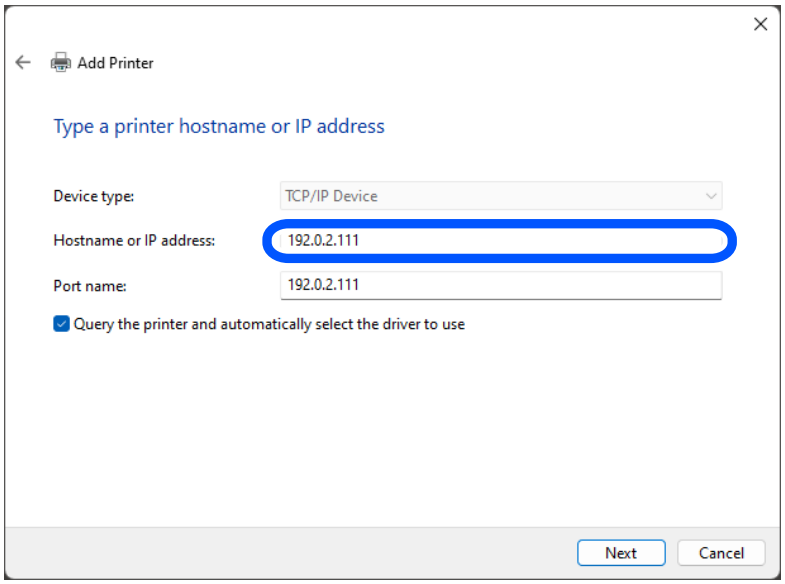
   Example:

   ❏ Printer name : EPSONA1A2B3C

   ❏ IP address : 192.0.2.111

   Do not change **Port name**.

   Click **Continue** when the **User Account Control** screen is displayed.



Note:
If you specify the printer name on the network where the name resolution is available, the IP address is tracked even if printer's IP address has been changed by DHCP. You can confirm the printer name from the network status screen on the printer's control panel or network status sheet.

6. Select the printer driver.
   - ❏ If the printer driver is already installed:
     Select **Manufacturer** and **Printers**. Click **Next**.
7. Follow the on-screen instructions.

When using the printer under the server / client connection (printer sharing using the Windows server), make the sharing settings hereafter.

Checking the Port Configuration - Windows

Check if the correct port is set for the print queue.

1. Open the devices and printers screen.
   Select **Desktop** > **Settings** > **Control Panel** > **Hardware and Sound** or **Hardware** > **Devices and Printers**.
2. Open the printer properties screen.
   Right-click the printer icon, and then click **Printer properties**.
3. Click the **Ports** tab, select **Standard TCP/IP Port**, and then click **Configure Port**.
4. Check the port configuration.
   - ❏ For RAW
     Check that **Raw** is selected in **Protocol**, and then click **OK**.
   - ❏ For LPR
     Check that **LPR** is selected in **Protocol**. Enter "PASSTHRU" in **Queue name** from **LPR Settings**. Select **LPR Byte Counting Enabled**, and then click **OK**.

Sharing the Printer (Windows only)

When using the printer under the server / client connection (printer sharing using the Windows server), set up the printer sharing from the print server.

1. Select **Control Panel** > **View devices and printers** on the print server.
2. Right-click the printer icon (print queue) that you want to share with, and then select **Printer Properties** > **Sharing** tab.
3. Select **Share this printer** and then enter the **Share name**.

Installing Additional Drivers (Windows only)

If the Windows versions for a server and clients are different, it is recommended to install additional drivers to the print server.

1. Select **Control Panel** > **View devices and printers** on the print server.
2. Right-click the printer icon that you want to share with the clients, and then click **Printer Properties** > **Sharing** tab.
3. Click **Additional Drivers**.

4. Select versions of Windows for clients, and then click **OK**.

5. Select the information file for the printer driver (*.inf) and then install the driver.

Using the Shared Printer – Windows

The administrator needs to inform the clients of the computer name assigned to the print server and how to add it to their computers. If the additional driver(s) have not been configured yet, inform the clients how to use **Devices and Printers** to add the shared printer.

If additional driver(s) have already been configured on the print server, follow these steps:

1. Select the name assigned to the print server in **Windows Explorer**.

2. Double-click the printer that you want to use.

Initial Settings for Printing

Select the print settings, such as paper size and which printing errors to display.

Configuring the Paper Sources

Select the size and type of paper to be loaded in each paper source.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select these menu items in the following order.

   Print tab > **Paper Source Settings**

4. Select settings as necessary.

   The displayed items may vary depending on the printer configuration.

   ❏ Paper source name

   Display the target paper source name, such as **Paper Tray**, **Cassette 1**.

   ❏ **Paper Size**

   Select the paper size you will use.

   ❏ **Unit**

   Select the unit of measurement you want to use for a user-defined size. You can select it when **User defined** is selected on **Paper Size**.

❏ **Width**

Enter the horizontal length of the user-defined size.

The range you can enter here depends on the paper source, which is indicated next to **Width**.

When you select **mm** in **Unit**, you can enter up to one decimal place.

When you select **inch** in **Unit**, you can enter up to two decimal places.

❏ **Height**

Enter the vertical length of the user-defined size.

The range you can enter here depends on the paper source, which is indicated next to **Height**.

When you select **mm** in **Unit**, you can enter up to one decimal place.

When you select **inch** in **Unit**, you can enter up to two decimal places.

❏ **Paper Type**

Select the paper type you will use.

5. Review the settings, and then click **OK**.

Selecting Errors to Display

Select the errors that will display on the device.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select these menu items in the following order.

   Print tab > **Error Settings**

4. Select the following settings.

   ❏ Paper Size Notice

   Select whether to display an error on the control panel when the paper size in the specified paper source is different from the paper size of the print data.

   ❏ Paper Type Notice

   Select whether to display an error on the control panel when the paper type in the specified paper source is different from the paper type of the print data.

   ❏ Auto Error Solver

   Select whether to automatically cancel the error after five seconds if there is no user interaction with the control panel.

5. Review the settings, and then click **OK**.

Selecting Universal Print Settings

These settings are used when you print from external devices without using the printer driver.

Some items are not displayed depending on the printing language of your printer.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select these menu items in the following order.

   Print tab > **Universal Print Settings**

4. Select settings as necessary.

5. Review the settings, and then click **OK**.

Basic

Items	Explanation
Top Offset(-30.0-30.0mm)	Sets the vertical position of the paper on which printing starts.
Left Offset(-30.0-30.0mm)	Sets the horizontal position of the paper on which printing starts.
Top Offset in Back(-30.0-30.0mm)	Sets the vertical position of the paper on which printing on the back side of the paper starts in duplex printing.
Left Offset in Back(-30.0-30.0mm)	Sets the horizontal position of the paper on which printing on the back side of the paper starts in duplex printing.
Check Paper Width	Set whether to check paper width when printing.
Skip Blank Page	If there is a blank page in the print data, set not to print a blank page.

Setting Up AirPrint

Set when using AirPrint printing and scanning.

Access Web Config and select the **Network** tab > **AirPrint Setup**.

Items	Explanation
Bonjour Service Name	Enter the Bonjour service name between 1 and 41 characters in ASCII (0x20-0x7E).
Bonjour Location	Enter location information such as the printer's placement within 127 bytes or less in Unicode (UTF-8).
Geolocation Latitude and Longitude (WGS84)	Enter the printer's location information. This entry is optional. Enter values by using WGS-84 datum, which separates latitude and longitude with a comma. You can enter -90 to +90 for the latitude value, and -180 to +180 for the longitude value. You can enter less than a decimal to the sixth place, and you can omit "+".

Items	Explanation
Top Priority Protocol	Select top priority protocol from IPP and Port9100.

Registering an Email Server

Check the following before configuring the email server.

❏ The printer is connected to the network

❏ Setup information for email server

When you are using an Internet based email server, check the setting information from the provider or website.

Note:
You can also send scanned images by email through Epson's cloud service, Epson Connect, without having to setup an email server. For more details, see the Scan to Cloud feature.

"Settings of Servers and Folders" on page 344

How to Register

Access Web Config, then select the **Network** tab > **Email Server** > **Basic**.

"Running Web Config on a Web Browser" on page 237

You can also select settings on the printer's control panel. Select **Settings** > **General Settings** > **Network Settings** > **Advanced** > **Email Server** > **Server Settings**.

Email Server Setting Items

Item	Settings and Explanation	
Authentication Method	Specify the authentication method for the printer to access the mail server. **For Microsoft Exchange Online users:** Due to enhanced security in Microsoft Exchange Online, the previous Basic Authentication method has been discontinued and SMTP authentication (SMTP AUTH) has been disabled by default. Therefore, to use the email service from now on, you will need to use the **OAuth2** authentication method. If you use the email sending/email notification functions of a printer, configure the email server settings to use **OAuth2** authentication. Also, enable SMTP AUTH in Exchange Online in preparation. "Enabling SMTP AUTH in Exchange Online" on page 312	
	Off	Select when the mail server does not need authentication.
	SMTP AUTH	Authenticates on the SMTP server (outgoing mail server) when sending the email. The mail server needs to support SMTP authentication.
	POP before SMTP	Authenticates on the POP3 server (receiving mail server) before sending the email. When you select this item, set the POP3 server.
	OAuth2	Authenticates using OAuth2. When you select this item, you also need to set **Email service**.

Item	Settings and Explanation	
Email service (Web Config only)	If you select **OAuth2** as the **Authentication Method**, select an email service from the list. Click **Sign In**, and then follow the on-screen instructions to sign in to the service. "Setting Up OAuth2.0 Authentication for the Email Server" on page 312 ***Note:*** *For personal use, select **Outlook.com**.*	
Authenticated Account	If you select **SMTP AUTH** or **POP before SMTP** as the **Authentication Method**, enter the authenticated account name between 0 and 255 characters in ASCII (0x20-0x7E). When you select **SMTP AUTH**, enter the SMTP server account. When you select **POP before SMTP**, enter the POP3 server account.	
Authenticated Password	If you select **SMTP AUTH** or **POP before SMTP** as the **Authentication Method**, enter the authenticated password between 0 and 70 characters in ASCII (0x20-0x7E). When you select **SMTP AUTH**, enter the authenticated account for the SMTP server. When you select **POP before SMTP**, enter the authenticated account for the POP3 server.	
Sender's Email Address	Enter the sender's email address such as the email address of the system administrator. This is used when authenticating, so enter a valid email address that is registered to the mail server. Enter between 0 and 255 characters in ASCII (0x20-0x7E) except for : ( ) < > [ ] ; ¥. A period "." cannot be the first character.	
SMTP Server Address	Enter between 0 and 255 characters using A-Z a-z 0-9 . - . You can use IPv4 or FQDN format.	
SMTP Server Port Number	Enter a number between 1 and 65535.	
Secure Connection	Select the encryption method of the communication to the mail server.	
	None	If you select **POP before SMTP** in **Authentication Method**, the connection is not encrypted.
	SSL/TLS	This is available when **Authentication Method** is set to **Off** or **SMTP AUTH**. Communication is encrypted from the start.
	STARTTLS	This is available when **Authentication Method** is set to **Off** or **SMTP AUTH**. Communication is not encrypted from the start, but could be encrypted later depending on the network environment.
Certificate Validation (Web Config only)	The certificate is validated when this is enabled. We recommend this is set to **Enable**. To set up, you need to import the CA Certificate to the printer. If an error message is displayed saying that the certificate is untrusted, see the following. "The Date and Time Are Incorrect" on page 216 "The Root Certificate Needs to be Updated" on page 216	
POP3 Server Address	If you select **POP before SMTP** as the **Authentication Method**, enter the POP3 server address between 0 and 255 characters using A-Z a-z 0-9 . - . You can use IPv4 or FQDN format.	
POP3 Server Port Number	If you select **POP before SMTP** as the **Authentication Method**, enter a number between 1 and 65535.	

Enabling SMTP AUTH in Exchange Online

Products use the SMTP protocol to send emails, so you must enable SMTP AUTH in Exchange Online.

For detailed instructions, search for and refer to the document on the "Microsoft Learn" site.

Setup procedure

❏ In the **Exchange admin center**, disable **security defaults** for the entire organization and enable SMTP AUTH.

❏ In the **Microsoft 365 admin center**, enable SMTP AUTH for the product administrator's mailbox.

Setting Up OAuth2.0 Authentication for the Email Server

Use Web Config to configure OAuth 2.0 authentication for the email server.

1. Enter the printer's IP address into a browser to access Web Config.

   You can check the IP address of the printer from the following menu.

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

   Select **Log in**, enter the administrator password, and then click **OK**.

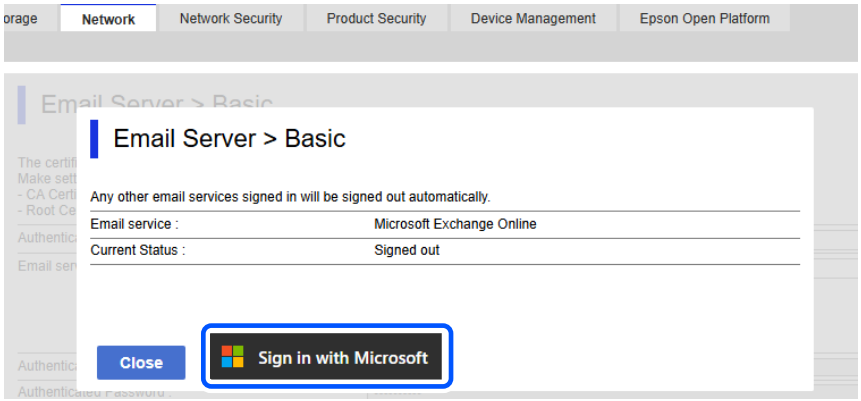
3. Select **Network** tab > **Email Server** > **Basic**.

4. Select **OAuth2** as the **Authentication Method**.

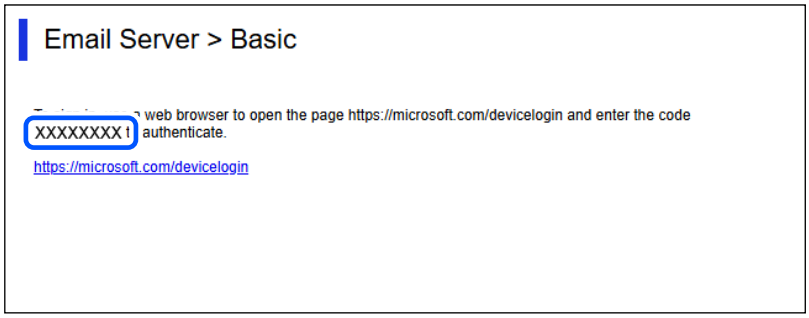
5. Select **Microsoft Exchange Online** as the **Email service**.

   Note:
   *For personal use, select **Outlook.com**.*

6. Click **Sign In**, and then click **Sign in with Microsoft** on the screen that appears.



7. Copy the authentication code displayed on the screen, and then click the URL displayed to open the authentication screen.



8. On the authentication code entry screen, enter the code you copied, and then click **Next**.

9. On the Microsoft sign in screen, enter your account details, and then click **Next**.

   To sign in, your account must have the **Cloud Application Administrator** role assigned.

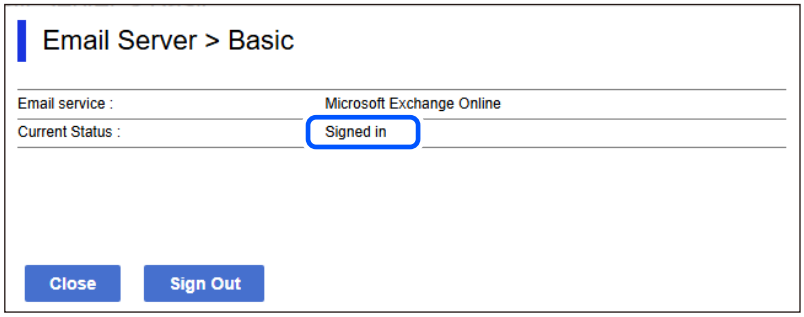
10. Enter the password and click **Sign In**.

    Note:
    If additional steps are required to sign in, follow the on-screen instructions.

11. On the requested permission screen, select "Consent on behalf of organization", and then click **Accept**.

    When authentication is complete, a sign-in message is displayed and you can close the browser screen.

    You can check the sign-in status on the **Network** tab > **Email Server** > **Basic** page in Web Config.



    When the status shows **Signed in**, account information for OAuth 2.0 authentication is displayed.

12. Click **OK** to send the OAuth 2.0 authentication setting information to the product.

Checking an Email Server Connection

1. Select the connection test menu.

   ❏ **When setting up from Web Config:**

   Select the **Network** tab > **Email Server** > **Connection Test** > **Start**.

   ❏ **When setting from the control panel:**

   Select **Settings** > **General Settings** > **Network Settings** > **Advanced** > **Email Server** > **Connection Check**.

   The connection test to the mail server is started.

2. Check the test results.
   - ❏ The test is successful when the message **Connection test was successful.** is displayed.
   - ❏ If an error is displayed, follow the instructions in the message to clear the error.
     "Mail Server Connection Test References" on page 314

Mail Server Connection Test References

Messages	Cause
Connection test was successful.	This message appears when the connection with the server is successful.
SMTP server communication error. Check the following. - Network Settings	This message appears when ❏ The printer is not connected to a network ❏ SMTP server is down ❏ Network connection is disconnected while communicating ❏ Received incomplete data
POP3 server communication error. Check the following. - Network Settings	This message appears when ❏ The printer is not connected to a network ❏ POP3 server is down ❏ Network connection is disconnected while communicating ❏ Received incomplete data
An error occurred while connecting to SMTP server. Check the followings. - SMTP Server Address - DNS Server	This message appears when ❏ Connecting to a DNS server failed ❏ Name resolution for an SMTP server failed
An error occurred while connecting to POP3 server. Check the followings. - POP3 Server Address - DNS Server	This message appears when ❏ Connecting to a DNS server failed ❏ Name resolution for a POP3 server failed
SMTP server authentication error. Check the followings. - Authentication Method - Authenticated Account - Authenticated Password	This message appears when SMTP server authentication failed.
POP3 server authentication error. Check the followings. - Authentication Method - Authenticated Account - Authenticated Password	This message appears when POP3 server authentication failed.
Unsupported communication method. Check the followings. - SMTP Server Address - SMTP Server Port Number	This message appears when you try to communicate with unsupported protocols.
Connection to SMTP server failed. Change Secure Connection to None.	This message appears when an SMTP mismatch occurs between a server and a client, or when the server does not support SMTP secure connection (SSL connection).
Connection to SMTP server failed. Change Secure Connection to SSL/TLS.	This message appears when an SMTP mismatch occurs between a server and a client, or when the server requests to use an SSL/TLS connection for an SMTP secure connection.

Messages	Cause
Connection to SMTP server failed. Change Secure Connection to STARTTLS.	This message appears when an SMTP mismatch occurs between a server and a client, or when the server requests to use a STARTTLS connection for an SMTP secure connection.
The connection is untrusted. Check the following. - Date and Time	This message appears when the printer's date and time setting is incorrect or the certificate has expired. "The Date and Time Are Incorrect" on page 216
The connection is untrusted. Check the following. - CA Certificate	This message appears when the printer does not have a root certificate corresponding to the server or a CA Certificate has not been imported. "The Root Certificate Needs to be Updated" on page 216
The connection is not secured.	This message appears when the obtained certificate is damaged.
SMTP server authentication failed. Change Authentication Method to SMTP-AUTH.	This message appears when an authentication method mismatch occurs between a server and a client. The server supports SMTP AUTH.
SMTP server authentication failed. Change Authentication Method to POP before SMTP.	This message appears when an authentication method mismatch occurs between a server and a client. The server does not support SMTP AUTH.
Sender's Email Address is incorrect. Change to the email address for your email service.	This message appears when the specified sender's Email address is wrong.
Cannot access the printer until processing is complete.	This message appears when the printer is busy.

Solving Problems with Sending Email

Cannot sign in or users cannot sign in

Solutions

Your Microsoft Entra ID may be blocked by a conditional access policy.

Solution:

Check your conditional access policies with Microsoft Entra ID.

For detailed instructions, see the "Microsoft Learn" site.

Cannot send email

Solutions

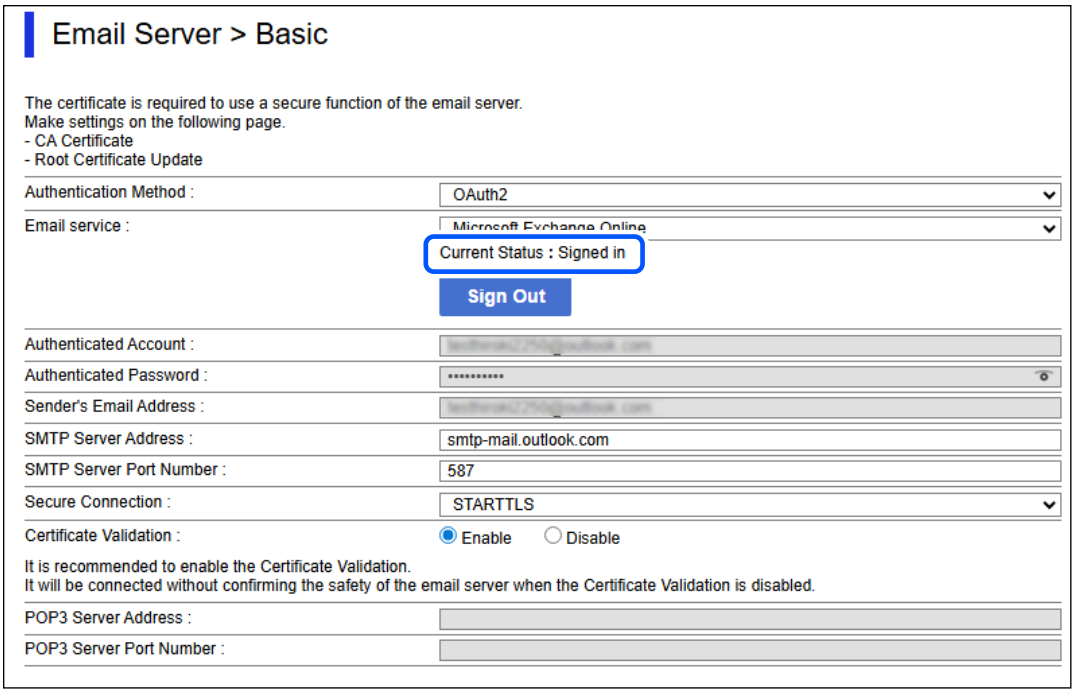
Status:

"To use this function, you must sign in to your email service. Please contact your administrator." is displayed.

Solution:

Check Web Config for the current status.

Select the **Network** tab > **Email Server** > **Basic**



If the **Current Status** is **Signed in** the sign-in information may not have been saved to the printer. Click **OK** to send the setting information to the printer.

If there is no **Current Status** and the **Sign In** button is displayed, sign in.

"Setting Up OAuth2.0 Authentication for the Email Server" on page 312

Status:

The cloud service or email service is not connected, or the connection has expired.

Solution:

Connect to cloud service or email service.

Status:

You need to sign in to cloud service again.

Solution:

Sign in to cloud service.

Expiration message is displayed

Solutions

A certain period of time has passed since signing in without using the email sending function.

If a printer using OAuth 2.0 authentication has not been used for an extended period, or the email-sending function has not been used, the access token and refresh token will become invalid.

Solution:

The administrator should perform the sign-in operation again.

"Setting Up OAuth2.0 Authentication for the Email Server" on page 312

Creating a Network Folder

Create a network folder on your computer to save a file from the printer. The computer must be connected to the same network as the printer.

When saving files, the printer logs into the computer where the network folder is located as a user.

To create a network folder, follow the steps below in order.

1	Check and change the device name (computer name)	Check if there are any issues with the device name. The device name is required when registering the contacts.
2	Check and change the computer settings	Confirm that the computer is connected to the network and that access from the printer or other computers is allowed.
3	Create and set the network folder	Create a folder to be shared, and configure sharing settings so that the printer and other computers can access the folder. Two settings are required to share a folder. ❏ Settings to make the folder can be find from other computers on the network ❏ Detailed access permissions such as read and write access to the folder

Note:
The security and convenience of a network folder can vary depending on where it is created.

*If you create a network folder on the desktop and set **Everyone** in the folder's **Sharing Permissions**, you are granting access to all users who can access the folder over the network.*

*However, the user who does not have authority cannot access them because the desktop (folder) is under the control of the user folder, and then the security settings of the user folder are handed down to it. Only users or groups with access permissions set in the **Security** tab (on Mac OS, write permissions per user) can access the folder.*

In the case of a file server, it is recommended to create the network folder directly under the drive or at the root of the drive to make it easier to manage access rights for multiple users. Refer to the procedure for creating a network folder and create it in an appropriate location.

After creating and configuring the network folder, check the MS Network settings in Web Config.

Related Information

➡ "Using Microsoft Network Sharing" on page 327

Creating a Network Folder (Windows)

The procedure for creating the network folder varies depending on the environment. This section gives instructions for creating a network folder in the following environment.

❏ Operating system: Windows 11

❏ Location for creating shared folder: Desktop

❏ Folder name: scan_folder

Note:
This section also describes how to create a network folder at the root of a shared computer's drive such as file servers under the following conditions.

- *Place for creating shared folder: Root of drive*
- *Folder path: C:\scan_folder*

First, check the device name (computer name).

1. Log in to the computer where you want to create the network folder.

   Note:
   If you log in with a user account that does not have administrator privileges, you may be prompted to enter the administrator password. If you do not know the administrator password, please check with the computer administrator.

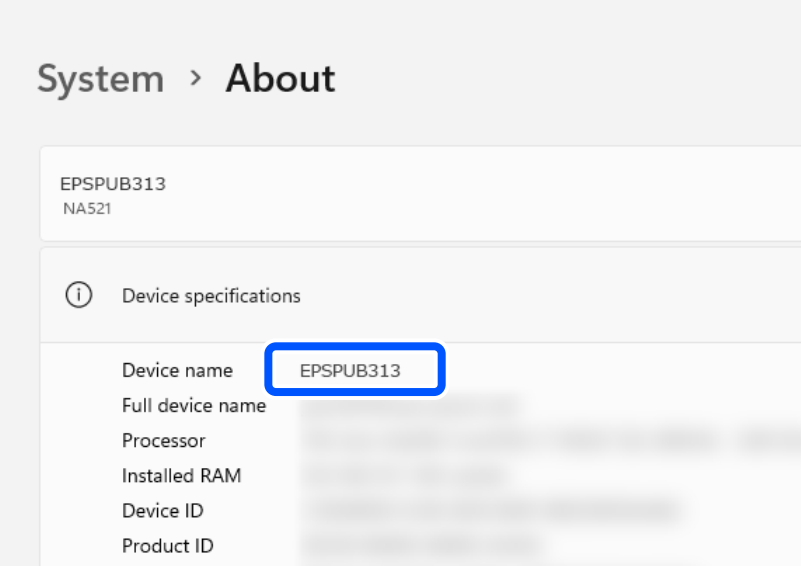
2. Make sure that the device name (computer name) does not contain double-byte characters. Click the Windows Start button, and then select **Settings** > **System** > **About**.

3. Check that the string displayed in **Device Specifications** > **Device Name** does not contain any double-byte characters.

   Note:
   If there are double-byte characters in the device name, file saving may fail.

   There should be no issues if the device name contains only single-byte characters. Close the screen.

   Example: EPSPUB313

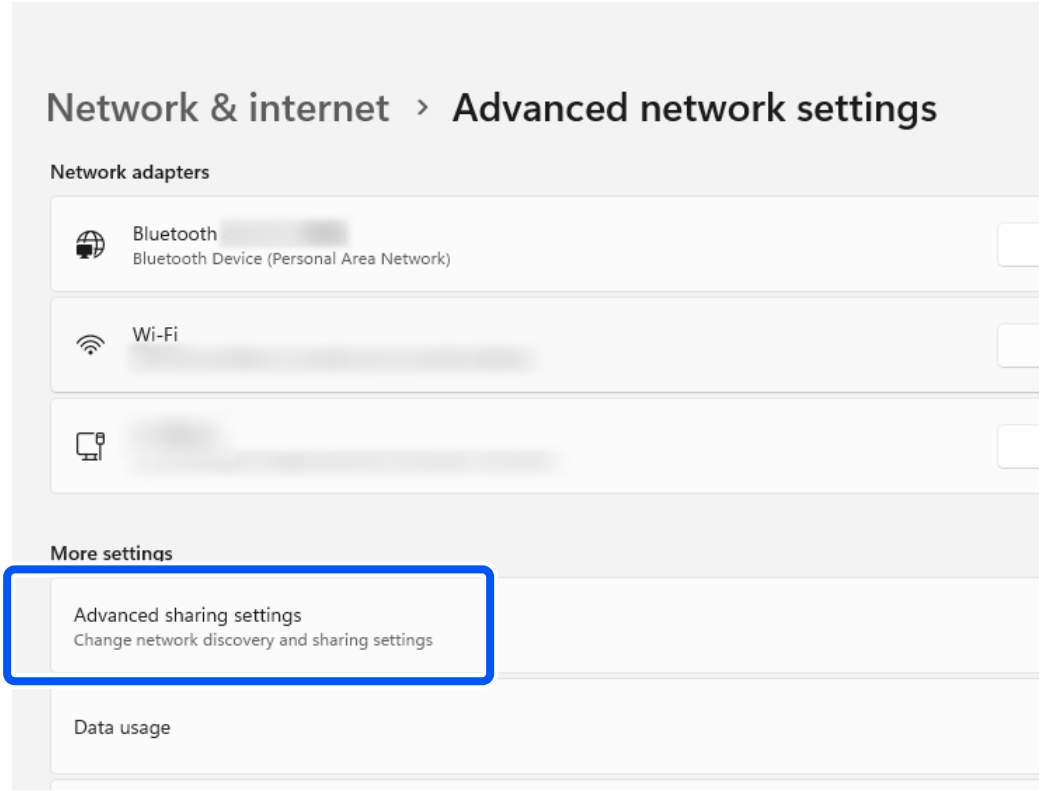


> ***Important:***
> *If the device name contains double-byte characters, use a computer that does not use double-byte characters or rename the device.*
>
> *If you need to change the device name, make sure you check with your computer administrator in advance as it may affect computer management and access to resources.*

Next, check that **File and Printer Sharing** is turned on.

4. Click the Windows Start button, and then click **Settings** > **Network & Internet** > **Advanced Network Settings** > **Advanced Sharing Settings**.

   The network profile is displayed.



5. Make sure **File and Printer Sharing** is turned on for the profile labeled **Current Profile**.

   If it is turned off, turn it on.

   Next, create the network folder and configure sharing for the user.

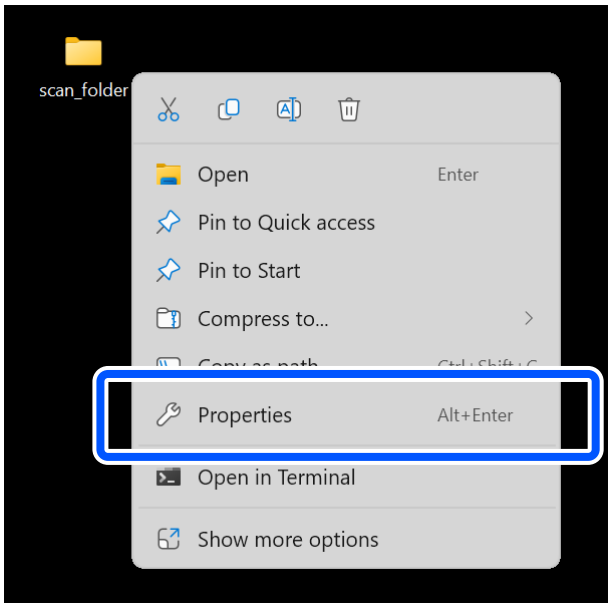
6. Create and name a folder on your desktop.

   For the folder name, enter 1 to 12 alphanumeric characters. If the name exceeds 12 characters, you may not be able to access the folder depending on your environment.

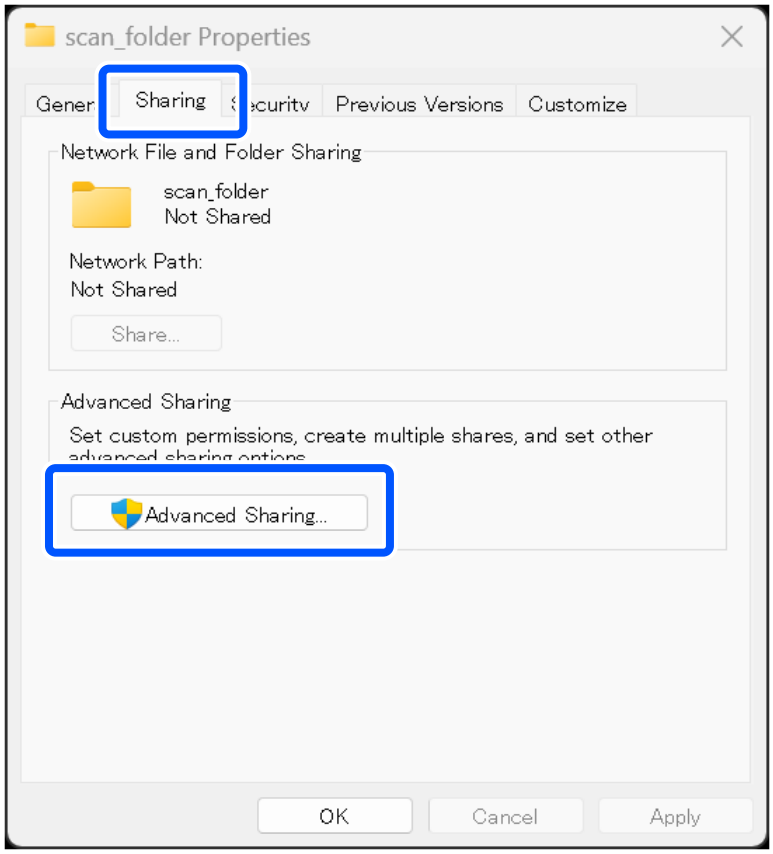
   Example: scan_folder

   Note:
   If you are using a file server, create the folder at the root of the C drive.

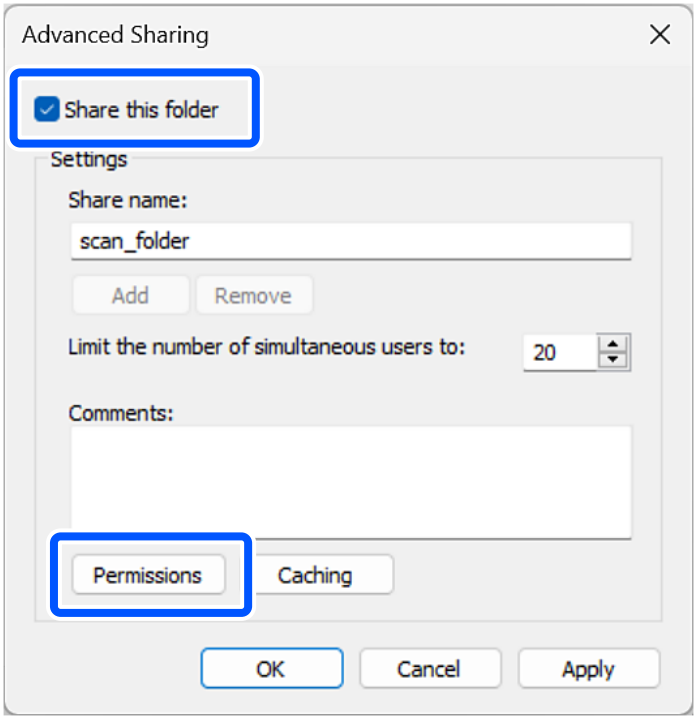
7. Right click the folder and select **Properties**.



8. Click **Advanced Sharing** on the **Sharing** tab.

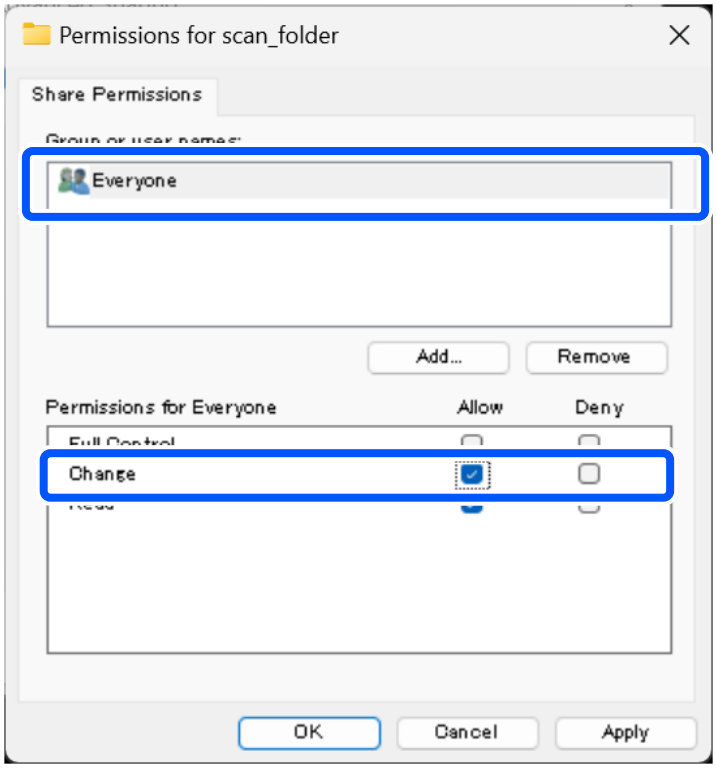


9. Select **Share this folder**, and then click **Permissions**.



10. Select **Everyone** in **Group or user names**, select **Allow** in **Change**, and then click **OK**.

Note:
If you are using a file server, add groups or users and configure access permissions.



11. Click **OK** to close the screen and return to the Properties window.

12. Select the **Security** tab, and then check the **Group or user names**.

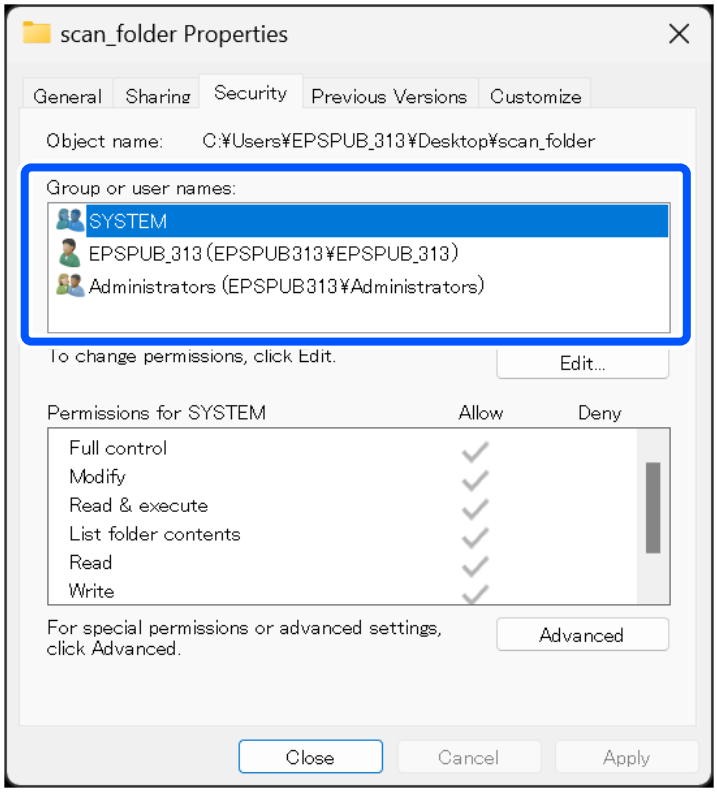
    The groups or users that are displayed here can access the network folder.

    Click **Edit** to add access permissions, if necessary.

    In this case, the user who logs in to this computer and the Administrator can access the network folder.

    Note:
    *If you are using a file server, select **Authenticated Users** and confirm that **Allow** is checked in **Change** under **Permissions**.*

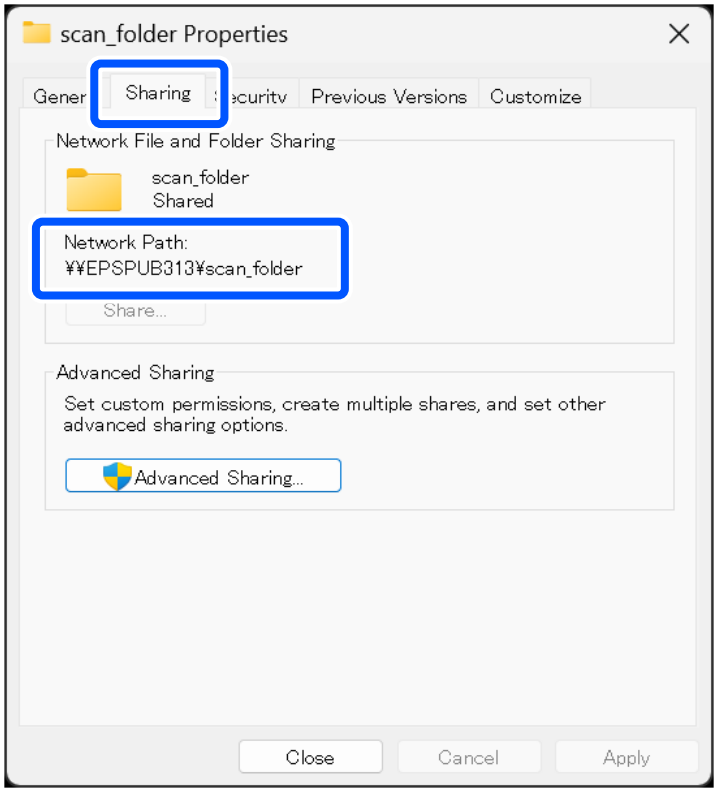
    ***Authenticated Users** is the special group that includes all users who can log in to the domain or computer. This group is displayed only when the folder is created just below the root folder. If it is not displayed, you can add it by clicking **Edit**.*



13. Select the **Sharing** tab again and make a note of the displayed network folder path.

    This is used when registering to your contacts for the printer.

Example: \\EPSPUB313\scan_folder



14. Click **OK** to close the screen.

This completes creating a network folder.

Creating a Network Folder (Mac OS)

The procedure for creating the network folder varies depending on the environment. This section gives instructions for creating a network folder in the following environment.

❏ Operating system: macOS 15

❏ Location for creating shared folder: Desktop

❏ Folder name: scan_folder

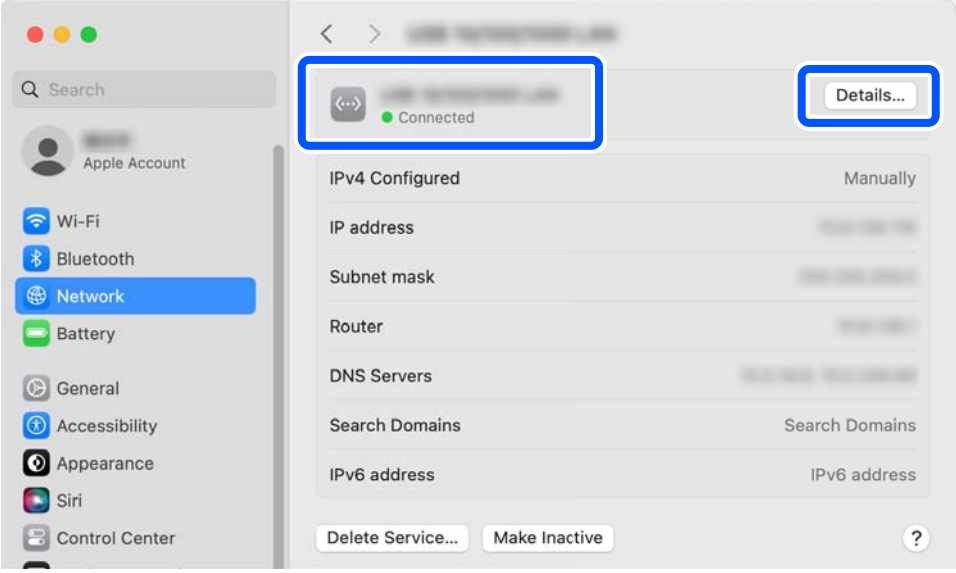
First, check the device name (computer name).

1. Log in to the computer where you want to create the network folder.

   Note:
   If you log in with a user account that does not have administrator privileges, you may be prompted to enter the administrator password. If you do not know the administrator password, please check with the computer administrator.

2. Make sure that the device name (computer name) does not contain double-byte characters. From the Apple menu, select **System Settings** > **Network**.

3. Select the connected network and click the **Details** button.

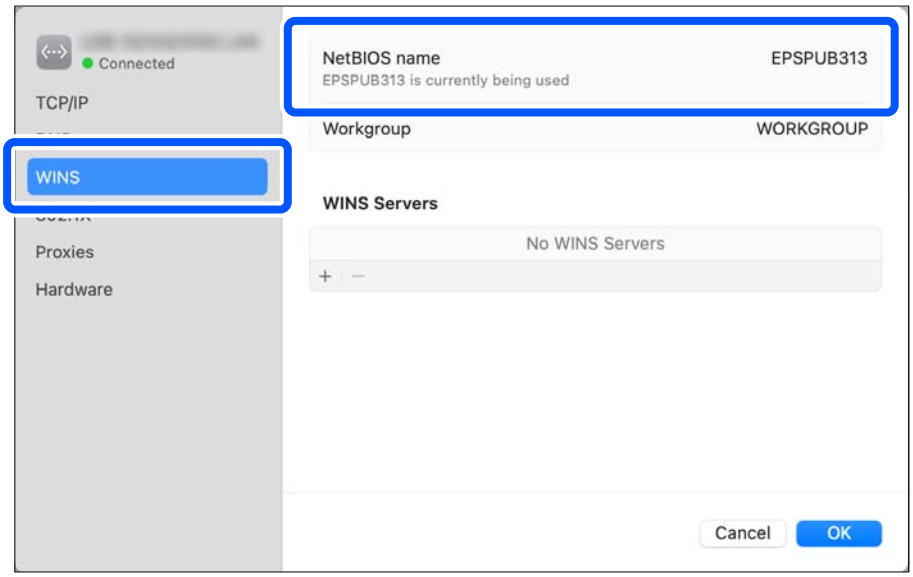


4. Select **WINS**, and check that the string displayed in **NetBIOS name** does not contain double-byte characters.

   Note:
   If there are double-byte characters in the device name, file saving may fail.

   There should be no issues if the device name contains only single-byte characters. The device name will be used when registering the address in the printer's contacts. Please write it down. Click **OK** to close the window.

   Example: EPSPUB313



   Note:
   The folder path to register in the printer's contacts will be as follows:

   [Computer name (or IP address)]\[Network folder name]

   In this example:

   \\EPSPUB313\scan_folder

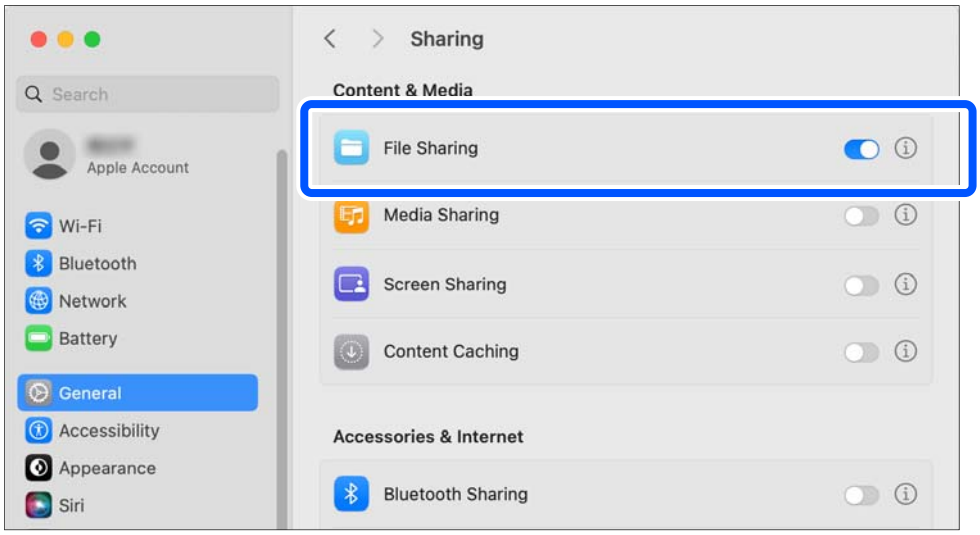
> ***Important:***
>
> *If the device name contains double-byte characters, use a computer that does not use double-byte characters or rename the device.*
>
> *If you need to change the device name, make sure you check with your computer administrator in advance as it may affect computer management and access to resources.*

Next, check your computer settings.

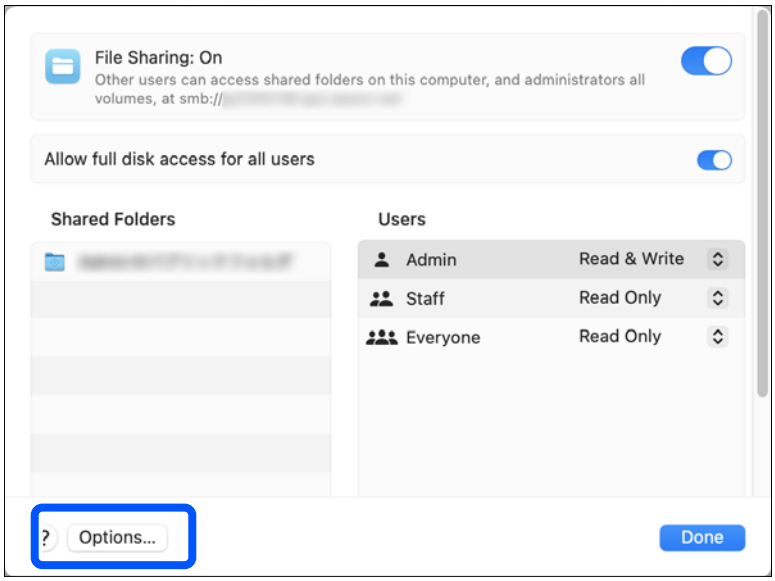
5. From the Apple menu, click **System Settings** > **General** > **Sharing**.

   The sharing settings screen will appear.

6. Make sure **File Sharing** is turned on, and click the ⓘ icon to the right of **File Sharing**.



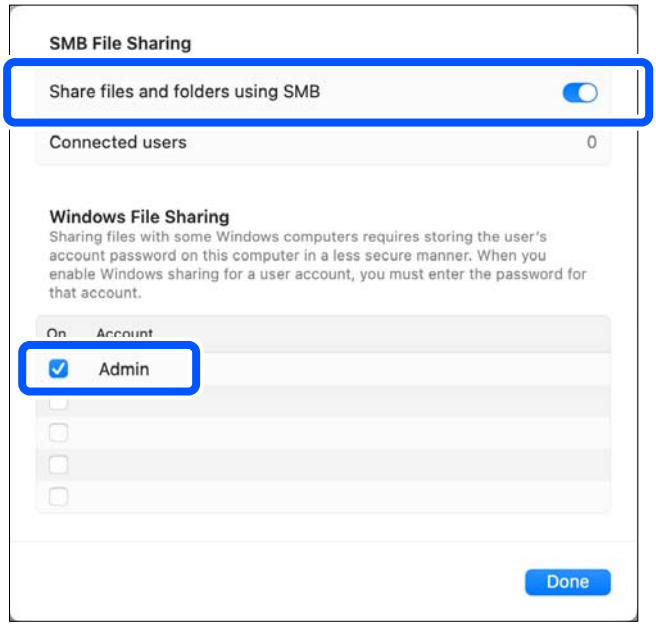
7. Click the **Options** button.



8. Make sure **Share files and folders using SMB** is enabled, and turn on the user account you want to share.

   If prompted for a password, enter the account password and click **OK**.

   Click **Done** to close the screen.



9. Click **Done** again on the **File Sharing** screen to close it.

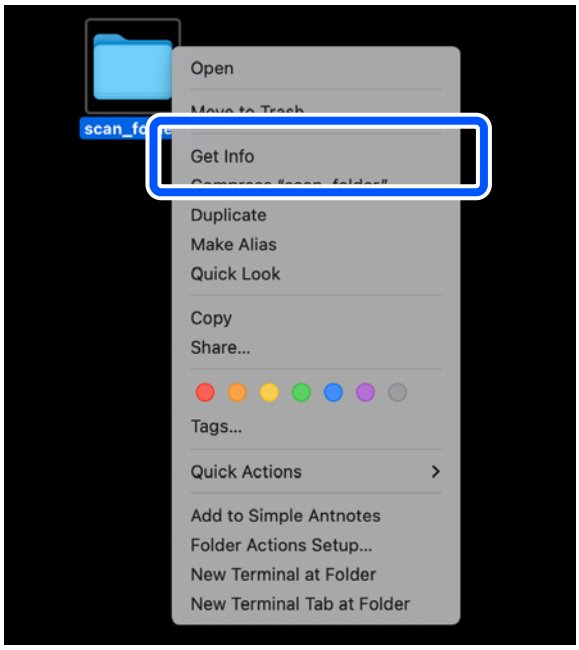
   Next, create the network folder and configure sharing for the user.

10. Create and name a folder on your desktop.

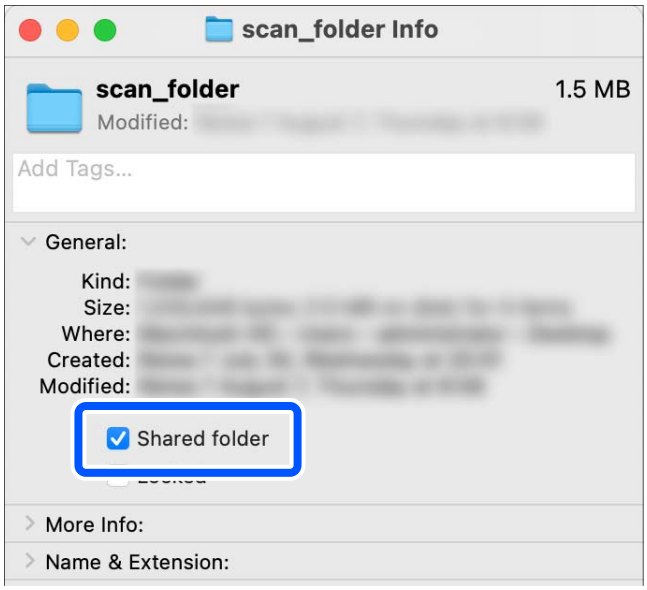
    For the folder name, enter 1 to 12 alphanumeric characters. If the name exceeds 12 characters, you may not be able to access the folder depending on your environment.

    Example: scan_folder

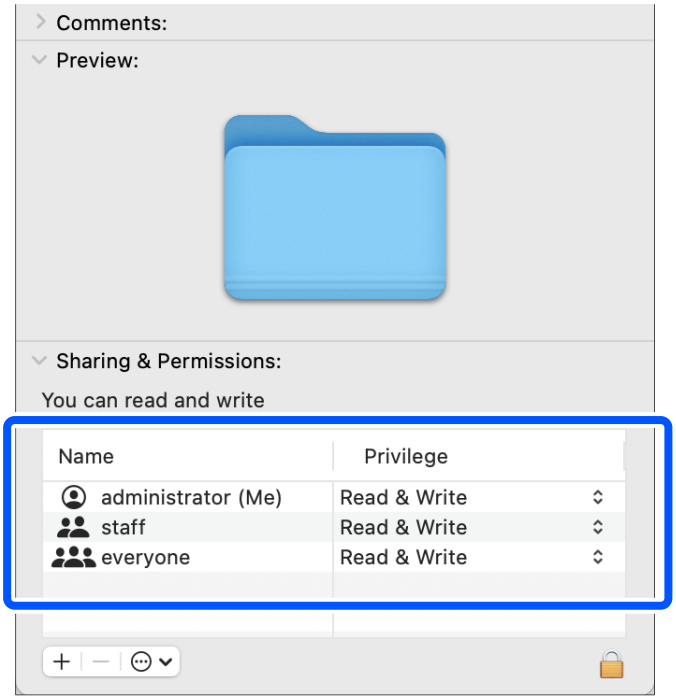
11. Right click the folder and select **Get Info**.



12. Check **Shared folder**.



13. Under **Sharing & Permissions**, make sure the user to whom you want to grant access has **Read & Write** privileges.



This completes creating and setting a network folder.

Using Microsoft Network Sharing

Enable this to save a file on a shared network folder from the printer.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select **Network** tab > **MS Network**.

4. Enable **Use Microsoft network sharing**.

5. Set each item if necessary.

6. Click **Next**.

7. Confirm the settings, and then click **OK**.

Related Information

➡ "Running Web Config on a Web Browser" on page 237

Browsing Network Folders from the Control Panel

The **Browse** function is useful in the following situations.

❏ By simply entering the computer's device name or IP address, User Name, and Password, you can navigate through shared folders to select a save location, without the need to manually input the folder path.

❏ When editing a destination already registered in the contacts, you can use the **Browse** function to verify the connection after updating the password or other settings, allowing you to check the operation without sending a scan.

Note:
*This function is available when selecting **Network Folder (SMB)** as the **Communication Mode** during direct input of the save location or when registering/editing a contact entry.*

1. On the destination settings screen for network folders, enter the following items:

   Location: The device name or IP address of the computer where the network folder was created

   User Name: The user name used to log in (sign in) to the destination computer

   Password: The password corresponding to the user name

2. Tap **Browse** in the **Location** field to search for network folders.

   Folders shared on the referenced computer will be displayed.

   If a "Communication Error" occurs, the device name or IP address may be incorrect, or there may be an issue on the computer side. Please check the settings and try again.

   If a "Authentication Error" occurs, the connection to the computer has been established, but the user name or password is incorrect. Please verify and try again.

3. Select the desired network folder and tap **OK**.

   You will return to the destination settings screen, and the folder path will appear in the **Location** field.

Note:
*Depending on the network configuration, you may be able to tap **Browse** to search for folders even if the **Location**, **User Name**, and **Password** fields are left blank.*

- *If you tap **Browse** when the **Location**, **User Name**, and **Password** fields are left blank, the Windows network discovery feature will display folders shared on the network to which the printer is connected. Shared printers may also appear, but they cannot be selected as save folders.*
- *If Windows network discovery is disabled or the network folder is on a Mac OS system, shared folders will not be displayed if the **Location**, **User Name**, and **Password** fields are left blank.*

Related Information

➡ "Unable to Browse Network Folders from the Control Panel" on page 331

Solving Problems When Scanning to a Network Folder

Error Messages are Displayed on the Control Panel

When error messages are displayed on the control panel, check the message itself or the following list to solve the problems.

Messages	Solutions
DNS error. Check DNS settings.	Cannot connect to the computer. Check the following. ❑ Make sure that the address in the contacts list on the printer and the address of the shared folder are the same. ❑ If the IP address of the computer is static and is set manually, change the computer name in the network path to the IP address. Example: \\EPSON02\SCAN to \\192.168.xxx.xxx\SCAN ❑ Make sure that the computer is turned on and does not sleep. If the computer sleeps, you cannot save scanned images to the shared folder. ❑ Temporarily disable the computer's Firewall and security software. If this clears the error, check the settings in the security software. ❑ If **Public network** is selected as the network place, you cannot save the scanned images to the shared folder. Set the forward settings for each port. ❑ If you are using a laptop computer and the IP address is set as DHCP, the IP address may change when reconnecting to the network. Obtain the IP address again. ❑ Make sure the DNS setting is correct. Contact your network administrator about the DNS settings. ❑ The computer name and the IP address may differ when the management table of the DNS server is not updated. Contact your DNS server administrator.
Authentication error. Check the authentication method, authenticated account, and authenticated password.	Make sure the user name and the password are correct on the computer and the contacts on the printer. Also, make sure that the password has not expired.

Messages	Solutions
Communication error. Check the Wi-Fi/network connection.	Cannot communicate with a network folder that is registered on the contacts list. Check the following. ❏ Make sure that **Use Microsoft network sharing** is enabled in Web Config. Select **Network** > **MS Network** in Web Config. ❏ Make sure that the address in the contacts list on the printer and the address of the shared folder are the same. ❏ Access rights for the user in the contacts list should be added on the **Sharing** tab and the **Security** tab of the shared folder's properties. Also, the permissions for the user should be set to **Allow**.
The file name is already in use. Rename the file and scan again.	Change the file name settings. Otherwise, move or delete the files, or change the file name on the shared folder.
Scanned file(s) are too large. Only XX page(s) have been sent. Check if the destination has enough space.	There is not enough disk space on the computer. Increase the free space on the computer.

Checking the Point where the Error Occurred

Solutions

When saving scanned images to the shared folder, saving process proceeds as following. You can then check the point where the error occurred.

Items	Operation	Error Messages
Connecting	Connect to the computer from the printer.	DNS error. Check DNS settings.
Logging on to the computer	Log on to the computer with the user name and the password.	Authentication error. Check the authentication method, authenticated account, and authenticated password.
Checking the folder to save	Check the network path of the shared folder.	Communication error. Check the Wi-Fi/network connection.
Checking the file name	Check if there is a file with the same name as the file you want to save in the folder.	The file name is already in use. Rename the file and scan again.
Writing the file	Write a new file.	Scanned file(s) are too large. Only XX page(s) have been sent. Check if the destination has enough space.

Saving the Scanned Images Takes a Long Time

It takes a long time for the name resolution to correspond to the "Domain Name" and the "IP Address".

Solutions

Check the following points.

❏ Make sure the DNS setting is correct.

❏ Make sure each DNS setting is correct when checking the Web Config.

❏ Make sure the DNS domain name is correct.

Unable to Browse Network Folders from the Control Panel

If you cannot browse network folders using the **Browse** function on the printer's control panel, one of the following situations may be the cause.

You are using Mac OS.

Solutions

- ❏ When using Mac OS, enter the computer's device name or IP address in **Location**, along with the **User Name** and **Password**, then tap **Browse**. The network folders within the specified computer will be searched and displayed, then select the desired folder to specify it.
- ❏ If browsing is not possible when entering the computer's device name in **Location**, try entering the computer's IP address instead.
- ❏ If **Location** is left blank and **Browse** is tapped, the computer or network folders will not be displayed.

Folder sharing settings are not configured.

Solutions

Make sure the sharing settings for the created folder are properly configured.

"Creating a Network Folder (Windows)" on page 317

"Creating a Network Folder (Mac OS)" on page 323

Sharing settings are disabled on the computer.

Solutions

- ❏ Windows:

  Click the Windows Start button, and then click **Settings** > **Network & Internet** > **Advanced Network Settings** > **Advanced Sharing Settings**. Check that **File and Printer Sharing** is turned on for the profile labeled **Current Profile**.

- ❏ Mac OS:

  From the Apple menu, click **System Settings** > **General** > **Sharing**. Make sure **File Sharing** under **Content & Media** is turned on.

Network Discovery Service is stopped on the computer (Windows).

Solutions

Right-click the Windows Start button, go to **Computer Management** > **Services and Applications** > **Services**, and then check that **Function Discovery Resource Publication** is in the **Running** state.

Depending on the network environment, network folders cannot be browsed if Location is left blank.

Solutions

- ❏ Click the Windows Start button, and then click **Settings** > **Network & Internet** > **Advanced Network Settings** > **Advanced Sharing Settings**. Check that both **Network Discovery** and **File and Printer Sharing** are turned on for the network labeled **Current Profile**.
- ❏ Depending on your network environment, it may not be possible to browse network folders.

  Enter the computer's device name or IP address in **Location**, along with the **User Name** and **Password**, then tap **Browse**. The network folders on the specified computer will be searched.

Making Contacts Available

Registering destinations in the printer's contacts list allows you to easily enter the destination when scanning or sending faxes.

You can also use the LDAP server (LDAP search) to enter the destination.

Note:

❏ *You can switch between your printer's contacts list and the LDAP using the printer's control panel.*

❏ *You can register the following types of destinations in the contacts list. You can register up to 100 entries in total.*

Fax	Destination for fax
Email	Destination for email You need to configure the email server settings beforehand.
Network Folder (SMB)	Destination for scan data and fax forwarding data
Network Folder/FTP	

Contacts Configuration Comparison

There are three tools for configuring the printer's contacts: Web Config, Epson Device Admin, and the printer's control panel. The differences between three tools are listed in the table below.

Features	Web Config	Epson Device Admin	Printer's control panel
Registering a destination	✓	✓	✓
Editing a destination	✓	✓	✓
Adding a group	✓	✓	✓
Editing a group	✓	✓	✓
Deleting a destination or groups	✓	✓	✓
Deleting all destinations	✓	✓	–
Importing a file	✓	✓	–
Exporting to a file	✓	✓	–
Assigning destinations to frequent use	✓	✓	✓
Sorting destinations assigned to frequent use	–	–	✓

Note:

You can also configure the fax destination using the FAX Utility.

Registering a Destination to Contacts from Web Config

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Scan/Copy or **Fax** tab > **Contacts**

4. Select the number that you want to register, and then click **Edit**.

5. Enter **Name** and **Index Word**.

6. Select the destination type as the **Type** option.

   Note:
   *You cannot change the **Type** option after registration is complete. If you want to change the type, delete the destination and then register it.*

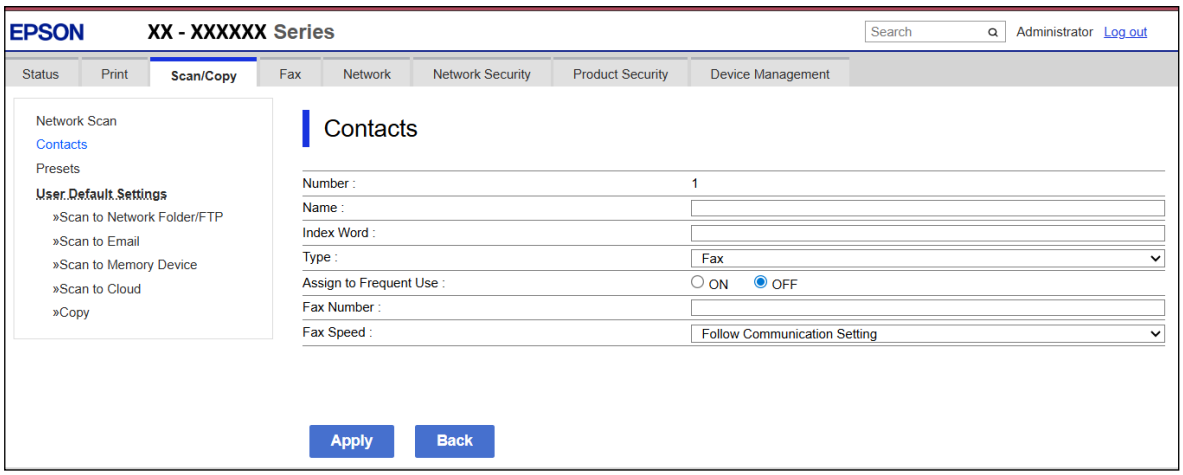
7. Enter a value for each item, and then click **Apply**.

   "Destination Setting Items" on page 333

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17
➡ "Scanning Originals to a Network Folder" on page 91
➡ "Scanning Originals to an Email" on page 94

Destination Setting Items



Items	Settings and Explanation
Common Settings	
Name	Enter a name displayed in the contacts in 30 characters or less in Unicode (UTF-8). If you do not specify this, leave it blank.
Index Word	Enter words to search in 30 characters or less in Unicode (UTF-8). If you do not specify this, leave it blank.
Type	Select the type of the address that you want to register.
Assign to Frequent Use	Select to set the registered address as a frequently used address. When setting as a frequently used address, it is displayed on the top screen of fax and scan, and you can specify the destination without displaying the contacts.
Fax	
Fax Number	Enter between 1 and 64 characters using 0-9 - * # and space.
Fax Speed	Select a communication speed for a destination.
Email	
Email Address	Enter between 1 and 255 characters using A-Z a-z 0-9 ! # $ % & ' * + - . / = ? ^ _ { | } ~ @.
Network Folder (SMB)	
Save to	\\"Folder path" Enter the location where the target folder is located between 1 and 253 characters in Unicode (UTF-8), omitting "\\".
User Name	Enter a user name to access a network folder in 30 characters or less in Unicode (UTF-8). However, avoid using control characters (0x00 to 0x1f, 0x7F).
Password	Enter a password to access a network folder in 20 characters or less in Unicode (UTF-8). However, avoid using control characters (0x00 to 0x1f, 0x7F).
FTP	
Secure Connection	Select FTP or FTPS according to the file transfer protocol the FTP server supports. Select **FTPS** to allow the printer to communicate with security measures.
Save to	Enter the server name between 1 and 253 characters in ASCII (0x20-0x7E), omitting "ftp://" or "ftps://".
User Name	Enter a user name to access an FTP server in 30 characters or less in Unicode (UTF-8). However, avoid using control characters (0x00 to 0x1f, 0x7F). If the server allows anonymous connections, enter a user name such as Anonymous and FTP. If you do not specify this, leave it blank.
Password	Enter a password to access to an FTP server within 20 characters or less in Unicode (UTF-8). However, avoid using control characters (0x00 to 0x1f, 0x7F). If you do not specify this, leave it blank.
Connection Mode	Select the connection mode from the menu. If a firewall is set between the printer and the FTP server, select **Passive Mode**.
Port Number	Enter the FTP server port number between 1 and 65535.

Items	Settings and Explanation
Certificate Validation	The FTP server's certificate is validated when this is enabled. This is available when **FTPS** is selected for **Secure Connection**. To set up, you need to import the CA Certificate to the printer.
SharePoint(WebDAV)	
Secure Connection	Select HTTP or HTTPS according to the hyper-text transfer protocol the HTTP server supports. Select **HTTPS** to allow the printer to communicate with security measures.
Save to	Enter the server address between 1 and 253 characters in Unicode (UTF-16) omitting “http://”or "https://". However, avoid using control characters (0x0000 to 0x001f, 0x007F).
User Name	Enter a user name to access an HTTP server in 30 characters or less in Unicode (UTF-8). However, avoid using control characters (0x00 to 0x1f, 0x7F). If the server allows anonymous connections, enter a user name such as Anonymous. If you do not specify this, leave it blank.
Password	Enter a password to access an HTTP server in 70 characters or less in Unicode (UTF-8). However, avoid using control characters (0x00 to 0x1f, 0x7F). If you do not specify this, leave it blank.
Certificate Validation	The HTTP server's certificate is validated when this is enabled. This is available when **HTTPS** is selected for **Secure Connection**. To set up, you need to import the CA Certificate to the printer.
Proxy Server	Select whether or not to use a proxy server to access an HTTP server.

Registering Destinations as a Group

If the destination type is set to **Fax** or **Email**, you can register the destinations as a group.

You can register up to 100 destinations and groups to the contacts list in total.

Registering Destinations as a Group from Web Config

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Scan/Copy or **Fax** tab > **Contacts**

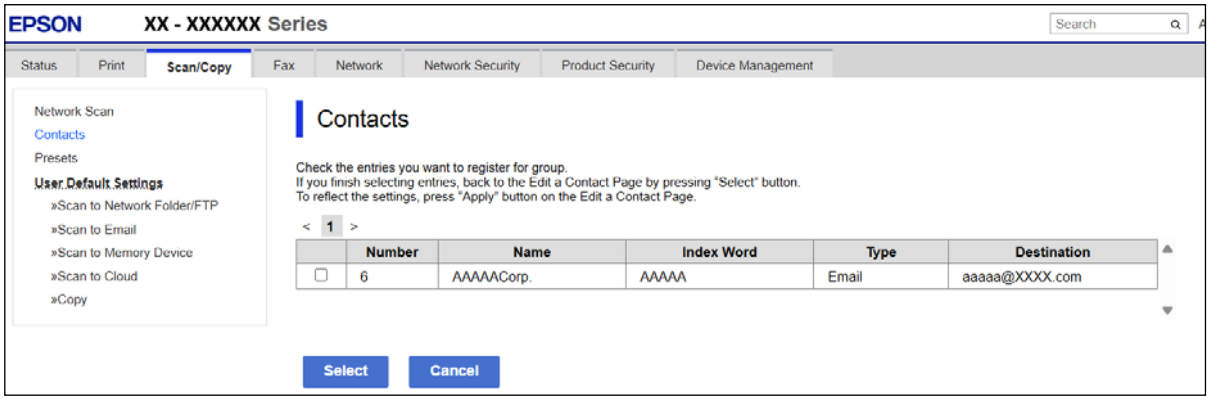
4. Select the number that you want to register, and then click **Edit**.

5. Select a group from **Type**.

6. Click **Select** for **Contact(s) for Group**.

   The available destinations are displayed.

7. Select the destination that you want to register to the group, and then click **Select**.



8. Enter a **Name** and **Index Word**.

9. Select whether or not to assign the registered group to the frequently used groups.

   Note:
   Destinations can be registered to multiple groups.

10. Click **Apply**.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Backing Up and Importing Contacts

Using Web Config or other tools, you can back up and import contacts.

For Web Config, you can back up contacts by exporting the printer settings that include contacts. The exported file cannot be edited because it is exported as a binary file.

When importing the printer settings to the printer, contacts are overwritten.

For Epson Device Admin, only contacts can be exported from the device's property screen. Also, if you do not export the security-related items, you can edit the exported contacts and import them because this can be saved as a SYLK file or csv file.

Importing Contacts Using Web Config

If you have a printer that allows you to backup contacts and is compatible with this printer, you can register contacts easily by importing the backup file.

Note:
For instructions on how to back up contacts on the other printer, see the other printer's documentation.

Follow the steps below to import the contacts to this printer.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Device Management tab > **Export and Import Setting Value** > **Import**

4. Select the backup file you created in **File**, enter the password, and then click **Next**.

5. Select the **Contacts** checkbox, and then click **Next**.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Exporting Contacts Using Web Config

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

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Device Management tab > **Export and Import Setting Value** > **Export**

4. Select one of the **Contacts** checkboxes.

   If you select **Contacts** under the **Scan/Copy** category, the same checkbox under the Fax category is also selected.

5. Enter a password to encrypt the exported file.

   If you enter a password, you will need it to import the file. Leave this blank if you do not want to encrypt the file.

6. Click **Export**.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236

➡ "Default Value of the Administrator Password" on page 17

Export and Bulk Registration of Contacts Using Tool

If you use Epson Device Admin, you can back up just the contacts and edit the exported files, then register them all at once.

It is useful if you want to back up only the contacts or when you replace the printer and you want to transfer the contacts from the old one to new one.

Related Information

➡ "Software for Managing Devices on the Network (Epson Device Admin)" on page 238

Exporting Contacts Using Epson Device Admin

Save the contacts information to the file.

You can edit files saved in SYLK format or csv format by using a spreadsheet application or text editor. You can register all at once after deleting or adding the information.

Information that includes security items such as password and personal information can be saved in binary format with a password. You cannot edit the file. This can be used as the backup file of the information including the security items.

1. Start Epson Device Admin.
2. Select **Devices** on the side bar task menu.
3. Select the device you want to configure from the device list.
4. Click **Device Configuration** on the **Home** tab on the ribbon menu.

   When the administrator password has been set, enter the password and click **OK**.
5. Click **Common** > **Contacts**.
6. Select the export format from **Export** > **Export items**.
   - ❏ All Items

     Export the encrypted binary file. Select when you want to include the security items such as password and personal information. You cannot edit the file. If you select it, you have to set the password. Click **Configuration** and set a password between 8 and 63 characters long in ASCII. This password is required when importing the binary file.
   - ❏ Items except Security Information

     Export the SYLK format or csv format files. Select when you want to edit the information of the exported file.
7. Click **Export**.
8. Specify the place to save the file, select the file type, and then click **Save**.

   The completion message is displayed.

9. Click **OK**.

   Check that the file is saved to the specified place.

Related Information

➡ "Default Value of the Administrator Password" on page 17
➡ "Software for Managing Devices on the Network (Epson Device Admin)" on page 238

Importing Contacts Using Epson Device Admin

Import the contacts information from the file.

You can import the files saved in SYLK format or csv format or the backed-up binary file that includes the security items.

1. Start Epson Device Admin.
2. Select **Devices** on the side bar task menu.
3. Select the device you want to configure from the device list.
4. Click **Device Configuration** on the **Home** tab on the ribbon menu.

   When the administrator password has been set, enter the password and click **OK**.
5. Click **Common** > **Contacts**.
6. Click **Browse** on **Import**.
7. Select the file you want to import and then click **Open**.

   When you select the binary file, in **Password** enter the password you set when exporting the file.
8. Click **Import**.

   The confirmation screen is displayed.
9. Click **OK**.

   The validation result is displayed.

   ❏ Edit the information read

   Click when you want to edit the information individually.

   ❏ Read more file

   Click when you want to import multiple files.
10. Click **Import**, and then click **OK** on the import completion screen.

    Return to the device's property screen.
11. Click **Transmit**.
12. Click **OK** on the confirmation message.

    The settings are sent to the printer.

13. On the sending completion screen, click **OK**.

    The printer's information is updated.

    Open the contacts from Web Config or printer's control panel, and then check that the contact is updated.

Related Information

➡ "Software for Managing Devices on the Network (Epson Device Admin)" on page 238

Settings to Use Users Information on the LDAP Server as Destinations

By linking the LDAP server and the printer in advance, you can search for user information registered in the LDAP server, and use the information directly as destinations for faxes or emails.

Configuring the LDAP Server

To use LDAP server information, register it on the printer.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Network tab > **LDAP Server** > **Basic (Primary Server)** or **Basic (Secondary Server)**

4. Enter a value for each item.

5. Select **OK**.

   The settings you have selected are displayed.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

LDAP Server Settings

Items	Settings and Explanation
Use LDAP Server	Select **Use** or **Do Not Use**.
LDAP Server Address	Enter the address of the LDAP server. Enter between 1 and 255 characters of either IPv4, IPv6, or FQDN format. For the FQDN format, you can use alphanumeric characters in ASCII (0x20-0x7E) and "- " except for the beginning and end of the address.

Items	Settings and Explanation
LDAP server Port Number	Enter the LDAP server port number between 1 and 65535.
Secure Connection	Specify the authentication method when the printer accesses the LDAP server.
Certificate Validation	When this is enabled, the certificate of the LDAP sever is validated. We recommend this is set to **Enable**. To set up, the **CA Certificate** needs to be imported to the printer.
Search Timeout (sec)	Set the length of time for searching before timeout occurs between 5 and 300.
Authentication Method	Select one of the methods. If you select **Kerberos Authentication**, select **Kerberos Settings** to select settings for Kerberos. To perform Kerberos Authentication, the following environment is required. ❏ The printer and the DNS server can communicate. ❏ The time of the printer, KDC server, and the server that is required for authentication (LDAP server, SMTP server, File server) are synced. ❏ When the service server is assigned as the IP address, the FQDN of the service server is registered on the DNS server reverse lookup zone.
Kerberos Realm to be Used	If you select **Kerberos Authentication** for **Authentication Method**, select the Kerberos realm that you want to use.
Administrator DN / User Name	Enter the user name for the LDAP server in 128 characters or less in Unicode (UTF-8). You cannot use control characters, such as 0x00-0x1F and 0X7F. This setting is not used when **Anonymous Authentication** is selected as the **Authentication Method**. If you do not specify this, leave it blank.
Password	Enter the password for the LDAP server authentication in 128 characters or less in Unicode (UTF-8). You cannot use control characters, such as 0x00-0x1F and 0X7F. This setting is not used when **Anonymous Authentication** is selected as the **Authentication Method**. If you do not specify this, leave it blank.

Kerberos Settings

If you select **Kerberos Authentication** for **Authentication Method** of **LDAP Server** > **Basic**, make the following Kerberos settings from the **Network** tab > **Kerberos Settings**. You can register up to 10 settings for the Kerberos settings.

Items	Settings and Explanation
Realm (Domain)	Enter the realm of the Kerberos authentication in 255 characters or less in ASCII (0x20-0x7E). If you do not register this, leave it blank.
KDC Address	Enter the address of the Kerberos authentication server. Enter 255 characters or less in either IPv4, IPv6 or FQDN format. If you do not register this, leave it blank.
Port Number (Kerberos)	Enter the Kerberos server port number between 1 and 65535.

Configuring the LDAP Server Search Settings

When you set up the search settings, you can use the email address and fax number registered to the LDAP server.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Network tab > **LDAP Server** > **Search Settings (Contacts)**

4. Enter a value for each item.

5. Click **OK**.

   The settings you have selected are displayed.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

LDAP Server Search Settings

Items	Settings and Explanation
Search Base (Distinguished Name)	If you want to search an arbitrary domain, specify the domain name of the LDAP server. Enter between 0 and 128 characters in Unicode (UTF-8). If you do not search for arbitrary attribute, leave this blank. Example for the local server directory: dc=server,dc=local
Number of search entries	Specify the maximum number of search results to return (between 5 and 500). If the number of search results returned exceeds the maximum value specified, a warning message is displayed and some server entries may be excluded from the search. Refine your search criteria to reduce the number of search results and ensure that all server entries are included in the search.
User name Attribute	Specify the attribute name to display when searching for user names. Enter between 1 and 255 characters in Unicode (UTF-8). The first character should be a-z or A-Z. Example: cn, uid
User name Display Attribute	Specify the attribute name to display as the user name. Enter between 0 and 255 characters in Unicode (UTF-8). The first character should be a-z or A-Z. Example: cn, sn
Fax Number Attribute	Specify the attribute name to display when searching for fax numbers. Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, and -. The first character should be a-z or A-Z. Example: facsimileTelephoneNumber

Items	Settings and Explanation
Email Address Attribute	Specify the attribute name to display when searching for email addresses. Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, and -. The first character should be a-z or A-Z. Example: mail
Arbitrary Attribute 1 - Arbitrary Attribute 4	You can specify other arbitrary attributes to search for. Enter between 0 and 255 characters in Unicode (UTF-8). The first character should be a-z or A-Z. If you do not want to search for arbitrary attributes, leave this blank. Example: o, ou

Checking the LDAP Server Connection

You can perform an LDAP server connection test using the values entered in **LDAP Server** > **Search Settings**.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Network tab > **LDAP Server** > **Connection Test**

4. Select **Start**.

   The connection test is started. After the test, the check report is displayed.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

LDAP Server Connection Test References

Messages	Explanation
Connection test was successful.	This message appears when the connection with the server is successful.
Connection test failed. Check the settings.	This message appears for the following reasons: ❏ The LDAP server address or the port number is incorrect. ❏ A timeout has occurred. ❏ **Do Not Use** is selected as the **Use LDAP Server**. ❏ If **Kerberos Authentication** is selected as the **Authentication Method**, settings such as **Realm (Domain)**, **KDC Address** and **Port Number (Kerberos)** are incorrect.

Messages	Explanation
Connection test failed. Check the date and time on your product or server.	This message appears when the connection fails because the time settings for the printer and the LDAP server are mismatched.
Authentication failed. Check the settings.	This message appears for the following reasons: ❏ **User Name** and/or **Password** is incorrect. ❏ If **Kerberos Authentication** is selected as the **Authentication Method**, the time/date may not be configured.
Cannot access the printer until processing is complete.	This message appears when the printer is busy.

Preparing to Scan

Scanning using the control panel

The scan to network folder function and the scan to mail function using the printer's control panel, as well as the transfer of scan results to mail, folders, etc. are performed by executing a job from the computer.

Settings of Servers and Folders

Name	Settings	Location	Requirement
Scan to Network Folder (SMB)	Create and set up sharing of the save folder	A computer that has a save folder location	The administrative user account to the computer that creates save folders.
	Destination for Scan to Network Folder (SMB)	Contacts of the device	User name and password to log on to the computer that has the save folder, and the privilege to update the save folder.
Scan to Network Folder (FTP)	Setup for FTP server log on	Contacts of the device	Logon information for the FTP server and the privilege to update the save folder.
Scan to Email	Setup for email server	Device	Setup information for email server
Scan to Cloud	Printer registration to Epson Connect	Device	Internet connection environment
	Contact registration to Epson Connect	Epson Connect service	User and printer registration to Epson Connect

Related Information

➡ "Creating a Network Folder" on page 317

➡ "Registering an Email Server" on page 310

Scanning From a Computer

Install the software and check that the network scan service is enabled to scan via a network from the computer.

Software to be installed

❏ Epson ScanSmart

❏ Epson Scan 2 (application required to use the scanner feature)

Confirming that Network Scan is Enabled

You can enable the network scan service to scan from a client computer over the network. The default setting is enabled.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select these menu items in the following order.

   Scan/Copy tab > **Network Scan**

4. Make sure that **Enable scanning** of **Epson Scan 2** is selected.

   If it was already selected, this task is completed. Close Web Config.

   If it was not already selected, select it and go to next step.

5. Click **Next**.

6. Click **OK**.

   The network scanning service is re-enabled.

Related Information

➡ "Running Web Config on a Web Browser" on page 237

Making Fax Features Available

Before Using Fax Features

Set up the following to use the fax features.

❏ Connect the printer correctly with the phone line, and (if it is being used) the phone machine
"Connecting the Printer to a Phone Line" on page 346

❏ Complete the **Fax Setting Wizard**, which is required to make basic settings.
"Preparing the Printer to Send and Receive Faxes" on page 349

Set the following as necessary.

❏ Output destinations and related settings, such as network settings and mail server settings
"Configuring the Printer's Fax Features" on page 351
"Fax Settings:" on page 123
"Registering an Email Server" on page 310
"Creating a Network Folder" on page 317

❏ **Contacts** registration
"Making Contacts Available" on page 332

❏ **User Settings** that define default values for **Fax** menu items
"User Settings" on page 262

❏ **Report Settings** to print reports when faxes are sent, received, or forwarded
"Report Settings" on page 256

Connecting the Printer to a Phone Line

Compatible Telephone Lines

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

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

❏ VoIP phone lines such as DSL or fiber-optic digital service

❏ Digital phone lines (ISDN)

❏ Some PBX telephone systems

❏ Systems where adapters such as terminal adapters, VoIP adapters, splitters, or DSL router are connected between the telephone wall jack and the printer

Connecting the Printer to a Phone Line

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

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

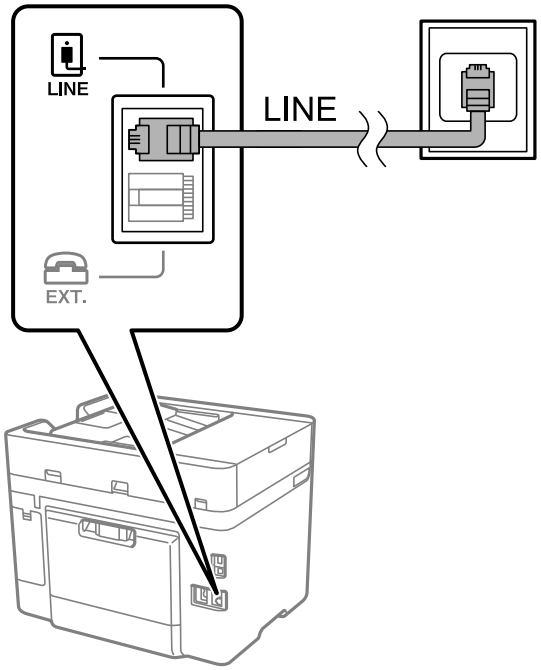
You may need to connect the phone cable to an adapter provided for your country or region.

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

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

Connecting to a Standard Phone Line (PSTN) or PBX

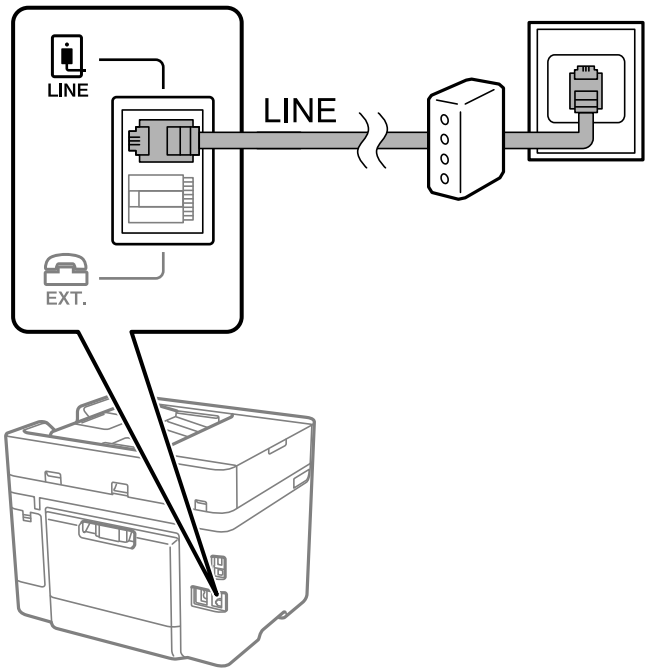
Connect a phone cable from the telephone wall jack or PBX port to the LINE port on the back of the printer.



Connecting to DSL or ISDN

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

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



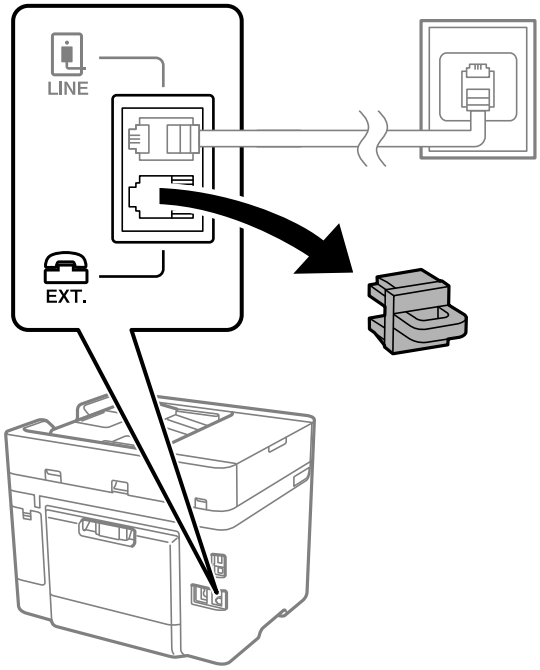
Connecting Your Phone Device to the Printer

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

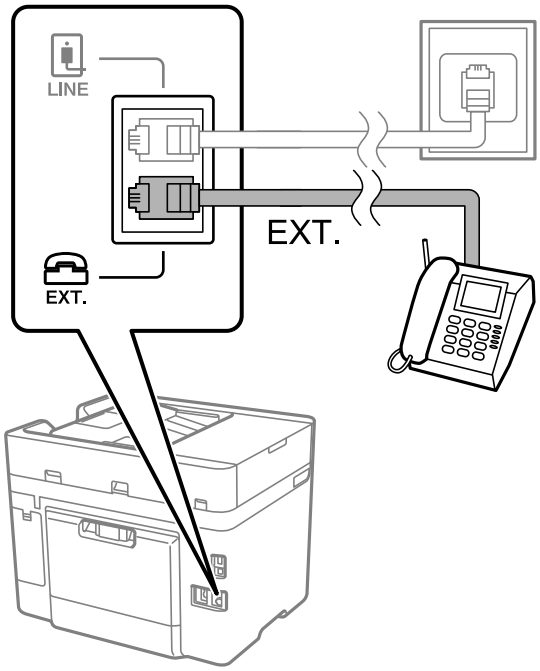
Note:

- ❏ *If your phone device has a fax function, disable the fax function before connecting. See the manuals that came with the phone device for details. If the fax function cannot be completely disabled, you may not be able to use your phone device as an external phone.*
- ❏ *If you connect an answering machine, make sure the printer's* ***Rings to Answer*** *setting is set higher than the number of rings for the answering machine.*

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



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

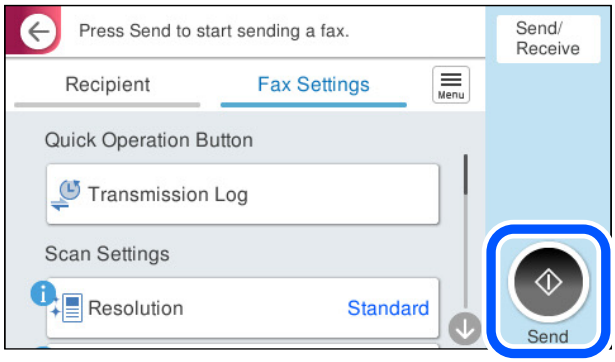


Note:
When sharing a single phone line, make sure you connect the phone device to the EXT. port of the printer. If you split the line to connect the phone device and the printer separately, the phone and the printer will not work correctly.

3. Select **Fax** on the printer's control panel.

4. Pick up the handset on the phone device.

   If a message to start sending or receiving faxes is displayed as shown on the following screen, the connection has been established.



Related Information

➡ "Preparing the Printer to Send and Receive Faxes" on page 349
➡ "Selecting Settings When Using the Answering Machine Function on a Connected Phone" on page 352
➡ "Selecting Settings to Receive Faxes with a Connected Phone" on page 352
➡ "Receive Mode:" on page 251

Preparing the Printer to Send and Receive Faxes

Fax Setting Wizard configures the basic fax features to prepare the printer to send and receive faxes.

The Wizard is displayed automatically when the printer is turned on for the first time. You can also display the wizard manually from the printer's control panel. You need to run the wizard again if the wizard is skipped when the printer is first turned on or when the connection environment has changed.

❏ You can configure the following items through the wizard.

  ❏ **Header** (**Your Phone Number** and **Fax Header**)

  ❏ **Receive Mode** (**Auto** or **Manual**)

  ❏ **Distinctive Ring Detection (DRD) Setting**

❏ The following items are set automatically according to the connection environment.

  ❏ **Dial Mode** (such as **Tone** or **Pulse**)

  Fax Setting Wizard may not configure **Dial Mode** automatically when **Line Type** is set to **PBX**. In that case, configure **Dial Mode** manually.

❏ Other items in **Basic Settings** remain as they are.

Related Information

➡ "Basic Settings" on page 250

Preparing the Printer to Send and Receive Faxes Using Fax Setting Wizard

1. Select **Settings** on the home screen on the printer's control panel.

2. Select **General Settings** > **Fax Settings** > **Fax Setting Wizard**.

3. Following the on-screen instructions, enter the sender name such as your company name, and your fax number.

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

4. Select the distinctive ring detection (DRD) setting.

   ❏ If you have subscribed to a distinctive ring service from your telephone company:

   Go to the next screen and select the ring pattern to be used for incoming faxes.

   When you select any item except **All**, **Receive Mode** is set to **Auto** and you continue to the next screen where you can check the settings you made.

   ❏ If you have not subscribed to a distinctive ring service from your telephone company, or you do not need to set this option:

   Skip this setting and go to the screen where you can check the settings you made.

   Note:
   ❏ *Distinctive ring services, offered by many telephone companies (the service name differs by company), allow you to have several phone numbers on one phone line. Each number is assigned a different ring pattern. You can use one number for voice calls and another for fax calls. Select the ring pattern assigned to fax calls in **DRD**.*

   ❏ *Depending on the region, **On** and **Off** are displayed as the **DRD** options. Select **On** to use the distinctive ring feature.*

5. Select the Receive Mode setting.

   ❏ If you do not need to connect a phone device to the printer:

   Select **No**.

   Receive Mode is set to **Auto**.

   ❏ If you need to connect a phone device to the printer:

   Select **Yes**, and then select whether or not to receive faxes automatically.

6. Check the settings you made on the screen displayed, and then proceed to the next screen.

   To correct or change settings, select ←.

7. Check the fax connection by selecting **Start Checking**, and then select **Print** to print a report that shows the connection status.

   Note:
   ❏ *If there are any errors reported, follow the instructions on the report to solve them.*

   ❏ *If the **Select Line Type** screen is displayed, select the line type.*

   *- When you are connecting the printer to a PBX phone system or terminal adapter, select **PBX**.*

   *- When you are connecting the printer to a standard phone line, select **PSTN**, and then select **Do Not Detect** on the **Confirmation** screen displayed. However, setting this to **Do Not Detect** may cause the printer to skip the first digit of a fax number when dialing and send the fax to the wrong number.*

Related Information

➡ "Connecting the Printer to a Phone Line" on page 346

➡ "Selecting Settings When Using the Answering Machine Function on a Connected Phone" on page 352
➡ "Receive Mode:" on page 251
➡ "Selecting Settings to Receive Faxes with a Connected Phone" on page 352
➡ "Basic Settings" on page 250

Configuring the Printer's Fax Features

Using the printer's control panel, you can configure the printer's fax features individually based on your requirements. The settings made using **Fax Setting Wizard** can also be changed. For more details, see the descriptions of the **Fax Settings** menu.

"Fax Settings:" on page 123

Related Information

➡ "Settings for a PBX Phone System" on page 351
➡ "Selecting Settings When You Connect a Phone Device" on page 352
➡ "Receiving Incoming Faxes" on page 116
➡ "Settings to Save Received Faxes" on page 353
➡ "Selecting Settings for Blocking Junk Faxes" on page 354
➡ "Selecting Settings to Send and Receive Faxes on a Computer" on page 355

Settings for a PBX Phone System

Selecting Settings to Use the Access Code as it is when Dialing an External Line

Select the following settings if you need to use numbers such as 0 or 9 as they are instead of as part of an external access code.

1. Select **Settings** on the printer's control panel.
2. Select **General Settings** > **Fax Settings** > **Basic Settings**.
3. Select **Line Type**, and then select **PBX**.
4. When sending a fax to an outside fax number using the actual external access code, select the **Access Code** box, and then select **Do Not Use**.
5. Select **OK** to apply the settings.

Selecting Settings to Send Faxes Using External Access Code (#)

You can send faxes to an outside fax number using # (hash) instead of the actual external access code such as 0 or 9.

1. Select **Settings** on the printer's control panel.
2. Select **General Settings** > **Fax Settings** > **Basic Settings**.

3. Select **Line Type**, and then select **PBX**.

4. Select the **Access Code** box, and then select **Use**.

5. Tap the **Access Code** input box, enter the external access code used for your phone system, and then tap **OK**.

6. Select **OK** to apply the settings.

   The # entered is replaced with the stored access code, such as 0 or 9, when dialing. Using a hash (#) helps to avoid connection problems when connecting to an outside line, as the dial tone from the outside line is detected before making an outside call.

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

Selecting Settings When You Connect a Phone Device

Selecting Settings When Using the Answering Machine Function on a Connected Phone

Set up the printer to use the answering machine function of a connected phone.

1. Select **Settings** on the printer's control panel.

2. Select **General Settings** > **Fax Settings** > **Basic Settings**.

3. Set **Receive Mode** to **Auto**.

4. Set the **Rings to Answer** setting to a higher number than the number of rings for the answering machine.

   If **Rings to Answer** is set lower than the number of rings for the answering machine, the answering machine cannot receive voice calls to record voice messages. See the manuals that came with the answering machine for its settings.

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

Related Information

➡ "Basic Settings" on page 250

Selecting Settings to Receive Faxes with a Connected Phone

When you enable **Remote Receive**, you can receive faxes just by picking up the handset of the connected phone and dialing the two-digit activation code. No operation is required on the printer.

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

1. Select **Settings** on the printer's control panel.

2. Select **General Settings** > **Fax Settings** > **Basic Settings** > **Remote Receive**.

3. Tap **Remote Receive** to select **On**.

4. Select **Start Code**, enter a two digit code (you can enter 0 to 9, *, and #), and then tap **OK**.

5. Select **OK** to apply the settings.

Related Information

➡ "Basic Settings" on page 250

Settings to Save Received Faxes

The printer is set to print received faxes by default. Besides printing, you can set the printer to save received faxes.

❑ Inbox in the Printer

You can save received faxes to the Inbox. You can view them on the printer's control panel so that you can print only the ones you want to print or delete unnecessary faxes.

❑ An external memory device

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

❑ A computer (PC-FAX reception)

To receive faxes on a computer, make settings using FAX Utility.

The above features can be used at the same time. If you use them at the same time, received documents are saved to the inbox, to an external memory device, and on a computer.

Related Information

➡ "Making Settings to Save Received Faxes to the Inbox" on page 353
➡ "Making Settings to Save Received Faxes to an External Memory Device" on page 354
➡ "Selecting Settings to Send and Receive Faxes on a Computer" on page 355

Making Settings to Save Received Faxes to the Inbox

You can set to save received faxes to the Inbox. You can view them on the printer's control panel so that you can print only the ones you want to print or delete unnecessary faxes.

1. Select **Settings** on the printer's control panel.
2. Select **General Settings** > **Fax Settings** > **Receive Settings** > **Fax Output Settings**.
3. If a confirmation message is displayed, confirm it, and then tap **OK**.
4. Select **Save to Inbox**.
5. Select **Save to Inbox** to set this to **On**
6. Select **Options when memory is full**, select the option to use when the inbox is full.
   ❑ **Receive and print faxes**: The printer prints all received documents that cannot be saved in the Inbox.
   ❑ **Reject incoming faxes**: The printer does not answer incoming fax calls.
7. You can set a password for the inbox. Select **Inbox Password Settings**, and then set the password.

   Note:
   *You cannot set a password when **Options when memory is full** is set to **Receive and print faxes**.*

Related Information

➡ "Viewing Received Faxes on the Printer's LCD Screen" on page 119

Making Settings to Save Received Faxes to an External Memory Device

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

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

1. Select **Settings** on the printer's control panel.
2. Select **General Settings** > **Fax Settings** > **Receive Settings** > **Fax Output Settings**.
3. If a confirmation message is displayed, confirm it, and then tap **OK**.
4. Select **Save to Memory Device**.
5. Select **Yes**. To print the documents automatically while saving them in the memory device, select **Yes and Print**.
6. Check the message on the screen and then select **Create**.

   A folder for saving received documents is created in the memory device.

Selecting Settings for Blocking Junk Faxes

You can block junk faxes.

1. Select **Settings** on the printer's control panel.
2. Select **General Settings** > **Fax Settings** > **Basic Settings** > **Rejection Fax**.
3. Set the condition to block junk faxes.

   Select **Rejection Fax**, and then enable the following options.

   ❏ Rejection Number List: Rejects faxes that are in the Rejection Number List.

   ❏ Fax Header Blank: Rejects faxes that have blank header information.

   ❏ Unregistered Contacts: Rejects faxes that have not been added to the contacts list.
4. Tap to return to the **Rejection Fax** screen.
5. If you are using the **Rejection Number List**, select **Edit Blocked Number list**, and then edit the list.

Behavior for Rejecting Faxes

The printer behaves as follows.

❏ Ring tone rings

❏ Communication error is sent to the sender

❏ The action is recorded in Transmission Log

You can access the Transmission Log from the following:

Fax > (More) > **Transmission Log**

❏ The action is recorded in Fax Log

You can print the Fax Log from the following:

Fax > (More) > **Fax Report** > **Fax Log**

Selecting Settings to Send and Receive Faxes on a Computer

To send and receive faxes on a computer, FAX Utility must be installed on a computer connected by network or USB cable.

Related Information

➡ "Running Web Config on a Web Browser" on page 237

➡ "Default Value of the Administrator Password" on page 17

Enabling Sending Faxes from a Computer

Set up the following using Web Config.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Fax tab, and then click **Send Settings**

4. Select **Use** for the **PC to FAX Function**.

   The default setting value of the **PC to FAX Function** is **Use**. To disable sending faxes from any computer, select **Do Not Use**.

5. Click **OK**.

Saving Received Faxes on a Computer

You can receive faxes on a computer by using the FAX Utility. Install FAX Utility on the computer and make the setting. For details, see Basic Operations in the FAX Utility help (displayed on the main window).

The setting item below on the printer's control panel is set to **Yes**, and the faxes received can be saved on the computer.

Settings > **General Settings** > **Fax Settings** > **Receive Settings** > **Fax Output Settings** > **Save to Computer**

Saving Received Faxes on a Computer and Printing Them

You can make the setting to print received faxes on the printer as well as save them on a computer.

1. Select **Settings** on the home screen on the printer's control panel.
2. Select **General Settings** > **Fax Settings** > **Receive Settings**.
3. Select **Fax Output Settings** > **Save to Computer** > **Yes and Print**.

Disabling the Saving of Received Faxes on a Computer

To set the printer not to save received faxes on the computer, change the settings on the printer.

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

1. Select **Settings** on the home screen on the printer's control panel.
2. Select **General Settings** > **Fax Settings** > **Receive Settings**.
3. Select **Fax Output Settings** > **Save to Computer** > **No**.

Troubleshooting Fax Problems

Cannot Send or Receive Faxes

One of the following situations may be the cause.

There are some problems in the telephone wall jack.

Solutions

Check that the telephone wall jack works by connecting a phone to it and testing it. If you cannot make or receive calls, contact your telecommunication company.

There are some problems in connecting to the telephone line.

Solutions

Select **Settings** > **General Settings** > **Fax Settings** > **Check Fax Connection** on the control panel to run the automatic fax connection check. Try the solutions printed on the report.

Communication error occurs.

Solutions

Select **Slow(9,600bps)** in **Settings** > **General Settings** > **Fax Settings** > **Basic Settings** > **Fax Speed** on the control panel.

Connected to a DSL phone line without DSL filter.

Solutions

To connect to a DSL phone line, you need to use a DSL modem equipped with a built-in DSL filter, or install a separate DSL filter to the line. Contact your DSL provider.

"Connecting to DSL or ISDN" on page 347

There are some problems in the DSL filter when you connect to a DSL phone line.

Solutions

If you can not send or receive fax, connect the printer directly to a telephone wall jack to see if the printer can send a fax. If it works, the problem may be caused by the DSL filter. Contact your DSL provider.

Cannot Send Faxes

One of the following situations may be the cause.

The connection line is set to PSTN in a facility where a private branch exchange (PBX) is being used.

Solutions

Select **PBX** in **Settings** > **General Settings** > **Fax Settings** > **Basic Settings** > **Line Type** on the control panel.

Your caller ID is blocked.

Solutions

Contact your telecommunications company to unblock your caller ID. Some phones or fax machines automatically reject anonymous calls.

The header information for outgoing faxes is not registered.

Solutions

Select **Settings** > **General Settings** > **Fax Settings** > **Basic Settings** > **Header** and set up the header information. Some fax machines automatically reject incoming faxes that do not include header information.

Cannot Receive Faxes

One of the following situations may be the cause.

The Receive Mode is set to Manual while an external phone device is connected to the printer.

Solutions

If an external phone device is connected to the printer and is sharing a phone line with the printer, select **Settings** > **General Settings** > **Fax Settings** > **Basic Settings**, and then set **Receive Mode** to **Auto**.

The sender's fax number has been registered to the Rejection Number List.

Solutions

Make sure that the sender's number can be deleted from the **Rejection Number List** before deleting it. Delete it from **Settings** > **General Settings** > **Fax Settings** > **Basic Settings** > **Rejection Fax** > **Edit Blocked Number list**. Or disable the **Rejection Number List** in **Settings** > **General Settings** > **Fax Settings** > **Basic Settings** > **Rejection Fax** > **Rejection Fax**. Faxes sent from numbers that have been registered to this list are blocked when this setting is enabled.

The sender's fax number has not been registered in the contacts list.

Solutions

Register the sender's fax number to contacts list. Or disable **Unregistered Contacts** in **Settings** > **General Settings** > **Fax Settings** > **Basic Settings** > **Rejection Fax** > **Rejection Fax**. Faxes sent from numbers that have not been registered to this list are blocked when this setting is enabled.

The sender has sent the fax without header information.

Solutions

Ask the sender if header information is setup on their fax machine. Or, disable **Fax Header Blank** in **Settings** > **General Settings** > **Fax Settings** > **Basic Settings** > **Rejection Fax** > **Rejection Fax**. Faxes that do not include header information are blocked when this setting is enabled.

Subscribing to a call forwarding service.

Solutions

If you have subscribed to a call forwarding service, the printer may not be able to receive faxes. Contact the service provider.

Cannot Send Faxes at a Specified Time

The printer's date and time is wrong.

Solutions

Select **Settings** > **General Settings** > **Basic Settings** > **Date/Time Settings**, and then set the correct date and time.

Cannot Save Received Faxes to a Memory Device

Saving received faxes to external memory is disabled.

Solutions

Select **Settings** > **General Settings** > **Fax Settings** > **Receive Settings** > **Fax Output Settings**, and then enable **Save to Memory Device** in each menu.

Received Faxes Are Not Printed

Printing received faxes is disabled under the current settings.

Solutions

If **Save to Computer** is set to **Yes**, change the setting to **Yes and Print**. Or, disable **Save to Inbox** and **Save to Computer** allows printing to be performed.

You can find **Save to Inbox** and **Save to Computer** in **Settings** > **General Settings** > **Fax Settings** > **Receive Settings** > **Fax Output Settings**.

The Quality of the Sent or Received Fax is Poor

ECM setting is disabled.

Solutions

Select **Settings** > **General Settings** > **Fax Settings** > **Basic Settings** and enable the **ECM** setting on the control panel. This may clear errors that occur due to connection problems. Note that the speed of sending and receiving faxes may be slower than when **ECM** is disabled.

Cannot Make Calls on the Connected Telephone

The phone cable is not connected correctly.

Solutions

Connect the telephone to the EXT. port on the printer, and pick up the receiver. If you cannot hear a dial tone through the receiver, connect the phone cable correctly.

Answering Machine Cannot Answer Voice Calls

The printer's Rings to Answer setting is set to less than the number of rings for your answering machine.

Solutions

Select **Settings** > **General Settings** > **Fax Settings** > **Basic Settings** > **Rings to Answer**, and then set a number higher than the number of rings for your answering machine.

A Lot of Junk Faxes Have Been Received

The printer's feature to block junk faxes has not been set up.

Solutions

Make **Rejection Fax** settings in **Settings** > **General Settings** > **Fax Settings** > **Basic Settings**.

"Selecting Settings for Blocking Junk Faxes" on page 354

Selecting the Default Values for Scanning, Copying, and Sending Faxes (User Default Settings)

You can set the default value for the following functions.

- ❏ Scan to Network Folder/FTP
- ❏ Scan to Email
- ❏ Scan to Memory Device
- ❏ Scan to Cloud
- ❏ Copy
- ❏ Fax

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   - ❏ Wired LAN or Wireless LAN

     Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select one of the following menus, depending on the default settings you want to configure.

   Scan/Copy tab > **User Default Settings**

   Fax tab > **User Default Settings**

4. Select settings as necessary.

5. Click **OK**.

   If an invalid combination of values is selected, it is automatically adjusted to a valid setting.

Problems when Making Settings

Hints to Solving Problems

- ❏ Checking the error message

  When trouble has occurred, first check whether there are any messages on the printer's control panel or driver screen. If you have the notification email set when the events occur, you can promptly learn the status.

- ❏ Network connection report

  Diagnose the network and the printer status, and then print the result.

  You can find the diagnosed error from the printer side.

- ❏ Checking the communication status

  Check the communication status of server computer or client computer by using the command such as ping and ipconfig.

❏ Connection test

For checking the connection between the printer to the mail server, perform the connection test from the printer. Also, check the connection from the client computer to the server to check the communication status.

❏ Initializing the settings

If the settings and communication status show no problem, the problems may be solved by disabling or initializing the network settings of the printer, and then setting up again.

Cannot Access Web Config

The IP address is not assigned to the printer.

Solutions

A valid IP address may not be assigned to the printer. Configure the IP address using the printer's control panel. You can confirm the current setting information with a network status sheet or from the printer's control panel.

Web browser does not support the Encryption Strength for SSL/TLS.

Solutions

SSL/TLS has the Encryption Strength. You can open Web Config by using a web browser that supports bulk encryptions as indicated below. Check you are using a supported browser.

❏ 80bit: AES256/AES128/3DES

❏ 112bit: AES256/AES128/3DES

❏ 128bit: AES256/AES128

❏ 192bit: AES256

❏ 256bit: AES256

CA-signed Certificate is expired.

Solutions

If there is a problem with the expiration date of the certificate, "The certificate has expired" is displayed when connecting to Web Config with SSL/TLS communication (https). If the message appears before its expiration date, make sure that the printer's date is configured correctly.

The common name of the certificate and the printer do not match.

Solutions

If the common name of the certificate and the printer do not match, the message "The name of the security certificate does not match…" is displayed when accessing Web Config using SSL/TLS communication (https). This happens because the following IP addresses do not match.

❏ The printer's IP address entered to common name for creating a Self-signed Certificate or CSR

❏ IP address entered to web browser when running Web Config

For Self-signed Certificate, update the certificate.

For CA-signed Certificate, take the certificate again for the printer.

The proxy server setting of local address is not set to web browser.

Solutions

When the printer is set to use a proxy server, configure the web browser not to connect to the local address via the proxy server.

❑ Windows:

Select **Control Panel** > **Network and Internet** > **Internet Options** > **Connections** > **LAN settings** > **Proxy server**, and then configure not to use the proxy server for LAN (local addresses).

❑ Mac OS:

Select **System Preferences** (or **System Settings**) > **Network** > **Advanced** > **Proxies**, and then register the local address for **Bypass proxy settings for these Hosts & Domains**.

Example:

192.168.1.*: Local address 192.168.1.XXX, subnet mask 255.255.255.0

192.168.*.*: Local address 192.168.XXX.XXX, subnet mask 255.255.0.0

Managing the Printer

Checking Information for a Remote Printer

You can check the following information of the operating printer from **Status** by using Web Config.

❑ Product Status

Check the various status, cloud service, firmware version, root certificate version, serial number, MAC address, etc.

If you have registered information in **Administrator Name/Contact Information** on the **Device Management** tab, administrator information is displayed on the Status tab.

❑ Network Status

Check the information of the Network, Wi-Fi Direct.

❑ Usage Status

Check the first day of printings, Printing Information, Number of Pages Sorted by Size , Total Number of Pages Sorted by Function, Total Number of Pages Sorted by Print Language, Pages(Fax).

Check the first day of scanning, scanning count, etc.

❑ Hardware Status

Check the status of each function of the printer.

❑ Panel Snapshot

Display a screen image snapshot that is displayed on the control panel of the device.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236

➡ "Default Value of the Administrator Password" on page 17

Setting Up the Control Panel

You can set up the printer's control panel as follows.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Device Management tab > **Control Panel**

4. Set up the following items as necessary.

   ❏ Language

   Select the language you want to display on the control panel.

   ❏ Panel Lock

   If you select **ON**, you cannot select items that require the administrator's authority. To select them, log in to the printer as the administrator.

   ❏ Operation Timeout

   If you select **ON**, a logged in access control user or administrator will be automatically logged out and go to the home screen if there is no activity for a certain period of time.

   You can select 10 seconds to 240 minutes, in one second increments.

   Note:
   You can also set up from the printer's control panel.

   ❏ *Language* : ***Settings*** > ***General Settings*** > ***Basic Settings*** > ***Language***

   ❏ *Panel Lock* : ***Settings*** > ***General Settings*** > ***System Administration*** > ***Security Settings*** > ***Admin Settings*** > ***Lock Setting***

   ❏ *Operation Timeout* : ***Settings*** > ***General Settings*** > ***Basic Settings*** > ***Operation Time Out*** *(You can specify On or Off.)*

5. Click **OK**.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Managing the Network Connection

You can check or configure the network connection.

Checking or Configuring Basic Network Settings

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select these menu items in the following order.

   Network tab > **Basic**

4. Select settings as needed.

5. Click **Next**.

   A confirmation message is displayed.

6. Click **OK**.

   The printer is updated.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17
➡ "Network Settings" on page 364

Network Settings

Items	Setting value and Description
Device Name	Display the Device Name. To change the Device Name, enter the new Device Name in the text box.
Location	Enter the Location of the device.
Obtain IP Address	Select the IP Address setting method from Auto or Manual. If you select Manual, you will need to enter the IP address, subnet mask, and other settings.
Set using BOOTP	You can specify whether or not to enable Set using BOOTP.
Set using Automatic Private IP Addressing (APIPA)	You can specify whether or not to enable Set using Automatic Private IP Addressing (APIPA).
IP Address	Enter the IP Address. Use the format xxx.xxx.xxx.xxx. Enter a number from 0 to 255 for xxx. Make sure that the IP Address is unique and does not conflict with any other device on the network.
Subnet Mask	Enter the Subnet Mask. Enter in the format xxx.xxx.xxx.xxx. Enter a number from 0 to 255 for xxx.

Items	Setting value and Description
Default Gateway	Enter the Default Gateway. Enter in the format xxx.xxx.xxx.xxx. Enter a number from 0 to 255 for xxx.
DNS Server Setting	Select the DNS Server Setting method from Auto or Manual. Manual is selected when Obtain IP Address is set to Manual.
Primary DNS Server	Enter the Primary DNS Server. Enter in the format xxx.xxx.xxx.xxx. Enter a number from 0 to 255 for xxx.
Secondary DNS Server	Enter the Secondary DNS Server. Enter in the format xxx.xxx.xxx.xxx. Enter a number from 0 to 255 for xxx.
DNS Host Name Setting	Select the DNS Host Name Setting method from Auto or Manual.
DNS Host Name	Display the current DNS Host Name.
DNS Domain Name Setting	Select the DNS Domain Name setting method from Auto or Manual.
DNS Domain Name	Enter the **DNS Domain Name** according to the following rules. ❏ Enter between 2 and 249 characters using "A-Z", "a-z", "0-9", hyphen "-", and a period ".". ❏ "0-9", hyphen "-", and a period "." cannot be the first character. ❏ A hyphen "-", and a period "." cannot be the last character. ❏ Each label in the domain name must be between 1 and 63 characters and separated by a period. The total number of characters of the host name and the domain name must not exceed 251.
Register the network interface address to DNS	You can specify whether or not to enable Register the network interface address to DNS. Enable if you want to register the host name and domain name with the DNS server through a DHCP server that supports dynamic DNS. If you select Enable, you will need to set the host name and domain name.
Proxy Server Setting	You can specify whether or not to use Proxy Server Setting. When this is selected, you need to configure the subsequent proxy server settings.
Proxy Server	Enter the address for the Proxy Server in IPv4 or FQDN format.
Proxy Server Port Number	Enter a number between 1 and 65535.
Proxy Server User Name	Enter a proxy server user name between 0 and 255 characters in ASCII (0x20-0x7E).
Proxy Server Password	Enter a proxy server password between 0 and 255 characters in ASCII (0x20-0x7E).
IPv6 Setting	You can specify whether or not to enable IPv6 Setting.
IPv6 Privacy Extension	You can specify whether or not to enable IPv6 Privacy Extension.
IPv6 DHCP Server Setting	You can specify whether or not to enable IPv6 DHCP Server Setting.

Items	Setting value and Description
IPv6 Address	When using **IPv6 Address**, enter in the following format. ❏ xxxx: xxxx: xxxx: xxxx: xxxx: xxxx: xxxx: xxxx / prefix ❏ xxxx is a hexadecimal number from 1 to 4 digits, and the prefix is a decimal number from 1 to 128. ❏ If there are consecutive blocks where xxxx is all 0s, it can be omitted as ::. (Only one place).
IPv6 Address Default Gateway	When assigning **IPv6 Address Default Gateway**, enter in the following format. ❏ xxxx: xxxx: xxxx: xxxx: xxxx: xxxx: xxxx: xxxx ❏ xxxx is a hexadecimal number from 1 to 4 digits. ❏ If there are consecutive blocks where xxxx is all 0s, it can be omitted as ::. (Only one place).
IPv6 Link-Local Address	Displays the valid IPv6 Link-Local Address.
IPv6 Stateful Address	Displays the valid IPv6 Stateful Address.
IPv6 Stateless Address 1	Displays the valid IPv6 Stateless Address 1.
IPv6 Stateless Address 2	Displays the valid IPv6 Stateless Address 2.
IPv6 Stateless Address 3	Displays the valid IPv6 Stateless Address 3.
IPv6 Primary DNS Server	Enter the IPv6 primary DNS server in the following format. ❏ xxxx: xxxx: xxxx: xxxx: xxxx: xxxx: xxxx: xxxx ❏ xxxx is a hexadecimal number from 1 to 4 digits. ❏ If there are consecutive blocks where xxxx is all 0s, it can be omitted as ::. (Only one place).
IPv6 Secondary DNS Server	When assigning IPv6 Secondary DNS Server, enter in the following format. ❏ xxxx: xxxx: xxxx: xxxx: xxxx: xxxx: xxxx: xxxx ❏ xxxx is a hexadecimal number from 1 to 4 digits. ❏ If there are consecutive blocks where xxxx is all 0s, it can be omitted as ::. (Only one place).
IEEE802.11k/v	You can specify whether or not to enable IEEE802.11k/v. Displayed only when the wireless LAN function is available.
IEEE802.11r	You can specify whether or not to enable IEEE802.11r. Displayed only when the wireless LAN function is available.

Wi-Fi

You can check the Wi-Fi or Wi-Fi Direct connection status.

To display the Wi-Fi Direct status, click Wi-Fi Direct tab.

Note:
For models that support Wi-Fi, this item is displayed when the Wireless LAN Interface is installed.

❏ Setup button

Click the Setup button to display a list of networks (SSIDs) that can be connected to the printer. Connect by specifying the network (SSID).

❏ Disable Wi-Fi button

When the Disable Wi-Fi button is clicked, the Wi-Fi (infrastructure mode) function is disabled.

If you used to use Wi-Fi (wireless LAN) but no longer need to do so due to a change in connection mode and other settings, by removing unnecessary Wi-Fi signals, you can also reduce the load on the printer's standby power usage.

Note:
You can also set up from the printer's control panel.

Settings > **General Settings** > **Network Settings** > **Connection Settings** > **Wi-Fi**

Configuring Wired LAN Settings

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Network tab >**Wired LAN**

4. Select each item.

   ❏ Link Speed & Duplex

   Select the communication mode from the list.

   ❏ IEEE 802.3az

   You can specify whether or not to enable IEEE 802.3az.

5. Click **Next**.

   A confirmation message is displayed.

6. Click **OK**.

   The printer is updated.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Configuring Wi-Fi Direct Settings

You can check or configure the Wi-Fi Direct Settings.

Note:
For models that support Wi-Fi, this item is displayed when the Wireless LAN Interface is installed.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Network tab >**Wi-Fi Direct**

4. Select each item.

   ❏ Wi-Fi Direct

   You can specify whether or not to enable the Wi-Fi Direct.

   ❏ SSID

   You can change the SSID (Network Name).

   ❏ Password

   When changing the Wi-fi Direct password, enter a new password.

   ❏ Frequency Range

   Select the frequency range to be used in Wi-Fi Direct.

   ❏ IP Address

   Select the IP Address setting method from Auto or Manual. If you select Manual, enter the IP address.

5. Click **Next**.

   A confirmation message is displayed.

   Note:
   To reset the Wi-Fi Direct settings, click the Restore Default Settings button.

6. Click **OK**.

   The printer is updated.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Power Saving Settings During Inactivity

You can set up the time to shift to the power saving mode or to turn the power off when the printer's control panel is not operated for a certain period of time. Set the time depending on your usage environment.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select these menu items in the following order.

   Device Management tab > **Power Saving**

4. Set up the following items as necessary.

   ❏ Sleep Timer

   Enter the time to switch power saving mode when inactivity occurs.

   Note:
   You can also set up from the printer's control panel.

   Settings > ***General Settings*** > ***Basic Settings*** > ***Sleep Timer***

   ❏ Power Off Timer or Power Off If Inactive

   Select a time to automatically turn off the printer after it has been inactive for a specific time. When you are using the fax features, select **None** or **Off**.

   Note:
   You can also set up from the printer's control panel.

   Settings > ***General Settings*** > ***Basic Settings*** > ***Power Off Timer*** *or* ***Power Off Settings***

   ❏ Power Off If Disconnected

   Select this setting to turn the printer off after a specified period of time when all ports including the LINE port are disconnected. This feature may not be available depending on your region.

   For users in Europe, see the following website for the specified period of time.

   https://www.epson.eu/energy-consumption

   Note:
   You can also set up from the printer's control panel.

   Settings > ***General Settings*** > ***Basic Settings*** > ***Power Off Settings*** >***Power Off If Disconnected***

❏ Energy Saving Priority Mode

Reduces power consumption even further than the standard sleep mode.

Note:

❏ *After entering sleep mode, the operation panel screen and all LEDs turn off. The LEDs remain lit while a job is being executed.*

❏ *Pressing the power button during sleep mode will wake the device (the display and LEDs return to their original brightness). The recovery time is slightly longer than when **Energy Saving Priority Mode** is set to **Off**.*

❏ *Scanning from a computer or mobile device during sleep mode may fail.*

Ethernet :

Enabled when Energy Saving Priority Mode is set to On.

When **Energy Saving Priority Mode** is set, you can turn the Ethernet function **On** or **Off**.

Note:
You can also set up from the printer's control panel.

Settings > ***General Settings*** > ***Basic Settings*** > ***Energy Saving Priority Mode***

5. Click **OK**.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Configuring Sounds

Configure sounds that occur when operating the control panel, printing, faxing and other settings.

Note:
You can also set up from the printer's control panel.

Settings > ***General Settings*** > ***Basic Settings*** > ***Sounds***

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Device Management tab > **Sound**

4. Select the following items as necessary.

   ❏ Normal Mode

   Set the sound when the printer is set to **Normal Mode**.

❏ Quiet Mode

Set the sound when the printer is set to **Quiet Mode**.

This is enabled when the one of the following items is enabled.

❏ Printer's control panel:

Settings > **General Settings** > **Printer Settings** > **Quiet Mode**

Settings > **General Settings** > **Fax Settings** > **Receive Settings** > **Print Settings** > **Quiet Mode**

❏ Web Config :

Fax tab > **Print Settings** > **Quiet Mode**

5. Click **OK**.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Backing Up and Importing Printer Settings

You can export the setting value set from Web Config to the file. You can import the exported file to the printer by using Web Config. You can use it for backing up the contacts, setting values, replacing the printer, etc.

The exported file cannot be edited because it is exported as a binary file.

Export the settings

Export the settings from the printer.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select these menu items in the following order.

   Device Management tab > **Export and Import Setting Value** > **Export**

4. Select the settings that you want to export.

   Select the settings you want to export. If you select the parent category, subcategories are also selected. However, subcategories that cause errors by duplicating within the same network (such as IP addresses and so on) cannot be selected.

5. Enter a password to encrypt the exported file.

   You need the password to import the file. Leave this blank if you do not want to encrypt the file.

6. Click **Export**.

> ***Important:***
> *If you want to export the printer's network settings such as the device name and IPv6 address, select* ***Enable to select the individual settings of device*** *and select more items. Only use the selected values for the replacement printer.*

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Import the settings

Import the exported Web Config file to the printer.

> ***Important:***
> *When importing values that include individual information such as a printer name or IP address, make sure the same IP address does not exist on the same network.*

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❑ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Device Management tab > **Export and Import Setting Value** > **Import**

4. Select the exported file, and then enter the encrypted password if necessary.

5. Click **Next**.

6. Select the settings that you want to import, and then click **Next**.

7. Click **OK**.

The settings are applied to the printer.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Updating the Firmware

Updating the Printer's Firmware using the Control Panel

If the printer can be connected to the Internet, you can update the printer's firmware using the control panel. You can also set the printer to regularly check for firmware updates and notify you if any are available.

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

2. Select **General Settings** > **System Administration** > **Firmware Update** > **Update**.

   Note:
   *Select **Notification** > **On** to set the printer to regularly check for available firmware updates.*

3. Check the message displayed on the screen and start searching for available updates.

4. If a message is displayed on the LCD screen informing you that a firmware update is available, follow the on-screen instructions to start the update.

   Important:
   - *Do not turn off or unplug the printer until the update is complete; otherwise, the printer may malfunction.*
   - *If the firmware update is not completed or is unsuccessful, the printer does not start up normally and "Recovery Mode" is displayed on the LCD screen the next time the printer is turned on. In this situation, you need to update the firmware again using a computer. Connect the printer to the computer with a USB cable. While "Recovery Mode" is displayed on the printer, you cannot update the firmware over a network connection. On the computer, access your local Epson website, and then download the latest printer firmware. See the instructions on the website for the next steps.*

Updating Firmware Using Web Config

When the printer can connect to the Internet, you can update the firmware from Web Config.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   - Wired LAN or Wireless LAN

     Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Device Management tab > **Firmware Update**

4. Click **Start**, and then follow the on-screen instructions.

   The firmware confirmation starts, and the firmware information is displayed if the updated firmware exists.

Note:
You can also update the firmware using Epson Device Admin. You can visually confirm the firmware information on the device list. It is useful when you want to update multiple devices' firmware. See the Epson Device Admin guide or help for more details.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Updating Firmware without Connecting to the Internet

You can download the device's firmware from Epson website on the computer, and then connect the device and the computer by USB cable to update the firmware. If you cannot update over the network, try this method.

1. Access Epson website and download the firmware.
2. Connect the computer that contains the downloaded firmware to the printer by USB cable.
3. Double-click the downloaded .exe file.

   Epson Firmware Updater starts.
4. Follow the on-screen instructions.

Synchronizing the Date and Time with Time Server

When synchronizing with the time server (NTP server), you can synchronize the time of the printer and the computer on the network. The time server may be operated within the organization or published on the Internet.

When using the CA certificate or Kerberos authentication, time-related trouble can be prevented by synchronizing with the time server.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❑ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**
2. Enter the administrator password to log in as an administrator.
3. Select these menu items in the following order.

   Device Management tab > **Date and Time** > **Time Server**.
4. Select **Use** for **Use Time Server**.
5. Enter the time server address for **Time Server Address**.

   You can use IPv4, IPv6 or FQDN format. Enter 252 characters or less. If you do not specify this, leave it blank.
6. Enter **Update Interval (min)**.

   You can set up to 10,080 minutes in one minute increments.
7. Click **OK**.

   Note:
   *You can confirm the connection status with the time server on **Time Server Status**.*

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Controlling the Power Supply to the Printer Using Web Config

You can turn off or restart the printer from a computer using Web Config even when the computer is located remotely.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Device Management tab > **Power**

4. Select **Power Off** or **Reboot**

5. Click **Execute**.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Restore Default Settings

You can select network or other settings stored in the printer and restore them to their defaults.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Device Management tab > **Restore Default Settings**

4. Select an option from the list.

5. Click **Execute**.

   Follow the on-screen instructions.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Product Security Settings

Restricting Available Features

You can register user accounts on the printer, link them with functions, and control functions that users can use.

When enabling access control, the user can use functions such as copy, fax, etc. by entering the password on the printer's control panel and logging in to the printer.

The unavailable functions will be grayed out and cannot be selected.

From the computer, when you register the authentication information to the printer driver or scanner driver, you will be able to print or scan. For details of the driver settings, see the driver's help or manual.

Creating the User Account

Create the user account for access control.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❑ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select in the following order.

   Product Security tab > **Access Control Settings** > **User Settings**

4. Click **Add** for the number you want to register.

   Important:

   When using the printer with the authentication system of Epson or other companies, register the user name of the restriction setting in number 2 to number 10.

   Application software such as the authentication system uses number one, so that the user name is not displayed on the printer's control panel.

5. Set each item.
   - ❏ User Name

     Enter the name displayed on the user name list between 1 and 14 characters long using alphanumeric characters.
   - ❏ Password

     Enter a password between 0 and 70 characters long in ASCII (0x20-0x7E). When initializing the password, leave it blank.
   - ❏ Select the check box to enable or disable each function.

     Select the function that you permit to use.

     If you select **Print from Computer** in **Allow only B&W printing**, the printer will not accept color printing from computers.
6. Click **Apply**.

   Return to the user setting list after a specific length of time.

   Check that the user name you registered on **User Name** is displayed and changed **Add** to **Edit**.

   The administrator who set up the access control should notify the user of the account information and the range of available functions.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236

Editing a User Account

Edit an account registered to access control.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.
   - ❏ Wired LAN or Wireless LAN

     Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**
2. Enter the administrator password to log in as an administrator.
3. Select the following menu.

   Product Security tab > **Access Control Settings** > **User Settings**
4. Click **Edit** for the number you want to edit.
5. Change settings as needed.
6. Click **Apply**.

   Return to the user setting list after a specific length of time.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236

Deleting a User Account

Delete an account registered to access control.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Product Security tab > **Access Control Settings** > **User Settings**

4. Click **Edit** for the number you want to delete.

5. Click **Delete**.

   > ***Important:***
   > *When clicking **Delete**, the user account will be deleted without a confirmation message. Take care when deleting the account.*

   Return to the user setting list after a specific length of time.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236

Enabling Access Control

When enabling access control, only the registered user will be able to use the printer.

Note:
When Access Control Settings is enabled, you need to notify the user of their account information.

When printing from a computer, set the printer user information on the client computer.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select in the following order.

   Product Security tab > **Access Control Settings** > **Basic**

4. Select **Enables Access Control**.

   If you enable Access Control and want to print or scan from smart devices that do not have authentication information, select **Allow printing and scanning without authentication information from a computer**.

   Epson's Windows printer driver allows you to set user information in advance. In Mac OS, you need to enter user information each time you print.

5. Click **OK**.

   The completion message is displayed after a certain period of time.

   Confirm that the icons such as copy and scan are grayed out on the printer's control panel.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17
➡ "Using a Printer with the Access Control Feature Enabled" on page 158

Restricting USB Connections and Use of External Memory

You can disable the interface that is used to connect the device to the printer. Make the restriction settings to restrict printing and scanning other than via network.

Note:
You can also make the restriction settings on the printer's control panel.

❑ *Memory Device* : ***Settings*** > ***General Settings*** > ***Printer Settings*** > ***Memory Device Interface*** > ***Memory Device***

❑ *PC Connection via USB* : ***Settings*** > ***General Settings*** > ***Printer Settings*** > ***PC Connection via USB***

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❑ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select in the following order.

   Product Security tab > **External Interface**

4. Select **Disable** on the functions you want to set.

   Select **Enable** when you want to cancel controlling.

   ❑ Memory Device

   Prohibit saving the data to external memory via USB port for external device connection.

   ❑ PC connection via USB

   You can restrict the usage of the USB connection from the computer. If you want to restrict it, select **Disable**.

5. Click **OK**.

6. Check that the disabled port cannot be used.
   - ❑ Memory Device

     Confirm that there is no response when connecting a storage device such as USB memory to the external interface USB port.
   - ❑ PC connection via USB

     If the driver was installed on the computer

     Connect the printer to the computer using a USB cable, and then confirm that the printer does not print and scan.

     If the driver was not installed on the computer

     Windows:

     Open the device manager and keep it, connect the printer to the computer using a USB cable, and then confirm that the device manager's display contents stays unchanged.

     Mac OS:

     Connect the printer to the computer using a USB cable, and then confirm that the printer is not listed if you want to add the printer from **Printers & Scanners**.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Encrypting the Password

Password encryption allows you to encrypt confidential information (all passwords, certificate private keys) stored in the printer.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   - ❑ Wired LAN or Wireless LAN

     Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**
2. Enter the administrator password to log in as an administrator.
3. Select in the following order.

   Product Security tab > **Password Encryption**
4. Select **ON** to enable encryption.
5. Click **OK**.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Changing the Administrator Password Using Web Config

You can change the main administrator password using Web Config.

Changing the password avoids unauthorized reading or modification of the information stored on the device, such as ID, password, network settings, contacts, etc. It also reduces a wide range of security risks, such as information leaks in network environments and security policies.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Product Security tab > **Administrator Settings** > **Change Administrator Password**

4. Enter the current password in **Current password**.

5. Enter the administrator's user name in **User Name**.

   If you want to authenticate using the administrator's username and password, enter the **User Name**.

6. Enter the new password in **New Password** and in **Confirm New Password**.

7. Register or update the administrator's email address if necessary.

   Enabling **Register Administrator Email Address** allows you to register or update the administrator's email address.

   If you register an administrator email address in advance, you can recover your authentication information if you forget it. You may need to contact Epson Support for recovery if no email address is registered.

   Enter the email address you want to register or update in the **New Administrator Email Address** and **Confirm New Administrator Email Address** fields.

   Note:
   To use the function to recover your authentication information, you must configure your email server first.

8. Click **OK** .

   Note:
   *To restore the administrator password to the initial password, click **Restore Default Settings** on the **Change Administrator Password** screen.*

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17
➡ "Registering an Email Server" on page 310

Administrator Email Address

You can change the main administrator email address

If you register an administrator email address in advance, you can recover your authentication information if you forget it. You may need to contact Epson Support for recovery if no email address is registered.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Product Security tab > **Administrator Settings** > **Administrator Email Address**

4. Enter the administrator's email address.

   Enter the email address you want to register or update in the **New Administrator Email Address** and **Confirm New Administrator Email Address** fields.

   Note:
   To use the function to recover your authentication information, you must configure your email server first.

5. Click **OK** .

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17
➡ "Registering an Email Server" on page 310

Enabling Program Verification on Start Up

If you enable the Program Verification feature, the printer performs verification at start up to check if unauthorized third parties have tampered with the program. If any issues are detected, the printer does not start. This feature is available for the WF-4930 Series only.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select in the following order.

   Product Security tab > **Program Verification on Start Up**

4. Select **ON** to enable **Program Verification on Start Up**.

5. Click **OK**.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Advanced Security Settings

This section explains advanced security features.

Security Settings and Prevention of Danger

When a printer is connected to a network, you can access it from a remote location. In addition, many people can share the printer, which is helpful in improving operational efficiency and convenience. However, risks such as illegal access, illegal use, and tampering with data are increased. If you use the printer in an environment where you can access the Internet, the risks are even higher.

For printers that do not have access protection from the outside, it will be possible to read the print job logs that are stored in the printer from the Internet.

In order to avoid this risk, Epson printers have a variety of security technologies.

Set the printer as necessary according to the environmental conditions that have been built with the customer's environment information.

Name	Feature type	What to set	What to prevent
Control of protocol	Controls the protocols and services to be used for communication between printers and computers, and it enables and disables features.	A protocol or service that is applied to features allowed or prohibited separately.	Reducing security risks that may occur through unintended use by preventing users from using unnecessary functions.
SSL/TLS communications	The communication content is encrypted with SSL/TLS communications when accessing to the Epson server on the Internet from the printer, such as communicating to the computer via web browser, using Epson Connect, and updating firmware.	Obtain a CA-signed certificate, and then import it to the printer.	Clearing an identification of the printer by the CA-signed certification prevents impersonation and unauthorized access. In addition, communication contents of SSL/TLS are protected, and it prevents the leakage of contents for printing data and setup information.

Name	Feature type	What to set	What to prevent
IPsec/IP filtering	You can set to allow severing and cutting off of data that is from a certain client or is a particular type. Since IPsec protects the data by IP packet unit (encryption and authentication), you can safely communicate unsecured protocol.	Create a basic policy and individual policy to set the client or type of data that can access the printer.	Protect unauthorized access, and tampering and interception of communication data to the printer.
IEEE802.1X	Only allows authenticated users to connect to the network. Allows only a permitted user to use the printer.	Authentication setting to the RADIUS server (authentication server).	Protect unauthorized access and use to the printer.

Related Information

➡ "Controlling Using Protocols" on page 384
➡ "SSL/TLS Communication with the Printer" on page 396
➡ "Encrypted Communication Using IPsec/IP Filtering" on page 398
➡ "Connecting the Printer to an IEEE802.1X Network" on page 410

Security Feature Settings

When setting IPsec/IP filtering or IEEE802.1X, it is recommended that you access Web Config using SSL/TLS to communicate settings information in order to reduce security risks such as tampering or interception.

Make sure you configure the administrator password before setting IPsec/IP filtering or IEEE802.1X.

Also, you can use Web Config by connecting the printer directly to the computer using an Ethernet cable, and then entering the IP address into a web browser. The printer can be connected in a secure environment after the security settings have been completed.

Controlling Using Protocols

You can print using a variety of pathways and protocols.

If you are using a multi-function printer, you can use network scanning and PC-FAX from an unspecified number of network computers.

You can lower unintended security risks by restricting printing from specific pathways or by controlling the available functions.

Follow the steps below to configure the protocol settings.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❑ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.
3. Select the following menu.

   Network Security tab > **Protocol**
4. Configure each item.
5. Click **Next**.
6. Click **OK**.

   The settings are applied to the printer.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17
➡ "Protocols you can Enable or Disable" on page 385
➡ "Protocol Setting Items" on page 386

Protocols you can Enable or Disable

Protocol	Description
Bonjour Settings	You can specify whether to use Bonjour. Bonjour is used to search for devices, print, and so on.
SLP Settings	You can enable or disable the SLP function. SLP is used for push scanning and network searching in EpsonNet Config.
WSD Settings	You can enable or disable the WSD function. When this is enabled, you can add WSD devices, and print from the WSD port.
LLTD Settings	You can enable or disable the LLTD function. When this is enabled, it is displayed on the Windows network map.
LLMNR Settings	You can enable or disable the LLMNR function. When this is enabled, you can use name resolution without NetBIOS even if you cannot use DNS.
LPR Settings	You can specify whether or not to allow LPR printing. When this is enabled, you can print from the LPR port.
RAW(Port9100) Settings	You can specify whether or not to allow printing from the RAW port (Port 9100). When this is enabled, you can print from the RAW port (Port 9100).
IPP Settings	You can specify whether or not to allow printing from IPP. When this is enabled, you can print over the Internet.
SNMPv1/v2c Settings	You can specify whether or not to enable SNMPv1/v2c. This is used to set up devices, monitoring, and so on.
SNMPv3 Settings	You can specify whether or not to enable SNMPv3. This is used to set up encrypted devices, monitoring, etc.

Related Information

➡ "Controlling Using Protocols" on page 384

➡ "Protocol Setting Items" on page 386

Protocol Setting Items

Bonjour Settings

Items	Setting value and Description
Use Bonjour	Select this to search for or use devices through Bonjour.
Bonjour Name	Displays the Bonjour name.
Bonjour Service Name	Displays the Bonjour service name.
Location	Displays the Bonjour location name.
Top Priority Protocol	Select the top priority protocol for Bonjour print.

SLP Settings

Items	Setting value and Description
Enable SLP	Select this to enable the SLP function. This is used such as network searching in EpsonNet Config.

WSD Settings

Items	Setting value and Description
Enable WSD	Select this to enable adding devices using WSD, and print and scan from the WSD port. If you do not want this product to search for devices, disable this item and also disable the **Enable IPP** item.
Printing Timeout (sec)	Enter the communication timeout value for WSD printing between 3 to 3,600 seconds.
Scanning Timeout (sec)	Enter the communication timeout value for WSD scanning between 3 to 3,600 seconds.
Device Name	Displays the WSD device name.
Location	Displays the WSD location name.

LLTD Settings

Items	Setting value and Description
Enable LLTD	Select this to enable LLTD. The printer is displayed in the Windows network map.
Device Name	Displays the LLTD device name.

LLMNR Settings

Items	Setting value and Description
Enable LLMNR	Select this to enable LLMNR. You can use name resolution without NetBIOS even if you cannot use DNS.

LPR Settings

Items	Setting value and Description
Allow LPR Port Printing	Select to allow printing from the LPR port.
Printing Timeout (sec)	Enter the timeout value for LPR printing between 0 to 3,600 seconds. If you do not want to timeout, enter 0.

RAW(Port9100) Settings

Items	Setting value and Description
Allow RAW(Port9100) Printing	Select to allow printing from the RAW port (Port 9100).
Printing Timeout (sec)	Enter the timeout value for RAW (Port 9100) printing between 0 to 3,600 seconds. If you do not want to timeout, enter 0.

IPP Settings

Items	Setting value and Description
Enable IPP	Select to enable IPP communication. When enabled, you will be able to print over the Internet. It is also displayed when searching for devices on the network. Only printers that support IPP are displayed.
Allow Non-secure Communication	Select **Allowed** to allow the printer to communicate without any security measures (IPP).
Communication Timeout (sec)	Enter the timeout value for IPP printing between 0 to 3,600 seconds.
URL(Network)	Displays IPP URLs (http and https) when the printer is connected to the network. The URL is a combined value of the printer's IP address, Port number, and IPP printer name.
URL(Wi-Fi Direct)	Displays IPP URLs (http and https) when the printer is connected by Wi-Fi Direct. The URL is a combined value of the printer's IP address, Port number, and IPP printer name.
Printer Name	Displays the IPP printer name.
Location	Displays the IPP location.

SNMPv1/v2c Settings

Items	Setting value and Description
Enable SNMPv1/v2c	Select to enable SNMPv1/v2c.

Items	Setting value and Description
Access Authority	Set the access authority when SNMPv1/v2c is enabled. Select **Read Only** or **Read/Write**.
Community Name (Read Only)	Enter 0 to 32 ASCII (0x20 to 0x7E) characters.
Community Name (Read/Write)	Enter 0 to 32 ASCII (0x20 to 0x7E) characters.
Allow access from Epson tools	Set whether or not to allow information to be written by Epson tools such a Epson Device Admin.

SNMPv3 Settings

Items		Setting value and Description
Enable SNMPv3		SNMPv3 is enabled when the box is checked.
User Name		Enter between 1 and 32 characters using 1 byte characters.
Authentication Settings		
	Algorithm	Select an algorithm for an authentication for SNMPv3.
	Password	Enter the password for an authentication for SNMPv3. Enter between 8 and 32 characters in ASCII (0x20-0x7E). If you do not specify this, leave it blank.
	Confirm Password	Enter the password you configured for confirmation.
Encryption Settings		
	Algorithm	Select an algorithm for an encryption for SNMPv3.
	Password	Enter the password for an encryption for SNMPv3. Enter between 8 and 32 characters in ASCII (0x20-0x7E). If you do not specify this, leave it blank.
	Confirm Password	Enter the password you configured for confirmation.
Context Name		Enter 32 characters or less in Unicode (UTF-8). If you do not specify this, leave it blank. The number of characters that can be entered varies depending on the language.

Related Information

➡ "Controlling Using Protocols" on page 384
➡ "Protocols you can Enable or Disable" on page 385

Using a Digital Certificate

About Digital Certification

❑ CA-signed Certificate

This is a certificate signed by the CA (Certificate Authority.) You can obtain it by applying to the Certificate Authority. This certificate certifies the existence of the printer is and used for SSL/TLS communication so that you can ensure the safety of data communication.

When it is used for SSL/TLS communication, it is used as a server certificate.

When it is set to IPsec/IP Filtering or IEEE802.1x communication, it is used as a client certificate.

❑ CA Certificate

This is a certificate that is in chain of the CA-signed Certificate, also called the intermediate CA certificate. It is used by the web browser to validate the path of the printer's certificate when accessing the server of the other party or Web Config.

For the CA Certificate, set when to validate the path of server certificate being accessed from the printer. For the printer, set to certify the path of the CA-signed Certificate for SSL/TLS connection.

You can obtain the CA certificate of the printer from the Certification Authority where the CA certificate is issued.

Also, you can obtain the CA certificate used to validate the server of the other party from the Certification Authority that issued the CA-signed Certificate of the other server.

❑ Self-signed Certificate

This is a certificate that the printer signs and issues itself. It is also called the root certificate. Because the issuer certifies itself, it is not reliable and cannot prevent impersonation.

Use it when configuring the security setting and performing simple SSL/TLS communication without the CA-signed Certificate.

If you use this certificate for an SSL/TLS communication, a security alert may be displayed on a web browser because the certificate is not registered on a web browser. You can use the Self-signed Certificate only for an SSL/TLS communication.

Related Information

➡ "Configuring a CA-signed Certificate" on page 389
➡ "Updating a Self-signed Certificate" on page 394
➡ "Configuring a CA Certificate" on page 394

Configuring a CA-signed Certificate

Obtaining a CA-signed Certificate

To obtain a CA-signed certificate, create a CSR (Certificate Signing Request) and apply it to certificate authority. You can create a CSR using Web Config and a computer.

Follow the steps to create a CSR and obtain a CA-signed certificate using Web Config. When creating a CSR using Web Config, a certificate is the PEM/DER format.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select in the following order.

   Network Security tab > **SSL/TLS** > **Certificate** or **IPsec/IP Filtering** > **Client Certificate** or **IEEE802.1X** > **Client Certificate**

   Whatever you choose, you can obtain the same certificate and use it in common.

4. Click **Generate** of **CSR**.

   A CSR creating page is opened.

5. Enter a value for each item.

   Note:
   Available key length and abbreviations vary by a certificate authority. Create a request according to rules of each certificate authority.

6. Click **OK**.

   A completion message is displayed.

7. Select the **Network Security** tab. Next, select **SSL/TLS** > **Certificate**, or **IPsec/IP Filtering** > **Client Certificate** or **IEEE802.1X** > **Client Certificate**.

8. Click one of the download buttons of **CSR** according to a specified format by each certificate authority to download a CSR to a computer.

   Important:
   Do not generate a CSR again. If you do so, you may not be able to import an issued CA-signed Certificate.

9. Send the CSR to a certificate authority and obtain a CA-signed Certificate.

   Follow the rules of each certificate authority on sending method and form.

10. Save the issued CA-signed Certificate to a computer connected to the printer.

    Obtaining a CA-signed Certificate is complete when you save a certificate to a destination.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

CSR Setting Items

Items	Settings and Explanation
Key Length	Select a key length for a CSR.
Common Name	You can enter between 1 and 128 characters. If this is an IP address, it should be a static IP address. You can enter 1 to 5 IPv4 addresses, IPv6 addresses, host names, FQDNs by separating them with commas. The first element is stored to the common name, and other elements are stored to the alias field of the certificate subject. Example: Printer's IP address : 192.0.2.123, Printer name : EPSONA1B2C3 Common Name : EPSONA1B2C3,EPSONA1B2C3.local,192.0.2.123
Organization/ Organizational Unit/ Locality/ State/Province	You can enter between 0 and 64 characters in ASCII (0x20-0x7E). You can divide distinguished names with commas.
Country	Enter a country code in two-digit number specified by ISO-3166.
Sender's Email Address	You can enter the sender's email address for the mail server setting. Enter the same email address as the **Sender's Email Address** for the **Network** tab > **Email Server** > **Basic**.

Related Information

➡ "Obtaining a CA-signed Certificate" on page 389

Importing a CA-signed Certificate

Import the obtained CA-signed Certificate to the printer.

> ***Important:***
> - ❏ *Make sure that the printer's date and time is set correctly. Otherwise, the certificate may be invalid.*
> - ❏ *If you obtain a certificate using a CSR created from Web Config, you can import a certificate one time.*

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Network Security tab.

4. Select one of the following.

   ❏ **SSL/TLS** > **Certificate**

   ❏ **IPsec/IP Filtering** > **Client Certificate**

❏ **IEEE802.1X** > **Client Certificate**

5. Click **Import**

   A certificate importing page is opened.

6. Enter a value for each item. Set **CA Certificate 1** and **CA Certificate 2** when verifying the path of the certificate on the web browser that accesses the printer.

   Depending on where you create a CSR and the file format of the certificate, required settings may vary. Enter values to required items according to the following.

   ❏ A certificate of the PEM/DER format obtained from Web Config

   ❏ **Private Key**: Do not configure because the printer contains a private key.

   ❏ **Password**: Do not configure.

   ❏ **CA Certificate 1/CA Certificate 2**: Optional

   ❏ A certificate of the PEM/DER format obtained from a computer

   ❏ **Private Key**: You need to set.

   ❏ **Password**: Do not configure.

   ❏ **CA Certificate 1/CA Certificate 2**: Optional

   ❏ A certificate of the PKCS#12 format obtained from a computer

   ❏ **Private Key**: Do not configure.

   ❏ **Password**: Optional

   ❏ **CA Certificate 1/CA Certificate 2**: Do not configure.

7. Click **OK**.

   A completion message is displayed.

Note:
*Click **Confirm** to verify the certificate information.*

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17
➡ "Deleting a CA-signed Certificate" on page 393

CA-signed Certificate Importing Setting Items

Items	Settings and Explanation
Server Certificate or Client Certificate	Select a certificate's format. For SSL/TLS connection, the Server Certificate is displayed. For IPsec/IP Filtering or IEEE802.1x, the Client Certificate is displayed.
Private Key	If you obtain a certificate of the PEM/DER format by using a CSR created from a computer, specify a private key file that matches a certificate.

Items	Settings and Explanation
Password	If the file format is **Certificate with Private Key (PKCS#12)**, enter the password for encrypting the private key that is set when you obtain the certificate.
CA Certificate 1	If your certificate's format is **Certificate (PEM/DER)**, import a certificate of a certificate authority that issues a CA-signed Certificate used as server certificate. Specify a file if you need.
CA Certificate 2	If your certificate's format is **Certificate (PEM/DER)**, import a certificate of a certificate authority that issues CA Certificate 1. Specify a file if you need.

Related Information

➡ "Importing a CA-signed Certificate" on page 391

Deleting a CA-signed Certificate

You can delete an imported certificate when the certificate has expired or when an encrypted connection is no longer necessary.

> ***Important:***
> *If you obtain a certificate using a CSR created from Web Config, you cannot import a deleted certificate again. In this case, create a CSR and obtain a certificate again.*

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the **Network Security** tab.

4. Select one of the following.

   ❏ **SSL/TLS** > **Certificate**

   ❏ **IPsec/IP Filtering** > **Client Certificate**

   ❏ **IEEE802.1X** > **Client Certificate**

5. Click **Delete**.

6. Confirm that you want to delete the certificate in the message displayed.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Updating a Self-signed Certificate

Because the Self-signed Certificate is issued by the printer, you can update it when it has expired or when the content described changes.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select in the following order.

   Network Security tab > **SSL/TLS** > **Certificate**

4. Click **Update**.

5. Enter **Common Name**.

   You can enter up to 5 IPv4 addresses, IPv6 addresses, host names, FQDNs between 1 to 128 characters and separating them with commas. The first parameter is stored to the common name, and the others are stored to the alias field for the subject of the certificate.

   Example:

   Printer's IP address : 192.0.2.123, Printer name : EPSONA1B2C3

   Common name : EPSONA1B2C3,EPSONA1B2C3.local,192.0.2.123

6. Specify a validity period for the certificate.

7. Click **Next**.

   A confirmation message is displayed.

8. Click **OK**.

   The printer is updated.

Note:
*You can check the certificate information from **Network Security** tab > **SSL/TLS** > **Certificate** > **Self-signed Certificate** and click **Confirm**.*

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Configuring a CA Certificate

When you set the CA Certificate, you can validate the path to the CA certificate of the server that the printer accesses. This can avoid impersonation.

You can obtain the CA Certificate from the Certification Authority where the CA-signed Certificate is issued.

Importing a CA Certificate

In the following cases, import the CA Certificate to the printer.

❏ Use IEEE802.1X (Wi-Fi)

❏ Certificate Validation using IEEE802.1X (Wired LAN)

❏ Authenticate IPsec/IP Filtering with the certificate.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Network Security tab > **CA Certificate**

4. Click **Import**.

5. Specify the CA Certificate you want to import.

6. Click **OK**.

When importing is complete, you are returned to the **CA Certificate** screen, and the imported CA Certificate is displayed.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17
➡ "Configuring a Server Certificate for the Printer" on page 397
➡ "Connecting the Printer to an IEEE802.1X Network" on page 410

Deleting a CA Certificate

You can delete the imported CA Certificate.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Network Security tab > **CA Certificate**

4. Click **Delete** next to the CA Certificate that you want to delete.

5. Confirm that you want to delete the certificate in the message displayed.

6. Click **Reboot Network**, and then check that the deleted CA Certificate is not listed on the updated screen.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17
➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

SSL/TLS Communication with the Printer

When the server certificate is set using SSL/TLS (Secure Sockets Layer/Transport Layer Security) communication to the printer, you can encrypt the communication path between computers. Do this if you want to avoid remote and unauthorized access.

Configuring Basic SSL/TLS Settings

If the printer supports the HTTPS server feature, you can use an SSL/TLS communication to encrypt communications. You can configure and manage the printer using Web Config while ensuring security.

Configure encryption strength and redirect feature.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Network Security tab > **SSL/TLS** > **Basic**

4. Select a value for each item.

   ❏ Encryption Strength

   Select the level of encryption strength.

   ❏ Redirect HTTP to HTTPS

   Select enable or disable. The default value is "Enable".

   ❏ TLS 1.0

   Select enable or disable. The default value is "Disable".

   ❏ TLS.1.1

   Select enable or disable. The default value is "Disable".

❏ TLS.1.2

Select enable or disable. The default value is "Enable".

5. Click **Next**.

   A confirmation message is displayed.

6. Click **OK**.

   The printer is updated.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Configuring a Server Certificate for the Printer

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Network Security tab > **SSL/TLS** > **Certificate**

4. Specify a certificate to use on **Server Certificate**.

   ❏ Self-signed Certificate

   A self-signed certificate has been generated by the printer. If you do not obtain a CA-signed certificate, select this.

   ❏ CA-signed Certificate

   If you obtain and import a CA-signed certificate in advance, you can specify this.

5. Click **Next**.

   A confirmation message is displayed.

6. Click **OK**.

   The printer is updated.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17
➡ "Configuring a CA-signed Certificate" on page 389
➡ "Updating a Self-signed Certificate" on page 394

Encrypted Communication Using IPsec/IP Filtering

About IPsec/IP Filtering

You can filter traffic based on IP addresses, services, and port by using IPsec/IP Filtering function. By combining the filtering, you can configure the printer to accept or block specified clients and specified data. Additionally, you can improve security level by using an IPsec.

Configuring Default Policy

To filter traffic, configure the default policy. The default policy applies to every user or group connecting to the printer. For more fine-grained control over users and groups of users, configure group policies.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Network Security tab > **IPsec/IP Filtering** > **Basic**

4. Enter a value for each item.

5. Click **Next**.

   A confirmation message is displayed.

6. Click **OK**.

   The printer is updated.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Default Policy Settings

Default Policy

Items	Settings and Explanation
IPsec/IP Filtering	You can enable or disable an IPsec/IP Filtering feature.

❏ Access Control

Configure a control method for traffic of IP packets.

Items	Settings and Explanation
Permit Access	Select this to permit configured IP packets to pass through.
Refuse Access	Select this to refuse configured IP packets to pass through.
IPsec	Select this to permit configured IPsec packets to pass through.

❑ IKE Version

Select **IKEv1** or **IKEv2** for **IKE Version**. Select one of them according to the device that the printer is connected to.

❑ IKEv1

The following items are displayed when you select **IKEv1** for **IKE Version**.

Items	Settings and Explanation
Authentication Method	To select **Certificate**, you need to obtain and import a CA-signed certificate in advance.
Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
Confirm Pre-Shared Key	Enter the key you configured for confirmation.

❑ IKEv2

The following items are displayed when you select **IKEv2** for **IKE Version**.

Items		Settings and Explanation
Local	Authentication Method	To select **Certificate**, you need to obtain and import a CA-signed certificate in advance.
	ID Type	If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the printer.
	ID	Enter the printer's ID that matches the type of ID. You cannot use "@", "#", and "=" for the first character. **Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=". **IP Address** : Enter IPv4 or IPv6 format. **FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.). **Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@". **Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters.
	Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
	Confirm Pre-Shared Key	Enter the key you configured for confirmation.

Items		Settings and Explanation
Remote	Authentication Method	To select **Certificate**, you need to obtain and import a CA-signed certificate in advance.
	ID Type	If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the device that you want to authenticate.
	ID	Enter the printer's ID that matches the type of ID. You cannot use "@", "#", and "=" for the first character. **Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=". **IP Address** : Enter IPv4 or IPv6 format. **FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.). **Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@". **Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters.
	Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
	Confirm Pre-Shared Key	Enter the key you configured for confirmation.

❑ Encapsulation

If you select **IPsec** for **Access Control**, you need to configure an encapsulation mode.

Items	Settings and Explanation
Transport Mode	If you only use the printer on the same LAN, select this. IP packets of layer 4 or later are encrypted.
Tunnel Mode	If you use the printer on the Internet-capable network such as IPsec-VPN, select this option. The header and data of the IP packets are encrypted. **Remote Gateway(Tunnel Mode)**: If you select **Tunnel Mode** for **Encapsulation**, enter a gateway address between 1 and 39 characters.

❑ Security Protocol

If you select **IPsec** for **Access Control**, select an option.

Items	Settings and Explanation
ESP	Select this to ensure the integrity of an authentication and data, and encrypt data.
AH	Select this to ensure the integrity of an authentication and data. Even if encrypting data is prohibited, you can use IPsec.

❑ **Algorithm Settings**

It is recommended that you select **Any** for all settings or select an item other than **Any** for each setting. If you select **Any** for some of the settings and select an item other than **Any** for the other settings, the device may not communicate depending on the other device that you want to authenticate.

Items		Settings and Explanation
IKE	Encryption	Select the encryption algorithm for IKE. The items vary depending on the version of IKE.
	Authentication	Select the authentication algorithm for IKE.
	Key Exchange	Select the key exchange algorithm for IKE. The items vary depending on the version of IKE.
ESP	Encryption	Select the encryption algorithm for ESP. This is available when **ESP** is selected for **Security Protocol**.
	Authentication	Select the authentication algorithm for ESP. This is available when **ESP** is selected for **Security Protocol**.
AH	Authentication	Select the encryption algorithm for AH. This is available when **AH** is selected for **Security Protocol**.

Related Information

➡ "Configuring Default Policy" on page 398

Configuring Group Policy

A group policy is one or more rules applied to a user or user group. The printer controls IP packets that match with configured policies. IP packets are authenticated in the order of a group policy 1 to 10 then a default policy.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❑ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Network Security tab > **IPsec/IP Filtering** > **Basic**

4. Click a numbered tab you want to configure.

5. Enter a value for each item.

6. Click **Next**.

   A confirmation message is displayed.

7. Click **OK**.

   The printer is updated.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

Group Policy Settings

Items	Settings and Explanation
Enable this Group Policy	You can enable or disable a group policy.

Access Control

Configure a control method for traffic of IP packets.

Items	Settings and Explanation
Permit Access	Select this to permit configured IP packets to pass through.
Refuse Access	Select this to refuse configured IP packets to pass through.
IPsec	Select this to permit configured IPsec packets to pass through.

Local Address(Printer)

Select an IPv4 address or IPv6 address that matches your network environment. If an IP address is assigned automatically, you can select **Use auto-obtained IPv4 address**.

Note:
If an IPv6 address is assigned automatically, the connection may be unavailable. Configure a static IPv6 address.

Remote Address(Host)

Enter a device's IP address to control access. The IP address must be 43 characters or less. If you do not enter an IP address, all addresses are controlled.

Note:
If an IP address is assigned automatically (e.g., assigned by DHCP), the connection may be unavailable. Configure a static IP address.

Method of Choosing Port

Select a method to specify ports.

❑ Service Name

If you select **Service Name** for **Method of Choosing Port**, select an option.

❏ Transport Protocol

If you select **Port Number** for **Method of Choosing Port**, you need to configure an encapsulation mode.

Items	Settings and Explanation
Any Protocol	Select this to control all protocol types.
TCP	Select this to control data for unicast.
UDP	Select this to control data for broadcast and multicast.
ICMPv4	Select this to control ping command.

❏ Local Port

If you select **Port Number** for **Method of Choosing Port** and if you select **TCP** or **UDP** for **Transport Protocol**, enter port numbers to control receiving packets, separating them with commas. You can enter 10 port numbers at the maximum.

Example: 20,80,119,5220

If you do not enter a port number, all ports are controlled.

❏ Remote Port

If you select **Port Number** for **Method of Choosing Port** and if you select **TCP** or **UDP** for **Transport Protocol**, enter port numbers to control sending packets, separating them with commas. You can enter 10 port numbers at the maximum.

Example: 25,80,143,5220

If you do not enter a port number, all ports are controlled.

IKE Version

Select **IKEv1** or **IKEv2** for **IKE Version**. Select one of them according to the device that the printer is connected to.

❏ IKEv1

The following items are displayed when you select **IKEv1** for **IKE Version**.

Items	Settings and Explanation
Authentication Method	If you select **IPsec** for **Access Control**, select an option. Used certificate is common with a default policy.
Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
Confirm Pre-Shared Key	Enter the key you configured for confirmation.

❑ IKEv2

The following items are displayed when you select **IKEv2** for **IKE Version**.

Items		Settings and Explanation
Local	Authentication Method	If you select **IPsec** for **Access Control**, select an option. Used certificate is common with a default policy.
	ID Type	If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the printer.
	ID	Enter the printer's ID that matches the type of ID. You cannot use "@", "#", and "=" for the first character. **Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=". **IP Address** : Enter IPv4 or IPv6 format. **FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.). **Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@". **Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters.
	Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
	Confirm Pre-Shared Key	Enter the key you configured for confirmation.
Remote	Authentication Method	If you select **IPsec** for **Access Control**, select an option. Used certificate is common with a default policy.
	ID Type	If you select **Pre-Shared Key** for **Authentication Method**, select the type of ID for the device that you want to authenticate.
	ID	Enter the printer's ID that matches the type of ID. You cannot use "@", "#", and "=" for the first character. **Distinguished Name** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "=". **IP Address** : Enter IPv4 or IPv6 format. **FQDN** : Enter a combination of between 1 and 255 characters using A-Z, a-z, 0-9, "-", and period (.). **Email Address** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters. You need to include "@". **Key ID** : Enter 1 to 255 1-byte ASCII (0x20 to 0x7E) characters.
	Pre-Shared Key	If you select **Pre-Shared Key** for **Authentication Method**, enter a pre-shared key between 1 and 127 characters.
	Confirm Pre-Shared Key	Enter the key you configured for confirmation.

Encapsulation

If you select **IPsec** for **Access Control**, you need to configure an encapsulation mode.

Items	Settings and Explanation
Transport Mode	If you only use the printer on the same LAN, select this. IP packets of layer 4 or later are encrypted.
Tunnel Mode	If you use the printer on the Internet-capable network such as IPsec-VPN, select this option. The header and data of the IP packets are encrypted. **Remote Gateway(Tunnel Mode)**: If you select **Tunnel Mode** for **Encapsulation**, enter a gateway address between 1 and 39 characters.

Security Protocol

If you select **IPsec** for **Access Control**, select an option.

Items	Settings and Explanation
ESP	Select this to ensure the integrity of an authentication and data, and encrypt data.
AH	Select this to ensure the integrity of an authentication and data. Even if encrypting data is prohibited, you can use IPsec.

Algorithm Settings

It is recommended that you select **Any** for all settings or select an item other than **Any** for each setting. If you select **Any** for some of the settings and select an item other than **Any** for the other settings, the device may not communicate depending on the other device that you want to authenticate.

Items		Settings and Explanation
IKE	Encryption	Select the encryption algorithm for IKE. The items vary depending on the version of IKE.
	Authentication	Select the authentication algorithm for IKE.
	Key Exchange	Select the key exchange algorithm for IKE. The items vary depending on the version of IKE.
ESP	Encryption	Select the encryption algorithm for ESP. This is available when **ESP** is selected for **Security Protocol**.
	Authentication	Select the authentication algorithm for ESP. This is available when **ESP** is selected for **Security Protocol**.
AH	Authentication	Select the encryption algorithm for AH. This is available when **AH** is selected for **Security Protocol**.

Related Information

➡ "Configuring Group Policy" on page 402
➡ "Combination of Local Address(Printer) and Remote Address(Host) on Group Policy" on page 407
➡ "References of Service Name on Group Policy" on page 407

Combination of Local Address(Printer) and Remote Address(Host) on Group Policy

		Setting of Local Address(Printer)		
		IPv4	IPv6*2	Any addresses*3
Setting of Remote Address(Host)	IPv4*1	✓	–	✓
	IPv6*1*2	–	✓	✓
	Blank	✓	✓	✓

*1 : If **IPsec** is selected for **Access Control**, you cannot specify in a prefix length.

*2 : If **IPsec** is selected for **Access Control**, you can select a link-local address (fe80::) but group policy will be disabled.

*3 : Except IPv6 link local addresses.

References of Service Name on Group Policy

Note:
Unavailable services are displayed but cannot be selected.

Service Name	Protocol type	Local port number	Remote port number	Features controlled
Any	–	–	–	All services
ENPC	UDP	3289	Any port	Searching for a printer from applications such as Epson Device Admin, a printer driver and the a scanner driver
SNMP	UDP	161	Any port	Acquiring and configuring of MIB from applications such as Epson Device Admin, the Epson printer driver and the Epson scanner driver
LPR	TCP	515	Any port	Forwarding LPR data
RAW (Port9100)	TCP	9100	Any port	Forwarding RAW data
IPP/IPPS	TCP	631	Any port	Forwarding data of IPP/IPPS printing
WSD	TCP	Any port	5357	Controlling WSD
WS-Discovery	UDP	3702	Any port	Searching for a printer from WSD
Network Scan	TCP	1865	Any port	Forwarding scan data from the scanning software
Network Push Scan	TCP	Any port	2968	Acquiring job information of push scanning from the scanning software
Network Push Scan Discovery	UDP	2968	Any port	Searching for a computer when push scanning from the scanning software is executed
FTP Data (Local)	TCP	20	Any port	FTP server (forwarding data of FTP printing)

Service Name	Protocol type	Local port number	Remote port number	Features controlled
FTP Control (Local)	TCP	21	Any port	FTP server (controlling FTP printing)
FTP Data (Remote)	TCP	Any port	20	FTP client (forwarding scan data and received fax data) However this can control only an FTP server that uses remote port number 20.
FTP Control (Remote)	TCP	Any port	21	FTP client (controlling to forward scan data and received fax data)
CIFS (Local)	TCP	445	Any port	CIFS server (Sharing a network folder)
CIFS (Remote)	TCP	Any port	445	CIFS client (forwarding scan data and received fax data to a folder)
NetBIOS Name Service (Local)	UDP	137	Any port	CIFS server (Sharing a network folder)
NetBIOS Datagram Service (Local)	UDP	138	Any port	
NetBIOS Session Service (Local)	TCP	139	Any port	
NetBIOS Name Service (Remote)	UDP	Any port	137	CIFS client (forwarding scan data and received fax data to a folder)
NetBIOS Datagram Service (Remote)	UDP	Any port	138	
NetBIOS Session Service (Remote)	TCP	Any port	139	
HTTP (Local)	TCP	80	Any port	HTTP(S) server (forwarding data of Web Config and WSD)
HTTPS (Local)	TCP	443	Any port	
HTTP (Remote)	TCP	Any port	80	HTTP(S) client (communicating between Epson Connect, firmware updating and root certificate updating)
HTTPS (Remote)	TCP	Any port	443	

Configuration Examples of IPsec/IP Filtering

Receiving IPsec packets only

This example is to configure a default policy only.

Default Policy:

❏ **IPsec/IP Filtering**: **Enable**

❏ **Access Control**: **IPsec**

❏ **Authentication Method**: **Pre-Shared Key**

❏ **Pre-Shared Key**: Enter up to 127 characters.

Group Policy: Do not configure.

Receiving printing data and printer settings

This example allows communications of printing data and printer configuration from specified services.

Default Policy:

❏ **IPsec/IP Filtering**: **Enable**

❏ **Access Control**: **Refuse Access**

Group Policy:

❏ **Enable this Group Policy**: Check the box.

❏ **Access Control**: **Permit Access**

❏ **Remote Address(Host)**: IP address of a client

❏ **Method of Choosing Port**: **Service Name**

❏ **Service Name**: Check the box of **ENPC**, **SNMP**, **HTTP (Local)**, **HTTPS (Local)** and **RAW (Port9100)**.

Note:
*To avoid receiving HTTP (Local) and HTTPS (Local), clear their checkboxes in **Group Policy**. When doing so, disable IPsec/IP filtering from the printer's control panel temporarily to change the printer settings.*

Receiving access from a specified IP address only

This example allows a specified IP address to access the printer.

Default Policy:

❏ **IPsec/IP Filtering**: **Enable**

❏ **Access Control**: **Refuse Access**

Group Policy:

❏ **Enable this Group Policy**: Check the box.

❏ **Access Control**: **Permit Access**

❏ **Remote Address(Host)**: IP address of an administrator's client

Note:
Regardless of policy configuration, the client will be able to access and configure the printer.

Configuring a Certificate for IPsec/IP Filtering

Configure the Client Certificate for IPsec/IP Filtering. When you set it, you can use the certificate as an authentication method for IPsec/IP Filtering. If you want to configure the certification authority, go to **CA Certificate**.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

❏ Wired LAN or Wireless LAN

Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Network Security tab > **IPsec/IP Filtering** > **Client Certificate**

4. Import the certificate in **Client Certificate**.

   If you have already imported a certificate published by a Certification Authority, you can copy the certificate and use it in IPsec/IP Filtering. To copy, select the certificate from **Copy From**, and then click **Copy**.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17
➡ "Configuring a CA Certificate" on page 394
➡ "Configuring a CA-signed Certificate" on page 389

Connecting the Printer to an IEEE802.1X Network

Configuring an IEEE802.1X Network

When you set IEEE802.1X to the printer, you can use it on the network connected to a RADIUS server, a LAN switch with authentication function, or an access point.

TLS version 1.3 does not support this function.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❏ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Network Security tab > **IEEE802.1X** > **Basic**

4. Enter a value for each item.

   If you want to use the printer on a Wi-Fi network, click **Wi-Fi Setup** and select or enter an SSID.

   Note:
   You can share settings between Ethernet and Wi-Fi.

5. Click **Next**.

   A confirmation message is displayed.

6. Click **OK**.

   The printer is updated.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17

IEEE802.1X Network Settings

Items	Settings and Explanation	
IEEE802.1X (Wired LAN)	You can enable or disable settings of the page (**IEEE802.1X** > **Basic**) for IEEE802.1X (Wired LAN).	
IEEE802.1X (Wi-Fi)	The connection status of IEEE802.1X (Wi-Fi) is displayed.	
Connection Method	The connection method of a current network is displayed.	
EAP Type	Select an option for an authentication method between the printer and a RADIUS server.	
	EAP-TLS	You need to obtain and import a CA-signed certificate.
	PEAP-TLS	
	EAP-TTLS	You need to configure a password.
	PEAP/MSCHAPv2	
User ID	Configure an ID to use for an authentication of a RADIUS server. Enter 1 to 128 1-byte ASCII (0x20 to 0x7E) characters.	
Password	Configure a password to authenticate the printer. Enter 1 to 128 1-byte ASCII (0x20 to 0x7E) characters. If you are using a Windows server as a RADIUS server, you can enter up to 127 characters.	
Confirm Password	Enter the password you configured for confirmation.	
Server ID	You can configure a server ID to authenticate with a specified RADIUS server. Authenticator verifies whether a server ID is contained in the subject/subjectAltName field of a server certificate that is sent from a RADIUS server or not. Enter 0 to 128 1-byte ASCII (0x20 to 0x7E) characters.	
Certificate Validation (Wired LAN)	If you want to perform **Certificate Validation** using **IEEE802.1X (Wired LAN)**, select **Enable**. If you select Enable, see the related information and import the **CA Certificate**. Note that Certificate Validation is always enabled in IEEE802.1X (Wi-Fi). Be sure to import the CA Certificate.	
Anonymous Name	If you select **PEAP-TLS**, **EAP-TTLS** or **PEAP/MSCHAPv2** for **EAP Type**, you can configure an anonymous name instead of a user ID for a phase 1 of a PEAP authentication. Enter 0 to 128 1-byte ASCII (0x20 to 0x7E) characters.	
Encryption Strength	You can select one of the followings.	
	High	AES256/3DES
	Middle	AES256/3DES/AES128/RC4

Related Information

➡ "Configuring an IEEE802.1X Network" on page 410
➡ "Importing a CA-signed Certificate" on page 391

Configuring a Certificate for IEEE802.1X

Configure the Client Certificate for IEEE802.1X. When you set it, you can use **EAP-TLS** and **PEAP-TLS** as an authentication method of IEEE802.1x. If you want to configure the certification authority certificate, go to **CA Certificate**.

1. On a computer connected to the same network as the printer, open a browser and enter the printer's IP address.

   You can check the printer's IP address using the following menu.

   ❑ Wired LAN or Wireless LAN

   Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

3. Select the following menu.

   Network Security tab > **IEEE802.1X** > **Client Certificate**

4. Enter a certificate in the **Client Certificate**.

   If you have already imported a certificate published by a Certification Authority, you can copy the certificate and use it in IEEE802.1X. To copy, select the certificate from **Copy From**, and then click **Copy**.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17
➡ "Configuring a CA Certificate" on page 394
➡ "Configuring a CA-signed Certificate" on page 389

Checking IEEE802.1X Network Status

You can check the IEEE802.1X status by printing a network status sheet.

Status ID	IEEE802.1X Status
Disable	IEEE802.1X feature is disable.
EAP Success	IEEE802.1X authentication has succeeded and network connection is available.
Authenticating	IEEE802.1X authentication has not been completed.
Config Error	Authentication has failed since the user ID has not been set.
Client Certificate Error	Authentication has failed since the client certificate is out of date.
Timeout Error	Authentication has failed since there is no answer from the RADIUS server and/or authenticator.

Status ID	IEEE802.1X Status
User ID Error	Authentication has failed since the printer's user ID and/or certificate protocol is incorrect.
Server ID Error	Authentication has failed since the server ID of the server certificate and the server's ID do not match.
Server Certificate Error	Authentication has failed since there are the following errors in the server certificate. ❏ The server certificate is out of date. ❏ The chain of the server certificate is incorrect.
CA Certificate Error	Authentication has failed since there are the following errors in a CA certificate. ❏ Specified CA certificate is incorrect. ❏ The correct CA certificate is not imported. ❏ CA certificate is out of date.
EAP Failure	Authentication has failed since there are the following errors in the printer settings. ❏ If **EAP Type** is **EAP-TLS** or **PEAP-TLS**, client certificate is incorrect or has certain problems. ❏ If **EAP Type** is **EAP-TTLS** or **PEAP/MSCHAPv2**, user ID or password is not correct.

Related Information

➡ "Print Status Sheet:" on page 247

Solving Problems for Advanced Security

Restoring the Security Settings

When you establish a highly secure environment such as IPsec/IP Filtering or IEEE802.1X, you may not be able to communicate with devices because of incorrect settings or trouble with the device or server. In this case, restore the security settings in order to set for the device again or to allow you temporary use.

Disabling the Security Function Using the Control Panel

You can disable IPsec/IP Filtering or IEEE802.1X using the printer's control panel.

1. Select **Settings** > **General Settings** > **Network Settings**.
2. Select **Advanced**.
3. Select from the following items that you want to disable.
   ❏ **Disable IPsec/IP Filtering**
   ❏ **Disable IEEE802.1X**
4. Select **Start Setup** on the confirmation screen.

Problems Using Network Security Features

Forgot a Pre–shared Key

Re-configure a pre-shared key.

To change the key, access Web Config and select the **Network Security** tab > **IPsec/IP Filtering** > **Basic** > **Default Policy** or **Group Policy**.

When you change the pre-shared key, configure the pre-shared key for computers.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17
➡ "Encrypted Communication Using IPsec/IP Filtering" on page 398

Cannot Communicate with IPsec Communication

Specify the algorithm that the printer or the computer does not support.

The printer supports the following algorithms. Check the settings of the computer.

Security Methods	Algorithms
IKE encryption algorithm	AES-CBC-128, AES-CBC-192, AES-CBC-256, AES-GCM-128*, AES-GCM-192*, AES-GCM-256*, 3DES
IKE authentication algorithm	SHA-1, SHA-256, SHA-384, SHA-512, MD5
IKE key exchange algorithm	DH Group1, DH Group2, DH Group5, DH Group14, DH Group15, DH Group16, DH Group17, DH Group18, DH Group19, DH Group20, DH Group21, DH Group22, DH Group23, DH Group24, DH Group25, DH Group26, DH Group27*, DH Group28*, DH Group29*, DH Group30*
ESP encryption algorithm	AES-CBC-128, AES-CBC-192, AES-CBC-256, AES-GCM-128, AES-GCM-192, AES-GCM-256, 3DES
ESP authentication algorithm	SHA-1, SHA-256, SHA-384, SHA-512, MD5
AH authentication algorithm	SHA-1, SHA-256, SHA-384, SHA-512, MD5

*available for IKEv2 only

Related Information

➡ "Encrypted Communication Using IPsec/IP Filtering" on page 398

Cannot Communicate Suddenly

The IP address of the printer has been changed or cannot be used.

When the IP address registered to the local address on Group Policy has been changed or cannot be used, IPsec communication cannot be performed. Disable IPsec using the printer's control panel.

If the DHCP is out of date, rebooting or the IPv6 address is out of date or has not been obtained, then the IP address registered for the printer's Web Config (**Network Security** tab > **IPsec/IP Filtering** > **Basic** > **Group Policy** > **Local Address(Printer)**) may not be found.

Use a static IP address.

The IP address of the computer has been changed or cannot be used.

When the IP address registered to the remote address on Group Policy has been changed or cannot be used, IPsec communication cannot be performed.

Disable IPsec using the printer's control panel.

If the DHCP is out of date, rebooting or the IPv6 address is out of date or has not been obtained, then the IP address registered for the printer's Web Config (**Network Security** tab > **IPsec/IP Filtering** > **Basic** > **Group Policy** > **Remote Address(Host)**) may not be found.

Use a static IP address.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 236
➡ "Default Value of the Administrator Password" on page 17
➡ "Encrypted Communication Using IPsec/IP Filtering" on page 398

Cannot Create the Secure IPP Printing Port

The correct certificate is not specified as the server certificate for SSL/TLS communication.

If the specified certificate is not correct, creating a port may fail. Make sure you are using the correct certificate.

The CA certificate is not imported to the computer accessing the printer.

If a CA certificate is not imported to the computer, creating a port may fail. Make sure a CA certificate is imported.

Related Information

➡ "Configuring a Server Certificate for the Printer" on page 397

Cannot Connect After Configuring IPsec/IP Filtering

The settings of IPsec/IP Filtering are incorrect.

Disable IPsec/IP filtering from the printer's control panel. Connect the printer and computer and make the IPsec/IP Filtering settings again.

Related Information

➡ "Encrypted Communication Using IPsec/IP Filtering" on page 398

Cannot Access the Printer after Configuring IEEE802.1X

The settings of IEEE802.1X are incorrect.

Disable IEEE802.1X and Wi-Fi from the printer's control panel. Connect the printer and a computer, and then configure IEEE802.1X again.

Related Information

➡ "Connecting the Printer to an IEEE802.1X Network" on page 410

Problems on Using a Digital Certificate

Cannot Import a CA-signed Certificate

CA-signed Certificate and the information on the CSR do not match.

If the CA-signed Certificate and CSR do not have the same information, the CSR cannot be imported. Check the following:

- ❑ Are you trying to import the certificate to a device that does not have the same information?
  Check the information of the CSR and then import the certificate to a device that has the same information.
- ❑ Did you overwrite the CSR saved into the printer after sending the CSR to a certificate authority?
  Obtain the CA-signed certificate again with the CSR.

CA-signed Certificate is more than 5KB.

You cannot import a CA-signed Certificate that is more than 5KB.

The password for importing the certificate is incorrect.

Enter the correct password. If you forget the password, you cannot import the certificate. Re-obtain the CA-signed Certificate.

Related Information

➡ "Importing a CA-signed Certificate" on page 391

Cannot Update a Self-Signed Certificate

The Common Name has not been entered.

Common Name must be entered.

Unsupported characters have been entered to Common Name.

Enter between 1 and 128 characters of either IPv4, IPv6, host name, or FQDN format in ASCII (0x20-0x7E).

A comma or space is included in the common name.

If a comma is entered, the **Common Name** is divided at that point. If only a space is entered before or after a comma, an error occurs.

Related Information

➡ "Updating a Self-signed Certificate" on page 394

Cannot Create a CSR

The Common Name has not been entered.

The **Common Name** must be entered.

Unsupported characters have been entered to Common Name, Organization, Organizational Unit, Locality, and State/Province.

Enter characters of either IPv4, IPv6, host name, or FQDN format in ASCII (0x20-0x7E).

A comma or space is included in the Common Name.

If a comma is entered, the **Common Name** is divided at that point. If only a space is entered before or after a comma, an error occurs.

Related Information

➡ "Obtaining a CA-signed Certificate" on page 389

Warning Relating to a Digital Certificate Appears

Messages	Cause/What to do
Enter a Server Certificate.	**Cause:** You have not selected a file to import. **What to do:** Select a file and click **Import**.
CA Certificate 1 is not entered.	**Cause:** CA certificate 1 is not entered and only CA certificate 2 is entered. **What to do:** Import CA certificate 1 first.
Invalid value below.	**Cause:** Unsupported characters are contained in the file path and/or password. **What to do:** Make sure that the characters are entered correctly for the item.
Invalid date and time.	**Cause:** Date and time for the printer have not been set. **What to do:** Set date and time using Web Config, EpsonNet Config or the printer's control panel.

Messages	Cause/What to do
Invalid password.	**Cause:** The password set for CA certificate and entered password do not match. **What to do:** Enter the correct password.
Invalid file.	**Cause:** You are not importing a certificate file in X509 format. **What to do:** Make sure that you are selecting the correct certificate sent by a trusted certificate authority.
	Cause: The file you have imported is too large. The maximum file size is 5KB. **What to do:** If you select the correct file, the certificate might be corrupted or fabricated.
	Cause: The chain contained in the certificate is invalid. **What to do:** For more information on the certificate, see the website of the certificate authority.
Cannot use the Server Certificates that include more than three CA certificates.	**Cause:** The certificate file in PKCS#12 format contains more than 3 CA certificates. **What to do:** Import each certificate as converting from PKCS#12 format to PEM format, or import the certificate file in PKCS#12 format that contains up to 2 CA certificates.
The certificate has expired. Check if the certificate is valid, or check the date and time on your printer.	**Cause:** The certificate is out of date. **What to do:** ❏ If the certificate is out of date, obtain and import the new certificate. ❏ If the certificate is not out of date, make sure the printer's date and time are set correctly.

Messages	Cause/What to do
Private key is required.	**Cause:** There is no paired private key with the certificate. **What to do:** ❏ If the certificate is the PEM/DER format and it is obtained from a CSR using a computer, specify the private key file. ❏ If the certificate is the PKCS#12 format and it is obtained from a CSR using a computer, create a file that contains the private key.
	Cause: You have re-imported the PEM/DER certificate obtained from a CSR using Web Config. **What to do:** If the certificate is the PEM/DER format and it is obtained from a CSR using Web Config, you can only import it once.
Setup failed.	**Cause:** Cannot finish the configuration because the communication between the printer and computer failed or the file cannot be read by some errors. **What to do:** After checking the specified file and communication, import the file again.

Related Information

➡ "About Digital Certification" on page 389

Delete a CA-signed Certificate by Mistake

There is no backup file for the CA-signed certificate.

If you have the backup file, import the certificate again.

If you obtain a certificate using a CSR created from Web Config, you cannot import a deleted certificate again. Create a CSR and obtain a new certificate.

Related Information

➡ "Importing a CA-signed Certificate" on page 391
➡ "Deleting a CA-signed Certificate" on page 393

Where to Get Help

Technical Support Web Site. 421

Contacting Epson Support. 421

Technical Support Web Site

If you need further help, visit the Epson support website shown below. The latest drivers, FAQs, manuals, or other downloadables are also available from the site.

https://support.epson.net/

https://support.epson.com (U.S., Canada, and Latin America)

If your Epson product is not operating properly and you cannot solve the problem, contact Epson support.

Contacting Epson Support

Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product manuals, contact Epson support services for assistance.

The following Epson support list is based on the country of sale. Some products may not be sold in your current location, so be sure to contact Epson support for the area in which you purchased your product.

If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

- ❏ Product serial number

  (The label attachment position depends on the product; it may be on the back, the open side of the cover, or the bottom.)
- ❏ Product model
- ❏ Product software version

  (Click **About**, **Version Info**, or a similar button in the product software.)
- ❏ Brand and model of your computer
- ❏ Your computer operating system name and version
- ❏ Names and versions of the software applications you normally use with your product

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

Help for Users in the U.S. and Canada

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

Internet Support

Visit Epson's support website at https://support.epson.com and select your product 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:

(866) 212-8743, 7 a.m. to 4 p.m., Pacific Time, Monday through Friday

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 https://epson.com (U.S. sales) or https://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) in the U.S. or 800-807-7766 in Canada.

Help for Users in Europe

Check your Pan-European Warranty Document for information on how to contact Epson support.

Help for Users in Taiwan

Contacts for information, support, and services are:

World Wide Web

https://www.epson.com.tw

Information on product specifications, drivers for download, and products enquiry are available.

Epson HelpDesk

Phone: +886-2-2165-3138

Our HelpDesk team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty

Repair service center:

https://www.tekcare.com.tw/branchMap.page

TekCare corporation is an authorized service center for Epson Taiwan Technology & Trading Ltd.

Help for Users in Australia

Epson Australia wishes to provide you with a high level of customer service. In addition to your product manuals, we provide the following sources for obtaining information:

Internet URL

https://www.epson.com.au

Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

Phone: 1300-361-054

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product manuals, type of computer, operating system, application programs, and any information you feel is required.

Transportation of Product

Epson recommends retaining product packaging for future transportation.

Help for Users in New Zealand

Epson New Zealand wishes to provide you with a high level of customer service. In addition to your product documentation, we provide the following sources for obtaining information:

Internet URL

https://www.epson.co.nz

Access the Epson New Zealand World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

Phone: 0800 237 766

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product documentation, type of computer, operating system, application programs, and any information you feel is required.

Transportation of Product

Epson recommends retaining product packaging for future transportation.

Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web

https://www.epson.com.sg

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk

Toll Free: 800-120-5564

Our HelpDesk team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problem troubleshooting
- ❏ Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web

https://www.epson.co.th

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

Epson Call Centre

Phone: 66-2460-9699

Email: support@eth.epson.co.th

Our Call Centre team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Service Center

27 Yen Lang, Trung Liet Ward, Dong Da District, Ha Noi City. Tel: +84 24 7300 0911

38 Le Dinh Ly, Thac Gian Ward, Thanh Khe District, Da Nang. Tel: +84 23 6356 2666

194/3 Nguyen Trong Tuyen, Ward 8, Phu Nhuan Dist., HCMC. Tel: +84 28 7300 0911

31 Phan Boi Chau, Ward 14, Binh Thanh District, HCMC. Tel: +84 28 35100818

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web

https://www.epson.co.id

- ❏ Information on product specifications, drivers for download
- ❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

Phone: 1500-766 (Indonesia Only)

Email: customer.care@ein.epson.co.id

Our Hotline team can help you with the following over the phone or email:

- ❏ Sales enquiries and product information
- ❏ Technical support

Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

https://www.epson.com.hk

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- ❏ Product information
- ❏ Answers to Frequently Asked Questions (FAQs)
- ❏ Latest versions of Epson product drivers

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: 852-2827-8911

Fax: 852-2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web

https://www.epson.com.my

❏ Information on product specifications, drivers for download

❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Call Centre

Phone: 1800-81-7349 (Toll Free)

Email: websupport@emsb.epson.com.my

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair services and warranty

Epson Malaysia Sdn Bhd (Head Office)

Phone: 603-56288288

Fax: 603-5628 8388/603-5621 2088

Help for Users in India

Contacts for information, support, and services are:

World Wide Web

https://www.epson.co.in/

Information on product specifications, drivers for download, and products enquiry are available.

Toll Free Helpline

For Service, Product information or to order consumables -

18004250011 / 186030001600 / 1800123001600 (9AM – 6PM)

Email

calllog@epson–india.in

WhatsApp

+91 96400 00333

Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone, fax numbers and e-mail address below:

World Wide Web

https://www.epson.com.ph

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

Epson Philippines Customer Care

Toll Free: (PLDT) 1-800-1069-37766

Toll Free: (Digitel) 1-800-3-0037766

Metro Manila: +632-8441-9030

Web Site: https://www.epson.com.ph/contact

E-mail: customercare@epc.epson.com.ph

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Our Customer Care team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty

Epson Philippines Corporation

Trunk Line: +632-8706-2609

Fax: +632-8706-2663 / +632-8706-2665

Help for Users in the Republic of Korea

Customer Support Website

https://www.epson.co.kr/sl/s

Without area code

1566-3515

Printer, Projector, Label Printer (for Home Use)

1588-3515

Large Printer, Large Multifunction Printer, Scanner, Laser Printer, Dot Matrix Printer, Label Printer (for Business Use)