EPSON®

WF-M5399 User's Guide

Contents

WF-M5399 User's Guide 13

Product Basics 14

Installing or Using Optional Parts 14

Optional Accessories and Replacement Parts 14

Installing the Optional Paper Cassette Units 15

Enabling the Optional Paper Cassettes - Windows 21

Enabling the Optional Paper Cassettes - PostScript Printer Software - Windows 23

Enabling the Optional Paper Cassettes - Mac 24

Enabling the Optional Paper Cassettes - PostScript Printer Software - Mac 25

Product Parts Locations 26

Product Parts - Front 27

Product Parts - Inside 29

Product Parts - Back 30

Using the Control Panel 31

Control Panel Buttons and Lights 31

The LCD Screen 32

Navigating the LCD Screen 33

Entering Characters on the LCD Screen 34

Viewing Animations 35

Status Icon Information 35

Changing LCD Screen Language 37

Selecting the Date and Time 37

Adjusting the Screen Brightness 38

Turning Off the Operation Time Out Setting 38

Checking for Software Updates 39

Using Power Saving Settings 39

Changing the Sleep Timer Settings 40

Changing the Power Off Timer Settings 40

Epson Connect Solutions for Smartphones, Tablets, and More 40

Setting Up Epson Connect Services 41

Using Epson Email Print 41
Using Epson Remote Print 42
Using the Epson Smart Panel Mobile App 42
Using AirPrint 43
Setting Up Printing on a Chromebook 44
Android Printing Using the Epson Print Enabler 44
Using the Mopria Print Service 45
Voice-activated Printing 45
Wi-Fi or Wired Networking 47
Network Security Recommendations 47
Wi-Fi Infrastructure Mode Setup 48
Selecting Wireless Network Settings from the Control Panel 49
Wi-Fi Direct Mode Setup 50
Connecting to a Mobile Device 51
Modifying the Wi-Fi Direct Network Name or Password 52
Wi-Fi Protected Setup (WPS) 53
Using WPS to Connect to a Network 54
Printing a Network Status Sheet 54
Printing a Network Connection Report 54
Network Connection Report Codes and Messages 55
Changing or Updating Network Connections 62
Changing a USB Connection to a Wi-Fi Connection 62
Changing a Wi-Fi Connection to a Wired Network Connection 62
Connecting to a New Wi-Fi Router 63
Disabling Wi-Fi Features 63
Enabling PCL or PostScript Printing 65
Installing the PCL Driver - Windows 65
Installing the PostScript (PS3) Printer Software - Windows 67
Installing the PostScript (PS3) Printer Software - Mac 67
Selecting PDL (Page Description Language) Settings 68
PDL Print Configuration Options 68
Selecting Printer Language and Interface Settings 71
Printing Language and Interface Options 71

Printing a PCL or PS3 (PostScript) Status Sheet 72
Cancelling Printing Using a Product Button 72
Loading Paper 73
Loading Paper in the Paper Cassettes and Rear Paper Tray 73
Paper Loading Capacity 76
Double-sided Printing Capacity 81
Compatible Epson Papers 83
Paper or Media Type Settings - Printing Software 85
Selecting the Paper Settings for Each Source - Control Panel 86
Paper Type Settings - Control Panel 86
Selecting Default Paper Settings - Administrator 87
Selecting the Default Printer Settings 88
Paper Source Settings Options 88
Selecting the Universal Print Settings 89
Universal Print Settings Options 89
Printing from a Computer 91
Printing with the Standard Epson Printer Software - Windows 91
Selecting Basic Print Settings - Windows 92
Paper Source Options - Windows 94
Print Quality Options - Windows 95
Multi-Page Printing Options - Windows 95
Selecting Double-sided Printing Settings - Windows 95
Double-sided Printing Options - Windows 98
Print Density Adjustments - Windows 98
Selecting Additional Layout and Print Options - Windows 99
Image Options and Additional Settings - Windows 100
Header/Footer Settings - Windows 101
Selecting a Printing Preset - Windows 103
Selecting Extended Settings - Windows 105
Extended Settings - Windows 106
Printing Your Document - Windows 107
Locking Printer Settings - Windows 108
Locked Setting Options 109

Entering a User ID and Password for Printing 111
Selecting Default Print Settings - Windows 112
Changing the Language of the Printer Software Screens 113
Changing Automatic Update Options 114
Printing with the Built-in Epson Driver - Windows 10 S 115
Selecting Print Settings - Windows 10 S 115
Printing with the Epson Standard Printer Software - Mac 119
Selecting Basic Print Settings - Mac 120
Paper Source Options - Mac 123
Print Quality Options - Mac 123
Selecting Page Setup Settings - Mac 124
Selecting Print Layout Options - Mac 125
Selecting Double-sided Printing Settings - Mac 125
Selecting Printing Preferences - Mac 127
Printing Preferences - Mac 127
Printing Your Document - Mac 128
Checking Print Status - Mac 129
Printing from a Smartphone or Tablet 130
Printing with the PCL Printer Software - Windows 130
Synchronizing Printer Settings - PCL Driver - Windows 131
Selecting Basic Print Settings - PCL Driver - Windows 132
Selecting Default Print Settings - PCL Driver - Windows 134
Locking Printer Settings - PCL Driver - Windows 135
PCL Driver Locked Setting Options 137
Printing with the PostScript (PS3) Printer Software - Windows 138
Selecting Basic Print Settings - PostScript Printer Software - Windows 138
Selecting Default Print Settings - PostScript Printer Software - Windows 140
Printing with the PostScript (PS3) Printer Software - Mac 140
Selecting Basic Print Settings - PostScript Printer Software - Mac 141
Cancelling Printing Using a Product Button 145
Replacing the Ink Supply Unit (Ink Pack), Maintenance Box, and Cassette Rollers 146
Ink Pack Safety Instructions 147

Check Ink and Maintenance Box Status ... **148**
Checking Ink Status on the LCD Screen ... 148
Checking Ink and Maintenance Box Status - Windows ... 148
Checking Ink and Maintenance Box Status - Mac ... 150
Purchase Epson Ink Packs and Maintenance Boxes ... **152**
Ink Supply Unit (Ink Pack) and Maintenance Box Part Numbers ... 152
Removing and Installing Ink Packs ... **154**
Replacing the Maintenance Box ... **155**
Replacing the Paper Feed Rollers ... **156**
Resetting the Roller Counter on the LCD Screen ... **157**
Adjusting Print Quality ... **158**
Print Head Maintenance ... 158
Print Head Nozzle Check ... 158
Checking the Nozzles Using the Product Control Panel ... 159
Checking the Nozzles Using a Computer Utility ... 160
Print Head Cleaning ... 163
Cleaning the Print Head Using the Product Control Panel ... 163
Cleaning the Print Head Using a Computer Utility ... 164
Print Head Alignment ... 166
Aligning the Print Head Using the Product Control Panel ... 167
Adjusting the Print Quality Using the Product Control Panel ... 167
Cleaning the Paper Guide ... 169
Cleaning the Translucent Film ... 169
Checking the Number of Sheets on the LCD Screen ... 171
Cleaning and Transporting Your Product ... **173**
Cleaning Your Product ... 173
Transporting Your Product ... 174
Administering Your Product ... **180**
Accessing the Web Config Utility ... 180
Changing the Administrator Password in Web Config ... 181
Configuring Product Settings ... 182
Checking Status Information ... 183

Managing the Network Connection ... 183
Network Settings ... 184
Setting Control Panel Options ... 188
Configuring an Email Server ... 188
Email Server Settings ... 189
Sending Email Notifications ... 189
Adjusting Power Saving Settings ... 190
Importing and Exporting Product Settings ... 191
Exporting Settings Using Web Config ... 191
Importing Settings Using Web Config ... 191
Updating Firmware Using Web Config ... 192
Synchronizing the Date and Time with a Time Server ... 192
Clearing the Internal Memory ... 193
Enabling Periodic Cleaning ... 193
Powering Off or Rebooting the Product Remotely ... 194
Restoring Default Product Settings ... 194
Configuring Security Settings ... 194
Connecting an Authentication Device ... 195
Restricting Features Available for Users ... 196
User Feature Restriction ... 196
Configuring User Feature Restrictions ... 196
Disabling the External Interface ... 197
Setting Up Password Encryption ... 198
Working with Audit Logs ... 198
Restricting PDL File Operations ... 199
Enabling Program Verification on Start Up ... 199
Using Your Product on a Secure Network ... 199
Configuring Protocols and Services in Web Config ... 199
Protocol Settings ... 200
Configuring SSL/TLS Communication ... 204
Configuring SSL/TLS Settings ... 204
Configuring a Server Certificate for the Product ... 205
Configuring IPsec/IP Filtering ... 205

About IPsec/IP Filtering ... 206
Configuring the Default IPsec/IP Filtering Policy ... 206
Configuring the Group IPsec/IP Filtering Policies ... 206
IPsec/IP Filtering Policy Settings ... 207
IPsec/IP Filtering Configuration Examples ... 212
Configuring an IPsec/IP Filtering Certificate ... 213
Connecting the Product to an IEEE 802.1X Network ... 214
Configuring an IEEE 802.1X Network ... 214
IEEE 802.1X Network Settings ... 215
Configuring a Certificate for an IEEE 802.1X Network ... 216
IEEE 802.1X Network Status ... 216
Using a Digital Certificate ... 217
About Digital Certification ... 218
Obtaining and Importing a CA-signed Certificate ... 218
CSR Setup Settings ... 219
CSR Import Settings ... 220
Deleting a CA-signed Certificate ... 221
Updating a Self-signed Certificate ... 222
Importing a CA Certificate ... 222
Deleting a CA Certificate ... 223
Setting Up Universal Print (Microsoft) ... 223
Using Epson Device Admin Configuration Software ... 223
Solving Problems ... 224
Viewing the Help Screen ... 224
Checking for Software Updates ... 224
Product Status Messages ... 225
Running a Product Check ... 227
Resetting Control Panel Defaults ... 228
Solving Setup Problems ... 229
Product Does Not Turn On or Off ... 230
Noise After Ink Installation ... 230
Software Installation Problems ... 230
Solving Network Problems ... 231

Product Cannot Connect to a Wireless Router or Access Point 231
Network Software Cannot Find Product on a Network 233
Product Does Not Appear in Mac Printer Window 234
Cannot Print Over a Network 234
Solving Network Security Problems 236
Cannot Create the Secure IPP Printing Port 236
Cannot Update a Certificate or Create a CSR 236
Cannot Import a Digital Certificate 237
Deleted a CA-signed Certificate 237
Digital Certificate Warning Messages 237
Solving Paper Problems 239
Paper Feeding Problems 239
Paper Jams Inside the Product 240
Paper Ejection Problems 240
Solving Problems Printing from a Computer 241
Nothing Prints 241
Product Icon Does Not Appear in Windows Taskbar 243
Printing is Slow 244
Solving Page Layout and Content Problems 246
Inverted Image 246
Too Many Copies Print 246
Blank Pages Print 246
Incorrect Margins on Printout 247
Incorrect Characters Print 247
Incorrect Image Size or Position 248
Slanted Printout 249
Solving Print Quality Problems 249
White or Dark Lines in Printout 250
Blurry or Smeared Printout 251
Faint Printout or Printout Has Gaps 253
Grainy Printout 253
Uninstall Your Product Software 254
Uninstalling Printing Software - Windows 255

Uninstalling Product Software - Mac ... 255
Where to Get Help (U.S. and Canada) ... 256
Where to Get Help (Latin America) ... 257
Technical Specifications ... 260
Windows System Requirements ... 260
Mac System Requirements ... 261
Paper Specifications ... 261
Printable Area Specifications ... 263
Ink Pack Specifications ... 264
Dimension Specifications ... 265
Electrical Specifications ... 266
Environmental Specifications ... 266
Interface Specifications ... 267
Network Interface Specifications ... 267
Safety and Approvals Specifications ... 270
Notices ... 271
Important Safety Instructions ... 271
General Printer Safety Instructions ... 271
Wireless Connection Safety Instructions ... 273
LCD Screen Safety Instructions ... 273
FCC Compliance Statement ... 274
Binding Arbitration and Class Waiver ... 274
Trademarks ... 278
Copyright Notice ... 278
libTIFF Software Acknowledgment ... 279
A Note Concerning Responsible Use of Copyrighted Materials ... 279
Default Delay Times for Power Management for Epson Products ... 280
Copyright Attribution ... 280

WF-M5399 User's Guide

Welcome to the WF-M5399 *User's Guide*.

For a printable PDF copy of this guide, click here.

Note: Availability of products in this guide varies by country.

Product Basics

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

Note: Printing software instructions in this manual are intended for use with the standard Epson printer software. For more information on using the Printer Command Language (PCL) or PostScript (PS3) printer software, please see the appropriate sections.

Installing or Using Optional Parts
Product Parts Locations
Using the Control Panel
Checking for Software Updates
Using Power Saving Settings
Epson Connect Solutions for Smartphones, Tablets, and More
Using the Epson Smart Panel Mobile App
Using AirPrint
Setting Up Printing on a Chromebook
Android Printing Using the Epson Print Enabler
Using the Mopria Print Service
Voice-activated Printing

Installing or Using Optional Parts

Follow the instructions in this section to install or use optional parts.

Optional Accessories and Replacement Parts
Installing the Optional Paper Cassette Units

Parent topic: Product Basics

Optional Accessories and Replacement Parts

You can purchase genuine Epson accessories at epson.com (U.S. sales), epson.ca (Canadian sales), or latin.epson.com (Latin American 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.

U.S. and Canada

Option or part	Part number
Replacement maintenance box	C12C938211
Optional input tray	C12C937901
Paper Feed Roller for Cassette A (C1)	C12C938261
Paper Feed Roller for Cassette B (C2-C4)	C12C938281
Low Optional Cabinet	C12CFM7066
Medium Optional Cabinet	C12CFM7067
Tall Optional Cabinet	C12CFM7068

Latin America

Option or part	Part number
Replacement maintenance box	C12C938211
Optional input tray	C12C937901
Paper Feed Roller for Cassette A (C1)	C12C938261
Paper Feed Roller for Cassette B (C2-C4)	C12C938281

Parent topic: Installing or Using Optional Parts

Installing the Optional Paper Cassette Units

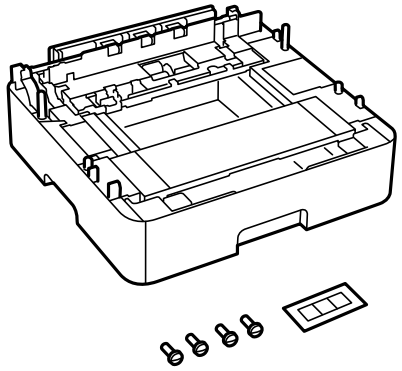
You can install up to three optional paper cassette units to provide more paper capacity.

1. Turn off the product, and unplug the power cord and any connected cables.

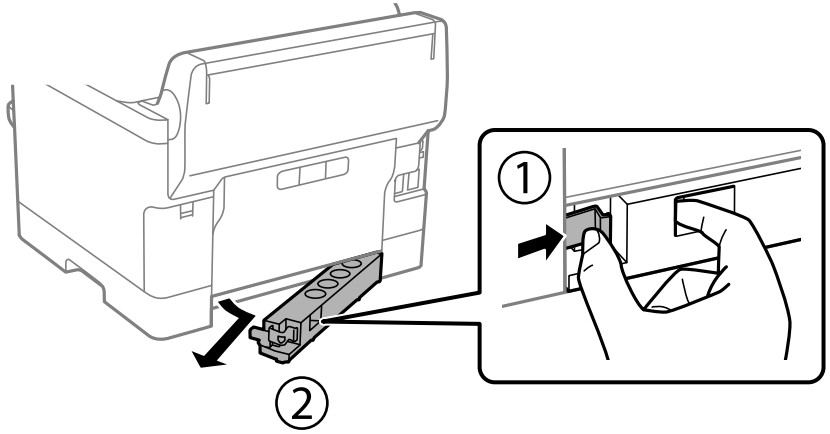
   Warning: To avoid electric shock, make sure you unplug the power cord.

2. Remove the paper cassette unit from its packaging and remove any protective materials.

3. Make sure you have all the items shown here. You will also need a screwdriver to attach the paper cassette unit, and two people to lift the printer.



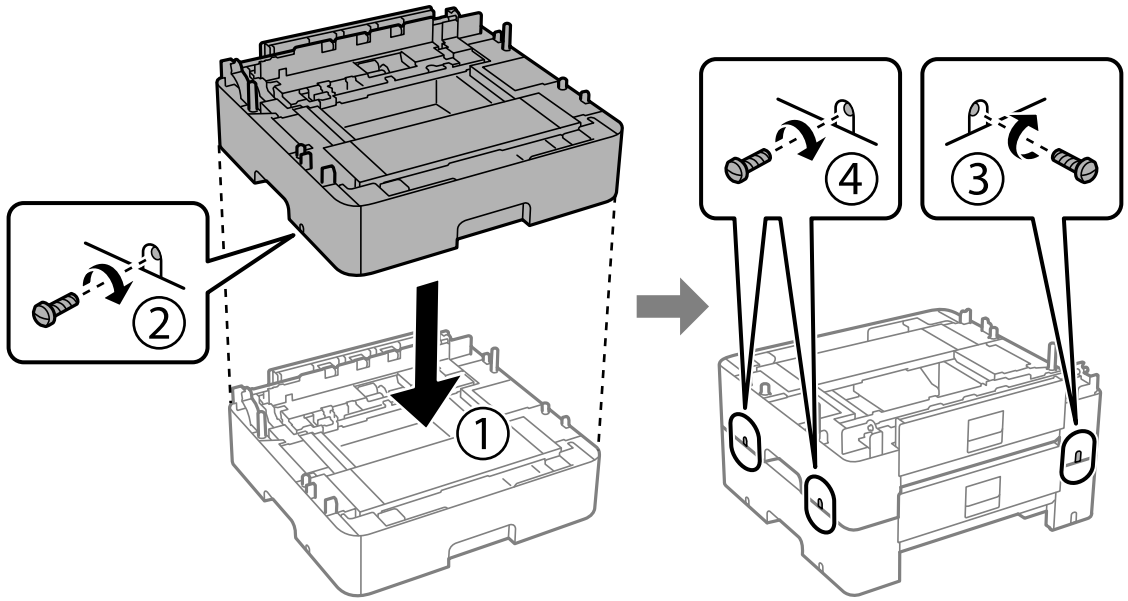
4. Remove the protective piece from the back of the printer.



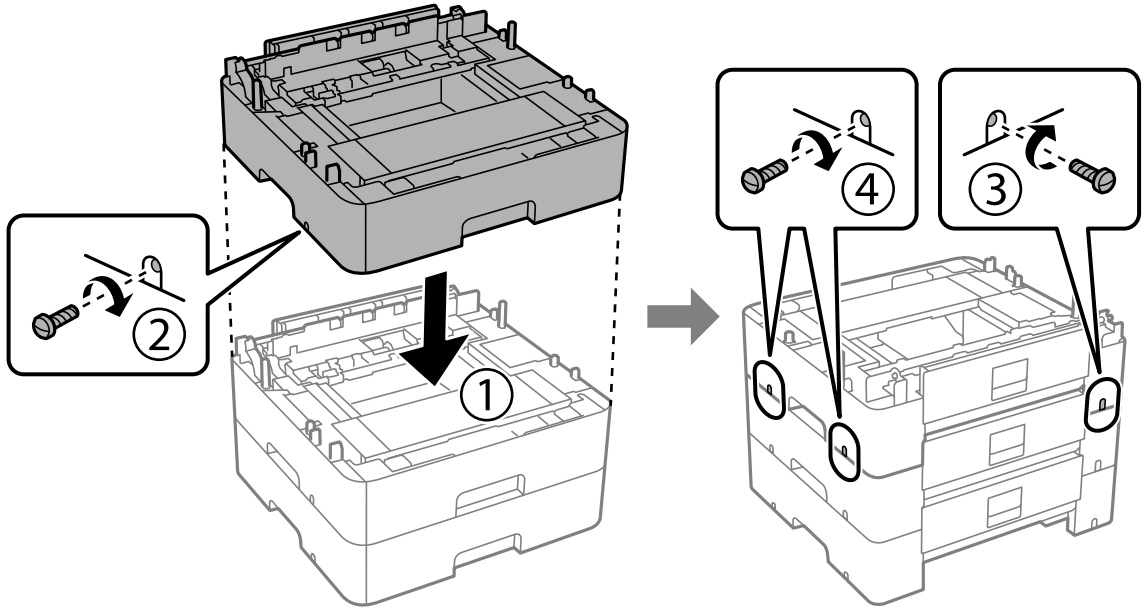
Note: Do not throw the piece away; you will use it later.

5. Place the first optional paper cassette unit in the location where you want to set up the printer.

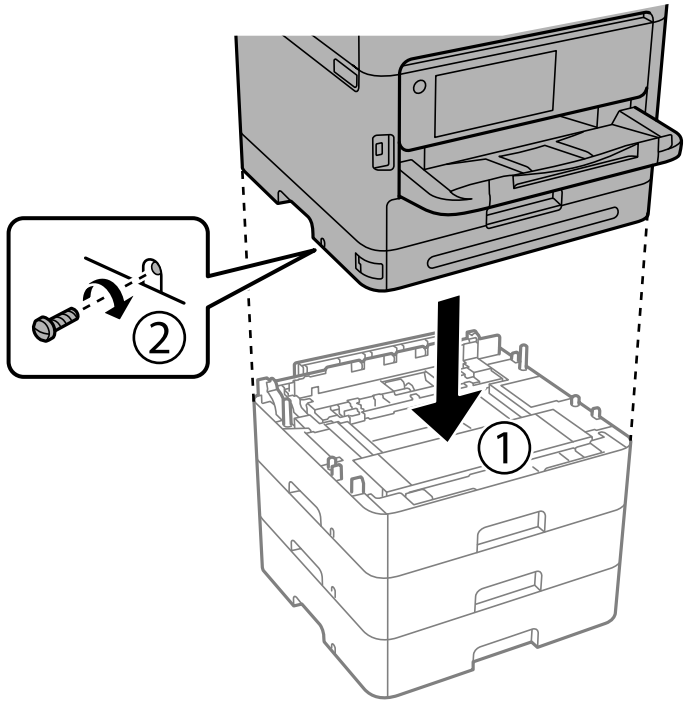
6. If you are installing more than one optional paper cassette unit, stack them on top of each other and secure them with the included screws.



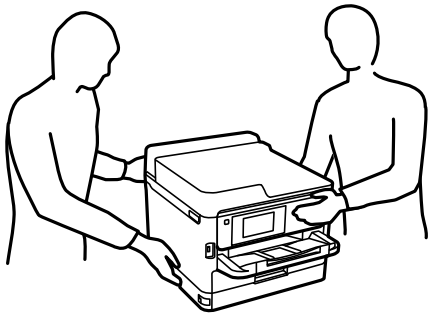
7. Repeat this step for all paper cassette units.



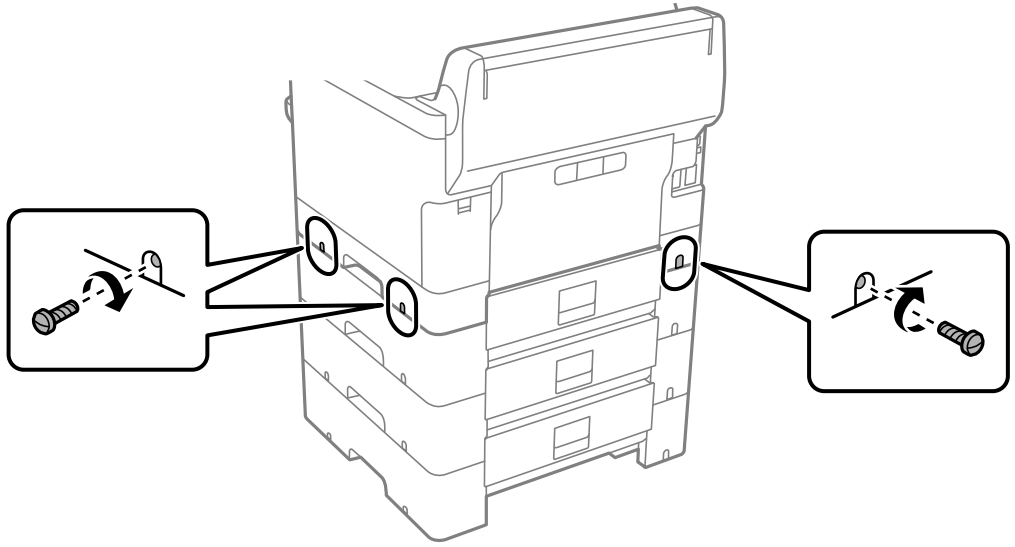
8. Lift up your product and gently lower it onto the paper cassette unit with the corners aligned. Secure the product to the paper cassette unit using the included screws.



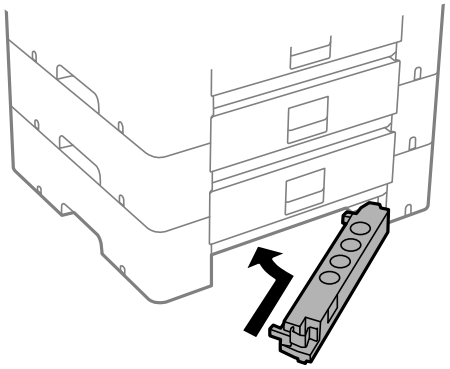
Caution: Because the product is heavy, two or more people should lift and carry it using the hand positions shown:



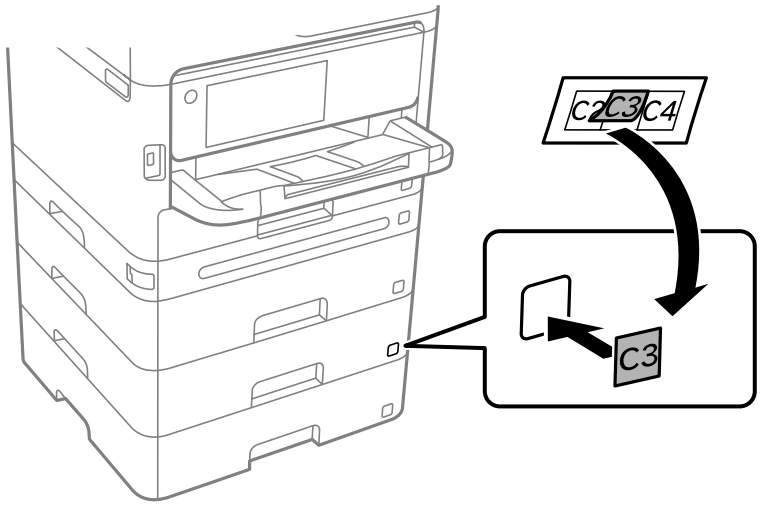
9. Secure the printer and paper cassette units at the back and right side using the included screws as shown.



10. Re-insert the protective piece you removed earlier into the back of the lowest paper cassette unit.



11. Place the correct sticker on each cassette unit to indicate the cassette number.



12. Connect the power cord and other connection cables, then plug in the product.
13. Turn on the product.
14. Press the **Paper Setting** button and make sure the installed cassette units are displayed on the screen.
15. Enable the optional paper cassette units in the printer software.

Enabling the Optional Paper Cassettes - Windows
Enabling the Optional Paper Cassettes - PostScript Printer Software - Windows
Enabling the Optional Paper Cassettes - Mac
Enabling the Optional Paper Cassettes - PostScript Printer Software - Mac

Parent topic: Installing or Using Optional Parts

Enabling the Optional Paper Cassettes - Windows

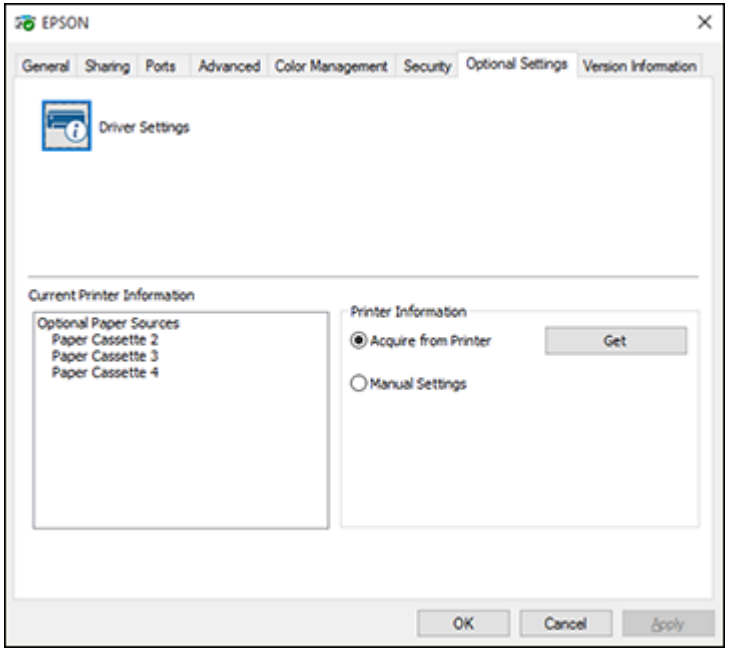
You need to enable the optional paper cassette units before you can use them with the printer software.

Note: If you are using the PCL driver or PostScript (PS3) printer software, see the link below to enable the optional cassette units.

Note: Log on to your computer as an administrator.

1. Do one of the following:
   - **Windows 11:** Click , search for **Settings** and select it. Select **Bluetooth & devices** > **Printers & scanners**. Select your product name, then select **Printer properties**.
   - **Windows 10:** Click and select (Settings) > **Devices** > **Printers & scanners**. Select your product name and select **Manage** > **Printer properties**.
   - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** > **Hardware and Sound** > **Devices and Printers**. Right-click your product name and select **Printer properties**.
   - **Windows 7:** Click and select **Devices and Printers**. Right-click your printer name and select **Printer properties**.
   - **Windows Vista:** Click and select **Control Panel**. Click **Printer** under **Hardware and Sound**, then right-click your printer name and select **Properties**.
2. Click the **Optional Settings** tab.

   You see a window like this:



3. Make sure **Acquire from Printer** is selected and click **Get**.

   The optional paper sources are listed in the Current Printer Information section.

4. Click **OK**.

The optional paper cassettes are now enabled.

Parent topic: Installing the Optional Paper Cassette Units

Related tasks

Enabling the Optional Paper Cassettes - PostScript Printer Software - Windows

Enabling the Optional Paper Cassettes - PostScript Printer Software - Windows

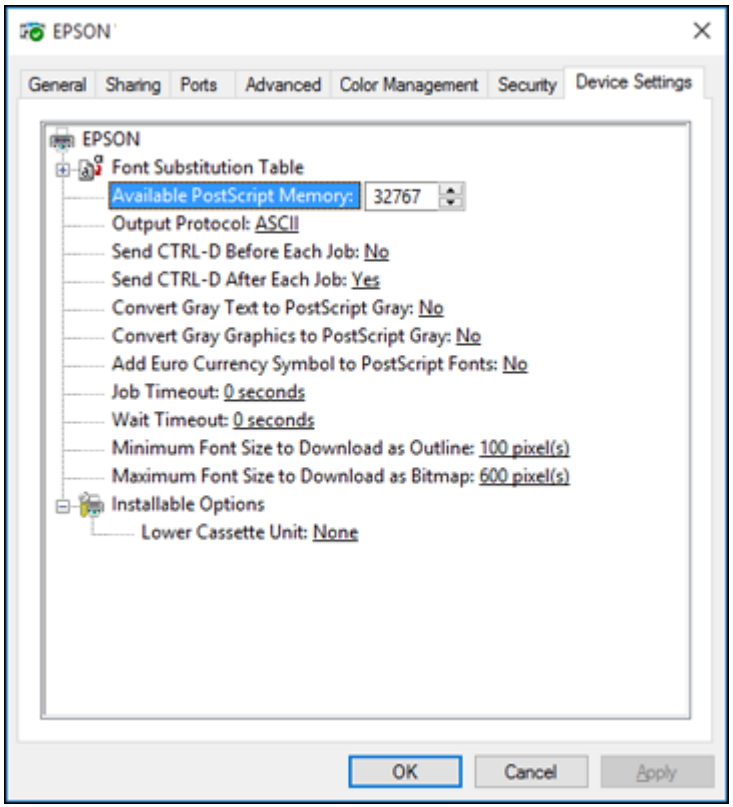
If you installed optional paper cassette units, you need to enable the optional cassette units before you can use them with the PS3 printer software.

1. Do one of the following:

   - **Windows 11:** Click , search for **Settings** and select it. Select **Bluetooth & devices** > **Printers & scanners**. Select your product name, then select **Printer properties**.
   - **Windows 10:** Click  and select  (Settings) > **Devices** > **Printers & scanners** . Select your product name and select **Manage** > **Printer properties**.
   - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** > **Hardware and Sound** > **Devices and Printers**. Right-click your product name and select **Printer properties**.
   - **Windows 7:** Click  and select **Devices and Printers**. Right-click your product name and select **Printer Properties**.
   - **Windows Vista:** Click  and select **Control Panel**. Click **Printer** under **Hardware and Sound**, then right-click your product name, and select **Properties**.

2. Click the **Device Settings** tab.

You see a window like this:



3. Select the number of optional cassettes installed as the Lower Cassette Unit setting.
4. Click **OK**.

The optional paper cassettes are now enabled.

Parent topic: Installing the Optional Paper Cassette Units

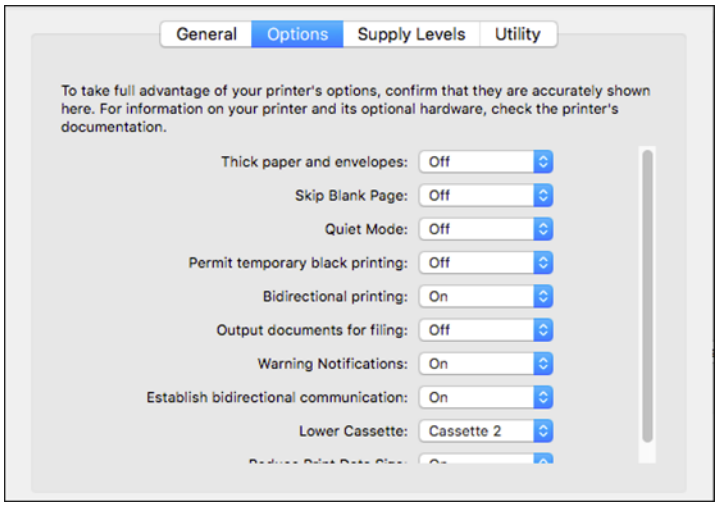
Enabling the Optional Paper Cassettes - Mac

You need to enable the optional paper cassette units before you can use them with the printer software.

Note: If you are using the PostScript (PS3) printer software, see the link below to enable the optional cassette units.

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

   You see a screen like this:



4. Select the number of cassette units installed as the **Lower Cassette** setting.
5. Click **OK**.

The optional paper cassettes are now enabled.

Parent topic: Installing the Optional Paper Cassette Units

Related tasks

Enabling the Optional Paper Cassettes - PostScript Printer Software - Mac

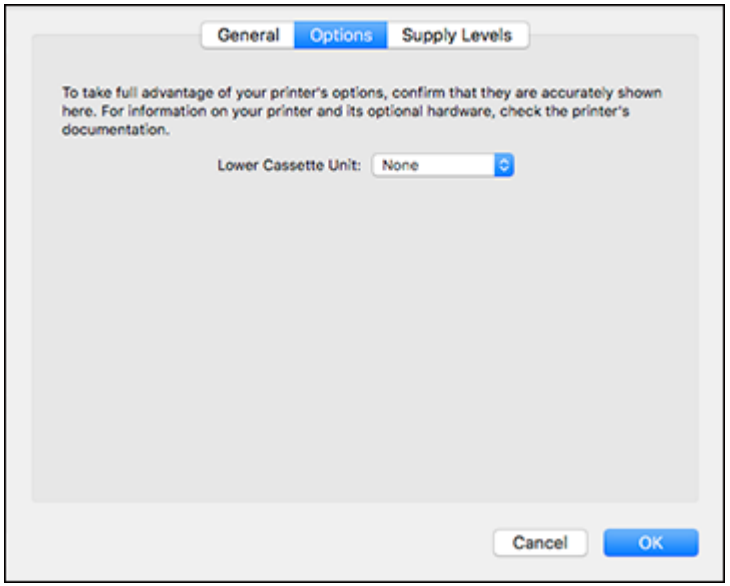
Enabling the Optional Paper Cassettes - PostScript Printer Software - Mac

If you installed optional paper cassette units, you need to enable the optional cassette units before you can use them with the PS3 printer software.

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

3. Select **Driver** or **Options**.

   You see a screen like this:



4. Select the number of optional cassettes installed as the **Lower Cassette Unit** setting.
5. Click **OK**.

The optional paper cassettes are now enabled.

Parent topic: Installing the Optional Paper Cassette Units

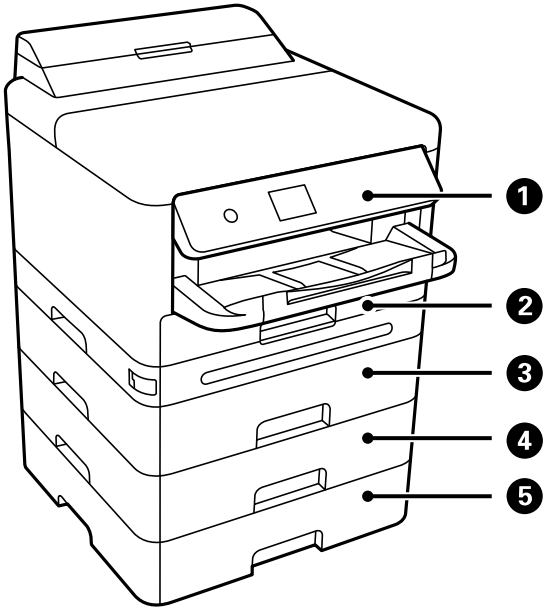
Product Parts Locations

See these sections to identify the parts on your product.

Product Parts - Front
Product Parts - Inside
Product Parts - Back

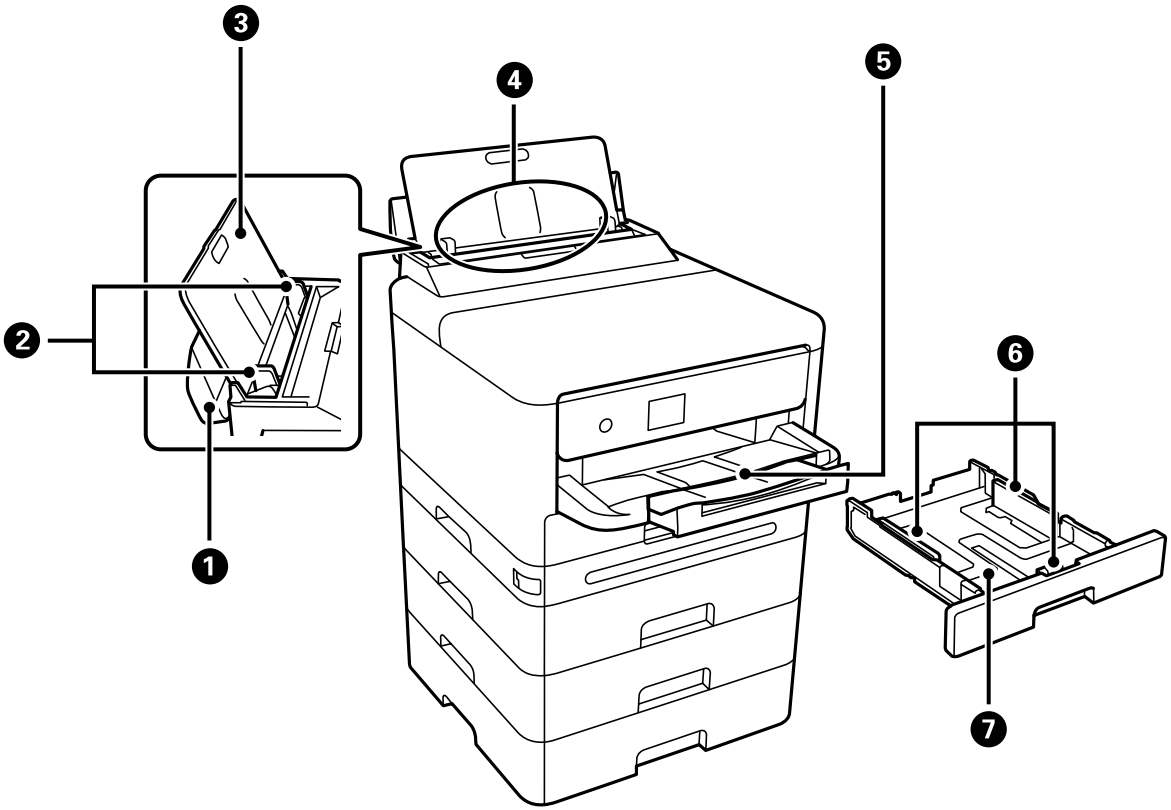
Parent topic: Product Basics

Product Parts - Front



1 Control panel
2 Paper cassette (C1)
3 Paper cassette (C2) (optional)
4 Paper cassette (C3) (optional)

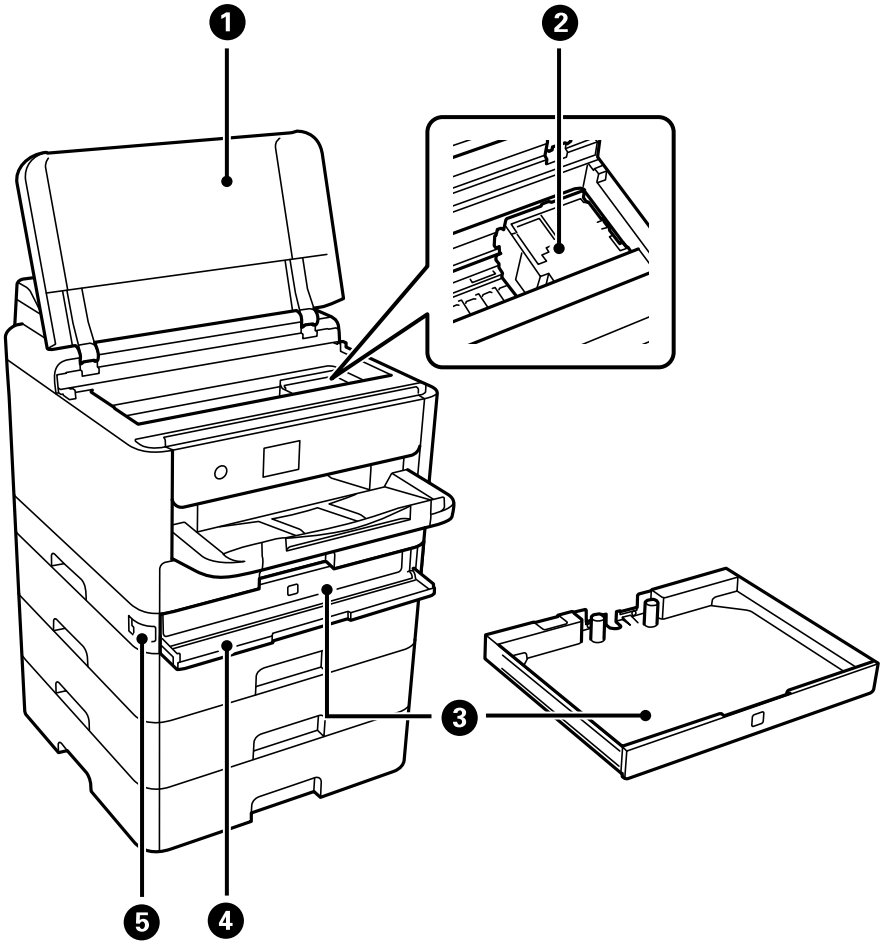
5 Paper cassette (C4) (optional)



1 Paper tray cover
2 Edge guides
3 Paper support
4 Paper tray (B)
5 Output tray
6 Edge guides
7 Paper cassette

Parent topic: Product Parts Locations

Product Parts - Inside

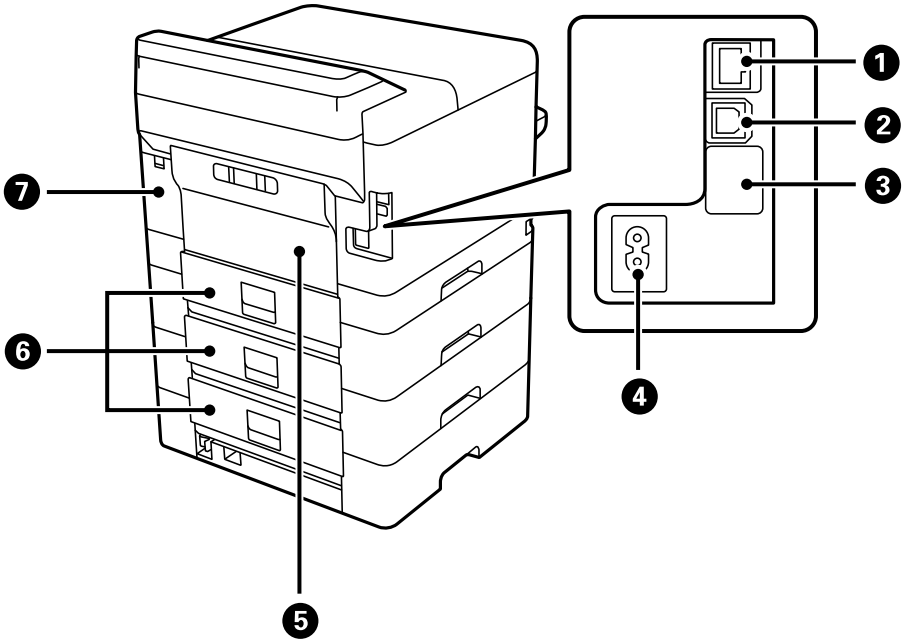


1 Printer cover (J)
2 Print head
3 Ink tray
4 Ink cover (A)

5 Ink cover lock

Parent topic: Product Parts Locations

Product Parts - Back



1 **LAN** port
2 **USB** port
3 Service port (for future use; do not remove sticker)
4 AC inlet
5 Rear cover (D)
6 Rear cover (E)
7 Maintenance box cover (H)

Parent topic: Product Parts Locations

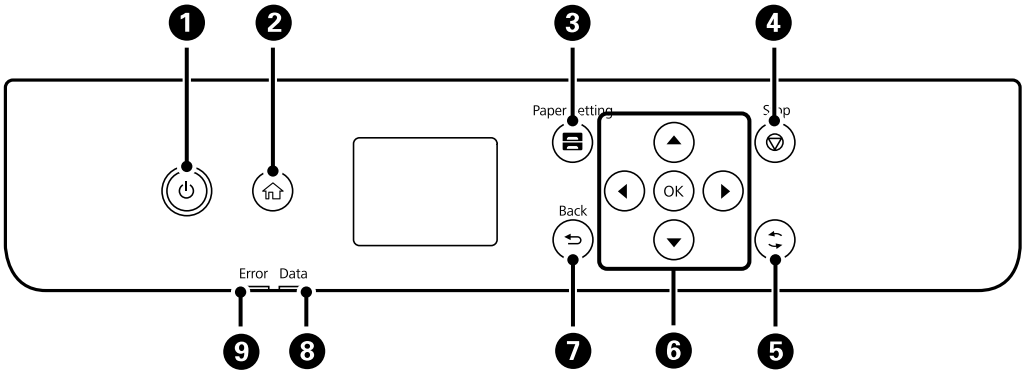
Using the Control Panel

See these sections to learn about the control panel and select control panel settings.

Control Panel Buttons and Lights
Changing LCD Screen Language
Selecting the Date and Time
Adjusting the Screen Brightness
Turning Off the Operation Time Out Setting

Parent topic: Product Basics

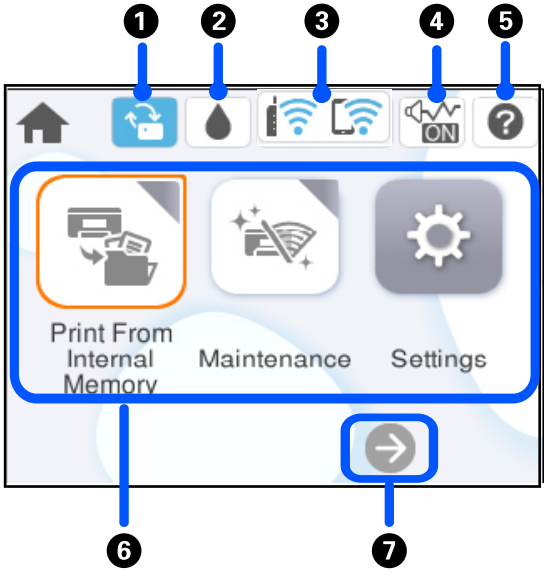
Control Panel Buttons and Lights



1 The ⏻ power button and light
2 The ⌂ home button
3 The **Paper Setting** button
4 The **Stop** button
5 The ⟳ button (performs various functions)
6 The arrow buttons and the **OK** button
7 The ⮌ **Back** button
8 The **Data** light
9 The **Error** light

The LCD Screen
Navigating the LCD Screen
Entering Characters on the LCD Screen
Viewing Animations
Status Icon Information
Parent topic: Using the Control Panel

The LCD Screen



1	Indicates when a firmware update is available
2	Displays ink and maintenance box status
3	Indicates network status and accesses network settings
4	Indicates whether Quiet Mode is enabled
5	Displays usage instructions and troubleshooting solutions
6	Displays the menu options
7	Scrolls the screen to the right

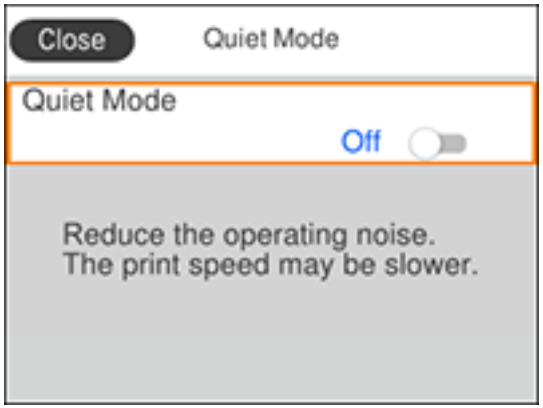
Parent topic: Control Panel Buttons and Lights

Navigating the LCD Screen

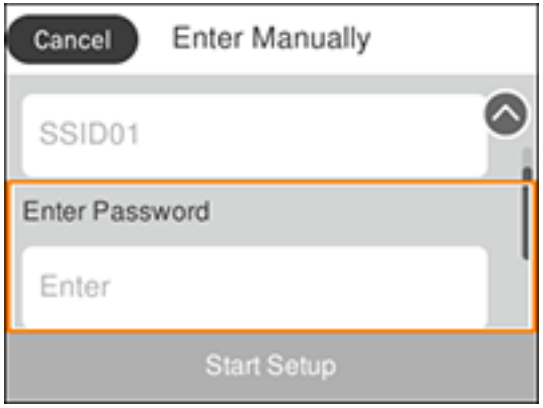
Follow these guidelines to navigate and use the menus on the LCD screen.

To navigate the menus, press the arrow buttons to change the highlighted selection and press the **OK** button to confirm your selection.

To change a setting, press the arrow buttons to highlight the setting and press the **OK** button.



To enter a value in a field, press the arrow buttons to highlight the field and press the **OK** button to display the on-screen keyboard.

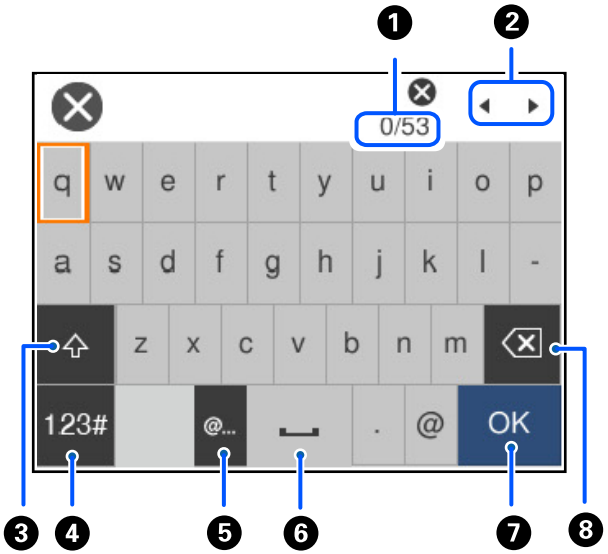


Parent topic: Control Panel Buttons and Lights

Entering Characters on the LCD Screen

Follow these guidelines to enter characters for passwords and other settings.

On-screen keyboard



1 Displays the character count
2 Moves the cursor left or right
3 Switches between uppercase and lowercase
4 Switches between characters, numbers, and symbols
5 Displays a list of common domain names to choose from
6 Enters a space
7 Select when you are finished
8 Deletes the previous character

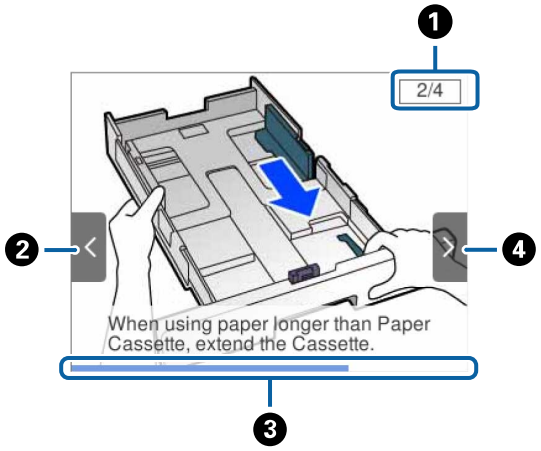
Parent topic: Control Panel Buttons and Lights

Viewing Animations

You can view animations on the LCD screen to help guide you with a procedure or to troubleshoot a problem.

1. Select the ⓘ help icon.
2. Select **Troubleshooting** if you are experiencing a problem or **How To** to view instructions on common procedures.
3. Select a topic from the list of available topics and follow the on-screen instructions.

   While viewing the topics, you may see screens like this:



1 Displays the current step number and the total number of steps

2 Press the left arrow button to view the previous step

3 Indicates your overall progress through the animation

4 Press the right arrow button to view the next step

Parent topic: Control Panel Buttons and Lights

Status Icon Information

Your product displays status icons on the LCD screen for certain product status conditions.

Icons	Description
	Indicates a firmware update is available
	Ink and maintenance box status; select the icon to view the ink and maintenance box levels
	Displays the network connection status; select the icon to set up or change your network connection •  Not connected to a wired (Ethernet) network •  Connected to a wired (Ethernet) network •  Not connected to a wireless network •  Searching for an SSID or experiencing a wireless network connection issue •  Connected to a wireless network; the number of bars indicates the connection's signal strength •  Wi-Fi Direct is not enabled •  Wi-Fi Direct is enabled
 	The **Quiet Mode** setting is enabled or disabled. Select the icon to change the setting. Depending on the selected paper type and print quality, when this feature is enabled noise is reduced during printing but print speed is slower.
	There is a problem with the indicated setting; select the icon for information on resolving the problem
	Displays additional information or instructions when you press the  button
	Displays the Help screen

Parent topic: Control Panel Buttons and Lights

Changing LCD Screen Language

You can change the language used on the LCD screen.

1. Press the home button, if necessary.
2. Select **Settings** > **General Settings** > **Basic Settings** > **Language**.
3. Select a language.

Parent topic: Using the Control Panel

Selecting the Date and Time

You can select the current date, time, and daylight saving phase in your area, and choose your preferred date and time format.

1. Press the home button, if necessary.
2. Select **Settings** > **General Settings** > **Basic Settings** > **Date/Time Settings**.
3. Select **Daylight Saving Time**.
4. Select the setting that applies to your area:
   - **Winter**: it is winter or your region does not use Daylight Saving Time (DST)
   - **Summer**: it is spring or summer and your region uses Daylight Saving Time (DST)

   Note: If your region uses Daylight Saving Time (DST), you must change this setting to match the season. When you change from **Winter** to **Summer**, your product automatically sets its clock ahead one hour. When you change from **Summer** to **Winter**, it sets its clock back one hour.

5. On the Date/Time Settings screen, select **Date/Time**.
6. Select the date format you want to use.
7. Use the arrow buttons and the **OK** button to enter the current date.
8. Select the time format you want to use.
9. Use the arrow buttons and the **OK** button to enter the current time.
10. On the Date/Time Settings screen, select **Time Difference**.
11. Use the arrow buttons and the **OK** button to enter the time difference between your time zone and UTC (Coordinated Universal Time).

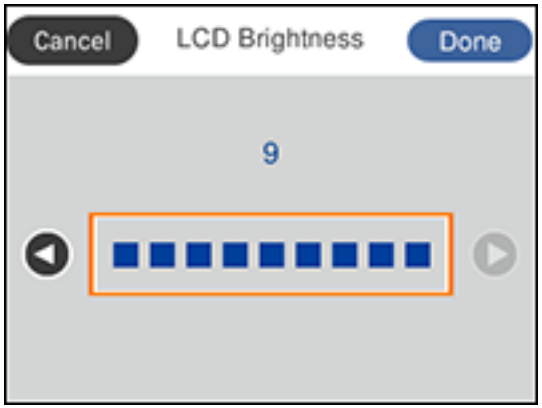
Parent topic: Using the Control Panel

Adjusting the Screen Brightness

You can adjust the brightness of the LCD screen.

1. Press the home button, if necessary.
2. Select **Settings** > **General Settings** > **Basic Settings** > **LCD Brightness**.

   You see a screen like this:



3. Press the left or right arrow button to decrease or increase the brightness.
4. When you are finished, select **Done**.

Parent topic: Using the Control Panel

Turning Off the Operation Time Out Setting

The Operation Time Out setting causes the LCD screen to return to the Home screen after a few minutes of inactivity. This feature is enabled by default, but you can turn it off.

Note: This setting can be locked by an administrator. If you cannot access this setting, contact your administrator for assistance.

1. Press the home button, if necessary.
2. Select **Settings** > **General Settings** > **Basic Settings**.
3. Select **Off** as the **Operation Time Out** setting.

Parent topic: Using the Control Panel

Checking for Software Updates

It's a good idea to check Epson's support website occasionally for free updates to your product software. Visit epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and select your product.

Note: Your printer is designed to work only with genuine Epson-brand ink packs. Other brands of ink packs 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 ink packs that functioned prior to a firmware update may not continue to function.

- **Windows**: Your printer software automatically checks for updates. You can also manually update the software by selecting **Software Update** here:
  - Accessing the Windows Desktop and right-clicking the  icon for your product in the right side of the Windows taskbar, or clicking the up arrow and right-clicking .
  - On the **Maintenance** tab in the printer settings window

  You can also update the software by selecting **EPSON Software Updater** in the **EPSON** or **Epson Software** program group, accessible by the **Start** button, or on the **Start** or **Apps** screens, depending on your version of Windows.
- **OS X**: You can manually update the software by opening the **Applications** > **Epson Software** folder and selecting **EPSON Software Updater**.
- **macOS 10.12.x to 13.x**: You can manually update the software by opening the **App Store**, selecting **Updates**, searching for a software update option for Epson Software, and selecting **Update**.

Parent topic: Product Basics

Using Power Saving Settings

Your product enters sleep mode automatically and turns off the LCD screen if it is not used for a period of time. You can make the time period shorter and select other options to save energy and resources.

Changing the Sleep Timer Settings
Changing the Power Off Timer Settings

Parent topic: Product Basics

Changing the Sleep Timer Settings

You can adjust the time period before your product enters sleep mode and turns off the LCD screen.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **General Settings** > **Basic Settings** > **Sleep Timer**.
3. Press the **OK** button.
4. Use the displayed keypad to select a time period.
5. When you are finished, select **Done** on the Sleep Timer screen.

Parent topic: Using Power Saving Settings

Changing the Power Off Timer Settings

You can have the product turn off automatically if it is not used for a specified period of time.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **General Settings** > **Basic Settings** > **Power Off Timer**.
3. Select a time period between **30minutes** and **12h** (12 hours).

Parent topic: Using Power Saving Settings

Epson Connect Solutions for Smartphones, Tablets, and More

Use your smartphone, tablet, or computer to print documents, photos, emails, and web pages from your home, office, or even across the globe.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

Setting Up Epson Connect Services
Using Epson Email Print
Using Epson Remote Print

Parent topic: Product Basics

Setting Up Epson Connect Services

If you did not activate your product's email address for use with Epson Connect when you set up your product, you can activate it using the product control panel.

1. Press the ⌂ home button, if necessary.
2. Press the right arrow button to select **Settings** > **General Settings** > **Web Service Settings** > **Epson Connect Services**.

   You see a screen like this:



3. Select **Register**.
4. Select **Start Setup**.
5. Follow the instructions on the screen to activate your product's email address.

Parent topic: Epson Connect Solutions for Smartphones, Tablets, and More

Using Epson Email Print

With Epson Email Print, you can print from any device that can send email, such as your smartphone, tablet, or laptop. Just activate your product's unique email address. When you want to print, attach a PDF, Microsoft Office document, or photo to an email and send it to your product. Both the email and the attachments will print automatically.

1. Connect your product to your network. See the link below.
2. If you did not already set up Email Print when you installed your product software, see the link below to use your product control panel to activate your unique email address. Or visit epson.com/connect (U.S.), epson.ca/connect (Canada), or latin.epson.com/connect (Latin America) to learn more about Email Print, create your Epson Connect account, and register your product to the Epson Connect service.

3. Now you are ready to send and print emails to your product's Email Print address.

Note: Go to epsonconnect.com and log into your Epson Connect account to personalize your product's email, adjust print settings, and set up other Epson Connect services.

Parent topic: Epson Connect Solutions for Smartphones, Tablets, and More

Related tasks

Setting Up Epson Connect Services

Using Epson Remote Print

With Epson Remote Print software, you can print from your laptop or desktop computer to an Epson Email-enabled product anywhere in the world.

1. Connect your Epson product to your wireless network. See the link below.
2. If you did not already set up an Epson Connect account when you installed your product software, visit epsonconnect.com to create your account and register your product to the Epson Connect service.

   Note: Make a note of your product's email address.

3. Visit epsonconnect.com to learn more about Remote Print and how to download the Remote Print Driver software.
4. Download and install the Remote Print software.
5. Enter the email address and optional access key of your Epson product during Remote Print setup.
6. Now you are ready to print remotely. Select the print command in your laptop or desktop computer application and choose the Remote Print option for your Epson product.

Parent topic: Epson Connect Solutions for Smartphones, Tablets, and More

Related tasks

Setting Up Epson Connect Services

Using the Epson Smart Panel Mobile App

Use this free Apple and Android app to set up and control your Epson product. Epson Smart Panel also lets you check product status.

Note: App features may vary depending on your Epson product.

1. Visit epson.com/connect (U.S.), epson.ca/connect (Canada), or latin.epson.com/connect (Latin America) to learn more about Epson Smart Panel and check the compatibility of your mobile device.
2. Download Epson Smart Panel from the Apple App Store or Google Play.
3. Do one of the following:
   - If your Epson product is already connected to a wireless network, connect your mobile device to the same network. Then open Epson Smart Panel and select your Epson product, if necessary.
   - If your Epson product is not connected to a wireless network, connect your mobile device to the network you want to use, then open Epson Smart Panel and follow the instructions to set up your Epson product.

Now you are ready to control your Epson product with your mobile device.

Parent topic: Product Basics

Related topics

Wi-Fi or Wired Networking

Using AirPrint

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



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

1. Load paper in your product.
2. Set up your product for wireless printing. See the link below.
3. Connect your Apple device to the same wireless network that your product is using.
4. Print from your device to your product.

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

Parent topic: Product Basics

Related references

Paper Source Settings Options

Related topics

Wi-Fi or Wired Networking

Setting Up Printing on a Chromebook

Your Epson printer supports native printing on Chromebook, allowing you to print from a Chromebook without drivers or cables.

For directions on setting up your printer, visit Setting Up Your Epson Printer on Your Chromebook (U.S.) or Setting Up Your Epson Printer on Your Chromebook (Canada).

For Latin America, visit Setting Up Your Epson Printer on Your Chromebook.

Parent topic: Product Basics

Related topics

Wi-Fi or Wired Networking

Android Printing Using the Epson Print Enabler

You can wirelessly print your documents, emails, photos, and web pages right from your Android phone or tablet (Android v4.4 or later). With a few taps, your Android device will discover your nearby Epson product and print.

Note: Operations may differ depending on the device.

1. Connect your Epson product to your wireless network. See the link below.
2. On your Android device, download the Epson Print Enabler plug-in from Google Play.
3. Go to **Settings** on your Android device, select **Printing**, and enable the Epson plug-in, if necessary.
4. Connect your Android device to the same wireless network as your product.
5. Now you are ready to print. From an Android application such as Chrome or Gmail, tap the menu icon and print whatever is on the screen.

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

Parent topic: Product Basics

Related topics

Wi-Fi or Wired Networking

Using the Mopria Print Service

You can use the Mopria Print Service to print from your Android phone or tablet (Android v4.4 or later) to your Epson product or any Mopria-certified product from other manufacturers. You can download the Mopria Print Service from Google Play.

Note: For details on the Mopria Print Service, click here (U.S.) or click here (Canada). Some Amazon Fire tablets also use the Mopria Print Service.

1. Connect your Epson product to your wireless network. See the link below.
2. On your Android device, download the Mopria Print Service app from Google Play.

   Note: On some Samsung Galaxy devices, Mopria may come preinstalled.

3. Go to **Settings** on your Android device, select **Printing**, and enable the Mopria Print Service, if necessary.
4. Connect your Android device to the same wireless network as your product.
5. Now you are ready to print. From an Android application such as Chrome or Gmail, tap the menu icon and select **Print**. Then select **All printers**, select your Epson product, adjust your print settings, and print.

Parent topic: Product Basics

Related topics

Wi-Fi or Wired Networking

Voice-activated Printing

Take advantage of voice-activated, hands-free printing from your Epson product with Alexa and Siri. Depending on which voice assistant you use, you can ask your product to print photos, calendars, recipes, photo props, and more. Click here for more information.

1. Connect your product to your network. See the link below.
2. Set up your product's email address for use with Epson Connect. See the link below to activate it from the product control panel.

3. Click here for instructions on how to set up your product and voice assistant to use the voice-activated printing feature.

Now you are ready to print with your voice and your Epson product.

Parent topic: Product Basics

Related tasks

Setting Up Epson Connect Services

Related topics

Wi-Fi or Wired Networking

Wi-Fi or Wired Networking

See these sections to use your product on a Wi-Fi or wired network.

Network Security Recommendations
Wi-Fi Infrastructure Mode Setup
Wi-Fi Direct Mode Setup
Wi-Fi Protected Setup (WPS)
Printing a Network Status Sheet
Printing a Network Connection Report
Changing or Updating Network Connections

Network Security Recommendations

To help deter unauthorized access to your product over a network, you should protect your network environment using appropriate security measures.

Security measures such as these can help deter threats such as loss of user data, use of telephone and fax lines, and other intrusions:

- **Enable security on your wireless LAN**

  Enable the appropriate security on the wireless LAN you plan to use with your product. Network security such as a network password can deter interception of traffic over the wireless LAN. Your router may already have a default password enabled by your Internet service provider (ISP). See your ISP and router documentation for instructions on how to change the default password and better secure your network.

- **Connect your product only to a network protected by a firewall**

  Connecting your product directly to the Internet may leave it vulnerable to security threats. Instead, connect it to a router or other network connection protected by a firewall. Your router may already have a firewall set up by your Internet service provider; check with your ISP for confirmation. For best results, set up and use a private IP address for your network connection.

- **Change the default administrator password on your product**

  If your product has the option to set an administrator password, change the default administrator password to deter access by unauthorized users to personal data stored on your product, such as IDs, passwords, and contact lists.

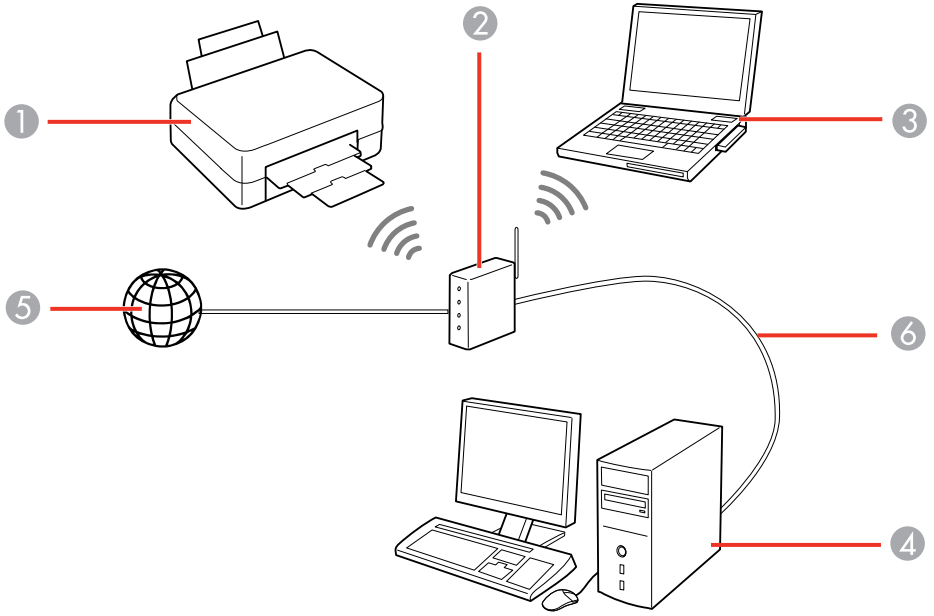
Parent topic: Wi-Fi or Wired Networking

Related tasks

Changing the Administrator Password in Web Config

Wi-Fi Infrastructure Mode Setup

You can set up your product to communicate with your computer using a wireless router or access point. The wireless router or access point can be connected to your computer over a wireless or wired network.



1 Epson product
2 Wireless router or access point
3 Computer with a wireless interface
4 Computer
5 Internet
6 Ethernet cable (used only for wired connection to the wireless router or access point)

Selecting Wireless Network Settings from the Control Panel

Selecting Wireless Network Settings from the Control Panel

You can select or change wireless network settings using your product control panel.

To install your product on a wireless network, follow the instructions on the *Start Here* sheet and install the necessary software by downloading it from the Epson website. The installer program guides you through network setup.

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

1. Press the home button, if necessary.
2. Select the  icon and press the **OK** button.
3. Select **Router**.
4. Select **Start Setup**, **Change Settings**, or **Change to Wi-Fi Connection**.
5. Select **Wi-Fi Setup Wizard**.
6. Select the name of your wireless network or select **Enter Manually** to enter the name manually. Use the displayed keypad to enter your network name.
7. Select the **Enter Password** field and enter your wireless password using the displayed keypad.

   Note: The network name and password are case sensitive. Be sure to correctly enter uppercase and lowercase letters, and numeric or special characters.

   - To move the cursor, select the left or right arrows.
   - To change the case of letters, select .
   - To delete the previous character, select .
   - To enter numbers and symbols, select **123#**.
   - To enter a space, select .
8. Select **OK** when you finish entering your password.

9. Confirm the displayed network settings and select **Start Setup** to save them.

   A message appears when setup is complete.

10. Press the home button to exit.

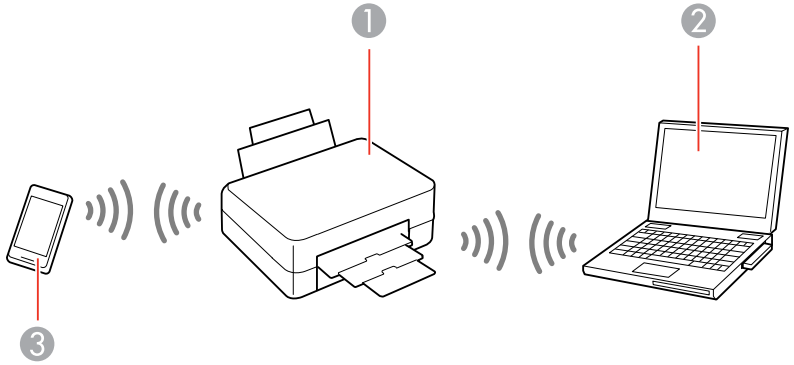
    You see the icon on the LCD screen and should be able to connect to your product directly from your computer or device, and then print. If you are printing from a computer, make sure you installed the network software as described on the *Start Here* sheet.

    Note: If you don't see the icon, you may have selected the wrong network name or entered the password incorrectly. Repeat these steps to try again.

Parent topic: Wi-Fi Infrastructure Mode Setup

Wi-Fi Direct Mode Setup

You can set up your product to communicate directly with your computer or another device without requiring a wireless router or access point. In Wi-Fi Direct Mode, the product itself acts as a network access point for up to 8 devices.



1 Epson product

2 Computer with a wireless interface

3 Other wireless device

Note: The product 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.

Connecting to a Mobile Device
Modifying the Wi-Fi Direct Network Name or Password

Parent topic: Wi-Fi or Wired Networking

Connecting to a Mobile Device

You can connect a mobile device directly to the printer without a wireless router or access point.

Note: Make sure the Epson Smart Panel app is installed on your mobile device before connecting to the printer.

1. Press the ⌂ home button, if necessary.
2. Use the arrow buttons to select the  icon and press the **OK** button.
3. Use the down arrow button to select **Wi-Fi Direct** and press the **OK** button.
4. Press the **OK** button to select **Start Setup**.
5. Do one of the following:
   - If you are using Epson Smart Panel, open the Epson Smart Panel app on your device and select the printer displayed on the LCD screen. Select **Complete** on the LCD screen and press the **OK** button.
   - For iOS devices, select **Other Methods** and press the **OK** button, then select **iOS** and press the **OK** button. Scan the QR code with the camera app on your device and follow the instructions on your device. On the printer LCD screen, select **Dismiss** and press the **OK** button, then select **Complete** and press the **OK** button.
   - For other types of devices, select **Other Methods** and press the **OK** button, then select **Other OS Devices** and press the **OK** button. Use your device to select the Wi-Fi network name (SSID) displayed on the LCD screen, then enter the password shown.
6. Follow the instructions on the LCD screen to complete Wi-Fi Direct setup.

The  Wi-Fi Direct icon displayed on the LCD screen indicates if Wi-Fi Direct is enabled on the product.

If you are printing from a computer, make sure you installed the network software as described on the *Start Here* sheet.

Parent topic: Wi-Fi Direct Mode Setup

Related tasks

Using the Epson Smart Panel Mobile App

Modifying the Wi-Fi Direct Network Name or Password

You can modify the Wi-Fi Direct name and password to create a more descriptive and secure Wi-Fi Direct network.

Note: If you are printing from a computer, make sure you installed the network software as described on the *Start Here* sheet.

1. Press the ⌂ home button, if necessary.
2. Use the arrow buttons to select the  icon and press the **OK** button.
3. Use the down arrow button to select **Wi-Fi Direct** and press the **OK** button.
4. Use the down arrow button to select **Start Setup** and press the **OK** button.
5. Press the up arrow button to select the **Menu** icon and press the **OK** button.
6. Do one of the following:
   - To change the Wi-Fi Direct network name, select **Change Network Name**, press the **OK** button, select **Yes** and press the **OK** button again. Select **Change**, press the **OK** button, then use the on-screen keyboard to enter the new network name.

     Note: You can change the name following "DIRECT-XX-". The new name must be less than 22 characters long.

   - To change the Wi-Fi Direct password, select **Change Password**, press the **OK** button, and select **Yes** and press the **OK** button again. Use the on-screen keyboard to enter your new Wi-Fi Direct password.

Note: Your password must be at least 8 and no more than 22 characters long.

Note: If you have already connected devices or computers to your product via Wi-Fi Direct, they will be disconnected when you change the network name or password.

7. When entering your Wi-Fi Direct network name or password, do the following:
   - To enter letters or symbols, press the arrow buttons to scroll through characters, and press the **OK** button to select one.
   - To enter numbers and symbols or change the case of letters, select **123#** and press the **OK** button.
   - To delete the previous character, select the  back icon and press the **OK** button.
   - To enter a space, select the  space icon and press the **OK** button.
8. Use your computer or wireless device to select the Wi-Fi network name (SSID) displayed on the LCD screen, then enter the password shown.

   Note: Make a note of the SSID and password that appear.

9. Press the ⌂ home button to return to the home screen.

   Computers and wireless devices can now access the product using the new network name and password.

Parent topic: Wi-Fi Direct Mode Setup

Wi-Fi Protected Setup (WPS)

If your network uses a WPS-enabled wireless router or access point, you can quickly connect your product to the network using Wi-Fi Protected Setup (WPS).

Note: To check if your router is WPS-enabled, look for a button labeled **WPS** on your router or access point. If there is no hardware button, there may be a virtual WPS button in the device's software. Check your network product documentation for details.

Using WPS to Connect to a Network

Parent topic: Wi-Fi or Wired Networking

Using WPS to Connect to a Network

If you have a WPS-enabled wireless router or access point, you can use Wi-Fi Protected Setup (WPS) to connect your product to the network.

1. Press the home button, if necessary.
2. Select the  icon and press the **OK** button.
3. Select **Router** and press the **OK** button.
4. Select **Change Settings** and press the **OK** button, if necessary.
5. Select **Push Button Setup (WPS)** and press the **OK** button.
6. Follow the instructions on the LCD screen to complete WPS setup.
7. Press the home button to exit.

   You see the  icon on the LCD screen and should be able to connect to your product directly from your computer or device, and then print. If you are printing from a computer, make sure you installed the network software as described on the *Start Here* sheet.

   Note: If you don't see the  icon, repeat these steps to try again.

Parent topic: Wi-Fi Protected Setup (WPS)

Printing a Network Status Sheet

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

1. Press the home button, if necessary.
2. Select **Settings** > **General Settings** > **Network Settings** > **Network Status** > **Print Status Sheet**.
3. Select **Print**.

Examine the settings shown on the network status sheet to diagnose any problems you have.

Parent topic: Wi-Fi or Wired Networking

Printing a Network Connection Report

You can print a network connection report to view solutions to any problems you may have using your product on a network.

1. Press the home button, if necessary.
2. Use the arrow and **OK** buttons to select **Settings** > **General Settings** > **Network Settings** > **Connection Check**.
3. Select **Print Check Report**.

   Note: Select **OK** to return to the **Network Settings** menu without printing a report.

4. Select **Print**.

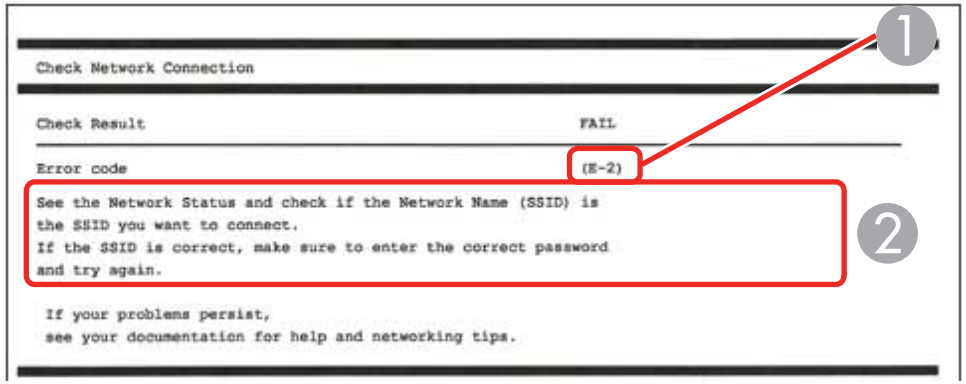
Examine the error codes and solutions shown on the network connection report.

Network Connection Report Codes and Messages

Parent topic: Wi-Fi or Wired Networking

Network Connection Report Codes and Messages

Check the error codes and messages on the network connection report to solve problems you may encounter with network connections. The tables here list solutions to problems based on the error codes and messages that may appear at the top of the report.



1 Error code

2 Message

Note: Error codes and messages listed here may not all apply to your product.

Error Codes and Messages

Error code and message	Solution
E-1 Confirm that the network cable is connected and network devices such as a hub, router, or access point are turned on.	Make sure your router, access point, and/or hub are turned on, and the network cable is securely connected to your device and your product. If you are trying to set up Wi-Fi, remove the network cable and set up Wi-Fi again. Ethernet and Wi-Fi cannot be connected at the same time.

Error code and message	Solution
E-2, E-3, or E-7 No wireless network names (SSID) found. Confirm that the router/access point is turned on and the wireless network (SSID) is set up correctly. Contact your network administrator for assistance. No wireless network names (SSID) found. Confirm that the wireless network name (SSID) of the PC you wish to connect is set up correctly. Contact your network administrator for assistance. Entered security key/password does not match the one set for your router/access point. Confirm security key/password. Contact your network administrator for assistance.	Check the following: • Make sure your router or access point is turned on and is correctly connected to your computer or network device. • Turn off the router or access point, wait about 10 seconds, and turn it on again. • Move your product closer to your router or access point, and remove any obstacles between them. Also move your product away from devices such as wireless phones or microwaves. • Confirm that the SSID shown on the network connection report matches the label on your router or access point. Also make sure your SSID uses only ASCII characters and symbols, or your product cannot display the SSID correctly. • If you are trying to connect using the WPS push button method, make sure your router or access point supports it. • If you are using a network password, check the label on your router or access point to confirm that you are using the correct password, or check with your network administrator or router/access point documentation. • If you are connecting to a smart device that generates an SSID, check the device documentation for the SSID and password you should use. • If your wireless connection suddenly disconnects, and another smart device was added to the network using a WPS push button method, or your network was set up using a non-WPS push button method, try downloading and installing your product software again.

Error code and message	Solution
E-5 Security mode (e.g. WEP, WPA) does not match the current setting of the printer. Confirm security mode, and contact the network administrator for assistance.	If the security on your router or access point is not one of the following types, change the type of security on your router or access point and reset your product's network settings. • WEP-64 bit (40 bit) • WEP-128 bit (104 bit) • WPA PSK (TKIP/AES); also known as WPA Personal • WPA2 PSK (TKIP/AES); also known as WPA2 Personal • WPA (TKIP/AES) • WPA2 (TKIP/AES) • WPA3-SAE (AES) • WPA2/WPA3-Enterprise Latin America: Also make sure you are connecting to the 2.4GHz band on your network and using the password for that band.
E-6 MAC address of your printer may be filtered. Check whether your router/access point has restrictions such as MAC address filtering. See the documentation of the router/access point or contact your network administrator for assistance.	If your router or access point has MAC address filtering enabled, register your product's MAC address so it is not filtered. Locate the MAC address on the network connection report and check your router or access point documentation for instructions. If your router or access point is using shared authentication with WEP security, confirm that you are using the correct authentication key and index. If your router or access point limits the number of connected devices, raise the connection limit. See your router or access point documentation for instructions.

Error code and message	Solution
E-8 Incorrect IP address is assigned to the printer. Confirm IP address setup of the network device (hub, router, or access point). Contact your network administrator for assistance.	If your product's **Obtain IP Address** setting is set to **Auto**, enable DHCP on your router or access point. If it is set to **Manual**, the IP address may be out of range or on a different network segment; set a valid IP address using your product control panel or the Web Config utility. You can also try turning off your product and the router or access point, waiting about 10 seconds, and turning them on again.
E-9 Confirm the connection and network setup of the PC or other device. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.	Make sure your computer or network device are turned on. Also make sure that you can access the Internet and other devices on the same network from the devices you are trying to connect to your product. If you still cannot connect to your product, turn off your router or access point, wait about 10 seconds, and turn it on again. Download and install your product software again to reset your network settings.
E-10 Confirm IP address, subnet mask, and default gateway setup. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.	Make sure other devices on the network are turned on and do the following: • If your product's **Obtain IP Address** setting is set to **Manual**, check the IP address, subnet mask, and default gateway addresses on the network connection report to see if they are correct. If not, correct the settings. • If DHCP is enabled, set your product's **Obtain IP Address** setting to **Auto**. If you want to use the DHCP-assigned address as a static address, set the **Obtain IP Address** setting to **Manual**, enter the product's IP address as listed on the network connection report, and set the subnet mask to 255.255.255.0. If you still cannot connect to your product, turn off your router or access point, wait about 10 seconds, and turn it on again.

Error code and message	Solution
E-11 Setup is incomplete. Confirm default gateway setup. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.	If you set your product's **TCP/IP Setup** setting to **Manual**, check that the default gateway address listed on the network connection report is correct. Also turn on the device that is set as the default gateway.
E-12 Confirm the following: -Entered security key/password is correct -Index of the security key/password is set to the first number -IP address, subnet mask, or default gateway setup is correct Contact your network administrator for assistance.	Make sure other devices on the network are turned on and do the following: • Make sure the IP address, subnet mask, and default gateway addresses are correct, if you are entering them manually. • Confirm that the subnet mask and default gateway addresses for other devices are the same. • Make sure the IP address does not conflict with other devices. If you still cannot connect to your product, do the following: • Turn off your router or access point, wait about 10 seconds, and turn it on again. • Download and install your product software again to reset your network settings. • If your router or access point uses WEP security with several registered passwords, make sure that the first registered password is set on your product.

Error code and message	Solution
E-13 Confirm the following: -Entered security key/password is correct -Index of the security key/password is set to the first number -Connection and network setup of the PC or other device is correct Contact your network administrator for assistance.	Make sure your router, access point, and/or hub are turned on. Also make sure the TCP/IP setup on your router, access point, and/or hub is not set manually; this may cause your product's network settings to differ from the manually set up devices. If you still cannot connect to your product, do the following: • Turn off your router or access point, wait about 10 seconds, and turn it on again. • Download and install your product software again to reset your network settings. • If your router or access point uses WEP security with several registered passwords, make sure that the first registered password is set on your product.

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.	Move your product closer to your router or access point, and remove any obstacles between them. Then turn off your router or access point, wait about 10 seconds, and turn it back on again. If you still cannot connect to your product, check the documentation that came with your router or access point for solutions.
*No more devices can be connected. Disconnect one of the connected devices if you want to add another one.	You can connect up to 8 computers or other devices to your product using a Wi-Fi Direct (Simple AP) connection. If you want to add another device, disconnect an existing connected device first.
The same SSID as Wi-Fi Direct exists in the environment. Change the Wi-Fi Direct SSID if you cannot connect a smart device to the printer.	Change the Wi-Fi Direct SSID. You can change the network name after "DIRECT-XX-". The custom name must be 22 characters or less.

Parent topic: Printing a Network Connection Report

Changing or Updating Network Connections

See these sections to change or update how your product connects to a network.

Changing a USB Connection to a Wi-Fi Connection
Changing a Wi-Fi Connection to a Wired Network Connection
Connecting to a New Wi-Fi Router
Disabling Wi-Fi Features

Parent topic: Wi-Fi or Wired Networking

Changing a USB Connection to a Wi-Fi Connection

If you have already connected your product to your computer using a USB connection, you can change to a Wi-Fi connection.

1. Disconnect the USB cable from your product.
2. Uninstall your product software.
3. Download and install your product software from the Epson website using the instructions on the *Start Here* sheet.

Parent topic: Changing or Updating Network Connections

Related concepts

Uninstall Your Product Software

Changing a Wi-Fi Connection to a Wired Network Connection

If you have already connected your product to your computer wirelessly, you can change to a wired network connection if necessary.

1. Disable your product's Wi-Fi features.
2. Connect one end of an Ethernet network cable to the product's **LAN** port.
3. Connect the other end to any available LAN port on your router or access point.
4. Uninstall your product software.
5. Download and install your product software from the Epson website.
6. Follow the on-screen instructions to install the software.
7. When you see the Select Your Connection screen, select **Wired network connection**.
8. If you see a Select Setup Option screen, select **Set up printer for the first time**.

9. Continue following the rest of the on-screen instructions.

Parent topic: Changing or Updating Network Connections

Related concepts

Uninstall Your Product Software

Related tasks

Disabling Wi-Fi Features

Connecting to a New Wi-Fi Router

If you change the wireless router you have been using on your network, you need to update your product's Wi-Fi connection to the new router.

Note: If you switch to a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation for instructions.

1. Do one of the following:
   - **Windows**: Uninstall your product software.
   - **Mac**: Go to the next step.
2. Download and install your product software from the Epson website using the instructions on the *Start Here* sheet.

Parent topic: Changing or Updating Network Connections

Related concepts

Uninstall Your Product Software

Disabling Wi-Fi Features

You may need to disable your product's Wi-Fi features if you change your network connection type or need to solve a problem with your network connection.

Note: Before disabling Wi-Fi features, make a note of your product's SSID (network name) and password, and any network settings selected for the Epson Connect services you may use.

1. Press the ⌂ home button, if necessary.

2. Use the arrow and **OK** buttons to select the  icon.
3. Select **Router** > **Change Settings** > **Others** > **Disable Wi-Fi** > **Start Setup**.

   A message appears after Wi-Fi is disabled.

Parent topic: Changing or Updating Network Connections

Enabling PCL or PostScript Printing

Before enabling PCL or PostScript printing on your product, make sure you have installed the software as described on the *Start Here* sheet.

To download the PCL or PostScript drivers, visit epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and select your product.

Installing the PCL Driver - Windows
Installing the PostScript (PS3) Printer Software - Windows
Installing the PostScript (PS3) Printer Software - Mac
Selecting PDL (Page Description Language) Settings
Selecting Printer Language and Interface Settings
Printing a PCL or PS3 (PostScript) Status Sheet
Cancelling Printing Using a Product Button

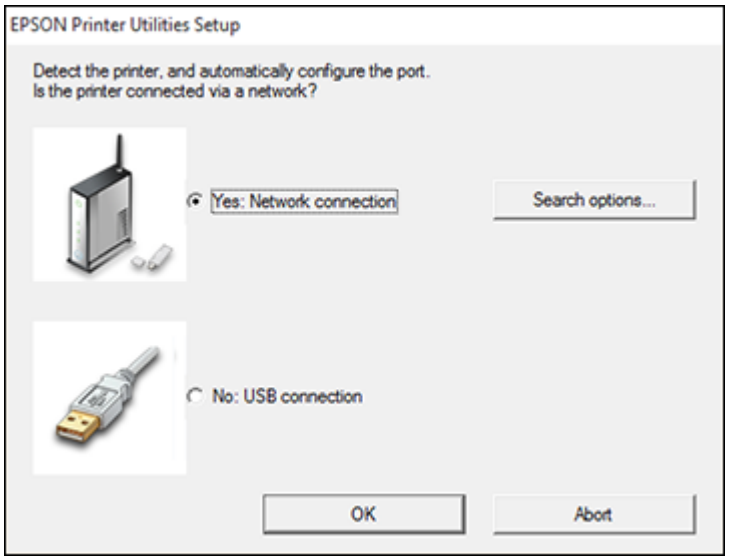
Installing the PCL Driver - Windows

The PCL driver can be installed on a Windows computer. Before enabling PCL printing on your product, make sure you have installed the software as described on the *Start Here* sheet.

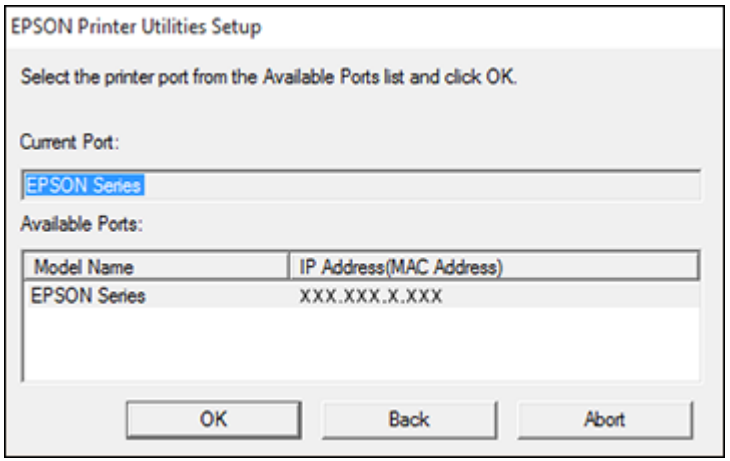
Note: Make sure your product is turned on and connected to the same network as your computer before installing the printer software. Depending on your model, not all printer languages may be supported.

1. To download the PCL file, visit epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and select your product.
2. After downloading the installer file, double-click the downloaded file to install the software.

3. Follow the on-screen instructions until you see this screen:



4. If your product is already connected to a network, select **Yes: Network connection** and click **OK**. You see a screen like this:



5. Make sure your product is selected, and click **OK**.

   A message appears when the installation is complete.

6. If your product is not connected to a network, select **No: USB connection** and click **OK**. Connect a USB cable to your product's USB port, and connect the other end of the cable to your computer.

   A message appears when the installation is complete.

Parent topic: Enabling PCL or PostScript Printing

Installing the PostScript (PS3) Printer Software - Windows

If you did not install the standard Epson printer software or Epson Universal Print Driver, you need to install the PostScript (PS3) printer software before you can adjust the print settings and print to your network printer.

Note: Make sure your product is turned on and connected to the same network as your computer before installing the printer software.

1. To download the **Drivers and Utilities Combo Package - PS3 PostScript** file, visit epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and select your product.
2. After downloading the installer file, double-click the downloaded file to install the software.
3. Click **OK**.
4. Click **Accept**.
5. Click **Install**.
6. Click **Next** and follow the on-screen instructions.

Parent topic: Enabling PCL or PostScript Printing

Installing the PostScript (PS3) Printer Software - Mac

If you did not install the standard Epson printer software, you need to install the PostScript (PS3) printer software before you can adjust the print settings and print to your network printer.

Note: Make sure your product is turned on and connected to the same network as your computer before installing the printer software.

1. To download the **Drivers and Utilities Combo Package - PS3 PostScript** file, visit epson.com/support (U.S), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and select your product.
2. After downloading the installer file, double-click the downloaded file to install the software.
3. Double-click **EPSON**.
4. Click **Continue** on the next two screens.
5. Click **Agree**.
6. Click **Install**.
7. If necessary, enter the administrator password.
8. Click **Start** and follow the on-screen instructions.

Parent topic: Enabling PCL or PostScript Printing

Selecting PDL (Page Description Language) Settings

You can select settings for PCL and PostScript printing using the control panel on the product.

Note: These settings can be locked by an administrator. If you cannot access these settings, contact your administrator for assistance.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **General Settings** > **Printer Settings** > **PDL Print Configuration**.
3. Select one of the available options, then select the PDL print configuration options you want to use.
4. When you are finished, press the ⌂ home button to exit.

PDL Print Configuration Options

Parent topic: Enabling PCL or PostScript Printing

PDL Print Configuration Options

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

Common Settings menu

Option	Available settings	Description
Paper Size	Various sizes	Sets the default paper size for PCL or PostScript printing
Paper Type	Various paper types	Sets the default paper type for PCL or PostScript printing
Orientation	**Portrait**	Sets the default orientation for PCL or PostScript printing
	Landscape	
Quality	**Draft**	Sets the quality for PCL or PostScript printing
	Standard	
	Best	
Ink Save Mode	**On/Off**	Saves ink by reducing print density
Print Order	**Last Page on Top**	Starts printing from the first page of a file
	First Page on Top	Starts printing from the last page of a file
Number of Copies	1 to 999	Selects the number of copies to print
Binding Margin	**Left Edge**	Specifies the binding edge for double-sided documents
	Top Edge	
Auto Paper Ejection	**On/Off**	Ejects paper automatically when printing is stopped during a print job
2-Sided Printing	**On/Off**	Selects duplex printing

PCL Menu

Option	Available settings	Description
Font Source	**Resident**	Uses a font preinstalled on the printer
	Download	Uses a font you have downloaded
Font Number	1 to 111	Selects the default font number for the default font source

Option	Available settings	Description
Pitch	0.44 to 99.99 cpi	Selects the default font pitch if the font is scalable and fixed-pitch (availability depends on font source and number settings)
Height	4.00 to 999.75 pt	Selects the default font height if the font is scalable and proportional (availability depends on font source and number settings)
Symbol Set	Various	Selects the default symbol set. If the selected font is not available for the selected symbol set, the font source and number are replaced with **IBM-US** (the default setting).
Form	5 to 128 lines	Sets the number of lines for the selected paper size and orientation. Changes the line spacing (VMI) stored in the printer. Later changes in page size or orientation cause changes in the **Form** value based on the stored VMI.
CR Function	**CR**	Selects the line feed command when printing with a driver from a specific operating system
	CR+LF	
LF Function	**LF**	
	CR+LF	
Paper Source Assign	**4**	Makes the paper source select command compatible with HP LaserJet 4
	4K	Makes the paper source select command compatible with HP LaserJet 4000, 5000, and 8000
	5S	Makes the paper source select command compatible with HP LaserJet 5S

PS Menu

Option	Available settings	Description
Error Sheet	**On/Off**	Prints a sheet showing the status when errors occur during PostScript or PDF printing

Option	Available settings	Description
Binary	**On/Off**	Enable when printing files that contain binary images (available when the product is connected to the network). Allows you to print binary images even if the driver is set to ASCII.
PDF Page Size	Various sizes	Selects the paper size when printing a PDF file. If **Auto** is selected, the paper size is determined based on the size of the first page.

Parent topic: Selecting PDL (Page Description Language) Settings

Selecting Printer Language and Interface Settings

You can select printer language and interface settings using the control panel on the product.

Note: These settings can be locked by an administrator. If you cannot access these settings, contact your administrator for assistance.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **General Settings** > **Printer Settings**.
3. Select the printing language and interface options for your connection type.
4. When you are finished, press the ⌂ home button to return to the Home screen.

Printing Language and Interface Options

Parent topic: Enabling PCL or PostScript Printing

Printing Language and Interface Options

Select the printing language and interface options you want to use.

Printer Settings

Option	Available settings	Description
PC Connection via USB	**Enable**	Select whether to allow USB communication with the product
	Disable	

Option	Available settings	Description
USB I/F Timeout Setting	0 to 300 seconds	Specify the length of time before ending USB communication from a computer using the PCL or PostScript driver. This setting is necessary to avoid endless USB communication.

Printing Language

Option	Available settings	Description
USB	**Auto**	Select the language for the USB or network interface
Network	**PCL**	
	PS	
	PDF	

Parent topic: Selecting Printer Language and Interface Settings

Printing a PCL or PS3 (PostScript) Status Sheet

You can print a PCL or PS3 (PostScript) status sheet to confirm the current font information.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **Printer Status/Print** > **Print Status Sheet**.
3. Select **PS Font List** or **PCL Font List**.
4. Select **Print** to print the status sheet.

Parent topic: Enabling PCL or PostScript Printing

Cancelling Printing Using a Product Button

If you need to cancel printing, press the ⊘ **Stop** button.

Parent topic: Enabling PCL or PostScript Printing

Loading Paper

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

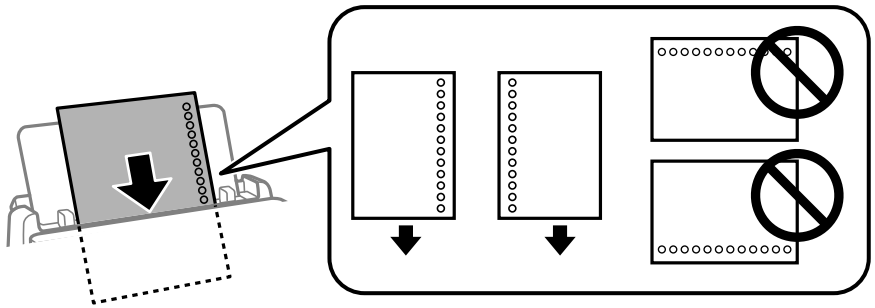
Note: Load only plain paper when printing with the PCL or PostScript (PS3) printer software.

Loading Paper in the Paper Cassettes and Rear Paper Tray
Paper Loading Capacity
Double-sided Printing Capacity
Compatible Epson Papers
Paper or Media Type Settings - Printing Software
Selecting the Paper Settings for Each Source - Control Panel
Selecting Default Paper Settings - Administrator

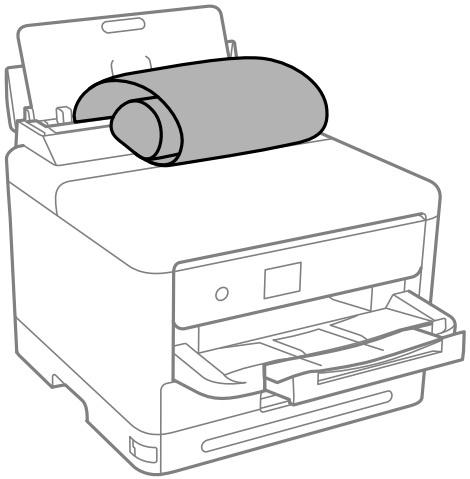
Loading Paper in the Paper Cassettes and Rear Paper Tray

You can load paper up to Legal (8.5 × 14 inches [216 × 356 mm]) in the paper cassettes and the rear paper tray.

1. To view animated instructions on how to load paper in the rear paper tray or paper cassettes, select the ⓘ help icon and select **How To** > **Load Paper**. Select a paper source and paper type.
2. If you are loading pre-punched paper, glossy paper, envelopes, or long paper in the rear paper tray, do one of the following:
   - Load one sheet of pre-punched paper, short edge first, as shown. Adjust the print position to avoid printing over the holes. Automatic 2-sided printing is not available for pre-punched paper.



- Load sheets of paper with their glossy or printable side visible.
- Load up to 10 envelopes, short edge first with the flap facing down and to the left
- Load long paper by allowing the paper to roll over as shown. Select the user-defined setting as the paper size setting.



3. Set the paper size and type on the LCD.

   Note: If you do not want to display the paper settings screen when you load paper, set the **Settings** > **General Settings** > **Printer Settings** > **Paper Source Settings** > **Paper Setup Auto Display** setting to **Off**. You will not be able to print using AirPrint if you disable this setting.

Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
- Load paper short edge first, no matter which way your document faces.
- Load letterhead or pre-printed paper top edge first.
- Do not load paper above the arrow mark inside the edge guides.
- Check the paper package for any additional loading instructions.

Caution: Do not load the following papers; they may cause paper jams, smears on the printout, or damage to the printer.

- Papers that are wavy or damp
- Papers that have not dried after printing on one side
- Papers that are wadded or curled
- Papers that are torn, cut, or folded
- Papers that are too thick or thin
- Pre-printed papers printed by other inkjet printers, thermal transfer printers, page printers, or copiers
- Papers that are perforated
- Papers that have stickers
- Papers held together with tape, staples, or paper clips
- Envelopes with adhesive surfaces or windows

Parent topic: Loading Paper

Related references

Paper Loading Capacity
Paper Specifications

Paper Loading Capacity

Paper type	Paper cassette loading capacity	
Plain paper Pre-printed paper Letterhead paper Colored paper Recycled paper	250 sheets (cassette 1): A6 (4.1 × 5.8 inches [105 × 148 mm]) A5 (5.8 × 8.2 inches [148 × 210 mm]) A4 (8.3 × 11.7 inches [210 × 297 mm]) B5 (7.2 × 10.1 inches [182 × 257 mm]) Half Letter (5.5 × 8.5 inches [140 × 216 mm]) Executive (7.25 × 10.5 inches [184 × 267 mm]) Oficio 9 (8.46 × 12.4 inches [215 × 315 mm]) Letter (8.5 × 11 inches [216 × 279 mm]) 8.5 × 13 inches (216 × 330 mm) Mexico-Oficio (8.5 × 13.4 inches [216 × 340 mm]) Legal (8.5 × 14 inches [216 × 356 mm]) User-Defined (3.3 × 4.9 inches to 8.5 × 14 inches [85 × 125 mm to 216 × 356 mm])	500 sheets (cassettes 2 to 4): A6 (4.1 × 5.8 inches [105 × 148 mm]) A5 (5.8 × 8.2 inches [148 × 210 mm]) A4 (8.3 × 11.7 inches [210 × 297 mm]) B5 (7.2 × 10.1 inches [182 × 257 mm]) B4 (13.9 × 9.84 inches [353 × 250 mm]) Executive (7.25 × 10.5 inches [184 × 267 mm]) Oficio 9 (8.46 × 12.4 inches [215 × 315 mm]) Letter (8.5 × 11 inches [216 × 279 mm]) 8.5 × 13 inches (216 × 330 mm) Mexico-Oficio (8.5 × 13.4 inches [216 × 340 mm]) Legal (8.5 × 14 inches [216 × 356 mm]) User-Defined (3.9 × 5.8 inches to 8.5 × 14 inches [100 × 148 mm to 216 × 356 mm])
Epson Bright White Pro Paper	200 sheets (cassette 1) or 400 sheets (cassettes 2 to 4): Letter (8.5 × 11 inches [216 × 279 mm])	

Paper type	Paper cassette loading capacity	
Epson Bright White Premium Paper Epson Multipurpose Plus Paper	250 sheets (cassette 1) or 500 sheets (cassettes 2 to 4): Letter (8.5 × 11 inches [216 × 279 mm])	
Epson High Quality Ink Jet Paper Epson Presentation Paper Matte	80 sheets Letter (8.5 × 11 inches [216 × 279 mm]) A4 (8.3 × 11.7 inches [210 × 297 mm])	
Epson Ultra Premium Photo Paper Glossy Epson Premium Photo Paper Glossy Epson Premium Photo Paper Semi-gloss Epson Photo Paper Glossy Epson Premium Presentation Paper Matte	50 (cassette 1): 4 × 6 inches (102 × 152 mm) 5 × 7 inches (127 × 178 mm) 8 × 10 inches (203 × 254 mm) Letter (8.5 × 11 inches [216 × 279 mm])	50 (cassettes 2 to 4): Letter (8.5 × 11 inches [216 × 279 mm]) 8 × 10 inches (203 × 254 mm)

Paper type	Paper cassette loading capacity	
Card Stock 1 (25 to 42 lb [91 to 160 g/m^2])	90 sheets (cassette 1) A6 (4.1 × 5.8 inches [105 × 148 mm]) A5 (5.8 × 8.2 inches [148 × 210 mm]) A4 (8.3 × 11.7 inches [210 × 297 mm]) B6 (5 × 7.2 inches [128 × 182 mm]) B5 (7.2 × 10.1 inches [182 × 257 mm]) Half Letter (5.5 × 8.5 inches [140 × 216 mm]) Executive (7.25 × 10.5 inches [184 × 267 mm]) Oficio 9 (8.46 × 12.4 inches [215 × 315 mm]) Letter (8.5 × 11 inches [216 × 279 mm]) 8.5 × 13 inches (216 × 330 mm) Mexico-Oficio (8.5 × 13.4 inches [216 × 340 mm]) Legal (8.5 × 14 inches [216 × 356 mm]) User-Defined (3.3 × 4.9 inches to 8.5 × 14 inches [85 × 125 mm to 216 × 356 mm])	250 sheets (cassettes 2 to 4): A6 (4.1 × 5.8 inches [105 × 148 mm]) A5 (5.8 × 8.2 inches [148 × 210 mm]) A4 (8.3 × 11.7 inches [210 × 297 mm]) B6 (5 × 7.2 inches [128 × 182 mm]) B5 (7.2 × 10.1 inches [182 × 257 mm]) Half Letter (5.5 × 8.5 inches [140 × 216 mm]) Executive (7.25 × 10.5 inches [184 × 267 mm]) Oficio 9 (8.46 × 12.4 inches [215 × 315 mm]) Letter (8.5 × 11 inches [216 × 279 mm]) 8.5 × 13 inches (216 × 330 mm) Mexico-Oficio (8.5 × 13.4 inches [216 × 340 mm]) Legal (8.5 × 14 inches [216 × 356 mm]) User-Defined (3.9 × 5.8 inches to 8.5 × 14 inches [100 × 148 mm to 216 × 356 mm])
Card Stock 2 (43 to 68 lb [161 to 256 g/m^2])	— (cassette 1)	— (cassettes 2 to 4)
Envelopes	10 (cassette 1)	— (cassettes 2 to 4)

Paper type	Rear paper tray loading capacity
Plain paper Pre-printed paper Letterhead paper Colored paper Recycled paper	80 sheets: A6 (4.1 × 5.8 inches [105 × 148 mm]) A5 (5.8 × 8.2 inches [148 × 210 mm]) A4 (8.3 × 11.7 inches [210 × 297 mm]) B5 (7.2 × 10.1 inches [182 × 257 mm]) Half Letter (5.5 × 8.5 inches [140 × 216 mm]) Executive (7.25 × 10.5 inches [184 × 267 mm]) Oficio 9 (8.46 × 12.4 inches [215 × 315 mm]) Letter (8.5 × 11 inches [216 × 279 mm]) 8.5 × 13 inches (216 × 330 mm) Mexico-Oficio (8.5 × 13.4 inches [216 × 340 mm]) Legal (8.5 × 14 inches [216 × 356 mm]) User-Defined (2.5 × 4.9 inches to 8.5 × 236 inches [64 × 125 mm to 216 × 6000 mm])
Epson Bright White Pro Paper Epson Bright White Premium Paper Epson Multipurpose Plus Paper	50 sheets
Epson High Quality Ink Jet Paper Epson Presentation Paper Matte	70 sheets
Epson Ultra Premium Photo Paper Glossy Epson Premium Photo Paper Glossy Epson Premium Photo Paper Semi-gloss Epson Photo Paper Glossy Epson Premium Presentation Paper Matte	20 sheets

Paper type	Rear paper tray loading capacity
Card Stock 1 (25 to 42 lb [91 to 160 g/m^2]) Card Stock 2 (43 to 68 lb [161 to 256 g/m^2])	30 sheets: A6 (4.1 × 5.8 inches [105 × 148 mm]) A5 (5.8 × 8.2 inches [148 × 210 mm]) A4 (8.3 × 11.7 inches [210 × 297 mm]) B6 (5 × 7.2 inches [128 × 182 mm]) B5 (7.2 × 10.1 inches [182 × 257 mm]) Half Letter (5.5 × 8.5 inches [140 × 216 mm]) Executive (7.25 × 10.5 inches [184 × 267 mm]) Oficio 9 (8.46 × 12.4 inches [215 × 315 mm]) Letter (8.5 × 11 inches [216 × 279 mm]) 8.5 × 13 inches (216 × 330 mm) Mexico-Oficio (8.5 × 13.4 inches [216 × 340 mm]) Legal (8.5 × 14 inches [216 × 356 mm])
Envelopes	10

Parent topic: Loading Paper

Related references

Paper Specifications

Double-sided Printing Capacity

Paper type	Auto duplex (paper cassettes)	
Plain paper Pre-printed paper Letterhead paper Colored paper Recycled paper	250 sheets (cassette 1): A5 (5.8 × 8.2 inches [148 × 210 mm]) A4 (8.3 × 11.7 inches [210 × 297 mm]) B5 (7.2 × 10.1 inches [182 × 257 mm]) Executive (7.25 × 10.5 inches [184 × 267 mm]) Letter (8.5 × 11 inches [216 × 279 mm]) User-Defined (5.8 × 8.2 inches to 8.5 × 11.7 inches [148 × 210 mm to 216 × 297 mm])	500 sheets (cassettes 2 to 4): A5 (5.8 × 8.2 inches [148 × 210 mm]) A4 (8.3 × 11.7 inches [210 × 297 mm]) B5 (7.2 × 10.1 inches [182 × 257 mm]) Executive (7.25 × 10.5 inches [184 × 267 mm]) Letter (8.5 × 11 inches [216 × 279 mm]) User-Defined (5.8 × 8.2 inches to 8.5 × 11.7 inches [148 × 210 mm to 216 × 297 mm])
Epson Bright White Pro Paper Epson Bright White Premium Paper Epson Multipurpose Plus Paper	200 sheets (cassette 1)	400 sheets (cassettes 2 to 4)

Paper type	Auto duplex (paper cassettes)	
Card Stock 1 (25 to 42 lb [91 to 160 g/m^2])	90 sheets (cassette 1): A5 (5.8 × 8.2 inches [148 × 210 mm]) A4 (8.3 × 11.7 inches [210 × 297 mm]) B5 (7.2 × 10.1 inches [182 × 257 mm]) Executive (7.25 × 10.5 inches [184 × 267 mm]) Letter (8.5 × 11 inches [216 × 279 mm]) User-Defined (5.8 × 8.2 inches to 8.5 × 11.7 inches [148 × 210 mm to 216 × 297 mm])	250 sheets (cassettes 2 to 4): A5 (5.8 × 8.2 inches [148 × 210 mm]) A4 (8.3 × 11.7 inches [210 × 297 mm]) B5 (7.2 × 10.1 inches [182 × 257 mm]) Executive (7.25 × 10.5 inches [184 × 267 mm]) Letter (8.5 × 11 inches [216 × 279 mm]) User-Defined (5.8 × 8.2 inches to 8.5 × 11.7 inches [148 × 210 mm to 216 × 297 mm])

Paper type	Manual duplex (rear paper tray)
Plain paper Pre-printed paper Letterhead paper Colored paper Recycled paper	30 sheets: A5 (5.8 × 8.2 inches [148 × 210 mm]) A4 (8.3 × 11.7 inches [210 × 297 mm]) B5 (7.2 × 10.1 inches [182 × 257 mm]) Half Letter (5.5 × 8.5 inches [140 × 216 mm]) Executive (7.25 × 10.5 inches [184 × 267 mm]) Letter (8.5 × 11 inches [216 × 279 mm]) Oficio 9 (8.46 × 12.4 inches [215 × 315 mm]) 8.5 × 13 inches (216 × 330 mm) Mexico-Oficio (8.5 × 13.4 inches [216 × 340 mm]) Legal (8.5 × 14 inches [216 × 356 mm]) User-Defined (5.8 × 8.2 inches to 8.5 × 11.7 inches [148 × 210 mm to 216 × 297 mm])

Paper type	Manual duplex (rear paper tray)
Epson Bright White Pro Paper Epson Bright White Premium Paper Epson Multipurpose Plus Paper	30 sheets
Card Stock 1 (25 to 42 lb [91 to 160 g/m^2]) Card Stock 2 (43 to 68 lb [161 to 256 g/m^2])	5 sheets: A6 (4.1 × 5.8 inches [105 × 148 mm]) A5 (5.8 × 8.2 inches [148 × 210 mm]) A4 (8.3 × 11.7 inches [210 × 297 mm]) B6 (5 × 7.2 inches [128 × 182 mm]) B5 (7.2 × 10.1 inches [182 × 257 mm]) Half Letter (5.5 × 8.5 inches [140 × 216 mm]) Executive (7.25 × 10.5 inches [184 × 267 mm]) Oficio 9 (8.46 × 12.4 inches [215 × 315 mm]) Letter (8.5 × 11 inches [216 × 279 mm]) 8.5 × 13 inches (216 × 330 mm) Mexico-Oficio (8.5 × 13.4 inches [216 × 340 mm]) Legal (8.5 × 14 inches [216 × 356 mm]) User-Defined (5.8 × 8.2 inches to 8.5 × 11.7 inches [148 × 210 mm to 216 × 297 mm])

Parent topic: Loading Paper

Related references

Paper Specifications

Compatible Epson Papers

You can purchase genuine Epson ink, maintenance boxes, and paper at epson.com (U.S. sales), epson.ca (Canadian sales), or latin.epson.com (Latin American 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.

Note: Paper/media availability varies by country.

Paper Type	Size	Part number	Sheet count
Epson Bright White Pro Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500
Epson Bright White Premium Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S450218-4	500
Epson Multipurpose Plus Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S450217-4	500
Epson High Quality Ink Jet Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041111	100
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
Epson Premium Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041257 S042180	50 100
Epson Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041809 S042038	50 100
	Letter (8.5 × 11 inches [216 × 279 mm])	S041141 S041649 S041271	20 50 100
	A4 (8.3 × 11.7 inches [210 × 297 mm])	S041140	20
Epson Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041808 S041727	40 100
	16:9 wide (4 × 7.1 inches [102 × 181 mm])	S042109	20
	5 × 7 inches (127 × 178 mm)	S041464	20
	8 × 10 inches (203 × 254 mm)	S041465	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042183 S041667	25 50

Paper Type	Size	Part number	Sheet count
Epson Ultra Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S042181 S042174	60 100
	5 × 7 inches (127 × 178 mm)	S041945	20
	8 × 10 inches (203 × 254 mm)	S041946	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042182 S042175	25 50
Epson Premium Photo Paper Semi-gloss	4 × 6 inches (102 × 152 mm)	S041982	40
	Letter (8.5 × 11 inches [216 × 279 mm])	S041331	20

Parent topic: Loading Paper

Paper or Media Type Settings - Printing Software

For this paper	Select this paper Type or Media Type setting
Plain paper Epson Bright White Pro Paper Epson Bright White Premium Paper Epson Multipurpose Plus Paper	Plain Paper / Bright White Paper
Letterhead paper	Letterhead
Recycled paper	Recycled
Colored paper	Color
Pre-printed paper	Preprinted
Epson High Quality Ink Jet Paper	High Quality Plain Paper
Thick paper up to 25 to 42 lb (91 to 160 g/m^2)	Card Stock 1
Thick paper up to 43 to 68 lb (161 to 256 g/m^2)	Card Stock 2
Envelopes	Envelope
Epson Ultra Premium Photo Paper Glossy	Ultra Premium Photo Paper Glossy

For this paper	Select this paper Type or Media Type setting
Epson Premium Photo Paper Glossy	Premium Photo Paper Glossy
Epson Photo Paper Glossy	Photo Paper Glossy
Epson Premium Photo Paper Semi-gloss	Premium Photo Paper Semi-Gloss
Epson Premium Presentation Paper Matte	Premium Presentation Paper Matte
Epson Presentation Paper Matte	Presentation Paper Matte

Note: The settings listed here are available only when printing from your computer; they do not apply to your product's control panel settings.

Parent topic: Loading Paper

Selecting the Paper Settings for Each Source - Control Panel

You can change the default paper size and paper type for each source using the control panel on the product.

1. Press the **Paper Setting** button.
2. Select the paper source you want to select settings for.
3. Select **Paper Size**.
4. Select the paper size you loaded.
5. Select **Paper Type**.
6. Select the paper type for the paper you loaded.
7. Select another paper source to change or press the home button to exit.

Paper Type Settings - Control Panel

Parent topic: Loading Paper

Paper Type Settings - Control Panel

Select a **Paper Type** setting that matches the paper you loaded.

Paper type loaded	Paper Type setting
Plain paper Epson Bright White Pro Paper Epson Bright White Premium Paper Epson Multipurpose Plus Paper	Plain Paper
Letterhead paper	Letterhead
Recycled paper	Recycled
Colored paper	Color
Pre-printed paper	Preprinted
Epson High Quality Ink Jet Paper	High Quality Plain Paper
Thick paper up to 25 to 42 lb (91 to 160 g/m^2)	Card Stock 1
Thick paper up to 43 to 68 lb (161 to 256 g/m^2)	Card Stock 2
Envelopes	Envelope
Epson Ultra Premium Photo Paper Glossy	Ultra Glossy
Epson Premium Photo Paper Glossy	Prem. Glossy
Epson Photo Paper Glossy	Glossy
Epson Premium Photo Paper Semi-gloss	Prem. Semi-Gloss
Epson Premium Presentation Paper Matte	Prem. Matte
Epson Presentation Paper Matte	Presentation Matte

Parent topic: Selecting the Paper Settings for Each Source - Control Panel

Selecting Default Paper Settings - Administrator

As an administrator, you can adjust default paper settings that apply to all print jobs sent to the product.

Note: These settings can be locked by an administrator. If you cannot access these settings, contact your administrator for assistance.

Selecting the Default Printer Settings
Selecting the Universal Print Settings

Parent topic: Loading Paper

Selecting the Default Printer Settings

You can change default printer settings using the control panel on the product.

Note: These settings can be locked by an administrator. If you cannot access these settings, contact your administrator for assistance.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **General Settings** > **Printer Settings**.
3. Select an **Auto Error Solver** setting:
   - Select **On** to display a warning and print single-sided when a 2-sided printing error occurs, or to print only what the printer could process when a full memory error occurs.
   - Select **Off** to display an error message and stop printing if an error occurs.
4. Select **Paper Source Settings**.
5. Select the options you want to use.
6. When you are finished, press the ⌂ home button to exit.

Paper Source Settings Options

Parent topic: Selecting Default Paper Settings - Administrator

Paper Source Settings Options

Select the paper source options you want to use for your print jobs.

Paper Source Settings option	Available settings	Description
Paper Setting	Various	Select the paper size and type for each paper source
Paper Tray Priority	**On**	Select **On** to give printing priority to paper loaded in the rear paper tray
	Off	
A4/Letter Auto Switching	**On**	Select **On** to switch the selected paper size to match the loaded paper (Letter or A4) if the wrong size is selected
	Off	

Paper Source Settings option	Available settings	Description
Auto Select Settings	Available paper sources	Select **On** for a paper source to allow the printer to automatically print on paper from that source if it matches your paper settings
Error Notice	**Paper Size Notice**	Select **On** for either of these settings to display an error message when the selected paper type or size does not match the loaded paper
	Paper Type Notice	
Paper Setup Auto Display	**On**	Select **On** to automatically display a menu that lets you select the paper size and type when you load paper in the product **Note:** If you turn this setting off, you cannot use AirPrint.
	Off	

Parent topic: Selecting the Default Printer Settings

Selecting the Universal Print Settings

You can change the default universal print settings using the control panel on the product.

Note: These settings can be locked by an administrator. If you cannot access these settings, contact your administrator for assistance.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **General Settings** > **Printer Settings** > **Universal Print Settings**.
3. Adjust the settings as necessary.
4. When you are finished, press the ⌂ home button to exit.

Universal Print Settings Options

Parent topic: Selecting Default Paper Settings - Administrator

Universal Print Settings Options

Select the universal print setting options you want to use for your print jobs.

Universal Print Settings option	Available settings	Description
Top Offset	—	Adjust the top or left margin
Left Offset		
Top Offset in Back	—	Adjust the top or left margin of the back page when printing double-sided.
Left Offset in Back		
Check Paper Width	**On**	Select **On** to check the paper width before printing. This prevents printing beyond the edges of the paper when the paper size settings are incorrect, but may reduce the printing speed.
	Off	
Skip Blank Page	**On**	Select **On** to skip printing of blank pages automatically
	Off	

Parent topic: Selecting the Universal Print Settings

Printing from a Computer

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

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

Printing with the Standard Epson Printer Software - Windows
Printing with the Built-in Epson Driver - Windows 10 S
Printing with the Epson Standard Printer Software - Mac
Printing from a Smartphone or Tablet
Printing with the PCL Printer Software - Windows
Printing with the PostScript (PS3) Printer Software - Windows
Printing with the PostScript (PS3) Printer Software - Mac
Cancelling Printing Using a Product Button

Printing with the Standard Epson Printer Software - Windows

You can print with the standard Epson printer software using any Windows printing program, as described in these sections.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

Selecting Basic Print Settings - Windows
Selecting Double-sided Printing Settings - Windows
Selecting Additional Layout and Print Options - Windows
Selecting a Printing Preset - Windows
Selecting Extended Settings - Windows
Printing Your Document - Windows

Locking Printer Settings - Windows
Entering a User ID and Password for Printing
Selecting Default Print Settings - Windows
Changing Automatic Update Options
Parent topic: Printing from a Computer

Selecting Basic Print Settings - Windows

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

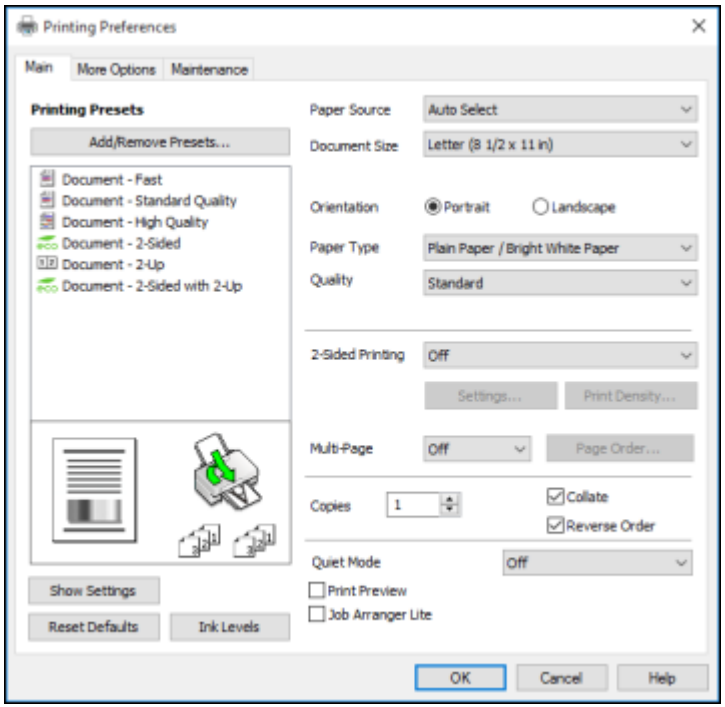
1. Open a photo or document for printing.
2. Select the print command in your application.

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

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

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

You see the Main tab of your printer settings window:



4. For the **Paper Source** setting, select where you loaded the paper you want to print on.
5. Select the size of the paper you loaded as the Document Size setting.

   Note: You can also select the **User-Defined** setting to create a custom paper size.

6. Select the orientation of your document.

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

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

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

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

    Note: Enabling **Quiet Mode** may reduce printing speed.

Paper Source Options - Windows
Print Quality Options - Windows
Multi-Page Printing Options - Windows

Parent topic: Printing with the Standard Epson Printer Software - Windows

Related references
Paper or Media Type Settings - Printing Software

Related tasks
Printing Your Document - Windows

Paper Source Options - Windows

You can select any of the available options in the Paper Source menu to print on the paper loaded in that source.

Auto Select
Automatically selects the paper source based on the selected paper size.

Paper Cassette 1
Selects the paper in cassette 1 as the paper source.

Paper Cassette 2
Selects the paper in cassette 2 as the paper source.

Paper Cassette 3
Selects the paper in cassette 3 as the paper source.

Paper Cassette 4
Selects the paper in cassette 4 as the paper source.

Paper Tray
Selects the paper in the rear feed as the paper source.

Parent topic: Selecting Basic Print Settings - Windows

Print Quality Options - Windows

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

Draft
For draft printing on plain paper.

Standard
For everyday text and image printing.

High
For photos and graphics with high print quality.

Parent topic: Selecting Basic Print Settings - Windows

Multi-Page Printing Options - Windows

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

2-Up, 4-Up, 6-Up, 8-Up, 9-Up, and 16-Up
Prints several pages on one sheet of paper. Click the **Layout Order** button to select page layout and border options.

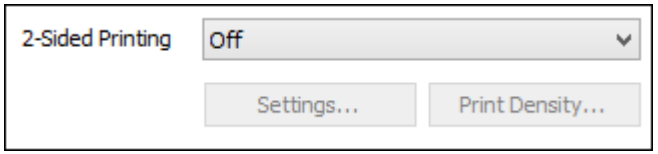
2×1 Poster, 2×2 Poster, 3×3 Poster, 4×4 Poster
Prints one image on multiple sheets of paper to create a larger poster. Click the **Settings** button to select image layout and guideline options.

Parent topic: Selecting Basic Print Settings - Windows

Selecting Double-sided Printing Settings - Windows

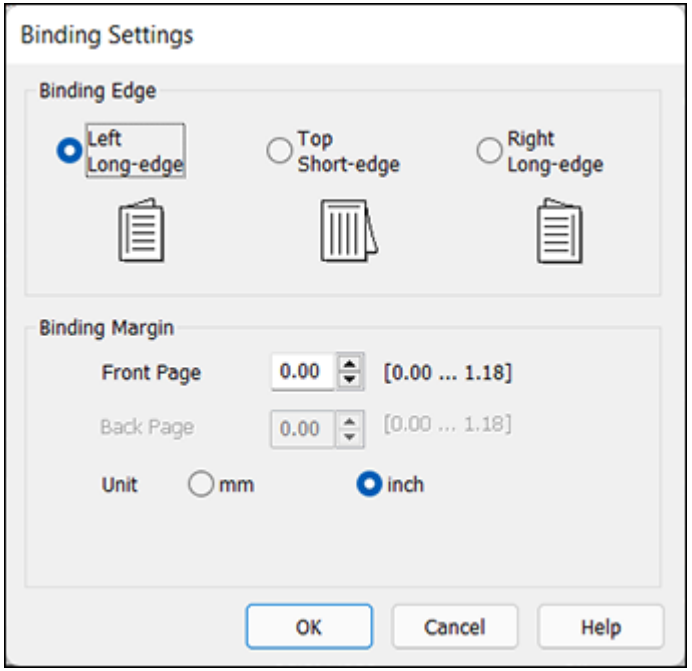
You can print on both sides of the paper by selecting one of the 2-Sided Printing options on the Main tab.

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



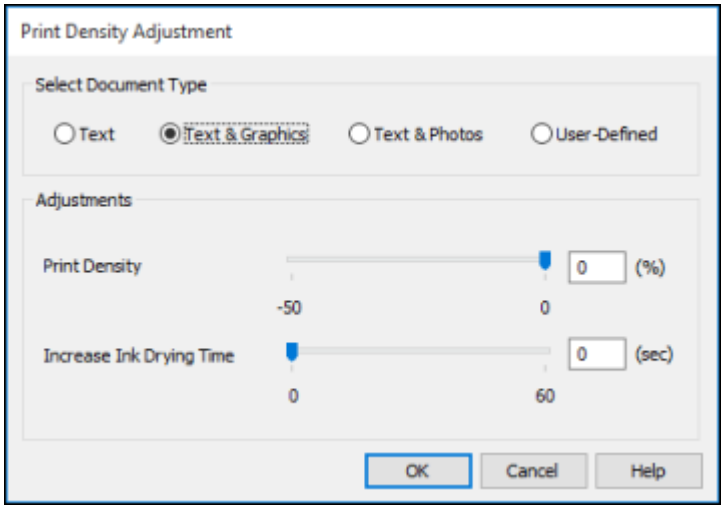
1. Select one of the following options for **2-Sided Printing**:
   - **Auto (Long-edge binding)** to print your double-sided print job by automatically flipping the paper on the long edge.
   - **Auto (Short-edge binding)** to print your double-sided print job by automatically flipping the paper on the short edge.
2. Click the **Settings** button.

   You see this window:



3. Select the double-sided printing options you want to use.
4. Click **OK** to return to the Main tab.
5. Click the **Print Density** button.

   You see this window:



6. Select the type of document you are printing as the Document Type setting. The software automatically sets the Adjustments options for that document type.
7. If necessary, select the Adjustments options you want to use.
8. Click **OK** to return to the Main tab.
9. Print a test copy of your double-sided document to test the selected settings.
10. Follow any instructions displayed on the screen during printing.

Double-sided Printing Options - Windows
Print Density Adjustments - Windows

Parent topic: Printing with the Standard Epson Printer Software - Windows

Related references

Double-sided Printing Capacity

Related tasks

Selecting Basic Print Settings - Windows

Double-sided Printing Options - Windows

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

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

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

Start Page
Selects whether printing starts on the front or back page.

Create Folded Booklet Options
Select the **Booklet** checkbox and a binding option to print double-sided pages as a booklet.

Parent topic: Selecting Double-sided Printing Settings - Windows

Print Density Adjustments - Windows

You can select any of the available options on the Print Density Adjustment window to adjust the print quality of your double-sided print job.

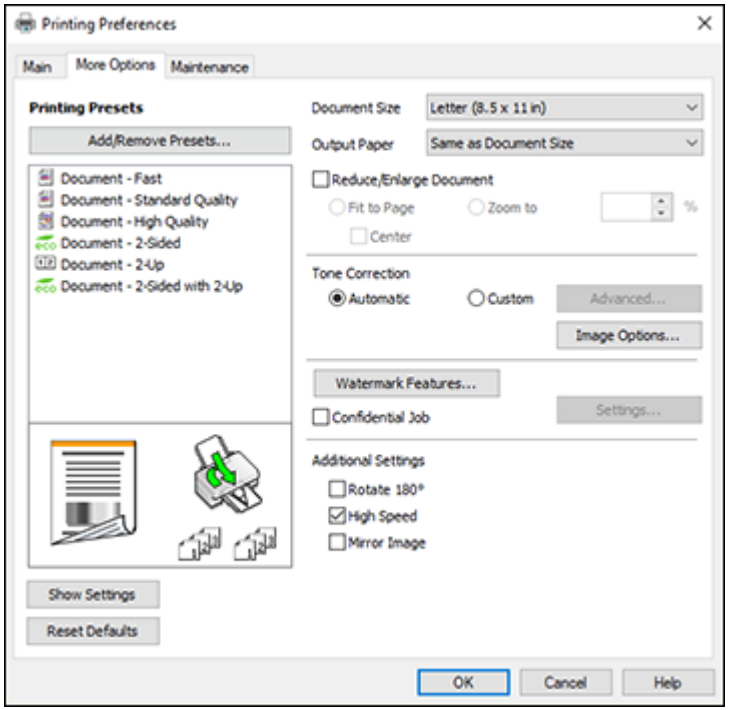
Print Density
Sets the level of ink coverage for double-sided printing.

Increase Ink Drying Time
Sets the amount of time required for drying ink after printing on one side of the paper before printing the other side in double-sided printing to prevent ink smearing.

Parent topic: Selecting Double-sided Printing Settings - Windows

Selecting Additional Layout and Print Options - Windows

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



1. To change the size of your printed document or photo, select the **Reduce/Enlarge Document** checkbox and select one of these sizing options:
   - Select the **Fit to Page** option to size your image to fit the paper you loaded. Select the size of your document or photo as the Document Size setting, and the size of your paper as the Output Paper setting. If you want to center your image on the paper, select the **Center** option.
   - Select the **Zoom to** option to reduce or enlarge your document or photo by a specific percentage. Select the percentage in the **%** menu.
2. Select one of the following Tone Correction options:
   - Select **Automatic** to automatically adjust the brightness and contrast for your image.

- Select **Custom** and click the **Advanced** button to manually adjust the tone correction settings or turn off color management in your printer software.
- Select **Image Options** to access additional settings for improving printed images.

3. To add the following features, click the **Watermark Features** button:
   - **Anti-Copy Pattern**: adds a watermark that only appears when your printout is copied
   - **Watermark**: adds a visible watermark to your printout

     Note: Click the **Add/Delete** button to create your own watermark, and click the **Settings** button to customize the watermark.

   - **Header/Footer**: adds information such as the date and time to the top or bottom of your printout

     Note: Click the **Settings** button to customize the text and location of the header or footer.

4. To add a password to your print job, select the **Confidential Job** checkbox, then enter a password. Confidential jobs are stored in the product's memory without being printed. To print the job, enter the password for the confidential job on the product's control panel.

   Note: Confidential print jobs are cleared from the product's memory after printing.

5. Select any of the Additional Settings options to customize your print.

Image Options and Additional Settings - Windows

Header/Footer Settings - Windows

Parent topic: Printing with the Standard Epson Printer Software - Windows

Related tasks

Printing Your Document - Windows

Image Options and Additional Settings - Windows

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

Image Options

Emphasize Text

Adjusts the weight of printed text to increase readability.

Emphasize Thin Lines
Adjusts the weight of printed lines to increase visibility.

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

Emphasize Light Text and Lines
Adjusts the weight of light text and printed lines to increase visibility.

Additional Settings Options

Rotate 180º
Prints the image rotated 180º from its original orientation.

Bidirectional Printing
Prints in both directions (right-to-left and left-to-right), speeding up printing, but may reduce print quality.

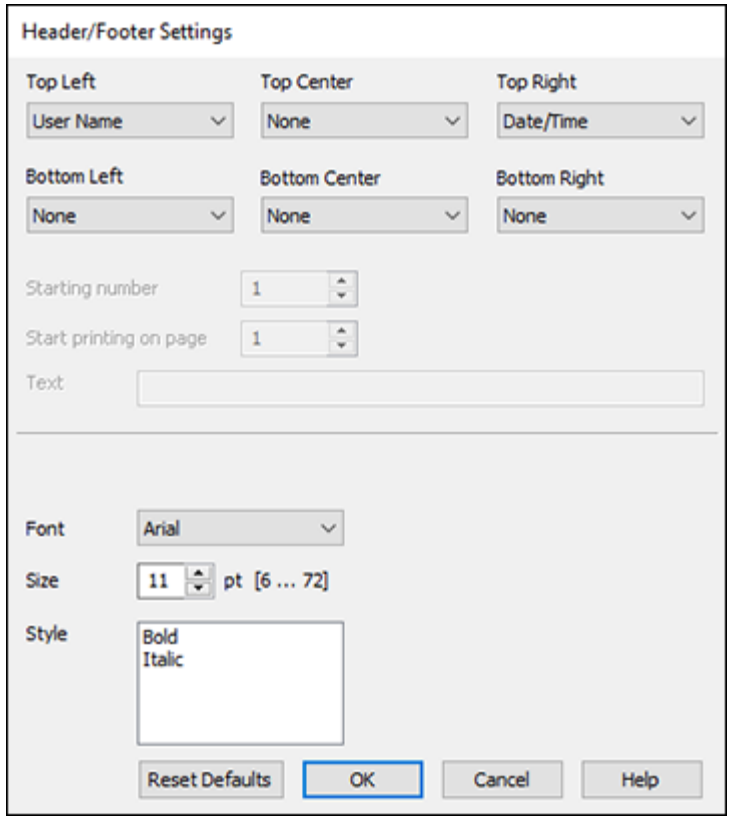
Mirror Image
Flips the printed image left to right.

Parent topic: Selecting Additional Layout and Print Options - Windows

Header/Footer Settings - Windows

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

Note: These settings are not saved with your document.



You can select to print the following information:

- User Name
- Computer Name
- Date
- Date/Time
- Document Name
- Collate Number
- Page Number

- Text

You can also adjust the text settings for the printed information.

Note: The user name, computer name, date, and time come from the Windows Control Panel on your computer.

Parent topic: Selecting Additional Layout and Print Options - Windows

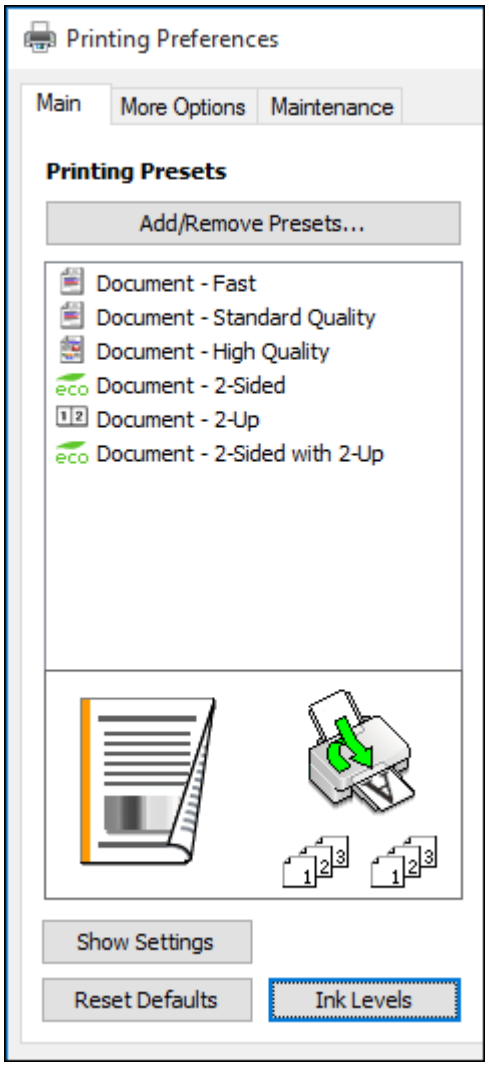
Selecting a Printing Preset - Windows

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

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

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

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



2. Place your cursor over one of the **Printing Presets** to view its list of settings.
3. Click on a preset to change its settings or delete it, or use any of the available options on the screen to control your printing presets.

4. To choose a preset for printing, select it.
5. Click **OK**.

Parent topic: Printing with the Standard Epson Printer Software - Windows

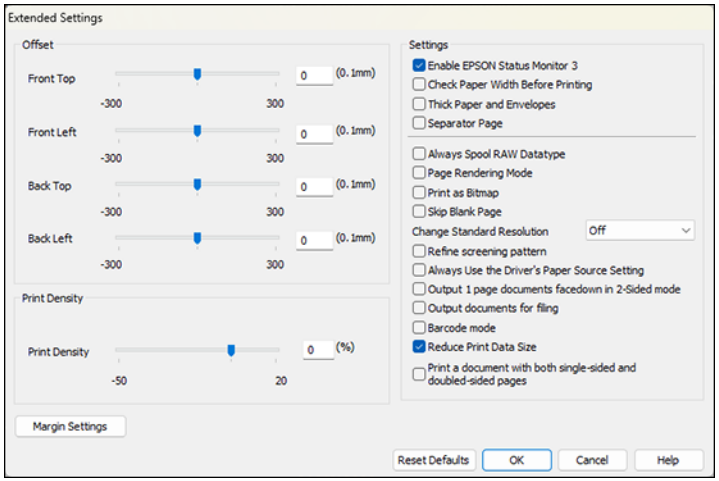
Selecting Extended Settings - Windows

You can select additional settings that apply to all the print jobs you send to your product.

1. Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
2. Select **Printer Settings**.
3. Click the **Maintenance** tab.

   You see the maintenance options:
4. Click the **Extended Settings** button.

   You see this window:



5. Select any of the extended settings to customize your print.
6. Click **OK** to close the Extended Settings window.
7. Click **OK** to close the printer software window.

Extended Settings - Windows

Parent topic: Printing with the Standard Epson Printer Software - Windows

Extended Settings - Windows

You can select these settings on the Extended Settings window.

Enable EPSON Status Monitor 3
Enables product monitoring for ink and paper supplies and other issues.

Check Paper Width Before Printing
Prevents printing beyond the edges of the paper if the paper size setting is incorrect; may reduce print speed.

Thick Paper and Envelopes
Prevents ink from smearing when you print on envelopes or other thick paper.

Separator Page
Before each document, prints a separator page containing the title, user, date, and time.

Always Spool RAW Datatype
Increases print speed and may solve other printing problems.

Page Rendering Mode
Increases print speed when printing is extremely slow or the print head stops during printing.

Print as Bitmap
Increases print speed when printing is extremely slow or the print head stops during printing, and other settings do not help.

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

Change Standard Resolution
Reduces the resolution of print data to correct printing problems.

Refine screening pattern
Prints graphics with a finer screening pattern.

Always Use the Driver's Paper Source Setting
Prints using the paper source setting in the printer driver, rather than the setting in your application.

Output 1 page documents facedown in 2-Sided mode
Outputs single-sided pages in a 2-sided print job facedown instead of faceup.

Output documents for filing
Outputs all landscape, portrait, 1-sided, and 2-sided documents in the same orientation for easier filing.

Barcode mode
Reduces bleeding when printing barcodes on plain paper, letterhead paper, recycled paper, preprinted paper, envelopes, and thick paper.

Reduce Print Data Size
Increases print data compression to improve print speed. Not recommended when printing fine patterns.

Print a document with both single-sided and double-sided pages
Prints an entire document that contains both single- and double-sided pages.

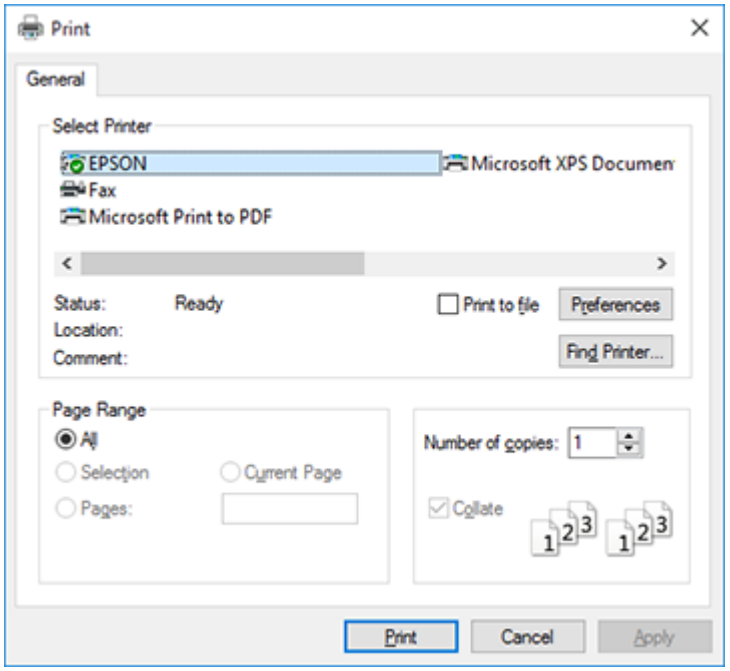
Parent topic: Selecting Extended Settings - Windows

Printing Your Document - Windows

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

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

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



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

Parent topic: Printing with the Standard Epson Printer Software - Windows

Locking Printer Settings - Windows

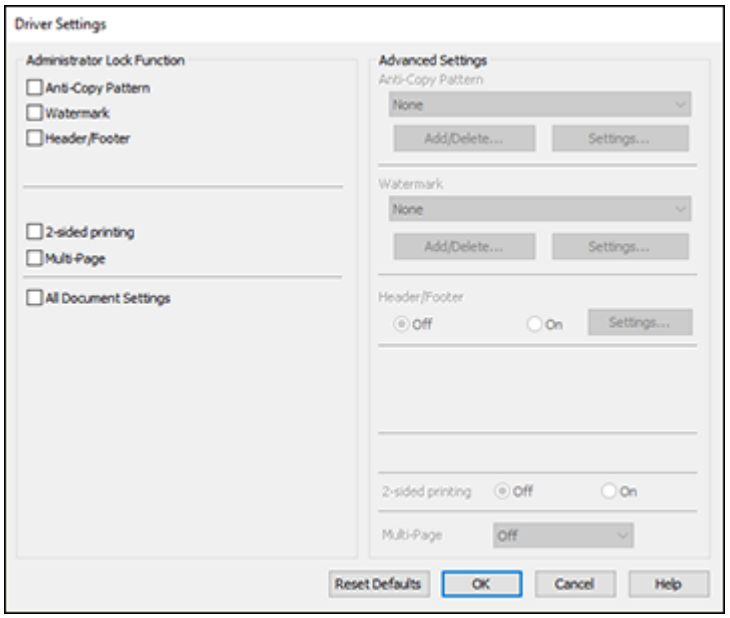
Windows administrators can lock access to some printer settings to prevent unauthorized changes.

1. Do one of the following:
   - **Windows 11:** Click , search for **Settings** and select it. Select **Bluetooth & devices** > **Printers & scanners**. Select your product name and select **Printer properties**.
   - **Windows 10:** Click  and select  (Settings) > **Devices** > **Printers & scanners**. Select your product name and select **Manage** > **Printer properties**.
   - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** > **Hardware and Sound** > **Devices and Printers**. Right-click your product and select **Printer properties**.
   - **Windows 7:** Click  and select **Devices and Printers**. Right-click your product and select **Printer properties**.
   - **Windows Vista:** Click  and select **Control Panel**. Click **Printer** under **Hardware and Sound**, then right-click your product and select **Properties**.
2. Click the **Optional Settings** tab.

   Note: You can prevent access to the **Optional Settings** tab by changing the user or group permissions in the **Security** tab.

3. Click **Driver Settings**.

You see this window:



4. Select the checkbox for each setting you want to lock. To lock all print settings, select **All Document Settings**.
5. Under **Advanced Settings**, select the setting option you want to use for each locked setting.
6. Click **OK**.

Locked Setting Options

Parent topic: Printing with the Standard Epson Printer Software - Windows

Locked Setting Options

Select the options you want to use for any locked print settings.

Setting	Options	Description
Anti-Copy Pattern	Various data items	Lets you select the data to use for the pattern or prohibit anti-copy patterns
	Add/Delete	Lets you add or delete a customized anti-copy pattern
	Settings	Lets you select the arrangement, size, and other settings for the custom anti-copy pattern
Watermark	Various text watermarks	Lets you select the text for the watermark or prohibit watermarks
	Add/Delete	Lets you add or delete a customized text or image-based watermark
	Settings	Lets you select the size, position, and other watermark settings
Header/Footer	**Off**	Prohibits headers or footers
	On	Allows headers and footers
	Settings	Lets you select the text and position for printing headers and footers
2-sided printing	**Off**	Allows printing on one side of the paper only
	On	Allows printing on both sides of the paper
Multi-Page	**Off**	Prohibits multi-page settings
	2-Up	Allows printing of 2 pages on one sheet of paper
	4-Up	Allows printing of 4 pages on one sheet of paper
	6-Up	Allows printing of 6 pages on one sheet of paper
	8-Up	Allows printing of 8 pages on one sheet of paper
	9-Up	Allows printing of 9 pages on one sheet of paper
	16-Up	Allows printing of 16 pages on one sheet of paper
All Document Settings	—	Lets you lock all print settings

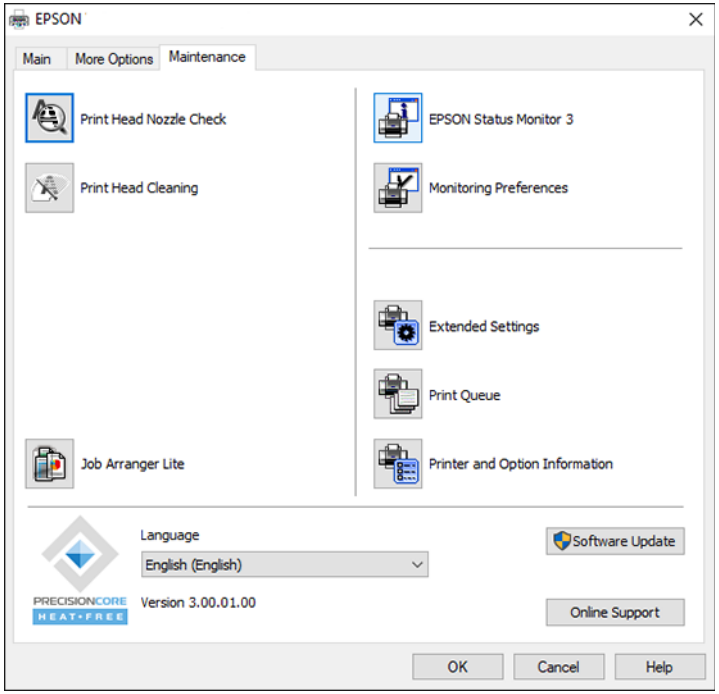
Parent topic: Locking Printer Settings - Windows

Entering a User ID and Password for Printing

If you enabled Access Control on the product, you must enter a user ID and password in the printer driver to be able to print.

Note: If you do not know the user ID or password, contact your administrator for assistance.

1. Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click . Select **Printer Settings** and click the **Maintenance** tab.



2. Click the **Printer and Option Information** button.
3. Select the **Save Access Control settings** checkbox.
4. Click the **Settings** button.
5. Enter your user name and password.

6. Click **OK**.

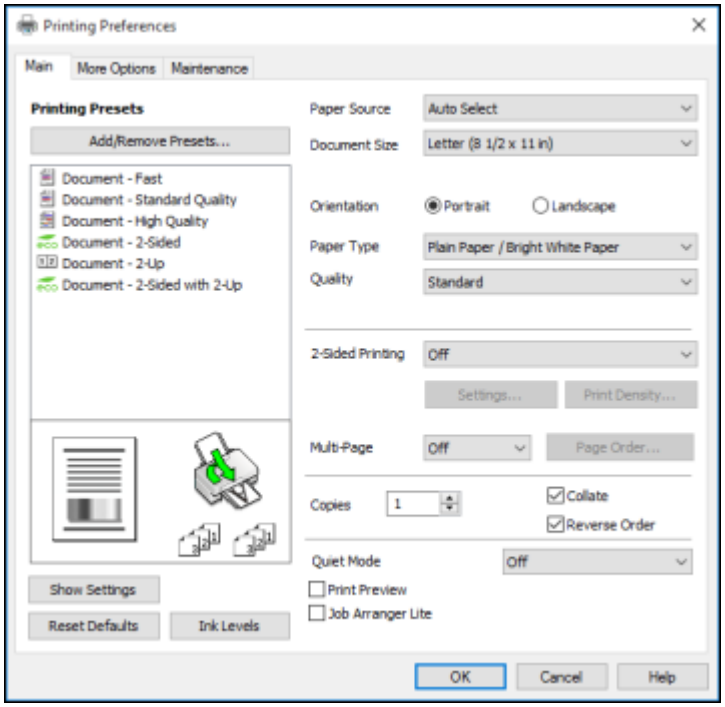
Parent topic: Printing with the Standard Epson Printer Software - Windows

Selecting Default Print Settings - Windows

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

1. Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
2. Select **Printer Settings**.

   You see the printer settings window:



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

4. Click **OK**.

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

Changing the Language of the Printer Software Screens

Parent topic: Printing with the Standard Epson Printer Software - Windows

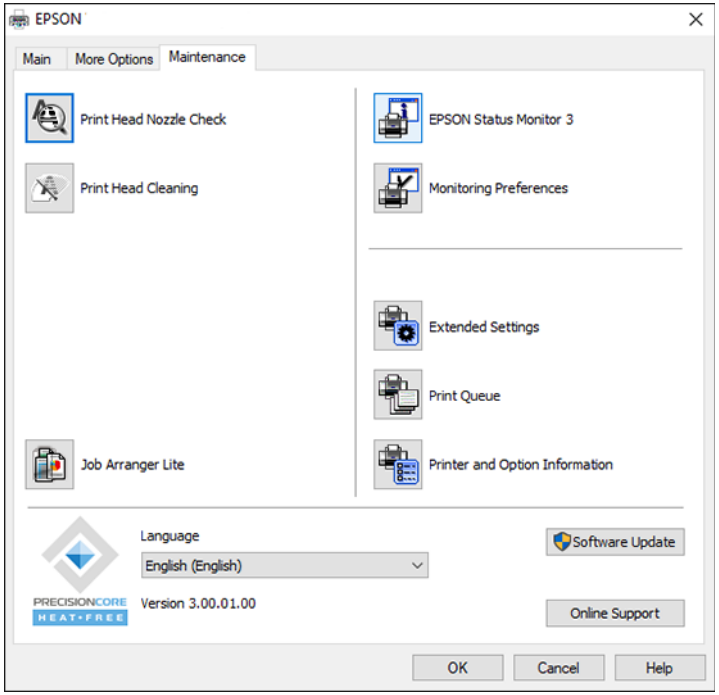
Changing the Language of the Printer Software Screens

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

1. Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
2. Select **Printer Settings**.

   You see the printer settings window.
3. Click the **Maintenance** tab.

   You see the maintenance options:



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

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

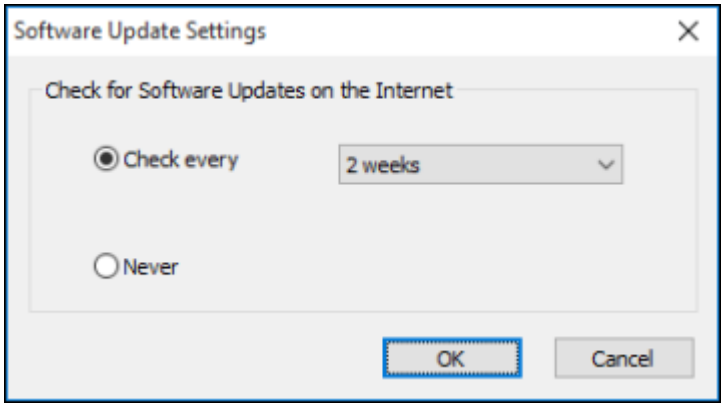
Parent topic: Selecting Default Print Settings - Windows

Changing Automatic Update Options

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

1. Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
2. Select **Software Update Settings**.

   You see this window:



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

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

Parent topic: Printing with the Standard Epson Printer Software - Windows

Printing with the Built-in Epson Driver - Windows 10 S

You can print with the built-in Epson printer driver using any printing program on Windows 10 S, as described in these sections.

Note: The built-in Epson driver in Windows 10 S does not include all the available print settings for your product.

Selecting Print Settings - Windows 10 S

Parent topic: Printing from a Computer

Selecting Print Settings - Windows 10 S

Select the settings for your print job in your Windows 10 S application.

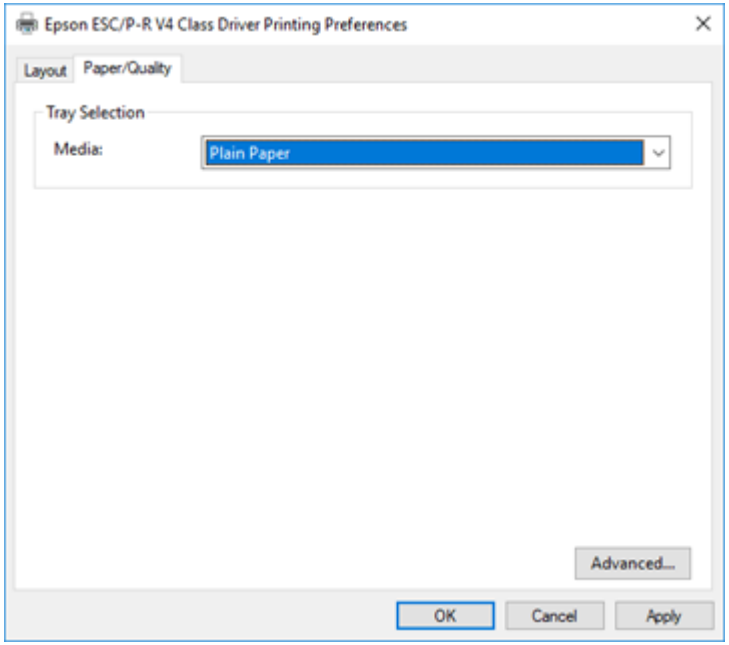
1. Select the print command in your application.

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

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

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

You see a window like this:

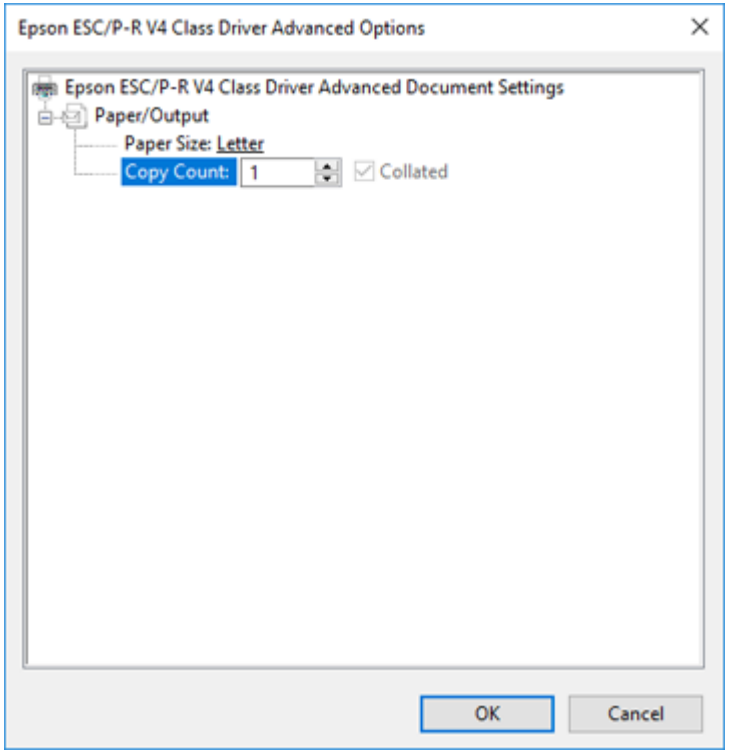


3. Select the type of paper you loaded as the **Media** setting.

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

4. Click the **Advanced** button.

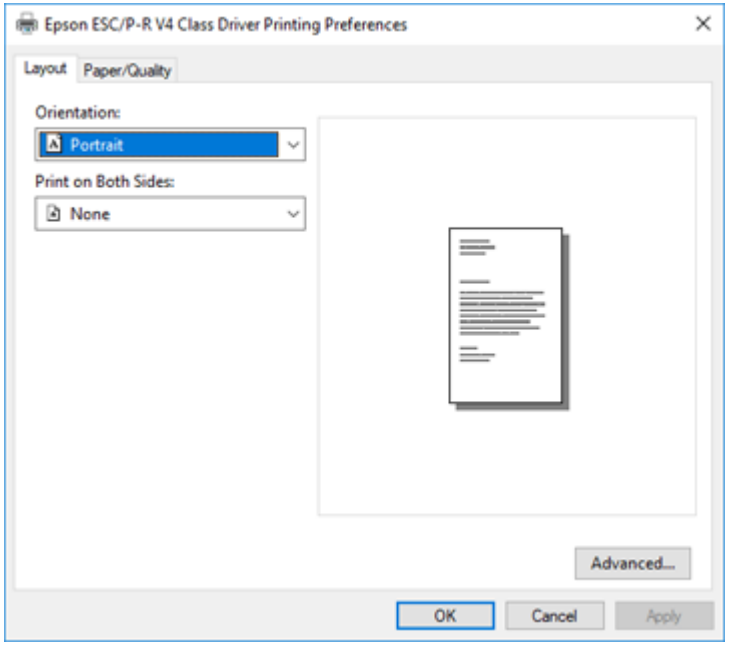
You see a window like this:



5. Select the size of the paper you loaded as the **Paper Size** setting.
6. To print multiple copies, select or enter the number as the **Copy Count** setting.
7. To print multiple copies of multi-page documents in sets, select the **Collated** checkbox.
8. Click **OK**.

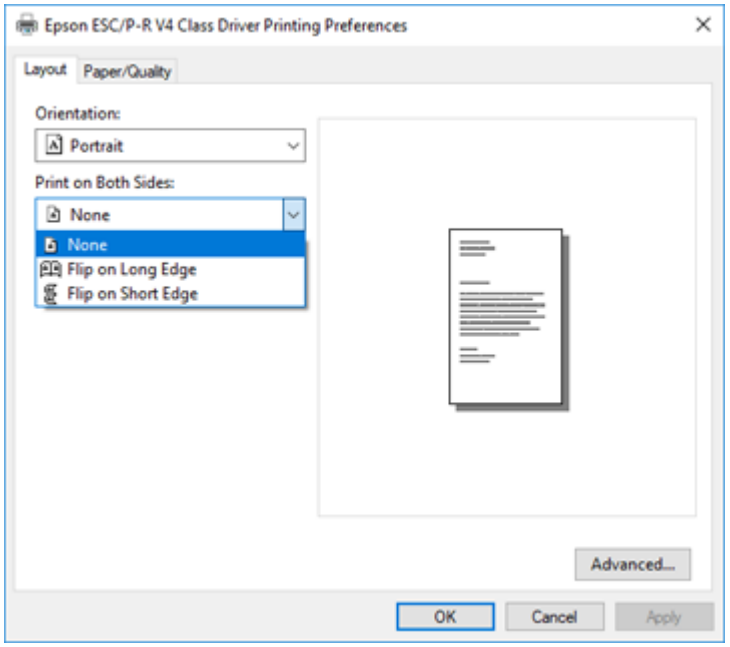
   You return to the printing preferences window.

9. Select the **Layout** tab.



10. Select the orientation of your document as the **Orientation** setting.

11. To print double-sided, select one of the **Print on Both Sides** options, depending on how you want to orient the page layout. The icon next to each option shows the layout.



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

    You see your application's **Print** window.

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

Parent topic: Printing with the Built-in Epson Driver - Windows 10 S

Printing with the Epson Standard Printer Software - Mac

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

Note: If you have an Internet connection, it is a good idea to check for updates to your product software on Epson's support website or using Epson Software Updater.

Selecting Basic Print Settings - Mac
Selecting Page Setup Settings - Mac

Selecting Print Layout Options - Mac
Selecting Double-sided Printing Settings - Mac
Selecting Printing Preferences - Mac
Printing Your Document - Mac

Parent topic: Printing from a Computer

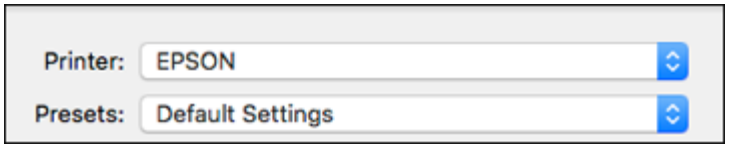
Selecting Basic Print Settings - Mac

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

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

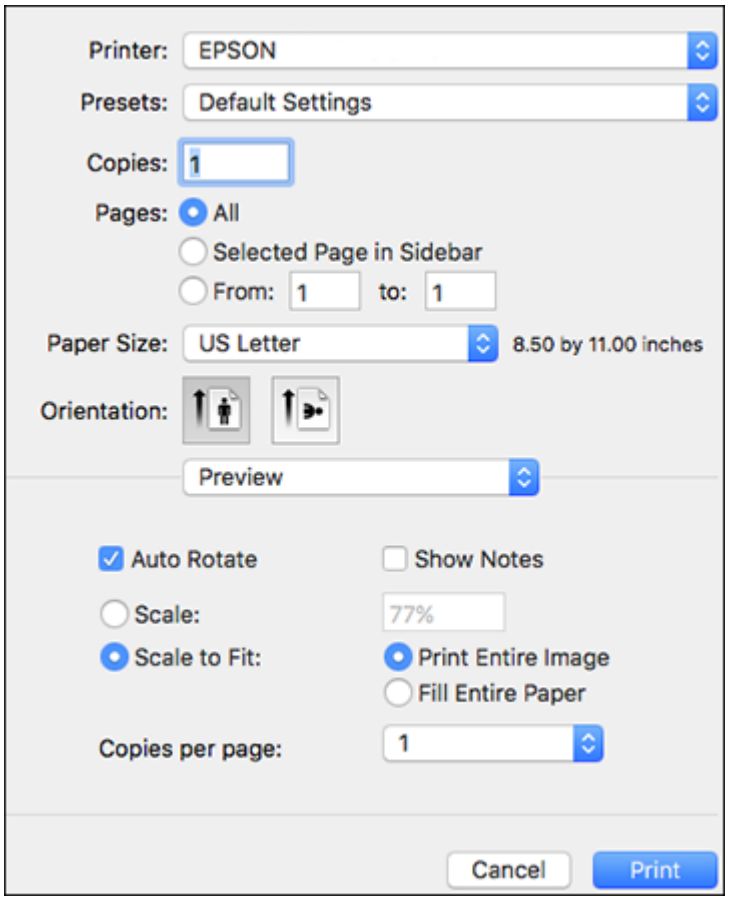
   Note: You may need to select a print icon on your screen, the **Print** option in the File menu, or another command. See your application's help utility for details.

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



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

You see the expanded printer settings window for your product:



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

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

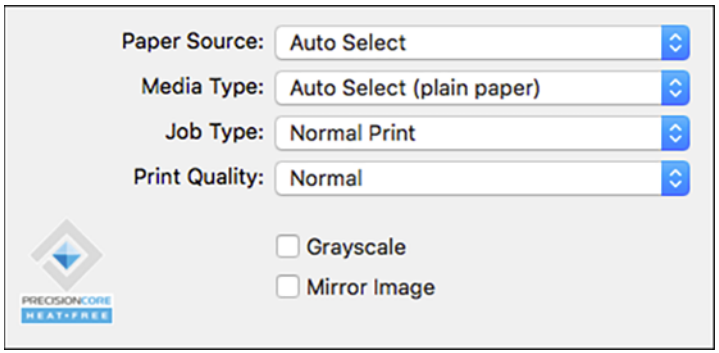
Note: If you do not see these settings in the print window, check for them in your application before printing.

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

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

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

   You see these settings:



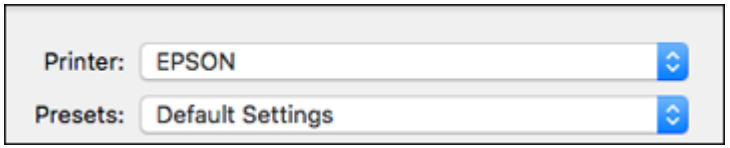
   Note: The available print settings and appearance of the print window may be different than those covered here, depending on the Mac OS version and the application you are using.

9. Select the **Paper Source** you wish to print from.
10. Select the type of paper you loaded as the **Media Type** setting.

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

11. Change the **Job Type** setting if you want to save the file to the product's hard drive.
12. Select the **Print Quality** setting you want to use.
13. Select any of the available print options.

14. If you want to save your settings as a new printing preset, select **Presets** and then select **Save current settings as Preset**.



Paper Source Options - Mac
Print Quality Options - Mac

Parent topic: Printing with the Epson Standard Printer Software - Mac

Related tasks
Selecting Page Setup Settings - Mac

Paper Source Options - Mac

You can select any of the available options in the Paper Source menu to print on the paper loaded in that source.

Auto Select
Automatically selects the paper source based on the selected paper size.

Paper Tray
Selects the paper in the rear feed as the paper source.

Cassette 1
Selects the paper in cassette 1 as the paper source.

Cassette 2
Selects the paper in cassette 2 as the paper source.

Cassette 3
Selects the paper in cassette 3 as the paper source.

Cassette 4
Selects the paper in cassette 4 as the paper source.

Parent topic: Selecting Basic Print Settings - Mac

Print Quality Options - Mac

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

Normal
For everyday text and image printing.

Best Quality
For the best print quality, but the slowest print speed.

Parent topic: Selecting Basic Print Settings - Mac

Selecting Page Setup Settings - Mac

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



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

1. Select the size of the paper you loaded as the **Paper Size** setting.
2. Select the orientation of your document or photo as shown in the print window.

   Note: If you are printing an envelope, select the  icon.

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

Parent topic: Printing with the Epson Standard Printer Software - Mac

Selecting Print Layout Options - Mac

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

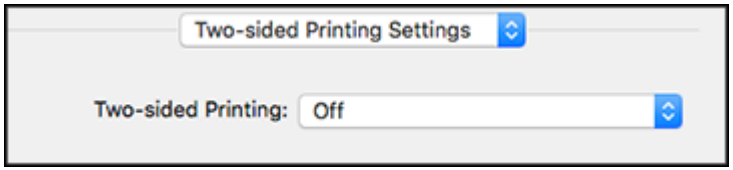


- To print multiple pages on one sheet of paper, select the number of pages in the **Pages per Sheet** pop-up menu. To arrange the print order of the pages, select a **Layout Direction** setting.
- To print borders around each page on the sheet, select a line setting from the **Border** pop-up menu.
- To invert or flip the printed image, select the **Reverse page orientation** or **Flip horizontally** settings.

Parent topic: Printing with the Epson Standard Printer Software - Mac

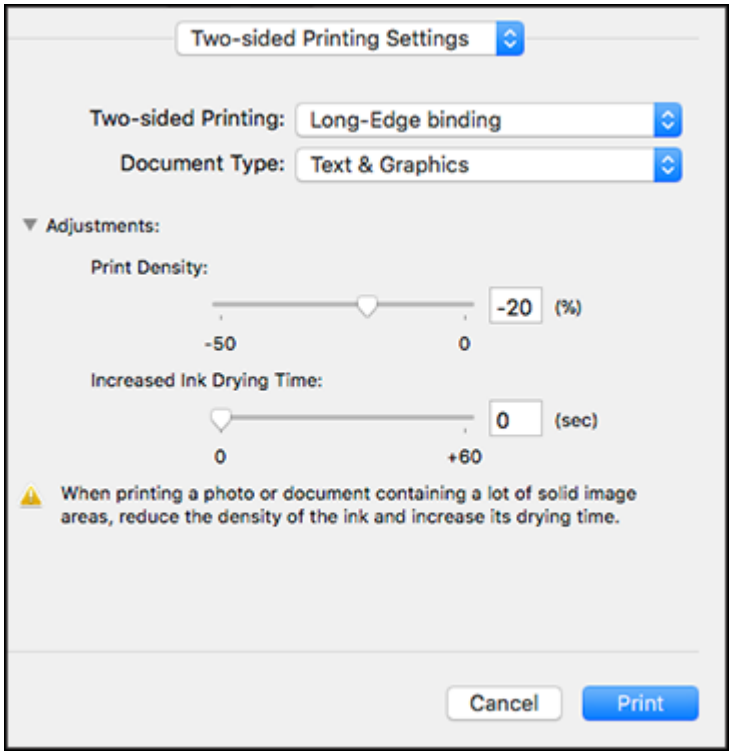
Selecting Double-sided Printing Settings - Mac

You can print on both sides of the paper by selecting **Two-sided Printing Settings** from the pop-up menu on the print window.



Note: Some options may be pre-selected or unavailable, depending on other settings you have chosen or if you are accessing the product over a network. This screen may be different, depending on the Mac OS version you are using.

1. Select one of the **Two-sided Printing** options.
2. Select the type of document you are printing as the **Document Type** setting. The software automatically sets the Adjustments options for that document type.



3. If necessary, customize the Adjustments settings as instructed on the screen.
4. Print a test copy of your double-sided document to test the selected settings.
5. Follow any instructions displayed on the screen during printing.

Parent topic: Printing with the Epson Standard Printer Software - Mac

Related references

Double-sided Printing Capacity

Related tasks

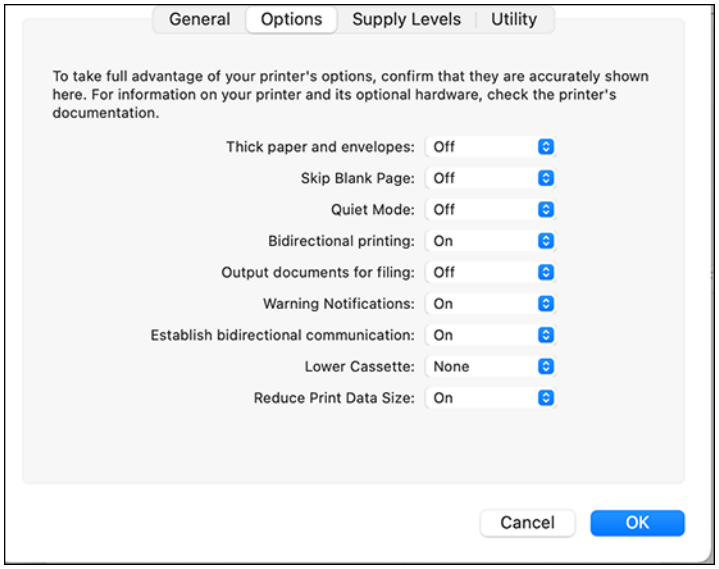
Selecting Basic Print Settings - Windows

Selecting Printing Preferences - Mac

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

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

   You see a screen like this:



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

Printing Preferences - Mac

Parent topic: Printing with the Epson Standard Printer Software - Mac

Printing Preferences - Mac

You can select these settings on the **Options** or **Driver** tab.

Thick Paper and Envelopes
Prevents ink from smearing when you print on envelopes or other thick paper.

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

Quiet Mode
Lessens noise during printing but may decrease print speed.

Bidirectional printing
Prints in both directions (right-to-left and left-to-right), speeding up printing, but may reduce print quality.

Output documents for filing
Outputs all landscape, portrait, 1-sided, and 2-sided documents in the same orientation for easier filing.

Warning Notifications
Lets you choose whether or not to receive warning notifications from the printer software for various operating conditions.

Establish bidirectional communication
Allows the product to communicate with the computer. Do not change the default setting unless you experience issues when using a shared printing pool.

Reduce Print Data Size
Increases print data compression to improve print speed. Not recommended when printing fine patterns.

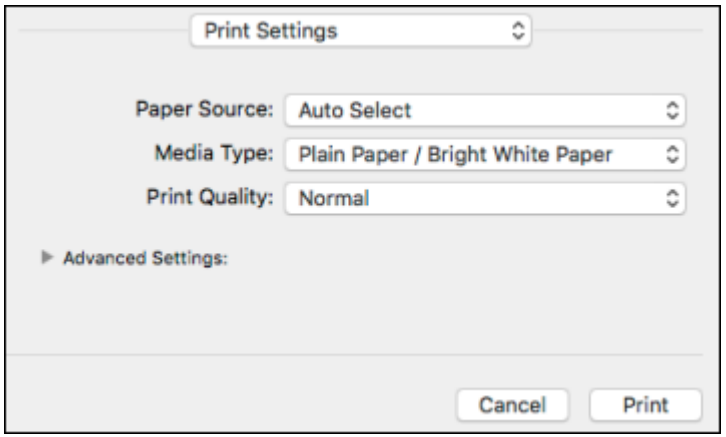
Lower Cassette
Specifies whether the optional cassette is present.

Parent topic: Selecting Printing Preferences - Mac

Printing Your Document - Mac

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

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



Checking Print Status - Mac

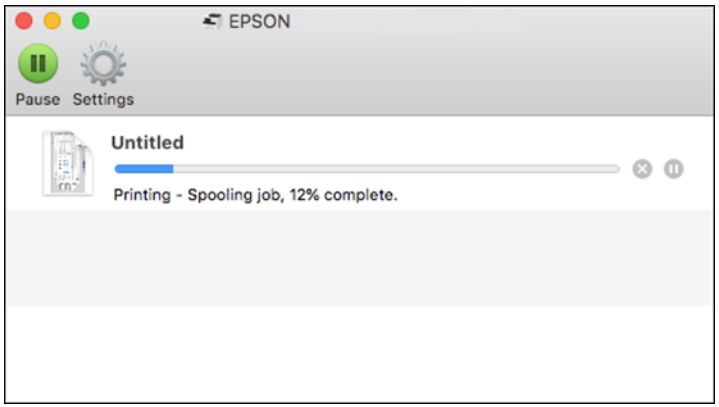
Parent topic: Printing with the Epson Standard Printer Software - Mac

Checking Print Status - Mac

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

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

   You see the print status window:



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

Parent topic: Printing Your Document - Mac

Printing from a Smartphone or Tablet

You can print from a smartphone or tablet running iOS or Android using the Epson Smart Panel app.

Note: Your device must be connected to the same wireless network as your Epson product, and Epson Smart Panel must be configured for use with your product.

1. Download the Epson Smart Panel app from your device's app store or from Epson's website.
2. Open the Epson Smart Panel app and select a print menu on the home screen.
3. Follow the on-screen instructions to begin printing.

Parent topic: Printing from a Computer

Related tasks

Using the Epson Smart Panel Mobile App

Printing with the PCL Printer Software - Windows

You can print with the PCL printer software using any Windows printing program, as described in these sections.

Synchronizing Printer Settings - PCL Driver - Windows
Selecting Basic Print Settings - PCL Driver - Windows
Selecting Default Print Settings - PCL Driver - Windows
Locking Printer Settings - PCL Driver - Windows

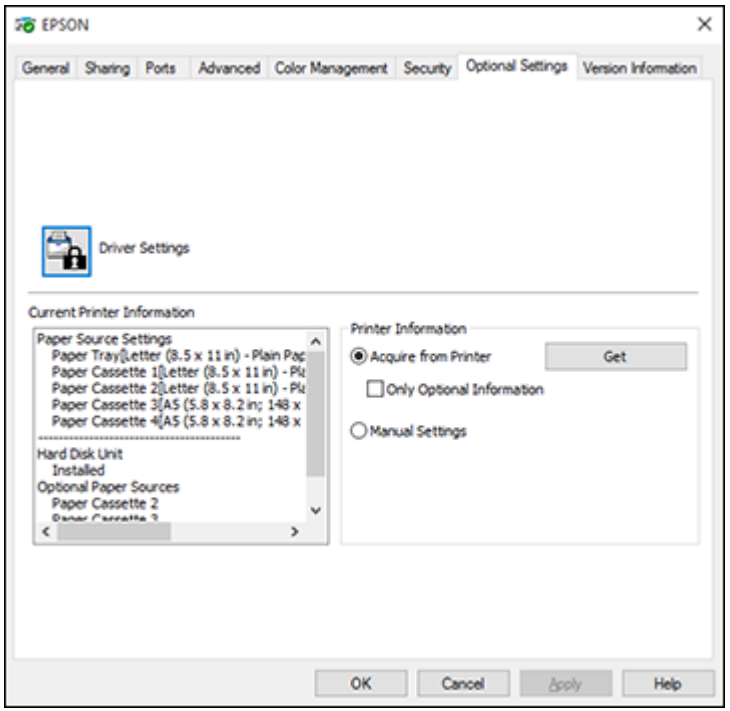
Parent topic: Printing from a Computer

Synchronizing Printer Settings - PCL Driver - Windows

You may need to synchronize the printer driver with the product if the printer driver does not detect the correct information or settings from the product.

1. Do one of the following:
   - **Windows 11:** Click , search for **Settings** and select it. Select **Bluetooth & devices** > **Printers & scanners**. Select the PCL driver, then select **Printer properties**.
   - **Windows 10:** Click  and select  (Settings) > **Devices** > **Printers & scanners**. Select the PCL driver, and select **Manage** > **Printer properties**.
   - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** > **Hardware and Sound** > **Devices and Printers**. Right-click on your product, select the PCL option, and select **Printer properties**.
   - **Windows 7:** Click  and select **Devices and Printers**. Right-click on your product, select the PCL option, and select **Printer properties**.
2. Click the **Optional Settings** tab.

You see a window like this:



3. Make sure **Acquire from Printer** is selected and click **Get**.

   The product's settings and other information appears in the Current Printer Information area.

4. Click **OK**.

Parent topic: Printing with the PCL Printer Software - Windows

Selecting Basic Print Settings - PCL Driver - Windows

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

Note: The names of settings on the PCL driver screens may vary slightly, depending on the version of the driver you have installed.

1. Open a photo or document for printing.

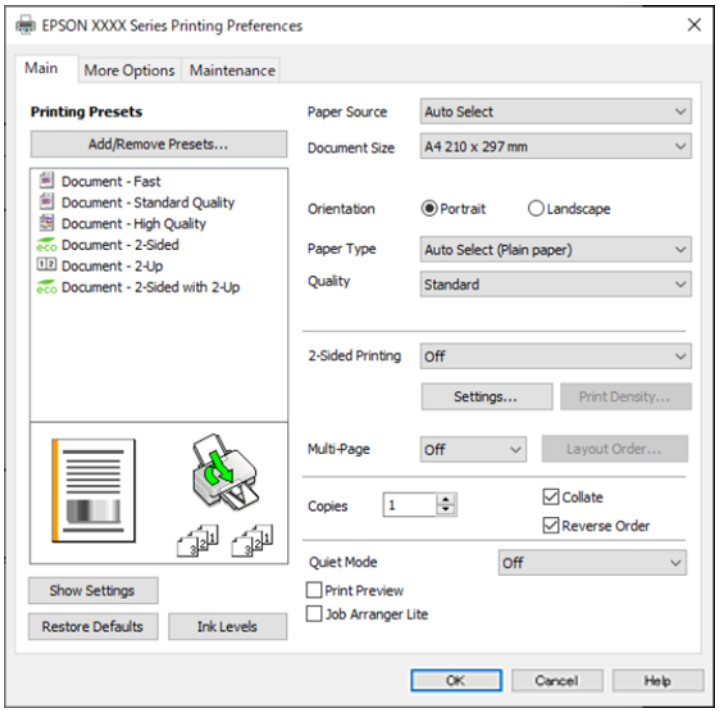
2. Select the print command in your application.

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

3. If necessary, select the PCL option of your product as the printer you want to use.

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

   You see the **Main** tab of your printer settings window:



   Note: For more information about a setting, right-click it and select **Help**.

4. For the **Paper Source** setting, select where you loaded the paper you want to print on.

5. Select the size of the paper you loaded as the **Document Size** setting.

   Note: You can also select the **User-Defined** setting to create a custom paper size.

6. Select the orientation of your document.

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

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

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

8. Select any of the available print options.
9. To select a variety of additional layout and printing options for your document or photo, select the **More Options** tab and select the printing options you want.
10. To select maintenance and other optional settings, select the **Maintenance** tab and select the options you want.

Parent topic: Printing with the PCL Printer Software - Windows

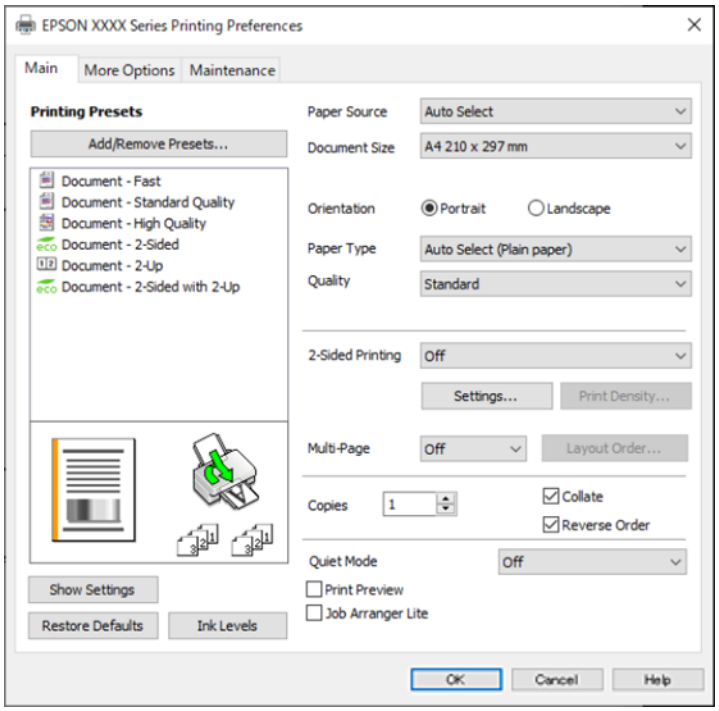
Selecting Default Print Settings - PCL Driver - Windows

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

1. Do one of the following:

   - **Windows 11:** Click , search for **Settings** and select it. Select **Bluetooth & devices** > **Printers & scanners**. Right-click on your product, select the PCL option, and select **Printer properties**.
   - **Windows 10:** Click  and select  (Settings) > **Devices** > **Printers & scanners**. Right-click on your product, select the PCL option, and select **Manage** > **Printing preferences**.
   - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** > **Hardware and Sound** > **Devices and Printers**. Right-click on your product, select the PCL option, and select **Printing preferences**.
   - **Windows 7:** Click  and select **Devices and Printers**. Right-click on your product, select the PCL option, and select **Printing preferences**.

You see the printer settings window:



Note: For more information about a setting, right-click it and select **Help**.

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

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

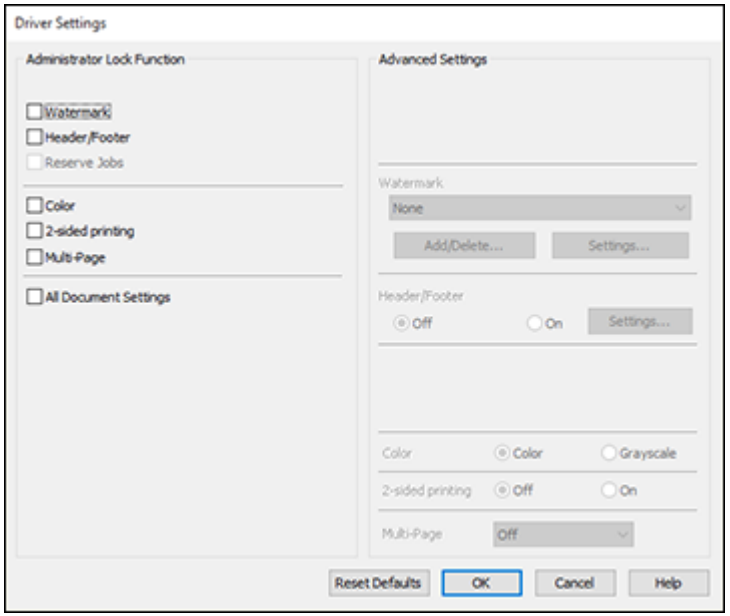
Parent topic: Printing with the PCL Printer Software - Windows

Locking Printer Settings - PCL Driver - Windows

Administrators can lock some printer settings to prevent unauthorized changes.

1. Do one of the following:
   - **Windows 11:** Click , search for **Settings** and select it. Select **Bluetooth & devices** > **Printers & scanners**. Right-click on your product, select the PCL option, and select **Printer properties**.
   - **Windows 10:** Click and select (Settings) > **Devices** > **Printers & scanners**. Right-click on your product, select the PCL option, and select **Manage** > **Printer properties**.
   - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** > **Hardware and Sound** > **Devices and Printers**. Right-click on your product, select the PCL option, and select **Printer properties**.
   - **Windows 7:** Click and select **Devices and Printers**. Right-click on your product, select the PCL option, and select **Printer properties**.
2. Click the **Optional Settings** tab.
3. Click **Driver Settings**.

   You see this window:



4. Select the checkbox for the settings you want to lock. To lock all print settings, select **All Document Settings**.
5. Under **Advanced Settings**, select the setting option you want to use for each locked setting.
6. Click **OK**.

PCL Driver Locked Setting Options

Parent topic: Printing with the PCL Printer Software - Windows

PCL Driver Locked Setting Options

Select the options you want to use for any locked print settings.

Setting	Options	Description
Watermark	Various text watermarks	Lets you select the text for the watermark or prohibit watermarks
	Add/Delete	Lets you add or delete a customized text or image-based watermark
	Settings	Lets you select the size, position, and other watermark settings
Header/Footer	**Off**	Prohibits headers or footers
	On	Allows headers and footers
	Settings	Lets you select the text and position for printing headers and footers
2-sided printing	**Off**	Allows printing on only one side of the paper
	On	Allows printing on both sides of the paper
Multi-Page	**Off**	Prohibits multi-page settings
	2-Up	Allows printing of 2 pages on one sheet of paper
	4-Up	Allows printing of 4 pages on one sheet of paper
	6-Up	Allows printing of 6 pages on one sheet of paper
	8-Up	Allows printing of 8 pages on one sheet of paper
	9-Up	Allows printing of 9 pages on one sheet of paper
	16-Up	Allows printing of 16 pages on one sheet of paper

Parent topic: Locking Printer Settings - PCL Driver - Windows

Printing with the PostScript (PS3) Printer Software - Windows

You can print with the PostScript (PS3) printer software using any Windows printing program, as described in these sections.

Selecting Basic Print Settings - PostScript Printer Software - Windows
Selecting Default Print Settings - PostScript Printer Software - Windows

Parent topic: Printing from a Computer

Selecting Basic Print Settings - PostScript Printer Software - Windows

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

The PostScript printer software supports plain paper printing on these paper and envelope sizes:

- Letter (8.5 × 11 inches [216 × 279 mm])
- A4 (8.3 × 11.7 inches [210 × 297 mm])
- Legal (8.5 × 14 inches [216 × 356 mm])
- A5 (5.8 × 8.2 inches [148 × 210 mm])
- B5 (7.2 × 10.1 inches [182 × 257 mm])
- A6 (4.1 × 5.8 inches [105 × 148 mm])
- B6 (5 × 7.2 inches [128 × 182 mm])
- Executive (7.25 × 10.5 inches [184 × 267 mm])
- 8.5 × 13 inches (216 × 330 mm)
- No. 10 (4.1 × 9.5 inches [105 × 241 mm])

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

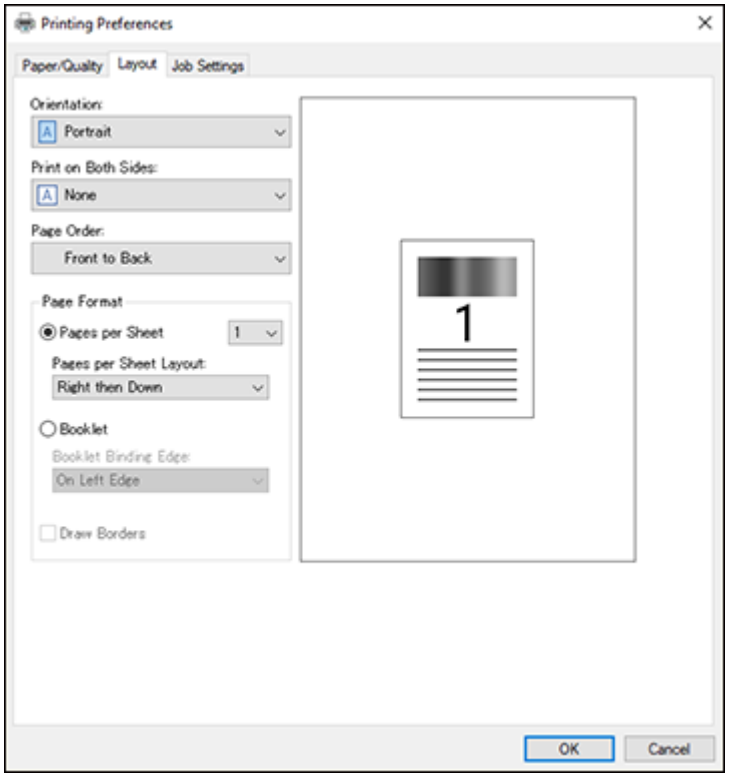
   Note: You may need to select a print icon on your screen, the **Print** option in the **File** menu, or another command. See your application's help utility for details.

3. If necessary, select your product name as the printer you want to use, and then click the **Preferences** button.

   You see the **Paper/Quality** tab of your printer settings window:

4. Select the **Paper Source** that matches where you loaded the paper you want to print on.
5. Select **Plain** as the **Media** setting.
6. Click the **Layout** tab.

   You see this window:



7. Select the orientation of your document.
8. To print on both sides of the paper, select one of the **Print on Both Sides** settings.
9. To change the printing order of the pages, select one of the **Page Order** settings.
10. To print multiple pages on one sheet of paper, adjust the **Pages per Sheet** setting.
11. To create a folded booklet out of your photo or document, select the **Booklet** option.

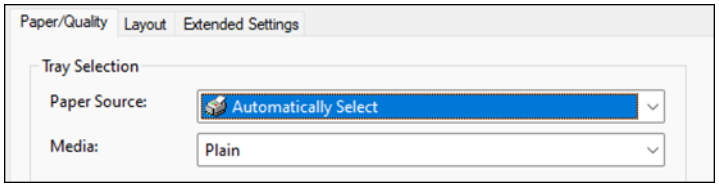
Parent topic: Printing with the PostScript (PS3) Printer Software - Windows

Selecting Default Print Settings - PostScript Printer Software - Windows

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

1. Do one of the following:
   - **Windows 11:** Click , search for **Settings** and select it. Select **Bluetooth & devices** > **Printers & scanners**. Right-click on your product and select **Printer properties**.
   - **Windows 10:** Click and select (Settings) > **Devices** > **Printers & scanners**. Select your product name and select **Manage** > **Printing preferences**.
   - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** > **Hardware and Sound** > **Devices and Printers**. Right-click your product name and select **Print Preferences**.
   - **Windows 7:** Click and select **Devices and Printers**. Right-click your product name and select **Printing Preferences**.

   You see the printer settings window:



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

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

Parent topic: Printing with the PostScript (PS3) Printer Software - Windows

Printing with the PostScript (PS3) Printer Software - Mac

You can print with the PostScript (PS3) printer software using any Mac printing program, as described in these sections.

Selecting Basic Print Settings - PostScript Printer Software - Mac

Parent topic: Printing from a Computer

Selecting Basic Print Settings - PostScript Printer Software - Mac

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

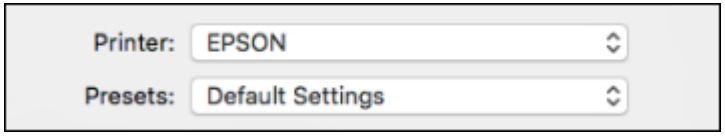
The PostScript printer software supports plain paper printing on these paper and envelope sizes:

- A4 (8.3 × 11.7 inches [210 × 297 mm])
- Letter (8.5 × 11 inches [216 × 279 mm])
- No. 10 (4.1 × 9.5 inches [105 × 241 mm])
- A5 (5.8 × 8.2 inches [148 × 210 mm])
- B5 (7.2 × 10.1 inches [182 × 257 mm])
- A6 (4.1 × 5.8 inches [105 × 148 mm])
- B6 (5 × 7.2 inches [128 × 182 mm])
- Executive (7.25 × 10.5 inches [184 × 267 mm])
- Legal (8.5 × 14 inches [216 × 356 mm])
- 8.5 × 13 inches (216 × 330 mm)

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

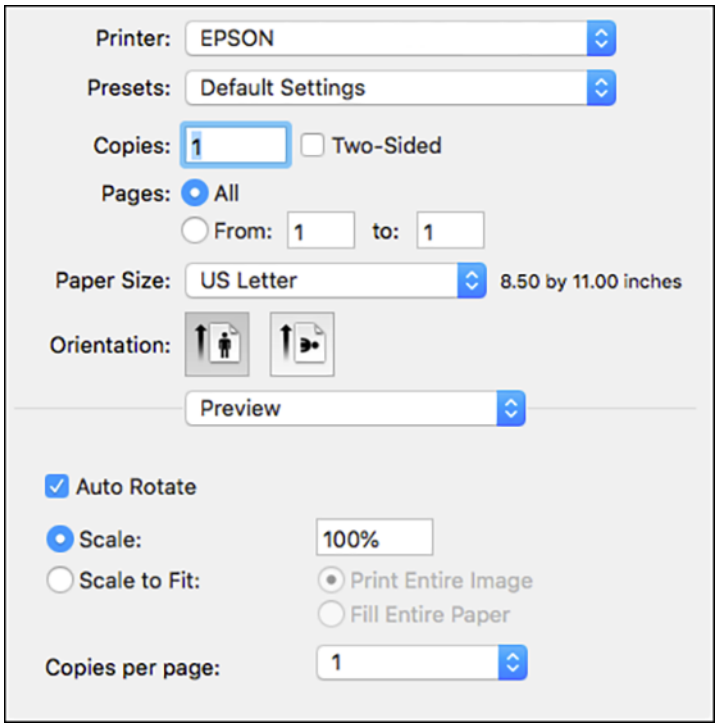
   Note: You may need to select a print icon on your screen, the **Print** option in the **File** menu, or another command. See your application's help utility for details.

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



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

You see the expanded printer settings window for your product:



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

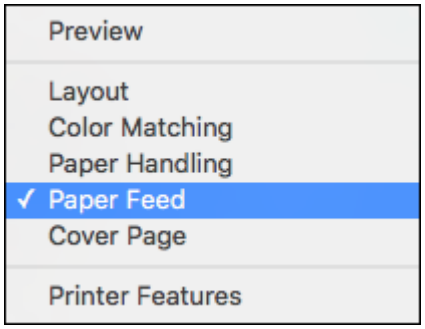
5. Select the **Two-Sided**, **Copies**, and **Pages** settings as necessary.

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

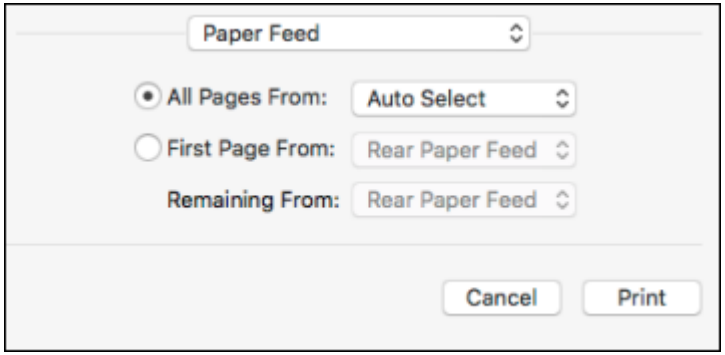
6. Select the page setup options: **Paper Size** and **Orientation**.

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

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

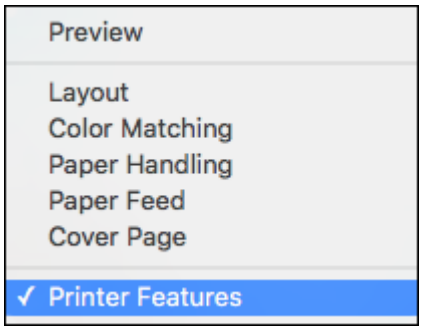


You see these settings:

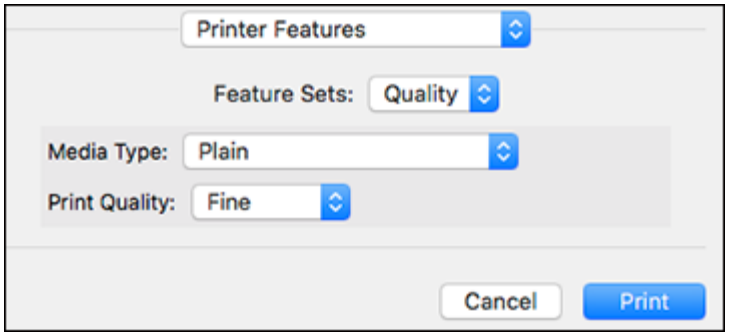


9. Select **All Pages From** or **First Page From** and select the paper source you want to print from.

10. Select **Printer Features** from the pop-up menu.



You see these settings:



11. Select **Plain** as the **MediaType** setting.
12. Select one of the following **Print Quality** options:
    - For fast printing with reduced quality, select **Fast**.
    - For printing text and graphics with good quality and print speed, select **Fine**.
    - For the best printing with reduced speed, select **Maximum**.
13. Select any of the following from the pop-up menu as necessary:
    - Select **Layout** to adjust a variety of layout options for your document or photo.
    - Select **Paper Handling** to adjust the size of the image as you print it.

- Select **Color Matching** to fine-tune the colors in your printout. For monochrome printers, this adjusts the tone and brightness of your printout.

Parent topic: Printing with the PostScript (PS3) Printer Software - Mac

Cancelling Printing Using a Product Button

If you need to cancel printing, press the **Stop** button.

Parent topic: Printing from a Computer

Replacing the Ink Supply Unit (Ink Pack), Maintenance Box, and Cassette Rollers

When the ink pack is expended, or the maintenance box and cassette rollers are at the end of their service life, you need to replace them. The maintenance box stores ink that gets flushed from the system during print head cleaning.

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

Ink Pack Safety Instructions

- Keep ink packs and maintenance boxes out of the reach of children and do not drink the ink.
- Be careful when you handle used ink packs; there may be ink remaining around the ink supply port. If ink gets on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water. If discomfort or vision problems continue after a thorough flushing, see a doctor immediately. If ink gets in your mouth, see a doctor right away.
- Do not put your hand inside the product or touch the ink pack during printing.
- Install a new ink pack immediately after removing the expended one. Leaving the ink pack uninstalled can dry out the print head and may prevent the product from printing.
- If you need to remove an ink pack temporarily, make sure you protect the ink pack from dirt and dust. Store the ink pack in the same environment as the printer. 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.
- Do not remove or tear the label on the ink pack; this can cause leakage.
- Do not remove the transparent seal from the ink supply area. This may cause the ink pack to become unusable.
- Do not touch the green IC chip on the side of the handle. This may prevent normal operation.
- Do not shake ink packs too vigorously; otherwise ink may leak.
- Do not drop or knock the ink pack against hard objects; otherwise ink may leak.
- Use an ink pack before the date printed on its package.
- Do not disassemble an ink pack or a maintenance box. Ink may get in your eyes or on your skin.
- Store ink packs in a cool, dark place.
- After bringing an ink pack inside from a cold storage site, allow it to warm up at room temperature for at least 12 hours before using it.
- Store ink packs with the bottom facing down.
- To help protect your print head, a variable ink safety reserve remains in the ink supply unit when your printer notifies you to replace the ink pack. The yields quoted for you do not include this reserve.
- You cannot use the ink pack supplied with the product as a replacement ink pack. It must be used for initial setup.

Check Ink and Maintenance Box Status

Your product and its software will let you know when ink is low or expended, or when the maintenance box needs to be replaced.

Note: When using the PCL or PostScript (PS3) printer software with the product, you can check ink and maintenance box status by using the product buttons or the utilities included with the standard Epson printer software. To download the standard Epson printer software, visit epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and select your product.

Checking Ink Status on the LCD Screen
Checking Ink and Maintenance Box Status - Windows
Checking Ink and Maintenance Box Status - Mac

Checking Ink Status on the LCD Screen

When the ink pack is low or expended, you see a message on the LCD screen. Follow the steps on the LCD screen to replace the ink pack.

You can also check the status of the ink pack and maintenance box from the product control panel.

1. Press the ⌂ home button, if necessary.
2. Use the arrow and **OK** buttons to select the ♦ icon.

   The ink and maintenance box levels are displayed.

   Note: The displayed ink and maintenance box levels are approximate.

Parent topic: Check Ink and Maintenance Box Status

Related tasks

Removing and Installing Ink Packs
Replacing the Maintenance Box

Checking Ink and Maintenance Box Status - Windows

A low ink reminder appears if you try to print when ink is low. You can also check your ink or maintenance box status at any time using a utility on your Windows computer.

1. To check your status, access the Windows Desktop and double-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click . Then click **Details**.

   You see this window:



2. Replace or reinstall the maintenance box or ink pack as indicated on the screen.

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

Parent topic: Check Ink and Maintenance Box Status

Related tasks

Removing and Installing Ink Packs

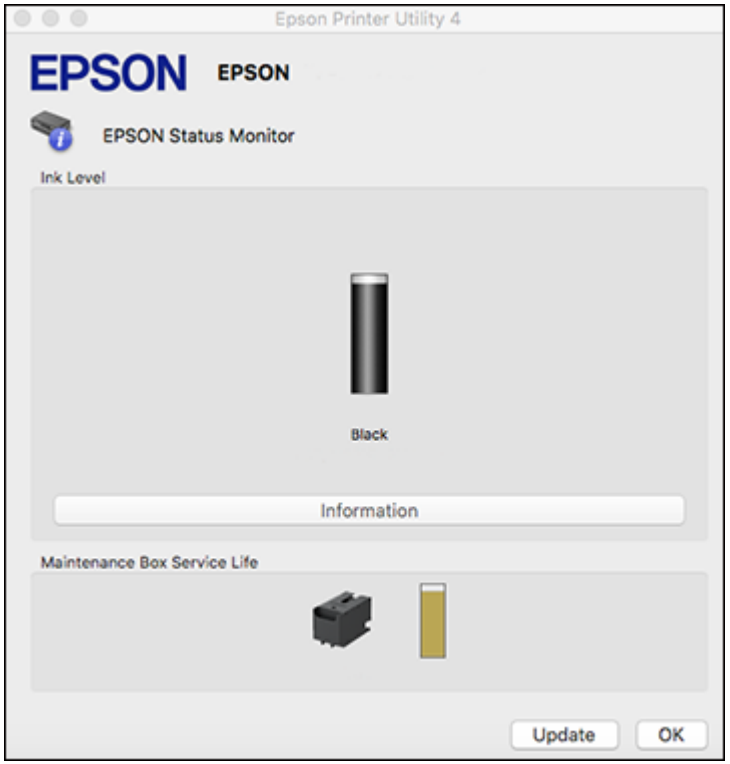
Replacing the Maintenance Box

Checking Ink and Maintenance Box Status - Mac

You can check the status of your ink and maintenance box using a utility on your Mac.

1. In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
2. Select **EPSON Status Monitor**.

   You see this window:



3. Do the following as necessary:
   - You can update the ink and maintenance box status by clicking **Update**.
   - Replace or reinstall the maintenance box or an ink pack as indicated on the screen.

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

Parent topic: Check Ink and Maintenance Box Status

Related tasks

Removing and Installing Ink Packs
Replacing the Maintenance Box

Purchase Epson Ink Packs and Maintenance Boxes

U.S. and Canada:

You can purchase genuine Epson ink, maintenance boxes, and paper at epson.com (U.S. sales) or 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.

Latin America:

You can purchase genuine Epson ink, maintenance boxes, and paper from an Epson authorized reseller. To find the nearest reseller, visit latin.epson.com or call your nearest Epson sales office.

Note: Your printer is designed to work only with genuine Epson-brand ink packs. Other brands of ink packs 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 ink packs that functioned prior to a firmware update may not continue to function.

The included initial ink pack is designed for reliable printer setup and cannot be used as a replacement ink pack 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 reduces yields. Your ink pack must be installed with ink for printing and printer maintenance. For print quality, some ink remains in the replaced ink pack.

Ink Supply Unit (Ink Pack) and Maintenance Box Part Numbers

Ink Supply Unit (Ink Pack) and Maintenance Box Part Numbers

Use these part numbers when you order or purchase new ink packs or a new maintenance box.

U.S. and Canada

Ink color	Part number		
	Standard-capacity	High-capacity	Extra-high capacity
Black	T12G120	T12H120	T12J120

Maintenance box part number: C9382

Latin America

Ink color	Part number	
	Standard-capacity	**High-capacity**
Black	T12B120-AL	T12C120-AL

Maintenance box part number: C9382

Parent topic: Purchase Epson Ink Packs and Maintenance Boxes

Removing and Installing Ink Packs

If an ink pack is low or expended, a message appears on your product and on your computer screen. Make sure you have your replacement ink pack handy before you begin. You must install the new ink pack immediately after removing the old one.

Caution: Make sure you follow all safety precautions when handling ink packs. See the link below for more information.

1. Select **How To** and press the **OK** button.
2. Follow the on-screen instructions to replace the expended ink pack.

Related concepts

Purchase Epson Ink Packs and Maintenance Boxes

Related references

Ink Pack Safety Instructions

Replacing the Maintenance Box

If the maintenance box is full, a message appears on your product's LCD screen. Follow the steps on the LCD screen to replace the maintenance box. Make sure you have a new maintenance box before you begin.

Note: If necessary, select the ? icon on the LCD, then select **How To** > **Replace Maintenance Box** and press the **OK** button to view the instructions.

Note: In some print cycles a small amount of surplus ink may be collected in the maintenance box. To prevent ink leakage from the maintenance box, the product 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 you print on and the number of cleaning cycles that the printer performs.

Note the following precautions when replacing the maintenance box:

- Do not remove the maintenance box or its cover except when replacing the maintenance box; otherwise, ink may leak.
- Do not touch the green chip on the side of the maintenance box.
- Do not tilt the maintenance box after removing it or ink may leak.
- Do not touch the openings in the maintenance box or you may get ink on you.
- Do not drop the maintenance box or subject it to strong shocks.
- If you cannot replace the cover, the maintenance box may not be installed correctly. Remove and reinstall the maintenance box.
- Do not store the maintenance box in high or freezing temperatures.
- Do not replace the maintenance box during printing; otherwise, ink may leak.
- Keep the maintenance box out of direct sunlight.

Related concepts

Purchase Epson Ink Packs and Maintenance Boxes

Replacing the Paper Feed Rollers

When the paper feed rollers in the paper cassettes need to be replaced, you see a message on the LCD screen. (These are also referred to as "pickup rollers".)

There are different paper feed rollers for the internal paper cassette (Paper Cassette 1) and the optional paper cassettes available for the printer. Make sure you install the correct paper feed rollers for the paper cassette.

- For Paper Cassette 1, use the "Paper Feed Roller for Cassette A" (C12C938261)
- For Paper Cassettes 2 through 4, use the "Paper Feed Roller for Cassette B" (C12C938281)

Refer to the instructions in the paper feed roller packaging when replacing the paper feed rollers. There are also replacement videos available on your product's support page.

Reset the maintenance roller counter for the paper cassette to keep track of roller usage.

Related tasks

Resetting the Roller Counter on the LCD Screen

Resetting the Roller Counter on the LCD Screen

You must reset the roller counter after replacing the cassette rollers to clear the roller replacement message and to keep track of roller usage correctly.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **Maintenance** > **Pickup roller information**.
3. Select **Reset Counter**.
4. Select the paper cassette in which you replaced the rollers, if necessary.
5. Select **Yes**.
6. Select **Yes** again to confirm the reset.
7. If you want to feed a sheet of paper to check the roller installation, select **Yes**. (Otherwise, select **No**.)
8. If you selected **Yes**, you can select **Run** to perform a Paper Guide Cleaning cycle, or select **Finish** to exit.
9. Press the ⌂ home button to exit.

Related tasks

Replacing the Paper Feed Rollers

Adjusting Print Quality

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

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

Note: When using the PCL or PostScript (PS3) printer software with the product, you can clean and align the print head and run a nozzle check by using the printer buttons or the utilities included with the standard Epson printer software. To download the standard Epson printer software, visit epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and select your product.

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

Print Head Maintenance
Cleaning the Paper Guide
Cleaning the Translucent Film
Checking the Number of Sheets on the LCD Screen

Print Head Maintenance

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

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

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

Print Head Nozzle Check
Print Head Cleaning
Print Head Alignment

Parent topic: Adjusting Print Quality

Print Head Nozzle Check

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

Checking the Nozzles Using the Product Control Panel
Checking the Nozzles Using a Computer Utility
Parent topic: Print Head Maintenance

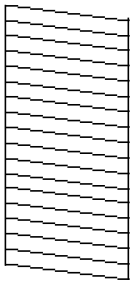
Checking the Nozzles Using the Product Control Panel

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

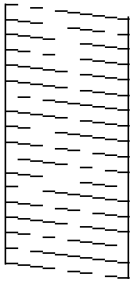
1. Make sure there are no errors on the LCD screen.
2. Load a few sheets of plain paper in the product.
3. Press the ⌂ home button, if necessary.
4. Use the arrow buttons to select **Maintenance** and press the **OK** button.
5. Press the down arrow button, select **Print Head Nozzle Check** and press the **OK** button.
6. Select **Print** and press the **OK** button.

   The nozzle pattern prints.
7. Check the printed pattern to see if there are gaps in the lines.

   Print head is clean



   Print head needs cleaning



8. Do one of the following:
   - If there are no gaps, select **O** and press the **OK** button.
   - If there are gaps or the pattern is faint, select **X** and press the **OK** button.
9. Follow the instructions on the screen to clean the print head, check the nozzles, and repeat the process as necessary.

   Caution: Never turn off the product or open the front cover during a cleaning cycle or you may not be able to print.

If you don't see any improvement after cleaning the print head up to 3 times, wait at least 12 hours without printing. Then try cleaning the print head again. If quality still does not improve, contact Epson support.

Parent topic: Print Head Nozzle Check

Related concepts

Print Head Cleaning

Related tasks

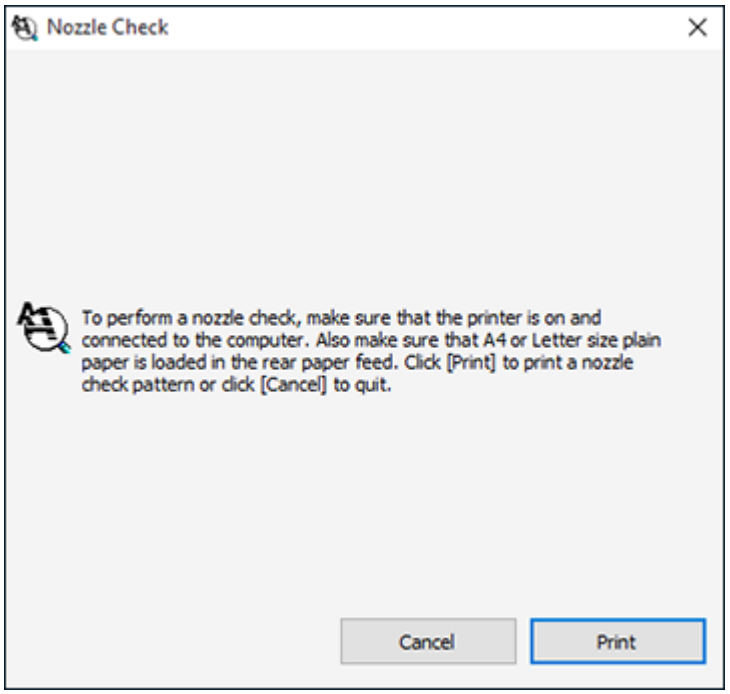
Loading Paper in the Paper Cassettes and Rear Paper Tray

Checking the Nozzles Using a Computer Utility

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

1. Make sure there are no errors on the LCD screen and the output tray is extended.
2. Load a few sheets of plain paper in the product.
3. Do one of the following:
   - **Windows:** Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
   - **Mac**: In the Apple menu or the Dock, select **System Preferences** or **System Settings**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
4. Select **Nozzle Check** or **Print Head Nozzle Check**.

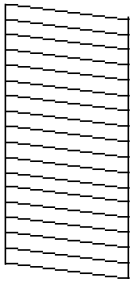
You see a window like this:



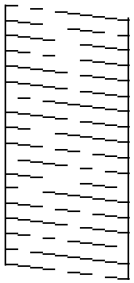
5. Click **Print**.

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

Print head is clean



Print head needs cleaning



7. Do one of the following:
   - If there are no gaps, click **Finish**.
   - If there are gaps or the pattern is faint, clean the print head.

If you don't see any improvement after cleaning the print head up to 3 times, turn the product off and wait at least 12 hours. Then check the print head nozzles and try cleaning the print head again, if necessary. If quality still does not improve, contact Epson.

Parent topic: Print Head Nozzle Check

Related concepts

Print Head Cleaning

Related tasks

Loading Paper in the Paper Cassettes and Rear Paper Tray

Print Head Cleaning

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

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

Cleaning the Print Head Using the Product Control Panel
Cleaning the Print Head Using a Computer Utility

Parent topic: Print Head Maintenance

Cleaning the Print Head Using the Product Control Panel

You can clean the print head using the control panel on your product.

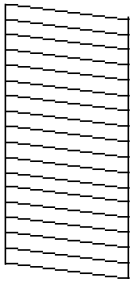
1. Make sure there are no errors on the LCD screen.
2. Load a few sheets of plain paper in the product.
3. Press the ⌂ home button, if necessary.
4. Use the arrow buttons to select **Maintenance** and press the **OK** button.
5. Press the down arrow button, select **Print Head Cleaning** and press the **OK** button.
6. Select **Start** and press the **OK** button to clean the print head.

   When the cleaning cycle is finished, a nozzle check pattern is printed.

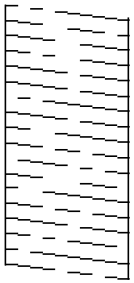
   Caution: Never turn off the product or open the front cover during a cleaning cycle or you may not be able to print.

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

Print head is clean



Print head needs cleaning



8. Do one of the following:
   - If there are no gaps, select **O** and press the **OK** button.
   - If there are gaps or the pattern is faint, select **X** and press the **OK** button.

If you don't see any improvement after cleaning the print head up to 3 times, wait at least 12 hours without printing. Then try cleaning the print head again. If quality still does not improve, contact Epson.

Parent topic: Print Head Cleaning

Related tasks

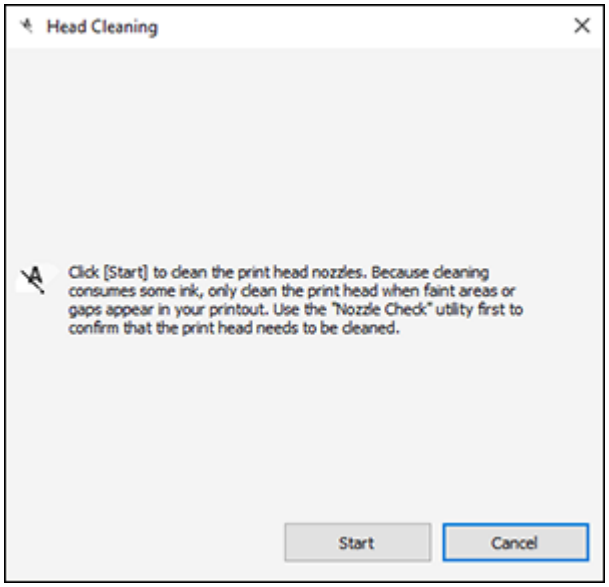
Loading Paper in the Paper Cassettes and Rear Paper Tray

Cleaning the Print Head Using a Computer Utility

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

1. Make sure there are no errors on the LCD screen.
2. Load a few sheets of plain paper in the product.
3. Do one of the following:
   - **Windows:** Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
   - **Mac**: In the Apple menu or the Dock, select **System Preferences** or **System Settings**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
4. Select **Head Cleaning** or **Print Head Cleaning**.

   You see a window like this:

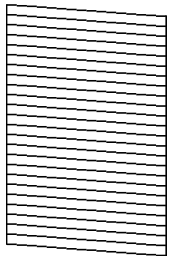


5. Click **Start** to begin the cleaning cycle.

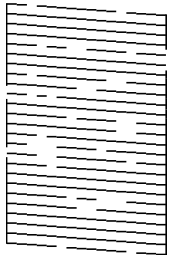
   The ⏻ power light flashes throughout the cleaning cycle and stays on when the cleaning cycle is finished.
6. When the cleaning cycle is finished, you can check to see if the nozzles are clean; click **Print Nozzle Check Pattern** and click **Print**.

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

Print head is clean



Print head needs cleaning



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

If you don't see any improvement after cleaning the print head up to 3 times, turn off the product and wait at least 12 hours. Then check the print head nozzles and try cleaning the print head again, if necessary. If quality still does not improve, contact Epson.

Parent topic: Print Head Cleaning

Related tasks

Loading Paper in the Paper Cassettes and Rear Paper Tray

Print Head Alignment

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

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

Aligning the Print Head Using the Product Control Panel
Adjusting the Print Quality Using the Product Control Panel

Parent topic: Print Head Maintenance

Aligning the Print Head Using the Product Control Panel

You can align the print head using the control panel on your product.

1. Make sure there are no errors on the LCD screen.
2. Load a few sheets of plain paper in the product.
3. Press the ⌂ home button, if necessary.
4. Use the arrow buttons to select **Maintenance** and press the **OK** button.
5. Press the down arrow button, select **Print Head Alignment** and press the **OK** button.
6. Select one of the following options:
   - **Ruled Line Alignment** if vertical lines in your printout are misaligned.
   - **Horizontal Alignment** if your printout contains horizontal banding.
7. Follow the on-screen instructions to print an alignment sheet.

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

Parent topic: Print Head Alignment

Related tasks

Loading Paper in the Paper Cassettes and Rear Paper Tray

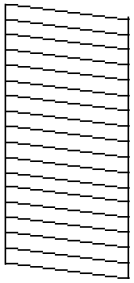
Adjusting the Print Quality Using the Product Control Panel

You can adjust the print quality using the control panel on your product.

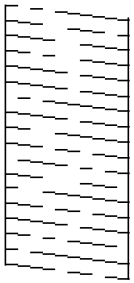
1. Make sure there are no errors on the LCD screen.
2. Load a few sheets of plain paper in the product.
3. Press the ⌂ home button, if necessary.
4. Use the arrow buttons to select **Maintenance** and press the **OK** button.
5. Select **Print Quality Adjustment** and press the **OK** button.
6. Follow the on-screen instructions to print a nozzle check pattern.

7. Check the printed pattern.

   Print head is clean

   Print head needs cleaning

8. Do one of the following:
   - If there are no gaps, select **O** and press the **OK** button.
   - If there are gaps or the pattern is faint, select **X** and press the **OK** button.
9. Follow the on-screen instructions to print an alignment sheet.

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

10. Continue following the on-screen instructions to finish the print quality adjustment.

Parent topic: Print Head Alignment

Related tasks

Loading Paper in the Paper Cassettes and Rear Paper Tray

Cleaning the Paper Guide

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

1. If printouts are smeared or scuffed, load plain paper in the paper source that you want to clean in this size: Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]).
2. Press the ⌂ home button, if necessary.
3. Use the arrow buttons to select **Maintenance** and press the **OK** button.
4. Press the down arrow button, select **Paper Guide Cleaning** and press the **OK** button.
5. Follow the on-screen instructions to clean the paper guide.
6. Repeat these steps as necessary until the paper comes out clean.

Parent topic: Adjusting Print Quality

Related tasks

Loading Paper in the Paper Cassettes and Rear Paper Tray

Cleaning the Translucent Film

If the print quality has not improved after aligning the print head and cleaning the paper path, the translucent film inside the product may be smeared with ink.

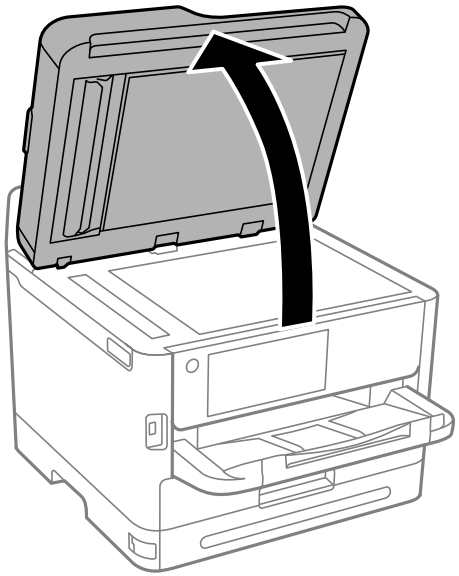
To clean the printer head path, use the following:

- Several cotton swabs
- ¼ cup (59 ml) water containing 2 to 3 drops of mild dish detergent
- A small flashlight

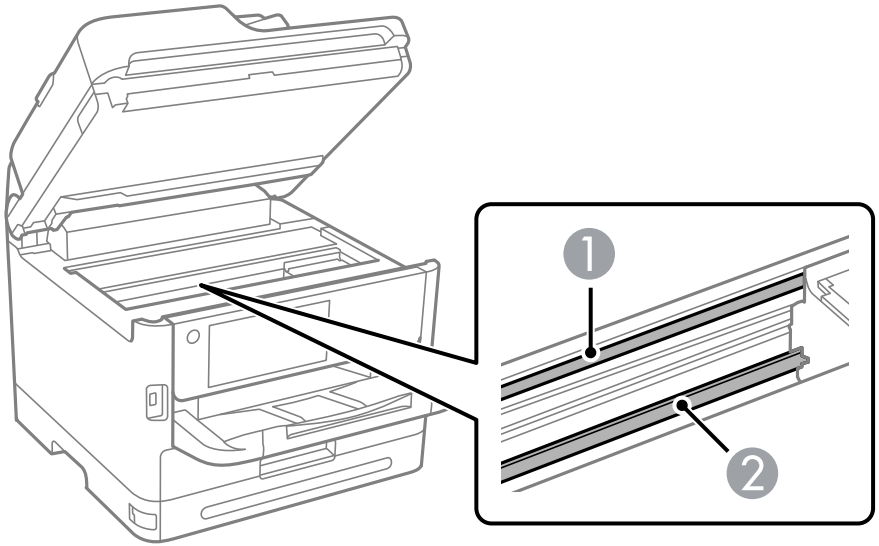
Caution: Do not use any other liquid to clean the translucent film or you may damage your product.

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.

4. Open the printer cover.



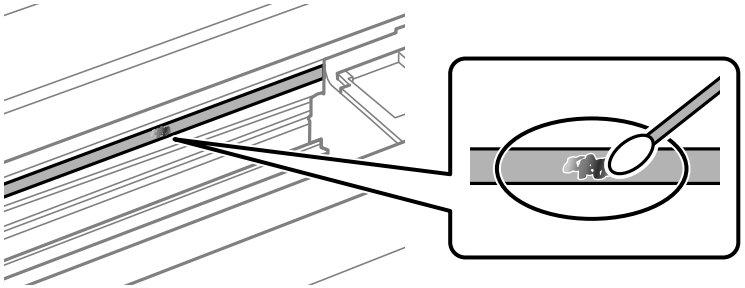
5. Using the flashlight, check the translucent film shown here for ink smears.



1	Translucent film
2	Print head rail

Caution: Do not touch the print head rail or you may not be able to print. Do not wipe off the grease on the rail.

6. Moisten a cotton swab with the water and detergent mixture and squeeze out any excess moisture, then lightly wipe the ink off the translucent film.



Caution: Do not press too hard on the film or you may dislocate the anchor springs and damage your product.

7. Use a new, dry cotton swab to dry the translucent film.
8. Repeat steps 6 and 7 as necessary to clean all ink smears.
9. When the translucent film is dry and free of any fibers, close the printer cover.
10. Reconnect any disconnected cables, plug in the power cord, and turn on the product.

Parent topic: Adjusting Print Quality

Checking the Number of Sheets on the LCD Screen

You can view the number of sheets of paper that have fed through the product on the LCD screen.

1. Press the ⌂ home button, if necessary.
2. Use the arrow buttons to select **Settings** and press the **OK** button.
3. Press the down arrow button, select **Print Counter** and press the **OK** button.
4. View the number of prints (**In Total**).

5. Select **Print Sheet** and follow the on-screen instructions to print a detailed sheet of the printer's usage history.

Parent topic: Adjusting Print Quality

Cleaning and Transporting Your Product

See these sections if you need to clean or transport your product.

Cleaning Your Product
Transporting Your Product

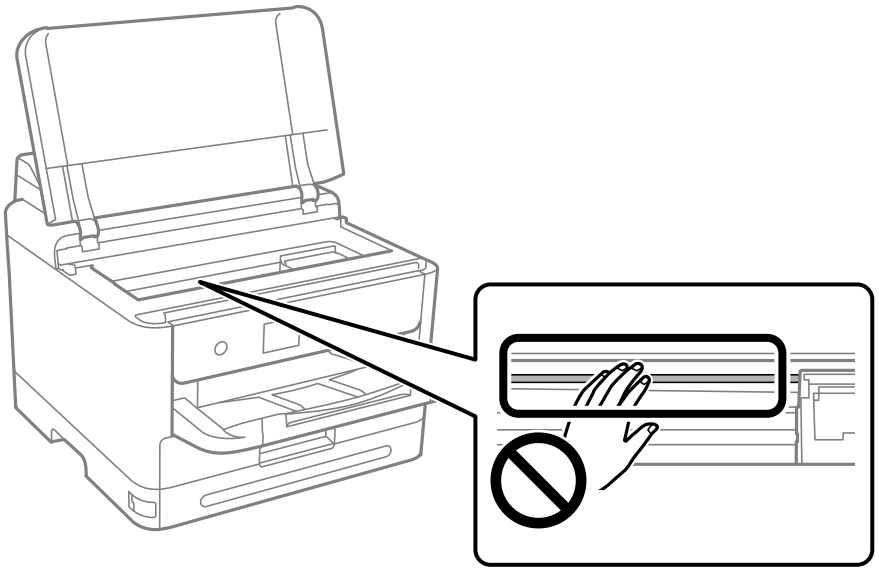
Cleaning Your Product

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

Caution: Do not use a hard brush, benzene, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside it. Close the rear paper feed slot when you are not using it, to keep out dust.

1. Turn off the product.
2. Clean the outer case and control panel with a soft, clean cloth that has been dampened with water. For stubborn dirt, add a small amount of mild detergent to the damp cloth.

Note: Do not touch the parts shown in the following image. This may cause a malfunction.

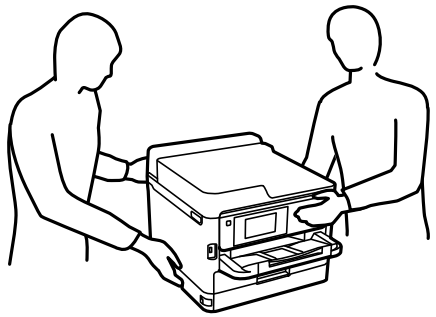


Transporting Your Product

If you need to store your product or transport it a long distance, prepare it for transportation as described here.

Caution: During transportation and storage, follow these guidelines:

- Because the product is heavy, two or more people should lift and carry it using the hand positions shown here:

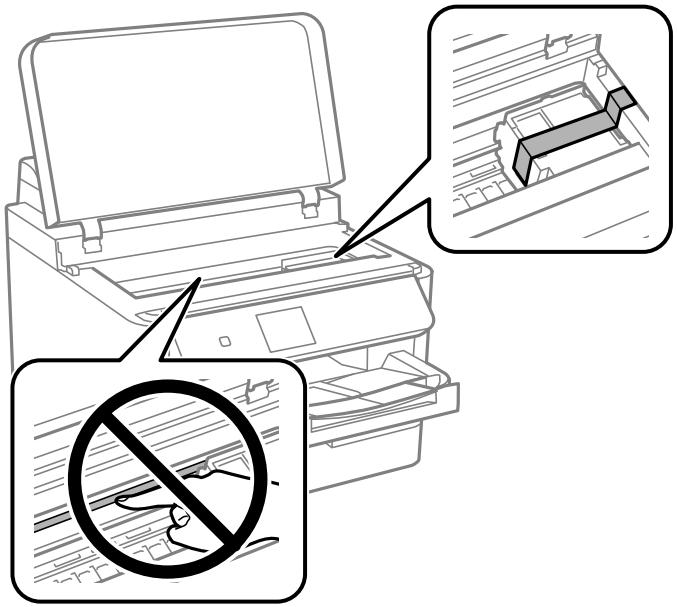


- When carrying the printer, avoid tilting it more than 10° or the printer may fall.
- If additional paper cassettes are installed, uninstall them before lifting the printer.
- Avoid tilting the product, placing it vertically, or turning it upside down; otherwise ink may leak.
- Leave the ink packs installed. Removing the packs can dry out the print head and may prevent the product from printing.

Note: Before storing your product for a long period, replace low, expended, or expired ink to help prevent the print head from drying out. Store your product in a cool, dry place.

1. Turn off the product.
2. Wait for the ⏻ power light to turn off, then unplug the power cable.
3. Disconnect any connected cables or devices.
4. Remove all the paper from the product.
5. Lift up the printer cover.

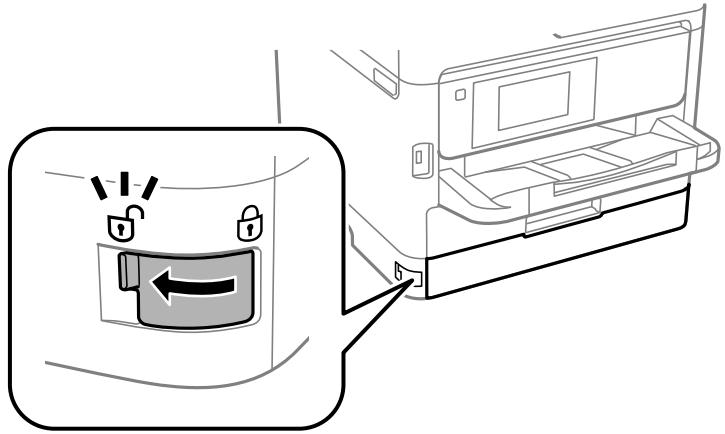
6. Make sure the print head is in the home position on the right.
7. Secure the print head to the case with tape as shown.

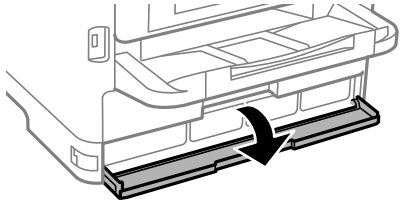


Caution: Do not touch the translucent film inside the product; otherwise, you may damage your product.

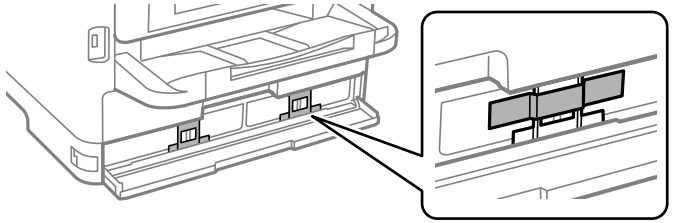
8. Lower the printer cover.

9. Unlock and open the front cover.



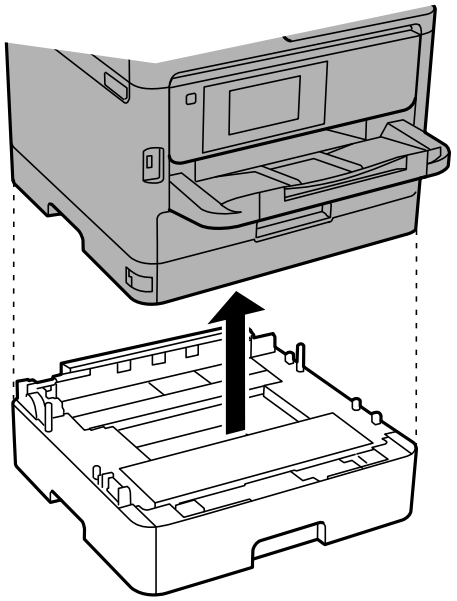


10. If you have the protective material that shipped with your product, use it to secure the ink pack trays.



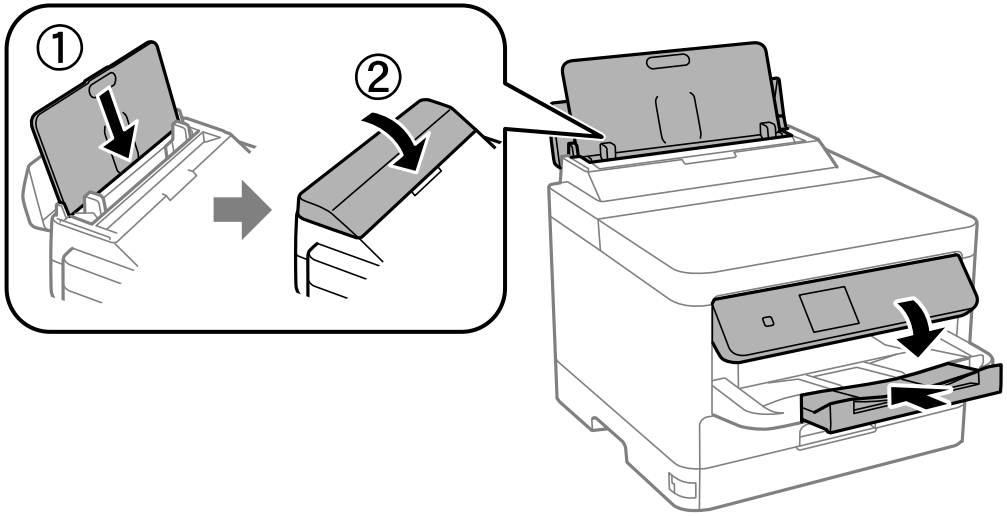
11. When you are finished, close and lock the front cover.

12. Uninstall any optional paper cassettes, if necessary.

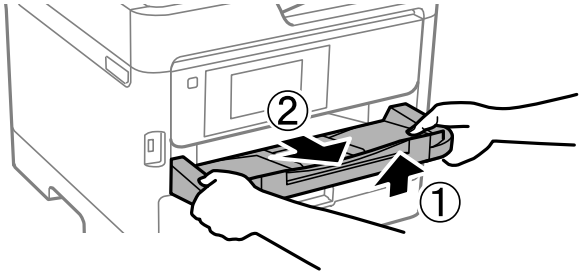


Note: Uninstall the cassettes by performing the installation steps in reverse.

13. Prepare the printer for packing as shown below.



14. Remove the output tray.



15. Place the product in its original packing materials, if possible, or use equivalent materials with cushioning around the product.

Keep the product level during transportation. If print quality has declined when you print again, clean and align the print head. Make sure you remove the tape securing the print head and the protective material attached to the ink pack trays before using the printer.

Parent topic: Cleaning and Transporting Your Product

Related concepts

Print Head Cleaning

Related tasks

Installing the Optional Paper Cassette Units

Aligning the Print Head Using the Product Control Panel

Administering Your Product

Follow the instructions in these sections to configure your product's administrator settings using the Web Config software.

Note: Before you can configure system administration settings, you must connect the product to a network.

Accessing the Web Config Utility
Changing the Administrator Password in Web Config
Configuring Product Settings
Configuring Security Settings
Using Your Product on a Secure Network
Setting Up Universal Print (Microsoft)
Using Epson Device Admin Configuration Software

Accessing the Web Config Utility

You can select your product's network settings and confirm its operating status using a web browser. You do this by accessing your product's built-in Web Config utility from a computer or other device that is connected to the same network as your product.

Note: You can also access the Web Config utility from the product information area in the Epson Smart Panel app.

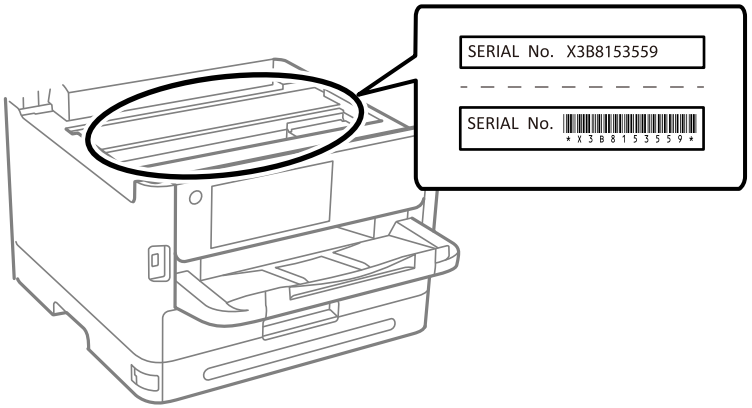
1. Print a network status sheet.
2. Locate the IP address for your product that is listed on the network status sheet.
3. On a computer or other device connected to the same network as your product, open a web browser.
4. Enter your product's IP address into the address bar.

   Note: The printer uses a self-signed certificate when accessing HTTPS. This may cause a warning message when you access Web Config. This does not indicate a problem and can be ignored.

5. On the first visit to the Web Config utility, you will be prompted to set an administrator password. The administrator password is required to access the full capabilities of the Web Config utility.

You see the available Web Config utility options.

Note: The administrator password is required to access the full capabilities of the Web Config utility. The default password is the product's serial number. Check the label on your product to locate the serial number.



Parent topic: Administering Your Product

Related tasks

Changing the Administrator Password in Web Config

Printing a Network Status Sheet

Changing the Administrator Password in Web Config

You can set an administrator password using your product's control panel, Web Config, or EpsonNet Config. You use the same administrator password in all cases.

Note: If you forget your administrator password, contact Epson for support.

1. Access Web Config and select the **Product Security** tab.
2. Select **Change Administrator Password**.
3. Enter a user name, if necessary.

4. Do one of the following:
   - If you have set an administrator password before, enter the current password, then enter and confirm the new password in the fields provided.
   - If you have not set an administrator password before, enter a new password and confirm it in the fields provided.
5. Click **OK**.

Note: To restore the administrator password to the default value, select **Restore Default Settings** on the **Change Administrator Password** screen.

Parent topic: Administering Your Product

Configuring Product Settings

Follow the instructions in these sections to configure your product's control panel settings using the Web Config software.

Checking Status Information
Managing the Network Connection
Setting Control Panel Options
Configuring an Email Server
Sending Email Notifications
Adjusting Power Saving Settings
Importing and Exporting Product Settings
Updating Firmware Using Web Config
Synchronizing the Date and Time with a Time Server
Clearing the Internal Memory
Enabling Periodic Cleaning
Powering Off or Rebooting the Product Remotely
Restoring Default Product Settings

Parent topic: Administering Your Product

Related tasks

Accessing the Web Config Utility

Checking Status Information

You can check information about the printer using the Web Config interface.

Note: Depending on the features of your product, not all of the options below may be available. Some options are not available unless you are logged in to the Web Config interface.

1. Enter the IP address of the printer to access Web Config and log in as an administrator, if necessary.
2. Select the **Status** tab and choose one of the following options:
   - Select **Product Status** to view information such as ink level and maintenance box status.
   - Select **Network Status** to view network information such as the IP address and network connection status.
   - Select **Usage Status** to view information about the number of prints and historical information about the product.
   - Select **Hardware Status** to view information about the product functions.
   - Select **Panel Snapshot** to view a image of the current LCD screen.

Parent topic: Configuring Product Settings

Related tasks

Accessing the Web Config Utility

Managing the Network Connection

You can check or update the network information for your product using the Web Config interface.

1. Enter the IP address of the product in a web browser and log in as an administrator.
2. Select the **Network** tab, then select **Basic**.
3. Check or update the settings as necessary.
4. Select **Next** to see a summary of the network settings.
5. Select **OK** to accept the changes.

   Note: The network connection will be temporarily interrupted to enable the new settings.

6. Select the other network options as necessary:
   - **Wi-Fi**: Displays the current wireless network connection information. Select **Setup** to run the wireless setup again or **Disable Wi-Fi** to turn off Wi-Fi.

- **Wired LAN**: Displays the current settings for the wired connection. Change the settings as necessary and then select **Next** to view the changes. Confirm the information and select **OK** to apply the changes.
- **Wi-Fi Direct**: Displays the current settings for the Wi-Fi Direct network. Adjust the settings as necessary and select **Next** to view the changes. Confirm the information and select **OK** to apply the changes.

Network Settings

Parent topic: Configuring Product Settings

Related tasks

Accessing the Web Config Utility

Network Settings

The following network settings are available under the **Network** tab in the Web Config interface.

Basic

Setting	Description
Device Name	Displays the Device Name. You can enter a new name to change the name of the device.
Location	Displays a user-entered location for the printer
Obtain IP Address	Sets the IP Address; if set to **Manual**, enter the information in the appropriate fields
Set using BOOTP	Enables IP addressing using BOOTP
Set using Automatic Private IP Addressing (APIPA)	Enables IP addressing using APIPA
IP Address	Displays the IP address. If you are manually entering the IP address, enter it in the format xxx.xxx.xxx.xxx (where xxx is a number between 0 and 255). Make sure the address is unique and does not conflict with any other device on your network.
Subnet Mask	Displays the subnet mask. If you are manually entering the subnet mask, enter it in the format xxx.xxx.xxx.xxx (where xxx is a number between 0 and 255).

Setting	Description
Default Gateway	Displays the default gateway address. If you are manually setting the default gateway, enter it in the format xxx.xxx.xxx.xxx (where xxx is a number between 0 and 255).
DNS Server Setting	Selects the DNS server setting. If the **Obtain IP Address** setting is set to **Manual**, this setting is also set to **Manual**.
Primary DNS Server	Enter the address of the primary DNS server in the format xxx.xxx.xxx.xxx (where xxx is a number between 0 and 255).
Secondary DNS Server	Enter the address of the secondary DNS server in the format xxx.xxx.xxx.xxx (where xxx is a number between 0 and 255).
DNS Host Name Setting	Sets the DNS Host Name selection method.
DNS Host Name	Displays the current DNS Host Name.
DNS Domain Name Setting	Sets the DNS Domain Name selection method
DNS Domain Name	Specifies the DNS domain name. The name must conform to the following format: • Enter between 2 and 249 characters using only the characters "A-Z", "a-z", "0-9", hyphen "-", and a period "." • The first character cannot be a "0-9", hyphen "-", or a period "." • The last character cannot be a hyphen "-" or a period "." • Each label in the domain name must be between 1 and 63 characters and separated by a period. • The total number of characters in the host and domain name must not exceed 251.
Register the network interface address to DNS	Allows you to register the host and domain names through a DHCP server that supports Dynamic DNS
Proxy Server Setting	Enables the use of a proxy server
Proxy Server	Specifies the name of the proxy server in either IPv4 or FQDN format
Proxy Server Port Number	Specifies the port number for the proxy server (between 1 and 65535)

Setting	Description
Proxy Server User Name	Specifies the user name for the proxy server (0-255 ASCII characters [0x20-0x7E])
Proxy Server Password	Specifies the password for the proxy server (0-255 ASCII characters [0x20-0x7E])
IPv6 Setting	Enables the use of IPv6 addressing
IPv6 Privacy Extension	Enables the use of private IPv6 addresses
IPv6 DHCP Server Setting	Enables the use of a IPv6 DHCP server
IPv6 Address	Specifies the IPv6 address. The address must conform to 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 zeros, it can be omitted as ::. (Only one block can be omitted.)
IPv6 Address Default Gateway	Specifies the IPv6 address of the default gateway. The address must conform to 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 zeros, it can be omitted as ::. (Only one block can be omitted.)
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

Setting	Description
IPv6 Primary DNS Server	Specifies the address for the IPv6 primary DNS server. The address must conform to 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 zeros, it can be omitted as ::. (Only one block can be omitted)
IPv6 Secondary DNS Server	Specifies the address for the IPv6 secondary DNS server. The address must conform to 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 zeros, it can be omitted as ::. (Only one block can be omitted.)
IEEE802.11k/v	Enables the use of IEEE802.11k/v network environments
IEEE802.11r	Enables the use of IEEE802.11r network environments

Wired LAN

Setting	Description
Link Speed and Duplex	Selects the communication mode for the wired connection
IEEE 802.3az	Enables the use of IEEE 802.3az network environments

Wi-Fi Direct

Setting	Description
Wi-Fi Direct	Enables the product's Wi-Fi Direct network
SSID	You can change part of the SSID for the product.
Password	Specifies the password for the Wi-Fi Direct network. **Note:** Changing the password will disconnect any devices currently connected to the network.

Setting	Description
Frequency Range	Selects the frequency range used by the Wi-Fi Direct network.
IP Address	Specifies the IP address for the Wi-Fi Direct network. If set to **Manual**, enter the IP address in the provided fields.

Parent topic: Managing the Network Connection

Setting Control Panel Options

You can configure the behavior of the product control panel using the Web Config interface or the menus on the control panel.

1. Enter the IP address of the product in a web browser and log into Web Config as an administrator.
2. Select and set the following items as necessary:
   - **Language**: Sets the display language
   - **Panel Lock**: Requires an administrator login to access some menu settings on the control panel. The administrator password must be set to enable this feature.
   - **Operation Timeout**: Cancels operations and automatically logs out users after a selected time period. You can select a time period between 10 seconds and 240 minutes.

Parent topic: Configuring Product Settings

Related tasks

Accessing the Web Config Utility

Configuring an Email Server

You can configure an email server using Web Config.

1. Access Web Config and select the **Network** tab.
2. Select **Email Server** > **Basic**.
3. Select the email server settings.
4. Click **OK**.

Email Server Settings

Parent topic: Configuring Product Settings

Related tasks

Configuring SSL/TLS Settings
Importing a CA Certificate
Accessing the Web Config Utility

Email Server Settings

You can configure these email server settings in Web Config.

Setting	Options/Description
Authentication Method	Select the authentication method that matches your email server
Authenticated Account	Enter the authenticated account name from 1 to 255 characters long in ASCII
Authenticated Password	Enter the authenticated password from 1 to 20 characters long in ASCII using A-Z, a-z, 0-9, and these characters: ! # $ % ' * + - . / = ? ^ _ { ! } ~ @
Sender's Email Address	Enter the sender's email address from 1 to 255 characters long in ASCII; do not use a period (.) as the first character or use these characters: ( ) < > [ ] ;
SMTP Server Address	Enter the SMTP server address from 1 to 255 characters long using A-Z, a-z, 0-9, and "-" in IPv4 or FQDN format
SMTP Server Port Number	Enter the SMTP server port number between 1 and 65535
POP3 Server Address	Enter the POP server address from 1 to 255 characters long using A-Z, a-z, 0-9, and "-" in IPv4 or FQDN format
POP3 Server Port Number	Enter the POP server port number between 1 and 65535

Parent topic: Configuring an Email Server

Sending Email Notifications

You can set up email notifications that will be sent when an event occurs on the product. You can register up to five destinations.

Note: You must have configured a mail server before setting up notifications.

1. Enter the IP address of the product in a web browser and log into Web Config as an administrator.
2. Select the **Device Management** tab, then select **Email Notification**.
3. Set the contents of the email subject line by selecting items from the drop-down menus.

   Note: You cannot select the same item in both menus. If the Location setting is longer than 32 bytes, it will be truncated in the Subject line.

4. Enter up to five email addresses to receive the notification emails, and select the language of the notification email.
5. In the Notification Settings area, select one or more email addresses to receive a notification for each event.
6. Click **OK** to apply the settings.

Note: To clear the email notification settings, select **Restore Default Settings**. This clears all email notification settings, not just the changes made in the current session.

Parent topic: Configuring Product Settings

Related tasks

Accessing the Web Config Utility

Adjusting Power Saving Settings

The product can automatically enter sleep mode or turn off after it has not been used for a while. You can set the delay before the product enters sleep mode or turns off.

1. Log in to the Web Config interface as an administrator.
2. Select the **Device Management** tab, then select the **Power Saving** setting.
3. Set **Sleep Timer** to the number of minutes before the product enters a low-power mode.
4. Select **Power Off Timer** to set the amount to time of inactivity before the product turns off.

   Note: If you are using a printer with the fax feature enabled, select **None**.

Note: You can also configure the power saving settings using the control panel by selecting **Settings** > **General Settings** > **Basic Settings** and selecting the feature you want to change.

Parent topic: Configuring Product Settings

Related tasks

Accessing the Web Config Utility

Importing and Exporting Product Settings

Follow the instructions in these sections to import and export your product's settings using the Web Config software.

Exporting Settings Using Web Config

Importing Settings Using Web Config

Parent topic: Configuring Product Settings

Related tasks

Accessing the Web Config Utility

Exporting Settings Using Web Config

You can export your product's settings and optionally encrypt the settings file with a password.

1. Log in to the Web Config interface as an administrator.
2. Select the **Device Management** tab, then select **Export and Import Setting Value**.
3. Select **Export**.
4. Select the settings you want to export.

   Note: If you select a parent category, the child categories are also selected. By default, items that are unique on the network, such as IP address, cannot be selected. If you want to export these items, select **Enable to select the individual settings of device**. It is recommended that you export only unique items when replacing a product on the network, otherwise you may encounter conflicts on the network.

5. Enter an encryption password, if desired.
6. Click **Export** and save the file.

Parent topic: Importing and Exporting Product Settings

Importing Settings Using Web Config

You can import settings to your product that you have exported previously. If encryption was used when the settings were exported, obtain the necessary password before you import.

1. Log in to the Web Config interface as an administrator.
2. Select the **Device Management** tab, then select **Export and Import Setting Value**.

3. Select **Import**.
4. Click **Browse** and select the exported settings file.
5. If necessary, enter the decryption password.
6. Click **Next**.
7. Select the settings to import and click **Next**.
8. Click **OK**.

The selected settings are imported to the product.

Parent topic: Importing and Exporting Product Settings

Updating Firmware Using Web Config

If your product is connected to the Internet, you can update the product firmware using Web Config.

1. Access Web Config and select **Device Management** > **Firmware Update**.
2. Click **Start** to check for the latest firmware.
3. If there is a firmware update, click **Start** to begin the update.

   Note: Make sure the product is not in use and clear any errors on the LCD screen before starting the update. You can also schedule a firmware update by selecting **Automatic Firmware Update** from the menu.

Parent topic: Configuring Product Settings

Related tasks
Accessing the Web Config Utility

Synchronizing the Date and Time with a Time Server

You can synchronize the product with an NTP time server to set the date and time on the product.

Note: If you are using a CA certificate or Kerberos authentication, it is recommended to use a time server to set the date and time.

1. Log in to the Web Config interface as an administrator.
2. Select the **Device Management** tab, then select the **Date and Time** > **Time Server** setting.
3. Set **Use Time Server** to **Use**.

4. Enter the time server address in **Time Server Address**. You can use the IPv4, IPv6, or FQDN format for the address. You are limited to 252 characters.
5. Enter an update interval (up to 10080 minutes) in **Update Interval (min)**.
6. Click **OK** to update the settings.

Parent topic: Configuring Product Settings

Related tasks

Accessing the Web Config Utility

Clearing the Internal Memory

You can delete the contents of the product's internal memory, such as password-protected print jobs and downloaded PCL fonts and macros using the Web Config interface. You cannot select individual items to delete.

1. Log in to the Web Config interface as an administrator.
2. Select the **Device Management** tab, then select the **Clear Internal Memory Data** setting.
3. Select **Delete** and confirm your selection.

Parent topic: Configuring Product Settings

Related tasks

Accessing the Web Config Utility

Enabling Periodic Cleaning

You can set a schedule to clean the print head using the Web Config interface.

1. Log in to the Web Config interface as an administrator.
2. Select the **Device Management** tab, then select the **Periodic Cleaning** setting.
3. Select one of the following options:
   - To clean the print head after a print job, select **After Printing**.
   - To run a cleaning cycle at a specific time, select **Schedule** and choose a time from the drop-down list.

Parent topic: Configuring Product Settings

Related tasks

Accessing the Web Config Utility

Powering Off or Rebooting the Product Remotely

You can power off or reboot the product using the Web Config interface.

1. Log in to the Web Config interface as an administrator.
2. Select the **Device Management** tab, then select the **Power** setting.
3. Select a power option from the drop down menu and select **Execute**.

Note: After turning off the product, you cannot access Web Config until the product is turned on again.

Parent topic: Configuring Product Settings

Related tasks

Accessing the Web Config Utility

Restoring Default Product Settings

You can reset the product to the default settings using the Web Config interface.

1. Log in to the Web Config interface as an administrator.
2. Select the **Device Management** tab, then select the **Restore Default Settings** setting.
3. Select an option from the drop-down list. You can either restore network settings or all data and settings.
4. Select **Execute** and confirm your selection to restore the product settings.

Parent topic: Configuring Product Settings

Related tasks

Accessing the Web Config Utility

Configuring Security Settings

Follow the instructions in these sections to configure internal security features for your product using the Web Config software.

Connecting an Authentication Device
Restricting Features Available for Users
Disabling the External Interface
Setting Up Password Encryption
Working with Audit Logs
Restricting PDL File Operations

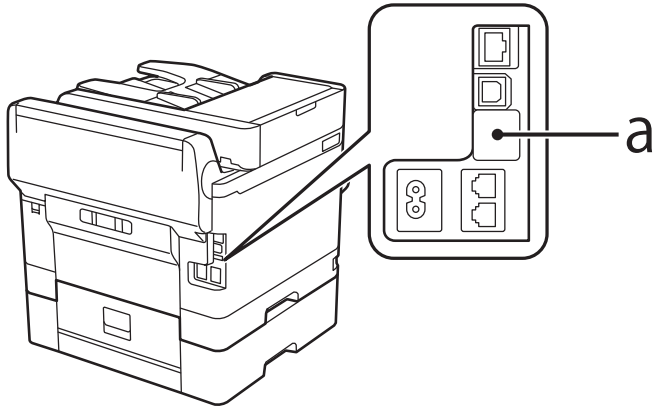
Enabling Program Verification on Start Up

Parent topic: Administering Your Product

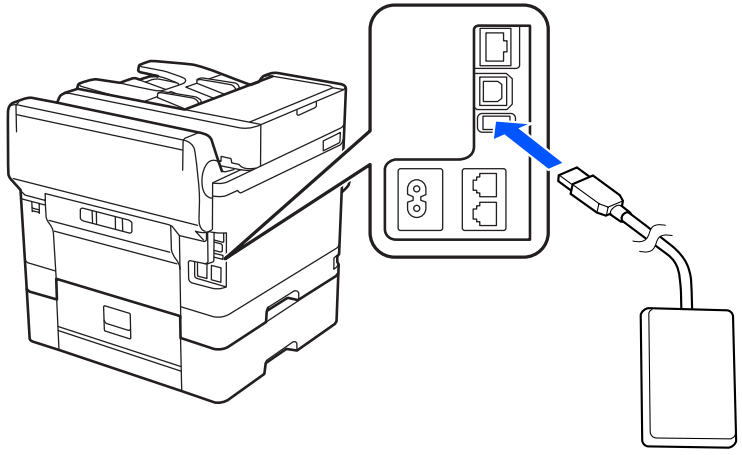
Connecting an Authentication Device

You can connect an authentication device such as an IC card reader using a USB cable, and check the functionality of the reader using the Web Config interface.

1. Remove the sticker covering the service port on the rear of the product.



2. Connect the card reader's USB cable to the service port on the product.



3. Access Web Config and log in using the administrator name and password.
4. Select **Device Management** > **Card Reader**.
5. Set the card reader parameters as necessary.
6. Select **Check** to verify the connection status of the authentication device.

   Note: To confirm that the authentication device can recognize an authentication card, hold the card over the reader while you select **Check**.

7. Click **Next**.
8. Click **OK** to confirm the settings.

Parent topic: Configuring Security Settings

Restricting Features Available for Users

Follow the instructions in these sections to restrict users from using certain product features and create an administrator password to lock the restrictions using the Web Config software.

User Feature Restriction
Configuring User Feature Restrictions

Parent topic: Configuring Security Settings

User Feature Restriction

You can restrict available product features for individual users, with different features available to each user. This requires users to log into the product control panel with their user name and password before they can use control panel features.

With Windows, you can also restrict printing and scanning from the product software. This requires users to log into the printing or scanning software, and allows the software to authenticate the users before printing or scanning proceeds. For instructions on setting up software restrictions, see the help utility in the printing or scanning software.

Parent topic: Restricting Features Available for Users

Configuring User Feature Restrictions

You can create up to 10 user accounts and restrict access to control panel features separately for each one.

Note: If you are using an authentication system, it uses the number one user account. If you create other user accounts, use the number two to number 10 user accounts.

1. Access Web Config and select the **Product Security** tab.
2. Select the **Enables Access Control** checkbox.
3. If you have configured the product for an LDAP server or IEEE 802.1x network, you can deselect the **Allows printing and scanning without authentication information from a computer** checkbox to prevent the product from receiving jobs sent from these sources:
   - The default operating system driver
   - A PCL or PostScript printer driver
   - Web services such as Epson Connect
   - Smartphones and other mobile devices
4. Click **OK**.
5. Select **User Settings**.
6. Click **Add**.
7. Enter a name for a user in the User Name field following the guidelines on the screen. Use ASCII (0x20-0x7E) characters.
8. Enter a password for the user in the Password field following the guidelines on the screen.

   Note: If you need to reset a password, leave the password field blank.

9. Select the checkbox for each function you want the user to be able to perform, and deselect the checkbox for each function you want to restrict access to.
10. Click **Apply**.

    Note: When you edit a completed user account, you see a **Delete** option. Click it to delete a user, if necessary.

Note: You can import and export a list of user features using EpsonNet Config. See the help utility in the software for instructions.

Parent topic: Restricting Features Available for Users

Disabling the External Interface

You can restrict the ability to connect from a computer using a USB connection or accessing a connected USB device or memory card.

Note: Depending on your product features, not all of the options listed below may be available.

1. Access Web Config and select **Product Security** > **External Interface**.
2. Select **Memory Device** and do one of the following:
   - Select **Disable** to prevent access to a USB device or memory card.
   - Select **Enable** to allow access to a USB device or memory card.
3. Select **PC Connection via USB** and do one of the following:
   - Select **Disable** to prevent a computer from connecting to the product over a USB connection.
   - Select **Enable** to allow a computer to connect to the product over a USB connection.
4. Click **OK** to save your setting.

Parent topic: Configuring Security Settings

Setting Up Password Encryption

You can set up password encryption to protect confidential information stored in the product.

1. Log in to the Web Config interface as an administrator.
2. Select the **Product Security** tab and select **Password Encryption**.
3. Select **On** and select **OK**.

   A message appears about restarting the product. Select **OK**.
4. Turn the product off and then on again to apply the password encryption setting.

   Note: The product may take longer than usual to turn on. This is normal.

Parent topic: Configuring Security Settings

Working with Audit Logs

You can enable the Audit Log feature or export audit log data using the Web Config interface. Audit logs can be used to track security issues or identify improper usage.

1. Log in to the Web Config interface as an administrator.
2. Select the **Product Security** tab, then select the **Audit Log** setting.
3. Select **ON** to enable the audit log feature.
4. Select **Export** to export the audit log data to a CSV file, or select **Delete** to delete all audit logs.

Parent topic: Configuring Security Settings

Restricting PDL File Operations

You can protect files from unauthorized PDL operations using the Web Config interface.

1. Log in to the Web Config interface as an administrator.
2. Select the **Product Security** tab, then select the **File Operations from PDL** setting.
3. Select **Allowed** or **Not Allowed** to enable or disable PDL file operations and select **OK** to apply your setting.

Parent topic: Configuring Security Settings

Enabling Program Verification on Start Up

You can check whether unauthorized third parties have tampered with the program when the product starts up using the Web Config interface.

1. Log in to the Web Config interface as an administrator.
2. Select the **Product Security** tab, then select the **Program Verification on Start Up** setting.
3. Select **ON** and then select **OK** to apply the setting.

Parent topic: Configuring Security Settings

Using Your Product on a Secure Network

Follow the instructions in these sections to configure security features for your product on the network using the Web Config software.

Configuring Protocols and Services in Web Config
Configuring SSL/TLS Communication
Configuring IPsec/IP Filtering
Connecting the Product to an IEEE 802.1X Network
Using a Digital Certificate

Parent topic: Administering Your Product

Configuring Protocols and Services in Web Config

You can enable or disable protocols using Web Config.

1. Access Web Config, select **Network Security**, and select **Protocol**.
2. Select or deselect the checkbox next to the service name to enable or disable a protocol.

3. Configure any other available protocol settings.
4. Click **Next**.
5. Click **OK**.
6. Select and configure services and protocol settings as necessary.

After the protocols restart, the changes are applied.

Protocol Settings

Parent topic: Using Your Product on a Secure Network

Protocol Settings

Protocols

Name	Description
Bonjour	Bonjour is used to search for devices and AirPrint
iBeacon	Enable the iBeacon setting to search for the product from iBeacon-enabled devices
SLP	SLP is used for push-scanning and network searching in EpsonNet Config
WSD	Add WSD devices, or print and scan from the WSD port
LLTD	Displays the product on the Windows network map
LLMNR	Use name resolution without NetBIOS even if you cannot use DNS
LPR	Print from to the LPR port
RAW(Port9100)	Print from the RAW port (Port 9100)
IPP	Print over the Internet, including AirPrint
FTP	Print over FTP
SNMPv1/v2c	Remotely set up and monitor your product
SNMPv3	Remotely set up and monitor your product with the SNMPv3 protocol

Bonjour Settings

Setting	Options/Description
Use Bonjour	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	Selects the protocol that is the top priority for Bonjour printing
Wide-Area Bonjour	Enables the Wide-Area Bonjour protocol; register all products on the DNS server to locate them over the segment

iBeacon Settings

Setting	Options/Description
Enable iBeacon Transmission	Enable the iBeacon transmission function

SLP Settings

Setting	Options/Description
Enable SLP	Enable the SLP function to use the Push Scan function and network searching in EpsonNet Config

WSD Settings

Setting	Options/Description
Enable WSD	Enable adding devices using WSD, and printing and scanning from the WSD port
Printing Timeout (sec)	Enter the communication timeout value for WSD printing between 3 and 3,600 seconds
Scanning Timeout (sec)	Enter the communication timeout value for WSD scanning between 3 and 3,600 seconds
Device Name	Displays the WSD device name
Location	Displays the WSD location name

LLTD Settings

Setting	Options/Description
Enable LLTD	Enable LLTD to display the product in the Windows network map
Device Name	Displays the LLTD device name

LLMNR Settings

Setting	Options/Description
Enable LLMNR	Enable LLMNR to use name resolution without NetBIOS, even if you cannot use DNS

LPR Settings

Setting	Options/Description
Allow LPR Port Printing	Allow printing from the LPR port
Printing Timeout (sec)	Enter the timeout value for LPR printing between 0 and 3,600 seconds

RAW (Port9100) Settings

Setting	Options/Description
Allow RAW (Port9100) Printing	Allow printing from the RAW port (Port 9100)
Printing Timeout (sec)	Enter the timeout value for RAW port (Port 9100) printing between 0 and 3,600 seconds

RAW (Custom Port) Settings

Setting	Options/Description
Allow RAW (Custom Port) Printing	Allow printing from the RAW port (custom port)
Port Number	Enter the port number for RAW printing between 1024 and 65535 (except 9100, 1865, and 2968)

Setting	Options/Description
Printing Timeout (sec)	Enter the timeout value for RAW port (custom port) printing between 0 and 3,600 seconds

IPP Settings

Setting	Options/Description
Enable IPP	Enable IPP communication for products that support IPP are displayed (you cannot use AirPrint if disabled)
Allow Non-secure Communication	Allow the printer to communicate without any security measures (IPP)
Communication Timeout (sec)	Enter the timeout value for IPP printing between 0 and 3,600 seconds
URL(Network)	Displays IPP URLs (http and https) when the product is connected using wired LAN or Wi-Fi (the URL is a combined value of the product's IP address, Port number, and IPP printer name)
URL(Wi-Fi Direct)	Displays IPP URLs (http and https) when the product is connected using Wi-Fi Direct (the URL is a combined value of the product's IP address, Port number, and IPP printer name)
Printer Name	Displays the IPP printer name
Location	Displays the IPP location

FTP Settings

Setting	Options/Description
Enable FTP Server	Enable FTP printing for products that support FTP printing
Communication Timeout (sec)	Enter the timeout value for FTP communication between 0 and 3,600 seconds

SNMPv1/v2c Settings

Setting	Options/Description
Enable SNMPv1/v2c	Enable SNMPv1/v2c for products that support SNMPv3

Setting	Options/Description
Access Authority	Set the access authority when SNMPv1/v2c is enabled to **Read Only or Read/Write**
Community Name (Read Only)	Enter 0 to 32 ASCII characters
Community Name (Read/Write)	Enter 0 to 32 ASCII characters
Allow access from Epson tools	Allow information to be written from Epson tools such as Epson Device Admin

SNMPv3 Settings

Setting	Options/Description
Enable SNMPv3	Enable SNMPv3 for products that support SNMPv3
User Name	Enter 1 to 32 characters
Authentication Settings	Select an algorithm and set a password for authentication
Encryption Settings	Select an algorithm and set a password for encryption
Context Name	Enter 1 to 32 characters in Unicode (UTF-8)

Parent topic: Configuring Protocols and Services in Web Config

Configuring SSL/TLS Communication

Follow the instructions in these sections to configure SSL/TLS communication using Web Config.

Configuring SSL/TLS Settings
Configuring a Server Certificate for the Product

Parent topic: Using Your Product on a Secure Network

Configuring SSL/TLS Settings

If your product supports HTTPS, you can configure SSL/TLS to encrypt communications with your product.

1. Access Web Config and select **Network Security** tab.
2. Select **SSL/TLS** and select **Basic**.
3. Select one of the options for the **Encryption Strength** setting.
4. Select **Enable** or **Disable** for the **Redirect HTTP to HTTPS** setting as necessary.

5. If necessary, enable a TLS version.
6. Click **Next**.

   You see a confirmation message.
7. Click **OK**.

Parent topic: Configuring SSL/TLS Communication

Related tasks

Configuring a Server Certificate for the Product

Configuring a Server Certificate for the Product

You can configure a server certificate for your product.

1. Access Web Config and select the **Network Security** tab.
2. Under **SSL/TLS**, select **Certificate**.
3. Select one of the following options:
   - **CA-signed Certificate**: Select **Import** if you have obtained a CA-signed certificate. Choose the file to import and click **OK**.
   - **Self-signed Certificate**: Select **Update** if you have not obtained a CA (Certificate Authority)-signed certificate and want the product to generate a self-signed certificate.
4. Click **Next**.

   You see a confirmation message.
5. Click **OK**.

Parent topic: Configuring SSL/TLS Communication

Configuring IPsec/IP Filtering

Follow the instructions in these sections to configure IPsec/IP traffic filtering using Web Config.

About IPsec/IP Filtering
Configuring the Default IPsec/IP Filtering Policy
Configuring the Group IPsec/IP Filtering Policies
IPsec/IP Filtering Policy Settings
IPsec/IP Filtering Configuration Examples
Configuring an IPsec/IP Filtering Certificate

Parent topic: Using Your Product on a Secure Network

About IPsec/IP Filtering

You can filter traffic to the product over the network based on IP address, service, and port by configuring a default policy that applies to every user or group connecting to the product. For control of individual users or user groups, you can configure group policies.

Note: IPsec is supported only by computers running Windows Vista or later, or Windows Server 2008 or later.

Parent topic: Configuring IPsec/IP Filtering

Configuring the Default IPsec/IP Filtering Policy

You can configure the default policy for IPsec/IP traffic filtering using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Under **IPsec/IP Filtering**, select **Basic**.
3. Select **Enable** to enable IPsec/IP filtering.
4. Select the filtering options you want to use for the default policy.
5. Click **Next**.

   You see a confirmation message.
6. Click **OK**.

Parent topic: Configuring IPsec/IP Filtering

Configuring the Group IPsec/IP Filtering Policies

You can configure group policies for IPsec/IP traffic filtering using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Under **IPsec/IP Filtering**, select **Basic**.
3. Click a tab number for the policy number you want to configure.
4. Select the **Enable this Group Policy** checkbox.
5. Select the filtering options you want to use for this group policy.
6. Click **Next**.

   You see a confirmation message.
7. Click **OK**.

8. If you want to configure additional group policies, click the next tab number and repeat the configuration steps as necessary.

Parent topic: Configuring IPsec/IP Filtering

IPsec/IP Filtering Policy Settings

Default Policy Settings

Setting	Options/Description
Access Control	**Permit Access** to permit IP packets to pass through **Refuse Access** to prevent IP packets from passing through **IPsec** to permit IPsec packets to pass through
IKE Version	Select the version of the Internet Key Exchange (IKE) protocol that matches your network environment
Authentication Method	Select an authentication method, or select **Certificate** if you have imported a CA-signed certificate
Pre-Shared Key	If necessary, enter a pre-shared key between 1 and 127 characters long
Confirm Pre-Shared Key	Confirm the pre-shared key you entered
ID Type	If you selected **IKEv2** as the **IKE Version** setting, select the ID type from the list.
ID	If you selected **IKEv2** as the **IKE Version** setting, enter the necessary ID information
Encapsulation	If you selected **IPsec** as the **Access Control** option, select one of these encapsulation modes: **Transport Mode**: if you are using the product on the same LAN; IP packets of layer 4 or later are encrypted **Tunnel Mode**: if you are using the product on an Internet-capable network, such as IPsec-VPN; the header and data of IP packets are encrypted
Remote Gateway(Tunnel Mode)	If you selected **Tunnel Mode** as the **Encapsulation** option, enter a gateway address between 1 and 39 characters long

Setting	Options/Description
Security Protocol	If you selected **IPsec** as the **Access Control** option, select one of these security protocols: **ESP**: to ensure the integrity of authentication and data, and encrypt data **AH**: to ensure the integrity of authentication and data; if data encryption is prohibited, you can use IPsec
Algorithm Settings	Select the encryption algorithm settings for the security protocol you selected

Group Policy Settings

Setting	Options/Description
Access Control	**Permit Access** to permit IP packets to pass through **Refuse Access** to prevent IP packets from passing through **IPsec** to permit IPsec packets to pass through
Local Address(Printer)	Select an IPv4 or IPv6 address that matches your network environment; if the IP address is assigned automatically, select **Use auto-obtained IPv4 address**
Remote Address(Host)	Enter the device's IP address (between 0 and 43 characters long) to control access, or leave blank to control all addresses; if the IP address is assigned automatically, such as by DHCP, the connection may be unavailable, so configure a static address instead
Method of Choosing Port	Select the method you want to used for specifying ports
Service Name	If you selected **Service Name** as the **Method of Choosing Port** option, select a service name option here; see the next table for more information

Setting	Options/Description
Transport Protocol	If you selected **Port Number** as the **Method of Choosing Port** option, select one of these encapsulation modes: **Any Protocol** **TCP** **UDP** **ICMPv4** See the Group Policy Guidelines table for more information.
Local Port	If you selected **Port Number** as the **Method of Choosing Port** option, and **TCP** or **UDP** for the **Transport Protocol** option, enter the port numbers that control receiving packets (up to 10 ports), separated by commas, for example **25,80,143,5220**; leave this setting blank to control all ports; see the next table for more information
Remote Port	If you selected **Port Number** as the **Method of Choosing Port** option, and **TCP** or **UDP** for the **Transport Protocol** option, enter the port numbers that control sending packets (up to 10 ports), separated by commas, for example **25,80,143,5220**; leave this setting blank to control all ports; see the next table for more information
IKE Version	Select **IKEv1** or **IKEv2** depending on the device that the product is connected to
Authentication Method	If you selected **IPsec** as the **Access Control** option, select an authentication method here
Pre-Shared Key	If you selected **Pre-Shared Key** as the **Authentication Method** option, enter a pre-shared key between 1 and 127 characters long here and in the **Confirm Pre-Shared Key** field
ID Type	If you selected **IKEv2** as the **IKE Version** setting, select the ID type from the list
ID	If you selected **IKEv2** as the **IKE Version** setting, enter the necessary ID information

Setting	Options/Description
Encapsulation	If you selected **IPsec** as the **Access Control** option, select one of these encapsulation modes: **Transport Mode**: if you are using the product on the same LAN; IP packets of layer 4 or later are encrypted **Tunnel Mode**: if you are using the product on an Internet-capable network, such as IPsec-VPN; the header and data of IP packets are encrypted
Remote Gateway(Tunnel Mode)	If you selected **Tunnel Mode** as the **Encapsulation** option, enter a gateway address between 1 and 39 characters long
Security Protocol	If you selected **IPsec** as the **Access Control** option, select one of these security protocols: **ESP**: to ensure the integrity of authentication and data, and encrypt data **AH**: to ensure the integrity of authentication and data; if data encryption is prohibited, you can use IPsec
Algorithm Settings	Select the encryption algorithm settings for the security protocol you selected

Combinations of Local Address (Printer) and Remote Address (Host) on Group Policy

Setting of Remote Address (Host)	Settng of Local Address (Printer)		
	IPv4	**IPv6**[*2]	**Any addresses**[*3]
IPv4[*1]	Yes	—	Yes
IPv6[*1] [*2]	—	Yes	Yes
Blank	Yes	Yes	Yes

[*1]: If you selected **IPsec** as the **Access Control** option, you cannot specify a prefix length

[*2]: If you selected **IPsec** as the **Access Control** option, you can select a link-local address (fe80::), but the group policy will be disabled.

[*3]: You cannot use IPv6 link-local addresses.

Group Policy Guidelines

Service name	Protocol type	Local/Remote port number	Controls these operations
Any	—	—	All services
ENPC	UDP	3289/Any port	Searching for a product from applications such as printer or scanner drivers, or EpsonNet Config
SNMP	UDP	161/Any port	Acquiring and configuring MIB from applications such as printer or scanner drivers, or EpsonNet Config
LPR	TCP	515/Any port	Forwarding LPR data
RAW (Port9100)	TCP	9100/any port	Forwarding RAW data
IPP/IPPS	TCP	631/Any port	Forwarding AirPrint data (IPP/IPPS printing)
WSD	TCP	Any port/5357	Controlling WSD
WS-Discovery	UDP	3702/Any port	Searching for a product from WSD
Network Scan	TCP	1865/Any port	Forwarding scan data from Document Capture Pro
Network Push Scan	TCP	Any port/2968	Acquiring job information on push scanning from Document Capture Pro
Network Push Scan Discovery	UDP	2968/Any port	Searching for a computer during push scanning from Document Capture Pro
FTP Data (Local)	TCP	20/Any port	Forwarding FTP printing data to FTP server
FTP Control (Local)	TCP	21/Any port	Controlling FTP printing to FTP server
FTP Data (Remote)	TCP	Any port/20	Forwarding scan data and received fax data to FTP client; controls only an FTP server that uses remote port 20

Service name	Protocol type	Local/Remote port number	Controls these operations
FTP Control (Remote)	TCP	Any port/21	Forwarding scan data and received fax data to FTP client
CIFS (Local)*	TCP	445/Any port	Sharing a network folder on CIFS server
CIFS (Remote)*	TCP	Any port/445	Forwarding scan data and received fax data to a folder on CIFS server
NetBIOS Name Service (Local)	UDP	137/Any port	Sharing a network folder on CIFS server
NetBIOS Datagram Service (Local)	UDP	138/Any port	
NetBIOS Session Service (Local)	TCP	139/Any port	
NetBIOS Name Service (Remote)	UDP	Any port/137	Forwarding scan data and received fax data to a folder on CIFS server
NetBIOS Datagram (Remote)	UDP	Any port/138	
NetBIOS Session Service (Remote)	TCP	Any port/139	
HTTP (Local)	TCP	80/Any port	Forwarding Web Config and WSD data to a HTTP or HTTPS server
HTTPS (Local)	TCP	443/Any port	
HTTP (Remote)	TCP	Any port/80	Communicating with Epson Connect, firmware update, and root certificate update on a HTTP or HTTPS client
HTTPS (Remote)	TCP	Any port/443	

* To control forwarding of scan and received fax data, share a network folder, or receive fax data from PC-Fax, select **Port Number** as the **Method of Choosing Port** option and specify the port numbers for CIFS and NetBIOS.

Parent topic: Configuring IPsec/IP Filtering

IPsec/IP Filtering Configuration Examples

You can configure IPsec and IP filtering in a variety of ways, as shown in the examples here.

Receiving IPsec Packets Only

Use this example only for configuring a default policy.

- **IPsec/IP Filtering**: **Enable**
- **Access Control**: **IPsec**
- **Authentication Method**: **Pre-Shared Key**
- **Pre-Shared Key**: Enter a key up to 127 characters long

Receiving Printing Data and Printer Settings

Use this example to allow communication of printing data and printer settings from specified services.

Default policy:

- **IPsec/IP Filtering**: **Enable**
- **Access Control**: **Refuse Access**

Group policy:

- **Access Control**: **Permit Access**
- **Remote Address(Host)**: Client IP address
- **Method of Choosing Port**: **Service Name**
- **Service Name**: Select **ENPC**, **SNMP**, **HTTP (Local)**, **HTTPS (Local)**, and **RAW (Port9100)**

Receiving Access from Only a Specified Address for Product Access

In these examples, the client will be able to access and configure the product in any policy configuration.

Default policy:

- **IPsec/IP Filtering**: **Enable**
- **Access Control**: **Refuse Access**

Group policy:

- **Access Control**: **Permit Access**
- **Remote Address (Host)**: Administrator's client IP address

Parent topic: Configuring IPsec/IP Filtering

Configuring an IPsec/IP Filtering Certificate

You can configure a certificate for IPsec/IP traffic filtering using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Under **IPsec/IP Filtering**, select **Client Certificate**.
3. Click **Import** to add a new client certificate and enter any necessary settings.
4. Click **OK**.

Parent topic: Configuring IPsec/IP Filtering

Connecting the Product to an IEEE 802.1X Network

Follow the instructions in these sections to connect the product to an IEEE 802.1X network using Web Config.

Configuring an IEEE 802.1X Network
IEEE 802.1X Network Settings
Configuring a Certificate for an IEEE 802.1X Network
IEEE 802.1X Network Status

Parent topic: Using Your Product on a Secure Network

Configuring an IEEE 802.1X Network

If your product supports IEEE 802.1X, you can use it on a network with authentication provided by a RADIUS server with a hub as an authenticator using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Under **IEEE802.1X**, select **Basic**.
3. Select **Enable** as the **IEEE802.1X (Wired LAN)** setting.
4. To use the product on a Wi-Fi network, enable your product's Wi-Fi settings.

   The status of the connection is shown as the **IEEE802.1X (Wi-Fi)** setting.

   Note: You can share the network settings for Ethernet and Wi-Fi networking.

5. Select the IEEE 802.1X setting options you want to use.
6. Click **Next**.

   You see a confirmation message.
7. Click **OK**.

Parent topic: Connecting the Product to an IEEE 802.1X Network

Related references

IEEE 802.1X Network Settings

IEEE 802.1X Network Status

Related tasks

Configuring a Certificate for an IEEE 802.1X Network

IEEE 802.1X Network Settings

You can configure these IEEE 802.1X network settings in Web Config.

Setting	Options/Description
IEEE802.1X (Wired LAN)	Enable or disable settings (**IEEE802.1X** > **Basic**)
IEEE802.1X (Wi-Fi)	Displays the IEEE802.1X (Wi-Fi) connection status
Connection Method	Displays the current network connection method
EAP Type	Select one of these authentication methods for connections between the product and a RADIUS server: **EAP-TLS** or **PEAP-TLS**: You must obtain and import a CA-signed certificate **PEAP/MSCHAPv2** or **EAP-TTLS**: You must configure a password
User ID	Enter an ID between 1 and 128 ASCII characters for authentication on a RADIUS server
Password	Enter a password between 1 and 128 ASCII characters for authentication of the product. If you are using Windows as a RADIUS server, enter up to 127 ASCII characters.
Confirm Password	Enter the authentication password again
Server ID	Enter a server ID between 1 and 128 ASCII characters for authentication on a specified RADIUS server; server ID is verified in the subject/subjectAltName field of a server certificate sent from the RADIUS server
Certificate Validation	Select a valid certificate regardless of the authentication method; import the certificate using the **CA Certificate** option

Setting	Options/Description
Anonymous Name	If you selected **EAP-TTLS**, **PEAP-TLS** or **PEAP/MSCHAPv2** as the **Authentication Method** setting, you can configure an anonymous name between 1 and 128 ASCII characters instead of a user ID for phase 1 of a PEAP authentication
Encryption Strength	Select one of the following encryption strengths: **High** for AES256/3DES **Middle** for AES256/3DES/AES128/RC4

Parent topic: Connecting the Product to an IEEE 802.1X Network

Related tasks

Configuring an IEEE 802.1X Network

Configuring a Certificate for an IEEE 802.1X Network

If your product supports IEEE 802.1X, you can configure a certificate for the network using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Under **IEEE802.1X**, select **Client Certificate**.
3. Click **Import** to add a new client certificate.
4. Click **OK**.

Parent topic: Connecting the Product to an IEEE 802.1X Network

IEEE 802.1X Network Status

You can check the status of the IEEE 802.1X network settings by printing a status sheet from your product.

The network status sheet displays the information in this table for IEEE 802.1X networks.

Status ID	Status description
Disable	IEEE 802.1X is disabled
EAP Success	IEEE 802.1X authentication is confirmed and the network connection is available
Authenticating	IEEE 802.1X authentication in progress
Config Error	Authentication failed because the user ID was not set

Status ID	Status description
Client Certificate Error	Authentication failed because the client certificate is out of date
Timeout Error	Authentication failed because there is no answer from the RADIUS server and/or authenticator
User ID Error	Authentication failed because the product's user ID and/or certificate protocol is incorrect
Server ID Error	Authentication failed because the server ID on the server certificate and the server's ID do not match
Server Certificate Error	Authentication failed because the server certificate is out of date or the chain of the server certificate is incorrect
CA Certificate Error	Authentication failed because the CA certificate is incorrect, not imported, or out of date
EAP Failure	Authentication failed because the client certificate is incorrect (EAP-TLS or PEAP-TLS), or the user ID or password is incorrect (PEAP/MSCHAPv2)

Parent topic: Connecting the Product to an IEEE 802.1X Network

Related tasks

Printing a Network Status Sheet

Using a Digital Certificate

Follow the instructions in these sections to configure and use digital certificates using Web Config.

About Digital Certification
Obtaining and Importing a CA-signed Certificate
CSR Setup Settings
CSR Import Settings
Deleting a CA-signed Certificate
Updating a Self-signed Certificate
Importing a CA Certificate
Deleting a CA Certificate

Parent topic: Using Your Product on a Secure Network

About Digital Certification

You can configure the following digital certificates for your network using Web Config:

CA-signed Certificate
You can ensure secure communications using a CA-signed certificate for each security feature. The certificates must be signed by and obtained from a CA (Certificate Authority).

CA Certificate
A CA certificate indicates that a third party has verified the identity of a server. You need to obtain a CA certificate for server authentication from a CA that issues it.

Self-signed Certificate
A self-signed certificate is issued and signed by the product itself. You can use the certificate for only SSL/TLS communication, however security is unreliable and you may see a security alert in the browser during use.

Parent topic: Using a Digital Certificate

Obtaining and Importing a CA-signed Certificate

You can obtain a CA-signed certificate by creating a CSR (Certificate Signing Request) using Web Config and submitting it to a certificate authority. The CSR created in Web Config is in PEM/DER format. You can import one CSR created from Web Config at a time.

1. Access Web Config and select **Network Security**.
2. Select one of the available network security options and select a certificate option.
3. In the CSR section, select **Generate**.
4. Select the CSR setting options you want to use.
5. Click **OK**.

   You see a completion message.
6. Select **Network Security**, select your network security option, and select **Certificate** again.
7. In the CSR section, click the **Download** option that matches the format specified by your certificate authority to download the CSR.

   Caution: Do not generate another CSR or you may not be able to import a CA-signed certificate.
8. Submit the CSR to the certificate authority following the format guidelines provided by that authority.
9. Save the issued CA-signed certificate to a computer connected to the product.

   Before proceeding, make sure the time and date settings are correct on your product.

10. In the CA Certificate section, click **Import**.
11. Select the format of the certificate as the **Server Certificate** setting.
12. Select the certificate import settings as necessary for the format and the source from which you obtained it.
13. Click **OK**.

    You see a confirmation message.
14. Click **Confirm** to verify the certificate information.

Parent topic: Using a Digital Certificate

Related references

CSR Setup Settings
CSR Import Settings

CSR Setup Settings

You can select these settings when setting up a CSR in Web Config.

Note: The available key length and abbreviations vary by certificate authority, so follow the rules of that authority when entering information in the CSR.

Setting	Options/Description
Key Length	Select a key length for the CSR
Common Name	Enter a name or static IP address from 1 to 128 characters long; for example, **Reception printer** or **https://10.152.12.225**
Organization, **Organizational Unit**, **Locality**, **State/Province**	Enter information in each field as necessary, from 0 to 64 characters long in ASCII; separate any multiple names with commas
Country	Enter a two-digit country code number as specified by the ISO-3166 standard
Sender's Email Address	Enter the sender's email address for the mail server setting

Parent topic: Using a Digital Certificate

Related tasks

Obtaining and Importing a CA-signed Certificate

CSR Import Settings

You can configure these settings when importing a CSR in Web Config.

Note: The import setting requirements vary by certificate format and how you obtained the certificate.

Certificate format	Setting descriptions
PEM/DER format obtained from Web Config	**Private Key**: Do not configure because the product contains a private key **Password**: Do not configure **CA Certificate 1/CA Certificate 2**: Optional
PEM/DER format obtained from a computer	**Private Key**: Configure a private key **Password**: Do not configure **CA Certificate 1/CA Certificate 2**: Optional
PKCS#12 format obtained from a computer	**Private Key**: Do not configure **Password**: Optional **CA Certificate 1/CA Certificate 2**: Do not configure

CA-signed Certificate Import Settings

Setting	Description
Server Certificate or **Client Certificate**	Select the certificate format. For an SSL/TLS connection, the Server Certificate is displayed. For an IPsec/IP Filtering, IEEE802.1x, or S/MIME connection, the Client Certificate is displayed. **Note:** Depending on your product, not all connection types may be available.

Setting	Description
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 the certificate.
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 from a certificate authority that issues a CA-signed Certificate to be used as the server certificate. Specify a file if necessary.
CA Certificate 2	If your certificate's format is **Certificate (PEM/DER)**, import a certificate from the same certificate authority that issued CA Certificate 1. Specify a file if necessary.

Parent topic: Using a Digital Certificate

Related tasks

Obtaining and Importing a CA-signed Certificate

Deleting a CA-signed Certificate

You can delete an imported CA-signed certificate with Web Config when the certificate expires or if you have no more need for an encrypted connection.

Note: If you obtained a CA-signed certificate from Web Config, you cannot import a deleted certificate; you must obtain and import a new certificate.

1. Access Web Config and select **Network Security**.
2. Select one of the following network security options and corresponding certificate:
   - **SSL/TLS** and select **Certificate**
   - **IPsec/IP Filtering** and select **Client Certificate**
   - **IEEE802.1X** and select **Client Certificate**
3. Click **Delete**.

You see a completion message.

4. Click **OK**.

Parent topic: Using a Digital Certificate

Updating a Self-signed Certificate

If your product supports the HTTPS server feature, you can update a self-signed certificate using Web Config.

1. Access Web Config and select **Network Security**, select **SSL/TLS**, and select **Certificate**.
2. Click **Update**.
3. Enter an identifier for your product from 1 to 128 characters long in the **Common Name** field.

   Note: You can add up to 5 IPv4 addresses, IPv6 addresses, host names, or FQDNs; separated by commas. The first value is assigned to the Common Name field, and the rest are added to the Alias field of the certificate subject. You cannot enter a space before or after a comma.

4. Select a validity period for the certificate as the **Certificate Validity (year)** setting.
5. Click **Next**.

   You see a completion message.

6. Click **OK**.
7. Click **Confirm** to verify the certificate information.

Parent topic: Using a Digital Certificate

Importing a CA Certificate

You can import a CA certificate using Web Config.

1. Access Web Config and select **Network Security**.
2. Select **CA Certificate**.
3. Select **Import**.
4. Select the CA certificate you want to import.
5. Click **OK**.

When you see the **CA Certificate** page and the imported certificate is displayed, the import is finished.

Parent topic: Using a Digital Certificate

Deleting a CA Certificate

You can delete an imported CA certificate with Web Config when the certificate expires or if you have no more need for an encrypted connection.

1. Access Web Config and select **Network Security Settings**.
2. Select **CA Certificate**.
3. Locate the certificate you want to remove and click the **Delete** button next to it.
4. Click **OK** to confirm the deletion.
5. Click **Reboot Network**, and then check that the deleted CA Certificate is not listed on the updated screen.

Parent topic: Using a Digital Certificate

Setting Up Universal Print (Microsoft)

You can set up your product for use with Universal Print if you are using Microsoft 365 and Azure Active Directory.

Note: This feature is supported on Windows 10 2004 (20H1) or later. Visit the Microsoft website for more information.

1. Access Web Config and select the **Network** tab.
2. Select **Universal Print**.
3. Select **Register**.
4. Follow the on-screen instructions to register your product.

Parent topic: Administering Your Product

Using Epson Device Admin Configuration Software

With Windows, you can discover and monitor remote devices, and configure network settings in a batch operation. See the Epson Device Admin help for instructions.

To install Epson Device Admin, download the software from the support page at epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and follow the on-screen instructions.

Parent topic: Administering Your Product

Solving Problems

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

Viewing the Help Screen
Checking for Software Updates
Product Status Messages
Running a Product Check
Resetting Control Panel Defaults
Solving Setup Problems
Solving Network Problems
Solving Network Security Problems
Solving Paper Problems
Solving Problems Printing from a Computer
Solving Page Layout and Content Problems
Solving Print Quality Problems
Uninstall Your Product Software
Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Viewing the Help Screen

You can view troubleshooting or how-to topics on the LCD screen at any time.

1. Press the ⓘ help button.
2. Select **Troubleshooting** or **How To** to view instructional images or animations.

Parent topic: Solving Problems

Checking for Software Updates

Periodically, it's a good idea to check Epson's support website for free updates to your product software. Visit epson.com/support (U.S), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and select your product.

Note: Your printer is designed to work only with genuine Epson-brand ink packs. Other brands of ink packs 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 ink packs that functioned prior to a firmware update may not continue to function.

- **Windows**: Your printer software automatically checks for updates. You can also manually update the software by selecting **Software Update** here:
  - Access the Windows Desktop and right-clicking the  icon for your product in the right side of the Windows taskbar, or clicking the up arrow and right-clicking .
  - On the **Maintenance** tab in the printer settings window.

  You can also update the software by selecting **EPSON Software Updater** in the **EPSON** or **EPSON Software** program group, accessible by the **Start** button, or on the **Start** or **Apps** screens, depending on your version of Windows.
- **OS X**: You can manually update the software by opening the **Applications** > **Epson Software** folder and selecting **EPSON Software Updater**.
- **macOS 10.12.x to 13.x**: You can manually update the software by opening the **App Store**, selecting **Updates**, searching for a software update option for Epson Software, and selecting **Update**.

Parent topic: Solving Problems

Product Status Messages

You can often diagnose problems with your product by checking the messages and status icons on its LCD screen.

Note: If the screen is dark, press the screen to wake the product from sleep mode.

LCD screen message	Condition/solution
Printer error. Turn on the printer again. See your documentation for more details.	Turn the product off and then back on again. If the error persists, check for and remove any jammed paper or protective materials from the product. If the error still persists, contact Epson for support. If you see any of the following error codes, make sure you have not exceeded the loading capacity for any paper source: • 000181 • 000184

LCD screen message	Condition/solution
Paper out in XX.	Load the size and type of paper in the paper source indicated.
Too many paper cassette units are installed. Turn the power off and uninstall the extra units. See your documentation for details.	You can use up to three optional paper cassettes. Remove any extra units.
Unsupported paper cassettes are installed. Turn the power off and uninstall the extra units. See your documentation for details.	Remove the unsupported paper cassettes by reversing the installation instructions.
Cannot print because XX is out of order. You can print from another cassette.	Turn the product off and then back on again. Reinsert the indicated paper cassette. If the error persists, contact Epson for support.
The pickup roller in XX has reached the end of its service life.	Replace the pickup roller, then reset the roller counter for that cassette.
You need to replace Ink Supply Unit.	Replace the ink pack
Paper Setup Auto Display is set to Off. Some features may not be available. For details, see your documentation.	AirPrint is not available when the **Paper Setup Auto Display** setting is disabled. Change **Paper Setup Auto Display** to **On**.
The combination of the IP address and the subnet mask is invalid. See your documentation for more details.	Contact your product administrator.
To use cloud services, update the root certificate from the Epson Web Config utility.	Contact your product administrator.
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. Select the **USBXXX** setting for a USB connection or **EpsonNet Print Port** for a network connection.
Paper feed error. Remove Cassette 1, make sure there is no jammed paper remaining in the printer, and reload the paper.	Even if you cannot feed the paper, check the position of the pickup roller lock. If the position is wrong, push the pickup roller lock with your finger to correct the position. See the pickup roller replacement videos on the Epson support site for instructions.

LCD screen message	Condition/solution
Recovery mode Update Firmware	Contact your product administrator.

Parent topic: Solving Problems

Related references

Paper Jams Inside the Product
Paper Source Settings Options

Related tasks

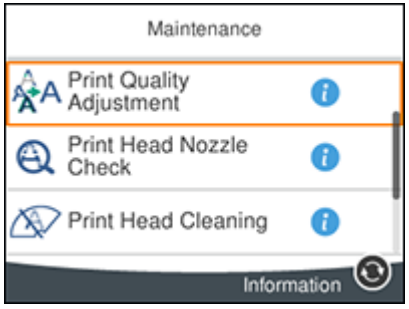
Loading Paper in the Paper Cassettes and Rear Paper Tray
Installing the Optional Paper Cassette Units
Replacing the Paper Feed Rollers
Resetting the Roller Counter on the LCD Screen

Running a Product Check

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

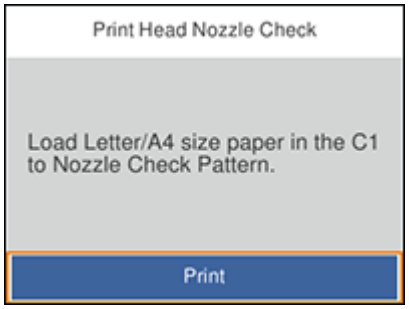
1. Disconnect any interface cables connected to your product.
2. Load plain paper in the paper cassette.
3. Press the ⌂ home button, if necessary.
4. Select **Maintenance**.

   You see a screen like this:



5. Select **Print Head Nozzle Check**.

   You see a screen like this:



6. Select **Print**.

   The nozzle pattern prints.

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

Parent topic: Solving Problems

Related tasks

Loading Paper in the Paper Cassettes and Rear Paper Tray
Checking the Nozzles Using the Product Control Panel

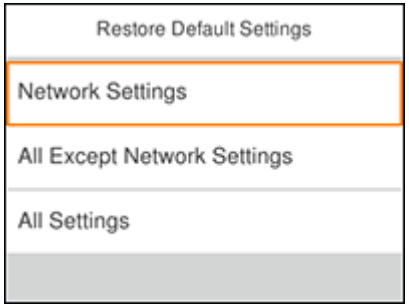
Resetting Control Panel Defaults

If you have a problem with settings on the product control panel, you can reset them to their factory defaults. You can choose which settings to reset or reset them all.

Note: This setting can be locked by an administrator. If you cannot access or change this setting, contact your administrator for assistance.

1. Press the home button, if necessary.
2. Select **Settings** > **General Settings** > **System Administration** > **Restore Default Settings**.

   You see a screen like this:



3. Select one of these options:
   - **Network Settings**: Resets all network settings
   - **All Except Network Settings**: Resets all settings except for network settings
   - **All Settings**: Resets all control panel settings

   You see a confirmation screen.
4. Select **Yes** to reset the selected settings. (Select **No** if you want to cancel the operation.)

Parent topic: Solving Problems

Solving Setup Problems

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

Product Does Not Turn On or Off
Noise After Ink Installation
Software Installation Problems

Parent topic: Solving Problems

Product Does Not Turn On or Off

If you cannot turn the product on or off, try these solutions:

- If you cannot turn on your product, make sure the power cord is securely connected and hold down the power button a little longer.
- If you cannot turn off your product, hold down the power button a little longer. If you still cannot turn off your product, unplug the power cord, plug the power cord back in, then turn your product on and off again using the power button.

Parent topic: Solving Setup Problems

Noise After Ink Installation

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

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

Parent topic: Solving Setup Problems

Software Installation Problems

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

- Make sure your product is turned on and any necessary cables are securely connected at both ends. If you still have problems installing software, disconnect the cable and carefully follow the instructions on the *Start Here* sheet. Also make sure your system meets the requirements for your operating system.
- Close any other programs, including screen savers and virus protection software, and install your product software again.
- In Windows, make sure your product is selected as the default printer and the correct port is shown in the printer properties.
- For Mac, make sure your product is shown in the printer list. Click **System Preferences** or **System Settings** > **Printers & Scanners** or **Print & Fax**. If the printer name is not displayed, add the printer.
- If you see any error message or your software does not install correctly in Windows, you may not have software installation privileges. Contact your system administrator.
- If you are printing over a network, make sure your product is set up properly on the network.

- If the USB cable is not recognized, try using a different USB cable.

Parent topic: Solving Setup Problems

Solving Network Problems

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

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

Product Cannot Connect to a Wireless Router or Access Point
Network Software Cannot Find Product on a Network
Product Does Not Appear in Mac Printer Window
Cannot Print Over a Network

Parent topic: Solving Problems

Product Cannot Connect to a Wireless Router or Access Point

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

- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the Wi-Fi icon on your product's LCD screen is not lit or does not appear, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.
- Make sure to place your product within contact range of your 2.4 GHz router or access point. Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

  Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- Make sure to place your product within contact range of your router or access point. Avoid placing your product near a microwave oven, cordless phone, or large metal object, such as a filing cabinet.

  Note for Latin America: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the

2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- Verify that your router or access point is operating correctly by connecting to it from your computer or another device.
- Print a network connection report and check the codes and messages on the report to help determine the cause of the problem.
- You may need to disable the firewall and any anti-virus software on your wireless router or access point.
- Try restarting your router following the instructions in your router documentation.

  Note: If you are reading these instructions online, you will lose your Internet connection when you restart your router.

- Check to see if access restrictions, such as MAC address filtering, are set on the router or access point. If access restrictions are set, add your product's MAC address to your router's address list. To obtain your product's MAC address, print a network status sheet. Then follow the instructions in your router or access point documentation to add the address to the list.
- If your router or access point does not broadcast its network name (SSID), follow the instructions that came with your product to enter your wireless network name manually.
- If your router or access point has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.
- Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.
- If the IP address assigned to the product is 169.254.XXX.XXX and the subnet mask is 255.255.0.0, the IP address may not be assigned correctly. Check the IP address and the subnet mask assigned to the product. Restart the wireless router or reset the network settings for the product.
- If you cannot connect your product to a device using Wi-Fi Direct, you may have exceeded the maximum number of devices connected to your product (8). Print a network status sheet or access Web Config on the browser for your device and check the number of connected devices. If 8 devices are already connected, disconnect a device by deleting the product's SSID from the Wi-Fi screen of that device. If fewer than 8 devices are connected, check the accuracy of your other network settings, move your device closer to your product, and try connecting again.

- If you are using a Wi-Fi Direct connection that suddenly disconnects, the Wi-Fi Direct password on your device may have been changed. If necessary, delete the existing **DIRECT-xxxxxxxx** connection settings from your device and enter a new password. See your device documentation for instructions.

Parent topic: Solving Network Problems

Network Software Cannot Find Product on a Network

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

- Make sure your product is turned on and connected to your network. Verify the connection using your product control panel.
- Check if your network name (SSID) contains non-ASCII characters. Your product cannot display non-ASCII characters.
- Print a network connection report and check the codes and messages on the report to help determine the cause of the problem.
- Make sure your product is not connected to a guest network.
- If necessary, reinstall your product software and try running EpsonNet Setup again:
  1. Reset your product's network settings to their factory defaults.
  2. **Windows only:** Uninstall your product software.
  3. Restart your router following the instructions in your router documentation.

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

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

  Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- If you have replaced your router, reinstall your product software to connect to the new router.

Note for Latin America: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing detection of your device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.

Parent topic: Solving Network Problems

Related tasks

Printing a Network Status Sheet
Printing a Network Connection Report

Product Does Not Appear in Mac Printer Window

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

- Turn your product off, wait 30 seconds, then turn it back on again.
- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the Wi-Fi icon on your product's LCD screen is not lit, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.

Parent topic: Solving Network Problems

Related concepts

Uninstall Your Product Software

Cannot Print Over a Network

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

- Make sure that your product is turned on.
- Make sure you install your product's network software as described in your product documentation.
- Print a network status sheet and verify that the network settings are correct. If the network status is **Disconnected**, check any cable connections and turn your product off and then on again.
- Print a network connection report and check the codes and messages on the report to help determine the cause of the problem.
- If you are using TCP/IP, make sure the product's IP address is set correctly for your network. If your network does not assign IP addresses using DHCP, set the IP address manually. 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. Restart your wireless router or reset the printer's network settings.

- Make sure your computer and product are both using the same wireless network.
- If network printing is slow, print a network status sheet and check the signal strength. If it is poor, place your product closer to your router or access point. Avoid placing your product near a microwave oven, cordless phone, or large metal object, such as a filing cabinet.

  Note for Latin America: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- Try restarting your router following the instructions in your router documentation.

  Note: If you are reading these instructions online, you will lose your Internet connection when you restart your router.

- Check if there are any paused print jobs.
- Check if the selected printer port is correct.
- Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing printing from a device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.
- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the Wi-Fi icon on your product's LCD screen is not lit, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.
- Check your wired LAN router or access point to see if the LED for the port to which your product is connected is on or flashing. If the link LED is off, try the following:
  - Make sure the Ethernet cable is securely connected to your product and to your router, access point, switch, or hub.
  - Try connecting your product to a different port or a different router, access point, switch, or hub.
  - Try connecting with a different Ethernet cable.
  - Try printing to your product from another computer on the network.

- If you are connecting the product via EpsonNet Setup and the Wi-Fi icon does not appear lit on the LCD screen, make sure your product software was installed correctly. If necessary, reinstall your software.

Parent topic: Solving Network Problems

Related tasks

Printing a Network Status Sheet
Printing a Network Connection Report

Solving Network Security Problems

Check these sections if you have problems using the network security features.

Cannot Create the Secure IPP Printing Port
Cannot Update a Certificate or Create a CSR
Cannot Import a Digital Certificate
Deleted a CA-signed Certificate
Digital Certificate Warning Messages

Parent topic: Solving Problems

Cannot Create the Secure IPP Printing Port

If you cannot create the secure IPP printing port, try these solutions:

- Make sure you specified the correct server certificate for SSL/TLS communication using Web Config.
- If you are using a CA certificate, make sure it is imported to the computer that is accessing the product.

Parent topic: Solving Network Security Problems

Cannot Update a Certificate or Create a CSR

If you cannot update a self-signed certificate or create a CSR for a CA-signed certificate, try these solutions:

- Make sure that you entered a **Common Name** setting in Web Config.
- Make sure the **Common Name** setting does not contain unsupported characters or is divided by a comma. Correct the setting and update the certificate again.

Parent topic: Solving Network Security Problems

Cannot Import a Digital Certificate

If you cannot import a digital certificate, try these solutions:

- Make sure the CA-signed certificate and the CSR have the same information. If they do not match, import the certificate to a device that matches the information or use the CSR to obtain the CA-signed certificate again.
- Make sure the CA-signed certificate file size is 5KB or less.
- Make sure you are entering the correct password.

Parent topic: Solving Network Security Problems

Deleted a CA-signed Certificate

If you accidentally deleted a CA-signed certificate, try these solutions:

- If you retained a backup file, import the CA-signed certificate again.
- If you obtained the certificate using a CSR created in Web Config, you cannot import a deleted certificate. Create a new CSR and obtain a new certificate.

Parent topic: Solving Network Security Problems

Digital Certificate Warning Messages

If you see a warning message when using a digital certificate, check for solutions in this table.

Message	Solution
Enter a Server Certificate.	Select a certificate file and click **Import**.
CA Certificate 1 is not entered.	Import CA certificate 1 before importing additional certificates.
Invalid value below.	Remove any unsupported characters in the file path and password.
Invalid date and time.	Set the date and time on the product using Web Config, EpsonNet Config, or the product control panel.
Invalid password	Enter the password that matches the password set for the CA certificate.

Message	Solution
Invalid file	Try the following: • Import only certificate files in X509 format sent by a trusted certificate authority. • Make sure the file size is 5KB or less and is not corrupted or fabricated. • Make sure the chain in the certificate is valid; check the certificate authority's website.
Cannot use the Server Certificates that include more than three CA certificates.	Import certificate files in PKCS#12 format that contains one or two CA certificates, or convert each certificate to PRM format and import them again.
The certificate has expired. Check if the certificate is valid, or check the date and time on your printer.	Make sure the product time and date are set correctly and, if the certificate is out of date, obtain and import a new certificate.
Private key is required.	Do one of the following to pair a private key with the certificate: • For PEM/DER format certificates obtained from a CSR using a computer, specify the private key file. • For PKCS#12 format certificates obtained from a CSR using a computer, create a file containing the private key. If you re-imported a PEM/DER format certificate obtained from a CSR using Web Config, you can only import it once. You must obtain and import a new certificate.
Setup failed.	Make sure the computer and product are connected, and the certificate file is not corrupted, then import the certificate file again.

Parent topic: Solving Network Security Problems

Solving Paper Problems

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

Paper Feeding Problems
Paper Jams Inside the Product
Paper Ejection Problems

Parent topic: Solving Problems

Paper Feeding Problems

If you have problems feeding paper, try these solutions:

- If paper does not feed for printing, remove it from the paper tray or cassette. Reload it, then adjust the edge guides. Make sure the paper stack is not above the tab on the edge guides inside the cassette or paper tray.
- Place the product on a flat surface and operate it in the recommended environmental conditions.
- Be sure to insert the paper cassette all the way into your product.
- If multiple pages feed at once, remove the paper, fan the edges to separate the sheets, and reload it.
- Do not load more than the recommended number of sheets. For plain paper, do not load paper above the arrow mark on the edge guides.
- Make sure your paper meets the specifications for your product.
- If paper jams when you print on both sides of the paper, try loading fewer sheets.
- Make sure the paper size and paper type settings are correct for the paper source.
- Run the paper guide cleaning utility to clean the paper path.
- If you installed an optional paper cassette unit, be sure to enable the cassette unit in the printing software.
- For best results, follow these guidelines:
  - Use new, smooth, high-quality paper that is not curled, creased, old, too thin, or too thick.
  - Load paper in the cassette printable side down.
  - Load paper in the paper tray printable side up.
  - Do not load binder paper with holes in the cassette.
  - Follow any special loading instructions that came with the paper.

Parent topic: Solving Paper Problems

Related references

Paper Specifications

Related tasks

Cleaning the Paper Guide

Loading Paper in the Paper Cassettes and Rear Paper Tray

Enabling the Optional Paper Cassettes - Windows

Enabling the Optional Paper Cassettes - PostScript Printer Software - Windows

Enabling the Optional Paper Cassettes - Mac

Enabling the Optional Paper Cassettes - PostScript Printer Software - Mac

Paper Jams Inside the Product

If you see a message that paper has jammed in the product, follow the on-screen instructions to locate and remove the jammed paper.

Take the following precautions when removing jammed paper from the product:

- Remove the jammed paper carefully. Using too much force may damage the product.
- Unless specifically instructed, avoid tilting the product, placing it on its side, or turning it upside down, as ink may spill.

Warning: Never touch the buttons on the control panel while your hand is inside the product. If the product starts operating, it may cause an injury. Do not touch any protruding parts inside the product.

Parent topic: Solving Paper Problems

Paper Ejection Problems

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

- If paper does not eject fully, you may have set the wrong paper size. Cancel printing to eject the paper. Select the correct paper size when you reprint.
- If paper is wrinkled when it ejects, it may be damp or too thin. Load new paper and be sure to select the correct paper type setting when you reprint.
- If you are using letterhead paper, select the appropriate paper type setting.
- Clean the roller inside the printer to remove any dust on the paper path.

Parent topic: Solving Paper Problems

Related references

Paper Specifications

Related tasks

Cleaning the Paper Guide

Solving Problems Printing from a Computer

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

Note: When printing using AirPrint, the available print settings are different from those covered in this manual. See the Apple website for details.

Note: For problems while printing with the Epson Universal Print Driver or PostScript (PS3) printer software, see the sections covering that software in this manual.

Nothing Prints

Product Icon Does Not Appear in Windows Taskbar

Printing is Slow

Parent topic: Solving Problems

Nothing Prints

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

- Make sure your product is turned on and connected to your computer.
- Make sure any interface cables are connected securely at both ends.
- Make sure the interface specifications match the specifications for the printer and the computer.
- Make sure there are no errors or paper jams in the product.
- There may a problem with the printer's status. Click **EPSON Status Monitor 3** on the printer driver's Maintenance tab, and then check the printer status. If EPSON Status Monitor 3 is disabled, click **Extended Settings** on the Maintenance tab, and then select **Enable EPSON Status Monitor 3**.
- If you connected your product to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your product directly to your computer instead of the hub.
- If the printer cannot print using a USB connection, disconnect the USB cable from the computer, right-click on the printer icon displayed on the computer, and select **Remove Device**. Then connect the USB cable to the computer and try a test print.

- If your computer is connected using a USB cable, try a different USB port on your computer or a different cable.
- Make sure the printer status is not offline or pending.
- Make sure you are using the Epson printer driver for your product or the available functions are limited.
- Run a product check to see if a test page prints. If the test page prints, check to see if your product software is installed correctly.
- Make sure your system meets the requirements for your operating system. If you are printing a high-resolution image, you may need more than the minimum requirements. Print the image at a lower resolution or if necessary, increase your system's memory.
- In Windows, make sure your product is selected as the default printer and the printer port setting matches the printer connection port.
- In Windows, delete all jobs from the Windows Spooler. Click **Print Queue** on the Maintenance tab in the printer settings window, and cancel any stalled print jobs.
- In Windows, do one of the following to open the Epson Printer Connection Checker and follow the on-screen instructions to check the connection status:
  - **Windows 11**: Click , then search for **Epson Printer Connection Checker** and select it.
  - **Windows 10**: Click  and select **Epson Software** > **Epson Printer Connection Checker**.
  - **Windows 8.x**: Navigate to the **Apps** screen and select the **Epson Printer Connection Checker** icon.
  - **Windows 7**: Click  and select **All Programs** > **Epson Software** > **Epson Printer Connection Checker**.
- On a Mac, make sure the printer is added to the printer list and the printer is not paused.
- Make sure your product is selected as the printer in your printing program.
- In Windows, the product may not print if a large number of print jobs are sent. Try selecting **Print directly to the printer** on the Advanced tab in the printer properties.
- Make sure EPSON Status Monitor 3 is enabled to perform manual 2-sided printing (Windows). Manual 2-sided printing may not be available when the printer is accessed over a network or is used as a shared printer.
- You can try to clear the problem by updating the product software to the latest version. If the problem persists, try uninstalling and reinstalling the printer driver.

Parent topic: Solving Problems Printing from a Computer

Related concepts

Uninstall Your Product Software

Related references

Interface Specifications

Paper Jams Inside the Product

Windows System Requirements

Mac System Requirements

Related tasks

Selecting Printer Language and Interface Settings

Running a Product Check

Product Icon Does Not Appear in Windows Taskbar

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

1. Do one of the following:
   - **Windows 11:** Click , search for **Settings** and select it. Select **Bluetooth & devices** > **Printers & scanners**. Select your product name and select **Printing preferences**.
   - **Windows 10:** Click  and select  (Settings) > **Devices** > **Printers & scanners**. Select your product name and select **Manage** > **Printing preferences**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Control Panel** > **Hardware and Sound** > **Devices and Printers**. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.
   - **Windows 7**: Click  and select **Devices and Printers**. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.
2. Click the **Maintenance** tab.
3. Click the **Extended Settings** button.
4. Select **Enable EPSON Status Monitor 3** and click **OK**.
5. Click the **Monitoring Preferences** button.
6. Click the checkbox for the option that adds the shortcut icon to the taskbar.
7. Click **OK** to close the open program windows.

Parent topic: Solving Problems Printing from a Computer

Printing is Slow

If printing becomes slow, try these solutions:

- Make sure your system meets the requirements for your operating system. If you are printing a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory.
- If you are using Windows 7, close the **Devices and Printers** window before you print.
- On a Mac, make sure you download and install the Epson printer driver.
- Make sure **Quiet Mode** is turned off.
- Clear space on your hard drive or run a defragmentation utility to free up existing space.
- Close any programs you are not using when you print.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If printing becomes slower after printing continuously for a long time, the product may have automatically slowed down to protect the print mechanism from overheating or becoming damaged. Let the product rest with the power on for 30 minutes, then try printing again.
- If you are printing over a wireless network, factors such as interference, network traffic, or weak signal strength may affect your printing speed.

  Note for Latin America: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- If you are using the Windows PostScript printer software, try selecting **Fast** as the **Print Quality** setting on the Advanced tab of the printer software.

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

- Make sure the paper type setting matches the type of paper you loaded.
- Turn on any high speed settings in your product software.
- Select a lower print quality setting.
- Make sure the ink drying time has not been increased for double-sided printing.

- **Windows**: Click the **Maintenance** or **Utility** tab, select **Extended Settings** or **Speed and Progress**, and select the following settings:
  - **Always Spool RAW Datatype**
  - **Page Rendering Mode**
  - **Print as Bitmap**
- **Windows**: Select **Printing preferences**, click the **More Options** tab, and make sure the **Bidirectional printing** setting is enabled.
- **Mac**: Select **System Preferences** or **System Settings**, select **Printers & Scanners**, and select your product. Select **Options & Supplies**, select **Options** (or **Driver**), and enable the **Bidirectional printing** setting.
- Enable the bidirectional setting on the product control panel.

If printing is still slow and you are using Windows 7 or Windows Vista, try the following:

1. Click  and select **Computer** or **My Computer**. Double-click the **C:** drive and open these folders: **ProgramData > EPSON > PRINTER**.

   Note: If you do not see the ProgramData folder, open the **Organize** menu and select **Folder and search options**. In the window that appears, click the **View** tab, select **Show hidden files, folders, and drives** in the Advanced settings list, and click **OK**.

2. Right-click the **EPAUDF01.AUD** file and select **Delete**.
3. Restart your computer and try printing again.

Parent topic: Solving Problems Printing from a Computer

Related references

Windows System Requirements
Mac System Requirements

Related tasks

Selecting Basic Print Settings - Windows
Selecting Double-sided Printing Settings - Windows
Selecting Basic Print Settings - Mac
Selecting Printing Preferences - Mac

Solving Page Layout and Content Problems

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

Note: When printing using AirPrint, the available print settings are different from those covered in this manual. See the Apple website for details.

Inverted Image
Too Many Copies Print
Blank Pages Print
Incorrect Margins on Printout
Incorrect Characters Print
Incorrect Image Size or Position
Slanted Printout

Parent topic: Solving Problems

Inverted Image

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

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

Parent topic: Solving Page Layout and Content Problems

Too Many Copies Print

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

Parent topic: Solving Page Layout and Content Problems

Blank Pages Print

If blank pages print unexpectedly, try these solutions:

- Make sure you selected the correct paper size settings in your printing program and printer software.
- If a blank page exists in a document you are printing and you want to skip printing it, select the **Skip Blank Page** setting in your printer software, if available.

- Run a print head nozzle check to see if any of the nozzles are clogged. Then clean the print head, if necessary.
- Make sure your product is selected as the printer in your printing program.
- Make sure your product is on a flat surface and operating in the recommended environmental conditions or multiple sheets of paper may be fed at the same time.

Parent topic: Solving Page Layout and Content Problems

Related concepts

Print Head Nozzle Check

Related references

Environmental Specifications

Paper or Media Type Settings - Printing Software

Related tasks

Selecting the Paper Settings for Each Source - Control Panel

Incorrect Margins on Printout

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

- Make sure you selected the correct paper size settings in your printing program and printer software.
- Make sure you selected the correct margins for your paper size in your printing program.
- Make sure your paper is positioned correctly for feeding into the product.
- Load paper in the correct direction and slide the edge guides against the edges of the paper.

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

Parent topic: Solving Page Layout and Content Problems

Related references

Paper or Media Type Settings - Printing Software

Related tasks

Selecting the Paper Settings for Each Source - Control Panel

Loading Paper in the Paper Cassettes and Rear Paper Tray

Incorrect Characters Print

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

- Make sure any cables are securely connected at both ends.

- In Windows, delete all jobs from the Windows Spooler. Click **Print Queue** on the Maintenance tab in the printer settings window, and cancel any stalled print jobs.
- On a Mac, cancel any paused print jobs.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If incorrect characters still appear in your prints, try connecting your product using a different cable.
- If your computer entered sleep mode the last time you printed, the next print job after your computer exits sleep mode may contain garbled characters. Print your document again.
- Make sure you are using the printer software for this product. Check the product name at the top of the driver window.
- If you are using the PostScript printer software, EPS files created in binary format may not print correctly. Try creating the file in ASCII format instead.
- If you are using the Windows PostScript printer software, the product cannot print binary data if it is connected to the computer using a USB cable. Try selecting **ASCII** or **TBCP** as the **Output Protocol** setting on the Device Settings tab in the printer properties.
- If you are using the Windows PostScript printer software, select the appropriate substitution fonts on the Device Settings tab in the printer properties.

Parent topic: Solving Page Layout and Content Problems

Incorrect Image Size or Position

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

- Make sure you selected the correct paper size and layout settings in your printing program and printer software.
- Make sure you selected the correct paper size on the control panel.
- Make sure your paper is positioned correctly for feeding into the printer.
- Slide the edge guides against the edges of the paper.
- Clean the scanner glass and document cover.
- If the edges of a copy are cropped, slightly move the original away from the edges of the scanner glass.
- Make sure you selected the correct margins for your paper size in your printing program.
- Be sure to select the appropriate original size setting for your original in the copy settings.

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

Parent topic: Solving Page Layout and Content Problems

Related references

Paper or Media Type Settings - Printing Software

Related tasks

Selecting the Paper Settings for Each Source - Control Panel

Loading Paper in the Paper Cassettes and Rear Paper Tray

Slanted Printout

If your printouts are slanted, try these solutions:

- Make sure the paper is loaded in the correct direction.
- Make sure your paper meets the specifications for your product.
- Do not load more than the recommended number of sheets.
- Slide the edge guides against the edges of the paper.
- Make sure the paper type setting matches the type of paper you loaded.
- Select a higher print quality setting in your printer software.
- Turn off any high speed settings in your product software.
- Align the print head.
- Adjust the print quality.
- If aligning the print head did not improve the quality, disable the **Bidirectional Printing** setting.
- Make sure the product is not printing while tilted or at an angle.

Parent topic: Solving Page Layout and Content Problems

Related references

Paper or Media Type Settings - Printing Software

Related tasks

Selecting the Paper Settings for Each Source - Control Panel

Loading Paper in the Paper Cassettes and Rear Paper Tray

Solving Print Quality Problems

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

Note: When printing using AirPrint, the available print settings are different from those covered in this manual. See the Apple website for details.

White or Dark Lines in Printout
Blurry or Smeared Printout
Faint Printout or Printout Has Gaps
Grainy Printout

Parent topic: Solving Problems

White or Dark Lines in Printout

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

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Make sure the paper type setting matches the type of paper you loaded.
- Make sure you loaded the printable side of the paper correctly for your product.
- Turn off any high speed settings in your product software.
- Align the print head. If print quality does not improve after aligning the print head, disable the bidirectional (high speed) setting.
- Adjust the print quality in the product software.
- If you are copying from the ADF, copy from the scanner glass instead or use a higher quality setting.
- Clean any dust or dirt from your originals.
- Clean the ADF.
- When vertical banding appears or the paper is smeared, clean the paper path.
- You may need to replace the ink pack.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check

Related references

Paper or Media Type Settings - Printing Software

Related tasks

Selecting the Paper Settings for Each Source - Control Panel

Loading Paper in the Paper Cassettes and Rear Paper Tray
Aligning the Print Head Using the Product Control Panel
Cleaning the Paper Guide
Removing and Installing Ink Packs

Blurry or Smeared Printout

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

- Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.
- Slide the edge guides to the edges of the paper.
- Use a support sheet with special paper, or load special paper one sheet at a time.
- Make sure your paper meets the specifications for your product.
- Use Epson papers to ensure proper saturation and absorption of genuine Epson inks.
- Do not load more than the recommended number of sheets. For plain paper, do not load above the line indicated by the triangle symbol on the edge guide.
- Make sure the paper type setting in your product software matches the type of paper you loaded.
- Make sure you loaded the printable side of the paper correctly for your product.
- If you are printing on thick paper or envelopes, turn on the **Thick Paper** setting from the control panel or select **Thick Paper and Envelopes** in the Extended Settings of the printer software. (Turning this setting on will decrease print speed.)
- When manually printing 2-sided, make sure the ink is completely dry before loading the paper.
- Remove each sheet from the output tray as it is printed.
- Avoid handling printouts on glossy paper right after printing to allow the ink to set.
- Turn off any high speed settings in your product software.
- When vertical banding appears or the paper is smeared, clean the paper path.
- If you printed on the wrong side of photo paper, clean the paper path.
- If you print on both sides of a sheet of paper, smudges may appear on the reverse side of heavily saturated or dark images. If one side of a sheet will contain a lighter image or text, print that side first. Adjust the density and/or ink drying time settings.
- Lower the copy density setting on the product control panel.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.

- Align the print head.
- Adjust the print quality in the product software.
- Clean the paper path.
- Clean the paper rollers.
- Do not press too hard on the original or the document cover when you are scanning originals on the scanner glass.
- Clean the scanner glass.
- If you are copying from the ADF, place your originals on the scanner glass instead.
- Clean the ADF.
- Clean the originals.

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

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check
Print Head Cleaning

Related references

Paper Specifications
Compatible Epson Papers
Paper or Media Type Settings - Printing Software

Related tasks

Loading Paper in the Paper Cassettes and Rear Paper Tray
Selecting the Paper Settings for Each Source - Control Panel
Selecting Double-sided Printing Settings - Windows
Selecting Double-sided Printing Settings - Mac
Cleaning the Paper Guide
Aligning the Print Head Using the Product Control Panel

Faint Printout or Printout Has Gaps

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

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

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check

Related references

Paper or Media Type Settings - Printing Software

Related tasks

Removing and Installing Ink Packs
Cleaning the Paper Guide
Aligning the Print Head Using the Product Control Panel
Adjusting the Print Quality Using the Product Control Panel
Selecting the Paper Settings for Each Source - Control Panel

Grainy Printout

If your printouts are grainy, try these solutions:

- Make sure you loaded the printable side of the paper correctly for your product.
- Select a higher print quality setting and turn off any high speed settings in your product software.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.

- Align the print head.
- Adjust the print quality in the product software.
- If a cross-hatch pattern appears in the copied image, change the **Reduce/Enlarge** setting. If a cross-hatch pattern still appears, place the original at a slightly different angle.
- You may need to increase the image resolution or print a smaller size; see your software documentation.

  Note: Images from the Internet may be low resolution and not result in a high quality printout.

- If you enlarged the image size in an image-editing program, you need to increase the image resolution setting to retain a high image quality. Increase the image resolution by the same amount you increase the image size. For example, if the image resolution is 300 dpi (dots per inch) and you will double the image size for printing, change the resolution setting to 600 dpi.

  Note: Higher resolution settings result in larger file sizes, which take longer to process and print. Consider the limitations of your computer system when selecting a resolution, and select the lowest possible resolution that produces acceptable quality to keep file sizes manageable.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check

Related tasks

Loading Paper in the Paper Cassettes and Rear Paper Tray

Aligning the Print Head Using the Product Control Panel

Adjusting the Print Quality Using the Product Control Panel

Uninstall Your Product Software

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

Uninstalling Printing Software - Windows

Uninstalling Product Software - Mac

Parent topic: Solving Problems

Uninstalling Printing Software - Windows

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

1. Turn off the product.
2. Disconnect any interface cables.
3. Do one of the following:
   - **Windows 11**: Click , then search for **Settings** and select it. Select **Apps** or **System** > **Apps & features**. Then select the program you want to uninstall and select **Uninstall**.
   - **Windows 10**: Click  and select  (Settings) > **Apps** > **Apps & features**. Select the program you want to uninstall and select **Uninstall**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Control Panel** > **Programs** > **Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

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

     In the next window, select your product, if necessary, and click **OK**. Then follow any on-screen instructions.
   - **Windows (other versions)**: Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson**, select your product, then click **EPSON Printer Software Uninstall**.

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

     In the next window, select your product, if necessary, and click **OK**. Then follow any on-screen instructions.
4. Restart your computer, then re-install your software.

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

Parent topic: Uninstall Your Product Software

Uninstalling Product Software - Mac

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

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

1. To download the Uninstaller utility, visit epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and select your product.
2. Click **Downloads**.
3. Select your operating system, click **Utilities**, locate the Uninstaller utility, and click **Download**.
4. Run the file you downloaded.
5. Double-click the **Uninstaller** icon.
6. In the Epson Uninstaller screen, select the checkbox for each software program you want to uninstall.
7. Click **Uninstall**.
8. Follow the on-screen instructions to uninstall the software.
9. Reinstall your product software.

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

Parent topic: Uninstall Your Product Software

Where to Get Help (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 epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America) 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:

- U.S. and Canada (English): (800) 241-5786, 7 a.m. to 4 p.m., Pacific Time, Monday through Friday
- Canada (French): (905) 709-3839, 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 epson.com (U.S. sales), epson.ca (Canadian sales), or latin.epson.com (Latin American 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.

Parent topic: Solving Problems

Where to Get Help (Latin America)

If you need additional help with your Epson product, contact Epson.

Epson provides these technical support services:

Internet Support

Visit Epson's support website at latin.epson.com/support 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:

Country	Telephone
Argentina	(54 11) 5167-0300 0800-288-37766
Bolivia*	800-100-116
Brazil	0800-007-5000
Chile	(56 2) 2484-3400
Colombia	Bogota: (57 1) 602-4751 Other cities: 01-8000-915235
Costa Rica	800-377-6627
Dominican Republic*	1-888-760-0068
Ecuador*	1-800-000-044
El Salvador*	800-6570
Guatemala*	1-800-835-0358
Mexico	Mexico City: (52 55) 1323-2052 Other cities: 01-800-087-1080
Nicaragua*	00-1-800-226-0368
Panama*	00-800-052-1376
Paraguay	009-800-521-0019
Peru	Lima: (51 1) 418-0210 Other cities: 0800-10126
Uruguay	00040-5210067
Venezuela	(58 212) 240-1111

* Contact your local phone company to call this toll-free number from a mobile phone.

If your country does not appear in the list, contact the sales office in the nearest country. Toll or long distance charges may apply.

Purchase Supplies and Accessories

You can purchase genuine Epson ink and paper from an Epson authorized reseller. To find the nearest reseller, visit latin.epson.com or call your nearest Epson sales office.

Parent topic: Solving Problems

Technical Specifications

These sections list the technical specifications for your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S.) or this site (Canada) for information on how to return your Epson products for proper disposal.

Windows System Requirements
Mac System Requirements
Paper Specifications
Printable Area Specifications
Ink Pack Specifications
Dimension Specifications
Electrical Specifications
Environmental Specifications
Interface Specifications
Network Interface Specifications
Safety and Approvals Specifications

Windows System Requirements

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

- Windows 11
- Windows 10
- Windows 8.x
- Windows 7
- Windows Vista
- Windows Server 2022
- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012

- Windows Server 2008 R2
- Windows Server 2008
- Windows Server 2003 SP2 or later

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America), select your product, and select **Downloads**.

Parent topic: Technical Specifications

Mac System Requirements

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

- macOS 13.x
- macOS 12.x
- macOS 11.x
- macOS 10.15.x
- macOS 10.14.x
- macOS 10.13.x
- macOS 10.12.x
- OS X 10.11.x
- OS X 10.10.x
- OX X 10.9.5.x

Parent topic: Technical Specifications

Paper Specifications

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

Single-sheets

Size	A4 (8.3 × 11.7 inches [210 × 297 mm]) A6 (4.1 × 5.8 inches [105 × 148 mm]) Letter (8.5 × 11 inches [216 × 279 mm]) Legal (8.5 × 14 inches [216 × 356 mm]) 8.5 × 13 inches (216 × 330 mm) Executive (7.25 × 10.5 inches [184 × 267 mm]) Mexico-Oficio (8.5 × 13.4 inches [216 × 340 mm]) Oficio 9 (8.46 × 12.4 inches [215 × 315 mm]) 4 × 6 inches (102 × 152 mm) 5 × 7 inches (127 × 178 mm) 8 × 10 inches (203 × 254 mm) 16:9 wide (4 × 7.1 inches [102 × 181 mm]) Half Letter (5.5 × 8.5 inches [140 × 216 mm])
Paper types	Plain paper **Note:** Your product also supports compatible papers distributed by Epson. See the link at the end of this topic for a list of compatible Epson papers.
Weight	Plain paper: 17 lb (64 g/m^2) to 24 lb (90 g/m^2) Thick paper: 25 lb (91 g/m^2) to 68 lb (256 g/m^2)

Envelopes

Size	No. 10 (4.1 × 9.5 inches [105 × 241 mm])
Paper types	Plain bond paper
Weight	20 lb (75 g/m^2) to 27 lb (100 g/m^2)

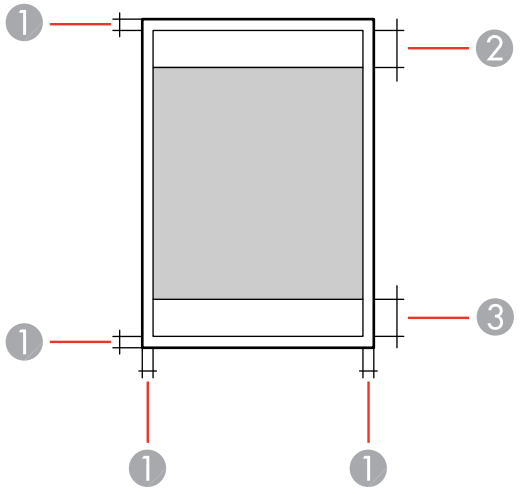
Parent topic: Technical Specifications

Related references

Compatible Epson Papers

Printable Area Specifications

Single sheets

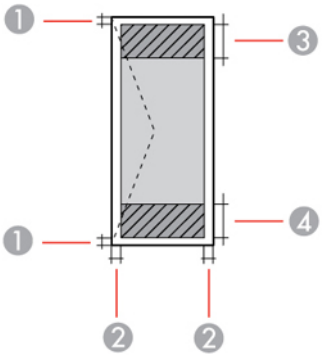


1 Top/bottom/right/left: 0.12 inch (3 mm) minimum

2 Reduced print quality area/top: 1.85 inches (47 mm) minimum

3 Reduced print quality area/bottom: 1.77 inches (45 mm) minimum

Envelopes



1 Left/right: 0.12 inch (3 mm) minimum

2 Top/bottom: 0.12 inch (3 mm) minimum

3 Reduced print quality area/left: 0.71 inch (18 mm) minimum

4 Reduced print quality area/right: 1.85 inches (47 mm) minimum

Parent topic: Technical Specifications

Ink Pack Specifications

Note: Your printer is designed to work only with genuine Epson-brand ink packs. Other brands of ink packs 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 ink packs that functioned prior to a firmware update may not continue to function.

The included initial ink pack is designed for reliable printer setup and cannot be used as a replacement ink pack 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 reduces yields. Your ink pack must be installed with ink for printing and printer maintenance. For print quality, some ink remains in the replaced ink pack.

Color	Black

Ink pack life	Opened package: 2 years
	Unopened package: do not use if the date on the package has expired
Temperature	Storage: –22 to 104 °F (–30 to 40 °C)
	1 month at 104 °F (40 °C)
	Ink may freeze at 32 °F (0 °C) or lower.
	Ink thaws and is usable after 5 hours at 77 °F (25 °C)

Parent topic: Technical Specifications

Dimension Specifications

Height	Stored: 14.1 inches (357 mm)
	Stored with 1 optional paper cassette installed: 18 inches (457 mm)
	Stored with 2 optional paper cassettes installed: 21.9 inches (557 mm)
	Stored with 3 optional paper cassettes installed: 25.9 inches (657 mm)
	Printing: 17.7 inches (449 mm)
	Printing with one optional paper cassette installed: 21.6 inches (549 mm)
	Printing with two optional paper cassettes installed: 25.6 inches (649 mm)
	Printing with three optional paper cassettes installed: 29.5 inches (749 mm)
Width	Stored: 16.7 inches (425 mm)
	Printing: 16.7 inches (425 mm)
Depth	Stored: 21.1 inches (535 mm); with output tray installed
	Printing: 22.8 inches (578 mm)

Weight	33.1 lb (18.7 kg)
(without ink packs or power cord)	With one optional paper cassette installed: 43.0 lb (19.5 kg)
	With two optional paper cassettes installed: 52.9 lb (24.0 kg)
	With three optional paper cassettes installed: 62.8 lb (28.5 kg)

Parent topic: Technical Specifications

Electrical Specifications

Power supply rating	100 to 240 V
Rated frequency range	50 to 60 Hz
Rated current	0.7 to 0.4 A
Power consumption	Standalone copying: Approximately 25 W (ISO/IEC24712)
	Ready mode: Approximately 9.8 W
	Sleep mode: Approximately 1.1 W
	Power off mode: Approximately 0.2 W

Parent topic: Technical Specifications

Environmental Specifications

Temperature	Operating: 50 to 95 °F (10 to 35 °C)
	Storage: –4 to 104 °F (–20 to 40 °C) before initial ink charging
	5 to 104 °F (–15 to 40 °C) after initial ink charging
	1 month at 104 °F (40 °C)
Humidity	Operating: 20 to 80% RH
(without condensation)	Storage: 5 to 85% RH

Parent topic: Technical Specifications

Interface Specifications

Interface type	Hi-Speed USB (Device Class for computers) Hi-Speed USB (for external USB device)

Note: Epson cannot guarantee the operation of externally connected devices. USB 3.0 cables are not supported.

Parent topic: Technical Specifications

Network Interface Specifications

Wi-Fi (U.S. and Canada)

Standard	IEEE 802.11a/b/g/n[*1]/ac/k/r/v
Security	WPA2-PSK (AES); complies with WPA2 standards with support for WPA/WPA2 Personal WPA3-SAE (AES) WPA2/WPA-3-Enterprise WEP (64/128 bit) **Note:** Wi-Fi Direct only supports WPA2-PSK (AES)
Frequency band	IEEE 802.11b/g/n: 2.4 GHz IEEE 802.11a/n/ac: 5 GHz

Channels	2.4 GHz: 1/2/3/4/5/6/7/8/9/10/11/12/13 5 GHz: Wi-Fi: • W52 (36/40/44/48) • W53 (52/56/60/64) • W56 (100/104/108/112/116/132/136/140/144) • W58 (149/153/157/161/165) Wi-Fi Direct: • W52 (36/40/44/48) • W58 (149/153/157/161/165)
Connection modes	Infrastructure mode Wi-Fi Direct (Simple AP) **Note:** Wi-Fi Direct Simple AP mode is available even if you connect the product to an Ethernet network. Wi-Fi Direct is not supported on IEEE 802.11b.

*1: Only available for the HT20

Wi-Fi (Latin America)

Standard	IEEE 802.11 b/g/n*1/k/r/v
Security	WPA2-PSK (AES); complies with WPA2 standards with support for WPA/WPA2 Personal WPA3-SAE (AES) WPA2/WPA-3-Enterprise WEP (64/128 bit) **Note:** Wi-Fi Direct only supports WPA2-PSK (AES)
Frequency band	2.4 GHz
Channels	1/2/3/4/5/6/7/8/9/10/11/12/13

Coordination modes	Infrastructure mode Wi-Fi Direct (Simple AP) **Note:** Wi-Fi Direct Simple AP mode is available even if you connect the product to an Ethernet network. Wi-Fi Direct is not supported on IEEE 802.11b.

*1: Only available for the HT20

Ethernet

Standard	IEEE802.3i (10BASE-T)* IEEE802.3u (100BASE-TX) IEEE802.3ab (1000BASE-T)* IEEE802.3az (Energy Efficient Ethernet); the connected device should be IEEE802.3az compliant
Communication mode	Auto, 10Mbps Full duplex, 10Mbps Half duplex, 100Mbps Full duplex, 100Mbps Half duplex
Connector	RJ-45

* Use a category 5e or higher STP (Shielded twisted pair) cable to prevent risk of radio interference.

Security

IEEE802.1X; requires the connected device to comply with IEEE802.1X

IPsec/IP Filtering

SSL/TLS; either HTTPS Server/Client or IPPS

SMTPS (StartTLS, SSL/TLS)

SNMPv3

Parent topic: Technical Specifications

Safety and Approvals Specifications

United States	Safety: UL60950-1
	EMC: FCC part 15 Subpart B Class B
Canada	Safety: CAN/CSA C22.2 No. 60950-1
	EMC: CAN ICES-3 (B)/NMB-3 (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).

Parent topic: Technical Specifications

Notices

Check these sections for important notices about your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S.) or this site (Canada) for information on how to return your Epson products for proper disposal.

Important Safety Instructions
FCC Compliance Statement
Binding Arbitration and Class Waiver
Trademarks
Copyright Notice

Important Safety Instructions

Before using your Epson product, read and follow these safety instructions.

General Printer Safety Instructions
Wireless Connection Safety Instructions
LCD Screen Safety Instructions

Parent topic: Notices

General Printer Safety Instructions

- Be sure to follow all warnings and instructions marked on the printer.
- Use only the type of power source indicated on the printer's label.
- Use only the power cord that comes with the printer. Use of another cord may cause fires or shock. Do not use the cord with any other equipment.
- Make sure the AC power cord meets the relevant local safety standard.
- Place the printer near a wall outlet where the plug can be easily unplugged.
- Avoid plugging the printer into an outlet on the same circuit as a photo copier or air control system that regularly switches on and off, or on an outlet controlled by a wall switch or timer.
- Do not let the power cord become damaged or frayed.

- If you use an extension cord with the printer, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- Always turn off the printer using the power button, and wait until the power light stops flashing before unplugging the printer or cutting off power to the electrical outlet.
- Place the printer on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.
- Keep your product at least 8.7 inches (22 cm) away from cardiac pacemakers to prevent your product's radio waves from affecting the operation of the pacemaker.
- Leave enough space above the printer to fully raise the printer cover.
- Leave enough space in front of the printer for the paper to be fully ejected.
- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
- Do not place the printer near a radiator or heating vent or in direct sunlight.
- Leave enough room around the printer for sufficient ventilation. Do not block or cover openings in the case or insert objects through the slots.
- The power-supply cords should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the power-supply cords and do not allow the power-supply cords to be stepped on or run over. Be particularly careful to keep all the power-supply cords straight at the ends.
- Keep the printer away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- When connecting the printer to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Do not insert objects through the slots on the printer.
- Do not put your hand inside the printer while it is printing.
- Do not trap your fingers when closing the scanner unit.
- Do not touch the flat white cable inside the printer.
- Do not move the print head by hand; this may damage the printer.
- Do not spill liquid on the printer and do not handle the printer with wet hands.
- Do not use aerosol products that contain flammable gases inside or around the printer. Doing so may cause fire.
- Except as specifically explained in your documentation, do not attempt to service the printer yourself.

- Unplug the printer and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the case damaged; if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.
- Unplug the power cord from the electrical outlet if you are not going to use the printer for an extended period.

Parent topic: Important Safety Instructions

Wireless Connection Safety Instructions

Radio waves from this product may adversely affect the operation of medical equipment or automatically controlled devices, such as pacemakers, automatic doors or fire alarms. When using this product near such devices or inside a medical facility, follow the directions from authorized staff members at the facility, and follow all posted warnings and directions on the device to avoid causing an accident.

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

Parent topic: Important Safety Instructions

LCD Screen Safety Instructions

- Use only a dry, soft cloth to clean the LCD screen. Do not use liquid or chemical cleansers.
- If the LCD screen is damaged, contact Epson. 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.
- Do not press too hard on the LCD screen or subject it to heavy impacts.
- Do not use a pointy or sharp object, such as a pen or your fingernail, to operate the LCD screen.
- If the LCD screen chips or cracks, do not touch or attempt to remove the broken pieces; contact Epson for support.
- Do not subject your product to sudden changes in temperature or humidity; this may cause condensation to develop inside the LCD screen and degrade its performance.
- The LCD screen may contain a few small bright or dark spots, and may display uneven brightness. These are normal and do not indicate that the screen is damaged in any way.

Parent topic: Important Safety Instructions

FCC Compliance Statement

For United States Users

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

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

WARNING

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

For Canadian Users

CAN ICES-3(B)/NMB-3(B)

Parent topic: Notices

Binding Arbitration and Class Waiver

1. DISPUTES, BINDING INDIVIDUAL ARBITRATION, AND WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS

1.1 **Disputes**. The terms of this Section 1 shall apply to all Disputes between you and Epson. The term "Dispute" is meant to have the broadest meaning permissible under law and includes any dispute, claim, controversy or action between you and Epson arising out of or relating to this Agreement, Epson branded products (hardware and including any related software), or other transaction involving you and

Epson, whether in contract, warranty, misrepresentation, fraud, tort, intentional tort, statute, regulation, ordinance, or any other legal or equitable basis. "DISPUTE" DOES NOT INCLUDE IP CLAIMS, or more specifically, a claim or cause of action for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an "IP Claim"). You and Epson also agree, notwithstanding Section 1.6,that a court, not an arbitrator, may decide if a claim or cause of action is for an IP Claim.

1.2 **Binding Arbitration**. You and Epson agree that all Disputes shall be resolved by binding arbitration according to this Agreement. **ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED**. Pursuant to this Agreement, binding arbitration shall be administered by JAMS, a nationally recognized arbitration authority, pursuant to its code of procedures then in effect for consumer related disputes, but excluding any rules that permit joinder or class actions in arbitration (for more detail on procedure, see Section 1.6 below). You and Epson understand and agree that (a) the Federal Arbitration Act (9 U.S.C. §1, et seq.) governs the interpretation and enforcement of this Section 1, (b) this Agreement memorializes a transaction in interstate commerce, and (c) this Section 1 shall survive termination of this Agreement.

1.3 **Pre-Arbitration Steps and Notice**. Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to resolve the Dispute within the sixty (60) days), you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3131 Katella Ave., Los Alamitos, CA 90720 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at EAILegal@ea.epson.com or writing us at the Epson Address above. Notice of the Dispute shall include the sender's name, address and contact information, the facts giving rise to the Dispute, and the relief requested (the "Dispute Notice"). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

1.4 **Small Claims Court**. Notwithstanding the foregoing, you may bring an individual action in the small claims court of your state or municipality if the action is within that court's jurisdiction and is pending only in that court.

1.5 **WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS. YOU AND EPSON AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING, INCLUDING WITHOUT LIMITATION FEDERAL OR STATE CLASS ACTIONS, OR CLASS ARBITRATIONS. CLASS ACTION LAWSUITS, CLASS-WIDE ARBITRATIONS, PRIVATE ATTORNEY-GENERAL ACTIONS, AND ANY OTHER PROCEEDING WHERE SOMEONE ACTS IN A REPRESENTATIVE CAPACITY ARE NOT ALLOWED. ACCORDINGLY, UNDER THE ARBITRATION PROCEDURES OUTLINED IN THIS SECTION, AN ARBITRATOR SHALL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY'S CLAIMS**

WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.

1.6 **Arbitration Procedure**. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis (the "JAMS Rules"), available at http://www.jamsadr.com or by calling 1-800-352-5267, and under the rules set forth in this Agreement. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability or formation of this Agreement, including any claim that all or any part of this Agreement is void or voidable. Notwithstanding this broad delegation of authority to the arbitrator, a court may determine the limited question of whether a claim or cause of action is for an IP Claim, which is excluded from the definition of "Disputes" in Section 1.1 above. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator may award you the same damages as a court could, and may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

You may choose to engage in arbitration hearings by telephone. Arbitration hearings not conducted by telephone shall take place in a location reasonably accessible from your primary residence, or in Orange County, California, at your option.

a) Initiation of Arbitration Proceeding. If either you or Epson decides to arbitrate a Dispute, both parties agree to the following procedure:

(i) Write a Demand for Arbitration. The demand must include a description of the Dispute and the amount of damages sought to be recovered. You can find a copy of a Demand for Arbitration at http://www.jamsadr.com ("Demand for Arbitration").

(ii) Send three copies of the Demand for Arbitration, plus the appropriate filing fee, to: JAMS, 500 North State College Blvd., Suite 600 Orange, CA 92868, U.S.A.

(iii) Send one copy of the Demand for Arbitration to the other party (same address as the Dispute Notice), or as otherwise agreed by the parties.

b) Hearing Format. During the arbitration, the amount of any settlement offer made shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Epson is entitled. The discovery or exchange of non-privileged information relevant to the Dispute may be allowed during the arbitration.

c) Arbitration Fees. Epson shall pay, or (if applicable) reimburse you for, all JAMS filings and arbitrator fees for any arbitration commenced (by you or Epson) pursuant to provisions of this Agreement.

d) Award in Your Favor. For Disputes in which you or Epson seeks $75,000 or less in damages exclusive of attorney's fees and costs, if the arbitrator's decision results in an award to you in an amount greater than Epson's last written offer, if any, to settle the Dispute, Epson will: (i) pay you $1,000 or the amount of the award, whichever is greater; (ii) pay you twice the amount of your reasonable attorney's fees, if any; and (iii) reimburse you for any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing the Dispute in arbitration. Except as agreed upon by you and Epson in writing, the arbitrator shall determine the amount of fees, costs, and expenses to be paid by Epson pursuant to this Section 1.6d).

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section 1.6d) above does not limit your rights to attorney's fees and expenses under applicable law; notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

1.7 **Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section 1. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.**

1.8 **Amendments to Section 1**. Notwithstanding any provision in this Agreement to the contrary, you and Epson agree that if Epson makes any future amendments to the dispute resolution procedure and class action waiver provisions (other than a change to Epson's address) in this Agreement, Epson will obtain your affirmative assent to the applicable amendment. If you do not affirmatively assent to the applicable amendment, you are agreeing that you will arbitrate any Dispute between the parties in accordance with the language of this Section 1 (or resolve disputes as provided for in Section 1.7, if you timely elected to opt-out when you first assented to this Agreement).

1.9 **Severability**. If any provision in this Section 1 is found to be unenforceable, that provision shall be severed with the remainder of this Agreement remaining in full force and effect. **The foregoing shall not apply to the prohibition against class or representative actions as provided in Section 1.5. This means that if Section 1.5 is found to be unenforceable, the entire Section 1 (but only Section 1) shall be null and void.**

Parent topic: Notices

Trademarks

EPSON® is a registered trademark, the EPSON logo is a registered logomark, and Epson Connect™ is a trademark of Seiko Epson Corporation.

Remote Print™ is a trademark of Seiko Epson Corporation.

Mac, macOS, OS X, AirPrint, iPad, iPhone, iPod touch, and App Store are trademarks of Apple Inc., registered in the U.S. and other countries.

Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards.

Google® is a registered trademark and Android™, Chromebook™, Gmail™, Google Chrome™, and Google Play™ are trademarks of Google LLC.

Microsoft and Windows are trademarks of the Microsoft group of companies.

Wi-Fi Direct® is a registered trademark of Wi-Fi Alliance®.

PCL is a registered trademark of Hewlett-Packard Company.

General Notice: Other product names used herein are for identification purposes only and may be trademarks of their respective owners. Epson disclaims any and all rights in those marks.

EPSON®

Parent topic: Notices

Copyright Notice

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Seiko Epson Corporation. The information contained herein is designed only for use with this Epson product. Epson is not responsible for any use of this information as applied to other products.

Neither Seiko Epson Corporation nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs, or expenses incurred by purchaser or third parties as a result of: accident, misuse, or abuse of this product or unauthorized modifications, repairs, or alterations to this product, or (excluding the U.S.) failure to strictly comply with Seiko Epson Corporation's operating and maintenance instructions.

Seiko Epson Corporation shall not be liable for any damages or problems arising from the use of any options or any consumable products other than those designated as Original Epson Products or Epson Approved Products by Seiko Epson Corporation.

Seiko Epson Corporation shall not be held liable for any damage resulting from electromagnetic interference that occurs from the use of any interface cables other than those designated as Epson approved Products by Seiko Epson Corporation.

This information is subject to change without notice.

libTIFF Software Acknowledgment
A Note Concerning Responsible Use of Copyrighted Materials
Default Delay Times for Power Management for Epson Products
Copyright Attribution

Parent topic: Notices

libTIFF Software Acknowledgment

Copyright © 1988-1997 Sam Leffler

Copyright © 1991-1997 Silicon Graphics, Inc.

Permission to use, copy, modify, distribute, and sell this software and its documentation for any purpose is hereby granted without fee, provided that (I) the above copyright notices and this permission notice appear in all copies of the software and related documentation, and (ii) the names of Sam Leffler and Silicon Graphics may not be used in any advertising or publicity relating to the software without the specific, prior written permission of Sam Leffler and Silicon Graphics.

THE SOFTWARE IS PROVIDED "AS-IS" AND WITHOUT WARRANTY OF ANY KIND, EXPRESS, IMPLIED OR OTHERWISE, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

IN NO EVENT SHALL SAM LEFFLER OR SILICON GRAPHICS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR ANY DAMAGES WHATSOEVER RESULTING FROM LOSS OF USE, DATA OR PROFITS, WHETHER OR NOT ADVISED OF THE POSSIBILITY OF DAMAGE, AND ON ANY THEORY OF LIABILITY, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THIS SOFTWARE.

Parent topic: Copyright Notice

A Note Concerning Responsible Use of Copyrighted Materials

Epson encourages each user to be responsible and respectful of the copyright laws when using any Epson product. While some countries' laws permit limited copying or reuse of copyrighted material in

certain circumstances, those circumstances may not be as broad as some people assume. Contact your legal advisor for any questions regarding copyright law.

Parent topic: Copyright Notice

Default Delay Times for Power Management for Epson Products

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

Parent topic: Copyright Notice

Copyright Attribution

© 2023 Epson America, Inc.

9/23

CPD-63403

Parent topic: Copyright Notice