

XP-241 User's Guide

Contents

XP-241 User's Guide	11
Product Basics	12
Product Parts Locations	12
Control Panel Buttons and Lights	12
Product Parts - Top.....	13
Product Parts - Inside	15
Product Parts - Back.....	16
Changing the Default Paper Size in the Control Panel	16
The Power Off and Sleep Timers	17
Changing the Power and Sleep Timer Settings - Windows.....	17
Changing the Power and Sleep Timer Settings - OS X.....	18
Epson Connect Solutions for Smartphones, Tablets, and More	19
Using Epson Email Print	20
Using the Epson iPrint Mobile App	20
Using Epson Remote Print	21
Wi-Fi Networking	22
Wi-Fi Infrastructure Mode Setup.....	22
Wi-Fi Protected Setup (WPS).....	23
Using WPS to Connect to a Network	23
Printing a Network Status Sheet.....	24
Changing or Updating Network Connections	24
Changing a USB Connection to a Wi-Fi Connection.....	24
Connecting to a New Wi-Fi Router	25
Accessing the Web Config Utility.....	25
Loading Paper	26
Loading Paper for Documents or Photos.....	26
Loading Envelopes	29
Paper Loading Capacity	31
Available Epson Papers	32
Borderless Paper Type Compatibility	34

Paper or Media Type Settings	35
Placing Originals on the Product	36
Placing Originals on the Scanner Glass	36
Copying	39
Copying Documents or Photos	39
Printing from a Computer	40
Printing with Windows	40
Selecting Basic Print Settings - Windows	40
Print Quality Options - Windows	43
Multi-Page Printing Options - Windows	43
Selecting Double-sided Printing Settings - Windows	43
Double-sided Printing Options - Windows	45
Selecting Additional Layout and Print Options - Windows	45
Custom Color Correction Options - Windows	46
Image Options and Additional Settings - Windows	48
Header/Footer Settings - Windows	48
Selecting a Printing Preset - Windows	49
Selecting Extended Settings - Windows	51
Extended Settings - Windows	52
Printing Your Document or Photo - Windows	53
Checking Print Status - Windows	55
Selecting Default Print Settings - Windows	55
Changing the Language of the Printer Software Screens	56
Changing Automatic Update Options	57
Printing with OS X	58
Selecting Basic Print Settings - OS X	59
Print Quality Settings - OS X	63
Print Options - OS X	63
Selecting Page Setup Settings - OS X	64
Selecting Print Layout Options - OS X	65
Managing Color - OS X	65
Color Matching and Color Options - OS X	66
Selecting Printing Preferences - OS X	67

Printing Preferences - OS X.....	68
Printing Your Document or Photo - OS X.....	69
Checking Print Status - OS X.....	69
Cancelling Printing Using a Product Button.....	70
Scanning.....	71
Starting a Scan.....	71
Starting a Scan Using the Product Buttons.....	71
Changing Default Scan Button Settings.....	71
Starting a Scan Using the Epson Scan 2 Icon.....	72
Starting a Scan from a Scanning Program.....	74
Scanning in Epson Scan 2.....	76
Additional Scanning Settings - Main Settings Tab.....	79
Additional Scanning Settings - Advanced Settings Tab.....	79
Image Format Options.....	80
Scan Resolution Guidelines.....	81
Scanning from Smart Devices.....	82
Scanning to Online Destinations Using Easy Photo Scan.....	82
Scanning Using Easy Photo Scan.....	83
Uploading Scanned Images to Facebook.....	85
Uploading Scanned Images to Google Photos.....	86
Uploading Scanned Images to Evernote.....	88
Uploading Scanned Images to SugarSync.....	90
Uploading Scanned Images to a Web Folder.....	92
Uploading Scanned Images to Email.....	94
Saving Scanned Images to a Folder.....	95
Epson JPEG File Settings.....	96
Epson TIFF and Multi-TIFF File Settings.....	98
Saving Scanned Documents as a Searchable PDF.....	99
Replacing Ink Cartridges.....	100
Check Cartridge Status.....	100
Checking Cartridge Status Lights.....	100
Checking Cartridge Status with Windows.....	101
Checking Cartridge Status with OS X.....	104

Purchase Epson Ink Cartridges.....	105
Ink Cartridge Part Numbers.....	105
Removing and Installing Ink Cartridges.....	106
Replacing Ink Cartridges Using a Computer Utility.....	111
Printing with Black Ink and Expanded Color Cartridges.....	112
Printing with Expanded Color Cartridges - Windows.....	112
Printing with Expanded Color Cartridges - OS X.....	113
Conserving Low Black Ink with Windows.....	115
Adjusting Print Quality.....	116
Print Head Maintenance.....	116
Print Head Nozzle Check.....	116
Checking the Nozzles Using the Product Buttons.....	116
Checking the Nozzles Using a Computer Utility.....	118
Print Head Cleaning.....	119
Cleaning the Print Head Using the Product Buttons.....	120
Cleaning the Print Head Using a Computer Utility.....	120
Print Head Alignment.....	123
Aligning the Print Head Using a Computer Utility.....	123
Cleaning the Paper Path.....	125
Cleaning and Transporting Your Product.....	126
Cleaning Your Product.....	126
Transporting Your Product.....	126
Solving Problems.....	129
Checking for Software Updates.....	129
Product Light Status.....	130
Running a Product Check.....	132
Solving Setup Problems.....	132
Noise After Ink Installation.....	133
Software Installation Problems.....	133
USB Connection Problems.....	134
Solving Network Problems.....	134
Product Cannot Connect to a Wireless Router or Access Point.....	134
Network Software Cannot Find Product on a Network.....	135

Product Does Not Appear in OS X Printer Window.....	136
Cannot Print Over a Network.....	137
Cannot Scan Over a Network.....	138
Solving Copying Problems.....	139
Product Makes Noise, But Nothing Copies.....	139
Copies are Cut Off.....	140
Product Makes Noise When It Sits for a While.....	140
Solving Paper Problems.....	140
Paper Feeding Problems.....	140
Paper Jam Problems.....	141
Paper Ejection Problems.....	142
Solving Problems Printing from a Computer.....	143
Nothing Prints.....	143
Product Icon Does Not Appear in Windows Taskbar.....	144
Error After Cartridge Replacement.....	144
Printing is Slow.....	145
Solving Page Layout and Content Problems.....	146
Inverted Image.....	146
Too Many Copies Print.....	147
Blank Pages Print.....	147
Incorrect Margins on Printout.....	147
Border Appears on Borderless Prints.....	148
Incorrect Characters Print.....	148
Incorrect Image Size or Position.....	149
Slanted Printout.....	149
Solving Print Quality Problems.....	150
White or Dark Lines in Printout.....	150
Blurry or Smearred Printout.....	151
Faint Printout or Printout Has Gaps.....	152
Grainy Printout.....	152
Incorrect Colors.....	153
Solving Scanning Problems.....	154
Scanning Software Does Not Operate Correctly.....	154

Cannot Start Epson Scan 2	155
Solving Scanned Image Quality Problems	155
Image Consists of a Few Dots Only	156
Line of Dots Appears in All Scanned Images	156
Straight Lines in an Image Appear Crooked	157
Image is Distorted or Blurry	157
Image Colors are Patchy at the Edges	157
Image is Too Dark	158
Back of Original Image Appears in Scanned Image	158
Ripple Patterns Appear in an Image	158
Scanned Image Colors Do Not Match Original Colors	158
Scanned Image Edges are Cropped	159
Uninstall Your Product Software.....	159
Uninstalling Product Software - Windows	159
Uninstalling Product Software - OS X	161
Where to Get Help.....	161
Technical Specifications	164
Windows System Requirements	164
OS X System Requirements.....	165
Paper Specifications	165
Printable Area Specifications	166
Scanning Specifications	168
Ink Cartridge Specifications.....	168
Dimension Specifications	169
Electrical Specifications	169
Environmental Specifications	170
Interface Specifications	170
Network Interface Specifications	170
Safety and Approvals Specifications	171
Notices	172
FCC Compliance Statement.....	172
Trademarks	173
Copyright Notice.....	173

libTIFF Software Acknowledgment.....	174
A Note Concerning Responsible Use of Copyrighted Materials.....	174
Default Delay Times for Power Management for Epson Products	174
Copyright Attribution	175

XP-241 User's Guide

Welcome to the XP-241 *User's Guide*.

For a printable PDF copy of this guide, [click here](#).

Product Basics

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

[Product Parts Locations](#)

[Changing the Default Paper Size in the Control Panel](#)

[The Power Off and Sleep Timers](#)

[Epson Connect Solutions for Smartphones, Tablets, and More](#)

Product Parts Locations

See these sections to identify the parts on your product.

[Control Panel Buttons and Lights](#)

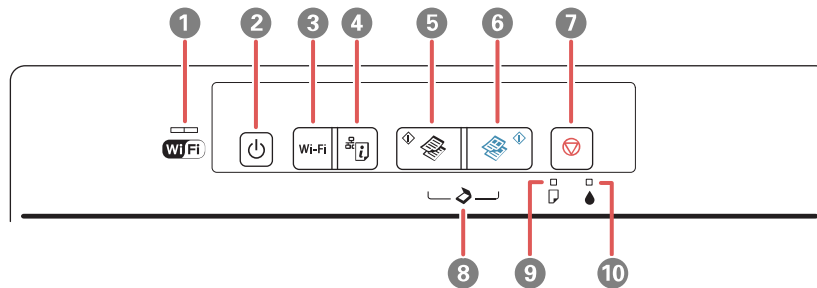
[Product Parts - Top](#)




[Product Parts - Inside](#)








[Product Parts - Back](#)

Parent topic: [Product Basics](#)

Control Panel Buttons and Lights

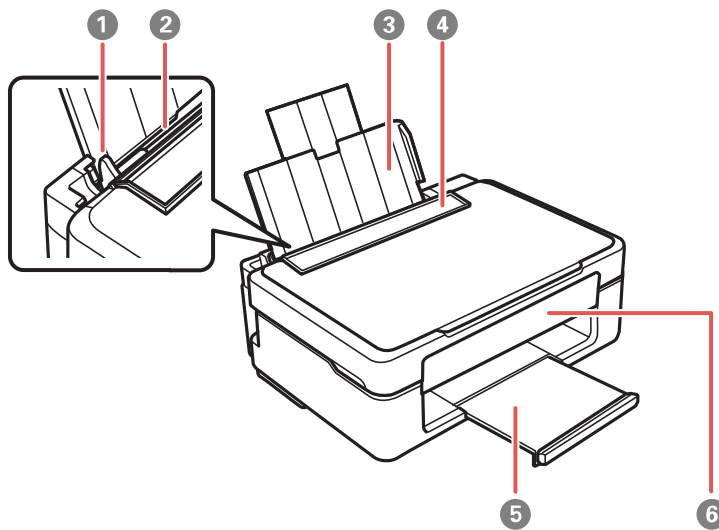


- 1 The WiFi light
- 2 The  power button and  power light
- 3 The **Wi-Fi** button
- 4 The  network status button

- 5 The  B&W copy button
- 6 The  color copy button
- 7 The  stop button
- 8 Scan by pressing the  B&W copy button and the  color copy button simultaneously
- 9 The  paper light
- 10 The  ink light

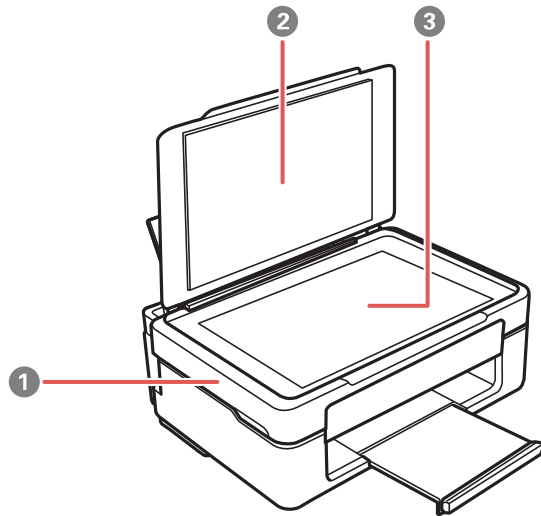
Parent topic: [Product Parts Locations](#)

Product Parts - Top



- 1 Edge guide
- 2 Sheet feeder
- 3 Paper support
- 4 Feeder guard
- 5 Output tray

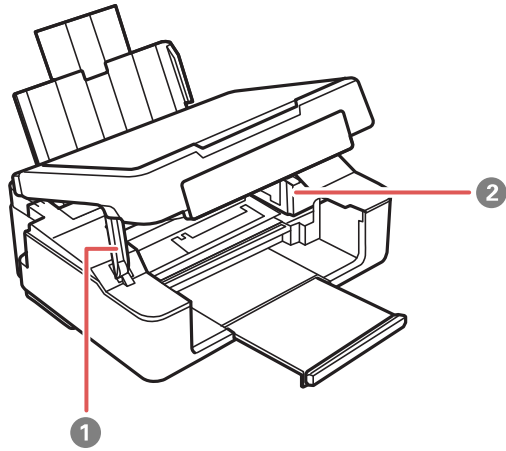
6 Control panel



- 1 Scanner unit
- 2 Document cover
- 3 Scanner glass

Parent topic: [Product Parts Locations](#)

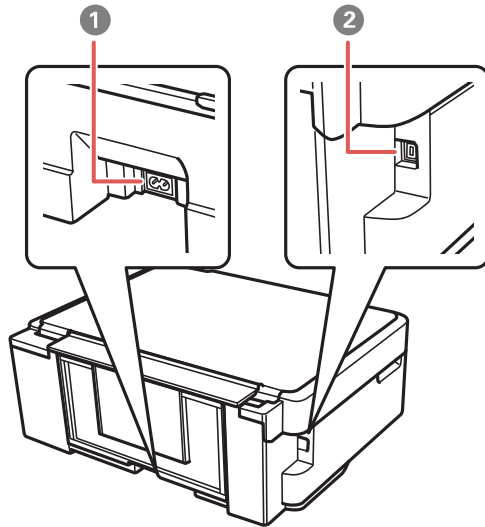
Product Parts - Inside



- 1 Scanner unit support
- 2 Ink cartridge holder in home position

Parent topic: [Product Parts Locations](#)

Product Parts - Back







- 1 AC inlet
- 2 USB port

Parent topic: [Product Parts Locations](#)

Changing the Default Paper Size in the Control Panel

Depending on your region, the default paper size for copies is either A4 (8.3 × 11.7 inches [210 × 297 mm]) or Letter (8.5 × 11 inches [216 × 279 mm]).

- To change the default paper size to A4 (8.3 × 11.7 inches [210 × 297 mm]), make sure the product is turned off, then hold down the  color copy button and press the  power button to turn the product on. When the product turns on, release both buttons.
- To change the default paper size to Letter (8.5 × 11 inches [216 × 279 mm]), make sure the product is turned off, then hold down the  B&W copy button and press the  power button to turn the product on. When the product turns on, release both buttons.

Parent topic: [Product Basics](#)

Related references

[Available Epson Papers](#)

The Power Off and Sleep Timers

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

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

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

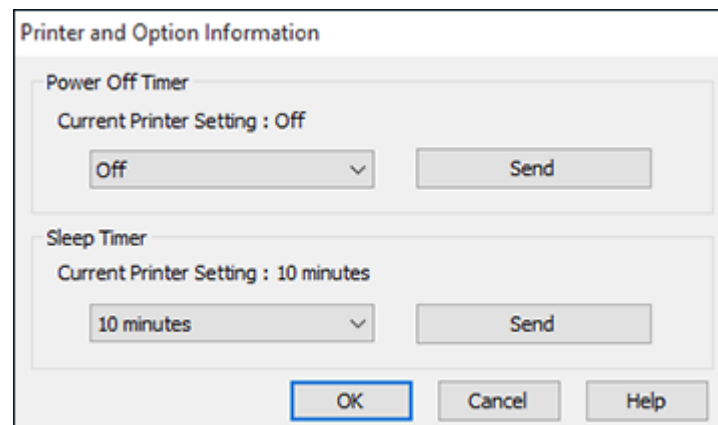
Parent topic: [Product Basics](#)

Changing the Power and Sleep Timer Settings - Windows

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

1. Make sure your product is turned on.
2. Access the Windows Desktop and right-click the product icon in the Windows taskbar.
3. Select **Printer Settings**.
4. Click the **Maintenance** tab.
5. Click the **Printer and Option Information** button.

You see this screen:



6. Select the length of time after which you want the product to automatically turn off when it is not in use as the **Power Off Timer** setting.
7. Click **Send**.
8. Select the time period you want before the product goes to sleep as the **Sleep Timer** setting.
9. Click **Send**.
10. Click **OK** to close the open program windows.

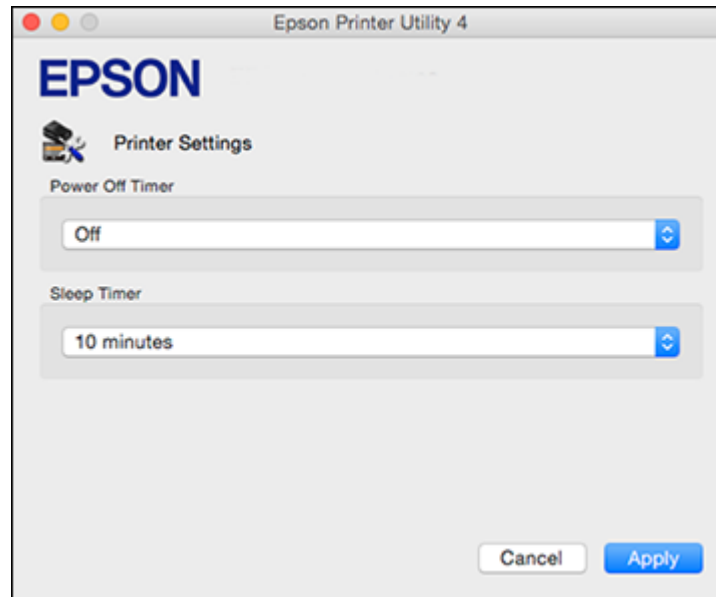
Parent topic: [The Power Off and Sleep Timers](#)

Changing the Power and Sleep Timer Settings - OS X

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

1. Make sure your product is turned on.
2. 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**.
3. Select **Printer Settings**.

You see this window:



4. Select the length of time after which you want the product to automatically turn off when it is not in use as the **Power Off Timer** setting.
5. Select the time period you want before the product goes to sleep as the **Sleep Timer** setting.
6. Click **Apply**.
7. Close the Printer Settings window.

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

Epson Connect Solutions for Smartphones, Tablets, and More

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

Print from anywhere with these Epson Connect solutions:

- Epson Email Print
- Epson iPrint Mobile App
- Epson Remote Print

Scan and send a file as an email or upload it to an online service directly from your Epson product with Epson Scan to Cloud or the Epson iPrint Mobile App.

[Using Epson Email Print](#)

[Using the Epson iPrint Mobile App](#)

[Using Epson Remote Print](#)

Parent topic: [Product Basics](#)

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, visit epsonconnect.com 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 topics

[Wi-Fi Networking](#)

Using the Epson iPrint Mobile App

Use this free Apple and Android app to print and scan with networked Epson products. Epson iPrint lets you print PDFs, Microsoft Office documents, photos, and web pages over a wireless network. You can scan and save a file on your device, send it as an email, or upload it to an online service such as Box, Dropbox, Evernote, or Google Drive.

1. Connect your product to your wireless network. See the link below.
2. Visit epson.com.jm/connect to learn more about Epson iPrint and check the compatibility of your mobile device.
3. Download Epson iPrint from the Apple App Store or Google Play.

4. Connect your mobile device to the same wireless network as your product.
5. Open Epson iPrint and select your Epson product.

Now you are ready to print or scan with your mobile device and your Epson product.

Parent topic: [Epson Connect Solutions for Smartphones, Tablets, and More](#)

Related topics

[Wi-Fi Networking](#)

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 topics

[Wi-Fi Networking](#)

Wi-Fi Networking

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

[Wi-Fi Infrastructure Mode Setup](#)

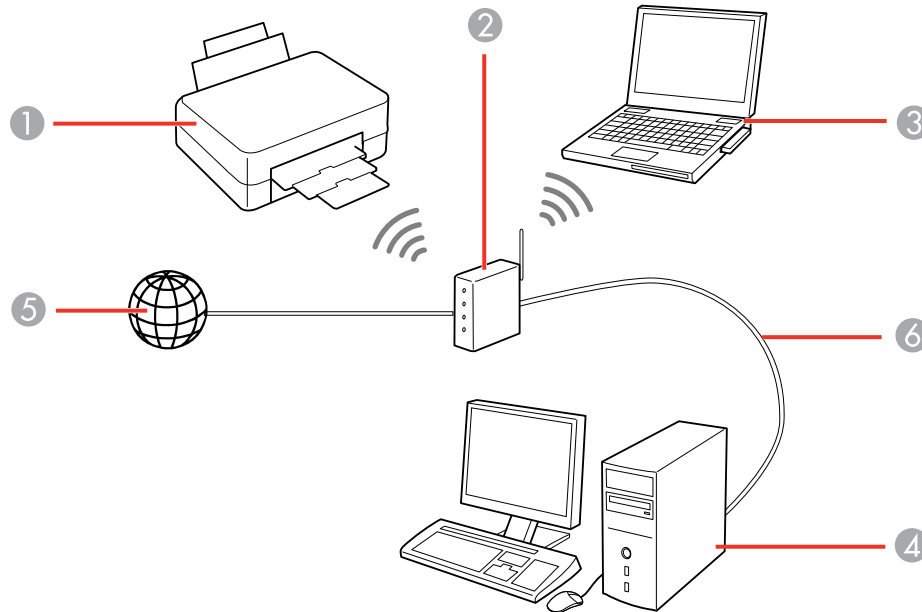
[Wi-Fi Protected Setup \(WPS\)](#)

[Printing a Network Status Sheet](#)

[Changing or Updating Network Connections](#)

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)

Parent topic: [Wi-Fi Networking](#)

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 software for the device. Check your network product documentation for details.

[Using WPS to Connect to a Network](#)

Parent topic: [Wi-Fi Networking](#)

Using WPS to Connect to a Network

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

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 software for the device. Check your network product documentation for details.

1. To connect to a WPS-enabled router, press the **WPS** button on your router or access point.
2. Press and hold down the **Wi-Fi** button on your product for 3 seconds.

The left side of the WiFi light turns green and the right side turns orange to indicate a successful connection. The orange light will turn off within 5 minutes of establishing connection.

Note: Be sure to press and hold the **Wi-Fi** button on your product within 2 minutes of pressing the **WPS** button on your router or access point.


Parent topic: [Wi-Fi Protected Setup \(WPS\)](#)

Related references

[Control Panel Buttons and Lights](#)

Printing a Network Status Sheet

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

To print the status sheet, load paper into your product, then press and hold down the  network status button on your product for 10 seconds. Examine the settings shown on the network status sheet to diagnose any problems you have.

Parent topic: [Wi-Fi Networking](#)

Related references

[Control Panel Buttons and Lights](#)

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](#)

[Connecting to a New Wi-Fi Router](#)

[Accessing the Web Config Utility](#)

Parent topic: [Wi-Fi 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](#)

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. See your router documentation for instructions.

1. Do one of the following:
 - **Windows:** Uninstall your product software.
 - **OS X:** 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](#)

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.

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.

You see the available Web Config utility options.

Parent topic: [Changing or Updating Network Connections](#)

Related tasks

[Printing a Network Status Sheet](#)

Loading Paper

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

[Loading Paper for Documents or Photos](#)

[Loading Envelopes](#)

[Paper Loading Capacity](#)

[Available Epson Papers](#)

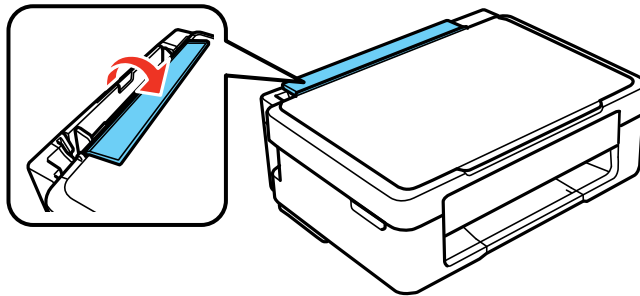
[Borderless Paper Type Compatibility](#)

[Paper or Media Type Settings](#)

Loading Paper for Documents or Photos

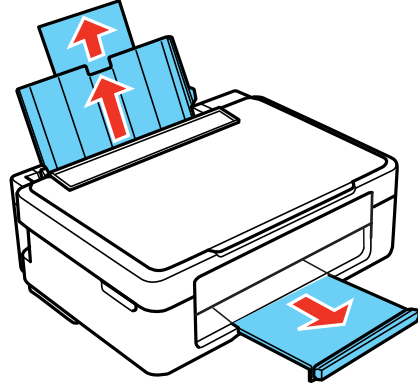
You can print documents and photos on a variety of paper types and sizes.

1. Flip the feeder guard forward.

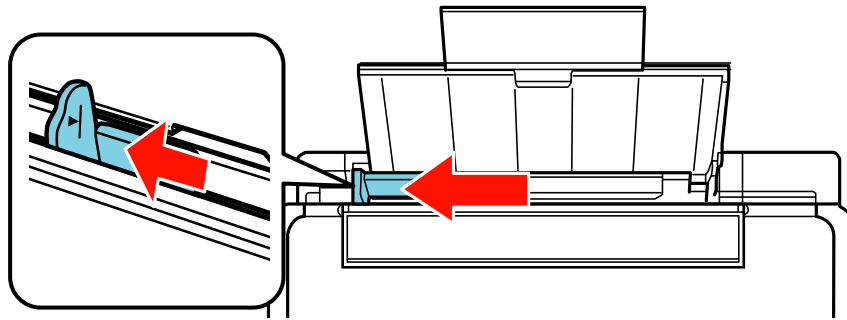


2. Pull up the paper support and its extension.

3. Pull out the output tray.



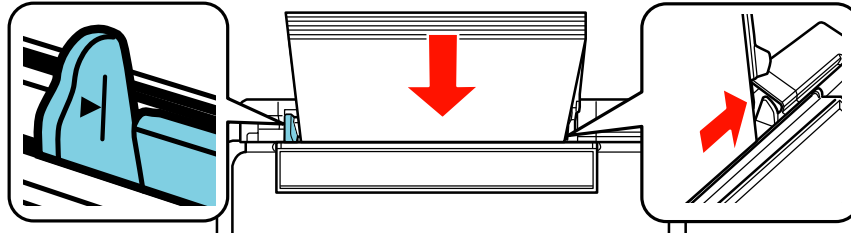
4. Slide the edge guide left.



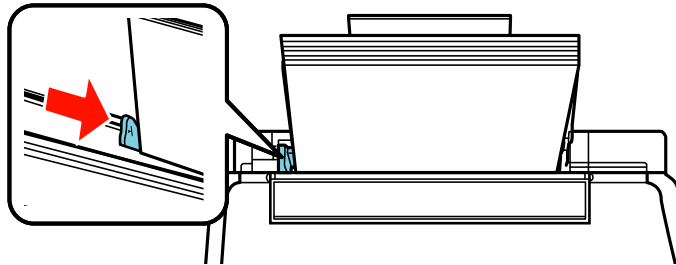
5. If you are inserting a stack of paper, fan the sheets first and tap the stack on a flat surface to even the edges.

Note: Do not fan or curl photo paper.

6. Insert paper, glossy or printable side up and short edge first, against the right side and beneath the line on the left edge guide.



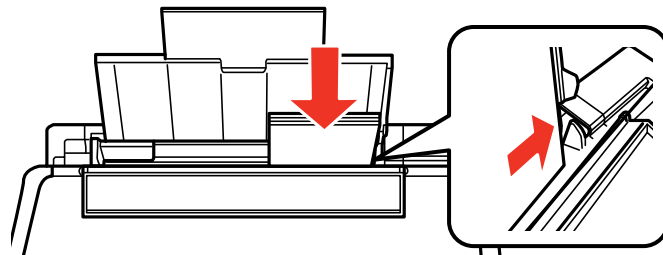
7. Slide the edge guide against the paper, but not too tightly.



8. Flip the feeder guard back.

Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
- Load paper short edge first, no matter which way your document faces.



- Load letterhead or pre-printed paper top edge first.
- Do not load paper above the arrow mark inside the edge guide.
- Check the paper package for any additional loading instructions.

Parent topic: [Loading Paper](#)

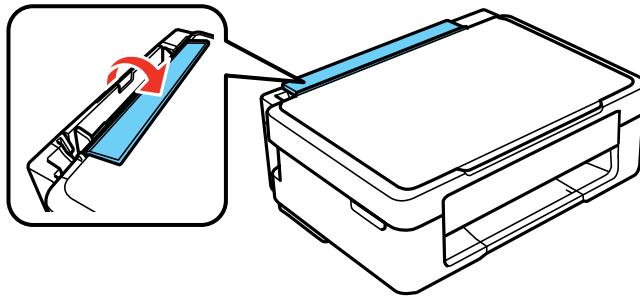
Related references

[Paper Loading Capacity](#)

Loading Envelopes

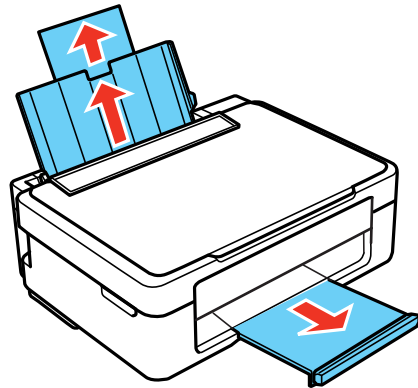
You can print on plain paper envelopes in this size: No. 10 (4.1 × 9.5 inches [105 × 241 mm]).

1. Flip the feeder guard forward.

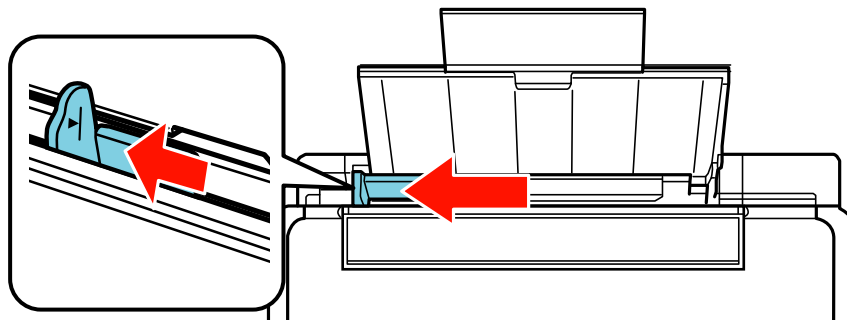


2. Pull up the paper support and its extension.

3. Pull out the output tray.

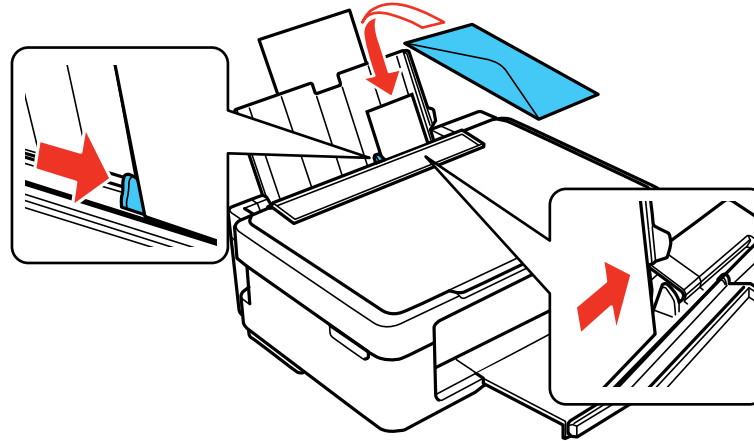


4. Slide the edge guide left.



5. Load up to 5 envelopes against the right side. Load them printable side up and flap edge left.

6. Slide the edge guide against the envelopes, but not too tightly.



7. Flip the feeder guard back.

Always follow these loading guidelines:

- If you have trouble loading a stack of envelopes, press each envelope flat before loading it or load one envelope at a time.
- Do not load envelopes above the arrow mark inside the edge guide.
- Do not load envelopes that are curled, folded, or too thin, or that have plastic windows or exposed adhesive flaps.

Parent topic: [Loading Paper](#)

Paper Loading Capacity

Paper type	Load up to this many sheets
Plain paper - Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) **	Approximately 50 sheets *
Epson Bright White Paper ** Epson Presentation Paper Matte Epson High Quality Ink Jet Paper	40 sheets

Paper type	Load up to this many sheets
Epson Premium Presentation Paper Matte	20 sheets
Epson Photo Paper Glossy Epson Premium Photo Paper Glossy Epson Ultra Premium Photo Paper Glossy Epson Premium Photo Paper Semi-gloss	10 sheets
Plain paper - Legal (8.5 × 14 inches [216 × 356 mm]) User defined paper size of any type	1 sheet
Envelopes	5

* Based on paper weight of 17 lb (64 g/m²) to 24 lb (75 g/m²). Do not load paper above the arrow mark inside the edge guide.

** For two-sided printing, load up to 15 sheets.

Parent topic: [Loading Paper](#)

Related references

[Available Epson Papers](#)

Available Epson Papers

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

Paper Type	Size	Part number	Sheet count
Epson Bright White Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500
Epson High Quality Ink Jet Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041111	100
	A4 (8.3 × 11.7 inches [210 × 297 mm])	S041117	100

Paper Type	Size	Part number	Sheet count
Epson Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041809-20 S041809 S042038	20 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
	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
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

Paper Type	Size	Part number	Sheet count
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
Epson Premium Presentation Paper Matte	8 × 10 inches (203 × 254 mm)	S041467	50
	Letter (8.5 × 11 inches [216 × 279 mm])	S041257 S042180	50 100

Note: Paper/media availability varies by country.

Parent topic: [Loading Paper](#)

Borderless Paper Type Compatibility

You can print borderless photos on compatible paper types in compatible sizes:

Borderless Paper Types

- Epson Presentation Paper Matte
- Epson Premium Photo Paper Glossy
- Epson Ultra Premium Photo Paper Glossy
- Epson Photo Paper Glossy
- Epson Premium Photo Paper Semi-gloss
- Epson Premium Presentation Paper Matte

Borderless Paper Sizes

- 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])
- A4 (8.3 × 11.7 inches [210 × 297 mm])

Parent topic: [Loading Paper](#)

Paper or Media Type Settings

For this paper	Select this paper Type or Media Type setting
Plain paper Epson Bright White Paper Epson Presentation Paper Matte Epson High Quality Ink Jet Paper	Plain Paper/Bright White Paper
Epson Ultra Premium Photo Paper Glossy	Ultra Premium Photo Paper Glossy
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
Envelopes	Envelope

Parent topic: [Loading Paper](#)

Placing Originals on the Product

Follow the instructions here to place your original documents or photos on the product.

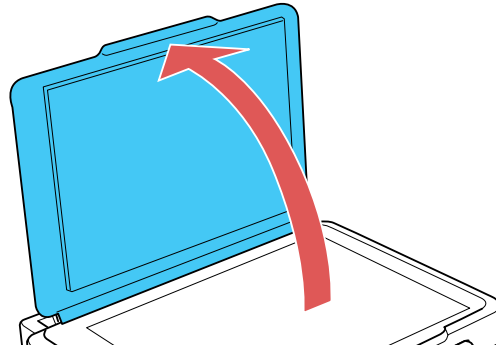
Caution: Do not place anything on top of your product or use its cover as a writing surface to avoid damaging it.

[Placing Originals on the Scanner Glass](#)

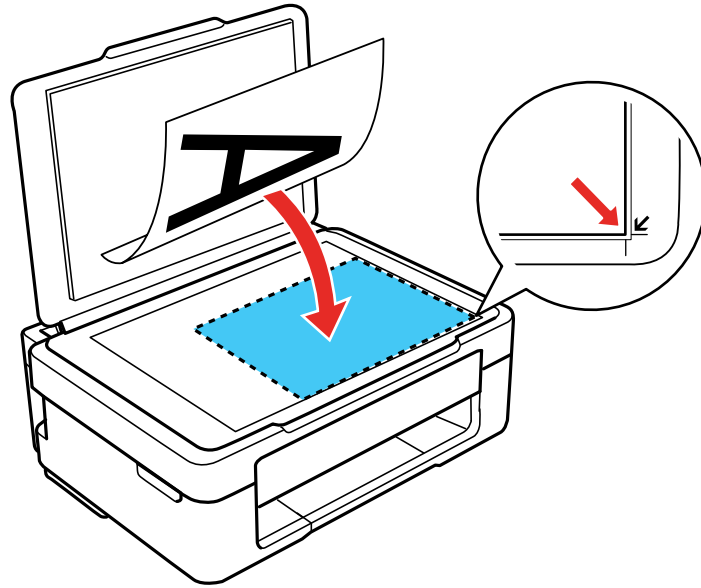
Placing Originals on the Scanner Glass

You can place originals up to this size on the scanner glass: Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]).

1. Open the document cover.



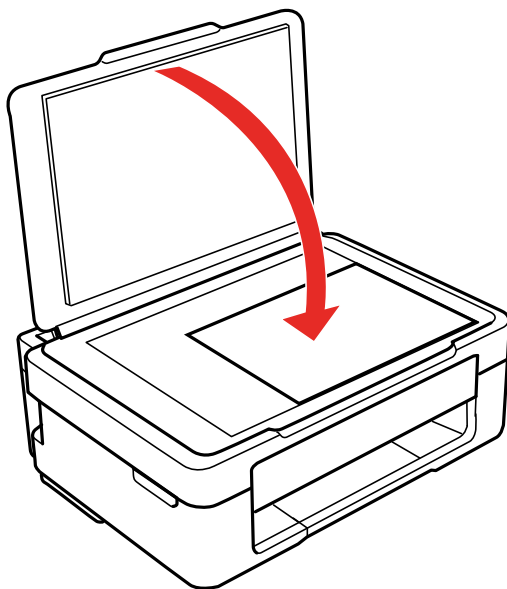
2. Place your original facedown on the scanner glass with the top facing into the corner. Slide the original to the edges of the indicated corner.



Note: You can place multiple originals on the scanner glass. Just make sure they are at least 0.8 inch (20 mm) away from each other.

Note: The edges of your original may be cropped by 0.06 inch (1.5 mm) from the edge of the scanner glass. Manually position your original away from the edges to prevent cropping.

3. Close the document cover gently to keep your original in place.



Parent topic: [Placing Originals on the Product](#)

Related tasks

[Copying Documents or Photos](#)

Related topics

[Scanning](#)

Copying








See the information here to copy documents or photos using your product.

Note: Copies may not be exactly the same size as your originals.


[Copying Documents or Photos](#)

Copying Documents or Photos

You can copy color or black-and-white documents or photos onto plain paper.

1. Place your original document or photo on the product.
2. Load plain paper in the product.
3. Do one of the following to start copying:
 - To copy a black-and-white document or photo, press the  B&W copy button.
 - To copy a color document or photo, press the  color copy button.
 - To copy in draft mode, press and hold the  B&W copy button or the  color copy button, then press the  stop button within 3 seconds.
 - To make more than one copy, repeatedly press the  B&W copy button or the  color copy button for the number of copies you need (up to 20 copies). For example, to make 4 copies, press the button four times. Make sure you press the button in intervals of less than one second.

The product scans and prints your copy.

Note: To cancel copying, press the  stop button.

Parent topic: [Copying](#)

Related tasks

[Placing Originals on the Scanner Glass](#)

Related topics

[Loading Paper](#)

Printing from a Computer

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

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

[Printing with Windows](#)

[Printing with OS X](#)

[Cancelling Printing Using a Product Button](#)

Printing with Windows

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

[Selecting Basic Print Settings - Windows](#)

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

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

[Selecting a Printing Preset - Windows](#)

[Selecting Extended Settings - Windows](#)

[Printing Your Document or Photo - Windows](#)

[Selecting Default Print Settings - Windows](#)

[Changing Automatic Update Options](#)

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

Selecting Basic Print Settings - Windows

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

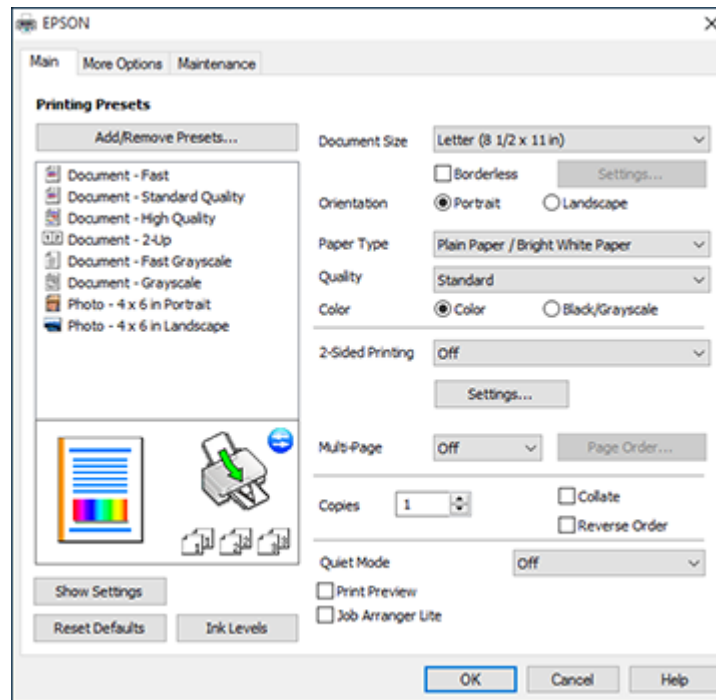
1. Open a photo or document for printing.
2. Select the print command in your application.

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. 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.

5. If you are printing a borderless photo, select **Borderless**.

Note: You must select a compatible borderless paper type and size to print without borders. Check the borderless paper compatibility list for details.

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. Select a Color option:

- To print a color document or photo, select the **Color** setting.
- To print text and graphics in black or shades of gray, select the **Black/Grayscale** setting.

10. To print on both sides of the paper, select a **2-Sided Printing** option and select the settings you want.

11. 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.

12. To print multiple copies and arrange their print order, select the **Copies** options.

13. To preview your job before printing, select **Print Preview**.

14. To save your print job as a project that can be modified and combined with other print jobs, select **Job Arranger Lite**.

15. To reduce noise during printing when you select **Plain Paper/Bright White Paper**, select **On** in the Quiet Mode menu (printing will be slower).

[Print Quality Options - Windows](#)

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

Parent topic: [Printing with Windows](#)

Related references

[Borderless Paper Type Compatibility](#)

[Paper or Media Type Settings](#)

Related tasks

[Printing Your Document or Photo - 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.

More Settings

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

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

Multi-Page Printing Options - Windows

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

2-Up and 4-Up

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

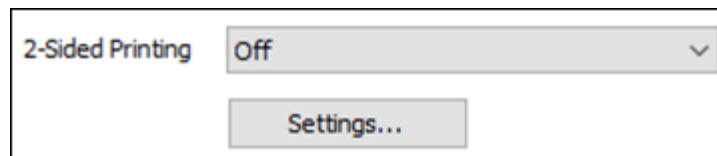
2×1 Poster, 2×2 Poster, 3×3 Poster, 4×4 Poster

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

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

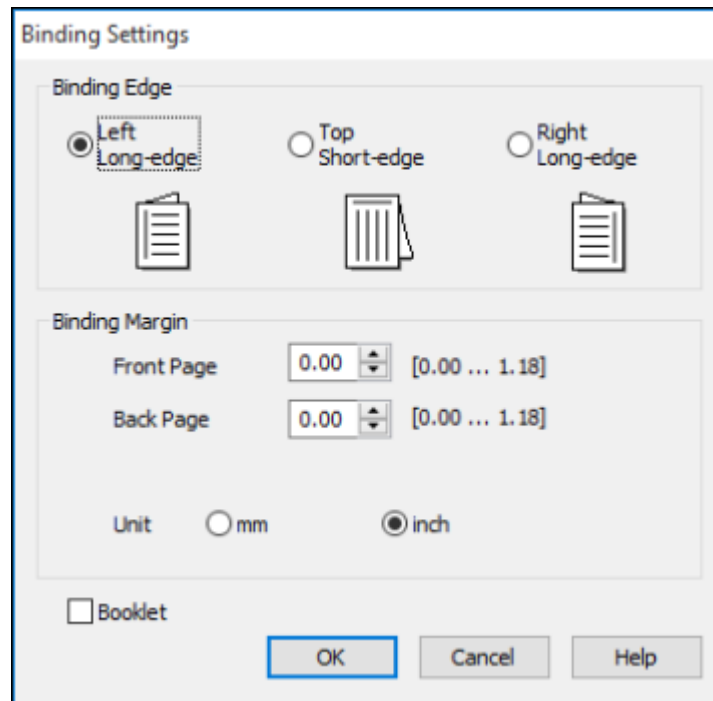
Selecting Double-sided Printing Settings - Windows

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



1. Select one of the following options for **2-Sided Printing**:
 - **Manual (Long-edge binding)** to print your double-sided print job by printing one side and prompting you to flip the paper over on the long edge to print the other side.
 - **Manual (Short-edge binding)** to print your double-sided print job by printing one side and prompting you to flip the paper over on the short edge to print the other side.
2. Click the **Settings** button.

You see this window:



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

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

Parent topic: [Printing with Windows](#)

Double-sided Printing Options - Windows

You can select any of the double-sided options to set up your double-sided print job.

Binding Edge Options

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

Binding Margin Options

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

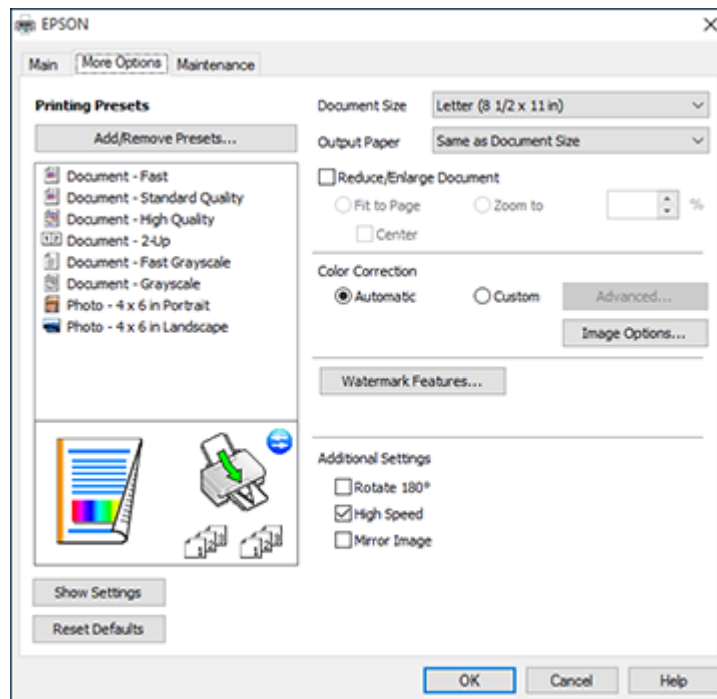
Booklet Option

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

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 Color Correction options:
 - Select **Automatic** to automatically adjust the sharpness, brightness, contrast, and color saturation for your image.
 - Select **Custom** and click the **Advanced** button to manually adjust the color 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:
 - **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. Select any of the Additional Settings options to customize your print.

[Custom Color Correction Options - Windows](#)

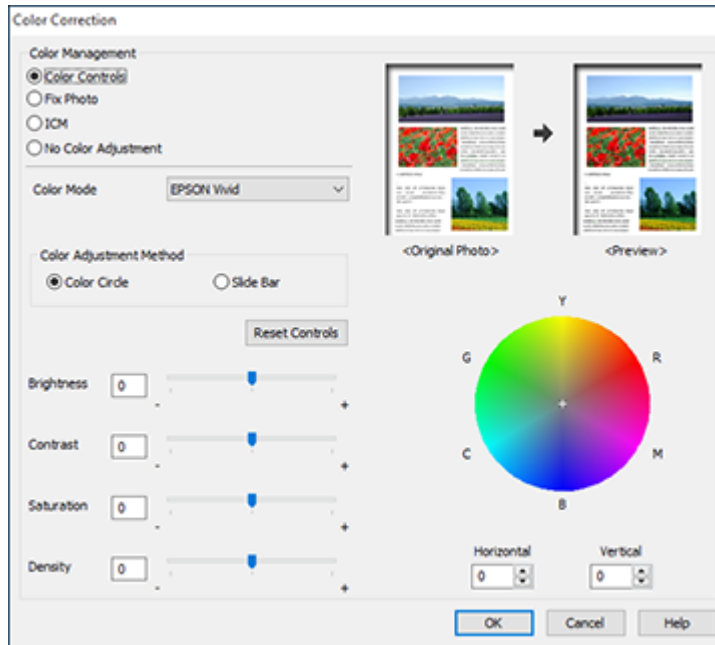
[Image Options and Additional Settings - Windows](#)

[Header/Footer Settings - Windows](#)

Parent topic: [Printing with Windows](#)

Custom Color Correction Options - Windows

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



Color Controls

Lets you select a **Color Mode** setting, individual settings for **Brightness**, **Contrast**, **Saturation**, and **Density**, and individual color tones. Depending on the selected color mode, you can also adjust the midtone density using the **Gamma** setting.

Fix Photo

Improves the color, contrast, and sharpness of flawed photos.

Note: Fix Photo uses a sophisticated face recognition technology to optimize photos that include faces. For this to work, both eyes and the nose must be visible in the subject's face. If your photo includes a face with an intentional color cast, such as a statue, you may want to turn off **Fix Photo** to retain the special color effects.

ICM

Lets you manage color using installed color printing profiles.

No Color Adjustment

Turns off color management in your printer software so you can manage color using only your application software.

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

Image Options and Additional Settings - Windows

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

Image Options

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.

Fix Red-Eye

Reduces or removes red-eye in photos.

Print Text in Black

Prints colored text in black.

For Color Text

Prints colored text on a background pattern or underlined.

For Color Graphs and Images

Prints colored graphics and images with overlay patterns.

For Color Text, Graphs, and Images

Prints colored text, graphics, and images with overlay patterns.

Additional Settings Options

Rotate 180°

Prints the image rotated 180° from its original orientation.

High Speed

Speeds up printing but may reduce print quality.

Mirror Image

Flips the printed image left to right.

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

Header/Footer Settings - Windows

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

Note: These settings are not saved with your document.

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

Reset Defaults OK Cancel Help

You can select to print the following information:

- User Name
- Computer Name
- Date
- Date/Time
- Collate Number (copy number)

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](#)

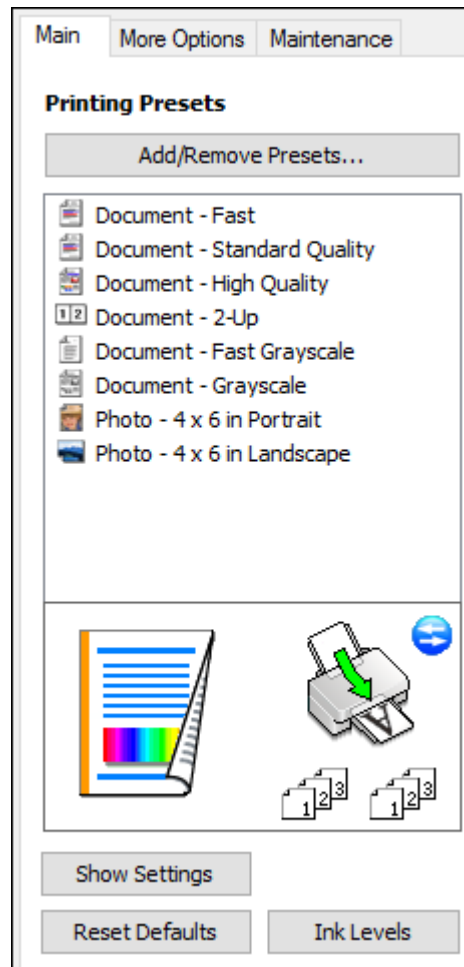
Selecting a Printing Preset - Windows

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 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**.

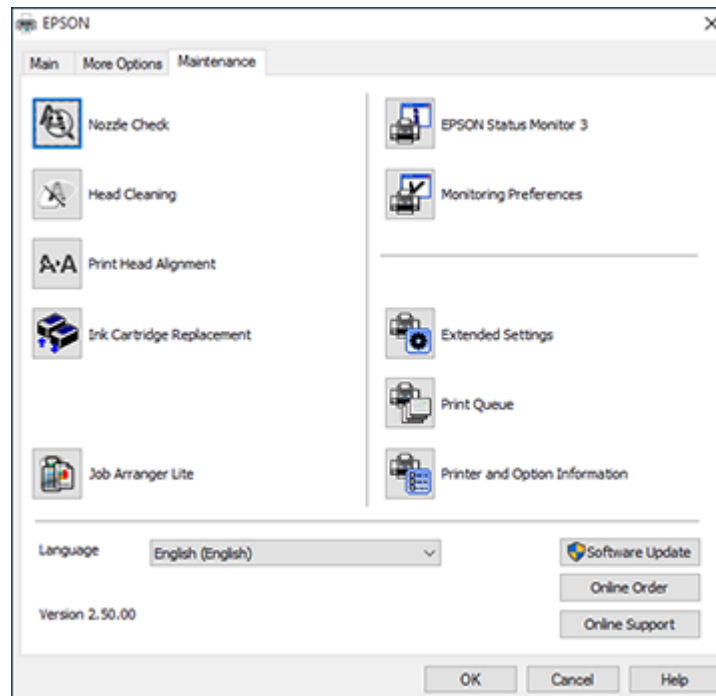
Parent topic: [Printing with Windows](#)

Selecting Extended Settings - Windows

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

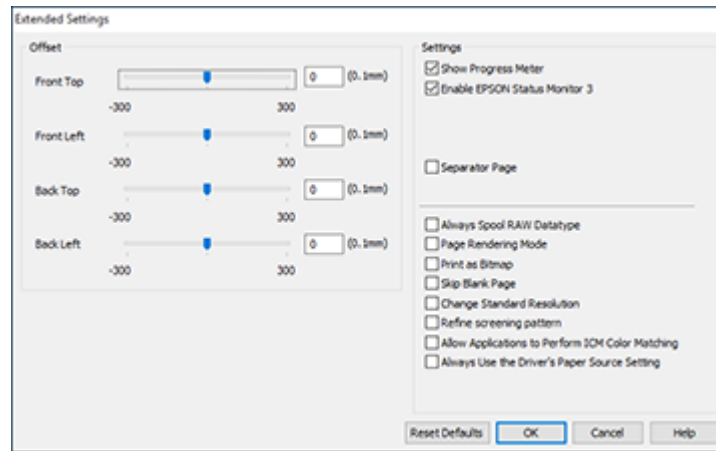
1. Access the Windows Desktop and right-click the product icon in the Windows taskbar.
2. Select **Printer Settings**.
3. Click the **Maintenance** tab.

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 Windows](#)

Extended Settings - Windows

You can select from these settings on the Extended Settings window.

Show Progress Meter

Displays the progress of print jobs as they are being printed.

Enable EPSON Status Monitor 3

Enables product monitoring for ink and paper supplies and other issues.

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.

Allow Applications to Perform ICM Color Matching

Allows applications to perform ICM color matching.

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.

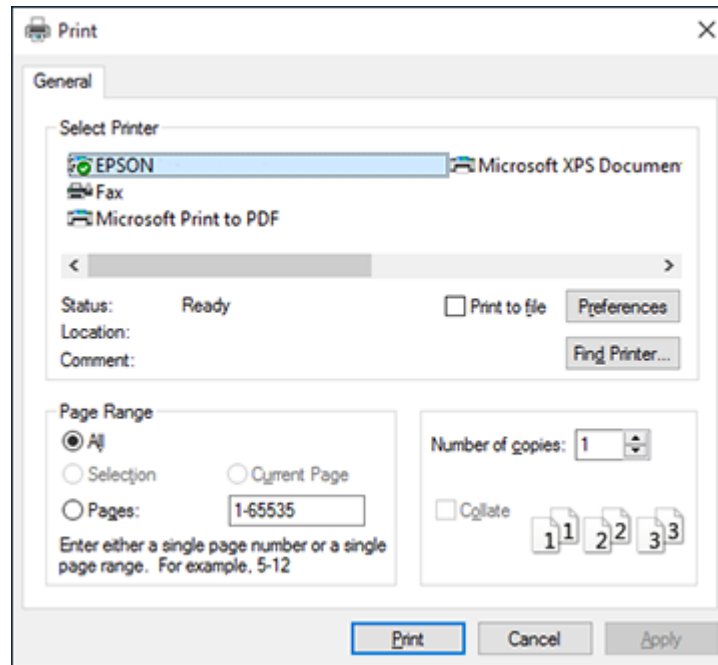
Parent topic: [Selecting Extended Settings - Windows](#)

Printing Your Document or Photo - 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:



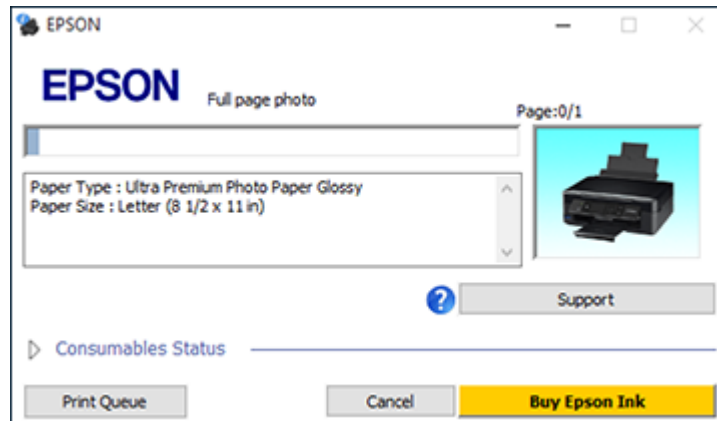
2. Click **OK** or **Print** to start printing.

[Checking Print Status - Windows](#)

Parent topic: [Printing with Windows](#)

Checking Print Status - Windows

During printing, you see this window showing the progress of your print job. It allows you to control printing and check ink cartridge status.



- To cancel printing, click **Cancel**.
- To see print jobs waiting to print, click **Print Queue**.
- To check ink status, click **Consumables Status**.

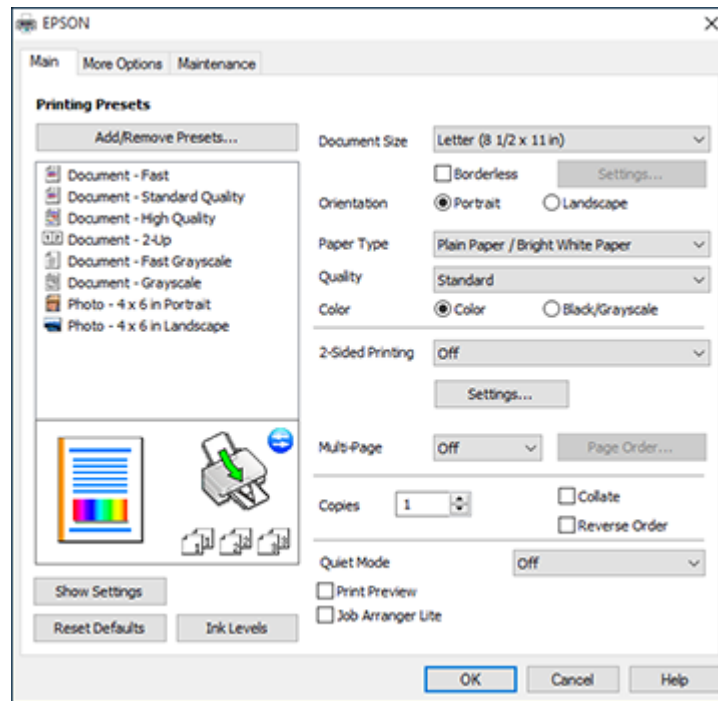
Parent topic: [Printing Your Document or Photo - Windows](#)

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 product icon in the Windows taskbar.
2. Select **Printer Settings**.

You see the printer settings window:



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

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

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

Parent topic: [Printing with Windows](#)

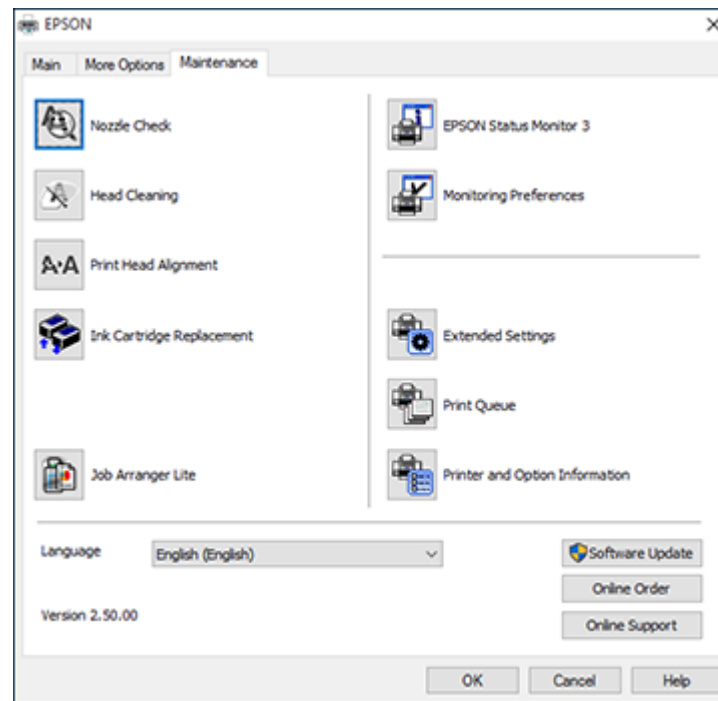
Changing the Language of the Printer Software Screens

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

1. Access the Windows Desktop and right-click the product icon in the Windows taskbar.
2. Select **Printer Settings**.

You see the printer settings window.

3. Click the **Maintenance** tab.
You see the maintenance options:



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

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

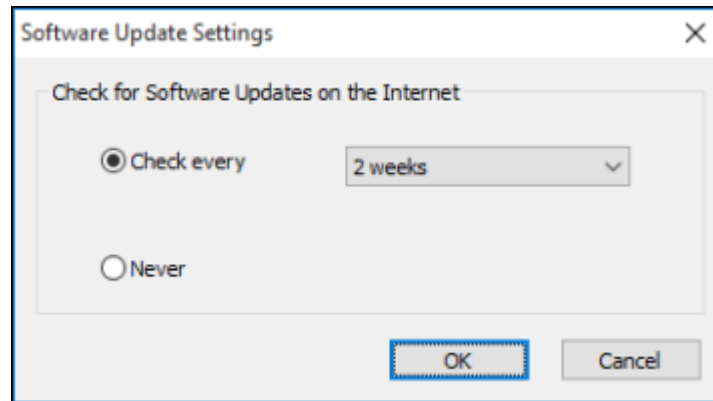
Parent topic: [Selecting Default Print Settings - Windows](#)

Changing Automatic Update Options

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

1. Access the Windows Desktop and right-click the product icon in the Windows taskbar.
2. Select **Software Update Settings**.

You see this window:



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

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

Parent topic: [Printing with Windows](#)

Related tasks

[Checking for Software Updates](#)

Printing with OS X

You can print with your product using any OS X 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.

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

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

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

[Managing Color - OS X](#)

[Selecting Printing Preferences - OS X](#)

[Printing Your Document or Photo - OS X](#)

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

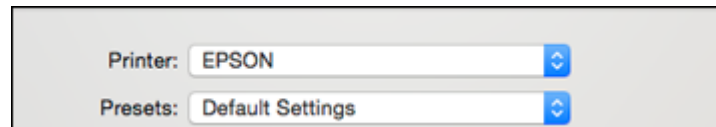
Selecting Basic Print Settings - OS X

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.

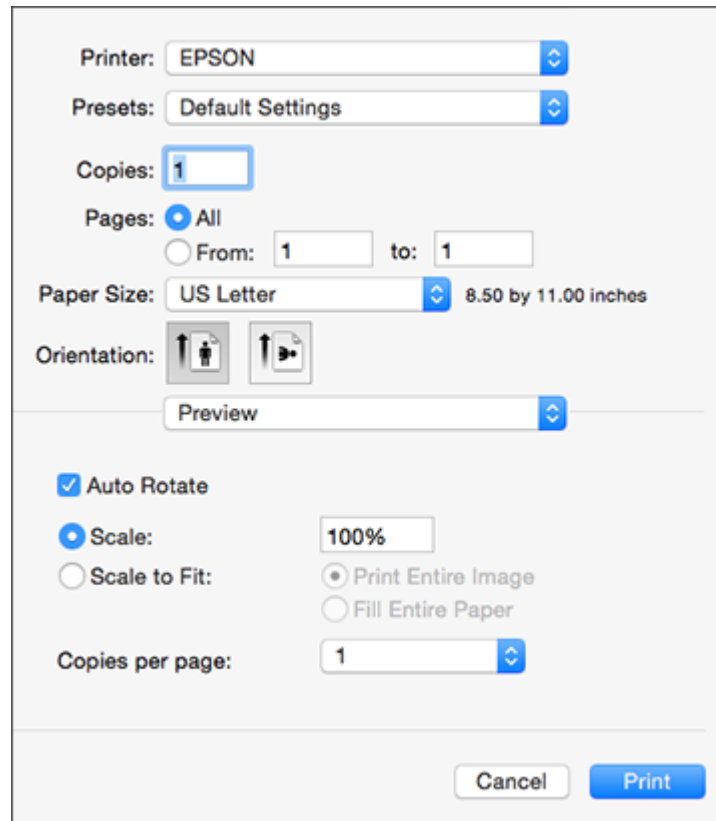
Note: You may need to select a print icon on your screen, the **Print** option in the File menu, or another command. See your application's help utility for details.

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:



The image shows a printer settings dialog box for an EPSON printer. The settings are as follows:

- Printer: EPSON
- Presets: Default Settings
- Copies: 1
- Pages: All, From: 1 to: 1
- Paper Size: US Letter (8.50 by 11.00 inches)
- Orientation: Portrait (selected), Landscape
- Preview: Preview
- Auto Rotate
- Scale: Scale: 100%, Scale to Fit: Print Entire Image, Fill Entire Paper
- Copies per page: 1

Buttons: Cancel, Print

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

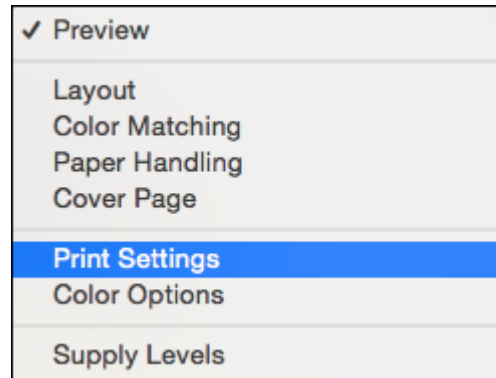
5. Select the **Copies** and **Pages** settings as necessary.

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

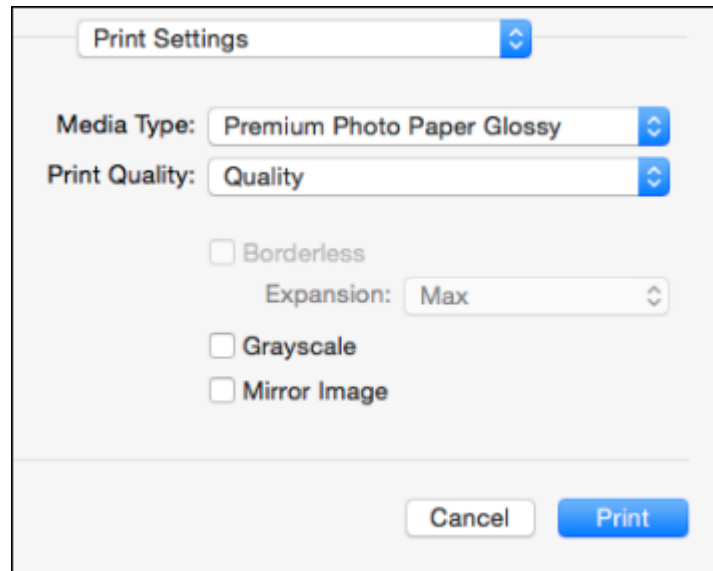
6. Select the page setup options: **Paper Size** and **Orientation**.

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

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



You see these settings:



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

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

10. Select the **Print Quality** setting you want to use.
11. Select any of the available print options.

[Print Quality Settings - OS X](#)

[Print Options - OS X](#)

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

Related references

[Paper or Media Type Settings](#)

Related tasks

[Printing Your Document or Photo - OS X](#)

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

Selecting Print Layout Options - OS X

Print Quality Settings - OS X

You can select any of the print quality settings 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 photo paper.

Fast Economy

For the fastest printing with draft quality.

Economy

For fast printing with reduced quality.

Normal

For everyday text and image printing.

Fine

For text and graphics with good quality and print speed.

Quality

For photos and graphics with good quality and print speed.

High Quality

For photos and graphics with high print quality.

Best Quality

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

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

Print Options - OS X

You can select any of the print options to customize your print. Some options may be unavailable, depending on other settings you have chosen.

Expansion

If you selected a borderless paper size setting, this option adjusts the image expansion settings to control printing at the edges of borderless prints.

Grayscale

Prints text and graphics in black or shades of gray.

Mirror Image

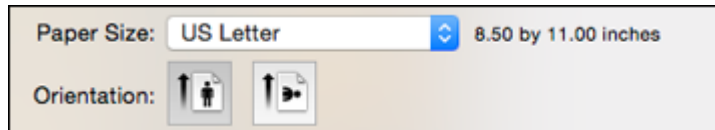
Lets you flip the printed image horizontally.

Note: If you select the **Min** option for the Expansion setting, you may see white borders on your printed photo.

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

Selecting Page Setup Settings - OS X

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




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

1. Select the size of the paper you loaded as the **Paper Size** setting. If you are printing a borderless photo, select the **Borderless** checkbox or a paper size with a **Borderless** option. You can also select a custom setting to create a custom paper size, but the Quality setting will be limited to **Normal**.

Note: You must select a compatible borderless paper type and size to print without borders. Check the borderless paper compatibility list for details.

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.

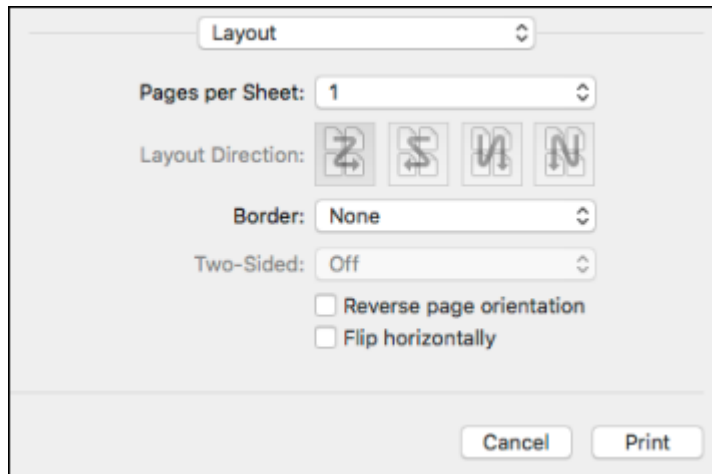
Parent topic: [Printing with OS X](#)

Related references

[Borderless Paper Type Compatibility](#)

Selecting Print Layout Options - OS X

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.



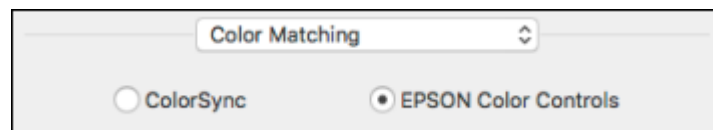
- To print multiple pages on one sheet of paper, select the number of pages in the **Pages per Sheet** pop-up menu. To arrange the print order of the pages, select a **Layout Direction** setting.
- To print borders around each page on the sheet, select a line setting from the **Border** pop-up menu.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

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

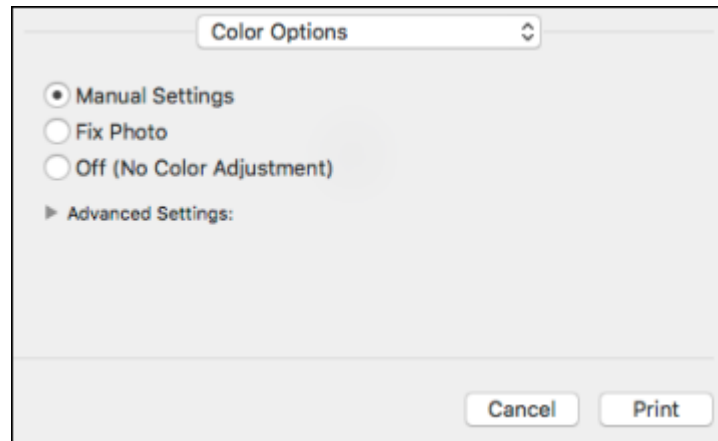
Managing Color - OS X

You can adjust the Color Matching and Color Options settings to fine-tune the colors in your printout, or turn off color management in your printer software.

1. Select **Color Matching** from the pop-up menu in the print window.



2. Select one of the available options.
3. Select **Color Options** from the pop-up menu in the print window.



Note: The available settings on the Color Options menu depend on the option you selected on the Color Matching menu.

4. Select one of the available options.

[Color Matching and Color Options - OS X](#)

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

Color Matching and Color Options - OS X

You can select from these settings on the **Color Matching** and **Color Options** menus.

Color Matching Settings

EPSON Color Controls

Lets you manage color using controls in your printer software or turn off color management.

ColorSync

Prints using standard color profiles for your product and paper to help match image colors. You can customize the conversion method and filter settings on the ColorSync pop-up menu in the print window.

Color Options Settings

Manual Settings

Lets you select manual color adjustments. Click the arrow next to **Advanced Settings** and select settings for **Brightness**, **Contrast**, **Saturation**, and individual color tones. You can also select a color **Mode** setting for printing photos and graphics and the **Fix Red-Eye** setting to reduce or remove red-eye in photos. Depending on the selected color mode, you can also adjust the midtone density using the **Gamma** setting.

Fix Photo

Improves the color, contrast, and sharpness of flawed photos. Click the arrow next to **Advanced Settings** and select the **Fix Red-Eye** setting to reduce or remove red-eye in photos.

Note: Fix Photo uses a sophisticated face recognition technology to optimize photos that include faces. For this to work, both eyes and the nose must be visible in the subject's face. If your photo includes a face with an intentional color cast, such as a statue, you may want to turn off **Fix Photo** to retain the special color effects.

Off (No Color Adjustment)

Turns off color management in your printer software so you can manage color using only your application software.

Note: An ICC profile is required if color management is turned off.

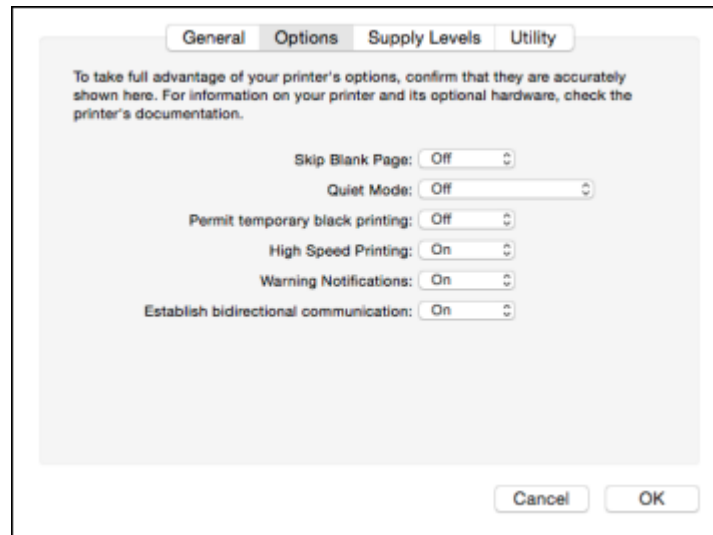
Parent topic: [Managing Color - OS X](#)

Selecting Printing Preferences - OS X

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

1. In the Apple menu or the Dock, select **System Preferences**.
2. Select **Print & Fax**, **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 - OS X](#)

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

Printing Preferences - OS X

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

Skip Blank Page

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

Quiet Mode

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

Permit temporary black printing

Allows you to print using black ink when color ink is expended.

High Speed Printing

Speeds up printing but may reduce print quality.

Warning Notifications

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

Establish bidirectional communication

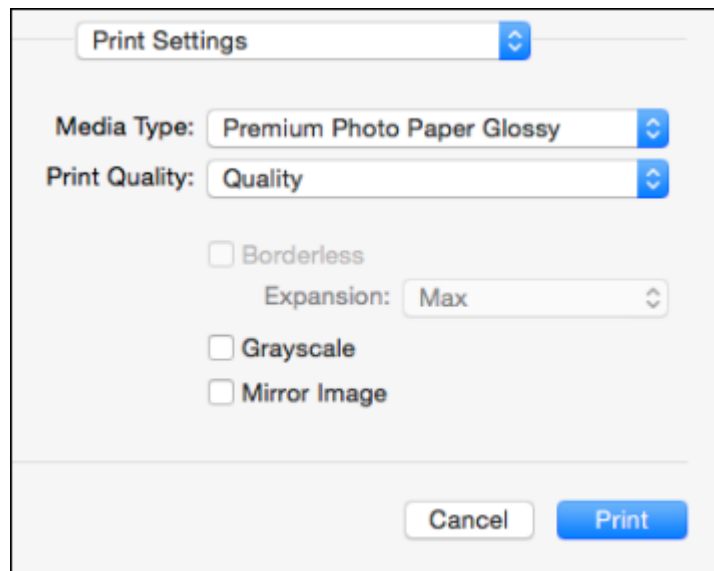
Allows the product to communicate with the computer. Do not change the default setting unless you experience issues when using a shared printing pool.

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

Printing Your Document or Photo - OS X

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

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



[Checking Print Status - OS X](#)

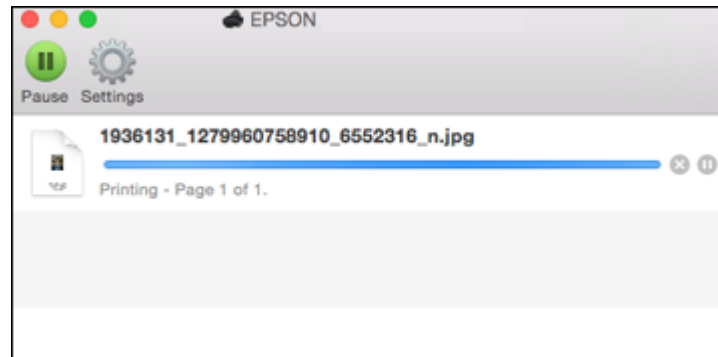
Parent topic: [Printing with OS X](#)

Checking Print Status - OS X




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 version of OS X:

- To cancel printing, click the print job and click  or **Delete**.
- To pause a print job, click the print job and click  or **Hold**. To resume a print job, click the paused print job and click  or **Resume**.
- To pause printing for all queued print jobs, click **Pause** or **Pause Printer**.
- To display other printer information, click **Settings** or **Supply Levels**.

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

Canceling Printing Using a Product Button

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

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

Scanning

You can scan original documents or photos and save them as digital files.

[Starting a Scan](#)

[Scanning in Epson Scan 2](#)

[Scanning from Smart Devices](#)

[Scanning to Online Destinations Using Easy Photo Scan](#)

[Saving Scanned Documents as a Searchable PDF](#)

Starting a Scan

After placing your original documents or photos on your product for scanning, start scanning using one of these methods.

[Starting a Scan Using the Product Buttons](#)

[Starting a Scan Using the Epson Scan 2 Icon](#)



[Starting a Scan from a Scanning Program](#)

Parent topic: [Scanning](#)

Starting a Scan Using the Product Buttons

You can scan an image and save it as a PDF using your product's control panel buttons.

Note: You must connect your product with a USB cable to scan using the buttons.

1. Make sure you installed the product software and connected the product to your computer.
2. Press the  B&W copy button and the  color copy button at the same time.



Your original is scanned and saved as a PDF on your computer.

[Changing Default Scan Button Settings](#)

Parent topic: [Starting a Scan](#)

Changing Default Scan Button Settings



You can view or change the default scan settings your product uses when you scan to your computer using the product buttons. You do this using the Event Manager program.

1. Do one of the following to open Event Manager:
 - **Windows 10:** Click , select **All apps**, select **EPSON Software**, and select **Event Manager**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Event Manager**.
 - **Windows (other versions):** Click  or **Start > All Programs** or **Programs > EPSON Software > Event Manager**.
 - **OS X:** Open the **Applications** folder, click **Epson Software**, and click **Event Manager**.
2. Open the **Scanner** (Windows) or **Select Scanner** (OS X) drop-down list and select your product, if necessary.
3. Click **Make Job Settings**.
4. Open the **Edit Job Settings** drop-down list and select the scan button settings you want to view or change.
5. Change the settings as necessary.
6. Click **OK**.
7. Click **Close** to close the Event Manager window.

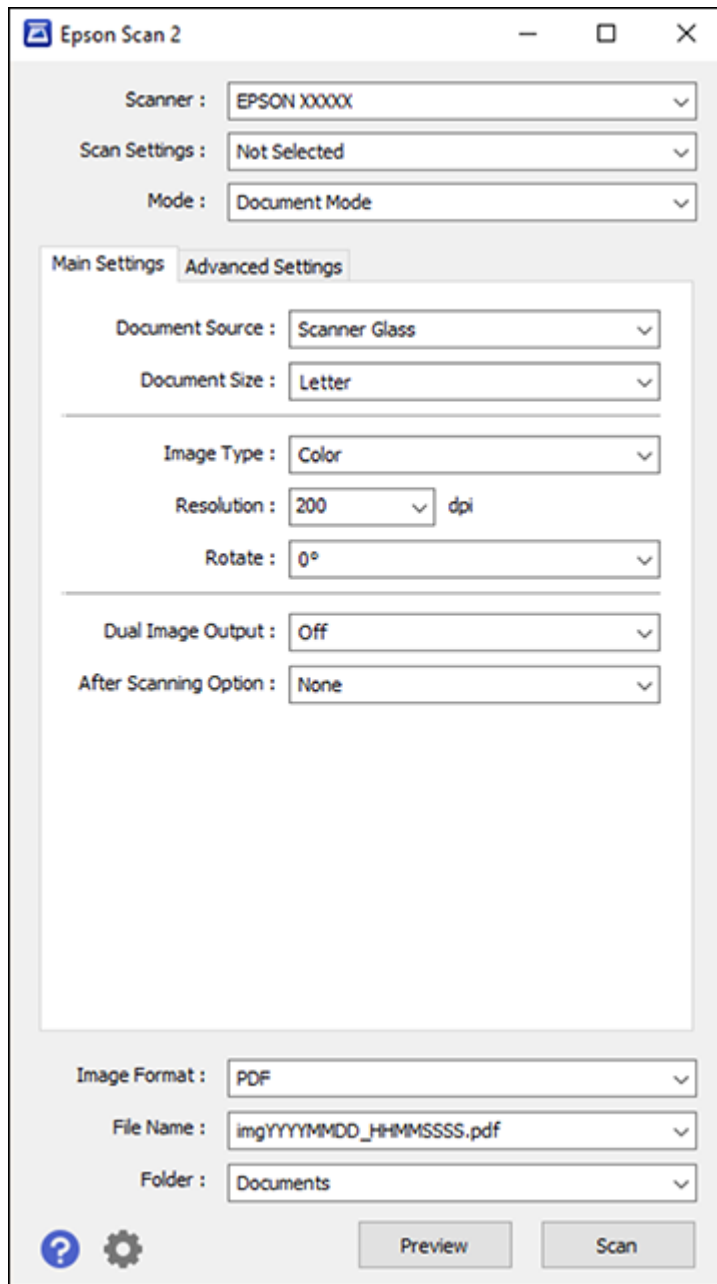
Parent topic: [Starting a Scan Using the Product Buttons](#)

Starting a Scan Using the Epson Scan 2 Icon

You can start the Epson Scan 2 program to select scan settings, scan, and save the scanned image to a file.

- **Windows 10:** Click  and select **All apps > EPSON > Epson Scan 2**.
- **Windows 8.x:** Navigate to the **Apps** screen and select **Epson Scan 2**.
- **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **EPSON > Epson Scan 2 > Epson Scan 2**.
- **OS X:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2**.

You see an Epson Scan 2 window like this:



Parent topic: [Starting a Scan](#)

Related tasks

[Scanning in Epson Scan 2](#)

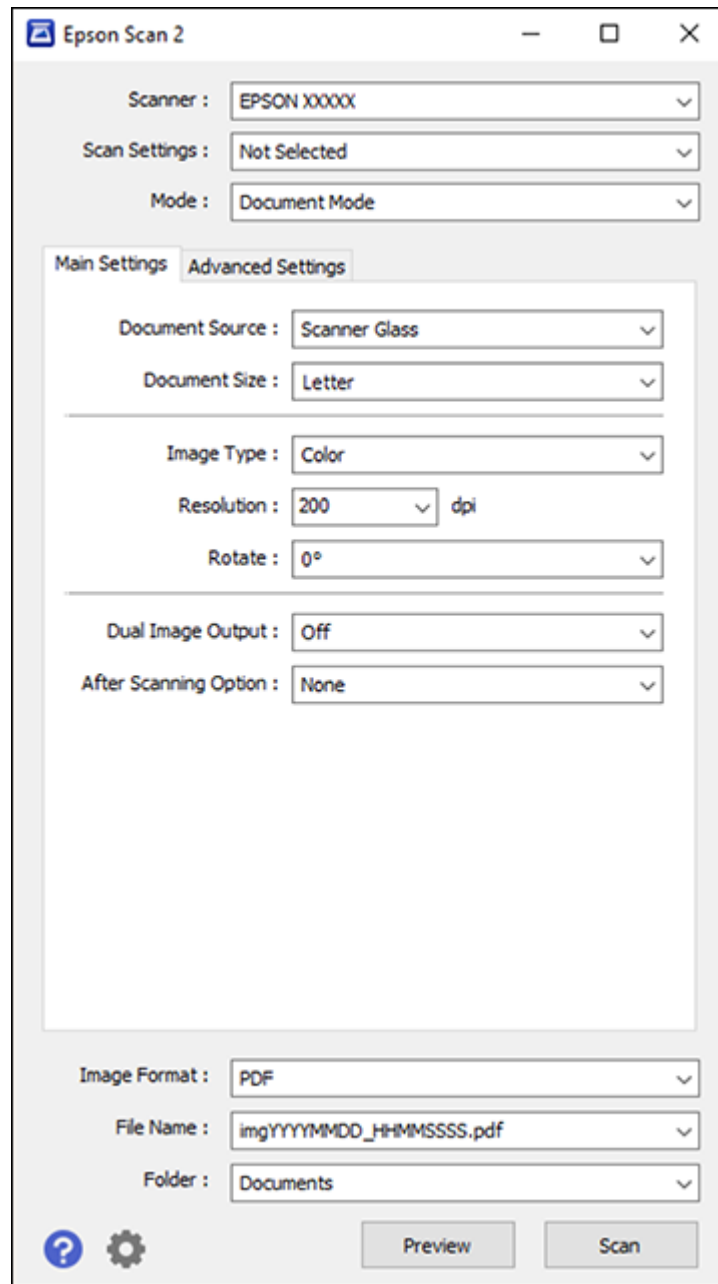
Starting a Scan from a Scanning Program

You can start Epson Scan 2 from a TWAIN-compliant scanning program to select scan settings, scan, and open the scanned image in the program.

1. Open your scanning program and select its scanning option. (See your scanning program help for instructions.)
2. Select your product.

Note: In certain programs, you may need to select your product as the "source" first. If you see a **Select Source** option, choose it and select your product. With Windows, do not select a **WIA** option for your product; it will not work correctly.

You see an Epson Scan 2 window like this:



Parent topic: [Starting a Scan](#)

Related tasks

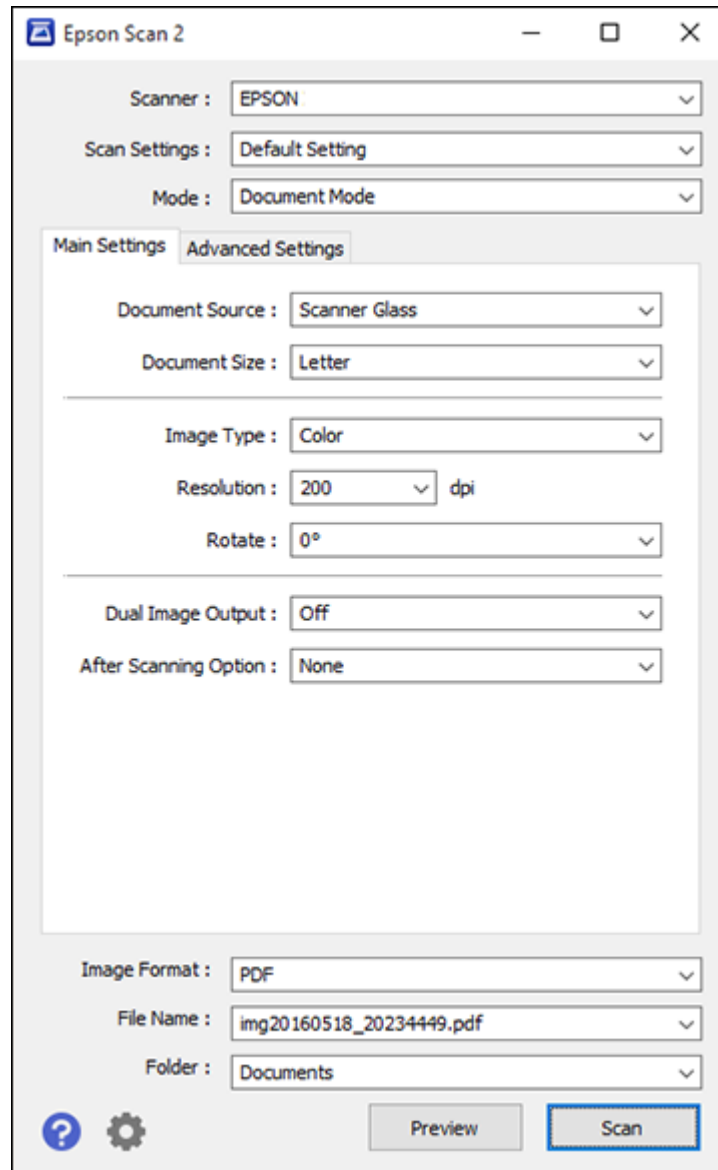
[Scanning in Epson Scan 2](#)

Scanning in Epson Scan 2

Epson Scan 2 automatically scans your document and saves the scanned file in PDF format in your operating system's Documents or My Documents folder, or opens it in your scanning program. You can select settings, preview, and change the scanned file settings as necessary.

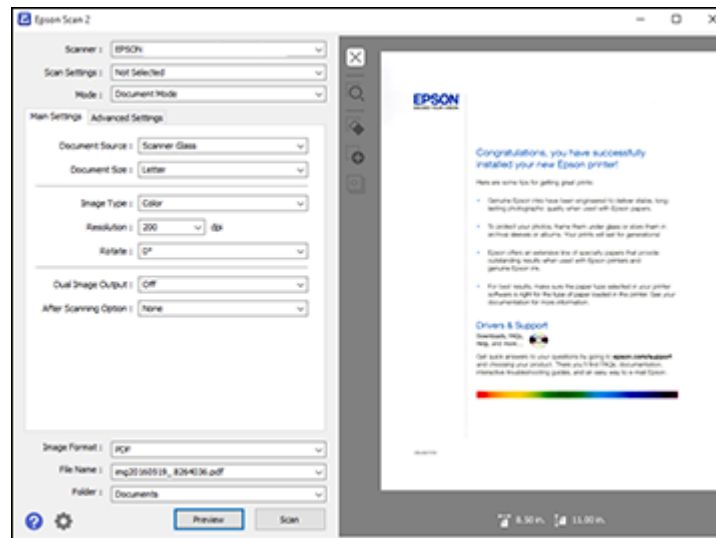
1. Start Epson Scan 2.

You see this window:



2. Select the **Mode** setting that matches the type of original you are scanning.
3. Select the **Document Source** setting that matches where you placed your original.
4. Select the **Document Size** setting that matches the size of your original. You can select **Customize** to enter a custom size, if necessary.
5. Select your original image type and how you want it scanned as the **Image Type** setting.
6. Select the **Resolution** setting you want to use for your scan.
7. Click the **Preview** button.

Epson Scan 2 previews your original and displays the results in the Epson Scan 2 window.



8. Do one of the following:
 - If you're scanning in Document Mode, select any of the additional settings that you want to use on the Main Settings tab.
 - If you're scanning in Photo Mode, select the **Color Management** and **Thumbnail Options** settings as necessary.
9. Click the **Advanced Settings** tab and select any settings that you want to use.
10. Select the format in which you want to save your scanned file as the **Image Format** setting. If necessary, select **Options** and select any desired format options.

11. Enter the file name for your scanned file in the **File Name** field. If necessary, select **Settings** to modify the file name settings.
12. Select the location in which you want to save your scanned file as the **Folder** setting. If necessary, select **Select** to create a new folder.
13. Click **Scan**.

The product scans your original and saves the scanned file in the location you specified.

[Additional Scanning Settings - Main Settings Tab](#)

[Additional Scanning Settings - Advanced Settings Tab](#)

[Image Format Options](#)

[Scan Resolution Guidelines](#)

Parent topic: [Scanning](#)

Additional Scanning Settings - Main Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Main Settings tab. Not all adjustment settings may be available, depending on other settings you have chosen.

Dual Image Output

Scans the original image twice using different output settings.

After Scanning Option

When scanning multi-page originals, lets you add additional pages or add and edit the pages in a job and save all of the scanned pages as one file.

Note: You must select a file format that supports multi-page such as **PDF** or **Multi-TIFF**.

Parent topic: [Scanning in Epson Scan 2](#)

Additional Scanning Settings - Advanced Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Advanced Settings tab. Not all adjustment settings may be available, depending on other settings you have chosen.

Unsharp Mask

Makes the edges of certain image areas clearer. Turn off this option to leave softer edges.

Color Restoration

Restores the colors in faded photos automatically.

Backlight Correction

Removes shadows from photos that have too much background light.

Descreening

Removes the ripple pattern that might appear in subtly shaded image areas, such as skin tones. This option improves results when scanning magazines or newspapers. (The results of descreening do not appear in the preview image, only in your scanned image.)

Dust Removal

Removes dust marks from your originals automatically.

Text Enhancement

Sharpens the appearance of letters in text documents.

Auto Area Segmentation

Makes grayscale images clearer and text recognition more accurate by separating the text from the graphics.

Threshold

Adjusts the level at which black areas in text and line art are delineated, improving text recognition in OCR (Optical Character Recognition) programs.

Color Enhance

Enhances the red, green, or blue shades in the scanned image.

Brightness

Adjusts the overall lightness and darkness of the scanned image.

Contrast

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

Saturation

Adjusts the density of colors in the overall image.

Gamma

Adjusts the midtone density of the scanned image.

Edge Fill

Corrects shadowing around the edges of the image by filling the shadows with the color you select.

Correct Document Skew

Corrects skewed originals, image contents, or both.

Parent topic: [Scanning in Epson Scan 2](#)

Image Format Options

You can select different image formats and related options. For details on available options, click the ? icon on the Epson Scan 2 Image Format Options window. Not all image formats have options.

Bitmap (*.bmp)

A standard image file format for most Windows programs.

JPEG (*.jpg)

An image format that lets you highly compress image data. However, the higher the compression, the lower the image quality. (The TIFF format is recommended when you need to modify or retouch your scanned image.)

PNG (*.png)

An image format that does not lose quality during editing.

TIFF (*.tif)

A file format created for exchanging data between many programs, such as graphic and DTP software.

Multi-TIFF (*.tif)

A TIFF file format when multiple pages are saved to the same file, allowing you to edit the images using a compatible program.

PDF (*.pdf)

A document format that is readable by Windows and OS X systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file.

Searchable PDF (*.pdf)

A document format that is readable by Windows and OS X systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file. Recognized text in the scanned document can be searched.

Parent topic: [Scanning in Epson Scan 2](#)

Scan Resolution Guidelines

The **Resolution** setting, measured in dpi (dots per inch), controls the amount of detail captured in your scans. Increasing the resolution raises the amount of detail captured but comes with the following disadvantages:

- Larger file sizes
- It takes longer to scan your originals, send/receive your scans by email or fax, and to print your scans
- The image may become too large to fit on your display or print on paper

If you plan to enlarge a scanned image so you can print it at a larger size, you may need to increase the resolution from the default resolution set by Epson Scan 2. Follow these guidelines to determine the resolution setting you need:

- You will scan the image at its original size but enlarge it later in an image-editing program.

Increase the Epson Scan 2 Resolution setting in your scan. Increase the resolution by the same amount you will increase the image size to retain a high image quality. For example, if the resolution is 300 dpi (dots per inch) and you will double the image size later, change the Resolution setting to 600 dpi.

- You will scan the image at 100% or smaller size.

Select the Epson Scan 2 Resolution setting based on how you will use the scanned image:

- Email/view on a computer screen/post on the web: 96 to 200 dpi
- Print/fax/convert to editable text (OCR)/create searchable PDF: 200 to 300 dpi

Parent topic: [Scanning in Epson Scan 2](#)

Scanning from Smart Devices

Using the Epson iPrint application, you can use your iOS or Android smartphone or tablet to scan original documents or photos on your networked product and save them as digital files on your device.

Follow the link here for more information on Epson iPrint.

Parent topic: [Scanning](#)

Scanning to Online Destinations Using Easy Photo Scan

You can scan documents or photos and upload them to Facebook and other online destinations, such as photo-sharing sites, web servers, or network folders using Easy Photo Scan.

[Scanning Using Easy Photo Scan](#)

[Uploading Scanned Images to Facebook](#)

[Uploading Scanned Images to Google Photos](#)

[Uploading Scanned Images to Evernote](#)

[Uploading Scanned Images to SugarSync](#)

[Uploading Scanned Images to a Web Folder](#)

[Uploading Scanned Images to Email](#)

[Saving Scanned Images to a Folder](#)



[Epson JPEG File Settings](#)

[Epson TIFF and Multi-TIFF File Settings](#)

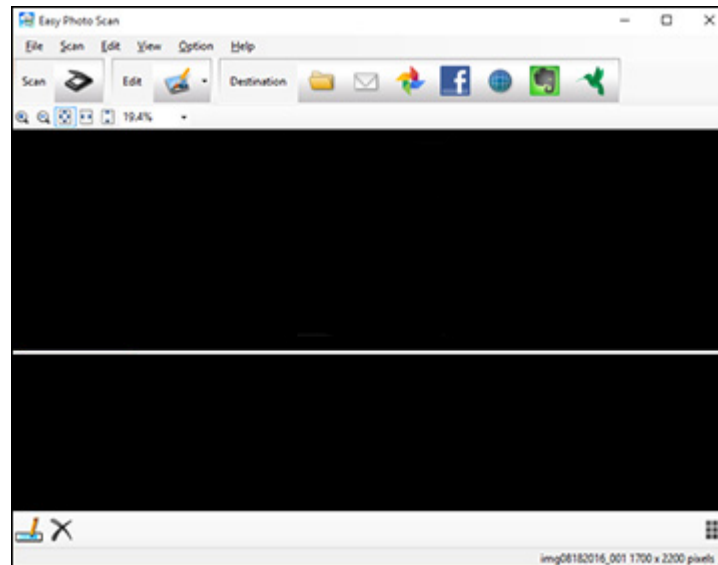
Parent topic: [Scanning](#)

Scanning Using Easy Photo Scan

You can use Easy Photo Scan to easily scan your originals, edit the scanned images, and upload them to Facebook or other online destinations.

1. Place your original on your product for scanning.
2. Do one of the following to open Easy Photo Scan:
 - **Windows 10:** Click  and select **All apps**. Select **EPSON Software** and click **Easy Photo Scan**. Select your product and click **OK**, if necessary.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Easy Photo Scan**. Select your product and click **OK**, if necessary.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software** and click **Easy Photo Scan**. Select your product and click **OK**, if necessary.
 - **OS X:** Open the **Applications** folder, click **Epson Software**, and click **Easy Photo Scan**. Select your product and click **OK**, if necessary.

You see a window like this:





3. Click the  Scan icon.

Your scanning program launches.

4. Click **Scan** in the window that appears to scan your original.

The scanned image is displayed in the Easy Photo Scan window with an automatically generated name.

Note: You may need to close the scanning program window to display Easy Photo Scan.

5. To edit the name of the file, select the image thumbnail at the bottom of the screen, click the  icon, and enter the new filename.
6. To edit the scanned image, click the  Edit icon and select one of the displayed options.

Note: See the Easy Photo Scan help for additional information on image editing options.

7. Repeat these steps for each image you want to upload.
8. When you finish scanning, click one of the destination icons to upload the images.



Note: You may need to click the arrow next to the icons in order to see all of them. The available icons may vary, depending on the software version you are using.


Parent topic: [Scanning to Online Destinations Using Easy Photo Scan](#)

Related tasks

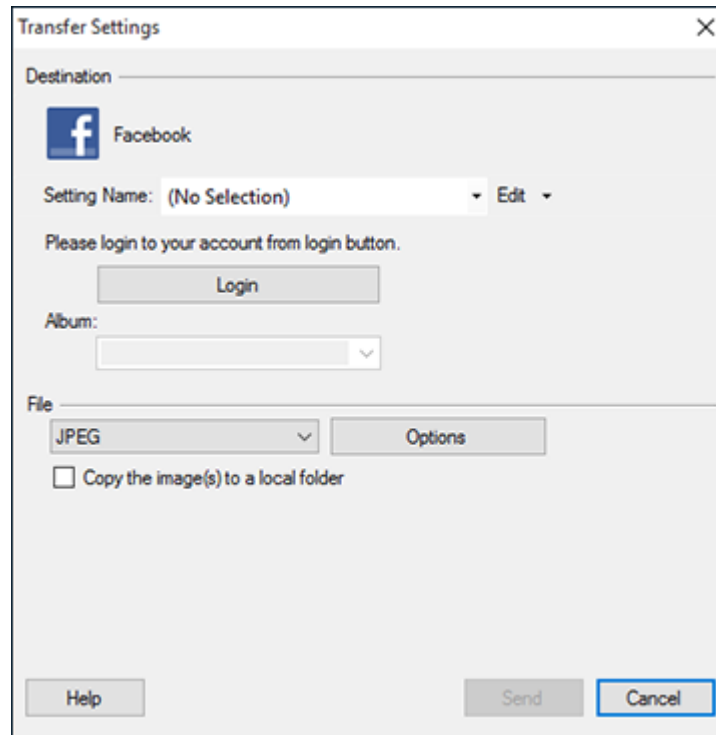
- [Uploading Scanned Images to Facebook](#)
- [Uploading Scanned Images to Google Photos](#)
- [Uploading Scanned Images to Evernote](#)
- [Uploading Scanned Images to SugarSync](#)
- [Uploading Scanned Images to a Web Folder](#)
- [Uploading Scanned Images to Email](#)
- [Saving Scanned Images to a Folder](#)

Uploading Scanned Images to Facebook

You can configure a Facebook account for use with Easy Photo Scan and upload your scanned images to it.

1. Scan your original using Easy Photo Scan.
2. Click the  icon.

You see a window like this:



Note: If you have already configured a Facebook account in Easy Photo Scan, you can select the **Setting Name** or **Destination Name** for the account, click **Login** if necessary, and click **Send** to upload your images.

3. Click **Login**.

4. On the Application Authentication screen, log in to your Facebook account.
Note: To enable automatic image uploading, select the option for staying logged in.
5. Select an album from the **Album** list.
Note: If you cannot select an album, make sure the Setting Name is set to **(No Selection)**, click **Login** to log in to your Facebook account, and try again. If you want to create a new album, you must create it directly in Facebook.
6. Select the image format for the uploaded files from the **File** or **File Type** list.
7. If there are options for the selected file format, click **Options** or **Option** and select the options you want.
8. If you also want to save the images to a local folder, select the **Copy the image(s) to a local folder** checkbox and select a folder.
9. If you want to save the current settings, click **Edit**, or the **Setting Name** or **Destination Name** field, and select **Save As**. Enter a name for the setting and click **OK**.
10. Click **Send** to upload the images to your Facebook account, or click **Cancel** to cancel the operation.

Parent topic: [Scanning to Online Destinations Using Easy Photo Scan](#)

Related references


[Epson JPEG File Settings](#)

Related tasks

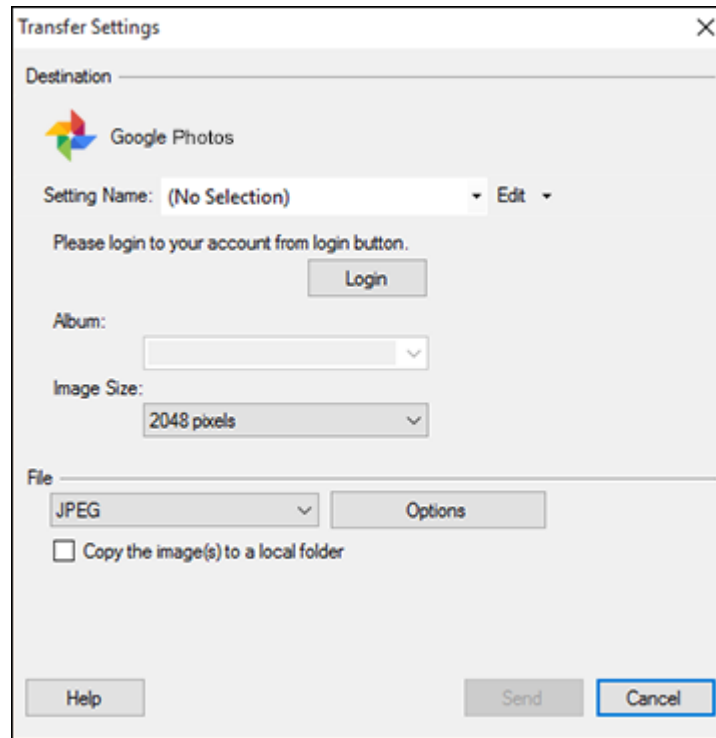
[Scanning Using Easy Photo Scan](#)

Uploading Scanned Images to Google Photos

You can configure a Google Photos account for use with Easy Photo Scan and upload your scanned images.

1. Scan your original using Easy Photo Scan.
2. Click the  icon.

You see a window like this:



Note: If you have already configured a Google Photos account in Easy Photo Scan, you can select the **Setting Name** or **Destination Name** for the account, click **Login** if necessary, and click **Send** to upload your images.

3. Click **Login**.
4. On the Application Authentication screen, log into your Google account.
5. Click **Accept** to allow Easy Photo Scan to upload images to your account.
An authentication code is generated.
6. Copy the authentication code into the **Please enter authentication code** field and click **OK**.

7. Select an album from the **Album** list.

Note: If you cannot select an album, make sure the Setting Name is set to **(No Selection)**, click the **Login** button to log into your Google Photos account, and try again. If you want to create a new album, you must create it directly in Google Photos.

8. Select an **Image Size** option for the uploaded images.
9. Select the image format for the uploaded files from the **File** or **File Type** list.
10. If there are options for the selected file format, click **Options** or **Option** and select the options you want.
11. If you also want to save the images to a local folder, select the **Copy the image(s) to a local folder** checkbox and select a folder.
12. If you want to save the current settings, click **Edit**, or the **Setting Name** or **Destination Name** field, and select **Save As**. Enter a name for the setting and click **OK**.
13. Click **Send** to upload the images to your Google Photos account, or click **Cancel** to cancel the operation.

Parent topic: [Scanning to Online Destinations Using Easy Photo Scan](#)

Related references

[Epson JPEG File Settings](#)


Related tasks

[Scanning Using Easy Photo Scan](#)

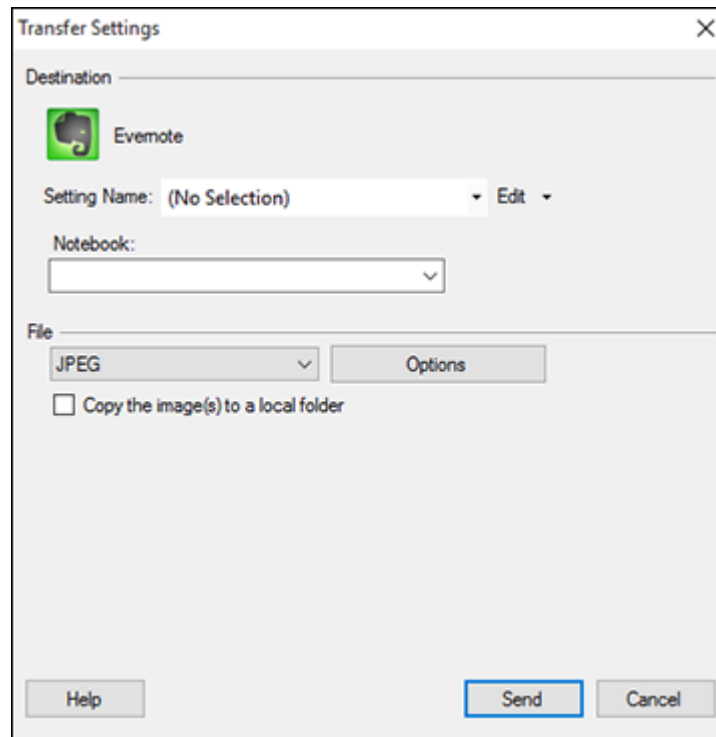
Uploading Scanned Images to Evernote

You can configure an Evernote account for use with Easy Photo Scan and upload your scanned images to it (Windows only).

Note: You must install Evernote before you can use it with Easy Photo Scan.

1. Scan your original using Easy Photo Scan.
2. Click the  icon.

You see a window like this:



Note: If you have already configured an Evernote account in Easy Photo Scan, you can select the **Setting Name** or **Destination Name** for the account and click **Send** to upload your images.

3. Select a notebook from the **Notebook** list.

Note: If you want to create a new notebook, you must create it directly in Evernote.

4. Select the image format for the uploaded files from the **File** or **File Type** list.
5. If there are options for the selected file format, click **Options** or **Option** and select the options you want.
6. If you also want to save the images to a local folder, select the **Copy the image(s) to a local folder** checkbox and select a folder.

7. If you want to save the current settings, click **Edit**, or the **Setting Name** or **Destination Name** field, and select **Save As**. Enter a name for the setting and click **OK**.
8. Click **Send** to upload the images to your Evernote account, or click **Cancel** to cancel the operation.

Parent topic: [Scanning to Online Destinations Using Easy Photo Scan](#)

Related references


[Epson JPEG File Settings](#)

Related tasks

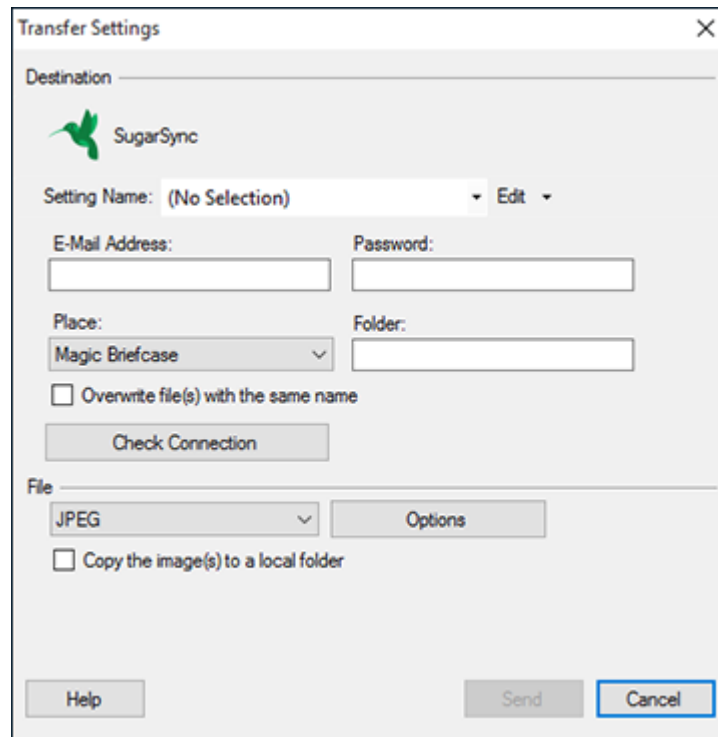
[Scanning Using Easy Photo Scan](#)

Uploading Scanned Images to SugarSync

You can configure a SugarSync account for use with Easy Photo Scan and upload your scanned images.

1. Scan your original using Easy Photo Scan.
2. Click the  icon.

You see a window like this:



The screenshot shows a 'Transfer Settings' dialog box with the following fields and options:

- Destination:** SugarSync logo and name.
- Setting Name:** (No Selection) with an 'Edit' button.
- E-Mail Address:** Text input field.
- Password:** Text input field.
- Place:** Magic Briefcase (dropdown menu).
- Folder:** Text input field.
- Overwrite file(s) with the same name
- Check Connection:** Button
- File:** JPEG (dropdown menu) with an 'Options' button.
- Copy the image(s) to a local folder
- Buttons:** Help, Send, Cancel.

Note: If you have already configured a SugarSync account in Easy Photo Scan, you can select the **Setting Name** or **Destination Name** for the account and click **Send** to upload your images.

3. Enter the account information in the **E-Mail Address** and **Password** fields.
4. Select a **Place** option for the uploaded images.

Note: In SugarSync, the Magic Briefcase is now called "My SugarSync". Uploads to the Magic Briefcase appear in the My SugarSync folder.

5. Enter a folder name in the **Folder** field.

If you enter the name of an existing folder, the images are uploaded to that folder. If the folder does not exist, a new folder with that name is created.

6. If you want to replace existing files with the same name with the uploaded images, click the **Overwrite file(s) with the same name** checkbox.
7. Click **Check Connection** to test whether the SugarSync account information is correct.
8. Select the image format for the uploaded files from the **File** or **File Type** list.
9. If there are options for the selected file format, click **Options** or **Option** and select the options you want.
10. If you also want to save the images to a local folder, select the **Copy the image(s) to a local folder** checkbox and select a folder.
11. If you want to save the current settings, click **Edit**, or the **Setting Name** or **Destination Name** field, and select **Save As**. Enter a name for the setting and click **OK**.
12. Click **Send** to upload the images to your SugarSync account, or click **Cancel** to cancel the operation.

Parent topic: [Scanning to Online Destinations Using Easy Photo Scan](#)

Related references

[Epson JPEG File Settings](#)


[Epson TIFF and Multi-TIFF File Settings](#)

Related tasks

[Scanning Using Easy Photo Scan](#)

Uploading Scanned Images to a Web Folder

You can upload your scanned images to a Web Folder (WebDAV) using Easy Photo Scan.

1. Scan your original using Easy Photo Scan.
2. Click the  icon.

You see a window like this:

Transfer Settings

Destination

Web Folder (WebDAV)

Setting Name: (No Selection) Edit

Address:
http://www.example.com/upload

User Name: Password:

Overwrite file(s) with the same name

Check Connection

File

JPEG Options

Copy the image(s) to a local folder

Help Send Cancel

Note: If you have already configured a Web Folder account in Easy Photo Scan, you can select the **Setting Name** or **Destination Name** for the account and click **Send** to upload your pictures.

3. Enter the Web Folder URL in the **Address** field.
4. Enter the login information in the **User Name** and **Password** fields.
5. If you want to replace existing files with the same name with the uploaded images, click the **Overwrite file(s) with the same name** checkbox.
6. Click **Check Connection** to test whether the account information is correct.
7. Select the image format for the uploaded files from the **File** or **File Type** list.
8. If there are options for the selected file format, click **Options** or **Option** and select the options you want.

9. If you also want to save the images to a local folder, select the **Copy the image(s) to a local folder** checkbox and select a folder.
10. If you want to save the current settings, click **Edit**, or the **Setting Name** or **Destination Name** field, and select **Save As**. Enter a name for the setting and click **OK**.
11. Click **Send** to upload the images to your Web Folder, or click **Cancel** to cancel the operation.

Parent topic: [Scanning to Online Destinations Using Easy Photo Scan](#)

Related references

[Epson JPEG File Settings](#)

[Epson TIFF and Multi-TIFF File Settings](#)


Related tasks

[Scanning Using Easy Photo Scan](#)

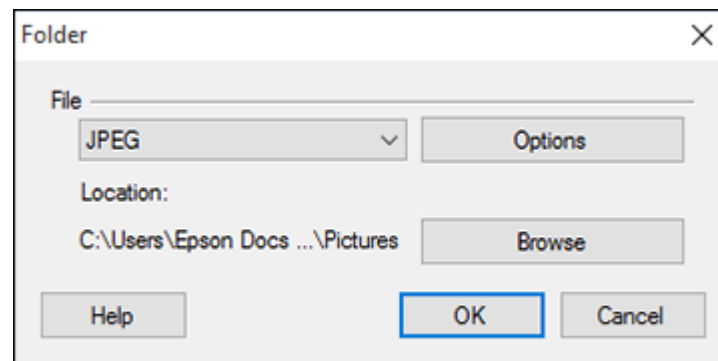
Uploading Scanned Images to Email

You can save your scanned images to a local network folder and send them by email using Easy Photo Scan.

Note: With Windows, Easy Photo Scan supports Microsoft Outlook 2000/2002/2003/2007/2010 (x86)/2013 (x86) and Windows Mail/Windows Live Mail. If you do not have one of these email applications, Easy Photo Scan saves the images, but the email application does not open.

1. Scan your original using Easy Photo Scan.
2. Click the  icon.

You see a window like this:



Note: With OS X, you also enter an email address and email text in the window. If you have already configured email settings in Easy Photo Scan, you can select them using the **Destination Name** field.

3. Select the image format for the saved files from the **File** or **File Type** list.
4. If there are options for the selected file format, click **Options** or **Option** and select the options you want.
5. Do one of the following:
 - **Windows:** Click **Browse** to choose the folder where you want to save the images. Then click **OK** to save the images to the folder and launch your email program, or click **Cancel** to cancel the operation.
 - **OS X:** If you also want to save the images to a local folder, select the **Copy the image(s) to a local folder** checkbox and select a folder. Then click **Send**, or click **Cancel** to cancel the operation.

Parent topic: [Scanning to Online Destinations Using Easy Photo Scan](#)

Related references

[Epson JPEG File Settings](#)


[Epson TIFF and Multi-TIFF File Settings](#)

Related tasks

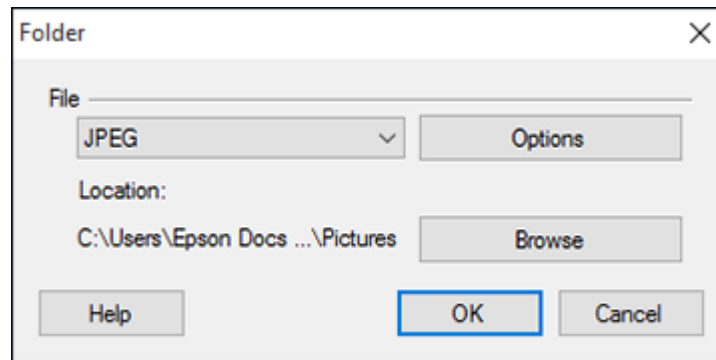
[Scanning Using Easy Photo Scan](#)

Saving Scanned Images to a Folder

You can save your scanned images to a local network folder using Easy Photo Scan.

1. Scan your original using Easy Photo Scan.
2. Click the  icon.

You see a window like this:



3. Select the image format for the saved files from the **File** or **File Type** list.
4. If there are options for the selected file format, click **Options** and select the options you want.
5. Click **Browse** or the **Save in** field to choose the folder where you want to save the images.
6. Click **OK** to save the images to the folder, or click **Cancel** to cancel the operation.

Parent topic: [Scanning to Online Destinations Using Easy Photo Scan](#)

Related references

[Epson JPEG File Settings](#)

[Epson TIFF and Multi-TIFF File Settings](#)

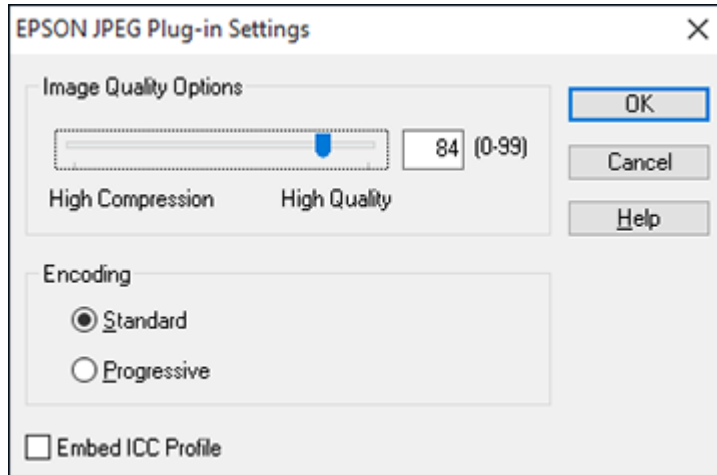
Related tasks

[Scanning Using Easy Photo Scan](#)

Epson JPEG File Settings

You can select from the following settings in the JPEG settings window in Easy Photo Scan.

Note: The available settings may vary, depending on the operating system you are using.



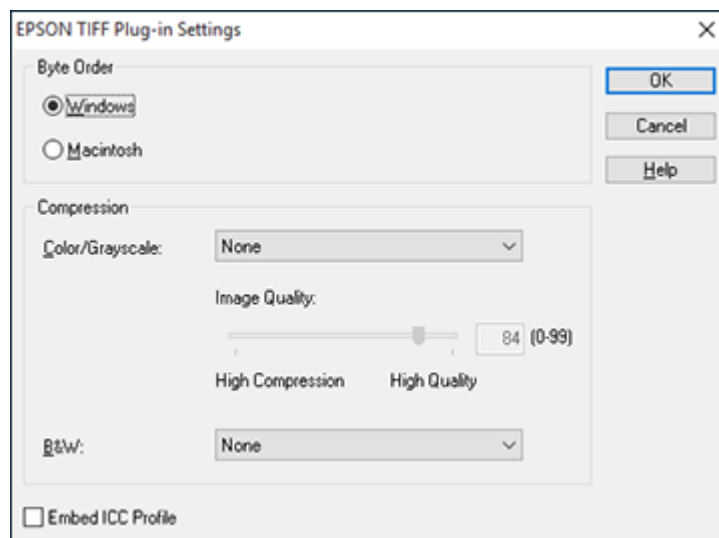
Setting	Description
Image Quality Options	Specifies the compression level. The file size increases with higher quality.
Encoding	Specifies the encoding method. Standard: Images are rendered from the top to the bottom when displayed on a web browser. Progressive: Images are rendered in low resolution in a web browser, then replaced with a higher resolution.
Embed ICC Profile	Allows the ICC profile (information on color reproducibility of scanned image) to be embedded in the image. Programs that use color management software will display the colors of the image using the ICC profile.

Parent topic: [Scanning to Online Destinations Using Easy Photo Scan](#)

Epson TIFF and Multi-TIFF File Settings

You can select from the following settings in the TIFF settings window in Easy Photo Scan.

Note: The available settings may vary, depending on the operating system you are using.



Setting	Description
Byte Order	Specifies the operating system where the scanned image will be used.
Compression	Specifies the compression format and level for Color/Grayscale and B&W images. The file size increases with higher quality.
Embed ICC Profile	Allows the ICC profile (information on color reproducibility of scanned image) to be embedded in the image. Programs that use color management software will display the colors of the image using the ICC profile.

Parent topic: [Scanning to Online Destinations Using Easy Photo Scan](#)

Saving Scanned Documents as a Searchable PDF

You can scan a document and save the text in a searchable PDF. In a searchable PDF, text is recognized using Optical Character Recognition (OCR) and then embedded in the scanned original.

Note: The required Epson Scan OCR Component (Windows) or Epson Scan 2 OCR Component (OS X) is installed automatically when you install your scanner software as instructed on the *Start Here* sheet. If you install your scanner software programs individually, be sure to also install the components if you want to perform OCR.

1. Load your original in the scanner.
2. Start Epson Scan 2.
3. Select your scan settings.
4. Click **Preview** and adjust the area you want to scan, if necessary.
5. Select **Searchable PDF** as the Image Format setting.
6. Select **Options** from the Image Format list.
You see the Image Format Options window.
7. Select the **Text** tab.
8. Make sure the language used in the document text is selected as the **Text Language** setting.
9. Click **OK**.
10. Confirm the File Name setting and select a **Folder** setting for your document.
11. Click **Scan**.

The scanned image is saved as a searchable PDF.

Parent topic: [Scanning](#)

Related tasks

[Placing Originals on the Scanner Glass](#)

[Scanning in Epson Scan 2](#)

Related topics

[Starting a Scan](#)

Replacing Ink Cartridges

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

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

Note: Please dispose of your used Epson branded ink cartridges responsibly and in accordance with local requirements.

[Check Cartridge Status](#)

[Purchase Epson Ink Cartridges](#)

[Removing and Installing Ink Cartridges](#)

[Replacing Ink Cartridges Using a Computer Utility](#)

[Printing with Black Ink and Expended Color Cartridges](#)

[Conserving Low Black Ink with Windows](#)

Check Cartridge Status

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

[Checking Cartridge Status Lights](#)



[Checking Cartridge Status with Windows](#)

[Checking Cartridge Status with OS X](#)

Parent topic: [Replacing Ink Cartridges](#)

Checking Cartridge Status Lights

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

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

Note: Depending on the color of the expended cartridge and how you are printing, you may be able to continue printing temporarily.

Parent topic: [Check Cartridge Status](#)

Related tasks

[Removing and Installing Ink Cartridges](#)

Related topics

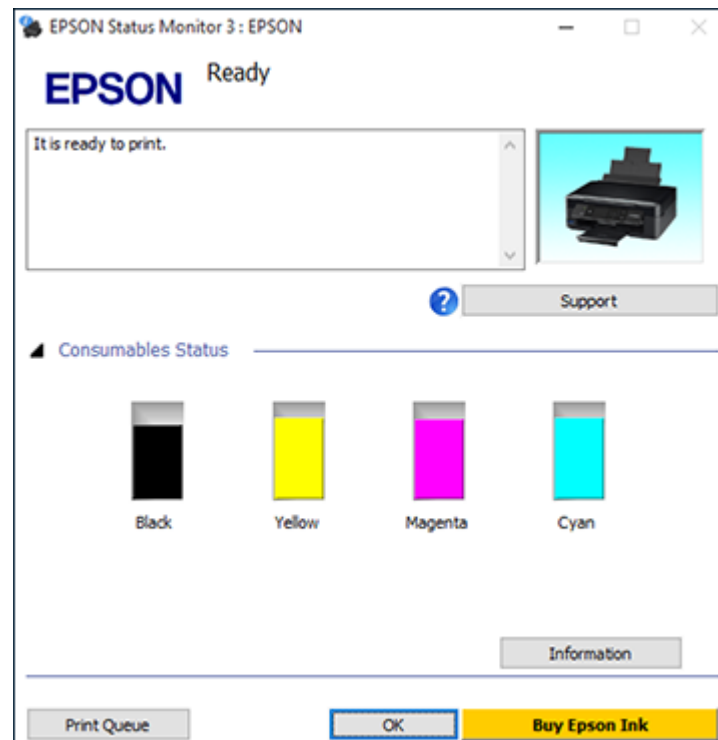
[Printing with Black Ink and Expended Color Cartridges](#)

Checking Cartridge Status with Windows

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

1. To check your cartridge status, access the Windows Desktop and double-click the product icon in the Windows taskbar.

You see this window:



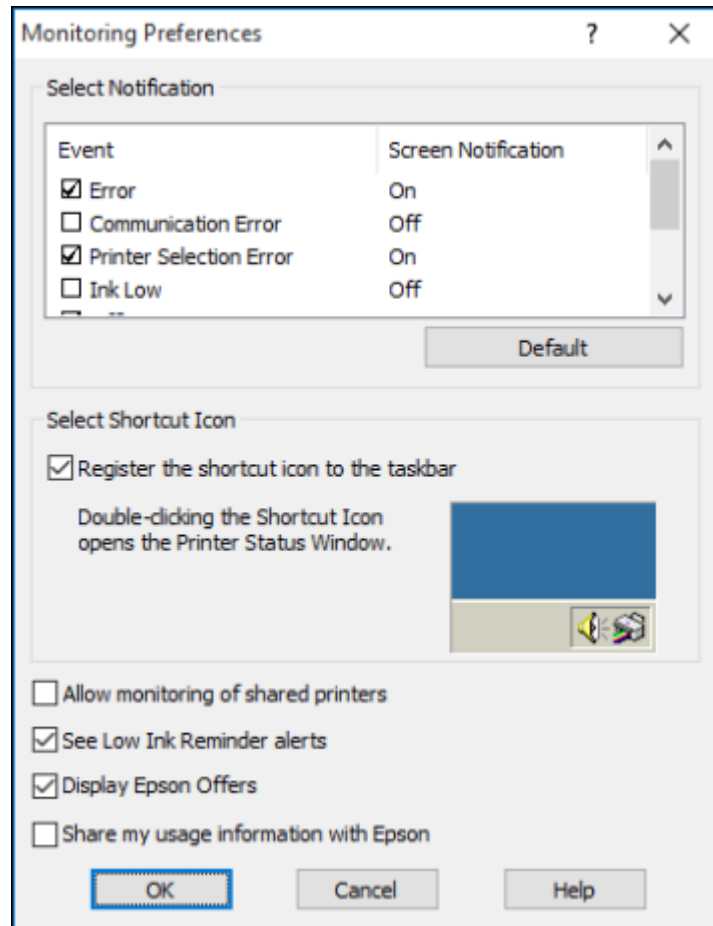
2. Replace or reinstall any ink cartridge indicated on the screen.

Note: Depending on the color of the expended cartridge and how you are printing, you may be able to continue printing temporarily.

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

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

You see this window:



4. Deselect the **See Low Ink Reminder alerts** checkbox at the bottom of the screen.
5. To disable promotional offers, deselect the **Display Epson Offers** checkbox. (Promotional offers not available in Latin America.)

Parent topic: [Check Cartridge Status](#)

Related tasks

[Removing and Installing Ink Cartridges](#)

Related topics

[Printing with Black Ink and Expended Color Cartridges](#)

Checking Cartridge Status with OS X

You can check your cartridge status 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 a window like this:



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

Note: Depending on the color of the expended cartridge and how you are printing, you may be able to continue printing temporarily.

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

Parent topic: [Check Cartridge Status](#)

Related tasks

[Removing and Installing Ink Cartridges](#)

Related topics

[Printing with Black Ink and Expended Color Cartridges](#)

Purchase Epson Ink Cartridges

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

Note: This product uses only genuine Epson-brand cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly.

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

[Ink Cartridge Part Numbers](#)

Parent topic: [Replacing Ink Cartridges](#)

Ink Cartridge Part Numbers

Use these part numbers when you order or purchase new ink cartridges, and use the cartridges within six months of installing them.

Ink color	Part number	
	Standard-capacity	High-capacity
Black	296	297
Cyan	296	—
Magenta	296	—
Yellow	296	—

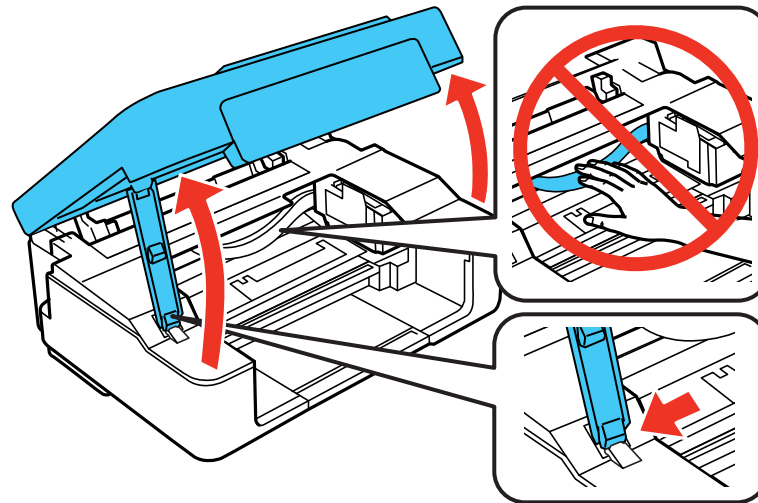
Parent topic: [Purchase Epson Ink Cartridges](#)

Removing and Installing Ink Cartridges







Make sure you have your replacement cartridges handy before you begin. You must install new cartridges immediately after removing the old ones.

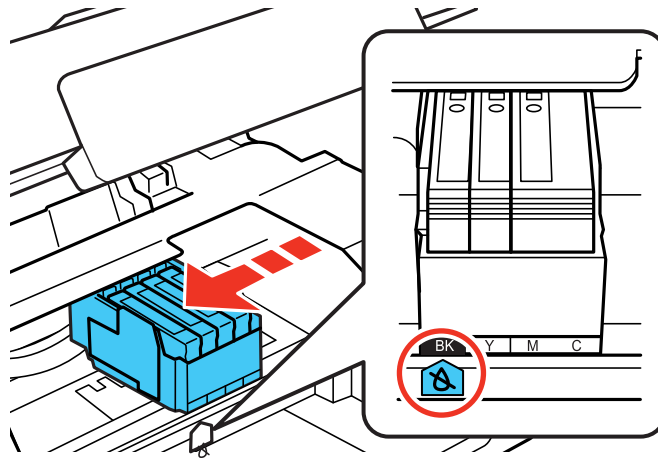
Caution: Leave your old cartridges in the printer until you are ready to replace them to prevent the print head nozzles from drying out. Do not open ink cartridge packages until you are ready to install the ink. Cartridges are vacuum packed to maintain reliability.

1. Turn on your product.
2. Lift up the scanner unit.



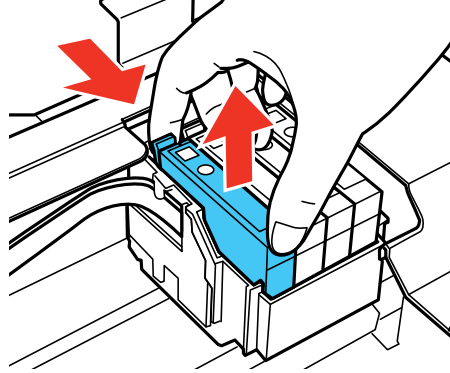
Caution: Do not move the print head by hand; otherwise, you may damage your product. Do not touch the flat white cable inside the printer.

3. If the  ink light is on, press the  stop button. If the  ink light is flashing or off, press and hold the  stop button for 6 seconds until the ink cartridge holder moves to the replacement position.
 - If a cartridge is low or expended, the print head moves that cartridge to the indicator position. Press the  stop button. The print head moves the next low or expended cartridge to the indicator position. Continue to press the  stop button until the print head moves to the replacement position.



- If no cartridges are low or expended, the print head moves directly to the replacement position.

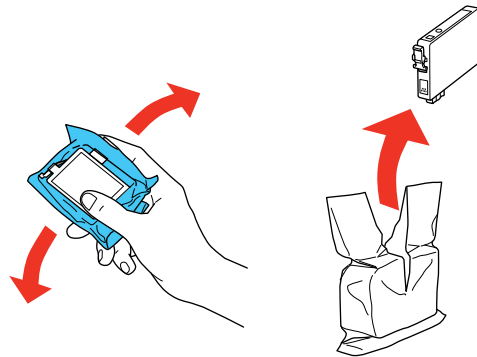
4. Squeeze the tab on the cartridge and lift the cartridge straight up to remove it.



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

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

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

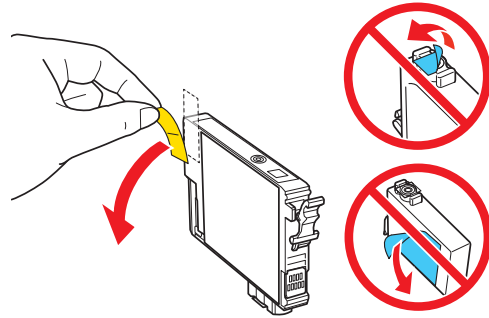


Caution: Do not shake the cartridges after opening the packages, or ink may leak.

6. Remove the cartridge from the package.

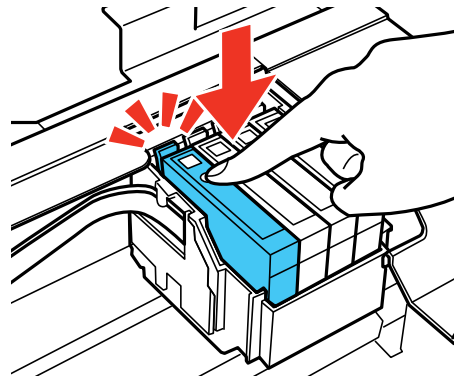
Caution: Do not touch the green chip on the cartridge. Install the new cartridge immediately after removing the old one; if you do not, the print head may dry out and be unable to print.

7. Remove the yellow tape from the side of the cartridge.

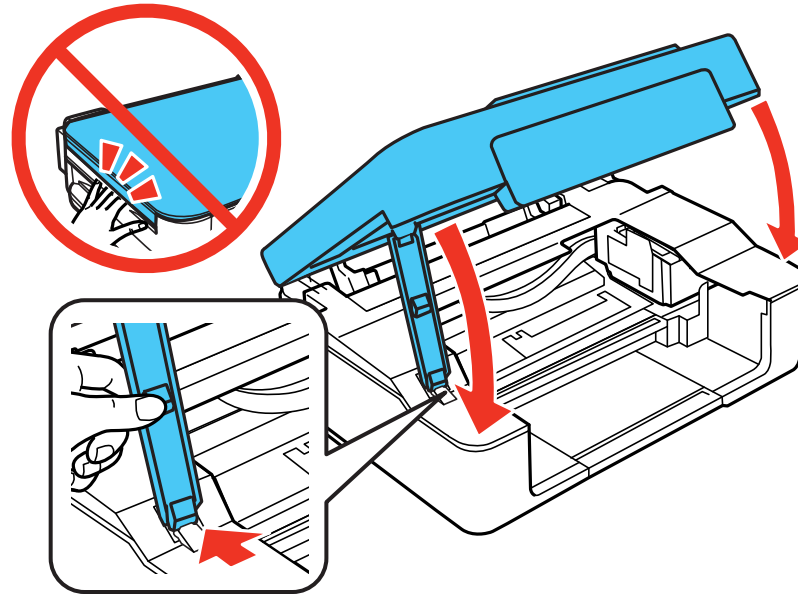


Caution: Do not remove any other labels or seals, or ink will leak.


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





9. Lower the scanner unit.



10. Press the  stop button.

The print head moves to its home position and the printer starts charging the ink. This takes about 2 minutes to complete. When the  power light stops flashing and remains on, ink charging is finished.

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

Note: If the  ink light is on after the print head moves to its home position, an ink cartridge may not be installed properly. Press the  stop button, then press the ink cartridge down until it clicks into place.

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

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

Parent topic: [Replacing Ink Cartridges](#)

Related concepts

[Purchase Epson Ink Cartridges](#)

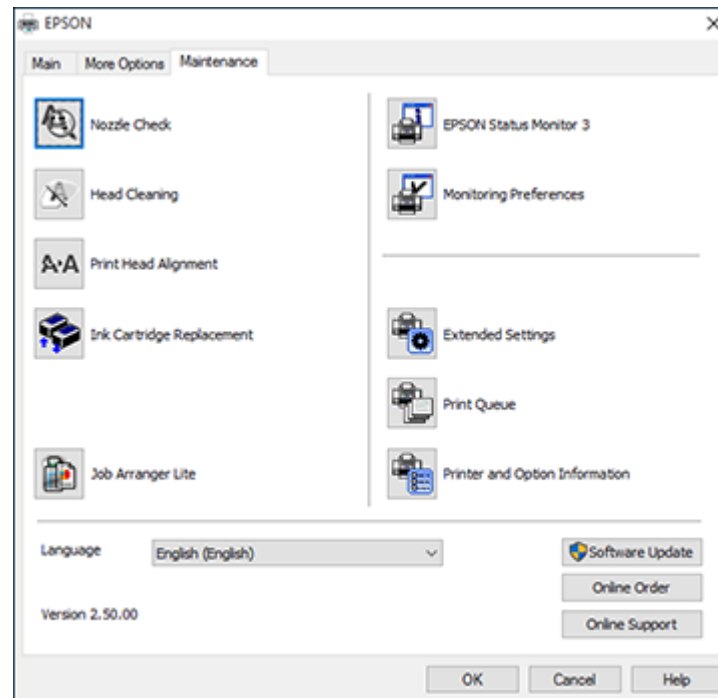
Replacing Ink Cartridges Using a Computer Utility

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

1. Do one of the following:

- **Windows:** Access the Windows Desktop, right-click the product icon in the Windows taskbar, and select **Printer Settings**. Then click the **Maintenance** tab.
- **OS X:** 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**.

You see a window like this:



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

Parent topic: [Replacing Ink Cartridges](#)

Related concepts

[Purchase Epson Ink Cartridges](#)

Printing with Black Ink and Expended Color Cartridges

When a color ink cartridge is expended, you can temporarily continue printing from your computer using black ink. Replace the expended color cartridge as soon as possible for future printing.

Note: You cannot print with expended color ink cartridges using your product's control panel.

[Printing with Expended Color Cartridges - Windows](#)

[Printing with Expended Color Cartridges - OS X](#)

Parent topic: [Replacing Ink Cartridges](#)

Printing with Expended Color Cartridges - Windows

If you see a message during printing telling you that you can temporarily print in black ink with an expended color cartridge, you can cancel your print job and select settings to print on plain paper or on an envelope.

Note: To use this feature, Epson Status Monitor must be enabled.

1. Click **Stop** or **Cancel Print** to cancel your print job.
2. Load plain paper or an envelope in your product.
3. Access the print settings in your print application.
4. Click the **Main** tab.
5. Select **Plain Paper/Bright White Paper** or **Envelope** as the paper type setting.
6. Select the **Black/Grayscale** checkbox.
7. Click **OK**.
8. Print your document.
Epson Status Monitor 3 displays a print message.
9. Click **Print in Black** to print your document.

Parent topic: [Printing with Black Ink and Expended Color Cartridges](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)


[Cancelling Printing Using a Product Button](#)

Related topics

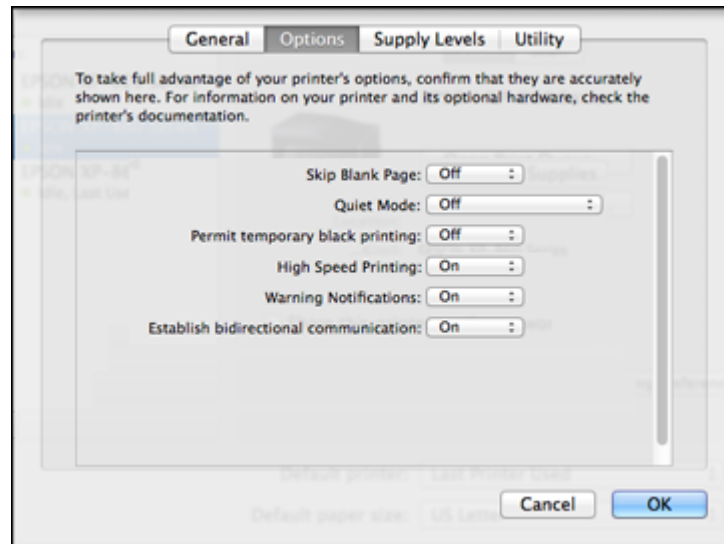
[Loading Paper](#)

Printing with Expended Color Cartridges - OS X

If printing stops, you can cancel your print job and select settings to temporarily print with only black ink on plain paper or on an envelope.

1. Click the printer icon in the Dock.
2. If you see a message telling you that you can temporarily print with only black ink, click the **Delete** or  button to cancel your print job. If you see an error message, click **OK**.
3. In the Apple menu or the Dock, select **System Preferences**.
4. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**.
5. Select **Driver** or **Options**.

You see a screen like this:



6. Select **On** as the **Permit temporary black printing** setting.
7. Click **OK**.
8. Close the utility window.
9. Load plain paper or an envelope in your product.
10. Access the print settings in your print application.
11. Select **Print Settings** from the pop-up menu.
12. Select **Plain Paper/Bright White Paper** or **Envelope** as the paper type setting.
13. Select the **Grayscale** option.
14. Click **Print** to print your document.

Parent topic: [Printing with Black Ink and Expended Color Cartridges](#)

Related tasks

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

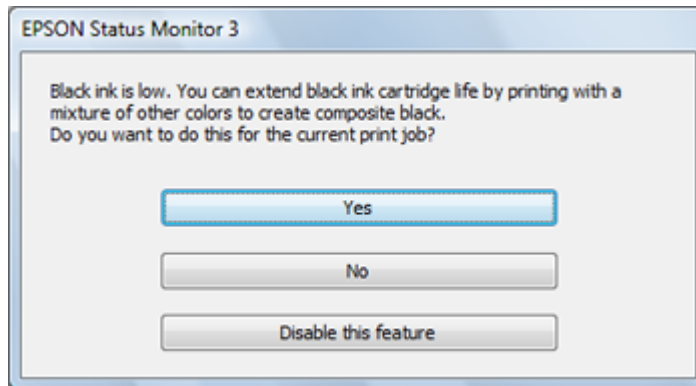
[Cancelling Printing Using a Product Button](#)

Related topics

[Loading Paper](#)

Conserving Low Black Ink with Windows

The following window appears when black ink runs low and there is more color ink.



Note: The window appears only when you have selected **Plain Paper/Bright White Paper** as the paper type setting, and depends on other selected print settings. To use this feature, Epson Status Monitor must be enabled.

- Click **Yes** to use a mixture of color inks to create black, or **No** to continue using the remaining black ink for the document you are printing.
- Click **Disable this feature** to continue using the remaining black ink.

Note: If you disable this feature, it remains disabled until you install a new black ink cartridge.

Parent topic: [Replacing Ink Cartridges](#)

Adjusting Print Quality

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

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

[Print Head Maintenance](#)

[Print Head Alignment](#)

[Cleaning the Paper Path](#)

Related topics

[Replacing Ink Cartridges](#)

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 an ink cartridge is expended, and may not be able to clean it when a cartridge is low. You must replace the cartridge first.

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

Parent topic: [Adjusting Print Quality](#)

Related topics

[Replacing Ink Cartridges](#)

Print Head Nozzle Check

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




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

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

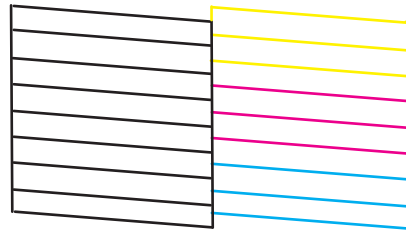
Parent topic: [Print Head Maintenance](#)

Checking the Nozzles Using the Product Buttons

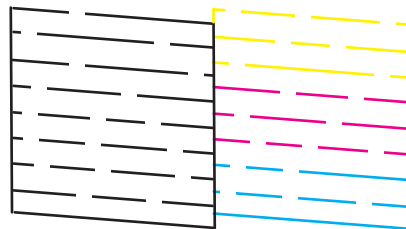
You can check the print head nozzles using the buttons on your product.

1. Press the  power button to turn the product off.
2. Load a few sheets of plain paper in the product.
3. Hold down the  stop button and press the  power button to turn the product on.
4. When the product turns on, release both buttons.
The product begins printing a nozzle check pattern.
5. Check the printed pattern to see if there are gaps in the lines.

Print head is clean



Print head needs cleaning



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

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

Related concepts

[Print Head Cleaning](#)

Related topics

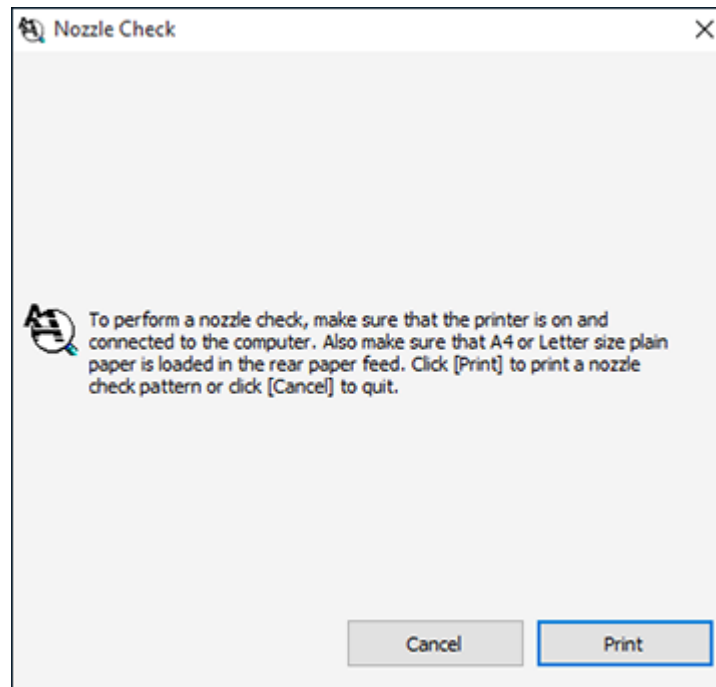
[Loading Paper](#)

Checking the Nozzles Using a Computer Utility

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

1. Load a few sheets of plain paper in the product.
2. Do one of the following:
 - **Windows:** Access the Windows Desktop and right-click the product icon in the Windows taskbar.
 - **OS X:** 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**.
3. Select **Nozzle Check**.

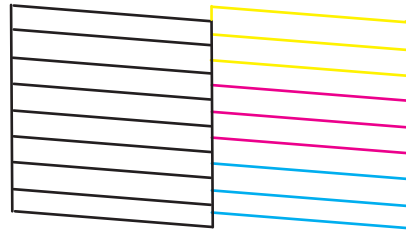
You see a window like this:



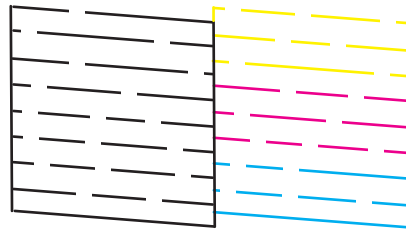
4. Click **Print**.

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

Print head is clean



Print head needs cleaning



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

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

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

Related concepts

[Print Head Cleaning](#)

Related topics

[Loading Paper](#)

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 an ink cartridge is expended, and may not be able to clean it when a cartridge is low. You must replace the cartridge first.


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


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

Parent topic: [Print Head Maintenance](#)

Cleaning the Print Head Using the Product Buttons

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

1. Make sure no product lights are indicating errors.
2. Load a few sheets of plain paper in the product.
3. Hold down the  stop button for 3 seconds to start the cleaning cycle.

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

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

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

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

Parent topic: [Print Head Cleaning](#)

Related tasks

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

Related topics

[Replacing Ink Cartridges](#)

[Loading Paper](#)

Cleaning the Print Head Using a Computer Utility

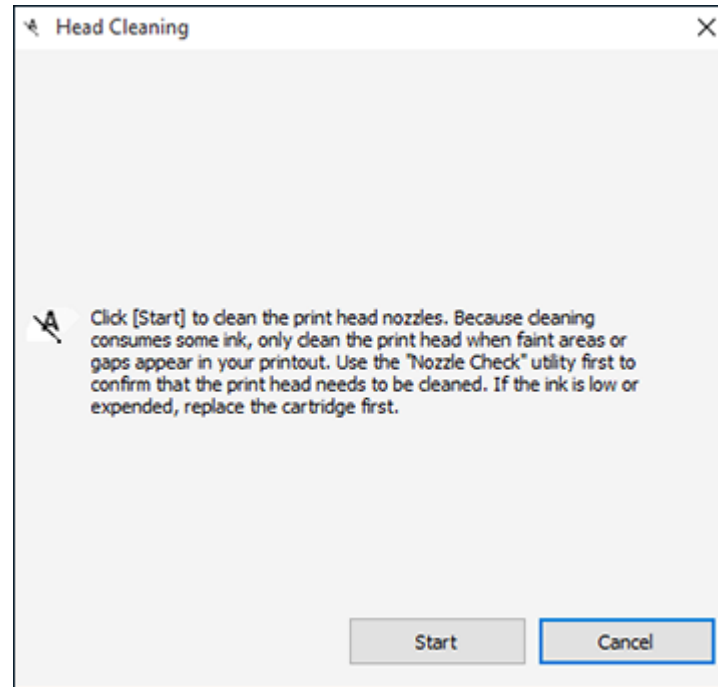
You can clean the print head using a utility on your Windows or Mac computer.

1. Load a few sheets of plain paper in the product.
2. Do one of the following:
 - **Windows:** Access the Windows Desktop and right-click the product icon in the Windows taskbar.

- **OS X:** 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**.

3. Select **Head Cleaning**.

You see a window like this:



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

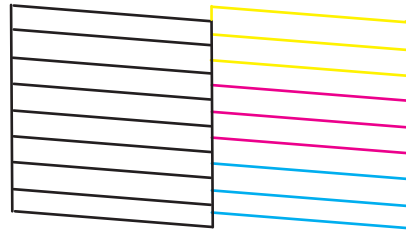
The \odot power light flashes throughout the cleaning cycle and stays on when the cleaning cycle is finished.

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

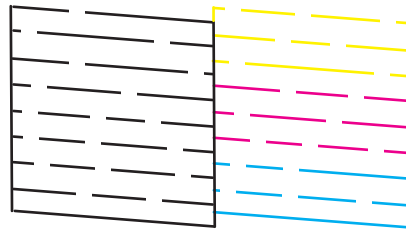
5. When the cleaning cycle is finished, you can check to see if the nozzles are clean; click **Print Nozzle Check Pattern** and click **Print**.

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

Print head is clean



Print head needs cleaning



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

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

Parent topic: [Print Head Cleaning](#)

Related tasks

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

Related topics

[Replacing Ink Cartridges](#)

[Loading Paper](#)

Print Head Alignment

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

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

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

Parent topic: [Adjusting Print Quality](#)

Related concepts

[Print Head Cleaning](#)

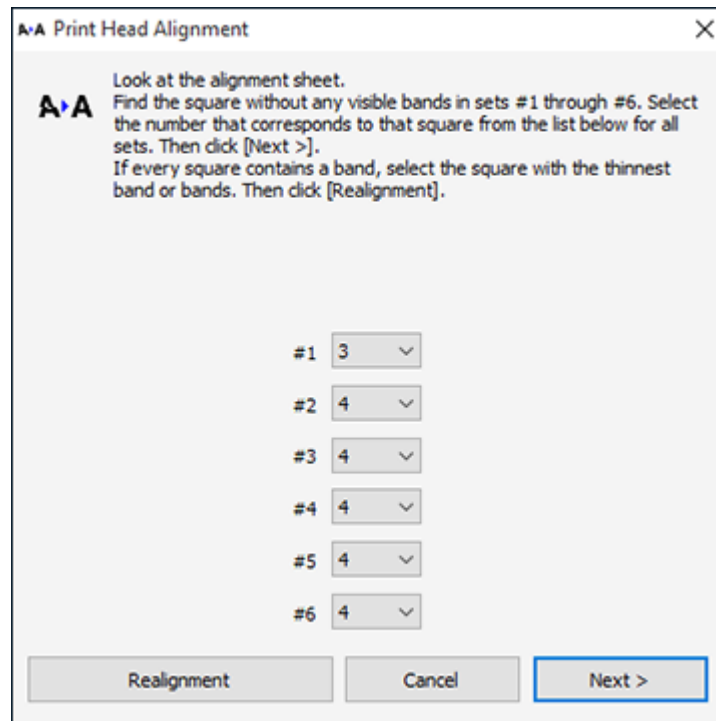
Aligning the Print Head Using a Computer Utility

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

1. Load a few sheets of plain paper in the product.
2. Do one of the following:
 - **Windows:** Access the Windows Desktop and right-click the product icon in the Windows taskbar.
 - **OS X:** 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**.
3. Select **Print Head Alignment**.
4. Click **Next**, then click **Print** to print an alignment sheet.

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

You see a window like this:



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

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

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

Parent topic: [Print Head Alignment](#)

Related topics

[Loading Paper](#)

Cleaning the Paper Path

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

1. Load a few sheets of plain paper in the product.
2. Use the product control panel to make a copy, but without placing a document on the scanner glass.

Note: Make sure there is no dust or stains on the scanner glass or document cover.

3. Check the back of the ejected paper to see if it is clean.
4. Repeat as necessary until the paper comes out clean.

Parent topic: [Adjusting Print Quality](#)

Related tasks

[Copying Documents or Photos](#)

Related topics

[Loading Paper](#)

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.

Close the output tray and paper support when you are not using the product to protect it from dust.

Caution: Do not use a hard brush, 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.

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Remove all the paper.
5. Clean the scanner glass with a soft, lint-free cloth (microfiber is recommended), moistened with a little glass cleaner.

Caution: Do not spray glass cleaner directly on the glass and do not press the glass surface with any force.

6. Clean the outer case and control panel with a soft, dry cloth. Do not use liquid or chemical cleansers.

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

Transporting Your Product


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

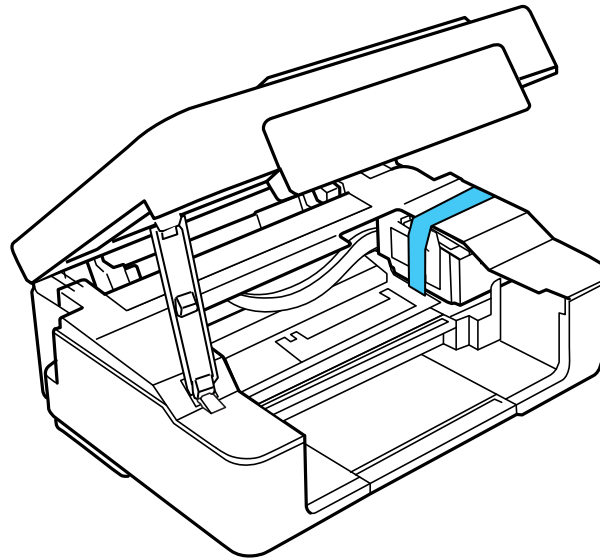
Caution: During transportation and storage, follow these guidelines:

- Avoid tilting the product, placing it vertically, or turning it upside down; otherwise ink may leak.

- Leave the ink cartridges installed. Removing the cartridges can dry out the print head and may prevent the product from printing.
- Do not carry the product by its control panel; this may damage the product.

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 go out, then unplug the power cable.
3. Disconnect any connected cables.
4. Remove all the paper from the product.
5. Close the output tray and paper support.
6. Lift up the scanner unit and check to see if the print head is in the far right position (the home position). If not, turn on the product, wait for the print head to move, then turn the product off again.
7. Secure the ink cartridge holder to the case with tape.



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

8. Lower the scanner unit.
9. 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. Be sure to remove the tape from the ink cartridge holder before turning on your product. If print quality has declined when you print again, clean and align the print head.

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

Related concepts

[Print Head Cleaning](#)

[Print Head Alignment](#)

Solving Problems

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

[Checking for Software Updates](#)

[Product Light Status](#)

[Running a Product Check](#)

[Solving Setup Problems](#)

[Solving Network Problems](#)

[Solving Copying Problems](#)

[Solving Paper Problems](#)

[Solving Problems Printing from a Computer](#)

[Solving Page Layout and Content Problems](#)

[Solving Print Quality Problems](#)

[Solving Scanning Problems](#)

[Solving Scanned Image Quality Problems](#)

[Uninstall Your Product Software](#)

[Where to Get Help](#)

Checking for Software Updates

Periodically, it's a good idea to check Epson's support website for free updates to your product software. Visit the driver download site at epson.com/jm/support.

- **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 product icon in the Windows taskbar
 - 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**.

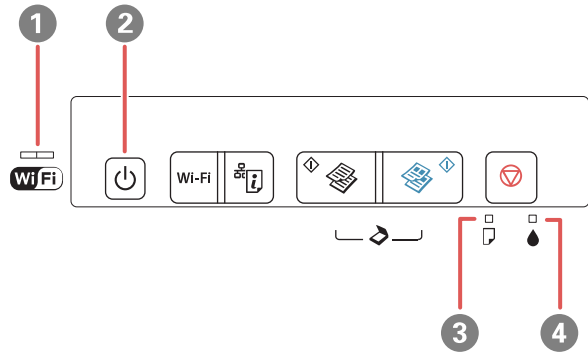
Parent topic: [Solving Problems](#)

Related tasks

[Changing Automatic Update Options](#)



















Product Light Status

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



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

Light status	Condition/solution
The ⏻ power light is on	The product is turned on.
The ⏻ power light is flashing	The product is busy. Wait for the ⏻ power light to stop flashing before turning off the product. If you just replaced an ink cartridge and the ⏻ power light is still flashing after 3 minutes, the cartridge may be installed incorrectly. Reinstall the ink cartridge.
The ⏻ power light is flashing The 📄 paper light is flashing	Paper is jammed in the product. Remove the jammed paper, and press the 📄 B&W copy button or the 🖨 color copy button to clear the error.




Light status	Condition/solution
The  power light is flashing The  paper light is on	No paper is loaded or multiple sheets fed at one time. Load paper in the product, and press the  B&W copy button or the  color copy button to clear the error.
The  power light is on or flashing The  ink light is flashing	Ink in a cartridge is low. You can continue printing, or check which cartridge is low and replace it.
The  power light is on or flashing The  ink light is on	An ink cartridge is expended or not installed correctly. Replace or reinstall the cartridge. (Depending on the color of the expended cartridge and how you are printing, you may be able to continue printing temporarily.)
The  power light is on or flashing The  ink light is flashing The  paper light is flashing	The ink pads are near the end of their service life. Contact Epson for support. (To continue printing, press the  B&W copy button or the  color copy button.)
The  ink light is on The  paper light is on The WiFi light is on	An error has occurred during firmware updating. Connect your product using a USB cable and try updating the firmware again. If the error message continues, contact Epson for support.
The  power light is flashing The  ink light is flashing The  paper light is flashing The WiFi light is flashing	A printer error has occurred. Turn the product off and then back on again. If the error continues, check for a paper jam. If the error persists, contact Epson for support.
The WiFi light is flashing orange	WiFi connection error. Press the Wi-Fi button on the printer to clear the error and try again.

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

Parent topic: [Solving Problems](#)

Running a Product Check

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

1. Press the  power button to turn off the product.
2. Disconnect any interface cables connected to your product.
3. Load plain paper in the product.
4. Hold down the  stop button and press the  power button to turn on the product.
5. When the product turns on, release both buttons.

The product begins printing a nozzle check pattern.

6. Do 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 manual or try uninstalling and reinstalling your printer software.
 - If the page prints but the nozzle check pattern has gaps, clean or align the print head.
 - If the page does not print, the product may have a problem. Check other available solutions. If they do not work, contact Epson.

Parent topic: [Solving Problems](#)

Related concepts

[Print Head Cleaning](#)

[Print Head Alignment](#)

[Uninstall Your Product Software](#)

Related references

[Where to Get Help](#)

Solving Setup Problems

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

[Noise After Ink Installation](#)

[Software Installation Problems](#)

[USB Connection Problems](#)

Parent topic: [Solving Problems](#)

Noise After Ink Installation

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

- The first time you install ink cartridges, 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. Your product is finished charging the print head when the ⏻ power light stops flashing.
- If the product's print head stops moving or making noise, and the charging process has not finished after approximately 5 minutes, turn off your product. Turn it back on and check to see if charging is still in progress. If it is still in progress, contact Epson for help.

Parent topic: [Solving Setup Problems](#)

Related topics

[Replacing Ink Cartridges](#)

Software Installation Problems

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

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

Parent topic: [Solving Setup Problems](#)

Related concepts

[Uninstall Your Product Software](#)

Related references

[Windows System Requirements](#)

[OS X System Requirements](#)

USB Connection Problems

If you used a USB cable to connect to a computer that has multiple peripherals, make sure the computer is grounded. Otherwise, you may feel a slight electric shock when touching your product.

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 network data and settings. Epson is not responsible for backing up or recovering data and settings during or after the warranty period. We recommend that you make your own backup or print out your network data and settings.

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

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

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

[Cannot Print Over a Network](#)

[Cannot Scan 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:

- 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.

- Verify that your router or access point is operating correctly by connecting to it from your computer or another device.
- You may need to disable the firewall and any anti-virus software on your wireless router or access point.

- Check to see if access restrictions, such as MAC address filtering, are set on the router or access point. If access restrictions are set, add your product's MAC address to your router's address list. To obtain your product's MAC address, print a network status sheet. Then follow the instructions in your router or access point documentation to add the address to the list.
- If your router or access point does not broadcast its network name (SSID), follow the instructions that came with your product to enter your wireless network name manually.
- If your router or access point has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.
- Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.

Parent topic: [Solving Network Problems](#)

Related tasks

[Printing a Network Status Sheet](#)

[Using WPS to Connect to a Network](#)

[Connecting to a New Wi-Fi Router](#)

Related topics

[Wi-Fi Networking](#)

Network Software Cannot Find Product on a Network

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

- Make sure your product is turned on and connected to your network. Verify connection using your product control panel.
- Check if your network name (SSID) contains non-ASCII characters. Your product cannot display non-ASCII characters.
- 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. Initialize your router following the instructions in your router documentation.

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

4. Download your product software from the Epson website 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.

Parent topic: [Solving Network Problems](#)

Related concepts

[Uninstall Your Product Software](#)

Related tasks

[Connecting to a New Wi-Fi Router](#)

[Printing a Network Status Sheet](#)

Related topics

[Wi-Fi Networking](#)

Product Does Not Appear in OS X Printer Window

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

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

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.

Parent topic: [Solving Network Problems](#)

Related tasks

[Using WPS to Connect to a Network](#)

Related topics

[Wi-Fi Networking](#)

Cannot Print Over a Network

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

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

- 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 WiFi light on your product is not solid green, make sure you press the **Wi-Fi** button on the product within 2 minutes of pressing the WPS button on your router. Hold down the WiFi button on the product for 3 seconds.
- If you are connecting the product via EpsonNet Setup and the WiFi light on your product is not solid green, make sure your product software was installed correctly. If necessary, reinstall your software.

Parent topic: [Solving Network Problems](#)

Related tasks

[Printing a Network Status Sheet](#)

[Using WPS to Connect to a Network](#)

Related topics

[Wi-Fi Networking](#)

Cannot Scan Over a Network

If you cannot start Epson Scan 2 for scanning over a network, try these solutions:


- If you cannot scan from your product control panel, make sure you restarted your computer after installing the product software. Make sure the Event Manager program is not being blocked by your firewall or security software.

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 are scanning a large original at a high resolution, a network communication error may occur. Try scanning again at a lower resolution.
- If network communication was interrupted while starting Epson Scan 2, exit Epson Scan 2, wait a few seconds, and restart it. If Epson Scan 2 cannot restart, turn off your product, turn it back on, and try restarting Epson Scan 2 again.
- Check the scanner setting and reset the connection if necessary using Epson Scan 2 Utility:

Windows 10: Click , select **All apps**, select **EPSON**, and select **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

Windows 8.x: Navigate to the **Apps** screen, select **EPSON**, and select **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

Windows (other versions): Click  or **Start > All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

OS X: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

- You may need to disable the firewall and any anti-virus software on your wireless router or access point.

Parent topic: [Solving Network Problems](#)

Related concepts

[Scan Resolution Guidelines](#)

Related topics

[Scanning](#)

[Wi-Fi Networking](#)

Solving Copying Problems

Check these solutions if you have problems copying with your product.

[Product Makes Noise, But Nothing Copies](#)

[Copies are Cut Off](#)

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

Parent topic: [Solving Problems](#)

Related concepts

[Print Head Cleaning](#)

[Print Head Nozzle Check](#)

Product Makes Noise, But Nothing Copies





If your product makes a noise, but nothing copies, 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.
- If the nozzle check page does not print, but the product's power is on, make sure your product software is installed correctly.
- Make sure your product is level (not tilted).

Parent topic: [Solving Copying Problems](#)

Copies are Cut Off

Depending on your product, the default paper size for copies is either A4 (8.3 × 11.7 inches [210 × 297 mm]) or Letter (8.5 × 11 inches [216 × 279 mm]).

- To change the default paper size to A4 (8.3 × 11.7 inches [210 × 297 mm]), make sure the product is turned off, then hold down the  color copy button and press the  power button to turn the product on. When the product turns on, release both buttons.
- To change the default paper size to Letter (8.5 × 11 inches [216 × 279 mm]), make sure the product is turned off, then hold down the  B&W copy button and press the  power button to turn the product on. When the product turns on, release both buttons.

Parent topic: [Solving Copying Problems](#)

Product Makes Noise When It Sits for a While

Your product is performing routine maintenance. This is normal.

Parent topic: [Solving Copying Problems](#)

Solving Paper Problems

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

[Paper Feeding Problems](#)

[Paper Jam Problems](#)

[Paper Ejection Problems](#)

Parent topic: [Solving Problems](#)

Paper Feeding Problems

If you have problems feeding paper, try these solutions:

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

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

Parent topic: [Solving Paper Problems](#)

Related references

[Paper Jam Problems](#)




[Paper Loading Capacity](#)

Related topics

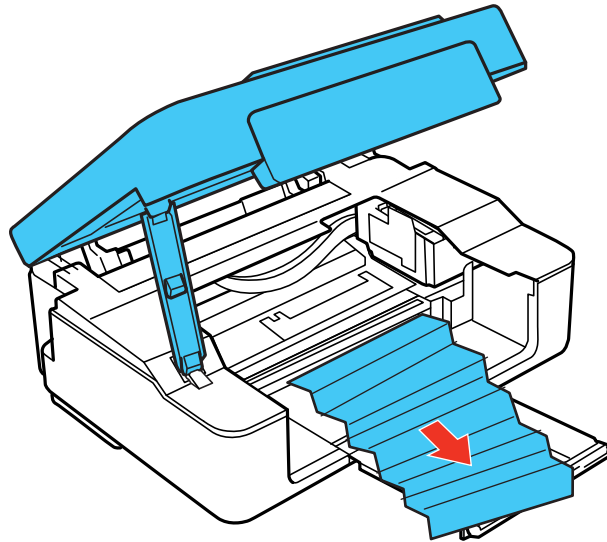
[Loading Paper](#)


Paper Jam Problems

If you have problems with paper jams, try these solutions:

1. Cancel the print job from your computer, if necessary.
2. Gently pull out any jammed paper from the output tray and sheet feeder.
3. Press the  B&W copy button or the  color copy button to resume printing. If the product lights still show an error, continue with the next step.
4. Press the  power button to turn the product off.

5. Lift the scanner unit and remove the jammed paper and any torn pieces.



6. Lower the scanner and press the  power button to turn the product back on.
7. Carefully follow all paper loading instructions when you load new paper.

Parent topic: [Solving Paper Problems](#)

Related topics
[Loading Paper](#)

Paper Ejection Problems

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

- If paper does not eject fully, you may have set the wrong paper size. Cancel printing 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.

Parent topic: [Solving Paper Problems](#)

Related references
[Paper Jam Problems](#)

[Paper or Media Type Settings](#)

Related tasks

[Cancelling Printing Using a Product Button](#)

Solving Problems Printing from a Computer

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

[Nothing Prints](#)

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

[Error After Cartridge Replacement](#)

[Printing is Slow](#)

Parent topic: [Solving Problems](#)

Nothing Prints

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

- Make sure your product is turned on.
- Make sure any interface cables are connected securely at both ends.
- If you connected your product to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your product directly to your computer instead of the hub.
- Run a product check to see if a test page prints. If the test page prints, check to see if your product software is installed correctly.
- If you are printing a large image, the computer may not have enough memory. Print the image at a lower resolution or a smaller file size.
- In Windows, click **Print Queue** on the Maintenance tab in the printer settings window and check for the following:
 - Check for any stalled or paused print jobs. Cancel or unpause any jobs as necessary.
 - Open the **Printer** menu and make sure the product is not offline.
 - Open the **Printer** menu and set the product as the default printer, if necessary.
- In OS X, select **System Preferences** from the Apple menu or Dock, select **Print & Scan** or **Printers & Scanners**, then double-click your printer icon. Check to see if any jobs are paused. Cancel or resume any jobs as necessary.




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

Related tasks

[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 10:** Right-click  and select **Control Panel > Hardware and Sound > Devices and Printers**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel > Hardware and Sound > Devices and Printers**.
 - **Windows 7:** Click  and select **Devices and Printers**.
 - **Windows Vista:** Click , select **Control Panel**, and click **Printer** under **Hardware and Sound**.
 - **Windows XP:** Click **Start** and select **Printers and Faxes**. (Or open the **Control Panel**, select **Printers and Other Hardware**, if necessary, and **Printers and Faxes**.)
2. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.
3. Click the **Maintenance** tab.
4. Click the **Extended Settings** button.
5. 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](#)

Error After Cartridge Replacement

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

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

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

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

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

Related topics

[Replacing Ink Cartridges](#)

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.
- If you are using OS X, make sure you download and install the Epson printer driver.
- Clear space on your hard drive or run a defragmentation utility to free up existing space.
- Close any programs you are not using when you print.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If printing becomes slower after printing continuously for a long time, the product may have automatically slowed down to protect the print mechanism from overheating or becoming damaged. Let the product rest with the power on for 30 minutes, then try printing again.

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

- Make sure the paper type setting matches the type of paper you loaded.
- Turn on any high speed settings in your product software.
- Select a lower print quality setting.
- **Windows:** Click the **Maintenance** 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**

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

Related references

[Paper or Media Type Settings](#)
[Windows System Requirements](#)
[OS X System Requirements](#)

Related tasks

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

Solving Page Layout and Content Problems

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

[Inverted Image](#)
[Too Many Copies Print](#)
[Blank Pages Print](#)
[Incorrect Margins on Printout](#)
[Border Appears on Borderless Prints](#)
[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](#)

Related tasks

[Selecting Additional Layout and Print Options - Windows](#)
[Selecting Basic Print Settings - OS X](#)

Too Many Copies Print

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

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

Related tasks

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

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

Blank Pages Print

If blank pages print unexpectedly, try these solutions:

- Make sure you selected the correct paper size settings in your printing program and printer software.
- If a blank page exists in a document you are printing and you want to skip printing it, select the **Skip Blank Page** setting in your printer software, 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.

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

Related tasks

[Selecting Basic Print Settings - Windows](#)

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

[Selecting Printing Preferences - OS X](#)

Incorrect Margins on Printout

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

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

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

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

Related tasks

[Selecting Basic Print Settings - Windows](#)

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

Related topics

[Loading Paper](#)

Border Appears on Borderless Prints

If you see a border on borderless prints, try these solutions:

- Make sure you are printing on a compatible borderless paper type and size.

Note: For custom paper sizes, make sure you select a supported borderless page width.

- **Windows:** Make sure you selected the **Borderless** setting in your printer software.
- **OS X:** Make sure you selected the **Borderless** checkbox or a paper size with a **Borderless** option in your printer software.
- Adjust the **Expansion** setting to adjust the amount of image expansion on the edges of borderless prints.
- Make sure the image size and the paper size are set correctly; if the image is small, the enlargement may not be enough to cover the paper.

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

Related references

[Borderless Paper Type Compatibility](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

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

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

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.
- 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.

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 your paper is positioned correctly for feeding into the printer.

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

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

Related tasks

[Selecting Basic Print Settings - Windows](#)

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

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

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

Related topics

[Loading Paper](#)

Slanted Printout

If your printouts are slanted, try these solutions:

- Slide the edge guide against the edge of the paper.
- Select a higher print quality setting in your printer software.
- Turn off any high speed settings in your product software.
- Align the print head.
- Make sure the product is not printing while tilted or at an angle.

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

Related concepts

[Print Head Alignment](#)

Related tasks

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

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

Solving Print Quality Problems

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

[White or Dark Lines in Printout](#)

[Blurry or Smearred Printout](#)

[Faint Printout or Printout Has Gaps](#)

[Grainy Printout](#)

[Incorrect Colors](#)

Parent topic: [Solving Problems](#)

Related topics

[Solving Scanned Image Quality Problems](#)

White or Dark Lines in Printout

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

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

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

Related concepts

[Print Head Alignment](#)

[Print Head Cleaning](#)

Related references

[Paper or Media Type Settings](#)

Related tasks

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

[Selecting Printing Preferences - OS X](#)

Blurry or Smearred Printout

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

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

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

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

Related concepts

[Print Head Alignment](#)

[Print Head Cleaning](#)

Related references

[Available Epson Papers](#)

[Paper Specifications](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

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

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

[Selecting Printing Preferences - OS X](#)

[Cleaning the Paper Path](#)

Related topics

[Loading Paper](#)

Faint Printout or Printout Has Gaps

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

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

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

Related concepts

[Print Head Alignment](#)

[Print Head Cleaning](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

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

[Cleaning the Paper Path](#)

Related topics

[Loading Paper](#)

[Replacing Ink Cartridges](#)

Grainy Printout

If your printouts are grainy, try these solutions:

- Make sure you loaded the printable side of the paper correctly for your product.
- Select a higher print quality setting and turn off any high speed settings in your product software.

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- You may need to increase the image resolution or print a smaller size; see your software documentation.

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 Alignment](#)

[Print Head Cleaning](#)

[Print Head Nozzle Check](#)

Related tasks

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

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

[Selecting Printing Preferences - OS X](#)

Incorrect Colors

If your printouts have incorrect colors, try these solutions:

- Make sure the paper type setting matches the paper you loaded.
- Make sure the **Grayscale** setting is not selected in your printer software.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- The ink cartridges may be old or low on ink, and you may need to replace them.

- After you print, the colors in your printout need time to set as the ink dries. During this time, the colors may look different than you expect. To speed up drying time, do not stack your printouts on top of each other.
- Your printed colors can never exactly match your on-screen colors. However, you can use a color management system to get as close as possible. Try using the color management options in your printer software.
- For best results, use genuine Epson ink and paper.

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

Related concepts

[Print Head Cleaning](#)

Related references

[Available Epson Papers](#)

Related tasks

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

[Managing Color - OS X](#)

Related topics

[Replacing Ink Cartridges](#)

Solving Scanning Problems

Check these solutions if you have problems scanning with your product.

[Scanning Software Does Not Operate Correctly](#)

[Cannot Start Epson Scan 2](#)

Parent topic: [Solving Problems](#)

Scanning Software Does Not Operate Correctly

If your scanning software does not operate correctly, try these solutions:

- Make sure your computer has adequate memory and meets the system requirements for your operating system.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart your scanning software.
- If you upgraded your operating system but did not reinstall your scanning software, try reinstalling it.

Parent topic: [Solving Scanning Problems](#)

Related references


[Windows System Requirements](#)

[OS X System Requirements](#)

Cannot Start Epson Scan 2

If you cannot start Epson Scan 2, try these solutions:

- Make sure your product is turned on and any interface cables are securely connected at both ends.
- Make sure Epson Scan 2 is selected as your scanning program.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart Epson Scan 2.
- Check the connection setting and test the connection using Epson Scan 2 Utility:

Windows 10: Click  and select **All apps**. Select **EPSON**, then select **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

Windows 8.x: Navigate to the **Apps** screen and select **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

Windows (other versions): Click  or **Start > All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

OS X: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

- Make sure you do not have multiple versions of Epson Scan installed. If you do, uninstall both versions and install one version.
- If you upgraded your operating system but did not reinstall Epson Scan 2, try reinstalling it.

Parent topic: [Solving Scanning Problems](#)

Related topics

[Starting a Scan](#)

Solving Scanned Image Quality Problems

Check these sections if a scanned image on your computer screen has a quality problem.

[Image Consists of a Few Dots Only](#)

[Line of Dots Appears in All Scanned Images](#)

[Straight Lines in an Image Appear Crooked](#)

[Image is Distorted or Blurry](#)
[Image Colors are Patchy at the Edges](#)
[Image is Too Dark](#)
[Back of Original Image Appears in Scanned Image](#)
[Ripple Patterns Appear in an Image](#)
[Scanned Image Colors Do Not Match Original Colors](#)
[Scanned Image Edges are Cropped](#)

Parent topic: [Solving Problems](#)

Related topics

[Solving Print Quality Problems](#)

Image Consists of a Few Dots Only

If your scanned image consists only of a few dots, try these solutions:

- Make sure you placed your original for scanning facing the correct way.
- If you are scanning using the Epson Scan 2 **Black & White** setting, adjust the **Threshold** setting and scan again.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Placing Originals on the Scanner Glass](#)

Line of Dots Appears in All Scanned Images

If a line of dots appears in all your scanned images, clean the scanner glass with a soft, dry, lint-free cloth or use a small amount of glass cleaner on the cloth, if necessary. Paper towels are not recommended.

Caution: Do not spray glass cleaner directly on the scanner glass.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Cleaning Your Product](#)

Straight Lines in an Image Appear Crooked

If straight lines in an original appear crooked in a scanned image, make sure to place your original straight when you scan it.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Placing Originals on the Scanner Glass](#)

Image is Distorted or Blurry

If a scanned image appears distorted or blurry, try these solutions:

- Make sure your original is not wrinkled or warped. This may prevent the original from laying flat on the scanner glass.
- Do not move your original or your product during scanning.
- Your product will not operate properly while tilted at an angle. Place your product on a flat, stable surface that extends beyond its base in all directions.
- Adjust these Epson Scan 2 settings (if available) and try scanning again:
 - Increase the **Resolution** setting.
 - If the **Image Type** setting is **Black & White**, adjust the **Threshold** setting.
 - Select the **Unsharp Mask** setting.
 - If the **Image Type** setting is **Black & White**, select **Text Enhancement**. If the **Image Type** setting is **Color** or **Grayscale**, change the **Text Enhancement** setting to **High**.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Placing Originals on the Scanner Glass](#)

[Scanning in Epson Scan 2](#)

Image Colors are Patchy at the Edges

If you are scanning a thick or warped original, cover its edges with paper to block external light as you scan it.

Parent topic: [Solving Scanned Image Quality Problems](#)

Image is Too Dark

If your scanned image is too dark, try these solutions:

- Select the **Advanced Settings** tab in Epson Scan 2 and adjust the **Brightness** setting.
- Check the brightness and contrast settings of your computer monitor.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Scanning in Epson Scan 2](#)

Back of Original Image Appears in Scanned Image

If an image from the back of a thin original appears in your scanned image, try these solutions:

- Place a piece of black paper on the back of the original and scan it again.
- Adjust these Epson Scan 2 settings (if available) and try scanning again:
 - Select the **Advanced Settings** tab and adjust the **Brightness** setting.
 - If the **Image Type** is set to **Black & White**, select **Text Enhancement**. If the **Image Type** is set to **Color** or **Grayscale**, change the **Text Enhancement** setting to **High**.

Parent topic: [Solving Scanned Image Quality Problems](#)

Ripple Patterns Appear in an Image

You may see a ripple pattern (called a moiré) in scanned images of printed documents. This is caused by interference from differing pitches in the scanner's screen and your original's halftone screen. To reduce this effect, adjust these Epson Scan 2 settings (if available) and try scanning again:

- Select the **Descreening** setting.
- Select a lower **Resolution** setting.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Scanning in Epson Scan 2](#)

Scanned Image Colors Do Not Match Original Colors

Printed colors can never exactly match the colors on your computer monitor because printers and monitors use different color systems: monitors use RGB (red, green, and blue) and printers typically use CMYK (cyan, magenta, yellow, and black).

Check the color matching and color management capabilities of your computer, display adapter, and the software you are using to see if they are affecting the palette of colors you see on your screen.

To adjust the colors in your scanned image, adjust these Epson Scan 2 settings (if available) and try scanning again:

- If the **Image Type** setting is **Color** or **Grayscale**, adjust the **Contrast** setting.
- If the **Image Type** setting is **Black & White** or **Grayscale**, adjust the **Color Enhance** setting.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Scanning in Epson Scan 2](#)

Scanned Image Edges are Cropped

If the edges of a scanned image are cropped, make sure your original is placed correctly for scanning. If necessary, move your original away from the edges of the scanner glass slightly.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Placing Originals on the Scanner Glass](#)

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 Product Software - Windows](#)

[Uninstalling Product Software - OS X](#)

Parent topic: [Solving Problems](#)

Uninstalling Product Software - Windows

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

1. Turn off the product.
2. Disconnect any interface cables.
3. Do one of the following:
 - **Windows 10:** Right click  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**.

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

- **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**.

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

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

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

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

4. Do one of the following to uninstall Epson Event Manager, then follow any on-screen instructions:
 - **Windows 10:** Select **Epson Event Manager** and click **Uninstall**.
 - **Windows 8.x:** Select **Epson Event Manager** and click **Uninstall**.
 - **Windows 7/Windows Vista:** Open the Windows **Control Panel** utility. Select **Programs and Features**. (In Classic view, select **Programs** and click **Uninstall a program**.) Select **Epson Event Manager** and click **Uninstall/Change**.
 - **Windows XP:** Open the Windows **Control Panel** utility. Double-click **Add or Remove Programs**. Select **Epson Event Manager** and click **Change/Remove**.
5. Do one of the following to uninstall Epson Scan 2, then follow any on-screen instructions:
 - **Windows 10:** Select **Epson Scan 2** and click **Uninstall**.
 - **Windows 8.x/Windows 7/Windows Vista:** Select **Epson Scan 2** and click **Uninstall/Change**.
 - **Windows XP:** Select **Epson Scan 2** and click **Change/Remove**.
6. Restart your computer, then see the *Start Here* sheet to re-install your software.

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

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

Uninstalling Product Software - OS X

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

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

1. To download the Uninstaller utility, go to your product's support page at epson.com.jm/support.
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

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 epson.com.jm/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	State capitals and metropolitan areas: 4003-0376 Other areas: 0800-880-0094
Chile	(56 2) 2484-3400
Colombia	Bogota: (57 1) 523-5000 Other cities: 018000-915235
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
Honduras**	800-0122 Code: 8320
Mexico	Mexico City: (52 55) 1323-2052 Other cities: 01-800-087-1080
Nicaragua*	00-1-800-226-0368

Country	Telephone
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.

** Dial first 7 digits, wait for a message, then enter code.

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 epson.com.jm or call your nearest Epson sales office.

Parent topic: [Solving Problems](#)

Technical Specifications

These sections list the technical specifications for your product.

[Windows System Requirements](#)

[OS X System Requirements](#)

[Paper Specifications](#)

[Printable Area Specifications](#)

[Scanning Specifications](#)

[Ink Cartridge 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 10
- Windows 8.x
- Windows 7
- Windows Vista
- Windows XP Professional x64 Edition
- Windows XP SP3

Note: Visit Epson's support website at epson.com.jm/support for the latest in compatibility and drivers for your product.

Parent topic: [Technical Specifications](#)

OS X System Requirements

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

- OS X 10.11.x
- OS X 10.10.x
- OS X 10.9.x
- OS X 10.8.x
- OS X 10.7.x
- OS X 10.6.8

Note: Visit Epson's support website at epson.com.jm/support for the latest in compatibility and drivers for your product.

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])
	4 × 6 inches (102 × 152 mm)
	5 × 7 inches (127 × 178 mm)
	8 × 10 inches (203 × 254 mm)
	3.5 × 5 inches (89 × 127 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 and paper distributed by Epson
Weight 17 lb (64 g/m²) to 24 lb (90 g/m²)

Envelopes

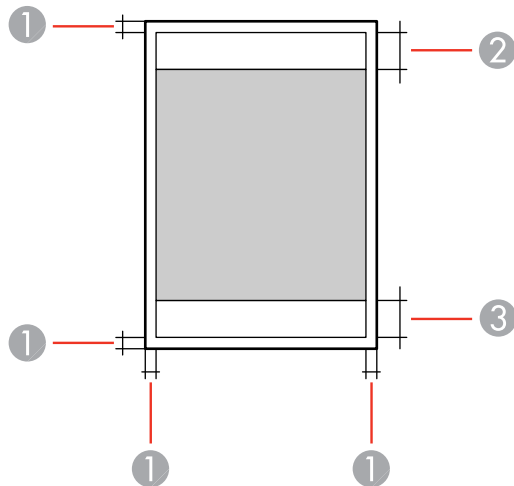
Size No. 10 (4.1 × 9.5 inches [105 × 241 mm])
Paper types Plain bond paper
Weight 20 lb (75 g/m²) to 24 lb (90 g/m²)

Parent topic: [Technical Specifications](#)

Printable Area Specifications

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

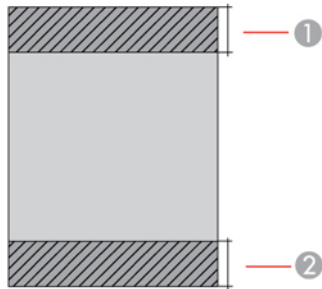
Single sheets



- 1 Top and sides: 0.12 inch (3 mm)
- 2 Reduced print quality area/top: 1.57 inch (40 mm)

3 Reduced print quality area/bottom: 1.26 inch (32 mm)

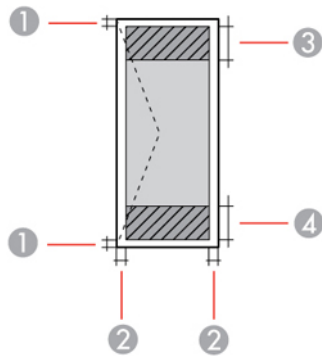
Borderless



1 Reduced print quality area/top: 1.69 inch (43 mm)

2 Reduced print quality area/bottom: 1.38 inch (35 mm)

Envelopes



1 Sides: 0.12 inch (3 mm)

2 Top/bottom: 0.20 inch (5 mm)

3 Reduced print quality area/right: 0.71 inch (18 mm)

4 Reduced print quality area/left: 1.57 inch (40 mm)

Parent topic: [Technical Specifications](#)

Scanning Specifications

Scanner type	Flatbed, color
Photoelectric device	CIS
Document size	Maximum: 8.5 × 11.7 inches (216 × 297 mm) Scanner glass: US letter or A4
Scanning resolution	1200 dpi (main scan) 2400 dpi (sub scan)
Image data	Color: 48 bits per pixel internal (16 bits per pixel per color internal) 24 bits per pixel external (8 bits per pixel per color external) Grayscale: 16 bits per pixel internal 8 bits per pixel external Black and white: 16 bits per pixel internal 1 bits per pixel external
Light source	LED

Parent topic: [Technical Specifications](#)

Ink Cartridge Specifications

Note: This product uses only genuine Epson-brand cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly.

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

Color	Cyan, Magenta, Yellow, Black
Cartridge life	Opened package: 6 months 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 freezes at 3.2 °F (–16 °C) Ink thaws and is usable after 3 hours at 77 °F (25 °C)

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

Parent topic: [Technical Specifications](#)

Related references

[Ink Cartridge Part Numbers](#)

Dimension Specifications

Height	Stored: 5.7 inches (145 mm) Printing: 11 inches (279 mm)
Width	Stored: 15.4 inches (390 mm) Printing: 15.4 inches (390 mm)
Depth	Stored: 11.8 inches (300 mm) Printing: 19.8 inches (504 mm)
Weight (without ink cartridges and power cord)	8.6 lb (3.9 kg)

Parent topic: [Technical Specifications](#)

Electrical Specifications

Power supply rating	100 to 240 V
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Rated frequency range	50 to 60 Hz
Rated current	0.5 to 0.3 A
Power consumption	Standalone copying: approximately 12 W (ISO/IEC24712) Ready mode: approximately 4 W Sleep mode: approximately 1.6 W Power off mode: approximately 0.3 W

Parent topic: [Technical Specifications](#)

Environmental Specifications

Temperature	Operating: 50 to 95 °F (10 to 35 °C) Storage: -4 to 104 °F (-20 to 40 °C) 1 month at 104 °F (40 °C)
Humidity (without condensation)	Operating: 20 to 80% RH Storage: 5 to 85% RH

Parent topic: [Technical Specifications](#)

Interface Specifications

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

Network Interface Specifications

Wireless LAN standard	IEEE 802.11 b/g/n
Wireless security	WPA-PSK (AES); WPA2 compliant with support for WPA/WPA2 Personal WEP (64/128 bit)
Frequency band	2.4 GHz

Maximum Radio-Frequency Power Transmitted	17 dBm (EIRP)
Communication mode	Infrastructure mode
Security protocol	SSL/TLS: HTTPS Server/Client

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

Parent topic: [Technical Specifications](#)

Safety and Approvals Specifications

United States	Safety: UL60950-1 EMC: FCC part 15 Subpart B class B
Canada	Safety: CAN/CSA C22.2 No. 60950-1 EMC: CAN/CSA-CEI/IEC CISPR 22 Class B

This equipment 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.

[FCC Compliance Statement](#)

[Trademarks](#)

[Copyright Notice](#)

FCC Compliance Statement

For United States Users

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

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

WARNING

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

For Canadian Users

CAN ICES-3(B)/NMB-3(B)

Parent topic: [Notices](#)

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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.

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8/16

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