



# **L380 User's Guide**



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# L380 User's Guide

Welcome to the *L380 User's Guide*.

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

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## Product Basics

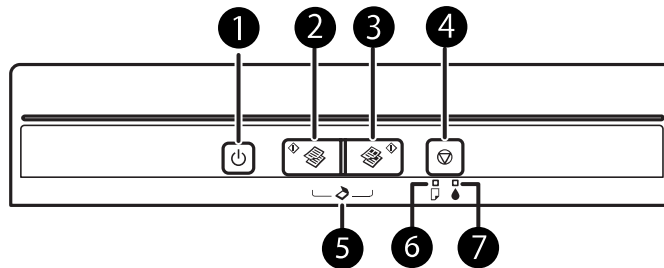
See these sections to learn about the basic features of your product.

[Control Panel Buttons and Lights](#)

[Product Parts Locations](#)

[The Power Off and Sleep Timers](#)

### Control Panel Buttons and Lights



- 1 The power button and the power light
- 2 The B&W copy button
- 3 The color copy button
- 4 The stop button
- 5 Scan by pressing the B&W copy button and the color copy button simultaneously
- 6 The paper light
- 7 The ink light

Parent topic: [Product Basics](#)

### Product Parts Locations

See these sections to identify the parts on your product.

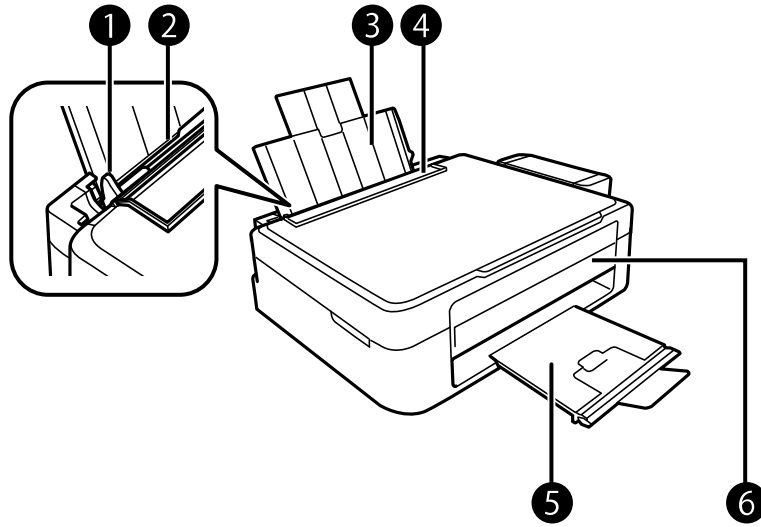
[Product Parts - Top](#)

[Product Parts - Inside](#)

Product Parts - Back

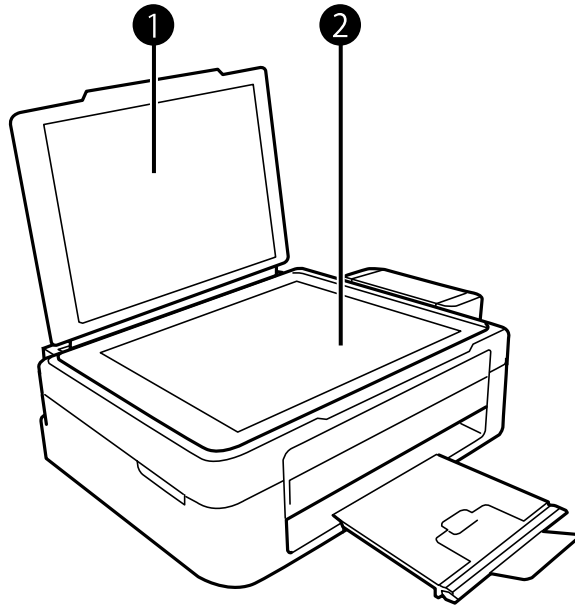
Parent topic: Product Basics

**Product Parts - Top**



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

6 Control panel

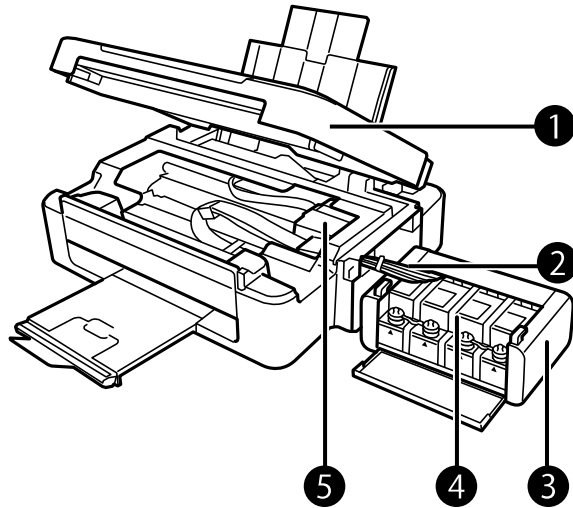


1 Document cover

2 Scanner glass

**Parent topic:** [Product Parts Locations](#)

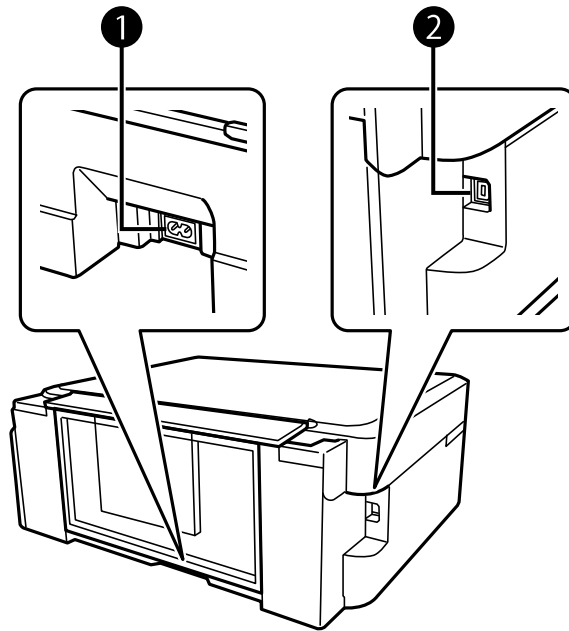
## Product Parts - Inside



- 1 Scanner unit
- 2 Ink tubes
- 3 Ink tank unit
- 4 Ink tanks
- 5 Print head in home position

**Parent topic:** [Product Parts Locations](#)

## Product Parts - Back



- 1 AC inlet
- 2 USB port

Parent topic: [Product Parts Locations](#)

## 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 Off and Sleep Timer Settings - Windows](#)

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

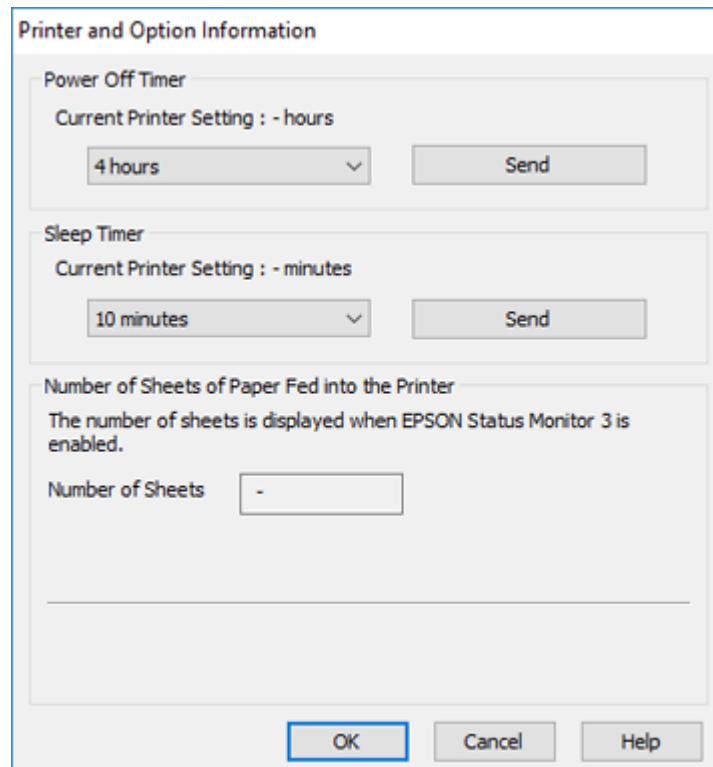
Parent topic: [Product Basics](#)

## Changing the Power Off and Sleep Timer Settings - Windows

You can use the printer software to change the time period before the 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  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
3. Select **Printer Settings**.
4. Click the **Maintenance** tab.
5. Click the **Printer and Option Information** button.

You see this screen:



**Printer and Option Information**

**Power Off Timer**  
Current Printer Setting : - hours  
4 hours

**Sleep Timer**  
Current Printer Setting : - minutes  
10 minutes

**Number of Sheets of Paper Fed into the Printer**  
The number of sheets is displayed when EPSON Status Monitor 3 is enabled.  
Number of Sheets

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](#)

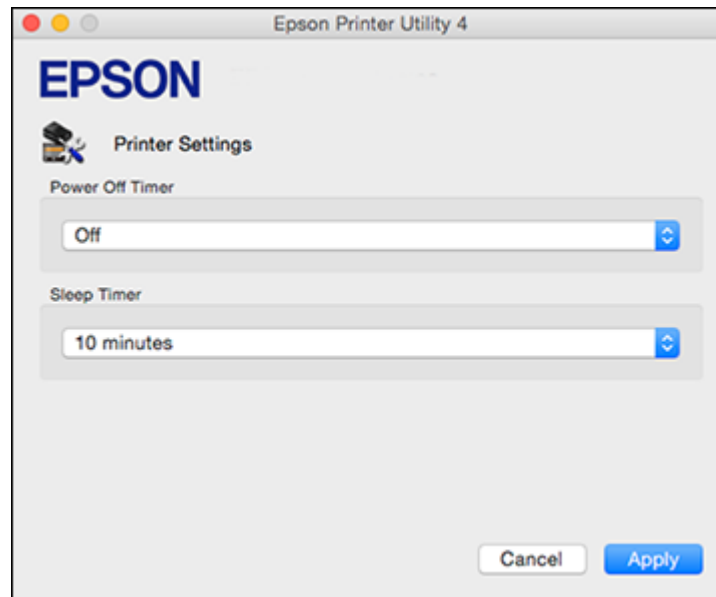
## **Changing the Power Off and Sleep Timer Settings - Mac**

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](#)

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# Loading Paper

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

[Loading Paper for Documents](#)

[Loading Paper for Photos](#)

[Loading Envelopes](#)

[Paper Loading Capacity](#)

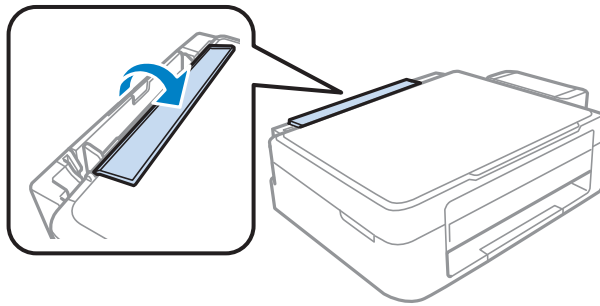
[Available Epson Papers](#)

[Paper or Media Type Settings](#)

## Loading Paper for Documents

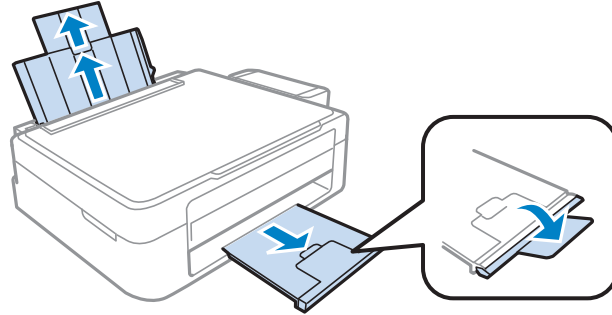
You can print documents on a variety of paper types and sizes.

1. Flip the feeder guard forward.



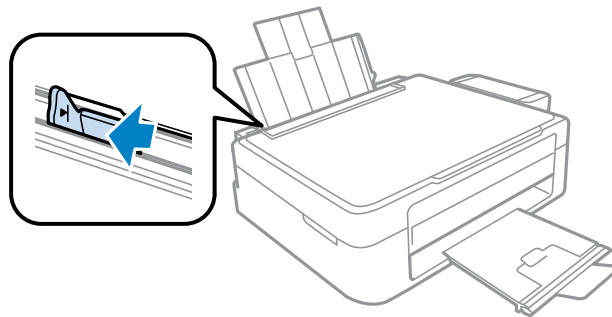
2. Pull up the paper support and its extension.

3. Pull out the output tray and open the paper stopper.

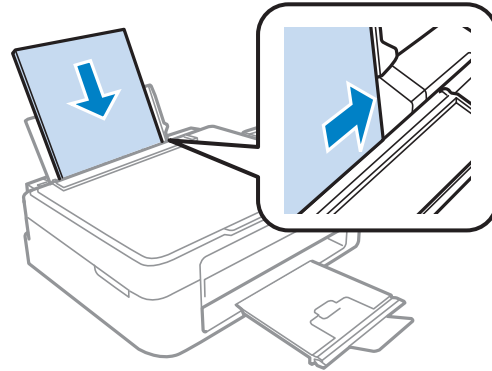


**Note:** If you print on legal-size or longer paper, leave the paper stopper closed.

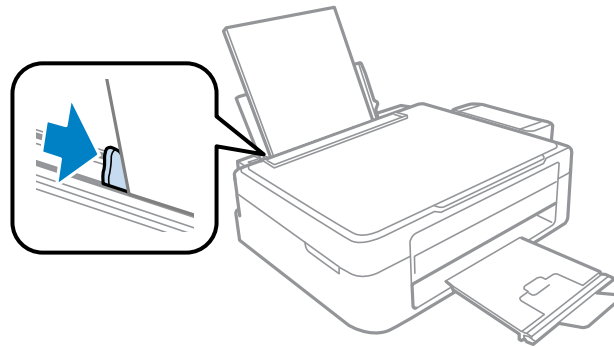
4. Slide the edge guide left.



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



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



7. 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.
- If you use paper with binder holes, load only one sheet at a time. Make sure the holes are only on the sides of the paper; do not load paper with holes at the top or bottom.

**Parent topic:** [Loading Paper](#)

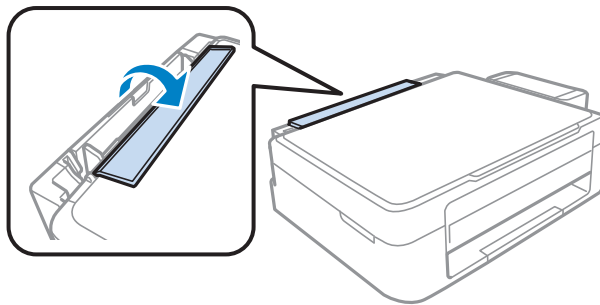
**Related references**

[Paper Loading Capacity](#)

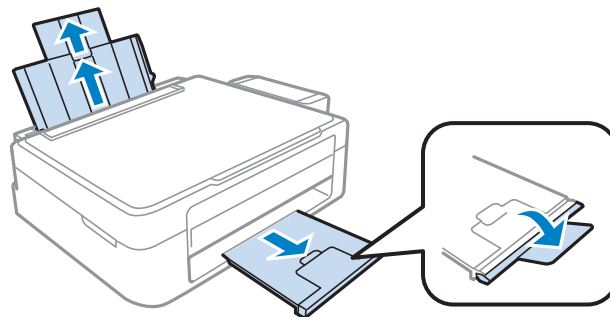
## Loading Paper for Photos

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

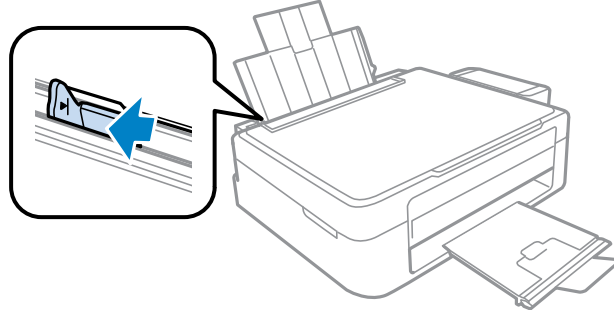
1. Flip the feeder guard forward.



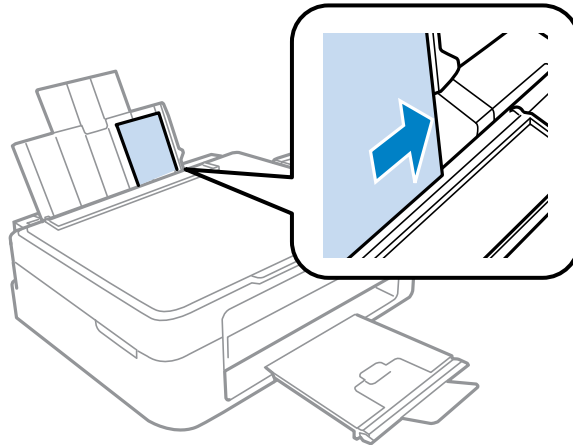
2. Pull up the paper support and its extension.
3. Pull out the output tray and open the paper stopper.



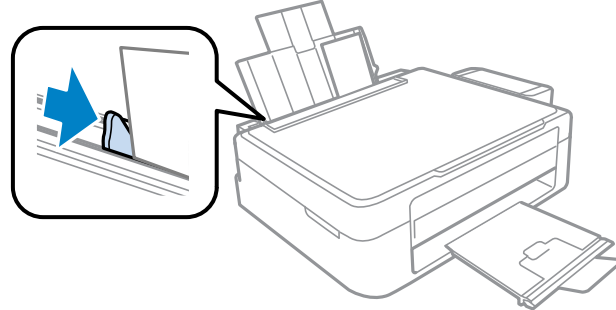
4. Slide the edge guide left.



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



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



7. 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 photo faces.
- 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](#)

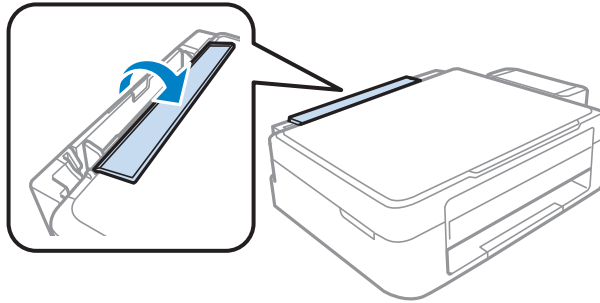
**Related references**

[Paper Loading Capacity](#)

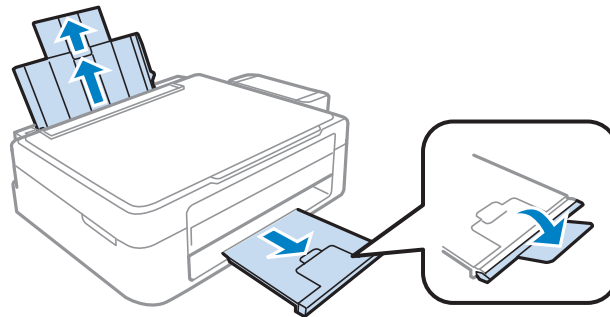
## Loading Envelopes

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.

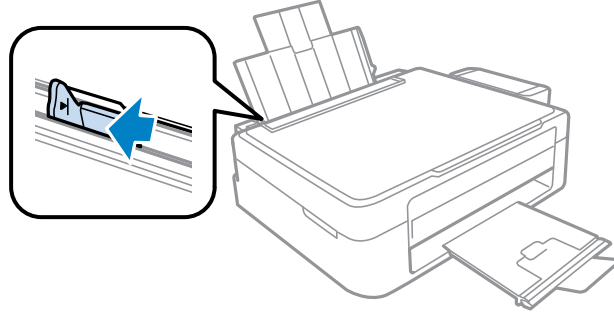


2. Pull up the paper support and its extension.
3. Pull out the output tray and open the paper stopper.

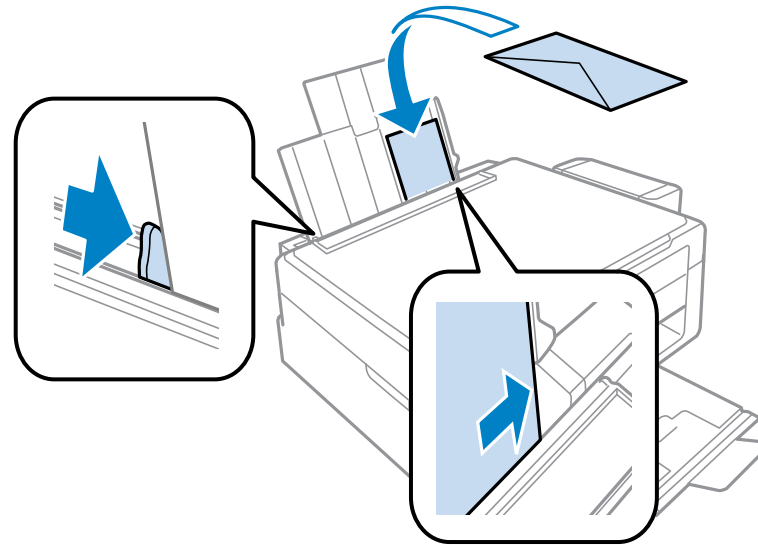




- Slide the edge guide left.



- Load up to 10 envelopes against the right side. Load them printable side up and flap edge left.
- Slide the edge guide against the envelopes, but not too tightly.



- Flip the feeder guard back.

Always follow these envelope 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.

**Parent topic:** [Loading Paper](#)

**Related references**

[Paper Loading Capacity](#)

## Paper Loading Capacity

Paper type	Load up to this many sheets
Plain paper - Letter (8.5 × 11 inches [216 × 279 mm]), A4 (8.3 × 11.7 inches [210 × 297 mm]), Half Letter (5.5 × 8.5 inches [140 × 216 mm]), or A6 (4.1 × 5.8 inches [105 × 148 mm]) **	Approx. 100 sheets*
Epson Bright White Paper ** Epson Presentation Paper Matte Epson High Quality Ink Jet Paper	80 sheets
Epson Premium Presentation Paper Matte Epson Premium Photo Paper Glossy	20 sheets
Plain paper - Legal (8.5 × 14 inches [216 × 356 mm]) User defined paper size of any type	1 sheet
Envelopes	10

\* Based on paper weight of 17 lb (64 g/m<sup>2</sup>) to 24 lb (90 g/m<sup>2</sup>). Do not load paper above the arrow mark inside the edge guide.

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

**Parent topic:** [Loading Paper](#)

## 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](http://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
Epson Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041808	40
	5 × 7 inches (127 × 178 mm)	S041464	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042183 S041667	25 50
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
Epson Premium Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041257	50
		S042180	100

**Note:** Paper/media availability varies by country.

Parent topic: [Loading Paper](#)

## Paper or Media Type Settings

For this paper	Select this paper Type or Media Type setting
Plain paper Epson High Quality Ink Jet Paper Epson Bright White Paper Epson Presentation Paper Matte	Plain Paper/Bright White Paper

<b>For this paper</b>	<b>Select this paper Type or Media Type setting</b>
Epson Premium Photo Paper Glossy	Premium Photo Paper Glossy
Epson Premium Presentation Paper Matte	Premium Presentation Paper Matte
Envelopes	Envelope

**Parent topic:** [Loading Paper](#)

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## Placing Originals on the Product

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

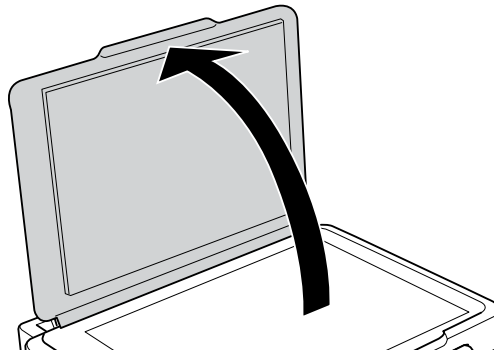
**Caution:** Do not place anything on top of your product or use its cover as a writing surface to avoid damaging it.

[Placing Originals on the Scanner Glass](#)

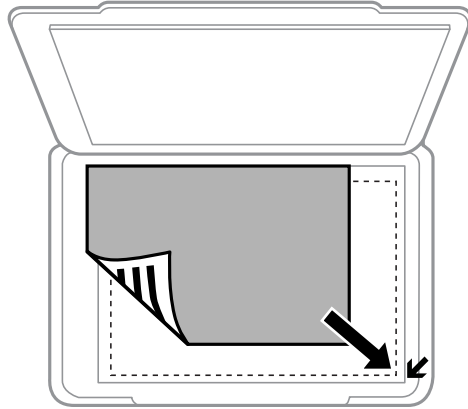
### Placing Originals on the Scanner Glass

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 0.2 inch (4.5 mm) away from the edge of the scanner glass and at least 0.8 inch (20 mm) away from each other.

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

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

**Related topics**

[Copying](#)

[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 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.
  - 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.

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 on a Mac](#)

[Cancelling Printing Using a Product Button](#)

## Related tasks

[Checking for Software Updates](#)

## Printing with Windows

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

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

[Selecting Basic Print Settings - Windows](#)

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

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

[Selecting a Printing Preset - Windows](#)

[Selecting Extended Settings - Windows](#)

[Printing Your Document 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.

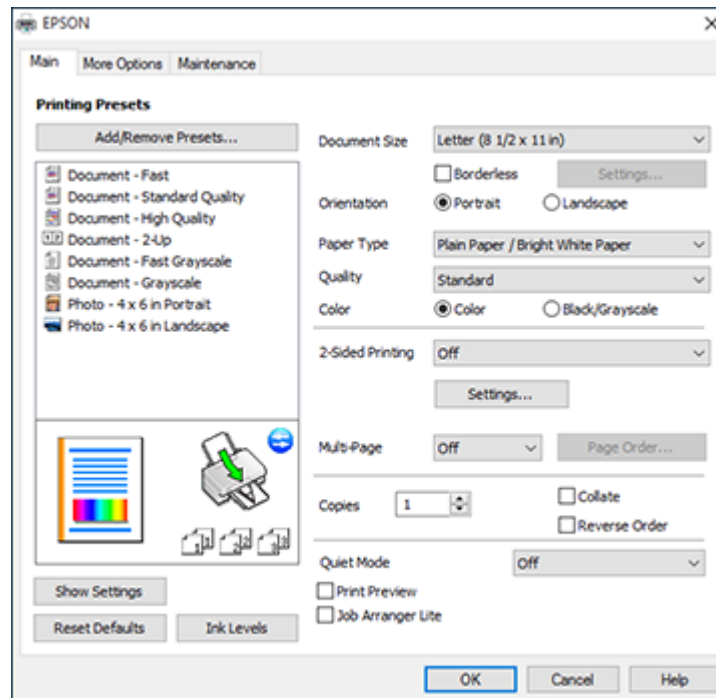
1. Open a photo or document for printing.
2. Select the print command in your application.

**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. Select the orientation of your document.

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

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

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

7. Select the **Quality** setting that matches the print quality you want to use.

8. 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.

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

10. To print multiple pages on one sheet of paper, or print one image on multiple sheets of paper, select one of the settings in the **Multi-Page** menu and select the printing options you want.

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

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

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

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

[Print Quality Options - Windows](#)

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

**Parent topic:** [Printing with Windows](#)

**Related references**

[Paper or Media Type Settings](#)

## Related tasks

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

[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.

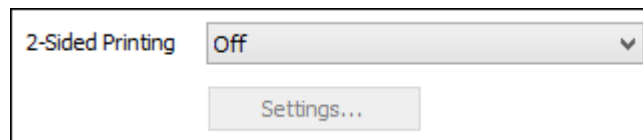
### 2×1 Poster, 2×2 Poster, 3×3 Poster, 4×4 Poster

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.

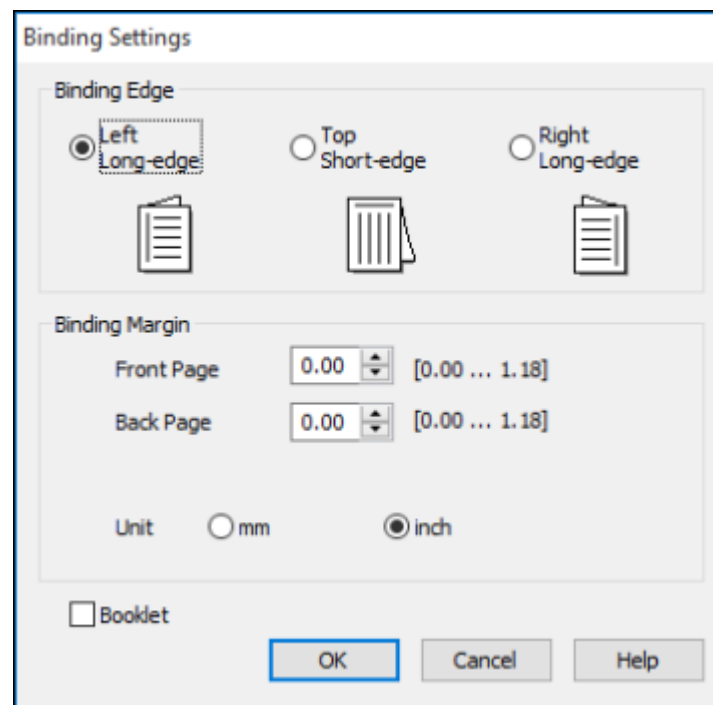


**Note:** You will need to print one side and flip the paper over manually to print the other side.

**Note:** Some options may be pre-selected or unavailable, depending on other settings you have chosen.

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 a window like this:



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

5. Print a test copy of your double-sided document to test the selected settings.
6. Follow any instructions displayed on the screen during printing.

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

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

**Parent topic:** [Printing with Windows](#)

### **Double-sided Printing Options - Windows**

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

#### **Binding Edge Options**

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

#### **Binding Margin Options**

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

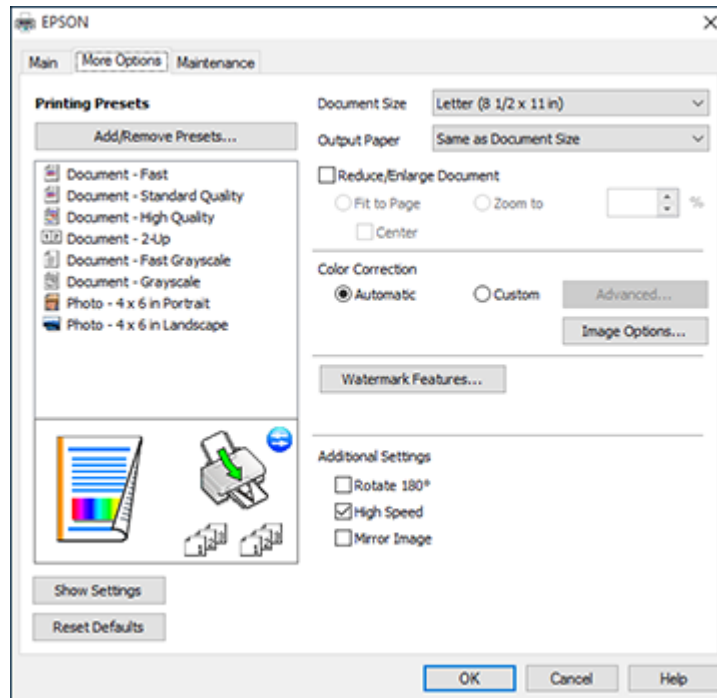
#### **Booklet**

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

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

## 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](#)

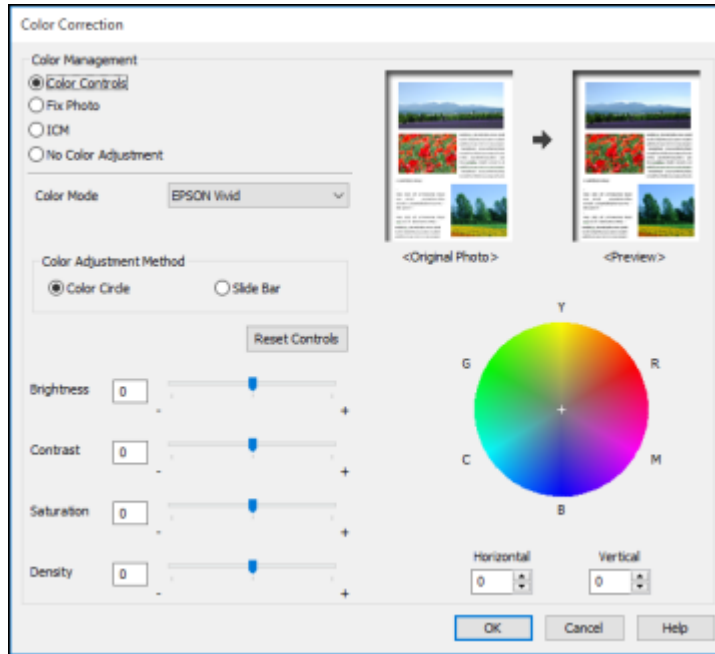
[Image Options and Additional Settings - Windows](#)

[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.

**Enhancement Options**

Specifies Color Universal Print enhancement settings for text, graphics, and images.

**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](#)

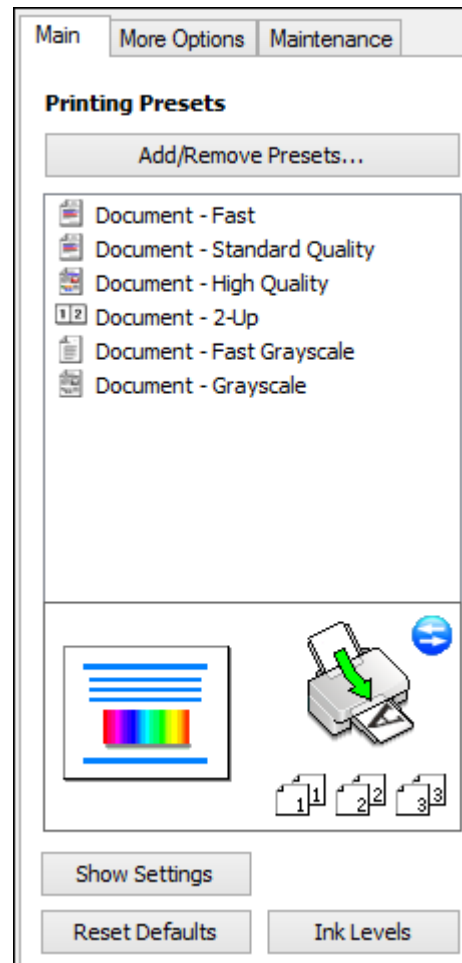
## Selecting a Printing Preset - Windows

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**.

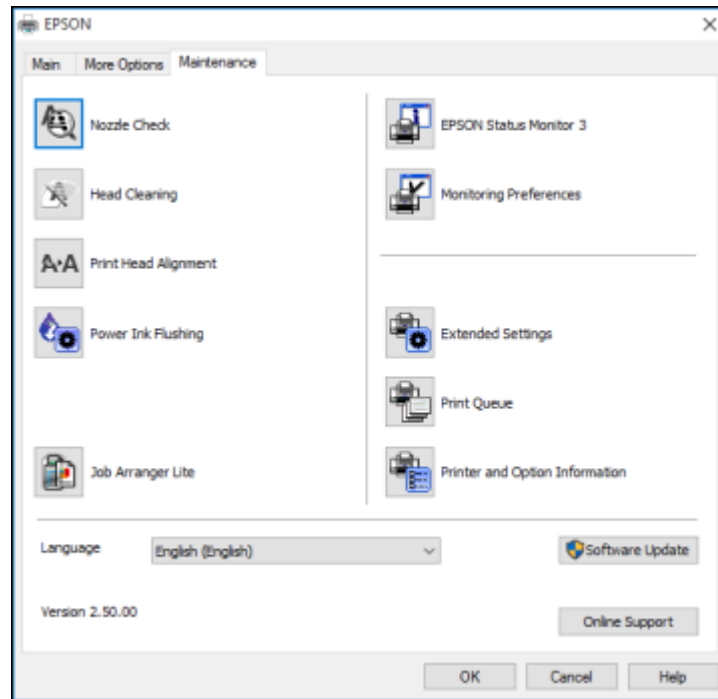
**Parent topic:** [Printing with Windows](#)

## Selecting Extended Settings - Windows

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

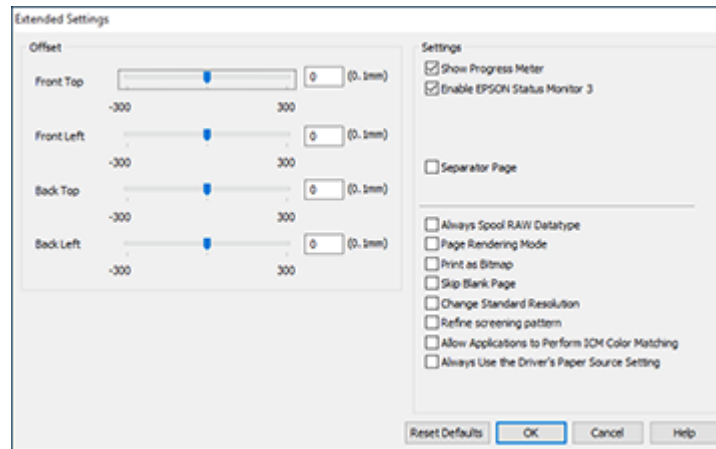
1. Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
2. Select **Printer Settings**.
3. Click the **Maintenance** tab.

You see the maintenance options:



4. Click the **Extended Settings** button.

You see this window:



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

[Extended Settings - Windows](#)

**Parent topic:** [Printing with 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.

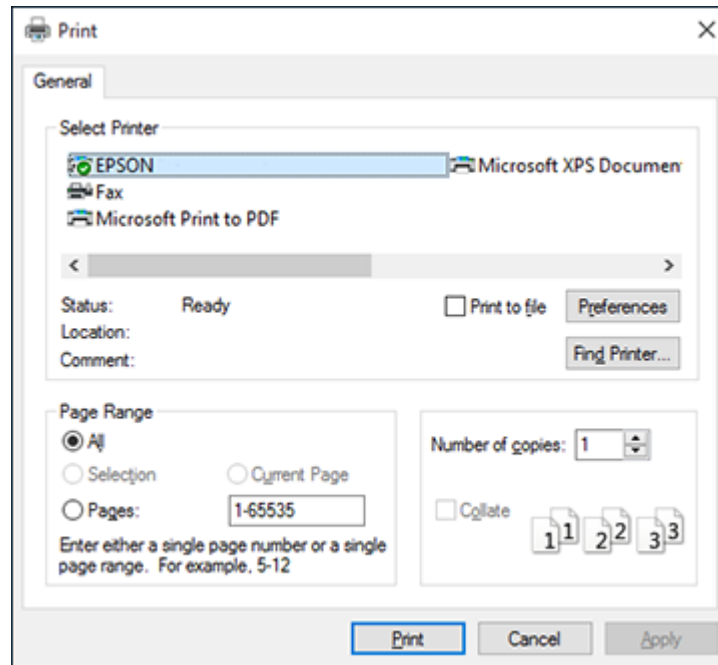
Parent topic: [Selecting Extended Settings - Windows](#)

**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.

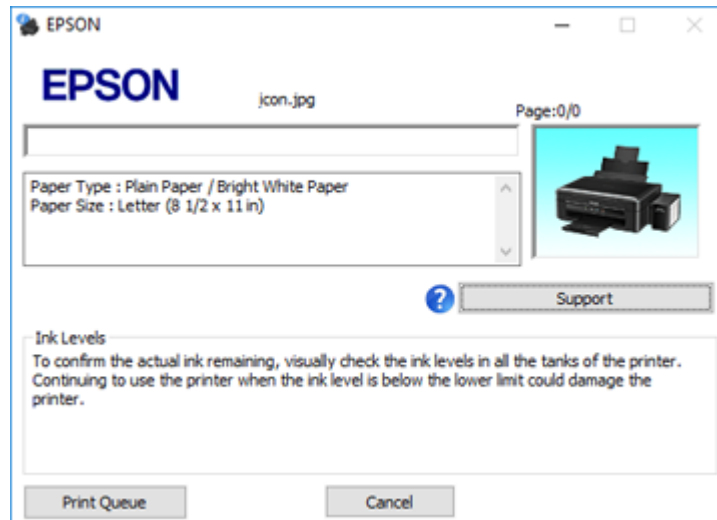
[Checking Print Status - Windows](#)

**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.





- To cancel printing, click **Cancel**.
- To see print jobs lined up for printing, click **Print Queue**.

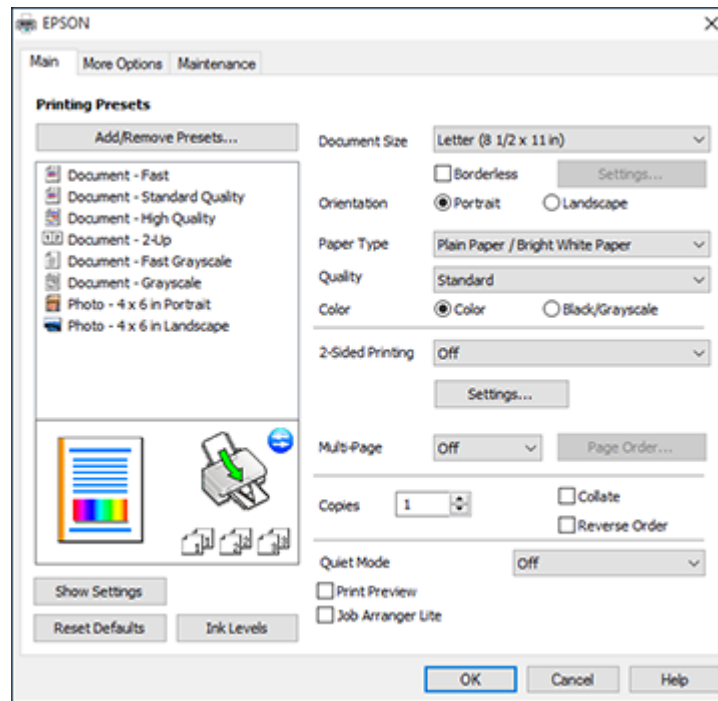
Parent topic: [Printing Your Document or Photo - Windows](#)

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

You see the printer settings window:



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



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

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

**Parent topic:** [Printing with Windows](#)

### Changing the Language of the Printer Software Screens

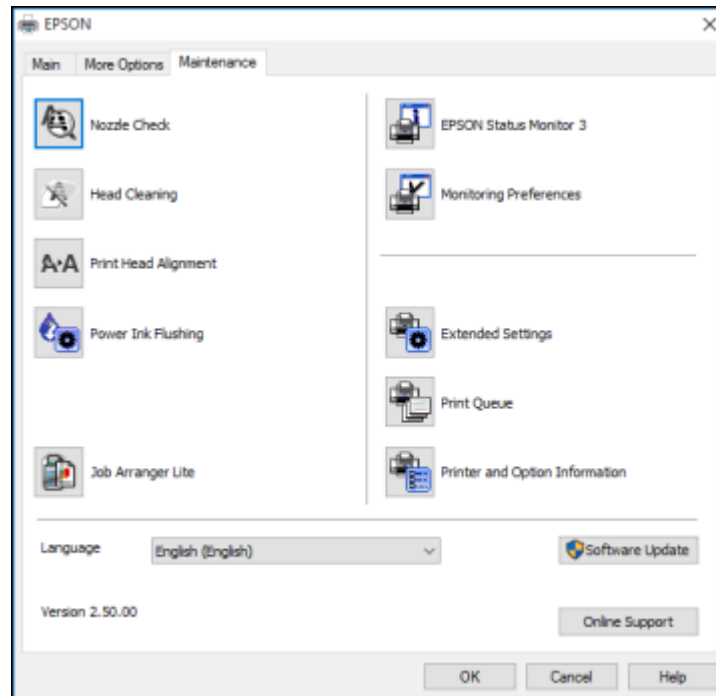
You can change the language used on the Windows printer software screens.

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

You see the printer settings window.

3. Click the **Maintenance** tab.

You see the maintenance options:



4. Select the language you want to use as the **Language** setting.



5. Click **OK** to close the printer software window.

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

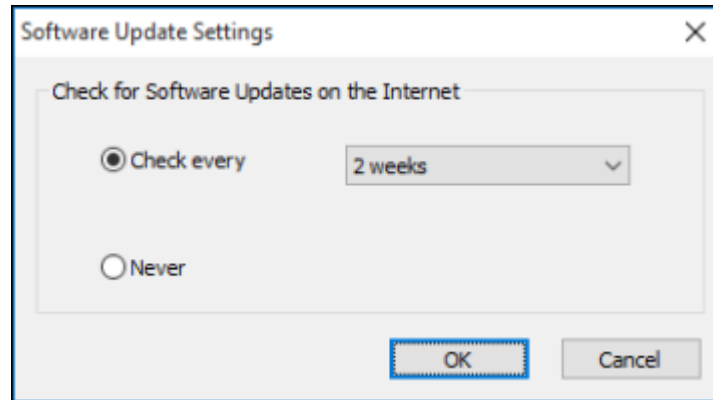
**Parent topic:** [Selecting Default Print Settings - Windows](#)

## Changing Automatic Update Options

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

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

You see this window:



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

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

**Parent topic:** [Printing with Windows](#)

**Related tasks**

[Checking for Software Updates](#)

## Printing on a Mac

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

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

[Selecting Basic Print Settings - Mac](#)  
[Selecting Page Setup Settings - Mac](#)  
[Selecting Print Layout Options - Mac](#)  
[Sizing Printed Images - Mac](#)  
[Managing Color - Mac](#)  
[Printing Your Document or Photo - Mac](#)  
[Selecting Printing Preferences - Mac](#)

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

**Related tasks**

[Checking for Software Updates](#)

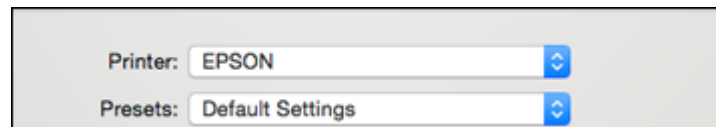
## Selecting Basic Print Settings - Mac

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

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

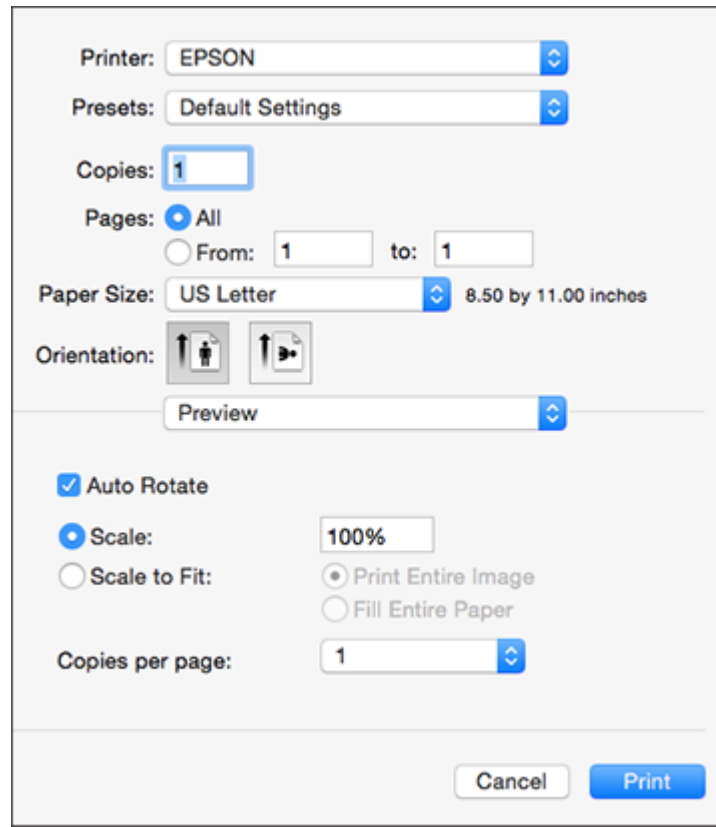
**Note:** You may need to select a print icon on your screen, the **Print** option in the File menu, or another command. See your application's help utility for details.

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



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

You see the expanded printer settings window for your product:



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 your version of the Mac operating system and the application you are using.

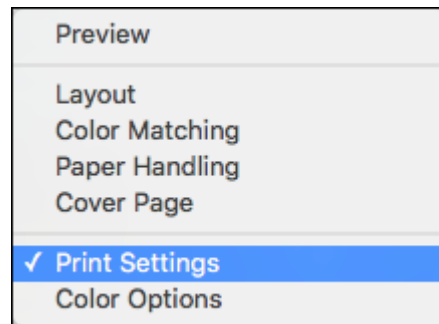
5. Select the **Copies** and **Pages** settings as necessary.

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

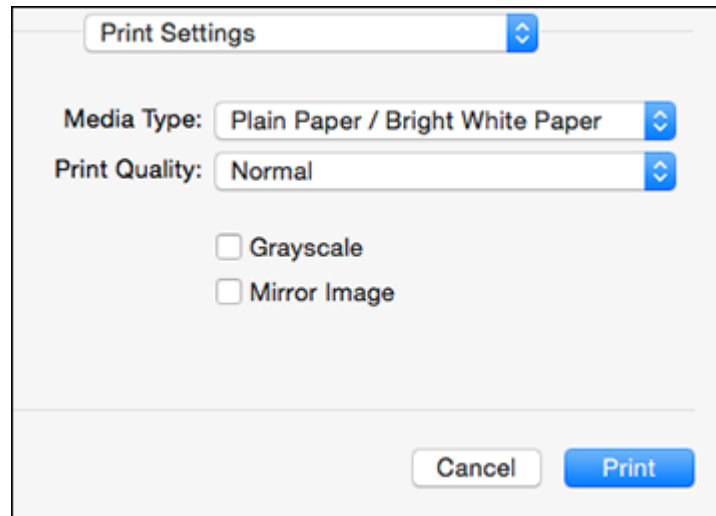
6. Select the page setup options: **Paper Size** and **Orientation**.

**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 Options - Mac](#)

[Print Options - Mac](#)

**Parent topic:** [Printing on a Mac](#)

**Related references**

[Paper or Media Type Settings](#)

**Related tasks**

[Selecting Page Setup Settings - Mac](#)

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

## **Print Quality Options - Mac**

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

**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.

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



## Print Options - Mac

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

### Grayscale

Prints text and graphics in black or shades of gray.

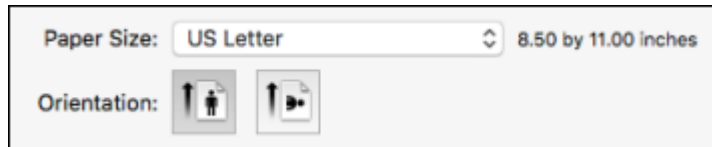
### Mirror Image

Lets you flip the printed image horizontally.

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


## Selecting Page Setup Settings - Mac

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



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

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

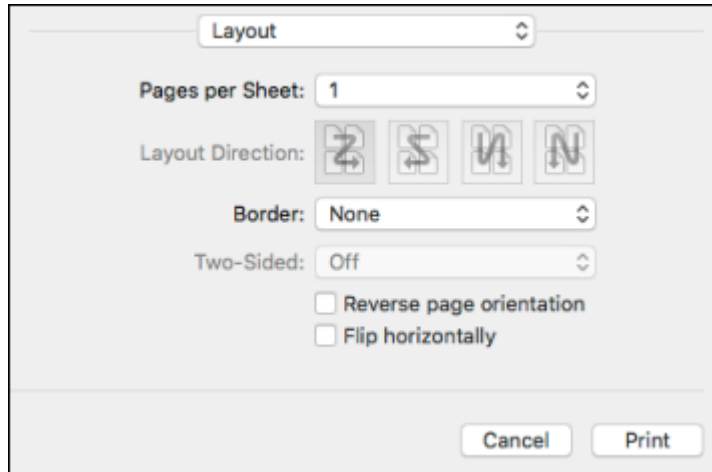
**Note:** If you are printing an envelope, select the  icon.

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

Parent topic: [Printing on a Mac](#)

## Selecting Print Layout Options - Mac

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

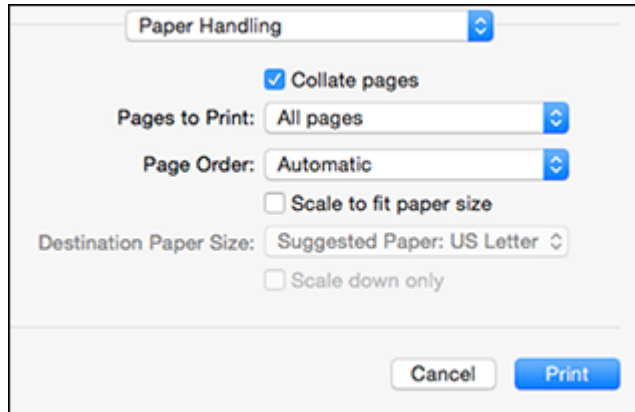


- To print multiple pages on one sheet of paper, select the number of pages in the **Pages per Sheet** pop-up menu. To arrange the print order of the pages, select a **Layout Direction** setting.
- To print borders around each page on the sheet, select a line setting from the **Border** pop-up menu.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

**Parent topic:** [Printing on a Mac](#)

## Sizing Printed Images - Mac

You can adjust print order and the size of the image as you print it by selecting **Paper Handling** from the pop-up menu on the Print window.



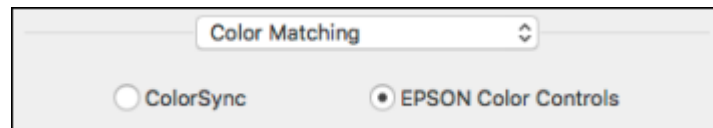
- To print only selected pages in a multi-page document, select an option from the **Pages to Print** pop-up menu.
- To adjust the order in which pages are printed, select an option from the **Page Order** pop-up menu.
- To scale the image to fit on a specific paper size, select the **Scale to fit paper size** checkbox and select a paper size from the **Destination Paper Size** pop-up menu.

Parent topic: [Printing on a Mac](#)

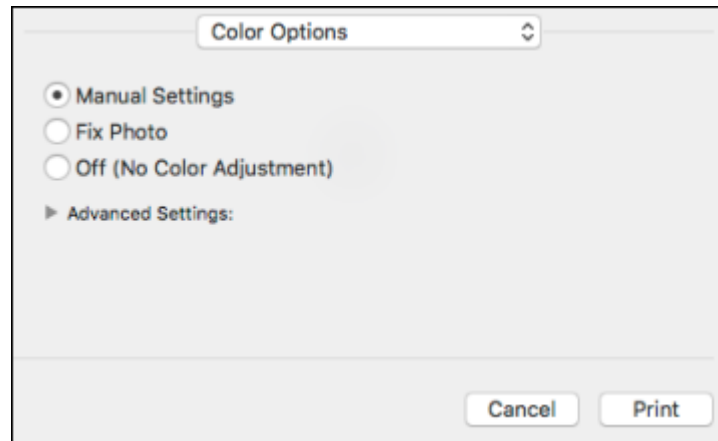
## Managing Color - Mac

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 - Mac](#)

**Parent topic:** [Printing on a Mac](#)

### **Color Matching and Color Options - Mac**

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.

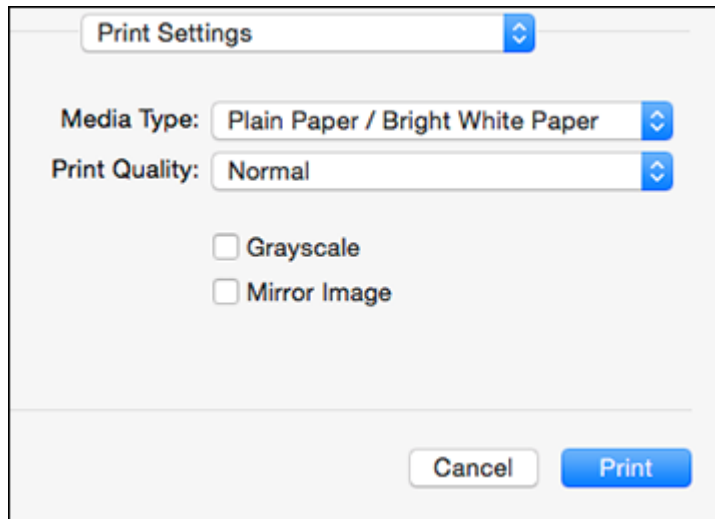
**Note:** An ICC profile is required if color management is turned off.

Parent topic: [Managing Color - Mac](#)

## Printing Your Document or Photo - Mac

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

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



[Checking Print Status - Mac](#)

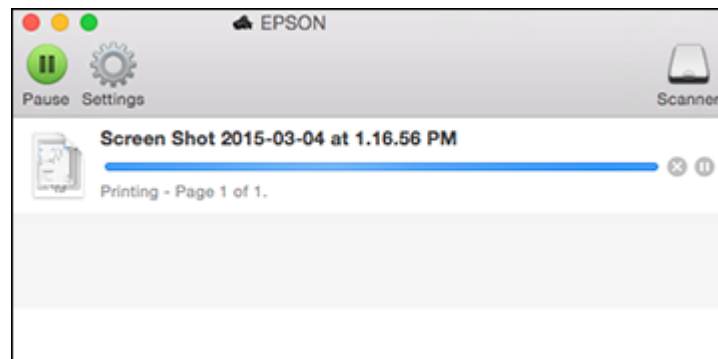
**Parent topic:** [Printing on a Mac](#)

### Checking Print Status - Mac




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

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

You see the print status window:



2. Select the following options as necessary:

- 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**.

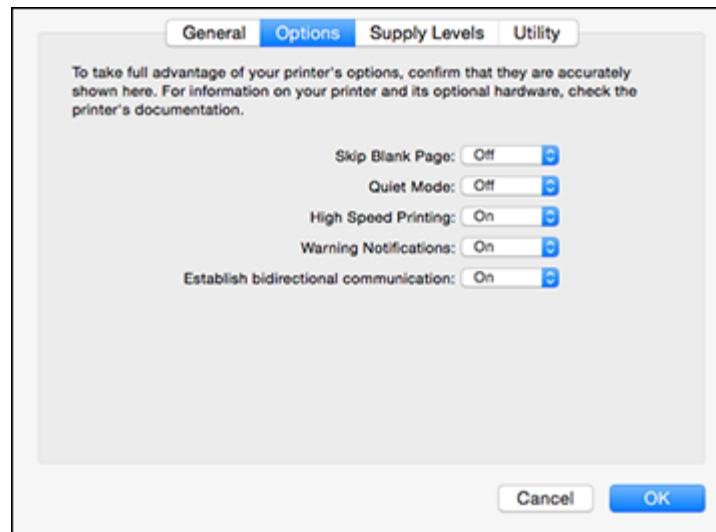
Parent topic: [Printing Your Document or Photo - Mac](#)

## Selecting Printing Preferences - Mac

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

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

You see a screen like this:



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

[Printing Preferences - Mac](#)

**Parent topic:** [Printing on a Mac](#)

## **Printing Preferences - Mac**

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.

### **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 - Mac](#)

## **Cancelling Printing Using a Product Button**

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

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



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# Scanning

You can scan your originals and save them as digital files.

[Starting a Scan](#)

[Scanning in Epson Scan 2](#)

## Starting a Scan

After placing your originals 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.

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 Job Settings](#)



**Parent topic:** [Starting a Scan](#)

**Related tasks**

[Scanning in Epson Scan 2](#)

## Changing Default Scan Job Settings

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

1. Do one of the following to open Event Manager:
  - **Windows 10:** Click  and select **EPSON Software > 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**.



- **Mac:** Open the **Applications** folder, click **Epson Software**, and select **Event Manager**.
- 2. Open the **Scanner** (Windows) or **Select Scanner** (Mac) 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 job 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](#)

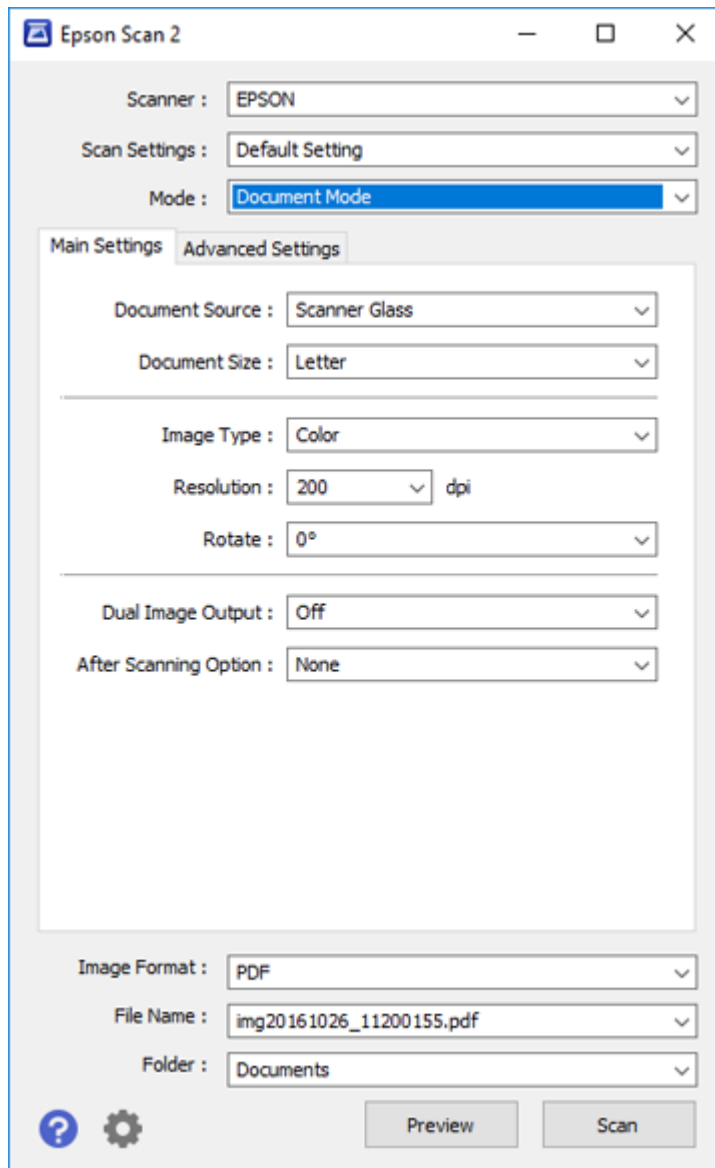
## Starting a Scan Using the Epson Scan 2 Icon

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

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

- **Windows 10:** Click  and select **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**.
- **Mac:** 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

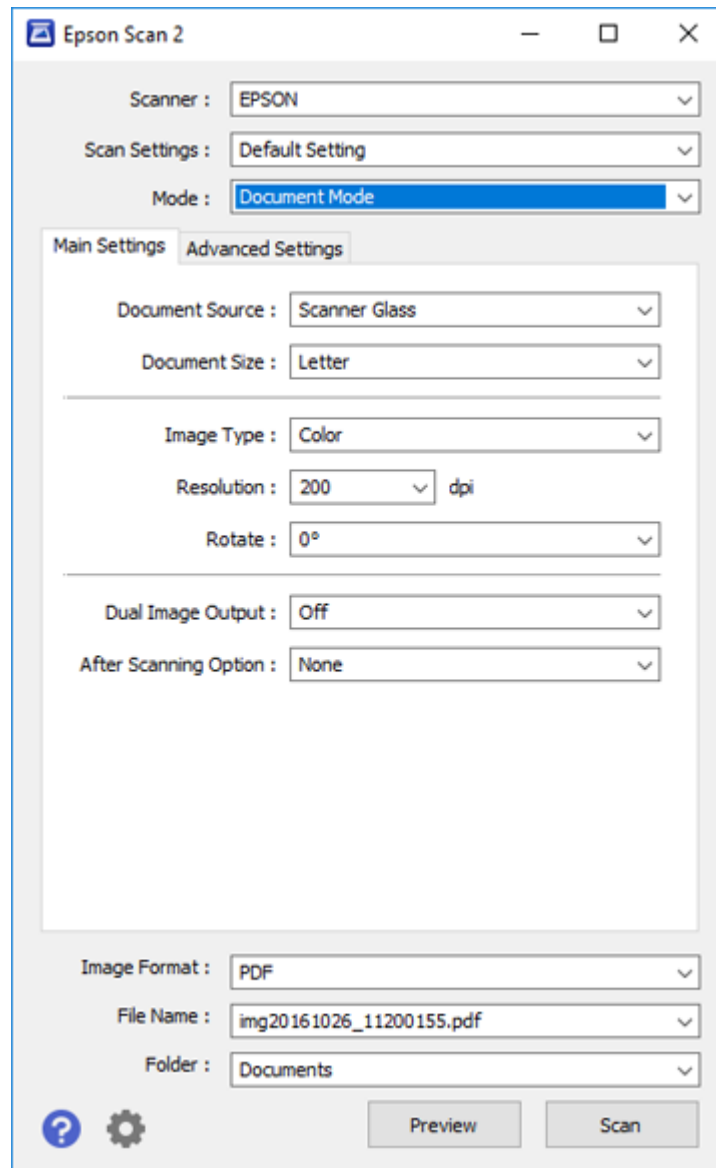
You can start Epson Scan 2 from a TWAIN-compliant scanning program to select scan settings, scan, and open the scanned image in the program.

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

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](#)

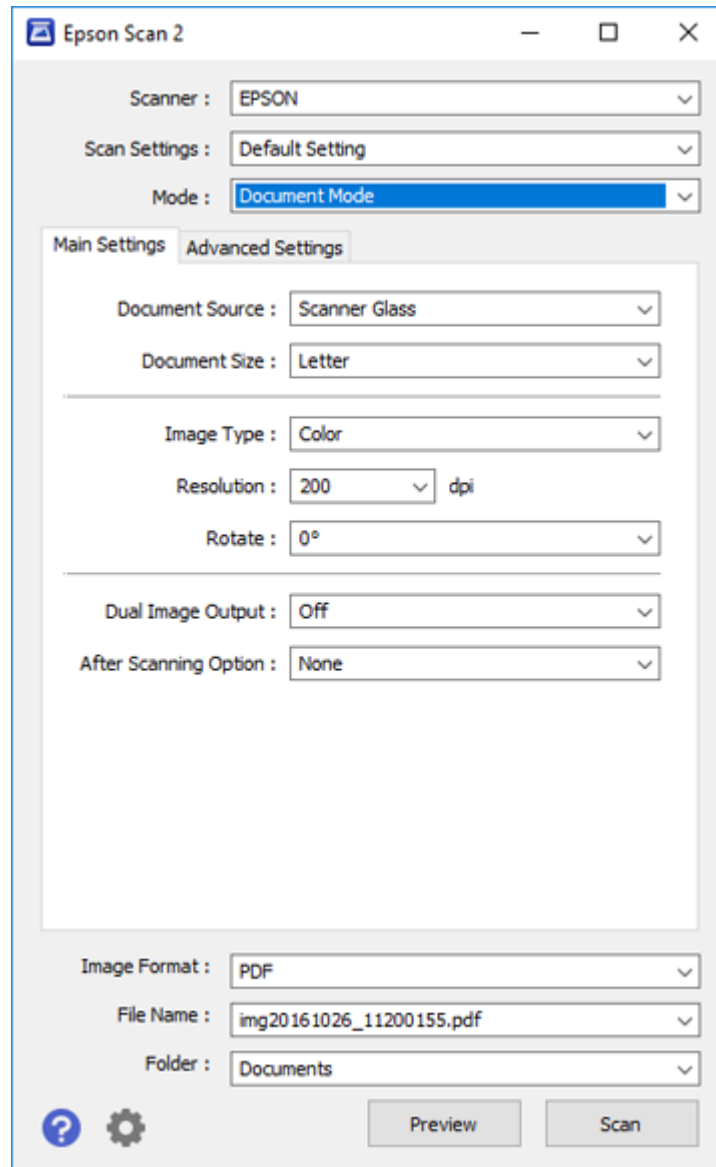
## Scanning in Epson Scan 2

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.

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

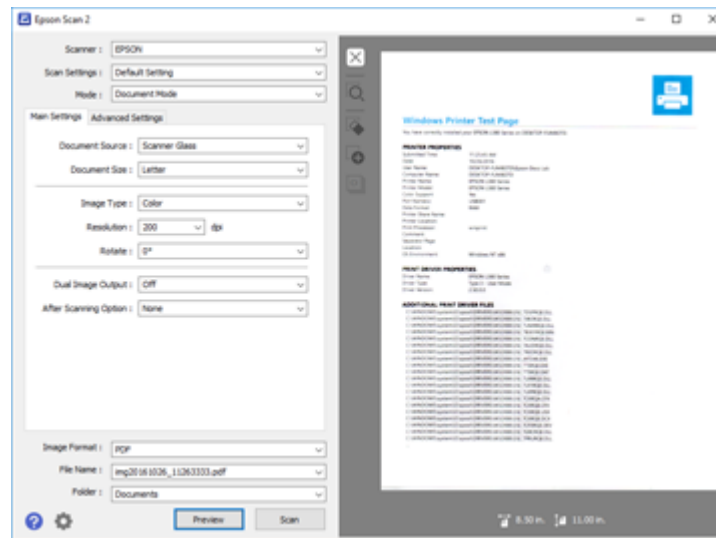
1. Start Epson Scan 2.

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 the image type of your original 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. Click the **Advanced Settings** tab and select any settings that you want to use.
9. 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.
10. Enter the file name for your scanned file in the **File Name** field. If necessary, select **Settings** to modify the file name settings.
11. 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.
12. 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](#)

**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 (Windows only).

### **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.

### **Text Enhancement**

Sharpens the appearance of letters in text documents.

### **Auto Area Segmentation**

Makes black and white 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 shades of the color you select in the scanned image. This setting is available only if you select **Grayscale** or **Black & White** as the Image Type setting.

### **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.

**Gamma**

Adjusts the midtone density of the scanned image.

**Unsharp Mask**

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

**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.)

**Edge Fill**

Corrects shadowing around the edges of the image by filling the shadows with black or white.

**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 Mac 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 Mac 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](#)

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# Refilling Ink

When the ink level is below the lower line on an ink tank, you need to refill it.

Before checking the ink level or refilling an ink tank as described here, be sure to read the ink safety precautions.

**Caution:** If the ink level is below the lower line on the ink tank, fill it to the upper line on the ink tank. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

[Ink Safety Precautions](#)

[Check Ink Levels](#)

[Purchase Epson Ink](#)

[Refilling the Ink Tanks](#)

## Ink Safety Precautions

### Ink Handling Precautions

- Keep ink bottles and the ink tank unit out of the reach of children. Do not allow children to drink from or handle the ink bottles and bottle caps.
- Do not tilt or shake an ink bottle after opening it; otherwise, ink may leak.
- 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 immediately.

### Ink Refilling Precautions

- Use ink bottles with the correct part number for this product.
- The use of non-Epson ink may cause damage that is not covered by Epson's warranty, and under certain circumstances, may cause erratic product behavior.
- This product requires careful handling of ink. Ink may splatter when the ink tanks are filled or refilled with ink. If ink gets on your clothes or belongings, it may not come off.
- Do not open the ink bottle package until you are ready to fill an ink tank. Ink bottles are vacuum packed to maintain reliability. If you leave an ink bottle unpacked for a long time before using it, print quality may be affected.

- If the ink level is below the lower line on the ink tank, refill the ink. Continued use of the product when the ink level is below the lower line on the ink tank could damage the product.
- Epson recommends filling all ink tanks to the upper line when the product is not operating to reset the ink levels.
- Epson recommends filling all ink tanks to the upper line when the product is not operating.
- After bringing an ink bottle inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- Store ink bottles in a cool, dark place.
- Store the ink bottles in the same environment as the product. When storing or transporting an opened ink bottle, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when you transport the bottle.

#### **Ink Bottle and Ink Tank Information**

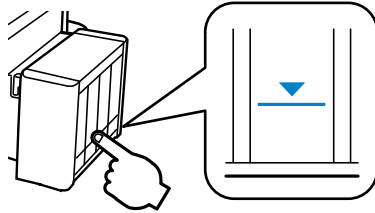
- To maintain optimum print head performance, some ink is consumed from all ink tanks during printing and when performing maintenance operations, such as cleaning the print head.
- The ink bottles may contain recycled materials, but this does not affect product function or performance.
- When printing in monochrome or grayscale, color ink may be used instead of black ink, depending on the paper type or print quality settings. This is because a mixture of color inks is used to create black.

**Parent topic:** [Refilling Ink](#)

## **Check Ink Levels**

To confirm the actual ink remaining, visually check the ink levels in the product's ink tanks. Make sure the ink levels are above the lower lines on the ink tanks.

**Caution:** If the ink level is below the lower line on the ink tank, fill it to the upper line on the ink tank. Continued use of the product when the ink level is below the lower line on the tank could damage the product.



[Disabling Special Offers with Windows](#)

**Parent topic:** [Refilling Ink](#)



**Related references**

[Ink Safety Precautions](#)

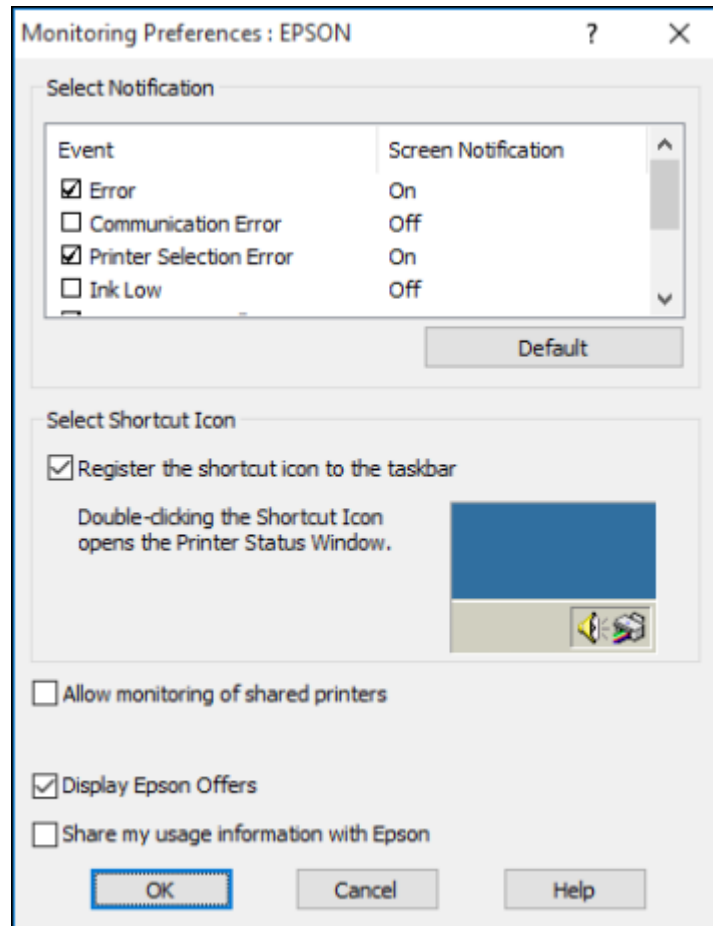
## Disabling Special Offers with Windows

You can disable special offers messages from Epson using a utility on your Windows computer.

**Note:** You may see the Epson Special Offers screen every time you print (if your computer is connected to the Internet). Select **Do not display this message again** and click **Decline** to disable online offers. Promotional offers are not valid in Latin America.

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

You see this window:



2. To disable promotional offers, deselect the **Display Epson Offers** checkbox. (Promotional offers are not available in Latin America.)

**Parent topic:** [Check Ink Levels](#)

## Purchase Epson Ink

You can purchase genuine Epson ink and paper from an Epson authorized reseller. To find the nearest reseller, visit [epson.com.jm](http://epson.com.jm) or call your nearest Epson sales office.

**Note:** This product was originally designed to work with genuine Epson inks. Your product may not function properly if you use other types of ink and may affect Epson's warranty.

The included ink bottles must be used for printer setup and are not for resale. The printer ships with full ink bottles and part of the ink from the first bottles is used to charge the print head. Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature.

The ink bottles that came with your printer have a lower yield due to the ink charging process. This process is carried out the first time you turn on the printer and guarantees better performance. Do not load paper before refilling the ink tanks.

[Ink Bottle Part Numbers](#)

Parent topic: [Refilling Ink](#)

## Ink Bottle Part Numbers

Use these part numbers when you purchase new ink bottles, and use the ink by the date printed on the package:

Ink color	Part number
Black	T664
Cyan	T664
Magenta	T664
Yellow	T664

Parent topic: [Purchase Epson Ink](#)


## Refilling the Ink Tanks

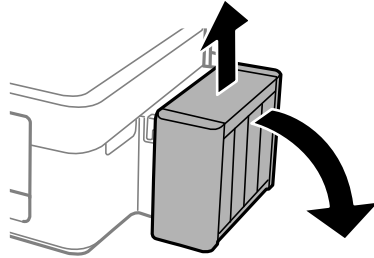
Make sure you have new ink bottles handy and have read the ink safety precautions before you begin.

You can continue to use the product even if one or more ink tanks are not filled all the way. However, to keep your product operating at its best, fill all the ink tanks up to the top line.

**Caution:** Wear plastic gloves while refilling the ink tanks to avoid staining your hands.

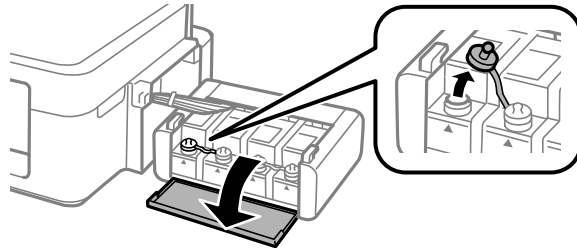


1. Place a sheet of paper under the ink tank area in case of spills.
2. Turn on your product.
3. Make sure the  power light is on, but not flashing.
4. Unhook the ink tank unit from the product and lay it down.

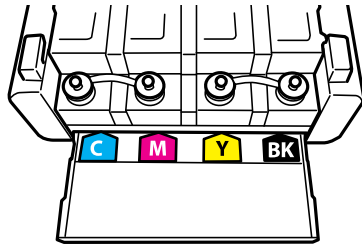


**Note:** Do not pull on the ink tubes.

5. Open the ink tank unit cover, then remove the cap of the ink tank that you're going to refill.

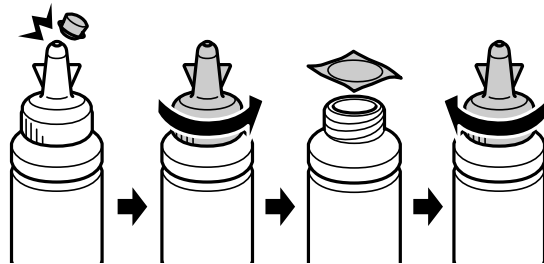


**Note:** Make sure the color of the ink tank matches the ink color you want to refill, and only remove the cap from that ink tank. Be careful not to spill any ink.



6. Snap off the tip of the bottle cap, but do not dispose of it so you can use it to seal the bottle cap later, if necessary. Then remove the bottle cap and carefully remove the protective seal (avoid touching the ink underneath the seal), then close the bottle cap tightly.

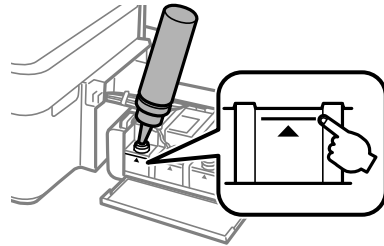
**Note:** Make sure the color of the ink bottle matches the ink color you want to refill.



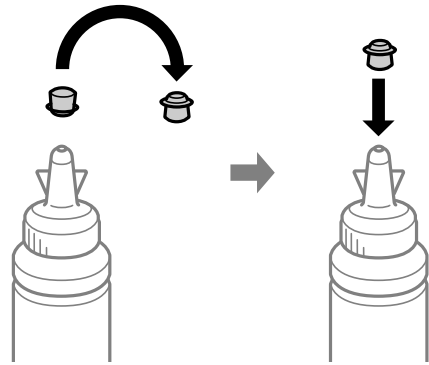
**Caution:** Close the bottle cap tightly; otherwise, ink may leak.



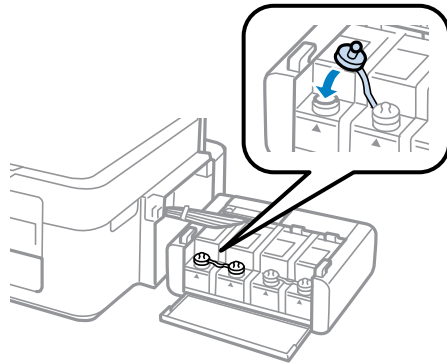
7. Refill the ink tank with the correct color ink up to the upper line on the ink tank.



8. If any ink remains in the ink bottle after filling the ink tank, place the bottle cap tip securely on the bottle cap and store the ink bottle upright for later use.

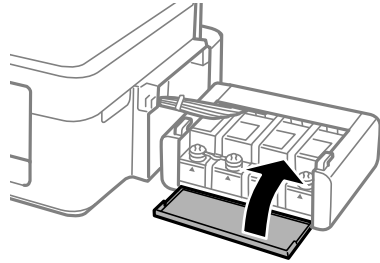


9. Place the cap securely on the ink tank.

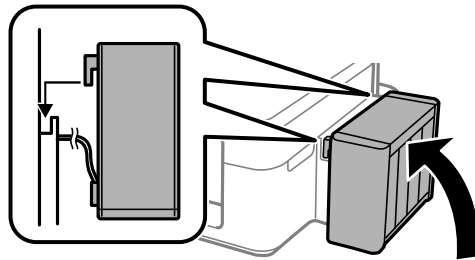


10. Repeat the previous steps as necessary for each ink color you need to refill.

11. Close the ink tank unit cover.



12. Hook the ink tank unit onto the product.



**Parent topic:** [Refilling Ink](#)

**Related concepts**

[Purchase Epson Ink](#)

**Related references**

[Ink Safety Precautions](#)

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## Adjusting Print Quality

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

[Print Head Maintenance](#)

[Print Head Alignment](#)

[Cleaning the Paper Path](#)

[Checking the Number of Sheets](#)

**Related concepts**

[Power Ink Flushing](#)

## Print Head Maintenance

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

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

**Note:** You cannot clean the print head if the ink level has reached the lower line on the ink tank, and may not be able to clean it when the ink level in any of the tanks is low. You must refill the ink tank first.

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Power Ink Flushing](#)

**Parent topic:** [Adjusting Print Quality](#)

**Related topics**

[Refilling Ink](#)

## 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](#)

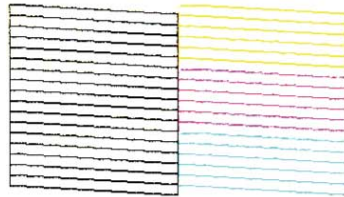
**Parent topic:** [Print Head Maintenance](#)

### Checking the Nozzles Using the Product Buttons

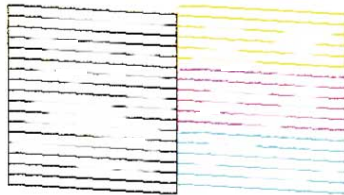
You can check the print head nozzles using the buttons on your product.

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 tasks**



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

**Related topics**

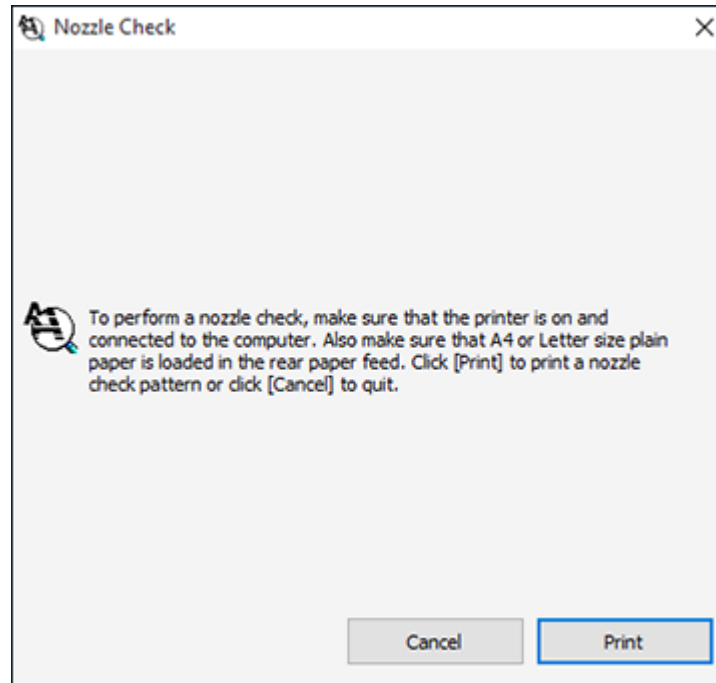
[Loading Paper](#)

## 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  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
  - **Mac:** In the Apple menu or the Dock, select **System Preferences**. 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:

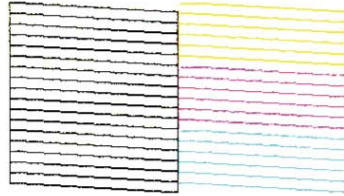


4. Click **Print**.

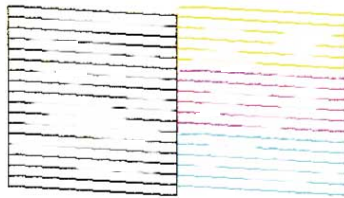


5. Check the printed pattern to see if there are gaps in the lines.

#### **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 tasks**

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

#### **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 the ink level has reached the lower line on the ink tank, and may not be able to clean it when the ink level in any of the tanks is low. You must refill the ink tank first.

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

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


**Parent topic:** [Print Head Maintenance](#)


**Related topics**

[Refilling Ink](#)

### **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 3 times, turn off the product and wait at least 12 hours. Then check the print head nozzles and try cleaning the print head again, if necessary. If quality still does not improve, flush the ink tubes.

**Parent topic:** [Print Head Cleaning](#)

**Related concepts**

[Power Ink Flushing](#)

**Related tasks**

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



**Related topics**

[Loading Paper](#)

### **Cleaning the Print Head Using a Computer Utility**

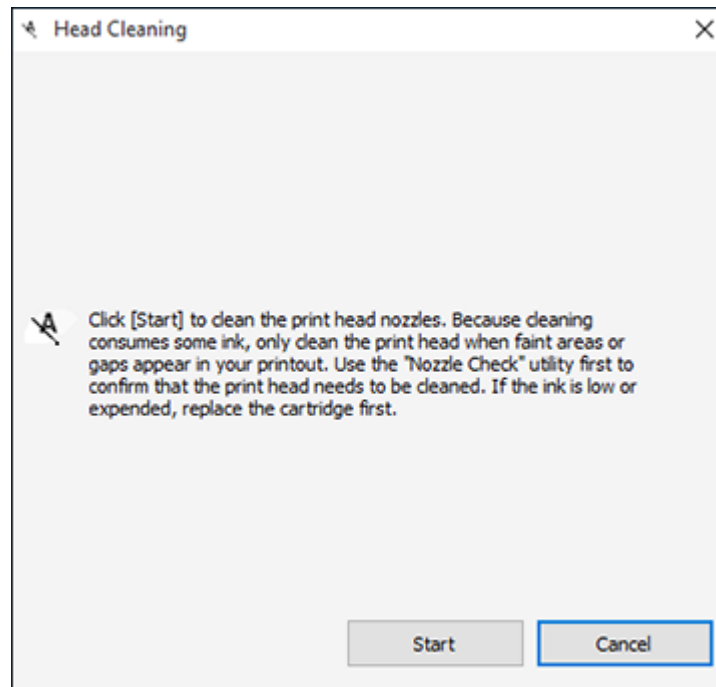
You can clean the print head using a utility on your Windows or Mac computer.

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


3. Do one of the following:
  - **Windows:** Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
  - **Mac:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.

4. Select **Head Cleaning**.

You see a window like this:



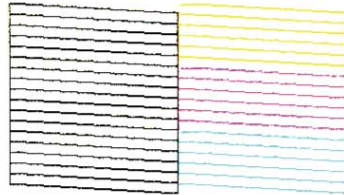
5. Click **Start** to begin the cleaning cycle.

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

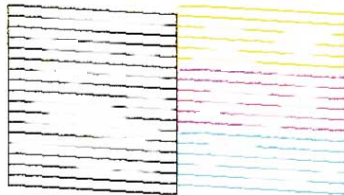
**Caution:** Never turn off the product during a cleaning cycle or you may damage it.

- When the cleaning cycle is finished, you can check to see if the nozzles are clean; click **Print Nozzle Check Pattern** and click **Print**.
- Check the printed pattern to see if there are gaps in the lines.

#### **Print head is clean**



#### **Print head needs cleaning**



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

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

**Parent topic:** [Print Head Cleaning](#)

#### **Related concepts**

[Power Ink Flushing](#)

#### **Related tasks**

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

#### **Related topics**

[Loading Paper](#)

## Power Ink Flushing

If you have not used the product for a long time and see white or dark lines or missing colors in your printouts, even after cleaning the print head several times, you can flush the ink tubes.

**Note:** After a Power Ink Flushing, you must turn off the product and wait at least 12 hours before printing again.

**Caution:** Power Ink Flushing consumes a lot of ink and should be performed only if necessary. Refill the ink tanks before performing a Power Ink Flushing.

**Caution:** Power Ink Flushing affects the service life of the ink pads by causing them to reach their capacity sooner. When you see an error message indicating that an ink pad is nearing the end of its service life, the product stops printing and you must contact Epson for support.

[Flushing the Ink Tubes Using a Computer Utility](#)

**Parent topic:** [Print Head Maintenance](#)

**Related references**



[Product Light Status](#)

**Related topics**

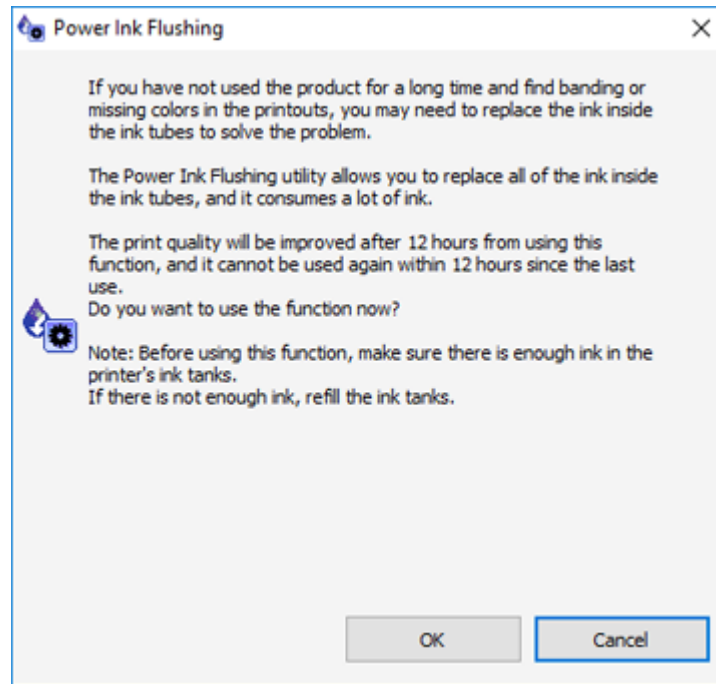
[Refilling Ink](#)

### Flushing the Ink Tubes Using a Computer Utility

You can use the Power Ink Flushing utility to flush the ink tubes.

1. Make sure there are no warnings or errors indicated by the product control panel.
2. Do one of the following:
  - **Windows:** Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click . Select **Printer Settings** and click the **Maintenance** tab.
  - **Mac:** 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. Click the **Power Ink Flushing** button.

You see a window like this:



4. Follow the on-screen instructions to flush the ink tubes.
5. When you finish flushing the ink tubes, run a nozzle check to check the print quality. If necessary, also clean the print head.

If you don't see any improvement, turn off the product and wait at least 12 hours. Then check the print quality again. If quality still does not improve, contact Epson for support.

**Parent topic:** [Power Ink Flushing](#)

#### **Related references**

[Where to Get Help](#)

#### **Related tasks**

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

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

## 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](#)

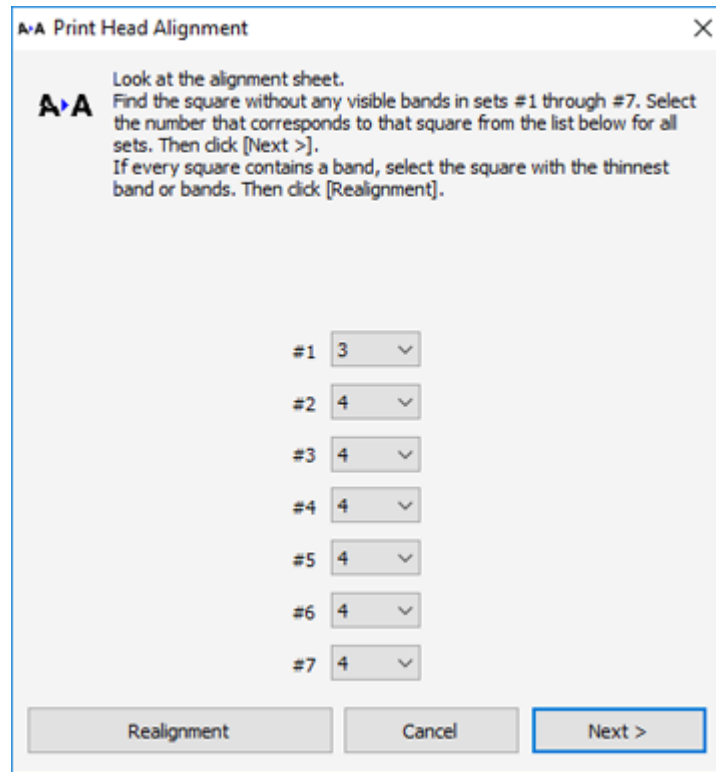
### Aligning the Print Head Using a Computer Utility

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

1. Make sure no product lights are indicating errors.
2. Load a few sheets of plain paper in the product.
3. Do one of the following:
  - **Windows:** Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
  - **Mac:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
4. Select **Print Head Alignment**.
5. Click **Next**, then click **Print** to print an alignment sheet.

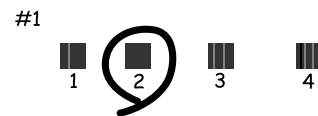
**Note:** Do not cancel printing while you are printing a head alignment pattern.

You see a window like this:



6. Check the printed pattern and follow the instructions on the screen to choose the number of the best printed pattern for each set.

### Vertical alignment





## Horizontal alignment



- 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.

7. 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.

**Caution:** Do not use tissues to clean the rollers inside the product; lint from tissue may clog the print head nozzles.

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](#)

## Checking the Number of Sheets

You can view an option that displays the number of sheets of paper that have fed through the product.



[Checking the Sheet Counter - Windows](#)

[Checking the Sheet Counter - Mac](#)

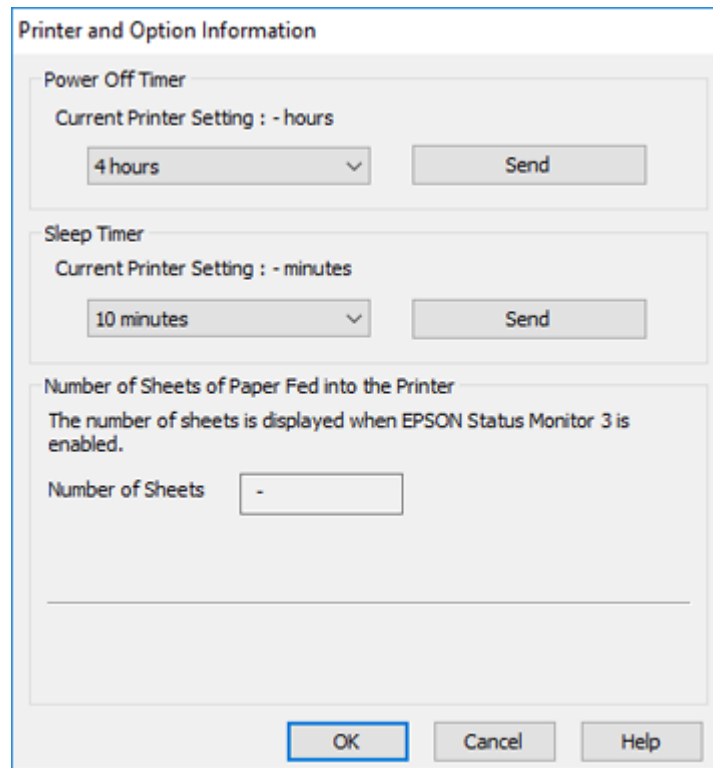
Parent topic: [Adjusting Print Quality](#)

## Checking the Sheet Counter - Windows

You can check the number of sheets of paper that have fed through the product by checking the sheet counter.

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

You see this window:



5. After checking the number of sheets fed into the printer, click **OK** to close the window.

**Note:** The number of sheets is displayed only when Epson Status Monitor 3 is enabled.

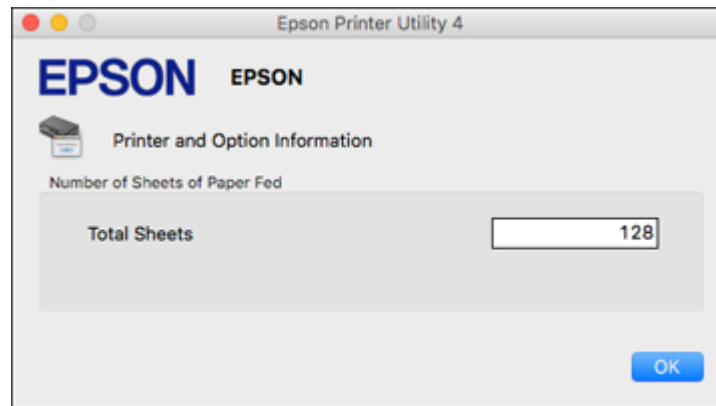
**Parent topic:** [Checking the Number of Sheets](#)

## Checking the Sheet Counter - Mac

You can check the number of sheets of paper that have fed through the product by checking the sheet counter.

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 **Printer and Option Information**.

You see this window:



3. After checking the number of sheets fed into the printer, click **OK** to close the window.

**Parent topic:** [Checking the Number of Sheets](#)

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# 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 some distance, prepare it for transportation as described here.

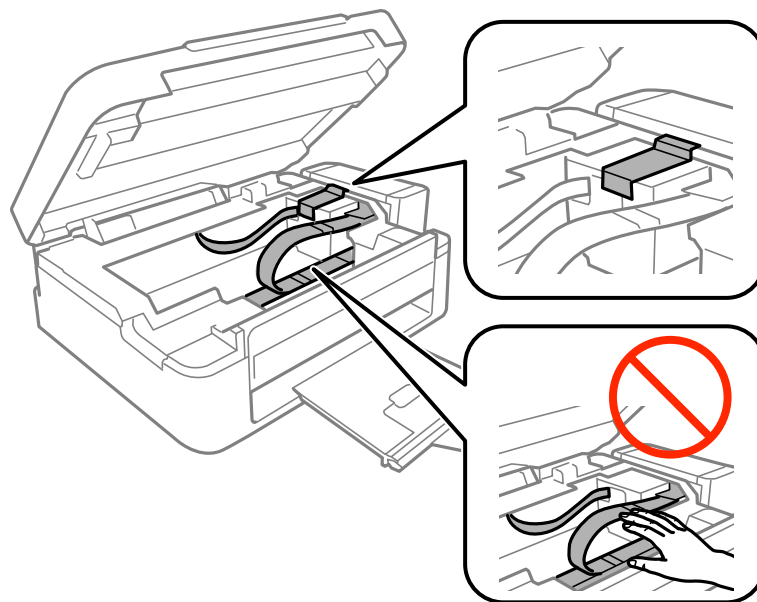
**Caution:** During transportation and storage, follow these guidelines:

- Avoid tilting the product, placing it vertically, or turning it upside down; otherwise ink may leak.
- When storing or transporting an ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle

is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when transporting the ink bottles.

**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.

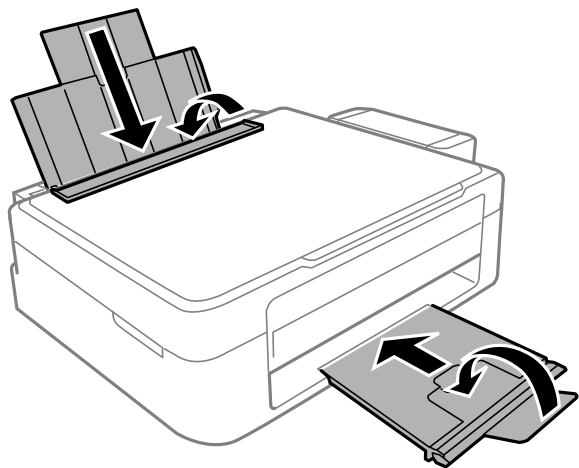
1. Turn off the product.
2. Lift up the scanner unit and check to see if the print head is in the far right position (the home position). If not, turn on the product, wait for the print head to move to the far right, then turn the product off again.
3. Secure the print head to the case with tape.



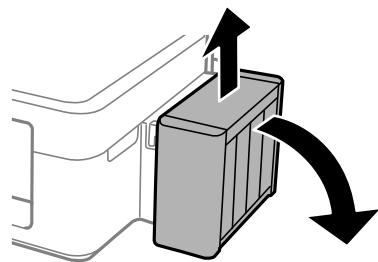
**Caution:** Do not place tape on the white flat cable inside the product; otherwise, you may damage your product.

4. Lower the scanner unit.
5. Remove all the paper from the product.

6. Close the output tray and paper support, if necessary.

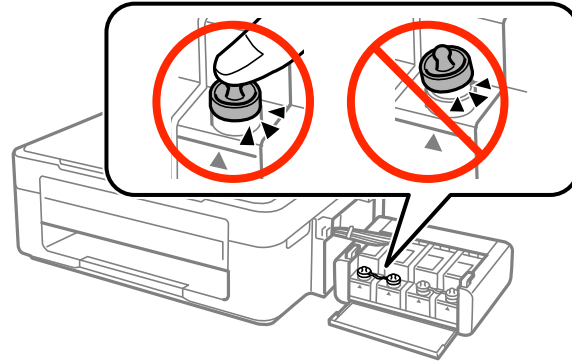


7. Unplug the power cable.
8. Disconnect any connected cables.
9. Unhook the ink tank unit from the product and lay it down.



**Note:** Do not pull on the ink tubes.

10. Open the ink tank unit cover and check to make sure that the ink tank caps are installed securely.



11. Hook the ink tank unit onto the product.

12. Place the product in its original packaging materials, if possible, or use equivalent cushioning around the product.

**Caution:**

- Keep the product level during transport. Otherwise, ink may leak.
- Do not put opened ink bottles in the box with product.

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

**Related concepts**

[Print Head Cleaning](#)

[Print Head Alignment](#)



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# 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 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 [epson.com/jm/support](https://epson.com/jm/support) and select your product.

- **Windows:** Your printer software automatically checks for updates. You can also manually update the software by selecting **Software Update** here:

- Accessing the Windows Desktop and right-clicking the  icon for your product in the right side of the Windows taskbar, or clicking the up arrow and right-clicking .
- On the **Maintenance** tab in the printer settings window

You can also update the software by selecting **EPSON Software Updater** in the **EPSON** or **EPSON Software** program group, accessible by the **Start** button, or on the **Start** or **Apps** screens, depending on your version of Windows.

- **OS X:** You can manually update the software by opening the **Applications > Epson Software** folder and selecting **EPSON Software Updater**.
- **macOS 10.12.x or 10.13.x:** You can manually update the software by opening the **App Store**, selecting **Updates**, searching for a software update option for Epson Software, and selecting **Update**.

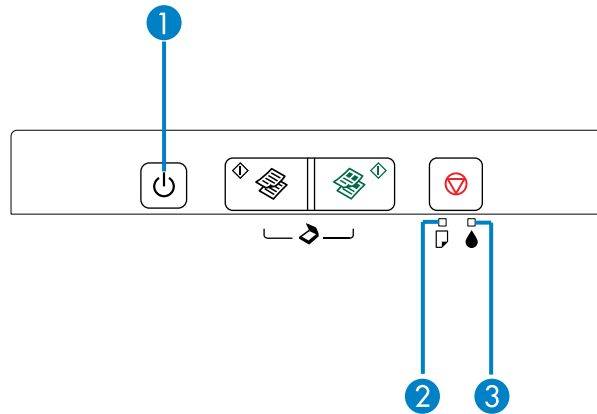
Parent topic: [Solving Problems](#)

Related tasks

[Changing Automatic Update Options](#)













## Product Light Status

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



Lights	
1	⏻ power
2	📄 paper
3	💧 ink

Light status	Condition/solution
The ⏻ power light is on	The product is turned on.
The ⏻ power light is flashing	The product is busy. Wait for the ⏻ power light to stop flashing before turning off the product.
The 📄 paper light is flashing	Paper is jammed in the product. Remove the jammed paper, and press the 🖨️ B&W copy button or the 🖨️ color copy button to clear the error.

Light status	Condition/solution
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 The  ink light is on	Initial ink charging may not be complete. See the <i>Start Here</i> poster for instructions.
The  ink light is flashing The  paper light is flashing	The ink pads need to be replaced. You must contact Epson for support.
The  ink light is on The  paper 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 continues, contact Epson for support.
The  power light is flashing The  ink light is flashing The  paper light is flashing	Open the scanner unit and remove any paper or protective materials inside the printer. Turn the product off and then back on again.

**Parent topic:** [Solving Problems](#)

**Related references**

[Paper Jam Problems](#)

[Where to Get Help](#)




**Related topics**

[Loading Paper](#)

[Refilling Ink](#)

## 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](#)

**Related references**

[Where to Get Help](#)

**Related topics**

[Loading Paper](#)

## Solving Setup Problems

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

[Noise After Filling the Ink](#)


[Software Installation Problems](#)

[USB Connection Problems](#)

**Parent topic:** [Solving Problems](#)

## Noise After Filling the Ink

If you hear noises from your product after filling the ink tanks with ink, check these explanations:

- The first time you fill the tanks with ink, 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 20 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**

[Refilling Ink](#)

## 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](#)

[Mac 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 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](#)

## 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](#)





**Related concepts**

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

## 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](#)

**Related topics**

[Copying](#)

## 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](#)




#### Related topics

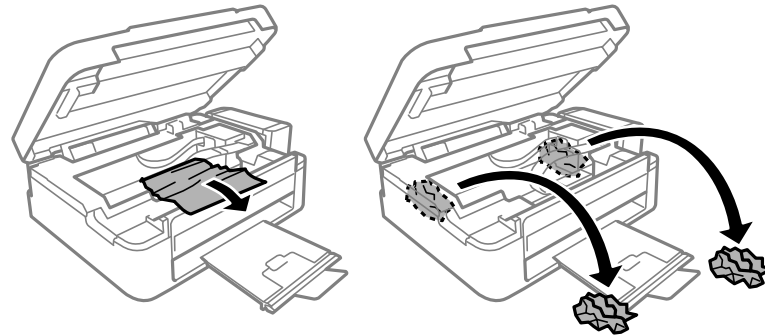
[Loading Paper](#)


### 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, 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 or Media Type Settings](#)

[Paper Jam Problems](#)



**Related tasks**

[Cancelling Printing Using a Product Button](#)

**Related topics**

[Loading Paper](#)

## Solving Problems Printing from a Computer

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

[Nothing Prints](#)

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

[Printing is Slow](#)

**Parent topic:** [Solving Problems](#)

### Nothing Prints

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

- Make sure your product is turned on.
- Make sure any interface cables are connected securely at both ends.
- If you connected your product to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your product directly to your computer instead of the hub.
- Run a product check to see if a test page prints. If the test page prints, check to see if your product software is installed correctly.
- In Windows, make sure your product is selected as the default printer.
- In Windows, 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.

**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:** Click  and select  (Settings) > **Devices > Printers & scanners**. Select your product name and select **Manage > Printing preferences**.
- **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel > Hardware and Sound > Devices and Printers**. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.
- **Windows 7:** Click  and select **Devices and Printers**. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.
- **Windows Vista:** Click , select **Control Panel**, and click **Printer** under **Hardware and Sound**. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.
- **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**.) Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.

2. Click the **Maintenance** tab.

3. Click the **Extended Settings** button.

4. Select **Enable EPSON Status Monitor 3** and click **OK**.

5. Click the **Monitoring Preferences** button.

6. Click the checkbox for the option that adds the shortcut icon to the taskbar.

7. Click **OK** to close the open program windows.

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

## Printing is Slow

If printing becomes slow, try these solutions:


- Make sure your system meets the requirements for your operating system. If you are printing a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory.
- If you are using Windows 7, close the **Devices and Printers** window before you print.

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

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:
  - **High Speed Copies**
  - **Always Spool RAW Datatype**
  - **Page Rendering Mode**
  - **Print as Bitmap**

If printing is still slow and you are using Windows 7 or Windows Vista, try the following:

1. Click  and select **Computer** or **My Computer**. Double-click the **C:** drive and open these folders: **ProgramData > EPSON > PRINTER**.

**Note:** If you do not see the ProgramData folder, open the **Organize** menu and select **Folder and search options**. In the window that appears, click the **View** tab, select **Show hidden files, folders, and drives** in the Advanced settings list, and click **OK**.

2. Right-click the **EPAUDF01.AUD** file and select **Delete**.
3. Restart your computer and try printing again.

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

#### **Related references**

[Windows System Requirements](#)

[Mac System Requirements](#)

### Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

## Solving Page Layout and Content Problems

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

[Inverted Image](#)

[Too Many Copies Print](#)

[Blank Pages Print](#)

[Incorrect Margins on Printout](#)

[Incorrect Characters Print](#)

[Incorrect Image Size or Position](#)

[Slanted Printout](#)

**Parent topic:** [Solving Problems](#)

### Inverted Image

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

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

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

### Related tasks

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

[Selecting Basic Print Settings - Mac](#)

### Too Many Copies Print

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

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

## Blank Pages Print

If blank pages print unexpectedly, try these solutions:

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

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

### Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

### Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

[Selecting Printing Preferences - Mac](#)

### Related topics

[Refilling Ink](#)

## Incorrect Margins on Printout

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

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

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

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

### Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

### **Related topics**

[Loading Paper](#)

## **Incorrect Characters Print**

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

- Make sure any cables are securely connected at both ends.
- In Windows, delete all 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.
- Clean the scanner glass and document cover.

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 concepts**

[Print Head Cleaning](#)

### **Related tasks**

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

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

[Selecting Print Layout Options - Mac](#)

### **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 Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

### Related topics

[Loading Paper](#)

## Solving Print Quality Problems

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

[White or Dark Lines in Printout](#)

[Blurry or 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 refill the ink. Visually check the ink levels.
- If you have not used the product for a long time, run the Power Ink Flushing utility.

**Note:** Flushing the ink tubes replaces all the ink inside the tubes, so flush the ink only if you cannot improve print quality by other means.

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

### Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Print Head Alignment](#)

[Power Ink Flushing](#)

### Related references

[Paper or Media Type Settings](#)

### Related tasks

[Selecting Printing Preferences - Mac](#)

### Related topics

[Loading Paper](#)

[Refilling Ink](#)

## 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.
- The ink levels may be low and you may need to refill the ink. Visually check the ink levels.
- 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.
- If you printed when the ink levels were too low to be seen in the ink tank windows, refill the ink tanks to the upper lines and run the Power Ink Flushing utility. Then run a nozzle check to see if print quality has improved.
- If you have not used the product for a long time, run the Power Ink Flushing utility.

**Note:** Flushing the ink tubes replaces all the ink inside the tubes, so flush the ink only if you cannot improve print quality by other means.

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

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

**Related concepts**

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Print Head Alignment](#)

[Power Ink Flushing](#)

**Related references**[Paper Specifications](#)[Available Epson Papers](#)[Paper or Media Type Settings](#)**Related tasks**[Selecting Basic Print Settings - Windows](#)[Selecting Basic Print Settings - Mac](#)[Selecting Printing Preferences - Mac](#)[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 levels may be low. Visually check the ink levels.
- Make sure the paper type setting matches the type of paper you loaded.
- Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.
- Align the print head.
- Clean the paper path.

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

**Related concepts**[Print Head Nozzle Check](#)[Print Head Cleaning](#)[Check Ink Levels](#)[Print Head Alignment](#)**Related references**[Paper or Media Type Settings](#)**Related tasks**[Cleaning the Paper Path](#)

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

**Related topics**

[Loading Paper](#)

## 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 Nozzle Check](#)

[Print Head Cleaning](#)

[Print Head Alignment](#)

**Related tasks**

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

**Related topics**

[Loading Paper](#)

## 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 **Black/Grayscale** or **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 levels may be low and you may need to refill the ink. Visually check the ink levels.
- If you printed when the ink levels were too low to be seen in the ink tank windows, refill the ink tanks to the upper lines and run the Power Ink Flushing utility. Then run a nozzle check to see if print quality has improved.
- 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.
- If you have not used the product for a long time, run the Power Ink Flushing utility.

**Note:** Flushing the ink tubes replaces all the ink inside the tubes, so flush the ink only if you cannot improve print quality by other means.

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

**Related concepts**

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Check Ink Levels](#)

[Power Ink Flushing](#)

**Related references**

[Paper or Media Type Settings](#)  
[Available Epson Papers](#)

**Related tasks**

[Selecting Basic Print Settings - Windows](#)  
[Selecting Basic Print Settings - Mac](#)

## 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.
- In Windows, make sure your product is listed as a valid device in the **Scanners and Cameras** control panel.

**Parent topic:** [Solving Scanning Problems](#)

**Related concepts**

[Uninstall Your Product Software](#)

**Related references**

[Windows System Requirements](#)  
[Mac 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 **EPSON > 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**.

**Mac:** 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 2 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 concepts**

[Uninstall Your Product Software](#)

#### **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](#)

[Scanning in Epson Scan 2](#)

## 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](#)

### Related tasks

[Placing Originals on the Scanner Glass](#)

## 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.
  - Select **Text Enhancement**.

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

#### Related tasks

[Scanning in Epson Scan 2](#)

### 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 - Mac](#)

**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:** Click  and select  (Settings) > **Apps** > **Apps & features**. Then select the program you want to uninstall and select **Uninstall**.
  - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** > **Programs** > **Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

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

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 10/8.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 - Mac

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

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

1. To download the Uninstaller utility, visit [epson.com/jm/support](http://epson.com/jm/support) and select your product.
2. Click **Downloads**.

3. Select your operating system, click **Utilities**, locate the Uninstaller utility, and click **Download**.
4. Run the file you downloaded.
5. Double-click the **Uninstaller** icon.
6. In the Epson Uninstaller screen, select the checkbox for each software program you want to uninstall.
7. Click **Uninstall**.
8. Follow the on-screen instructions to uninstall the software.
9. Reinstall your product software.

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

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

## Where to Get Help

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](http://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:

<b>Country</b>	<b>Telephone</b>
Argentina	(54 11) 5167-0300 0800-288-37766
Bolivia*	800-100-116
Brazil	State capitals and metropolitan areas: 3004-6627 Other areas: 0800-377-6627 / 0800-EPSONBR
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
Mexico	Mexico City: (52 55) 1323-2052 Other cities: 01-800-087-1080
Nicaragua*	00-1-800-226-0368
Panama*	00-800-052-1376
Paraguay	009-800-521-0019
Peru	Lima: (51 1) 418-0210 Other cities: 0800-10126
Uruguay	00040-5210067
Venezuela	(58 212) 240-1111

\* Contact your local phone company to call this toll-free number from a mobile phone.

If your country does not appear in the list, contact the sales office in the nearest country. Toll or long distance charges may apply.

**Purchase Supplies and Accessories**

You can purchase genuine Epson ink and paper from an Epson authorized reseller. To find the nearest reseller, visit [epson.com.jm](http://epson.com.jm) or call your nearest Epson sales office.

**Parent topic:** [Solving Problems](#)

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# Technical Specifications

These sections list the technical specifications for your product.

[Windows System Requirements](#)

[Mac System Requirements](#)

[Paper Specifications](#)

[Printable Area Specifications](#)

[Scanning Specifications](#)

[Ink Specifications](#)

[Dimension Specifications](#)

[Electrical Specifications](#)

[Environmental Specifications](#)

[Interface 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 or later

**Note:** For the latest product software available for your operating system, visit the Epson support site at [epson.com/jm/support](http://epson.com/jm/support), select your product, and select **Downloads**.

**Parent topic:** [Technical Specifications](#)

## Mac System Requirements

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

- macOS 10.12.x

- 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:** For the latest product software available for your operating system, visit the Epson support site at [epson.com/jm/support](http://epson.com/jm/support), select your product, and select **Downloads**.

**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

<b>Size</b>	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])
<b>Paper types</b>	Plain paper and paper distributed by Epson
<b>Weight</b>	17 lb (64 g/m <sup>2</sup> ) to 24 lb (90 g/m <sup>2</sup> )



## Envelopes

**Size** No. 10 (4.1 × 9.5 inches [105 × 241 mm])

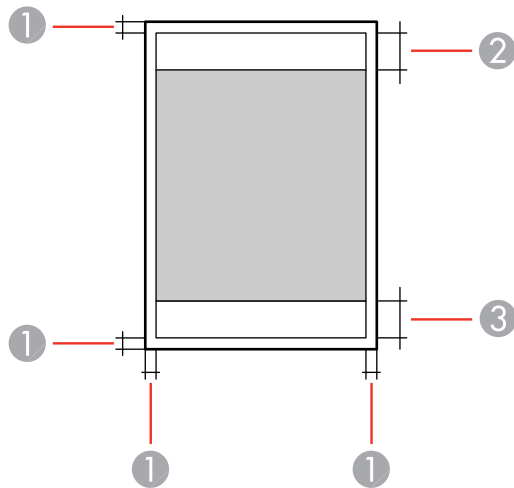
**Weight** 20 lb (75 g/m<sup>2</sup>) to 24 lb (90 g/m<sup>2</sup>)

Parent topic: [Technical Specifications](#)

## Printable Area Specifications

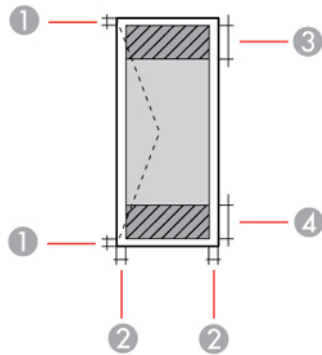
**Note:** Print quality may decline in the expanded printable area.

### Single sheets



- 1 Margins: 0.12 inch (3 mm) minimum
- 2 Reduced print quality area/top: 1.57 inches (40 mm) minimum
- 3 Reduced print quality area/bottom: 1.26 inches (32 mm) minimum

## Envelopes



- 1 Left and right margins: 0.12 inch (3 mm) minimum
- 2 Top and bottom margins: 0.20 inch (5 mm) minimum
- 3 Reduced print quality area/right: 0.71 inch (18 mm) minimum
- 4 Reduced print quality area/left: 1.57 inches (40 mm) minimum

Parent topic: [Technical Specifications](#)

## Scanning Specifications

<b>Scanner type</b>	Flatbed
<b>Photoelectric device</b>	CIS
<b>Document size</b>	Maximum: 8.5 × 11.7 inches (216 × 297 mm) Scanner glass: US letter or A4
<b>Scanning resolution</b>	600 dpi (main scan) 1200 dpi (sub scan)

**Color depth**

Color:

48 bits per pixel internal (16 bits per pixel per color internal)

24 bits per pixel external (8 bits per pixel per color external)

Grayscale:

16 bits per pixel per color internal

8 bits per pixel per color external

Black and white:

16 bits per pixel per color internal

1 bit per pixel per color external

**Light source**

LED

**Parent topic:** [Technical Specifications](#)

## Ink Specifications

**Note:** This product was originally designed to work with genuine Epson inks. Your product may not function properly if you use other types of ink and may affect Epson's warranty.

The included ink bottles must be used for printer setup and are not for resale. The printer ships with full ink bottles and part of the ink from the first bottles is used to charge the print head. Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature.

The ink bottles that came with your printer have a lower yield due to the ink charging process. This process is carried out the first time you turn on the printer and guarantees better performance. Do not load paper before refilling the ink tanks.

**Color**

Cyan, Magenta, Yellow, Black

**Ink life**

For best results, use up ink within 6 months of removing the seal from an ink bottle.

**Temperature**

Storage: -4 to 104 °F (-20 to 40 °C)

1 month at 104 °F (40 °C)

Ink freezes at 5 °F (-15 °C)

Ink thaws and is usable after 2 hours at 77 °F (25 °C)

Parent topic: [Technical Specifications](#)

Related references

[Ink Bottle Part Numbers](#)

## Dimension Specifications

<b>Height</b>	Stored: 5.7 inches (145 mm) Printing: 11 inches (279 mm)
<b>Width</b>	Stored: 19 inches (482 mm) Printing: 19 inches (482 mm)
<b>Depth</b>	Stored: 11.8 inches (300 mm) Printing: 20.8 inches (528 mm)
<b>Weight</b> (without ink or power cord)	9.7 lb (4.4 kg)

Parent topic: [Technical Specifications](#)

## Electrical Specifications

**Note:** Check the product label for its voltage rating.

<b>Power supply rating</b>	100 to 240 V 220 to 240 V
<b>Rated frequency range</b>	50/60 Hz
<b>Rated current</b>	100 to 240 V model: 0.5 to 0.3 A 220 to 240 V model: 0.3 A
<b>Power consumption</b>	Printing: Approximately 13 W (ISO/IEC24712) Ready mode: Approximately 3.8 W Sleep mode: Approximately 0.8 W Power off mode: Approximately 0.3 W

Parent topic: [Technical Specifications](#)

## Environmental Specifications

<b>Temperature</b>	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)
<b>Humidity</b> (without condensation)	Operating: 20 to 80% RH Storage: 5 to 85% RH

Parent topic: [Technical Specifications](#)

## Interface Specifications

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

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## 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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Parent topic: [Notices](#)

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[Default Delay Times for Power Management for Epson Products](#)  
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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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