Epson® SureColor® P5370 User's Guide

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SureColor P5370 User's Guide

Welcome to the SureColor P5370 *User's Guide*.

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

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

Introduction to Your Printer

Refer to these sections to learn more about your printer and this manual.

Printer Features
Available Software
Notations Used in the Documentation
Printer Part Locations
Using the Control Panel
Using Power Saving Settings
Printer Usage Guidelines

Printer Features

The Epson SureColor P5370 printer includes these special features:

High productivity

- Advanced MicroPiezo AMC 10-channel print head
- Available 200 ml high-capacity ink cartridges with increased black density
- Auto-switching between roll paper and high-capacity cut sheet cassette

Reliability

- Improved dust and static control for reduced print head nozzle maintenance
- Ink-repellent print head surface for reduced nozzle clogging

High resolution

- Prints at resolutions up to 5760 x 1440 dpi
- Supports variable-sized droplet technology as small as 1.5 picoliter

Easy-to-use setup and operation

- Intuitive, easy-to-read, 4.3-inch, color LCD touchscreen
- Four media paths, all front-loaded for easy access
- Easy-to-use software

Optional Equipment and Replacement Parts

Parent topic: Introduction to Your Printer

Optional Equipment and Replacement Parts

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit proimaging.epson.com (U.S.) or proimaging.epson.ca (Canada), select your product series and product, and click the **Where to Buy** button. Or call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

In addition to the accessories listed below, extended service plans are available.

Note: Availability of accessories varies by country.

Option or part	Part number
Replacement ink maintenance box	T619000
Replacement borderless maintenance box	T619100
Additional 2"/3" roll media spindle	C12C811251
Replacement printer cutter blade	C12C815351
Cleaning sheets	C13S400045
Cleaning sticks	C13S090013

Parent topic: Printer Features

Available Software

The table below provides an overview of the software available for your product.

You can download and install the necessary software from the Epson website using the instructions on the *Start Here* sheet. For detailed information about the software on your system, see the software help or the online *Administrator's Guide*.

Note: An Internet connection is required to obtain the product software.

Software	Description
Printer driver	Allows your computer to communicate specifically with your printer. Before printing from your computer, make sure you have set up your product and installed the latest software.

Software	Description
Epson Software Updater	Periodically checks for software updates and then notifies you and installs the software if an update is available. You can select the interval for update checks and make settings for receiving update notifications. In addition to driver updates, also allows you to update product firmware and previously installed applications, and install additional software that is compatible with the printer.
Epson Edge Dashboard	Allows you to manage the status of multiple printers and easily copy custom paper settings from one printer to another.
Epson Media Installer	Allows you to download paper information, including ICC profiles, print modes, and print control parameters, from Internet servers and save it in the printer or printer driver.
Web Config	Pre-installed software that allows you to access your printer from a web browser via a network, and perform administrative functions such as checking ink levels, updating firmware, configuring network and advanced security settings, and editing custom paper settings that can then be exported to a file or imported to another printer. Also provides an e-mail notification function to inform you when printer errors occur.
Epson Print Layout (Windows/macOS/iOS)	Provides a streamlined photo printing interface with enhanced functionality and flexibility to make color-managed printing quick and easy.
LFP Accounting Tool (Windows)	Records print job activity information along with ink and paper costs that can be easily exported to a spreadsheet.

Parent topic: Introduction to Your Printer

Notations Used in the Documentation

Follow the guidelines in these notations as you read your documentation:

- **Warnings** must be followed carefully to avoid bodily injury.
- **Cautions** must be observed to avoid damage to your equipment.
- **Notes** contain important information about your printer.
- **Tips** contain additional printing information.

Parent topic: Introduction to Your Printer

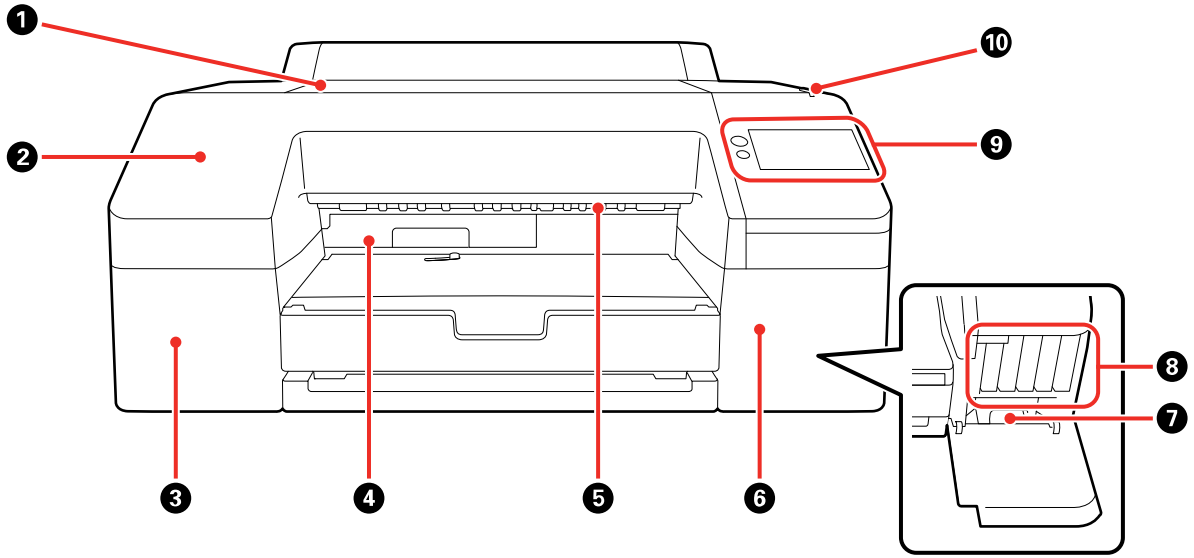
Printer Part Locations

Check the printer part illustrations to learn about the parts on your printer.

Product Parts - Front
Product Parts - Top/Inside
Product Parts - Rear

Parent topic: Introduction to Your Printer

Product Parts - Front

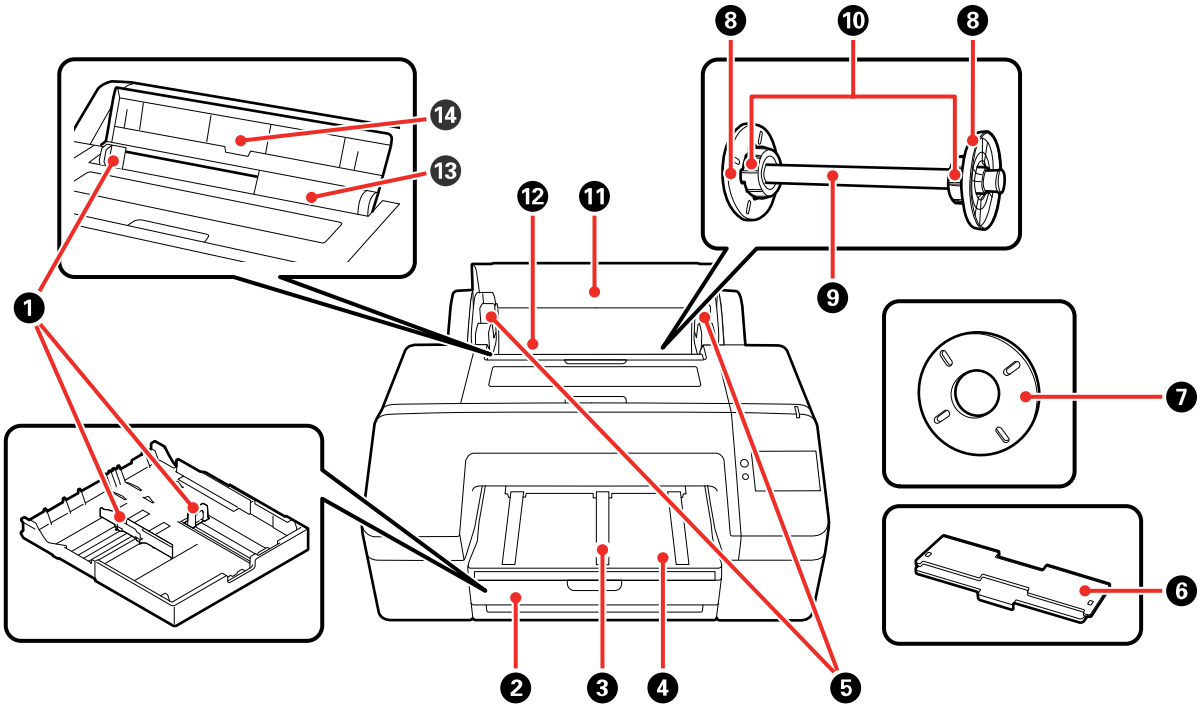


1 Printer cover
2 Front cover
3 Ink cartridge cover (left)
4 Borderless maintenance box
5 Paper eject roller
6 Ink cartridge cover (right)

7 Maintenance box
8 Ink cartridges
9 Control panel
10 Alert light

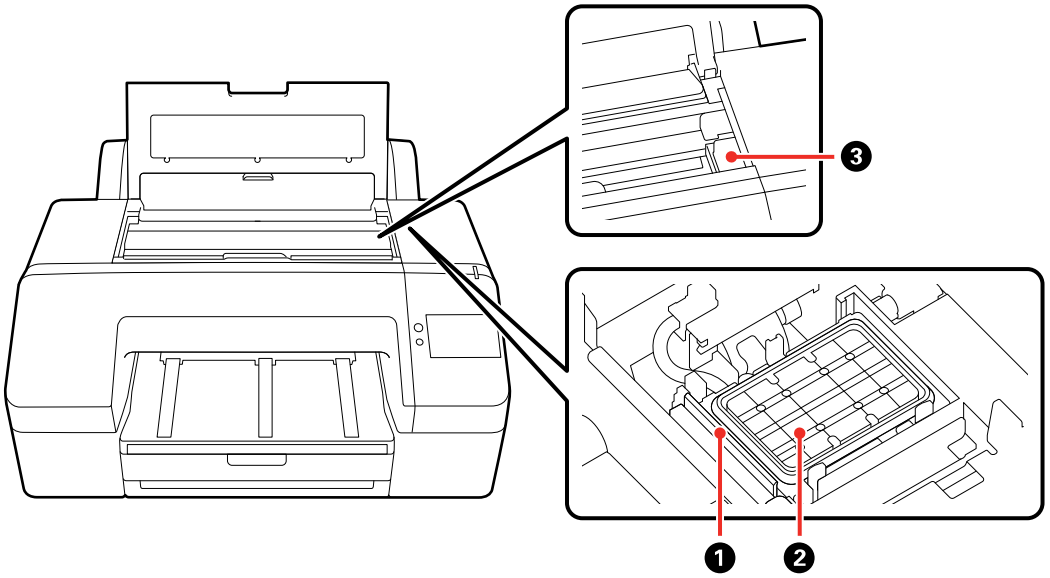
Parent topic: Printer Part Locations

Product Parts - Top/Inside



1 Edge guides
2 Paper cassette
3 Paper eject support
4 Output tray

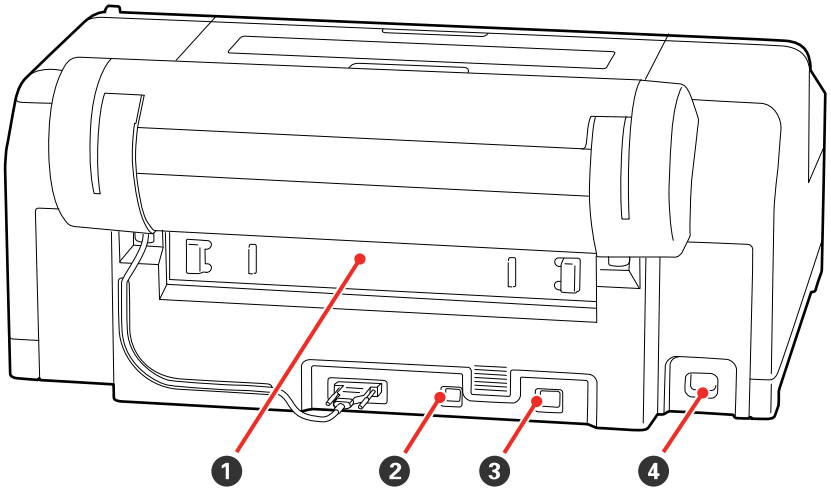
5 Roll paper spindle holders
6 Paper cassette cover
7 Borderless printing spacer
8 Media edge guide
9 Spindle
10 Roll adapter
11 Roll paper cover
12 Roll paper feeder
13 Cut sheet feeder
14 Paper support



1 Wiper
2 Capping station
3 Print head

Parent topic: Printer Part Locations

Product Parts - Rear



1 Rear cover
2 USB port
3 Ethernet/LAN port
4 AC inlet

Parent topic: Printer Part Locations

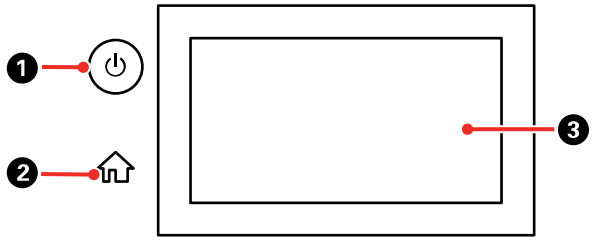
Using the Control Panel

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

Control Panel
Changing the LCD Screen Language
Selecting the Date and Time
Setting a Password and Locking the Control Panel

Parent topic: Introduction to Your Printer

Control Panel



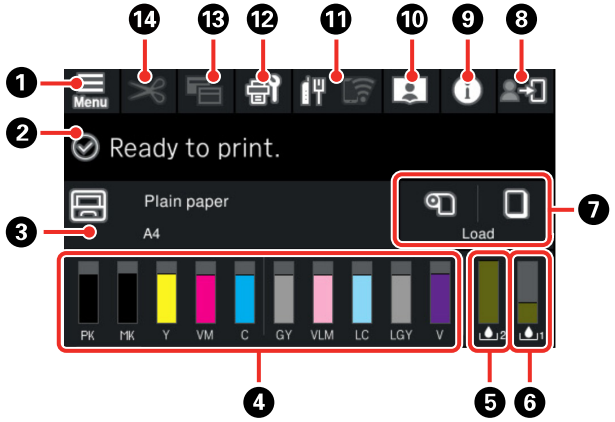
1 power button

2 home button

3 LCD touchscreen

LCD Screen

Note: You can select the screen switching icon to toggle between the home screen and the ink level display.



1 Access menu items

2 Displays the printer's status, error messages, and other information

3 Displays paper information

When paper is not loaded, **- - -** is displayed. If there is no paper loaded in either paper source, select to display the **Paper Setting** screen.

4 Displays the amount of ink remaining

The abbreviation below each bar indicates the ink color.

PK: Photo Black

MK: Matte Black

Y: Yellow

VM: Vivid Magenta

M: Magenta

C: Cyan

GY: Gray

VLM: Vivid Light Magenta

LC: Light Cyan

LGY: Light Gray

V: Violet

When the ⚠ notification icon is displayed, the corresponding ink color is running low. Tap the display area to check the model number of the ink cartridge.

5 Displays the amount of space remaining in the borderless maintenance box

When the ⚠ notification icon is displayed, the corresponding box is almost full. Tap the display area to check the borderless maintenance box model number.

6 Displays the amount of space remaining in the maintenance box

When the ⚠ notification icon is displayed, the maintenance box is almost full. Tap the display area to check the maintenance box model number.

7 Paper input/output

Accesses the paper feed settings to load and eject roll paper or poster board

8 Lock setting icon

Displays the login or log out screen when **Lock Setting** is enabled. You must enter the admin password to access any of the locked settings. See the online *Administrator's Guide* for more details.

9 Information icon

Displays consumable item information and a list of messages

10 Online manual icon

Displays a QR code that links to product videos

11 Network status icons; select to switch the network connection status

: No Ethernet or Wi-Fi connection

: Ethernet connection established

: No Wi-Fi connection

: Wi-Fi network error or the product is searching for a connection

: Wi-Fi connection established; the number of bars indicates signal strength

: No Wi-Fi Direct connection

: Wi-Fi Direct connection established

12 Displays the Maintenance menu

You can check and clean the print head nozzles, replace consumables, and clean parts.

13 Switches the Home screen display

14 Displays settings for feeding and cutting roll paper

Parent topic: Using the Control Panel

Changing the LCD Screen Language

You can change the language used on the LCD screen.

1. Press the ⌂ home button, if necessary.
2. Select the Menu icon.
3. Select **General Settings** > **Basic Settings** > **Language**.

4. Select a language.
5. Press the home button to exit.

Parent topic: Using the Control Panel

Selecting the Date and Time

Before using your product, select the current date, time, and daylight saving phase in your area, and choose your preferred date and time format.

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

1. Press the home button, if necessary.
2. Select the Menu icon.
3. Select **General Settings** > **Basic Settings** > **Date/Time Settings**.
4. Select **Date/Time**.
5. Select the date format you want to use.
6. Use the on-screen keyboard to enter the current date and select **OK**.
7. Select the time format you want to use.
8. Use the on-screen keyboard to enter the current time and select **OK**.
9. Select **Daylight Saving Time** and select either **Summer** or **Winter**.
10. Press the home button to exit.

Parent topic: Using the Control Panel

Setting a Password and Locking the Control Panel

You can set an administrator password to lock the following settings and prevent them from being changed:

Note: The locked settings may differ depending on your product.

- Network settings
- Certain Basic Settings
- Certain Printer Settings

- Certain Maintenance Settings
- System Administration settings
- Web Config settings
- EpsonNet Config settings

Note: This setting can be locked by an administrator. If you cannot access or change this setting, contact your administrator for assistance. For more information on administration settings, see the online *Administrator's Guide*.

1. Press the ⌂ home button, if necessary.
2. Select the Menu icon.
3. Select **General Settings** > **System Administration** > **Security Settings** > **Admin Settings**.
4. Select **Admin Password** > **Change**.
5. Do one of the following:
   - If you have set an administrator password before, enter the current password, then enter and confirm the new password in the fields provided.
   - If you have not set an administrator password before, enter the default password in the current password field, then enter a new password and confirm it in the fields provided.

   Note: The default password is the product's serial number. Check the label on the back of the printer to locate the serial number. The default user name is blank.
6. Select **OK**.
7. Select **Lock Setting** > **On** to lock settings.

   A prompt appears confirming that you want to enable locked settings. Select **Yes** to enable the setting and return to the home screen.

   The lock setting icon is displayed on the home screen when the lock setting is enabled.

You must enter the admin password to access any of the locked settings.

Note: You can restore the administrator password to the default password by selecting **Restore Default Settings** on the **Admin Password** screen and entering the administrator password. If you forget your password, contact Epson for assistance.

Parent topic: Using the Control Panel

Using Power Saving Settings

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

Changing the Sleep Timer Settings
Changing the Power Off Timer Settings

Parent topic: Introduction to Your Printer

Changing the Sleep Timer Settings

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

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

1. Press the home button, if necessary.
2. Select the Menu icon.
3. Select **General Settings** > **Basic Settings** > **Sleep Timer**.
4. Do one of the following:
   - Press the **+** or **–** button to increase or decrease the number of minutes.
   - Press the number to display the on-screen keypad, select the number of minutes (between 1 and 60), and select **OK**.

   Note: The default setting is 4 minutes.
5. Select **OK**.

   When your product enters sleep mode, the control panel's screen goes dark, but the power light remains on.

Parent topic: Using Power Saving Settings

Changing the Power Off Timer Settings

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

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

Note: The default setting is **Off**.

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

   Note: Increasing the time will affect the printer's energy efficiency. Please consider the environment before making any changes.

Parent topic: Using Power Saving Settings

Printer Usage Guidelines

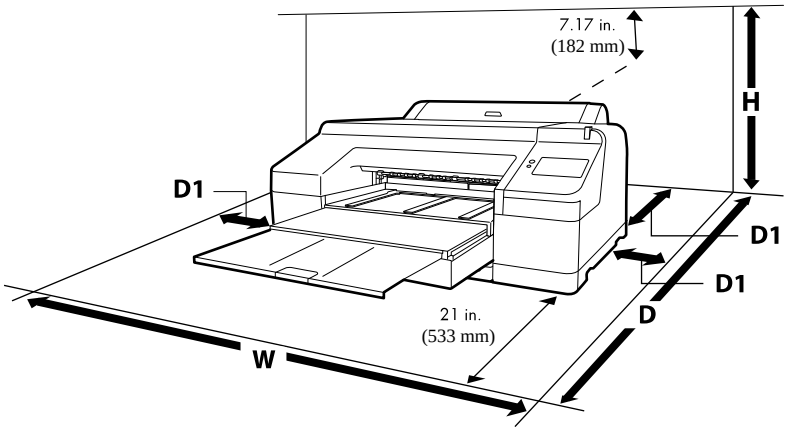
Follow the guidelines in these sections as you use your printer, consumables, and print media.

Installation Space
Using Your Printer
Storing Your Printer

Parent topic: Introduction to Your Printer

Installation Space

Make sure that you clear the following amount of working space so that you can eject paper and replace consumables as necessary for your model.



W	D	D1	H
45.79 in. (1163 mm)	53.11 in. (1349 mm)	5.91 in. (150 mm)	23.07 in. (586 mm)

The following space is required behind the printer when printing on poster board of certain sizes:

- A2: approximately 14.56 inches (370 mm)
- A3+: approximately 10.23 inches (260 mm)
- A3: approximately 7.87 inches (200 mm)
- A4: approximately 2.75 inches (70 mm)

Parent topic: Printer Usage Guidelines

Using Your Printer

Follow these guidelines as you use your printer:

- Operate the printer only within the specified operating temperature and humidity range for your product and your media. For more information, see the documentation supplied with the media.
- Check to make sure you maintain the specified humidity range, especially in dry areas or air conditioned environments.

- Keep the printer out of direct sunlight.
- Do not install the printer next to heat sources or directly in the path of exhaust from a ventilator or air conditioner. Failure to observe this precaution could result in the print head nozzles drying out and clogging.
- Make sure the product work space is kept free of dust or lint that could damage your product or clog the print head nozzles.
- Perform maintenance operations according to usage frequency or at the recommended intervals. Failure to perform regular maintenance could reduce print quality or damage the print head.
- If an error occurs and the printer is turned off without first resolving the error, the print head may not be in the home (or capped) position, which may cause the print head to dry out. In this case, turn on the power and wait until the carriage is in the home position.
- When the printer is on, do not disconnect the power cable or cut the power at the circuit breaker. The print head may not be in the home (or capped) position. In this case, turn on the power and wait a while until the print head is in the home position.

Note: To keep the print head in the optimum operating condition, ink is used in maintenance operations such as head cleaning.

Parent topic: Printer Usage Guidelines

Storing Your Printer

Follow these guidelines if you need to store your printer for a long period:

- If the printer is not used for an extended period of time, the print head nozzles may become clogged. We recommend that you print once every week to prevent the nozzles from clogging.
- Remove any loaded media before storing the printer to prevent the pressure rollers from causing creases in the media, which may cause jams or damage to the print head.
- Make sure that the print head is in the home (or capped) position before storing the printer. If it is left away from the home position for a long time, the print quality may decline. Turn the printer on and then off again to move the print head to the home position.
- Close all the covers on the printer to prevent dust and debris from getting in. If the printer will be not be used for an extended period of time, protect it with an anti-static cloth or other cover. The print head nozzles can become clogged if fine dust gets on the print head, and you may not be able to print properly.
- If the printer is turned on after an extended period of time with the power off, run a nozzle check before you start printing and clean the print head, if necessary.

Parent topic: Printer Usage Guidelines

Wi-Fi or Wired Networking

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

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

Network Security Recommendations

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

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

- **Enable security on your wireless LAN**

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

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

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

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

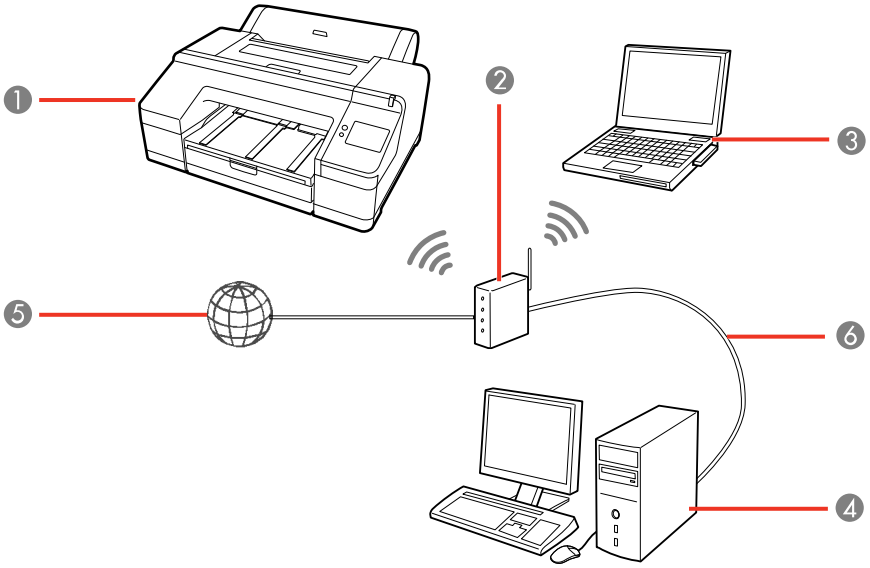
  If your product has an option to set an administrator password, change the default administrator password to deter access by unauthorized users to personal data stored on your product, such as IDs, passwords, and contact lists.

Parent topic: Wi-Fi or Wired Networking

Wi-Fi Infrastructure Mode Setup

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

Note: You cannot connect to a wired and wireless network at the same time.



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

Selecting Wireless Network Settings from the Control Panel

Parent topic: Wi-Fi or Wired Networking

Selecting Wireless Network Settings from the Control Panel

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

To install your product on a wireless network, install the necessary software by downloading it from the Epson website. The installer program guides you through network setup.

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

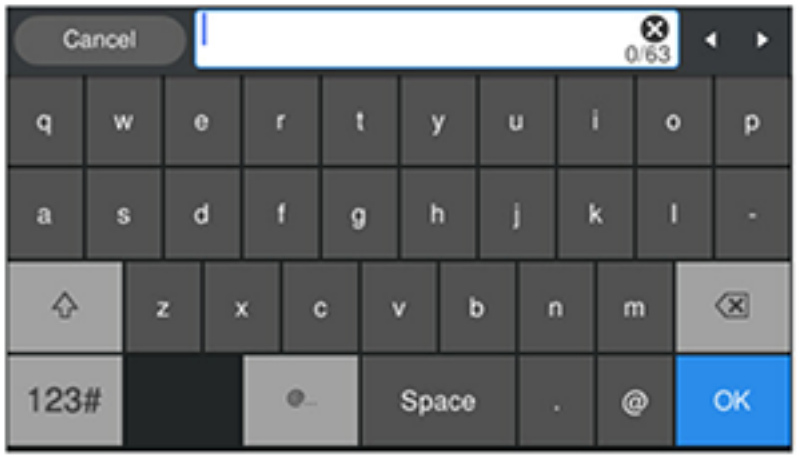
1. Press the ⌂ home button, if necessary.
2. Select the network icon.

   Note: Icon may look different depending on connection status.

3. Select **Router** > **Start Setup** or **Change Settings** > **Wi-Fi Setup Wizard**.
4. Select the name of your wireless network or select **Enter Manually** to enter the name manually. Use the on-screen keyboard to enter your network name.

   Note: If you enter the wireless network manually, select **Available** for **Password**, and then enter the password.

5. Select the **Enter Password** field and enter your wireless password using the on-screen keyboard.



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

- To move the cursor, press the left or right arrows.
- To enter numbers or symbols, select **123#**.
- To change the case of letters, select .
- To delete the previous character, select .
- To enter a space, select **Space**.

6. Select **OK** when you finish entering your password.
7. Confirm the displayed network settings and select **Start Setup** to save them.

   A message appears when setup is complete.
8. Do one of the following:
   - If setup was successful, select **Close** to exit or wait for the message to disappear.
   - If setup was unsuccessful, select **Print Check Report** to print a network setup report or **Re-enter** to re-enter your network name and password.
9. Press the ⌂ home button to exit.

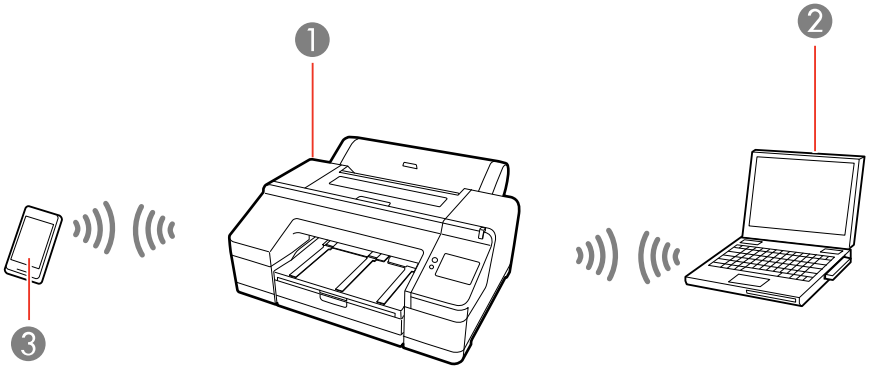
   You see the Wi-Fi icon on the LCD screen and should be able to connect to your product directly from your computer or device, and then print. If you are printing from a computer, make sure you installed the network software from the Epson website.

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

Parent topic: Wi-Fi Infrastructure Mode Setup

Wi-Fi Direct Mode Setup

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



1 Epson product
2 Computer with a wireless interface
3 Other wireless device

Enabling Wi-Fi Direct Mode

Parent topic: Wi-Fi or Wired Networking

Enabling Wi-Fi Direct Mode

You can enable Wi-Fi Direct mode to allow direct communication between your product and computer or other devices without a wireless router or access point.

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

1. Press the ⌂ home button, if necessary.

2. Select the network icon.

   Note: Icon may look different depending on connection status.

3. Select **Wi-Fi Direct** > **Start Setup** > **iOS** or **Other OS Devices** .

   Wi-Fi Direct is enabled, and the Wi-Fi network name (SSID) and password are displayed.

   Note: If Wi-Fi Direct is already enabled, the network name (SSID), password, number of connected devices, and general procedures for setting up other devices are displayed.

4. Use your computer or wireless device to select the Wi-Fi network name (SSID) displayed on the LCD screen, then enter the password shown.
5. When a connection is established, select **Complete** to finish.
6. Select **Close** on the LCD screen to close the network connection settings screen or press the home button to exit.

   You see the Wi-Fi Direct icon on the LCD screen and should be able to connect to your product directly from your computer or device, and then print. If you are printing from a computer, make sure you installed the network software from the Epson website.

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

Any connected devices will be disconnected when you turn off the printer. To reconnect after turning the printer back on, repeat these steps.

Parent topic: Wi-Fi Direct Mode Setup

Wi-Fi Protected Setup (WPS)

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

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

Using WPS to Connect to a Network

Parent topic: Wi-Fi or Wired Networking

Using WPS to Connect to a Network

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

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

1. Press the home button, if necessary.
2. Select the network icon.

   Note: Icon may look different depending on connection status.

3. Select **Router** > **Start Setup** or **Change Settings** > **Push Button Setup (WPS)**.
4. Hold down the WPS button on your wireless router until the security light flashes.
5. Select **Start Setup** on the LCD screen within two minutes of activating WPS on your router.

   If connection was successful, a confirmation message appears. Select **Close** or wait for the message to time out. If connection was unsuccessful, an error message appears. Select **OK** or **Close** and repeat these steps to try again.
6. Press the home button to exit.

   You see the Wi-Fi icon on the LCD screen and should be able to connect to your product directly from your computer or device, and then print. If you are printing from a computer, make sure you installed the product software from the Epson website.

   Note: If you don't see the Wi-Fi icon, restart the access point, move it closer to the printer, and repeat these steps to try again. If it still does not work, print a network connection report and check the solution.

Parent topic: Wi-Fi Protected Setup (WPS)

Printing a Network Status Sheet

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

Before you begin, make sure paper is loaded in the product.

1. Select the Menu icon.
2. Select **General Settings** > **Network Settings** > **Network Status**.
3. Select **Print Status Sheet** > **Print**.

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

Parent topic: Wi-Fi or Wired Networking

Printing a Network Connection Report

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

1. Select the Menu icon.
2. Select **General Settings** > **Network Settings**.
3. Select **Connection Check**.
4. Select **Yes**.

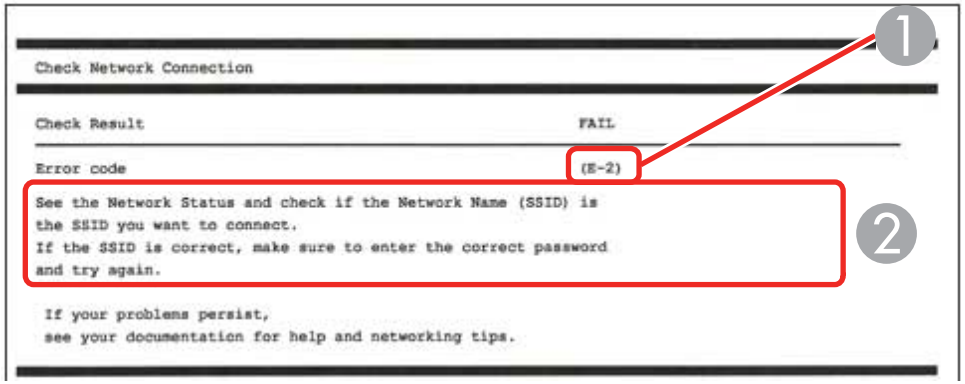
Examine the error codes and solutions shown on the network connection report.

Network Connection Report Codes and Messages

Parent topic: Wi-Fi or Wired Networking

Network Connection Report Codes and Messages

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



1 Error code

2 Message

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

Error Codes and Messages

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

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

Error code and message	Solution
E-5 Security mode (e.g. WEP, WPA) does not match the current setting of the printer. Confirm security mode, and contact the network administrator for assistance.	If the security on your router or access point is not one of the following types, change the type of security on your router or access point and reset your product's network settings. • WEP-64 bit (40 bit) • WEP-128 bit (104 bit) • WPA PSK (TKIP/AES); also known as WPA Personal • WPA2 PSK (TKIP/AES); also known as WPA2 Personal • WPA (TKIP/AES) • WPA2 (TKIP/AES) • WPA3-SAE (AES) • WPA2/WPA3-Enterprise
E-6 MAC address of your printer may be filtered. Check whether your router/access point has restrictions such as MAC address filtering. See the documentation of the router/access point or contact your network administrator for assistance.	If your router or access point has MAC address filtering enabled, register your product's MAC address so it is not filtered. Locate the MAC address on the network connection report and check your router or access point documentation for instructions. If your router or access point is using shared authentication with WEP security, confirm that you are using the correct authentication key and index. If your router or access point limits the number of connected devices, raise the connection limit. See your router or access point documentation for instructions.
E-8 Incorrect IP address is assigned to the printer. Confirm IP address setup of the network device (hub, router, or access point). Contact your network administrator for assistance.	If your product's **Obtain IP Address** setting is set to **Auto**, enable DHCP on your router or access point. If it is set to **Manual**, the IP address may be out of range or on a different network segment; set a valid IP address using your product control panel or the Web Config utility. You can also try turning off your product and the router or access point, waiting about 10 seconds, and turning them on again.

Error code and message	Solution
E-9 Confirm the connection and network setup of the PC or other device. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.	Make sure your computer or network device are turned on. Also make sure that you can access the Internet and other devices on the same network from the devices you are trying to connect to your product. If you still cannot connect to your product, turn off your router or access point, wait about 10 seconds, and turn it on again. Download and install your product software again to reset your network settings.
E-10 Confirm IP address, subnet mask, and default gateway setup. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.	Make sure other devices on the network are turned on and do the following: • If your product's **Obtain IP Address** setting is set to **Manual**, check the IP address, subnet mask, and default gateway addresses on the network connection report to see if they are correct. If not, correct the settings. • If DHCP is enabled, set your product's **Obtain IP Address** setting to **Auto**. If you want to use the DHCP-assigned address as a static address, set the **Obtain IP Address** setting to **Manual**, enter the product's IP address as listed on the network connection report, and set the subnet mask to 255.255.255.0. If you still cannot connect to your product, turn off your router or access point, wait about 10 seconds, and turn it on again.
E-11 Setup is incomplete. Confirm default gateway setup. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.	If you set your product's **TCP/IP Setup** setting to **Manual**, check that the default gateway address listed on the network connection report is correct. Also turn on the device that is set as the default gateway.

Error code and message	Solution
E-12 Confirm the following: -Entered security key/password is correct -Index of the security key/password is set to the first number -IP address, subnet mask, or default gateway setup is correct Contact your network administrator for assistance.	Make sure other devices on the network are turned on and do the following: • Make sure the IP address, subnet mask, and default gateway addresses are correct, if you are entering them manually. • Confirm that the subnet mask and default gateway addresses for other devices are the same. • Make sure the IP address does not conflict with other devices. If you still cannot connect to your product, do the following: • Turn off your router or access point, wait about 10 seconds, and turn it on again. • Download and install your product software again to reset your network settings. • If your router or access point uses WEP security with several registered passwords, make sure that the first registered password is set on your product.
E-13 Confirm the following: -Entered security key/password is correct -Index of the security key/password is set to the first number -Connection and network setup of the PC or other device is correct Contact your network administrator for assistance.	Make sure your router, access point, and/or hub are turned on. Also make sure the TCP/IP setup on your router, access point, and/or hub is not set manually; this may cause your product's network settings to differ from the manually set up devices. If you still cannot connect to your product, do the following: • Turn off your router or access point, wait about 10 seconds, and turn it on again. • Download and install your product software again to reset your network settings. • If your router or access point uses WEP security with several registered passwords, make sure that the first registered password is set on your product.

Network Environment Messages

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

Parent topic: Printing a Network Connection Report

Changing or Updating Network Connections

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

Note: See the online *Administrator's Guide* for detailed information.

Accessing the Web Config Utility
Changing a USB Connection to a Wi-Fi Connection
Changing a Wi-Fi Connection to a Wired Network Connection
Connecting to a New Wi-Fi Router
Disabling Wi-Fi Features

Parent topic: Wi-Fi or Wired Networking

Accessing the Web Config Utility

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

Note: For more information on the Web Config utility, see the online *Administrator's Guide*.

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

   You see the available Web Config utility options.

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

Parent topic: Changing or Updating Network Connections

Changing a USB Connection to a Wi-Fi Connection

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

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

Parent topic: Changing or Updating Network Connections

Changing a Wi-Fi Connection to a Wired Network Connection

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

1. Press the ⌂ home button, if necessary.
2. Select the network icon.

   Note: Icon may look different depending on connection status.

3. Select **Description**.

4. Select **Wired LAN Connection Method** > **Start Setup**.

   The Wi-Fi connection is disabled and a confirmation message appears. Select **OK** and then press the home button to exit.

5. Connect one end of an Ethernet network cable to the product's **LAN** port.
6. Connect the other end to any available LAN port on your router or access point.

Parent topic: Changing or Updating Network Connections

Connecting to a New Wi-Fi Router

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

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

Parent topic: Changing or Updating Network Connections

Disabling Wi-Fi Features

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

Note: Before disabling Wi-Fi features, make a note of your product's SSID (network name) and password.

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

1. Press the home button, if necessary.
2. Select the network icon.

   Note: Icon may look different depending on connection status.

3. Select **Router** > **Change Settings** > **Others** > **Disable Wi-Fi**.

4. Select **Start Setup** to disable Wi-Fi.

Parent topic: Changing or Updating Network Connections

Media Handling

See these sections to load and handle media on your product.

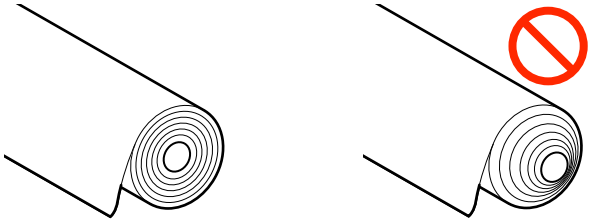
Media Handling Precautions
Roll Paper Handling
Cut Sheet Handling
Creating Custom Media Settings
Available Epson Papers
Borderless Paper Type Compatibility
Supported Paper Widths for Borderless Printing

Media Handling Precautions

Follow these guidelines as you load media in your product and remove printed media:

- Maintain a constant room temperature when using Epson special media; optimal conditions are between 59 °F (15 °C) and 77 °F (25 °C), with 40 to 60% humidity. Changes in temperature and humidity may cause paper to become wavy or curled.
- Avoid touching the printable surface of the paper with your bare hands; moisture and oils from your hands can affect print quality.
- Handle paper by the edges but do not rub your hands along the edges of the media; the sharp edges could cut you. Wear cotton gloves when handling media, if possible.
- Do not fold the media or otherwise damage its printable surface; do not get the media wet.
- Make sure media is clean from debris and dust before loading.
- Do not throw away the paper packaging as you can use it to store the paper.
- If you are loading Epson UltraSmooth Fine Art Paper, disable the **Auto Loading** setting or the pressure roller may leave marks on the surface of the paper.
- Do not remove or insert the paper cassette while printing from the paper cassette. It may cause print quality to decline or cause a paper jam. If you remove the paper cassette while printing, wait until printing is complete to reinsert the paper cassette.
- When loading paper in the paper cassette, follow the steps on the LCD screen and always remove the paper cassette from the printer to load paper in it. If paper is loaded while the paper cassette is still in the printer, it could cause print quality to decline or cause a paper jam.

- Load media just before printing on it to avoid creases from the pressure rollers; creases may cause jams or cause the media to rub against the print head. Remove roll paper that is not in use from the printer; if roll paper is left in the printer for a long period of time, paper quality may decline. Rewind the media and store it in its original packaging.
- Do not load media if the edges are uneven on the roll; this could cause feeding problems. Rewind the media on the roll or use a different roll.



- Place unused media in its original packaging for storage. Keep the media dry and avoid storage locations that are subject to direct sunlight, excessive heat, or high humidity. Store cut sheets flat to prevent curling.
- Do not use media that is too thick, too thin, wrinkled, torn, cut, folded or creased, curled, or has a sticker or tape on it; otherwise, the media may jam or the prints may be soiled. (See the link below for paper specifications.) Flatten the paper before use by bending it in the opposite direction. For roll paper, cut off any damaged ends and reload the roll. For cut sheets, use new paper.
- Make sure to remove any protective tape from the media before loading, otherwise paper jams could occur.
- Dry printed media completely before folding or stacking it. Do not touch, rub, or scratch the printed surface, otherwise you may damage the print.
- Do not place prints in an album before they are completely dry, otherwise you may blur the ink.
- Do not use a dryer to dry the prints.
- Display and store printed media as instructed in the media documentation.
- Avoid placing prints in direct sunlight.
- Typically, prints and photos can fade over time due to the effects of light and various environmental factors. This also applies to Epson special media, however, the degree of color distortion can be minimized by following proper storage procedures. See the documentation supplied with Epson special media for detailed information on handling the paper after printing.

Note: The colors of photos, posters, and other printed materials may appear different under different lighting conditions.

Parent topic: Media Handling

Roll Paper Handling

See these sections to load, cut, and remove roll paper in your product.

Removing the Roll Media Adapter - 2-inch Core
Installing the Roll Media Adapter - 3-inch Core
Loading Roll Paper on the Spindle
Installing the Borderless Spacer
Loading Roll Paper
Cutting Roll Paper
Removing Roll Paper

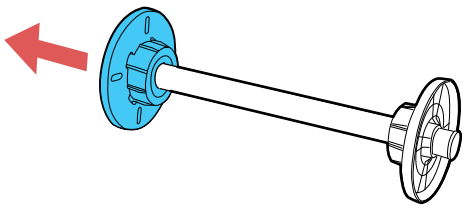
Parent topic: Media Handling

Removing the Roll Media Adapter - 2-inch Core

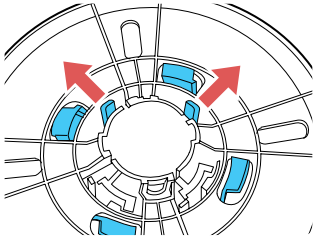
For roll canvas media with a 2-inch core, you need to remove the roll media adapter from the paper stop to match the core size of your roll canvas media.

Note: Thin media (less than 250 gsm) is not supported for this core size.

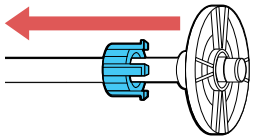
1. Remove the black paper stop from the spindle.



2. Push out the two hooks on the black paper stop and remove the gray adapter from the paper stop.



3. To remove the gray adapter from the other paper stop, slide it off the spindle.

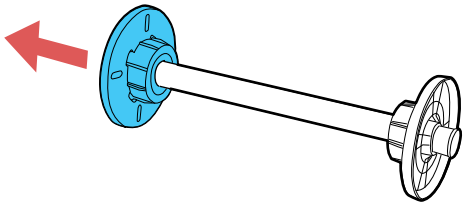


Parent topic: Roll Paper Handling

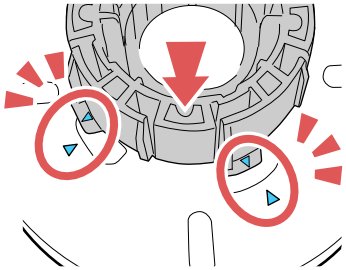
Installing the Roll Media Adapter - 3-inch Core

For roll paper with a 3-inch core, you need to install the roll media adapter onto the paper stop to match the core size of your roll paper.

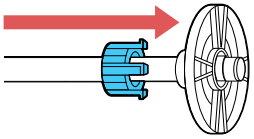
1. Remove the black paper stop from the spindle.



2. Align the triangles on the gray adapter with the triangles on the paper stop and press until the hooks click into place.



3. Insert the other gray adapter onto the spindle and attach it to the other paper stop.

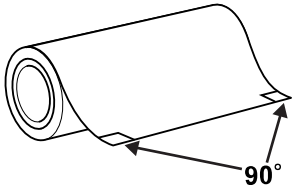


Parent topic: Roll Paper Handling

Loading Roll Paper on the Spindle

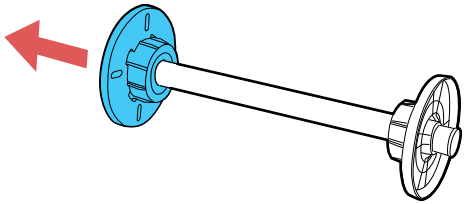
Load roll canvas media on the spindle included with the roll paper unit.

1. Remove any tape and protective paper from the end of the roll. Make sure the paper is cut straight across to avoid paper feeding problems.

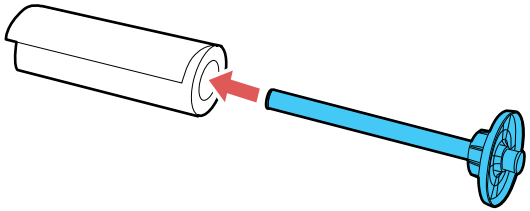


Note: Avoid touching the surface of your paper or resting it on a dusty area. With canvas media that you have previously loaded, it's a good idea to cut the edge straight each time you reload it.

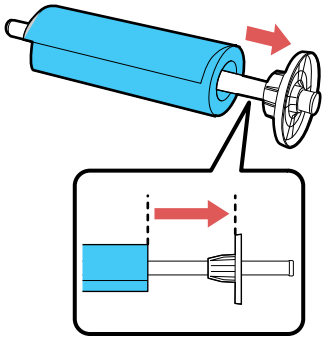
2. Remove the black paper stop from the spindle.



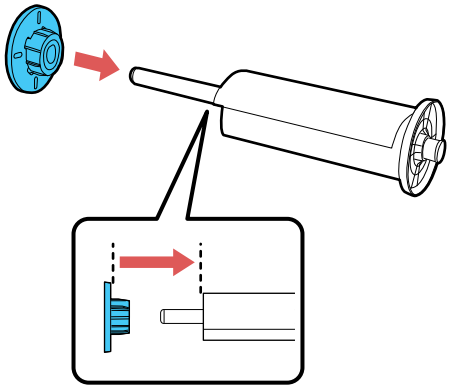
3. Insert the spindle into the roll paper core so that the end of the roll paper is facing towards you.



4. Press the roll paper against the fixed paper stop until that there is no gap between the paper stop and the roll paper.



5. Insert the black paper stop onto the spindle and press in until there is no gap between the paper stop and the roll paper.



Parent topic: Roll Paper Handling

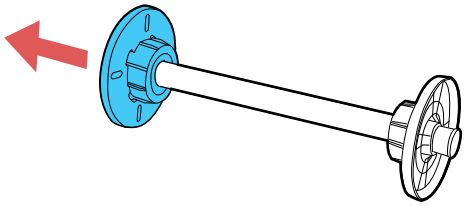
Installing the Borderless Spacer

When you perform borderless printing on roll paper with the following widths, you may need to install the borderless spacer:

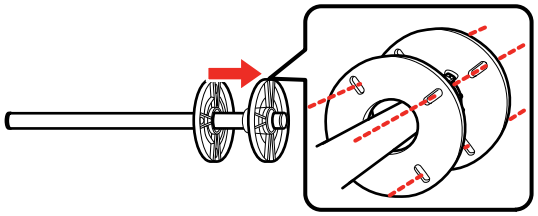
- A2 (16.5 in. [420 mm])
- US B (11 in. [279.4 mm])
- 8 in. (203.2 mm)

Note: Only 2-inch core media is supported when using the borderless spacer.

1. Remove the black paper stop from the spindle.



2. Remove any roll media adapters from the black and gray paper stops, if necessary.
3. Slide the spacer all the way onto the spindle until it reaches the gray paper stop on the other end. Make sure the holes in the spacer and paper stop line up exactly.



To remove the spacer, remove the black paper stop from the spindle and then remove the spacer by holding its outer edge and pulling it straight off.

Parent topic: Roll Paper Handling

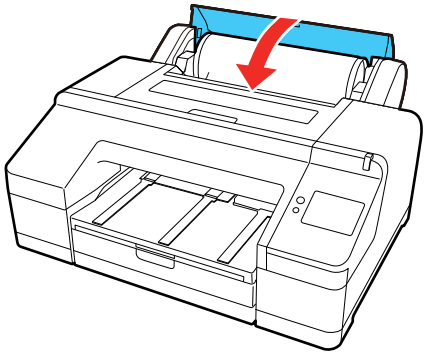
Related references

Borderless Paper Type Compatibility

Loading Roll Paper

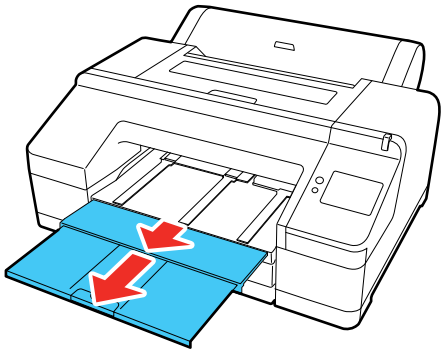
You can load roll paper with a 2- or 3-inch core and a width of up to 17 inches (43 cm).

1. Make sure the printer is turned on.
2. On the control panel, select the icon.
3. Select **How To...** and follow the on-screen instructions to load roll paper.
4. Close the roll paper cover.

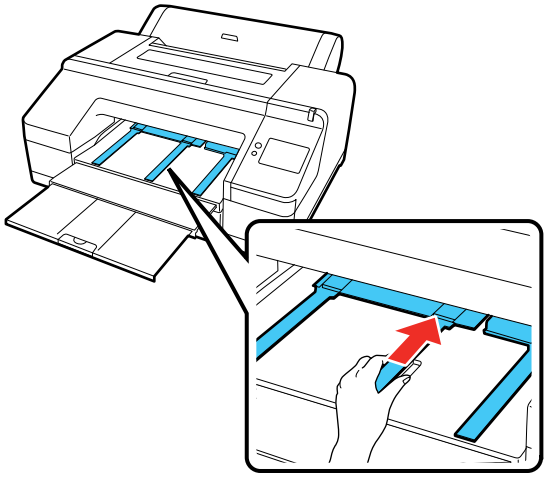


Note: To prevent dust from accumulating inside the printer, always keep the roll paper cover closed unless you are loading or unloading media.

5. Slide out the output tray. Do not raise the paper stopper or the roll paper may not eject correctly.



Note: If you are printing on plain paper or thin media types, raise the paper eject support. This prevents paper from curling up in the output tray, which can cause paper jams and print head strikes.



When you are done loading roll paper, the paper setting screen appears.

6. Set the paper settings for the roll paper you loaded.

   Note: The output tray can only hold one sheet of roll paper at a time. Remove each sheet as it is ejected without letting the sheets stack up on the output tray. Do not allow cut sheets and roll paper to stack up together.

Parent topic: Roll Paper Handling

Related references

Available Epson Papers
Paper Specifications
Roll Paper Options - Windows

Related tasks

Selecting Roll Paper Settings - Mac
Removing Roll Paper

Cutting Roll Paper

The printer has a built-in cutter that can automatically cut most paper types or you can cut your prints manually. When **Auto Cut** is turned on, paper is automatically cut after each page prints, or if the roll paper leading edge is not straight.

To switch between automatic or manual cutting methods, select Menu > **General Settings** > **Printer Settings** > **Paper Source Settings** > **Roll Paper Setup** > **Cut Settings** > **Auto Cut** on the control panel or adjust the auto cut settings in the printer driver. The setting selected in the printer driver overrides the control panel setting.

Caution: Do not use the built-in cutter with these paper types or you may damage or dull the blade:

- Fine art paper
- Canvas
- Matte poster board

When you print on these paper types, you need to disable the **Auto Cut** setting and cut the print manually. You can print cutting guidelines to help you.

Note: If the **Quick Cut** setting is enabled, the top area may become slightly uneven depending on the image since the print stops while the leading edge of the roll paper is cut. If you do not want to have an uneven leading edge, disable **Quick Cut**.

Cutting Roll Paper Manually
Printing Cutting Guidelines

Parent topic: Roll Paper Handling

Related references

Roll Paper Options - Windows

Related tasks

Selecting Roll Paper Settings - Mac

Cutting Roll Paper Manually

You can disable the Auto Cut option to keep your prints on the roll until you manually cut them using the built-in cutter.

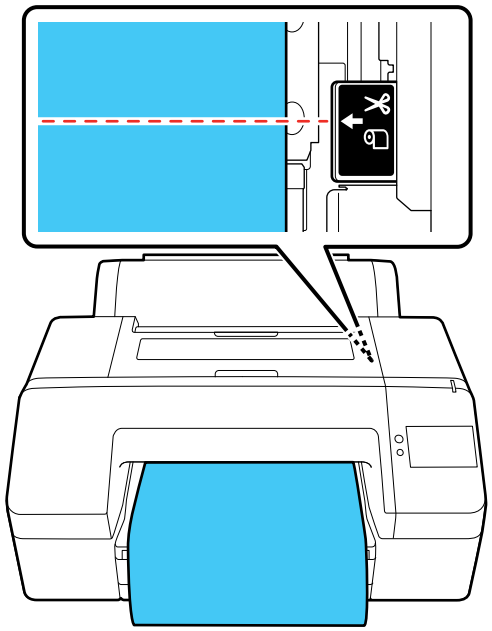
1. Turn off the **Auto Cut** setting in the printer driver or the control panel, depending on the situation:
   - If you want to cut the paper manually, turn off the setting in the printer driver. Select **Advanced** > **Roll Paper Option** > **Auto Cut**.

     Note: The **Auto Cut** setting in the printer driver takes priority over the setting in the control panel. The printer driver setting returns to automatic cutting when you close the application.

   - If you are using a paper type that cannot be cut with the built-in cutter, turn off the setting in the control panel. From the roll paper information area, select **Advanced Paper Settings** > **Auto Cut** > **Off**.
2. Print your file.
3. Select the cut icon.

4. Do one of the following:

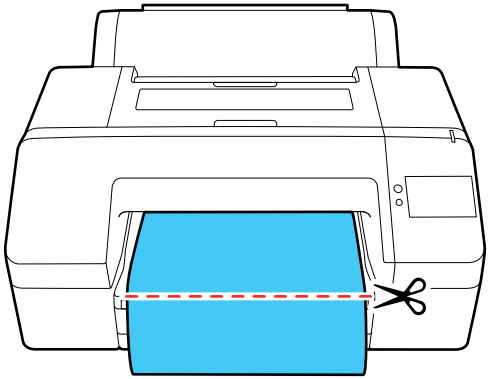
   - If you want to move the paper into a different cutting position, press and hold the or icon until the cut location reaches the cutting position labeled on the printer, and then select **Cut**.



   - If you don't need to reposition the paper, select **Cut** to cut the paper with the built-in cutter.

Note: The minimum length of paper you can cut with the built-in cutter is 3.15 in. (80 mm) or 5 inches (127 mm), depending on the paper type. These minimum lengths cannot be changed. Paper is automatically fed if the length is shorter than the minimum. Cut any excess paper by hand, as necessary.

Note: If the paper cannot be cut by the built-in cutter, press the icon until your print is clear of the printer, then cut the print by hand.

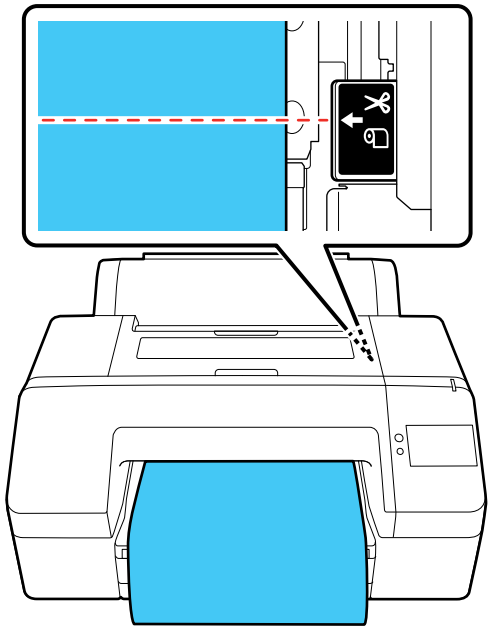


Parent topic: Cutting Roll Paper

Printing Cutting Guidelines

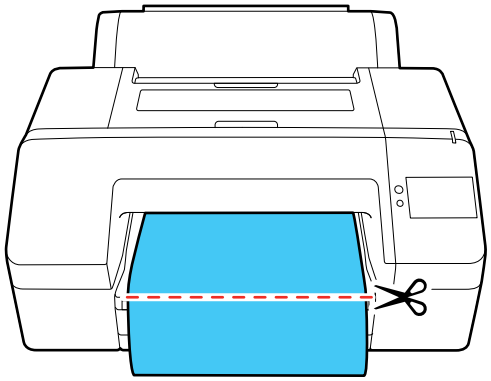
When you disable the Auto Cut setting, you can print a cutting guideline between print jobs as a guide for manual cutting.

1. Do one of the following to disable the **Auto Cut** setting:
   - Select the cut icon > **Cut Settings** > **Auto Cut** > **Off**.
   - Select **Off** as the **Auto Cut** setting from the printer driver's Main tab.
2. Print your file.
3. Select the cut icon and do one of the following:
   - If you do not need to reposition the cutting guideline, select the cut icon.
   - If you need to reposition the cutting guideline, look through the printer cover while keeping it closed and use the and feed icons to align the desired cutting guideline position with the arrow mark on the printer. Once aligned, select the cut icon.



Note: You cannot print a cutting guideline inside the bottom margin.

4. Select **Print Cutting Guideline**.
   The cutting guideline is printed and the paper is automatically ejected.
5. Use scissors to cut along the cutting guideline and then select **Done**.



The roll rewinds and the paper's leading edge returns to the print wait position.

Parent topic: Cutting Roll Paper

Related references

Paper Setting Menu

Removing Roll Paper

When you finish printing on roll paper, remove it from the printer to avoid indenting or creasing the paper.

Note: If you enabled **Remaining Amount Management**, the printer prints a barcode on the leading edge of the roll when you remove the roll paper. When you reload the paper, the printer reads the barcode and automatically sets the paper type and amount remaining.

1. Confirm that **Ready to print** appears on the LCD screen and then select **Eject Paper**.

   Note: If printed paper is not cut and remains loaded in the printer, a confirmation message appears. Select **Cut** to cut the paper at the default cut position or select **Print Cutting Guideline** to print a cutting guideline at the default position. If you want to change the position of the cut or cutting guideline, select **Close** to cancel the message and then select the cut icon to change the position.

2. Select **How To...** on the control panel and follow the on-screen instructions to remove the roll paper.

Parent topic: Roll Paper Handling

Cut Sheet Handling

You can load a variety of types and sizes of cut sheet paper in your product.

Loading Cut Sheets in the Paper Cassette

Loading Cut Sheets in the Rear Manual Feeder

Loading Media in the Front Manual Feeder

Parent topic: Media Handling

Loading Cut Sheets in the Paper Cassette

You can print on a variety of paper types and sizes from 8 × 10 inches (203 × 254 mm) to A2 (16.5 × 23.4 inches [420 × 594 mm])/17 × 22 inches (432 × 559 mm), 8 to 17 in. (203 to 432 mm) wide, 10 to 23.4 in. (154 to 594 mm) long, and 0.003 to 0.01 in. (0.08 to 0.27 mm) thick from the paper cassette.

Note:

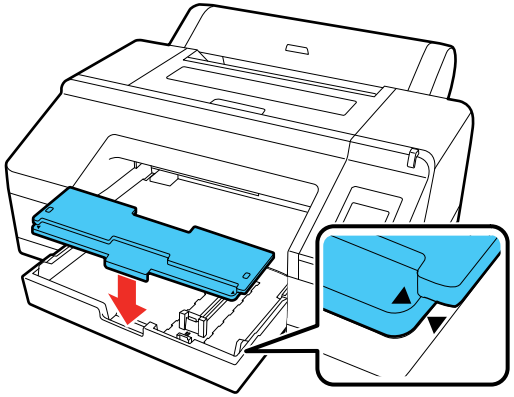
- Do not load the following paper types in the paper cassette. Instead, feed and print these types of paper as **Cut Sheet** or **Poster Board**:
  - Epson Legacy Baryta II, Epson Legacy Platine, Epson Legacy Fibre, Epson Legacy Etching, or Epson Legacy Textured
  - Epson Exhibition Fiber Paper or Epson Exhibition Canvas Matte
  - Epson Hot Press Bright or Epson Hot Press Natural
  - Epson Cold Press Bright or Epson Cold Press Natural
  - Epson Velvet Fine Art Paper
  - Epson UltraSmooth Fine Art Paper
  - Epson Watercolor Paper Radiant White
- We recommend refilling the paper cassette once paper has completely run out, rather than adding on top of paper already in the cassette.
- If the paper eject support is raised, lower it before printing.
- The output tray can hold up to 50 cut sheets when printing on paper from the paper cassette. However, when a paper's maximum number of sheets that can be loaded in the paper cassette is less than 50, the maximum number of sheets the output tray can hold is the same as the number of sheets in the paper cassette. Do not allow more than 50 cut sheets to stack up on the output tray and do not mix roll paper and cut sheets on the output tray.

1. Make sure the printer is turned on.
2. On the control panel, select Menu > **Paper Setting**.
3. Select **Paper Cassette** and then select **How To Load**.
4. Follow the on-screen instructions to load the paper and then select the paper settings.

   Note:

   - The paper capacity is approximately 250 sheets of plain paper (depending on the paper thickness) or 100 sheets of Epson Ultra Premium Photo Paper Luster.

- If you loaded paper that is 13 × 19 inches (330 × 483 mm) or larger, install the paper cassette cover, aligning the arrows as shown. This cover is important to limit dust from accumulating on cut sheets in the paper cassette and will help reduce print head maintenance and cleanings.



Parent topic: Cut Sheet Handling

Related references

Available Epson Papers

Paper Specifications

Loading Cut Sheets in the Rear Manual Feeder

Use the rear manual feeder to load one cut sheet at a time from 8 × 10 inches (203 × 254 mm) to A2 (16.5 × 23.4 inches [420 × 594 mm])/17 × 22 inches (432 × 559 mm), 8 to 17 in. (203 to 432 mm) wide, 10 to 24 in. (154 to 610 mm) long, and 0.003 to 0.03 in. (0.08 to 0.8 mm) thick.

1. Make sure the printer is turned on.
2. On the control panel, select Menu > **Paper Setting**.
3. Select **Cut Sheet** and then select **How To...**.
4. Follow the on-screen instructions to load the paper and then select the paper settings.

   Note: Remove each sheet as it is printed and ejected without letting the sheets stack up on the output tray.

Parent topic: Cut Sheet Handling

Related references

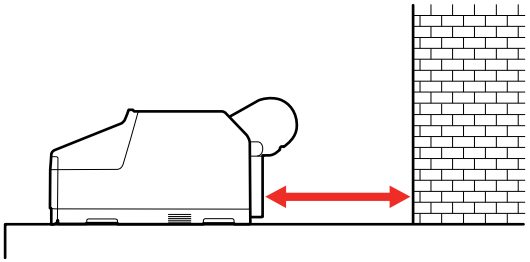
Available Epson Papers

Paper Specifications

Loading Media in the Front Manual Feeder

Use the front manual feeder to load one cut sheet or poster board at a time in sizes from 8 × 10 inches (203 × 254 mm) to A2 (16.5 × 23.4 inches [420 × 594 mm])/17 × 22 inches (432 × 559 mm), 8 to 17 in. (203 to 432 mm) wide, 10 to 24 in. (154 to 610 mm) long, and 0.003 to 0.06 in. (0.08 to 1.5 mm) thick.

Note: When printing on media loaded from the front manual feeder, part of it comes out from the back of the printer during printing. Depending on the size of the cut sheet or poster board you are printing on, make sure there is enough space behind the printer:



- A2 (16.5 × 23.4 inches [420 × 594 mm]): approximately 14.6 in. (370 mm)
- A3+ (13 × 19 inches [329 × 483 mm]): approximately 10.2 in. (260 mm)
- A3 (11.7 × 16.5 inches [297 × 420 mm]): approximately 7.9 in. (200 mm)
- A4 (8.3 × 11.7 inches [210 × 297 mm]): approximately 2.75 in. (70 mm)

1. Make sure the printer is turned on.
2. On the control panel, select Menu > **Paper Setting**.
3. Select **Poster Board** and then select **How To...**.
4. Follow the on-screen instructions to load the poster board and then select the paper settings.

   When printing is finished, select **Start** to release the pressure roller so you can pull out the poster board.

Note: Remove each poster board as it is printed and ejected without letting them stack up on the output tray.

Parent topic: Cut Sheet Handling

Related references

Available Epson Papers

Paper Specifications

Creating Custom Media Settings

You can use the printer control panel or Epson Media Installer to create and store up to 16 custom media settings for printing on paper types that are not already in your product's control panel and printer driver by default.

Note: Once you create and register a custom media setting, the registered setting can only be edited from the source it was created with. For example, you cannot use the control panel to edit a **Custom Paper Setting** that was created using Epson Media Installer.

Creating Custom Paper Settings Using the Control Panel

Using Epson Media Installer

Parent topic: Media Handling

Creating Custom Paper Settings Using the Control Panel

You can create custom paper settings from the printer control panel.

Note: If you are using non-Epson paper or media, consult the paper manufacturer for suggested reference papers and print settings for use with the paper or media.

1. Load the type of paper that you want to configure in the printer.
2. Select Menu > **General Settings** > **Printer Settings** > **Custom Paper Setting**.
3. Select an open custom paper setting from the list.

   Note: To modify an existing custom paper setting, select it from the list. You cannot change a custom paper setting that was registered using Epson Media Installer.

4. Enter the name for the custom paper setting.

5. Select **Change Reference Paper**.

   A confirmation message appears.

6. Select **Yes** and do one of the following:
   - Select the reference paper recommended by the paper manufacturer.
   - If no reference paper is available, follow these suggestions to select a paper preset that is similar to the paper that you loaded:
     - Photo paper: **Baryta**
     - Fine art paper: **UltraSmooth Fine Art**
     - Canvas: **Canvas Satin** or **Canvas Matte**
     - Plain paper: **Plain Paper**
     - Glossy paper: **Photo Paper**
     - Thick, non-glossy paper: **Matte Paper**
     - Thin, soft, non-glossy paper: **Plain Paper**
     - Canvas-like paper: **Canvas**
     - Cotton paper with a rough surface: **UltraSmooth Fine Art**
     - Special media such as film, cloth, poster board, or tracing paper: **Others**
7. Select **Advanced Paper Settings** and enter a value for the following settings:
   - **Paper Thickness** (check the Specification Sheet for the paper, if available)
   - **Roll Core Diameter** (roll paper only)
   - **Paper Feed Offset** (leave at 0 unless you see horizontal banding)

     Note: The **Paper Feed Offset** setting allows you to adjust the difference between the data size and the print size. For example, if you are printing at a data size of 3.9 inches (100 mm) and a print size of 4 inches (101 mm), the offset is 1.0%. Therefore, you would enter a value of -1.0%. If you change even one item set in the Paper menu, you need to perform **Paper Feed Offset** again.

8. Select any additional settings in the **Advanced Paper Settings** menu, as necessary.

After you create a new custom paper setting, it will appear in the list of available paper types. You should perform a manual feed adjustment before printing on the custom media.

Selecting Custom Paper Configurations

Parent topic: Creating Custom Media Settings

Related references

Printer Settings Menu

Related topics

Using Epson Media Installer

Selecting Custom Paper Configurations

Once you have created a custom paper configuration, you can select the configuration whenever you print on the associated media.

Note: When printing from the printer driver on a stored **Custom Paper Setting**, make sure the **Media Type** in the printer driver matches the paper type selected for the **Custom Paper Setting** you are using.

1. Press the home button, if necessary.
2. Select Menu > **Paper Setting**.
3. Select the paper type you are printing on.

   A list of recently selected paper types is displayed.
4. Select **More Paper Types** > **Custom Paper**.
5. Select the custom paper configuration you want to use.
6. Press the left arrow button to exit the menu.

Parent topic: Creating Custom Paper Settings Using the Control Panel

Related references

Paper Setting Menu

Using Epson Media Installer

Epson Media Installer allows you to add Epson and non-Epson media settings for paper types not already in your product's control panel and printer driver. Epson Media Installer downloads selected paper type settings from an online server and then registers those settings to your printer and printer driver.

You can use Epson Media Installer to download settings for a paper type or use the settings as a starting point for a similar paper and then edit them, as needed.

Note:

- To download and install media settings on the printer, you must be connected to the Internet and to the printer.

- On Mac, Epson Media Installer requires OS X 10.9.x or later to be installed.

Epson Media Installer Screens
Downloading Epson Media Settings
Creating Custom Media Settings Using Epson Media Installer
Edit Media Settings Options
Sharing Custom Media Settings with Other Computers

Parent topic: Creating Custom Media Settings

Related references

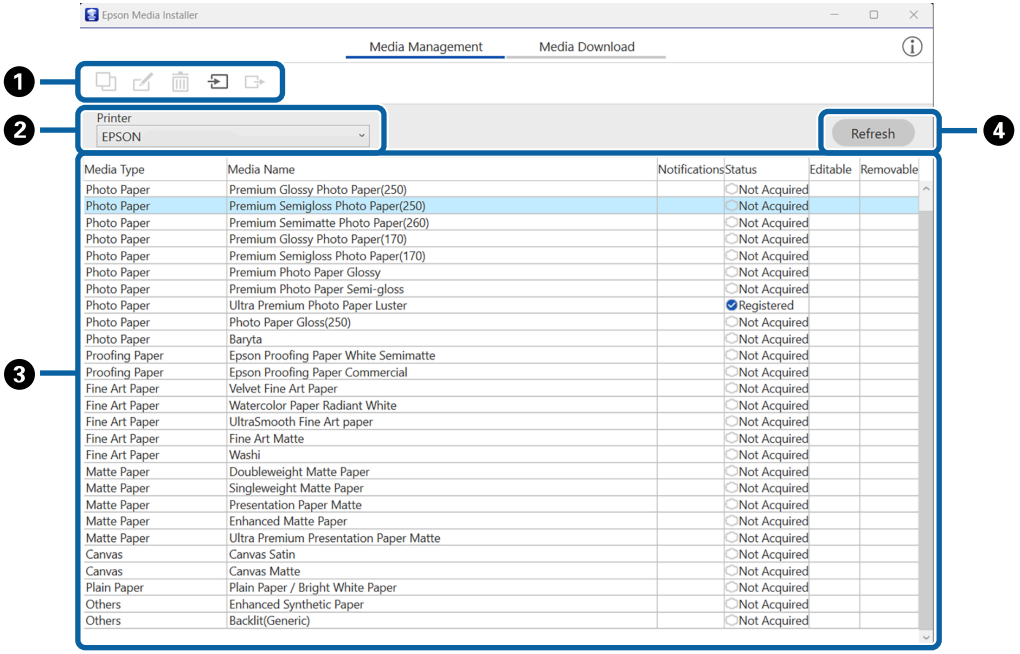
Roll Paper Options - Windows

Related tasks

Selecting Roll Paper Settings - Mac

Epson Media Installer Screens

Media Management



1 Main functions

(Copy Media): Makes a copy of the selected media settings and saves it in the printer or the printer driver

(Edit): Opens the selected media settings for editing (the selected paper information must be marked as Editable)

(Delete): Deletes the selected media settings from the printer or the printer driver (the selected paper settings must be marked as Removable)

(Import from File): Imports a media settings file that was exported from computer connected to the same printer (you can only import one file at a time)

(Export to File): Exports selected media settings to a file for sharing with other computers connected to the same printer (you can only export one file at a time)

2 Displays the printer that is currently selected

3 Displays the media list for the currently selected printer

- Media Type: Displays the media settings that are registered with the printer and printer driver in the same order as they are in the printer's control panel
- Media Name: Shows the name of the media setting (media settings that have been copied have "(Copy)" at the end of the name)
- Notifications: Click the icon in the column to view additional information for the selected media settings
- Status: Shows if the media settings have been downloaded to Epson Media Installer and saved to the printer or printer driver (**Registered**) or not (**Not Acquired**).

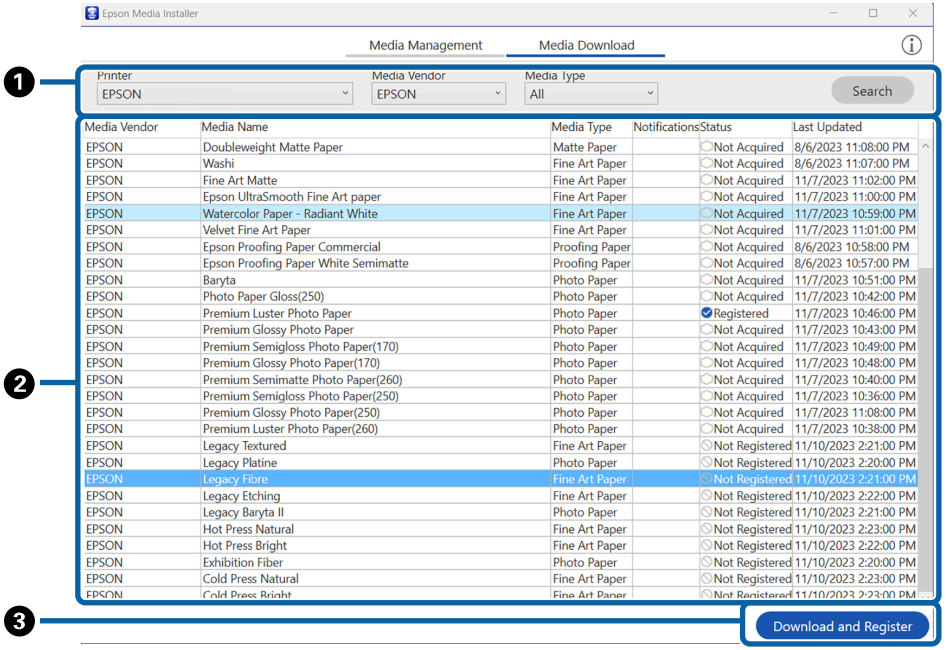
  Note: You can still print on Epson special media if the status is **Not Acquired**.

- Editable: The selected media settings can be edited
- Removable: The selected media settings can be deleted

4 Refreshes the media list

Click this if the media settings you previously added are not displayed in the printer driver

Media Download



1 Search conditions

- Printer: Specify the connected printer to display available media settings for
- Region: Specify the region
- Media Vendor: Specify the media vendor or brand
- Media Type: Specify the type of media
- Search: Click here to search the available media settings based on the conditions you selected

2 Displays the media settings that are available for the printer based on the search conditions

- Notifications: Click the icon in the column to view additional information for the selected media settings
- Status: Shows the status of the available media settings
  - Registered: Media settings have been downloaded to Epson Media Installer and saved to the printer or printer driver
  - Update Available: Media settings on the server have been updated. Download the selected media settings again to update them on your printer or printer driver
  - Not Registered: Media settings have not been saved to the printer or printer driver
  - Not Acquired: Media settings have not been downloaded to Epson Media Installer

3 Downloads the selected media settings from the server and saves it to the printer or the printer driver

Parent topic: Using Epson Media Installer

Downloading Epson Media Settings

You can download new or updated Epson media settings from the Media Download tab of the Epson Media Installer utility.

Note:

- To download and install media settings on the printer, you must be connected to the Internet and to the printer.
- On Mac, Epson Media Installer requires OS X 10.9.x or later to be installed.

1. Open the Epson Media Installer software.
   - **Windows 11:** On the right side of the Windows taskbar, click the up arrow, click the icon, click on your product, and then select **Printer Settings**.

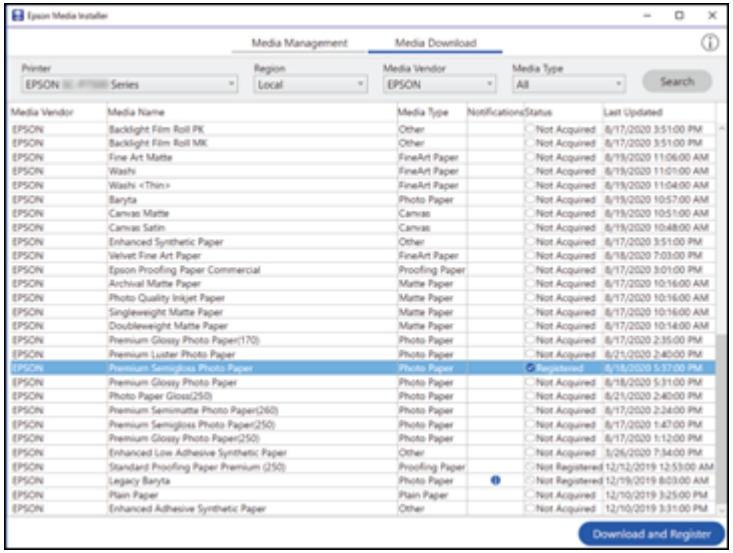
     Select the **Utility** tab and click **Epson Media Installer**.
   - **Windows (other versions):** Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click , then select **Printer Settings**.

     Select the **Utility** tab and click **Epson Media Installer**.

- **Mac**: Open the **Applications** > **Epson Software** > **Epson Utilities** folder and double-click **Epson Media Installer**.

2. Click **Media Download**.

   You see a screen like this:



3. Click the name of the media settings you want to download and click **Download and Register**.

   The new settings are available in your printer driver and registered as a **Custom Paper Setting** on the printer control panel.

You see the imported icon next to custom paper settings that were registered using Epson Media Installer. Repeat these steps for any other computer that is connected to the printer that you want to add the same media settings to.

Parent topic: Using Epson Media Installer

Creating Custom Media Settings Using Epson Media Installer

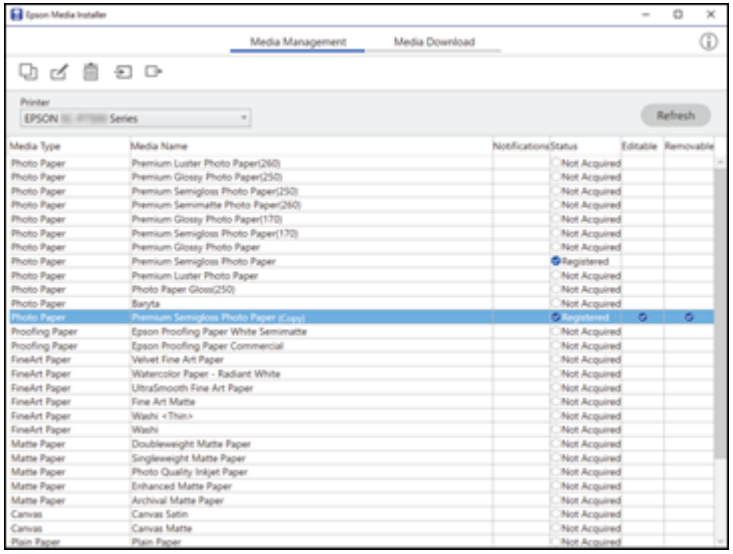
You can use Epson Media Installer to create custom paper settings by copying an existing paper setting, renaming it, and assigning an ICC profile. After that, the custom paper setting can be selected from the printer control panel or the printer driver.

Note:

- You will need an ICC profile to assign to the custom paper setting.
- To download and install media settings on the printer, you must be connected to the Internet and to the printer.
- On Mac, Epson Media Installer requires OS X 10.9.x or later to be installed.

1. Open the Epson Media Installer software.
   - **Windows 11:** On the right side of the Windows taskbar, click the up arrow, click the icon, and click on your product. Select **Printer Settings**, select the **Utility** tab, and click **Epson Media Installer**.
   - **Windows (other versions):** 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 **Properties** or **Printing preferences**, and click on the **Utility** tab. Click **Epson Media Installer**.
   - **Mac**: Open the **Applications** > **Epson Software** > **Epson Utilities** folder and double-click **Epson Media Installer.app**.
2. Click **Media Management**, if necessary.

   You see a screen like this:



Note: Custom paper settings created from the printer control panel are not displayed.

3. Select the paper type you want to use as a base for the new paper setting and click (copy media).

   Note: You can only copy paper types with a **Registered** status.

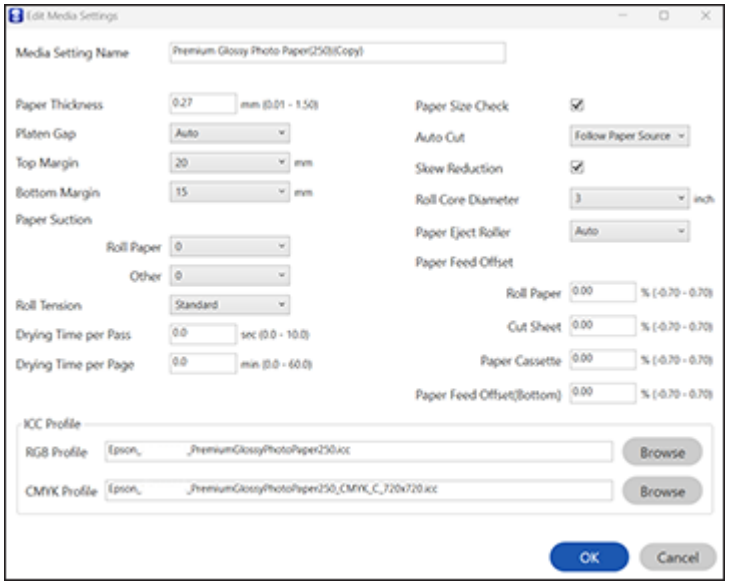
   A confirmation message appears.

4. Select **OK**.

   A copy of the paper setting is created.

5. Select the new paper setting and click (edit).

   The Edit Media Settings screen is displayed.



6. Enter a new name and click **Browse** to load the ICC profile file you want to use for the paper setting.
7. Edit any other settings, as desired.

8. Click **OK** and confirm that you want to add the new paper setting to the driver and printer.

   Note: The new paper type will be assigned as the next open custom paper setting on the printer.

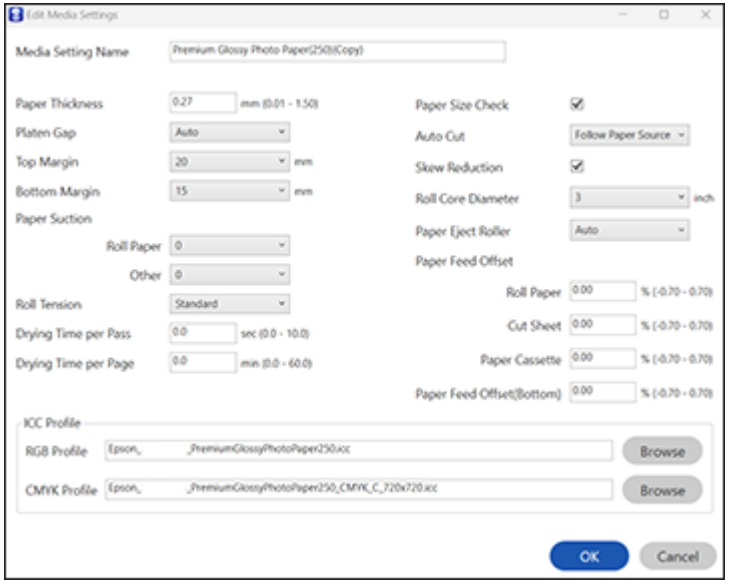
The new Media Type setting is available in your printer driver and registered as a **Custom Paper Setting** on the printer control panel. You see the imported icon next to custom paper settings that were registered using Epson Media Installer.

Note: If the printer driver is uninstalled, paper types previously added using Epson Media Installer may not appear when the driver is reinstalled. To re-register the paper information, open Epson Media Installer, and click **Media Management** > **Refresh**.

Parent topic: Using Epson Media Installer

Edit Media Settings Options

You can select the following options on the Edit Media Settings screen.



Setting	Description
Media Setting Name	Change the media name

Setting	Description
Paper Thickness	Set the thickness of the paper
Platen Gap	Set the distance between the print head and the paper; choose a wider setting if prints are frequently scratched or smudged
Margins	Select the margin for the leading edge of the printed image. Depending on the paper type and printing environment, colors may be uneven near the leading edge if the margin is small.
Paper Suction	Select to adjust the printer's suction setting; choose lower values for thinner papers
Roll Tension	Adjust the roll tension setting if paper gets wrinkled during printing
Drying Time	Set the drying time for each print head pass or for each page
Paper Size Check	Select **On** to automatically detect the paper width when paper is loaded. Select **Off** when the paper roll is empty. This allows you to set the paper width before feeding the paper.
Auto Cut	Select **Follow Paper Source Settings** to follow the cut settings in **Printer Settings** > **Paper Source Settings** > **Roll Paper Setup** > **Cut Settings**. Select **Never Cut** to cut paper manually.
Skew Reduction	Turn this off if the front edge of thin paper or softer paper folds
Roll Core Diameter	Select the paper core size for the loaded roll paper

Setting	Description
Paper Eject Roller	Select to control the paper ejection roller. Select **Auto** to use the roller automatically depending on the type of Epson paper. Select a **Use** option to always use the roller to eject paper. Select **Do Not Use** when you are concerned about damaging the print surface.
Paper Feed Offset	Select the amount of offset necessary to reduce banding on uneven color in printouts
Paper Feed Offset(Bottom)	If banding (horizontal banding) or uneven colors occur on the bottom edge (0.59 inch [15 mm]) of the paper, use this function to make adjustments
ICC Profile	Set an ICC profile for the media type. Select an **RGB Profile** when printing using the printer driver or select an **RGB Profile** or **CMYK Profile** when printing using a software RIP.

Parent topic: Using Epson Media Installer

Sharing Custom Media Settings with Other Computers

You can export custom media settings created in Epson Media Installer and then import them to other computers connected to the same printer.

Note: To import custom media settings to a computer, it must be connected to the same printer as the one that was used to create the custom settings.

1. Open the Epson Media Installer software.
   - **Windows 11:** On the right side of the Windows taskbar, click the up arrow, click the icon, click on your product, and then select **Printer Settings**.

     Select the **Utility** tab and click **Epson Media Installer**.
   - **Windows (other versions):** 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 , then select **Printer Settings**.

Select the **Utility** tab and click **Epson Media Installer**.

- **Mac**: Open the **Applications** > **Epson Software** > **Epson Utilities** folder and double-click **Epson Media Installer**.

2. Create a custom media setting in Epson Media Installer. See the link below.
3. On the Media Management tab, select the custom media setting you created and then click (export).

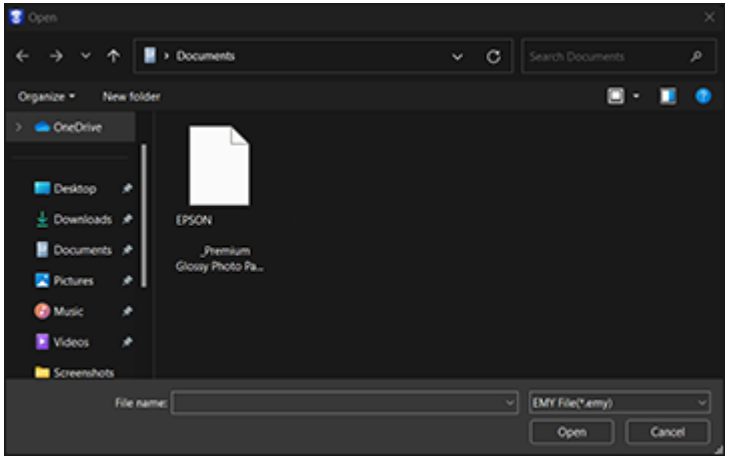
   A confirmation message appears.
4. Click **Next**.

   A message appears.
5. Read the on-screen text and click **OK** to continue.
6. Select the location where you want to save the custom media setting file.
7. Enter a name for the file and then click **Save**.

   The custom media setting file is saved.
8. Transfer the file to the other computers you wish to import the settings to, if necessary.
9. Open the Epson Media Installer software on the computer you want to add the custom media setting to.

   Note: The computer must be connected to the same printer.
10. Select the **Media Management** tab, if necessary.

11. Click (import) and then navigate to the location of the custom media setting file.



Note: If you don't see the file, make sure the EMY (.emy) file type is selected from the drop-down menu.

12. Select the file and then click **Open**.

    The custom media setting is loaded and listed on the Media Management tab.

Repeat steps 8-12 for any remaining computers.

Parent topic: Using Epson Media Installer

Related tasks

Creating Custom Media Settings Using Epson Media Installer

Available Epson Papers

The following Epson special media is recommended for high-quality printing results.

Note: Paper/media availability varies by country.

U.S. and Canada:

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit proimaging.epson.com (U.S.) or proimaging.epson.ca (Canada), select

your product series and product, and click the **Where to Buy** button. Or call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Note: For the most updated list of supported Epson papers, visit proimaging.epson.com (U.S.) or proimaging.epson.ca (Canada).

Latin America:

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

Note: For the most updated list of supported Epson papers, visit latin.epson.com or call your nearest Epson sales office.

Paper Type	Size	Part number	Sheet count
Epson Legacy Platine	Letter (8.5 × 11 inches [216 × 279 mm])	S450079	25
	13 × 19 inches (330 × 483 mm)	S450080	25
	17 × 22 inches (432 × 559 mm)	S450081	25
	17 inches (432 mm) × 50 feet (15.2 m)	S450076	1 roll
Epson Legacy Fibre	Letter (8.5 × 11 inches [216 × 279 mm])	S450085	25
	13 × 19 inches (330 × 483 mm)	S450086	25
	17 × 22 inches (432 × 559 mm)	S450087	25
	17 inches (432 mm) × 50 feet (15.2 m)	S450082	1 roll
Epson Legacy Etching	Letter (8.5 × 11 inches [216 × 279 mm])	S450091	25
	13 × 19 inches (330 × 483 mm)	S450092	25
	17 × 22 inches (432 × 559 mm)	S450093	25
	17 inches (432 mm) × 50 feet (15.2 m)	S450088	1 roll

Paper Type	Size	Part number	Sheet count
Epson Legacy Baryta II	Letter (8.5 × 11 inches [216 × 279 mm])	S450403	25
	13 × 19 inches (330 × 483 mm)	S450404	25
	17 × 22 inches (432 × 559 mm)	S450405	25
	17 inches (432 mm) × 50 feet (15.2 m)	S450406	1 roll
Epson Legacy Textured	Letter (8.5 × 11 inches [216 × 279 mm])	S450308	25
	13 × 19 inches (330 × 483 mm)	S450309	25
	17 × 22 inches (432 × 559 mm)	S450310	25
Epson Legacy Paper Sample Pack	Letter (8.5 × 11 inches [216 × 279 mm])	S450183	12
Epson Cold Press Bright	Letter (8.5 × 11 inches [216 × 279 mm])	S042307	25
	13 × 19 inches (330 × 483 mm)	S042310	25
	17 × 22 inches (432 × 559 mm)	S042311	25
	17 inches (432 mm) × 50 feet (15.2 m)	S042313	1 roll
Epson Cold Press Natural	Letter (8.5 × 11 inches [216 × 279 mm])	S042297	25
	13 × 19 inches (330 × 483 mm)	S042300	25
	17 × 22 inches (432 × 559 mm)	S042301	25
	17 inches (432 mm) × 50 feet (15.2 m)	S042303	1 roll
Epson Velvet Fine Art Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041636	20
	13 × 19 inches (330 × 483 mm)	S041637	20
	17 × 22 inches (432 × 559 mm)	S042097	25

Paper Type	Size	Part number	Sheet count
Epson Exhibition Fiber Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S045033	25
	13 × 19 inches (330 × 483 mm)	S045037	25
	17 × 22 inches (432 × 559 mm)	S045039	25
	17 inches (432 mm) × 50 feet (15.2 m)	S045188	1 roll
Epson Hot Press Bright	Letter (8.5 × 11 inches [216 × 279 mm])	S042327	25
	13 × 19 inches (330 × 483 mm)	S042330	25
	17 × 22 inches (432 × 559 mm)	S042331	25
	17 inches (432 mm) × 50 feet (15.2 m)	S042333	1 roll
Epson Hot Press Natural	Letter (8.5 × 11 inches [216 × 279 mm])	S042317	25
	13 × 19 inches (330 × 483 mm)	S042320	25
	17 × 22 inches (432 × 559 mm)	S042321	25
	17 inches (432 mm) × 50 feet (15.2 m)	S042323	1 roll
Epson Signature Worthy Sample Pack	Letter (8.5 × 11 inches [216 × 279 mm])	S045234	14
Epson Ultra Premium Photo Paper Glossy	Letter (8.5 × 11 inches [216 × 279 mm])	S042182	25
		S042175	50
	8 × 10 inches (203 × 254 mm)	S041946	20

Paper Type	Size	Part number	Sheet count
Epson Premium Luster Photo Paper (260)	8.3 inches (211 mm) × 32 feet (9.8 m)	S041408	1 roll
	13 inches (330 mm) × 32 feet (9.8 m)	S041409	1 roll
	10 inches (254 mm) × 100 feet (30.5 m)	S042077	1 roll
	16 inches (406 mm) × 100 feet (30.5 m)	S042079	1 roll
Epson Metallic Photo Paper Glossy	Letter (8.5 × 11 inches [216 × 279 mm])	S045589	25
	13 × 19 inches (330 × 483 mm)	S045590	25
	17 × 22 inches (432 × 559 mm)	S045591	25
	16 inches (406 mm) × 100 feet (30.5 m)	S045585	1 roll
Epson Metallic Photo Paper Luster	Letter (8.5 × 11 inches [216 × 279 mm])	S045596	25
	13 × 19 inches (330 × 483 mm)	S045597	25
	17 × 22 inches (432 × 559 mm)	S045598	25
	16 inches (406 mm) × 100 feet (30.5 m)	S045592	1 roll
Epson Photo Paper Glossy	Letter (8.5 × 11 inches [216 × 279 mm])	S041141	20
		S041649	50
		S041271	100
	A4 (8.3 × 11.7 inches [210 × 297 mm])	S041140	20
	11 × 17 inches (279 × 432 mm)	S041156	20
	13 × 19 inches (330 × 483 mm)	S041143	20

Paper Type	Size	Part number	Sheet count
Epson Premium Photo Paper Glossy	Letter (8.5 × 11 inches [216 × 279 mm])	S042183	25
		S041667	50
	8 × 10 inches (203 × 254 mm)	S041465	20
	11 × 14 inches (279 × 356 mm)	S041466	20
	11 × 17 inches (279 × 432 mm)	S041290	20
	A3 (11.7 × 16.5 inches [297 × 420 mm])	S041288	20
	13 × 19 inches (330 × 483 mm)	S041289	20
	17 × 22 inches (432 × 559 mm)	S042092	25
	13 inches (330 mm) × 32 feet (9.8 m)	S041378	1 roll
Epson Premium Photo Paper Semi-gloss	Letter (8.5 × 11 inches [216 × 279 mm])	S041331	20
	13 × 19 inches (330 × 483 mm)	S041327	20
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
	Legal (8.5 × 14 inches [216 × 356 mm])	S041067	100
	11 × 17 inches (279 × 432 mm)	S041070	100
	13 × 19 inches (330 × 483 mm)	S041069-L	100
	16.5 × 23.4 inches (420 × 594 mm)	S041079	30
	17 × 22 inches (432 × 559 mm)	S041171	100

Paper Type	Size	Part number	Sheet count
Epson Premium Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041257	50
		S042180	100
	8 × 10 inches (203 × 254 mm)	S041467	50
	11 × 14 inches (279 × 356 mm)	S041468	50
	A3 (11.7 × 16.5 inches [297 × 420 mm])	S041260	50
	13 × 19 inches (330 × 483 mm)	S041263	50
Epson Proofing Paper White Semimatte	13 × 19 inches (330 × 483 mm)	S042118	100
	13 inches (300 mm) × 100 feet (30.5 m)	S042002	1 roll
	17 inches (432 mm) × 100 feet (30.5 m)	S042003	1 roll
Epson Standard Proofing Paper	17 inches (432 mm) × 164 feet (49.9 m)	S045079	1 roll
Epson Standard Proofing Paper Commercial	13 inches (300 mm) × 100 feet (30.5 m)	S042144	1 roll
	17 inches (432 mm) × 100 feet (30.5 m)	S042145	1 roll
Epson Standard Proofing Paper (240)	13 × 19 inches (330 × 483 mm)	S045115	100
	17 inches (432 mm) × 100 feet (30.5 m)	S045111	1 roll
Epson Standard Proofing Paper Production	17 inches (432 mm) × 100 feet (30.5 m)	S045313	1 roll
Epson Standard Proofing Paper SWOP3	17 inches (432 mm) × 100 feet (30.5 m)	S045154	1 roll
	13 × 19 inches (330 × 483 mm)	S045157	100

Paper Type	Size	Part number	Sheet count
Epson Ultra Premium Photo Paper Luster	Letter (8.5 × 11 inches [216 × 279 mm])	S041405	50
		S041913	250
	A3 (11.7 × 16.5 inches [297 × 420 mm])	S041406	50
	13 × 19 inches (330 × 483 mm)	S041407	50
		S041604	100
	17 × 22 inches (432 × 559 mm)	S042084	25
Epson Ultra Premium Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041341	50
		S041914	250
	A3 (11.7 × 16.5 inches [297 × 420 mm])	S041343	50
	13 × 19 inches (330 × 483 mm)	S041339	50
		S041605	100
	17 × 22 inches (432 × 559 mm)	S041908	50
Epson UltraSmooth Fine Art Paper	13 × 19 inches (330 × 483 mm)	S041896	25
	17 × 22 inches (432 × 559 mm)	S041897	25
	17 inches (432 mm) × 50 feet (15.2 m)	S041856	1 roll
Epson Watercolor Paper Radiant White	13 × 19 inches (330 × 483 mm)	S041351	20
Epson Exhibition Canvas Matte	13 inches (330 mm) × 20 feet (6.1 m)	S045255	1 roll
	17 inches (432 mm) × 40 feet (12.2 m)	S045256	1 roll
Epson Exhibition Canvas Satin	13 inches (330 mm) × 20 feet (6.1 m)	S045248	1 roll
	17 inches (432 mm) × 40 feet (12.2 m)	S045249	1 roll

Paper Type	Size	Part number	Sheet count
Epson Exhibition Canvas Gloss	13 inches (330 mm) × 20 feet (6.1 m)	S045241	1 roll
	17 inches (432 mm) × 40 feet (12.2 m)	S045242	1 roll
Epson Premium Glossy Photo Paper (250)	16 inches (406 mm) × 100 feet (30.5 m)	S041742	1 roll
Epson Premium Semimatte Photo Paper (260)	16 inches (406 mm) × 100 feet (30.5 m)	S042149	1 roll
Epson Premium Glossy Photo Paper (170)	16.5 inches (419 mm) × 100 feet (30.5 m)	S042076	1 roll
Epson Premium Semigloss Photo Paper (170)	16.5 inches (419 mm) × 100 feet (30.5 m)	S042075	1 roll
Epson Enhanced Matte Paper	17 inches (432 mm) × 100 feet (30.5 m)	S041725	1 roll
Epson Singleweight Matte Paper	17 inches (432 mm) × 131 feet (40 m)	S041746	1 roll

Parent topic: Media Handling

Borderless Paper Type Compatibility

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

Examples of Borderless Paper Types

- Epson Singleweight Matte Paper
- Epson Premium Glossy Photo Paper (250)
- Epson Premium Glossy Photo Paper (170)
- Epson Premium Luster Photo Paper (260)
- Epson Ultra Premium Photo Paper Luster
- Epson Velvet Fine Art Paper

Borderless Roll Paper Widths

- 8.27 inches (210 mm)
- 10 inches (254 mm)
- 11.7 inches (297 mm)
- 11.8 inches (300 mm)
- 13 inches (330 mm)
- 16 inches (406 mm)
- 17 inches (432 mm)

Borderless Roll Paper Widths for 2-inch Core Media

(requires use of the borderless spacer)

- 8 inches (203 mm)
- 11 inches (280 mm)
- 16.5 inches (420 mm)

Note: The printer software allows you to create and select custom page sizes. To print borderless on roll media, make sure the standard or custom size uses a supported width or an error will occur on the printer.

Parent topic: Media Handling

Related references

Roll Paper Options - Windows

Printable Area Specifications

Related tasks

Selecting Roll Paper Settings - Mac

Supported Paper Widths for Borderless Printing

The following paper widths support borderless printing.

Note: Depending on the media type, the print quality may decline or you may not be able to select borderless printing.

Paper Width	Roll paper	Cut sheet
ISO A4 (210 mm)	Supported	Supported
ISO A3 (297 mm)	Supported	Supported
Super A3/B (329 mm)	Supported	Supported
SuperW A3 (329 mm)	Supported	Supported
ISO A2 (420 mm)*	Supported	—
US B/11 inches (279 mm)*	Supported	—
US C/17 inches (432 mm)	Supported	Supported
8 inches (203 mm)*	Supported	—
10 inches (254 mm)	Supported	Supported
16 inches (406 mm)	Supported	Supported
12 inches (300 mm)	Supported	Supported

* Requires borderless printing spacer and roll paper with a 2-inch core.

Parent topic: Media Handling

Printing from a Computer

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

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

Printing with Windows
Printing on a Mac

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 Print Layout Options - Windows
Selecting Additional Settings - Windows
Saving, Sharing, and Customizing the Printer Settings
Printing Your Document or Photo - Windows
Selecting Default Print Settings - Windows
Changing the Language of the Printer Software Screens
Changing Automatic Update Options

Parent topic: Printing from a Computer

Selecting Basic Print Settings - Windows

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

1. Open a photo or document for printing.

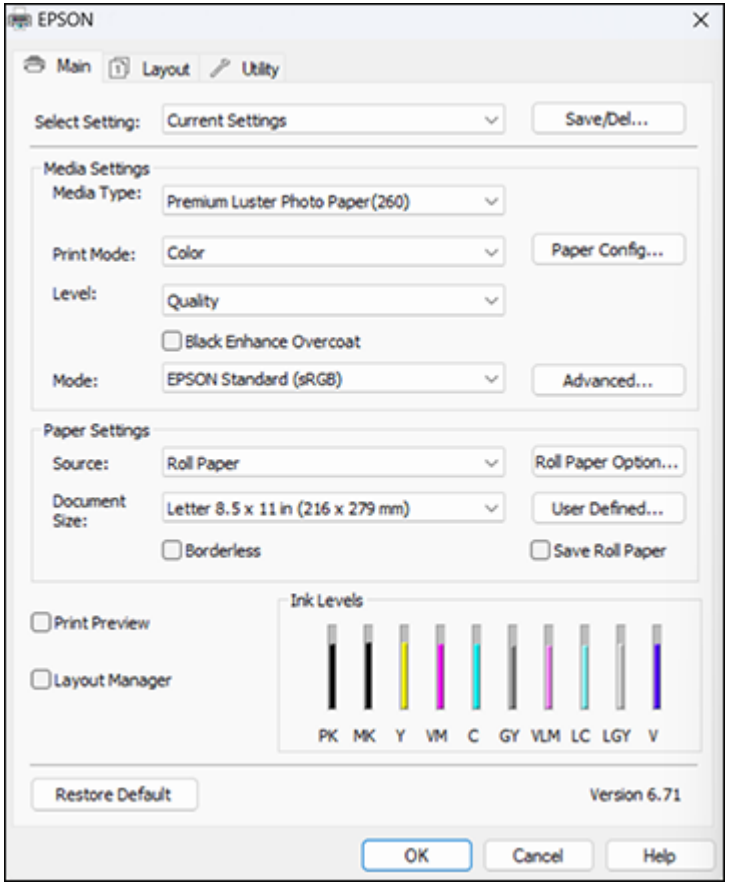
2. Select the print command in your application.

   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 **Preferences**, **Properties**, **Print Settings**, or **Printer Properties** to view your print settings.

   You see the Main tab of your printer settings window:



4. Select the **Media Type** setting that matches the paper you loaded.

   Note:

   - Click **Acquire Info** to refresh the settings if you loaded or changed paper after opening the print window.
   - When printing from the printer driver on a stored **Custom Paper Setting**, make sure the **Media Type** in the printer driver matches the paper type selected for the **Custom Paper Setting** you are using.

5. If you are using non-Epson paper or media and you need to fine-tune its performance, select the **Media Type** setting that is closest to the paper you loaded, click the **Paper Config** button, and adjust the paper configuration options as necessary.
6. Select a **Color** option:
   - To print a color document or photo, select the **Color** setting.
   - To print high quality black and white photos, select the **Advanced B&W Photo** setting.
   - To print text and graphics when plain paper is the selected media type, select the **Black** setting.
7. For the **Level** setting, select a print quality setting or select **Quality Options** and choose the quality option that matches the print quality you want to use.

   Note: The available **Level** settings depend on the **Media Type** you selected.

8. Select **Black Enhance Overcoat** to increase the black density by overcoating light gray ink on the dark parts of printouts.

   Note: The **Black Enhance Overcoat** setting may not be available depending on the selected paper type.

9. Select the desired color management option as the **Mode** setting.
10. Select the **Source** setting that matches the paper feeding method you are using.
11. 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.

12. If you are printing on roll paper, click the **Roll Paper Option** button and adjust the settings as necessary.

13. When **Auto Cut** is enabled, select the **Save Roll Paper** checkbox to have the printer cut the roll paper at the end of the image as it is positioned on the page.
14. If you want to print a photo without borders, select **Borderless**.

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

15. To see a preview of how your document or photo will print, select **Print Preview**. (The preview appears after you click **Print** but before printing starts.)
16. To layout multiple print jobs for printing all at once, select **Layout Manager**.

Paper Configuration Options - Windows
Advanced B&W Photo Options - Windows
Print Quality Options - Windows
Color Management Options - Windows
Advanced Color Controls - Windows
Paper Source Options - Windows
Roll Paper Options - Windows
Using Layout Manager - Windows

Parent topic: Printing with Windows

Related references

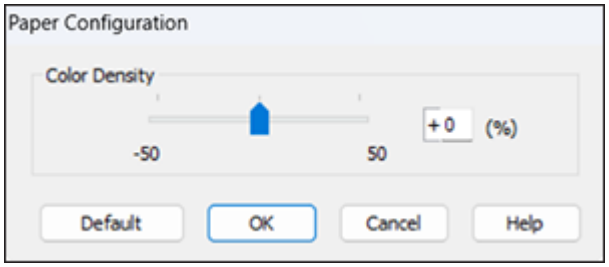
Borderless Paper Type Compatibility

Related tasks

Printing Your Document or Photo - Windows

Paper Configuration Options - Windows

If you are using non-Epson media and need to fine-tune its print quality, click **Paper Config...** from the Main tab, then adjust the **Color Density** setting, as necessary.



Note: The **Color Density** setting is only available in the printer driver. It is not accessible from the printer's control panel or Epson Media Installer.

Color Density
Adjusts the ink saturation level.

Parent topic: Selecting Basic Print Settings - Windows

Advanced B&W Photo Options - Windows

If you select **Advanced B&W Photo** as the **Print Mode** option, you can easily produce neutral and toned black-and-white prints. Whether your photo is color or grayscale, you can use this screening and color management technology to create stunning black-and-white prints. Select any **Mode** setting except **ICM** and then click **Advanced** and select any of the available options. You can also use **Black Enhanced Overcoat** to print darker tones of black.

Color Toning
Adds tone (hue) to your black-and-white output. The default is **Neutral**, which provides a neutral tonal scale print. You can also choose other popular presets such as **Cool**, **Warm**, and **Sepia**. Note that the presets affect the target in the tone color circle.

Tone
Changes the entire tonal scale of your black-and-white output. While **Darker** is the default setting, you may see better results if you choose **Dark**. The tone color circle adjusts the hue of your black-and-white print. Click on any portion of the color wheel or enter corresponding values to customize the tone (hue) to add to your print. The closer you select to the edge of the wheel, the more color you add.

Brightness
Adjusts the overall lightness and darkness of your image.

Contrast
Adjusts the difference between the light and dark areas of your image.

Shadow Tonality
Controls tonality only in the shadow areas of your image.

Highlight Tonality
Controls tonality only in the highlight areas of your image.

Max Optical Density
Adjusts the overall density or focus of the print. Create a soft focus print by lowering the density setting.

Highlight Point Shift
Helps reduce gloss differential on glossy media by adding density to the highlights of your image.

Parent topic: Selecting Basic Print Settings - Windows

Print Quality Options - Windows

You can use the Speed/Quality slider to set the desired quality level and select any of the available **Level** 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.

High Speed
Speeds up printing but may reduce print quality.

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

Finest Detail
Sharpens edges on vector-based data including text, graphics, and line art. (This setting does not affect photographs.)

Note: Enabling **Finest Detail** may decrease the print speed.

Black Enhance Overcoat
Prints darker tones of black by overcoating the black ink with gray.

Note: Printing with **Black Enhance Overcoat** increases the edge margins.

Parent topic: Selecting Basic Print Settings - Windows

Color Management Options - Windows

You can adjust the **Mode** setting to fine-tune the colors in your printout or turn off color management in your printer software.

EPSON Standard (sRGB)
Increases the contrast in images.

Note: This is the standard mode for most photos and documents when not using an ICC profile.

Adobe RGB
Matches image colors to the Adobe RGB color standard. Use this setting if your source file was captured in Adobe RGB.

ICM
Automatically adjusts colors based on the printer's ICC profile and the selected **Media Type** setting, using the Image Color Matching system. Click the **Advanced** button to choose the input profile and other settings.

Note: In most cases, you get better results by applying color management in your application, rather than in the printer driver.

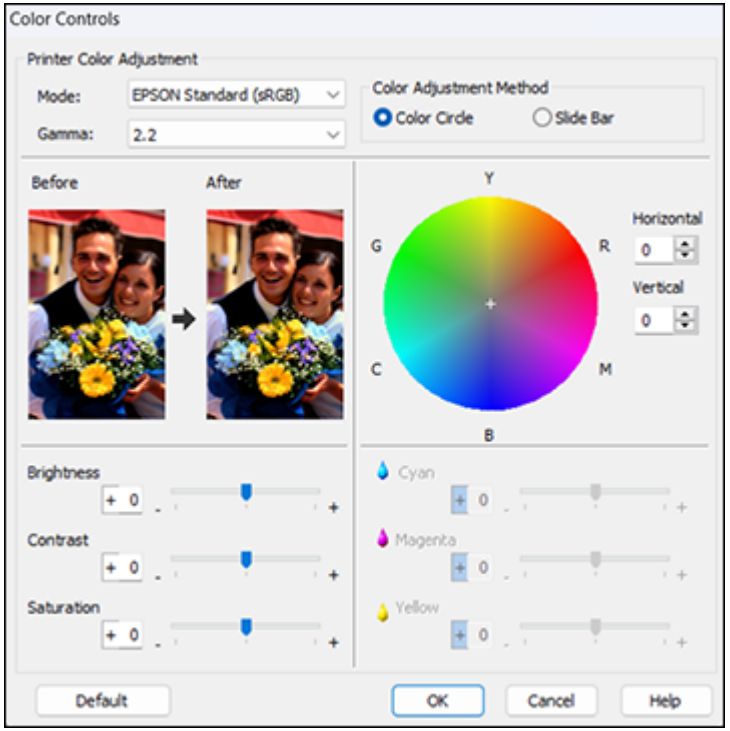
Off (No Color Adjustment)
Turns off color management in your printer software so you can manage color using only your application software.

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

Parent topic: Selecting Basic Print Settings - Windows

Advanced Color Controls - Windows

If you selected **Color** as the **Print Mode** setting and any setting except **ICM** as the **Mode** setting, you can click the **Advanced** button to select detailed settings.



The Color Controls screen lets you specify values for adjusting brightness, contrast, saturation, and individual Cyan, Magenta, and Yellow color tones. You can choose from two Printer Color Adjustment modes and two Gamma settings, and use either a color circle or slide bar to adjust color.

Parent topic: Selecting Basic Print Settings - Windows

Paper Source Options - Windows

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

Roll Paper
Selects roll paper loaded in the roll paper holder.

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

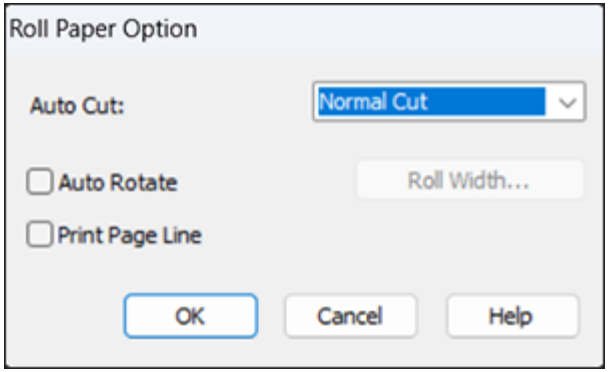
Manual Feed
Selects the paper in the front or rear manual feeder.

Poster Board
Selects poster board or other thick media loaded in the cut sheet feed slot.

Parent topic: Selecting Basic Print Settings - Windows

Roll Paper Options - Windows

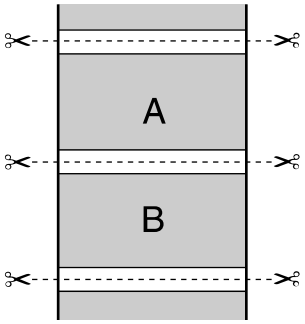
Select any of the available roll paper options.



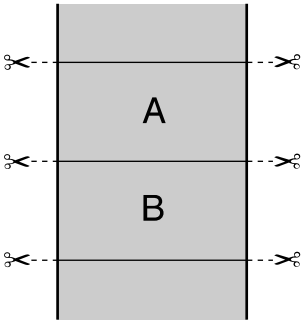
Note: Some settings may not be available, depending on the Roll Paper Option you selected for your paper size.

Auto Cut options:

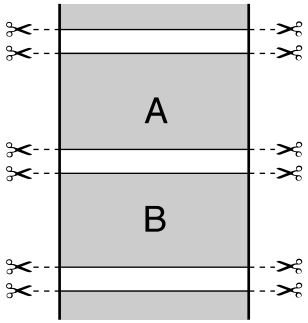
- **Off**: Select this option to cut your prints manually.
- **Normal Cut**: Creates a margin at the top and bottom of your image. These margins vary by media type and may be changed from their defaults using custom media settings.



- **Single Cut**: Prints images within the same print job end-to-end with no gap between them. Borderless images may overlap slightly.



- **Double Cut**: Increases the space between each image and trims each print individually, providing the cleanest edge with no image overlap for borderless printing.



Auto Rotate

Automatically positions the image or file to fit the roll paper. When Auto Rotate is selected, select the width of the paper as the **Roll Width** setting.

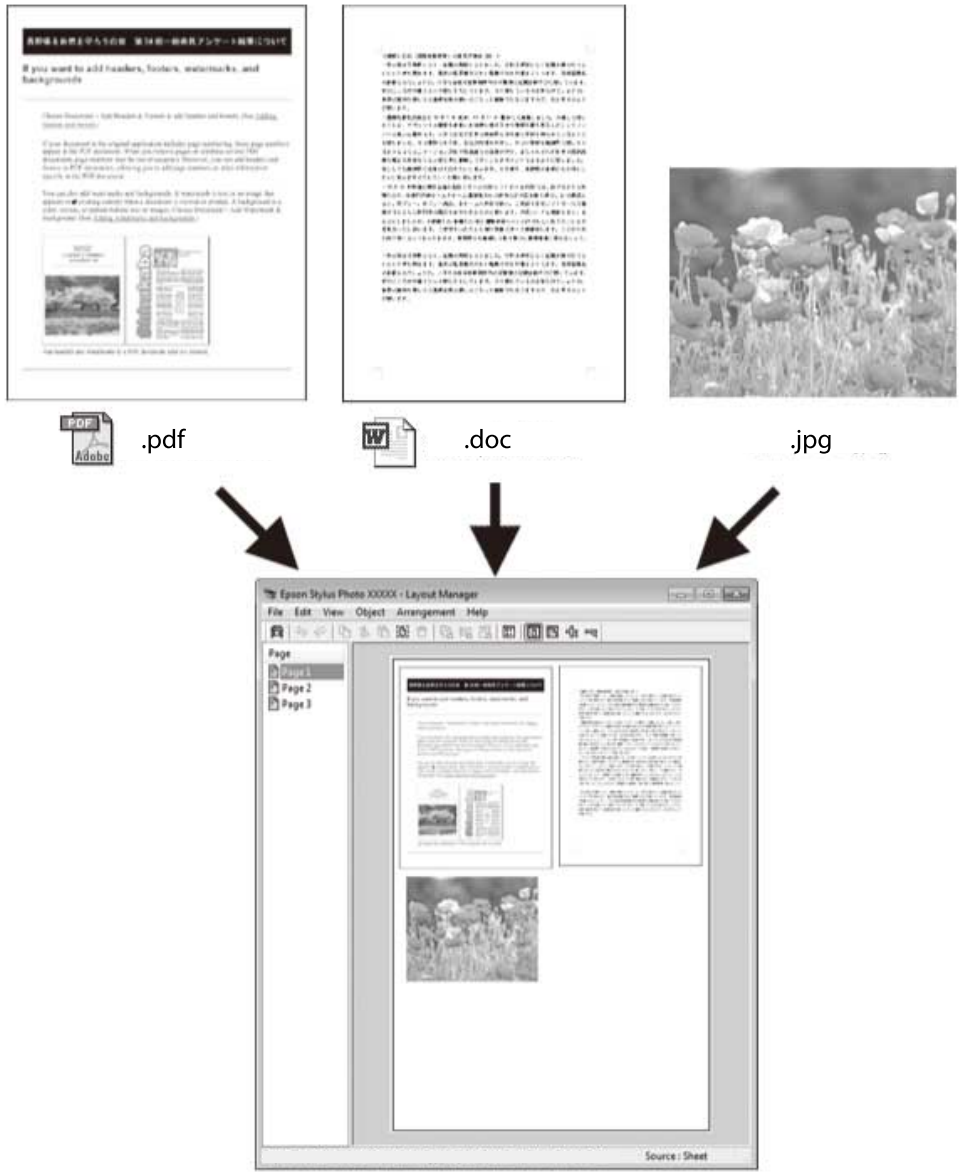
Print Page Line

Prints lines between pages as a guide for manual cutting.

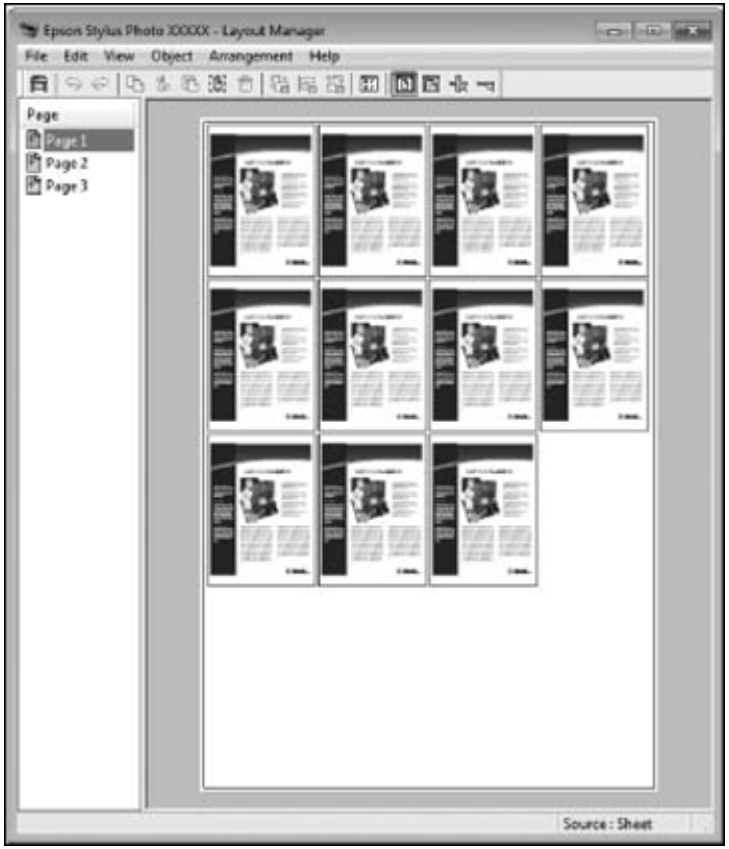
Parent topic: Selecting Basic Print Settings - Windows

Using Layout Manager - Windows

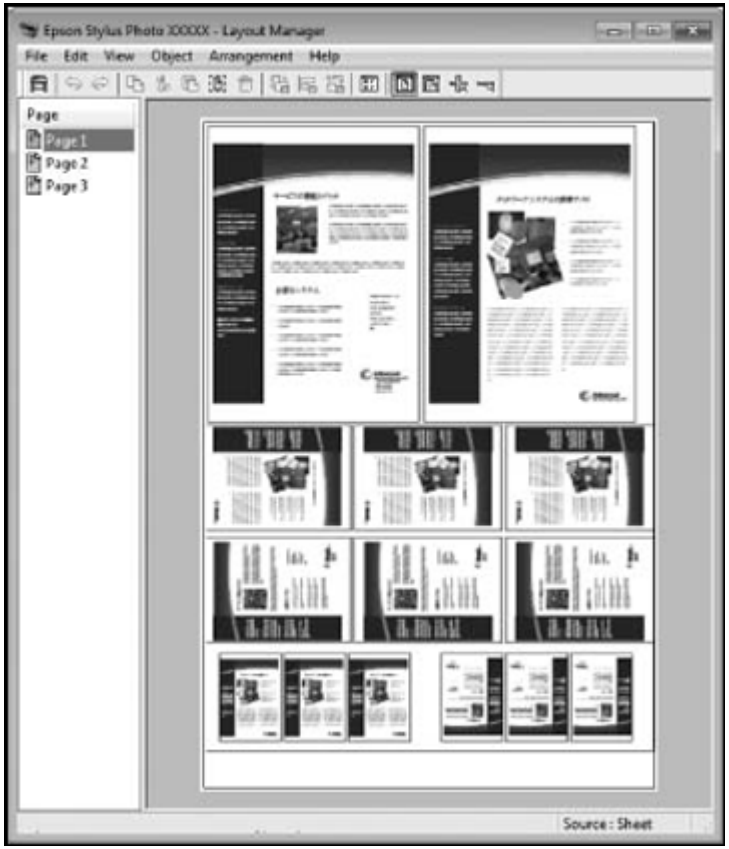
Layout Manager lets you create a poster or display by dragging multiple pieces of print data created in different applications onto one sheet of paper for printing.



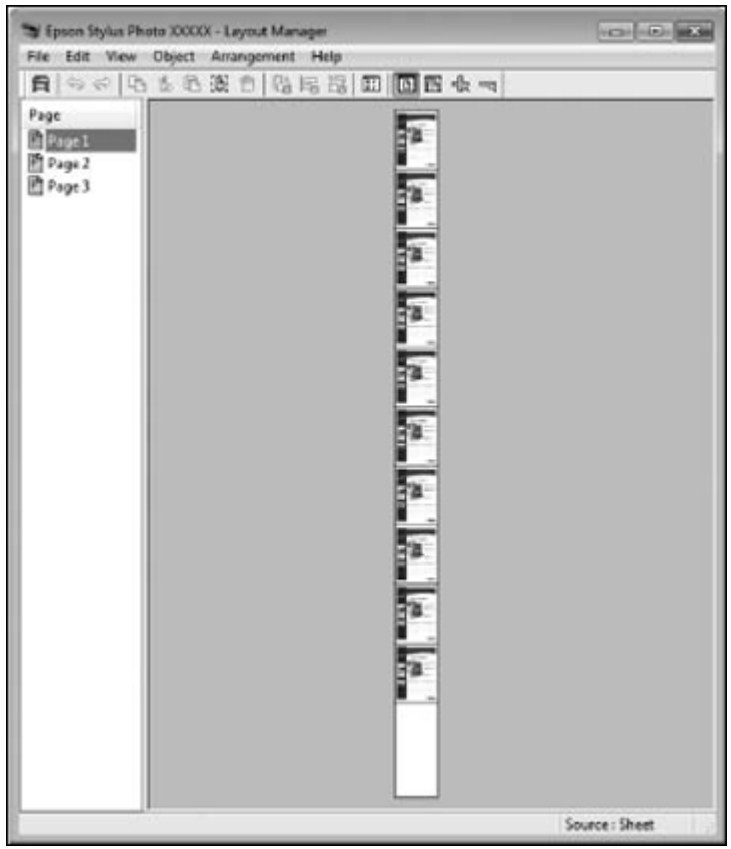
You can also place the same print data multiple times as shown here.



You can place print data in different sizes and orientations to maximize media usage, as shown here.

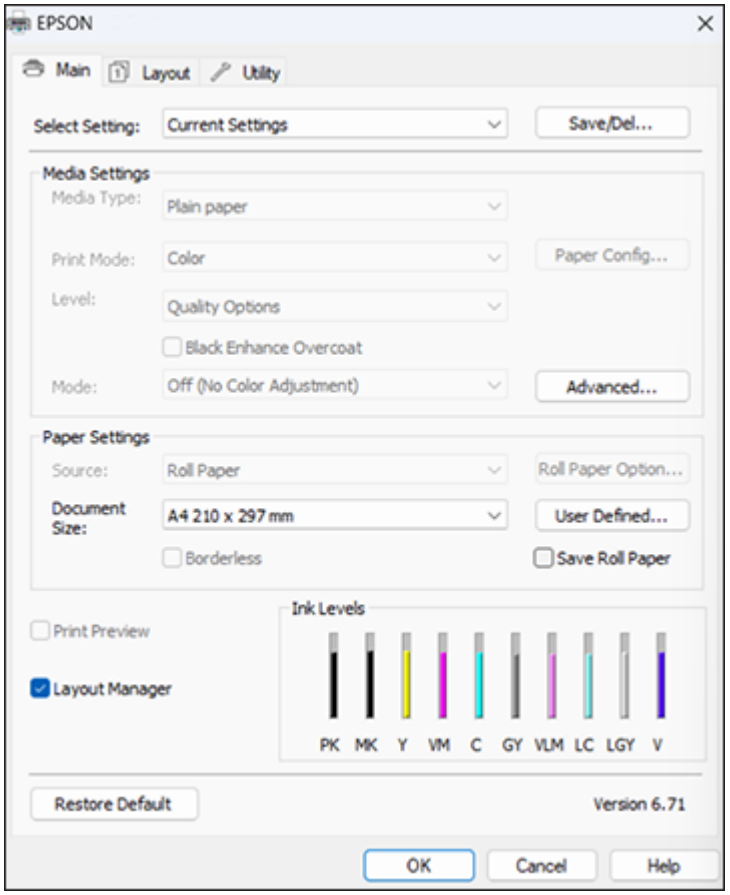


You can place print data on roll paper as shown here.



1. Open the file you want to print in your application.
2. Select the print command in your application.

3. Select **Layout Manager** on the Main tab and choose an option for the **Document Size** setting that matches the size of the document in your application.



Note: You select the size of the paper you are printing on in a later step.

4. Click **OK** and then click **Print**, if necessary.

   The Layout Manager screen opens and displays one page in the layout.

5. Leave the Layout Manager screen open and repeat steps 1 to 4 to arrange additional print data. The pages are added to the Layout Manager screen.

6. Do the following to arrange objects on the Layout Manager screen:
   - Drag pages to move and resize them.
   - Use the tool buttons and the Object menu to align and rotate pages.
   - Resize and replace whole pages in the Preferences or Arrangement Settings screens.

     Note: See the Layout Manager screen help for details.

7. Click **File** > **Properties**, then select your print settings, including the size of the paper you are printing on, on the Main tab.
8. Click the **File** menu on the Layout Manager screen and click **Print**.

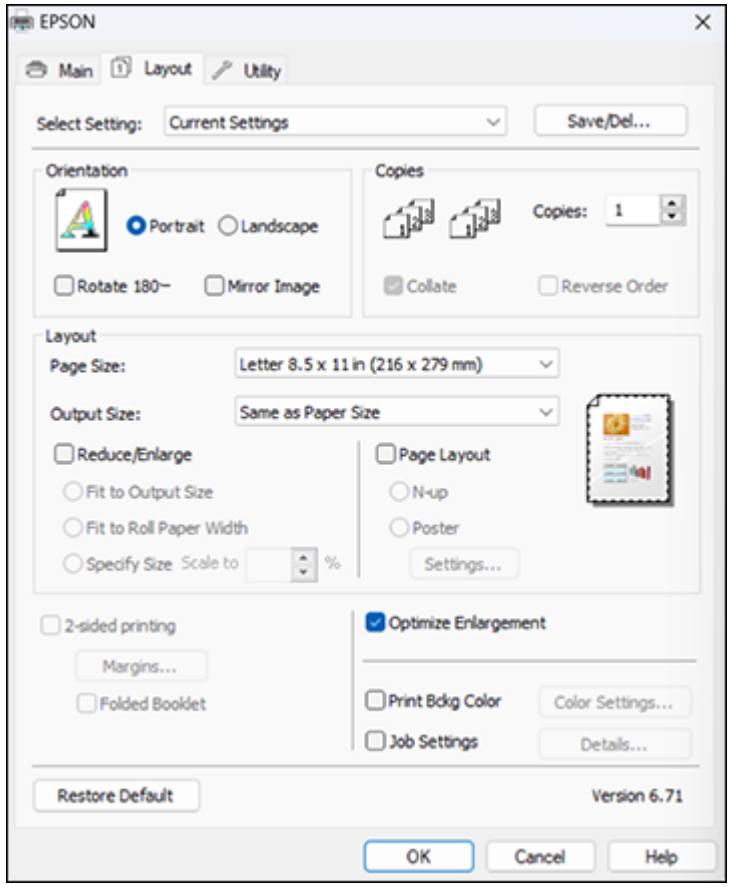
   Note: To save the current job to a file, click the **File** menu on the Layout Manager screen, save the file, and close the Layout Manager screen. To open the saved file later for editing or reprinting, right-click the printer icon in the Windows taskbar, click **Layout Manager**, and open the file.

   A confirmation message appears. Click **OK** to proceed.

Parent topic: Selecting Basic Print Settings - Windows

Selecting Print Layout Options - Windows

You can select a variety of sizing and layout options for your document or photo on the Layout tab.



- To change the orientation of your printed document or photo, select **Portrait** or **Landscape**.
- To rotate or flip the printed image, select the **Rotate 180°** or **Mirror Image** checkbox.
- To select multiple copies and their print order, select the **Copies**, **Collate**, and **Reverse Order** options.
- To change the size of your printed document or photo, select the **Reduce/Enlarge** checkbox and select sizing options.

- To print multiple pages on one sheet of paper, or print one image on multiple sheets of paper, select the **Page Layout** checkbox and select the options you want.
- To enlarge your image beyond the limits of your application program, select the **Optimize Enlargement** checkbox.

  Note: The driver can increase the image size up to 650% and decrease the output resolution to stay within the pixel limitations. Depending on the resolution of the original image and the print size, you may see reduced print quality.

- To print a color background on the page, select the **Print Bckg Color** checkbox and click **Color Settings** to select the color you want to use.
- To print the time, date, and other information about your print job at the top or bottom of the page, select the **Job Settings** checkbox and click **Details** to select the settings you want to use.
- To print on both sides of the paper, select the **2-sided printing** checkbox and select the options you want.

Reduce/Enlarge Options - Windows
Page Layout Options - Windows

Parent topic: Printing with Windows

Reduce/Enlarge Options - Windows

You can select any of the Reduce/Enlarge options to size your printed image.

Fit to Output Size
Sizes your printed image to fit on the paper you loaded and selected as the Output Size setting.

Fit to Roll Paper Width
Sizes your printed image to fit the width of the roll paper you loaded.

Specify Size
Sizes your printed image by the percentage you select as the **Scale to** setting.

Parent topic: Selecting Print Layout Options - Windows

Page Layout Options - Windows

You can select these Page Layout options to set up your multi-page print job.

N-up
Prints 2 (**2 Pages**) or 4 (**4 Pages**) pages on one sheet of paper.

Poster
Prints one image on multiple sheets of paper to create a large poster with or without borders. Click the **Settings** button to select the layout and guideline options.

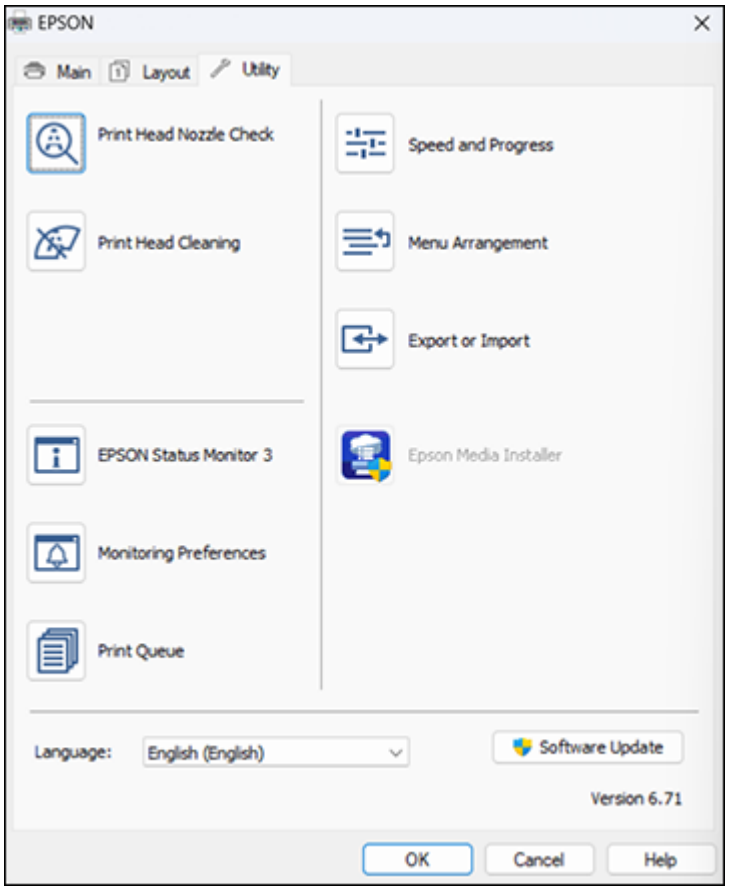
Parent topic: Selecting Print Layout Options - Windows

Selecting Additional Settings - Windows

You can run maintenance utilities and 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 **Utility** tab.

You see a window like this:



4. Select any of the following options, as necessary:
   - **Nozzle Check** to print a nozzle check pattern to check whether the print head nozzles are clogged.
   - **Head Cleaning** to clean the print head if you notice banding or gaps in your printouts.
   - **Epson Status Monitor 3** to check the printer's status.
   - **Monitoring Preferences** to select the error notifications displayed on the Epson Status Monitor 3 screen, or add a shortcut to the utility in the Windows taskbar.

- **Print Queue** to display a list of all waiting print jobs, view information on the data waiting to be printed, and delete or reprint the jobs.
- **Language** to select the language you want to use for the printer software screens.
- **Speed and Progress** to select various printing options.
- **Menu Arrangement** to arrange the **Setting**, **Media Type**, and **Paper Size** options by frequency of use.
- **Export or Import** to save the print settings to a file or import them from a file. This is useful when you want to select the same print settings on multiple computers.
- **Epson Media Installer** to create and manage custom paper configurations.

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

Parent topic: Printing with Windows

Related tasks

Checking the Nozzles Using a Computer Utility
Cleaning the Print Head Using a Computer Utility
Running a Power Cleaning Using a Computer Utility

Saving, Sharing, and Customizing the Printer Settings

You can save groups of print settings or media settings so you can reuse them for future print jobs. You can export these settings as a file so you can share them with other users. You can also edit the settings displayed in the printer software screens.

Saving and Sharing Print Settings - Windows
Editing Print Setting Displays - Windows

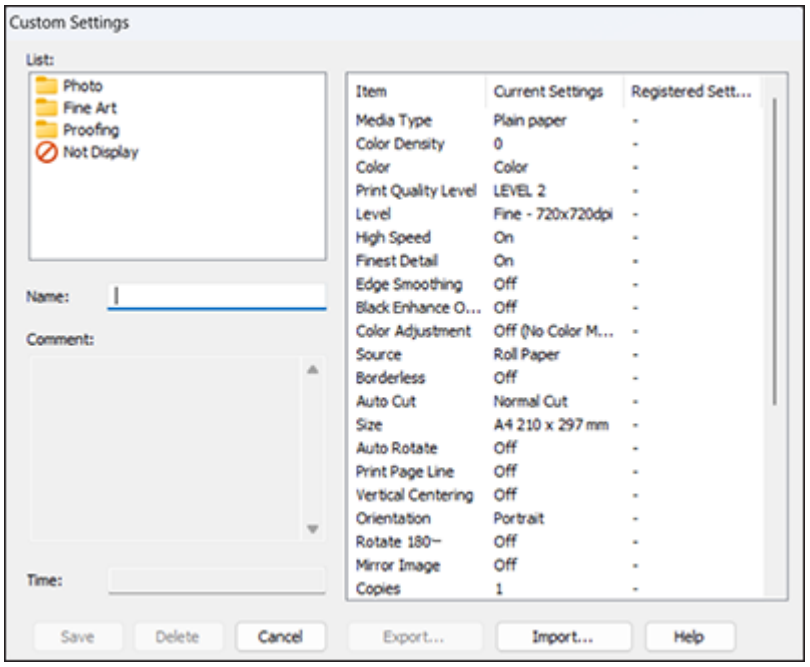
Parent topic: Printing with Windows

Saving and Sharing Print Settings - Windows

You can save your print settings so you can use them for future print jobs.

1. Select the print settings you want to save.
2. Click **Save/Del** at the top of the Main or Layout tab in your printer software.

You see a window like this:



3. Verify that your settings are correct, enter a name for the group of settings in the **Name** field, and click **Save**.

   Note: If you need to delete a group of settings you have created, select the name of the group of settings from the list and click **Delete**.

4. Do the following as necessary:
   - Select the name of the group of settings from the Select Setting list and use them to print.
   - To export the settings, click **Save/Del**, select the name of the group of settings, click **Export**, select a location, and enter a file name.
   - To import a group of settings, click **Save/Del**, click **Import**, select the file you want to use, and click **Open**. Then use the settings to print.

Parent topic: Saving, Sharing, and Customizing the Printer Settings

Related tasks

Selecting Basic Print Settings - Windows

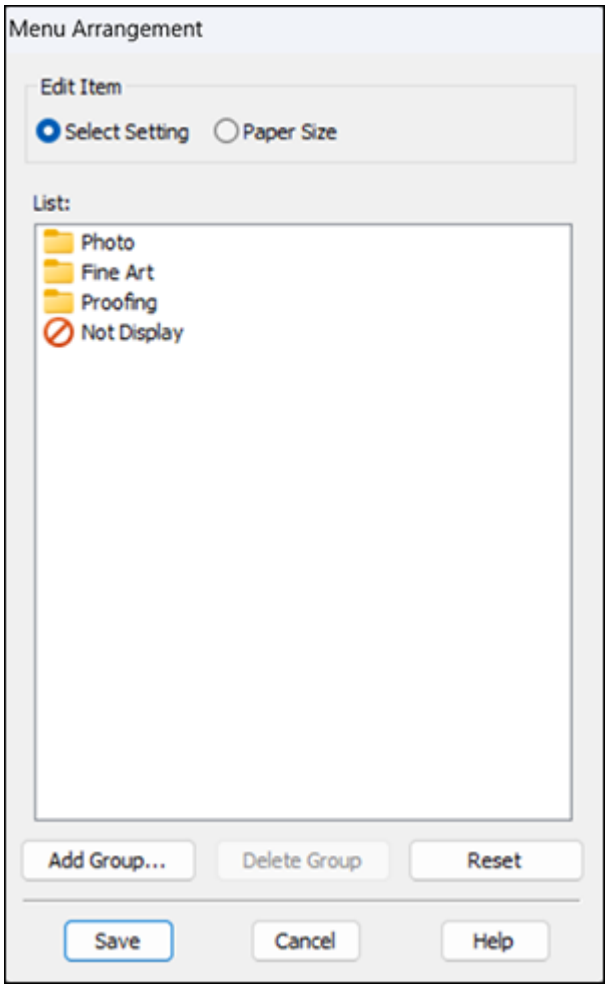
Printing Your Document or Photo - Windows

Editing Print Setting Displays - Windows

You can arrange the displayed print settings so you can easily select the settings you use most often.

1. Click the **Utility** tab in the printer software.
2. Select **Menu Arrangement**.

You see this window:



3. Select the item you want to edit.
4. Order or group items in the **List** box as follows:
   - To move and reorder items, drag and drop them in the list.
   - To add a new group (folder), click **Add Group**.

- To delete a group (folder), select the group and click **Delete Group**.
- To hide a group, drag and drop it to **Not Display**.

Note: If you delete a group, the group folder is deleted but the items within the folder remain.

5. Click **Save**.

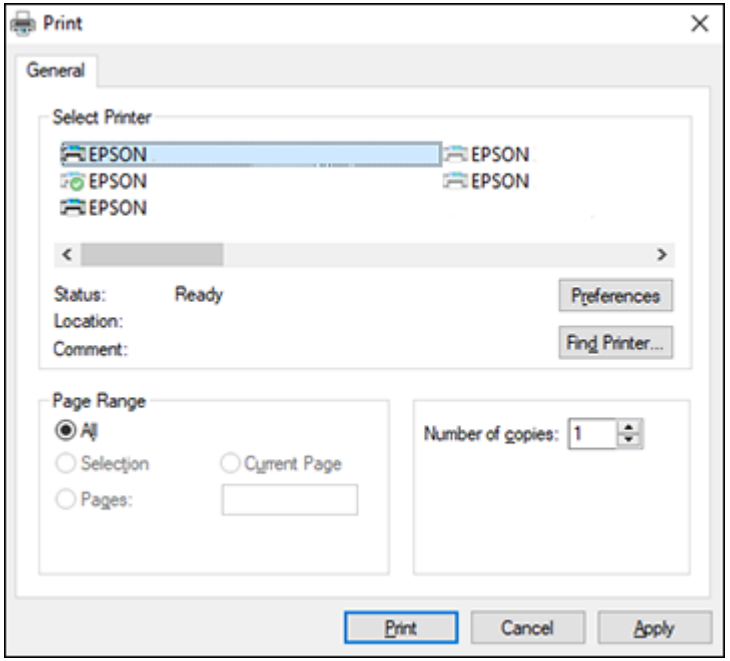
Parent topic: Saving, Sharing, and Customizing the Printer Settings

Printing Your Document or Photo - Windows

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

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

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



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

Checking Print Status - Windows

Parent topic: Printing with Windows

Checking Print Status - Windows

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

- To cancel printing, click **Cancel**.
- To see print jobs waiting to print or to cancel printing, click **Print Queue**.
- To close the status window, click **OK**.

Parent topic: Printing Your Document or Photo - Windows

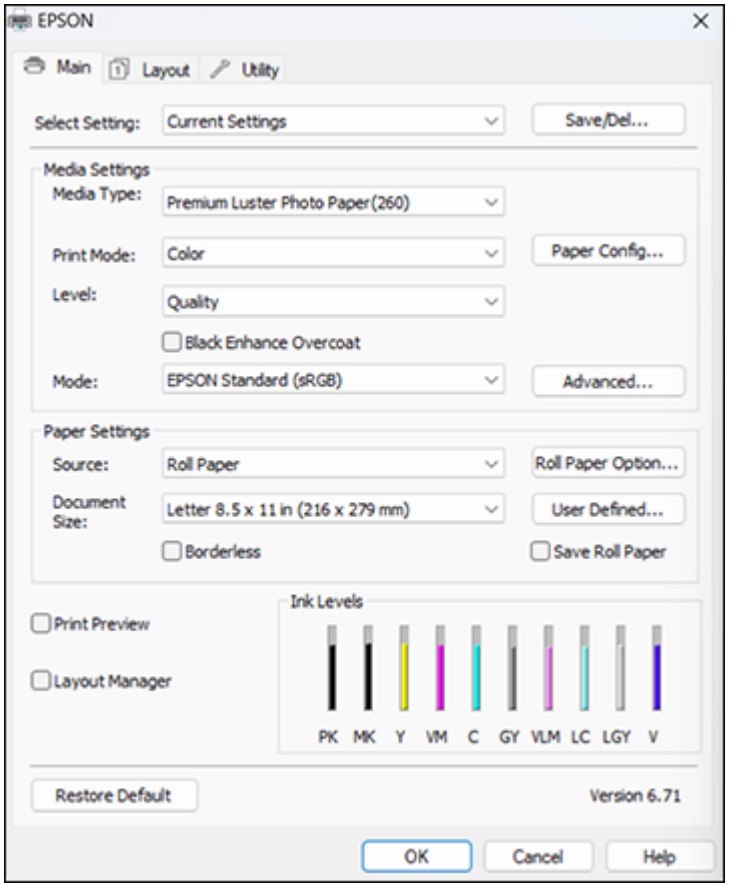
Selecting Default Print Settings - Windows

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.

Parent topic: Printing with Windows

Related tasks

Selecting Basic Print Settings - Windows

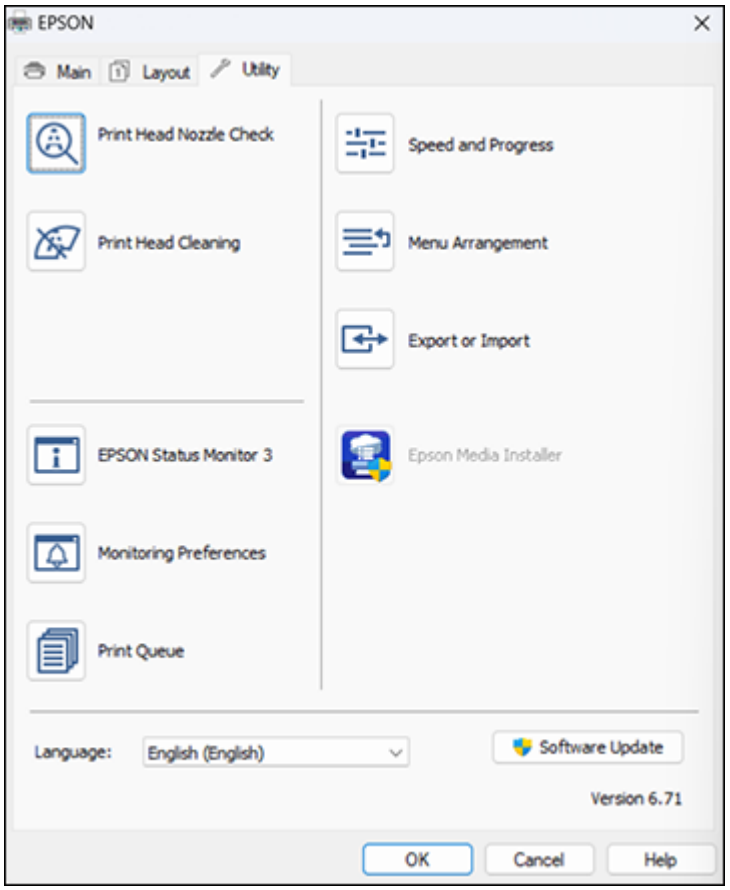
Changing the Language of the Printer Software Screens

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

1. Do one of the following:
   - **Windows 11:** On the right side of the Windows taskbar, click the up arrow, click the icon, and then click on your product.
   - **Windows (other versions):** 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 **Utility** tab.

You see these 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.

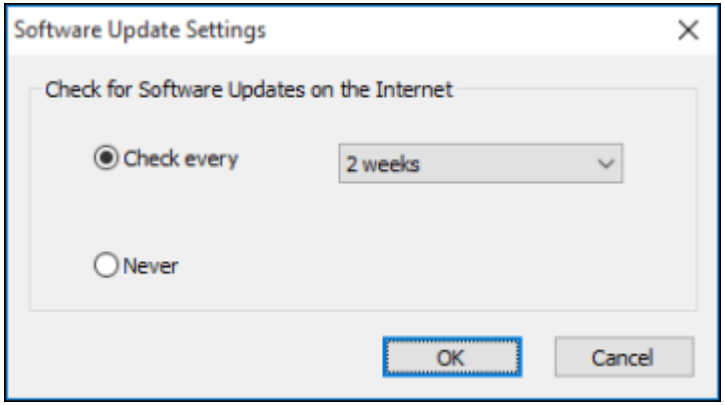
Parent topic: Printing with Windows

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. Do one of the following:
   - **Windows 11:** Click the up arrow on the right side of the Windows taskbar, click the icon, then click on your product.
   - **Windows (other versions):** 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 or using Epson Software Updater.

Selecting Basic Print Settings - Mac
Selecting Print Layout Options - Mac
Selecting Roll Paper Settings - Mac
Selecting Paper Configuration Settings - Mac
Managing Color - Mac
Sizing Printed Images - Mac
Selecting Printing Preferences - Mac
Printing Your Document or Photo - Mac

Parent topic: Printing from a Computer

Selecting Basic Print Settings - Mac

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

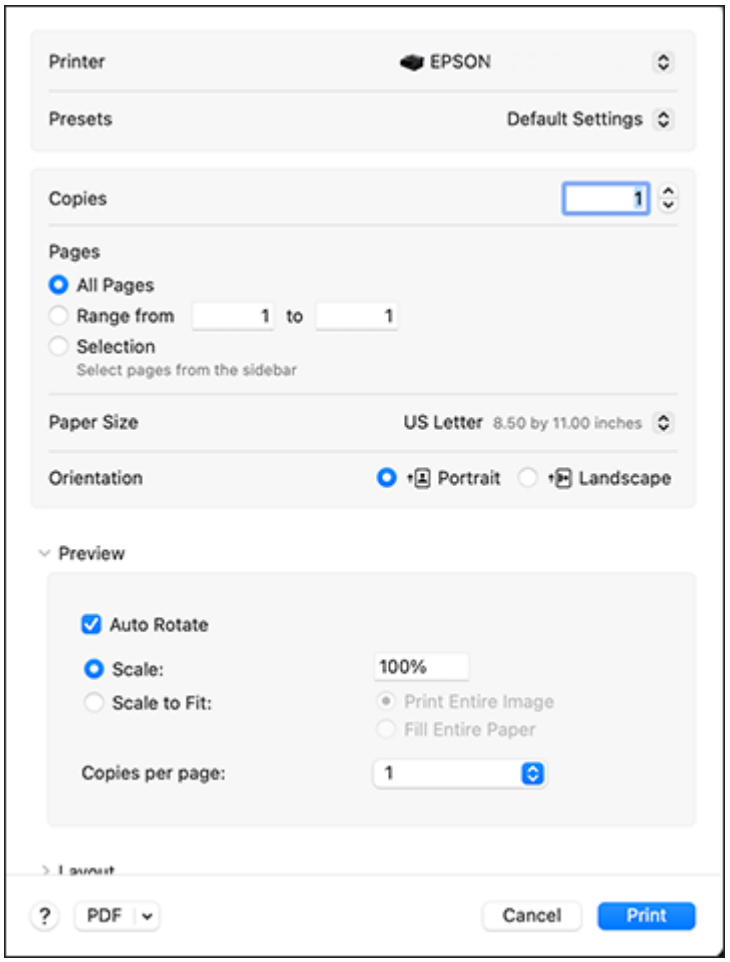
Note: Some screens may look different, depending on the Mac OS version you are using.

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.

   You see the printer settings window for your product.

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



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

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

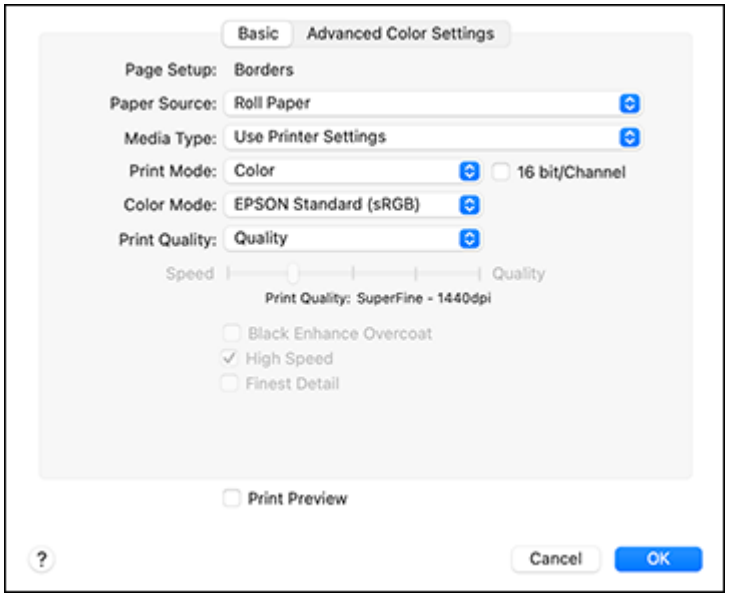
Note: If you do not see these settings in the print window, check for them in your application before printing. They may be accessible by selecting **Page Setup** from the File menu.

5. Select the size of the paper you loaded as the **Paper Size** setting.
   - To print a borderless photo, select the **Borderless** checkbox or a paper size with a **Borderless** option.
   - To print on roll paper, select a roll paper size or one with a **Borderless** option.

     Note: For roll paper, make sure the maximum width of your photo is set to 17 inches to fit in the width of your roll paper (set the margins to 0 in your application software).

   Note: You can reduce or enlarge the size of the printed image by expanding the **Paper Handling** menu in the print window or selecting it from the pop-up menu and then selecting a scaling option.
6. Select the orientation of your document or photo as shown in the print window.
7. Select any application-specific settings that appear on the screen, such as those shown in the image above for the Preview menu.
8. Do one of the following:
   - **macOS 13 and later:** Expand the **Printer Options** menu and then select **Print Settings**.
   - **macOS 12 and earlier:** Select **Print Settings** or **Printer Features** from the pop-up menu.

   You see a menu like this:



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

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

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

11. Select one of the following as the **Print Mode** setting:
    - Select **Color** for any type of photographic printing.
    - Select **Advanced B&W Photo** to print black-and-white photos on certain types of photo paper. See the list of Advanced B&W Photo options for details.
    - Select **Black** when using plain paper.
12. Select one of the following as the **Color Mode** setting:
    - **EPSON Standard (sRGB)**: Increases the contrast in images. Click the **Advanced Color Settings** tab to use advanced color controls.
    - **Adobe RGB**: Matches image colors to the Adobe RGB color standard. Use this setting if your source file was captured in Adobe RGB. Click the **Advanced Color Settings** tab to use advanced color controls.
    - **Off (No Color Adjustment)**: Turns off color management in your printer software so you can manage color using only your application software.

    Note: If desired, you can instead use ColorSync to manage colors. In most cases, you get better results by applying color management in your application, rather than in the printer driver.

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

    Note: You can select **Quality Options** to fine-tune the Print Quality settings.

14. Select any of the available print options.

Advanced Color Settings - Mac
Print Quality Settings - Mac
Print Options - Mac

Parent topic: Printing on a Mac

Related tasks

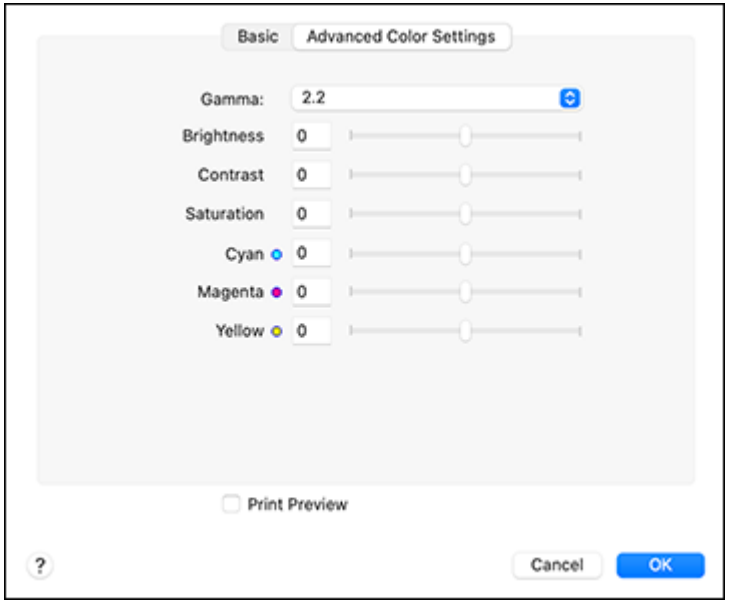
Selecting Print Layout Options - Mac
Selecting Roll Paper Settings - Mac
Selecting Paper Configuration Settings - Mac
Managing Color - Mac
Printing Your Document or Photo - Mac

Advanced Color Settings - Mac

When you click the **Advanced Color Settings** tab, you see one of the screens below depending on the **Print Mode** and **Color Mode** settings you selected.

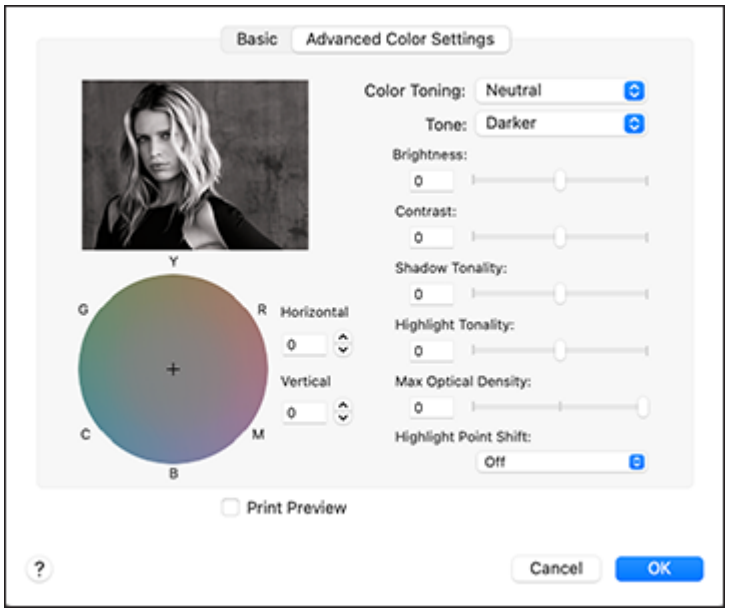
- **EPSON Standard (sRGB) or Adobe RGB**

  You can specify values for adjusting brightness, contrast, saturation, and individual Cyan, Magenta, and Yellow color tones.



- **Advanced B&W Photo**

You can select any of the available options.



Color Toning
Adds tone (hue) to your black-and-white output. The default is **Neutral**, which provides a neutral tonal scale print. You can also choose other popular presets such as **Cool**, **Warm**, and **Sepia**. Note that the presets affect the target in the tone color circle.

Tone
Changes the entire tonal scale of your black-and-white output. While **Darker** is the default setting, you may see better results if you choose **Dark**. The tone color circle adjusts the hue of your black-and-white print. Click on any portion of the color wheel or enter corresponding values to customize the tone (hue) to add to your print. The closer you select to the edge of the wheel, the more color you add.

Brightness
Adjusts the overall lightness and darkness of your image.

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

Shadow Tonality
Controls tonality only in the shadow areas of your image.

Highlight Tonality
Controls tonality only in the highlight areas of your image.

Max Optical Density
Adjusts the overall density or focus of the print. Create a soft focus print by lowering the density setting.

Highlight Point Shift
Helps reduce gloss differential on glossy media by adding density to the highlights of your image.

Parent topic: Selecting Basic Print Settings - Mac

Print Quality Settings - Mac

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

Standard
For everyday text and image printing.

Quality
For photos and graphics with good quality and print speed.

High Quality
For photos and graphics with high print quality.

Max Quality
For the maximum print quality, but the slowest print speed.

Max Quality (Carbon Black)
For increased black density, works best on glossy media, can reduce print speed.

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.

Black Enhance Overcoat
Prints with enhanced image contrast and increased black density.

High Speed
Speeds up printing but may reduce print quality.

Finest Detail
Sharpens edges on vector-based data including text, graphics, and line art. (This setting does not affect photographs.)

Note: Enabling **Finest Detail** may decrease the print speed.

Parent topic: Selecting Basic Print Settings - 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 or expanding it 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.

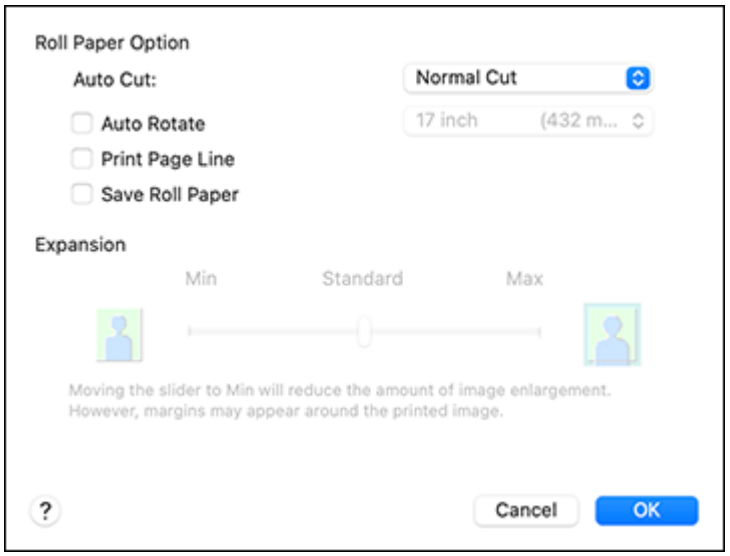
Parent topic: Printing on a Mac

Selecting Roll Paper Settings - Mac

To print on roll paper, you select the roll paper options from the **Printer Options** menu.

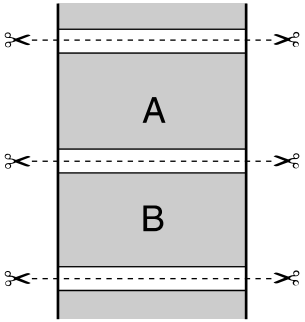
1. Select **Paper Layout Settings**.

You see a window like this:

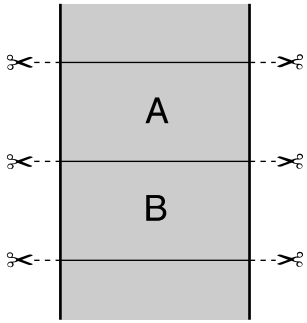


Note: Some settings may not be available, depending on the Roll Paper option you selected for your Paper Size.

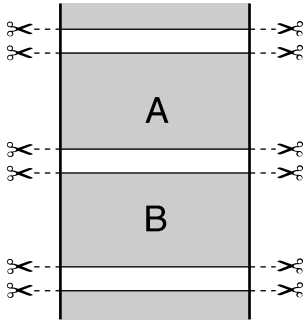
2. Select one of the following **Auto Cut** settings:
   - **Off**: Select this option to cut your prints manually.
   - **Normal Cut**: Creates a margin at the top and bottom of your image. These margins vary by media type and may be changed from their defaults using custom media settings.



- **Single Cut**: Prints images within the same print job end-to-end with no gap between them. Borderless images may overlap slightly.



- **Double Cut**: Increases the space between each image and trims each print individually, providing the cleanest edge with no image overlap for borderless printing.



3. Select the following settings as necessary:
   - Select the **Auto Rotate** checkbox and select the roll paper width to fit the images to the paper size.
   - Select the **Print Page Line** checkbox to print trim lines around images when you select a banner paper size.
   - Click **Save Roll Paper** to minimize the amount of blank paper wasted when you print on banner paper.

- Use the **Expansion** slider to adjust the amount of image expansion when printing borderless images.

  Note: This option is available only when you choose a Paper Size setting with a **Borderless** option.

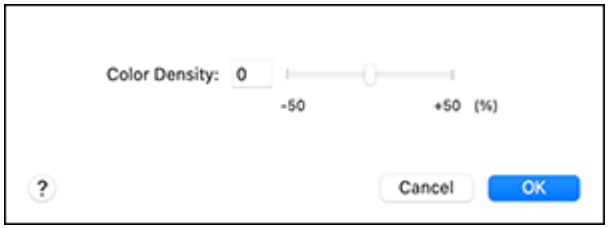
4. Click **OK**.

Parent topic: Printing on a Mac

Selecting Paper Configuration Settings - Mac

If you are using non-Epson media and need to fine-tune its print quality, select **Paper Configuration** from the **Printer Options** menu or select **Paper Configuration** from the drop-down menu, then change the **Color Density** setting to adjust the ink saturation level as necessary.

Note: The **Color Density** setting is only available in the printer driver. It is not accessible from the printer's control panel or Epson Media Installer.



Parent topic: Printing on a Mac

Managing Color - Mac

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

1. Select **Color Matching** from the **Printer Options** menu or select **Color Matching** from the pop-up menu in the print window.

2. Select one of the available options.

Color Matching Options - Mac

Parent topic: Printing on a Mac

Color Matching Options - Mac

You can select from these settings on the **Color Matching** menu.

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.

EPSON Color Controls
Lets you manage color using controls in your printer driver or turn off color management.

Parent topic: Managing Color - Mac

Sizing Printed Images - Mac

You can adjust the size of the image as you print it by expanding the **Paper Handling** menu in the print window or selecting **Paper Handling** from the pop-up menu.

- To collate multiple copies into sets of documents, select **Collate Sheets**.
- To print only selected pages in a multi-page document, select an option from the **Sheets to Print** pop-up menu.
- To adjust the order in which pages are printed, select an option from the **Sheet Order** pop-up menu.
- To scale the image to fit on a specific paper size, select **Scale to Fit Paper Size** and select a paper size from the **Destination Paper Size** pop-up menu.
- To restrict scaling of the image to reduced sizing, select the **Scale Down Only** setting. (Deselect this setting when enlarging the image.)

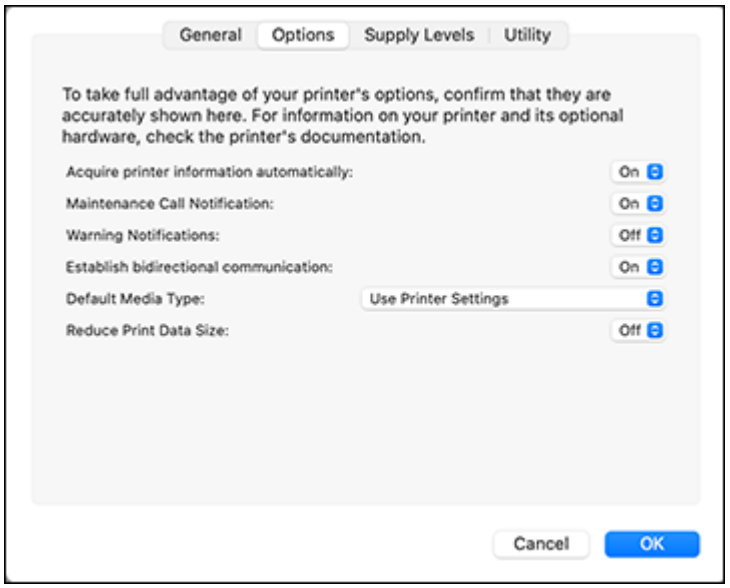
Parent topic: Printing on a Mac

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** or **System Settings**.
2. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**.
3. Select **Driver** or **Options**.

You see a screen like this:



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

Printing Preferences - Mac

Parent topic: Printing on a Mac

Printing Preferences - Mac

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

Acquire printer information automatically
Ensures that the paper size and paper type settings are automatically updated if paper is loaded or changed after closing the print window.

Maintenance Call Notification
Alerts you if the maintenance tanks are nearing capacity or need to be replaced.

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.

Default Media Type
Select the Media Type that you want to use as the default in the printer driver.

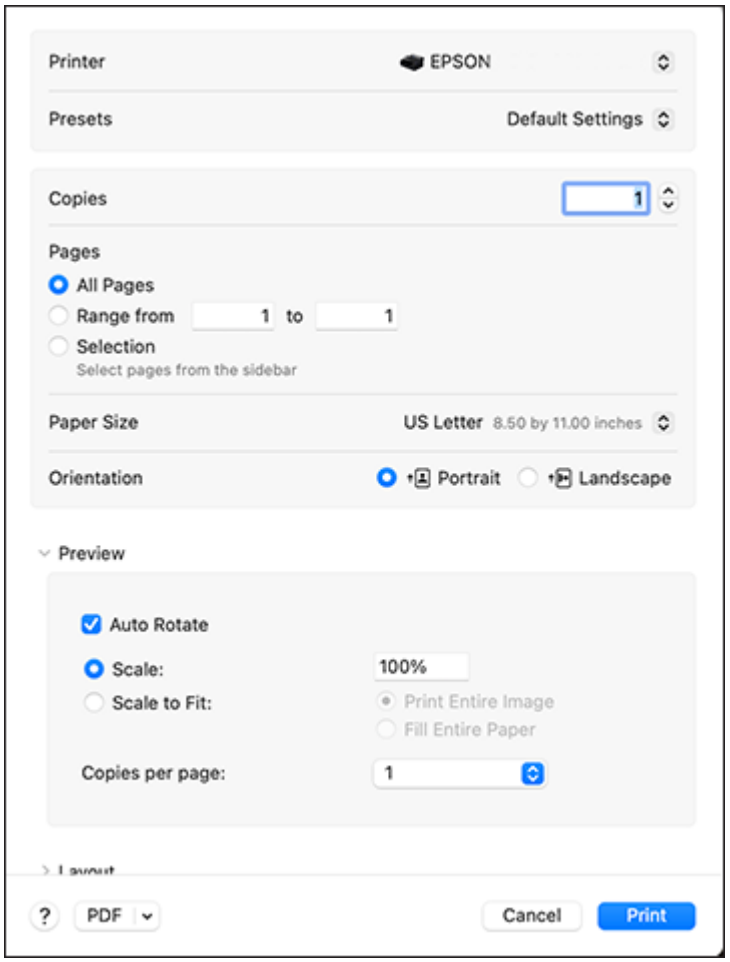
Reduce Print Data Size
Increases print data compression to improve print speed. Not recommended when printing fine patterns.

Parent topic: Selecting Printing Preferences - 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

Related tasks

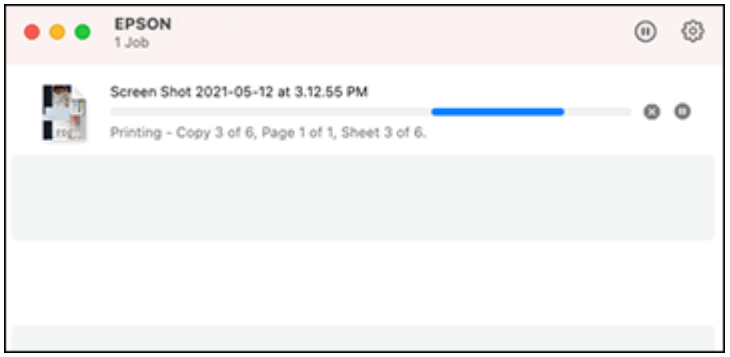
Selecting Basic Print Settings - Mac

Checking Print Status - Mac

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

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

   You see the print status window:



2. Select the following options as necessary for your Mac OS version:

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

Parent topic: Printing Your Document or Photo - Mac

Using the Control Panel Menus

Follow the instructions in these sections to access the printer menu system and select settings.

Accessing the Printer's Menus
Paper Setting Menu
Basic Settings Menu
Printer Settings Menu
Network Settings Menu
System Administration Menu
Maintenance Menu
Printer Status Menu

Accessing the Printer's Menus

You can use the printer menus to adjust the settings that control how your printer works.

1. Press the ⌂ home button, if necessary.
2. Select the Menu icon.
3. Select the up or down arrow to scroll through the menus, or swipe up or down on the LCD screen.

   Note: To return to the previous screen, select the left arrow icon.

4. Select the up or down arrow to move through the settings, or swipe up or down on the LCD screen.
5. To select a setting, select **OK** any time the **OK** option is displayed. You can also select a setting to toggle it on or off.
6. When you finish changing settings on a menu, select the left arrow icon to go back or press the ⌂ home button on the control panel to completely exit the menu.

Parent topic: Using the Control Panel Menus

Paper Setting Menu

Select Menu > **Paper Setting**, then select a paper source to customize the paper options.

Roll Paper menu

Setting	Options	Description
Remove	—	Rewinds the loaded roll paper until it is ejected from the paper feeder; information on how to remove the roll paper is displayed on the LCD screen.
Feed/Cut Paper	**Backward** **Forward** **Cut**	Moves the paper backward or forward, or cuts it using the built-in cutter.
Print Adjustments	**Paper Feed Adjust**	Select **Auto** to automatically adjust the paper feed settings. Select **Manual** if automatic adjustment results are not satisfactory and you want to perform adjustments based on specific printing needs; select an adjustment setting from the following: • Select **Quality First** to print adjustment patterns to adjust the feed for image quality. • Select **Length Accuracy First** if you are printing images that require more precise dimensions and length, such as CAD files.
	Print Head Alignment	Select **Auto(Standard)** if printed ruled lines are misaligned or print results are grainy or otherwise unsatisfactory. Select **Auto(Details)** if printed ruled lines are misaligned at the edge of the paper or **Auto(Standard)** alignment results are unsatisfactory. Select **Manual(Standard)** if automatic alignment results are not satisfactory and you want to precisely align the print head using the printed adjustment patterns. Select **Manual(Details)** if automatic and standard manual alignment results are not satisfactory and you want to select custom settings according to specific print needs.

Setting	Options	Description
Advanced Paper Settings	Various options	See the **Advanced Paper Settings** table below.
Remaining Amount Management	**Remaining Amount Management**	Select **On** to display and record the amount of remaining roll paper.
	Remaining Amount	Select the amount of roll paper remaining.
	Remaining Alert	Select the amount of remaining roll paper before a warning is displayed.
Change Paper Type or **Change Paper Type/Paper Width**	**Paper Type**	Select a paper category and paper type.
	Paper Width	Change the paper width by setting **Paper Size Check** to **Off**. Select the width of the loaded paper, or select **User-Defined** if the width is not listed.

Advanced Paper Settings menu (in the **Roll Paper** menu)

Setting	Options	Description
Paper Thickness	**0.01** to **1.50** mm or **0.4** to **59.1** mil	Select the thickness of the roll paper; displayed only when using a custom paper type. **Note:** Load paper that is 0.003 to 0.02 inch (0.08 to 0.50 mm) thick and set the paper thickness accordingly.
Platen Gap	**Auto** **0.9** **1.2** **1.5** **2.1** **2.6**	Select the distance between the print head and the paper; displayed only when using a custom paper type.

Setting	Options	Description
Top Margin	**3 mm** **15 mm** **20 mm** **35 mm**	Select the margin for the leading edge of the printed image. Depending on the paper type and printing environment, colors may be uneven near the leading edge if the margin is small.
Bottom Margin	**3 mm** **15 mm**	Select the margin for the trailing edge of the printed image.
Paper Suction	**–4** to **+4**	Select to adjust the printer's suction setting; choose lower values for thinner papers.
Back Tension	**Standard** **High** **Extra High**	Select to adjust the paper feeding tension; choose **High** or **Extra High** if paper wrinkles during printing.
Drying Time	**Drying Time per Pass** **Drying Time per Page**	Set the amount of time the printer pauses to allow drying after each pass or each printed page.
Paper Size Check	**On** **Off**	Select **On** to detect the paper width when paper is loaded. Select **Off** when the paper roll is empty. This allows you to set the paper width before feeding the paper.
Auto Cut	**Follow Paper Source Settings** **Never Cut**	Select **Follow Paper Source Settings** to follow the cut settings in **Printer Settings** > **Paper Source Settings** > **Roll Paper Setup** > **Cut Settings**. Select **Never Cut** to cut paper manually.
Skew Reduction	**On** **Off**	Select **Off** if the front edge of thin or softer paper folds.
Roll Core Diameter	**2inch** **3inch**	Select the paper core size for the loaded roll paper.

Setting	Options	Description
Paper Eject Roller	**Auto** **Use (Heavy Load)** **Use (Light Load)** **Do Not Use**	Select to control the paper ejection roller. Select **Auto** to use the roller automatically depending on the type of Epson paper. Select a **Use** option to always use the roller to eject paper. Select **Do Not Use** when you are concerned about damaging the print surface.
Paper Feed Offset	**–0.70** to **+0.70**%	Select the amount of offset necessary to reduce banding on uneven color in printouts; displayed only when using a custom paper type.
Restore Default Settings	—	Restores advanced paper settings to their default values; not available with custom paper types.

Caution: If the **Paper Size Check** setting is set to **Off**, the printer may print beyond the edges of the paper, causing ink to get on the printer.

Cut Sheet menu

Setting	Options	Description
Remove	—	Ejects cut sheets; information on how to remove the cut sheets is displayed on the LCD screen.

Setting	Options	Description
Print Adjustments	**Paper Feed Adjust**	Select **Auto** to automatically adjust the paper feed settings. Select **Manual** if automatic adjustment results are not satisfactory and you want to perform adjustments based on specific printing needs; select an adjustment setting from the following: • Select **Quality First** to print adjustment patterns to adjust the feed for image quality. • Select **Length Accuracy First** if you are printing images that require more precise dimensions and length, such as CAD files.
	Print Head Alignment	Select **Auto(Standard)** if printed ruled lines are misaligned or print results are grainy or otherwise unsatisfactory. Select **Auto(Details)** if printed ruled lines are misaligned at the edge of the paper or **Auto(Standard)** alignment results are unsatisfactory. Select **Manual(Standard)** if automatic alignment results are not satisfactory and you want to precisely align the print head using the printed adjustment patterns. Select **Manual(Details)** if automatic and standard manual alignment results are not satisfactory and you want to select custom settings according to specific print needs.
Advanced Paper Settings	Various options	See the **Advanced Paper Settings** table below.
Change Paper Type/Paper Size	**Paper Type**	Select a paper category and paper type.
	Paper Size	Select the width of the loaded paper, or select **User-Defined** if the width is not listed.

Advanced Paper Settings menu (in the **Cut Sheet** menu)

Setting	Options	Description
Paper Thickness	**0.01** to **1.50** mm or **0.4** to **59.1** mil	Sets the thickness of the paper; displayed only when using a custom paper type. **Note:** Load cut sheets that are 0.003 to 0.03 inch (0.08 to 0.8 mm) thick and set the paper thickness accordingly.
Platen Gap	**Auto** **0.9** **1.2** **1.5** **2.1** **2.6**	Select the distance between the print head and the paper; displayed only when using a custom paper type.
Paper Suction	**–4** to **+4**	Select to adjust the printer's suction setting; choose lower values for thinner papers.
Drying Time	**Drying Time per Pass** **Drying Time per Page**	Set the amount of time the printer pauses to allow drying after each pass or each printed page.
Paper Size Check	**On** **Off**	Select **On** to detect the paper width when paper is loaded. Select **Off** if a paper setting error occurs when paper is correctly loaded.
Paper Eject Roller	**Auto** **Use (Heavy Load)** **Use (Light Load)** **Do Not Use**	Select to control the paper ejection roller; select **Auto** to use the roller automatically depending on the type of Epson paper. Select a **Use** option to always use the roller to eject paper. Select **Do Not Use** when you are concerned about damaging the print surface.
Paper Feed Offset	**–0.70** to **+0.70**%	Select the amount of offset necessary to reduce banding on uneven color in printouts; displayed only when using a custom paper type.

Setting	Options	Description
Paper Feed Offset(Bottom)	**–0.70** to **+0.70**%	Adjust this setting if banding or uneven colors appear on the bottom edge (0.59 inches [15 mm]) of the paper.
Restore Default Settings	—	Restores advanced media settings to their default values; not available with custom paper types.

Caution: If the **Paper Size Check** setting is set to **Off**, the printer may print beyond the edges of the paper, causing ink to get on the printer.

Poster Board menu

Setting	Options	Description
Remove	—	Ejects the loaded poster board.
Print Adjustments	**Paper Feed Adjust**	Select **Manual** and select an adjustment setting from the following: • Select **Quality First** to print adjustment patterns to adjust the feed for image quality. • Select **Length Accuracy First** if you are printing images that require more precise dimensions and length, such as CAD files.
	Print Head Alignment	Select **Manual(Standard)** if automatic alignment results are not satisfactory and you want to precisely align the print head using the printed adjustment patterns. Select **Manual(Details)** if automatic and standard manual alignment results are not satisfactory and you want to select custom settings according to specific print needs.
Advanced Paper Settings	Various options	See the **Advanced Paper Settings** table below.

Setting	Options	Description
Change Paper Type/Paper Size	**Paper Type**	Select a paper category and paper type.
	Paper Size	Select a paper size or select **User-Defined** if your desired size is not listed.

Advanced Paper Settings menu (in the **Poster Board** menu)

Setting	Options	Description
Paper Thickness	**0.01** to **1.50** mm or **0.4** to **59.1** mil	Sets the thickness of the paper; displayed for custom paper settings. **Note:** Load poster board that is 0.031 to 0.059 inch (0.8 to 1.50 mm) thick and set the paper thickness accordingly.
Paper Suction	**–4** to **+4**	Select to adjust the printer's suction setting; choose lower values for thinner papers.
Drying Time	**Drying Time per Pass** **Drying Time per Page**	Set the amount of time the printer pauses to allow drying after each pass or each printed page.
Paper Size Check	**On** **Off**	Select **On** to detect the paper width when paper is loaded. Select **Off** if a paper setting error occurs when paper is correctly loaded.
Paper Feed Offset	**–0.70** to **+0.70**%	Select the amount of offset necessary to reduce banding on uneven color in printouts; displayed when using a custom paper type.
Paper Feed Offset(Bottom)	**–0.70** to **+0.70**%	Adjust this setting if banding or uneven colors appear on the bottom edge (0.59 inches [15 mm]) of the paper.
Restore Default Settings	—	Restores advanced media settings to their default values; not available with custom paper types.

Caution: If the **Paper Size Check** setting is set to **Off**, the printer may print beyond the edges of the paper, causing ink to get on the printer.

Paper Cassette menu

Setting	Options	Description
Change Paper Type/Paper Size	**Paper Type**	Select a paper category and paper type.
	Paper Size	Select a paper size or select **User-Defined** if your desired size is not listed.
Print Adjustments	**Paper Feed Adjust**	Select **Manual** and select an adjustment setting from the following: • Select **Quality First** to print adjustment patterns to adjust the feed for image quality. • Select **Length Accuracy First** if you are printing images that require more precise dimensions and length, such as CAD files.
	Print Head Alignment	Select **Manual(Standard)** if automatic alignment results are not satisfactory and you want to precisely align the print head using the printed adjustment patterns. Select **Manual(Details)** if automatic and standard manual alignment results are not satisfactory and you want to select custom settings according to specific print needs.

Advanced Paper Settings menu (in the **Paper Cassette** menu)

Setting	Options	Description
Paper Thickness	**0.01** to **1.50** mm or **0.4** to **59.1** mil	Sets the thickness of the paper; displayed for custom paper settings. **Note:** Load paper that is 0.003 to 0.01 inch (0.08 to 0.27 mm) thick and set the paper thickness accordingly.

Setting	Options	Description
Platen Gap	**Auto** **0.9** **1.2** **1.5** **2.1** **2.6**	Select the distance between the print head and the paper; displayed only when using a custom paper type.
Paper Suction	**–4** to **+4**	Select to adjust the printer's suction setting; choose lower values for thinner papers.
Drying Time	**Drying Time per Pass** **Drying Time per Page**	Set the amount of time the printer pauses to allow drying after each pass or each printed page.
Paper Size Check	**On** **Off**	Select **On** to detect the paper width when paper is loaded. Select **Off** if a paper setting error occurs when paper is correctly loaded.
Paper Eject Roller	**Auto** **Use (Heavy Load)** **Use (Light Load)** **Do Not Use**	Select to control the paper ejection roller; select **Auto** to use the roller automatically depending on the type of Epson paper. Select a **Use** option to always use the roller to eject paper. Select **Do Not Use** when you are concerned about damaging the print surface.
Paper Feed Offset	**–0.70** to **+0.70**%	Select the amount of offset necessary to reduce banding on uneven color in printouts; displayed when using a custom paper type.
Paper Feed Offset(Bottom)	**–0.70** to **+0.70**%	Adjust this setting if banding or uneven colors appear on the bottom edge (0.59 inches [15 mm]) of the paper.
Restore Default Settings	—	Restores advanced media settings to their default values; not available with custom paper types.

Parent topic: Using the Control Panel Menus

Related references

Available Epson Papers

Paper Specifications

Related tasks

Creating Custom Paper Settings Using the Control Panel

Loading Cut Sheets in the Rear Manual Feeder

Loading Media in the Front Manual Feeder

Loading Cut Sheets in the Paper Cassette

Loading Roll Paper

Related topics

Using Epson Media Installer

Cut Sheet Handling

Roll Paper Handling

Cutting Roll Paper

Basic Settings Menu

Select Menu > **General Settings** > **Basic Settings** to customize various display and power settings.

Setting	Options	Description
LCD Brightness	1 to 9	Adjusts LCD screen brightness
Sounds	**Button Press**	Adjusts the volume of control panel sounds
	Paper Set	Adjusts the volume of load paper alerts
	Error Tone	Adjusts the volume of error notifications
	Sound Type	Adjusts the type of control panel sounds
Alert Lamp Notice	**On** **Off**	Enables or disables the alert lamp notice

Setting	Options	Description
Sleep Timer	1 to 60 minutes	Select the amount of time until the printer enters sleep mode
Power Off Timer	Various times **Off**	Select the amount of time until the printer turns off automatically
Date/Time Settings	**Date/Time**	Enter the date and time
	Daylight saving time	Select the daylight saving option
	Time Difference	Sets the time difference for coordinated universal time (UTC)
Language	Various languages	Select the language used on the LCD screen
Screen Customization	**Background Color**	Changes the color of the Home screen
	Print Screen	Switches the Home screen between Simple and Professional mode
Operation Time Out	**On** **Off**	Select **On** to return to the Home screen after a few minutes of inactivity
Keyboard	Various options	Select the keyboard displayed on the LCD screen
Length Unit	**m** **ft/in**	Select the unit of length displayed on the LCD screen

Parent topic: Using the Control Panel Menus

Related tasks

Changing the Sleep Timer Settings
Changing the Power Off Timer Settings
Changing the LCD Screen Language

Printer Settings Menu

Select Menu > **General Settings** > **Printer Settings** to customize paper and printing options.

Setting	Options	Description
Paper Source Settings	Various options	See the **Paper Source Settings** table below
Custom Paper Setting	1 to 30	See the **Custom Paper Setting** table below
Print Nozzle Check Pattern During Print	**Every Pages** **Off**	Sets whether to print a nozzle check pattern before the printer prints each page

Paper Source Settings

Setting	Options	Description
Roll Paper Setup	**Auto Loading**	Automatically feeds roll paper into the printer
	Cut Settings	
	Auto Cut	Automatically cuts the roll paper after printing
	Print Cutting Guideline	Select **On** to print cut lines on roll paper (if **Auto Cut** is turned off)
	Cut for Borderless Print	Select **Two Cuts** to insert a margin and cut twice between pages, or **One Cut** to cut once between pages
	Quick Cut	Select **On** to cut once between pages while the next page is still printing
	Margin Refresh	Select **On** to automatically remove ink stains from a previous borderless print by trimming the leading edge of the paper
Error Notice	**Paper Size Notice** **Paper Type Notice** **Detect Paper Skew**	Select **On** to display an error message when the output size or paper type settings differ between the driver and printer, or if the paper is skewed
Platen Gap Offset	**Narrow** **Standard** **Wide** **Wider** **Widest**	Adjusts the distance between the print head and the paper **Note:** The **Platen Gap Offset** setting cannot be set wider or narrower than the value set for **Platen Gap**.

Custom Paper Setting

You can select individual paper settings for each registered custom paper setting that was created from the printer control panel.

Note: You cannot change individual paper settings for custom paper settings registered through Epson Media Installer. For custom paper settings created in Epson Media Installer, change the settings from Epson Media Installer.

Setting	Options	Description
Change Name	—	Use the on-screen keyboard to enter a name for the custom paper setting (this name is displayed in the **Paper Type** list)
Change Reference Paper	Various options	Select the media type for the paper closest to the one you are using
Advanced Paper Settings options		
Paper Thickness	**0.01** to **1.50** mm or **0.4** to **59.1** mil	Select the thickness of the roll paper; displayed when using a custom paper type
Platen Gap	**Auto** **0.9** **1.2** **1.5** **2.1** **2.6**	Select the distance between the print head and the paper; displayed only when using a custom paper type
Top Margin	**3 mm** **15 mm** **20 mm** **35 mm**	Select the margin for the leading edge of the printed image; depending on the paper type and printing environment, colors may be uneven near the leading edge if the margin is small
Bottom Margin	**3 mm** **15 mm**	Select the margin for the trailing edge of the printed image

Setting	Options	Description
Paper Suction	**–4** to **+4**	Adjusts the printer's suction setting for the selected source; choose lower values for thinner papers
Back Tension	**Standard** **High** **Extra High**	Select to adjust the paper feeding tension; choose **High** or **Extra High** if paper wrinkles during printing
Drying Time	**Drying Time per Pass** **Drying Time per Page**	Set the amount of time the printer pauses to allow drying after each pass or each printed page
Paper Size Check	**On** **Off**	Select **On** to detect the paper width when paper is loaded Select **Off** if a paper setting error occurs when paper is correctly loaded **Note:** If this setting is set to **Off**, the printer may print beyond the edges of the paper, causing ink to get on the printer.
Auto Cut	**Follow Paper Source Settings** **Never Cut**	Select **Follow Paper Source Settings** to automatically cut roll paper after each page is printed depending on the paper source settings Select **Never Cut** to cut paper manually
Skew Reduction	**On** **Off**	Select **Off** if the front edge of thin or softer paper folds
Roll Core Diameter	**2inch** **3inch**	Set the paper core size for the loaded roll paper
Paper Eject Roller	**Auto** **Use(Heavy Load)** **Use(Light Load)** **Do Not Use**	Presses down on paper as it is ejected Select a **Use** option if the print head strikes the paper. If you are printing on glossy paper, select **Do Not Use** to avoid damaging the paper surface.

Setting	Options	Description
Paper Feed Offset	**–0.70** to **+0.70**%	Select the amount of offset necessary to reduce banding on uneven color in printouts in the selected source; displayed only when using a custom paper type
Paper Feed Offset(Bottom)	**–0.70** to **+0.70**%	Adjust this setting if banding or uneven colors appear on the bottom edge (0.59 inches [15 mm]) of the paper
Delete	—	Deletes the registered custom paper setting

Parent topic: Using the Control Panel Menus

Related tasks

Creating Custom Paper Settings Using the Control Panel

Related topics

Using Epson Media Installer
Cut Sheet Handling
Roll Paper Handling
Cutting Roll Paper

Network Settings Menu

Select Menu > **General Settings** > **Network Settings** to configure your printer's network settings.

Setting	Options	Description
Wi-Fi Setup	**Router**	Displays the available Wi-Fi connection methods (**Wi-Fi Setup Wizard**, **Push Button Setup(WPS)**, **Others**)
	Wi-Fi Direct	Select device (**iOS** or **Other OS Devices**) and connection settings
Wired LAN Setup	—	Displays the status of the wired LAN connection

Setting	Options	Description
Network Status	**Wired LAN/Wi-Fi Status**	Displays current communication status and connection settings
	Wi-Fi Direct Status	Displays the number of connected devices and connection settings
	Print Status Sheet	Prints the current network connection information
Connection Check	—	Confirms the network status. You can also print a connection check report.
Advanced	Various settings	Displays advanced information, such as TCP/IP settings. You can enable or disable other network settings.

Parent topic: Using the Control Panel Menus

Related tasks

Printing a Network Connection Report

Related topics

Wi-Fi or Wired Networking

System Administration Menu

Select Menu > **General Settings** > **System Administration** to configure security settings and update firmware.

Note: You cannot update the firmware if there are print jobs in progress or queued. Wait for the jobs to finish or cancel them.

Setting	Options	Description
Security Settings	**Restrictions**	See the **Restrictions** table below
	Admin Settings	Lets you add or change the administrator password. If you choose to add a password, set the **Lock Setting** to **On** to enable password entry for certain features and settings.
	Program Verification on Start Up	If enabled, the system checks whether unauthorized third parties have tampered with the program when the product starts up
	Password Encryption	Sets an encryption key; select **Encryption Key Backup** to back up the encryption key
Restore Default Settings	**Network Settings**	Select **Yes** to restore all network settings to their defaults
	Clear All Data and Settings	Select **Yes** to restore all settings to their defaults (except date/time, length unit, and language settings)
Firmware Update	**Update**	Updates to the latest firmware
	Notification	Enable or disable firmware update notifications

Restrictions

When **Lock Setting** is enabled, the following setting can be enabled or disabled.

Setting	Description
Access to Language	Allows users to change the display language on the control panel.

Parent topic: Using the Control Panel Menus

Related tasks

Setting a Password and Locking the Control Panel

Maintenance Menu

Select the maintenance icon or Menu > **Maintenance** to run nozzle checks, cleaning cycles, and other maintenance operations.

Caution: Follow the instructions in the topic links below the table to use these menu settings correctly.

Setting	Description
Print Head Nozzle Check	Prints a nozzle check pattern so you can check for clogged nozzles
Head Cleaning	Perform if the nozzle check pattern has faint or missing areas
Power Cleaning	Perform if the nozzle check pattern still has faint or missing areas after performing a head cleaning three times in a row
Replace Ink Cartridge	Displays the amount of ink remaining and the model number for the ink cartridge
Replace Maintenance Box	Displays the amount of free space remaining and the model number of the selected maintenance box Select **How To...** to view the replacement procedure on the LCD screen.
Adjust Cut Position	Adjust the position of the cutter between -3.0 to 3.0 mm
Capping Station/Wiper Cleaning	Select to try and clean clogged nozzles if you have performed **Power Cleaning** and the nozzles still appear clogged. Select **How To...** to view the cleaning procedure on the LCD screen.
Paper Guide Cleaning	Perform if there is dirt or ink on your prints or when the paper does not feed properly

Parent topic: Using the Control Panel Menus

Related concepts

Print Head Maintenance

Related topics

Replacing Consumables

Maintenance and Transportation

Printer Status Menu

Select Menu > **Printer Status/Print** to view current printer and network settings.

Setting	Description
Print Status Sheet	Prints a summary of current printer settings
Firmware Version	Displays the firmware version for the printer and any optional accessories connected to it
Platen Gap Value for Last Print Job	Displays the platen gap value for the last print job
Network	Displays current communication status and connection settings for wired, Wi-Fi, and Wi-Fi Direct. You can also print a Status Sheet.
Fatal Error Log	Displays the codes and dates for past printer errors
Operation Report	Check operation reports from the total amount of fed media or the total number of carriage passes

Parent topic: Using the Control Panel Menus

Replacing Consumables

When the ⚠ notification icon appears above an ink color on the LCD screen, the ink color is low or expended. If one of the installed ink cartridges is expended, printing cannot be performed until the expended ink is replaced. If an ink cartridge is expended while printing, the print job will stop and you can continue printing after replacing the ink.

If you proceed to print with an ink cartridge that is running low, you may be required to replace the ink while the print job is still in progress. If you have to install a new ink cartridge during a print job, colors in your printout may look different depending on how the ink dries. To avoid this, Epson recommends that you replace any low ink cartridges with new ones before printing large jobs. The removed ink can be reinstalled later and used until the remaining ink is expended.

The maintenance box stores ink that gets flushed from the system during print head cleaning. If a message appears or the ⚠ notification icon appears above a maintenance box icon on the LCD screen, the amount of available space in the maintenance box is low. When a maintenance box is full, you need to replace it.

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

Ink Safety Precautions
Check Cartridge and Maintenance Box Status
Purchase Epson Ink and Maintenance Boxes
Removing and Installing Ink Cartridges
Replacing the Maintenance Box
Replacing the Borderless Maintenance Box

Ink Safety Precautions

Follow these guidelines as you handle the ink and maintenance boxes.

Ink Cartridge Handling Precautions

- Keep ink cartridges out of the reach of children and do not drink the ink.
- When using the installation ink cartridges included with the printer, most of the ink is consumed during initial ink charging. Be sure to have replacement cartridges handy.

- Store ink cartridges at room temperature, out of direct sunlight, and use them before the expiration date printed on the packaging.
- Allow ink cartridges that have been stored at low temperatures for an extended period of time to return to room temperature over a period of three hours.
- To ensure print quality, use ink cartridges within six months of installing them.
- Do not shake the ink cartridges too hard, otherwise ink may leak.
- The green IC chip on each ink cartridge retains a variety of cartridge-related information, such as the ink cartridge status, so that the cartridge may be removed and reinserted freely. Do not touch the green IC chip on the ink cartridges. This may prevent normal operation and printing.
- Install ink cartridges in all the ink cartridge slots. You cannot print if any of the slots are empty.
- Do not leave the printer without ink cartridges installed. The ink in the printer will dry out and the printer will not function as expected. Leave ink cartridges in all slots even when you are not using the printer.
- If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the product. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent the ink from staining items that the cartridge touches. Do not touch the ink cartridge ink supply port or surrounding area.
- Dried ink on the supply port may cause ink leaks when the cartridge is reinserted and used. Wipe off any excess ink before reinserting.
- Do not dismantle or alter ink cartridges. This could damage the print head and may prevent the product from printing properly. Ink could also get on your skin or in your eyes.
- Do not drop ink cartridges or subject them to impacts, otherwise ink may leak.
- The ink cartridges may contain recycled materials; this does not affect printer functions or performance.
- To maintain the quality of the print head, this product stops printing before ink cartridges are completely expended.
- 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 discomfort or vision problems persist, see a doctor immediately. If ink gets into your mouth, spit it out and see a doctor right away.
- Epson's warranties do not extend to any damage caused by the use of third-party ink or ink not designed for your printer.

Maintenance Box Safety Precautions

- Keep maintenance boxes out of the reach of children. Do not allow children to drink from or handle the maintenance boxes.

- Do not reuse maintenance boxes that have been removed from the printer and exposed to the air for a long period of time. The box will not absorb any more ink.
- Do not disassemble the maintenance box; otherwise ink may get into your eyes or on your skin.
- Do not touch the chip on the side of the maintenance box or you may prevent normal operation and printing.
- Be careful not to touch any ink when you handle the maintenance boxes.
- 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 discomfort or vision problems persist, see a doctor immediately. If ink gets into your mouth, spit it out and see a doctor right away.
- Do not replace the maintenance box while printing, otherwise ink may leak.
- When using the installation maintenance box included with the printer, some of the ink is absorbed during initial ink charging. Be sure to have replacement maintenance boxes handy.

Parent topic: Replacing Consumables

Related references

Ink Specifications

Check Cartridge and Maintenance Box Status

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

Checking Ink and Maintenance Box Status on the LCD Screen

Checking Ink and Maintenance Box Status with Windows

Checking Ink and Maintenance Box Status - Mac

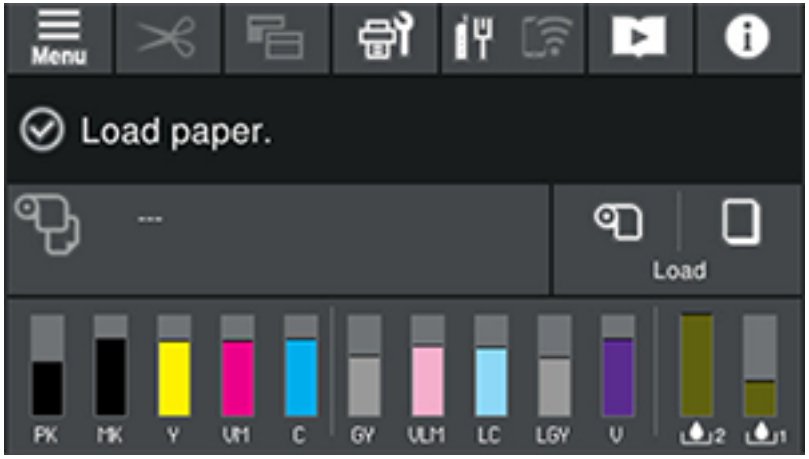
Parent topic: Replacing Consumables

Checking Ink and Maintenance Box Status on the LCD Screen

You can check the status of the ink cartridges and maintenance boxes from the product control panel. If the ⚠ icon appears on an ink color or a maintenance box, you need to replace it soon.

1. Press the ⌂ home button, if necessary.

2. Check the ink color icons at the bottom of the home screen.



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

Parent topic: Check Cartridge and Maintenance Box Status

Related tasks

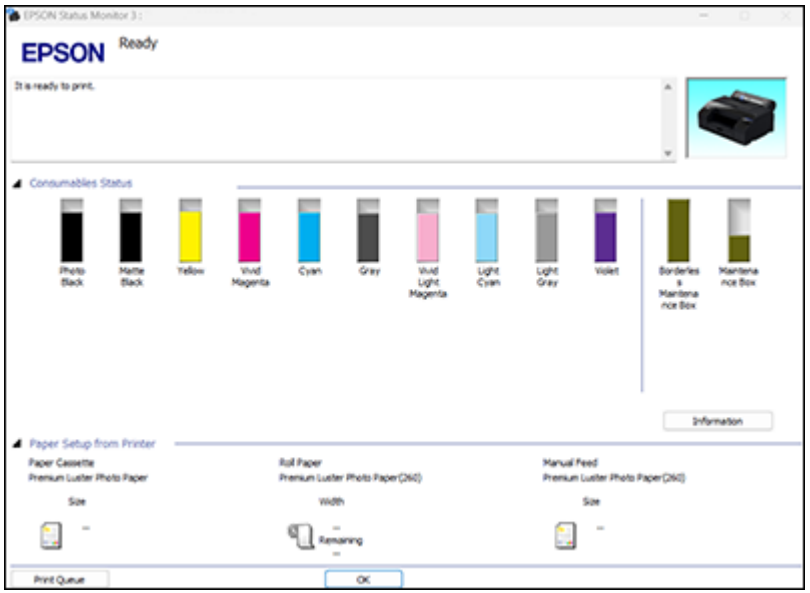
Replacing the Borderless Maintenance Box
Replacing the Maintenance Box
Removing and Installing Ink Cartridges

Checking Ink and Maintenance Box Status with Windows

You can check your ink or maintenance box status at any time using a utility on your Windows computer.

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

You see a screen like this:



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

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

Parent topic: Check Cartridge and Maintenance Box Status

Related tasks

Replacing the Borderless Maintenance Box

Replacing the Maintenance Box

Removing and Installing Ink Cartridges

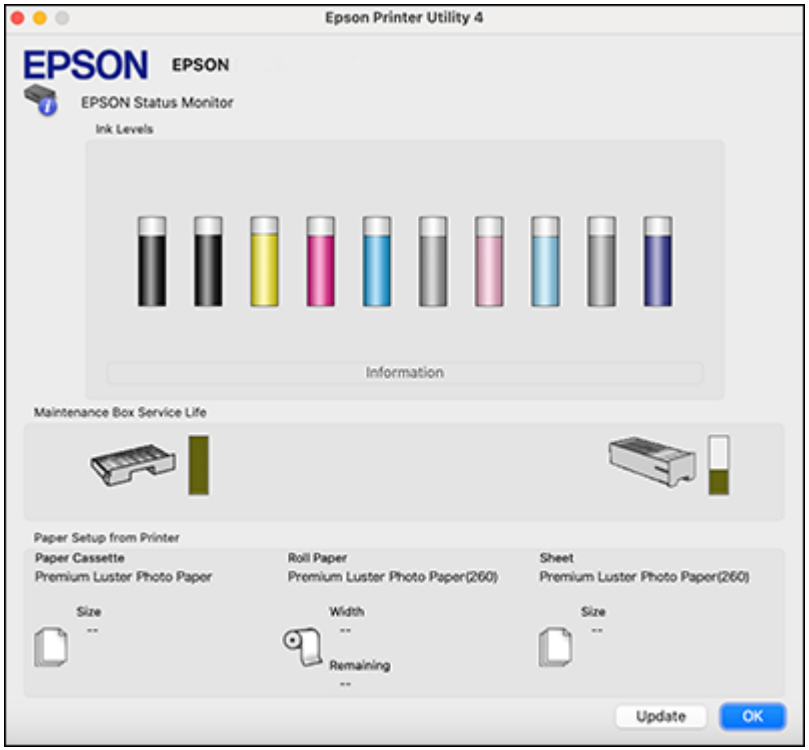
Checking Ink and Maintenance Box Status - Mac

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

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

2. Select **EPSON Status Monitor**.

   You see this window:



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

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

Parent topic: Check Cartridge and Maintenance Box Status

Related tasks

Replacing the Borderless Maintenance Box

Replacing the Maintenance Box
Removing and Installing Ink Cartridges

Purchase Epson Ink and Maintenance Boxes

U.S. and Canada:

You can purchase genuine Epson ink, maintenance boxes, and paper at epson.com (U.S. sales) or epson.ca (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Latin America:

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

Note: This product is designed to work with genuine Epson inks. Non-Epson ink or any other ink not specified for this printer could cause damage not covered by Epson's warranties.

Ink Cartridge and Maintenance Box Part Numbers

Parent topic: Replacing Consumables

Ink Cartridge and Maintenance Box Part Numbers

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

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

Ink maintenance box (maintenance box 1) part number: T619000

Borderless maintenance box (maintenance box 2) part number: T619100

Ink bay	Slot	Ink color	Part number
Left	1	Photo Black (PK)	T55V100
	2	Matte Black (MK)	T55V800
	3	Yellow (Y)	T55V400
	4	Vivid Magenta (VM)	T55V300
	5	Cyan (C)	T55V200

Ink bay	Slot	Ink color	Part number
Right	6	Gray (GY)	T55V700
	7	Vivid Light Magenta (VLM)	T55V600
	8	Light Cyan (LC)	T55V500
	9	Light Gray (LGY)	T55V900
	10	Violet (V)	T55VD00

Parent topic: Purchase Epson Ink and Maintenance Boxes

Removing and Installing Ink Cartridges

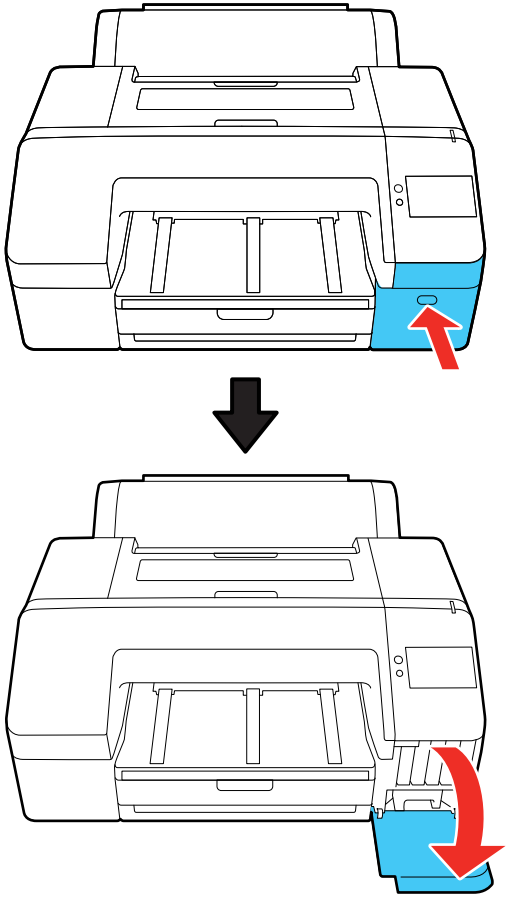
Make sure you have your replacement cartridges handy before you begin. You must install new cartridges immediately after removing the old ones. Replace all expended ink cartridges. You cannot print if any of the ink cartridges are expended or any ink slots are empty.

Note: If the remaining ink in a cartridge falls below the minimum amount, you can continue printing after replacing the ink cartridge. If the remaining ink level is below the minimum amount and printing is continued, then you may need to replace the ink cartridge during printing. If you replace it while printing, colors may look different depending on how the ink dries. We recommend first replacing the ink cartridge with a new one before printing. The removed ink cartridge can be reinstalled and used until the remaining amount falls below the minimum amount.

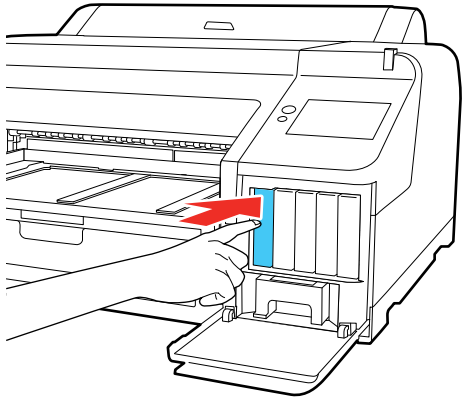
Note: This product is designed to work with genuine Epson inks. Non-Epson ink or any other ink not specified for this printer could cause damage not covered by Epson's warranties.

1. Turn on your product.

2. Press the ink cartridge cover to open it.



3. Press in on the ink cartridge you want to replace.

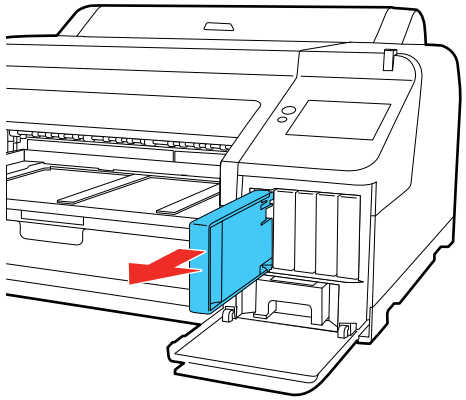


Note: Used ink cartridges may have ink around the ink supply port, so be careful not to get any ink on the surrounding area when removing the cartridges. Dispose of used cartridges carefully. Do not take the used cartridge apart or try to refill it.

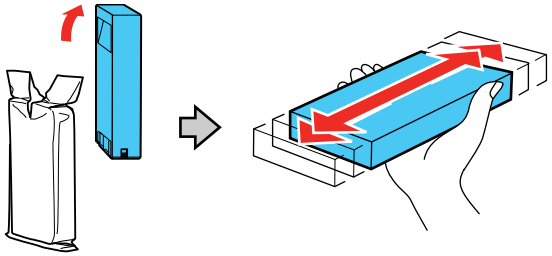
Warning: If ink gets on your skin, wash it thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out and see a doctor right away. If you swallow ink, swallow lots of water and induce vomiting and see a doctor right away. Keep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

You hear a click and the ink cartridge pops out slightly.

4. Carefully pull the ink cartridge straight out.

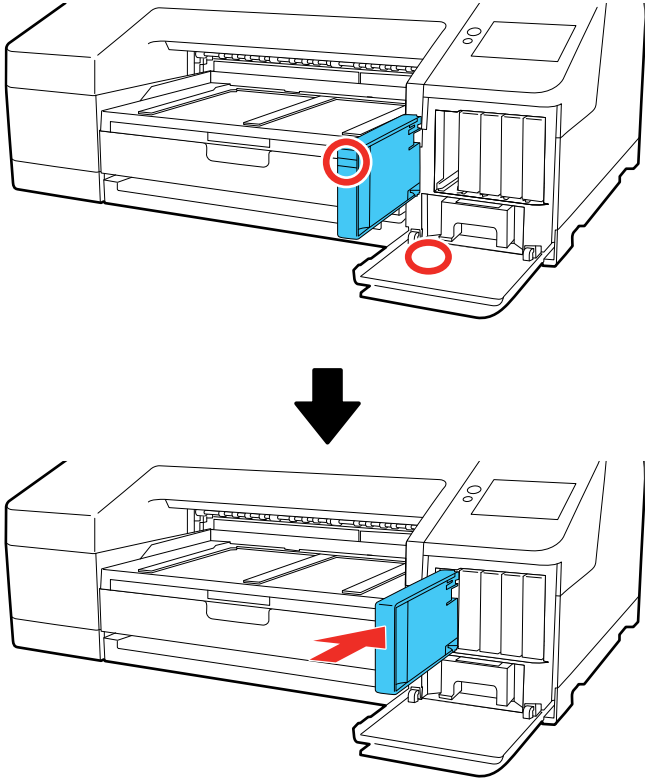


5. Remove the new cartridge from the package and then gently shake the cartridge for 5 seconds, or about 15 times, in approximately 2 inch (5 cm) horizontal movements.



Caution: Do not touch the green chip on the ink cartridge or you may not be able to print.

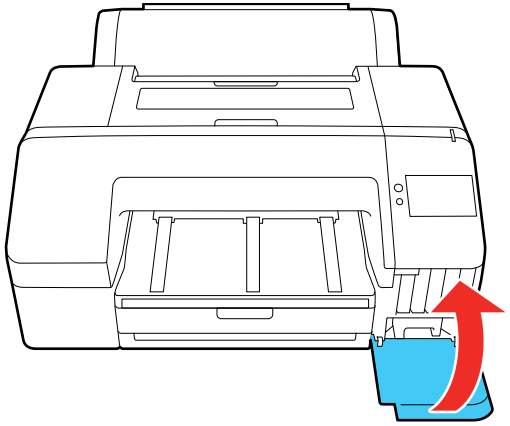
6. Make sure the color of the ink cartridge matches the color of the label on the inside of the ink cartridge cover, and then insert the ink cartridge until it clicks.



7. Repeat the above steps for any other cartridge that needs to be replaced.

   Note: Make sure to install ink cartridges into all slots. You cannot print if any of the slots are empty.

8. Close the ink cartridge cover.



Your product begins charging the ink delivery system. A message appears on the LCD screen when ink replacement is complete.

Note: Do not open any covers or turn off the product during ink charging.

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

Parent topic: Replacing Consumables

Related concepts

Purchase Epson Ink and Maintenance Boxes

Related references

Optional Equipment and Replacement Parts

Replacing the Maintenance Box

The maintenance box stores ink that gets flushed from the system during maintenance operations such as head cleaning. Replace the maintenance box (maintenance box 1) when you see a message on the LCD screen.

Note:

- Do not replace the maintenance box while printing, otherwise ink may leak.
- Do not reuse a maintenance box you have removed from the printer and exposed to air for a long period of time. The box will not absorb any more ink.
- To view the replacement procedure on the LCD screen before the message appears, select maintenance > **Replace Maintenance Box** > **Maintenance Box** > **How To...**.

1. Check the LCD screen to determine which maintenance box needs to be replaced.
2. Select **Maintenance Box** > **How To...** and then follow the on-screen instructions.

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

Parent topic: Replacing Consumables

Related concepts

Purchase Epson Ink and Maintenance Boxes

Related references

Optional Equipment and Replacement Parts

Replacing the Borderless Maintenance Box

The borderless maintenance box (maintenance box 2) absorbs ink during borderless printing. When you see a message on the LCD screen, replace the borderless maintenance box.

Note:

- Do not replace the borderless maintenance box while printing. Printing stops if the lock on the borderless maintenance box is released, which may result in color variation and a decline in print quality once printing is resumed.
- Do not reuse a borderless maintenance box you have removed from the printer and exposed to air for a long period of time. The box will not absorb any more ink.
- To view the replacement procedure on the LCD screen before the message appears, select maintenance > **Replace Maintenance Box** > **Borderless Maintenance Box** > **How To...**.

1. Check the LCD screen to determine which maintenance box needs to be replaced.

2. Select **Borderless Maintenance Box** > **How To...** and follow the on-screen instructions.

Parent topic: Replacing Consumables

Related concepts

Purchase Epson Ink and Maintenance Boxes

Related references

Optional Equipment and Replacement Parts

Adjusting Print Quality

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

If running these utilities does not solve the problem, you may need to replace the ink cartridges, clean the roll paper feeder, or run a Power Cleaning.

Print Head Maintenance

Print Head Maintenance

Print head maintenance ensures the best print quality.

Perform the following maintenance functions as necessary:

- **Print Head Nozzle Check**: Check for clogged nozzles before each print job or if you have not used the printer for an extended period of time. Inspect the printed check pattern and clean the print head if you notice faint or missing areas.
- **Print Head Cleaning**: Clean the print head if you notice faint areas or gaps in your printouts.
- **Print Head Alignment**: Adjust the position of the print head if your printouts are grainy or out of focus.
- **Paper Feed Adjust**: Adjust the paper feed if you are unable to resolve banding issues even after cleaning and aligning the print head.

Print Head Nozzle Check
Print Head Cleaning
Media Setting Optimization

Parent topic: Adjusting Print Quality

Related tasks
Removing and Installing Ink Cartridges

Print Head Nozzle Check

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

Checking the Nozzles Using the Product Control Panel
Checking the Nozzles Using a Computer Utility

Parent topic: Print Head Maintenance

Related references
Maintenance Menu

Checking the Nozzles Using the Product Control Panel

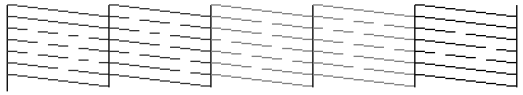
You can check the print head nozzles using the control panel on your product.

1. Make sure roll paper or cut sheet paper A4-size or larger is loaded in the printer.
2. Make sure the correct paper type is selected.
3. Select maintenance > **Print Head Nozzle Check**.
4. Make sure the displayed paper source matches the paper source for the paper you loaded and then select **Start**.

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

   Print head is clean

   Print head needs cleaning

   
6. Do one of the following:
   - If there are no gaps, select **O** to exit.
   - If there are gaps or the pattern is faint, select **X** to perform head cleaning.
7. Follow the instructions on the screen to clean the print head, check the nozzles, and repeat the process as necessary.

   Cleaning takes about 5 to 6 minutes.

Parent topic: Print Head Nozzle Check

Related tasks

Loading Cut Sheets in the Rear Manual Feeder
Loading Media in the Front Manual Feeder

Loading Cut Sheets in the Paper Cassette
Loading Roll Paper
Cleaning the Print Head Using the Product Control Panel
Running a Power Cleaning Using the Product Control Panel

Checking the Nozzles Using a Computer Utility

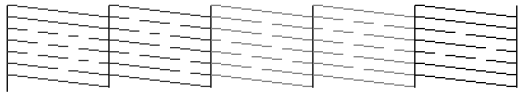
You can check the print head nozzles using a utility on your Windows or Mac computer.

1. Load roll or cut sheet paper A4-size or larger in the printer.
2. Make sure the correct paper type is selected.
3. Do one of the following:
   - **Windows 11:** On the right side of the Windows taskbar, click the up arrow, click the icon, and then click on your product.
   - **Windows (other versions):** 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 **Properties** or **Printing preferences**, and click on the **Utility** 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**.
4. Click **Print Head Nozzle Check**.
5. Click **Print**.

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

   Print head is clean

   Print head needs cleaning

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

   If there are gaps or the pattern is faint, perform head cleaning.

Parent topic: Print Head Nozzle Check

Related tasks

Loading Cut Sheets in the Rear Manual Feeder
Loading Media in the Front Manual Feeder
Loading Cut Sheets in the Paper Cassette
Loading Roll Paper
Cleaning the Print Head Using a Computer Utility
Running a Power Cleaning Using a Computer Utility

Print Head Cleaning

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

Consider the following when preparing to clean the print head:

- Ink is consumed during print head cleaning. Clean the print head only if the print quality declines.
- Print head cleaning and Power Cleaning consume ink from all cartridges, even if you print primarily in black and white.
- You cannot clean the print head if an ink cartridge is expended, and may not be able to clean it when a cartridge is low. You must replace the ink cartridge first.
- Power Cleaning consumes more ink than print head cleaning. Check the remaining ink level in advance, and prepare a new ink cartridge before you start cleaning if the ink is low. If the nozzles are still clogged after performing Power Cleaning, turn off the printer and leave it off overnight. If the nozzles are still clogged, contact Epson for support.
- Prepare a new maintenance box if the current maintenance box is low on space. Because ink used during cleaning does not evaporate quickly, repeated head cleanings can fill the maintenance box.
- You cannot clean the print head if the temperature conditions are not within specifications. See the link below.
- The printer may automatically perform head cleaning to help maintain print quality.

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

Parent topic: Print Head Maintenance

Related references

Optional Equipment and Replacement Parts

Environmental Specifications

Related tasks

Replacing the Borderless Maintenance Box

Replacing the Maintenance Box

Removing and Installing Ink Cartridges

Cleaning the Print Head Using the Product Control Panel

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

1. Load roll or cut sheet paper in the printer.
2. Make sure the correct paper type is selected.
3. Select maintenance > **Head Cleaning**.
4. Select **Start** to start the cleaning cycle.

   Note: A typical head cleaning cycle takes about 5 to 6 minutes.

   The power light begins flashing. When the cleaning cycle is finished, the power light stops flashing and a confirmation screen appears.

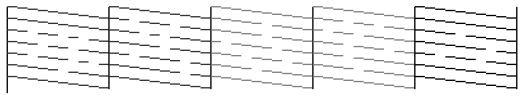
   Caution: Never turn off the product during a cleaning cycle or you may damage it.

5. Select **Yes** to print a nozzle check pattern.

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

Print head is clean

Print head needs cleaning



7. Follow the instructions on the screen to clean the print head, check the nozzles, and repeat the process as necessary.

If you don't see any improvement after cleaning the print head three times, run a Power Cleaning.

Parent topic: Print Head Cleaning

Related tasks

Loading Cut Sheets in the Rear Manual Feeder
Loading Media in the Front Manual Feeder
Loading Cut Sheets in the Paper Cassette
Loading Roll Paper
Checking the Nozzles Using the Product Control Panel
Running a Power Cleaning Using the Product Control Panel

Cleaning the Print Head Using a Computer Utility

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

1. Load roll or cut sheet paper in the printer.
2. Make sure the correct paper type is selected.
3. Do one of the following:

   - **Windows 11:** On the right side of the Windows taskbar, click the up arrow, click the icon, and then click on your product.

- **Windows (other versions):** 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 **Properties** or **Printing preferences**, and click on the **Utility** tab.
- 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 Cleaning**.
5. Select **Cleaning** and then click **Next**.
6. Click **Start** to begin the cleaning cycle.

   Note: A typical head cleaning cycle takes about 5 to 6 minutes.

   The power light begins flashing. When the cleaning cycle is finished, the power light stops flashing and a confirmation screen appears.

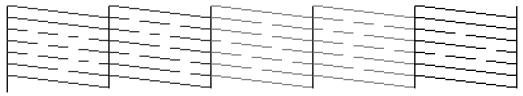
   Caution: Never turn off the product during a cleaning cycle or you may damage it.

7. Click **Print Head Nozzle Check**.
8. Click **OK**.

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

   Print head is clean

   Print head needs cleaning



10. Follow the instructions on the screen to clean the print head, check the nozzles, and repeat the process as necessary.

If you don't see any improvement after cleaning the print head three times, run a Power Cleaning.

Parent topic: Print Head Cleaning

Related tasks

Loading Cut Sheets in the Rear Manual Feeder
Loading Media in the Front Manual Feeder
Loading Cut Sheets in the Paper Cassette
Loading Roll Paper
Checking the Nozzles Using a Computer Utility
Running a Power Cleaning Using a Computer Utility

Running a Power Cleaning Using the Product Control Panel

If print head nozzles are still clogged after cleaning the print head several times, run the **Power Cleaning** utility from the product control panel. This process consumes a lot of ink to clean the clogged nozzles.

Note: Prepare a new maintenance box if the current maintenance box is low on space. If you perform a Power Cleaning more than once, the maintenance box may fill up sooner than expected. Power cleaning consumes more ink than a regular head cleaning. Check the ink cartridge levels before starting a Power Cleaning cycle and prepare new cartridges, as necessary.

1. Load roll or cut sheet paper in the printer.
2. Make sure the correct paper type is selected.
3. Select maintenance > **Power Cleaning**.
4. Select **Next**.

   A confirmation message appears.
5. Select **Start** to begin the power cleaning cycle.

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

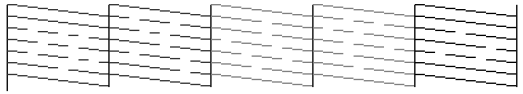
   Note: The power cleaning cycle takes about 5 minutes.
6. Select **Yes** to print a nozzle check pattern.

The nozzle pattern prints.

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

Print head is clean

Print head needs cleaning



If nozzles are still clogged, turn off the printer and leave it off overnight. If nozzles are still clogged, contact Epson for support.

Parent topic: Print Head Cleaning

Related concepts

Purchase Epson Ink and Maintenance Boxes

Related references

Where to Get Help (U.S. and Canada)

Where to Get Help (Latin America)

Related tasks

Loading Cut Sheets in the Rear Manual Feeder

Loading Media in the Front Manual Feeder

Loading Cut Sheets in the Paper Cassette

Loading Roll Paper

Checking the Nozzles Using the Product Control Panel

Cleaning the Print Head Using the Product Control Panel

Checking Ink and Maintenance Box Status on the LCD Screen

Running a Power Cleaning Using a Computer Utility

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

1. Load roll or cut sheet paper in the printer.
2. Make sure the correct paper type is selected.
3. Do one of the following:
   - **Windows 11:** On the right side of the Windows taskbar, click the up arrow, click the icon, and then click on your product.
   - **Windows (other versions):** 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 **Properties** or **Printing preferences**, and click on the **Utility** tab.
   - 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 Cleaning**.
5. Select **Power Cleaning** and then click **Next**.

   A confirmation message appears.
6. Read the message, select the checkbox, and click **Next**.
7. Click **Start** to begin the cleaning cycle.

   Note: Power Cleaning takes about 5 minutes.

   The power light begins flashing. When the cleaning cycle is finished, the power light stops flashing and a confirmation screen appears.

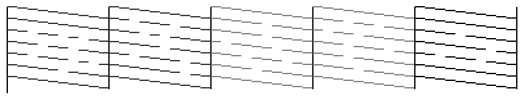
   Caution: Never turn off the product during a cleaning cycle or you may damage it.
8. Click **Print Head Nozzle Check**.
9. Click **OK**.

   The nozzle pattern prints.

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

Print head is clean

Print head needs cleaning



11. Follow the instructions on the screen to clean the print head, check the nozzles, and repeat the process as necessary.

If you don’t see any improvement after running a Power Cleaning several times, turn off the printer and leave it off overnight or longer, and then turn it on and check the results. If the nozzles are still clogged, contact Epson Support.

Parent topic: Print Head Cleaning

Related concepts

Purchase Epson Ink and Maintenance Boxes

Related references

Where to Get Help (U.S. and Canada)

Where to Get Help (Latin America)

Related tasks

Loading Cut Sheets in the Rear Manual Feeder

Loading Media in the Front Manual Feeder

Loading Cut Sheets in the Paper Cassette

Loading Roll Paper

Checking the Nozzles Using a Computer Utility

Cleaning the Print Head Using a Computer Utility

Checking Ink and Maintenance Box Status with Windows

Checking Ink and Maintenance Box Status - Mac

Media Setting Optimization

Optimize the media settings when you have registered media settings or when you have changed any Advanced settings for saved media settings. This helps correct any individual differences between the media and the printer settings.

Be sure to run both a **Paper Feed Adjust** and a **Print Head Alignment**.

Before you make adjustments, note the following:

- Adjustment varies depending on the loaded media. Make adjustments using the media on which you want to print and select the paper type that matches the paper in the printer. When adjusting using non-Epson paper, make sure you register the custom paper in advance.
- When you add a paper setting value, be sure to select the name set in **Custom Paper Setting** from the printer's menu as the **Paper Type**.
- Run a nozzle check before you align the print head. If there are any gaps in the nozzle check pattern, clean the print head.
- Load paper that is at least A4 (8.3 × 11.7 inches [210 × 297 mm]) size or larger.

Adjusting the Paper Feed Using the Product Control Panel
Aligning the Print Head Using the Product Control Panel

Parent topic: Print Head Maintenance

Related tasks
Checking the Nozzles Using the Product Control Panel
Loading Cut Sheets in the Rear Manual Feeder
Loading Media in the Front Manual Feeder
Loading Cut Sheets in the Paper Cassette
Loading Roll Paper

Adjusting the Paper Feed Using the Product Control Panel

If your printouts are grainy or blurry, or you still see dark or light horizontal bands, you may need to adjust the paper feed using the product control panel.

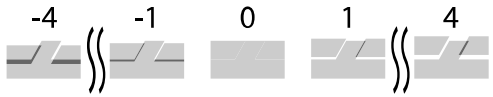
1. Load the roll paper or cut sheet paper that you want to print on in the printer.

   Note: Load paper that is A4-size or larger.

2. Make sure the correct paper type is selected.

   Note: If you are using commercially available paper, make sure you create the custom paper settings in advance.

3. Select Menu > **Paper Setting** > paper source > **Print Adjustments** > **Paper Feed Adjust**.
4. Select **Start** to print the adjustment patterns.
5. Follow the instructions on the LCD screen to select the best result in each pattern set. Look for the result that looks closest to a rectangle with no design. In the following example, 0 is the best choice:



6. Once you have made selections for all adjustment patterns, select **OK**.

   A confirmation screen is displayed.

7. Select **OK**.

   When adjustments are complete, the Home screen is displayed.

Parent topic: Media Setting Optimization

Related tasks

Creating Custom Paper Settings Using the Control Panel
Loading Cut Sheets in the Rear Manual Feeder
Loading Media in the Front Manual Feeder
Loading Cut Sheets in the Paper Cassette
Loading Roll Paper

Related topics

Using Epson Media Installer

Aligning the Print Head Using the Product Control Panel

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.

1. Load the roll paper or cut sheet paper you want to print on in the printer.

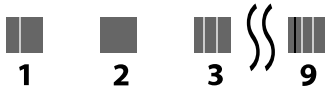
   Note: Load paper that is at least this size or larger: A4 (8.3 × 11.7 inches [210 × 297 mm]).

2. Make sure the correct paper type is selected.

   Note: If you are using commercially available paper, make sure you create the custom paper settings in advance.

3. Select Menu > **Paper Setting** > **Print Adjustments** > **Print Head Alignment**.
4. Select **Start**.

   The printer prints the adjustment patterns.
5. Follow the instructions on the LCD screen to select the best result in each pattern set. Look for the result with the least visible streaks. In the following example, 2 is the best choice:



6. Once you have made selections for all adjustment patterns, select **OK**.

   A confirmation screen is displayed.
7. Select **OK**.

When adjustments are complete, the Home screen is displayed.

Parent topic: Media Setting Optimization

Related tasks

Loading Cut Sheets in the Rear Manual Feeder
Loading Media in the Front Manual Feeder
Loading Cut Sheets in the Paper Cassette
Loading Roll Paper

Maintenance and Transportation

See the instructions in these sections to maintain your printer for optimum results, or to move or transport your printer.

Cleaning Your Product
Cleaning the Platen
Cleaning the Roll Paper Feed Slot
Replacing the Cutter
Cleaning the Print Head Cap Area
Moving or Transporting Your Product

Cleaning Your Product

To keep your product working at its best, you should clean it regularly (about once a month).

Note: Do not use a hard brush, benzene, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside.

1. Remove any paper from the product.
2. Turn off the product.
3. Make sure the printer and the LCD screen have turned off and then unplug the power cable.
4. Disconnect any connected cables.
5. Use a soft, clean cloth to remove any dust or dirt from the outside of the product.
6. If your product is still dirty, dampen the cloth with a small amount of water and a mild detergent, firmly wring it out, and then wipe the printer's surface. Then wipe away any remaining moisture with a soft, dry cloth.

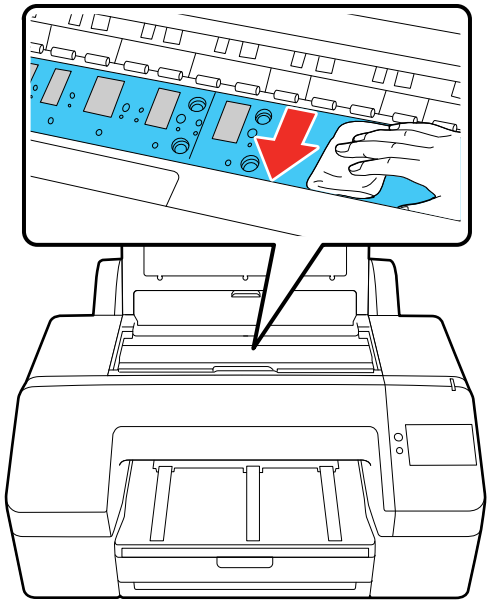
Parent topic: Maintenance and Transportation

Cleaning the Platen

You should clean the interior of the printer about once a month to prevent ink and paper particles from accumulating in the printer. Carefully follow the steps here to clean the platen to remove ink, paper particles, and lint.

Caution: If ink remains on these parts, it could transfer to your printouts. Continued use of your product with ink, paper particles, or lint on these surfaces could damage the print heads or clog the nozzles.

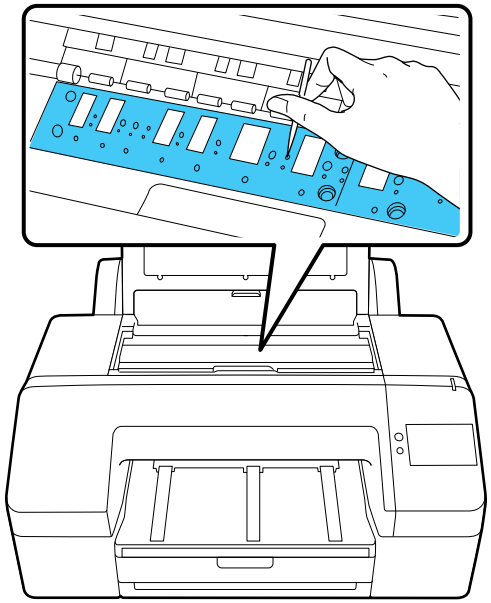
1. Turn off the product, wait for the LCD screen to turn off, and unplug the power cable from the electrical outlet.
2. Wait for one minute before continuing.
3. Open the printer cover.
4. Use a soft, lint-free cloth to thoroughly remove dust and dirt from the platen as shown here. Wipe from the back to the front of the platen to avoid spreading the dirt.



Caution: Do not touch the ink tubes inside the printer or the printer may be damaged. Do not touch the rollers or ink absorption parts (parts in gray above) or prints may be soiled.

Note: For stubborn dirt, dampen a soft cloth with neutral detergent. Wring it out and clean the platen as shown above. Dry the platen with a soft, dry, lint-free cloth when you are finished.

5. If any paper particles have accumulated in the holes shown here, use a pointed object such as a toothpick to push the material into the holes.



6. Close the printer cover, plug in the power cord, and turn the product back on.

Parent topic: Maintenance and Transportation

Cleaning the Roll Paper Feed Slot

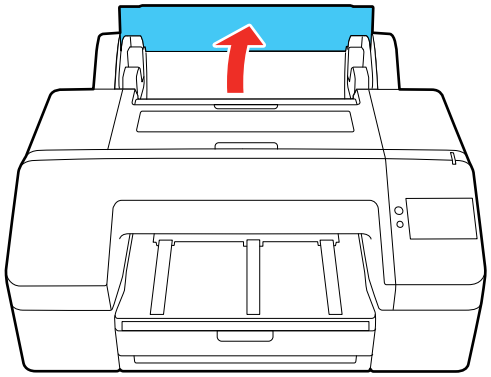
To keep your product working at its best, you should clean the roll paper feed slot once a year using a new cleaning sheet.

Note: You can use a cleaning sheet only once.

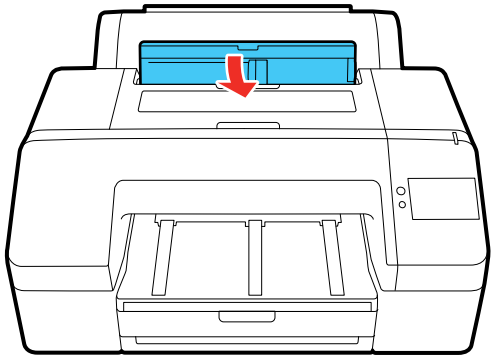
You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit proimaging.epson.com (U.S.) or proimaging.epson.ca (Canada), select your product series and product, and click the **Where to Buy** button. Or call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

1. Turn on the printer.

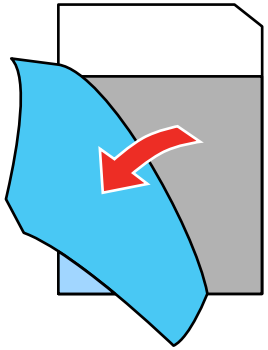
2. Make sure **Load paper** is displayed on the LCD screen and then select the icon.
   A screen appears with guidance on how to load roll paper. Ignore these instructions.
3. Open the roll paper cover. Remove the roll paper, if necessary.



Note: Close the paper support if it is open.

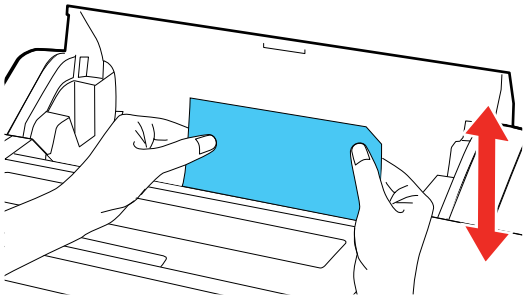


4. Remove the protective film from the cleaning sheet.



Note: Do not touch the adhesive on the sheet (the dark gray area).

5. With the adhesive facing toward you, insert the cleaning sheet on the left side of the printer until it reaches the end of the roll paper feed slot, then pull it out. Repeat this two to three times. Repeat for the center and right side of the roll paper feed slot.



Note: If the cleaning sheet gets fed through the printer, select the icon and then remove the cleaning sheet.

6. Select **Cancel** on the LCD screen.

Note: If you want to stop a pending job, press the power button to turn off the printer. If you want to continue a job, load the correct paper to print on.

Parent topic: Maintenance and Transportation

Related references

Optional Equipment and Replacement Parts

Related tasks

Removing Roll Paper

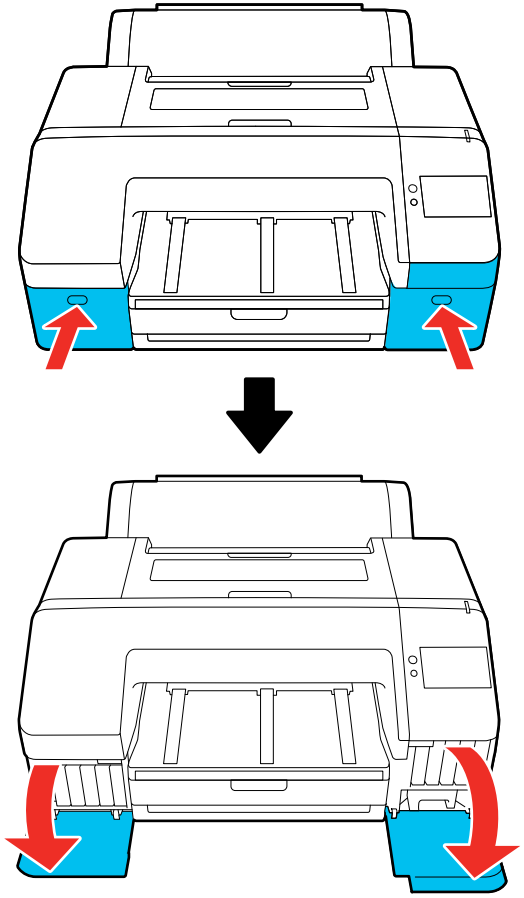
Replacing the Cutter

If you notice that your paper does not cut cleanly, you may need to replace the cutter.

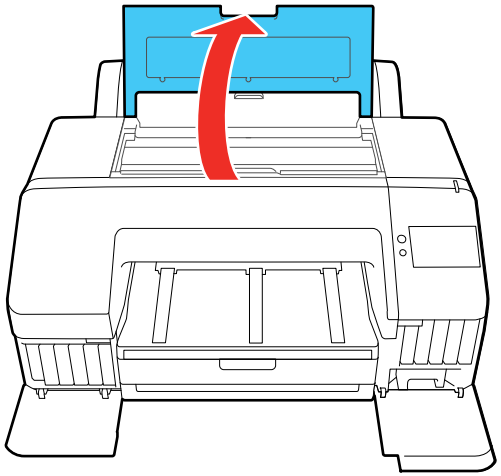
Note: Take care not to damage the cutter blade. Dropping it or knocking it against hard objects may chip the blade.

1. Turn off the printer.
2. Remove any paper from the printer.

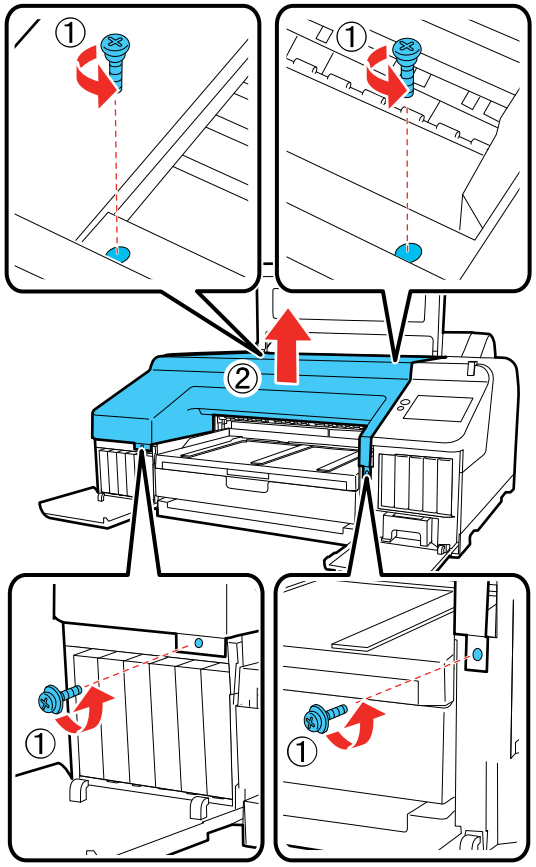
3. Open the left and right ink cartridge covers.



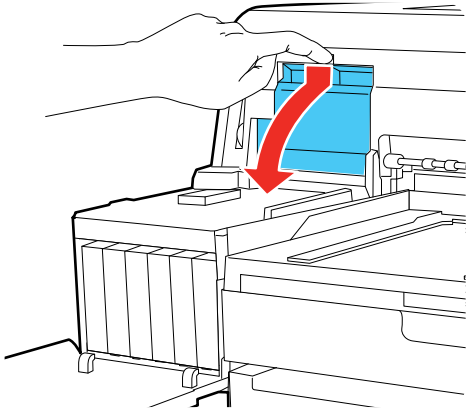
4. Open the printer cover.



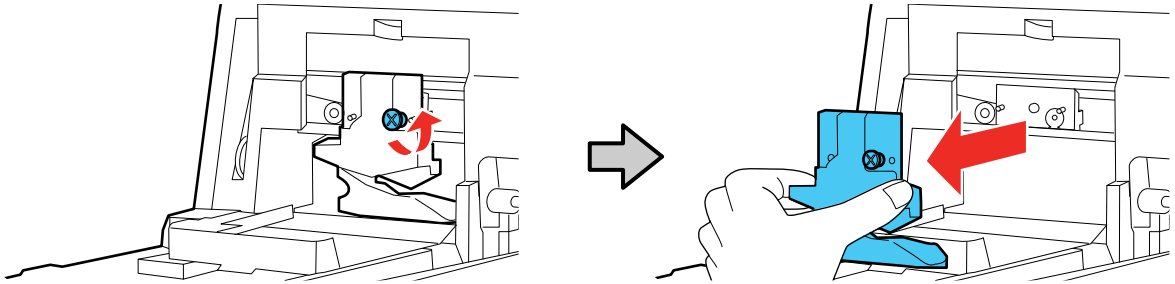
5. Use a Phillips-head screwdriver to remove the four screws securing the front cover, then remove the front cover.



6. Press in on the tab on the cutter cover, release it, and pull down on the cutter cover to open it.

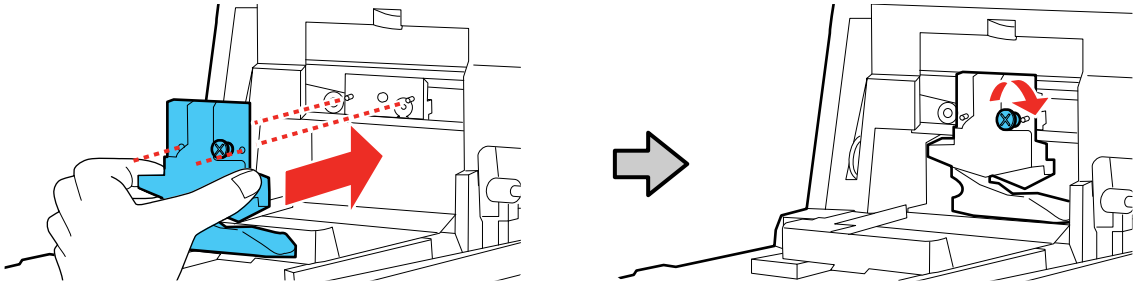


7. Loosen the screw holding the cutter in place and carefully remove the cutter.

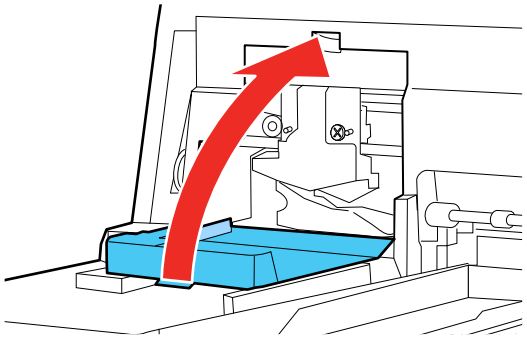


Warning: Keep the cutter out of the reach of children. The blade is sharp and can cause injury.

8. Align the pin on the new cutter with the hole in the product and insert it. Tighten the cutter screw securely.

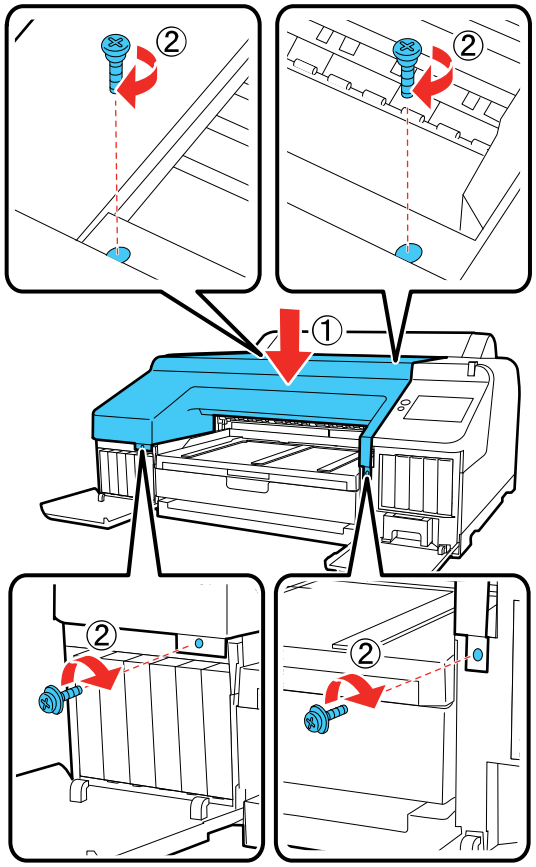


9. Close the cutter cover as shown and press it in until it clicks into place.



10. Replace the front cover. Insert and tighten the four screws.

Note: Use the screws with washers to secure the front section of the cover.



Note: If the front cover is not properly replaced, an error occurs and the printer does not respond.

11. Close the printer cover.
12. Close the left and right ink cartridge covers.

Parent topic: Maintenance and Transportation

Related references

Optional Equipment and Replacement Parts

Cleaning the Print Head Cap Area

If the print head is clogged and automatic cleaning does not fix the issue, you can clean the print head and the area around the caps using the optional cleaning sticks (part number C13S090013).

Caution: Before beginning the cleaning process, note the following:

- Do not touch any circuit boards or any parts inside the printer besides those which need to be cleaned. Doing so may cause the printer to malfunction or print quality may decline.
- Always use new cleaning sticks, or dirt may be transferred into the printer.
- Do not touch the tip of the cleaning stick. This may reduce the cleaning effect.
- Touch a metal object before cleaning to discharge any static electricity.
- Do not use an organic solvent such as alcohol to wipe the caps, as it may damage the print head.
- Do not move the print head by hand. Doing so could damage the printer.
- If paper is loaded in the printer, remove it.

1. On the LCD screen, select the maintenance icon > **Capping Station/Wiper Cleaning** > **Start**.
   The print head moves to the cleaning position.
2. Select **How To...** and then follow the on-screen instructions.
3. Select **Done** to return the print head to its home position.

Parent topic: Maintenance and Transportation

Related references

Optional Equipment and Replacement Parts

Related tasks

Removing Roll Paper

Moving or Transporting Your Product

If you need to move or transport your product, prepare it as described here.

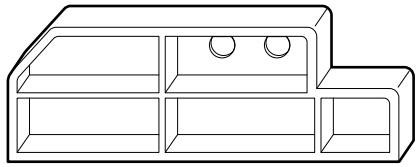
Caution: During transportation and storage, follow these guidelines:

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

- Only hold the printer from the areas outlined below or you may damage the product.
- Leave the ink cartridges installed. Removing the cartridges can dry out the print head and may prevent the product from printing, or ink may leak.

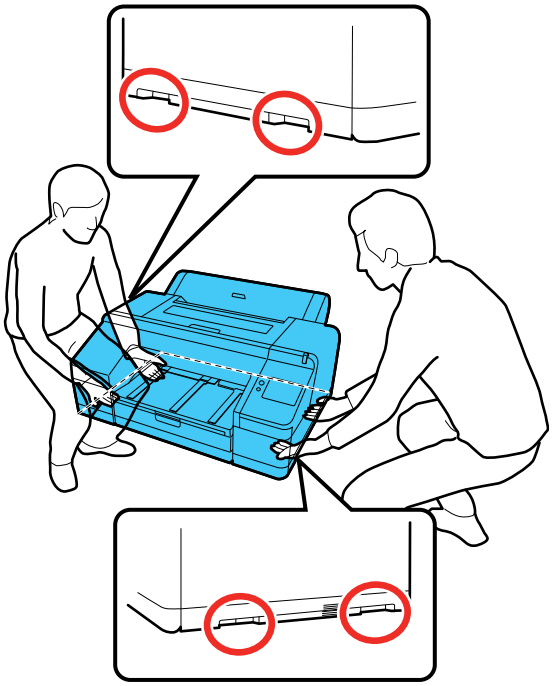
Note: Before storing your product for a long period, replace low, expended, or expired ink to help prevent the print head from drying out. Store your product in a cool, dry place.

1. Remove all the paper from the product.
2. Turn off the product.
3. Unplug the power cable.
4. Disconnect any connected cables.
5. Make sure to reinstall the plastic protective piece you removed during setup so that the print head is secure. See the printer's *Start Here* sheet and attach it in its original position in the reverse order of removing it.



6. Close any open covers on the printer.

7. Have two people lift the printer by placing their hands in the indentations on the left and right sides as shown.



Warning: This product is heavy and requires two people to move it.

8. Place the product in its original packing materials, if possible, or use equivalent materials with cushioning around the product. Make sure the box adequately protects the product control panel.
9. After transporting the product, remove the plastic protective piece from the print head, connect the power cable, and turn on the product.
10. Run a print head nozzle check and clean the print head, if necessary.

Parent topic: Maintenance and Transportation

Related concepts

Print Head Nozzle Check
Print Head Cleaning

Solving Problems

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

Checking for Software Updates
Product Status Messages
Resetting Control Panel Defaults
Solving Printer Problems
Solving Network Problems
Solving Printing Problems
Solving Paper Problems
Solving Print Quality Problems
Uninstall Your Product Software
Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Checking for Software Updates

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

- **Windows**: You can also manually update the software by:
  - **Windows 11:** Clicking the up arrow on the right side of the Windows taskbar, clicking the icon, clicking on your product, and then selecting **Software Update**.
  - **Windows (other versions):** 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 , and then selecting **Software Update**.
  - Clicking on the **Utility** tab in the printer settings window and selecting **Software Update**

  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, 10.13.x, 10.14.x, 10.15.x, 11.x, 12.x, 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 Status Messages

You can often diagnose problems with your product by checking the messages on the LCD screen.

LCD screen message	Condition/solution
Change paper settings Paper setting in the printer driver is different from paper information registered in the printer. Change paper setting from the application or the driver. For details, see your documentation.	To change paper information that was registered using Epson Media Installer, load the paper and then use the control panel. You can also use Epson Media Installer to change paper information for paper that has not been loaded. Depending on the version of Epson Media Installer you are using, you may not be able to change the paper information. Check the media settings on the driver to determine which media is being used. To change the media, select **Paper Setting** > paper source > **Change Paper type** > **Paper Type**, and select the media that matches the driver setting. You can also select **Use Printer Settings** when you select the media, which will default to the paper that is set on the LCD screen.
We recommend replacing the auto cutter blade. For details, see your documentation.	The cutter has worn out. Replace the cutter.
TCP/IP configuration failed The combination of the IP address and the subnet mask is invalid. See your documentation for more details.	Enter the correct values for the IP address and the default gateway. Check with your network administrator if you do not know the correct values.

LCD screen message	Condition/solution
Communication between the network and the printer is unstable. You may be able to resolve this by setting IEEE802.3az (Energy Efficient Ethernet) to "Off". See your documentation for details.	See the links below or contact your network administrator for more details.
The initial password is the product's serial number. Please check the serial number. For more details, please refer to the user manual.	See the link below for more details.
The initial password is provided on the label attached to the product. For more details, please refer to the user manual.	
Recovery Mode	The printer restarted in recovery mode because the firmware update failed. Make sure you downloaded the latest firmware from the Epson website and that the computer and printer are connected via USB. Then try updating the firmware again.
A printer part needs to be replaced Contact Epson Support. For details, see your documentation. XXXXXXXX (maintenance request code)	A part used in the printer is nearing the end of its service life. Contact Epson for support and provide them with the displayed maintenance request code. The error persists until you replace the requested part. If you continue to use the printer, a printer error will occur.

LCD screen message	Condition/solution
Printer error. Turn power off and on again. If the problem persists, contact Epson support. XXXXXXXX (service code)	An error message occurs when: • The power cable is not connected securely • An error occurs that cannot be cleared When a printer error has occurred, the printer automatically stops printing. Turn off the printer, disconnect the power cable from the outlet and the printer, and reconnect them. Turn the printer on and off several times. If the same error message is displayed on the LCD screen, contact Epson for support and provide them with the displayed service code.

Parent topic: Solving Problems

Related references

Forgot the Administrator Password

Related tasks

Replacing the Cutter

Setting a Password and Locking the Control Panel

Related topics

Wi-Fi or Wired Networking

Resetting Control Panel Defaults

If you have a problem with settings on the product control panel, you can reset them to their factory defaults. You can choose which settings to reset or reset them all.

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

1. Select Menu > **General Settings** > **System Administration** > **Restore Default Settings**
2. Select one of these options:
   - **Network Settings**: Resets all network settings.
   - **Clear All Data and Settings**: Resets all control panel settings except date and time, length unit, and language settings.

   You see a confirmation screen.

3. Select **Yes** to reset the selected settings. (Select **No** if you want to cancel the operation.)

Parent topic: Solving Problems

Related tasks

Setting a Password and Locking the Control Panel

Solving Printer Problems

Check these sections if you have problems operating your product.

Product Does Not Turn On or Turns Off Unexpectedly
LCD Screen Shuts Off
Media Does Not Cut Cleanly
Red Light Shines Inside the Printer
Product Stops Printing Unexpectedly
Forgot the Administrator Password
Software Installation Problems

Parent topic: Solving Problems

Product Does Not Turn On or Turns Off Unexpectedly

If the product does not turn on or turns off unexpectedly, try these solutions:

- Make sure the power cable is securely connected.
- Make sure the power outlet works by connecting the power cable for another electronic device.
- Turn off or adjust the **Power Off Timer** setting as necessary.
- If the product turned off due to a power outage or was unplugged before being turned off, the printhead may not be correctly capped. If the printhead is left uncapped for a long time, the print quality may decline. Turn on the printer and then turn it off to make sure the printhead is capped (returns to the home position).

Parent topic: Solving Printer Problems

Related tasks

Changing the Power Off Timer Settings

LCD Screen Shuts Off

If the LCD screen shuts off intermittently, the printer may be in sleep mode. Try these solutions:

- Press the touchscreen or any of the buttons on the control panel to exit sleep mode.

- You can adjust the delay time before the product enters sleep mode in the Basic Settings menu.

Parent topic: Solving Printer Problems

Related references

Basic Settings Menu

Related tasks

Changing the Sleep Timer Settings

Media Does Not Cut Cleanly

If the built-in cutter does not cleanly cut your media, replace the cutter.

Depending on the paper, if **Quick Cut** on the control panel is set to **On**, the paper may not be cut cleanly.

Parent topic: Solving Printer Problems

Related references

Paper Setting Menu

Related tasks

Replacing the Cutter

Red Light Shines Inside the Printer

The red light always shines inside the printer. This is normal.

Parent topic: Solving Printer Problems

Product Stops Printing Unexpectedly

If your product stops printing unexpectedly, try these solutions:

- Make sure the power cable is securely connected.
- Check the messages on the control panel. If an error has occurred, follow the instructions on the screen to clear the error.
- If an error occurs during printing, the print queue enters **Pause** status and stops printing. Do one of the following to check the status of the print queue:
  - In Windows, double-click the printer icon in the **Devices and Printers**, **Printers**, or **Printers and Faxes** folder; if printing is paused, open the **Printer** menu and clear the **Pause** check box.
  - On a Mac, select **System Preferences** > **Printers & Scanners** or **Print & Fax** > **Open Print Queue**. Double-click the icon for any printer that is **Paused** and click **Resume Printer**.

Parent topic: Solving Printer Problems

Related references

Product Status Messages

Forgot the Administrator Password

The preset value for the administrator password is the product serial number. Check the label on the back of the product to locate the serial number. We recommend that you change the preset password as soon as possible to prevent unauthorized access.

If you forgot the administrator password you created during network setup, contact Epson for support.

Parent topic: Solving Printer Problems

Related references

Where to Get Help (U.S. and Canada)

Where to Get Help (Latin America)

Software Installation Problems

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

- Make sure your product is turned on and any necessary cables are securely connected at both ends. If you still have problems installing software, disconnect the cable and carefully follow the instructions on the *Start Here* sheet. Also make sure your system meets the requirements for your operating system.
- Close any other programs, including screen savers and virus protection software, and install your product software again.
- In Windows, make sure your product is selected as the default printer and the correct port is shown in the printer properties.
- For Mac, make sure your product is shown in the printer list. Click **System Preferences** or **System Settings** > **Printers & Scanners** or **Print & Fax**. If the printer name is not displayed, add the printer.
- If you see any error message or your software does not install correctly in Windows, you may not have software installation privileges. Contact your system administrator.
- If you are printing over a network, make sure your product is set up properly on the network.
- If the USB cable is not recognized, try using a different USB cable.

Parent topic: Solving Printer Problems

Related references

Windows System Requirements

Mac System Requirements

Related topics

Wi-Fi or Wired Networking

Solving Network Problems

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

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

Product Cannot Connect to a Wireless Router or Access Point

Network Software Cannot Find Product on a Network

Product Does Not Appear in Mac Printer Window

Wired Network Connection Becomes Unstable

Cannot Print Over a Network

Parent topic: Solving Problems

Product Cannot Connect to a Wireless Router or Access Point

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

- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the Wi-Fi icon on your product's LCD screen is not lit or does not appear, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.
- Make sure to place your product within contact range of your router or access point. Avoid placing your product near a microwave oven, cordless phone, or large metal object, such as a filing cabinet.
- Verify that your router or access point is operating correctly by connecting to it from your computer or another device.
- Print a network connection report and check the codes and messages on the report to help determine the cause of the problem.
- You may need to disable the firewall and any anti-virus software on your wireless router or access point.
- Try restarting your router following the instructions in your router documentation.

Note: If you are reading these instructions online, you will lose your Internet connection when you restart your router.

- Check to see if access restrictions, such as MAC address filtering, are set on the router or access point. If access restrictions are set, add your product's MAC address to your router's address list. To obtain your product's MAC address, print a network status sheet. Then follow the instructions in your router or access point documentation to add the address to the list.
- If your router or access point does not broadcast its network name (SSID), follow the instructions that came with your product to enter your wireless network name manually.
- If your router or access point has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.
- Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.
- If you cannot connect your product to a device using Wi-Fi Direct, you may have exceeded the maximum number of devices connected to your product (8). Print a network status sheet or access Web Config on the browser for your device and check the number of connected devices. If 8 devices are already connected, disconnect a device by deleting the product's SSID from the Wi-Fi screen of that device. If fewer than 8 devices are connected, check the accuracy of your other network settings, move your device closer to your product, and try connecting again.
- If you are using a Wi-Fi Direct connection that suddenly disconnects, the Wi-Fi Direct password on your device may have been changed. If necessary, delete the existing **DIRECT-xxxxxxxx** connection settings from your device and enter a new password. See your device documentation for instructions.

Parent topic: Solving Network Problems

Related tasks

Printing a Network Connection Report
Printing a Network Status Sheet

Network Software Cannot Find Product on a Network

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

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

- Print a network connection report and check the codes and messages on the report to help determine the cause of the problem.
- Make sure your product is not connected to a guest network.
- If necessary, reinstall your product software and try running EpsonNet Setup again:
  1. Reset your product's network settings to their factory defaults.
  2. **Windows only:** Uninstall your product software.
  3. Restart your router following the instructions in your router documentation.

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

  4. Download your product software from the Epson website using the instructions on the *Start Here* sheet.
- If you have replaced your router, reinstall your product software to connect to the new router.
- Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing detection of your device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.
- Try accessing any website from your computer to make sure that your computer's network settings are correct. If you cannot access any website, there is a problem on the computer. Check the network connection of the computer. See the documentation provided with the computer for details.

Parent topic: Solving Network Problems

Related tasks

Printing a Network Connection Report

Product Does Not Appear in Mac Printer Window

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

- Turn your product off, wait 30 seconds, then turn it back on again.
- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the Wi-Fi icon on your product's LCD screen is not lit, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.
- If you are connecting the product wirelessly via EpsonNet Setup and the Wi-Fi icon on your product's LCD screen is not lit, make sure your product software was installed correctly. If necessary, reinstall your software.

Parent topic: Solving Network Problems

Related concepts

Uninstall Your Product Software

Wired Network Connection Becomes Unstable

When you connect the product to a wired network using a router or access point that supports IEEE 802.3az (Energy Efficient Ethernet), the connection may become unstable, you may be unable to connect to the product, and the communication speed may become slow. If you experience any of these issues, follow the steps below to disable IEEE 802.3az and then connect your product again.

1. Disconnect the Ethernet cables connected to the computer and your product.
2. Disable IEEE 802.3az for the computer's network adapter if it is enabled (check your operating system's Ethernet connection settings).
3. Connect the computer and your product directly with an Ethernet cable.
4. Print a network connection report from your product.
5. Check the printer's IP address on the network connection report.
6. On the computer, open a web browser and enter your product's IP address from the network connection report.
7. Select **Network Settings** > **Ethernet**.
8. Select **OFF** for IEEE 802.3az. and click **Next**.
9. Click **Settings** and remove the Ethernet cable connecting the computer and your product.
10. If you disabled IEEE 802.3az for your computer's network adapter, enable it.
11. Reconnect the Ethernet cables from the router or access point to your computer and product.

    If problems still occur, other devices on the network may be causing them.

Parent topic: Solving Network Problems

Related tasks

Printing a Network Connection Report

Cannot Print Over a Network

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

- Make sure that your product is turned on.
- Make sure you install your product's network software as described in your product documentation.

- Print a network status sheet and verify that the network settings are correct. If the network status is **Disconnected**, check any cable connections and turn your product off and then on again.
- Print a network connection report and check the codes and messages on the report to help determine the cause of the problem.
- If you are using TCP/IP, make sure the product's IP address is set correctly for your network. If your network does not assign IP addresses using DHCP, set the IP address manually.
- Make sure that the latest version of your product's Epson printer driver is installed. If a genuine Epson printer driver is not installed, the available functions are limited. If the printer driver is not correctly installed, uninstall and reinstall the printer driver.
- If network printing is slow, print a network status sheet and check the signal strength. If it is poor, place your product closer to your router or access point. Avoid placing your product near a microwave oven, cordless phone, or large metal object, such as a filing cabinet.
- Try restarting your router following the instructions in your router documentation.

  Note: If you are reading these instructions online, you will lose your Internet connection when you restart your router.

- Connect your product directly via USB and try to print. If you are able to print, there is a problem with the network settings. Verify your network settings before reconnecting your product to the network.
- Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing printing from a device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.
- Check your wired LAN router or access point to see if the LED for the port to which your product is connected is on or flashing. If the link LED is off, try the following:
  - Make sure the Ethernet cable is securely connected to your product and to your router, access point, switch, or hub.
  - Try connecting your product to a different port or a different router, access point, switch, or hub.
  - Try connecting with a different Ethernet cable.
  - Try printing to your product from another computer on the network.

Parent topic: Solving Network Problems

Related concepts

Uninstall Your Product Software

Related tasks

Printing a Network Connection Report

Printing a Network Status Sheet

Solving Printing Problems

Check these sections if you have problems printing with your product.

Nothing Prints

Print Head Moves But Nothing Prints

Parent topic: Solving Problems

Nothing Prints

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

- Make sure your printer is turned on.
- Make sure there are no error messages on the product's LCD screen.
- Make sure any interface cables are connected securely at both ends. If you have a spare cable, try connecting with the spare cable.
- Check the model and specifications of the interface cable to see if the cable is appropriate for your computer and printer.
- If you connected your printer to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your printer directly to your computer instead of the hub.
- Make sure the USB hub is recognized correctly on the computer. Disconnect all USB hubs from the computer and connect the printer directly to the computer's USB port.
- Make sure the USB cable length does not exceed 10 feet (3 m).
- If you are printing from a computer running a Windows operating system, make sure that the printer is turned on and in ready status. Load paper A4-size or larger and then try printing a test page from the printer driver (right-click on the printer icon, then select **Properties** > General tab > **Print Test Page**). If you are able to print a test page, check the application you are trying to print from. If you are unable to print a test page, re-check the items above.

  Note: The "Driver Version" shown on the test page is the version number of the Windows internal driver. This differs from the Epson printer driver version that you installed.

Parent topic: Solving Printing Problems

Print Head Moves But Nothing Prints

If the print head is moving and nothing prints, try these solutions:

- Print a nozzle check pattern. If the pattern does not print correctly, clean the print head again. (If the printer has not been used for a long time the nozzles may be clogged.)

Parent topic: Solving Printing Problems

Related concepts

Print Head Nozzle Check
Print Head Cleaning

Solving Paper Problems

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

Paper Feeding Problems
Image Is Not Positioned Correctly On the Media
Paper Jam Problems

Parent topic: Solving Problems

Paper Feeding Problems

If you have problems feeding paper, try these solutions:

- Make sure paper is loaded in the correct orientation. Load cut sheets vertically (short edge first).
- For best results, follow these guidelines:
  - Use new, smooth, high-quality paper that is not damp, curled, creased, old, too thin, or too thick.
  - Follow any special loading instructions that came with the paper.
  - Load paper just before printing.
- If roll paper does not feed, cut the end straight across and uncurl it by rolling it backward, if necessary. Then reload the paper.
- If wrinkles appear on roll paper, adjust the **Back Tension** setting.
- If you cannot insert paper easily into the paper feed slot, make sure the paper is perfectly flat and not curled.
- Do not load more than one piece of cut sheet paper.
- Make sure your paper meets the specifications for your product.

- If paper feeds at an angle, make sure **Detect Paper Skew** is set to **On** in the **Printer Settings** menu.
- If paper does not eject correctly, decrease the **Paper Suction** setting for the loaded paper type.
- Make sure that paper is not jammed inside the product.
- Make sure you are using the product at the proper room temperature.
- If you are using paper that curls easily, make sure you are in an environment with a room temperature of 73 °F (23 °C) or higher.

Parent topic: Solving Paper Problems

Related references

Paper Specifications
Environmental Specifications
Paper Setting Menu

Image Is Not Positioned Correctly On the Media

If the printed image is not positioned correctly on your media, try these solutions:

- Make sure you loaded the media correctly and selected the correct margin and start positions for it on the product control panel.
- Check the print area in the settings of your print application and the printer.
- Make sure the correct **Page Size** option is selected in the print settings. If the option selected for **Roll Width** or **Paper Size** in the printer driver does not match the paper that is loaded in the printer, the print may not be in the correct position or some of the data may be printed off of the paper.
- If **Paper Size Check** is set to **Off**, the printer may print outside the bounds of the paper. Change the setting to **On**.
- Check the **Top Margin** settings in the Paper Settings on the control panel. The **Top Margin** settings on the control panel are given priority over the margin settings of your print application.

Parent topic: Solving Paper Problems

Paper Jam Problems

If paper has jammed in the printer and a message appears on the LCD screen, follow the steps here to clear the jam.

1. Check the error message displayed on the LCD screen.
2. Select **Start**.
3. Select **See Description** and follow the on-screen instructions to remove the jammed paper.

Parent topic: Solving Paper Problems

Solving Print Quality Problems

Check these sections if you have problems with print quality.

Nozzle Check Pattern Prints Incorrectly
Overall Print Quality is Poor
Lines Are Misaligned
Prints are Scuffed or Smeared
Prints are Wrinkled
Margins Appear in Borderless Prints

Parent topic: Solving Problems

Nozzle Check Pattern Prints Incorrectly

If the nozzle check pattern does not print correctly, try these solutions:

- Clean the print head and print the check pattern again. If cleaning the print head several times does not solve the problem, run a **Power Cleaning**.
- If nozzles are still clogged after head cleaning at the strongest level, leave the product turned off overnight and check the nozzles again. If you still cannot clear the nozzles, contact Epson support.
- If the printer has not been used for a long time, nozzles may be dried and clogged. Turn the printer on at least once every few weeks and print a nozzle check pattern to prevent the nozzles from clogging.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Maintenance

Related references

Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Overall Print Quality is Poor

If you notice that your print quality is uneven, too light, too dark, or there are lines in the print (banding), 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 clogs are not cleared after cleaning the print head three times, run a Power Cleaning. If the situation does not improve after running a Power Cleaning, clean the capping station and wiper, and then clean the print head again. If you cleaned the print head another three times and the situation has not improved, turn off the product and leave it off overnight or longer. When turned off for some time, the clogged ink may dissolve. Turn on the printer and check the results. If the print quality still has not improved, contact Epson Support.
- Align the print head.
- Adjust the paper feed.
- Make sure you are using genuine Epson ink cartridges. If you use non-Epson ink cartridges, printouts may be faint, or the color of the printed image may be uneven because the remaining ink level is not correctly detected.
- Make sure your ink cartridges have not expired. For best results, use ink cartridges before the expiration date printed on the package (within six months of installation in the printer). Replace expired cartridges with new ones.
- Shake the cartridges before installing them in the printer.
- Make sure you selected the correct **Media Type** setting in the printer driver that matches the paper loaded in the printer.
- Compare the print result with the image on your computer screen. Since monitors and printers produce colors differently, printed colors and screen colors do not always look the same.
- Make sure that the printer cover is closed during printing.
- Check the ink levels on the LCD screen. Replace any cartridges that are low on ink. If there is a difference in color after replacing the ink cartridge, try cleaning the print head a few times.
- Enable color management in the software application or in the printer driver.
- If you are using non-Epson media, make sure you create a custom paper configuration for the media.
- If you have registered settings for non-Epson media, perform uni-directional printing. Follow the steps below to clear the checkbox for **High Speed** in the printer driver.
  - Windows: On the Main tab, select **Quality** from **Level**.
  - Mac: Select **Print Settings** from the list, and then select the **Advanced Color Settings** tab.
- Check the quality setting that you selected in the printer driver. Using a faster printing method may decrease the overall print quality. Select **Level** options that prioritize quality over speed.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Maintenance

Check Cartridge and Maintenance Box Status

Related references

Where to Get Help (U.S. and Canada)

Where to Get Help (Latin America)

Related tasks

Creating Custom Paper Settings Using the Control Panel

Cleaning the Print Head Cap Area

Removing and Installing Ink Cartridges

Related topics

Using Epson Media Installer

Lines Are Misaligned

With bidirectional printing, the print head prints while moving left and right. If the print head is misaligned, ruled lines may be misaligned as a result. If you see vertical lines in the (bidirectional) print output, align the print head.

Parent topic: Solving Print Quality Problems

Related concepts

Media Setting Optimization

Prints are Scuffed or Smeared

If your prints are scuffed or smeared, try these solutions:

- Make sure your paper meets the specifications for your product.
- Do not use paper with folds or creases and always use new media.
- If you are using cut sheet paper, check that changes in humidity and temperature have not made the paper wavy or curled up on the edges. Load the paper just before printing and do not use wavy or curled paper. For roll paper, cut off any wavy or curled parts and then load the roll again. For cut sheets, use new paper.
- If the surface of the paper is scuffed, select a wider **Platen Gap** setting. If results do not improve, set **Paper Setting** or **Custom Paper Setting** > **Paper Eject Roller** to **Use (Heavy Load)** or **Use (Light Load)**.

  Caution: The **Paper Eject Roller** setting may damage glossy paper.

If your prints are still scuffed, try selecting a wider **Platen Gap Offset** setting.

Note: The **Platen Gap Offset** setting cannot be set wider or narrower than the value set for **Platen Gap**.

- If ink is smeared on your prints, clean the rollers and the paper cassette printing path. For roll paper, load blank A2 or 17-inch wide paper and select ✂ > **Forward** to feed it through the printer. Paper is fed as long as the icon is pressed. Once the paper comes out clean, cleaning is complete. Then select ✂ to cut the paper. For the paper cassette printing path, load several sheets of A2 (16.5 × 23.4 inches [420 × 594 mm]) or 17-inch wide paper in the paper cassette. On the Home screen, select the maintenance icon > **Paper Guide Cleaning** and then select **Start**. Select **Run Again**, as needed, until the sheets come out clean, and then select **Done**.
- If you are using non-Epson media, make sure you create a custom paper configuration for the media.
- Lower the **Color Density** setting in the Paper Configuration dialog in the printer driver.
- Make sure the **Paper Size Check** setting is set to **On**, or the printer may print outside the edges of the loaded paper and smear ink on the back of the print.
- Depending on the print density and type of paper you are using, the ink may take a while to dry. Do not stack the prints until the ink is completely dry.
- Make sure that the printer driver's **Media Type** settings match the paper that you are using.
- If the bottom edge is scuffed, try widening the bottom margin.
- If the trailing edge is scuffed while printing, create your data with a wider margin.
- If the printhead is scuffing the edge of the paper, set a larger **Top Margin** in the paper settings.
- If the left or right edges of the paper are scuffed while printing, create your data with a wider left or right margin. If the situation does not improve, rotate the data 90 degrees in the printer driver or your software before you print.
- If you are printing multiple pages and **Auto Cut** is set to **Never Cut**, the area between pages may be scuffed. Widen the margin between pages.
- Try cleaning inside of the printer and the roll paper feeder.

Parent topic: Solving Print Quality Problems

Related references

Paper Specifications
Paper Setting Menu
Maintenance Menu

Paper Configuration Options - Windows

Related tasks

Creating Custom Paper Settings Using the Control Panel

Cleaning the Roll Paper Feed Slot

Cleaning the Platen

Related topics

Using Epson Media Installer

Prints are Wrinkled

If you see wrinkles on your prints, try the following to solve the problem:

- Dry the paper after printing.
- Roll out the paper and stretch it.
- Lower the ink density in the **Paper Configuration** dialog in the printer driver.
- Lower the resolution in the **Level** setting in the printer driver.
- Make sure you are operating the printer at normal room temperature. The normal operating range for Epson special media is 59 to 77 °F (15 to 25°C), 40 to 60% humidity. For information about other paper types, see the documentation supplied with the paper.
- Make sure you selected the correct **Media Type** setting in the printer driver that matches the paper loaded in the printer.
- If you are using non-Epson media, make sure you create a custom paper configuration for the media.

Parent topic: Solving Print Quality Problems

Related references

Environmental Specifications

Paper Configuration Options - Windows

Related tasks

Creating Custom Paper Settings Using the Control Panel

Related topics

Using Epson Media Installer

Margins Appear in Borderless Prints

If borderless prints still have margins, try these solutions:

- Check the print settings selected in your print application you are using, as well as the printer driver.
- Make sure that the paper settings on the LCD screen match the paper you loaded.
- Make sure borderless enlargement is not set to **Min** in the printer driver.
- Paper that is stored incorrectly may expand or contract. Make sure you have stored the paper according to the manufacturer's specifications.
- Check that the paper you are using supports borderless printing.
- If you are using roll paper, change the **Adjust Cut Position** setting. This may reduce the margins at the top and bottom of the print.

Parent topic: Solving Print Quality Problems

Related references

Paper Setting Menu
Supported Paper Widths for Borderless Printing

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 printer software to solve certain problems.

1. Turn off the product.
2. Disconnect any interface cables.
3. Close all applications running on your computer.
4. Do one of the following:
   - **Windows 11**: Click , then search for **Settings** and select it. Select **Apps** or **System** > **Apps & features**. Then select the program you want to uninstall and select **Uninstall**.

- **Windows 10**: Right-click and select **Control Panel** > **Programs** > **Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

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

  Select your product again, if necessary, then select **OK**, and click **Yes** to confirm the uninstallation.
- **Windows 8.x**: Navigate to the **Apps** screen and select **Control Panel** > **Programs** > **Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

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

  Select your product again, if necessary, then select **OK**, and click **Yes** to confirm the uninstallation.
- **Windows (other versions)**: Click or **Start**, and select **All Programs** or **Programs**. Select **Epson**, select your product, then click **EPSON Printer Software Uninstall**.

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

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

5. Restart your computer, then re-install your software.

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

Parent topic: Uninstall Your Product Software

Related references

Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

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 re-installing your product software does not solve a problem, contact Epson support.

1. To download the Uninstaller utility, visit epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and select your product.
2. Click **Downloads**.
3. Select your operating system, click **Utilities**, locate the Uninstaller utility, and click **Download**. (If you do not see an Uninstaller utility, search for "Uninstaller" using the site search field.)
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

Related references

Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Where to Get Help (U.S. and Canada)

Epson provides technical support and information on the installation, configuration, and operation of professional printing products through the Epson Preferred Limited Warranty Plan. Dial (888) 377-6611, 7 a.m. to 4 p.m., Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice.

Note: If you experience difficulty with the toll-free number, call (562) 276-1305 (U.S.).

Before you call, make sure you have your printer serial number and proof of purchase.

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

Note: For help using any other software on your system, see the documentation for that software for technical support information.

Purchase Supplies and Accessories

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit proimaging.epson.com (U.S.) or proimaging.epson.ca (Canada), select your product series and product, and click the **Where to Buy** button. Or call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Parent topic: Solving Problems

Where to Get Help (Latin America)

If you need additional help with your Epson product, contact Epson.

Epson provides these technical support services:

Internet Support

Visit Epson's support website at latin.epson.com/support and select your product for solutions to common problems. You can download drivers, firmware, and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Note: For help using any other software on your system, see the documentation for that software for technical support information.

Speak to a Support Representative

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

- Product name
- Product serial number (located on a label on the product)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Then call:

Country	Telephone
Argentina	(54 11) 5167-0300 0800-288-37766
Bolivia*	800-100-116
Brazil	For the support phone number for your product, visit Epson's support website at epson.com.br/suporte, select your product, and click the **Contact Us** tab.
Chile	(56 2) 2484-3400
Colombia	Bogota: (57 1) 602-4751 Other cities: 01-8000-915235
Costa Rica	800-377-6627
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: 0800-10-126
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, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit latin.epson.com or call your nearest Epson sales office.

Parent topic: Solving Problems

Technical Specifications

These sections list the technical specifications for your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S.) or this site (Canada) for information on how to return your Epson products for proper disposal.

Windows System Requirements
Mac System Requirements
Printing Specifications
Paper Specifications
Printable Area Specifications
Ink Specifications
Dimension Specifications
Electrical Specifications
Environmental Specifications
Interface Specifications
Network Interface Specifications
Safety and Approvals Specifications

Windows System Requirements

To use your product and its software, your computer should meet these requirements.

Microsoft Windows OS version (32- and 64-bit compatible)	Windows 11, Windows 10, Windows 8.x, Windows 7, Windows Server 2022, Windows Server 2019, Windows Server 2016, Windows Server 2012 R2, Windows Server 2012, Windows Server 2008 R2, Windows Server 2008
CPU	Intel Core 2 Duo 3.05 GHz or more
Memory	4 GB or more
Hard disk space available	64 GB or more
Display resolution	WXGA (1280 × 800) or higher
Connection method	USB, Ethernet, or Wi-Fi

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America), select your product, and select **Downloads**.

Parent topic: Technical Specifications

Mac System Requirements

To use your product and its software, your Mac should meet these requirements.

OS X version	10.9.5 or later
CPU	Intel Core2 Duo 2 GHz or more
Memory	8 GB or more
Hard disk space available	128 GB or more
Display resolution	1440 × 900 or higher
Connection method	USB, Ethernet, or Wi-Fi

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America), select your product, and select **Downloads**.

Parent topic: Technical Specifications

Printing Specifications

Printing method	On-demand inkjet
Printhead	AMC MicroPiezo
Nozzle configuration	180 nozzles × 10 colors
Ink droplet volume	1.5 pl minimum
Resolution	5760 × 1440 dpi maximum
Built-in memory	1 GB
Printer language	ESC/P raster (undisclosed command)

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.
- Do not use paper that is wrinkled, scuffed, torn, or dirty.

Cut sheet paper

Size	A4 (8.3 × 11.7 inches [210 × 297 mm])
	A3 (11.7 × 16.5 inches [297 × 420 mm])
	13 × 19 inches (330 × 483 mm)
	A2 (16.5 × 23.4 inches [420 × 594 mm])
	Letter (8.5 × 11 inches [216 × 279 mm])
	Legal (8.5 × 14 inches [216 × 356 mm])
	8 × 10 inches (203 × 254 mm)
	9 × 12 inches (229 × 305 mm)
	10 × 12 inches (254 × 305 mm)
	11 × 14 inches (279 × 356 mm)
	11 × 17 inches (279 × 432 mm)
	12 × 12 inches (305 × 305 mm)
	12 × 18 inches (305 × 457 mm)
	16 × 20 inches (279 × 432 mm)
	17 × 22 inches (432 × 559 mm)
Thickness	0.003 to 0.06 inch (0.08 to 1.5 mm)
	Poster board: 0.031 to 0.059 inch (0.8 to 1.5 mm)

Roll paper

Paper feed method	Friction feed (auto switching between cut sheet and roll paper)
Core size	2 inches (51 mm) and 3 inches (76 mm)
Outer diameter	2-inch core: up to 4 inches (103 mm)
	3-inch core: up to 6 inches (150 mm)
Width	8 inches (203 mm) to 17 inches (432 mm)
Length	2-inch core: up to 147 feet (45 m)
	3-inch core: up to 100 feet (30.5 m)
Thickness	0.00315 to 0.0196 inch (0.08 to 0.5 mm)

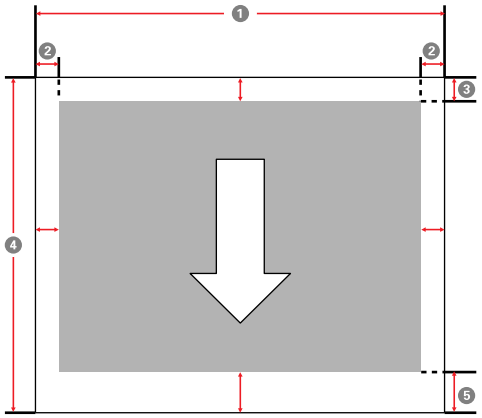
Parent topic: Technical Specifications

Printable Area Specifications

In the illustrations below, the gray area represents the printable area; the white arrow indicates the direction in which the paper is ejected. If the margin set in an application is larger than the following setting values, sections beyond the specified margins are not printed. For example, if 15 mm is selected for the left and right margins in the printer menus and the document fills the page, the 15 mm at the left and right sides of the page will not be printed.

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

Roll paper



Note: Margins may change depending on the margin settings that you select. If you select **Save Roll Paper** on the printer driver's Main tab, the top and bottom margins of the paper are set to 0 mm. The margins listed below are the standard settings. When printing with the left and right borderless setting, the left and right margins are set to 0 mm. When printing with the borderless on all sides setting, all margins are set to 0 mm.

1 Printable width: 8 inches (203 mm) to 17 inches (432 mm)

2 Left/right margin: 0.12 inches (3 mm)

3 Top margin: 0.12 to 0.59 inches (3 to 15 mm)*

4 Printable length: 5 inches (127 mm) up to 59 feet (18 m)**

Note: Actual maximum print length depends on print application, paper size, printer driver settings, and operating system.

5 Bottom margin: 0.12 to 1.38 inches (3 to 35 mm)*

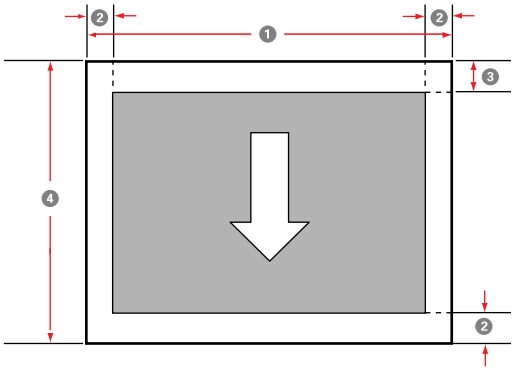
* For these paper types the default top and bottom margins are 0.8 inch (20 mm): Epson Premium Glossy Photo Paper (250), Epson Premium Semigloss Photo Paper (250), Epson Premium Luster Photo Paper (260), and Epson Premium Semimatte Photo Paper (260).

** The maximum printable length using the Epson driver is 49.2 feet (15 m). To print longer images, you need to use third-party banner printing software.

Note:

- Even if the margins change, the printed size does not change.
- Printing is distorted when the trailing edge of the roll paper comes off the core. Make sure the trailing edge does not come inside the printing area.

Cut sheets



Note: When printing borderless, the left and right margins are set to 0.

1	Printable width: 8 inches (203 mm) to 17 inches (432 mm)
2	Left/right/bottom margin: 0.12 inches (3 mm)
3	Top margin: 0.12 inches/0.55 inches (3 mm/14 mm)
4	Printable length: 10 to 24 inches (254 to 610 mm)

Parent topic: Technical Specifications

Ink Specifications

Note: This product is designed to work with genuine Epson inks. Non-Epson ink or any other ink not specified for this printer could cause damage not covered by Epson's warranties.

Type	Dedicated ink cartridges UltraChrome PRO10 ink
Water-based pigment ink	Photo Black, Matte Black, Yellow, Vivid Magenta, Cyan, Gray, Vivid Light Magenta, Light Cyan, Light Gray, Violet
Use by date	See the expiration date printed on the package
Print quality guarantee	After installation: 6 months (when stored at normal temperatures)
Temperature	Transporting: –4 to 140 °F (–20 to 60 °C) • 72 hours at 140 °F (60 °C) • 4 days at –4 °F (–20 °C) • 1 month at 104 °F (40 °C) Uninstalled: –4 to 104 °F (–20 to 40 °C) • 4 days at –4 °F (–20 °C) • 1 month at 104 °F (40 °C) Installed: –4 to 104 °F (–20 to 40 °C) • 4 days at –4 °F (–20 °C) • 1 month at 104 °F (40 °C) Ink freezes at 14 °F (–10 °C) Ink thaws and is usable after 3 hours at 77 °F (25 °C)
Ink capacity	Ink cartridges: 200 ml Initial charging cartridges: 80 ml

Parent topic: Technical Specifications

Related references

Ink Cartridge and Maintenance Box Part Numbers

Dimension Specifications

Height	16 inches (405 mm)
Width	34 inches (863 mm)

Depth	Printing: 44.7 inches (1134 mm)
	30 inches (766 mm)
Weight (without ink cartridges)	Approximately 114.6 lb (52 kg)

Parent topic: Technical Specifications

Electrical Specifications

Power supply rating	AC 100 to 240 V
Rated frequency range	50/60 Hz
Input frequency range	49.5/60.5 Hz
Rated current	1.4 A
Power consumption (approximate)	Printing: 42 W (ISO/IEC24712)
	Ready mode: 17 W
	Sleep mode: 2.4 W
	Power off mode: 0.2 W

Parent topic: Technical Specifications

Environmental Specifications

Temperature

Operating: 50 to 95 °F (10 to 35 °C)

Operating (recommended): 59 to 77 °F (15 to 25 °C)

Storage (before unpacking): –4 to 140 °F (–20 to 60 °C)

- 120 hours at 140 °F (60 °C)
- 1 month at 104 °F (40 °C)

Storage (after unpacking): –4 to 104 °F (-20 to 40 °C)

- 1 month at 104 °F (40 °C)

Note: Make sure you use the printer at an altitude of 6561 feet (2000 m) or less.

Humidity

(non-condensing)

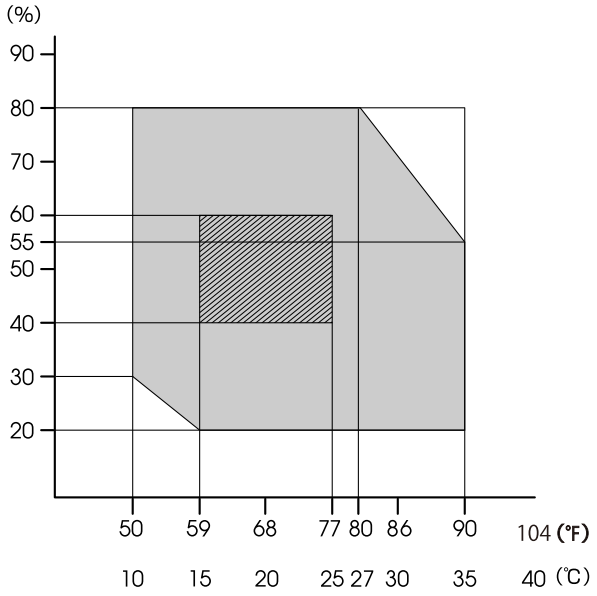
Operating: 20 to 80%

Operating (recommended): 40 to 60%

Storage: 5 to 85%

Temperature and humidity range

Operating: (diagonal lines represent recommended range)



Parent topic: Technical Specifications

Interface Specifications

USB Interface	Hi-Speed USB-Compatible with the Universal Serial Bus Specifications Revision 3.0
Ethernet Standards	IEEE802.3i (10BASE-T) IEEE802.3u (100BASE-TX) IEEE802.3az (supports power-saving models); connected device should comply with IEEE802.3az standards (use a category 5e or higher shielded twisted pair cable)

Parent topic: Technical Specifications

Network Interface Specifications

Wi-Fi

Standards	IEEE802.11b/g/n; IEEE802.11n (2.4 GHz, HT20 only) IEEE802.11a/n/ac (5 GHz)
Securities	WEP (64/128bit) WPA-PSK (TKIP) WPA2-PSK (AES) (complies with WPA2 standards with support for WPA/WPA2 Personal) WPA3-SAE WPA2-Enterprise (AES) (EAP-TLS/PEAPTLS/PEAPMSCHAPv2/EAP-TTLS) WPA3-Enterprise
Frequency range	IEEE802.11b/g: 2.4 GHz IEEE802.11n: 2.4 GHz (HT20 only) IEEE 802.11a/n/ac: 5 GHz

Communication mode	Infrastructure Wi-Fi Direct (Simple AP) (not supported for IEEE802.11b)
Network Printing Protocols/Functions	Windows: • EpsonNet Print (IPv4 only) • Standard TCP/IP (IPv4/IPv6) • WSD Printing (IPv4/IPv6) • IPP Printing (IPv4/IPv6) Mac: • Bonjour (IPv4/IPv6) • IPP Printing (IPv4/IPv6)
Security Protocols	SSL/TLS (HTTPS Server/Client, IPPS) IEEE802.1X IPsec/IP Filtering SNMPv3

Ethernet

Standards	IEEE802.3i (10BASE-T) IEEE802.3u (100BASE-TX) IEEE802.3az (Energy Efficient Ethernet); connected device should comply with IEEE802.3az standards

Note: Use a category 5e or higher shielded twisted pair cable for all interfaces.

Warning: To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

Parent topic: Technical Specifications

Safety and Approvals Specifications

United States	Safety: UL62368-1
	EMC: FCC part 15 Subpart B class A
Canada	Safety: CAN/CSA-C22 No. 62368-1-14
	EMC: CAN ICES-3 (A) / NMB-3 (A)

This equipment contains the following wireless module:

- Manufacturer: Epson
- Type: J26H005

Parent topic: Technical Specifications

Notices

Check these sections for important notices about your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S.) or this site (Canada) for information on how to return your Epson products for proper disposal.

Important Safety Instructions
FCC Compliance Statement
Binding Arbitration and Class Waiver
Trademarks
Copyright Notice

Important Safety Instructions

Before using your Epson product, read and follow these safety instructions.

General Product Safety Instructions
LCD Screen Safety Instructions
Wireless Connection Safety Instructions

Parent topic: Notices

General Product Safety Instructions

- Be sure to follow all warnings and instructions marked on the product.
- Use only the type of power source indicated on the product's label.
- Use only the power cord that comes with the product. Use of another cord may cause fires or shock. Do not use the cord with any other equipment. Do not modify the cord.
- Place the product near a wall outlet where the plug can be easily unplugged.
- Do not route the power cord near heaters or other heat sources.
- Connect your product to a properly grounded power outlet. Avoid plugging the product into an outlet on the same circuit as a photo copier or air control system that regularly switches on and off, or on an outlet controlled by a wall switch or timer.
- Connect all equipment to properly grounded power outlets.
- Be sure your power cable meets relevant safety standards of the area where you plan to use it.

- Do not connect too many cables to the power outlet for the power cord; the temperature could rise and cause a fire.
- Make sure the plug is fully inserted into the outlet.
- Do not connect the power cable to a power strip or a multi-outlet extension cord; otherwise an electric shock or fire could occur. Supply power directly from a household power outlet (100 V AC).
- Do not let the power cord become damaged or frayed. Place it to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of it and do not allow it to be stepped on or run over. Be careful to keep the cord straight at each end.
- Do not modify the power cable. Do not place anything heavy on the power cable. Do not bend, twist, or pull forcefully on the power cable.
- Do not use the power cord if it is damaged. An electric shock or fire could occur. If the power cord is damaged, contact your dealer or Epson Support.
- If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.
- Always turn off the product using the power button, and wait until the power light stops flashing before unplugging the product or cutting off power to the electrical outlet.
- If you will not be using the product for a long period, unplug the power cord from the electrical outlet.
- When unplugging the plug, grip the plug itself; do not pull the power cord.
- Unplug the plug regularly and clean between the blades and around the base of the blades. If the plug is plugged in for an extended period of time, dust collects around the base of the blades and a short circuit or fire could occur.
- Do not use the plug if dust or any other foreign objects have adhered to the plug; otherwise an electric shock or fire could occur.
- Place the product on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.
- Do not tilt the product more than 10 degrees in any direction while moving it. Doing so may cause the product to fall and cause damage or personal injury.
- Do not attempt to move the product alone; two people are required to move the product.

- When lifting the product, make sure you lift with your hands at the correct locations; otherwise, the printer may fall or you may be injured. See the link below or the *Start Here* sheet for details on lifting the product.
- Use correct posture when lifting the product.
- Make sure to remove all packing materials from the product and installation area.
- When placing the product on a stand with casters, make sure the casters are secured before you perform any work so that they do not move. If the stand moves while you are performing any work, it could cause an injury.
- When moving the product, make sure it is turned off, the power cables are unplugged from the outlets, and all connecting cables have been removed. Avoid steps and uneven surfaces. If cables are damaged, an electric shock or fire could occur.
- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
- Do not place or store the product outdoors.
- Do not place the product near excessive heat sources or in direct sunlight.
- Leave enough room around the product for sufficient ventilation. Do not block or cover openings in the cabinet or insert objects through the slots.
- Do not obstruct the vents on the product. If the vents are obstructed, the internal temperature could rise and cause a fire.
- Do not cover the printer with a cloth or install it in a location with poor ventilation.
- Make sure you secure sufficient space for installation of the product. See the link below.
- Do not install or store the printer in an unstable location or a location subject to vibrations from other equipment. The printer could fall or tip over and cause an injury.
- Do not install the printer in locations subject to oily smoke and dust, or in locations subject to humidity or where it could easily get wet. An electric shock or fire could occur.
- Keep the product away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- When connecting the product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Do not put your hands inside the product or touch the flat white cable or print head during printing.
- Do not touch any areas inside the printer except for those indicated in the product's documentation; otherwise, you may be shocked or burned.

- Do not sit on the product or place heavy objects on top of it.
- Do not move the print head by hand; this may damage the product.
- Do not insert or drop metallic or flammable items into the openings on the product.
- Do not spill liquid on the product or use the product with wet hands.
- Do not insert or unplug the plug with wet hands.
- Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.
- Except as specifically explained in your documentation, do not attempt to service the product yourself.
- Unplug the product and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the cabinet damaged; if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- When storing or transporting the product, do not tilt it, stand it on its side, or turn it upside down; otherwise ink may leak.
- Do not use the printer in locations with volatile substances such as alcohol or thinner, or near naked flames. An electric shock or fire could occur.
- Do not use the product if it is giving off smoke or if you notice any abnormal odors or noises. An electric shock or fire could occur. If any abnormalities occur, turn off the power and unplug the power cable immediately, then contact your dealer or Epson Support.
- Only route the cables as indicated in the *Start Here* sheet. When connecting cables or optional accessories, make sure they are installed in the correct direction and that you follow the procedures exactly.
- When opening and closing the roll paper cover, keep your hands away from the joint between the cover and the body of the product.
- If any foreign objects or liquids enter the printer, stop using it immediately. An electric shock or fire could occur. Turn off the power and unplug the power cable immediately and then contact your dealer or Epson Support.
- Keep your fingers away from the paper ejection rollers when the power is on and during printing. If your fingers get caught in the paper ejection rollers, they could be injured. Make sure the paper has been completely ejected before you pick it up.
- When removing jammed paper, do not forcibly pull out the paper or the paper cassette, and do not remove jammed paper from an unstable posture. The sudden momentum of pulling out the paper or paper cassette could result in injury.

- Pay careful attention when replacing the cutter and store the cutter in a location out of the reach of children. The cutter's blade could cause an injury.

Note: The lithium batteries in this product contain Perchlorate Material - special handling may apply. Click here for details.

Parent topic: Important Safety Instructions

LCD Screen Safety Instructions

- Use only a dry, soft cloth to clean the LCD screen. Do not use liquid or chemical cleansers. Never use volatile chemicals such as thinner, benzene, or alcohol. Doing so could damage the surface of the control panel.
- If the panel is particularly dirty, dampen the cloth with water containing a small amount of neutral detergent, firmly wring the cloth dry before using it to wipe the panel, and then finish by wiping with a soft, dry cloth.
- If the LCD screen is damaged, contact Epson. If the liquid crystal solution gets on your hands, wash them thoroughly using large volumes of soapy water. If the liquid crystal solution gets into your eyes, flush them with clean water for at least 15 minutes. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately. If liquid enters your mouth, see a doctor immediately. If ink is swallowed, swallow large quantities of water and vomit it back up, and see a doctor immediately.
- Do not press too hard on the LCD screen or subject it to heavy impacts. Doing so could damage the control panel.
- Use only your finger to operate the LCD screen; it may not respond when operated with wet fingers or gloved hands.
- Do not use a pointy or sharp object, such as a pen or your fingernail, to operate the LCD screen. Doing so could damage the control panel.
- Make sure to remove the protective film from the LCD screen before operating; otherwise it may not respond.
- If the LCD screen chips or cracks, do not touch or attempt to remove the broken pieces; contact Epson for support.
- Do not subject your product to sudden changes in temperature or humidity; this may cause condensation to develop inside the LCD screen and degrade its performance.
- The LCD screen may contain a few small bright or dark spots, and may display uneven brightness. These are normal and do not indicate that the screen is damaged in any way.

Parent topic: Important Safety Instructions

Wireless Connection Safety Instructions

Radio waves from this product may adversely affect the operation of medical equipment or automatically controlled devices, such as pacemakers, automatic doors or fire alarms. When using this product near such devices or inside a medical facility, follow the directions from authorized staff members at the facility, and follow all posted warnings and directions on the device to avoid causing an accident.

Parent topic: Important Safety Instructions

FCC Compliance Statement

For United States Users

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

WARNING

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

For Canadian Users

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

WARNING

This is a Class A product. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures.

Parent topic: Notices

Binding Arbitration and Class Waiver

1. DISPUTES, BINDING INDIVIDUAL ARBITRATION, AND WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS

1.1 **Disputes**. The terms of this Section 1 shall apply to all Disputes between you and Epson. The term "Dispute" is meant to have the broadest meaning permissible under law and includes any dispute, claim, controversy or action between you and Epson arising out of or relating to this Agreement, Epson branded products (hardware and including any related software), or other transaction involving you and Epson, whether in contract, warranty, misrepresentation, fraud, tort, intentional tort, statute, regulation, ordinance, or any other legal or equitable basis. "DISPUTE" DOES NOT INCLUDE IP CLAIMS, or more specifically, a claim or cause of action for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an "IP Claim"). You and Epson also agree, notwithstanding Section 1.6,that a court, not an arbitrator, may decide if a claim or cause of action is for an IP Claim.

1.2 **Binding Arbitration**. You and Epson agree that all Disputes shall be resolved by binding arbitration according to this Agreement. **ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED**. Pursuant to this Agreement, binding arbitration shall be administered by JAMS, a nationally recognized arbitration authority, pursuant to its code of procedures then in effect for consumer related disputes, but excluding any rules that permit joinder or class actions in arbitration (for more detail on procedure, see Section 1.6 below). You and Epson understand and agree that (a) the Federal Arbitration Act (9 U.S.C. §1, et seq.) governs the interpretation and enforcement of this Section 1, (b) this Agreement memorializes a transaction in interstate commerce, and (c) this Section 1 shall survive termination of this Agreement.

1.3 **Pre-Arbitration Steps and Notice**. Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to resolve the Dispute within the sixty (60) days), you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3131 Katella Ave., Los Alamitos, CA 90720 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at EAILegal@ea.epson.com or writing us at the Epson Address above. Notice of the Dispute shall include the sender's name, address and contact information, the facts giving rise to the

Dispute, and the relief requested (the "Dispute Notice"). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

1.4 **Small Claims Court**. Notwithstanding the foregoing, you may bring an individual action in the small claims court of your state or municipality if the action is within that court's jurisdiction and is pending only in that court.

1.5 **WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS. YOU AND EPSON AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING, INCLUDING WITHOUT LIMITATION FEDERAL OR STATE CLASS ACTIONS, OR CLASS ARBITRATIONS. CLASS ACTION LAWSUITS, CLASS-WIDE ARBITRATIONS, PRIVATE ATTORNEY-GENERAL ACTIONS, AND ANY OTHER PROCEEDING WHERE SOMEONE ACTS IN A REPRESENTATIVE CAPACITY ARE NOT ALLOWED. ACCORDINGLY, UNDER THE ARBITRATION PROCEDURES OUTLINED IN THIS SECTION, AN ARBITRATOR SHALL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY'S CLAIMS WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.**

1.6 **Arbitration Procedure**. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis (the "JAMS Rules"), available at http://www.jamsadr.com or by calling 1-800-352-5267, and under the rules set forth in this Agreement. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability or formation of this Agreement, including any claim that all or any part of this Agreement is void or voidable. Notwithstanding this broad delegation of authority to the arbitrator, a court may determine the limited question of whether a claim or cause of action is for an IP Claim, which is excluded from the definition of "Disputes" in Section 1.1 above. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator may award you the same damages as a court could, and may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

You may choose to engage in arbitration hearings by telephone. Arbitration hearings not conducted by telephone shall take place in a location reasonably accessible from your primary residence, or in Orange County, California, at your option.

a) Initiation of Arbitration Proceeding. If either you or Epson decides to arbitrate a Dispute, both parties agree to the following procedure:

(i) Write a Demand for Arbitration. The demand must include a description of the Dispute and the amount of damages sought to be recovered. You can find a copy of a Demand for Arbitration at http://www.jamsadr.com ("Demand for Arbitration").

(ii) Send three copies of the Demand for Arbitration, plus the appropriate filing fee, to: JAMS, 500 North State College Blvd., Suite 600 Orange, CA 92868, U.S.A.

(iii) Send one copy of the Demand for Arbitration to the other party (same address as the Dispute Notice), or as otherwise agreed by the parties.

b) Hearing Format. During the arbitration, the amount of any settlement offer made shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Epson is entitled. The discovery or exchange of non-privileged information relevant to the Dispute may be allowed during the arbitration.

c) Arbitration Fees. Epson shall pay, or (if applicable) reimburse you for, all JAMS filings and arbitrator fees for any arbitration commenced (by you or Epson) pursuant to provisions of this Agreement.

d) Award in Your Favor. For Disputes in which you or Epson seeks $75,000 or less in damages exclusive of attorney's fees and costs, if the arbitrator's decision results in an award to you in an amount greater than Epson's last written offer, if any, to settle the Dispute, Epson will: (i) pay you $1,000 or the amount of the award, whichever is greater; (ii) pay you twice the amount of your reasonable attorney's fees, if any; and (iii) reimburse you for any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing the Dispute in arbitration. Except as agreed upon by you and Epson in writing, the arbitrator shall determine the amount of fees, costs, and expenses to be paid by Epson pursuant to this Section 1.6d).

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section 1.6d) above does not limit your rights to attorney's fees and expenses under applicable law; notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

1.7 **Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section 1. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.**

1.8 **Amendments to Section 1**. Notwithstanding any provision in this Agreement to the contrary, you and Epson agree that if Epson makes any future amendments to the dispute resolution procedure and

class action waiver provisions (other than a change to Epson's address) in this Agreement, Epson will obtain your affirmative assent to the applicable amendment. If you do not affirmatively assent to the applicable amendment, you are agreeing that you will arbitrate any Dispute between the parties in accordance with the language of this Section 1 (or resolve disputes as provided for in Section 1.7, if you timely elected to opt-out when you first assented to this Agreement).

1.9 **Severability**. If any provision in this Section 1 is found to be unenforceable, that provision shall be severed with the remainder of this Agreement remaining in full force and effect. **The foregoing shall not apply to the prohibition against class or representative actions as provided in Section 1.5. This means that if Section 1.5 is found to be unenforceable, the entire Section 1 (but only Section 1) shall be null and void.**

Parent topic: Notices

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Parent topic: Notices

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A Note Concerning Responsible Use of Copyrighted Materials
Default Delay Times for Power Management for Epson Products
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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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