EPSON
EXCEED YOUR VISION

User's Guide

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Introduction

Where to Find Information

The latest version of the following manuals are available on the Epson support website.
http://www.epson.eu/Support (Europe)
http://support.epson.net/ (other than Europe)

❏ **Start Here (paper):**

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

❏ **User's Guide (PDF):**

Provides you with detailed operating, safety, and troubleshooting instructions. See this guide when using this product with a computer.
To view the PDF manual, you need Adobe Acrobat Reader 5.0 or later, or Adobe Reader.

Caution, Important and Note

Caution, Important, and Note in this manual are indicated as below and have the following meaning.

> ⚠ *Caution*
> *must be followed carefully to avoid bodily injury.*

> ***Important***
> *must be observed to avoid damage to your equipment.*

> ***Note***
> *contain useful tips and restrictions on product operation.*

Operating System Versions

In this manual, the following abbreviations are used.

❏ Windows 7 refers to Windows 7 Home Basic, Windows 7 Home Premium, Windows 7 Professional, and Windows 7 Ultimate.

❏ Windows Vista refers to Windows Vista Home Basic Edition, Windows Vista Home Premium Edition, Windows Vista Business Edition, Windows Vista Enterprise Edition, and Windows Vista Ultimate Edition.

❏ Windows XP refers to Windows XP Home Edition, Windows XP Professional x64 Edition, and Windows XP Professional.

❏ Mac OS X refers to Mac OS X 10.5.8, 10.6.x, 10.7.x.

Important Instructions

Safety Instructions

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

- ❏ Use only the power cord supplied with the product and do not use the cord with any other equipment. Use of other cords with this product or the use of the supplied power cord with other equipment may result in fire or electric shock.
- ❏ Be sure your AC power cord meets the relevant local safety standard.
- ❏ Never disassemble, modify, or attempt to repair the power cord, plug, printer unit, or options by yourself, except as specifically explained in the product's guides.
- ❏ Unplug the product and refer servicing to qualified service personnel under the following conditions: The power cord or plug is damaged; liquid has entered the product; the product has been dropped or the casing damaged; the product does not operate normally or exhibits a distinct change in performance. Do not adjust controls that are not covered by the operating instructions.
- ❏ Place the product near a wall outlet where the plug can be easily unplugged.
- ❏ Do not place or store the product outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity.
- ❏ Take care not to spill liquid on the product and not to handle the product with wet hands.

Product Advisories and Warnings

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

Setting up/using the product

- ❏ Do not block or cover the vents and openings in the product.
- ❏ Use only the type of power source indicated on the product's label.
- ❏ Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- ❏ Avoid electrical outlets controlled by wall switches or automatic timers.
- ❏ Keep the entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.

Important Instructions

- ❏ The power-supply cords should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the power-supply cords and do not allow the power-supply cords to be stepped on or run over. Be particularly careful to keep all the power-supply cords straight at the ends and the points where they enter and leave the transformer.

- ❏ If you use an extension cord with the product, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.

- ❏ If you plan to use the product in Germany, the building installation must be protected by a 10 or 16 amp circuit breaker to provide adequate short-circuit protection and over-current protection for the product.

- ❏ 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.

- ❏ Place the product on a flat, stable surface that extends beyond the base of the product in all directions. If you place the product by the wall, leave more than 10 cm between the back of the product and the wall. The product will not operate properly if it is tilted at an angle.

- ❏ When storing or transporting the product, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.

- ❏ Allow spaces behind the product for the cables, and space above the product so that you can fully raise the printer cover.

- ❏ Avoid places subject to rapid changes in temperature and humidity. Also, keep the product away from direct sunlight, strong light, or heat sources.

- ❏ Do not insert objects through the slots in the product.

- ❏ Do not put your hand inside the product during printing.

- ❏ Do not touch the white flat cable and ink tubes inside the product.

- ❏ Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.

- ❏ Do not move the print head by hand; otherwise, you may damage the product.

- ❏ Always turn the product off using the ⏻ button. Do not unplug the product or turn off the power at the outlet until the ⏻ light stops flashing.

- ❏ Before transporting the product, make sure that the print head is in the home (far right) position.

- ❏ Do not continue printing when the ink level is below the lower line on the ink tank. Continued use of the product when the ink level is below the lower line could damage the product. Epson recommends filling all ink tanks to the upper line when the product is not operating to reset the ink levels. If the ink tank is filled as specified above, this product provides an alert and stops operating at the estimated time so that the ink levels do not fall below the lower line on the ink tank.

- ❏ If you are not going to use the product for a long period, be sure to unplug the power cord from the electrical outlet.

- During the life of your product it may be necessary to replace the waste ink pad when it has become full. Whether and how often this is required will vary according to the number of pages you print, the type of material that you print and the number of cleaning cycles that the product performs. Epson Status Monitor, your LCD, or lights on the control panel will advise you when this part needs replacing. The need for replacement of the pad does not mean that your product has ceased to operate in accordance with its specifications. The replacement of this part is a routine product servicing activity within the product's specification and is not a problem which requires repair. The Epson warranty does not therefore cover the cost of this replacement. If your product needs the pad replaced this can be performed for you by any authorised Epson service provider. It is not a user-serviceable part.

Handling ink

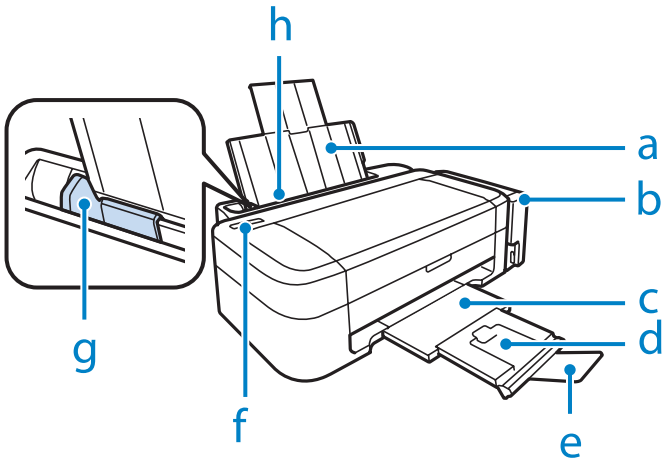
We will provide ink-related safety instructions and product advice/warnings in the linked section.

➡ "Refilling Ink" on page 31

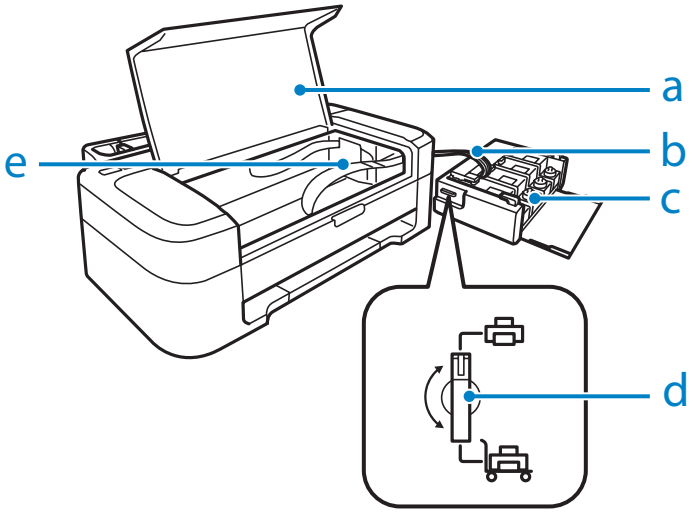
Getting to Know Your Product

Product Parts

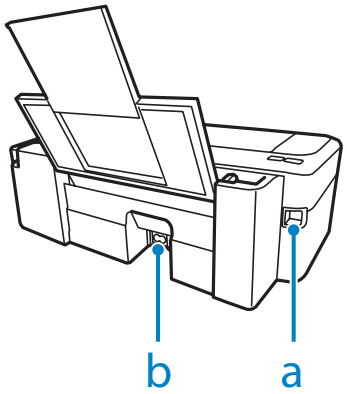
> ***Note:***
> *The illustrations in this manual may vary depending on the product.*



a.	Paper support
b.	Ink tank unit
c.	Output tray
d.	Output tray extension
e.	Stopper
f.	Control panel
g.	Edge guide
h.	Rear paper feed

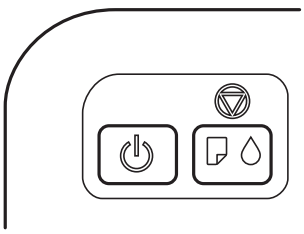


a.	Printer cover
b.	Ink tubes
c.	Ink reservoir tanks (Ink tanks)
d.	Transportation lock
e.	Print head (under this section)



a.	USB connector
b.	AC inlet

Guide to the Control Panel



Buttons

Buttons	Function
⏻	Turns the product on or off.
▽ 🗋 💧	Resumes printing after the product is out of paper, or if multiple sheets of paper are fed at the same time. Stops the current operation. To perform print head cleaning, press for three seconds until the ⏻ light starts flashing. While pressing this button, turn on the product to print a nozzle check pattern. If the product's ink pads are nearing the end of their service life, press this button to resume printing.

Lights

Lights	Function
⏻	On when the product is on. Flashes when the product is receiving data, printing, charging ink, or cleaning the print head.
🗋	On when the product is out of paper, or when multiple sheets of paper are fed at the same time. Load paper in the rear paper feed correctly and press ▽. Flashes when the paper is jammed. Remove the jammed paper from the rear paper feed, load paper correctly, and press ▽.
💧	On when the ink level may have reached the lower line. Fill all ink tanks with ink and clear the error. ➡ "Refilling the Ink Tanks" on page 32 Flashes when the ink level may be low. You may continue printing. However, prepare new ink bottles soon. Epson recommends the use of genuine Epson ink bottles. ➡ "Ink Bottles" on page 62 To confirm the actual ink remaining, visually check the ink levels in the product's ink tanks. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

Paper Handling

Introduction to Using, Loading, and Storing Media

You can achieve good results with most types of plain paper. However, coated papers provide superior prints because they absorb less ink.

Epson provides special papers that are formulated for the ink used in Epson ink jet products, and recommends these papers to ensure high-quality results.

When loading special paper distributed by Epson, read the instruction sheets packed with the paper first and keep the following points in mind.

Note:

- ❏ *Load the paper into the rear paper feed printable side up. The printable side is usually whiter or glossier. See the instruction sheets packed with the paper for more information. Some types of paper have cut corners to help identify the correct loading direction.*
- ❏ *If the paper is curled, flatten it or curl it slightly in the opposite direction before loading. Printing on curled paper may cause ink to smear on your prints.*



Storing paper

Return unused paper to the original package as soon as you finish printing. When handling special media, Epson recommends storing your prints in a resealable plastic bag. Keep unused paper and prints away from high temperature, humidity, and direct sunlight.

Selecting Paper

Refer to the table below for the loading capacities of paper and other media.

Media Type	Size	Loading capacity (sheets)
Plain paper*1	Letter*2	up to 6mm (L110/L210), 11mm (L300/L350)
	A4*2	up to 6mm (L110/L210), 11mm (L300/L350)
	B5*2	up to 6mm (L110/L210), 11mm (L300/L350)
	A5*2	up to 6mm (L110/L210), 11mm (L300/L350)
	A6*2	up to 6mm (L110/L210), 11mm (L300/L350)
	Legal	1
	User Defined	1
Envelope	#10	5 (L110/L210) 10 (L300/L350)
	DL	5 (L110/L210) 10 (L300/L350)
	C6	5 (L110/L210) 10 (L300/L350)
Epson Bright White Ink Jet Paper	A4*2	40 (L110/L210) 80 (L300/L350)
Epson Photo Quality Ink Jet Paper	A4	40 (L110/L210) 80 (L300/L350)
Epson Matte Paper - Heavyweight	A4	20
Epson Premium Glossy Photo Paper	A4	10 (L110/L210) 20 (L300/L350)
	10 × 15 cm (4 × 6 in.)	10 (L110/L210) 20 (L300/L350)
	13 × 18 cm (5 × 7 in.)	10 (L110/L210) 20 (L300/L350)
	16:9 wide size (102 × 181 mm)	10 (L110/L210) 20 (L300/L350)

*1 Paper with a weight of 64 g/m^2 (17 lb) to 90 g/m^2 (24 lb).

*2 The loading capacity for manual 2-sided printing is 15 sheets (L110/L210) or 30 sheets (L300/L350).

Paper type settings from the printer driver

The product automatically adjusts itself for the type of paper you select in your print settings. That is why the paper type setting is so important. It tells your product what kind of paper you are using and adjusts the ink coverage accordingly. The table below lists the settings you should choose for your paper.

For this paper	Printer driver paper type
Plain paper*	plain papers
Epson Bright White Ink Jet Paper*	plain papers
Epson Premium Glossy Photo Paper*	Epson Premium Glossy
Epson Matte Paper – Heavyweight*	Epson Matte
Epson Photo Quality Ink Jet Paper*	Epson Matte
Envelopes	Envelope

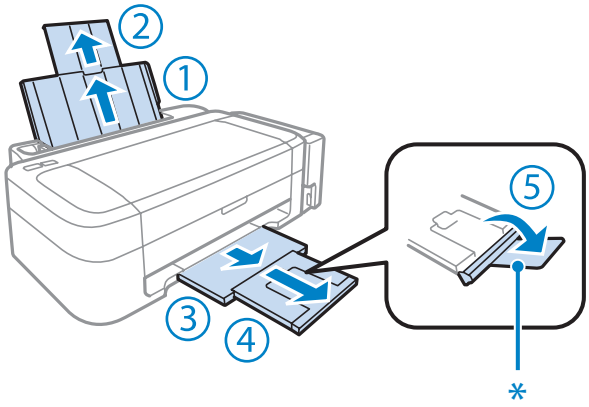
* These paper types are compatible with Exif Print and PRINT Image Matching. For more information, refer to the documentation that came with the Exif Print or PRINT Image Matching compatible digital camera.

Note:
The availability of special media varies by location. For the latest information on media available in your area, contact Epson support.
➡ *"Technical Support Web Site" on page 67*

Loading Paper

Follow these steps to load paper:

1 Slide out the paper support and the output tray and then raise the stopper.

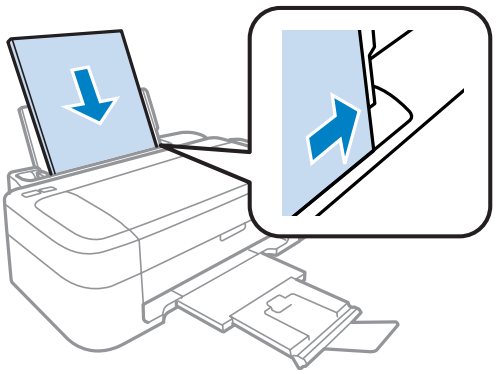


Note:
When using Legal size paper, lower the stopper (*).

2 Slide the edge guide to the left.

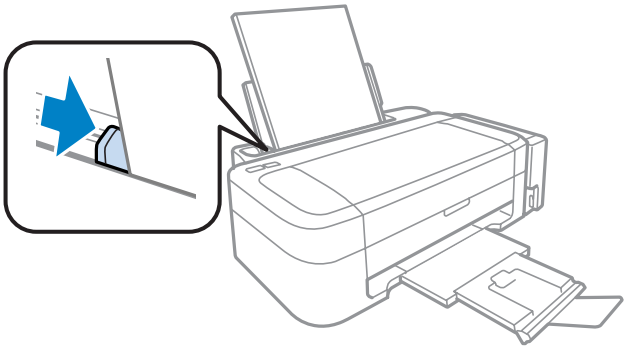
3 Fan a stack of paper, then tap it on a flat surface to even the edges.

4 Load the paper with the printable side up, against the right side of the rear paper feed. The printable side is usually whiter or glossier than the other side.



> ***Note:***
> *Always load paper into the rear paper feed short edge first, even when you are printing landscape-oriented pictures.*

5 Slide the edge guide against the left edge of the paper, but not too tightly.



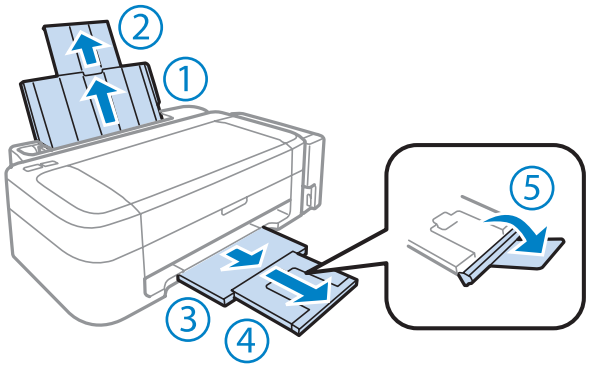
> ***Note:***
> ❏ *Leave enough space in front of the product for the paper to be fully ejected.*
>
> ❏ *For plain paper, do not load paper above the ▼ arrow mark inside the edge guide.*
> *For Epson special media, make sure the number of sheets is less than the limit specified for the media.*
>
> ➡ *"Selecting Paper" on page 12*

Loading Envelopes

Follow these steps to load envelopes:

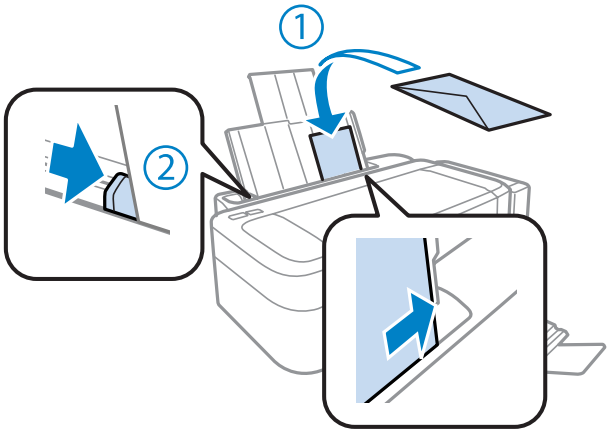
Paper Handling

1 Slide out the paper support and the output tray and then raise the stopper.



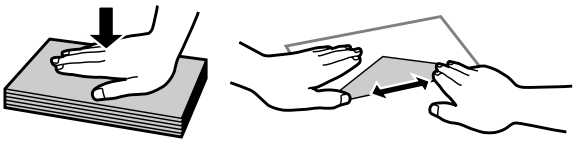
2 Slide the edge guide to the left.

3 Load envelopes short edge first with the flap facing down and to the left. Then slide the edge guide against the left edge of the envelopes, but not too tightly.



Note:

- ❏ *The thickness of envelopes and their ability to fold vary widely. If the total thickness of the stack of envelopes exceeds the limit for plain paper, press down on the envelopes to flatten them before loading. If print quality declines when a stack of envelopes is loaded, load one envelope at a time.*
- ❏ *Do not use envelopes that are curled or folded.*
- ❏ *Flatten the envelope and the flaps before loading.*



- ❏ *Flatten the leading edge of the envelope before loading.*
- ❏ *Avoid using envelopes that are too thin, as they may curl during printing.*
- ❏ *Align the edges of the envelopes before loading.*

Printing

Printer Driver and Status Monitor

The printer driver lets you choose from a wide variety of settings to get the best printing results. The status monitor and the printer utilities help you check the product and keep it in top operating condition.

Note for Windows users:

- ❏ *Your printer driver automatically finds and installs the latest version of the printer driver from Epson's Web site. Click the **Software Update** button in your printer driver's **Maintenance** window, and then follow the on-screen instructions. If the button does not appear in the **Maintenance** window, point at **All Programs** or **Programs** in the Windows Start menu, and check in the **EPSON** folder.*
- ❏ *If you want to change the language of the driver, select the language you want to use from the **Language** setting in your printer driver's **Maintenance** window. Depending on the location, this function may not be available.*

Accessing the printer driver for Windows

You can access the printer driver from most Windows applications, the Windows Start menu, or the taskbar.

To make settings that apply only to the application you are using, access the printer driver from that application.

To make settings that apply to all of your Windows applications, access the printer driver from the Start menu or the taskbar.

Refer to the following sections to access the printer driver.

Note:
Screen shots of the printer driver windows in this User's Guide are from Windows 7.

From Windows applications

1. Click **Print** or **Print Setup** on the File menu.

2. In the window that appears, click **Printer**, **Setup**, **Options**, **Preferences**, or **Properties**. (Depending on your application, you may need to click one or a combination of these buttons.)

From the Start menu

- ❏ **Windows 7:**
  Click the start button, select **Devices and Printers**. Then right-click the product and select **Printing preferences**.

- ❏ **Windows Vista:**
  Click the start button, select **Control Panel**, and then select **Printer** from the **Hardware and Sound** category. Then select the product and then click **Select printing preferences**.

❏ **Windows XP:**
Click **Start**, **Control Panel**, (**Printers and Other Hardware**,) then **Printers and Faxes**. Select the product, then click **Printing Preferences** on the File menu.

From the shortcut icon on the taskbar

Right-click the product icon on the taskbar, then select **Printer Settings**.

To add a shortcut icon to the Windows taskbar, first access the printer driver from the Start menu as described above. Next, click the **Maintenance** tab, and then the **Monitoring Preferences** button. In the Monitoring Preferences window, select the **Shortcut Icon** check box.

Getting information through online help

In the printer driver window, try one of the following procedures.

❏ Right-click the item, then click **Help**.

❏ Click the  button at the top right of the window, then click the item (for Windows XP only).

Accessing the printer driver for Mac OS X

The table below describes how to access the printer driver dialog.

Dialog Box	How to Access It
Page Setup	Click **Page Setup** on the File menu of your application. ***Note:*** *Depending on your application, the Page Setup menu may not appear in the File menu.*
Print	Click **Print** on the File menu of your application.
Epson Printer Utility 4	For Mac OS X 10.7, click **System Preferences** on the Apple menu and then click **Print & Scan**. Select your product from the Printers list box, click **Options & Supplies**, **Utility**, and then click **Open Printer Utility**. For Mac OS X 10.6, click **System Preferences** on the Apple menu and then click **Print & Fax**. Select your product from the Printers list box, click **Options & Supplies**, **Utility**, and then click **Open Printer Utility**. For Mac OS X 10.5, click **System Preferences** on the Apple menu and then click **Print & Fax**. Select your product from the Printers list box, click **Open Print Queue** and then click **Utility** button.

Getting information through online help

Click the  **Help** button in the Print dialog box.

Basic Operations

Basic printing

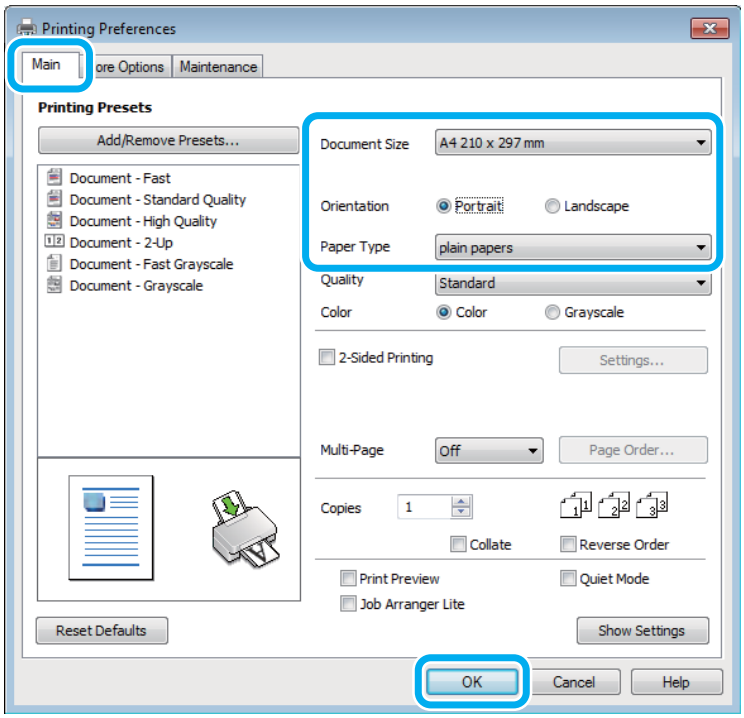
Note:

- ❏ *The screen shots in this manual may vary depending on the model.*
- ❏ *Before you print, load paper properly.*
  - ➡ *"Loading Paper" on page 14*
  - ➡ *"Loading Envelopes" on page 15*
- ❏ *Refer to the section below for the printable area.*
  - ➡ *"Printable area" on page 64*
- ❏ *After completing the settings, print one test copy and examine the results before printing an entire job.*

Basic product settings for Windows

1 Open the file you want to print.

2 Access the printer settings.
➡ "Accessing the printer driver for Windows" on page 17



3 Click the **Main** tab.

4 Select the appropriate Document Size setting. You can also define a custom paper size. For details, see the online help.

5 Select **Portrait** (tall) or **Landscape** (wide) to change the orientation of your print.

> ***Note:***
> *Select **Landscape** when printing on envelopes.*

6 Select the appropriate Paper Type setting.
➡ "Paper type settings from the printer driver" on page 13

> ***Note:***
> *Print quality is automatically adjusted for the selected Paper Type.*

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

> ***Note:***
> *To make changes to advanced settings, refer to the relevant section.*

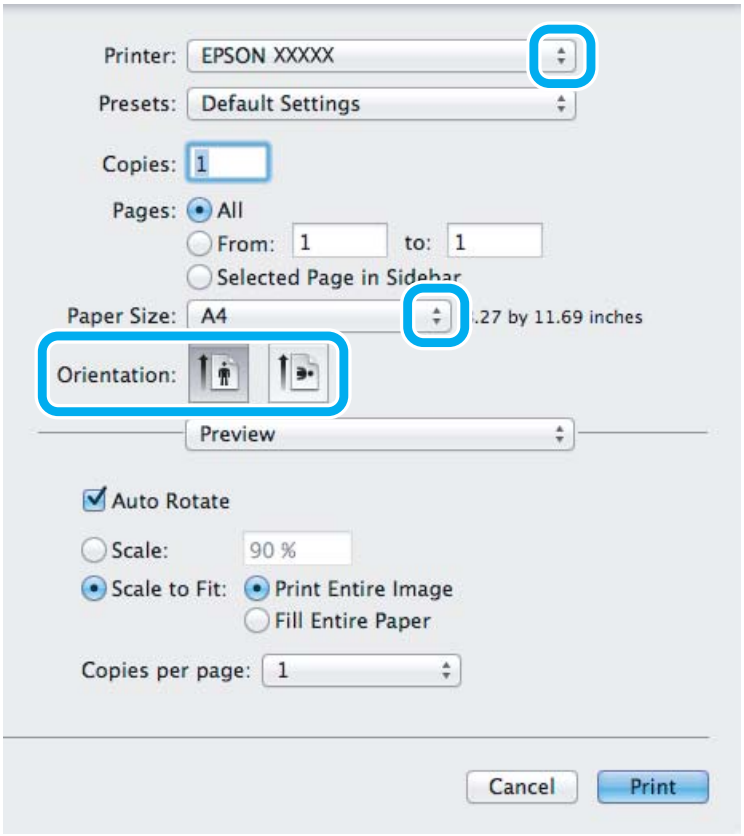
8 Print your file.

Basic product settings for Mac OS X

> ***Note:***
> *Screen shots of the printer driver windows in this section are from Mac OS X 10.7.*

1 Open the file you want to print.

2 Access the Print dialog box.
➡ "Accessing the printer driver for Mac OS X" on page 18



> ***Note:***
> *If the simplified status monitor is displayed, click the* ***Show Details*** *button (for Mac OS X 10.7) or the ▼ button (for Mac OS X 10.6 or 10.5) to extend this dialog box.*

3 Select the product you are using as the Printer setting.

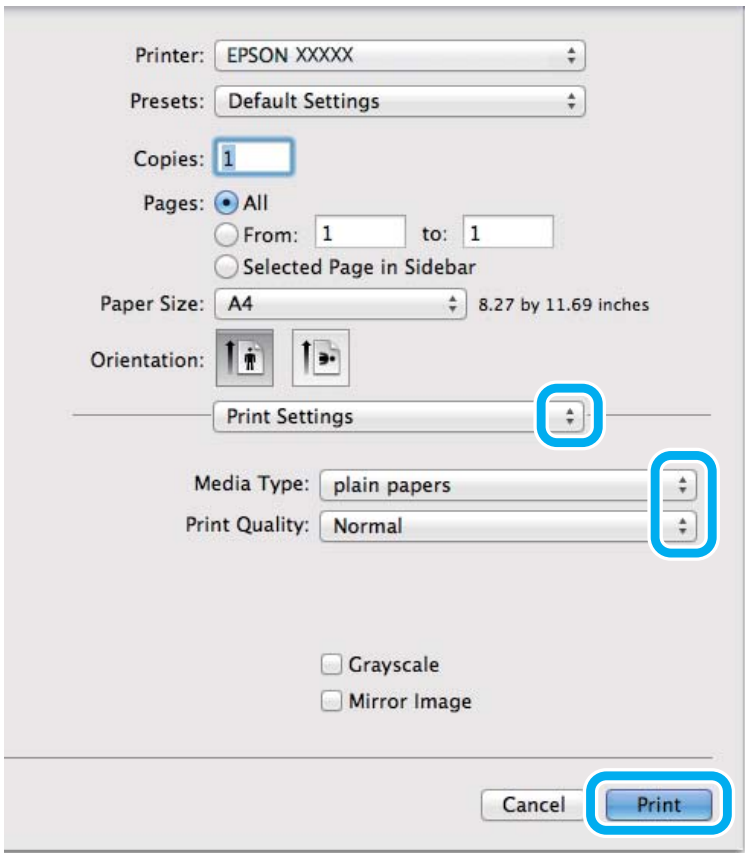
> ***Note:***
> *Depending on your application, you may not be able to select some of the items in this dialog box. If so, click* ***Page Setup*** *on the File menu of your application, and then make suitable settings.*

4 Select the appropriate Paper Size setting.

5 Select the appropriate Orientation setting.

> ***Note:***
> *Select landscape orientation when printing envelopes.*

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



7 Select the appropriate Media Type setting.
➡ "Paper type settings from the printer driver" on page 13

8 Click **Print** to start printing.

Canceling printing

If you need to cancel printing, follow the instructions in the appropriate section below.

Using the product button

Press ⓥ to cancel a print job in progress.

For Windows

> ***Note:***
> *You cannot cancel a print job that has been completely sent to the product. In this case, cancel the print job by using the product.*

1 Access the EPSON Status Monitor 3.
➡ "For Windows" on page 49

2 Click the **Print Queue** button. The Windows Spooler appears.

3 Right-click on the job you want to cancel and then select **Cancel**.

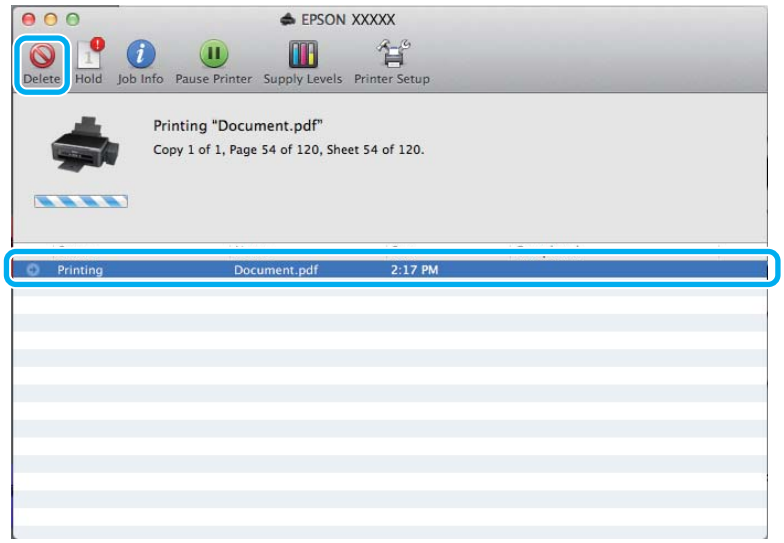
For Mac OS X

Follow the steps below to cancel a print job.

1 Click your product icon in the Dock.

2 In the Document Name list, select the document which is printing.

3 Click the **Delete** button to cancel the print job.



Other Options

Printing photos the easy way



Epson Easy Photo Print lets you lay out and print digital images on various types of paper. The step-by-step instructions in the window let you preview the printed images and get the effects you want without having to make any difficult settings.

Using the Quick Print function, you can perform one-click printing with the settings you make.

Note:
The availability of this software varies depending on the product.

Starting Epson Easy Photo Print

For Windows

❏ Double-click the **Epson Easy Photo Print** icon on the desktop.

❏ **For Windows 7 and Vista:**
Click the start button, point to **All Programs**, click **Epson Software**, and then click **Easy Photo Print**.

For Windows XP:
Click **Start**, point to **All Programs**, point to **Epson Software**, then click **Easy Photo Print**.

For Mac OS X

Double-click the **Applications** folder on your Mac OS X hard drive, then double-click in turn on the **Epson Software** and **Easy Photo Print** folders and finally double-click the **Easy Photo Print** icon.

Product presets (for Windows only)

Printer driver presets make printing a snap. You can also create presets of your own.

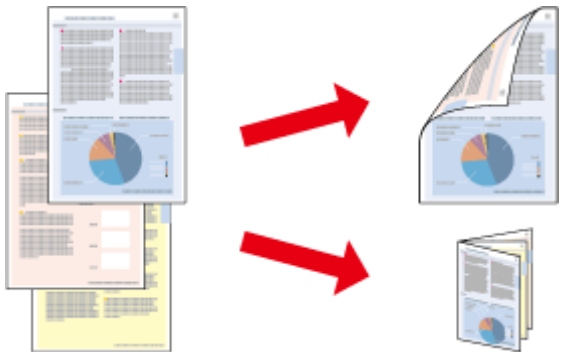
Product settings for Windows

1 Access the printer settings.
➡ "Accessing the printer driver for Windows" on page 17

2 Select a Printing Presets in the Main tab. Product settings are automatically set to the values displayed in the pop-up window.

2-sided printing (for Windows only)

Use the printer driver to print on both sides of the paper.



Two types of 2-sided printing are available: standard and folded booklet.

2-sided printing is only available for the following papers and sizes.

Paper	Size
Plain paper	Legal, Letter, A4, B5, A5, A6
Epson Bright White Ink Jet Paper	A4

Note:
- ❏ *This feature is not available for Mac OS X.*
- ❏ *This feature may not be available at some settings.*
- ❏ *This feature may not be available when the product is accessed over a network or is used as a shared printer.*
- ❏ *The loading capacity differs during 2-sided printing.*
  ➡ *"Selecting Paper" on page 12*
- ❏ *Only use papers that are suitable for 2-sided printing. Otherwise, the printout quality may deteriorate.*
- ❏ *Depending on the paper and the amount of ink used to print text and images, ink may bleed through to the other side of the paper.*
- ❏ *The surface of the paper may be smeared during 2-sided printing.*
- ❏ *This feature is available only when EPSON Status Monitor 3 is enabled. To enable the status monitor, access the printer driver and click the **Maintenance** tab followed by the **Extended Settings** button. In the Extended Settings window, check the **Enable EPSON Status Monitor 3** check box.*

Product settings for Windows

1. Access the printer settings.
   ➡ "Accessing the printer driver for Windows" on page 17

2. Select **2-Sided Printing** check box.

3. Click **Settings**, and make the appropriate settings.

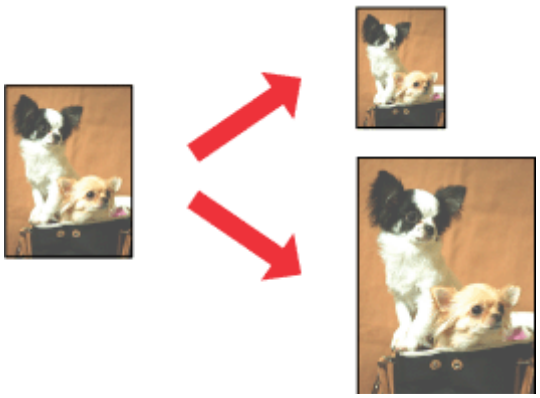
   Note:
   *If you want to print a folded booklet, select **Booklet**.*

4. Check the other settings and print.

   Note:
   - ❏ *The actual binding margin may be different from the specified settings depending on your application. Experiment with a few sheets to examine actual results before printing the entire job.*
   - ❏ *Make sure that the ink is completely dry before reloading the paper.*

Fit to page printing

Lets you automatically enlarge or reduce the size of your document to fit the paper size selected in the printer driver.



Note:
This feature may not be available at some settings.

Product settings for Windows

1. Access the printer settings.
➡ "Accessing the printer driver for Windows" on page 17

2. Select **Reduce/Enlarge Document** and **Fit to Page** in the More Options tab, and then select the size of the paper you are using from Output Paper.

3. Check the other settings and print.

Product settings for Mac OS X

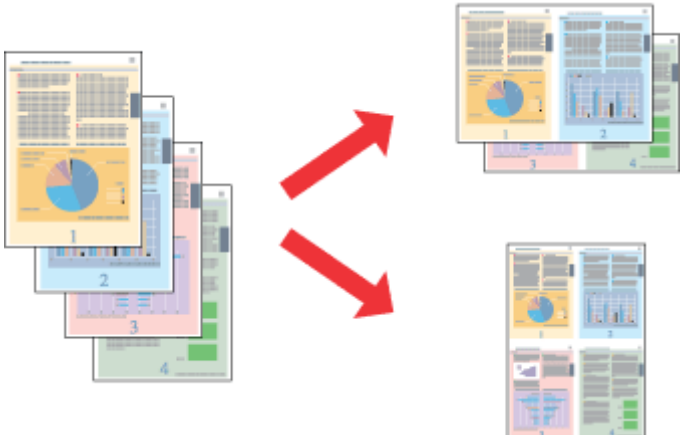
1. Access the Print dialog box.
➡ "Accessing the printer driver for Mac OS X" on page 18

2. Choose **Scale to fit paper size** for Destination Paper Size in the Paper Handling pane and select the desired paper size from the pop-up menu.

3. Check the other settings and print.

Pages per sheet printing

Lets you use the printer driver to print two or four pages on a single sheet of paper.



Note:
This feature may not be available at some settings.

Product settings for Windows

1. Access the printer settings.
➡ "Accessing the printer driver for Windows" on page 17
2. Select **2-Up** or **4-Up** as Multi-Page in the Main tab.
3. Click **Page Order**, and make the appropriate settings.
4. Check the other settings and print.

Product settings for Mac OS X

1. Access the Print dialog box.
➡ "Accessing the printer driver for Mac OS X" on page 18
2. Select the desired number of Pages per Sheet and the Layout Direction (page order) in the Layout pane.
3. Check the other settings and print.

Sharing the Product for Printing

Setup for Windows

These instructions tell you how to set up your product so other users on the network can share it.

First you will set up the product as a shared printer on the computer directly connected to it. Then you will add the product to each network computer that will access it.

Note:
- ❏ *These instructions are for small networks only. To share the product on a large network, consult your network administrator.*
- ❏ *The screen shots in the following section are from Windows 7.*

Setting up the product as a shared printer

Note:
- ❏ *To set up the product as a shared printer in Windows 7 or Vista, you will need an account with administrator privileges and the password if you log on as a standard user.*
- ❏ *To set up the product as a shared printer in Windows XP, you must log on to a Computer Administrator account.*

Follow the steps below on the computer that is connected directly to the product:

1. **Windows 7:**
   Click the start button, select **Devices and Printers**.

   Windows Vista:
   Click the start button, select **Control Panel**, and then select **Printer** from the **Hardware and Sound** category.

   Windows XP:
   Click **Start** and select **Control Panel**, and then select **Printers and Faxes**, from the **Printers and Other Hardware** category.

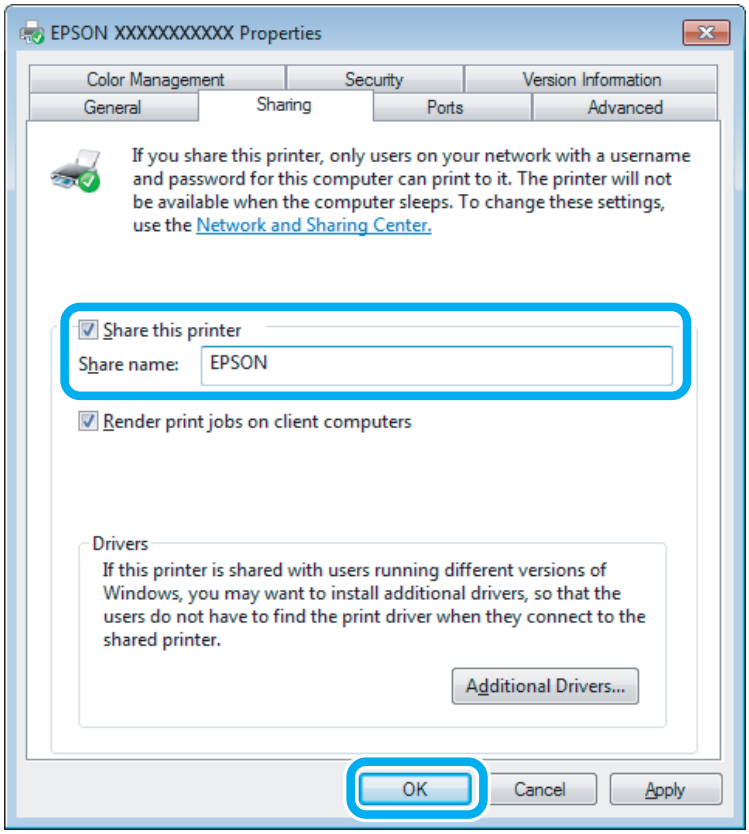
2. **Windows 7:**
   Right-click the icon for your product, click **Printer properties**, and then click **Sharing**. Then click the **Change Sharing Options** button.

   Windows Vista:
   Right-click the icon for your product, and then click **Sharing**. Click the **Change sharing options** button and then click **Continue**.

   Windows XP:
   Right-click the icon for your product, then click **Sharing**.

3. Select **Share this printer**, then type a Share name.

   Note:
   Do not use spaces or hyphens in the share name.



If you want to automatically download printer drivers for computers that are running different versions of Windows, click **Additional Drivers** and select the environment and the operating systems of the other computers. Click **OK**, then insert the product software disk.

4 Click **OK** or **Close** (if you installed additional drivers).

Adding the product to the other network computers

Follow these steps to add the product to each network computer that will access it.

> ***Note:***
> *Your product must be set up as a shared printer on the computer to which it is connected before you can access it from another computer.*
> ➡ *"Setting up the product as a shared printer" on page 28.*

1 **Windows 7:**
Click the start button, select **Devices and Printers**.

Windows Vista:
Click the start button, select **Control Panel**, and then select **Printer** from the **Hardware and Sound** category.

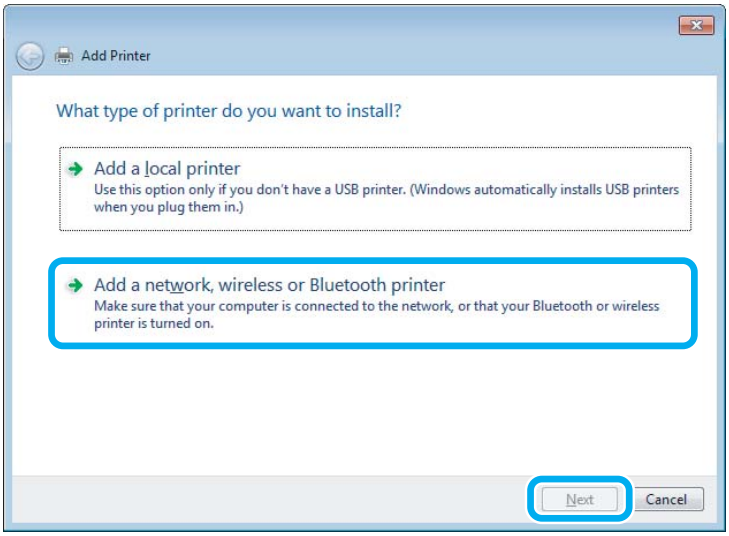
Windows XP:
Click **Start** and select **Control Panel**, and then select **Printers and Faxes**, from the **Printers and Other Hardware** category.

2 **Windows 7 and Vista:**
Click the **Add a printer** button.

Windows XP:
Click the **Add a printer** button. The Add Printer Wizard appears. Click the **Next** button.

3 **Windows 7 and Vista:**
Click **Add a network, wireless or Bluetooth printer**, and then click **Next**.

Windows XP:
Select **A network printer, or a printer attached to another computer**, then click **Next**.



4 Follow the on-screen instructions to select the product you want to use.

Note:
Depending on the operating system and the configuration of the computer to which the product is connected, the Add Printer Wizard may prompt you to install the printer driver from the product software disk. Click the ***Have Disk*** *button and follow the on-screen instructions.*

Setup for Mac OS X

To set up your product on a Mac OS X network, use the Printer Sharing setting. See your Macintosh documentation for details.

Refilling Ink

Ink Bottle Safety Instructions, Precautions, and Specifications

Safety instructions

Observe the following when handling the ink:

- ❏ Keep ink bottles and the ink tank unit out of the reach of children. Do not allow children to drink from or handle the ink bottles and ink bottle cap.
- ❏ Do not tilt or shake an ink bottle after removing its seal; this can cause leakage.
- ❏ Be careful not to touch any ink when you handle the ink tanks, ink tank caps, and opened ink bottles or ink bottle caps.
  If ink gets on your skin, wash the area thoroughly with soap and water.
  If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems continue after a thorough flushing, see a doctor immediately.
  If ink gets into your mouth, spit it out immediately and see a doctor right away.

Precautions on refilling ink

Read all of the instructions in this section before refilling ink.

- ❏ Use ink bottles with the correct part number for this product.
  ➡ "Ink Bottles" on page 62
- ❏ Epson recommends the use of genuine Epson ink bottles. Epson cannot guarantee the quality or reliability of non-genuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic product behavior.
- ❏ Other products not manufactured by Epson may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic product behavior.
- ❏ This product requires careful handling of ink. Ink may splatter when the ink tanks are filled or refilled with ink. If ink gets on your clothes or belongings, it may not come off.
- ❏ To maintain optimum print head performance, some ink is consumed from all ink tanks not only during printing but also during maintenance operation such as print head cleaning.
- ❏ Do not open the ink bottle package until you are ready to fill the ink tank. The ink bottle is vacuum packed to maintain its reliability. If you leave an ink bottle unpacked for a long time before using it, normal printing may not be possible.
- ❏ If the ink level is below the lower line on the ink tank, refill the ink soon. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

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

Ink bottle specifications

- ❏ Epson recommends using the ink bottle before the date printed on the package.
- ❏ The ink bottles packaged with your product are partly used during initial setup. In order to produce high quality printouts, the print head in your product will be fully charged with ink. This one-off process consumes a quantity of ink and therefore these bottles may print fewer pages compared to subsequent ink bottles.
- ❏ Quoted yields may vary depending on the images that you are printing, the paper type that you are using, the frequency of your prints and environmental conditions such as temperature.
- ❏ To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the ink tank when your product indicates to refill ink. The yields quoted for you do not include this reserve.
- ❏ Although the ink bottles may contain recycled materials, this does not affect product function or performance.
- ❏ When printing in monochrome or grayscale, color inks instead of black ink may be used depending on the paper type or print quality settings. This is because a mixture of color inks is used to create black.

Checking the Ink Levels

To confirm the actual ink remaining, visually check the ink levels in the product's ink tanks.

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

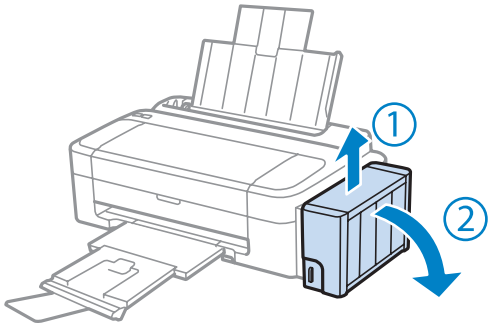
Refilling the Ink Tanks

Note:
The illustrations show how to refill the black ink. However, the instructions are the same for all of the inks.

Refilling Ink

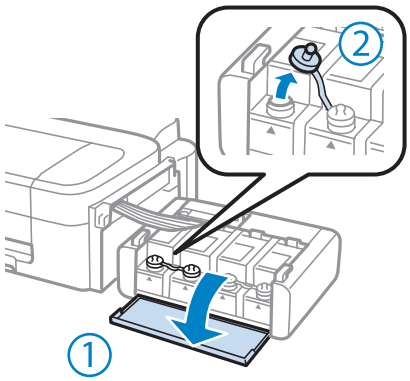
1 Make sure the ⏻ light is on, but not flashing.

2 Unhook the ink tank unit from the product and lay it down.



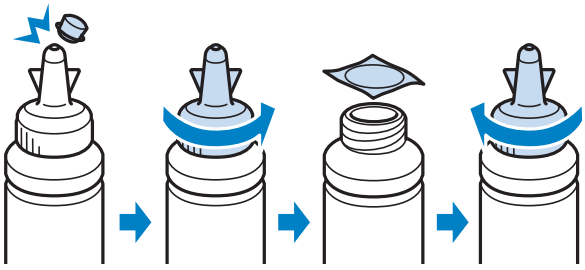
> ***Note:***
> *Do not pull the tubes.*

3 Open the ink tank unit cover, and then remove the cap of the ink tank.

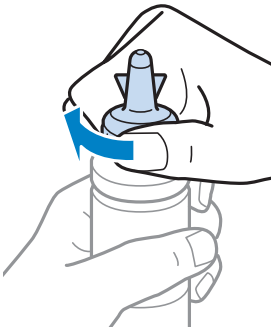


> ***Note:***
> ❏ *Be careful not to spill any ink.*
> ❏ *Make sure that the color of the ink tank matches the ink color that you want to refill.*

4 Snap off the top of the cap, remove the cap of the ink bottle, remove the seal from the bottle, and then install the cap.

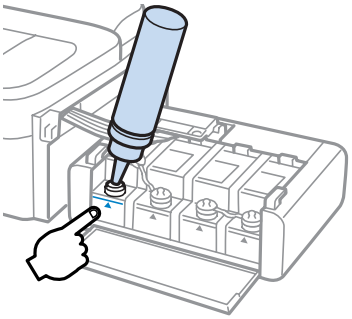


Important:
Install the ink bottle cap tightly; otherwise ink may leak.

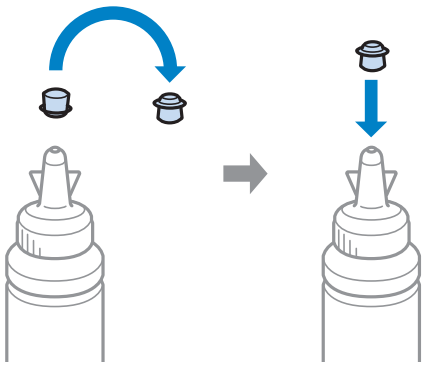


Note:
Do not dispose of the top of the cap. If any ink remains in the ink bottle after refilling the tank, use the top of the cap to seal the ink bottle cap.

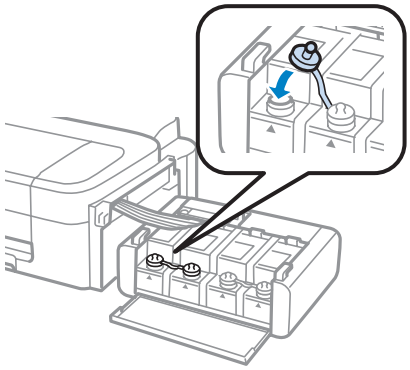
5 Refill the ink tank with the correct colored ink up to the upper line on the ink tank.



Note:
If any ink remains in the ink bottle after filling the ink tank up to the upper line, install the cap securely and store the ink bottle upright for later use.

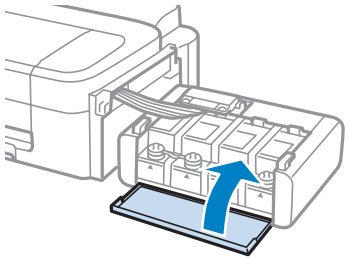


6 Install the cap onto the ink tank securely.

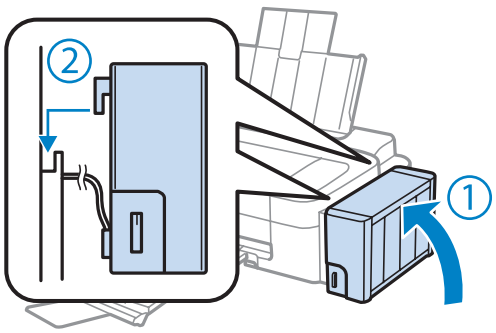


7 Repeat steps 3 to 6 for each ink bottle.

8 Close the ink tank unit cover.



9 Hook the ink tank unit onto the product.



Note:

- ❏ *If the ♦ light is on, press the ▽ button.*
- ❏ *Even if you do not have new ink bottles and one or more ink tanks are not filled up to the upper line on the ink tank, you can continue using the product. To keep your product operating at its best, however, fill all ink tanks with ink up to the upper line immediately.*

Maintaining Your Product and Software

Checking the Print Head Nozzles

If you find that the printout is unexpectedly faint or that dots are missing, you may be able to identify the problem by checking the print head nozzles.

You can check the print head nozzles from your computer by using the Nozzle Check utility or from the product by using the buttons.

Using the Nozzle Check utility for Windows

Follow the steps below to use the Nozzle Check utility.

1. Make sure that no warnings or errors are indicated in the control panel.
2. Make sure that A4-size paper is loaded in the rear paper feed.
3. Right-click the product icon on the taskbar, then select **Nozzle Check**.

   If the product icon does not appear, refer to the following section to add the icon.
   ➡ "From the shortcut icon on the taskbar" on page 18
4. Follow the on-screen instructions.

Using the Nozzle Check utility for Mac OS X

Follow the steps below to use the Nozzle Check utility.

1. Make sure that no warnings or errors are indicated in the control panel.
2. Make sure that A4-size paper is loaded in the rear paper feed.
3. Access the Epson Printer Utility 4.
   ➡ "Accessing the printer driver for Mac OS X" on page 18
4. Click the **Nozzle Check** icon.
5. Follow the on-screen instructions.

Cleaning the Print Head

If you find that the printout is unexpectedly faint or that dots are missing, you may be able to solve these problems by cleaning the print head, which ensures that the nozzles are delivering ink properly.

You can clean the print head from your computer using the Head Cleaning utility in the printer driver or from the product by using the buttons.

Important:
Do not turn off the product during head cleaning. If the head cleaning is incomplete, you may not be able to print.

Note:
- *Because print head cleaning uses some ink from all tanks, clean the print head only if quality declines; for example, if the printout is blurry or the color is incorrect or missing.*
- *Use the Nozzle Check utility first to confirm that the print head needs to be cleaned. This saves ink.*
- *When ink is low you may not be able to clean the print head. Prepare a new ink bottle.*
- *If print quality has not improved after repeating this procedure about three times, use the Power Ink Flushing utility.*
  ➡ *"Replacing Ink inside the Ink Tubes" on page 40*
- *To maintain print quality, we recommend printing a few pages on a regular basis.*

Using the Head Cleaning utility for Windows

Follow the steps below to clean the print head using the Head Cleaning utility.

1. Make sure that the transportation lock is set to the unlocked position.
2. Make sure that no warnings or errors are indicated in the control panel.
3. Right-click the product icon on the taskbar, then select **Head Cleaning**.

   If the product icon does not appear, refer to the following section to add the icon.
   ➡ "From the shortcut icon on the taskbar" on page 18
4. Follow the on-screen instructions.

Using the Head Cleaning utility for Mac OS X

Follow the steps below to clean the print head using the Head Cleaning utility.

1. Make sure that the transportation lock is set to the unlocked position.
2. Make sure that no warnings or errors are indicated in the control panel.

3 Access the Epson Printer Utility 4.
➡ "Accessing the printer driver for Mac OS X" on page 18

4 Click the **Head Cleaning** icon.

5 Follow the on-screen instructions.

Aligning the Print Head

If you notice a misalignment of vertical lines or horizontal banding, you may be able to solve this problem by using the Print Head Alignment utility in your printer driver.

Refer to the appropriate section below.

> ***Note:***
> *Do not press ⓥ to cancel printing while printing a test pattern with the Print Head Alignment utility.*

Using the Print Head Alignment utility for Windows

Follow the steps below to align the print head using the Print Head Alignment utility.

1 Make sure that no warnings or errors are indicated in the control panel.

2 Make sure A4-size paper is loaded in the rear paper feed.

3 Right-click the product icon on the taskbar, then select **Print Head Alignment**.

If the product icon does not appear, refer to the following section to add the icon.
➡ "From the shortcut icon on the taskbar" on page 18

4 Follow the on-screen instructions to align the print head.

Using the Print Head Alignment utility for Mac OS X

Follow the steps below to align the print head using the Print Head Alignment utility.

1 Make sure that no warnings or errors are indicated in the control panel.

2 Make sure A4-size paper is loaded in the rear paper feed.

3 Access the Epson Printer Utility 4.
➡ "Accessing the printer driver for Mac OS X" on page 18

4 Click the **Print Head Alignment** icon.

5 Follow the on-screen instructions to align the print head.

Cleaning the Paper Guide

You may see a smudge on the back of the printout when excessive ink remains on the paper guide. The paper guide is the dark plastic strip inside the product. In this case, you can solve the problem by using the Paper Guide Cleaning utility in your printer driver.

Refer to the appropriate section below.

> ***Note:***
> *Repeat the procedure until the inside of the product is cleaned.*

Using the Paper Guide Cleaning utility for Windows

Follow the steps below to clean the paper guide using the Paper Guide Cleaning utility.

1 Make sure that no warnings or errors are indicated in the control panel.

2 Make sure A4-size paper is loaded.

3 Open the printer driver, click the **Maintenance** tab, then click the **Paper Guide Cleaning** button.
➡ "Accessing the printer driver for Windows" on page 17

4 Follow the on-screen instructions to clean the paper guide.

Using the Paper Guide Cleaning utility for Mac OS X

Follow the steps below to clean the paper guide using the Paper Guide Cleaning utility.

1 Make sure that no warnings or errors are indicated in the control panel.

2 Make sure A4-size paper is loaded.

3 Access the Epson Printer Utility 4 dialog box.
➡ "Accessing the printer driver for Mac OS X" on page 18

4 Click the **Paper Guide Cleaning** icon.

5 Follow the on-screen instructions to clean the paper guide.

Replacing Ink inside the Ink Tubes

If there is still banding or missing colors in the printouts even after running Head Cleaning several times, you may need to replace the ink inside the ink tubes to solve the problem.

The Power Ink Flushing utility allows you to replace all of the ink inside the ink tubes.

> ***Important:***
> *This function consumes a lot of ink. Before using this function, make sure there is enough ink in the product's ink tanks. If there is not enough ink, refill the ink tanks.*

Note:

- ❏ *This function consumes a lot of ink. We only recommend using this function after running Head Cleaning several times.*
- ❏ *This function effects the service life of the ink pads. Ink pads reach their capacity earlier by running this function. Contact Epson Support to request replacement before the end of their service life. When the ink pads are at the end of their service life, the product stops and Epson support is required to continue printing.*
- ❏ *After using the Power Ink Flushing utility, run the nozzle check again and repeat head cleaning if necessary. If print quality has still not improved, turn the product off and wait for at least six hours. If you still cannot solve the problem after trying all of the methods above, contact Epson support.*

Using the Power Ink Flushing utility for Windows

Follow the steps below to use the Power Ink Flushing utility.

1 Make sure that the transportation lock is set to the unlocked position.

2 Make sure that no warnings or errors are indicated in the control panel.

3 Access the printer driver.
➡ "Accessing the printer driver for Windows" on page 17

4 Click the **Maintenance** tab, then click the **Power Ink Flushing** button.

5 Follow the on-screen instructions.

Using the Power Ink Flushing utility for Mac OS X

Follow the steps below to use the Power Ink Flushing utility.

1. Make sure that the transportation lock is set to the unlocked position.
2. Make sure that no warnings or errors are indicated in the control panel.
3. Access the Epson Printer Utility 4.
➡ "Accessing the printer driver for Mac OS X" on page 18
4. Click the **Power Ink Flushing** icon.
5. Follow the on-screen instructions.

Saving Power

The product turns off automatically if no operations are performed for a set period.

You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

Follow the steps below to adjust the time.

For Windows

1. Access the printer settings.
➡ "Accessing the printer driver for Windows" on page 17
2. Click the **Maintenance** tab, and then click the **Printer and Option Information** button.
3. Select **Off**, **30 minutes**, **1 hour**, **2 hours**, **4 hours**, **8 hours**, or **12 hours** as the Power Off Timer setting.
4. Click the **OK** button.

For Mac OS X

1. Access the Epson Printer Utility 4.
➡ "Accessing the printer driver for Mac OS X" on page 18
2. Click the **Printer Settings** button. The Printer Settings screen appears.
3. Select **Off**, **30 minutes**, **1 hour**, **2 hours**, **4 hours**, **8 hours**, or **12 hours** as the Power Off Timer setting.
4. Click the **Apply** button.

Checking the Number of Sheets of Paper Fed

You can check the number of sheets of paper fed from the printer driver.

Click the **Printer and Option Information** button on your printer driver's Maintenance window (for Windows) or on the Epson Printer Utility 4 (for Mac OS X).

Cleaning the Product

Cleaning the exterior of the product

To keep your product operating at its best, clean it thoroughly several times a year by using the following instructions.

Important:
Never use alcohol or thinner to clean the product. These chemicals can damage the product.

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

Cleaning the interior of the product

To keep your print results at their best, clean the roller inside by using the Paper Guide Cleaning utility.
➡ "Cleaning the Paper Guide" on page 39

Caution:
Be careful not to touch the parts inside the product.

Important:
- ❏ *Be careful to keep water away from the electronic components.*
- ❏ *Do not spray the inside of the product with lubricants.*
- ❏ *Unsuitable oils can damage the mechanism. Contact your dealer or a qualified service person if lubrication is needed.*

Transporting the Product

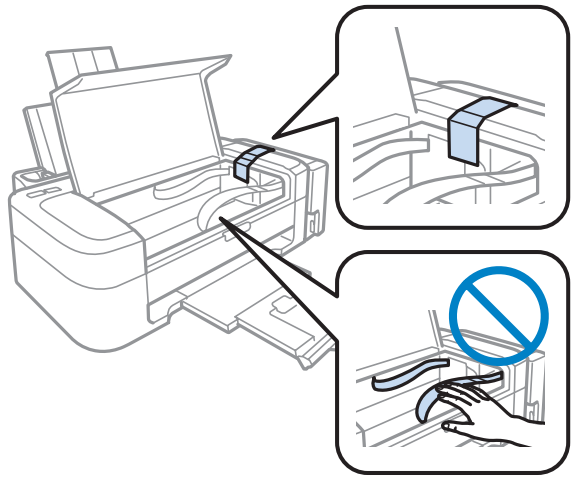
If you move the product some distance, you need to prepare it for transportation in its original box or one of a similar size.

Maintaining Your Product and Software

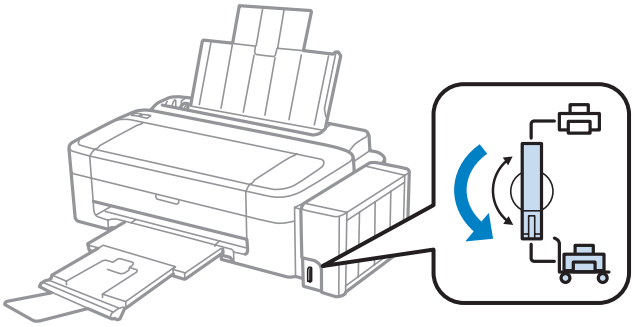
Important:

- ❏ *When storing or transporting the product, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.*
- ❏ *When storing or transporting an ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when you transport the bottle.*

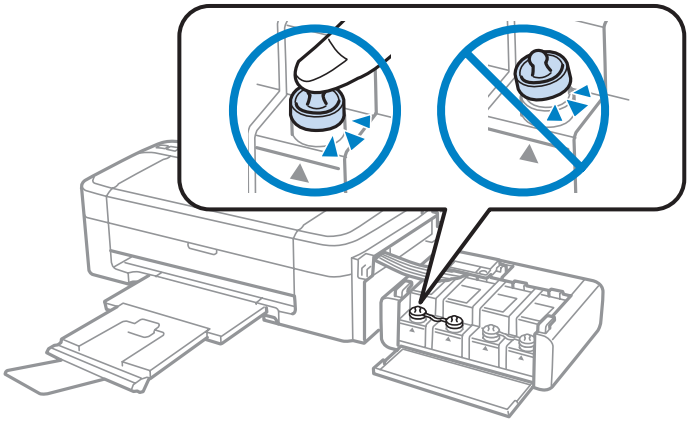
1. Plug in the product and turn it on. Wait until the print head returns to the home position, then close the printer cover.
2. Turn off the product and unplug its power cord.
3. Disconnect the interface cable from the product.
4. Remove all paper from the rear paper feed.
5. Open the printer cover. Secure the print head with tape, as shown below, then close the printer cover.



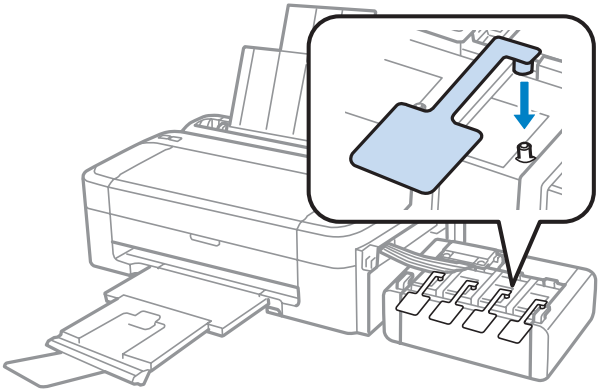
6. Set the transportation lock to the locked position.



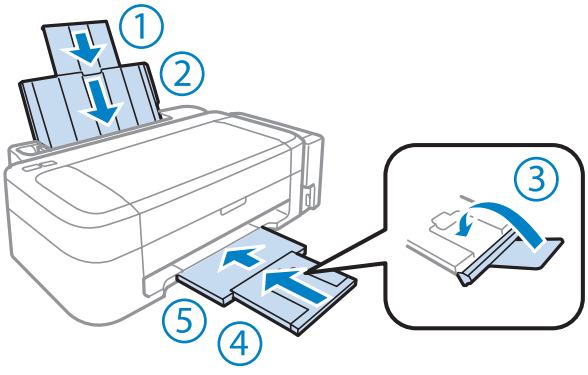
7 Unhook the ink tank unit from the product and lay it down, and then make sure to install the cap onto the ink tank securely.



8 Install the covers that came with your product over the protruding parts of the ink tank, and then hook the ink tank unit onto the product.



9 Close the paper support and the output tray.

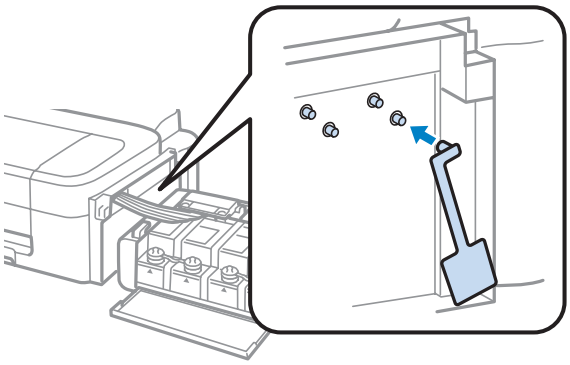


10 Repack the product in its box, using the protective materials that came with it.

Important:

- ❏ *Keep the product level during transport. Otherwise, ink may leak.*
- ❏ *After you move it, remove the tape securing the print head and the covers of ink tanks, then set the transportation lock to the unlocked position. If you notice a decline in print quality, run a cleaning cycle or align the print head.*
- ❏ *Do not put opened ink bottles in the box with product.*

Note:
Store the covers of the installed ink tanks at the side of the product for use when transporting the product.



Checking and Installing Your Software

Checking the software installed on your computer

To use the functions described in this User's Guide, you need to install the following software.

- ❏ Epson Driver and Utilities
- ❏ Epson Easy Photo Print

Note:
The availability of Epson Easy Photo Print varies depending on the product.

Follow the steps below to check that the software is installed on your computer.

For Windows

1. **Windows 7 and Vista:** Click the start button and select **Control Panel**.

   Windows XP: Click **Start** and select **Control Panel**.

2. **Windows 7 and Vista:** Click **Uninstall a program** from the Programs category.

   Windows XP: Double-click the **Add or Remove Programs** icon.

3. Check the list of currently installed programs.

For Mac OS X

1. Double-click **Macintosh HD**.
2. Double-click the **Epson Software** folder in the Applications folder and check the contents.

Note:
- ❏ *The Applications folder contains software provided by third parties.*
- ❏ *To check that the printer driver is installed, click **System Preferences** on the Apple menu and then click **Print & Scan** (for Mac OS X 10.7) or **Print & Fax** (for Mac OS X 10.6 or 10.5). Then locate your product in the Printers list box.*

Installing the software

Insert the product software disk that came with your product and select the software you want to install on the Software Select screen.

Uninstalling Your Software

You may need to uninstall and then reinstall your software to solve certain problems or if you upgrade your operating system.

See the following section for information on determining what applications are installed.
➡ "Checking the software installed on your computer" on page 45

For Windows

Note:
- ❏ *For Windows 7 and Vista, you need an administrator account and password if you log on as a standard user.*
- ❏ *For Windows XP, you must log on to a Computer Administrator account.*

1. Turn off the product.
2. Disconnect the product's interface cable from your computer.
3. Do one of the following.

   Windows 7 and Vista: Click the start button and select **Control Panel**.

   Windows XP: Click **Start** and select **Control Panel**.
4. Do one of the following.

   Windows 7 and Vista: Click **Uninstall a program** from the Programs category.

Windows XP: Double-click the **Add or Remove Programs** icon.

5 Select the software you want to uninstall such as your product's driver and the application from the list displayed.

6 Do one of the following.

Windows 7: Click **Uninstall/Change** or **Uninstall**.

Windows Vista: Click **Uninstall/Change** or **Uninstall**, and then click **Continue** in the User Account Control window.

Windows XP: Click **Change/Remove** or **Remove**.

> ***Note:***
> *If you chose to uninstall your product's printer driver in step 5, select the icon for your product and then click* ***OK****.*

7 When the confirmation window appears, click **Yes** or **Next**.

8 Follow the on-screen instructions.

In some cases, a message may appear to prompt you to restart your computer. If so, make sure **I want to restart my computer now** is selected and click **Finish**.

For Mac OS X

Note:

- *To uninstall your software you need to download the Uninstaller.*
  Access the site at:
  http://www.epson.com
  Next, select the support section of your local Epson Web site.
- *To uninstall applications, you must log on to a Computer Administrator account.*
  You cannot uninstall programs if you log on as a limited account user.
- *Depending on the application, the Installer may be separated from the Uninstaller.*

1 Quit all running applications.

2 Double-click the **Uninstaller** icon in your Mac OS X hard drive.

3 Select the check boxes for the software you want to uninstall, such as the printer driver and the application, from the list displayed.

4 Click **Uninstall**.

5 Follow the on-screen instructions.

If you cannot find the software you want to uninstall in the Uninstaller window, double-click the **Applications** folder in your Mac OS X hard drive, select the application you want to uninstall, and then drag it to the **Trash** icon.

Note:
If you uninstall the printer driver and the name of your product remains in the Print & Scan (for Mac OS X 10.7) or Print & Fax (for Mac OS X 10.6 or 10.5) window, select the name of your product and click the - ***remove*** *button.*

Troubleshooting for Printing

Diagnosing the Problem

Troubleshooting product problems is best handled in two steps: first diagnose the problem, then apply likely solutions until the problem is fixed.

The information that you need to diagnose and solve most common problems is provided by online problem solving, the control panel, or the status monitor. Refer to the appropriate section below.

If you have a specific problem relating to print quality, a printing problem not related to print quality, or a paper feeding problem, or if the product does not print at all, refer to the appropriate section.

To solve a problem, you may need to cancel printing.
➡ "Canceling printing" on page 22

Checking product status

If a problem occurs while printing, an error message will appear in the status monitor window.

If an error message appears indicating the product's ink pads are nearing the end of their service life, contact Epson support to replace them. The message will be displayed at regular intervals until the ink pads are replaced. When the product's ink pads are saturated, the product stops and Epson support is required to continue printing.

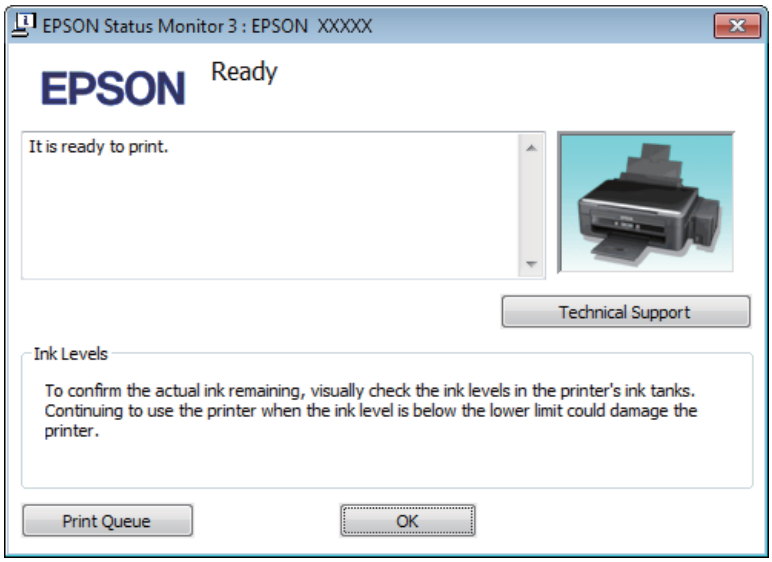
For Windows

There are two ways to access EPSON Status Monitor 3:

❏ Double-click the product shortcut icon on your Windows taskbar. To add a shortcut icon to the taskbar, see the following section:
➡ "From the shortcut icon on the taskbar" on page 18

❏ Open the printer driver, click the **Maintenance** tab, then click the **EPSON Status Monitor 3** button.

When you access EPSON Status Monitor 3, the following window appears:



Note:
If EPSON Status Monitor 3 does not appear, access the printer driver and click the ***Maintenance*** *tab and then the* ***Extended Settings*** *button. In the Extended Settings window, check the* ***Enable EPSON Status Monitor 3*** *check box.*

EPSON Status Monitor 3 provides the following information:

❏ **Technical Support:**
Click **Technical Support** to access the Epson technical support website.

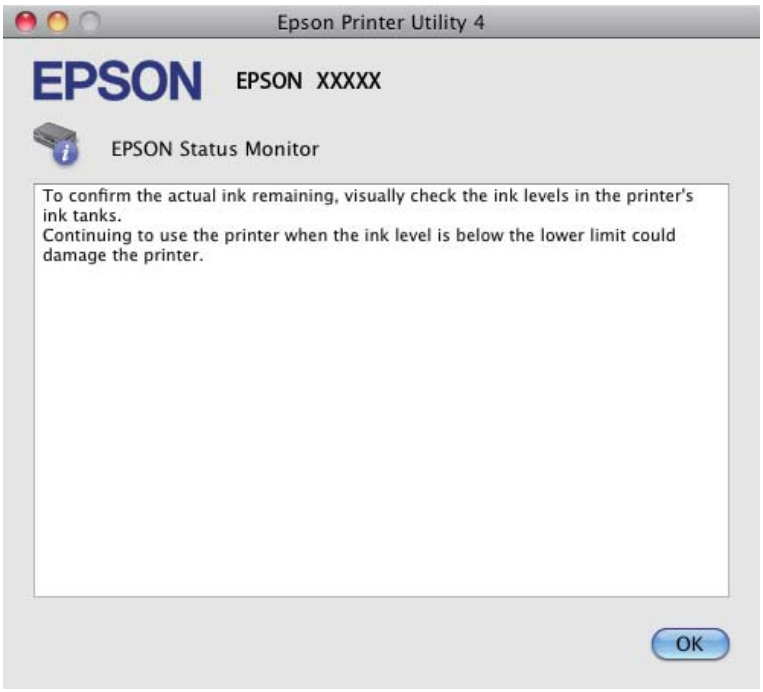
❏ **Print Queue:**
You can view Windows Spooler by clicking **Print Queue**.

For Mac OS X

Follow these steps to access EPSON Status Monitor.

1 Access the Epson Printer Utility 4.
➡ "Accessing the printer driver for Mac OS X" on page 18

2 Click the **EPSON Status Monitor** icon. The EPSON Status Monitor appears.



Paper Jams

Caution:
Never touch the buttons on the control panel while your hand is inside the product.

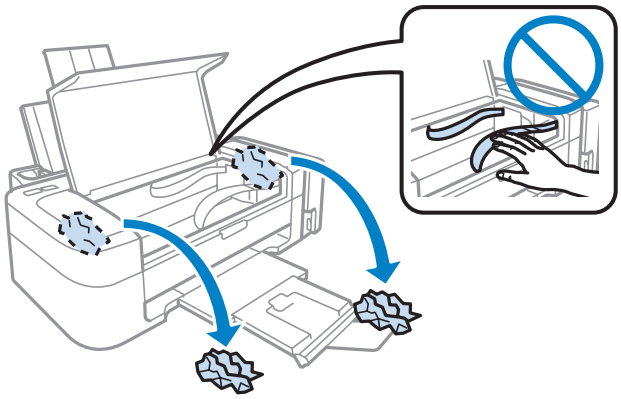
Important:
Be careful not to pull the cables or ink tubes, or touch other components inside the product unnecessarily. Otherwise, ink may leak or the product may be damaged.

Note:
- ❏ *Cancel the print job if prompted by a message from the printer driver.*
- ❏ *If all of the lights on the control panel flash, press the ⏻ button to turn the product off and then on again. If only the ⏻ and ⍰ lights flash, press the ⍉ button.*

Removing jammed paper from inside the product

1 Open the printer cover.

2 Remove all of the paper inside, including any torn pieces.



3 Close the printer cover.

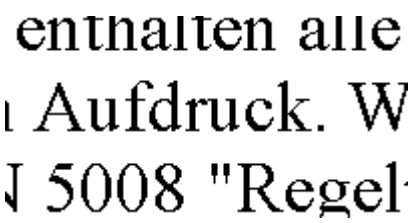
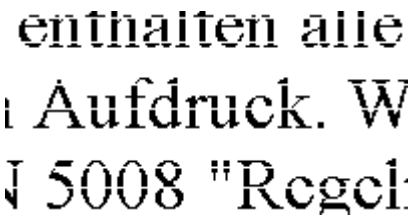
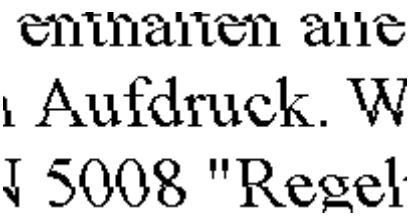
Preventing paper jams

If your paper jams frequently, check the following.

- ❏ The paper is smooth, not curled or wrinkled.
- ❏ You are using high-quality paper.
- ❏ The printable side of the paper is face up in the rear paper feed.
- ❏ The paper stack was fanned before loading.
- ❏ For plain paper, do not load paper above the line just under the ▼ arrow mark inside the edge guide. For Epson special media, make sure the number of sheets is less than the limit specified for the media.
  ➡ "Selecting Paper" on page 12
- ❏ The edge guide is snug against the left edge of the paper.
- ❏ The product is on a flat, stable surface that extends beyond the base in all directions. The product will not operate properly if it is tilted.

Print Quality Help

If you are having print quality problems, then compare it with the illustrations below. Click the caption under the illustration that best resembles your prints.

 Good sample	 Good sample
 ➡ "Horizontal banding" on page 53	 ➡ "Vertical banding or misalignment" on page 53
 ➡ "Horizontal banding" on page 53	 ➡ "Vertical banding or misalignment" on page 53
 ➡ "Incorrect or missing colors" on page 54	 ➡ "Blurry or smeared print" on page 54

Horizontal banding

- ❏ Make sure the printable side (the whiter or glossier side) of the paper is face up in the rear paper feed.
- ❏ Run the Head Cleaning utility to clear any clogged ink nozzles.
  ➡ "Cleaning the Print Head" on page 37
- ❏ Try to use genuine Epson ink bottles.
- ❏ Make sure the paper type selected in printer driver is appropriate for the type of paper loaded in the product.
  ➡ "Paper type settings from the printer driver" on page 13

Vertical banding or misalignment

- ❏ Make sure the printable side (the whiter or glossier side) of the paper is face up in the rear paper feed.

- ❏ Run the Head Cleaning utility to clear any clogged ink nozzles.
  ➡ "Cleaning the Print Head" on page 37

- ❏ Run the Print Head Alignment utility.
  ➡ "Aligning the Print Head" on page 38

- ❏ For Windows, clear the **High Speed** check box from the More Options window in your printer driver. See the online help for details.
  For Mac OS X, select **Off** from the High Speed Printing. To display the High Speed Printing, click through the following menus: **System Preferences**, **Print & Scan** (for Mac OS X 10.7) or **Print & Fax** (for Mac OS X 10.6 or 10.5), your product (in the Printers list box), **Options & Supplies**, and then **Driver**.

- ❏ Make sure the paper type selected in the printer driver is appropriate for the type of paper loaded in the product.
  ➡ "Paper type settings from the printer driver" on page 13

Incorrect or missing colors

- ❏ Make sure the initial ink charging is complete.

- ❏ Make sure the transportation lock is in the unlocked position.

- ❏ For Windows, clear the **Grayscale** setting in the Main window in your printer driver.
  For Mac OS X, clear the **Grayscale** setting in Print Settings in the Print dialog box in your printer driver.
  See the online help for details.

- ❏ Adjust the color settings in your application or in your printer driver settings.
  For Windows, check the More Options window.
  For Mac OS X, check the Color Options dialog box from the Print dialog box.
  See the online help for details.

- ❏ Run the Head Cleaning utility to clear any clogged ink nozzles.
  ➡ "Cleaning the Print Head" on page 37

- ❏ If you have not used the product for a long time, use the Power Ink Flushing utility of the printer driver.
  ➡ "Replacing Ink inside the Ink Tubes" on page 40

- ❏ Try to use genuine Epson ink bottles and paper recommended by Epson.

Blurry or smeared print

- ❏ Try to use genuine Epson ink bottles and paper recommended by Epson.

- ❏ Make sure the product is on a flat, stable surface that extends beyond the base in all directions. The product will not operate properly if it is tilted.

- ❏ Make sure your paper is not damaged, dirty, or too old.

- ❏ Make sure your paper is dry and the printable side (the whiter or glossier side) is face up in the rear paper feed.

- ❏ If the paper is curled toward the printable side, flatten it or curl it slightly in the opposite direction.

- ❏ Make sure the paper type selected in the printer driver is appropriate for the type of paper loaded in the product.
  ➡ "Paper type settings from the printer driver" on page 13
- ❏ Remove each sheet from the output tray as it is printed.
- ❏ Do not touch or allow anything to come into contact with the printed side of paper with a shiny finish. To handle your prints, follow the instructions of the paper.
- ❏ Run the Head Cleaning utility to clear any clogged ink nozzles.
  ➡ "Cleaning the Print Head" on page 37
- ❏ Run the Print Head Alignment utility.
  ➡ "Aligning the Print Head" on page 38
- ❏ If the paper is smeared with ink after printing, clean the interior of the product.
  ➡ "Cleaning the interior of the product" on page 42

Miscellaneous Printout Problems

Incorrect or garbled characters

- ❏ Clear any stalled print jobs.
  ➡ "Canceling printing" on page 22
- ❏ Turn off the product and computer. Make sure the product's interface cable is securely plugged in.
- ❏ Uninstall the printer driver, then reinstall it.
  ➡ "Uninstalling Your Software" on page 46

Incorrect margins

- ❏ Make sure that the paper is loaded into the rear paper feed correctly.
  ➡ "Loading Paper" on page 14
  ➡ "Loading Envelopes" on page 15
- ❏ Check the margin settings in your application. Make sure that the margins are within the printable area of the page.
  ➡ "Printable area" on page 64
- ❏ Make sure the printer driver settings are appropriate for the paper size you are using.
  For Windows, check the Main window.
  For Mac OS X, check the Page Setup dialog box or Print dialog box.
- ❏ Uninstall the printer driver, then reinstall it.
  ➡ "Uninstalling Your Software" on page 46

Printout has a slight slant

❏ Make sure that the paper is loaded into the rear paper feed correctly.
➡ "Loading Paper" on page 14
➡ "Loading Envelopes" on page 15

❏ If **Draft** is selected in Quality in the Main window in your printer driver (for Windows), or **Fast Economy** is selected in Print Quality in Print Settings (for Mac OS X), select another setting.

Inverted image

❏ For Windows, clear the **Mirror Image** check box from the More Options window of your printer driver, or turn off the Mirror Image setting in your application.
For Mac OS X, clear the **Mirror Image** check box in **Print Settings** in the Print dialog box of your printer driver, or turn off the Mirror Image setting in your application.
For instructions, see the online help for your printer driver or for your application.

❏ Uninstall the printer driver, then reinstall it.
➡ "Uninstalling Your Software" on page 46

Blank pages print

❏ Make sure the printer driver settings are appropriate for the paper size you are using.
For Windows, check the Main window.
For Mac OS X, check the Page Setup dialog box or Print dialog box.

❏ For Windows, check the **Skip Blank Page** setting by clicking the **Extended Settings** button on the Maintenance window of the printer driver.
For Mac OS X, select **On** from the Skip Blank Page. To display the Skip Blank Page, click through the following menus: **System Preferences**, **Print & Scan** (for Mac OS X 10.7) or **Print & Fax** (for Mac OS X 10.6 or 10.5), your product (in the Printers list box), **Options & Supplies**, and then **Driver**.

❏ Uninstall the printer driver, then reinstall it.
➡ "Uninstalling Your Software" on page 46

Printed side is smeared or scuffed

❏ If the paper is curled toward the printable side, flatten it or curl it slightly in the opposite direction.

❏ Load and eject plain paper several times.
➡ "Cleaning the interior of the product" on page 42

❏ Uninstall the printer driver, then reinstall it.
➡ "Uninstalling Your Software" on page 46

Printing is too slow

❏ Make sure the paper type selected in the printer driver is appropriate for the type of paper loaded in the product.
➡ "Paper type settings from the printer driver" on page 13

- ❏ For Windows, choose a lower **Quality** in the printer driver Main window.
  For Mac OS X, choose a lower Print Quality in the Print Settings dialog box from your printer driver's Print dialog box.
  ➡ "Accessing the printer driver for Windows" on page 17
  ➡ "Accessing the printer driver for Mac OS X" on page 18

- ❏ Close any unnecessary applications.

- ❏ If you print continuously for an extended period, the printing may be extremely slow. This is to slow down the printing speed and prevent the product mechanism from overheating and being damaged. If this happens, you can continue to print, but we recommend stopping and leaving the product idle for at least 30 minutes with the power on. (The product does not recover with the power off.) After you restart, the product will print at normal speed.

- ❏ Uninstall the printer driver, then reinstall it.
  ➡ "Uninstalling Your Software" on page 46

If you try all of the methods above and cannot solve the problem, see the following:
➡ "Increasing the Print Speed (For Windows Only)" on page 59

Paper Does Not Feed Correctly

Paper does not feed

Remove the stack of paper and make sure of the following:

- ❏ The paper is not curled or creased.

- ❏ The paper is not too old. See the instructions that came with the paper for more information.

- ❏ For plain paper, do not load paper above the line just under the ▼ arrow mark inside the edge guide.
  For Epson special media, make sure the number of sheets is less than the limit specified for the media.
  ➡ "Selecting Paper" on page 12

- ❏ Paper is not jammed inside the product. If it is, remove the jammed paper.
  ➡ "Paper Jams" on page 51

- ❏ You have followed any special loading instructions that came with your paper.

- ❏ The paper does not have any binder holes.

Multiple pages feed

- ❏ For plain paper, do not load paper above the line just under the ▼ arrow mark inside the edge guide.
  For Epson special media, make sure the number of sheets is less than the limit specified for the media.
  ➡ "Selecting Paper" on page 12

- ❏ Make sure the edge guide is snug against the left edge of the paper.

- ❏ Make sure the paper is not curled or folded. If so, flatten it or curl it slightly toward the opposite side before loading.

❏ Remove the stack of paper and make sure that the paper is not too thin.
➡ "Paper" on page 63

❏ Fan the edges of the stack to separate the sheets, then reload the paper.

❏ If too many copies of a file are being printed, check the Copies setting in your printer driver as follows, and also check in your application.
For Windows, check the Copies setting on the Main window.
Mac OS X, check the Copies setting in the Print dialog.

Paper is improperly loaded

If you have loaded the paper too far into the product, the product cannot feed the paper correctly. Turn the product off and gently remove the paper. Then turn the product on and reload the paper correctly.

Paper is not ejected fully or is wrinkled

❏ If the paper does not eject fully, press the ⏏ button to eject the paper. If the paper is jammed inside the product, remove it by referring to the following section.
➡ "Paper Jams" on page 51

❏ If the paper is wrinkled when it comes out, it may be damp or too thin. Load a new stack of paper.

Note:
Store any unused paper in its original packaging in a dry area.

The Product Does Not Print

All lights are off

❏ Press the ⏻ button to make sure the product is on.

❏ Make sure that the power cord is securely plugged in.

❏ Make sure that your outlet works and is not controlled by a wall switch or timer.

Only the power light is on

❏ Turn off the product and computer. Make sure the product's interface cable is securely plugged in.

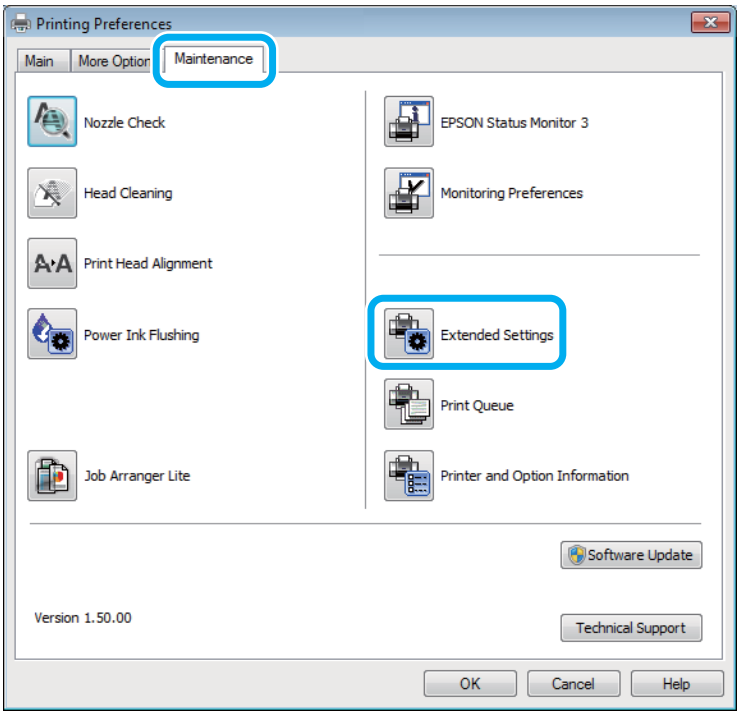
❏ If you are using the USB interface, make sure your cable meets the USB or Hi-Speed USB standards.

❏ If you are connecting the product to your computer via a USB hub, connect the product to the first-tier hub from your computer. If the printer driver is still not recognized on your computer, try to directly connect the product to your computer without the USB hub.

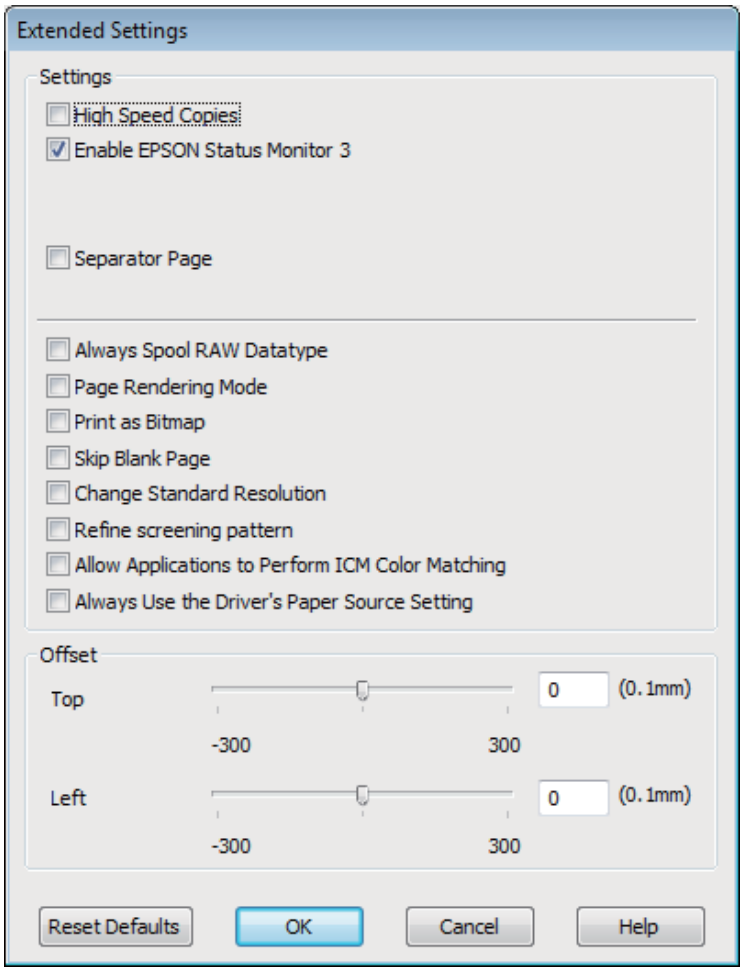
- If you are connecting the product to your computer via a USB hub, make sure the USB hub device is recognized by your computer.
- If you are trying to print a large image, your computer may not have enough memory. Try reducing the resolution of your image or printing the image at a smaller size. You may need to install more memory in your computer.
- Users of Windows can clear any stalled print jobs from the Windows Spooler.
  ➡ "Canceling printing" on page 22
- Uninstall the printer driver, then reinstall it.
  ➡ "Uninstalling Your Software" on page 46

Increasing the Print Speed (For Windows Only)

Print speed may be increased by selecting certain settings in the Extended Settings window when the printing speed is slow. Click the **Extended Settings** button on your printer driver's Maintenance window.



The following dialog box appears.



Select the following check boxes and print speed may be increased.

- ❏ High Speed Copies
- ❏ Always spool RAW datatype
- ❏ Page Rendering Mode
- ❏ Print as Bitmap

For more details on each item, see the online help.

Other Problem

Printing plain papers quietly

When plain paper is selected for the paper type and Standard (Windows) or Normal (Mac OS X) is selected as for quality in the printer driver, the product prints at high speed. Try choosing Quiet Mode for quieter operation which will reduce the print speed.

For Windows, select the Quiet Mode check box in the Main window of your printer driver.
For Mac OS X, select **On** from the Quiet Mode. To display the Quiet Mode, click through the following menus: **System Preferences**, **Print & Scan** (for Mac OS X 10.7) or **Print & Fax** (for Mac OS X 10.6 or 10.5), your product (in the Printers list box), **Options & Supplies**, and then **Driver**.

Product Information

Ink Bottles

You can use the following ink bottles with this product:

Ink bottles	Part numbers
Black	T6641
Cyan	T6642
Magenta	T6643
Yellow	T6644

Important:
Genuine Epson ink, other than those specified here, could cause damage that is not covered by Epson's warranties.

Color	Black, Cyan, Magenta, Yellow
Ink bottle life	For best results, use up ink within six months after removing a seal from ink bottle.
Temperature	Storage: -20 to 40 ˚C (-4 to 104 ˚F) 1 month at 40 ˚C (104 ˚F) Freezing:* -16 ˚C (3.2 ˚F)

* Ink thaws and is usable after approximately 3 hours at 25 ˚C (77 ˚F).

System Requirements

For Windows

System	PC Interface
Windows 7 (32-bit, 64-bit), Vista (32-bit, 64-bit), XP SP1 or higher(32-bit), or XP Professional x64 Edition	USB

For Mac OS X

System	PC Interface
Mac OS X 10.5.8, 10.6.x, 10.7.x	USB

Note:
The UNIX File System (UFS) for Mac OS X is not supported.

Technical Specifications

Note:
Specifications are subject to change without notice.

Printer specifications

Paper path	Rear paper feed, top entry
Capacity	L110/L210: 6 mm (0.2 in.) L300/L350: 11 mm (0.4 in.)

Paper

Note:
- ❏ *Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, Epson cannot attest to the quality of any non-Epson brand or type of paper. Always test samples of paper stock before purchasing large quantities or printing large jobs.*
- ❏ *Poor quality paper may reduce print quality and cause paper jams or other problems. If you encounter problems, switch to a higher grade of paper.*

Single sheets:

Size	A4 210 × 297 mm 10 × 15 cm (4 × 6 in.) 13 × 18 cm (5 × 7 in.) A6 105 × 148 mm A5 148 × 210 mm B5 182 × 257 mm 9 × 13 cm (3.5 × 5 in.) 13 × 20 cm (5 × 8 in.) 20 × 25 cm (8 × 10 in.) 16:9 wide size (102 × 181 mm) 100 × 148 mm Letter 8 1/2 × 11 in. Legal 8 1/2 × 14 in.
Paper types	Plain paper or special paper distributed by Epson
Thickness (for plain paper)	0.08 to 0.11 mm (0.003 to 0.004 in.)

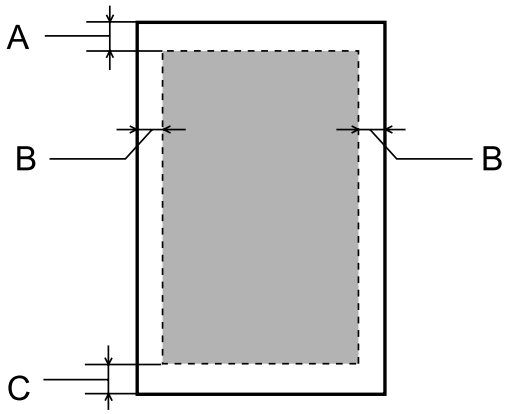
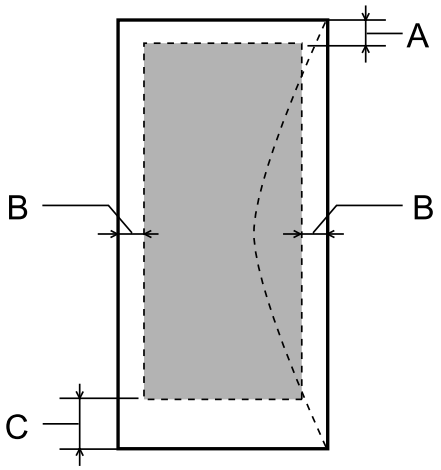
Weight (for plain paper)	64 g/m² (17 lb) to 90 g/m² (24 lb)

Envelopes:

Size	Envelope #10 4 1/8 × 9 1/2 in. Envelope DL 110 × 220 mm Envelope C6 114 × 162 mm
Paper types	Plain paper
Weight	75 g/m² (20 lb) to 90 g/m² (24 lb)

Printable area

Highlighted portions show printable area.

Single sheets	**Envelopes**
	

	Minimum margin	
Media type	Single sheets	Envelopes
A	3.0 mm (0.12 in.)	3.0 mm (0.12 in.)
B	3.0 mm (0.12 in.)	5.0 mm (0.20 in.)
C	3.0 mm (0.12 in.)	21.0 mm (0.83 in.)

Note:
Depending on the type of paper, print quality may decline in the top and bottom areas of the print, or the area may be smeared.

Mechanical

Dimensions	Storage Width: 472 mm (18.6 inches) Depth: 222 mm (8.7 inches) Height: 130 mm (5.1 inches)
	Printing* Width: 472 mm (18.6 inches) Depth (L110): 499 mm (19.6 inches) Depth (L300): 499 mm (19.6 inches) Height: 284 mm (11.2 inches)
Weight	L110: Approx. 2.7 kg (6.0 lb) without the ink and the power cord. L300: Approx. 2.7 kg (6.0 lb) without the ink and the power cord.

* With the output tray, output tray extension, and the stopper extended.

Electrical

		100-240 V Model
Input voltage range		90 to 264 V
Rated frequency range		50 to 60 Hz
Input frequency range		49.5 to 60.5 Hz
Rated current		0.5 to 0.3 A
Power consumption	**Printing**	L110: Approx. 10 W (ISO/IEC24712) L300: Approx. 10 W (ISO/IEC24712)
	Ready mode	Approx. 2.2 W
	Sleep mode	Approx. 1.2 W
	Power off	Approx. 0.3 W

Note:
Check the label on the back of the product for its voltage.

Environmental

Temperature	Operation: 10 to 35 ˚C (50 to 95 ˚F) Storage: -20 to 40 ˚C (-4 to 104 ˚F) 1 month at 40 ˚C (104 ˚F)

Humidity	Operation:* 20 to 80% RH Storage:* 5 to 85% RH

* Without condensation

Standards and approvals

European model:

Low voltage directive 2006/95/EC	EN60950-1
EMC directive 2004/108/EC	EN55022 Class B EN61000-3-2 EN61000-3-3 EN55024

Interface

USB - Compatible with the USB 2.0 Specification

Where To Get Help

Technical Support Web Site

Epson's Technical Support Web Site provides help with problems that cannot be solved using the troubleshooting information in your product documentation. If you have a Web browser and can connect to the Internet, access the site at:

http://support.epson.net/
http://www.epson.eu/Support (Europe)

If you need the latest drivers, FAQs, manuals, or other downloadables, access the site at:

http://www.epson.com
http://www.epson.eu/Support (Europe)

Then, select the support section of your local Epson Web site.

Contacting Epson Support

Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product documentation, contact Epson support services for assistance. If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

- ❏ Product serial number
  (The serial number label is usually on the back of the product.)
- ❏ Product model
- ❏ Product software version
  (Click **About**, **Version Info**, or similar button in the product software.)
- ❏ Brand and model of your computer
- ❏ Your computer operating system name and version
- ❏ Names and versions of the software applications you normally use with your product
- ❏ Number of sheets of paper fed
  ➡ "Checking the Number of Sheets of Paper Fed" on page 42

Help for Users in Europe

Check your **Pan-European Warranty Document** for information on how to contact Epson support.

Help for Users in Taiwan

Contacts for information, support, and services are:

World Wide Web (http://www.epson.com.tw)

Information on product specifications, drivers for download, and products enquiry are available.

Epson HelpDesk (Phone: +0280242008)

Our HelpDesk team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty

Repair service center:

Telephone number	Fax number	Address
02-23416969	02-23417070	No.20, Beiping E. Rd., Zhongzheng Dist., Taipei City 100, Taiwan
02-27491234	02-27495955	1F., No.16, Sec. 5, Nanjing E. Rd., Songshan Dist., Taipei City 105, Taiwan
02-32340688	02-32345299	No.1, Ln. 359, Sec. 2, Zhongshan Rd., Zhonghe City, Taipei County 235, Taiwan
039-605007	039-600969	No.342-1, Guangrong Rd., Luodong Township, Yilan County 265, Taiwan
038-312966	038-312977	No.87, Guolian 2nd Rd., Hualien City, Hualien County 970, Taiwan
03-2810606	03-2810707	No.413, Huannan Rd., Pingzhen City, Taoyuan County 324, Taiwan
03-5325077	03-5320092	1F., No.9, Ln. 379, Sec. 1, Jingguo Rd., North Dist., Hsinchu City 300, Taiwan
04-23291388	04-23291338	3F., No.510, Yingcai Rd., West Dist., Taichung City 403, Taiwan
04-23805000	04-23806000	No.530, Sec. 4, Henan Rd., Nantun Dist., Taichung City 408, Taiwan
05-2784222	05-2784555	No.463, Zhongxiao Rd., East Dist., Chiayi City 600, Taiwan
06-2221666	06-2112555	No.141, Gongyuan N. Rd., North Dist., Tainan City 704, Taiwan

Telephone number	Fax number	Address
07-5520918	07-5540926	1F., No.337, Minghua Rd., Gushan Dist., Kaohsiung City 804, Taiwan
07-3222445	07-3218085	No.51, Shandong St., Sanmin Dist., Kaohsiung City 807, Taiwan
08-7344771	08-7344802	1F., No.113, Shengli Rd., Pingtung City, Pingtung County 900, Taiwan

Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web (http://www.epson.com.sg)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk (Phone: (65) 6586 3111)

Our HelpDesk team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web (http://www.epson.co.th)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

Epson Hotline (Phone: (66)2685-9899)

Our Hotline team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Hotline (Phone): 84-8-823-9239

Service Center: 80 Truong Dinh Street, District 1, Hochiminh City
Vietnam

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web (http://www.epson.co.id)

- ❏ Information on product specifications, drivers for download
- ❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

- ❏ Sales enquiries and product information
- ❏ Technical support

Phone (62) 21-572 4350

Fax (62) 21-572 4357

Epson Service Center

Jakarta
Mangga Dua Mall 3rd floor No 3A/B
Jl. Arteri Mangga Dua,
Jakarta

Phone/Fax: (62) 21-62301104

Bandung
Lippo Center 8th floor
Jl. Gatot Subroto No.2
Bandung

Phone/Fax: (62) 22-7303766

Surabaya
Hitech Mall lt IIB No. 12
Jl. Kusuma Bangsa 116 – 118
Surabaya

Phone: (62) 31-5355035
Fax: (62)31-5477837

Yogyakarta	Hotel Natour Garuda Jl. Malioboro No. 60 Yogyakarta Phone: (62) 274-565478
Medan	Wisma HSBC 4th floor Jl. Diponegoro No. 11 Medan Phone/Fax: (62) 61-4516173
Makassar	MTC Karebosi Lt. Ill Kav. P7-8 JI. Ahmad Yani No.49 Makassar Phone: (62)411-350147/411-350148

Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- ❏ Product information
- ❏ Answers to Frequently Asked Questions (FAQs)
- ❏ Latest versions of Epson product drivers

Users can access our World Wide Web home page at:

http://www.epson.com.hk

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: (852) 2827-8911

Fax: (852) 2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web (http://www.epson.com.my)

- ❏ Information on product specifications, drivers for download
- ❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Trading (M) Sdn. Bhd.

Head Office.

Phone: 603-56288288

Fax: 603-56288388/399

Epson Helpdesk

- ❏ Sales enquiries and product information (Infoline)

  Phone: 603-56288222

- ❏ Enquiries on repair services & warranty, product usage and technical support (Techline)

  Phone: 603-56288333

Help for Users in India

Contacts for information, support, and services are:

World Wide Web (http://www.epson.co.in)

Information on product specifications, drivers for download, and products enquiry are available.

Epson India Head Office - Bangalore

Phone: 080-30515000

Fax: 30515005

Epson India Regional Offices:

Location	Telephone number	Fax number
Mumbai	022-28261515 /16/17	022-28257287
Delhi	011-30615000	011-30615005
Chennai	044-30277500	044-30277575
Kolkata	033-22831589 / 90	033-22831591
Hyderabad	040-66331738/ 39	040-66328633
Cochin	0484-2357950	0484-2357950
Coimbatore	0422-2380002	NA
Pune	020-30286000 /30286001/30286002	020-30286000
Ahmedabad	079-26407176 / 77	079-26407347

Helpline

For Service, Product info or to order a cartridge - 18004250011 (9AM - 9PM) - This is a Toll-free number.

For Service (CDMA & Mobile Users) - 3900 1600 (9AM - 6PM) Prefix local STD code

Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone and fax numbers and e-mail address below:

Trunk Line: (63-2) 706 2609

Fax: (63-2) 706 2665

Helpdesk Direct Line: (63-2) 706 2625

E-mail: epchelpdesk@epc.epson.com.ph

World Wide Web (http://www.epson.com.ph)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

Toll-Free No. 1800-1069-EPSON(37766)

Where To Get Help

Our Hotline team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty

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