


CD/DVD?

See below.

Copying onto a CD/DVD

You can copy a printed photo or CD/DVD label directly onto an ink jet-printable CD or DVD. If you want, you can first print a test design on plain paper.

1. Load the CD, DVD, or plain paper you want to print on.
2. Press the  home icon, if necessary.
3. Select **Various prints**.
4. Select **Copy to CD/DVD**.
5. Follow the instructions on the LCD screen to place your original CD, DVD, or photo on the scanner glass and select **Proceed to set up Outer/Inner**.
6. If necessary, adjust the inner and outer diameter of your CD as shown on the screen and select **Select Type**. You see this screen:



7. Select **Print on CD/DVD** to print on a CD or DVD. If printing a test print on plain paper, select **Test Print on Letter/A4**.
8. Select any copy settings as needed.
9. When you are ready to print, select **Print on CD/DVD**.

Note: To cancel printing, select **Cancel** and select **OK** to exit.

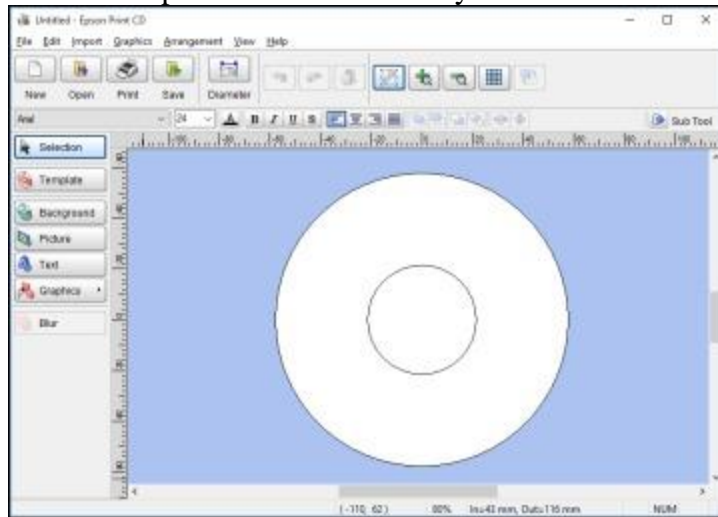
Can I print on CDs and DVDs?

Yes. See below for instructions on printing on CDs or DVDs.

Starting Epson Print CD - Windows

You can use Epson Print CD to design your disc by importing photos, adding text, and creating special effects.

1. Select the Epson Print CD icon on your Windows Desktop. You see a screen like



2. Use the buttons on the left side of the screen to select a pre-designed template or add a background image, picture, text, or graphic elements. For more information, select the **Help** menu.
3. When you are finished creating your design, click **Save** and save your design file.

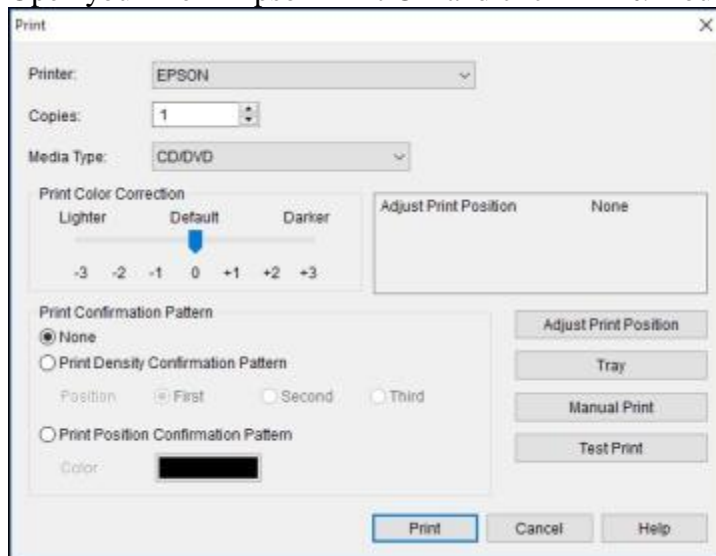
Related tasks

[Printing Your CD/DVD Design - Windows](#)

Printing Your CD/DVD Design - Windows

After you create your design, you can print it on paper to test it, then print it on the CD or DVD that contains your data, photos, video, or music. Make sure the disc is loaded for printing before you start.

4. Open your file in Epson Print CD and click **Print**. You see a screen like this:



5. Make sure your product is selected as the **Printer** setting.
6. To see how your design will look without printing on the disc, click **Test Print** and follow the instructions on the screen.
7. When you are ready to print on the disc, click the **Print** button on the screen.
8. Click **Print**.

Note: If you need to adjust the print position or print quality, see the Epson Print CD Help utility for instructions.

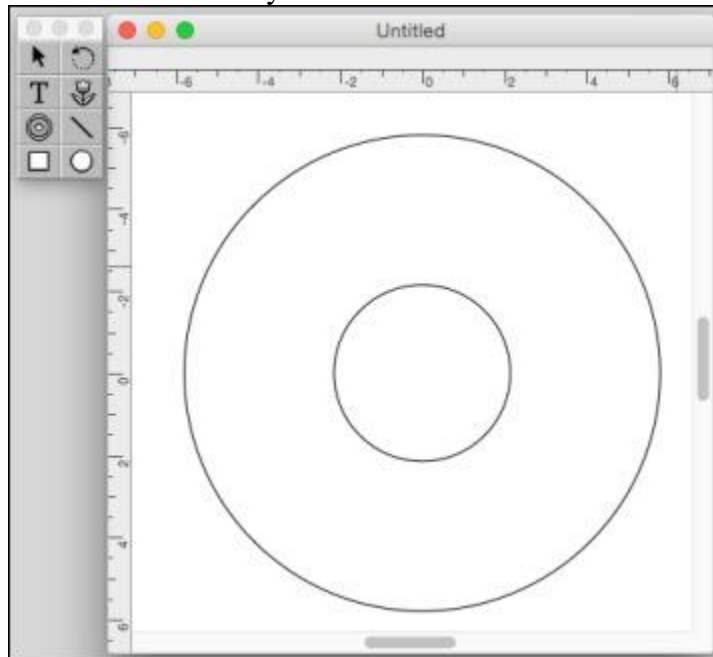
Related tasks

[Starting Epson Print CD - Windows](#)

Starting Epson Print CD - Mac

You can use Epson Print CD to design your disc by importing photos, adding text, and creating special effects.

9. Open the Epson Print CD program in the **Applications > Epson Software > Print CD** folder on your Mac. You see a screen like this:



10. Use the icons on the left side of the screen to add a background image, picture, text, or graphic elements.
11. When you are finished creating your design, make sure you save it.

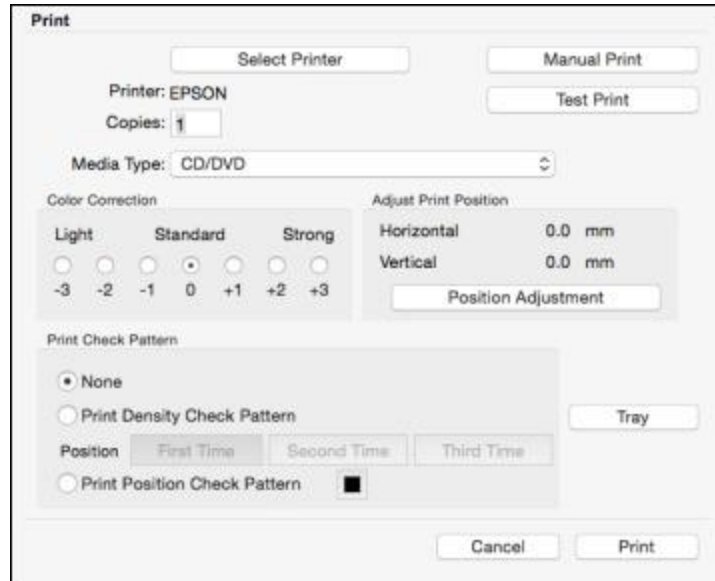
Related tasks

[Printing Your CD/DVD Design - Mac](#)

Printing Your CD/DVD Design - Mac

After you create your design, you can print it on paper to test it, then print it on the CD or DVD that contains your data, photos, video, or music. Make sure the disc is loaded for printing before you start.

12. Open your file in Epson Print CD and select **Print** from the File menu. You see a screen like this:




13. Make sure your product is selected as the **Printer** setting.
14. To see how your design will look without printing on the disc, select **Test Print** and follow the instructions on the screen.
15. When you are ready to print on the disc, click the **Print** button on the screen.

Note: If you need to adjust the print position or print quality, see the Epson Print CD Help utility for instructions.

How do I copy a document or photo using my product's control panel?

You can copy documents or photos onto various sizes and types of paper, including Epson special papers.

1. Place your original document or photo on the product.
2. Load the paper you want to print on.
3. Press the  home icon, if necessary.

4. Select **Copy**. You see a screen like this:



5. To print more than one copy, select **Copies** and use the displayed numeric keypad to select the number of copies (up to 99).
6. Change any of the displayed settings as necessary.
7. Select the **Advanced Settings** tab to view and change additional copy settings, if necessary.
8. Select **Preview** to preview your copy on the LCD screen.

Note: You can only preview documents that are placed on the scanner glass.

9. When you are ready to copy, press the **Copy** icon.

Note: To cancel printing, select **Cancel**.


How do I print photos directly from a camera?

See below.

Note: The camera must support PictBridge printing.

Connecting and Printing from a Camera

Before you connect your camera, make sure the product is turned on but not printing.

1. Remove any memory cards from the product.
2. Load the paper you want to use for printing.
3. Connect the USB cable that came with your camera to the  USB port on the front of your product.

Note: You cannot use the USB port to transfer images from your camera to your computer.

4. Turn on your camera.
5. Follow the instructions that came with your camera to select and print your photos.


When you finish printing, turn off your camera and disconnect it from the product.

How do I restore the colors in faded photos?

See below.

Restoring Photos While Copying

You can restore the colors in faded photos as you copy them.

1. Load the paper you want to print on.
2. Press the  home icon, if necessary.
3. Select **Various prints**
4. Select **Various copies**. You see a screen like this:



5. Select **Copy/Restore Photos**.
6. Make sure the **Restore Color** setting is set to **On**.
7. Select your other paper and print settings as necessary, then select **To Placing Originals**.
8. Place your originals on the scanner glass.
9. Select **Start Scanning**. Your originals are scanned and a preview appears on the LCD screen.
10. If you need to edit the copy, select **Edit** and change any of these settings as necessary:
 - **Photo Adjustments**: Select **Fix Photo On** to improve the color, contrast, and sharpness of flawed photos.
 - **Filter**: Select **B&W** to apply a monochrome filter.
 - **Crop/Zoom**: Zoom in and enlarge a part of the photo and crop it.
11. To print more than one copy, select **Copies** and use the displayed numeric keypad to select the number of copies (up to 99).
12. When you are ready to copy, press the **Copy** icon.

Note: To cancel printing, select **Cancel**.

Printing is slow or the printer stops printing when I try to print from Windows or my Mac. What should I do?

If printing becomes slow, try these solutions:

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

- On a Mac, make sure you download and install the Epson printer driver.
- Make sure **Quiet Mode** is turned off.
- Clear space on your hard drive or run a defragmentation utility to free up existing space.
- Close any programs you are not using when you print.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If printing becomes slower after printing continuously for a long time, the product may have automatically slowed down to protect the print mechanism from overheating or becoming damaged. Let the product rest with the power on for 30 minutes, then try printing again.
- If you are printing over a wireless network, factors such as interference, network traffic, or weak signal strength may affect your printing speed.
- If you are printing photos on plain paper, print speed may be reduced to maintain image quality.

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

- Make sure the paper type setting matches the type of paper you loaded.
- Turn on any high speed settings in your product software.
- Select a lower print quality setting.
- Make sure the ink drying time has not been increased for double-sided printing.
- **Windows:** Click the **Maintenance** or **Utility** tab, select **Extended Settings** or **Speed and Progress**, and select the following settings:
 - **Always Spool RAW Datatype**
 - **Page Rendering Mode**
 - **Print as Bitmap**
- **Windows:** Select **Printer Properties**, click the **More Options** tab, and make sure the **High Speed** setting is enabled.
- **Mac:** Select **System Preferences**, select **Printers & Scanners**, and select your product. Select **Options & Supplies**, select **Options** (or **Driver**), and enable the **High Speed Printing** setting.
- Enable the bidirectional setting on the product control panel (**Settings > Printer Settings > Bidirectional**).

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




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

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

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

I can't print from my Mac with a wireless connection after I replaced my router. What should I do?

You need to set up your product again for the new router. Do the following:

1. Open the  menu, select **System Preferences** < **Print & Fax**, **Print & Scan**, or **Printers & Scanners** < your printer, and then click  to remove the printer.
2. Open the  menu, select **System Preferences**, and then click either **Security & Privacy** or **Security**. Select the **Firewall** tab and disable the firewall.

If you have other firewall software enabled, you need to disable it also. If you don't know how to disable it, contact your firewall provider for help.

Note: This step is needed to install the product's software and complete the wireless setup. Remember to enable your firewall software after you complete the wireless setup.

3. Download and install the **Drivers and Utilities Combo Package** from the Downloads tab on the product's support page. Open the file you downloaded and follow the on-screen instructions to install the software.

Note: After you complete the wireless setup, turn your firewall back on.

If this does not solve the problem, contact Epson support.

I was able to print from Windows before with a wireless connection, but now I can't. What should I do?

This problem can be caused by your printer, computer, or wireless network. Do the following:




1. To determine if the printer can print without a computer, print a nozzle check pattern. See these [instructions](#).
 - If you can print a nozzle check pattern, go to the next step.
 - If you can't print a nozzle check pattern, check the product for errors and clear them. See these [instructions](#). Try printing a nozzle check pattern again. If you can print, go to the next step. Otherwise, contact Epson support.
2. [Delete any pending print jobs from the Epson print queue](#) and try printing again. If you can print, you're done and you can skip the remaining steps. Otherwise, go to the next step.

3. In the Epson print queue, select **Printer** and deselect the **Use Printer Offline** checkbox. If you can print, you're done. Otherwise, go to the next step.
4. Check your product's Wi-Fi indicator and do one of the following:
 - If a wireless connection is established, unplug your router's power cord from the power outlet, wait a brief period, plug it back in, and then try to print. If you can print, you're done. The problem was resolved by initializing your router. If you can't print, restart your computer and try printing again. If these steps do not resolve your problem, contact Epson support.

Note: You may need to re-establish the connection for the other devices on your network after you initialize your router.

- If a wireless connection is not established, follow the instructions in the **Reinstall the Product Software** section below.

Reinstall the Product Software

5. Reset your product's network settings. See these [instructions](#).
6. Turn off the product and disconnect any interface cables.
7. Do one of the following:
 - **Windows 10:** Click  and select  (Settings) < **Network & Internet** < **Windows Firewall**. Disable the firewall.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** < **Windows Firewall**. Disable the firewall.
 - **Windows (other versions):** Select  or **Start** < **Control Panel** < **System and Security** < **Windows Firewall**. Disable the firewall.

If you have other firewall software enabled, you need to disable it also. If you don't know how to disable it, contact your firewall provider for help.

Note: This step is needed to install the product's software and complete the wireless setup. Remember to enable your firewall software after you complete the wireless setup.

8. Uninstall your product's software. See these [instructions](#).
9. Unplug your router's power cord from the power outlet, wait a brief period, and then plug it back in.

Note: You may need to re-establish the connection for the other devices on your network.

10. Download and install the **Drivers and Utilities Combo Package** from the Downloads tab on the product's support page. Open the file you downloaded and follow the on-screen instructions to install the software.

Note: After you complete the wireless setup, turn your firewall back on.

How do I print a multi-page document from Windows or my Mac so it stacks in the correct page order?

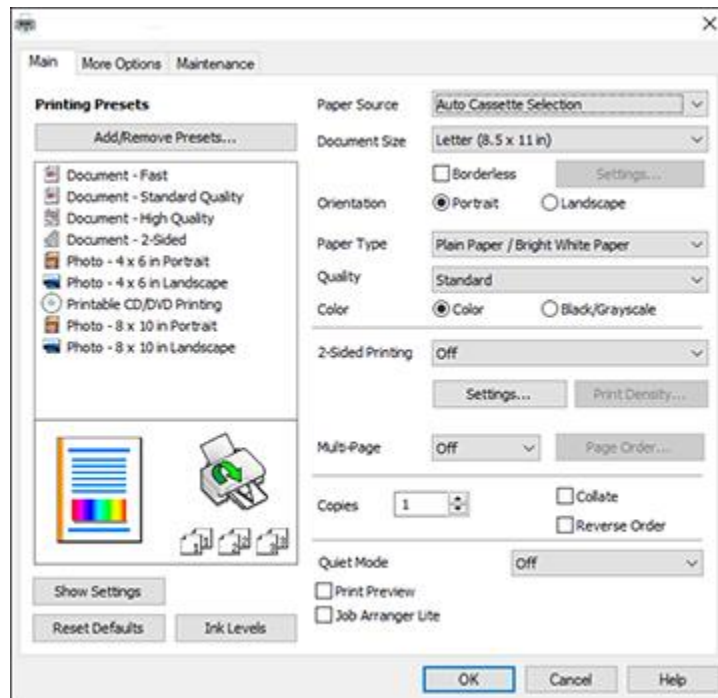
Open the document and follow the steps below for your operating system.

Windows

1. Select the print command in your application.
2. Make sure your product is selected.
3. Click **Printer Properties, Properties, or Preferences**.

Note: If you don't see these buttons, click **Setup, Printer, or Options**, and click **Printer Properties, Properties, or Preferences** on the next screen.

4. Click the **Main** tab.

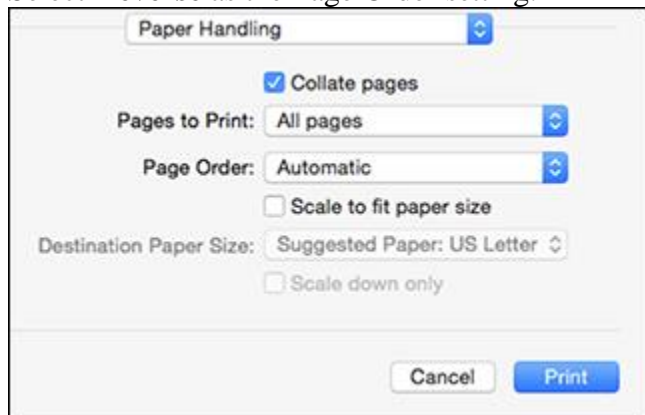


5. Select **Reverse Order**.
6. Click **OK**.

Mac

7. Select the print command in your application.
8. Make sure your product is selected. Click the arrow next to the Printer setting or the **Show Details** button to expand the print window, if necessary.
9. Select **Paper Handling** from the printer options pop-up menu.




10. Select **Reverse** as the Page Order setting.



11. Click **Print**.

I was able to print from my Mac before with a USB connection, but now I can't. What should I do?

This problem can be caused by your printer, the connection, or the computer. Do the following:

1. To determine if the printer can print without a computer, print a nozzle check pattern. See these [instructions](#).
 - If you can print a nozzle check pattern, go to the next step.
 - If you can't print a nozzle check pattern, check the product for errors and clear them. See these [instructions](#). Try printing a nozzle check pattern again. If you can print, go to the next step. Otherwise, contact Epson support.
2. [Delete any pending print jobs from the Epson print queue](#) and try printing again. If you can print, you're done and you can skip the remaining steps. Otherwise, go to the next step.
3. On your Mac, open the  menu and select **System Preferences**. Select **Print & Scan**, **Print & Fax**, or **Printers & Scanners**, select your printer, and then click  to remove the printer. Click , select your printer with Kind set as **Bonjour**, select your printer from the Use drop-down list, and then click **Add**. This adds the printer back to the printer queue. Try printing again. If you can print, you're done and you can skip the remaining steps. Otherwise, go to the next step.
4. Turn off your product, make sure the USB cable is securely connected, and then turn on your product and try printing again.

Note: If you're using a hub or switchbox, connect the product directly to your computer.

If you still can't print, make sure the USB cable is a shielded cable no more than 6.5 feet (2 meters) long. Also, try connecting the cable to another USB port on your computer or use a

different cable. Try printing again. If you can print, you're done. I was able to print from Windows before with a USB connection, but now I can't. What should I do?

This problem can be caused by your printer, the connection, or the computer. Do the following:

1. To determine if the printer can print without a computer, print a nozzle check pattern. See these [instructions](#).
 - If you can print a nozzle check pattern, go to the next step.
 - If you can't print a nozzle check pattern, check the product for errors and clear them. See these [instructions](#). Try printing a nozzle check pattern again. If you can print, go to the next step. Otherwise, contact Epson support.
2. [Delete any pending print jobs from the Epson print queue](#) and try printing again. If you can print, you're done and you can skip the remaining steps. Otherwise, go to the next step.
3. In the Epson print queue, select **Printer** and deselect the **Use Printer Offline** checkbox. If you can print, you're done. Otherwise, go to the next step.
4. Turn off your product, make sure the USB cable is securely connected, and then turn on your product and try printing again.





If you still can't print, make sure the USB cable is a shielded cable no more than 6.5 feet (2 meters) long. Also, try connecting the cable to another USB port on your computer or use a different cable. Try printing again.

Note: If you're using a hub or switchbox, connect the product directly to your computer.

I was able to print from Windows before with an Ethernet connection, but now I can't. What should I do?

This problem can be caused by your printer or computer. Do the following:

1. To determine if the printer can print without a computer, print a nozzle check pattern. See these [instructions](#).
 - If you can print a nozzle check pattern, go to the next step.
 - If you can't print a nozzle check pattern, check the product for errors and clear them. See these [instructions](#). Try printing a nozzle check pattern again. If you can print, go to the next step. Otherwise, contact Epson support.
2. [Delete any pending print jobs from the Epson print queue](#) and try printing again. If you can print, you're done and you can skip the remaining steps. Otherwise, go to the next step.

3. In the Epson print queue, select **Printer** and deselect the **Use Printer Offline** checkbox. If you can print, you're done. Otherwise, go to the next step.
4. Print a Network Status Sheet. See these [instructions](#). Find the product's IP address on the Network Status Sheet. The IP address set up on your product should be the same in Windows. To see the IP address set up for your printer in Windows, do one of the following:
 - **Windows 10:** Click  and select  (Settings) < **Devices < Printers & scanners**. Select your product and select **Manage < Printer properties < Ports**. The IP address appears in the Port column.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel < Hardware and Sound < Devices and Printers**. Right-click your printer icon and select **Printer Properties < Ports**. The IP address appears in the Port column.
 - **Windows 7:** Click  and select **Devices and Printers**. Right-click your printer icon and select **Printer Properties < Ports**. The IP address appears in the Port column.
 - **Windows Vista:** Click  and select **Control Panel** (or point to **Settings** and then select **Control Panel**). Select **Printer** (under **Hardware and Sound**) or **Printers**. Right-click your printer icon and select **Printer Properties < Ports**. The IP address appears in the Port column.
5. Do one of the following:
 - If the IP address for your printer is different in Windows, add a new port for your printer. Select **Ports** and click **Add Port**. A window appears. Select **EpsonNet Print Port < New Port < Manual Setting < Next**. Enter your printer's IP address in the IP address field and click **Next < Finish**. Try printing again. If you can print, you're done. Otherwise, contact Epson support.
 - If the IP address is the same, contact Epson support.

How do I print a multi-page document from Windows or my Mac so it stacks in the correct page order?

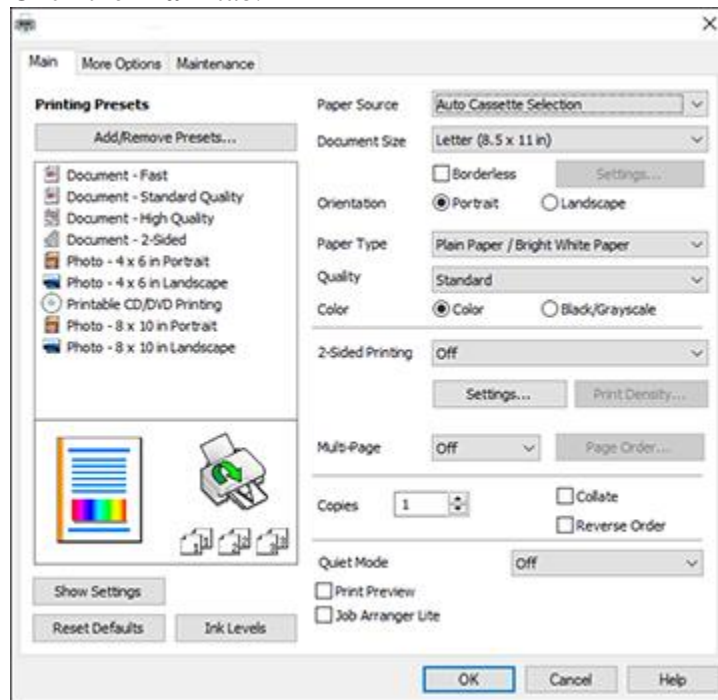
Open the document and follow the steps below for your operating system.

Windows

1. Select the print command in your application.
2. Make sure your product is selected.
3. Click **Printer Properties, Properties, or Preferences**.

Note: If you don't see these buttons, click **Setup, Printer, or Options**, and click **Printer Properties, Properties, or Preferences** on the next screen.

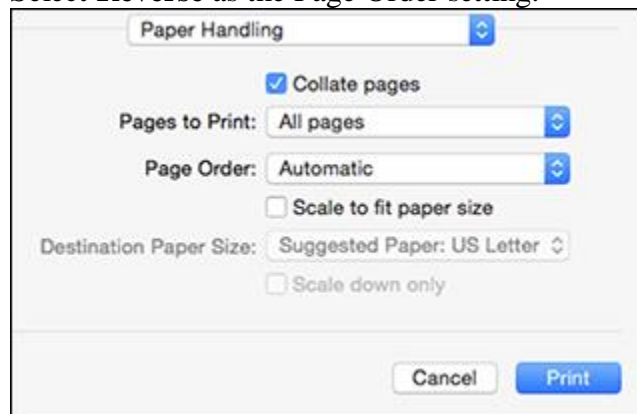
- Click the **Main** tab.



- Select **Reverse Order**.
- Click **OK**.

Mac




- Select the print command in your application.
- Make sure your product is selected. Click the arrow next to the Printer setting or the **Show Details** button to expand the print window, if necessary.
- Select **Paper Handling** from the printer options pop-up menu.
- Select **Reverse** as the Page Order setting.



- Click **Print**.

I was able to print from my Mac before with a USB connection, but now I can't. What should I do?

This problem can be caused by your printer, the connection, or the computer. Do the following:

1. To determine if the printer can print without a computer, print a nozzle check pattern. See these [instructions](#).
 - If you can print a nozzle check pattern, go to the next step.
 - If you can't print a nozzle check pattern, check the product for errors and clear them. See these [instructions](#). Try printing a nozzle check pattern again. If you can print, go to the next step. Otherwise, contact Epson support.
2. [Delete any pending print jobs from the Epson print queue](#) and try printing again. If you can print, you're done and you can skip the remaining steps. Otherwise, go to the next step.
3. On your Mac, open the  menu and select **System Preferences**. Select **Print & Scan**, **Print & Fax**, or **Printers & Scanners**, select your printer, and then click  to remove the printer. Click , select your printer with Kind set as **Bonjour**, select your printer from the Use drop-down list, and then click **Add**. This adds the printer back to the printer queue. Try printing again. If you can print, you're done and you can skip the remaining steps. Otherwise, go to the next step.
4. Turn off your product, make sure the USB cable is securely connected, and then turn on your product and try printing again.

Note: If you're using a hub or switchbox, connect the product directly to your computer.


If you still can't print, make sure the USB cable is a shielded cable no more than 6.5 feet (2 meters) long. Also, try connecting the cable to another USB port on your computer or use a different cable. Try printing again. If you can print, you're done.

I was able to print from my Mac before with an Ethernet connection, but now I can't. What should I do?

This problem can be caused by your printer or the computer. Do the following:

1. To determine if the printer can print without a computer, print a nozzle check pattern. See these [instructions](#).
 - If you can print a nozzle check pattern, go to the next step.
 - If you can't print a nozzle check pattern, check the product for errors and clear them. See these [instructions](#). Try printing a nozzle check pattern again. If you can print, go to the next step. Otherwise, contact Epson support.
2. [Delete any pending print jobs from the Epson print queue](#) and try printing again. If you can print, you're done and you can skip the remaining steps. Otherwise, go to the next step.

3. Delete and re-add the print queue.


Click , select your printer with Kind set as **Bonjour**, select your printer from the Use drop-down list, and then click **Add**. This adds the printer to the printer queue. Try printing again. If you can print, you're done.

It takes a long time to copy a document. What should I do?

Try copying your original in draft mode. Do the following:

1. Place your original document on the scanner glass, or place multi-page documents in the ADF.
2. Load the paper you want to print on in the product.

Note: Load only the recommended number of sheets.

3. Press the  home button, if necessary.
4. Select **Copy**.

You see this screen:






5. Select the **Advanced Settings** tab.
6. Press the down arrow button to select **Quality**. Select **Draft** as the quality type.
7. When you are ready to copy, select the **Copy** tab and select the **Copy** icon.

I was able to print from my Mac before with a wireless connection, but now I can't. What should I do?

This problem can be caused by your printer, computer, or wireless network. Do the following:




1. To determine if the printer can print without a computer, print a nozzle check pattern. See these [instructions](#).
 - If you can print a nozzle check pattern, go to the next step.
 - If you can't print a nozzle check pattern, check the product for errors and clear them. See these [instructions](#). Try printing a nozzle check pattern again. If you can print, go to the next step. Otherwise, contact Epson Support.

2. [Delete any pending print jobs from the Epson print queue](#) and try printing again. If you can print, you're done and you can skip the remaining steps. Otherwise, go to the next step.
3. On your Mac, open the  menu and select **System Preferences**. Select **Print & Scan**, **Print & Fax**, or **Printers & Scanners**, select your printer, and then click  to remove the printer. Click , select your printer with Kind set as **Bonjour**, select your printer from the Use drop-down list, and then click **Add**. This adds the printer back to the printer queue. Try printing again. If you can print, you're done, and you can skip the remaining steps. Otherwise, go to the next step.
4. Check your product's Wi-Fi indicator and do one of the following:
 - If a wireless connection is established, unplug your router's power cord from the power outlet, wait a brief period, plug it back in, and then try to print. If you can print, you're done. The problem was resolved by initializing your router. If you can't print, restart your computer and try printing again. If these steps do not resolve your problem, contact Epson support.

Note: You may need to re-establish the connection for the other devices on your network after you initialize your router.

- If a wireless connection is not established, follow the instructions in the **Reinstall the Product Software** section below.

Reinstall the Product Software

5. Reset your product's network settings. See these [instructions](#).
6. On your Mac, open the  menu and select **System Preferences**. Select **Print & Scan**, **Print & Fax**, or **Printers & Scanners**, select your printer, and then click  to remove the printer.
7. Open the  menu, select **System Preferences**, and then click either **Security & Privacy** or **Security**. Select the **Firewall** tab and disable the firewall.

If you have other firewall software enabled, you need to disable it also. If you don't know how to disable it, contact your firewall provider for help.

Note: This step is needed to install the product's software and complete the wireless setup. Remember to enable your firewall software after you complete the wireless setup.


8. Unplug your router's power cord from the power outlet, wait a brief period, and then plug it back in.

Note: You may need to re-establish the connection for the other devices on your network.

9. Download and install the **Drivers and Utilities Combo Package** from the Downloads tab on the product's support page. Open the file you downloaded and follow the on-screen instructions to install the software.

Note: After you complete the wireless setup, turn your firewall back on.

When I copy a CD/DVD, the printed image is smaller than the original. What should I do?

Make sure the settings on the printer's control panel are set correctly and that the inner and outer diameter match the actual CD/DVD size. Then place a clean piece of plain paper over the CD/DVD on the document table, close the printer cover, and press the  button.

I can't print from my Mac with a wireless connection since I received an exchange product from Epson. What should I do?

You need to set up your product again. Do the following:

1. Open the  menu, select **System Preferences**, and then click either **Security & Privacy** or **Security**. Select the **Firewall** tab and disable the firewall.

If you have other firewall software enabled, you need to disable it also. If you don't know how to disable it, contact your firewall provider for help.

Note: This step is needed to install the product's software and complete the wireless setup. Remember to enable your firewall software after you complete the wireless setup.




2. Download and install the **Drivers and Utilities Combo Package** from the Downloads tab on the product's support page. Open the file you downloaded and follow the on-screen instructions to install the software.

If you received a different product for exchange, go to the main Epson Support page, select your product, and then download the software from the Downloads tab on the product's support page.

Note: After you complete the wireless setup, turn your firewall back on.

I can't print from Windows with a wireless connection since I received an exchange product from Epson. What should I do?

You need to set up your product again. Do the following:

1. Do one of the following:
 - **Windows 10:** Click  and select  (Settings) < **Network & Internet** < **Windows Firewall**. Disable the firewall.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** < **Windows Firewall**. Disable the firewall.
 - **Windows (other versions):** Select  or **Start** < **Control Panel** < **System and Security** < **Windows Firewall**. Disable the firewall.

If you have other firewall software enabled, you need to disable it also. If you don't know how to disable it, contact your firewall provider for help.

Note: This step is needed to install the product's software and complete the wireless setup. Remember to enable your firewall software after you complete the wireless setup.



2. Download and install the **Drivers and Utilities Combo Package** from the Downloads tab on the product's support page. Open the file you downloaded and follow the on-screen instructions to install the software.

If you received a different product for exchange, go to the main Epson support page, select your product, and then download the software from the Downloads tab on the product's support page.

Note: After you complete the wireless setup, turn your firewall back on.

I can't print from Windows with a wireless connection after I replaced my router. What should I do?

You need to set up your product again for the new router. Do the following:

1. Uninstall your product's software. See these [instructions](#).
2. Do one of the following:
 - **Windows 10:** Click  and select  (Settings) < **Network & Internet** < **Windows Firewall**. Disable the firewall.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** < **Windows Firewall**. Disable the firewall.

- **Windows (other versions):** Select  or **Start < Control Panel < System and Security < Windows Firewall**. Disable the firewall.

If you have other firewall software enabled, you need to disable it also. If you don't know how to disable it, contact your firewall provider for help.

Note: This step is needed to install the product's software and complete the wireless setup. Remember to enable your firewall software after you complete the wireless setup.

3. Download and install the **Drivers and Utilities Combo Package** from the Downloads tab on the product's support page. Open the file you downloaded and follow the on-screen instructions to install the software.

Note: After you complete the wireless setup, turn your firewall back on.


The print speed is slow when I print a PDF from a USB flash drive. What should I do?

Try printing the PDF from a computer instead. The product's CPU cannot process data as fast as a computer.

It takes a long time to cancel a print job from my product's control panel. What should I do?

Use your computer to cancel the print job. The product needs to send a command to the computer to cancel the print job and it may take some time if the product is busy.

I see a Job Status error code on my product. What does it indicate?

You can often diagnose problems with your product by checking the messages on its LCD screen. You can also press the  help button to see help information and how-to instructions on the screen.

LCD screen message	Condition/solution
Printer error. Turn on the printer again. See your documentation for more details.	A fatal error has occurred. Turn the product off and then back on again. If the error continues, check for a paper jam or any protective material inside the product. If there is no paper jam or protective material, contact Epson for support.

LCD screen message	Condition/solution
Operation canceled. An error occurred while saving.	The memory card or external USB device may be damaged. Make sure the memory card or USB device is inserted correctly and meets the specifications for the product.
Ink is low.	The ink cartridge is low. You can continue printing until you are prompted to replace the cartridge. Make sure you have the replacement cartridge ready.
You need to replace the following ink cartridge(s).	The ink cartridge is expended. Replace the cartridge.
Paper Configuration is set to Off. Some features such as paper size and type settings may be unavailable. For details, see your documentation.	The Paper Configuration setting must be enabled to use AirPrint.
The printer's ink pad is nearing the end of its service life. Contact Epson support.	The ink pads are near the end of their service life and the message will be displayed until the ink pad is replaced. Contact Epson for support. (To resume printing, select OK .)
The printer's ink pad is at the end of its service life. Please contact Epson support.	The ink pad is at the end of its service life. Turn off the product and contact Epson for support.
The printer's borderless printing ink pad is nearing the end of its service life. It is not a user-replaceable part. Please contact Epson support.	The ink pad is near the end of its service life and the message will be displayed until the ink pad is replaced. Contact Epson for support. (To resume printing, select OK .)

LCD screen message	Condition/solution
<p>The printer's borderless printing ink pad has reached the end of its service life. It is not a user-replaceable part. Please contact Epson support.</p>	<p>The ink pad is at the end of its service life. Turn off the product and contact Epson for support.</p>
<p>Communication error. Check if the computer is connected.</p>	<p>Connect the computer and the printer correctly. If you are connecting over a network, see the page that describes the network connection method from the computer. If the error message is still displayed, make sure that Epson Scan 2 and Epson Event Manager are installed on the computer.</p>
<p>The combination of the IP address and subnet mask is invalid. See your documentation for more details.</p>	<p>There is a problem with the network connection to your product. Check the solutions in this guide.</p>
<p>To use cloud services, update the root certificate from the Epson Web Config utility.</p>	<p>Access your product's built-in Web Config utility and update the root certificate for your product.</p>
<p>Cannot recognize the media. See your documentation for more details about the media.</p>	<p>See the specifications for external USB devices or memory cards for more information.</p>
<p>Cannot use the inserted Memory Device. See your documentation for details.</p>	
<p>Print Head Adjustment Canceled.</p>	<p>Clean the print head. If print quality does not improve after repeating the head cleaning 2 times, turn off the printer and wait for at least six</p>

LCD screen message	Condition/solution
<p>There is a problem with the print head. Contact Epson Support.</p>	<p>hours without printing. Then run the nozzle check again and repeat the head cleaning if necessary. If print quality still does not improve, contact Epson for support.</p>
<p>Install the Epson Event Manager software in the computer to use this feature. See your documentation for more details.</p>	<p>Try uninstalling the Epson Event Manager software and installing it again. If you still receive this error message, contact Epson for support.</p>
<p>Check the following when the computer is not found.</p> <ul style="list-style-type: none"> - Connection between the printer and the computer (USB or network) - Installation of necessary software - Computer powered on - Settings for firewall and security software - Search again <p>See your documentation for more details.</p>	<p>Check the connection between the printer and the computer and make sure all necessary software is installed. See the links at the end of this section for more information.</p>
<p>Check that the printer driver is installed on the computer and that the port settings</p>	<p>Make sure the printer port is selected correctly on the Port tab of the Printer Properties screen (Windows) or the System Properties > USB list (Mac).</p>




LCD screen message	Condition/solution
for the printer are correct.	Select USBXXX for a USB connection or EpsonNet Print Port for a network connection.
Check that the printer driver is installed on the computer and that the USB port settings for the printer are correct.	
Access the following or see documentation for details. Select Dismiss after confirming it.	See the instructions for using an external device with your product.
Paper settings for XX do not match the Print Settings. Pull out Paper Cassette 1 or Paper Cassette 2 to place the following paper. XX XX	Load paper that matches the print settings in the paper cassette, then change the paper or print settings. If you do not want to display this message next time, turn off the Paper Configuration setting on the control panel.
The paper size and type set in XX does not match specified Print Settings.	
No paper has been loaded that matches the paper size setting.	Change the print settings according to the paper size loaded in the paper cassette, then change the paper or print settings. If you do not want to display this message next time, turn off the Paper Mismatch setting on the control panel.
Recovery mode	An error has occurred during firmware updating. Connect your product using a USB cable and try updating the firmware again. If you still receive this error message, contact Epson for support.

Note: The ink pads in the printer collect, distribute, and contain the ink that is not used on printed pages. During the life of your product it may reach a condition where either satisfactory print quality cannot be maintained or the ink pads have reached the end of their usable life. The Epson Status Monitor, your LCD screen, or lights on the control

panel will advise you when these parts need replacing. If this happens during the standard warranty of the product, the exchange of the product or replacement of the pads is covered under the standard warranty. If the product is out of warranty, the pads can be replaced by any Epson authorized service provider. The waste ink pads are not a user-replaceable part.

I see the message **Printer is Offline when I try to print with a USB connection on my Mac. What should I do?**

This problem can be caused by your printer, the connection, or the computer. Do the following:


1. To determine if the printer can print without a computer, print a nozzle check pattern. See these [instructions](#).
 - If you can print a nozzle check pattern, go to the next step.
 - If you can't print a nozzle check pattern, check the product for errors and clear them. See these [instructions](#). Try printing a nozzle check pattern again. If you can print, go to the next step. Otherwise, contact Epson support.
2. [Delete any pending print jobs from the Epson print queue](#) and try printing again. If you can print, you're done and you can skip the remaining steps. Otherwise, go to the next step.
3. On your Mac, open the  menu and select **System Preferences**. Select **Print & Scan**, **Print & Fax**, or **Printers & Scanners**, select your printer, and then click  to remove the printer. Click , select your printer with Kind set as **Bonjour**, select your printer from the Use drop-down list, and then click **Add**. This adds the printer back to the printer queue. Try printing again. If you can print, you're done and you can skip the remaining steps. Otherwise, go to the next step.
4. Turn off your product, make sure the USB cable is securely connected, and then turn on your product and try printing again.

Note: If you're using a hub or switchbox, connect the product directly to your computer.

If you still can't print, make sure the USB cable is a shielded cable no more than 6.5 feet (2 meters) long. Also, try connecting the cable to another USB port on your computer or use a different cable. Try printing again. If you can print, you're done.

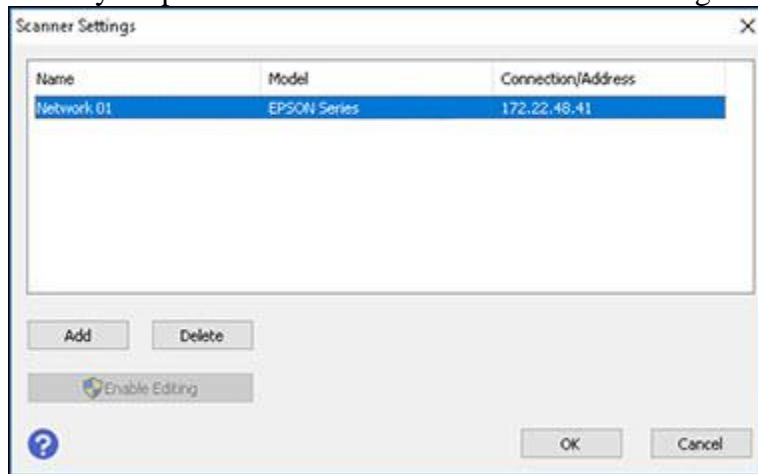
I see the message **Unable to connect to network scanner. Check the scanner, network, and connection settings. What should I do?**

Do the following:

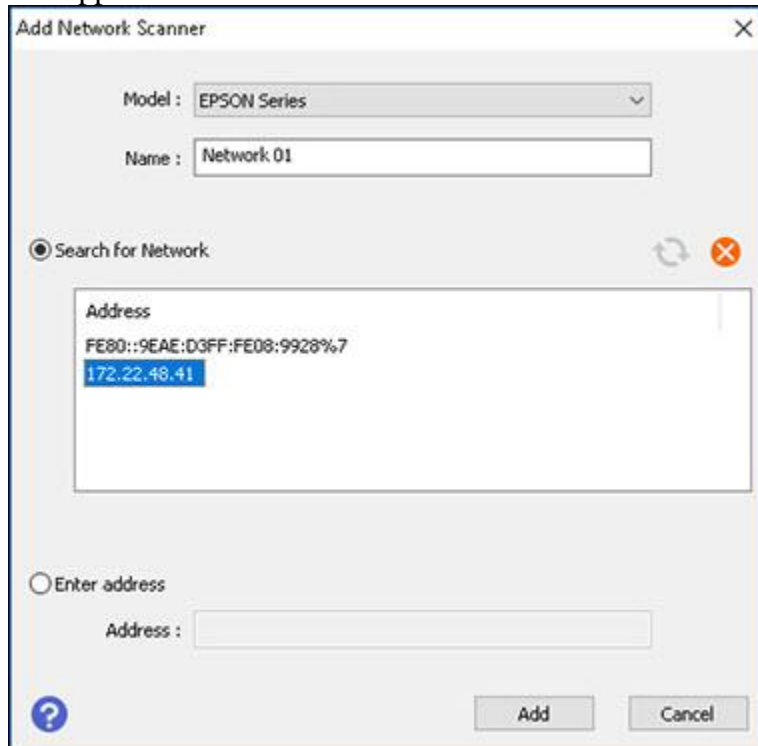
1. Make sure your product is connected to the same wireless or wired network as your computer.
2. Click **Yes** on the error message screen. The Scanner Settings window appears.
3. Click **Enable Editing** or  and click **Yes** on the screen that appears. If necessary, enter the administrator password and click **OK**.

Note: If you do not see the **Enable Editing** button, run the Epson Scan 2 Utility as the administrator. Navigate to the shortcut for the Epson Scan 2 Utility, right-click the shortcut, and then click **Run as administrator**.

4. Select your product from the list in the Scanner Settings window and click **Delete**.



5. Click **Add** or +. Make sure your product is selected as the Model in the screen that appears.



6. Select the IP address for your product.

Note: If you don't know your product's IP address, you can print a network status sheet from your product to obtain it.




Note: If nothing appears in the Search for Network box, make sure your product is connected to the same wired or wireless network as your computer. If your product is connected to the same network and the box is still blank, contact Epson support.


7. Click **Add**. Your product appears in the Scanner Settings window.

8. Click **OK**.

I see the message **Printer is Offline** when I try to print with an Ethernet connection in Windows. What should I do?

This problem can be caused by your printer or computer. Do the following:

1. To determine if the printer can print without a computer, print a nozzle check pattern. See these [instructions](#).
 - If you can print a nozzle check pattern, go to the next step.
 - If you can't print a nozzle check pattern, check the product for errors and clear them. See these [instructions](#). Try printing a nozzle check pattern again. If you can print, go to the next step. Otherwise, contact Epson support.
2. [Delete any pending print jobs from the Epson print queue](#) and try printing again. If you can print, you're done and you can skip the remaining steps. Otherwise, go to the next step.
3. In the Epson print queue, select **Printer** and deselect the **Use Printer Offline** checkbox. If you can print, you're done. Otherwise, go to the next step.
4. Print a Network Status Sheet. See these [instructions](#). Find the product's IP address on the Network Status Sheet. The IP address set up on your product should be the same in Windows. To see the IP address set up for your printer in Windows, do one of the following:
 - **Windows 10:** Click  and select  (Settings) < **Devices** < **Printers & scanners**. Select your product and select **Manage** < **Printer properties** < **Ports**. The IP address appears in the Port column.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** < **Hardware and Sound** < **Devices and Printers**. Right-click your printer icon and select **Printer Properties** < **Ports**. The IP address appears in the Port column.
 - **Windows 7:** Click  and select **Devices and Printers**. Right-click your printer icon and select **Printer Properties** < **Ports**. The IP address appears in the Port column.

- **Windows Vista:** Click  and select **Control Panel** (or point to **Settings** and then select **Control Panel**). Select **Printer** (under **Hardware and Sound**) or **Printers**. Right-click your printer icon and select **Printer Properties < Ports**. The IP address appears in the Port column.
5. Do one of the following:
- If the IP address for your printer is different in Windows, add a new port for your printer. Select **Ports** and click **Add Port**. A window appears. Select **EpsonNet Print Port < New Port < Manual Setting < Next**. Enter your printer's IP address in the IP address field and click **Next < Finish**. Try printing again. If you can print, you're done. Otherwise, contact Epson support.
 - If the IP address is the same, contact Epson support.

I see the message **Printer is Offline** when I try to print with a wireless connection in Windows. What should I do?

This problem can be caused by your printer, computer, or wireless network. Do the following:




1. To determine if the printer can print without a computer, print a nozzle check pattern. See these [instructions](#).
 - If you can print a nozzle check pattern, go to the next step.
 - If you can't print a nozzle check pattern, check the product for errors and clear them. See these [instructions](#). Try printing a nozzle check pattern again. If you can print, go to the next step. Otherwise, contact Epson support.
2. [Delete any pending print jobs from the Epson print queue](#) and try printing again. If you can print, you're done and you can skip the remaining steps. Otherwise, go to the next step.
3. In the Epson print queue, select **Printer** and deselect the **Use Printer Offline** checkbox. If you can print, you're done. Otherwise, go to the next step.
4. Check your product's Wi-Fi indicator and do one of the following:
 - If a wireless connection is established, unplug your router's power cord from the power outlet, wait a brief period, plug it back in, and then try to print. If you can print, you're done. The problem was resolved by initializing your router. If you can't print, restart your computer and try printing again. If these steps do not resolve your problem, contact Epson support.

Note: You may need to re-establish the connection for the other devices on your network after you initialize your router.

- If a wireless connection is not established, follow the instructions in the **Reinstall the Product Software** section below.

Reinstall the Product Software

5. Reset your product's network settings. See these [instructions](#).

6. Turn off the product and disconnect any interface cables.
7. Do one of the following:
 - **Windows 10:** Click  and select  (Settings) < **Network & Internet** < **Windows Firewall**. Disable the firewall.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** < **Windows Firewall**. Disable the firewall.
 - **Windows (other versions):** Select  or **Start** < **Control Panel** < **System and Security** < **Windows Firewall**. Disable the firewall.

If you have other firewall software enabled, you need to disable it also. If you don't know how to disable it, contact your firewall provider for help.

Note: This step is needed to install the product's software and complete the wireless setup. Remember to enable your firewall software after you complete the wireless setup.

8. Uninstall your product's software. See these [instructions](#).
9. Unplug your router's power cord from the power outlet, wait a brief period, and then plug it back in.

Note: You may need to re-establish the connection for the other devices on your network.

10. Download and install the **Drivers and Utilities Combo Package** from the Downloads tab on the product's support page. Open the file you downloaded and follow the on-screen instructions to install the software.

Note: After you complete the wireless setup, turn your firewall back on.

I see the message **Printer is Offline when I try to print with a USB connection in Windows. What should I do?**

This problem can be caused by your printer, the connection, or the computer. Do the following:

1. To determine if the printer can print without a computer, print a nozzle check pattern. See these [instructions](#).
 - If you can print a nozzle check pattern, go to the next step.
 - If you can't print a nozzle check pattern, check the product for errors and clear them. See these [instructions](#). Try printing a nozzle check pattern again. If you can print, go to the next step. Otherwise, contact Epson support.
2. [Delete any pending print jobs from the Epson print queue](#) and try printing again. If you can print, you're done and you can skip the remaining steps. Otherwise, go to the next step.
3. In the Epson print queue, select **Printer** and deselect the **Use Printer Offline** checkbox. If you can print, you're done. Otherwise, go to the next step.

4. Turn off your product, make sure the USB cable is securely connected, and then turn on your product and try printing again.

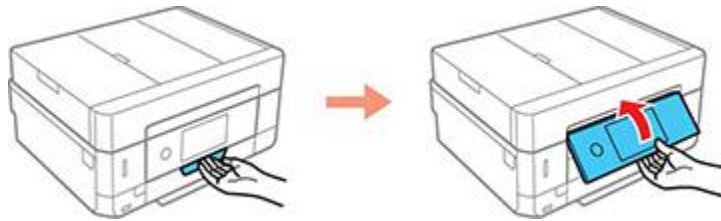
If you still can't print, make sure the USB cable is a shielded cable no more than 6.5 feet (2 meters) long. Also, try connecting the cable to another USB port on your computer or use a different cable. Try printing again.

Note: If you're using a hub or switchbox, connect the product directly to your computer.

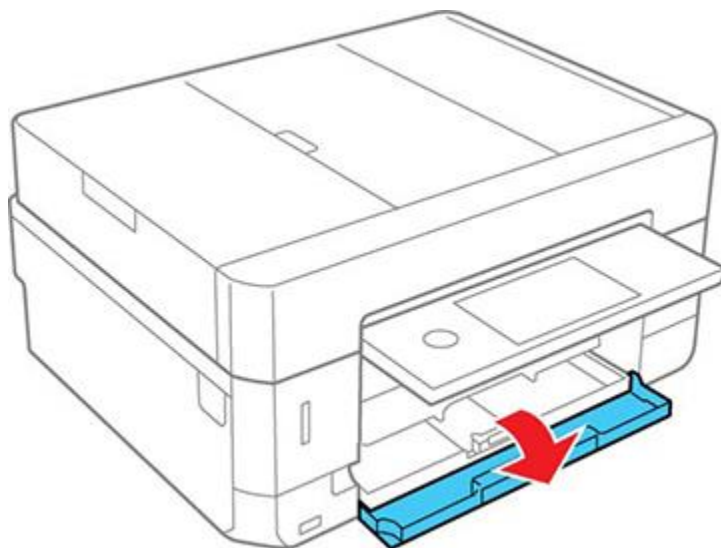
The message **Open the output tray manually** appears on my product. What should I do?

You need to extend the product's output tray completely. The product's output tray should remain extended whenever you print. To pull it out, do the following:

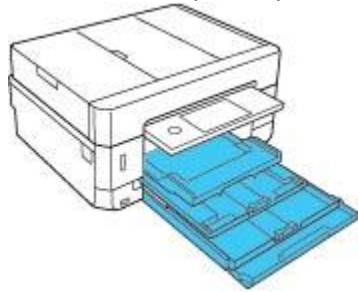
1. Raise the control panel all the way up.



2. Open the front cover.




3. Pull out the output tray until it stops.



I see the message **Printer is Offline when I try to print with an Ethernet connection on my Mac. What should I do?**

This problem can be caused by your printer or the computer. Do the following:




1. To determine if the printer can print without a computer, print a nozzle check pattern. See these [instructions](#).
 - If you can print a nozzle check pattern, go to the next step.
 - If you can't print a nozzle check pattern, check the product for errors and clear them. See these [instructions](#). Try printing a nozzle check pattern again. If you can print, go to the next step. Otherwise, contact Epson support.
2. [Delete any pending print jobs from the Epson print queue](#) and try printing again. If you can print, you're done and you can skip the remaining steps. Otherwise, go to the next step.
3. Delete and re-add the print queue.

Click , select your printer with Kind set as **Bonjour**, select your printer from the Use drop-down list, and then click **Add**. This adds the printer to the printer queue. Try printing again. If you can print, you're done. Otherwise, contact Epson support.

I see the message **Printer is Offline when I try to print with a wireless connection on my Mac. What should I do?**

This problem can be caused by your printer, computer, or wireless network. Do the following:




1. To determine if the printer can print without a computer, print a nozzle check pattern. See these [instructions](#).
 - If you can print a nozzle check pattern, go to the next step.
 - If you can't print a nozzle check pattern, check the product for errors and clear them. See these [instructions](#). Try printing a nozzle check pattern again. If you can print, go to the next step. Otherwise, contact Epson Support.

2. [Delete any pending print jobs from the Epson print queue](#) and try printing again. If you can print, you're done and you can skip the remaining steps. Otherwise, go to the next step.
3. On your Mac, open the  menu and select **System Preferences**. Select **Print & Scan**, **Print & Fax**, or **Printers & Scanners**, select your printer, and then click  to remove the printer. Click , select your printer with Kind set as **Bonjour**, select your printer from the Use drop-down list, and then click **Add**. This adds the printer back to the printer queue. Try printing again. If you can print, you're done, and you can skip the remaining steps. Otherwise, go to the next step.
4. Check your product's Wi-Fi indicator and do one of the following:
 - If a wireless connection is established, unplug your router's power cord from the power outlet, wait a brief period, plug it back in, and then try to print. If you can print, you're done. The problem was resolved by initializing your router. If you can't print, restart your computer and try printing again. If these steps do not resolve your problem, contact Epson support.

Note: You may need to re-establish the connection for the other devices on your network after you initialize your router.

- If a wireless connection is not established, follow the instructions in the **Reinstall the Product Software** section below.

Reinstall the Product Software

5. Reset your product's network settings. See these [instructions](#).
6. On your Mac, open the  menu and select **System Preferences**. Select **Print & Scan**, **Print & Fax**, or **Printers & Scanners**, select your printer, and then click  to remove the printer.
7. Open the  menu, select **System Preferences**, and then click either **Security & Privacy** or **Security**. Select the **Firewall** tab and disable the firewall.

If you have other firewall software enabled, you need to disable it also. If you don't know how to disable it, contact your firewall provider for help.

Note: This step is needed to install the product's software and complete the wireless setup. Remember to enable your firewall software after you complete the wireless setup.

8. Unplug your router's power cord from the power outlet, wait a brief period, and then plug it back in.

Note: You may need to re-establish the connection for the other devices on your network.

9. Download and install the **Drivers and Utilities Combo Package** from the Downloads tab on the product's support page. Open the file you downloaded and follow the on-screen instructions to install the software.

Note: After you complete the wireless setup, turn your firewall back on.

Which ink cartridges should I use with this product?

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

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

Ink color	Part number	
	Standard-capacity	High-capacity
Photo Black (PBK)	410	410XL
Black (BK)	410	410XL
Cyan	410	410XL
Magenta	410	410XL
Yellow	410	410XL

How do I replace the ink cartridges?

See below.

Note: This product is designed to use only genuine Epson-brand ink cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly. Please replace any non-Epson cartridges with Genuine Epson cartridges.

Removing and Installing Ink Cartridges

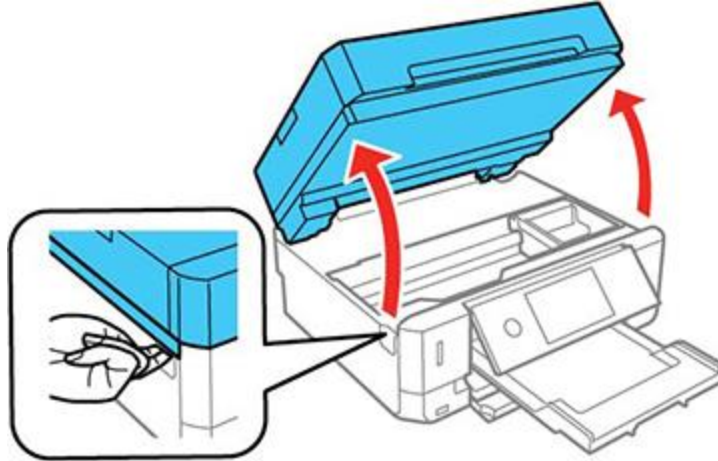
Make sure you have your replacement cartridges handy before you begin. You must install new cartridges immediately after removing the old ones.

Caution:

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

1. Make sure that the CD/DVD tray is not inserted.
2. Turn on your product.

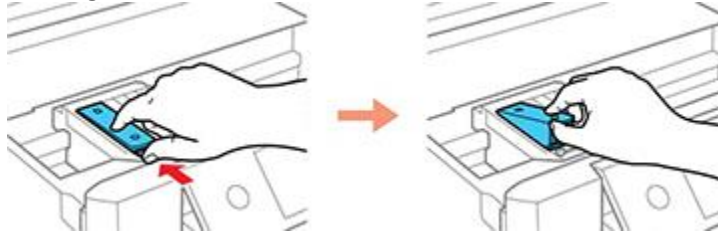
- If an ink cartridge is expended, you see a message on the LCD screen. Note which cartridges need to be replaced, select **Next**, and select **Yes, replace now**.
 - If you are replacing a cartridge before you see a message on the LCD screen, select **Maintenance > Ink Cartridge Replacement**. Select **Next** and select **Start**.
3. Lift up the scanner unit.



Caution:

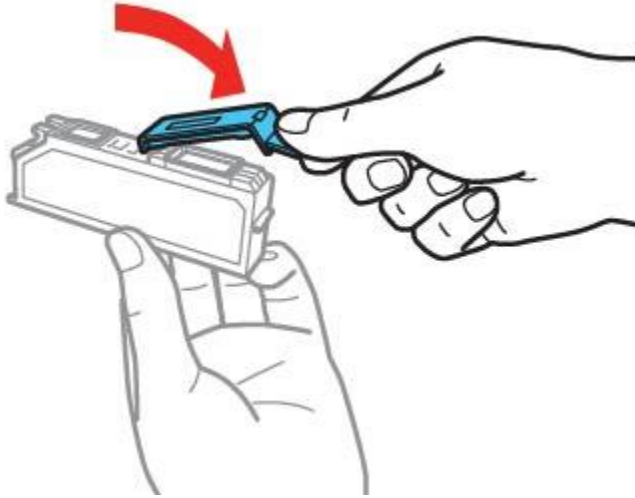
Do not move the print head by hand; otherwise, you may damage your product.
Do not touch the flat white cable or the metal bar inside the product.

4. Push in the blue tab to unlock the ink cartridge you are replacing. Then lift the ink cartridge as shown to remove it.



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

- Recap the used ink cartridge using the cap that came with it. You can also use the cap from your replacement cartridge package.



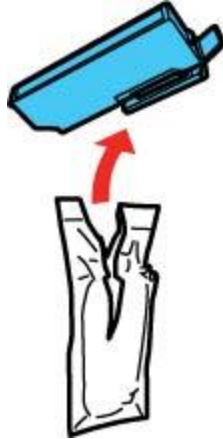
Note: Dispose of used cartridges carefully. Do not take the used cartridge apart or try to refill it.

- If you are replacing the black ink cartridge, gently shake the new black ink cartridge four or five times. Do not shake the color ink or photo black cartridges.

Caution:

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

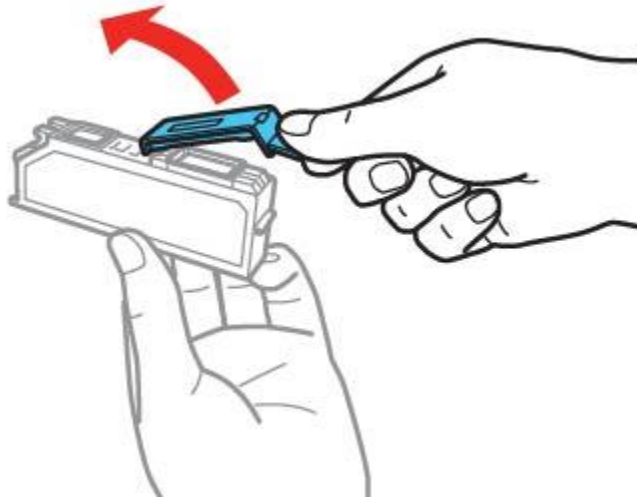
- Remove the new ink cartridge from the package.



Caution:

Do not touch the areas shown here. Doing so may prevent normal operation and printing.

8. Remove the cap from the cartridge and save the cap so you can recap ink cartridges before storing or disposing of them.



Caution:

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

9. Insert the ink cartridge at a slight angle into the ink cartridge holder as shown. Then press the ink cartridge all the way down as shown until it clicks into place.



10. After you replace all the cartridges that need replacing, close the scanner unit and select **Completed** on the LCD screen. The print head moves to its home position and the product starts charging the ink. This takes a few minutes. When you see a completion message on the LCD screen, ink replacement is complete.

Note: If you see an error screen telling you an ink cartridge is installed incorrectly, lift up the scanner unit and press the ink cartridge down until it clicks into place. When you're finished, close the scanner unit.

Caution:

Do not turn off the product while ink is charging or you may not be able to print. If you remove an ink cartridge for later use, recap the ink cartridge using the cap that came with it to prevent the ink from drying out and to protect the surrounding area from getting smeared by ink. Store the ink cartridge in the same environment as the product. Do not leave the product with the ink cartridges removed for an extended period of time. Otherwise, ink remaining in the print head nozzles may dry out and you may not be able to print.

Caution:

If you remove an ink cartridge for later use, recap the ink cartridge using the cap that came with it to prevent the ink from drying out and to protect the surrounding area from getting smeared by ink. Store the ink cartridge in the same environment as the product. Do not leave the product with the ink cartridges removed for an extended period of time. Otherwise, ink remaining in the print head nozzles may dry out and you may not be able to print.

How do I print with black ink from Windows or my Mac when a color cartridge is expended?

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

To temporarily print with black ink, see the instructions below.

Printing with Expended Color Cartridges - Windows

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

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

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

1. Click **Cancel** or **Cancel Print** to cancel your print job.

Note: If the message screen appears on another computer on a network, you may need to cancel the print job using the product control panel.


2. Load plain paper or an envelope in your product.
3. Access the print settings in your print application.
4. Click the **Main** tab and make sure **Borderless** is not selected.
5. Select **Plain Paper/Bright White Paper** or **Envelope** as the paper type setting.
6. Select the **Black/Grayscale** checkbox.
7. Click **OK**.
8. Print your document. Epson Status Monitor 3 displays a print message.
9. Click **Print in Black** to print your document.

Related information

[Loading Paper](#)

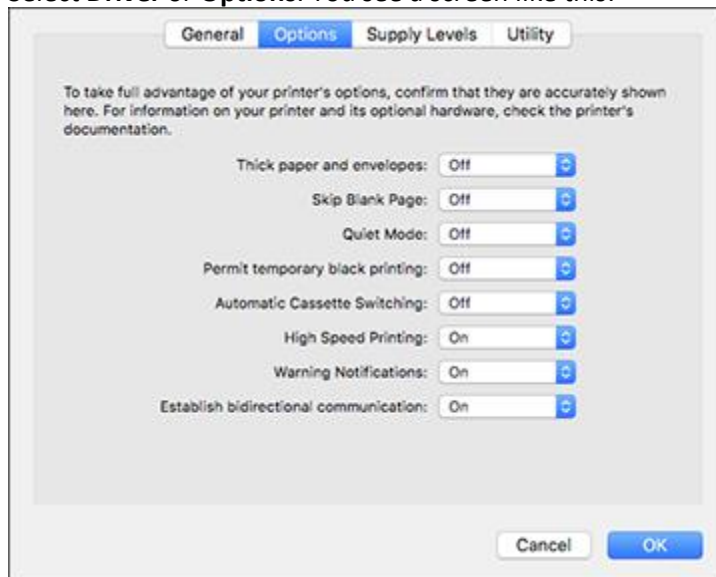
Printing with Expended Color Cartridges - Mac

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

10. Click the printer icon in the Dock.
11. If you see a message telling you that you can temporarily print with only black ink, click the **Delete** or  button to cancel your print job. If you see an error message, click **OK**.

Note: If the message screen appears on another computer on a network, you may need to cancel the print job using the product control panel.

12. In the Apple menu or the Dock, select **System Preferences**.
13. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**.
14. Select **Driver** or **Options**. You see a screen like this:



15. Select **On** as the **Permit temporary black printing** setting.
16. Click **OK**.
17. Close the utility window.
18. Load plain paper or an envelope in your product.
19. Access the print settings in your print application.
20. Select **Print Settings** from the pop-up menu.
21. Select **Plain Paper/Bright White Paper** or **Envelope** as the paper type setting.
22. Select the **Grayscale** option.
23. Click **Print** to print your document.

How do I know when an ink cartridge needs to be replaced?

The printer's LCD screen will display a message when one or more of the ink cartridges are low or expended.

You may also see a message on your computer screen.

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

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

Why is Epson shipping initial ink cartridges with my product?

The cartridges included with the printer are designed for printer setup and not for resale. After some ink is used for charging, the rest is available for printing.

What is my product doing after I install a new ink cartridge?

It takes about 7 minutes for the printer to charge the ink delivery system when you install the first set of ink cartridges.

When you replace an ink cartridge, the printer takes a few minutes to charge the ink delivery system.

Note: Never turn off the printer while it is charging the ink delivery system. This initialization is a normal and necessary process; however, if the printer has not moved or made noise after 5 minutes, turn the printer off, then turn it on and check if charging is still in progress. If it is still in progress, contact Epson.

Which functions are available on my product when an ink cartridge is expended or not installed?

If an ink cartridge is not installed, the product will not print, copy, or scan. You also cannot read or write to a memory card.

If an ink cartridge is expended, the following functions are available:

- When a color ink cartridge is expended, you may be able to temporarily continue printing from your computer using black ink. You will see a message during printing if

you can print this way; however, you cannot print from the product's control panel. See the link below for more details.

- You can scan from the product's control panel or your computer, but you can't copy from the product's control panel.
- You can read or write to a memory card.

- **Can my product still print if an ink cartridge is expended or not installed?**

- The printer will not operate if a black ink cartridge is expended or any cartridge is removed.
- If a color cartridge is expended, you may be able to continue printing temporarily with black ink. It's best to always have extra cartridges on hand.
- **Related information**
[Printing with Black Ink and Expended Color Cartridges](#)

The color ink cartridge is expended even though I print in black only. Why does this happen?

To keep the print head clear and ready to print, the printer uses a small amount of ink from all the cartridges whenever it prints. Even if you select **Black/Grayscale** or **Grayscale** in the printer software, some color ink is still being used.

Epson printers contain a permanent print head that needs to be charged with all colors to work. Even when you are printing black text only, a small amount of color ink is used to keep the print head charged. The print head needs to be kept charged to prevent air bubbles from entering and damaging the print head.

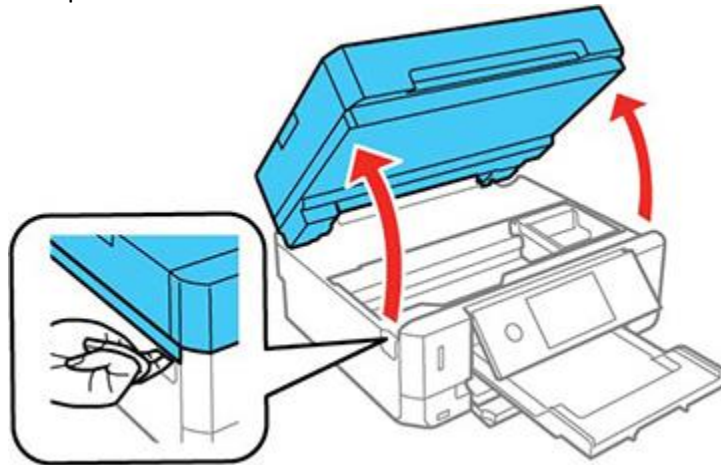
Therefore, once one of the cartridges is expended, the printer signals you to replace the cartridge for printing to continue.

I replaced an ink cartridge, but my product shows that the ink is not recognized. What should I do?

The cartridge may not be seated properly, and may need to be reseated.

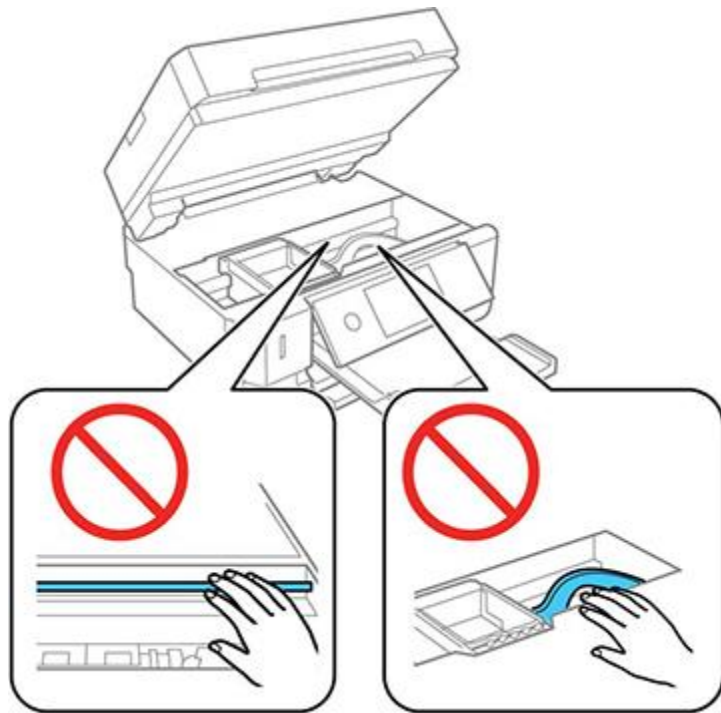
1. Make sure that the CD/DVD tray is not inserted.
2. Turn on your product.
 - If an ink cartridge is expended, you see a message on the LCD screen. Note which cartridges need to be replaced, select **Next**, and select **Yes, replace now**.
 - If you are replacing a cartridge before you see a message on the LCD screen, select **Maintenance > Ink Cartridge Replacement**. Select **Next** and select **Start**

3. Lift up the scanner unit



Caution:

Do not move the print head by hand; otherwise, you may damage your product.
Do not touch the flat white cable or the metal bar inside the product.



4. Press the ink cartridge down until it clicks into place. (If a cartridge is properly seated already, you may not hear a click.)



5. Close the scanner unit.

The product starts charging the ink.

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

Paper Type	Size	Part number	Sheet count
Epson Bright White Pro Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500
Epson Bright White Premium Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S450218	500
Epson Multipurpose Plus Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S450217	500
Epson Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041809	50
		S042038	100
	Letter (8.5 × 11 inches [216 × 279 mm])	S041141	20
		S041649	50
Epson Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041271	100
		S041808	40
	5 × 7 inches (127 × 178 mm)	S041727	100
		S041464	20
	8 × 10 inches (203 × 254 mm)	S041465	20
Letter (8.5 × 11 inches [216 × 279 mm])	S042183	25	
	S041667	50	
	4 × 6 inches (102 × 152 mm)	S042181	60

Paper Type	Size	Part number	Sheet count
Epson Ultra Premium Photo Paper Glossy		S042174	100
	5 × 7 inches (127 × 178 mm)	S041945	20
	8 × 10 inches (203 × 254 mm)	S041946	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042182 S042175	25 50
Epson Ultra Premium Photo Paper Luster	Letter (8.5 × 11 inches [216 × 279 mm])	S041405	50
Epson Premium Photo Paper Semi-gloss	4 × 6 inches (102 × 152 mm)	S041982	40
	Letter (8.5 × 11 inches [216 × 279 mm])	S041331	20
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
	Legal (8.5 × 14 inches [216 × 356 mm])	S041067	100
Epson Premium Presentation Paper Matte	8 × 10 inches (203 × 254 mm)	S041467	50
	Letter (8.5 × 11 inches [216 × 279 mm])	S041257 S042180	50 100
Epson Premium Presentation Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S041568	50
Epson Ultra Premium Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041341	50
Epson Brochure & Flyer Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S042384	150
Epson Photo Quality Self-adhesive Sheets	A4 (8.3 × 11.7 inches [210 × 297 mm])	S041106	10
Epson Iron-on Cool Peel Transfer paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041153	10

I'm having paper feed problems. What should I do?

If you have problems feeding paper, try these solutions:

- Place the product on a flat surface.

- If paper does not feed for printing, remove it. Then reload it in the middle of the rear paper feed. Slide the edge guide against the edge of the paper, making sure that the paper stack is not above the arrow mark on the edge guide.
- If multiple pages feed at once, remove the paper, fan the edges to separate the sheets, and reload it.
- If paper jams when you load only one or two sheets, try loading more sheets at a time. Do not load more than the recommended number of sheets.
- If paper jams when you print on both sides of the paper, try loading fewer sheets.
- Make sure your paper meets the specifications for your product.
- Make sure the paper size and paper type settings on the control panel are correct.
- Try cleaning the paper path.
- For best results, follow these guidelines:
 - Use new, smooth, high-quality paper that is not curled, creased, old, too thin, or too thick.
 - Load paper in the rear paper feed printable side up.
 - Follow any special loading instructions that came with the paper.

How should I load envelopes?

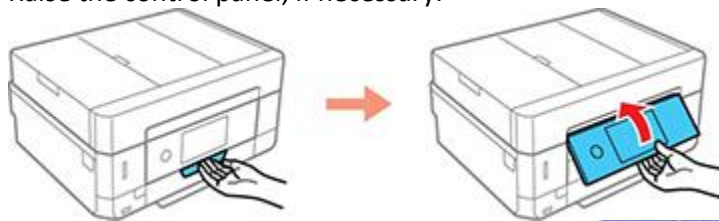
See below.


Loading Paper in Cassette 2 (Lower Cassette)

You can load paper up to this size in the lower paper cassette: Legal (8.5 × 14 inches [216 × 356 mm]).

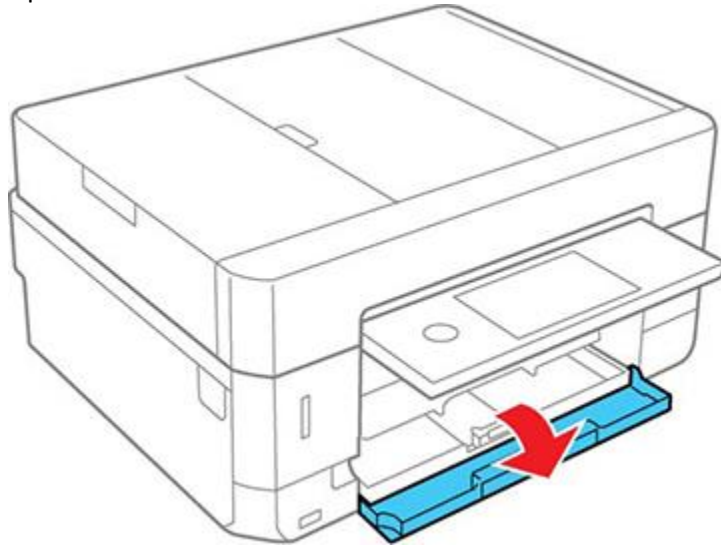
Note: Do not remove or insert the paper cassette during printing.

1. Raise the control panel, if necessary.

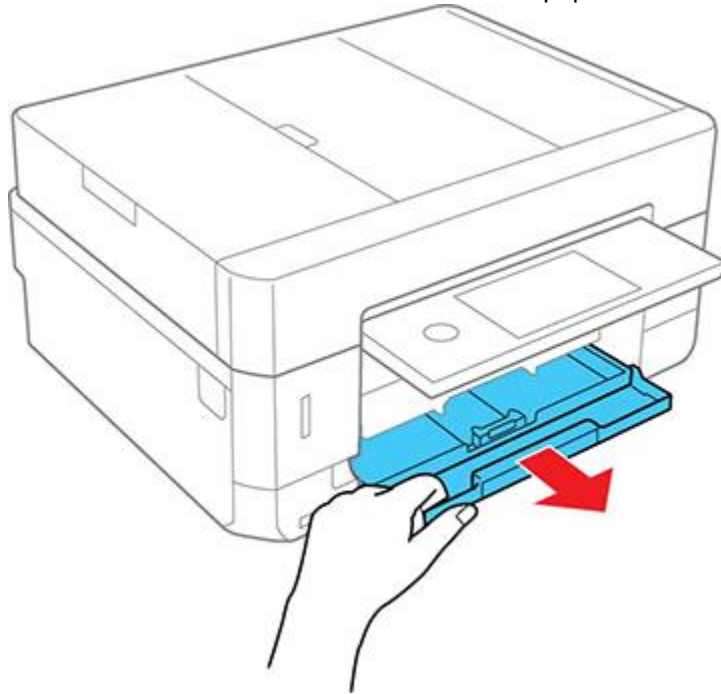


2. Close the output tray by hand or by selecting the  icon on the LCD screen, if necessary.

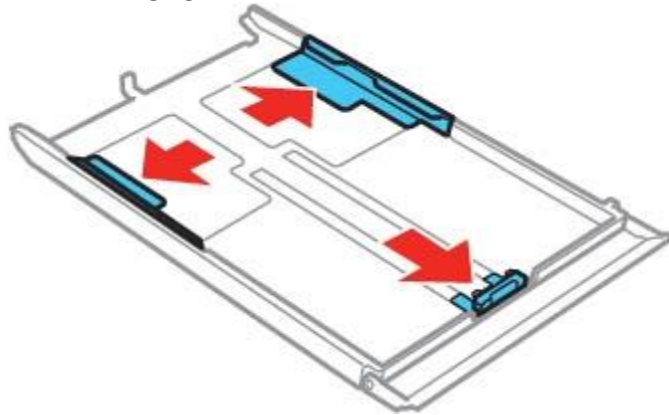
3. Open the front cover.



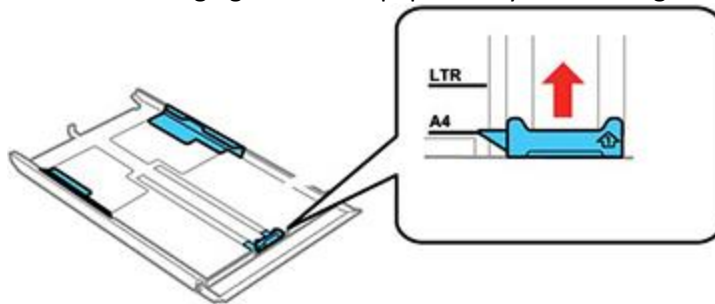
4. Pull on the front cover to slide out the lower paper cassette.



5. Slide the edge guides outward.

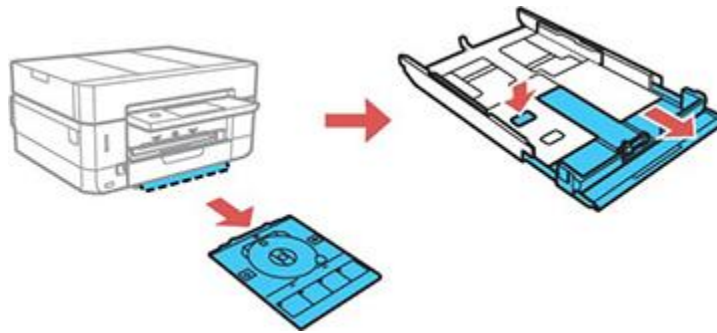


6. Set the front edge guide to the paper size you are using.

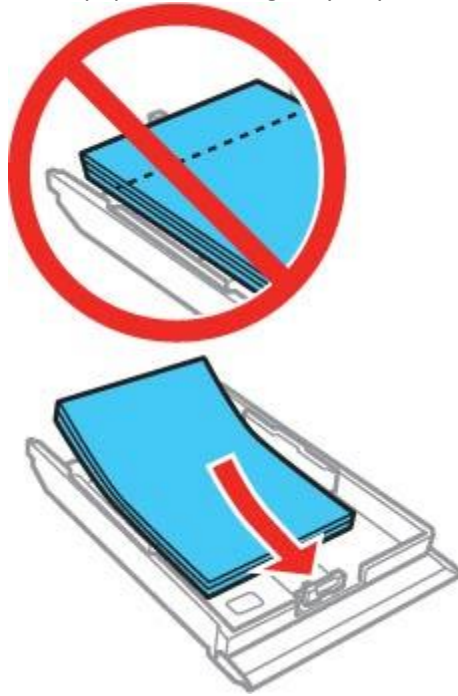


7. Do one of the following:

- If you are using legal-size paper, remove the CD/DVD tray from the bottom of the lower cassette. Press the button on the lower cassette and then extend it as shown.

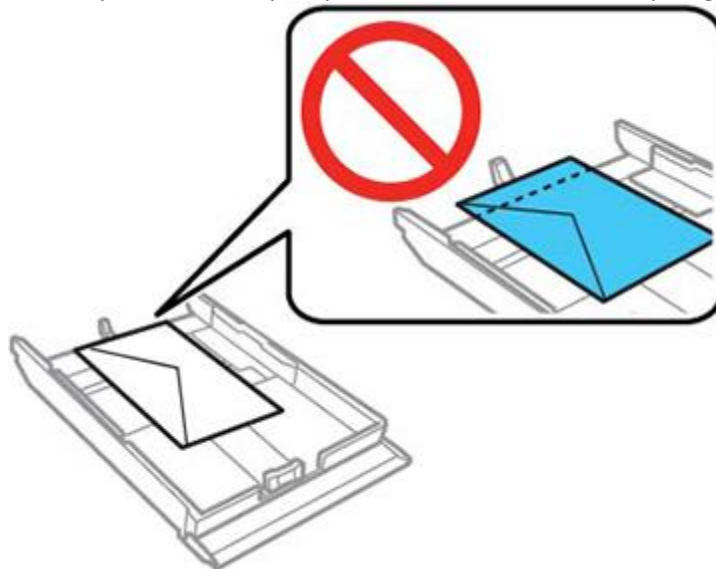


- Insert paper with the glossy or printable side face down.

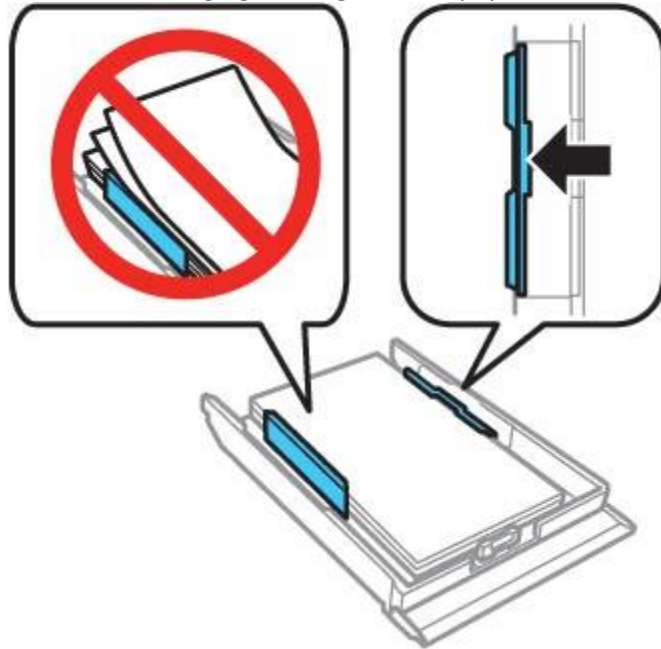


Note: Make sure the paper is loaded against the front edge guide and does not extend beyond the rear edge of the cassette.

- Insert up to 10 envelopes, printable side down and flap edge left, as shown.

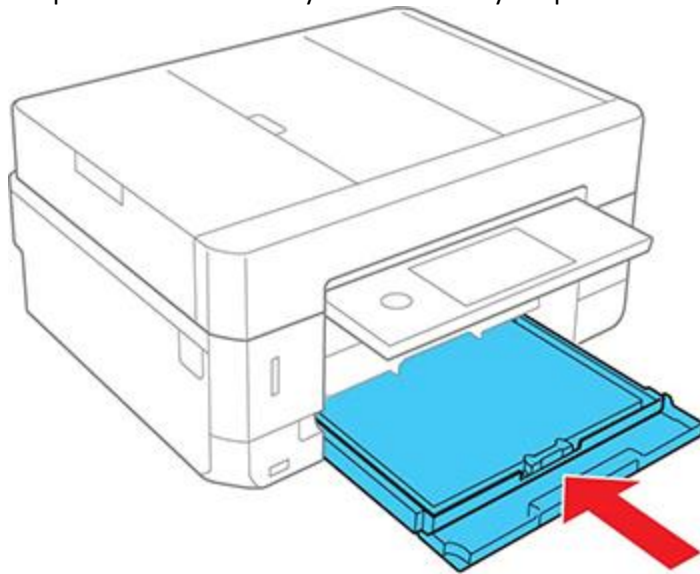


- Slide the side edge guides against the paper, but not too tightly.



Note: Make sure the paper fits under the tabs on the edge guides.

- Keep the cassette flat as you slide it into your product.



Note: Leave enough space in front of the product for the paper to be fully ejected. Do not remove or insert the paper cassette while the product is operating.

- Lower the control panel.
- Select the size and type of the paper you loaded on the LCD screen and select **Close**. The output tray extends automatically when you print.

Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
- Load paper short edge first and printable side down.
- Make sure the paper is under the tabs on the edge guides and not sticking out from the end of the cassette.
- If you have trouble loading a stack of envelopes, press each envelope flat before loading it or load one envelope at a time.
- Do not load an envelope that is curled, folded, or too thin, or that has a plastic window.
- If print quality declines when printing multiple envelopes, try loading one envelope at a time.
- Check the paper package for any additional loading instructions.

Related tasks

[Loading Paper in Cassette 1 \(Upper Cassette\)](#)

[Loading Paper in the Rear Paper Feed Slot](#)

Related references


[Paper Loading Capacity](#)

[Double-sided Printing Capacity](#)

[Paper or Media Type Settings - Control Panel](#)

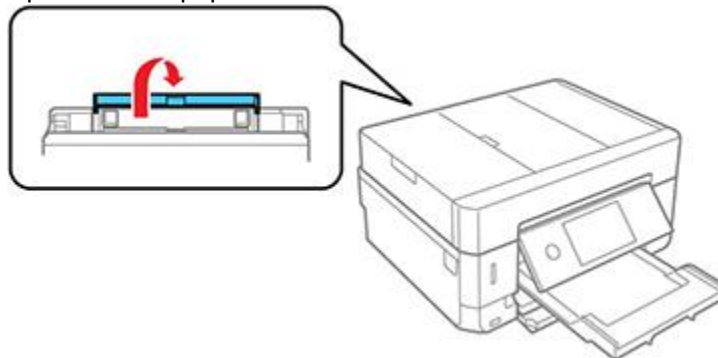
Loading Paper in the Rear Paper Feed Slot

You can load a single envelope or sheet of a variety of paper types and sizes using the rear paper feed slot.

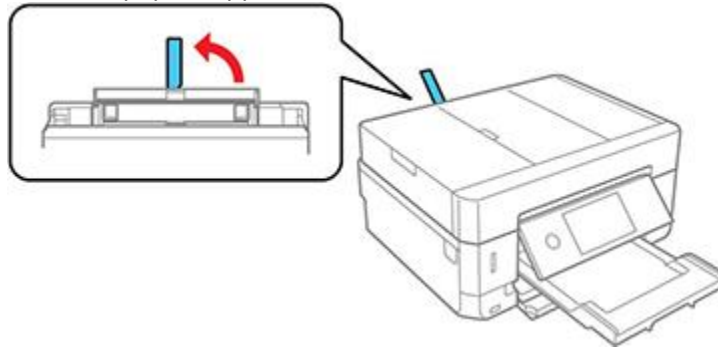
19. Do one of the following:
 - If you are printing from a computer, select **Rear Paper Feed Slot** as the Paper Source setting and click **Print**.
 - If you are printing from the product's control panel, select **Rear Paper Feed Slot** as the Paper Source Setting and press the  start button.

You see a message on the LCD screen, then you see instructions for loading paper.

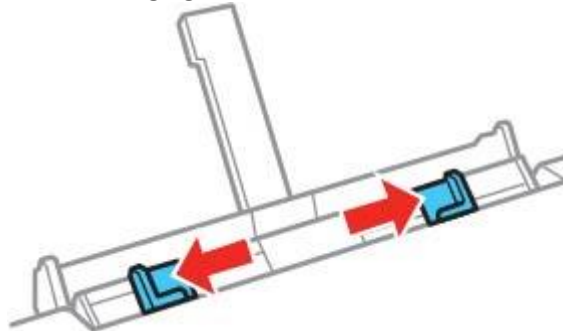
20. Open the rear paper feed slot cover.



21. Raise the paper support.

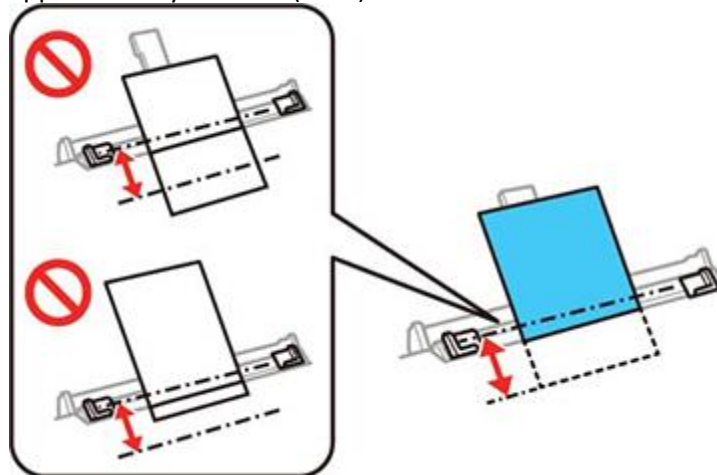


22. Slide the edge guides outward.

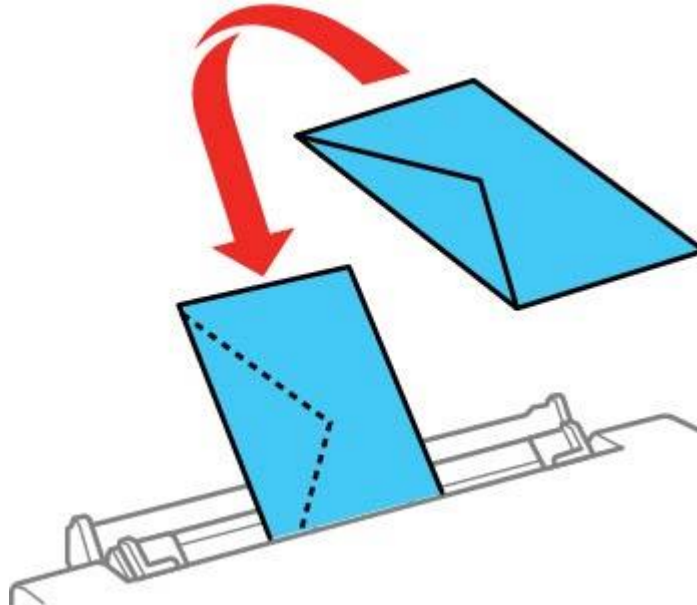


23. Do one of the following:

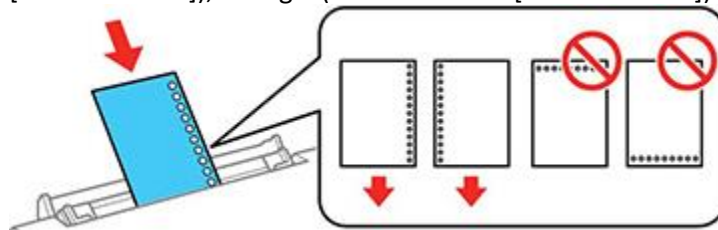
- Insert a single sheet of paper, glossy or printable side up and short edge first, centered at the arrow mark on the paper support. Insert the paper approximately 2 inches (5 cm) into the slot.



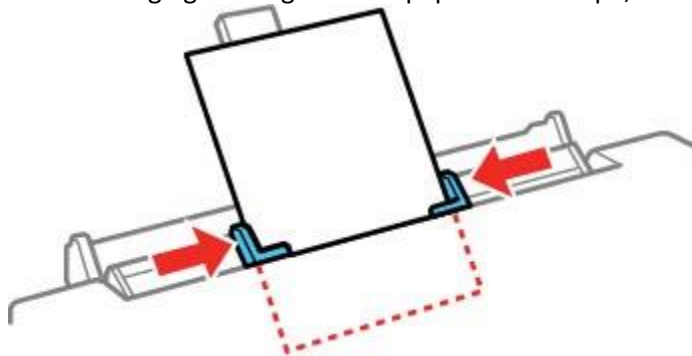
- Load an envelope printable side up and flap edge left, centered at the arrow mark on the paper support.




- Load a single sheet of loose-leaf or other paper with holes facing as shown, centered at the arrow mark on the paper support. Load only one sheet at a time in only these sizes: Letter (8.5 × 11 inches [216 × 279 mm]), A4 (8.3 × 11.7 inches [210 × 297 mm]), or Legal (8.5 × 14 inches [216 × 356 mm]).



24. Slide the edge guides against the paper or envelope, but not too tightly.



25. When you are ready to print, press the  start button. The output tray extends automatically when you print.

Always follow these paper loading guidelines:

- Load only one sheet at a time.
- Load paper short edge first, no matter which way your document faces.

- Load letterhead or pre-printed paper top edge first.
- Do not load an envelope that is curled, folded, or too thin, or that has a plastic window.
- Check the paper package for any additional loading instructions.

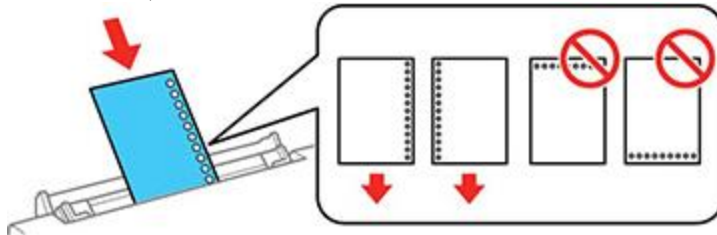
What should I do if the CD/DVD feeds incorrectly or ejects?

Try the following:

- Make sure you insert the CD/DVD tray correctly. As you insert the tray, you may meet some resistance. Continue sliding the tray into the printer until arrow marks on the CD/DVD tray and the product line up.
- If the tray is ejected when you start a print job, the printer is not ready. Wait until you see a message on your screen asking you to insert the CD/DVD tray. Then reinsert the tray and select **Installed**.
- Make sure the surface of the CD/DVD you are printing on is blank and clean. A CD/DVD with images or text already on the surface area may not load correctly.

• Which type of paper can I print on?

- You can use plain paper, however, for the best results, you'll want to use one of Epson's special inkjet papers.
- **Note:** Inkjet transparencies and vellum paper are not supported. You can load a single sheet of loose-leaf or other paper with holes as shown, centered at the arrow mark on the paper support. Load only one sheet at a time in only these sizes: Letter (8.5 × 11 inches [216 × 279 mm]), A4 (8.3 × 11.7 inches [210 × 297 mm]), or Legal (8.5 × 14 inches [216 × 356 mm]).



• Compatible Epson Papers


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

Paper Type	Size	Part number	Sheet count
Epson Bright White Pro Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500
Epson Bright White Premium Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S450218	500
Epson Multipurpose Plus Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S450217	500

Paper Type	Size	Part number	Sheet count	
Epson Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041809	50	
		S042038	100	
	Letter (8.5 × 11 inches [216 × 279 mm])	S041141	20	
		S041649	50	
		S041271	100	
	Epson Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041808	40
S041727			100	
5 × 7 inches (127 × 178 mm)		S041464	20	
8 × 10 inches (203 × 254 mm)		S041465	20	
		Letter (8.5 × 11 inches [216 × 279 mm])	S042183	25
Epson Ultra Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S042181	60	
		S042174	100	
	5 × 7 inches (127 × 178 mm)	S041945	20	
	8 × 10 inches (203 × 254 mm)	S041946	20	
		Letter (8.5 × 11 inches [216 × 279 mm])	S042182	25
	Epson Ultra Premium Photo Paper Luster	Letter (8.5 × 11 inches [216 × 279 mm])	S042175	50
			S041405	50
	Epson Premium Photo Paper Semi-gloss	4 × 6 inches (102 × 152 mm)	S041982	40
Letter (8.5 × 11 inches [216 × 279 mm])		S041331	20	
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100	
	Legal (8.5 × 14 inches [216 × 356 mm])	S041067	100	

Paper Type	Size	Part number	Sheet count
Epson Premium Presentation Paper Matte	8 × 10 inches (203 × 254 mm)	S041467	50
	Letter (8.5 × 11 inches [216 × 279 mm])	S041257	50
		S042180	100
Epson Premium Presentation Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S041568	50
Epson Ultra Premium Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041341	50
Epson Brochure & Flyer Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S042384	150
Epson Photo Quality Self-adhesive Sheets	A4 (8.3 × 11.7 inches [210 × 297 mm])	S041106	10
Epson Iron-on Cool Peel Transfer paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041153	10

The output tray automatically extends when printing. How do I close it?

Select the  icon on the LCD screen, or manually push the output tray back in.

How do I create a custom paper size for my product in Windows?

Do the following:

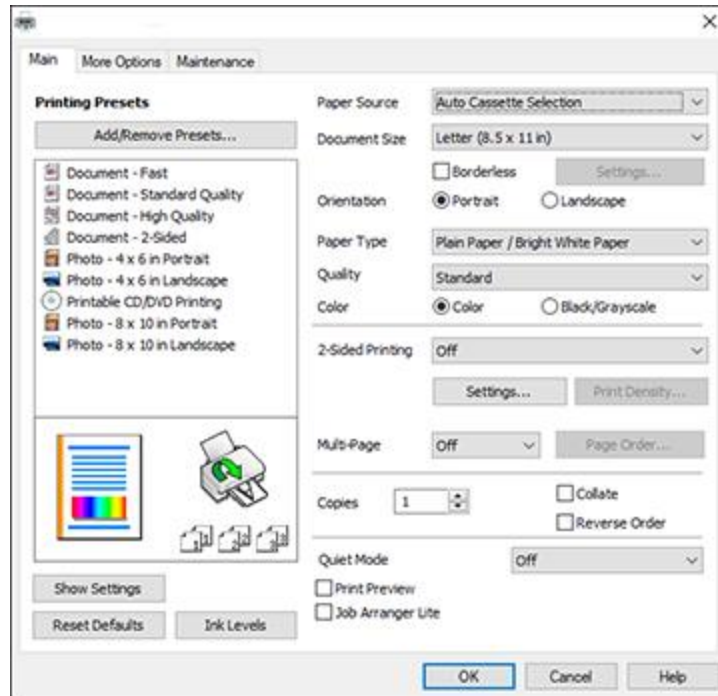
1. Open a photo or document for printing.
2. Select the print command in your application.

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

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

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

You see the Main tab of your printer settings window.



4. Select **User-Defined** in the Document Size drop-down list. The User-Defined Paper Size window appears.

Note: If your product has multiple Paper Sources, the User-Defined option may not be available for every Paper Source.

5. Enter a Paper Size Name and select the Paper Width and Paper Height.
6. Click **Save** and **OK**.
7. Click **OK** again. The new size is created, and you can select it from the Document Size drop-down list.

My printout has lines running through it. What should I do?

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

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Make sure the paper type setting matches the type of paper you loaded.
- Make sure you loaded the printable side of the paper correctly for your product.
- Turn off any high speed settings in your product software.
- Align the print head.
- Adjust the print quality in the product software.
- If you continue to see horizontal bands or streaks in your printouts after cleaning the print head and adjusting the print quality, make print quality adjustments for each paper type.

- You may need to replace the ink cartridges.

My printout is grainy when I print from any application. What should I do?

If your printouts are grainy, try these solutions:

- Make sure you loaded the printable side of the paper correctly for your product.
- Select a higher print quality setting and turn off any high speed settings in your product software.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- Adjust the print quality.
- You may need to increase the image resolution or print a smaller size; see your software documentation.

Note: Images from the Internet may be low resolution and not result in a high quality printout.

- If you enlarged the image size in an image-editing program, you need to increase the image resolution setting to retain a high image quality. Increase the image resolution by the same amount you increase the image size. For example, if the image resolution is 300 dpi (dots per inch) and you will double the image size for printing, change the resolution setting to 600 dpi.

Note: Higher resolution settings result in larger file sizes, which take longer to process and print. Consider the limitations of your computer system when selecting a resolution, and select the lowest possible resolution that produces acceptable quality to keep file sizes manageable.

My printout has incorrect colors. What should I do?

If your printouts have incorrect colors, try these solutions:

- Make sure the paper type setting matches the paper you loaded.
- Make sure the **Black/Grayscale** or **Grayscale** setting is not selected in your printer software.
- Select **EPSON Standard** as the **Color Mode** (Windows) or **Mode** (Mac) setting in the printer software.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- The ink cartridges may be old or low on ink, and you may need to replace them.
- After you print, the colors in your printout need time to set as the ink dries. During this time, the colors may look different than you expect. To speed up drying time, do not stack your printouts on top of each other.

- Your printed colors can never exactly match your on-screen colors. However, you can use a color management system to get as close as possible. Try using the color management options in your printer software.
- Try selecting a different **Color Management** setting on the More Options tab of the printer software, and changing the **Scene Correction** setting to something other than **Auto Correct**.
- For best results, use genuine Epson paper.
- On the product control panel, change the **Enhance** setting from **Auto** to another option, or select **Enhance Off**.

My printout is blurry or smeared. What should I do?

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

- Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.
- Use a support sheet with special paper, or load special paper one sheet at a time.
- Make sure your paper meets the specifications for your product.
- Use Epson papers to ensure proper saturation and absorption of genuine Epson inks.
- Make sure the paper type setting in your product software matches the type of paper you loaded.
- Make sure you loaded the printable side of the paper correctly for your product.
- If you are printing on thick paper or envelopes, turn on the **Thick Paper** setting from the control panel or select **Thick Paper and Envelopes** in the Extended Settings of the printer software. (Turning this setting on will decrease print speed.)
- If you are printing on thick paper or envelopes, make sure you select the appropriate settings.
- Remove each sheet from the output tray as it is printed.
- Avoid handling printouts on glossy paper right after printing to allow the ink to set.
- Turn off any high speed settings in your product software.
- If you print on both sides of a sheet of paper, smudges may appear on the reverse side of heavily saturated or dark images. If one side of a sheet will contain a lighter image or text, print that side first. Make sure the ink has dried before reloading the paper to print on the other side. Adjust the density and/or ink drying time settings.
- If printed copies are smeared, lower the copy density setting on the product control panel.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- Adjust the print quality in the product software.
- Clean the paper path.
- Do not press too hard on the original or the document cover when you are scanning originals on the scanner glass.
- Clean the scanner glass.
- Clean the ADF.

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

My printout looks inverted, as if viewed in a mirror. What should I do?

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

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

My printout contains incorrect characters. What should I do?

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

- Make sure any cables are securely connected at both ends.
- In Windows, delete all jobs from the Windows Spooler. Click **Print Queue** on the Maintenance tab in the printer settings window, and cancel any stalled print jobs.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If your computer entered sleep mode the last time you printed, the next print job after your computer exits sleep mode may contain garbled characters. Print your document again.
- If incorrect characters still appear in your prints, try connecting your product using a different cable.

My printout has lines running through it when I make a copy using the ADF (Automatic Document Feeder). What should I do?

Carefully clean the scanner glass and ADF. See below.

Cleaning Your Product

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

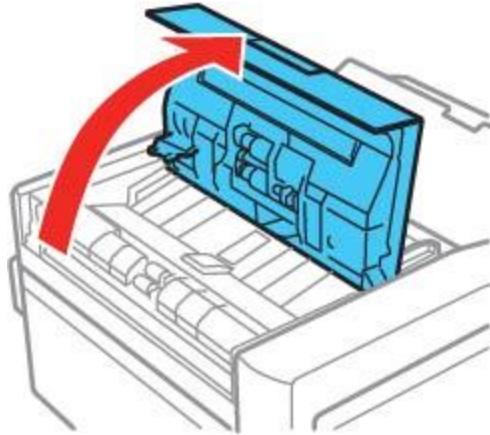
Close the output tray and front cover when you are not using the product to protect it from dust.

Caution:

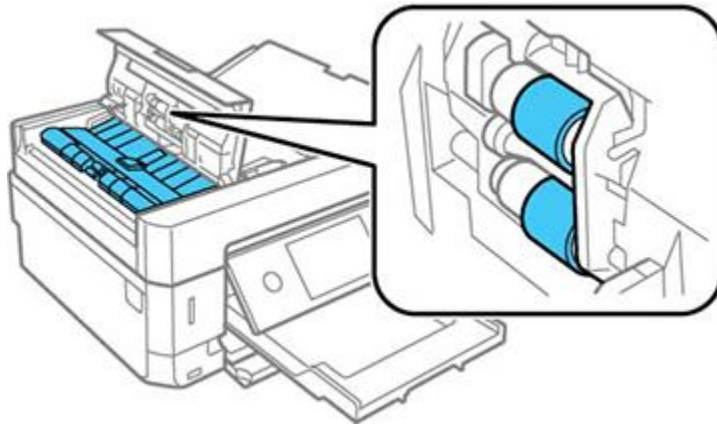
Do not use a hard brush, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside it.

1. Turn off the product.

2. Unplug the power cable.
3. Disconnect any connected cables.
4. Remove all the paper.
5. Open the ADF cover.

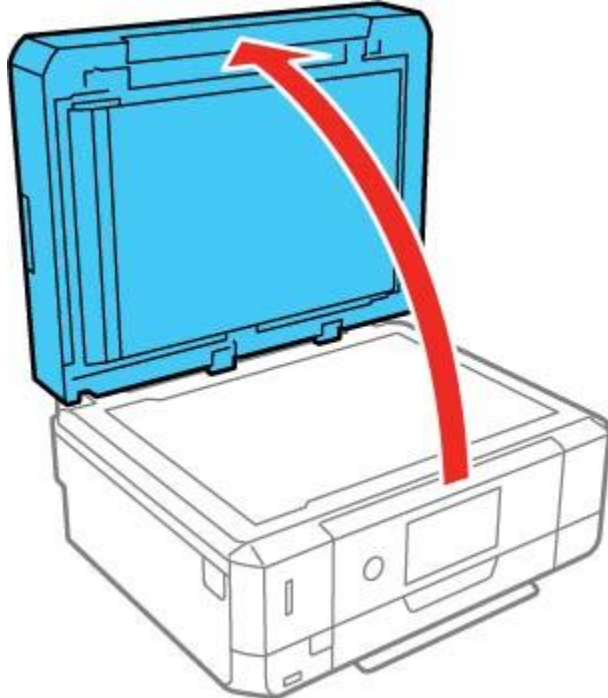


6. Use a soft, dry, lint-free cloth (microfiber is recommended) to clean the rollers and the interior of the ADF.



7. Close the ADF cover.

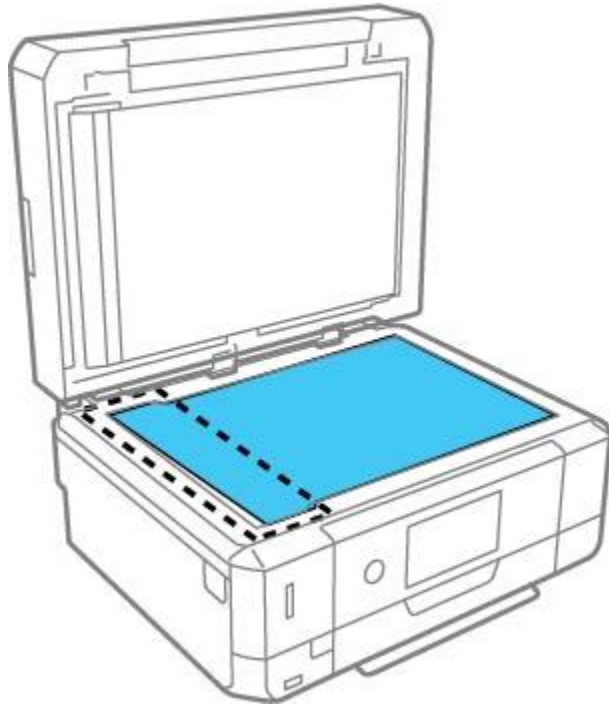
8. Open the document cover.



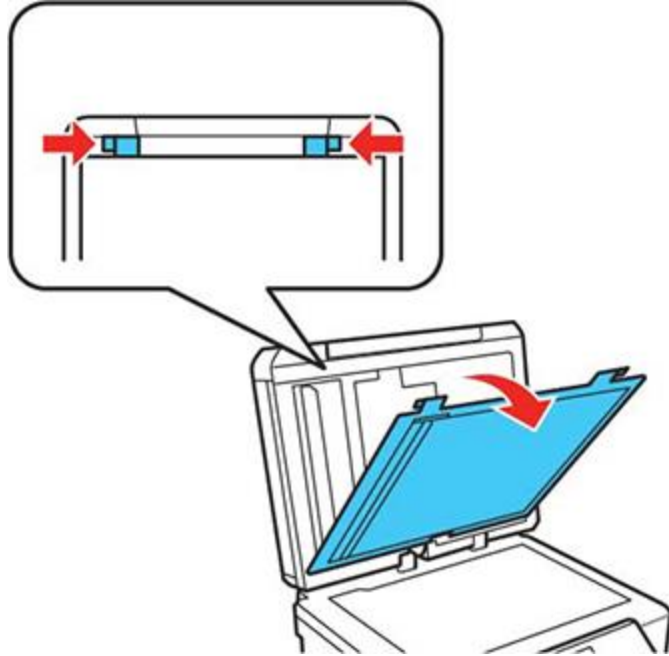
9. Clean the scanner glass and the glass area on the left with a soft, lint-free cloth (microfiber is recommended), moistened with a little glass cleaner.

Caution:

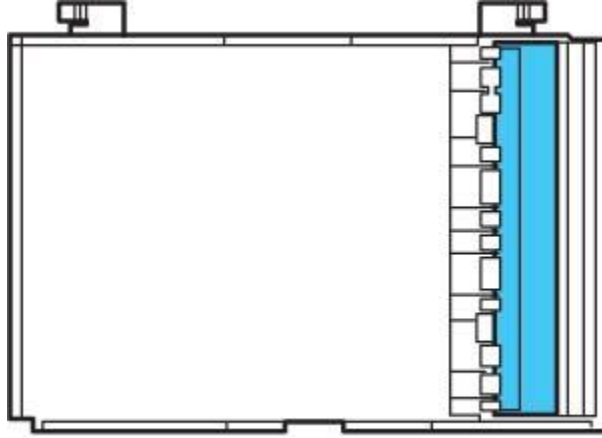
Do not spray glass cleaner directly on the glass and do not press the glass surface with any force.



10. Press the tabs and remove the document mat.



11. Use a soft, dry, lint-free cloth (microfiber is recommended) to clean the transparent part on the underside of the document mat.



12. Replace the document mat by reversing the steps to remove it. Close the document cover.
13. Clean the outer case and control panel with a soft, dry cloth. Do not use liquid or chemical cleansers.

My printout has a slight slant. What should I do?

If your printouts are slanted, try these solutions:

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

My printout has incorrect margins. What should I do?


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

- Make sure you selected the correct paper size settings in your printing program and printer software.
- Make sure you selected the correct margins for your paper size in your printing program.
- Make sure your paper is positioned correctly for feeding into the product.
- When placing originals on the scanner glass, align the corner of the original with the corner indicated by the arrow. If the edges of the copy are cropped, move the original slightly away from the corner.
- Clean the scanner glass and the document cover. If there is dust or stains on the glass, the copy area may extend to include the dust or stains.

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

How do I reduce the appearance of red eyes in my photos?

Turn on the **Fix Red-Eye** setting in the printer software or from the product's control panel.

To turn on the **Fix Red-Eye** setting before printing photos from a camera, press the  home button, if necessary, and select **Settings < Camera Print Settings < Photo Adjustments < Fix Red-Eye < On - Current**.

Note: Due to the complexity and nature of some photographs, not all images can be corrected. If the Fix Red-Eye setting does not fix the photo, you need to use a software application such as Adobe Photoshop or Adobe Elements to fix it.

My product is printing blank pages. What should I do?

Several factors may cause the product to print blank pages, such as print settings, low ink, or the product itself.



Check the following:



- Make sure the product is placed on a flat, stable surface that extends beyond the base in all directions. The product won't operate properly if it's tilted or at an angle.
- If the ink cartridges are old or low on ink, you may need to replace them.
- Make sure you're using paper that meets the product's specifications.

Note: Transparencies and vellum paper are not supported.


- Print a nozzle check pattern to see if any of the nozzles are clogged. Clean the print head, if necessary.
- Make sure the paper size, orientation, and layout settings in your printer software are correct.
- Make sure your document does not contain blank pages. If your printer software has a Preview option, you can check for blank pages before you print and remove them, if necessary.
- If you're printing from Windows or a Mac, you can select **Skip Blank Page** in your printer software. To select the setting, follow the steps below for your operating system.

Windows

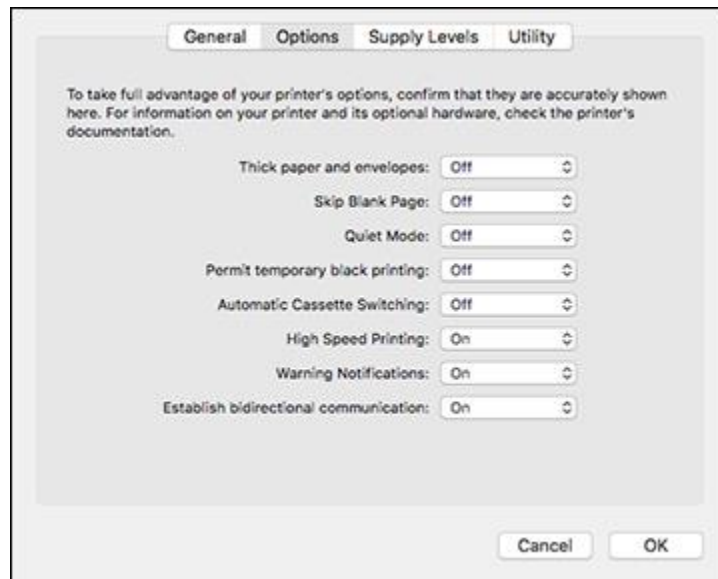
8. Do one of the following:
 - **Windows 10:** Click  and select  (Settings) < **Devices < Printers & scanners**. Select your printer and select **Manage < Printing preferences**.

- **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel < Hardware and Sound < Devices and Printers**. Right-click your printer and select **Printing Preferences**.
 - **Windows 7:** Click  and select **Devices and Printers**. Right-click your printer and select **Printing Preferences**.
 - **Windows Vista:** Click  and select **Control Panel** (or point to **Settings** and select **Control Panel**). Select **Printer** (under **Hardware and Sound**) or **Printers**. Right-click your printer and select **Printing Preferences**.
9. Click the **Maintenance** tab and click the **Extended Settings** button.
 10. Select **Skip Blank Page**.
 11. Click **OK** as necessary to save your settings.

Mac

12. Open the  menu and select **System Preferences**.
13. Select **Print & Scan, Print & Fax, or Printers & Scanners**, select your product, and then select **Options & Supplies**.
14. Select **Driver** or **Options**.


You see this screen:



15. Set **Skip Blank Page** to **On**.
16. Click **OK**.

How do I reduce the appearance of red eyes in my photos?

Turn on the **Fix Red-Eye** setting in the printer software or from the product's control panel.


To turn on the **Fix Red-Eye** setting from the control panel, press the  home button, if necessary, and select **Settings > Camera Print Settings > Photo Adjustments > Fix Red-Eye > On - Current**.

Note: Due to the complexity and nature of some photographs, not all images can be corrected. If the Fix Red-Eye setting does not fix the photo, you need to use a software application such as Adobe Photoshop or Adobe Elements to fix it.


I can't start Epson Scan 2. What should I do?

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

- Make sure your product is turned on and any interface cables are securely connected at both ends.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If you scan at a high resolution over a network, a communication error may occur. Lower the resolution.
- If you are scanning with the ADF, check that the document cover and ADF cover are closed.
- If you are scanning with the ADF, make sure that you are not in **Photo Mode**.
- Make sure Epson Scan 2 is selected as your scanning program.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart Epson Scan 2.
- Check the connection setting and test the connection using Epson Scan 2 Utility:

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

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

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

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


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

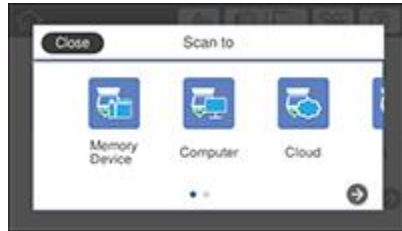
How do I scan using my product's control panel?

You can scan an image to a variety of destinations using your product's control panel.

1. Make sure you installed the product software and connected the product to your computer or network.

Note: Restart your computer after installing the product software to enable scanning from the control panel.

2. Place your original on the product for scanning.
3. Press the  home icon, if necessary.
4. Select **Scan**. You see a screen like this:



5. Select one of the following **Scan to** options:
 - **Memory Device** saves your scan file on a USB device or memory card and lets you select the file format, quality, and other settings.
 - **Computer** lets you scan to a connected computer using your saved scan settings.
 - **Cloud** sends your scanned files to a destination that you have registered with Epson Connect.
 - **WSD** lets you manage network scanning in Windows 10, Windows 8.x, Windows 7, or Windows Vista (English only). To use this feature, you must first set up WSD (Web Services for Devices) on the computer.
6. Follow the instructions in the links below to complete your scan.

I cannot scan over a network. What should I do?

If you have problems scanning over a network, try these solutions:

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


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

- If you are scanning a large original at a high resolution, a network communication error may occur. Try scanning again at a lower resolution.

- If network communication was interrupted while starting Epson Scan 2, exit Epson Scan 2, wait a few seconds, and restart it. If Epson Scan 2 cannot restart, turn off your product, turn it back on, and try restarting Epson Scan 2 again.
- Check the scanner setting and reset the connection if necessary using Epson Scan 2 Utility:

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

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

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

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

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

How do I scan from a smart device?

You can start a scan from a smart device using the Epson iPrint app. You can save the scanned document to your device or a cloud service, e-mail it, or print it.

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

Note: Your device must be connected to the same wireless network as your Epson product.

1. Download the Epson iPrint app from your device's app store or from Epson's website.
2. Place your original on the product for scanning.
3. Open the Epson iPrint app and select your product.
4. Select the scan settings and scan your original.
5. Save your scanned image to a file or cloud location.

I am unable to scan multiple images at once. What should I do?

Try the following:

- Make sure you position photos at least 0.2 inch (4.5 mm) away from the edge of the scanner glass and at least 0.8 inch (20 mm) away from each other.
- Make sure the scanner glass is clean. Clean the scanner glass with a soft, lint-free cloth (microfiber is recommended), moistened with a little glass cleaner. Paper towels are not recommended.

Caution:

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

Where do I place a legal-size document on my product to scan it?

Use the ADF (Automatic Document Feeder) to scan a legal-size document to a computer, memory card, or USB device.

You can also copy a legal-size document onto legal-size or smaller paper this way.

How do I scan a document so I can edit the text in word processing software?

You can scan a document and convert the text into editable text using a process called OCR (Optical Character Recognition).

To scan and use OCR, you can use the Epson Scan 2 OCR Component. Epson Scan 2 OCR Component is included with your product.

OCR software cannot recognize handwritten characters, and certain types of documents or text may be difficult for OCR software to recognize, such as the following:

- Items that have been copied from other copies
- Faxes
- Text with tightly spaced characters
- Text that is in tables or underlined
- Cursive or italic fonts and font sizes less than 8 points

My product doesn't detect photos placed on the scanner glass when I use the Copy/Restore Photos option. What should I do?

Try the following:

- Make sure the scanner glass is clean. Clean the scanner glass with a soft, lint-free cloth (microfiber is recommended), moistened with a little glass cleaner. Paper towels are not recommended.

Caution:

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

- If you place multiple originals on the scanner glass, make sure they are at least 0.2 inch (5 mm) away from each other.
- Make sure the photos are no larger than 4 x 6 inches (102 x 152 mm).

Which memory cards are compatible with my product?

See below.

Memory Card Types

You can insert these types of memory cards in your product.

Note: Cards marked with an asterisk (*) require an adapter; consult your adapter documentation for details on using it.

You can insert the following cards in the memory card slot:

- SD
- SDHC
- SDXC
- miniSD*
- miniSDHC*
- microSD*
- microSDHC*
- microSDXC*

Can I just pull the memory card out of the product when I'm finished printing?

No. See below for instructions on removing the memory card.

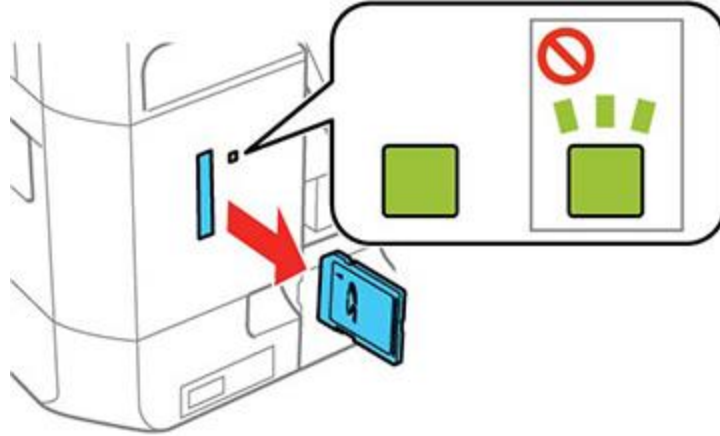
Removing a Memory Card

After you finish working with a memory card, check to make sure it is safe to remove it from your product.

Caution:

Do not remove a memory card or turn off your product while the memory card access light is flashing or you may lose data from the memory card.

1. Make sure the memory card access light is not flashing.



2. If your product is connected to your computer using a USB cable, do one of the following:
 - **Windows:** Open the **My Computer**, **Computer**, **Windows Explorer**, or **File Explorer** utility. Then right-click the name of your memory card (listed as a removable disk) and select **Eject**.
 - **Mac:** Drag the removable disk icon for your memory card from the desktop or computer window into the trash.
3. Pull the memory card straight out of its slot.

How do I transfer photos from a memory card to my computer?

See below.

Transferring Photos from a Memory Card to Your Computer

You can transfer photos to and from a memory card inserted into a memory card slot on your product and a computer connected to your product.

Note: Do not transfer photos to and from a memory card while you are printing from the memory card.

1. Make sure your product is connected to a computer.
2. Insert a memory card into a memory card slot on your product.
3. Do one of the following to access your memory card files from your computer:
 - **Windows:** Open the **Computer**, **My Computer**, **Windows Explorer**, or **File Explorer** utility, then select the removable disk icon.

- **Mac with a USB connection:** Look for the removable disk icon on your desktop or computer window, then select it.
 - **Mac with a network connection:** Select the hard drive icon on your desktop or computer window, select your product in the **SHARED** section of the sidebar (you may need to widen the sidebar to see the name), then select the **MEMORYCARD** icon.
4. Select the folder that contains your photos.
 5. Drag the photos you want to transfer to the desired folder on your computer or on your memory card.

Note: Your product's LCD screen does not update to display new photos transferred to the memory card. Wait until the memory card access light stops flashing, then remove and insert the memory card to update the photos displayed.

Does the type of paper I use really make a difference?

The type of paper you choose affects the way your printout looks, so be sure to select the correct paper for your print job. If you are just making a copy or printing a rough draft of an image, plain paper is fine. However, for the best results, use one of Epson's special ink jet papers.

Compatible Epson Papers

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

Paper Type	Size	Part number	Sheet count
Epson Bright White Pro Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500
Epson Bright White Premium Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S450218	500
Epson Multipurpose Plus Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S450217	500
Epson Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041809	50
		S042038	100
	Letter (8.5 × 11 inches [216 × 279 mm])	S041141	20
		S041649	50
		S041271	100

Paper Type	Size	Part number	Sheet count
Epson Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041808	40
		S041727	100
	5 × 7 inches (127 × 178 mm)	S041464	20
	8 × 10 inches (203 × 254 mm)	S041465	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042183	25
S041667		50	
Epson Ultra Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S042181	60
		S042174	100
	5 × 7 inches (127 × 178 mm)	S041945	20
	8 × 10 inches (203 × 254 mm)	S041946	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042182	25
S042175		50	
Epson Ultra Premium Photo Paper Luster	Letter (8.5 × 11 inches [216 × 279 mm])	S041405	50
Epson Premium Photo Paper Semi-gloss	4 × 6 inches (102 × 152 mm)	S041982	40
	Letter (8.5 × 11 inches [216 × 279 mm])	S041331	20
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
	Legal (8.5 × 14 inches [216 × 356 mm])	S041067	100
Epson Premium Presentation Paper Matte	8 × 10 inches (203 × 254 mm)	S041467	50
	Letter (8.5 × 11 inches [216 × 279 mm])	S041257	50
		S042180	100
Epson Premium Presentation Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S041568	50

Paper Type	Size	Part number	Sheet count
Epson Ultra Premium Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041341	50
Epson Brochure & Flyer Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S042384	150
Epson Photo Quality Self-adhesive Sheets	A4 (8.3 × 11.7 inches [210 × 297 mm])	S041106	10
Epson Iron-on Cool Peel Transfer paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041153	10

I'm having paper feed problems. What should I do?

If you have problems feeding paper, try these solutions:

- Place the product on a flat surface.
- If paper does not feed for printing, remove it. Then reload it in the middle of the rear paper feed. Slide the edge guide against the edge of the paper, making sure that the paper stack is not above the arrow mark on the edge guide.
- If multiple pages feed at once, remove the paper, fan the edges to separate the sheets, and reload it.
- If paper jams when you load only one or two sheets, try loading more sheets at a time. Do not load more than the recommended number of sheets.
- If paper jams when you print on both sides of the paper, try loading fewer sheets.
- Make sure your paper meets the specifications for your product.
- Make sure the paper size and paper type settings on the control panel are correct.
- Try cleaning the paper path.
- For best results, follow these guidelines:
 - Use new, smooth, high-quality paper that is not curled, creased, old, too thin, or too thick.
 - Load paper in the rear paper feed printable side up.
 - Follow any special loading instructions that came with the paper.

How should I load envelopes?

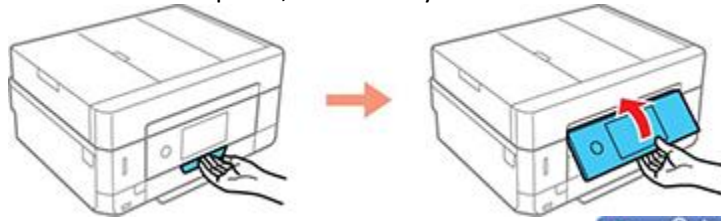
See below.


Loading Paper in Cassette 2 (Lower Cassette)

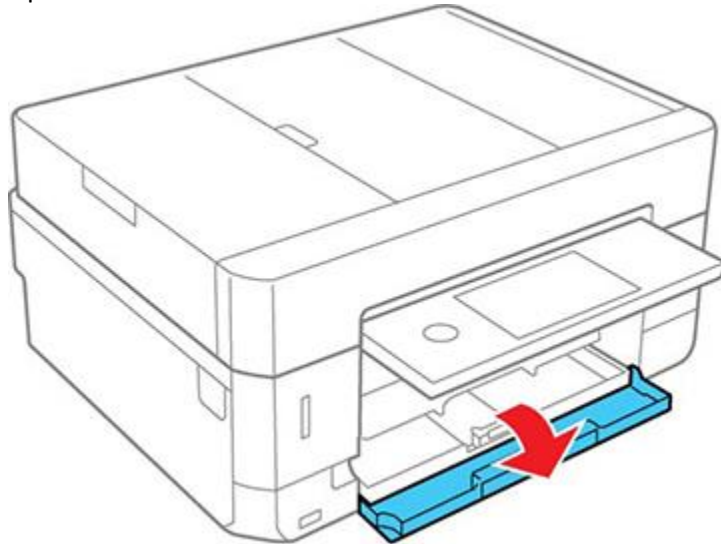
You can load paper up to this size in the lower paper cassette: Legal (8.5 × 14 inches [216 × 356 mm]).

Note: Do not remove or insert the paper cassette during printing.

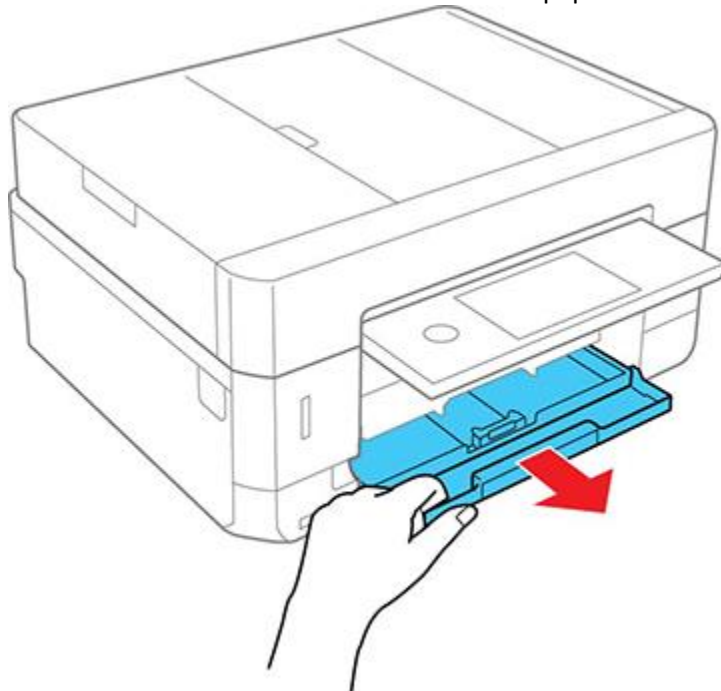
1. Raise the control panel, if necessary.



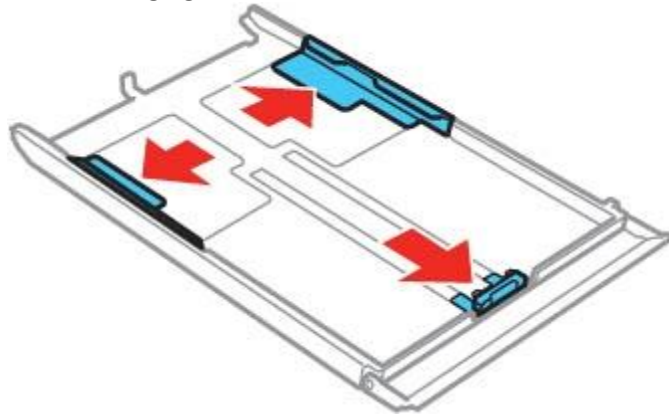
2. Close the output tray by hand or by selecting the  icon on the LCD screen, if necessary.
3. Open the front cover.



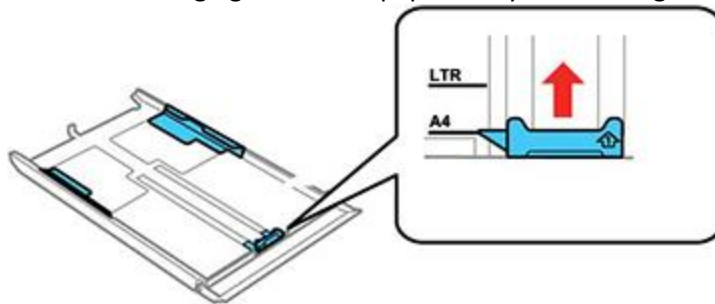
4. Pull on the front cover to slide out the lower paper cassette.



5. Slide the edge guides outward.

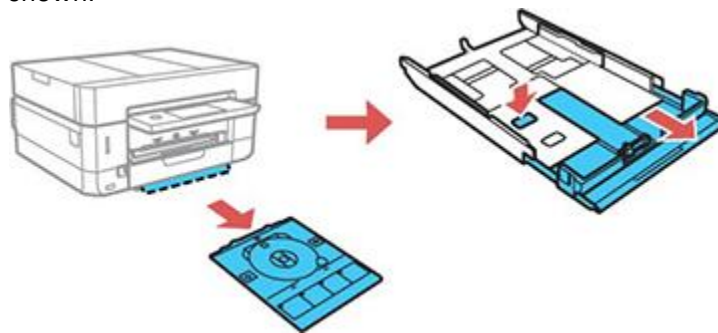


6. Set the front edge guide to the paper size you are using.

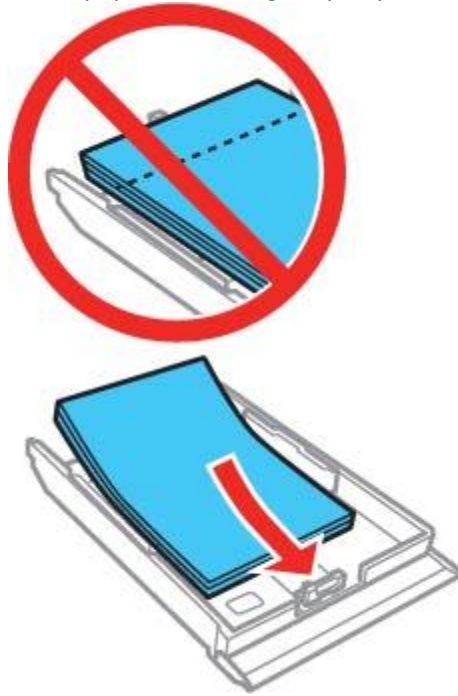


7. Do one of the following:

- If you are using legal-size paper, remove the CD/DVD tray from the bottom of the lower cassette. Press the button on the lower cassette and then extend it as shown.

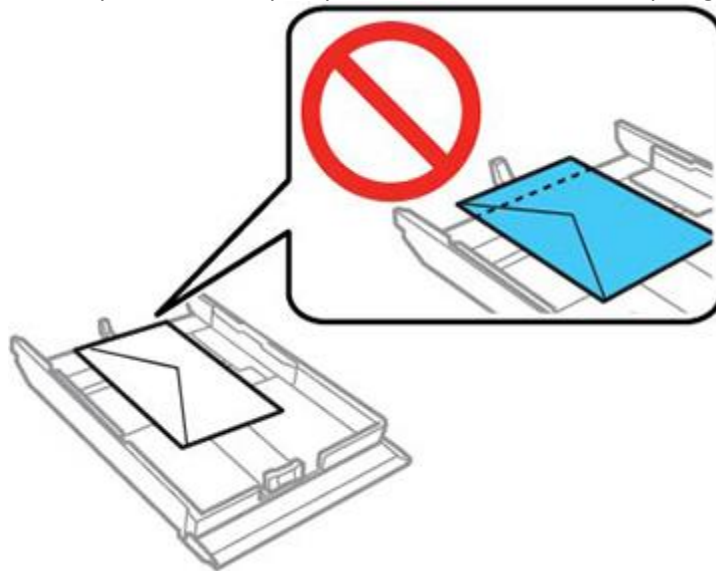


- Insert paper with the glossy or printable side face down.

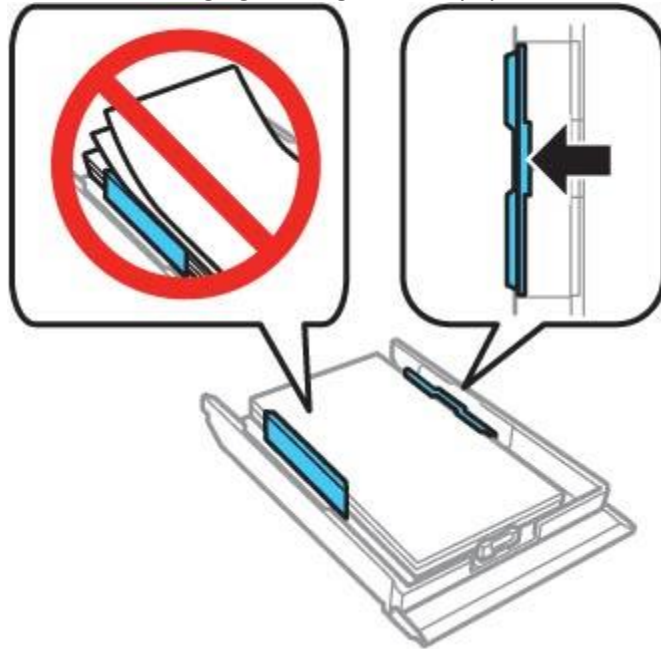


Note: Make sure the paper is loaded against the front edge guide and does not extend beyond the rear edge of the cassette.

- Insert up to 10 envelopes, printable side down and flap edge left, as shown.

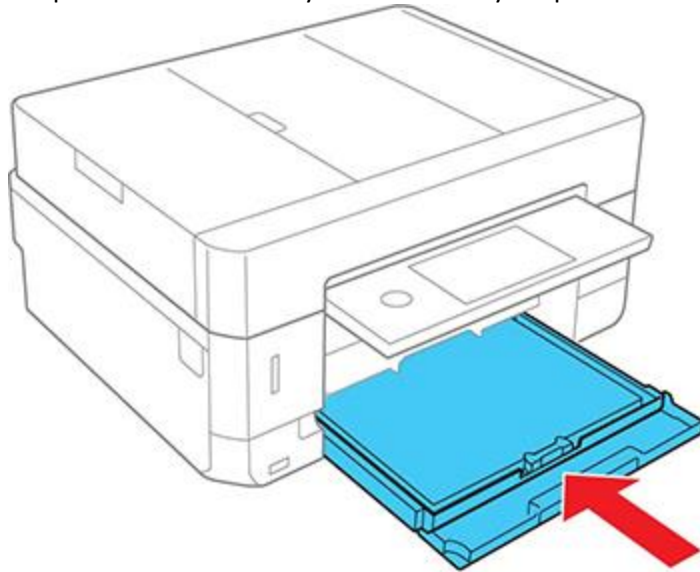


- Slide the side edge guides against the paper, but not too tightly.



Note: Make sure the paper fits under the tabs on the edge guides.

- Keep the cassette flat as you slide it into your product.



Note: Leave enough space in front of the product for the paper to be fully ejected. Do not remove or insert the paper cassette while the product is operating.

- Lower the control panel.
- Select the size and type of the paper you loaded on the LCD screen and select **Close**. The output tray extends automatically when you print.

Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
- Load paper short edge first and printable side down.
- Make sure the paper is under the tabs on the edge guides and not sticking out from the end of the cassette.
- If you have trouble loading a stack of envelopes, press each envelope flat before loading it or load one envelope at a time.
- Do not load an envelope that is curled, folded, or too thin, or that has a plastic window.
- If print quality declines when printing multiple envelopes, try loading one envelope at a time.
- Check the paper package for any additional loading instructions.

Related tasks

[Loading Paper in Cassette 1 \(Upper Cassette\)](#)

[Loading Paper in the Rear Paper Feed Slot](#)

Related references


[Paper Loading Capacity](#)

[Double-sided Printing Capacity](#)

[Paper or Media Type Settings - Control Panel](#)

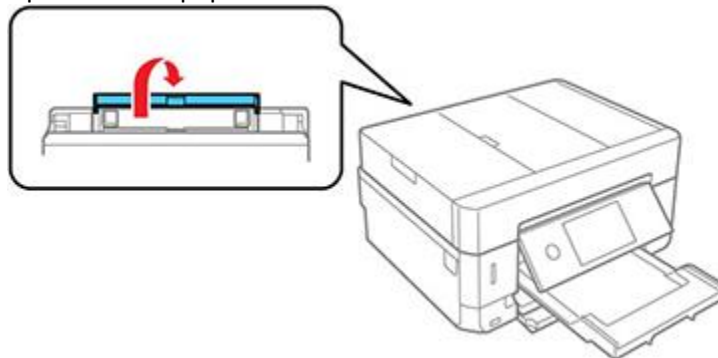
Loading Paper in the Rear Paper Feed Slot

You can load a single envelope or sheet of a variety of paper types and sizes using the rear paper feed slot.

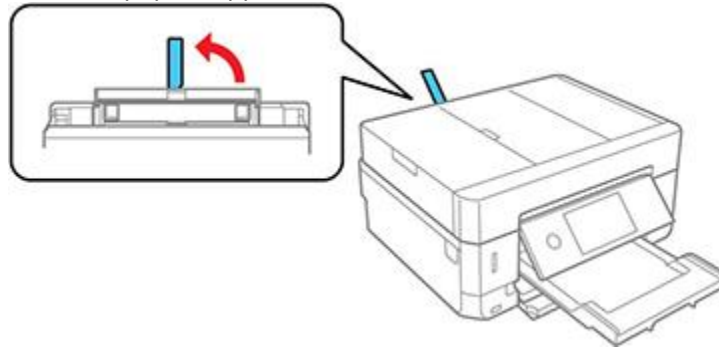
19. Do one of the following:
 - If you are printing from a computer, select **Rear Paper Feed Slot** as the Paper Source setting and click **Print**.
 - If you are printing from the product's control panel, select **Rear Paper Feed Slot** as the Paper Source Setting and press the  start button.

You see a message on the LCD screen, then you see instructions for loading paper.

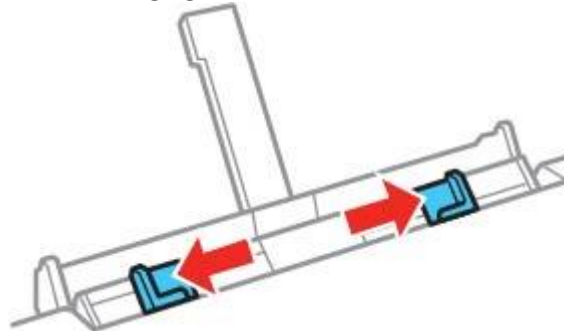
20. Open the rear paper feed slot cover.



21. Raise the paper support.

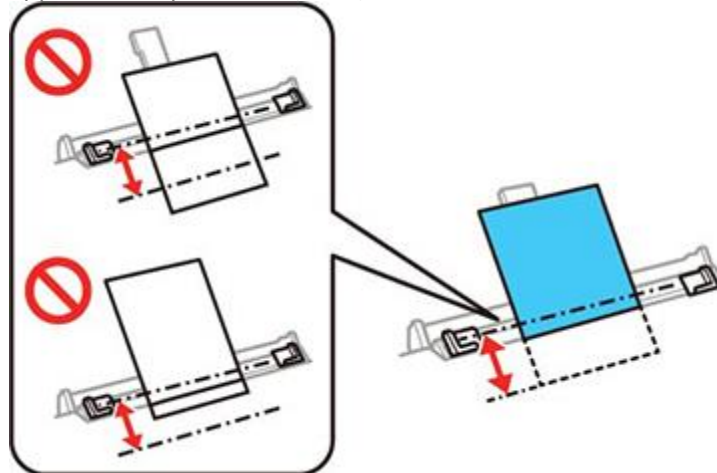


22. Slide the edge guides outward.

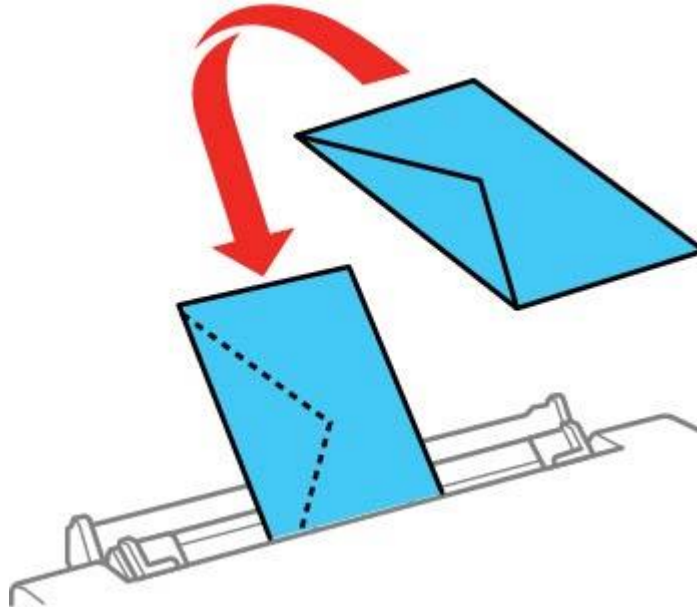


23. Do one of the following:

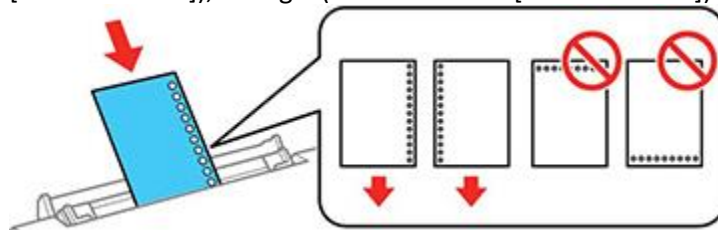
- Insert a single sheet of paper, glossy or printable side up and short edge first, centered at the arrow mark on the paper support. Insert the paper approximately 2 inches (5 cm) into the slot.



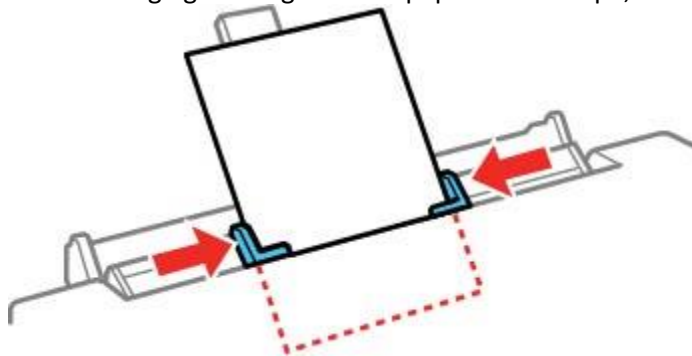
- Load an envelope printable side up and flap edge left, centered at the arrow mark on the paper support.




- Load a single sheet of loose-leaf or other paper with holes facing as shown, centered at the arrow mark on the paper support. Load only one sheet at a time in only these sizes: Letter (8.5 × 11 inches [216 × 279 mm]), A4 (8.3 × 11.7 inches [210 × 297 mm]), or Legal (8.5 × 14 inches [216 × 356 mm]).



24. Slide the edge guides against the paper or envelope, but not too tightly.



25. When you are ready to print, press the  start button. The output tray extends automatically when you print.

Always follow these paper loading guidelines:

- Load only one sheet at a time.
- Load paper short edge first, no matter which way your document faces.

- Load letterhead or pre-printed paper top edge first.
- Do not load an envelope that is curled, folded, or too thin, or that has a plastic window.
- Check the paper package for any additional loading instructions.

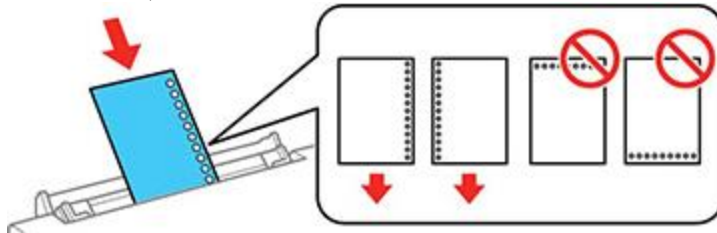
What should I do if the CD/DVD feeds incorrectly or ejects?

Try the following:

- Make sure you insert the CD/DVD tray correctly. As you insert the tray, you may meet some resistance. Continue sliding the tray into the printer until arrow marks on the CD/DVD tray and the product line up.
- If the tray is ejected when you start a print job, the printer is not ready. Wait until you see a message on your screen asking you to insert the CD/DVD tray. Then reinsert the tray and select **Installed**.
- Make sure the surface of the CD/DVD you are printing on is blank and clean. A CD/DVD with images or text already on the surface area may not load correctly.

• Which type of paper can I print on?

- You can use plain paper, however, for the best results, you'll want to use one of Epson's special inkjet papers.
- **Note:** Inkjet transparencies and vellum paper are not supported. You can load a single sheet of loose-leaf or other paper with holes as shown, centered at the arrow mark on the paper support. Load only one sheet at a time in only these sizes: Letter (8.5 × 11 inches [216 × 279 mm]), A4 (8.3 × 11.7 inches [210 × 297 mm]), or Legal (8.5 × 14 inches [216 × 356 mm]).



• Compatible Epson Papers


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

Paper Type	Size	Part number	Sheet count
Epson Bright White Pro Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500
Epson Bright White Premium Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S450218	500
Epson Multipurpose Plus Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S450217	500

Paper Type	Size	Part number	Sheet count
Epson Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041809	50
		S042038	100
	Letter (8.5 × 11 inches [216 × 279 mm])	S041141	20
		S041649	50
		S041271	100
	Epson Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041808
S041727			100
5 × 7 inches (127 × 178 mm)		S041464	20
8 × 10 inches (203 × 254 mm)		S041465	20
Letter (8.5 × 11 inches [216 × 279 mm])		S042183	25
	S041667	50	
Epson Ultra Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S042181	60
		S042174	100
	5 × 7 inches (127 × 178 mm)	S041945	20
	8 × 10 inches (203 × 254 mm)	S041946	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042182	25
		S042175	50
Epson Ultra Premium Photo Paper Luster	Letter (8.5 × 11 inches [216 × 279 mm])	S041405	50
Epson Premium Photo Paper Semi-gloss	4 × 6 inches (102 × 152 mm)	S041982	40
	Letter (8.5 × 11 inches [216 × 279 mm])	S041331	20
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
	Legal (8.5 × 14 inches [216 × 356 mm])	S041067	100

Paper Type	Size	Part number	Sheet count
Epson Premium Presentation Paper Matte	8 × 10 inches (203 × 254 mm)	S041467	50
	Letter (8.5 × 11 inches [216 × 279 mm])	S041257	50
		S042180	100
Epson Premium Presentation Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S041568	50
Epson Ultra Premium Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041341	50
Epson Brochure & Flyer Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S042384	150
Epson Photo Quality Self-adhesive Sheets	A4 (8.3 × 11.7 inches [210 × 297 mm])	S041106	10
Epson Iron-on Cool Peel Transfer paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041153	10

The output tray automatically extends when printing. How do I close it?

Select the  icon on the LCD screen, or manually push the output tray back in.

How do I create a custom paper size for my product in Windows?

Do the following:

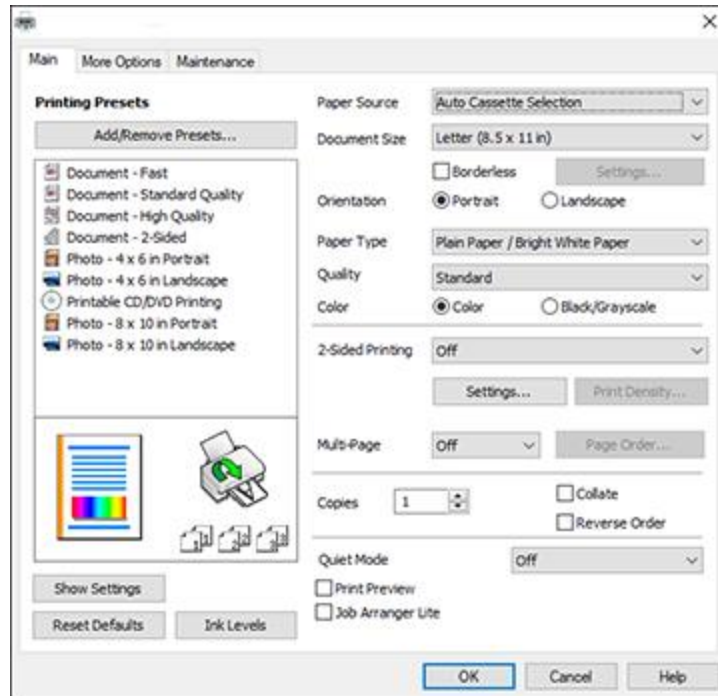
1. Open a photo or document for printing.
2. Select the print command in your application.

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

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

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

You see the Main tab of your printer settings window.



4. Select **User-Defined** in the Document Size drop-down list. The User-Defined Paper Size window appears.

Note: If your product has multiple Paper Sources, the User-Defined option may not be available for every Paper Source.

5. Enter a Paper Size Name and select the Paper Width and Paper Height.
6. Click **Save** and **OK**.
7. Click **OK** again. The new size is created, and you can select it from the Document Size drop-down list.