

M100/M105 User's Guide

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M100/M105 User's Guide

Welcome to the M100/M105 *User's Guide*.

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

Product Basics

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

Note: Your product may differ from the illustrations in this guide, but the instructions are the same.

[Printer Parts Locations](#)

[The Power Off and Sleep Timers](#)

Printer Parts Locations

See these sections to identify the parts on your printer.

[Control Panel Buttons and Lights](#)

[Printer Parts - Top](#)

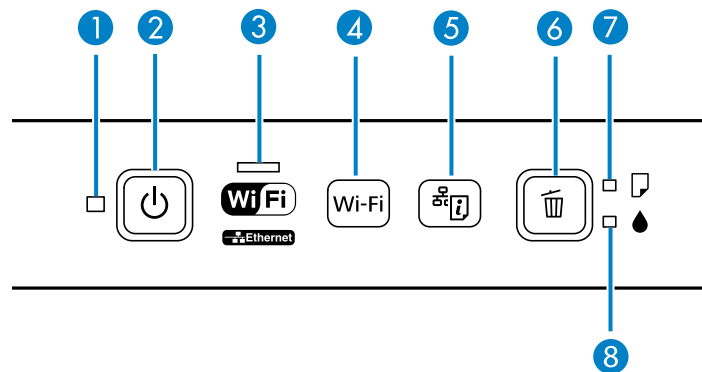
[Printer Parts - Inside](#)


[Printer Parts - Back](#)






Parent topic: [Product Basics](#)

Control Panel Buttons and Lights

The control panel layout varies by product.

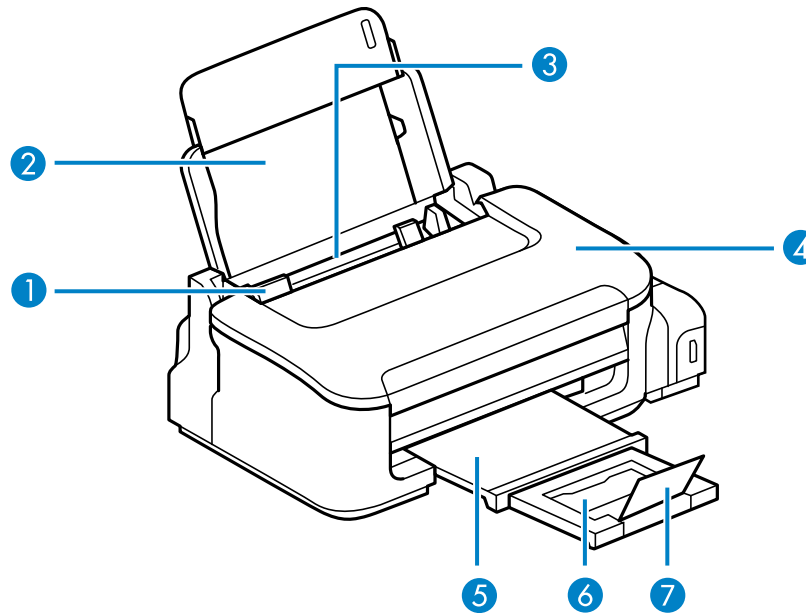


1 The  power light

- 2 The  power button
- 3 The WiFi light (M105) or the Ethernet light (M100)
- 4 The **Wi-Fi** button (M105)
- 5 The  network status button
- 6 The  cancel button
- 7 The  paper light
- 8 The  ink light

Parent topic: [Printer Parts Locations](#)

Printer Parts - Top

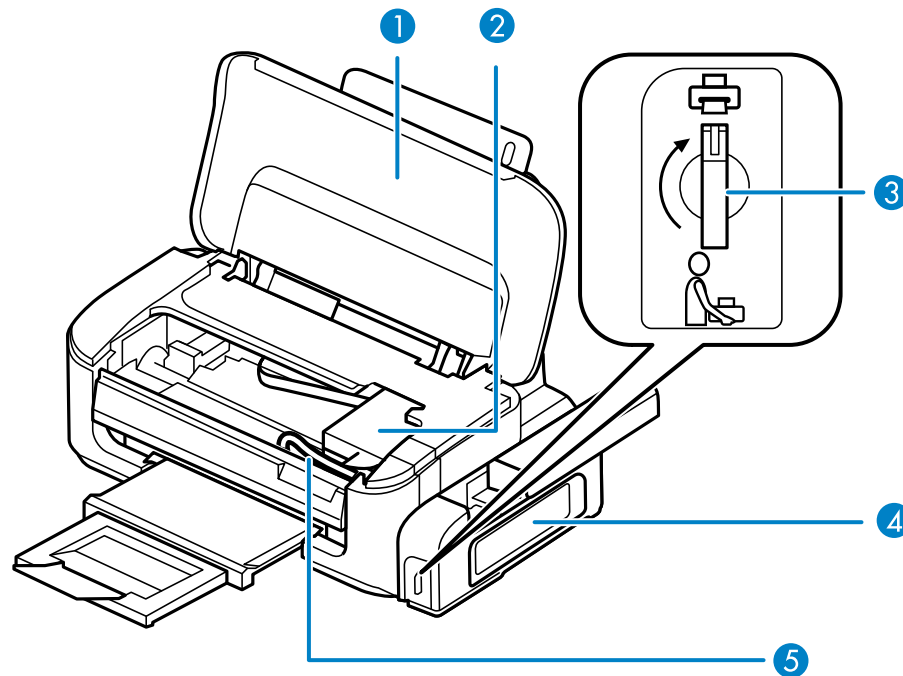


- 1 Edge guide
- 2 Paper support

- 3 Sheet feeder
- 4 Printer cover
- 5 Output tray
- 6 Output tray extension
- 7 Paper stopper

Parent topic: [Printer Parts Locations](#)

Printer Parts - Inside

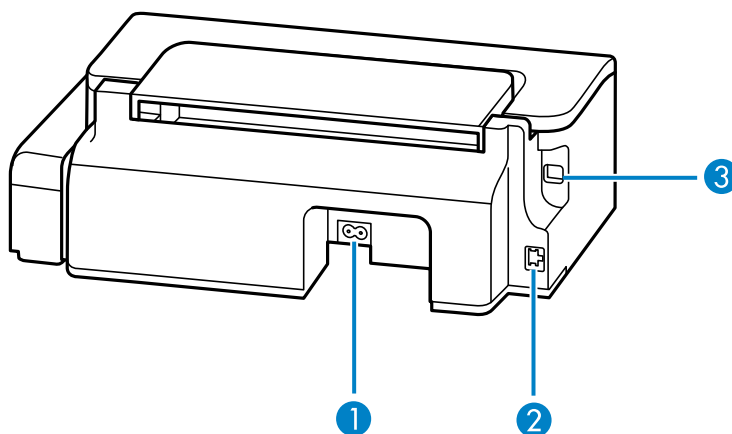


- 1 Printer cover
- 2 Print head in home position
- 3 Transportation lock

- 4 Ink tank
- 5 Ink tube

Parent topic: [Printer Parts Locations](#)

Printer Parts - Back



- 1 AC inlet
- 2 **LAN** port (M100)
- 2 **USB** port

Parent topic: [Printer Parts Locations](#)

The Power Off and Sleep Timers

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

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

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

Parent topic: [Product Basics](#)

Changing the Power Off and Sleep Timer Settings - Windows

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

1. Access the Windows Desktop, right-click the product icon in the Windows taskbar, and select **Printer Settings**.
2. Click the **Maintenance** tab.
3. Click the **Printer and Option Information** button.

You see this window:

The screenshot shows a dialog box titled "Printer and Option Information". It contains three sections:

- Power Off Timer:** Shows "Current Printer Setting : 4 hours" and a dropdown menu currently set to "4 hours". There is a "Send" button to the right.
- Sleep Timer:** Shows "Current Printer Setting : Off" and a dropdown menu currently set to "3 minutes". There is a "Send" button to the right.
- Number of Sheets of Paper Fed into the Printer:** Includes a note "The number of sheets is displayed when EPSON Status Monitor 3 is enabled." and a text box labeled "Number of Sheets" containing the value "43".

At the bottom of the dialog box are three buttons: "OK", "Cancel", and "Help".

4. Select the time period you want as the **Power Off Timer** setting.
5. Click **Send**.
6. Select the time period you want as the **Sleep Timer** setting.

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

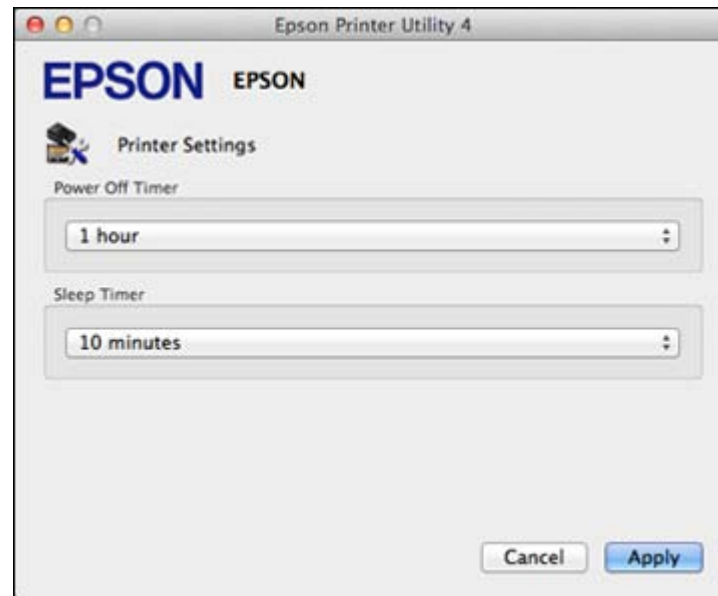
Parent topic: [The Power Off and Sleep Timers](#)

Changing the Power Off and Sleep Timer Settings - OS X

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

1. Do one of the following:
 - **OS X 10.6/10.7/10.8/10.9:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue** or **Print Queue**. Select **Utility**.
2. Select **Printer Settings** or **Printer and Option Information**.

You see this screen:



3. Select the time period you want as the **Power Off Timer** setting.
4. Select the time period you want as the **Sleep Timer** setting.
5. Click **Apply**.
6. If you see the confirmation message, click **Yes**, then close the Printer Settings window.

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

Loading Paper

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

[Loading Paper for Documents](#)

[Loading Envelopes](#)

[Paper Loading Capacity](#)

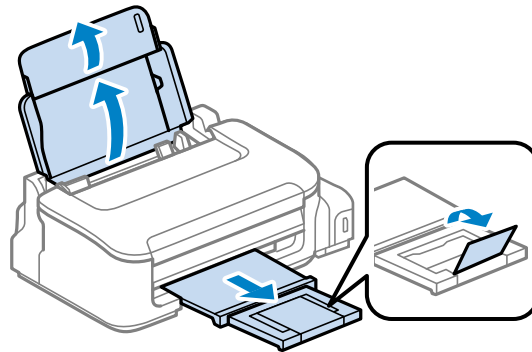
[Available Epson Papers](#)

[Paper or Media Type Settings](#)

Loading Paper for Documents

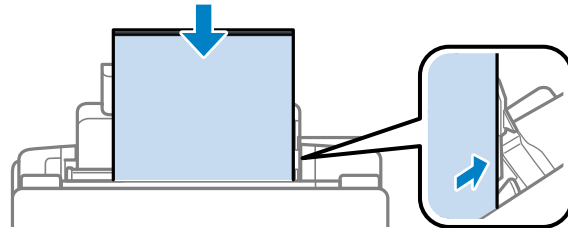
You can print documents on a variety of paper types and sizes.

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

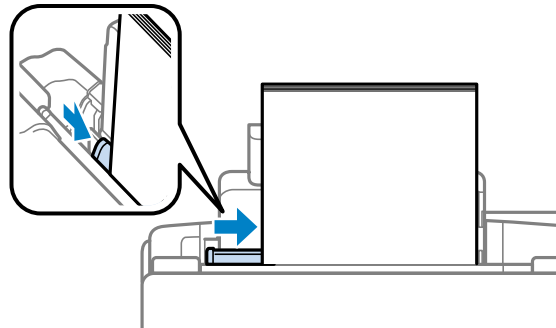


Note: If you print on legal-size or longer paper, leave the paper stopper closed.

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



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



Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
- Load paper short edge first, no matter which way your document faces.
- Load letterhead or pre-printed paper top edge first.
- Do not load paper above the arrow mark inside the edge guide.
- Check the paper package for any additional loading instructions.
- If you use paper with binder holes, load only one sheet at a time and use 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 × 357 mm]).

Parent topic: [Loading Paper](#)

Related references

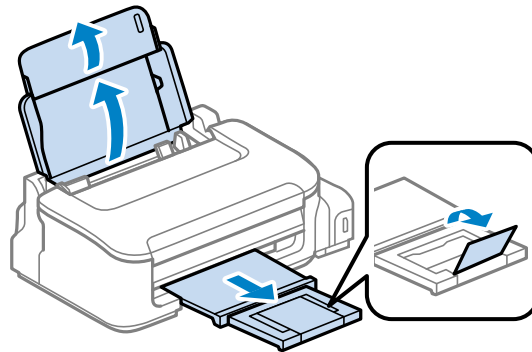
[Paper Loading Capacity](#)

[Available Epson Papers](#)

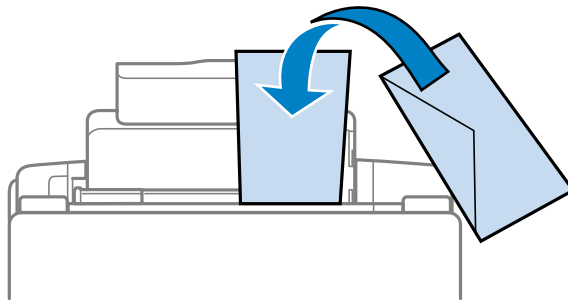
Loading Envelopes

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

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



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



Always follow these envelope loading guidelines:

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

Parent topic: [Loading Paper](#)

Related references

[Paper Loading Capacity](#)

Paper Loading Capacity

Paper type	Loading capacity
Plain paper - Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) **	Approximately 100 sheets *
Epson Bright White Paper ** Epson Presentation Paper Matte - Letter (8.5 × 11 inches [216 × 279 mm]) **	80 sheets
Plain paper - Legal (8.5 × 14 inches [216 × 357 mm]) Epson Presentation Paper Matte - Legal (8.5 × 14 inches [216 × 357 mm]) Epson Premium Presentation Paper Matte User defined paper size of any type Any type of paper with binder holes	1 sheet
Envelopes	10 envelopes

* Based on 20 lb (75 g/m²) paper weight. Do not load paper above the arrow mark inside the edge guide.

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

Parent topic: [Loading Paper](#)

Available Epson Papers

You can purchase genuine Epson ink and paper from an Epson authorized reseller. To find the nearest reseller, visit global.latin.epson.com or call your nearest Epson sales office (website available in Spanish and Portuguese only).

Paper Type	Size	Part number	Sheet count
Epson Bright White Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
	Legal (8.5 × 14 inches [216 × 357 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

Note: Paper/media availability varies by country.

Parent topic: [Loading Paper](#)

Paper or Media Type Settings

For this paper	Select this Paper Type or Media Type setting
Plain paper Epson Bright White Paper Epson Presentation Paper Matte	Plain Paper / Bright White Paper
Epson Premium Presentation Paper Matte	Premium Presentation Paper Matte
Envelopes	Envelope

Parent topic: [Loading Paper](#)

Printing From a Computer

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

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

[Printing with Windows](#)

[Printing with OS X](#)

[Cancelling Printing Using a Product Button](#)

Printing with Windows

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

[Selecting Basic Print Settings - Windows](#)

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

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

[Selecting a Printing Preset - Windows](#)

[Printing Your Document - Windows](#)

[Selecting Default Print Settings - Windows](#)

[Changing Automatic Update Options](#)

[Checking Print Status - Windows](#)

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

Selecting Basic Print Settings - Windows

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

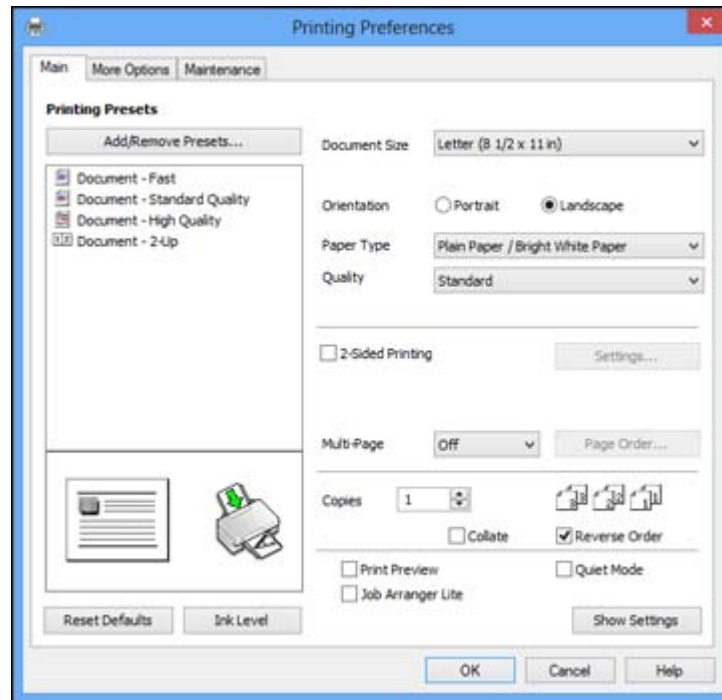
1. Open a document for printing.
2. Select the print command in your application.

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

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

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

You see the Main tab of your printer settings window:



4. Select the size of the paper you loaded as the **Document Size** setting.
5. Select the orientation of your document.

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

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

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

7. Select the **Quality** setting that matches the print quality you want to use.
8. To print on both sides of the paper, select the **2-Sided Printing** checkbox and select the options you want.
9. To print multiple pages on one sheet of paper, or print one image on multiple sheets of paper, select one of the settings in the **Multi-Page** menu and select the printing options you want.
10. To print multiple copies and arrange their print order, select the **Copies** options.
11. To preview your job before printing, select **Print Preview**.
12. To save your print job as a project that can be modified and combined with other print jobs, select **Job Arranger Lite**.
13. To reduce noise during printing when you select **Plain Paper/Bright White Paper**, select **Quiet Mode**.

[Print Quality Options - Windows](#)

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

Parent topic: [Printing with Windows](#)

Print Quality Options - Windows

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

Draft

For draft printing on plain paper.

Standard

For everyday text and image printing.

High

For text and graphics with high print quality.

More Settings

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

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

Multi-Page Printing Options - Windows

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

2-Up and 4-Up

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

2x1 Poster, 2x2 Poster, 3x3 Poster, 4x4 Poster

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

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

Selecting Double-sided Printing Settings - Windows

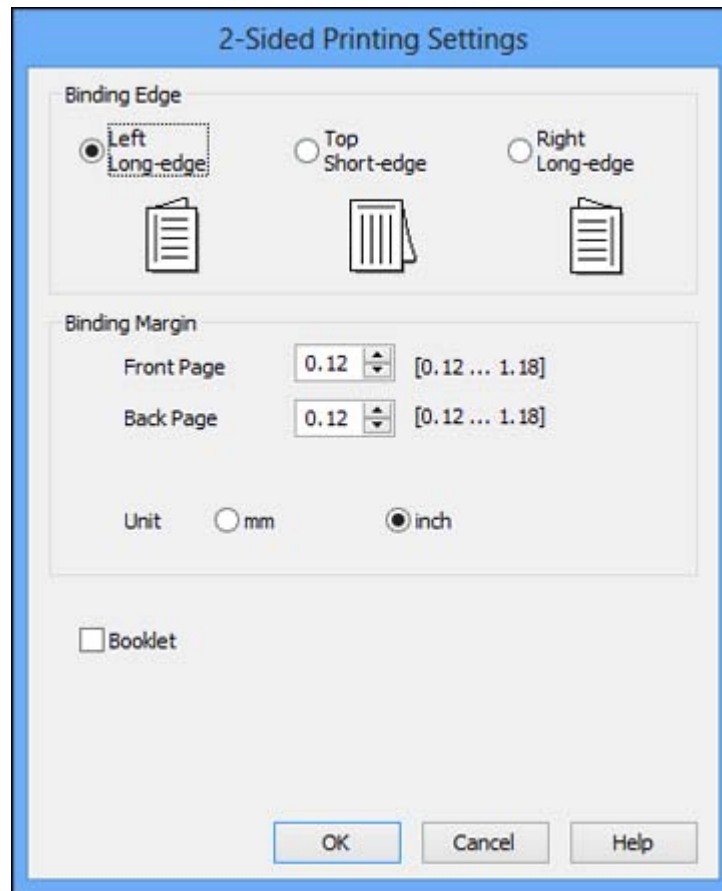
You can print on both sides of the paper by selecting the **2-Sided Printing** checkbox on the Main tab.



Note: Some options may be pre-selected or unavailable, depending on other settings you have chosen or if you are accessing the product over a network or as a shared printer.

1. Select the **2-Sided Printing** checkbox.
2. Click the **Settings** button.

You see this window:



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

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

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

Parent topic: [Printing with Windows](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

Double-sided Printing Options - Windows

You can select any of the available options on the 2-Sided Printing Settings window to set up your double-sided print job.

Binding Edge Options

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

Binding Margin Options

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

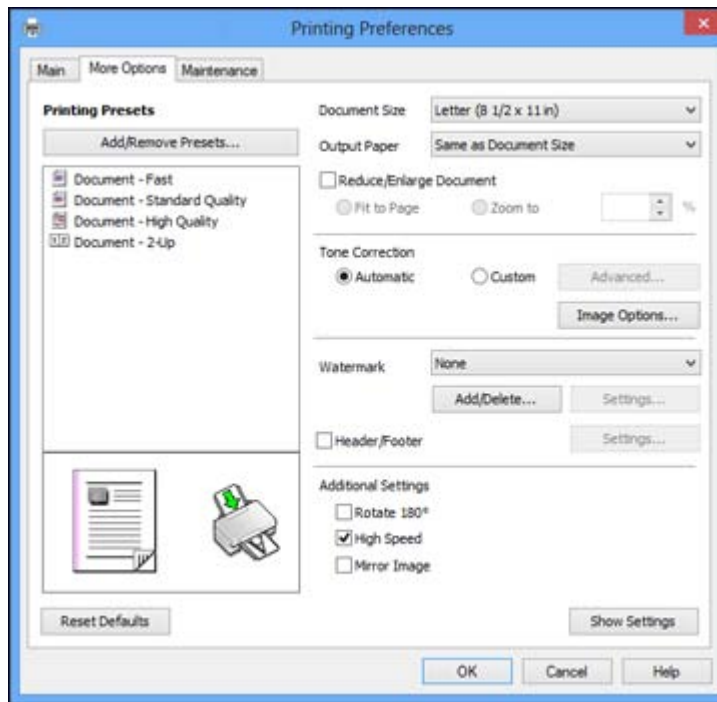
Booklet

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

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

Selecting Additional Layout and Print Options - Windows

You can select a variety of additional layout and printing options for your document on the More Options tab.



1. To change the size of your printed document, select the **Reduce/Enlarge Document** checkbox and select one of these sizing options:
 - Select the **Fit to Page** option to size your image to fit the paper you loaded. Select the size of the your document as the **Document Size** setting, and the size of your paper as the **Output Paper** setting.
 - Select the **Zoom to** option to reduce or enlarge your document by a specific percentage. Select the percentage in the % menu.
2. Select one of the following Tone Correction options:
 - Select **Automatic** to automatically adjust the brightness and contrast for your documents.
 - Select **Custom** and click the **Advanced** button to manually adjust the brightness and contrast settings.
 - Select **Image Options** and select **Edge Smoothing** to smooth jagged edges in low-resolution images.
3. To add a watermark to your printout, select Watermark settings.

4. To add a header or footer to your document, select **Header/Footer**, then select **Settings** to customize the text and location.
5. Select any of the Additional Settings options to customize your print.

[Custom Tone Correction Options - Windows](#)

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

[Header/Footer Settings - Windows](#)

Parent topic: [Printing with Windows](#)

Related tasks

[Printing Your Document - Windows](#)

Custom Tone Correction Options - Windows

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



Gamma

Adjusts the midtone density of the image.

Brightness

Adjusts the overall lightness and darkness of the image.

Contrast

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

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

Image Options and Additional Settings - Windows

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

Image Options**Edge Smoothing**

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

Additional Settings Options**Rotate 180°**

Prints the image rotated 180° from its original orientation.

High Speed

Speeds up printing, but may reduce print quality.

Mirror Image

Flips the printed image left to right.

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

Header/Footer Settings - Windows

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

Note: These settings are not saved with your document.

Header/Footer Settings

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

Reset Defaults OK Cancel Help

You can select to print the following information, which comes from the Windows Control Panel on your computer:

- User Name
- Computer Name
- Date
- Date/Time

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

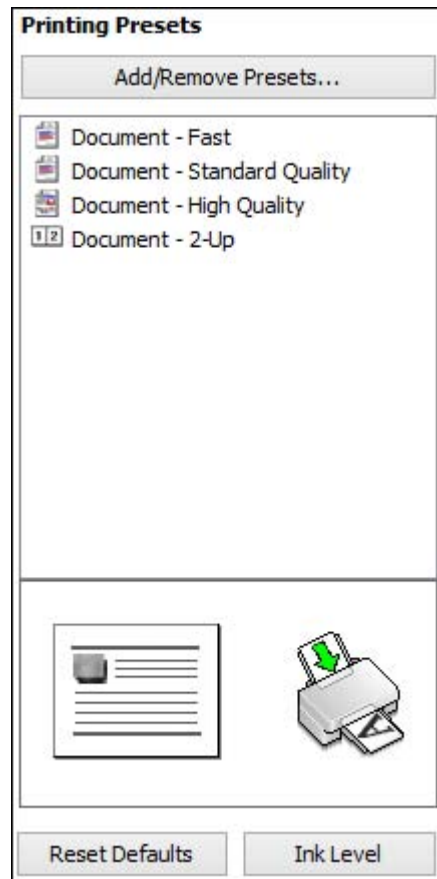
Selecting a Printing Preset - Windows

For quick access to common groups of print settings, you can select a printing preset on the Main or More Options tab.

Note: You can create your own preset by clicking the **Add/Remove Presets** button.

1. Click the **Main** or **More Options** tab.

You see the available **Printing Presets** on the left:



2. Place your cursor over one of the **Printing Presets** to view its list of settings.
3. Use any of the available options on the screen to control your printing presets.
4. To choose an option for printing, select it.
5. Click **OK**.

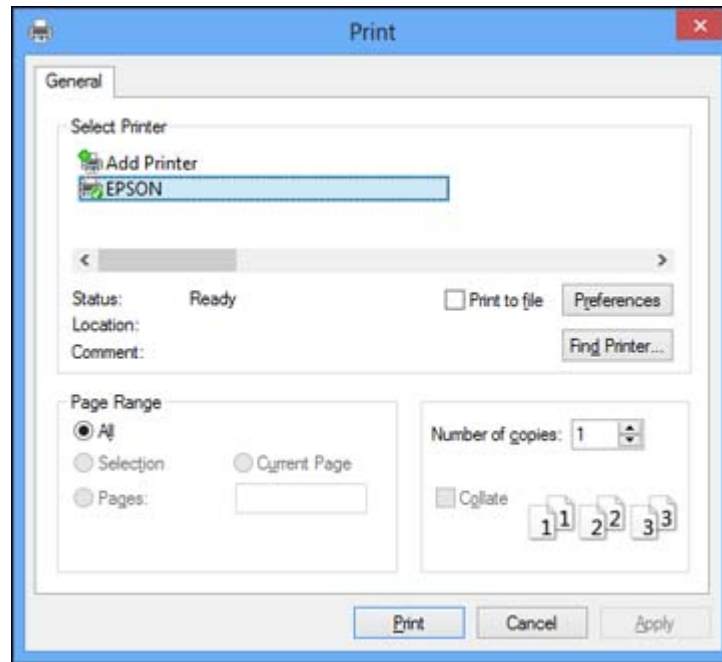
Parent topic: [Printing with Windows](#)

Printing Your Document - Windows

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

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

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



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

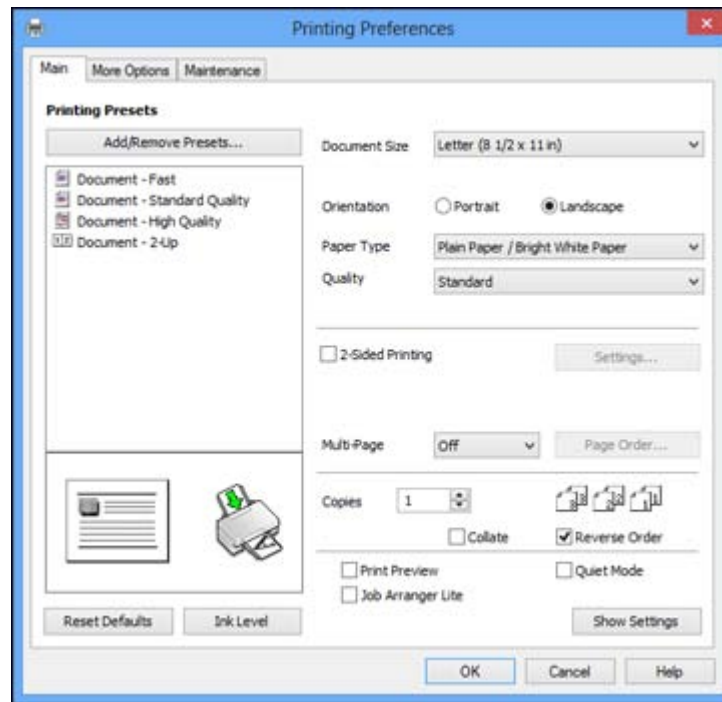
Parent topic: [Printing with Windows](#)

Selecting Default Print Settings - Windows

When you change your print settings in a program, the changes apply only while you are printing in that program session. If you want to change the print settings you use in all your Windows programs, you can select new default print settings.

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

You see the printer settings window:



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

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

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

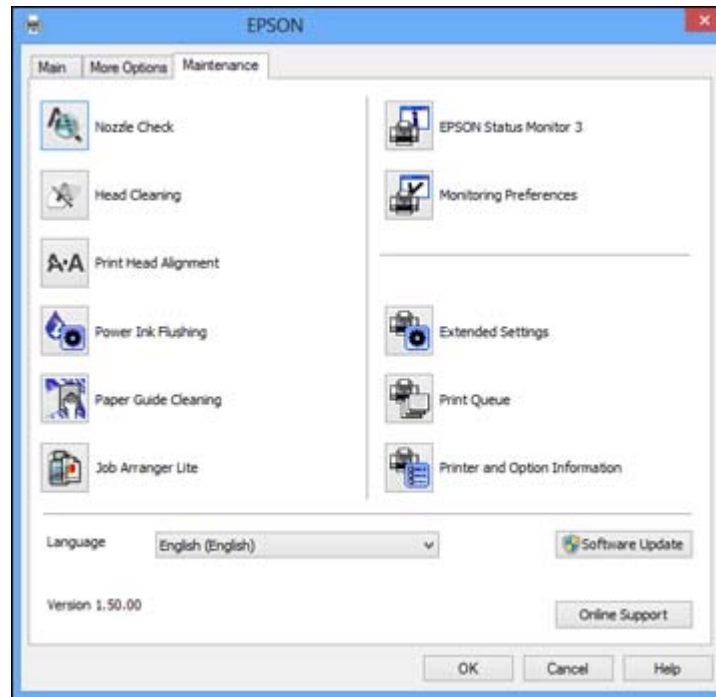
Parent topic: [Printing with Windows](#)

Changing the Language of the Printer Software Screens

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

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

You see the maintenance options:



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

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

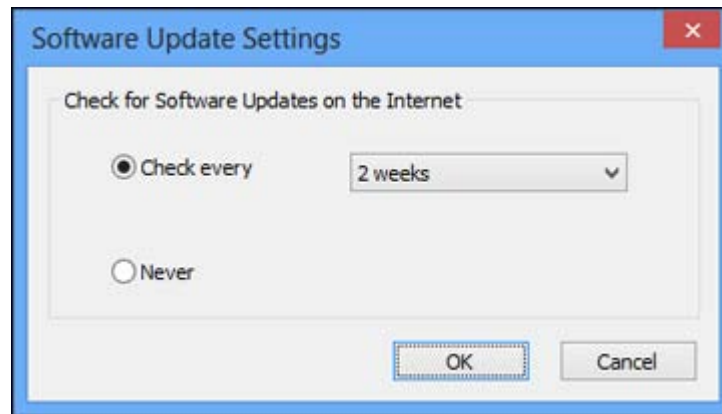
Parent topic: [Selecting Default Print Settings - Windows](#)

Changing Automatic Update Options

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

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

You see this window:



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

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

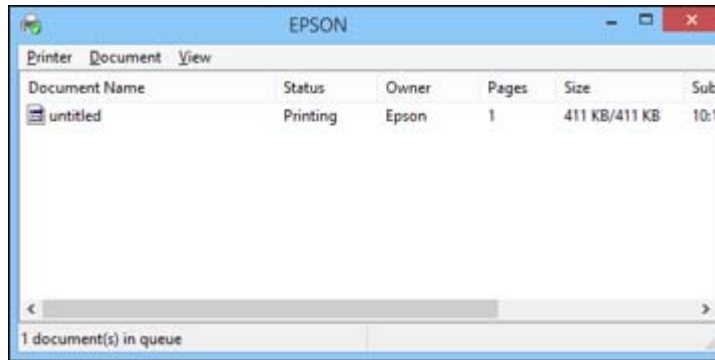
Parent topic: [Printing with Windows](#)

Related tasks

[Checking for Software Updates](#)

Checking Print Status - Windows

During printing, you can see the progress of your print job by right-clicking the printer icon in the Windows taskbar.



You can control printing using the options on the screen.

- To cancel printing, right-click on any print job and click **Cancel**.
- To pause printing, right-click on any print job and click **Pause**.
- To restart printing, right-click on any paused print job and click **Restart**.

Parent topic: [Printing with Windows](#)

Printing with OS X

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

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

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

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

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

[Selecting Printing Preferences - OS X](#)

[Printing Your Document - OS X](#)

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

Selecting Basic Print Settings - OS X

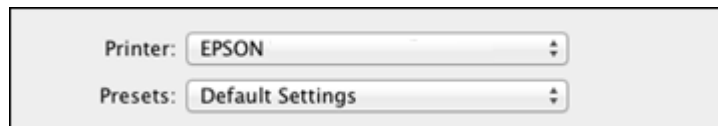
Select the basic settings for the document you want to print.

1. Open a document for printing.

2. Select the print command in your application.

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

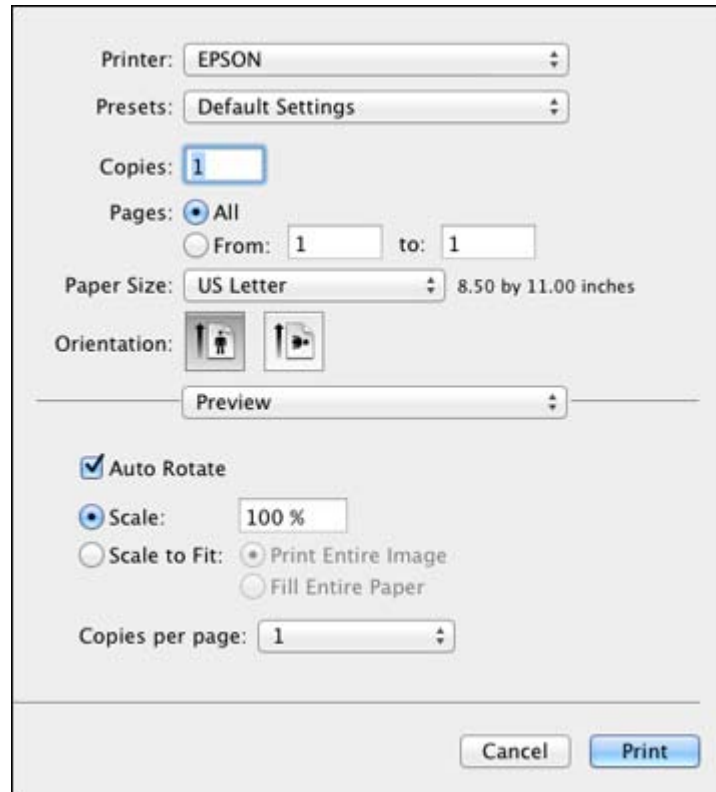
3. Select your product as the **Printer** setting.



A screenshot of a printer settings dialog box. It contains two dropdown menus. The first is labeled 'Printer:' and has 'EPSON' selected. The second is labeled 'Presets:' and has 'Default Settings' selected. Both dropdown menus have small upward and downward arrows on their right sides.

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

You see the expanded printer settings window for your product:



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

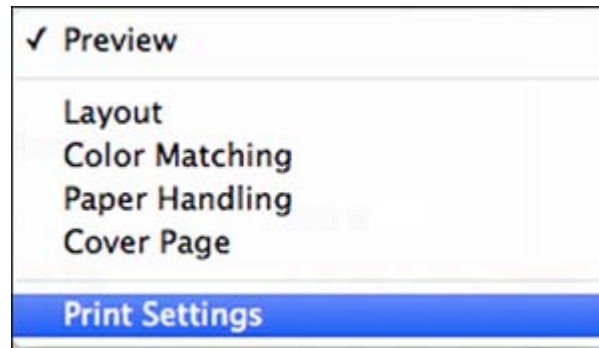
5. Select the **Copies** and **Pages** settings as necessary.

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

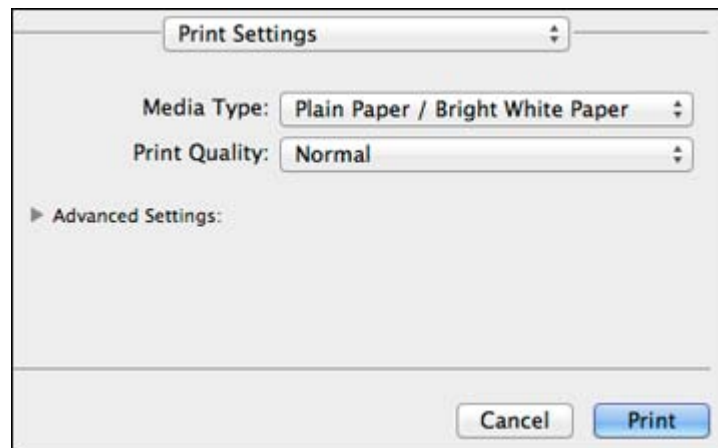
6. Select the page setup options: **Paper Size** and **Orientation**.

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

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



You see these settings:



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

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

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

[Print Quality Options - OS X](#)

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

Related references

[Paper or Media Type Settings](#)

Related tasks

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

[Printing Your Document - OS X](#)

Print Quality Options - OS X

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

Draft

For draft printing on plain paper.

Normal

For everyday text and image printing.

Fine

For text and graphics with good quality and print speed.

Quality

For text and graphics with increased quality and print speed.

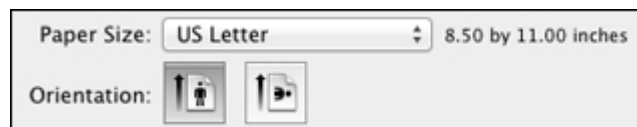
High Quality

For photos and graphics with high print quality.


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

Selecting Page Setup Settings - OS X

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



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

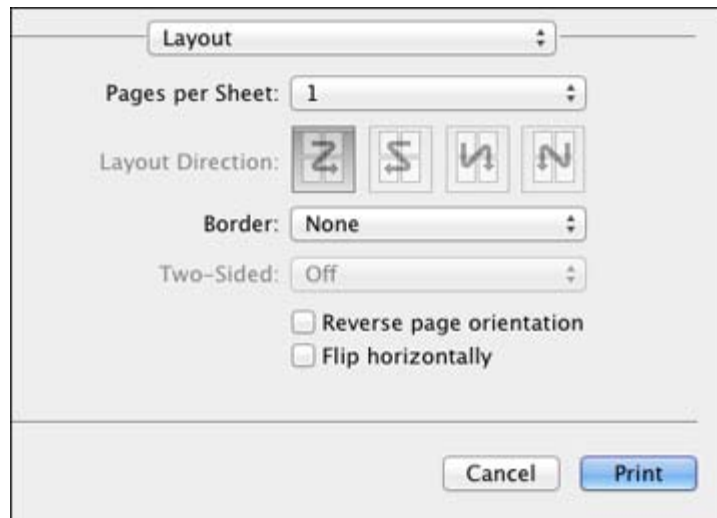
1. Select the size of the paper you loaded as the **Paper Size** setting. You can also select a custom setting to create a custom paper size.
2. Select the orientation of your document as shown in the print window. If you are printing an envelope, select the  icon.

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

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

Selecting Print Layout Options - OS X

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



- To print multiple pages on one sheet of paper, select the number of pages in the **Pages per Sheet** pop-up menu. To arrange the print order of the pages, select a **Layout Direction** setting.
- To print borders around each page on the sheet, select a line setting from the **Border** pop-up menu.

- To invert or flip the printed image, select the **Reverse page orientation** or **Flip horizontally** settings.

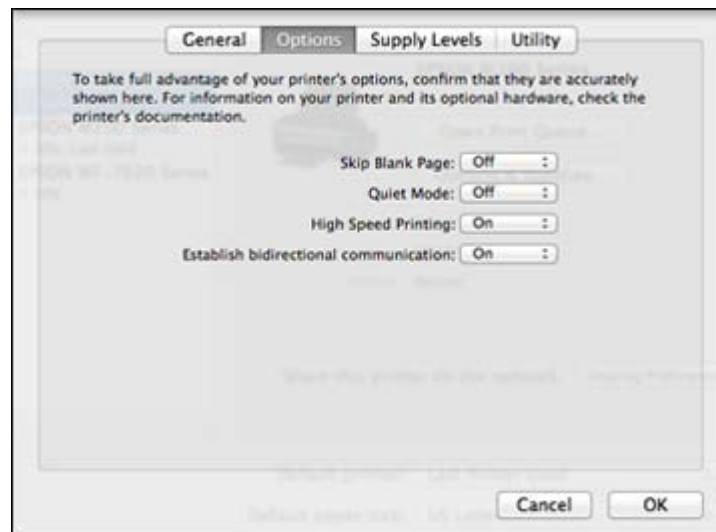
Parent topic: [Printing with OS X](#)

Selecting Printing Preferences - OS X

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

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

You see a screen like this:



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

[Printing Preferences - OS X](#)

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

Printing Preferences - OS X

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

Skip Blank Page

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

Quiet Mode

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

High Speed Printing

Speeds up printing, but may reduce print quality.

Establish bidirectional communication

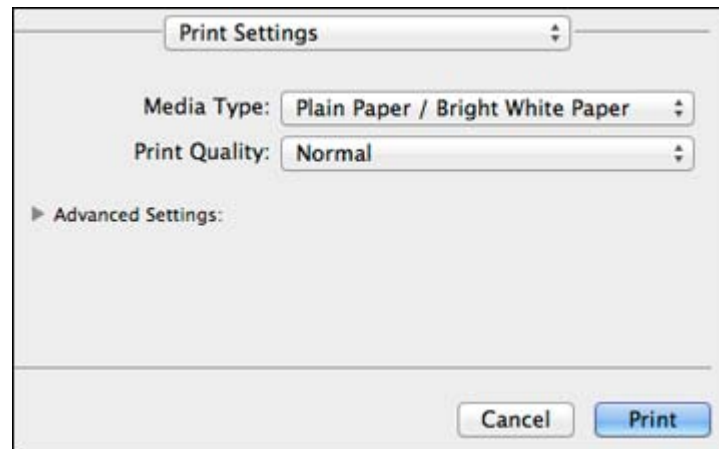
Allows the product to communicate with the computer. Do not change the default setting unless you experience issues when using a shared printing pool.

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

Printing Your Document - OS X

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

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



[Checking Print Status - OS X](#)

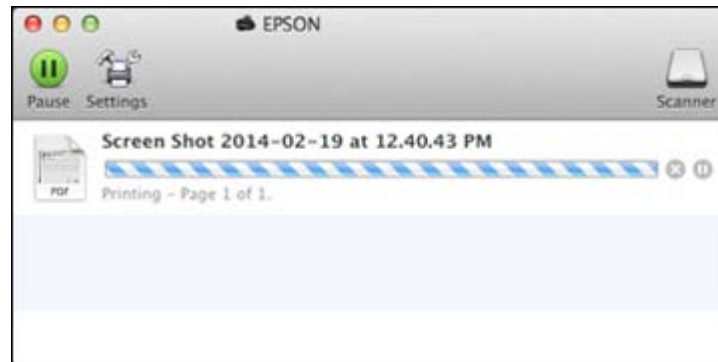
Parent topic: [Printing with OS X](#)

Checking Print Status - OS X

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

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

You see the print status window:






2. Select the following options as necessary:

OS X 10.5/10.6/10.7:


- To cancel printing, click the print job and click the **Delete** icon.
- To pause a print job, click the print job and click the **Hold** icon. To resume a print job, click the print job marked "Hold" and click the **Resume** icon.
- To pause printing for all queued print jobs, click the **Pause Printer** icon.

OS X 10.8/10.9:

- To cancel printing, click the  button next to the print job.
- To pause a print job, click the  button next to the print job. To resume a print job, click the  button.
- To pause printing for all queued print jobs, click the large **Pause** button.

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

Cancelling Printing Using a Product Button

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

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

Refilling Ink

When the ink level in an ink tank is low, you need to refill it.

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

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

[Ink Safety Precautions](#)

[Check Ink Level](#)

[Purchase Epson Ink](#)

[Refilling the Ink Tank](#)

Ink Safety Precautions

Ink Handling Precautions

Observe the following when handling the ink:

- Keep ink bottles and the ink tank unit out of the reach of children. Do not allow children to drink from or handle the ink bottles and bottle caps.
- Do not tilt or shake an ink bottle after removing its seal; otherwise, ink may leak.
- Be careful not to touch any ink when you handle the ink tank, ink tank cap, and opened ink bottles or ink bottle caps.

Ink Refilling Precautions

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

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

Ink Bottle and Ink Tank Information

- To maintain optimum print head performance, some ink is consumed from the ink tank during printing and when performing maintenance operations, such as cleaning the print head.
- The ink bottles may contain recycled materials, but this does not affect product function or performance.

Parent topic: [Refilling Ink](#)

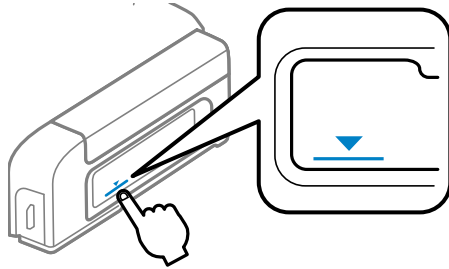
Related references

[Ink Bottle Part Numbers](#)

Check Ink Level

To confirm the actual ink remaining, visually check the ink level in the product's ink tank. Make sure the ink level is above the lower line on the ink tank.

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



[Disabling Special Offers with Windows](#)

Parent topic: [Refilling Ink](#)

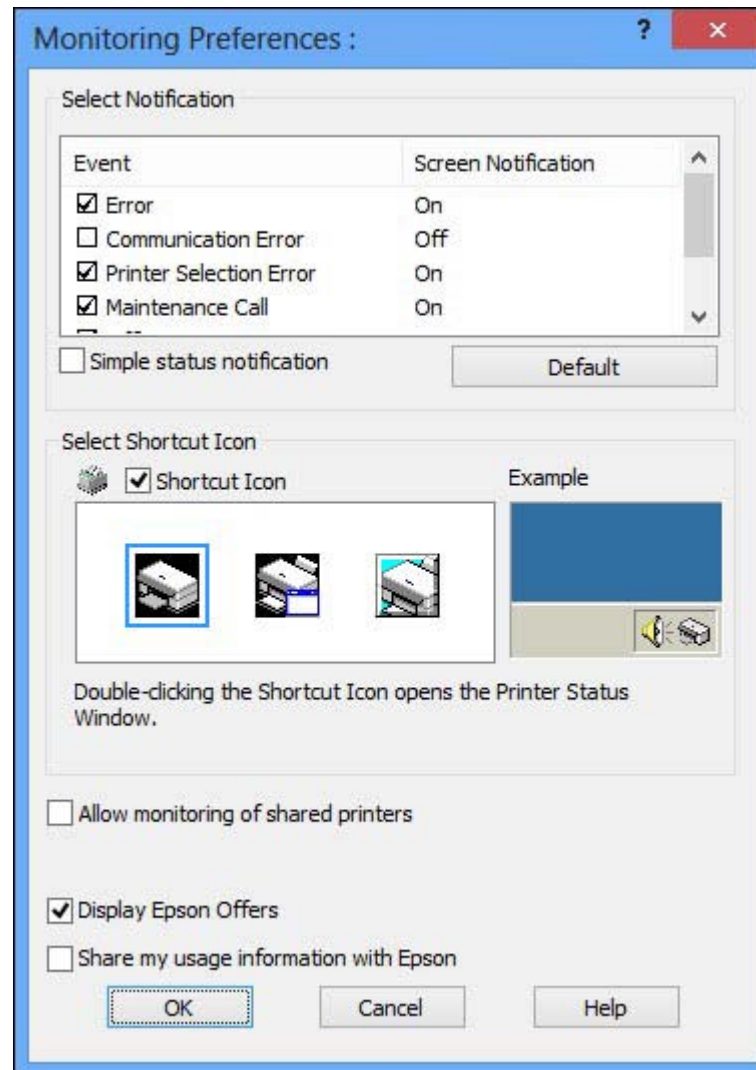
Disabling Special Offers with Windows

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

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

1. Right-click the product icon in the Windows taskbar and select **Monitoring Preferences**.

You see this window:



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

Parent topic: [Check Ink Level](#)

Purchase Epson Ink

You can purchase genuine Epson ink and paper from an Epson authorized reseller. To find the nearest reseller, visit global.latin.epson.com or call your nearest Epson sales office (website available in Spanish and Portuguese only).

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

The included ink bottles must be used for printer setup and are not for resale. This product includes two ink bottles; one for printer setup and one to refill the ink tank. Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature.

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

Check the ink level in your product frequently, and refill the ink tank if necessary.

[Ink Bottle Part Numbers](#)

Parent topic: [Refilling Ink](#)

Ink Bottle Part Numbers

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

Ink color	Part number
Black	T7741

Parent topic: [Purchase Epson Ink](#)

Refilling the Ink Tank

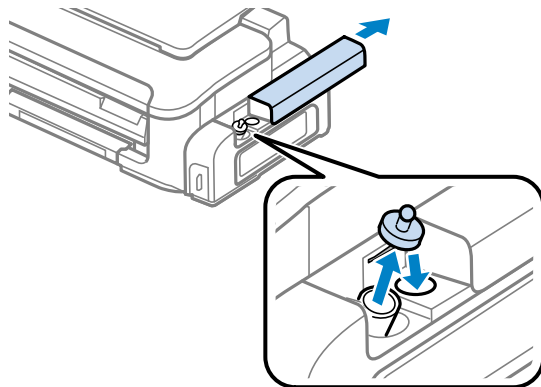
Make sure you have a new ink bottle handy and have read the ink safety precautions before you begin.

You can continue to use the product even if the ink tank is not filled all the way. However, to keep your product operating at its best, fill the ink tank up to the top line.

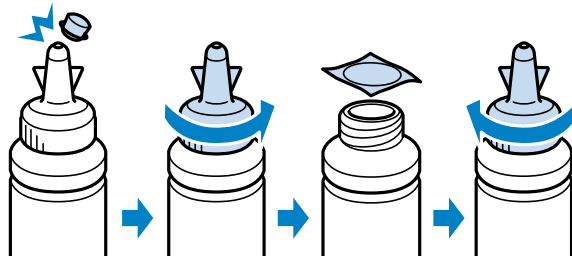
Caution: Wear plastic gloves while refilling the ink tank to avoid staining your hands.

1. Place a sheet of paper under the ink tank area in case of spills.

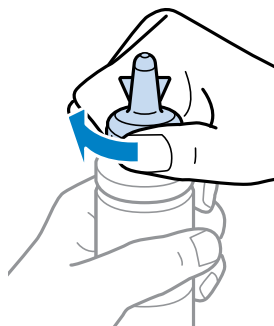
2. Open the ink tank unit cover, then remove the ink tank's cap and place it in the storage area. Be careful not to spill any ink.



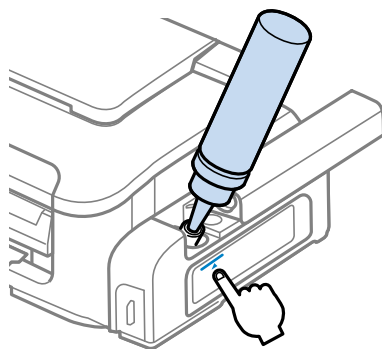
3. Snap off the tip of the bottle cap, but do not dispose of the bottle cap tip so you can use it to seal the bottle cap later, if necessary. Then remove the cap, remove the seal from the bottle, and replace the cap on the bottle.



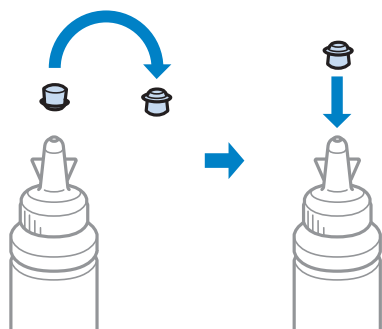
Caution: Install the bottle cap tightly; otherwise, ink may leak.



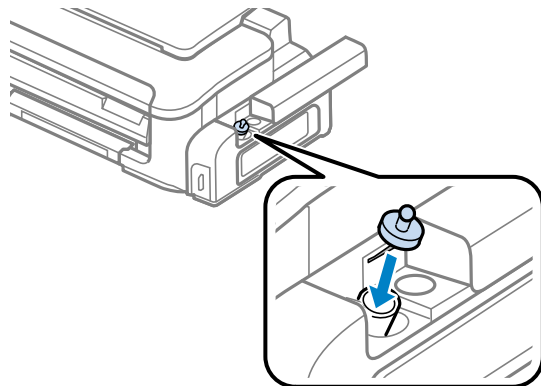
4. Refill the ink tank to the upper line on the ink tank.



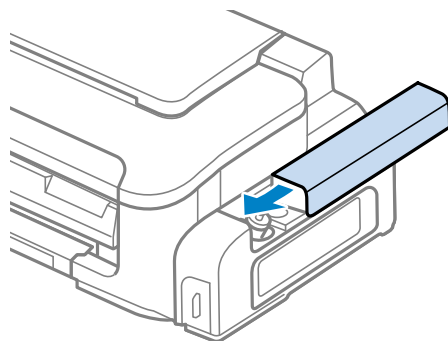
5. If any ink remains in the ink bottle after filling the ink tank, place the bottle cap tip securely on the bottle cap and store the ink bottle upright for later use.



6. Place the cap securely on the ink tank.



7. Close the ink tank unit cover.



Parent topic: [Refilling Ink](#)

Related concepts

[Purchase Epson Ink](#)

Adjusting Print Quality

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

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

[Print Head Maintenance](#)

[Print Head Alignment](#)

[Cleaning the Paper Path](#)

[Checking the Number of Sheets](#)

Print Head Maintenance

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

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

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

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Ink Tube Flushing](#)

Parent topic: [Adjusting Print Quality](#)

Related tasks

[Refilling the Ink Tank](#)

Print Head Nozzle Check

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

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



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

Parent topic: [Print Head Maintenance](#)

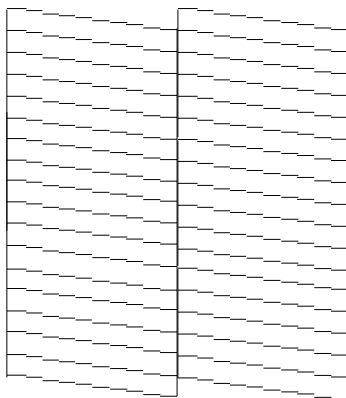
Checking the Nozzles Using the Product Buttons

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

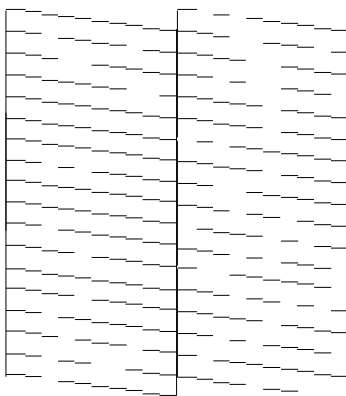
1. Press the  power button to turn the product off.

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

Print head is clean



Print head needs cleaning



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

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

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

Related concepts

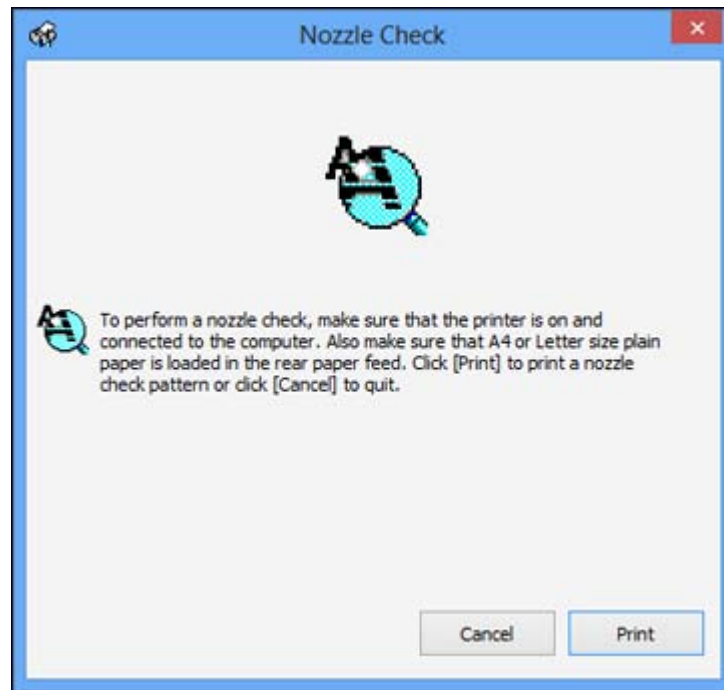
[Print Head Cleaning](#)

Checking the Nozzles Using a Computer Utility

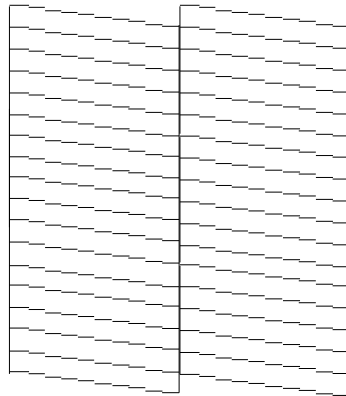
You can check the print head nozzles using a utility on your Windows or Mac computer.

1. Load a few sheets of plain paper in the product.
2. Do one of the following:
 - **Windows:** Access the Windows Desktop and right-click the product icon in the Windows taskbar.
 - **OS X 10.6/10.7/10.8/10.9:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.
3. Select **Nozzle Check**.

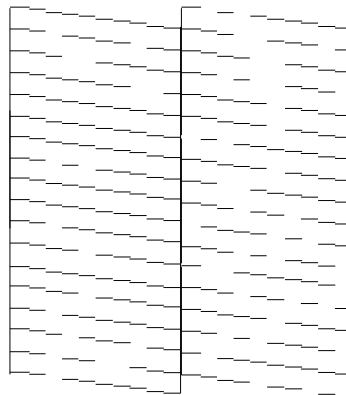
You see a window like this:



4. Click **Print**.
 5. Check the printed pattern to see if there are gaps in the lines.
- Print head is clean**



Print head needs cleaning



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

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

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

Print Head Cleaning

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

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


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


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

Parent topic: [Print Head Maintenance](#)

Cleaning the Print Head Using the Product Buttons

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

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

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

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

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

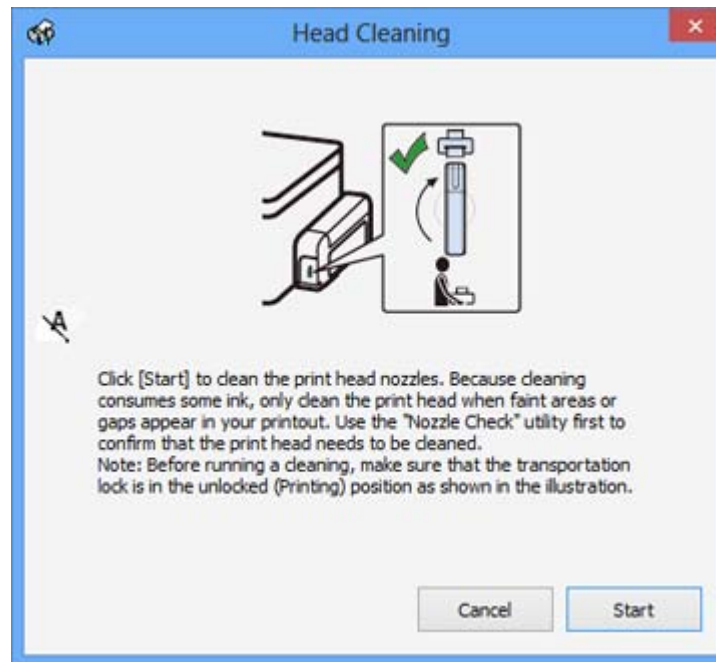
Parent topic: [Print Head Cleaning](#)

Cleaning the Print Head Using a Computer Utility


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

1. Load a few sheets of plain paper in the product.
2. Do one of the following:
 - **Windows:** Access the Windows Desktop and right-click the product icon in the Windows taskbar.
 - **OS X 10.6/10.7/10.8/10.9:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.
3. Select **Head Cleaning**.


You see a window like this:



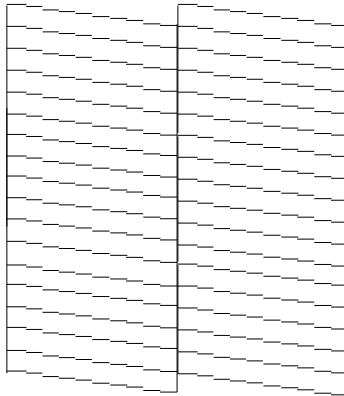
4. Click **Start** to begin the cleaning cycle.

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

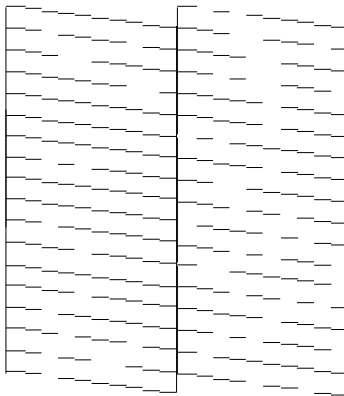
Caution: Never turn off the product during a cleaning cycle or you may damage it.

5. When the  power light stops flashing and remains on, you can check to see if the nozzles are clean; click **Print Nozzle Check Pattern** and click **Print**.
6. Check the printed pattern to see if there are gaps in the lines.

Print head is clean



Print head needs cleaning



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

If quality still does not improve after cleaning the print head 3 times, flush the ink tube.

Parent topic: [Print Head Cleaning](#)

Related concepts

[Print Head Cleaning](#)

[Print Head Nozzle Check](#)

Related tasks

[Refilling the Ink Tank](#)

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

Ink Tube Flushing

If you still see white or dark lines in your printouts, even after cleaning the print head several times, you can flush the ink tube.

Flushing the ink tube replaces all the ink inside the tube, so flush the ink only if you cannot improve print quality by cleaning the print head several times.

Caution: Flushing the ink tube consumes a lot of ink. Before flushing the ink tube, make sure there is enough ink in the ink tank. If necessary, refill the ink tank before flushing the ink tube.

Flushing the ink tube affects the service life of the ink pads by causing them to reach their capacity sooner. When the ink pads reach the end of their service life, the product stops printing and you must contact Epson for support.


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

Parent topic: [Print Head Maintenance](#)

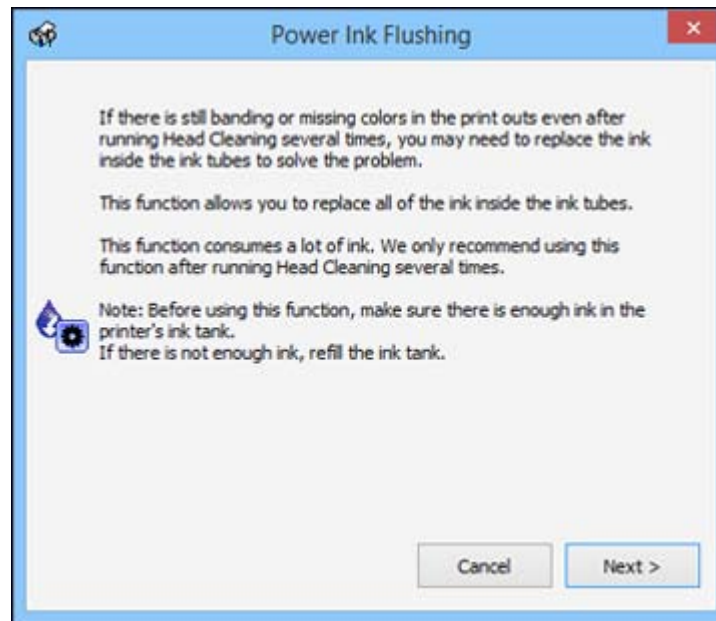
Flushing the Ink Tube Using a Computer Utility

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

Before you begin, make sure there are no warnings or errors indicated by the product control panel.

1. Make sure the transportation lock on the ink tank unit is set to the unlocked (printing) position: .
2. Do one of the following:
 - **Windows:** Right-click the product icon in the Windows taskbar and select **Printer Settings**. Then click the **Maintenance** tab.
 - **OS X 10.6/10.7/10.8/10.9:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.
3. Click the **Power Ink Flushing** button.

You see a window like this:



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

If you don't see any improvement, turn off the product and wait at least 6 hours. Then check the print quality again. If quality still does not improve, contact Epson for support.

Parent topic: [Ink Tube Flushing](#)

Related concepts

[Print Head Nozzle Check](#)

Print Head Alignment

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

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

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

Parent topic: [Adjusting Print Quality](#)

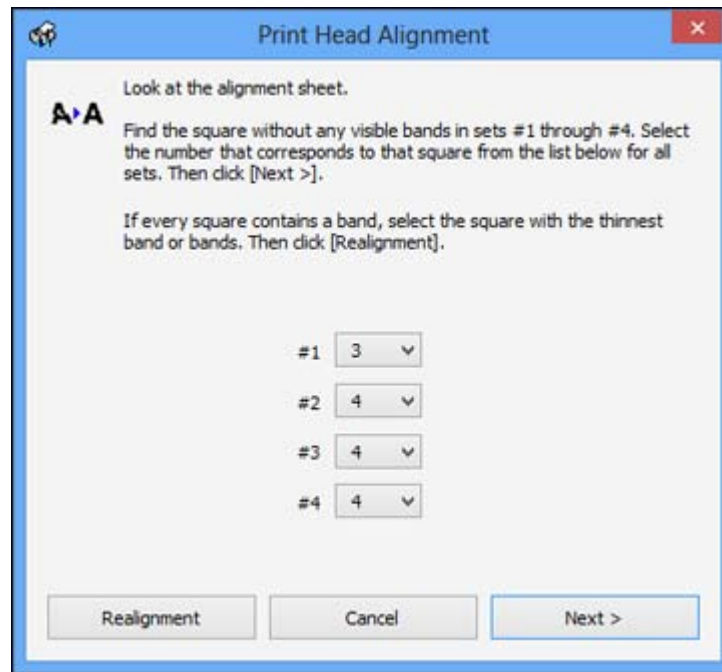
Aligning the Print Head Using a Computer Utility

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

1. Load a few sheets of plain paper in the product.
2. Do one of the following:
 - **Windows:** Access the Windows Desktop and right-click the product icon in the Windows taskbar.
 - **OS X 10.6/10.7/10.8/10.9:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.
3. Select **Print Head Alignment**.
4. Click **Next**, then click **Print** to print an alignment sheet.

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

You see a window like this:



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

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

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

Parent topic: [Print Head Alignment](#)

Cleaning the Paper Path

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

1. Load a few sheets of plain paper in the product.

2. Do one of the following:
 - **Windows:** Right-click the product icon in the Windows taskbar and select **Printer Settings**. Then click the **Maintenance** tab.
 - **OS X 10.6/10.7/10.8/10.9:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.
3. Select **Paper Guide Cleaning**.
4. Follow the on-screen instructions to feed paper through the product.
5. Check the back of the ejected paper to see if it is clean.
6. Repeat as necessary until the paper comes out clean.

Parent topic: [Adjusting Print Quality](#)

Checking the Number of Sheets

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

[Checking the Sheet Counter - Windows](#)

[Checking the Sheet Counter - OS X](#)

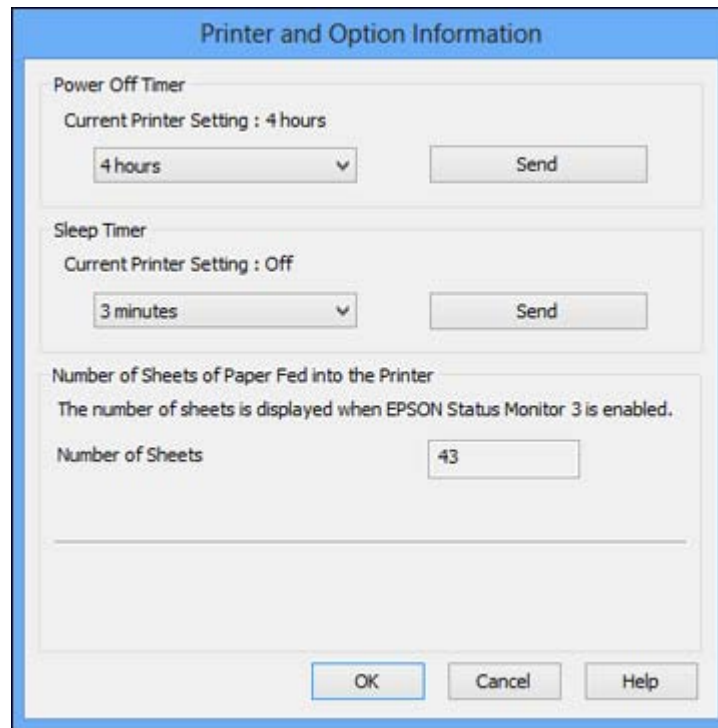
Parent topic: [Adjusting Print Quality](#)

Checking the Sheet Counter - Windows

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

1. Right-click the product icon in the Windows taskbar.
2. Select **Printer Settings**.
3. Click the **Maintenance** tab.
4. Select **Printer and Option Information**.

You see this window:



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

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

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

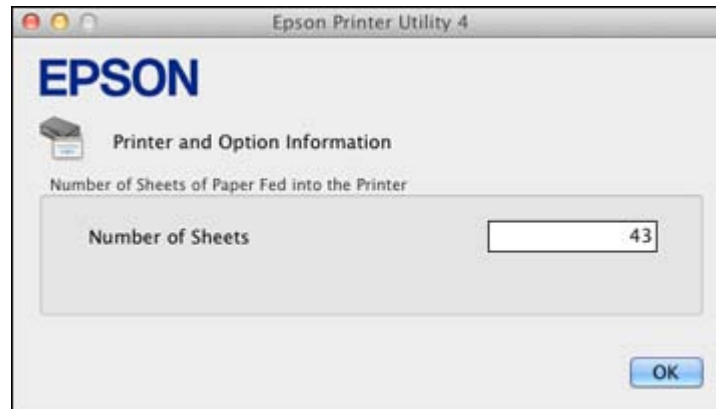
Checking the Sheet Counter - OS X

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

1. Do one of the following:
 - **OS X 10.6/10.7/10.8/10.9:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.

- **OS X 10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, select your product, and select **Open Print Queue**. Select **Utility**.
2. Select **Printer and Option Information**.

You see this window:



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

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

Cleaning and Transporting the Product

If your product gets dirty or you need to move it some distance, follow the instructions in these sections.

[Cleaning the Product](#)

[Transporting Your Product](#)

Cleaning the Product

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

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

Caution: Do not use a hard brush, benzene, alcohol, or paint thinner to clean the product or you may damage it. Do not place anything on top of the cover or use the cover as a writing surface, or it could get permanently scratched. Do not use oil or other lubricants inside the product or let water get inside.

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Remove all the paper.
5. Clean the outer case with a soft, dry cloth. Do not use any liquid or chemical cleansers.

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

Transporting Your Product

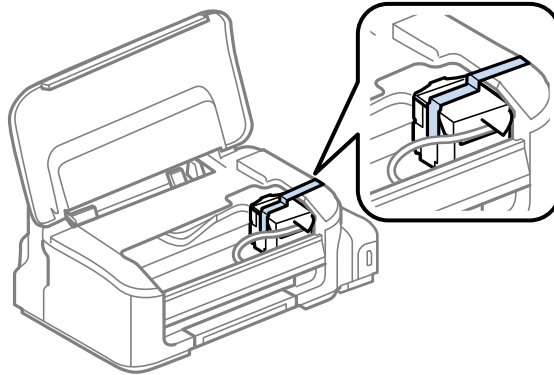
If you need to ship your product or transport it some distance, prepare it for transportation as described here.

Caution: During transportation and storage, follow these guidelines:


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

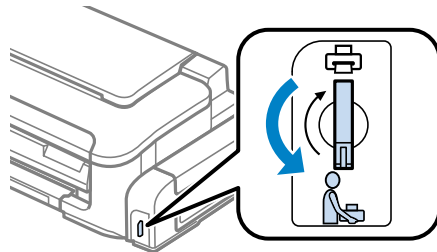
1. Turn off the product.

2. Open the printer cover and check to see if the print head is in the far right position (the home position). If not, turn on the product, wait for the print head to move to the far right, then turn the product off again.
3. Secure the print head to the case with tape.

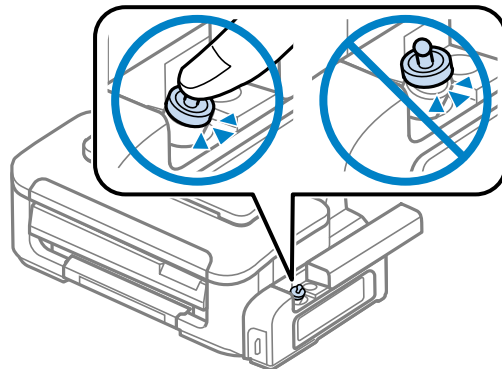


Caution: Do not place tape on the white flat cable or ink tube inside the product; otherwise, you may damage your product.

4. Close the printer cover.
5. Remove all the paper from the product.
6. Close the output tray and paper support.
7. Unplug the power cable.
8. Disconnect any connected cables.
9. Set the transportation lock to the locked (transport) position: .



10. Check to make sure that the ink tank cap is installed securely.




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

Caution:

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

Before using the product:

- Be sure to remove the tape from the print head.
- Be sure to set the transportation lock to the unlocked (printing) position: .

If print quality has declined when you print again, clean and align the print head.

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

Related concepts

[Print Head Alignment](#)

[Print Head Cleaning](#)

Solving Problems

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

[Checking for Software Updates](#)

[Product Light Status](#)

[Running a Printer Check](#)

[Solving Setup Problems](#)

[Solving Network Problems](#)

[Solving Paper Problems](#)

[Solving Problems Printing from a Computer](#)

[Solving Page Layout and Content Problems](#)

[Solving Print Quality Problems](#)

[When to Uninstall Your Product Software](#)

[Where to Get Help](#)

Checking for Software Updates

Periodically, it's a good idea to check Epson's support website for free updates to your product software. Visit the driver download site at global.latin.epson.com/Soporte (website available in Spanish and Portuguese only).

- **Windows:** Your printer software automatically checks for updates. You can also manually update the software by selecting **Software Update** here:
 - Accessing the Windows Desktop and right-clicking the product icon in the Windows taskbar
 - On the **Maintenance** tab in the printer settings window

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

- **OS X:** You can manually update the software by opening the **Applications > Epson Software** folder and selecting **EPSON Software Updater**.

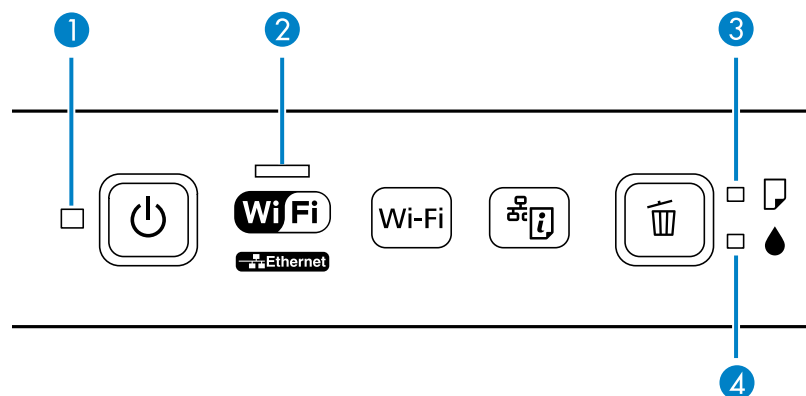
Parent topic: [Solving Problems](#)

Related tasks

[Changing Automatic Update Options](#)

Product Light Status

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



Note: The control panel layout varies by product.

Lights	
1	⏻ power
2	WiFi (M105) or Ethernet (M100)
3	📄 paper
4	💧 ink

Light status	Condition/solution
The ⏻ power light is on	The product is turned on.
The ⏻ power light is flashing	The product is busy. Wait for the ⏻ power light to stop flashing before turning off the product.
The ⏻ power light is flashing The WiFi light is flashing orange (M105)	A wireless connection error has occurred (M105). Press the Wi-Fi button to try connecting again.

Light status	Condition/solution
The ⏻ power light is flashing The 📄 paper light is flashing	Paper is jammed in the product. Remove the jammed paper, and press the ⏮ cancel button to clear the error.
The ⏻ power light is flashing The 📄 paper light is on	No paper is loaded or multiple sheets fed at one time. Load paper in the product, and press the ⏮ cancel button to clear the error.
The ⏻ power light is on or flashing The 💧 ink light is flashing The 📄 paper light is flashing	The ink pads are near the end of their service life. Contact Epson for support. (To continue printing, press the ⏮ cancel button.)
The 💧 ink light is on The 📄 paper light is on	An error has occurred during firmware updating. Connect your product using a USB cable and try updating the firmware again. If the error message continues, contact Epson for support.
The ⏻ power light is flashing The 📄 paper light is flashing The 💧 ink light is flashing	A general printer error has occurred. Turn the product off and then back on again. If the error continues, check for a paper jam. If the error persists, contact Epson for support.

Parent topic: [Solving Problems](#)

Related references

[Paper Feeding Problems](#)



[Paper Jam Problems](#)

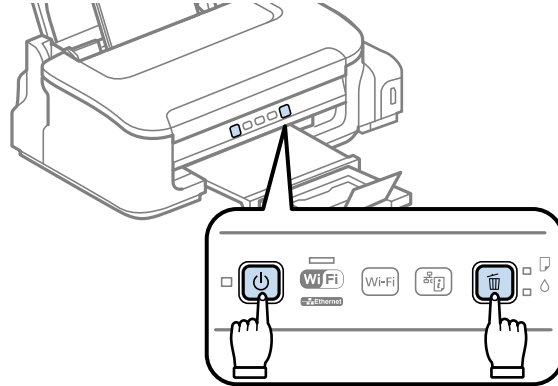
[Paper Ejection Problems](#)

Running a Printer Check

Running a printer check helps you determine if the printer is operating properly.

1. Press the ⏻ power button to turn off the printer.
2. Disconnect any interface cables connected to your product.
3. Load plain paper in the product.

4. Hold down the  cancel button and press the  power button to turn the printer back on.



5. When the printer turns on, release both buttons.
The printer begins printing a nozzle check pattern.
6. Do the following, depending on the results of the printer check:
 - If the page prints and the nozzle check pattern is complete, the printer is operating properly. Any operation problem you may have could be caused by your computer, cable, software, or selected settings. Check the other solutions in this manual or try uninstalling and reinstalling your printer software.
 - If the page prints but the nozzle check pattern has gaps, clean or align the print head.
 - If the page does not print, the printer may have a problem. Check the other solutions in this manual. If they do not work, contact Epson.

Parent topic: [Solving Problems](#)

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[When to Uninstall Your Product Software](#)

Solving Setup Problems

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

[Noise After Filling the Ink](#)

[Software Installation Problems](#)

Parent topic: [Solving Problems](#)

Noise After Filling the Ink

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

- The first time you fill the tank with ink, the product must charge its print head. Wait until charging finishes before you turn off the product, or it may charge improperly and use excess ink the next time you turn it on. Your product is finished charging the print head when the ⏻ power light stops flashing.
- If the product's print head stops moving or making noise, and the charging process has not finished, turn off your product. Turn it back on and check to see if charging is still in progress. If it is still in progress, contact Epson for help.

Parent topic: [Solving Setup Problems](#)

Software Installation Problems

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

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

Parent topic: [Solving Setup Problems](#)

Related concepts

[When to Uninstall Your Product Software](#)

Related references

[Windows System Requirements](#)

[OS X System Requirements](#)

Solving Network Problems

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

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

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

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

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

[Cannot Print Over a Network](#)

[Printing a Network Status Sheet](#)

[Restoring Default Wireless Network Settings](#)

Parent topic: [Solving Problems](#)

Product Cannot Connect to a Wireless Router or Access Point

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

- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the WiFi light on your product is not solid green, make sure you press the **Wi-Fi** button on the product within 2 minutes of pressing the WPS button on your router (M105). Hold down the **Wi-Fi** button on the product for 3 seconds.
- Make sure to place your product within contact range of your router or access point.

Note: Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

- Verify that your router or access point is operating correctly by connecting to it from your computer or another device.
- You may need to disable the firewall and any anti-virus software on your wireless router or access point.
- Check to see if access restrictions, such as MAC address filtering, are set on the router or access point. If access restrictions are set, add your product's MAC address to your router's address list. To obtain your product's MAC address, print a network status sheet. Then follow the instructions in your router or access point documentation to add the address to the list.
- If your router or access point does not broadcast its network name (SSID), follow the instructions that came with your product to enter your wireless network name manually.
- If your router or access point has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.

- Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.

Parent topic: [Solving Network Problems](#)

Network Software Cannot Find Product on a Network

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

- Make sure your product is turned on and connected to your network. Verify connection using your product control panel.
- Check if your network name (SSID) contains non-ASCII characters. Your product cannot display non-ASCII characters.
- If necessary, reinstall your product software and try running EpsonNet Setup again:
 1. Reset your product's network settings to their factory defaults.
 2. Windows only: uninstall your product software.
 3. Initialize your router following the instructions in your router documentation.

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

4. Download your product software from the Epson website, or install it from the CD that came with your product using the instructions on the *Start Here* sheet.
- If you have replaced your router, reinstall your product software to connect to the new router.

Parent topic: [Solving Network Problems](#)

Related concepts

[When to Uninstall Your Product Software](#)

Product Does Not Appear in OS X Printer Window

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

- Turn your product off, wait 30 seconds, then turn it back on again.
- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the Wi-Fi light on your product is not solid green, make sure you press the **Wi-Fi** button on the product within 2 minutes of pressing the WPS button on your router (M105). Hold down the **Wi-Fi** button on the product for 3 seconds.

- If you are connecting the product wirelessly via EpsonNet Setup and the WiFi light on your product is not solid green (M105), make sure your product software was installed correctly. If necessary, reinstall your software.

Parent topic: [Solving Network Problems](#)

Related concepts

[When to Uninstall Your Product Software](#)

Cannot Print Over a Network

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

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

Note: Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

- Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing printing from a device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.
- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the WiFi light on your product is not solid green, make sure you press the **Wi-Fi** button on the product within 2 minutes of pressing the WPS button on your router (M105). Hold down the **Wi-Fi** button on the product for 3 seconds.
- Check your wired LAN router or access point to see if the LED for the port to which your product is connected is on or flashing (M100). If the link LED is off, try the following:
 - Make sure the Ethernet cable is securely connected to your product and to your router, access point, switch, or hub.
 - Try connecting your product to a different port or a different router, access point, switch, or hub.
 - Try connecting with a different Ethernet cable.

- Try printing to your product from another computer on the network.
- If you are connecting the product via EpsonNet Setup and the WiFi light on your product is not solid green (M105), make sure your product software was installed correctly. If necessary, reinstall your software.


Parent topic: [Solving Network Problems](#)

Related concepts

[When to Uninstall Your Product Software](#)

Printing a Network Status Sheet

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




To print the status sheet, press the  network status button on the product. Examine the settings shown on the network status sheet to diagnose any problems you have.

Parent topic: [Solving Network Problems](#)

Restoring Default Wireless Network Settings

You can restore the wireless network settings to the factory defaults.

To install your product on a wireless network, follow the instructions on the *Start Here* sheet and install the necessary software from the product CD. The installer program guides you through network setup.

1. Press the  power button to turn off your product.
2. Press and hold the  network status button and press the  power button to turn your product back on.

The network settings are restored to their factory defaults and your product turns on.

Parent topic: [Solving Network Problems](#)

Solving Paper Problems

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

[Paper Feeding Problems](#)

[Paper Jam Problems](#)

[Paper Ejection Problems](#)

Parent topic: [Solving Problems](#)

Paper Feeding Problems

If you have problems feeding paper, try these solutions:

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

Parent topic: [Solving Paper Problems](#)

Related references

[Paper Loading Capacity](#)

[Available Epson Papers](#)

[Paper Jam Problems](#)

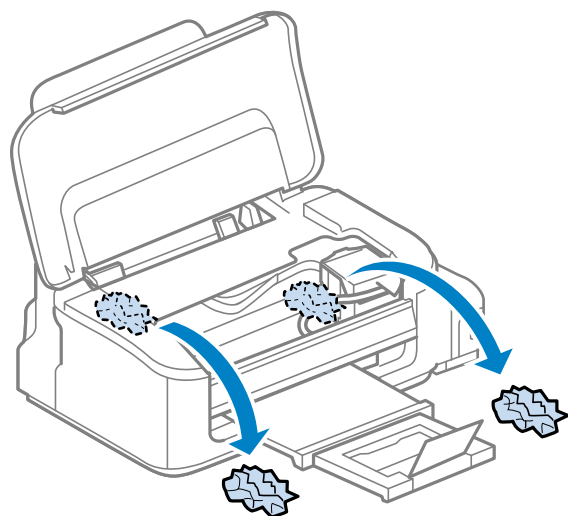
Related topics

[Loading Paper](#)


Paper Jam Problems

If paper has jammed inside the product, try these solutions:

1. Cancel the print job from your computer, if necessary.
2. Gently pull out any jammed paper from the output tray and sheet feeder.
3. Open the printer cover, and remove the jammed paper and torn pieces.




Note: Do not touch the flat, white cable or ink tube inside the product.

4. Close the cover.
5. Press the  cancel button to resume printing.
6. Carefully follow all paper loading instructions when you load new paper.

Parent topic: [Solving Paper Problems](#)

Paper Ejection Problems

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

- If paper does not eject fully, you may have set the wrong paper size. Cancel printing using the product control panel, then press the  cancel button to eject the paper. Remove any paper remaining in the product. Select the correct size when you reprint.
- If paper is wrinkled when it ejects, it may be damp or too thin. Load new paper and be sure to select the correct paper type setting in your printer software when you reprint.

Parent topic: [Solving Paper Problems](#)

Related tasks

[Cancelling Printing Using a Product Button](#)

Solving Problems Printing from a Computer

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

[Nothing Prints](#)




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

[Printing is Slow](#)

Parent topic: [Solving Problems](#)

Nothing Prints

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

- Make sure your product is turned on.
- Make sure any interface cables are connected securely at both ends.
- If you connected your product to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your product directly to your computer instead of the hub.
- Run a product check to see if a test page prints. If the test page prints, check to see if your product software is installed correctly.
- Make sure you set the transportation lock to the unlocked (printing) position: .
- In Windows, make sure your product is selected as the default printer.
- In Windows, clear any stalled print jobs from the Windows Spooler:
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel > Hardware and Sound > Devices and Printers**. Right-click your product name, select **See what's printing**, and select your product name again if necessary. Right-click the stalled print job, click **Cancel**, and click **Yes**.
 - **Windows 7:** Click  and select **Devices and Printers**. Right-click your product name, select **See what's printing**, and select your product name again, if necessary. Right-click the stalled print job, click **Cancel**, and click **Yes**.
 - **Windows Vista:** Click  and select **Control Panel**. Click **Printer** under **Hardware and Sound**, right-click your product name, and select **Open**. Right click the stalled print job, click **Cancel**, and click **Yes**.
 - **Windows XP:** Click **Start** and select **Printers and Faxes**. (Or open the **Control Panel**, select **Printers and Other Hardware**, if necessary, and select **Printers and Faxes**.) Right-click your product name, select **Open**, right-click the stalled print job, click **Cancel**, and click **Yes**.

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



Related tasks

[Checking Print Status - Windows](#)

[Checking Print Status - OS X](#)

Product Icon Does Not Appear in Windows Taskbar

If you do not see your product icon in the Windows taskbar, first try restarting your computer. If that does not work, try this solution:

1. Do one of the following:
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel > Hardware and Sound > Devices and Printers**.
 - **Windows 7:** Click  and select **Devices and Printers**.
 - **Windows Vista:** Click , select **Control Panel**, and click **Printer** under **Hardware and Sound**.
 - **Windows XP:** Click **Start** and select **Printers and Faxes**. (Or open the **Control Panel**, select **Printers and Other Hardware**, if necessary, and **Printers and Faxes**.)
2. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.
3. Click the **Maintenance** tab.
4. Click the **Monitoring Preferences** button.
5. Click the checkbox for the option that adds the shortcut icon to the taskbar.
6. Click **OK** to close the open program windows.

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

Printing is Slow

If printing becomes slow, try these solutions:

- Make sure your system meets the requirements for your operating system. If you are printing a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory.
- If you are using Windows 7, close the **Devices and Printers** window before you print.
- Clear space on your hard drive or run a defragmentation utility to free up existing space.
- Close any programs you are not using when you print.
- If your product is connected to a USB hub, connect it directly to your computer instead.

- If printing becomes slower after printing continuously for a long time, the product may have automatically slowed down to protect the print mechanism from overheating or becoming damaged. Let the product rest with the power on for 30 minutes, then try printing again.

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

- Make sure the paper type setting matches the type of paper you loaded.
- Turn on any high speed settings in your product software.
- Select a lower print quality setting.
- **Windows:** Click the **Maintenance** tab, select **Extended Settings**, and select the following settings:
 - **High Speed Copies**
 - **Always Spool RAW Datatype**
 - **Page Rendering Mode**
 - **Print as Bitmap**

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

Related references

[Windows System Requirements](#)

[OS X System Requirements](#)

[Paper or Media Type Settings](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

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

Solving Page Layout and Content Problems

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

[Inverted Image](#)

[Too Many Copies Print](#)

[Blank Pages Print](#)

[Incorrect Margins on Printout](#)

[Incorrect Characters Print](#)

[Incorrect Image Size or Position](#)

[Slanted Printout](#)

Parent topic: [Solving Problems](#)

Inverted Image

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

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

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

Related tasks

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

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

Too Many Copies Print

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

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

Related tasks

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

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

Blank Pages Print

If blank pages print unexpectedly, try these solutions:

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

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

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

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

[Selecting Printing Preferences - OS X](#)

Incorrect Margins on Printout

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

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

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

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



Related tasks

[Selecting Basic Print Settings - Windows](#)

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

Incorrect Characters Print

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

- Make sure any cables are securely connected at both ends.
- In Windows, delete all print jobs from the Windows Spooler:
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel > Hardware and Sound > Devices and Printers**. Right-click your product name, select **See what's printing**, and select your product name again, if necessary. Right-click the stalled print job, click **Cancel**, and click **Yes**.
 - **Windows 7:** Click  and select **Devices and Printers**. Right-click your product name, select **See what's printing**, and select your product name again, if necessary. Right-click the stalled print job, click **Cancel**, and click **Yes**.
 - **Windows Vista:** Click  and select **Control Panel**. Click **Printer** under **Hardware and Sound**, right-click your product name, and select **Open**. Right click the stalled print job, click **Cancel**, and click **Yes**.
 - **Windows XP:** Click **Start** and select **Printers and Faxes**. (Or open the **Control Panel**, select **Printers and Other Hardware** if necessary, and select **Printers and Faxes**.) Right-click your product name, select **Open**, right-click the stalled print job, click **Cancel**, and click **Yes**.

- If your product is connected to a USB hub, connect it directly to your computer instead.
- If incorrect characters still appear in your prints, try connecting your product using a different cable.

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

Incorrect Image Size or Position

If your printed image is the wrong size or in the wrong position, try these solutions:

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

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

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

Related tasks

[Selecting Basic Print Settings - Windows](#)

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

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

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

Slanted Printout

If your printouts are slanted, try these solutions:

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

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

Related tasks

[Selecting Basic Print Settings - Windows](#)

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

Related topics

[Loading Paper](#)

Solving Print Quality Problems

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

[White or Dark Lines in Printout](#)

[Blurry or Smeared Printout](#)


[Faint Printout or Printout Has Gaps](#)

[Grainy Printout](#)

Parent topic: [Solving Problems](#)

White or Dark Lines in Printout

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

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Make sure the paper type setting matches the type of paper you loaded.
- Make sure you loaded the printable side of the paper correctly for your product.
- Turn off any high speed settings in your product software.
- Align the print head.
- Make sure you set the transportation lock to the unlocked (printing) position: .
- You may need to refill the ink. Visually check the ink level.

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

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Print Head Alignment](#)

Related references

[Paper or Media Type Settings](#)

[Available Epson Papers](#)

Related tasks

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

[Selecting Printing Preferences - OS X](#)

[Transporting Your Product](#)

Related topics

[Loading Paper](#)

Blurry or Smeared Printout

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.
- Remove each sheet from the output tray as it is printed.
- Avoid handling printouts on glossy paper right after printing to allow the ink to set.
- Turn off any high speed settings in your product software.
- If you print on both sides of a sheet of paper, smudges may appear on the reverse side of heavily saturated or dark images. If one side of a sheet will contain a lighter image or text, print that side first.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- Clean the paper path.

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

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

Related concepts

[Print Head Cleaning](#)

[Print Head Alignment](#)

Related references

[Available Epson Papers](#)

[Paper Specifications](#)

Related tasks


[Selecting Basic Print Settings - Windows](#)
[Selecting Basic Print Settings - OS X](#)
[Selecting Additional Layout and Print Options - Windows](#)
[Selecting Printing Preferences - OS X](#)
[Selecting Double-sided Printing Settings - Windows](#)
[Selecting Print Layout Options - OS X](#)
[Cleaning the Paper Path](#)

Related topics

[Loading Paper](#)

Faint Printout or Printout Has Gaps

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

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- The ink level may be low. Visually check the ink level.
- Make sure the paper type setting matches the type of paper you loaded.
- Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.
- Make sure you set the transportation lock to the unlocked (printing) position: .
- Align the print head.
- Clean the paper path.

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

Related concepts

[Print Head Cleaning](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)
[Selecting Basic Print Settings - OS X](#)
[Cleaning the Paper Path](#)

Related topics

[Refilling Ink](#)

Grainy Printout

If your printouts are grainy, try these solutions:

- Make sure you loaded the printable side of the paper correctly for your product.
- Select a higher print quality setting and turn off any high speed settings in your product software.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- You may need to increase the image resolution or print a smaller size; see your software documentation.
- If you enlarged the image in an image-editing program, you need to increase the resolution setting to retain a high image quality. Increase the resolution by the same amount you increased the image size. For example, if the resolution is 300 dpi (dots per inch) and you will double the image size later, change the resolution setting to 600 dpi.

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

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

Related concepts

[Print Head Alignment](#)

Related tasks

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

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

[Selecting Printing Preferences - OS X](#)

Related topics

[Loading Paper](#)

When to Uninstall Your Product Software

If you have a problem that requires you to uninstall and re-install your software, follow the instructions for your operating system.

[Uninstalling Printing Software - Windows](#)

[Uninstalling Product Software - OS X](#)

Parent topic: [Solving Problems](#)

Uninstalling Printing Software - Windows

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

1. Turn off the product.
2. Disconnect any interface cables.
3. Do one of the following:
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel > Programs > Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

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

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

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

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

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

4. Restart your computer, then see the *Start Here* sheet to re-install your software.

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

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

Uninstalling Product Software - OS X

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

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

1. To download the Uninstaller utility, visit the Epson download site at global.latin.epson.com/Soporte.

2. Select your product category.
3. Select your product.
4. Click **Controladores y Software**, locate the Uninstaller utility, and click the **Descarga** button.
5. Run the file you downloaded.
6. Double-click the **Uninstaller** icon.
7. Select the checkbox for each software program you want to uninstall.
8. Click **Uninstall**.
9. Follow the on-screen instructions to uninstall the software.
10. To reinstall your product software, see the *Start Here* sheet for instructions.

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

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

Where to Get Help

If you need additional help with your Epson product, contact Epson.

Epson provides these technical support services:

Internet Support

Visit Epson's support website at global.latin.epson.com/Soporte for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions. (Website available in Spanish and Portuguese only.)

Speak to a Support Representative

Before you call Epson for support, please have the following information ready:

- Product name
- Product serial number (located on a label on the product)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Then call:

Country	Telephone
Argentina	(54 11) 5167-0300 0800-288-37766
Bolivia*	800-100-116
Brazil	State capitals and metropolitan areas: 4003-0376 Other areas: 0800-880-0094
Chile	(56 2) 2484-3400
Colombia	Bogota: (57 1) 523-5000 Other cities: 018000-915235
Costa Rica	800-377-6627
Dominican Republic*	1-888-760-0068
Ecuador*	1-800-000-044
El Salvador*	800-6570
Guatemala*	1-800-835-0358
Honduras**	800-0122 Code: 8320
Mexico	Mexico City: (52 55) 1323-2052 Other cities: 01-800-087-1080
Nicaragua*	00-1-800-226-0368
Panama*	00-800-052-1376
Paraguay	009-800-521-0019
Peru	Lima: (51 1) 418-0210 Other cities: 0800-10126
Uruguay	00040-5210067
Venezuela	(58 212) 240-1111

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

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

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

Purchase Supplies and Accessories

You can purchase genuine Epson ink and paper from an Epson authorized reseller. To find the nearest reseller, visit global.latin.epson.com or call your nearest Epson sales office (website available in Spanish and Portuguese only).

Parent topic: [Solving Problems](#)

Related references

[Available Epson Papers](#)

Technical Specifications

These sections list the technical specifications for your product.

[Windows System Requirements](#)

[OS X System Requirements](#)

[Printing Specifications](#)

[Paper Specifications](#)

[Printable Area Specifications](#)

[Ink Specifications](#)

[Dimension Specifications](#)

[Electrical Specifications](#)

[Environmental Specifications](#)

[Interface Specifications](#)

[Network Interface Specifications](#)

[Safety and Approvals Specifications](#)

Windows System Requirements

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

- Windows 8.x
- Windows 7
- Windows Vista
- Windows XP Professional x64 Edition
- Windows XP SP3

Note: Visit Epson's support website at global.latin.epson.com/Soporte for the latest in compatibility and drivers for your product (website available in Spanish and Portuguese only).

Parent topic: [Technical Specifications](#)

OS X System Requirements

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

- OS X 10.9.x
- OS X 10.8.x
- OS X 10.7.x
- OS X 10.6.x
- OS X 10.5.8

Note: Visit Epson's support website at global.latin.epson.com/Soporte for the latest in compatibility and drivers for your product (website available in Spanish and Portuguese only).

Parent topic: [Technical Specifications](#)

Printing Specifications

Paper path	Rear paper feed, top entry
Sheet feeder capacity	Paper stack thickness of up to 0.4 inches (11 mm) Approximately 100 sheets at 20 lb (75 g/m ²); plain paper

Parent topic: [Technical Specifications](#)

Paper Specifications

Use paper under normal conditions:

- Temperature: 50 to 95 °F (10 to 35 °C)
- Humidity: 20 to 80% RH

Note: Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, Epson cannot guarantee the quality of any non-Epson brand or type of paper. Always test a sample of paper stock before purchasing large quantities or printing large jobs.

Poor quality paper may reduce print quality and cause paper jams or other problems. If you encounter problems, switch to a higher grade of paper.

Single-sheets

Size

A4 (8.3 × 11.7 inches [210 × 297 mm])

A5 (5.8 × 8.2 inches [148 × 210 mm])

A6 (4.1 × 5.8 inches [105 × 148 mm])

Letter (8.5 × 11 inches [216 × 279 mm])

Legal (8.5 × 14 inches [216 × 357 mm])

4 × 6 inches (102 × 152 mm)

5 × 7 inches (127 × 178 mm)

8 × 10 inches (203 × 254 mm)

3.5 × 5 inches (89 × 127 mm)

16:9 wide (4 × 7.1 inches [102 × 181 mm])

Paper types

Plain paper and special paper distributed by Epson

Thickness

0.003 (0.08 mm) to 0.004 inch (0.11 mm)

Weight

17 lb (64 g/m²) to 24 lb (90 g/m²)

Envelopes

Size

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

Paper types

Plain paper

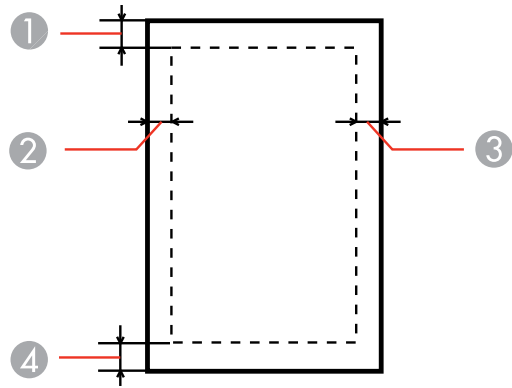
Weight

20 lb (75 g/m²) to 24 lb (90 g/m²)

Parent topic: [Technical Specifications](#)

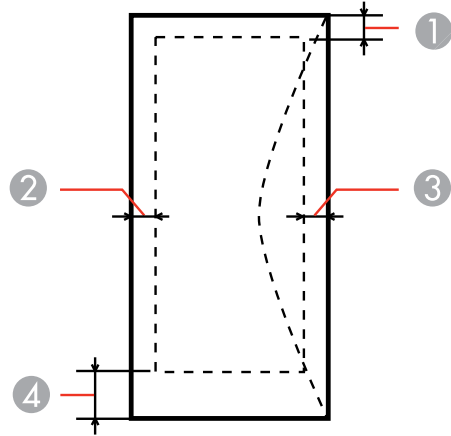
Printable Area Specifications

Single sheets



- 1 Top: 0.12 inch (3 mm) minimum
- 2 Left: 0.12 inch (3 mm) minimum
- 3 Right: 0.12 inch (3 mm) minimum
- 4 Bottom: 0.12 inch (3 mm) minimum

Envelopes



- 1 Left: 0.12 inch (3 mm) minimum
- 2 Bottom: 0.20 inch (5 mm) minimum
- 3 Top: 0.20 inch (5 mm) minimum
- 4 Right: 0.83 inch (21 mm) minimum

Parent topic: [Technical Specifications](#)

Ink Specifications

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

The included ink bottles must be used for printer setup and are not for resale. This product includes two ink bottles; one for printer setup and one to refill the ink tank. Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature.

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

Check the ink level in your product frequently, and refill the ink tank if necessary.

Color	Black
Ink life	For best results, use up ink within 6 months of removing the seal from an ink bottle.
Temperature	Storage: –4 to 104 °F (–20 to 40 °C) 1 month at 104 °F (40 °C) Ink freezes at 5 °F (–15 °C) Ink thaws and is usable after 3 hours at 77 °F (25 °C)

Parent topic: [Technical Specifications](#)

Related concepts

[Purchase Epson Ink](#)

Dimension Specifications

Height	Stored: 5.8 inches (148 mm) Printing: 11.7 inches (296 mm)
Width	Stored: 17.1 inches (435 mm) Printing: 17.1 inches (435 mm)
Depth	Stored: 10.5 inches (267 mm) Printing: 20.9 inches (530 mm)
Weight (without ink and power cord)	3.4 lb (7.5 kg)

Parent topic: [Technical Specifications](#)

Electrical Specifications

Power supply rating	100 to 240 V
Input voltage range	90 to 264 V
Rated frequency range	50 to 60 Hz
Input frequency range	49.5 to 60.5 Hz

Rated current	0.5 to 0.3 A
Power consumption	M100: Printing: Approx. 12 W (ISO/IEC24712) Ready mode: Approx. 2.5 W Sleep mode: Approx. 1.7 W Power off mode: Approx. 0.3 W M105: Printing: Approx. 13 W (ISO/IEC24712) Ready mode: Approx. 3.0 W Sleep mode: Approx. 2.0 W Power off mode: Approx. 0.3 W

Parent topic: [Technical Specifications](#)

Environmental Specifications

Temperature	Operating: 50 to 95 °F (10 to 35 °C) Storage: –4 to 104 °F (–20 to 40 °C) 1 month at 104 °F (40 °C)
Humidity (non-condensing)	Operating: 20 to 80% RH Storage: 5 to 85% RH

Parent topic: [Technical Specifications](#)

Interface Specifications

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

Network Interface Specifications

Wi-Fi (M105)

Wireless LAN standard	IEEE 802.11 b/g/n
Wireless security	WEP (64/128 bit) WPA-PSK (TKIP/AES); complies with WPA2 with support for WPA/WPA2 Personal
Frequency band	2.4 GHz
Communication mode	Infrastructure mode Ad hoc mode

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

Ethernet (M100)

Standard	IEEE802.3i/u, IEEE802.3az*
Communication mode	Ethernet 100BASE-TX/10BASE-T

* The connected device should be IEEE802.3az compliant.

Parent topic: [Technical Specifications](#)

Safety and Approvals Specifications

Notice for Mexico

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Product model: B531C/M105

This product uses the following wireless module:

- Module model: WLU-6117-069(RoHS)
- Brand: Epson

- Certification Number: RCPEPWL12-0107

Parent topic: [Technical Specifications](#)

Notices

Check these sections for important notices about your product.

[Software Notices](#)

[Trademarks](#)

[Copyright Notice](#)

Software Notices

1. This printer product includes open source software programs listed in Section 6) according to the license terms of each open source software program.
2. We provide the source code of the GPL Programs, LGPL Programs and Apache License Program (each is defined in Section 6) until five (5) years after the discontinuation of same model of this printer product. If you desire to receive the source code above, please contact the customer support of your region. You shall comply with the license terms of each open source software program.
3. The open source software programs are WITHOUT ANY WARRANTY; without even the implied warranty of MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. See the license agreements of each open source software program for more details, which are described in OSS.pdf on your Printer Software CD.
4. OpenSSL toolkit
This printer product includes software developed by the OpenSSL project for use in the OpenSSL Toolkit (<http://www.openssl.org/>).
This product includes cryptographic software written by Eric Young (eay@cryptsoft.com).
5. The license terms of each open source software program are described in OSS.pdf on your Printer Software CD.
6. The list of open source software programs which this printer product includes are as follows.

GNU GPL

This printer product includes the open source software programs which apply the GNU General Public License Version 2 or later version ("GPL Programs").

The list of GPL Programs:

base-passwd-3.5.7

busybox-1.2.2.1

ifupdown-0.6.8

kernel-2.6.18
lsp-arm-versatile926ejs-2.6.18_pro500
module-init-tools-3.2pre1
mount-2.12
net-tools-1.60
netbase-4.29
psmisc-21.5
readline-libs-5.0
sysvinit-2.86
udev-0.093
udhcp 0.9.8cvs20050124-5
util-linux-2.12
usb8786

GNU LGPL

This printer product includes the open source software programs which apply the GNU Lesser General Public License Version 2 or later version ("LGPL Programs").

The list of LGPL Programs:

uclibc-0.9.29
libusb-libs-0.1.12
zeroconf 0.6.1-1
iksemel 1.4

Apache License

This printer product includes the open source software program "Bonjour" which apply the Apache License Version2.0 ("Apache License Program").

Bonjour License

This printer product includes the open source software program "Bonjour " which applies the terms and conditions provided by owner of the copyright to the "Bonjour ".

Net-SNMP license

This printer product includes the open source software program "Net-SNMP" which applies the terms and conditions provided by owner of the copyright to the "Net-SNMP".

OpenSSL License/Original SSLeay License

This printer product includes the open source software program "OpenSSL toolkit" which applies the license terms of OpenSSL License and Original SSLeay License.

BSD License (Berkeley Software Distribution License)

This printer product includes the open source software programs which apply the Berkeley Software Distribution License ("BSD Programs").

The list of BSD Programs:

busybox-1.2.2.1

util-linux-2.12

mount-2.12

mvutils-2.8.4

netkit-ftp-0.17

netkit-base-0.17

portmap-5beta

Sun RPC License

This printer product includes the open source software programs which apply the Sun RPC License ("Sun RPC Programs").

The list of Sun RPC Programs:

busybox- 1.2.2.1

netkit-inetd-0.17

portmap-5beta

TCP Wrappers license

This printer product includes the open source software program "libwrap-libs-7.6 " which applies the terms and conditions provided by owner of the copyright to the "TCP Wrappers".

libncurses license

This printer product includes the open source software program "libncurses-5.4 " which applies the terms and conditions provided by owner of the copyright to the "libncurses".

busybox license

This printer product includes the open source software program "busybox- 1.2.2.1 " which applies the terms and conditions provided by owner of the copyright to the "busybox".

linux-ftpd license

This printer product includes the open source software program "linux-ftpd-0.17 " which applies the terms and conditions provided by owner of the copyright to the "linux-ftpd".

ARC4 license

This printer product includes the open source software program "ARC4" which applies the terms and conditions provided by owner of the copyright to the "ARC4".

SHA1 license

This printer product includes the open source software program "SHA1" which applies the terms and conditions provided by owner of the copyright to the "SHA1".

Parent topic: [Notices](#)

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Parent topic: [Notices](#)

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Seiko Epson Corporation shall not be held liable for any damage resulting from electromagnetic interference that occurs from the use of any interface cables other than those designated as Epson approved Products by Seiko Epson Corporation.

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[A Note Concerning Responsible Use of Copyrighted Materials](#)

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

[Copyright Attribution](#)

Parent topic: [Notices](#)

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Parent topic: [Copyright Notice](#)

Default Delay Times for Power Management for Epson Products

This product will enter sleep mode after a period of nonuse. This is to ensure that the product meets Energy Star standards of energy efficiency. More energy savings can be achieved by setting the time to sleep to a shorter interval.

Parent topic: [Copyright Notice](#)

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