

# Basic Operation Guide

## -for use without a computer-



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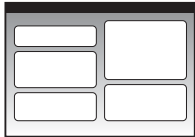
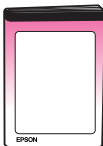


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# Where to Find Information

Paper manuals	
	<b>Start Here</b> Be sure to read this sheet first. This sheet tells you how to set up the printer and install the software.
 (this book)	<b>Basic Operation Guide -for use without a computer-</b> This book provides information on using the printer without connecting to your computer, such as instructions on copying or printing from a memory card. If you have problems using the printer, see the Solving Problems chapter in this book.
Online manuals	
	<b>User's Guide</b> This guide provides instructions for printing and scanning from your computer and information on the software. This guide is included in the software CD-ROM and installed automatically when you install the software. To read this guide, double-click the icon on your desktop.
	<b>Online help</b> Online help is built in each application included on the software CD-ROM. It provides detailed information on the application.

## Warnings, Cautions, and Notes

Follow these guidelines as you read your instructions:

- Warning:** Warnings must be followed carefully to avoid bodily injury.
- Caution:** Cautions must be observed to avoid damage to your equipment.
- Note:** Notes contain important information about the printer.
- Tip:** Tips contain hints for using the printer.

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# Introduction

## Important Safety Instructions

Before using this printer, read and follow these safety instructions:

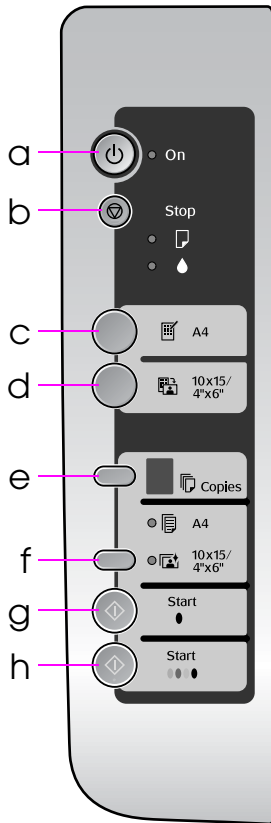
- Use only the power cord that comes with the printer. Use of another cord may cause fire or shock. Do not use the cord with any other equipment.
- Make sure the power cord meets all relevant local safety standards.
- Use only the type of power source indicated on the label.
- Place the printer near a wall outlet where the power cord can be easily unplugged.
- Do not let the power cord become damaged or frayed.
- If you use an extension cord with the printer, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
- Leave enough room around the printer for sufficient ventilation. Do not block or cover openings in the case or insert objects through the slots.
- Do not place the printer near a radiator or heating vent or in direct sunlight.
- Place the printer on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.
- Make sure the back of the printer is at least 10 cm away from the wall.
- Do not open the scanner unit while copying, printing, or scanning.
- Do not touch the white flat cable inside the printer.
- Do not spill liquid on the printer.
- Do not use aerosol products that contain flammable gases inside or around the printer. Doing so may cause fire.
- Except as specifically explained in your documentation, do not attempt to service the printer yourself.
- Unplug the printer and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the printer; if the printer has been dropped or the case damaged; if the printer does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- When storing or transporting the printer, do not tilt it, stand it on its side, or turn it upside down; otherwise ink may leak from the cartridge.
- Be careful not to trap your fingers when closing the scanner unit.

## ***Ink cartridge safety instructions***

- Keep ink cartridges out of the reach of children and do not drink the ink.
- Be careful when you handle used ink cartridges; there may be ink remaining around the ink supply port. If ink gets on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water. If you still have discomfort or vision problems, see a doctor immediately.
- Do not put your hand inside the printer or touch any cartridges during printing.
- Do not shake ink cartridges after opening their packages; this can cause leakage.
- If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the printer. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent the ink from staining items that the cartridge touches. Do not touch the ink cartridge, ink supply port, or surrounding area.

# Control Panel Functions

## Buttons

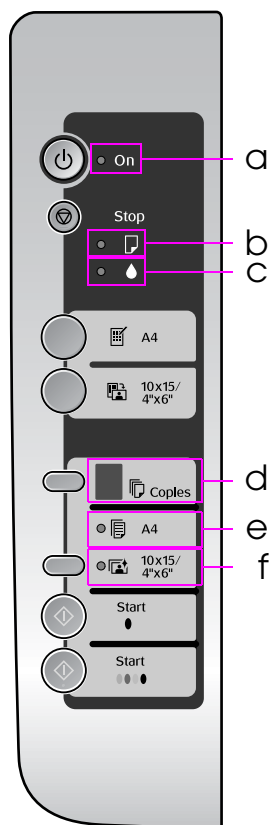


	Button	Function
a	⏻ <b>On</b>	Press to turn the printer on and off.
b	⏹ <b>Stop</b>	Press to stop copying. The sheet being printed is ejected and the number of copies is reset. Press to replace expended ink cartridges. Press and hold for three seconds to clean the print head (when the 💧 light is off).
c	📄 [Print Index Sheet]	Press to print an index sheet of the photos.
d	📄 [Print from Index Sheet]	Press to print the photos selected on the index sheet.
e	📄 <b>Copies</b>	Press to set the number of copies. The number in the window increases from 1 up to 9, then ≡, and then starts again from 1.
f	Paper Select	Press to select between 📄 [A4 Plain Paper] and 📄 [10×15/4"×6" Photo Paper] for the paper loaded in the sheet feeder.
g	⬆ <b>Start</b> ● [B&W]	Press to copy in black and white.
h	⬆ <b>Start</b> 0000 [Color]	Press to copy in color or to start memory card printing.

Control panel design varies by location.

# Lights

● = on ● = flashing



	Light	Pattern	Status
a	⏻ On	●	The printer is on.
		● (slow)	The printer is active, turning off, or turning on.
b	⏻	● or ●	An error has occurred (➡ "Solving Problems" on page 20).
c	💧	●	An ink cartridge is low. You can continue copying until it is expended.
		●	An ink cartridge is expended or missing.
d	📄 Copies (window)	d	Memory card printing option is in DPOF mode.
		1 to 9	Indicates the number of copies.
		≡	The printer continues to copy until the paper you loaded runs out. You can load up to 100 sheets.
		E	An error has occurred.
		H	An unsupported device (HUB) is connected.
		P	Flashes when a camera with PictBridge data is connected. When the connected device is not supported, the P and the ⏻ error light double-flash.
e	📄 [A4 Plain Paper]	-	The printer enters "sleep" mode when no buttons are pressed for 13 minutes. Press any button (except the ⏻ On button) to "wake" it.
		●	Indicates that this paper size/type is selected.
f	📄 [10x15/4"x6" Photo Paper]	●	Indicates that this paper size/type is selected.

# Handling Paper

## Selecting Paper

Before printing, you need to select the correct paper setting. This important setting determines how the ink is applied to the paper.

### Note:

- ☐ The availability of special media varies by location.
- ☐ You can find the part number for the following Epson special papers on the Epson support Web site.

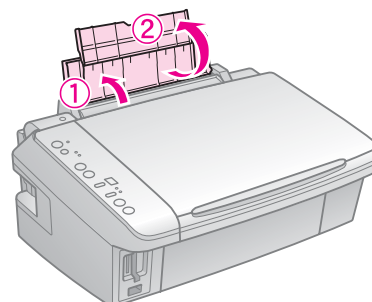
Choose from these paper types and settings:

Paper type	Setting	Loading capacity
Plain paper *	[A4 Plain Paper]	12 mm
Epson Bright White Paper		80 sheets
Epson Premium Ink Jet Plain Paper		
Epson Premium Glossy Photo Paper	[10×15/4"×6" Photo Paper]	20 sheets
Epson Premium Semigloss Photo Paper		
Epson Glossy Photo Paper		
Epson Ultra Glossy Photo Paper		

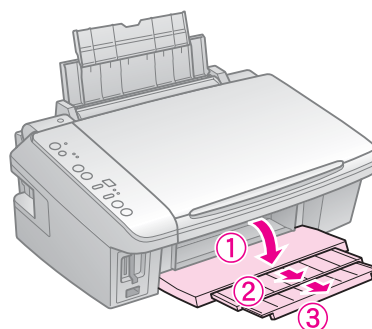
\* You can use paper with a weight of 64 to 90 g/m<sup>2</sup>.

## Loading Paper

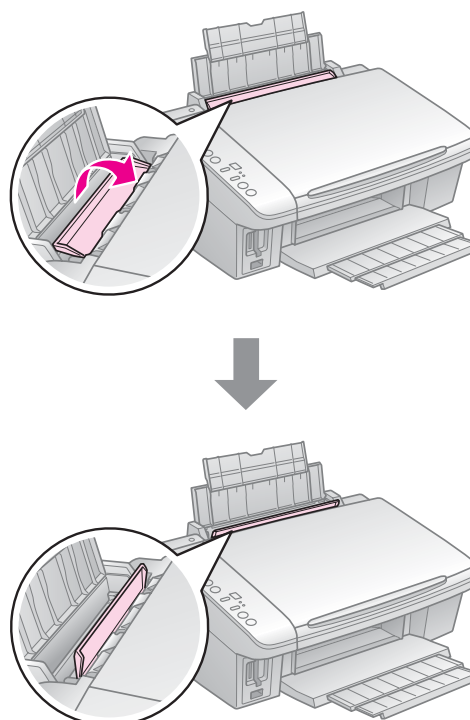
1. Open and extend the paper support.



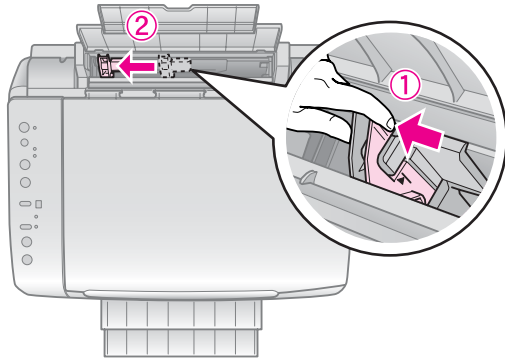
2. Open the output tray and slide out the extensions.



3. Flip the feeder guard forward.

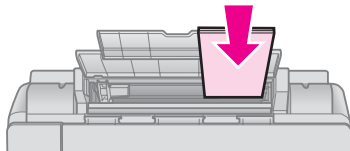


4. Pinch and slide the edge guide.

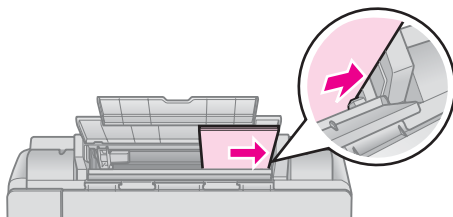


5. Load the paper short edge first, even for landscape printing, with the printable side up.

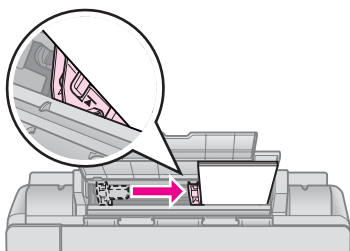
The printable side is often whiter or brighter than the other side.



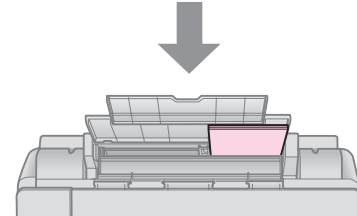
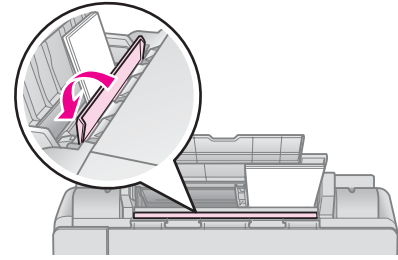
6. Place behind the tabs.



7. Slide the edge guide to the right. Make sure it fits under the arrow inside the left edge guide.

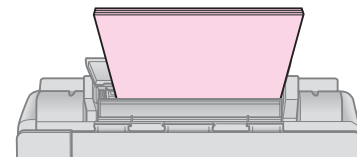


8. Flip the feeder guard back.



10 × 15 cm (4 × 6 in.)  
13 × 18 cm (5 × 7 in.)  
16:9 wide size (102 × 181 mm)

Follow the same steps to load A4 paper.



A4

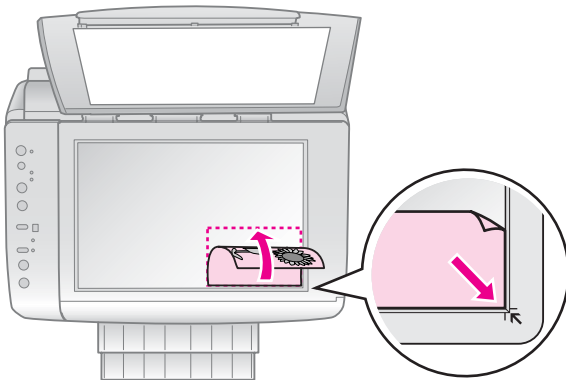
# Copying

## Note:

- ❑ The copied image may not be exactly the same size as the original.
- ❑ Depending on the type of paper used, print quality may decline in the top and bottom areas of the printout, or these areas may be smeared.

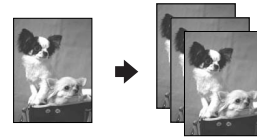
## Placing Originals on the Document Table

1. Open the document cover and place your original face-down and horizontally on the document table.

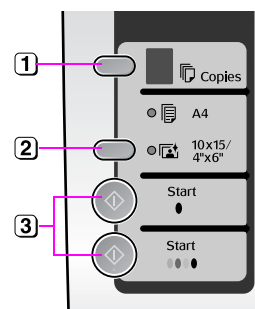







2. Close the cover gently.

## Copying Photos



Follow the steps below to copy photos.



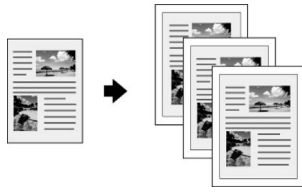
- 1 Select the number of copies.
- 2 Select  [10×15/4"×6" Photo Paper]. The printer is automatically set to print on 10 × 15 cm/4 × 6 in. size photo paper.
- 3 To make a color copy, press  **Start** 0000 [Color]. To make a black-and-white copy, press  **Start** ● [B&W]. If you want to copy the originals to fit to the paper size, hold down  **Start** 0000 [Color] or  **Start** ● [B&W] for three seconds, then release the button.

## Tip:

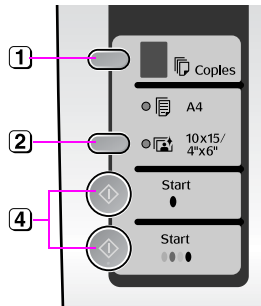
If the edges of the copy are cropped off, move the original away from the corner slightly.



# Copying Documents



Follow the steps below to copy documents.

- 
- The diagram shows the printer's control panel with four numbered steps indicated by pink lines and numbers in boxes:
- ① Points to the 'Copies' field.
  - ② Points to the paper size selection buttons, specifically the 'A4' button.
  - ③ Points to the 'Start' button.
  - ④ Points to the 'Start' button, specifically the one with a diamond icon.
- ① Select the number of copies.
  - ② Select [A4 Plain Paper]. The printer is automatically set to print on A4 size plain paper.
  - ③ Load A4 size plain paper.
  - ④ To make a color copy, press **Start** 0000 [Color]. To make a black-and-white copy, press **Start** [B&W].

## Note:

If the edges of the copy are cropped off, move the original away from the corner slightly.

# Speeding Up Copying

If you want to make a copy quickly and do not need high quality, you can print a “draft” copy. The print quality is reduced, but the copy is printed faster.

1. Select [A4 Plain Paper].
2. Hold down **Stop**, then hold down **Start** 0000 [Color] (to copy in color) or **Start** [B&W] (to copy in black and white).
3. When the **On** light starts flashing, release both buttons.

## Note:

If the edges of the copy are cropped off, move the original away from the corner slightly.

# Printing from a Memory Card

## Handling a Memory Card

### Inserting a memory card

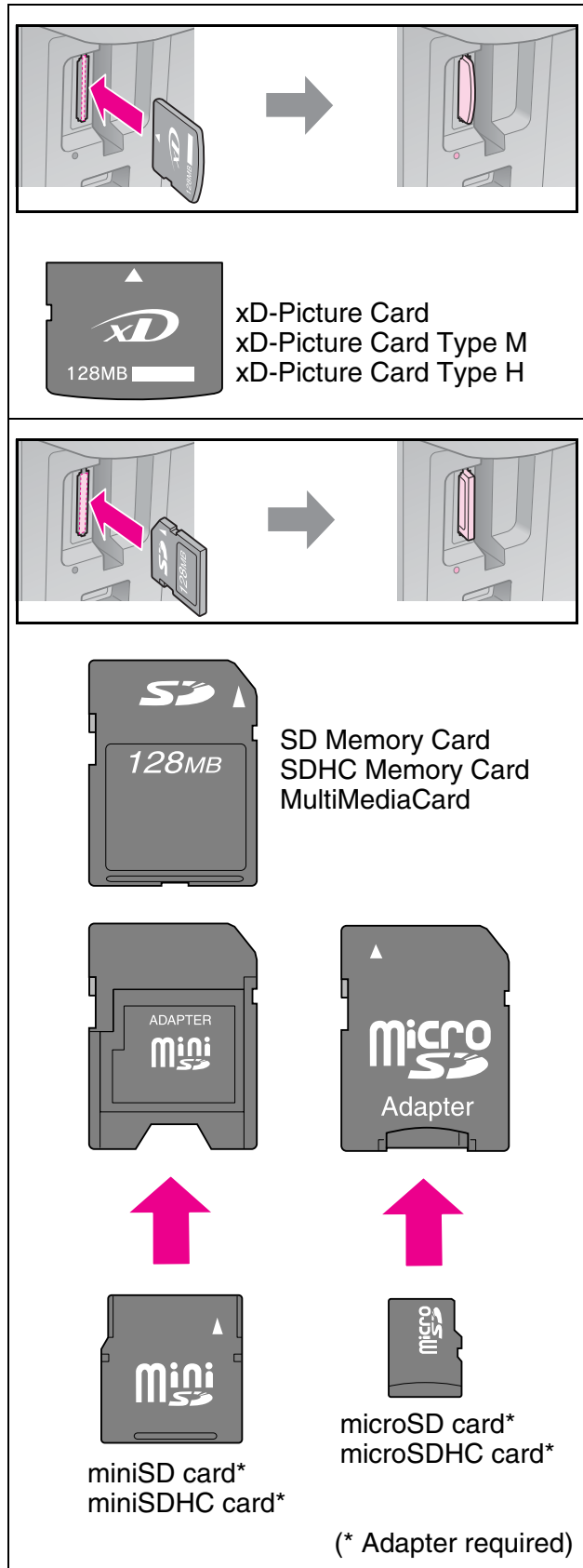
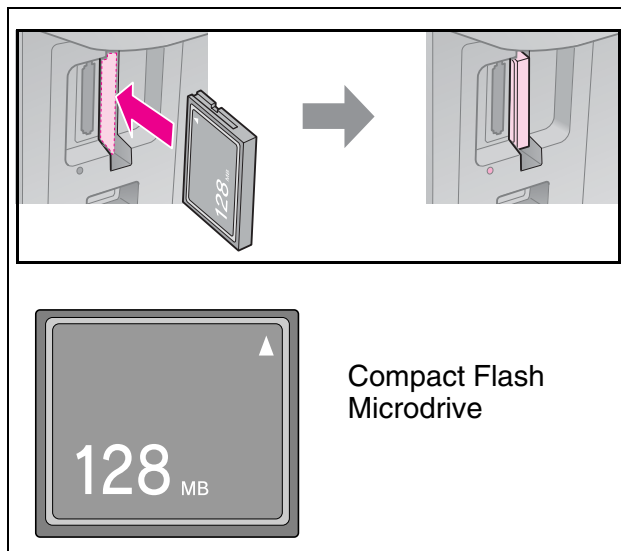
#### Note:

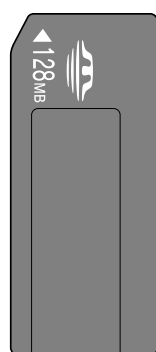
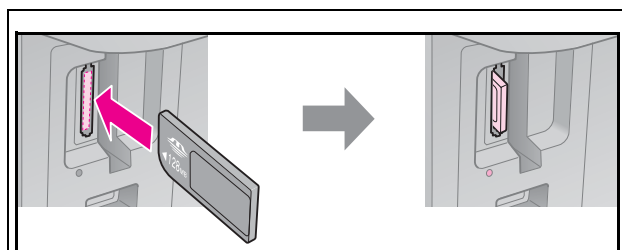
If a digital camera is connected to the printer, disconnect it before you insert your memory card.

1. Make sure there are no memory cards in the slots, and then insert your memory card.

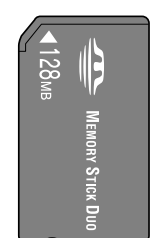
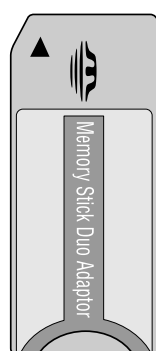
#### Caution:

- ❑ Do not insert more than one memory card at a time.
- ❑ Do not try to force the memory card into the slot. Memory cards will not go all the way in.
- ❑ Make sure you check which direction the card should be inserted, and if the card needs an adapter make sure you attach the adapter before inserting the card. Otherwise, you may not be able to remove the card from the printer.

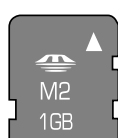




Memory Stick  
Memory Stick PRO  
MagicGate Memory Stick



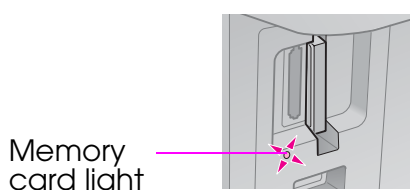
Memory Stick Micro\*



Memory Stick Duo\*  
Memory Stick PRO Duo\*  
MagicGate Memory Stick Duo\*

(\* Adapter required)

2. Make sure the memory card light flashes and then stays on.



## Removing a memory card

1. Make sure the memory card light is not flashing.
2. Remove the memory card by pulling it straight out of its slot.

## Printing with DPOF settings

If your camera supports DPOF, you can use it to preselect photos and the number of copies to print while the memory card is still in your camera. See your camera's instruction manual for details.

1. Insert the memory card containing DPOF data (➔ page 10). The **Copies** window displays **d**.
2. Select [A4 Plain Paper] or [10×15/4"×6" Photo Paper] (whichever you loaded).

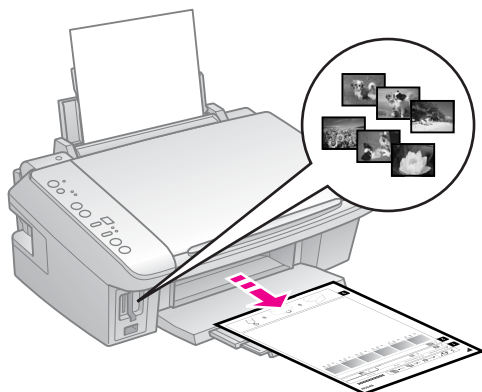
If you select [A4 Plain Paper], the photos are printed with a white border. If you select [10×15/4"×6" Photo Paper], the photos are printed without borders.

3. Press **Start** 0000 [Color] to print your photos.

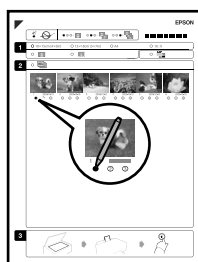
# Selecting and Printing Photos Using an Index Sheet

To select photos for printing, you can use an index sheet.

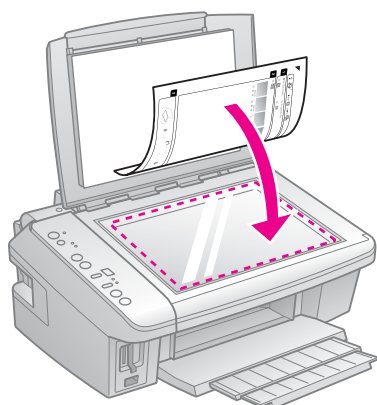
## Printing an index sheet



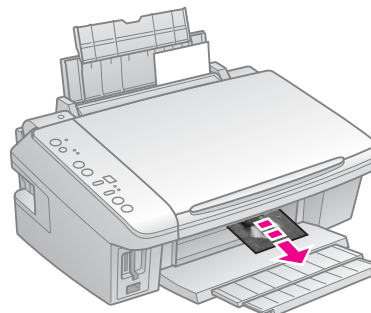
## Selecting photos from the index sheet



## Scanning the index sheet



## Printing the selected photos



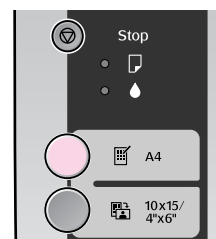
### 1. Printing an index sheet

1. Load several sheets of A4-size plain paper (➔ page 6).

#### Note:

Up to 30 images are printed on each page.

2. Press [Print Index Sheet].



The **On** light flashes, and the index sheet is printed.

#### Note:

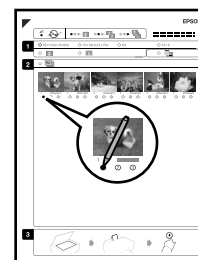
Make sure the triangle mark on the upper left corner of the index sheet is printed properly. If the index sheet is not printed correctly, the printer cannot scan it.

### 2. Selecting photos from the index sheet


On the index sheet, use a dark pen or pencil to fill in the ovals and make your selections.

Good:

NOT good:

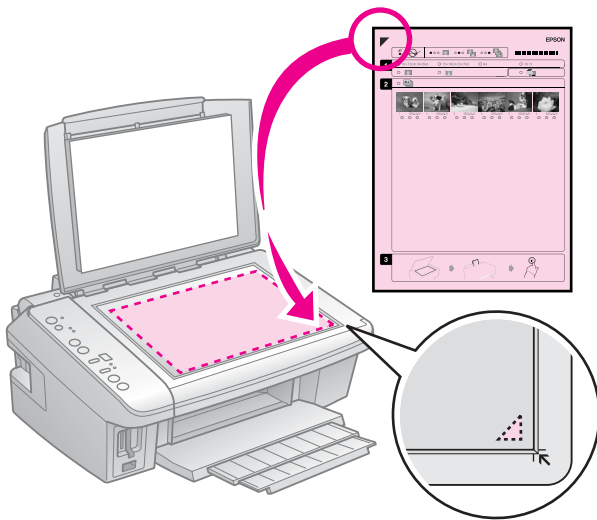



1. In section 1, select the paper size. Fill in the oval to the left of your selection.

2. Select whether to print your photos with or without borders.
3. Fill in the  oval to include an optional data stamp.
4. In section 2, select **All** to print one copy of each photo, or fill in the number beneath each photo to select 1, 2, or 3 copies.

### 3. Scanning the index sheet and printing the selected photos

1. Place the index sheet face-down on the document table, so that the top of the sheet is aligned with the right edge of the document table.



2. Close the document cover.
3. Load the size of photo paper you selected on the index sheet (➔ page 6).
4. Press  [Print from Index Sheet]. The sheet is scanned and your photos are printed.

**Note:**

If you have more than one index sheet, wait each time until printing is complete. Then repeat the steps above to scan and print from each additional sheet.





# Printing from a Digital Camera

## Using PictBridge or USB DIRECT-PRINT

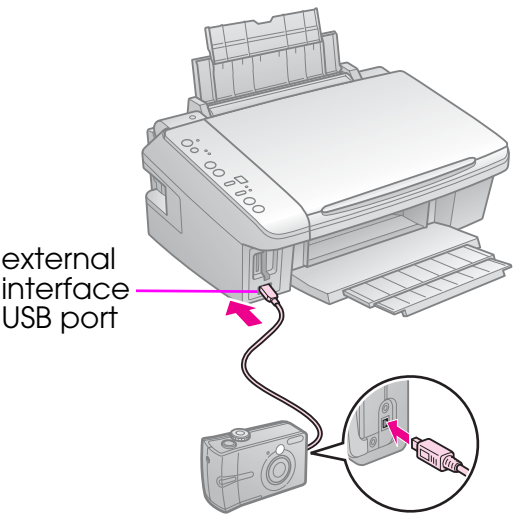
PictBridge and USB DIRECT-PRINT let you print your photos by connecting your digital camera directly to the printer.

Make sure your camera and photos meet the following requirements.

Direct printing compatibility	PictBridge or USB DIRECT-PRINT
File format	JPEG
Image size	80 × 80 pixels to 9200 × 9200 pixels

1. Make sure your printer is not printing from a computer.
2. Remove any memory cards from the printer.
3. Select  [A4 Plain Paper] or  [10×15/4"×6" Photo Paper] (whichever you loaded).  
If you select  [A4 Plain Paper], the photos are printed with a white border.  
If you select  [10×15/4"×6" Photo Paper], the photos are printed without borders.

4. Connect the USB cable from your camera to the USB port on the front of the printer.



5. Make sure your camera is turned on and use it to select the photos, adjust any necessary settings, and print your photos. See your camera's manual for details.

- Note:**
- ☐ Depending on the settings on the printer and the digital camera, some combinations of paper type, size, and layout may not be supported.
  - ☐ Some of the settings on your digital camera may not be reflected in the output.

# Replacing Ink Cartridges


## Precautions

### ■ Warning:

If ink gets on your hands, wash them thoroughly with soap and water. If ink gets in your eyes, flush them immediately with water. If you still have discomfort or vision problems, see a doctor immediately.

- Never move the print head by hand.
- When an ink cartridge is expended, you cannot continue printing even if the other cartridges still contain ink.
- Leave the expended cartridge installed until you have obtained a replacement. Otherwise the ink remaining in the print head nozzles may dry out.
- Some ink is consumed each time cartridges are inserted because the printer automatically checks their reliability.
- For maximum ink efficiency, only remove an ink cartridge when you are ready to replace it. Ink cartridges with low ink status may not be used when reinserted.
- Epson recommends the use of genuine Epson ink cartridges. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior. Epson cannot guarantee the quality or reliability of non-genuine ink.

## Replacing an Expended Ink Cartridge

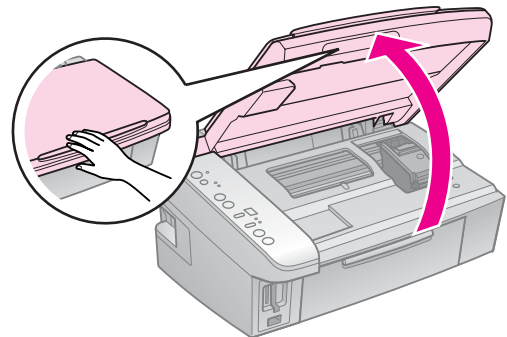
When the  ink light stays on notifying you that one or more ink cartridges are expended, you need to replace the appropriate cartridges. This section explains how to replace an expended ink cartridge. For how to replace an ink cartridge before it is expended, see the online *User's Guide* (Windows only).

Make sure you have a new ink cartridge before you begin. Once you start replacing a cartridge, you must complete all the steps in one session.

### Note:

Do not open the ink cartridge package until you are ready to install it in the printer. The cartridge is vacuum packed to maintain its reliability.

1. Lift up the scanner unit.



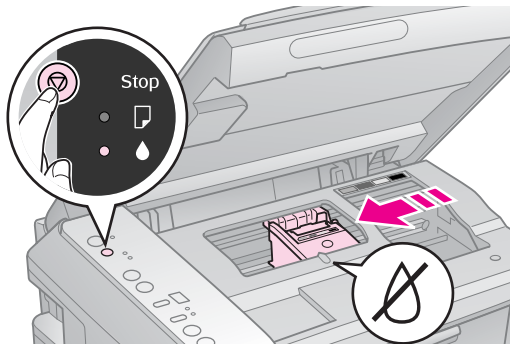
### ■ Caution:

Do not lift up the scanner unit when the document cover is open.



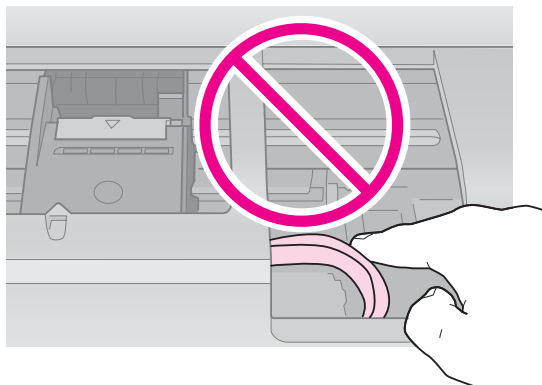
2. Press and release **⏻ Stop**.

The ink cartridge holder moves to the check position and the **⏻ On** and **💧** ink lights flash. If one of the cartridges is expended, the printer moves that cartridge to the **⌘** mark.



**⚠ Caution:**

Be careful not to touch the white flat cable inside the printer.

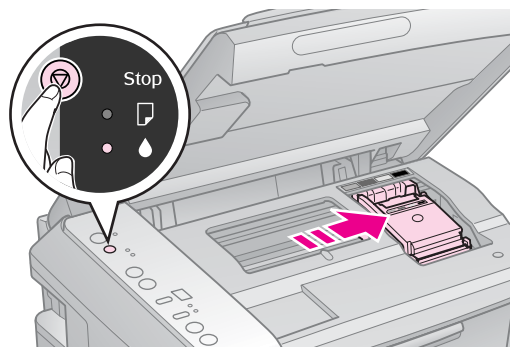


**Note:**

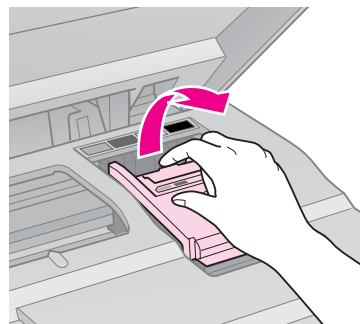
Do not hold down **⏻ Stop** for more than three seconds as this starts print head cleaning.

3. Press **⏻ Stop** again.

- If more than one cartridge is expended, the next cartridge moves to the **⌘** mark.
- When all of the expended ink cartridges have been identified, the print head moves to the ink cartridge replacement position.



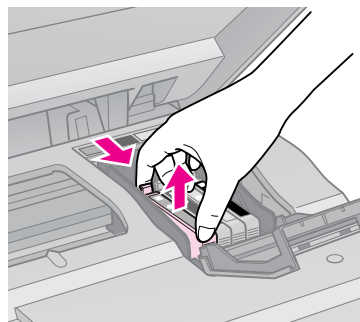
4. Open the cartridge cover.



**⚠ Caution:**

Never attempt to open the cartridge cover while the print head is moving. Wait until the print head has stopped at the replacement position.

5. Squeeze the tab, lift it straight up.



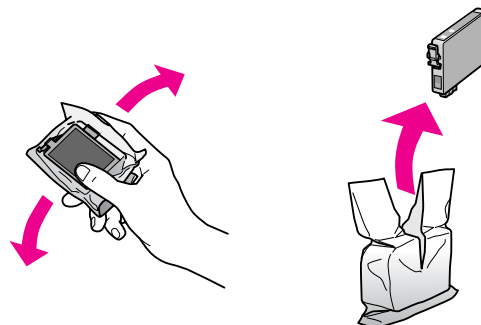
**⚠ Caution:**

Do not refill the ink cartridge. Other products not manufactured by Epson may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior.

**Note:**

If it is difficult to remove the cartridge, lift the cartridge with more force until it comes out.

6. Before you open the new ink cartridge package, shake it four or five times. Then remove it from the package.

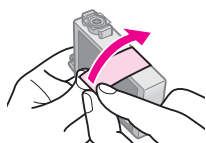




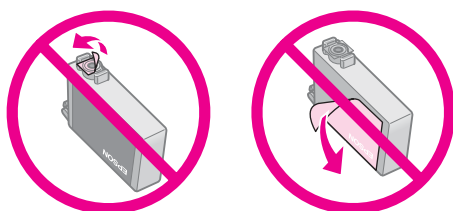
**⚠ Caution:**

- ❑ Be careful not to break the hooks on the side of the ink cartridge when you remove it from the package.
- ❑ Do not touch the green chip on the side of the cartridge. This can damage the ink cartridge.

7. Remove the yellow tape.

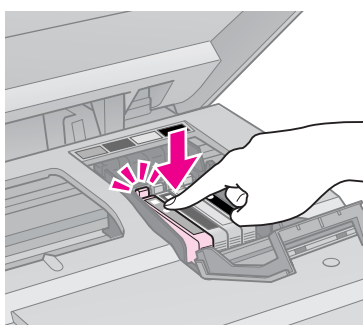
**⚠ Caution:**

- ❑ You must remove the yellow tape from the cartridge before installing it; otherwise, print quality may decline or you may not be able to print.
- ❑ Do not remove the seal.



- ❑ Be sure to always install an ink cartridge into the printer immediately following the removal of the current ink cartridge. If the ink cartridge is not installed promptly, the print head may dry out, rendering it unable to print.

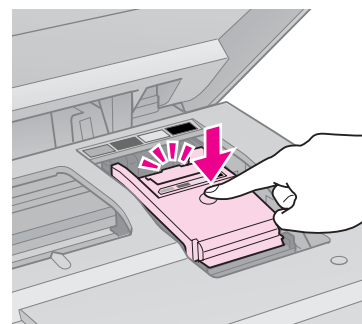
8. Place the new ink cartridge in the cartridge holder and press it down until it clicks into place.



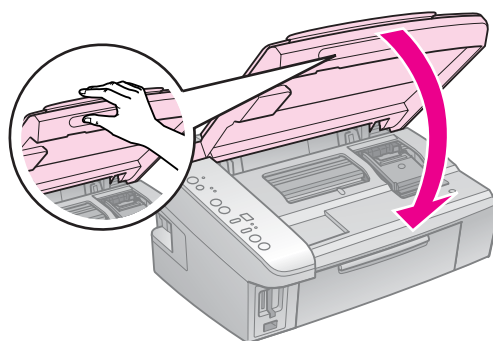
9. Close the ink cartridge cover and press it until it clicks into place.

**⚠ Caution:**

If you find it difficult to close the cover, make sure all the cartridges are firmly seated. Press down on each cartridge until you hear it click into place. Do not attempt to force the cover closed.



10. Close the scanner unit.



11. Press **Stop**.

The printer starts charging the ink delivery system.

**⚠ Caution:**

Do not turn off the printer during ink charging as this will waste ink.

**Note:**

If you had to replace an ink cartridge during copying, to ensure copy quality after ink charging is finished, cancel the job that is copying and start again from placing the originals.

# Maintenance

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## Checking and Cleaning the Print Head

If your printouts are unexpectedly light, colors are missing, or you see light or dark lines across the page, you may need to clean the print head.

### Tip:

To maintain print quality, we recommend printing a few pages on a regular basis.

### Checking the print head

You can print a nozzle check pattern to see if any print head nozzles are clogged, or to check the results after cleaning the print head.

1. Turn off the printer.
2. Load A4-size plain paper (➔ page 6).
3. While holding down ⏻ **Stop**, press ⏻ **On**.

The printer turns on and prints a test pattern.

4. Examine the nozzle check pattern you printed.

- If your printout looks like the one shown below, the print head does not need to be cleaned yet.



- If your printout has gaps like the one shown below, clean the print head as described in the next section.



## Cleaning the print head

Follow these steps to clean the print head so that it can deliver ink properly. Before cleaning the print head, run a nozzle check to see if the print head needs cleaning (➔ “Checking the print head” on page 18).

### Note:

- Print head cleaning uses ink, so clean it only if quality declines.

- When ink is low, you may not be able to clean the print head. When ink is expended, you cannot clean the print head. Replace the appropriate ink cartridge first. (➔ “Replacing an Expended Ink Cartridge” on page 15).

1. Make sure the printer is on and the 💧 ink light is off.
2. Hold down ⏻ **Stop** for three seconds until the ⏻ **On** light starts flashing. A head cleaning cycle begins and the ⏻ **On** light stays flashing.

### Caution:

Never turn off the printer while head cleaning is in progress. You may damage it.

3. When the ⏻ **On** light stops flashing, print a nozzle check pattern to check the results (➔ “Checking the print head” on page 18).







If there are still gaps or the test patterns are faint, run another cleaning cycle and check the nozzles again.

### Note:


If you do not see any improvement after cleaning about four times, turn off the printer and wait for at least six hours. This lets any dried ink soften. Then try cleaning the print head again. If quality still does not improve, one of the ink cartridges may be old or damaged and needs to be replaced (➔ “Replacing an Expended Ink Cartridge” on page 15).

## Aligning the Print Head

If your printouts contain misaligned vertical lines or horizontal banding, you may be able to solve this problem by aligning the print head.

1. Make sure the printer is turned off.
2. Load A4-size plain paper (➔ page 6).
3. While holding down the  **Copies** button, press  **On**.
4. Four rows of alignment patterns are printed.
5. Look at pattern #1 and find the patch that is most evenly printed, with no noticeable streaks or lines.
6. Press the  **Copies** button until the number for that patch appears in the  **Copies** window.
7. Press  **Start**  [B&W].
8. Repeat steps 6 and 7 for each of the other alignment patterns.

# Solving Problems

























Check the lights on the control panel and the code number or letter in the  **Copies** window to diagnose the problem.


















See your online *User's Guide* for help on using the printer with a computer.

## Error Indicators

●: Light is on

●: Light is flashing

Lights/Code	Cause	Action
● 	No paper is loaded in the sheet feeder.	Load paper in the sheet feeder (➔ “Handling Paper” on page 6). Then press  <b>Start</b> 0000 [Color] to continue or  <b>Stop</b> to cancel.
	Multiple pages have been fed into the sheet feeder.	Remove and reload the paper (➔ “Handling Paper” on page 6). Then press  <b>Start</b> 0000 [Color] to continue or  <b>Stop</b> to cancel.
● 	Paper is jammed.	Clear the jammed paper (➔ “Paper does not feed correctly or is jammed.” on page 22).
● 	An ink cartridge is running low on ink.	You can check the ink status from your computer. Obtain a replacement ink cartridge.
● 	An ink cartridge is expended or not installed correctly.	If any cartridge is expended, you cannot print until you replace it. Replace the ink cartridge (➔ “Replacing Ink Cartridges” on page 15).
●   <b>Copies</b> 	An unsupported memory card is inserted.	Remove the memory card (➔ “Handling a Memory Card” on page 10).
	The memory card does not contain any valid images.	
●   <b>Copies</b> 	The index sheet was not recognized because it is not positioned correctly.	Position the index sheet correctly on the document table, aligning the top of it with the right edge of the glass. Then press  <b>Start</b> 0000 [Color] to continue or  <b>Stop</b> to cancel.  The index sheet was not printed correctly. Print the index sheet, mark it, and try again (➔ “Selecting and Printing Photos Using an Index Sheet” on page 12).
●   <b>Copies</b> 	The index sheet is not marked correctly.	Remove the index sheet, mark it correctly, and try again (➔ “Selecting and Printing Photos Using an Index Sheet” on page 12).
●   <b>Copies</b> 	The index sheet does not match the photos on the memory card.	Remove the memory card and insert the card used to print the index sheet—or place the correct index sheet on the document table. Then press  <b>Start</b> 0000 [Color] to continue or  <b>Stop</b> to cancel.

Lights/Code	Cause	Action
  Copies 	An unsupported device (HUB) is connected.	Remove the HUB.
  Copies 	An unsupported device is connected.	Remove the connected device or press the  <b>Stop</b> button. When a digital camera is supported, the  error light is off.
  On    Copies 	The waste ink pad in the printer is saturated.	Contact your dealer to replace it (➔ “For more solutions” on page 23).
 All lights  Copies 	There is a problem with the printer.	Turn the printer off and then back on. If the error does not clear, contact your dealer (➔ “For more solutions” on page 23).

## Problems and Solutions

### Setup problems

**The printer makes noise after ink cartridge installation.**

- When you install ink cartridges, the ink delivery system must be charged. Wait until charging is finished, then turn off the printer. If you turn it off too soon, it may use extra ink the next time you turn it on.
- Make sure the ink cartridges are seated securely. Open the cartridge cover and push the cartridges down until they click into place. Turn off the power, wait a moment, then turn it back on.

**A screen that prompts you to restart the computer did not appear after finishing the software installation.**

- The software has not been installed correctly. Eject and insert the software CD-ROM, and then install the software again.

## **Printing and copying problems**

### **The printer is on, but nothing prints.**

- Run a nozzle check (➔ “Checking the print head” on page 18). If nothing prints, you may need to clean the print head.

### **The printer makes printing sounds, but nothing prints.**

- The print head nozzles may need cleaning (➔ “Cleaning the print head” on page 18).
- Make sure the printer is on a flat, stable surface.

### **The margins are incorrect.**

- Make sure your original is positioned in the bottom right corner of the document table.
- If the edges of the copy are cropped off, move the original away from the corner slightly.
- Make sure the paper size settings are correct for the paper you have loaded.
- Make sure your paper is loaded short edge first, all the way to the right, with the left edge guide lightly against the paper (➔ “Loading Paper” on page 6).
- Do not load paper above the ≡ arrow mark inside the left edge guide (➔ “Loading Paper” on page 6).

### **Blank pages are printed.**

- Make sure the paper size settings are correct for the paper you have loaded.
- The print head nozzles may need cleaning (➔ “Cleaning the print head” on page 18).

## **Paper feed problems**

### **Paper does not feed correctly or is jammed.**

- If paper does not feed, remove it from the sheet feeder. Fan the paper, load it against the right side, and slide the left edge guide against the paper (but not too tightly). Make sure the paper is not in front of the feeder guard.
- Do not load paper above the ≡ arrow mark inside the left edge guide (➔ “Loading Paper” on page 6).

- If paper is jammed, the □ error light flashes. If paper is stuck inside the printer, press the ⏻ **On** button to turn it off. Open the scanner unit and remove any paper inside, including any torn pieces. Close the scanner unit. If any paper remains near the sheet feeder, gently pull it out. Then turn the printer back on and carefully reload the paper.
- If paper jams frequently, make sure the left edge guide is not pushed too tightly against the paper. Try loading fewer sheets of paper.
- Make sure you are not using paper with binder holes.

## **Print quality problems**

### **You see banding (light lines) in your printouts or copies.**



- Clean the print head (➔ “Checking the print head” on page 18).
- Make sure you select the correct paper type (➔ “Selecting Paper” on page 6).
- Make sure the printable (whiter or glossier) side of the paper is face up.
- Use up ink cartridge within six months of opening vacuum package.
- The ink cartridges may need replacing (➔ “Replacing an Expended Ink Cartridge” on page 15).
- Align the print head (➔ “Aligning the Print Head” on page 19).
- Clean the document table.
- If a moiré (cross-hatch) pattern appears on your copy, change the zoom setting or shift the position of your original.

### **Your printout is blurry or smeared.**

- Make sure the document is placed flat against the document table. If only part of the image is blurred, your original may be wrinkled or warped.

- Make sure the printer is not tilted or placed on an uneven surface.
- Make sure your paper is not damp, curled, or loaded face down (the whiter or glossier printable side should be face up). Load new paper face-up.
- Make sure you select the correct paper type (➡ “Selecting Paper” on page 6).
- Use a support sheet with special paper or try loading your paper one sheet at a time.
- Load your paper one sheet at a time. Remove sheets from the output tray so not too many collect at a time.
- Clean the print head (➡ “Cleaning the print head” on page 18).
- Align the print head (➡ “Aligning the Print Head” on page 19).
- Make several copies without placing a document on the document table.
- Use only paper recommended by Epson and genuine Epson cartridges.
- Clean the document table.

#### **Your printout is faint or has gaps.**

- Clean the print head (➡ “Cleaning the print head” on page 18).
- If you notice jagged vertical lines, you may need to align the print head (➡ “Aligning the Print Head” on page 19).
- The ink cartridges may be old or low on ink. Replace an ink cartridge (➡ “Checking and Cleaning the Print Head” on page 18).
- Make sure you select the correct paper type (➡ “Selecting Paper” on page 6).
- Make sure your paper is not damaged, old, dirty, or loaded face-down. If it is, load new paper with the whiter or glossier side face-up.

#### **Your printout is grainy.**

- If you are printing or copying a photo, make sure you are not enlarging it too much. Try printing it smaller.
- Align the print head (➡ “Aligning the Print Head” on page 19).

#### **You see incorrect or missing colors.**

- Clean the print head (➡ “Cleaning the print head” on page 18).

- The ink cartridges may be old or low on ink. Replace an ink cartridge (➡ “Replacing an Expended Ink Cartridge” on page 15).
- Make sure you loaded the right paper and selected the correct setting for it on the control panel.
- If your paper runs out, replace it as soon as possible. If the printer is left without paper for a long period of time, the colors of your next copy or print job may be incorrect.

#### **The image size or position is incorrect.**

- Make sure you loaded the right paper and selected the correct setting for it on the control panel.
- Make sure the original is placed correctly on the document table (➡ “Placing Originals on the Document Table” on page 8).
- Clean the document table.

### **Other problems**

#### **When you turn off the printer, a red lamp inside the printer may remain on.**

The lamp will stay on for a maximum of 15 minutes, then go out automatically. This does not indicate malfunction.

### **For more solutions**

If you cannot solve the problem using the troubleshooting, contact customer support services for assistance. You can get the information of customer support for your area in your online *User's Guide* or warranty card. If it is not listed there, contact the dealer where you purchased your printer.

# EPSON

EXCEED YOUR VISION



## Supply Ink Cartridges

Printer Name	Black	Cyan	Magenta	Yellow
CX7300 Series	T0731 T0731H	T0732	T0733	T0734
DX7400 Series	T0711 T0711H	T0712	T0713	T0714

Available ink cartridge sizes vary by location.



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