

SL-D1000 Series

User's Guide

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OPEN SOURCE SOFTWARE LICENSE TERMS	167
Boost Software License - Version 1.0 - August 17th, 2003.	167
Inno Setup License.	168
7-Zip Command line version.	169
GNU LESSER GENERAL PUBLIC LICENSE Version 2.1, February 1999.	169
PDFsharp License.	177
HTML-Renderer / LICENSE.	178
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Notes on Manuals

Notes on Manuals

Meaning of Symbols

 Warning:	Warnings must be followed to avoid serious bodily injury.
---	---

 Caution:	Cautions must be followed to avoid damage to this product or bodily injury.
---	---

 Important:	Important must be followed to avoid damage to this product.
---	---

Note:	Notes contain important information on the operation of this product.
--------------	---

Screen Shots In the Guide

- ❑ Screen shots used in this manual may differ to the actual screens. Also, the screens may differ depending on the operating system used and the usage environment.
- ❑ Unless otherwise noted, screen shots in this manual shows case of Windows 10 and macOS High Sierra.

Manual Organization

The manuals for the product are organized as shown below.

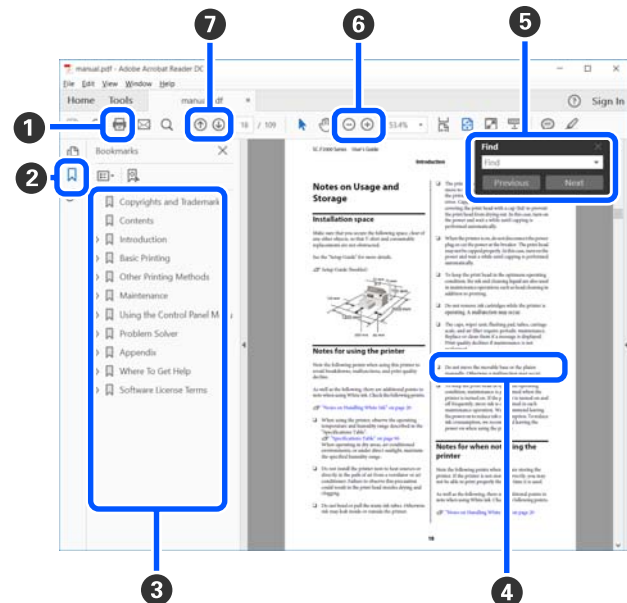
You can view the PDF manuals using Adobe Acrobat Reader or Preview (Mac).

Setup Guide (booklet)	This manual explains the work to do after removing the printer from the box so that the printer can be used.
-----------------------	--

Safety Instructions	This manual explains rules that must be followed to prevent damage to property and the risk of injury to customers and other people. Be sure to read this manual to use the product safely and correctly.
User's Guide (Excerpt) (PDF)	This manual explains the necessary basic operations and maintenance for daily use.
Online Manuals	
User's Guide (this manual)	This manual explains the general ways to use the printer, such as operating procedures, things required for everyday usage, maintenance work, and troubleshooting.
Administrator's Guide (PDF)	This manual explains how system administrators set up and manage the printer.

Viewing PDF Manuals

This section uses the Adobe Acrobat Reader DC as an example to explain the basic operations for viewing the PDF in Adobe Acrobat Reader.



- 1 Click to print the PDF manual.
- 2 Each time it is clicked the bookmarks are hidden or shown.

Notes on Manuals

- 3 Click the title to open the relevant page.

Click [+] to open the titles lower in the hierarchy.

- 4 If the reference is in blue text, click the blue text to open the relevant page.

To return to the original page, do the following.

For Windows

While pressing the Alt key press the ← key.

For Mac

While pressing the command key press the ← key.

- 5 You can input and search for keywords, such as the names of items you want to confirm.

For Windows

Right click on a page in the PDF manual and select **Find** in the menu that is displayed to open the search toolbar.

For Mac

Select **Find** in the **Edit** menu to open the search toolbar.

- 6 To enlarge the text in the display that is too small to see well, click ⊕. Click ⊖ to reduce the size. To specify a part of an illustration or screenshot to enlarge, do the following.

For Windows

Right click on the page in the PDF manual and select **Marquee Zoom** in the menu that is displayed. The pointer changes to a magnifying glass, use it to specify the range of the place you want to enlarge.

For Mac

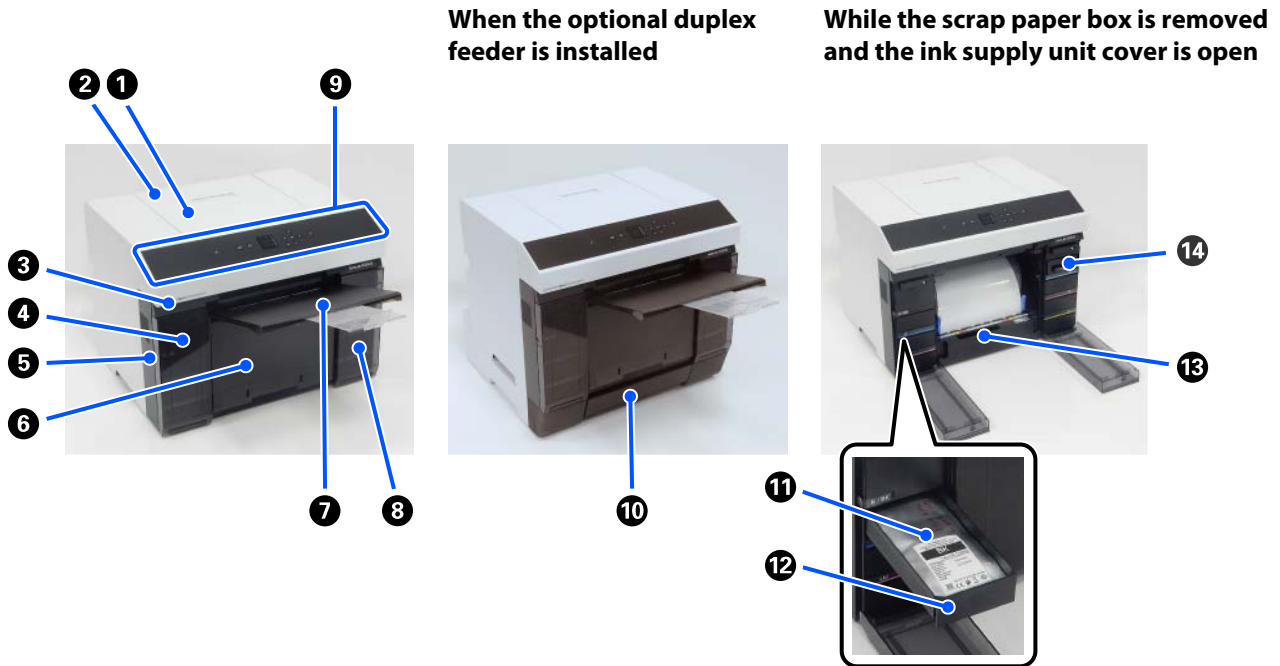
Click **View** menu - **Zoom** - **Marquee Zoom** in this order to change the pointer to a magnifying glass. Use the pointer as a magnifying glass to specify the range of the place you want to enlarge.

- 7 Opens the previous page or next page.

Before Use

Printer Parts

Front



1 Printer cover

Remove when doing maintenance or removing paper jams.

2 Rear paper feed slot cover

Open this cover when loading cut paper to print from the rear paper feed slot.

3 Status display light

This light indicates when the printer's status is normal or if an error has occurred.

4 Ink supply unit cover (left)

Open to replace ink supply unit.

 ["Replacing Ink Supply Units" on page 62](#)

5 Security slot

Before Use

Located alongside the ink supply unit cover.

Insert a commercially available security cable and lock to prevent theft of the printer and to lock the ink supply unit cover

6 Scrap paper box

Scraps cut from roll paper while printing are collected here. Be sure to dispose of scrap paper when you replace the roll paper. Also, remove it when loading or removing roll paper.

 [“Emptying the Scrap Paper Box” on page 65](#)

7 Output tray

The output tray is integrated with the scrap paper box.

Printed paper is collected on the output tray. To use it, pull it out toward you and raise the front end.

8 Ink supply unit cover (right)

Open to replace the ink supply unit and maintenance box.

 [“Replacing Ink Supply Units” on page 62](#)

 [“Replacing Maintenance Box” on page 64](#)

9 Control panel

 [“Control Panel” on page 16](#)

10 Cassette

For loading cut paper.

11 Ink supply unit

For loading 6 colors of ink supply units.

 [“Replacing Ink Supply Units” on page 62](#)

12 Ink supply unit tray

The colors on the labels indicate which ink supply unit is installed. Load all of the ink supply unit trays in the printer.

The ink supply unit trays are common parts, so they can be used the same with any color ink.

13 Roll paper unit

Pull this out toward you to remove the spindle.

14 Maintenance box

Before Use

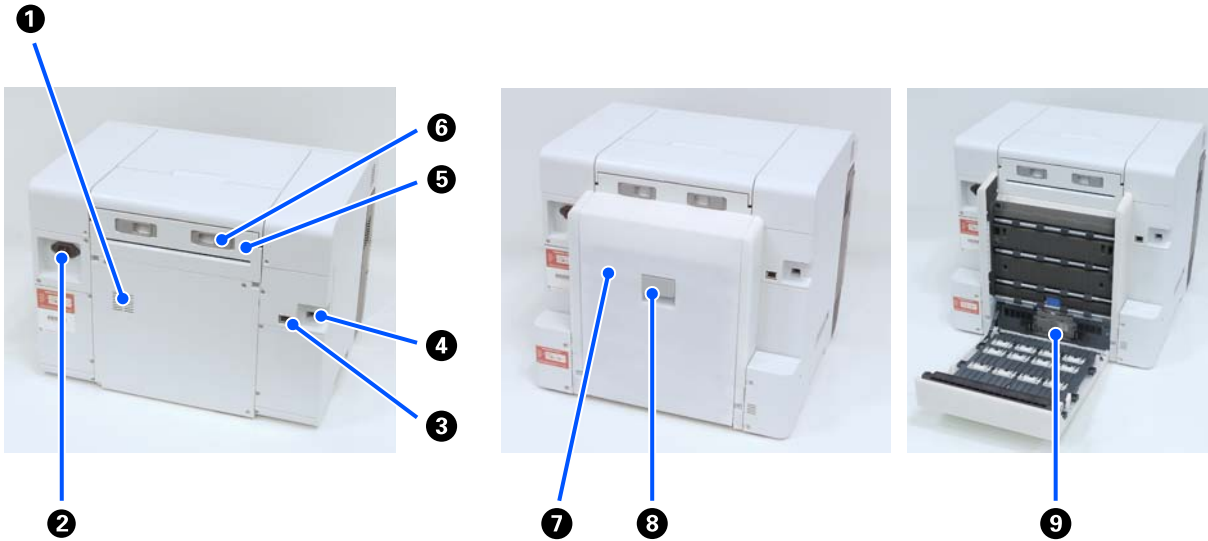
Container that holds the waste ink fluid.

 [“Replacing Maintenance Box” on page 64](#)

Before Use

Rear

When the optional duplex feeder is installed

**1 Airflow vents**

Air passes through these to adjust the temperature of the inside of the printer. There are multiple airflow vents. Do not obstruct any of the airflow vents.

2 AC inlet

Connects the power cord to the printer.

3 LAN port

Connects the LAN cable.

4 USB port

Connect the USB cable here.

5 Paper feed unit

Open this cover to load cut paper into the rear paper feed slot. Close this cover when not using the rear paper feed slot. Remove when doing maintenance or removing paper jams.

6 Lock lever

This lever releases the lock for removing the paper feed unit.

7 Rear cover

Open when doing maintenance or removing paper jams.

8 Lock lever

This lever releases the lock for opening the rear cover.

Before Use

9 Feed rollers

The cut sheets that are loaded in the cassette are fed via these rollers.

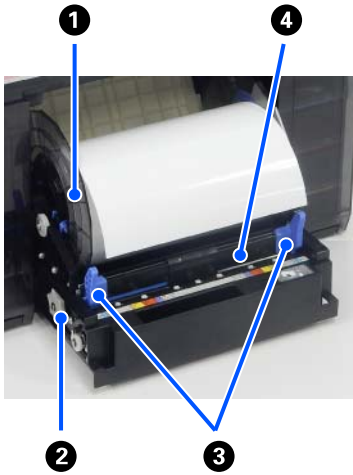
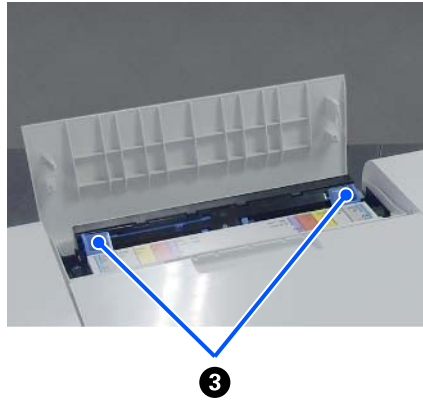
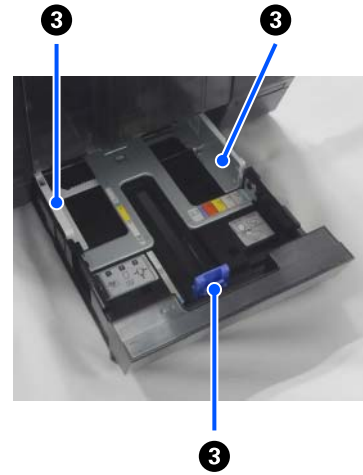
The feed rollers need to be replaced according to the type of cut sheets being used.

The feed rollers also need to be installed when assembling the duplex feeder.

See the following for more details.

 [“Replacing Feed Rollers in the Duplex Feeder \(Option\)” on page 68](#)

Before Use

Feeding Unit
Roll paper unit**Paper feed unit****Cassette (when the optional duplex feeder is installed)****1 Spindle unit**

For loading roll paper.

2 Handle

Turn this to rewind roll paper to the spindle unit.

3 Edge guide

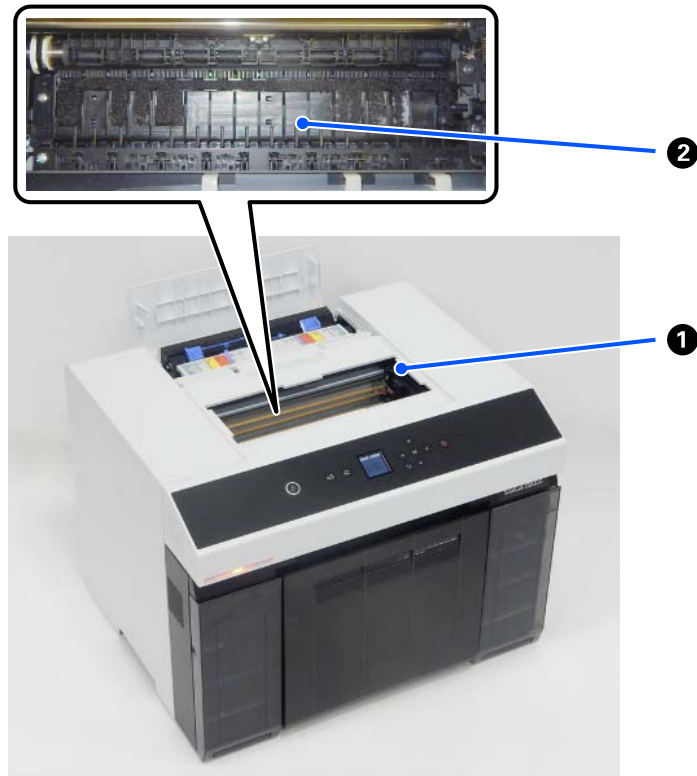
Align them with the edges of the paper when loading paper.

4 Paper slot

Insert the leading edge of the roll paper to load it.

Before Use

Platen Area



1 Print head unit

The print head prints by moving left and right while emitting ink. Do not move the print head unit manually with too much force. Otherwise, it may break down.

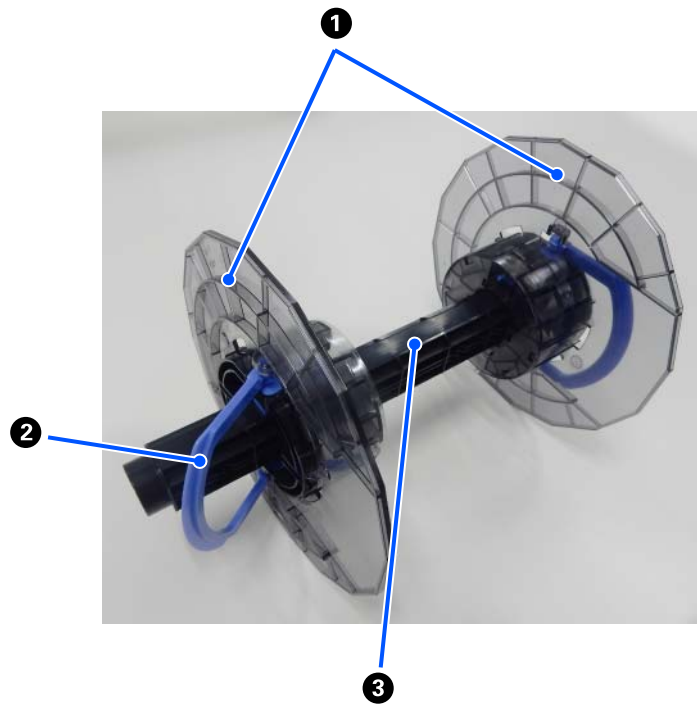
2 Platen

Clean the platen if the back of printed paper is dirty.

 [“Cleaning the Platen and Roll Paper Unit” on page 66](#)

Before Use

Spindle Unit

**1 Media edge guide**

Insert into the roll paper's left and right ends to secure it. The media edge guides are the same on the left and right.

2 Knob

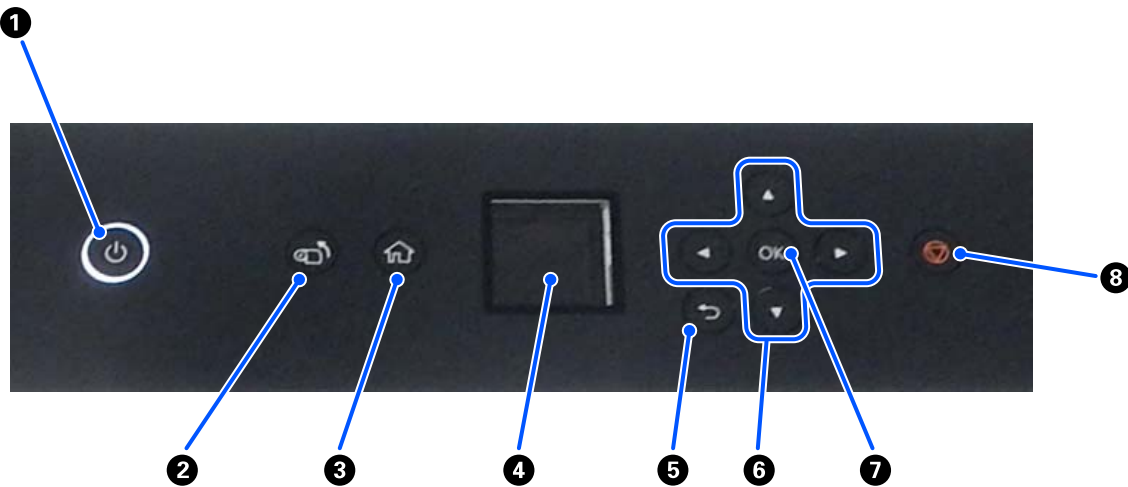
Secures/releases the media edge guides, which are mounted on the spindle.

3 Spindle

Insert into the roll core of the roll paper. When loading onto the printer, engage the gear on the right side so the rotation can be controlled from the printer.

Before Use


Control Panel




1  **button (power button),**  **light (power light)**

This is normally on (the light is lit) during use. If an emergency occurs, or when the printer is not going to be used for an extended period, turn this off (the light turns off).

The light flashes while the printer is operating.

2  **button (take-up button)**


Press to replace the roll paper. The roll paper is wound back to the replacement position.

3  **button (home button)**

Press this, such as when a settings menu is displayed, to return to the Home screen.

4 **Screen**

Displays the printer's status, menus, and error messages.

5  **button (back button)**


Press to go back up one level in the displayed settings menu.

6  **buttons (arrow buttons)**

Press when selecting items or entering text in settings menus.

7 **OK button**

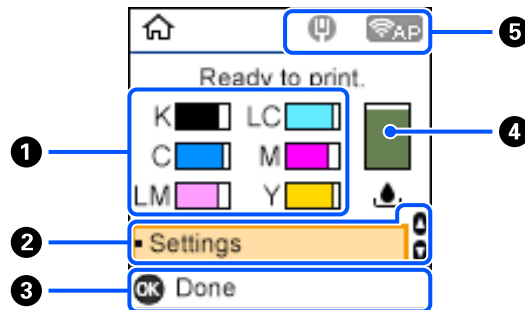
Press to execute functions, and to apply selections and inputs.

8  **button (stop button)**

Press to stop operations.

Understanding and Operating the Display

Home Screen



1 Ink information

The statuses and estimates of ink levels are shown by horizontal bar displays. As the amount of ink runs low, the bar display becomes shorter.

The code to the left of the bar display indicates the ink color.

K : Black

C : Cyan

LM : Light Magenta

LC : Light Cyan

M : Magenta

Y : Yellow

Icons are displayed as notification of the following statuses.

⚠ : Ink is running low.

✖ : Ink Level is below the minimum value. Replace the ink supply unit with a new one.

👉 [“Replacing Ink Supply Units” on page 62](#)

2 Settings menu

Set the printer and execute maintenance functions.

Use the ▲/▼ buttons to select items and press the OK button to go to the next screen.

👉 [“Control Panel Menu” on page 107](#)

3 Operation Button Guide

Before Use

Buttons that can be operated appear as icons. This example shows you can go to a selected menu by using the **OK** button.

4 Maintenance box information

The status and estimate of the approximate amount of space in the maintenance box are shown by a vertical bar display. As the amount of available space decreases, the bar display becomes shorter.

Icons are displayed as notification of the following statuses.



: Available space is running low.



: There is no available space in the maintenance box. Replace the maintenance box with a new one.

 [“Replacing Maintenance Box” on page 64](#)

5 Network Status

The network connection statuses are shown by icons.



: Wired LAN is not connected, network is not set.



: Wired LAN is connected



: Wireless LAN (Wi-Fi) is disabled or processing the connection



: Wireless LAN (Wi-Fi) has a problem with or is searching for a connection



: Wireless LAN (Wi-Fi) is connected

The number of lines shows the status of the signal. More lines indicate a better signal status.



: Wi-Fi Direct (simple AP) connection enabled

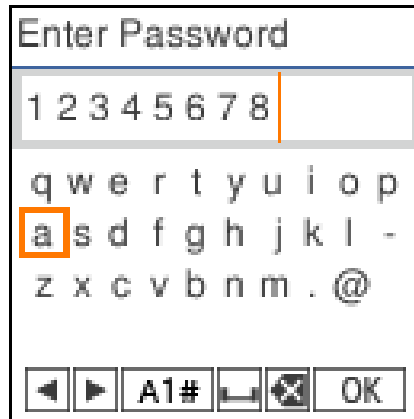


: Wi-Fi Direct (simple AP) connection disabled

Before Use

Text Input Screen

To enter characters and symbols for network settings from the control panel, use the ▲/▼/◀/▶ buttons and the software keyboard on the screen. Press the ▲/▼/◀/▶ button to select a character or function button on the keyboard, and then press the OK button. When you have finished entering characters, select **OK**, and then press the OK button.



- ◀▶ : Moves the cursor to the left or right.
- A 1 # : Switches the character type. You can enter alphanumerics or symbols.
- ␣ : Enters a space.
- ⌫ : Deletes a character to the left (backspace).
- OK : Enters the selected characters.

Before Use

Notes on Usage

Notes when Handling the Main Unit

- Do not suddenly change the temperature in the room where the printer is installed. If the temperature changes suddenly, drops of water (condensation) could occur inside the printer which may have an adverse effect on operations.
- Use the printer in an environment with a temperature of 10 to 35 °C, and a humidity of 20 to 80%. When the printer is placed on a system rack, make sure the environment of the rack is within these ranges.
- Do not place any containers containing water, such as vases or cups, on the printer. If water enters the printer, it may break down. Also, do not put any heavy objects on the printer.
- The printer is equipped with several airflow vents. The airflow vents allow air to go in and out of the printer. Do not block these airflow vents by placing any objects near them, or by covering them with film sheets or paper.
- Do not use accessories designed for this printer with any other products.
- If the printer's covers are opened during printing, a safety mechanism is activated and printing is stopped automatically. Do not turn off the printer in this condition. This could cause the print head nozzles to dry and print quality to decline.
- Depending on the performance of the computer being used, the printer stops printing temporarily; however, this is not a malfunction.
- If the printer is not used for an extended period of time, make sure you leave the ink supply units and maintenance box installed.
- Do not leave the printer for more than three days in a state in which the power was not turned off correctly, such as due to a power outage. Roll paper may curl which could cause a decline in printer performance.

Notes on Paper

Notes on Handling

Use paper recommended by our company.

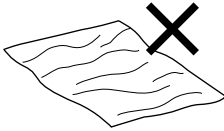
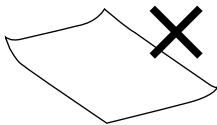
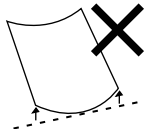
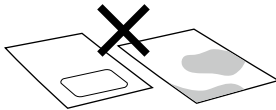
Note the following points when handling paper.

- Do not fold the paper or scratch the surface of the paper.
- Avoid touching the printable surface of the paper with your bare hands. Moisture and oil from hands can have an adverse effect on the print quality.
- Handle paper by the edges of the paper. We recommend wearing cotton gloves.
- Do not throw away the paper packaging as you can use it for storing the paper.
- If roll paper is left loaded on the printer, the leading edge of the paper may curl and print quality may decline. We recommend removing roll paper from the printer when it is not in use.

Before Use

Paper that cannot be used

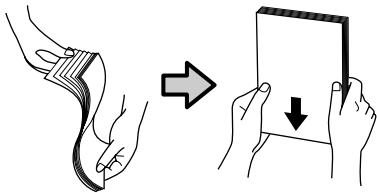
Do not load paper as described below. Doing so could cause paper jams and dirty printouts.

<ul style="list-style-type: none"> <input type="checkbox"/> Paper that is wavy <input type="checkbox"/> Paper that is torn <input type="checkbox"/> Paper that is cut <input type="checkbox"/> Paper that is too thick <input type="checkbox"/> Paper that is too thin <input type="checkbox"/> Paper that is hard 	
<ul style="list-style-type: none"> <input type="checkbox"/> Paper that has folded corners <input type="checkbox"/> Paper that is creased 	
<ul style="list-style-type: none"> <input type="checkbox"/> Paper that has been rolled up <input type="checkbox"/> Paper that has been folded 	
<ul style="list-style-type: none"> <input type="checkbox"/> Paper on which stickers, etc., have been stuck <input type="checkbox"/> Paper that is damp 	

Notes before Loading Paper

How to riffle paper

Carefully riffle the paper and align all four edges.

<p>How to riffle paper</p>	
----------------------------	--

Notes on storage

- Do not throw away the paper packaging as you can use it for storing the paper.
- Avoid locations that are subject to direct sunlight, excessive heat, or humidity.
- Keep cut sheets in their original package after opening, and keep them in a flat place.
- Remove roll paper that is not in use from the spindle unit. Rewind it correctly and then store it in the original packaging that came with the roll paper. If you leave the roll paper in the printer for a long time, its quality may decline.

Before Use

- ❑ We recommend removing roll paper from the printer if you are continuously using cut sheets. The back side of the roll paper may become dirty due to the increased amount of ink mist inside the printer, which sticks to the back of the roll paper. However, if **Auto Nozzle Check Settings** is set to **High quality**, then leave the roll paper loaded. In this case, it will become dirty because check patterns are periodically printed on the roll paper.

Notes on Printing

Make sure that the leading edge of the paper is perpendicular to the long side and cut completely straight.

Storing and displaying printouts

- ❑ Make sure you do not rub or scratch the printed side.
- ❑ Avoid locations that are subject to high temperature, humidity, and direct sunlight, and store in a dark place.
- ❑ Avoid displaying print outs outdoors or in direct sunlight. This may accelerate the fading.
- ❑ When displaying print outs indoors, we recommend placing them in glass frames and so on. This allows you to display your print outs for a long time without them fading.

Notes on Handling Ink Supply Units







- ❑ Store the ink supply units away from direct sunlight at room temperature.
- ❑ To ensure print quality, we recommend using all the ink before the earlier of the following dates:
 - ❑ Recommended use-by-date printed on the package of the ink supply unit
 - ❑ Within one year after installing the ink supply unit to the printer.
- ❑ If you move ink supply units from a cold place to a warm place, leave them at room temperature for more than 3 hours before use.
- ❑ The ink level and other data are stored in the IC chip, allowing ink supply units to be used after being removed and replaced.
- ❑ Store ink supply units that are removed before all the ink has been used so that dust does not get on the ink supply ports. The ink supply port has a valve in it so it does not need to be capped.
- ❑ Removed ink supply units may have ink around the ink supply port, so be careful not to get any ink on the surrounding area.
- ❑ Do not touch the IC chip of the ink supply unit. Doing so may prevent normal operation and printing.
- ❑ Do not subject ink supply units to extreme shock, such as by dropping them. Ink may leak from the ink supply units.
- ❑ Even while nothing is printed, the printer uses ink from all ink supply units during head cleaning and other maintenance operations to keep the print head in good condition.
- ❑ Although the ink supply units may contain recycled materials, this does not affect printer function or performance.

Before Use


- ❑ Do not leave the printer without ink supply units installed. The ink in the printer may dry and the printer will not print correctly. When you are not using the printer, make sure there is an ink supply unit installed in each slot.
- ❑ Load all colors of ink supply units. You cannot print unless all the colors are loaded.
- ❑ To maintain the quality of the head, the printer stops printing before the ink supply units are completely expended; therefore, some ink is left in used ink supply units.
- ❑ Do not dismantle or modify ink supply units. You may not be able to print properly.

Introducing the Software

Install the printer driver and Maintenance Tool on your computer to use the printer.

Software Name	Summary
Printer Driver	<p>This software is for printing from the printer according to print commands from application software.</p> <p> "Printer Driver Functions" on page 25</p>
Maintenance Tool	<p>This software can execute maintenance functions, such as checking the printer's status, making settings, and doing Print Head Cleaning.</p> <p>Also, the Maintenance Tool must be installed in the following cases, so install Maintenance Tool on your computer.</p> <ul style="list-style-type: none"> ❑ To use the automatic print head nozzle check. ❑ To add types of paper to be used on the printer. ❑ To use EPSON SureLab OrderController/EPSON SureLab OrderController LE. <p>Maintenance Tool is not installed automatically if you are using Windows. See the following to install it.</p> <p>It is installed together with the printer driver if you are using Mac.</p> <p> "Installing Maintenance Tool (Windows Only)" on page 25</p> <p>See the following for more details on Maintenance Tool.</p> <p> "Using the Maintenance Tool (Windows)" on page 73</p> <p> "Using the Maintenance Tool (Mac)" on page 89</p>
SL Paper Type Additional Tool	<p>Software to add paper types for Mac. It is installed together with the printer driver if you are using Mac.</p> <p>See the following for more details on SL Paper Type Additional Tool.</p> <p> "Adding Paper Information by Using a Paper Type File" on page 103</p>
EPSON Software Updater	<p>The software checks if new software or update information is available on the Internet and installs it when available. You can also update the manuals for this printer.</p> <p> "How to Use EPSON Software Updater" on page 25</p>
EPSON NetConfig SE	<p>With this software, you can configure various network settings for the printer from your computer. This is useful as it allows you to enter addresses and names using the keyboard.</p> <p>This manual is also installed during installation.</p>

Before Use

Software Name	Summary
Web Config	<p>This software comes preinstalled in the printer. Start and use it from a Web browser via the network.</p> <p>Do the network security settings from Web Config. This software also has an email notification function for notifying of printer errors and other problems.</p> <p> "How to Use Web Config" on page 26</p>
EPSON SureLab OrderController/EPSON SureLab OrderController LE* ¹	<p>This software is for receiving orders, and managing and processing photos to be printed as orders. It also has image processing functions, such as auto compensation. EPSON SureLab OrderController LE has limited functionality of EPSON SureLab OrderController.</p>
EPSON Print Factory for DPE* ¹	<p>This software is for terminals that receive orders and that support EPSON SureLab OrderController/EPSON SureLab OrderController LE. Simple operability and audio guidance mean that orders can be placed easily. It has functions for multiple split screens, calendars, design templates, and more.</p>
EPSON SureLab Layout and ID* ¹	<p>This software has photo processing functions and layout functions. It can do various processes to received photos, such as creating ID photos, inserting text, and creating frames.</p> <p>Printing cannot be done with just EPSON SureLab Layout and ID alone. Use it with EPSON SureLab OrderController/EPSON SureLab OrderController LE.</p>
EPSON SureLab FrameEditor* ¹	<p>This software creates frames by using EPSON SureLab Layout and ID.</p>
Epson Photo Creator (for users)/Epson Mobile Order Manager (for shops)* ²	<p>This software is used at photo shops for ordering and printing photo-books and snapshots from smart devices.</p> <p>The user app is used to edit, save, and upload photo-books and snapshots, while the shop app is used to receive, download, and print the data.</p>
Epson Smart Panel* ²	<p>This app is for printing and for checking the status of the printer from a smart device.</p>
Epson Device Admin* ³	<p>This software can centrally manage the status of and do settings for multiple printers connected over a network or by USB. It can also notify administrators with error information, such as paper jams and ink depletion, as well as allow settings to be changed remotely, such as IP addresses when a new printer is installed.</p>
Firmware Updater* ³	<p>This software is for updating firmware. It uses EFU format files for firmware updates to update the printer firmware.</p>

*1 This is optional software.

*2 Download this software from App Store or Google Play if necessary.

*3 This is not installed automatically. Download it from Epson's website and install it, if necessary.

Before Use

Installing Maintenance Tool (Windows Only)

If your computer runs on a Windows OS, use the following procedure to install Maintenance Tool.

Note:

If your computer runs on a Mac OS, Maintenance Tool is installed together when you install the printer driver.

- 1 Insert the software disc into your computer, and then double-click **D1000Inst.exe** in the **Apps - SystemSoftware** folder.

The setup wizard starts.

- 2 Click **Next**.
Follow the on-screen instructions to install.

See the following for more details on Maintenance Tool.

[“Using the Maintenance Tool \(Windows\)” on page 73](#)

Printer Driver Functions

The printer driver coordinates print instructions from other applications to print on the printer.

The main functions of the printer driver are described below.

- Converts print data received from applications into printable data and sends it to the printer.
- Set print conditions, such as the paper type and paper size, on the printer driver's settings screen.
- Windows only ;
 - Start Maintenance Tool and you can perform adjustment and maintenance operations, such as checking the printer's status, making settings, and performing head cleaning, from your computer.
[“Using the Maintenance Tool \(Windows\)” on page 73](#)

- Start up Paper Type Additional Tool to be able to add paper information to the printer and printer driver.
[“Adding Paper Information” on page 103](#)

How to Use EPSON Software Updater

Checking Software Update Availability

- 1 Check the following status.
 - The computer is connected to the Internet.
 - The printer and the computer can communicate.

- 2 Start EPSON Software Updater.

Windows 8.1

Enter the software name in the search charm, and select the icon displayed.

Windows 10

Click the Start button, and then select **All Apps - Epson Software-EPSON Software Updater** in this order.

Mac

Click **Go - Applications - Epson Software - EPSON Software Updater**.

Note:

*In Windows, you can also start by clicking the printer icon on the desktop toolbar and selecting **Software Update**.*

- 3 Update the software and manuals.
Follow the on-screen instructions to continue.

Important:

Do not turn off the computer or printer while updating.

Before Use

Note:

Software that is not displayed in the list cannot be updated using EPSON Software Updater. Check for the latest versions of the software from the Epson Web site.

<https://www.epson.com>

Receiving Update Notifications

- 1 Start EPSON Software Updater.
- 2 Click **Auto update settings**.
- 3 Select an interval for checking for updates on the printer's **Interval to Check** box, and then click **OK**.

How to Use Web Config

This section explains how to start and close Web Config. See the *Administrator's Guide* in the *Online Manual* for details about using Web Config.

Instructions for Starting

Launch a browser on a computer connected to the same network as the printer.

- 1 Check the IP address of the printer.
From the Home screen, press **Settings - Network Settings - Advanced Setup - TCP/IP - Manual**, in this order.
- 2 Launch a Web browser on a computer connected to the printer via a network.
- 3 Enter the IP address of the printer in the address bar of the Web browser and press the **Enter** or **Return** key.
Format:
IPv4: <https://IP address of printer/>
IPv6: [https://\[IP address of printer\]/](https://[IP address of printer]/)
Example:
IPv4: <https://192.168.100.201/>

IPv6: [https://\[2001:db8::1000:1\]/](https://[2001:db8::1000:1]/)

Note:

The initial value for the administrator's user name is blank (nothing has been input), and the initial value for the administrator's password is the product's serial number. Confirm the product serial number printed on a label on the printer.

Exiting Procedure

Close the Web browser.

Uninstalling Software

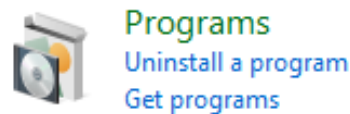
Windows

The printer driver and Maintenance Tool need to be deleted individually.

! Important:

- You must log in as an Administrator.
- If the password or confirmation of an administrator is requested, enter the password and then continue with the operation.

- 1 Open the Control Panel, and then click **Uninstall a program**.



- 2 Select the software to delete, and then click **Uninstall/Change** (or **Uninstall**).

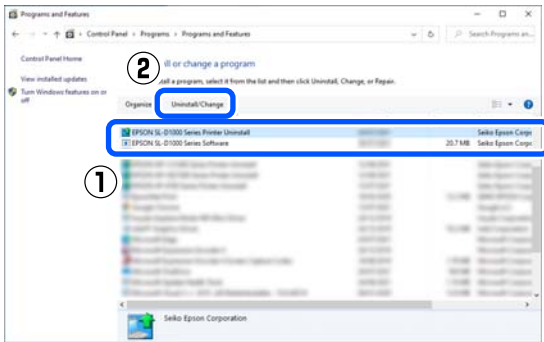
To Delete the Printer Driver

Select **EPSON SL-D1000 Series Printer Uninstall**.

Before Use

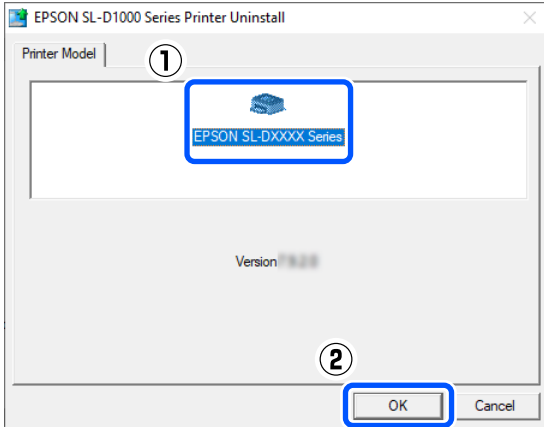
To Delete Maintenance Tool

Select EPSON SL-D1000 Series Software.



To delete the printer driver, go to step 3.
To delete Maintenance Tool, go to step 4.

3 Select the target printer icon, and then click **OK**.



4 Follow the on-screen instructions to continue.
When the delete confirmation message appears, click **Yes**.

Restart the computer if you are reinstalling the printer driver.

Mac

When the printer driver is deleted, Maintenance Tool is also deleted.

Use the "Uninstaller" to uninstall the printer driver.

Downloading the Uninstaller

Download the "Uninstaller" from the Epson website.

<https://www.epson.com/>

Using the Uninstaller

Check the procedure when downloading "Uninstaller" on the Epson website, and follow the instructions.

Basic Operations

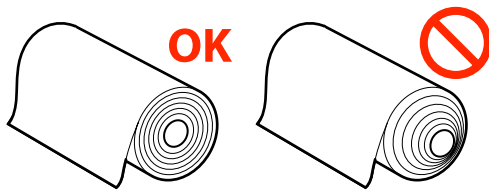
How to Replace Roll Paper

This section explains how to remove paper from the roll paper unit, and then load new paper.

Notes when Loading Roll Paper

Do not load roll paper if the left and right edges are uneven

Loading roll paper whose left and right edges are uneven, will cause paper feeding problems. Align the edges before using it or use a roll of paper that has no such issues.



Do not load roll paper if the leading edge is ragged.

If the leading edge of the roll paper is ragged, cut it straight with a pair of scissors, or something, and then load it.

Preparing to Replace Paper


Prepare the following items.

Item Prepared	Explanation
New roll paper to be loaded	-
Cloth or vinyl rug	Spread it out where the roll paper will be loaded/removed from the spindle unit so that the roll paper does not get dirty.
Soft cloth	Clean the edges of the roll paper before installing the roll paper.
Gloves	Wear when handling the roll paper so that the paper does not get dirty.

Replace the roll paper in the following order. Follow the steps for each procedure.

- ❑ [“Removing the Spindle Unit” on page 28](#)
- ❑ [“Removing the Roll Paper” on page 29](#)
- ❑ [“Attaching the Roll Paper” on page 29](#)
- ❑ [“Installing the Spindle Unit” on page 31](#)

Removing the Spindle Unit

- 1 Confirm that the power is on.
- 2 Press the  button to rewind roll paper to the spindle.
- 3 Store the output tray.



- 4 Remove the scrap paper box, and dispose of the scraps.



Basic Operations

- 5** Pull out the roll paper unit.



- 6** Remove the spindle unit.

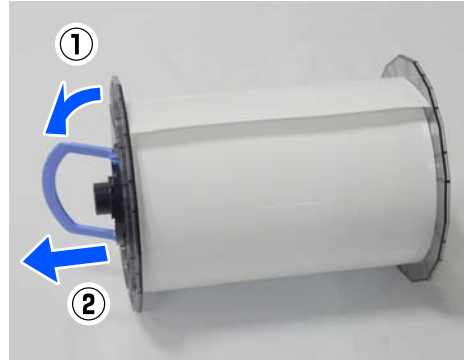


Do not lift the spindle unit by the knobs when removing it. The roll paper could fall.

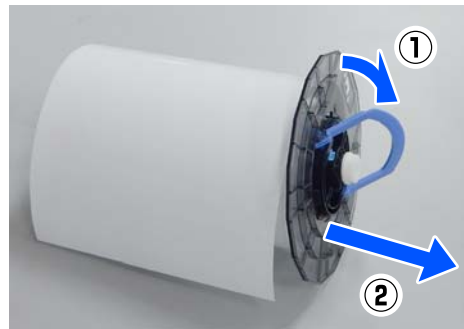


Removing the Roll Paper

- 1** Raise the knob and remove the left-side media edge guide.



- 2** Raise the knob and remove the right-side media edge guide and the spindle.



Attaching the Roll Paper

Attach the roll paper so it is in the center of the spindle unit. Follow the steps below to attach it.

Basic Operations

- 1 Remove the new roll paper from its packaging, and stand it on end on a flat surface. Next, wipe the end of the roll paper with a soft cloth several times to remove any dirt, such as paper dust.

Place the roll paper so the leading edge is facing as shown in the illustration below.



- 2 Raise the knob on the media edge guide and place it on the roll paper.

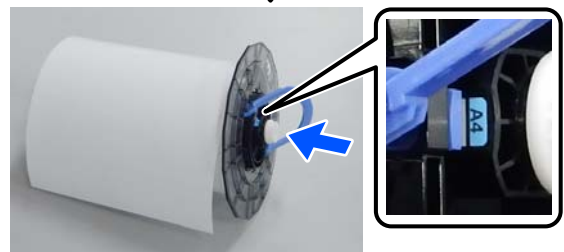
Press it in until there is no gap between the media edge guide and the roll paper.



- 3 Insert the spindle into the media edge guide until the position of the width of the paper being loaded.

Insert the end of the spindle that has no gear first.

The illustration shows an example of alignment with A4.



- 4 Lower the knob, and secure the media edge guide.



Basic Operations

When doing this, confirm that there are no gaps between the media edge guides and the roll paper.

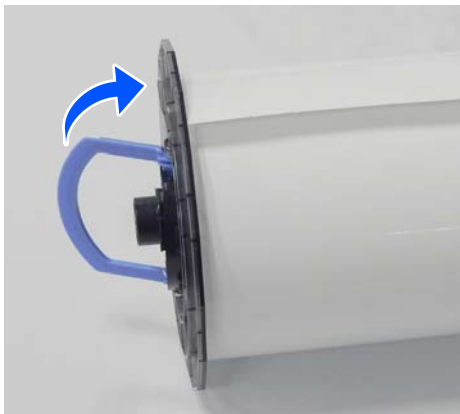
OK



- 5** Insert the media edge guide into the side opposite to the shaft of the spindle unit, and firmly clamp the roll paper between the media edge guides.



- 6** Confirm that there are no gaps between the media edge guide and the roll paper, lower the knob, and then secure the media edge guide.



Installing the Spindle Unit

- 1** Load the spindle unit into the roll paper unit.
Position the gear on the end of the spindle on the right side.

Check that the shaft of the spindle unit fits into the bearing and that the gears engage.



- 2** Insert the leading edge of the roll paper into the paper slot until you hear a beep.

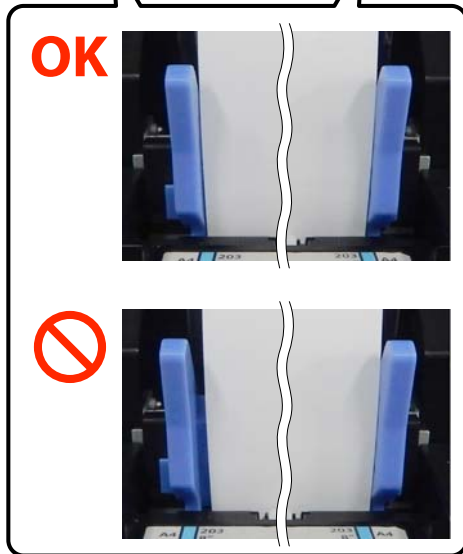
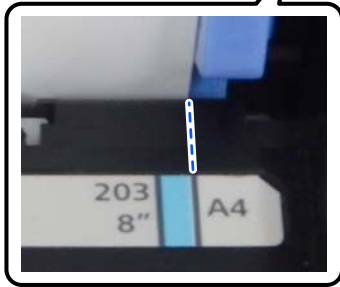


- 3** Align the edge guides to the width of the roll paper.



Basic Operations

At this time, confirm that the position of the edge of the roll paper matches the label showing the paper size, and that there are no gaps between the left and right edge guides and the edges of the roll paper.



If the labels do not match or there are gaps at the left or right edge guides, then the position in which the roll paper is loaded is not aligned with the spindle unit. Reload the roll paper in the correct position.

4 Push the roll paper unit all the way in.

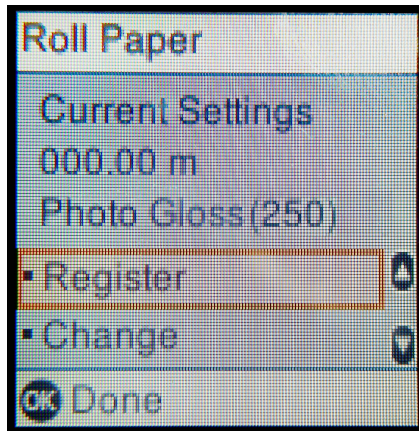


5 Attach the scrap paper box.



Paper feed starts after it is attached. When paper feed stops, the control panel screen displays the paper type settings.

6 Set the paper type on the control panel screen.

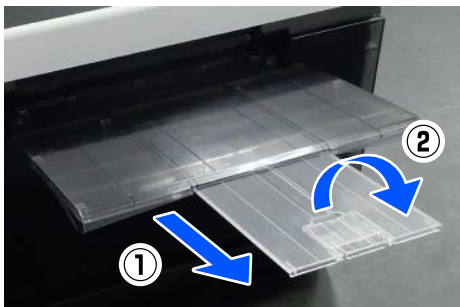


Basic Operations

- 7** Extend the output tray.
Lift it up toward you and push it slightly in to secure it.



Pull the second stage out toward you and raise the front edge part.



How to Load Cut Paper

This section explains the procedure to load cut paper in the paper feed unit and the optional cassette.

Item Prepared

Prepare the following items.

Item Prepared	Explanation
Cut paper to be loaded	-
Gloves	Wear when handling the paper so that the paper does not get dirty.

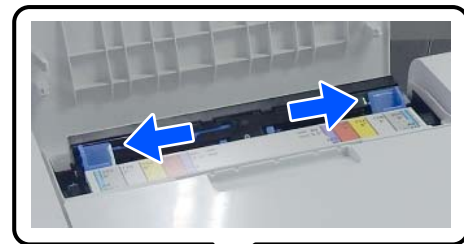
Loading in the Paper Feed Unit

First start printing to transmit the print data to the printer, and then load cut paper into the paper feed unit.

- 1** Open the rear paper feed slot cover.



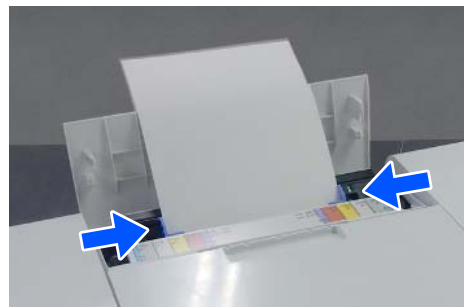
- 2** Spread apart the edge guides.



- 3** Load the paper in the center between the edge guides with the printable side facing you.

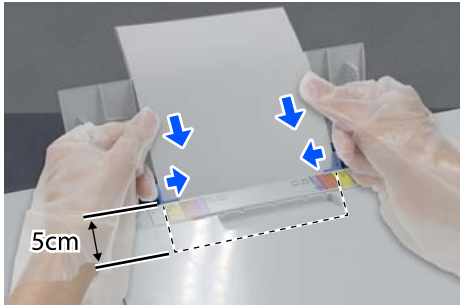


- 4** Align the edge guides to the width of the paper.



Basic Operations

- 5** Push the paper about 5 cm into the paper slot. At this time, push the paper gradually in as you press on the left and right edge guides so the paper does not skew. You can load the paper correctly and prevent it from skewing.



Loading in the Cassette (Option)

Confirm in advance that the feed rollers that are installed are suitable for the type of paper that is loaded.

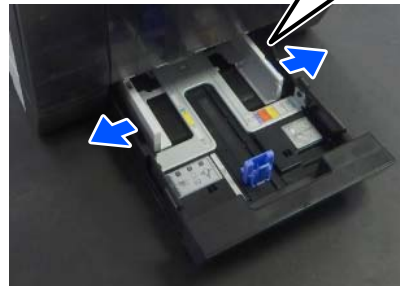
 [“Replacing Feed Rollers in the Duplex Feeder \(Option\)” on page 68](#)

- 1** Pull the cassette out toward you.

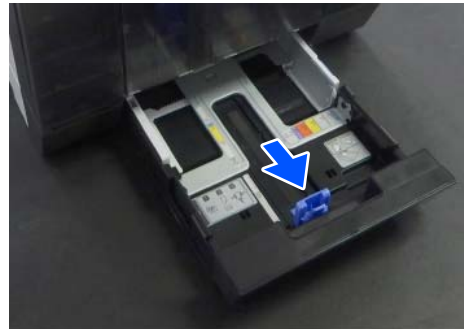


- 2** Align the left and right edge guides to the width of the paper to be loaded.

Pinch the levers as you move them.



- 3** Spread apart the front edge guides all the way.



- 4** Load the paper with the printable side facing down.

The number of sheets that can be loaded is either 100 sheets or up to the limit line on the edge guide, whichever is fewer.

See the following for the number of sheets of genuine Epson paper that can be loaded.

Basic Operations

 "Supported Media" on page 154



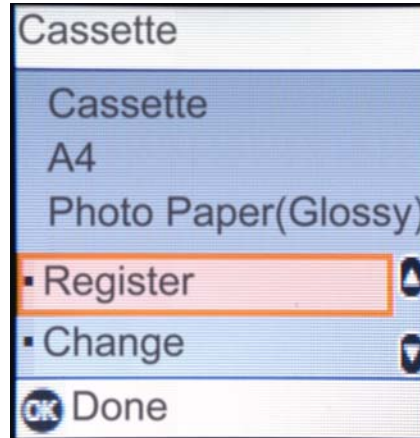
- 5** Align the front edge guides to the paper.
Pinch the levers as you move them.



- 6** Close the cassette.



After closing it, set the paper size and paper type on the control panel screen.



Basic Printing Methods (Windows)

Basic Printing Methods (Windows)

This section explains how to print and how to cancel printing.

Printing is executed from application software on a computer connected to the printer.

See the following for more details on stopping printing.

[“How to Cancel Printing \(from the Computer\)” on page 39](#)

How to Print from Photoshop

This section uses Adobe Photoshop 2021 as an example of how to print image data.

Operations may differ depending on the application software being used. See the manual supplied with the application for more details.

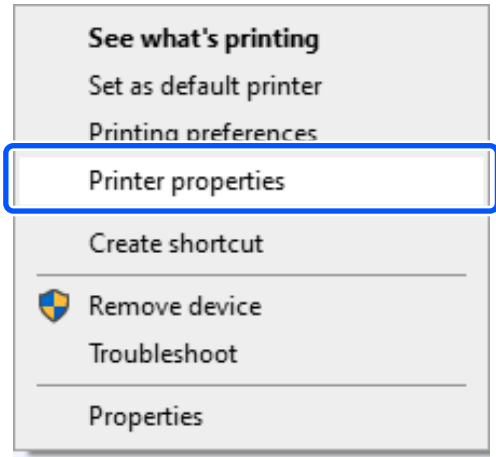
1 Turn on the printer, and load the paper to be used.

[“Basic Operations” on page 28](#)

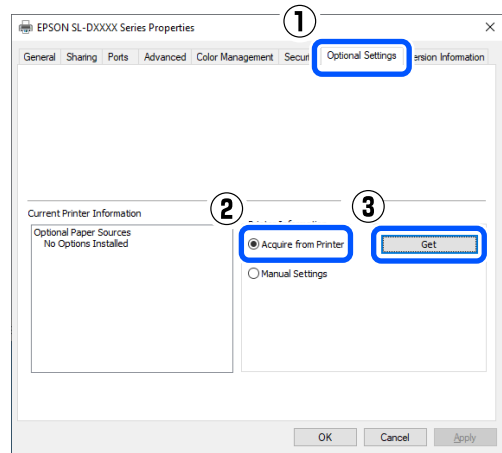
When paper is loaded in the duplex feeder

When using the optional duplex feeder for the first time, do the following settings.

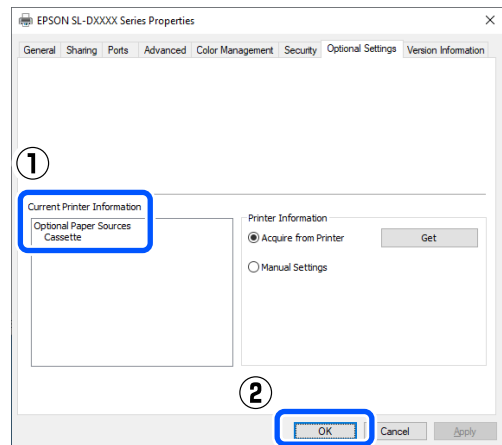
- (1) Open the Control Panel, and click **Hardware and Sound - Devices and Printers**, in this order.
- (2) Right-click the target printer icon, and select **Printer properties**.



(3) Select **Optional Settings**, select **Acquire from Printer**, and then click **Get**.



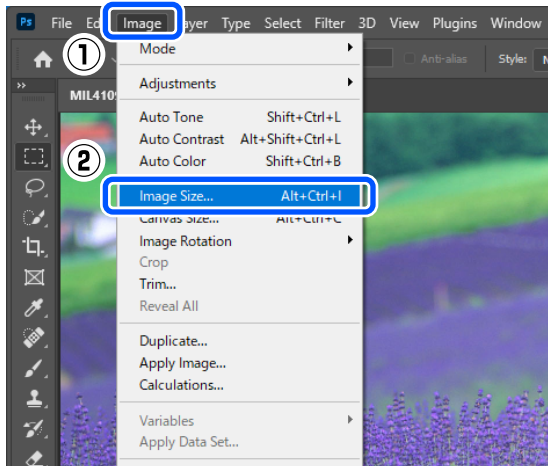
(4) Confirm that **Cassette** is displayed in **Optional Paper Sources for Current Printer Information**, and then click **OK**.



2 Start Adobe Photoshop 2021, and open an image.

Basic Printing Methods (Windows)

- Click **Image - Image Size**, in this order.
The **Image Size** screen is displayed.

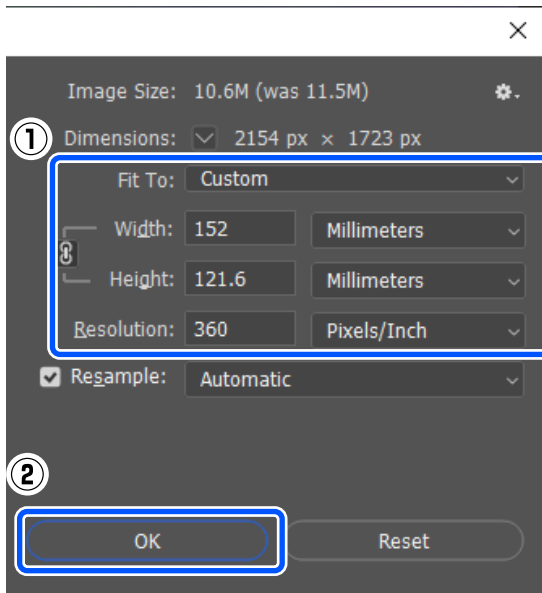


- Set the Image Size and Resolution, and then click **OK**.

Select **Original Size** for **Fit To**, and then match the **Width** and **Height** to the size of the paper being printed.

Set the **Resolution**.

Setting the **Width** or **Height** changes **Fit To** to **Custom**.



Note:

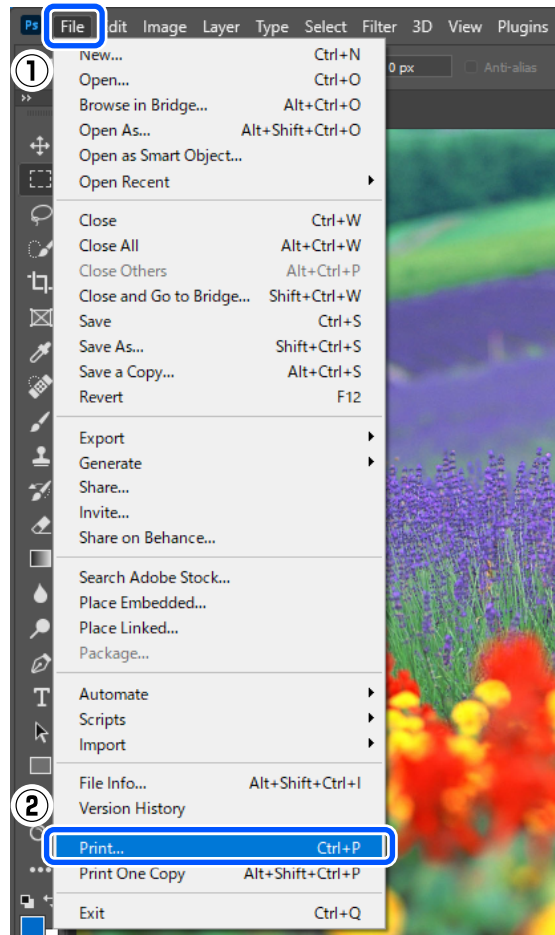
We recommend **Resolution** normally be set to 360 dpi.

However, if all the following printing preferences are met, setting 720 dpi can produce very clear printouts.

- When **Finest Detail** is selected in the printer driver.
- When a setting other than **Draft** is set for **Print Quality** in the printer driver.
- When the paper length is less than 305 mm

- Click **File - Print** in this order.

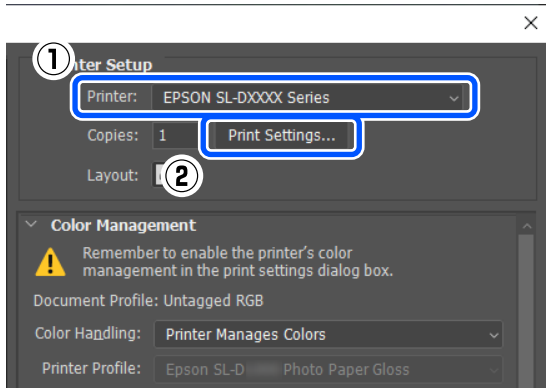
The **Photoshop Print Settings** screen is displayed.



Basic Printing Methods (Windows)

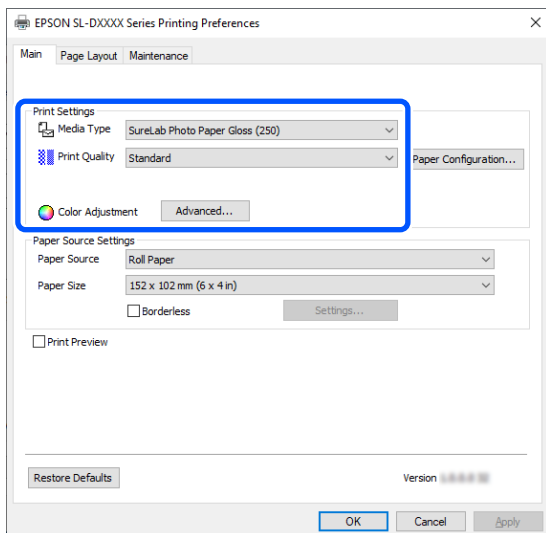
- 6** Select the printer in **Printer**, and then click **Print Settings**.

The Main screen of the printer driver is displayed.



- 7** Set the various items in **Print Settings**.

- Media Type**
Select the type of paper that is loaded in the printer.
- Print Quality**
The print qualities that you can select vary depending on the type of paper that was selected.
Normally, set **Standard**. If you want to print with an emphasis on quality, set **High Quality**. If you want to print quickly, set **Draft**. When **Draft** is set, the printing speed is quicker, however the print quality may decline a little.

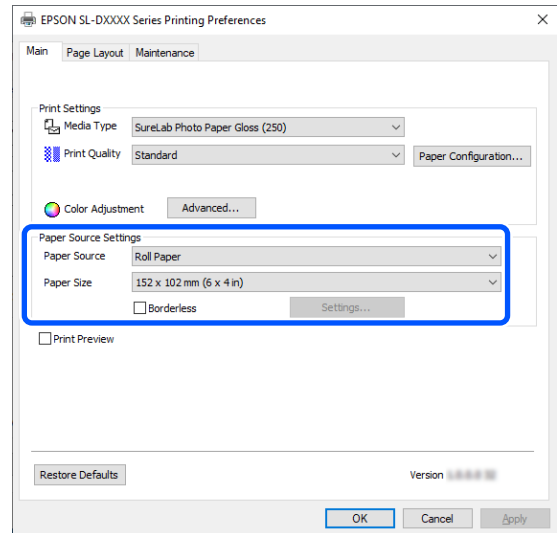


To do advanced settings according to your preferences for color management and color modes, click **Advanced**.

[“Color Management” on page 45](#)

- 8** Set the various items in **Paper Source Settings**.

- Paper Source**
Settings depend on the type of paper that was selected.
To print from the duplex feeder, select **Cassette**.
- Paper Size**
Select a size to print. Make sure this is the same as the image size you set in step 4.

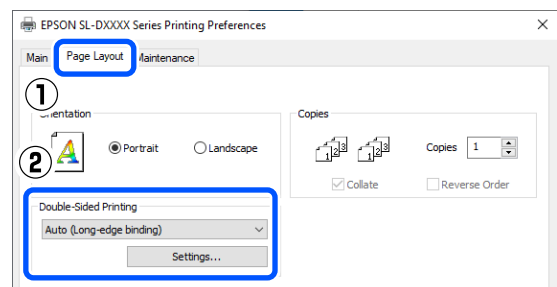


To print without borders (margins), select **Borderless**.

[“Borderless Printing on All Sides” on page 51](#)

- 9** To do double-sided printing on cut sheets, click **Page Layout**, and set the binding position in **Double-Sided Printing**.

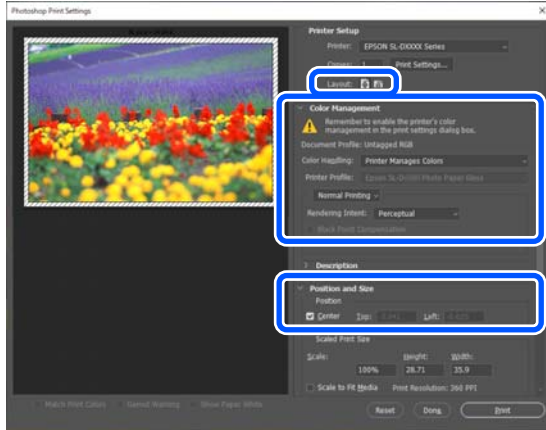
[“Double-Sided Printing” on page 55](#)



- 10** Click **OK**.

Basic Printing Methods (Windows)

- 11 Set each item, such as color management and print position, while checking the image displayed on the **Photoshop Print Settings** screen.



Note:

- ❑ When the printer driver's **Color Adjustment** is set to **Color Controls**, select **Printer Manages Colors in Color Handling in Color Management**.
- ❑ When performing detailed color management using the Photoshop functions, set **Color Management** according to the conditions.

See the following for more details on color adjustment.

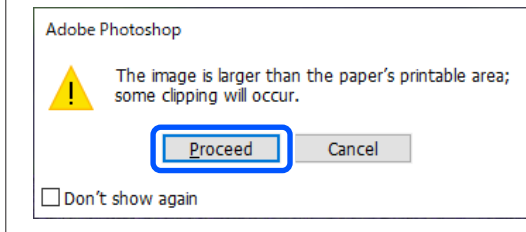
🔗 ["Color Management" on page 45](#)

- 12 Click **Print**.

Note:

If the image size is larger than the print size, the following screen is displayed.

Click **Proceed**. If you click **Cancel**, printing is canceled and you are returned to the application's screen.



Print data is sent to the printer and printing starts.

How to Cancel Printing (from the Computer)

When the computer has finished sending data to the printer, you cannot cancel the print job from the computer. Cancel on the printer.

🔗 ["How to Cancel Printing \(from the Printer\)" on page 39](#)

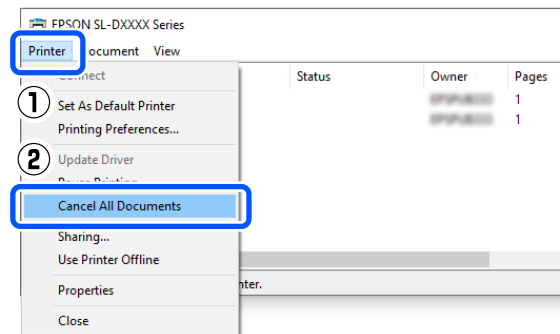
- 1 Click the printer icon on the taskbar.



Whether or not an icon is displayed depends on the settings selected for Windows.

- 2 Select the job you want to cancel, and then select **Cancel** from the **Document** menu.

To cancel all jobs, click **Cancel All Documents** in the **Printer** menu.



If the job has been sent to the printer, print data is not displayed on the above screen.

How to Cancel Printing (from the Printer)

Press the ⏹ button (stop button) on the control panel.

The print job is canceled even in the middle of printing. After cancelling, it may take a while before the printer returns to the ready status.

Basic Printing Methods (Windows)

Note:

You cannot delete print jobs which are in the print queue on the computer using the above operation. See "How to Cancel Printing (from the Computer)" in the previous section to delete print jobs from the print queue.

Basic Printing Methods (Mac)

Basic Printing Methods (Mac)

This section explains how to print and how to cancel printing.

Printing is executed from application software on a computer connected to the printer.

See the following for more details on stopping printing.

[“How to Cancel Printing \(from the Computer\)” on page 44](#)

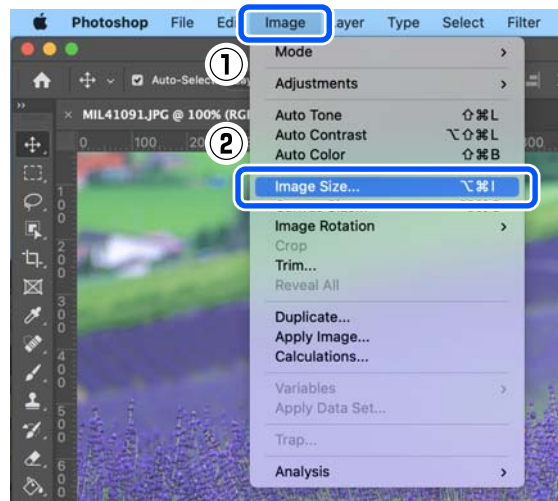
How to Print from Photoshop

This section uses Adobe Photoshop 2021 as an example of how to print image data.

Operations may differ depending on the application software being used. See the manual supplied with the application for more details.

- 1 Turn on the printer, and load the paper to be used.
[“Basic Operations” on page 28](#)
- 2 Start Adobe Photoshop 2021, and open an image.

- 3 Click **Image - Image Size**, in this order.
The **Image Size** screen is displayed.

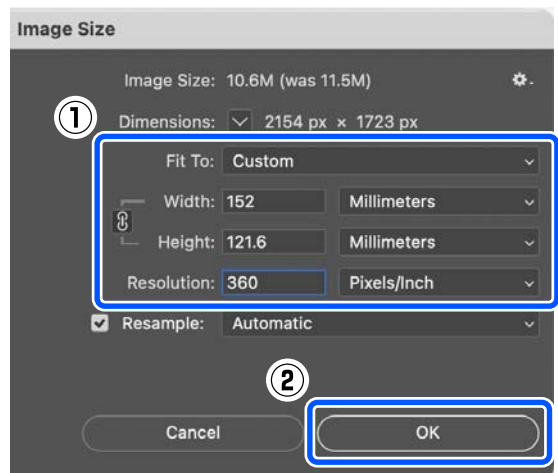


- 4 Set the Image Size and Resolution, and then click **OK**.

Select **Original Size** for **Fit To**, and then match the **Width** and **Height** to the size of the paper being printed.

Set the **Resolution**.

Setting the **Width** or **Height** changes **Fit To** to **Custom**.



Basic Printing Methods (Mac)

Note:

We recommend **Resolution** normally be set to 360 dpi.

However, if all the following printing preferences are met, setting 720 dpi can produce very clear printouts.

- When **Finest Detail** is selected in the printer driver.
- When a setting other than **Draft** is set for **Print Quality** in the printer driver.
- When the paper length is less than 305 mm

5

Click **File - Print** in this order.

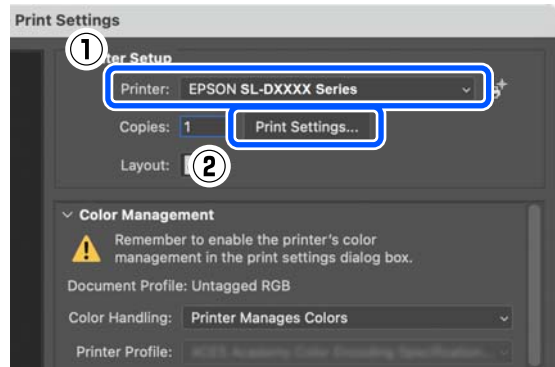
The **Photoshop Print Settings** screen is displayed.



6

Select the printer in **Printer**, and then click **Print Settings**.

The Print screen is displayed.



7

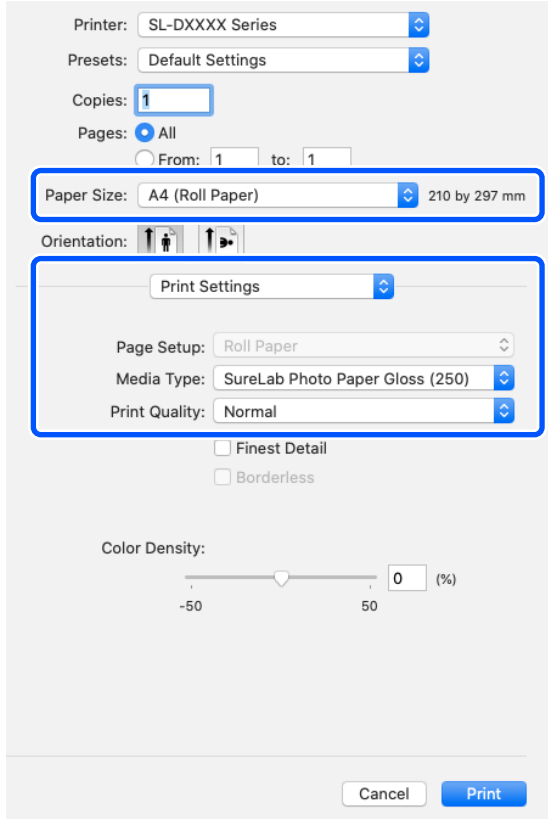
Make the necessary settings.

You can set the Media Type and Print Quality by selecting **Print Settings** in the pop-up menu.

- Paper Size**
Select a size to print. Make sure this is the same as the image size you set in step 4.
- Media Type**
Select the type of paper that is loaded in the printer.
- Print Quality**
The print qualities that you can select vary depending on the type of paper that was selected.

Basic Printing Methods (Mac)

Normally, set **Normal**. If you want to print with an emphasis on quality, set **High Quality**. If you want to print quickly, set **Draft**. When **Draft** is set, the printing speed is quicker, however the print quality may decline a little.

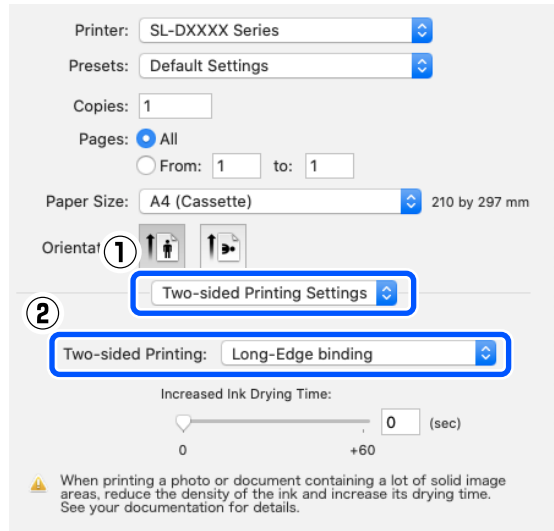


To print without borders (margins), select a paper size for borderless printing in **Paper Size**.

[“Borderless Printing on All Sides” on page 51](#)

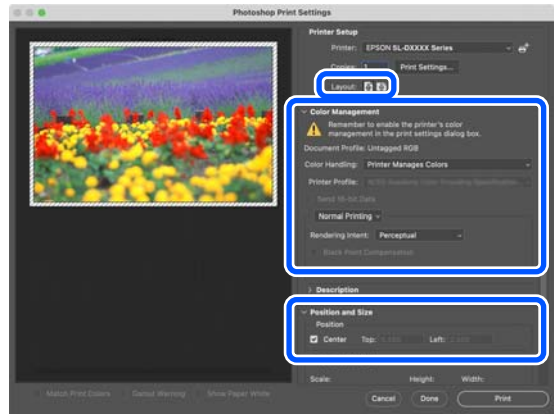
8 To do two-sided printing on cut sheets, select **Two-sided Printing Settings** in the pop-up menu, and set the binding position in **Two-sided Printing**.

[“Double-Sided Printing” on page 55](#)



9 Click **Print**.

10 Set each item, such as color management and print position, while checking the image displayed on the **Photoshop Print Settings** screen.



Basic Printing Methods (Mac)

Note:

- ❑ When the printer driver's color adjustment is set to **Manual Settings**, select **Printer Manages Colors in Color Handling in Color Management**.
- ❑ When performing detailed color management using the Photoshop functions, set **Color Management** according to the conditions.

See the following for more details on color adjustment.

[📖 "Color Management" on page 45](#)

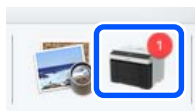
- 11** Click **Print**.
Print data is sent to the printer and printing starts.

How to Cancel Printing (from the Computer)

When the computer has finished sending data to the printer, you cannot cancel the print job from the computer. Cancel on the printer.

[📖 "How to Cancel Printing \(from the Printer\)" on page 44](#)

- 1** Click the printer icon in the Dock.




- 2** Select the print data you want to cancel, and then click[×].



If the job has been sent to the printer, print data is not displayed on the above screen.

How to Cancel Printing (from the Printer)

Press the  button (stop button) on the control panel.

The print job is canceled even in the middle of printing. After cancelling, it may take a while before the printer returns to the ready status.

Note:
You cannot delete print jobs which are in the print queue on the computer using the above operation. See "How to Cancel Printing (from the Computer)" in the previous section to delete print jobs from the print queue.

Printing Using Various Print Functions

Color Management

Color Management Settings

When printing on the printer, you can select from the following color correction methods.

Choose the best method according to the application you are using, the operating system environment, and the aim of the printout.


Setting colors manually

Manually adjust the color space and color tone settings used for printing. Use this option when the application in use does not have a color correction function.

 [“Setting Colors Manually” on page 45](#)

Color management from the application (no color management)


This method is for printing from applications that support color management. All color management processes are carried out by the application's color management system. This method is used when you want to obtain the same color management results using a common application among different operating system environments.

 [“Color Management from the Application \(No Color Management\)” on page 48](#)

Color management from the printer driver

The printer driver uses the operating system's color management system and carries out all color management processes. This is used when you want to produce similar print results from different applications under the same operating systems. However, to do this, you also need an application that supports color management.

 [“Color Management from the Printer Driver \(ICM\) \(Windows\)” on page 49](#)

 [“Color Management from the Printer Driver \(ColorSync\) \(Mac\)” on page 50](#)

Setting Colors Manually

You can select one of the following color correction modes. In addition, you can fine tune the brightness, contrast, saturation, and color balance, while looking at a preview image.

- sRGB: Optimizes the sRGB space and corrects the color. This should normally be selected.
- Adobe RGB: Optimizes the Adobe RGB space and corrects the color. Select when printing image data using the Adobe RGB color space information.

Settings on Windows

1 When using applications featuring a color management function, specify how to adjust colors from these applications.

When using applications without a color management function, start from step 2.

When using the following applications, select the **Printer Manages Colors** color management option.

- Adobe Photoshop CS6 or later
- Adobe Photoshop Elements 11 or later
- Adobe Photoshop Lightroom 5 or later

In other applications, set **No Color Management**.

Printing Using Various Print Functions

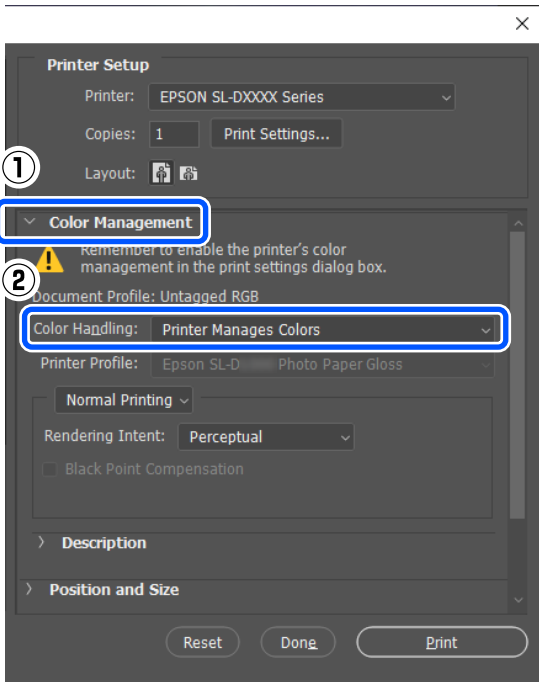
Note:

For information on supported platforms, see the website for the application in question.

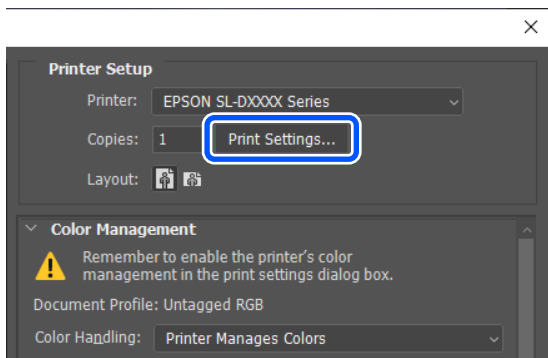
Example of Adobe Photoshop 2021

The **Photoshop Print Settings** screen opens.

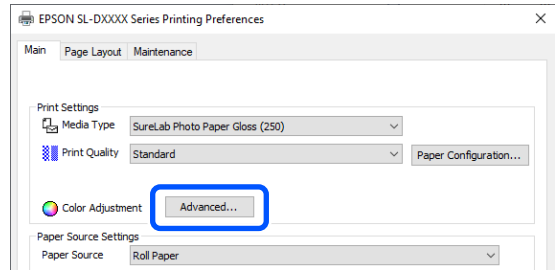
Select **Color Management**, then select **Printer Manages Colors** in **Color Handling**.



- 2 Display the printer driver's **Main** screen.
When using Adobe Photoshop 2021, click **Print Settings** to display the printer driver's **Main** screen.



- 3 Click **Advanced** in **Color Adjustment**.

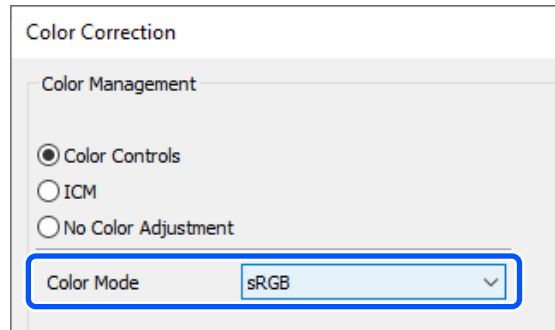


- 4 Select **Color Controls** in **Color Management**.

The setting items are displayed on the **Color Correction** screen.

- 5 Select **Color Mode**.

- sRGB
Manages colors using sRGB. Prints at the optimum color tones. This should normally be selected.
- Adobe RGB
Manages colors based on the larger Adobe RGB color space. Select when printing image data using the Adobe RGB color space information.

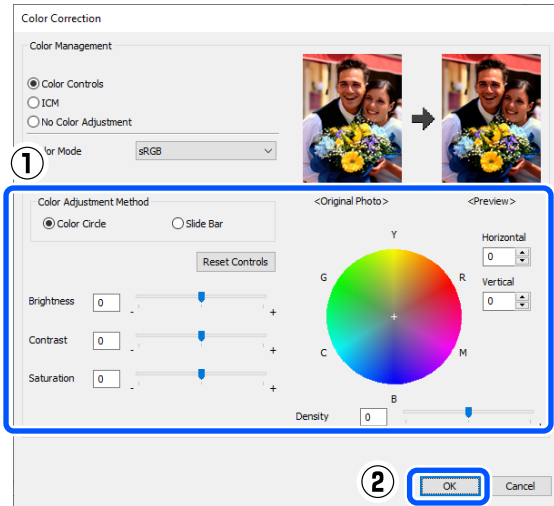


- 6 Set the various items, and then click **OK**.

- Color Adjustment Method**
Select the color adjustment method.
By selecting **Color Circle**, you can click on the color circle to adjust the colors and move the density slide bar to adjust the density.
By selecting **Slide Bar**, you can move the slide bar of each color to adjust the colors.
- Brightness**
Adjusts the brightness of the image.
- Contrast**
Adjusts the contrast (difference between light and dark) of the image.
When the contrast is raised, bright sections become brighter, and dark sections become darker. When the contrast is lowered, the difference between light and dark sections decreases.

Printing Using Various Print Functions

- ❑ Saturation
Adjusts the saturation (color clarity) of the image.
When the saturation is raised, colors become vivid. When the saturation is lowered, the colors become dull until they are close to gray.



Note:
You can adjust the colors while checking the sample image on the right side of the screen.

- 7 Set other items if necessary, and then print.

Settings on Mac

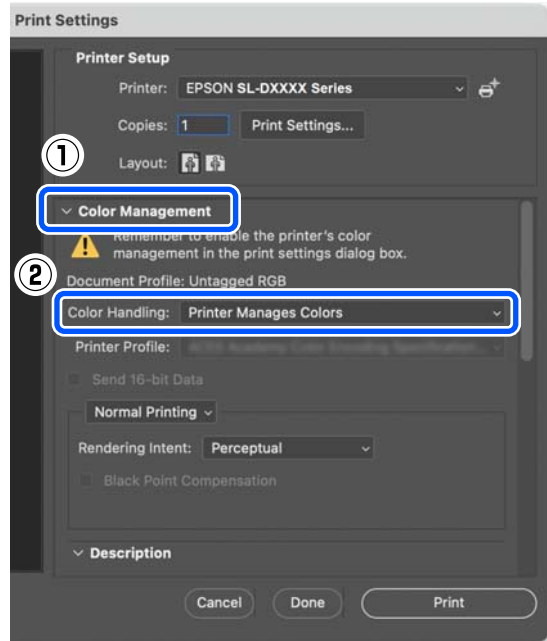
- 1 When using applications featuring a color management function, specify how to adjust colors from these applications.
When using applications without a color management function, start from step 2.
When using the following applications, select the **Printer Manages Colors** color management option.
 - ❑ Adobe Photoshop CS6 or later
 - ❑ Adobe Photoshop Elements 12 or later
 - ❑ Adobe Photoshop Lightroom 5 or later

In other applications, set **No Color Management**.

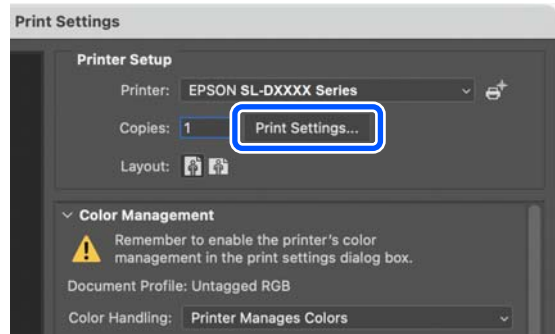
Note:
For information on supported platforms, see the website for the application in question.

Example of Adobe Photoshop 2021

The **Photoshop Print Settings** screen opens.
Select **Color Management**, then select **Printer Manages Colors** in **Color Handling**.

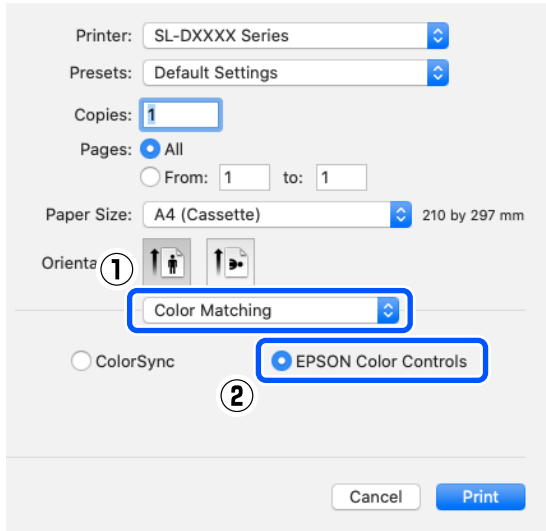


- 2 Display the Print screen.
When using Adobe Photoshop 2021, click **Print Settings** to display the print screen.



Printing Using Various Print Functions

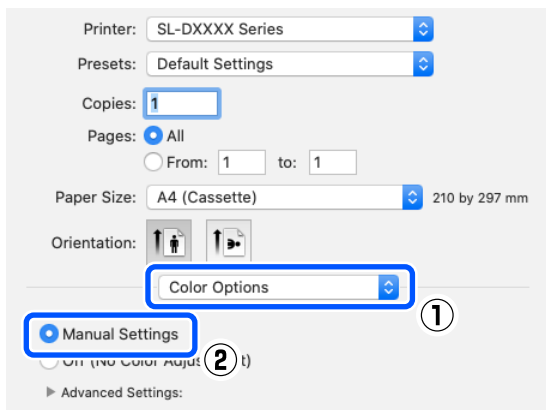
3 Select **Color Matching** from the pop-up menu, and then select **EPSON Color Controls**.



Note:
EPSON Color Controls will not be available in the following applications if step 1 is omitted.

- Adobe Photoshop CS6 or later
- Adobe Photoshop Elements 12 or later
- Adobe Photoshop Lightroom 5 or later

4 Select **Color Options** from the pop-up menu, and then select **Manual Settings**.

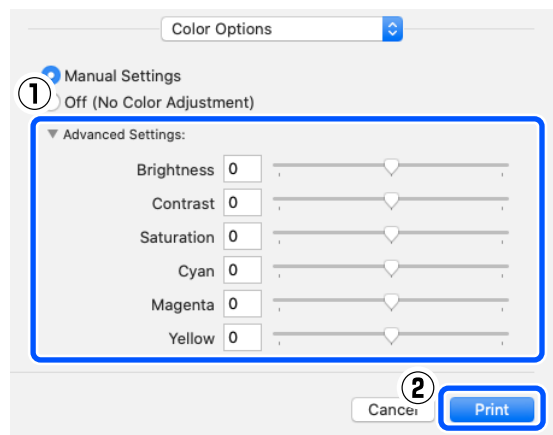


5 Click **▶** for **Advanced Settings**, and then set the various items and click **Print**.

- Brightness**
 Adjusts the brightness of the image.
- Contrast**
 Adjusts the contrast (difference between light and dark) of the image.

When the contrast is raised, bright sections become brighter, and dark sections become darker. When the contrast is lowered, the difference between light and dark sections decreases.

- Saturation**
 Adjusts the saturation (color clarity) of the image.
 When the saturation is raised, colors become vivid. When the saturation is lowered, the colors become dull until they are close to gray.
- Cyan, Magenta, Yellow**
 Move the slide bar of each color to adjust the colors.



Note:
You can adjust the colors while checking the sample image on the left side of the screen.

6 Set other items if necessary, and then print.

Color Management from the Application (No Color Management)

Print using applications with a color management function. Enable the color management settings in the application and disable the printer driver's color adjustment function.

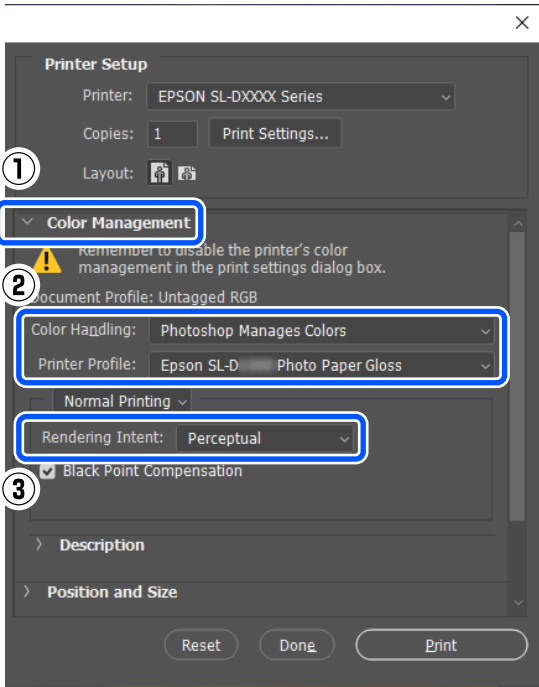
1 Make the settings for color adjustment using the application.

Example of Adobe Photoshop 2021

The **Photoshop Print Settings** screen opens.

Printing Using Various Print Functions

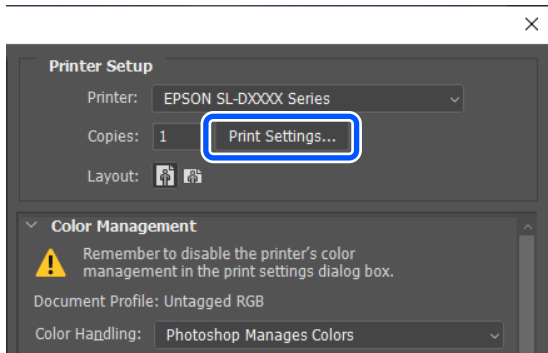
Select **Color Management**, then select **Photoshop Manages Colors** in **Color Handling**, and then select **Printer Profile** and **Rendering Intent**.



Note:
If you are not using an original printer profile, select a profile for the paper type being used from **Printer Profile**.

2 Display the printer driver's settings screen (Windows) or Print screen (Mac).

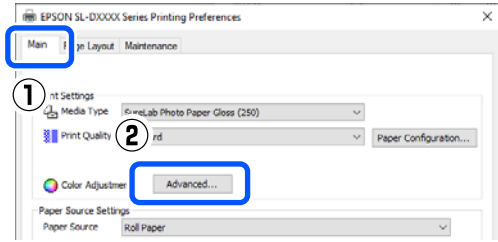
When using Adobe Photoshop 2021, click **Print Settings** to display the various screens.



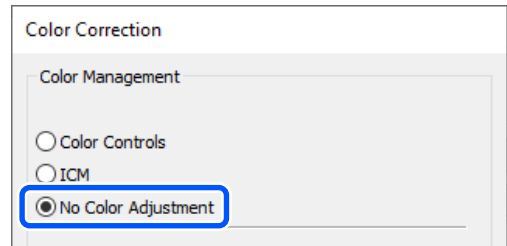
3 Set color management to off.

For Windows

(1) Click **Advanced** in **Color Adjustment** in the **Main** screen.

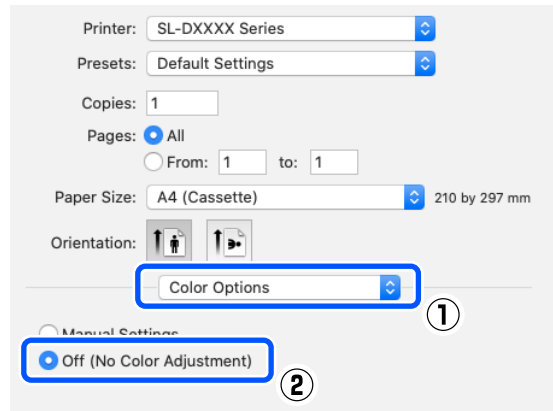


(2) In **Color Management**, select **No Color Adjustment**, and then click **OK**.



For Mac

Select **Color Options** from the pop-up menu, and then select **Off (No Color Adjustment)**.



4 Set other items if necessary, and then print.

Color Management from the Printer Driver (ICM) (Windows)

Performs color management from the printer driver. An ICC profile that supports the paper type set in the printer driver is automatically selected for doing color adjustment.

Printing Using Various Print Functions

1 When using applications featuring a color management function, specify how to adjust colors from these applications.

When using applications without a color management function, start from step 2.

When using the following applications, select the **Printer Manages Colors** color management option.

- Adobe Photoshop CS6 or later
- Adobe Photoshop Elements 11 or later
- Adobe Photoshop Lightroom 5 or later

In other applications, set **No Color Management**.

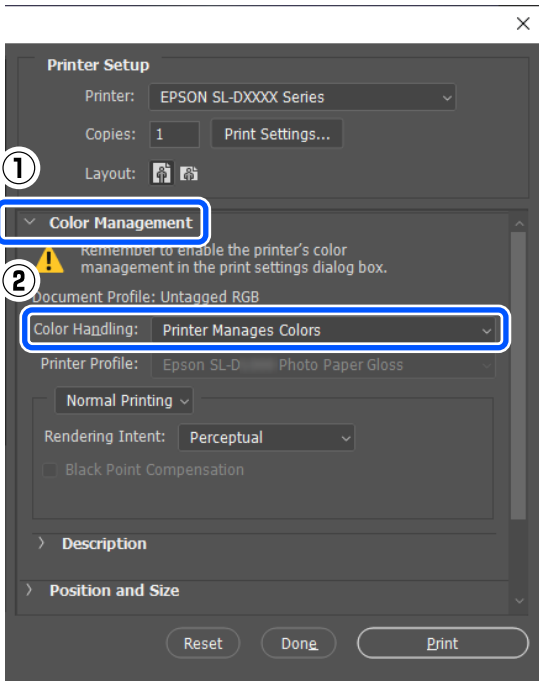
Note:

For information on supported platforms, see the website for the application in question.

Example of Adobe Photoshop 2021

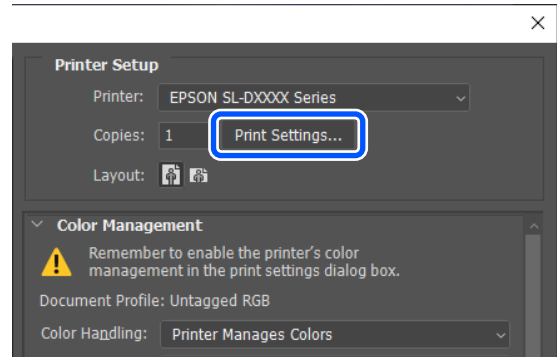
The **Photoshop Print Settings** screen opens.

Select **Color Management**, then select **Printer Manages Colors** in **Color Handling**.

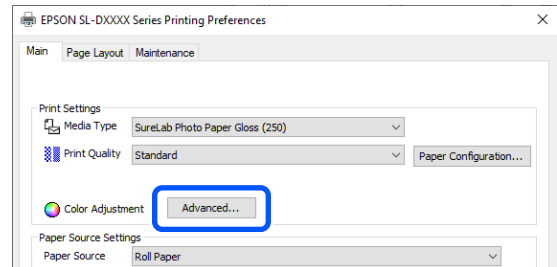


2 Display the printer driver's **Main** screen.

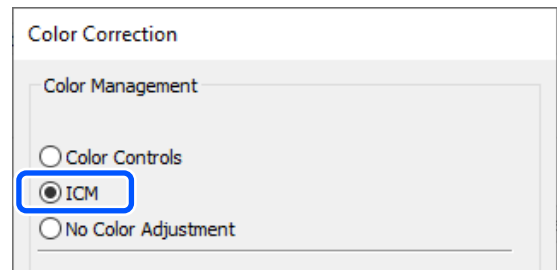
When using Adobe Photoshop 2021, click **Print Settings** to display the printer driver's **Main** screen.



3 Click **Advanced** in **Color Adjustment**.



4 In **Color Management**, select **ICM**, and then click **OK**.



5 Set other items if necessary, and then print.

Color Management from the Printer Driver (ColorSync) (Mac)

Performs color management from the printer driver. The application needs to support ColorSync. When performing color management using ColorSync, use image data in which an input profile is embedded.

Note:

*Depending on the application, color management printing by **ColorSync** may not be supported.*

Printing Using Various Print Functions

1 Make the settings for color adjustment using the application.

When using the following applications, select the **Printer Manages Colors** color management option.

- Adobe Photoshop CS6 or later
- Adobe Photoshop Elements 12 or later
- Adobe Photoshop Lightroom 5 or later

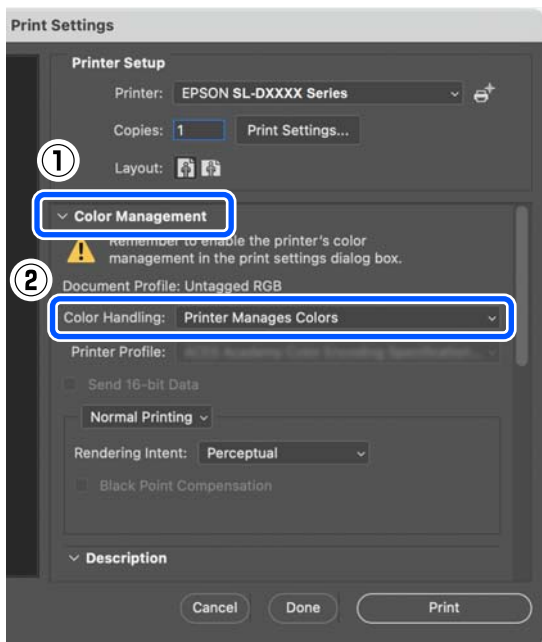
In other applications, set **No Color Management**.

Note:

For information on supported platforms, see the website for the application in question.

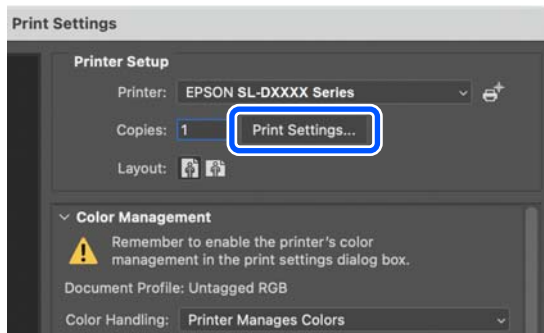
Example of Adobe Photoshop 2021

The **Photoshop Print Settings** screen opens. Select **Color Management**, then select **Printer Manages Colors** in **Color Handling**.

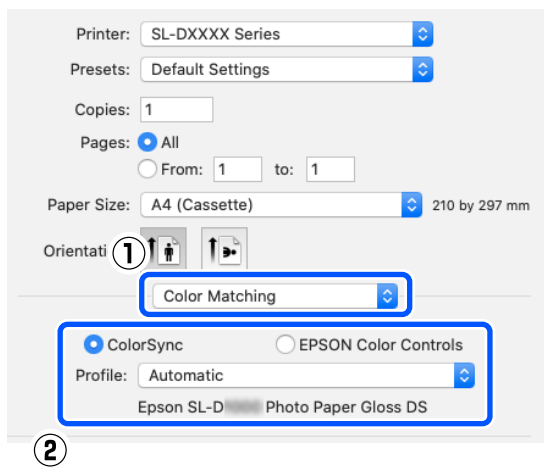


2 Display the Print screen.

When using Adobe Photoshop 2021, click **Print Settings** to display the print screen.



3 Select **Color Matching** from the pop-up menu, then select **ColorSync**, and then select **Profile**.



4 Set other items if necessary, and then print.

Borderless Printing on All Sides

You can print your data without margins on the paper.

Types of Borderless Printing Methods

You can perform borderless printing using the following two methods: Auto Expand or Retain Size.

For simple borderless printing, we recommend Auto Expand. To prevent the printer driver from enlarging your image, we recommend Retain Size.

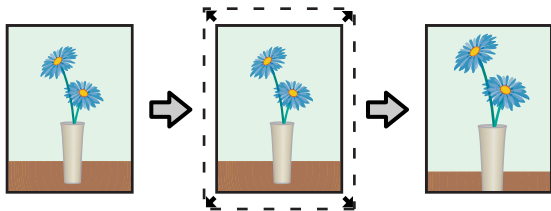
Printing Using Various Print Functions

Auto Expand

The printer driver enlarges the print data to a size slightly larger than the paper size and prints the enlarged image. The sections which are beyond the paper edges are not printed; therefore, resulting in borderless printing.

Use settings such as Page Layout in the applications to set the size of the image data as follows.

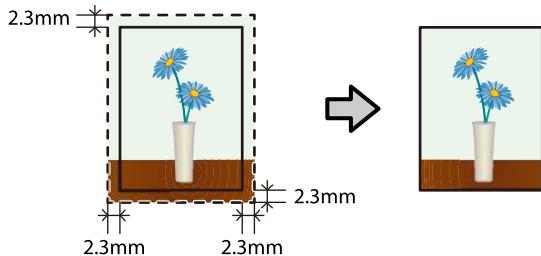
- Match the paper size and page setting for the print data.
- If the application has margin settings, set the margins to 0 mm.
- Make the image data as large as the paper size.



Retain Size

Create the print data larger than the paper size in the applications to produce borderless output. The printer driver does not enlarge the image data. Use settings such as Page Layout in the applications to set the size of the image data as follows.

- Set the page layout to extend 2.3 mm beyond the actual paper size on all four edges.
- If the application has margin settings, set the margins to 0 mm.
- Make the image data as large as the paper size.



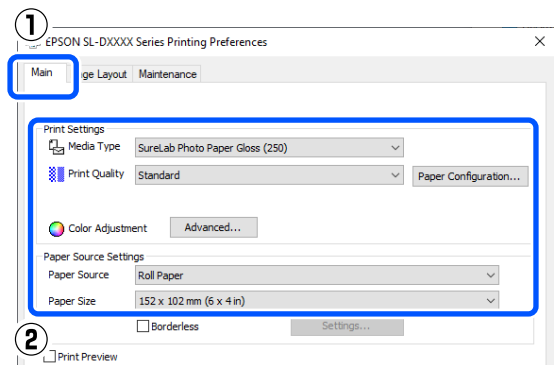
Setting Procedure

Settings on Windows

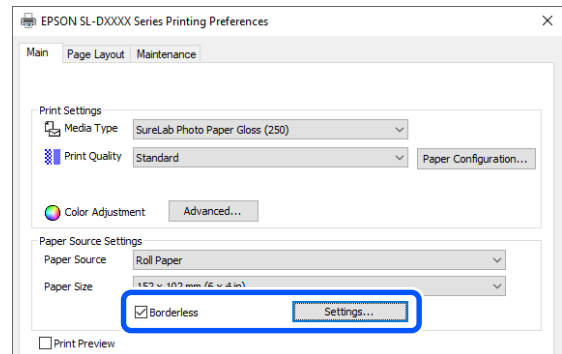
- 1** Open the printer driver's **Main** screen, and set the various settings required for printing, such as **Media Type**, **Print Quality**, **Paper Source**, and **Paper Size**.

See the following for how to display the **Main** screen.

[“Basic Printing Methods \(Windows\)” on page 36](#)



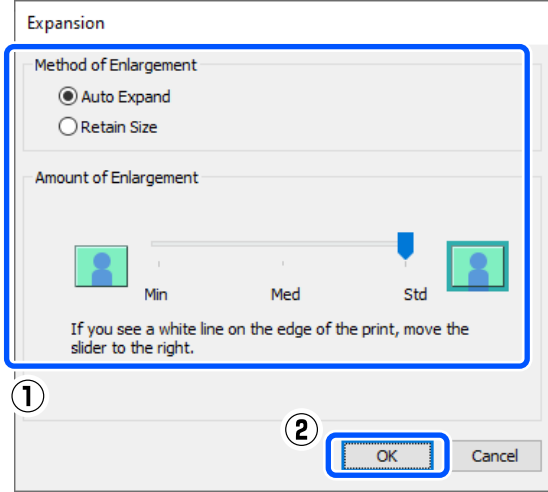
- 2** Select **Borderless**, and then click **Settings**.



Printing Using Various Print Functions

3 Select **Auto Expand** or **Retain Size** as the **Method of Enlargement**, and then click **OK**.

When **Auto Expand** is selected, set the slider to set the amount of enlargement.



Note:
Moving the slider towards **Med** or **Min** decreases the image enlargement ratio. Therefore, some margins may appear at the edges of the paper depending on the paper and printing environment.

4 Set other items if necessary, and then print.

Settings on Mac

1 Open the Print screen and in **Paper Size** select the paper size and a borderless printing method.

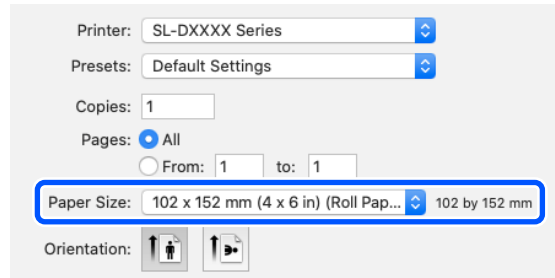
See the following for how to display the Print screen.

[📖 “Basic Printing Methods \(Mac\)” on page 41](#)

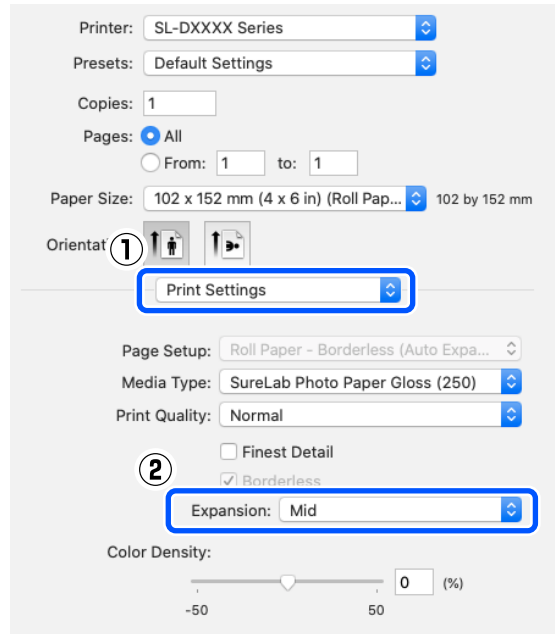
The selections for borderless printing methods are displayed as shown below.

- XXXX (Roll Paper - Borderless (Auto Expand))
- XXXX (Roll Paper - Borderless (Retain Size))
- XXXX (Manual - Borderless (Auto Expand))
- XXXX (Manual - Borderless (Retain Size))
- XXXX (Cassette - Borderless (Auto Expand))
- XXXX (Cassette - Borderless (Retain Size))

Where XXXX is the actual paper size, such as A4.



2 When **Auto Expand** is selected in **Paper Size**, select **Print Settings** in the pop-up menu, and then select the **Expansion**.



Note:
Moving the slider towards **Mid** or **Min** decreases the image enlargement ratio. Therefore, some margins may appear at the edges of the paper depending on the paper and printing environment.

3 Set other items if necessary, and then print.

Printing on Paper of Non-Standard Sizes

You can print on paper sizes not included in the printer driver.

The paper sizes you can set are shown below.

Printing Using Various Print Functions

Roll Paper

Width *	89.0, 101.6, 127.0, 152.4, 203.2, 210.0 mm
Length	50 to 1,000 mm

*Although you can set 89 to 210 mm in Mac, paper sizes that are not supported by this printer cannot be printed correctly.

Cut sheet

Width	Printing with margins: 89 to 210 mm Borderless printing: 89.0, 100.0, 101.6, 127.0, 152.4, 203.2, 210.0 mm
Length	Single-sided printing: 148 to 1000 mm Double-sided printing: 148 to 297 mm

Important:

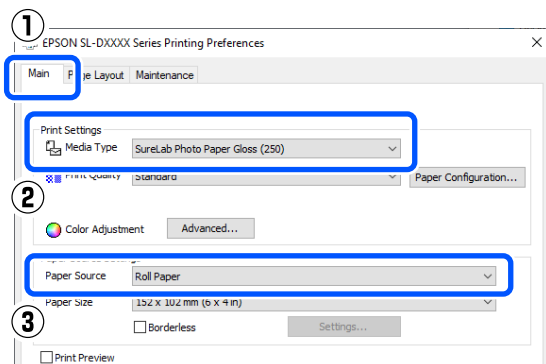
Output sizes may be restricted by the application being used for printing.

Settings on Windows

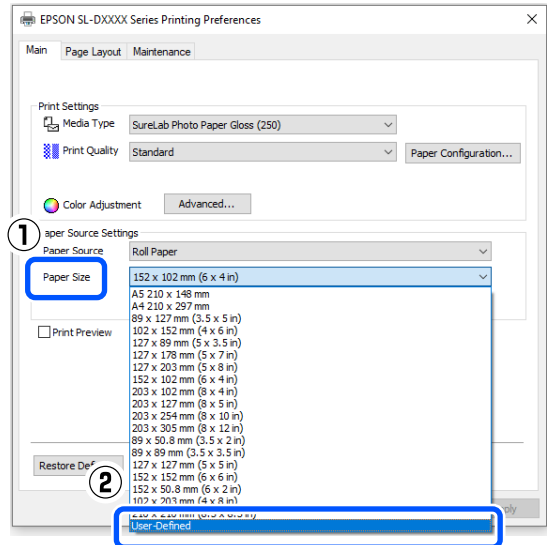
1 Open the printer driver's **Main** screen, and then select **Media Type** and **Paper Source**.

See the following for how to display the **Main** screen.

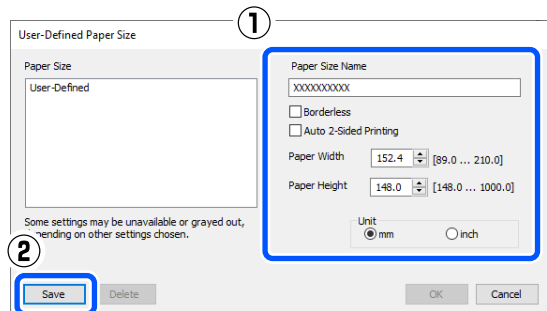
[“Basic Printing Methods \(Windows\)” on page 36](#)



2 Select **User-Defined** for Paper Size.



3 On the **User-Defined Paper Size** screen, enter **Paper Size Name**, set a paper size to use, and then click **Save**.



Note:

- To change the information you saved, click the **Paper Size Name** in the list on the left side of the screen.
- To delete a paper you saved, select the **Paper Size Name** in the list on the left side of the screen, and then click **Delete**.
- You can save up to 30 paper sizes.

4 Click **OK**.

You can now select the saved paper size from **Paper Size** in the **Main** screen.

You can now print as normal.

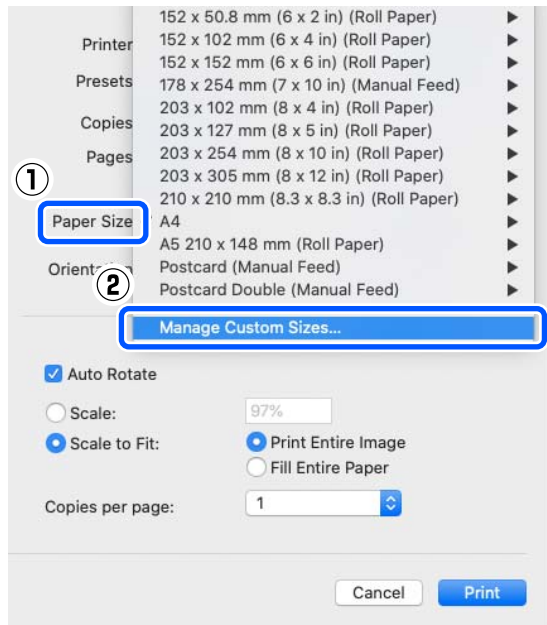
Printing Using Various Print Functions

Settings on Mac

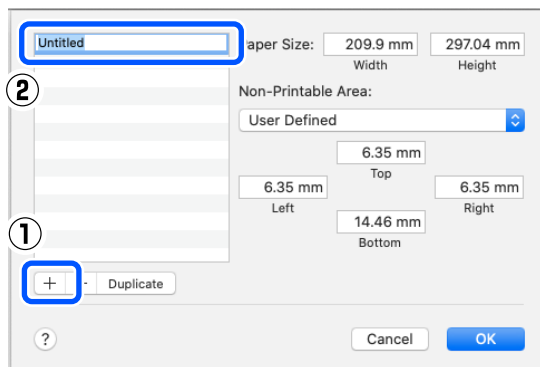
- 1 Open the Print screen, and select **Manage Custom Sizes** for **Paper Size**.

See the following for how to display the Print screen.

 “Basic Printing Methods (Mac)” on page 41

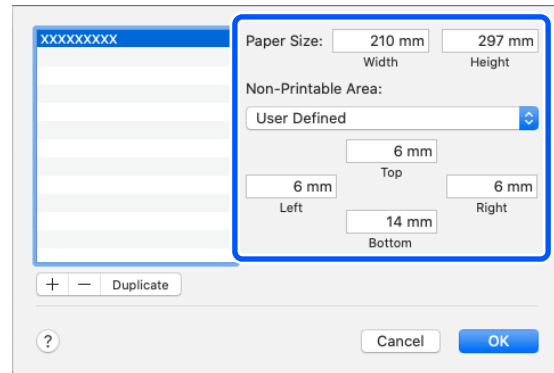


- 2 Click +, and then enter a name for the paper size.



- 3 Enter the **Width** and **Height** for the **Paper Size** as well as the margins.

Set the page size range and the margin sizes according to what can be specified for the printing method.



Note:

- To edit saved information, click the paper size name from the list on the left side of the custom paper sizes screen.
- To copy a saved paper size, select the paper size name in the list on the left side of the screen, and then click **Duplicate**.
- To delete a saved paper size, select the paper size name in the list on the left side of the screen, and then click **-**.
- The custom paper size setting differs depending on the operating system version. See your operating system's documentation for details.

- 4 Click **OK**.

You can select the paper size you saved from the **Paper Size** pop-up menu.

You can now print as normal.

Double-Sided Printing

You can print on both sides of cut sheets. Double-sided printing is automatic, so that after the front side is printed the back side is printed automatically.

Printing Using Various Print Functions

Note:

- Double-sided printing cannot be done on roll paper.
- Paper jams may occur if you load thick cut sheets in landscape orientation.

Settings on Windows

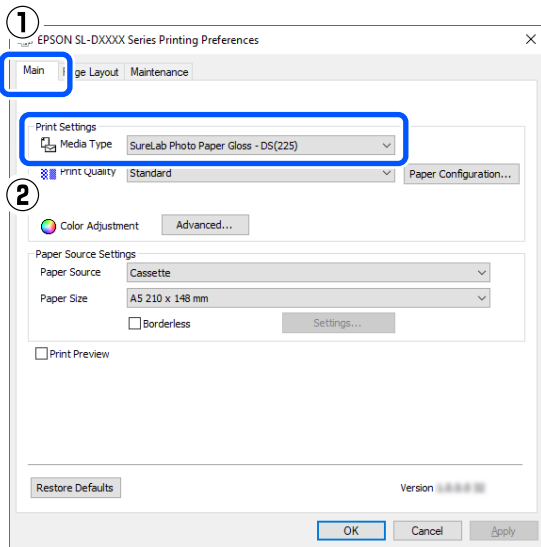
1 Load the paper to be used in the paper feed unit or the optional duplex feeder.

[“How to Load Cut Paper” on page 33](#)

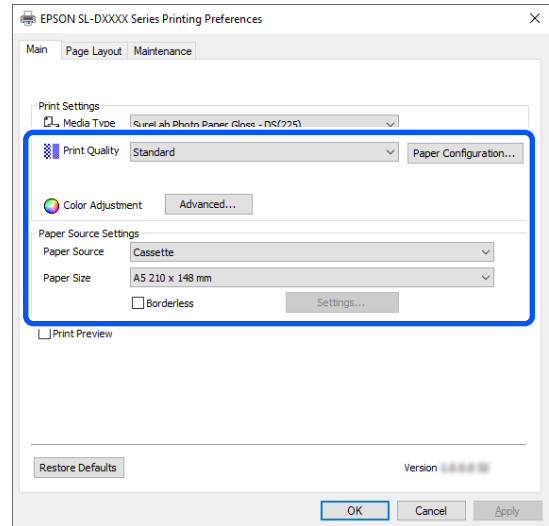
2 Open the printer driver's **Main** screen, and then set the paper type for the cut sheets that you loaded in step 1 in **Media Type**.

See the following for how to display the **Main** screen.

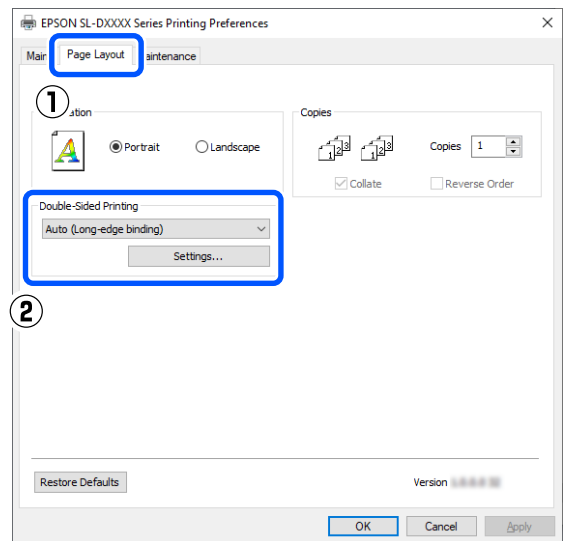
[“Basic Printing Methods \(Windows\)” on page 36](#)



3 Do the settings needed for printing, such as **Print Quality** and **Paper Size**, and then select **Rear Paper Feed Slot** or **Cassette** for the **Paper Source**.

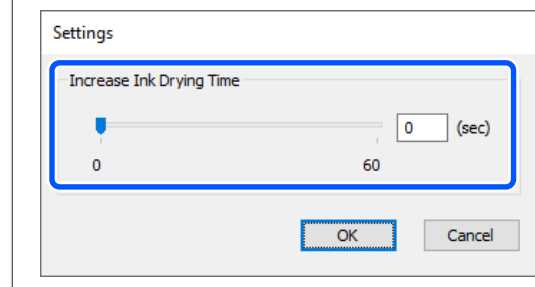


4 Select **Page Layout**, and then select the binding position in **Double-Sided Printing**.



Note:

*If you notice scratching or the transfer of ink to the back side of other sheets of paper in the print results, click **Settings** and set additional drying time.*



Printing Using Various Print Functions

5 Set other items if necessary, and then print.

Settings on Mac

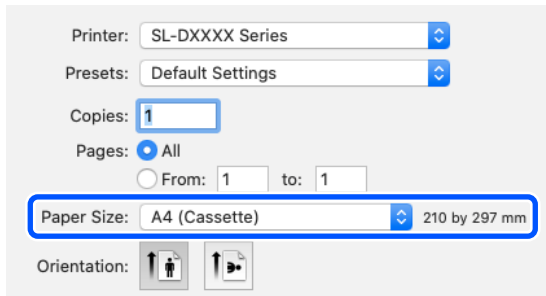
1 Load the paper to be used in the paper feed unit or the optional duplex feeder.

[“How to Load Cut Paper” on page 33](#)

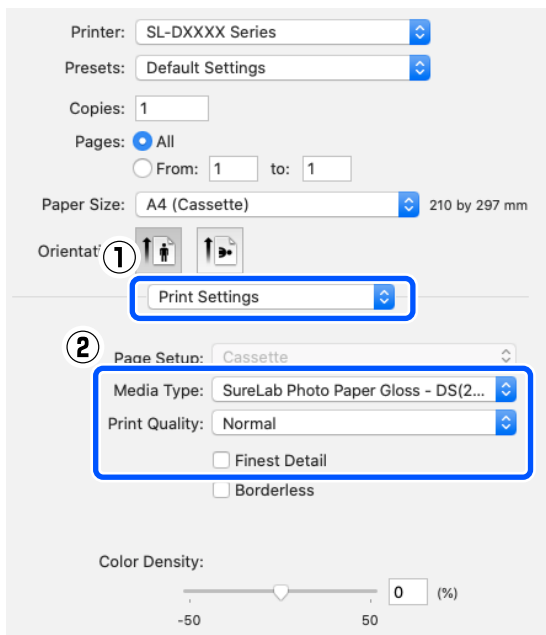
2 Open the print screen, and then set the source and paper size of the cut sheets that you loaded in step 1 in **Paper Size**.

See the following for how to display the Print screen.

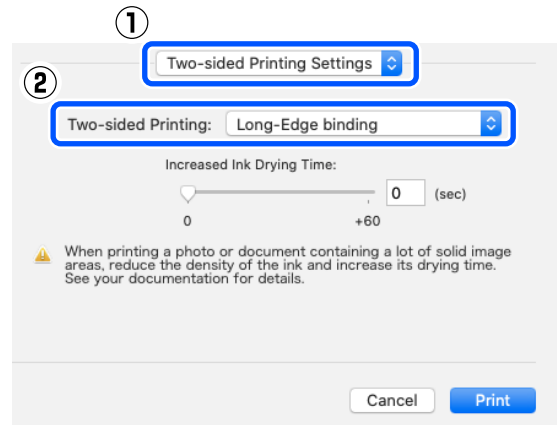
[“Basic Printing Methods \(Mac\)” on page 41](#)



3 Select **Print Settings** in the pop-up menu, and then do the settings needed for printing, such as **Media Type** and **Print Quality**.



4 Select **Two-sided Printing Settings** in the pop-up menu, and set the binding method in **Two-sided Printing**.



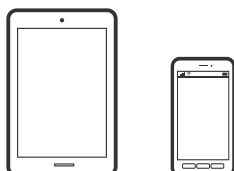
Note:

*If you notice scratching or the transfer of ink to the back side of other sheets of paper in the print results, set **Increased Ink Drying Time**.*

5 Set other items if necessary, and then print.

Printing from Smart Devices

You can print photos and text from a smart device, such as a smartphone or tablet.



Printing Photos Using Epson Smart Panel

Note:
Operations may differ depending on the device.

- 1 Load paper in the printer.
[“Basic Operations” on page 28](#)
- 2 Set up your printer for wireless printing.
- 3 If Epson Smart Panel is not installed, install it.
[“Introducing the Software” on page 23](#)
- 4 Connect your smart device to the same wireless network as your printer.
- 5 Start Epson Smart Panel.
- 6 Select the print photo menu on the home screen.
- 7 Select the photo you want to print.
- 8 Start printing.

Printing Documents Using Epson Smart Panel

Note:
Operations may differ depending on the device.

- 1 Load paper in the printer.
[“Basic Operations” on page 28](#)
- 2 Set up your printer for wireless printing.
- 3 If Epson Smart Panel is not installed, install it.
[“Introducing the Software” on page 23](#)
- 4 Connect your smart device to the same wireless network as your printer.
- 5 Start Epson Smart Panel.
- 6 Select the print document menu on the home screen.
- 7 Select the document you want to print.
- 8 Start printing.

Use AirPrint

AirPrint enables instant wireless printing from iPhone, iPad, iPod touch, and Mac without the need to install drivers or download software.




Note:
If you disabled paper configuration messages on your product control panel, you cannot use AirPrint. See the link below to enable the messages, if necessary.

Printing from Smart Devices

- 1 Load paper in the printer.
- 2 Set up your printer for wireless printing.
- 3 Connect your smart device to the same wireless network as your printer.
- 4 Print from your device to your printer.

Note:
For details, see the AirPrint page on the Apple website.

Related information


 [“Cannot print from smart device even though it is connected \(iOS\)” on page 152](#)

 [“Basic Operations” on page 28](#)

Printing Using Mopria Print Service

Mopria Print Service enables instant wireless printing from Android smart phones or tablets.



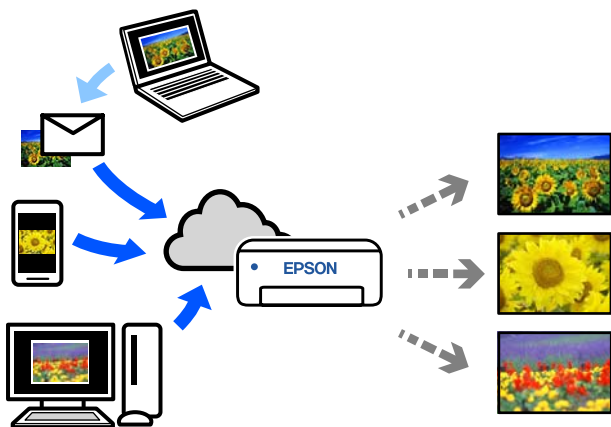
- 1 Install Mopria Print Service from Google Play.
- 2 Load paper in the printer.
 [“Basic Operations” on page 28](#)
- 3 Set up your printer for wireless printing.
- 4 Connect your smart device to the same wireless network as your printer.

- 5 Print from your device to your printer.

Note:
For more details, access the Mopria Web site at <https://mopria.org>.

Printing from Cloud Services

By using Epson Connect service available on the Internet, you can print from your smart phone, tablet PC, or laptop, anytime and practically anywhere. To use this service, you need to register the user and the printer in Epson Connect.



The features available on the Internet are as follows.

- Email Print**
When you send an email with attachments, such as documents or images that you want to print, to the email address assigned to the printer, you can print the email and attached files. You can print on your home or office printer from remote locations.
- Remote Print Driver**
This is a shared driver supported by Remote Print Driver. When printing using a printer in a remote location, you can print by changing the printer on the usual applications window.

See the Epson Connect web portal for details on how to setup or print.

<https://www.epsonconnect.com/>

Note:

When printing from a cloud service, printing is supported only on the following standard sizes using roll paper.

- Email Print:** 9 x 13 cm (3.5 x 5 in), 10 x 15 cm (4 x 6 in)
- Remote Print:** A4 210 x 297 mm, 9 x 13 cm (3.5 x 5 in), 10 x 15 cm (4 x 6 in), 13 x 18 cm (5 x 7 in), 20 x 25 cm (8 x 10 in)

Registering to Epson Connect from the Control Panel

Follow the steps below to register the printer.

- 1** Load roll paper in the printer.
☞ [“Basic Operations” on page 28](#)
- 2** Select **Settings** on the home screen.
To select an item, use the ▲/▼ buttons to move, and then press the OK button.
- 3** Select **Epson Connect Services - Register/Delete**, in this order.
To select an item, move the focus to the item using the ▲/▼/◀/▶ buttons, and then press the OK button.
- 4** Follow the on-screen instructions to do operations, and print a registration sheet.
Continue printing without stopping printing when a paper size error appears on the control panel screen.
- 5** Follow the instructions on the registration sheet to register the printer.

Maintenance

Maintenance

List of Maintenance Items

See the following table for details on maintenance.

Contents	When to perform	Reference
Replacing ink supply units Replacing Maintenance Box	When a Remaining Alert is displayed on the control panel screen	☞ "Replacing Ink Supply Units" on page 62 ☞ "Replacing Maintenance Box" on page 64
Emptying the Scrap Paper Box	When Replacing Roll Paper	☞ "Emptying the Scrap Paper Box" on page 65
Cleaning airflow vents	Once every 3 months	☞ "Cleaning Airflow Vents" on page 66
Cleaning the platen and roll paper unit	When the Back of Printed Paper is Dirty	☞ "Cleaning the Platen and Roll Paper Unit" on page 66
Replacing feed rollers in the duplex feeder (option)	<input type="checkbox"/> When the type of paper that is loaded in the cassette is changed. <input type="checkbox"/> When paper feed trouble repeatedly occurs even though the paper is loaded correctly and the correct paper feed rollers are being used.	☞ "Replacing Feed Rollers in the Duplex Feeder (Option)" on page 68
Doing a Print Head Nozzle Check	<input type="checkbox"/> When checking if nozzles are clogged <input type="checkbox"/> When checking which colors are clogged <input type="checkbox"/> Horizontal stripes or tint unevenness (banding) have appeared	☞ "Print Head Nozzle Check and Cleaning" on page 71
Cleaning the print head	When a clogged nozzle is found	☞ "Print Head Nozzle Check and Cleaning" on page 71

The printer has other maintenance functions, that can be executed from the maintenance tool, than those mentioned above. See the following for more details.

[☞ "Using the Maintenance Tool \(Windows\)" on page 73](#)

[☞ "Using the Maintenance Tool \(Mac\)" on page 89](#)

Disposal of Used Consumables

Dispose of consumables and optional parts in accordance with your local laws and statutes, such as by entrusting them to an industrial waste disposal company.

Replacing Ink Supply Units

Caution:

- ❑ Do not disassemble ink supply units. If it is disassembled, ink could get in your eyes or adhere to your skin.
- ❑ Do not shake the ink supply units too hard. Ink may leak from the ink supply unit if you shake it or swing it around too hard.
- ❑ Store ink supply units in a location out of the reach of children.
- ❑ If ink gets in the eyes or mouth, or stains the skin, treat the area as follows.
 - ❑ If ink adheres to your skin, immediately wash it off using soapy water.
 - ❑ If ink enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If you notice any abnormalities, consult a physician immediately.
 - ❑ If ink enters your mouth, consult a physician immediately.

Important:

- ❑ If you do not have a new ink supply unit for installation, leave the expended ink supply unit in the printer until the new one is ready. If the printer is left without an ink supply unit, it may malfunction.
- ❑ When the ink supply unit being used falls below the limit, replace it with a new ink supply unit as soon as possible.
- ❑ Do not leave the printer without ink supply units installed. The inks inside the printer may dry and you may not be able to print. When you are not using the printer, make sure there is an ink supply unit installed in each slot.

1

Check that the power light is lit.

If the power light is flashing, the printer is operating. Wait until all operations have stopped.



2

On the control panel, check which ink supply units need to be replaced.

3

Open the ink supply unit cover on the side to be replaced.



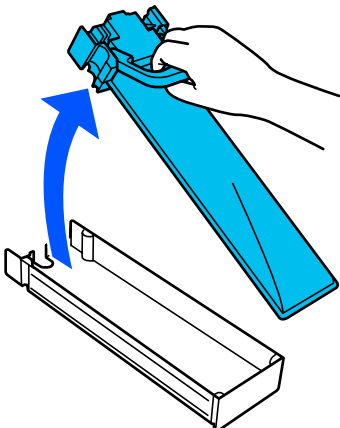
When the cover is opened, the status light lights.

Maintenance

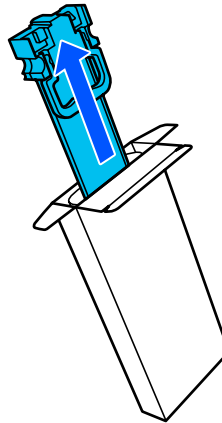
- 4** Push in the ink supply unit tray to pull it out.



- 5** Remove the ink supply unit.
Lift up the handle and then remove it.

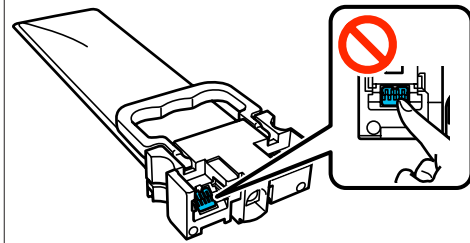


- 6** Remove the new ink supply unit from the box.



! **Important:**

*Do not touch the chip on the ink supply unit.
You may not be able to print properly.*



- 7** Confirm the color of the label, and then put the ink supply unit tray back into the printer.



Maintenance

- 8 Close the ink supply unit cover.



- 9 Confirm that the status light is off.

Replacing Maintenance Box

The maintenance box is to absorb ink consumed when Print Head Cleaning is executed.

If a replace the maintenance box message appears, follow the steps below to replace it.

! Important:

After removing the maintenance box, replace it immediately, do not leave the ink supply unit cover open.

- 1 Check that the power light is lit.
If the power light is flashing, the printer is operating. Wait until all operations have stopped.



- 2 Open the ink supply unit cover on the right side.
A warning buzzer sounds when you open the cover.

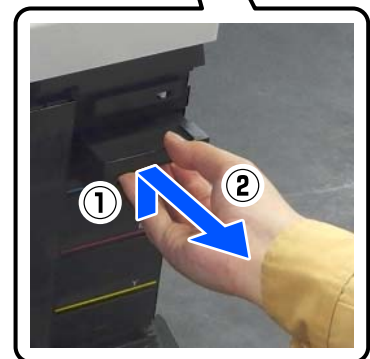


- 3 Remove the maintenance box slowly without tilting it.

Push up, and then pull it out.

See the following for more information on disposing of the maintenance box.

[📄 "Disposal of Used Consumables" on page 61](#)

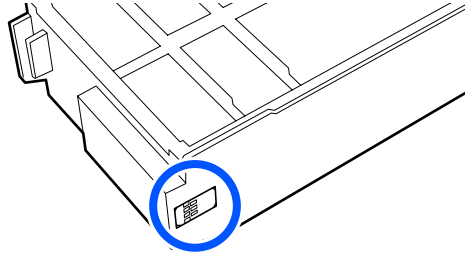


Maintenance

4 Prepare a new maintenance box.

! Important:

Do not touch the chip on the maintenance box. Doing so may prevent normal operation and printing.



5 Insert the new maintenance box.



6 Close the ink supply unit cover.



7 Check that the power light has lit.

This completes this section.

Emptying the Scrap Paper Box

Scraps of paper cut during printing accumulate in the scrap paper box. You need to empty out the paper scraps before the box is full.

Check visually how much scrap paper has accumulated in the box. Be sure to dispose of scrap paper when you replace the roll paper.

1 Check that the power light on the printer is lit. When the power light is flashing, the printer is operating. Wait until all operations have stopped.



2 Remove the scrap paper box.



Maintenance

When the scrap paper box is removed, the status light lights.

- 3 Empty out the scrap paper.
- Turn over the scrap paper box to throw away the scrap paper that has collected in the box.

- 4 Attach the scrap paper box.



- 5 Confirm that the status light is off.

Cleaning Airflow Vents

Clean the airflow vent filter with a vacuum cleaner once every 3 months.



Cleaning the Platen and Roll Paper Unit

If the back of printed paper is dirty, paper dust (white dust) has accumulated on the platen and roll paper unit, making them dirty. Clean the platen and roll paper unit according to the procedure in the next section.

If you are using roll paper, clean the platen and the roll paper unit. If you are using cut sheets, clean the platen. Execute cleaning with the power on.

If you are using roll paper, remove the roll paper from the roll paper unit in advance.

 [“Removing the Spindle Unit” on page 28](#)

How to Clean the Platen

- 1 Remove the printer cover
 - (1) Open the rear paper feed slot cover.

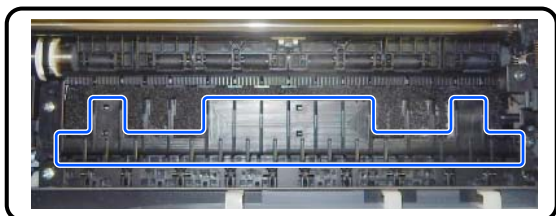


Maintenance

(2) Slide the printer cover backwards, and then remove it.

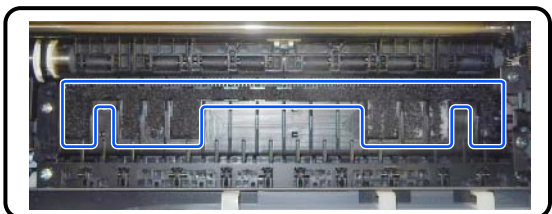


2 Wipe off any dirt, such as paper dust, on the platen (the area outlined in blue in the illustration below) with a commercially available cotton swab.



3 Wipe off any dirt, such as paper dust, that has accumulated on the ink absorbing areas (the area outlined in blue in the illustration below) with a commercially available cotton swab.

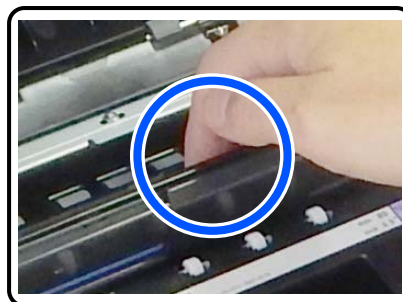
Be careful as you wipe the ink off the ink absorbing area so that the ink does not spread to any other areas.



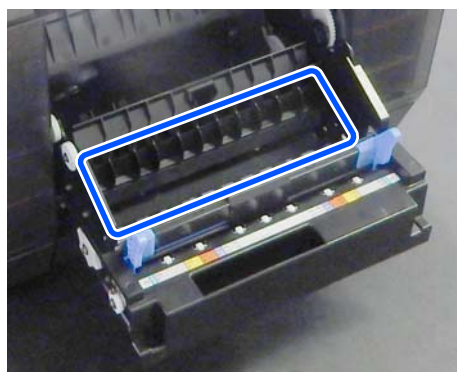
4 Install the printer cover in the reverse order of step 1.

How to Clean the Roll Paper Unit

1 Open the front plate inside the roll paper unit. Place your finger in the hole at the bottom and lift to open.



2 Use a vacuum cleaner to remove dirt, such as paper dust, that has collected in the locations shown in the illustration.

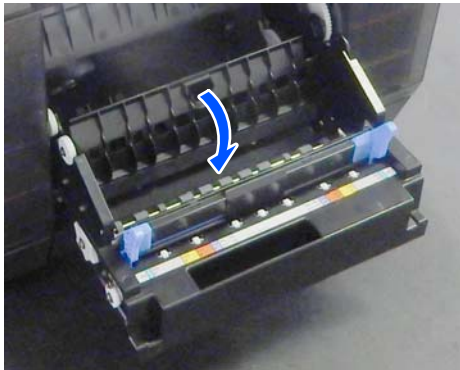



Maintenance

Use a vacuum cleaner that has a nozzle type head with no brush.



- 3** Replace the plate.
Press down until you hear it click into place.



- 4** Reload the roll paper.
 ["Installing the Spindle Unit" on page 31](#)

Replacing Feed Rollers in the Duplex Feeder (Option)

Types of feed rollers and when to replace them

The following A and B feed rollers are installed in the duplex feeder.



Furthermore, the A type feed rollers have two types, either for photo paper or for card stock, according to the type of paper being used.

For photo paper



For card stock



Replace these feed rollers at the following times.

When the type of paper being used is changed

The A feed rollers are each designed according to the paper that they support. If the correct feed rollers are not installed, then paper feed problems and scratches on the back side of the paper may occur, so replace the feed rollers as appropriate, according to the following table. The B feed rollers do not need to be replaced.

When using paper other than Epson Special Media, paper feed problems may occur because of the paper, even if you follow the guidelines in the following table. Because of this, we recommend first printing some paper to confirm whether it feeds. If paper feed problems occur, install and use the other feed rollers.

Epson Special Media

Name of paper	Feed rollers
SureLab Photo Paper Gloss - DS(225)	For photo paper
SureLab Photo Paper Gloss - DS(190)	For photo paper
SureLab Photo Paper Luster - DS(225)	For photo paper
SureLab Photo Paper Luster - DS(190)	For photo paper

Other Commercially Available Paper

General name of paper	Feed rollers
Matte photo paper	For card stock
Glossy photo paper	For photo paper
Card stock	For card stock

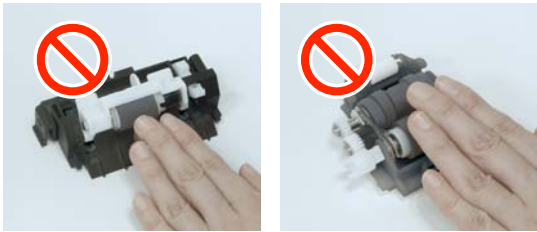
Maintenance

When feed rollers reach the end of their service life

Faulty paper feeding, such as paper not feeding from the cassette, may occur when the feed rollers reach the end of their service life. If faulty paper feeding occurs repeatedly, even though the feed rollers are installed according to the type of paper and the paper is correctly loaded in the cassette, then replace both A and B feed rollers.

Notes when Replacing Feed Rollers

Do not touch the surfaces of the rollers of the paper feed rollers. Oil from your skin could stick to them and make printed materials dirty.



Feed rollers installation when assembling the duplex feeder

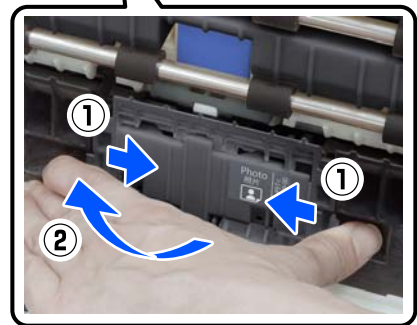
When assembling the duplex feeder, A and B feed rollers are not installed. Install the appropriate feed rollers for your paper according to steps 6 and 7 in the next section.

How to Replace

- 1** Turn off the printer.
- 2** Move to the back, and open the cover of the duplex feeder.



- 3** Press on both sides of the A feed roller to remove it.

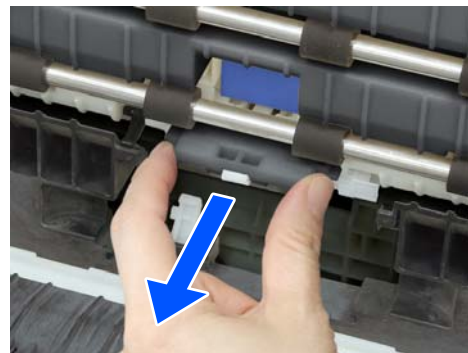


If you are replacing only the A feed roller, proceed to step 7.

- 4** Press in the button shown in the illustration. The B feed roller comes out toward you.



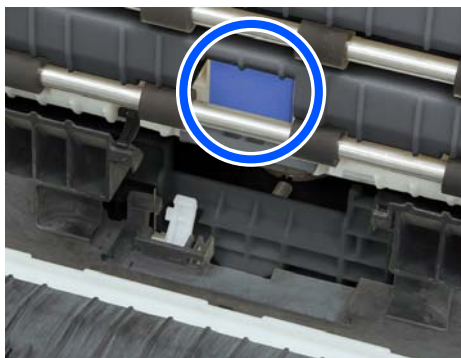
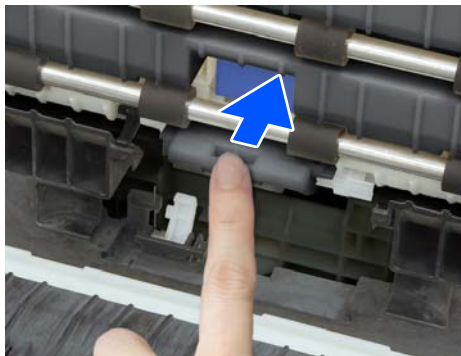
- 5** Remove the B feed roller.



Maintenance

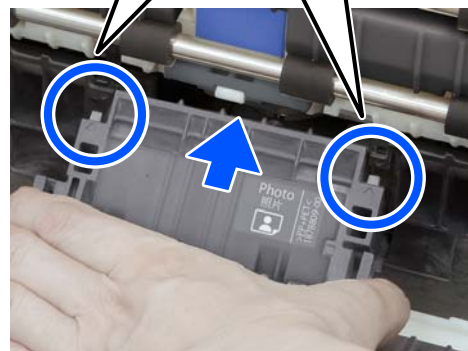
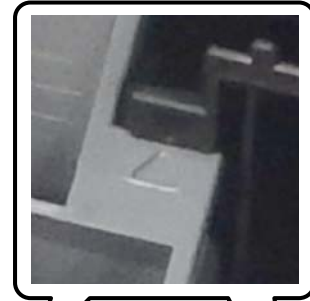
- 6** Orient the new feed roller as shown in the illustration, and insert it until it stops.

When you press it all the way in, the button you pressed in comes back out.



- 7** Align the triangle on top of the cover with the triangle on the printer and then insert the A feed roller and press on its lower part to install it.

Install a new feed roller if you are replacing the feed roller at the end of its service life.



- 8** Close the cover of the duplex feeder.



Maintenance

9 Move to the front, and turn on the printer.

10 If you are replacing it at the end of its service life, then, in the control panel screen, select **Settings - Maintenance**, and execute **Reset Counter**.

The amount that has been fed from the cassette is reset. You can confirm the amount that has been fed from the cassette in Maintenance Tool.

Maintenance Functions That Can Be Executed from the Printer

Print Head Nozzle Check and Cleaning

If the nozzles are clogged, the printouts become faint, or banding may appear. The printer has an auto nozzle check function that automatically detects clogged nozzles and does Print Head Cleaning or prints by using normal nozzles to compensate for clogged nozzles. Because of this, you do not need to regularly do manual cleaning or Print Head Nozzle Check.

The auto nozzle check function is set from Maintenance Tool.

[“Using the Maintenance Tool \(Windows\)” on page 73](#)

[“Using the Maintenance Tool \(Mac\)” on page 89](#)

If you do not use the auto nozzle check function, follow the procedure below to execute a Print Head Nozzle Check if there are problems with print quality or when you want to check for clogged nozzles. If the nozzles are clogged, clean the print head.

Note:

- When ink is low, you may not be able to do cleaning.
- If the clogs are not cleared after repeating Print Head Cleaning about three times, then execute Powerful Cleaning.
 - [“Powerful Cleaning” on page 72](#)
 If the clogs are not cleared after doing Powerful Cleaning, contact your dealer or Epson Support.

1 Load paper in the location set in **Printer Setup - Paper Source Settings - Paper path for maintenance printing**.

[“Basic Operations” on page 28](#)

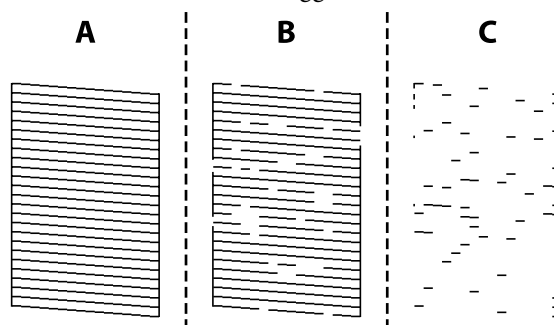
2 Select **Settings - Maintenance** on the home screen.

To select an item, move the focus to the item using the **▲/▼/◀/▶** buttons, and then press the **OK** button.

3 Select **Print Head Nozzle Check**.

4 Follow the on-screen instructions to print a nozzle check pattern.

5 Look at the printed pattern to check for print head nozzles that are clogged.



- Same as A:
All lines are printed. Select **No**. No further steps are needed.
- Close to B:
Some nozzles are clogged. Select **Yes**, check the messages, and then select **Cleaning**.
- Close to C:
If most lines are missing or not printed, this indicates most nozzles are clogged. Select **Yes**, press the **OK** button to proceed to the next screen, and then select **Powerful Cleaning**.

Maintenance

- 6 Follow the on-screen instructions to execute Print Head Cleaning or Powerful Cleaning.
- 7 When cleaning is finished, the nozzle check pattern is printed again. Repeat checking and cleaning until all the lines in the nozzle check pattern are printed.


Powerful Cleaning

Executing Powerful Cleaning may improve quality in the following cases.

- When most nozzles are clogged.
- Clogs are not cleared even after doing Print Head Cleaning three times

Note:

Powerful Cleaning consumes more ink than normal cleaning.

- 1 Load paper in the location set in **Printer Setup - Paper Source Settings - Paper path for maintenance printing**.
 [“Basic Operations” on page 28](#)
- 2 Select **Settings - Maintenance** on the home screen.
- 3 Select **Powerful Cleaning**.
- 4 When cleaning is finished, the nozzle check pattern is printed again. Check whether all of the lines in the nozzle check pattern were printed correctly.

Using the Maintenance Tool (Windows)

Using the Maintenance Tool (Windows)

This section explains how to use Maintenance Tool by starting it from the computer connected to the printer.

Summary of the Maintenance Tool

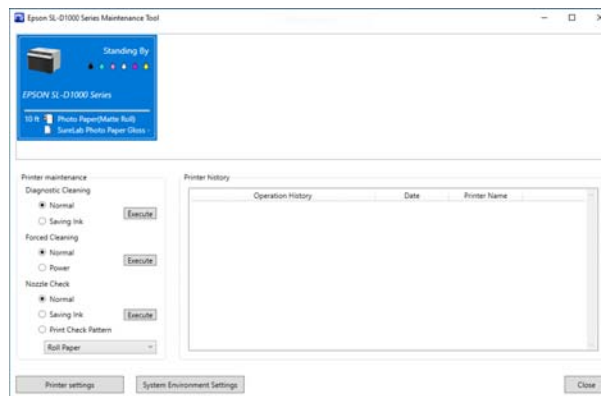
From your computer you can perform adjustment and maintenance operations such as checking the printer's status, making settings, performing head cleaning and so on.

When multiple printers are connected to a single computer, you can operate multiple printers at one time.

Starting and Closing

Starting

On the computer, click **Start** - Applications List - EPSON - EPSON SL-D1000 Series Maintenance Tool in this order.



Note:

You can also start it by clicking **Maintenance Tool** in the **Maintenance** tab of the printer driver screen.

Closing

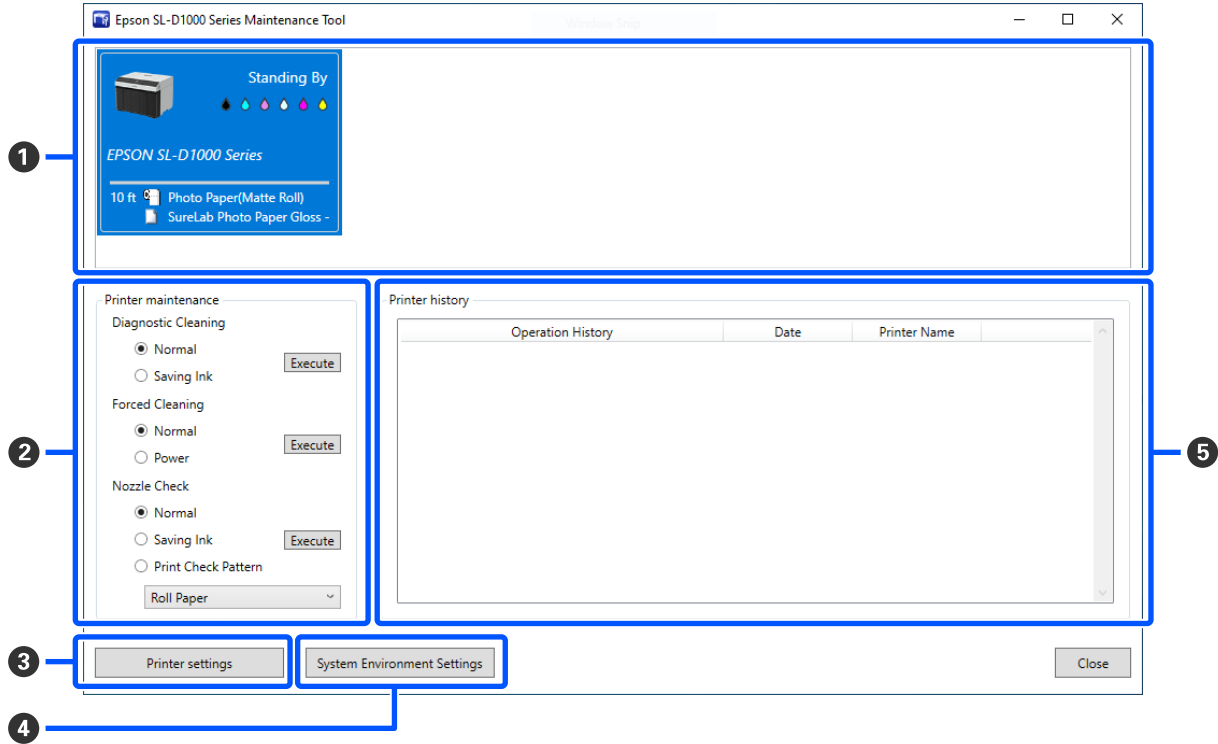
Click **Close** at the bottom-right of the screen.

Using the Maintenance Tool (Windows)

Explanation of the Main Screen

The following main screen appears when you start Maintenance Tool.

The configuration and functions of the main screen are shown below.



	Item	Functions
①	Printer list area	Displays a list of printers that are connected to the computer.
	Status	Displays the printer's status.
		Displays the ink level for each color. The following is shown for each color of ink. ● : No problems with ink levels. ⚠ : New ink supply unit needs to be prepared because remaining ink level is low. ✖ : Remaining ink level is below the minimum value. Replace with a new ink supply unit. Or, an error has occurred. Check the printer history (⑤) and clear the error.
	Printer Name	Displays the printer name.
	Paper Remaining/Paper Type	The paper sources are shown by the following icons. : Roll Paper : Duplex feeder Information about the paper that is currently loaded is shown to the right of the icon. For roll paper, the remaining amount of paper is shown to the left of the icon.

Using the Maintenance Tool (Windows)

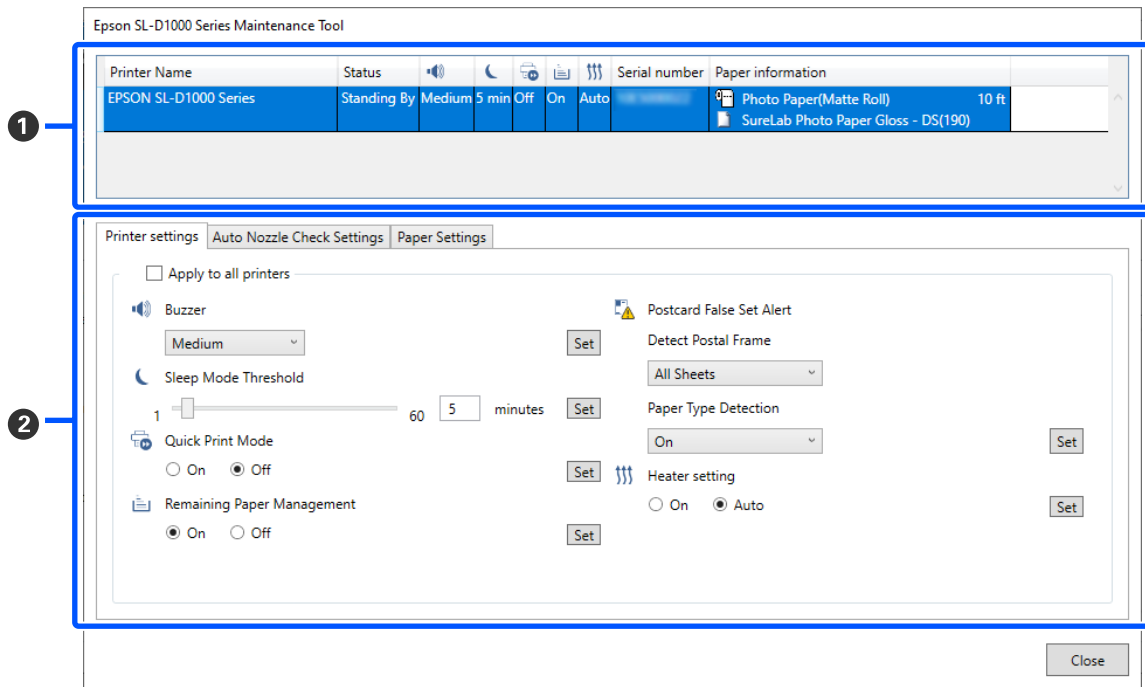
	Item	Functions
②	Printer maintenance	The following maintenance functions can be executed for the printer selected in the printer list area (①).
	Diagnostic Cleaning	Detects clogged nozzles and automatically performs cleaning. ☞ "Diagnostic Cleaning" on page 85
	Forced Cleaning	Performs manual cleaning. ☞ "Forced Cleaning" on page 86
	Nozzle Check	Checks for clogged nozzles. A nozzle check pattern can also be printed. ☞ "Nozzle Check Methods" on page 83 ☞ "Print Nozzle Check Pattern Method" on page 84
③	Printer settings button	A screen for setting printer operations, Auto Nozzle Check Settings, and adjusting the printer is displayed. ☞ "Explanation of the Printer settings" on page 75
④	System Environment Settings button	A screen for saving log files and status sheets is displayed. ☞ "Explanation of the System Environment Settings Screen" on page 82
⑤	Printer history	Shows a history of settings and maintenance executed from Maintenance Tool and information about errors that occur on printers that are connected to the computer. This operation history is not retained at the next startup, it is deleted automatically when you exit Maintenance Tool.

Explanation of the Printer settings

















Clicking on **Printer settings** in the main screen displays the following Printer settings screen.

Using the Maintenance Tool (Windows)

The configuration and functions of the Printer settings screen are shown below.



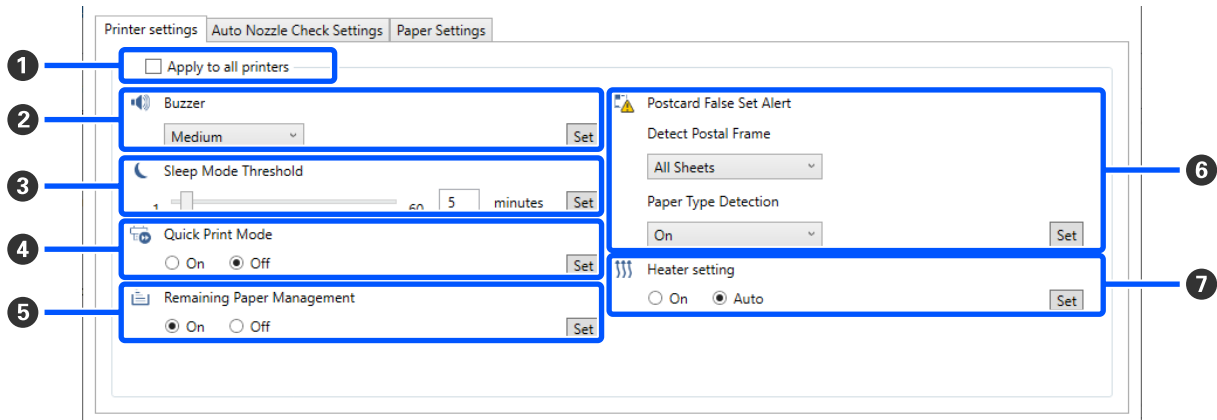
Using the Maintenance Tool (Windows)

	Item	Functions
①	Printer list area	<p>Displays a list of printers that are connected to the computer.</p> <p>The settings of the items indicated by the following icons can be changed in the Printer settings tab.</p> <p>    </p> <p> "Printer settings tab" on page 78</p>
	Printer Name	Displays the printer name.
	Status	Displays the printer's status.
		Indicates the state of the warning buzzer settings.
		Indicates the sleep mode threshold.
		Indicates the state of Quick Print Mode settings.
		Indicates the state of Remaining Paper Management settings.
		Indicates the state of Heater setting.
	Serial number	Displays the printer's serial number.
Paper information	<p>The paper sources are shown by the following icons.</p> <p>: Roll Paper</p> <p>: duplex feeder</p> <p>Information about the paper that is currently loaded is shown to the right of the icon.</p> <p>For roll paper, the remaining amount of paper is shown to the right of the paper information.</p>	
②	Tabs and information display area	The following three types of tabs are displayed.
	Printer settings tab	<p>You can set the printer's various operations.</p> <p> "Printer settings tab" on page 78</p>
	Auto Nozzle Check Settings tab	<p>You can set the various settings related to auto nozzle checks.</p> <p> "Auto Nozzle Check Settings tab" on page 79</p>
	Paper Setting tab	<p>You can adjust the printer, such as Print Head Alignment and Paper Feed Adjustment.</p> <p> "Paper Settings tab" on page 81</p>

Using the Maintenance Tool (Windows)

Printer settings tab

The configuration and functions of the **Printer settings** tab in the Printer settings screen are shown below.



After changing the settings in items 2 to 7, the changes are applied for each item by clicking **Set**.

Item	Functions
1 Apply to all printers	By selecting this, the results of settings changed in 2 to 7 are batch applied to all printers displayed in the printer list area at the top of the screen. Select this and then change the settings in 2 to 7, and then click Set for each item.
2 Buzzer	Set volume of and whether to sound the warning buzzer.
3 Sleep Mode Threshold	Set the time before switching to Sleep Mode. If an error has not occurred on the printer and no print jobs have been received for the specified length of time, the printer automatically switches to Sleep Mode.
4 Quick Print Mode	Set whether to enable/disable Quick Print Mode. Quick Print Mode is a mode that increases print speed by shortening the drying time when printing one sheet at a time. We recommend using this when printing one sheet at a time such as for an event. Be sure to note the following points. <ul style="list-style-type: none"> <input type="checkbox"/> Do not stack printouts as the drying time is shorter. <input type="checkbox"/> Depending on the paper type, color may be uneven or ink may be smudged. If this occurs, set Quick Print Mode to Off.
5 Remaining Paper Management	Set whether to enable/disable Remaining Paper Management. When this is On , information, such as the paper type and remaining paper, is printed as a barcode on the leading edge of the roll paper.

Using the Maintenance Tool (Windows)

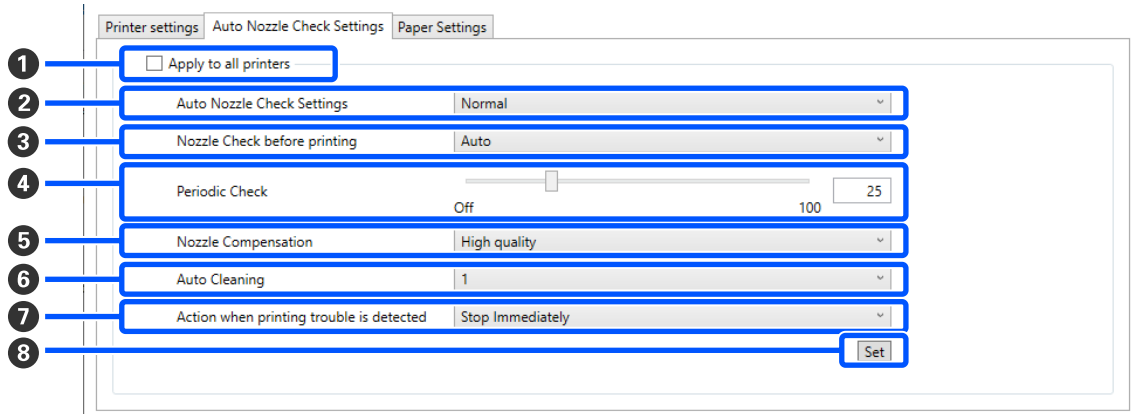
	Item	Functions
6	Postcard False Set Alert	<p>Set whether, when printing postcards, to detect the type and orientation of the postcard paper loaded on the printer, and to then send a notification.</p> <p>The following shows the setting items.</p>
	Detect Postal Frame	<p>Detects the orientation and print side of postcards loaded in the printer and sends notification if they are judged incorrect according to the postcard paper type set on the printer's control panel.</p> <p>When First Sheet is set, only the orientation of the first postcard loaded on the printer is detected.</p> <p>When All Sheets is set, the orientation of all postcards loaded on the printer are detected.</p> <p>The print speed is reduced by the amount of time to make these detections when First Sheet or All Sheets is set. To prioritize print speed, set this to Off.</p>
	Paper Type Detection	<p>When this is On, notification is sent when the type of postcard paper loaded in the printer is different from the type of postcard paper set on the printer's control panel.</p> <p>The type of paper used for postcards is different from normal paper or inkjet paper, so notification is sent in the following situations.</p> <p>Example: When inkjet paper postcards are set on the printer's control panel, but regular paper postcards are loaded on the printer.</p>
7	Heater setting	<p>Set whether to turn on the heater that is built-in to the printer.</p> <p>If it is turned On, then the internal heater is turned on when printing on either roll paper or cut sheets. The printing time may become longer because of the added time for drying by the heater.</p> <p>When printing on both sides of cut sheets of photo paper and stacking them on paper that has been printed on, if a side with dark colors and a side with light colors are stacked together, then one side may look uneven, due to the differences in drying time. Set this to On if this unevenness is an issue.</p> <p>If you set Auto, then the internal heater turns on when printing on roll paper, but the internal heater turns off when printing on cut sheets.</p> <p>Also, if you are using the printer in any of the following environments, then the internal heater turns off regardless of this setting.</p> <ul style="list-style-type: none"> <input type="checkbox"/> When the temperature exceeds 27 °C <input type="checkbox"/> When the humidity is below 20%

Auto Nozzle Check Settings tab

In this section you can do advanced settings for auto nozzle check to confirm the state of the nozzles when the printer is turned on and at specified times so that the nozzles are automatically cleaned if they clog.

Using the Maintenance Tool (Windows)

The configuration and functions of the **Auto Nozzle Check Settings** tab in the Printer settings screen are shown below.



After changing the settings in items 2 to 7, the changes are applied by clicking **Set**.

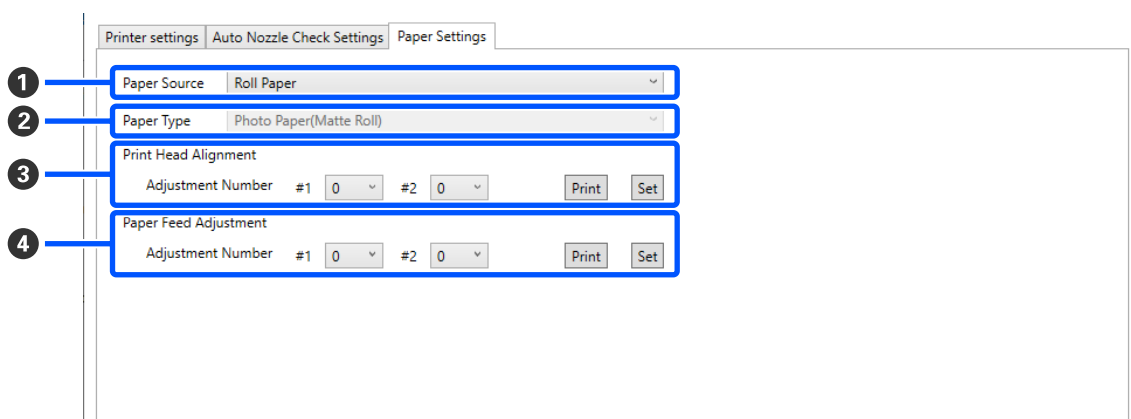
	Item	Functions
1	Apply to all printers	By selecting this, the results of settings changed in 2 to 7 are batch applied to all printers displayed in the printer list area at the top of the screen. Select this and then change the settings in 2 to 7, and then click Set .
2	Auto Nozzle Check Settings	Set the conditions in which an automatic nozzle check is done. Select one of the following. <input type="checkbox"/> High quality Prints a check pattern on roll paper and automatically checks the state of the nozzles. Nozzles are checked in the same way as when the printer is turned on too. Roll paper must always be loaded on the printer. <input type="checkbox"/> Normal When printing on roll paper, prints a check pattern on roll paper and automatically checks the state of the nozzles. When printing on cut sheets, does not print a check pattern and automatically checks the state of the nozzles. When roll paper is loaded, nozzles are checked in the same way as when the printer is turned on too. <input type="checkbox"/> Saving Ink Does not print a check pattern and automatically checks the state of the nozzles, whether roll paper or cut sheets are loaded on the printer. Nozzles are checked in the same way as when the printer is turned on too. <input type="checkbox"/> Off Nozzles are not checked automatically. Select his when you want to visually confirm the printed check pattern to confirm the state of the nozzles. <input type="checkbox"/> Default Returns all the settings (2 to 7) in the Auto Nozzle Check Settings tab to the manufacturer's settings.
3	Nozzle Check before printing	Set whether to execute auto nozzle check before printing. When set to Auto , auto Nozzle Check is executed according to the state of the printer, such as after changing the auto nozzle check settings, or after executing nozzle cleaning. When set to Every time , auto nozzle check is executed for each print job.

Using the Maintenance Tool (Windows)

	Item	Functions
④	Periodic Check	Set the time to execute auto nozzle check according to the number of sheets printed. If the number of sheets being printed for a single job exceeds the number of printed sheets set for this item, then the number of sheets for that job is printed, after which auto nozzle check is executed.
⑤	Nozzle Compensation	Set the print quality for when normal nozzles compensate for the ink that could not be ejected by clogged nozzles.
⑥	Auto Cleaning	Sets the number of times to do auto cleaning when clogged nozzles are detected.
⑦	Action when printing trouble is detected	Sets whether to stop printing when clogged nozzles are detected. When set to Stop Immediately , printing is stopped when clogged nozzles are detected. When set to Ignore , printing is continued even if clogged nozzles are detected.
⑧	Set button	Clicking this reflects the changes to each item ② to ⑦.

Paper Settings tab

The configuration and functions of the **Paper Settings** tab in the Printer settings screen are shown below.



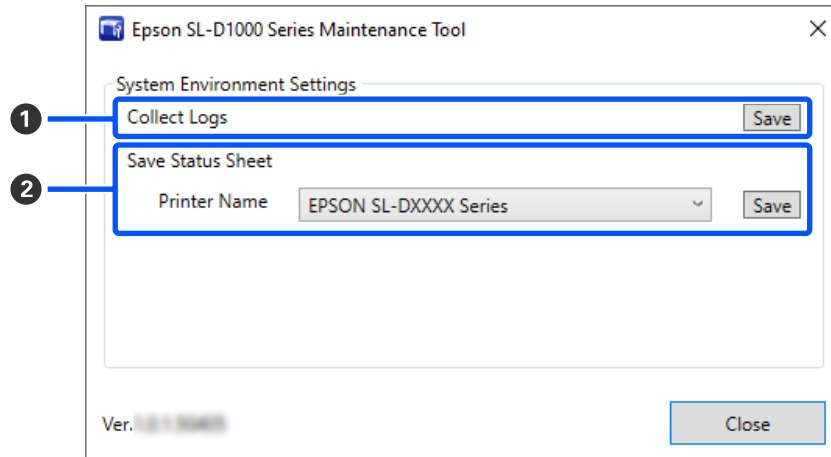
	Item	Functions
①	Paper Source	Select the paper source for doing Print Head Alignment and Paper Feed Adjustment.
②	Paper Type	This is enabled only when Rear Paper Feed Slot is selected for Paper Source (①). Select the type of paper that is loaded in the rear paper feed slot.
③	Print Head Alignment	Corrects print head misalignments when printing. See the following for details on Print Head Alignment. 🔗 "Print Head Alignment Method" on page 86
④	Paper Feed Adjustment	Adjusts the amount of paper feed. See the following for details on Paper Feed Adjustment. 🔗 "Paper Feed Adjustment Method" on page 87

Using the Maintenance Tool (Windows)

Explanation of the System Environment Settings Screen

Clicking on **System Environment Settings** in the main screen displays the following System Environment Settings screen.

The configuration and functions of the System Environment Settings screen are shown below.



	Item	Functions
①	Collect Logs	Clicking Save saves log files saved on the printer to the desktop of the computer. The following shows the file name. EPSON SL-D1000_<saved date>.zip
②	Save Status Sheet	Select a printer in Printer Name , and then click Save to save a status sheet of the selected printer to a PDF file. You can change the file name and where the file is stored.

Using the Maintenance Tool (Windows)

Printer Maintenance

You need to perform print head maintenance if there are problems in the printed results, such as streaks in the printouts or if printed colors are different from usual.

Maintenance Operations

Maintenance Tool has the following functions to keep the print head in good condition and to get the best print results.

Carry out appropriate maintenance depending on the print results and situation.

Auto Nozzle Check

By enabling this setting, you can confirm the state of the nozzles when the printer is turned on and at specified times so that the nozzles are automatically cleaned if they clog.

You can change the conditions to execute a nozzle check and the timing for nozzle checks in Auto Nozzle Check. You can also disable this setting so nozzles are not checked automatically.

 [“Auto Nozzle Check Settings tab” on page 79](#)

Manual Nozzle Check

Executes a nozzle check to check for clogged nozzles, such as when auto nozzle check is disabled, if you have not used the printer for an extended period, or before printing an important job. The printer automatically detects clogged nozzles.

 [“Nozzle Check Methods” on page 83](#)

Print Nozzle Check Pattern

Print a nozzle check pattern when you want to confirm whether clogged nozzles have been cleared after cleaning the print head or when you want to confirm the condition of nozzles visually with a printed nozzle check pattern.

 [“Print Nozzle Check Pattern Method” on page 84](#)

Print Head Cleaning

Do this if there are streaks in the printouts or if printed colors are different from usual. This function clears clogged nozzles.

There are two types, **Forced Cleaning**, which is cleaning the print head manually, and **Diagnostic Cleaning**, which detects clogged nozzles and cleans the print head automatically.

 [“Print Head Cleaning Method” on page 85](#)

Print Head Alignment

If the print results appear grainy or out of focus, perform Print Head Alignment. The Print Head Alignment function corrects print head misalignments when printing.

 [“Print Head Alignment Method” on page 86](#)

Paper Feed Adjustment

Execute this when streaks and unevenness that occur in print results are not improved even though print head cleaning was executed.

 [“Paper Feed Adjustment Method” on page 87](#)

Nozzle Check Methods

There are two types of nozzle checks, **Normal** and **Saving Ink**.

Normal prints a check pattern on roll paper and automatically checks the status of the nozzles. Roll paper must be loaded on the printer.


Saving Ink does not print a check pattern and automatically checks the state of the nozzles, whether roll paper or cut sheets are loaded on the printer.

1

Select a printer, in the printer list area on the main screen, on which to execute a nozzle check.

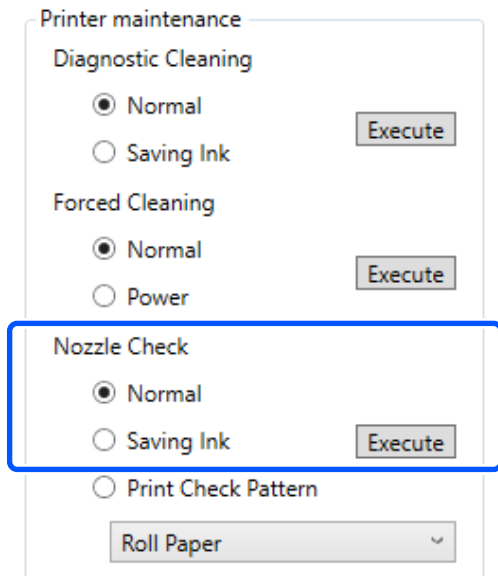
When you select multiple printers, press and hold **Ctrl** as you select the targeted printers.

See the following for more details on the main screen.

 [“Explanation of the Main Screen” on page 74](#)

Using the Maintenance Tool (Windows)

- In **Printer maintenance - Nozzle Check**, select **Normal** or **Saving Ink**, and then click **Execute**.



Nozzle check is executed.

- Check the results of nozzle checks in the message displayed in **Printer history**.

When "<Printer name>-Nozzle Check is complete." is displayed, the work is complete.

When "Clogged nozzles detected. Perform [Forced Cleaning]." is displayed, execute **Forced Cleaning**.

[“Forced Cleaning” on page 86](#)

Perform **Print Check Pattern** to check the condition of the nozzles.

[“Print Nozzle Check Pattern Method” on page 84](#)

Print Nozzle Check Pattern Method

- Load paper to print a nozzle check pattern.

[“Basic Operations” on page 28](#)

- Select a printer, in the printer list area on the main screen, on which to print a nozzle check pattern.

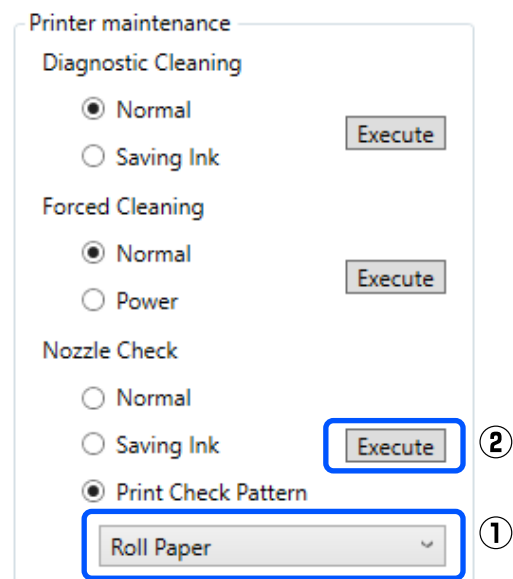
When you select multiple printers, press and hold **Ctrl** as you select the targeted printers.

See the following for more details on the main screen.

[“Explanation of the Main Screen” on page 74](#)

- In **Printer maintenance - Nozzle Check**, select **Print Check Pattern**.

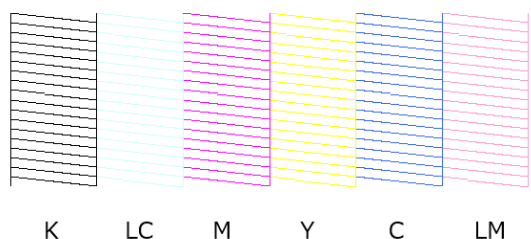
- Select the paper source for the paper loaded in step 1, and then click **Execute**.



The check pattern is printed.

- Review the printed check pattern while referring to the following section.

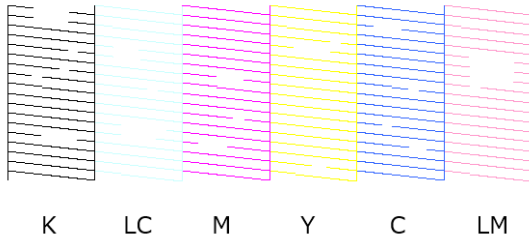
Example of clean nozzles



If none of the check pattern is missing, then the print head nozzles are not clogged.

Using the Maintenance Tool (Windows)

Example of clogged nozzles



If part of the pattern is missing, then the print head nozzles are clogged. The print head needs to be cleaned.

[“Print Head Cleaning Method” on page 85](#)

Print Head Cleaning Method

Types of Cleaning and Order of Implementation

There are two types of cleaning, **Forced Cleaning**, which is cleaning the print head manually, and **Diagnostic Cleaning**, which detects clogged nozzles and cleans the print head automatically.

First, implement **Diagnostic Cleaning**.

After doing that, when "Clogged nozzles detected. Perform [Forced Cleaning]." is displayed in **Printer history** on the main screen, implement **Diagnostic Cleaning**.

If the clogged nozzles are not cleared after repeating **Diagnostic Cleaning** three times, then do **Forced Cleaning** set to **Power**.

Diagnostic Cleaning

1 Select a printer, in the printer list area on the main screen, on which to execute cleaning.

When you select multiple printers, press and hold **Ctrl** as you select the targeted printers.

See the following for more details on the main screen.

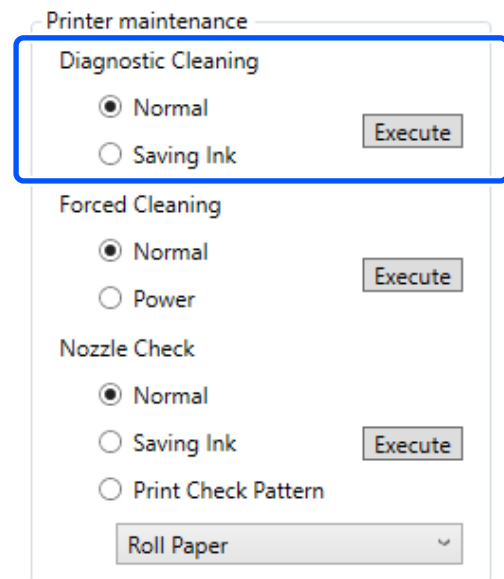
[“Explanation of the Main Screen” on page 74](#)

If an error is displayed for the printer you want to select, clear the error before selecting it.

2 In **Printer maintenance - Diagnostic Cleaning**, select **Normal** or **Saving Ink**, and then click **Execute**.

Normal prints a check pattern on roll paper and automatically checks the status of the nozzles. Roll paper must be loaded on the printer.

Saving Ink does not print a check pattern and automatically checks the state of the nozzles, whether roll paper or cut sheets are loaded on the printer.



The nozzle check starts and cleaning is executed if necessary.

The time needed for cleaning varies according to the status of the nozzles.

3 Check the results of Diagnostic Cleaning in the message displayed in **Printer history**.

When "Clogged nozzles detected. Perform [Forced Cleaning]." is displayed, execute **Diagnostic Cleaning** again.

If "Auto Nozzle Check has failed." is displayed, contact service support.

If the clogged nozzles are not cleared after repeating **Diagnostic Cleaning** three times, then execute **Forced Cleaning** set to **Power**.

[“Forced Cleaning” on page 86](#)

Using the Maintenance Tool (Windows)

Forced Cleaning

- 1 Select a printer, in the printer list area on the main screen, on which to execute cleaning.

When you select multiple printers, press and hold **Ctrl** as you select the targeted printers.

See the following for more details on the main screen.

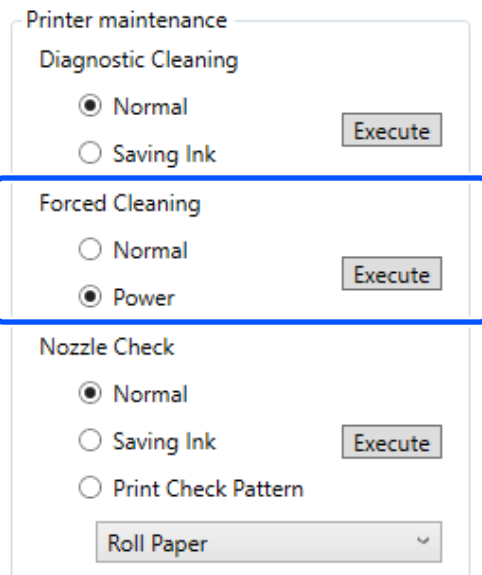
[☞ “Explanation of the Main Screen” on page 74](#)

If an error is displayed for the printer you want to select, clear the error before selecting it.

- 2 In **Printer maintenance - Forced Cleaning**, select **Normal** or **Power**, and then click **Execute**.

Select **Normal** to clean the surface of the print head and to clear clogged nozzles.

Power cleans more powerfully than **Normal**. Use this setting if the nozzles are still clogged even after repeating **Normal** cleaning several times. **Power** consumes more ink than **Normal** cleaning. If a message is displayed informing you that there is not enough ink remaining, replace the ink supply unit before continuing.



Cleaning is executed.

Cleaning may take some time depending on the selected cleaning level.

When cleaning is complete, the results are displayed in **Printer history**.

- 3 Check the results of Forced Cleaning.

There are the following two ways to check the cleaning results.

- ❑ Execute a nozzle check to check for clogged nozzles.
[☞ “Nozzle Check Methods” on page 83](#)
- ❑ Print a nozzle check pattern to check for clogged nozzles.
[☞ “Print Nozzle Check Pattern Method” on page 84](#)

If the clogged nozzles are not cleared by executing **Normal** cleaning, execute **Normal** cleaning again. If the clogged nozzles are not cleared even by repeating this several times, execute **Power** cleaning.

If the clogged nozzles are not cleared even by executing **Power** cleaning, contact service support.

Print Head Alignment Method

If the print results appear grainy or out of focus, perform Print Head Alignment. The Print Head Alignment function corrects print head misalignments when printing.

- 1 Load paper to print an adjustment pattern.

[☞ “Basic Operations” on page 28](#)

- 2 Click **Printer settings** on the main screen.

See the following for more details on the main screen.

[☞ “Explanation of the Main Screen” on page 74](#)

- 3 Select a printer, in the printer list area on the top of the Printer settings screen, on which to execute Print Head Alignment, and then select **Paper Settings**.

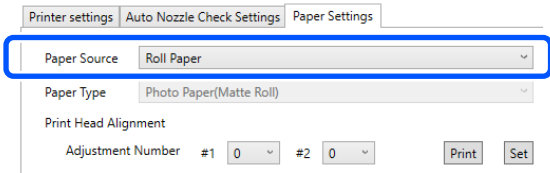
You cannot select multiple printers.

See the following for more details on the printer settings screen.

[☞ “Explanation of the Printer settings” on page 75](#)

Using the Maintenance Tool (Windows)

4 In **Paper Source**, select the paper source in which you loaded paper in step 1.

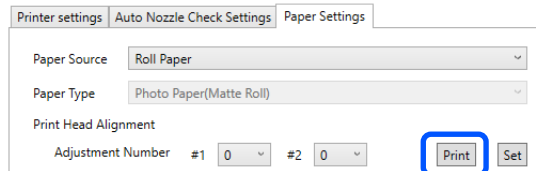


If you selected **Rear Paper Feed Slot** for **Paper Source**, then go to step 5.

If you selected something other than **Rear Paper Feed Slot** for **Paper Source**, then go to step 6.

5 In **Paper Type**, select the type of paper that is loaded in the rear paper feed slot.

6 Click **Print** in **Print Head Alignment**.



Adjustment patterns are printed.

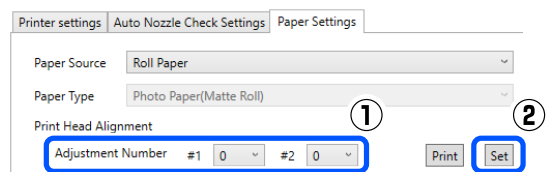
7 Check the printed adjustment pattern.

Two groups of adjustment patterns, #1 and #2, are printed. Confirm which of the print pattern numbers has no gaps between the nozzles in each group.



8 Select the number of the print pattern you confirmed, and then click **Set**.

Select the number of the print pattern you confirmed individually for both #1 and #2.



The adjustment values are applied.

Paper Feed Adjustment Method

Execute this when streaks and unevenness that occur in print results are not improved even though print head cleaning was executed.

1 Load paper to print an adjustment pattern.

[“Basic Operations” on page 28](#)

2 Click **Printer settings** on the main screen.

See the following for more details on the main screen.

[“Explanation of the Main Screen” on page 74](#)

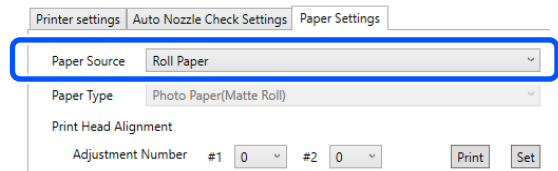
3 Select a printer, in the printer list area on the top of the Printer settings screen, on which to execute Paper Feed Adjustment, and then select **Paper Settings**.

You cannot select multiple printers.

See the following for more details on the printer settings screen.

[“Explanation of the Printer settings” on page 75](#)

4 In **Paper Source**, select the paper source in which you loaded paper in step 1.

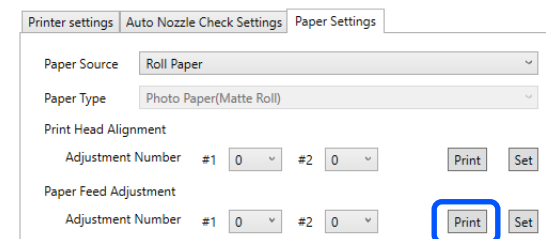


If you selected **Rear Paper Feed Slot** for **Paper Source**, then go to step 5.

If you selected something other than **Rear Paper Feed Slot** for **Paper Source**, then go to step 6.

5 In **Paper Type**, select the type of paper that is loaded in the rear paper feed slot.

6 Click **Print** in **Paper Feed Adjustment**.

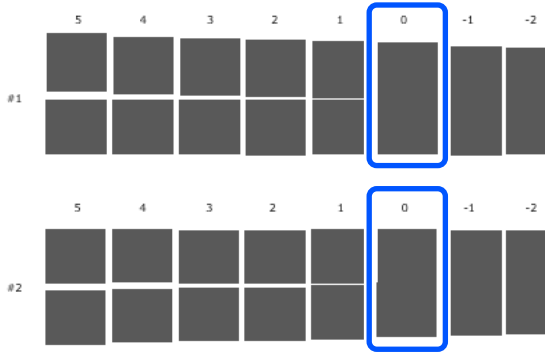


Using the Maintenance Tool (Windows)

Adjustment patterns are printed.

7 Check the printed adjustment pattern.

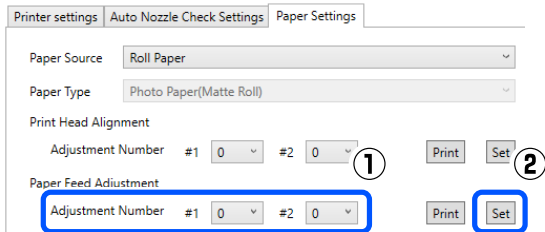
Two groups of adjustment patterns, #1 and #2, are printed. Confirm the number of the print pattern with the least amount of overlapping or gaps for each group.



If all of the adjustment patterns contain overlaps or gaps, and you cannot narrow it down to one, select the pattern with the least overlap or gap.

8 Select the number of the print pattern you confirmed, and then click **Set**.

Select the number of the print pattern you confirmed individually for both #1 and #2.



The adjustment values are applied.

Using the Maintenance Tool (Mac)

Using the Maintenance Tool (Mac)

This section explains how to use Maintenance Tool by starting it from the computer connected to the printer.

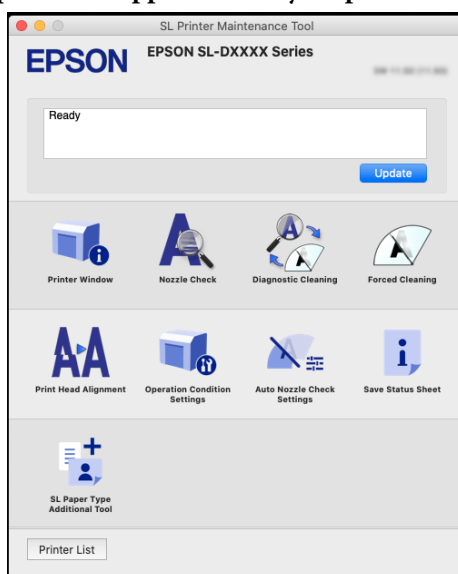
Summary of the Maintenance Tool

From your computer you can perform adjustment and maintenance operations such as checking the printer's status, making settings, performing head cleaning and so on.

Starting and Closing

Starting

- 1 Click the Apple menu - **System Preferences** - **Printers & Scanners**, in this order.
- 2 Select the printer and click **Options & Supplies** - **Utility** - **Open Printer Utility**.



Note:

When multiple printers are connected to a single computer, after starting Maintenance Tool, you can change which printer is being operated.

Closing

Click  on the top left of the screen.

Using the Maintenance Tool (Mac)

Explanation of the Main Screen

The following main screen appears when you start Maintenance Tool.

The configuration and functions of the main screen are shown below.



	Item	Functions
①	Printer Name	Displays the printer name.
②	Status Display Area	Displays the printer's status. Clicking Update updates the status information.

Using the Maintenance Tool (Mac)

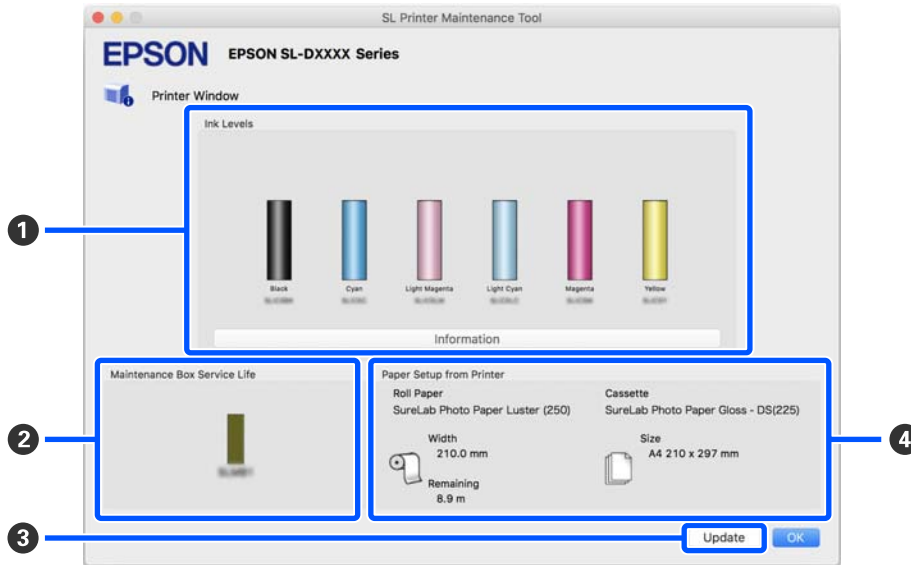
	Item	Functions
3	Menu List	Clicking on an icon executes the following functions for the printer displayed in printer name (1).
	Printer Window	Displays information about the loaded paper, the approximate amount of space in the maintenance box, and the ink levels. ☞ "Explanation of the Printer Window Screen" on page 91
	Nozzle Check	Checks for clogged nozzles. A nozzle check pattern can also be printed. ☞ "Nozzle Check Methods" on page 97 ☞ "Print Nozzle Check Pattern Method" on page 98
	Diagnostic Cleaning	Detects clogged nozzles and automatically performs cleaning. ☞ "Diagnostic Cleaning" on page 99
	Forced Cleaning	Performs manual cleaning. ☞ "Forced Cleaning" on page 99
	Print Head Alignment	Corrects print head misalignments and corrects paper feed amounts when printing. ☞ "Print Head Alignment Method" on page 100 ☞ "Paper Feed Adjustment Method" on page 101
	Operation Condition Settings	Sets the various operations of the printer. ☞ "Explanation of the Operation Condition Settings Screen" on page 92
	Auto Nozzle Check Settings	Sets the details for automatic nozzle checks. ☞ "Explanation of the Auto Nozzle Check Settings Screen" on page 94
	Save Status Sheet	Saves the status sheet of the printer as a PDF file. You can change the file name and where the file is stored.
	SL Paper Type Additional Tool	Starts a tool for adding paper information to a printer or printer driver. ☞ "Adding Paper Information by Using a Paper Type File" on page 103
4	Printer List button	This is enabled only when multiple printers are registered to a computer. Clicking this displays a list, on the side of the main screen, of printers that can be operated. You can change the printer to be operated by selecting a printer from the list. Click the button again to close the list of printers.

Explanation of the Printer Window Screen

Clicking on **Printer Window** in the main screen displays the following Printer Window screen.

Using the Maintenance Tool (Mac)

The configuration and functions of the Printer Window screen are shown below.



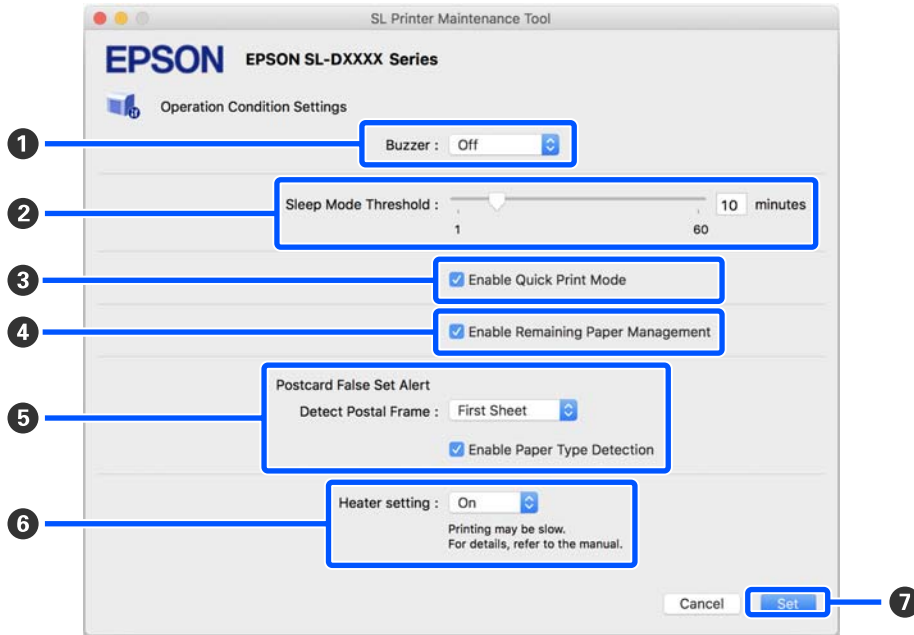
	Item	Functions
1	Ink Levels	<p>Displays the ink level for each color. The following is shown for each color of ink.</p> <p>No icon display: No problems with ink levels.</p> <p>⚠️: New ink supply unit needs to be prepared because remaining ink level is low.</p> <p>❗: Remaining ink level is below the minimum value. Replace with a new ink supply unit.</p> <p>Clicking on Information displays detailed information about the ink supply unit on the side of the Printer Window screen.</p>
2	Maintenance Box Service Life	<p>The approximate amount of space in the maintenance box is shown below.</p> <p>No icon display: No problems with the amount of space in the maintenance box.</p> <p>⚠️: Free space in the maintenance box is running low, prepare a new maintenance box.</p> <p>❗: Amount of free space in the maintenance box is below the minimum value. Replace the maintenance box with a new one.</p>
3	Update button	<p>Clicking this acquires the printer status and updates the 1, 2, and 4 information.</p>
4	Paper Setup from Printer	<p>Displays information about the paper that is currently loaded in the printer.</p> <p>The left half of the display area displays paper information, and the right half displays paper information for the duplex feeder. Paper information is not displayed for the rear paper feed slot.</p> <p>The remaining amount of roll paper is also displayed.</p>

Explanation of the Operation Condition Settings Screen

Clicking on **Operation Condition Settings** in the main screen displays the following Operation Condition Settings screen.

Using the Maintenance Tool (Mac)

The configuration and functions of the Operation Condition Settings screen are shown below.



	Item	Functions
①	Buzzer	Set volume of and whether to sound the warning buzzer.
②	Sleep Mode Threshold	Set the time before switching to Sleep Mode. If an error has not occurred on the printer and no print jobs have been received for the specified length of time, the printer automatically switches to Sleep Mode.
③	Enable Quick Print Mode	Clicking this enables Quick Print Mode. Quick Print Mode is a mode that increases print speed by shortening the drying time when printing one sheet at a time. We recommend using this when printing one sheet at a time, such as for an event. Be sure to note the following points. <ul style="list-style-type: none"> <input type="checkbox"/> Do not stack printouts as the drying time is shorter. <input type="checkbox"/> Depending on the paper type, color may be uneven or ink may be smudged. In this situation, clear the Enable Quick Print Mode check.
④	Enable Remaining Paper Management	When this is selected, information, such as the paper type and remaining paper, is printed as a barcode on the leading edge of the roll paper.

Using the Maintenance Tool (Mac)

	Item	Functions
5	Postcard False Set Alert	Set whether, when printing postcards, to detect the type and orientation of the postcard paper loaded on the printer, and to then send a notification. The following shows the setting items.
	Detect Postal Frame	<p>Detects the orientation and print side of postcards loaded in the printer and sends notification if they are judged incorrect according to the postcard paper type set on the printer's control panel.</p> <p>When First Sheet is set, only the orientation of the first postcard loaded on the printer is detected.</p> <p>When All Sheets is set, the orientation of all postcards loaded on the printer are detected.</p> <p>The print speed is reduced by the amount of time to make these detections when First Sheet or All Sheets is set. To prioritize print speed, set this to Off.</p>
	Enable Paper Type Detection	<p>When this is selected, notification is sent when the type of postcard paper loaded in the printer is different from the type of postcard paper set on the printer's control panel.</p> <p>The type of paper used for postcards is different from normal paper or inkjet paper, so notification is sent in the following situations.</p> <p>Example: When inkjet paper postcards are set on the printer's control panel, but regular paper postcards are loaded on the printer.</p>
6	Heater setting	<p>Set whether to turn on the heater that is built-in to the printer.</p> <p>If it is turned On, then the internal heater is turned on when printing on either roll paper or cut sheets. The printing time may become longer because of the added time for drying by the heater.</p> <p>When printing on both sides of cut sheets of photo paper and stacking them on paper that has been printed on, if a side with dark colors and a side with light colors are stacked together, then one side may look uneven, due to the differences in drying time. Set this to On if this unevenness is an issue.</p> <p>If you set Auto, then the internal heater turns on when printing on roll paper, but the internal heater turns off when printing on cut sheets.</p> <p>Also, if you are using the printer in any of the following environments, then the internal heater turns off regardless of this setting.</p> <ul style="list-style-type: none"> <input type="checkbox"/> When the temperature exceeds 27 °C <input type="checkbox"/> When the humidity is below 20%
7	Set button	Clicking this reflects the changes to each item 1 to 6.

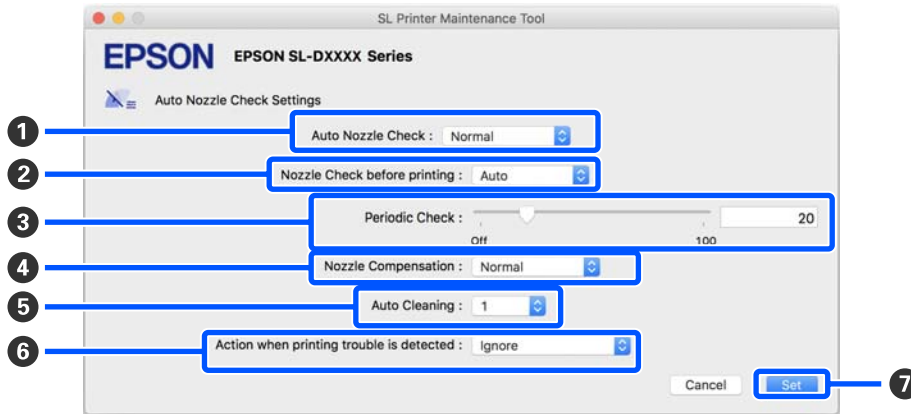
Explanation of the Auto Nozzle Check Settings Screen

Clicking on **Auto Nozzle Check Settings** in the main screen displays the following Auto Nozzle Check Settings screen.

In this section you can do advanced settings for auto nozzle check to confirm the state of the nozzles when the printer is turned on and at specified times so that the nozzles are automatically cleaned if they clog.

Using the Maintenance Tool (Mac)

The configuration and functions of the Auto Nozzle Check Settings screen are shown below.



Item	Functions
<p>1 Auto Nozzle Check</p>	<p>Set the conditions in which an automatic nozzle check is done. Select one of the following.</p> <ul style="list-style-type: none"> <input type="checkbox"/> High quality Prints a check pattern on roll paper and automatically checks the state of the nozzles. Nozzles are checked in the same way as when the printer is turned on too. Roll paper must always be loaded on the printer. <input type="checkbox"/> Normal When printing on roll paper, prints a check pattern on roll paper and automatically checks the state of the nozzles. When printing on cut sheets, does not print a check pattern and automatically checks the state of the nozzles. When roll paper is loaded, nozzles are checked in the same way as when the printer is turned on too. <input type="checkbox"/> Saving Ink Does not print a check pattern and automatically checks the state of the nozzles, whether roll paper or cut sheets are loaded on the printer. Nozzles are checked in the same way as when the printer is turned on too. <input type="checkbox"/> Off Nozzles are not checked automatically. Select his when you want to visually confirm the printed check pattern to confirm the state of the nozzles. <input type="checkbox"/> Default Returns all the settings (1 to 6) in the Auto Nozzle Check Settings screen to the manufacturer's settings.
<p>2 Nozzle Check before printing</p>	<p>Set whether to execute auto nozzle check before printing.</p> <p>When set to Auto, auto Nozzle Check is executed according to the state of the printer, such as after changing the auto nozzle check settings, or after executing nozzle cleaning.</p> <p>When set to Every time, auto nozzle check is executed for each print job.</p>
<p>3 Periodic Check</p>	<p>Set the time to execute auto nozzle check according to the number of sheets printed.</p> <p>If the number of sheets being printed for a single job exceeds the number of printed sheets set for this item, then the number of sheets for that job is printed, after which auto nozzle check is executed.</p>
<p>4 Nozzle Compensation</p>	<p>Set the print quality for when normal nozzles compensate for the ink that could not be ejected by clogged nozzles.</p>
<p>5 Auto Cleaning</p>	<p>Sets the number of times to do auto cleaning when clogged nozzles are detected.</p>

Using the Maintenance Tool (Mac)

	Item	Functions
⑥	Action when printing trouble is detected	Sets whether to stop printing when clogged nozzles are detected. When set to Stop Immediately , printing is stopped when clogged nozzles are detected. When set to Ignore , printing is continued even if clogged nozzles are detected.
⑦	Set button	Clicking this reflects the changes to each item ① to ⑥.

Using the Maintenance Tool (Mac)

Printer Maintenance

You need to perform print head maintenance if there are problems in the printed results, such as streaks in the printouts or if printed colors are different from usual.

Maintenance Operations

Maintenance Tool has the following functions to keep the print head in good condition and to get the best print results.

Carry out appropriate maintenance depending on the print results and situation.

Auto Nozzle Check

By enabling this setting, you can confirm the state of the nozzles when the printer is turned on and at specified times so that the nozzles are automatically cleaned if they clog.

You can change the conditions to execute a nozzle check and the timing for nozzle checks in Auto Nozzle Check. You can also disable this setting so nozzles are not checked automatically.

 [“Explanation of the Auto Nozzle Check Settings Screen” on page 94](#)

Manual Nozzle Check

Executes a nozzle check to check for clogged nozzles, such as when auto nozzle check is disabled, if you have not used the printer for an extended period, or before printing an important job. The printer automatically detects clogged nozzles.

 [“Nozzle Check Methods” on page 97](#)

Print Nozzle Check Pattern

Print a nozzle check pattern when you want to confirm whether clogged nozzles have been cleared after cleaning the print head or when you want to confirm the condition of nozzles visually with a printed nozzle check pattern.

 [“Print Nozzle Check Pattern Method” on page 98](#)

Print Head Cleaning

Do this if there are streaks in the printouts or if printed colors are different from usual. This function clears clogged nozzles.

There are two types, **Forced Cleaning**, which is cleaning the print head manually, and **Diagnostic Cleaning**, which detects clogged nozzles and cleans the print head automatically.

 [“Print Head Cleaning Method” on page 99](#)

Print Head Alignment

If the print results appear grainy or out of focus, perform Print Head Alignment. The Print Head Alignment function corrects print head misalignments when printing.

 [“Print Head Alignment Method” on page 100](#)

Paper Feed Adjustment

Execute this when streaks and unevenness that occur in print results are not improved even though print head cleaning was executed.

 [“Paper Feed Adjustment Method” on page 101](#)

Nozzle Check Methods

There are two types of nozzle checks, **Normal** and **Saving Ink**.

Normal prints a check pattern on roll paper and automatically checks the status of the nozzles. Roll paper must be loaded on the printer.

Saving Ink does not print a check pattern and automatically checks the state of the nozzles, whether roll paper or cut sheets are loaded on the printer.

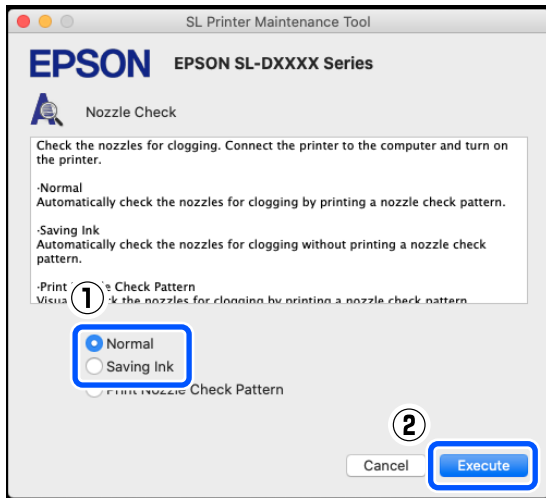
1

Click **Nozzle Check** on the main screen.

The **Nozzle Check** screen is displayed.

Using the Maintenance Tool (Mac)

- 2 Select **Normal** or **Saving Ink**, and then click **Execute**.



Nozzle check is executed.

- 3 Check the results of the nozzle check in the message displayed on screen.

When “No clogged nozzles were detected.” is displayed, the work is complete.

When “Clogged nozzles were found.” is displayed, execute **Diagnostic Cleaning**.

[“Diagnostic Cleaning” on page 99](#)

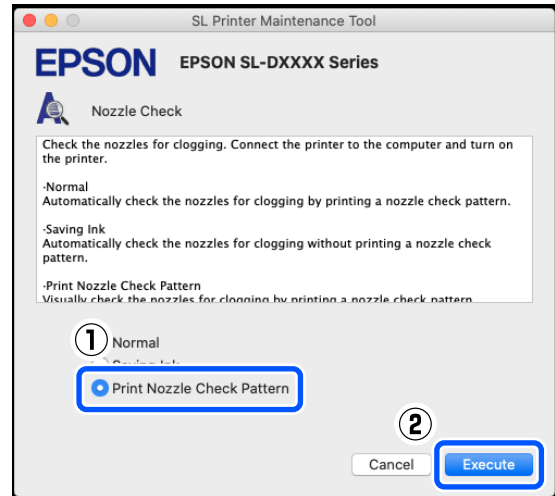
Perform **Print Check Pattern** to check the condition of the nozzles.

[“Print Nozzle Check Pattern Method” on page 98](#)

Print Nozzle Check Pattern Method

- 1 Load paper to print a nozzle check pattern.
[“Basic Operations” on page 28](#)
- 2 In the control panel screen, select **Printer Setup - Paper Source Settings - Paper path for maintenance printing**, in this order, and then set the paper source for the paper loaded in step 1.
- 3 Click **Nozzle Check** on the main screen.
The **Nozzle Check** screen is displayed.

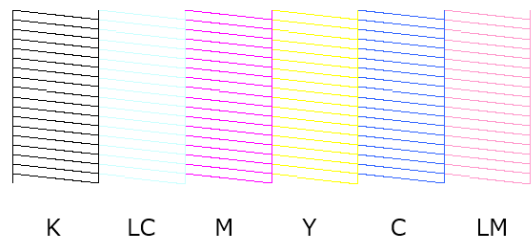
- 4 Select **Print Nozzle Check Pattern**, and then click **Execute**.



The check pattern is printed.

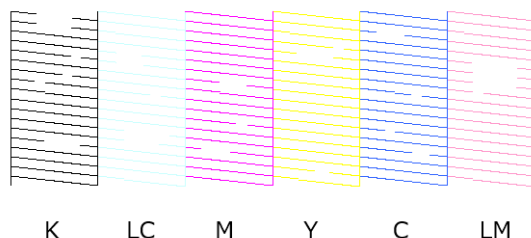
- 5 Review the printed check pattern while referring to the following section.

Example of clean nozzles



If none of the check pattern is missing, then the print head nozzles are not clogged.

Example of clogged nozzles



If part of the pattern is missing, then the print head nozzles are clogged. The print head needs to be cleaned.

[“Print Head Cleaning Method” on page 99](#)

Using the Maintenance Tool (Mac)

Print Head Cleaning Method

Types of Cleaning and Order of Implementation

There are two types of cleaning, **Forced Cleaning**, which is cleaning the print head manually, and **Diagnostic Cleaning**, which detects clogged nozzles and cleans the print head automatically.

First, implement **Diagnostic Cleaning**.

After that, when "Diagnostic cleaning is finished. Clogged nozzles detected. Perform diagnostic cleaning again." is displayed on screen, implement **Diagnostic Cleaning** again.

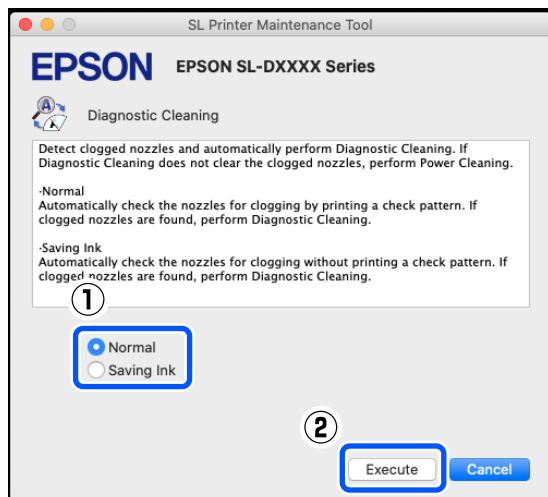
If the clogged nozzles are not cleared after repeating **Diagnostic Cleaning** three times, then do **Forced Cleaning** set to **Power**.

Diagnostic Cleaning

- 1 Click **Diagnostic Cleaning** on the main screen. The **Diagnostic Cleaning** screen is displayed.
- 2 Select **Normal** or **Saving Ink**, and then click **Execute**.

Normal prints a check pattern on roll paper and automatically checks the status of the nozzles. Roll paper must be loaded on the printer.

Saving Ink does not print a check pattern and automatically checks the state of the nozzles, whether roll paper or cut sheets are loaded on the printer.



The nozzle check starts and cleaning is executed if necessary.

The time needed for cleaning varies according to the status of the nozzles.

- 3 Check the results of Diagnostic Cleaning in the message displayed on the screen.

When the message "Diagnostic cleaning completed." is displayed, the work is complete.

When "Diagnostic cleaning is finished. Clogged nozzles detected. Perform diagnostic cleaning again." is displayed, execute **Diagnostic Cleaning** again.

If the clogged nozzles are not cleared after repeating **Diagnostic Cleaning** three times, then execute **Forced Cleaning** set to **Power**.

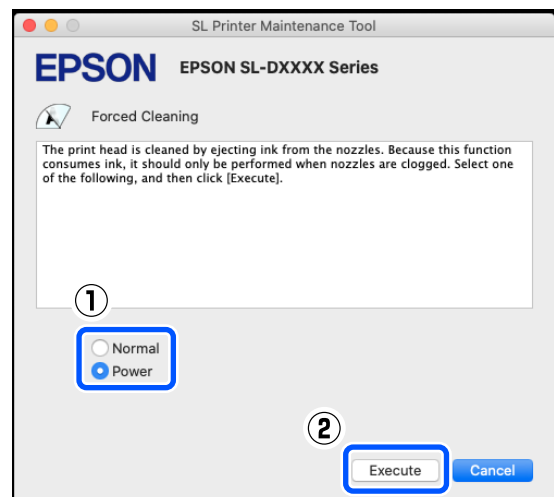
 ["Forced Cleaning" on page 99](#)

Forced Cleaning

- 1 Click **Forced Cleaning** on the main screen. The **Forced Cleaning** screen is displayed.
- 2 Select **Normal** or **Power**, and then click **Execute**.

Select **Normal** to clean the surface of the print head and to clear clogged nozzles.

Power cleans more powerfully than **Normal**. Use this setting if the nozzles are still clogged even after repeating **Normal** cleaning several times. **Power** consumes more ink than **Normal** cleaning. If a message is displayed informing you that there is not enough ink remaining, replace the ink supply unit before continuing.



Using the Maintenance Tool (Mac)

Cleaning is executed.

Cleaning may take some time depending on the selected cleaning level.

A message is displayed on screen when cleaning is complete.

3 Check the results of Forced Cleaning.

There are the following two ways to check the cleaning results.

- ❑ Execute a nozzle check to check for clogged nozzles.
🔗 [“Nozzle Check Methods” on page 97](#)
- ❑ Print a nozzle check pattern to check for clogged nozzles.
🔗 [“Print Nozzle Check Pattern Method” on page 98](#)

If the clogged nozzles are not cleared by executing **Normal** cleaning, execute **Normal** cleaning again. If the clogged nozzles are not cleared even by repeating this several times, execute **Power** cleaning.

If the clogged nozzles are not cleared even by executing **Power** cleaning, contact service support.

Print Head Alignment Method

If the print results appear grainy or out of focus, perform Print Head Alignment. The Print Head Alignment function corrects print head misalignments when printing.

After executing Print Head Alignment, go on to execute Paper Feed Adjustment.

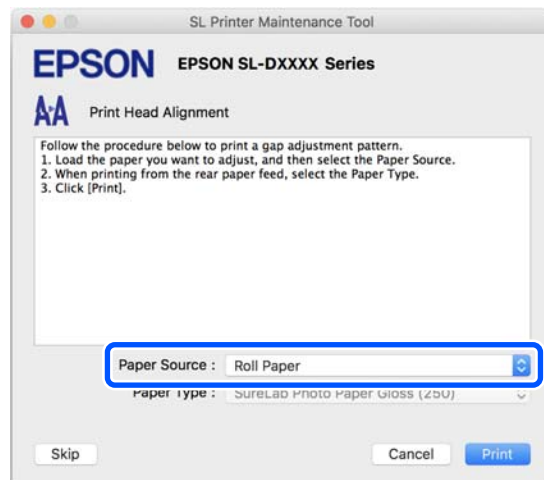
1 Load paper to print an adjustment pattern.

🔗 [“Basic Operations” on page 28](#)

2 Click **Print Head Alignment** on the main screen.

The **Print Head Alignment** screen is displayed.

3 In **Paper Source**, select the paper source in which you loaded paper in step 1.



If you selected **Rear Paper Feed Slot** for **Paper Source**, then go to step 4.

If you selected something other than **Rear Paper Feed Slot** for **Paper Source**, then go to step 5.

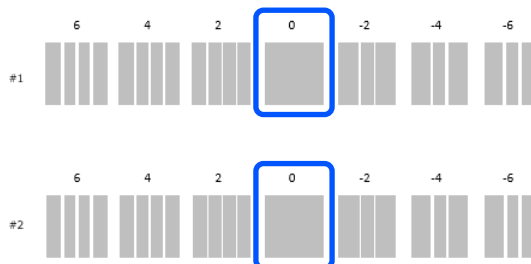
4 In **Paper Type**, select the type of paper that is loaded in the rear paper feed slot.

5 Click **Print**.

Adjustment patterns are printed.

6 Check the printed adjustment pattern.

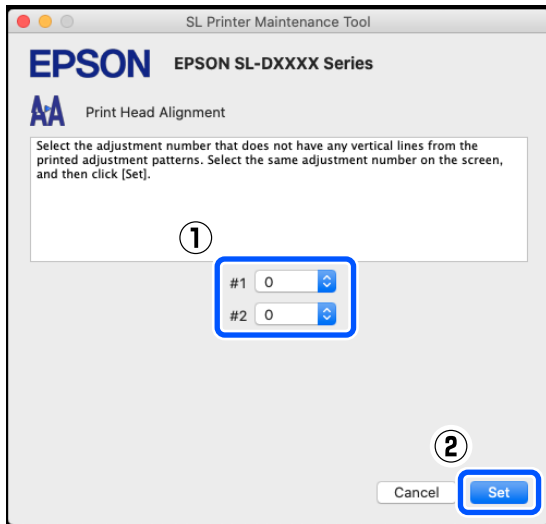
Two groups of adjustment patterns, #1 and #2, are printed. Confirm which of the print pattern numbers has no gaps between the nozzles in each group.



Using the Maintenance Tool (Mac)

- 7 Select the number of the print pattern you confirmed, and then click **Set**.

Select the number of the print pattern you confirmed individually for both #1 and #2.



The adjustment values are applied.

If you are going to do Paper Feed Adjustment, then go to step 4 in “Paper Feed Adjustment Method”.

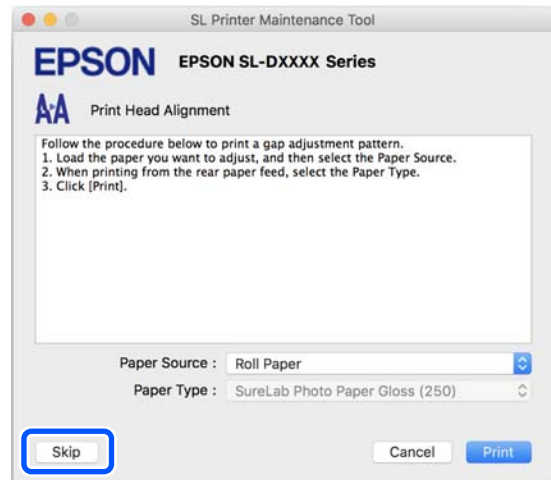
[“Paper Feed Adjustment Method” on page 101](#)

Paper Feed Adjustment Method

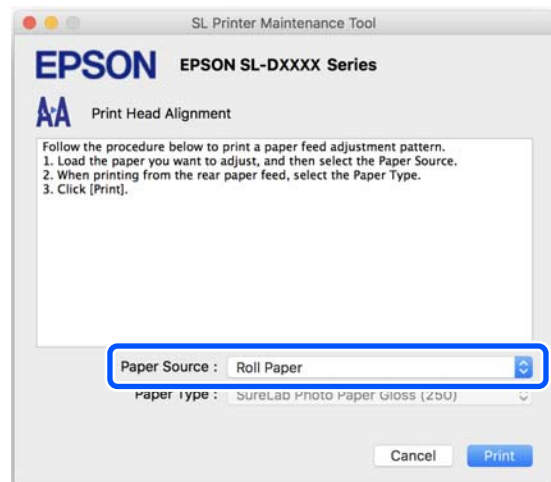
Execute this when streaks and unevenness that occur in print results are not improved even though print head cleaning was executed.

- 1 Load paper to print an adjustment pattern.
[“Basic Operations” on page 28](#)
- 2 Click **Print Head Alignment** on the main screen.
The **Print Head Alignment** screen is displayed.
- 3 Click **Skip**.
If you do not click **Skip** to do this from Print Head Alignment, see the following.

[“Print Head Alignment Method” on page 100](#)



- 4 In **Paper Source**, select the paper source in which you loaded paper in step 1.



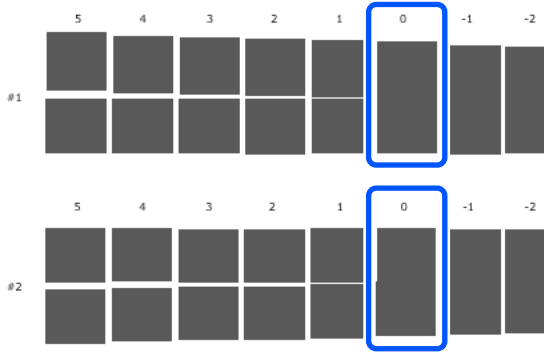
If you selected **Rear Paper Feed Slot** for **Paper Source**, then go to step 5.

If you selected something other than **Rear Paper Feed Slot** for **Paper Source**, then go to step 6.

- 5 In **Paper Type**, select the type of paper that is loaded in the rear paper feed slot.
- 6 Click **Print**.
Adjustment patterns are printed.

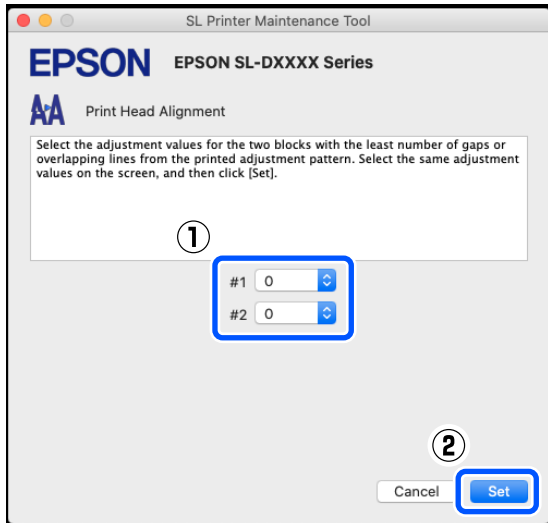
Using the Maintenance Tool (Mac)

- 7** Check the printed adjustment pattern.
Two groups of adjustment patterns, #1 and #2, are printed. Confirm the number of the print pattern with the least amount of overlapping or gaps for each group.



If all of the adjustment patterns contain overlaps or gaps, and you cannot narrow it down to one, select the pattern with the least overlap or gap.

- 8** Select the number of the print pattern you confirmed, and then click **Set**.
Select the number of the print pattern you confirmed individually for both #1 and #2.



The adjustment values are applied.

Adding Paper Information

Adding Paper Information

If the paper information for the paper you want to use is not displayed on the control panel screen or in the printer driver, you can add paper information. Adding can be done by the following method.

- ❑ When you can acquire the Paper Type File of the paper you want to use
[☞ “Adding Paper Information by Using a Paper Type File” on page 103](#)
- ❑ When you cannot acquire the Paper Type File of the paper you want to use, or when you want to register color density adjusted to suit the paper (Windows Only)
[☞ “Adding Paper Information from Custom Settings \(Windows Only\)” on page 105](#)

Note:

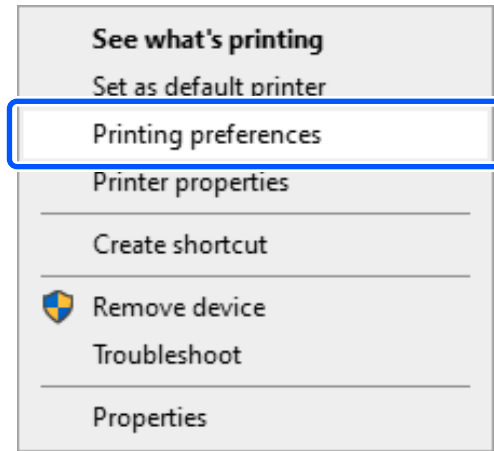
Check with your dealer about how to acquire a Paper Type File.

Adding Paper Information by Using a Paper Type File

Settings on Windows

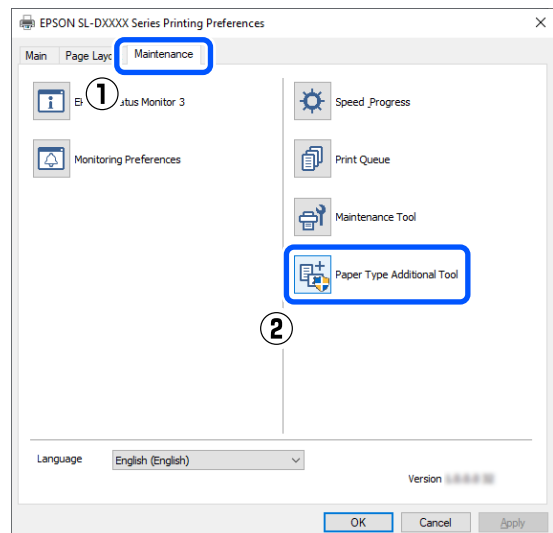
- 1 Open the Control Panel, and click **Hardware and Sound - Devices and Printers**, in this order.

- 2 Right-click your printer icon, and select **Printing preferences**.



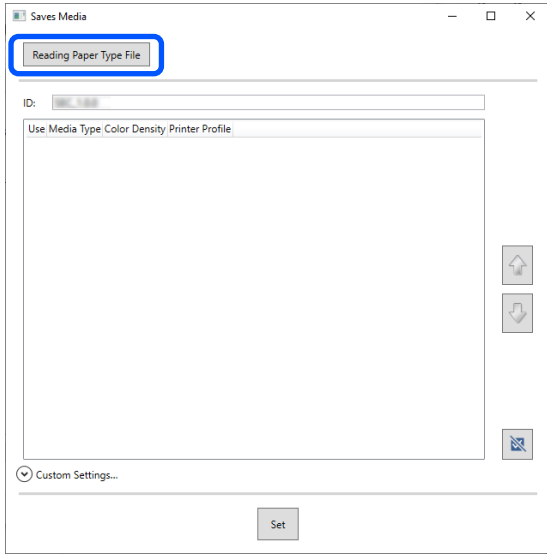
- 3 Select **Maintenance**, and click **Paper Type Additional Tool**.

Start Paper Type Additional Tool.

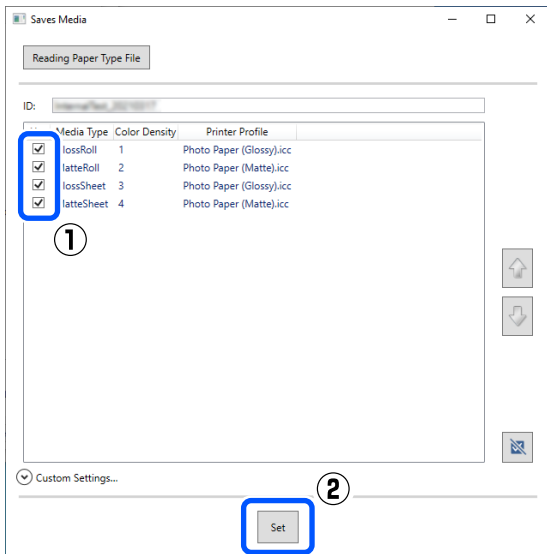


Adding Paper Information

- Click **Reading Paper Type File**, select a Paper Type File, and then click **Open**.



- Select the paper to use, and then click **Set**.
You can select up to 10 papers.



Follow the on-screen instructions to continue.
When the settings are complete, the paper information appears in **Media Type** on the control panel screen and in the printer driver.

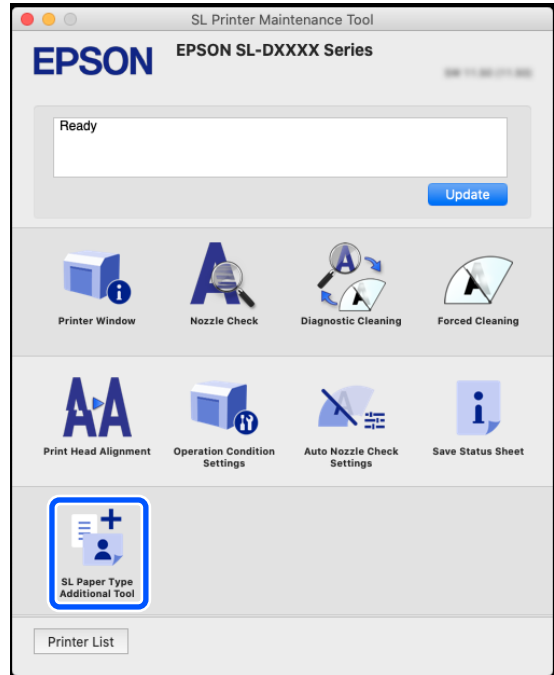
Settings on Mac

- Click the Apple menu - **System Preferences** - **Printers & Scanners**, in this order.

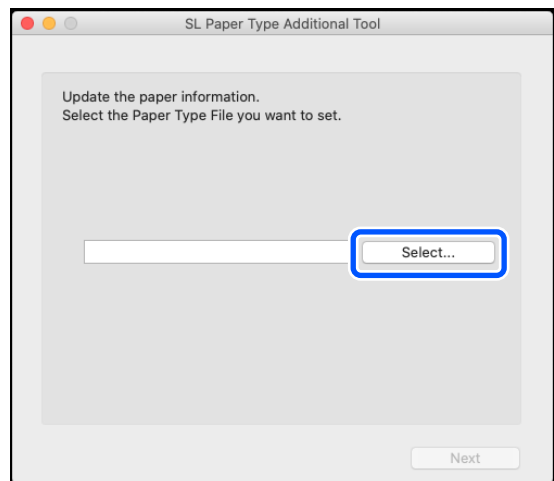
- Select the printer and click **Options & Supplies - Utility - Open Printer Utility**.

Maintenance Tool starts.

- Click **SL Paper Type Additional Tool**.
Start Paper Type Additional Tool.

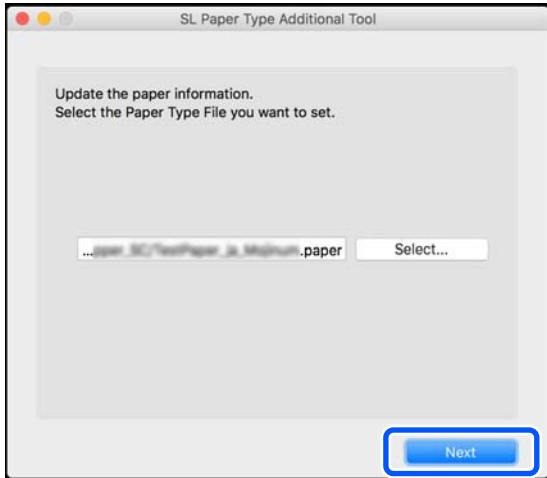


- Click **Select**, select a Paper Type File, and then click **Open**.

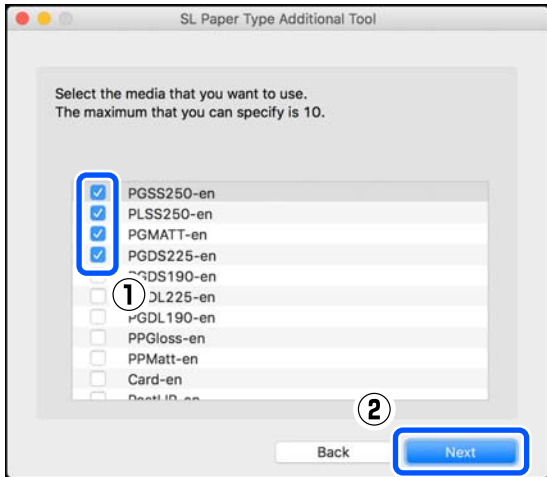


Adding Paper Information

5 Click **Next**.



6 Select the paper to use, and then click **Next**.
You can select up to 10 papers.



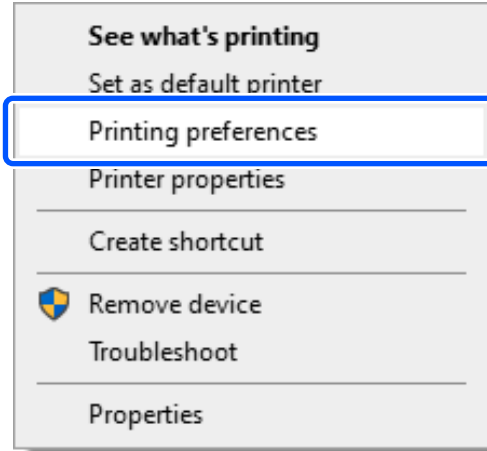
Follow the on-screen instructions to continue.
When the settings are complete, the paper information appears in **Media Type** on the control panel screen and in the printer driver.

Adding Paper Information from Custom Settings (Windows Only)

If you cannot acquire the Paper Type File for the paper you want to use, or when using commercially available paper, add paper information by adjusting the color density of paper information that has already been set.

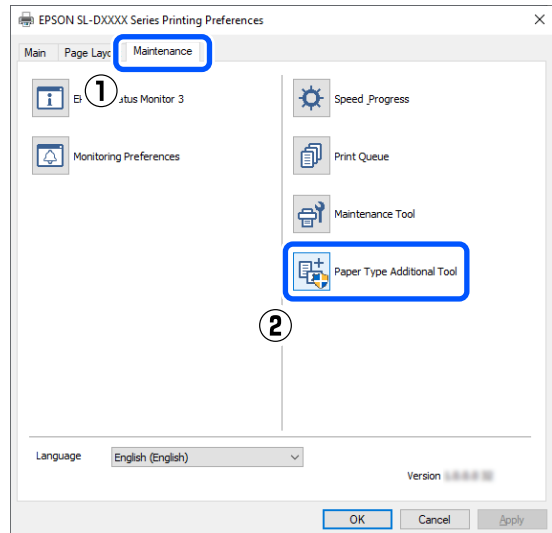
1 Open the Control Panel, and click **Hardware and Sound - Devices and Printers**, in this order.

2 Right-click your printer icon, and select **Printing preferences**.



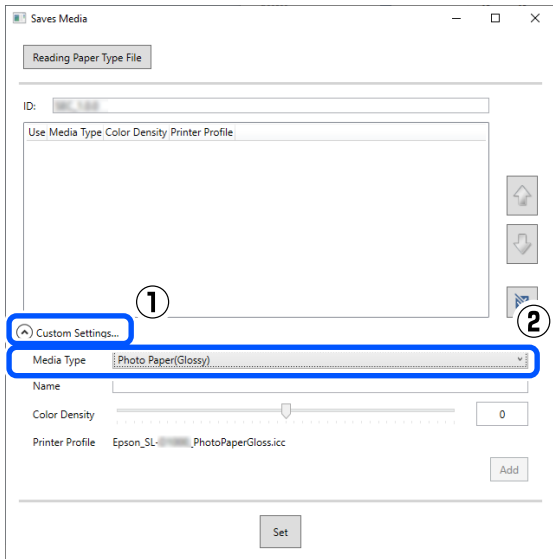
3 Select **Maintenance**, and click **Paper Type Additional Tool**.

Start Paper Type Additional Tool.

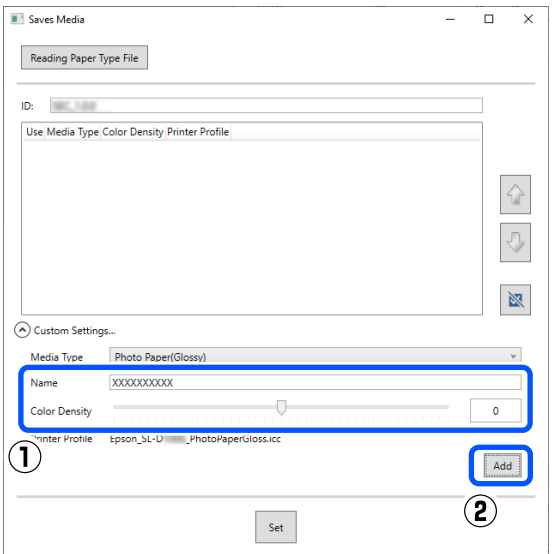


Adding Paper Information

- 4** Click **Custom Settings**, and select **Media Type**. Choose a paper type that is the closest match to the paper to be used.

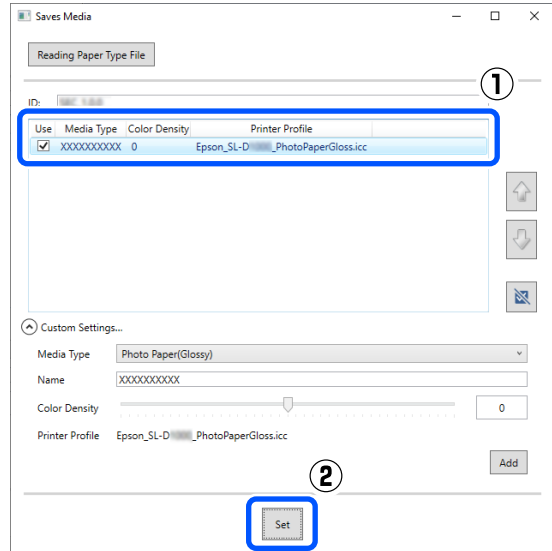


- 5** Input a name in **Name**, then set the **Color Density** to match the paper, and then click **Add**.



Note:
*The added paper information appears in **Media Type** on the control panel screen and in the printer driver using the name you input in **Name**.*

- 6** Confirm that the paper information you added in step 5 is selected, and then click **Set**.



Follow the on-screen instructions to continue. When the settings are complete, the paper information appears in **Media Type** on the control panel screen and in the printer driver.

Control Panel Menu

Menu List

The following items and parameters can be set and executed in the Menu. See the reference pages for more details on each item.

Settings

For more information on these items, see [☞ “Details of the Menu” on page 111](#)

Item	Parameter
Printer Status	
Supply Status	-
Message List	-
Firmware Version	-
Paper Setting	
Roll Paper	
Remove	-
Paper information	-
Remaining Amount	-
Remaining Amount Setting	On, Off
Paper Remaining	Set numerical values
Remaining Alert	Set numerical values
Paper Type	Displays the supported paper types
Cassette	
Paper Type	Displays the supported paper types
Paper Size	Displays the supported paper sizes
Maintenance	
Print Head Nozzle Check	-
Print Head Cleaning	-
Powerful Cleaning	-
Replace Ink Supply Unit	-
Replace Maintenance Box	-
Reset Counter	-

Control Panel Menu

Item	Parameter
Printer Setup	
Paper Source Settings	
Paper path for maintenance printing	Roll Paper, Cassette, Rear Paper Feed Slot
Error Notice	
Paper Size Notice	On, Off
Paper Type Notice	On, Off
Paper Setup Auto Display	On, Off
Sound	
Mute	Off, On
Button Press	Off, Low, Medium, High
Error Tone	Off, Low, Medium, High
Thick Paper	Off, On
Power Off Timer	Off, 30minutes, 1h, 2h, 4h, 8h, 12h
Date/Time Settings	
Date/Time	
Date Format	yyyy.mm.dd, mm.dd.yyyy, dd.mm.yyyy
Time Format	12h, 24h
Time Difference	-12:45 to +13:45
Language	Arabic, Czech, Danish, Dutch, English, Farsi, Finnish, French, German, Greek, Hindi, Hungarian, Indonesian, Italian, Japanese, Korean, Malay, Norwegian, Polish, Portuguese, Romanian, Russian, Simplified Chinese, Spanish, Swedish, Thai, Traditional Chinese, Turkish, Vietnamese
Keyboard	QWERTY, ABC
Sleep Timer	Set numerical values
PC Connection via USB	Enable, Disable
Length Unit	m, ft / in
Network Settings	

Control Panel Menu

Item	Parameter
Print Status Sheet	-
Wi-Fi Setup	
Wi-Fi (Recommended)	
Wi-Fi Setup Wizard	
Other SSIDs	-
Push Button (WPS)	-
Others	
PIN Code (WPS)	-
Wi-Fi Auto Connect	-
Disable Wi-Fi	-
Wi-Fi Direct	
iOS	-
Other OS Devices	-
Change Settings	
Change Network Name	-
Change Password	-
Disable Wi-Fi Direct	-
Change Frequency Range	2.4GHz, 5GHz
Restore Default Settings	-
Connection Check	-
Advanced Setup	
Device Name	-
TCP/IP	Auto, Manual
DNS Server	Auto, Manual
Proxy Server	Do Not Use, Use
IPv6 Address	Enable, Disable
Link Speed & Duplex	Auto, 10BASE-T Half Duplex, 10BASE-T Full Duplex, 100BASE-TX Half Duplex, 100BASE-TX Full Duplex
Redirect HTTP to HTTPS	Enable, Disable
Disable IPsec/IP Filtering	-
Disable IEEE802.1X	-
Epson Connect Services	

Control Panel Menu

Item	Parameter
Register/Delete	-
Suspend/Resume	-
Email Address	-
Status	-
Print Network Status Sheet	-
Print Counter	-
Reports	
Network	-
Security Settings	
Admin Settings	
Admin Password	
Change	-
Restore Default Settings	-
Lock Setting	Off, On
Password Encryption	Off, On
Restore Default Settings	
Network Settings	-
Clear All Data and Settings	-



Wi-Fi Setup

Displays the same content as **Settings - Network Settings - Wi-Fi Setup**.

Control Panel Menu

Details of the Menu

* indicates default settings.

Item	Parameter	Explanation
Printer Status		
Supply Status	-	<p>You can confirm an estimate of the amount of ink remaining and the free space in the maintenance box. The  mark indicates that the ink levels or the free space in the maintenance box are low. The  mark indicates that the ink level is below the minimum value or that there is no free space in the maintenance box, so the ink supply unit or maintenance box should be replaced.</p> <p>You can confirm the model number of the maintenance box and the ink supply units by selecting Check code.</p>
Message List	-	The printer's current status and description of unresolved errors are displayed in a list.
Firmware Version	-	Displays the firmware version of the printer.
Paper Setting		

Control Panel Menu

Item	Parameter	Explanation
Roll Paper		
Remove	-	Select when removing the roll paper that is loaded. Follow the on-screen instructions to remove it.
Paper information	-	Displays paper type that is currently set.
Remaining Amount	-	<p>When Remaining Amount Setting is On, information about the remaining amount of paper is printed as a barcode when printing ends, so that the next time that roll of paper is loaded, the information about the remaining amount can be scanned. This is useful because the remaining amounts of roll paper can be managed automatically.</p> <p>In addition to bar codes, the following information is printed as text that can be read visually.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Time and date barcode printed <input type="checkbox"/> Model name <input type="checkbox"/> Paper Type <input type="checkbox"/> Remaining Amount <p>When loading roll paper for the first time, set the remaining amount from Paper Remaining.</p> <p>When the remaining amount reaches the level set in Remaining Alert, a warning message appears in the control panel screen.</p>
Remaining Amount Setting	On	
	Off*	
Paper Remaining	Set numerical values	
Remaining Alert	Set numerical values	
Paper Type	Displays the supported paper types	Set the type of roll paper being loaded.
Cassette		
Paper Type	Displays the supported paper types	Set the type and size of cut sheets loaded in the cassette of the duplex feeder (option).
Paper Size	Displays the supported paper sizes	
Maintenance		
Print Head Nozzle Check	-	Print a check pattern to check whether nozzles (holes that eject ink) in the print head are clogged.
Print Head Cleaning	-	Clean the print head nozzles to clear the clogs.
Powerful Cleaning	-	This is powerful cleaning that is executed when clogged nozzles are not cleared by doing Print Head Cleaning.
Replace Ink Supply Unit	-	Execute this when replacing ink supply units so you can watch the explanation displayed on the screen.
Replace Maintenance Box	-	Execute this when replacing the maintenance box to watch an explanation shown on screen while you replace the parts.
Reset Counter	-	Execute this to reset the amount of paper that has been fed from the cassette of the duplex feeder. Be sure to execute this when you replace feed rollers at the end of their service life.

Control Panel Menu

Item	Parameter	Explanation
Printer Setup		
Paper Source Settings		
Paper path for main-tenance printing	Roll Paper*	Set from where to use paper that has been loaded for printing a nozzle check pattern and network connection check report.
	Cassette	
	Rear Paper Feed Slot	
Error Notice		When turned On , error messages are displayed when the paper type and size set in Print Settings does not match the fed Paper Setting.
Paper Size Notice	On*	
	Off	
Paper Type Notice	On*	
	Off	
Paper Setup Auto Display	On*	Select On to display the Paper Setting screen when loading paper in the cassette of Duplex Feeder (Option). If you disable this feature, you cannot print from an iPhone, iPad, or iPod touch using AirPrint.
	Off	

Control Panel Menu

Item	Parameter	Explanation	
Sound		Sets volume of sounds produced by the printer. When Mute is On , all sounds are muted.	
Mute	Off*		
	On		
Button Press	Off		
	Low		
	Medium*		
	High		
Error Tone	Off		
	Low		
	Medium*		
	High		
Thick Paper	Off*		Normally, leave this Off .
	On		Set this to On to widen the gap between the print head and paper to reduce rubbing if the print head and paper rub together causing print results to be dirty.
Power Off Timer	Off*	Set the time until the power automatically turns off when the printer has continuously not been operated.	
	30minutes		
	1h		
	2h		
	4h		
	8h		
	12h		
Date/Time Settings			
Date/Time		Set the current date and time and their display format.	
Date Format	yyyy.mm.dd		
	mm.dd.yyyy		
	dd.mm.yyyy		
Time Format	12h		
	24h		
Time Difference	-12:45 to +13:45	Set the time difference with coordinated universal time (UTC).	

Control Panel Menu

Item	Parameter	Explanation
Language	Arabic	You can select the language displayed on the screens.
	Czech	
	Danish	
	Dutch	
	English	
	Farsi	
	Finnish	
	French	
	German	
	Greek	
	Hindi	
	Hungarian	
	Indonesian	
	Italian	
	Japanese	
	Korean	
	Malay	
	Norwegian	
	Polish	
	Portuguese	
	Romanian	
	Russian	
	Simplified Chinese	
Spanish		
Swedish		
Thai		
Traditional Chinese		
Turkish		
Vietnamese		

Control Panel Menu

Item	Parameter	Explanation
Keyboard	QWERTY*	Select the keyboard layout used in the control panel screens.
	ABC	
Sleep Timer	Set numerical values	Set the time until the printer automatically goes into sleep (energy saving) mode when the printer has continuously not been operated. When the set time is exceeded, the screen becomes dark.
PC Connection via USB	Enable*	When Enable is set, access is allowed from computers connected via USB. When Disable is set, you can prohibit printing that does not go through the network.
	Disable	
Length Unit	m	Set the units of length to be displayed and input on the control panel.
	ft / in	
Network Settings		
Print Status Sheet	-	Prints a network status sheet.
Wi-Fi Setup		
Wi-Fi (Recommended)		Connect the printer to a network through a wireless LAN router. Select the connection method and follow the on-screen instructions to do the settings.
Wi-Fi Setup Wizard		
Other SSIDs	-	
Push Button (WPS)	-	
Others		
PIN Code (WPS)	-	
Wi-Fi Auto Connect	-	
Disable Wi-Fi	-	

Control Panel Menu

Item	Parameter	Explanation
Wi-Fi Direct		Directly connect smart devices to the printer using a wireless LAN. Select the connection method and follow the on-screen instructions to do the settings.
iOS	-	
Other OS Devices	-	The following shows details of the setting items.
Change Settings		Change Network Name: Change the connection name (SSID) of the Wi-Fi Direct (simple AP) connected to the printer to any value. The connection name (SSID) can be set using the characters on the keyboard displayed on the control panel screen. Input up to 22 characters.
Change Network Name	-	
Change Password	-	If the connection name (SSID) is changed, then all the connected devices will be cut off. If you change the connection name, then reconnect to connected devices using the new connection name (SSID).
Disable Wi-Fi Direct	-	
Change Frequency Range	2.4GHz*	Change Password: Change the password of the Wi-Fi Direct (simple AP) connected to the printer. The password can be set using the ASCII characters on the soft keyboard displayed on the control panel. Input from 8 to 22 characters.
	5GHz	
Restore Default Settings	-	If the password is changed, then all the connected devices will be cut off. If you change the password, then reconnect to connected devices using the new password. Disable Wi-Fi Direct: Disable the Wi-Fi Direct (simple AP) connection. If this is disabled, then all the connected devices will be cut off. Change Frequency Range: This setting may not be visible, depending on your region. Change the frequency band of the Wi-Fi Direct (simple AP) connected to the printer. This can be set to 2.4 GHz or 5 GHz. If the frequency band is changed, then all the connected devices will be cut off. Connect them again. If the frequency band is set to 5 GHz, then devices that do not support 5 GHz cannot be reconnected. Restore Default Settings: Returns all the Wi-Fi Direct (simple AP) settings to the factory defaults. This also deletes the registered connection information, which is used by Wi-Fi Direct functions of smart devices, stored on the printer.
Connection Check	-	Checks the status of the printer's network connection and prints a network connection diagnosis report. If there is a problem with the connection, use the results of the diagnosis to resolve it.

Control Panel Menu

Item	Parameter	Explanation
Advanced Setup		Set various items related to the network.
Device Name	-	
	-	
TCP/IP	Auto	
	Manual	
DNS Server	Auto	
	Manual	
Proxy Server	Do Not Use	
	Use	
IPv6 Address	Enable*	
	Disable	
Link Speed & Duplex	Auto*	
	10BASE-T Half Duplex	
	10BASE-T Full Duplex	
	100BASE-TX Half Duplex	
	100BASE-TX Full Duplex	
Redirect HTTP to HTTPS	Enable*	
	Disable	
Disable IPsec/IP Filtering	-	
Disable IEEE802.1X	-	
Epson Connect Services		
Register/Delete	-	Register a printer to Epson Connect or delete a registered printer. See the following portal site for details on using the Epson Connect service. https://www.epsonconnect.com/
Suspend/Resume	-	Temporarily stop using the Epson Connect service or restart using the service after it was stopped.
Email Address	-	Check the email address of the printer that is registered in Epson Connect.
Status	-	Confirm that the printer is registered and connected to Epson Connect.
Print Network Status Sheet	-	Prints a network status sheet.

Control Panel Menu

Item	Parameter	Explanation
Print Counter	-	The amount of printing from when the printer was first used until the present is converted to a number of 102 x 152 mm (4 x 6 inches) size pages and displayed.
Reports		Checks the status of the printer's network connection and prints a network connection diagnosis report. If there is a problem with the connection, use the results of the diagnosis to resolve it.
Network	-	
Security Settings		
Admin Settings		
Admin Password		Sets, changes, and initializes the administrator's password.
Change	-	The initial value for the administrator's password is the product's serial number. Confirm the product serial number printed on a label on the printer.
Restore Default Settings	-	
Lock Setting	Off*	Uses the Admin Password to lock the control panel so it cannot be used. See the <i>Administrator's Guide</i> for information on the settings that are locked.
	On	
Password Encryption	Off*	Select On to encrypt the password, and then restart the printer. If the power is cut off during a restart, the password data could be damaged and the printer's settings initialized. If this happens, reset the password information.
	On	
Restore Default Settings		
Network Settings	-	Return network related settings to factory defaults.
Clear All Data and Settings	-	Returns all settings to their defaults.

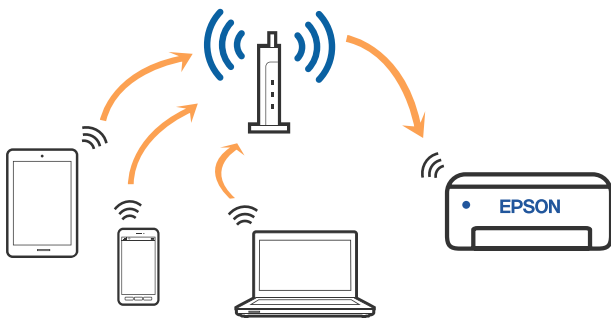
Wireless LAN Connection

Types of Wireless LAN Connection

You can use the following connection methods.

Wi-Fi Connection

Connect the printer and the computer or smart device to the wireless router. This connection method is for using smart devices and computers connected via wireless LAN (Wi-Fi) through a wireless LAN router (access point).



Related information

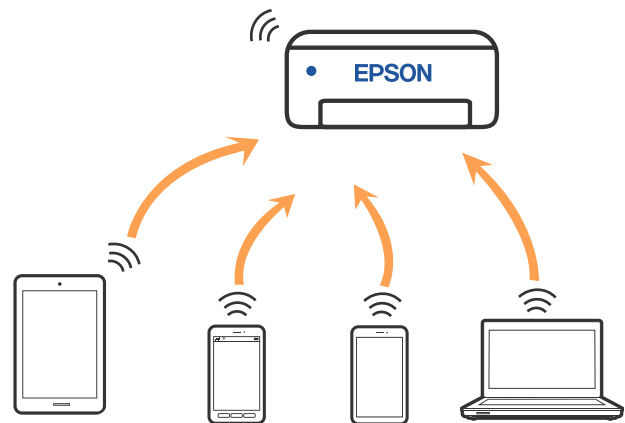
[“Connecting to a Computer” on page 120](#)

[“Connecting to a Smart Device Over a Wireless Router” on page 121](#)

[“Making Wi-Fi Settings from the Printer” on page 123](#)

Wi-Fi Direct (Simple AP) Connection

Use this connection method when you want to connect the printer directly to a computer or smart device without using wireless LAN (Wi-Fi) and a wireless LAN router (access point). In this mode, the printer acts as an wireless router and you can connect the devices to the printer without having to use a standard wireless router. However, devices directly connected to the printer cannot communicate with each other through the printer.



The printer can be connected by wireless LAN (Wi-Fi) and Wi-Fi Direct (Simple AP) simultaneously. However, if you start setting Wi-Fi Direct (Simple AP) while connected by wireless LAN (Wi-Fi), the wireless LAN (Wi-Fi) connection is temporarily disconnected.

Related information

[“Connecting to an iPhone, iPad, iPod touch Using Wi-Fi Direct” on page 121](#)

[“Connecting to Devices Other Than iOS Using Wi-Fi Direct” on page 122](#)

Connecting to a Computer

We recommend using the installer to connect the printer to a computer. You can run the installer using one of the following methods.

- Setting up from the website
Access the following website, and then enter the product name. Go to **Setup**, and then start setting up.
<https://epson.sn>

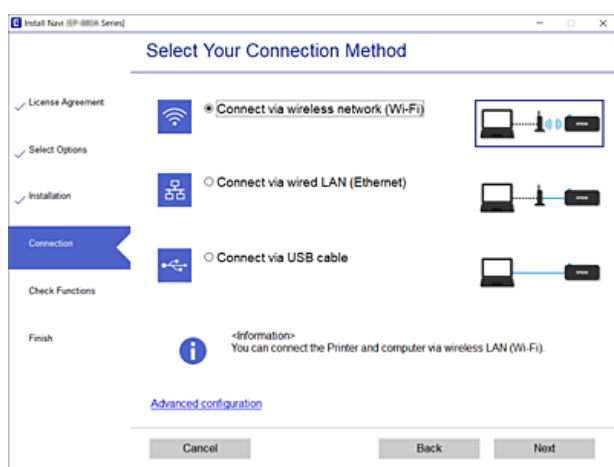
Wireless LAN Connection

- ❑ Setting up using the software disc (only for the models that come with a software disc and users with computers with disc drives)
Insert the software disc into the computer, and then follow the on-screen instructions.

Selecting the Connection Methods

Follow the on-screen instructions until the following screen is displayed, and then select the connection method of the printer to the computer.

Select the connection method for the printer, and then click **Next**.



Follow the on-screen instructions.

Connecting to a Smart Device

Connecting to a Smart Device Over a Wireless Router

If you are using iOS or Android, you may find it convenient to do the settings from Epson Smart Panel. Install and start up the latest version of Epson Smart Panel. The Wi-Fi setup starts.

Connecting to an iPhone, iPad, iPod touch Using Wi-Fi Direct

This method allows you to connect the printer directly to an iPhone, iPad, or iPod touch without a wireless router. The following conditions are required to connect using this method. If your environment does not match these conditions, you can connect by selecting **Other OS Devices**. See "Related Information" below for details on connecting.

- ❑ iOS 11 or later
- ❑ Using the standard camera application to scan the QR code

Epson Smart Panel is used to print from a smart device. Install an Epson printing app, such as Epson Smart Panel, on the smart device in advance.

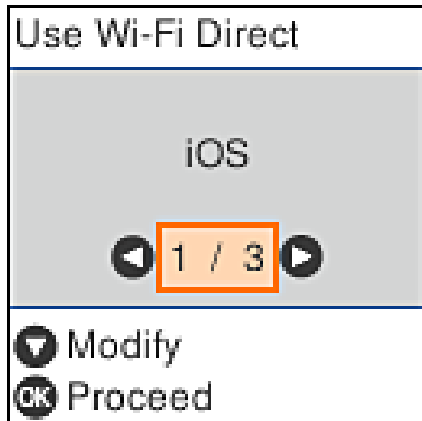
Note:

- ❑ *If you are using iOS, you may find it convenient to do the settings from Epson Smart Panel.*
- ❑ *You only need to make these settings for the printer and the smart device that you want to connect to once. Unless you disable Wi-Fi Direct or restore the network settings to their defaults, you do not need to make these settings again.*

- 1 From the printer's home screen, press the ▲/▼/◀/▶ buttons to select **Wi-Fi Setup - Wi-Fi Direct**.
- 2 Check the message, and then press the OK button to proceed.
- 3 Check the message, and then press the OK button to proceed.

Wireless LAN Connection

- 4 Use the ◀▶ buttons to select **iOS**, and then press the OK button.

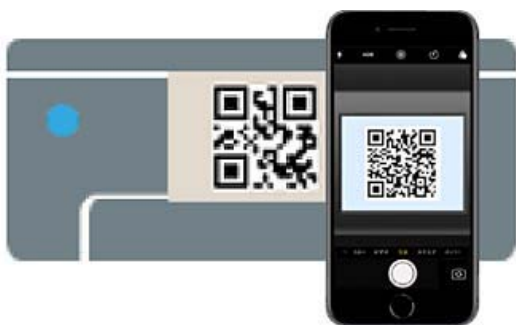


- 5 Check the message, and then press the OK button to proceed.

The QR code is displayed on the printer's screen.



- 6 Open the standard camera app on iPhone, iPad, iPod touch, and then use the photo mode to scan the QR code on the printer's screen.



Use the Camera app for iOS 11 or later. You cannot connect to the printer using the standard camera app for iOS 10 or earlier. Also, you cannot connect to the printer using an app for scanning codes. If you cannot connect, press the ◀ button. See "Related Information" below for details on connecting.

- 7 Tap the notification for "DIRECT- XXXXX Series" network connection displayed in the iPhone, iPad, or iPod touch screen.

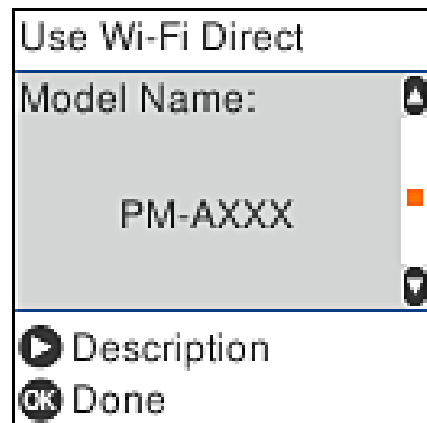
The model number is shown in XXXXX.

- 8 Check the message, and then tap **Join**.

- 9 Press the OK button on the printer.

- 10 Open the printing app you are using, and then select the printer.

See the information displayed on the printer's screen to select the printer.



- 11 Press the OK button on the printer.

For smart devices that have been connected to the printer before, select the network name (SSID) on the smart device's Wi-Fi screen to connect them again.

Related information

[☞ "Connecting to Devices Other Than iOS Using Wi-Fi Direct" on page 122](#)

[☞ "Printing from Smart Devices" on page 58](#)

Connecting to Devices Other Than iOS Using Wi-Fi Direct

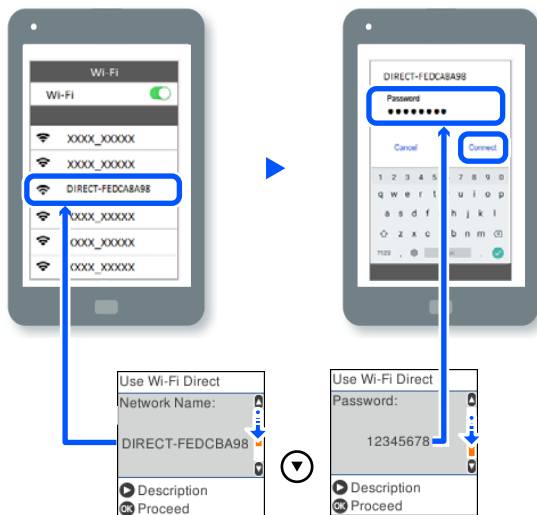
This method allows you to connect the printer directly to devices without a wireless router.

Wireless LAN Connection

Note:

- ❑ If you are using Android, you may find it convenient to do the settings from Epson Smart Panel.
- ❑ You only need to make these settings for the printer and the device that you want to connect to once. Unless you disable Wi-Fi Direct or restore the network settings to their defaults, you do not need to make these settings again.

- 1 From the home screen, press the ▲/▼/◀/▶ buttons to select **Wi-Fi Setup - Wi-Fi Direct**.
- 2 Check the message, and then press the OK button.
- 3 Check the message, and then press the OK button.
- 4 Press the ◀ button.
- 5 Use the ◀/▶ buttons to select **Other OS Devices**, and then press the OK button.
- 6 Scroll the screen with the ▼ button, and check the connection information for Wi-Fi Direct.
- 7 On the smart device's Wi-Fi screen, select a connection name shown on the printer's control panel, and then enter the password.



- 8 Press the OK button on the printer.

- 9 Open the printing app you are using, and then select the printer.

For smart devices that have been connected to the printer before, select the network name (SSID) on the smart device's Wi-Fi screen to connect them again.

Making Wi-Fi Settings from the Printer

You can make network settings from the printer's control panel in several ways. Choose the connection method that matches the environment and conditions that you are using.

If you know the information for the access point such as SSID and password, you can make settings manually.

If you are using a wireless LAN router (access point) that supports WPS, then you do auto settings by pressing a button.

After connecting the printer to the network, connect to the printer from the device that you want to use (computer, smart device, tablet, and so on).

Related information

[☞ “Making Wi-Fi Settings by Entering the SSID and Password” on page 123](#)

[☞ “Making Wi-Fi Settings by Push Button Setup” on page 124](#)

[☞ “Making Wi-Fi Settings by PIN Code Setup \(WPS\)” on page 125](#)

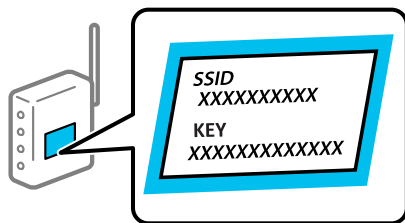
Making Wi-Fi Settings by Entering the SSID and Password

You can set up a Wi-Fi network by entering the information necessary to connect to a wireless router from the printer's control panel. To set up using this method, you need the SSID and password for a wireless router.

Wireless LAN Connection

Note:

If you are using an wireless router with its default settings, the SSID and password are on the label. If you do not know the SSID and password, contact the person who set up the wireless router, or see the documentation provided with the wireless router.



- 1 Select **Wi-Fi Setup** on the home screen.
To select an item, use the ▲/▼/◀/▶ buttons, and then press the OK button.
- 2 Select **Wi-Fi (Recommended)**.
- 3 Press the OK button to proceed.
- 4 Select **Wi-Fi Setup Wizard**.
- 5 Select the SSID for the wireless LAN router (access point) from the printer's control panel, and then press the OK button.

Note:

- ❑ If the SSID you want to connect to is not displayed on the printer's control panel, select **Search Again** to update the list. If it is still not displayed, select **Other SSIDs**, and then enter the SSID directly.
- ❑ If you do not know the SSID, check if it is written on the label of the wireless router. If you are using the wireless router with its default settings, use the SSID written on the label.

- 6 Enter the password.
Select whether or not you print a network connection report after finishing the settings.

Note:

- ❑ The password is case-sensitive.
- ❑ If you do not know the network name (SSID) check if the information is written on the label of the wireless router. If you are using the wireless router with its default settings, use the SSID on the label. If you cannot find any information, see the documentation provided with the wireless router.

- 7 If connection is complete, print a network connection diagnosis report if needed, and then finish.

Related information

[☞ "Text Input Screen" on page 19](#)

[☞ "Printing a Network Connection Report" on page 126](#)

Making Wi-Fi Settings by Push Button Setup

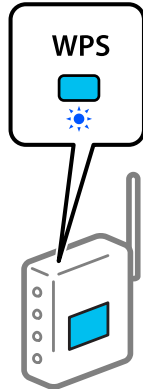
You can automatically set up a Wi-Fi network by pressing a button on the wireless router. If the following conditions are met, you can set up by using this method.

- ❑ The wireless router is compatible with WPS (Wi-Fi Protected Setup).
- ❑ The current Wi-Fi connection was established by pressing a button on the wireless router.

- 1 Select **Wi-Fi Setup** on the home screen.
To select an item, move the focus to the item using the ▲/▼/◀/▶ buttons, and then press the OK button.
- 2 Select **Wi-Fi (Recommended)**.
- 3 Press the OK button to proceed.
- 4 Select **Push Button (WPS)**.

Wireless LAN Connection

- 5** Hold down the [WPS] button on the wireless router until the security light flashes.



If you do not know where the [WPS] button is, or there are no buttons on the wireless router, see the documentation provided with your wireless router for details.

- 6** Press the OK button on the printer's control panel. Follow the on-screen instruction hereafter.

Note:

If connection fails, restart the wireless LAN router (access point), move it closer to the printer, and do the settings again. If it still does not work, print a network connection report and check the solution.

Related information

 [“Printing a Network Connection Report” on page 126](#)

Setting Up Using Wi-Fi Auto Connect

Connects the printer to a wireless (Wi-Fi) network using a computer that is connected to the access point. Just do operations according to the screens that appear on your computer, without the trouble of inputting an SSID or security key.

Access the following website, and then enter the product's model number. Download the software from “Download and Connect” on the Setup Page, and then set up the connection according to the onscreen instructions.

<https://epson.sn>

Making Wi-Fi Settings by PIN Code Setup (WPS)

You can automatically connect to an wireless router by using a PIN code. You can use this method to set up if an wireless router is capable of WPS (Wi-Fi Protected Setup). Use a computer to enter a PIN code into the wireless router.

- 1** Select **Wi-Fi Setup** on the home screen.
To select an item, move the focus to the item using the ▲/▼/◀/▶ buttons, and then press the OK button.
- 2** Select **Wi-Fi (Recommended)**.
- 3** Press the OK button to proceed.
- 4** Select **Others**.
- 5** Select **PIN Code (WPS)**.
- 6** Use your computer to enter the PIN code (an eight digit number) displayed on the printer's control panel into the wireless router within two minutes.

Note:

See the documentation provided with your wireless router for details on entering a PIN code.

- 7** Press the OK button on the printer's control panel.

Setup is complete when the setup completion message is displayed.

Note:

If connection fails, restart the wireless LAN router (access point), move it closer to the printer, and do the settings again. If it still does not work, print a connection report and check the solution.

Related information

 [“Printing a Network Connection Report” on page 126](#)

Wireless LAN Connection

Printing a Network Connection Report

You can print a network connection report to check the status between the printer and the wireless router.

- 1 Load paper in the location set in **Printer Setup - Paper Source Settings - Paper path for maintenance printing**.

 [“Basic Operations” on page 28](#)

- 2 Select **Settings** on the home screen, and then press the OK button.

To select an item, move the focus to the item using the **▲/▼/◀/▶** buttons, and then press the OK button.


- 3 Select **Network Settings - Connection Check**.

The connection check starts.

- 4 Press the OK button to print the network connection report.

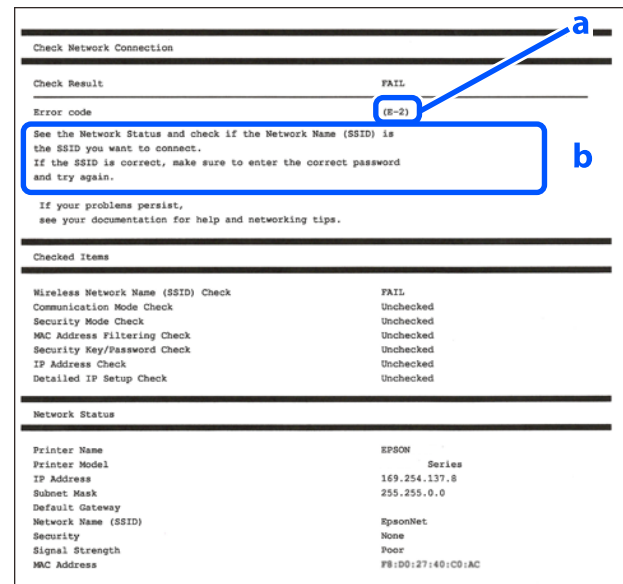
If an error has occurred, check the network connection report, and then follow the printed solutions.

Related information

 [“Messages and Solutions on the Network Connection Report” on page 126](#)

Messages and Solutions on the Network Connection Report

Check the messages and error codes on the network connection report, and then follow the solutions.




a. Error code


b. Messages on the Network Environment

Related information

 [“E-1” on page 127](#)


 [“E-2, E-3, E-7” on page 127](#)


 [“E-5” on page 127](#)


 [“E-6” on page 128](#)


 [“E-8” on page 128](#)

 [“E-9” on page 128](#)

 [“E-10” on page 128](#)

 [“E-11” on page 128](#)

 [“E-12” on page 129](#)

 [“E-13” on page 129](#)

 [“Message on the Network Environment” on page 130](#)

Wireless LAN Connection

E-1

Solutions:

- ❑ Make sure the Ethernet cable is securely connected to your printer and to your hub or other network device.
- ❑ Make sure your hub or other network device is turned on.
- ❑ If you want to connect the printer by Wi-Fi, make Wi-Fi settings for the printer again because it is disabled.

E-2, E-3, E-7

Solutions:

- ❑ Make sure your wireless router is turned on.
- ❑ Confirm that your computer or device is connected correctly to the wireless router.
- ❑ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- ❑ Place the printer closer to your wireless router and remove any obstacles between them.
- ❑ If you have entered the SSID manually, check if it is correct. Check the SSID from the **Network Status** part on the network connection report.
- ❑ If an wireless router has multiple SSIDs, select the SSID that is displayed. When the SSID is using a noncompliant frequency, the printer does not display them.
- ❑ If you are using push button setup to establish a network connection, make sure your wireless router supports WPS. You cannot use push button setup if your wireless router does not support WPS.
- ❑ Make sure your SSID uses only ASCII characters (alphanumeric characters and symbols). The printer cannot display an SSID that contains non-ASCII characters.

- ❑ Makes sure you know your SSID and password before connecting to the wireless router. If you are using a wireless router with its default settings, the SSID and password are located on a label on the wireless router. If you do not know your SSID and password, contact the person who set up the wireless router, or see the documentation provided with the wireless router.
- ❑ If you are connecting to an SSID generated from a tethering smart device, check for the SSID and password in the documentation provided with the smart device.
- ❑ If your Wi-Fi connection suddenly disconnects, check for the conditions below. If any of these conditions are applicable, reset your network settings by downloading and running the software from the following website.
<https://epson.sn> - Setup
 - ❑ Another smart device was added to the network using push button setup.
 - ❑ The Wi-Fi network was set up using any method other than push button setup.

Related information

 [“Connecting to a Computer” on page 120](#)

 [“Making Wi-Fi Settings from the Printer” on page 123](#)

E-5

Solutions:

Make sure the wireless router's security type is set to one of the following. If it is not, change the security type on the wireless router, and then reset the printer's network settings.

- ❑ WEP-64 bit (40 bit)
- ❑ WEP-128 bit (104 bit)
- ❑ WPA PSK (TKIP/AES)*
- ❑ WPA2 PSK (TKIP/AES)*
- ❑ WPA (TKIP/AES)
- ❑ WPA2 (TKIP/AES)

Wireless LAN Connection

- WPA3-SAE (AES)
- WPA2/WPA3-Enterprise

*: WPA PSK is also known as WPA Personal. WPA2 PSK is also known as WPA2 Personal.

E-6

Solutions:

- Check if MAC address filtering is disabled. If it is enabled, register the printer's MAC address so that it is not filtered. See the documentation provided with the wireless router for details. You can check the printer's MAC address from the **Network Status** part on the network connection report.
- If your wireless router is using shared authentication with WEP security, make sure the authentication key and index are correct.
- If the number of connectable devices on the wireless router is less than the number of network devices that you want to connect, make settings on the wireless router to increase the number of connectable devices. See the documentation provided with the wireless router to make settings.

Related information

 [“Connecting to a Computer” on page 120](#)

E-8

Solutions:

- Enable DHCP on the wireless router if the printer's Obtain IP Address setting is set to Auto.
- If the printer's Obtain IP Address setting is set to Manual, the IP address you manually set is invalid due to out of range (for example: 0.0.0.0). Set a valid IP address from the printer's control panel or by using Web Config.

E-9

Solutions:

Check the following.

- Devices are turned on.
- You can access the Internet and other computers or network devices on the same network from the devices you want to connect to the printer.

If still does not connect your printer and network devices after confirming the above, turn off the wireless router. Wait for about 10 seconds, and then turn it on. Then reset your network settings by downloading and running the installer from the following website.

<https://epson.sn> - Setup

Related information

 [“Connecting to a Computer” on page 120](#)

E-10

Solutions:

Check the following.

- Other devices on the network are turned on.
- Network addresses (IP address, subnet mask, and default gateway) are correct if you have set the printer's Obtain IP Address to Manual.

Reset the network address if they are incorrect. You can check the IP address, subnet mask, and default gateway from the **Network Status** part on the network connection report.

If DHCP is enabled, change the printer's Obtain IP Address setting to Auto. If you want to set the IP address manually, check the printer's IP address from the **Network Status** part on the network connection report, and then select Manual on the network settings screen. Set the subnet mask to [255.255.255.0].

If still does not connect your printer and network devices, turn off the wireless router. Wait for about 10 seconds, and then turn it on.

E-11

Solutions:

Check the following.

Wireless LAN Connection

- ❑ The default gateway address is correct if you set the printer's TCP/IP Setup setting to Manual.
- ❑ The device that is set as the default gateway is turned on.

Set the correct default gateway address. You can check the default gateway address from the **Network Status** part on the network connection report.

E-12

Solutions:

Check the following.

- ❑ Other devices on the network are turned on.
- ❑ The network addresses (IP address, subnet mask, and default gateway) are correct if you are entering them manually.
- ❑ The network addresses for other devices (subnet mask and default gateway) are the same.
- ❑ The IP address does not conflict with other devices.

If still does not connect your printer and network devices after confirming the above, try the following.

- ❑ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- ❑ Make network settings again using the installer. You can run it from the following website.
<https://epson.sn> - **Setup**
- ❑ You can register several passwords on a wireless router that uses WEP security type. If several passwords are registered, check if the first registered password is set on the printer.

Related information

 ["Connecting to a Computer" on page 120](#)

E-13

Solutions:

Check the following.

- ❑ Network devices such as a wireless router, hub, and router are turned on.
- ❑ The TCP/IP Setup for network devices has not been set up manually. (If the printer's TCP/IP Setup is set automatically while the TCP/IP Setup for other network devices is performed manually, the printer's network may differ from the network for other devices.)

If it still does not work after checking the above, try the following.

- ❑ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- ❑ Make network settings on the computer that is on the same network as the printer using the installer. You can run it from the following website.
<https://epson.sn> - **Setup**
- ❑ You can register several passwords on a wireless router that uses the WEP security type. If several passwords are registered, check if the first registered password is set on the printer.

Related information

 ["Connecting to a Computer" on page 120](#)

Wireless LAN Connection

Message on the Network Environment

Message	Solution
<p>The Wi-Fi environment needs to be improved. Turn the wireless router off and then turn it on. If the connection does not improve, see the documentation for the wireless router.</p>	<p>After moving the printer closer to the wireless router and removing any obstacles between them, turn off the wireless router. Wait for about 10 seconds, and then turn it on. If it still does not connect, see the documentation supplied with the wireless router.</p>
<p>*No more devices can be connected. Disconnect one of the connected devices if you want to add another one.</p>	<p>Computer and smart devices that can be connected simultaneously are connected in full in the Wi-Fi Direct (Simple AP) connection. To add another computer or smart device, disconnect one of the connected devices or connect it to the other network first.</p> <p>You can confirm the number of wireless devices which can be connected simultaneously and the number of connected devices by checking the network status sheet or the printer's control panel.</p>
<p>The same SSID as Wi-Fi Direct exists in the environment. Change the Wi-Fi Direct SSID if you cannot connect a smart device to the printer.</p>	<p>On the printer's control panel, go to Wi-Fi Direct Setup screen and select the menu to change the setting. You can change the network name following after DIRECT-XX-. Enter within 32 characters.</p>

Replacing or Adding New Wireless Routers

If the SSID changes due to the replacement of a wireless router, or a wireless router is added and a new network environment is established, re-set the Wi-Fi settings.

Related information

 [“Making Settings for Connecting to the Computer” on page 131](#)

Making Settings for Connecting to the Computer

We recommend using the installer to connect the printer to a computer. You can run the installer using one of the following methods.

- Setting up from the website
Access the following website, and then enter the product name. Go to **Setup**, and then start setting up.
<https://epson.sn>
- Setting up using the software disc (only for the models that come with a software disc and users with computers with disc drives)
Insert the software disc into the computer, and then follow the on-screen instructions.

Making Settings for Connecting to the Smart Device

You can use the printer from a smart device when you connect the printer to the same Wi-Fi network (SSID) as the smart device. To use the printer from a smart device, see the following.

 [“Connecting to a Smart Device” on page 121](#)

Problem Solver





When a Message Is Displayed

Messages Displayed on the Printer

If one of the following messages is displayed, read and follow the instructions below.

Message	What to do
There may be foreign material inside the printer. Check and remove it.	Some protective tape or protective materials may have been left inside the printer. Remove all the protective tape and protective materials, and then turn the power on again.
Paper that is not a standard size has been loaded. Reload or replace it.	A size of roll paper that the printer cannot use may have been loaded. Correctly load a supported standard size of roll paper. 🔗 "How to Replace Roll Paper" on page 28 🔗 "Supported Media" on page 154
Print head may require maintenance. Perform a Print Head Nozzle Check.	Nozzles may be clogged because the print head unit was stopped for a long period outside the specified position. We recommend doing a nozzle check to check for clogged nozzles, and then to clean the heads if necessary. 🔗 "Print Head Nozzle Check and Cleaning" on page 71
Printing may have been done while the nozzles were clogged. Check the print results.	The print head's auto nozzle check function detected clogged nozzles. Check the print results and clean the print head if needed, and then start printing again. 🔗 "Print Head Nozzle Check and Cleaning" on page 71
Parts are nearing the end of their service life. XXXXXXX	The part number appears in XXXXXXXXXX. A part used in the printer is nearing its replacement time. The printer can be used until the replacement notice appears, but you will need to request repairs to do the replacement.
It is time to replace a printer part. XXXXXXX	The part number appears in XXXXXXXXXX. It is time to replace a part in the printer. Contact your dealer or Epson Support. Be sure to tell them the part number when you contact them.
Cannot check nozzle clogging or read barcodes.	Could not read the barcode of the Remaining Amount Management function or the check pattern of the Auto Nozzle Check function. Turn the printer's power off and then on again to use it. If you turn the power off and on several times and the same error occurs, then a sensor may be malfunctioning. Contact your dealer or Epson Support.

Problem Solver

Message	What to do
Cannot check nozzle clogging. For details, see your documentation.	<p>Could not read the check pattern of the Auto Nozzle Check function.</p> <p>If necessary, stop printing and do a nozzle check.</p> <p>If you repeat this and the same error occurs, then a sensor may be malfunctioning.</p> <p>Contact your dealer or Epson Support.</p>
Could not read the barcode correctly. Set paper type and remaining paper.	<p>Could not read the barcode of the Remaining Amount Management function on the loaded roll paper.</p> <p>Reset the remaining amount, and then use the printer. Remove the printer cover to check the remaining amount, which is printed in text on the leading edge of the roll paper.</p> <p>If you repeat this and the same error occurs, then a sensor may be malfunctioning.</p> <p>Contact your dealer or Epson Support.</p>
Printer error. Turn power off and on again. See documentation. XXXXXXXX	<p>A code number appears in XXXXXXXXXX according to the content of the error.</p> <p>Turn off the printer, disconnect the power cable from the outlet and from the AC inlet on the printer, and then reconnect it. Turn on the printer again multiple times.</p> <p>If the same code number appears again, contact your dealer or Epson Support. Be sure to tell them the code number when you contact them.</p>
Adjustment canceled. There is a problem with the print head nozzles. For details, see documentation.	<p>Clogs are not cleared even by repeatedly alternating nozzle checks and head cleaning.</p> <p>After leaving the printer alone and not printing for more than 12 hours, execute a nozzle check and head cleaning again. We recommend turning off the power and leaving the printer alone. If the situation does not improve, try doing power cleaning.</p> <p>If the clogs are not cleared even after executing power cleaning, then after not printing for more than 12 hours, print a nozzle check pattern. Then, depending on the condition of the printed pattern, execute cleaning or power cleaning again.</p> <p>If the situation is still not improved, then repairs are needed.</p> <p>Contact your dealer or Epson Support.</p>
Ink low.	<p>The ink is low. Prepare a new ink supply unit. You can continue printing until the replacement notice appears.</p> <p> "Consumables and Optional Items" on page 153</p>
Cannot recognize Ink Supply Unit. Try installing again.	<ul style="list-style-type: none"> <input type="checkbox"/> Reinstall the ink supply unit. If the same error occurs even after reinstalling the ink supply unit, then replace it with a new one (do not install a faulty ink supply unit).  "Replacing Ink Supply Units" on page 62 <input type="checkbox"/> Condensation may have formed. Leave it for more than 3 hours at room temperature, and then reinstall it.  "Notes on Handling Ink Supply Units" on page 22
The Maintenance Box is nearing the end of its service life. You can continue printing until replacement is required.	<p>There is little available space in the maintenance box. Prepare a new maintenance box. You can continue printing until the replacement notice appears.</p> <p> "Consumables and Optional Items" on page 153</p>

Problem Solver

Message	What to do
Cannot recognize the Maintenance Box.	Reinstall the maintenance box. If the same error occurs even after reinstalling the maintenance box, then replace it with a new one (do not install a faulty maintenance box). 🔗 "Replacing Maintenance Box" on page 64
Cannot start cleaning because the Maintenance Box is near full.	Cleaning cannot be executed because there is not enough available space in the maintenance box for the waste ink that is ejected during print head cleaning. To execute cleaning, replace the maintenance box with a new one. The maintenance box that was removed can be reinstalled and used again after cleaning is complete. 🔗 "Replacing Maintenance Box" on page 64
Some features may not be available. For details, see your documentation.	If Paper Setup Auto Display is disabled, you cannot use AirPrint.

Message Codes Displayed on the Screen

Message codes are displayed in the upper right part of the screen when there are notices or errors on the printer. Message codes are categorized as shown in the following table, and the various message codes appear when the printer is in the following conditions. When a message is displayed on screen, resolve the problem according to the message that appears.

Category	Message code	Status
Hardware related error at printer	E-01	Printer fatal error
	W-01	Paper jam error
Ink related error	W-11	Ink supply unit not installed error
	W-12	Ink supply unit recognition error
Sensor related error	W-41	Nozzle detection error
	W-42	
	W-43	
	W-44	Sensor module error
	W-45	
Image quality abnormality in sensor detection results	W-51	Abnormality during analysis
	W-52	
	W-53	
Sensor related error	W-61	Error at nozzles or circuit board
	W-62	
	W-63	
	W-64	
	W-65	

Problem Solver

Category	Message code	Status
Hardware related warning at printer	I-01	Temperature warning at nozzle clog detection not covered by warranty
Network related information	I-22	Wi-Fi Setup by Push Button (WPS)
	I-23	Wi-Fi Setup by PIN Code (WPS)
	I-31	Wi-Fi Setup by Wi-Fi Auto Connect
Sensor related warning	I-41	Sensor module warning

Error Messages (Windows)

When an error occurs while printing, you can check error messages on the computer that is connected to the printer.

To check error messages on the computer, open EPSON Status Monitor 3.

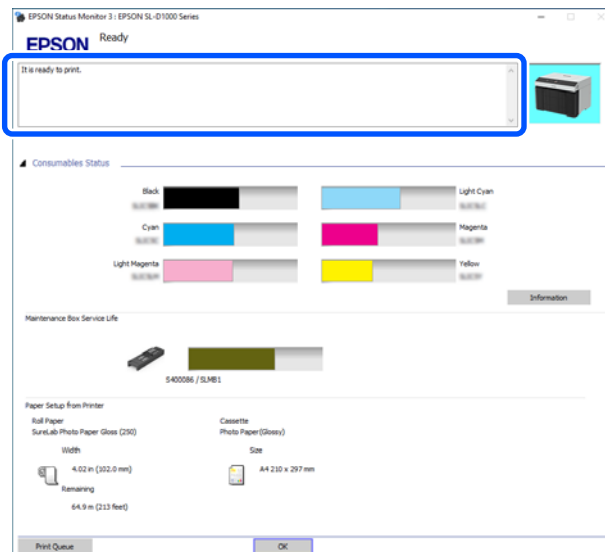
Click the utility icon in the Windows taskbar, and then click the printer's name - **EPSON Status Monitor 3**, in this order, to start EPSON Status Monitor 3.



EPSON Status Monitor 3

Error messages are displayed at the top of the screen. When an error message is displayed, check the solution on the screen and take the required measures.

Check the printer's status, such as the remaining amount of ink, also.



Error Messages (Mac)

When an error occurs while printing, you can check error messages on the computer that is connected to the printer.

Problem Solver

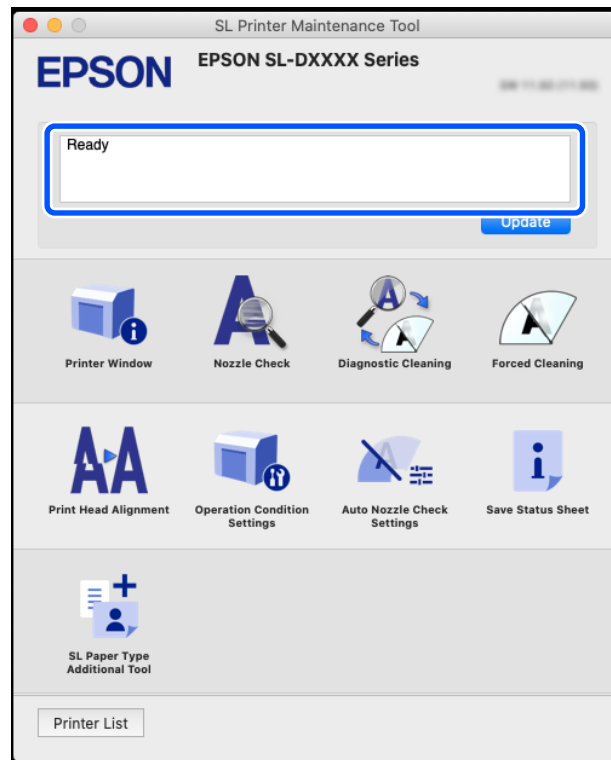
To check error messages on the computer, start Maintenance Tool.

See the following for the procedure to start Maintenance Tool.

1 Click the Apple menu - **System Preferences** - **Printers & Scanners**, in this order.

2 Select the printer and click **Options & Supplies** - **Utility** - **Open Printer Utility**.

Error messages are displayed at the top of the screen. When an error message is displayed, check the solution on the screen and take the required measures.



See the following for more details on Maintenance Tool.

[🔗 “Using the Maintenance Tool \(Mac\)” on page 89](#)

Problem Solver

Troubleshooting

When Paper Jams


This section explains how to clear paper jammed in the printer.

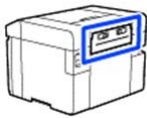
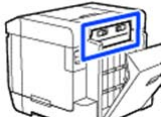
Screen Display When Paper Jams


When a paper jams, messages and illustrations are displayed on the screen of the control panel. The displayed information varies, as shown in the following table, according to the location of the jam and the type of paper being printed. Follow the steps described in the following section to implement the removal procedure according to the information shown.

The illustrations in the following table are displayed by pressing the ▼ button in the screen in which the message is displayed.

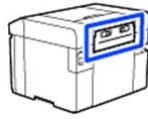
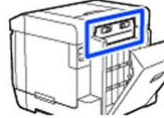
When printing on roll paper

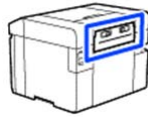
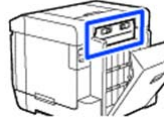
Message	Roll paper jammed. Remove it.	
Illustration		
Removal procedure to implement	☞ "Paper is Jammed in the Roll Paper Unit" on page 138	

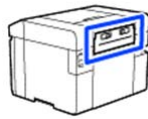
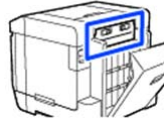
Message	Roll paper jammed. Remove it.	
Illustration		When duplex feeder is installed 
Removal procedure to implement	☞ "Paper is Jammed in the Paper Feed Unit" on page 140	

Message	Roll paper jammed. Remove it.	
Illustration		
Removal procedure to implement	☞ "Paper Jammed Between the Paper Feed Unit and Platen" on page 143	


When printing on cut paper

Message	Paper jammed in Rear Paper Feed Slot. Remove it.	
Illustration		When duplex feeder is installed 
Removal procedure to implement	☞ "Paper is Jammed in the Paper Feed Unit" on page 140	

Message	Paper jammed in Inside. Remove the jammed paper.	
Illustration		When duplex feeder is installed 
Removal procedure to implement	☞ "Paper Jammed Between the Paper Feed Unit and Platen" on page 143	

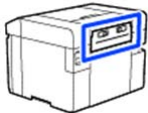
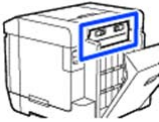
Message	Paper jammed in Cassette. Remove it.	
Illustration		When duplex feeder is installed 


Problem Solver

Removal procedure to implement	 "Paper Jammed Between the Rear Cover and the Paper Feed Unit" on page 147
---------------------------------------	---

If paper is jammed when the power is turned on, the following message appears.

If this happens, the location in which paper is jammed is not identified. Implement all of the removal procedures to remove any paper that is jammed.

Message	Paper jammed in Inside. Remove the jammed paper.	
Illustration		When duplex feeder is installed 


 **Important:**

- If a printer system error occurs, turn off the power for a moment, and then turn it on again to confirm whether the error persists, and then check if a paper jam has occurred.
- Do not remove paper forcibly when clearing paper jams. Otherwise, the printer could be damaged.
- If paper is jammed inside the printer where you cannot reach it with your hands, do not try to forcibly extract it yourself, contact your dealer or Epson Support.


Paper is Jammed in the Roll Paper Unit

Follow the steps below to solve the problem.


1 Remove the scrap paper box.



↓



2 Pull out the roll paper unit.



Problem Solver

! Important:

If you cannot pull out the roll paper unit, do not forcibly pull it out. Paper may be jammed inside. Refer to the next section to check for paper jams in the back cover of the duplex feeder, platen, and paper feed unit, and remove any jammed paper.

- 3** Turn the handle on the left side of the roll paper unit in the direction of the arrow to rewind the roll paper.

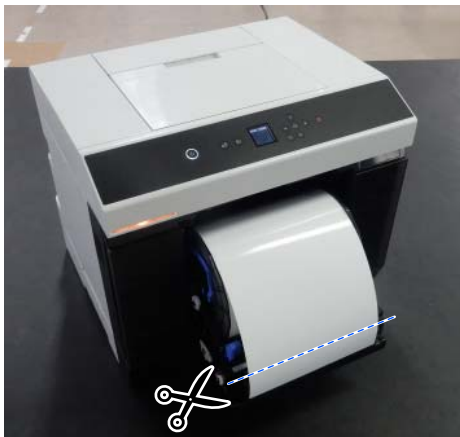
Rewind the roll paper until the leading edge appears at the paper slot.



If it does not rewind, use scissors or something to cut the roll paper near the paper slot.

- 4** If the leading edge of the roll paper is ragged, cut it in a straight line with a pair of scissors or something.

Cut the paper as straight as possible.



- 5** Remove the spindle unit.

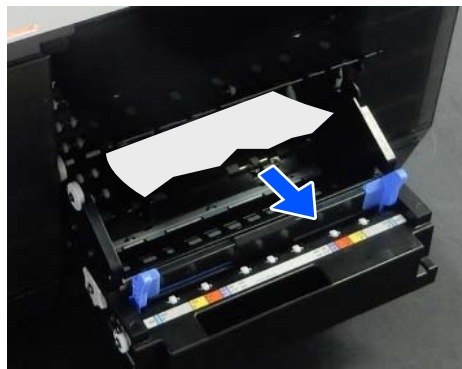


- 6** Open the internal rear plate.



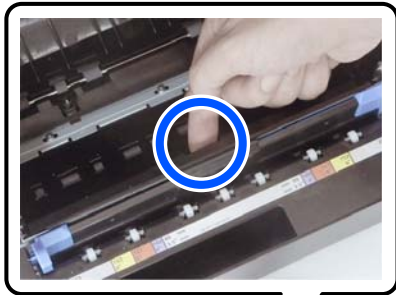
- 7** Check that there is no paper or scraps at the back of the inside of the printer.

If there is a jam, remove the paper slowly.

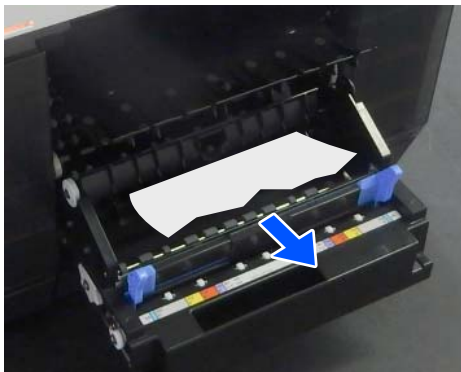


Problem Solver

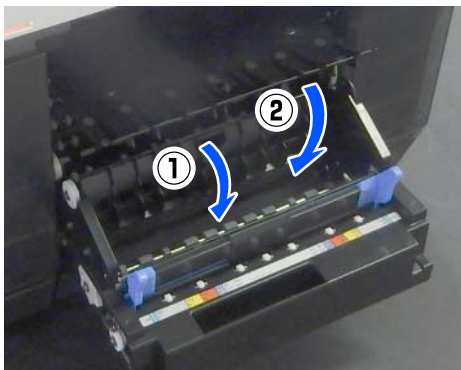
- 8** Open the front plate.
Place your finger in the hole at the bottom and lift to open.



- 9** Check that there is no paper or scraps of paper inside the printer.
If there is a jam, remove the paper slowly.



- 10** Replace the front and rear plates.
Press down until you hear it click into place.



- 11** On the control panel screen, press the OK button.
The error is canceled and the home screen is displayed.

- 12** If there is a print job, press the ⏏ button to cancel the job.

- 13** Reload the roll paper.
See the following for the procedure to load the roll paper.

📖 [“How to Replace Roll Paper” on page 28](#)

- 14** Confirm that the status light is off.

Paper is Jammed in the Paper Feed Unit

Follow the steps below to solve the problem.

Checking for jammed paper

- 1** If the duplex feeder is installed, open the rear cover.



- 2** Remove the paper feed unit.

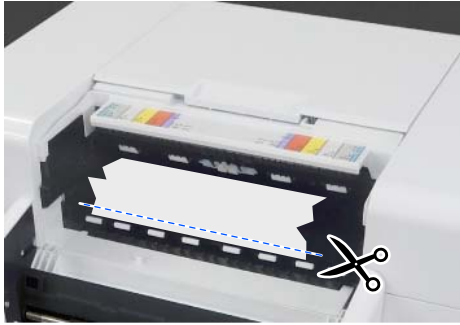


Problem Solver

- 3** Check for jammed paper and paper scraps.

Removing jammed paper (roll paper)

- 1** Cut the jammed paper with scissors or something.



- 2** Remove paper from the top side.
Remove it slowly.



! **Important:**

After cutting the paper, do not pull paper at the rear side out through the upper side. Follow the steps below to remove paper from the rear side.

- 3** Move to the front, and remove the scrap paper box.

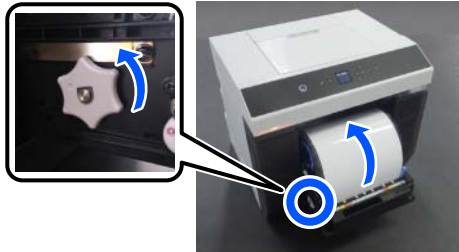


- 4** Pull out the roll paper unit.



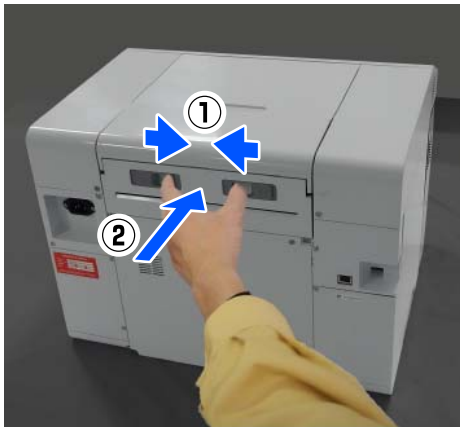
Problem Solver

- 5** Turn the handle on the left side of the roll paper unit in the direction of the arrow to rewind the paper.
Rewind the paper until the leading edge appears at the paper slot.



If it does not rewind, use scissors or something to cut the roll paper near the paper slot.


- 6** Move to the rear side, and install the paper feed unit.



- 7** If the duplex feeder is installed, close the rear cover.



- 8** Move to the front, and on the control panel screen, press the OK button.
The error is canceled and the home screen is displayed.

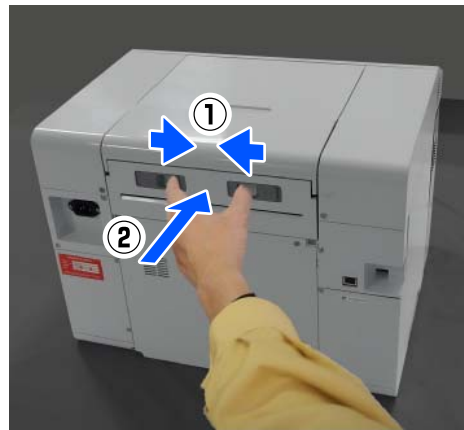
- 9** If there is a print job, press the  button to cancel the job.
- 10** Reload the roll paper.
See the following for the procedure to load the roll paper.
[📖 “How to Replace Roll Paper” on page 28](#)
- 11** Confirm that the status light is off.

Removing jammed paper (cut paper)

- 1** Remove jammed paper.
Remove it slowly.



- 2** Install the paper feed unit.



Problem Solver

- 3** If the duplex feeder is installed, close the rear cover.



- 4** Move to the front, and on the control panel screen, press the OK button.
The error is canceled and the home screen is displayed.

- 5** Reload the cut paper.
See the following for the procedure to load the cut paper.
[📖 "How to Load Cut Paper" on page 33](#)

- 6** Confirm that the status light is off.

Paper Jammed Between the Paper Feed Unit and Platen

Follow the steps below to solve the problem.

Checking for jammed paper

- 1** If the duplex feeder is installed, open the rear cover.



- 2** Remove the paper feed unit.



- 3** Remove the printer cover
Slide the printer cover backwards, and then remove it.

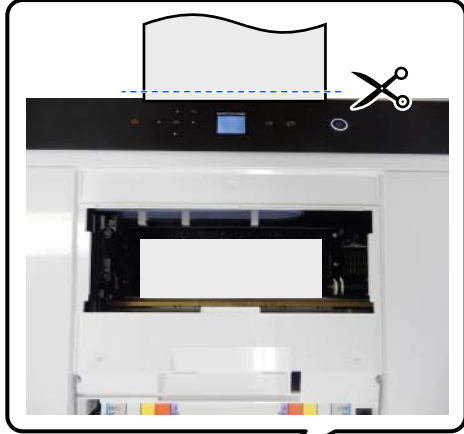


- 4** Check for jammed paper and paper scraps.

Problem Solver

Removing jammed paper (roll paper)

- 1** If a lot of paper has been ejected from the front of the printer, cut the paper in front of the jam with a pair of scissors or something.



- 2** Slowly pull out, towards the rear, the remaining paper jammed at the top side.

If you have pulled out the paper, go to step 4.

If the paper is under the print head and cannot be easily removed, go to the next step.



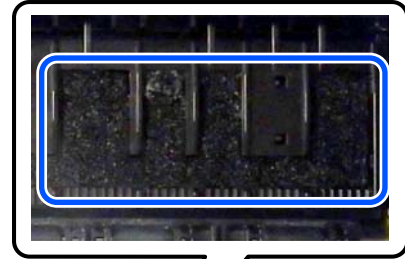
- 3** Move the print head unit manually, and remove the paper towards the rear.

Move the print head unit to the left or right to the edge of the paper.



! Important:

- If you cannot move the print head unit, do not try to force it to move, contact your dealer or Epson Support. Otherwise, the print head unit could be damaged.
- When removing the paper, do not touch the ink absorbing areas. Otherwise, the platen may get dirty which could make the back of the paper dirty.



Problem Solver

- 4** Cut the paper you have pulled out with scissors or something.



! **Important:**

After cutting the paper, do not pull paper at the rear side out through the upper side. Follow the steps below to remove paper from the rear side.

- 5** Move to the front, and remove the scrap paper box.



- 6** Pull out the roll paper unit.



- 7** Turn the handle on the left side of the roll paper unit in the direction of the arrow to rewind the paper.

Rewind the paper until the leading edge appears at the paper slot.



If it does not rewind, use scissors or something to cut the roll paper near the paper slot.

- 8** Move to the rear side, and install the printer cover.



Problem Solver


9 Install the paper feed unit.




10 If the duplex feeder is installed, close the rear cover.



11 Move to the front, and on the control panel screen, press the OK button.
The error is canceled and the home screen is displayed.

12 If there is a print job, press the  button to cancel the job.

13 Reload the roll paper.
See the following for the procedure to load the roll paper.
 [“How to Replace Roll Paper” on page 28](#)

14 Confirm that the status light is off.

Removing jammed paper (cut paper)

1 Remove jammed paper.
Remove it slowly to the rear.
If you have pulled out the paper, go to step 3.

If the paper is under the print head and cannot be easily removed, go to the next step.



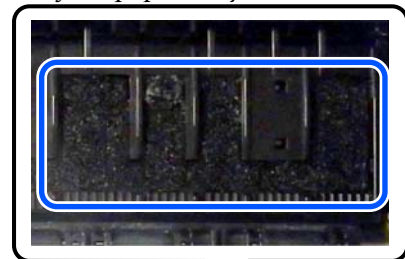
2 Move the print head unit manually, and remove the paper towards the rear.

Move the print head unit to the left or right to the edge of the paper.



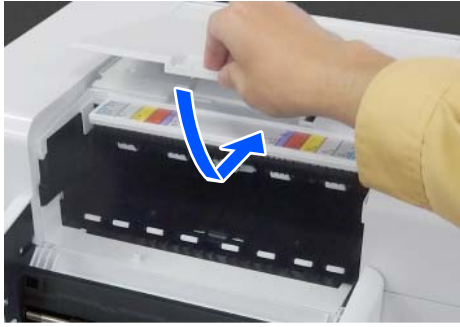
! Important:

- If you cannot move the print head unit, do not try to force it to move, contact your dealer or Epson Support. Otherwise, the print head unit could be damaged.
- When removing the paper, do not touch the ink absorbing areas. Otherwise, the platen may get dirty which could make the back of the paper dirty.



Problem Solver

- 3** Install the printer cover.



- 4** Install the paper feed unit.



- 5** If the duplex feeder is installed, close the rear cover.



- 6** Move to the front, and on the control panel screen, press the OK button.
The error is canceled and the home screen is displayed.

- 7** Reload the cut paper.
See the following for the procedure to load the cut paper.

 [“How to Load Cut Paper” on page 33](#)

- 8** Confirm that the status light is off.

Paper Jammed Between the Rear Cover and the Paper Feed Unit

Follow the steps below to solve the problem.

- 1** Open the rear cover of the duplex feeder.



- 2** Remove the paper feed unit.



- 3** Check for jammed paper and paper scraps.
Remove the jammed paper slowly.



- 4 Install the paper feed unit.



- 5 Close the rear cover.



- 6 Move to the front, and on the control panel screen, press the OK button.

The error is canceled and the home screen is displayed.

- 7 Reload the cut paper.

See the following for the procedure to load the cut paper.

[📖 "How to Load Cut Paper" on page 33](#)

- 8 Confirm that the status light is off.

You Cannot Print (Because the Printer Does Not Work)

The printer driver is not installed properly (Windows).

■ **Is the icon for this printer displayed in the Devices and Printers folder?**

- Yes
The printer driver is installed. See the following item, "The printer is not connected correctly to the computer".
- No (An icon is displayed under "**Unspecified**")
Do the following:
 - (1) Open the Control Panel, and click **Hardware and Sound - Device Manager - Other devices**, in this order.
 - (2) Right-click **EPSON SL-D1000 Series**, and then click **Update Driver Software**.
 - (3) Click **Search automatically for updated driver software**.
 - (4) After the driver software is updated, click **Close**.
 If the printer driver is still not installed even after taking the above measures, install the printer driver again.

■ **Does the printer port setting match the printer connection port?**

Check the printer port.

Click the **Port** tab on the printer's Properties screen, and check if the printer name's port is set.

If it is not indicated, the printer driver is not installed correctly.

Delete and reinstall the printer driver.

[📖 "Uninstalling Software" on page 26](#)

The printer driver is not installed properly (Mac).

■ **Is the printer added to the printer list?**

Click the Apple menu - **System Preferences - Printers & Scanners**, in this order.

If the printer name is not displayed, add the printer.

The printer is not communicating with the computer.

■ Is the cable plugged in properly?

Confirm that the interface cable is securely connected to both the printer port and the computer. Also, make sure the cable is not broken nor bent. If you have a spare cable, try connecting with the spare cable.

The printer has an error.

■ View the message displayed in the control panel.

 ["Control Panel" on page 16](#)

 ["When a Message Is Displayed" on page 132](#)

The printer stops printing.

■ Is the status of print queue Pause? (Windows)

If you stop printing or the printer stops printing because of an error, the print queue enters a **Pause** status. You cannot print in this status.

Double-click the printer icon in the **Devices and Printers** folder; if printing is paused, open the **Printer** menu and clear the **Pause** check box.

■ Does the current printer status show Paused? (Mac)

Open the status dialog for your printer and check whether printing is paused.

(1) Click the Apple menu - **System Preferences - Printers & Scanners**, in this order.

(2) Double-click the icon for any printer that is **Paused**.

(3) Click **Resume Printer**.

The printer is offline.

■ Has the computer entered sleep mode?

Do not allow the computer to enter sleep mode. When the computer enters sleep mode, the printer may go offline.




If the printer goes offline, reboot your computer. If the printer is still offline even after rebooting your computer, turn the printer off and then on again.

The Printer Sounds Like It Is Printing, but Nothing Prints

The print head moves, but nothing prints.

■ Confirm the printer operation.

Print a nozzle check pattern, and then check the printer's operations and print conditions.




- When printing from the printer
 ["Print Head Nozzle Check and Cleaning" on page 71](#)
- When printing from Maintenance Tool (Windows)
 ["Print Nozzle Check Pattern Method" on page 84](#)
- When printing from Maintenance Tool (Mac)
 ["Print Nozzle Check Pattern Method" on page 98](#)

Check the next section if the nozzle check pattern is not printed correctly.

The nozzle check pattern is not printed correctly.

■ Perform head cleaning.

The nozzles may be clogged. Print a nozzle check pattern again after performing head cleaning.

- When executing cleaning from the printer
 ["Print Head Nozzle Check and Cleaning" on page 71](#)
- When executing cleaning from Maintenance Tool (Windows)
 ["Diagnostic Cleaning" on page 85](#)
- When executing cleaning from Maintenance Tool (Mac)
 ["Diagnostic Cleaning" on page 99](#)

Problem Solver

Cannot Do Borderless Printing

■ Is the paper loaded correctly?

Follow the procedures below to load the paper in the correct position. Borderless printing cannot be done if paper is loaded in the wrong position.

 ["Attaching the Roll Paper" on page 29](#)

 ["Installing the Spindle Unit" on page 31](#)

 ["How to Load Cut Paper" on page 33](#)

■ Are you using paper that supports borderless printing?

Borderless printing can only be done on the printer with supported paper. See the following and use paper that supports borderless printing.

 ["Supported Media" on page 154](#)

The Prints Are Not What You Expected

Print quality is poor, uneven, too light, or too dark.

■ Are the print head nozzles clogged?

If the nozzles are clogged, specific nozzles do not fire ink and the print quality declines. Try doing a nozzle check.

For Windows

 ["Nozzle Check Methods" on page 83](#)

For Mac

 ["Nozzle Check Methods" on page 97](#)

■ Are the Media Type settings correct?

Print quality can be affected if the media settings in the printer driver/on the printer and the actual paper do not match. Be sure to match the media type setting with the paper that is loaded in the printer.

■ Are you using a recommended (genuine) ink supply unit?

This printer is developed for use with genuine ink supply units.

If you use non-genuine products, the prints may smear, or the color of the printed image may be changed because the remaining ink level is not correctly detected. Be sure to use the correct ink supply units.

■ Are you using an old ink supply unit?

The print quality declines when an old ink supply unit is used. Replace the ink supply unit with a new one. We recommend using ink supply units before the expiry date printed on the package.

 ["Replacing Ink Supply Units" on page 62](#)

■ Have you compared the printing result with the image on the display monitor?

Since monitors and printers produce colors differently, printed colors will not always match on-screen colors perfectly.

The color is not exactly the same as another printer.

■ Colors vary depending on the printer type due to each printer's characteristics.

Because inks, printer drivers, and printer profiles are developed for each printer model, the colors printed by different printer models are not exactly the same.

The print is not positioned properly on the media.

■ Have you specified the print area?

Check the print area in the settings of the application and the printer.

■ Are the Paper Size settings correct?

If the **Paper Size** in the printer driver and the paper size (width) loaded in the printer do not match, the print position may misalign or some of the data may not be printed. In this case, check the print settings.

The printed surface is scuffed or soiled.

■ Is the paper too thick or too thin?

Check that the paper specifications are compatible with this printer.

 ["Supported Media" on page 154](#)

The reverse side of the printed paper is soiled.

■ Has paper dust collected on the platen?

Clean the platen and roll paper unit.

 ["Cleaning the Platen and Roll Paper Unit" on page 66](#)

The paper is creased.

■ Are you using the printer at normal room temperature?

The printer should be used at normal room temperature (temperature: 15 to 25 °C, humidity: 40 to 60%). For information about paper, such as thin paper from other manufacturers that requires special handling, see the documentation supplied with the paper.

Margins appear in borderless printing.

■ Are the settings for the print data in the application correct?

Make sure that the paper settings in the application are correct as well as in the printer driver.

 ["Borderless Printing on All Sides" on page 51](#)

Trouble when Printing from a Cassette

Scratches appear on the back side of two-sided photo paper during printing.

■ Are you using the correct feed rollers?

Scratch-like marks may appear on the back side of two-sided photo paper during printing if you are using the feed rollers for card stock. Install the feed rollers for photo paper, and then print.

 ["Replacing Feed Rollers in the Duplex Feeder \(Option\)" on page 68](#)

Paper does not feed.

■ Is the paper loaded correctly?

- Load paper that can be used on the printer.
- Follow the notes on handling paper.
- Do not load more than the allowable amount of paper.
- Match the paper size and paper type settings on the machine to the paper that is actually loaded.

 ["Supported Media" on page 154](#)

 ["Notes on Paper" on page 20](#)

 ["How to Load Cut Paper" on page 33](#)

■ Are you using the correct feed rollers?

Card stock may not feed correctly during printing if you are using the feed rollers for photo paper. Install the feed rollers for card stock, and then print.

 ["Replacing Feed Rollers in the Duplex Feeder \(Option\)" on page 68](#)

■ The feed rollers need to be replaced.

If paper does not feed even though the paper is loaded correctly and the feed rollers are correct, then the feed rollers need to be replaced. Replace them with new feed rollers.

 ["Consumables and Optional Items" on page 153](#)

 ["Replacing Feed Rollers in the Duplex Feeder \(Option\)" on page 68](#)

Troubles when Cutting Roll Paper

The cut is crooked, the cut edge is frayed or turned up, or the coating is cracked.

■ **The cutter needs to be replaced.**

Contact your dealer or Epson Support to replace the cutter.

Cannot print from smart device even though it is connected (iOS)

■ **Paper Setup Auto Display is disabled.**

Enable **Paper Setup Auto Display** in the following menu on the control panel.

Settings - Printer Setup - Paper Source Settings - Paper Setup Auto Display

■ **AirPrint is disabled.**

Enable the AirPrint setting on Web Config.

 [Administrator's Guide](#)

Others

The administrator password has been lost.

■ **Contact your dealer or Epson Support.**

The initial value for the administrator's password is the product's serial number. If you forget the password after it was changed from the product serial number, contact your dealer or Epson Support.

If the **Lock Setting** is **Off**, then you can execute **Clear All Data and Settings** without inputting the admin password. Doing this returns all the settings, including the admin password, to their initial values.

 ["Control Panel Menu" on page 107](#)

If Troubles Are Not Resolved

If you cannot resolve a problem after taking the measures described in the "Troubleshooting" section, contact your dealer or Epson Support.

Appendix

Consumables and Optional Items

The following consumable products and optional items are available for use with your printer. (As of August, 2021)

Ink supply unit

This printer is developed for use with genuine ink supply units.


If you use non-genuine ink supply units, the print result may be faint, or the ink remaining may not be detected normally.

Model name	Ink color	Product number
SL-D1000 SL-D1060	Black	T46K1
	Cyan	T46K2
	Magenta	T46K3
	Yellow	T46K4
	Light Cyan	T46K5
	Light Magenta	T46K6
SL-D1030	Black	T46P1
	Cyan	T46P2
	Magenta	T46P3
	Yellow	T46P4
	Light Cyan	T46P5
	Light Magenta	T46P6
SL-D1040	Black	T46N1
	Cyan	T46N2
	Magenta	T46N3
	Yellow	T46N4
	Light Cyan	T46N5
	Light Magenta	T46N6

Appendix

Model name	Ink color	Product number
SL-D1080	Black	T46M1
SL-D1090	Cyan	T46M2
	Magenta	T46M3
	Yellow	T46M4
	Light Cyan	T46M5
	Light Magenta	T46M6

Others

Product name	Product number	Explanation
Maintenance Box	C13S400086	Absorbs ink consumed during head cleaning.  "Replacing Maintenance Box" on page 64
Spindle Unit	C12C935981/ C12C936481*	The same as the spindle unit supplied with the printer. Remove the tape before use.
Duplex Feeder	C12C936001/ C12C936491/ C12C936011*	This unit is installed to print on both sides of the paper automatically.
Roller Assembly Kit	C13S210124	This part is for replacing the roller in the feed unit of the duplex feeder. Use this part when printing on paper other than card stock.
Roller Assembly Kit 2	C13S210137	This part is for replacing the roller in the feed unit of the duplex feeder. Use this part when printing on card stock.

* Model numbers vary depending on the country or region in which you live.

Supported Media

We recommend you use the following Epson special media for high-quality printing results.

The following paper can be used with the printer. (As of August, 2021)

Note:

If you are using Epson Connect, then printing is possible on only the following sizes of roll paper.

Email Print: 9 x 13 cm (3.5 x 5 in), 10 x 15 cm (4 x 6 in)

Remote Print: A4 210 x 297 mm, 9 x 13 cm (3.5 x 5 in), 10 x 15 cm (4 x 6 in), 13 x 18 cm (5 x 7 in), 20 x 25 cm (8 x 10 in)

Appendix

Epson Special Media
Roll Paper

Name of paper	Size	Borderless Printing	ICC profile
SureLab Photo Paper Gloss (250)	3.5 in (89 mm)	✓	Epson_SL-D1000_PhotoPaperGloss.icc
	4 in (102 mm)	✓	
	5 in (127 mm)	✓	
	6 in (152 mm)	✓	
	8 in (203 mm)	✓	
	A4	✓	
SureLab Photo Paper Luster (250)	3.5 in (89 mm)	✓	Epson_SL-D1000_PhotoPaperLuster.icc
	4 in (102 mm)	✓	
	5 in (127 mm)	✓	
	6 in (152 mm)	✓	
	8 in (203 mm)	✓	
	A4	✓	

Appendix

Cut sheet

Name of paper	Size	Loading orientation	Number of sheets that can be loaded in the cassette	Two-sided Printing	Borderless Printing	ICC profile
SureLab Photo Paper Gloss - DS(225)	A5 148 x 210 mm	Horizontal	100	✓	✓	Epson_SL-D1000_PhotoPaperGloss_DS.icc
	A4 210 x 297 mm	Vertical	100	✓	✓	
	10 x 15 cm (4 x 6 in)	Vertical	100	✓	✓	
	13 x 18 cm (5 x 7 in)	Vertical	100	✓	✓	
	20 x 25 cm (8 x 10 in)	Vertical	100	✓	✓	
	152 x 152 mm (6 x 6 in)	Vertical	100	✓	✓	
	210 x 210 mm (8.3 x 8.3 in)	Vertical	100	✓	✓	
SureLab Photo Paper Gloss - DS(190)	A5 148 x 210 mm	Horizontal	100	✓	✓	Epson_SL-D1000_PhotoPaperGloss_DS.icc
	A4 210 x 297 mm	Vertical	100	✓	✓	
	10 x 15 cm (4 x 6 in)	Vertical	100	✓	✓	
	13 x 18 cm (5 x 7 in)	Vertical	100	✓	✓	
	20 x 25 cm (8 x 10 in)	Vertical	100	✓	✓	
	152 x 152 mm (6 x 6 in)	Vertical	100	✓	✓	
	210 x 210 mm (8.3 x 8.3 in)	Vertical	100	✓	✓	

Appendix

Name of paper	Size	Loading orientation	Number of sheets that can be loaded in the cassette	Two-sided Printing	Borderless Printing	ICC profile
SureLab Photo Paper Luster - DS(225)	A5 148 x 210 mm	Horizontal	100	✓	✓	Epson_SL-D1000_PhotoPaperLuster_DS.icc
	A4 210 x 297 mm	Vertical	100	✓	✓	
	10x 15 cm (4x6 in)	Vertical	100	✓	✓	
	13x 18 cm (5x7 in)	Vertical	100	✓	✓	
	20 x 25 cm (8 x 10 in)	Vertical	100	✓	✓	
	152 x 152 mm (6 x 6 in)	Vertical	100	✓	✓	
	210 x 210 mm (8.3 x 8.3 in)	Vertical	100	✓	✓	
SureLab Photo Paper Luster - DS(190)	A5 148 x 210 mm	Horizontal	100	✓	✓	Epson_SL-D1000_PhotoPaperLuster_DS.icc
	A4 210 x 297 mm	Vertical	100	✓	✓	
	10x 15 cm (4x6 in)	Vertical	100	✓	✓	
	13x 18 cm (5x7 in)	Vertical	100	✓	✓	
	20 x 25 cm (8 x 10 in)	Vertical	100	✓	✓	
	152 x 152 mm (6 x 6 in)	Vertical	100	✓	✓	
	210 x 210 mm (8.3 x 8.3 in)	Vertical	100	✓	✓	

Other Commercially Available Paper

Use other commercially available paper that meets the specifications of the printer.

 [“Specifications Table” on page 162](#)

And, add these paper types before using them.

 [“Adding Paper Information” on page 103](#)

Appendix

Important:

- Do not use paper that is wrinkled, scuffed, torn, or dirty.
- Paper types that are within the range of the printer's specifications can be loaded, but paper feeding and print quality are not guaranteed.

Roll Paper

General name of paper	Name of paper* ¹	Borderless Printing	ICC profile
Matte photo paper	Photo Paper(Matte)	✓	Epson_SL-D1000_PhotoPaperMatte.icc

Cut sheet

General name of paper	Name of paper* ¹	Two-side d Printing	Borderles s Printing* 2	ICC profile
Matte photo paper	Photo Paper(Matte)	✓	✓	Epson_SL-D1000_PhotoPaperMatte.icc
Glossy photo paper	Photo Paper(Glossy)	-	✓	Epson_SL-D1000_PhotoPaperGloss_SS.icc
Card stock	Card Stock(Plain)	✓	✓	Epson_SL-D1000_Standard.icc
Glossy card stock* ³	Card Stock(Coated)	-	✓	Epson_SL-D1000_Standard.icc

*1 Name selected in the paper type settings in the menus on the printer and the printer driver.

*2 Supported paper widths: 89, 102, 127, 152, 203, 210 mm

*3 Not supported in the cassette. Print on it from the rear paper feed slot.

Moving and Transporting the Printer

This section describes how to move and transport the product.

Caution:

- When lifting this printer, make sure you use the correct posture.
- When lifting the printer, hold it in the areas indicated in the manual. The printer may fall if you lift it by holding other areas, and your fingers could be caught which may cause an injury.

Appendix

! **Important:**

- Only hold the required area. Otherwise, it may breakdown.
- Move the printer while the ink supply units are installed. If the ink supply units are removed, the nozzles may clog so printing is not possible or ink may leak.
- Do not tilt the product when moving or transporting it. Ink could leak out.

Moving the Printer

This section explains how to move the printer over short distances, such as to a different location within the same building.

Preparing to Move

Make the following preparations in advance before moving the printer.

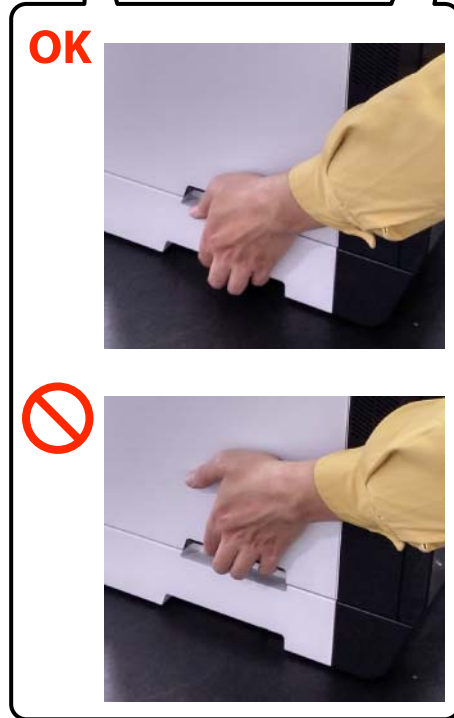
- Remove all paper from the printer.
- Close all the printer's covers and store the output tray.
- Turn off the printer and remove all cables.

How to carry the printer

When lifting the printer to move it, place your hands at the points indicated in the illustration. Also, place your hands so the front of the printer is facing your body, so the scrap paper box does not accidentally fall out.

When duplex feeder (option) is installed

Appendix



Operations after Moving

After moving, make sure that the print head is not clogged before use.

 [“Print Head Nozzle Check and Cleaning” on page 71](#)

Transport

Before transporting the printer, contact your dealer or Epson Support.

System Requirements

Software for this printer can be used in the following environments. (As of August, 2021)

Appendix

Supported OS and other elements may change.

For the latest information, see the Epson Web site.

Printer Driver

Windows

Operating system	Windows 10/Windows 10 x64 Windows 8.1/Windows 8.1 x64
CPU	Intel Core2 Duo 3.0 GHz or better
Available memory space	1 GB or more
Hard disk (Available volume to install)	2 GB or more
Display resolution	SXGA (1280×1080) or better
Connection method with the printer*	USB connection, or wired or wireless LAN connection

* For details on the connection methods (interface specifications), see the following.

 ["Specifications Table" on page 162](#)

Mac

Operating system	OS X 10.9.5 Mavericks or later
CPU	Intel Core2 Duo 2.0 GHz or better
Memory	2 GB or more
Hard disk (Available volume to install)	2 GB or more
Display resolution	WXGA+ (1440×900) or better
Connection method with the printer*	USB connection, or wired or wireless LAN connection

* For details on the connection methods (interface specifications), see the following.

 ["Specifications Table" on page 162](#)

Maintenance Tool

Windows

Operating system	Windows 10/Windows 10 x64 Windows 8.1/Windows 8.1 x64
CPU	Intel Core2 Duo 3.0 GHz or better
Available memory space	1 GB or more
Hard disk (Available volume to install)	2 GB or more
Display resolution	SXGA (1280×1080) or better

Appendix

Connection method with the printer*	USB connection, or wired or wireless LAN connection
-------------------------------------	---

* For details on the connection methods (interface specifications), see the following.

 ["Specifications Table" on page 162](#)

Mac

Operating system	OS X 10.9.5 Mavericks or later
CPU	Intel Core2 Duo 2.0 GHz or better
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Connection method with the printer*	USB connection, or wired or wireless LAN connection

* For details on the connection methods (interface specifications), see the following.

 ["Specifications Table" on page 162](#)

Web Config

Use the latest version of browser.

Windows

Browser	Internet Explorer 11, Microsoft Edge, Mozilla Firefox, Google Chrome
---------	--

Mac

Browser	Safari, Mozilla Firefox, Google Chrome
---------	--

Specifications Table

Basic specifications	
Printing method	On-demand ink jet
Nozzle configuration	180 nozzles for each color
Highest resolution	1440 x 720 dpi
Paper feed method	Friction feed



Important:

Use this printer at an altitude of up to 2000 m.

Appendix


Warning:

This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Electrical Specifications

Rated voltage	AC 100 to 240 V
Rated frequency range	50/60 Hz
Rated current	1.4 A
Power consumption	Operating: Approximately 80 W When standing by: Approximately 14 W Sleep mode: Approximately 1.2 W Power off: Less than 0.2 W

Interface Specifications

USB port	Hi-Speed USB
Wired LAN compliance standard	10BASE-T (IEEE802.3i) 100BASE-TX (IEEE802.3u) Energy Efficient Ethernet (IEEE802.3az)* ¹
Wireless LAN	

Appendix

Interface Specifications	
Standards	SL-D1000, SL-D1030: IEEE802.11b/g/n SL-D1040, SL-D1060, SL-D1080, SL-D1090: IEEE802.11b/g/n/a/ac
Frequency band	IEEE802.11b/g/n: 2.4GHz IEEE802.11a/n/ac: 5GHz
Maximum radio-frequency power transmitted	2.4GHz: 2400-2483.5 MHz: 20 dBm (EIRP)
	5GHz: 5150-5250 MHz: 20 dBm (EIRP) 5250-5350 MHz: 20 dBm (EIRP) 5470-5725 MHz: 20 dBm (EIRP)
Wireless module	SL-D1000, SL-D1030: J26H006 SL-D1040, SL-D1060, SL-D1080, SL-D1090: J26H005
Connection mode	Infrastructure Wi-Fi Direct (simple AP mode)*2
Wireless security	WEP (64/128bit) WPA-PSK (TKIP) WPA2-PSK (AES) WPA3-SAE (AES) WPA2-Enterprise (AES) (EAP-TLS/PEAPTLS/PEAPMSCHAPv2/EAP-TTLS) WPA3-Enterprise
Network printing protocols/functions*3	EpsonNet Print (Windows) Standard TCP/IP (Windows) Bonjour (Mac) IPP Printing (Windows, Mac) Mopria Print (Mopria device) Chromebook native printing AirPrint (iOS, Mac)
Security standards/ protocols	SSL/TLS: HTTPS Server/Client IPPS Server SMTPS Client STARTTLS (SMTPS) IEEE802.1X IPsec/IP Filtering SNMPv3

*1 The connected device must comply with IEEE802.3az standards.

*2 IEEE802.11b is not supported.

*3 EpsonNet Print supports IPv4 only. The others support both IPv4 and IPv6.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

Appendix

For European users

Radio Equipment Information:

This product intentionally emit radio wave described as follows.

(a) frequency band in which the radio equipment operates; 2.4 to 2.4835GHz

(b) maximum radio-frequency power transmitted in the frequency band in which the radio equipment operates; 20dBm (eirp power)

Roll paper unit Specifications	
Loadable sizes	3-inch roll core Outside diameter of 170 mm or less One roll can be loaded
Roll paper width	89 mm (3.5 inches), 102 mm (4 inches), 127 mm (5 inches), 152 mm (6 inches), 203 mm (8 inches), 210 mm (A4)
Roll paper thickness	0.22 to 0.25 mm


Paper feed unit Specifications	
Paper Width	89 to 210 mm
Paper Height	148 to 1000 mm
Paper Thickness	0.20 to 0.50 mm

Ink Specifications	
Type	Ink supply unit (replacement pack type ink cartridges)
Ink type	Six color water-based dye
Use by date	Three years after manufacture
Storage temperature	Stored in packaging: -20 to 40 °C (4 days or less at -20 °C, 1 month or less at 40 °C) Installed in printer: -20 to 40 °C (4 days or less at -20 °C, 1 month or less at 40 °C) Transported in packaging: -20 to 60 °C (4 days or less at -20 °C, 1 month or less at 40 °C, 72 hours or less at 60 °C)
Capacity	250 ml
Dimensions	81 (W) x 263.3 (D) x 32.3 (H) mm

Important:

- The ink freezes if left at below -10 °C for a long time. If it does freeze, leave it at room temperature (25 °C) for at least three hours until it has defrosted (without condensation).*
- Do not disassemble ink supply units or refill them with ink.*

Appendix

General Specifications	
Temperature	Operating: 10 to 35 °C Storage (before unpacking): -20 to 60 °C (within 120 hours at 60 °C, one month at 40 °C) Storage (after unpacking): -20 to 40 °C (within one month at 40 °C)
Humidity	Operating: 20 to 80% (without condensation) Storage (before unpacking): 5 to 85% (without condensation) Storage (after unpacking): 5 to 85% (without condensation)
Weight	Main unit: 17.6 kg (ink not included)
Dimensions	Main unit: 460 (W) x 374 (D) x 343 (H) mm  "Necessary Space" on page 167
Installed software version	E1.1930.0001

Duplex feeder Specifications	
Paper Width	89 to 210 mm
Paper Height	148 to 297 mm
Paper Thickness	0.20 to 0.265 mm
Weight	4.9 kg
Dimensions	460 (W) x 428 (D) x 365 (H) mm



Warning:

This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

For European users

Information of EU declaration of conformity:

The full text of the EU declaration of conformity of this equipment is available at the following internet address.

<https://www.epson.eu/conformity>

For GB(UKCA) and NI(UK NI) Users

Hereby, Seiko Epson Corporation declares that the radio equipment type supplied herein is in compliance with the relevant statutory requirements.

The full text of the declaration of conformity is available at the following internet address:

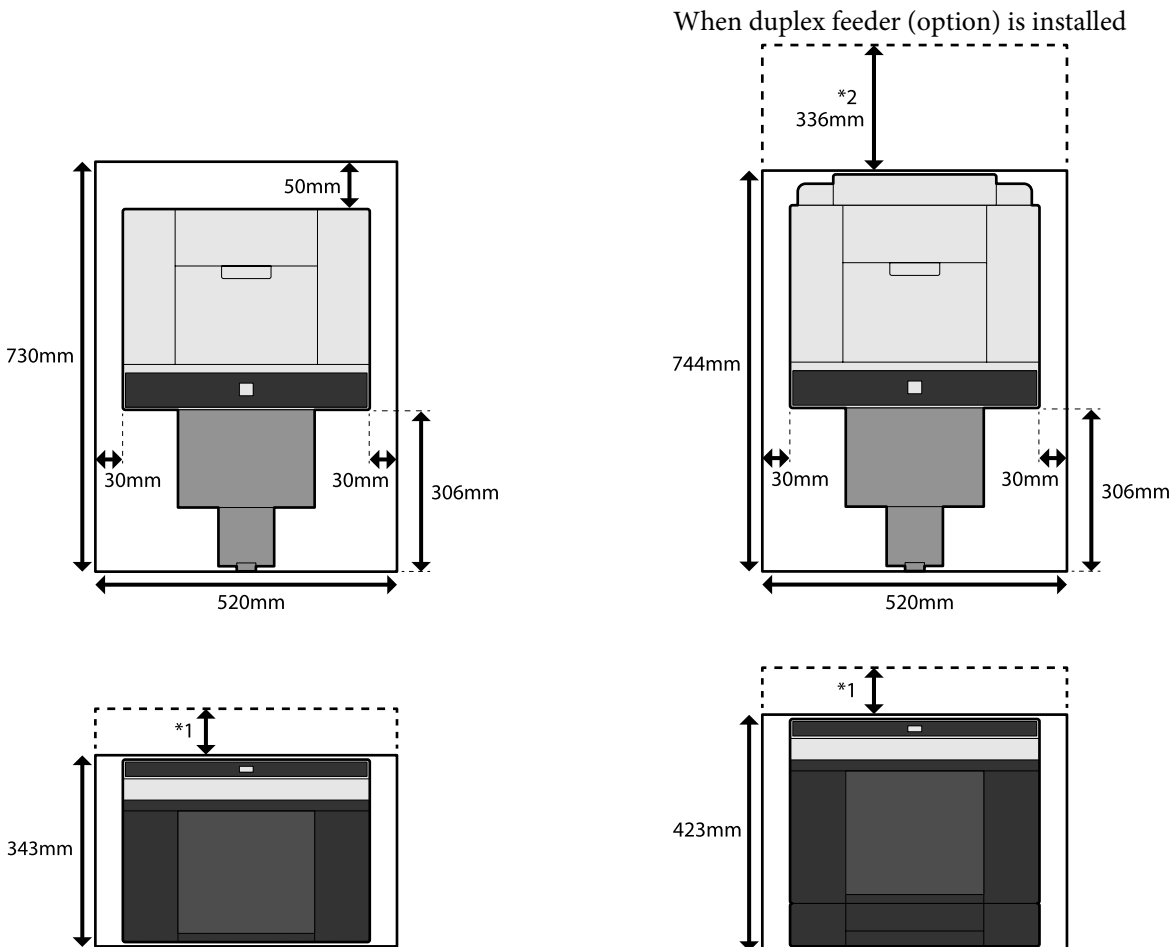
<https://www.epson.eu/conformity>

For users in Zambia

See the following website to check the information for ZICTA Type Approval.

<https://support.epson.net/zicta/>

Appendix

Necessary Space


*1 51 to 180 mm is needed to load cut sheets in the rear paper feed slot. (180 mm for A4 paper)

*2 Needed to open the rear cover.

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7-Zip Command line version

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Appendix

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Appendix

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22. **DISPUTES, BINDING INDIVIDUAL ARBITRATION, AND WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS**

Appendix

22.1 Disputes. The terms of this Section 22 shall apply to all Disputes between you and Epson. The term “Dispute” is meant to have the broadest meaning permissible under law and includes any dispute, claim, controversy or action between you and Epson arising out of or relating to this Agreement, the Software, Epson Hardware, or other transaction involving you and Epson, whether in contract, warranty, misrepresentation, fraud, tort, intentional tort, statute, regulation, ordinance, or any other legal or equitable basis. “DISPUTE” DOES NOT INCLUDE IP CLAIMS, or more specifically, a claim or cause of action for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an “IP Claim”). You and Epson also agree, notwithstanding Section 22.6, that a court, not an arbitrator, may decide if a claim or cause of action is for an IP Claim.

22.2 Binding Arbitration. You and Epson agree that all Disputes shall be resolved by binding arbitration according to this Agreement. ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED. Pursuant to this Agreement, binding arbitration shall be administered by JAMS, a nationally recognized arbitration authority, pursuant to its code of procedures then in effect for consumer related disputes, but excluding any rules that permit joinder or class actions in arbitration (for more detail on procedure, see Section 22.6 below). You and Epson understand and agree that (a) the Federal Arbitration Act (9 U.S.C. §1, et seq.) governs the interpretation and enforcement of this Section 22, (b) this Agreement memorializes a transaction in interstate commerce, and (c) this Section 22 shall survive termination of this Agreement.

22.3 Pre-Arbitration Steps and Notice. Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to resolve the Dispute within the sixty (60) days, you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3840 Kilroy Airport Way, Long Beach, CA 90806 (the “Epson Address”). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at EAILEgal@ea.epson.com or writing us at the Epson Address above. Notice of the Dispute shall include the sender’s name, address and contact information, the facts giving rise to the Dispute, and the relief requested (the “Dispute Notice”). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

22.4 Small Claims Court. Notwithstanding the foregoing, you may bring an individual action in the small claims court of your state or municipality if the action is within that court’s jurisdiction and is pending only in that court.

22.5 WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS. YOU AND EPSON AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING, INCLUDING WITHOUT LIMITATION FEDERAL OR STATE CLASS ACTIONS, OR CLASS ARBITRATIONS. CLASS ACTION LAWSUITS, CLASS-WIDE ARBITRATIONS, PRIVATE ATTORNEY-GENERAL ACTIONS, AND ANY OTHER PROCEEDING WHERE SOMEONE ACTS IN A REPRESENTATIVE CAPACITY ARE NOT ALLOWED. ACCORDINGLY, UNDER THE ARBITRATION PROCEDURES OUTLINED IN THIS SECTION, AN ARBITRATOR SHALL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY’S CLAIMS WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.

Appendix

22.6 Arbitration Procedure. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis (the "JAMS Rules"), available at <http://www.jamsadr.com> or by calling 1-800-352-5267, and under the rules set forth in this Agreement. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability or formation of this Agreement, including any claim that all or any part of this Agreement is void or voidable. Notwithstanding this broad delegation of authority to the arbitrator, a court may determine the limited question of whether a claim or cause of action is for an IP Claim, which is excluded from the definition of "Disputes" in Section 22.1 above. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator may award you the same damages as a court could, and may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

You may choose to engage in arbitration hearings by telephone. Arbitration hearings not conducted by telephone shall take place in a location reasonably accessible from your primary residence, or in Orange County, California, at your option.

a) Initiation of Arbitration Proceeding. If either you or Epson decides to arbitrate a Dispute, both parties agree to the following procedure:

(i) Write a Demand for Arbitration. The demand must include a description of the Dispute and the amount of damages sought to be recovered. You can find a copy of a Demand for Arbitration at <http://www.jamsadr.com> ("Demand for Arbitration").

(ii) Send three copies of the Demand for Arbitration, plus the appropriate filing fee, to: JAMS, 500 North State College Blvd., Suite 600 Orange, CA 92868, U.S.A.

(iii) Send one copy of the Demand for Arbitration to the other party (same address as the Dispute Notice), or as otherwise agreed by the parties.

b) Hearing Format. During the arbitration, the amount of any settlement offer made shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Epson is entitled. The discovery or exchange of non-privileged information relevant to the Dispute may be allowed during the arbitration.

c) Arbitration Fees. Epson shall pay, or (if applicable) reimburse you for, all JAMS filings and arbitrator fees for any arbitration commenced (by you or Epson) pursuant to provisions of this Agreement.

d) Award in Your Favor. For Disputes in which you or Epson seeks \$75,000 or less in damages exclusive of attorney's fees and costs, if the arbitrator's decision results in an award to you in an amount greater than Epson's last written offer, if any, to settle the Dispute, Epson will: (i) pay you \$1,000 or the amount of the award, whichever is greater; (ii) pay you twice the amount of your reasonable attorney's fees, if any; and (iii) reimburse you for any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing the Dispute in arbitration. Except as agreed upon by you and Epson in writing, the arbitrator shall determine the amount of fees, costs, and expenses to be paid by Epson pursuant to this Section 22.6d).

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section 22.6(d) above does not limit your rights to attorney's fees and expenses under applicable law; notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

Appendix

22.7 Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section 22. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.

22.8 Amendments to Section 22. Notwithstanding any provision in this Agreement to the contrary, you and Epson agree that if Epson makes any future amendments to the dispute resolution procedure and class action waiver provisions (other than a change to Epson's address) in this Agreement, Epson will obtain your affirmative assent to the applicable amendment. If you do not affirmatively assent to the applicable amendment, you are agreeing that you will arbitrate any Dispute between the parties in accordance with the language of this Section 22 (or resolve disputes as provided for in Section 22.7, if you timely elected to opt-out when you first assented to this Agreement).

22.9 Severability. If any provision in this Section 22 is found to be unenforceable, that provision shall be severed with the remainder of this Agreement remaining in full force and effect. The foregoing shall not apply to the prohibition against class or representative actions as provided in Section 22.5. This means that if Section 22.5 is found to be unenforceable, the entire Section 22 (but only Section 22) shall be null and void.

23. For New Jersey Residents. NOTWITHSTANDING ANY TERMS SET FORTH IN THIS AGREEMENT, IF ANY OF THE PROVISIONS SET FORTH IN SECTIONS 7 OR 8 ARE HELD UNENFORCEABLE, VOID OR INAPPLICABLE UNDER NEW JERSEY LAW, THEN ANY SUCH PROVISION SHALL NOT APPLY TO YOU BUT THE REST OF THE AGREEMENT SHALL REMAIN BINDING ON YOU AND EPSON. NOTWITHSTANDING ANY PROVISION IN THIS AGREEMENT, NOTHING IN THIS AGREEMENT IS INTENDED TO, NOR SHALL IT BE DEEMED OR CONSTRUED TO, LIMIT ANY RIGHTS AVAILABLE TO YOU UNDER THE TRUTH-IN-CONSUMER CONTRACT, WARRANTY AND NOTICE ACT.

Rev. December 2018

Where To Get Help

Technical Support Web Site

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

<https://support.epson.net/>

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

<https://www.epson.com>

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

Contacting Epson Support

Before Contacting Epson

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

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

- Product serial number
(The serial number label is usually on the back of the product.)
- Product model
- Product software version
(Click **About**, **Version Info**, or similar button in the product software.)
- Brand and model of your computer
- Your computer operating system name and version
- Names and versions of the software applications you normally use with your product

Help for Users in Europe

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

Help for Users in Taiwan

Contacts for information, support, and services are:

World Wide Web (<https://www.epson.com.tw>)

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

Where To Get Help

Epson HelpDesk (Phone: +0800212873)

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

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

Repair service center:

Telephone number	Fax number	Address
02-23416969	02-23417070	No.20, Beiping E. Rd., Zhongzheng Dist., Taipei City 100, Taiwan
02-27491234	02-27495955	1F., No.16, Sec. 5, Nanjing E. Rd., Songshan Dist., Taipei City 105, Taiwan
02-32340688	02-32340699	No.1, Ln. 359, Sec. 2, Zhongshan Rd., Zhonghe City, Taipei County 235, Taiwan
039-605007	039-600969	No.342-1, Guangrong Rd., Luodong Township, Yilan County 265, Taiwan
038-312966	038-312977	No.87, Guolian 2nd Rd., Hualien City, Hualien County 970, Taiwan
03-4393119	03-4396589	5F., No.2, Nandong Rd., Pingzhen City, Taoyuan County 32455, Taiwan (R.O.C.)
03-5325077	03-5320092	1F., No.9, Ln. 379, Sec. 1, Jingguo Rd., North Dist., Hsinchu City 300, Taiwan
04-23011502	04-23011503	3F., No.30, Dahe Rd., West Dist., Taichung City 40341, Taiwan (R.O.C.)
04-23805000	04-23806000	No.530, Sec. 4, Henan Rd., Nantun Dist., Taichung City 408, Taiwan

Telephone number	Fax number	Address
05-2784222	05-2784555	No.463, Zhongxiao Rd., East Dist., Chiayi City 600, Taiwan
06-2221666	06-2112555	No.141, Gongyuan N. Rd., North Dist., Tainan City 704, Taiwan
07-5520918	07-5540926	1F., No.337, Minghua Rd., Gushan Dist., Kaohsiung City 804, Taiwan
07-3222445	07-3218085	No.51, Shandong St., Sanmin Dist., Kaohsiung City 807, Taiwan
08-7344771	08-7344802	1F., No.113, Shengli Rd., Pingtung City, Pingtung County 900, Taiwan

Help for Users in Australia/New Zealand

Epson Australia/New Zealand wishes to provide you with a high level of customer service. In addition to your product documentation, we provide the following sources for obtaining information:

Your Dealer

Don't forget that your dealer can often help identify and resolve problems. The dealer should always be the first call for advise on problems; they can often solve problems quickly and easily as well as give advise on the next step to take.

Internet URL

Australia
<https://www.epson.com.au>

New Zealand
<https://www.epson.co.nz>

Access the Epson Australia/New Zealand World Wide Web pages.

The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Where To Get Help

Epson Helpdesk

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

The Helpdesk numbers are:

Australia	Phone:	1300 361 054
	Fax:	(02) 8899 3789
New Zealand	Phone:	0800 237 766

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product documentation, type of computer, operating system, application programs, and any information you feel is required.

Help for Users in Singapore

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

World Wide Web (<https://www.epson.com.sg>)

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

Epson HelpDesk (Toll Free: 800-120-5564)

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

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

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web (<https://www.epson.co.th>)

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

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

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

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

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Hotline (Phone): +84 28 3925 5545

Service Center: 68 Nam Ky Khoi Nghia
Street, Nguyen Thai
Binh Ward, District 1,
Ho Chi Minh City, Vietnam

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web (<https://www.epson.co.id>)

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

Where To Get Help

Epson Hotline

- Sales enquiries and product information
- Technical support
 - Phone (62) 21-572 4350
 - Fax (62) 21-572 4357

Epson Service Center

Jakarta	Mangga Dua Mall 3rd floor No 3A/B Jl. Arteri Mangga Dua, Jakarta
	Phone/Fax: (62) 21-62301104
Bandung	Lippo Center 8th floor Jl. Gatot Subroto No.2 Bandung
	Phone/Fax: (62) 22-7303766
Surabaya	Hitech Mall It IIB No. 12 Jl. Kusuma Bangsa 116 – 118 Surabaya
	Phone: (62) 31-5355035 Fax: (62)31-5477837
Yogyakarta	Hotel Natour Garuda Jl. Malioboro No. 60 Yogyakarta
	Phone: (62) 274-565478
Medan	Wisma HSBC 4th floor Jl. Diponegoro No. 11 Medan
	Phone/Fax: (62) 61-4516173
Makassar	MTC Karebosi Lt. III Kav. P7-8 Jl. Ahmad Yani No.49 Makassar
	Phone: (62)411-350147/411-350148

Help for Users in Hong Kong

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

Internet Home Page

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

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

Users can access our World Wide Web home page at:

<https://www.epson.com.hk>

Technical Support Hotline

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

Phone: (852) 2827-8911

Fax: (852) 2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web

<https://www.epson.com.my>

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

Epson Trading (M) Sdn. Bhd.

Head Office.

Phone: 603-56288288

Where To Get Help

Fax: 603-56288388/399

Epson Helpdesk

- Sales enquiries and product information (Infoline)

Phone: 603-56288222

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

Phone: 603-56288333

Help for Users in India

Contacts for information, support, and services are:

World Wide Web

(<https://www.epson.co.in>)

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

Helpline

For Service, Product info or to order consumables - 18004250011 (9AM - 6PM) - This is a Toll-free number.

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

Help for Users in the Philippines

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

Trunk Line: (63-2) 706 2609

Fax: (63-2) 706 2665

Helpdesk (63-2) 706 2625
Direct Line:

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

World Wide Web

(<https://www.epson.com.ph>)

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

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

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

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