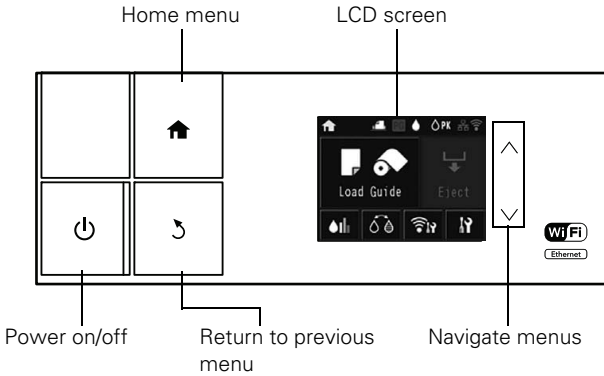


Contents

Introduction	3
Using the Touch Screen	4
Loading Paper	5
Loading Paper in the Sheet Feeder	5
Loading Fine Art Paper	8
Loading Thick Media	10
Loading Roll Paper (Optional)	13
Printing from Start to Finish	21
Printing in Windows	21
Printing with OS X	26
Selecting the Correct Paper Type	29
Maintaining Your Printer	31
Checking and Cleaning the Print Head	31
Checking and Aligning the Print Head	33
Checking the Ink Cartridge Status	34
Replacing Ink Cartridges	36
Replacing Maintenance Cartridges	39
Switching Black Ink Types	41
Cleaning the Rollers	43
Solving Problems	44
Checking for Software Updates	44
Problems and Solutions	44
Where to Get Help	48
Notices	49
Declaration of Conformity	53

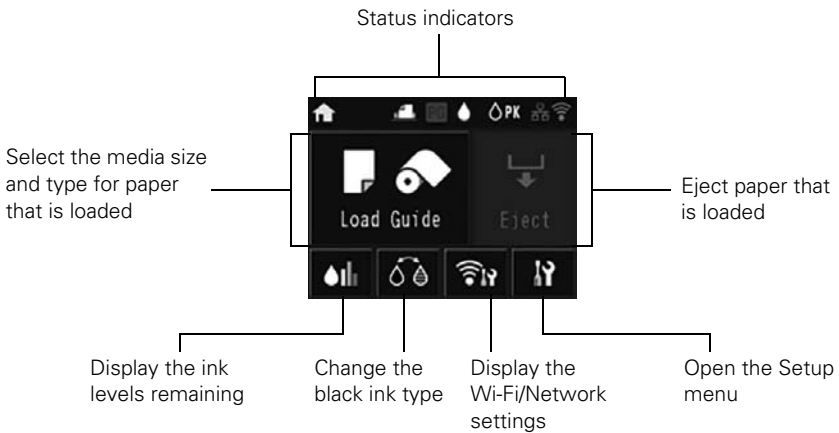
Using the Touch Screen

The touch screen makes it easy to use all the features of your product. To save energy, the screen goes dark after several minutes of inactivity. Touch the screen to wake it up.



Main Menu

Press the icons on the main menu to display configuration sub-menus such as Setup and Media Load Guide.



For more information on the icons displayed on the screen, see your online *User's Guide*.

Loading Paper

You can print on a variety of paper types in the sheet feeder, or use the manual feed tray for fine art papers (see page 8) and thick media such as poster board (see page 10). To print multiple photos, panoramics, and banners, load roll paper using the optional roll paper unit (see page 13).

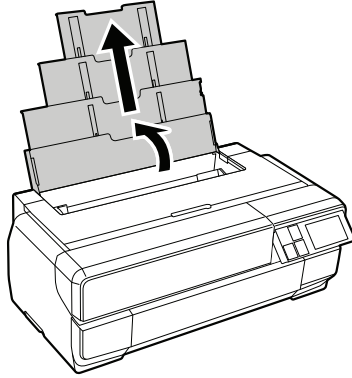
You can purchase genuine Epson ink and paper at Epson Supplies Central® at www.epson.com/ink3 (U.S. sales) or www.epson.ca (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

Loading Paper in the Sheet Feeder

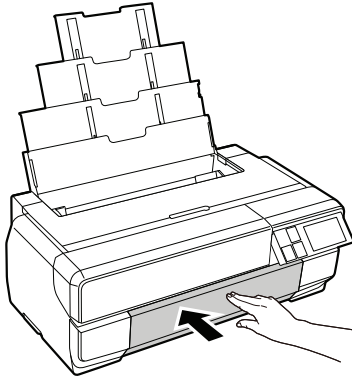
You can load the following paper types and quantities in the sheet feeder.

Paper type	Maximum sheets by size
Plain paper	Approximately 120
Epson Presentation Paper Matte	100 (Letter) 50 (B, 13 × 19 inch, 17 × 22 inch)
Epson Bright White Paper	80
Epson Photo Paper Glossy	30
Epson Premium Photo Paper Glossy Epson Ultra Premium Photo Paper Glossy	30 (4 × 6 inch, 5 × 7 inch, 8 × 10 inch, Letter, 11 × 14 inch) 10 (B, A3, 13 × 19 inch, 17 × 22 inch)
Epson Ultra Premium Photo Paper Luster Epson Ultra Premium Presentation Paper Matte	30 (Letter) 10 (A3, 13 × 19 inch, 17 × 22 inch)
Epson Metallic Photo Paper Glossy Epson Metallic Photo Paper Luster	30 (Letter) 10 (13 × 19 inch or 17 × 22 inch)
Epson Premium Photo Paper Semi-gloss	30 (4 × 6 inch or Letter) 10 (13 × 19 inch or 17 × 22 inch)
Epson Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided	30 (8 × 10 inch or Letter) 10 (11 × 14 inch, A3, 13 × 19 inch, 17 × 22 inch)
Epson Photo Quality Self-adhesive Sheets	1 sheet

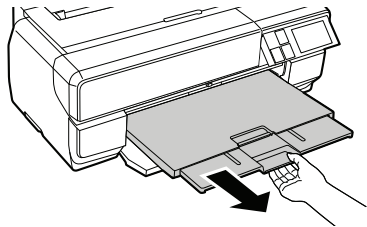
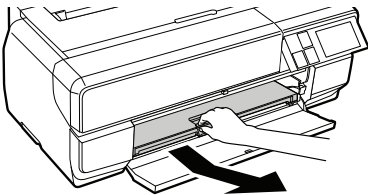
1. Turn on the printer.
2. Open the paper support and pull up the extensions.



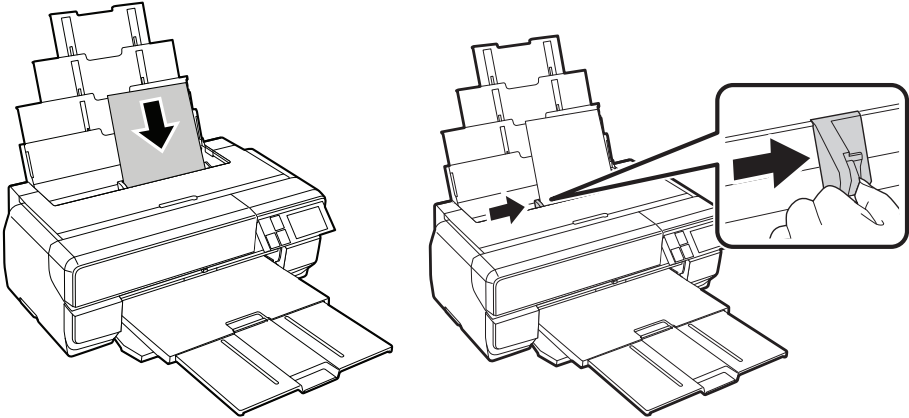
3. Press the front cover to open it.



4. Fully extend the output tray.

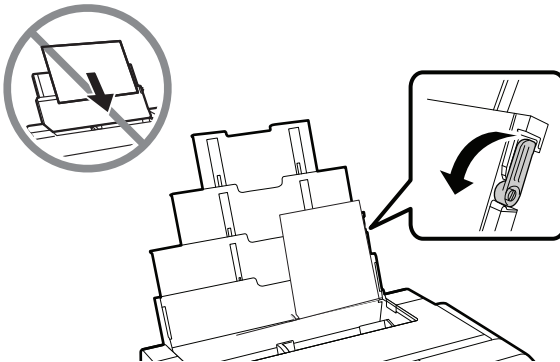


5. Insert paper, glossy or printable side up, short edge first, against the right side and beneath the tab. Then press the button on the edge guide and slide it against the paper (but not too tightly).



Note:

Always load paper short edge first, even for landscape printing. Load letterhead or pre-printed paper top edge first. If larger paper does not feed correctly, flip down the paper support edge guide as shown.

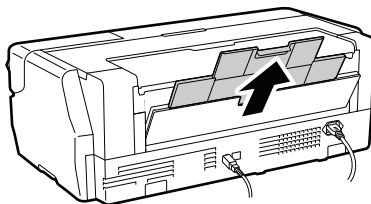
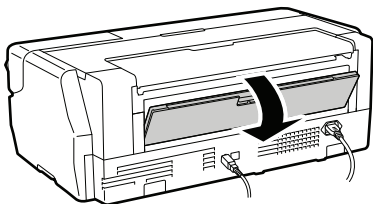


Loading Fine Art Paper

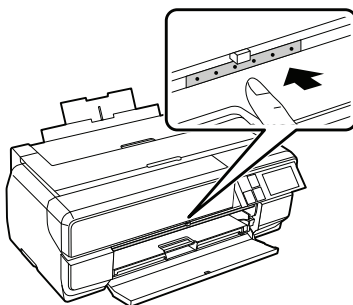
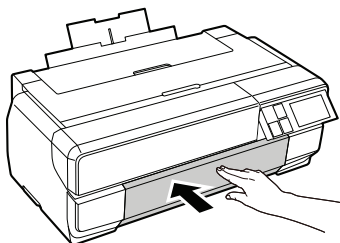
You can print professional quality photos on these paper types using the manual feed tray:

- Epson Cold Press Bright
- Epson Cold Press Natural
- Epson Exhibition Fiber Paper
- Epson Exhibition Watercolor Paper Textured
- Epson Hot Press Bright
- Epson Hot Press Natural
- Epson UltraSmooth® Fine Art Paper
- Epson Velvet Fine Art Paper
- Epson Watercolor Paper Radiant White

1. Turn on the printer.
2. Remove any roll paper or paper loaded in the sheet feeder. Remove the roll paper unit, if necessary, and close the paper support if it's open.
3. Open the rear support and extend it fully.



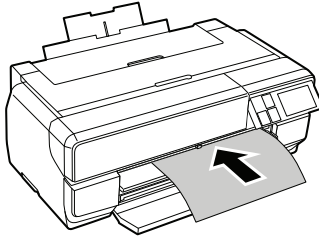
4. Press the front cover to open it, then push the center of the manual feed tray to extend it.



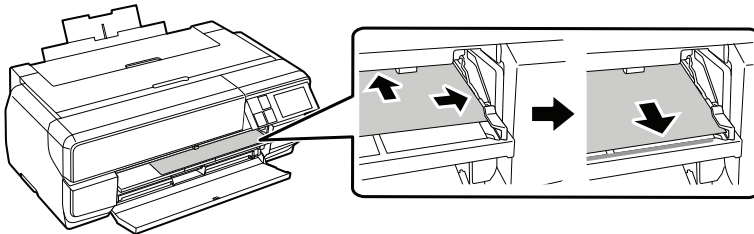
5. Insert a single sheet of fine art paper. Insert it short edge first with the printable side faceup.

Note:

Load paper short edge first, no matter which way your photo faces. Check the paper package for any additional loading instructions.



6. Feed the paper up to the line on the tray. Make sure the paper is flush against the right, then pull the paper back gently to align it against the edge of the manual feed tray.

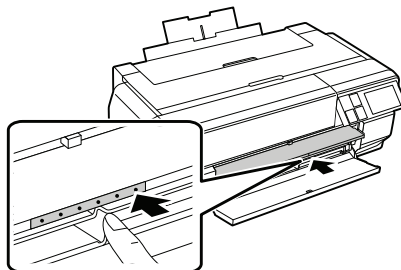


7. Press **Load** on the touch screen. The paper loads inside the printer.

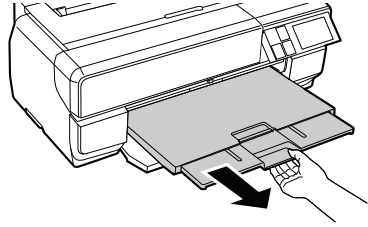
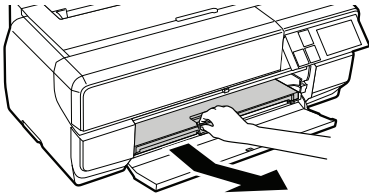
Note:

If you are returned to the home screen, select **Load Guide**, and then follow the instructions on the LCD screen.

8. When you see a message on the screen, close the manual feed tray by pushing it in until it latches.



9. Fully extend the output tray.



10. If necessary, select the Paper Size and Paper Type, then press OK.

Note:

To eject paper, press Eject on the main menu and press Yes to confirm.

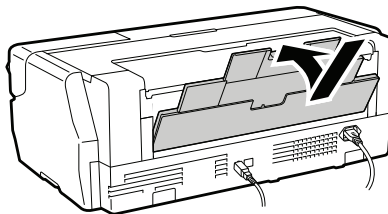
Loading Thick Media

Use the manual feed tray to load media that is 1.2 to 1.5 mm thick.

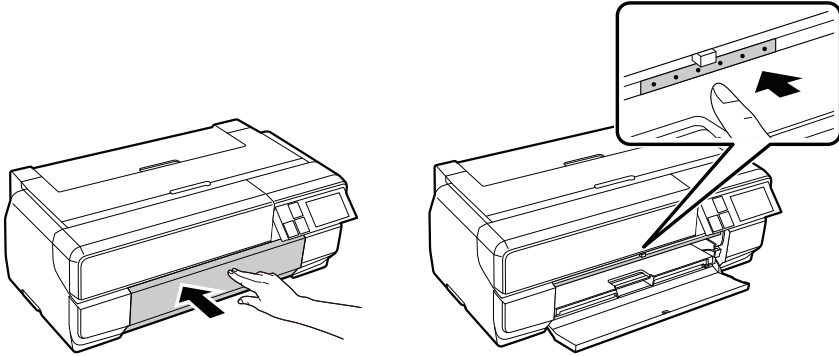
Note:

Be sure to leave at least 17 inches (43 cm) of space behind the printer for the media to feed through.

1. Turn on the printer.
2. Remove any roll paper or paper loaded in the sheet feeder. Remove the roll paper unit, if necessary, and close the rear support if it's open.



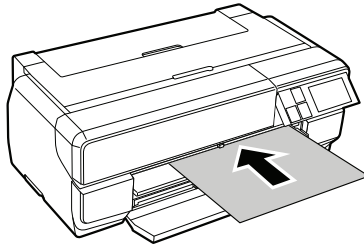
3. Press the front cover to open it, then push the center of the manual feed tray to extend it.



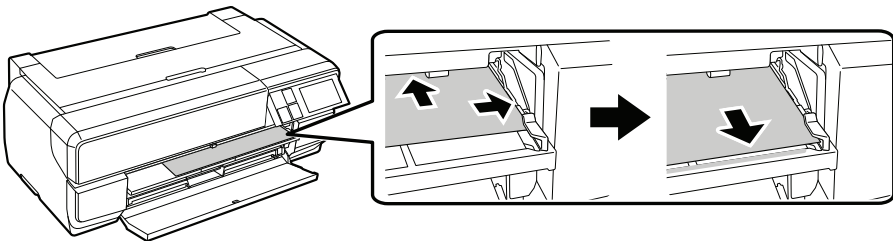
4. Insert a single sheet of thick media. Insert it short edge first with the printable side faceup.

Note:

Never try to load media from the rear, or you could damage the printer.



5. Feed the paper up to the line on the tray. Make sure the paper is flush against the right, then pull the paper back gently to align it against the edge of the manual feed tray.

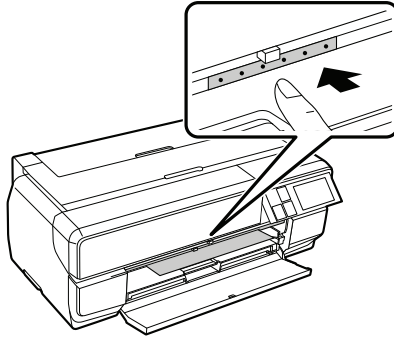


6. Press **Load** on the touch screen. The paper loads inside the printer.

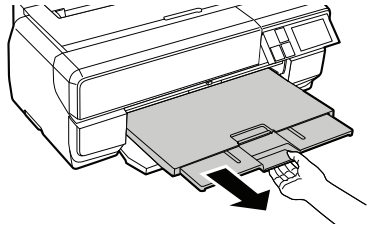
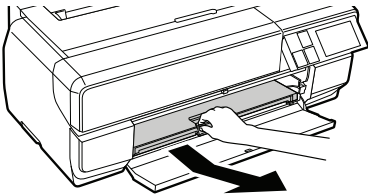
Note:

If you are returned to the home screen, select **Load Guide**, and then follow the instructions on the LCD screen.

7. When you see a message on the screen, close the manual feed tray by pushing it in until it latches.



8. Fully extend the output tray.



9. If necessary, select the **Paper Size** and **Paper Type**, then press **OK**.

Note:

To eject paper, press **Eject** on the main menu, then follow the touch screen instructions. Do not extend the manual feed tray while printing, or you may damage the printer.

Loading Roll Paper (Optional)

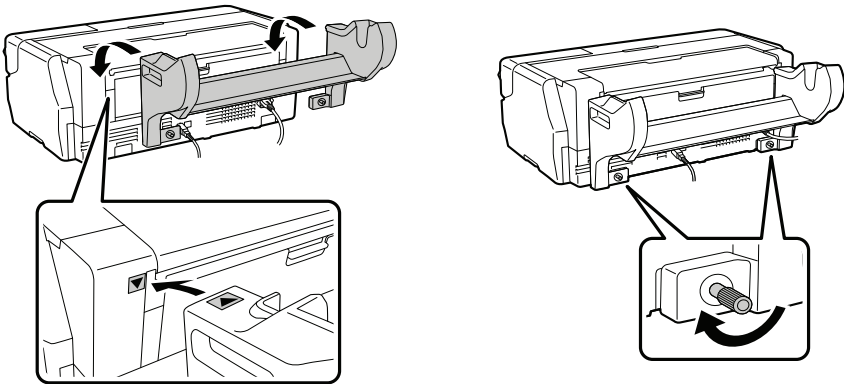
You can load 13-inch to 17-inch wide roll paper for printing large images, panoramic images, or multiple photos, with or without borders using the optional roll paper unit.

Tip:

It's a good idea to check the ink status and replace cartridges, if necessary, before printing a large print job. If you need to replace a cartridge while printing, you can do so but you might notice a color difference depending on drying conditions and the time it takes to install the new ink cartridge.

Attaching the Roll Paper Unit

1. Turn on the printer.
2. Remove any paper loaded in the sheet feeder.
3. Tilt the roll paper unit at an angle so that the hooks on the unit fit into the holes on the back of the printer. Then, tighten the two screws at the base of the roll paper unit.



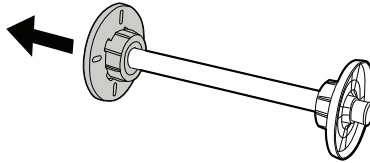
Removing and Installing the Roll Media Adapter

- For roll canvas media with a 2-inch core, you need to remove the roll media adapter from the flange to fit the core size of the roll canvas media.

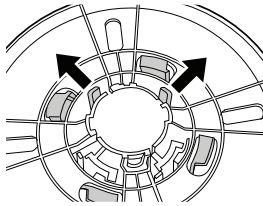
Note:

Thin media (less than 250 gsm) is not supported in this core size.

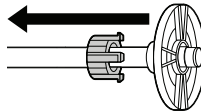
1. Remove the black flange from the spindle.



2. Push out the two hooks that fit into the flange and remove the gray adapter from the black flange.

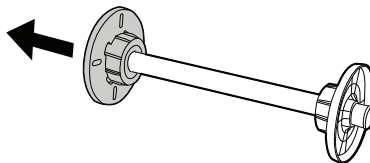


3. Push out the two hooks and remove the other gray adapter from the flange that is fixed to the spindle.

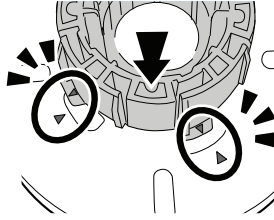


- For roll paper with a 3-inch core, you need to install the roll media adapter onto the flange to fit the core size of the roll paper.

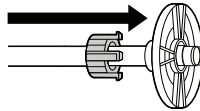
1. Remove the black flange from the spindle.



2. Align the triangles on the gray adapter and the flange, and press until the hooks click into place.



3. Insert the other gray adapter onto the spindle, then attach it to the flange that is fixed to the spindle.



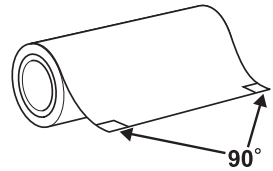
Loading Roll Paper on the Spindle

1. Remove any tape and protective paper from the end of the roll. Make sure the paper is cut straight across to avoid paper feeding problems.

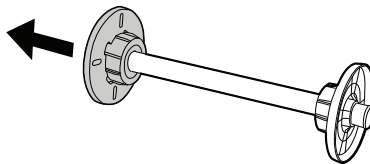
Note:

Avoid touching the surface of your paper.

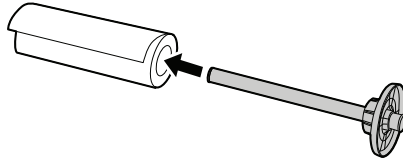
With canvas media that you have previously loaded, it's a good idea to cut the edge straight each time you reload it.



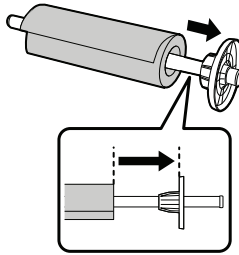
2. Remove the black flange from the spindle.



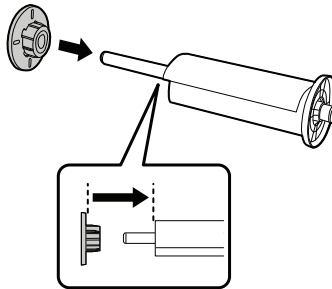
3. Insert the spindle into the roll paper core so that the end of the roll paper is facing towards you.



4. Press the roll paper against the fixed flange so that there is no gap between the flange and the roll paper.

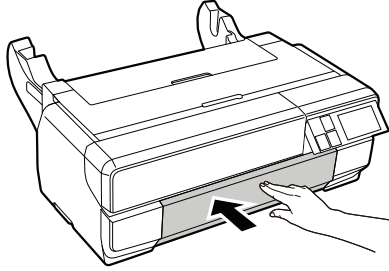


5. Press the black flange onto the spindle so that there is no gap between it and the roll paper.



Loading Roll Paper in the Printer

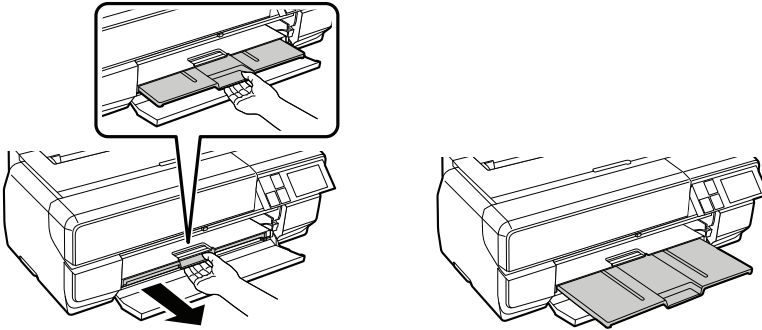
1. Press the front cover to open it.



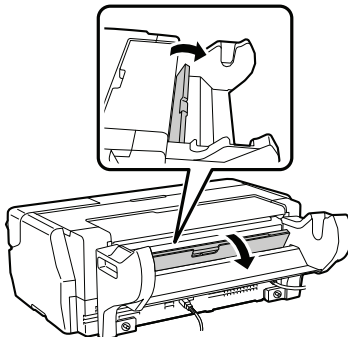
Note:

If the manual feed tray is open, push the center of the tray to close it.

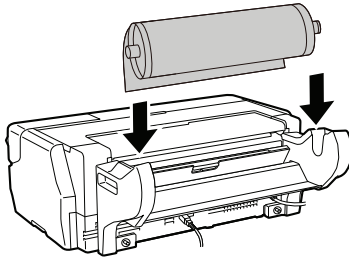
2. Only extend the first section of output tray.



3. Open the rear support; you do not need to extend it.



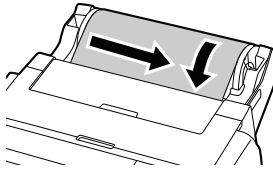
4. Load the spindle with the roll paper into the roll paper unit. Load from the rear and make sure that the gray (fixed) flange is on the left side.



Note:

When loading canvas media, leave slack in the roll as it feeds and prints for the best results. If you have trouble feeding canvas media, check that the edge is straight and reload it, making sure to keep the roll slack.

5. Feed the paper into the roll paper feeder until the leading edge touches the feeder. After about three seconds, the paper will move into the load position.



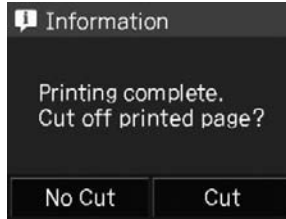
6. If you see this screen, insert the roll paper further into the printer until the screen changes.



7. Press **Load** on the touch screen. The paper loads inside the printer.

Removing Roll Paper Prints and Roll Paper

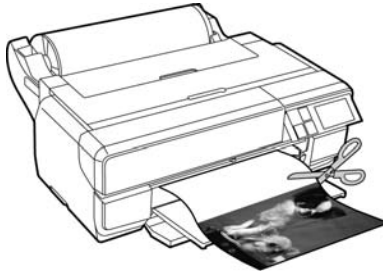
1. When printing is finished, you see this screen:



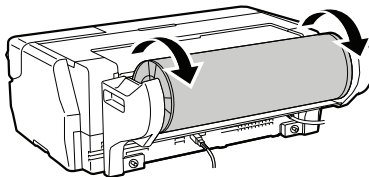
Select **Cut** to print a cut line and feed the paper.

(If you select **No Cut**, you return to the main menu and your next print will be placed on the roll immediately following the last. If you send another print job without making a selection, the printer will continue in no cut mode.)

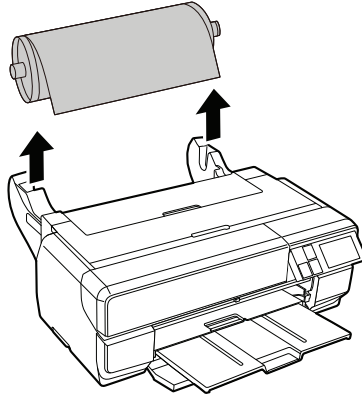
2. Use scissors to cut the paper along the cut line.



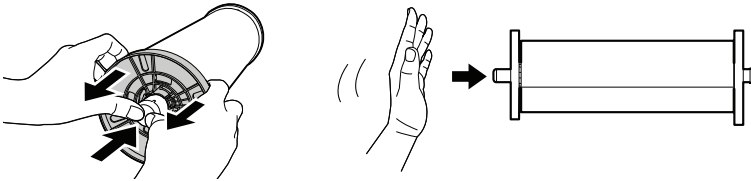
3. Unload roll paper by pressing **Cut/Eject** on the main menu, then pressing **Eject**. The paper will feed back through the printer.
4. Turn the flange to wind the ejected roll paper.



5. Hold both ends of the spindle and remove it from the roll paper unit.



6. Remove the black flange from the spindle. While holding the flange, press the edge of the spindle with your thumbs as shown. If it is difficult to remove, tap on the tip of the spindle on the black flange side.

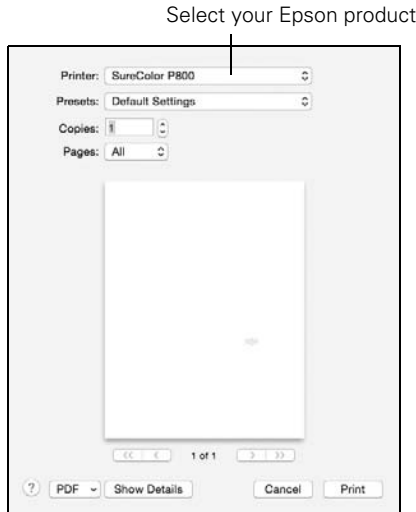


7. Remove the roll paper from the spindle. Store unused roll paper in its original package away from high temperatures, humidity, and direct sunlight.

Printing with OS X

Follow the steps below to print from OS X 10.7.x to 10.10.x.

1. Open a photo or document in a printing program, then select the print command in your application.
2. Select your product as the **Printer** setting.

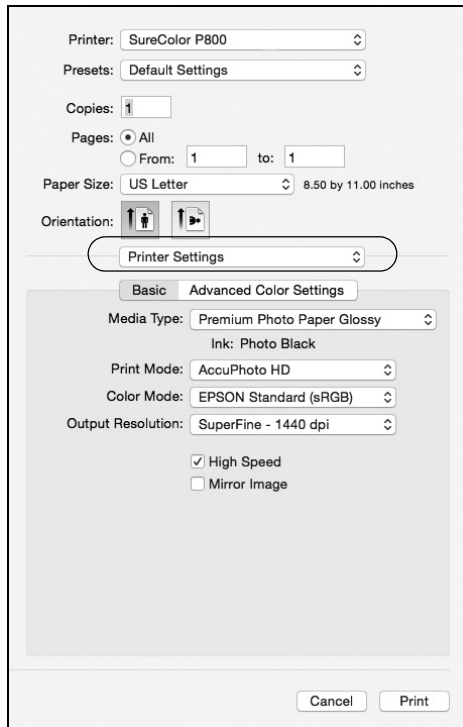


3. Click **Show Details**.
4. Select the **Paper Size** setting for the paper size and source you are using:
 - To print a borderless photo, select a paper size with a **Borderless** option.
 - To print on roll paper, create a custom paper size. Select **Manage Custom Sizes** as the **Paper Size** option. Click the + (plus sign), double-click **Untitled** and give your paper size a name. For the **Width**, enter 12.95 inches (32.9 cm) for Super B-size rolls. For the **Height**, enter the desired length up to 129 inches (327.7 cm). Set the margins to **0** and click **OK**. Then select your custom paper size in the size menu.

Note:

For roll paper, make sure the maximum width of your photo is set to 17 inches to fit in the width of your roll paper (set the margins to **0** in your application software).

- To print on paper loaded in the manual feed tray, select a paper size with **Front - FineArt** (or **Fr.-FineArt**) option.
5. Choose portrait or landscape as the **Orientation** setting for your document or photo.
 6. Select **Printer Settings** from the pop-up menu.



Note:

In certain programs, you may need to select **Advanced** before you can select **Print Settings**. For more information about print settings, click the ? button.

7. Select the **Media Type** setting that matches the paper you loaded (see page 29).


Note:

The ink type will change depending on the size and type of paper you select. To avoid changing black ink more often than necessary, set the printer to the type of black ink you usually use (see page 41).

8. For the **Print Mode** setting, select **AccuPhoto HD2** for any type of photographic printing. To print photos in black-and-white, use **Advanced B&W Photo** mode.
9. Select one of the following as the **Color Mode** setting:
 - **Epson Standard (sRGB)** matches images colors to the Adobe sRGB color standard. Use this setting if your source file was captured in Adobe sRGB.
 - **Adobe RGB** matches images colors to the Adobe RGB color standard. Use this setting if your source file was captured in Adobe RGB.

Note:

For color management instructions, see epson.com/proimaging/iccprofiles.html. For more information about print settings, click **Help** or see your online *User's Guide*.

10. Select an **Output Resolution** setting (available settings depend on selected media type):
 - **Draft**: for fast printing with draft quality
 - **Fine - 360dpi**: for everyday text and image printing
 - **Fine - 720dpi**: for everyday text and image printing
 - **SuperFine - 1440dpi**: for photos and graphics with good print quality and speed
 - **SuperPhoto - 2880dpi**: for the best print quality and slowest print speed
11. Click **Print**.
12. To monitor your print job, click the  printer icon in the dock.

Pause or
resume
printing



Note:

If you're printing on roll paper, see page 19 for instructions on removing your printed photos and paper.

Selecting the Correct Paper Type

Select the correct **Media Type** setting in your printer software (see page 22 for Windows or page 27 for OS X). This adjusts ink coverage for your media. If you don't see your paper type listed in the printer driver, see the tables below.

Media usable with Photo Black ink (see page 41):

For this paper/media	Select this setting
Plain paper Epson Bright White Paper	Plain Paper/Bright White Paper*
Epson Photo Paper Glossy	Photo Paper Glossy
Epson Premium Photo Paper Glossy Epson Ultra Premium Photo Paper Glossy	Premium Photo Paper Glossy
Epson Premium Photo Paper Semi-gloss	Premium Photo Paper Semigloss
Epson Ultra Premium Photo Paper Luster	Ultra Premium Photo Paper Luster
Epson Exhibition Fiber Paper**	Exhibition Fiber Paper
Epson Exhibition Canvas Satin	Exhibition Canvas Satin
Epson Exhibition Canvas Natural Satin	Exhibition Canvas Natural Satin
Epson Exhibition Canvas Natural Gloss	Exhibition Canvas Natural Gloss
Epson Metallic Photo Paper Glossy	Metallic Photo Glossy
Epson Metallic Photo Paper Luster	Metallic Photo Luster

* OS X: When printing with Photo Black ink, select the PK (Photo Black) option.

** For the best results on this paper, print using the premium ICC profile installed by the driver. For new media types, download the premium ICC profiles from Epson at epson.com/proimaging/iccprofiles.html.

Media usable with Matte Black ink (see page 41):

For this paper/media	Select this setting
Plain paper Epson Bright White Paper	Plain Paper/Bright White Paper*
Epson Presentation Paper Matte	Presentation Paper Matte
Epson Premium Presentation Paper Matte Epson Ultra Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided Epson Photo Quality Self-adhesive Sheets	Ultra Premium Presentation Paper Matte
Epson Velvet Fine Art Paper	Velvet Fine Art Paper
Epson Watercolor Paper Radiant White	Watercolor Paper - Radiant White
Epson Exhibition Watercolor Paper Textured	Exhibition Watercolor Textured
Epson UltraSmooth Fine Art Paper 325 gsm	UltraSmooth Fine Art Paper
Epson Exhibition Canvas Matte	Exhibition Canvas Matte
Epson Exhibition Canvas Natural Matte	Exhibition Canvas Natural Matte
Epson Hot Press Bright	Hot Press Bright
Epson Hot Press Natural	Hot Press Natural
Epson Cold Press Bright	Cold Press Bright
Epson Cold Press Natural	Cold Press Natural

* OS X: When printing with Matte Black ink, select the MK (Matte Black) option.



Maintaining Your Printer

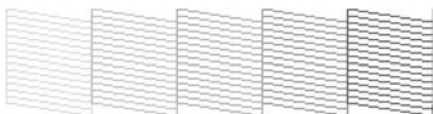
Follow the steps in these sections to keep the Epson SureColor P800 Series working at its best:

- “Checking and Cleaning the Print Head” below
- “Checking and Aligning the Print Head” on page 33
- “Checking the Ink Cartridge Status” on page 34
- “Replacing Ink Cartridges” on page 36
- “Replacing Maintenance Cartridges” on page 39
- “Switching Black Ink Types” on page 41
- “Cleaning the Rollers” on page 43

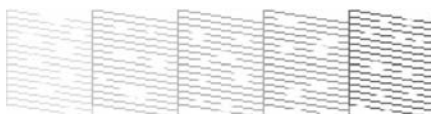
Checking and Cleaning the Print Head

If your printouts are faint or have gaps in them, some of the nozzles in the print head may be clogged or ink may be running low in one or more of the ink cartridges. Follow the steps below to check the print head nozzles.

1. Load a few sheets of letter-size plain paper.
2. Press the  button or tap the printer’s touch screen to open the main menu.
3. Press the , select **Maintenance**, then select **Print Head Nozzle Check**.
4. Press **Print** to print a nozzle check pattern.
5. Check the nozzle check pattern that prints to see if there are gaps in the lines.



Nozzles are clean



Nozzles need cleaning

6. If there are no gaps, the print head is clean. Select **Done**.



If there are gaps or the pattern is faint, select **Clean the Print Head** (see page 32).

Cleaning the Print Head

If print quality has declined and the nozzle check indicates clogged nozzles, you can clean the print head. Print head cleaning uses ink, so clean it only if necessary.

Note:

You cannot clean the print head if an ink cartridge is expended, and may not be able to clean it when a cartridge is low. You must replace the cartridge first (see page 36).

1. Load a few sheets of letter-size plain paper.
2. Press the  button or tap the printer's touch screen to open the main menu.
3. Press the  button, select **Maintenance**, then select **Print Head Cleaning** or **Heavy Head Cleaning**.
4. Press **Head Cleaning**.

Cleaning lasts around 2-3 minutes. When it's finished, you see a message on the screen.

Caution:

Never turn off the product during head cleaning or you may damage it.

5. Press **Print Nozzle Check Pattern**, then press **Print** to confirm that the print head is clean.
6. Press **Done**.

Note:

Always print a nozzle check between cleaning cycles. If you don't see any improvement after cleaning the print head several times, select **Heavy Head Cleaning**. If you don't see any improvement after performing Heavy Head Cleaning, turn off the printer and wait at least twenty four hours to let any dried ink soften. Then try cleaning the print head again. If quality does not improve, one of the ink cartridges may need to be replaced. If that doesn't help, contact Epson as described on page 48.



If you do not use your product often, it is a good idea to print a few pages at least once a month to maintain good print quality.

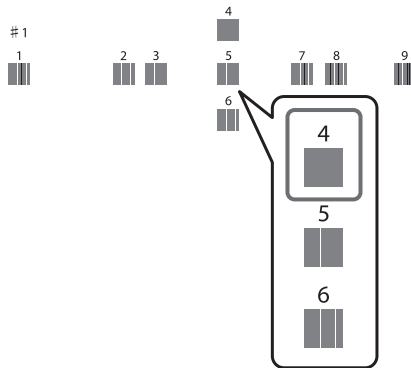
Checking and Aligning the Print Head

If your printouts become grainy or blurry, or you see dark or light bands across them, you may need to align the print head.

Note:

Banding may also occur if your print head nozzles need cleaning (see page 31).

1. Load a few sheets of Epson Presentation Paper Matte (or the photo paper you have on hand) in the sheet feeder (see page 5). It's best to use matte or photo paper for the most accurate alignment.
2. Press the  button or tap the printer's touch screen to open the main menu.
3. Press the , select **Maintenance**, then select **Head Alignment**.
4. Press **Print** to print an adjustment pattern.
5. Look at line #1 and choose the pattern with the fewest vertical lines. (In the example below, you would choose "4".)



6. Make sure #1 is displayed on the touch screen, press the up or down arrow buttons to select the number you chose in step 5, then press **Proceed**.
7. Repeat this process for lines #2 through #9.
8. Press **Done** when finished.

Checking the Ink Cartridge Status

Your Epson SureColor P800 Series printer will let you know when an ink cartridge is low or expended in the following ways:

- The printer's touch screen displays an error message.
- Your computer screen displays a message when you try to print. This window can optionally display ink offers and other updates retrieved from an Epson website.

Tip:



It's a good idea to check the ink status and replace cartridges, if necessary, before printing a large print job. If you need to replace a cartridge while printing, you can do so but you might notice a color difference depending on drying conditions and the time it takes to install the new ink cartridge.

Note:

On a Windows computer that is connected to the Internet, you may see a screen asking if you want to receive Epson offers the first time you try to print when ink is low. Click **Accept** or **Decline**. To disable checking for ink offers or updates from Epson, see the instructions in your online *User's Guide*.


To check the ink cartridge status at any time, do one of the following:

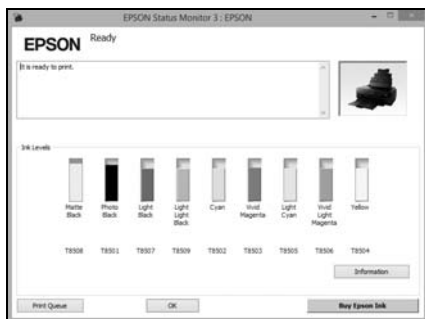
Control panel:

1. Press the  button or tap the printer's touch screen to open the main menu.
2. Press the  button.

You see the Ink Levels screen.

Windows:

Double-click the  icon in the bottom right corner of your screen (the taskbar). You see this screen:



OS X:

1. In the Apple menu or the Dock, select **System Preferences**. Select **Printers & Scanners**, **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
2. Select **EPSON Status Monitor**.

You see this screen:



Replacing Ink Cartridges

You can purchase genuine Epson ink and paper at Epson Supplies Central at epson.com/ink3 (U.S. sales) or epson.ca (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

Use the following list when you order or purchase new ink cartridges:

Ink color	Part number
Photo Black	T8501
Cyan	T8502
Vivid Magenta	T8503
Yellow	T8504
Light Cyan	T8505
Vivid Light Magenta	T8506
Light Black	T8507
Matte Black	T8508
Light Light Black	T8509

Note:

We recommend that you use genuine Epson cartridges and do not refill them. The use of other products may affect your print quality and could result in printer damage.

Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature. For print quality, a small amount of ink remains in the cartridge after the “replace cartridge” indicator comes on. The printer ships with full cartridges and part of the ink from the first cartridges is used for priming the printer.



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

Caution:

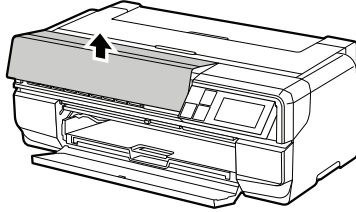
Do not open ink cartridge packages until you are ready to install the ink. Cartridges are vacuum packed to maintain reliability.

Leave your old cartridges in the printer until you are ready to replace them to prevent the print head nozzles from drying out.

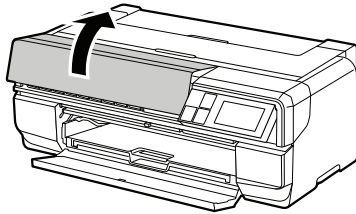
Make sure you have a new ink cartridge before you begin. You must install new cartridges immediately after removing the old ones.

1. Press the  button or tap the printer's touch screen to open the main menu.
2. Press the  button.
3. Press **Open ink cover**.

The ink cartridge cover lock releases.

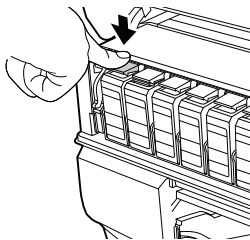


4. Open the ink cartridge cover.

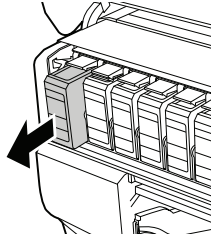


Note: Do not try to open the ink cartridge cover until the lock is released.

5. Press the lever on the ink cartridge you want to replace. The ink cartridge will pop up slightly.



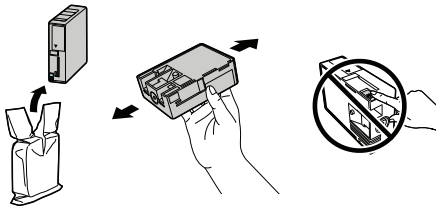
6. Pull out the ink cartridge.



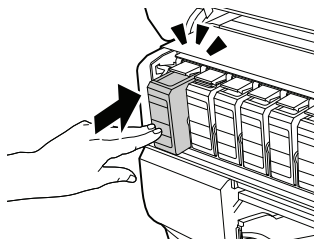
Warning:

If ink gets on your hands, wash them thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. Keep ink cartridges out of the reach of children.

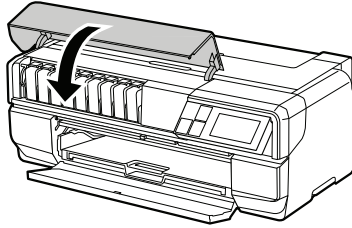
7. Remove the ink cartridge from the package and shake it as shown for about five seconds, but be careful not to touch the green chip on the cartridge.



8. Insert the new cartridge into the slot and push it in until it clicks into place.



9. Close the ink cartridge cover.



Wait for the printer to check the ink cartridges and charge the ink delivery system, if necessary.

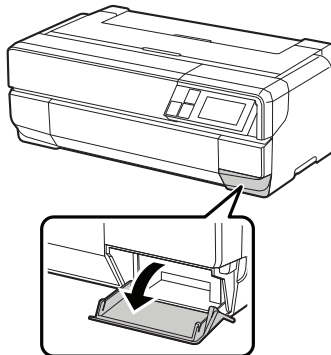
Caution:

Never turn off the printer while ink is charging or you'll waste ink.

Replacing Maintenance Cartridges

The maintenance cartridge absorbs ink that is used in maintenance operations such as head cleaning and changing black ink. Replace the cartridge when you see a message on the touch screen.

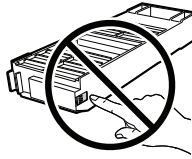
1. Turn on the printer.
2. Open the maintenance cartridge cover.



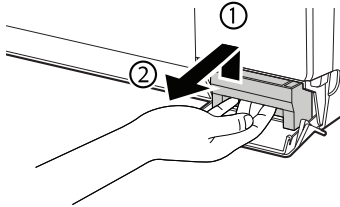
3. Remove the new maintenance cartridge from the package.

Caution:

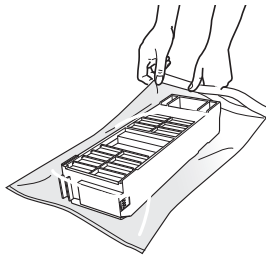
Do not touch the area shown or you may damage the product.



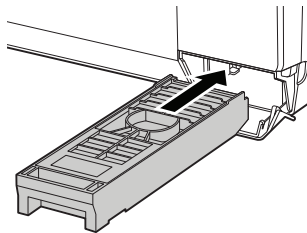
4. Push up slightly on the maintenance cartridge and slide it out carefully so that it does not tilt.



5. Place the old maintenance cartridge in the bag supplied with the new cartridge, and then seal the bag.



6. Insert the new maintenance cartridge.




7. Close the maintenance cartridge cover.

Switching Black Ink Types

Your printer comes with Matte Black and Photo Black ink cartridges. Although both must be installed for the printer to work, the printer can use only one type of black ink at a time. The printer will switch ink automatically, depending on the type of media you load. This consumes a certain amount of ink, so you should avoid switching ink more often than necessary.

Note:

You can disable automatic black ink switching by pressing the  button and selecting **System Administration > Printer Settings > BK Ink Auto Change > Off**.

To conserve ink, you can select the type of ink that is available by default (see page 42). First decide which type of media you usually print on. Then, if necessary, switch to the type of ink that works with that media.

The following media use **Matte Black** ink:



- Presentation Paper Matte
- Premium Presentation Paper Matte
- Premium Presentation Paper Matte Double-sided
- Ultra Premium Presentation Paper Matte
- Velvet Fine Art Paper
- Exhibition Watercolor Paper Textured
- Watercolor Paper Radiant White
- UltraSmooth Fine Art Paper 325 gsm
- Exhibition Canvas Matte
- Exhibition Canvas Natural Matte
- Photo Quality Self-adhesive Sheets
- Hot Press Bright
- Hot Press Natural
- Cold Press Bright
- Cold Press Natural

The following media use **Photo Black** ink:

- Photo Paper Glossy
- Premium Photo Paper Glossy
- Ultra Premium Photo Paper Glossy
- Premium Photo Paper Semi-gloss
- Ultra Premium Photo Paper Luster
- Exhibition Canvas Satin
- Exhibition Canvas Natural Satin
- Exhibition Canvas Natural Gloss
- Exhibition Fiber Paper
- Metallic Photo Paper Glossy
- Metallic Photo Paper Luster

Select the Black Ink Type

Switching black ink takes several minutes. Because it consumes some of the new type of ink, you should not switch ink more often than necessary.

1. Press the  button or tap the printer's touch screen to open the main menu.
2. Press the  button.
3. Press **Proceed** to select the type of ink the printer will switch to. The time required for each type is shown below:
 - Photo Black to Matte Black: about 1.5 minutes
 - Matte Black to Photo Black: about 3.5 minutes

Cleaning the Rollers

If you notice lines or streaks on your printouts, you may need to clean the rollers inside the printer by feeding several sheets of plain paper through it.



Note:

If paper dust builds up on the rollers, they may lose traction and become unable to feed paper properly. To keep the paper feed mechanism running smoothly, clean the rollers after feeding every 100 sheets or so of matte paper.

1. Turn on the printer.
2. Open the paper support and output tray.
3. Load several sheets of plain paper in the sheet feeder (see page 5).

Note:

Only the area corresponding to the size of the paper will be cleaned.


4. Press the  button or tap the printer's touch screen to open the main menu.
5. Press the  button, select **Maintenance**, then select **Paper Guide Cleaning**.
6. Press **Roller Cleaning** to feed a sheet of paper through the printer.
7. Feed several sheets of paper to completely clean the rollers.

Solving Problems

If you have a problem with your Epson product, check the messages on the LCD screen to diagnose the cause. You can also check the basic troubleshooting suggestions below or in your online *User's Guide*.

Checking for Software Updates

Periodically, it's a good idea to check Epson's support website for free updates to your product software. Visit the driver download site at epson.com/support (U.S.) or epson.ca/support (Canada).

With Windows, your printer software automatically checks for updates. You can also select **Driver Update** on the **Utility** tab in the printer settings window, or right-click the  icon in the bottom right corner of your screen (the taskbar) and select **Software Update**.

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

With OS X, you can manually update the software by opening the **Applications > Epson Software** folder and selecting **EPSON Software Updater**.

Problems and Solutions

Check the solutions below if you're having trouble using your printer.

Printing Problems

- Make sure your paper is loaded printable side up, short edge first, and all the way to the right (see page 5 and page 8).
- When using the sheet feeder, don't load paper above the arrow mark on the left edge guide.

- When using the manual feed tray, load only one sheet of compatible paper (see page 8).
- Make sure the paper size settings in the printer software are correct for the paper you loaded.

Paper Feeding Problems

- If paper doesn't feed into the sheet feeder, remove the paper and fan the stack of paper to separate the sheets. Reload paper against the right side and slide the edge guide against it. Do not load too many sheets in the sheet feeder at once (see page 5).
- If paper dust builds up on the rollers, they may lose traction and become unable to feed paper properly. See page 43 or your online *User's Guide* for cleaning instructions.
- If you can't insert paper easily into the manual feed tray, make sure the paper is perfectly flat and not curled.
- Make sure the manual feed tray is not extended if you're printing on roll paper or with the sheet feeder. Extend it only to load fine art paper or poster board. Once the media is fed into the printer and you see a message on the screen, close the manual feed tray.
- If roll paper doesn't feed, cut the end of it straight across and uncurl the end by rolling it backward, if necessary. Then reload the paper (see page 13).
- If thick media doesn't feed, make sure you're loading it straight into the printer and not at an angle (see page 10).
- If paper is jammed, try the following, depending on how you're printing:

Sheet feeder: Open the printer cover and remove any paper jammed inside. Press **Restart** to clear the error.

Roll paper slot: Cut off any printed roll paper and then cut the paper close to the roll. Gently pull out the paper from the front or back (whichever is easier) and press **Restart** to clear the error.

Manual feed tray: Gently pull out the paper from the front or back (whichever is easier) and press **Restart** to clear the error.

If you still see an error message, turn off the printer and then turn it back on.

Print Quality Problems

- For the best print quality, use Epson papers and genuine Epson ink cartridges (see page 36).
- Load the paper printable side up (usually the whiter, brighter, or glossy side).
- Make sure your paper isn't damp or curled.
- Some papers can only be loaded one sheet at a time (see page 5).
- Make sure the type of paper you loaded matches the paper size and paper type settings in your printer software (see page 29).
- Remove sheets from the output tray as they eject. Let your prints dry separately for at least 12 hours before framing or placing in a protective sheet. If you need to stack them, place a sheet of plain paper between each print.
- If you notice light or dark bands across your printouts or they are too faint, you may need to clean the print head. Run a nozzle check and clean the print head if necessary (see page 31).
- If you notice jagged vertical lines, run the print head alignment utility to check and align the print head (see page 33).
- The ink cartridges may be low on ink. Check cartridge status (see page 34) and replace cartridges if necessary (see page 36).

Network Problems

If you have a poor wireless connection, try moving the product to a different location. Avoid placing it next to a microwave oven, 2.4 GHz cordless phone, or large metal object such as a filing cabinet.

Note:

For optimal print speed, your wireless router and/or laptop must conform to the 802.11n standard. Earlier standards (802.11a/b/g) are not supported.

Network setup failed



- Try moving the product to a different location.
- Make sure there aren't any access restrictions (such as MAC address filtering) set on the wireless router. If access restrictions are set, register the product's MAC address on the router. Print a Network Status Sheet (see below) to obtain the MAC address. Then see your router's manual for instructions.

- If your wireless router doesn't broadcast its network name (SSID), see the online *User's Guide* for instructions on manually entering your wireless network name.
- If your wireless router has security enabled, make sure you entered the WEP key or WPA passphrase correctly.
- Reinstall your product software.

The Wi-Fi icon appears on the LCD screen but you cannot print

- Make sure your firewall or security software is not set to block port 3690 (TCP/UDP). Contact your firewall manufacturer for assistance.
- Your router might not be assigning IP addresses automatically using DHCP. If it isn't, you will need to set the product's IP address manually. Make sure it is set correctly for your network.

Print a Network Status Sheet

1. Press the  button or tap the printer's touch screen to open the main menu.
2. Press the  button, select **Network Status**, then select **Wi-Fi/Network Status**.
3. Press **Print** twice to print the status sheet.