

**WorkForce[®] Pro WP-4010/WP-4023
User's Guide**

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WorkForce Pro WP-4010/WP-4023 User's Guide

Welcome to the WorkForce Pro WP-4010/WP-4023 *User's Guide*.

Product Basics

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

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

[Printer Parts Locations](#)

[The Power Off Timer](#)

[Wireless Printing from a Mobile Device](#)

[Using EPSON Connect Email Print](#)

Printer Parts Locations

See these sections to identify the parts on your printer.

[Printer Parts - Top](#)

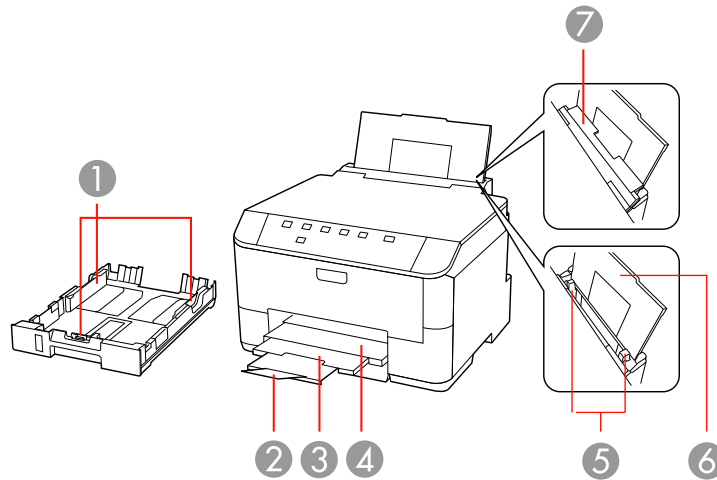
[Printer Parts - Back](#)

[Printer Parts - Inside](#)

[Printer Parts - Control Panel Buttons and Lights](#)

Parent topic: [Product Basics](#)

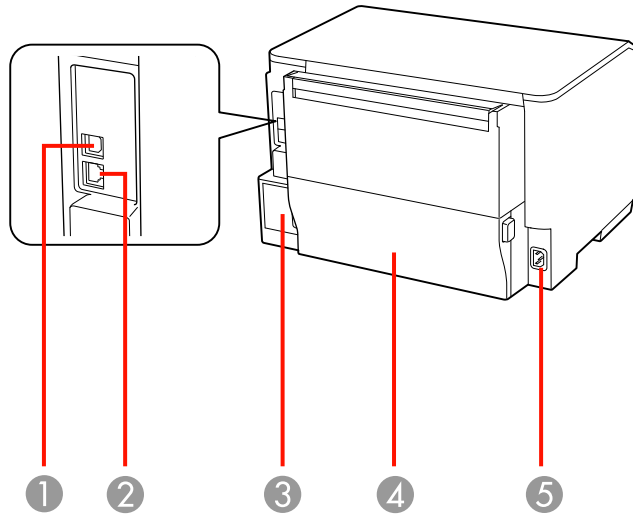
Printer Parts - Top



- 1 Edge guides on paper cassette
- 2 Paper stopper
- 3 Output tray extension
- 4 Output tray
- 5 Edge guides on rear MP tray
- 6 Rear MP (multipurpose) tray
- 7 Feeder guard

Parent topic: [Printer Parts Locations](#)

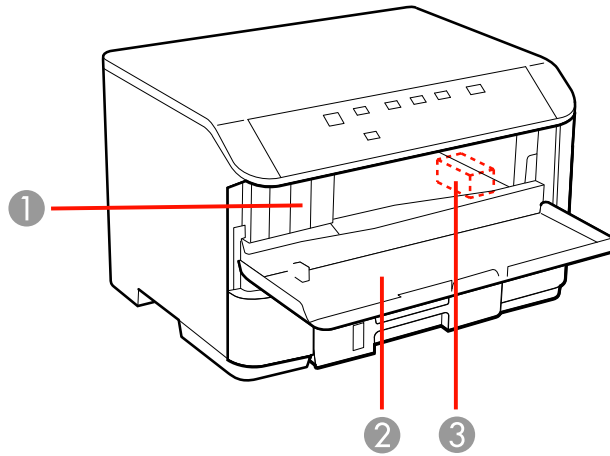
Printer Parts - Back



- 1 **USB** port
- 2 Ethernet **LAN** port
- 3 Maintenance box
- 4 Duplexer (rear unit)
- 5 AC inlet

Parent topic: [Printer Parts Locations](#)

Printer Parts - Inside

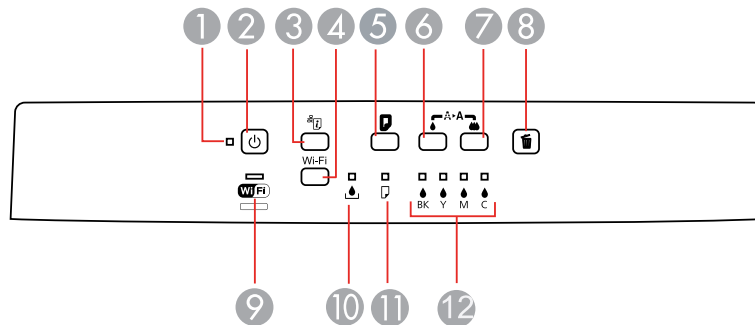












- 1 Ink cartridge slots
- 2 Front cover
- 3 Print head

Parent topic: [Printer Parts Locations](#)

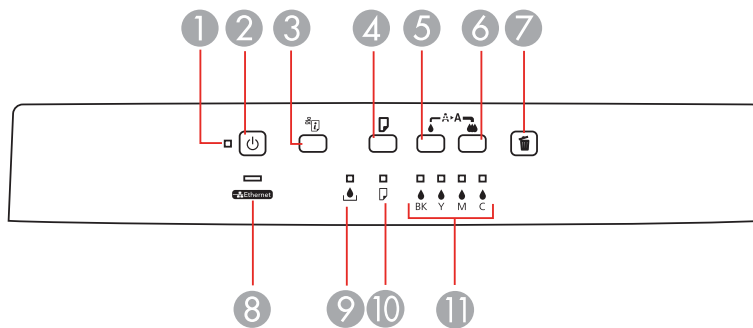
Printer Parts - Control Panel Buttons and Lights






WP-4023








- 1 The  power light
- 2 The  power button
- 3 The  network status button
- 4 The **Wi-Fi** button
- 5 The  paper feed button
- 6 The  black cleaning button
- 7 The  color cleaning button
- 8 The  cancel button
- 9 The WiFi light
- 10 The  maintenance box light
- 11 The  paper light
- 12 The  ink out lights

WP-4010



- 1 The  power light
- 2 The  power button
- 3 The  network status button
- 4 The  paper feed button
- 5 The  black cleaning button

- 6 The  color cleaning button
- 7 The  cancel button
- 8 The Ethernet light
- 9 The  maintenance box light
- 10 The  paper light
- 11 The  ink out lights

Parent topic: [Printer Parts Locations](#)

Related references

[Printer Light Status](#)

The Power Off Timer

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



[Changing the Power Off Timer Setting - Windows](#)

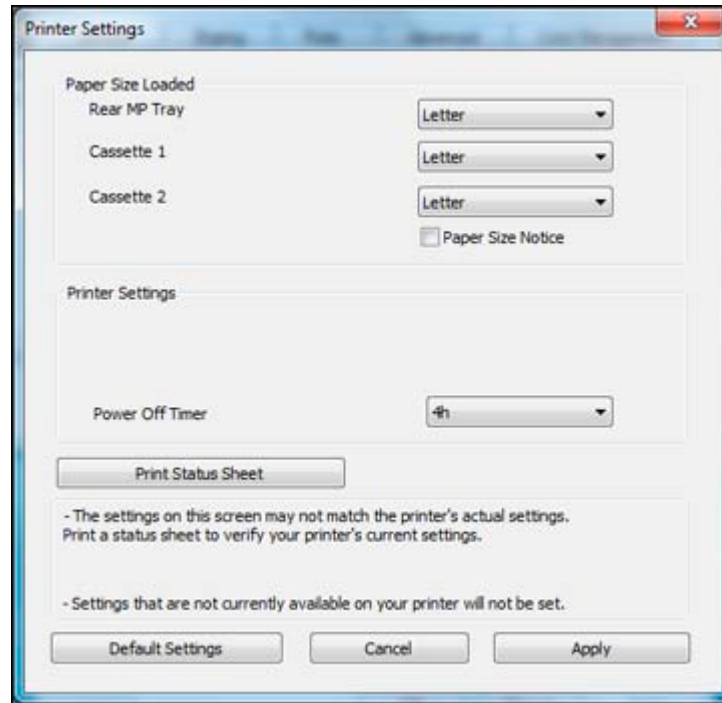
[Changing the Power Off Timer Setting - Mac OS X](#)

Parent topic: [Product Basics](#)

Changing the Power Off Timer Setting - Windows

You can use the printer software to change the time period before the printer turns off automatically.

1. Do one of the following:
 - **Windows 7:** Click  and select **Devices and Printers**. Right-click your product name and select **Printer Properties**.
 - **Windows Vista:** Click  and select **Control Panel**. Click **Printer** under **Hardware and Sound**, right-click your product name, and select **Properties**.
 - **Windows XP:** Click **Start** and select **Printers and Faxes**. (Or open the **Control Panel**, select **Printers and Other Hardware** if necessary, and select **Printers and Faxes**.) Right-click your product name and select **Properties**.
2. Click the **Optional Settings** tab, then click **Printer Settings**. You see the Printer Settings window:



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

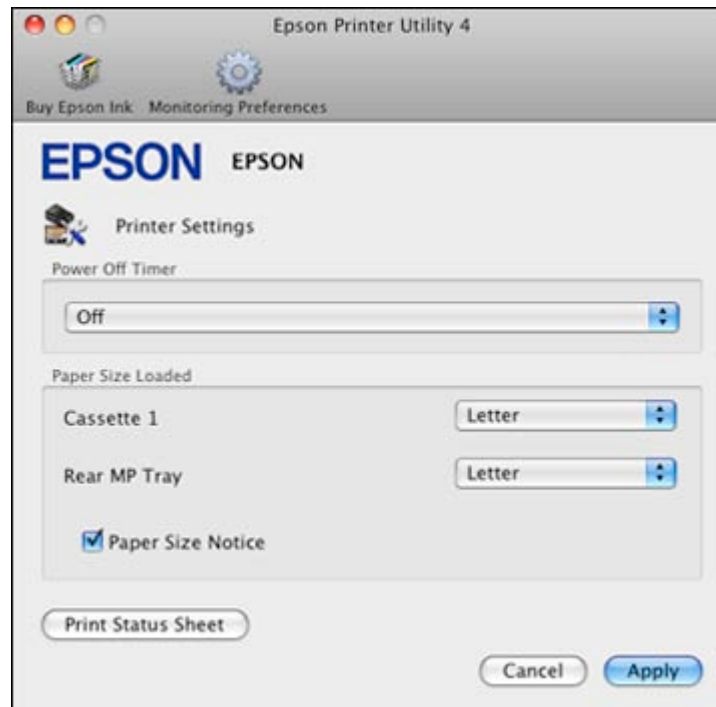
Parent topic: [The Power Off Timer](#)

Changing the Power Off Timer Setting - Mac OS X

You can use the printer software to change the time period before the printer turns off automatically.

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

- **Mac OS X 10.4/10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Open Print Queue** or **Print Queue**. Select **Utility**.
2. Select **Printer Settings**. You see this window:



3. Select the time period you want as the **Power Off Timer** setting.
4. Click **Apply**.

Parent topic: [The Power Off Timer](#)

Wireless Printing from a Mobile Device

You can print photos, documents, web pages, and more from smartphones or tablets, such as iPhones, iPads, and Android devices (WorkForce Pro WP-4023).

1. Set up your product for wireless printing as described on the *Start Here* sheet.

2. Visit www.epson.com/connect to learn more about mobile device printing and check the compatibility of your mobile device.
3. Connect your mobile device to the same wireless network that your product is using.
4. Print from your mobile device to your EPSON product.

Parent topic: [Product Basics](#)

Using EPSON Connect Email Print

With EPSON Connect Email Print, you can print from any device that can send email, such as your smartphone, tablet, or laptop. Email Print features a unique email address assigned to your EPSON product, similar to having a dedicated fax number. When you want to print, just send an email with attachments to your product's email address.

1. Set up your product for network printing as described on the *Start Here* sheet.
2. If you did not already set up Email Print when you installed your product software, visit www.epson.com/connect to learn more about Email Print, check compatibility, and get detailed setup instructions.
3. Send an email with attachments to your product's Email Print address.

Note: Both the email and any attachments print by default. You can change these printing options by logging into your EPSON Connect account.

Parent topic: [Product Basics](#)

Loading Paper

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

[Loading Paper in the Cassette](#)

[Loading Paper in the Rear MP \(Multipurpose\) Tray](#)

[Loading Envelopes](#)

[Paper Loading Capacity](#)

[Available EPSON Papers](#)

[Paper or Media Type Settings](#)

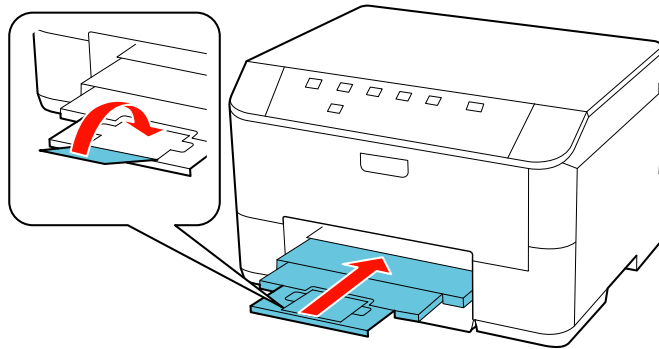
[Setting the Paper Size for Each Source](#)

[Installing the Optional Second Paper Cassette](#)

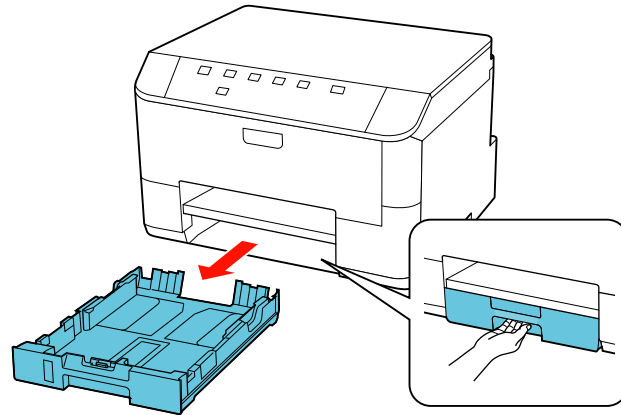
Loading Paper in the Cassette

You can load Letter (8.5 × 11 inches [216 × 279 mm]), A4 (8.3 × 11.7 inches [210 × 297 mm]), and Legal (8.5 × 14 inches [216 × 357 mm]) plain paper in the paper cassette.

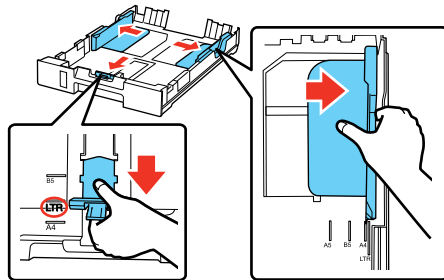
1. Close the output tray, if necessary.



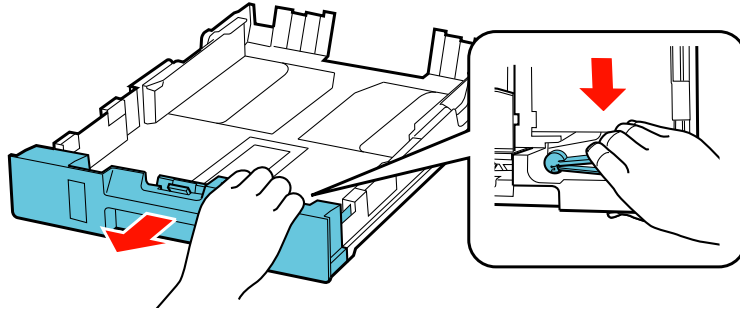
2. Pull out the paper cassette.



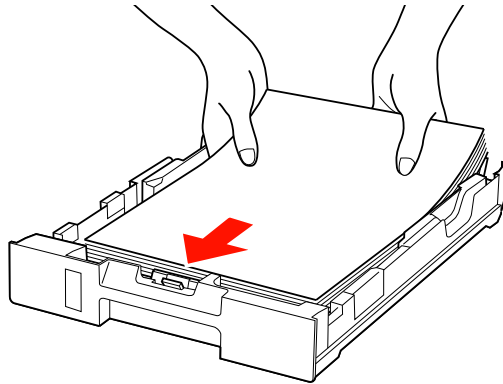
3. Slide the edge guides outward.



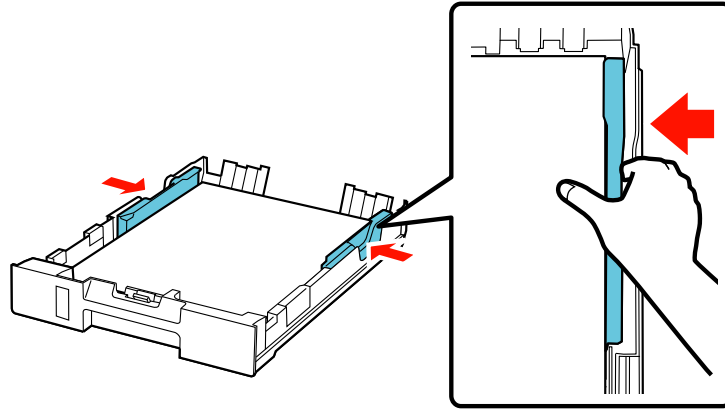
Note: If you are using legal-size paper, squeeze the tab to extend the paper cassette.



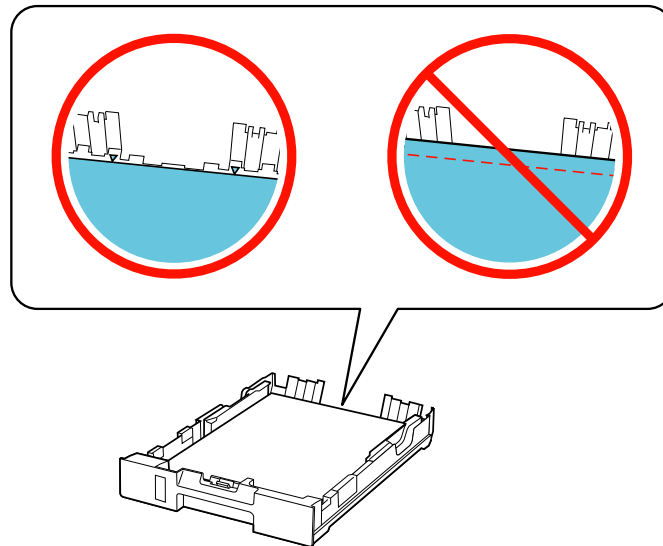
4. Load a stack of paper, printable side down, in the cassette as shown.



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

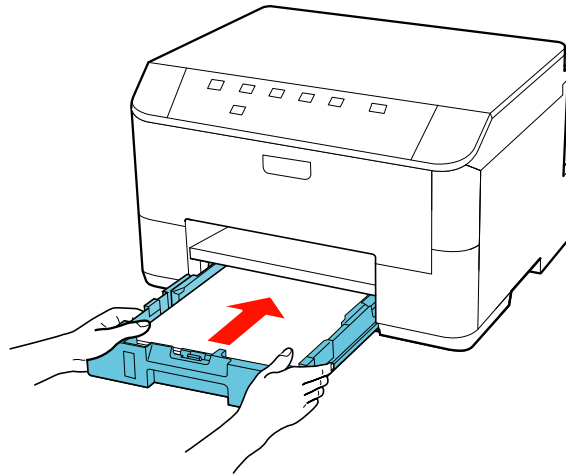


Note: Make sure the paper fits beneath the top edges of the guide, and is not sticking out from the end of the cassette.

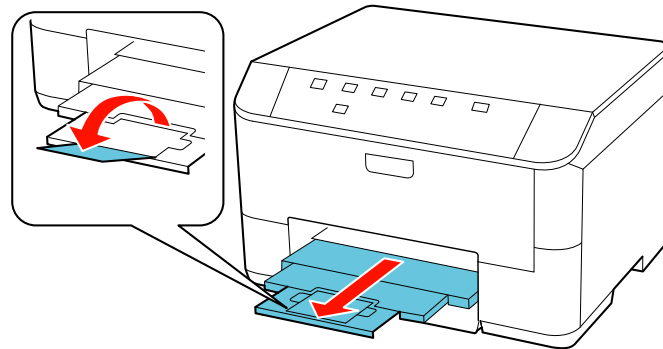


Caution: To prevent paper feeding problems, make sure you do not load too much paper in the cassette.

6. Gently replace the paper cassette.



7. Extend the output tray and open the paper stopper.



Note: If you are using legal-size or longer paper, do not open the paper stopper. Do not remove or insert the paper cassette during printing.

Parent topic: [Loading Paper](#)

Related references

[Paper Loading Capacity](#)

Related tasks

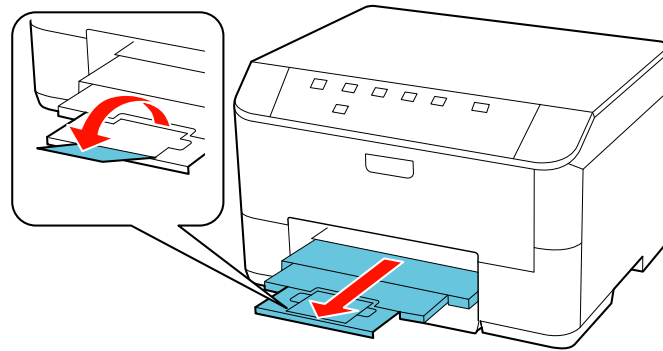
[Loading Paper in the Rear MP \(Multipurpose\) Tray](#)

[Loading Envelopes](#)

Loading Paper in the Rear MP (Multipurpose) Tray

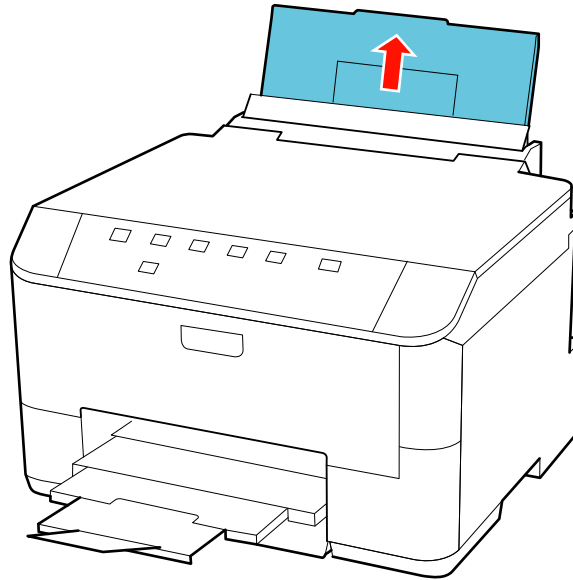
You can print documents on a variety of paper types and sizes.

1. Extend the output tray and open the paper stopper.

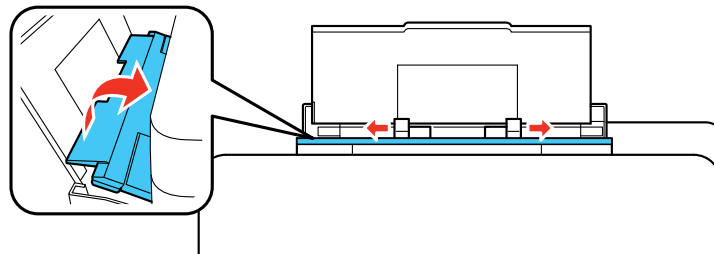


Note: If you are using legal-size or longer paper, do not open the paper stopper.

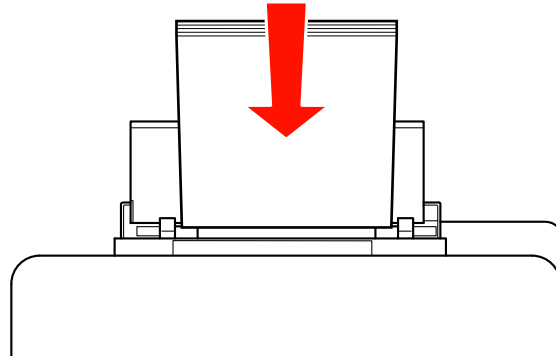
2. Pull up the rear MP tray.



3. Flip the feeder guard forward, then slide the edge guides outward.

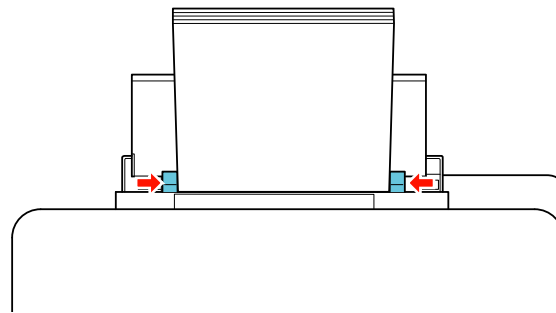


4. Insert paper, glossy or printable side up and short edge first, in the center of the tray. If you are inserting a stack of paper, fan the sheets first and tap the stack on a flat surface to even the edges.



Caution: To prevent paper feeding problems, make sure you do not load too much paper in the tray.

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



Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
- Load paper short edge first, no matter which way your document faces.
- Load letterhead or pre-printed paper top edge first.
- Do not load paper above the arrow mark inside the edge guides.
- Check the paper package for any additional loading instructions.

Note: You can load binder paper with holes in the rear MP tray. The paper must be one of the following sizes: Letter (8.5 × 11 inches [216 × 279 mm]), A4 (8.3 × 11.7 inches [210 × 297 mm]), or Legal (8.5 × 14 inches [216 × 357 mm]). The holes must be within 0.74 inch (19 mm) of the left edge of the page.

Parent topic: [Loading Paper](#)

Related references

[Paper Loading Capacity](#)

Related tasks

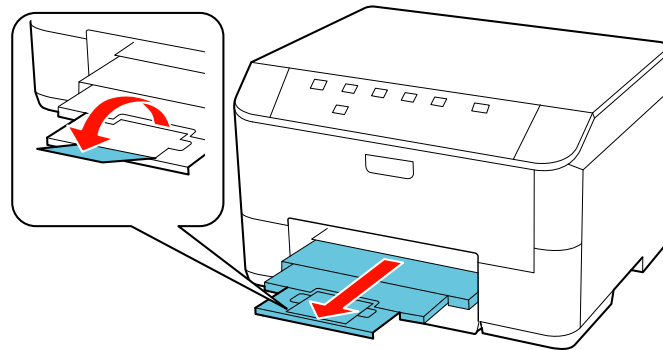
[Loading Paper in the Cassette](#)

[Loading Envelopes](#)

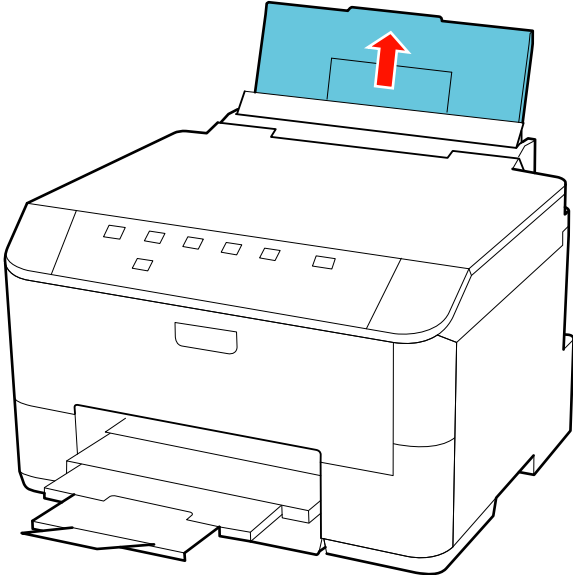
Loading Envelopes

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

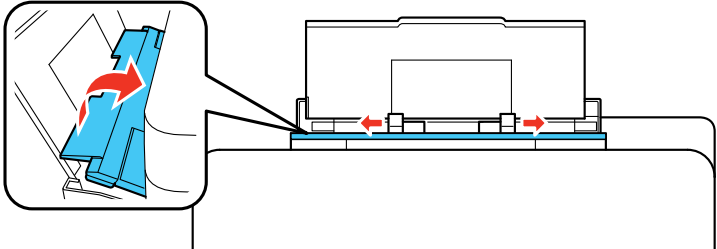
1. Extend the output tray and open the paper stopper.



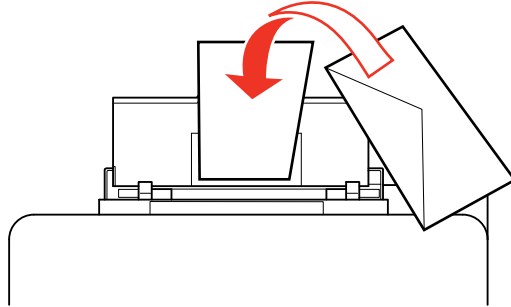
2. Pull up the rear MP tray.



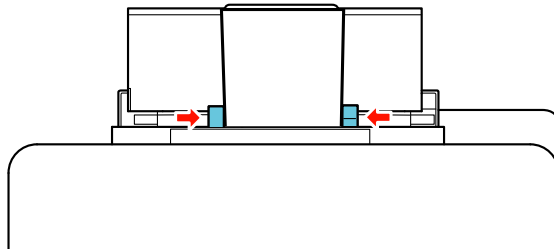
3. Flip the feeder guard forward, then slide the edge guides outward.



4. Insert envelopes, short edge first and with the flap facing down, in the center of the tray.



5. Slide the edge guides against the envelopes, but not too tightly.



Always follow these envelope loading guidelines:

- If you have trouble loading a stack of envelopes, press each envelope flat before loading it or load one envelope at a time.
- If print quality declines when printing multiple envelopes, try loading one envelope at a time.
- Do not load envelopes that are curled, folded, or too thin.

Parent topic: [Loading Paper](#)

Related references

[Paper Loading Capacity](#)

Related tasks

[Loading Paper in the Cassette](#)

[Loading Paper in the Rear MP \(Multipurpose\) Tray](#)

Paper Loading Capacity

Paper type	Loading capacity - paper cassette	Loading capacity - rear MP tray
Plain paper	250 sheets Letter (8.5 × 11 inches [216 × 279 mm])	80 sheets
	250 sheets Legal (8.5 × 14 inches [216 × 357 mm])	1 sheet
EPSON Bright White Paper	200 sheets	50 sheets 20 sheets for manual two-sided printing
EPSON Presentation Paper Matte	—	80 sheets
Thick paper (cardstock up to 68 lb)	—	10 sheets Letter (8.5 × 11 inches [216 × 279 mm]) and A4 (8.3 × 11.7 inches [210 × 297 mm]) 5 sheets for manual two-sided printing
EPSON Premium Presentation Paper Matte EPSON Premium Presentation Paper Matte Double-sided EPSON Ultra Premium Presentation Paper Matte EPSON Brochure & Flyer Paper Matte Double-sided EPSON Photo Paper Glossy EPSON Premium Photo Paper Glossy EPSON Ultra Premium Photo Paper Glossy EPSON Premium Photo Paper Semi-gloss	—	20 sheets

Paper type	Loading capacity - paper cassette	Loading capacity - rear MP tray
Envelopes	—	10 envelopes

Parent topic: [Loading Paper](#)

Available EPSON Papers

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).

Paper Type	Size	Part number	Sheet count
EPSON Bright White Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500
EPSON Brochure & Flyer Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S042384	150
EPSON Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
	Legal (8.5 × 14 inches [216 × 357 mm])	S041067	100
EPSON Premium Presentation Paper Matte	8 × 10 inches (203 × 254 mm)	S041467	50
	Letter (8.5 × 11 inches [216 × 279 mm])	S041257 S042180	50 100
EPSON Premium Presentation Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S041568	50
EPSON Ultra Premium Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041341	50
EPSON Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041809	50
		S042038	100
	Letter (8.5 × 11 inches [216 × 279 mm])	S041141 S041649 S041271	20 50 100

Paper Type	Size	Part number	Sheet count
EPSON Premium Photo Paper Glossy	4 x 6 inches (102 x 152 mm)	S041808	40
		S041727	100
	5 x 7 inches (127 x 178 mm)	S041464	20
	8 x 10 inches (203 x 254 mm)	S041465	20
EPSON Ultra Premium Photo Paper Glossy	4 x 6 inches (102 x 152 mm)	S042183	25
		S041667	50
	5 x 7 inches (127 x 178 mm)	S042181	60
	8 x 10 inches (203 x 254 mm)	S042174	100
EPSON Premium Photo Paper Semi-gloss	4 x 6 inches (102 x 152 mm)	S041945	20
		S041946	20
	Letter (8.5 x 11 inches [216 x 279 mm])	S042182	25
	Letter (8.5 x 11 inches [216 x 279 mm])	S042175	50
EPSON Premium Photo Paper Semi-gloss	4 x 6 inches (102 x 152 mm)	S041982	40
	Letter (8.5 x 11 inches [216 x 279 mm])	S041331	20

Parent topic: [Loading Paper](#)

Paper or Media Type Settings

For this paper	Select this paper Type or Media Type setting
Plain paper EPSON Bright White Paper EPSON Presentation Paper Matte	Plain Paper/Bright White Paper

For this paper	Select this paper Type or Media Type setting
EPSON Premium Presentation Paper Matte EPSON Premium Presentation Paper Matte Double-sided EPSON Ultra Premium Presentation Paper Matte EPSON Brochure & Flyer Paper Matte Double-sided	Premium Presentation Paper Matte
EPSON Ultra Premium Photo Paper Glossy	Ultra Premium Photo Paper Glossy
EPSON Premium Photo Paper Glossy	Premium Photo Paper Glossy
EPSON Photo Paper Glossy	Photo Paper Glossy
EPSON Premium Photo Paper Semi-gloss	Premium Photo Paper Semi-Gloss
Envelopes	Envelope
Cardstock up to 68 lb	Thick-Paper

Parent topic: [Loading Paper](#)

Setting the Paper Size for Each Source

You can set the paper size for each paper source using your printer software. The settings apply to all print jobs sent to the product.

[Setting the Paper Size for Each Source - Windows](#)



[Setting the Paper Size for Each Source - Mac OS X](#)

Parent topic: [Loading Paper](#)

Setting the Paper Size for Each Source - Windows

You can change the default paper size for each source in Windows.

1. Do one of the following:

- **Windows 7:** Click  and select **Devices and Printers**. Right-click your product name, and select **Printer properties**.
- **Windows Vista:** Click  and select **Control Panel**. Click **Printer** under **Hardware and Sound**, right-click your product name, and select **Properties**.

- **Windows XP:** Click **Start** and select **Printers and Faxes**. (Or open the **Control Panel**, select **Printers and Other Hardware** if necessary, and select **Printers and Faxes**.) Right-click your product name and select **Properties**.
2. Click the **Optional Settings** tab.
 3. Click **Printer Settings**.

You see this window:



4. Select the paper size you loaded in each paper source as the **Paper Size Loaded**. If your paper doesn't match any of the sizes listed for the rear MP tray, select **Others**.

Note: If you have not installed a second paper cassette, you cannot change the settings for Cassette 2.

5. If you want the printer software to warn you if you try to print with the wrong paper size, select the **Paper Size Notice** checkbox.

Note: If you turn on **Paper Size Notice**, the printer will prevent you from printing with the wrong paper size settings. If you turn this option off and you try to print with the wrong settings, the printer will print even if the image size exceeds the printable area, and your printout may be smudged.

6. Click **Apply**.
7. When you see the confirmation message, click **Yes**.
8. Close the Printer Settings window.

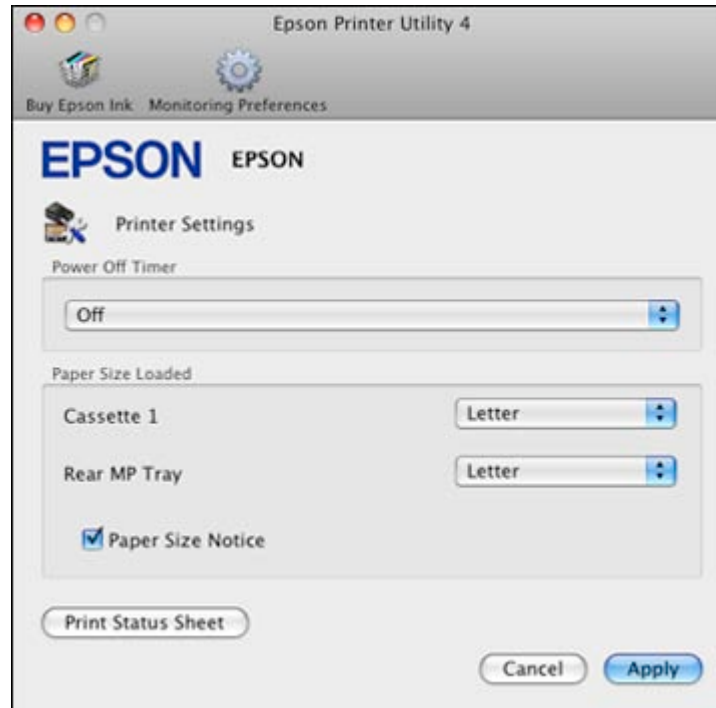
Parent topic: [Setting the Paper Size for Each Source](#)

Setting the Paper Size for Each Source - Mac OS X

You can change the default paper size for each source in Mac OS X.

1. Do one of the following:
 - **Mac OS X 10.6/10.7:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **Mac OS X 10.4/10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Open Print Queue** or **Print Queue**. Select **Utility**.
2. Click the **Printer Settings** button.

You see this window:



3. Select the paper size you loaded in each paper source as the **Paper Size Loaded**. If your paper doesn't match any of the sizes listed for the rear MP tray, select **Others**.
4. If you want the printer software to warn you if you try to print with the wrong paper size, select the **Paper Size Notice** checkbox.

Note: If you turn on **Paper Size Notice**, the printer will prevent you from printing with the wrong paper size settings. If you turn this option off and you try to print with the wrong settings, the printer will print even if the image size exceeds the printable area, and your printout may be smudged.

5. Click **Apply**.
6. Close the Printer Settings window.

Parent topic: [Setting the Paper Size for Each Source](#)

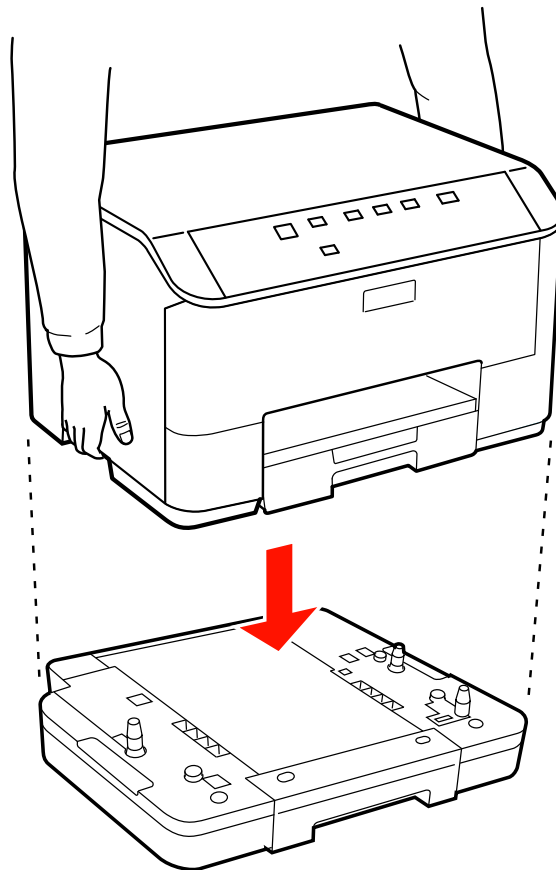
Installing the Optional Second Paper Cassette

You can install the optional paper cassette to provide more paper capacity.

1. Turn off the product and unplug the power cord and any connected cables.

Caution: To avoid electric shock, make sure you unplug the power cord.

2. Remove the paper cassette from its carton and place it where you want to set up the product.
3. Carefully lift the product as shown, then gently lower it onto the paper cassette. Make sure the connectors and pins align correctly.



4. Reconnect the power cord and connector cables, and plug in the product.
5. Turn on the product.

Parent topic: [Loading Paper](#)

Printing From a Computer

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

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

[Printing with Windows](#)

[Printing with Mac OS X 10.5, 10.6, or 10.7](#)

[Printing with Mac OS X 10.4](#)

[Cancelling Printing Using a Product Button](#)

Printing with Windows

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

[Selecting Basic Print Settings - Windows](#)

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

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

[Selecting a Printing Preset - Windows](#)

[Printing Your Document or Photo - Windows](#)

[Selecting Default Print Settings - Windows](#)

[Changing Automatic Update Options](#)

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

Selecting Basic Print Settings - Windows

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

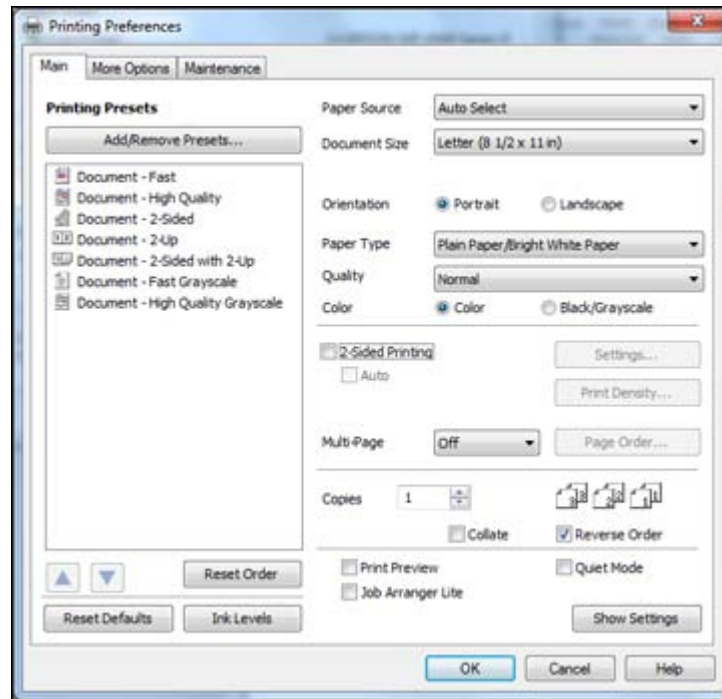
1. Open a photo or document for printing.
2. Select the print command in your application.

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

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

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

You see the Main tab of your printer settings window:



4. Select the **Paper Source** setting that indicates where you loaded the paper you want to print on.
5. Select the size of the paper you loaded as the **Document Size** setting.

Note: You can also select the **User Defined** setting to create a custom paper size.

6. Select the orientation of your document.

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

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

Note: Check the paper type settings list for details.

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

[Paper Source Options - Windows](#)

[Print Quality Options - Windows](#)

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

Parent topic: [Printing with Windows](#)

Related references

[Paper or Media Type Settings](#)

Related tasks

[Printing Your Document or Photo - Windows](#)

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

Paper Source Options - Windows

You can select any of the available options in the Paper Source menu to print from paper loaded in that source.

Auto Select

Automatically selects the paper source based on the selected paper size.

Rear MP Tray

Selects the paper in the rear MP tray as the paper source.

Paper Cassette 1

Selects the paper in cassette 1 as the paper source.

Paper Cassette 2

Selects the paper in cassette 2 as the paper source.

Note: If your product only has one paper cassette, the **Paper Cassette 2** option will not be available.

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

Print Quality Options - Windows

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

Economy

For fast printing with reduced quality.

Normal

For everyday text and image printing.

Fine

For text and graphics with good quality and print speed.

Quality

For photos and graphics with good quality and print speed.

High Quality

For photos and graphics with high print quality.

Best Quality

For the best print quality, but the slowest print speed.

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

Multi-Page Printing Options - Windows

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

2-Up and 4-Up

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

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

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

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

Selecting Double-sided Printing Settings - Windows

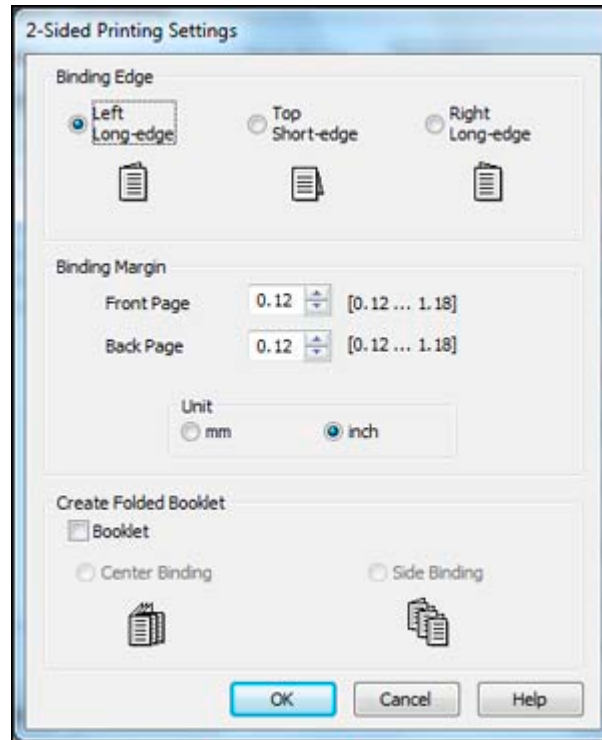
You can print on both sides of the paper by selecting the **2-Sided Printing** checkbox on the Main tab. Automatic double-sided printing is only available if you have loaded plain paper in these sizes: Letter (8.5 x 11 inches [216 x 279 mm]) and A4 (8.3 x 11.7 inches [210 x 297 mm]).



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

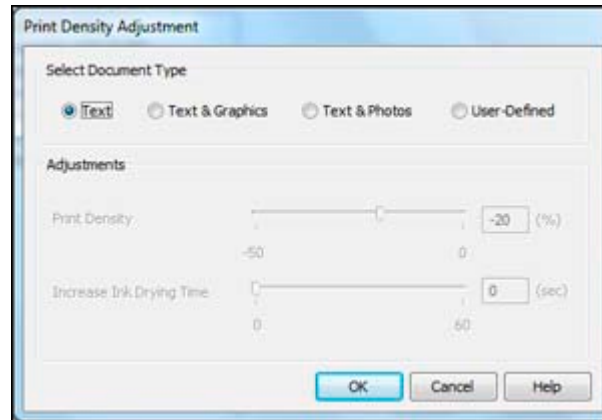
1. Select the **2-Sided Printing** checkbox.
2. If the Auto checkbox is not automatically selected, do one of the following:
 - Select the **Auto** checkbox to automatically print your double-sided print job.
 - Deselect the **Auto** checkbox to print your double-sided print job manually by printing one side and flipping the paper over to print the other side (recommended for paper types that do not support automatic duplexing).
3. Click the **Settings** button.

You see this window:



4. Select the double-sided printing options you want to use.
5. Click **OK** to return to the Main tab.
6. Click the **Print Density** button.

You see this window:



7. Select the type of document you are printing as the Document Type setting. The software automatically sets the **Adjustments** options for that document type.
8. If you selected the **User-Defined** document type, select the Adjustments options you want to use.
9. Click **OK** to return to the Main tab.
10. Print a test copy of your double-sided document to test the selected settings.
11. Follow any instructions displayed on the screen during printing.

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

[Print Density Adjustments - Windows](#)

Parent topic: [Printing with Windows](#)

Double-sided Printing Options - Windows

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

Binding Edge Options

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

Binding Margin Options

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

Create Folded Booklet Options

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

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

Print Density Adjustments - Windows

When you select the **User-Defined** setting, you can select any of the available options on the Print Density Adjustment window to adjust the print quality of your double-sided print job.

Print Density

Sets the level of ink coverage for double-sided printing.

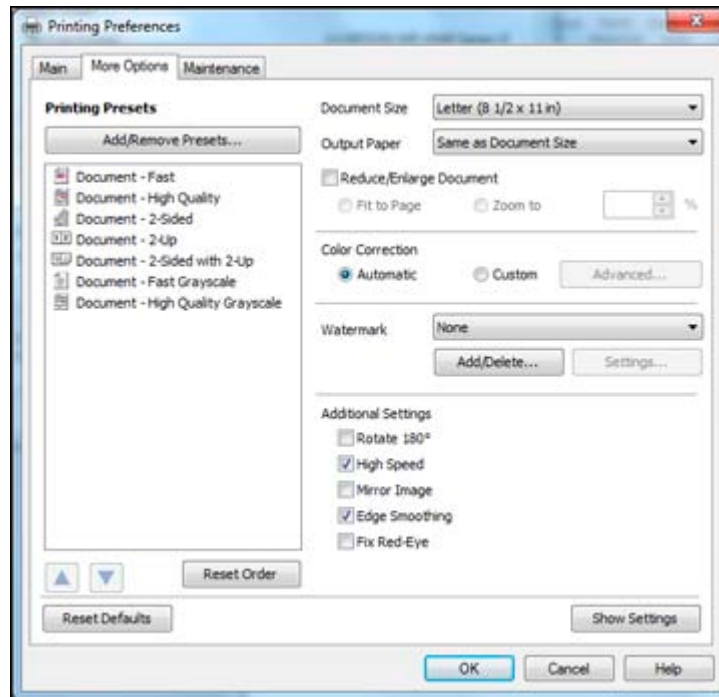
Increased Ink Drying Time

Sets the amount of time required for drying ink after printing on one side of the paper before printing the other side in double-sided printing to prevent ink smearing.

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

Selecting Additional Layout and Print Options - Windows

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



1. To change the size of your printed document or photo, select the **Reduce/Enlarge Document** checkbox and select one of these sizing options:
 - Select the **Fit to Page** option to size your image to fit the paper you loaded. Select the size of the your document or photo as the **Document Size** setting, and the size of your paper as the **Output Paper** setting.
 - Select the **Zoom to** option to reduce or enlarge your document or photo by a specific percentage. Select the percentage in the **%** menu.
2. Select one of the following Color Correction options:
 - Select **Automatic** to automatically adjust the sharpness, brightness, contrast, and color saturation for your image.
 - Select **Custom** and click the **Advanced** button to manually adjust the color correction settings or turn off color management in your printer software.
3. To add a watermark to your printout, select Watermark settings.
4. Select any of the Additional Settings options to customize your print.

[Custom Color Correction Options - Windows](#)

[Additional Settings Options - Windows](#)

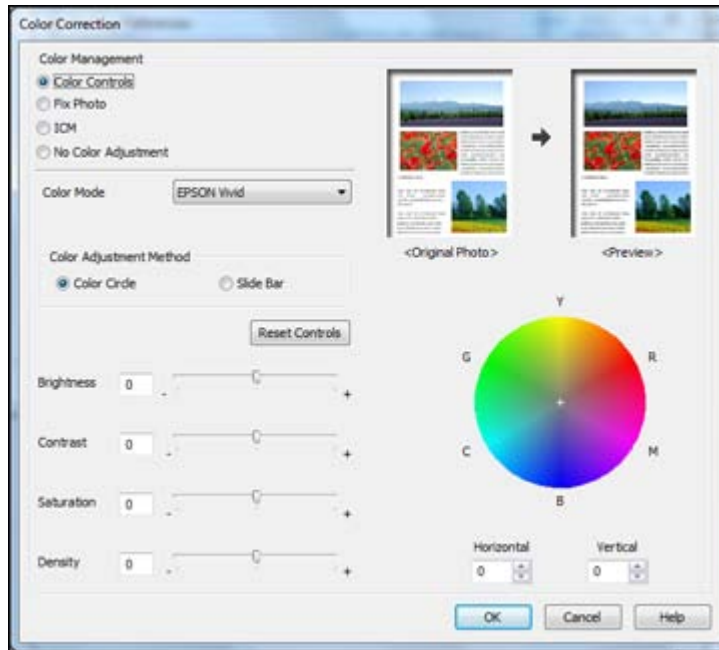
Parent topic: [Printing with Windows](#)

Related tasks

[Printing Your Document or Photo - Windows](#)

Custom Color Correction Options - Windows

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



Color Controls

Lets you select a **Color Mode** setting, individual settings for **Brightness**, **Contrast**, **Saturation**, and **Density**, and individual color tones. If you select the **Adobe RGB** color mode, you can also adjust the midtone density using the **Gamma** setting.

Fix Photo

Improves the color, contrast, and sharpness of flawed photos.

Note: Fix Photo uses a sophisticated face recognition technology to optimize photos that include faces. For this to work, both eyes and the nose must be visible in the subject's face. If your photo includes a face with an intentional color cast, such as a statue, you may want to turn off **Fix Photo** to retain the special color effects.

ICM

Lets you manage color using installed color printing profiles.

No Color Adjustment

Turns off color management in your printer software so you can manage color using only your application software.

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

Additional Settings Options - Windows

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

Rotate 180°

Prints the image rotated 180° from its original orientation.

High Speed

Speeds up printing, but may reduce print quality.

Mirror Image

Flips the printed image left to right.

Edge Smoothing

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

Fix Red-Eye

Reduces or removes red-eye in photos.

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

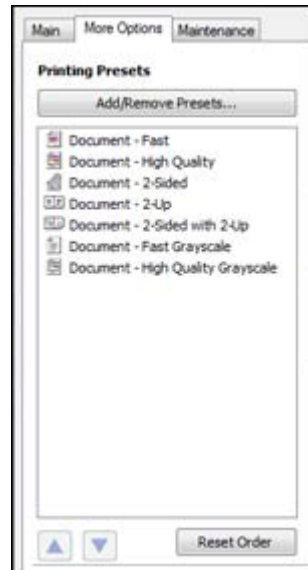
Selecting a Printing Preset - Windows

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

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

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

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



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

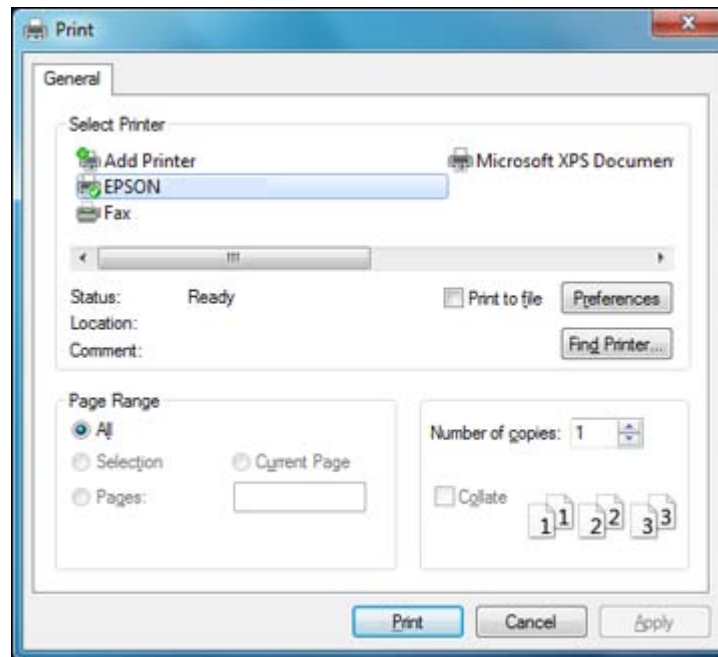
Parent topic: [Printing with Windows](#)

Printing Your Document or Photo - Windows

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

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

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



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

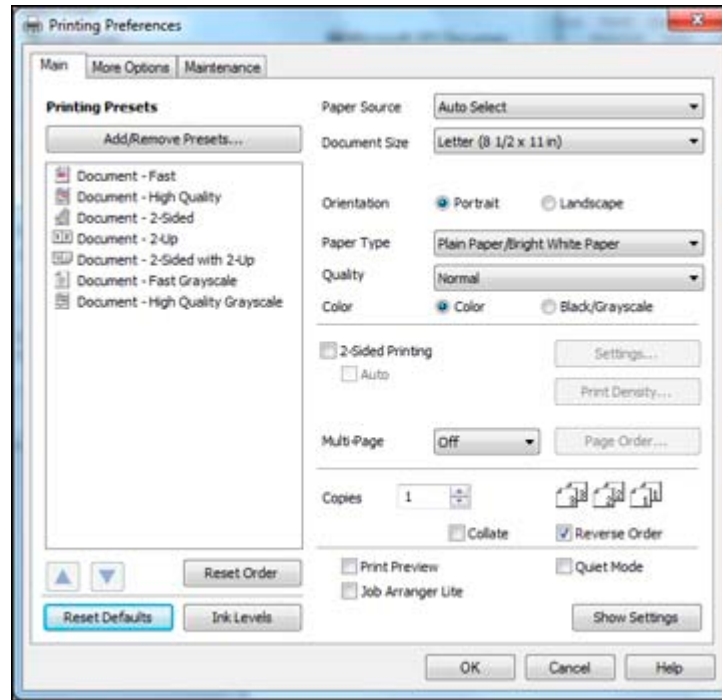
Parent topic: [Printing with Windows](#)

Selecting Default Print Settings - Windows

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

1. Right-click the product icon in the Windows taskbar.
2. Select **Printer Settings**.

You see the printer settings window:



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

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

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

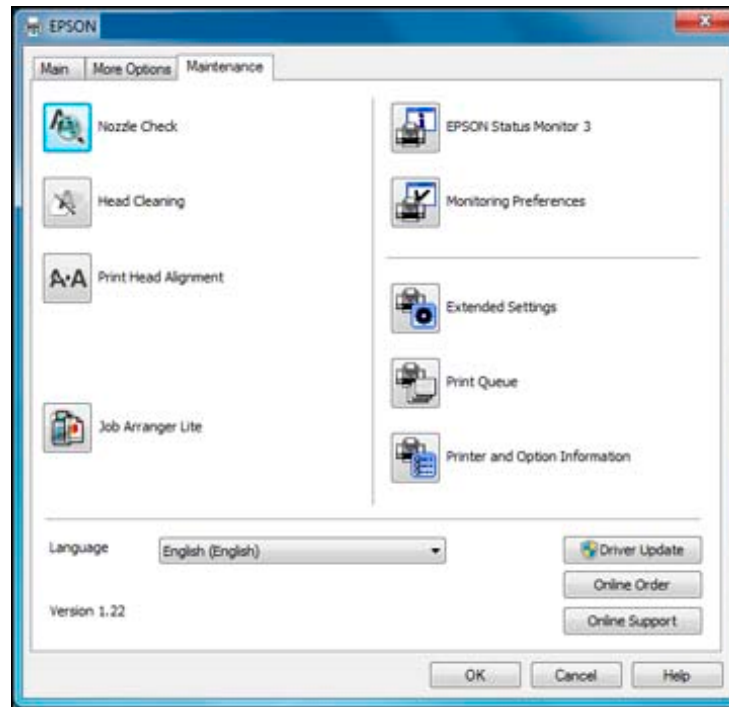
Parent topic: [Printing with Windows](#)

Changing the Language of the Printer Software Screens

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

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

You see the maintenance options:



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

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

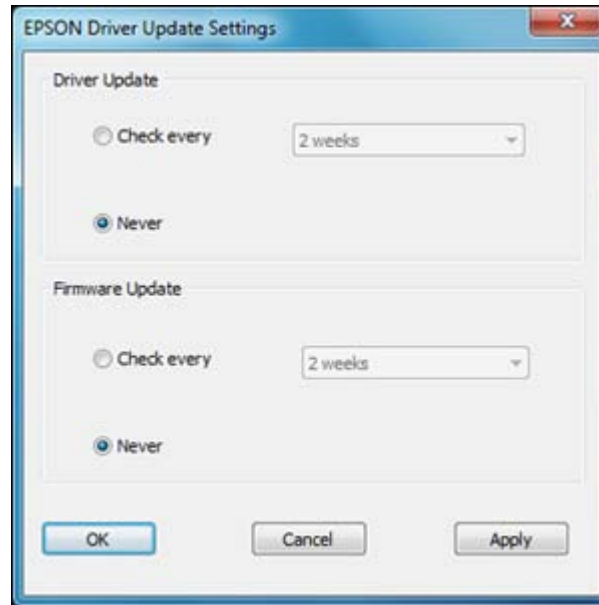
Parent topic: [Selecting Default Print Settings - Windows](#)

Changing Automatic Update Options

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

1. Right-click the product icon in the Windows taskbar.
2. Select **Auto Update Settings**.

You see a window like this:



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

Note: If you choose to disable the automatic update feature, it's a good idea to periodically check for updates.

Parent topic: [Printing with Windows](#)

Related tasks

[Checking for Software Updates](#)

Printing with Mac OS X 10.5, 10.6, or 10.7

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

[Selecting Basic Print Settings - Mac OS X 10.5/10.6/10.7](#)

- [Selecting Page Setup Settings - Mac OS X 10.5/10.6/10.7](#)
- [Selecting Print Layout Options - Mac OS X 10.5/10.6/10.7](#)
- [Sizing Printed Images - Mac OS X 10.5/10.6/10.7](#)
- [Selecting Double-sided Printing Settings - Mac OS X 10.5/10.6/10.7](#)
- [Managing Color - Mac OS X 10.5/10.6/10.7](#)
- [Printing Your Document or Photo - Mac OS X 10.5/10.6/10.7](#)
- [Selecting Printing Preferences - Mac OS X 10.5/10.6/10.7](#)

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

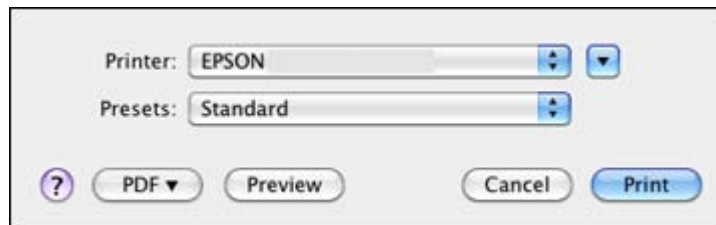
Selecting Basic Print Settings - Mac OS X 10.5/10.6/10.7

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

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

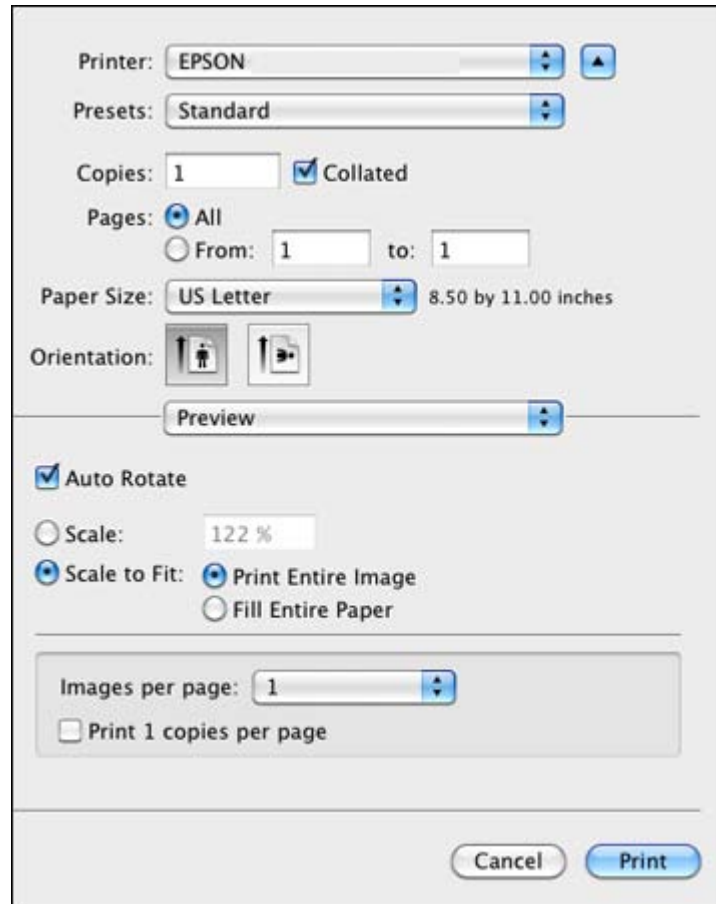
Note: You may need to select a print icon on your screen, the **Print** option in the **File** menu, or another command. See your application's help utility for details.

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



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

You see the expanded printer settings window for your product:



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

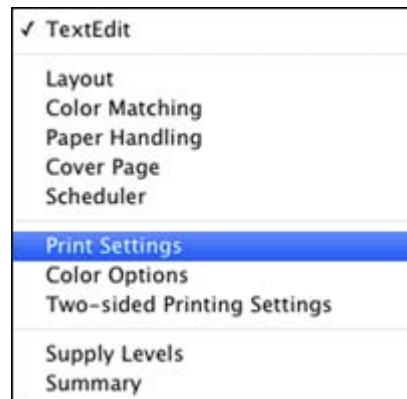
5. Select the **Copies** and **Pages** settings as necessary.

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

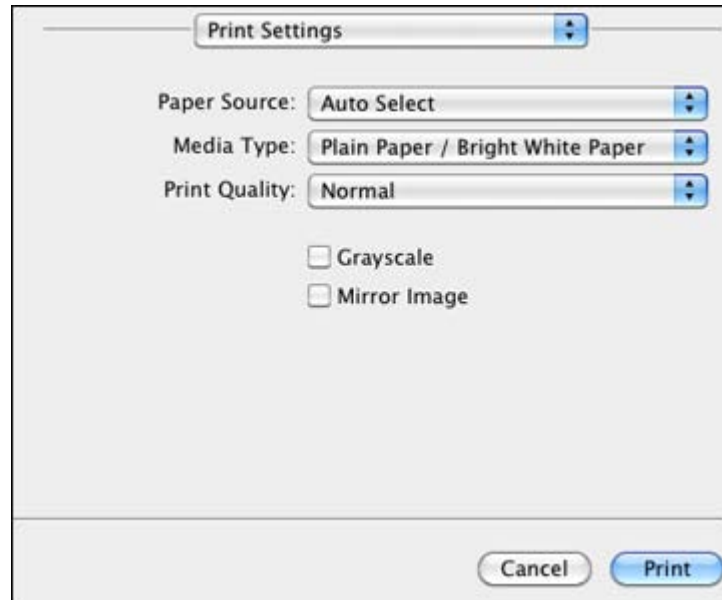
6. Select the page setup options: **Paper Size** and **Orientation**.

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

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



You see these settings:



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

Note: Check the paper type settings list for details.

10. Select the **Print Quality** setting you want to use.
11. Select any of the available print options.

[Paper Source Options - Mac OS X 10.5/10.6/10.7](#)

[Print Quality Options - Mac OS X 10.5/10.6/10.7](#)

[Print Options - Mac OS X 10.5/10.6/10.7](#)

Parent topic: [Printing with Mac OS X 10.5, 10.6, or 10.7](#)

Related references

[Paper or Media Type Settings](#)

Related tasks

[Selecting Page Setup Settings - Mac OS X 10.5/10.6/10.7](#)

[Printing Your Document or Photo - Mac OS X 10.5/10.6/10.7](#)

Paper Source Options - Mac OS X 10.5/10.6/10.7

You can select any of the available options in the Paper Source menu to print from paper loaded in that source.

Auto Select

Automatically selects the paper source based on the selected paper size.

Rear MP Tray

Selects the paper in the rear MP tray as the paper source.

Paper Cassette 1

Selects the paper in cassette 1 as the paper source.

Paper Cassette 2

Selects the paper in cassette 2 as the paper source.

Note: If your product only has one paper cassette, the **Paper Cassette 2** option will not be available.

Parent topic: [Selecting Basic Print Settings - Mac OS X 10.5/10.6/10.7](#)

Print Quality Options - Mac OS X 10.5/10.6/10.7

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

Economy

For fast printing with reduced quality.

Normal

For everyday text and image printing.

Fine

For text and graphics with good quality and print speed.

Quality

For photos and graphics with good quality and print speed.

High Quality

For photos and graphics with high print quality.

Best Quality

For the best print quality, but the slowest print speed.

Parent topic: [Selecting Basic Print Settings - Mac OS X 10.5/10.6/10.7](#)

Print Options - Mac OS X 10.5/10.6/10.7

You can select any of the print options to customize your print. Some options may be unavailable, depending on other settings you have chosen.

Grayscale

Prints text and graphics in black or shades of gray.

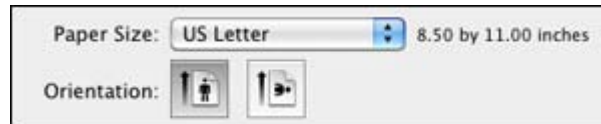
Mirror Image

Flips the printed image left to right.

Parent topic: [Selecting Basic Print Settings - Mac OS X 10.5/10.6/10.7](#)


Selecting Page Setup Settings - Mac OS X 10.5/10.6/10.7

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



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

1. Select the size of the paper you loaded as the **Paper Size** setting. You can also select a custom setting to create a custom paper size.
2. Select the orientation of your document or photo as shown in the print window.

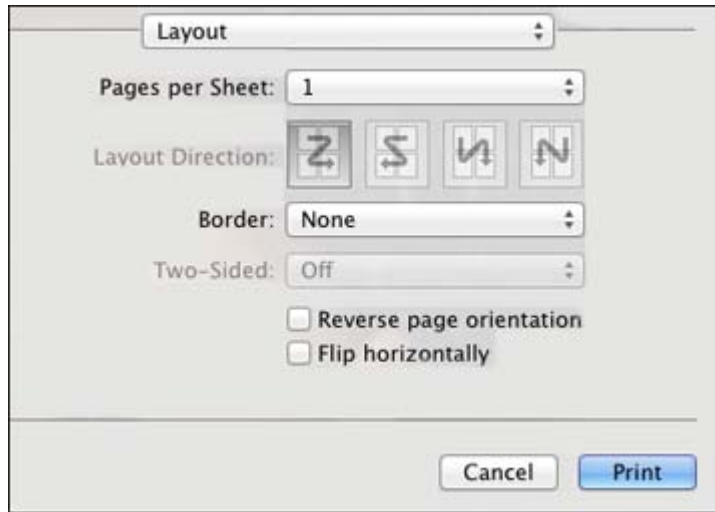
Note: If you are printing an envelope, select the  icon.

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

Parent topic: [Printing with Mac OS X 10.5, 10.6, or 10.7](#)

Selecting Print Layout Options - Mac OS X 10.5/10.6/10.7

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

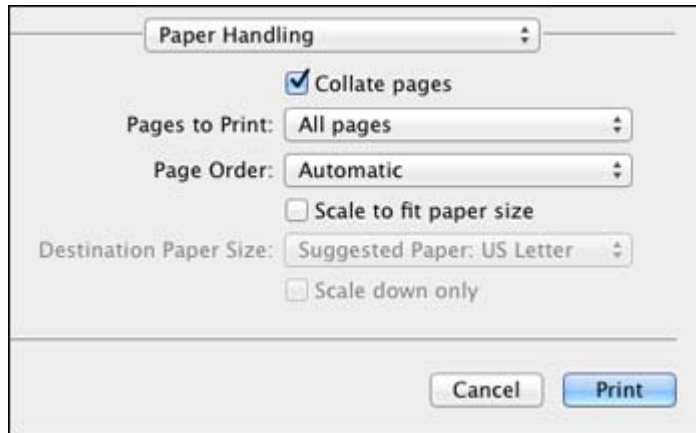


- To print multiple pages on one sheet of paper, select the number of pages in the **Pages per Sheet** pop-up menu. To arrange the print order of the pages, select a **Layout Direction** setting.
- To print borders around each page on the sheet, select a line setting from the **Border** pop-up menu.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

Parent topic: [Printing with Mac OS X 10.5, 10.6, or 10.7](#)

Sizing Printed Images - Mac OS X 10.5/10.6/10.7

You can adjust the size of the image as you print it by selecting **Paper Handling** from the pop-up menu on the Print window.

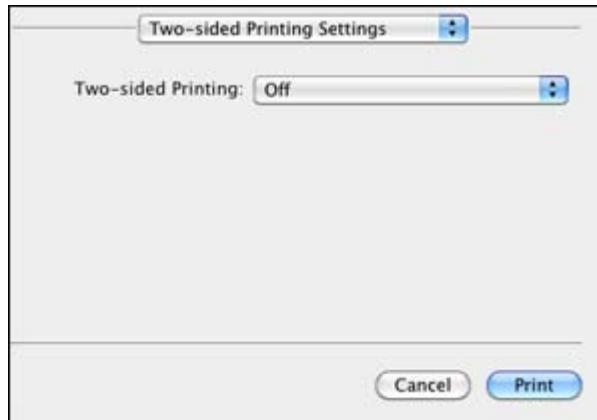


- To print only selected pages in a multi-page document, select an option from the **Pages to Print** pop-up menu.
- To adjust the order in which pages are printed, select an option from the **Page Order** pop-up menu.
- To scale the image to fit on a specific paper size, select the **Scale to fit paper size** checkbox and select a paper size from the **Destination Paper Size** pop-up menu.

Parent topic: [Printing with Mac OS X 10.5, 10.6, or 10.7](#)

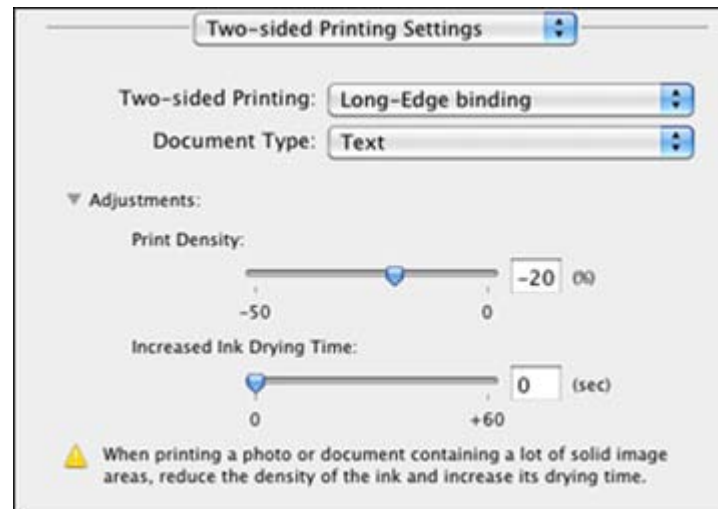
Selecting Double-sided Printing Settings - Mac OS X 10.5/10.6/10.7

You can print on both sides of the paper by selecting **Two-sided Printing Settings** from the pop-up menu on the print window.



Note: Some options may be pre-selected or unavailable, depending on other settings you have chosen or if you are accessing the product over a network. This screen may be different, depending on the version of Mac OS X you are using.

1. Select one of the **Two-sided Printing** options.
2. Select the type of document you are printing as the **Document Type** setting. The software automatically sets the Adjustments options for that document type.



3. If necessary, customize the Adjustments settings as instructed on the screen.
4. Print a test copy of your double-sided document to test the selected settings.
5. Follow any instructions displayed on the screen during printing.

[Double-sided Printing Options and Adjustments - Mac OS X](#)

Parent topic: [Printing with Mac OS X 10.5, 10.6, or 10.7](#)

Double-sided Printing Options and Adjustments - Mac OS X

You can select any of the available options in the **Two-sided Printing Settings** or **Output Settings** pop-up menu to set up your double-sided print job.

Two-sided Printing Options

Long-Edge binding

Orients double-sided printed pages to be bound on the long edge of the paper.

Short-Edge binding

Orients double-sided printed pages to be bound on the short edge of the paper.

Adjustments

Print Density

Sets the level of ink coverage for double-sided printing.

Increased Ink Drying Time

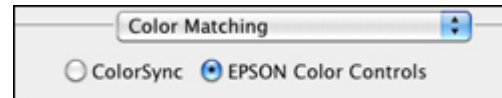
Sets the amount of time required for drying ink after printing on one side of the paper before printing the other side in double-sided printing.

Parent topic: [Selecting Double-sided Printing Settings - Mac OS X 10.5/10.6/10.7](#)

Managing Color - Mac OS X 10.5/10.6/10.7

You can adjust the Color Matching and Color Options settings to fine-tune the colors in your printout, or turn off color management in your printer software.

1. Select **Color Matching** from the pop-up menu in the print window.



2. Select one of the available options.

3. Select **Color Options** from the pop-up menu in the print window.



Note: The available settings on the Color Options menu depend on the option you selected on the Color Matching menu.

4. Select one of the available options.

[Color Matching and Color Options - Mac OS X 10.5/10.6/10.7](#)

Parent topic: [Printing with Mac OS X 10.5, 10.6, or 10.7](#)

Color Matching and Color Options - Mac OS X 10.5/10.6/10.7

You can select from these settings on the Color Matching and Color Options menus.

Color Matching Settings

EPSON Color Controls

Lets you manage color using controls in your printer software, or turn off color management.

ColorSync

Prints using standard color profiles for your product and paper to help match image colors. You can customize the conversion method and filter settings on the ColorSync pop-up menu in the print window.

Color Options Settings

Manual Settings

Lets you select manual color adjustments. Click the arrow next to **Advanced Settings** and select settings for **Brightness**, **Contrast**, **Saturation**, and individual color tones. You can also select a color **Mode** setting for printing photos and graphics. If you select the **Adobe RGB** color mode, you can also adjust the midtone density using the **Gamma** setting.

Fix Photo

Improves the color, contrast, and sharpness of flawed photos.

Note: Fix Photo uses a sophisticated face recognition technology to optimize photos that include faces. For this to work, both eyes and the nose must be visible in the subject's face. If your photo includes a face with an intentional color cast, such as a statue, you may want to turn off **Fix Photo** to retain the special color effects.

Fix Red-Eye

Reduces or removes red-eye in photos.

Off (No Color Adjustment)

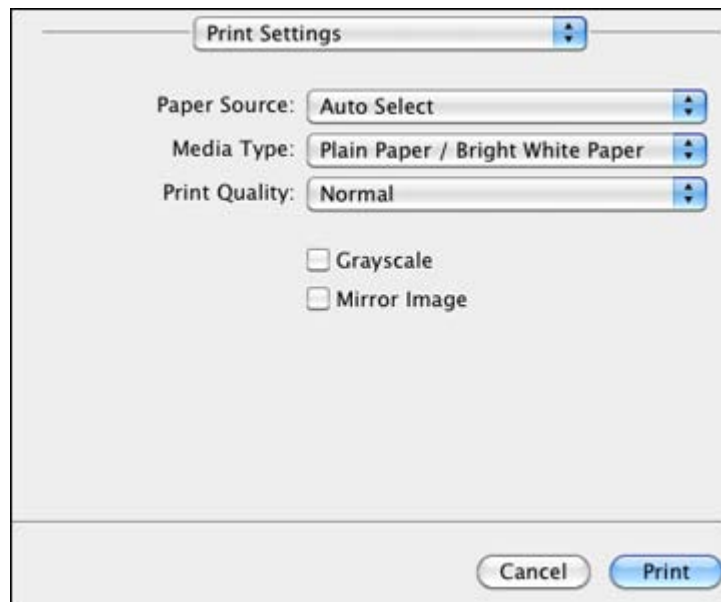
Turns off color management in your printer software so you can manage color using only your application software.

Parent topic: [Managing Color - Mac OS X 10.5/10.6/10.7](#)

Printing Your Document or Photo - Mac OS X 10.5/10.6/10.7

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

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



[Checking Print Status - Mac OS X 10.5/10.6/10.7](#)

Parent topic: [Printing with Mac OS X 10.5, 10.6, or 10.7](#)

Checking Print Status - Mac OS X 10.5/10.6/10.7

During printing, you can view the progress of your print job, control printing, and check ink cartridge status.

1. Click the printer icon when it appears in the Dock.
You see the print status window:
2. Select the following options as necessary:
 - To cancel printing, click the print job and click **Delete**.
 - To pause printing, click the print job and click **Hold**. To resume printing, click the print job marked "Hold" and click **Resume**.
 - To pause printing for all queued print jobs, click **Pause Printer**.
 - To check ink status, click **Supply Levels**.

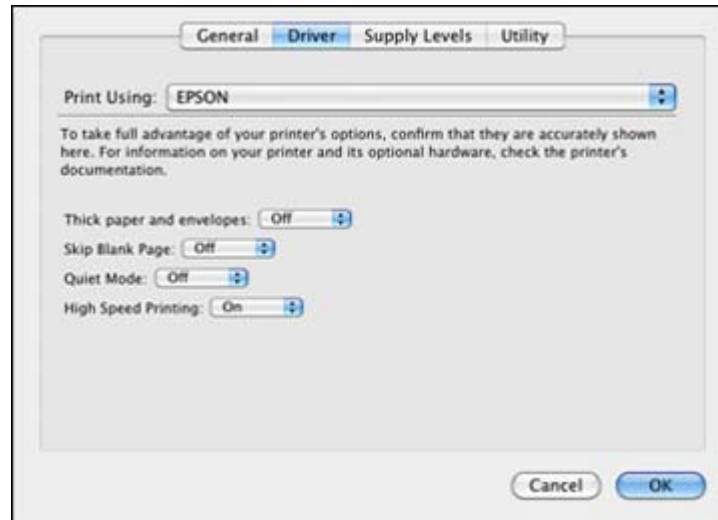
Parent topic: [Printing Your Document or Photo - Mac OS X 10.5/10.6/10.7](#)

Selecting Printing Preferences - Mac OS X 10.5/10.6/10.7

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

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

You see this screen:



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

[Printing Preferences - Mac OS X 10.5/10.6/10.7](#)

Parent topic: [Printing with Mac OS X 10.5, 10.6, or 10.7](#)

Printing Preferences - Mac OS X 10.5/10.6/10.7

You can select from these settings on the Driver tab.

Thick paper and envelopes

Prevents ink from smearing when you print on envelopes or other thick paper.

Skip Blank Page

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

Quiet Mode

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

High Speed Printing

Speeds up printing, but may reduce print quality.

Parent topic: [Selecting Printing Preferences - Mac OS X 10.5/10.6/10.7](#)

Printing with Mac OS X 10.4

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

[Selecting Page Setup Settings - Mac OS X 10.4](#)

[Selecting Basic Print Settings - Mac OS X 10.4](#)

[Selecting Print Layout Options - Mac OS X 10.4](#)

[Sizing Printed Images - Mac OS X 10.4](#)

[Selecting Double-sided Printing Settings - Mac OS X 10.4](#)

[Managing Color - Mac OS X 10.4](#)

[Selecting Printing Preferences - Mac OS X 10.4](#)

[Printing Your Document or Photo - Mac OS X 10.4](#)

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

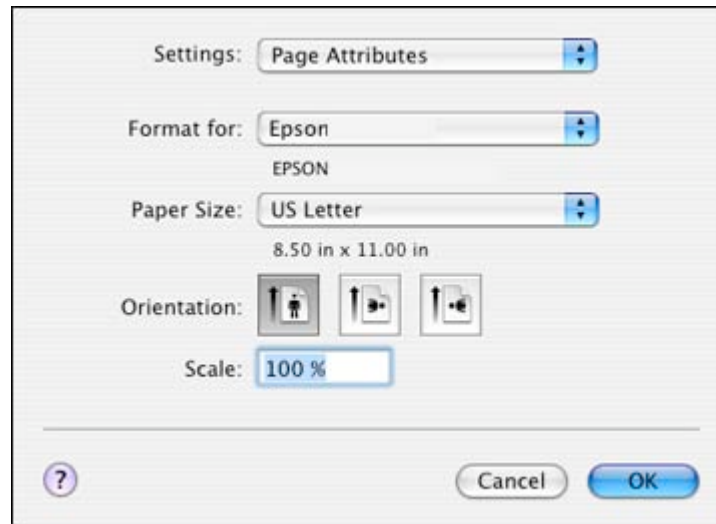
Selecting Page Setup Settings - Mac OS X 10.4

Select the page setup settings for the document or photo you want to print.


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

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

3. Select your product as the **Format for** setting.



4. Select the size of the paper you loaded as the **Paper Size** setting. You can also select a custom setting to create a custom paper size.
5. Select the orientation of your document or photo as shown in the page setup window.

Note: If you are printing an envelope, select the  icon.

6. To reduce or enlarge the size of the printed image, select a different **Scale** setting.
7. Click **OK** to close the window.

Parent topic: [Printing with Mac OS X 10.4](#)

Related tasks

[Selecting Basic Print Settings - Mac OS X 10.4](#)

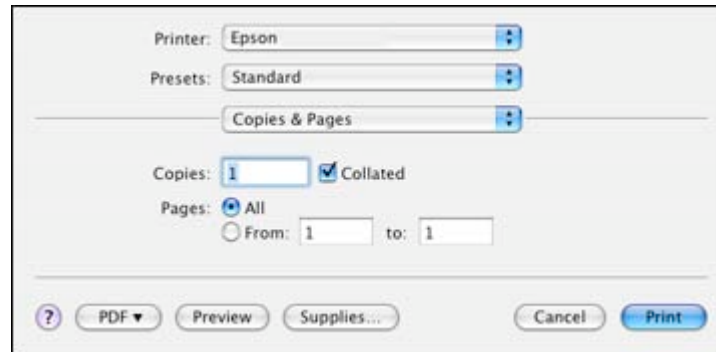
Selecting Basic Print Settings - Mac OS X 10.4

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

1. Select the print command in your application.

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

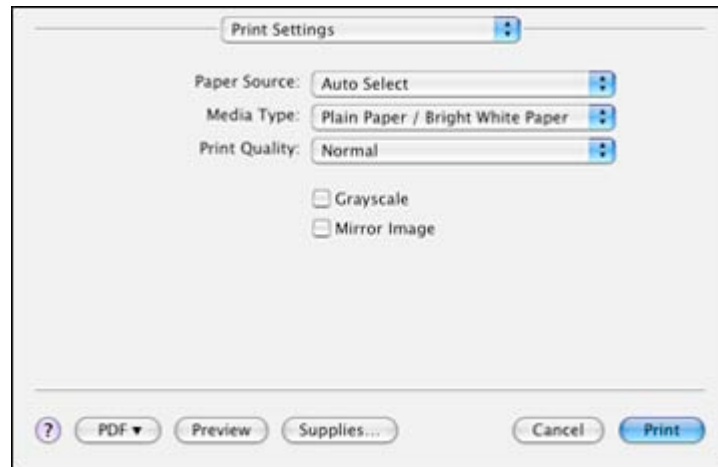
2. Select your product as the **Printer** setting.



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

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

4. Select **Print Settings** from the pop-up menu.



5. Select the **Paper Source** setting that indicates where you loaded the paper you want to print on.
6. Select the type of paper you loaded as the **Media Type** setting.

Note: Check the paper type settings list for details.

7. Select the **Print Quality** setting you want to use.
8. Select any of the available print options.

[Paper Source Options - Mac OS X 10.4](#)

[Print Quality Options - Mac OS X 10.4](#)

[Print Options - Mac OS X 10.4](#)

Parent topic: [Printing with Mac OS X 10.4](#)

Related references

[Paper or Media Type Settings](#)

Related tasks

[Printing Your Document or Photo - Mac OS X 10.4](#)

Paper Source Options - Mac OS X 10.4

You can select any of the available options in the Paper Source menu to print from paper loaded in that source.

Auto Select

Automatically selects the paper source based on the selected paper size.

Rear MP Tray

Selects the paper in the rear MP tray as the paper source.

Paper Cassette 1

Selects the paper in cassette 1 as the paper source.

Paper Cassette 2

Selects the paper in cassette 2 as the paper source.

Note: If your product only has one paper cassette, the **Paper Cassette 2** option will not be available.

Parent topic: [Selecting Basic Print Settings - Mac OS X 10.4](#)

Print Quality Options - Mac OS X 10.4

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

Economy

For fast printing with reduced quality.

Normal

For everyday text and image printing.

Fine

For text and graphics with good quality and print speed.

Quality

For photos and graphics with good quality and print speed.

High Quality

For photos and graphics with high print quality.

Best Quality

For the best print quality, but the slowest print speed.

Parent topic: [Selecting Basic Print Settings - Mac OS X 10.4](#)

Print Options - Mac OS X 10.4

You can select any of the print options to customize your print. Some options may be unavailable, depending on other settings you have chosen.

Grayscale

Prints text and graphics in black or shades of gray.

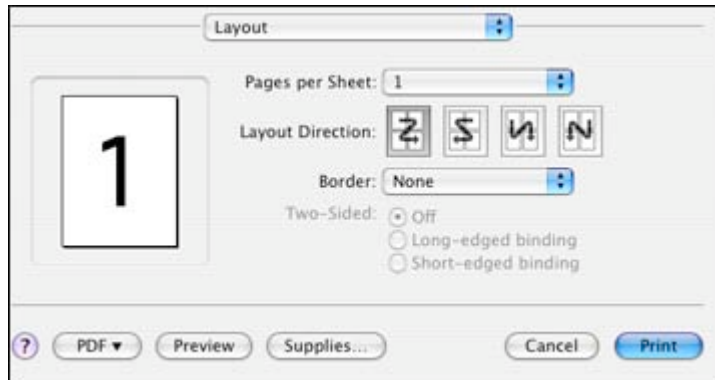
Mirror Image

Flips the printed image left to right.

Parent topic: [Selecting Basic Print Settings - Mac OS X 10.4](#)

Selecting Print Layout Options - Mac OS X 10.4

You can select layout options for multi-page documents by selecting **Layout** from the pop-up menu on the print window.



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

Parent topic: [Printing with Mac OS X 10.4](#)

Sizing Printed Images - Mac OS X 10.4

You can adjust the size of the image as you print it by selecting **Paper Handling** from the pop-up menu on the print window.



- To adjust the order in which pages are printed, select one of the **Page Order** options.
- To print only selected pages in a multi-page document, select one of the **Print** options.
- To scale the image to fit on a specific paper size, select the **Scale to fit paper size** option and select a paper size from the pop-up menu.

Parent topic: [Printing with Mac OS X 10.4](#)

Selecting Double-sided Printing Settings - Mac OS X 10.4

You can print on both sides of the paper by selecting **Two-sided Printing Settings** from the pop-up menu on the print window.



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

1. Select one of the **Two-sided Printing** options.
2. Select the type of document you are printing as the **Document Type** setting. The software automatically sets the Adjustments options for that document type.



3. If necessary, customize the Adjustments settings as instructed on the screen.
4. Print a test copy of your double-sided document to test the selected settings.
5. Follow any instructions displayed on the screen during printing.

Parent topic: [Printing with Mac OS X 10.4](#)

Related references

[Double-sided Printing Options and Adjustments - Mac OS X](#)

Managing Color - Mac OS X 10.4

You can adjust the Color Options settings to fine-tune the colors in your printout, or turn off color management in your printer software.

1. Select **Color Options** from the pop-up menu in the print window.



2. Select one of the available options.

[Color Options - Mac OS X 10.4](#)

Parent topic: [Printing with Mac OS X 10.4](#)

Color Options - Mac OS X 10.4

You can select from these settings on the Color Options menu.

Manual Settings

Lets you select manual color adjustments. Click the arrow next to **Advanced Settings** and select settings for **Brightness**, **Contrast**, **Saturation**, and individual color tones. You can also select a color **Mode** setting for printing photos and graphics. If you select the **Adobe RGB** color mode, you can also adjust the midtone density using the **Gamma** setting.

ColorSync

Prints using standard color profiles for your product and paper to help match image colors. You can customize the conversion method and filter settings on the **ColorSync** pop-up menu in the print window.

Off (No Color Adjustment)

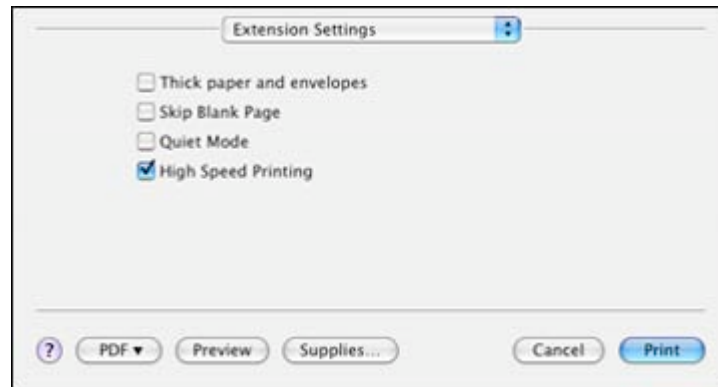
Turns off color management in your printer software so you can manage color using only your application software.

Parent topic: [Managing Color - Mac OS X 10.4](#)

Selecting Printing Preferences - Mac OS X 10.4

You can select various printing preferences from the Extension Settings menu.

1. Select **Extension Settings** from the pop-up menu in the print window.



2. Select any of the available printing preferences.

[Printing Preferences - Mac OS X 10.4](#)

Parent topic: [Printing with Mac OS X 10.4](#)

Printing Preferences - Mac OS X 10.4

You can select from these settings on the Driver tab.

Thick paper and envelopes

Prevents ink from smearing when you print on envelopes or other thick paper.

Skip Blank Page

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

Quiet Mode

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

High Speed Printing

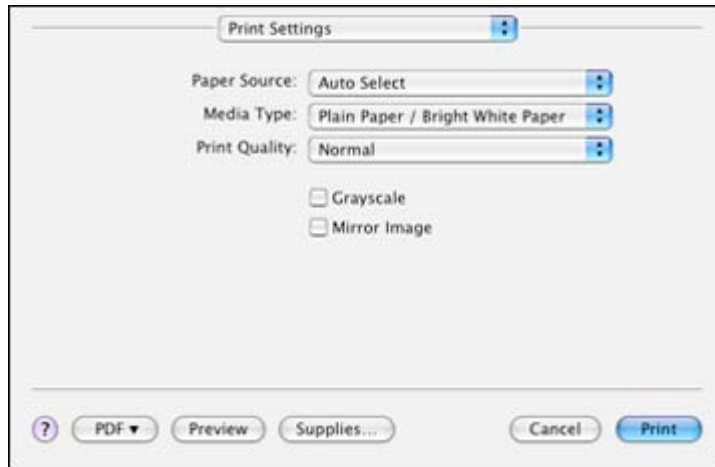
Speeds up printing, but may reduce print quality.

Parent topic: [Selecting Printing Preferences - Mac OS X 10.4](#)

Printing Your Document or Photo - Mac OS X 10.4

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

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



[Checking Print Status - Mac OS X 10.4](#)

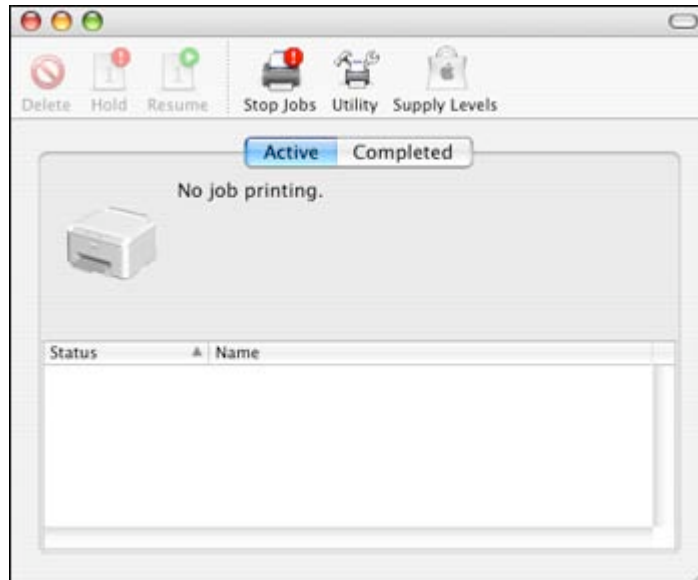
Parent topic: [Printing with Mac OS X 10.4](#)

Checking Print Status - Mac OS X 10.4

During printing, you can view the progress of your print job, control printing, and check ink cartridge status.

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

You see the print status window:




2. Select the following options as necessary:

- To cancel printing, click the print job and click **Delete**.
- To pause printing, click the print job and click **Hold**. To resume printing, click the print job marked "Hold" and click **Resume**.
- To check ink status, click **Supply Levels**.

Parent topic: [Printing Your Document or Photo - Mac OS X 10.4](#)

Cancelling Printing Using a Product Button

If you need to cancel a print job, you can press the  cancel button on your product.

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

Replacing Ink Cartridges and Maintenance Boxes

The maintenance box stores ink that gets flushed from the system during print head cleaning. When an ink cartridge is expended or the maintenance box is at the end of its service life, you need to replace it.

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

Note: Please dispose of your used EPSON branded ink cartridges and maintenance boxes responsibly and in accordance with local requirements. If you would like to return your used ink cartridges and maintenance boxes to Epson for proper disposal, please go to www.epson.com/recycle for more information.

[Check Cartridge and Maintenance Box Status](#)

[Purchase EPSON Ink Cartridges and Maintenance Box](#)

[Removing and Installing Ink Cartridges](#)

[Replacing the Maintenance Box](#)

Check Cartridge and Maintenance Box Status

Your printer and its software will let you know when an ink cartridge is low or expended, or when the maintenance box needs to be replaced.

[Checking Cartridge and Maintenance Box Status Lights](#)

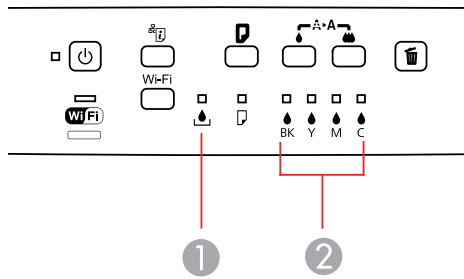
[Checking Cartridge and Maintenance Box Status With Windows](#)



[Checking Cartridge and Maintenance Box Status With Mac OS X](#)

Parent topic: [Replacing Ink Cartridges and Maintenance Boxes](#)

Checking Cartridge and Maintenance Box Status Lights

You can check the status of your ink cartridges and maintenance box by checking the lights on your product.



- 1 The  maintenance box light
- 2 The  ink out lights

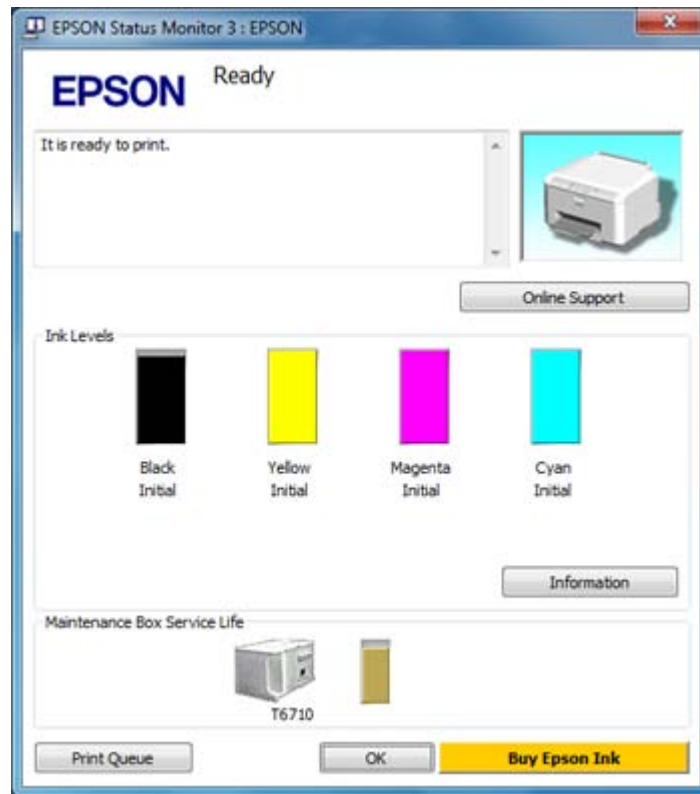
- If the light is flashing, a cartridge is low, or the maintenance box is nearing the end of its service life. You can continue printing until the cartridge or maintenance box needs replacement.
- If the light is red, the cartridge is expended or the maintenance box is at the end of its service life. You must replace the cartridge or maintenance box before you can print.

Parent topic: [Check Cartridge and Maintenance Box Status](#)

Checking Cartridge and Maintenance Box Status With Windows

A low ink reminder appears if you try to print when ink is low, and you can check your cartridge or maintenance box status at any time using a utility on your Windows computer.

1. To check your status, double-click the product icon in the Windows taskbar, then click **Details**.
You see this window:

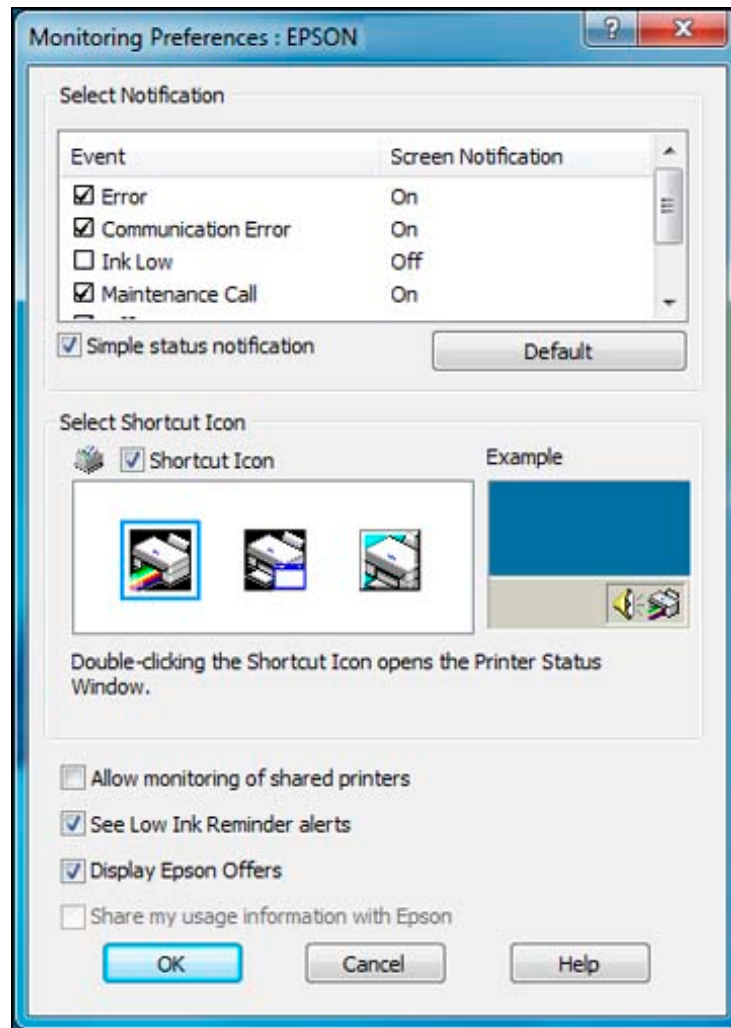


2. Replace or reinstall the maintenance box or any ink cartridge as indicated on the screen.

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

3. To disable the low ink reminder, right-click the product icon in the Windows taskbar and select **Monitoring Preferences**.

You see this window:



4. Deselect the **See Low Ink Reminder alerts** checkbox at the bottom of the screen.
5. To disable promotional offers, deselect the **Display Epson Offers** checkbox.

Parent topic: [Check Cartridge and Maintenance Box Status](#)

Related tasks

[Removing and Installing Ink Cartridges](#)

Checking Cartridge and Maintenance Box Status With Mac OS X

You can check the status of your ink cartridges and maintenance box using a utility on your Mac.

1. Do one of the following:
 - **Mac OS X 10.6/10.7:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **Mac OS X 10.4/10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Open Print Queue** or **Print Queue**. Select **Utility**.
2. Select **EPSON Status Monitor**.

You see this window:



3. Do the following as necessary:

- You can update the ink cartridge and maintenance box status by clicking **Update**.
- Replace or reinstall the maintenance box or any ink cartridge as indicated on the screen.

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

Parent topic: [Check Cartridge and Maintenance Box Status](#)

Related tasks

[Removing and Installing Ink Cartridges](#)

[Replacing the Maintenance Box](#)

Purchase EPSON Ink Cartridges and Maintenance Box

You can purchase genuine EPSON ink, maintenance boxes, 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).

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

Part of the ink from the included set of cartridges is used for priming the printer. Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature. For print quality, a variable amount of ink remains in the cartridge after the "replace cartridge" indicator comes on.

[Ink Cartridge and Maintenance Box Part Numbers](#)

Parent topic: [Replacing Ink Cartridges and Maintenance Boxes](#)

Ink Cartridge and Maintenance Box Part Numbers

Use these part numbers when you order or purchase a new maintenance box or ink cartridges, and use the cartridges within six months of installing them.

Ink color	Part number (High-capacity)	Part number (Super High-capacity)
Black cartridge	676XL	711XXL
Cyan cartridge	676XL	711XXL
Magenta cartridge	676XL	711XXL
Yellow cartridge	676XL	711XXL

Part	Part number
Maintenance box	T671000

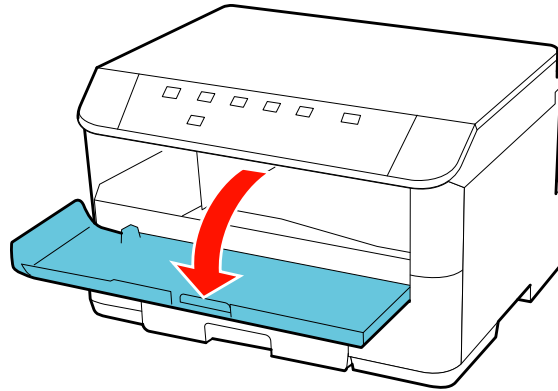
Parent topic: [Purchase EPSON Ink Cartridges and Maintenance Box](#)

Removing and Installing Ink Cartridges

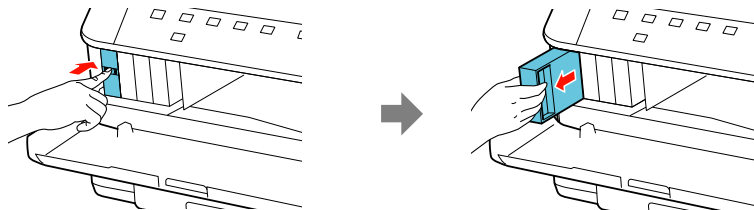
Make sure you have your replacement cartridges handy before you begin. You must install new cartridges immediately after removing the old ones.

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

1. Turn on your product.
2. Note which cartridges need to be replaced.
3. Open the front cover.



4. Push the ink cartridge in, then pull it out of the slot.



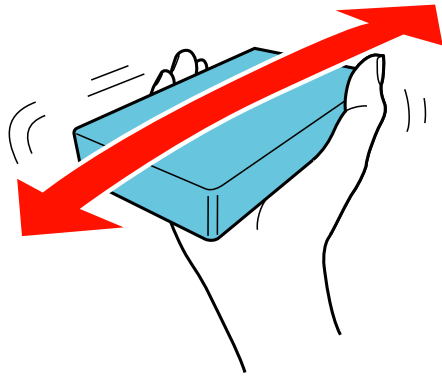
Note: Dispose of used cartridges carefully. Do not take the used cartridge apart or try to refill it.

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

5. Remove the cartridge from the package.

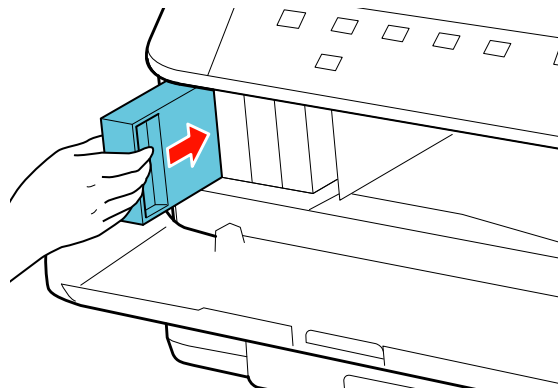
Caution: Do not touch the green chip on the cartridge. Install the new cartridge immediately after removing the old one; if you do not, the print head may dry out and be unable to print.

6. Gently shake the ink cartridge horizontally for about five seconds as shown.

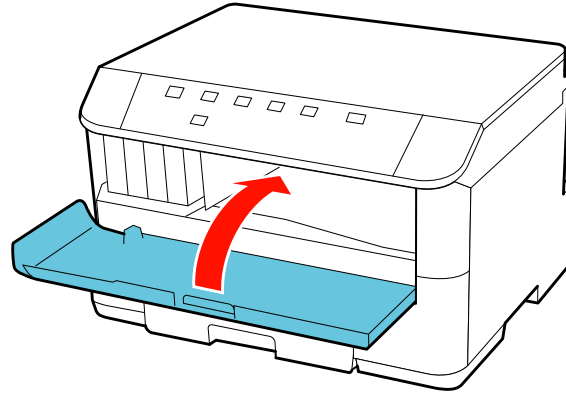


Caution: Do not remove any labels or seals, or ink will leak.

7. Insert the new cartridge into the holder and push it in until it clicks into place.



8. When you are finished, close the front cover.



After the product checks the cartridges, ink replacement is complete. Remove the ink cartridge and reinstall it to clear the error.

Note: Do not turn off the printer during ink replacement.

If you remove a low or expended ink cartridge, you cannot re-install and use the cartridge.

Caution: If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the printer. The valve in the ink supply port is designed to contain any excess ink, but do not touch the ink supply port or surrounding area. Always store ink cartridges with the label facing up; do not store cartridges upside-down.

Parent topic: [Replacing Ink Cartridges and Maintenance Boxes](#)

Related concepts

[Purchase EPSON Ink Cartridges and Maintenance Box](#)

Replacing the Maintenance Box

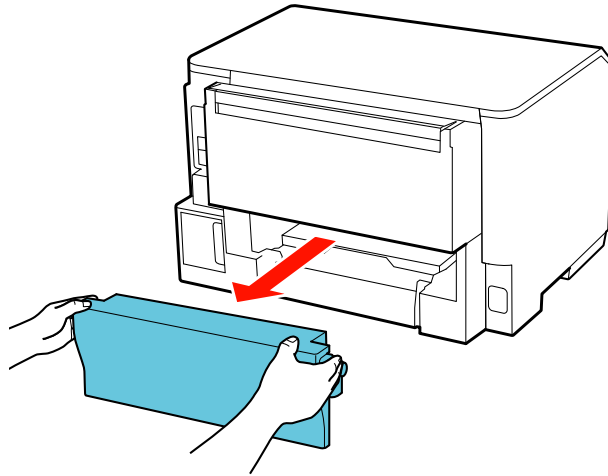
Make sure you have a new maintenance box before you begin.

Caution: Do not reuse a maintenance box that has been removed and left uninstalled for more than a week. Keep the maintenance box away from direct sunlight.

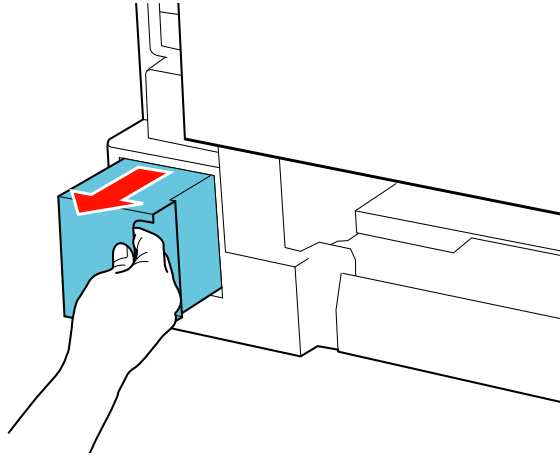
1. Make sure the product is not printing.
2. Remove the new maintenance box from its package.

Caution: Do not touch the green chip on the maintenance box.

3. Press the buttons on the sides of the duplexer (rear unit) and remove it.



4. Grasp the maintenance box as shown and pull it out of its holder.

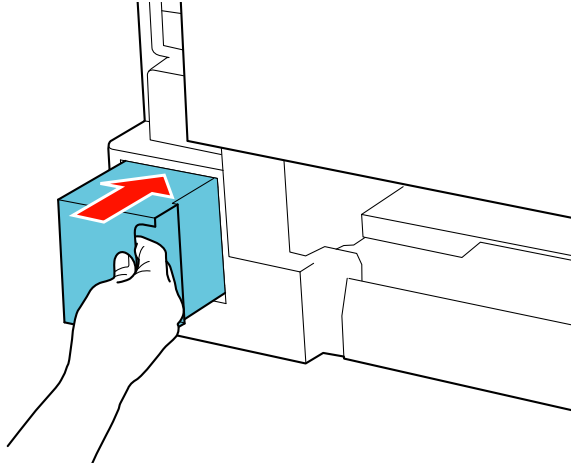


Note: Do not tilt the used maintenance box or take it apart.

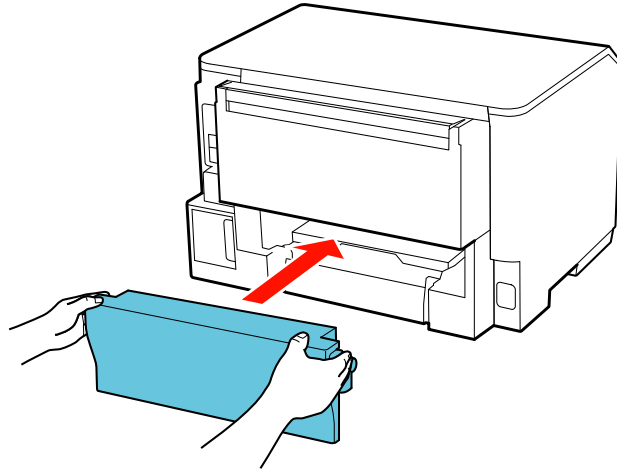
Warning: If ink gets on your skin, wash it thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out and see a doctor right away. Keep the maintenance box out of the reach of children and do not drink the ink.

5. Place the used maintenance box in the plastic bag that came with the new maintenance box. Seal the bag and dispose of it carefully.

6. Insert the new maintenance box into the holder and push it all the way in.



7. Press the buttons on the sides of the duplexer (rear unit) and reattach it.



Parent topic: [Replacing Ink Cartridges and Maintenance Boxes](#)

Related concepts

[Purchase EPSON Ink Cartridges and Maintenance Box](#)

Adjusting Print Quality

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

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

[Print Head Maintenance](#)

[Print Head Alignment](#)

[Cleaning the Paper Path](#)

Print Head Maintenance

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

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

Note: You cannot clean the print head if an ink cartridge is expended, and may not be able to clean it when a cartridge is low. You must replace the cartridge first.

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

Parent topic: [Adjusting Print Quality](#)

Related topics

[Replacing Ink Cartridges and Maintenance Boxes](#)

Print Head Nozzle Check

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

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

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

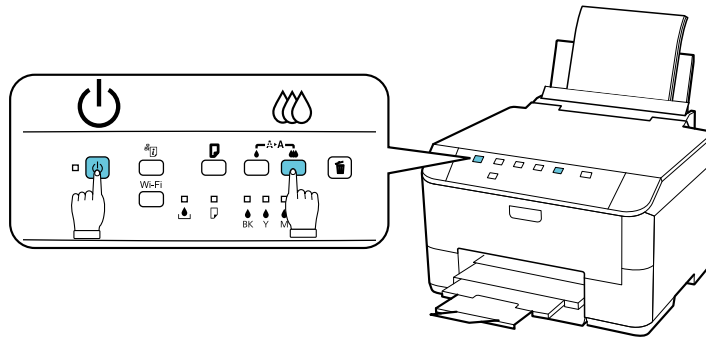
Parent topic: [Print Head Maintenance](#)

Checking the Nozzles Using the Printer Buttons

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

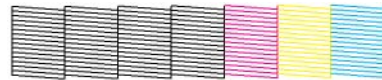
1. Load a few sheets of plain paper in the product.
2. Turn off the product.

3. Hold down the 🔥 color cleaning button as you press the ⏻ power button to turn the printer back on. Hold down both buttons until the power light begins to flash, then release the buttons.

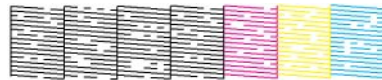


4. Check the printed pattern to see if there are gaps in the lines.

Print head is clean



Print head needs cleaning



5. If there are no gaps, the print head is clean and you can continue printing.
If there are gaps or the pattern is faint, clean the print head.

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

Related topics

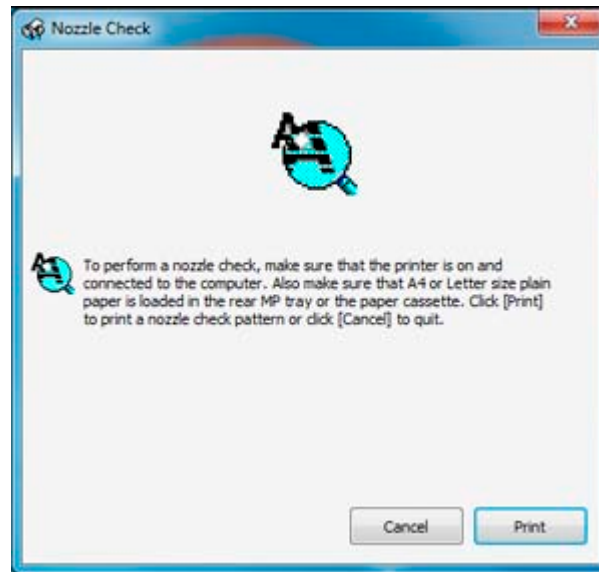
[Replacing Ink Cartridges and Maintenance Boxes](#)

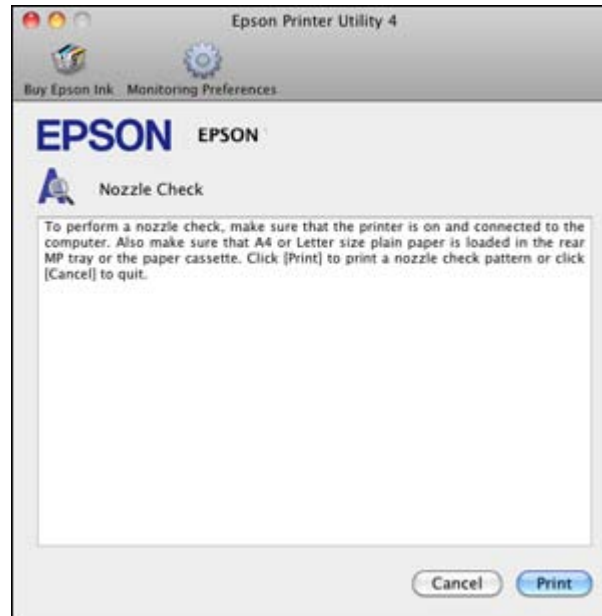
Checking the Nozzles Using a Computer Utility

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

1. Load a few sheets of plain paper in the product.
2. Do one of the following:
 - **Windows:** Right-click the product icon in the Windows taskbar.
 - **Mac OS X 10.6/10.7:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **Mac OS X 10.4/10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Open Print Queue** or **Print Queue**. Select **Utility**.
3. Select **Nozzle Check**.

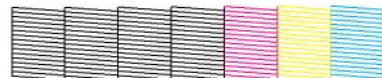
You see one of these windows:



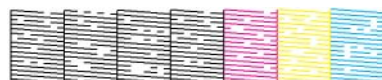


4. Click **Print**.
5. Check the printed pattern to see if there are gaps in the lines.

Print head is clean



Print head needs cleaning



6. If there are no gaps, click **Finish**.
If there are gaps or the pattern is faint, clean the print head.

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

Related concepts

[Print Head Cleaning](#)

Related topics

[Replacing Ink Cartridges and Maintenance Boxes](#)

Print Head Cleaning

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

Note: You cannot clean the print head if an ink cartridge is expended, and may not be able to clean it when a cartridge is low. You must replace the cartridge first.

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

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

Parent topic: [Print Head Maintenance](#)

Related topics

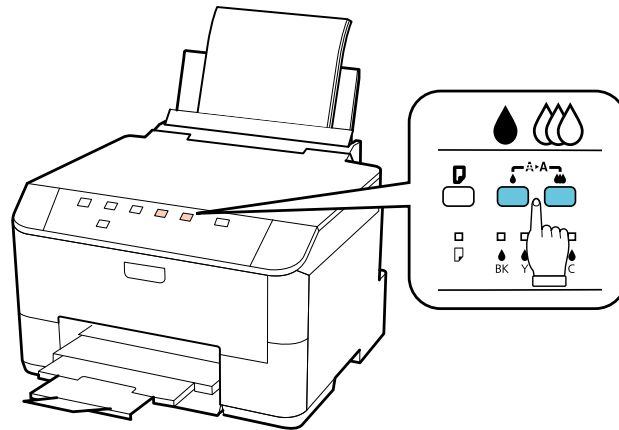
[Replacing Ink Cartridges and Maintenance Boxes](#)

Cleaning the Print Head Using the Printer Buttons

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

1. Make sure no printer lights are indicating errors.
2. Load a few sheets of plain paper in the product.

3. Hold down either the  black cleaning or the  color cleaning button for 3 seconds to start the cleaning cycle, which lasts around 1 minute.



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

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

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

If you don't see any improvement after cleaning the print head up to 4 times, turn off the product and wait at least 6 hours. Then try cleaning the print head again. If quality still does not improve, one of the ink cartridges may be old or damaged and needs to be replaced.

Parent topic: [Print Head Cleaning](#)

Related topics

[Replacing Ink Cartridges and Maintenance Boxes](#)

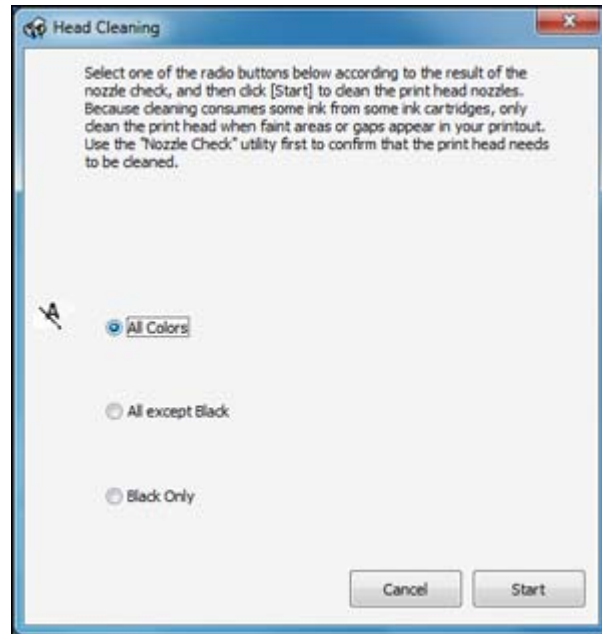
Cleaning the Print Head Using a Computer Utility

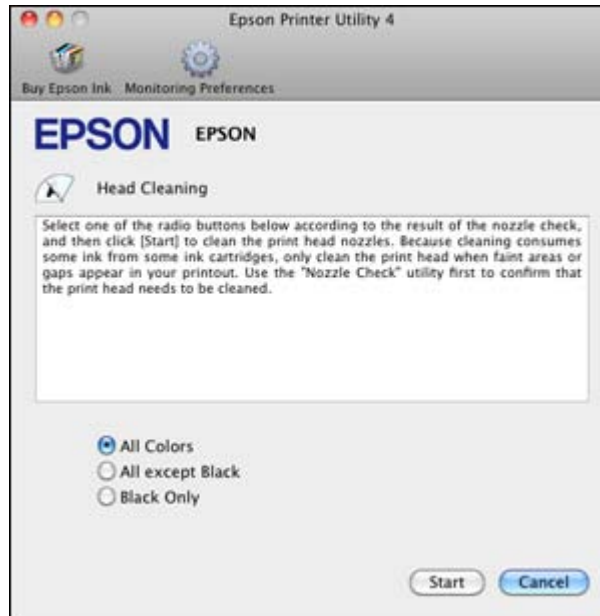
You can clean the print head using a utility on your Windows computer or Mac.

1. Load a few sheets of plain paper in the product.
2. Do one of the following:
 - **Windows:** Right-click the product icon in the Windows taskbar.


- **Mac OS X 10.6/10.7:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **Mac OS X 10.4/10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Open Print Queue** or **Print Queue**. Select **Utility**.
3. Select **Head Cleaning**.

You see one of these windows:






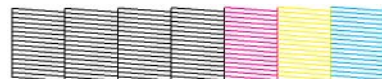
4. Select the cleaning cycle you want to run, based on the nozzle check pattern.
5. Click **Start** to begin the cleaning cycle.

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

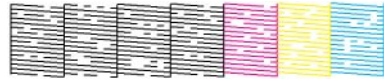
Caution: Never turn off the product during a cleaning cycle or you may damage it.

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

Print head is clean



Print head needs cleaning



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

If you don't see any improvement after cleaning the print head up to 4 times, turn off the product and wait at least 6 hours. Then try cleaning the print head again. If quality still does not improve, one of the ink cartridges may be old or damaged and needs to be replaced.

Parent topic: [Print Head Cleaning](#)

Related topics

[Replacing Ink Cartridges and Maintenance Boxes](#)

Print Head Alignment

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

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

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

Parent topic: [Adjusting Print Quality](#)

Related concepts

[Print Head Cleaning](#)

Aligning the Print Head Using a Computer Utility

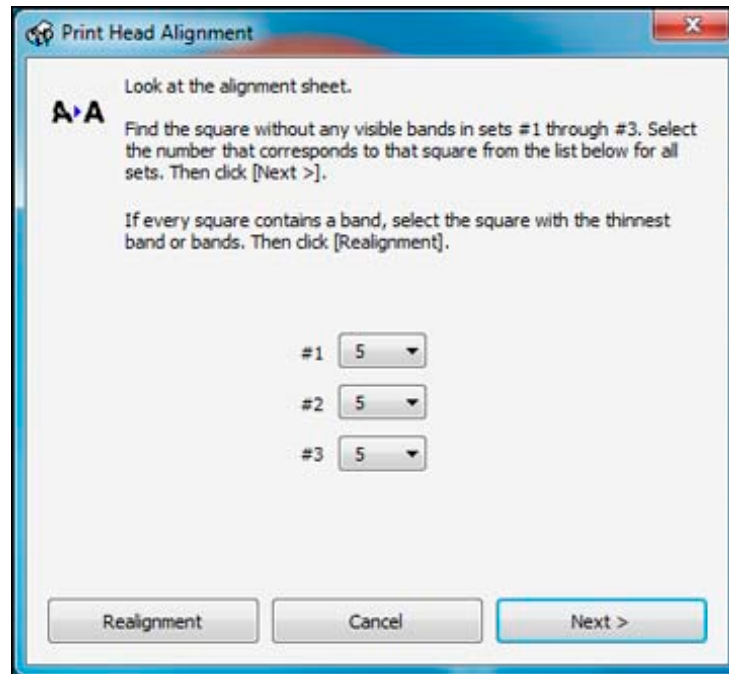
You can align the print head using a utility on your Windows computer or Mac.

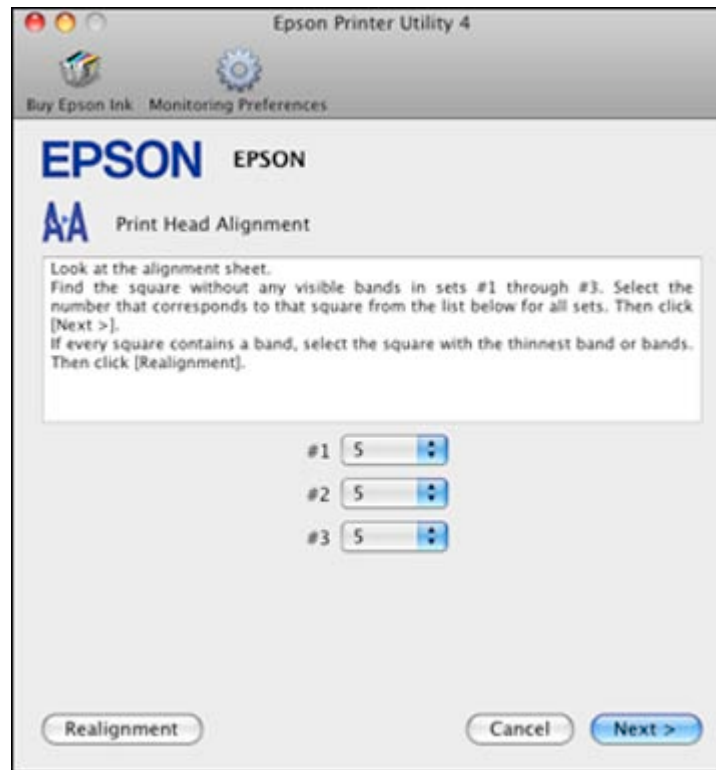
1. Load a few sheets of plain paper in the product.
2. Do one of the following:
 - **Windows:** Right-click the product icon in the Windows taskbar.

- **Mac OS X 10.6/10.7:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
 - **Mac OS X 10.4/10.5:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax** or **Print & Scan**, select your product, and select **Open Print Queue** or **Print Queue**. Select **Utility**.
3. Select **Print Head Alignment**.
 4. Click **Next**, then click **Print** to print an alignment sheet.

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

You see one of these windows:





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


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

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

Parent topic: [Print Head Alignment](#)

Cleaning the Paper Path

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

1. Load a few sheets of plain paper in the rear MP tray.
2. Press the  paper feed button to load and eject paper.
3. Repeat as necessary until the paper comes out clean.

Parent topic: [Adjusting Print Quality](#)

Cleaning and Transporting the Product

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

[Cleaning the Product](#)

[Transporting the Product](#)

Cleaning the Product

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

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

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Remove the paper from the rear MP tray.
5. Clean the rear MP tray using a soft brush.
6. Clean the outer case with a soft cloth dampened with a mild detergent.

Note: Close the rear MP tray and output tray when you are not using the product.

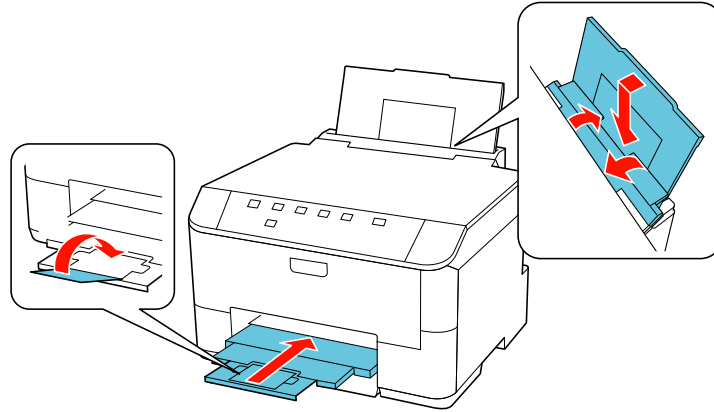
Parent topic: [Cleaning and Transporting the Product](#)

Transporting the Product

If you need to ship your product or transport it a long distance, prepare it for transportation as follows.

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Remove all the paper from the rear MP tray and cassette.

5. Close the feeder guard, paper support, and output tray as shown.



6. Pack the product in its original box or one of a similar size using the protective materials that came with it.
7. Keep the product level during transportation; otherwise the ink may leak.

If print quality has declined when you print again in a new location, clean and align the print head.

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

Related concepts

[Print Head Cleaning](#)

[Print Head Alignment](#)

Solving Problems

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

[Checking for Software Updates](#)

[Printer Light Status](#)

[Running a Printer Check](#)

[Solving Setup Problems](#)

[Solving Network Problems](#)

[Solving Paper Problems](#)

[Solving Problems Printing from a Computer](#)

[Solving Page Layout and Content Problems](#)

[Solving Print Quality Problems](#)

[When to Uninstall Your Product Software](#)

[Where to Get Help](#)

Checking for Software Updates

Periodically, it's a good idea to check Epson's support website for free updates to your product software. Visit the driver download site at ([U.S. downloads](#) or [Canadian downloads](#)).

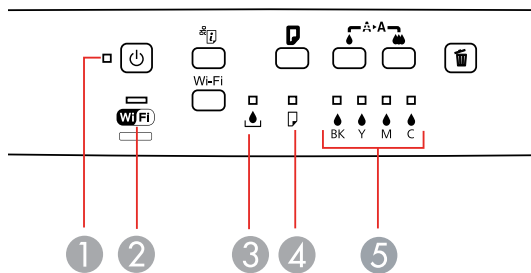
With Windows, your printer software automatically checks for updates. You can also manually update the software by selecting **Driver Update** here:

- Right-clicking the product icon in the Windows taskbar
- On the **Maintenance** tab in the printer settings window
- In the **EPSON** program group under your product name

Parent topic: [Solving Problems](#)












Printer Light Status


You can often diagnose problems with your printer by checking the printer lights.



Lights	
1	power
2	WiFi (WorkForce Pro WP-4023)
3	maintenance box
4	paper
5	ink out

Light status	Condition/solution
The power light is on	The printer is turned on.
The power light is flashing	The printer is busy. Wait for the power light to stop flashing before turning off the printer.
The WiFi/Ethernet light is lit	The printer is connected to the network.
The maintenance box light is on	The maintenance box is at the end of its service life or not installed. Press the black cleaning and color cleaning buttons at the same time to clear the error, then install or replace the maintenance box.
The maintenance box light is flashing	The maintenance box is near the end of its service life. Make sure you have a replacement maintenance box.

Light status	Condition/solution
The  paper light is on	Paper may be out. Load more paper in the cassette or rear MP tray and press the  paper feed button to continue.
	If multiple sheets have fed, press the  paper feed button to eject the paper.
	The paper size selected may not match any of the sizes set for the paper sources. Press the  paper feed button to clear the error, and select the right paper size.
	If the paper cassette is not installed, install it and press the  paper feed button.
The  paper light is flashing	Paper has jammed in the printer. Check in the cassette, inside the printer, and in the duplexer to remove the jammed paper. Then press the  paper feed button to clear the error.
The  power and  paper light are flashing	The front cover is open. Close the cover.
An  ink out light is on	An ink cartridge is expended or not installed correctly. Replace the indicated cartridge. Make sure the cartridge is installed correctly.
An  ink out light is flashing	An ink cartridge is low. Make sure you have a replacement cartridge.
All lights are flashing	Printer error. Check in the cassette, inside the printer, and in the duplexer to remove the jammed paper. Turn the printer off and then back on again. If the error does not clear, contact Epson.

Light status	Condition/solution
The yellow  ink out light is flashing	The firmware update has failed, and the printer is in recovery mode. Visit Epson's support website at www.epson.com/support (U.S.) or www.epson.ca/support (Canada) for instructions on repeating the firmware update.

Parent topic: [Solving Problems](#)

Related references

[Paper Jam Problems Inside the Product](#)

[Paper Jam Problems in the Cassette](#)

[Paper Jam Problems in the Duplexer](#)

[Where to Get Help](#)

Related topics

[Loading Paper](#)

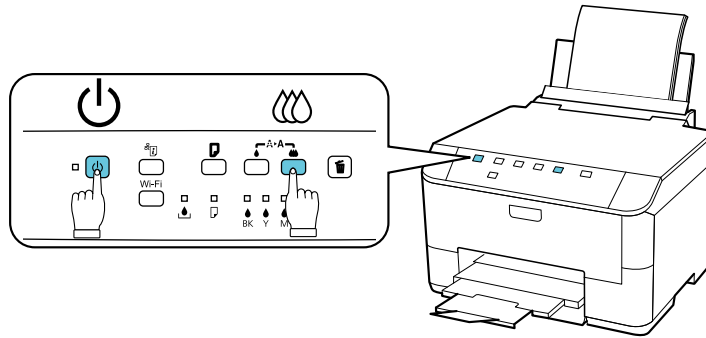
[Replacing Ink Cartridges and Maintenance Boxes](#)

Running a Printer Check

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

1. Turn off the printer.
2. Disconnect any connected interface cables.
3. Load plain paper.

4. Hold down the 🔥 color cleaning button as you press the ⏻ power button to turn the printer back on. Hold down both buttons until the ⏻ power light begins to flash, then release the buttons.



The printer begins printing a nozzle check pattern.

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

Parent topic: [Solving Problems](#)

Related concepts

[Print Head Cleaning](#)

[Print Head Alignment](#)

[When to Uninstall Your Product Software](#)

Related references

[Where to Get Help](#)

Solving Setup Problems

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

[Noise After Ink Installation](#)
[Software Installation Problems](#)

Parent topic: [Solving Problems](#)

Noise After Ink Installation

If you hear noises from your product after installing ink, try these solutions:

- Make sure you removed the foam and plastic protective materials from inside the product.
- The first time you install ink cartridges, the product must prime its print head. Wait until priming finishes before you turn off the product, or it may prime improperly and use excess ink the next time you turn it on. Your product is finished priming the print head when the ⏻ power light stops flashing.
- If the product's print head stops moving or making noise, and the charging process has not finished after 15 minutes, turn off your product. Turn it back on and check to see if charging is still in progress. If it is still in progress, contact Epson for help.

Parent topic: [Solving Setup Problems](#)

Software Installation Problems

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

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

Parent topic: [Solving Setup Problems](#)

Related concepts

[When to Uninstall Your Product Software](#)

Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

Solving Network Problems

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

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

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

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

[Cannot Print Over a Network](#)

[Printing a Network Status Sheet](#)

Parent topic: [Solving Problems](#)

Product Cannot Connect to a Wireless Router or Access Point

If your product has trouble finding or connecting to a wireless router or access point, try these solutions (WorkForce Pro WP-4023):

- Make sure to place your product within contact range of your router or access point.

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

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

Parent topic: [Solving Network Problems](#)

Network Software Cannot Find Product on a Network

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

- Make sure your product is turned on and connected to your network. Verify connection using your product control panel.
- If necessary, reinstall your product software and try running EpsonNet Setup again.

Parent topic: [Solving Network Problems](#)

Related concepts

[When to Uninstall Your Product Software](#)

Product Does Not Appear in Mac OS X Printer Window

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

- Turn your product off, wait 30 seconds, then turn it back on again.
- If you are connecting the product via EpsonNet Setup and the WiFi light on your product is not solid green (WorkForce Pro WP-4023), make sure your product software was installed correctly. If necessary, reinstall your software.

Parent topic: [Solving Network Problems](#)

Cannot Print Over a Network

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

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

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

- If you are connecting the product via EpsonNet Setup and the WiFi light on your product is not solid green (WorkForce Pro WP-4023), make sure your product software was installed correctly. If necessary, reinstall your software.


Parent topic: [Solving Network Problems](#)

Related tasks

[Printing a Network Status Sheet](#)

Printing a Network Status Sheet

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

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

Parent topic: [Solving Network Problems](#)

Solving Paper Problems

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

[Paper Feeding Problems](#)

[Paper Jam Problems Inside the Product](#)

[Paper Jam Problems in the Cassette](#)

[Paper Jam Problems in the Duplexer](#)

[Paper Ejection Problems](#)

Parent topic: [Solving Problems](#)

Paper Feeding Problems

If you have problems feeding paper, try these solutions:

- If paper does not feed for printing, remove it from the tray or cassette. Reload it against the right side, then adjust the edge guides. Make sure the paper stack is not above the tab on the edge guides inside the cassette.
- If multiple pages feed at once, remove the paper, fan the edges to separate the sheets, and reload it.
- Do not load more than the recommended number of sheets.
- If paper jams when you print on both sides of the paper, try loading fewer sheets.

- For best results, follow these guidelines:
 - Use new, smooth, high-quality paper that is not curled, creased, old, too thin, or too thick.
 - Load paper in the cassette printable side down.
 - Do not load binder paper with holes in the cassette.
 - Follow any special loading instructions that came with the paper.

Parent topic: [Solving Paper Problems](#)

Related references

[Paper Jam Problems Inside the Product](#)

[Paper Jam Problems in the Cassette](#)

[Paper Jam Problems in the Duplexer](#)

[Paper Loading Capacity](#)

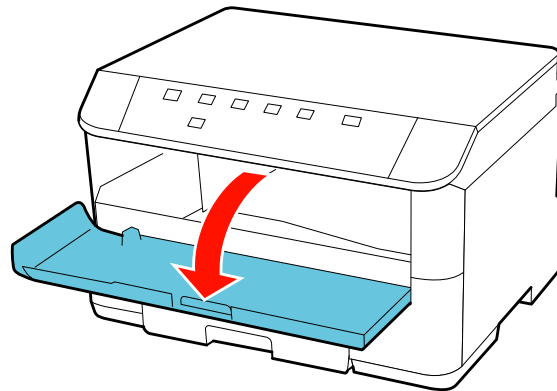
Related topics

[Loading Paper](#)

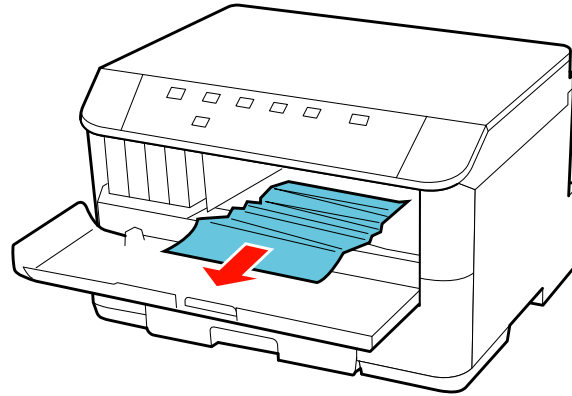
Paper Jam Problems Inside the Product

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

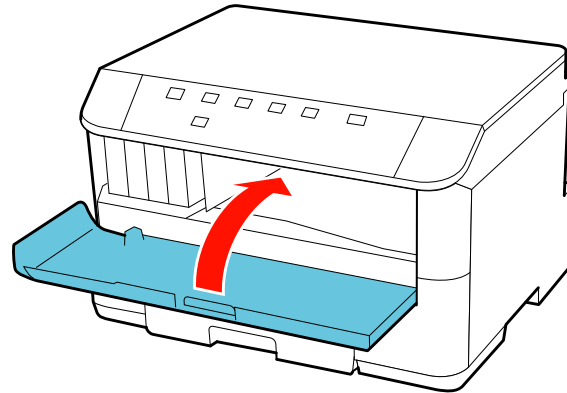
1. Cancel the print job from your computer, if necessary.
2. Open the front cover.




3. Remove any paper inside, including torn pieces.



4. Close the front cover.



5. If any jammed paper remains near the output tray, carefully remove it.

6. Press the  paper feed button to resume printing.

Parent topic: [Solving Paper Problems](#)

Related references

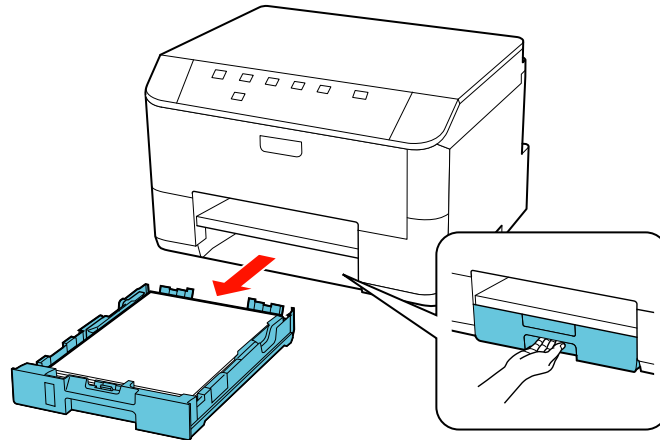
[Paper Jam Problems in the Cassette](#)

[Paper Jam Problems in the Duplexer](#)

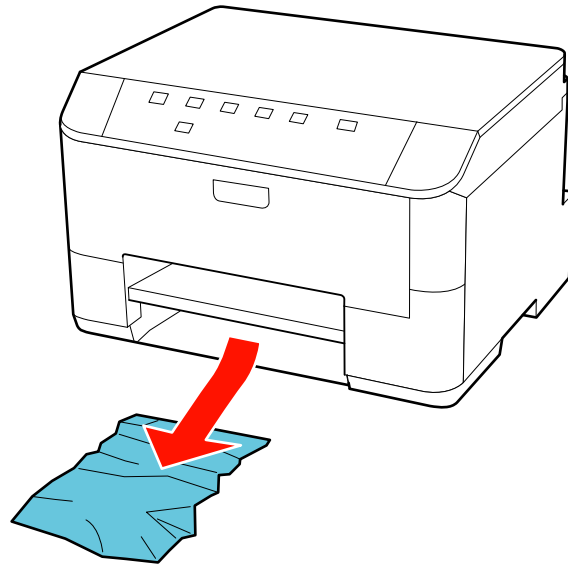
Paper Jam Problems in the Cassette

If paper has jammed in the cassette, try this solution:

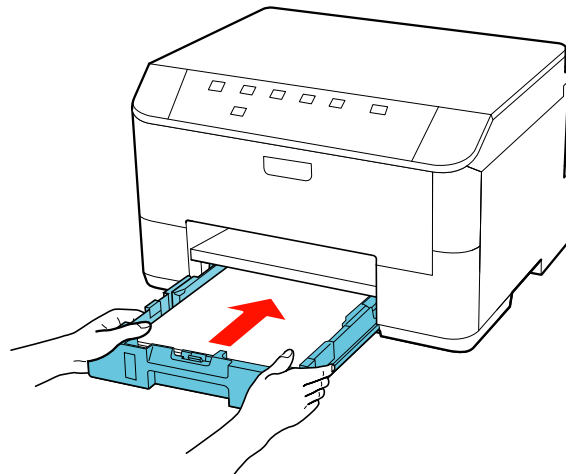
1. Close the output tray.
2. Pull out the paper cassette.




3. Remove any jammed paper inside the cassette.
4. Remove any paper jammed inside the paper cassette slot.



5. Carefully follow all paper loading instructions when you load new paper.
6. Replace the paper cassette.



7. Press the  paper feed button to resume printing.

Parent topic: [Solving Paper Problems](#)

Related references

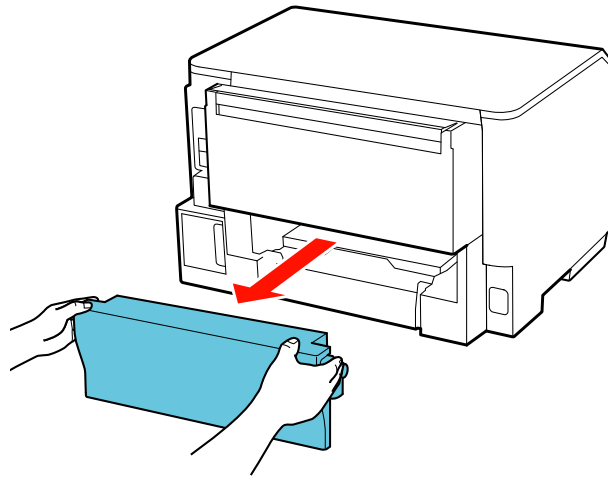
[Paper Jam Problems Inside the Product](#)

[Paper Jam Problems in the Duplexer](#)

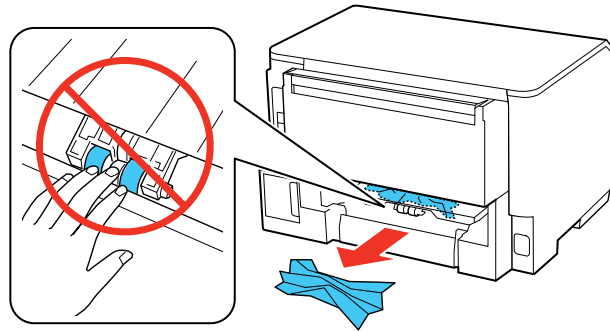
Paper Jam Problems in the Duplexer

If paper has jammed in the duplexer (rear unit), try these solutions:

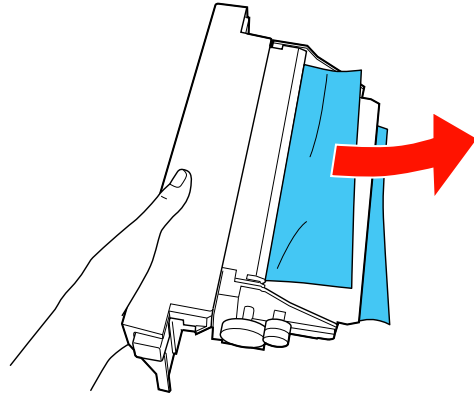
1. Cancel the print job from your computer, if necessary.
2. Press the buttons on the sides of the duplexer and remove it.



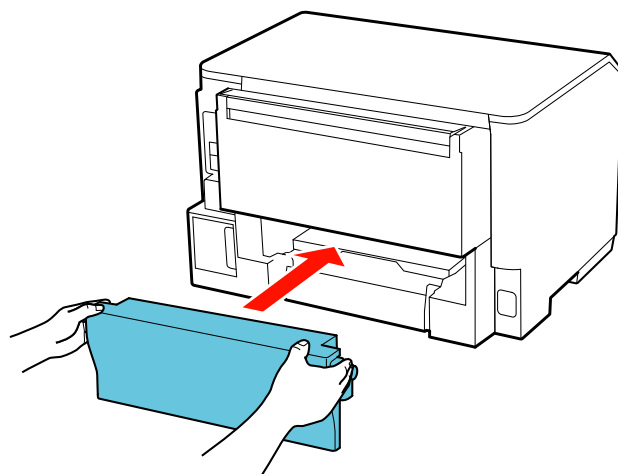
3. Carefully remove the jammed paper.




4. If paper is jammed in the duplexer, remove the paper as shown.



5. Press the buttons on the duplexer as you press it into place on your product.



6. Press the  paper feed button to resume printing.

Parent topic: [Solving Paper Problems](#)

Related references

[Paper Jam Problems Inside the Product](#)

[Paper Jam Problems in the Cassette](#)

Paper Ejection Problems

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

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

Parent topic: [Solving Paper Problems](#)

Related references

[Paper Jam Problems Inside the Product](#)

[Paper Jam Problems in the Cassette](#)

[Paper Jam Problems in the Duplexer](#)

[Paper or Media Type Settings](#)

Related tasks

[Cancelling Printing Using a Product Button](#)

Solving Problems Printing from a Computer

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

[Nothing Prints](#)

[Noise Occurs, But Nothing Prints](#)

[Noise When Product Sits for a While](#)

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



[Error After Cartridge Replacement](#)

[Printing is Slow](#)

Parent topic: [Solving Problems](#)

Nothing Prints

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

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

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

Related tasks

[Running a Printer Check](#)

Noise Occurs, But Nothing Prints

If your product makes a printing noise, but nothing prints, try these solutions:

- Run a print head nozzle check to see if any of the nozzles are clogged. Then clean the print head, if necessary.
- Your product will not operate properly while tilted at an angle. Place it on a flat, stable surface that extends beyond the base of the product in all directions.

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

Noise When Product Sits for a While



Your product is performing routine maintenance. This is normal.

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

Product Icon Does Not Appear in Windows Taskbar

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

1. Do one of the following:

- **Windows 7:** Click  and select **Devices and Printers**.
- **Windows Vista:** Click , select **Control Panel**, and click **Printer** under **Hardware and Sound**.
- **Windows XP:** Click **Start** and select **Printers and Faxes**. (Or open the **Control Panel**, select **Printers and Other Hardware** if necessary, and **Printers and Faxes**.)

2. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.

3. Click the **Maintenance** tab.

4. Click the **Extended Settings** button.

5. Select **Enable EPSON Status Monitor 3**, then click **OK**.

6. Click the **Monitoring Preferences** button.

7. Click the **Shortcut Icon** box.

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

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

Error After Cartridge Replacement

If you see an error light or error message after you replace an ink cartridge, follow these steps:

1. Remove and reinsert the ink cartridge you replaced, making sure to push it all the way into its slot.
2. Complete the ink cartridge installation steps.

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

Related topics

[Replacing Ink Cartridges and Maintenance Boxes](#)

Printing is Slow

If printing becomes slow, try these solutions:

- Make sure your system meets the requirements for your operating system. If you are printing a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory.
- If you are using Windows 7, close the **Devices and Printers** window before you print.
- Clear space on your hard drive or run a defragmentation utility to free up existing space.
- Close any programs you are not using when you print.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If printing becomes slower after printing continuously for a long time, the product may have automatically slowed down to protect the print mechanism from overheating or becoming damaged. Let the product rest with the power on for 30 minutes, then try printing again.

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

- Make sure the paper type setting matches the type of paper you loaded.
- Turn on any high speed settings in your product software.
- Select a lower print quality setting.
- **Windows:** Click the **Maintenance** tab, select **Speed & Progress** or **Extended Settings**, and select the following settings:
 - **High Speed Copies**
 - **Always spool RAW datatype**

- **Page Rendering Mode**
- **Print as Bitmap**

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

Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

[Paper or Media Type Settings](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X 10.5/10.6/10.7](#)

[Selecting Basic Print Settings - Mac OS X 10.4](#)

Solving Page Layout and Content Problems

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

[Inverted Image](#)

[Too Many Copies Print](#)

[Blank Pages Print](#)

[Incorrect Margins on Printout](#)

[Incorrect Characters Print](#)

[Incorrect Image Size or Position](#)

Parent topic: [Solving Problems](#)

Inverted Image

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

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

Note: Leave these options turned on when you print on EPSON Iron-on Cool Peel Transfer paper, if available for your product.

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

Related tasks

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

[Selecting Basic Print Settings - Mac OS X 10.5/10.6/10.7](#)

[Selecting Basic Print Settings - Mac OS X 10.4](#)

Too Many Copies Print

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

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

Related tasks

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

[Selecting Basic Print Settings - Mac OS X 10.5/10.6/10.7](#)

[Selecting Basic Print Settings - Mac OS X 10.4](#)

Blank Pages Print

If blank pages print unexpectedly, try these solutions:

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

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

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X 10.5/10.6/10.7](#)

[Selecting Basic Print Settings - Mac OS X 10.4](#)

[Selecting Printing Preferences - Mac OS X 10.5/10.6/10.7](#)

[Selecting Printing Preferences - Mac OS X 10.4](#)

Incorrect Margins on Printout

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

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

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

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

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X 10.5/10.6/10.7](#)



[Selecting Basic Print Settings - Mac OS X 10.4](#)

Related topics

[Loading Paper](#)

Incorrect Characters Print

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

- Make sure any cables are securely connected at both ends.
- In Windows, delete all print jobs from the Windows Spooler:
 - **Windows 7:** Click  and select **Devices and Printers**. Right-click your product name, select **See what's printing**, select your product name again if necessary, right-click the stalled print job, click **Cancel**, and click **Yes**.
 - **Windows Vista:** Click  and select **Control Panel**. Click **Printer** under **Hardware and Sound**, right-click your product name, select **Open**, right click the stalled print job, click **Cancel**, and click **Yes**.
 - **Windows XP:** Click **Start** and select **Printers and Faxes**. (Or open the **Control Panel**, select **Printers and Other Hardware** if necessary, and select **Printers and Faxes**.) Right-click your product name, select **Open**, right-click the stalled print job, click **Cancel**, and click **Yes**.
- Make sure your product is selected as the printer in your printing program.
- If your product is connected to a USB hub, connect it directly to your computer instead.

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

Incorrect Image Size or Position

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

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

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

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

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X 10.5/10.6/10.7](#)

[Selecting Basic Print Settings - Mac OS X 10.4](#)

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

[Selecting Print Layout Options - Mac OS X 10.5/10.6/10.7](#)

[Selecting Page Setup Settings - Mac OS X 10.4](#)

Solving Print Quality Problems

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

[White or Dark Lines in Printout](#)

[Blurry or Smeared Printout](#)

[Faint Printout or Printout Has Gaps](#)

[Grainy Printout](#)

[Incorrect Colors](#)

[Slanted Printout](#)

Parent topic: [Solving Problems](#)

White or Dark Lines in Printout

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

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Make sure the paper type setting matches the type of paper you loaded.

- Turn off any high speed settings in your product software.
- Align the print head.
- You may need to replace the ink cartridges.

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

Related concepts

[Print Head Cleaning](#)

[Print Head Alignment](#)

Related references

[Paper or Media Type Settings](#)

Related tasks

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

[Selecting Printing Preferences - Mac OS X 10.5/10.6/10.7](#)

[Selecting Printing Preferences - Mac OS X 10.4](#)

Blurry or Smearred Printout

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

- Use a support sheet with special paper, or load special paper one sheet at a time.
- Make sure your paper meets the specifications for your product.
- Use EPSON papers to ensure proper saturation and absorption of genuine EPSON inks.
- Make sure the paper type setting in your product software matches the type of paper you loaded.
- Remove each sheet from the output tray as it is printed.
- Avoid handling printouts on glossy paper right after printing to allow the ink to set.
- Turn off any high speed settings in your product software.
- If you print on both sides of a sheet of paper, smudges may appear on the reverse side of heavily saturated or dark images. If one side of a sheet will contain a lighter image or text, print that side first.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- Clean the paper path.

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

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

Related concepts

[Print Head Cleaning](#)

[Print Head Alignment](#)

Related references

[Available EPSON Papers](#)

[Paper Specifications](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

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

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

[Selecting Basic Print Settings - Mac OS X 10.5/10.6/10.7](#)

[Selecting Printing Preferences - Mac OS X 10.5/10.6/10.7](#)

[Selecting Double-sided Printing Settings - Mac OS X 10.5/10.6/10.7](#)

[Selecting Basic Print Settings - Mac OS X 10.4](#)

[Selecting Printing Preferences - Mac OS X 10.4](#)

[Selecting Double-sided Printing Settings - Mac OS X 10.4](#)

[Cleaning the Paper Path](#)

Related topics

[Loading Paper](#)

Faint Printout or Printout Has Gaps

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

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- The ink cartridges may be old or low on ink, and you may need to replace them.
- Make sure the paper type setting matches the type of paper you loaded.
- Align the print head.
- Clean the paper path.

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

Related concepts

[Print Head Cleaning](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X 10.5/10.6/10.7](#)

[Selecting Basic Print Settings - Mac OS X 10.4](#)

[Cleaning the Paper Path](#)

Related topics

[Replacing Ink Cartridges and Maintenance Boxes](#)

Grainy Printout

If your printouts are grainy, try these solutions:

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

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

Related concepts

[Print Head Alignment](#)

Related tasks

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

[Selecting Basic Print Settings - Mac OS X 10.5/10.6/10.7](#)

[Selecting Printing Preferences - Mac OS X 10.5/10.6/10.7](#)

[Selecting Basic Print Settings - Mac OS X 10.4](#)

[Selecting Printing Preferences - Mac OS X 10.4](#)

Related topics

[Loading Paper](#)

Incorrect Colors

If your printouts have incorrect colors, try these solutions:

- Make sure the **Black/Grayscale** or **Grayscale** setting is not selected in your printer software.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- The ink cartridges may be old or low on ink, and you may need to replace them.
- Your printed colors can never exactly match your on-screen colors. However, you can use a color management system to get as close as possible. Try using the color management options in your printer software.
- For best results, use genuine EPSON ink and paper.

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

Related concepts

[Print Head Cleaning](#)

Related references

[Available EPSON Papers](#)

Related tasks

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

[Managing Color - Mac OS X 10.5/10.6/10.7](#)

[Managing Color - Mac OS X 10.4](#)

Related topics

[Replacing Ink Cartridges and Maintenance Boxes](#)

Slanted Printout

If your printouts are slanted, try these solutions:

- Select a higher print quality setting in your printer software.
- Align the print head.
- Make sure the product is not printing while tilted or at an angle.

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

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac OS X 10.5/10.6/10.7](#)

[Selecting Basic Print Settings - Mac OS X 10.4](#)

Related topics

[Loading Paper](#)

When to Uninstall Your Product Software

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


[Uninstalling Printing Software - Windows](#)

[Uninstalling Product Software - Mac OS X](#)

Parent topic: [Solving Problems](#)

Uninstalling Printing Software - Windows

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

1. Turn off the product.
2. Disconnect any interface cables.
3. Click  or **Start**, and select **All Programs** or **Programs**.
4. Select **EPSON**, select your product, then click **EPSON Printer Software Uninstall**.

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

5. In the next window, select your product and click **OK**. Then follow any on-screen instructions to uninstall your printer software and utilities.
6. Restart your computer, then see the *Start Here* sheet to re-install your software.

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

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

Uninstalling Product Software - Mac OS X

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

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

1. To download the Uninstall Center utility, visit the Epson download site ([U.S. downloads](#) or [Canadian downloads](#)).
2. Follow the instructions on the screen to install the Uninstall Center.
3. Quit all applications currently running on your Mac.
4. Select the checkbox for each software program you want to uninstall.
5. Click **Uninstall**.
6. Follow the on-screen instructions to uninstall the software.
7. To reinstall your product software, see the *Start Here* sheet for instructions.

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

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

Where to Get Help

If you need to contact Epson for technical support services, use the following support options.

Internet Support

Visit Epson's support website at www.epson.com/support (U.S.) or www.epson.ca/support (Canada) for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

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

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

Then call:

- U.S.: (562) 276-7202, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday
- Canada: (905) 709-2567, 6 AM to 8 PM, Pacific Time, Monday through Friday

Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Purchase Supplies and Accessories

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).

Parent topic: [Solving Problems](#)

Technical Specifications

These sections list the technical specifications for your product.

Note: Epson offers a recycling program for end of life products. Please go to www.epson.com/recycle for information on how to return your products for proper disposal.

[Windows System Requirements](#)

[Mac System Requirements](#)

[Printing Specifications](#)

[Paper Specifications](#)

[Printable Area Specifications](#)

[Ink Cartridge Specifications](#)

[Dimension Specifications](#)

[Electrical Specifications](#)

[Environmental Specifications](#)

[Interface Specifications](#)

[Network Interface Specifications](#)

[Safety and Approvals Specifications](#)

Windows System Requirements

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

- Microsoft Windows 7
- Windows Vista
- Windows XP Professional x64 Edition
- Windows XP SP1 or higher
- Windows Server 2008R2*
- Windows Server 2008*
- Windows Server 2003*

* When you use Windows Server, you can only print. Any additional included software is not supported.

Note: Visit Epson's support website at www.epson.com/support (U.S.) or www.epson.ca/support (Canada) for the latest in compatibility and drivers for your product.

Parent topic: [Technical Specifications](#)

Mac System Requirements

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

- Mac OS X 10.4.11
- Mac OS X 10.5.8
- Mac OS X 10.6.x
- Mac OS X 10.7.x

Note: Visit Epson's support website at www.epson.com/support (U.S.) or www.epson.ca/support (Canada) for the latest in compatibility and drivers for your product.

Parent topic: [Technical Specifications](#)

Printing Specifications

Paper path	Rear MP tray, top entry Paper cassette, front entry
Rear MP tray capacity	Approximately 80 sheets at 17 to 24 lb (64 to 90 g/m ²)
Paper cassette capacity	Approximately 250 sheets at 17 to 24 lb (64 to 90 g/m ²)

Parent topic: [Technical Specifications](#)

Related references

[Paper Loading Capacity](#)

Paper Specifications

Use paper under normal conditions:

- Temperature: 59 to 77 °F (15 to 25 °C)
- Humidity: 40 to 60% RH

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

Single-sheets

Size	A4 (8.3 × 11.7 inches [210 × 297 mm]) A6 (4.1 × 5.8 inches [105 × 148 mm]) Letter (8.5 × 11 inches [216 × 279 mm]) Legal (8.5 × 14 inches [216 × 357 mm]) 4 × 6 inches (102 × 152 mm) 5 × 7 inches (127 × 178 mm) 8 × 10 inches (203 × 254 mm) 16:9 wide (4 × 7.1 inches [102 × 434 mm])
Paper types	Plain paper and paper distributed by Epson
Thickness	0.003 to 0.004 inch (0.08 to 0.11 mm)
Weight	17 lb (64 g/m ²) to 24 lb (90 g/m ²)

Note: You can load binder paper with holes in the rear MP tray. The paper must be one of the following sizes: Letter (8.5 × 11 inches [216 × 279 mm]), A4 (8.3 × 11.7 inches [210 × 297 mm]), or Legal (8.5 × 14 inches [216 × 357 mm]). The holes must be within 0.74 inch (19 mm) of the left edge of the page.

Envelopes

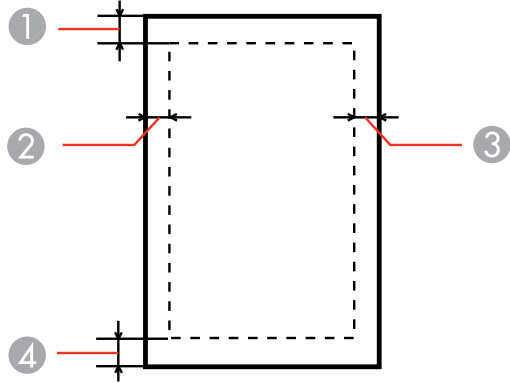
Size	No. 10 (4.1 × 9.5 inches [105 × 241 mm])
Paper types	Plain paper
Weight	20 lb (75 g/m ²) to 24 lb (90 g/m ²)

Parent topic: [Technical Specifications](#)

Printable Area Specifications

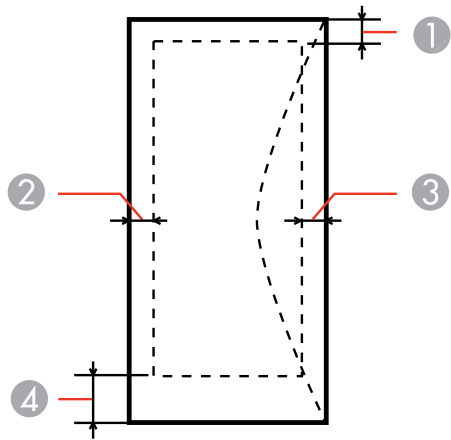
Note: When printing borderless, quality may decline in the expanded printable area.

Single sheets



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

Envelopes



- 1 Left: 0.12 inch (3 mm) minimum
- 2 Bottom: 0.20 inch (5 mm) minimum
- 3 Top: 0.20 inch (5 mm) minimum
- 4 Right: 0.79 inch (20 mm) minimum

Parent topic: [Technical Specifications](#)

Ink Cartridge Specifications

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

Part of the ink from the included set of cartridges is used for priming the printer. Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature. For print quality, a variable amount of ink remains in the cartridge after the "replace cartridge" indicator comes on.

Color	Cyan, Magenta, Yellow, Black
Cartridge life	Opened package: 6 months Unopened package: do not use if the date on the package has expired
Temperature	Storage: -4 to 104 °F (-20 to 40 °C) 1 month at 104 °F (40 °C) Ink freezes at 8.6 °F (-13 °C) Ink thaws and is usable after 3 hours at 77 °F (25 °C)

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

Parent topic: [Technical Specifications](#)

Dimension Specifications

Height	Stored: 11.2 inches (284 mm) Printing: 15.1 inches (383 mm)
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Width	Stored: 18.1 inches (460 mm) Printing: 18.1 inches (460 mm)
Depth	Stored: 16.5 inches (420 mm) Printing: 25.7 inches (654 mm)
Weight (without ink cartridges)	24.0 lb (10.9 kg)

Parent topic: [Technical Specifications](#)

Electrical Specifications

Power supply rating	100 to 240 V
Input voltage range	90 to 264 V
Rated frequency range	50/60 Hz
Input frequency range	49.5/60.5 Hz
Rated current	0.5/0.25 A
Power consumption	WorkForce Pro WP-4010: Printing: 22 W (ISO/IEC24712) Ready mode: 5.0 W Sleep mode: 2.2 W Power off mode: 0.3 W WorkForce Pro WP-4023: Printing: 23 W (ISO/IEC24712) Ready mode: 6.0 W Sleep mode: 3.0 W Power off mode: 0.3 W

Parent topic: [Technical Specifications](#)

Environmental Specifications

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

Parent topic: [Technical Specifications](#)

Interface Specifications

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

Network Interface Specifications

Wireless LAN standard (WorkForce Pro WP-4023)	IEEE 802.11 b/g/n
Wireless security (WorkForce Pro WP-4023)	WPA-PSK (TKIP/AES) WPA2 compliant and WEP (64/128 bit)
Frequency band (WorkForce Pro WP-4023)	2.4 GHz
Communication mode (WorkForce Pro WP-4023)	Infrastructure mode and Ad hoc mode
Ethernet standard	100 BASE-TX/10BASE-T

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

Parent topic: [Technical Specifications](#)

Safety and Approvals Specifications

United States

Safety: UL60950-1

EMC: FCC part 15 Subpart B Class B

Canada

Safety: CAN/CSA C22.2 No. 60950-1

EMC: CAN/CSA-CEI/IEC CISPR 22 Class B

WorkForce Pro WP-4023:

This equipment contains the following wireless module:

- Manufacturer: Marvell Semiconductor Inc.
- Type: SP88W8786-MD0-2C2T00

This product conforms to Part 15 of FCC Rules and RSS-210 of the IC Rules. Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

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.

Parent topic: [Technical Specifications](#)

Notices

Check these sections for important notices about your product.

Note: Epson offers a recycling program for end of life products. Please go to www.epson.com/recycle for information on how to return your products for proper disposal.

[FCC Compliance Statement](#)

[Software Notices \(WorkForce Pro WP-4010\)](#)

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FCC Compliance Statement

For United States Users

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification or Declaration of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do

not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

For Canadian Users

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Parent topic: [Notices](#)

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debianutils_2.6.2
dpkg_1.10.18
hostname_2.10
ifupdown_0.6.4
inetutils-ftp_1.4.2
initscripts_2.85
libc6_2.3.6
libgcc1_4.1.1
login_4.0.3
module-init-tools-1.60.9
net-tools_1.60
netbase_4.14
procps_3.1.14
sysvinit-2.85
telnetd_0.17.21
udhcp 0.9.8cvs20050124-5
util-linux-2.12

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zeroconf 0.6.1-1

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