

XP-400

Small-in-One™ Printer



Quick Guide

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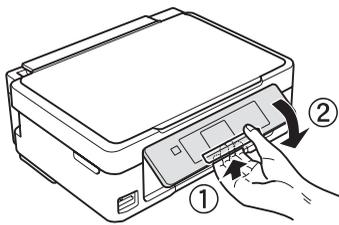
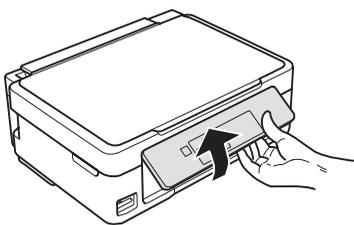
Your XP-400

After you set up your XP-400 (see the *Start Here* sheet), turn to this *Quick Guide* and your online *User's Guide* for instructions on using your product.

Features	Where to find information
Wireless printing from mobile devices with EPSON Connect™	See www.epson.com/connect .
Print photos without a computer	See page 7 for instructions.
Crop photos and print in various layouts directly from your camera's memory card	See the online <i>User's Guide</i> for instructions.
Get high-quality copies with one touch	See page 6 for instructions.
Restore faded colors in old photos as you copy	See the online <i>User's Guide</i> for instructions.
Share the product on your wireless network	See the <i>Start Here</i> sheet and the online <i>User's Guide</i> .
Individual ink cartridges available in different sizes and colors	See page 18 for instructions.

Using the Control Panel

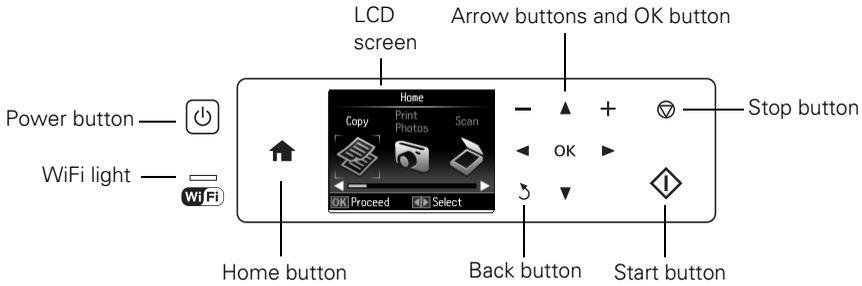
The control panel is adjustable. Squeeze the release bar underneath to raise or lower it as shown.



Caution: The touch panel responds only to direct finger touch. Make sure you press the touch panel gently with the tip of your finger, and do not use any objects such as a pencil or pen.

Note: To turn off the “beep” heard when you press a button, select **Setup > Printer Setup > Sound > Off**.

The control panel makes it easy to use all the features of your product. To save energy, the control panel goes dark after several minutes of inactivity. Press any button to wake it up.



Here's how the buttons and light work:

Button	Description
	Turn the product on or off
	Green light indicates that the product is connected to your wireless network
	Return to the Home screen
	Select a photo to print, or increase the number of copies
	Decrease the number of copies
	Stop the current operation or reset settings
	Access more options or display more photos
	Confirm your selection
	Cancel the current operation and return to the previous screen
	Start printing, copying, or scanning

Using Special Papers

Epson offers a wide array of high quality papers, making it easy to maximize the impact of your photos, presentations, and creative projects.

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 Ultra Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S042181 S042174	60 100
	5 × 7 inches (127 × 178 mm)	S041945	20
	8 × 10 inches (203 × 254 mm)	S041946	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042182 S042175	25 50
EPSON Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041808 S041727	40 100
	5 × 7 inches (127 × 178 mm)	S041464	20
	8 × 10 inches (203 × 254 mm)	S041465	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042183 S041667	25 50
EPSON Premium Photo Paper Semi-gloss	4 × 6 inches (102 × 152 mm)	S041982	40
	Letter (8.5 × 11 inches [216 × 279 mm])	S041331	20
EPSON Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041809 S042038	50 100
	Letter (8.5 × 11 inches [216 × 279 mm])	S041141 S041649 S041271	20 50 100
	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 Ultra Premium Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041341	50
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

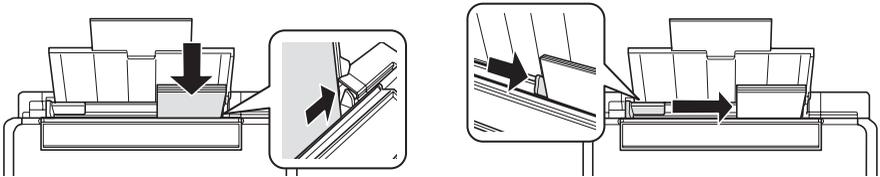
Paper type	Size	Part number	Sheet count
EPSON Premium Presentation Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S041568	50
EPSON Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
	Legal (8.5 × 14 inches [216 × 356 mm])	S041067	100
EPSON Photo Quality Self-adhesive Sheets	A4 (8.3 × 11.7 inches [210 × 297 mm])	S041106	10
EPSON Iron-on Cool Peel Transfer paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041153	10

Note: Media availability varies by country.

For detailed paper loading instructions, see the *Start Here* sheet or online *User's Guide*.

For best results:

- Fan and align the edges of the paper before loading.
- Do not use paper with binder holes.
- Load paper against the right edge guide and behind the tab with the glossy or printable side faceup. (Load letterhead or pre-printed paper top edge first.)
- Always load paper short edge first and make sure the left edge guide is against the paper as shown.

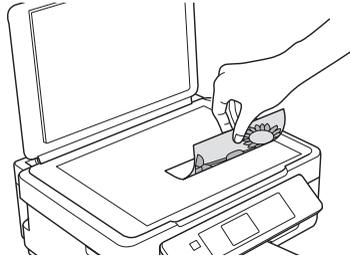


See your online *User's Guide* for more information.

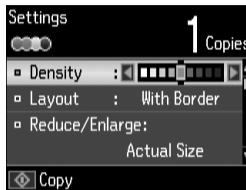
Copying a Document or Photo

Follow the instructions in this section to position your originals correctly on the scanner glass and make color or black-and-white copies. You can also restore color in old photos as you copy them; see the online *User's Guide* for more information.

1. Make sure paper is loaded.
2. Raise the document cover and place your original facedown on the scanner glass, with the top facing into the front right corner.



3. Close the cover gently so you don't move the original.
4. Press **Home** if necessary, then use the arrows to select **Copy** and press **OK**.
Note: If you want to restore color in an old photo, select **More Functions** and then **Copy/Restore Photos**. Then follow the instructions on the LCD screen.
5. To print more than 1 copy, press **+** or **-** to select the number (up to 99).
6. Press **Left** or **Right** to select **Color** or **B&W** copies.
7. To adjust any other settings, press **Down**, then press **OK** to select **Print Settings**.



8. Press **Up** or **Down** to select different settings, and press **Left** or **Right** to make adjustments.
9. Press **Diamond** to begin copying.

To cancel copying, press **Stop**.

Printing From a Memory Card

Your product lets you print photos directly from your digital camera's memory card; just insert it into the memory card slot and you're ready to print.

You can also print in various layouts to include several photos on one sheet of paper, or copy memory card files between your EPSON product and a computer. See the online *User's Guide* for instructions and a list of compatible memory cards.

Inserting the Card

1. Make sure your product is turned on.
2. Insert your card as shown.

Caution: Do not force the card into the slot; it won't go in all the way.

The memory card access light flashes, then stays lit. Now you can view your photos on the LCD screen and print them (see page 8).

Removing the Card

After you finish printing your photos, follow these steps to remove the card:

1. Make sure the memory card access light is not flashing.

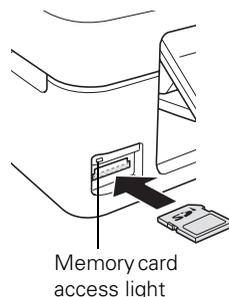
Caution: Do not remove the card or turn off your product while the memory card access light is flashing; you may lose data on the card.

2. If the product is connected to your computer with a USB cable, do one of the following before removing the memory card or turning off the product:

Windows®: Right-click the name of your card (removable disk) in Computer, My Computer, or Windows Explorer, and select **Eject**.

Mac OS X: Drag the  removable disk icon from your desktop into the trash, then remove the card.

3. Pull the card straight out of its slot.



Printing Photos From the LCD Screen

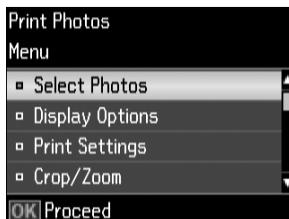
You can select individual photos for printing as you view them on the LCD screen.

1. Load several sheets of 4 × 6-inch (102 × 152 mm) EPSON photo paper (various types available; see page 4).
2. Press **⬆** if necessary, then select **Print photos** and press **OK**. (If you want to print multiple photos on one sheet of paper, press **⬆** if necessary, select **More Functions**, then **Photo Layout Sheet**.)
3. Press **⬅** or **➡** to scroll through your photos and display one that you want to print.
4. Press **+** or **-** to select the number of copies you want of that photo.
5. Repeat steps 3 and 4 to select more photos.
6. To select settings, press **⬇**.



7. Select the setting you want to change, then press **OK** and change settings as necessary. You can select the following:

- **Select Photos** to view and select photos by date
- **Display Options** to view 9 small thumbnail images on the LCD screen
- **Print Settings** to change paper size, type, borders, or fix red-eye
- **Crop/Zoom** to zoom your photo and crop the printed image



For more information on these features, see your online *User's Guide*

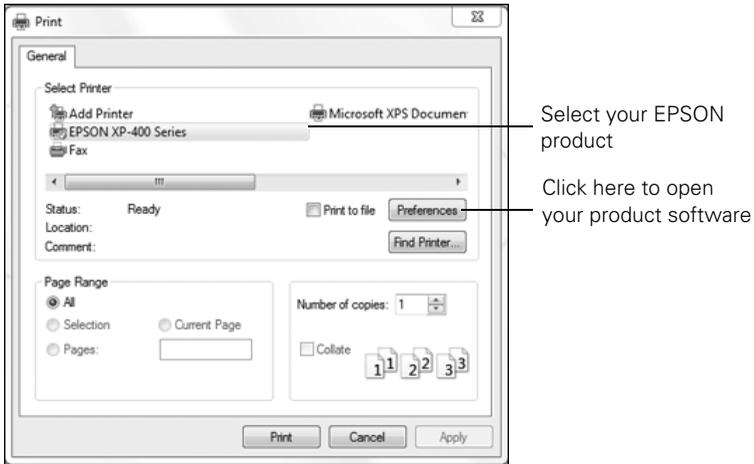
8. When you're ready to print, press **⬇**.
To cancel printing, press **⊗**.

Printing From Your Computer

This section describes the basic steps for printing from a Windows or Mac® computer. For detailed instructions on printing, see the online *User's Guide*.

Printing in Windows

1. Select the print command in your application. You see a window like this one:

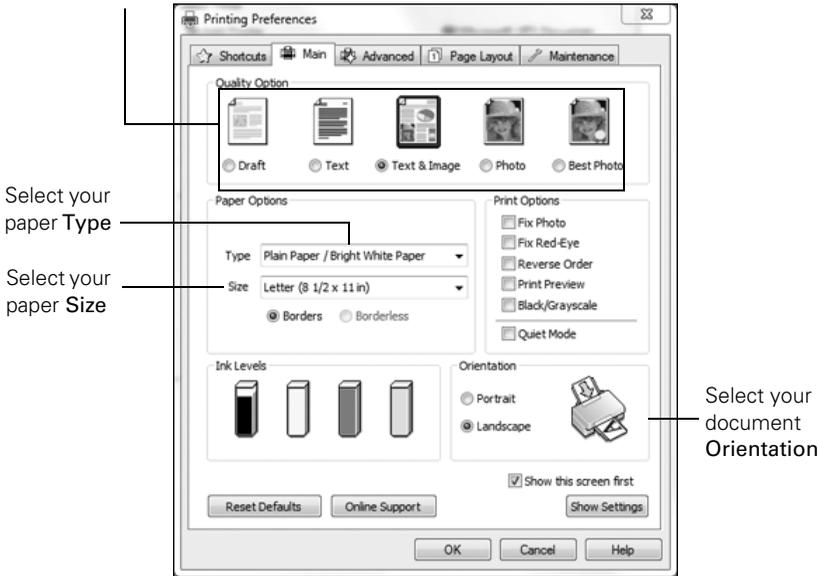


2. Make sure your EPSON product is selected, then click the **Preferences** or **Properties** button.

(If you see a **Setup**, **Printer**, or **Options** button, click it. Then click **Preferences** or **Properties** on the next screen.)

3. On the Main tab, select the basic print settings. Make sure you choose the correct paper **Type** and **Size** settings for the paper you are using (see page 12 for details).

Select the type of document you're printing
(choose **Photo** or **Best Photo** for pictures)



Note: For quick access to the most common settings, click the **Shortcuts** tab and select one of the presets. You can create your own presets by clicking the **Save Settings** button on the **Advanced** tab.

4. If you want to reduce or enlarge your printout, or print double-sided, click the **Page Layout** tab and select settings as necessary.
5. For more printing options, click the **Advanced** tab.

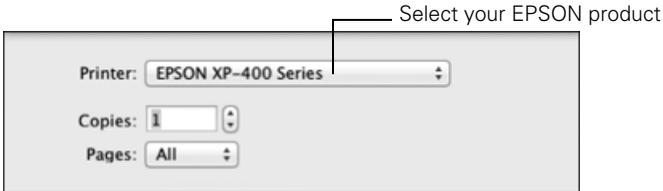
Note: For more information about print settings, click **Help** or see your online *User's Guide*.

6. Click **OK** to save your settings.
7. Click **OK** or **Print** to start printing. A window appears and shows the progress of your print job.

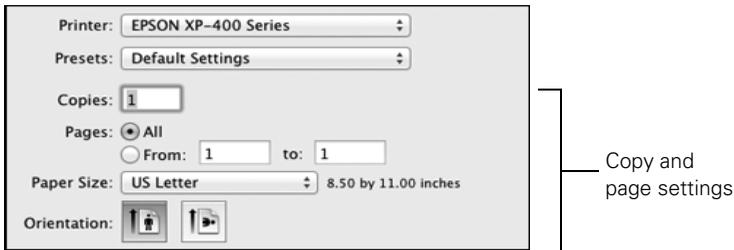
Printing With a Mac

Follow the steps below to print from Mac OS X 10.5 to 10.7.

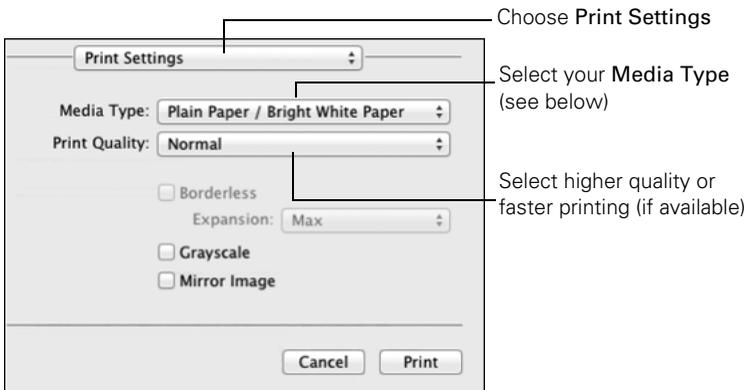
1. Open the File menu and select Print.
2. Select your EPSON product as the Printer setting.



3. Click the arrow or Show Details to expand the Print window, if necessary.
4. Select basic copy and page settings. If you are printing a borderless photo, select a paper size with a Sheet Feeder-Borderless option. You can also select a custom setting to create a custom paper size.



5. Choose Print Settings from the pop-up menu, and select the following print settings:



For borderless printing, choose a **Media Type** other than Plain Paper or Envelope and select **Borderless**.

Note: If the setting you want isn't shown (for example, **Scale**), check for it in your application before printing. Or check for it in the settings for your application at the bottom of this window.

6. Choose any other printing options you may need from the pop-up menu. See the online *User's Guide* for details.
7. Click **Print**.
8. To monitor your print job, click the  printer icon in the Dock.

Selecting the Correct Paper Type

Select the correct **Type** (Windows) or **Media Type** (Mac OS X) setting in your printer software. This tells your EPSON product what kind of paper you're using, so the ink coverage can be adjusted accordingly.

For this paper	Select this setting
Plain paper EPSON Bright White Paper EPSON Presentation Paper Matte EPSON Photo Quality Self-adhesive Sheets EPSON Iron-on Cool Peel Transfer paper	Plain Paper/Bright White Paper
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
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
Envelopes	Envelope

Scanning a Document or Photo

You can use your product to scan a photo or document and save it on your computer. The ↗ Scan function lets you scan quickly using preselected settings, or you can use the EPSON Scan software to access more advanced features. For example, you can use EPSON Scan to restore faded colors in old photos (see page 15).

Note: For detailed scanning instructions, see the online *User's Guide*.

Quick Scanning From the Control Panel

Use the ↗ Scan function to quickly scan a photo or document and save it on your computer. You can even scan a photo and have it automatically included in an email message.

Note: For Mac OS X 10.6/10.7, see “Scanning with Mac OS X 10.6/10.7” on page 15.

1. Raise the document cover and place your original facedown on the glass, in the front right corner, as shown on page 6.
2. Close the cover gently so you don't move the original.
3. Press  if necessary and select ↗ Scan.
4. Press  or  to select one of the following options:
 - **Scan to Memory Card** lets you scan and save the image on a memory card. You can select the file format, quality, and other settings.
 - **Scan to PC** automatically creates a JPG image and saves it to your computer; ideal for scanning photos.
 - **Scan to PC (PDF)** automatically creates a PDF file and saves it to your computer; ideal for scanning documents.
 - **Scan to PC (Email)** automatically scans a photo, resizes it, launches your email application, and attaches a JPG image to a new outgoing message. This works with MAPI-type email such as Microsoft® Outlook, Windows Live Mail, Mac Mail, and Entourage, but not web-based email such as Gmail.
 - **To PC (WSD)** lets you manage wireless scanning in Windows 7 or Windows Vista® (English only).

5. Do one of the following:

- If your printer is connected directly to your computer with a USB cable, press  to select **USB Connection**.
- If your printer is connected to a wireless network, select your computer name, then press .

Once your image is scanned, you see its icon in Windows Explorer or Mac OS X Finder, or as an attachment in your email application, depending on the option you selected.

Scanning With EPSON Scan Software

You can scan original documents and photos and save them as files on your computer using the EPSON Scan software. You can also launch EPSON Scan from any TWAIN-compliant application.

Note: For Mac OS X 10.6/10.7, see “Scanning with Mac OS X 10.6/10.7” on page 15.

1. Raise the document cover and place your original facedown on the glass, in the front right corner, as shown on page 6.
2. Close the cover gently so you don't move the original.
3. Do one of the following to start EPSON Scan:
 - **Windows:** Double-click the **EPSON Scan** icon on your desktop.
 - **Mac OS X:** Double-click **EPSON Scan** in the **Applications > Epson Software** folder.
 - If you are scanning from an application, start your application. Then open the **File** menu, choose **Import** or **Acquire**, and select your EPSON product.

You see the EPSON Scan window:

4. Select **Full Auto Mode** as the Mode setting in the upper right corner. (If you are in Home, Office, or Professional Mode, you see a different EPSON Scan window.)
5. If you want to restore faded color in a photo or make other corrections, click **Customize**. Then follow the instructions on page 15.
6. Click the **Scan** button. The image is scanned and you see its icon in Windows Explorer or Mac OS X Finder.



Scanning with Mac OS X 10.6/10.7

You can scan original documents and photos and save them as files on your computer.

1. Open an image editing application such as Image Capture, select your EPSON product if necessary, then click the **Scan** button to preview your image.
2. If you would like to select scan settings, such as Color Restoration and file save settings, click **Show Details**.
3. Click the **Scan** button to begin scanning. Your image is saved to the folder selected in the **Scan To** pop-up menu.

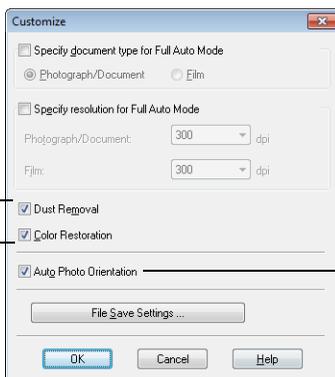
Note: With Mac OS X 10.6 or 10.7, in addition to scanning with Image Capture, you can download and install EPSON Scan scanning software. EPSON Scan provides additional image adjustment and photo correction features for enhancing scanned images, and provides an interface for TWAIN-compliant OCR scanning software, such as ABBYY® FineReader®. To download EPSON Scan, visit Epson's driver download site epson.com/support (U.S.) or epson.ca/support (Canada).

Restoring and Correcting Photos

You can automatically transform a faded, dusty, or badly exposed color photo into one with true-to-life color and sharpness as you scan. Use the **Color Restoration** and **Dust Removal** options in EPSON Scan's Full Auto Mode. In Home and Professional Mode, you can also select **Backlight Correction** to remove shadows from images with too much background light.

Full Auto Mode

Click the **Customize** button, click **Dust Removal** and/or **Color Restoration**, click **OK**, and click **Scan**.



Automatically orients your photos based on detected faces and other features. If your photo is not oriented correctly, turn off **Auto Photo Orientation** and try again.

Note: For more information, see the online *User's Guide*. You can also click **Help** on the EPSON Scan screen for information about all the available settings.

Maintaining Your Printer

Follow the instructions in this chapter for checking and cleaning the print head nozzles and replacing ink cartridges. To align the print head, if necessary, see your online *User's Guide*.

Caution: To keep your printer looking like new, don't place anything on top of the cover or use it as a writing surface. If you need to clean the cover, use only a soft, non-abrasive microfiber-type cloth.

Checking the Print Head Nozzles

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

1. Load letter- or A4-size paper in the sheet feeder.
2. Press  if necessary and select  **Setup** on the printer's control panel.
3. Use the arrow buttons to select **Maintenance** and press **OK**, then select **Nozzle Check** and press **OK**.
4. Press  to print the nozzle check pattern.
5. Check the pattern that prints to see if there are gaps in the lines.



6. If there are no gaps, select **Finish Nozzle Check** and press **OK**.

If there are gaps or the pattern is faint, select **Head Cleaning** and press **OK**. Then press  to clean the print head (see page 17).

Cleaning the Print Head

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

Note: You cannot clean the print head if an ink cartridge is expended, and may not be able to clean it when a cartridge is low. You must replace the cartridge first (see page 19).

1. Load letter- or A4-size paper in the sheet feeder.
2. Press  if necessary and select  Setup.
3. Use the arrow buttons to select **Maintenance** and press **OK**, then select **Head Cleaning** and press **OK**.
4. Press  to start cleaning.

Cleaning takes several minutes. When it's finished, you see a message on the LCD screen.

Caution: Never turn off the printer during head cleaning or you may damage it.

5. Select **Nozzle Check** and press **OK**, then press  to verify that the print head is clean.
6. If there are still gaps or lines, or the test patterns are faint, run another cleaning cycle and check the nozzles again.

Note: If you don't see any improvement after cleaning the print head four times, turn off the product and wait at least six hours to let any dried ink soften. Then try cleaning the print head again. If quality does not improve, one of the ink cartridges may need to be replaced. If that doesn't help, contact Epson as described on page 25.

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

Checking Ink Levels

If an ink cartridge is expended, you see a message on your printer's LCD screen:

Note: Printing stops when an ink cartridge is expended. If a color cartridge is expended, you may be able to continue printing temporarily with black ink; see the online *User's Guide* for more information. If the black cartridge is expended, you must replace it to continue printing.

You can check ink cartridge levels by pressing  if necessary and selecting  Setup, then pressing **OK**. The ink levels displayed are approximate.



A window may also appear on your computer screen when you try to print when ink is low. This window can optionally display ink offers and other updates from Epson.

Note: To disable checking for ink offers or updates from Epson, see the instructions in your online *User's Guide*.

Purchasing EPSON Ink Cartridges

You can purchase genuine EPSON ink and paper from 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).

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

Ink color	Standard-capacity	High-capacity
Black	200	200XL
Cyan	200	200XL
Magenta	200	200XL
Yellow	200	200XL

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

Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature. For print quality, a small amount of ink remains in the cartridge after the "replace cartridge" indicator comes on. The cartridges included with the printer are designed for printer set up and not for resale. After some ink is used for priming, the rest is available for printing.

For best printing results, use up a cartridge within six months of opening the package, and before the expiration date on the cartridge box.

Store ink cartridges in a cool, dark place. If cartridges have been exposed to cold temperatures, allow them to warm up to room temperature for at least 3 hours before using them.

Replacing Ink Cartridges

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

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

Note: Leave the expended cartridge installed until you have obtained a replacement, or the ink remaining in the print head nozzles may dry out.

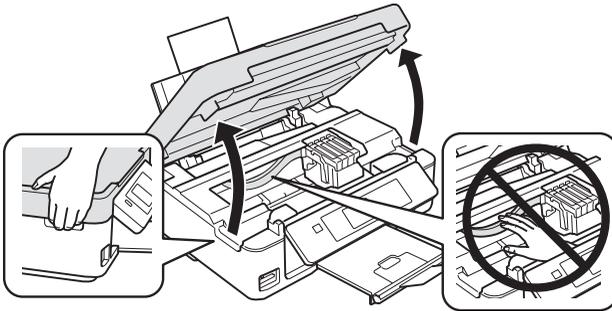
1. Turn on your printer.
2. If an ink cartridge is expended, you see a message on the LCD screen. Note which cartridges need to be replaced and press **OK**.

If a cartridge is expended, you must replace it to be able to print. If a cartridge is low, you can continue printing until a cartridge needs replacement.



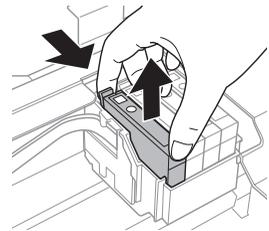
If you're replacing a cartridge before you see a message on the LCD screen, press **⏠** if necessary and select **⚙ Setup**. Select **Maintenance**, then select **Ink Cartridge Replacement** and press **OK**.

3. Lift up the scanner.



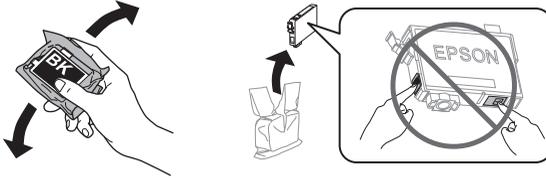
4. Squeeze the tab on the cartridge and lift it up. Dispose of it carefully. Do not take the used cartridge apart or try to refill it.

Warning: If ink gets on your skin, wash it off with soap and water. If ink gets in your eyes, flush them immediately with water. If it gets in your mouth, spit it out and see a doctor right away.



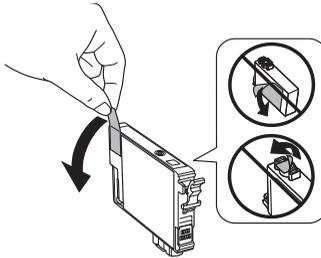
5. Before you open the new cartridge package, shake it gently four or five times. Then remove the cartridge from the package.

Caution: Do not touch the green chip or the small window on the side of the cartridge. This can damage the ink cartridge.

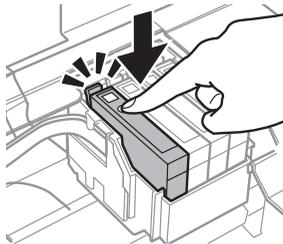


6. Remove the yellow tape from the bottom of the ink cartridge.

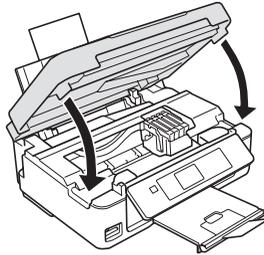
Caution: Do not remove any other labels or seals, or ink may leak.



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



8. Lower the scanner unit.



9. Press **OK** to begin charging the ink. This takes about 2 minutes. When you see a completion message on the LCD screen, ink charging is finished.

Caution: Never turn off the EPSON printer while ink is charging or you'll waste ink. If you see an ink replacement message on the LCD screen, press **OK** and press down all the cartridges securely. Then press **OK** again.

Note: If you replaced a cartridge while copying a document or photo, cancel printing and make sure your original is still placed correctly on the scanner glass. Then copy your original again.

If you remove a low or expended ink cartridge, you cannot reinstall and use the cartridge.

Solving Problems

If you have a problem with your product, check the messages on the control panel to diagnose the cause.

You can also check “Problems and Solutions” below for basic troubleshooting suggestions, or see your online *User’s Guide* for more detailed help.

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

Problems and Solutions

Check the solutions below if you’re having trouble using your EPSON product.

Note: If the LCD screen is dark, press any button to wake the printer from sleep mode.

Network Problems

- Try connecting to the router or access point with your computer or another device to confirm that it is working correctly.
- Try resetting the router (turn it off and then on), then try to connect to it again.
- Print a Network Status Sheet (see page 23). Verify that the network settings are correct and check the signal strength. If it is poor, try moving the product closer to your router or access point. Avoid placing it next to a microwave oven, 2.4 GHz cordless phone, or large metal object such as a filing cabinet.
- If your wireless router doesn’t broadcast its network name (SSID), see your online *User’s Guide* for instructions on manually entering your wireless network name.
- If your wireless router has security enabled, make sure you entered the WEP key or WPA passphrase correctly.
- When using TCP/IP, make sure your network’s DHCP option is enabled (your router manufacturer will be able to assist you with this setting).
- Remove and reinsert the CD to reinstall your product software.
- Disable the firewall temporarily to see if that may be causing the problem. Contact your firewall manufacturer for assistance.

Cannot scan over the network

- In order to use EPSON Scan with Mac OS X 10.6 or 10.7, you must first download it from the Epson support site. For more information, see page 15.
- If you cannot scan from the product's control panel, make sure you restarted your computer after installing the product software. Make sure EPSON Event Manager is not being blocked by your firewall or security software. Try turning off the firewall.
- If you are scanning a large document at high resolution, a communication error may occur. If the scan did not complete, lower the resolution.
- If network communication was interrupted while starting EPSON Scan, exit EPSON Scan, and restart it after a few seconds. If EPSON Scan cannot restart, turn the printer off and back on, and then try restarting EPSON Scan. Check the **Timeout Setting** in **EPSON Scan Settings**. For details, see the EPSON Scan Help.
- Make sure EPSON Event Manager is set up to communicate with your product.

Print a Network Status Sheet

1. Press  if necessary and select  Setup.
2. Select **Wi-Fi Settings**, then select **Confirm Wi-Fi Settings**.
3. Press , then press  again to print a network status sheet.

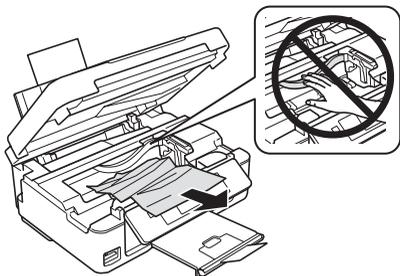
Printing and Copying Problems

- Make sure your original is positioned in the front right corner of the glass. If the edges are croppped, move your original away from the edges slightly.
- Make sure your paper is loaded short edge first and is positioned against the right side with the edge guide against its left side. Don't load paper above the arrow mark inside the edge guide.
- Make sure the paper size settings are correct for the paper you loaded.
- Printing stops when an ink cartridge is expended. If a color cartridge is expended, you may be able to continue printing temporarily with black ink; see the online *User's Guide* for more information. If the black cartridge is expended, you must replace it to continue printing.

Paper Feeding Problems

- If paper doesn't feed, remove it from the sheet feeder. Flip through the stack to separate the sheets a little. Then reload the paper against the right side, and slide the left edge guide against the paper (but not too tightly).

- Do not load too many sheets at once. See your online *User's Guide* for more information.
- If paper is jammed, follow these steps:
 1. Gently pull out jammed paper from the output tray or sheet feeder.
 2. If paper is stuck inside, lift up the scanner, remove the jammed paper and torn pieces, then lower the scanner.



3. Press \diamond to resume printing. If the error message does not clear, turn the printer off and then back on.

Print Quality Problems

If you have any problems with the copy or print quality, try these solutions:

- Make sure the document is placed flat against the scanner glass and your EPSON printer is not tilted or placed on an uneven surface.
- Load the paper printable side up (usually the whiter, brighter, or glossy side).
- Make sure your paper isn't damp or curled.
- Use a support sheet with special paper or load your paper one sheet at a time. Remove sheets from the output tray so not too many collect at a time.
- Make sure the type of paper you loaded matches the paper size and paper type settings on the control panel or in your printer software (see page 12).
- For the best print quality, use Epson special paper (see page 4) and genuine Epson ink cartridges (see page 18).
- If you notice light or dark bands across your printouts or they are too faint, you may need to clean the print head (see page 17). This unclogs the nozzles so they can deliver ink properly. Run a nozzle check as described on page 16 to see if the print head needs cleaning.
- Clean the print head as described on page 17.

- If you notice jagged vertical lines, you may need to align the print head. See your online *User's Guide* for instructions.
- The ink cartridges may be low on ink. Check your cartridge status (see page 17) and replace cartridges, if necessary (see page 19).
- If a dotted line appears in the image, clean the scanner glass with a soft, dry, lint-free cloth (paper towels are not recommended and may permanently scratch the surface), or use a small amount of glass cleaner on a soft cloth, if necessary. Do not spray glass cleaner directly on the glass.

Where to Get Help

Internet Support

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

Speak to a Support Representative

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

- Product name (XP-400)
- Product serial number (located on the back of the product and under the scanner)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Then call:

(562) 276-4382 (U.S.) or (905) 709-3839 (Canada), 6 AM to 8 PM, Pacific Time, Monday through Friday and 7 AM to 4 PM Saturday

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).

Notices

Important Safety Instructions

Before using your EPSON product, read and follow these safety instructions:

- Be sure to follow all warnings and instructions marked on the product.
- Use only the type of power source indicated on the product label.
- Use only the power cord that comes with the product. Use of another cord may cause fires or shock. Do not use the cord with any other equipment.
- Place the product near a wall outlet where the plug can be easily unplugged.
- Avoid plugging the product into an outlet on the same circuit as a photocopier or air conditioning system that regularly switches on and off, or on an outlet controlled by a wall switch or timer.
- Do not let the power cord become damaged or frayed. Place it to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of it and do not allow it to be stepped on or run over. Be careful to keep the cord straight at each end.
- If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- Always turn off the product using the  power button, and wait until the  power light stops flashing before unplugging the product or cutting off power to the electrical outlet.
- If you won't be using the product for a long period, unplug the power cord from the electrical outlet.
- Place the product on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.
- Make sure the back of the product is at least 4 inches (10 cm) away from the wall.
- Allow space behind the printer for the cables, and space above the printer so that you can fully raise the document cover.
- Leave enough space in front of the product for the paper to be fully ejected.
- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
- Do not place or store the product outdoors.
- Do not place the product near excessive heat sources or in direct sunlight.
- Leave enough room around the product for sufficient ventilation. Do not block or cover openings in the case or insert objects through the slots in the product.
- Keep the product away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.

- When connecting the printer to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Do not touch the flat white cable inside the product.
- Do not move the print head by hand; this may damage the product.
- Do not spill liquid on the product or use the product with wet hands.
- Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.
- Except as specifically explained in your documentation, do not attempt to service the product yourself.
- Unplug the product and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the case damaged; if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- If damage occurs to the plug, replace the cord or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.
- Leave the ink cartridges installed. Removing cartridges can dehydrate the print head and may prevent the product from printing.
- Before transporting the product, make sure that the print head is in the home (far right) position and the ink cartridges are in place.
- When storing or transporting the product, do not tilt it, stand it on its side, or turn it upside down; otherwise ink may leak from the cartridges.
- To avoid adversely affecting the operation of the following equipment and causing an accident, do not use the product: near medical equipment in a medical facility; within 8.7 inches (22 cm) of a cardiac pacemaker; near automatically controlled devices such as automatic doors or fire alarms.
- Do not press too hard on the scanner glass when placing originals.
- Do not lift up the scanner section while the product is copying, printing, or scanning.
- Be careful not to trap your fingers when closing the document cover.

Touch Panel Safety Instructions

- Use only a dry, soft cloth to clean the touch panel. Do not use liquid or chemical cleansers.
- If the touch panel is damaged, contact Epson. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.
- The exterior cover of the touch panel could break if it receives a heavy impact. Contact Epson if the panel surface chips or cracks, and do not touch or attempt to remove the broken pieces.

Ink Cartridge Safety Instructions

- Keep ink cartridges out of the reach of children.
- Be careful when you handle used ink cartridges; there may be ink remaining around the ink supply port. If ink gets on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water. If ink gets in your mouth, spit it out and see a doctor right away.
- Do not shake ink cartridges after opening their packages; this can cause leakage.
- Do not put your hand inside the product or touch any cartridges during printing.
- Install a new ink cartridge immediately after removing a used one. Leaving cartridges uninstalled can dry out the print head and may prevent the product from printing.
- Do not touch the green IC chip or small window on the side of the cartridge. This may prevent normal operation.
- 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 product. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent the ink from staining items that the cartridge touches. Do not touch the ink cartridge ink supply port or surrounding area.
- Use an ink cartridge before the date printed on its package.
- Do not dismantle an ink cartridge. This could damage the print head.
- Store ink cartridges in a cool, dark place.
- After bringing an ink cartridge inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- Store ink cartridges with their labels facing upward. Do not store cartridges upside down.

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 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 complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Declaration of Conformity

According to 47CFR, Part 2 and 15 for: Class B Personal Computers and Peripherals; and/or CPU Boards and Power Supplies used with Class B Personal Computers:

We: Epson America, Inc.
Located at: MS 3-13
3840 Kilroy Airport Way
Long Beach, CA 90806
Telephone: (562) 290-5254

Declare under sole responsibility that the product identified herein, complies with 47CFR Part 2 and 15 of the FCC rules as a Class B digital device. Each product marketed is identical to the representative unit tested and found to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47CFR §2.909. 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.

Trade Name: Epson
Type of Product: Multifunction printer
Model: C462A

Epson America, Inc. Limited Warranty

What Is Covered: Epson America, Inc. (“Epson”) warrants to the original retail purchaser that the EPSON printer covered by this limited warranty statement, if purchased and operated only in the United States, Canada, or Puerto Rico, will be free from defects in workmanship and materials for a period of one (1) year from the date of original purchase. For warranty service, you must provide proof of the date of original purchase.

What Epson Will Do To Correct Problems: Should your EPSON printer prove defective during the warranty period, please call the EPSON Connection at (562) 276-4382 (U.S.) or (905) 709-3839 (Canada) for warranty repair instructions and return authorization. An EPSON service technician will provide telephone diagnostic service to determine whether the printer requires service. If service is needed, Epson will, at its option, exchange or repair the printer without charge for parts or labor. If Epson authorizes an exchange for the defective unit, Epson will ship a replacement printer to you, freight prepaid, so long as you use an address in the United States, Canada, or Puerto Rico. Shipments to other locations will be made freight collect. You are responsible for securely packaging the defective unit and returning it to Epson within five (5) working days of receipt of the replacement. Epson requires a debit or a credit card number to secure the cost of the replacement printer in the event that you fail to return the defective one. If Epson authorizes repair instead of exchange, Epson will direct you to send your printer to Epson or its authorized service center, where the printer will be repaired and sent back to you. You are responsible for packing the printer and for all costs to and from the EPSON authorized service center. When warranty service involves the exchange of the printer or a part, the item replaced becomes Epson property. The replacement printer or part may be new or refurbished to the Epson standard of quality, and, at Epson’s option, may be another model of like kind and quality. Exchange products and parts assume the remaining warranty period of your original product covered by this limited warranty.

What This Warranty Does Not Cover: This warranty covers only normal use in the United States, Canada, or Puerto Rico. Using this product for continuous production or similar high duty purposes is not considered normal use; damage, maintenance or service from such use will not be covered under this warranty. This warranty is not transferable. This warranty does not cover any color change or fading of prints or reimbursement of materials or services required for reprinting. This warranty does not cover damage to the EPSON product caused by parts or supplies not manufactured, distributed or certified by Epson. This warranty does not cover ribbons, ink cartridges or third party parts, components, or peripheral devices added to the EPSON product after its shipment from Epson, e.g., dealer or user-added boards or components. Epson is not responsible for warranty service should the Epson label or logo or the rating label or serial number be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse, abuse, improper installation, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, software problems, interaction with non-EPSON products, or service other than by an EPSON Authorized Servicer. If a claimed defect cannot be identified or reproduced, you will be held responsible for the costs incurred.

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To find the EPSON Authorized Reseller nearest you, visit our website at: www.epson.com.

To find the EPSON Customer Care Center nearest you, visit www.epson.com/support.

You can also write to: Epson America, Inc., P.O. Box 93012, Long Beach, CA 90809-3012

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