BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Epson Printers (EcoTank)

Filling the tanks, Wi-Fi, the Smart Panel app and clogged nozzles — explained in plain English, one step at a time

A plain-English guide for seniors and families

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Epson EcoTank printers · facts current November 2026

What's Inside

This is your Epson EcoTank manual. Read it in any order and at your own pace — there is no test. An EcoTank is a printer you fill from bottles of ink instead of cartridges, and it rewards you with very cheap printing once you know a few habits. Every chapter explains what a feature actually does *for you*, then walks through it slowly, one step at a time. Epson makes many EcoTank models and their screens and buttons differ a little, so when a menu name on yours reads slightly differently, the idea is still the same. For printers in general (HP, Canon and others), see our Home Printers & Scanners guide.

Part 1 — Getting to Know Your EcoTank

1 A Note from Bill
2 What an EcoTank Is (and How It Differs from Cartridge Printers)
3 Finding Your Model and Your Ink Bottle Number
4 The Parts and Buttons You'll Actually Use

Part 2 — Setting Up a New EcoTank

5 Unboxing and the First Ink Fill
6 The First Long Wait, Loading Paper and Your First Test Page
7 Registering Your Printer and Understanding the Warranty

Part 3 — Getting on Wi-Fi

8 Wi-Fi Setup with the Epson Smart Panel App
9 Other Ways to Connect: The Printer's Screen, WPS and Wi-Fi Direct
10 Reconnecting After a New Router or Wi-Fi Password

Part 4 — Printing, Copying and Scanning

11 A Tour of the Epson Smart Panel App
12 Printing from Your iPhone, iPad or Android Phone
13 Printing from a Windows PC or a Mac
14 Making Copies
15 Scanning to Your Phone or Computer
16 Epson Connect: Email Print and Remote Print

Part 5 — Ink and Refills

17 Refilling the Ink Tanks
18 Genuine Epson Ink vs. Cheaper Bottles: An Honest Look
19 Epson ReadyPrint: The Subscription Option

Part 6 — Print Quality and Clogged Nozzles

20 Nozzle Check and Head Cleaning

21 Power Cleaning: The Last Resort
22 Preventing Clogs: The Weekly Habit

Part 7 — Fixing Problems and Staying Safe

23 Paper Jams and Paper That Won't Feed
24 Lights, Messages and "Printer Offline"
25 The Maintenance Box and the Ink Pads
26 Firmware Updates
27 Fake Printer Support: Spotting the Scams

Part 8 — When to Call Bill & Your Cheat-Sheet

28 When to Call Bill
29 Your Epson EcoTank Cheat-Sheet

PART 1

Getting to Know Your EcoTank

What an EcoTank is, how it differs from a cartridge printer, how to find your exact model and ink, and a tour of the parts you'll actually touch.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you're reading this, you probably have an Epson EcoTank on the desk — or one in a box waiting to be opened — and a few questions. Maybe the ink bottles look a little intimidating. Maybe the printer worked fine for months and then started printing pale or streaky pages. Or maybe it just says "offline" and you'd like to know why. Whatever brought you here, this guide is for **you**.

I'm Bill. Helping folks get comfortable with their technology is what I do every day, and I've written this guide the way I'd explain it sitting next to you: patiently, in plain English, and without any jargon I don't stop to explain.

You can't break it by exploring

An EcoTank is sturdier and more forgiving than it looks. Tapping around in its menus or in the Epson app won't hurt anything. The few things that really matter — using the right ink bottle in the right tank, letting the printer finish its first long "charging" cycle, and printing now and then so the ink doesn't dry — are all explained slowly, with the reasons behind them.

WHAT THIS DOES FOR YOU

Why an EcoTank is worth learning

Once it's set up, an EcoTank prints for a very long time on the ink in the box, and refills cost a small fraction of what cartridges cost. Learn the few habits in this guide and you'll have a printer that just works when the grandchildren's photos, the tax forms or the church bulletin need printing.

What this guide covers

- What an EcoTank is, and how it differs from a printer that takes cartridges.
- Unboxing, the first ink fill and the first long wait.
- Getting it on Wi-Fi — and back on Wi-Fi after you get a new router.
- The free **Epson Smart Panel** app for your phone: printing, scanning, copying and ink levels.
- Printing from an iPhone, an Android phone, a Windows PC or a Mac.
- Refilling, the honest truth about cheaper ink, and Epson's subscription plan.
- Fixing faded or streaky prints, clearing paper jams and understanding messages.

- Spotting fake "printer support" websites and phone numbers.

And I'm only a phone call away

This guide will carry you a long way on your own. But if you ever get stuck — the printer won't join the Wi-Fi, or the pages still come out streaky after cleaning — call me at **(330) 200-8042**. No question is too small.

So find a comfortable chair, and let's get to know this printer together.

— Bill

CHAPTER 2

What an EcoTank Is (and How It Differs from Cartridge Printers)

Most home printers use small plastic **cartridges** that you throw away and replace when they run dry. An Epson **EcoTank** works differently: it has large see-through **ink tanks** built into the front or side of the printer, and you fill them from bottles of ink, a bit like topping off a windshield-washer reservoir. Epson calls these "cartridge-free supertank" printers.

The trade-off in one sentence

An EcoTank costs more to buy than a basic cartridge printer, but the ink costs far less, so it pays you back over time — especially if you print every week.

	Cartridge printer	Epson EcoTank
Price of the printer	Often low	Higher (Epson's own list price for the popular ET-2980 is $329.99; stores often sell it for less)
Ink in the box	Small "setup" cartridges	Full bottles — Epson advertises up to 3 years of ink in the box on the ET-2980
Cost of more ink	High per page	Low per page; a genuine bottle lasts thousands of pages
How you add ink	Snap in a cartridge	Pour from a bottle into a tank
Seeing how much is left	Estimate on screen	Look at the tank window, plus the estimate in the app

Prices are as of November 2026. "Up to 3 years" is Epson's estimate based on average home use; some of the ink in the first bottles is used to prepare the printer the first time (Chapter 6), so the bottles in the box don't go quite as far as the ones you buy later.

Things that are the same as any printer

- It prints, and most EcoTank models also **scan** and **copy** (these are called "all-in-ones").
- It connects to your Wi-Fi so you can print from a phone, tablet or computer.
- It still needs paper loaded neatly and the occasional cleaning.

Things that are different

- **You'll rarely buy ink.** Many owners go a year or more between refills.
- **Ink can dry in the print head if the printer sits unused for weeks.** That's the main reason for faded or streaky pages. Printing a page or two each week prevents most of it (Chapter 22).
- **There's a small part called a maintenance box** on many models that collects used ink from cleanings and eventually needs replacing (Chapter 25).

GOOD TO KNOW

"ET" is the American model name

In the U.S., EcoTank models are named **ET-** and a number, such as ET-2800, ET-2980, ET-3950, ET-4950 or ET-8550. A "U" at the end of a model number (for example ET-2980U) marks printers sold through Epson's ReadyPrint subscription (Chapter 19). Abroad, similar printers are sold as the "L" series. Advice you find online for an L-series printer may not match your menus exactly.

FROM BILL

Is an EcoTank right for you?

If you print a few pages most weeks — letters, recipes, forms, photos for the fridge — an EcoTank is a smart buy. If you print twice a year, ink can dry out between uses no matter which printer you own, and a basic model may serve you just as well. I'm happy to talk it through before you buy.

CHAPTER 3

Finding Your Model and Your Ink Bottle Number

Two pieces of information make everything easier: your printer's **exact model**, and the **number of the ink bottles** it takes. Different EcoTank models take different bottles, and the bottles are shaped so the wrong ones won't fit. Writing these two things down once saves guesswork every time.

Find your model

1. Look on the **front or top** of the printer, usually near the control panel or the scanner lid. You're looking for "ET-" followed by numbers.
2. No luck? Look on the **label on the back or bottom**, which also has the serial number.
3. Or open the **Epson Smart Panel** app on your phone once the printer is connected — the model name is shown at the top of the app's home screen.

Find your ink bottle number

Epson sells EcoTank ink by a short number printed on each bottle, and the number depends on the model. Here are three reliable ways to find yours:

1. **Look at a bottle you already have.** The number is printed on the box and the bottle label.
2. **Check your printer's user's guide.** Each model's guide has a page listing the ink bottle codes for each color. Epson notes the codes can vary by country, so use the guide for the U.S. model.
3. **Go to epson.com**, type your model in the search box, open its support page and look under ink or supplies. The official page lists the exact bottles that fit.

HEADS UP

Don't go by the printer's name alone

Two EcoTanks with similar names can take different bottles, and some models use a special pigment black that's different from the color bottles. Always match the **bottle number** shown for your exact model, not just the series.

TIP

Write them down now

Jot the model and the bottle number in the cheat-sheet at the end of this guide (Chapter 29). The next time you order ink, you'll have it in front of you.

CHAPTER 4

The Parts and Buttons You'll Actually Use

EcoTank models vary in shape, but nearly all of them share the same handful of parts. Here's a slow tour. Don't worry if yours has a part in a slightly different spot.

Part	What it does
Ink tanks	The see-through windows, usually on the front, holding the ink. Each tank has an upper and a lower line printed beside it.
Ink tank cover	A flip-up cover over the tanks. Under it, each tank has a small cap over its **filling port** — the opening where the bottle goes.
Control panel	The buttons and screen. Some models have a color screen; some have only a few buttons and lights. The **power** button is here.
Paper tray or rear feed	Where paper goes in. Some models load from a slot at the back ("rear paper feed"), others from a drawer at the front.
Output tray	Where printed pages come out.
Scanner lid and glass	On all-in-one models, lift the lid and place the page face-down on the glass.
Scanner unit	On many models the whole top section lifts up so you can reach inside to clear jammed paper.
Maintenance box	On many newer models, a small replaceable box (often on the side or back) that collects used ink from cleanings. See Chapter 25.

Screen or no screen?

Models with a screen walk you through settings right on the printer. Models with only buttons and lights are set up mostly from the **Epson Smart Panel** app on a phone (Chapter 8). Either way, the app is the friendliest place to start.

TIP

Lights that blink are telling you something

A blinking light isn't a disaster. It usually means the printer is busy, out of paper, or waiting for you to do something. Chapter 24 explains the common lights and messages.

HEADS UP

Keep it level when it has ink in it

Once the tanks are filled, keep the printer flat. If you ever need to move it, keep it level, and check that each tank's cap is closed tightly first. Tipping a filled EcoTank can spill ink.

PART 2

Setting Up a New EcoTank

Unboxing, filling the tanks for the first time, the long first wait, loading paper, and registering the printer so the warranty counts.

CHAPTER 5

Unboxing and the First Ink Fill

Setting up an EcoTank takes a little longer than a cartridge printer, mostly because you fill the tanks yourself. Give yourself a calm half hour or so, plus the waiting time in Chapter 6. Every model comes with a **Start Here** sheet; keep it beside you, because your model's details win over anything general.

Before you start

- Pick a spot that's flat, near an outlet, and within reach of your Wi-Fi.
- Lay down a few paper towels. The ink is designed not to spill, but it's cheap insurance.
- Remove **all** the blue or orange tape and packing material, inside and out. Lift the scanner lid and the scanner unit if your model has one and look for tape there too.
- Keep the box for now, in case you need to return or move the printer.

Filling the tanks for the first time

1. Turn on the printer if your Start Here sheet tells you to. On models with a screen, the printer may show the filling steps on its display — follow those.
2. Open the **ink tank cover**, then open the cap on the **first tank only**.
3. Pick up the bottle whose color matches that tank. Holding it upright, twist off its cap and remove any seal if your bottle has one.
4. Line up the top of the bottle with the tank's filling port and insert it **straight in**. The bottles are shaped by color, so each one only fits its own tank — never force it.
5. Let it fill. On current models the ink flows in by itself and **stops automatically** when the tank reaches the upper line. You don't need to squeeze the bottle.
6. Lift the bottle straight out, put its cap back on, and close the tank's cap firmly.
7. Repeat for each remaining color, one tank at a time.
8. Close the ink tank cover.

TIP

One tank open at a time

Opening just one tank cap at a time makes it impossible to mix up colors. If a bottle doesn't seem to fit, check that the bottle's color matches the label on the tank.

HEADS UP

If you get ink on your skin or a surface

Wash skin with soap and water. Wipe surfaces right away with a damp paper towel; ink is much harder to remove once it dries. Keep bottles out of reach of children, and see the safety notes in your printer's guide if ink gets in an eye.

GOOD TO KNOW

Leftover ink in a bottle

Some bottles don't empty completely on the first fill. Cap any leftover tightly, store it upright, and use it next time that tank runs low.

CHAPTER 6

The First Long Wait, Loading Paper and Your First Test Page

After the first fill, a brand-new EcoTank has to move ink from the tanks all the way into the print head. Epson calls this **initial ink charging**. It's a one-time job, and it is the most important few minutes in your printer's life.

Initial ink charging: let it finish

- Once you close the tanks (and press the button your sheet mentions, if any), the printer starts charging by itself. You'll hear whirring, clicking and gurgling. That's normal.
- It takes a while. Depending on the model, Epson's guides give times from about 10 minutes to about 30 minutes. The power light usually flashes while it works.
- It's done when the power light stops flashing, or the screen says it's finished.
- **Don't turn it off or unplug it** during charging. Epson warns that interrupting it can leave the print head improperly charged and waste extra ink later.

HEADS UP

Accidentally turned it off partway?

Don't panic. Turn it back on and let it complete the whole charging cycle. If it seems to stop moving and making noise for a long time (Epson suggests waiting around 20 minutes), turn it off and on once to see whether charging continues. If it's still stuck, contact Epson through epson.com/support.

Loading paper

1. Fan a short stack of plain letter-size paper so the sheets aren't stuck together.
2. If your model has a **rear paper feed** at the back, flip up the feeder guard and slide the edge guide out. If it has a front drawer, pull the drawer out and slide the guides out.
3. Put the paper in with the **printable side up** for a rear feed (or **down** for most front drawers — the drawer has a small picture showing which way).
4. Slide the edge guide snugly against the paper, without bending it.
5. Don't overfill: keep the stack below the little triangle or line mark.
6. Pull out the output tray so pages have somewhere to land.

Print a test page: the nozzle check

The best first test on an EcoTank is a **nozzle check** — a small page of stripes in each color. If every line is solid with no gaps, your printer is ready. Chapter 20 shows how to print one from the printer, the app or a computer, and what to do if some lines are missing.

WHAT THIS DOES FOR YOU

What this does for you

Letting the first charge finish and checking the nozzles on day one means you start with a printer that's printing perfectly. If something is off, you'll know right away — while it's under warranty and the box is still handy.

CHAPTER 7

Registering Your Printer and Understanding the Warranty

It's worth five minutes to register your EcoTank with Epson. On many U.S. EcoTank models, registering is what turns a one-year warranty into a two-year one.

What the warranty usually looks like

- On many current U.S. models, Epson lists a **2-year limited warranty**, with the **second year depending on registering** the printer.
- The standard coverage is 12 months (or a set number of sheets, whichever comes first) without registration. The exact terms are on your model's page and in the warranty paper in the box.
- The **maintenance box** is a part you replace yourself, and Epson's warranty doesn't cover the cost of replacing it (Chapter 25).
- Epson says damage caused by non-Epson ink isn't covered by its warranty (Chapter 18).

How to register

1. Find the **serial number** on the label on the back or bottom of the printer, and keep your receipt handy for the purchase date.
2. On a computer or phone, go to **epson.com** and search for your model.
3. On your model's support page, look for **Register Now** (Epson's support pages also have a warranty check tool).
4. Fill in your details and the serial number, and submit. Save or print the confirmation.

> **TIP**
>
> **Some setups register for you**
>
> During setup on a computer or in the Smart Panel app, you may be offered product registration. That's fine to do there. Just make sure you finish it.

SCAM ALERT

Register only at epson.com

Search results sometimes show look-alike "printer registration" or "printer setup" sites that ask you to call a phone number or download a "driver." Type **epson.com** yourself instead of clicking ads. More about these traps in Chapter 27.

FROM BILL

Keep the paperwork together

Tape the receipt, the Start Here sheet and the serial number into a folder with your other appliance papers. If you ever call Epson — or me — that folder answers half the questions.

PART 3

Getting on Wi-Fi

Three ways to connect your EcoTank to your home network, a direct connection when there's no Wi-Fi, and how to reconnect after a new router or password.

CHAPTER 8

Wi-Fi Setup with the Epson Smart Panel App

The easiest way to get an EcoTank on your Wi-Fi is Epson's free **Epson Smart Panel** app for iPhone, iPad and Android. It finds the printer, connects it to your network, and then becomes your remote control for printing, scanning, copying and checking ink.

Before you begin

- Finish the first ink fill and charging (Chapters 5 and 6). Epson says to complete these before setting up wireless printing.
- Connect your phone to the **same Wi-Fi network** you want the printer on, and know that network's password.
- Turn on **Bluetooth** on the phone, and allow **location** access when the app asks. Epson uses these only to discover the printer during setup.
- Stand near the printer with your phone.

Step by step

1. On an iPhone or iPad, open the **App Store**; on Android, open the **Google Play Store**. Search for **Epson Smart Panel** and install the free app made by Seiko Epson.
2. Open the app and accept the terms.
3. If the app finds your printer, tap it. If not, tap the **+** (plus) icon to add a new product.
4. Choose to set up a **new printer** (one that isn't on Wi-Fi yet), and follow the screens.
5. When asked, choose your Wi-Fi network and type its password carefully — capital letters matter.
6. Wait while the app connects the printer. When it's done, the printer appears on the app's home screen with its ink levels.

TIP

If the app can't find the printer

Move closer, check that Bluetooth and Wi-Fi are on, and make sure the printer has finished charging and isn't showing an error. If your printer has a screen, another option is to connect it to Wi-Fi from the printer itself first (Chapter 9), then choose the app's option for a printer that's already on your network.

WHAT THIS DOES FOR YOU

What this does for you

Once the app knows your printer, you can print a photo from your phone, check the ink from the kitchen, or scan a letter straight to your phone — all without sitting at a computer.

CHAPTER 9

Other Ways to Connect: The Printer's Screen, WPS and Wi-Fi Direct

If the app route doesn't suit you, there are other ways in. Menu names vary a little between models, so look for the closest match on your printer's screen.

Option 1: the Wi-Fi Setup Wizard on the printer's screen

1. Press the **home** button on the printer.
2. Choose **Wi-Fi Setup** (on some models, the Wi-Fi icon or **Settings** > **Network Settings**).
3. Choose **Wi-Fi (Recommended)** if offered, then **Wi-Fi Setup Wizard**.
4. Pick your network name from the list.
5. Type the Wi-Fi password using the on-screen keyboard and confirm.
6. When it connects, the printer may offer to print a network setup report. Say yes — it's handy to keep. A solid Wi-Fi icon on the screen means you're connected.

Option 2: WPS, the push-button shortcut

WPS (Wi-Fi Protected Setup) lets the printer join your network without typing a password. It only works if your router has a WPS button and it's turned on — many internet-company routers have one, but not all.

1. Find the **WPS** button on your router (it may show two curved arrows).
2. On printers with a screen, start **Push Button Setup (WPS)** from the Wi-Fi Setup menu as the screen instructs. On button-only models, your guide explains which printer button to hold.
3. Press the WPS button on the router when the printer tells you to — usually within about two minutes.
4. Wait for the printer to show it's connected.

Option 3: Wi-Fi Direct, when there's no home Wi-Fi

Wi-Fi Direct lets a phone or computer connect straight to the printer, with no router at all. The printer makes its own small network. This is useful in a home with no internet, or for a quick print from a visitor's phone.

- On a printer with a screen, look for **Wi-Fi Direct** under Wi-Fi Setup and follow the steps. The screen shows a network name (often starting with "DIRECT-") and a password.
- On your phone, join that network in the Wi-Fi settings, or let the Smart Panel app connect for you.
- Remember: while a phone is joined to the printer's direct network, that phone isn't on your home internet. Epson's online services (Chapter 16) don't work over Wi-Fi Direct.

GOOD TO KNOW

2.4 GHz and 5 GHz

Routers often broadcast two bands, called 2.4 GHz and 5 GHz, sometimes with two network names. If the printer can't see your network, check your model's specifications for which bands it supports; Epson advises keeping a router in dual-band mode so the printer has a band it can use.

TIP

A USB cable still works

Many EcoTank models also accept a plain USB cable to one computer. It's a simple, dependable fallback if Wi-Fi is giving you grief — though you won't be able to print from your phone that way.

CHAPTER 10

Reconnecting After a New Router or Wi-Fi Password

This is one of the most common printer puzzles: everything worked, then the internet company swapped the router or you changed the Wi-Fi password, and suddenly the printer is "offline." The printer still remembers the **old** network. You simply need to tell it about the new one.

What you'll need

- The **new network name** and **password** — often on a sticker on the new router.
- Your phone connected to the new network.

The fix

1. On a printer with a screen, run the **Wi-Fi Setup Wizard** again (Chapter 9), pick the new network and enter the new password.
2. On a button-only printer, open the **Epson Smart Panel** app and set the printer up again as a new printer (Chapter 8), or use WPS if the new router has the button.
3. On each computer, check that the printer shows as ready. If it doesn't, remove the printer and add it again (Chapter 13). Epson's own advice for Windows is to remove and reinstall the printer software from epson.com/support if needed.
4. Print a test page from each device you use.

> **TIP**
>
> **Same network name and password? Less work**
>
> If you give the new router exactly the same network name and password as the old one, the printer and most of your devices reconnect by themselves. That's a good thing to ask the installer to do.

SCAM ALERT

"Printer offline" is not a reason to call a stranger

Search for "Epson printer offline" and you'll see ads for "printer support" phone numbers. Many are not Epson. They often ask to take over your computer and then charge for "repairs." Use the steps in this chapter, epson.com/support, or someone you know. See Chapter 27.

FROM BILL

When it's worth a call

If the printer, the router and the computer all seem to be pointing fingers at each other, that's a good time to call me at (330) 200-8042. Sorting out how a printer, a router and a computer talk to each other is exactly the kind of thing I help with.

PART 4

Printing, Copying and Scanning

A tour of the Smart Panel app, printing from phones and computers, making copies, scanning, and Epson's email-to-printer service.

CHAPTER 11

A Tour of the Epson Smart Panel App

Epson Smart Panel is Epson's free app for iPhone, iPad and Android. Think of it as a remote control for your printer that lives on your phone. It's the same app you may have used for Wi-Fi setup in Chapter 8.

What you can do from the app

Feature	What it does
Check ink levels	The printer's status and estimated ink levels appear on the app's home screen.
Print	Photos and documents from your phone.
Scan	Scan a page on the printer's glass straight to your phone, then save or share it.
Copy	Start a copy on a nearby Epson all-in-one from your phone.
Maintenance	Run a nozzle check or print head cleaning, and check for printer firmware updates.
Document Capture	Use your phone's camera to "scan" a page when you're away from the printer.
Supplies and registration	Links to order ink and to register your printer.

The exact buttons on the home screen depend on your printer model; a printer without a scanner won't show Scan or Copy, for example. Epson notes the app is aimed mainly at its more recent models; some older printers work better with Epson's older apps.

Checking your ink

1. Open **Epson Smart Panel**.
2. Make sure your printer's name shows at the top. If you have more than one, tap the name to switch.
3. Look at the ink bars on the home screen.
4. For the most accurate picture, also look at the tank windows on the printer itself: the ink should be between the upper and lower lines.

GOOD TO KNOW

Why the app and the tanks can disagree

Many EcoTanks **estimate** the ink level by counting how much they've used since the last fill. Epson notes that the estimate is only as accurate as the refills — if a tank wasn't filled to the upper line but the printer was told it was, the estimate will be off. The window on the tank is the real answer.

WHAT THIS DOES FOR YOU

What this does for you

No more walking to the printer to see if there's ink, or squinting at tiny lights. Your phone tells you, and you'll know a refill is coming long before a page comes out pale.

CHAPTER 12

Printing from Your iPhone, iPad or Android Phone

You have two choices on a phone: the Epson Smart Panel app, or the printing that's already built into your phone. Both work over your home Wi-Fi, so the phone and printer must be on the **same network**.

On an iPhone or iPad: AirPrint

Apple's built-in printing is called **AirPrint**, and current EcoTank models support it. No extra app or setup is needed.

1. Open the photo, email, web page or document you want to print.
2. Tap the **Share** button (a square with an arrow pointing up). In some apps, tap the three dots or the reply arrow instead.
3. Scroll down and tap **Print**.
4. Tap **Printer** and choose your Epson.
5. Choose the number of copies and other options, then tap **Print**.

On an Android phone: Mopria or Epson Print Enabler

Android phones print through a small "print service." Two work with Epson printers: **Mopria Print Service** (already installed on many phones, including some Samsung Galaxy models) and Epson's own **Epson Print Enabler**. Both are free on Google Play.

1. Open **Settings** and search for **Printing** (the location varies by phone; on many it's under Connected devices or Connections).
2. If neither Mopria nor Epson Print Enabler is listed, install one from the Google Play Store.
3. Turn the print service **on**.
4. Now open what you want to print — for example in Chrome or Google Photos — tap the menu (three dots) and choose **Print**, or **Share** then **Print**.
5. Pick your Epson at the top, then tap the round print button.

Using the Smart Panel app instead

1. Open **Epson Smart Panel**.
2. Tap **Print Photos** or **Print Documents** (names vary slightly).
3. Choose the photo or file, adjust the paper size and quality if you like, and tap **Print**.

> **TIP**
>
> **Photos look best on photo paper**
>
> For a photo you want to frame, load glossy photo paper and choose that paper type in the print options. On plain paper, photos look flat — not because anything's wrong with the printer.

CHAPTER 13

Printing from a Windows PC or a Mac

Computers usually find an EcoTank on the same Wi-Fi without any special software. If yours doesn't, the official drivers are always free at **epson.com/support** — never from a pop-up or an ad.

On a Mac

1. Click the Apple menu and choose **System Settings**.
2. Click **Printers & Scanners** in the sidebar (you may need to scroll down).
3. If your Epson isn't already listed, click **Add Printer, Scanner, or Fax**.
4. Select your Epson in the list and click **Add**.

AirPrint printers don't need any downloaded software on a Mac. Epson's extra tools (such as Epson ScanSmart for scanning, Chapter 15) are optional downloads from epson.com.

On a Windows 11 PC

1. Click **Start**, then **Settings** (the gear).
2. Click **Bluetooth & devices**, then **Printers & scanners**.
3. Click **Add device** and wait a few seconds while Windows searches.
4. When your Epson appears, click **Add device** next to it.
5. If it doesn't appear, click **Add manually** (or "The printer that I want isn't listed") and follow the prompts — or download the installer for your model from epson.com/support.

Printing, once it's added

- In almost any program, press **Ctrl+P** on Windows or **Command+P** on a Mac.
- Choose your Epson, check the number of copies, and click **Print**.
- For two-sided printing, black-and-white only, or photo quality, open **Printer Properties** (Windows) or the options menu in the print window (Mac).

HEADS UP

Two copies of the same printer

Sometimes a computer ends up listing the Epson twice, for example "EPSON ET-2980 Series" and "EPSON ET-2980 Series (Copy 1)." Only one may be working. Print a test from each and remove the one that doesn't work, so you always pick the right one.

TIP

Our other guides

For more on Windows printing, see our Windows 11 guide; for printers of every brand, see our Home Printers & Scanners guide.

CHAPTER 14

Making Copies

On an all-in-one EcoTank, making a copy needs no computer at all. It's one of the most useful things the printer does — for prescriptions, receipts, forms and recipes.

On a printer with a screen

1. Lift the scanner lid and place the page **face down** on the glass, lined up with the corner arrow.
2. Close the lid gently.
3. Press **home** and choose **Copy**.
4. Set the number of copies, and choose **B&W** (black and white) or **Color**.
5. Press the **Start** button (often a diamond shape).

On a button-only printer

Models without a screen have fewer copy options on the printer itself; your Start Here sheet or user's guide shows which button starts a copy. For more choices (size, number of copies, color or black and white), start the copy from **Copy** in the Smart Panel app instead.

TIP

Copying a card or a small receipt

Put small items right up against the corner arrow, not in the middle of the glass, so the printer doesn't cut off an edge. To copy both sides of a card, copy the front, flip the card, and copy the back.

WHAT THIS DOES FOR YOU

What this does for you

Need a copy of the Medicare card for a new doctor, or a recipe for a neighbor? Thirty seconds at the printer, no trip to the library or the store.

CHAPTER 15

Scanning to Your Phone or Computer

A **scan** turns a paper page into a picture or PDF file on your phone or computer, ready to email, save or upload to a patient portal. A **PDF** is a common document file that looks the same on any device.

Scanning to your phone with Smart Panel

1. Place the page face down on the glass and close the lid.
2. Open **Epson Smart Panel** and tap **Scan**.
3. Choose document or photo, color or black and white, and tap **Scan**.
4. Scan more pages if you need to, then save — as a **PDF** for documents or a picture (JPEG or PNG) for photos.
5. Use the save or share options to keep it on your phone, send it by email, or save it to a cloud service.

Scanning to a computer with Epson ScanSmart

Epson ScanSmart is Epson's free scanning program for Windows and Mac, available from your model's page at epson.com/support.

1. Place the page on the glass.
2. Open ScanSmart: on Windows, click **Start** and look under **Epson Software**; on a Mac, open **Applications** > **Epson Software** > **Epson ScanSmart**.
3. Click **Scan**. Add more pages if needed, then click **Next**.
4. Choose **Save**, pick a folder you'll remember (Documents is fine), and choose the file type.
5. For letters and forms, choose **Searchable PDF** — the computer can then find words inside it.

HEADS UP

"Attach to email" and Gmail

ScanSmart's **Attach to Email** button only works with an email program installed on the computer, such as Outlook or Apple Mail. Epson notes it doesn't work with web-based email like Gmail in a browser. If you use Gmail, just **save** the scan, then attach the saved file to your email.

TIP

Name it so you can find it

Give each scan a name you'll recognize later, like "2026 property tax bill," instead of the string of numbers the scanner suggests.

CHAPTER 16

Epson Connect: Email Print and Remote Print

Epson Connect is Epson's free online service that lets you print to your EcoTank from anywhere with an internet connection. The most useful part for families is **Email Print**: your printer gets its own email address, and anything emailed to that address prints at home.

Why families like Email Print

- A grandchild in another state can email a photo or a school drawing, and it prints on Grandma's printer.
- An adult child can send a boarding pass, a medication list or a form to a parent's printer.
- You can print from a phone or tablet away from home, as long as the printer is on and online.

Setting it up

1. Make sure the printer is on your home Wi-Fi (not Wi-Fi Direct — Epson Connect doesn't work over a direct connection).
2. Register the printer with Epson Connect. The usual ways are Epson's **Epson Connect Printer Setup** tool for your computer (from epson.com/support or epsonconnect.com) or, on some models, the printer's own screen.
3. Create an account with your own email address and a password when asked.
4. When registration succeeds, the printer prints a setup sheet showing its **Email Print address**.
5. Sign in at **epsonconnect.com** to change the address to something easier to remember, and to choose who is allowed to send to it.

GOOD TO KNOW

Epson changed its sign-in in 2026

Epson Connect moved to a new, more secure sign-in called **Epson Global ID**, and asked existing users to re-register their ID and password by August 30, 2026. If you set up Email Print years ago and now can't sign in to the website, choose to register an Epson Global ID with your email, password and country, and enter the verification code Epson emails you. If that fails, contact Epson support.

HEADS UP

Keep the printer's address in the family

Anyone who knows your printer's email address could send it pages. Share it only with family and friends you trust. If junk ever starts printing, sign in at epsonconnect.com and change the address to a new one — then send the new address only to the people who need it.

GOOD TO KNOW

What's gone

Epson's printer skill for Amazon Alexa was discontinued on March 31, 2025, so asking an Echo to print a shopping list no longer works. Email Print and Remote Print are still listed among Epson Connect's services as of November 2026.

FROM BILL

A lovely gift to set up

Setting up Email Print on a parent's printer and sending the address to the whole family is a small project with a big payoff — the photos just start showing up. I'm glad to do it with you.

PART 5

Ink and Refills

Refilling the tanks the right way, an honest look at genuine and cheaper ink, and what Epson's ReadyPrint subscription is.

CHAPTER 17

Refilling the Ink Tanks

Sooner or later — often a year or more after setup — one tank gets low. Refilling is the same process as the first fill in Chapter 5, with one extra step at the end.

When to refill

- When the ink in any tank gets near the **lower line**, it's time. Don't let a tank run below it.
- Many models show a message or light when a tank is low or the printer thinks it needs a refill.
- You don't have to refill every color at once — only the ones that are low.

Step by step

1. Have the right bottle ready: same **bottle number** as before (Chapter 3).
2. With the printer on, open the **ink tank cover**, then open the cap of the tank you're filling.
3. Twist the cap off the new bottle, keeping it upright.
4. Line the bottle up with the matching filling port and push it **straight in**. The bottle is keyed so it only fits its own color.
5. Let the ink flow. It stops by itself when the tank reaches the **upper line**.
6. Remove the bottle, recap it if ink is left, and close the tank cap tightly. Close the tank cover.
7. **Tell the printer you refilled.** Follow the message on the printer's screen or in the Smart Panel app to reset the ink level for the colors you filled. On some models this is in the maintenance menu (for example **Settings** > **Maintenance** > **Fill Ink**); your model's guide shows the exact steps.

HEADS UP

Only reset the colors you actually filled

If the printer estimates ink by counting (Chapter 11), resetting a tank you didn't fill makes the estimate wrong, and you could run that tank dry without warning. Running a tank too low can let air into the system and cause printing problems.

TIP

Keep one spare black

Black runs out first for most people. Keeping one spare bottle of black on the shelf means you're never stuck the night before a form is due. Store bottles upright, capped, at room temperature.

WHAT THIS DOES FOR YOU

What this does for you

Refilling takes a couple of minutes, and a single bottle typically prints thousands of pages. You'll spend far less on ink than you ever did with cartridges.

CHAPTER 18

Genuine Epson Ink vs. Cheaper Bottles: An Honest Look

Search for your bottle number online and you'll see two kinds of results: **genuine Epson** bottles, and much cheaper "compatible" bottles made by other companies. Here's the honest picture, with no one paying me to say it.

What Epson says

- Use bottles with the **correct code** for your printer, and don't mix ink types.
- Epson warns that non-Epson ink can cause damage that **isn't covered by Epson's warranty**.

What it costs

As of November 2026, a genuine Epson black bottle for popular home models sells for **under $20** at major U.S. stores, and prints thousands of pages. Compatible bottles can cost a fraction of that. Because genuine EcoTank ink is already inexpensive per page, the savings from switching are smaller than they are with cartridge printers.

	Genuine Epson ink	Compatible (third-party) ink
Price	Higher, but already low per page	Lower
Fit and colors	Made for your exact model	Varies by seller
Warranty	Covered	Epson says damage from non-Epson ink isn't covered
Risk of clogs or color problems	Lowest	Varies; hard to know in advance

My honest advice

- **While the printer is under warranty**, stick with genuine Epson ink.
- If you print a lot and want to try compatible ink after the warranty, buy from a well-reviewed seller, match the bottle number exactly, and never mix brands within the same tank.
- If prints look wrong after switching, go back to genuine ink before spending money on repairs.

SCAM ALERT

Watch for fake "genuine" bottles

Very cheap listings labeled "Original Epson" from unknown sellers may be counterfeit. Buy genuine ink from epson.com or a store you already trust with your card.

CHAPTER 19

Epson ReadyPrint: The Subscription Option

In August 2025, Epson launched **ReadyPrint** in the U.S. — a monthly plan where you get an EcoTank and the ink for a fixed monthly price. It's an alternative to buying the printer outright.

How it worked at launch

- Plans started at **$14.99 a month** for the home tier and went up for business models.
- The unlimited-printing plans required a **two-year commitment**.
- Each printer has a monthly page limit set in the terms (for example, 2,000 pages a month on the home model, the ET-2980U).
- The printer has to stay connected to the internet, and plans were offered in the contiguous U.S.
- Epson sends ink as you need it.

Plans, prices and terms can change, so read the current terms on epson.com before signing up. Look especially at the commitment length, the early-cancellation terms, and whether the printer is yours to keep at the end.

Is it a good deal for you?

For most households that print a few pages a week, simply **buying** an EcoTank is the better value: the ink in the box lasts a long time and refills are cheap. A subscription mainly makes sense if you print a great deal every month, or if you'd rather not pay for the printer up front.

> **FROM BILL**
>
> **Ask before you sign**
>
> Before agreeing to any two-year plan, call me at (330) 200-8042 and we'll look at how much you actually print. I'll tell you honestly whether it's worth it — often it isn't.

PART 6

Print Quality and Clogged Nozzles

Faded, streaky or missing colors are the most common EcoTank complaint — and usually the most fixable. Here's the right order: check, clean, wait, and only then the big cleaning.

CHAPTER 20

Nozzle Check and Head Cleaning

The **print head** is the part that sprays ink onto the paper through hundreds of tiny openings called **nozzles**. If some nozzles get blocked by dried ink, you see faint lines, white streaks, or a color that's missing or wrong (for example, green coming out blue). The cure starts with two simple tools: the nozzle check and the head cleaning.

Signs you need this chapter

- Thin white or light lines running across text or photos (often called "banding").
- One color missing — black text comes out gray, or skin tones look green.
- Pages are faint even though the tanks are full.

Step 1: print a nozzle check

Load plain letter-size paper, then start the nozzle check from whichever place is handiest:

- **On a printer with a screen:** look under **Maintenance** (sometimes inside **Settings**) for **Print Head Nozzle Check**.
- **In the Smart Panel app:** open the maintenance section and choose the nozzle check.
- **On Windows:** open the printer's **Printing Preferences**, then the **Maintenance** tab, then **Nozzle Check**.
- **On a Mac:** use the Epson printer utility, found under the printer's **Options & Supplies**.

Then look closely at the printed pattern:

The pattern shows	What it means
Every line solid, no gaps	The nozzles are fine. If prints still look wrong, check the paper type setting and the quality setting before anything else.
Some lines broken or missing	Some nozzles are clogged. Go to Step 2.
A whole color missing	Check that tank's ink level first (Chapter 17). If it has ink, go to Step 2.

Step 2: run a head cleaning

1. From the same maintenance menu, choose **Print Head Cleaning** (or **Head Cleaning**).
2. Let it finish. It takes a minute or two and uses a small amount of ink.
3. Print another nozzle check.

4. If it's better but not perfect, run one more cleaning, then check again.

Step 3: if it's still not right, rest it

If you've run head cleaning about **three times** and the pattern still has gaps, stop. Epson's advice is to leave the printer alone — turned off, or idle — for **at least 12 hours**, then print a nozzle check again. Resting gives dried ink time to soften, and many clogs clear on their own overnight.

HEADS UP

Don't clean over and over

Running cleaning after cleaning wastes ink and fills the maintenance box or internal ink pads faster (Chapter 25). Clean a couple of times, rest it overnight, and check again.

WHAT THIS DOES FOR YOU

What this does for you

Most streaky printing is fixed in five minutes and a few cents of ink, without calling anyone. Knowing the check-clean-rest routine saves money and a lot of frustration.

CHAPTER 21

Power Cleaning: The Last Resort

Many EcoTank models have a stronger cleaning called **Power Cleaning**. It flushes much more ink through the print head to clear stubborn clogs that ordinary head cleaning can't. Epson describes it as something to use only when necessary, because it uses a lot of ink.

Before you run it

- Try ordinary head cleaning a few times first, and rest the printer overnight (Chapter 20).
- Check that every ink tank is **at least one-third full**. Epson warns that running Power Cleaning with low ink can damage the printer. Refill first if needed.
- Clear any error showing on the printer.

Running Power Cleaning

1. **On a printer with a screen:** go to the **Maintenance** menu and choose **Power Cleaning**, then follow the instructions on the screen.
2. **On Windows:** open **Printing Preferences** > **Maintenance** > **Power Cleaning**.
3. **On a Mac:** open the Epson printer utility from the printer's **Options & Supplies** and choose Power Cleaning.
4. Let it run to the end without turning the printer off.
5. Print a nozzle check.

If it's still not right

- Wait at least **12 hours** before running Power Cleaning again or checking the pattern again.
- If print quality still hasn't improved after that, Epson recommends contacting Epson support rather than repeating the cycle. If the printer is under warranty, this is exactly what the warranty is for.

HEADS UP

Power Cleaning shortens the life of the ink pads

Epson's guides note that repeated Power Cleaning uses up the capacity of the ink pads or maintenance box faster. Treat it as a once-in-a-while tool, not a weekly habit.

CHAPTER 22

Preventing Clogs: The Weekly Habit

Almost every clog has the same cause: ink sitting still in the print head for weeks. The cure is wonderfully simple — use the printer a little, regularly.

The habits that matter

- **Print something with color at least once a week.** Epson's own print-quality advice recommends a weekly color test page to keep ink flowing. A nozzle check counts, and so does a colorful recipe or photo.
- **Turn the printer off with its power button**, not by unplugging it or switching off a power strip. The power button lets the printer cap the print head properly, which keeps the nozzles from drying out.
- **Leave it plugged in** between uses rather than unplugging it every night.
- **Keep tanks above the lower line**, so air never gets into the ink system.
- **Keep the lid and cover closed** to keep dust off the paper path.

TIP

Make it a routine

Pick a day — Sunday morning, say — and print one color page: the week's calendar, a crossword, a grandchild's photo. It takes a few cents of ink and keeps the printer ready for the day you really need it.

GOOD TO KNOW

Going away for a while?

If you'll be away for a month or more, print a nozzle check before you go and again when you're back. If it shows gaps when you return, follow Chapter 20: clean, check, and rest overnight if needed.

WHAT THIS DOES FOR YOU

What this does for you

One page a week is the difference between a printer that's always ready and one that greets you with streaks the day the tax forms are due.

PART 7

Fixing Problems and Staying Safe

Paper jams, lights and messages, "printer offline," the maintenance box, firmware updates, and the fake support sites that target printer owners.

CHAPTER 23

Paper Jams and Paper That Won't Feed

A paper jam is annoying but almost never serious. The secret is to go slowly and never yank.

Clearing a jam

1. Cancel the print job if it's still trying to print (from the printer's screen, or the print queue on your computer).
2. Turn the printer off with its power button, then unplug the power cord. Epson recommends this before reaching inside.
3. Gently remove any paper you can see at the **rear paper feed** or in the paper tray.
4. If the paper is stuck inside, lift the **scanner unit** (the top section) if your model has one, and look inside.
5. Hold the paper with both hands and pull it out **slowly**, in the direction the paper normally travels. Get every scrap, including small torn corners.
6. On models with a removable **rear cover** (often printers that print on both sides), squeeze its tabs, remove it, and check for paper there too.
7. Close everything, plug the printer back in and turn it on.

> HEADS UP
>
> **Don't force it**
>
> If the paper won't move, stop. Epson warns that forcing stuck paper can damage the paper feed mechanism. Touch only the paper, not the parts inside the printer. If it won't come free, contact Epson support or call me.

Preventing the next jam

- Fan the paper before loading it, and keep the stack under the fill mark.
- Slide the edge guide snugly against the paper — not too tight, not loose.
- Use paper that's flat and dry; curled or damp paper jams more.
- Don't add paper while the printer is printing.
- Set the correct paper type and size when printing envelopes, cards or photo paper.

Paper that won't feed at all, or feeds crooked

- Take the stack out, fan it, square it on a table, and reload it.
- Check that the paper size setting on the printer matches what's loaded.
- Try fewer sheets, especially with photo paper or card stock.
- If it's an older printer and paper slips often, the feed rollers may need cleaning; your model's guide explains how.

CHAPTER 24

Lights, Messages and "Printer Offline"

When something needs your attention, an EcoTank tells you with a message on its screen, a blinking light, or a note in the Smart Panel app or on your computer. Here's how to read them calmly.

Common messages and what to do

What you see	What it usually means	What to do
Paper out or paper light blinking	No paper, or paper not detected	Load paper and press the button the screen shows
Paper jam	A sheet is stuck	Follow Chapter 23
Ink low, or a reminder to check ink	A tank is near the lower line	Refill that color and reset its level (Chapter 17)
Maintenance box near end or full	The box that holds used ink is filling up	Get a replacement box (Chapter 25)
Parts inside the printer at end of life / service required	Internal ink pads are full (mostly older models)	Contact Epson (Chapter 25)
Printer offline	The computer or phone can't reach the printer	See below
An error code (letters and numbers)	A specific fault	Turn off and on once; then look up the code at epson.com/support

Exact light patterns differ between models. Your printer's user's guide has a page on the product status lights; on epson.com, search your model and look for the user's guide.

"Printer offline": the five-minute fix

1. Check the printer is **on** and not showing an error on its screen.
2. Check the printer's Wi-Fi: a screen model shows a Wi-Fi icon; a button model has a Wi-Fi light. If it isn't connected, see Chapter 9 or Chapter 10.
3. Turn the printer off with its power button. Wait 30 seconds. Turn it back on.
4. Restart the computer or phone you're printing from.
5. If several things went offline at once, restart the router too (unplug it for 30 seconds), then the printer.
6. Try printing again. On a computer, open the printer's queue and cancel any stuck jobs first.

7. If it still says offline, remove the printer from the computer and add it again (Chapter 13).

TIP

Print a network status sheet

Most models can print a network status sheet (on screen models, look under Wi-Fi or Network Settings). It shows whether the printer is connected and to which network — very useful if you call for help.

SCAM ALERT

"Offline" pop-ups and ads aren't Epson

A pop-up or search ad saying "Epson printer offline — call now" is a classic trap. Epson won't show you a phone number in a pop-up. See Chapter 27.

CHAPTER 25

The Maintenance Box and the Ink Pads

Every time your EcoTank cleans its print head — at setup, during head cleaning, and now and then on its own — a little ink is flushed out. That used ink has to go somewhere: into absorbent pads inside a **maintenance box** or inside the printer itself. Eventually they fill up.

Newer models: a box you replace yourself

- Many current EcoTank models have a small **maintenance box** you can replace yourself, usually in a few minutes.
- The printer warns you when the box is **near the end** of its life, and again when it's **full**.
- When it's full, you **can't print or clean the print head** until you replace it, though Epson notes scanning still works.
- Epson's warranty doesn't cover the cost of a replacement box.
- A box that has been used in one printer can't be moved to a different printer.

Replacing the maintenance box

1. Find the box's part number in the message on the printer, in the Smart Panel app, or in your model's user's guide. Order it from epson.com or a store you trust.
2. Unwrap the new box and keep its bag — the old box goes into it.
3. Follow your model's guide to open the cover where the box sits (often on the side or back).
4. Pull the old box straight out, keeping it level, and put it into the bag. Seal it.
5. Push the new box in until it seats, and close the cover.
6. If the printer doesn't recognize the new box, take it out and put it back once more. If it still isn't recognized, contact Epson support.

Older models: "service required" messages

Some older EcoTank models don't have a replaceable box. Instead, the ink pads are sealed inside. When they fill, the printer shows a message that a part inside the printer has reached the end of its life, or that service is required. Epson says these pads aren't something you replace yourself — contact Epson to discuss service. On some models with a separate pad for borderless printing, you may still be able to print with a border in the meantime.

HEADS UP

Skip the "resetter" downloads

Websites sell or give away programs that claim to "reset" the ink pad counter. They don't empty the pads, and ink that overflows can leak out of the printer. Some downloads also carry malware. Talk to Epson — or me — first.

GOOD TO KNOW

Why this matters for cleaning

This is the real reason not to run head cleaning or Power Cleaning over and over: each one sends more ink to the pads (Chapters 20 and 21).

CHAPTER 26

Firmware Updates

Firmware is the built-in software that runs your printer. Epson releases updates now and then to fix problems, improve security or add support for new features. Updating is usually quick and safe if you follow a few rules.

Three ways to update

- **Smart Panel app:** Epson lists firmware updates among the app's features; look in the app's printer settings or maintenance area for an update option.
- **The printer's screen:** on many models, **Settings** > **Firmware Update** (some put it under General Settings or System Administration).
- **A computer:** Epson's free **Epson Software Updater** checks for updates to both the printer's software and firmware.

Rules for a safe update

1. Do it when you don't need to print for 15 minutes or so.
2. Make sure the printer is on Wi-Fi (or connected to the computer) and not showing an error.
3. Start the update and **don't turn the printer off or unplug it** until it says it's finished and restarts. Interrupting a firmware update can leave a printer unable to start.
4. Afterward, print a test page.

SCAM ALERT

Updates come from Epson only

Only update through the printer itself, the Smart Panel app, or software from epson.com/support. An email, pop-up or phone call telling you to "install the latest printer driver" from a link is a trap.

CHAPTER 27

Fake Printer Support: Spotting the Scams

Printers attract scammers because printers sometimes go wrong and people search for help. Epson's own support site carries a **technical support fraud alert**, pointing to the FBI's warnings about tech support scams. Knowing how these scams look is the best protection.

How the traps work

- **Fake setup and support websites.** You search for "Epson printer setup" or "Epson printer offline," and the top results are ads or look-alike sites with an "Epson support" phone number. They aren't Epson.
- **The phone call.** The "technician" asks to connect to your computer, then "finds" viruses or driver problems and charges hundreds of dollars — sometimes asking for gift cards or a wire transfer.
- **Fake driver downloads.** A site says you need to install a driver from its link. The file may be malware or remote-control software.
- **Unexpected calls.** Someone calls claiming to be from Epson or a "service center" about your printer. Epson's regional offices warn about exactly this.

SCAM ALERT

The golden rules

Get Epson help only by typing **epson.com/support** yourself. Never call a number from an ad, a pop-up or a website you reached by searching. Never let a caller you didn't contact take over your computer. Nobody legitimate asks to be paid in gift cards. If you're unsure, hang up — then call someone you know.

Already called one of these numbers?

1. Hang up or end the remote session. Turn off the computer's Wi-Fi or unplug its network cable.
2. If you paid with a card, call the number on the back of the card and ask to dispute the charge.
3. If you gave them a password, change it from a different, safe device — start with email and banking.
4. Have the computer checked for remote-control software before you use it for banking again.

5. Report it at **reportfraud.ftc.gov**.

FROM BILL

Embarrassed? Don't be

These scams fool careful, smart people every day. If you think you've been caught, call me at (330) 200-8042 and we'll take it one step at a time. Our I Think I've Been Scammed guide has more.

PART 8

When to Call Bill & Your Cheat-Sheet

An honest word about when a hand is worth it, and a one-page summary to keep near the printer.

CHAPTER 28

When to Call Bill

I've written this guide so you can handle most EcoTank jobs on your own. Part of being helpful is being honest about when a hand saves you time, ink and worry. Here's my straight advice.

Times it's well worth a call

- **Setting up a new EcoTank** — the first fill, the long charge, Wi-Fi, the app and every computer and phone in the house, done in one visit.
- **The printer won't join the Wi-Fi**, or went "offline" after a new router, and Chapters 9, 10 and 24 haven't fixed it.
- **Streaks that won't clear** after the check-clean-rest routine in Chapters 20 and 21 — before you spend more ink or buy a new printer.
- **Setting up Email Print** so family can send photos and documents straight to your printer.
- **Scanning made easy** — a one-button routine for getting letters and forms into a folder on your computer.
- **Deciding between buying and a subscription**, or which model to buy.
- **You called a number from a pop-up or ad** and you're worried about your computer.
- **You'd simply rather have a patient person show you.** That's always reason enough.

What working with me is like

I work at your pace — no rushing, no talking down, and no jargon. I explain what I'm doing as I go, and I'll always tell you honestly when something isn't worth your money, including a new printer you don't need. I bring 30+ years of professional experience to every visit, and Bill's Home Tech serves Portage County, Ohio. Many printer problems can be solved over a remote session; for a first fill or a stubborn jam, I can come to your home.

FROM BILL

How to reach me

Call or text **(330) 200-8042**, or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. This guide is free to keep and share.

GOOD TO KNOW

You may meet Sophie first

When you call or visit billshometech.com, you may be greeted by **Sophie**, my AI receptionist. She can answer quick questions and help you book a time with me. A real person — me — does the actual help.

Thank you for taking the time to understand your EcoTank. Treat it to one color page a week, and it will serve you well for years.

— Bill

CHAPTER 29

Your Epson EcoTank Cheat-Sheet

The whole guide, boiled down. Keep a copy near the printer.

The essentials

To do this	Do this
Check the ink	Look at the tank windows, or open the Epson Smart Panel app.
Refill	Matching bottle straight into the matching port; it stops at the upper line. Then reset that color.
Faded or streaky prints	Nozzle check > head cleaning > check again. Still bad after about 3 cleanings? Rest it 12 hours.
Stubborn clogs	Power Cleaning, only with every tank at least one-third full.
Prevent clogs	Print one color page every week. Turn off with the power button.
Printer offline	Restart printer, then computer or phone, then router. New router? Run Wi-Fi setup again.
Paper jam	Power off and unplug, pull slowly in the paper's direction, never force.
Maintenance box full	Replace the box (newer models) or contact Epson (older models).
Drivers, manuals, support	Type **epson.com/support** yourself. Never call numbers from ads or pop-ups.

Write it down once

Keep handy	
Printer model (ET-____)	_____
Ink bottle number	_____
Maintenance box part number	_____
Serial number	_____
Date bought / registered	_____
Wi-Fi name and password	_____
Printer's Email Print address	_____
Last refill (color and date)	_____

When something's wrong, in order

1. Read the message on the printer's screen or in the Smart Panel app.
2. Turn the printer off with its power button, wait 30 seconds, and turn it on.
3. Check paper, ink levels and Wi-Fi.
4. For print quality, run a nozzle check before anything else.
5. Look up the model and any error code at epson.com/support.
6. Call Bill at (330) 200-8042 — that's what I'm here for.

Money-smart and safe habits

- Register the printer at epson.com for the full warranty.
- Use genuine ink while the printer is under warranty.
- Keep one spare black bottle on the shelf.
- Read the terms before signing any two-year printer subscription.
- Never pay anyone for "printer support" you found through an ad, a pop-up or a cold call.