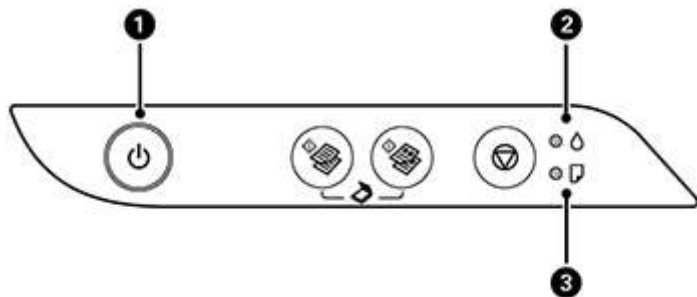


Product Light Status

You can often diagnose problems with your product by checking its lights.



1 power light

2 ink light

3 paper light

Light status	Condition/solution
The power light is on	The product is turned on.
The power light is flashing	The product is busy. Wait for the power light to stop flashing before turning off the product.
The ink light is on	Initial ink charging may not be complete. See the <i>Start Here</i> sheet for instructions.
The paper light is on	No paper is loaded or multiple sheets fed at one time. Load paper in the product, and press the B&W copy button or the color copy button to clear the error.
The paper light is flashing	Paper is jammed in the product. Remove the jammed paper, and press the B&W copy button or the color copy button to clear the error.
The power and paper lights are flashing simultaneously	An ink pad is nearing or at the end of its service life. Contact Epson for support. If a message to continue printing appears on your computer, press the B&W copy button or the color copy button to continue printing.
The power and paper lights are flashing alternately	A borderless printing ink pad is nearing or at the end of its service life. Contact Epson for support. If a message to continue printing appears on your computer, press the B&W copy button or the color copy button to continue printing. Borderless printing is not available until the ink pad is replaced.
All lights are flashing	Paper or protective material is stuck inside the product. Open the front cover and remove any jammed paper or protective materials. Turn the product off and then back on again. If the error continues, contact Epson for support.
The power light is off The ink light is on The paper light is on	An error has occurred during firmware updating. Try updating the firmware again. If the error continues, contact Epson for support.
The power light is on or flashing The ink light is on The paper light is on	The product was not turned off correctly. Press the B&W copy button or the color copy button to clear the error, then perform a nozzle check and cancel any pending print jobs. Use the power button to turn the product off.

Note: The ink pads in the printer collect, distribute, and contain the ink that is not used on printed pages. During the life of your product it may reach a condition where either satisfactory print quality cannot be maintained or the ink pads have reached the end of their usable life. The Epson Status Monitor, your LCD screen, or lights on the control panel will advise you when these parts need replacing. If this happens during the standard warranty of the product, the exchange of the product or replacement of the pads is covered under the standard warranty. If the product is out of warranty, the pads can be replaced by any Epson authorized service provider. The waste ink pads are not a user-replaceable part.

Parent topic: [Solving Problems](#)

Related concepts

[Print Head Nozzle Check](#)

Related tasks

[Loading Paper in the Sheet Feeder](#)

Related reference

[Paper Jam Problems](#)

[Where to Get Help](#)

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