

**EPSON**  
**EM-C800**  
**Workgroup Color**  
**Multifunction**  
**Printer**



# EPSON EM-C800 Workgroup Color Multifunction Printer Instruction Manual

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# EPSON

**EPSON EM-C800 Workgroup Color Multifunction Printer**



**IMPORTANT:** Before using this product, make sure you read these instructions and the safety instructions in the online User's Guide.

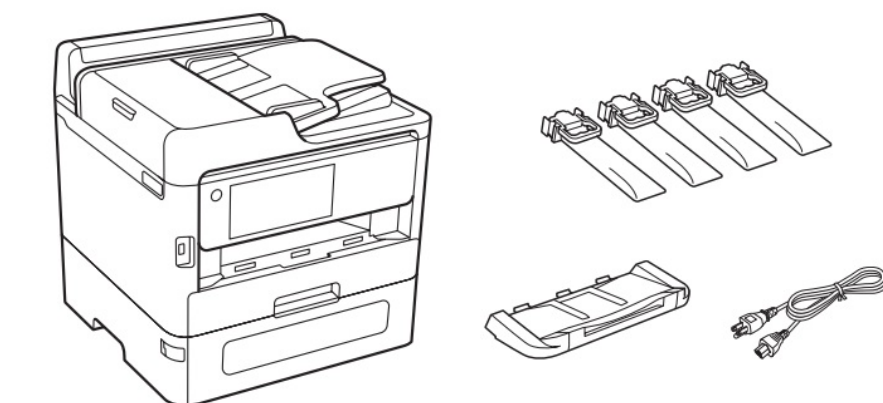
**Note:** This printer is designed for use with Epson® ink packs only, not third-party ink. For important ink information, visit <http://latin.epson.com/tintaepson> or see your printer box.

**Important Safety Instructions:** When using telephone equipment, you should always follow basic safety precautions to reduce the risk of fire, electric shock, and personal injury, including the following:

- Do not use the Epson product near water.
- Always keep this guide handy.
- Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use a telephone to report a gas leak in the vicinity of the leak.

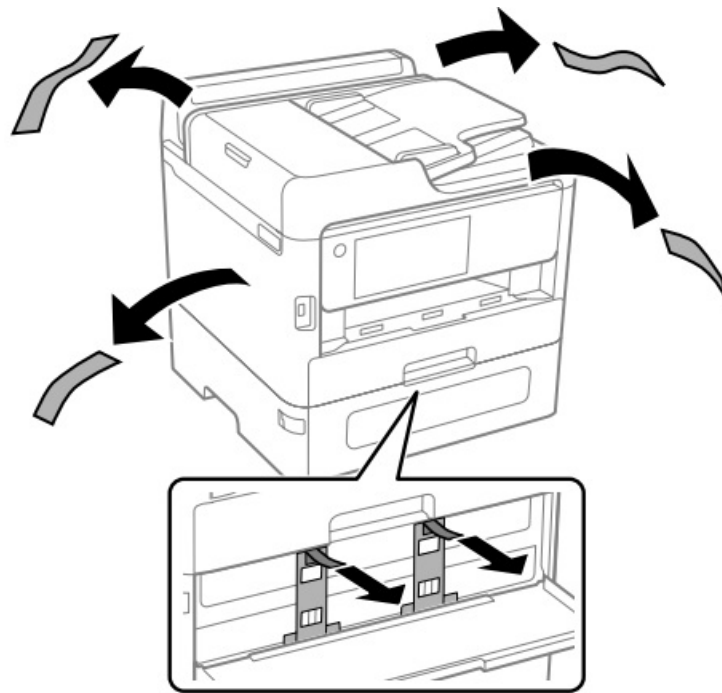
**Caution:** To reduce the risk of fire, use only a No. 26 AWG or larger telecommunication line cord.

## Unpack



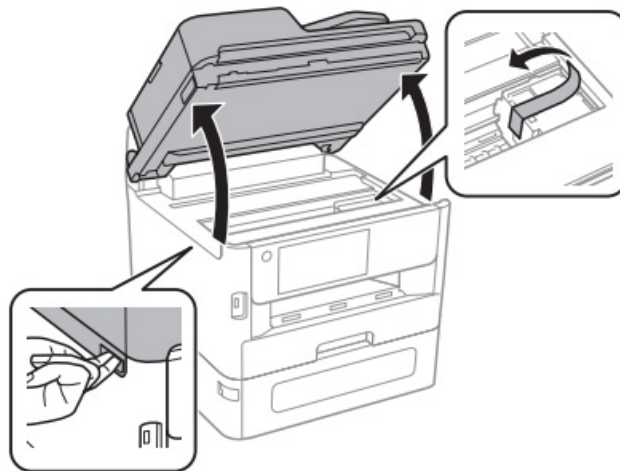
**Warning:** The product is heavy and should be lifted and moved by two people.

1. Remove all protective materials from the product.

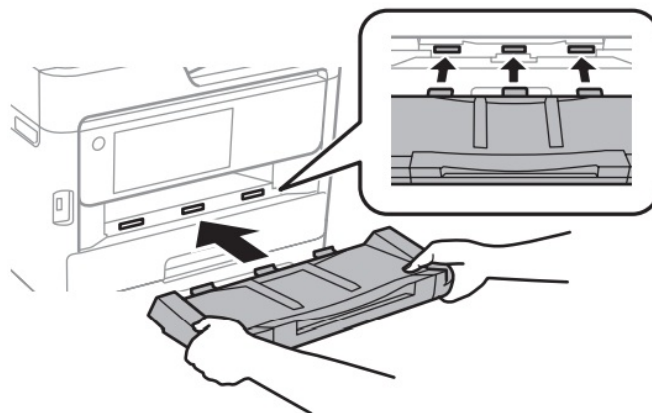


**Note:** Keep the two protective pieces shown after removing them from inside the product. You will need them if you transport your product. See the online User's Guide for transportation instructions.

2. Lift the scanner unit and remove all protective materials from inside the product, then close the scanner unit.

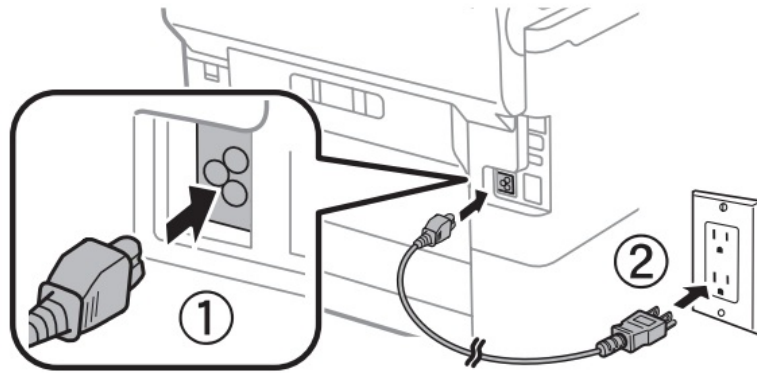


3. Insert the output tray, then set it down gently.



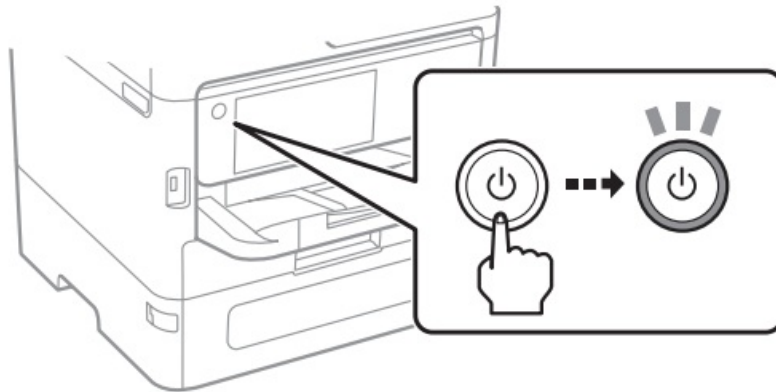
## Turn on and configure.

1. Connect the power cord to the back of the product and to an electrical outlet.



**Caution:** Do not connect to your computer yet.

2. Turn on the product.



**Note:** If an error code appears, turn off the product and check that no protective materials have been left inside the product.

3. Select your language, country, date, and time on the LCD screen.

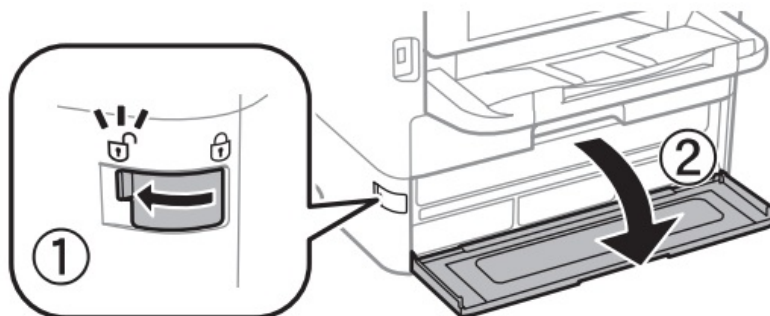
**Note:** You can change these settings later using the product's control panel. For more information, see the online User's Guide.

## Install ink supply units (ink packs)

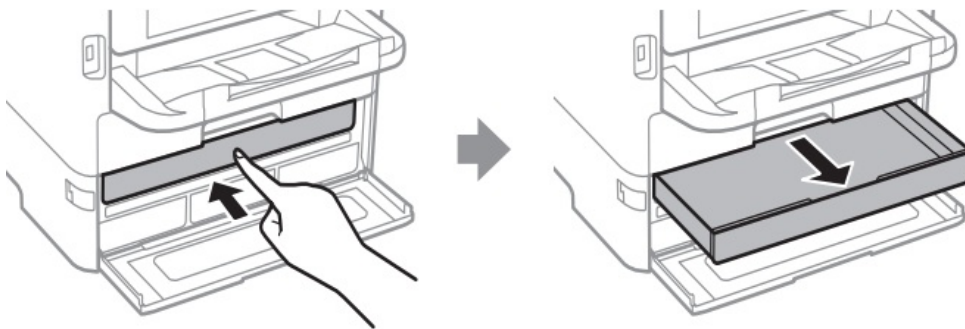
**Caution:** Keep the ink packs out of the reach of children and do not drink the ink.

**Note:** The included initial ink packs are designed for reliable printer setup and cannot be used as replacement ink packs or resold. After setup, the remaining ink is available for printing.

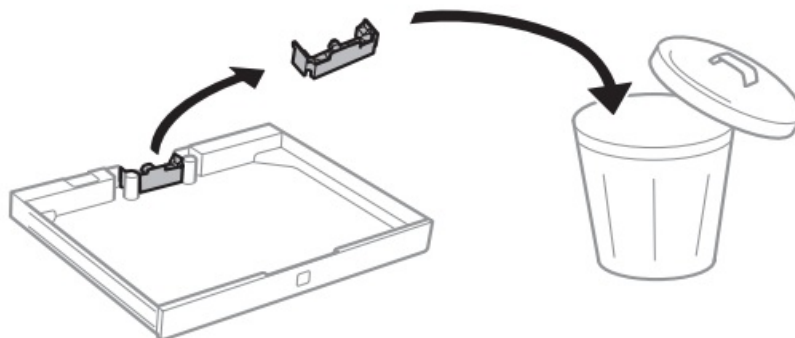
1. Unlock and open the ink cover.



2. Press an ink tray to release it, then pull the tray out.



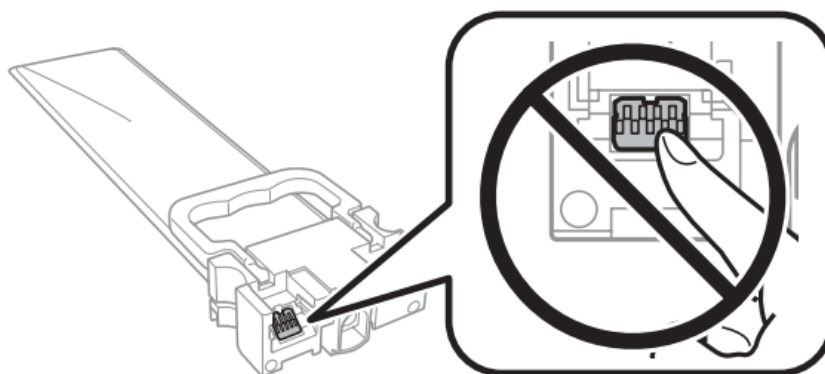
3. Remove and discard the protective piece from the ink tray.



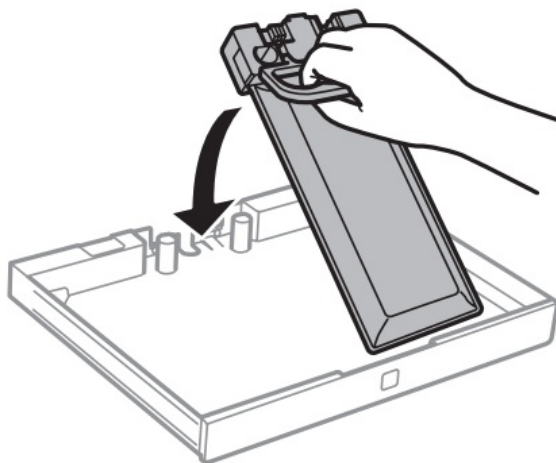
4. Shake an ink pack 10 times, then remove it from the packaging.



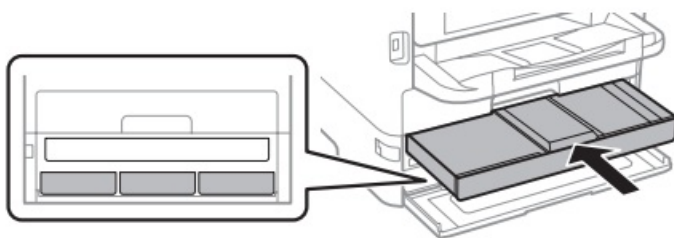
**Note:** Do not touch the green chip on the ink pack.



5. Place the ink pack into the ink tray for that color.

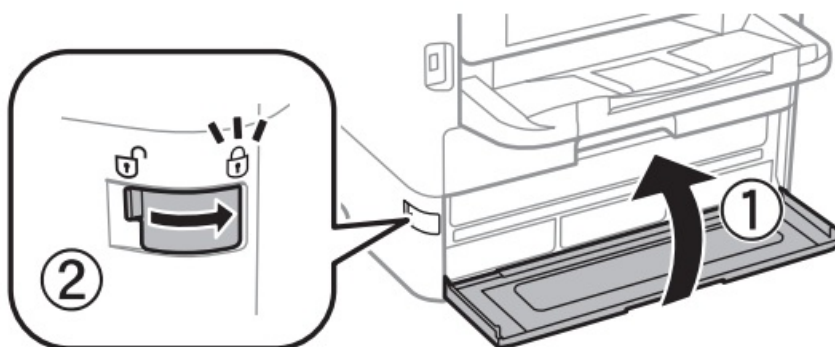


6. Insert the ink tray into the printer. Repeat steps 2 to 6 for the other ink packs.



**Note:** The ink packs are keyed to fit into the correct color slots. If you cannot insert the ink tray all the way, do not force it. Make sure the ink pack color matches the color slot on the printer.

7. Close the ink cover and lock it.



8. Select OK on the LCD screen to start charging the ink. Ink charging takes approximately 9 minutes. A message appears when ink charging is complete.

**Caution:** Do not unplug or turn off the product, raise the scanner unit, or open the ink cover while the product is charging or you'll waste ink.

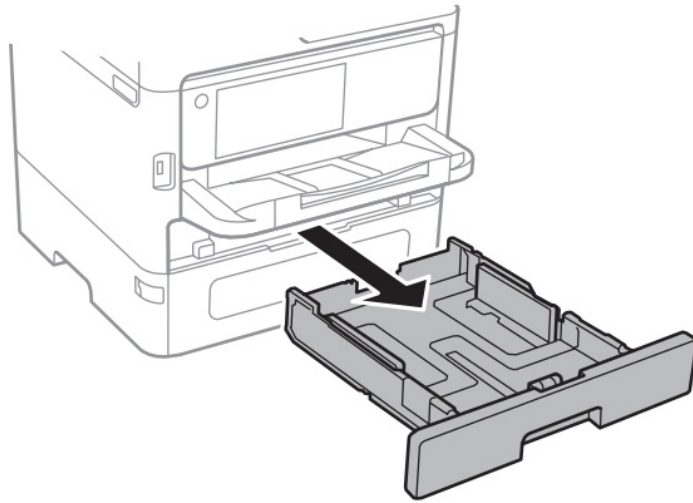
9. Follow the instructions on the LCD screen to adjust the print quality.

**Note:** You need to load paper before you can adjust the print quality. See "Load paper" for details.

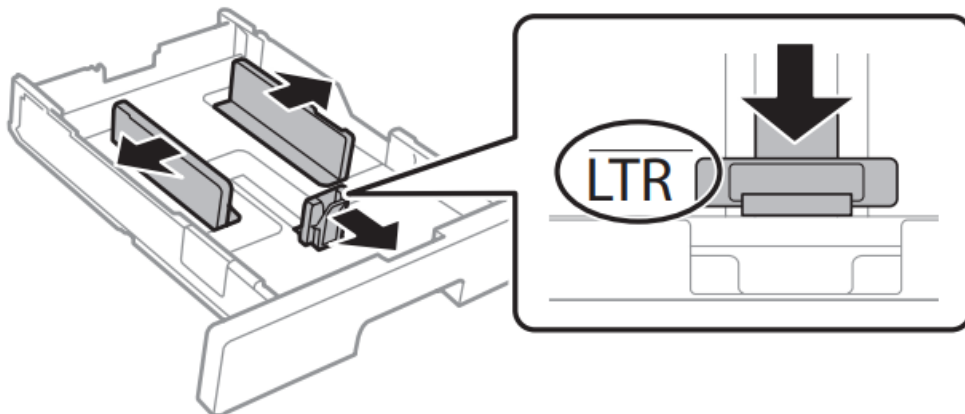
## Load paper

See the online User's Guide for information about loading capacity, available paper types and sizes, loading envelopes, and using the rear paper feed slot or ADF (Automatic Document Feeder).

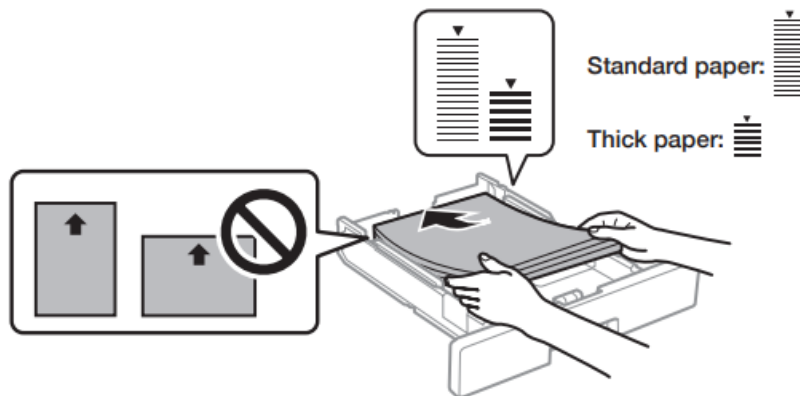
1. Make sure the product is done charging the ink, then pull out the paper cassette.



2. Slide the side edge guides out and set the front edge guide to the paper size you are using.

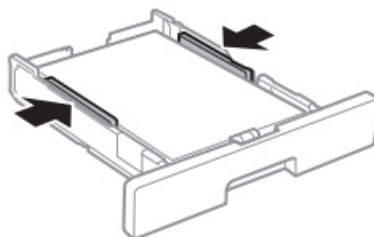


3. Insert paper with the glossy or printable side down.

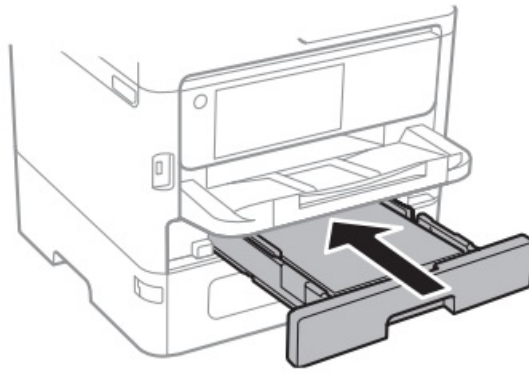


**Note:** Make sure the paper is under the arrow mark for your paper type and loaded against the front edge of the cassette.

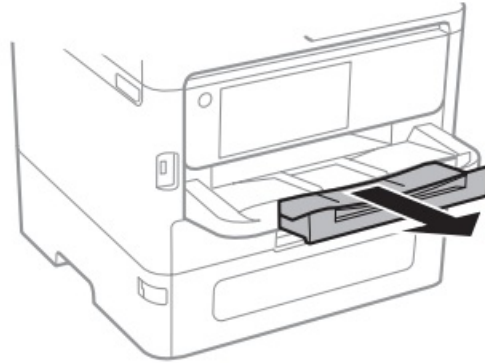
4. Slide the side edge guides against the paper, but not too tightly.



5. Keep the cassette flat as you insert it all the way.



6. Pull out the output tray extension.



7. Select the paper settings on the product's control panel.

## Connect the fax line.

1. Connect a phone cord to a telephone wall jack and to the LINE port on your product. See the online User's Guide for more information.
2. Select Proceed to set up the fax, or select Close to set it up later.

## Install software

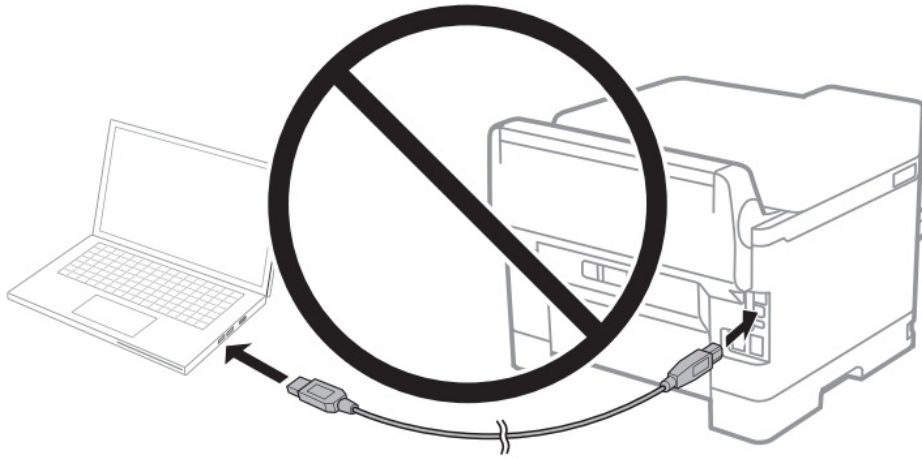
### Note

- An Internet connection is required to obtain the product software.
- To print from a Chromebook™, go to <http://latin.epson.com/support/chromebookprint> for instructions.

**Firmware Update Notice:** The printer is designed to work only with genuine Epson-branded ink packs. Other brands of ink packs and ink supplies are not compatible and, even if described as compatible, may not function properly or at all. Epson periodically provides firmware updates to address issues of security, performance, and minor bug fixes, and ensure the printer functions as designed. These updates may affect the functionality of third-party ink. Non-Epson branded or altered Epson packs that functioned before a firmware update may not continue to function.

## Standard software package

1. Make sure the product is NOT CONNECTED to your computer.



**Windows®:** If you see a Found New Hardware screen, click Cancel and disconnect the USB cable.

2. Download and run your product's software package: <http://latin.epson.com/support/emc800>.

3. Follow the instructions on the computer screen to run the setup program.

4. When you see the Select Your Connection screen, select one of the following and follow the on-screen instructions:

- **Wireless connection**

In most cases, the software installer automatically attempts to set up your wireless connection. If setup is unsuccessful, you may need to enter your network name (SSID) and password.

- **Direct USB connection**

Make sure you have a USB cable (not included).

- **Wired network connection**

Make sure you have an Ethernet cable (not included).

## **PCL or PostScript driver**

Download the software and see your online User's Guide for instructions.

<http://latin.epson.com/support/emc800>

## **Mobile and voice-activated printing**

- Print directly from your Android™ (v4.4 or later) device\*. Simply connect your printer and device to the same network and tap the menu icon to select the print option.
- Turn your mobile device into an intuitive, easy-to-use printing and scanning control center with Epson Smart Panel®. Download the app from your mobile device's app store.
- Print remotely with Epson Connect™. See your online User's Guide for instructions or learn more at <http://latin.epson.com/connect>.
- Use voice-activated assistants to print a variety of creative and everyday items from your Epson product\*\*. Simply add your product to an Epson Connect account, then link the account to a voice-activated assistant. See <http://latin.epson.com/support/voice> for more information.
  - May require the Epson Print Enabler or Mopria™ Print Service app from Google Play™.
  - This feature may not be available in all regions.

## **Any problems?**

### **The network setup was unsuccessful.**

- Print a network connection report to identify network problems and solutions. See your online User's Guide for instructions.
- Make sure you select the right network name (SSID).
- Restart your router (turn it off and then on), then try to connect to it again.
- The printer can only connect to a network that supports 2.4 GHz connections. If your router offers both 2.4 GHz and 5 GHz connections, make sure 2.4 GHz is enabled.
- If you see a firewall alert message, click Unblock or Allow to let setup continue.
- If your network has security enabled, make sure you enter your network password (WEP key or WPA passphrase) correctly. Be sure to enter your password in the correct case.

### **There are lines or incorrect colors in my printouts.**

Run a nozzle check to see if there are any gaps in the printout. Then clean the print head, if necessary. See the online User's Guide for more information.

### **The product's screen is dark.**

Make sure your product is turned on, and touch the screen or any button to wake it from sleep mode.

### **Setup is unable to find my product after connecting it with a USB cable.**

Make sure your product is turned on and the USB cable is securely connected.

### **Any questions?**

### **User's Guide**

- **Windows:** Click the icon on your desktop or Apps screen to access the online User's Guide.
- **Mac:** Click the icon in Applications/Epson Software/Guide to access the online User's Guide. If you don't have a User's Guide icon, go to the Epson website, as described below.

### **Technical Support**

Visit <http://latin.epson.com/support/emc800> to download drivers, view manuals, get FAQs, or contact Epson.

You can also speak to a service technician by calling one of these numbers:

- Argentina (54 11) 5167-0300
- El Salvador\* 800-6570
- 0800-288-37766
- Guatemala\* 1-[800-835-0358](tel:800-835-0358)
- Bolivia\* 800-100-116
- Mexico 800-087-1080
- Chile (56 2) 2484-3400
- Mexico City (52 55) 1323-2052
- Colombia 018000-915235
- Nicaragua\* 00-1-[800-226-0368](tel:800-226-0368)
- Bogota (57 1) 602-4751

- Panama\* 00-800-052-1376
- Costa Rica [800-377-6627](tel:800-377-6627)
- Paraguay 009-[800-521-0019](tel:800-521-0019)
- Dominican Peru 0800-10126
- Republic\* 1-[888-760-0068](tel:888-760-0068)
- Lima (51 1) 418-0210
- Ecuador\* 1-800-000-044
- Uruguay 00040-5210067
  - Contact your local phone company to call this toll-free number from a mobile phone.

If your country does not appear on the list, contact your nearest Epson sales office. Toll or long-distance charges may apply.

### Need paper and ink?

Ensure brilliant results with Epson specialty and plain papers, engineered specifically for Epson printers. You can purchase them from an Epson-authorized reseller. To find the nearest one, visit <http://latin.epson.com> or contact Epson as described in “Any questions?” on this sheet.



### EM-C800 replacement ink packs

Color	Standard-capacity	High-capacity
Black	T12N1	T12P1
Cyan	T12N2	T12P2
Magenta	T12N3	T12P3
Yellow	T12N4	T12P4

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### Documents / Resources



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CPD64362, CPD-64362\_R0, EM-C800 Workgroup Color Multifunction Printer, EM-C800, Workgroup Color Multifunction Printer, Color Multifunction Printer, Multifunction Printer, Printer

## References

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