

## EPSON RESET PRINTER / DRIVER

If a cartridge is not recognised or is still showing empty after installing, then the printer or driver may need resetting. This may be indicated by a solid or flashing red light on the printer, a message on the printer LED or by a pop up window on the computer screen.

This issue is caused by:

- a) The printer or driver failing to send or receive the reset message.
- b) Poor contact between the printer pins and the cartridge chip.

**1. Turn the printer off.**

**2. Once all lights are off and printer has completed shut down. Unplug the power cord for at least 20 seconds.**

(This dumps the printers memory and forces it to look at all the cartridges / chips again )



**3. Plug the power cord back into the printer and turn it on.**

(You have now reset the printer )

**4. Check the printer lights. If a solid green light is on, then the cartridges are all recognised.**

**5. If the red light is still on or flashing. Open the printer lid.**

(If the cartridge carriage does not move to the change position, press the printers stop button once. If the carriage has not moved enough then hit the stop button again ) ( alternatively use the “Epson Cartridge Replacement “ ( CWS E2 ) sheet to move the carriage to the change position )

**6. Unclip the cartridge that is not registering and clip it back into the printer.**

( Make sure the chip disconnects from the pins in the printer, this forces the driver to re interrogate the chip and set the ink levels. )



**7. Close the printer lid and make sure the carriage goes back to the start position. Hit the stop button if the carriage does not move back.**

(You have now reset the printer driver for the cartridge you unclipped )