EPSON
EXCEED YOUR VISION

L396 Wireless Installation Guide

Contents

L396 Wireless Installation Guide

Welcome to the *Wireless Installation Guide*.

Before You Begin

Make sure you filled the ink tanks and loaded paper as described on the *Start Here* sheet. Then follow the instructions in this guide to set up the product for use on a wireless network.
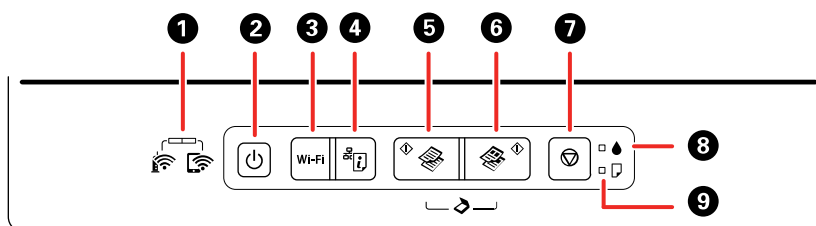
Using the Control Panel

See these sections to learn about the control panel and select control panel settings.

Control Panel Buttons and Lights
Adjusting Control Panel Position

Control Panel Buttons and Lights

1	The 📶 Wi-Fi light
	The light on the left turns on when the product is connected to a wireless network.
	The 📶 Wi-Fi Direct light
	The light on the right turns on when the product is connected to a wireless network in Wi-Fi Direct (Simple AP) mode.
	Both lights flash alternately or simultaneously while connecting or if there is a problem with network connection.
2	The ⏻ power button and the ⏻ power light
3	The **Wi-Fi** button
4	The network status button
5	The B&W copy button
6	The color copy button
7	The ▽ stop button
8	The ● ink light
9	The paper light

6

Adjusting Control Panel Position

You can adjust the position of the control panel to make it easier to use.

- To raise the control panel, lift it up from the bottom.
- To lower the control panel, squeeze the release bar and gently push the panel down.
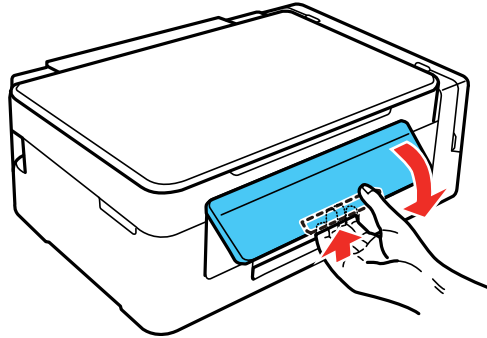
Caution: Do not lower the control panel without first squeezing the release bar or you may damage your product.

Network Security Recommendations

To help deter unauthorized access to your product over a network, you should protect your network environment using appropriate security measures.

Security measures such as these can help deter threats such as loss of user data, use of telephone and fax lines, and other intrusions:

- **Enable security on your wireless LAN**

  Enable the appropriate security on the wireless LAN you plan to use with your product. Network security such as a network password can deter interception of traffic over the wireless LAN. Your router may already have a default password enabled by your Internet service provider (ISP). See your ISP and router documentation for instructions on how to change the default password and better secure your network.

- **Connect your product only to a network protected by a firewall**

  Connecting your product directly to the Internet may leave it vulnerable to security threats. Instead, connect it to a router or other network connection protected by a firewall. Your router may already have a firewall set up by your Internet service provider; check with your ISP for confirmation. For best results, set up and use a private IP address for your network connection.

- **Change the default administrator password on your product**

  If your product has an option to set an administrator password, change the default administrator password to deter access by unauthorized users to personal data stored on your product, such as IDs, passwords, and contact lists.

Setting Up Your Product on a Wireless Network

Note: For information on additional Wi-Fi setup options, see the online *User's Guide*.

You can set up your product to communicate with your computer using a wireless router or access point. The wireless router or access point can be connected to your computer over a wireless or wired network.
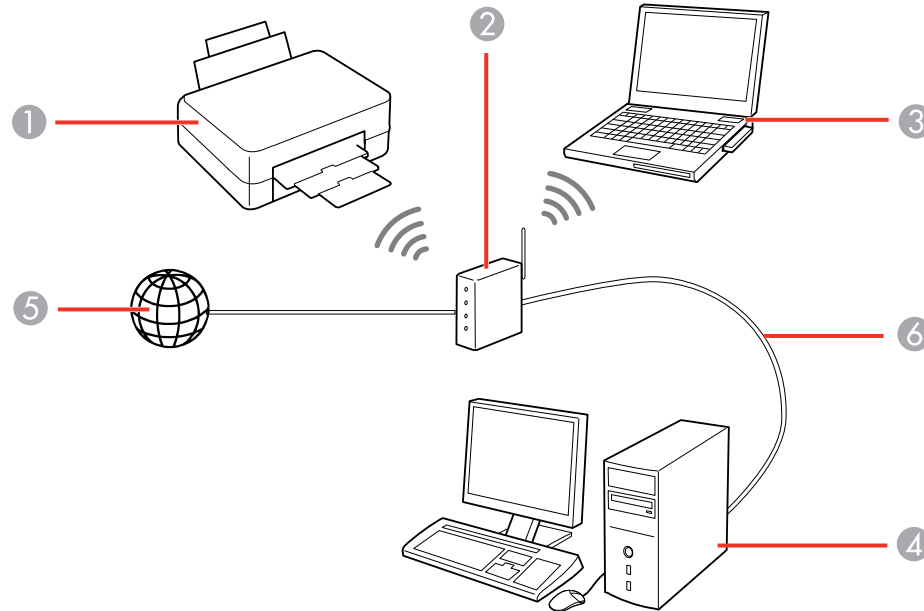
1	Epson product
2	Wireless router or access point
3	Computer with a wireless interface
4	Computer
5	Internet
6	Ethernet cable (used only for wired connection to the wireless router or access point)

Setting Up Your Product with Wi-Fi Auto Connect

Setting Up Your Product with Wi-Fi Auto Connect

Your product broadcasts its network information for 60 minutes from the time ink charging begins. If you run the product's software setup package within this 60 minute period, the software automatically connects the product to your wireless network without you having to enter your network name (SSID) and password.

Note: If your computer does not have a CD/DVD drive or you are using a Mac, an Internet connection is required to obtain the product software.

1. Make sure your product is turned on but **NOT CONNECTED** to your computer with a USB cable.

   Note: With Windows, if you see a Found New Hardware screen, click **Cancel** and disconnect the USB cable.

2. Insert the product CD or visit epson.com.jm/support and select your product to download and run your product's software package.

   Note: With Windows, if you see the message **Do you want to allow this app to make changes to your device?**, click **Yes**, then click **OK** on the next screen. On a Mac, if you see the message **"EPSON" is an application downloaded from the Internet. Are you sure you want to open it?**, click **Open**.
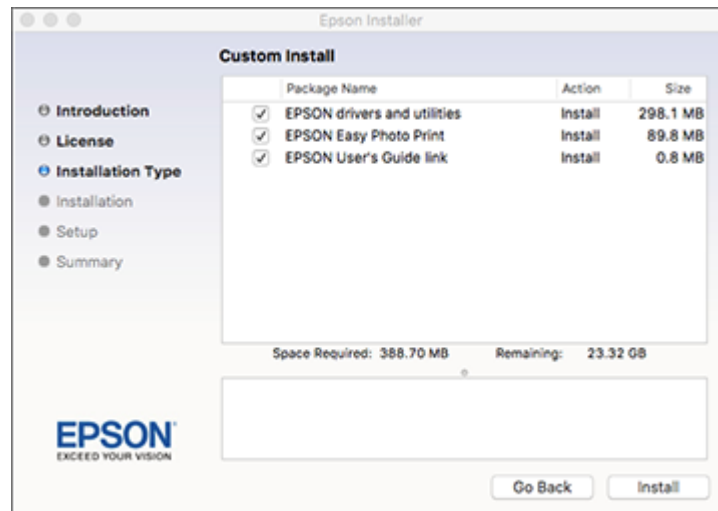
3. Select your language and click **Next** (Windows), or click **Continue** and click **Continue** again (Mac).

4. Accept the software license agreement to continue with software installation.

5. When you see one of these screens, click **Install**.

Windows

Mac

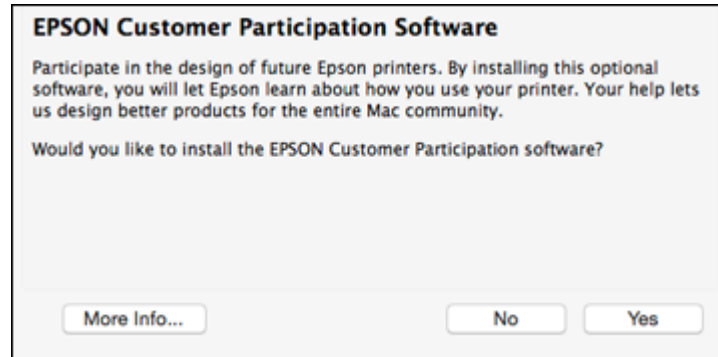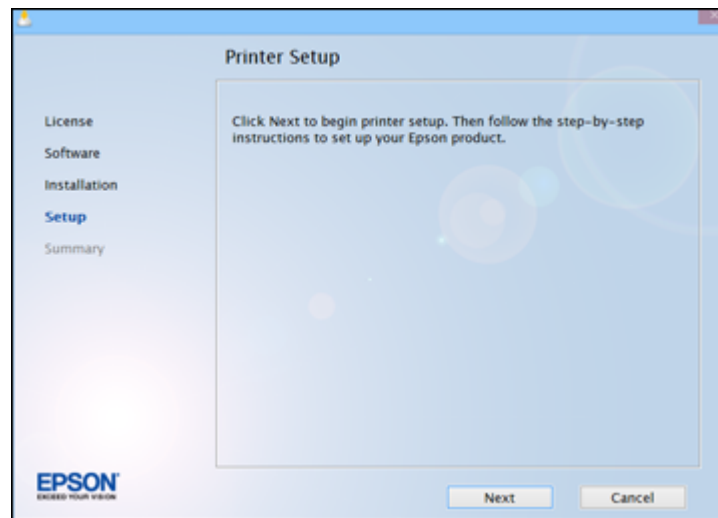**Note:** On a Mac, make sure you install Software Updater to receive firmware and software updates for your product.

Software installation may take several minutes. Wait for the installation to complete.

6. **Mac**: If you see the following message, click **Yes** or **No** to continue.

7. When the Printer Setup screen appears, click **Next** (Windows) or **Start** (Mac) to begin setting up your product on your network.

8. Confirm that the ink is charged and do one of the following:

   - If the ink is charged, click the checkbox on the screen and click **Next** (Windows) or **Continue** (Mac).

   - If you have not charged the ink, follow the instructions on the *Start Here* sheet.

9. When you see this screen, select **Wireless connection** and click **Next** (Windows) or **Continue** (Mac).

10. When you see this screen, select **Set up printer for the first time** and click **Next** (Windows) or **Continue** (Mac).

Printer Setup

Select Setup Option

○ Set up printer for the first time
Add the printer to my existing wireless network.

○ The printer is already on my wireless network
Set up this computer to print wirelessly.

Help   Back   Next   Cancel
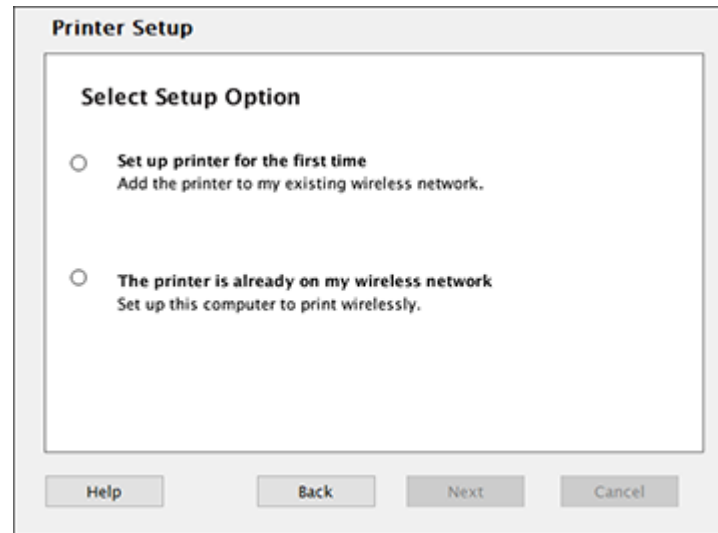
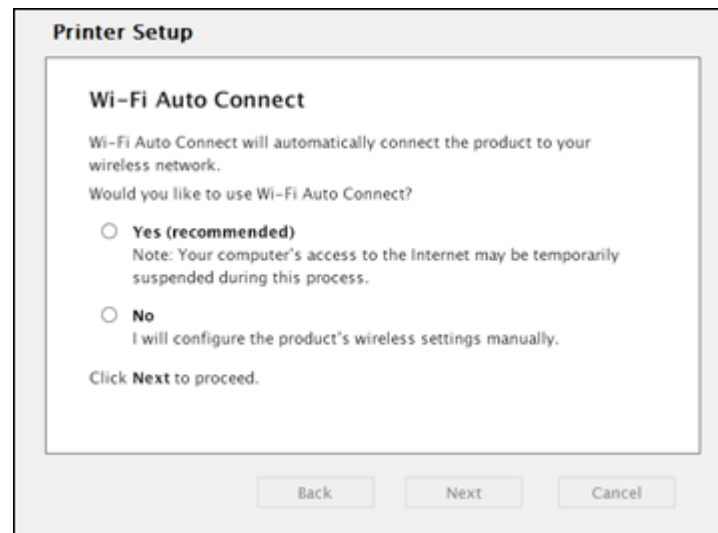11. When you see this screen, select **Yes** and click **Next** (Windows) or **Continue** (Mac).

Printer Setup

Wi-Fi Auto Connect

Wi-Fi Auto Connect will automatically connect the product to your wireless network.

Would you like to use Wi-Fi Auto Connect?

○ Yes (recommended)
Note: Your computer's access to the Internet may be temporarily suspended during this process.

○ No
I will configure the product's wireless settings manually.

Click **Next** to proceed.
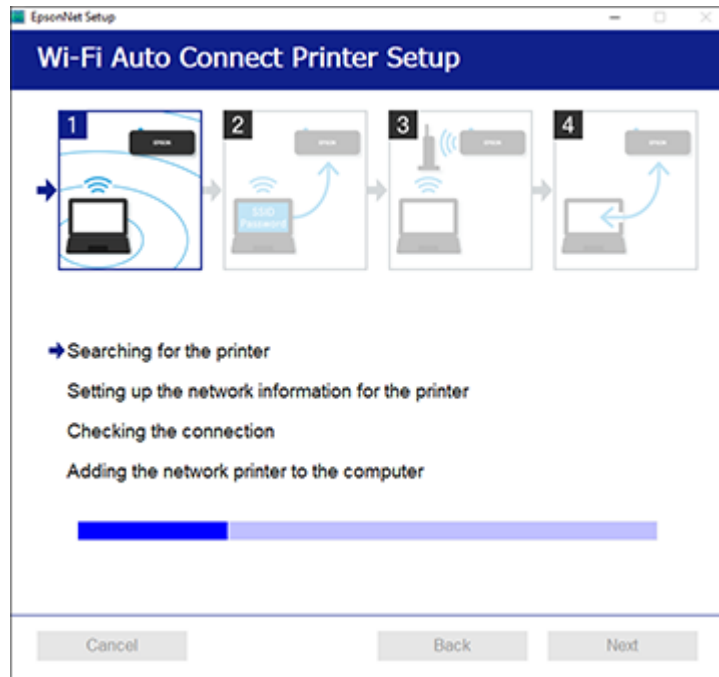
Back   Next   Cancel

12. If you see the Firewall Warning screen, click **Next** to continue.

    Note: If you see a firewall alert message, click **Unblock** or **Allow** to let EpsonNet Setup continue. Do not select **Ask Me Later**, **Keep Blocking**, or **Block**.

13. Do one of the following:
    - **Windows**: If you see a screen like this, follow the on-screen instructions:

- **Mac**: If you see the following messages, click **OK** and click **Allow** to let EpsonNet Setup access your password information.
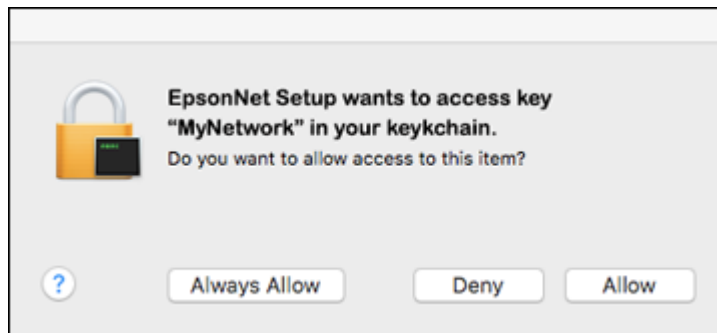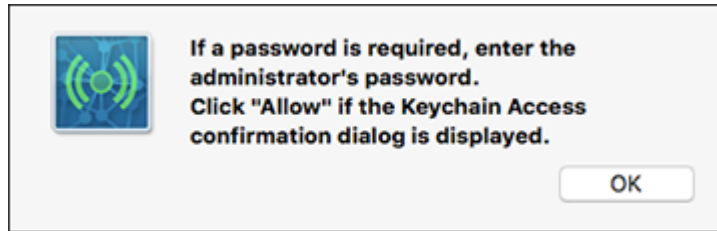
14. Follow the on-screen instructions to let the system automatically configure your product on your network.

    Note: If the software cannot automatically configure your product to the network, you may be prompted to enter your network name (SSID) and password on a displayed screen. You can also select a different Wi-Fi setup method.

15. **Mac**: When you see this screen, click **Add Printer** and follow the on-screen instructions to add your product and the print queue to your system. Then click **Continue**.

Printer Setup

Add Printer

Before you can print, you need to add the print queue to the printer list.
Click **Add Printer** to open the printer list window. Then follow these steps.

1. Select your EPSON product (Bonjour).
2. Select the **EPSON Series** driver from the Use drop-down list.
3. Click **Add**.

Back   Next   Cancel
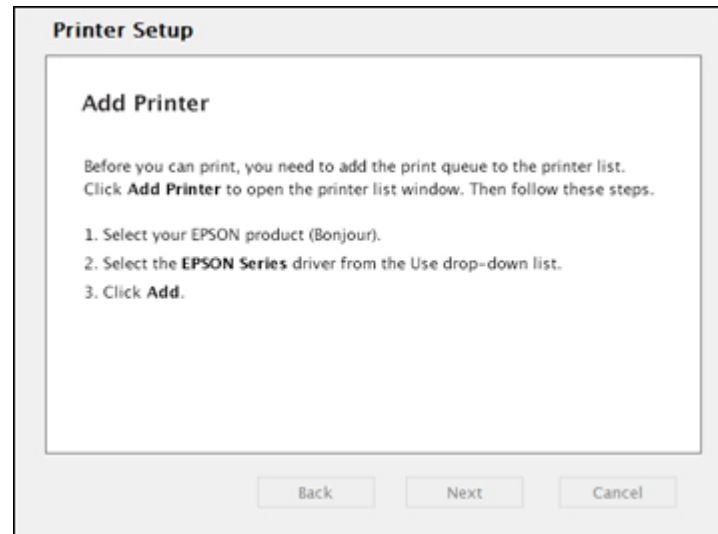
Note: Be sure to select your Epson product in the **Use** or **Print Using** drop-down list.

16. When you see this screen, print a test page and click **Next** (Windows) or **Continue** (Mac).

Printer Setup

Print Test Page

You can print a test page to verify that you can print from your computer.
Make sure:

- Your printer is turned on and connected to your computer or network
- The ink tanks are properly filled with ink
- Paper is loaded

Then click **Print Test Page**.

[Print Test Page]

[Back] [Next] [Cancel]
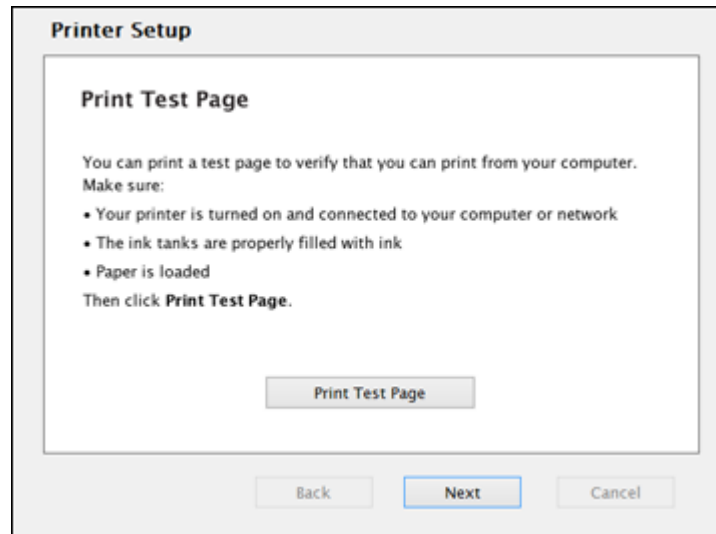
17. **Windows**: The system begins searching for the latest firmware for your product. If you see a screen indicating that there is new firmware for your product, click **Install item(s)** and follow the on-screen instructions.

    IMPORTANT: DO NOT TURN OFF YOUR PRODUCT OR INTERRUPT THE FIRMWARE SEARCH PROCESS IN ANY WAY.

18. Follow the on-screen instructions to complete product setup. When you see this screen, click **Finish** (Windows) or **Close** (Mac) to close the installation program.
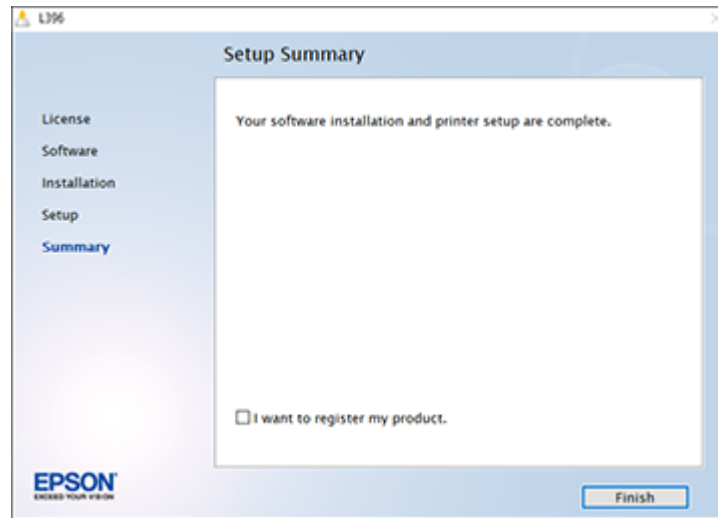
Parent topic: Setting Up Your Product on a Wireless Network

Setting Up Your Product Using a Temporary USB Connection

To add your product to a wireless network, you may need to know the name (SSID) and password of your wireless network. If it has security enabled, you also need to know the WEP key or WPA passphrase.

Note: You may also need to know your network name (SSID) and password if your computer is connected to a router using an Ethernet cable.

If your computer does not have a CD/DVD drive or you are using a Mac, an Internet connection is required to obtain the product software.

1. Make sure your product is turned on but **NOT CONNECTED** to your computer with a USB cable.
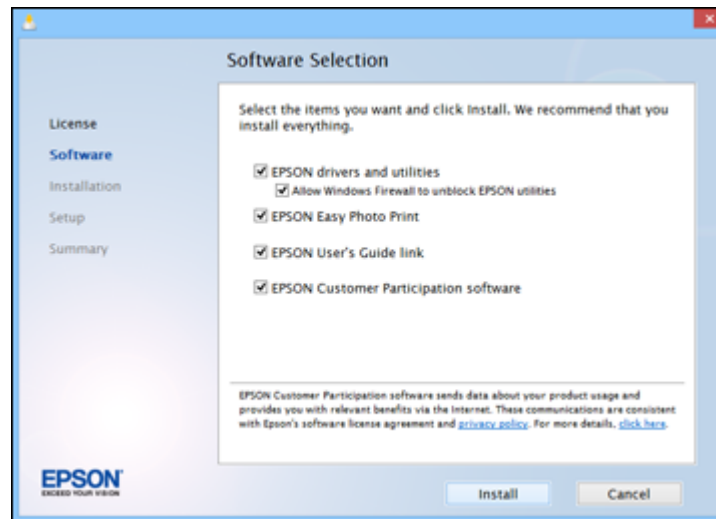
   Note: With Windows, if you see a Found New Hardware screen, click **Cancel** and disconnect the USB cable.

2. Insert the product CD or visit epson.com.jm/support and select your product to download and run your product's software package.
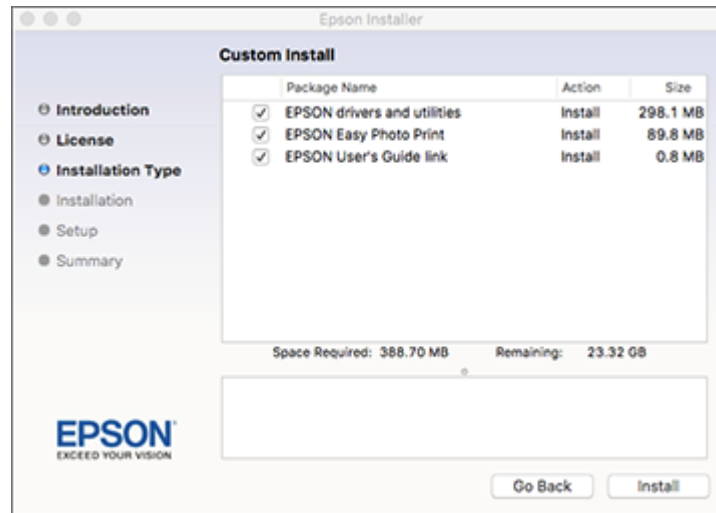
   Note: With Windows, if you see the message **Do you want to allow this app to make changes to your device?**, click **Yes**, then click **OK** on the next screen. On a Mac, if you see the message **"EPSON" is an application downloaded from the Internet. Are you sure you want to open it?**, click **Open**.

3. Select your language and click **Next** (Windows), or click **Continue** and click **Continue** again (Mac).

4. Accept the software license agreement to continue with software installation.

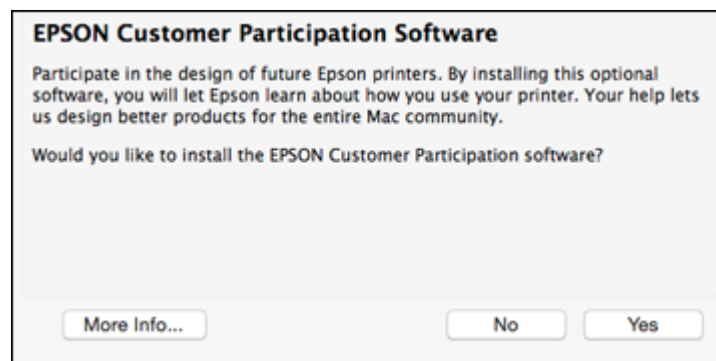5. When you see one of these screens, click **Install**.

   Windows

Mac

Note: On a Mac, make sure you install Software Updater to receive firmware and software updates for your product.

Software installation may take several minutes. Wait for the installation to complete.

6. **Mac**: If you see the following message, click **Yes** or **No** to continue.

7. When the Printer Setup screen appears, click **Next** (Windows) or **Start** (Mac) to begin setting up your product on your network.

8. Confirm that the ink is charged and do one of the following:

    • If the ink is charged, click the checkbox on the screen and click **Next** (Windows) or **Continue** (Mac).

    • If you have not charged the ink, follow the instructions on the *Start Here* sheet.

9. When you see this screen, select **Wireless connection** and click **Next** (Windows) or **Continue** (Mac).

Printer Setup

Select Your Connection

○ **Wireless connection**
Add the printer to my existing network, or set up this computer to print over my network.

○ **Direct USB connection**
Connect the printer directly to my computer with a USB cable. Don't connect the cable until prompted.

Back   Next   Cancel

10. When you see this screen, select **Set up printer for the first time** and click **Next** (Windows) or **Continue** (Mac).

Printer Setup

Select Setup Option

○ Set up printer for the first time
   Add the printer to my existing wireless network.

○ The printer is already on my wireless network
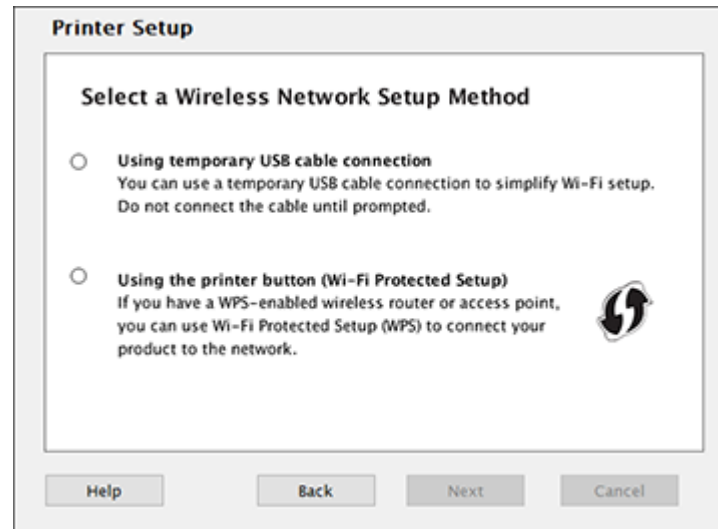   Set up this computer to print wirelessly.

| Help | Back | Next | Cancel |

11. When you see this screen, select **No** and click **Next** (Windows) or **Continue** (Mac).

Printer Setup

Wi-Fi Auto Connect

Wi-Fi Auto Connect will automatically connect the product to your wireless network.

Would you like to use Wi-Fi Auto Connect?

○ Yes (recommended)
   Note: Your computer's access to the Internet may be temporarily suspended during this process.

○ No
   I will configure the product's wireless settings manually.

Click **Next** to proceed.

| Back | Next | Cancel |

12. **Windows**: When you see this screen, select **Using temporary USB cable connection** and click **Next**.

Printer Setup

Select a Wireless Network Setup Method

○ **Using temporary USB cable connection**
You can use a temporary USB cable connection to simplify Wi-Fi setup. Do not connect the cable until prompted.

○ **Using the printer button (Wi-Fi Protected Setup)**
If you have a WPS-enabled wireless router or access point, you can use Wi-Fi Protected Setup (WPS) to connect your product to the network.

Help   Back   Next   Cancel

13. **Mac**: When you see this screen, click **Continue**.

Printer Setup

Setting Up a Wi-Fi Connection

A USB cable is required to set up the Wi-Fi connection manually. Make sure you have a USB cable before clicking **Continue**.

If you don't have a USB cable, click **Cancel** to exit wireless setup.

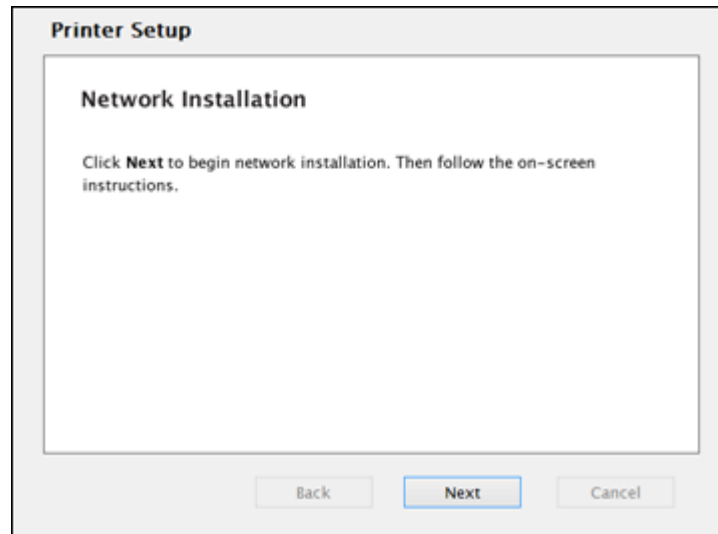Cancel   Go Back   Continue
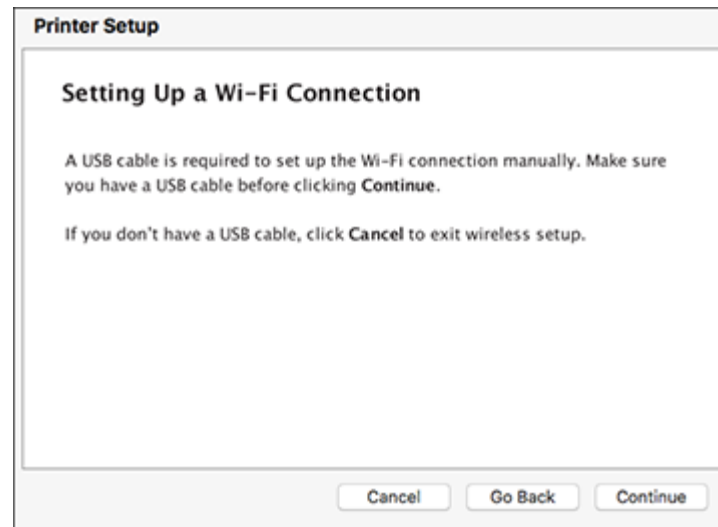
14. When you see this screen, connect a USB cable as shown and wait for the installer to detect your product.
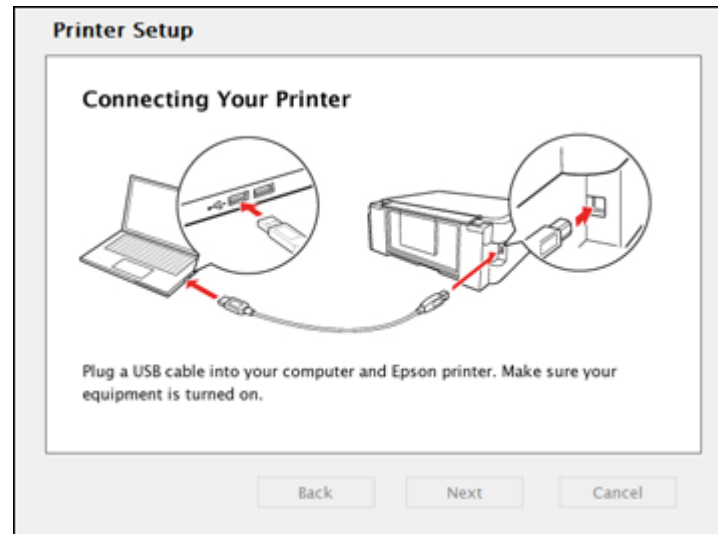
Note: If your product is not detected, make sure that it is turned on.

15. When you see this screen, click **Next** (Windows) or **Start Network Setup** (Mac).

16. If you see the Firewall Warning screen, click **Next** to continue.

    Note: If you see a firewall alert message, click **Unblock** or **Allow** to let EpsonNet Setup continue. Do not select **Ask Me Later**, **Keep Blocking**, or **Block**.
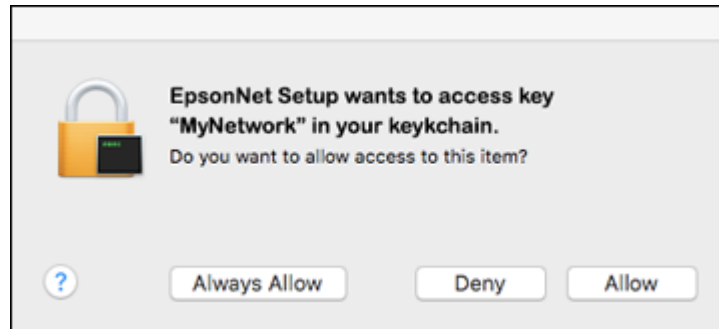
17. If you see this screen, click **Yes** (Windows) or **OK** (Mac).
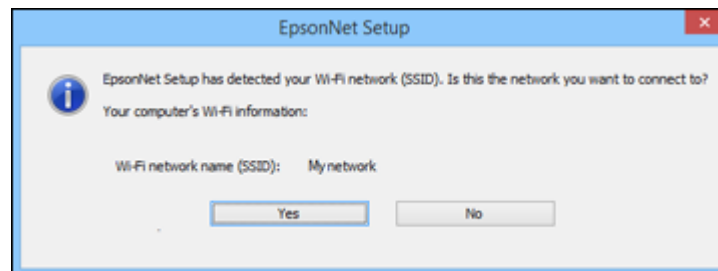

18. Do one of the following:

    • **Windows**: If you have a wireless computer or laptop, go to step 20.

- **Mac**: If you have a wireless computer or laptop and you see the following messages, click **OK** and click **Allow** to let EpsonNet Setup access your password information. Then continue with step 20.

- All other users: Continue with step 19.

19. If you see a screen asking you to select your product, select it and click **Next**. If your computer is connected to your router with an Ethernet cable, you may be prompted to enter your network name (SSID) and password.

20. Wait while your system searches for your network name (SSID), then select the SSID from the displayed list and click **Next**.

21. When you see this screen, choose **IP Address Automatic Configuration (DHCP)** and click **Next**. If you need to change the IP address manually, click **Change** and follow the on-screen instructions.
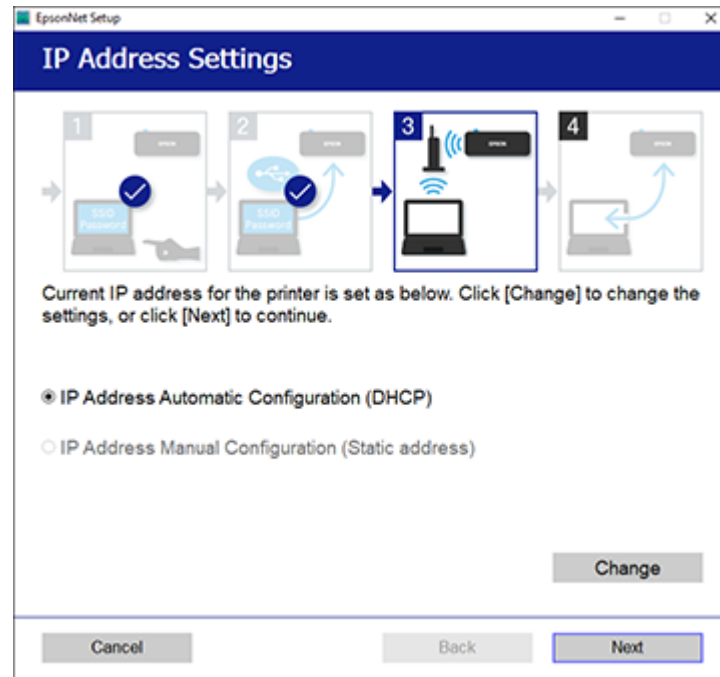

Note: If your WPA passphrase contains upper- or lowercase letters, be sure to note it correctly. If you do not know your wireless network name (SSID), WEP key, or WPA passphrase, contact the person who set up your wireless network before continuing.

22. Wait several minutes for wireless network configuration to finish and display a confirmation message. When you see this prompt, disconnect the USB cable and click **OK**. Then click **Finish** on the Installation Complete screen.
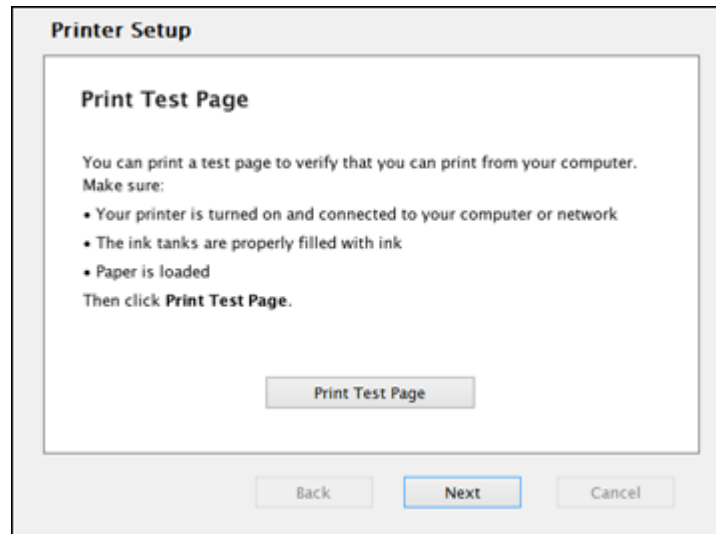

23. **Mac**: When you see this screen, click **Add Printer** and follow the on-screen instructions to add your product and the print queue to your system. Then click **Continue**.
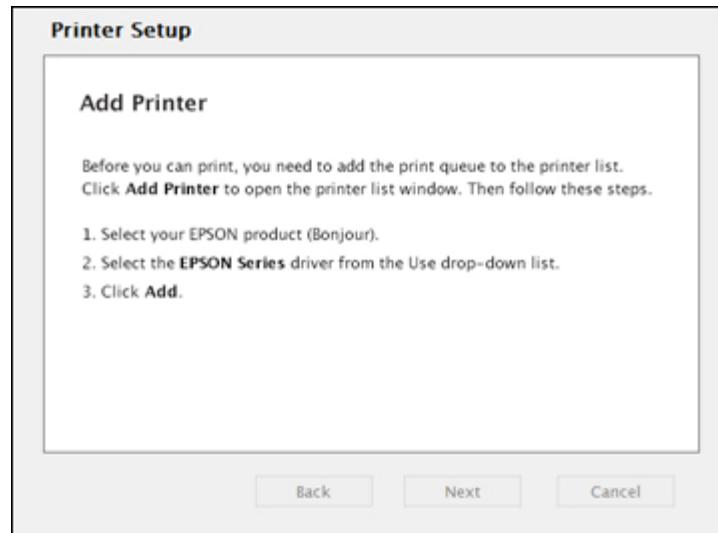
Note: Be sure to select your Epson product in the **Use** or **Print Using** drop-down list.

24. When you see this screen, print a test page and click **Next** (Windows) or **Continue** (Mac).

25. **Windows**: The system begins searching for the latest firmware for your product. If you see a screen indicating that there is new firmware for your product, click **Install item(s)** and follow the on-screen instructions.

   IMPORTANT: DO NOT TURN OFF YOUR PRODUCT OR INTERRUPT THE FIRMWARE SEARCH PROCESS IN ANY WAY.

26. Follow the on-screen instructions to complete product setup. When you see this screen, click **Finish** (Windows) or **Close** (Mac) to close the installation program.
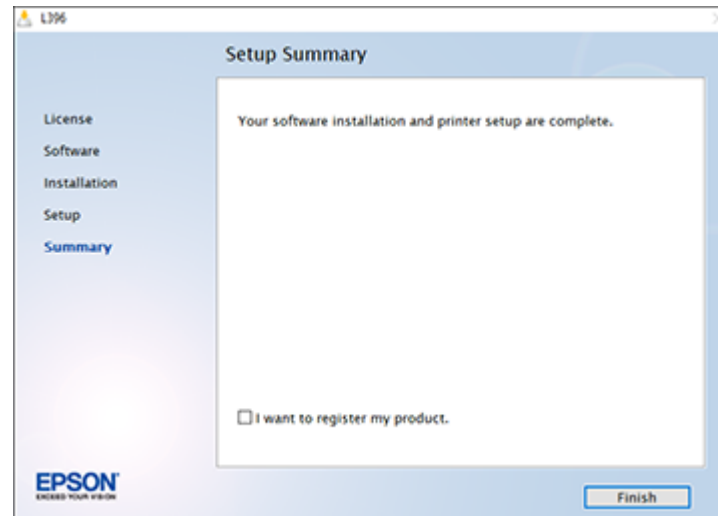
Parent topic: Setting Up Your Product on a Wireless Network

Solving Network Problems

Check these solutions if you have problems setting up or using your product on a network. For details, see your product *User's Guide*.

Product Cannot Connect to a Wireless Router or Access Point
Network Software Cannot Find Product on a Network
Product Does Not Appear in Mac Printer Window
Cannot Print Over a Network
Cannot Scan Over a Network

Product Cannot Connect to a Wireless Router or Access Point

If your product has trouble finding or connecting to a wireless router or access point, try these solutions:

- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the 📶 Wi-Fi light on your product is not solid green, make sure you press the **Wi-Fi** button on the product within 2 minutes of pressing the WPS button on your router. Hold down the **Wi-Fi** button on the product for 3 seconds.

- Make sure to place your product within contact range of your 2.4 GHz router or access point. Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

  Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- Verify that your router or access point is operating correctly by connecting to it from your computer or another device.

- You may need to disable the firewall and any anti-virus software on your wireless router or access point.

- Check to see if access restrictions, such as MAC address filtering, are set on the router or access point. If access restrictions are set, add your product's MAC address to your router's address list. To obtain your product's MAC address, print a network status sheet. Then follow the instructions in your router or access point documentation to add the address to the list.

- If your router or access point does not broadcast its network name (SSID), follow the instructions that came with your product to enter your wireless network name manually.

- If your router or access point has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.

- Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.

- If you cannot connect your product to a device using Wi-Fi Direct, you may have exceeded the maximum number of devices connected to your product (4). Print a network status sheet or access Web Config on the browser for your device and check the number of connected devices. If 4 devices are already connected, disconnect a device by deleting the product's SSID from the Wi-Fi screen of that device. If fewer than 4 devices are connected, check the accuracy of your other network settings, move your device closer to your product, and try connecting again.

- If you are using a Wi-Fi Direct connection that suddenly disconnects, the Wi-Fi direct password on your device may have been changed. If necessary, delete the existing **DIRECT-xxxxxxxx** connection settings from your device and enter a new password. See your device documentation for instructions.

Parent topic: Solving Network Problems

Network Software Cannot Find Product on a Network

If EpsonNet Setup cannot find your product on a network, try these solutions:

- Make sure your product is turned on and connected to your network. Verify connection using your product control panel.

- Check if your network name (SSID) contains non-ASCII characters. Your product cannot display non-ASCII characters.

- Make sure your product is not connected to a guest network.

- If necessary, reinstall your product software and try running EpsonNet Setup again:

  1. Reset your product's network settings to their factory defaults.

  2. **Windows only:** Uninstall your product software.

  3. Initialize your router following the instructions in your router documentation.

     Note: If you are reading these instructions online, you will lose your Internet connection when you initialize your router, so note the next step before initializing it.

  4. Download your product software from the Epson website using the instructions on the *Start Here* sheet.

- If you have replaced your router, reinstall your product software to connect to the new router.

Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing detection of your device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.

Parent topic: Solving Network Problems

Product Does Not Appear in Mac Printer Window

If your product does not appear in the Mac printer window, try these solutions:

- Turn your product off, wait 30 seconds, then turn it back on again.
- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the 📶 Wi-Fi light on your product is not solid green, make sure you press the **Wi-Fi** button on the product within 2 minutes of pressing the WPS button on your router. Hold down the **Wi-Fi** button on the product for 3 seconds.
- If you are connecting the product wirelessly via EpsonNet Setup and the 📶 Wi-Fi light on your product is not solid green, make sure your product software was installed correctly. If necessary, reinstall your software.

Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

Parent topic: Solving Network Problems

Cannot Print Over a Network

If you cannot print over a network, try these solutions:

- Make sure that your product is turned on.
- Make sure you install your product's network software as described in your product documentation.
- Print a network status sheet and verify that the network settings are correct. If the network status is **Disconnected**, check any cable connections and turn your product off and then on again.

- If you are using TCP/IP, make sure the product's IP address is set correctly for your network. If your network does not assign IP addresses using DHCP, set the IP address manually.

- Make sure your computer and product are both using the same wireless network.

- If network printing is slow, print a network status sheet and check the signal strength. If it is poor, place your product closer to your router or access point. Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

   Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing printing from a device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.

- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the 📶 Wi-Fi light on your product is not solid green, make sure you press the **Wi-Fi** button on the product within 2 minutes of pressing the WPS button on your router. Hold down the WiFi button on the product for 3 seconds.

- If you are connecting the product via EpsonNet Setup and the 📶 Wi-Fi light on your product is not solid green, make sure your product software was installed correctly. If necessary, reinstall your software.

Parent topic:

Cannot Scan Over a Network

If you cannot start Epson Scan 2 for scanning over a network, try these solutions:

- If you cannot scan from your product control panel, make sure you restarted your computer after installing the product software. Make sure the Event Manager program is not being blocked by your firewall or security software.

   Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- If you are scanning a large original at a high resolution, a network communication error may occur. Try scanning again at a lower resolution.

- If network communication was interrupted while starting Epson Scan 2, exit Epson Scan 2, wait a few seconds, and restart it. If Epson Scan 2 cannot restart, turn off your product, turn it back on, and try restarting Epson Scan 2 again.

- Check the scanner setting and reset the connection if necessary using Epson Scan 2 Utility:

    Windows 10: Click ▣ and select **EPSON** > **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

    Windows 8.x: Navigate to the **Apps** screen, select **EPSON**, and select **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

    Windows (other versions): Click 🟦 or **Start** > **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

    Mac: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

- You may need to disable the firewall and any anti-virus software on your wireless router or access point.

Parent topic: Solving Network Problems

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