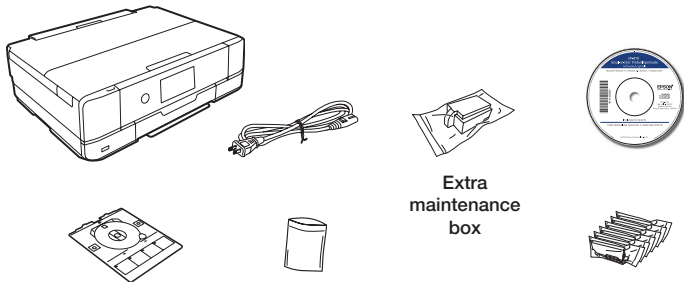


XP-970 Small-in-One® Printer Start Here

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® cartridges only, not third-party cartridges or ink. For important ink information, visit www.epson.com/epsonink (U.S.) or www.epson.ca/epsonink (Canada) or see your printer box.

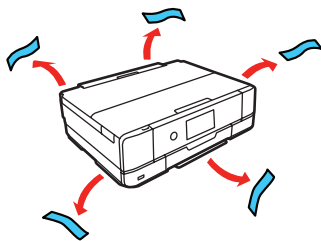
1 Unpack



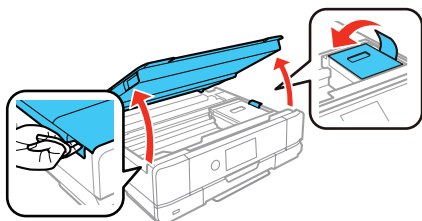
Note:

- Do not open ink cartridge packages until you are ready to install the ink. Cartridges are vacuum packed to maintain reliability.
- The CD/DVD tray is stored underneath cassette 2.
- Your product includes an extra maintenance box. Use it to replace the installed maintenance box when you are prompted to do so. For instructions on how to replace the maintenance box, see the online *User's Guide*.

- 1 Remove all protective materials from the product.



- 2 Lift up the scanner unit. Remove all protective materials from inside the product.



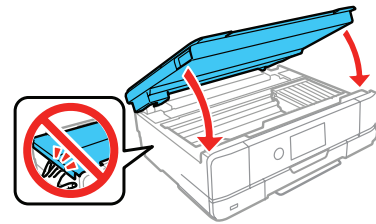
Note: Do not throw away the protective material shown above. Tape this piece to the top of the ink cartridge holder when transporting your product. For more information, see the online *User's Guide*.



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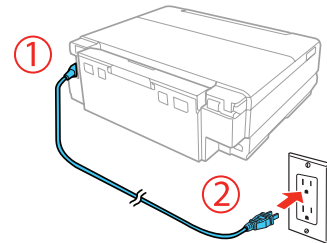
EPSON
EXCEED YOUR VISION

- 3 Lower the scanner unit.



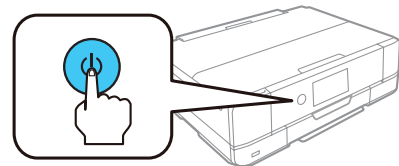
2 Turn on and configure

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



Caution: Do not connect to your computer yet.

- 2 Turn on the product.



- 3 Select your language.

Note:

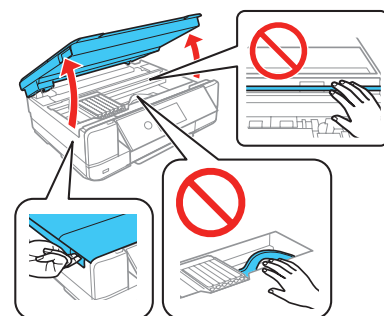
- You can change this setting later using the product's control panel. For more information, see the online *User's Guide*.
- If an error message appears, turn off the product and check that no protective material has been left inside the product.

3 Install ink cartridges

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

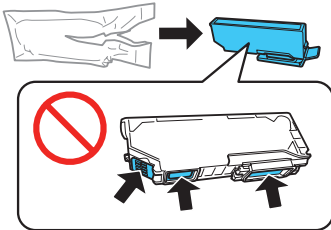
Note: The included initial cartridges are designed for reliable printer setup and cannot be used as replacement cartridges or resold. After setup, the remaining ink is available for printing.

- 1 Lift up the scanner unit.



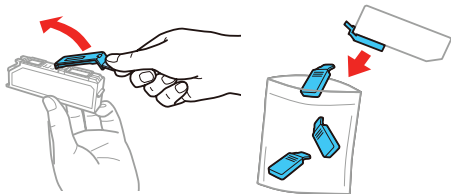
Caution: Do not touch the flat white cable or the print head path.

2 Unpack the ink cartridges.



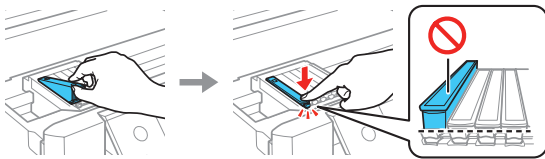
Caution: Do not touch the areas shown above. Doing so may prevent normal operation and printing.

3 Remove the cap from each ink cartridge. Store the caps in the included plastic bag.

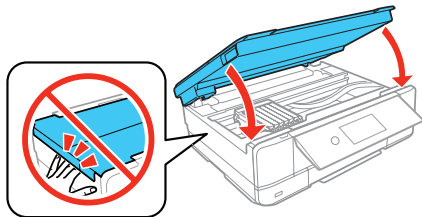


Note: Save the caps and use them to recap the ink cartridges after removing them for storage or disposal.

4 Insert the cartridges at an angle in the holder for each color. Press each cartridge down until it clicks.



5 Lower the scanner unit.



6 Select **Installed** to start charging the ink. Ink charging takes approximately 7 minutes. When you see a completion message on the printer's LCD screen, charging is complete.

Caution: Don't turn off the printer or raise the scanner unit while the printer is charging or you'll waste ink.

Note: As part of setup, your product's serial number will be sent to a secure Epson server so that you can be eligible to participate in programs we may offer from time to time, including the Epson ink replenishment program. You will have a separate opportunity to consent to participating in such programs.

7 Follow the on-screen instructions to adjust the print quality of your product.

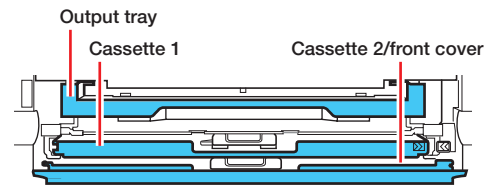
Note:

- You need to load paper before you can adjust the print quality. See the "Load paper" section for details.
- Select **Adjust Later** if you want to adjust the print quality later. For more information, see the online *User's Guide*.

4 Load paper

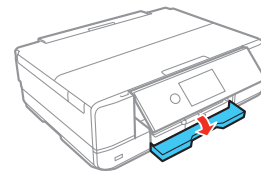
See the instructions below for loading paper in cassettes 1 and 2.

Note: See the online *User's Guide* for a complete list of compatible paper types, sizes, and capacities, and instructions on loading paper in the rear paper feed slot and printing on a CD/DVD/Blu-ray Disc™.

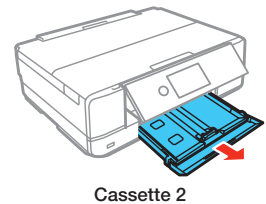
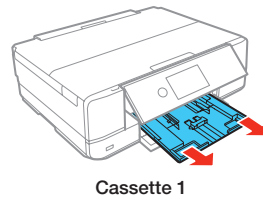


Epson paper sizes	Cassette 1	Cassette 2
4" x 6", 5" x 7"	•	•
8" x 10", Letter, A4, Legal		•

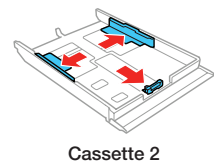
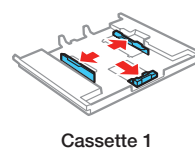
1 Lower the front cover.



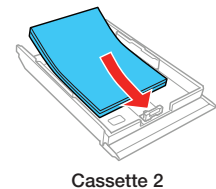
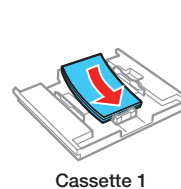
2 Pull out a paper cassette.



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



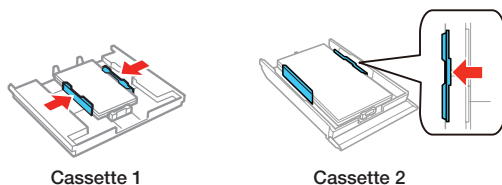
4 Insert the paper with the glossy or printable side facedown.



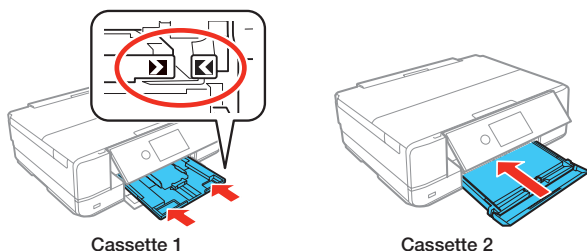
Note: Make sure the paper is loaded against the front edge guide and not sticking out past the triangle symbol at the end of the cassette.



- 5 Slide the side edge guides against the paper, but not too tightly. Make sure the paper is under the tabs on the side edge guides.



- 6 Keep the cassette flat as you insert it all the way.



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

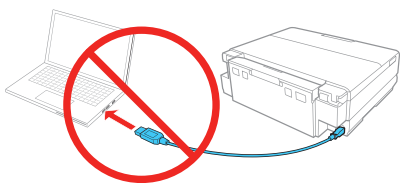
5 Install software

Note:

- If you are using a Mac or your computer does not have a CD/DVD drive, an Internet connection is required to obtain the product software.
- To print from a Chromebook™, go to www.epson.com/support/gcp (U.S.) or www.epson.ca/support/gcp (Canada) for instructions.

Firmware Update Notice: Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure your printer functions as designed. Your printer was designed to work only with genuine Epson ink cartridges, therefore some updates may affect the functionality of third-party ink.

- 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 Insert the product CD (Windows only) or download and run your product's software package. For the latest software, visit www.epson.com/support/xp970 (U.S.) or www.epson.ca/support/xp970 (Canada).
- 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).

Mobile and voice-activated printing

- Print directly from your iOS device. Simply connect your printer and device to the same network and tap the action icon to select the print option.
- 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.
- Print from wherever you are, next to your printer or remotely, with Epson Connect™ and Google Cloud Print™. Learn more at www.epson.com/connect (U.S.) or www.epson.ca/connect (Canada).
- 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 www.epson.com/voice (U.S.) or www.epson.ca/voice (Canada) for more information.

* May require the Epson Print Enabler or Mopria Print Service app from Google Play™.

Any problems?


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.
- 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.

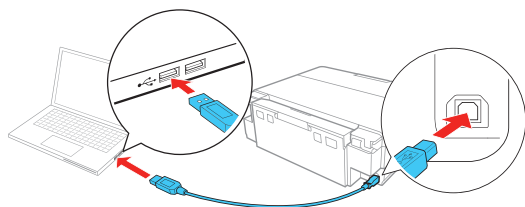
Run a nozzle check to see if there are any gaps in the printout. Then clean the print head, if necessary. See the online *User's Guide* for more information.

The product's screen is dark.

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

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

Make sure the product is turned on and securely connected as shown:



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 shown below.

Videos

Visit www.epson.com/support/xp970videos (U.S.) or www.epson.ca/support/xp970videos (Canada) to view support videos.

Technical support

Visit www.epson.com/support/xp970 (U.S.) or www.epson.ca/support/xp970 (Canada) to download drivers, view manuals, get FAQs, or contact Epson.

Call (562) 276-4382 (U.S.) or (905) 709-3839 (Canada), 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday. Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Recycling

Epson offers a recycling program for end of life hardware and ink cartridges. Please go to www.epson.com/recycle (U.S.) or www.epson.ca/recycle (Canada) for information on how to return your products for proper disposal.

Need paper and ink?

Ensure brilliant results with Epson specialty papers, engineered specifically for Epson printers. Find specialty Epson papers and Epson Genuine Ink at www.epson.com (U.S. sales) or www.epson.ca (Canadian sales) and at Epson authorized resellers. Call 800-GO-EPSON (800-463-7766).









DESIGNED *for*
EXCELLENCE™

Epson printers, ink and specialty papers.



XP-970 replacement ink cartridges

Color	Standard-capacity	High-capacity
 Black	277	277XL
 Cyan	277	277XL
 Magenta	277	277XL
 Yellow	277	277XL
 Light Cyan	277	277XL
 Light Magenta	277	277XL



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