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Epson printers can use ink cartridges made by either Epson or third parties (known as compatible inks) - however, Epson try to discourage people from using compatibles (they contain more ink & can be up to 1/10th the price Epson charge!) as it's with ink sales that their real profits are made! It's a myth that compatibles can damage printers!

For some printers, using the T711-4, T481-6, T801-6, T1281-4 or T1291-4 series of inks, Epson updated their software to reject compatible inks!

Luckily, there are two simple work-arounds:

The easiest option is to change inks via the printer's screen or ink button with the computer turned off - check Epson's manual for details - that way there can be no software issues at all

Alternatively:

- 1. run the change inks wizard to move the print heads to an accessible position (or use the printer's ink button or menu, if it has a screen)
- 2. unplug the USB cable (doesn't matter which end) or, if using a wireless printer, disable WiFi connection
- 3. change the ink(s)
- 4. switch the printer off/on & wait for charging to complete
- 5. plug the USB cable back in or re-enable WiFi connection
- 6. click OK & you're done!

If you have the new Epson software & do not follow these instructions, the inks could be rejected & can't then be used with that computer (it's only the software that rejects the inks, they'd still be usable on the printer & with another computer)!

Remember, inkjet printers need to be powered 24/7 to help prevent ink from clogging the print heads! We've been advised taking the ink cartridges out & spraying WD40 onto the nozzles, then leaving for a few hours, can clear blockages – i.e. without head cleaning (which uses more than 10% of the ink)!