
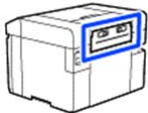
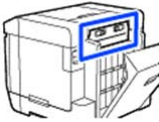



**Problem Solver**

<b>Removal procedure to implement</b>	 <a href="#">"Paper Jammed Between the Rear Cover and the Paper Feed Unit" on page 147</a>
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If paper is jammed when the power is turned on, the following message appears.

If this happens, the location in which paper is jammed is not identified. Implement all of the removal procedures to remove any paper that is jammed.

<b>Message</b>	Paper jammed in Inside. Remove the jammed paper.	
<b>Illustration</b>		When duplex feeder is installed 

 **Important:**

- If a printer system error occurs, turn off the power for a moment, and then turn it on again to confirm whether the error persists, and then check if a paper jam has occurred.
- Do not remove paper forcibly when clearing paper jams. Otherwise, the printer could be damaged.
- If paper is jammed inside the printer where you cannot reach it with your hands, do not try to forcibly extract it yourself, contact your dealer or Epson Support.

**Paper is Jammed in the Roll Paper Unit**

Follow the steps below to solve the problem.

**1** Remove the scrap paper box.



↓



**2** Pull out the roll paper unit.



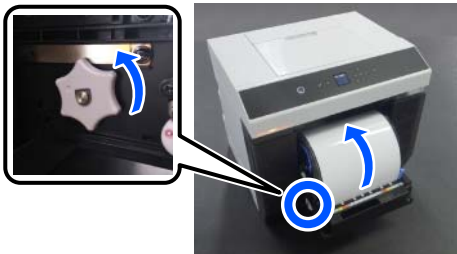
**Problem Solver**

**! Important:**

*If you cannot pull out the roll paper unit, do not forcibly pull it out. Paper may be jammed inside. Refer to the next section to check for paper jams in the back cover of the duplex feeder, platen, and paper feed unit, and remove any jammed paper.*

- 3** Turn the handle on the left side of the roll paper unit in the direction of the arrow to rewind the roll paper.

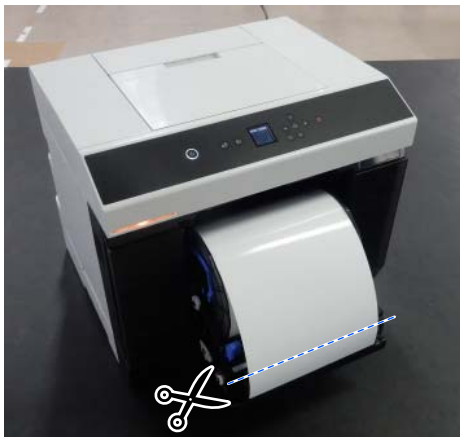
Rewind the roll paper until the leading edge appears at the paper slot.



If it does not rewind, use scissors or something to cut the roll paper near the paper slot.

- 4** If the leading edge of the roll paper is ragged, cut it in a straight line with a pair of scissors or something.

Cut the paper as straight as possible.



- 5** Remove the spindle unit.

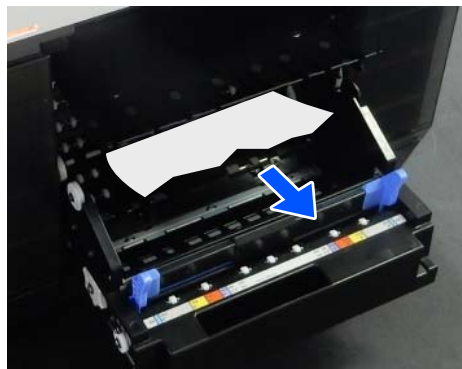


- 6** Open the internal rear plate.



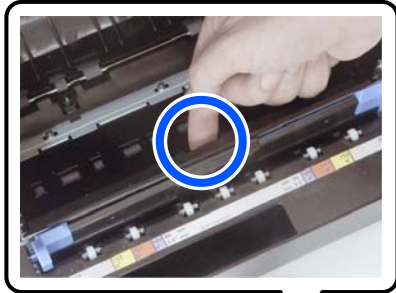
- 7** Check that there is no paper or scraps at the back of the inside of the printer.

If there is a jam, remove the paper slowly.

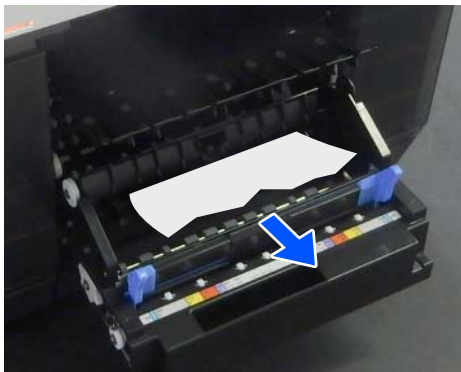


**Problem Solver**

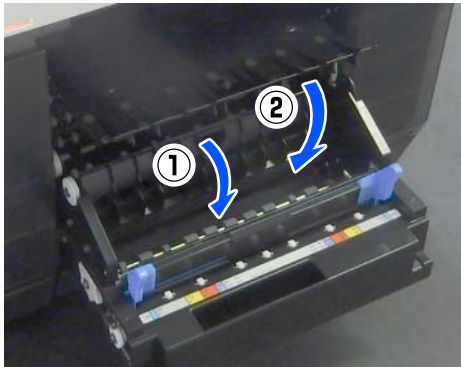
- 8** Open the front plate.  
Place your finger in the hole at the bottom and lift to open.



- 9** Check that there is no paper or scraps of paper inside the printer.  
If there is a jam, remove the paper slowly.



- 10** Replace the front and rear plates.  
Press down until you hear it click into place.



- 11** On the control panel screen, press the OK button.  
The error is canceled and the home screen is displayed.

- 12** If there is a print job, press the ⏏ button to cancel the job.

- 13** Reload the roll paper.  
See the following for the procedure to load the roll paper.

📖 [“How to Replace Roll Paper” on page 28](#)

- 14** Confirm that the status light is off.

**Paper is Jammed in the Paper Feed Unit**

Follow the steps below to solve the problem.

**Checking for jammed paper**

- 1** If the duplex feeder is installed, open the rear cover.



- 2** Remove the paper feed unit.

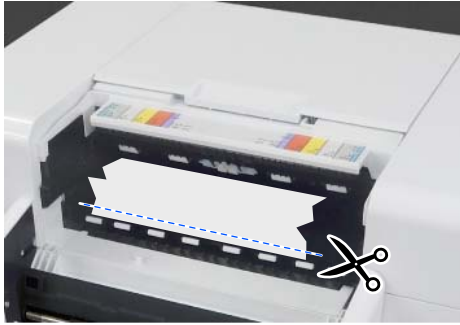


**Problem Solver**

- 3** Check for jammed paper and paper scraps.

**Removing jammed paper (roll paper)**

- 1** Cut the jammed paper with scissors or something.



- 2** Remove paper from the top side.  
Remove it slowly.



**! Important:**

*After cutting the paper, do not pull paper at the rear side out through the upper side. Follow the steps below to remove paper from the rear side.*

- 3** Move to the front, and remove the scrap paper box.

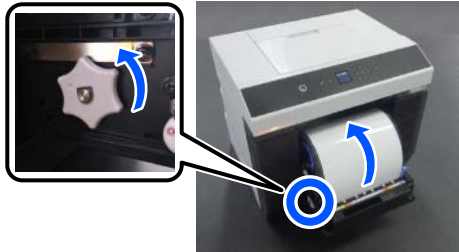


- 4** Pull out the roll paper unit.



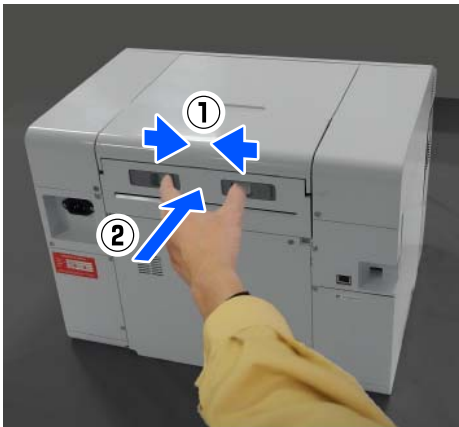
**Problem Solver**

- 5** Turn the handle on the left side of the roll paper unit in the direction of the arrow to rewind the paper.  
Rewind the paper until the leading edge appears at the paper slot.



If it does not rewind, use scissors or something to cut the roll paper near the paper slot.


- 6** Move to the rear side, and install the paper feed unit.



- 7** If the duplex feeder is installed, close the rear cover.



- 8** Move to the front, and on the control panel screen, press the OK button.  
The error is canceled and the home screen is displayed.

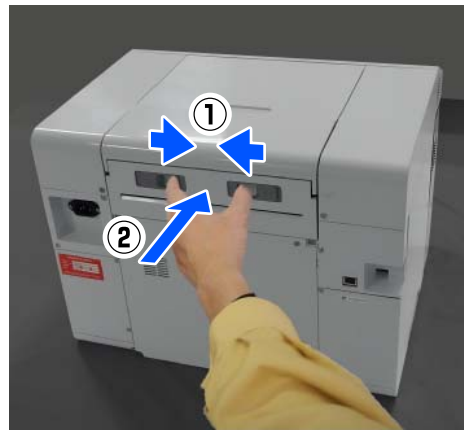
- 9** If there is a print job, press the  button to cancel the job.
- 10** Reload the roll paper.  
See the following for the procedure to load the roll paper.  
[📄 “How to Replace Roll Paper” on page 28](#)
- 11** Confirm that the status light is off.

**Removing jammed paper (cut paper)**

- 1** Remove jammed paper.  
Remove it slowly.



- 2** Install the paper feed unit.



## Problem Solver

- 3 If the duplex feeder is installed, close the rear cover.



- 4 Move to the front, and on the control panel screen, press the OK button.  
The error is canceled and the home screen is displayed.

- 5 Reload the cut paper.  
See the following for the procedure to load the cut paper.  
[📖 "How to Load Cut Paper" on page 33](#)

- 6 Confirm that the status light is off.

### Paper Jammed Between the Paper Feed Unit and Platen

Follow the steps below to solve the problem.

#### Checking for jammed paper

- 1 If the duplex feeder is installed, open the rear cover.



- 2 Remove the paper feed unit.



- 3 Remove the printer cover  
Slide the printer cover backwards, and then remove it.

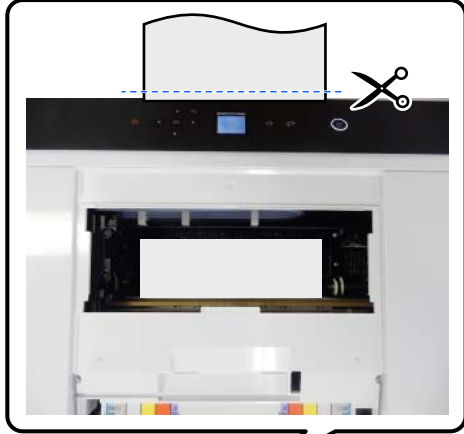


- 4 Check for jammed paper and paper scraps.

Problem Solver

**Removing jammed paper (roll paper)**

- 1 If a lot of paper has been ejected from the front of the printer, cut the paper in front of the jam with a pair of scissors or something.



- 2 Slowly pull out, towards the rear, the remaining paper jammed at the top side.  
If you have pulled out the paper, go to step 4.  
If the paper is under the print head and cannot be easily removed, go to the next step.

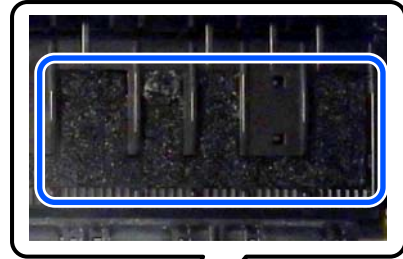


- 3 Move the print head unit manually, and remove the paper towards the rear.  
Move the print head unit to the left or right to the edge of the paper.



**! Important:**

- ❑ If you cannot move the print head unit, do not try to force it to move, contact your dealer or Epson Support. Otherwise, the print head unit could be damaged.
- ❑ When removing the paper, do not touch the ink absorbing areas. Otherwise, the platen may get dirty which could make the back of the paper dirty.



Problem Solver

- 4 Cut the paper you have pulled out with scissors or something.



**!** Important:

After cutting the paper, do not pull paper at the rear side out through the upper side. Follow the steps below to remove paper from the rear side.

- 5 Move to the front, and remove the scrap paper box.



- 6 Pull out the roll paper unit.



- 7 Turn the handle on the left side of the roll paper unit in the direction of the arrow to rewind the paper.

Rewind the paper until the leading edge appears at the paper slot.



If it does not rewind, use scissors or something to cut the roll paper near the paper slot.

- 8 Move to the rear side, and install the printer cover.



**Problem Solver**


**9** Install the paper feed unit.




**10** If the duplex feeder is installed, close the rear cover.



**11** Move to the front, and on the control panel screen, press the OK button.  
The error is canceled and the home screen is displayed.

**12** If there is a print job, press the  button to cancel the job.

**13** Reload the roll paper.  
See the following for the procedure to load the roll paper.  
 [“How to Replace Roll Paper” on page 28](#)

**14** Confirm that the status light is off.

**Removing jammed paper (cut paper)**

**1** Remove jammed paper.  
Remove it slowly to the rear.  
If you have pulled out the paper, go to step 3.

If the paper is under the print head and cannot be easily removed, go to the next step.



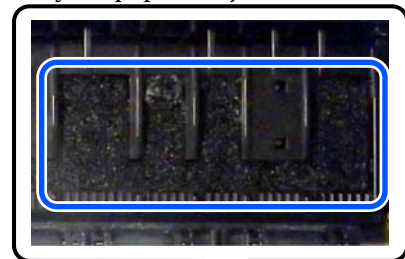
**2** Move the print head unit manually, and remove the paper towards the rear.

Move the print head unit to the left or right to the edge of the paper.



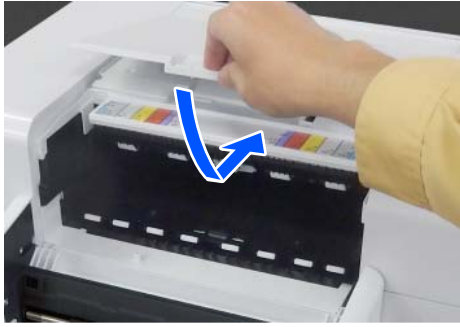
**! Important:**

- If you cannot move the print head unit, do not try to force it to move, contact your dealer or Epson Support. Otherwise, the print head unit could be damaged.
- When removing the paper, do not touch the ink absorbing areas. Otherwise, the platen may get dirty which could make the back of the paper dirty.



**Problem Solver**

- 3** Install the printer cover.




- 4** Install the paper feed unit.



- 5** If the duplex feeder is installed, close the rear cover.



- 6** Move to the front, and on the control panel screen, press the OK button.  
The error is canceled and the home screen is displayed.

- 7** Reload the cut paper.  
See the following for the procedure to load the cut paper.  
 [“How to Load Cut Paper” on page 33](#)

- 8** Confirm that the status light is off.

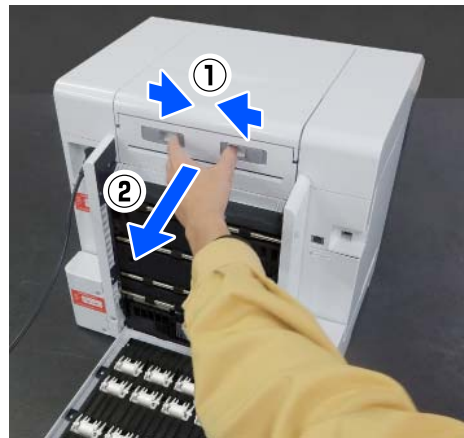
**Paper Jammed Between the Rear Cover and the Paper Feed Unit**

Follow the steps below to solve the problem.

- 1** Open the rear cover of the duplex feeder.



- 2** Remove the paper feed unit.



- 3** Check for jammed paper and paper scraps.  
Remove the jammed paper slowly.



- 4 Install the paper feed unit.



- 5 Close the rear cover.



- 6 Move to the front, and on the control panel screen, press the OK button.

The error is canceled and the home screen is displayed.

- 7 Reload the cut paper.

See the following for the procedure to load the cut paper.

[🔗 "How to Load Cut Paper" on page 33](#)

- 8 Confirm that the status light is off.

## You Cannot Print (Because the Printer Does Not Work)

### The printer driver is not installed properly (Windows).

- **Is the icon for this printer displayed in the Devices and Printers folder?**
  - Yes  
The printer driver is installed. See the following item, "The printer is not connected correctly to the computer".
  - No (An icon is displayed under "**Unspecified**")  
Do the following:
    - (1) Open the Control Panel, and click **Hardware and Sound - Device Manager - Other devices**, in this order.
    - (2) Right-click **EPSON SL-D1000 Series**, and then click **Update Driver Software**.
    - (3) Click **Search automatically for updated driver software**.
    - (4) After the driver software is updated, click **Close**.
 If the printer driver is still not installed even after taking the above measures, install the printer driver again.

- **Does the printer port setting match the printer connection port?**  
Check the printer port.  
Click the **Port** tab on the printer's Properties screen, and check if the printer name's port is set.  
If it is not indicated, the printer driver is not installed correctly.  
Delete and reinstall the printer driver.  
[🔗 "Uninstalling Software" on page 26](#)

### The printer driver is not installed properly (Mac).

- **Is the printer added to the printer list?**  
Click the Apple menu - **System Preferences - Printers & Scanners**, in this order.  
If the printer name is not displayed, add the printer.