



# SpectroProofer Mounter 17"

## User's Guide

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NPD4282-00 EN

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## Contents

### Copyrights and Trademarks

### Safety Instructions

Safety Instructions. . . . .	4
Meaning of Marks. . . . .	4

### Introduction

Mounter Parts. . . . .	5
SpectroProofer Mounter 17". . . . .	5
Color Measurement Device(ILS20EP/ ILS20EPUV). . . . .	6
Handling Instructions. . . . .	7
Color Measurement Device (ILS20EP/ ILS20EPUV). . . . .	7
Backing. . . . .	7
Mounter. . . . .	7

### How To Use

Procedures. . . . .	8
Power Supply. . . . .	8
Supported Media. . . . .	9
Notes After Installing the Mounter. . . . .	11
Measuring Color. . . . .	11
Starting SpectroProofer Utilities. . . . .	11
Color calibration. . . . .	11
Preparing and executing a color measurement job. . . . .	12

### Maintenance

Cleaning procedures. . . . .	13
Cleaning the ILS20EP/ILS20EPUV. . . . .	13
Cleaning the surface of the backing/white calibration tile. . . . .	14
Cleaning the paper presser. . . . .	15
Cleaning the paper guide unit. . . . .	16

### Troubleshooting

When Error Message Appears. . . . .	17
Troubleshooting. . . . .	19
When Ink Gets on the Front or Back Side of the Paper. . . . .	19
When SpectroProofer Utilities Ends with an Error. . . . .	19

Something Wrong with Color Measurement Data. . . . .	19
---	----

### Appendix

Moving or Transporting. . . . .	20
System Requirements. . . . .	20
Specifications. . . . .	20

### Where To Get Help

Technical Support Web Site. . . . .	22
Contacting Epson Support. . . . .	22
Before Contacting Epson. . . . .	22
Help for Users in North America. . . . .	23
Help for Users in Europe. . . . .	23
Help for Users in Australia. . . . .	23
Help for Users in Singapore. . . . .	24
Help for Users in Thailand. . . . .	24
Help for Users in Vietnam. . . . .	24
Help for Users in Indonesia. . . . .	24
Help for Users in Hong Kong. . . . .	25
Help for Users in Malaysia. . . . .	25
Help for Users in India. . . . .	25
Help for Users in the Philippines. . . . .	26

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# Safety Instructions

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## Safety Instructions

Read all of these instructions before using your product. Also be sure to follow all warnings and instructions marked on the product.

- ❑ Do not insert objects through the slots. Take care not to spill liquid on the product.
- ❑ Except as specifically explained in your documentation, do not attempt to service the product yourself.
- ❑ Unplug the printer on which SpectroProofer Mounter is installed, and refer servicing to qualified service personnel under the following conditions: liquid has entered the product; the product has been dropped or the cabinet damaged; the product does not operate normally or exhibits a distinct change in performance.

## Meaning of Marks



**Warnings**

*must be followed carefully to avoid bodily injury.*



**Cautions**

*must be observed to avoid damage to your equipment.*

**Notes**

*contain important information and useful tips on the operation of the product.*

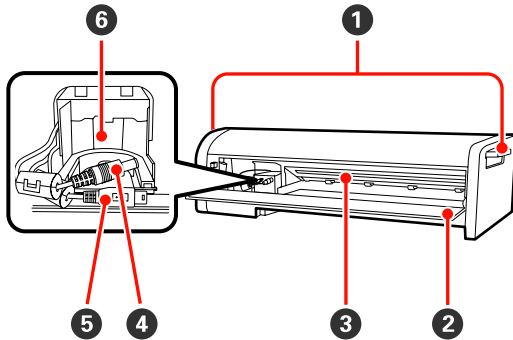
## Introduction

# Introduction

## Mounter Parts

### SpectroProofer Mounter 17"

#### Front



#### 1 Handles

Use the handles when installing or removing the SpectroProofer Mounter 17".

#### 2 Front Cover

Open the cover when installing or removing ILS20EP/ILS20EPUV, connecting cables, or performing maintenance.



#### **Caution:**

*Except for in the situations mentioned above, do not open the cover. Otherwise, the device may not work correctly.*

#### 3 Paper Presser

Holds the paper during measuring color.

#### 4 ILS DC cable

Supplies power to ILS20EP/ILS20EPUV.

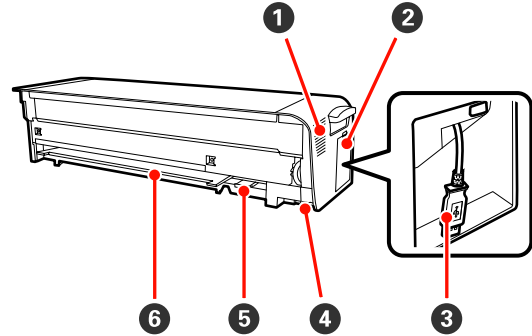
#### 5 ILS communication cable

Receives data from ILS20EP/ILS20EPUV.

#### 6 Color Measurement Device carriage

Install ILS20EP/ILS20EPUV here.

#### Rear



#### 1 Air vent

Takes in air to dry the color measurement chart printed by the printer.

Do not block or clog the air vent. Otherwise, air cannot be taken in and prints will not be dried sufficiently. Clean the vent if it is dusty.

#### 2 Side Cover

Open the cover when connecting or removing the printer connection cable.

#### 3 Printer connection cable

Connect the mounter to your printer with this cable.

#### 4 Power connector(base)

Supplies power to the mounter from the printer.

#### 5 White calibration tile holder insert slot

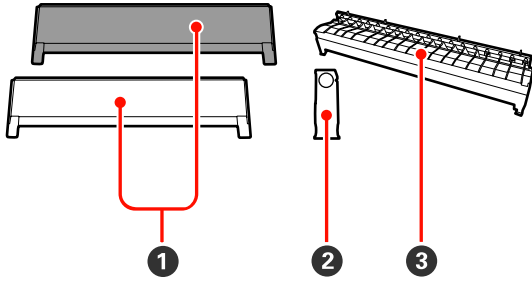
Insert the white calibration tile holder here.

#### 6 Backing insert slot

Insert white or black backing here.

## Introduction

### Accessories



#### 1 Backing

Backing are plates placed underneath the paper during color-measurement. Attach either black or white backing to the mounter.

#### Note:

Choose the white or the black backing depending on your needs.  
If you have used a color measurement device previously, refer to its specification.

#### 2 White calibration tile holder

Holds the white calibration tile.

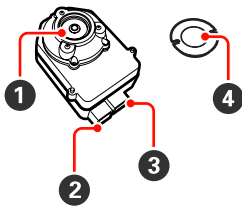
#### 3 Paper guide unit for SpectroProofer Mounter

Install this guide when using the mounter to correct the paper path.

## Color Measurement Device (ILS20EP/ILS20EPUV)

#### Note:

The Color Measurement Device may be sold separately. In this case, you need to purchase ILS20EP or ILS20EPUV depending on your needs.



#### 1 Lens

Scans the print when measuring colors.

#### 2 DC connector

Attach the DC connector to the ILS DC cable located on the Color Measurement Device carriage, placed at the front of the mounter.

#### 3 Communication connector

Attach this connector to the ILS communication cable located on the color measurement device carriage on the base of the mounter.

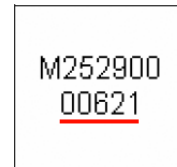
#### 4 White calibration tile

The white-based tile for color measurement data. Use this tile by attaching the white calibration tile holder.



#### Caution:

Use ILS20EP/ILS20EPUV and the white calibration tile contained in the set that comes with this product. ILS20EP/ILS20EPUV and the white calibration tile are adjusted to be a set, and given the same number in the factory. If you purchase two or more products, make sure that you use the same numbered devices in pairs.



The label of the white calibration tile

The image shows a CAL PLAQUE label with the text "CAL PLAQUE" and "00621" (underlined).

The label of ILS20EP/ILS20EPUV

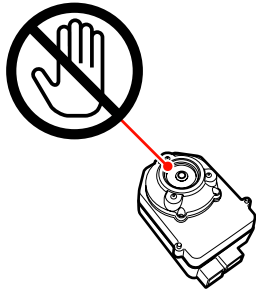
## Introduction

# Handling Instructions

## Color Measurement Device (ILS20EP/ILS20EPUV)

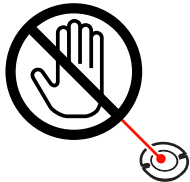
- ❑ Do not touch the lens directly or place the lens face down.

If a scratch, dirt or other matter gets on the lens, it may affect the color measuring result.



- ❑ Do not touch the white surface of the white calibration tile.

If a scratch, dirt or other matter gets on the surface, it may affect the color measuring result.



**Caution:**

*Do not break or lose the white calibration tile. You cannot buy the white calibration tile by itself. You need to purchase ILS20EP/ILS20EPUV set.*

## Backing

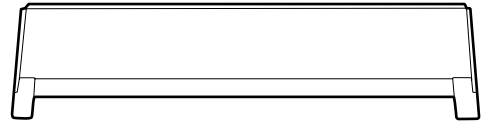
Take care to prevent a scratch or dirt getting on the surface of the backing.

If a scratch, dirt or other matter gets on the backing, it may affect the color measuring result.



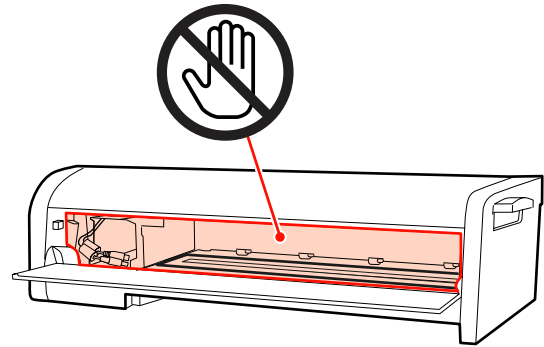
**Caution:**

*Do not drop or knock it against hard objects because the backing is a fragile part.*



## Mounter

Do not touch the following parts during operation. Unnecessary touching the inside of the mounter may damage the product.



## How To Use

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# How To Use

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This product is an automated color measurement system that can be installed on the printer. For supported printers, see the catalog or the printer's manual.

This section introduces color measurement procedures using the SpectroProofer Utilities found on the Software Disc (SpectroProofer Software Disc) supplied with this product.

**Note:**

*To use the SpectroProofer Utilities, you need to install the Epson printer driver on your computer in advance. You cannot use this utility with printers that are not supported by the Epson printer driver.*

## Procedures

### ① Confirming the printer setup

Make sure to complete the printer setup (setting up the printer and installing the printer driver). Turn on the printer and make sure it is in the ready state.



### ② Color calibration See ["Color calibration" on page 11](#)

Calibrate your printer using Printer Linearization in the SpectroProofer Utilities.



### ③ Color measurement See ["Preparing and executing a color measurement job" on page 12](#)

Select a job by starting **Preparing and executing a color measurement job** in the SpectroProofer Utilities. When you start **Job status confirmation** on the SpectroProofer Utilities, you can check the status of the current job. See the online help for details.

## Power Supply

This product has no power button.

The power is on when you connect the printer connection cable and turn on the printer.

The power is off when you turn off the printer.



**Caution:**

*When using this product, first connect the printer connection cable, and then turn on the printer. This product does not work correctly if you connect the printer connection cable when the printer is on.*



## How To Use

# Supported Media

This product supports the following media types.

**Note:**

*For SpectroProofer Utilities, see the online help for supported media types.*

<b>Paper Size (for roll paper/cut sheets)</b>	<ul style="list-style-type: none"><li data-bbox="475 562 1177 667"><input type="checkbox"/> Automated color measurement Paper width: 203 mm (8 inches) ~ 432 mm (17 inches) Paper length: 254 mm (10 inches) ~ 594 mm (A2 vertical length) *</li><li data-bbox="475 680 1062 786"><input type="checkbox"/> Manual color measurement Paper width: 203 mm (8 inches) ~ 432 mm (17 inches) Paper length: 323 mm ~ 594 mm (A2 vertical length)</li></ul>
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## How To Use

Paper Type	Roll paper		
		Premium Glossy Photo Paper (250)	
		Premium Semigloss Photo Paper (250)	
			Premium Luster Photo Paper (260)
			Premium Semimatte Photo Paper (260)
			Photo Paper Gloss 250
			Premium Glossy Photo Paper (170)
			Premium Semigloss Photo Paper (170)
			Enhanced Matte Paper
			Epson Proofing Paper Commercial
			Epson Proofing Paper Publication
			Epson Proofing Paper White Semimatte
			Ultra Smooth Fine Art Paper
			Watercolor Paper - Radiant White
		<b>Cut sheet</b>	Premium Glossy Photo Paper
			Premium Photo Paper Glossy
			Premium Semigloss Photo Paper
			Premium Photo Paper Semi-gloss
			Premium Luster Photo Paper
			Ultra Premium Photo Paper Luster
			Enhanced Matte Paper
			Archival Matte Paper
		Ultra Premium Presentation Paper Matte	
		Watercolor Paper - Radiant White	
		Epson Proofing Paper White Semimatte	
		Ultra Smooth Fine Art Paper	
		Velvet Fine Art Paper	

\* Although there is no length limit for color measurement performance for roll paper, we cannot guarantee color measurement accuracy for paper that is longer than A2 vertical length (594.0 mm).

## Notes After Installing the Mounter

The following restrictions apply when using the printer with the mounter.

- ❑ The minimum paper length is 210 mm when using auto cut (normally 80 to 127 mm).
- ❑ Only one single cut sheet can be stacked. This applies to all paper types.
- ❑ You cannot feed paper manually from the front of the printer.
- ❑ You cannot cut four-sided borderless roll paper.

Also, note that the following may occur during color measurement.

- ❑ Glossy paper surfaces may be scratched or roller marks from the printer may appear.
- ❑ The paper may be curled or wavy after printing, which may affect color measurement accuracy.
- ❑ If the paper presser holds the paper without enough drying time after printing, it leaves marks on the printed surface which may affect color measurement accuracy.

For more details, see the printer manual.

## Measuring Color

This section introduces the color measuring procedures using SpectroProofer Utilities which is the operation tool for this product.

See the online help of the SpectroProofer Utilities for detailed information.

## Starting SpectroProofer Utilities

Follow the instructions below to start SpectroProofer Utilities.

### Windows

Click **Start**, point to **All Programs**, point to **SpectroProofer Utilities**, and then click **SpectroProofer Utilities**.

### Mac OS X

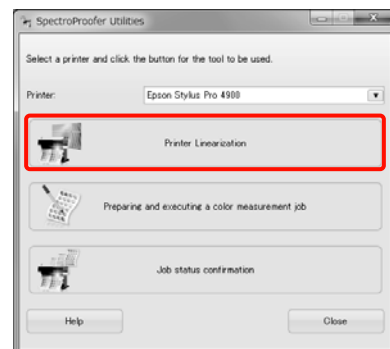
Double-click the hard disk icon, the **Applications** folder, **Epson Software** folder, the **SpectroProofer Utilities** folder, and then the **SpectroProofer Utilities** icon.

## Color calibration

You can perform the color calibration to keep high print quality with reduced color difference.

We recommend you perform the color calibration once every two weeks or once a month.

- 1 Turn on the printer, and then load the paper.  
See the printer manual when loading the paper.  
[See "Supported Media" on page 9](#)
- 2 Start the SpectroProofer Utilities.  
[See "Starting SpectroProofer Utilities" on page 11](#)
- 3 Click **Printer Linearization**.

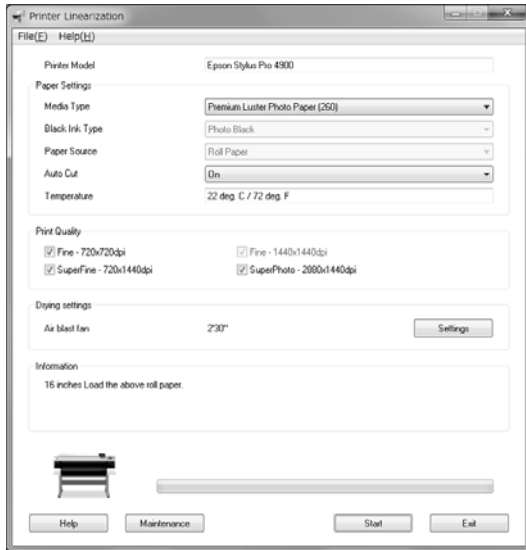


**Note:**

You can start SpectroProofer Utilities from printer driver's utility screen (Windows) or from EPSON Printer Utility 4 (Mac OS).

## How To Use

- 4** Follow the on-screen instructions to perform color calibration.



Click the **Help** button to see the online help for detailed information.

## Preparing and executing a color measurement job

This section introduces the color measuring procedures using **Preparing and executing a color measurement job**.

See the online help for detailed information.

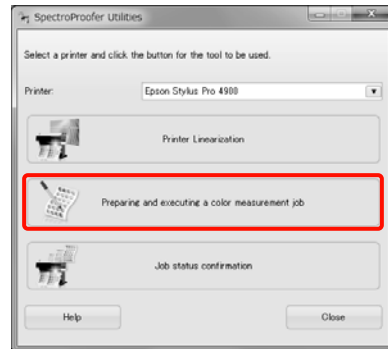
- 1** Turn on the printer, and then load the paper.  
See the printer manual when loading the paper.

See [“Supported Media” on page 9](#)

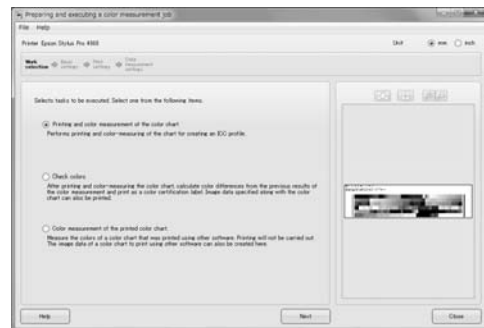
- 2** Start the SpectroProofer Utilities.

See [“Starting SpectroProofer Utilities” on page 11](#)

- 3** Click **Preparing and executing a color measurement job**.



- 4** Select the job you want to perform.



Follow the on-screen instructions to complete the settings.

Click the **Help** button to see the online help for detailed information.

**Note:**

*The ICC profile cannot be created by the SpectroProofer Utilities alone. You need commercially available profile creation software separately.*

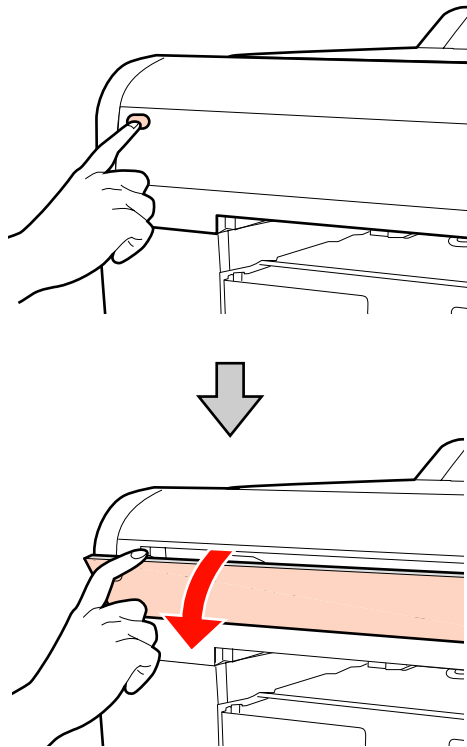
# Maintenance

To keep the product in good working condition, we recommend cleaning the parts.

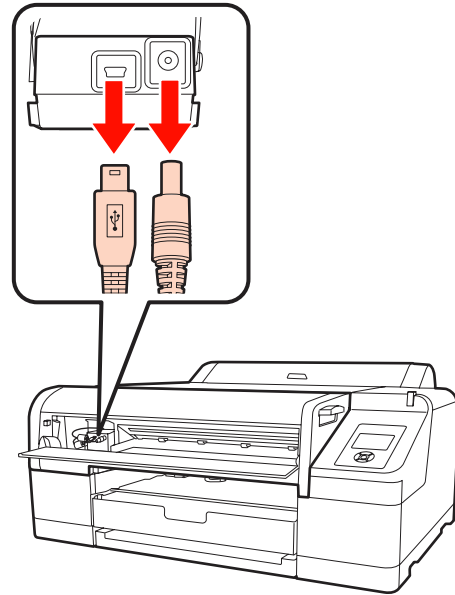
## Cleaning procedures

### Cleaning the ILS20EP/ ILS20EPUV

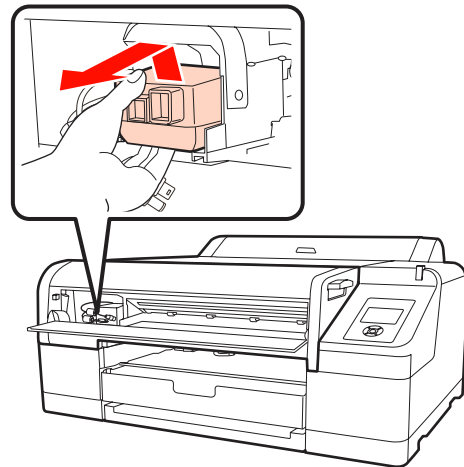
- 1 Turn off the printer, and then open the front cover of the mounter.



- 2 Unplug the two interface cables connected with ILS20EP/ILS20EPUV.



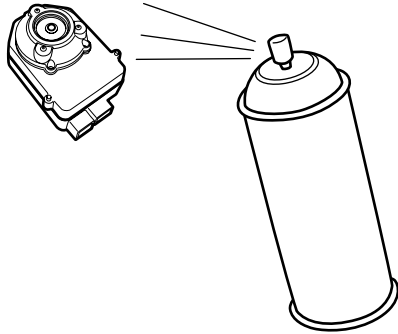
- 3 Hold the front of ILS20EP/ILS20EPUV and lift the rear a little, and then remove it.



**Caution:** Do not drop or knock it against hard objects. The lens may be scratched or ILS20EP/ILS20EPUV may be damaged.

## Maintenance

- 4** Use air to blow any dust and dirt off the lens in ILS20EP/ILS20EPUV.



**Warning:**  
Do not use flammable gas spray inside or around this product.

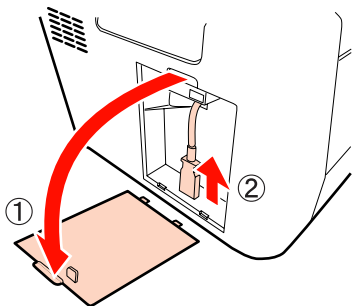
**Caution:**  
Do not touch the lens directly in ILS20EP/ILS20EPUV.

- 5** Install ILS20EP/ILS20EPUV in the mounter, and then close the front cover of the mounter.

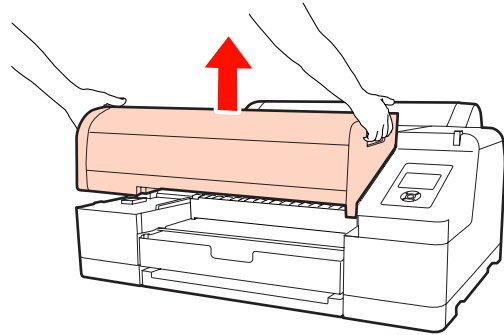
☞ See the *SpectroProofer Mounter 17" Setup Guide*

## Cleaning the surface of the backing/white calibration tile

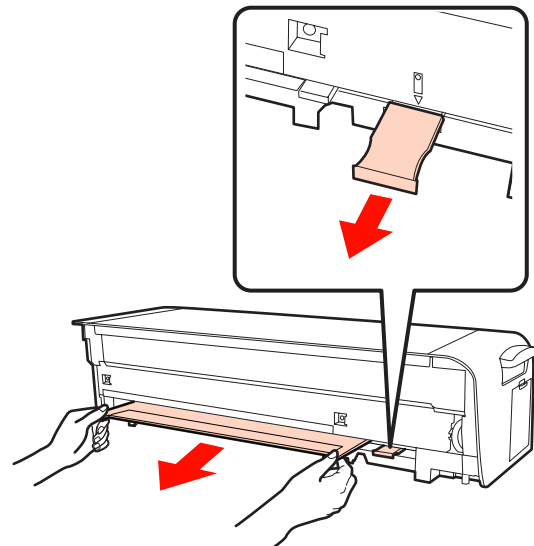
- 1** Open the side cover, and then unplug the printer connection cable.



- 2** Remove the mounter.



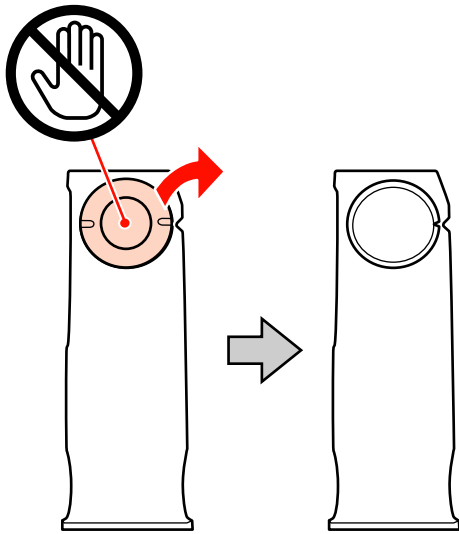
- 3** Turn the mounter around, and then remove the backing or the white calibration tile holder.



**Caution:**  
Because the backing is fragile, do not drop or knock it against hard objects.

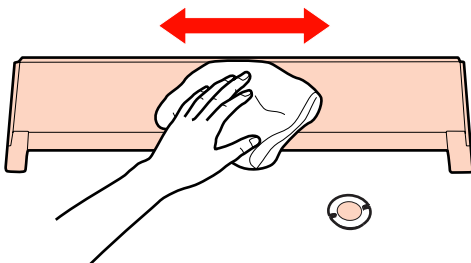
## Maintenance

- 4** Remove the white calibration tile from the white calibration tile holder.



- 5** Use a soft, dry cloth to carefully remove any dust or dirt from the surface of the white calibration tile or the surface of the backing.

If the dirt does not come off, soak a soft cloth in water and wring it dry, and then rub away any dirt from the surface. Then, wipe the surface again with a soft, dry cloth.

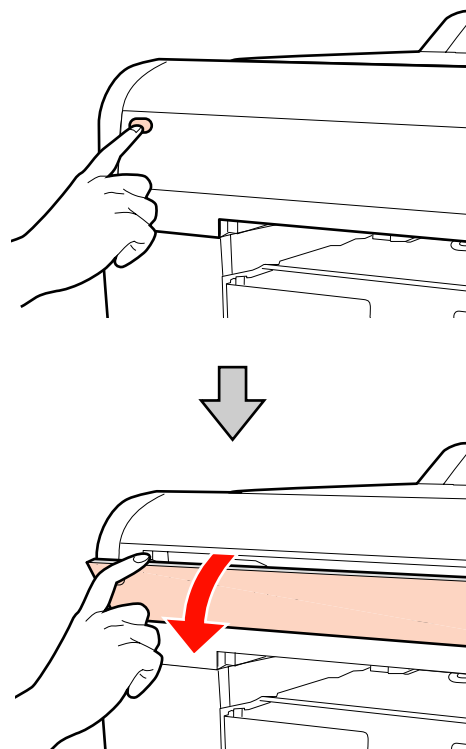


- 6** See the *SpectroProofer Mounter 17" Setup Guide* to setup the mounter.

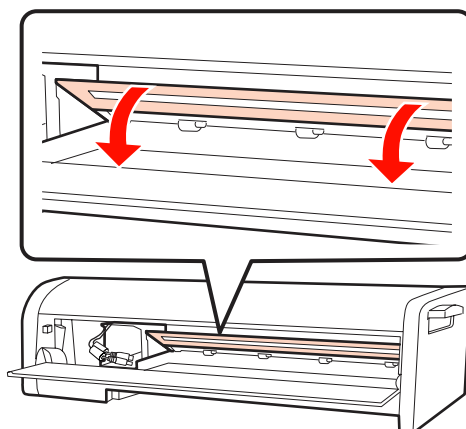
📖 See the *SpectroProofer Mounter 17" Setup Guide*

## Cleaning the paper presser

- 1** Turn off the printer, and then open the front cover of the mounter.



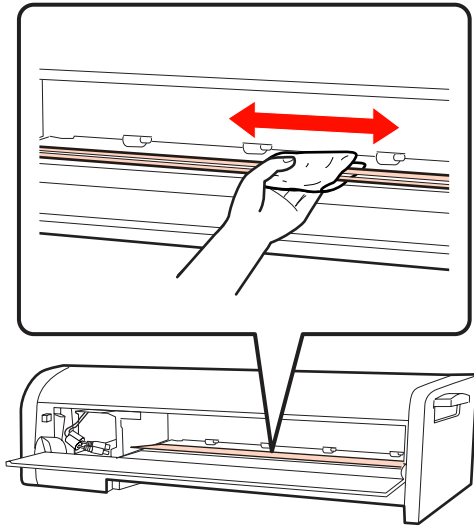
- 2** Hold both ends of the paper presser and lower it forward.



- 3** Soak a soft cloth in water with a small amount of mild detergent, wring it dry, and then wipe away dirt from the base (the surface that touches the paper) of the paper presser.

Then, wipe it with a soft, dry cloth.

## Maintenance

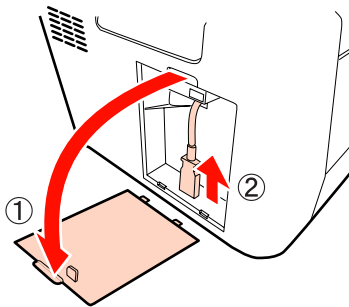


- 4** Close the front cover of the mouter.

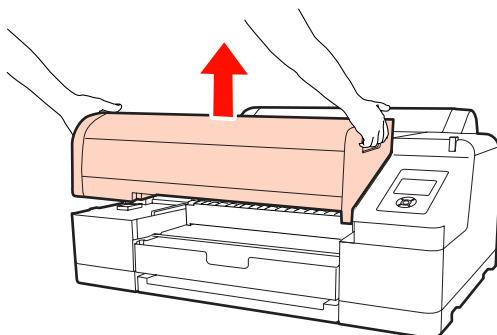
## Cleaning the paper guide unit

Some powdery paper accumulates in the paper guide unit when the printer cuts paper using the auto cutter. Use the following procedure to periodically clean up the powdery paper (about once a month).

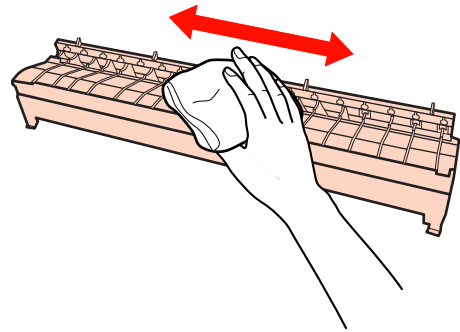
- 1** Open the side cover, and then unplug the printer connection cable.



- 2** Remove the mouter.



- 3** Remove the paper guide unit, and then wipe away the powdery paper.



- 4** Replace the paper guide unit, install the mouter, and then connect the printer connection cable.

*See the SpectroProofer Mounter 17" Setup Guide*



# Troubleshooting


## When Error Message Appears

When an error occurs in the printer (or when the printer enters an abnormal status), the large alert light on the printer and a light on the control panel are lit, and a message is displayed on the LCD panel.

The message displayed is as below. When the error message appears, check the following solutions and do the required action.

Error message	What to do
<p>SpectroProofer Error Refer to the manual to find out how to solve the problem. XX (where XX indicates the error number)</p>	<p>Check the error number, and then take the following action.</p> <ul style="list-style-type: none"> <li data-bbox="555 808 1428 996"> <input type="checkbox"/> For error number 01 Turn off the printer, and then remove the mounter. Install the mounter correctly, and then turn the printer back on. <a href="#">↗ See "Maintenance" on page 13</a> <a href="#">↗ See the SpectroProofer Mounter 17" Setup Guide</a> </li> <li data-bbox="555 1010 1428 1144"> <p>If the error continues to occur, contact customer support services for assistance. If customer support for your area is not listed below, contact the dealer where you purchased your product. <a href="#">↗ See "Where To Get Help" on page 22</a></p> </li> <li data-bbox="555 1158 1428 1525"> <input type="checkbox"/> For error number 02 Turn off the printer, remove the mounter, and then install the paper guide unit correctly. Install the mounter correctly, and then turn the printer back on. <a href="#">↗ See the SpectroProofer Mounter 17" Setup Guide</a> </li> <li data-bbox="555 1538 1428 1825"> <input type="checkbox"/> For error number 13 or 15 Turn off the printer, and then remove the mounter. Remove any packing materials or foreign objects around the backing if any, and then reset the backing correctly. Install the mounter correctly, and then turn the printer back on. <a href="#">↗ See "Maintenance" on page 13</a> <a href="#">↗ See the SpectroProofer Mounter 17" Setup Guide</a> Or, check that the paper type and usage conditions are compatible with the specifications. <a href="#">↗ See "Supported Media" on page 9</a> <a href="#">↗ See "Specifications" on page 20</a> </li> <li data-bbox="555 1839 1428 2011"> <p>If the error continues to occur, contact customer support services for assistance. If customer support for your area is not listed below, contact the dealer where you purchased your product. <a href="#">↗ See "Where To Get Help" on page 22</a></p> </li> <li data-bbox="555 2024 1428 2018"> <input type="checkbox"/> For error numbers other than the above Make a note of the number displayed and contact customer support services for assistance. If customer support for your area is not listed below, contact the dealer where you purchased your product. <a href="#">↗ See "Where To Get Help" on page 22</a> </li> </ul>

**Troubleshooting**

<b>Error message</b>	<b>What to do</b>
SpectroProofer Error Connect cable of SpectroProofer then restart printer.	Turn off the printer, and then connect the mounter's printer connection cable. Check that the cable is connected correctly, and then turn the printer back on.   See the <i>SpectroProofer Mounter 17" Setup Guide</i>

## Troubleshooting

# Troubleshooting

## When Ink Gets on the Front or Back Side of the Paper

Ink attached to the paper presser or the backing could have been transferred to the paper. If this does happen, clean the paper presser or the backing.

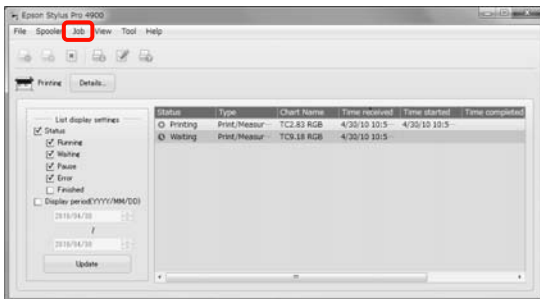
🔗 See [“Maintenance”](#) on page 13

## When SpectroProofer Utilities Ends with an Error

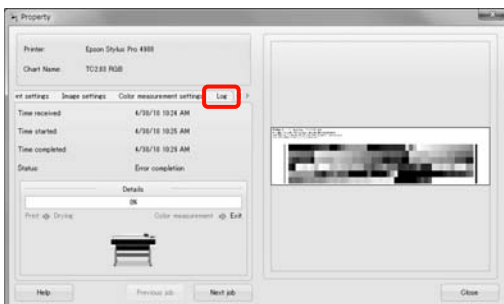
You need to check the error message using **Job status confirmation** if the status of the job becomes **Error completion**.

You can check the error messages as described below.

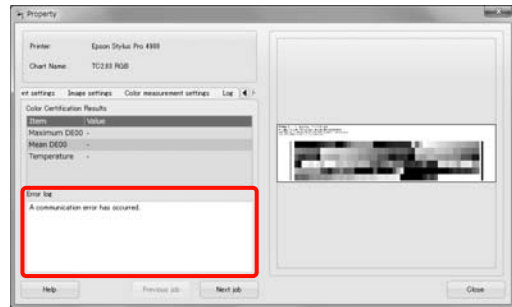
- 1 In the work screen, select **Job**, and then select **Property**.



- 2 Click the **Log** tab.



- 3 Confirm the message displayed in the **Error log**.



## Something Wrong with Color Measurement Data

If the color measurement data is something wrong, confirm the status of SpectroProofer, and perform the maintenance if necessary.

🔗 See [“Maintenance”](#) on page 13

# Appendix

## Moving or Transporting

When you transport the product, see the *SpectroProofer Mounter 17" Setup Guide* and be sure to repack the product using the original box and packing materials.

Removing the mounter and ILS20EP/ILS20EPUV

☞ See “Maintenance” on page 13

## System Requirements

Refer to the ReadMe.txt of your software for the minimum and recommended computer system requirements necessary to use this product.



**Caution:**

To use the SpectroProofer Utilities, the printer driver must be installed on the computer.

## Specifications

Specifications	
Measurement device	X-Rite ILS20EP (without UV filter) ILS20EPUV (with UV filter)
Color measurement method	Line color measurement
Available color measurement width	432mm
Available color measurement length	Maximum when feeding from the back Color measurement length: 600mm
Environmental conditions Temperature	Operating: 10 to 35°C (50 to 95°F) Storage: -20 to 40°C (-4 to 104°F)

Specifications	
Environmental conditions Humidity	Operation: 30 to 80% Storage: 5 to 85% (without condensation)
Dimensions (W xD xH)	725 x 266 x 193 mm
Weight (mounter only)	Approx. 8.7 Kg
Power supply voltage	Input DC42V
DC output	5.5v 1.0A (the power for ILS20EP/ ILS20EPUV)
Accessories	White calibration tile holder, Backing(white/black), Paper guide unit for SpectroProofer Mounter
Backing specification	White/Black compliant with ISO13655

ILS20EP/ILS20EPUV specifications	
Product model	ILS20EP, ILS20EPUV
Source of light	Tungsten lamp 2850K
Spectrum sensor	X-Rite New LIST Technology Measure: 16 points (20nm step) Report: 31 points
Measurement geometry condition	0° / 45° ANSI / ISO 5.4
Measurement aperture	3.55 mm diameter
Spectrum	Measurement: 16 points Output: 31 points
Angle of field	2° / 10°
Source of light type	A, C, D50, D55, D65, D75, F2, F7, F11, F12
Spectrum wavelength area	400 to 700nm
Measurement range	0 to 150% R (reflection)
Repetition precision	Max 0.2 dE cmc / White tile Max 0.8 dE cmc / Black tile

## Appendix

ILS20EP/ILS20EPUV specifications	
Instrument error	Ave 0.5 dE cmc / 12BCRA tile ILS20EP Standard  Max 1.0 dE cmc /12BCRA tile ILS20EP Standard
Recommended recertification frequency	Once a year*
Dimensions (W xD xH)	71 x 88.6 x 58 mm
Weight (ILS20EP/ ILS20EPUV only)	Approx. 130 g
Accessories	White calibration tile

\*For detailed information on the recertification of ILS20EP/ ILS20EPUV, contact customer support services for assistance. If customer support for your area is not listed below, contact the dealer where you purchased your product.

 See ["Where To Get Help"](#) on page 22

See the instructions below to send ILS20EP/ ILS20EPUV for recertification.

- When transporting, repack the devices using protective materials and packing materials.
- When sending for recertification, make sure that the white calibration tile and ILS20EP/ILS20EPUV are included in the set.

**Caution:**

*ILS20EP/ILS20EPUV and the white calibration tile are adjusted to be a set, and given the same number in the factory. Make sure that you send the white calibration tile as a set with the color measurement device with the same number for recertification.*

Standards and approvals	
U.S. model:	
Safety	UL60950-1 CAN/CSA-C22.2 No.60950-1
EMC	FCC Part 15 Subpart B Class B CAN/CSA-CEI/IEC CISPR 22 Class B
European model:	
Safety	EN60950-1

Standards and approvals	
EMC	Directive 2004/108/EC EN55022 Class B EN61000-3-2 EN61000-3-3 EN55024
Australian model:	
EMC	AS/NZS CISPR22 Class B

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## Where To Get Help

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### Technical Support Web Site

Epson's Technical Support Web Site provides help with problems that cannot be solved using the troubleshooting information in your product documentation. If you have a Web browser and can connect to the Internet, access the site at:

<http://support.epson.net/>

If you need the latest drivers, FAQs, manuals, or other downloadables, access the site at:

<http://www.epson.com>

Then, select the support section of your local Epson Web site.

## Contacting Epson Support

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### Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product documentation, contact Epson support services for assistance. If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

- Product serial number  
(The serial number label is usually on the back of the product.)
- Product model
- Product software version  
(Click **About**, **Version Info**, or similar button in the product software.)
- Brand and model of your computer
- Your computer operating system name and version
- Names and versions of the software applications you normally use with your product

## Where To Get Help

### Help for Users in North America

Epson provides the technical support services listed below.

#### Internet Support

Visit Epson's support website at <http://epson.com/support> and select your product for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

#### Speak to a Support Representative

Dial: (562) 276-1300 (U.S.), or (905) 709-9475 (Canada), 6 am to 6 pm, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Before you call Epson for support, please have the following information ready:

- Product name
- Product serial number
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

**Note:**

*For help using any other software on your system, see the documentation for that software for technical support information.*

#### Purchase Supplies and Accessories

You can purchase genuine Epson ink cartridges, ribbon cartridges, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, call 800-GO-EPSON (800-463-7766). Or you can purchase online at <http://www.epsonstore.com> (U.S. sales) or <http://www.epson.ca> (Canadian sales).

### Help for Users in Europe

Check your **Pan-European Warranty Document** for information on how to contact Epson support.

### Help for Users in Australia

Epson Australia wishes to provide you with a high level of customer service. In addition to your product documentation, we provide the following sources for obtaining information:

#### Your Dealer

Don't forget that your dealer can often help identify and resolve problems. The dealer should always be the first call for advice on problems; they can often solve problems quickly and easily as well as give advice on the next step to take.

#### Internet URL

<http://www.epson.com.au>

Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

#### Epson Helpdesk

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

The Helpdesk numbers are:

Phone:	1300 361 054
Fax:	(02) 8899 3789

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product documentation, type of computer, operating system, application programs, and any information you feel is required.

## Where To Get Help

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### Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

#### World Wide Web

(<http://www.epson.com.sg>)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

#### Epson HelpDesk

(Phone: (65) 6586 3111)

Our HelpDesk team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

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### Help for Users in Thailand

Contacts for information, support, and services are:

#### World Wide Web

(<http://www.epson.co.th>)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

#### Epson Hotline

(Phone: (66)2685-9899)

Our Hotline team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

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### Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Hotline (Phone): 84-8-823-9239

Service Center: 80 Truong Dinh Street,  
District 1, Hochiminh City  
Vietnam

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### Help for Users in Indonesia

Contacts for information, support, and services are:

#### World Wide Web

(<http://www.epson.co.id>)

- Information on product specifications, drivers for download
- Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

#### Epson Hotline

- Sales enquiries and product information
- Technical support

Phone (62) 21-572 4350

Fax (62) 21-572 4357

#### Epson Service Center

Jakarta Mangga Dua Mall 3rd floor No 3A/B  
Jl. Arteri Mangga Dua,  
Jakarta

Phone/Fax: (62) 21-62301104

Bandung Lippo Center 8th floor  
Jl. Gatot Subroto No.2  
Bandung

Phone/Fax: (62) 22-7303766



## Where To Get Help

Surabaya Hitech Mall It IIB No. 12  
Jl. Kusuma Bangsa 116 – 118  
Surabaya

Phone: (62) 31-5355035  
Fax: (62)31-5477837

Yogyakarta Hotel Natour Garuda  
Jl. Malioboro No. 60  
Yogyakarta

Phone: (62) 274-565478

Medan Wisma HSBC 4th floor  
Jl. Diponegoro No. 11  
Medan

Phone/Fax: (62) 61-4516173

Makassar MTC Karebosi Lt. III Kav. P7-8  
Jl. Ahmad Yani No.49  
Makassar

Phone: (62)411-350147/411-350148

Phone: (852) 2827-8911

Fax: (852) 2827-4383

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## Help for Users in Malaysia

Contacts for information, support, and services are:

### World Wide Web

(<http://www.epson.com.my>)

- Information on product specifications, drivers for download
- Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

### Epson Trading (M) Sdn. Bhd.

Head Office.

Phone: 603-56288288

Fax: 603-56288388/399

### Epson Helpdesk

- Sales enquiries and product information (Infoline)

Phone: 603-56288222

- Enquiries on repair services & warranty, product usage and technical support (Techline)

Phone: 603-56288333

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## Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

### Internet Home Page

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- Product information
- Answers to Frequently Asked Questions (FAQs)
- Latest versions of Epson product drivers

Users can access our World Wide Web home page at:

<http://www.epson.com.hk>

### Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

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## Help for Users in India

Contacts for information, support, and services are:

### World Wide Web

(<http://www.epson.co.in>)

Information on product specifications, drivers for download, and products enquiry are available.

## Where To Get Help

### Epson India Head Office - Bangalore

Phone: 080-30515000

Fax: 30515005

### Epson India Regional Offices:

Location	Telephone number	Fax number
Mumbai	022-28261515 / 16/17	022-28257287
Delhi	011-30615000	011-30615005
Chennai	044-30277500	044-30277575
Kolkata	033-22831589 / 90	033-22831591
Hyderabad	040-66331738/ 39	040-66328633
Cochin	0484-2357950	0484-2357950
Coimbatore	0422-2380002	NA
Pune	020-30286000 / 30286001 /30286002	020-30286000
Ahmedabad	079-26407176 / 77	079-26407347

### Helpline

For Service, Product info or to order a cartridge - 18004250011 (9AM - 9PM) - This is a Toll-free number.

For Service (CDMA & Mobile Users) - 3900 1600 (9AM - 6PM) Prefix local STD code

## Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone and fax numbers and e-mail address below:

Trunk Line: (63-2) 706 2609

Fax: (63-2) 706 2665

Helpdesk Direct Line: (63-2) 706 2625

E-mail: [epchelpdesk@epc.epson.com.ph](mailto:epchelpdesk@epc.epson.com.ph)

### World Wide Web

(<http://www.epson.com.ph>)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

### Toll-Free No. 1800-1069-EPSON(37766)

Our Hotline team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty