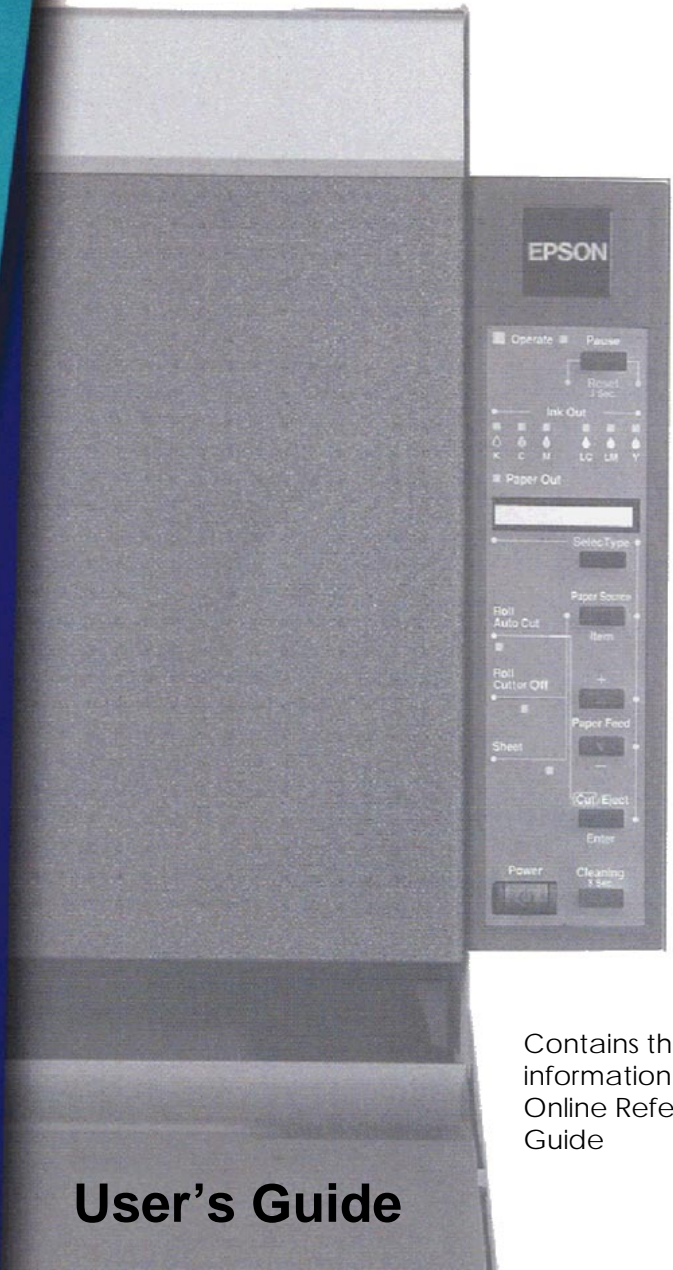


Color Ink Jet Printer

EPSON STYLUS™ PRO 9000

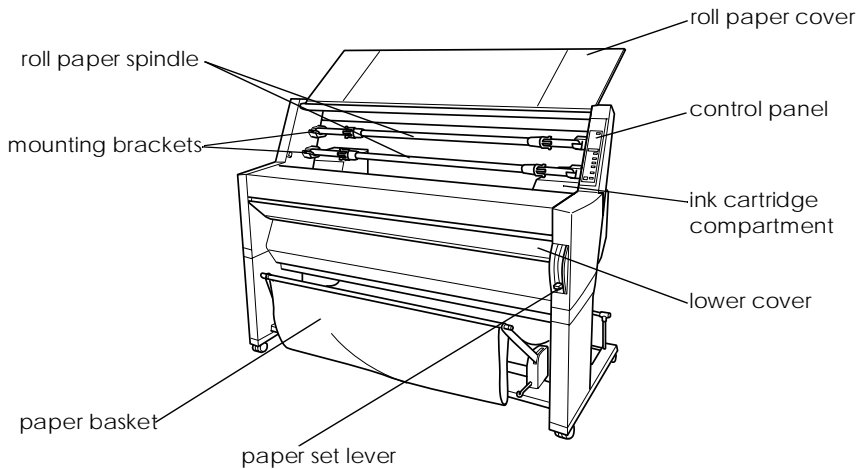


Contains the same information as the Online Reference Guide

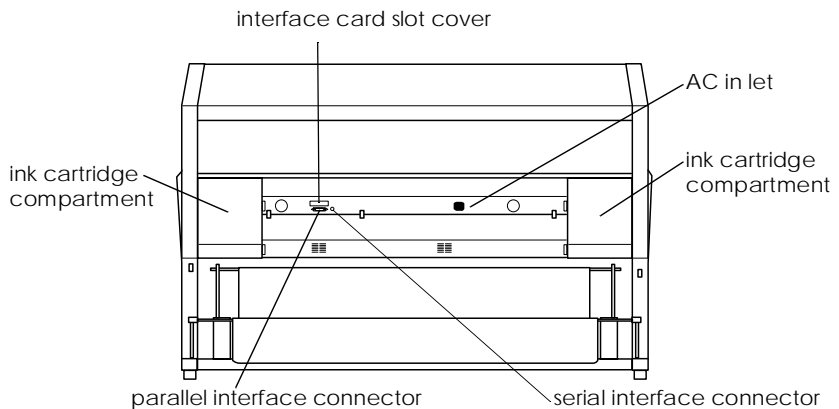
User's Guide

Printer Parts

Front view



Rear view



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EPSON STYLUS™ PRO 9000

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According to ISO/IEC Guide 22 and EN 45014

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Declares that the Product:

Product Name: Ink Jet Printer
Model: P950A

Conforms to the following Directive(s) and Norm(s):

Directive 89/336/EEC:
EN 55022 Class B
EN 61000-3-2
EN 61000-3-3
EN 50082-1
IEC 801-2
IEC 801-3
IEC 801-4

Directive 73/23/EEC:
EN 60950

June 1998

Y. Ishii
President of EPSON EUROPE B.V.

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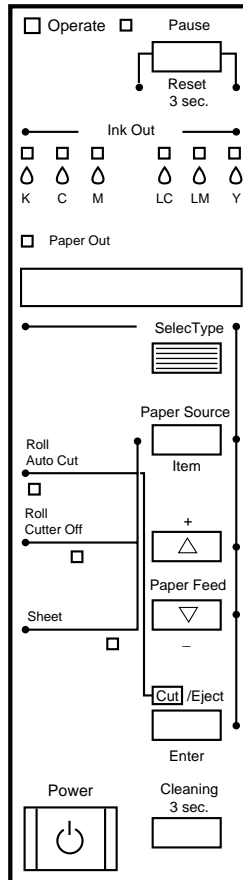
Chapter 1

The Control Panel

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Buttons, Lights and Messages

The control panel of the printer consists of 8 buttons, 12 lights, and a 20-character liquid crystal display (LCD). The control panel layout is shown below.



Buttons

| | |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Power | Turns the printer on and off. Press this button while pressing and holding the Pause button to enter the maintenance mode. See "Maintenance Mode" on page 36. |
| Cleaning 3 Sec. | Print head cleaning is performed when pressed for three seconds. Before cleaning, make sure that thick paper is not loaded in the printer. |
| Pause (Reset 3 Sec.) | Stops printing temporarily. Press a second time to resume printing. Clears print data in the printer memory if pressed and held for three seconds. When pressed in SelecType mode, the printer returns to READY status. |
| SelecType | Enters SelecType mode when pressed in READY status. When pressed in SelecType mode, a desired menu can be selected. |
| Paper Source (Item) | Selects the paper source: Roll Auto Cut, Roll Cutter Off or Sheet. If you press this button during the ink drying process, press Enter to be able to make your setting. When pressed in SelecType mode, a desired item can be selected from the menu. |
| Paper Feed ▲ (+) | Feeds paper in reverse. When pressed in SelecType mode, a desired parameter can be selected from the selected item. Parameters change in forward order. |
| Paper Feed ▼ (-) | Feeds paper forward. When pressed in SelecType mode, a desired parameter can be selected from the selected item. Parameters change in reverse order. |

Cut/Eject
(Enter)

When Sheet light is on:
Ejects the cut sheet.

When Roll Auto Cut light is on:
Feeds the roll paper before cutting it.

When Roll Cutter Off light is on:
Feeds the roll paper a small amount.

When Roll Cutter Off light is on and Print Page Line is on:
Feeds the roll paper and then prints a page line below the document. See Appendix 1, "PAGE LINE".

Note:

This button is effective during the ink drying process.

When pressed in SelectType mode, sets the selected parameter in the selected item as the default value. If the selected item is for execution only, the item will be executed.

Lights

■ = On, □ = Flashing, □ = Off

| | |
|--------------|------------------------------------------------------------------------------------------------------------------------------|
| ■ Operate | The printer is on. |
| □ Operate | The printer is receiving print data or the power has been turned off. |
| □ Operate | The printer is off. |
| ■ Paper Out | Paper is out or the paper set lever is not in the lower position. |
| □ Paper Out | Paper is jammed. |
| □ Pause | The printer is ready to print data. |
| □ Pause | Printer mechanism is moving in preparation for printing or the printed paper is drying for a set time. |
| ■ Pause | The printer is in pause mode or in SelecType mode, or an error has occurred. |
| ■ Ink Out K | Black ink is out, the Black ink cartridge is not installed correctly, or a wrong ink cartridge is installed. |
| □ Ink Out K | Black ink is low. The Black ink cartridge is nearly empty. Obtain replacement ink cartridge. |
| ■ Ink Out C | Cyan ink is out, the Cyan ink cartridge is not installed correctly, or a wrong ink cartridge is installed. |
| □ Ink Out C | Cyan ink is low. The Cyan ink cartridge is nearly empty. Obtain replacement ink cartridge. |
| ■ Ink Out M | Magenta ink is out, the Magenta ink cartridge is not installed correctly, or a wrong ink cartridge is installed. |
| □ Ink Out M | Magenta ink is low. The Magenta ink cartridge is nearly empty. Obtain replacement ink cartridge. |
| ■ Ink Out LC | Light Cyan ink is out, the Light Cyan ink cartridge is not installed correctly, or a wrong ink cartridge is installed. |
| □ Ink Out LC | Light Cyan ink is low. The Light Cyan ink cartridge is nearly empty. Obtain replacement ink cartridge. |
| ■ Ink Out LM | Light Magenta ink is out, the Light Magenta ink cartridge is not installed correctly, or a wrong ink cartridge is installed. |

| | |
|-------------------|----------------------------------------------------------------------------------------------------------------|
| ☐ Ink Out LM | Light Magenta ink is low. The Light Magenta ink cartridge is nearly empty. Obtain replacement ink cartridge. |
| ■ Ink Out Y | Yellow ink is out, the Yellow ink cartridge is not installed correctly, or a wrong ink cartridge is installed. |
| ☐ Ink Out Y | Yellow ink is low. The Yellow ink cartridge is nearly empty. Obtain replacement ink cartridge. |
| ■ Roll Auto Cut | Auto Cut is selected. The roll paper will be automatically cut after printing. |
| ■ Roll Cutter Off | Printing occurs continuously without cutting. |
| ■ Sheet | Cut sheet is selected. Printing is on single sheet paper. The printer ejects the paper. |
| ■ All lights | Reset has been executed by pressing the Pause button for 3 seconds or more. |

Status messages

The following messages show the printer status. For error messages, see “Printer Stops Printing Unexpectedly” on page 122.

| | | |
|--------------------|----|-------------------------------------------------------------------------------|
| READY | W* | Ready to print data. |
| POWER OFF | | Power is off. |
| INK DRY nn MIN W* | | Drying ink after printing. Wait for “nn” minutes. |
| RESET | | The printer is being reset. |
| PRESS PAUSE BUTTON | | Pause button needs to be pressed. |
| PRINTING | W* | Receiving print data. |
| WAIT | W* | The printer is warming up or charging ink. |
| PAUSE | | The printer is paused. To resume printing, press the Pause button. |
| INK COMPART. OPEN | | You are replacing the ink cartridge(s) and the ink compartment cover is open. |

| | |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| INK LOW | Ink cartridge(s) is (are) nearly empty. Replace ink cartridge(s) indicated by the Ink Out light(s). When the ink cartridge(s) is (are) out, printing stops. Printing can be resumed after empty cartridge(s) have been replaced. |
| LOAD PAPER | Paper set lever is up while loading paper. When you load paper and pull the set lever down, PRESS PAUSE BUTTON |
| TURN PWR OFF AND ON | After clearing jammed paper, this message appears. Turn the printer off and on. |
| MAINTENANCE REQ. nnnn | Part used in the printer has nearly reached life end. Note the error number “nnnn” and contact your dealer. See “Contacting Customer Support” on page 161. |

- * Indicates the platen gap setting is set to WIDE. When AUTO is selected, no letter appears.

SelectType Settings

When to use SelectType

The SelectType mode enables you to make printer settings similar to those you would normally make in the driver or software, as well as other additional settings—directly through the control panel. Keep the following points in mind when making SelectType settings:

- ❑ Application programs may send commands to the printer that override SelectType settings. If you are not getting the results you expect, check your application software settings.
- ❑ To see the current SelectType settings, print a status sheet.

Basic SelectType setting procedure

The following shows the basic SelectType setting procedure.

1. Enter the SelectType mode

Make sure that `READY` is displayed on the LCD panel, then press the `SelectType` button.

The first menu, `PRINTER SETTING MENU` is displayed.

2. Select a menu

Press the `SelectType` button to select a desired menu.

For example: `PRINTER SETTING MENU`

To return to the `READY` status, press the `Pause` button.

3. Select an item

Press the `Item` button. The first item of the selected menu is displayed. Press the `Item` button to select a desired item.

For example: `PAGE LINE = ON*` (* shows that the displayed parameter is the default value.)

If the item is for execution only, press the `Enter` button to execute the function for the item. After execution, the printer exits `SelectType` mode and returns to the `READY` status.

For example: `INIT. PANEL = EXEC` (Initializes the current panel settings to the factory-set values.)

4. Select a parameter

Press the `+` or `-` button to select a parameter for the item.

For example: `PAGE LINE = OFF`. Note that the asterisk `*` disappears. This means that the selected parameter (`OFF`) is not yet stored as the default value.

To display the next item without changing the default value, press the `Item` button.

5. Set the parameter

Press the `Enter` button to store the selected parameter as the default value.

For example: `PAGE LINE = OFF*` is displayed.

Press the `Item` button to return to step 3 if you want to select another item.

6. Exit the SelectType mode

Press the Pause button.

Note:

- To exit the SelectType mode at anytime, press the Pause button.*

- To return to step 2, press the SelectType button. Press the SelectType button again to exit the SelectType mode.*

SelectType menus

The six SelectType menus are described below.

| | |
|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| "Printer Setting menu (PRINTER SETTING MENU)" on page 19 | Various printer settings are available. |
| "Test Print menu (TEST PRINT MENU)" on page 21: | You can print a nozzle check pattern and status sheet. |
| "Printer Status menu (PRINTER STATUS MENU)" on page 22 | You can see the firmware version, total prints since delivery, and ink cartridge/parts life, on the LCD. |
| "Paper Configuration menu (PAPER CONFIG. MENU)" on page 22 | You can register the paper thickness and ink drying time, and select the specified value. |
| "Cutter Replacement menu (CUTTER REPLACE MENU)" on page 22 | Follow this menu when you replace the cutter. For details, see "Replacing the Paper Cutter" on page 109. |
| "Head Alignment menu (HEAD ALIGNMENT MENU)" on page 23 | You can correct any head misalignment to obtain optimum printing results. For details, see "Performing the head alignment" on page 24. |

Printer Setting menu (PRINTER SETTING MENU)

This menu allows you to make various settings which change the operation of the printer.

PLATEN GAP (Platen gap adjustment)

Normally, leave this set to AUTO. If you find that the printed image is smeared, select WIDE.

PAGE LINE

Select whether page lines are printed on the roll paper.

The Print Page Line operation changes according to the Auto Cut settings as shown.

| Roll Auto Cut light | Print Page Line | Printer's Operation |
|------------------------------|------------------------|--------------------------------------------------------------------------------------------|
| On | On | Prints page line on the right side only, and cuts paper automatically after the print job. |
| On | Off | Cuts paper automatically after the print job. |
| Roll Cutter Off light | Print Page Line | Printer's Operation |
| On | On | Prints page lines on the right side and below the document. |
| On | Off | Does not print page lines nor cut. |

Note:

When the Sheet light is on, the Print Page Line setting is not available.

INTERFACE (Interface selection)

When AUTO is selected, the printer automatically switches between interfaces depending on which one is receiving data first. If no more print jobs have been received, the printer returns to an idle state after 10 seconds or more. You can also select the interface from parallel, serial (for Macintosh), or optional.

PARA. I/F (Parallel interface mode selection)

Select the parallel interface mode from compatible (COMPAT.) and ECP.

CODE PAGE (Code page selection)

Select the code page from PC437 and PC850.

ROLL MARG (Roll paper margin selection)

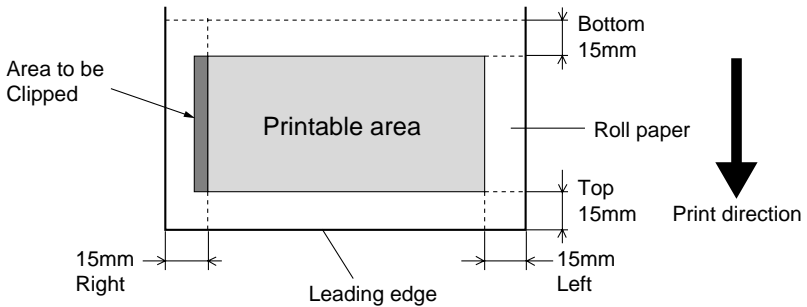
Select margins for roll paper from 3 mm, 15 mm, and T/B 15 mm .

| Margin settings | Top/Bottom | Left/Right |
|-----------------|------------|------------|
| 3 mm | 3 mm | 3 mm |
| 15 mm | 15 mm | 15 mm |
| T/B 15 mm | 15 mm | 3 mm |

Note:

The combination of “Top/Bottom=3 mm, Left/Right=15 mm” is not selectable.

When the same image is printed with a 3 mm margin and a 15 mm margin and compared, you may notice that part of the right side of the 15 mm margin image is not printed.



INIT. PANEL (Panel settings initialization)

Erases all the SelecType settings that you have made, and resets them all to the factory default settings.

Test Print menu (TEST PRINT MENU)

This menu allows you to print test patterns.

NOZZLE CHECK (Nozzle check pattern printing)

Prints the nozzle check pattern for 6 nozzles. From the printing results, you can check for missing dots. Also, the firmware version is printed. For details, see Chapter 1, “Printing a nozzle check pattern”.

You can perform nozzle check pattern printing using the utility.

STATUS CHECK (Status printing)

Prints the current SelecType status. For details, see Chapter 1, “Printing a status sheet”.

Printer Status menu (PRINTER STATUS MENU)

This menu allows you to see the printer status from the LCD. This menu contains the following settings.

VERSION (Firmware version)

Shows the firmware version.

INK LEFT-C/M/LC/LM/Y/K (Remaining ink)

Displays the amount of ink left in the Cyan/Magenta/Light Cyan/Light Magenta/Yellow/Black ink cartridges.

| | | |
|---------|---|----------------|
| E ***** | F | (100-81%) |
| E ***** | F | (80-61%) |
| E **** | F | (60-41%) |
| E ** | F | (40-21%) |
| E * | F | (20-1%) |
| E | F | (less than 1%) |

TOTAL PRINTS, WASTE INK, CR MOTOR (Carriage motor life), PF MOTOR (Paper feed motor life), HEAD UNIT (Head unit life), CLEANER (Cleaning unit life), CUTTER LIFE

For maintenance service persons only.

Paper Configuration menu (PAPER CONFIG. MENU)

This menu allows you to register four kinds of paper thickness together with ink drying time from 1 to 4. You can select whether the paper thickness is determined automatically (STD (standard)) or by the registered value (1, 2, 3, or 4). You can also register the ink drying time for the STD setting. How to register and recall the paper thickness setting is described in “Setting the paper thickness” on page 27.

Cutter Replacement menu (CUTTER REPLACE MENU)

This menu enables you to replace the paper cutter. For a detailed description, see Chapter 5, “Replacing the Paper Cutter”.

Head Alignment menu (HEAD ALIGNMENT MENU)

This menu allows you to correct any head misalignment to obtain optimum printing results. For details, see “Performing the head alignment” on page 24.

You can perform the head alignment using the utility for the paper supplied by EPSON.

Printing a nozzle check pattern

A nozzle check pattern can be printed to check 6 nozzles for missing dots.

1. Load paper in your printer as described in Chapter 4, “Using Roll Paper” or Chapter 4, “Using Cut Sheet Media”.
2. In SelectType mode, press the SelectType button until TEST PRINT MENU is displayed on the LCD panel.
3. Press the Item button to display NOZZLE CHECK.
4. Press the Enter button.
The nozzle check pattern is printed as shown below. After printing, the printer exits the SelectType mode and returns to the READY status.

Nozzle check pattern examples:



good



head cleaning necessary

xxxxxxx (firmware version)

If you find that any segments are missing from the test lines in the pattern, you need to clean the print heads. Press the Cleaning button on the control panel for more than 3 seconds or access the Head Cleaning utility from the EPSON printer utilities in your software. See Chapter 2, “Using the Printer Utilities”.



Caution:

Before you start printing images, make sure that the nozzle check pattern printing is complete. Otherwise, print quality may decline.

Performing the head alignment

How to perform the head alignment by SelecType is described below.

General flow of the head alignment procedure

| |
|-------------------------------------------------------------------------------------------------|
| 1. Load Paper. |
| 2. Set the paper thickness if necessary. |
| 3. Print the alignment patterns (all or single). |
| 4. For each alignment pattern, find the set that has the smallest gaps and register the number. |

Aligning the print heads

1. Load paper in your printer as described in “Using Roll Paper” on page 81 or “Using Cut Sheet Media” on page 93.

Note:

When you load roll paper, select Roll Cutter Off. Paper that is too thick may damage the paper cutter.

2. In SelecType mode, press the SelecType button until HEAD ALIGNMENT MENU is displayed on the LCD panel.

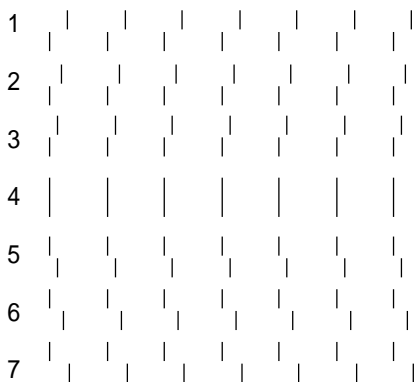
3. Press the Item button. PAPER THICK = STD appears. When you want to print on EPSON media, leave this setting as STD. When you want to print on non-EPSON media, enter the thickness value of the paper in 0.1 mm increments by pressing the + or - button.
4. Press the Enter button to register your value. ADJUST. PATT. = ALL appears.
5. If you want to print all the adjustment patterns, press the Enter button. If you want to print a single adjustment pattern, press the + or - button until the pattern number (#1, #2, #3...) that you want to adjust appears. Then press the Enter button. The printer starts printing all the adjustment patterns or the selected pattern.

Note:

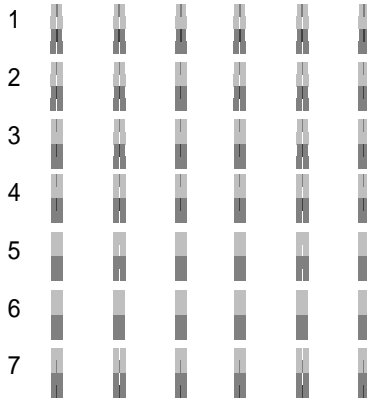
It takes 25 minutes or less to print all the adjustment patterns. Use of 1.5 m roll paper is necessary.

Head alignment pattern examples:

Patterns #1-5, #7, and #9-12



Patterns #6 and #8 only



6. After printing, the pattern number and current set number are displayed (for example, #1 = 4). Select the set that has the smallest gaps, then press the + or - button to display the number for that set.

Note:

If set 4 shows the smallest gaps out of all the printed patterns, the print heads are aligned. Press the Pause button to exit the mode.

7. Press the Enter button to register the set number. The next pattern number appears. Then repeat step 6.
8. After you set the pattern(s), press the Pause button to return to the READY status.

Note:

You can return to step 6 by pressing the Enter button.

Setting the paper thickness

When you use media other than EPSON special media, you may need to set the paper thickness. You can select whether the thickness of the paper you are using is determined automatically (STD (standard)) or by the registered value (1, 2, 3, or 4) in the Paper Settings menu. To register and recall the settings you made, see the following sections. You can also register the ink drying time for respective paper settings including STD.

Registering the settings

To register the paper thickness and ink drying time settings, follow the steps below.

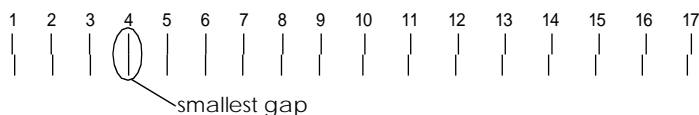
1. Load the paper which you want to check and register the thickness of in your printer, as described in “Using Roll Paper” on page 81 or “Using Cut Sheet Media” on page 93.

Note:

When you load roll paper, select Roll Cutter Off. Paper that is too thick may damage the paper cutter.

2. In the SelectType mode, press the SelectType button until PAPER CONFIG. MENU appears on the LCD panel.
3. Press the Item button. You may see PAPER NUMBER =STD.
4. Press the + or - button to select the number you want to register as the setting. When you select STD, skip to step 8 to set the ink drying time.
5. Press the Item button. THICK. PAT. appears. Then press Enter. The printer prints the paper thickness test pattern.

Paper thickness test pattern example:



6. See the printed pattern to determine which set of lines are aligned (show the smallest gap), and note the corresponding number.
7. You may see PAPER THICK. NO. = 1*. Press the + or - button to select the number noted in step 5.

Note:

The default value depends on the PAPER THICK. value in the Head Alignment menu and is displayed as a PAPER THICK. NO. in the Paper Configuration menu as shown below:

| PAPER THICK. value | PAPER THICK. NO. |
|--------------------|------------------|
| 0.0 mm | 1 |
| to | to |
| 1.6 mm | 17 |

8. Press the Item button. DRYING TIME appears. Press the + or - button to select time in minutes.
9. Press the Pause button to exit the SelectType mode.

Selecting the registered settings

To select the registered settings, follow the steps below.

1. In the SelectType mode, press the SelectType button until PAPER CONFIG. MENU appears on the LCD panel.
2. Press the Item button. You may see PAPER NUMBER=1*.

3. Press the + or - button to select the number registered that you want to use. Then press the Enter button.
4. Press the Pause button to exit the SelecType mode.

Printing a status sheet

In SelecType mode, a status sheet can be printed to see the current SelecType default values.

1. Load paper as described in Chapter 4, “Using Roll Paper” or Chapter 4, “Using Cut Sheet Media”.
2. In SelecType mode, press the SelecType button until TEST PRINT MENU is displayed.
3. Press the Item button until STATUS CHECK = PRINT is displayed.
4. Press the Enter button.
A status sheet is printed. After printing, the printer exits SelecType mode and returns to the READY status.

Maintenance Mode

Using the maintenance mode you can perform a hex dump and select the language to be displayed on the LCD.

How to enter the maintenance mode

While pressing and holding the Pause button, press the Power button to turn on the printer.

MAINTENANCE MODE is displayed on the LCD while the printer enters maintenance mode.

Items

| <u>Item</u> | <u>Parameters</u> |
|-------------|-------------------------------------------------------|
| HEX DUMP | PRINT |
| LANGUAGE | ENGLISH*, FRENCH, ITALIAN, GERMAN, SPANISH, PORTUGUE. |

* Factory set value

Hex dump

Data received from the host can be printed out in hexadecimal numbers.

1. Load paper into the printer.
2. In maintenance mode, press the Item button to display HEX DUMP.
3. Press the Enter button.
The print data in the print buffer is printed with 16-byte hex. data in the left column, and corresponding ASCII characters in the right column.

Notes:

If the last data is less than 16 bytes, it is not printed until you press the Pause button.

Language

You can select the language to be displayed on the LCD.

1. In maintenance mode, press the Item button until LANGUAGE=ENGLISH* is displayed.

2. If you want to change the language, press the + or - button until a suitable language is displayed.

Example: LANGUAGE=FRENCH

Press the Enter button to set the language. An asterisk appears after the language as follows:

LANGUAGE=FRENCH*

3. To exit the maintenance mode, press the Power button to turn off the printer.

Note:

To return to maintenance mode while an item is displayed, press the SelectType button.

Chapter 2

Printer Software

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Printer Software Introduction

The printer software features a printer driver and printer utilities. The printer driver lets you choose from a wide variety of settings to get the best results from your printer. The printer utilities help you check the printer and keep it in top condition.

The printer software includes the printer driver and utility menus.

For information on making printer driver settings, see Chapter 2, “Using the Printer Driver”.

For information on the printer utilities and how to access them, see Chapter 2, “Using the Printer Utilities”.

Online help provides more information about the printer software. See Chapter 2, “Getting Information Through Online Help”.

Note:

The specific features available in the printer software vary depending on the version of Windows you are using.

Accessing the Printer Software

To access the printer software installed in your computer, follow the instructions below.

Accessing the printer software for Windows

You can access the printer software from most Windows applications, or from My Computer on the Windows desktop.

From Windows applications

Open the File menu and choose Print or Print Setup. Then click Printer, Setup, Options, or Properties. (Depending on your application, you may need to click a combination of these buttons.) You see the printer software window.

From My Computer

1. Double-click the My Computer icon, then double-click the Printers folder.
2. For Windows 95 and 98, right-click your printer icon, then click Properties. For Windows NT 4.0, right-click your printer icon, then click Document Defaults. You see the printer software window.

Note:

The specific features available in the printer software vary depending on the version of Windows you are using.

Accessing the printer software for Macintosh

You can access the printer driver settings in the following dialog boxes:

Print dialog box

Click Print on the File menu of your application or click Print Setup in the Page Setup dialog box.

Page Setup dialog box

Click Page Setup on the File menu of your application.

Using the Printer Driver

The printer driver software allows the computer to control the printer according to the settings you make for your printing requirements.

Making the Media Type setting

The Media Type setting determines what other settings are available, so you should always make this setting first.

On the Main menu (for Windows) and the Print dialog box (for Macintosh), select the Media Type setting that matches the paper loaded in the printer. Find your paper in the list below, then select a corresponding Media Type setting (shown in bold). For some kinds of paper, you have several Media Type settings to choose from.

| Media Type setting | EPSON special media name |
|-----------------------------|-----------------------------------------------|
| Plain Paper | — |
| Presentation Matte Paper | EPSON Presentation Matte Paper |
| Photo Paper | EPSON Glossy Photo Paper EPSON Photo Paper |
| Semigloss Photo Paper | EPSON Semigloss Photo Paper |
| Photo Quality Ink Jet Paper | EPSON Photo Quality Ink Jet Paper |
| Photo Quality Glossy Film | EPSON Photo Quality Glossy Film |

Note:

- ❑ *The availability of special media varies by country.*

- ❑ *When you are using paper other than EPSON special media, see “Notes for Special Media and Other Media” on page 80.*

Using the Automatic, Custom and Advanced settings

The settings are arranged to give you three levels of control over the printer driver, as explained below.

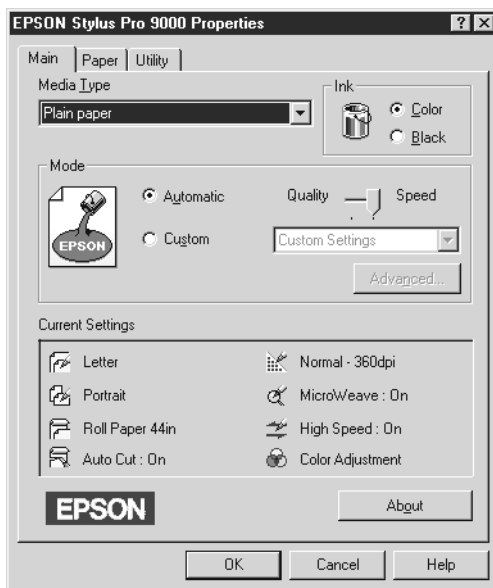
| | |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Automatic settings | The quickest and easiest way to start printing. See "Automatic settings" on page 36 |
| Custom settings | Choose from a list of ready-made settings suited to the kind of document you want to print. You can also add your own settings to this list. See "Custom settings" on page 38. |
| Advanced settings | Allows you to make detailed settings to meet your specific needs. You can also add your settings to the Custom Settings list. See "Advanced settings" on page 40. |

In addition to making groups of settings that affect the overall print quality, you can also modify individual aspects of the print style and layout using the Paper menu (for Windows) and Page Setup and Layout dialog boxes (for Macintosh). See "Adjusting page orientation and printable area" on page 43.

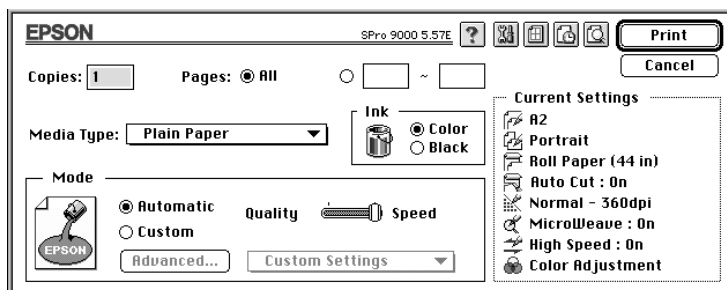
Automatic settings

When Automatic is selected on the Main menu (for Windows) or in the Print dialog box (for Macintosh), the printer driver takes care of all detailed settings based on the current Media Type and Ink settings. To make the Ink setting, click Color to print in color, or Black to print in black and white or grayscale. To make the Media Type setting, see "Making the Media Type setting" on page 35.

Main Menu (for Windows)



Print dialog box (for Macintosh)



Note:

- Depending on the media you choose in the Media Type list while Automatic is selected, a slider appears in the Mode box that lets you choose Quality, Speed, or an intermediate. Select Quality when print quality is more important than speed.

- ❑ *Most Windows applications feature paper size and page layout settings that override similar settings in the printer driver. However, if your application does not, you should also verify the settings on the printer driver's Paper menu.*

Custom settings

The Custom settings let you make a wide range of changes with a single click of the mouse. In the Custom Settings list, you'll find ready-made settings provided by EPSON designed to match a particular kind of printout, such as graphs and charts for a presentation or images taken by a digital camera.

You can also create your own settings and add them to this list. See "Advanced settings" on page 40.

The Custom Settings list includes the following ready-made settings:

| | |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Digital Camera | <p>Good for printing scanned images or images taken with a digital camera.</p> <p>Note: <i>Printing with Digital Camera selected may increase print time depending on your computer system and the amount of data contained in your image.</i></p> |
| Text/Graph | <p>Good for printing presentation documents such as graphs and charts.</p> |
| PhotoEnhance3 | <p>Best for printing video images or scanned images. This setting automatically adjusts the contrast, saturation, and brightness of the original image data to produce sharper, more vivid color printouts. PhotoEnhance3 does not affect your original image data.</p> <p>Note: <i>Printing with PhotoEnhance3 selected may increase print time depending on your computer system and the amount of data contained in your image.</i></p> |

| | |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Advanced Photo | Good for printing scanned photos and digitally-captured images in high quality. Also helps prevent the misprinting of ink dots that may occur due to the movement of the print heads and paper. |
| ICM (For Windows 95, and 98) | ICM (Image Color Matching). This feature automatically adjusts printout colors to match colors on your screen. |
| sRGB (For Windows) | Best for color matching with other sRGB devices. |
| ColorSync (For Macintosh) | This feature automatically adjusts printout colors to match colors on your screen. |

Follow the steps below to select a Custom setting:

1. Click the Custom button on the “Main Menu (for Windows)” on page 37 or in the “Print dialog box (for Macintosh)” on page 37.
2. From the Custom Settings list, select the most appropriate setting for the type of document or image you will print.
3. When you choose a Custom setting, other settings such as Print Quality, Halftoning, and Color Adjustment are set automatically. Changes are shown in the Current Settings display at the bottom of the Main menu (for Windows) or on the right side of the Print dialog box (for Macintosh).
4. Before printing, be sure to verify the Media Type and Ink settings, as they may be affected by the Custom setting you select. See “Making the Media Type setting” on page 35.

Advanced settings

The Advanced settings give you complete control over your printing environment. Use these settings to experiment with new printing ideas, or to fine-tune a range of print settings to meet your individual needs. Once you are satisfied with your new settings, you can give them a name and add them to the Custom Settings list.

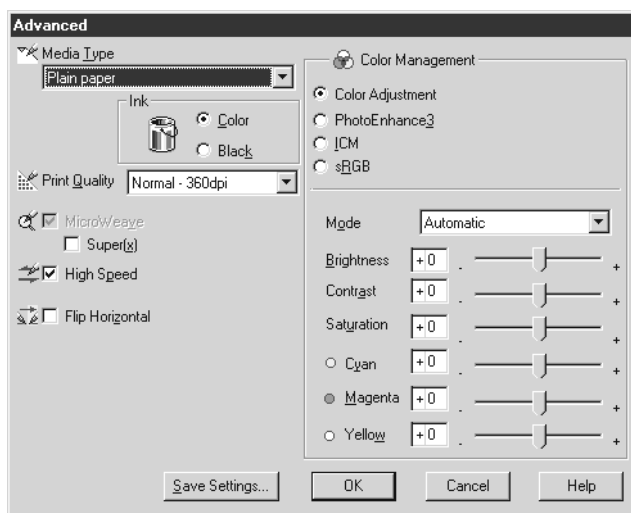
Follow the instructions below to make and save Advanced settings.

Note:

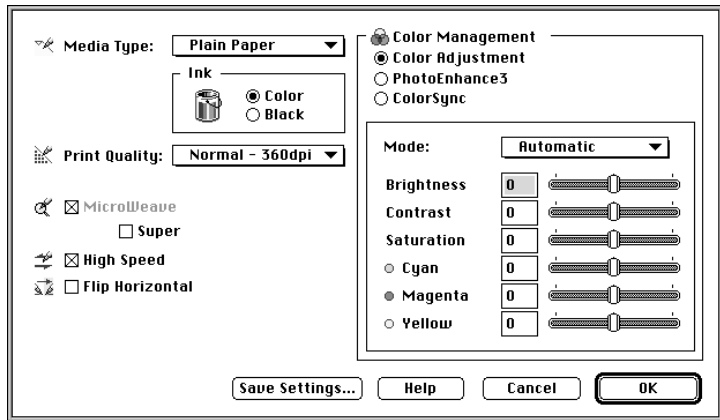
The printer driver screens that appear in this procedure are for Windows 95 and 98. The appearance of the Windows NT 4.0 printer driver screens differ only slightly.

1. Click the Custom button on the “Main Menu (for Windows)” on page 37 or in the “Print dialog box (for Macintosh)” on page 37 and then click Advanced. The following dialog box appears:

Advanced menu (for Windows)



Advanced dialog box (for Macintosh)



2. Select the Media Type loaded in the printer. For details, see “Making the Media Type setting” on page 35.
3. Choose Color or Black in the Ink options.
4. Select a Print Quality setting.
5. Make other settings as needed. For details, see online help.

Note:

Some settings are enabled or disabled depending on the Media Type, Ink, and Print Quality settings you make.

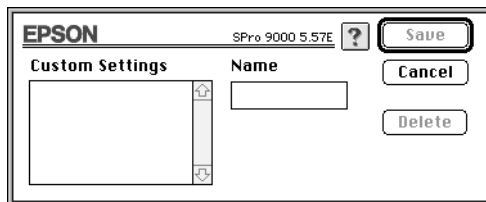
6. Click OK to apply your settings and return to the Main Menu (for Windows) or Print dialog box (for Macintosh). If you want to return to the previous screen without applying your settings, click Cancel.

To save your Advanced settings, click Save Settings in the Advanced settings dialog box. The Custom Settings dialog box appears:

Custom Settings dialog box (for Windows)



Custom Settings dialog box (for Macintosh)



Type a unique name (up to 16 characters) for your settings in the Name box, and click the Save button. Your settings will be added to the Custom Settings list.

You can save up to 10 groups of settings. You can select your saved group of settings from the settings list on the “Main Menu (for Windows)” on page 37 or in the “Print dialog box (for Macintosh)” on page 37.

Note:

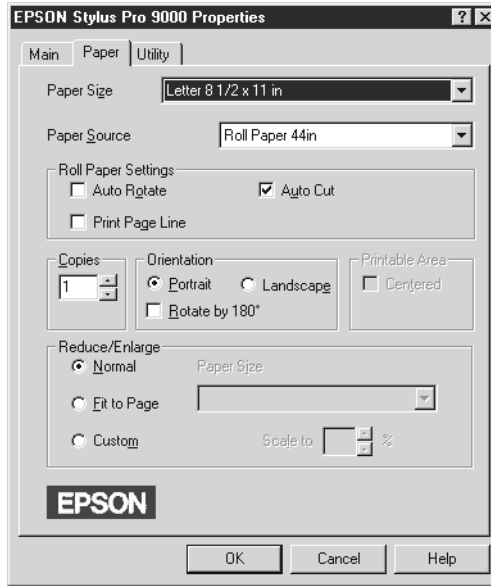
- ❑ *The names of the ready-made settings provided by EPSON cannot be applied to your new settings.*
- ❑ *To delete a setting, select the setting in the Custom Settings dialog box and click Delete.*
- ❑ *You cannot delete ready-made settings from the Custom Settings list.*

When you select your saved settings in the Custom Settings list, be aware that making new settings, for example Media Type and Ink settings, may change your custom settings. This may cause unexpected results in your printout. If this happens, reselect your saved settings and try printing again.

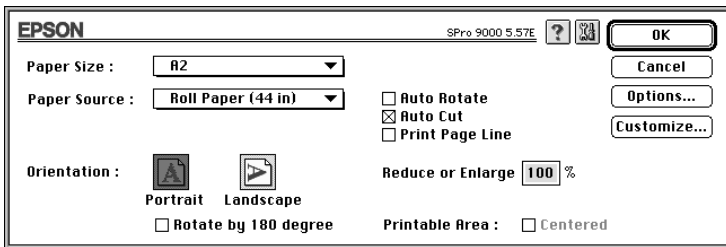
Adjusting page orientation and printable area

You can adjust the page orientation and printable area on the Paper menu for Windows or in the Page Setup dialog box for Macintosh.

Paper menu (for Windows)



Page Setup dialog box (for Macintosh)



You can change the following settings:

| | |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Orientation | Use this setting to specify the direction of printing on the page: Portrait (vertical), or Landscape (horizontal). If you need to print close to the bottom of the page, click Rotate by 180°. |
| Printable area | Select Centered to position your printout at equal distances from the edges of the paper. |

Fitting documents onto the page


You can fit the size of your document to the size of the paper you will print on.

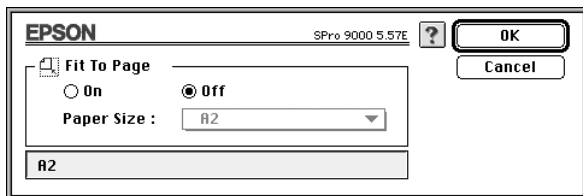
For Windows

Use the Reduce/Enlarge options on the Paper menu.

| | |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Normal | Prints your document in normal size. The output paper size is the paper size you select on the Paper menu. |
| Fit to Page | Proportionally enlarges or reduces the size of your document to make it fit the paper size you select in the Paper Size list in the Reduce/Enlarge box. |
| Custom | Lets you define the percentage you want to enlarge or reduce an image. Click the arrows next to the Scale to box to select proportion from 10% to 400%. |

For Macintosh

Open the Layout dialog box. To open the Layout dialog box, click Print on the File menu of your application, then click the  Layout icon in the “Print dialog box (for Macintosh)” on page 37.

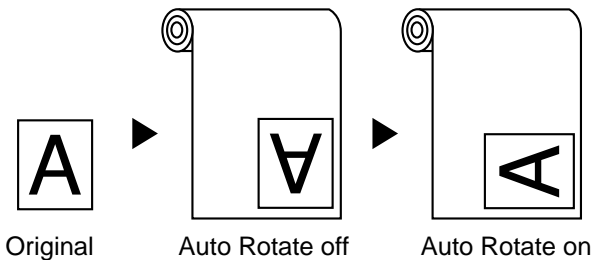


Selecting this setting proportionally enlarge or reduces the size of the image to make it fit the paper size you selected in the Paper Size list. To use this function, click On and select the paper size you loaded in the printer.

Using the Roll Paper Settings

Auto Rotate

The Auto Rotate function is effective only when the print data length is shorter than the printable width of the roll paper (24, 36, or 44 inches). The print data will automatically be turned 90 degrees to print crosswise, saving roll paper.



To enable Auto Rotate, select the Auto Rotate check box in the Roll Paper Settings box on the “Paper menu (for Windows)” on page 44, or the Auto Rotate check box in the “Page Setup dialog box (for Macintosh)” on page 44.

Auto Cut

When Auto Cut is selected the roll paper will be cut automatically after each print job.

To enable Auto Cut, select the Auto Cut check box in the Roll Paper Settings box on the “Paper menu (for Windows)” on page 44 or the Auto Cut check box in the “Page Setup dialog box (for Macintosh)” on page 44.

Print Page Line

You can specify whether to print a page line on the right side, and also below the document for manual cutting.

To enable Print Page Line, select the Print Page Line check box in the Roll Paper Settings box on the “Paper menu (for Windows)” on page 44, or the Print Page Line check box in the “Page Setup dialog box (for Macintosh)” on page 44.

The Print Page Line operation changes according to the Auto Cut setting as shown.

| Auto Cut | Print Page Line | Printer's Operation |
|--------------|-----------------|--------------------------------------------------------------------------------------------|
| Selected | Selected | Prints page line on the right side only, and cuts paper automatically after the print job. |
| Selected | Not selected | Cuts paper automatically after the print job. |
| Not selected | Selected | Prints page lines on the right side and below the document. |
| Not selected | Not selected | Does not print page lines nor cut. |

Note:

When Sheet is selected from the Paper Source list, the Roll Paper Settings (Auto Rotate, Auto Cut, and Print Page Line) are not available.

Using the Printer Utilities

EPSON printer utilities allow you to check the current printer status and do some printer maintenance from your screen.

EPSON Status Monitor 2/EPSON StatusMonitor

You can check occurrence of errors and the level of ink remaining for each ink cartridge, using the EPSON Status Monitor 2 or EPSON StatusMonitor utilities (depending on your system software).

Nozzle Check

To find out if nozzles are delivering ink properly, you can print a nozzle check pattern. If the nozzles are not delivering ink properly, missing dots will be evident in the print pattern. Six nozzles can be checked at a time.



Caution:

Before you start printing images, make sure that nozzle check pattern printing is complete. Otherwise, print quality may decline.

Head Cleaning

When printing quality declines, or when clogged nozzles are evident after the nozzle check, the print heads need to be cleaned. Use this utility to perform the head clean, then perform the Nozzle Check again, as repeat head cleaning may be necessary.

Print Head Alignment

Print head alignment is necessary when a misalignment of vertical lines appears in the head alignment test pattern, or when banding is evident in your printouts.

Printer and Option Information (Windows only)

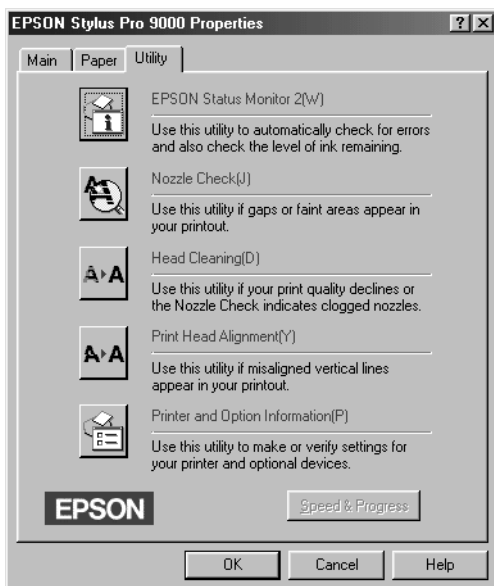
This utility allows the printer driver to confirm printer configuration information. It also provides specific information regarding certain characteristics of the printer, such as the Printer ID. See “Using Printer and Option Information (Windows only)” on page 51.

Note:

Make sure that the printer is finished printing before performing the Nozzle Check, Head Cleaning, or Print Head Alignment utilities. Otherwise your printout may be marred.

Accessing the printer utilities for Windows


By accessing the printer software, the printer driver and utility menus appear in the printer software window. To use the printer utilities, click the Utility tab in the printer software window, then, click the button of the utility you want to use.

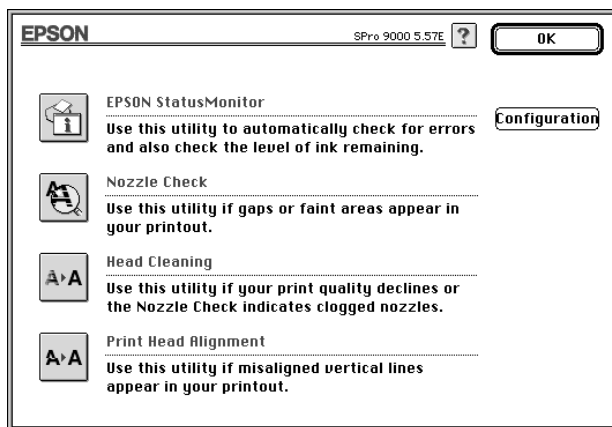


Note:

- ❑ *The letter in parentheses after the utility name indicates the shortcut key for that utility. Press ALT and the letter on the keyboard to open that utility.*
- ❑ *While printing is in progress, pressing any of the utility buttons, except the EPSON Status Monitor 2 button, may mar your printouts.*

Accessing the printer utilities for Macintosh

Open the Print dialog box or Page Setup dialog box and click the  Utility icon to open the Utility dialog box. Then, click the button for the utility you want to use.



Note:

While printing is in progress, pressing any of the utility buttons, except the EPSON StatusMonitor button, may mar your printouts.

Using Printer and Option Information (Windows only)

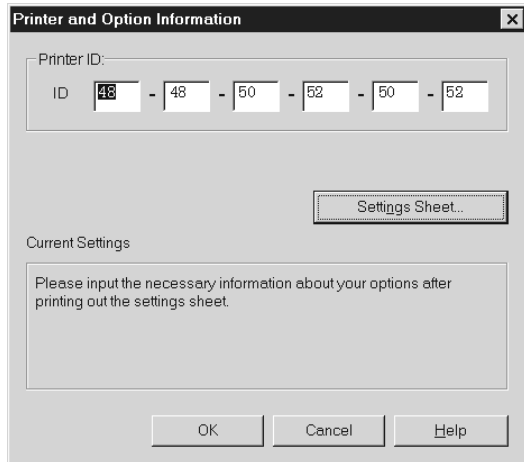
Depending on the configuration of your system, the information displayed in the Printer and Option Information dialog box may be updated automatically, or may need to be updated manually.

If a message appears in the Current Settings window prompting you to enter settings, or if you change the printer's configuration, follow the steps below to make the necessary settings manually.

1. Load paper in the printer, then click the Settings Sheet button in the Printer and Option Information dialog box. Information on your printer and options is printed out similar to that below.

Printer ID : 48-48-50-52-50-52

2. Make sure the information in the utility matches the printed information. If not, adjust the information on the screen to match the printed information.



3. Click OK to save your settings and exit the menu.

Getting Information Through Online Help

Your printer software has an extensive online help feature, which provides instructions on printing, making printer driver settings, and using printer utilities.

Accessing help from Windows

Click the Start button, point to Programs and Epson (for Windows 95 and 98) or EPSON Printers (for Windows NT 4.0), and then click EPSON Stylus Pro 9000 Help. You see the help contents window.

Accessing help from your Windows application

By accessing the printer software, the printer driver and utility menus appear in the printer software window. Click the Help button at the bottom of the Main, Paper, and Utility menus for help related to the items on that menu.

Also you can get specific help related to any item on a menu by right-clicking the item, then clicking the What's This? prompt.

Accessing help from Macintosh

Open the Print dialog box or Page Setup dialog box and click the Help (marked with "?") icon to open the help contents dialog box.

You can access help in the printer driver and utility dialog boxes by clicking the Help icon or Help button.

Uninstalling the Printer Software (Windows only)

Follow the instructions below to uninstall the EPSON printer driver and utilities for Windows.

1. Double-click the My Computer icon then double-click the Control Panel.
2. Double-click Add/Remove Programs.
3. Select EPSON Printer Software to uninstall the printer driver, or select EPSON Status Monitor 2 to uninstall the utility from the software list. Click Add/Remove. If you are uninstalling printer software, a dialog box appears and you need to select the printer icon for the driver you want to uninstall.
4. Follow the instructions on the screen to uninstall the software.

Note:

Before uninstalling EPSON Status Monitor 2, make sure that the background monitoring feature is turned off.

Chapter 3

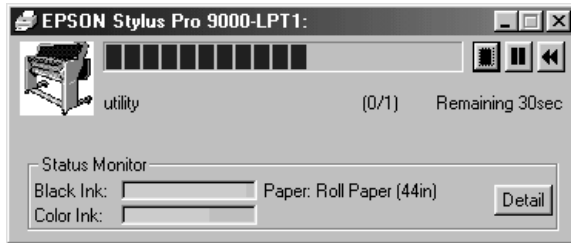
Printer Status and Print Job Management

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Checking Printer and Print Job Status for Windows

Using the Progress Meter

When you send a print job to the printer, the Progress Meter appears on your computer screen.



This meter shows the progress of the current print job and provides printer status information when bidirectional communication between the printer and computer is established.

Note:

- ❑ *If the Status Monitor 2 utility is not installed, the amount of ink remaining cannot be shown, nor can you access the Detail button to see more detailed information from the Printer Status window. To install this utility, see “Installing the Status Monitor 2” on page 58.*

- ❑ *The Progress Meter does not appear when Show Progress is turned off in the Speed & Progress dialog box. See “Using Speed & Progress” on page 86 for information.*

You can control printing from the Progress Meter using the stop, pause, and reprint buttons as explained below.



Stop

Cancels printing



Pause

Pauses printing until you press it again



Reprint

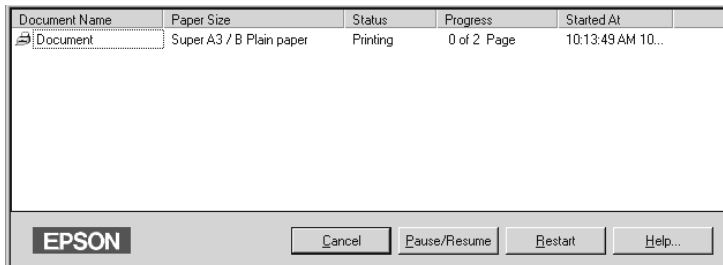
Reprints the page currently being printed.

Using the EPSON Spool Manager

The EPSON Spool Manager is similar to Windows Print Manager. If it receives two or more print jobs at one time, it puts them in a line (or print queue) in the order received. When a print job reaches the top of the line, the EPSON Spool Manager sends the job to the printer.

For Windows 95 and 98

Click the EPSON Stylus Pro 9000 button after it appears on the taskbar. You can see the status and information on the print jobs in line. You can also cancel, pause and resume, or restart selected print jobs using the Spool Manager.



Using EPSON Status Monitor 2

If you installed the Status Monitor 2 utility, you can get detailed information on the current status of the printer.

Note:

- ❑ *If you have not installed the Status Monitor and want to do so, see “Installing the Status Monitor 2” on page 58.*
- ❑ *Before using the Status Monitor, be sure to read the README file located in the EPSON Status Monitor 2 folder in the Epson folder on your hard drive.*

Installing the Status Monitor 2

To use Status Monitor 2, you need to install the software as described below:

Note:

If you installed Status Monitor 2 when you installed the printer software, you do not need to reinstall it.

1. Make sure Windows is running. Insert the printer software CD-ROM in the CD-ROM drive. (For printer software floppy disk users, insert the floppy disk into a disk drive.)
2. If a dialog box appears, click **Quit**.
3. Click **Start**, and select **Run**.
4. Type `D:\STM2\SETUP`. If the CD-ROM drive has a drive letter other than “D” or if you are using the floppy disk version, substitute the appropriate letter (for example, `A:\SETUP`).
5. Click **OK**, then follow the instructions on the screen.

Note:

The following dialog box may appear. If your EPSON Stylus Pro 9000 is connected directly to your computer, select the Monitor local printers check box. If it is connected through a network, select the Monitor Windows shared printers check box. Then click Next.



Accessing EPSON Status Monitor 2

There are two ways to access EPSON Status Monitor 2:

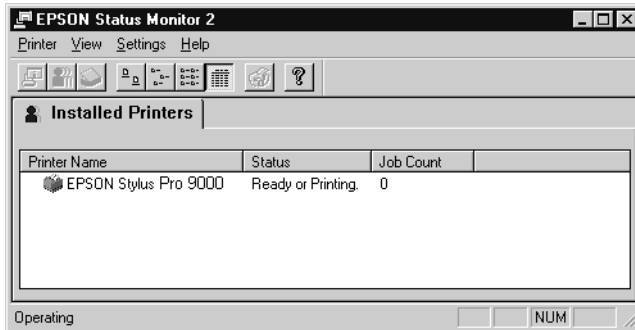
- ❑ Double-click the printer-shaped background monitoring icon on the taskbar at the bottom of your computer screen.

Note:


You must restart your computer after installing EPSON Status Monitor 2 to view the background monitoring icon.

- ❑ Click Start, point to Programs, click Epson, and then click EPSON Status Monitor 2.

You see the Status Monitor 2 window:



The EPSON Status Monitor 2 window displays the following information:


| | |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Printer icons | The color of the printer icon indicates the current printer status. Green: Ready. Yellow: Maintenance is necessary. Red: Error has occurred Dimmed: Communication problem between Status Monitor 2 and printer. |
| Printer Name | The name of the EPSON printer connected directly to your computer appears in this column. |
| Status | Brief messages appear regarding the current status of the printer. |
| Job Count | Shows the number of print jobs in queue. Note: Select Job Status on the Printer menu or click the  Job Status icon on the tool bar, for more information. |

Note:

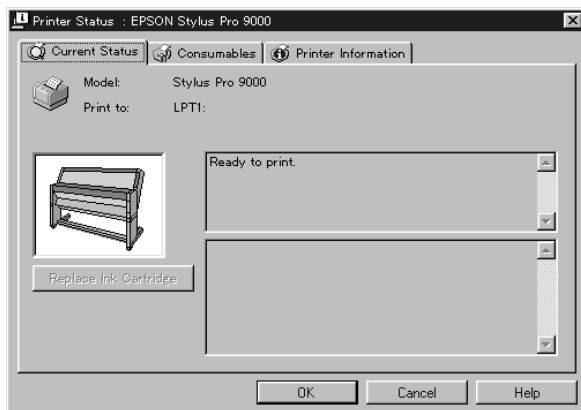
- ❑ *You can add or delete printers from the list. To save computer memory, delete printers you do not need to monitor. (This does not remove the printer driver from your computer.) Choose Add Printer or Delete Printer on the Settings menu.*

- ❑ *You can rearrange the order of the printers in the list. Click the Printer Name, Status, or Job Count title bar to change the order of the printers.*
- ❑ *You can control the contents of the Status Monitor 2 window using the View menu. See the Status Monitor's online help.*

Checking printer status

To get more detailed information, you can access the Printer Status window by double-clicking the printer name, by selecting the printer and then choosing Printer Status on the Printer menu, or by selecting the printer and then clicking the Printer Status  icon on the tool bar.

The Printer Status window appears as shown below:



Note:

You can also access the Printer Status window from the Status Alert dialog box or the EPSON Status Monitor 2 utility. See “Making monitoring preference settings” on page 63 for information on the Status Alert dialog box.

You can open the three menus described below by clicking the tabs at the top of the Printer Status window.

Current Status menu

Provides you with detailed printer status information, a graphic display, and status messages. If a printer error occurs, troubleshooting tips appear in the bottom message box. When ink runs low, clicking the Replace Ink Cartridge button displays cartridge replacement instructions.

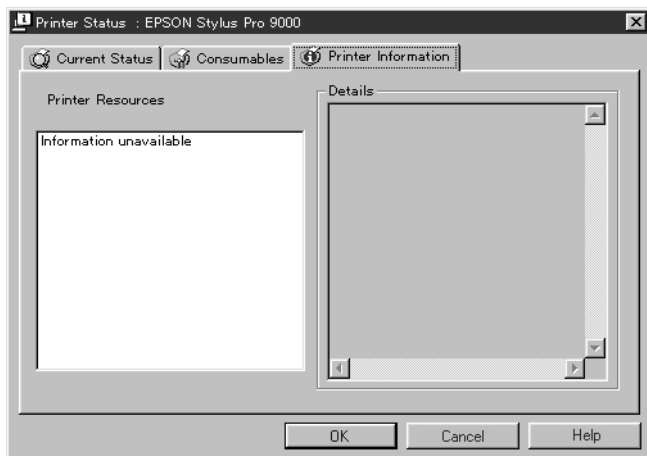
Consumables menu

Provides you with detailed information on the amount of ink remaining.



Printer Information menu

Provides you with information on network connections and other printer resources (for printers connected over a network). For details, see the Status Monitor's online help.



Making monitoring preference settings

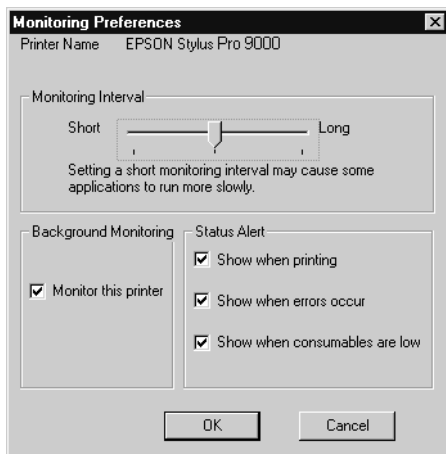
The Monitoring Preferences dialog box allows you to turn on the background monitoring feature and specify the monitoring interval (length of time between status information updates) for the selected printer.

1. Make sure Status Monitor 2 is active. (It is active if a printer-shaped icon appears on the taskbar at the bottom of your computer screen.) If the Status Monitor is inactive, open the EPSON Status Monitor 2 window from Start, as described in “Accessing EPSON Status Monitor 2” on page 59. Then point to Background Monitoring on the Settings menu and click Monitor from restart or Monitor now.

Note:

The Background Monitoring and Status Alert settings are not available while the Status Monitor is inactive.

2. Select the printer you want to monitor from the Installed Printers list, and then click Monitoring Preferences on the Settings menu. The dialog box below appears.



The following settings are available:

- Monitoring Interval

You can adjust the monitoring interval by dragging the slider.

Note:

Setting a short monitoring interval may slow down some applications.

- Background Monitoring

Select this check box if you want the Status Alert dialog box to appear automatically and inform you of the printer status while you are using some application programs. Use the Status Alert options to select when you want the Alert dialog box to appear.

❑ Status Alert

Select the check boxes to specify when you want the Status Alert dialog box to appear.

3. Click OK to save your settings.

Note:

If you want the Status Alert dialog box to appear in front of other windows on the desktop, right-click the background monitoring icon and choose Show on Top.

Increasing the Print Speed (Windows only)

General tips

Printing color images using higher print quality settings takes longer than printing black-and-white images in standard print quality, as the volume of data in high quality color documents is much greater. For this reason, it is important to be selective in your use of color and print quality settings if you also require a faster print speed.

Even if your document requires the highest print quality and extensive use of color, it may still be possible to optimize the print speed by adjusting other printing conditions. Keep in mind that changing some conditions to increase the print speed may also lower print quality.

The following table shows the factors that inversely affect print speed and print quality (increasing one will decrease the other).

| Print quality Print speed | Lower Faster | Higher Slower |
|--------------------------------|------------------|----------------------|
| Printer driver settings | | |
| Print Quality | Normal - 360 dpi | SuperFine - 1440 dpi |
| High Speed | On | Off |
| Data characteristics | | |
| Image size | Small | Large |
| Resolution | Low | High |

The table below shows the factors related to print speed only.

| Print speed | Faster | Slower |
|--------------------------------|------------|------------|
| Printer driver settings | | |
| Ink | Black | Color |
| Flip Horizontal* | Off | On |
| Data characteristics | | |
| Variety of colors | Grayscale | Full color |
| Hardware resources | | |
| System speed | Fast | Slow |
| HDD free space | Large | Small |
| Memory free space | Large | Small |
| Software status | | |
| Running applications | One | Many |
| Virtual memory | Not in use | In use |

*Varies depending on the printer driver and application software you are using.

Using Speed & Progress

You can make certain print speed settings in the Speed & Progress dialog box. To access this dialog box, click Speed & Progress on your printer software's Utility menu.

High Speed Copies

Prints multiple copies of your document faster.

Show Progress Meter

Displays printing progress while printing.

EPSON Printer Port (For Windows 95 and 98 only)

Speeds up the data transfer rate to EPSON printers.

Enable DMA transfer (For Windows 95 and 98 only)

If your computer has a parallel port which supports ECP mode, you can enable DMA transfer to help speed up printing. See your computer manual to determine if you have ECP support and DMA transfer.

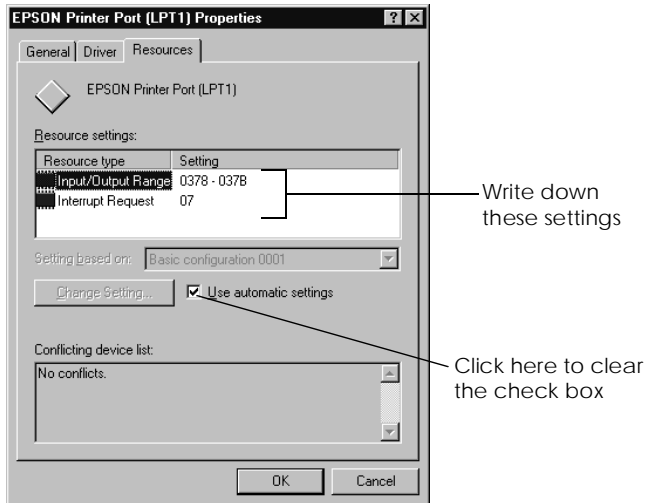
To determine whether you need to enable DMA transfer, compare the message below the EPSON Printer Port setting to this table, and take the recommended action.

| Message | Action |
|---------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High Speed (DMA) Transfer enabled. | DMA transfer is already enabled. Click OK to close the dialog box. |
| For higher data transfer rates, use DMA Transfer. | Follow the steps below this table to enable DMA transfer. |
| (No message) | <p>Your system's parallel port setting does not allow DMA transfer. However, if you change the parallel port setting to ECP or enhance using your computer's BIOS Setup program, you may be able to use DMA transfer. Consult your computer manual or computer maker for instructions. Once you change the parallel port setting, follow the steps below this table to enable DMA transfer.</p> <p>Note: <i>Before you run the BIOS Setup program, uninstall the printer driver using Add/Remove Programs in the Control Panel. After running the BIOS Setup program, reinstall the printer driver.</i></p> |

If you need to enable DMA transfer, follow these steps.

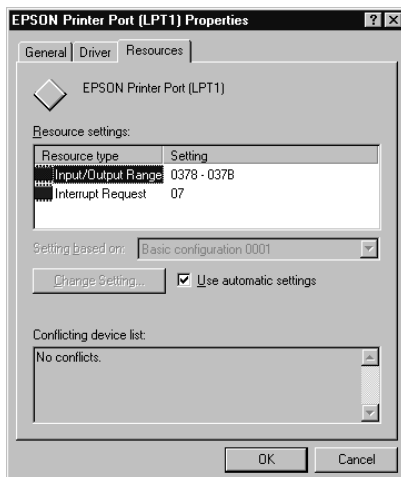
1. Double-click the My Computer icon and double-click the Control Panel.
2. Double-click the System icon and click the Device Manager tab.
3. Double-click the Ports (COM & LPT) icon and double-click LPT1. If you have connected your printer to a port other than LPT1, double-click the appropriate port icon.

4. Click the Resources tab and select the Use automatic settings check box to deselect the Automatic Setting. Write down the Input/Output Range settings shown in the Resource settings box.



5. Select a basic configuration setting from the Setting based on list that uses the same Input/Output Range settings as those you wrote down in step 4, and make sure the Direct Memory Access channel and Interrupt Request numbers are allocated and displayed. Confirm also that the Conflicting device list box shows No conflicts.

6. Click OK to save the settings.



7. Reopen the Speed & Progress dialog box to verify whether DMA transfer has been enabled.

Note:

You may not be able to use DMA transfer on some computers even after you make the settings explained above. Consult your computer manufacturer for information on the DMA transfer capability of your computer.

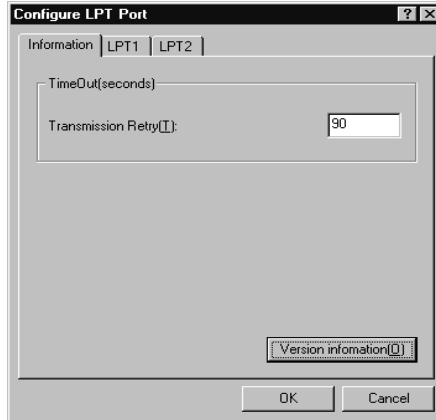
Port Configuration (Windows NT 4.0 only)

Note:

Port settings for Windows NT 4.0 are complicated and should only be made by an experienced person with administrative privilege.

If your computer has a parallel port which supports ECP mode, you can make certain print speed settings in the Port Configuration dialog box. Before making settings, make sure that the ECP mode has been selected in your computer settings. For details about ECP mode, see your computer manual.

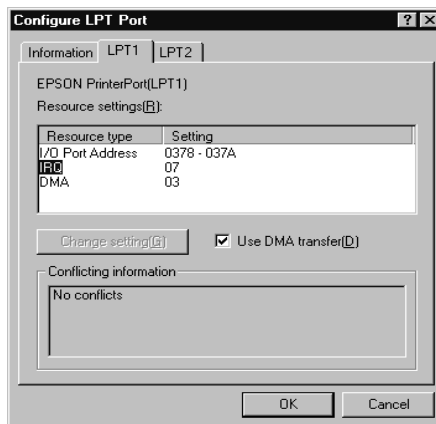
To access the Port Configuration dialog box, double-click the My Computer icon, double-click the Printer icon, right-click your printer icon, and select Properties. The printer driver window appears. Click the Port tab, then click the Configure Port button.



Click the LPT port tab for the port to which your printer is connected, then click the Port Configuration button.

Note:

If your printer is connected to LPT1, only the LPT1 tab is available.



Resources settings (IRQ and DMA)

If you have connected your printer to LPT2 or LPT3, making IRQ and DMA settings here may help you speed up printing. Input the same configuration numbers for IRQ and DMA which you have made with your expansion board. See your computer manual to determine the settings for IRQ and DMA.

Use DMA transfer

Using DMA transfer to send print data to the computer may help you speed up printing. If the Use DMA Transfer check box appears dimmed, you first need to enable DMA transfer in your computer settings. For details, see your computer manual.

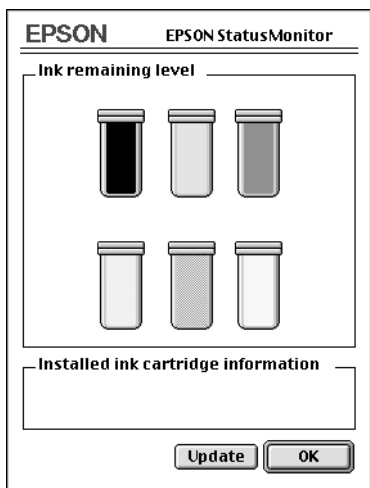
Checking Printer and Print Job Status for Macintosh

Using the EPSON StatusMonitor

The StatusMonitor utility regularly monitors the printer status. If a printer error is detected, you will be informed with an error message. You can also use this utility to check ink levels before printing.

To use the StatusMonitor, click the EPSON Status Monitor button in the Utility dialog box. The following dialog box appears:

To access the Utility dialog box, see “Accessing the printer utilities for Macintosh” on page 51.



Note:

Installed ink cartridge information is not available.

StatusMonitor informs you of the amount of ink remaining as of the time the StatusMonitor was opened. To update ink-level information, click the Update button.

Making Configuration Settings

You can select the way the StatusMonitor utility monitors your printer, and the way you will be notified of information. Click the Configuration button in the Utility dialog box. (To access the Utility dialog box, see “Accessing the printer utilities for Macintosh” on page 51.) The Configuration Settings dialog box appears as below.

The screenshot shows the EPSON Configuration Settings dialog box. It has a title bar with "EPSON" on the left and "Configuration Settings" on the right. The dialog is divided into several sections:

- Error notification:** A section with two radio buttons: "Beep and text" (selected) and "Text only".
- Warning:** A section with two radio buttons: "Beep and text" (selected) and "Text only".
- Temporary Spool folder:** A text field containing "Macintosh HD-E:....Spool Folder5" and a "Select..." button to its right.
- Temporary High Speed Copies folder:** A text field containing "Macintosh HD-E:....Spool Folder5" and a "Select..." button to its right.
- Check for errors before starting to print:** An unchecked checkbox.
- Check the ink level before starting to print:** An unchecked checkbox.
- Buttons:** "Default" and "OK" buttons at the bottom right.

The options in this dialog box allow you to make the following settings:

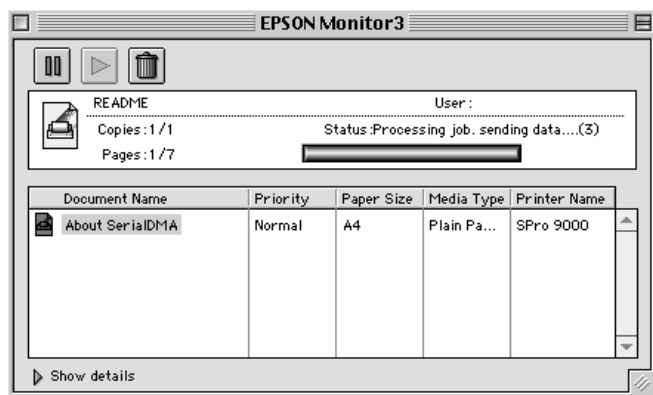
| | |
|-----------------------------------------------|------------------------------------------------------------------------------------|
| Error notification | Choose how the StatusMonitor notifies you in case of an error. |
| Warning | Choose how the StatusMonitor notifies you if a warning message becomes necessary. |
| Temporary Spool folder | Choose the folder for temporary spooling of print data. |
| Temporary High Speed Copies folder | Choose the folders for multiple-copy print data storage. |
| Check for errors before starting to print. | Select this check box if you want to check for errors before starting to print. |
| Check the ink level before starting to print. | Select this check box if you want to check the ink level before starting to print. |

Controlling Background Printing

After you send a print job to the printer, you can use the EPSON Monitor3 utility to check on, control, or cancel print jobs that are queued for printing. This utility also shows the status of the job currently being printed.

Using EPSON Monitor3

To use EPSON Monitor3, you must first turn on Background Printing in the Chooser or in the Background Printing dialog box. Then, after sending a print job to the printer, select EPSON Monitor3 from the Application menu at the right end of the menu bar. This opens a dialog box the same or similar to the one below.



Note:

You can also open EPSON Monitor3 by double-clicking the EPSON Monitor3 icon in the Extensions folder.

Use these buttons to pause, resume, and cancel printing for documents selected in the dialog box.



Pause

Pauses printing and moves the document to the end of the print queue



Resume

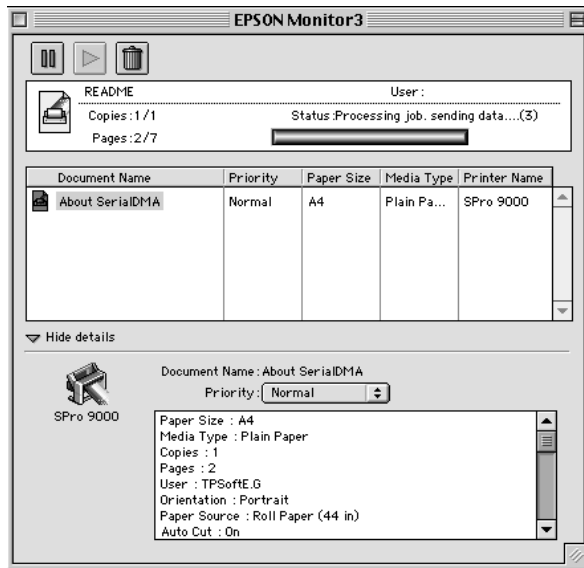
Resumes printing from the current page



Cancel

Cancels printing and deletes the document from the print queue

If you click the Show details arrow, an extension similar to the one below appears at the bottom of the EPSON Monitor3 dialog box. The extended dialog box displays detailed information on a selected document's printer driver settings.



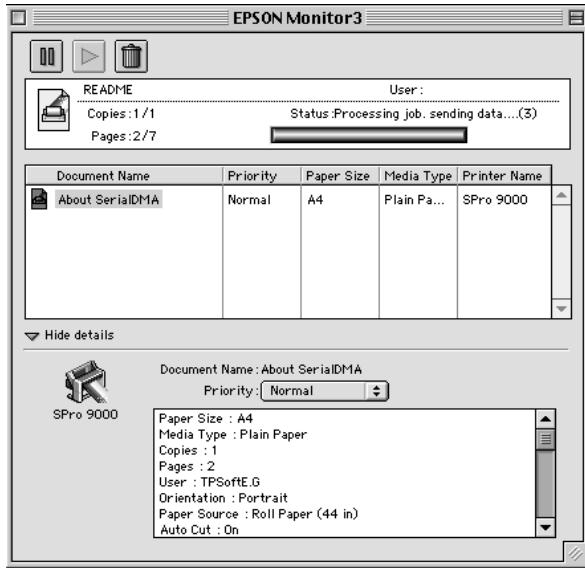
Changing print job priority

To change the priority of print jobs in a print queue, follow the steps below.

Note:

You can also change the priority of print jobs that had print times previously set in the printer driver's Background Printing dialog box.

1. Click the Show details arrow at the bottom of the EPSON Monitor3 dialog box, then click a document name in the Document Name box. You will see an extended dialog box the same or similar to the one below.



2. Select Urgent, Normal, Hold, or Print Time from the Priority list.

If you select Print Time, a dialog box will appear where you can specify the date and time that you want to print the document.

Chapter 4

Paper Handling

| | |
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| Removing the roll paper from the spindle | 82 |
| Attaching and removing the spindle from the printer | 83 |
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| Cutting roll paper or printing page lines | 92 |
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| Loading cut sheet media | 93 |
| Printing on thick paper (0.5 mm or thicker) | 96 |
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| When feeding paper backward | 101 |

Notes for Special Media and Other Media

Although most types of coated paper will provide good printing results, printout quality varies depending on the paper quality and the manufacturer. Test the printout quality before purchasing large amounts of paper.



Caution:

Keep fingers off the printable surface of the media, as fingerprints may reduce printout quality. Whenever possible, use gloves to handle media.

EPSON special media

EPSON provides special media that can enrich the usage and expressive power of the printing results. When using EPSON special media, make sure the appropriate settings are made in the printer driver as described in Chapter 2, “Printer Software”. For information on EPSON special media, see “EPSON special media” on page 167.

Note:

- ❑ *Use EPSON special media in a normal room environment (temperature and humidity) for best results.*
- ❑ *When loading EPSON special media, read the instruction sheets enclosed first.*

Storing EPSON special media

- ❑ Store unused media in the original plastic bag and outer package so as to avoid moisture problems.
- ❑ Avoid storing the media in places exposed to high temperature, humidity, or direct sunlight.

Using paper other than EPSON special media

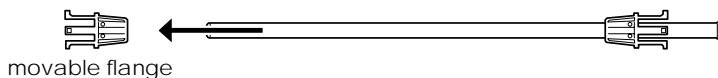
When you use paper other than EPSON special media, or print using the RIP (Raster Images Processor), see the instructions included with the paper or RIP system, or contact your supplier for more information.

Using Roll Paper

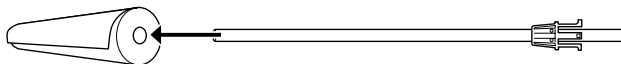
Attaching the roll paper to the spindle

When installing the roll paper onto the spindle, follow the steps below. To remove roll paper or empty roll paper cores, see “Removing the roll paper from the spindle” on page 82.

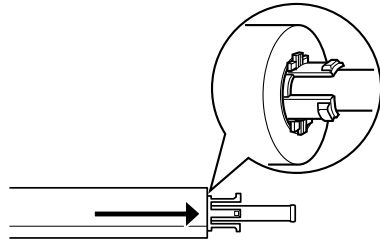
1. Slide the movable flange off the end of the spindle.



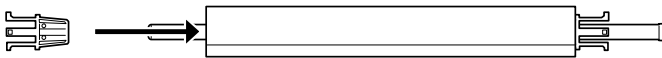
2. Hold the roll paper so that the paper unwinds in the direction as shown below.



3. Slide the roll paper onto the spindle and onto the flange until it fixes into place.



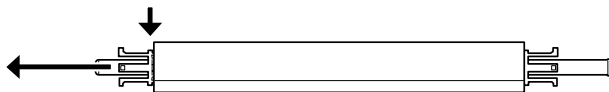
4. Slide the movable flange (removed in step 1) onto the spindle and into the end of the roll paper until it fixes into place.



Removing the roll paper from the spindle

To remove the roll paper from the spindle, follow the steps below.

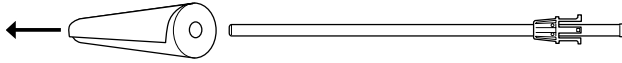
1. Place the paper loaded spindle down on a flat surface.
2. Slide the movable flange off the end of the spindle by tapping the same end of the spindle with your hand to loosen it. The flange is removed.



Caution:

To remove the movable flange from the spindle, do not hold the spindle vertically and tap the end on the floor; otherwise, damage may occur.

3. Remove the roll paper from the spindle.



4. Attach other roll paper to the spindle (see “Attaching the roll paper to the spindle” on page 81), or if you do not want to attach other roll paper, slide the movable flange back onto the spindle.

Note:

Store unused roll paper in its original package. Put the roll paper into the plastic bag, and outer package so as to avoid moisture problems.

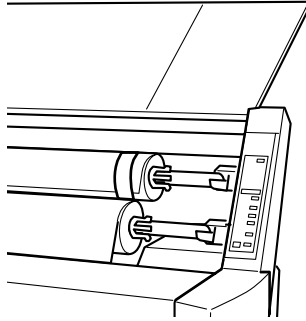
Attaching and removing the spindle from the printer

To attach the paper loaded spindle to the printer, follow the steps below. When you remove the spindle from the printer, clear the roll paper from the paper insertion slot, then reverse the steps below.

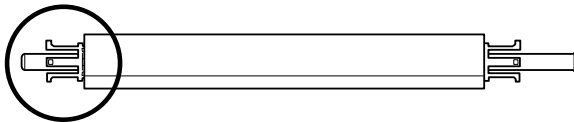
You can attach two roll paper spindles to the printer at once except if you are using the 3 inch Roll Media Spindle (C811031) in which case you can only attach one. This optional spindle is necessary if you wish to use the 3 inch diameter roll paper.

Note:

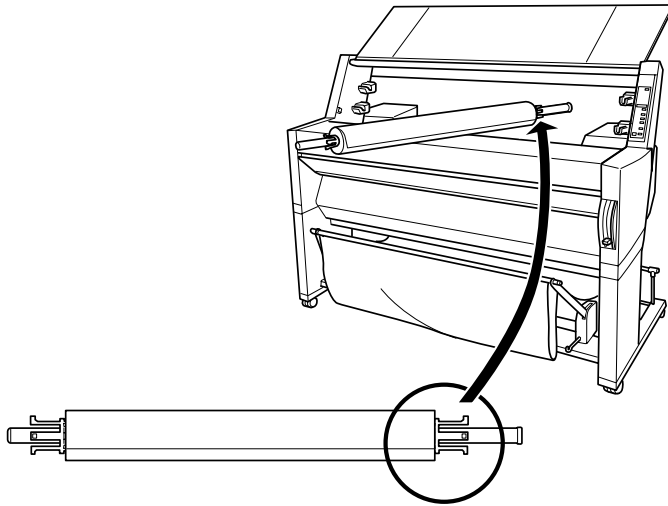
If two roll paper spindles are attached to the printer, keep the unused roll wound up using the roll paper belt, to avoid paper jams. See “Using the roll paper belt” on page 91.



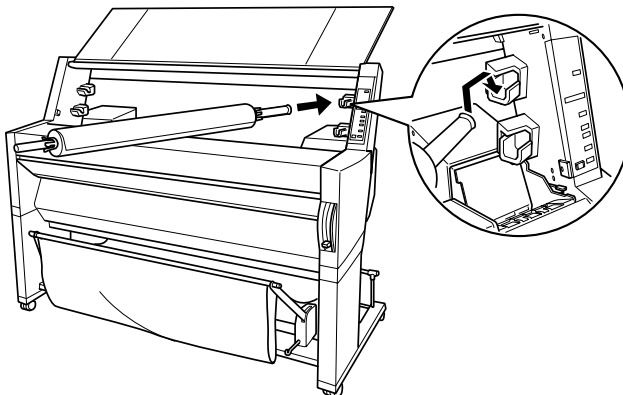
1. Open the roll paper cover.
2. Make sure that the movable flange is fixed into the end of the roll paper properly.



3. Hold the roll paper spindle so that the fixed flange is positioned to the right side.



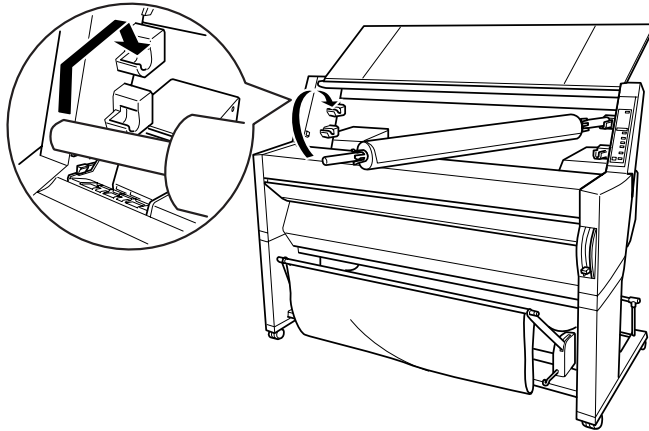
4. Place the right end of the spindle into the right mounting bracket inside the printer.



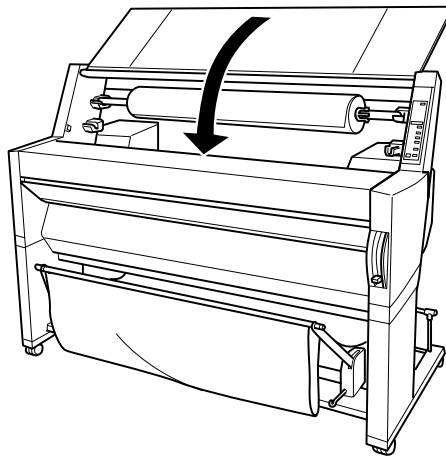
Note:

To mount the spindle correctly, match the color of the end of the spindle with the mounting bracket.

5. Place the left end of the spindle into the left mounting bracket inside the printer.



6. Close the roll paper cover or see “Loading the roll paper” following to load paper.



Loading the roll paper

To load roll paper, follow the steps below.

Note:

You may want to setup the paper basket before printing. See “Setting the Paper Basket” on page 98. (In the illustrations below the paper basket is set to feed paper backwards.)

1. Open the roll paper cover. Make sure that the roll paper is attached to the printer properly.

Note:

If two roll paper spindles are attached to the printer, keep the unused roll wound up using the roll paper belt to avoid paper jams. See “Using the roll paper belt” on page 91.

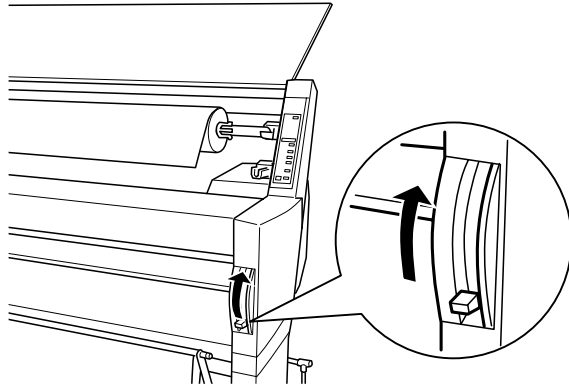
2. Make sure that the printer is on.
3. Press the Paper Source button repeatedly until the Roll Auto Cut light or Roll Cutter Off light is on.



Caution:

If you are loading thick roll paper, select Roll Cutter Off. Paper that is too thick may damage the paper cutter.

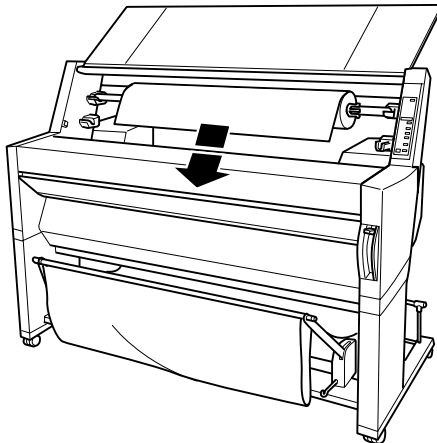
4. Make sure the Operate light or Pause light is not flashing, then pull the paper set lever all the way up. The Paper Out light turns on and LOAD PAPER appears on the LCD panel.



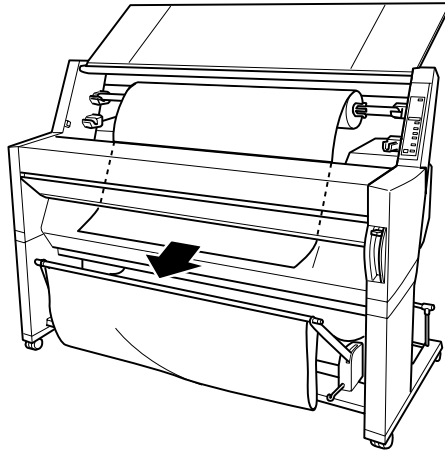
Caution:

Do not move the paper set lever up while the Operate light or Pause light is flashing. Otherwise, damage may occur.

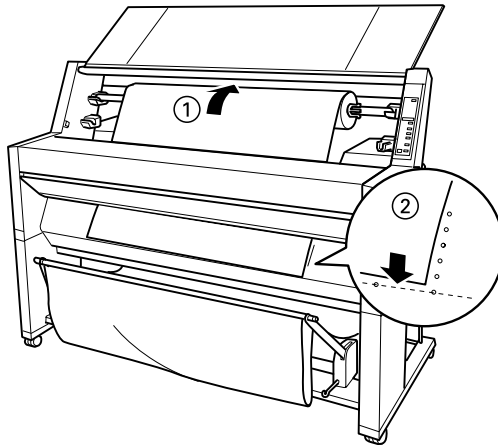
5. Load the paper into the paper insertion slot.



- Pull the paper down through the paper insertion slot a small way.



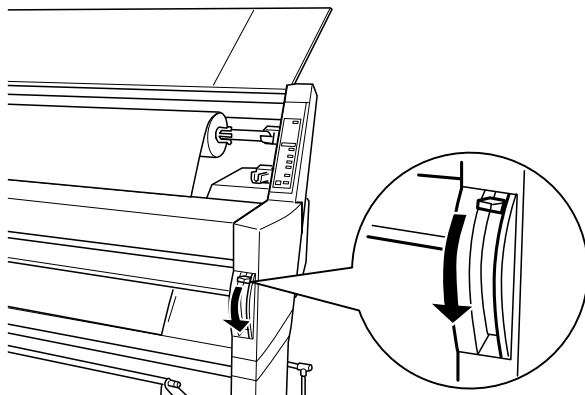
- Roll back the roll paper to remove the slack. Make sure that the bottom edge of the paper is straight and in line with the rows of punch holes.



- Push the paper set lever all the way down, then close the roll paper cover. **PRESS PAUSE BUTTON** appears.

Note:

If the Roll Auto Cut light is on, and the bottom edge of the roll paper was not cut properly after the previous print job, press the Cut/Eject button to recut the edge.



9. Press the Pause button.

The print heads move and the paper feeds into the printing position automatically. **READY** appears on the LCD panel.

Note:

*Even if you do not press the Pause button, the print heads move and paper feeds into the printing position automatically. **READY** appears on the LCD panel.*

10. Make the printer driver settings (see “Accessing the Printer Software” on page 33), then send a print job from the computer. The printer starts printing.

Note:

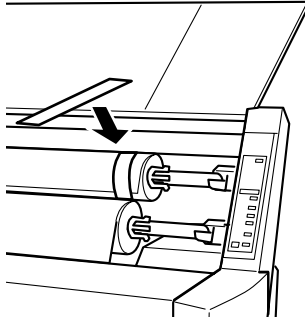
Make sure that the Paper Source setting in the printer driver matches the paper loaded in the printer.

11. After you finish printing, you may need to cut the roll paper. See “Cutting roll paper or printing page lines” on page 92.

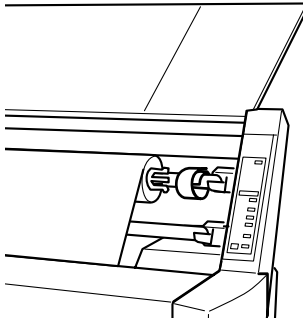
Using the roll paper belt

To keep the roll paper wound up, use the roll paper belt packed with your printer. When you attach two roll paper spindles, paper jams can be avoided.

Tap the end of the roll paper belt lightly on the roll paper. The belt will wrap itself around the roll paper.



To remove the roll paper belt, simply unwrap it from around the paper. While you do not use the roll paper belt, keep it wound around the end of the spindle.



Cutting roll paper or printing page lines

When your print job is finished, the printer cuts the roll paper automatically or prints page lines around the document according to your settings. You can make these settings using the control panel or printer software.

Note:

Software usually overrides control panel settings. Use your software to make settings whenever possible.

Using the Auto Cut setting

When you want the roll paper to be cut automatically after your print job, use the Auto Cut setting. To make the Auto Cut setting using the Paper Source button on the control panel, see “Buttons” on page 12. To use the printer software, see “Using the Roll Paper Settings” on page 46.

Note:

When the printer cuts the paper, first the left part of the paper is cut, then the right, and finally the center. Never turn off the printer before the paper is cut completely.

Cutting the roll paper manually

To cut the roll paper when the Auto Cut setting is off, follow the steps below.

Cutting after the document is printed

1. Make sure the document is printed, then press the Paper Source button repeatedly until the Roll Auto Cut light is on.
2. Press the Cut/Eject button. The roll paper is cut.

Cutting the roll paper at other times

1. Press the Paper Feed button to position the paper in place for cutting.
2. Press the Paper Source button repeatedly until the Roll Auto Cut light is on.
3. Press the Cut/Eject button. The roll paper is cut.

Printing page lines

If you want to print continuously on roll paper first, then cut the page yourself after you finish printing, use the Print Page Line setting. To make the Print Page Line setting using the control panel, see “SelectType Settings” on page 16. To use the printer software, see “Using the Roll Paper Settings” on page 46.

Using Cut Sheet Media

Loading cut sheet media

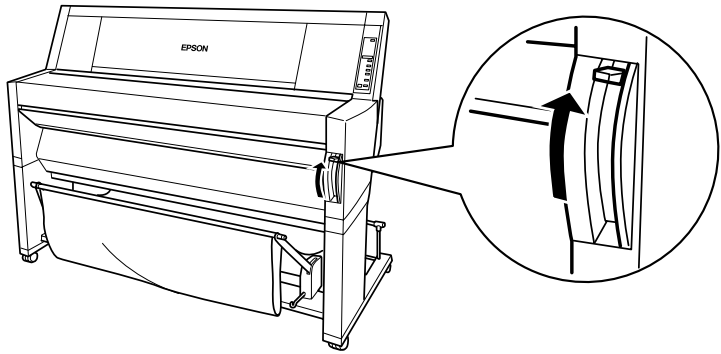
To load cut sheet media, follow the steps below. To load thick paper (0.5 mm or thicker), see “Printing on thick paper (0.5 mm or thicker)” on page 96.

Note:

You may want to set the paper basket before printing. See “Setting the Paper Basket” on page 98. (In the illustrations below the paper basket is set to feed paper backwards.)

1. Make sure that the printer is on and the roll paper cover is closed.
2. Press the Paper Source button repeatedly until the Sheet light is on.

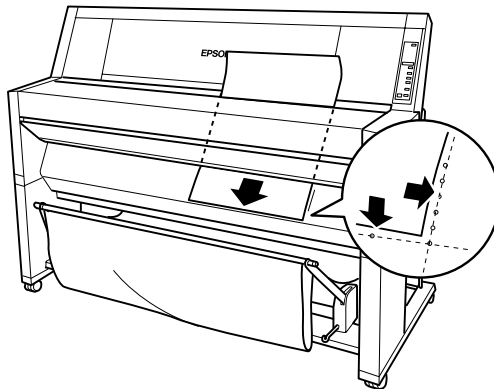
3. Make sure the Operate light or Pause light is not flashing, then pull the paper set lever all the way up. The Paper Out light turns on and LOAD PAPER appears on the LCD panel.



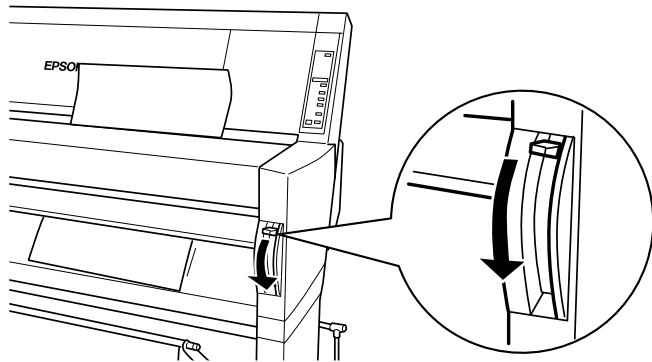
Caution:

Do not move the paper set lever up while the Operate light or Pause light is flashing. Otherwise, damage may occur.

4. Load the sheet into the paper insertion slot until it comes out below. Make sure that the right and bottom edges of the sheet are straight and in line with the rows of punch holes.



5. Push the paper set lever all the way down. **PRESS PAUSE BUTTON** appears on the LCD panel.



6. Press the Pause button.

The print heads move and the sheet feeds into the printing position automatically. **READY** appears on the LCD panel.

Note:

*Even if you do not press the Pause button, the print heads move and paper feeds into the printing position automatically. **READY** appears on the LCD panel.*

7. Make the printer driver settings (see “Accessing the Printer Software” on page 33), then send a print job from the computer. The printer starts printing.

Note:

Make sure that the Paper Source setting in the printer driver matches the paper loaded in the printer.

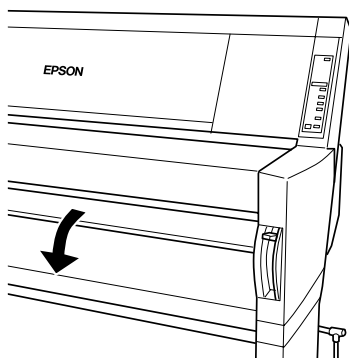
8. When printing finishes, the printer supports the printed media, and **PAPER OUT** is displayed. To remove the media, hold it while pulling the paper set lever all the way up. The paper can be removed from the printer.

Printing on thick paper (0.5 mm or thicker)

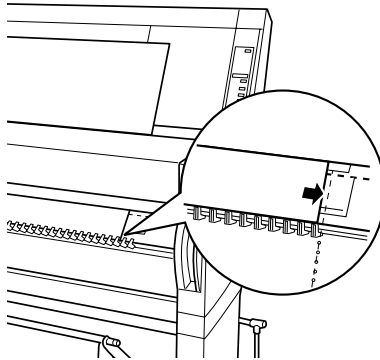
When you load thick cut sheets, such as cardboard, follow the steps below.

Note:

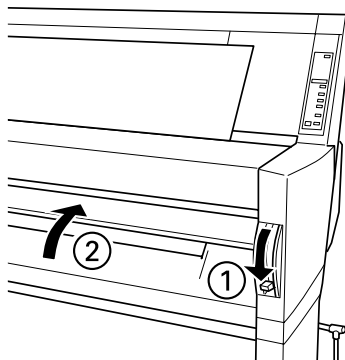
- ❑ *Do not load thick paper larger in size than B1 (728 × 1030 mm); otherwise, paper jams may occur.*
 - ❑ *Always load B1 (728 × 1030 mm) sized thick paper long edge first. You may want to select the Landscape setting in your printer driver.*
1. Set the paper basket forward as described in “When feeding paper forward” on page 98.
 2. Make sure that the printer is on.
 3. Press the Paper Source button repeatedly until the Sheet light is on.
 4. Make sure that the Operate light or Pause light is not flashing, then pull the paper set lever all the way up. The Paper Out light turns on and **LOAD PAPER** appears on the LCD panel. Open the lower cover.



5. Load the sheet into the paper insertion slot so that the bottom edge of the paper rests behind the open lower cover. Make sure that the right edge is straight and in line with the vertical row of punch holes.



6. Push the paper set lever all the way down, then close the lower cover. **PRESS PAUSE BUTTON** appears on the LCD panel.



7. Press the Pause button. Then follow the same procedure as for other cut sheets.

Setting the Paper Basket

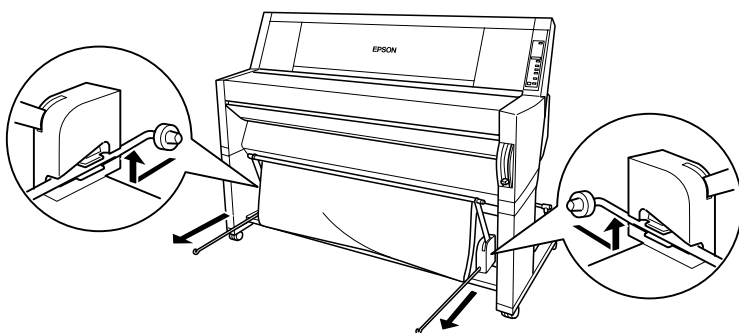
To avoid your printouts getting dirty or crinkled, set the paper basket as shown below. You can use the paper basket for both roll paper and cut sheet media.

Note:

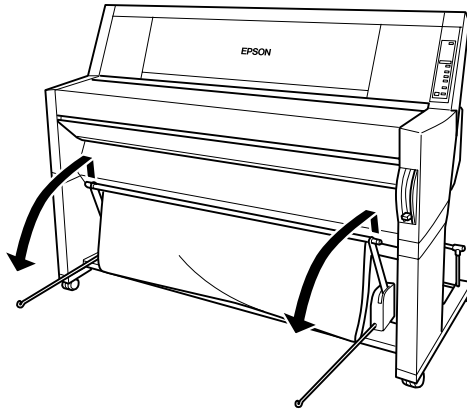
When you print on thick paper, set the paper basket forward to avoid your printouts becoming damaged. See “When feeding paper forward” following.

When feeding paper forward

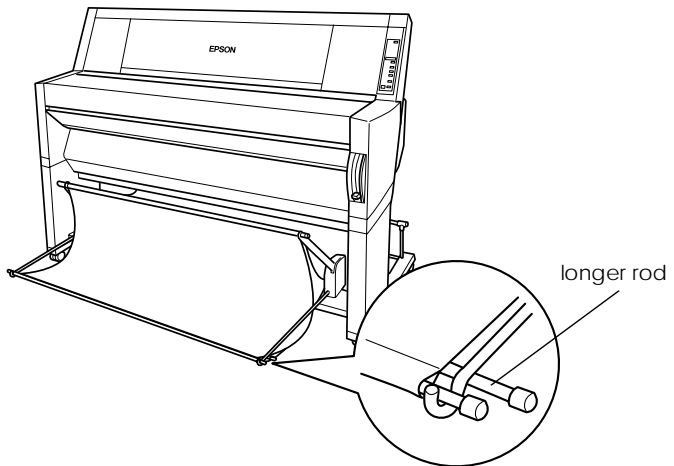
1. Fully pull out the paper basket hooks as shown, so that they rest on the floor.



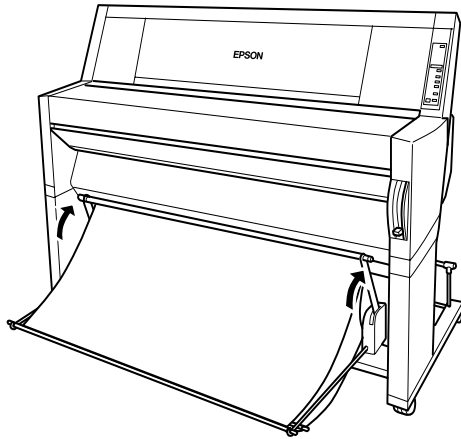
2. Take the two rods and place them in front of the basket hooks.



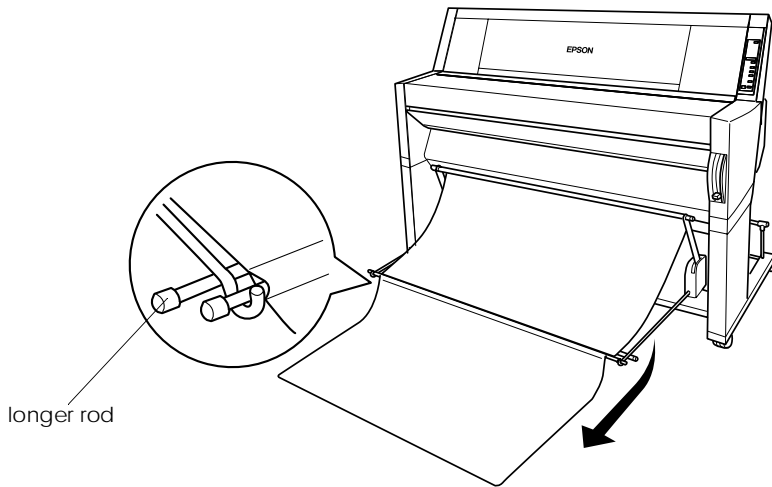
3. Hook the shorter rod on the ends of the basket hooks. The longer rod should rest on the floor under the basket hooks.



4. Push in the top of the paper basket so that the printout will be fed to the front.



5. If necessary, extend the paper basket fabric out on the floor in front of the printer (for large print jobs).



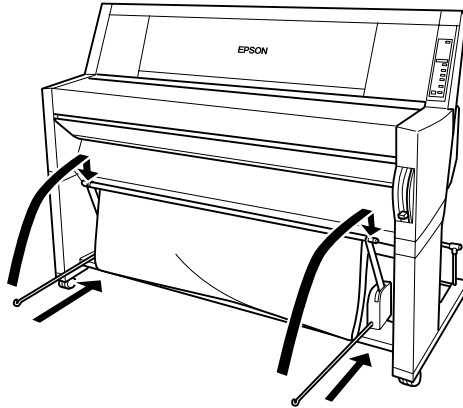
When feeding paper backward



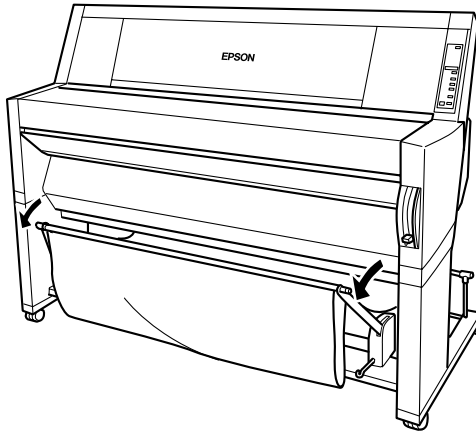
Caution:

Always load B1 (728 × 1030 mm) size thick paper (0.5 mm or thicker) long edge first and feed the paper forward. Otherwise, damage to your printouts may occur.

1. Fit the ends of the 3 rods into the slots at the ends of the paper basket arms and push the paper basket hooks in.



2. Pull out the top of the paper basket so that the printout will be fed to the back.



Chapter 5

Maintenance and Transportation

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Replacing Ink Cartridges

The printer's indicator lights tell you when to obtain a replacement ink cartridge by flashing when ink is low, and when to replace an empty ink cartridge by remaining on when ink is depleted. The LCD panel also displays `INK LOW` or `INK OUT`.

Note:

- ❑ *Even if only one ink cartridge is empty, the printer cannot continue to print.*
- ❑ *If you remove an ink cartridge and then reinstall it, the printer cannot determine the correct level of ink remaining and the corresponding Ink Out light may not flash to warn you even when the cartridge is almost out of ink. Only install unused ink cartridges.*

EPSON recommends the use of genuine EPSON ink cartridges. Other products not manufactured by EPSON may cause damage to your printer not covered by EPSON's warranties. See "Ink cartridges" on page 151.

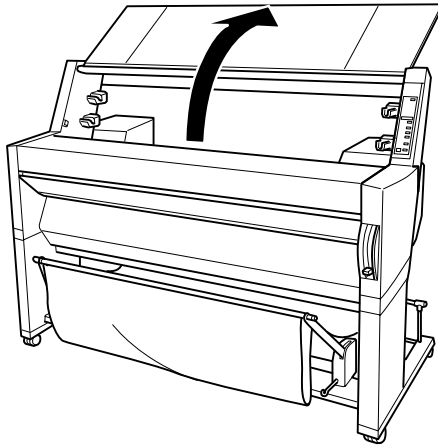
To replace an ink cartridge, follow the steps below.



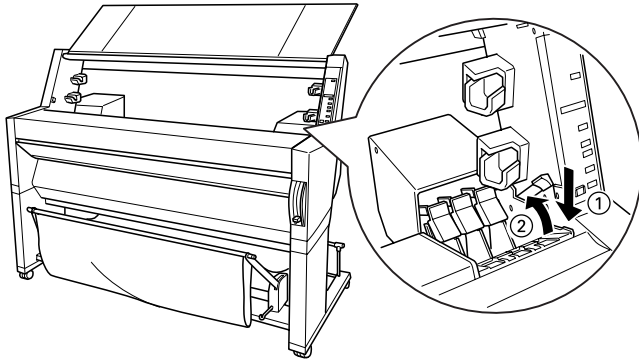
Caution:

Leave the old cartridge installed in the printer until you are ready to replace it with a new one.

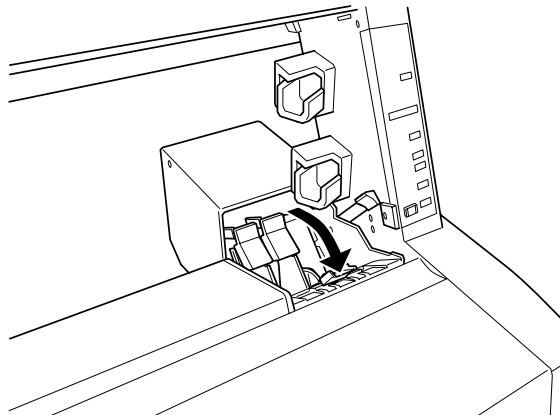
1. Make sure the printer is on. Determine which cartridge needs to be replaced as indicated by the Ink Out light that is flashing or on.
2. Open the roll paper cover.



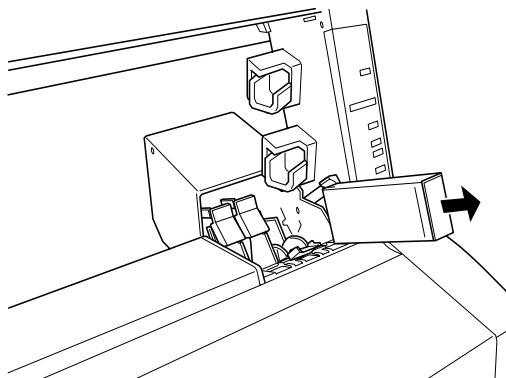
3. Push the lever down so it releases and opens the ink compartment cover to locate the cartridge that needs to be replaced. (The lever is raised.) INK COMPART. OPEN appears on the LCD panel.



4. Pull the clamp of the slot containing the empty ink cartridge forwards.



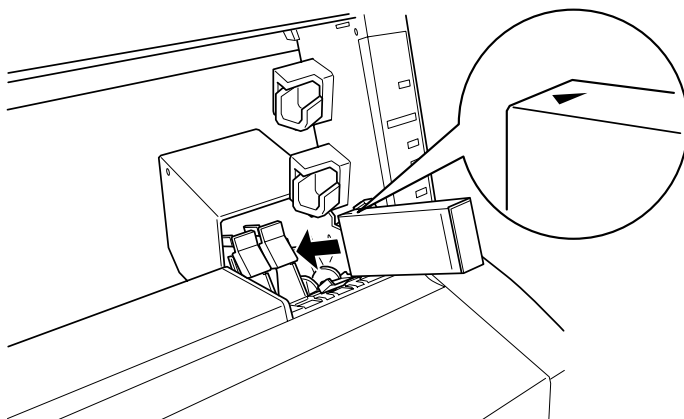
5. Carefully pull the empty cartridge straight out of the printer.



Warning:

If ink gets on your hands, wash them thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water.

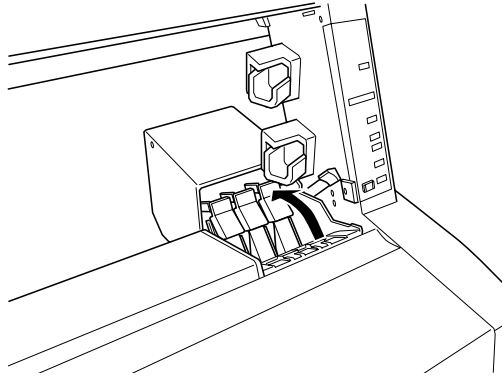
6. Make sure the replacement ink cartridge is the correct color, and remove it from the package.
7. Hold the ink cartridge with the arrow mark face-up and pointing to the rear of the printer, then insert the ink cartridge into the slot. Do not force the cartridge in further by hand.



Note:

There is a protection system against improper cartridge insertion. If you cannot insert the ink cartridge smoothly, the type of cartridge may be incorrect. Check the package and production code.

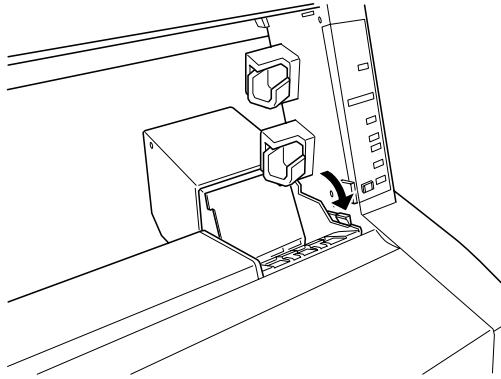
8. Push the cartridge clamp backwards. Make sure the corresponding Ink Out light goes off.



Note:

If the Ink Out light remains on, the ink cartridge may not be installed correctly. Remove the ink cartridge and then reinsert it as described above.

9. Close the ink compartment cover by pushing the lever down until it clicks into place. The printer returns to the previous status.



Replacing the Paper Cutter

When the paper cutter does not cut finely, it may be blunt and require replacement. To replace the paper cutter, you need to move the paper cutter holder using the control panel settings.

Paper Cutter Blade C815131



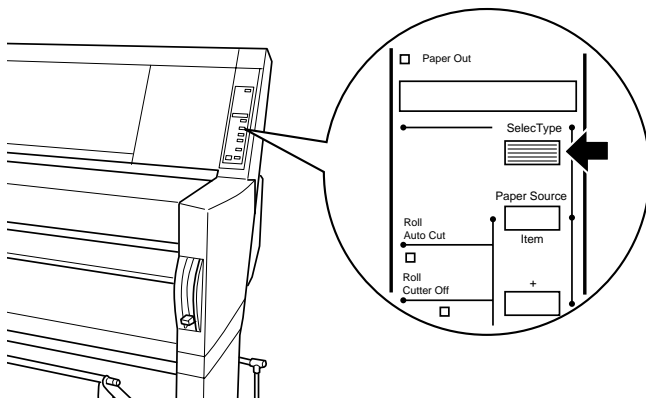
Warning:

Be careful not to cut yourself while replacing the paper cutter.

To replace the paper cutter, follow the steps below.

1. Make sure that the printer is on.

2. Press the **SelectType** button repeatedly until **CUTTER REPLACE MENU** appears on the LCD panel.

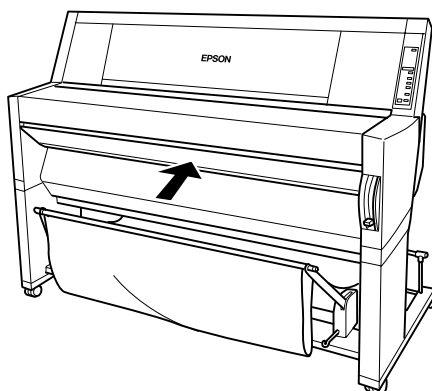


3. Press the **Item** button. **CUT. REPLACE = EXEC.** appears. Then press the **Enter** button. **WAIT** appears and the paper cutter holder moves to the replacement position.

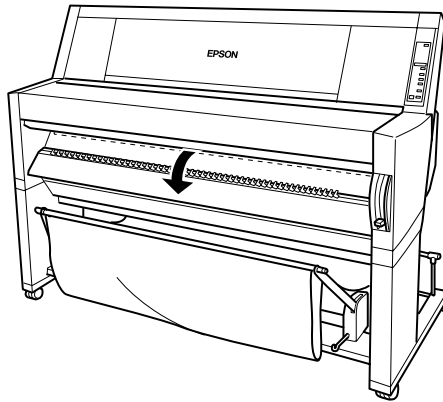


Caution:

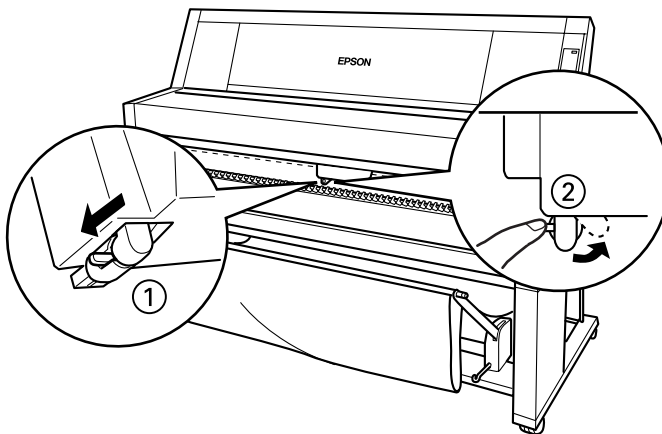
Never move the paper cutter holder by hand. Otherwise, damage to your printer may occur.



4. When the paper cutter holder stops at the replacement position, **OPEN LOWER COVER** appears. Open the lower cover.



5. When **REPLACE CUTTER** appears on the LCD panel, push in the side pin while turning the paper cutter cover to the right to open the casing.

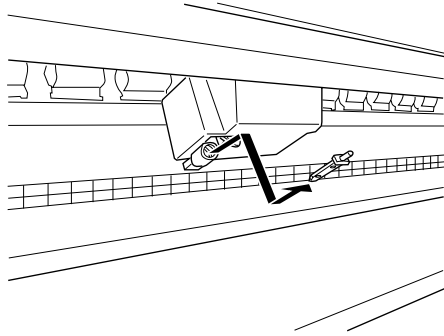


6. Slowly take your finger off the side pin. The paper cutter raises so it can be removed.

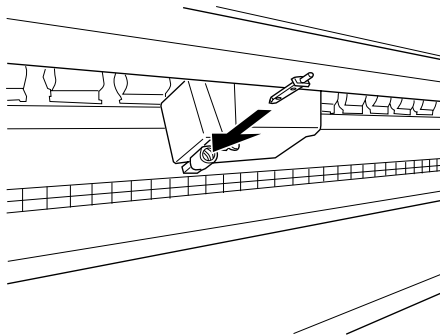
Note:

Be careful not to let the cutter or the spring coil pop out of the casing.

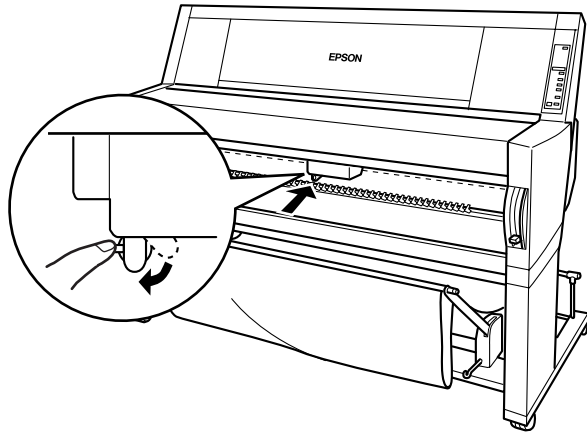
7. Carefully remove the old cutter from the printer.



8. Remove the new paper cutter from its package.
9. Make sure the spring coil is inside the cutter holder and if necessary, reinstall the coil.
10. Fully insert the new cutter into the paper cutter holder in the direction as shown below.



11. Push in the side pin while turning the paper cutter cover to the left to close the casing.



12. Make sure that `CLOSE LOWER COVER` is displayed, then close the lower cover. The cutter holder moves to the home (far right) position.
13. Wait until `READY` appears on the LCD panel. Paper cutter replacement is complete.

Cleaning the Printer

To keep your printer operation at its best, you should clean it thoroughly several times a year.

1. Make sure the printer is turned off and all the lights are off. Then unplug the power cord.
2. Open the roll paper cover and remove the roll paper spindles. Also remove any sheet media from the printer.
3. Make sure that the ink cartridge compartment is closed. Then use a soft brush to carefully clean away any dust or dirt inside the printer unit.
4. Close the roll paper cover.
5. Open the lower cover and use a soft brush to carefully clean away any dust or dirt inside the lower cover. Then close the cover.
6. Remove the paper basket. Then clean away any dust or dirt around the leg assembly using a soft brush.
7. If the outer case is dirty, clean it with a soft, clean cloth dampened with mild detergent. Keep the ink cartridge compartment closed to prevent water from getting inside.
8. If the inside of the printer accidentally gets soiled with ink, wipe it off with a damp cloth.
9. To wash the paper basket, remove the shafts from the basket, then wash with mild detergent.



Warning:

Be careful not to touch the gears inside the printer.



Caution:

- Never use alcohol or thinners to clean the printer; these chemicals can damage the components as well as the case.*
- Be careful not to get water on the printer mechanism or electronic components.*
- Do not use a hard or abrasive brush.*
- Do not spray the inside of the printer with lubricants; unsuitable oils can damage the mechanism. Contact your dealer or a qualified service person if lubrication is needed.*

Transporting the Printer

A long distance

When you need to transport your printer a long distance, the printer should be repacked using the original box and packing materials. Contact your dealer for assistance.

A short distance

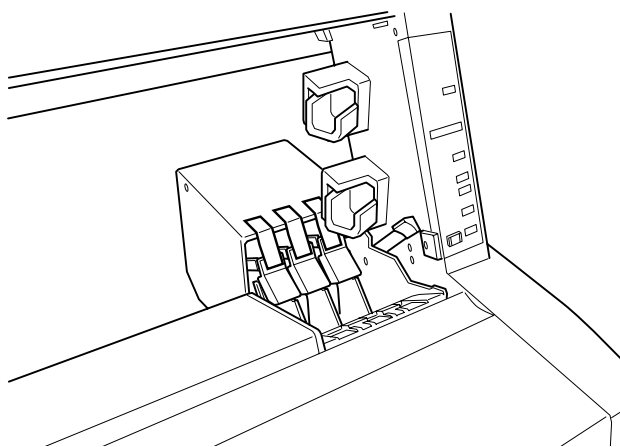
When you need to move the printer a short distance, follow the steps below:

1. First turn off the printer and make sure the print heads are in the home (far right) position. If not, turn the printer back on, wait until the print heads move to the home position, then turn off the printer.
2. Remove the following parts:

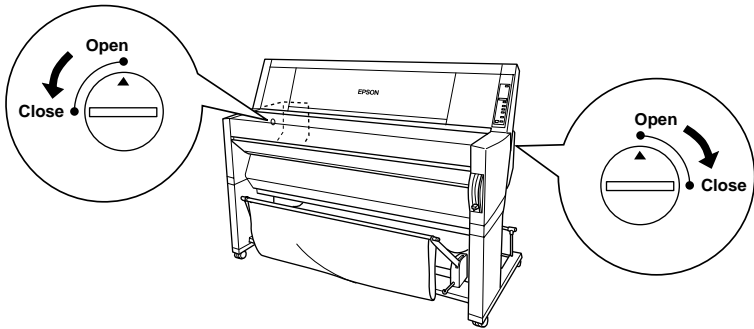
Note:

If you remove an ink cartridge and then reinstall it, the printer cannot determine the correct level of ink remaining and the corresponding Ink Out light may not flash to warn you even when the cartridge is almost out of ink. After transporting the printer, install unused ink cartridges.

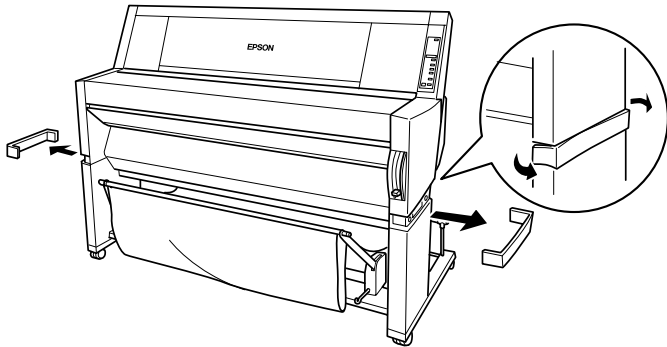
- Ink cartridges
 - Power cord
 - Interface cable
 - Paper basket
 - Roll paper spindles
 - Roll and cut sheet media
 - Optional Auto Take-Up Reel Unit (if installed)
3. Make sure that the ink cartridge clamps are in the upright position (closed), and leaving the ink compartment cover open, fix the cover and the cartridge clamps in place using tape.



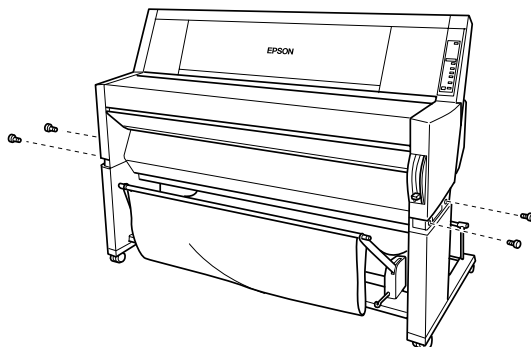
4. Close the ink valve locks on each side of the printer.



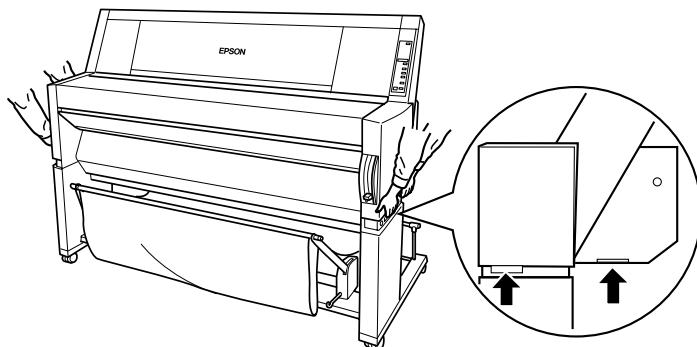
5. Remove the left and right side joint cover plates by spreading the ends and pulling outwards, and keep them in a safe place.



6. While holding the printer unit, remove the screws from the left and right sides, and keep them in a safe place.



7. Have four people lift the printer unit off of the leg assembly, using the hand grips. The printer unit weighs approximately 100 kg (220 lb) and should be lifted carefully.



8. Move the printer horizontally.

When you set up the printer after transporting, see “Setting up the printer after transporting it” on page 120. Before you use the printer after transporting, you may need to perform a nozzle check and realign the print heads. See your *Startup Guide*.

To move the printer using casters

When you want to transport the printer a very short distance such as within the same room, you can slide the printer on its casters.



Caution:

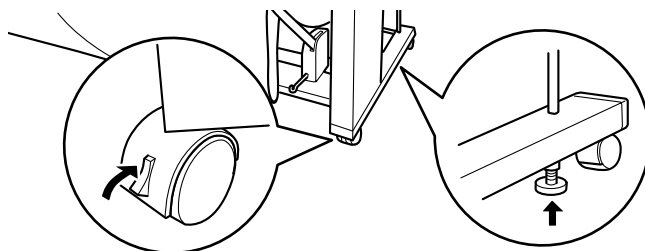
Do not slide the printer on angled or uneven surfaces.

1. Make sure that the power cord, interface cable, roll paper spindles and sheet media are removed, and the roll paper cover and lower cover are closed.

Note:

If you only need to transport your printer a very short distance using the casters, you do not need to remove the ink cartridges.

2. Release the front casters and retract the stabilizer knobs.



3. Move the printer to the place of use carefully. Relock the casters and extend the stabilizer knobs after moving.

Setting up the printer after transporting it

The steps you need to take to set up the printer after transporting it are almost identical to the steps carried out the first time you set up the printer. When you set up the printer again, see the *Assembly and Setup Instructions*, and note the following points:

- ❑ Do not forget to open the side ink valve locks. The printer cannot print while they are closed.
- ❑ Do not forget to remove any protective material (such as tape from the ink cartridge clamps).
- ❑ The first time you start printing after transporting the printer, the print head nozzles may be clogged. EPSON recommends you perform a nozzle check and clean the print heads, and also realign the print heads to ensure print quality. See your *Startup Guide*.
- ❑ EPSON recommends installing new ink cartridges after transporting the printer. If you reinstall the cartridges you removed before transporting, the printer cannot determine the correct level of remaining ink and the Ink Out lights may not flash to warn you when a cartridge is almost out of ink.

Chapter 6

Troubleshooting

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| Printouts are Not What You Expected | 128 |
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| Paper Feed or Paper Jam Problems Occur Frequently. | 136 |
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Printer Stops Printing Unexpectedly

Head cleaning, ink charging, or ink drying is in progress

Check to see if the Pause light is flashing. If so, the printer is in the process of head cleaning, ink charging or ink drying. During head cleaning and ink charging, **WAIT** is displayed on the LCD panel. During ink drying, **INK DRY nn MIN** is displayed (nn is the number of remaining minutes). Wait until the printer resumes printing.

An error has occurred

Many common printer problems can be identified by the LCD messages and lights on your printer's control panel.

If your printer stops working, use the table below to diagnose the problem, then follow the recommended corrective measures. For other messages not included in the table, see "Status messages" on page 15.

■ = On, □ = Flashing, □ = Off

| Message and Light | Problem | Solution |
|--------------------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PAPER OUT ■ Paper Out | No paper is loaded in the printer. | Load paper in the printer. |
| | Paper ran out. | Remove any printouts or paper remaining in the printer. Load more paper. If this message appears during a print job, reset the printer by pressing the Pause button for 3 seconds, then load paper and send the job again. |

■ = On, □ = Flashing, □ = Off

| Message and Light | Problem | Solution |
|----------------------------------------------------|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LOAD ROLL PAPER LOAD SHEET PAPER ■ Paper Out | The paper source setting in the printer driver is different from the control panel. | Make sure the paper source setting in the printer driver is the same as the control panel. |
| PAPER JAM □ Paper Out | Paper is jammed in the printer. | Remove the jammed paper. See also "Paper Feed or Paper Jam Problems Occur Frequently" on page 136. |
| COVER OPEN | Lower cover is open. | Close the lower cover. |
| PAPER NOT CUT □ Paper Out | Roll paper was not cut. | Cut the paper manually, then remove the cut paper from the printer. When RELOAD PAPER is displayed, load paper. |
| | Cut paper did not fall off. | Remove the cut paper from the printer. When RELOAD PAPER is displayed, load paper. |
| PAPER NOT STRAIGHT □ Paper Out | Slippage occurred and paper was fed at an angle. | Reload paper. See "Paper Feed or Paper Jam Problems Occur Frequently" on page 136. |
| RELOAD PAPER □ Paper Out | Paper could not be reversed into the printing position. | Remove then reload the paper so that the right and bottom edges are straight and in line with the rows of punch holes on the printer. See Chapter 4, "Paper Handling". |
| | Paper is set out of the printable area. | |
| | Paper is set out of the horizontal cutting area. | |
| | Paper is not fully ejected. | Cut the paper at the paper insertion slot, then reload paper. |
| | PAPER NOT CUT error was cleared. | Reload paper. |

■ = On, □ = Flashing, □ = Off

| Message and Light | Problem | Solution |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PUSH LEVER DOWN ■ Paper Out | Paper set lever was released during the printing process or another operation. | Push the paper set lever down. Start printing again from the beginning for best results. |
| REMOVE PAPER ■ Paper Out | Paper set is too thick for head cleaning. | Push the paper set lever down to remove the paper. Head cleaning automatically starts. After cleaning, when PAPER OUT is displayed, reload paper. |
| UNABLE TO PRINT | While an error occurs, or the ink compartment cover is open, you try to print a test pattern (nozzle check, status check, head alignment, or paper thickness pattern) from the SelecType settings. | After 3 seconds the message disappears. Press the Pause button to exit the SelecType mode. When an error or status message appears again, clear and perform printing a test pattern again. |
| INK OUT ■ Y/LM/M/LC/C/K | Ink cartridge(s) is (are) empty. | Replace the ink cartridge(s) as indicated by the lights. See "Replacing Ink Cartridges" on page 104. |
| NO INK CARTRIDGE ■ Y/LM/M/LC/C/K | Ink cartridge(s) is (are) not installed. | Install ink cartridge(s) as indicated by the lights. See "Replacing Ink Cartridges" on page 104. |
| WRONG CARTRIDGE ■ Y/LM/M/LC/C/K | Wrong ink cartridge(s) is (are) installed. | Use the correct ink cartridge(s). |
| OPTION I/F ERROR | Wrong I/F card is installed. | Install the correct I/F card after turning off the power. |

■ = On, □^{flashing} = Flashing, □ = Off

| Message and Light | Problem | Solution |
|-------------------------------------------------------------|-----------------------------|----------------------------------------------------------------------------------------------------------|
| SERVICE REQ.nnnnnnnn All lights □ ^{flashing} | A fatal error has occurred. | Note the error number "nnnnnnnn" and contact your dealer. See "Contacting Customer Support" on page 161. |

The Printer does not Turn on or Stay on

When the Operate light does not come on and mechanism initialization does not start (even when the Power button is pressed to turn on the printer), try the solutions listed for the problem.

- ❑ Turn off the power and make sure the power cord is securely plugged into the printer.
- ❑ Make sure your outlet works and is not controlled by a wall switch or timer.
- ❑ Make sure the supplied voltage to the printer matches the rating voltage labeled on the printer. If not, turn off the power and unplug the power cord immediately. Contact EPSON for assistance. See "Contacting Customer Support" on page 161.



Caution:

If the supplied voltage and rating voltage do not match, do not plug the printer back in again, as damage may occur.

The Printer Prints Nothing

The printer is not correctly connected to the computer

Try one or more of these solutions:

- ❑ Turn off the printer and computer. Make sure the printer's interface cable is securely plugged into the correct terminal of the computer.
- ❑ Make sure the interface cable specifications match the specifications for the printer and computer.
- ❑ Make sure the interface cable is directly connected to the computer without passing through any device, such as a printer switching device, or extension cable.
- ❑ If you are using Windows NT 4.0, try uninstalling the EPSON Printer Port. Click Start, point to Programs and EPSON Printers, then click EPSON Printer Port Uninstall. Follow the messages on the screen.

Your EPSON printer is not selected as the default printer

Install the printer driver if it is not installed already, and follow the steps below to select your EPSON printer as the default printer.

For Windows:

1. Click Start, point to Settings and select Printers.
2. Right-click EPSON Stylus Pro 9000 in the Printers window.
3. Select Set As Default, then close the Printers window.

For Macintosh:

1. Click Apple menu and select Chooser. If the EPSON Stylus Pro 9000 printer icon can be seen, the printer driver is correctly installed.
2. Make sure the EPSON Stylus Pro 9000 printer is selected for the printer port.

Printer port setting does not match the printer connection port (Windows)

If you use Windows, select the printer port as described below.

1. Click Start, point to Settings and select Printers.
2. Right-click EPSON Stylus Pro 9000 in the Printers window, then select Properties.
3. Click the Details tab.
4. Make sure that your printer driver is selected in the Print using the following driver list. Then select the port to which your printer is connected in the Print to following port list.

The printer driver doesn't have enough available memory (Macintosh)

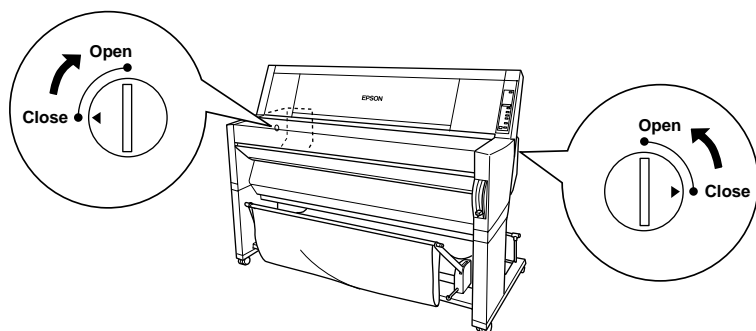
To increase the available memory in your Macintosh, select Control Panel from the Apple menu and double-click the Memory icon. You can increase the size of RAM cache or virtual memory to increase total available memory. Also quit all unnecessary applications.

The printer sounds like it is printing, but nothing prints

Try one or more of these solutions:

- Make sure the ink valve locks on each side of the printer are open. Ink cannot flow when these are closed. See “Transporting the Printer” on page 115.

Note that no error message appears on the LCD panel.



- ❑ Run the Head Cleaning utility. See “Using the Printer Utilities” on page 48.
- ❑ If the Head Cleaning utility doesn’t work, replace the ink cartridges. See “Replacing Ink Cartridges” on page 104.

Printouts are Not What You Expected

Incorrect or garbled characters

Try one or more of these solutions:

- ❑ Select your printer as the default printer in Windows. See “Your EPSON printer is not selected as the default printer” on page 126.
- ❑ Clear any stalled print jobs from the Progress Meter (for Windows), or EPSON Monitor3 (for Macintosh). See “Using the Progress Meter” on page 56, or “Using EPSON Monitor3” on page 94.
- ❑ Turn off the printer and computer. Make sure the printer’s interface cable is plugged in securely.

- ❑ Make sure the running application is for Windows 95, 98, NT 4.0 or Macintosh.
- ❑ Make sure the EPSON Stylus Pro 9000 printer driver is selected.

If you are using Windows NT 4.0, try to install the EPSON Printer Port. Click Start, point to Programs, then point to EPSON Printers, and point to EPSON Printer Port Uninstall. Follow the messages on the screen.

Incorrect margins

Try one or more of these solutions:

- ❑ Check the margin settings in your application software.
- ❑ Make sure the margins are within the printable area of the page. See “Printable area” on page 144.
- ❑ For Windows, check the settings in the Paper menu. Make sure they are correct for the paper size you are using.

For Macintosh, check the settings in the Page Setup dialog box. Make sure they are correct for the paper size you are using.

- ❑ Make sure the paper set position is correct. Line the paper up straightly and close to the rows of punch holes on the printer.

Inverted image

Turn off the Flip Horizontal setting in the printer driver. For instructions, see online help for the printer driver.

Blank pages print

Try one or more of these solutions:

- ❑ Select your printer as the default printer in Windows. See “Your EPSON printer is not selected as the default printer” on page 126.
- ❑ For Windows, check the settings in the Paper menu. Make sure they are correct for the paper size you are using.

For Macintosh, check the settings in the Page Setup dialog box. Make sure they are correct for the paper size you are using.

Printed color differs from the color on the screen

Try one or more of these solutions:

- ❑ To color match your system, select sRGB for Windows, or ColorSync for Macintosh, in the Advanced dialog box.

Since monitors and printers produce colors differently, printed colors will not always match on screen colors perfectly. However, the above color systems are provided to overcome color differences.

- ❑ Select PhotoEnhance3 in the Advanced dialog box. You can produce sharper images with more vivid colors.
- ❑ Select Color Adjustment in the Advanced dialog box and adjust color, brightness, etc. as required.
- ❑ For Macintosh, make sure your application and image reading devices support the ColorSync system when you are selecting ColorSync in the Advanced dialog box.
- ❑ Do not use plain paper.

The color of printout images can differ with media. Use the appropriate paper for your color printing requirements.

A ruled line shifts

Make sure the print heads are not misaligned.

When bi-directional printing is made, the ruled lines will shift if the print heads are misaligned. Run the Print Head Alignment utility. See “Using the Printer Utilities” on page 48.

Printout has smears on the bottom edge

Try one or more of these solutions:

- If the paper is curled towards the printable side, flatten it or curl it slightly to the opposite side.
- For EPSON paper, check the Media Type setting in the Main menu for Windows or in the Print dialog box for Macintosh. Make sure it is correct for the paper you're using.

For paper other than EPSON's, register and select paper thickness in the SelecType mode. Make sure it is correct for the paper you're using. See “SelecType Settings” on page 16.

- Set the platen gap setting to WIDE in the Printer Setting menu of the SelecType mode. See “SelecType Settings” on page 16.

Print Quality Could be Better

Horizontal banding

Try one or more of these solutions:

- For Windows, check the Media Type setting in the Main menu. Make sure it is correct for the paper you're using.

For Macintosh, check the Media Type setting in the Print dialog box. Make sure it is correct for the paper you're using.

- ❑ Make sure the printable side of the paper is face-up.
- ❑ Run the Head Cleaning utility to clear any clogged ink nozzles.
- ❑ Check the Ink Out lights. If necessary, replace ink cartridges. See “Replacing Ink Cartridges” on page 104.

Vertical misalignment or banding

Try one or more of these solutions:

- ❑ Turn off the High Speed setting in your printer driver. For instructions, see the printer driver’s online help.
- ❑ Run the Print Head Alignment utility. See “Using the Printer Utilities” on page 48.

Incorrect or missing colors

Try one or more of these solutions:

- ❑ For Windows, check the Media Type setting in the Main menu. Make sure it is correct for the paper you’re using.

For Macintosh, check the Media Type setting in the Print dialog box. Make sure it is correct for the paper you’re using.

- ❑ Make sure the printable side of the paper is face-up.
- ❑ Run the Head Cleaning utility. See “Using the Printer Utilities” on page 48.

If colors are still incorrect or missing, replace one or all ink cartridges. See “Replacing Ink Cartridges” on page 104.

- ❑ Adjust the color settings in your application software or your printer driver. See your application’s documentation.

Faint printout or gaps

Try one or more of these solutions:

- ❑ Make sure that the ink cartridges do not exceed the expiry date. The expiry date is labeled on the outside of the ink cartridge.
- ❑ For Windows, check the Media Type setting in the Main menu. Make sure it is correct for the paper you're using.

For Macintosh, check the Media Type setting in the Print dialog box. Make sure it is correct for the paper you're using.

- ❑ Run the Head Cleaning utility to clear any clogged ink nozzles. See "Using the Printer Utilities" on page 48.
- ❑ Check the Ink Out lights. If necessary, replace ink cartridges. See "Replacing Ink Cartridges" on page 104.
- ❑ Select thinner paper in the SelecType mode. Check the paper number setting in the Paper Configuration menu. See "SelecType Settings" on page 16.
- ❑ The platen gap may be too wide for your paper. Change the platen gap setting from WIDE to AUTO in the Printer Setting menu of the SelecType mode. See "SelecType Settings" on page 16.

Blurry or smeared printout

Try one or more of these solutions:

- ❑ For Windows, check the Media Type setting in the Main menu. Make sure it is correct for the paper you're using.

For Macintosh, check the Media Type setting in the Print dialog box. Make sure it is correct for the paper you're using.

- ❑ If the paper you're using is not supported by the printer driver, set the paper thickness using the SelecType setting. See "SelecType Settings" on page 16.
- ❑ Make sure your paper is dry and the printable side is face-up. Also, make sure you are using the correct type of paper. See "Paper" on page 148 for specifications.
- ❑ Ink may have leaked inside the printer; wipe the inside of the printer with a soft, clean cloth.
- ❑ Run the Head Cleaning utility. See "Using the Printer Utilities" on page 48.
- ❑ Select thicker paper in the SelecType mode. Check the paper number setting in the Paper Configuration menu. See "SelecType Settings" on page 16.
- ❑ The platen gap may be too narrow for your paper. Set the platen gap setting to WIDE in the Printer Setting menu of the SelecType mode. See "SelecType Settings" on page 16.

Color Documents Print in Black Only

Try one or more of these solutions:

- ❑ Make sure the color data settings in your application software are correct.
- ❑ Make sure Color (not Black) is set in the Main menu for Windows or Print dialog box for Macintosh.

Printing Could be Faster

Try one or more of these solutions:

- ❑ To increase print speed, select the Automatic mode in the Main menu for Windows or in the Print dialog box for Macintosh and then move the slider towards Speed.
- ❑ Do not run too many applications at the same time. Close any applications you are not using.
- ❑ Delete unnecessary files to make room on your hard disk drive.

Note:

Your computer may not have enough memory. For further tips, see “Increasing the Print Speed (Windows only)” on page 85.

Roll Paper Cannot be Cut

Try one or more of these solutions:

- ❑ Make sure that the Roll Auto Cut light is on. Press the Paper Source button if necessary. Then press the Cut/Eject button. The printer cuts the roll paper.
- ❑ Cut the roll paper by hand if necessary. Check that the paper thickness of the roll paper loaded in the printer matches the paper specification (see “Paper” on page 148). If so, the paper cutter may be blunt and require replacement as described in “Replacing the Paper Cutter” on page 109.

Note:

If you use roll paper other than EPSON special media, see the user documentation included with the paper, or contact your supplier.

Paper Feed or Paper Jam Problems Occur Frequently

Try one or more of these solutions:

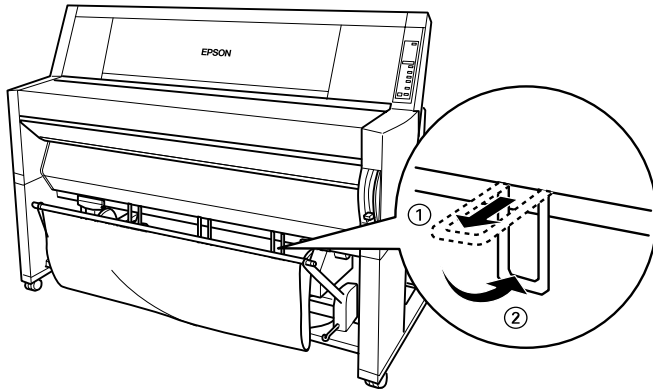
- ❑ Secure the roll paper you are not using with the roll paper belt when two roll paper spindles are installed. See “Using the roll paper belt” on page 91.
- ❑ Before loading paper and guiding it through the paper insertion slot, make sure the roll paper is wound up firmly. Position the bottom edge of the paper straightly and in line with the rows of punch holes on the printer.
- ❑ Make sure the paper is not folded or wrinkled.
- ❑ Make sure printing occurs within the operational temperature range.
- ❑ Make sure the paper is not damp.
- ❑ Make sure the paper is not too thick or too thin. See “Paper” on page 148.
- ❑ Make sure no foreign objects are inside the printer.
- ❑ For Windows, check the Media Type setting in the Main menu. Make sure it is correct for the paper you are using.

For Macintosh, check the Media Type setting in the Print dialog box. Make sure it is correct for the paper you are using.

- ❑ Make sure that the platen gap setting matches your paper. You can change the platen gap setting in the Printer Setting menu of the SelecType mode. See “SelecType Settings” on page 16.
- ❑ For paper other than EPSON's, check the paper type selected in the Paper Configuration menu of the SelecType mode. See “Setting the paper thickness” on page 27.

Roll Paper does not Eject Properly

Roll paper is wound tightly and may feed with a curl. If so, extend the three paper guides out from the lower printer.

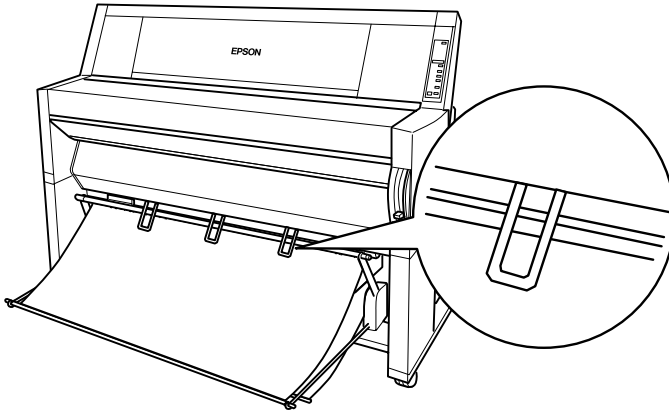


Caution:

The paper guides only need to be used when the paper feeds with a curl. At other times, keep the paper guides pushed in, otherwise your printouts may be damaged.

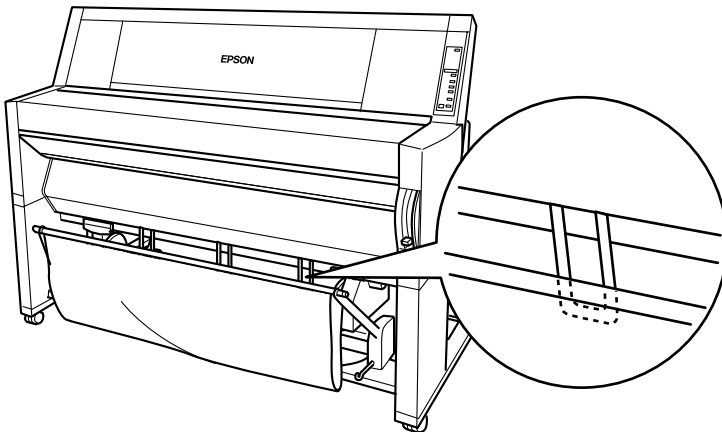
When feeding paper forward

Extend the paper guides out from the printer so they rest on the front of the paper basket.



When feeding paper backward

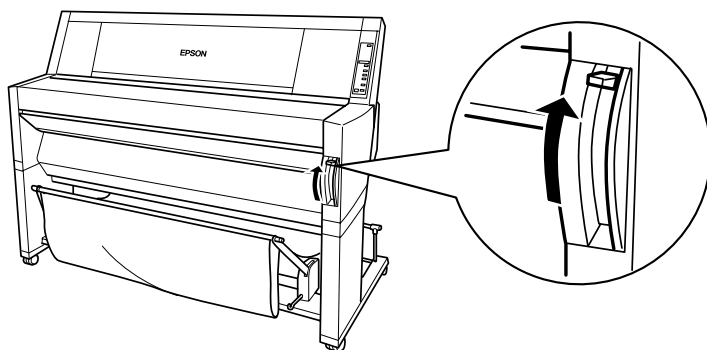
Extend the paper guides out from the printer so that they rest on the back of the paper basket.



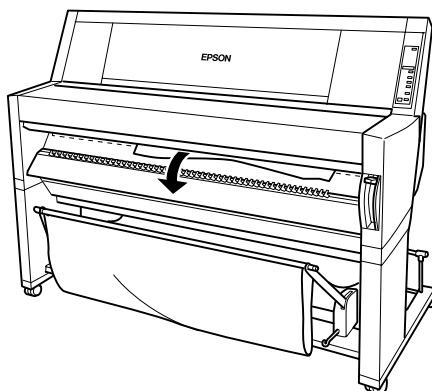
Clearing Paper Jams

To remove jammed paper, follow these steps:

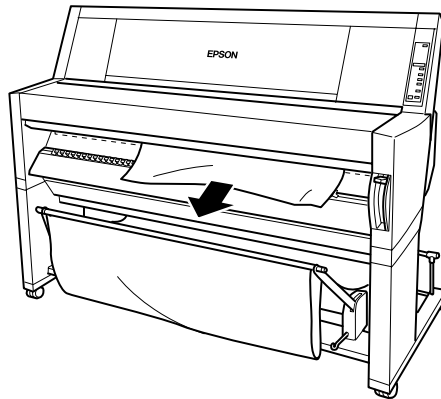
1. If roll paper is jammed, cut the paper at the paper insertion slot.
2. Pull the paper set lever all the way up to release the paper.



3. Open the lower cover if necessary.



4. Carefully pull down the jammed paper. `TURN PWR OFF AND ON` is displayed on the LCD panel.



5. Close the lower cover, if necessary, then press the Power button to turn the printer off and back on.
6. Make sure that the Paper Out light is on and `LOAD PAPER` is displayed on the LCD panel. To load paper see “Using Roll Paper” on page 81 or “Using Cut Sheet Media” on page 93.

Note:

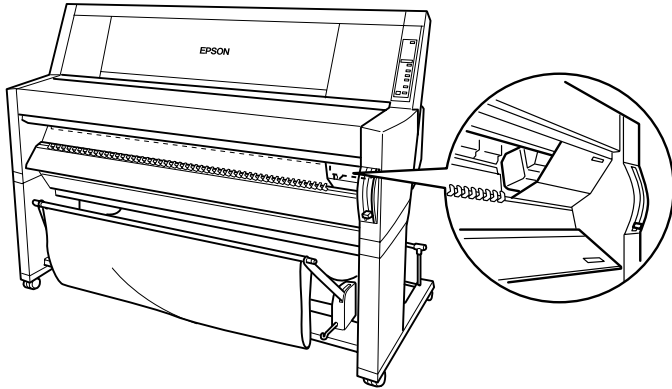
When you install two roll paper spindles, secure the roll paper that you are not using with the roll paper belt packed with your printer. See “Using the roll paper belt” on page 91.

If you do not resume printing afterwards, make sure the print heads are in the home (far right) position. If not, turn the printer on, wait until the print heads move to the home position, then turn off the printer.



Caution:

If the print heads are not left in the home position, print quality may decline.



Appendix A

Product Information

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Printer Specifications

Printing

Printing method: On-demand ink jet

Nozzle configuration: Black: 64 nozzles
Color: 64 nozzles × 5
(cyan, magenta, yellow, light cyan,
light magenta)

Character mode:

| Character Pitch | Printing Column |
|-----------------|-----------------|
| 10 cpi* | 437 |

*characters per inch

Raster graphics mode:

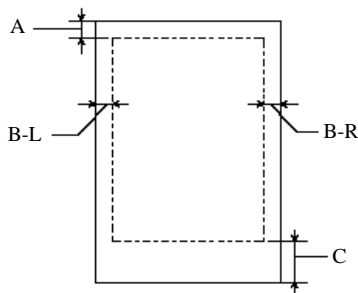
| Horizontal resolution | Printable width | Available dots |
|-----------------------|---------------------------|----------------|
| 360 dpi* | 1112 mm (43.78 inches) | 15762 |
| 720 dpi | 1112 mm (43.78 inches) | 31524 |
| 1440 dpi | 1112 mm (43.78 inches) | 63048 |

*dots per inch

| | |
|-------------------|--------------------------------------------------------|
| Resolution: | Maximum 1440 dpi × 720 dpi |
| Print direction: | Bidirectional |
| Control code: | ESC/P Raster |
| Line spacing: | 1/6 inch or programmable in 1/360 inch increments |
| Paper feed speed: | 200 ± 10 mm seconds per 1/6 inch line |
| RAM: | 18 MB |
| Character tables: | PC 437 (US, Standard Europe), PC 850 (Multilingual) |
| Character sets: | EPSON Courier 10 cpi |

Printable area

Roll paper and cut sheets



- A: For roll paper, the minimum top margin is 3.0 mm (0.12")*.
For cut sheets, the minimum top margin is 3.0 mm (0.12").
- B-L: For roll paper, the minimum left margin is 3.0 mm (0.12")*.
For cut sheets, the minimum left margin is 3.0 mm (0.12").
- B-R: For roll paper, the minimum right margin is 3.0 mm (0.12")*.
For cut sheets, the minimum right margin is 3.0 mm (0.12").
- C: For roll paper, the minimum bottom margin is 3.0 mm (0.12")*.
For cut sheets, the minimum bottom margin is 14.0 mm (0.55").

* For roll paper, the following margin widths can be selected using the control panel as follows. For details, see "ROLL MARG" in "Printer Setting menu (PRINTER SETTING MENU)" on page 19.

| Parameter | A | B-L | B-R | C |
|------------------------|-------|-------|-------|-------|
| 3 mm | 3 mm | 3 mm | 3 mm | 3 mm |
| 15 mm | 15 mm | 15 mm | 15 mm | 15 mm |
| T/B 15 mm (Default) | 15 mm | 3 mm | 3 mm | 15 mm |

Note:

The printer automatically detects the dimensions of the paper that is set. Print data that exceeds the printable area of the paper cannot be printed.

Mechanical

| | |
|------------------------|---------------------------------------------------------------------------------------------------|
| Paper feed method: | Friction |
| Paper path: | Roll paper or cut sheets with manual insertion |
| Dimensions (printing): | Width: 1,688 mm (66.46 inches) Depth: 699 mm (27.52 inches) Height: 1,259 mm (49.57 inches) |
| Weight: | 96 kg (211.9 lb) without the ink cartridges |

Electrical

| | 120V Model | 220–240V Model |
|-----------------------|-----------------------------------------------------------------------|----------------|
| Input voltage range | 90 to 132V | 208 to 264V |
| Rated frequency range | 50 to 60 Hz | |
| Input frequency range | 49 to 61 Hz | |
| Rated current | 1.0A | 0.5A |
| Power consumption | Approx. 100W (ISO10561 Letter Pattern) 30W or less in standby mode | |

This product is also designed for IT power systems with Phase to Phase voltage 220-240V.

Note:

Check the label on the back of the printer for voltage information.

Environmental

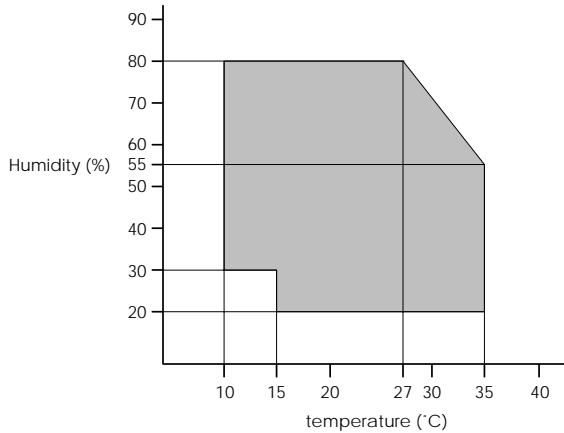
Temperature: Operation: 15 to 35°C (59 to 95°F)
 Storage: -20 to 40°C (-4 to 104°F)
 Transit: -20 to 60°C (-4 to 140°F)*
 1 month at 40°C (104°F)
 120 hours at 60°C (140°F)

Humidity: Operation: 30 to 80% RH**
 Storage: 20 to 85% RH**
 Transit: 5 to 85% RH*,**

*Stored in shipping container

**Without condensation

Operational conditions (temperature and humidity):



Initialization

Hardware initialization at power on:

- The printer mechanism is set to its initial state.
- The input data buffer and print buffer are cleared.
- The printer returns to the default condition last set.

Software initialization when the ESC@ (initialize the printer) command is received:

- The print buffer is cleared.
- The printer returns to the default condition last set.

Panel button initialization by pressing the Pause button on the control panel for 3 seconds or more:

- Print head capping occurs.
- Paper is ejected, if any.
- The input data buffer and print buffer are cleared.
- The printer returns to the default condition last set.

Safety approvals

Safety standards:

| | |
|----------------|---------------------------|
| U.S. model | UL 1950, CSA 22.2 No. 950 |
| European model | EN60950 (VDE) |

EMC:

| | |
|------------------|-----------------------------------------------------------------------------------------------------------------------|
| U.S. model | FCC part 15 subpart B class B CSA C108.8 class B |
| European model | EN 55022 (CISPR Pub. 22) class B EN 61000-3-2 EN 61000-3-3 EN 50082-1 IEC 801-2 IEC 801-3 IEC 801-4 |
| Australian model | AS/NZS 3548 class B |

Paper

Note:

Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, EPSON cannot attest to the quality of any non-EPSON brand or type of paper. Always test samples of paper before purchasing large quantities or printing large jobs.

Roll paper:

| | |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Size | 297 to 1118 mm (W) × 720 to 45000 mm (L) (8.27 to 44.02 inches × 8.27 to 1771.65 inches) |
| Outer diameter | 103 mm (4.05 inches) maximum for standard/ optional 2-inch roll paper spindle 150 mm (5.90 inches) maximum for optional 3-inch roll paper spindle |
| Paper types | Plain paper, special papers distributed by EPSON |
| Thickness (for plain paper) | 0.08 to 0.11 mm (0.003 to 0.0043 inches) |
| Weight (for plain paper) | 64 g/m ² (17 lb) to 90 g/m ² (24 lb) |

Cut sheets:

| | |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Size | Super B0 (1118 mm × 1580 mm) B0 (1030 mm × 1456 mm) B1 (728 mm × 1030 mm) B2 (515 mm × 728 mm) B3 (364 mm × 515 mm) Super A0 (914 mm × 1292 mm) A0 (841 mm × 1189 mm) A1 (594 mm × 841 mm) A2 (420 mm × 594 mm) A3 (297 mm × 420 mm) Super A3/B (329 mm × 483 mm) US E (34 inches × 44 inches) US D (22 inches × 34 inches) US C (17 inches × 22 inches) US B (11 inches × 17 inches) |
| Paper types | Plain paper, special papers distributed by EPSON. |
| Thickness (for plain paper) | 0.08 to less than 0.11 mm (0.003 to less than 0.004 inches) |
| Weight (for plain paper) | 64 g/m ² (17 lb) to 90 g/m ² (24 lb) |

Note:

- ❑ *Poor quality paper may reduce print quality and cause paper jams or other problems. If you encounter problems, switch to a higher grade of paper.*
- ❑ *Do not load curled or folded paper.*
- ❑ *Use paper under the following conditions:*
 - Temperature 15 to 25°C (59 to 77°F)*
 - Humidity 40 to 60% RH*
- ❑ *EPSON Photo Quality Glossy Film should be stored under the following conditions:*
 - Temperature 15 to 30°C (59 to 86°F)*
 - Humidity 20 to 60% RH*

Ink cartridges

| | | |
|---------|---------------|---------|
| Colors: | Black | T407*** |
| | Cyan | T410*** |
| | Magenta | T409*** |
| | Yellow | T408*** |
| | Light Cyan | T412*** |
| | Light Magenta | T411*** |

Note:

The asterisks in the product numbers are substitutes for the last three digits which vary by country.

| | |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Print capacity*: | Approx. 28 pages/A0 (720 dpi, 40% duty) Approx. 6,400 pages/A4 (360 dpi, 5% duty) |
| Cartridge life: | 2 years from production date if unopened; within 2 years after opening package, at 25°C (77°F) |
| Temperature: | Storage (uninstalled): -30 to 40°C (-22 to 104°F) 1 month at 40°C (104°F) Storage (installed): -20 to 40°C (-4 to 140°F) 1 month at 40°C (104°F) Transit: -30 to 60°C (-22 to 140°F) 1 month at 40°C (140°F) 120 hours at 60°C (140°F) Freezing: -15°C (5°F)** |
| Dimensions: | 25.1 mm (W) × 260.0 mm (D) × 105.3 mm (H) (0.99 (W) × 10.24 (D) × 4.15 (H) inches) |
| Weight: | Approx. 370 to 385 g (0.82 to 0.85 lb.) |
| Capacity: | 220 ml |

*The print capacity may vary, depending on how often you use the print head cleaning function and how often you use the printer.

**Ink thaws and is usable after approximately 3 hours at 25°C (77°F).

**Caution:**

- ❑ *EPSON recommends the use of original EPSON ink cartridges only. Other products not manufactured by EPSON may cause damage to your printer not covered by EPSON's warranties.*

- ❑ *Do not use an ink cartridge if the expiry date has passed.*

System Requirements

For using your printer with a PC

To use your printer, you need Microsoft® Windows® 95, Windows® 98, Windows® NT 4.0.

Your computer should also meet the following system requirements:

| Minimum system | Recommended system |
|-----------------------------------------------------------------------|----------------------------------------|
| i486/25 MHz for Windows 95 and NT 4.0 i486/66 MHz for Windows 98 | Pentium II 300 MHz or higher processor |
| 16MB RAM | 128MB RAM or more |
| 10MB hard disk space for Windows 95 and 98 20MB for Windows NT 4.0 | 1.2GB or more free disk space |
| VGA monitor | VGA or better monitor |

Your computer dealer can help you update your system if it does not meet these requirements.

For using your printer with a Macintosh

To use this printer, your Apple® Macintosh® must meet the following system requirements. You also need a standard Apple System Peripheral-8 cable (8-pin mini-circular connector) or equivalent.

Your computer should also meet the following system requirements:

| Minimum system | Recommended system |
|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| PowerPC | PowerPC 604e 300 MHz or higher processor |
| System 7.5.1 | System 7.6 or later |
| 14MB of available memory 23MB of available memory when background printing is turned on. | 25MB or more of available memory 40MB of available memory when background printing is turned on. |

Note:

- ❑ *The amount of available memory varies according to the number and kind of applications that are open. To see how much memory is available, choose About This Macintosh from the Apple menu and refer to the memory size (listed in kilobytes) under “Largest Unused Block” (1,024K=1MB).*

- ❑ *The memory requirements above are for printing on B0 (1030 mm × 1456 mm) size paper. These requirements may vary depending on the size of the paper, the type of application you are using, and the complexity of the document you want to print.*

In addition to these system and memory requirements, you also need 10MB of free hard disk space to install your printer software. To print, you need extra hard disk space amounting to about double the size of the file you want to print.

Interface Specifications

Your printer is equipped with an 8-bit parallel interface and a serial interface.

Parallel interface

The built-in parallel interface has the following characteristics:

Forward channel

| | |
|------------------|----------------------------------------------|
| Data format | 8-bit parallel, IEEE-1284 compatibility mode |
| Synchronization | $\overline{\text{STROBE}}$ pulse |
| Handshake timing | BUSY and $\overline{\text{ACKNLG}}$ signals |
| Signal level | TTL compatible |
| Connector | 57-30360 Amphenol connector or equivalent |

Reverse channel

| | |
|--------------------------|-------------------------------------------|
| Transmission mode | IEEE-1284 Nibble mode |
| Adaptable connector | 57-30360 Amphenol connector or equivalent |
| Synchronization | Refer to the IEEE-1284 specification |
| Handshaking | Refer to the IEEE-1284 specification |
| Signal level | IEEE-1284 Level 1 device |
| Data transmission timing | Refer to the IEEE-1284 specification |

ECP mode

| | |
|--------------------------|-------------------------------------------|
| Transmission mode | IEEE-1284 ECP mode |
| Adaptable connector | 57-30360 Amphenol connector or equivalent |
| Synchronization | Refer to the IEEE-1284 specification |
| Handshaking | Refer to the IEEE-1284 specification |
| Signal level | IEEE-1284 Level 1 device |
| Data transmission timing | Refer to the IEEE-1284 specification |

Serial interface

The printer's built-in serial interface is based on the RS-423 standard. This interface has the following characteristics:

| | |
|-------------------|-----------------------------------------------------------------------------|
| Standard | Based on RS-423 |
| Synchronization | Synchronous |
| Bit rate | Approx. 1.8M bps |
| Handshaking | X-ON/X-OFF and DTR protocol |
| Word format | Data bit: 8 bits Parity bit: None Start bit: 1 bit Stop bit: 1 bit |
| Connector | 8-pin mini-circular connector |
| Recommended cable | Apple System Peripheral-8 cable (part number M0197) |

Options and Consumable Products

Options

The following options are available for use with your printer.

Note:

The asterisk is a substitute for the last digit of the product number, which varies by country.

Roll paper spindles

Additional roll paper spindles are available to make changing roll paper faster and easier. You can keep different types of roll paper on several spindles so they are always ready to be loaded into the printer. To use optional spindles, see “Using Roll Paper” on page 81.

| | |
|---------------------------|---------|
| Roll Media Spindle 2 inch | C811021 |
| Roll Media Spindle 3 inch | C811031 |

Auto Take-Up Reel Unit

This option takes up your printed roll paper documents automatically. The unit contains the 3 inch Take-Up Reel Core, a drive unit and movable unit which attach, and drafting tape. You can also purchase the optional Take-Up Reel Core 3 inch (C815091) separately. To install and use this option, see the optional Auto Take-Up Reel Unit *User’s Guide*.

| | |
|--------------------------|---------|
| Auto Take-Up Reel Unit | C81508* |
| Take-Up Reel Core 3 inch | C815091 |

Interface cards

A number of optional interface cards are available to supplement the printer's built-in interfaces. To install optional interface cards, see your *Startup Guide*.

If you are not sure whether you need an optional interface, or if you want to know more about interfaces, contact your dealer.

Type B Ethernet I/F card (10BASE-T) C82362*

Type B Ethernet I/F card (100BASE-TX) C82363*

Note:

The use of some optional interface cards may increase the time required to print graphics and image data.

Consumable products

Paper cutter

If you notice the edge of the paper is not cut finely, you can replace the cutter blade. See “Replacing the Paper Cutter” on page 109.

Paper Cutter Blade C815131

Ink cartridges

To replace ink cartridges, see “Replacing Ink Cartridges” on page 104.

Ink cartridge (Black) T407011/T407051

Ink cartridge (Cyan) T410011/T410051

Ink cartridge (Magenta) T409011/T409051

Ink cartridge (Yellow) T408011/T408051

Ink cartridge (Light Cyan) T412011/T412051

Ink cartridge (Light Magenta) T411011/T411051

Note:

The product number varies by country.

EPSON special media

Most plain paper works well in your printer. In addition, EPSON offers specially designed media for ink jet printers to meet most high-quality printing needs.

Roll paper

| | |
|-------------------------------------------|---------|
| EPSON Presentation Matte Paper 44" × 25 m | S041220 |
| EPSON Presentation Matte Paper 36" × 25 m | S041221 |
| EPSON Glossy Photo Paper 44" × 20.7 m | S041224 |
| EPSON Glossy Photo Paper 36" × 20.7 m | S041225 |
| EPSON Semigloss Photo Paper 44" × 25 m | S041222 |
| EPSON Semigloss Photo Paper 36" × 25 m | S041223 |

Cut sheets

| | |
|---------------------------------------------------|---------|
| EPSON Photo Paper (A3) | S041142 |
| EPSON Photo Paper (Super A3/B) | S041143 |
| EPSON Photo Paper (B) | S041156 |
| EPSON Photo Quality Ink Jet Paper (A2) | S041079 |
| EPSON Photo Quality Ink Jet Paper (A3) | S041068 |
| | S041045 |
| EPSON Photo Quality Ink Jet Paper (Super A3/B) | S041069 |
| | S041043 |
| EPSON Photo Quality Ink Jet Paper (B) | S041070 |
| | S041044 |
| EPSON Photo Quality Glossy Film (Super A3/B) | S041074 |
| EPSON Photo Quality Glossy Film (A3) | S041073 |
| EPSON Photo Quality Glossy Film (B) | S041075 |

Note:

- ❑ *The availability of special media varies by country.*
- ❑ *The names of some special media vary by country. Use the product number to confirm the type of special media you need or have.*

Appendix B

Customer Support Information

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Contacting Customer Support

If your printer is not operating properly and you cannot solve the problem using the troubleshooting information in your printer documentation or through online help, contact customer support services for assistance.

We will be able to help you much more quickly if you give us the following information.

Number of your printer:

(The serial number label is on the back of the printer.)

Printer model:

Brand and model of your computer:

Printer software version:

(Click About in your printer driver)

Windows version you are using:

Software application(s) you normally use with your printer and their version number(s):

For United Kingdom and the Republic of Ireland Users

If you purchased your printer in the UK or the Republic of Ireland, EPSON (UK) Limited provides a range of customer services and technical support.

World Wide Web

If you can connect to the Internet and have a Web browser, you can access our Web site at <http://www.epson.co.uk>. Here you will find information on the latest EPSON products, software drivers, on line user guides, and answers to frequently asked questions.

Faxon EPSON

Contact Faxon EPSON Faxback Service for support information including troubleshooting tips, switch settings, and driver information.

To use Faxon EPSON, call 01442 227332 in the UK or 0044 1442 227332 from the Republic of Ireland using a touch-tone phone. You will be asked to follow a simple routine to register your document request. Once you have entered your telephone and fax numbers, Faxon EPSON will fax a copy of the document catalogue to your fax machine.

When you have found the documents that you need in the catalogue, call Faxon EPSON again and enter the document ID numbers. The documents will be faxed to you automatically.

Bulletin Board Service for latest drivers and utilities

You can call the EPSON Bulletin Board Service on 01442 227479 in the UK or 0044 1442 227479 from the Republic of Ireland. No membership is required. Make sure that your communications software is set to 8 data bits, 1 stop bit, no parity bit, ANSI terminal mode emulation, and a modem speed of up to 28.8 Kbps. Downloading protocols supported include Xmodem, Ymodem and Zmodem. See the documentation that came with your communications software and modem for more information.

When you first connect to the Bulletin Board Service, you will be asked for your name, company name, phone number and a password (which you can invent yourself).

Customer and Warranty Support

Our Customer and Warranty Support teams can be contacted by calling 0870 163 7766 in the UK or 0044 0870 163 7766 from the Republic of Ireland. They can provide the following services:

- Technical information on installing, configuring, and operating your EPSON products

- ❑ Arranging for faulty EPSON products to be repaired within the warranty period

A full list of EPSON Customer and Warranty Support services is available on the technical support section of our World Wide Web pages at <http://www.epson.co.uk/support/> and on Faxon EPSON Faxback service in document number 5085.

Pre Sales Enquiry Desk

The Enquiry Desk team can be contacted by calling 0800 220546 in the UK or 1 800 409132 from the Republic of Ireland, by faxing 01442 227271 in the UK or 0044 1442 227271 from the Republic of Ireland, and via Email at info@epson.co.uk. They can provide the following information:

- ❑ Pre Sales information and literature on new EPSON products (also available via our World Wide Web site at <http://www.epson.co.uk>)
- ❑ Where to purchase genuine EPSON consumables, accessories, and options

For Australian Users

EPSON Australia wishes to provide you with a high level of Customer Service. As well as the product documentation, we provide the following sources for obtaining information:

EPSON FAXBACK

EPSON FAXBACK will fax you the latest specifications and pricing for most EPSON products offered in Australia. There is also technical information including details of the latest software and drivers available. Phone (02) 9903 9075 and the system will guide you through a number of choices before faxing the information to your fax machine.

EPSON Bulletin Board System

This is where you can download the latest software and drivers. Visit the BBS to check out the latest versions. If you have a modem, phone (02) 9417 5090.

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

Access the EPSON Australia World Wide Web pages. Worth taking your modem here for the occasional surf! You can get the same information as offered on the EPSON FAXBACK and the EPSON Bulletin Board plus more.

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 you advice on the next step to take.

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 diagnosing hardware and software problems. They can also advise you on the latest EPSON products and where the nearest dealer or service agent is located. Many types of queries are answered here.

The Helpdesk numbers are:

Phone: (02) 9903 9040

Fax: (02) 9903 9189

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 the product documentation for your EPSON product, type of computer, operating system, application programs, and any other information you feel is required.

For Singapore Users

Contact the telephone and fax numbers below:

Phone: (065) 337-7911

Fax: (065) 334-1185

For Hong Kong Users

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 printer drivers

Users can access our World Wide Web home page at:
<http://www.epson.com.hk>

Electronic bulletin board system

An electronic bulletin board system (BBS) is also available to obtain printer information and the latest versions of printer drivers. You can log on to the following number for the BBS service:

BBS: (852) 2827-4244

Technical Support Hotline

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

Phone: (852) 2585-4399

Fax: (852) 2827-4383

For Philippines Users

To obtain technical support as well as other after sales services, users are welcome to contact the EPSON Philippines Representative Office at the telephone and fax numbers below:

Phone: (632) 813-6552

Fax: (632) 813-6545

BBS: (632) 814-0595

Glossary

The following definitions apply specifically to printers.

application

A software program that helps you carry out a particular task, such as word processing or financial planning.

ASCII

American Standard Code for Information Interchange. A standardized coding system for assigning numerical codes to letters and symbols.

banding

The horizontal lines that sometimes appear when printing graphics. This occurs when the print heads are misaligned. See also *MicroWeave*.

bit

A binary digit (0 or 1), which is the smallest unit of information used by a printer or computer.

brightness

The lightness or darkness of an image.

buffer

The portion of the printer's memory used to store data before printing it.

byte

A unit of information consisting of eight bits.

characters per inch (cpi)

A measure of the size of text characters, sometimes referred to as pitch.

CMYK

Cyan (blue-green), magenta, yellow, and black. These colored inks are used to create the subtractive system array of printed color.

color matching

A method of processing color data so that colors displayed on a computer screen closely match colors in printouts. A variety of color-matching software is available. See also *ColorSync* and *sRGB*.

ColorSync

Macintosh software that is designed so you get WYSIWYG (What You See Is What You Get) color output. This software prints colors as you see them on your screen.

cpi

See *characters per inch*.

default

A value or setting that takes effect when the equipment is turned on, reset, or initialized.

dithering

A halftoning method in which dots are arranged in an orderly pattern. Dithering works best for printing images with solid colors, such as charts and graphs. See also *halftoning*.

DMA

Direct Memory Access. A data transfer feature that by-passes a computer's CPU and allows direct communication between the computer's memory and peripheral devices (such as printers).

dot matrix

A method of printing in which each letter or symbol is formed by a pattern (matrix) of individual dots.

dpi

Dots per inch. The dpi measures the resolution. See also *resolution*.

drive

A memory device, such as CD-ROM, hard disk, or floppy disk. In Windows, a letter is assigned to each drive for easy management.

driver

A software program that sends instructions to a computer peripheral to tell it what to do. For example, your printer driver accepts print data from your word processor application and sends instructions to the printer on how to print this data.

economy printing

Printing in which images are printed with fewer dots to save ink.

error diffusion

Error diffusion blends individual colored dots with the colors of the surrounding dots to create the appearance of natural colors. By blending colored dots, the printer can achieve excellent colors and subtle color gradation. This method is best suited for printing documents that contain detailed graphics or photographic images.

ESC/P

Abbreviation for Epson Standard Code for Printers. This system of commands gives you control of your printer from your computer. It is standard for all EPSON printers and supported by most application programs for personal computers.

ESC/P Raster

A command language that gives you control of your printer from your computer. Commands in this language produce laser-like features, such as enhanced graphics printing.

Finest detail

This printer driver setting automatically makes your printout sharper and clearer, especially for text. Be aware that this may increase the time required for printing.

font

A style of type designated by a family name.

grayscale

A scale of shades of gray from black to white. Grayscale is used to represent colors when printing with black ink only.

halftones

Patterns of black or colored dots used to reproduce an image.

halftoning

Method of using dot patterns to represent an image. Halftoning makes it possible to produce varying shades of gray using only black dots, or a nearly infinite array of colors using only a few colors of dots. See also *halftones*.

head alignment

The operation to correct any misalignment of the print heads. Vertical banding will be corrected.

head cleaning

The operation to clean any clogged nozzles for correct printing.

high speed printing

Printing in which images are printed in both directions. This provides faster printing.

initialization

Returns the printer to its defaults (fixed set of conditions). This happens every time you turn on the printer or reset the printer.

ink cartridge

The cartridge which contains ink.

ink jet

A method of printing in which each letter or symbol is formed by precisely spraying ink onto paper.

interface

The connection between the computer and the printer. A parallel interface transmits data one character or code at a time. A serial interface transmits data one bit at a time.

interface cable

The cable that connects between the computer and the printer.

LCD

Liquid Crystal Display. Shows various messages according to status of the printer.

local printer

The printer which is connected to the computer's port directly by interface cable.

media

Materials upon which data is printed, such as roll paper and cut sheets, plain paper, and special paper.

memory

The part of the printer's electronic system that is used to store information (data). Some information is fixed and is used to control how the printer operates. Information that is sent to the printer from the computer is stored in the memory temporarily. See also *RAM* and *ROM*.

MicroWeave

Printing in which images are printed in finer increments to reduce the possibility of banding and to produce laser-like images. See also *banding*.

monochrome

This means printing with only one color of ink, which is generally black ink.

nozzle

Fine tubes in the print head through which ink is sprayed on the page. Print quality may decline if print head nozzles are clogged.

nozzle check

A method for checking the operation of the printer. When you perform a nozzle check, the printer prints the firmware (ROM) version and a nozzle check pattern.

online help

Helpful comments related to the current window or dialog box.

parallel interface

See *interface*.

Peer-to-peer networks

Windows 95 and 98 and Windows NT 4.0 support peer-to-peer networking. Any computer can access the resources of a computer on the network.

PhotoEnhance3

The EPSON software to change the shade of tone, to correct image data and to change the sharpness of the image data.

port

An interface channel through which data is transmitted between devices.

printable area

The area of a page on which the printer can print. It is smaller than the physical size of the page due to margins.

printer driver

A software program that sends commands for using the features of a particular printer. Often shortened to “driver”. See also *driver*.

printing mode

The number of dots per inch used to represent an image. Your printer has three printing mode settings: SuperFine (1440 dpi), Fine (720 dpi), and Normal (360 dpi).

print queue

If your printer is connected to a network, print jobs that are sent to the printer while it is busy are stored in a waiting line, or print queue, until they can be printed.

Progress Meter

A meter that shows the progress of the current print job for Windows.

RAM

Random Access Memory. The portion of the printer's memory used as a buffer and for storing user-defined characters. All data stored in RAM is lost when the printer is turned off.

reset

To return a printer to its defaults by turning the printer off and then back on.

resolution

The number of dots per inch used to represent an image.

ROM

Read Only Memory. A portion of memory that can only be read and cannot be used for data storage. ROM retains its contents when you turn off the printer.

RGB

Red, green, and blue. These colors, in phosphors irradiated by the computer monitor's electron gun, are used to create the additive array of screen colors.

SelectType settings

Settings made using the printer's control panel. In SelectType mode, various printer settings that are not available using the printer driver, such as test print settings, can be made.

serial interface

See *interface*.

spool

The first step in printing, in which the printer driver converts the print data into codes that your printer understands. This data is then sent to the printer directly or to the print server.

Spool Manager

The software program that converts print data into codes that your printer understands. See also *spool*.

sRGB

Windows software that is designed so you get WYSIWYG (What You See Is What You Get) color output. This software prints colors as you see them on your screen.

Status Monitor

The software program that allows you to check the printer's status.

subtractive colors

Colors produced by pigments that absorb some colors of light and reflect others. See also *CMYK*.

utility

A program for carrying out a specific function, which is usually related to system maintenance.

WYSIWYG

Acronym for What You See Is What You Get. This term is used to describe printout that looks exactly as it appeared on screen.

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| |
|-------------------------------------------|
| EPSON OVERSEAS MARKETING LOCATIONS |
|-------------------------------------------|

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