Where to Find Information

Daily Use Guide

"Setup Guide" of this guide will help you set up and begin using your printer. It includes information on setting up your printer and installing the printer software. And this guide provides information on daily printer operation. It also contains troubleshooting tips and customer support information.

Online Guides included on the CD-ROM

The guides on the CD-ROM included with your printer will help you learn more about your printer and color printing. To view these guides, you must have a Web browser installed on your computer. For more information on using this CD-ROM, see the included ***CD-ROM Booklet***.

- ❏ ***Reference Guide*** Provides detailed information about printer software settings, printing on special paper, maintenance, and problem solving.
- ❏ ***Color Guide*** Includes sample images, explanations and troubleshooting information that will help answer your questions about color imaging and printing.

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Consumable Products 83

Safety Instructions

Important Safety Instructions

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

- ❏ Do not block or cover the openings in the printer's cabinet. Do not insert objects through the slots.
- ❏ Take care not to spill liquid on the printer.
- ❏ Use only the type of power source indicated on the printer's label.
- ❏ Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- ❏ Avoid electrical outlets controlled by wall switches or automatic timers.
- ❏ Keep the entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- ❏ Do not use a damaged or frayed power cord.
- ❏ If you use an extension cord with the printer, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ❏ Do not attempt to service the printer yourself.

❏ Unplug the printer and refer servicing to qualified service personnel under the following conditions:

The power cord or plug is damaged; liquid has entered the printer; the printer has been dropped or the cabinet damaged; the printer does not operate normally or exhibits a distinct change in performance.

A Few Precautions

Note the following when setting up, using and handling the printer and ink cartridges.

When using the printer

❏ Do not put your hand inside the printer or touch the ink cartridges during printing.

❏ Do not move the print head by hand; otherwise, you may damage the printer.

❏ Always turn the printer off using the ⏻ power button. When this button is pressed, the ⏻ power light flashes briefly then goes off. Do not unplug the printer or turn off the power to the outlet until the ⏻ power light stops flashing.

❏ Before transporting the printer, make sure the print head is in the home (far right) position and the ink cartridges are in place.

When handling the ink cartridges

❏ Keep ink cartridges out of the reach of children. Do not allow children to drink from or otherwise handle the cartridges.

- ❏ If ink gets on your skin, wash the area thoroughly with soap and water. If ink gets in your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.

- ❏ Do not shake an ink cartridge; this can cause leakage.

- ❏ Install the ink cartridge immediately after you remove it from its package. If you leave a cartridge unpacked for a long time before using it, normal printing may not be possible.

- ❏ Do not use an ink cartridge beyond the date printed on the cartridge carton: otherwise, it may result in reduced print quality. For best results, use up the ink cartridges within six months of installing them.

- ❏ Do not dismantle the ink cartridges. This could damage the print head.

- ❏ After bringing an ink cartridge inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.

- ❏ Store ink cartridges in a cool, dark place.

When choosing a place for the printer

- ❏ Place the printer on a flat, stable surface that is larger than the printer. The printer will not operate properly if it is tilted or at an angle.

- ❏ Avoid places subject to rapid changes in temperature and humidity. Also, keep the printer away from direct sunlight, strong light, or heat sources.

- ❏ Avoid places subject to shocks and vibrations.

- ❏ Leave enough room around the printer to allow for sufficient ventilation.

❏ Place the printer near a wall outlet where the plug can be easily unplugged.

ENERGY STAR Compliance

As an ENERGY STAR Partner, EPSON has determined that this product meets the ENERGY STAR guidelines for energy efficiency.

The International ENERGY STAR Office Equipment Program is a voluntary partnership with the computer and office equipment industry to promote the introduction of energy-efficient personal computers, monitors, printers, fax machines, and copiers in an effort to reduce air pollution caused by power generation.

Warnings, Cautions, and Notes

Warnings
must be followed carefully to avoid bodily injury.

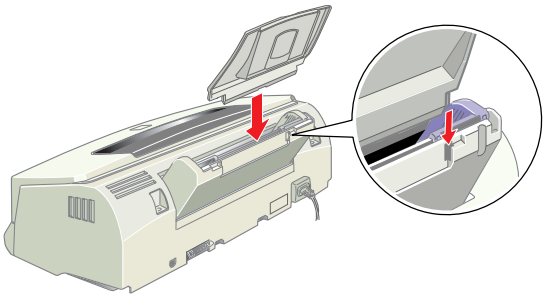
Cautions
must be observed to avoid damage to your equipment.

Notes
contain important information and useful tips on the operation of your printer.

Setup Guide

Attaching the Paper Support

Insert the paper support into the slots at the rear of the printer.



Plugging in the Printer

Follow the steps below to pwg in the printer.

1. Make sure that the printer is turned off. It is off when the ⏻ power button protrudes slightly from the surface of the control panel.

2. Check the label on the back of the printer to make sure the voltage required by the printer matches that of the electrical outlet you will be plugging it into. Also, make sure that you have the correct power cable for your power source.

   Caution:
   It is not possible to change the printer's voltage. If the rated voltage and your outlet voltage do not match, contact your dealer for assistance. Do not plug in the power cord.

3. If the power cord is not attached to the printer, connect it to the AC inlet on the back of the printer.

4. Plug the power cord into a properly grounded electrical outlet.

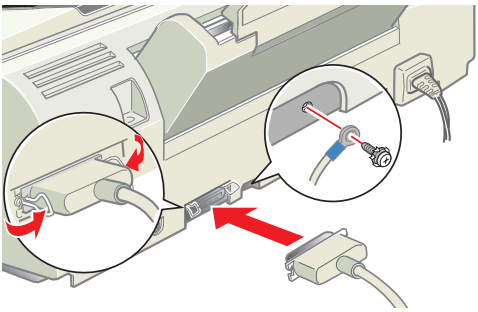
Connecting the Printer

Using a parallel interface for PCs

To connect the printer to your PC, you need a shielded, twisted-pair parallel cable. Follow the steps below.

1. Make sure both the printer and computer are turned off.

2. Plug the cable connector securely into the printer's interface connector. Then squeeze the wire clips together until they lock in place on both sides. If your cable has a ground wire, connect it to the ground connector below the interface connector.



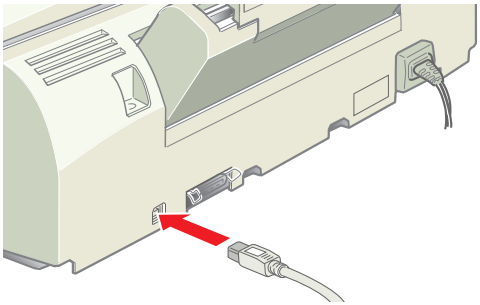
3. Plug the other end of the cable into the computer's parallel interface. If there is a ground wire at the computer end of the cable, connect it to the ground connector at the back of the computer.

Using a USB interface for PCs and Macintosh

Your computer must be a Windows 98 pre-installed model to use a USB interface. To connect the printer to a USB port, you need a standard shielded USB cable. Follow these steps.

1. Make sure both the printer and computer are turned off.

2. Plug the appropriate end of the cable into the USB port on the back of the printer. (The end that fits the printer has a different shape from the end that fits the computer.)



3. Connect the other end of the cable to the computer's USB port.

Installing the Printer Software

After connecting the printer to your computer, you need to install the software included on the *Printer Software for EPSON Stylus Photo EX3* CD-ROM shipped with your printer.

Your printer software includes:

- ❏ Printer driver and utilities
  The printer driver runs, or "drives," your printer; use it to make settings such as print quality, speed, media type, and paper size. The Nozzle Check, Head Cleaning, and Print Head Alignment utilities help you keep your printer in top operating condition. EPSON Status Monitor 3 (for Windows) or EPSON StatusMonitor (for Macintosh) notifies you of printer errors and displays printer status information such as the amount of ink remaining. The Status Monitor also guides you through the ink replacement process.

- ❏ Online guides
  The online *Reference Guide* and *Color Guide* help you learn more about your printer and color printing.

If you are using the floppy disk version of the software, make a backup copy of the EPSON printer software disk before you begin installation. If you wish to make a floppy disk version of the printer software on your CD-ROM, you can use the driver disk creation utility included on the CD.

Installing in Windows

Follow these steps to install your printer software.

1. Make sure that your printer is off.

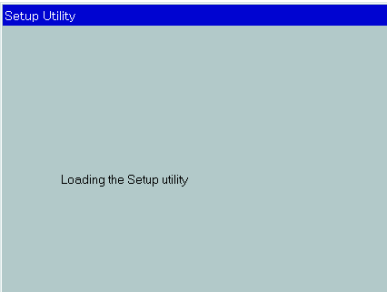
2. Turn on your computer and start Windows. If the New Hardware Found screen or any other Wizard appears, click Cancel.

3. Insert the printer software CD shipped with your printer in the CD-ROM drive. The Installer dialog box appears. (For floppy disk users, insert the disk in a disk drive and double-click the My Computer icon, then the floppy disk drive icon, and then Setup.exe.)

4. Choose Install Printer Driver/Utility, then click . Click OK in the dialog box that appears to start the printer software installation.

5. Follow the on-screen instructions to turn on your printer. For Windows 98 users, the printer port configuration starts automatically.
   For printers connected via USB cable, the USB device driver installation starts automatically at this point. If a message appears asking you to restart your computer, follow this instruction.

6. After turning on the printer, the Setup utility opens automatically.



Follow the on-screen instructions to install the ink cartridges, check the print head nozzles, and clean the print head. When a message appears informing you that the setup is complete, click OK.

Note:
*If the Setup utility does not start, go to "**Installing the Ink Cartridges**" section to install the ink cartridge using the printer's control panel.*

7. When a message appears informing you that the installation is complete, click OK.

Note:
If an error message appears, either the printer driver or the EPSON USB printer device driver is not installed correctly. See "Troubleshooting" in the Daily Use guide.

After the setup is complete, go to step 7 to print your first page.

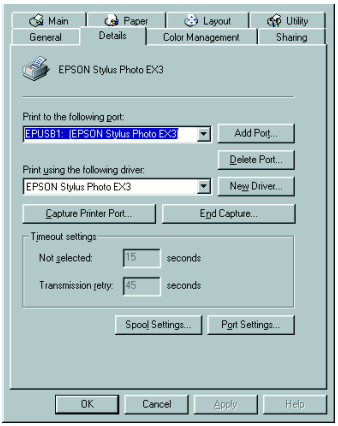
Ensuring that the USB driver is installed correctly in Windows

Follow the directions below to confirm that the USB driver is installed correctly.

1. Click the Start button, point to Settings, and click Printers. Make sure that the icon for your printer appears in the Printers window.

2. Click the icon for your printer, then click Properties on the File menu.

3. Click the Details tab and make sure that EPUSBx: (EPSON Stylus Photo EX3) is displayed in the Print to the following port list box.



Note:
If the correct port is not displayed, refer to the "Troubleshooting" section of the Daily Use guide or the Online Guide.

Installing in Macintosh

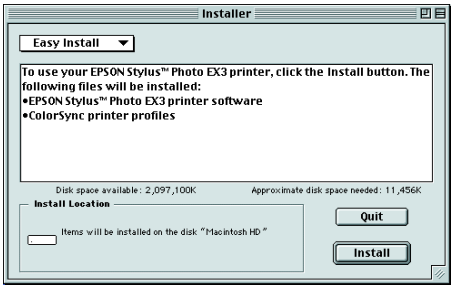
Caution:
Turn off all virus protection programs before you install your printer software.

Follow these steps to install your printer software.

1. Turn on your Macintosh and insert the software CD in the CD-ROM drive. The EPSON printer software disk opens automatically.

2. If a single Installer icon appears, double-click the icon. If separate folders containing installer icons for several languages appear, double-click the folder for your preferred language, then double-click the Installer icon inside it.

3. At the initial screen, click Continue. The following dialog box appears.



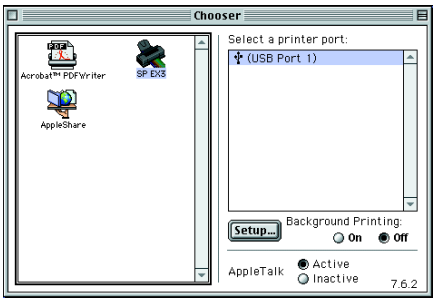
4. To install the printer software included on your printer software CD-ROM, make sure the Install Location box displays the correct disk drive, then click Install.

5. When a message appears informing you that the installation is complete, click Restart to restart your computer.

Selecting your printer in the Chooser for Macintosh

After you have installed the printer software on your Macintosh, you need to open the Chooser and select your printer. You must select a printer the first time you use it or whenever you want to switch to another printer. Your Macintosh will always print using the last printer selected.

1. Choose Chooser from the Apple menu. Then click your printer's icon and the port your printer is connected to.



2. Select the appropriate Background Printing radio button to turn background printing on or off.

   When background printing is on, you can use your Macintosh while it is preparing a document for printing. In order to use the EPSON Monitor3 utility to manage print jobs, background printing must be turned on.

3. Close the Chooser.

Installing the Ink Cartridges

Using the Setup utility for Windows

If you have Windows 95, 98, or NT 4.0 installed on your computer, the Setup utility should open automatically when your printer software installation is complete.

Macintosh users, please refer to the following section.

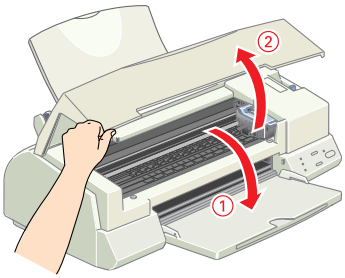
Using the printer's control panel for PCs and Macintosh

If you are a Macintosh user, or are unable to access the Setup utility, use the printer's control panel to install the ink cartridges.

Note:
Do not open the ink cartridge packages until just before you install them. If you leave a cartridge unpacked for a long time before using it, normal printing may not be possible.

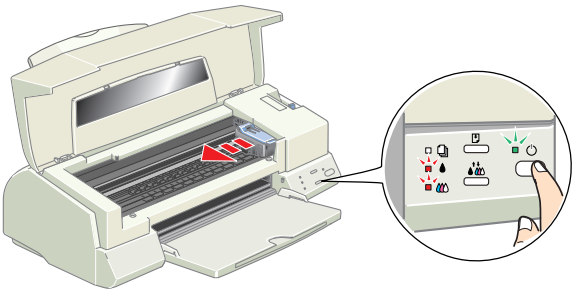
Install the ink cartridges as follows:

1. Lower the output tray, then open the printer cover.



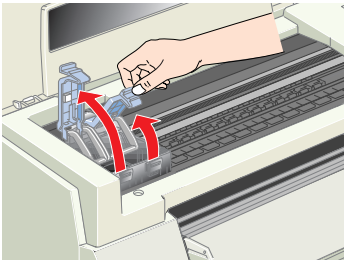
2. Turn on the printer by pressing the ⏻ power button.

The print head moves to the left, which is the ink cartridge installation position. The ⏻ power light flashes and the 💧 and 💧⚠ ink out lights come on.

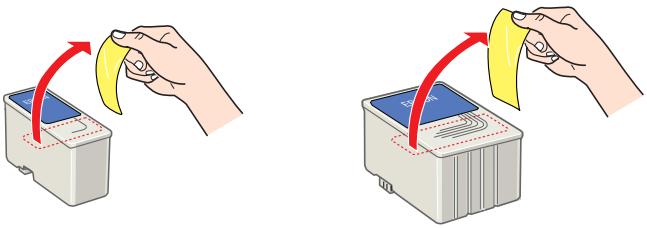


Caution:
Do not move the print head by hand. Doing so may damage the printer.

3. Push back the release tabs and lift up the ink cartridge clamps.



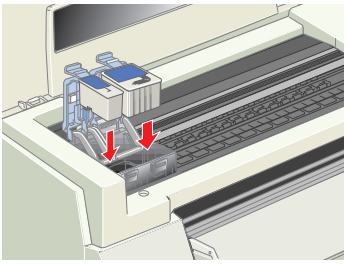
4. Open the ink cartridge packages. Next, remove only the yellow tape seals from each cartridge.



Caution:

- ❏ *You must remove the yellow tape seals from the cartridges before installing them; otherwise, the cartridges will become unusable and you will be unable to print.*
- ❏ *If you have installed an ink cartridge without removing the yellow tape seal, you must remove the cartridge and install a new one. Prepare the new cartridge by removing the yellow tape seal, then install it in the printer.*
- ❏ *Do not remove the blue portion of the tape seals from the cartridges; otherwise, the cartridges may become clogged and unable to print.*
- ❏ *Do not remove the tape seals from the bottom of the cartridges; otherwise, ink will leak.*

5. Place the cartridges gently into their holders with the labels facing up. The color ink cartridge, which is larger, goes on the right and the black goes on the left. Do not press down on the cartridges.

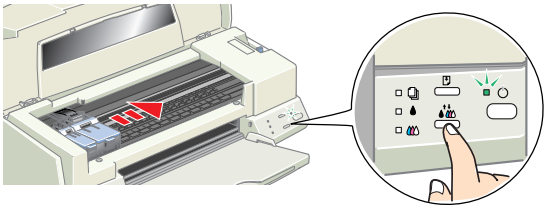


Note:
Install both ink cartridges. If either of the cartridges is not installed, the printer will not work.

6. Press the ink cartridge clamps down until they lock in place.

7. Press the cleaning button. The printer moves the print head and begins charging the ink delivery system.

Caution:
Always press the cleaning button to move the print head. Do not move it by hand. Doing so may damage the printer.



While the ink is charging, the power light flashes and the printer produces a variety of mechanical sounds. These sounds are normal. When the ink delivery system has been charged, the print head returns to the home (far right) position and the power light comes on.

Caution:
Never turn off the printer while the power light is flashing.

8. Close the printer cover.

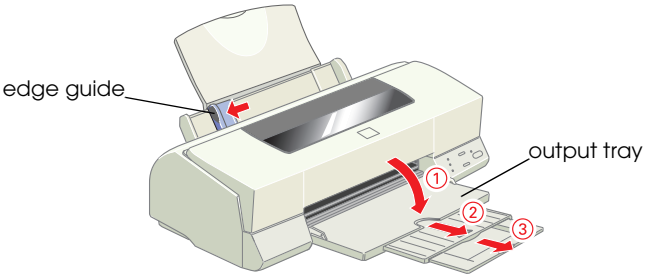
Checking the Printer

Before printing your first page, you need to make sure the printer is working correctly by printing a nozzle check page and, if necessary, cleaning the print head.

Loading paper

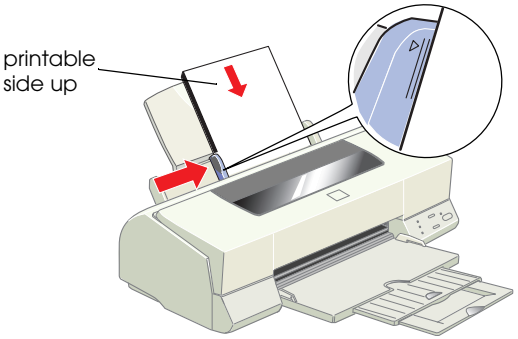
Follow these steps to load plain paper in the printer.

1. Lower the output tray and slide out the extension. Next, slide the left edge guide so that the distance between the edge guides is slightly wider than the width of your paper.



2. Fan a stack of paper, then tap it on a flat surface to even the edges.

3. Load the stack of paper with the printable side up and the right edge of the paper resting against the right side of the sheet feeder. Then slide the left edge guide against the left edge of the paper.



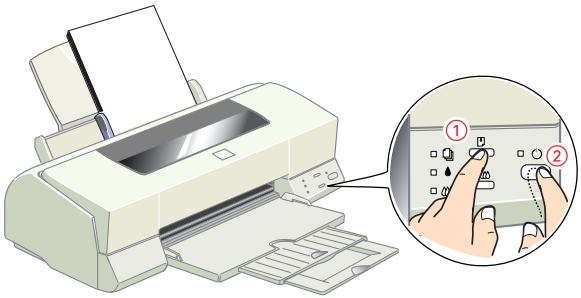
Note:

❏ *Always load paper into the sheet feeder short edge first.*

❏ *Make sure the paper stack fits under the arrow mark inside the edge guide.*

Checking the print head nozzles

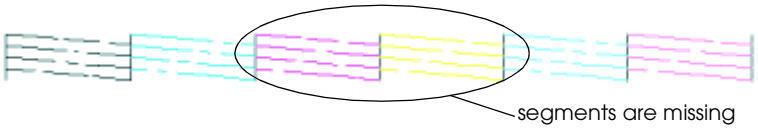
Make sure that the printer is turned off. Hold down the load/eject button (① in the illustration below) and press the power button (② in the illustration below) to turn on the printer. Then release both buttons.



Here are sample printouts.

Print head is clean

Print head needs to be cleaned



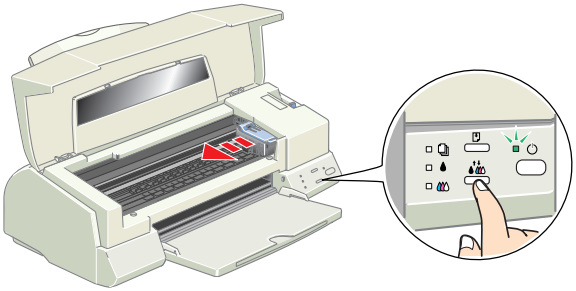
If the nozzle check page does not print satisfactorily (for example, if any segment of the printed lines is missing), then you should clean the print head as explained below. If the printout is satisfactory, you are ready to print your first page. See "Printing Your First Page" section for instructions.

Cleaning the print head

Follow the steps below to clean the print head.

1. Make sure that the ⏻ power light is on and that both the ♦ black and ♦ color ink out lights are off.

2. Hold down the ♦ cleaning button for three seconds.



The printer starts cleaning the print head and the ⏻ power light begins flashing. Print head cleaning takes about thirty seconds to complete.

Caution:
Never turn off the printer while the ⏻ power light is flashing. Doing so may damage the printer.

3. When the ⏻ power light stops flashing, print a nozzle check pattern to confirm that the head is clean and to reset the cleaning cycle.

If print quality hasn't improved after repeating the nozzle checking and cleaning procedures four or five times, contact your dealer.

Printing Your First Page

After making sure your printer is operating correctly, you are ready to print your first page. To familiarize yourself with the printer software, we recommend printing one of the sample files provided with your printer software. To print a sample file, follow the instructions for Windows or Macintosh in this section.

If you choose to print your own document instead, open the document in your application, then proceed to step 4 in the relevant section below, making changes where appropriate.

Note:

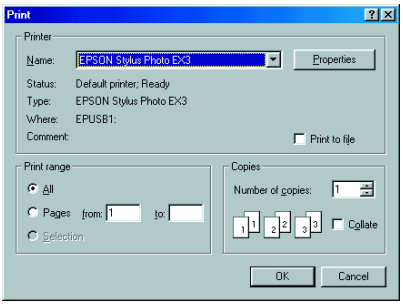
- ❏ *See your software manual for details on how to use your application software.*
- ❏ *Depending on the type of document you are printing and the type of paper you are using, you may have to make settings different from those described in this section.*

For Windows

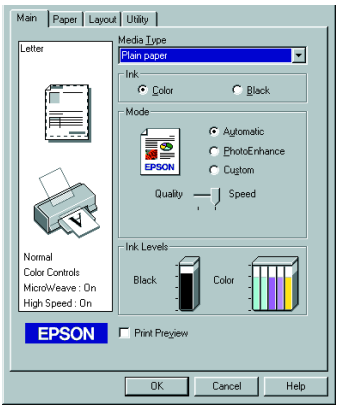
Follow these steps to print the sample file.

1. Make sure A4 or Letter size EPSON Photo Quality Ink Jet Paper is loaded in the printer.
2. Insert the printer driver CD-ROM. If the Installer dialog box appears, click Quit.
3. Double-click the My Computer icon. Right-click the CD-ROM icon and click Open.
4. Double-click the sample.bmp file to open it.

5. To change the printer driver settings, open the File menu and click Print. A Print dialog box similar to the one below opens. (This example is from Paint).



6. Make sure your printer is selected in the Name list box, then click Properties. The printer driver opens.



7. Click the Main tab, then click anywhere in the Media Type box and select Photo Quality Ink Jet Paper.

8. Select Color as the Ink setting.

9. Make sure Automatic is selected as the Mode setting.

   When Automatic is selected, the printer software optimizes other settings according to the Media Type and Ink settings you make.

10. Click the Paper tab, then click anywhere in the Paper Size box and select the paper size you loaded in the printer.

11. Click OK at the bottom of the driver. You return to the Print dialog box (or a similar dialog box).

12. Click Close, OK, or Print to print. You may need to click a combination of these buttons.

While printing, the EPSON Progress Meter will appear, showing the printing progress and the status of your printer.

For Macintosh

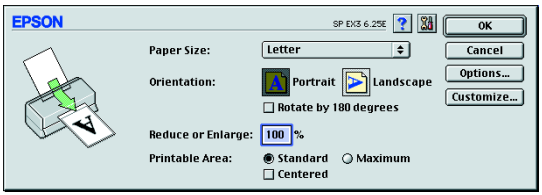
Follow these steps to print the sample file.

1. Make sure A4 or letter size paper is loaded in the printer.

2. Insert the printer software CD.

3. Open the EPSON folder and double-click the README file.

4. Choose Page Setup from the File menu. The following dialog box appears.



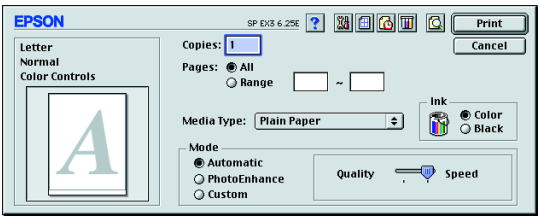
5. Select the paper size you loaded in the printer from the Paper Size list.

6. Select Portrait as the Orientation setting.

7. After making your settings, click OK to close the Page Setup dialog box.

   Note:
   You cannot print from the Page Setup dialog box. You can only print from the Print dialog box.

8. Choose Print from the File menu. The Print dialog box appears.



9. Select Plain Paper from the Media Type list.

10. Select Color as the Ink option.

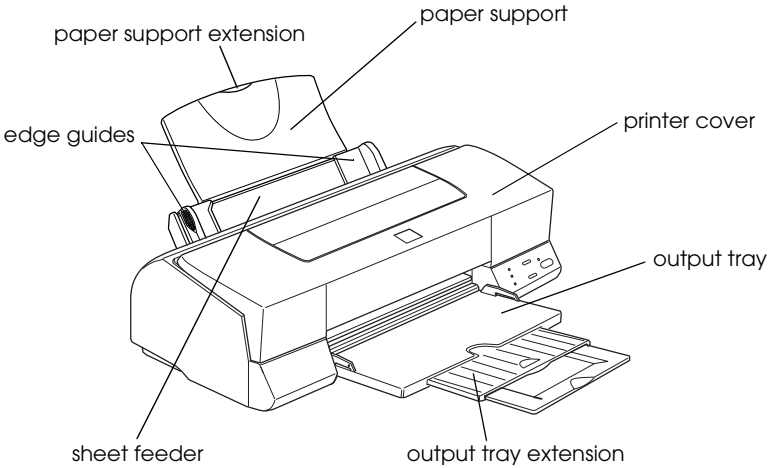
11. Make sure Automatic is selected as the Mode setting.

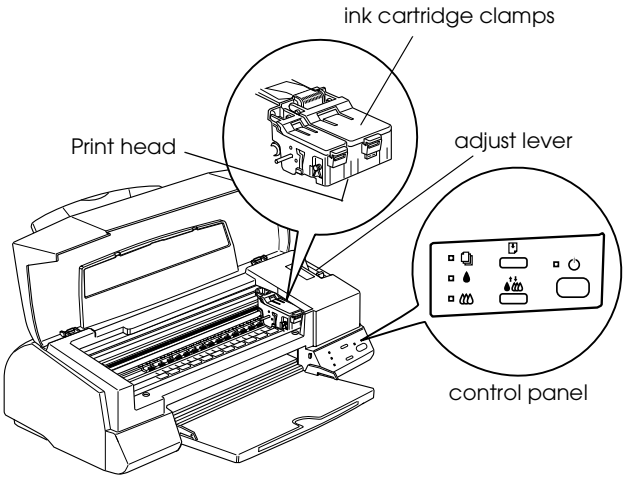
    When Automatic is selected, the printer software optimizes other settings according to the Media Type and Ink settings you make.

12. Click Print to start printing.

Printer Parts and Functions

Printer Parts and Control Panel Functions





Buttons

Button	Function
power	Turns the printer on and off. Clears the printer's memory if pressed twice while the power is on.
load/eject	Loads or ejects paper if pressed and released within 2 seconds. Returns printing if pressed and released after a paper out error.
cleaning	Moves the print head to the ink cartridge replacement position if pressed for 3 seconds while the ♦ black or ♦ color ink out light is flashing or on. Returns the print head to its home position after ink cartridge replacement. Performs print head cleaning if held for 3 seconds when the ♦ black or ♦ color ink out light is off.

Lights

Light	Description
power	On when the printer is on. Flashing when printer is receiving data, printing, replacing an ink cartridge, charging ink, or cleaning the print head.
paper out	On when the printer is out of paper. Load paper in the sheet feeder, then press the load/eject button to resume printing. Flashing when the paper is jammed. Take all of the paper out of the feeder, then reload the paper. If the light continues to flash, turn off the printer and gently pull all the paper out of the printer.
black ink out	On when the black ink cartridge is empty. Replace the black ink cartridge. Flashing when the black ink cartridge is nearly empty.
color ink out	On when the color ink cartridge is empty. Replace the color ink cartridge. Flashing when the color ink cartridge is nearly empty.

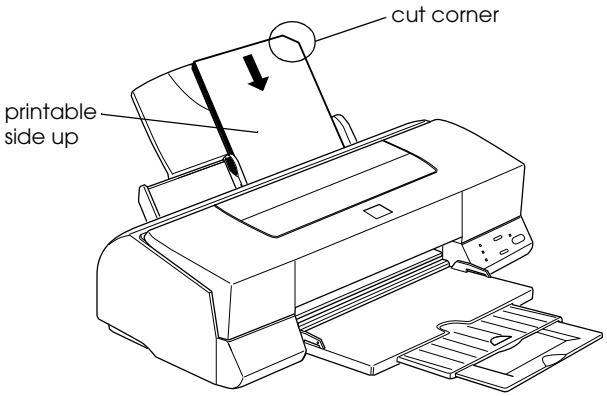
Loading Special Paper, Envelopes, and Other Media

Loading Special Paper and Other Media

You can print on a wide variety of special media, including ink jet paper, photo quality glossy film, photo paper, transparencies, index cards, and adhesive sheets.

When loading special media distributed by EPSON, read the instruction sheets packed with the media first and keep the following points in mind. For more details on using such media, see "Paper Handling" in the online *Reference Guide*.

❏ Make sure the printable side of the paper is facing up when loading media into the sheet feeder. See the instruction sheets packed with the media to determine which side is the printable surface. Some media have cut corners to help identify the correct loading direction, as shown in the illustration.



❏ Make sure the paper stack fits under the arrow mark located on the inside surface of the left edge guide.

❏ The loading capacity for EPSON special media is explained below.

360 dpi Ink Jet Paper and Photo Quality Ink Jet Paper	Up to the arrow mark on the left edge guide.
Photo Quality Ink Jet Cards, Ink Jet Note Cards, and Ink Jet Greeting Cards	Up to 30 index cards. Always place the included support sheet* under the cards.
Photo Quality Glossy Film	One sheet at a time. Always put a support sheet* or a sheet of plain paper under the glossy film. If you wish to load multiple sheets, set the minimum top margin of the page to 30 mm and load a maximum of 20 sheets for A4. For A3 and Super A3 size, you can load up to 5 sheets at a time.
Ink Jet Transparencies	Up to 30 transparencies. Always put a sheet of plain paper under the stack of transparencies.
Photo Quality Self Adhesive Sheets	One sheet at a time.
Photo Paper	Up to 20 sheets. For 200 × 300 mm Photo Paper, you can only load one sheet at a time. Always put a support sheet* under the stack of Photo Paper.
Photo Stickers 16 and Photo Stickers 4	One sheet at a time. Always put the included support sheets* A and B under the stack of Photo Stickers.
Panoramic Photo Paper and Iron-On Cool Peel Transfer Paper	One sheet at a time.
Matte Paper-Heavyweight	Up to 20 sheets. For A3 and Super A3 size, you can only load one sheet at a time. Always put a support sheet* under the stack of Matte Paper-Heavyweight.

Ink Jet Back Light Film	One sheet at a time. Always put a sheet of plain paper under back light film.

* Take care not to print on support sheets loaded under special media.

About special media cleaning sheets

Cleaning sheets packaged with EPSON special media should not be used with this printer. The cleaning function performed by these sheets is not necessary with this type of printer, and the sheets could jam in the printer.

Loading Envelopes

When printing on envelopes, please note the following:

❏ You can load up to 10 envelopes into the sheet feeder.

Note:
The folding quality and thickness of envelopes varies widely. If the total thickness of the stack of envelopes exceeds 10 mm, press each envelope in the stack flat before loading.

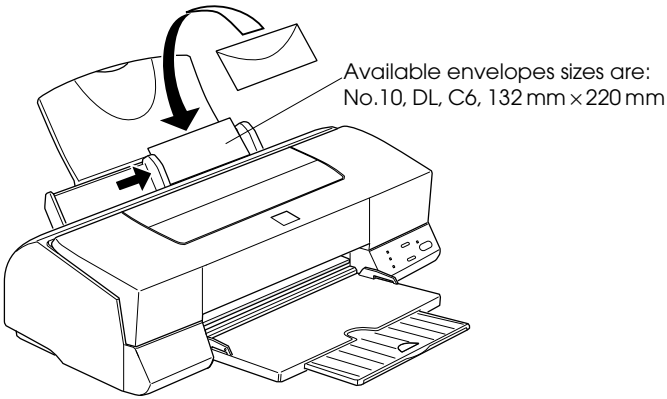
❏ Set the adjust lever to the "+" position. To do this, open the printer cover and reposition the lever.

Note:

❏ *Return the adjust lever to the "0" position, which is the normal position, after you finish printing on envelopes. Leaving the lever in the "+" position may cause gaps to appear in images printed on other media.*

❏ *When the adjust lever is in the "+" position, make sure the High Speed setting in the printer driver's Advanced dialog box is off. To turn this option off, you may also need to change the Print Quality setting.*

❏ Load envelopes flap edge first with the flap side down, as shown in the illustration.



❏ Do not use envelopes that are curled or folded. Make sure to flatten the envelope flaps before loading. Also avoid using envelopes that are too thin; they may curl during printing.

❏ Select Plain Paper as the Media Type setting in the printer driver.

Printing with Windows

Printer Software Introduction

The printer software which comes with your printer includes 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.

Getting more information

For information on using the printer driver, see "Making Changes to Printer Settings" on page 32.

For information on using the printer utilities, see "Using the Printer Utilities" in the online *Reference Guide*.

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

Online help provides more information about the printer software. See "Getting Information Through Online Help" on page 43 for instructions on accessing help.

Accessing the printer software

You can access the printer software from most Windows applications, or from the Windows Start menu (Windows 98, 95 and NT 4.0).

When you access the printer software from a Windows application, the settings you make apply only to the application you are using.

When you access the printer software from the Start menu, the settings you make apply to all of your Windows applications.

From Windows applications

1. From the File menu, click Print or Print Setup.

2. In the dialog box that appears, click Printer, Setup, Options, or Properties. (Depending on your application, you may need to click a combination of these buttons.) The printer driver opens.

From the Windows Start menu

1. Click Start, point to Settings, then click Printers.

2. For Windows 95 and 98, select your printer, then click Properties on the File menu. For Windows NT 4.0, select your printer, then click Document Defaults on the File menu. The printer driver opens.

Making Changes to Printer Settings

The printer driver features the following menus and settings.

Main: Media Type, Ink, Mode

Paper: Paper Size, Copies, Orientation, Printable Area

Layout: Reduce/Enlarge, Multi-Page, Watermark

The Mode settings on the Main menu are arranged to give you four levels of control over the printer driver, as explained below.

Automatic	This mode provides the quickest and easiest way to start printing. See "Using the Automatic mode" on page 36.

PhotoEnhance	This mode lets you choose from a variety of image-correction settings specially designed for photos. See "Using the PhotoEnhance mode" on page 37.
Custom	This mode lets you choose from a list of ready-made or personalized settings suited to the kind of document you want to print. When Custom is selected, the Advanced button is enabled, allowing you to access the Advanced dialog box. See "Using the Custom mode" on page 39.
Advanced	This button opens the Advanced dialog box, where you can make detailed settings to fit your individual needs. From the Advanced dialog box, you can add your personalized settings to the Custom Settings list.

In addition to making comprehensive Mode settings that affect overall print quality, you can also modify individual aspects of your printout using the Paper and Layout menus. For more information about the Paper and Layout menus, see your online *Reference Guide*.

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, select the Media Type setting that matches the media which is loaded in the printer. To find out what Media Type you are using, find your media in the list below, and refer to the corresponding Media Type under which it is grouped (shown in larger type). For some media, there are several Media Type settings to choose from.

Plain Paper

Plain paper

Envelopes

EPSON Premium Ink Jet Plain Paper (A4)	S041214

360 dpi Ink Jet Paper

EPSON 360 dpi Ink Jet Paper (A4)	S041059
EPSON 360 dpi Ink Jet Paper (A3)	S041065
EPSON 360 dpi Ink Jet Paper (Super A3)	S041066
EPSON Iron-On Cool Peel Transfer Paper (A4)	S041154
EPSON Iron-On Cool Peel Transfer Paper (A3)	S041238

Photo Quality Ink Jet Paper

EPSON Photo Quality Ink Jet Paper (A4)	S041061
EPSON Photo Quality Ink Jet Paper (A3)	S041068
EPSON Photo Quality Ink Jet Paper (Super A3)	S041069
EPSON Photo Quality Ink Jet Cards (A6)	S041054
EPSON Photo Quality Ink Jet Cards (5 × 8″)	S041121
EPSON Photo Quality Ink Jet Cards (8 × 10″)	S041122
EPSON Photo Quality Self Adhesive Sheets (A4)	S041106
EPSON Ink Jet Note Cards A6 (with envelopes)	S041147
EPSON Ink Jet Greeting Cards 5 x 8″ (with envelopes)	S041148
EPSON Ink Jet Greeting Cards 8 x 10″ (with envelopes)	S041149

Matte Paper-Heavyweight

EPSON Matte Paper-Heavyweight (A4)	S041259
EPSON Matte Paper-Heavyweight (A3)	S041262
EPSON Matte Paper-Heavyweight (Super A3)	S041265

Photo Paper

EPSON Photo Paper (A4)	S041140
EPSON Photo Paper (A3)	S041142
EPSON Photo Paper (Super A3)	S041143
EPSON Photo Paper (B)	S041156
EPSON Photo Paper (4 × 6″)	S041134
EPSON Panoramic Photo Paper (210 × 594 mm)	S041145
EPSON Photo Paper Cards (A4)	S041177

Photo Quality Glossy Film

EPSON Photo Quality Glossy Film (A4)	S041071
EPSON Photo Quality Glossy Film (A3)	S041073
EPSON Photo Quality Glossy Film (Super A3)	S041074
EPSON Photo Quality Glossy Film (A6)	S041107
EPSON Photo Stickers 16 (A6)	S041144
EPSON Photo Stickers 4 (A6)	S041176

Ink Jet Transparencies

EPSON Ink Jet Transparencies (A4)	S041063

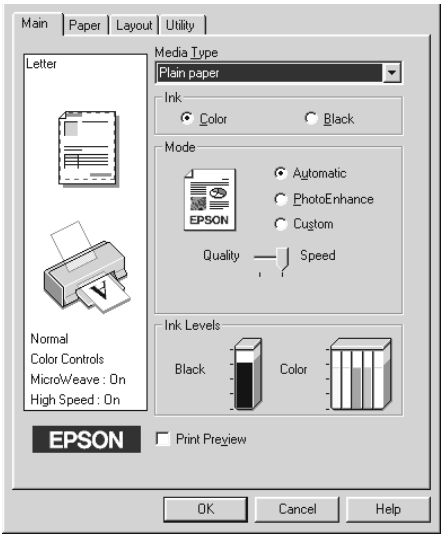
Ink Jet Back Light Film

EPSON Ink Jet Back Light Film (A3)	S041131

Note:
The availability of special media varies by location.

Using the Automatic mode

When Automatic is selected as the Mode setting on the Main menu, 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 33.



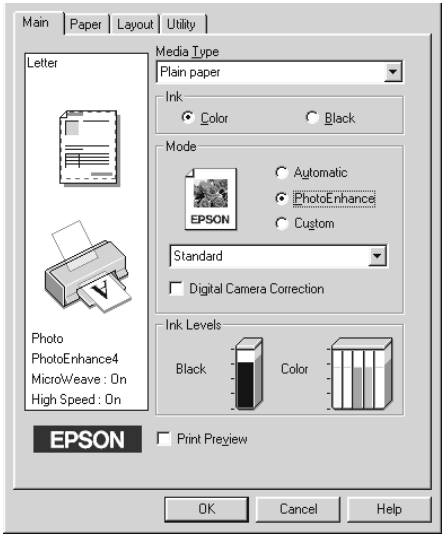
Note:

- ❏ *Depending on the media selected in the Media Type list (while* Automatic *is selected), a slider appears under the Custom radio button that lets you choose from* Quality *or* Speed *settings. Select* Quality *when print quality is more important than speed.*

❏ *Most Windows applications feature paper size and page layout settings that override similar settings on the printer driver. However, if your application does not have these settings, verify the settings on the printer driver's Paper menu.*

Using the PhotoEnhance mode

The PhotoEnhance mode provides a variety of image-correction settings that you can apply to your photo images before printing. PhotoEnhance does not affect your original data.



Note:

❏ *This mode is available when printing 16-, 24-, or 32-bit color data.*

❏ *Printing with* PhotoEnhance *selected may increase the time required for printing, depending on your computer system and the amount of data contained in your image.*

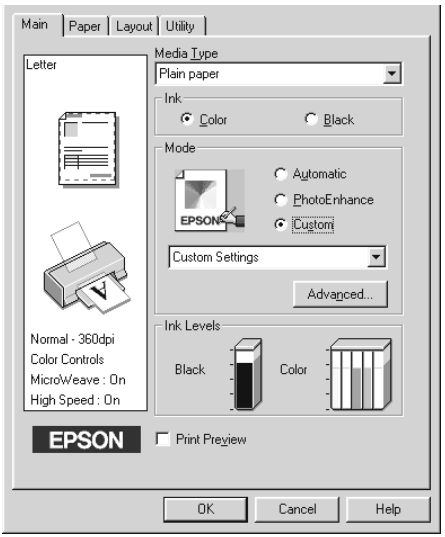
You can select from the following settings.

Standard	This setting provides standard image correction for most photos. Try this first.
People	This setting is best for photos of people.
Nature	This setting is best for outdoor scenery such as mountains, sky, and oceans.
Soft Focus	This setting makes your photos look as if they were taken with a soft-focus lens.
Sepia	This setting applies a sepia tone to your photos.

Selecting PhotoEnhance also enables the Digital Camera Correction check box. Select this check box when you are printing photos taken with a digital camera to give your printed images the smooth, natural appearance of photographs taken with a film camera.

Using the Custom mode

The Custom mode offers ready-made settings designed for printing text and graphs and for applying a color-matching method. You can also create and save your own custom settings.



You can select from the following ready-made settings.

Text/Graph	This setting is good for printing presentation documents such as graphs and charts.
Economy	This setting is best for printing drafts of text
ICM (For Windows 95 and 98)	This setting automatically adjusts printout colors to match colors on your screen. ICM stands for Image Color Matching.
sRGB	This setting is best for color matching with other sRGB devices.

Follow the steps below to select a Custom setting.

1. Select Custom as the Mode setting on the Main menu.

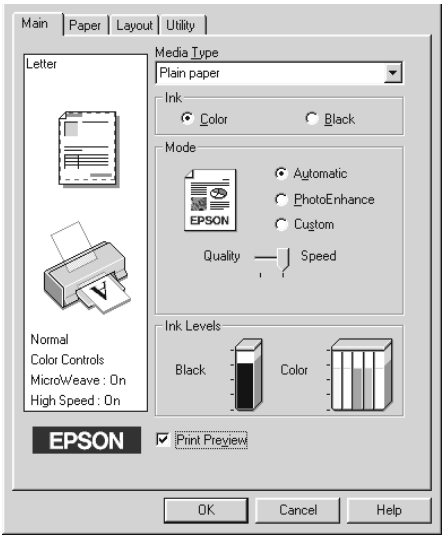
2. Click anywhere in the list box to open it, then select the most appropriate setting for the type of document or image you wish to print.

3. When you select a Custom setting, other settings such as Print Quality, Halftoning, and Color Adjustment are made automatically. Changes to these settings are reflected in the display on the left side of the Main menu.

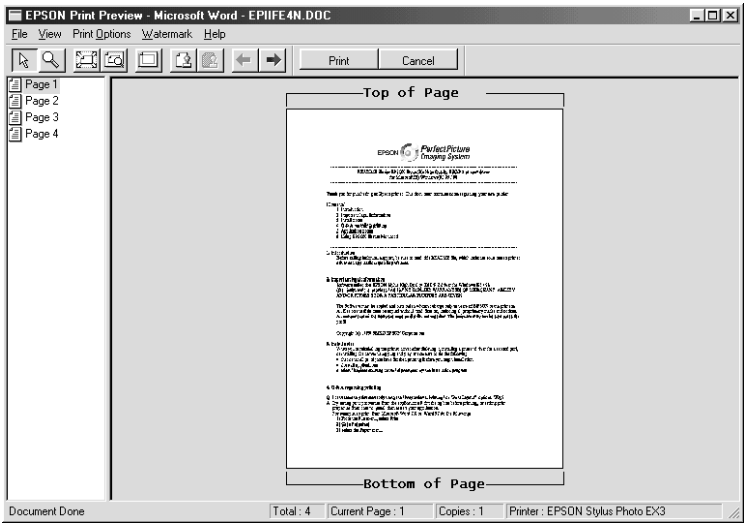
4. Before printing, be sure to verify the Media Type and Ink settings, as they may be affected by the Custom setting you select. See "Making the Media Type setting" on page 33.

Previewing your printout

Select the Print Preview check box on the Main menu to see a preview of your document before printing.



When you send a print job to the printer, the Print Preview window opens, allowing you to make chages before printing.



The Preview dialog box contains several icon buttons which you can use to perform the following functions:

	Drag 'n'drop	Clicking this button lets you select and move watermarks.
	Zoom	Clicking this button enlarges or reduces the size of the previewed page.
	Fit-to-screen	Clicking this button scales the previewed page so that it fits the size of the window. Select this option if you want to see the entire page at one time.
	Maximum zoom	Clicking this button displays the previewed page at the maximum possible zoom ratio.
	Printable area on/off	Clicking this button displays a rectangle on the page being previewed. This rectangle is the printable area for the page. The printer cannot print anything which exceeds this rectangle. Press the icon button again to turn this feature off.

	Watermark	Clicking this button opens the watermark settings dialog box, where you can change any of the current watermark settings.
	Reset watermark settings	Clicking this button returns all watermark settings to what they were when the Print Preview window was first opened. If nothing has been changed, this feature is not available.
	Previous page	Clicking this button displays the page previous to the one currently being previewed. If there is no previous page then this feature is not available.
	Next page	Clicking this button displays the next page in the document. If there is no next page then this feature is not available.

You can also manipulate the previewed document in the following ways:

- ❏ Select and preview individual pages.
- ❏ Reduce or enlarge the size of the preview.
- ❏ Select and print any or all pages.
- ❏ Apply watermarks. The watermark you select will appear in the previewed image. For detailed information on customizing watermarks, see "Printing a watermark on your document" in your *Reference Guide*.
- ❏ Specify which pages in the document you would like printed using the Add and Remove features. To add or remove a page, you must first click the page icon in the list appearing on the left side of the preview window. Then add or remove it using the commands in the Print Options menu.

	Add page	Clicking this button will add the highlighted pages to the list of pages to be printed.

	Remove page	Clicking this button will remove the highlighted pages from the list of pages to be printed.

After you have previewed the document, click Print to print the document, or click Cancel to cancel printing.

Getting Information Through Online Help

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

Accessing help from your application

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.) Click Help at the bottom of the Main, Paper, Layout, and Utility menus for help related to the items on that menu.

For Windows 95, 98, and NT 4.0, you can get specific help related to any item on a menu by right-clicking the item, then clicking the What's This? command.

Accessing help from the Windows Start menu

Click the Start button, point to Programs and Epson (for Windows 95 and 98) or EPSON Printers (for Windows NT 4.0), then click EPSON Stylus Photo EX3 Help. The help contents window opens.

Printing with Macintosh

Printer Software Introduction

The printer software which comes with your printer includes 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.

For information on using the printer driver, see "Making Changes to Printer Settings" on page 45.

For information on using the printer utilities, see "Using the Printer Utilities" in the online *Reference Guide*.

You can also get more information about the printer software by clicking the help icon in any of the dialog boxes in the printer driver.

Making Changes to Printer Settings

You will find the printer driver settings in the following dialog boxes.

- ❏ Print dialog box (click Print on the File menu of your application or click Options in the Page Setup dialog box)
- ❏ Page Setup dialog box (click Page Setup on the File menu of your application)
- ❏ Layout dialog box (click the Layout icon button in the Print dialog box)
- ❏ Background Printing dialog box (click the Background Printing icon button located in the Print dialog box)

❏ Preview dialog box (click the Preview icon button and then click Preview in the Print dialog box)

The Mode settings in the Print dialog box are arranged to give you four levels of control over the printer driver, as explained below.

Automatic	This mode provides the quickest and easiest way to start printing. See "Using the Automatic mode" on page 50.
PhotoEnhance	This mode lets you choose from a variety of image-correction settings specially designed for photos. See "Using the PhotoEnhance mode" on page 51.
Custom	This mode lets you choose from a list of ready-made or personalized settings suited to the kind of document you want to print. When Custom is selected, the Advanced button is enabled, allowing you to access the Advanced dialog box. See "Using the Custom mode" on page 52.
Advanced	This button opens the Advanced dialog box, where you can make detailed settings to fit your individual needs. From the Advanced dialog box, you can add your personalized settings to the Custom Settings list.

In addition to making comprehensive Mode settings that affect overall print quality, you can also modify individual aspects of your printout using the settings contained in the Page Setup and the Layout dialog boxes. For information on page setup options. For information on page layout options.

Making the Media Type setting

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

In the Print dialog box, select the Media Type setting that matches the paper you loaded in the printer. To find out what Media Type you are using, find your media in the list below, and refer to the corresponding Media Type under which it is grouped (shown in larger type). For some media, there are several Media Type settings to choose from.

Plain Paper

Plain paper

Envelopes

EPSON Premium Ink Jet Plain Paper (A4)	S041214

360 dpi Ink Jet Paper

EPSON 360 dpi Ink Jet Paper (A4)	S041059
EPSON 360 dpi Ink Jet Paper (A3)	S041065
EPSON 360 dpi Ink Jet Paper (Super A3)	S041066
EPSON Iron-On Cool Peel Transfer Paper (A4)	S041154
EPSON Iron-On Cool Peel Transfer Paper (A3)	S041238

Photo Quality Ink Jet Paper

EPSON Photo Quality Ink Jet Paper (A4)	S041061
EPSON Photo Quality Ink Jet Paper (A3)	S041068
EPSON Photo Quality Ink Jet Paper (Super A3)	S041069
EPSON Photo Quality Ink Jet Cards (A6)	S041054
EPSON Photo Quality Ink Jet Cards (5 × 8″)	S041121
EPSON Photo Quality Ink Jet Cards (8 × 10″)	S041122
EPSON Photo Quality Self Adhesive Sheets (A4)	S041106
EPSON Ink Jet Note Cards A6 (with envelopes)	S041147
EPSON Ink Jet Greeting Cards 5 x 8″ (with envelopes)	S041148
EPSON Ink Jet Greeting Cards 8 x 10″ (with envelopes)	S041149

Matte Paper-Heavyweight

EPSON Matte Paper-Heavyweight (A4)	S041259
EPSON Matte Paper-Heavyweight (A3)	S041262
EPSON Matte Paper-Heavyweight (Super A3)	S041265

Photo Paper

EPSON Photo Paper (A4)	S041140
EPSON Photo Paper (A3)	S041142
EPSON Photo Paper (Super A3)	S041143
EPSON Photo Paper (B)	S041156
EPSON Photo Paper (4 × 6″)	S041134
EPSON Panoramic Photo Paper (210 × 594 mm)	S041145
EPSON Photo Paper Cards (A4)	S041177

Photo Quality Glossy Film

EPSON Photo Quality Glossy Film (A4)	S041071
EPSON Photo Quality Glossy Film (A3)	S041073
EPSON Photo Quality Glossy Film (Super A3)	S041074
EPSON Photo Quality Glossy Film (A6)	S041107
EPSON Photo Stickers 16 (A6)	S041144
EPSON Photo Stickers 4 (A6)	S041176

Ink Jet Transparencies

EPSON Ink Jet Transparencies (A4)	S041063

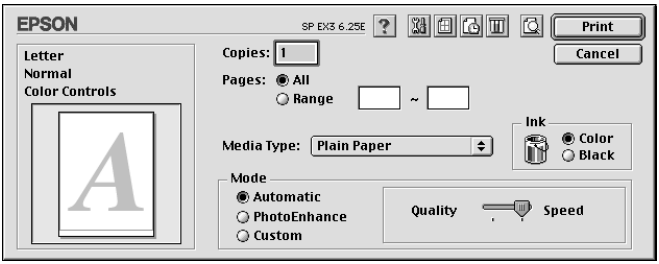
Ink Jet Back Light Film

EPSON Ink Jet Back Light Film (A3)	S041131

Note:
The availability of special media varies by location.

Using the Automatic mode

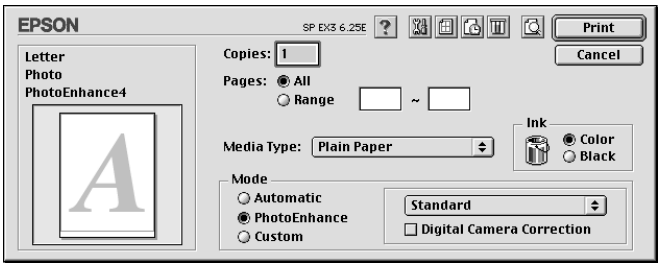
When Automatic is selected as the Mode setting in the Print dialog box, the printer driver takes care of all detailed settings based on the current Media Type and Ink settings. To make the Ink setting, click Color to print in color, or Black to print in black-and-white or grayscale. To make the Media Type setting, see "Making the Media Type setting" on page 46.



Note:
Depending on the media you choose in the Media Type list (while Automatic *is selected), a slider appears to the right of the Mode options that lets you choose* Quality, Speed *or an intermediate setting. Select* Quality *when print quality is more important than speed.*

Using the PhotoEnhance mode

The Photo Enhance mode provides a variety of image-correction settings that you can apply to your photo images before printing. PhotoEnhance does not affect your original data.



Note:

- ❏ *This mode is only available when printing 32-bit color data.*
- ❏ *Printing with PhotoEnhance selected may increase the time required for printing, depending on your computer system and the amount of data contained in your image.*

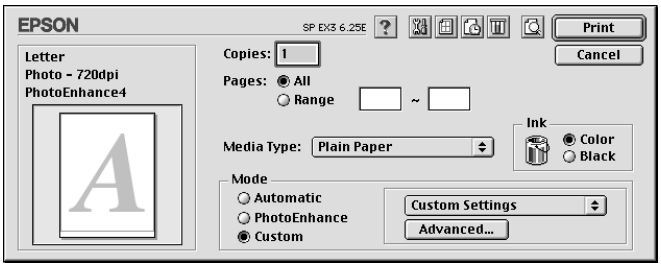
You can select from the following settings.

Standard	This setting provides standard image correction for most photos. Try this first.
People	This setting is best for photos of people.
Nature	This setting is best for outdoor scenery such as mountains, sky, and oceans.
Soft Focus	This setting makes your photos look as if they were taken with a soft-focus lens.
Sepia	This setting applies a sepia tone to your photos.

If you are printing photos taken with a digital camera, you can also select the Digital Camera Correction check box to give your printed images the smooth, natural appearance of photographs taken with a film camera.

Using the Custom mode

The Custom mode offers ready-made settings designed for printing text and graphs and for applying a color-matching method. You can also create and save your own custom settings.



You can select from the following ready-made settings.

Text/Graph	This setting is good for printing presentation documents such as graphs and charts.
Economy	This setting is best for printing drafts of text
ColorSync	This setting automatically adjusts printout colors to match colors on your screen.

Follow the steps below to select a Custom setting.

1. Verify the Media Type and Ink settings in the Print dialog box. For details, see "Making the Media Type setting" on page 46.

2. Click the Custom button in the Print dialog box. This enables the Custom Settings list, located below and to the right of the Custom radio button.

3. From the Custom Settings list, select the most appropriate setting for the type of document or image you will print.

4. When you choose a Custom setting, other settings such as Print Quality, Halftoning, and Color are made automatically. Changes to these settings are reflected in the display on the left side of the Print dialog box.

Previewing your printout

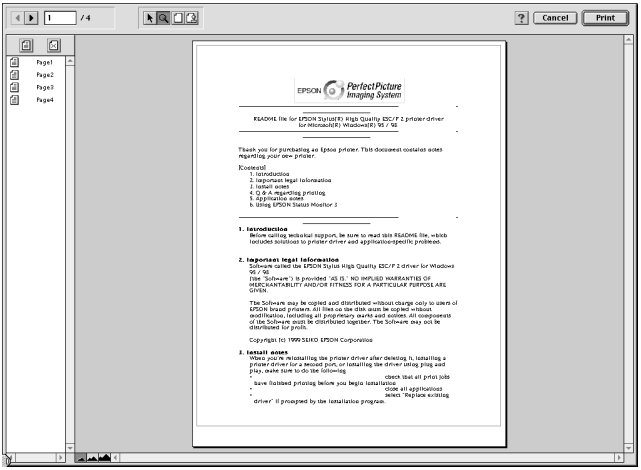
The Preview feature allows you to see how your document will look before actually printing it. Follow these steps to preview your document.

1. Make your printer driver settings.

2. Click the Preview icon button in the Print dialog box. The Print button changes into a Preview button.

   Note:
   Use the Preview icon button to switch between the Print, Preview, and Save File modes. Click the icon to select the mode you want. For information on the Save File mode, see "Saving print data in files" on page 55.

3. Click the Preview button. The Preview dialog box appears and displays a preview of your document.



The Preview dialog box contains six icon buttons you can use to perform the following functions.

	Selection	This feature lets you select, move, and resize watermarks.
	Zoom	This feature enlarges the or reduces the size of the previewed page.
	Margin Display/ Non-Display	This feature displays or hides borderlines which indicate the printable area.
	Watermark Editing	This button opens the Watermark Edit box. This dialog box allows you to add watermarks to the document, and to change any of the current watermark settings.
	Add Page Remove Page	These buttons let you select or deselect the pages you want to print from the list on the left side of the preview window.

4. If you are satisfied with the previewed image, click Print.

   If you are not satisfied with the appearance of the image, click Cancel. The Preview and Print dialog boxes close with the current print settings preserved. Open the Print dialog box again to make additional changes to the print settings.

Saving print data in files

You can save print data in a file by clicking the Save File icon button in the Print dialog box. This feature lets you print the data at a later time simply by double-clicking the saved file. Follow these steps.

Note:
Use the Preview icon button to switch between the Print, Preview, and Save File modes. Click the icon to select the mode you want.

1. Make your printer driver settings.

2. Click the Preview icon button in the Print dialog box repeatedly until the Print button changes into the Save File button.

3. Click the Save File button.

4. Select the location where you want to save the file, then type a file name into the Save As box and click Save.

When you want to print the data, double-click the file to open EPSON Monitor 3. Click the Resume button to send the data to the printer.

Replacing Ink Cartridges

The printer's indicator lights will inform you when it is time to obtain a replacement ink cartridge and when it is time to replace an empty cartridge. You can also check ink levels and start the ink cartridge replacement procedure from your computer using the Status Monitor 3 utility. See the online *Reference Guide* for more information.

This table describes the status of the lights on your printer and the actions you need to take.

Lights	Action
☐ (flashing) 💧	Obtain a replacement black ink cartridge.
■ 💧	Replace the empty black ink cartridge.
☐ (flashing) 🎨	Obtain a replacement color ink cartridge.
■ 🎨	Replace the empty color ink cartridge.

■ = on, ☐ (flashing) = flashing

Warning:

- ❏ *Keep ink cartridges out of the reach of children. Do not allow children to drink from or otherwise handle the cartridges.*
- ❏ *If ink gets on your skin, wash the area thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.*

Caution:

- ❏ *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.*

- ❏ *Leave the old cartridge installed in the printer until you have obtained a replacement; otherwise, ink remaining in the print head nozzles may dry out.*

Note:

- ❏ *You cannot continue printing with one ink cartridge empty, even if the other cartridge still contains ink. Before printing, replace the empty cartridge.*

- ❏ *In addition to the ink used during document printing, ink is consumed during the print head cleaning operation and during the self-cleaning cycle which is performed when the printer is turned on, and during ink charging when the ink cartridge is installed in the printer.*

For more information about ink cartridges, see "When handling the ink cartridges" on page 2.

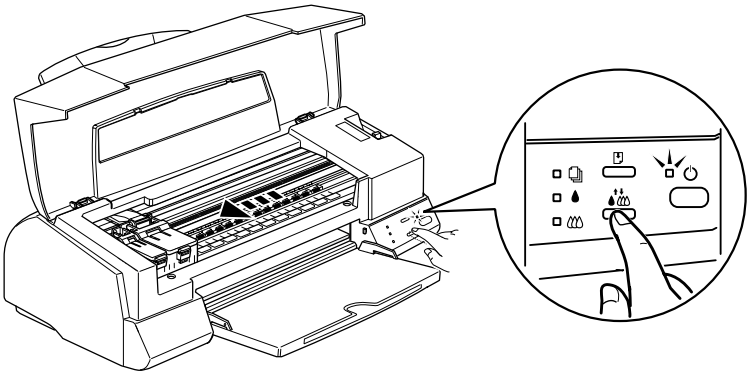
To replace an ink cartridge using the cleaning button, follow the steps below.

Note:
You can also replace an ink cartridge from your computer using EPSON Status Monitor 3. Click the How to *button in the Status Monitor's Printer Status window, then follow the on-screen instructions.*

1. Make sure the printer is on. The power light should be on, but not flashing. (Determine which cartridge needs to be replaced as indicated by the black and color ink out lights.)

2. Lower the output tray at the front of the printer, then open the printer cover.

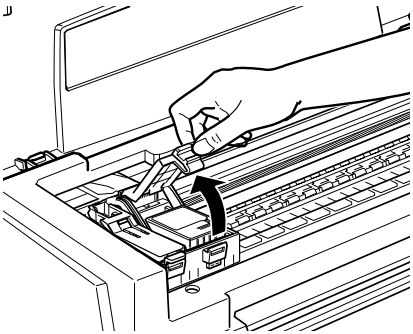
3. Hold down the cleaning button for three seconds. The print head moves left to the ink cartridge replacement position, and the power light begins flashing.



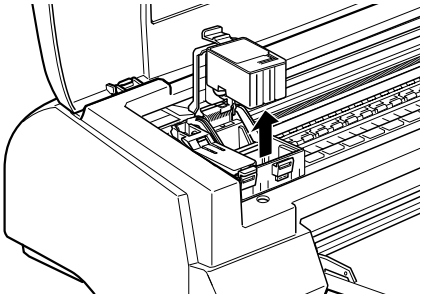
Caution:
Do not move the print head by hand as this may damage the printer. Always press the cleaning button to move it.

4. Push back the release tabs and lift up the clamp that holds the cartridge you want to replace as far as it will go. The cartridge rises partly out of the cartridge holder.

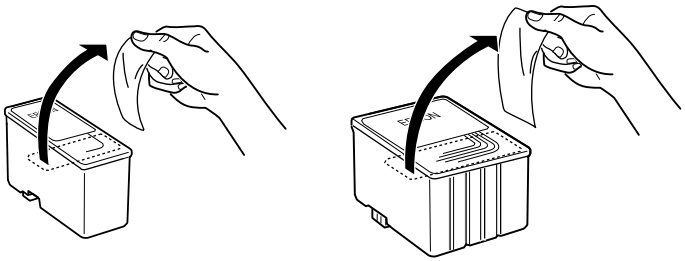
The illustration shows color ink cartridge replacement. To replace the black ink cartridge, lift up only the smaller clamp on the left.



5. Lift the cartridge out of the printer and dispose of it properly. Do not take the used cartridge apart or try to refill it.



6. Remove the new ink cartridge from its protective bag. Next, remove only the yellow tape seal from the cartridge.



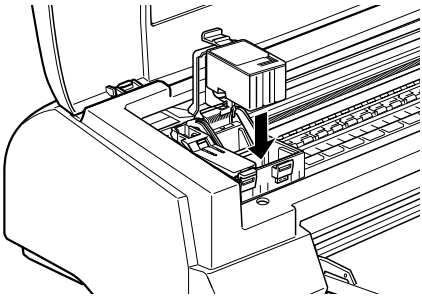
black ink cartridge

color ink cartridge

Caution:

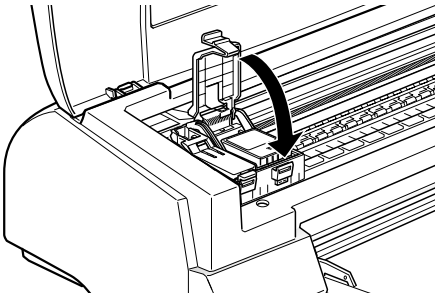
- ❏ *You must remove the yellow tape seal from the cartridge before installing it; otherwise, the cartridge will become unusable and you will be unable to print.*
- ❏ *If you have installed an ink cartridge without removing the yellow tape seal, you must remove the cartridge and install a new one. Prepare the new cartridge by removing the yellow tape seal, then install it in the printer.*
- ❏ *Do not remove the blue portion of the tape seal from the top of the cartridge; otherwise, the print head may become clogged and unable to print.*

7. Place the ink cartridge gently into the cartridge holder with the label on the cartridge facing up. Do not press down on the cartridge.



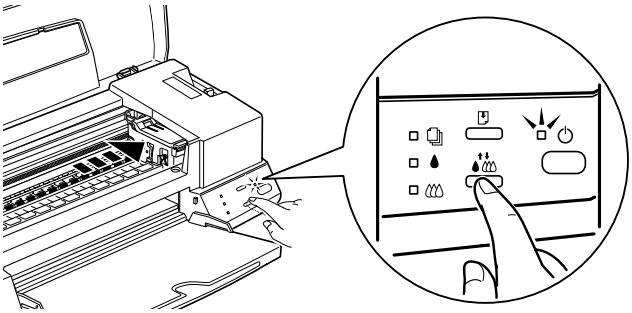
8. Lower the ink cartridge clamp until it locks into place.

The illustration shows color ink cartridge replacement. To replace the black ink cartridge, replace only the cartridge held by the smaller clamp on the left.



Caution:
After you remove an ink cartridge from the printer, please insert a new one immediately. If no cartridge is present, the print head may dry out and become unable to print.

9. Press the cleaning button. The printer moves the print head and begins charging the ink delivery system. This process takes about one minute to complete. When the ink charging process is finished, the printer returns the print head to its home position, the power light stops flashing and stays on, and the black and color lights come on.



Caution:
The power light continues to flash while the printer performs the ink charging operation. Never turn off the printer while this light is flashing. Doing so can result in incomplete charging of ink.

10. Close the printer cover.

Maintenance

Checking the Print Head Nozzles

If you find that the printed image is unexpectedly faint or dots in the printed image are missing, you may be able to identify the problem by checking the print head nozzles.

You can check the print head nozzles from your computer using the Nozzle Check utility in the printer software, or from the printer itself by using the printer's control panel buttons.

Using the Nozzle Check utility

Follow the steps below to use the Nozzle Check utility.

Note:
Do not use the Nozzle Check utility while printing is in progress; otherwise, your printout may be marred.

For Windows users

1. Make sure A4 or Letter size paper is loaded in the sheet feeder.
2. Click the Utility tab in the printer software, then click the Nozzle Check button.
3. Follow the instructions on your screen.

For Macintosh users

1. Make sure A4 or Letter size paper is loaded in the sheet feeder.
2. Click the Utility icon button in the Print or Page Setup dialog box, then click the Nozzle Check button.
3. Follow the instructions on your screen.

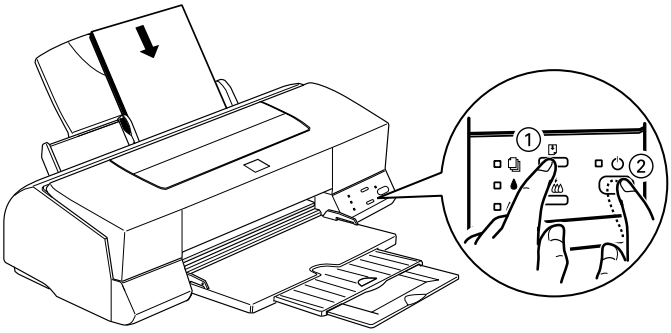
Using the control panel buttons

Follow the steps below to check the print head nozzles using the control panel buttons.

1. Turn off your printer.

2. Make sure that A4 or Letter size paper is loaded in the sheet feeder.

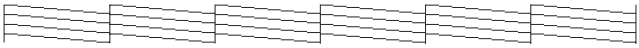
3. Hold down the load/eject button (① in the illustration below) and press the power button (② in the illustration below) to turn on the printer.



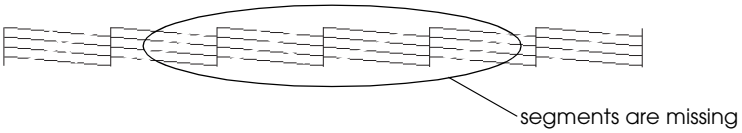
4. Then release both buttons.

The printer prints an operation check page including your printer's ROM version information, the ink counter code, and a nozzle check pattern. Below are sample printouts.

Good sample



Print head needs to be cleaned



The above sample is in black and white, but the actual test prints in color (CMYK).

If the nozzle check page does not print satisfactorily (for example, if any segment of the printed lines is missing) there is a problem with the printer. This could be a clogged ink nozzle or a misaligned print head. See the next section for details on cleaning the print head. For information on aligning the print head, see "Aligning the Print Head" on page 68.

Cleaning the Print Head

If you find that the printed image is unexpectedly faint or dots in the printed image are missing, you may be able to solve these problems by cleaning the print head, which ensures that the nozzles are delivering ink properly.

You can clean the print head from your computer with the Head Cleaning utility in the printer software, or from the printer itself by using the printer's control panel buttons.

Note:

- ❏ *Print head cleaning uses both color and black ink. To avoid wasting ink, clean the print head only if print quality declines; for example, if the printout is blurry or the color is incorrect or missing.*

- ❏ *Use the Nozzle Check utility first to confirm that the print head needs to be cleaned. This saves ink.*

- ❏ *When the ♦ black or ♣ color ink out light is flashing or on, you cannot clean the print head. Replace the appropriate ink cartridge first.*

- ❏ *Do not start the Head Cleaning or Nozzle Check utility while printing is in progress; otherwise, your printout may be marred.*

Using the Head Cleaning utility

Follow the steps below to use the Head Cleaning utility.

For Windows users

1. Make sure that the printer is on and both ♦ black and ♣ color ink out lights are off.

   Note:
   If the ♦ black or ♣ color ink out light is flashing, you can not clean the print head. Replace the appropriate ink cartridge first.

2. Click the Utility tab in the printer software, then click the Head Cleaning button.

3. Follow the messages on your screen.

For Macintosh users

1. Make sure that the printer is on, and the ♦ black and ♣ color ink out lights are off.

2. Click the Utility icon button in the Print or Page Setup dialog box, then click the Head Cleaning button.

3. Follow the on-screen instructions.

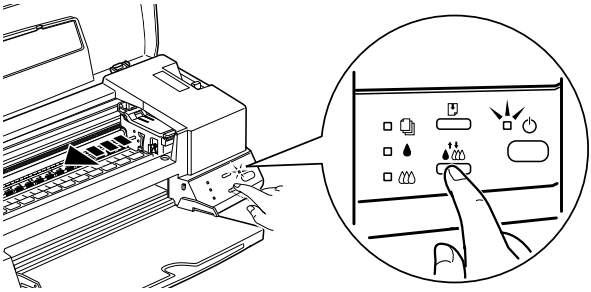
Using the control panel buttons

Follow the steps below to clean the print head using the control panel buttons.

1. Make sure that the ⏻ power light is on and that both the ♦ black and ♦ color ink out lights are off.

   Note:
   If the ♦ black or ♦ color ink out light is flashing or on, you cannot clean the head.

2. Hold down the ♦♦ cleaning button for three seconds.



The printer starts cleaning the print head and the ⏻ power light begins flashing. Print head cleaning takes about thirty seconds to complete.

Caution:
Never turn off the printer while the ⏻ power light is flashing. Doing so may damage the printer.

3. When the ⏻ power light stops flashing, print a nozzle check pattern to confirm that the head is clean and to reset the cleaning cycle.

If print quality hasn't improved after repeating this procedure four or five times, turn the printer off and leave it alone overnight. Then do the head cleaning again.

If the print quality still has not improved, one or both of your ink cartridges may be old or damaged and may need to be replaced. To replace an ink cartridge before it is empty, see "Replacing Ink Cartridges" in the online *Reference Guide*.

If print quality remains a problem after replacing the ink cartridges, contact your dealer.

Note:
To maintain print quality, we recommend turning on the printer for at least one minute every month.

Aligning the Print Head

If you notice a misalignment of vertical lines, you may be able to solve this problem from your computer using the Print Head Alignment utility in your printer software. Follow the directions below.

Note:
Do not start the Print Head Alignment utility while printing is in progress; otherwise, your printout may be marred.

For Windows users

1. Make sure A4 or Letter size plain paper is loaded in the sheet feeder.

2. Click the Utility tab in the printer software, then click the Print Head Alignment button.

3. Follow the messages on your screen to align the print head.

For Macintosh users

1. Make sure A4 or Letter size plain paper is loaded in the sheet feeder.

2. Click the Utility icon button in the Print or Page Setup dialog box, then click the Print Head Alignment button.

3. Follow the messages on your screen to align the print head.

Troubleshooting

Correcting USB Problems

If you are having difficulty using your printer with a USB connection, refer to the information in this section.

Make sure your computer is a Windows 98 pre-installed model

Your computer must be a Windows 98 pre-installed model. You may not be able to install or run the USB printer driver on a computer which is not equipped with a USB port or which is upgraded from Windows 95 to 98.

For details about your computer, contact your dealer.

Make sure that EPSON USB Printer Devices appears in the Device Manager menu

If you canceled the plug-and-play driver installation before the procedure was completed, either the USB printer device driver or the printer driver may be incorrectly installed.

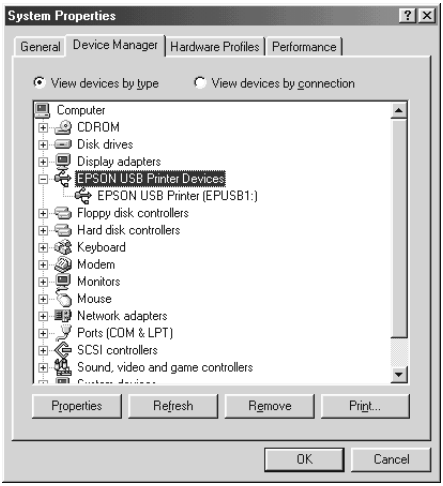
Follow the steps below to check the installation and reinstall the drivers.

1. Turn the printer on. Plug the USB cable into the printer and the computer.

2. Right-click the My Computer icon on your desktop, then click Properties.

3. Click the Device Manager tab.

If your drivers are correctly installed, EPSON USB Printer Devices should appear in the Device Manager menu.

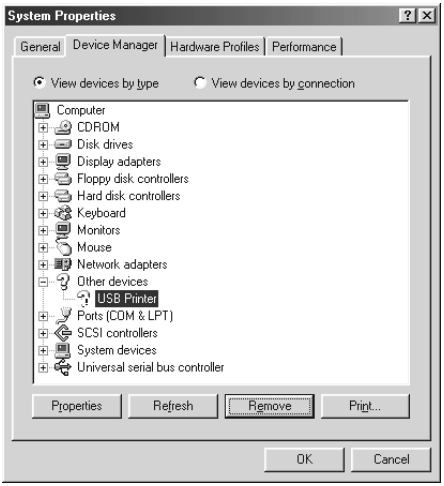


If EPSON USB Printer Devices does not appear in the Device Manager menu, click the plus (+) sign beside Other Devices to view the installed devices.

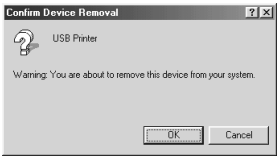
If USB Printer appears under Other Devices, the USB printer device driver is not installed correctly. If EPSON Stylus Photo EX3 appears, the printer driver is not installed correctly.

If neither USB Printer nor EPSON Stylus Photo EX3 appears under Other Devices, click Refresh or unplug the USB cable from the printer, then plug it into the printer again.

4. Under Other Devices, click USB Printer or EPSON Stylus Photo EX3, then click Remove. Then click OK.



5. When the following dialog box appears, click OK. Then click OK to close the Properties window.



6. Turn off the printer and restart your PC. Then, reinstall the driver from the beginning, following the instructions in the *Setup Guide*.

Printer does not work correctly with a USB cable

If your printer does not work correctly with a USB cable, try one or more of these solutions:

- ❏ Use the recommended USB cable as described in "System Requirements" in the online *Reference Guide*.

- ❏ If you use a USB hub, connect the printer to the first tier of the hub, or connect the printer to the computer's USB port directly.

- ❏ For PCs, try reinstalling the USB printer device driver and the printer software. First, uninstall EPSON Printer Software using the Add/Remove Programs utility in the Control Panel, then uninstall EPSON USB Printer Devices. Next, reinstall the software as described in *Setup Guide*. If EPSON USB Printer Devices is not registered in the Add/Remove Programs list, access the CD-ROM and double-click epusbun.exe in the Win 9X folder. Then follow the on-screen instructions.

Error Indicators

You can identify many common printer problems using the lights on your printer's control panel. If your printer stops working and the lights are on or flashing, use the following table of panel light patterns to diagnose the problem, then follow the recommended corrective measures.

Lights	Problem and Solution	
	Paper out	
	No paper is loaded in the printer.	Load paper in the sheet feeder, then press the load/eject button. The printer resumes printing and the light goes out.
	Paper jam	
	Paper has jammed in the printer.	Press the load/eject button. The printer ejects the jammed paper and then resumes printing. If the error is not cleared, open the printer cover and remove the jammed paper. Then reload paper in the sheet feeder and press the load/eject button. The printer resumes printing.
	Ink low (black ink cartridge)	
	The black ink cartridge is nearly empty.	Obtain a replacement black ink cartridge.
	Ink out (black ink cartridge)	
	The black ink cartridge is empty or not installed.	Replace the black ink cartridge with a new one. See "Replacing Ink Cartridges" on page 57.
	Ink low (color ink cartridge)	
	The color ink cartridge is nearly empty.	Obtain a replacement color ink cartridge.

■	**Ink out (color ink cartridge)**	
	The color ink cartridge is empty or not installed.	Replace the color ink cartridge with a new one. See "Replacing Ink Cartridges" on page 57.
☐ ☐ ■ ■	**Carriage error**	
	The print head carriage is obstructed by jammed paper or other foreign material and cannot return to the home position.	Turn off the printer. Open the printer cover and remove any paper from the paper path by hand. Then turn the printer back on. If the error is not cleared, contact your dealer.
☐ ☐ ☐ ☐	**Unknown printer error**	
	An unknown printer error has occurred.	Turn off the printer, and contact your dealer.

■ = on, □ = off, ☐ = flashing

Typical Problems and Solutions

Most printer problems have simple solutions. Find the problem in the list below and apply the recommended solution. For more information, see "Troubleshooting" in the online *Reference Guide*.

Print quality problems

If you are having print quality problems, try the solutions offered here.

Horizontal banding

Try one or more of these solutions:

- ❏ Make sure the printable side of the paper is face up in the sheet feeder.
- ❏ Run the Head Cleaning utility to clear any clogged ink nozzles.

Vertical misalignment

Try one or more of these solutions:

- ❏ Make sure the printable side of the paper is face up in the sheet feeder.
- ❏ Run the Print Head Alignment utility.
- ❏ Clear the High Speed check box in your printer driver. For instructions, see the printer driver's online help for Windows. For Macintosh, see "Using the Advanced settings" in the online *Reference Guide*.

Color gaps

Try one or more of these solutions:

- ❏ Make sure your paper is not damaged, dirty, or too old.
- ❏ Run the Head Cleaning utility to clear any clogged ink nozzles.
- ❏ Check the ♦ black and ♦ color ink out lights. If a light is flashing, replace the ink cartridge. See "Replacing Ink Cartridges" on page 57.

Blurry or smeared printout

Try one or more of these solutions:

- ❏ Make sure the printable side of the paper is face up in the sheet feeder.
- ❏ Make sure your paper is not damaged, dirty, or too old.

❏ Set the adjust lever to the "+" position, and make sure the Media Type setting in your printer driver is correct.

Paper feed or paper jam problems

If the printer doesn't feed paper, feeds multiple pages, or the paper is jammed, remove and reload the stack of paper, then press the load/eject button. Also make sure of the following:

❏ The paper isn't old or creased.

❏ Paper isn't loaded above the arrow on the left edge guide.

❏ The edge guides are set correctly.

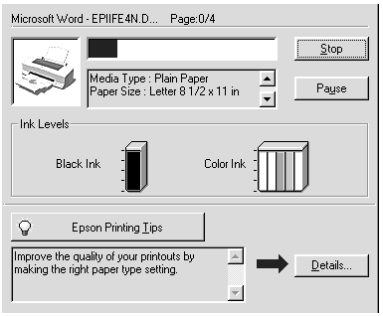
❏ The paper isn't too thin or rough. Use paper that meets the paper requirements for this printer. See the online *Reference Guide* for paper specifications.

Cancelling Printing

If the printouts are not what you expected and display incorrect or garbled characters or images, you may need to cancel printing. To cancel printing, follow the instructions below.

For Windows 98, 95 and NT 4.0

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



Click the Stop button to cancel printing.

For Macintosh

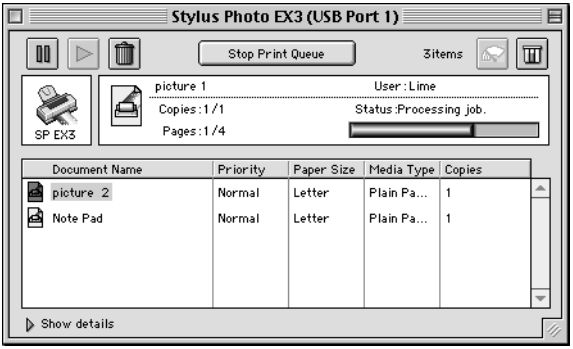
The procedure for canceling printing for Macintosh varies, depending upon whether background printing is on or off.

When background printing is on

1. Select EPSON Monitor3 from the application menu.

2. Click the name of the document which is printing in the Document Name list, then click the Stop icon button to cancel the print job.

3. Press the ⏻ power button to turn off the printer.



When background printing is off

1. Hold down the ⌘ command key on your keyboard and press the period (.) key to cancel the print job.

2. Press the ⏻ power button to turn off the printer.

Where to Get Help

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

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

- ❏ Serial 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)

Consumable Products

Consumable Products

The following ink cartridges and EPSON special media are available for your printer.

Ink cartridges

You can use the following cartridges with your printer.

Black ink cartridge	S020187
Color ink cartridge	S020193

Note:
The product numbers of ink cartridges may vary by location.

EPSON special media

EPSON offers specifically designed media for ink jet printers to meet most high-quality printing needs.

EPSON Premium Ink Jet Plain Paper (A4)	S041214
EPSON 360 dpi Ink Jet Paper (A4)	S041059
EPSON 360 dpi Ink Jet Paper (A3)	S041065
EPSON 360 dpi Ink Jet Paper (Super A3)	S041066
EPSON Photo Quality Ink Jet Paper (A4)	S041061
EPSON Photo Quality Ink Jet Paper (A3)	S041068
EPSON Photo Quality Ink Jet Paper (Super A3)	S041069
EPSON Photo Quality Ink Jet Cards (A6)	S041054
EPSON Photo Quality Ink Jet Cards (5 × 8″)	S041121
EPSON Photo Quality Ink Jet Cards (8 × 10″)	S041122

EPSON Photo Quality Self Adhesive Sheets (A4)	S041106
EPSON Ink Jet Note Cards A6 (with envelopes)	S041147
EPSON Ink Jet Greeting Cards 5 × 8″ (with envelopes)	S041148
EPSON Ink Jet Greeting Cards 8 × 10″ (with envelopes)	S041149
EPSON Photo Quality Glossy Film (A4)	S041071
EPSON Photo Quality Glossy Film (A3)	S041073
EPSON Photo Quality Glossy Film (Super A3)	S041074
EPSON Photo Quality Glossy Film (A6)	S041107
EPSON Ink Jet Transparencies (A4)	S041063
EPSON Photo Paper (A4)	S041140
EPSON Photo Paper (A3)	S041142
EPSON Photo Paper (Super A3)	S041143
EPSON Photo Paper (4 × 6″)	S041134
EPSON Photo Paper Cards (A4)	S041177
EPSON Photo Stickers 16 (A6)	S041144
EPSON Photo Stickers 4 (A6)	S041176
EPSON Panoramic Photo Paper (210 × 594 mm)	S041145
EPSON Iron-On Cool Peel Transfer Paper (A4)	S041154
EPSON Iron-On Cool Peel Transfer Paper (A3)	S041238
EPSON Matte Paper-Heavyweight (A4)	S041259
EPSON Matte Paper-Heavyweight (A3)	S041262
EPSON Matte Paper-Heavyweight (Super A3)	S041265
EPSON Ink Jet Back Light Film (A3)	S041131

Note:
The availability of special media varies by location.