

# Where to Find Information

## Setup Guide

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.

## Daily Use guide

This guide provides information on normal printer operation. It also contains troubleshooting tips and customer support information.

## Reference Guide included on the CD-ROM

The Reference Guide contained on the CD-ROM included with your printer provides detailed information about printer software settings, printing on special paper, maintenance, and problem solving.

To open the *Reference Guide*, insert the printer software CD in the CD-ROM drive.

For Windows, select Online Guide in the Installer dialog box and click . Then, click View Reference Guide to open the guide.

For Macintosh, double-click the Online Guide icon in the EPSON window and then the EPSON STYLUS COLOR 580 icon. Then, click View Reference Guide to open the guide.

### **Note:**

*It is possible to install the Reference Guide on your hard disk. See “Installing in Windows” or “Installing in Macintosh” in your Setup Guide for instructions.*

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Printed on Recycled Paper.

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# ***Safety Instructions***

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## ***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.
- ❑ Unplug the printer's power cord from the electrical outlet when you do not use the printer for a long period of time.
- ❑ If you use an extension cord with the printer, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that 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.

- ❑ If you plan to use the printer in Germany, the building installation must be protected by a 10 or 16 amp circuit breaker to provide adequate short-circuit protection and over-current protection for this printer.

***Note for German-speaking users:***

*Bei Anschluss des Druckers an die Stromversorgung muss sichergestellt werden, dass die Gebäudeinstallation mit einer 10 A- oder 16 A-Sicherung abgesichert ist.*

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## ***A Few Precautions***

Take note of the following when using the printer, handling the ink cartridges, or choosing a location for the printer.

### ***When using the printer***

Observe the following:

- ❑ 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.

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

## ***When handling the ink cartridges***

Observe the following:

- ❑ Keep ink cartridges out of the reach of children. Do not allow children to drink from or otherwise handle the cartridges.
- ❑ Be careful when you handle the used ink cartridges, as there may be some ink around the ink supply port.
- ❑ If ink gets on your skin, wash it off with soap and water. If it 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. Leaving the cartridge unpacked for a long time before use may result in reduced print quality.
- ❑ Once you install an ink cartridge, do not open the clamp or remove the cartridge except to replace it with a new one. Otherwise, the cartridge may become unusable.
- ❑ Do not use an ink cartridge beyond the date printed on the cartridge carton. For best results, use up the ink cartridges within six months of installing them.
- ❑ Do not dismantle the ink cartridges or try to refill them. 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***

Observe the following:

- ❑ Place the printer on a flat, stable surface that extends beyond the printer base in all directions. The printer will not operate properly if it is tilted or at an angle.
- ❑ Leave enough space in front of the printer for paper to be ejected smoothly.
- ❑ 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.
- ❑ Avoid places subject to dust.
- ❑ Place the printer near a wall outlet where the plug can be easily unplugged.

***Note for French-speaking users:***

*Placez l'imprimante près d'une prise de contact où la fiche peut être débranchée facilement.*

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## ***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, copiers, and scanners in an effort to reduce air pollution caused by power generation.

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## **Warnings, Cautions, and Notes**



### **Warnings**

*must be followed carefully to avoid bodily injury.*



### **Cautions**

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

### **Notes**

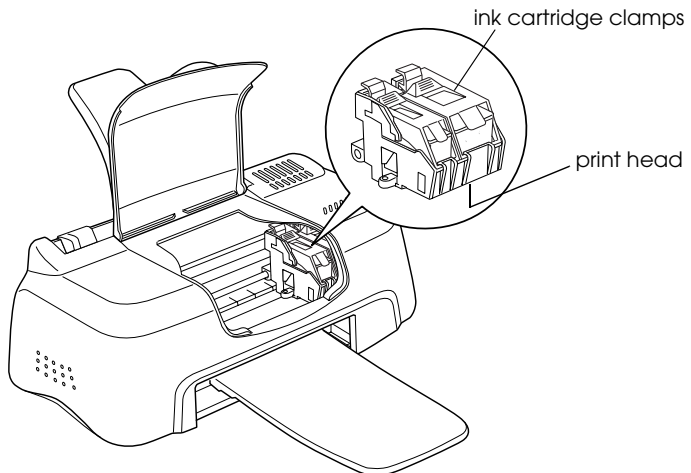
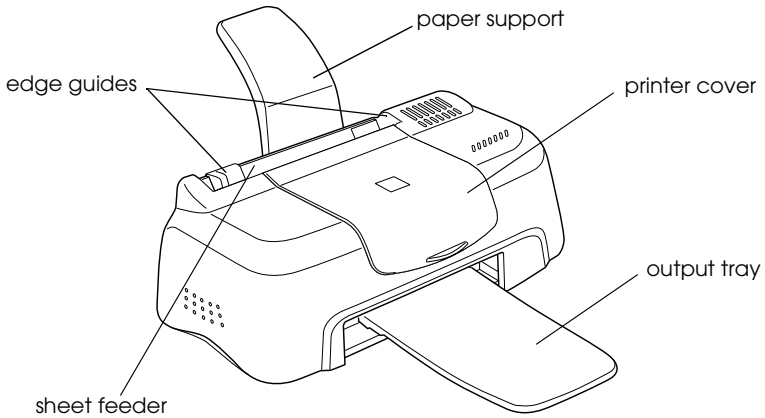
*contain important information and useful tips on the operation of your printer.*



# Printer Parts and Functions

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## Printer Parts



# Loading Special Paper, Envelopes, and Other Media

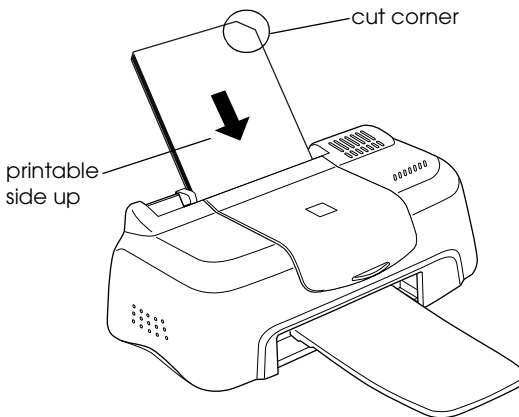
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## Loading Special Paper and Other Media

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” on page 1-21.

- ❑ 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 capacities for EPSON special media are shown below.

360 dpi Ink Jet Paper and Photo Quality Ink Jet Paper	Up to 30 sheets.
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. For A4 or Letter size glossy film, always put a sheet of plain paper under the film. For A6 size glossy film, always put the included support sheet* under the film.
Ink Jet Transparencies	One sheet at a time. Always put a sheet of plain paper under the transparency.
Photo Quality Self Adhesive Sheets	One sheet at a time.
Photo Paper	One sheet at a time.
Photo Stickers 16 and Photo Stickers 4	One sheet at a time.
Panoramic Photo Paper and Iron-On Cool Peel Transfer Paper	One sheet at a time.
Matte Paper-Heavyweight	One sheet at a time.

\* 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.

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## Loading Envelopes

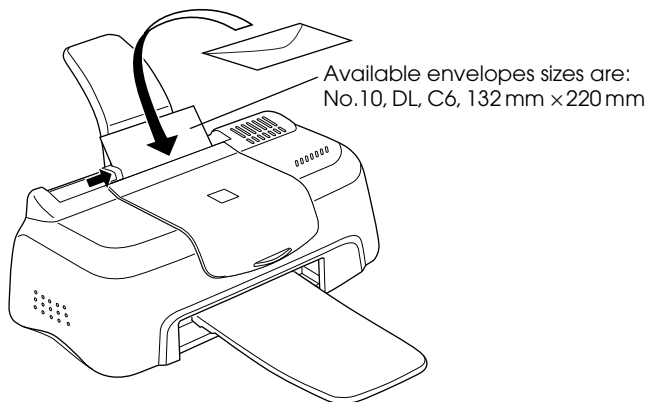
When printing on envelopes, please note the following:

- ❑ You can load up to 10 envelopes in 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. If print quality declines when a stack of envelopes is loaded, load one envelope at a time.*

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



- ❑ Do not use envelopes that are curled or folded. Flatten the envelope flaps before loading. 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

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## 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 operating condition.

If you encounter any problems, refer to the Problem Solver HTML manual for help by clicking Technical Support on the Main menu of the printer driver.

## Getting more information

For information on using the printer driver, see “Making Changes to Printer Settings” on page 17.

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 that you are using.*

Online help provides more information about the printer software. See “Getting Information Through Online Help” on page 22 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.



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

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

Refer to the appropriate section below.

### ***From Windows applications***

Follow the steps below to access the printer software.

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***

Follow the steps below to access the printer software.

1. Click Start, point to Settings, then click Printers.
2. For Windows 98, select your printer, then click Properties on the File menu. For Windows 2000, select your printer, then click Printing Preferences on the File menu. The printer driver opens.

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## ***Making Changes to Printer Settings***

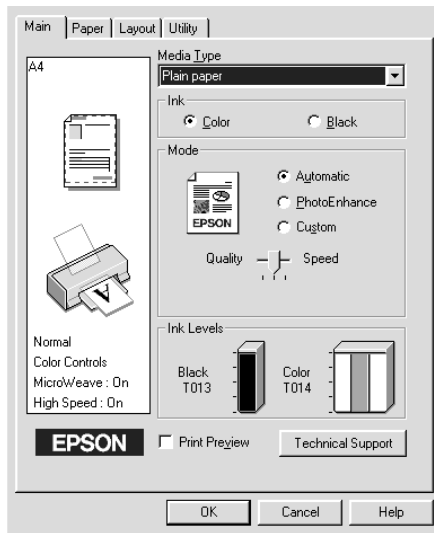
The printer driver features the following menus and settings.

Main:      Media Type, Ink, Mode, Print Preview

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 three levels of control over the printer driver, as explained below.



<b>Automatic</b>	When this mode is selected, the printer driver takes care of all detailed settings based on the current Media Type and Ink settings. To make the Ink setting, select Color to print in color, or Black to print in black-and-white or grayscale. 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 between Quality and Speed settings. Select Quality when print quality is more important than speed.
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<b>PhotoEnhance</b>	This mode provides a variety of image-correction settings that you can apply to your photos before printing. PhotoEnhance does not affect your original data. This mode is only available when printing, 16-, 24-, or 32-bit color data.
<b>Custom</b>	The Custom mode lets you apply a color-matching method. You can also create and save your own custom settings using the settings in the Advanced dialog box.

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*.

**Note:**

*To make the Mode setting using the printer-shaped icon on the Windows taskbar, right-click the icon and select Printer Settings from the shortcut menu that appears.*

## ***Making the Media Type setting***

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

**Note:**

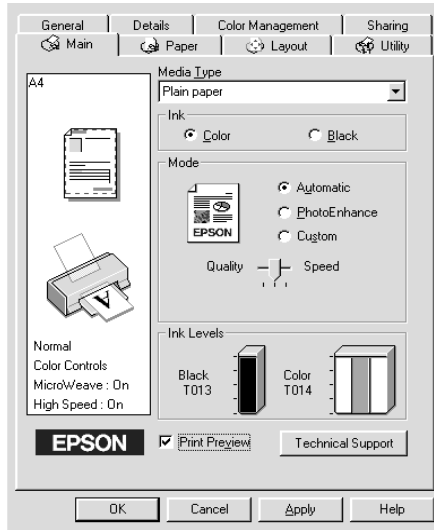
*To make the Media Type setting using the printer-shaped icon on the Windows taskbar, right-click the icon and select Printer Settings from the menu that appears.*

On the Main menu, select a Media Type setting that matches the media that is loaded in the printer. To find out what Media Type you are using, find your media in the list found under “Media types” on page 48, 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.

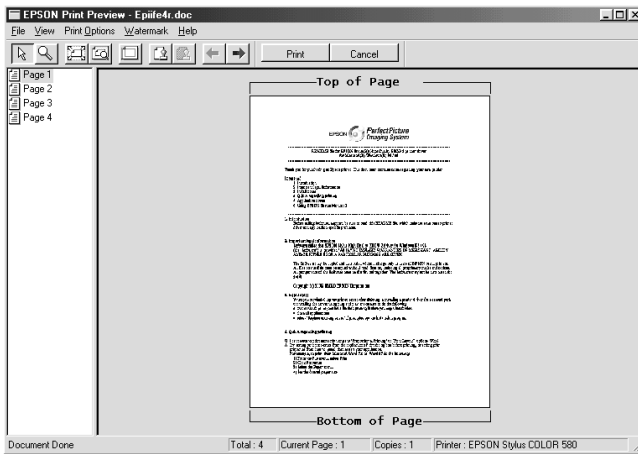
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## Previewing your printout

Select the Print Preview check box on the Main menu when you wish to view 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 changes before printing.



The Preview dialog box contains several icon buttons which you can use to perform a number of functions. See online help for details.

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 that you select will be displayed in the previewed image. For detailed information on customizing watermarks, see “Printing a watermark on your document” in the online *Reference Guide*.

- ❑ Specify which pages in the document you would like to print using the Add and Remove features. To add or remove a page, click the page icon in the list at the left side of the preview window. Then, add or remove it using the commands in the Print Options menu.

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

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## ***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.

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 98) or EPSON Printers (for Windows 2000), then click EPSON Stylus COLOR 580 Help. The help contents window opens.

# Checking Printer Status for Windows

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## Using EPSON Status Monitor 3

EPSON Status Monitor 3 displays detailed information on the printer status.

**Note:**

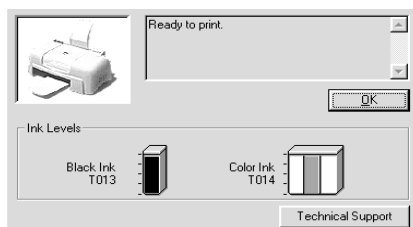
*Before using EPSON Status Monitor 3, be sure to read its README file. To open this file, click Start, point to Programs and then Epson or EPSON Printers, then click EPSON Stylus COLOR 580 Readme.*

## Accessing EPSON Status Monitor 3

There are two ways to access EPSON Status Monitor 3.

- ❑ Double-click the printer-shaped shortcut icon on the Windows taskbar. See “Monitoring Preferences” on page 2-28 for details.
- ❑ Open the printer driver, click the Utility tab, then click EPSON Status Monitor 3.

When you access EPSON Status Monitor 3, the following window appears.







# Printing with Macintosh

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## 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 25.


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.

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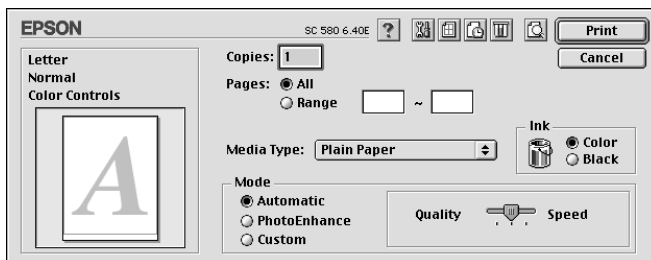
## Making Changes to Printer Settings

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 three levels of control over the printer driver, as explained below.



<p><b>Automatic</b></p>	<p>When this mode 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. 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 or Speed. Select Quality when print quality is more important than speed.</p>
<p><b>PhotoEnhance</b></p>	<p>This mode provides a variety of image-correction settings that you can apply to your photos before printing. PhotoEnhance does not affect your original data. This mode is only available when printing 32-bit color data.</p>

<b>Custom</b>	The Custom mode lets you apply a color-matching method. You can also create and save your own custom settings using the settings in the Advanced dialog box.
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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.

## ***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 that is loaded in the printer. To find out what media type you are using, find your media in the list found under “Media types” on page 48, 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.




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## ***Previewing your printout***

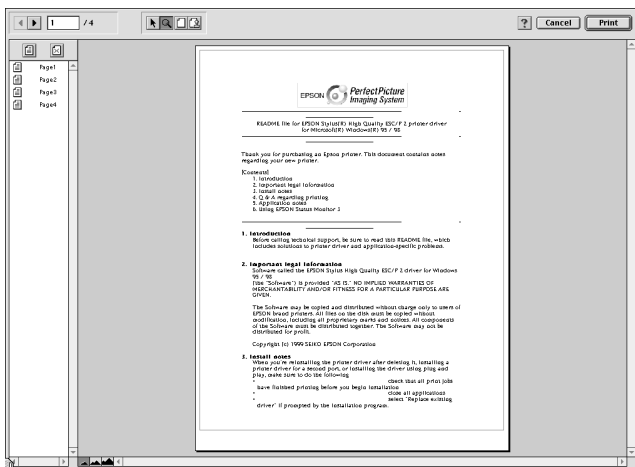
The Preview feature allows you to see how your document will look before actually printing it. Follow these steps to preview your document.

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  Print,  Preview, and  Save File modes. Click the icon to select the mode you want. For information on the Save File mode, see “Saving spool data as a file” in the online Reference Guide.

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 various functions. See online help for more details.

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.

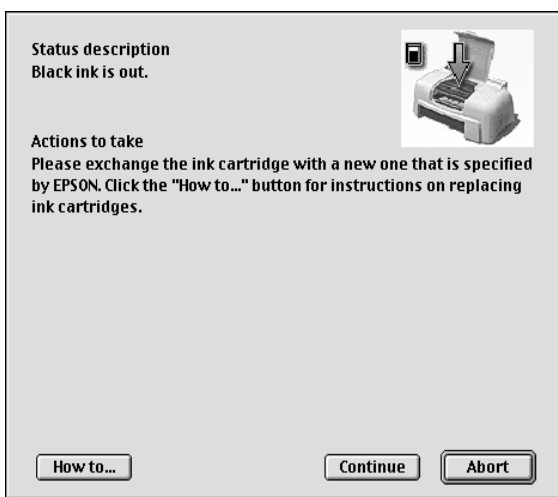
# Checking Printer Status for Macintosh

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## Using EPSON StatusMonitor

EPSON StatusMonitor monitors the printer. If it detects a printer error, it will inform you with an error message.



When the ink runs low or out, a How to button appears. Click How to and EPSON StatusMonitor will lead you step-by-step through the ink cartridge replacement procedure.

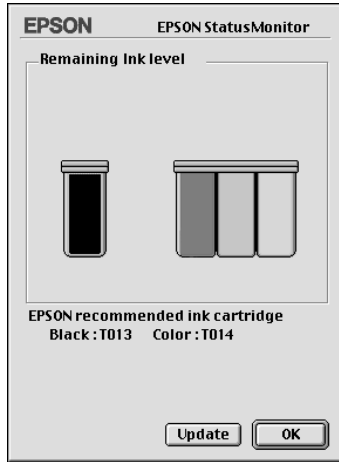


You can also use this utility to check ink levels before printing. When open, EPSON StatusMonitor displays the amount of ink remaining at the time it was opened. To update the ink level information, click the Update button.

## Accessing EPSON StatusMonitor

To access EPSON StatusMonitor, follow the steps below.

1. Click Print or Page Setup on the File menu of your application. The Print dialog box opens.
2. Click the  StatusMonitor icon button or click the  Utility icon button and then the EPSON StatusMonitor button in the Utility dialog box. The StatusMonitor dialog box opens.



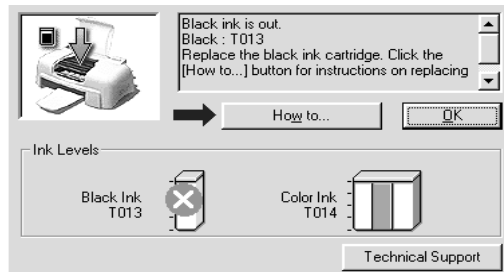
# Replacing Ink Cartridges

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## Replacing an Empty Ink Cartridge

The Status Monitor 3 utility (for Windows), or the StatusMonitor utility (for Macintosh), lets you monitor the remaining ink levels from your computer and view on-screen instructions for replacing an empty or nearly empty ink cartridge.

When an ink cartridge is empty or nearly empty, click the How to button in the Status Monitor window to move the print head to the ink cartridge replacement position. Follow the on-screen instructions to replace the cartridge. (The sample below is from Windows.)



For details, see “Using EPSON Status Monitor 3” on page 23 for Windows, or “Using EPSON StatusMonitor” on page 29 for Macintosh.

**Note:**

*If you need to replace an ink cartridge before it is empty, access the Ink Cartridge Replacement utility from the Utilities menu in your EPSON printer driver.*

Please read the following information pertaining to ink cartridges and the print head before replacing the ink cartridges.

**Warning:**

- ❑ *Keep ink cartridges out of reach of children. Do not allow children to drink from or otherwise handle the cartridges.*
- ❑ *If ink gets on your hands, wash them 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.*
- ❑ *Do not remove the used cartridge from the printer until you have obtained a replacement. Otherwise, the ink remaining in the print head nozzles may dry out.*
- ❑ *You must remove the yellow tape seal from a cartridge before installing it; otherwise, the cartridge will become unusable.*
- ❑ *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.*
- ❑ *Do not remove the tape seals from the bottom of the cartridge; otherwise, ink will leak.*
- ❑ *Once you install the ink cartridges, do not open the ink cartridge clamps again until you replace the cartridges; otherwise, the cartridges may become unusable.*
- ❑ *Do not move the print head by hand; otherwise, you may damage the printer.*
- ❑ *When you remove an ink cartridge, be sure to install a new one; otherwise, you may damage the print head.*



**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 print head cleaning, ink cartridge replacement, and the self-cleaning cycle which is performed when the printer is turned on.*

# Maintenance

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## 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, accessed through the printer software. Windows users can also access the Nozzle Check utility using a shortcut icon.

## Using the Nozzle Check utility

Refer to the appropriate section below to use the Nozzle Check utility.

### *Note:*

- Before using the utility, make sure that A4 or Letter size paper is loaded in the sheet feeder.*
- Do not use the Nozzle Check utility while printing is in progress; otherwise, your printout may be marred.*

## For Windows users


There are two ways to access the Nozzle Check utility:

- Right-click the printer-shaped icon on the Windows taskbar and click Nozzle Check on the shortcut menu that appears.
- Access the printer software and click the Utility tab, then click the Nozzle Check button.

After opening the utility, follow the on-screen instructions.

## **For Macintosh users**

Follow the steps below to access the Nozzle Check utility.

1. Access the Print or Page Setup dialog box and click the  Utility icon button, then click the Nozzle Check button in the Utility dialog box.
2. Follow the on-screen instructions.

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## **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 using the Head Cleaning utility, accessed through the printer software. Windows users can also access the Head Cleaning utility using a shortcut icon.

### **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 colors are incorrect or missing.*
- Use the Nozzle Check utility first to confirm that the print head needs to be cleaned. This saves ink.*
- 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**

Refer to the appropriate section below to use the Head Cleaning utility.

**Note:**

*If the Status Monitor 3, Progress Meter, or StatusMonitor displays a message indicating that the ink cartridges need replacing, you cannot clean the print head. Replace the appropriate ink cartridge first.*

### **For Windows users**


There are two ways to access the Head Cleaning utility:

- ❑ Right-click the printer-shaped icon on the Windows taskbar and click Head Cleaning on the shortcut menu that appears.
- ❑ Access the printer software and click the Utility tab, then click the Head Cleaning button.

After opening the utility, follow the on-screen instructions.

### **For Macintosh users**

Follow the steps below to clean the print head using the Head Cleaning utility.

1. Access the printer software and click the  Utility icon button in the Print or Page Setup dialog box, then click the Head Cleaning button in the Utility dialog box.
2. Follow the on-screen instructions.

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## **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. Windows users can also access the Print Head Alignment utility using a shortcut icon. Refer to the appropriate section below.

**Note:**

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

## **For Windows users**


There are two ways to access the Print Head Alignment utility:

- ❑ Right-click the printer-shaped icon on the Windows taskbar and click Print Head Alignment on the shortcut menu that appears.
- ❑ Access the printer software and click the Utility tab, then click the Print Head Alignment button.

After opening the utility, follow the on-screen instructions.

## **For Macintosh users**

Follow the steps below to align the print head using the Print Head Alignment utility.

1. Access the printer software and click the  Utility icon button in the Print or Page Setup dialog box, then click the Print Head Alignment button.
2. Follow the on-screen instructions to align the print head.

# Troubleshooting

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## Online Problem Solving

Refer to the appropriate section below.

### **For Windows users**

The Problem Solver HTML manual provides you with tips to help you solve any problems you may encounter when using your printer.

If you encounter a problem, access the Problem Solver in one of the following ways:

- ❑ From the Windows Start menu

Click Start, point to Programs and then to Epson, then click ESC580 Problem Solver.

- ❑ From Status Monitor 3

Click Technical Support in the Status Monitor 3 dialog box.

- ❑ From your printer driver

Click Technical Support on the Main menu of the printer driver.

If you can not solve your problem using the Problem Solver, contact Technical Support for assistance by clicking the Technical Support Web Site link in the Problem Solver.

## ***For Macintosh users***

EPSON's Technical Support Web Site provides help with problems that cannot be solved using the troubleshooting information in your printer documentation.

To access Technical Support, insert the CD in the CD-ROM drive and double-click the Technical Support Web Site icon in the EPSON window.

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## ***Correcting USB Problems***

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

### ***Make sure that your computer is a Windows 98 or Windows 2000 pre-installed model***

Your computer must be a Windows 98 pre-installed model, a Windows 2000 pre-installed model, or a Windows 98 pre-installed model that has been upgraded to Windows 2000. 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 has been upgraded from Windows 95.

For details about your computer, contact your dealer.

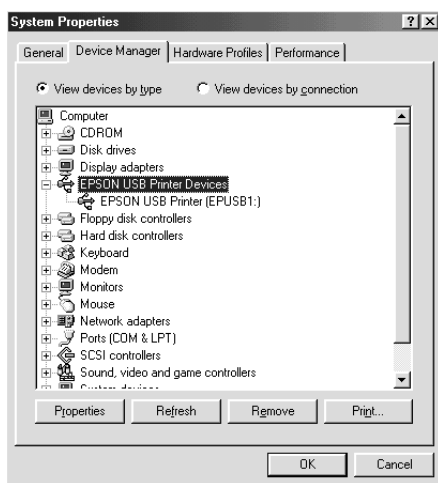
### ***Make sure that EPSON USB Printer Devices appears on the Device Manager menu (for Windows 98 only)***

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. Plug in the power cord and then 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 on the Device Manager menu.



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

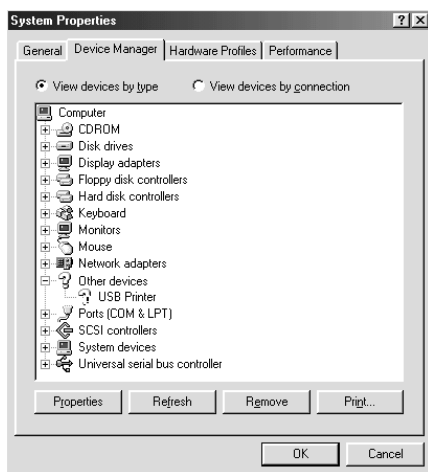




If USB Printer appears under Other Devices, the USB printer device driver is not installed correctly. If EPSON Stylus COLOR 580 appears, the printer driver is not installed correctly.

If neither USB Printer nor EPSON Stylus COLOR 580 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 COLOR 580, then click Remove and then OK.



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



6. Turn off the PC and unplug both the printer and the PC. Then, reinstall the drivers from the beginning, following the instructions in the *Setup Guide*.

## **Printer does not work correctly with the USB cable**

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

- ❑ Use the USB cable (C83623\*) recommended 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 directly to the computer’s USB port.
- ❑ For Windows 98 users, 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.

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## **Error Messages**

The Status Monitor 3 (Windows) or StatusMonitor (Macintosh) utility provides status messages and a graphic display showing the current state of the printer.

If a problem occurs while printing, an error message appears in the Progress Meter window. Click the HOW TO button to have the Status Monitor provide instructions for dealing with the problem.

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## **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 for the problems listed below.

#### **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 Nozzle Check utility. If any segments are missing in the nozzle check pattern, 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 the Advanced dialog box of your printer driver. For Windows users, see the printer driver’s online help for instructions. For Macintosh users, see “Making settings in the Advanced dialog box” on page 81.

#### **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.
- ❑ Make sure there are no error messages displayed. If an error message indicates that the ink cartridges need replacing, click the HOW TO button and follow the on-screen instructions.

### ***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.

### ***Paper feed or paper jam problems***

If the printer doesn't feed paper, feeds multiple pages, or the paper is jammed, an error message appears. Click the Eject button to eject any jammed paper. Also make sure of the following:

- ❑ The paper isn't too old or creased.
- ❑ Paper is not 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 the printer. See the online *Reference Guide* for paper specifications.

***Note:***

*The print quality of the first page printed after a paper jam may not be what you expect. If print quality is a problem, try printing the page again.*

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## Canceling Printing

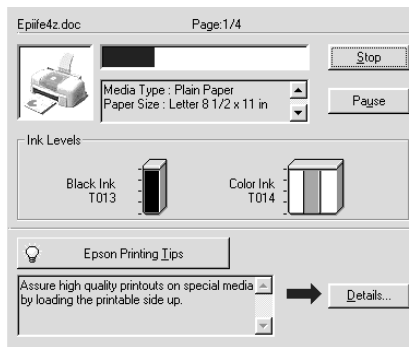
If the printouts are not what you expected and contain incorrect or garbled characters or images, you may need to cancel printing. To cancel printing, follow the instructions in the appropriate section below.

### For Windows users

It is possible to cancel printing using the Progress Meter or the EPSON Spool Manager. Refer to the appropriate section below.

### Using the Progress Meter

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



Click the Stop button to cancel printing.

## Using EPSON Spool Manager

EPSON Spool Manager is similar to Windows Print Manager. If it receives two or more print jobs at one time, it holds them in the order that they were received (with printers on a network this may be called a print queue). When a print job reaches the top of the line, the EPSON Spool Manager sends the job to the printer. From the Spool Manager, you can cancel print jobs that have been sent to the printer. You can also pause and resume or restart selected print jobs.

**Note:**

*EPSON Spool Manager is not available for Windows 2000.*

After you send a print job, an EPSON Stylus COLOR 580 button appears on the taskbar. Click this button to open the EPSON Spool Manager. To cancel a print job, select the appropriate job and click Cancel.

## For Macintosh users

The procedure for canceling printing for Macintosh varies, depending upon whether background printing is on or off. Refer to the appropriate section below.

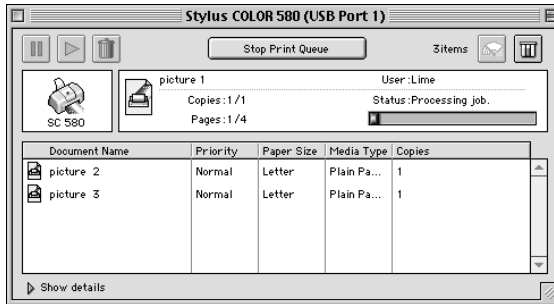
### When background printing is on

Follow the steps below to cancel a print job.

1. Select EPSON Monitor3 from the application menu.




2. Unplug the printer.
3. In the Document Name list, select the document which is printing, then click the  Stop icon button to cancel the print job.



### ***When background printing is off***

Follow the steps below to cancel a print job.

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

# 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	T013
Color ink cartridge	T014

***Note:***

*The product numbers of ink cartridges may vary by location.*

### ***Media types***

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

To make the Media Type setting in your printer driver, select the Media Type setting that matches the media that 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.

The available media types are listed below.



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 Iron-On Cool Peel Transfer Paper (A4) S041154

Photo Quality Ink Jet Paper

EPSON Photo Quality Ink Jet Paper (A4) S041061

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

Matte Paper-Heavyweight

EPSON Matte Paper-Heavyweight (A4) S041259

## Photo Paper

EPSON Photo Paper (A4)	S041140
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 (A6)	S041107
EPSON Photo Stickers 16 (A6)	S041144
EPSON Photo Stickers 4 (A6)	S041176

## Ink Jet Transparencies

EPSON Ink Jet Transparencies (A4)	S041063
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**Note:**

*The availability of special media varies by location.*

# Printer Specifications

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## System Requirements

### Using the printer

Refer to the appropriate section below for the minimum and recommended computer system requirements necessary to use this printer.

### For Windows computers

To use your printer, you need to have Microsoft® Windows® 98 or Windows® 2000 installed and the printer must be connected via a standard, shielded USB cable.

Your computer should also meet the following system requirements.

Minimum System Requirements	Recommended System
i486/66 MHz for Windows 98 Pentium 133 MHz for Windows 2000	Pentium or better processor for Windows 98 133 MHz or higher processor for Windows 2000
16 MB RAM for Windows 98 32 MB RAM for Windows 2000	32 MB RAM or more for Windows 98 64 MB or more for Windows 2000
20 MB hard disk space for Windows 98 40 MB hard disk space for Windows 2000	50 MB or more hard disk space for Windows 98 100 MB or more for Windows 2000
VGA monitor	VGA or better monitor

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

### **For Macintosh computers**

Your Macintosh must meet the following system requirements.

<b>Minimum System Requirements</b>	<b>Recommended System</b>
Mac OS 8.1	Mac OS 8.5.1 or later
6 MB of available memory 6 MB of available memory when background printing is turned on.	13 MB of available memory 23 MB of available memory when background printing is turned on.

**Note:**

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

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

### **Using the online Reference Guide**

Refer to the appropriate section below for the minimum system requirements necessary to use the online *Reference Guide*.

## For Windows computers

System	Microsoft Windows® 98 or 2000
CPU	i486/66 MHz (for Windows 98) (Pentium or better recommended) Pentium 133 MHz for Windows 2000
Memory	16 MB for Windows 98 (32 MB or more recommended) 32 MB for Windows 2000
Hard disk space	2 MB to install the <i>Reference Guide</i>
CD-ROM drive	Double-speed (quad-speed or faster recommended)
Display	640 × 480 pixel or 800 × 600 pixel resolution, with High Color (16 bit) or True Color (32 bit) settings
Browser	Web browser (Microsoft Internet Explorer 4.0 or later recommended)

## For Macintosh computers

System	System 8.1
Memory	16 MB (32 MB or more recommended)
Hard disk space	2 MB to install the <i>Reference Guide</i>
CD-ROM drive	Double-speed (quad-speed or faster recommended)
Display	Color monitor with 640 × 480 pixel resolution or higher (thousands of colors recommended)
Browser	Web browser (Microsoft Internet Explorer 4.0 or later recommended)



# ***Customer Support***

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## ***Technical Support Web Site***

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

<http://www.epson.com.tw/imaging/service/tech.htm>

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## ***Regional Customer Services***

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

Customer support will be able to help you much more quickly if you provide the following information:

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