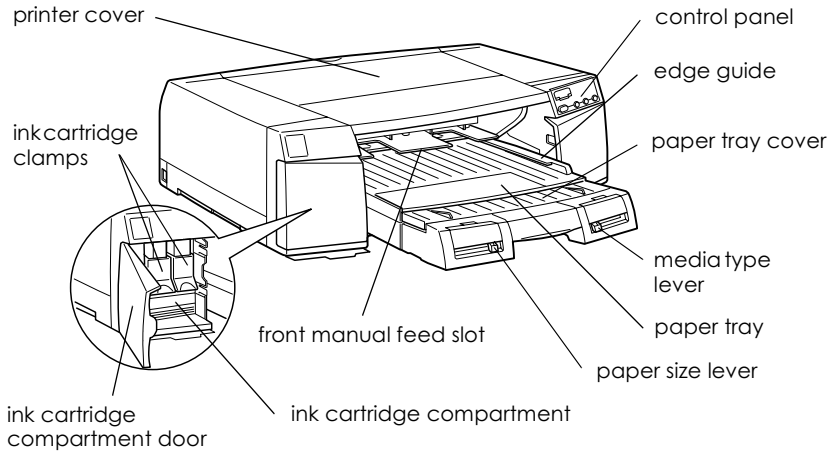
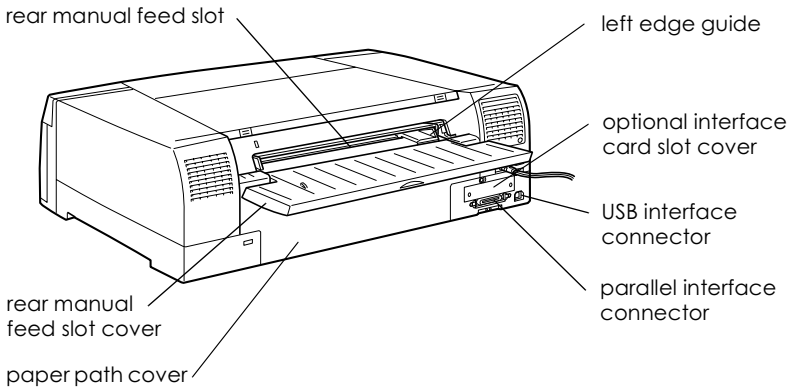


Printer Parts

Front view



Rear view



EPSON STYLUS™ PRO 5500

Color Ink Jet Printer

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Reference Guide

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Contacting Customer Support	151
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Glossary

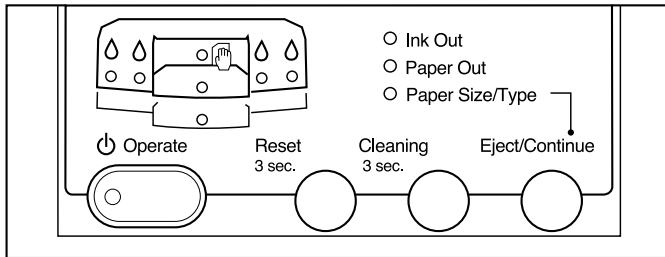
The Control Panel

Using the Control Panel

The control panel of the printer consists of four buttons and 11 lights. The control panel layout is shown below.

Note

Software usually overrides control panel selections. Use your software to select print functions whenever possible.

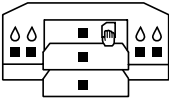


Buttons

⏻ Operate	Turns the printer on and off.
Reset	Clears print data in the printer memory if pressed and held for 3 seconds.
Cleaning	Cleans the print head (when the Ink Out light is off) if pressed and held for 3 seconds. See "Using the control panel buttons" on page 100.

Eject/Continue	When paper is not loaded, loads and ejects paper. When paper is loaded, ejects paper. If a paper mismatch error occurs, continues printing.
----------------	---

Lights

Light	Description
Operate	On when the printer is on. Flashes when the 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, paper is not loaded correctly, or the paper tray is not installed. Flashes when the paper is jammed, or the rear manual feed slot cover is open. See "An error has occurred" on page 109.
Ink Out	On when an ink cartridge is empty. Replace the ink cartridge. Flashes when an ink cartridge is nearly empty. See "An error has occurred" on page 109.
Paper Size/Type	Flashes when a paper size or paper type error occurs. See "An error has occurred" on page 109
	Indicates on the printer display which paper source or which cartridge has a problem. The light pattern can indicate other statuses, such as a paper jam or open cover. See "An error has occurred" on page 109.

Using Special Power-On Functions

The following functions are enabled if you hold down the corresponding button (in parentheses) while turning on the printer. See the following sections for more details.

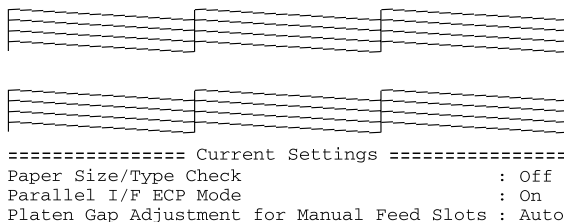
- ❑ Nozzle check and printer settings (Reset)
Prints a nozzle check pattern and printer settings.
- ❑ Print head alignment (Reset + Eject/Continue)
Enters the printer-adjustment mode.
- ❑ Paper Size and Media Type verification (Cleaning)
Enables and disables the printer's paper size and media type check. This is useful for when the printer driver cannot perform a similar check due to a lack of bi-directional communication between the printer and your computer.
- ❑ Parallel interface ECP mode (Reset + Cleaning)
Enables or disables ECP for the printer parallel interface.
- ❑ Platen gap adjustment for the front and rear manual feed slots (Eject/Continue)
Changes the adjustment mode for thickness of paper fed from the manual feed slots: Auto or Fixed (thick paper).

Nozzle check and printer settings

A nozzle check pattern can be printed to check the six colors for missing dots.

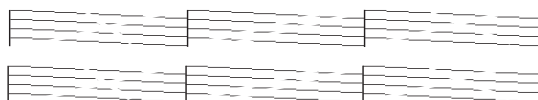
1. Make sure the printer is turned off.
2. Load several sheets of A4 or letter size into the paper tray.
3. Set the paper size lever to match the size of the paper you loaded above.

4. While holding down the Reset button, press the Operate button to turn the printer on. When the Operate light starts flashing, release the buttons. The printer prints a nozzle check pattern and settings list similar to the one below.



The actual pattern is printed in color.

5. Check the nozzle check pattern. If the printed pattern is faint or some dots are missing, like in the sample shown below, try cleaning the print head. To clean the print head, press down the Cleaning button for 3 seconds. After cleaning, the nozzle check pattern is printed automatically. Check that there is no missing dot.



6. Press the Operate button to exit this mode.

Print head alignment

The procedure for head alignment using the control panel is described below.

General flow of the head alignment procedure

1. Load the paper.
2. Print the alignment patterns.
3. For each alignment pattern, find the set that has the smallest gaps and register that number.

Aligning the print head

1. Make sure the printer is turned off.
2. Load several sheets of A4 or letter size Archival Matte Paper, Premium Semigloss Photo Paper, or Professional Glossy Paper into the paper tray.
3. Set the media type lever to match the type of the media you loaded above.
4. While holding down both the Reset and Eject/Continue buttons, press the Operate button to turn the printer on.
5. When the Operate light starts flashing, release the buttons. The printer enters the print head alignment mode and prints a pattern similar to the one below.

<Example>

#1
|

#2
|

#3
|

After the printing, the black ink light comes on and the paper light (lower paper tray) starts flashing.

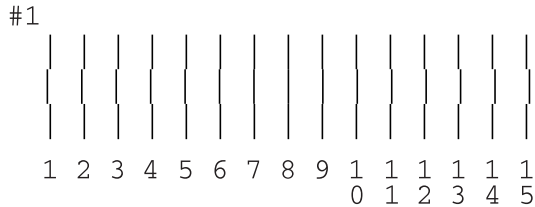
6. Check the printed pattern and select the numbered patterns, from #1 to #3, that are misaligned. For example, pattern #1 above requires alignment. Referring to the table below, press the Reset button to select a pattern until the ink lights indicate the appropriate numbered pattern.

■ = on, □ = off

Ink light	Black	Cyan	Magent a	Yellow
#1	o	n	n	n
#2	n	o	n	n
#3	n	n	o	n

7. Press the Eject/Continue button to enter your selection so that the Operate light starts flashing.

8. The printer prints 15 patterns, similar to the ones below. In this mode, the paper light (paper tray) and yellow ink light turn on.



9. Determine which set of lines on the printed sheet is vertically aligned. Referring to the table below, use the Eject/Continue button (forward) and the Reset button (reverse) to select the appropriate pattern.

■ = on, □ = off

Ink light	Black	Cyan	Magent a	Yellow
1	■	□	□	□
2	□	■	□	□
3	■	■	□	□
4	□	□	■	□
5	■	□	■	□
6	□	■	■	□
7	■	■	■	□
8	□	□	□	■
9	■	□	□	■
10	□	■	□	■
11	■	■	□	■
12	□	□	■	■
13	■	□	■	■

14	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

10. Press the **Cleaning** button to enter your selection. The printer goes back to the print head alignment mode.
11. If other numbered patterns in step 5 are misaligned, repeat steps 6 through 10.
12. After finishing the print head alignment, press the **Operate** button to save the alignment setting, and turn off the printer.

Paper size and media type check

If this setting is on, the printer checks whether the paper size lever and media type lever positions match the corresponding settings in the printer driver. The control panel lights will indicate if they do not match. To enable this function or check whether this function is enabled, follow the steps below.

1. Make sure the printer is turned off.
2. While holding down the **Cleaning** button, press the **Operate** button. The **Operate** light flashes and the paper tray light turns on.
3. Using the table below, press the **Reset** button to change the setting, if necessary.

Setting	Light status
On (enabled)	Black ink light is on
Off (disabled)	Cyan ink light is on

4. Press the **Eject/Continue** button to exit the setting mode or press the **Operate** button to exit the mode and turn the printer off.

Parallel interface ECP mode

Set this ECP mode setting to Off under normal circumstances. Set it to On only when you use your printer with peripheral devices that require this mode to be set to On.

1. Make sure that the printer is turned off.
2. While holding down the Reset and Cleaning buttons, press the Operate button to turn on the printer. The Operate light turns on and the paper light (paper tray) starts flashing.
3. Using the table below, press the Reset button to change the setting, if necessary.

Setting	Light status
On (enabled)	Black ink light is on
Off (disabled)	Cyan ink light is on

4. Press the Eject/Continue button to exit the setting mode or press Operate to exit the mode and turn the printer off.

Platen gap adjustment for the manual feed slots

When the platen gap adjustment setting is enabled and you load paper into the front or rear manual feed slot, the printer increases the gap between the platen and the print head to avoid smearing ink on thick paper. If you load paper into the paper tray, leave this setting on Auto, and the printer will automatically determine the proper gap according to the Media Type and Paper Size settings you make in the printer driver. If ink smears on your printout when you load paper into the front or rear feed slot (especially if you print on thick documents), change this setting to Fixed (thick paper). To make this setting, follow the steps below.

1. Make sure that the printer is turned off.

2. While holding down the Eject/Continue button, press the Operate button to turn on the printer. You can see the Operate light flashing and the lower paper tray light turn on.
3. Using the table below, press the Reset button to change the setting, if necessary.

Setting	Light status
Auto	Black ink light is on
Fixed (thick paper)	Cyan ink light is on

4. Press the Eject/Continue button to exit the setting mode or press the Operate button to exit the mode and turn the printer off.
5. Return the setting from Fixed (thick paper) to Auto after you finish printing on thick paper.

Printer Software Introduction

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

The printer software includes the printer driver and utility menus.

For information on making printer driver settings, see “Using the Printer Driver” on page 13.

For information on the printer utilities and how to access them, see “Using the Printer Utilities” on page 32.

Online help provides more information about the printer software. See “Getting Information through Online Help” on page 39.

Note:

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

Accessing the Printer Software

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

Accessing the printer software for Windows

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

From Windows applications

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

From My Computer

1. Double-click the My Computer icon, then double-click the Printers folder. For Windows[®] 2000, double-click the My Computer icon, the Control Panel icon, then the Printer folder.
2. For Windows 98 and Windows 95, right-click your printer icon, then click Properties. For Windows 2000, right-click your printer icon, then click Printing Preference. For Windows[®] NT 4.0, right-click your printer icon, then click Document Defaults. The printer software window appears.

Accessing the printer software for Macintosh

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

Print dialog box

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

Page Setup dialog box

Click Page Setup on the File menu of your application.

Using the Printer Driver

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

Making the Media Type setting

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

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

Media Type setting	EPSON special media name
Archival Matte Paper	EPSON Archival Matte Paper
Premium Semigloss Photo Paper	EPSON Premium Semigloss Photo Paper
Professional Glossy Paper	EPSON Professional Glossy Paper
Watercolor Paper-Radiant White	EPSON Watercolor Paper-Radiant White
Plain Paper	-

Note:

- The availability of special media varies by country.

- ❑ *If you are using paper other than EPSON special media, see “Notes for Special Media and Other Media” on page 87.*

Using the Automatic, PhotoEnhance, and Custom Modes

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

Automatic mode	The quickest and easiest way to start printing. See “Automatic mode” on page 14.
PhotoEnhance settings	Lets you choose from a variety of image-correction settings specially designed for photos. See “PhotoEnhance mode” on page 16.
Custom mode	Choose from a list of ready-made settings suited to the kind of document you want to print. You can also add your own settings to this list. See “Custom mode” on page 17.

In addition to making groups of settings that affect the overall print quality, you can also modify individual aspects of the print style and layout using the Paper and Layout menus (for Windows) and Page Setup and Layout dialog boxes (for Macintosh). See “Adjusting page orientation and printable area” on page 22 and “Fitting documents onto the page” on page 23.

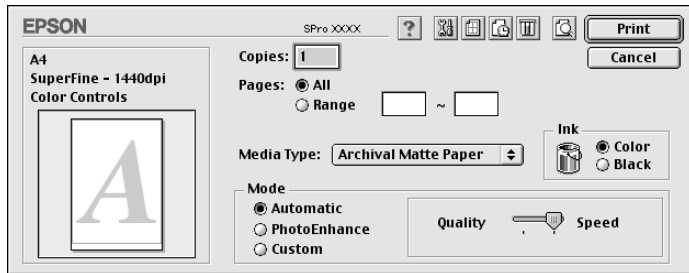
Automatic mode

When Automatic is selected on the Main menu (for Windows) or in the Print dialog box (for Macintosh), the printer driver takes care of all detailed settings based on the current Media Type and Ink settings. To make the Ink setting, click **Color** to print in color, or **Black** to print in black and white or gray scale. To make the Media Type setting, see “Making the Media Type setting” on page 13.

Main menu (for Windows)



Print dialog box (for Macintosh)



Note:

- Depending on the media you choose in the Media Type list while Automatic is selected, a slider may appear in the Mode box allowing you to choose Quality or Speed. Select Quality when print quality is more important than speed.

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

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. Click PhotoEnhance on the Main menu (for Windows) or in the Print dialog box (for Macintosh).

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.

Note:

- ❑ *This mode is only available with 16-, 24-, or 32-bit color data.*
- ❑ *This mode is available only when 32-bit color is selected as your monitor display setting for Macintosh.*
- ❑ *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. Click the arrow to the right of the drop-down menu.

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, the 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.
--------------	---

Custom mode

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

You can also create your own settings and add them to this list. See "Advanced settings" on page 18.

The Custom Settings list includes the following ready-made settings. Click the arrow on the right of the Custom Settings list.

Text/Graph	Good for printing presentation documents such as graphs and charts.
Economy	This setting is best for printing drafts of text.
ICM (For Windows Me, 98, 95 and 2000)	ICM (Image Color Matching) automatically adjusts printout colors to match the colors on your screen.
sRGB (For Windows)	Best for color matching with other sRGB devices.
ColorSync (For Macintosh)	This setting automatically adjusts printout colors to match colors on your screen
Advanced Photo	Good for printing scanned photos and digitally-captured images in high quality. Also helps prevent the misprinting of ink dots that may occur due to the movement of the print head and paper.

Follow the steps below to select a Custom setting.

1. Click the Custom button on the Main menu (for Windows) or in the Print dialog box (for Macintosh).
2. From the Custom Settings list, select the most appropriate setting for the type of document or image you will print.

3. When you choose a Custom setting, other settings such as Print Quality, Halftoning, and Color Management are set automatically. Changes are shown in the Current Settings display on the left side of the Main menu (for Windows) or on the left side of the Print dialog box (for Macintosh).
4. Before printing, be sure to verify the Media Type and Ink settings, as they may be affected by the Custom setting you select. See “Making the Media Type setting” on page 13.

Advanced settings

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

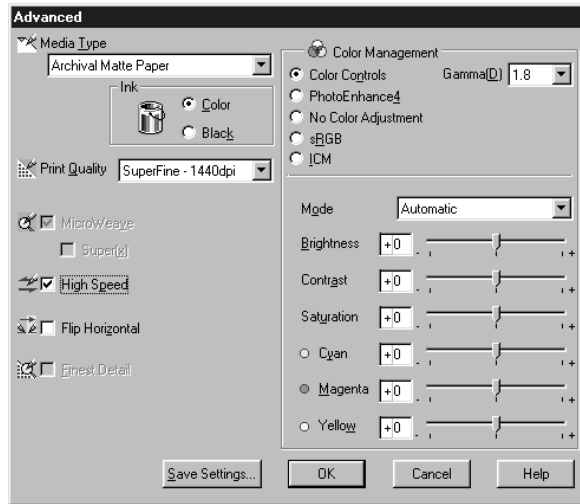
Follow the instructions below to make and save Advanced settings.

Note:

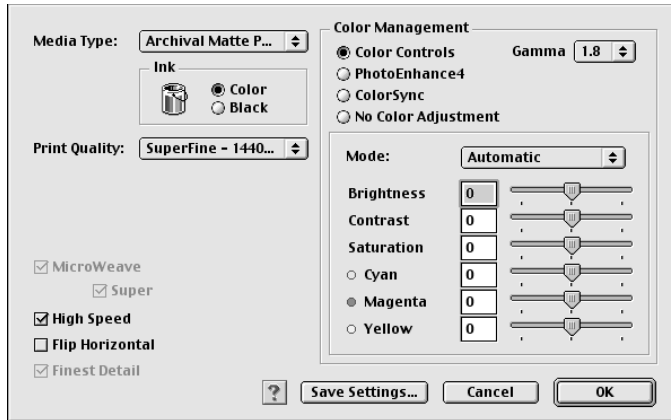
The printer driver screens that appear in this procedure are for Windows 98 and 95. The appearance of the Windows 2000 and NT 4.0 printer driver screens differ only slightly.

1. Click the Custom button on the Main menu (for Windows) or in the Print dialog box (for Macintosh) and then click Advanced. The following dialog box appears.

Advanced menu (for Windows)



Advanced dialog box (for Macintosh)



2. Select the Media Type loaded in the printer. For details, see “Making the Media Type setting” on page 13.
3. Choose Color or Black in the Ink options.

4. Select a Print Quality setting.
5. Make other settings as needed. For details, see online help.

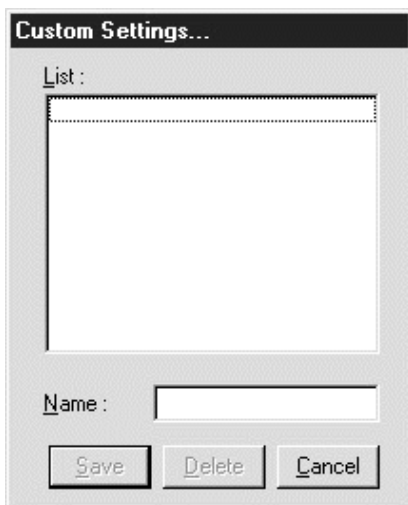
Note:

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

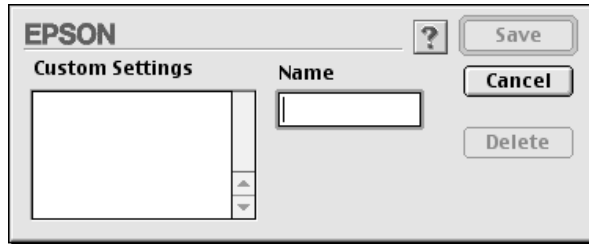
6. Click OK to apply your settings and return to the Main menu (for Windows) or Print dialog box (for Macintosh). If you want to return to the previous screen without applying your settings, click Cancel.

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

Custom Settings dialog box (for Windows)



Custom Settings dialog box (for Macintosh)



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

You can save up to 10 groups of settings. You can select your saved group of settings from the Custom Settings list on the Main menu (for Windows) or in the Print dialog box (for Macintosh).

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

Note:

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

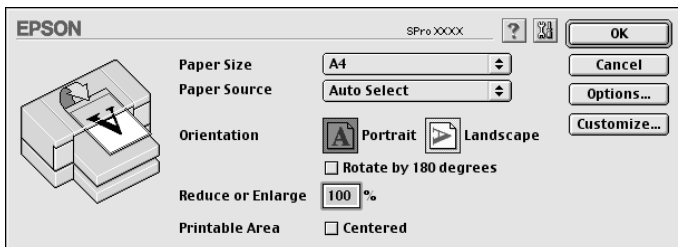
Adjusting page orientation and printable area

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

Paper menu (for Windows)



Page Setup dialog box (for Macintosh)



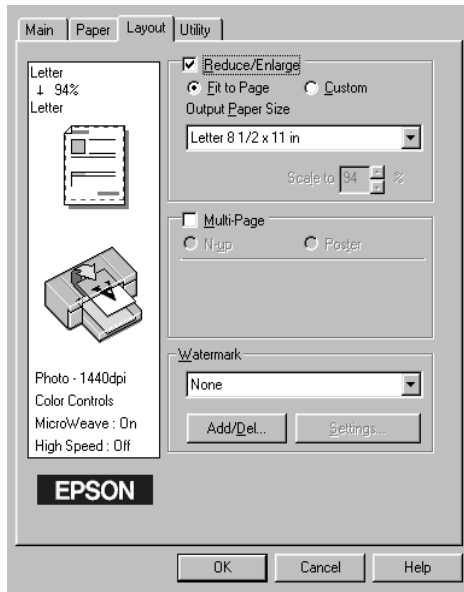
You can change the following settings:

Paper source	Use this setting to specify the paper path to load the paper. if any paper is set in the manual slots, the path is prior to others.
Orientation	Use this setting to specify the direction of printing on the page: Portrait (vertical), or Landscape (horizontal). If you need to print close to the bottom of the page, select Rotate by 180°.
Printable area	Select Centered to position your printout at equal distances from the edges of the paper.
Reduce or Enlarge (for Macintosh)	Define the percentage you want to enlarge or reduce an image. Make a setting from 10 to 400%.

Fitting documents onto the page


You can fit the size of your document to the size of the paper you will print on. Open the Layout menu (for Windows) or the Layout dialog box (for Macintosh).

Layout menu (for Windows)

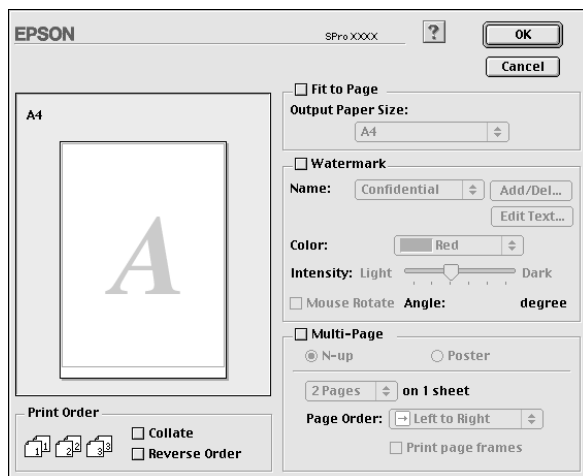


Use the Reduce/Enlarge options.

Fit to Page	Proportionally enlarges or reduces the size of your document to make it fit the paper size you select in the Output Paper Size list in the Reduce/Enlarge box.
Custom	Lets you define the percentage you want to enlarge or reduce an image. Click the arrows next to the Scale box to select a proportion from 10 to 650%.

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

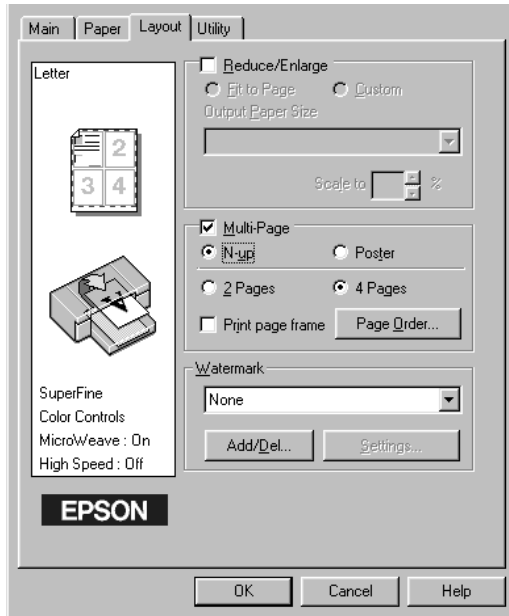
Layout dialog box (for Macintosh)



Selecting this setting proportionally enlarges or reduces the size of the image to make it fit the paper size you selected in the Paper Size list. To use this function, select the Fit to Page check box and select the paper size you loaded in the printer from the Output Paper Size list.

Printing two or four pages on one sheet

Select N-up in the Multi-Page box on the Layout menu to print two or four pages of your document on one sheet of paper.

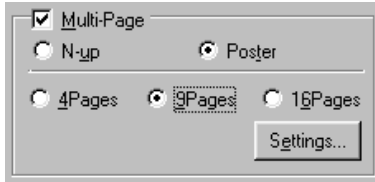


To print more than one page on one piece of paper, you should make the following settings:

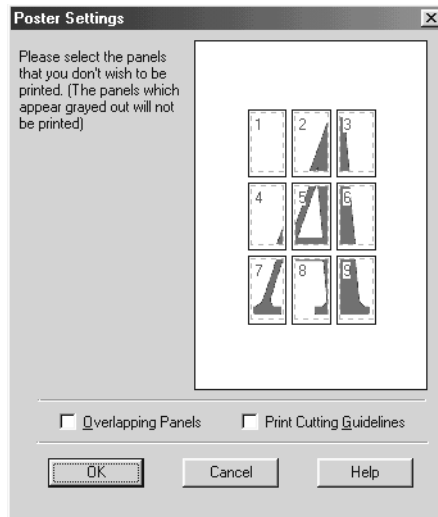
2 Pages 4 Pages	Prints two or four pages of your document on a single piece of paper.
Page Order	Opens the Print Layout dialog box, where you can specify the order in which the pages will be printed on the sheet of paper. Some settings may be unavailable, depending upon your Orientation selection on the Paper menu.
Print page frame	Allows you to print a frame around each page that is printed on the sheet of paper.

Printing posters

A single document page can be enlarged to cover 4, 9, or 16 printed sheets of paper. Select Poster in the Multi-Page box to print a poster-size image.



Click the Settings button to adjust the way your poster is printed. The Poster Settings dialog box opens.



You can make the following settings.

Overlapping Panels	Slightly overlaps the images so that they can be aligned more precisely.
Print Cutting Guidelines	Prints border lines on the images to guide you when trimming the pages.

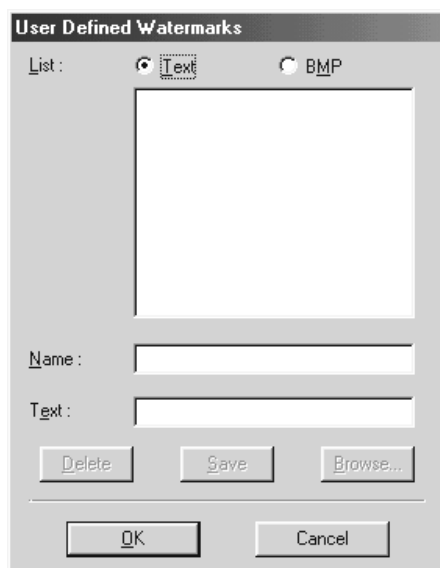
If you only want to print a few of the panels without printing the entire poster, click the panels that you don't wish to print, then click OK to close the Poster Settings dialog box.

Printing a watermark on your document

To print a watermark on your document, click anywhere in the Watermark list box on the Layout menu to open it, and select one from the list of predefined watermarks.

You can also add your own text-based or image-based watermarks to the Watermark list.

Click the Add/Del button on the Layout menu. The following dialog box appears.



Creating an image-based watermark:

1. Select BMP.
2. Click the Browse button to specify the bitmap file you want to use, then click OK.
3. Type a name for your watermark in the Name box, then click Save. Click OK to return to the Layout menu.

Creating a text-based watermark:

1. Select Text.
2. Type the text for your watermark in the Text box. The text that you enter will also be assigned as the name of the watermark.

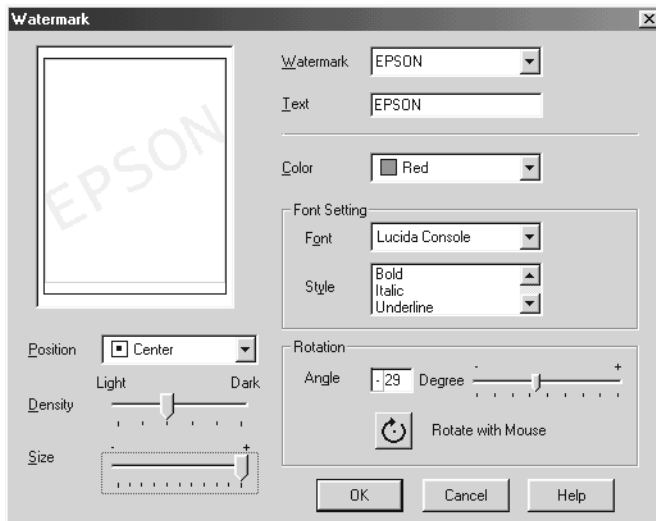
3. If you want to change the watermark name, type a new name in the Name box, then click Save. Click OK to return to the Layout menu.

Making settings for your watermark:

1. Click the Settings button on the Layout menu. The following dialog box appears.

Note:

Font Setting and Rotation can be seen if you make a text-based watermark above.



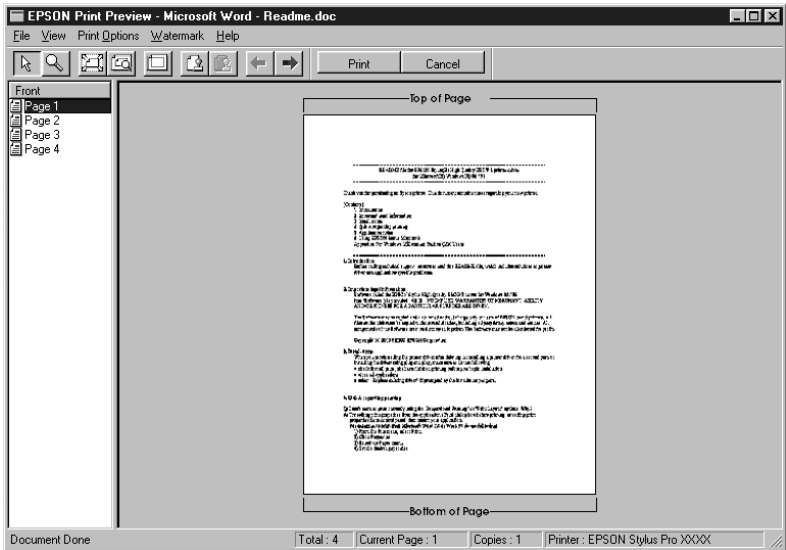
2. From the Watermark list box, select the watermark that you want to make settings for, then make Color, Position, Density, Size, Font, Font Style, and Angle settings. For details, please see the online help. Your settings are reflected in the display on the left side of the dialog box.
3. When you are finished making the settings, click OK.

Previewing your printout

The Preview feature allows you to see how your document will appear before actually printing it.

For Windows

Open the Main menu (for Windows) and select the Print Preview check box. When you print your document, the Print Preview window opens. On the Print Preview window, click Print to print the document, or click Cancel to cancel printing.

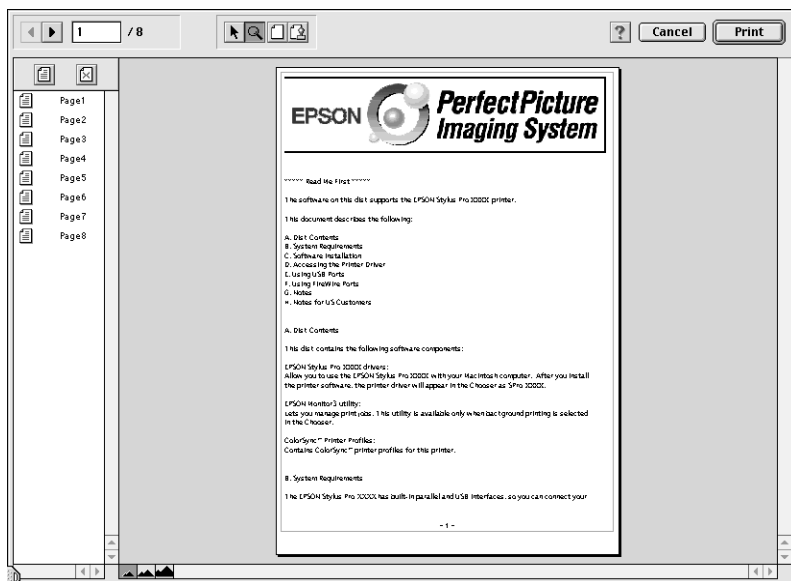


For Macintosh

Click the Preview icon button in the Print dialog box (for Macintosh) until the Print button changes into a Preview button. Then click the Preview button. The Preview dialog box appears and displays a preview of your document. On the Preview dialog box click Print to print the document, or click Cancel to cancel printing.

Note:

The Print button changes between Print, Preview, and Save File by pressing the Preview icon button. See online help for more information.



Using the Printer Utilities

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

Accessing the printer utilities

For Windows

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

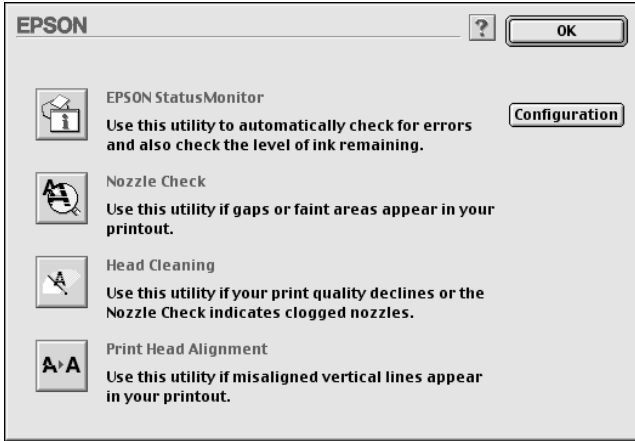


Note:

- ❑ *The letter in parentheses after the utility name indicates the shortcut key for that utility. Press the Alt key and the letter on the keyboard to open that utility.*
- ❑ *While printing is in progress, pressing any of the utility buttons, except the EPSON Status Monitor 3 button, may mar your printouts.*

For Macintosh

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



Note:

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

EPSON Status Monitor 3/EPSON StatusMonitor

You can use the EPSON Status Monitor 3 or EPSON StatusMonitor utilities (depending on your system software) to check the occurrence of errors and the level of ink remaining in each ink cartridge.

Nozzle Check

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



Caution:

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

Head Cleaning

If printing quality declines, or if clogged nozzles are evident after the nozzle check, the print head needs to be cleaned. Use this utility to perform the head cleaning, then perform the nozzle check again to see if a repeat head cleaning is necessary.

Print Head Alignment

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

Printer and Option Information (Windows only)

This utility allows the printer driver to confirm printer configuration information. It also provides specific information regarding certain characteristics of the printer, such as the Printer ID.

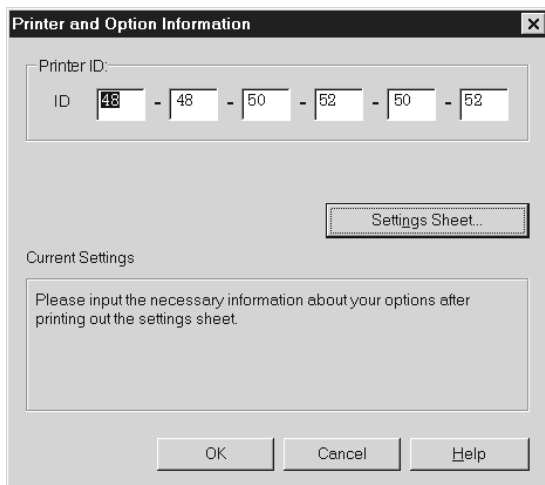
Depending on the configuration of your system, the information displayed in the Printer and Option Information dialog box may be updated automatically, or may need to be updated manually.

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

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

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

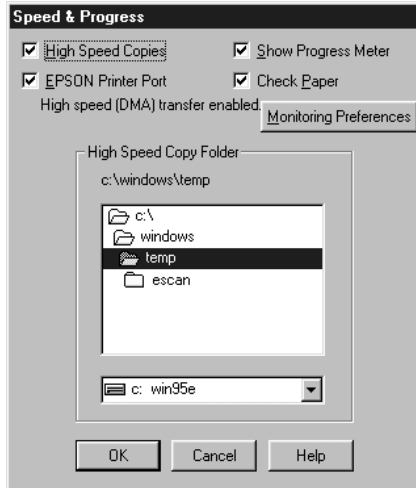
2. Make sure the information in the utility matches the printed information. If not, adjust the information on the screen to match the printed information.



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

Speed & Progress (Windows only)

You can make settings related to print speed and progress in this dialog box. To enable the Speed & Progress button, open the printer software window as explained in “Accessing the printer software for Windows” on page 12, then click the Utility tab.



The available settings are as follows.

High Speed Copies

To print multiple copies of your document faster, select High Speed Copies.

Show Progress Meter

To monitor the progress of your print job, select Show Progress Meter.

EPSON Printer Port (For Windows 98 and 95 only)

To speed up the data transfer rate to EPSON printers, select EPSON Printer Port.

If your computer supports ECP mode, enable DMA transfer to speed up printing.

For more details, see “Using Speed & Progress” on page 57.

Check Paper

To check the paper size/type settings, select Check Paper. This notifies you by the Paper Size/Type light on the control panel if there is a mismatch between the printer’s setting levers and the printer driver or your application.

Always Spool Raw Datatype (For Windows 2000 and Windows NT only)

Select this check box to have Windows 2000 and NT-based clients spool documents using the RAW format instead of the EMF (metafile) format. (Windows 2000 and NT-based applications use the EMF format by default.)

Try using this option if documents spooled in EMF format do not print correctly.

Spooling RAW datatype requires fewer resources than EMF, so some problems (“Insufficient Memory/Disk Space to Print”, “Slow print speed”, etc.) can be solved by selecting the Always spool RAW datatype check box.

When spooling RAW datatype, the print progress as displayed by the Progress Meter may differ from the actual printing progress.

Monitoring Preferences

Click this button to open the Monitoring Preferences dialog box where you can make settings for EPSON Status Monitor 3. See “Making monitoring preference settings” on page 47.

Configuration (Macintosh only)

Clicking this button opens the configuration dialog box, where you can change the way the StatusMonitor utility notifies you when the printer status changes. For details, see “Making Configuration Settings” on page 50.

Getting Information through Online Help

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

Accessing help from Windows

Click the Start button, point to Programs and Epson (for Windows 98 and 95) or EPSON Printers (for Windows 2000 and Windows NT 4.0), and then click EPSON STYLUS PRO 5500 Help. The help contents window appears.

Accessing help from your Windows application

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

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

Accessing help from Macintosh

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

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

Updating to Windows Me

If you have upgraded your computer's operating system from Windows 95 or 98 to Windows Me, you must uninstall your printer software and then install it again. Uninstall the printer software by double-clicking the Add/Remove Programs icon in the Windows Control Panel and selecting EPSON Printer Software from the list. Click the Add/Remove button and then OK in the dialog box that appears. Then, install the printer software again.

Updating the Driver in Windows 2000 and Windows NT 4.0

When you update the printer driver in Windows 2000 and Windows NT 4.0, please be sure to uninstall the previous printer driver before you install the new driver. Installing over the existing printer driver results in a failure to update. To uninstall the printer driver, double-click the Change/Remove Programs icon in the Windows Control Panel. The Change/Remove Programs properties dialog box appears. Select EPSON Printer Software from the list, click Change/Remove, and then OK. Then, install the printer software again.

Uninstalling the Printer Software (Windows only)

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

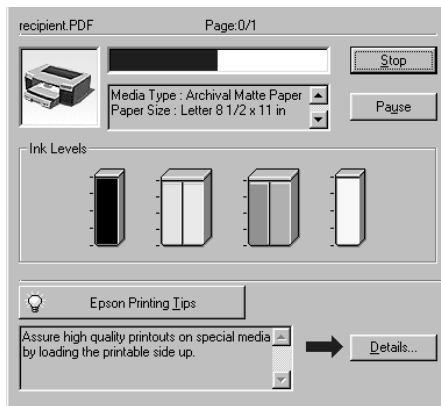
1. Double-click the My Computer icon, then double-click the Control Panel.

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

Checking Printer and Print Job Status for Windows

Using the Progress Meter

When you send a print job to the printer, the Progress Meter opens, as shown in the illustration below.



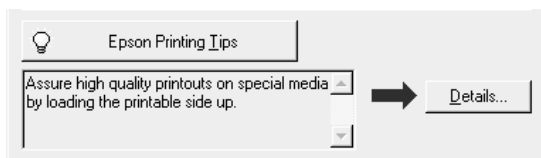
The Progress Meter indicates the progress of the current print job and provides printer status information when bidirectional communication between the printer and computer is established. This meter also displays helpful tips for better printing and error messages, as explained below.

Note:

The Progress Meter does not appear when the Show Progress Meter setting is turned off in the Speed & Progress dialog box. See “Using Speed & Progress” on page 57 for more information.

EPSON Printing Tips

Tips for getting the most out of your EPSON printer driver appear at the bottom of the Progress Meter window. A new tip appears every 30 seconds. For more details on a displayed tip, click the Details button.



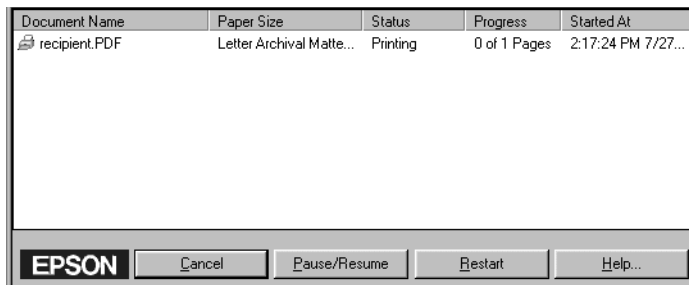
Using the EPSON Spool Manager

The EPSON Spool Manager is similar to the 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 cancelled a print queue). When a print job reaches the top of the line, the EPSON Spool Manager sends the job to the printer.

Note:

The EPSON Spool Manager is not available for Windows NT 4.0.

After you send a print job, an EPSON STYLUS PRO 5500 button appears on the taskbar. Click this button to open the EPSON Spool Manager. From the Spool Manager, you can view print status information about the print jobs which have been sent to your printer. You can also cancel, pause and resume, or restart selected print jobs.



Using EPSON Status Monitor 3

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

Note:

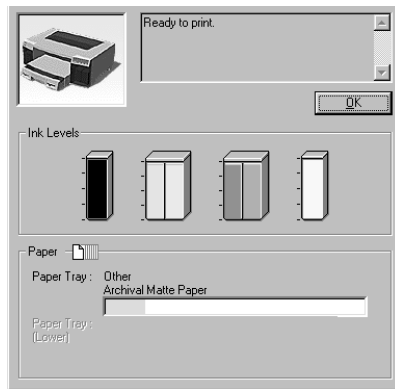
Before using EPSON Status Monitor 3, be sure to read its READ ME file. To open this file, click Start, point to Programs and then EPSON or EPSON Printers, then click EPSON STYLUS PRO 5500 Read me.

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. To add a shortcut icon to the taskbar, see “Making monitoring preference settings” on page 47.
- 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.

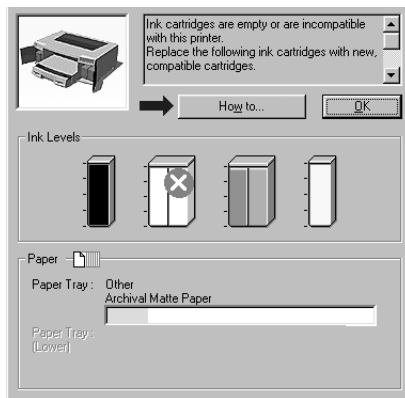


Viewing information in EPSON Status Monitor 3

EPSON Status Monitor 3 provides the following information:

❑ Current Status:

EPSON Status Monitor 3 provides you with detailed printer status information, a graphic display, and status messages. If the ink runs low or out, the How to button appears in the EPSON Status Monitor 3 window. Clicking How to displays cartridge replacement instructions.

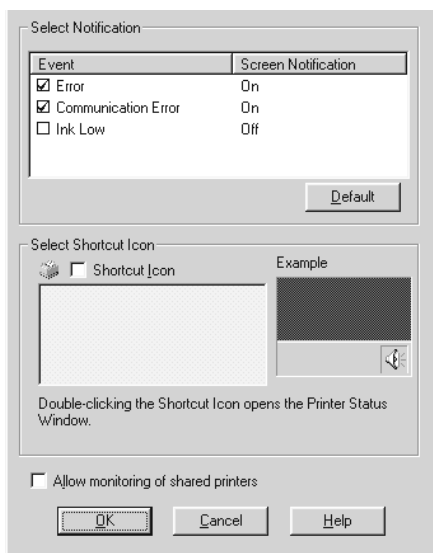


- ❑ Ink Levels:
EPSON Status Monitor 3 provides a graphic display of the amount of ink remaining.

Making monitoring preference settings

The Monitoring Preference dialog box allows you to specify the monitoring features of the EPSON Status Monitor 3. Follow the steps below.

1. Open the printer software for your printer as described in “Accessing the printer software for Windows” on page 12.
2. Click the Utility tab, then click the Speed & Progress button. The Speed & Progress dialog box appears.
3. Click the Monitoring Preferences button. The Monitoring Preferences dialog box appears.



4. Make the following settings.

Select Notification	Displays the current error item notification settings. Select the appropriate check boxes to specify the error types for which you wish to receive notification.
Select Shortcut Icon	Select the Shortcut Icon check box to have a shortcut icon placed in your Windows taskbar. Clicking the shortcut icon in the taskbar open EPSON Status Monitor 3. To select which icon is displayed, click the icon you prefer from the choices given; your selection is shown at the right.
Allow monitoring of shared printers	When this check box is selected, a shared printer can be monitored by other PCs.

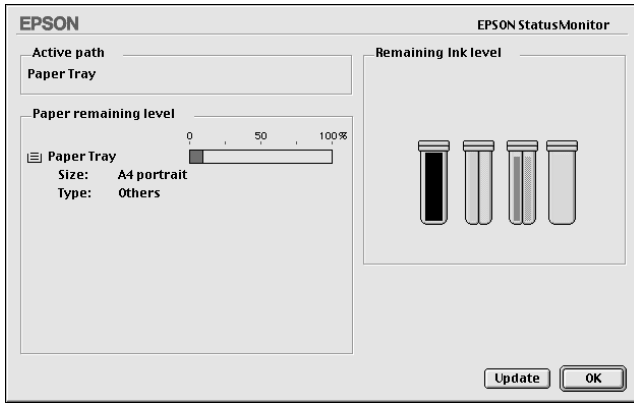
Checking Printer and Print Job Status for Macintosh

Using the EPSON StatusMonitor

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

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

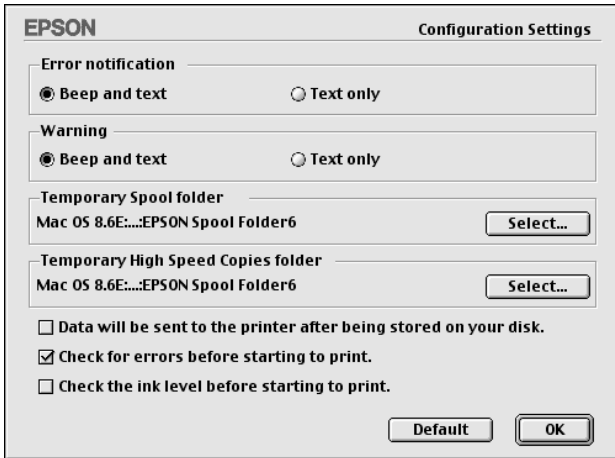
To access the Utility dialog box, see “For Macintosh” on page 34.



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

Making Configuration Settings

You can select the way the StatusMonitor utility monitors your printer, and the way you will be notified of information. Click the Configuration button in the Utility dialog box. (To access the Utility dialog box, see “For Macintosh” on page 34.) The Configuration Settings dialog box appears as shown below.



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

Error notification	Choose how the StatusMonitor notifies you in case of an error.
Warning	Choose how the StatusMonitor notifies you if a warning message becomes necessary.
Temporary Spool folder	Choose the folder for temporary spooling of print data.
Temporary High Speed Copies folder	Choose the folders for multiple-copy print data storage.

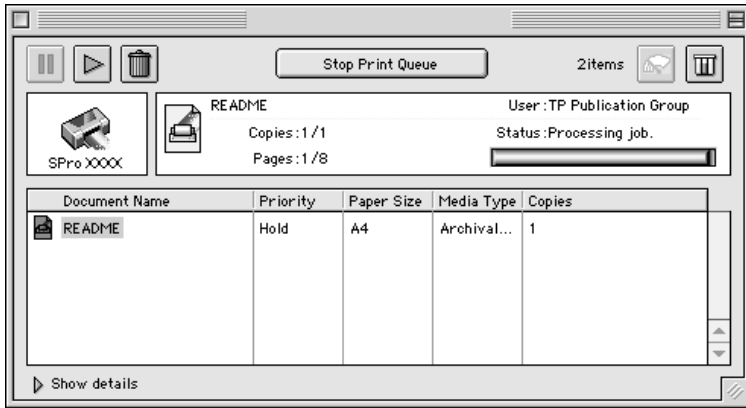
<p>Data will be sent to the printer after being stored on your disk</p>	<p>Select this check box to prevent horizontal banding in your printout. By default, graphics data is sent by the computer to the printer in rectangular bands, which prevents the printer from having to reconstruct an entire image in memory before printing it. Selecting this check box will make the computer temporarily store the image data on its hard drive and then send it to the printer as a whole to prevent banding in the printed image.</p>
<p>Check for errors before starting to print.</p>	<p>Select this check box if you want to check for errors before starting to print.</p>
<p>Check the ink level before starting to print.</p>	<p>Select this check box if you want to check the ink level before starting to print.</p>

Using EPSON Monitor3

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

Accessing EPSON Monitor3

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



Note:



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

Managing print jobs with EPSON Monitor3



With EPSON Monitor3, you can manage print jobs as follows:

- ❑ Use the buttons below to hold, resume, and delete print jobs for documents selected in the dialog box. First, select the appropriate print job, then click the applicable button.

	Hold	Stops printing and holds the current print job in the print queue.
---	------	--

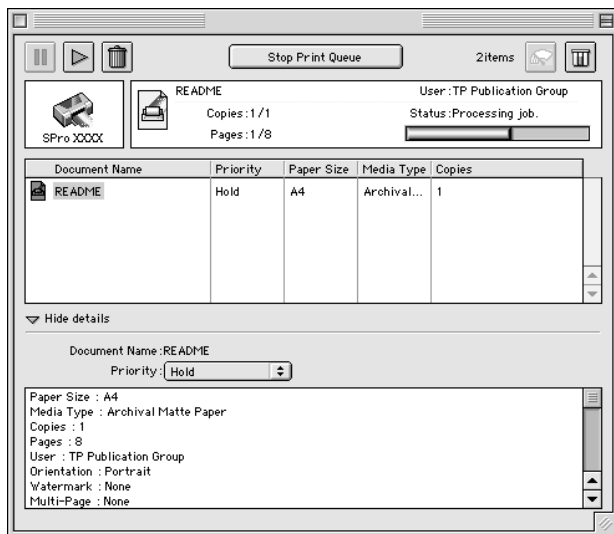
	Resume	Resumes printing.
	Delete	Stops printing and deletes print job from the print queue.

- When you click Stop Print Queue, printing stops until you click Start Print Queue.
- Use the buttons below to start the printer utilities.

	Print Head Cleaning	Starts the Print Head Cleaning utility.
	Status Monitor	Starts the EPSON StatusMonitor, which displays the amount of ink remaining.

- Click Stop Print Queue to stop printing. Click Start Print Queue to resume printing.
- Double-click a file in the list to preview it. (This function is disabled when you are printing the ESC/P command file.)
- Double-click Copies to change the number of copies to print out.

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



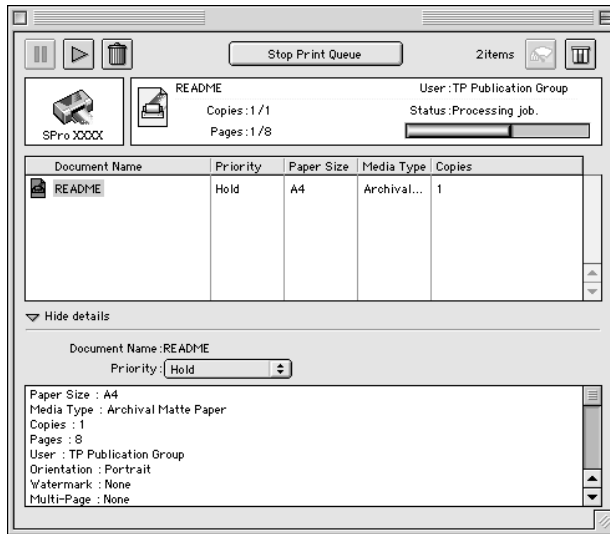
Changing the priority of print jobs

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

Note:

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

1. Click the Show details arrow at the bottom of the EPSON Monitor3 dialog box. You will see an extended dialog box similar to the one below.



2. Click the name of the document whose priority you wish to change in the Document Name column.
3. From the Priority list, select Urgent, Normal, Hold, or Print Time.

Note:

If you select Print Time, a dialog box appears where you can specify the date and time that the document will print. Make sure that your printer and computer are turned on at the time you specify.

Increasing the Print Speed (Windows only)

To increase the print speed when using Windows, see the tips described in this section.

General tips

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

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

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

Print quality Print speed		Lower Faster	Higher Slower	Printer driver menu
Printer driver settings	Print Quality	Econom y	Photo - 2880 dpi	Advance d dialog box
	High Speed	On	Off	
Data characteristi cs	Image size	Small	Large	-
	Resolution	Low	High	

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

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

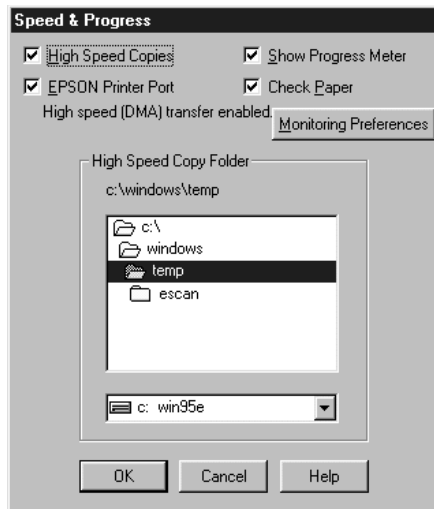
* Varies depending on the printer driver and application software you are using.

Using Speed & Progress

Note:

To enable the Speed & Progress button, open the printer software window as explained in "Accessing the printer software for Windows" on page 12, then click the Utility tab.

You can make certain print speed settings in the Speed & Progress dialog box. Click the Speed & Progress button on your printer software's Utility menu. The following dialog box appears.



High Speed Copies

Select this check box to turn on high-speed printing for multiple copies. This speeds up printing by using your hard disk space as a cache when printing multiple copies of your document.

EPSON Printer Port (For Windows 98 and 95 only)

Select this check box to enable the EPSON printer port, which is optimized for EPSON printers, instead of the Windows default printer port. This speeds up the data transfer rate to EPSON printers.

Show Progress Meter

Select this check box to display the Progress Meter. See “Using the Progress Meter” on page 43 for more information.

Check Paper

Select this check box to enable the paper check function, which checks if the paper size and media type settings for the paper tray and printer driver software are the same.

Using DMA transfer (For Windows 98 and 95 only)

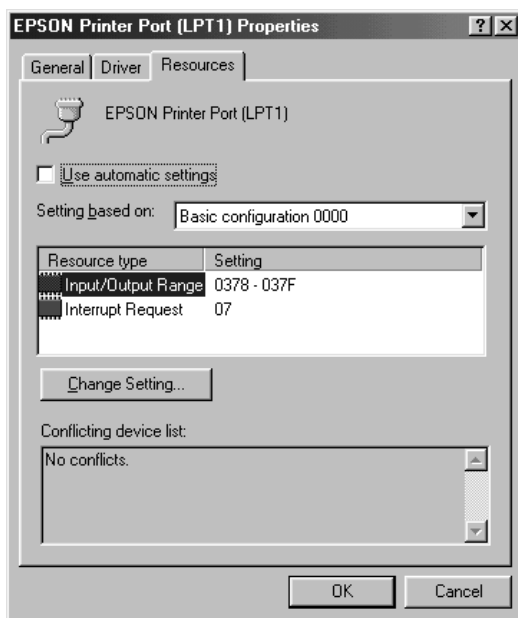
If your computer has a parallel port which supports ECP mode, you can enable DMA transfer to help speed up printing. See your computer manual to determine if you have ECP support and DMA transfer.

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

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

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

1. Double-click the My Computer icon and double-click Control Panel.
2. Double-click the System icon and click the Device Manager tab.
3. Double-click the Ports (COM & LPT) icon and double-click LPT1. If you have connected your printer to a port other than LPT1, double-click the appropriate port icon.
4. Click the Resources tab and click the Use automatic settings check box to deselect the automatic setting. Write down the Input/Output Range settings shown in the Resource settings box.



5. Select a basic configuration setting from the “Setting based on:” list that uses the same Input/Output Range settings as those you wrote down in step 4, and make sure the Direct Memory Access channel and Interrupt Request numbers are allocated and displayed. Confirm also that the Conflicting device list box shows No conflicts.
6. Click OK to save the settings.
7. Reopen the Speed & Progress dialog box to verify whether DMA transfer has been enabled.

Note:

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

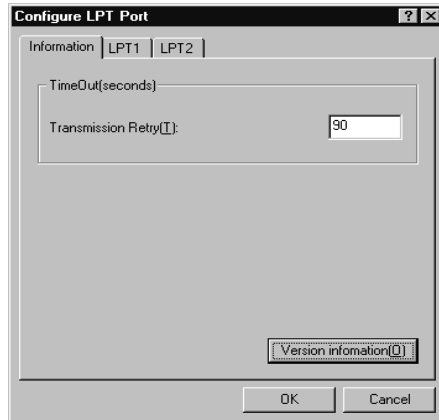
Using Port Configuration (Windows NT 4.0 only)

Note:

Port settings for Windows NT 4.0 are complicated and should only be made by experienced personnel with administrative privileges.

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

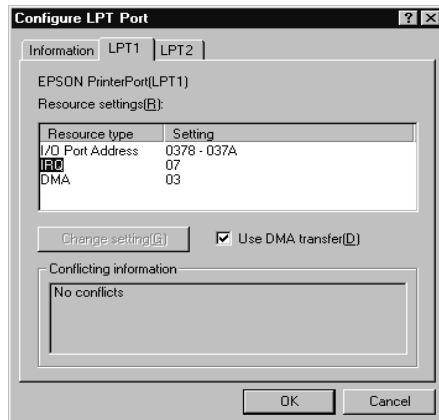
To access the Port Configuration dialog box, double-click the My Computer icon, double-click the Printer icon, right-click your printer icon, and select Properties. The printer driver window appears. Click the Port tab, then click the Configure Port button.



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

Note:

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



Resources settings (IRQ and DMA)

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

Use DMA transfer

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

Paper Handling

General Flow of Printing Procedure

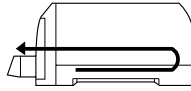
The general flow of the printing procedure is shown below. For detailed information, see the following respective sections.

1. Determine the paper path. See “Selecting a Paper Path” on page 65 and “Paper Path and Loadable Paper Size” on page 66.
2. Select paper. See “Paper Tray and Loading Capacity by Media Type” on page 68 and “Notes for Special Media and Other Media” on page 87.
3. Load paper in the printer. See “Loading Paper in a Paper Tray” on page 69 or “Loading Paper into the Manual Feed Slots” on page 83.
4. Open the file you want to print on your Windows or Macintosh system.
5. Make the settings in the printer driver. See “Using the Printer Driver” on page 13.

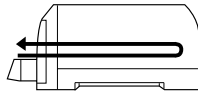
Selecting a Paper Path

Your printer has three paper paths to choose from, and if you purchase an optional Lower Paper Cassette, you will have a fourth paper path to choose from.

Paper tray



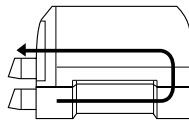
Front manual feed slot



Rear manual feed slot



Lower Paper Tray (optional)



Note:

- ❑ *The paper loading capacity in the paper tray varies depending on the paper type. See the following section for details.*

- ❑ *You can load only one sheet at a time in the manual feed slots.*

Paper Path and Loadable Paper Size

The paper sizes you can load vary depending on the paper path you use. The table below shows loadable paper sizes and available paper paths.

Paper size	Front manual feed slot* ¹	Rear manual feed slot	Paper tray* ²	Lower paper tray (optional)* ³
Index card A6	-	✓	-	-
Index card 5 × 8"	-	✓	-	-
Index card 8 × 10"	-	✓	-	-
Half Letter	-	✓	-	-
Executive	✓	✓	-	-
Letter	✓	✓	✓	✓
Legal	✓	✓	✓	✓
US B	✓	✓	✓	✓
A5	-	✓	-	-
A4	✓	✓	✓	✓
A3	✓	✓	✓	✓
Super A3/B	✓	✓	✓	✓
Other, up to 44 inches	-	✓	-	-

✓ = loadable, - = not loadable

*¹ The front manual feed slot can only feed paper longer than 257 mm.

*² The paper tray can only feed paper longer than 279.4 mm.

*³ The optional lower paper tray can only feed paper longer than 279.4 mm, but cannot feed thick paper such as index cards.

Note:

For certain media types, there are a few exceptions to the available paper paths shown above. See "Notes for Special Media and Other Media" on page 87, for more information on specific media types.

Paper Tray and Loading Capacity by Media Type

The loadable capacity varies depending on the media type and paper tray you use. The table below describes loadable quantities and the locations of paper trays.

Media type	Paper tray	Lower paper tray (optional)	Remarks
Archival Matte Paper	50 ^{*1} 20 ^{*2}	50 ^{*1} 20 ^{*2}	Use the Support Sheet and Cleaning Sheet if it is packed with the media package.
Premium Semigloss Photo Paper	20	20	-
Professional Glossy Paper	20	20	Use the Cleaning Sheet if it is packed with the media package.
Watercolor Paper-Radiant White	-	-	Use rear manual feed slot only.
Premium Luster Photo Paper	20	20	-
Plain paper	250	250	Use manual feed slots for paper of smaller than letter size
Index cards	-	-	Use rear manual feed slot only

*1 A4 or Letter size

*2 A3 or Super A3/B size

Loading Paper in a Paper Tray

You can load single sheets up to Super A3/B size using the paper tray. Before you load special paper, see also “Notes for Special Media and Other Media” on page 87.

Tips on using a paper tray

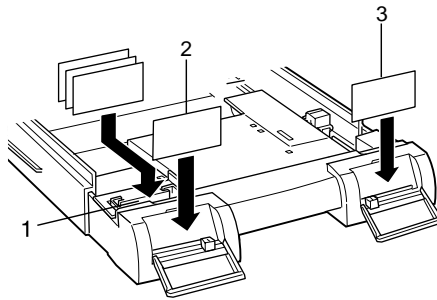
Follow the tips below to get the best performance when printing from the paper tray.

- ❑ Load the paper into the paper tray before sending the data to the printer. When the printer receives data from the computer, it feeds a single sheet and begins to print.
- ❑ If the printer runs out of paper during a print job, reload the paper tray, or if the same size and type of paper is loaded in the other paper tray and the paper size and media type levers are set correctly, the printer automatically feeds from the other tray.
- ❑ Press the Eject/Continue button if you need to eject a sheet of loaded paper.

Using the paper size and media type cards

The paper size and media type cards are provided to help you identify the kind of paper you have loaded into the paper tray. Find the paper size card that matches the size of the paper you have loaded (for example, A4) and insert it into the card slot above the paper size lever, on the left. Find the media type card that matches the type of media you have loaded (for example, plain paper) and insert it into the card slot above the media type lever, on the right.

You can store unused cards in the pocket behind the paper size card slot.



- 1 Store unused cards here
- 2 Paper size
- 3 Media type

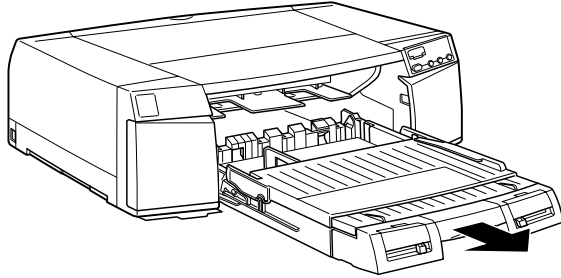
Loading paper into paper tray in the printer

Follow the instructions below to load paper into the paper tray installed in the printer.

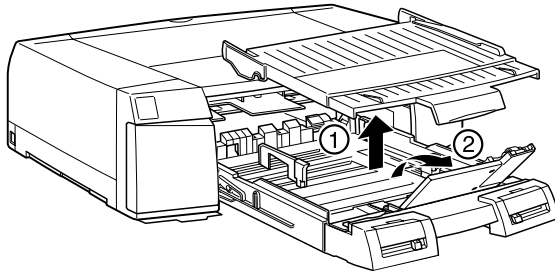
Note:

- Do not extend the paper tray when you load paper of Legal size or smaller.*
- You can use an optional Paper Tray as a preliminary paper tray set for another size or type of media.*
- If you install the optional Paper Tray in the printer, change the paper tray cover to use the front manual feed slot.*

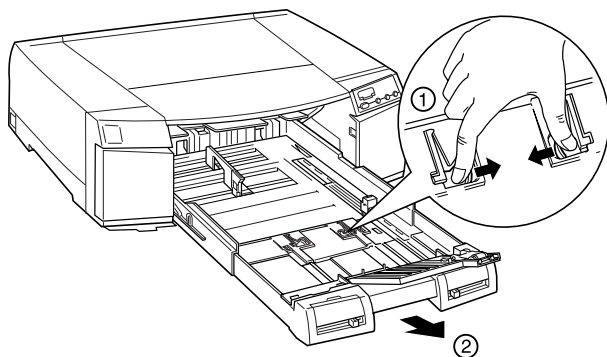
1. Lift the paper tray slightly up and pull it out until you feel slight resistance.



2. Lift up the paper tray cover and open the paper guide roller.



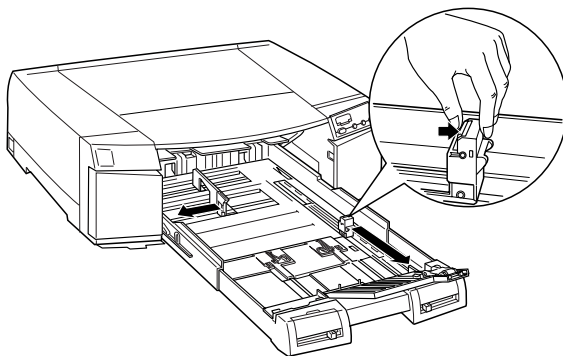
3. If you load A3, US B, Super A3/B, or larger paper, release the extension lock and pull out the paper tray to the full length.



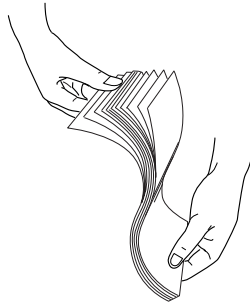
Note:

The paper tray should not be extended when loading paper of Legal size or smaller.

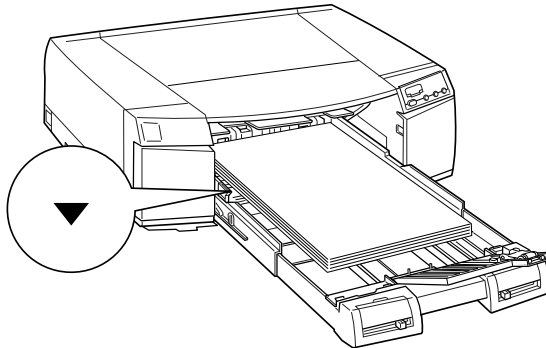
4. Slide both edge guides out as far as they will go.



5. Thumb through a stack of paper, then tap it on a flat surface to even the edges.



6. Load the stack of paper with the printable surface down and the right edge of the paper resting against the right side of the paper tray. Make sure the stack lies flat on the bottom of the tray.

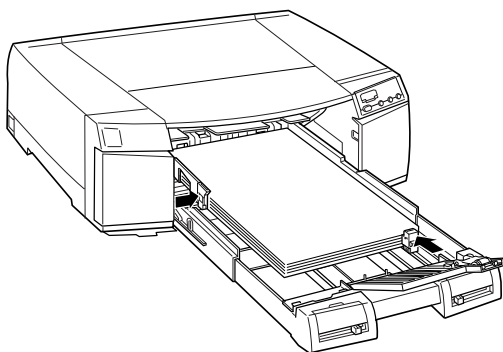


Note:

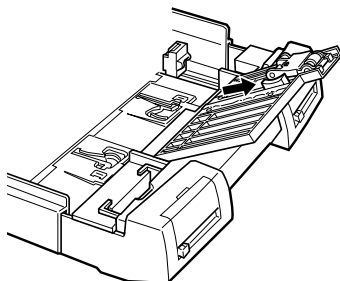
- ❑ *If your paper is curled, flatten it before you load it. If it curls excessively and jams frequently, stop using it.*

- ❑ *The paper tray can hold up to 250-sheets of 17-lb. or 64g/m² plain paper. Do not load paper above the arrow mark on the inside surface of the right edge guide. For information on the loadable capacity of EPSON special paper, see “Paper Tray and Loading Capacity by Media Type” on page 68.*
- ❑ *When you load the stack of paper, make sure to put the edge of the paper against the right inner corner of the paper tray. Otherwise, the printing may become misaligned.*

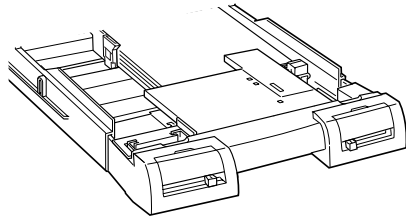
7. Slide the edge guides against the edges of the paper stack.



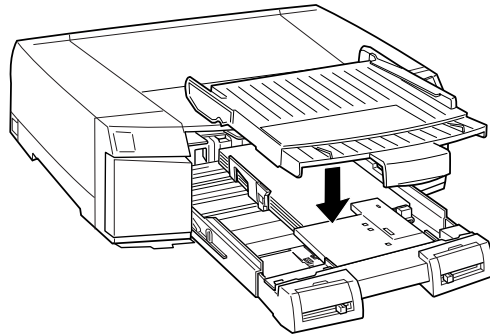
8. Slide the switch to the paper guide roller position to match the paper size you are loading.



9. Close the paper guide roller. Confirm that the paper guide roller is on the edge of the paper.

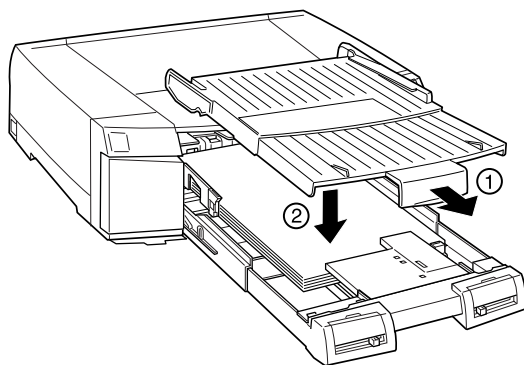


10. Attach the paper tray cover.



Note:

If you have extended the paper tray, first slide out the paper tray cover then attach the paper tray cover.



11. Firmly slide in the paper tray until it meets resistance.

Paper size/media type lever settings

Set the paper size and media type levers to match the paper you loaded. Set the media type and paper size levers to the Other position if you are unsure of the correct settings.

For the installation positions of the paper size lever and media type lever, see “Front view” on inside front cover.

Note:

- Load the EPSON Watercolor Paper-Radiant White paper into the rear manual feed slot. No other paper path is available for this media.*

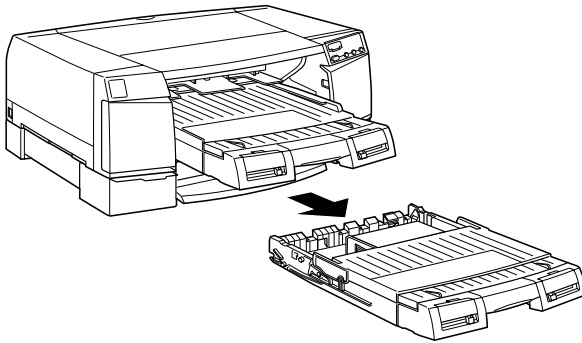
- ❑ *The paper size and media type lever settings you make in the paper tray can be overridden by the Paper Size and Media Type settings you make in your printer driver or application. The main purpose of this selection is to send a paper size or media type mismatch message to the printer driver in case the media loaded in the printer does not match the media you select in the software. You can turn off the notification function by selecting Other as the printer's paper size and media type settings.*
- ❑ *Select Other for unlisted paper sizes or media types.*
- ❑ *If ink smears on the paper, select Thick Paper as the media type setting.*
- ❑ *If you set the paper size or media type lever incorrectly, you may not get the print results you expect.*

Loading paper into the lower paper tray in the optional Lower Paper Cassette

The EPSON STYLUS PRO 5500 can hold two paper trays simultaneously, if you install the optional Lower Paper Cassette.

Follow the instructions below to load paper into the paper tray that comes with or installed in the optional Lower Paper Cassette. To install the optional Lower Paper Cassette, see the next section.

Pull the paper tray completely out from the paper cassette.



Then, follow steps 2 to 10 in “Loading paper into paper tray in the printer” on page 70.

Installing the optional Lower Paper Cassette

Follow the instructions below to install the optional Lower Paper Cassette in the printer.

1. Make sure that your printer’s Operate light is off.
2. Make sure that the power cord is disconnected from the electrical outlet and no interface cable is connected to your printer.
3. Remove the paper tray from your printer if it is installed.
4. Move your printer to another stable place.



Warning:

Do not try to carry the printer by yourself. Always carry the printer with another person, because it weighs approximately 22 kg (49 lb).

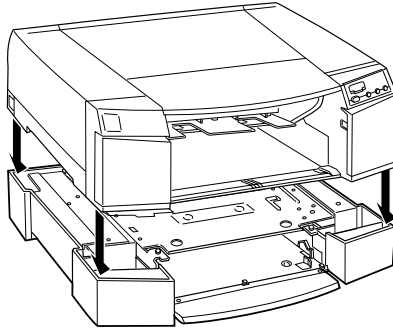
5. Place the Lower Paper Cassette where you want to use the printer, with the paper tray slot facing forward.

6. Place your printer on top of the paper cassette as shown below:



Warning:

Hold the bottom of the printer at the depression on the sides so that your fingers do not get caught between the printer and the paper cassette.

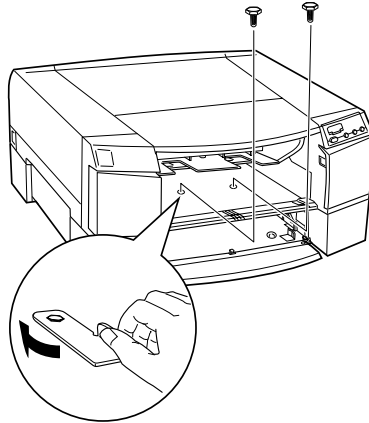


7. Attach the printer and paper cassette using the two screws that come with the paper cassette. Use the hexagonal wrench that comes with the paper cassette to tighten the screws.



Warning:

Do not try to move the paper cassette or printer without securing the screws; otherwise, the paper cassette and printer may come apart and cause injury.

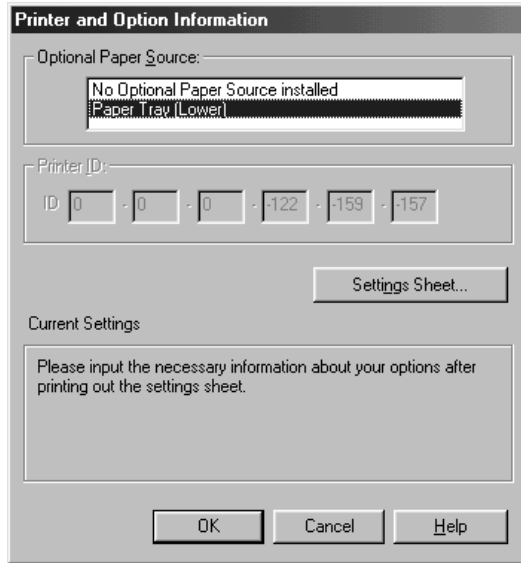


8. Reattach the paper tray to the printer and install the Paper Tray that comes with the optional Lower Paper Cassette.
9. Reconnect the interface cable and the power cord.

If you use a Macintosh, you are finished installing the lower paper cassette.

10. If you use Windows, open the printer driver and click the Utility tab. See "Accessing the Printer Software" on page 11 to open the printer driver.

11. Click Printer and Option Information. You will see a Printer and Option Information dialog box similar to the one below.



12. Confirm that Paper Tray (Lower) is selected in the Optional Paper Source list and click OK. If it is not selected, select Paper Tray (Lower) and click OK.
13. Click OK to exit the printer driver.

Note:

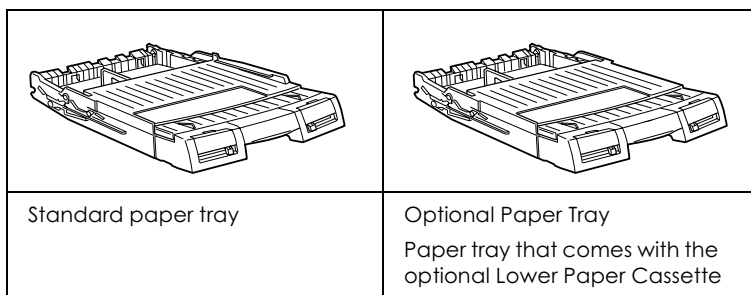
If you remove the optional Lower Paper Cassette, make sure to select something other than Paper Tray (Lower) in the Optional Paper Source list in the Printer and Option Information dialog box.

Installing the optional Paper Tray

If you purchased the optional Paper Tray, install it in the printer or optional Lower Paper Cassette as a preliminary paper tray.

Note:

- ❑ *The optional Paper Tray is available for both the printer and the optional Lower Paper Cassette.*
- ❑ *The optional Paper Tray has no edge guide. If you want to load paper into the manual feed slot while the optional Paper Tray is installed in the printer, change the paper tray cover with that of the standard paper tray.*
- ❑ *The forms between the optional Paper Tray and the paper tray that comes with the optional Lower Paper Cassette are the same.*



Feeding paper from the lower paper tray

To print on the paper that is loaded in the lower paper tray, set the Paper Source setting in the printer driver to Paper Tray (Lower). If the Paper Source setting in the printer driver is set to Auto Select, and you select the paper size and media type settings in the printer driver that match the size and type of media loaded in the lower paper tray, the printer also feeds from the lower paper tray.

Note:

When the Paper Source setting in the printer driver is set to Auto Select and the paper tray runs out of paper, the printer automatically switches and loads paper from the lower paper tray under any of the following conditions:

- ❑ *The paper size and media type lever settings are the same for both paper trays.*

- ❑ *The paper size and media type levers are set to Other for the lower paper tray.*

Paper size settings between the standard paper tray and the lower paper tray

When you load different sizes of paper into the paper tray and the lower paper tray, always use the paper tray for the larger size. Otherwise, you cannot stack the output paper correctly. Set the paper sizes as follows.

Pattern 1

Paper tray	Super A3/B, US B, or A3
Lower paper tray	A4, Letter, or Legal

Pattern 2

Paper tray	A4, Letter, or Legal
Lower paper tray	A4, Letter, or Legal

Pattern 3

Paper tray	Super A3/B, US B, or A3
Lower paper tray	Super A3/B, US B, or A3

Loading Paper into the Manual Feed Slots

You can load single sheets of paper into the manual front or rear feed slot without removing the paper supply from the paper tray.

Note:

Do not load sheets into the front or rear manual feed slots while printing or cleaning the print head.

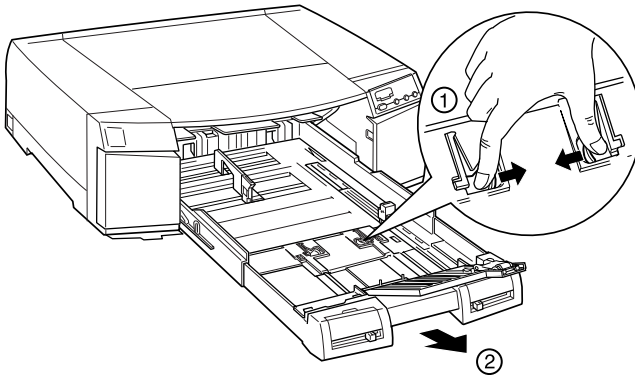
Loading the front manual feed slot

Follow the tips below when loading paper into the front feed slot.

- ❑ You can load one sheet at a time into the front feed slot.
- ❑ Load the paper with the printable surface down.

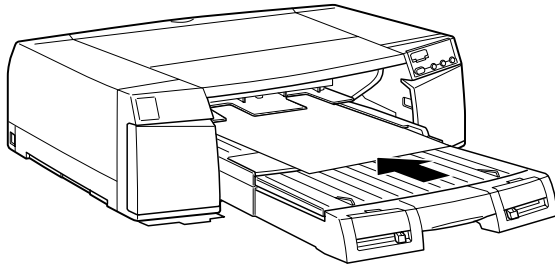
The following procedure describes how to load paper into the front feed slot.

1. Make sure the printer is turned on.
2. If you are loading a sheet of paper that is longer than Legal size, extend the paper tray extension and paper tray cover extension.



3. Extend the paper tray cover to match the size of the paper tray extended above.

4. Align the right edge of the paper with the right edge guide and load the paper into the feed slot with the printable surface down until it meets resistance.



5. The printer automatically feeds the paper, and the printer starts printing when you send a print job from the computer.

Loading the rear manual feed slot

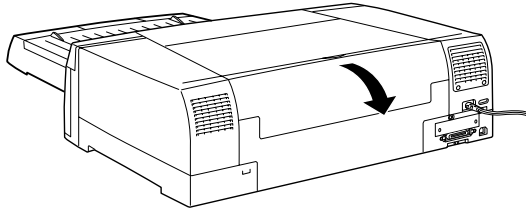
Follow the tips below when loading paper into the rear feed slot.

- You can load one sheet at a time.
- Load the paper with the printable surface up.

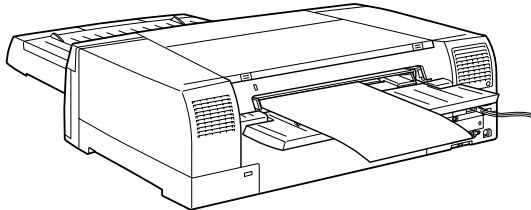
The following procedure describes how to load paper into the rear feed slot.

1. Make sure the printer is turned on.
2. If you are loading a sheet of paper longer than Legal size, extend the paper tray extension and paper tray cover extension.

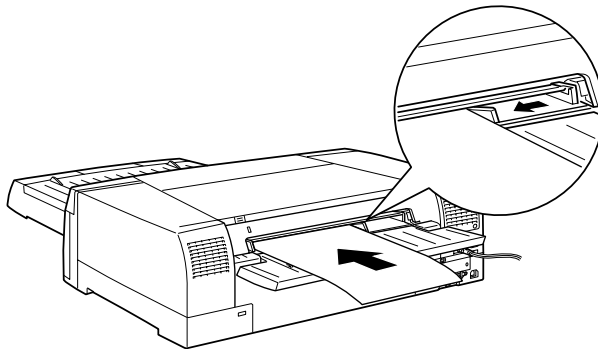
3. Open the rear slot cover.



4. Align the right edge of the paper with the printer's right edge.



5. Slide the left edge guide to match the paper's width. Then load the paper into the rear feed slot with the printable surface up until it meets resistance.



6. The printer feeds the sheet automatically, and the printer starts printing when you send a print job from the computer.

Notes for Special Media and Other Media

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



Caution:

As much as possible, keep your fingers off the printable surface of the media, as fingerprints may reduce printout quality.

Using EPSON special media

EPSON provides special media that can enrich the usage and expressive power of the printing results. When using EPSON special media, make sure the appropriate settings are made in the printer driver as described in “Printer Software Introduction” on page 11. For information on EPSON special media, see “EPSON special media” on page 149.

Note:

- ❑ *Use EPSON special media at normal room temperature and humidity for best results.*
- ❑ *Read the enclosed instruction sheets before loading EPSON special media.*
- ❑ *Confirm that EPSON STYLUS PRO 5500 printed as an available printer on the media package, before you purchase EPSON Archival Matte Paper and Premium Semigloss Photo Paper.*

- ❑ *After printing on Professional Glossy Paper, place the sheet on a flat surface such as a desk and allow the ink to dry. Then, store it with one sheet of the plain paper (included with the Professional Glossy Paper) on top of the printed surface.*

Archival Matte Paper

Load the EPSON Archival Matte Paper in the correct orientation. Follow the instruction sheet in the package.

Watercolor Paper-Radiant White

Load the Watercolor Paper-Radiant White into the rear manual feed slot. No other paper path is available for this media.

Storing EPSON special media

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

About special media cleaning sheets and support sheets

Cleaning sheets

Cleaning sheets are packed with some EPSON special media packages, as necessary. Use a cleaning sheet to solve feeding problems while loading a lot of sheets.

Support sheets

Support sheets are packed with some EPSON special media packages, as necessary. Use a support sheet to feed the last sheet in a paper tray or lower paper tray into the printer correctly.

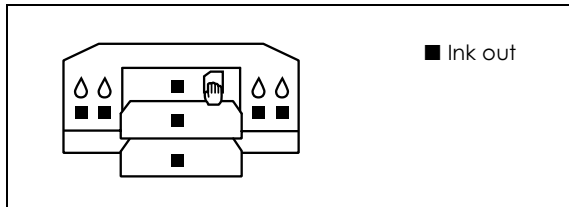
For information on how to use cleaning sheets or support sheets, see the instruction sheet packed with EPSON special media.

Using paper other than EPSON special media

If you use paper other than EPSON special media, refer to the appropriate instructions or contact your supplier for more information.

Replacing Ink Cartridges

The printer's indicator lights on the control panel tell you when to replace ink cartridges. They flash when a cartridge is low and remain steady when a cartridge is empty. See the diagram on the control panel to find which color cartridge is indicated.



Note:

- ❑ *Even if only one ink cartridge is empty, the printer cannot print.*
- ❑ *If you remove an ink cartridge and then reinstall it, the printer cannot determine the correct level of ink remaining. The corresponding Ink Out light may not flash to warn you even when the cartridge is almost out of ink. Only install unused ink cartridges.*
- ❑ *For best results, use up ink cartridges within 6 months of installation.*

EPSON recommends the use of genuine EPSON ink cartridges. Other products not manufactured by EPSON may cause damage to your printer not covered by EPSON's warranties. See "Ink cartridges" on page 140.

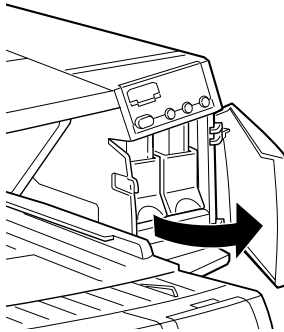
To replace an ink cartridge, follow the steps below.



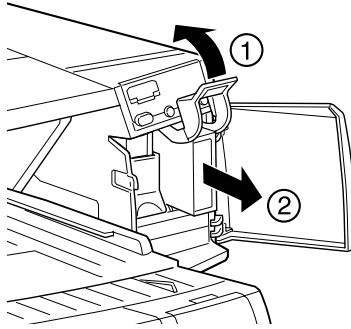
Caution:

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

1. Make sure the printer is on. Determine which cartridge needs to be replaced as indicated by the ink lights on the control panel that are flashing or remain on.
2. Open the appropriate ink cartridge compartment door. The black and cyan ink cartridges are located in the left ink cartridge compartment, and the yellow and magenta ink cartridges are located in the right ink cartridge compartment.



3. Lift up the ink cartridge clamp for the empty ink cartridge, then carefully pull the empty cartridge straight out of the printer.



Warning:

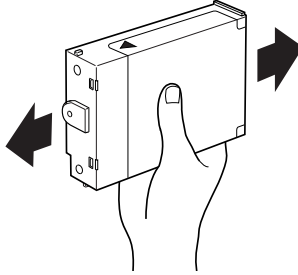
If ink gets on your hands, wash them thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water.

4. Make sure the replacement ink cartridge is the correct color, and remove it from its package.

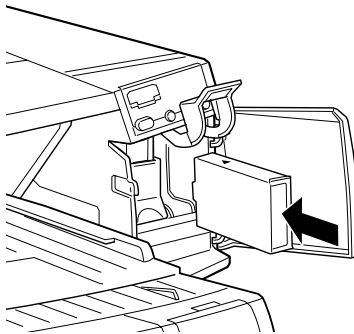


Caution:

- ❑ *For best results, shake the ink cartridge gently before installing it.*
- ❑ *Do not shake cartridges that have been installed previously. Doing so may cause ink to leak out.*



5. Hold the ink cartridge with the arrow mark face-up and pointing to the rear of the printer, and fully insert the ink cartridge.



6. Close the clamp until it clicks into place. Make sure the corresponding ink light goes off.



7. Close the ink compartment door. The printer returns to the previous status.

Note:

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

Checking the Print Head Nozzles

If you find that the printed image is unexpectedly faint or colors 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 paper tray.
2. Access the printer software. For details, see “Accessing the Printer Software” on page 11.
3. Click the Utility tab, then click the Nozzle Check button.
4. Follow the instructions on your screen.

For Macintosh users

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

Using the control panel buttons

See “Nozzle check and printer settings” on page 3 to check the print head nozzles using the control panel buttons.

Cleaning the Print Head

If you find that the printed image is unexpectedly faint or colors 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 by using 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, clean the print head 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 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 the Ink Out light is off.

Note:

If the Ink Out light is flashing, you cannot clean the print head. Replace the appropriate ink cartridge first.

2. Access the printer software. If you need instructions, see "Accessing the Printer Software" on page 11.
3. Click the Utility tab, then click the Head Cleaning button.
4. Follow the messages on your screen.

The Operate light flashes while the printer performs the cleaning cycle. It takes about 60 seconds to complete.



Caution:

Never turn off the printer while the Operate light is flashing. Doing so may damage the printer.

5. When the Operate light stops flashing, click Print nozzle check pattern in the Head Cleaning dialog box to confirm that the head is clean and to reset the cleaning cycle.

Below are nozzle check patterns:

Good sample



Print head needs to be cleaned



The actual check pattern prints in color.

In the check pattern, if you find that any segments are missing from the test lines, you may need to repeat the head cleaning and print the nozzle check pattern again.

If print quality has not improved after repeating this procedure four or five times, turn the printer off and leave it alone overnight. Then, clean the head 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, see “Replacing Ink Cartridges” on page 91.

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

Note:

To maintain print quality, EPSON recommends turning on the printer for at least 1 minute every month.

For Macintosh users

1. Make sure that the printer is on, and the Ink Out light is off.
2. Click the  Utility icon in the Print or Page Setup dialog box, then click the Head Cleaning button.
3. Follow the on-screen instructions.

The Operate light flashes while the printer performs a cleaning cycle. It takes about 30 seconds to complete a cleaning cycle.



Caution:

Never turn off the printer while the Operate light is flashing. Doing so may damage the printer.

4. When the Operate light stops flashing, click the Confirmation button in the Head Cleaning dialog box to print a nozzle check pattern and to reset the cleaning cycle. Use the check pattern to confirm that the head is clean. See “For Windows users” on page 97 for a sample of the nozzle check pattern.

If print quality has not improved after repeating this procedure four or five times, turn the printer off and leave it alone overnight. Then, clean the heads 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, see “Replacing Ink Cartridges” on page 91.

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 1 minute every month.

Using the control panel buttons

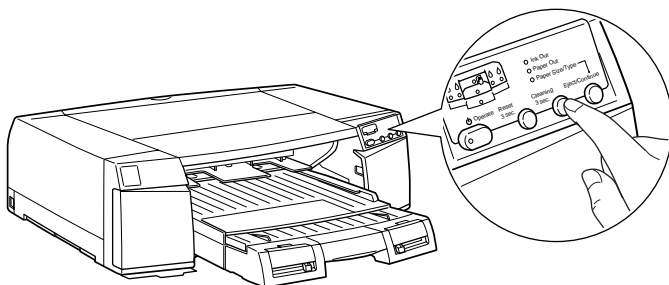
Follow the steps below to clean the print head using the control panel buttons.

1. Make sure that the Operate light is on and the Ink Out light is off.

Note:

If the Ink Out light is flashing or on, you cannot clean the print head.

2. Hold down the Cleaning button for 3 seconds.



The printer starts cleaning the print head and the Operate light begins flashing. Print head cleaning takes about 30 seconds to complete.



Caution:

Never turn off the printer while the Operate light is flashing. Doing so may damage the printer.

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

If print quality has not improved after repeating this procedure four or five times, turn the printer off and leave it alone overnight. Then, clean the heads 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.

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 1 minute every month.

Aligning the Print Head

If you notice a misalignment of vertical lines, you may be able to solve this problem using the Print Head Alignment utility in your printer software or control panel buttons. Follow the directions in the appropriate section below.

Using the Print Head Alignment utility

Follow the steps below to use the Print Head Alignment utility.


Note:

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

For Windows users

1. Load A4 or Letter size Archival Matte Paper, Premium Semigloss Photo Paper, or Professional Glossy Paper.
2. Access the printer software. For details, see Accessing the Printer Software.
3. Click the Utility tab, then click the Print Head Alignment button.
4. Follow the messages on your screen to align the print head.

For Macintosh users

1. Load A4 or Letter size Archival Matte Paper, Premium Semigloss Photo Paper, or Professional Glossy Paper.
2. Click the  Utility icon in the Printer Page Setup dialog box, then click the Print Head Alignment button.
3. Follow the messages on your screen to align the print head.

Using the control panel buttons

See Print head alignment to align the print head using the control panel buttons.

Cleaning the Printer

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

1. Remove any sheet media from the printer.
2. Make sure the printer is turned off and all the lights are off. Then unplug the power cord.
3. Make sure that the ink cartridge compartment is closed.
4. Use a soft brush to carefully clean away any dust or dirt outside the printer.
5. If the outer case is dirty, clean it with a soft, clean cloth dampened with mild detergent. Keep the ink cartridge compartment closed to prevent water from getting inside.
6. If the inside of the printer accidentally gets soiled with ink, wipe it off with a damp cloth.



Warning:

Be careful not to touch the gears inside the printer.



Caution:

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

If you have not used your printer for a long time

If you have not used your printer for a long time, the print head nozzles may be clogged. Perform a nozzle check and clean the print head. See Nozzle check and printer settings.

**Caution:**

Even if you will not use your printer for a long time, leave the ink cartridges installed; otherwise, the print head nozzles may become clogged.

Transporting the Printer

If you need to transport your printer some distance, carefully repack it using the original box and packing materials as follows:

Note:

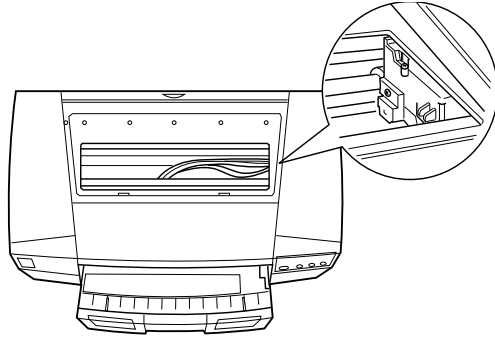
If you only need to transport your printer a short distance, do not remove the ink cartridges.

1. Turn on the printer.
2. Remove any sheet media in the printer and in the paper tray. Press the Eject/Continue button to eject any sheet media that has been fed into the printer.
3. Remove all ink cartridges from the printer as described in Replacing Ink Cartridges.
4. Turn off the printer. The print head moves to the home (far right) position. The Operate light flashes about 30 seconds. The Operate light goes off and the printer shuts off.

Note:

- Follow the steps shown on the label attached to the inside of the ink cartridge compartment door when you discharge the ink.*
- After transportation, leaving the printer for a long time as it is may cause difficulties in ink flow through the ink tube to the nozzle. After transporting the printer, install the ink cartridges as soon as possible, then check the printing performance.*

- ❑ *If you reinstall the ink cartridges you have removed above, the printer cannot determine the correct level of ink remaining. The Ink Out light may not flash to warn you even when the cartridge is almost out of ink. After transporting the printer, install new ink cartridges.*
5. Press the Operate button. The print heads move to the home (far right) position. The Operate light flashes for a few minutes. The Operate light goes off and the printer shuts off.

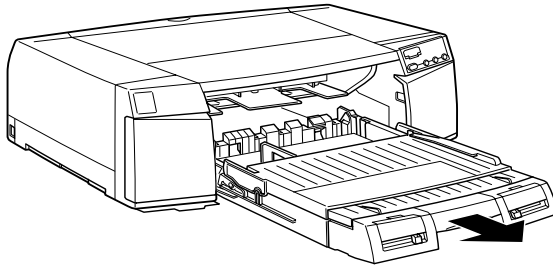


Caution:

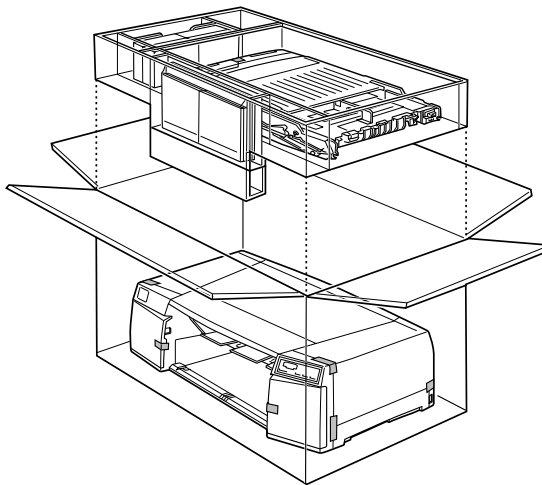
Do not unplug the power cord while the Operate light is flashing.

6. Unplug the power cord from the electrical outlet, then disconnect the interface cable from the printer.

7. Remove the paper tray.



8. Attach the protective materials you removed when you unpacked the printer.
9. Repack the printer, paper tray, power cord, and any other parts in the original box.

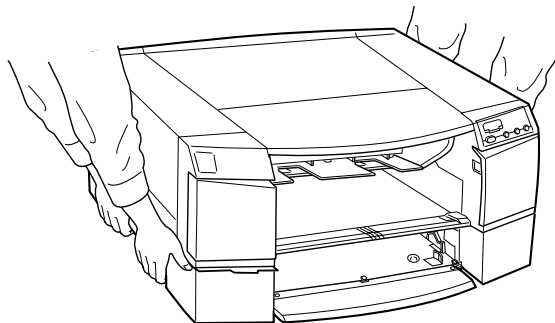


Warning:

Do not try to carry the printer by yourself. Always carry the printer with another person, because it weighs approximately 22 kg (49 lb).

Note:

If you move the printer with the paper cassette attached, hold the bottom of the paper cassette at the depression to move or lift the paper cassette while the printer is on top.



10. Keep the printer level while moving it.

Setting up the printer after transporting it

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

- ❑ After transporting the printer, EPSON recommends you perform a nozzle check, clean the print head, and realign the print head to ensure print quality. See “Using Special Power-On Functions” on page 2.
- ❑ EPSON recommends installing new ink cartridges after transporting the printer. If you reinstall the cartridges you removed before transporting, the printer cannot determine the correct level of remaining ink. The Ink Out light may not flash to warn you when a cartridge is almost out of ink.

Printer Stops Printing Unexpectedly

If the printer stops printing unexpectedly, try the solutions listed for the corresponding problem.

An error has occurred

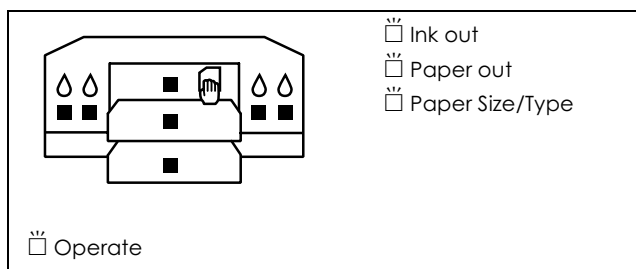
Many common printer problems can be identified by the lights on your printer's control panel.

If your printer stops working, use the following table to diagnose the problem, then follow the recommended corrective measures.

The control panel has the lights shown on the chart below.

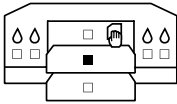
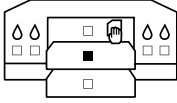
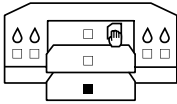
First, check the printer status roughly, using the four lights with names.

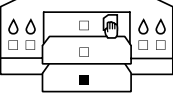
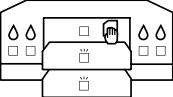
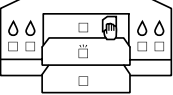
Next, check the detailed information, using the seven lights in the printer figure, on the left of the control panel.


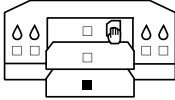







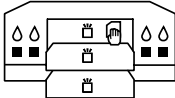

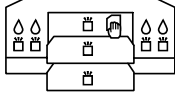

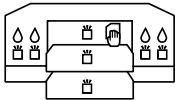


■ = On, □ with two vertical bars = Flashing, □ = Off

Lights	Problems and solution	
□ with two vertical bars Ink Out	Ink low	
	An ink cartridge is nearly empty.	Check which color of ink is detected, using the printer figure on the left of the control panel. Obtain a replacement ink cartridge.
■ Ink Out	Ink out	
	An ink cartridge is empty or not installed.	Check which color of ink is detected, using the printer figure on the left of the control panel. Replace the ink cartridge with a new one.
f Paper Out	Paper jam	
	Paper has jammed in the printer.	See "Clearing Paper Jams" on page 126.
	Printer cover is open	
	The printer cover is open.	Close the printer cover.

	Paper out (paper tray)	
	No paper is loaded in the paper tray.	Load a stack of paper into the paper tray installed in the printer.
<p>o Paper Out</p> 	Paper out (paper tray)	
	No paper was loaded in the paper tray when print job was sent.	Load a stack of paper into the paper tray installed in the printer. If you want to use another paper source, change the paper source setting in the printer driver.
	Paper loading failure (paper tray)	
	Paper is not loaded correctly in the paper tray.	Load the paper while referring to Loading paper into paper tray in the printer.
	No paper tray (paper tray)	
The paper tray is not installed or not installed properly in the printer.	Install the paper tray while referring to "Installing the paper tray" in the <i>Setup Guide</i> .	
	Paper out (lower paper tray)	
	No paper is loaded in the lower paper tray.	Load a stack of paper into the lower paper tray installed in the optional Lower Paper Cassette.

<p>o Paper Out</p> 	<p>Paper out (lower paper tray)</p>	
	<p>No paper was loaded in the lower paper tray when print job was sent.</p>	<p>Load a stack of paper into the lower paper tray installed in the optional Lower Paper Cassette. If you want to use another paper source, change the paper source setting in the printer driver.</p>
	<p>Paper loading failure (lower paper tray)</p>	
	<p>Paper is not loaded correctly in the lower paper tray.</p>	<p>Load the paper while referring to Loading paper into the lower paper tray in the optional Lower Paper Cassette.</p>
	<p>No paper tray (lower paper tray)</p>	
	<p>The lower paper tray is not installed or not installed properly in the optional Lower Paper Cassette.</p>	<p>Install the paper tray while referring to "Installing the paper tray" in the <i>Setup Guide</i>.</p>
<p>□ Paper Size/Type</p> 	<p>Paper size or type error (auto select)</p>	
	<p>The paper size/type setting in the printer does not match the setting in the printer driver, when you select Auto Select for the paper source.</p>	<p>Check the paper size/type settings in both the printer (paper size lever/media type lever) and the printer driver. Correct the setting, as necessary.</p>
<p>□ Paper Size/Type</p> 	<p>Paper size/type error (paper tray)</p>	
	<p>The paper size/type setting in the printer does not match the setting in the printer driver, when you select Paper Tray for the paper source.</p>	<p>Check the paper size/type settings in both the printer (paper size lever/media type lever) and the printer driver. Correct the setting, as necessary.</p>

<p>  Paper Size/Type </p> 	<p>Paper size/type error (lower paper tray)</p>	
<p>  Ink Out  Paper Out  Paper Size/Type </p>	<p>Maintenance required soon</p>	
<p>  Operate  Ink Out  Paper Out  Paper Size/Type </p> 	<p>Maintenance by the dealer is required before long.</p>	<p>Turn off the printer and contact your dealer.</p>
<p>  Nozzle Check </p> 	<p>Print head hot error</p>	
<p>  Out of Paper Ink </p> 	<p>Unknown printer error (All lights are flashing.)</p>	<p>Unknown error has occurred.</p>
<p>Unknown error has occurred.</p>	<p>Turn off the printer. Check for and remove any foreign objects or pieces of paper from inside the printer. Then, turn it back on. If the error indicator does not change, turn off the printer and contact your dealer.</p>	

The Printer Does Not Turn On or Stay On

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

- ❑ Turn off the power and make sure the power cord is securely plugged into the printer.
- ❑ Make sure the power outlet works and is not controlled by a wall switch or timer.
- ❑ Make sure the supplied voltage to the printer matches the rated voltage label on the printer. If not, turn off the power and unplug the power cord immediately. Contact EPSON for assistance. See “Contacting Customer Support” on page 151.



Caution:

If the supplied voltage and rated voltage do not match, do not plug the printer back in again. Doing so could damage the printer.

The Printer Prints Nothing

The printer is not connected to the computer correctly

Try one or more of these solutions:

- ❑ Turn off the printer and computer. Make sure the printer’s interface cable is securely plugged into the correct terminal of the computer.
- ❑ Make sure the interface cable specifications match the specifications for the printer and computer.

- ❑ Make sure the interface cable is directly connected to the computer without passing through any device, such as a printer switching device, or extension cable.
- ❑ If you are using Windows NT 4.0, try uninstalling the EPSON Printer Port. Click Start, point to Programs and EPSON Printers, then click EPSON Printer Port Uninstall. Follow the messages on the screen.

Your EPSON printer is not selected as the default printer

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

For Windows:

1. Click Start, point to Settings and select Printers.
2. Right-click the printer's icon in the Printers window.
3. Select Set As Default, then close the Printers window.

For Macintosh:

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

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

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

1. Click Start, point to Settings and select Printers.

2. Right-click the printer's icon in the Printers window, then select Properties.
3. Click the Details tab.
4. Make sure that your printer driver is selected in the Print using the following driver list. Then select the port to which your printer is connected in the Print to the following port list.

The printer driver does not have enough available memory (Macintosh)

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

The printer sounds like it is printing, but nothing prints

Try one or more of these solutions:

- Run the Head Cleaning utility. See "Cleaning the Print Head" on page 96.
- If the Head Cleaning utility does not work, replace the ink cartridges. See "Replacing Ink Cartridges" on page 91.

Printer driver software and paper tray paper size/media type settings do not match

Try one or more of these solutions:

- Follow the guidance in the Error message dialog box and continue/cancel the printing.

- ❑ In the Speed & Progress dialog box, if the Check Paper box is selected, unselect it to enable printing without checking the paper size and media type. For details, see “Using Speed & Progress” on page 57.

Printouts Are Not What You Expected

Incorrect or garbled characters

Try one or more of these solutions:

- ❑ Select your printer as the default printer in Windows. See “Your EPSON printer is not selected as the default printer” on page 115.
- ❑ Clear any stalled print jobs from the Progress Meter (for Windows), or EPSON Monitor3 (for Macintosh). See “Using the Progress Meter” on page 43, or “Accessing EPSON Monitor3” on page 52.
- ❑ Turn off the printer and computer. Make sure the printer’s interface cable is plugged in securely.
- ❑ Make sure the running application is for Windows 98, 95, 2000, NT 4.0 or Macintosh.
- ❑ Make sure the EPSON STYLUS PRO 5500 printer driver is selected.

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

Incorrect margins

Try one or more of these solutions:

- Check the margin settings in your application software.
- Make sure the margins are within the printable area of the page. See “Printable area” on page 134.
- For Windows, check the settings in the Paper menu. Make sure they are correct for the paper size you are using.

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

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

Inverted image

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

Blank pages are printed

Try one or more of these solutions:

- Select your printer as the default printer in Windows. See “Your EPSON printer is not selected as the default printer” on page 115.
- For Windows, check the settings in the Paper menu. Make sure they are correct for the paper size you are using.

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

Printed color differs from the color on the screen

Try one or more of these solutions:

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

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

- Select PhotoEnhance4 in the Advanced dialog box. You can produce sharper images with more vivid colors.
- Select Color Controls in the Advanced dialog box and adjust color, brightness, etc. as required.
- For Macintosh, make sure your application and image reading devices support the ColorSync system when you select ColorSync in the Advanced dialog box.
- Do not use plain paper.

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

Ruled lines shift

Make sure the print head is not misaligned.

When bi-directional printing is set, ruled lines will shift if the print heads are misaligned. Run the Print Head Alignment utility. See “Aligning the Print Head” on page 101.

Print Quality Could Be Better

Horizontal banding

Try one or more of these solutions:

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

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

- Make sure the printable surface of the paper is face-up.
- Run the Head Cleaning utility to clear any clogged ink nozzles. See “Cleaning the Print Head” on page 96.
- Check the ink lights. If necessary, replace ink cartridges. See “Replacing Ink Cartridges” on page 91.
- When printing photo data, change the driver software setting to Advanced Photo. See “Custom mode” on page 17 for more information.

Vertical misalignment or banding

Try one or more of these solutions:

- Turn off the High Speed setting in your printer driver. For instructions, see online help for the printer driver.
- Run the Print Head Alignment utility. See “Aligning the Print Head” on page 101.

Incorrect or missing colors

Try one or more of these solutions:

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

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

- Make sure the printable surface of the paper is face-up.
- Run the Head Cleaning utility. See “Cleaning the Print Head” on page 96.

If colors are still incorrect or missing, replace one or all ink cartridges. See “Replacing Ink Cartridges” on page 91.

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

Faint printout or gaps

Try one or more of these solutions:

- Make sure that the ink cartridges have not exceed their expiration dates.
- The paper quality has degraded due to age. Use new paper.
- For Windows, check the Media Type setting in the Main menu. Make sure it is correct for the paper you are using.

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

- Run the Head Cleaning utility to clear any clogged ink nozzles. See “Cleaning the Print Head” on page 96.

- ❑ Check the ink lights. If necessary, replace ink cartridges. See “Replacing Ink Cartridges” on page 91.
- ❑ The platen gap may be too wide for your paper. If you are using the manual feed slot, change the platen gap setting by using the special power-on function. See “Platen gap adjustment for the manual feed slots” on page 9. If you are using the paper tray, change the platen gap setting by selecting the media type lever position to match the type of media you have loaded. See “Paper size/media type lever settings” on page 76.

Blurry or smeared printout

Try one or more of these solutions:

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

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

- ❑ If the paper you are using is not supported by the printer driver, set the paper thickness to Other with the media type lever. See “Paper size/media type lever settings” on page 76.
- ❑ Make sure your paper is dry and the printable surface is face-up. Also, make sure you are using the correct type of paper. See “Paper” on page 138 for specifications.
- ❑ Ink may have leaked inside the printer. Wipe the inside of the printer with a soft, clean cloth.
- ❑ Run the Head Cleaning utility. See “Cleaning the Print Head” on page 96.

- ❑ The platen gap may be too narrow for your paper. If you are using the manual feed slot, change the platen gap setting by using the special power-on function. See “Platen gap adjustment for the manual feed slots” on page 9. If you are using the paper tray, change the platen gap by selecting the media type lever position to match the type of media you have loaded. See “Paper size/media type lever settings” on page 76.

Color Documents Print in Black Only

Try one or more of these solutions:

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

Printing Could Be Faster

Try one or more of these solutions:

- ❑ Print speed may be slower when printing at a resolution of 2880 dpi. To increase print speed, select the Automatic mode in the Main menu for Windows or in the Print dialog box for Macintosh, then move the slider towards Speed.
- ❑ Do not run too many applications at the same time. Close any applications you are not using.
- ❑ Delete unnecessary files to make room on your hard disk drive.

Note:

Your computer may not have enough memory. For further tips, see “Increasing the Print Speed (Windows only)” on page 55.

Paper Feed or Paper Jam Problems Occur Frequently

Try one or more of these solutions:

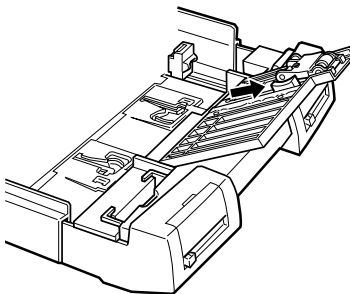
- Thumb through a stack of paper and align the edges before loading.
- Check the paper package and see “Paper Tray and Loading Capacity by Media Type” on page 68 for the amount of paper you can load at once in the paper tray.
- Make sure the paper tray cover is attached to the paper tray correctly.
- Make sure the printable surface is face-up.
- Make sure the paper is not folded or wrinkled.
- Make sure printing occurs within the operational temperature range.
- Make sure the paper is not damp.
- Make sure the paper is not too thick or too thin. See “Paper” on page 138.
- Make sure no foreign objects are inside the printer.
- For Windows, check the Media Type setting in the Main menu and media type lever positions on the paper tray. Make sure it is correct for the paper you are using.

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

- ❑ Make sure that the platen gap setting matches your paper. You can change the platen gap by using the special power-on function. See “Platen gap adjustment for the manual feed slots” on page 9.
- ❑ Make sure that the paper guide roller in the paper tray is set properly. Read the following according to the condition.

If multiple sheets are fed simultaneously, make sure the paper guide roller is on the stack of paper properly. See “Loading paper into paper tray in the printer” on page 70.

If no sheet is fed the edge of the sheet turns up, fix the paper guide roller as shown below so that it does not operate.



Note:

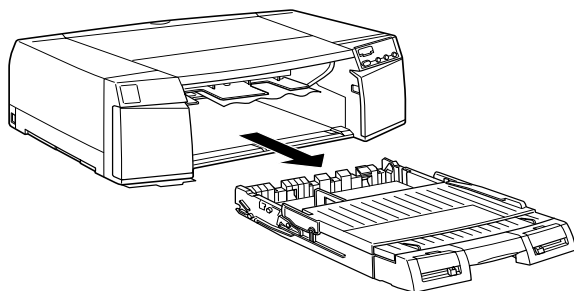
- ❑ *When plain paper is fed into the printer, the edges of the paper may curl up.*
- ❑ *You may not be able to feed the last sheet in the bottom of the paper tray when feeding plain paper. This is because the last sheet in the paper tray serves as a support sheet to feed the other sheets properly.*

- ❑ If you are printing on Archival Matte Paper or Professional Glossy Paper, use the cleaning sheet packed with the media package. For information on how to use the cleaning sheet, see the instruction sheet in the media package.

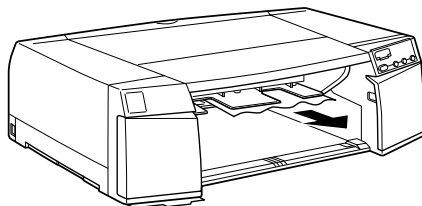
Clearing Paper Jams

To remove jammed paper, follow these steps:

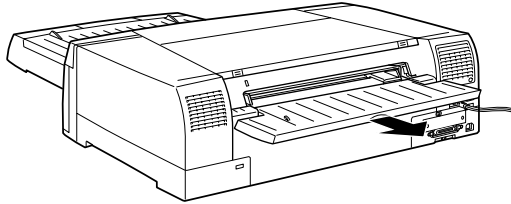
1. Turn off the printer.
2. Lift the paper tray slightly up and pull it out. Check if there is jammed paper in the paper path.



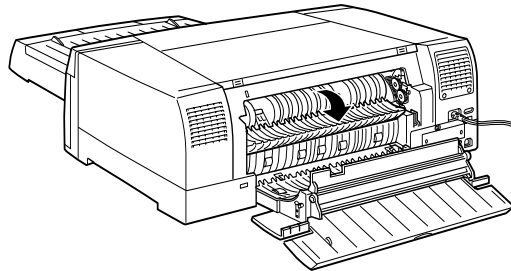
3. Gently pull the jammed paper out. If you are unable to remove the jammed paper, continue with step 4. If you can remove the jammed paper, go to step 9.



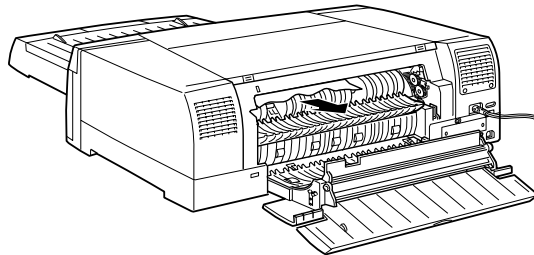
4. If you have installed the optional Lower Paper Cassette, take the lower paper tray out and check the inside of the paper cassette.
5. Open the rear manual feed slot cover and paper path cover.



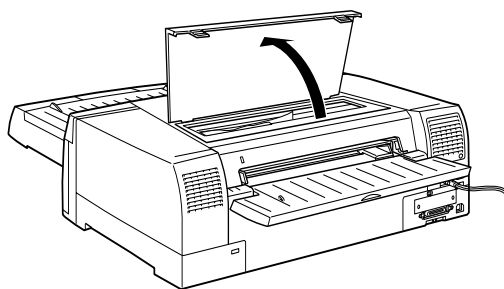
6. If necessary, open the paper guide inside.



7. Gently pull the jammed paper out. If you cannot remove the jammed paper, continue with step 8. If you can remove the jammed paper, go to step 9.



8. Open the printer cover. Gently pull the jammed paper out.



9. Make sure the printer cover, paper guide inside, paper path cover, and rear manual feed slot cover are closed. Turn the printer back on.
10. Press the Eject/Continue button to make sure the paper feeds properly. See if any pieces of paper are left inside the printer.

Printing on the Wrong Side of the Paper

If you mistakenly print on the non-printable surface of EPSON special media, your printer inside may get dirty. In this case, clean the printer as follows.

1. Turn off the printer and wipe the printer with a damp cloth.
2. Turn on the printer.
3. Load plain paper and press the Eject/Continue button to eject the paper.
4. Repeat step 3 until the paper is no longer smeared.

Correcting USB Problems

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

Your computer must be a Windows 98 or 2000 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.

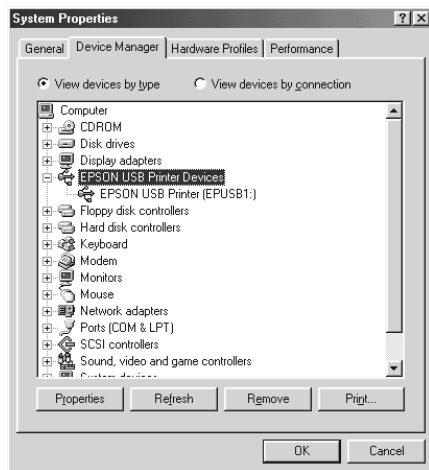
Make sure that EPSON USB Printer Devices appears in the Device Manager menu (Windows 98 only)

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 installed incorrectly.

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.



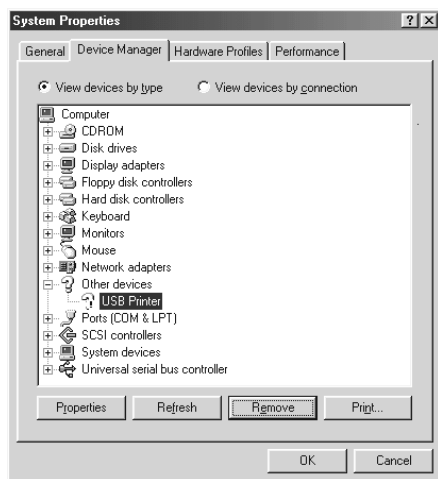
If EPSON USB Printer Devices does not appear in the Device Manager menu, click the plus (+) sign beside Other devices to view the installed devices.

If USB Printer appears under Other devices, the USB printer device driver is not installed correctly. If EPSON Stylus Pro 5500 appears, the printer driver is not installed correctly.



If neither USB Printer nor EPSON Stylus Pro 5500 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 Pro 5500, then click Remove. Then click OK.



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



6. Unplug the USB cable from the printer, then follow the instructions as described in "Setting up the Printer with Your Computer" 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” on page 142.
- ❑ 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 the *Setup Guide*. If EPSON USB Printer Devices is not registered in the Add/Remove Programs list, access the CD-ROM and double-click Win 9X\epusbun. exe.
Then, follow the on-screen instructions.

Product Information

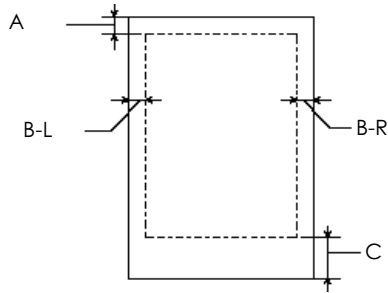
Printer Specifications

Printing

Printing method:	On-demand ink jet
Nozzle configuration:	Black: 96 nozzles Color: 96 nozzles × 5 (cyan, magenta, yellow, light cyan, light magenta)
Resolution:	Maximum 2880 × 720 dpi
Print direction:	Bidirectional with logic seeking
Control code:	ESC/P Raster
Line spacing:	1/6 inch or programmable in 1/720 inch increments
Paper feed speed:	79 ms per 1/6 inch line 152 mm/s in continuous feeding
Input buffer:	256 KB

Printable area

Cut Sheet



- A: The minimum top margin is 3.0 mm (0.12").
- B-L: The minimum left margin is 3.0 mm (0.12").
- B-R: The minimum right margin is 3.0 mm (0.12").
- C: The minimum bottom margin is 14.0 mm (0.55").

Note:

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

Mechanical

Paper feed method: Friction

Paper path: Paper tray, front and rear manual feed slots, optional lower paper cassette

Dimensions: Storage
 Width: 640 mm (25.2 inches)
 Depth: 439 mm (17.3 inches)
 Height: 224 mm (8.8 inches)

Printing (on A3 size paper)
 Width: 640 mm (25.2 inches)
 Depth: 704 mm (27.7 inches)
 Height: 224 mm (8.8 inches)

Printing (on A4 size paper, optional lower paper cassette installed)
 Width: 640 mm (25.2 inches)
 Depth: 584 mm (23.0 inches)
 Height: 318 mm (12.5 inches)

Weight: 22 kg (49 lb) without the ink cartridges

Electrical

	120 V Model	220-240 V Model
Input voltage range	90 to 132 V	198 to 264 V
Rated frequency range	50 to 60 Hz	
Input frequency range	49.5 to 60.5 Hz	
Rated current	1.0 A	0.5 A

Power consumption	Approx. 26 W (ISO10561 Letter Pattern) 10 W or less in standby mode
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Note:

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

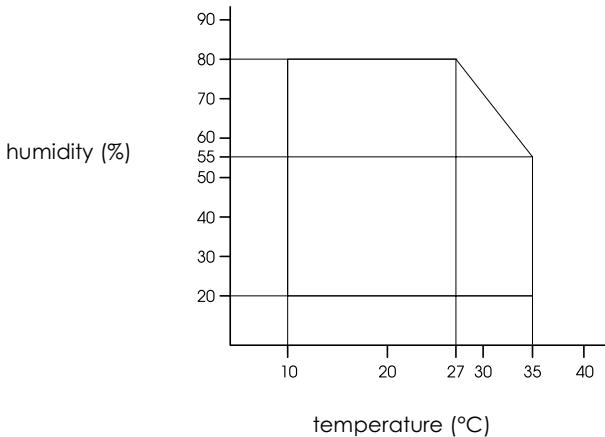
Environmental

Temperature:	Operation:	10 to 35°C (50 to 95°F)
	Not in operation:	-20 to 60°C (-4 to 140°F)* 1 month at 40°C (104°F) 120 hours at 60°C (140°F)
Humidity:	Operation:	20 to 80% RH**
	Not in operation:	5 to 85% RH*,**

* Stored in shipping container

** Without condensation

Operational conditions (temperature and humidity):



Initialization

Hardware initialization when the power is turned on:

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

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

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

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

- Print head capping occurs.
- Any paper loaded in the printer is ejected.
- The input data buffer and print buffer are cleared.
- The printer returns to the default condition last set.

Safety approvals

Safety standards:

U.S. model	UL 1950 CSA 22.2 No. 950
European model	EN 60950

EMI:

U.S. model	FCC part 15 subpart B class B CSA C108.8 class B
European model	Directive 89/336/EEC EN 55022 (CISPR Pub. 22) class B EN 61000-3-2 EN 61000-3-3 EN 55024
Australian model	AS/NZS 3548 class B

Paper

Note:

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

Cut sheets:

Size	Super A3/B (329 × 483 mm) A3 (297 × 420 mm) A4 (210 × 297 mm) A5 (148 × 210 mm) A6 (105 × 148 mm) Letter (216 × 279 mm) Legal (216 × 356 mm) Half Letter (139.7 × 215.9 mm) Executive (190.5 × 254 mm) US B (279 × 432 mm) Custom size (100 to 329 mm × 100 to 1117.6 mm)
Paper types	Plain paper, special papers distributed by EPSON
Thickness (for plain paper)	0.08 to 0.11 mm (0.003 to 0.004 inch)
Weight (for plain paper)	64 g/m ² (17 lb) to 90 g/m ² (24 lb)

Note:

- For details on media sizes, see “EPSON special media” on page 149.
- Poor quality paper may reduce print quality and cause paper jams or other problems. If you encounter problems, switch to a higher grade of paper.
- Do not load curled or folded paper.

Use EPSON special media under the following conditions:

Temperature 15 to 25°C (59 to 77°F)
Humidity 40 to 60% RH

Ink cartridges

Colors:	Black	T486
	Yellow	T487
	Magenta, Light Magenta	T488
	Cyan, Light Cyan	T489

Print capacity*:	Black, Yellow: Approx. 2,550 pages/A4 (720 dpi, 5% duty) Magenta and Light Magenta, Cyan and Light Cyan: Approx. 2,500 pages/A4 (720 dpi, 5% duty)
Cartridge life:	2 years including unopened period
Temperature:	Storage (uninstalled): -30 to 40°C (-22 to 104°F) 1 month at 40°C (104°F) Storage (installed): -20 to 40°C (-4 to 104°F) 1 month at 40°C (104°F) Transit: -30 to 60°C (-22 to 140°F) 1 month at 40°C (104°F) 120 hours at 60°C (140°F) Freezing: -15°C (5°F)**
Dimensions:	Black, Yellow: 25.1 (W) × 139.6 (D) × 105.3 (H) mm (0.99 (W) × 5.5 (D) × 4.15 (H) inches) Magenta and Light Magenta, Cyan and Light Cyan: 35.1 (W) × 140.9 (D) × 105.3 (H) mm (1.38 (W) × 5.55 (D) × 4.15 (H) inches)
Weight:	Black, Yellow: Approx. 200 g (0.44 lb.) Magenta and Light Magenta, Cyan and Light Cyan: Approx. 250 g (0.55lb.)

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

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

**Caution:**

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

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

- ❑ For best results, shake the ink cartridge gently before installing it.

- ❑ For best results, use up ink cartridges within 6 month of installation.

System Requirements

To use your printer with a PC

To use your printer, you need Microsoft Windows Me, 98, 95, 2000, or NT 4.0, and a shielded, twisted-pair parallel cable. If you want to connect your printer to a USB port, you need a Windows 98 or 2000 pre-installed PC equipped with a USB port, and a shielded USB cable.

Minimum system	Recommended system
i486/25 MHz for Windows 95 and NT 4.0 i486/66 MHz for Windows 98 Pentium 133 MHz for Windows 2000 Pentium 150 MHz for Windows Me	Pentium II 450 MHz or higher processor
16 MB RAM for Windows 98, 95, and NT 4.0 32 MB RAM for Windows Me 64 MB RAM for Windows 2000	128 MB RAM or more
20 MB hard disk space for Windows Me, 98, and 95 40 MB for Windows 2000 and NT 4.0	500 MB or more free disk space
VGA monitor	VGA or better monitor

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

To use your printer with a Macintosh

To use this printer, your Apple® Macintosh must meet the following system requirements. You also need a USB cable to connect this printer to Apple Macintosh computers.

Minimum system	Recommended system
PowerPC	PowerPC G3 400 MHz or higher processor
Mac OS 7.6.1	Mac OS 8.6.x or 9.x
16 MB of available memory 20 MB of available memory when background printing is turned on	42 MB or more of available memory 70 MB of available memory when background printing is turned on

Note:

- ❑ *The amount of available memory varies according to the number and size of applications that are open. To see how much memory is available, choose About This Macintosh from the Apple menu and refer to the memory size (listed in kilobytes) under "Largest Unused Block" (1,024 K = 1 MB).*
- ❑ *The memory requirements above are for printing on Super A3/B size paper. These requirements may vary depending on the size of the paper, the type of application you are using, and the complexity of the document you want to print.*
- ❑ *The available interface varies according to Macintosh system version as follows.
Network interface: 7.6.1 to 9.x
USB interface: 8.1 to 9.x
IEEE 1394 interface: 8.6.x to 9.x*

In addition to these system and memory requirements, you also need 12 MB of free hard disk space to install your printer software. To print, 500 MB or more of free hard disk space is recommended.

Interface Specifications

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

Parallel interface

The built-in parallel interface has the following characteristics:

Forward channel

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

Reverse channel

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

ECP mode

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

USB interface

The printer's built-in USB interface is based on the standards

specified in the Universal Serial Bus Specifications Revision 1.1 and the Universal Serial Bus Device Class Definition for Printing Devices Version 1.1. This interface has the following characteristics.

Standard	Based on Universal Serial Bus Specifications Revision 1.1, Universal Serial Bus Device Class Definition for Printing Devices Version 1.1
Bit rate	12 Mbps (full speed device)
Data encoding	NRZI
Adaptable connector	USB Series B
Recommended cable length	2 meters

Options and Consumable Products

Options

The following options are available for use with your printer.

Note:

The asterisk () is a substitute for the last digit of the product number, which varies by region.*

Lower Paper Cassette

This option goes under the printer and provides you with an additional paper source. It is recommended for users who use two or more types of paper regularly. It comes with a paper tray.

Lower Paper Cassette C813611

Paper Tray

This optional paper tray can be used in the optional lower paper cassette and also in the printer's standard paper tray slot.

Paper Tray C813621



Caution:

Be sure to use the exclusive paper tray above for EPSON STYLUS PRO 5500. Avoid using this paper tray for printers other than the EPSON STYLUS PRO 5500. Otherwise, paper loading failure and paper jam may occur.

Interface cards

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

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

Multi-protocol Ethernet Interface Card (100BASE-TX, 10BASE-T)	C82363*
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IEEE 1394 Interface Card	C82372*
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Note:

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

Consumable products

The following consumable products are available with your printer.

Ink cartridges

To replace ink cartridges, see “Replacing Ink Cartridges” on page 91.

Ink cartridge (Black)	T486
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Ink cartridge (Yellow)	T487
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Ink cartridge (Magenta, Light Magenta)	T488
--	------

Ink cartridge (Cyan, Light Cyan)	T489
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EPSON special media

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

Cut sheets

EPSON Professional Glossy Paper	Super A3/B	S041457 S041456
EPSON Premium Semigloss Photo Paper	A4	S041332
	A3	S041334
	Super A3/B	S041328 S041327
EPSON Watercolor Paper-Radiant White	Super A3/B	S041352 S041351
EPSON Archival Matte Paper	A4	S041342
	A3	S041343 S041344
	Super A3/B	S041340 S041339
EPSON Premium Luster Photo Paper	A3	S041406
	Super B	S041407

Note:

- The availability of special media varies by country.*
- The names of some special media vary by country. Use the product number to confirm the type of special media you need or have.*
- Confirm that EPSON STYLUS PRO 5500 is listed as an available printer on the media package, before you purchase EPSON Archival Matte Paper and Premium Semigloss Photo Paper.*

Contacting Customer Support

Contacting Customer Support

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 give them the following information.

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

Glossary

The following definitions apply specifically to printers.

application

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

ASCII

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

banding

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

bit

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

brightness

The lightness or darkness of an image.

buffer

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

byte

A unit of information consisting of eight bits.

characters per inch (cpi)

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

CMYK

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

color matching

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

ColorSync

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

cpi

See *characters per inch*.

default

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

DMA

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

dot matrix

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

dpi

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

drive

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

driver

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

economy printing

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

error diffusion

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

ESC/P

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

ESC/P Raster

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

Finest detail

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

font

A style of type designated by a family name.

grayscale

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

halftones

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

halftoning

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

head alignment

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

head cleaning

The operation to clean any clogged nozzles for correct printing.

high speed printing

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

ICM (Image Color Matching)

The color matching method used by Windows Me, 98, 95, and 2000 to match the colors in your printout with the colors displayed on your screen.

initialization

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

ink cartridge

A cartridge that contains ink.

ink jet

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

interface

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

interface cable

The cable that connects the computer and the printer.

local printer

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

media

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

memory

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

MicroWeave

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

monochrome

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

nozzle

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

nozzle check

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

online help

Helpful comments related to the current window or dialog box.

parallel interface

See *interface*.

Peer-to-peer networks

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

PhotoEnhance4

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

port

An interface channel through which data is transmitted between devices.

printable area

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

printer driver

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

printing mode

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

print queue

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

Progress Meter

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

RAM

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

reset

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

resolution

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

ROM

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

RGB

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

spool

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

Spool Manager

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

sRGB

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

Status Monitor

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

subtractive colors

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

utility

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

WYSIWYG

Acronym for What You See Is What You Get. This term is used to describe printouts that look exactly as they appear on screen.