

# EPSON®

EPSON STYLUS® COLOR

# 850

## *User's Guide*



Printed on recycled paper with at least 10% post-consumer content

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## FCC Compliance Statement For United States Users

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

### For Canadian Users

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.



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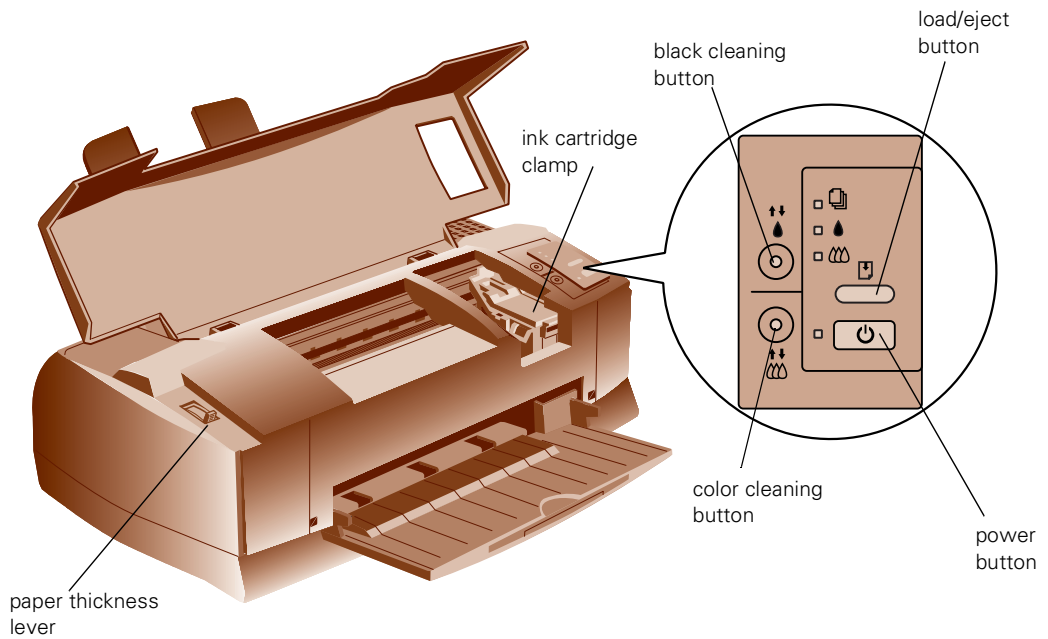
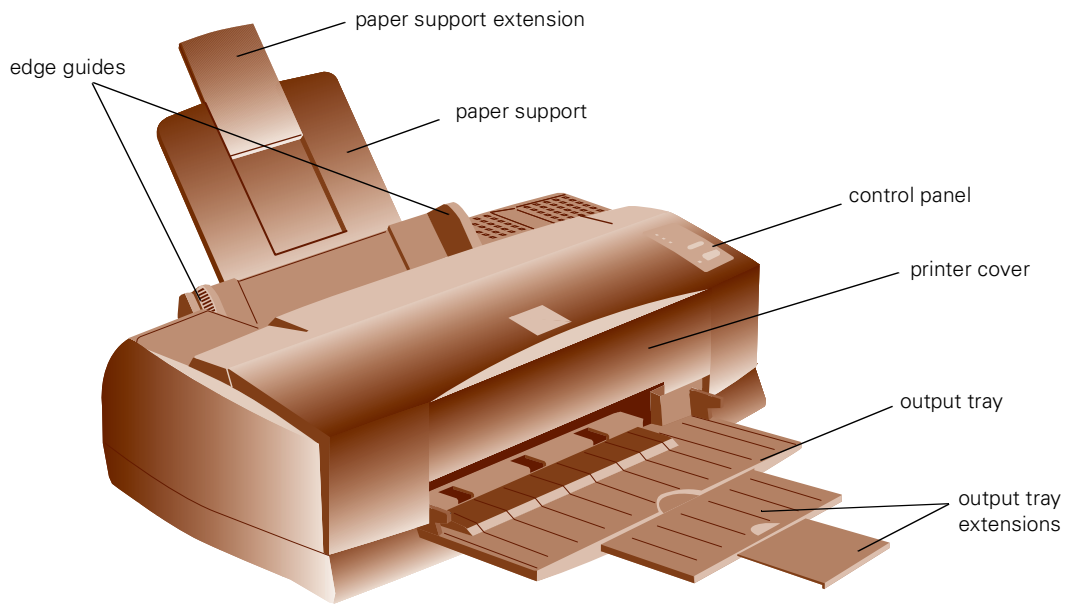
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# Introduction

Your EPSON Stylus<sup>®</sup> COLOR 850 printer is the ideal output device for business graphics, layout proofs, digital photography, or any project you create on your computer. With resolutions up to 1440 by 720 dpi, you get amazingly realistic photographic images and vivid graphics in color, or razor-sharp black printing. All at the fastest speed of any EPSON ink jet printer.

The printer software for Microsoft<sup>®</sup> Windows<sup>®</sup> and Macintosh<sup>®</sup> provides advanced color management with adjustable levels of brightness, contrast, saturation, and ink colors. Support for ColorSync<sup>™</sup> 2.01 and Windows ICM ensures printouts that closely match the colors on your monitor.

EPSON's specially formulated ink cartridges and wide variety of ink jet papers offer the most flexibility for getting the results you want. With standard parallel and serial ports and simple network connectivity, setting up your printer is fast and easy.

## Windows System Requirements

To use your printer and its software with a PC, your system should have:

- An IBM<sup>®</sup> compatible PC with at least a 386/25 MHz (for Windows 3.1x) or 486/25 MHz (for Windows 95 or Windows NT<sup>™</sup> 4.0) or faster processor
- DOS, Microsoft Windows 3.1x, Windows 95 or later, or Windows NT 4.0
- At least 16MB of RAM (20MB recommended)

- At least 50MB of free hard disk space for storing images (100MB is recommended)
- VGA, Super VGA, or better display adapter and monitor
- Double-speed CD-ROM drive (quad-speed or faster recommended) for installing the printer software
- A shielded, twisted-pair parallel cable (6 to 10 feet long) to connect your computer to the printer; the cable must have a D-SUB, 25-pin, male connector for your computer and a 36-pin, Centronics<sup>®</sup> compatible connector for the printer.

## Macintosh System Requirements

To use your printer and its software with a Macintosh, your system should have:

- Any Macintosh or Power Macintosh model except the Macintosh +, Macintosh 512, Performa<sup>®</sup> 410, PowerBook<sup>®</sup> 100, and some early versions of the Macintosh, such as the II or Classic
- System 7.1 or later (7.5 or later recommended)
- At least 16MB of RAM (20MB or more is recommended)
- At least 50MB of free hard disk space for storing images (100MB is recommended)
- 13-inch RGB display or better
- Double-speed CD-ROM drive (quad-speed or faster recommended) for installing the printer software
- Standard Apple<sup>®</sup> System Peripheral-8 cable or equivalent (RS-422, 8-pin mini DIN male/male, Belkin F2V024 recommended)

# How To Use Your Manuals

To set up your printer and install the printer software, see the *Start Here* card and CD-ROM folder. This *User's Guide* contains the following information:

**Chapter 1** covers the basics of printing with Windows or Macintosh.

**Chapter 2** gives guidelines for selecting the right paper or other media for your print job and instructions for loading it in your printer.

**Chapter 3** tells you how to print special projects with custom settings for print quality, color management, and distinctive layouts.

**Chapter 4** explains how to manage print jobs and check printer status while you're printing.

**Chapter 5** gives instructions for replacing ink cartridges, cleaning and aligning the print heads, and cleaning and transporting the printer.

**Chapter 6** provides solutions for any problems you may have.

**Appendix A** tells you how to install optional interface cards in your printer.

**Appendix B** gives detailed instructions for installing the printer software and tells you how to configure the printer for a network.

**Appendix C** lists the EPSON accessories you can use with your printer.

**Appendix D** provides the technical details on your printer, ink cartridges, and EPSON media.

An **Index** is included at the end of the book.

## Warnings, Cautions, Notes, and Tips

You'll find this information throughout your manual:



**Warnings** must be followed carefully to avoid bodily injury.



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



**Notes** contain important information about your printer.



**Tips** contain additional hints for great printing.

## Where To Get Help

EPSON provides technical assistance through electronic support services and automated telephone services 24 hours a day. The following tables list the contact information:

### *Electronic support services*

<b>Service</b>	<b>Access</b>
World Wide Web	From the Internet, you can reach EPSON's Home Page at <b>http://www.epson.com</b> .
EPSON Internet FTP Site	If you have Internet FTP capability, use your Web browser (or other software for FTP downloading) to log onto <b>ftp.epson.com</b> with the user name <b>anonymous</b> and your e-mail address as the password.
EPSON Download Service	You can call the EPSON Download Service at <b>(800) 442-2007</b> . Set your communications software to 8 data bits, 1 stop bit, no parity. Modem speed can be up to 28.8 Kbps.
EPSON Forum on CompuServe®	Members of CompuServe can type <b>GO EPSON</b> at the menu prompt to reach the Epson America Forum. For a free introductory CompuServe membership, call <b>(800) 848-8199</b> and ask for representative #529.

### *Automated telephone services*

<b>Service</b>	<b>Access</b>
EPSON SoundAdvice <sup>SM</sup>	For pre-recorded answers to commonly asked questions about EPSON products 24 hours a day, seven days a week, call <b>(800) 442-2110</b> .
EPSON FaxAdvice <sup>TM</sup>	Access EPSON's technical information library by calling <b>(800) 442-2110</b> . You must provide a return fax number to use this service.
EPSON Referral Service	For the location of your nearest Authorized EPSON Reseller or Customer Care Center, call <b>(800) 442-2110</b> .



Note:

If you need help using another manufacturer's software with an EPSON product, see the documentation for that software for technical support information.

To speak to a technical support representative, dial (310) 787-6346 (U.S.) or (905) 709-2567 (Canada), 6 AM to 8 PM, Pacific Time, Monday through Friday and 7 AM to 4 PM, Saturday and Sunday. Toll or long distance charges may apply.

Before you call, please have the following information ready:

- Product name
- Product serial number
- Computer configuration
- Description of the problem

You can purchase ink cartridges, paper, manuals, accessories, and parts from EPSON Accessories at (800) 873-7766 (U.S. sales only). In Canada, please call (800) 873-7766 for dealer referral.



## ENERGY STAR Compliance

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



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

## Year 2000 Ready

Your EPSON printer is *Year 2000 Ready*. However, be sure the other parts of your computer system are also ready for the year 2000.





Caution:  
Always turn the printer off using the  power button. Don't switch off the electrical outlet or power strip, or unplug the printer until the  power light is off.




## Important Safety Instructions

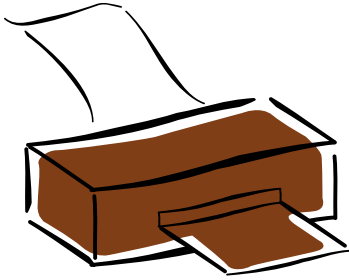
Before using your printer, read the following safety instructions to make sure you use the printer safely and effectively:

- Turn off and unplug the printer before cleaning. Clean with a damp cloth only. Do not spill liquid on the printer.
- Do not place the printer on an unstable surface or near a radiator or heating vent.
- Do not block or cover the openings in the printer's cabinet or insert objects through the slots.
- Use only the type of power source indicated on the printer's label.
- Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- Place the printer near a wall outlet where the plug can be easily unplugged.

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

- Do not let the power cord become damaged or frayed.
- If you use an extension cord with the printer, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- Except as specifically explained in this *User's Guide*, do not attempt to service the printer yourself.

- ▶ Unplug the printer and refer servicing to qualified service personnel under the following conditions:  
If the power cord or plug is damaged; if liquid has entered the printer; if the printer has been dropped or the cabinet damaged; if the printer does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- ▶ Do not put your hand inside the printer or touch the cartridge during printing.
- ▶ Under normal circumstances, ink will not come out of the cartridge. If it does get on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water.
- ▶ Keep ink cartridges out of the reach of children.
- ▶ Do not dismantle the ink cartridges or try to refill them. This could result in damage to the print head.
- ▶ Once you install an ink cartridge, do not open the clamp or remove the cartridge except to replace it with a new one. The cartridge may become unusable otherwise.
- ▶ Install the ink cartridge immediately after you remove it from its foil package. Leaving the cartridge unpacked for a long time before use may result in reduced print quality.
- ▶ Do not use an ink cartridge beyond the date printed on the cartridge carton. For best results, use up the ink cartridges within six months of installing them.
- ▶ Do not shake an ink cartridge; this can cause leakage.
- ▶ Always turn the printer off using the  power button. When you press this button, the  power light flashes briefly then goes out. Do not unplug the printer or turn off the power to the outlet until the  power light is off.
- ▶ Before transporting the printer, make sure the print head is capped in the far right position and the ink cartridges are in place.



# 1

# Basic Printing



Note:  
For instructions on  
printing with DOS,  
see Appendix D.

It's easy to print all your color and black-and-white documents with your EPSON Stylus COLOR 850. First set up your printer and install the software, following the instructions in *Start Here* and the CD-ROM folder or Appendix B. Then read this chapter to find out about:

- Printing from Windows
- Printing from a Macintosh
- What to do when the printer lights flash

## Printing from Windows

To print from a Windows application, you click the print icon or choose **Print** from the File menu. You can then choose which pages to print, the number of copies, and other options from your application's Print dialog box.

When you click a button in the Print dialog box, you select additional settings using your printer software, such as the media type you've loaded and the resolution you want to use.

The following sections tell you how to:

- Select printer software settings and print from Windows applications
- Change the default printer software settings
- Check your printer's status while you print

## Setting Printer Options from Windows Applications

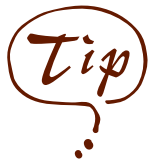
This section describes the settings you'll need to check for all your everyday printouts. See Chapter 3 for information about advanced settings for special print jobs.



**Note:**

You can also set printer options by clicking Print Setup in the File menu, then clicking the Printer, Setup, Properties, or Options button. However, in most applications you'll then have to select the Print option from the File menu to print using your changes.

1. Open your word processor or other Windows software application and open a file you want to print.
2. Choose **Print** from the File menu. You see the Print dialog box for your application.
3. Make sure your EPSON Stylus COLOR 850 printer is selected, and then click the **Printer, Setup, Properties, or Options** button. (You may have to click a sequence of buttons in different dialog boxes.) You then see the printer settings dialog box:



For more information about printer settings, click the Help button. In Windows 95 and Windows NT, you can right-click any item on the screen and then click What's This?

Use the Quality/Speed slider to select your print resolution

A screenshot of the "EPSON Stylus COLOR 850 Properties" dialog box. The dialog has tabs for "Main", "Paper", "Layout", and "Utility". The "Main" tab is active. It features a "Mode" section with a radio button for "Automatic" (selected) and a "Quality" slider. Below this is a "Media Type" dropdown menu set to "Plain paper". The "Current Settings" section shows "Letter", "Normal - 300dpi", and "No Watermark" selected. At the bottom are "OK", "Cancel", and "Help" buttons. Annotations with arrows point to: "Automatic" (labeled "Click to select Automatic mode"), "Plain paper" (labeled "Click to select your media type"), the "Quality" slider (labeled "Use the Quality/Speed slider to select your print resolution"), and the "Help" button (labeled "Click for more information").

4. Click the **Main** tab if necessary and make sure the Mode option is set to **Automatic**. This is the easiest way to get good printing results for all kinds of documents, on all types of paper.



To print at the highest resolution (1440 dpi), you need to use plain paper, Photo Paper, or one of the Photo Quality media. For the best printing at any resolution, always use EPSON media.

The Quality/Speed slider is not available for certain media types.



**Note:**

If you're using Windows 95 and you installed Status Monitor 2 along with your printer software, you may want to click the Utility tab and open the Printer Status window. See page 4-5 for information on Status Monitor 2; see Chapter 5 for instructions on using the other utilities available on the Utility tab.

5. Choose the **Media Type** you want to print on from the following list:

- ▶ Plain paper
- ▶ 360 dpi Ink Jet Paper
- ▶ Photo Quality Ink Jet Paper
- ▶ Photo Paper
- ▶ Photo Quality Glossy Film
- ▶ Ink Jet Transparencies

The type of paper or other media you choose determines the print quality (resolution) you can use. If you're not sure which setting to select for your media, see the table on page 2-1.

6. Choose **Color** or **Black** ink.

7. Set the slider to **Quality** or **Speed**. This lets you choose between the fastest printing or the highest resolution for the media you're using. To use the highest resolution available for plain paper (1440 dpi), you need to access the More Settings dialog box; see page 3-4 for instructions.

8. Click the **Paper** tab and choose your paper size, number of copies, and orientation. See page 3-11 for instructions.

9. If you're using Windows 95 or Windows NT 4.0, click the **Layout** tab and check the proportional printing, page layout, and watermark options to make sure they're correct for your print job. See page 3-20 for details.

10. Click **OK** when you're finished checking your settings. The dialog box closes.

11. In the Print dialog box, click **OK** or **Print**. You may need to click a sequence of these buttons on different dialog boxes.

While your document is printing, a dialog box appears showing the printer status and the progress of your print job. See "Checking Printer Status" on page 1-5 for more information.



Note:  
Some application settings override driver settings (such as Paper Size or Orientation), so it's a good idea to check the settings in your application before you print. See page 1-2 for instructions.

## Setting Default Printer Options

When you change printer settings through your software application, the settings apply only to the application you're using. To adjust the default settings for **all** your Windows applications, access the settings through the Windows 95 or Windows NT 4.0 Printers utility or the Windows 3.1 Control Panel. (Close all your applications before you start. If you don't, you may have to close and reopen them to use the new default settings.)

### *Setting Default Options in Windows 95*

1. Click **Start**, point to **Settings**, and select **Printers**.
2. Right-click the EPSON Stylus COLOR 850 icon.
3. Select **Properties**. You see the printer settings dialog box, as shown on page 1-2.

### *Setting Default Options in Windows 3.1*

1. Double-click the **Control Panel** icon in the **Main** group.
2. Double-click the **Printers** icon.
3. Select EPSON Stylus COLOR 850 from the list of printers and click **Setup**. You see the printer settings dialog box, as shown on page 1-2.



Note:  
You can access the default Windows NT printer software settings only if you have the appropriate network access privileges, such as Administrator or Power User.

### *Setting Default Options in Windows NT 4.0*

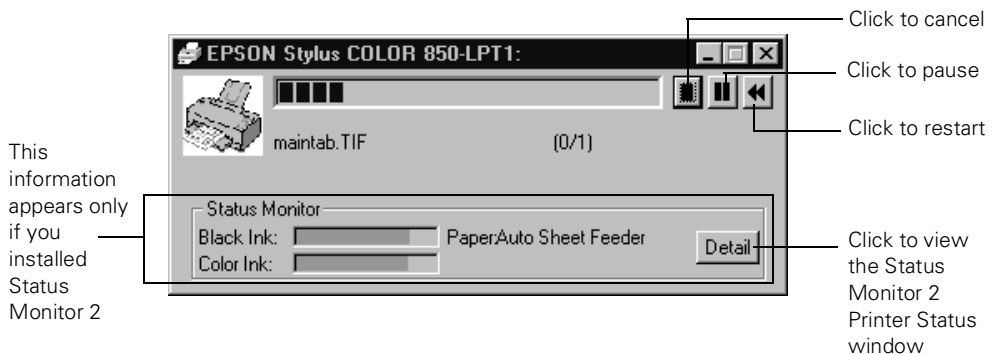
1. Click **Start**, point to **Settings**, and select **Printers**.
2. Double-click the EPSON Stylus COLOR 850 icon.
3. Open the **File** menu and select **Document Defaults**. You see the printer settings dialog box, as shown on page 1-2.

## Checking Printer Status

While your document is printing, your printer software reports how the job is doing. See the section for your operating system below.

### Windows 95

After you send a print job in Windows 95, the Progress Meter dialog box appears on your screen:



The Progress Meter shows the progress of your print job and the status of your printer. You can use the buttons to cancel, pause, or restart your print job. If you installed Status Monitor 2, you also see information about how much ink you have left and can view the Status Monitor 2 Printer Status window. See page 4-5 for more information about Status Monitor 2.

You can set up the way your printer software sends print jobs and select whether to display the Progress Meter dialog box or not; see page 4-2 for instructions.

## Windows 3.1

After you send your print job, the EPSON Despooler dialog box appears on your screen:



This dialog box shows the progress of your print job and the status of your printer. If you run out of paper while printing, for example, the Despooler warns you. You can use the buttons to cancel, pause, or restart your print job.

## Windows NT 4.0

Windows NT 4.0 servers and workstations include a messenger service to alert you to printer errors or let you know when a print job is finished. If you have appropriate network access privileges or you're controlling printing from the server, you can also cancel, pause, or restart print jobs and set other options. See your Windows NT documentation for details.



## Printing from a Macintosh

When you print with a Macintosh, you need to check the printer software settings for documents in each application you use. When you choose **Page Setup** or **Print** from the File menu, you see the printer software dialog boxes that let you choose the settings that describe your print job—such as the media type you’ve loaded and the resolution you want to use.



### Note:

On the Macintosh, printer settings are saved with your document, but you can’t save them from one application to another. You’ll have to check your settings each time you open a new application. If you want to reuse settings, you can create document templates for your favorite applications.

You can also create custom setting groups in your printer software that you can select each time you open an application. See page 3-33 for details.

This section describes the settings you’ll need to check for all your everyday printouts. See Chapter 3 for information about advanced settings for special print jobs.

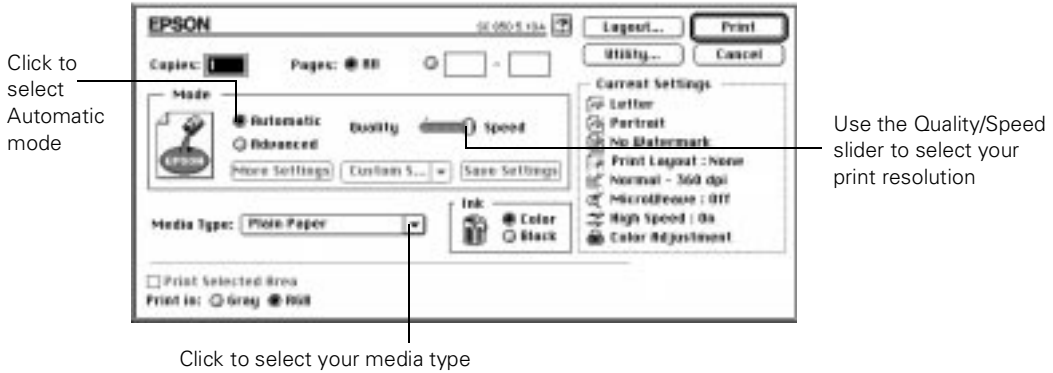
Follow these steps to print from a Macintosh:

1. Open your word processor or other Macintosh software application and open a file you want to print.
2. Choose **Page Setup** from the File menu. You see the Page Setup dialog box:



3. Choose your paper size, orientation, and other options as described on page 3-15 and click **OK**.

- Now choose **Print** from the File menu in your application. You see the printer settings dialog box:



- Choose the number of copies and indicate which pages you want to print.
- Make sure the Mode option is set to **Automatic**. This is the easiest way to get good printing results for all kinds of documents, on all types of paper.
- Choose the **Media Type** you want to print on from the following list:



For printing at the highest resolution (1440 dpi), you need to use plain paper, Photo Paper, or one of the Photo Quality media. For the best printing at any resolution, always use EPSON media.

- Plain Paper
- 360 dpi Ink Jet Paper
- Photo Quality Ink Jet Paper
- Photo Paper
- Photo Quality Glossy Film
- Ink Jet Transparencies

The type of paper or other media you choose determines the print quality or resolution you can use. If you're not sure which setting to select for your media, see the table on page 2-1.

- Choose **Color** or **Black** ink.



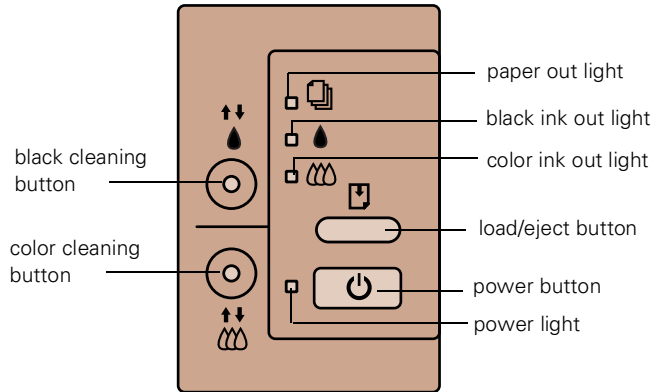
**Note:**

The Quality/Speed slider is not available for certain media types.



You may want to click the Utility button and open the Status Monitor window. See page 4-16 for more information. See Chapter 5 for instructions on using the other utilities available in the Utility dialog box.



9. Set the slider to **Quality** or **Speed**. This lets you choose between the fastest printing or the highest resolution for the media you're using. To use the highest resolution available for plain paper (1440 dpi), you need to access the More Settings dialog box; see page 3-4 for instructions.
10. Click the **Layout** button and check the proportional printing, watermark, and page layout options to make sure they're correct for your print job. See page 3-20 for details. For information on the Print Order options, see page 3-19. Then click **OK** to return to the printer settings dialog box.
11. Click **Print** when you're finished checking your settings.  
  
If you chose background printing when you set up your printer, you can continue working while your document is printing. See "Using Monitor3" on page 4-14.



# What To Do When the Printer Lights Flash






The four lights on your printer's control panel show the printer's status and alert you to problems like paper jams.





 When the paper out light *flashes*, paper is jammed in the printer. Turn off the printer and gently pull out all jammed paper. Then press the  load/eject button. See page 6-14 for more information.

 When the paper out light *comes on*, your paper ran out or is incorrectly loaded. Load paper in the feeder and then press the  load/eject button.

  When an ink out light *flashes*, your ink supply is low. Make sure you have a replacement cartridge.

  When an ink out light *comes on*, you need to replace the ink cartridge. See Chapter 5 for instructions.

 When the power light *flashes*, the printer is receiving a print job or performing a maintenance operation.

    When two or more lights *flash*, your printer may have a problem. See page 6-9 for more information.



# 2

## Printing on Special Media

Your EPSON Stylus COLOR 850 lets you print on just about any kind of paper you want to use. You can get great results printing on various sizes of plain paper, letterhead, and envelopes, but you'll get even better results with specially coated ink jet paper.

For the best output, use EPSON's photo-quality media: ink jet paper, glossy paper, glossy film, index cards, and photo paper. For special projects, you can use a variety of EPSON media designed for ink jet printers, ranging from transparencies to iron-on transfer paper.

### Using Special Paper and Media

When you print on special media, you need to be careful about choosing the correct **Media Type** and **Paper Size** settings in your printer software. The table below lists the available EPSON media and the corresponding **Media Type** setting for each one in your printer software.

*EPSON ink jet media and their settings*

<b>Media name</b>	<b>Size</b>	<b>Part number</b>	<b>Media Type setting</b>
EPSON 360 dpi Ink Jet Paper	Letter A4	S041060/S041028 S041059/S041025	360 dpi Ink Jet Paper
EPSON Iron-on Cool Peel Transfer Paper	Letter	S041153/S041155	
EPSON Special Coated Paper for 360 dpi Printing	Letter	S041060	

## Printing on Special Media

### EPSON ink jet media and their settings

Media name	Size	Part number	Media Type setting
EPSON High Quality Ink Jet Paper	Letter A4	S041111 S041117	Photo Quality Ink Jet Paper
EPSON Photo Quality Ink Jet Paper	Letter A4 Legal	S041062/S041029 S041061/S041026 S041067/S041048	
EPSON Special Coated Paper for 720 dpi Printing	Letter	S041062	
EPSON Photo Quality Ink Jet Cards	4.1 × 5.8 (A6) 8 × 10	S041054 S041122	
EPSON 720 dpi Index Card	4.1 × 5.8 (A6)	S041054	
EPSON Photo Quality Self Adhesive Sheets	A4	S041106	
EPSON Photo Quality Glossy Paper	Letter A4	S041124 S041126	Photo Paper
EPSON Photo Paper	4 × 6 Letter A4 Panoramic	S041134 S041141 S041104 S041145	
EPSON Photo Quality Glossy Film	Letter A4 4.1 × 5.8 (A6)	S041072 S041071 S041107	
EPSON High Quality Glossy Paper	Letter	S041072	Photo Quality Glossy Film
EPSON Photo Stickers Kit (CD-ROM and paper)	4.1 × 5.8 (A6)	S041144-KIT	
EPSON Photo Stickers (refill)	4.1 × 5.8 (A6)	S041144	
EPSON Ink Jet Transparencies	Letter A4	S041064 S041063	Ink Jet Transparencies
EPSON Iron-On Transfer Paper	Letter	SE41001/SE41002	

To order EPSON papers and other media, contact your dealer or call EPSON Accessories at **(800) 873-7766** (U.S. sales only). In Canada, call **(800) 873-7766** for dealer referral.

The type of paper or other media you use is one of the most important factors in determining the quality of your printed output. The following tips will help you get the best results on any type of paper or other media.

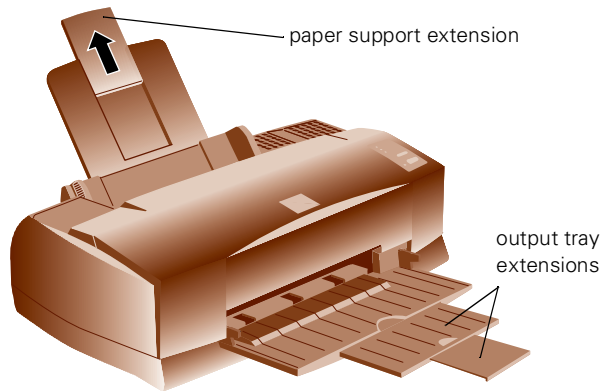


**Note:**

When you load paper, make sure the printable side is facing up. Some special media have a cut corner that you need to position in the upper right of the paper support. Also follow any instructions in the package. Always handle sheets by the edges, and don't touch the printable surface.

## **Letterhead, Preprinted Forms, and Legal-size Paper**

Load the top edge first. When you load long paper, pull up the paper support extension and both output tray extensions.



**Caution:**

Don't use the cleaning sheets that may be included with your special media; they may jam inside the printer.

## **EPSON 360 dpi, High Quality, and Photo Quality Ink Jet Paper**

You can load paper up to the arrow mark on the left edge guide. If you use legal-size ink jet paper, don't load it more than half way to the arrow mark.

## **EPSON Photo Quality Glossy Paper, Film, and Transparencies**

Before you load glossy film or transparencies, put a support sheet (packed with the media) or a plain paper sheet beneath the stack. (Don't use a support sheet with Photo Quality Glossy Paper.) You can load up to 20 sheets of glossy paper, up to 30 sheets of glossy film, or up to 10 transparencies.

## Printing on Special Media



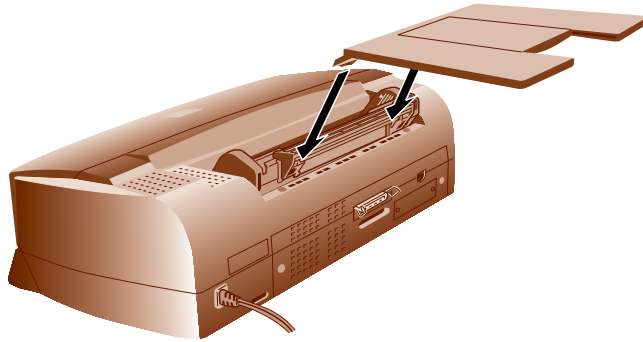
### Note:

Use ink jet papers within one year of purchase. Use glossy media and transparencies within six months. Return unused sheets and envelopes to their original package as soon as possible. See Appendix D for more storage information.

However, you may get better results by loading one sheet at a time. With multiple sheets loaded, the minimum top margin you can use is 1.2 inches (30 mm). If you want to use a smaller top margin, load and print one sheet at a time.

Remove each sheet from the output tray immediately after it's printed. Make sure each sheet is dry before stacking. If your media package included protective sheets, cover the printed side of your media with these sheets before stacking.

To print on transparencies, remove the paper support and reposition it in the slots at the back of the paper support holder.

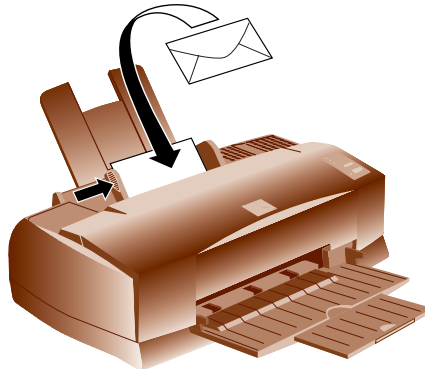


### Note:

Load the envelopes flap edge first and printable side up. Also select the correct envelope size for the Paper Size setting in the printer software.

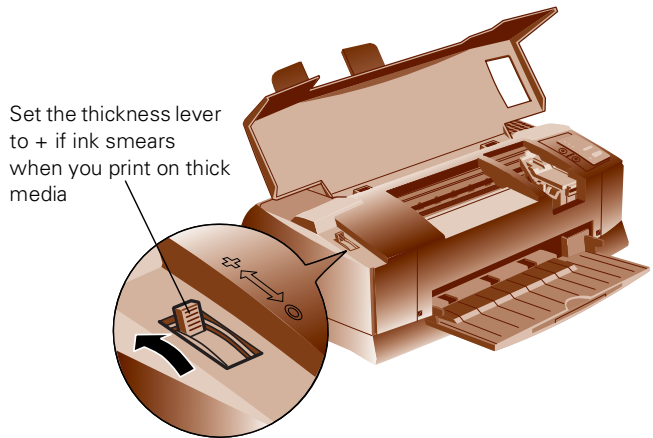
## Envelopes

You can load up to 10 envelopes as shown below:





If ink smears when you print on envelopes or other thick media, set the paper thickness lever to the + position. Open the printer cover and position the lever as shown below. (Make sure you return the lever to the 0 position before you print on other media.)



**Note:**

To keep your printouts looking their best, store them in a resealable plastic bag or other airtight covering and protect them from heat, humidity, and direct sunlight.


Be sure to support your Panoramic Photo Paper as it ejects from the printer so it doesn't fall onto the floor.

## EPSON Photo Paper

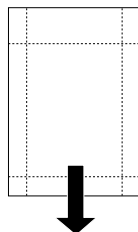
You can use EPSON Photo Paper to print photographs that look almost as good as the ones you get from film processing. 4 × 6-inch Photo Paper is perforated around the edges, so you can trim your printouts and “bleed” the photo—extend it to the edge of the paper—on all sides.

You can load up to 20 sheets of 4 × 6-inch, Letter-size, or A4-size Photo Paper or 1 sheet of Panoramic paper at a time. Make sure you place a support sheet beneath the paper if it is included in the paper package.

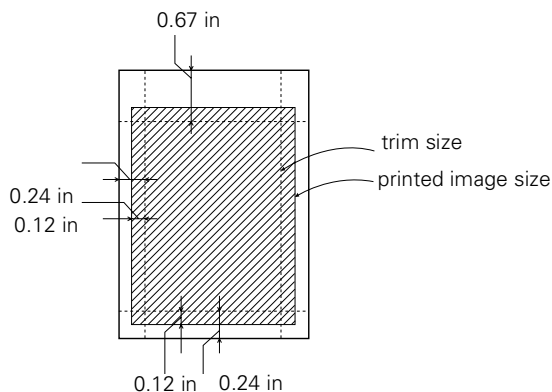
Keep the following in mind when using EPSON Photo Paper:

- ▶ Load the paper with the whiter side facing up.
- ▶ If you're loading Panoramic Photo Paper, pull up the paper support extension as shown on page 2-3. Then load the Panoramic paper and hold up its top edge while you press the  load/eject button to feed it into the printer.

- If you're loading 4 × 6-inch Photo Paper, position the perforated margins as shown:



- When you create an image for printing on 4 × 6-inch Photo Paper in your application software, size it to 4.25 × 6.25 inches. For other sizes of Photo Paper, see Appendix D for the maximum printable area specifications.



You can use 4 × 6-inch EPSON Photo Paper like a postcard. Simply print your image on the glossy side of the paper using Photo Paper as the Media Type setting and let your image dry. Then print your message on the uncoated side of the paper using 360 dpi Ink Jet Paper as the Media Type setting.

- Choose these printer software settings for your size of Photo Paper:
  - Choose **Photo Paper** as the Media Type setting.
  - For 4 × 6-inch Photo Paper, select **EPSON Photo Paper 4 × 6 in** as the Paper Size setting and **Maximum** as the Printable Area setting. After you print, fold the paper back and forth along the perforations and carefully tear the margins off.
  - For Letter- or A4-size Photo Paper, select **Letter** or **A4** as your Paper Size setting.
  - For Panoramic Photo Paper, choose **Panoramic 210 × 594 mm** as the Paper Size setting.

## EPSON Photo Quality Ink Jet Cards

You can load up to 30 cards at a time. Always place the included support sheet under the cards. When you're ready to print, use your software to set the **Paper Size** option for the size card you're using. Make sure you set the paper thickness lever to the + position as shown on page 2-5.

## EPSON Photo Quality Self Adhesive Sheets

Use these sheets to print labels or stickers. You can load one sheet at a time. Make sure your adhesive sheets are fully adhered to their backing sheet before you load them.



For iron-on transfers, make sure you reverse your image before you print it, especially if it includes text. Then the text will read correctly when it's transferred. You can use the Flip Horizontal option in your printer software. See page 3-6 for more information.

## EPSON Iron-On Transfer Paper

You can print photos, company logos, or anything else you want on this paper, and then transfer your images to T-shirts or other cloth items. Load one sheet of transfer paper at a time. After you print, follow the instructions that came with the paper to iron the image onto the shirt or other item.

Be sure to select **Ink Jet Transparencies** as the **Media Type** setting for the best results.



# 3 *Custom Printing*

When your presentation graphics, photographs, or other projects have special printing requirements, you can use the custom settings in your EPSON Stylus COLOR 850 software. You can choose predefined settings or adjust individual options like brightness, contrast, saturation, and halftoning. For professional-quality color accuracy, you can use Image Color Matching (ICM) under Windows 95 or ColorSync on the Macintosh.

If you're using Windows 95, Windows NT, or a Macintosh, your printer software's print layout options let you print almost any size image on your printer, proof multiple pages on one sheet of paper, and add watermarks.

This chapter includes the following information:

- Using predefined advanced settings
- Customizing print quality and special effects
- Customizing color settings
- Using ColorSync on the Macintosh
- Selecting paper size and orientation options
- Selecting print layout, page frame, and watermark options
- Saving custom settings

## Using Predefined Advanced Settings

Predefined settings provide an easy way to fine-tune your printer's operation for special image types. Follow these steps to print with predefined settings:

1. Create your image or document in your application software.
2. Access the printer settings dialog box as described on page 1-2 (Windows) or page 1-8 (Macintosh).

You see one of the following dialog boxes:

Click Advanced, then click here to see a list of project types



Windows



Macintosh

Click Advanced, then click here to see a list of project types

3. Choose Color or Black ink.
4. Click Advanced, and then Custom Settings. You see the list of project types.

**Note:**

Always choose your Ink setting before you select a project from the Custom Settings list.

Selecting PhotoEnhance or PhotoEnhance2, ICM, or ColorSync automatically sets the Ink option to Color.

Printing with PhotoEnhance or PhotoEnhance2 may take longer, depending on your computer system and image.



Photo, PhotoEnhance, and PhotoEnhance2 have similar effects. However, PhotoEnhance and PhotoEnhance2 intelligently analyze your image data and their effect varies widely depending on your image. The Photo setting consistently increases the contrast. You may want to experiment to choose the best setting for your image.

5. Choose the right setting for your project following these guidelines:
  - **Photo**  
For printing scanned photographs. Increases contrast in the image.
  - **Text/Graph**  
For printing graphics-intensive documents like presentation pages with charts and graphs. Intensifies colors and lightens the midtones and highlights.
  - **PhotoEnhance2 or PhotoEnhance (Windows 3.1 only)**  
For printing images captured using a video camera, digital camera, or scanner. Produces sharper images and more vivid colors by automatically adjusting the contrast, saturation, and brightness. Corrects for overall under- and over-exposure of the original image.
  - **Economy**  
For rough drafts of text only, on plain paper. Saves ink.
  - **ICM (Windows 95 only)**  
Automatically adjusts printout colors to match the colors on your screen. Not available when printing on plain paper or Ink Jet Transparencies.
  - **ColorSync (Macintosh only)**  
Automatically adjusts printout colors to match the colors on your screen. Not available when printing on plain paper or Ink Jet Transparencies. For more information, see page 3-9.
6. Choose the **Media Type** you want to print on. (If you're not sure which setting to select, see the table on page 2-1.)
7. In Windows, click the **Paper and Layout** (not available on Windows 3.1) tabs to check or change any necessary settings, as described on page 3-11 and page 3-20.  
  
On a Macintosh, check or change any necessary settings on the Page Setup and the Layout dialog boxes as described on page 3-15 and page 3-27.

- When you're finished, click **Print** (Macintosh) or **OK** (Windows). If you're using Windows, click any other buttons that your application uses for printing.



After you customize your print settings for a special project, you can save them as a group. Then you can reuse them whenever you print a similar project. See page 3-33 for instructions.

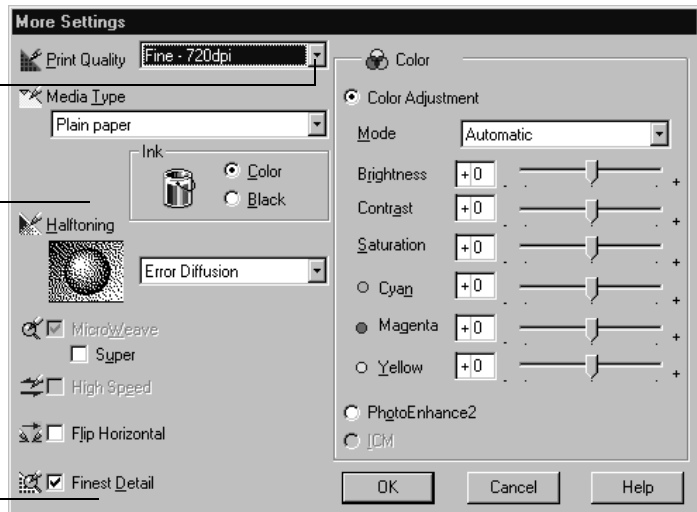
## Customizing Print Quality and Special Effects

If you need the maximum control over your project, or you want to experiment with special effects, you can adjust individual settings in your printer software. Follow these steps:

- Create your image or document in your application software.
- Access the printer settings dialog box as described on page 1-2 (Windows) or page 1-8 (Macintosh).
- Click **Advanced**, and then click **More Settings**. You see the More Settings dialog box:

Click here to change your Print Quality (resolution)

Some of these options are automatically set or disabled by other settings you choose



Windows

Click here to change your Print Quality (resolution)

Some of these options are automatically set or disabled by other settings you choose



Macintosh



**Note:**

The Print Quality is selected automatically depending on the current Media Type. If you choose a Print Quality setting that is not appropriate for your media, the driver changes the Media Type setting. Be sure to check both of these settings.

4. Choose one of the following **Print Quality** options:
  - ▶ **Economy**  
For low-resolution rough drafts on plain paper. Saves ink.
  - ▶ **Normal - 360 dpi**  
For most documents on plain paper, transparencies, or 360 dpi Ink Jet paper.
  - ▶ **Fine - 720 dpi**  
For high-resolution output on plain paper, Photo Paper, or Photo Quality media.
  - ▶ **SuperFine - 1440 dpi**  
For the highest-resolution output on plain paper, Photo Paper, or Photo Quality media.
5. Choose the **Media Type** and **Ink** settings you want to use, following the guidelines in Chapters 1 and 2.





**Note:**

In Automatic mode, the Halftoning setting is selected based on the data in your print job. In Advanced mode, Halftoning is preselected for each project type setting. No Halftoning is available only when you select Black as the Ink setting.

Some of the print options at the bottom left of the More Settings window are automatically selected or disabled by the Print Quality (resolution) you choose.



If vertical lines in your printout are misaligned when you use the High Speed setting, you may need to align the print heads. See Chapter 5 for instructions.

6. Choose one of the following Halftoning options:
  - ▶ **No Halftoning**  
For printing black text only.
  - ▶ **Error Diffusion**  
For printing photographic or video/digital camera images. Blends each color dot with the dots around it.
  - ▶ **Fine Dithering, Coarse Dithering**  
For printing graphs or other images that require precise, solid areas of bright colors. Use **Coarse** for images with more shading and less detail. Use **Fine** for images with more detail and less shading.
  
7. Choose any of the following print options.
  - ▶ **MicroWeave**  
For improved print quality. Prints graphic data in finer increments to eliminate unwanted banding effects (light horizontal lines). Always use for color printing.
  - ▶ **Super MicroWeave**  
Increases the **MicroWeave** function when you're using **Fine - 720 dpi Print Quality** on plain paper or using **SuperFine - 1440 dpi** with Photo Paper or one of the Photo Quality media. Slows print speed.
  - ▶ **High Speed**  
For fast, bidirectional printing at lower quality.
  - ▶ **Flip Horizontal**  
Prints a mirror image of your document. Use for printing with iron-on transfer paper so your ironed-on printout will read correctly.
  - ▶ **Finest Detail**  
For printing text, graphics, and line art with very sharp edges. Slows print speed and increases your system memory requirements.
  
8. Click **OK** if you're ready to return to the printer settings dialog box, or see the next section if you want to adjust your printer's color settings.

## Customizing Color Settings

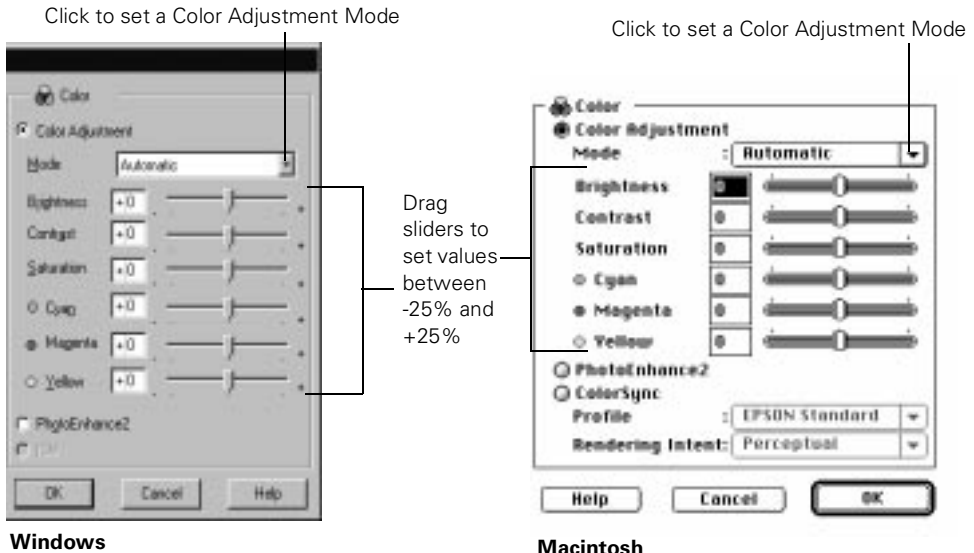
You can choose from several color adjustment modes or manually adjust brightness, contrast, saturation, and CMY color values. Or, to correct the colors and exposure of digital images, you can use PhotoEnhance2 (PhotoEnhance on Windows 3.1).

To achieve the maximum color accuracy, you can use Image Color Matching (ICM; Windows 95) or ColorSync (Macintosh).

Follow these steps to customize your color settings:

1. Access the More Settings dialog box as described on page 3-4.

The color settings appear on the right side of the dialog box, as shown:



2. Choose one of the following **Color Adjustment Modes**. (You don't need to select any of these options if you'll be using ICM (Windows 95) or ColorSync (Macintosh) as described in step 4.)
  - ▶ **Automatic**  
Analyzes the color information in your project and optimizes color correction accordingly.
  - ▶ **Photo-realistic**  
For printing color photographs.
  - ▶ **Vivid**  
For printing graphics-intensive documents like presentation pages with charts and graphs. Intensifies colors and lightens the midtones and highlights.
  - ▶ **No Color Adjustment**  
Disables the color adjustment features of the printer software so you can use a stand-alone color management utility.
  
3. If you want to specify individual color correction values, use the sliders to increase (drag right) or decrease (drag left) the settings listed below. (If you use one of the options described in step 4, you won't be able to specify individual color correction values.)
  - ▶ **Brightness**  
Makes your image lighter or darker.
  - ▶ **Contrast**  
Increases or decreases the difference between the bright or dark parts of an image.
  - ▶ **Saturation**  
Makes colors more vivid or less vivid.
  - ▶ **Cyan, Magenta, Yellow**  
Increases or decreases the amount of the three ink colors that combine to make a full-color picture. Use these sliders to fine-tune the color balance in your printout.



Note:  
When you choose PhotoEnhance, PhotoEnhance2, ICM, ColorSync, or No Color Adjustment all the other color options are preset.

4. For even more fine-tuning, choose one of these color correction methods:
  - ▶ **PhotoEnhance2** or **PhotoEnhance** (Windows 3.1 only)  
Produces sharper images and more vivid colors by automatically adjusting the contrast, saturation, and brightness. Corrects for overall under- and over-exposure of the original image.
  - ▶ **ICM** (Windows 95 only)  
Automatically adjusts printout colors to match colors on the screen.
  - ▶ **ColorSync** (Macintosh only)  
Automatically adjusts printout colors to match colors on the screen. See “Using ColorSync on the Macintosh” for more information.
5. Click OK to return to the printer settings dialog box.

## Using ColorSync on the Macintosh

Every device you use for producing or viewing colors—your monitor, scanner, and printer—employs a different color technology. That’s why it’s difficult to get printed colors to match the colors displayed on your monitor or other device. The Macintosh ColorSync system helps you control all your devices so their colors match your printer’s as closely as possible.

ColorSync uses profile information from each device—including your EPSON Stylus COLOR 850 printer—to achieve accurate color matching. First you have to make sure your monitor’s profile is set. Then you can use your printer software to specify the exact method of color matching you want to use.

Follow these steps to set your monitor's ColorSync profile and use your printer software's ColorSync features:

1. Open the **ColorSync System Profile** under **Control Panels** on the Apple menu.
2. Click the **Set Profile** button.
3. Select your monitor from the list, and then click **Select**.
4. Close ColorSync System Profile.
5. Access the More Settings dialog box as described on page 3-4.
6. Click **ColorSync**.
7. For **Profile**, choose **EPSON Standard**. This is the ColorSync profile created especially for your printer. **Don't choose any other printer profile you may have on your system.**
8. Choose one of the following options for **Rendering Intent**:
  - ▶ **Perceptual**  
For printing scanned photographs.
  - ▶ **Saturation**  
For printing graphics-intensive documents like presentation pages with charts and graphs.
  - ▶ **Colorimetric**  
For matching colors on your screen as exactly as possible. Reproduces colors the way your eye distinguishes them.
9. Click **OK** to return to the printer settings dialog box.

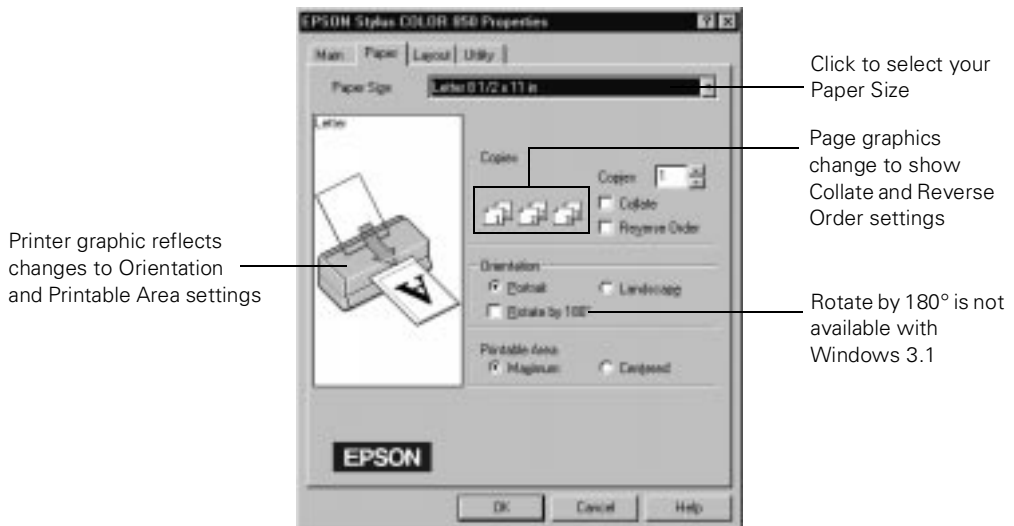
## Selecting Paper Size and Orientation Options

Your printer can print on paper up to 9.5 inches wide and up to 44 inches long in either portrait or landscape orientation. If you print multi-page documents or multiple copies of documents, you can print the pages collated and in reverse order. You can even rotate the printed document by 180 degrees to make it closer to the bottom of the paper (not available with Windows 3.1).

### Selecting Paper Options in Windows

Follow these steps to select paper options on the Paper tab:

1. Create your image or document in your application software.
2. Access the printer settings dialog box as described on page 1-2.
3. Click the Paper tab. You see the Paper dialog box:





Note:

If the Proportional Printing setting is set to Normal and you select one of the paper sizes to the right that is marked with an asterisk (\*), you see a dialog box asking you to select a paper size that fits your printer. See page 3-20 for more information.

4. Click the **Paper Size** drop-down list to select the size of paper you loaded in the printer.

The sizes marked with an asterisk (\*) are not available with Windows 3.1. These sizes are larger than you can load in your printer and can be used only with the **Proportional Printing** setting on the Layout tab; see page 3-20 for more information.

A4 210 × 297 mm  
B5 182 × 257 mm  
A5 148 × 210 mm  
Letter 8 1/2 × 11 in  
Legal 8 1/2 × 14 in  
Executive 7 1/4 × 10 1/2 in  
Half Letter 5 1/2 × 8 1/2 in  
A6 Index card 105 × 148 mm  
Index card 5 × 8 in  
Index card 8 × 10 in  
Envelope #10 4 1/8 × 9 1/2 in  
Envelope DL 110 × 220 mm  
Envelope C6 114 × 162 mm  
Photo Paper 4 × 6 in  
Panoramic 210 × 594 mm  
B4 257 × 364 mm \*  
B3 364 × 514 mm \*  
Ledger 11 × 17 in \*  
A3 297 × 420 mm \*  
Super A3/B 329 × 483 mm \*  
A2 420 × 594 mm \*  
US C 17 × 22 in \*  
User Defined (See page 3-14 for instructions.)

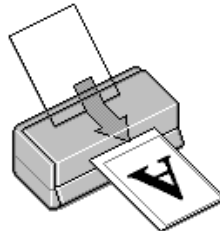
5. If you did not or cannot select the number of copies you want to print in your application program's Print dialog box, choose the number (from 1 to 99) in the **Copies** box. **Don't select the number of copies here and in your application's Print dialog box; you'll get twice the number of copies you want.**

6. If you're printing multiple copies of a multi-page document and you want the copies printed in sets, click the **Collate** checkbox. The page graphics change to show collated documents.
7. If you're printing a multi-page document and want the last page printed first so the pages come out without needing to be reordered, click the **Reverse Order** checkbox. The page graphics change to show later pages printing first.
8. Select the direction of printing on the page using the **Orientation** options. To print your document oriented as shown in one of the following printer graphics, select the options listed below it.

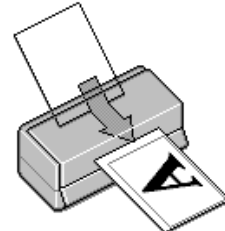


Note:

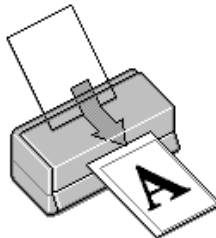
The Rotate by 180° setting lets you print the lower portion of a document first, with a bottom margin as small as 0.12 inch (3 mm) and a top margin as small as 0.55 inch (14 mm). This option is not available with Windows 3.1.



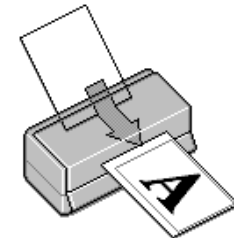
Portrait orientation



Landscape orientation



Portrait orientation  
Rotate by 180°



Landscape orientation  
Rotate by 180°

9. To use the maximum printable area of your selected paper size, set the Printable Area option to **Maximum**. To center your document on the page, select **Centered**.
10. Click a tab for the settings you want to check or change next, or click **OK** to print your document.



## Creating User Defined Paper Sizes

You can create up to 10 custom paper sizes (only one in Windows 3.1) or add them to the **Paper Size** list using the **User Defined** option. This is useful if you're printing a custom size document, such as a banner. You can select any width from 3.94 to 9.5 inches, and any height (length) from 3.94 to 44 inches.



Note:

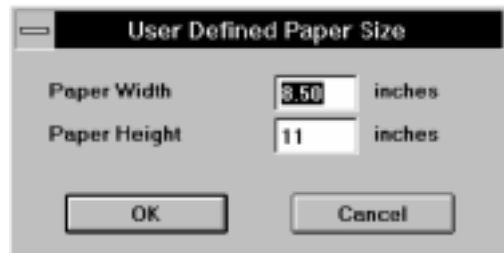
In Windows 95 and Windows NT, the Paper Width and Paper Height units are in hundredth of an inch (or centimeter) increments. For example, 850 equals 8.50 inches.

Follow these steps to create a custom paper size with the **User Defined** option:

1. Follow the steps on page 3-11 to access the printer software and select the **Paper** tab.
2. Click the **Paper Size** list and scroll to the bottom of it using the arrows or scroll bar.
3. Click the **User Defined** option. You see one of the following dialog boxes:



Windows 95  
Windows NT



Windows 3.1

4. **Windows 95 or Windows NT**  
Type a name (up to 24 characters) for your custom paper size in the **Paper Size Name** field. Then select a **Paper Width** and **Paper Height** for the paper. To use centimeters instead of inches, click the **0.01cm** option. When you're finished, click **Save**. The paper size name appears in the **Paper Size** list in the dialog box. Add more sizes if you want, and click **OK** when you're done.

### **Windows 3.1**

You can create only one **User Defined** paper size. Type the width in the **Paper Width** field and the length in the **Paper Height** field. Then click **OK**.

5. You see the **Paper** tab again. The paper size name you defined is added to the **Paper Size** list and selected as the current setting. (In Windows 3.1, the setting is named **User Defined**.)
6. To change or delete a custom paper size:

### **Windows 95 or Windows NT**

Click **User Defined** in the **Paper Size** list. Then, on the **User Defined Paper Size** dialog box, select the custom paper name in the **Paper Size** list and change the **Paper Width**, **Paper Height**, and/or **Unit** settings as necessary, or click **Delete**. Click **OK** when you're done.

### **Windows 3.1**

You can change the custom paper size, but cannot delete it. Click **User Defined** in the **Paper Size** list. Then, on the **User Defined Paper Size** dialog box, change the **Paper Width** and **Paper Height** settings as necessary. Click **OK** when you're done.

## **Selecting Paper Options on a Macintosh**

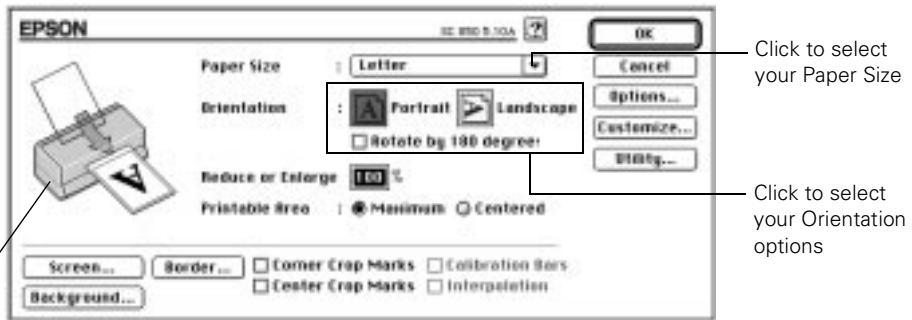
The **Paper Size** and **Orientation** options for your printer software are on the **Page Setup** dialog box. The options for collating and reversing the page order are on the **Layout** dialog box. Follow the steps in these sections for selecting the paper options:

- Choosing paper size and orientation options
- Selecting print order options

## Choosing Paper Size and Orientation Options

Follow these steps to select the Paper Size and Orientation options:

1. Create your image or document in your application software.
2. Open the File menu and select **Page Setup**. You see the Page Setup dialog box:



Printer graphic reflects changes to Orientation and Printable Area settings

3. Click the Paper Size pop-up list to select the size of paper you loaded in the printer.

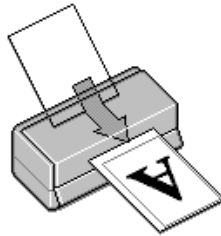
A4  
B5  
A5  
Letter  
Legal  
Executive  
Half Letter  
Envelope #10  
Envelope C6  
Envelope DL  
A6 Index card  
Index card 5×8in  
Index card 8×10in  
EPSON Photo Paper 4×6in  
Panoramic 210×594mm

If you don't see the exact size you need in the list, you can create a custom paper size; see page 3-18 for instructions.

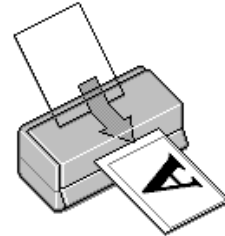


Note:  
The Rotate by 180° setting lets you print the lower portion of a document first, with a bottom margin as small as 0.12 inch (3 mm) and a top margin as small as 0.55 inch (14 mm).

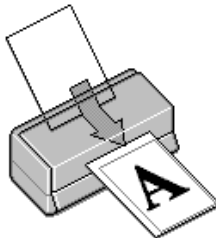
4. Select the direction of printing on the page using the **Orientation** options. To print your document oriented as shown in one of the following printer graphics, select the options listed below it.



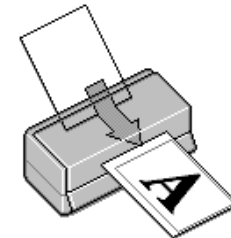
Portrait orientation



Landscape orientation



Portrait orientation  
Rotate by 180°



Landscape orientation  
Rotate by 180°

5. To use the maximum printable area of your selected paper size, set the Printable Area option to **Maximum**. To center your document on the page, select **Centered**.
6. If you want to collate multiple copies of a multi-page document or you want to reverse the order in which pages are printed, click **OK**. Then see page 3-19 for instructions.

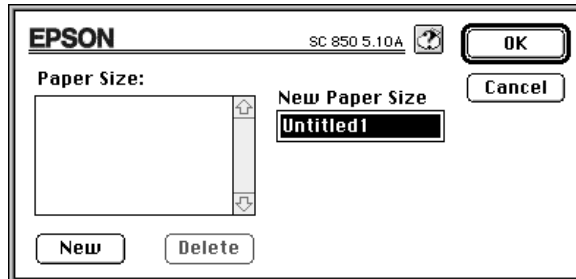
If you've finished selecting page size and orientation options, click **OK** to close the Page Setup dialog box. Then select **Print** from the File menu to select any other printer settings you may need and print your document.

### Creating custom paper sizes

You can create up to 8 custom paper sizes and add them to the Paper Size list. This is useful if you're printing a custom size document, such as a banner. You can select any width from 3.94 to 9.5 inches, and any height (length) from 3.94 to 44 inches.

Follow these steps to create a custom paper size:

1. Follow the steps on page 3-16 to access the Page Setup dialog box.
2. Click the **Customize** button. You see the following dialog box:



3. Click the **New** button. **Width** and **Height** fields and **Inches** and **cm** radio buttons appear on the screen.
4. Type the width and length of your custom paper in the **Width** and **Height** fields. If you need to change from inches to centimeters, click the correct radio button.
5. Type a name for your custom paper size in the **New Paper Size** field, then click **OK**. The name is added to the **Paper Size** list and selected as the current setting in the Page Setup dialog box.
6. To delete a custom paper size, click the **Customize** button. Then click the name of the custom paper size, and click **Delete**. Click **OK** to return to the Page Setup dialog box.

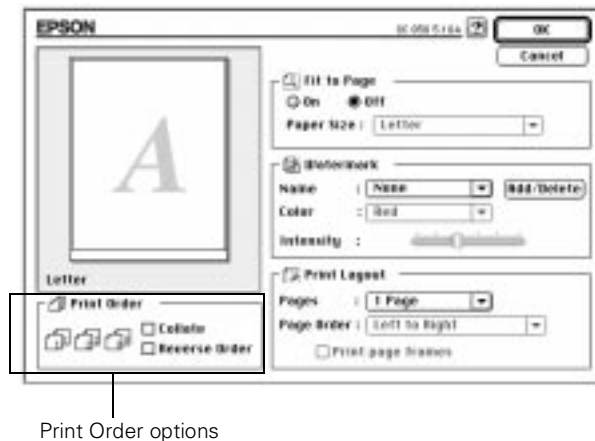
## Selecting Print Order Options

Follow these steps to use the **Collate** and **Reverse Order** options:

1. Open your application program's File menu and select **Print**.
2. Click the **Layout** button. You see the Layout dialog box:



Note:  
For information on the other settings on the Layout dialog box, see page 3-27.



3. If you're printing multiple copies of a multi-page document and you want the copies printed in sets, click the **Collate** checkbox. The page graphics change to show collated documents.
4. If you're printing a multi-page document and want the last page printed first so the pages come out without needing to be reordered, click the **Reverse Order** checkbox. The page graphics change to show later pages printing first.
5. Click **OK** to close the Layout dialog box.



Note:  
Layout options are available only when you're using Windows 95, Windows NT, or a Macintosh.

## Selecting Print Layout Options

Your printer software's print layout options let you reduce or enlarge almost any size document to print on your printer. You can also select options to proof multiple pages on one sheet of paper, add page frames, and add a predefined or custom watermark.

For Windows 95 and Windows NT instructions, see the next section. For Macintosh instructions, see page 3-27.

## Choosing Print Layout Options in Windows

Follow the steps in these sections to use options in the Layout dialog box:

- ▶ Using proportional printing
- ▶ Using multiple print layouts and page frames
- ▶ Adding a watermark

### *Using Proportional Printing*

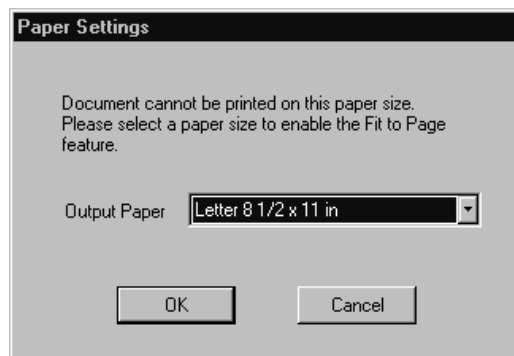
When you want to make the printed size of a document different from its actual size, you can use your printer software's proportional printing features to reduce or enlarge it. You can proportion the document to fit in the maximum, centered area on a selected paper size. You can also choose to reduce or enlarge it to a selected percentage.

Follow these steps to use proportional printing:

1. Follow the steps on page 3-11 to access the printer software and select the **Paper** tab.
2. Click the **Paper Size** list and select the actual size of the document you want to print.

For example, if your document size is 11 × 17 inches, select **Ledger 11 × 17 in**. This paper size is too large to fit in your printer, so you'll need to proportion it to fit on a **smaller** paper size (by **reducing** the document size). If your document size is 5 × 8 inches, but you want it to fit in the maximum area on Letter-size paper, you'll need to proportion it to fit on a **larger** paper size (by **enlarging** the document size).

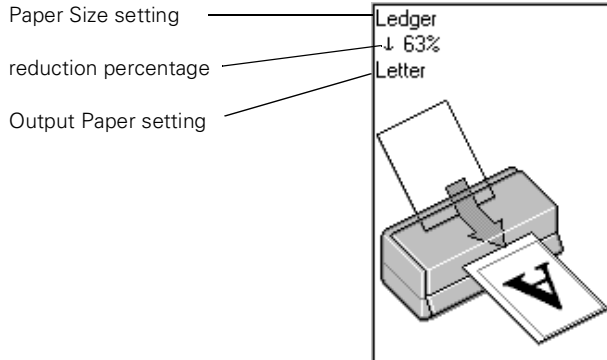
3. If the **Paper Size** setting you selected for your document is **within** the maximum paper size that can fit on your printer, but you want to **enlarge or reduce** the document, you need to select proportional printing manually. Go to step 5.
4. If the **Paper Size** setting you selected is **larger** than the maximum size that can be printed on your printer, you see the following dialog box:



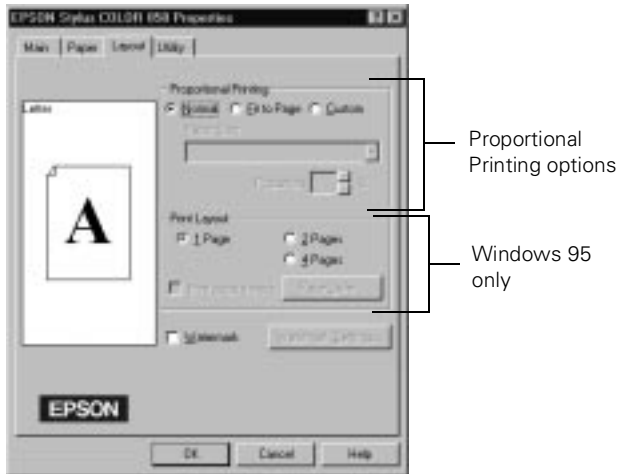
In the **Output Paper** list, select the actual size of the paper loaded in the printer and click **OK**. This automatically turns on proportional printing and sets the correct reduction percentage so the document fits into the maximum, centered printable area on the output paper you select.



The selected Paper Size, reduction percentage, and Output Paper settings now appear on the printer graphic. If you want to adjust the proportions or sizes, go to step 5. If you're ready to print, go to step 7.



5. Click the Layout tab. You see the Layout dialog box:

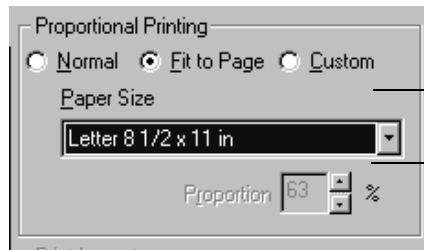




Note:  
If you previously selected a Paper Size setting that is larger than the maximum paper size for your printer and then choose Normal, the printer software changes the Paper Size to Letter 8 1/2 x 11 in.

6. Select one of the following proportional printing options:

- ▶ Select **Normal** to set the print proportion to 100%.
- ▶ Select **Fit to Page** to automatically reduce or enlarge the document to fit on the paper size loaded in the printer. The **Paper Size** option beneath the **Fit to Page** option becomes active; select the size of paper loaded in the printer.



Select Fit to Page, then select the size of paper loaded in the printer here

- ▶ Select **Custom** to reduce or enlarge the document by a specific percentage (10% to 400%).

7. If you're finished selecting Layout options, click **OK**.

If you want to select more options, see the next sections.

### *Using Multiple Print Layouts and Page Frames (Windows 95 Only)*



Note:  
You can't select a multiple print layout option if you're using a proportional printing option (either Fit to Page or Custom).

If you're printing a multiple page document, but you want a quick proof of the images on each page printed on one piece of paper, you can select **Print Layout** options in the printer software. You can choose the way the pages are placed on the paper and add a lined frame to each page, if you want.

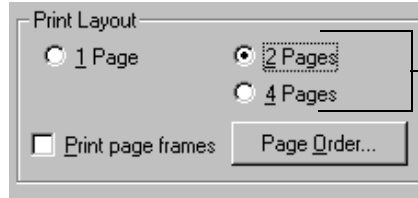
Follow these steps to use the Print Layout options:

1. To print multiple pages of your document on one sheet of paper, select either the **2 Pages** or **4 Pages** radio button.



Note:

You can select a page order only if it works with the proportion of your selected Paper Size and/or your current orientation setting, either Portrait or Landscape.



Click a button to select a multiple page print layout

2. If the page order of the layout shown in the printer graphic is how you want your document printed, go to step 3.

To change the page order, click the **Page Order** button. Then select the page order you want to use from the Print Layout dialog box that appears.

3. If you want to frame each page's contents with a black line, one dot wide, click the **Print page frames** checkbox.
4. If you're finished selecting Layout options, click **OK**.

If you want to select more options, see the next section.



Note:

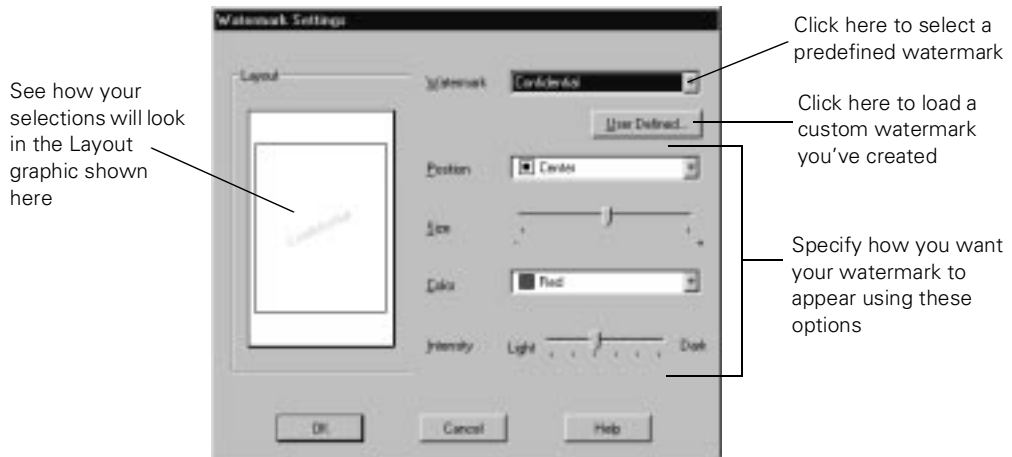
To add a custom watermark, you must first create the watermark as a bitmap in an application program that can create bitmap files. See your application's documentation for instructions.

## *Adding a Watermark*

You can add a watermark to each page in your document to emphasize its purpose or indicate how the document should be handled. For example, you may want to add a watermark of the word "Confidential" to documents you don't want distributed to other parties. Or you can add a custom bitmap of your company logo so your document looks like printed letterhead.

Follow the steps in the correct section below to add a predefined or custom watermark.

1. To turn on the watermark feature, click the **Watermark** checkbox.
2. The default watermark is **Confidential**. To change the watermark or specify how it appears, click the **Watermark Settings** button. You see the following dialog box:



**Note:**

If you selected a multiple page print layout option (as described on page 3-23), your watermark will appear on each page in the layout.

3. To select a different predefined watermark, click the arrow in the **Watermark** drop-down list and choose one of the following options:

**Confidential**  
**Draft**  
**Urgent**  
**Priority**  
**Hot**  
**Do Not Copy**  
**For Your Eyes Only**  
**Review Copy**  
**Top Secret**  
**Duplicate**

Then go to step 5.



Note:

You can create up to 10 custom watermarks. In Windows 95, you can use any bitmap file up to 15MB in size. With Windows NT, the file can be any size.

To delete a custom watermark you've added to the list, click the User Defined button. Then select the watermark and click Delete. Click OK to close the dialog box.



Note:

If your monitor displays only 16 colors, the Intensity adjustments are not shown in the Layout graphic. If you choose the No Halftoning setting, the Intensity setting does not determine how your watermark is printed.

4. To load a custom watermark you've created as a bitmap in an application program, click the **User Defined** button. You see the following dialog box:



Click Browse to select your bitmap file

Then type a name for your custom watermark here and click Save

Click the **Browse** button. You see the Select a bitmap file dialog box. Navigate to the folder containing the bitmap file you want to use, select the file, and click **OK**.

Type a name for the custom watermark (up to 24 characters long) in the **Watermark** field. Click the **Save** button to add it to the list, then click **OK**.

The custom watermark now appears as the selected watermark in the **Watermark Settings** dialog box and is shown in the **Layout** graphic.

5. Now select the way you want the watermark to appear by choosing the following options. The **Layout** graphic changes to reflect all the settings you choose.
  - ▶ **Position** selects where you want the watermark to appear on your page: **Center**, **Top-Left**, **Top-Right**, **Bottom-Left**, or **Bottom-Right**.
  - ▶ **Size** adjusts the size of the watermark, either larger or smaller, as you move the slide bar.
  - ▶ **Color** lets you choose a color for your predefined watermark: **Red**, **Black**, **Blue**, **Aqua**, **Lime**, **Fuchsia**, or **Yellow**. You cannot select a color for a custom watermark; it is printed in its original colors.

- ▶ Intensity sets the lightness or darkness of the watermark (from 5% to 100%) based on where you move the slide bar.
6. If you're finished changing Layout options, click **OK** to close the Layout dialog box.

## Choosing Print Layout Options on a Macintosh

Follow the steps in these sections to use options in the Layout dialog box:

- ▶ Using the Fit to Page option
- ▶ Using multiple print layouts and page frames
- ▶ Adding a watermark

### *Using the Fit to Page Option*

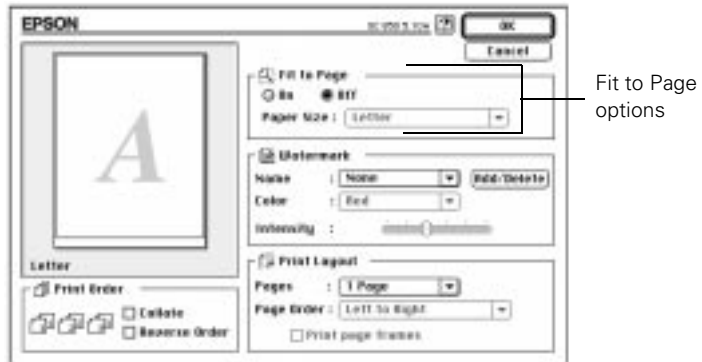
When you want to make the printed size of an document different from its actual size, you can use your printer software's **Fit to Page** option to proportion it to fit in the maximum, centered area on a selected paper size.

Follow these steps to use the Fit to Page option:

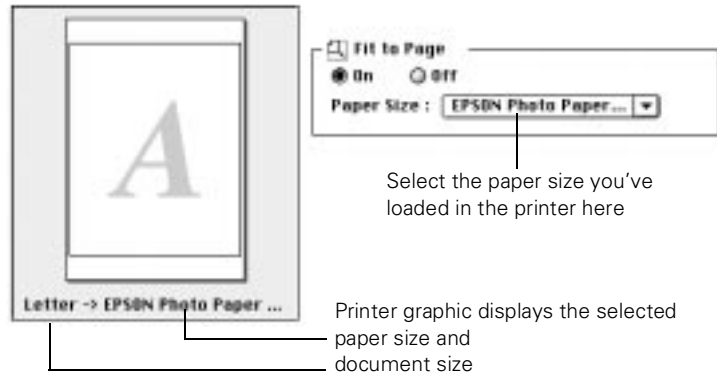
1. Create your image or document in your application software.
2. Open the File menu and select **Page Setup**. You see the Page Setup dialog box.
3. Click the **Paper Size** list and select the actual size of the document you want to print. For example, if your **document** size is 8 1/2 × 11 inches, select **Letter** for the Paper Size option.

If you want to print this document at the maximum size on 4 × 6-inch EPSON Photo Paper, you'll use the Fit to Page option to **reduce** the document to that size. If you want to print this document at the maximum size on Legal-size paper (8 1/2 × 14 inches), you'll use the Fit to Page option to **enlarge** the document to that size.

4. Click OK to close the Page Setup dialog box.
5. Now open the File menu and select **Print**.
6. Click the **Layout** button. You see the Layout dialog box:



7. Select one of the following **Fit to Page** options:
  - Select **Off** to set the print proportion to 100%.
  - Select **On** to automatically reduce or enlarge the document to fit on the paper size loaded in the printer. The **Paper Size** option beneath the **Fit to Page** option becomes active.



Now select the size of the paper you've loaded in the printer. This automatically sets the correct reduction or enlargement percentage to fit the document into the maximum, centered area on the selected paper size. The selected document size and paper size settings now appear beneath the printer graphic.

8. If you're finished selecting Layout options, click **OK**.  
If you want to select more options, see the next sections.



Note:  
You can't select a multiple print layout option if you're using the Fit to Page option.

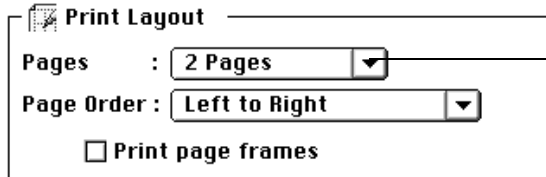
### *Using Multiple Print Layouts and Page Frames*

If you're printing a multiple page document and you want a quick proof of the images on each page printed on one piece of paper, you can select **Print Layout** options in the printer software. You can choose the way the pages are placed on the paper and add a lined frame to each page, if you want.



Follow these steps to use the Print Layout options:

1. To print multiple pages of your document on one sheet of paper, select either **2 Pages** or **4 Pages** in the Pages pop-up list.



Click the arrow and select a multiple page print layout



Note:

You can select a page order only if it works with the proportion of your selected Paper Size and/or your current orientation setting, either Portrait or Landscape.

2. If the page order of the layout shown in the printer graphic is how you want your document printed, go to step 3.

To change the page order, click the arrow in the **Page Order** pop-up list. Then select the page order you want to use.

3. If you want to frame each page's contents with a black line, one dot wide, click the **Print page frames** checkbox.
4. If you're finished selecting Layout options, click **OK**.

If you want to select more options, see the next section.



Note:

To add a custom watermark, you must first create the watermark as a PICT file in an application program that can create PICT files. See your application's documentation for instructions.

## *Adding a Watermark*

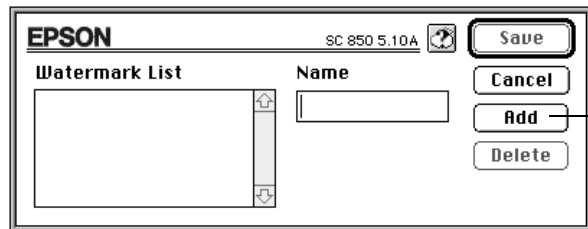
You can add a watermark to each page in your document to emphasize its purpose or indicate how the document should be handled. For example, you may want to add a watermark of the word "Confidential" to documents you don't want distributed to other parties. Or you can add a custom PICT file of your company logo so your document looks like printed letterhead.

1. To use one of the predefined watermarks, click the arrow in the **Name** pop-up list in the **Watermark** box. Then choose one of the following options:

**Confidential**  
**Draft**  
**Urgent**  
**Priority**  
**Hot**  
**Do Not Copy**  
**For Your Eyes Only**  
**Review Copy**  
**Top Secret**  
**Duplicate**

Then go to step 3.

2. To load a custom watermark you've created as a PICT file in an application program, click the **Add/Delete** button. You see the following dialog box:



Click the **Add** button to select a PICT file

Click the **Add** button. You see a dialog box for selecting files. Navigate to the folder containing the PICT file you want to use, select the file, and click **Open**.

The name of your PICT file appears in the **Name** field and is added to the **Watermark List**. Click the **Save** button to close the dialog box.

The custom watermark now appears as the selected watermark in the **Layout** dialog box and is shown in the **Layout** graphic.



Note:

If you selected a multiple page print layout option (as described on page 3-29), your watermark will appear on each page in the layout.



Note:

You can create up to 10 custom watermarks from PICT files up to 1MB in size.

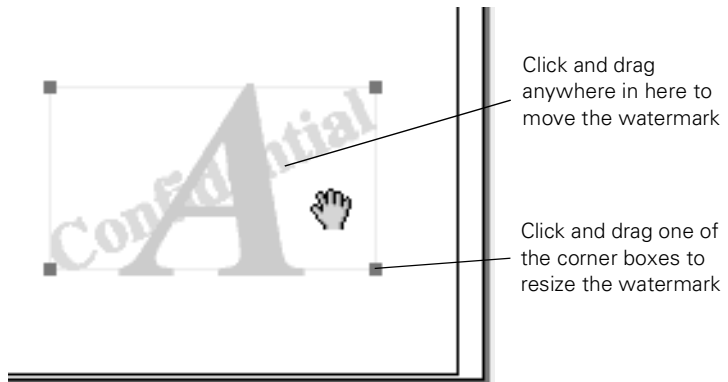
To delete a custom watermark you've added to the list, click the **Add/Delete** button. Then select the watermark and click **Delete**. Click **Save** to close the dialog box.



Note:

If your monitor displays only 16 colors, the Intensity adjustments are not shown in the Layout graphic. If you choose the No Halftoning setting, the Intensity setting does not determine how your watermark is printed.

3. Now select the way you want the watermark to appear by choosing the following options. The Layout graphic changes to reflect all the settings you choose.
  - **Color** lets you choose a color for your predefined watermark: **Red, Black, Blue, Aqua, Lime, Fuchsia, or Yellow**. You cannot select a color for a custom watermark; it is printed in its original colors.
  - **Intensity** sets the lightness or darkness of the watermark (from 5% to 100%) based on where you move the slidebar.
  - To adjust the size and position of the watermark, move the cursor over the Layout graphic. Four boxes appear in the corners of the graphic and the cursor changes to a hand.



To move the watermark, click anywhere inside the graphic and drag it into one of five positions: center, upper-right, upper-left, lower-right, or lower-left.

To resize the watermark, move the cursor over one of the corner boxes; the cursor changes to a pointing hand. Click and drag the box corner to reduce or enlarge the watermark.

4. If you're finished changing Layout options, click **OK** to close the Layout dialog box.

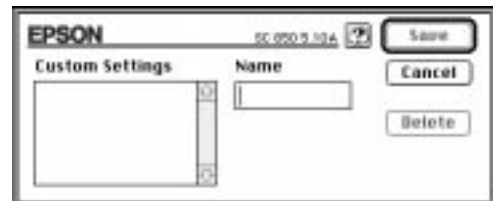
## Saving Custom Settings

After you've fine-tuned your printer settings for a special project, you can save the settings as a group. Then you can quickly reuse them the next time you print a similar project. You can save up to 10 (Windows) or 8 (Macintosh) groups of settings. Follow these steps:

1. Customize your printer settings as described in this chapter.
2. Click the **Save Settings** button on the main printer software dialog box. You see one of the following:



**Windows**



**Macintosh**



**Note:**

If you change the Media Type or Ink setting when your customized setting is selected, the setting selected in the list changes to Custom Settings. This does not affect your customized setting. To return to your customized setting, simply reselect it.

3. Type a unique name for your settings (up to 16 characters) and click the **Save** button.

The name you choose will now be available on the printer settings dialog box. To use the settings, click **Advanced**. Then open the Custom Settings list and double-click the name you selected for your custom settings group.

To redefine or delete your custom settings, see the next sections.

## Redefining Custom Settings

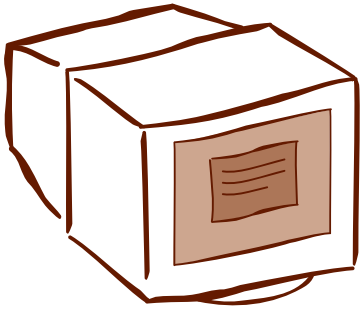
To change the options in a customized settings group but keep the same name for it, follow these steps:

1. Select **Advanced** mode. Then select the name of the custom settings group you want to redefine in the Custom Settings list.
2. Change the printer settings as necessary. (If you change the **Media Type** and **Ink** settings, the custom settings group name reverts to Custom Settings; this doesn't affect your customized setting.)
3. Click **Save Settings**. Then select the name of the custom settings group you're redefining in the Custom Settings box.
4. If you're using Windows, click **Save**. You see the Save As dialog box. Click **OK** to save your redefined settings. (Click **Cancel** to cancel your changes.)

On a Macintosh, click the **Redefine** button. Then click **Replace** at the confirmation dialog box to save your redefined settings. (Click **Cancel** to cancel your changes.)

## Deleting Custom Settings

1. Select **Advanced** mode. Then click **Save Settings**.
2. Select the custom settings group in the Custom Settings box, and click **Delete**. (You cannot delete any of the predefined document types.)



# 4

## *Managing Print Jobs*

Your printer software includes several utilities for managing print jobs. You can use them to monitor your printer's status and check on the current print job or jobs waiting to print.

This chapter provides instructions for the following:

- Managing print jobs in Windows 95
- Managing print jobs in Windows 3.1
- Managing print jobs in Windows NT 4.0
- Managing print jobs on a Macintosh



Note:

You can use Status Monitor 2 only if you installed it when you installed your printer software, and your printer is connected directly to the computer or to a remote server in a Windows 95 network.

## Managing Print Jobs in Windows 95

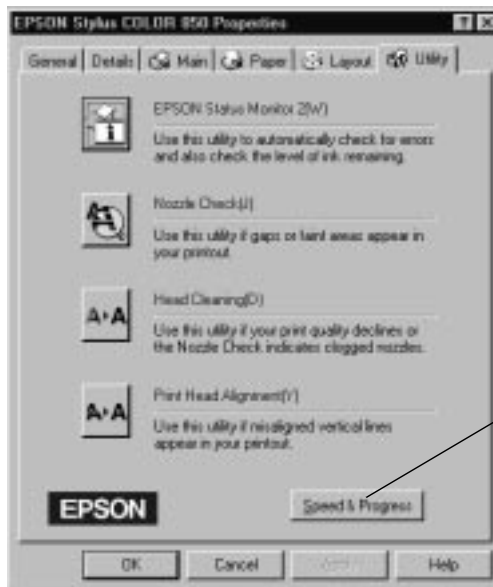
Your printer software offers three ways to manage and monitor your print jobs in Windows 95:

- Progress Meter, which appears each time you send a print job, as described on page 1-5. You can turn the Progress Meter on or off and select other printing options using the **Speed & Progress** button; see the next section for details.
- Spool Manager, which appears in the taskbar at the bottom of the screen each time you print, as described on page 4-4.
- Status Monitor 2, which provides a variety of print monitoring options, as described on page 4-5.

## Selecting the Speed & Progress Options

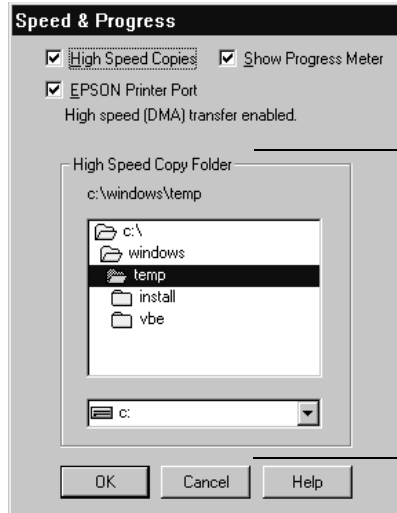
You can set up the way your printer software sends print jobs and select whether to display the Progress Meter using the **Speed and Progress** dialog box. To access the dialog box, you must open your printer software from the Windows 95 Printers utility as described below.

1. Click **Start**, point to **Settings**, then click **Printers**.
2. Right-click the **EPSON Stylus COLOR 850** printer icon and select **Properties** from the drop-down menu. You see the printer settings dialog box.
3. Click the **Utility** tab. You see the Utility menu:



4. Click the **Speed & Progress** button.

You see this dialog box:



If you have more than one hard disk drive, you can select a folder for storing multiple copy print jobs here. You don't see this box if you have only one hard disk drive.

Select the following options:

- **High Speed Copies** speeds up printing of multiple copies of the same document by using your hard disk space as a cache.
- **Show Progress Meter** lets you control whether or not the Progress Meter is displayed when you send a print job. See page 1-5 for information on the Progress Meter.
- **EPSON Printer Port** lets you optimize the transfer rate of your printer port for EPSON printers instead of using the Windows default printer port. You may see one of these messages beneath the **EPSON Printer Port** option:
  - **High speed (DMA) transfer enabled** tells you that you're already using fast DMA transfer mode.
  - **For higher data transfer rates, use DMA transfer** lets you know that you can speed up printing by enabling DMA transfers on your system. See your computer documentation or contact your computer's technical support for instructions on using DMA transfers, if your computer supports them.



- If you see no message, you cannot enable DMA transfers on your system; however, you may be able to speed up printing by setting your parallel port to ECP mode. See your computer documentation or contact your computer's technical support for instructions on selecting ECP mode, if your computer supports it.
5. Click **OK** to close the Speed & Progress dialog box and return to the Utility menu. Then click **OK** again to exit your printer software.

## Using the Spool Manager

The Spool Manager creates a temporary print job file and stores it in the C:\TEMP or C:\WINDOWS\TEMP folder. The software then sends the file to your printer at the right time.

To open Spool Manager while you're printing, click the **EPSON Stylus COLOR 850** icon that appears on the taskbar at the bottom of the screen.

You see the Spool Manager window:



The Spool Manager window displays the status of your print job files and lets you control them. To cancel, pause, resume, or restart a print job, click the job to highlight it; then click one of the command buttons on the bottom of the window.

## *Deleting a Stalled Print Job*

If you're having trouble printing, it may be because of a stalled print job. Follow these steps to delete it and continue printing:

1. Click the **EPSON Stylus COLOR 850** icon on the taskbar.
2. Click on any print jobs marked **Held**.
3. Click the **Cancel** button.
4. Exit Spool Manager and try printing again.



**Note:**

You can check printer status using Status Monitor 2 only when your printer is connected directly to your computer or when it is connected to a remote server in a Windows 95 network.

## **Using Status Monitor 2**

Status Monitor 2 lets you view detailed information about your print jobs and control how you want printing monitored. Before you can use Status Monitor 2, you must enable background monitoring for your printer if it isn't already enabled, as described in the next section.

### *Enabling Background Monitoring*

To turn on background monitoring, follow these steps:


1. Click **Start**, point to **Programs**, click the **Epson** folder, and click **EPSON Status Monitor 2**.
2. Click the name of the printer you want to monitor in the **Printer Name** list. The printer name is highlighted.
3. Open the **Settings** menu and select **Background Monitoring**.
4. Select either **Monitor from restart** (to begin background monitoring after your next system restart) or **Monitor now** (to begin background monitoring right away).
5. Now set your monitoring preferences for the printer as described in the next section.



Note:  
Background monitoring must be turned on to change the Background Monitoring and Status Alert preferences for individual printers in the Monitoring Preferences window. See page 4-5 for instructions.

## Setting Up Monitoring Preferences

You can select the way you want Status Monitor 2 to monitor your printer using the Monitoring Preferences window. There are several ways to open the window:

- ▶ Click the printer name in the Installed Printers list to highlight it and click the  icon or select **Monitoring Preferences** from the Settings menu.
- ▶ Right-click the printer name in the Installed Printers list and select **Monitoring Preferences** from the drop-down menu.

You see the Monitoring Preferences window:



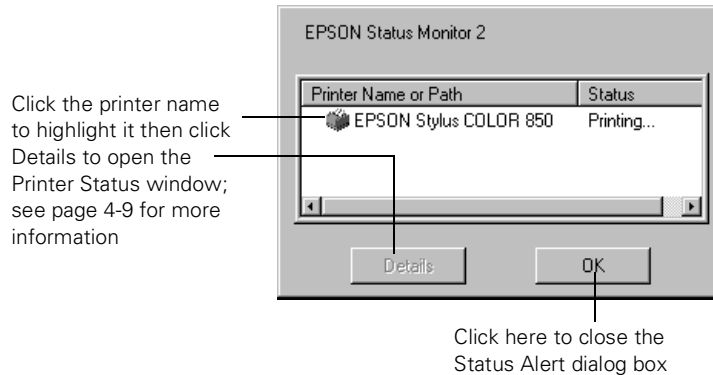
Set the length of the interval in which you want Status Monitor 2 to monitor your printer here (short intervals may cause some applications to run slower)

Turn background monitoring on or off for the selected printer

Select if and when to use the Status Alert dialog box: while printing, when errors occur, and/or when ink is low

If you turn on one or more of the Status Alert options, you'll see the Status Alert dialog box when the selected condition occurs. For example, if you turn on **Show when errors occur**, the dialog box will appear only if a printing error occurs. If you select all the options, the dialog box will appear whenever you print, encounter an error, or have low ink levels.

The color of the printer icon in the Status Alert dialog box indicates the type of error, as described on page 4-8.




### Opening the Status Monitor 2 Main Window

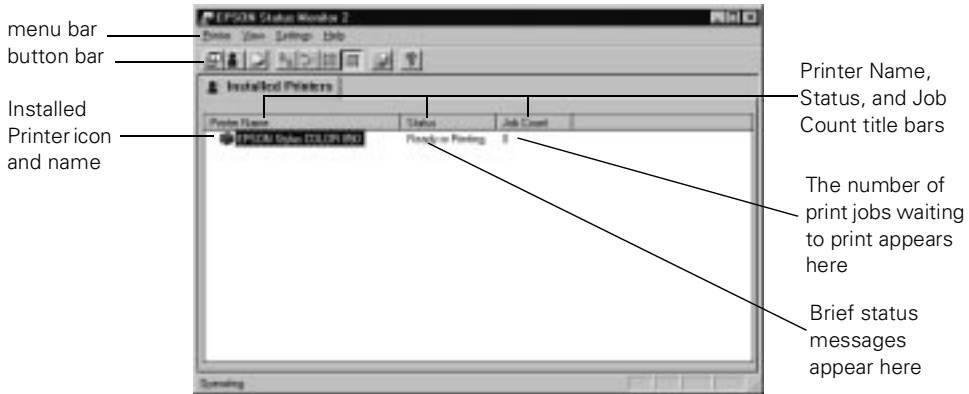
Once you've enabled background monitoring for your printer and set up your monitoring preferences, there are three ways to access Status Monitor 2:



You can change the shape of the Status Monitor 2 printer icon by clicking the Select background monitoring icon in the Settings menu and selecting the icon you want to use.

- Double-click the  icon on the Windows 95 taskbar in the bottom right corner of your screen.
- Click **Start**, point to **Programs**, click the **Epson** folder, and click **EPSON Status Monitor 2**.
- Access the printer software from within your application or the Printers utility (see page 1-2 and page 1-4), click the **Utility** tab, and click the **EPSON Status Monitor 2** icon. (This method accesses the Printer Status window only; see page 4-9 for details.)

When you start Status Monitor 2, you see the main window:



If you have more than one printer you want to monitor, you can add them using the **Add Printers** option in the Settings menu. To save your computer memory, you may want to delete any printers from the Status Monitor 2 list that you don't need to monitor. To do this, click the printer in the Installed Printers list and select **Delete Printer** from the Settings menu.



You can customize the appearance of items on the Status Monitor 2 main window using the View menu options or using icons on the button bar.

If you're monitoring multiple printers, you can reorder them in the Installed Printers list by clicking in the Printer Name, Status, or Job Count title bar.


The color of the Installed Printer icon indicates the printer status as follows:

Installed Printer icon color	Status message
Green	Ready to print
Yellow	Paper and/or ink level is low
Red	Paper and/or ink is out, paper is jammed, or a print or communication error has occurred

Other options in Status Monitor 2 let you view more details on the printer or job status, as described in the next sections.

## Using the Printer Status Window

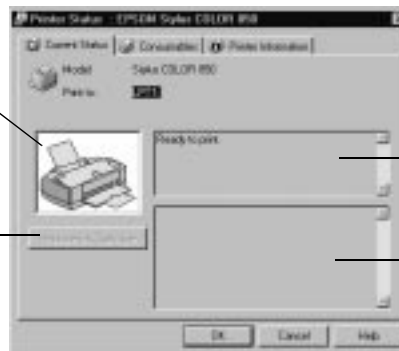
For more details on the status of your printer, you can use the Printer Status window. There are several ways to open the window:

- Double-click the printer name in the Installed Printers list.
- Click the printer name in the Installed Printers list to highlight it and click the  icon or select **Printer Status** from the Printer menu.
- Right-click the printer name in the Installed Printers list and select **Printer Status** from the drop-down menu.
- If you're currently using the printer software, click the **Utility** tab, then click the **EPSON Status Monitor 2** icon. (For instructions on accessing your printer software, see page 1-2 and page 1-4.)
- You can also access the Printer Status window by clicking the **Details** button on the Progress Meter (see page 1-5) or the Status Alert dialog box (see page 4-6).

You see the Printer Status window. The Current Status tab gives printing status and error correction information.

Illustrations of what to do if an error occurs appear here

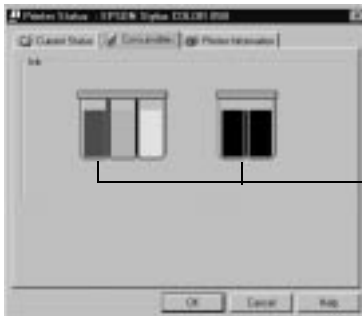
If your printer runs out of ink, click this button to display cartridge replacement steps on the right and illustrations in the printer graphic area



Printer status messages appear here

If an error occurs, troubleshooting tips appear here

To check the amount of ink you have, click the **Consumables** tab.



These graphics indicate the amount of ink remaining in your cartridges


To view information about your printer's network connections and other printer resources, click the **Printer Information** tab.



**Note:**  
The Job Status window is very similar to the Spool Manager window. Both allow you to pause, cancel, and restart print jobs. See page 4-4 for information on Spool Manager.

### Using the Job Status Window

To view detailed information on the print jobs waiting to print, you can use the Job Status window. There are several ways to open the window:

- Click the printer name in the Installed Printers list to highlight it and click the  icon or select **Job Status** from the Printer menu.
- Right-click the printer name in the Installed Printers list and select **Job Status** from the drop-down menu.

You see the Job Status window:



Information on jobs currently printing or waiting to be printed appears here

Options in the Printer menu let you pause printing or purge all waiting print jobs, select or deselect the printer as your Windows default, and access the printer software to change default settings.

The Document menu options let you pause or cancel printing of individual print jobs. First click the print job you want to pause or cancel in the Document Name list to highlight it.

## **Managing Print Jobs in Windows 3.1**

Your Windows printer software includes two management utilities: the Spool Manager and Despooler.

- ▶ The Spool Manager starts automatically when you send a job to the printer. It allows you to print in the background while you continue to work on your computer and to hold jobs to print at a later time. If you're using your printer on a network, it also handles multiple print jobs that come in at the same time. See the next section for details.
- ▶ The Despooler also starts automatically when you send a job to the printer. It displays on your screen to alert you about printer status. See page 1-5 for more information on the Despooler.

### **Using the Spool Manager**

The Spool Manager works like the Windows Print Manager. When you send a job to your printer, your printer software creates a temporary print job file, stores it in the C:\TEMP or C:\WINDOWS\TEMP directory, and assigns it to a print queue. The software then sends the file to your printer at the right time.



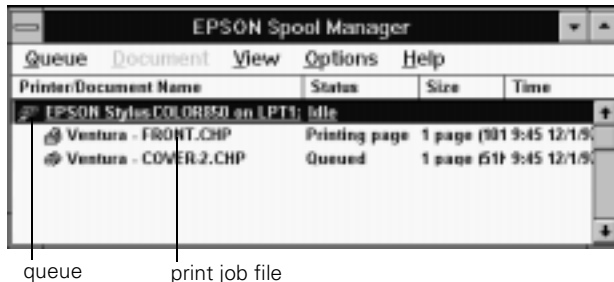


Note:  
You may not see the Spool Manager icon if Program Manager or the current window is maximized. Reduce the window size to see the Spool Manager icon.

To open Spool Manager, do one of the following:

- To open it while you're printing, click the **EPSON Spool Manager** icon at the bottom of your desktop.
- You can open Spool Manager at any time by double-clicking the **Spool Manager4** icon in the EPSON program group.

You see the Spool Manager window:



The Spool Manager window displays the status of your print job files and lets you control them. You can also control print queues, display of the Despooler, and the default spool directory. Click **Help** in the Spool Manager menu bar for detailed information.

### *Deleting a Stalled Print Job*

If you're having trouble printing, it may be because of a stalled print job. Follow these steps to delete it and continue printing:

1. Open the Spool Manager as described on page 4-11.
2. Click on any print jobs marked **Held**.
3. Open the Document menu and click **Delete**. Then click **Yes**.
4. Exit Spool Manager and try printing again.

## ***Changing the Default Spool Directory***

If you get an error message while printing, or printing is very slow, you can try changing your default spool directory.

1. Make a directory on your hard drive where you want Spool Manager to store print job files, for example, C:\SPLTEMP.
2. Open the Spool Manager as described on page 4-11.
3. Make sure EPSON Stylus COLOR 850 is selected, and then choose **Setup** from the Queue menu. The Queue Setup dialog box appears.
4. Change the spool directory to the one you created in step 1. Also make sure **Use Print Manager for this port** is checked. Then click **OK**.
5. Choose **Default Spool Directory** from the Options menu.
6. In the dialog box, change the spool directory to the one you created in step 1. Then click **OK**.
7. Close Spool Manager.

## **Managing Print Jobs in Windows NT 4.0**

Windows NT 4.0 servers and workstations include a messenger service to alert you to printer errors or let you know when a print job is finished. If you have appropriate network access privileges or you're controlling printing from the server, you can also cancel, pause, or restart print jobs and set the sharing, security, scheduling, and port options. See your Windows NT documentation for details.

## Managing Print Jobs on a Macintosh

Your Macintosh printer software includes two print job management utilities: Monitor3 and Status Monitor. It also includes a Configuration utility for setting up print monitoring options.

- ▶ If you're using background printing, Monitor3 starts automatically when you send a job to the printer. It handles printing while you continue to work on your Macintosh, lets you track documents that are waiting to be printed, and lets you set printing priorities for waiting print jobs.
- ▶ The Status Monitor alerts you to any problems that occur during printing. You can also use it at any time to see how much ink you have left.
- ▶ The Configuration utility lets you select how you want to be notified of printer errors and where you want print job files stored.

### Using Monitor3

The Monitor3 utility lets you continue to work on your Macintosh while your document is printing (however, background printing is slower and may also slow down your system). You can then open the Monitor3 dialog box to check on your print jobs and cancel, pause, or restart them.

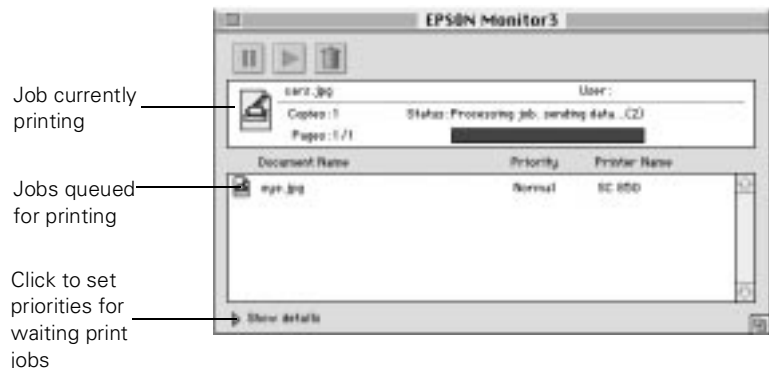
To use this utility, you need to turn on background printing and increase the memory allocation for Monitor3, as described in the next section.

### Setting Up Monitor3

1. Open the Chooser from the Apple menu and select the **SC 850** or **SC 850(AT)** icon. Then select the port or AppleTalk™ zone you're using.
2. Under **Background Printing**, click **On** and close the Chooser.
3. To increase the memory allocation, select **EPSON Monitor3** in the Extensions folder in your System folder. Then choose **Get Info** from the File menu and set the **Memory Requirements** to 2000 or 3000, depending on your system's available RAM.

### Monitoring Print Jobs with Monitor3

While you're printing, click the **EPSON Monitor3** icon on the Application menu at the right end of the menu bar. You see the following dialog box:



You can track the printer's progress with the current job and select a job that is currently printing or waiting to print and cancel, pause, or restart it.



Note:

If you see a stop sign icon and the message "Print queue on hold" in the EPSON Monitor3 dialog box, select Start print queue from the Printer menu to release the queue and resume printing.

To set priorities for jobs waiting to print, click the job, then click the **Show details** arrow at the bottom of the window. The **Priority** list becomes active. Click the arrow and select **Normal**, **Urgent**, or **Hold**. The job moves up or down in the list of waiting print jobs.

## Using the Macintosh Status Monitor

You can use the Status Monitor to check the level of ink in your printer. Follow these steps:

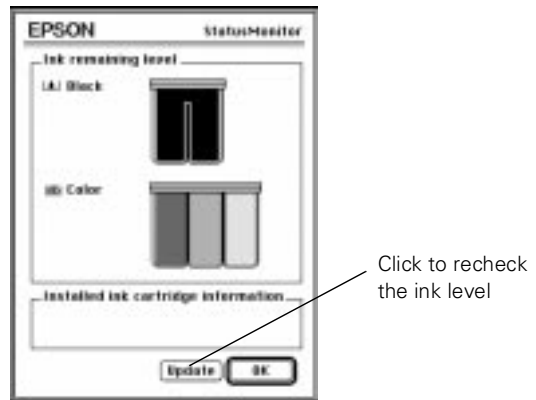
1. Choose **Page Setup** or **Print** from the File menu in your application. You see a printer settings dialog box.
2. Click the **Utility** button. You see the Utility menu:



For information about these utilities, see Chapter 5

3. Click the **EPSON StatusMonitor** icon.

The software checks the amount of ink remaining in the printer and displays the Status Monitor window:



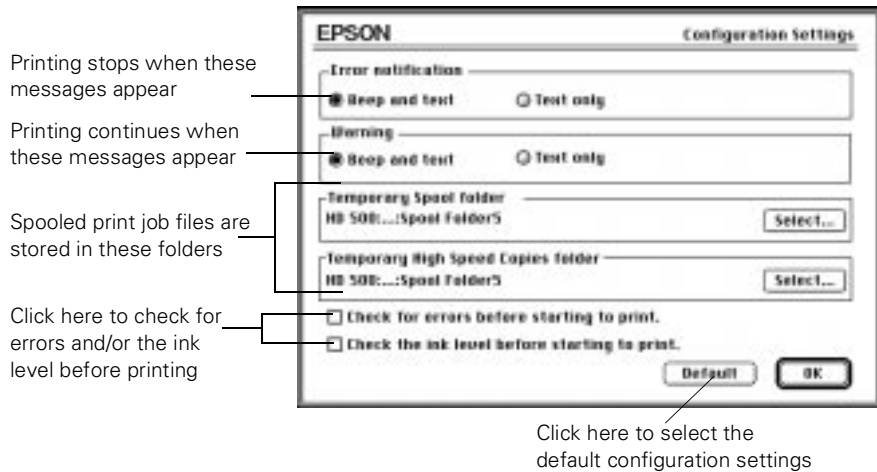
4. To recheck the ink level check, click the **Update** button. To close the Status Monitor dialog box, click **OK**.

## Selecting Configuration Options

You can configure the way you want the printer to handle error messages, warnings, ink level checks, and temporary spool folders in the Configuration Settings dialog box. Follow these steps:

1. Choose **Page Setup** or **Print** from the File menu in your application. You see a printer settings dialog box.
2. Click the **Utility** button. You see the Utility menu.
3. Click the **Configuration** button.

You see the Configuration Settings dialog box:



4. Select the configuration options you want as follows:

- ▶ **Error notification** lets you select whether you want your system to beep and display error message text or just display text if your printer encounters an error.
- ▶ **Warning** lets you choose whether warning messages beep and display text or display text only.
- ▶ **Temporary Spool folder** and **Temporary High Speed Copies folder** let you select the folders on your hard disk that store the temporary print job and high speed multiple-copy print job files created when you send a job to the printer. Click the **Select** button to change the folder from the default folder shown.
- ▶ Click the **Check for errors before starting to print** checkbox if you want your software to check for errors before starting your print job.
- ▶ Click the **Check the ink level before starting to print** checkbox if you want your software to check for a low ink condition before starting your print job.

5. When you're finishing changing your configuration options, click **OK** to return to the Utility menu.



# 5

## Maintenance and Transportation



It's easy to keep your EPSON Stylus COLOR 850 printer working at its best. Just follow the simple instructions in this chapter for replacing ink cartridges, performing routine maintenance, and moving the printer in these sections:

- ▶ Replacing an ink cartridge
- ▶ Cleaning the print heads
- ▶ Aligning the print heads
- ▶ Cleaning the printer
- ▶ Transporting the printer



**Caution:**  
To ensure good results, use genuine EPSON cartridges and do not refill them. Other products may cause damage to your printer not covered by EPSON's warranty.

### Replacing an Ink Cartridge


When the  black or  color ink out light flashes, the indicated cartridge is low on ink. This is a good time to make sure you have a new cartridge. When the light stays on, the cartridge is empty and you need to replace it.

Use these EPSON ink cartridges within six months of installing them and before the expiration date on the package:

Black ink cartridge S020108  
Color ink cartridge S020089

When you need new ink cartridges, contact your dealer or call EPSON Accessories at (800) 873-7766 (U.S. only). In Canada, please call (800) 873-7766 for dealer referral.







When the  color ink out light comes on, you can continue to print with black ink. Simply turn the printer off and then back on again. When you print, make sure you choose **Black** as the Ink setting in your printer software.

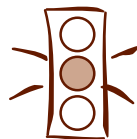


Caution:  
To avoid damaging the printer, never move the print heads by hand.

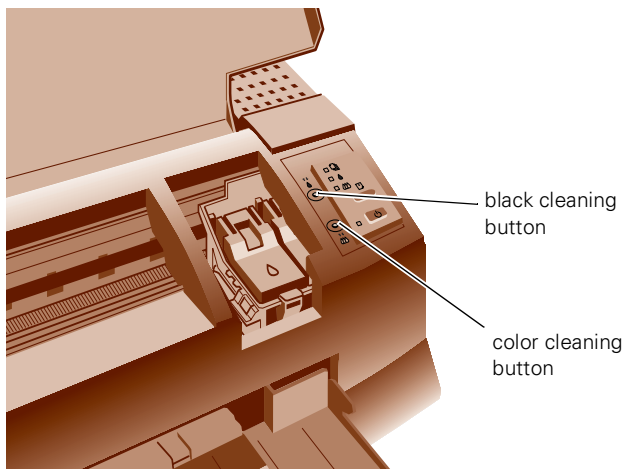
## Removing an Empty Ink Cartridge



You can replace a cartridge when the  black or  color ink out light is either flashing or on. Follow these steps:


1. Make sure the printer is turned on and not printing.
2. Determine which cartridge needs to be replaced.
3. Lower the output tray and raise the printer cover. Then locate the  black and  color cleaning buttons next to the control panel under the printer's cover.



Caution:  
If you press a cleaning button when its corresponding ink out light is off or not flashing, the printer cleans the print heads, as described on page 5-6. If you need to replace an ink cartridge before the lights flash (because the ink is too old, for example) follow the instructions on page 5-5.



4. Press the  black or  color cleaning button and hold it for three seconds.

The print heads move slightly left and the  power light begins flashing. (The print heads return to their home position if you don't proceed to step 4 within 60 seconds.)



**Caution:**

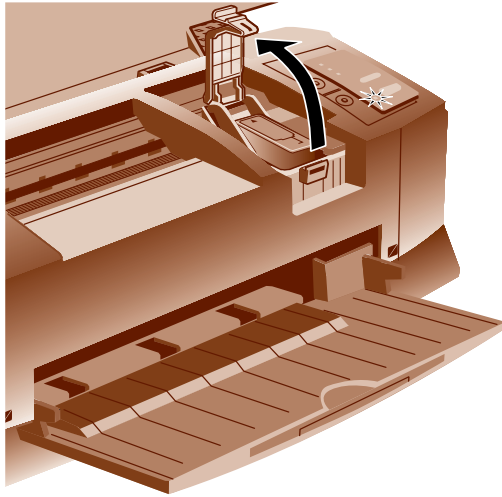
Don't open the clamp or remove a cartridge except to replace it with a new one. Once you remove a cartridge, you can't reuse it, even if it contains ink.



**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.

5. Pull up the ink cartridge clamp. The cartridge rises up from its holder. (Although the illustration shows the black ink cartridge, the procedure is the same for replacing the color ink cartridge.)



6. Lift the cartridge out of the printer and dispose of it carefully.
7. Follow the steps in the next section to install the new ink cartridge.

## Installing the New Cartridge

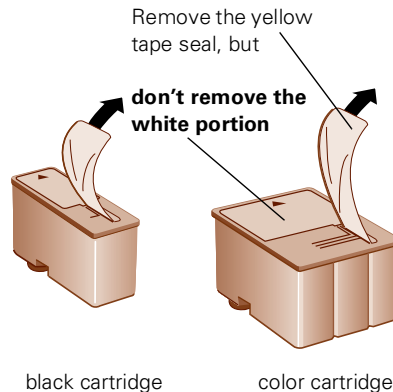
Once you have removed the empty cartridge, you're ready to install the new one. Follow these steps:

1. Remove the new ink cartridge from its packaging.
2. Remove **only** the yellow part of the tape seal on top as shown below. **Don't pull off the white portion or try to remove the clear seal underneath the cartridge.**

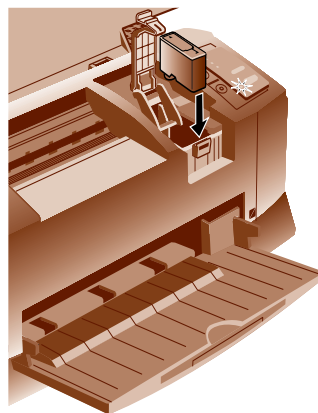


**Caution:**

You must remove the yellow tape from the top of the cartridge or you will permanently damage it. It's okay if the tape doesn't tear off completely at the dotted line. Do not remove the clear seal from the bottom of the cartridge; ink will leak out.




3. Lower the ink cartridge into its holder with the label facing up and the arrow pointing to the back of the printer.




4. Press down the ink cartridge clamp until it locks in place.




Caution:

Never turn off the printer while the  power light is flashing, unless the printer hasn't moved or made any noise for more than 10 minutes.



5. If you need to replace the other ink cartridge, follow the steps under “Removing an Empty Ink Cartridge,” and then steps 1 through 4 under “Installing the New Cartridge.”
6. Press the  load/eject button and close the printer cover.




The printer moves the print heads and begins charging the ink delivery system. (Even if you don't press the button, ink charging begins 60 seconds after you close the clamp.)

The  power light flashes, and the printer makes various sounds. Charging takes about three minutes. When it's finished, you can print again.

## Replacing an Outdated Ink Cartridge

If an ink cartridge is more than six months old, you may need to replace it. How can you tell? You may notice that your printouts don't look as good as they used to. If print quality doesn't improve after cleaning and aligning the print heads, you can replace one or both cartridges.

Follow these steps to replace an ink cartridge before the  black or  color ink out light is flashing or on:

1. Make sure the printer is turned on and not printing.
2. Lower the output tray and raise the printer cover.
3. Press **both** the  black and  color cleaning buttons and hold them down for a few seconds until the black print head moves to the left.
  - To replace the black ink cartridge, follow the instructions beginning with step 5 on page 5-3.
  - To replace the color ink cartridge, press the  color cleaning button and hold it down for a few seconds. After the color ink cartridge moves to the left, follow the instructions beginning with step 5 on page 5-3.



Caution:

To avoid damaging the printer, never move the print heads by hand.

## Cleaning the Print Heads

If your printed image is unexpectedly light or faint, or dots are missing from the image, you may need to clean the print heads. This unclogs the nozzles so they can deliver ink properly.



**Note:**




If you installed a network interface card and the version of Status Monitor 2 that came with the card, you can use the Head Cleaning utility.


Cleaning the print heads uses ink, so clean them only if print quality declines. You can clean the print heads in either of the following ways:

- ▶ With the Head Cleaning utility in your printer software (when the printer is on a local port, not on a network)
- ▶ Using the printer's control panel buttons

### Using the Head Cleaning Utility


Follow these steps to run the utility from a Windows computer or a Macintosh:

1. Make sure the printer is turned on but not printing, and the  black and  color ink out lights are off.
2. Access the printer settings dialog box as described in Chapter 1.
3. Click the **Utility** tab (Windows) or the **Utility** button (Macintosh). You see the Utility menu.
4. Click the **Head Cleaning** icon.
5. Follow the instructions on the screen to clean one or both print heads. Cleaning both heads takes about four minutes, during which the printer makes some noise and the  power light flashes.

When the  power light stops flashing, you need to run a nozzle check to test the print quality and reset the cleaning cycle.



**Caution:**








Never turn off the printer while the  power light is flashing, unless the printer hasn't moved or made any noise for more than 10 minutes.

6. Make sure paper is loaded in the printer and click **Print nozzle check pattern** (Windows) or **Confirmation** (Macintosh). Then click **Next**. See page 5-8 for instructions on examining the nozzle check pattern.

If your print quality has not improved, repeat the steps above. If you don't notice any improvement after doing this two or three times, check the print quality solutions in Chapter 6.

## Using the Control Panel

Follow these steps to clean the print heads:


1. Make sure the printer is turned on and not printing, and that the  black and  color ink out lights are off.
2. Open the printer cover, then press the  black or  color cleaning button and hold it down for three seconds. Cleaning takes about two minutes, during which the printer makes some noise and the  power light flashes.
3. When the  power light stops flashing, repeat step 3 for the other print head if necessary.
4. After you're finished cleaning and the  power light stops flashing, you need to print a page to test the print quality and reset the cleaning cycle. If you're connected directly to the printer, run a nozzle check. Go to step 5.

If you're using DOS or you're on a network, open an application and print a document containing black and color data. Then go to step 7.

5. Access the printer settings dialog box as described in Chapter 1. Then click the **Utility** tab (Windows) or the **Utility** button (Macintosh). You see the Utility menu.
6. Click the **Nozzle Check** icon, then click **Next**. See the next section for instructions on examining the nozzle check pattern.



### Caution:

Never turn off the printer while the  power light is flashing, unless the printer hasn't moved or made any noise for more than 10 minutes.



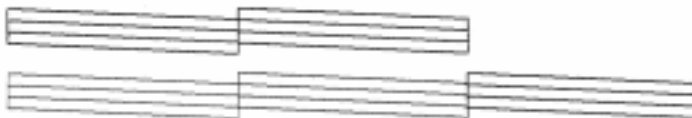
### Note:

If you installed a network interface card and the version of Status Monitor 2 that came with the card, you can use the Nozzle Check utility.

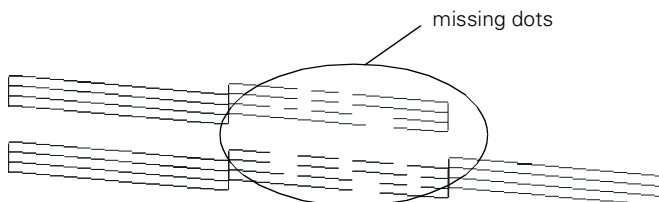
7. If your print quality has not improved, repeat the steps above. If you don't notice any improvement after doing this two or three times, check the print quality solutions in Chapter 6.

## Examining the Nozzle Check Pattern

Examine the nozzle check pattern you print. It should look something like this, with the lower pattern colored cyan, magenta, and yellow:



Each staggered horizontal and straight vertical line should be complete, with no gaps in the dot pattern. If your printout looks okay, you're done. If any dots are missing, as shown below, clean the print heads again; see page 5-6 for instructions.



**Note:**

If you installed a network interface card and the version of Status Monitor 2 that came with the card, you can use the Print Head Alignment utility.

## Aligning the Print Heads

If your printouts contain misaligned vertical lines, you may need to align the print heads. You can align the print heads in either of the following ways:

- With the Print Head Alignment utility in your printer software (when the printer is on a local port, not on a network)
- Using the printer's control panel buttons

## Using the Print Head Alignment Utility

Follow these steps to run the utility (Windows or Macintosh):

1. Make sure the printer is turned on and paper is loaded.
2. Access the printer settings dialog box as described in Chapter 1.
3. Click the **Utility** tab (Windows) or the **Utility** button (Macintosh). You see the Utility menu.
4. Click the **Print Head Alignment** icon.
5. Follow the instructions on the screen to print a test page and select the correct alignment.





### Caution:

Load paper that's at least 8.27 inches (210 mm) wide. This prevents ink from spraying inside the printer and smudging your printouts.

For the best results, load EPSON ink jet paper in the printer whenever you check the print head alignment.

## Using the Control Panel

Follow these steps to align the print heads:

1. Make sure the printer is turned off and paper is loaded. Then open the printer cover.
2. Hold down the  load/eject button and the  black cleaning button and turn on the printer. Then release the buttons. After a moment, the printer prints an instruction sheet telling you how to select a language for the alignment instructions.
3. Press the correct control panel buttons as instructed to select a language. The printer prints instructions for aligning the print heads.
4. Follow the instructions on the sheet to align the print heads. When you're finished, turn off the printer to exit the alignment mode.





**Caution:**

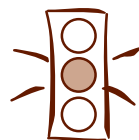
Don't touch the gears inside the printer.

Never use alcohol or thinner for cleaning; they can damage the printer components and case.

Don't use a hard or abrasive brush.

Don't get water on the printer components.

Don't spray lubricants or oils inside the printer.



**Caution:**

To avoid damage, always leave the ink cartridges installed when transporting the printer.

## Cleaning the Printer

To keep your printer working at its best, you should clean it several times a year, following these steps:

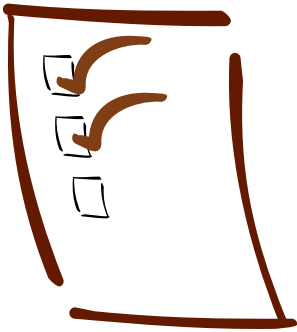
1. Turn off the printer, unplug the power cord, and disconnect the printer cable.
2. Remove all the paper from the sheet feeder.
3. Clean the exterior of the printer with a soft, damp cloth. Keep the printer cover closed so water doesn't get inside.
4. Clean ink out of the printer's interior with a soft, damp cloth.

## Transporting the Printer

If you'll move your printer some distance, you need to prepare it for transportation in its original box. Follow these steps:

1. Turn on the printer and wait until the print heads lock in the far right position. Then turn off the printer.
2. Unplug the power cord from the electrical outlet. Then disconnect the interface cable from the printer.
3. Remove any paper from the printer and remove the paper support.
4. Push in the output tray extensions and close the tray.
5. Repack the printer and attachments in the original box using the protective materials that came with it. See the Notice Sheet that was packed with the printer.

Be sure to keep the printer level as you transport it. If you notice a decline in print quality after transporting the printer, clean the print heads; if output is misaligned, align the print heads. See the instructions in this chapter.



# 6

## Troubleshooting

As you use your printer, you may occasionally experience a paper jam or other problem. The first thing you should do is diagnose the problem, following the guidelines in this chapter. Then try the most likely solutions until the problem is fixed.

This chapter covers the following problems and solutions:

- Diagnosing problems
- Improving print quality
- Solving printing problems
- Solving printer software problems
- Fixing paper jams and other paper problems
- Solving miscellaneous printout problems
- Uninstalling the printer software

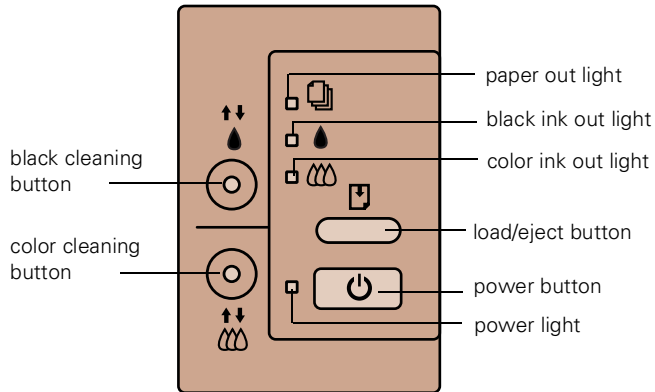
## Diagnosing Problems

Your printer provides a number of ways to help you diagnose problems:



- To identify the most common problems, check the lights on the printer's control panel. See page 6-2 for details.
- You can also use the Status Monitor utility to identify common problems. For instructions, see page 4-5 (Windows 95) or page 4-16 (Macintosh).

- To determine whether the problem is caused by the printer itself, run a self test. See page 6-3 for instructions.
- You can use the printer's hex dump mode to pinpoint communication problems. See page 6-4 for instructions.
- For the latest information, check the Help programs and the ReadMe files in the EPSON program group or folder.
- If any of the suggested solutions in this chapter tell you to uninstall and then reinstall your printer software, see page 6-17 for instructions.
- If none of the suggested solutions in this chapter solve your problem, contact EPSON as described under "Where To Get Help" in the Introduction.

## Checking the Control Panel Lights



Follow these guidelines when the control panel lights come on or flash:

- When the paper out light *flashes*, paper is jammed in the printer. Turn off the printer and gently pull out all paper. Then press the  load/eject button. See page 6-14 for details.
- When the paper out light *comes on*, your paper ran out or is incorrectly loaded. Load paper in the feeder and then press the  load/eject button.



When an ink out light *flashes*, your ink supply is low. Make sure you have a replacement cartridge.



When an ink out light *comes on*, you need to replace the ink cartridge. See Chapter 5 for instructions.



When the power light and paper out light *flash* and all the other lights are on, your printer has a carriage error. See page 6-9 for more information.



When all the lights *flash*, your printer may have an internal error. See page 6-10 for more information.

## Running a Self Test





You can run a self test to determine whether the problem comes from the printer itself or some other source.

- ▶ If the results are satisfactory, the problem lies in your software settings, the interface cable, or your computer.
- ▶ If the self test does not print correctly, you have a problem with your printer. See the suggestions in this chapter for possible solutions.



### Caution:

Load paper that's at least 8.27 inches (210 mm) wide. This prevents ink from spraying inside the printer and smudging your printouts.




1. Make sure both the printer and computer are turned off.
2. Disconnect the interface cable from the printer.
3. Make sure paper is loaded in the printer.
4. Hold down the  load/eject button (for a 360 dpi test) or the  black cleaning button (for a 180 dpi test) and press the  power button. Hold down the buttons until the  power light starts to flash, then release them.

The printer prints on the first and last lines of one sheet of paper, then prints a nozzle check pattern (shown on page 5-8) and samples of fonts and colors on the next sheet.

5. To end the test, turn off the printer. Then reconnect the interface cable and turn on your printer and computer.

## Using Hex Dump Mode



You can use the printer's hex dump mode to identify problems if you know how to interpret hex code. Or, you can fax the hex printout to a technical support representative. Follow these steps:

1. Make sure the printer is turned off and has paper loaded in it.
2. Open the cover.
3. Hold down the  load/eject button **and** the  color cleaning button and press the  power button. The printer prints **Hex Dump Mode** at the top of a page and then stops.
4. Print one or more pages from an application as usual. The printer prints the exact code it receives in hexadecimal format.
5. Turn off the printer to exit hex dump mode.

## Improving Print Quality



If you find that your print quality has declined, you can often improve it by doing one of the following:

- Clean the print heads following the instructions in Chapter 5.
- Use higher quality paper appropriate for your print job. (See Chapter 2 for a list of EPSON papers.)
- Match the **Media Type** in the printer software to the type of paper you loaded in the printer. Then the printer software can automatically select other settings for the best quality. (See Chapter 1 for details.)
- Turn off **High Speed** mode in the More Settings dialog box, as described in Chapter 3.

- ▶ Make sure **Economy** mode is turned off in the printer software, as described in Chapter 3.
- ▶ Replace the ink cartridges as described in Chapter 5. (Check the status of the  black and  color ink out lights first.)

Here are some detailed solutions to specific print quality problems.



***The printed image has horizontal banding.***

Possible cause	Solution
The <b>Media Type</b> setting doesn't match the loaded paper.	Make sure the <b>Media Type</b> setting matches the paper you're using. See Chapter 1 for instructions.
The printable side of the paper is face down.	Remove the paper and reload it with the printable side face up. See Chapter 2 for instructions.
The print head nozzles are clogged.	Clean the print heads. See Chapter 5 for instructions.
The ink cartridges are low on ink.	Check the  black and  color ink out lights to see which cartridge you may need to replace. See Chapter 5.
The <b>MicroWeave</b> or <b>Super MicroWeave</b> option is not turned on.	Turn on <b>MicroWeave</b> or <b>Super MicroWeave</b> (if available) in the More Settings dialog box. See Chapter 3 for more information.

***Vertical lines are misaligned or vertical banding appears.***



Possible cause	Solution
The print head nozzles are clogged.	Clean the print heads. See Chapter 5 for instructions.
The <b>High Speed</b> setting is turned on.	Turn off the <b>High Speed</b> setting if vertical lines are misaligned. See Chapter 3 for information.
The print heads are misaligned.	Run the Print Head Alignment utility. See Chapter 5 for instructions.

***The printed image has incorrect or missing colors.***

<b>Possible cause</b>	<b>Solution</b>
The <b>Ink</b> option is set to <b>Black</b> .	Change the <b>Ink</b> setting to <b>Color</b> . See Chapter 1 for instructions.
The <b>Media Type</b> setting doesn't match the loaded paper.	Make sure the <b>Media Type</b> setting matches the paper you're using. See Chapter 1 for instructions.
The printable side of the paper is face down.	Remove the paper and reload it with the printable side face up. See Chapter 2 for instructions.
The <b>Halftoning</b> and <b>Color Adjustment Mode</b> options are set incorrectly for your document type.	Use the correct settings for the project you're printing, following the instructions in Chapter 3.
The <b>ICM</b> (Windows 95) or <b>ColorSync</b> (Macintosh) settings are incorrect for your document.	Use the <b>Automatic</b> mode setting or choose a different <b>Rendering Intent</b> setting (Macintosh). See Chapter 3 for more information.
The print head nozzles are clogged.	Clean the print heads. See Chapter 5 for instructions.
The ink cartridges are low on ink or one or more ink colors are empty.	Check the  black and  color ink out lights to see which cartridge you may need to replace. See Chapter 5 for instructions.
The colors displayed on your monitor don't match the printed colors.	Because your monitor and printer use different technologies to represent colors, your printed colors can't exactly match the colors you see on your monitor screen. Use the <b>ICM</b> (Windows 95) or <b>ColorSync</b> (Macintosh) settings to get as close a match as possible. See Chapter 3 for more information.
The color settings in your application software need adjustment.	You may be able to adjust various color settings in your application software. See your software documentation for more information.

***The printed image is faint or has gaps.***

<b>Possible cause</b>	<b>Solution</b>
The print head nozzles are clogged.	Clean the print heads. See Chapter 5 for instructions.
The <b>Media Type</b> setting doesn't match the loaded paper.	Make sure the <b>Media Type</b> setting matches the paper you're using. See Chapter 1 for instructions.

Possible cause	Solution
The loaded paper is damaged, old, or dirty.	Remove the paper and reload a new stack with the printable side face up. See Chapter 2 for instructions.
The ink cartridges are low on ink.	Check the  black and  color ink out lights to see which cartridge you may need to replace. See Chapter 5 for instructions.


***The printed image is blurry or smeared.***

Possible cause	Solution
The paper thickness lever is in the 0 position.	Set the paper thickness lever to the + position and try printing again. See Chapter 2 for instructions.
The paper is damp or the printable side is face down.	Remove the paper and reload a new stack with the printable side face up. See Chapter 2 for instructions.
You loaded special media without a support sheet.	Follow the special media loading instructions in Chapter 2 and on the paper packaging for media that require support sheets. Also try loading your media one sheet at a time.
You tried to print on cardboard or other non-recommended media.	Make sure your paper or media meets the specifications listed in Appendix D. If your printouts are still blurry after you change paper, clean the print heads as described in Chapter 5.
The <b>Media Type</b> setting doesn't match the loaded paper.	Make sure the <b>Media Type</b> setting matches the paper you're using. See Chapter 1 for instructions.
Ink has leaked inside the printer.	Clean carefully inside the printer to remove spilled ink. See Chapter 5 for instructions.
You're using the <b>High Speed</b> and <b>MicroWeave</b> settings with a misaligned print head.	Turn off <b>High Speed</b> following the instructions in Chapter 3. Then run the Print Head Alignment utility following the instructions in Chapter 5.
The resolution of your image may be too low.	If a photographic image looks grainy or rough, try using the PhotoEnhance2 (PhotoEnhance on Windows 3.1) setting to improve the printed quality. See Chapter 3 for details.  Increase the image resolution using your image-editing software, or decrease the size of the image.



## Solving Printing Problems

If the printer won't print, first check that:

- ▶ The printer is turned on and the  power light is on.
- ▶ Paper is loaded in the printer.
- ▶ The printer is plugged into a working electrical outlet that's not controlled by a switch or timer.
- ▶ The interface cable is securely connected to the printer and computer.

If you still can't print, check the following solutions.

### **All lights are off.**



Possible cause	Solution
The printer is not receiving power.	Try these solutions: <ul style="list-style-type: none"><li>▶ Make sure the printer is turned on.</li><li>▶ Turn off the power and plug in the power cord securely.</li><li>▶ Make sure the outlet is not controlled by a switch or timer and is operable.</li></ul>

### **Only the power light is on, but nothing prints.**

Possible cause	Solution
The interface cable is not connected securely.	Turn off your printer and computer. Then make sure the cable is connected securely and meets the printer's specifications.
The printer has an internal problem.	Turn off the printer and computer, disconnect the interface cable, and run a self test as described on page 6-3.
The printer or application software is installed incorrectly.	If the self test works, check your printer and application software for correct installation. If you're printing on a network, you may need to set up your printer for network printing, as described in Appendix B.
Your computer doesn't have enough memory to handle the file you're printing.	Try one of the following: <ul style="list-style-type: none"><li>▶ Reduce the resolution of your image.</li><li>▶ Select fewer colors or a lower resolution for your display or monitor.</li><li>▶ Add more memory to your computer.</li></ul>

Possible cause	Solution
Printing is stalled.	In Windows, delete the stalled print jobs in Spool Manager; see Chapter 4 for instructions (for Windows NT spooler instructions, see your Windows NT documentation).  On a Macintosh, delete stalled print jobs using Monitor3 (see Chapter 4) or open the Extensions folder, EPSON folder, and Spool folder, and then delete any queued files.
The print heads are clogged or the ink cartridges are too old.	Clean the print heads; see Chapter 5 for instructions. If cleaning doesn't help, replace the cartridges. For information on cartridge life and replacement instructions, see Chapter 5.


**The  paper out light is flashing or on.**

Possible cause	Solution
If flashing, paper is jammed.	Remove the paper and follow the guidelines for preventing jams as described on page 6-14.
If on, paper is used up or is loaded incorrectly.	Load paper or remove the stack and reload it as described on the <i>Start Here</i> card and in Chapter 2. Then press the  load/eject button to turn off the  paper out light and resume printing.

**A  black or  color ink out light is flashing or on.**

Possible cause	Solution
If flashing, the ink supply is getting low.	You need to replace the indicated ink cartridge soon; see Chapter 5 for instructions.
If on, the ink cartridge is empty.	You must replace the indicated ink cartridge now to be able to print; see Chapter 5 for instructions.

**The  and  lights are flashing.**

Possible cause	Solution
A carriage error has occurred.	Remove any paper in the printer. Press the  load/eject button for about 30 seconds. Then press it again. Turn the printer off, wait a few seconds, and then turn it on and try printing again. If the error is not cleared, contact EPSON as described in the Introduction.

**All the lights are flashing.**

Possible cause	Solution
You haven't removed all the packing material from the printer.	Remove the packing material, following the instructions on the Notice Sheet in the box.
An internal error may have occurred.	Turn off your printer, wait a few seconds, and turn it on again. If the lights still flash or stay on, contact EPSON as described in the Introduction.

**The printer has finished charging the ink cartridge, but the  power light is still flashing.**

Possible cause	Solution
The ink cartridge clamp isn't locked down.	Press down the clamp to lock it.
Packing material remains in the printer.	Remove all packing material, following the instructions on the Notice Sheet in the box.
The printer needs to initialize.	If the printer is not moving or making noise, but the light is still flashing for more than 10 minutes, turn the printer off. If the light is still flashing when you turn it back on, contact EPSON as described in the Introduction.

## Solving Printer Software Problems

If you have trouble with your printer software, first check that your printer is selected as the default Windows printer or as the current printer in the Macintosh Chooser; see the *Start Here* card or Appendix B for instructions.

If you still have problems with your printer software, check the following solutions.

**The printer software installed with Windows 3.1 doesn't work correctly after you upgrade to Windows 95.**

Possible cause	Solution
Your printer software is not set up correctly for Windows 95.	Reinstall the printer software after installing Windows 95, as described on the CD-ROM folder and in Appendix B.

**After you install your printer software, you see the Windows 95 New Hardware Found window.**

Possible cause	Solution
An operating system error has occurred.	Click <b>Do not install a driver</b> , and then click <b>OK</b> . <b>Never select any other option on the New Hardware Found window.</b>

**You see a spooling error message (Windows).**

Possible cause	Solution
If you see error messages or printing is very slow, the problem may be caused by temporary files (Windows 3.1 only).	Change the Spool Manager default directory (Windows 3.1 only), following the instructions in Chapter 4.
Your hard drive is too full.	Delete unnecessary files to make room on the drive.
Your computer doesn't have enough memory for the file you're printing.	Try one of the following: <ul style="list-style-type: none"> <li>▶ Reduce the resolution of your image.</li> <li>▶ Select fewer colors or a lower resolution for your display or monitor.</li> <li>▶ Add more memory to your computer.</li> </ul>

**You see a memory error message (Macintosh).**

Possible cause	Solution
You need to increase the memory allocation for your application, EPSON Monitor3, or both.	Choose <b>Get Info</b> from the File menu when the application is active or EPSON Monitor3 is selected and increase the memory requirements. See Chapter 4 for more information. If that doesn't work, turn off background printing (you won't be able to use Monitor3).

**In Windows 95, the Status Monitor 2 window doesn't appear.**

Possible cause	Solution
You may not have restarted your computer after installing Status Monitor 2.	Click <b>Start</b> , select <b>Shut Down</b> , click <b>Restart the computer</b> , and click <b>Yes</b> to restart your computer. Then try using Status Monitor 2.
Bi-directional support is not enabled.	Click <b>Start</b> , select <b>Settings</b> , and click <b>Printers</b> . Right-click the <b>EPSON Stylus COLOR 850</b> icon and select <b>Properties</b> . Click the <b>Details</b> tab, then click the <b>Spool Settings</b> button. Click the <b>Enable bi-directional support for this printer</b> radio button to turn on bi-directional support. Click <b>OK</b> twice, then close the Printers window and try printing again.

Possible cause	Solution
You installed an optional network interface card (Windows 95 only).	If you've been using your printer connected directly to your computer and then install an optional network interface card to use it over a network, you must uninstall your printer software and Status Monitor 2. See page 6-17 for instructions on uninstalling your printer software. Then follow the instructions that came with your interface card to install its network software. To reinstall all your printer software, see your CD-ROM folder or Appendix B for instructions.
You're using ScanDisk.	Before using ScanDisk, turn off background monitoring in Status Monitor 2. (See page 4-5 for instructions.) Then turn it back on when you're finished using ScanDisk.

**Printing is too slow.**

Possible cause	Solution
Your printer software options are set incorrectly.	For the fastest printing, try the following (see Chapters 1 and 3): <ul style="list-style-type: none"><li>▶ Set <b>Print Quality</b> to <b>Economy</b>.</li><li>▶ Turn <b>MicroWeave</b> off.</li><li>▶ Turn <b>High Speed</b> on.</li><li>▶ Choose <b>Black</b> ink and <b>No Halftoning</b>.</li></ul>
Your system doesn't have enough resources.	<ul style="list-style-type: none"><li>▶ Clear space on your hard disk or run a defragmentation utility.</li><li>▶ Don't run too many applications at the same time.</li><li>▶ Turn off virtual memory.</li><li>▶ Increase your system's memory (RAM) and/or processor speed.</li></ul>
You're using background printing on a Macintosh.	Select EPSON Monitor3 and choose <b>Get Info</b> from the File menu to increase the Memory Requirements for EPSON Monitor3. See Chapter 4 for more information. If that doesn't work, turn off background printing (you won't be able to use Monitor3).
You're not using ECP mode and/or DMA transfers.	If your computer supports ECP mode and/or DMA transfers, turn them on to speed up printing. See your computer documentation for details.

**Your printer switches to the modem port or won't confirm on the printer port (Macintosh).**

Possible cause	Solution
Your Macintosh has extension conflicts.	Make sure AppleTalk is inactive. In the Extensions Manager, disable the AppleShare, FileShare, and PrinterShare extensions. Set your printer and any unused Apple printers to the printer port. Then restart your system.
You're using an AppleTalk cable.	Make sure you're using a standard Apple System Peripheral-8 cable. See the Introduction for more information.

***Your printer icon doesn't appear in the Chooser (Macintosh).***

Possible cause	Solution
Your Macintosh has extension conflicts.	Disable Quick Draw GX in the Extensions Manager. Make sure EPSON Monitor3 and SC 850 or SC 850AT are enabled, and then restart your Macintosh.

***Your application program can't open your image file (Macintosh).***

Possible cause	Solution
Not enough memory is allocated to the application.	Highlight the program icon and select <b>Get Info</b> from the File menu, then increase the memory allocated to the application.

***The "SC 850 (or SC 850AT) cannot be used" message appears (Macintosh).***

Possible cause	Solutions
The printer software has been corrupted.	Remove and reinstall the printer software as described on page 6-18. Then, in the Extensions Manager, disable Quick Draw GX, enable EPSON Monitor3 and SC 850 or SC 850AT, and restart.

***Your printer doesn't print correctly as a remote printer (Windows NT).***

Possible cause	Solution
You may need to use a different network path and printer port.	Select a different printer port in the printer's Properties window and enter the new network path to your printer at the DOS prompt. Then restart your computer. See your Windows NT documentation for instructions on changing the printer port and network path.


## Fixing Paper Problems

To avoid most paper handling problems,:

- Use smooth, high-quality media designed for ink jet printers that meets the media specifications in Appendix D.
- Follow all loading and handling instructions included with the media.
- Load the media with the printable side face up as described on the *Start Here* card and in Chapter 2.

If you have any paper problems, check here for solutions.

### **Paper doesn't feed.**

<b>Try this</b>	<b>Then do this</b>
Remove the stack of paper from the printer.	<p>Check that the paper isn't:</p> <ul style="list-style-type: none"><li>▶ Curled or creased.</li><li>▶ Too old. (See Chapter 2 or your paper packaging for more information.)</li><li>▶ Loaded above the arrow on the left edge guide.</li><li>▶ Jammed inside the printer. (If the  paper out light is flashing, paper is jammed.)</li></ul> <p>Then reload the paper as described on the <i>Start Here</i> card and in Chapter 2, making sure the left edge guide is adjusted to fit the paper's width.</p>


### **Multiple pages feed at the same time.**

<b>Try this</b>	<b>Then do this</b>
Remove the stack of paper from the printer.	<ul style="list-style-type: none"><li>▶ Make sure the paper isn't too thin (see the paper specifications in Appendix D).</li><li>▶ Fan all the edges of the stack of paper to separate the sheets.</li><li>▶ Reload the paper as described on the <i>Start Here</i> card and in Chapter 2.</li><li>▶ If too many copies of a page or document are printing, check the <b>Copies</b> settings in both the printer software and your application program. See Chapter 1 for more information.</li></ul>

### **Paper jams inside the printer.**

<b>Try this</b>	<b>Then do this</b>
Turn off your printer, open the cover, and remove all the paper that's inside, including any little pieces that may have torn off.	<p>Load more paper in the printer, following the instructions on the <i>Start Here</i> card and in Chapter 2. If your paper jams frequently, make sure you:</p> <ul style="list-style-type: none"><li>▶ Use smooth, high-quality paper, loaded printable side up.</li><li>▶ Fan the stack and then even the edges before loading it.</li><li>▶ Load paper beneath the arrow mark on the left edge guide.</li><li>▶ Adjust the left edge guide to fit the width of your paper.</li></ul>

***Paper doesn't eject fully or is wrinkled.***

Possible cause	Solution
If the paper doesn't eject fully, you may have set the wrong paper size.	Press the  load/eject button to eject the paper. Then make sure you select the correct paper size in your printer software. See Chapter 3 for instructions.
If it's wrinkled when it comes out, the paper may be damp or too thin.	See the paper specifications in Appendix D for ranges of paper thicknesses you can print with, as well as environmental requirements for storage.

## Solving Miscellaneous Printout Problems

If your printout results are not what you expected, try these solutions.

***Characters are incorrect or garbled.***

Possible cause	Solution
Your printer is not selected in your application or as the Windows default printer.	Select your printer in your application or select it as the default Windows printer. See your Windows documentation or online help for instructions.
Your printer is not selected in the Macintosh Chooser.	Select your printer in the Chooser as described on the CD-ROM folder and in Appendix B.
Printing is stalled.	In Windows, delete the stalled print jobs in Spool Manager (or the spooler in Windows NT). On a Macintosh, select the stalled print jobs in Monitor3 (see Chapter 4) or open the Extensions folder, EPSON folder, and Spool folder, and delete any queued files.
The interface cable is not securely connected.	Turn off your printer and computer. Then make sure the cable is connected securely and meets the printer's specifications.
Your video driver may be conflicting with the EPSON printer driver.	Change to a standard VGA driver (see your computer or video card documentation for instructions). If your printout is correct, your video driver is interfering with the printer driver. Contact your computer or video card manufacturer for an updated driver.

***The image is inverted as if viewed in a mirror.***

Possible cause	Solution
You used a Flip Horizontal option.	Turn off the <b>Flip Horizontal</b> or mirror setting in your application software or the printer software. See Chapter 3 for instructions.



***The image size or position is incorrect.***

<b>Possible cause</b>	<b>Solution</b>
The paper and/or layout options are set incorrectly.	Check the paper settings and the settings on the Layout dialog box (Windows 95, NT, or Macintosh only). See Chapter 3 for instructions. Also check the paper and layout options in your application software.

***The margins are incorrect.***

<b>Possible cause</b>	<b>Solution</b>
Margins are set incorrectly in your application software.	Check your software documentation for instructions on selecting the correct margins for your paper size and within its printable area. See Appendix D for printable area specifications.
Paper settings in the printer software are incorrect for your paper size.	Check the paper size, orientation, and layout settings to make sure they're correct for your paper size. See Chapter 3 for more information.

***A portion of your image doesn't print (Macintosh).***

<b>Possible cause</b>	<b>Solution</b>
Your system doesn't have enough available memory.	Close any other applications you are running and turn off background printing.
You need to increase the memory allocation for your application, EPSON Monitor3, or both.	Choose <b>Get Info</b> from the File menu when the application is active or EPSON Monitor3 is selected and increase the memory requirements. See Chapter 4 for more information. If that doesn't work, turn off background printing (you won't be able to use Monitor3).

***The printer prints blank pages.***

<b>Possible cause</b>	<b>Solution</b>
Your printer is not selected in your application or as the Windows default printer.	Select your printer in your application or select it as the default Windows printer. See your Windows documentation or online help for instructions.
Your printer is not selected in the Macintosh Chooser.	Select your printer in the Chooser as described on the CD-ROM folder and in Appendix B.
Paper settings in the printer software are incorrect for your paper size.	Check the paper size, orientation, and layout settings to make sure they're correct for your paper size. See Chapter 3 for more information.
The print head nozzles are clogged.	Clean the print heads following the instructions in Chapter 5.

# Uninstalling Printer Software



**Caution:**

If you uninstall and then reinstall the printer software in Windows 95, you must uninstall and then reinstall Status Monitor 2 so it can recognize your printer.

In Windows NT 4.0, you cannot uninstall the printer software using the Add/Remove Programs utility. See your Windows NT documentation for instructions on removing printer drivers from your system.

If any of the suggested solutions in this chapter tell you to uninstall and then reinstall your printer software, follow the steps in this section.

## *Windows 95 Instructions*

1. Double-click the **My Computer** icon, then double-click the **Control Panel** icon.
2. Double-click **Add/Remove Programs**.
3. To uninstall the printer software, select **EPSON Printer Software** in the program list.
4. Click the **Add/Remove** button. Follow the instructions on the screen to uninstall your software.
5. Before you uninstall Status Monitor 2, turn off background monitoring as described on page 4-5. Then follow steps 1 through 4 again, selecting **EPSON Status Monitor 2** in the program list to uninstall it.
6. To reinstall your software, see the CD-ROM folder or Appendix B.

## *Windows 3.1 Instructions*

1. Double-click the **Main** program group icon, then double-click the **Control Panel** icon.
2. Double-click **Printers**.
3. Select **EPSON Stylus COLOR 850** in the Installed Printers list and click the **Remove** button.
4. To reinstall your software, see Appendix B.

### ***Macintosh Instructions***

1. Insert the EPSON printer software CD-ROM in your drive.
2. Double-click the **Installer** icon. Then click **Continue**.
3. Click the arrow in the list at the top showing **Easy Install**, and select **Remove** from the list.
4. Click the **Remove** button on the bottom of the screen.
5. Follow the instructions on the screen to uninstall the printer software.
6. To reinstall your software, see the CD-ROM folder or Appendix B.

# A

## Using Optional Interfaces

Your EPSON Stylus COLOR 850 includes both parallel and serial interfaces. You can connect it to a PC or Macintosh, or both at the same time. If you want to connect to another system or to a network, you can install one of the following EPSON interface boards in your printer:

Type of interface board	Model number	Compatibility
Serial	C823051	PC
32KB serial	C823071	PC
Twinax	C823151	PC
Coax	C823141	PC
LocalTalk®	C823121	Macintosh
Type B Ethernet™	C823572	Macintosh/PC

To order an interface board, contact your dealer or call EPSON Accessories at (800) 873-7766 (U.S. sales only). In Canada, call (800) 873-7766 for dealer referral.

This chapter tells you how to install and use EPSON interface boards in the following sections:

- Using Macintosh interface boards
- Using the PC serial interface board
- Installing optional interfaces

## Using Macintosh Interface Boards

If you are planning to install the LocalTalk board, you also need two LocalTalk Locking Connector Kits (DIN-8 version). Attach one connector box to the AppleTalk interface on the printer and the other to the printer port on the Macintosh. Then attach the LocalTalk cable between the two connector boxes. For more information, see the instructions that came with the connector kits.

If you install the Ethernet board connected to a thin coaxial (10BASE2) cable, and the printer is the last device on the network, you need to obtain a 50-ohm terminator. The Ethernet transceiver is included on the EPSON Ethernet board, so you do not need an adapter box for the printer.

## Using PC Interface Boards

Before you install the serial interface board in your printer, follow the instructions that come with the board for setting baud rate and parity. You may also need to set the board's handshake timing, error handling, and other data transfer conventions. Refer to your computer documentation for information about matching the board's settings to your computer system.

If you install the Ethernet board connected to a thin coaxial (10BASE2) cable, and the printer is the last device on the network, you need to obtain a 50-ohm terminator. The Ethernet transceiver is included on the EPSON Ethernet board, so you do not need an adapter box for the printer.

## Installing Optional Interfaces

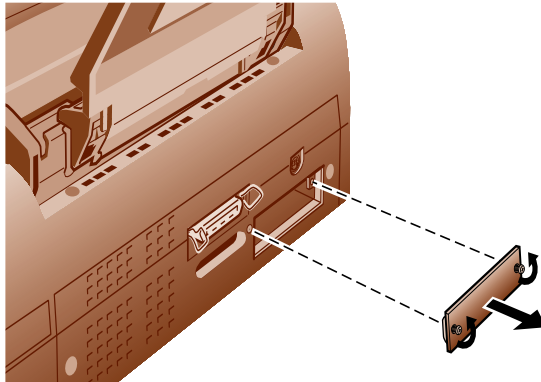


**Caution:**

To avoid damaging your printer or computer, do not install the interface board when the printer is connected to an electrical outlet.

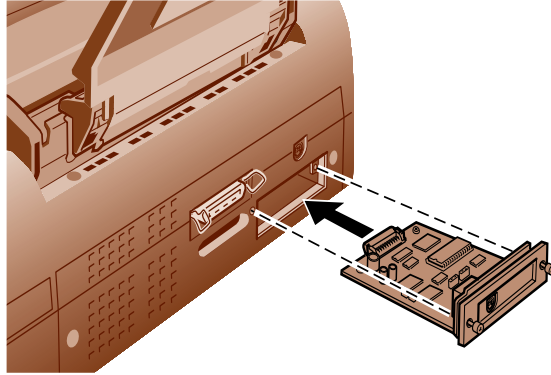
Before you install an optional interface board in your printer, make sure the printer is turned off and all the printer's lights are off. Then follow these steps:

1. Unplug the power cord from the electrical outlet (and from the back of the printer, if your printer's power cord is removable).
2. Disconnect any interface cables from the printer.
3. Use a Phillips (cross-head) screwdriver to remove the two screws securing the interface cover; then lift off the cover. Be sure to keep both screws; you'll need to use them again if you reinstall the cover.



4. Set any switches and jumpers on the board as described in the interface board's manual. If your board has a jumper labeled JG, make sure that you set it to ON, or the board will not work properly.

5. Slide the interface board along the slots on both sides of the compartment. Push it in firmly to fully insert the board's connector into the printer's internal socket.



6. Secure the interface board in the slot with the two screws included with the board.
7. Connect the proper interface cable to the interface board and to your computer. If the cable has a grounding wire, connect it to one of the screws securing the parallel interface.

If you are using more than one computer, reconnect the other interface cable as well.

8. Make sure the printer is turned off. Then plug in the power cord.

In most cases, the printer automatically detects the interface you're using. However, if you have trouble printing through an installed interface board, you may need to change the printer's I/F (interface) mode setting. See page D-8 for instructions.

To remove the interface board, follow steps 1 and 2 in this section. Remove the screws securing the board and carefully pull it out of the internal printer socket. Then replace the interface cover and screws you removed in step 3.

# B *Installing Printer Software and Configuring on a Network*



**Note:**

If you're using a stand-alone Macintosh or a stand-alone PC running Windows 95, follow the quick instructions on your CD-ROM folder to install your printer software. If you need more detailed instructions, see the steps in this appendix.

Follow the instructions in this appendix to install the printer software on your computer.


If your system is on a Windows NT 4.0, Windows 95, or Macintosh network, follow the steps in this appendix to configure your printer software for network printing.

## **Installing Your Printer Software**

Follow the steps in these sections to install your printer software:

- For Windows 3.1 instructions, see the next section.
- For Windows 95 instructions, see page B-2
- For Windows NT 4.0 instructions, see page B-4
- For Macintosh instructions, see page B-5


### **Installing Printer Software for Windows 3.1**

1. Make sure the printer is connected to your computer as described on the *Start Here* card.
2. Turn on the printer and wait until the  power light stops flashing. Then turn on your computer.



3. Make sure Windows Program Manager is running and exit any open application programs.
4. Insert the EPSON printer software CD-ROM or diskette 1.
5. Open the File menu and select **Run**.
6. If you're installing from the CD-ROM, type **D:\EPSON** (where **D:** is the drive letter of your CD-ROM drive) and click **OK**. After the installation program starts, read the license agreement and click **Agree**.  
  
If you're installing from diskettes, type **D:\SETUP** (where **D:** is the drive letter of your diskette drive) and click **OK**.
7. Make sure **EPSON Stylus COLOR 850** is selected and click **OK**.
8. Follow the instructions on the screen to install your printer software. Your printer software icons appear in an EPSON program group and your printer is automatically set as the Windows default printer.
9. See Chapter 1 for instructions on using your printer software.

## **Installing Printer Software for Windows 95**

1. Make sure the printer is connected to your computer as described on the *Start Here* card.
2. Make sure your printer and computer are turned **OFF**.
3. Turn on your computer and wait until Windows 95 starts up fully.
4. Turn on your printer and wait until the  power light stops flashing.

If you see a screen called **New Hardware Found** or **Update Device Driver Wizard**, or another one that asks if you want Windows 95 to install a driver for you, click **Cancel**.

These screens could appear at any point as you follow these steps. **Do not select any option on any of these screens except **Cancel****. You cannot install your printer software using these screens.

5. Insert the EPSON printer software CD-ROM or diskette 1.
6. If you're installing from the CD-ROM, click **Start**, select **Run**, and type *D:\EPSON* (where *D*: is the drive letter of your CD-ROM); then click **OK**. After the installation program starts, read the license agreement and click **Agree**.

If you're installing from diskettes, click **Start**, select **Run**, and type *D:\SETUP* (where *D*: is the drive letter of your diskette drive); then click **OK**.

7. Make sure **EPSON Stylus COLOR 850** is selected and click **OK**.
8. If you're using the CD-ROM, follow the instructions on the screen to install your printer software, the Status Monitor 2 utility, and your creative software.

If you're using diskettes, follow the instructions on the screen to install your printer software. Then repeat step 5 using the Status Monitor 2 diskettes and follow the instructions on the screen to install Status Monitor 2.

Your printer software icons appear in an EPSON folder and your printer is automatically set as the Windows 95 default printer.

9. See Chapter 1 for instructions on using your printer software.

## **Installing Printer Software for Windows NT 4.0**

These instructions tell you how to install the printer software on the Windows NT 4.0 computer that is connected directly to the printer or all the computers that are connected remotely to the printer via an optional network interface card.

If you'll be connecting the printer directly to a print server and sharing access to it on the network, see your Windows NT 4.0 documentation for connection instructions for client workstations.

1. Make sure your printer and computer are turned **OFF**.
2. Turn on your computer and log onto Windows NT 4.0 with the appropriate access privileges. Exit any open application programs.
3. Insert the EPSON printer software CD-ROM or diskette 1.
4. If you're installing from the CD-ROM, click **Start**, select **Run**, and type *D:\EPSON* (where *D:* is the drive letter of your CD-ROM); then click **OK**. After the installation program starts, read the license agreement and click **Agree**.

If you're installing from diskettes, click **Start**, select **Run**, and type *D:\SETUP* (where *D:* is the drive letter of your diskette drive); then click **OK**.

5. Make sure **EPSON Stylus COLOR 850** is selected and click **OK**.
6. Follow the instructions on the screen to install your printer software and your creative software (CD-ROM only). Your printer icon now appears in the Printers folder.
7. See page B-7 for instructions on connecting the remote printer to each system on the network using the TCP/IP (or LPR) protocol. If you're using a different protocol, see your Windows NT 4.0 documentation for instructions.

8. See Chapter 1 for instructions on using your printer software.

## **Installing Printer Software on a Macintosh**

1. Make sure the printer is connected to your Macintosh as described on the *Start Here* card.
2. Turn on the Macintosh and wait until it starts up fully.
3. Turn on your printer and wait until the  $\odot$  power light stops flashing.
4. Insert the EPSON printer software CD-ROM or diskette 1.
5. If you're installing from the CD-ROM, double-click the **Epson Printer Driver Installer** icon. After the installation program starts, read the license agreement and click **Agree**. Then click **Continue** at the next screen.

If you're installing from diskettes, double-click the **Installer** icon, then click **Continue** at the title screen.

6. At the Installer screen, click **Install**. Follow the instructions on the screen to install your printer software.
7. At the final dialog box, click **Restart** to restart your Macintosh.

If you're using the CD-ROM to install your printer software, go to step 8.

If you're using diskettes to install your printer software, go to step 9.

8. To install your creative software, double-click these icons in the CD-ROM folder, one at a time:

**PressWriter Installer**  
**Kai's Photo Soap SE Installer**

Then follow the instructions on the screen.



**Note:**

If you're using a Macintosh Quadra 900 or 950, you need to set up the serial switch before you select your printer in the Chooser. Open the Apple menu and select Control Panel, then choose Serial Switch. Select Compatible, then close the dialog box and select your printer in the Chooser as described in step 10.

9. Now select your printer in the Chooser. If your printer is connected directly to the serial port on your Macintosh, see the next section for instructions.

If your printer is connected via an optional network interface card, see page B-9 for instructions on naming your printer and selecting it in the Chooser.

### *Selecting Your Printer in the Chooser*

1. Open the Apple menu and select **Chooser**.
2. If you connected your printer to the printer port on your Macintosh or to a PowerBook with only one port, click **Off** to turn off AppleTalk.
3. Click the **SC 850** icon.
4. Click the icon for the port you're using, either printer or modem. (On a PowerBook with only one port, select the modem port icon.)
5. Click **On** to turn on background printing, if you want to use it. (Keep in mind that background printing is slower and may slow down your system while you print.)
6. Close the Chooser.

## **Configuring for PC Network Printing**



**Note:**

If you need to install a network interface board in your printer, see Appendix A for instructions.

You can use your printer on a network under Windows NT, Windows 95, or another network operating system. First you need to install your printer software as described in this appendix. Then you need to set up your printer using the network's printer setup functions.

If you're setting up your printer for Windows NT 4.0, see the next section. If you're connecting to a Windows 95 network, see page B-8. For other network operating systems, see your network documentation for instructions.

## Connecting to the Printer on Windows NT 4.0 Systems



**Note:**

If you connected the printer directly to a Windows NT server or you're using a different network protocol, see your Windows NT documentation for instructions on configuring your printer for the network.

If you installed an optional network interface card in your printer and installed the printer software as described on page B-4, follow the steps below to connect the remote printer to each computer on the network using the TCP/IP (or LPR) protocol. Be sure to first install the networking software that came with your printer's network interface card as described in its documentation.

1. Follow the instructions to configure the interface card in the manual that came with the card.
2. To connect the printer to a TCP/IP (or LPR) port, open the Control Panel and select **Printers**.
3. Right-click the **EPSON Stylus COLOR 850** icon, then select **Properties**.
4. Select the **Ports** tab and click the **Add Port** button.
5. Select **LPR Port** in the Port list. Then click **New Port**.
6. Type the IP address of the card in the first box and type a short name for the printer in the second box. Click **OK**, then click **Close**.
7. You see the address and name of the printer in the Port list. Click **OK** to exit printer properties.

Now you can print to the remote printer. Repeat these steps for each system on the network that needs to access the printer.

## Setting Up Your Network Path in Windows 95

If you want to use your printer on a network running Windows 95, you need to set up the port and network path on the computer connected to the printer. Follow these steps:

1. Click **Start**, point to **Settings**, and select **Printers**.
2. Right-click the **EPSON Stylus COLOR 850** icon and choose **Properties**.
3. Click the **Details** tab. You see the following dialog box:



**Note:**

To print from DOS applications as well as Windows applications, click the **Capture Printer Port** button instead of **Add Port**. Select the printer port in the **Device** list, then specify its network path. Select **Reconnect** at logon, then click **OK**.



Click **Add Port**, then specify the network path in the dialog box that appears

4. Click the **Add Port** button, then specify the network path to the printer and click **OK**.

## Configuring for Macintosh Network Printing

If you want to use your printer on an AppleTalk network, you need to install one of the optional interface boards: either the LocalTalk board or the Ethernet board. See Appendix A for more information about optional interfaces.

Then you can use the EPSON Namer utility and set up your printer in the Chooser. The EPSON Namer was installed on your hard drive along with the other printer software.

### Assigning a Name to the Printer

Follow these steps to use the EPSON Namer utility:

1. Double-click the EPSON Namer icon on your hard drive.
2. Click the SC 850(AT) icon in the Device Types window.
3. Select the AppleTalk zone where your printer is located.
4. Under **New Name**, type a name from your printer to distinguish it from other printers on the network.
5. Click **Rename** and then click **Done**.

### Setting Up the Printer for AppleTalk

Make sure your printer is turned on and then follow these steps to set up your printer on an AppleTalk network:

1. Open the Chooser from the Apple menu.
2. Click the SC 850(AT) icon.
3. Select the AppleTalk zone you want to use. A list of all printers connected to the selected zone appears on the right.



4. Click the name you assigned to your EPSON Stylus COLOR 850 in step 4 of the previous section. You see a prompt asking you to confirm your choice.

5. Click **OK**.

If your printer name doesn't appear, make sure the printer is turned on and correctly connected, then click **RETRY**.

6. Turn the **Background Printing** option on or off, depending on if you want to use the EPSON Monitor3 utility or not.

7. Close the Chooser when you're finished.

# C

# EPSON Accessories

EPSON offers a variety of accessories for your EPSON Stylus COLOR 850 printer, from replacement ink cartridges and interface cards to special ink jet paper and other creative media.

To purchase EPSON accessories, contact your local printer retailer. You can also purchase ink cartridges, interface cards, EPSON media, manuals, and parts from EPSON Accessories at (800) 873-7766 (U.S. sales only). In Canada, please call (800) 873-7766 for dealer referral.

When you order accessories, be sure to use the part numbers listed in this appendix.

### *Ink cartridges*

<b>Cartridge type</b>	<b>Part number</b>
Black ink cartridge	S020108
Color ink cartridge	S020089

### *EPSON ink jet paper and other media*

<b>Media name</b>	<b>Size</b>	<b>Part number</b>
EPSON 360 dpi Ink Jet Paper	Letter A4	S041060/S041028 S041059/S041025
EPSON High Quality Ink Jet Paper	Letter A4	S041111 S041117
EPSON Photo Quality Ink Jet Paper	Letter A4 Legal	S041062/S041029 S041061/S041026 S041067/S041048
EPSON Photo Quality Glossy Paper	Letter A4	S041124 S041126

*EPSON ink jet paper and other media*

<b>Media name</b>	<b>Size</b>	<b>Part number</b>
EPSON Photo Quality Glossy Film	Letter A4 4.1 × 5.8 (A6)	S041072 S041071 S041107
EPSON Photo Paper	4 × 6 Letter A4 Panoramic	S041134 S041141 S041104 S041145
EPSON Photo Stickers Kit (CD-ROM and paper) EPSON Photo Stickers (refill)	4.1 × 5.8 (A6) 4.1 × 5.8 (A6)	S041144-KIT S041144
EPSON Photo Quality Ink Jet Cards	4.1 × 5.8 (A6) 8 × 10	S041054 S041122
EPSON Ink Jet Transparencies	Letter A4	S041064 S041063
EPSON Photo Quality Self Adhesive Sheets	A4	S041106
EPSON Iron-On Transfer Paper	Letter	SE41001, SE41002
EPSON Iron-on Cool Peel Transfer Paper	Letter	S041153/S041155

*EPSON interface cards*

<b>Type of interface board</b>	<b>Model number</b>	<b>Compatibility</b>
Serial	C823051	PC
32KB serial	C823071	PC
Twinax	C823151	PC
Coax	C823141	PC
LocalTalk	C823121	Macintosh
Type B Ethernet	C823572	Macintosh/PC

# D Specifications

## Printing

Printing method

On-demand ink jet

Nozzle configuration

128 black nozzles (32 × 4, staggered)  
64 color nozzles × 3 (cyan, magenta, yellow)

Printable columns and  
printing speed

Character pitch (characters per inch)	Printable columns	Printing speed (characters per second)	
		Draft	Normal
10	80	533	400
12	96	640	480
15	120	800	600
17 (10 condensed)	137	912	684
20 (12 condensed)	160	1067	800

Print quality	CR speed (inches per second)
180 dpi × 180 dpi	26.7
360 dpi × 360 dpi	20
720 dpi × 720 dpi	20
1440 dpi × 720 dpi	20

## *Specifications*

<b>Resolution</b>	Maximum 1440 × 720 dpi
<b>Input buffer</b>	32KB
<b>Print direction</b>	Bidirectional with logic seeking for text and graphics
<b>Control code</b>	ESC/P 2™ and expanded raster graphics code IBM X24E emulation code
<b>Line spacing</b>	1/6-inch (default) programmable in 1/8-inch or 1/360-inch increments
<b>Paper feed speed</b>	100 milliseconds per 1/3-inch line
<b>Character tables</b>	1 italic and 10 graphics character tables
<b>Character sets</b>	14 international character sets and 1 legal character set
<b>Bitmap fonts</b>	<ul style="list-style-type: none"><li>• EPSON Roman (proportional)</li><li>• EPSON Sans Serif (proportional)</li><li>• EPSON Courier</li><li>• EPSON Prestige</li><li>• EPSON Script</li></ul> <p>All bitmap fonts are available in 10, 12, and 15 cpi. You can select other font/pitch combinations using ESC/P 2 commands.</p>
<b>Scalable fonts</b>	<ul style="list-style-type: none"><li>• EPSON Roman</li><li>• EPSON Sans Serif</li><li>• EPSON Roman T</li><li>• EPSON Sans Serif H</li></ul> <p>All scalable fonts are available in sizes from 8 to 32 points, in 2 point increments, and four styles: normal, bold, italic, and bold italic.</p> <p>The printer always uses the fonts you select with your software application. You need to use the printer's internal fonts only if your application doesn't allow you to select fonts.</p>

## Paper

Paper type	Size	Paper types	Thickness	Weight
Single sheets	Letter (8.5 × 11 inches) A4 (210 × 297 mm) A5 (148 × 210 mm) B5 (182 × 257 mm) Legal (8.5 × 14 inches) Half letter (5.5 × 8.5 inches) Executive (7.5 × 10 inches)	Plain paper and special ink jet papers distributed by EPSON	0.003 to 0.004 inch (0.08 to 0.11 mm)	17 to 24 lb (64 to 90 g/m <sup>2</sup> )
Transparencies and glossy media	Letter (8.5 × 11 inches) A4 (210 × 297 mm) A6 (105 × 148 mm, glossy film only)	Transparencies, glossy paper, and glossy film distributed by EPSON	Glossy film and transparencies: 0.0051 to 0.0059 inch (0.13 to 0.15 mm) glossy paper: 0.0067 to 0.0071 inch (0.17 to 0.18 mm)	—
Photo Paper	4 × 6 inches (102 × 152 mm) Letter (8.5 × 11 inches) A4 (210 × 297 mm) Panoramic (8.27 × 23.4 inches)	Photo Paper distributed by EPSON	—	—
Self adhesive sheets and iron-on cool peel transfer paper	A4 (210 × 297 mm) Letter (8.5 × 11 inches; iron-on cool peel transfer paper only)	Self adhesive sheets and iron-on cool peel transfer paper distributed by EPSON	0.0079 inch (0.2 mm) maximum	—
Photo stickers	A6 (105 × 148 mm) with 16 frames	Photo stickers distributed by EPSON	—	—
Envelopes	No. 10 9.5 × 4.1 inches, 240 × 104 mm) DL (8.7 × 4.3 inches, 220 × 110 mm) C6 (4.4 × 6.4 inches, 114 × 162 mm)	Plain, bond, or air mail paper	0.006 to 0.017 inch (0.16 to 0.43 mm)	12 to 20 lb (45 to 75 g/m <sup>2</sup> )
Cards	A6 (105 × 148 mm) 8 × 10 inches (203 × 254 mm)	Ink jet cards distributed by EPSON	0.0091 inch (0.23 mm)	50.7 lb (188 g/m <sup>2</sup> )



### Notes:

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

Poor quality paper may reduce print quality and cause paper jams and other problems. If you encounter problems, switch to a higher grade of paper.

## Specifications



### Notes:

Do not load curled or folded paper, envelopes, or transparencies.

Print on ink jet papers and envelopes only under these conditions:

Temperature: 59 to 77 °F (15 to 25 °C)

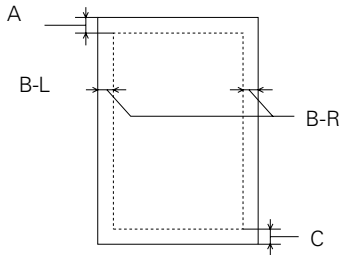
Humidity: 40 to 60% RH

Store glossy media and self adhesive sheets under these conditions:

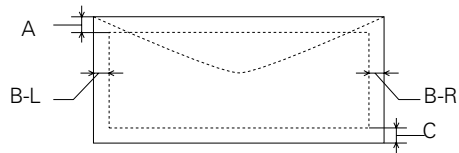
Temperature: 59 to 86 °F (15 to 30 °C)

Humidity: 20 to 60% RH

### Printable area

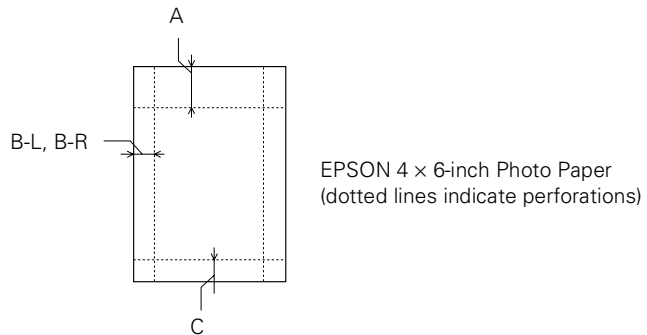


Single sheets and cards

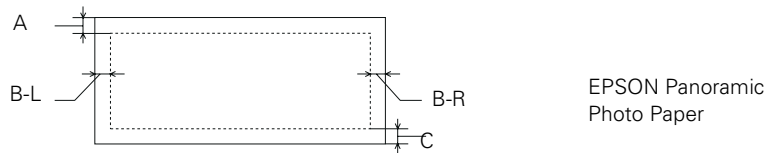


Envelope

- A The minimum top margin is 0.12 inch (3.0 mm).  
When printing multiple sheets of glossy media, the minimum top margin is 1.2 inches (30 mm).
- BL The minimum left margin is 0.12 inch (3.0 mm).
- BR The minimum right margin is:  
0.35 inch (9.0 mm) for Letter and Legal  
1.10 inches (28 mm) for #10 envelopes  
0.28 inch (7 mm) for DL envelopes  
0.12 inch (3.0 mm) for all other paper sizes.
- C The minimum bottom margin is 0.55 inch (14.0 mm).



- A: The maximum top margin is 0.67 inch (17.0 mm).
- B-L, B-R: The maximum left and right margin is 0.24 inch (6.1 mm).
- C: The maximum bottom margin is 0.24 inch (6.1 mm).



- A: The minimum top margin is 0.12 inch (3.0 mm).
- BL: The minimum left margin is 0.12 inch (3.0 mm).
- BR: The minimum right margin is 0.54 inch (14.0 mm).
- C: The minimum bottom margin is 0.12 inch (3.0 mm).



Note:  
Always load paper into the sheet feeder short edge first except envelopes. Load envelopes long edge first.



## Ink Cartridges

Specification	Black ink cartridge (S020108)	Color ink cartridge (S020089)
<b>Color(s)</b>	Black	Cyan, magenta, and yellow
<b>Print capacity*</b>	900 pages (A4 paper; text at Normal - 360 dpi; 5%) (ISO/IEC 10561 Letter Pattern)	300 pages (A4 paper; Normal - 360 dpi, 5% each color)
<b>Cartridge life</b>	2 years from production date and up to within 6 months after opening package at 77 °C (25 °F)	
<b>Storage temperature</b>	-4 to 104 °F (-20 to 40 °C) 1 month at 104 °F (40 °C)	
<b>Transit temperature</b>	-22 to 140 °C (-30 to 60 °F) 1 month at 104 °F (40 °C) 120 hours at 140 °F (60 °C)	
<b>Freezing temperature**</b>	3.2 °F (-16 °C)	-0.4 °F (-18 °C)
<b>Dimensions</b>	1.09 (W) × 2.1 (D) × 1.5 (H) inches 27.8 (W) × 52.7 (D) × 38.5 (H) mm	1.7 (W) × 2.1 (D) × 1.5 (H) inches 42.9 (W) × 52.7 (D) × 38.5 (H) mm

\* The print capacity may vary depending on how often you use the print head cleaning function. Also, if you print large graphics and dense text with little white space, you use ink faster.

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



**Caution:**

To ensure good results, use genuine EPSON cartridges and do not refill them. Other products may cause damage to your printer not covered by EPSON's warranty.

Do not use an ink cartridge after the expiration date on the package.

## Mechanical

<b>Paper feed method</b>	Friction with auto sheet feeder, rear entry
<b>Sheet feeder capacity</b>	Maximum 100 sheets of 17 lb (64 g/m <sup>2</sup> ) paper
<b>Total print volume</b>	75,000 pages (A4, text)
<b>Dimensions</b>	<p>Storage</p> <p>Width: 18.7 inches (475 mm)</p> <p>Depth: 10.7 inches (274 mm)</p> <p>Height: 7.4 inches (177 mm)</p> <p>Printing</p> <p>Width: 18.7 inches (475 mm)</p> <p>Depth: 24.0 inches (610 mm)</p> <p>27.2 inches (692 mm, when loading transparencies)</p> <p>Height: 12.4 inches (315 mm)</p> <p>7.95 inches (202 mm, when loading transparencies)</p>
<b>Weight</b>	14.3 lb (6.5 kg) without the ink cartridges

## Electrical

Specification	120V model	240V model*
Input voltage range	103.5V to 132V	198V to 264V
Rated frequency range	50 to 60 Hz	
Input frequency range	49.5 to 60.5 Hz	
Rated current	0.4A	0.2A
Power consumption	Approx. 18 W (ISO/IEC 10561 Letter Pattern)	

\* Also designed for IT power systems with Phase to Phase voltage 220–240V

## Environmental

### Temperature

Operation 50 to 95 °F (10 to 35 °C)  
 Storage\* –4 to 140 °F (–20 to 60 °C)  
 1 month at 104 °F (40 °C)  
 120 hours at 140 °F (60 °C)

### Humidity

Operation 20 to 80% RH  
 Storage\* 5 to 85% RH (without condensation)

\* Stored in shipping container

## Safety Approvals

### Safety standards

UL 1950 with D3, CSA 22.2 No. 950 with D3

### EMC

FCC part 15 subpart B class B  
 CSA C108.8 class B

## DOS Support

If driver support for the EPSON Stylus COLOR 850 is not available from your software manufacturer, you can use one of the other EPSON ESC/P 2 printer drivers. These drivers don't provide all the EPSON Stylus COLOR 850 features, such as 720 or 1440 dpi printing. Choose the first printer available from the following two lists:

### Black printing only

- LQ-870/1170
- LQ-570(+)/1070(+)
- SQ-870/1070
- LQ-850
- LQ-500

## Specifications

### Color and black printing

- EPSON Stylus PRO
- EPSON Stylus COLOR 500
- EPSON Stylus COLOR II
- LQ-860
- LQ-2550




## Control Panel Settings

You can change the following default settings from the printer's control panel:

Setting	Options
Print direction	Auto, Bi-D, Uni-D
Font	Courier, Roman, Sans Serif, Prestige, Script, Roman T, Sans Serif H, Draft
Pitch	10 cpi, 12 cpi, 15 cpi, 17.1 cpi, 20 cpi, Proportional
I/F mode	Auto, Parallel, Serial, Option
Auto I/F wait time	10 seconds, 30 seconds
Software	ESC/P 2, IBM X24E
Auto CR (IBM mode only)	Off, On
AGM (IBM mode only)	Off, On
Character table	PC437, PC850, PC860, PC861, PC863, PC865, Abicomp, BRASCI, Roman 8, ISO Latin 1
International character set for italic table	Italic U.S.A., Italic France, Italic Germany, Italic U.K., Italic Denmark 1, Italic Sweden, Italic Italy, Italic Spain 1
Auto line feed	Off, On
Network I/F mode	Off, On
Loading position	8.5 mm, 3 mm, Others
Economy	Off, On
Parallel I/F transfer rate	Fast, Normal

### Changing control panel settings

Follow these steps to change the settings listed above:

1. Make sure the printer is turned off and has paper loaded.
2. Hold down the  color cleaning button and press the  power button. The printer prints a summary of instructions for changing settings and choosing a language for the instructions.
3. Press the  color cleaning button to print a list of current settings (indicated with arrows) and additional instructions.
4. After you make the changes you want, turn the printer off to save the settings. The settings remain in effect until you change them again.

## Control Codes

### ESC/P 2 control codes

See the *ESC/P<sup>®</sup> Reference Manual* for more information about these commands.

General operation:

ESC @, ESC U, ESC EM

Paper feeding:

CR, FF, LF, ESC 0, ESC 2, ESC 3, ESC +

Page format:

ESC ( C, ESC C, ESC C 0, ESC Q, ESC I, ESC ( c, ESC N, ESC O

Print position motion:

ESC \$, ESC \, ESC ( V, ESC ( v, ESC D, HT, ESC B, ESC J, VT

Font selection:

ESC k, ESC x, ESC X, ESC P, ESC M, ESC g, ESC p, ESC 4, ESC 5, ESC E, ESC F, ESC !

Font enhancement:

ESC W, DC 4, SO, DC2, SI, ESC w, ESC G, ESC H, ESC T, ESC S, ESC -, ESC ( -, ESC q

Spacing:

ESC Space, ESC c, ESC ( U

Character handling:

ESC t, ESC ( t, ESC R, ESC %, ESC &, ESC :, ESC 6, ESC 7, ESC ( ^

Bit image:

ESC \*

Graphics:

ESC ( G, ESC ., ESC ( i, ESC ( e, ESC ( \, ESC ( s

Color:

ESC r, ESC ( r

Printing mode:

ESC ( K

### IBM X24E emulation control codes

This printer emulates the IBM Proprinter with the following commands. For detailed information, see IBM's X24E reference manual.

General operation:

NUL, DC3, ESC j, BEL, CAN, DC1, ESC Q, ESC [ K, ESC U

Paper feeding:

FF, LF, ESC 5, ESC A, ESC A (AGM\*), ESC 0, ESC 1, ESC 2, ESC 3, ESC 3 (AGM\*), CR

Page format:

ESC C, ESC X, ESC N, ESC O, ESC 4

Print position motion:

ESC d, ESC R, ESC D, HT, ESC B, VT, ESC J, ESC J (AGM\*)

Font selection:

DC2, ESC P, ESC :, ESC E, ESC F, ESC I

Font enhancement:

DC4, SO, ESC SO, ESC W, ESC [ @, SI, ESC SI, ESC G, ESC H, ESC T, ESC S, ESC -, ESC \_

Spacing:

BS, SP, ESC [ \

Character handling:

ESC 6, ESC 7, ESC [ T, ESC ^, ESC \

Bit image:

ESC K, ESC L, ESC Y, ESC Z, ESC [ g, ESC \* (AGM\*)

\* Alternate Graphics Mode

## Character Tables

All character tables except Italic are the same as the PC437 table for hex codes 00 through 7F. Additional characters are available for hex codes 80 through FF. You can select the following character tables through the control panel or software commands:

- PC 437 (U.S./Standard Europe)
- PC850 (Multilingual)
- PC860 (Portuguese)
- PC861 (Icelandic)
- PC863 (Canadian-French)
- PC865 (Nordic)
- Abicomp
- BRASCII
- Roman 8
- ISO Latin 1
- Italic (no characters available for hex code 15)

### International character sets

You can select a number of international character sets with the control panel or the ESC R command. Other sets can only be selected with the ESC R command. You can select additional characters with the ESC ( ^ command.

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