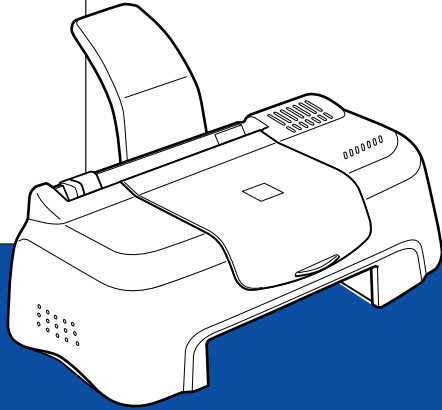


# EPSON

Color Ink Jet Printer



**EPSON STYLUS™ COLOR 480**

# Daily Use

4012064-00  
XXX

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Printed on Recycled Paper.



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# Contents

<b>Safety Instructions</b> .....	<b>1</b>
Important Safety Instructions .....	1
A Few Precautions .....	2
ENERGY STAR Compliance .....	4
Warnings, Cautions, and Notes .....	4
<b>Printer Parts and Functions</b> .....	<b>5</b>
Printer Parts .....	5
<b>Loading Special Paper, Envelopes, and Other Media</b>	<b>6</b>
Loading Special Paper and Other Media .....	6
Loading Envelopes .....	8
<b>Using the Printer Software</b> .....	<b>9</b>
Printer Software Introduction .....	9
Making Changes to Printer Settings .....	10
Previewing your printout .....	19
Getting Information Through Online Help .....	22
<b>Checking Printer Status</b> .....	<b>23</b>
Using EPSON Status Monitor 3 .....	23
<b>Replacing Ink Cartridges</b> .....	<b>24</b>
<b>Maintenance</b> .....	<b>27</b>
Checking the Print Head Nozzles .....	27
Cleaning the Print Head .....	28
Aligning the Print Head .....	30
<b>Troubleshooting</b> .....	<b>31</b>
Error Messages .....	31

Typical Problems and Solutions ..... 31  
Cancelling Printing ..... 33  
Where to Get Help ..... 34

***Options and Consumable Products* ..... 39**

Options and Consumable Products ..... 39

***Printer Specifications* ..... 42**

System Requirements ..... 42

# ***Safety Instructions***

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## ***Important Safety Instructions***

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

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

- ❑ Do not attempt to service the printer yourself.
- ❑ Unplug the printer and refer servicing to qualified service personnel under the following conditions:

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

- ❑ If you use the printer in Germany, observe the following:

To provide adequate short-circuit protection and over-current protection for this printer, the building installation must be protected by a 16 Amp circuit breaker.

Bei Anschluß des Druckers an die Stromversorgung muß sichergestellt werden, daß die Gebäudeinstallation mit einem 16 A-Überstromschalter abgesichert ist.

---

## ***A Few Precautions***

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

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

- ❑ Do not put your hand inside the printer or touch the ink cartridges during printing.
- ❑ Do not move the print head by hand; otherwise, you may damage the printer.
- ❑ Before transporting the printer, make sure the print head is in the home (far right) position and the ink cartridges are in place.

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

- ❑ Keep ink cartridges out of the reach of children. Do not allow children to drink from or otherwise handle the cartridges.
- ❑ If ink gets on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water.
- ❑ Do not shake an ink cartridge; this can cause leakage.
- ❑ Install the ink cartridge immediately after you remove it from its package. Leaving the cartridge unpacked for a long time before use may result in reduced print quality.
- ❑ Once you install an ink cartridge, do not open the clamp or remove the cartridge except to replace it with a new one. Otherwise, the cartridge may become unusable.
- ❑ Do not use an ink cartridge beyond the date printed on the cartridge carton. For best results, use up the ink cartridges within six months of installing them.
- ❑ Do not dismantle the ink cartridges or try to refill them. This could damage the print head.

## ***When choosing a place for the printer***

- ❑ Place the printer on a flat, stable surface that extends beyond the printer base in all directions. The printer will not operate properly if it is tilted or at an angle.
- ❑ Leave enough space in front of the printer for paper to be ejected smoothly.
- ❑ Avoid places subject to rapid changes in temperature and humidity. Also, keep the printer away from direct sunlight, strong light, or heat sources.
- ❑ Avoid places subject to shocks and vibrations.



- ❑ Leave enough room around the printer to allow for sufficient ventilation.
- ❑ Place the printer near a wall outlet where the plug can be easily unplugged.
- ❑ Avoid places subject to dust.

**Note for French-speaking users:**

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

---

## **ENERGY STAR Compliance**



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

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

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



### **Warnings**

*must be followed carefully to avoid bodily injury.*



### **Cautions**

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

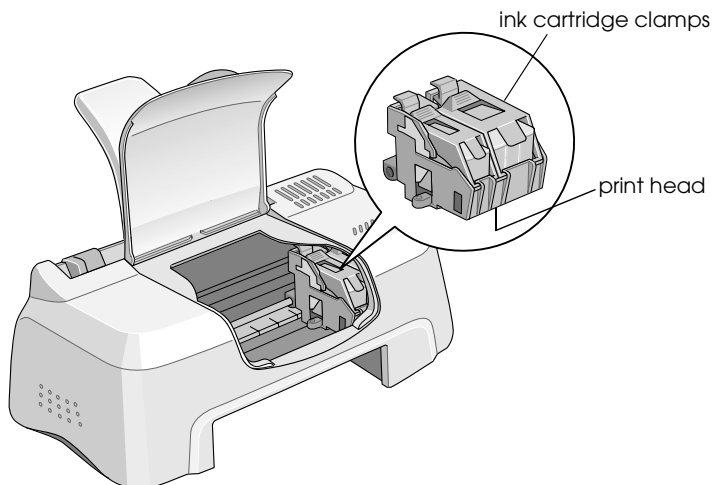
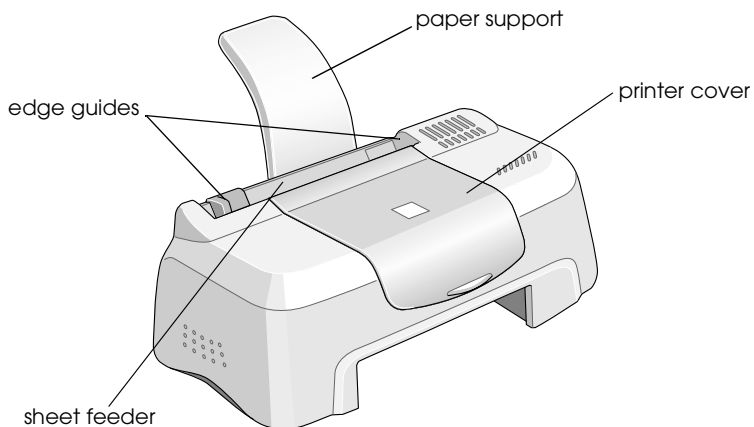
### **Notes**

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

# Printer Parts and Functions

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## Printer Parts



# Loading Special Paper, Envelopes, and Other Media

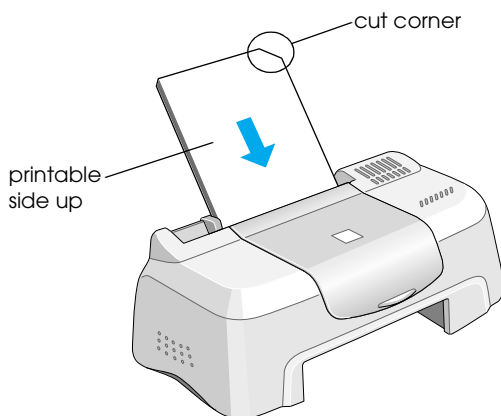
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## Loading Special Paper and Other Media

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

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

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



- ❑ Make sure the paper stack fits under the arrow mark located on the inside surface of the left edge guide.
- ❑ The loading capacity for EPSON special media is explained below.

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

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

## ***About special media cleaning sheets***

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

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## Loading Envelopes

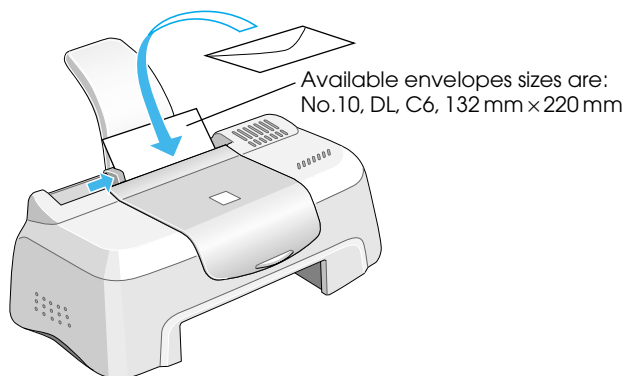
When printing on envelopes, please note the following:

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

**Note:**

*The folding quality and thickness of envelopes varies widely. If the total thickness of the stack of envelopes exceeds 10 mm, press each envelope in the stack flat before loading. If print quality declines when a stack of envelopes is loaded, load one envelope at a time.*

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



- ❑ Do not use envelopes that are curled or folded. Make sure to flatten the envelope flaps before loading. Avoid using envelopes that are too thin; they may curl during printing.
- ❑ Select Plain Paper as the Media Type setting in the printer driver.

# Using the Printer Software

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## Printer Software Introduction

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

## Getting more information

For information on using the printer driver, see “Making Changes to Printer Settings” on page 10.

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

### *Note:*

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

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

## Accessing the printer software

You can access the printer software from most Windows applications, or from the Windows Start menu (Windows 98, 95, 2000 and NT 4.0).

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

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

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

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

### ***From the Windows Start menu***

1. Click Start, point to Settings, then click Printers.
2. For Windows 95 and 98, select your printer, then click Properties on the File menu. For Windows 2000, select your printer, then click Printing Preferences on the File menu. For NT 4.0, select your printer, then click Document Defaults on the File menu. The printer driver opens.

---

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

The printer driver features the following menus and settings.

Main: Media Type, Ink, Mode

Paper: Paper Size, Copies, Orientation, Printable Area

Layout: Reduce/Enlarge, Multi-Page, Watermark

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

<b>Automatic</b>	This mode provides the quickest and easiest way to start printing. See "Using the Automatic mode" on page 15.
<b>PhotoEnhance</b>	This mode lets you choose from a variety of image-correction settings specially designed for photos. See "Using the PhotoEnhance mode" on page 16.
<b>Custom</b>	This mode lets you choose from a list of ready-made or personalized settings suited to the kind of document you want to print. When Custom is selected, the Advanced button is enabled, allowing you to access the Advanced dialog box. See "Using the Custom mode" on page 18.
<b>Advanced</b>	This button opens the Advanced dialog box, where you can make detailed settings to fit your individual needs. From the Advanced dialog box, you can add your personalized settings to the Custom Settings list.

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



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

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

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

Plain Paper

Plain paper

Envelopes

EPSON Premium Ink Jet Plain Paper (A4)                      S041214

360 dpi Ink Jet Paper

EPSON 360 dpi Ink Jet Paper (A4)                      S041059  
S041025

EPSON 360 dpi Ink Jet Paper (Letter)                      S041060  
S041028

EPSON Iron-On Cool Peel Transfer Paper (A4)                      S041154

EPSON Iron-On Cool Peel Transfer Paper (Letter) S041153  
S041155

## Photo Quality Ink Jet Paper

EPSON Photo Quality Ink Jet Paper (A4)	S041061 S041026
EPSON Photo Quality Ink Jet Paper (Letter)	S041062 S041029
EPSON Photo Quality Ink Jet Paper (Legal)	S041067 S041048
EPSON Photo Quality Ink Jet Cards (A6)	S041054
EPSON Photo Quality Ink Jet Cards (5 × 8")	S041121
EPSON Photo Quality Ink Jet Cards (8 × 10")	S041122
EPSON Photo Quality Self Adhesive Sheets (A4)	S041106
EPSON Ink Jet Note Cards A6 (with envelopes)	S041147
EPSON Ink Jet Greeting Cards 5 × 8" (with envelopes)	S041148
EPSON Ink Jet Greeting Cards 8 × 10" (with envelopes)	S041149

## Matte Paper-Heavyweight

EPSON Matte Paper-Heavyweight (A4)	S041256 S041258 S041259
EPSON Matte Paper-Heavyweight (Letter)	S041257

## Photo Paper

EPSON Photo Paper (A4)	S041140
EPSON Photo Paper (Letter)	S041141
EPSON Photo Paper (4 × 6")	S041134
EPSON Photo Paper (100 × 150 mm)	S041255
EPSON Photo Paper (200 × 300 mm)	S041254
EPSON Panoramic Photo Paper (210 × 594 mm)	S041145
EPSON Photo Paper Cards (A4)	S041177

## Photo Quality Glossy Film

EPSON Photo Quality Glossy Film (A4)	S041071
EPSON Photo Quality Glossy Film (Letter)	S041072
EPSON Photo Quality Glossy Film (A6)	S041107
EPSON Photo Stickers 16 (A6)	S041144
EPSON Photo Stickers 4 (A6)	S041176

## Ink Jet Transparencies

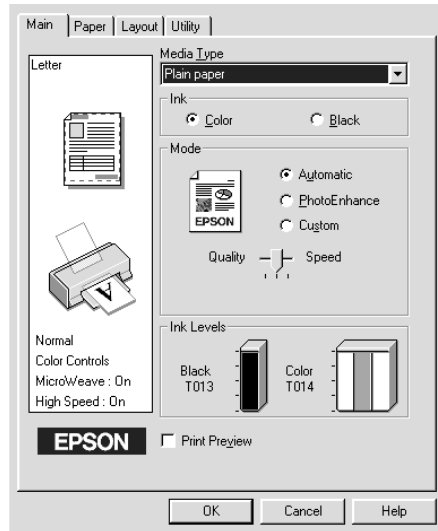
EPSON Ink Jet Transparencies (A4)	S041063
EPSON Ink Jet Transparencies (Letter)	S041064

### **Note:**

*The availability of special media varies by location.*

## Using the Automatic mode

When Automatic is selected as the Mode setting on the Main menu, the printer driver takes care of all detailed settings based on the current Media Type and Ink settings. To make the Ink setting, click **Color** to print in color, or **Black** to print in black-and-white or grayscale. To make the Media Type setting, see “Making the Media Type setting” on page 12.

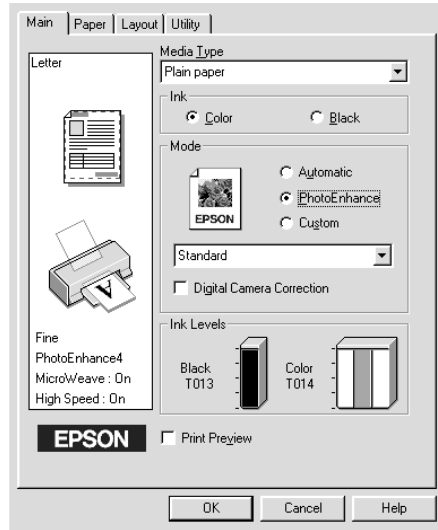


### Note:

- Depending on the media selected in the Media Type list (while Automatic is selected), a slider appears under the Custom radio button that lets you choose from Quality or Speed settings. Select Quality when print quality is more important than speed.
- Most Windows applications feature paper size and page layout settings that override similar settings on the printer driver. However, if your application does not have these settings, verify the settings on the printer driver's Paper menu.

## Using the PhotoEnhance mode

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



### Note:

- ❑ *This mode is only available when printing 16-, 24-, or 32-bit color data.*
- ❑ *Printing with PhotoEnhance selected may increase the time required for printing, depending on your computer system and the amount of data contained in your image.*

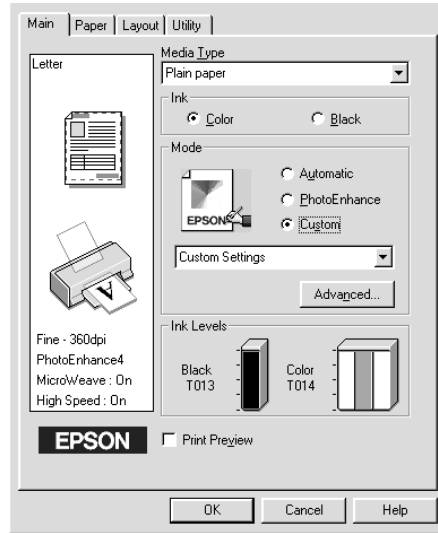
You can select from the following settings.

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

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

## Using the Custom mode

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



You can select from the following ready-made settings.

<b>ICM</b> (For Windows 98, 95 and 2000)	This setting automatically adjusts printout colors to match colors on your screen. ICM stands for Image Color Matching.
<b>sRGB</b>	This setting is best for color matching with other sRGB devices.

Follow the steps below to select a Custom setting.

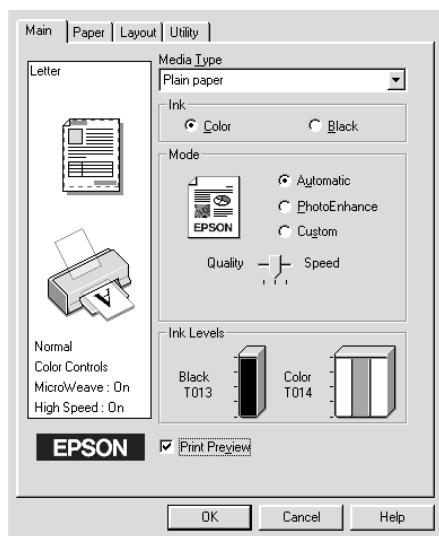
1. Select Custom as the Mode setting on the Main menu.
2. Click anywhere in the list box to open it, then select the most appropriate setting for the type of document or image you wish to print.

3. When you select a Custom setting, other settings such as Print Quality and Color Adjustment are made automatically. Changes to these settings are reflected in the display on the left side of the Main menu.
4. Before printing, be sure to verify the Media Type and Ink settings, as they may be affected by the Custom setting you select. See “Making the Media Type setting” on page 12.

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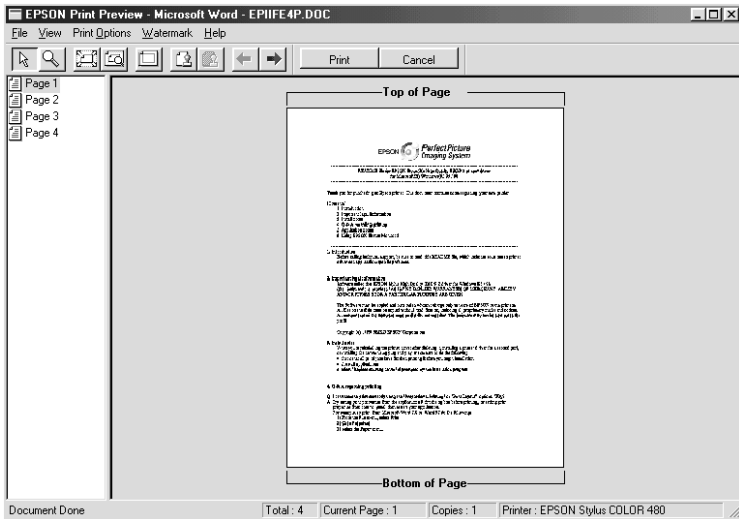
## ***Previewing your printout***

Select the Print Preview check box on the Main menu when you wish to view a preview of your document before printing.














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





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

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

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

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

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

	Add page	This button will add the highlighted pages to the list of pages to be printed.
	Remove page	This button will remove the highlighted pages from the list of pages to be printed.

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

---

## ***Getting Information Through Online Help***

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

### ***Accessing help from your application***

Open the **File** menu and choose **Print** or **Print Setup**. Then click **Printer**, **Setup**, **Options**, or **Properties**. (Depending on your application, you may need to click a combination of these buttons.) Click **Help** at the bottom of the **Main**, **Paper**, **Layout**, and **Utility** menus for help related to the items on that menu.

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

### ***Accessing help from the Windows Start menu***

Click the **Start** button, point to **Programs and Epson** (for Windows 98 and 95) or **EPSON Printers** (for Windows 2000 and NT 4.0), then click **EPSON Stylus COLOR 480 Help**. The help contents window opens.

# Checking Printer Status

---

## Using EPSON Status Monitor 3

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

**Note:**

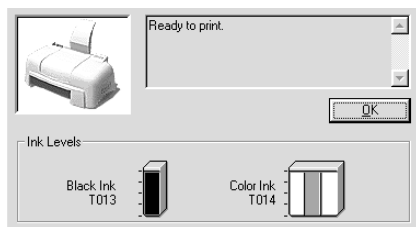
*Before using EPSON Status Monitor 3, be sure to read its README file. To open this file, click Start, point to Programs and then EPSON or EPSON Printers, then click EPSON Stylus COLOR 480 Readme.*

## Accessing EPSON Status Monitor 3

There are two ways to access EPSON Status Monitor 3.

- ❑ Double-click the printer-shaped shortcut icon on the Windows taskbar. See “Monitoring Preferences” on page 61.
- ❑ Open the printer driver, click the Utility tab, then click EPSON Status Monitor 3.

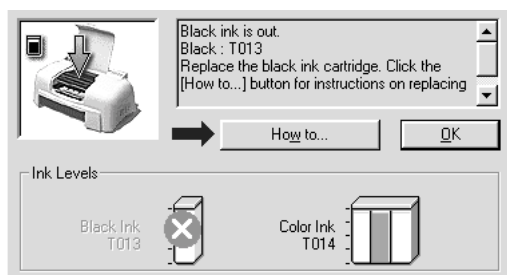
When you access EPSON Status Monitor 3, the following window appears.



# Replacing Ink Cartridges

The Status Monitor 3 utility lets you monitor the remaining ink levels from your computer and view on-screen instructions for replacing a low or empty ink cartridge.

When an ink cartridge is low or empty, click the How to button in the Status Monitor's Printer Status window; the print head moves to the ink cartridge replacement position. Follow the on-screen instructions to replace the cartridge.



For more information on using the Status Monitor, see "Using EPSON Status Monitor 3" in the online *Reference Guide*.

## Note:

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

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

**Warning:**

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

**Caution:**

- ❑ *EPSON recommends the use of genuine EPSON ink cartridges. Other products not manufactured by EPSON may cause damage to your printer not covered by EPSON's warranties.*
- ❑ *Do not remove the used cartridge from the printer until you have obtained a replacement. Otherwise, the ink remaining in the print head nozzles may dry out.*
- ❑ *You must remove the yellow tape seal from the cartridge before installing it; otherwise, a fatal error will occur and the cartridge will become unusable.*
- ❑ *Do not remove the blue portion of the tape seal from the top of the cartridge; otherwise, the print head may become clogged and unable to print.*
- ❑ *Do not remove the tape seals from the bottom of the cartridge; otherwise, ink will leak.*
- ❑ *Once you install the ink cartridges, do not open the ink cartridge clamps again until you replace the cartridges; otherwise, the cartridges may become unusable.*
- ❑ *Do not move the print head by hand; otherwise, you may damage the printer.*

**Note:**

- ❑ *Do not continue to print when one ink cartridge is empty, even if the other cartridge still contains ink. Before printing, replace the empty cartridge.*
  
- ❑ *In addition to the ink used during document printing, ink is consumed during print head cleaning, ink cartridge replacement, and the self-cleaning cycle which is performed when the printer is turned on.*

# Maintenance

---

## Checking the Print Head Nozzles

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

You can check the print head nozzles from your computer with the Nozzle Check utility, accessed through the printer software or the shortcut icon.

### Using the Nozzle Check utility

**Note:**

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

There are two ways to access the utility:

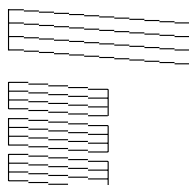
- ❑ Right-click the printer-shaped icon on the Windows taskbar and select Nozzle Check.
- ❑ Access the printer software and click the Utility tab, then click the Nozzle Check button.

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

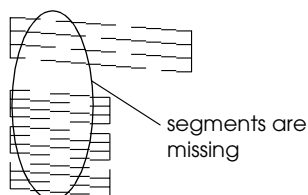


The printer prints a nozzle check page. Below are sample printouts.

Good sample



Print head needs to be cleaned



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

If the nozzle check page does not print satisfactorily (for example, if any segment of the printed lines is missing) there is a problem with the printer. This could be a clogged ink nozzle or a misaligned print head. See the next section for details on cleaning the print head. For information on aligning the print head, see “Aligning the Print Head” on page 30.

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## ***Cleaning the Print Head***

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

You can clean the print head from your computer using the Head Cleaning utility, accessed through the printer software or the shortcut icon.

**Note:**

- ❑ *Print head cleaning uses both color and black ink. To avoid wasting ink, clean the print head only if print quality declines; for example, if the printout is blurry or the color is incorrect or missing.*
- ❑ *Use the Nozzle Check utility first to confirm that the print head needs to be cleaned. This saves ink.*
- ❑ *Do not start the Head Cleaning or Nozzle Check utility while printing is in progress; otherwise, your printout may be marred.*

## **Using the Head Cleaning utility**

**Note:**

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

There are two ways to access the utility:

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

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

---

## ***Aligning the Print Head***

If you notice a misalignment of vertical lines, you may be able to solve this problem from your computer with the Print Head Alignment utility, accessed through your printer software or the shortcut icon.

***Note:***

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

There are two ways to access the utility:

- Right-click the printer-shaped icon on the Windows taskbar and select Print Head Alignment.
- Access the printer software and click the Utility tab, then click the Print Head Alignment button.

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

# Troubleshooting

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## **Error Messages**

The Status Monitor 3 utility provides status messages and a graphic display showing the current state of the printer.

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

---

## **Typical Problems and Solutions**

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

### **Print quality problems**

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

#### *Horizontal banding*

Try one or more of these solutions:

- Make sure the printable side of the paper is face up in the sheet feeder.
- Run the Nozzle Check utility. If any segments are missing in the nozzle check pattern, run the Head Cleaning utility to clear any clogged ink nozzles.

### *Vertical misalignment*

Try one or more of these solutions:

- Make sure the printable side of the paper is face up in the sheet feeder.
- Run the Print Head Alignment utility.
- Clear the High Speed check box in the Advanced dialog box of your printer driver. For instructions, see the printer driver's online help.

### *Color gaps*

Try one or more of these solutions:

- Make sure your paper is not damaged, dirty, or too old.
- Run the Head Cleaning utility to clear any clogged ink nozzles.
- Make sure there are no error messages displayed. If an error message indicates that the ink cartridges need replacing, click the HOW TO button and follow the on-screen instructions.

### *Blurry or smeared printout*

Try one or more of these solutions:

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

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

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

- ❑ The paper isn't too old or creased.
- ❑ Paper isn't loaded above the arrow on the left edge guide.
- ❑ The edge guides are set correctly.
- ❑ The paper isn't too thin or rough. Use paper that meets the paper requirements for the printer. See the online *Reference Guide* for paper specifications.

**Note:**

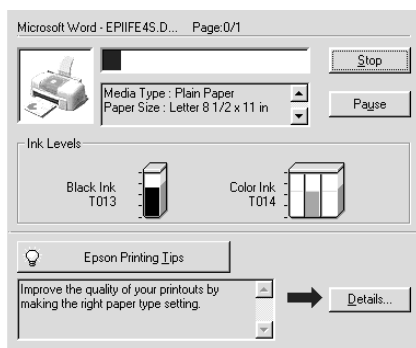
*Print quality may not be what you expect on the first page printed after a paper jam. If print quality is a problem, try printing the page again.*

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## Canceling Printing

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

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



Click the Stop button to cancel printing.

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## ***Where to Get Help***

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

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

- Serial number of your printer  
(The serial number label is on the back of the printer)
- Printer model
- Brand and model of your computer
- Printer software version  
(Click About in your printer driver)
- Windows version you are using
- Software application(s) you normally use with your printer and their version number(s)

### ***For Australian Users***

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

#### ***EPSON FAXBACK***

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

## *EPSON Bulletin Board System*

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

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

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

## *Your dealer*

Don't forget that your dealer can often help identify and resolve problems. The dealer should always be the first call for advice on problems. They can often solve problems quickly and easily as well as give you advice on the next step to take.

## *EPSON Helpdesk*

EPSON Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in diagnosing hardware and software problems. They can also advise you on the latest EPSON products and where the nearest dealer or service agent is located. Many types of queries are answered here.

The Helpdesk numbers are:

Phone: (02) 9903 9040

Fax: (02) 9903 9189



We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes the *User's Guide* for your EPSON product, type of computer, operating system, application programs, and any other information you feel is required.

### ***For India Users***

Contacts for information, support and services are:

*World Wide Web (www.epson.co.in)*

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ) Product Enquiry and Technical Query are available.

*Epson India Bangalore Head Office:*

Phone: 080 5095465

Fax: 080 5095474

### ***For Malaysia Users***

Contacts for information, support and services are:

*World Wide Web (www.epson.com.my)*

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ) and Email Enquiry are available.

## *Epson Trading Shah Alam Head Office*

Phone: 03 5191366

Fax: 03 5191281

### ***For Singapore Users***

Sources of information, support and services available from Epson Singapore are:

#### *World Wide Web (www.epson.com.sg)*

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiry, and Technical Email Support are available.

#### *Epson HelpDesk <Phone: (065) 8323111>*

Our HelpDesk team can help you with the following over the phone:

- Sales enquiry and product information
- Product usage questions or problem
- Enquiries on repair service and warranty

### ***For Hong Kong Users***

To obtain technical support as well as other after-sales services, users are welcome to contact EPSON Hong Kong Limited.

#### *Internet home page*

EPSON Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- Product information
- Answers to Frequently Asked Questions (FAQs)

- ❑ Latest versions of EPSON printer drivers

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

### *Electronic bulletin board system*

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

BBS: (852) 2827-4244

### *Technical Support Hotline*

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

Phone: (852) 2585-4399

Fax: (852) 2827-4383

### ***For Philippines Users***

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

Phone: (632) 813-6552

Fax: (632) 813-6545

BBS: (632) 814-0595

# Options and Consumable Products

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## Options and Consumable Products

### Options

EPSON supplies the following interface cable for your printer. However, you can use any interface cable that meets these specifications. See your computer manual for any additional requirements.

Parallel Interface Cable (shielded) C83602\* from D-SUB 25-pin (computer) to 36-pin Amphenol 57 Series (printer)

This cable supports bidirectional communication.

#### Note:

- ❑ *The asterisk (\*) is a substitute for the last digit of the product number, which varies by location.*
- ❑ *Depending on your geographic location, this cable may not be supplied.*



#### Caution:

*Use only interface cables which meet the specifications listed above. Using other cables not covered by EPSON warranties may cause the printer to malfunction.*

### Consumable products

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

## ***Ink cartridges***

You can use the following cartridges with your printer.

Black ink cartridge	T013
Color ink cartridge	T014

### ***Note:***

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

## ***EPSON special media***

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

EPSON Premium Ink Jet Plain Paper (A4)	S041214
EPSON 360 dpi Ink Jet Paper (A4)	S041059 S041025
EPSON 360 dpi Ink Jet Paper (Letter)	S041060 S041028
EPSON Photo Quality Ink Jet Paper (A4)	S041061 S041026
EPSON Photo Quality Ink Jet Paper (Letter)	S041062 S041029
EPSON Photo Quality Ink Jet Paper (Legal)	S041067 S041048
EPSON Photo Quality Ink Jet Cards (A6)	S041054
EPSON Photo Quality Ink Jet Cards (5 × 8")	S041121
EPSON Photo Quality Ink Jet Cards (8 × 10")	S041122
EPSON Photo Quality Self Adhesive Sheets (A4)	S041106
EPSON Ink Jet Note Cards A6 (with envelopes)	S041147
EPSON Ink Jet Greeting Cards 5 × 8" (with envelopes)	S041148
EPSON Ink Jet Greeting Cards 8 × 10" (with envelopes)	S041149

EPSON Photo Quality Glossy Film (A4)	S041071
EPSON Photo Quality Glossy Film (Letter)	S041072
EPSON Photo Quality Glossy Film (A6)	S041107
EPSON Ink Jet Transparencies (A4)	S041063
EPSON Ink Jet Transparencies (Letter)	S041064
EPSON Photo Paper (A4)	S041140
EPSON Photo Paper (Letter)	S041141
EPSON Photo Paper (4 × 6")	S041134
EPSON Photo Paper (100 × 150 mm)	S041255
EPSON Photo Paper (200 × 300 mm)	S041254
EPSON Photo Paper Cards (A4)	S041177
EPSON Photo Stickers 16 (A6)	S041144
EPSON Photo Stickers 4 (A6)	S041176
EPSON Panoramic Photo Paper (210 × 594 mm)	S041145
EPSON Iron-On Cool Peel Transfer Paper (A4)	S041154
EPSON Iron-On Cool Peel Transfer Paper (Letter)	S041153 S041155
EPSON Matte Paper-Heavyweight (A4)	S041256 S041258 S041259
EPSON Matte Paper-Heavyweight (Letter)	S041257

**Note:**

*The availability of special media varies by location.*

# Printer Specifications

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## System Requirements

### For using the printer

To use your printer, you need Microsoft® Windows® 98, Windows® 95, Windows® 2000 or Windows NT® 4.0 installed and a shielded, twisted-pair parallel cable connected.

Your computer should also meet the following system requirements.

Minimum System Requirements	Recommended System
i486/25 MHz for Windows 95 and NT 4.0 i486/66 MHz for Windows 98 Pentium 133 MHz for Windows 2000	Pentium or higher processor for Windows 98, 95 and NT 4.0 133 MHz or higher processor for Windows 2000
16 MB RAM for Windows 98, 95 and NT 4.0 32 MB RAM for Windows 2000	32 MB RAM or more for Windows 98 and 95 64 MB or more for Windows 2000 and NT 4.0
20 MB hard disk space for Windows 98 and 95 40 MB for Windows 2000 and NT 4.0	50 MB or more hard disk space for Windows 98 and 95 100 MB or more for Windows 2000 and NT 4.0
VGA monitor	VGA or better monitor

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

## ***For using the online Reference Guide***

System	Microsoft Windows® 95, 98, 2000 or NT 4.0
CPU	i486/25 MHz (for Windows 95 and NT 4.0) i486/66 MHz (for Windows 98) (Pentium or better recommended) Pentium 133 MHz for Windows 2000
Memory	16 MB for Windows 95, 98, and NT 4.0 (32 MB or more recommended) 32 MB for Windows 2000
Hard disk space	2 MB to install the Reference Guide
CD-ROM drive	Double-speed (Quad-speed or better recommended)
Display	640 × 480 pixel or 800 × 600 pixel resolution, with High Color (16 bit) or True Color (32 bit) setting
Browser	Web browser (Microsoft Internet Explorer 4.0 or later recommended)





**EPSON**

Color Ink Jet Printer

**EPSON STYLUS<sup>®</sup> COLOR 480**

**Daily Use**

Printed in Japan  
00.XX-XX