EPSON

Color Ink Jet Printer

EPSON STYLUS™ **COLOR 680**

Daily Use

Contents

Safety Instructions

Important Safety Instructions

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

❏ Do not block or cover the openings in the printer's cabinet. Do not insert objects through the slots.

❏ Take care not to spill liquid on the printer.

❏ Use only the type of power source indicated on the printer's label.

❏ Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.

❏ Avoid electrical outlets controlled by wall switches or automatic timers.

❏ Keep the entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.

❏ Do not use a damaged or frayed power cord.

❏ If you use an extension cord with the printer, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.

❏ Do not attempt to service the printer yourself.

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

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

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

Note for German-speaking users:
Bei Anschluß des Druckers an die Stromversorgung muss sichergestellt werden, dass die Gebäudeinstallation mit einer 10 A- oder 16 A-Sicherung abgesichert ist.

A Few Precautions

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

When using the printer

Observe the following:

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

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

❏ Remove your printouts from the output tray shortly after printing; otherwise, the output tray may warp.

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

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

When handling the ink cartridges

Observe the following:

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

❏ Be careful when you handle the used ink cartridges, as there may be some ink remaining around the ink supply port. If ink gets on your skin, wash the area thoroughly with soap and water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.

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

❏ Install the ink cartridge immediately after you remove it from its package. Leaving the cartridge unpacked for a long time before use may result in reduced print quality.

❏ Do not use an ink cartridge beyond the date printed on the cartridge carton. For best results, use up the ink cartridges within six months of installing them.

❏ Do not dismantle the ink cartridges or try to refill them. This could damage the print head.

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

❏ Store ink cartridges in a cool, dark place.

❏ Do not touch the green IC chip on the side of the cartridge. This may affect normal operation and printing.

❏ In this ink cartridge, the IC chip retains a variety of cartridge related-information, such as the amount of ink remaining, so that a cartridge may be removed and reinserted freely. However, each time the cartridge is inserted, some ink is consumed because the printer automatically performs a reliability check.

❏ If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the printer. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent the ink from staining items that the cartridge touches. Do not touch the ink cartridge ink supply port or surrounding area.

When choosing a place for the printer

Observe the following:

❏ Place the printer on a flat, stable surface that extends beyond the printer base in all directions. The printer will not operate properly if it is tilted or at an angle.

❏ Leave enough space in front of the printer for paper to be fully ejected.

❏ 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.

❏ Avoid places subject to dust.

❏ 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.

Note for French-speaking users:
Placez l'imprimante près d'une prise de contacte 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, copiers, and scanners in an effort to reduce air pollution caused by power generation.

Warnings, Cautions, and Notes

Warnings
must be followed carefully to avoid bodily injury.

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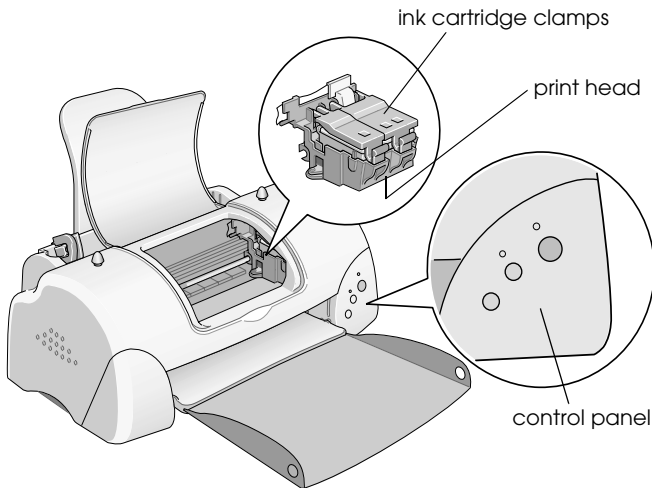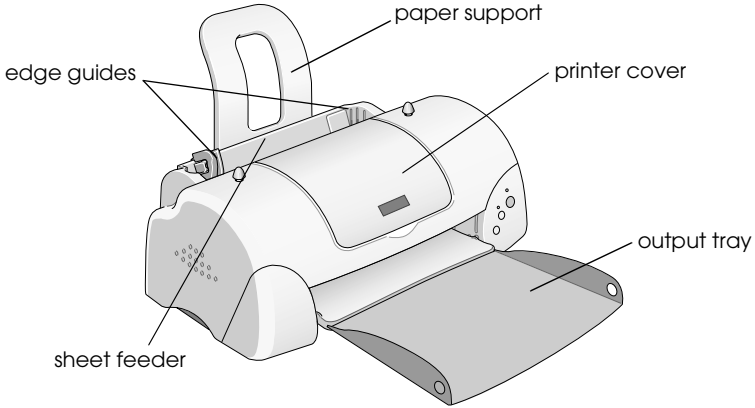*must be observed to avoid damage to your equipment.*

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

Printer Parts and Functions

Printer Parts and Control Panel Functions

paper support

edge guides

printer cover

output tray

sheet feeder

ink cartridge clamps

print head

control panel

Buttons

Button	Function
⏻ power	Turns the printer on and off. Clears the printer's memory if pressed twice while the power is on.
◊·🗎 maintenance	Loads or ejects paper if pressed and released within two seconds. Resumes printing if pressed and released after a paper out error. Performs print head cleaning if pressed for 3 seconds when the ◊🗎 error light is off. Moves the print head to the ink cartridge replacement position and charges ink to the printer when ink is out.
🖋 ink cartridge replacement	Moves the print head to the ink cartridge replacement position and charges ink to the printer.

Lights

Light	Description
⏻ power	On when the printer is on. Flashing when printer is receiving data, printing, replacing an ink cartridge, charging ink, or cleaning the print head.
◊·🗎 error	On when the printer is out of paper. Load paper in the sheet feeder, then press the ◊🗎 maintenance button to resume printing. On when the paper is jammed. Take all of the paper out of the feeder, then reload the paper. If the light continues to flash, turn off the printer and gently pull all of the paper out of the printer. Flashing when the black or color ink cartridge is nearly empty. On when the black or color ink cartridge is empty. Replace the black ink cartridge (T017) or color ink cartridge (T018). Flashing when the print head moves to the ink cartridge replacement position. The light will flash faster if the color ink is out than if the black ink is out.

Loading Special Paper, Envelopes, and Other Media

Loading Special Paper and Other Media

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

When loading special media distributed by EPSON, read the instruction sheets packed with the media first and keep the following points in mind.

Note:
For more details on using special media, see "Paper Handling" in the online Reference Guide.

❏ Make sure that 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 types of media have cut corners to help identify the correct loading direction, as shown in the illustration.

cut corner

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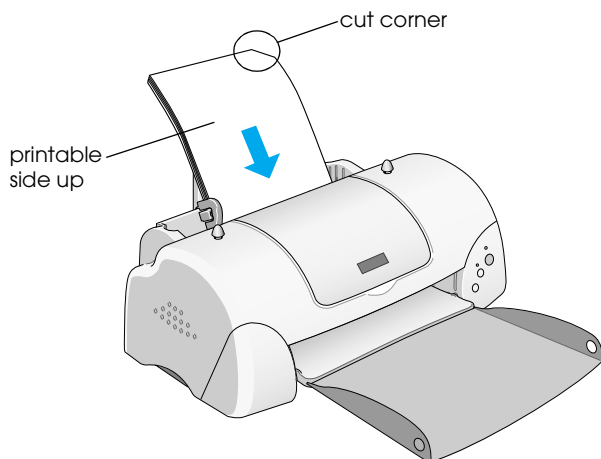
❏ Make sure that the paper stack fits under the arrow mark located on the inside surface of the left edge guide.

❏ See below for the loading capacities for EPSON special media.

360 dpi Ink Jet Paper and Photo Quality Ink Jet Paper	Up to the arrow mark on the left edge guide.
Photo Quality Ink Jet Cards, Ink Jet Note Cards, and Ink Jet Greeting Cards	Up to 30 index cards. Always place the included support sheet* under the cards.
Photo Quality Glossy Film	One sheet at a time for best results. Always place a support sheet* or a sheet of plain paper under the glossy film.
Ink Jet Transparencies	One sheet at a time.
Photo Quality Self Adhesive Sheets	One sheet at a time.
Photo Paper	Up to 20 sheets of 4 × 6 inch Photo Paper. Always place a support sheet* under the stack of Photo Paper. 200 × 300 mm Photo Paper can only be loaded 1 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	Up to 20 sheets. Always place a support sheet* under the stack of Matte Paper-Heavyweight.
Premium Glossy Photo Paper	One sheet at a time.

*Take care not to print on a support sheet that is loaded under special media.

About special media cleaning sheets

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

Loading Envelopes

When printing on envelopes, please note the following:

❏ You can load up to 10 envelopes at a time in the sheet feeder.

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

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

Available envelopes sizes are:
No.10, DL, C6, 132 mm × 220 mm
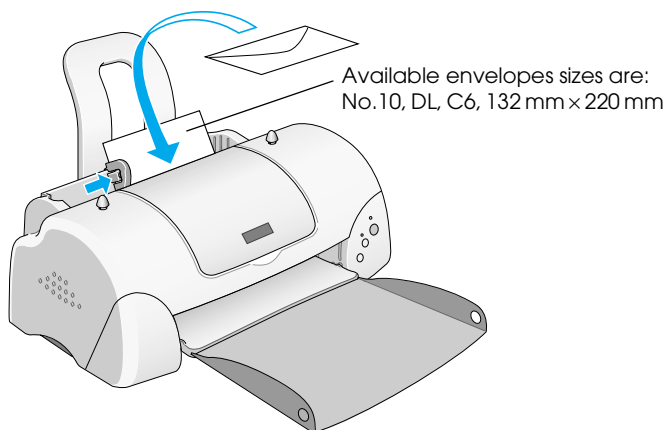
❏ Do not use envelopes that are curled or folded. Flatten the envelope flaps before loading. Avoid using envelopes that are too thin as they may curl during printing.

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

Printing with Windows

Printer Software Introduction

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

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

Getting more information

For information on using the printer driver, see "Making Changes to Printer Settings" on page 14.

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

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

Online help provides more information about the printer software. See "Getting Information Through Online Help" on page 20 for instructions on accessing help.

Accessing the printer software

You can access the printer software from most Windows applications, from the Windows Start menu (Windows 98, 95, 2000 and NT 4.0), or from the Control Panel (Windows 3.1).

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

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

Refer to the appropriate section below.

From Windows applications

Follow the steps below to access the printer software.

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

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

From the Start menu (Windows 98, 95, 2000, and NT 4.0)

Follow the steps below to access the printer software.

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

2. For Windows 98 and 95 users, select your printer, then click Properties on the File menu.

   For Windows 2000 users, select your printer, then click Printing Preferences on the File menu.

   For Windows NT 4.0 users, select your printer, then click Document Defaults on the File menu.

   The printer driver opens.

From the Control Panel (Windows 3.1)

Follow the steps below to access the printer software.

1. Double-click the Control Panel icon in the Main program group.

2. Double-click the Printer icon.

3. Select your printer in the Installed Printer list.

4. Click Setup. The printer driver opens.

Making Changes to Printer Settings

The printer driver features the following menus and settings.

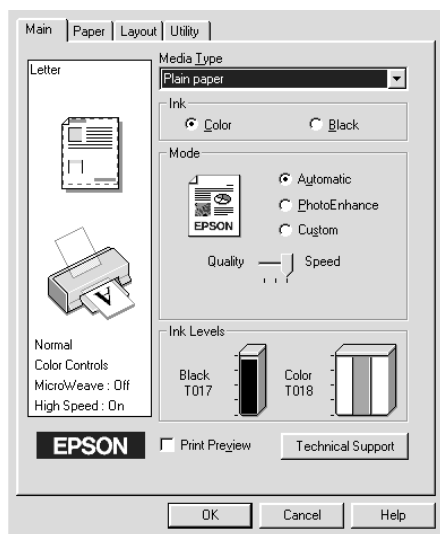Main: Media Type, Ink, Mode, Print Preview

Paper: Paper Size, Copies, Orientation, Printable Area

Layout: Reduce/Enlarge, Multi-Page, Watermark

Note:
*The Layout menu is available for Windows 98, 95, 2000, and NT 4.0
users.*

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

Automatic	When this mode is selected, the printer driver takes care of all detailed settings based on the current Media Type and Ink settings. To make the Ink setting, click Color to print in color, or Black to print in black-and-white or grayscale. Depending on the media selected in the Media Type list (while Automatic is selected), a slider appears under the Custom radio button that lets you choose from Quality or Speed settings. Select Quality when print quality is more important than speed.
PhotoEnhance	This mode provides a variety of image-correction settings that you can apply to your photos before printing. PhotoEnhance does not affect your original data. This mode is only available when printing 16-, 24-, or 32-bit color data.
Custom	This 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 using the Advanced settings.

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 that is loaded in the printer. To find out what Media Type you are using, find your media in the list found under "Plain Paper" on page 47, 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.

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.
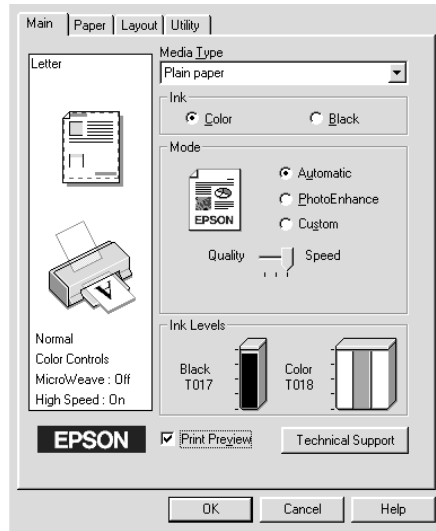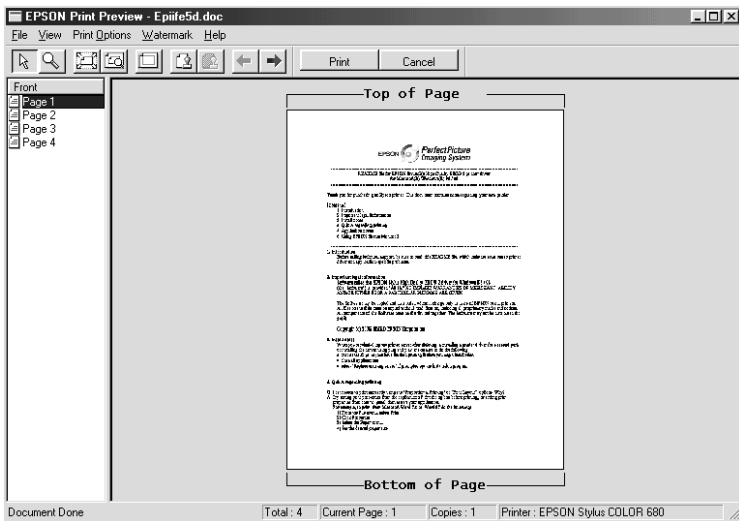

Note:
This feature is not available for Windows 3.1.

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

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

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

❏ Select and preview individual pages.

❏ Reduce or enlarge the size of the preview.

❏ Select and print any or all pages.

❏ Magnify the previewed document. To do this, click View and then Magnify to open the Magnify window, which magnifies the area of the previewed document that is outlined by the red box. By dragging the red box, you can change which part of the document is magnified.

❏ View the individual pages that comprise a poster. The Poster window opens automatically when you send a print job while Poster is selected as the Multi-Page option on the Layout menu. From this window, you can view the individual pages which make up a poster. You can also open this dialog box by clicking View and then Poster.

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

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

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.

Refer to the appropriate section below.

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, or Utility menu for help related to the items on that menu.

For Windows 98, 95, 2000, and NT 4.0 users, you can get specific help related to any item on a menu by right-clicking the item and 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 680 Help. The help contents window opens.

Accessing help from Windows 3.1

Open the EPSON program group and click the EPSON Stylus COLOR 680 Help icon. The help contents window opens.

Printing with Macintosh

Printer Software Introduction

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

For information on using the printer driver, see "Making Changes to Printer Settings" on page 21.

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

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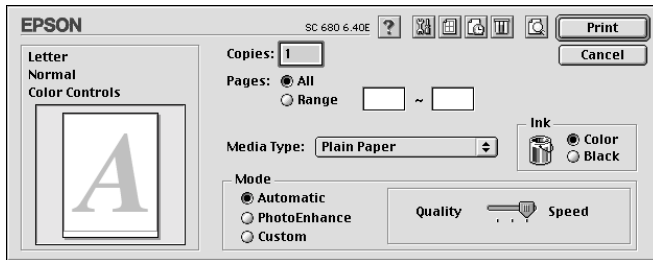
Making Changes to Printer Settings

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

❏ Print dialog box (click Print on the File menu of your application or click Options in the Page Setup dialog box)

❏ Page Setup dialog box (click Page Setup on the File menu of your application)

❏ Layout dialog box (click the ▣ Layout icon button in the Print dialog box)

❏ Background Printing dialog box (click the 🗋 Background Printing icon button located in the Print dialog box)

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

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

The Mode settings are explained below:

Automatic	When this mode is selected as the Mode setting in the Print dialog box, the printer driver takes care of all detailed settings based on the current Media Type and Ink settings. To make the Ink setting, click Color to print in color, or Black to print in black-and-white or grayscale. Depending on the media you choose in the Media Type list (while Automatic is selected), a slider appears to the right of the Mode options that lets you choose Quality or Speed. Select Quality when print quality is more important than speed.
PhotoEnhance	This mode provides a variety of image-correction settings that you can apply to your photos before printing. PhotoEnhance does not affect your original data. This mode is only available when printing 32-bit color data.
Custom	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 using the Advanced settings.

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

Making the Media Type setting

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

In the Print dialog box, select the Media Type setting that matches the paper you loaded in the printer. To find out what media type you are using, find your media in the list from "Plain Paper" on page 47, 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.

Previewing your printout

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

1. Make your printer driver settings.

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

    Note:
    Use the 🔍 Preview icon button to switch between the 🖨 Print,
    🔍 Preview, and 🗎 Save File modes. Click the icon to select the
    mode you want. For information on the Save File mode, see "Saving
    spool data as a file" in the online Reference Guide.

3. Click the Preview button. The Preview dialog box appears and displays a preview of your document.
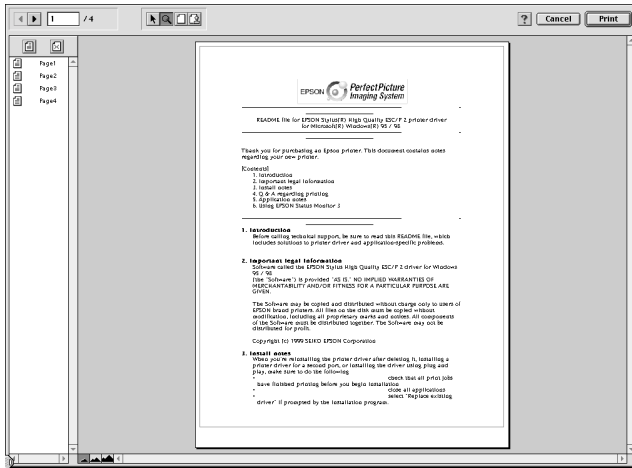
The Preview dialog box contains six icon buttons that you can use to perform various functions. See online help for more details.

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

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

Replacing Ink Cartridges

Replacing an Ink Cartridge

This printer uses ink cartridges equipped with IC chips. The IC chip accurately monitors the amount of ink used by each cartridge, so even if a cartridge is removed and later inserted again, all of its ink can be used. However, some ink is consumed each time the cartridge is inserted because the printer automatically checks reliability.

Refer to the appropriate section below for instructions.

Using the printer's control panel

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

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

Lights	Action
○ ◊·🗋	Obtain a replacement black (T017) or color (T018) ink cartridge.
● ◊·🗋	Replace the empty black or color ink cartridge.

● = on, ○ = flashing

To find out which ink cartridge is empty, check EPSON Status Monitor 3 (for Windows 98, 95, 2000, and NT 4.0) or EPSON StatusMonitor (for Macintosh). You can also tell which cartridge is empty by checking the speed at which the ◊·🗅 error light flashes when the print head moves to the ink cartridge replacement position. See the table below.

Lights	Action
◌ ◊·🗅	Replace the black ink cartridge if the ◊·🗅 error light flashes at the same speed as the power light.
◌ ◊·🗅	Replace the color ink cartridge if the ◊·🗅 error light flashes at twice the speed of the ⏻ power light.
● ◊·🗅	Replace both the black and the color ink cartridges if this light remains on.

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

❏ *Be careful when you handle the used ink cartridges, as there may be some ink around the ink supply port. If ink gets on your skin, wash the area thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.*

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

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

For more information about ink cartridges, see "When handling the ink cartridges" on page 3.

To replace an ink cartridge using the ✿ ink cartridge replacement button, see the online *Reference Guide*.

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

Maintenance

Checking the Print Head Nozzles

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

You can check the print head nozzles from your computer using the Nozzle Check utility in the printer software, or from the printer itself by using the printer's control panel buttons. For more information about how to use the control panel buttons, see your online *Reference Guide*.

Using the Nozzle Check utility

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

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

For Windows users

Follow the steps below to use the Nozzle Check utility.

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

2. Click the Utility tab in the printer software, then click the Nozzle Check button.

3. Follow the on-screen instructions.

For Macintosh users

Follow the steps below to use the Nozzle Check utility.

1. Access the Print or Page Setup dialog box and click the ⊞ Utility icon button, then click the Nozzle Check button in the Utility dialog box.

2. Follow the on-screen instructions.

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

Good sample

Print head needs to be cleaned
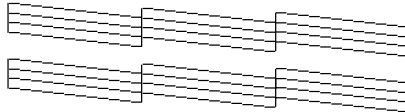
Segments are missing
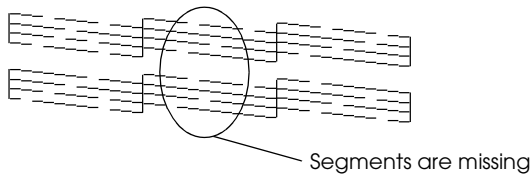
The above sample is in black and white, but the actual test prints in color (CMYK).

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 32.

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 in the printer software, or from the printer itself by using the printer's control panel buttons. For more information about how to use the control panel buttons, see your online *Reference Guide*.

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

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

❏ *When the ◊·🗅 error light is flashing or on, you cannot clean the print head. Replace the appropriate ink cartridge first.*

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

Using the Head Cleaning utility

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

For Windows users

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

1. Make sure that the printer is on and the ◊·🗎 error light is off.

   Note:
   If the ◊·🗎 error light is flashing, you cannot clean the print head. Replace the appropriate ink cartridge first.

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

3. Follow the on-screen instructions.

### For Macintosh users

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

1. Make sure that the printer is on and the ◊·🗎 error light is off.

2. Access the printer software and click the 🖾 Utility icon button in the Print or Page Setup dialog box, then click the Head Cleaning button.

3. Follow the on-screen instructions.

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

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

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

Aligning the Print Head

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

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

For Windows users

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

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

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

3. Follow the on-screen instructions to align the print head.

For Macintosh users

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

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

2. Access the printer software and click the 🔲 Utility icon button in the Print or Page Setup dialog box, then click the Print Head Alignment button.

3. Follow the on-screen instructions to align the print head.

Troubleshooting

Online Problem Solving (not available for Windows 3.1)

For Windows users

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

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

❏ From the Windows Start menu.

Click Start, point to Programs and then to Epson, then click ESC680 Problem Solver.

❏ From Status Monitor 3

Click Technical Support in the Status Monitor 3 dialog box.

❏ From your printer driver

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

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

For Macintosh users

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

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

Correcting USB Problems

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

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

Your computer must be a Windows 98 or Windows 2000 pre-installed model. You may not be able to install or run the USB Printer Driver on a computer which is not equipped with a USB port or which has been upgraded from Windows 95 to Windows 98 or 2000.

For details about your computer, contact your dealer.

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

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

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

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

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

3. Click the Device Manager tab.

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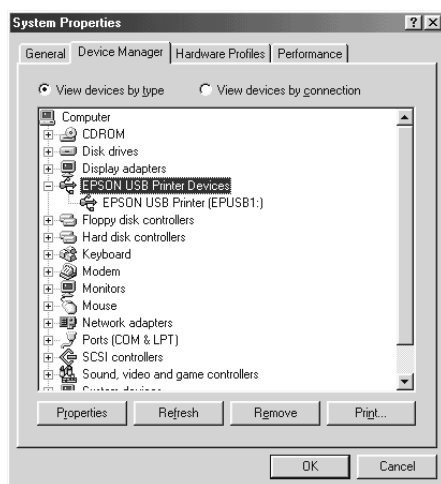
If EPSON USB Printer Devices does not appear on the Device Manager menu, click the plus (+) sign beside Other devices to view the installed devices.

If USB Printer appears under Other devices, the USB printer device driver is not installed correctly. If EPSON Stylus COLOR 680 appears, the printer driver is not installed correctly.

If neither USB Printer nor EPSON Stylus COLOR 680 appears under Other devices, click Refresh or unplug the USB cable from the printer, then plug it into the printer again.

4. Under Other devices, select USB Printer or EPSON Stylus COLOR 680 and click Remove. Then, click OK.
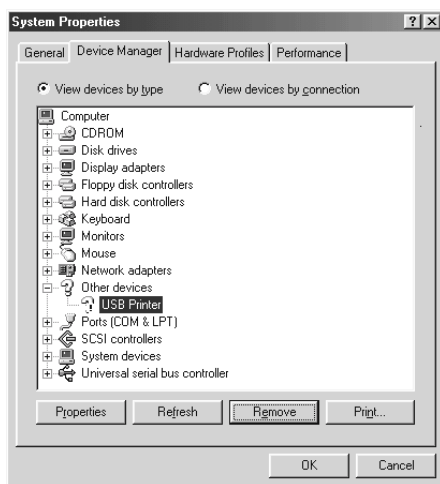
5. When the following dialog box appears, click OK. Then click OK to close the System Properties dialog box.

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

Printer does not work correctly with the USB cable

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

❏ Use the USB cable (C83623✳) recommended in "System Requirements" on page 51.

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

❏ For Windows 98, try reinstalling the USB printer device driver and the printer software. First, uninstall EPSON Printer Software using the Add/Remove Programs utility in the Control Panel, then uninstall EPSON USB Printer Devices. Next, reinstall the software as described in *Setup Guide*. If EPSON USB Printer Devices is not registered in the Add/Remove Programs list, access the CD-ROM and double-click epusbun.exe. in Win9x folder. Then follow the on-screen instructions.

Error Indicators

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

Lights	Problem and Solution	
● ◊·🗅	**Paper out**	
	No paper is loaded in the printer.	Check EPSON Status Monitor 3 or EPSON StatusMonitor. Load paper in the sheet feeder, then press the ◊·🗅 maintenance button. The printer resumes printing and the light goes out.
● ◊·🗅	**Paper jam**	
	Paper has jammed in the printer.	Check EPSON Status Monitor 3 or EPSON StatusMonitor. Press the ◊·🗅 maintenance button to eject the jammed paper. If the error does not clear, open the printer cover and remove all of the paper inside, including any torn pieces. Then, reload the paper in the sheet feeder and press the ◊·🗅 maintenance button to resume printing.
☼ ◊·🗅	**Ink low**	
	The black or color ink cartridge is nearly empty.	Obtain a replacement black (T017) or color (T018) ink cartridge. To see which cartridge is nearly empty, check the ink level using EPSON Status Monitor 3 or EPSON StatusMonitor.

	Ink out	
● ♦·🗎	The black or color ink cartridge is empty or not installed.	Replace the black (T017) or color (T018) ink cartridge with a new one. See "Replacing Ink Cartridges" on page 25 for details.
	Wrong cartridge (black ink cartridge)	
	The installed black or color ink cartridge cannot be used by this printer.	Use the appropriate black (T017) or color (T018) ink cartridge. See "Replacing Ink Cartridges" on page 25 for details.
○ ⏻ ● ♦·🗎	**Carriage error**	
	The print head carriage is obstructed by jammed paper or other foreign material and cannot return to the home position.	Turn off the printer. Open the printer cover and remove any paper from the paper path by hand. Then, turn the printer back on. If the error does not clear, contact your dealer.
☼ ⏻ ☼ ♦·🗎	**Unknown printer error**	
	An unknown printer error has occurred.	Turn off the printer and contact your dealer.

● = on, ○ = off, ☼ = flashing

Typical Problems and Solutions

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

Print quality problems

If you are having print quality problems, try the solutions offered for the problems listed below.

Horizontal banding

Try one or more of these solutions:

❏ Make sure the printable side of the paper is face up in the sheet feeder.

❏ Run the Nozzle Check utility. If any segments are missing in the nozzle check pattern, run the Head Cleaning utility to clear any clogged ink nozzles.

Vertical misalignment

Try one or more of these solutions:

❏ Make sure the printable side of the paper is face up in the sheet feeder.

❏ Run the Print Head Alignment utility.

❏ Clear the High Speed check box in the Advanced dialog box of your printer driver. For 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 does not feed paper, feeds multiple pages, or the paper is jammed, remove and reload the stack of paper, then press the ◊·🗐 maintenance button. Also make sure 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:
The print quality of the first page printed after a paper jam may not be what you expect. If print quality is a problem, try printing the page again.

Cancelling Printing

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

For Windows 98, 95, 2000, and NT 4.0 users

When you send a print job to the printer, the Progress Meter appears on your computer screen.
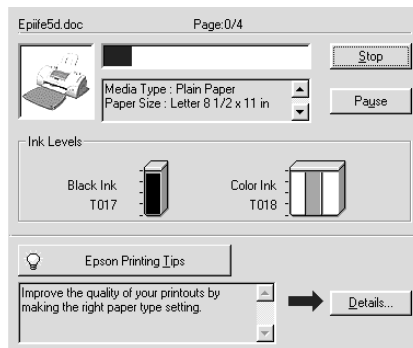
Click the Stop button to cancel printing.

For Windows 3.1 users

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

Click the █ Stop button to cancel printing.

For Macintosh users

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

When background printing is on

Follow the steps below to cancel a print job.

1. Select EPSON Monitor3 from the application menu.

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

3. In the Document Name list, select the document which is printing, then click the 🗑 Stop icon button to cancel the print job.
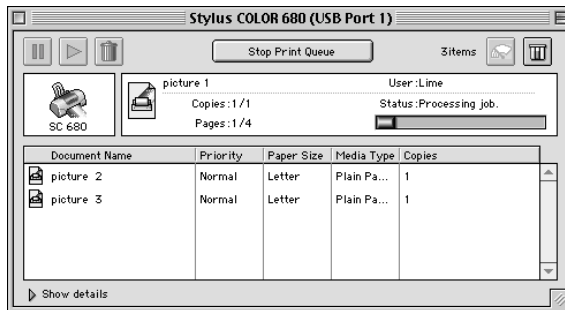
When background printing is off

Follow the steps below to cancel a print job.

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

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

Using EPSON Spool Manager

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

Note:
EPSON Spool Manager is not available for Windows 2000, Windows NT, or Macintosh.

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For Windows 98 and 95

After you send a print job, an EPSON Stylus COLOR 680 button appears on the taskbar. Click this button to open the EPSON Spool Manager.

Document Name	Paper Size	Status	Progress	Started At
Epiife5d.doc	Letter Plain paper	Printing	1 of 4 Pages	1:21:28 PM 5/30...

EPSON | Cancel | Pause/Resume | Restart | Help...
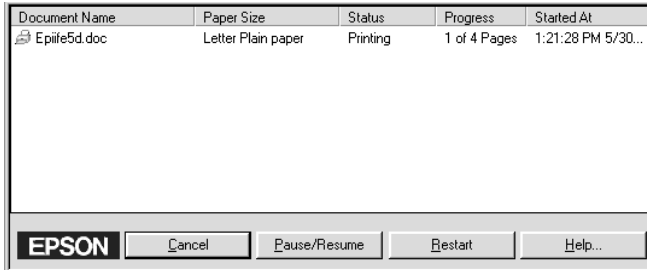
For Windows 3.1

After you send a print job, the EPSON Spool Manager icon appears at the bottom of your desktop. Double-click this icon or the Spool Manager icon in the EPSON group to open EPSON Spool Manager. For more information, see online help.

EPSON Spool Manager

Queue Document View Options Help

Printer/Document Name	Status	Size	Time
Apple LaserWriter II NTX-J on LPT1:			
EPSON Stylus COLOR 680 on LPT1:	Active		
Write - EPS 680.WRI	Printing page 1	1 page (490K)	18:01 99/07/14
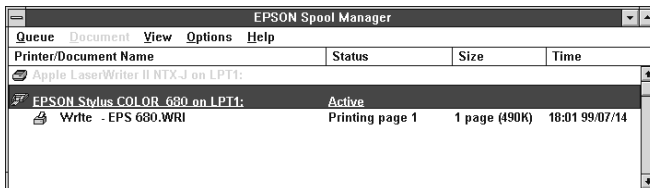
Options and Consumable Products

Options and Consumable Products

The following options and consumable products are available for your printer.

Options

EPSON supplies the following interface cables for your printer. However, you can use any interface cables that meet 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)

❏ USB Interface Cable (shielded) C83623✽ from Series A4-pin (computer) to series B 4-pin (printer).

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	T017
Color ink cartridge	T018

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

Media types

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

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

The available media types are listed below.

Plain Paper

Plain paper

Envelopes

EPSON Premium Ink Jet Plain Paper (A4)   S041214

360 dpi Ink Jet Paper

EPSON 360 dpi Ink Jet Paper (A4)	S041059
	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 ($5 \times 8''$)	S041121
EPSON Photo Quality Ink Jet Cards ($8 \times 10''$)	S041122
EPSON Photo Quality Self Adhesive Sheets (A4)	S041106
EPSON Ink Jet Note Cards A6 (with envelopes)	S041147
EPSON Ink Jet Greeting Cards $5 \times 8''$ (with envelopes)	S041148
EPSON Ink Jet Greeting Cards $8 \times 10''$ (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 ($4 \times 6''$)	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

Premium Glossy Photo Paper

EPSON Premium Glossy Photo Paper (A4)	S041287
	S041297
EPSON Premium Glossy Photo Paper (Letter)	S041286

Note:
The availability of special media varies by location.

Printer Specifications

System Requirements

Using the printer

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

For Windows computers

To use your printer, you need Microsoft® Windows® 98, Windows® 95, Windows® 3.1, Windows® 2000, or Windows® NT 4.0 installed and the printer must be connected via a shielded, twisted-pair parallel cable. If you want to connect your printer to a USB port, you need a Windows 98 or Windows 2000 pre-installed PC equipped with a USB port and the printer must be connected via a standard, shielded USB cable.

Your computer should also meet the following system requirements.

Minimum System Requirements	Recommended System
i486/66 MHz for Windows 98 i486/25 MHz for Windows 95 and NT 4.0 i386/25 MHz for Windows 3.1 Pentium 133 MHz for Windows 2000	Pentium or higher processor for Windows 98, 95, 3.1, and NT 4.0 133 MHz or higher processor for Windows 2000
16 MB RAM for Windows 98, 95, 3.1, and NT 4.0 32 MB RAM for Windows 2000	32 MB RAM or more for Windows 98, 95, and 3.1 64 MB or more for Windows 2000 and NT 4.0
20 MB hard disk space for Windows 98, 95, and 3.1 40 MB for Windows 2000 and NT 4.0	50 MB or more hard disk space for Windows 98, 95, and 3.1 100 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 Macintosh computers

To connect this printer to Apple® Macintosh® computers, you must use a USB cable.

Your Macintosh must also meet the following system requirements.

Minimum System Requirements	Recommended System
Mac OS 8.1	Mac OS 8.5.1 or later
8 MB of available memory 8 MB of available memory when background printing is turned on.	19 MB or more of available memory 32 MB of available memory when background printing is turned on.

Note:

❏ *The amount of available memory varies according to the number and kind of applications that are open. To see how much memory is available, choose* About This Computer *from the Apple menu and refer to the memory size (listed in kilobytes) under "Largest Unused Block" (1,024K=1 MB).*

❏ *The memory requirements above are for printing on Letter size paper. These requirements may vary depending on the size of the paper, the type of application you are using, and the complexity of the document that you want to print.*

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

Using the online Reference Guide

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

For Windows computers

System	Microsoft Windows® 98, 95, 3.1, 2000 or NT 4.0
CPU	i486/66 MHz (for Windows 98) i486/25 MHz (for Windows 95 and NT 4.0) i386/25 MHz (for Windows 3.1) (Pentium or better recommended) Pentium 133 MHz for Windows 2000
Memory	16 MB for Windows 98, 95, 3.1, and NT 4.0 (32 MB or more recommended) 32 MB for Windows 2000
Hard disk space	5 MB to install the Reference Guide 45 MB to install Microsoft Internet Explorer
CD-ROM drive	Double-speed (quad-speed or faster recommended)
Display	640 × 480 pixel or 800 × 600 pixel resolution, with High Color (16 bit) or True Color (32 bit) setting
Browser	Web browser (Microsoft Internet Explorer 4.0 or later recommended)

For Macintosh computers

System	System 7.5.1 (System 7.6 or later recommended)
Memory	16 MB (32 MB or more recommended)
Hard disk space	4 MB to install the Reference Guide 15 MB to install Microsoft Internet Explorer
CD-ROM drive	Double-speed (quad-speed or faster recommended)
Display	640 × 480 pixel or 800 × 600 pixel resolution, with High Color (16 bit) or True Color (32 bit) setting
Browser	Web browser (Microsoft Internet Explorer 4.0 or later recommended)

Customer Support

Technical Support Web Site

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

http://support.epson.net/StylusCOLOR680

Regional Customer Services

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

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

❏ Product serial number
  (The serial number label is usually on the back of the product)

❏ Product model

❏ Product software version
  (Click About, Version Info, or similar button in the product software)

❏ Brand and model of your computer

❏ Name and version of your computer operating system

❏ Names and versions of the applications you normally use with your product

For users in Australia

EPSON Australia wishes to provide you with a high level of customer service. In addition to your product documentation, we provide the following sources for obtaining information:

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 advice on the next step to take.

Internet URL http://www.epson.com.au

Access the EPSON Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, EPSON contact points, new product information and technical support (e-mail).

EPSON Faxback service

EPSON Faxback service will fax you the latest specifications for most EPSON products offered in Australia. Phone (02) 9903 9075 and the system will guide you through a number of choices before faxing the information to your fax machine.

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 installing, configuring and operating your EPSON product. Our Pre-sales Helpdesk staff can provide literature on new EPSON products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

The Helpdesk numbers are:

Phone: 1300 361 054

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 your EPSON product documentation, type of computer, operating system, application programs, and any information you feel is required.

For users in Malaysia

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 Enquiries are available.

Epson Trading Shah Alam Head Office

Phone: 03 5191366

Fax: 03 5191281

For users in Singapore

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 Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk (phone: (065) 5863111)

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

❏ Sales enquiries and product information

❏ Product usage questions or problem

❏ Enquiries on repair service and warranty

For users in Hong Kong

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 product 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 product information and the latest versions of product 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

EPSON
Color Ink Jet Printer

EPSON STYLUS™ COLOR 680

Daily Use