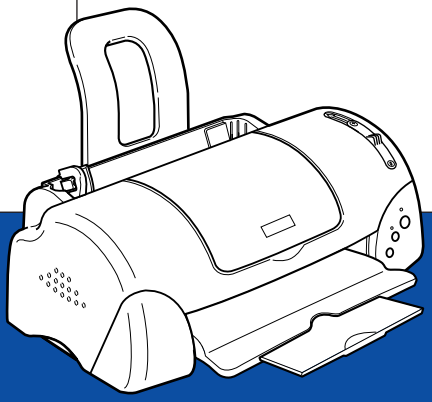
EPSON

Color Ink Jet Printer



EPSON STYLUS™ PHOTO 790

Daily Use

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Printed on Recycled Paper.

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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.

- ❏ 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 physician 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

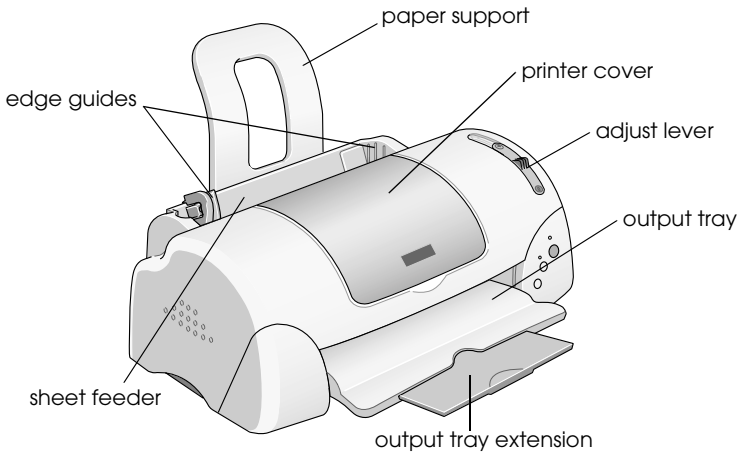
Warnings
must be followed carefully to avoid bodily injury.

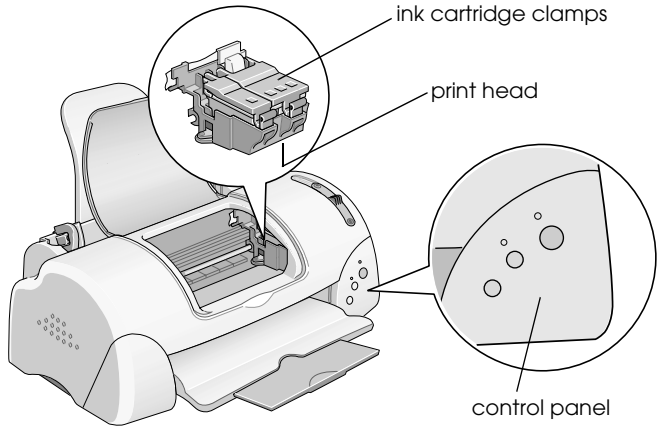
Cautions
must be observed to avoid damage to your equipment.

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

Printer Parts and Functions

Printer Parts and Control Panel Functions





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 or color ink cartridge. Black ink cartridge: T007 (Standard capacity) T010 (Light capacity) Color ink cartridge: T008 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 Paper

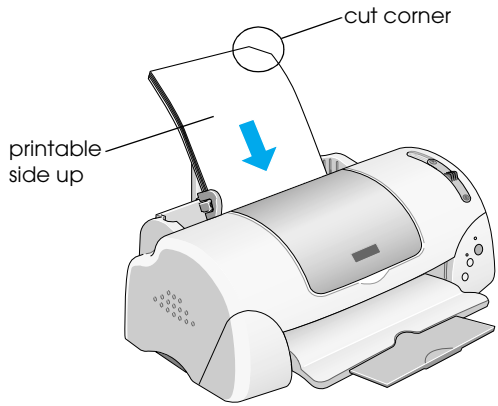
Loading Special Paper and Other Media

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.



❏ 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. 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.

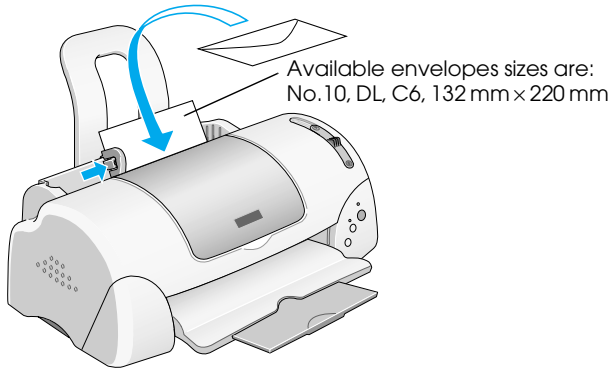
❏ Set the adjust lever to the "+" position.

Note:

❏ *Return the adjust lever to the "0" position, which is the normal position, after you finish printing on envelopes. Leaving the lever in the "+" position may cause gaps to appear in images that are printed on other media.*

❏ *When the adjust lever is in the "+" position, make sure that the* High Speed *check box in the printer driver's Advanced dialog box is cleared. To clear this check box, you may also need to change the Print Quality setting.*

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



❏ Do not use envelopes that are curled or folded. Flatten envelopes 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 when using the printer software, refer to the Problem Solver or access to the Technical Support Web Site for help by clicking Technical Support on the Main menu of the printer software.

Note:
Depending on your location, the Problem Solver may not be accessible.

Getting more information

For information on using the printer driver, see "Making Changes to Printer Settings" on page 15.

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 17 for instructions on accessing help.

Accessing the printer software

You can access the printer software from most Windows applications, from the Windows Start menu.

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

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

Refer to the appropriate section below.

From Windows applications

Follow the steps below to access the printer software.

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

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

From the Start menu

Follow the steps below to access the printer software.

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

2. For Windows Me, 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.

Making Changes to Printer Settings

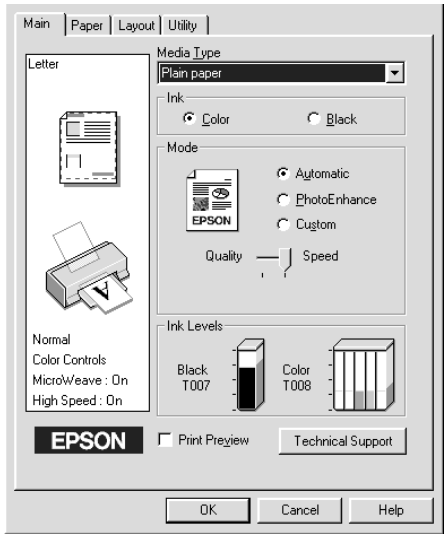
The printer driver features the following menus and settings.

Main: Media Type, Ink, Mode, Print Preview

Paper: Paper Size, Copies, Orientation, Printable Area

Layout: Reduce/Enlarge, Multi-Page, Watermark

The Mode settings on the Main menu provide various setting options, 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 8-, 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 39, 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.

Note:
For the latest information on the available media, visit our regional customer service web site. See "Regional Customer Services" on page 44 for details.

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 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 Me, 98 and 95) or EPSON Printers (for Windows 2000 and NT 4.0), then click EPSON Stylus PHOTO 790 Help. 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 18.

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

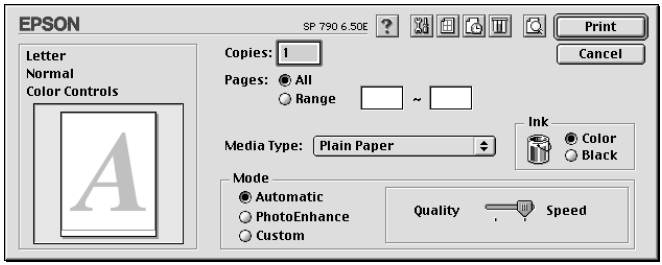
You will find the printer driver settings in the following dialog boxes.

- ❏ 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 provide various setting options, 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 39, 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.

Note:
For the latest information on the available media, visit our regional customer service web site. See "Regional Customer Services" on page 44 for details.

Replacing Ink Cartridges

Using the Printer's Control Panel

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.

You can replace an ink cartridge using the printer's control panel or using the Status Monitor utility. To replace an ink cartridge using the ink cartridge replacement button on the printer's control panel, follow the steps below. To replace an ink cartridge or check ink levels using the Status Monitor utility, refer to "Using the Status Monitor" in the online *Reference Guide*.

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 physician 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.*
- *Leave the old cartridge installed in the printer until you have obtained a replacement; otherwise, ink remaining in the print head nozzles may dry out.*
- *Do not refill the ink cartridges. The printer calculates the amount of ink remaining using an IC chip on the ink cartridge. Even if the cartridge is refilled, the amount of ink remaining will not be recalculated by the IC chip and the amount of ink available for use will not change.*

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, 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.

1. Make sure that the printer is on, but not printing. Then, open the printer cover.

   Note:
   You can identify the status of the printer condition. When the error light is flashing, black or color ink cartridge is low. When the error light is on, black or color ink cartirdge is empty.

2. Press down the ink cartridge replacement button. The print head moves left to the Ink cartridge replacement position. The power light begins to flash, and the error light begins to flash or remains on. To discover which cartridge requires replacing, refer to the table below, or check EPSON Status Monitor 3 (for Windows) or EPSON StatusMonitor (for Macintosh)

Lights	Action
○	Replace the black ink cartridge if the error light flashes at the same speed as the power light. Black ink cartridge: T007 (Standard capacity) T010 (Light capacity)
○	Replace the color ink cartridge if the error light flashes at twice the speed of the power light. Color ink cartridge: T008
●	Replace both the black and color ink cartridges if this light remains on.

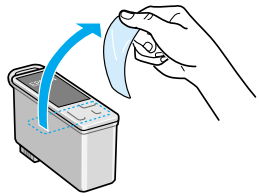
● = on, ○ = off, ○ = flashing

Caution:
Do not move the print head by hand, as this may damage the printer. Always press the ink cartridge replacement button to move it.

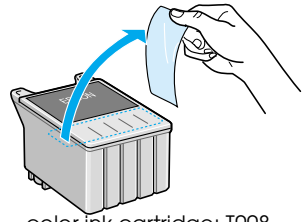
3. Lift up the ink cartridge clamp as far as it will go. Take the cartridge out of the printer. If the cartridge is empty, dispose of it properly. Do not take the used cartridge apart or try to refill it.

Warning:
If ink gets on your hands, wash them thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a physician immediately.

4. Remove the new ink cartridge from its protective bag and then only peel off the yellow tape seal. Do not touch the green chip on the side of the cartridge.



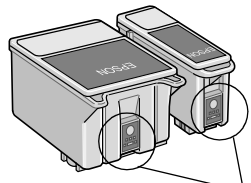
black ink cartridge:
T007 (Standard capacity)
T010 (Light capacity)



color ink cartridge: T008

Caution:

- *You must remove the yellow tape seal from the cartridge before installing it; otherwise, the cartridge will become unusable and you will be unable to print.*
- *If you have installed an ink cartridge without removing the yellow tape seal, you must remove the cartridge and install a new one. Prepare the new cartridge by removing the yellow tape seal, then install it in the printer.*
- *Do not remove the blue portion of the tape seal from the top of the cartridge; otherwise, the print head may become clogged and be unable to print.*
- *Do not remove the tape seal from the bottom of the cartridge; otherwise, ink will leak.*
- *Do not touch the green IC chip on the side of the cartridge; otherwise, normal operation and printing may not be possible.*
- *Do not remove the green IC chip from the side of the cartridge. If you install an ink cartridge without an IC chip, the printer may be damaged.*

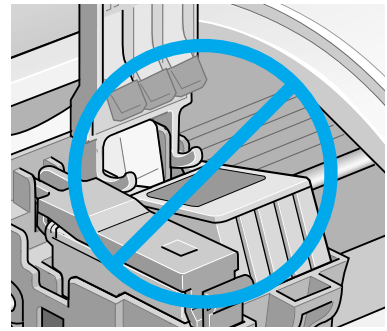


Do not touch this part.

5. Align the tabs on the ink cartridge so that they are resting on the tabs protruding from the base of the opened ink cartridge clamp. Push the clamps down until they lock firmly into place.

Caution:

❏ *Make sure that the ink cartridge tabs are not under the hinges protruding from the base of the opened ink cartridge clamp, as this could damage the clamp.*



❏ *After you remove an ink cartridge from the printer, please insert a new one immediately. If no cartridge is present, the print head may dry out and become unable to print.*

6. Press the ink cartridge replacement button. The printer moves the print head and begins charging the ink delivery system. This process takes about one minute to complete. When the ink charging process is finished, the printer returns the print head to its home position, the power light stops flashing and remains on and the error light goes out.

Caution:

The power light continues to flash while the printer is charging ink. Never turn off the printer while this light is flashing. Doing so can result in incomplete charging of ink.

7. Close the printer cover.

Troubleshooting

Online Problem Solving

For Windows users

The Problem Solver provides you with tips to help solve any problems you may encounter when using your printer. Depending on your location, the Problem Solver may not be accessible. In this case, you can access Technical Support Web Site instead of the Problem Solver.

If you encounter a problem, access the Problem Solver or Technical Support Web Site in one of the following ways:

- From the Windows Start menu.

  Click Start, point to Programs and then to Epson, then click ESP790 Problem Solver or Technical Support.

- 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 access the Problem Solver and cannot solve your problem, 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.

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 221.
- ❏ For best results, you should connect the printer directly to the computer's USB port. If you must use multiple USB hubs, we recommend that you connect the printer to the first tier hub.
- ❏ For Windows Me and 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.

Operating system

Your computer must be a Windows Me, 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 Windows Me users, your computer must be a Windows Me pre-install model or upgraded from Windows 98 pre-installed model.

For details about your computer, contact your dealer.

Printer software installation

Please take notice about the following.

- ❏ When using Windows 2000, you must follow the steps in the *Setup Guide* to install the printer software; otherwise, Microsoft's Universal driver may be installed instead. To check if the Universal driver has been installed, open the Printers folder and right-click the icon for your printer. To open the printer driver, click Printing Preferences on the shortcut menu that appears, then right-click anywhere in the driver. If About is displayed in the shortcut menu that appears, click it. A message box with the words "Unidrv Printer Driver" appears. You must reinstall the printer software as described in the *Setup Guide*. If About is not displayed, the printer software has been installed correctly.

- ❏ If the Digital Signature Not Found dialog box appears during the installation process, click Yes. If you click No, you must follow the steps in the *Setup Guide* to install the printer software again.

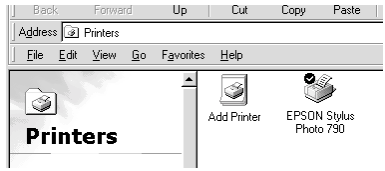
USB driver installation

For Windows Me, 98 and 2000 users, follow the directions below to ensure that the USB driver is installed correctly.

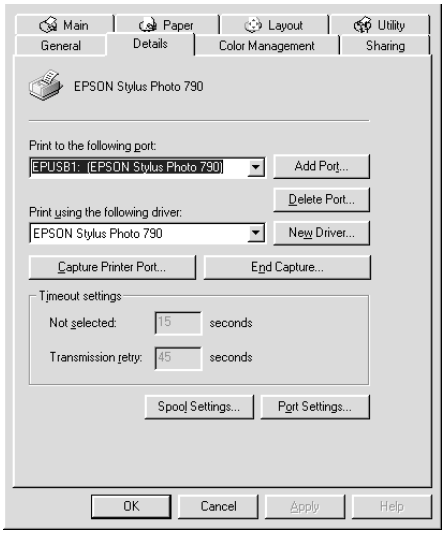
Note:
The illustrations used in this section show the procedure for Windows 98.

1. Click the Start button, point to Settings, and click Printers. Make sure that the icon for your printer appears in the Printers window.

   Select the icon for your printer, then click Properties on the File menu.



2. For Windows Me and 98 users, click the Details tab and make sure that EPUSBx: (EPSON Stylus PHOTO 790) is displayed in the Print to the following port list box. For Windows 2000 users, click the Ports tab and make sure that USBxxx, EPSON Stylus PHOTO 790 is displayed in the Print to the following port(s) list box.



Note:
If the correct port is not displayed, refer to the next section, "The Device Manager menu (for Windows Me and 98)".

The Device Manager menu (for Windows Me and 98)

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.

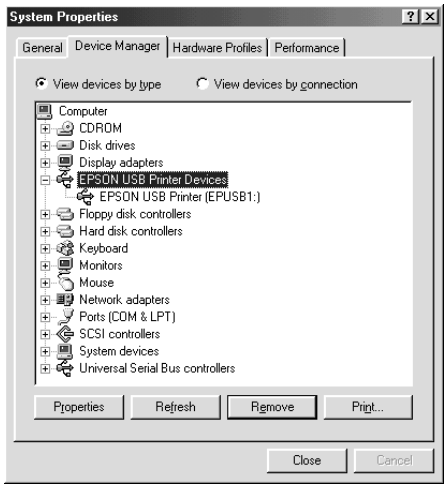
Follow the steps below to check the installation and reinstall the drivers.

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.

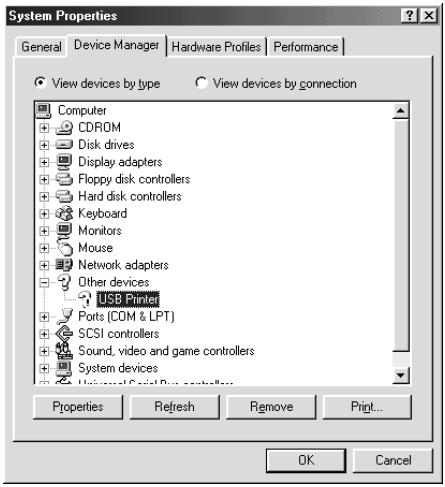


   If EPSON USB Printer Devices does not appear on the Device Manager menu, click the plus (+) sign beside Other devices to view the installed devices.

   If USB Printer appears under Other devices, the USB printer device driver is not installed correctly. If EPSON Stylus PHOTO 790 appears, the printer driver is not installed correctly.

If neither USB Printer nor EPSON Stylus PHOTO 790 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 PHOTO 790 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*.

Note:
If the problem persists, contact your dealer.

Error Indicators

You can identify many common printer problems using the lights on your printer's control panel. If 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 or color ink cartridge. To see which cartridge is nearly empty, check the ink level using EPSON Status Monitor 3 or EPSON StatusMonitor. Black ink cartridge: T007 (Standard capacity) T010 (Light Capacity) Color ink cartridge: T008

	Ink out	
	The black or color ink cartridge is empty or not installed.	Replace the black or color ink cartridge with a new one. See "Replacing Ink Cartridges" on page 21 for details. Black ink cartridge: T007 (Standard capacity) T010 (Light Capacity) Color ink cartridge: T008
	Wrong cartridge	
	The installed black or color ink cartridge cannot be used by this printer.	Use the appropriate black or color ink cartridge. See "Replacing Ink Cartridges" on page 21 for details. Black ink cartridge: T007 (Standard capacity) T010 (Light Capacity) Color ink cartridge: T008
	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

Maintenance

To keep your printer is good working condition, use the following utilities included in your printer software. To determine which utility to use, locate your problem in the list, then try the solutions recommended for that problem. If you need help accessing the printer software, see “Printing with Windows” on page 13, or “Printing with Macintosh” on page 18. For more details about maintaining your printer, see your online *Reference Guide*.

Utility	Problem and Solution	
Nozzle Check	The lines, images, or text in your printout contain gaps or are faint.	Make sure that A4 or Letter size paper is loaded in the sheet feeder. For Windows users, access the printer software and click the Utility tab, then click the Nozzle Check button. For Macintosh users, 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. Follow the on-screen instructions to check the print head nozzles. If any segments are missing or faint in the printed pattern, the print head nozzles may be clogged. Try using the Head Cleaning utility as described below.

Utility	Problem and Solution	
Head Cleaning	The print head nozzle are clogged.	Make sure that the printer is on and the error light is off. For Windows users, access the printer software and click the Utility tab, then click the Head Cleaning button. For Macintosh, access the printer software and click the Utility icon button, then click the Head Cleaning button. Follow the on-screen instructions to clean the print head.
Print Head Alignment	The vertical lines in your printout are not aligned correctly.	Make sure that A4 or Letter size plain paper is loaded in the sheet feeder. For Windows users, access the printer software and click the Utility tab, then click the Print Head Alignment button. For Macintosh users, access the printer software and click the Utility icon button, then click the Print Head Alignment button. Follow the on-screen instructions to align the print head.

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.

Ink Cartridge Type		Product Number
Black ink cartridge	Standard capacity	T007
	Light capacity	T010
Color ink cartridge		T008

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.

Note:
For the latest information on the available media, visit our regional customer service web site. See "Regional Customer Services" on page 44 for details.

Plain Paper

Plain paper	
Envelopes	
EPSON Premium Ink Jet Plain Paper (A4)	S041214
EPSON Bright White Ink Jet Paper (A4)	S041442

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
EPSON Photo Paper (4 × 6″) (No Perforations)	S041458

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.

System Requirements

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® Millennium Edition, 98, 95, 2000 or Windows NT® 4.0
CPU	Pentium 150 MHz (for Windows Me) i486/66 MHz (for Windows 98) (Pentium or better recommended) i486/25 MHz (for Windows 95 and NT 4.0) (Pentium or better recommended) Pentium 133 MHz for Windows 2000
Memory	16 MB for Windows 98, 95, and NT 4.0 (32 MB or more recommended) 32 MB for Windows Me and 2000
Hard disk space	7 MB to install the Reference Guide
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 8.1
Memory	16 MB (32 MB or more recommended)
Hard disk space	7 MB to install the Reference Guide
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/StylusPhoto790

Regional Customer Services

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

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

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

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

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 advise on problems, they can often solve problems quickly and easily as well as give advise 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 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

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 India

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), Products Enquiry, and Technical Query are available.

Epson India Bangalore Head Office:

Phone:	5321 266-70
Fax:	5581799/5321095
Help Desk Phone:	-5321 625

For users in the Philippines

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

EPSON

Color Ink Jet Printer

EPSON STYLUS™ PHOTO 790

Daily Use

Printed in Japan
00.XX-XX