

# **Epson Stylus® Pro 4900**

## USER'S GUIDE

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## FCC Compliance Statement

### For United States Users

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

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

### WARNING

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

### For Canadian Users

This Class B digital apparatus complies with Canadian ICES-003.

*Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.*



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## Index



## Introduction

This *User's Guide* provides important information on setting up and using your printer, loading paper, using the Epson printer drivers, and replacing ink cartridges. It also tells you how to maintain your printer to keep it working at its best, and provides troubleshooting tips in case you have a problem.

For additional information, see the following:

- The *Quick Reference Guide* provides a handy summary of procedures for daily use and printer maintenance—loading paper, replacing ink cartridges and other components, cleaning and aligning the print head, and using the printer's menu system. Attach it to your printer for easy reference.
- The on-screen *Network Guide* provides instructions for setting up and using your printer on a network.

## Warnings, Cautions, Notes, and Tips

Please follow these guidelines as you use this book:

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

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

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

**Tips** contain additional hints on how to get the most out of your printer.

**Tip:** Check the Epson Pro Imaging website at [www.proimaging.epson.com](http://www.proimaging.epson.com) for accessories and options that are currently available.

## Options and Accessories

Your Epson Stylus Pro 4900® offers these optional upgrades and accessories:

### *Optional equipment*

| Option                                    | Part number |
|---|-------------|
| SpectroProofer® 17-inch                   | SPECTRO17   |
| SpectroProofer 17-inch with UV-cut filter | SPECTRO17UV |
| One-year extended service plan            | EPP49B1     |
| Two-year extended service plan            | EPP49B2     |

In addition, you can order these user-replaceable items:

### *Consumables and user-replaceable parts*

| Part   | Part number                       |
|--|-----------------------------------|
| Replacement ink maintenance tank (see page 137)        | T619000                           |
| Replacement borderfree maintenance tank (see page 137) | T619100                           |
| Replacement printer cutter blade (see page 133)        | C12C815351                        |
| Additional 2"/3" roll media spindle                    | C12C811251                        |
| Ink cartridges   | See page 127 for a complete list. |

You can purchase optional equipment and genuine Epson ink and paper from an Epson Professional Imaging Authorized Reseller. To find the nearest reseller, visit [www.proimaging.epson.com](http://www.proimaging.epson.com) (U.S. sales), [www.epson.ca](http://www.epson.ca) (Canadian sales), or call 800-GO-EPSON (800-463-7766).

## Where To Get Help

**Tip:** If you experience difficulty with the toll-free line or your Unit ID number, call the Professional Imaging support line at (562) 276-1305.

Epson provides technical support and information on the installation, configuration, and operation of professional printing products through the Epson Preferred<sup>SM</sup> Limited Warranty Plan. Dial (888) 377-6611, 6 AM to 6 PM, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice.

Before you call, make sure you have your Unit ID number, which is included with the Epson Preferred Limited Warranty Plan information that came with your printer. You'll also need your printer serial number and proof of purchase.

Visit Epson's support website at [epson.com/support](http://epson.com/support) and select your product for solutions to common problems. You can download drivers, firmware, and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

## Windows System Requirements

To use your printer in either a stand-alone or peer-to-peer network environment, your system should meet these requirements:

- IBM<sup>®</sup>-compatible PC with a Pentium<sup>®</sup> 4, 2 GHz or higher processor recommended
- Microsoft<sup>®</sup> Windows<sup>®</sup> 7, Windows Vista<sup>®</sup>, WindowsXP Professional x32 Edition, WindowsXP Professional x64 Edition, or Windows XP
- At least 2GB of RAM (4GB or more recommended)
- At least 50GB of free hard disk space for software and processing files
- Quad-speed (4x) CD-ROM or DVD drive for installing the printer software
- For USB connection: a Windows-compliant USB Hi-Speed 2.0 port and a shielded USB "AB" cable from Series A (computer) to Series B, (printer), up to 10 feet long
- For Ethernet connection: Standard Ethernet 100Base-T/10Base-TX
- SVGA (800 × 600) or higher resolution

**Caution:** Using an improperly shielded cable—especially a cable more than 10 feet (3 m) long—may cause the printer to malfunction.

**Note:** USB 2.0 is required to run the printer at full speed.

## Macintosh System Requirements

To use your printer in either a stand-alone or peer-to-peer network environment, your Macintosh® system should meet these requirements:

- Mac OS® X 10.5.x or higher
- PowerPC® G5, Intel®, or higher processor
- At least 2GB of RAM (4GB or more recommended)
- At least 50GB of free hard disk space for software and processing files
- Quad-speed (4×) or faster CD-ROM or DVD drive for installing the printer software
- For USB connection: a compliant USB Hi-Speed 2.0 port and a shielded USB “AB” cable from Series A (computer) to Series B (printer), up to 10 feet long
- For network connection: Standard Ethernet 100Base-T/10Base-TX

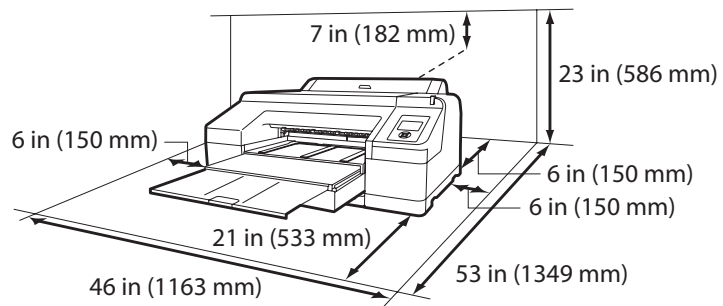
**Caution:** Using an improperly shielded cable—especially a cable more than 10 feet (3 m) long—may cause the printer to malfunction.

**Note:** USB 2.0 is required to run the printer at full speed.

## Important Safety Instructions

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

- The Epson Stylus Pro 4900 weighs about 115 lb (52 kg) without the ink or paper. Make sure you have two people lift the printer.
- When setting up the printer, make sure you have enough space around it, as shown below. You may need more space behind the printer if you print on large sheets of heavy stock or posterboard.



- Place the printer on a flat, stable surface that is larger than this product. The printer will not operate properly if it is tilted or at an angle.
- Avoid places subject to rapid changes in temperature and humidity. Also keep this product away from direct sunlight, strong light, heat sources, or air conditioners.
- Avoid places subject to shocks and vibrations.
- Keep the printer away from dusty areas.
- Keep your entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- Place the printer near a wall outlet where the plug can be easily unplugged.
- Use only the type of power source indicated on the label.

**Caution:** Always turn the printer off using the ⏻ power button. When you press this button, **POWER OFF** appears on the LCD screen and the ⏻ power light flashes. Do not unplug the printer or turn off the power to the printer until the panel shuts off and the ⏻ power light stops flashing. This ensures that the print head is safely capped.

- Connect the printer to a properly grounded outlet. Avoid using an outlet on the same circuit as a photocopier or air control system that regularly switches on and off.
- Avoid using electrical outlets controlled by wall switches or timers.
- Use only the power cord that comes with the printer. Use of another cord may result in fire or electric shock.
- The printer's power cord is designed for use with the printer only. Using it with other equipment may result in fire or electric shock.
- Do not use a damaged or frayed power cord.
- If you use an extension cord with the printer, make sure the total ampere rating of devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- Do not block or cover the openings in the printer's case.
- Do not put your hand inside the printer or touch the ink cartridges during printing.
- Do not move the print head by hand unless instructed to do so by an Epson service technician; otherwise you may damage the printer.
- Do not insert objects through the slots. Take care not to spill liquid on the printer.
- Do not attempt to service the printer yourself.
- Power down the printer from the control panel, 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.
- Before transporting the printer, make sure the print head is in the far right (home) position.

For California customers only:  
The lithium batteries in this product contain  
Perchlorate Material - special handling may apply,  
See [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).

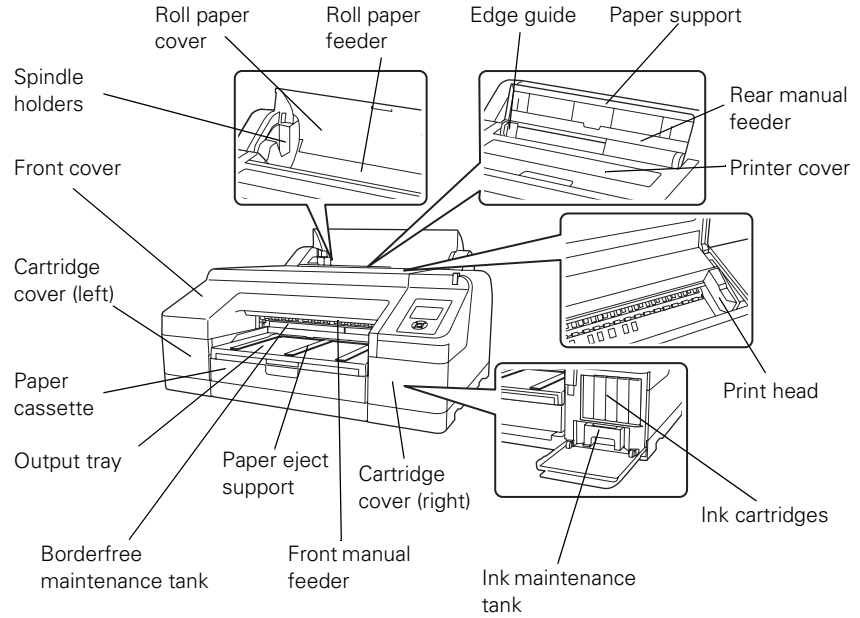
## Ink Cartridge Safety Instructions

- Keep ink cartridges out of the reach of children and do not drink the ink.
- Store ink cartridges in a cool, dark place.
- If ink gets on your skin, wash it off with soap and water. If ink gets in your eyes, flush them immediately with water.
- Shake ink cartridges before installing them for best results.
- Do not use an ink cartridge beyond the date printed on the cartridge carton.
- Use up the ink cartridge within six months of installation for best results.
- Do not dismantle 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.
- The IC chip on the ink cartridge retains a variety of cartridge information, which allows you to remove and reinsert it freely.
- 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 this product. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent ink from staining items that the cartridge touches.
- Do not touch the ink supply port, its surrounding area, or the green IC chip on the side of the ink cartridge. Doing so may affect normal operation and printing.

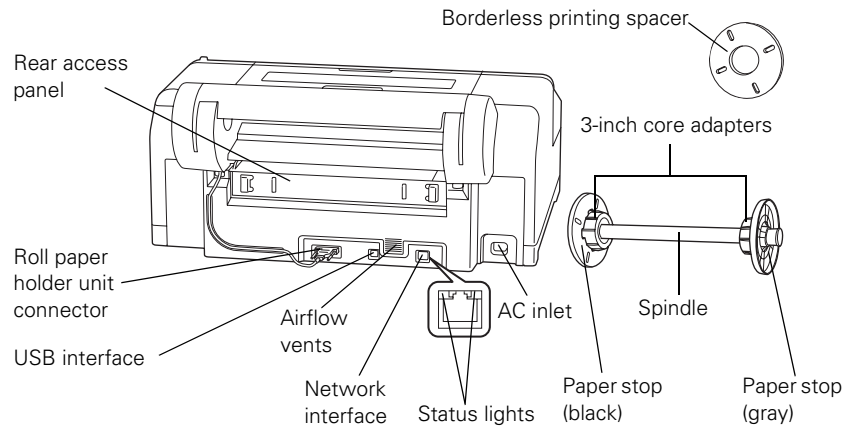
**Caution:** Do not use too much force when you shake cartridges that have been previously installed.

## Printer Parts

### Front

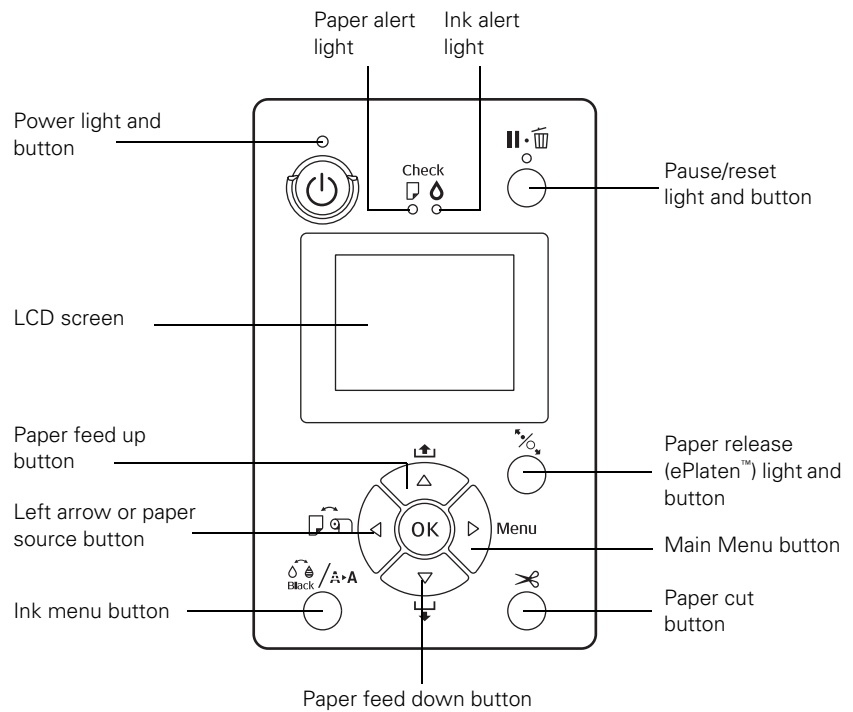


### Back

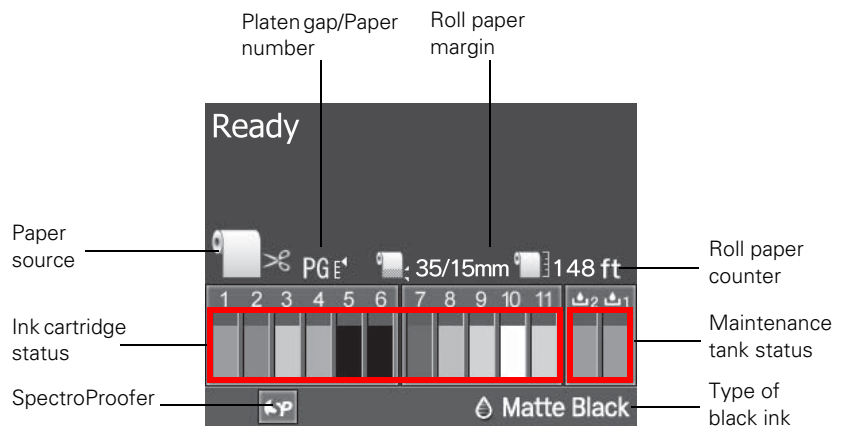




## Control Panel



## LCD Screen





## Chapter 1: Setting Up the Printer

This chapter includes the following information:

- Unpacking and connecting the Epson Stylus Pro 4900
- Installing ink
- Connecting to your computer or network
- Configuring the printer for a network
- Installing the printer software for Windows or Macintosh
- Updating the printer firmware

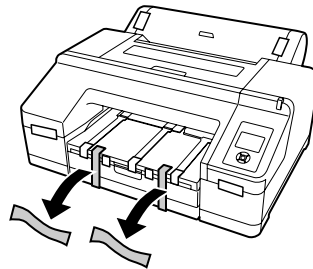
### Unpacking and Connecting the Printer

Follow these steps to unpack the printer and connect the power cord.

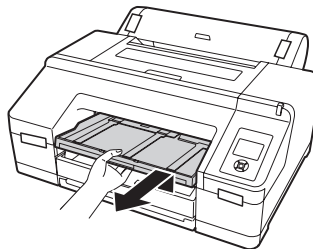
Before you begin, make sure you have sufficient space to set up and use the printer.

**WARNING:** The printer weighs about 115 pounds (52 kg) and should be lifted by two people.

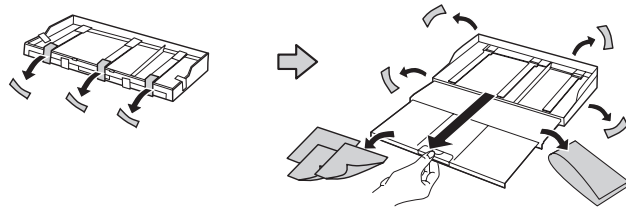
1. Remove the tape from the front of the paper tray.



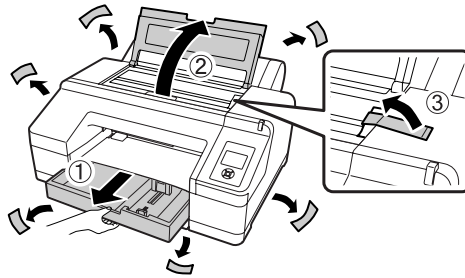
2. Lift the edge of the output tray to remove it.



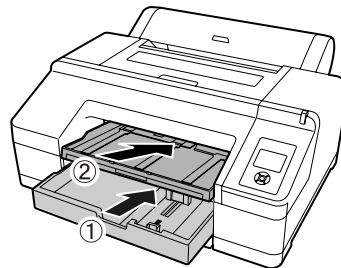
3. Remove all packing materials and tape from the output tray.



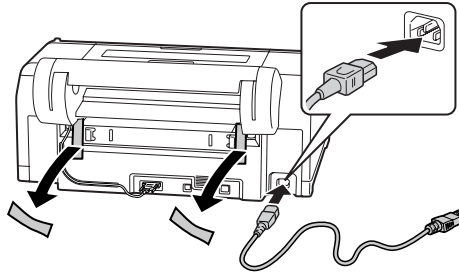
4. Open the paper tray and top cover and remove all packing materials and tape from inside the printer. Check carefully for all the tape inside and outside the printer, then close the top cover. Save the box and packaging in case you need to ship the printer.




5. Replace the paper tray and output tray.



6. Remove the tape from the back of the printer and connect the power cable.

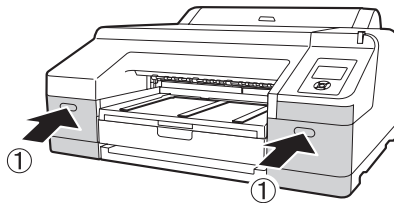


7. Press the  power button to turn on the printer.

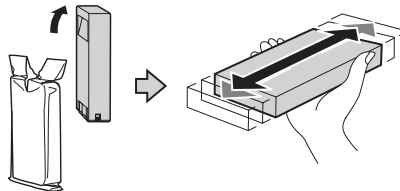
## Installing Ink

Use the ink cartridges that came with your printer for initial ink charging.

1. Press the left and right ink compartment covers to open them.



2. Remove the ink cartridges from their packages, then gently shake each cartridge for about 15 seconds.

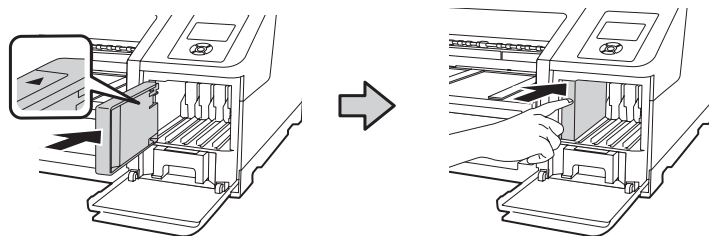


- Note the location of the slots corresponding to each cartridge.

| Ink bay | Slot no. | Cartridge                 |
|---------|----------|---------------------------|
| Left    | 1        | Green (GR)                |
|         | 2        | Light Light Black (LLK)   |
|         | 3        | Yellow (Y)                |
|         | 4        | Light Cyan (LC)           |
|         | 5        | Vivid Light Magenta (VLM) |
|         | 6        | Orange (OR)               |
| Right   | 7        | Matte Black (MK)          |
|         | 8        | Vivid Magenta (VM)        |
|         | 9        | Light Black (LK)          |
|         | 10       | Cyan (C)                  |
|         | 11       | Photo Black (PK)          |

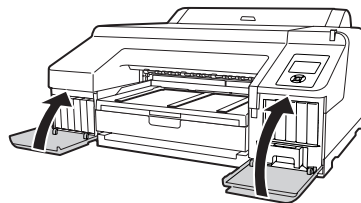
- Hold each cartridge with the arrow pointing toward the printer, then push it into its slot until it clicks into place. Make sure you insert each cartridge all the way into the correct slot.

**Caution:** Do not touch the green chip on top of the cartridge.



**Caution:** Charging takes about 15 minutes. Never turn off the printer, remove the maintenance tanks, or open the front cover or ink covers while the power light is flashing, or you may damage the printer.

- After installing all 11 cartridges, close the ink covers. The printer starts charging the ink and the power light flashes.



After ink charging is completed, you need to load paper before **READY** will appear on the display. See page 37 for instructions.

## Connecting to Your System

Your printer software works with Windows® 7, Windows Vista®, Windows XP Professional x64 Edition, Windows XP, and Macintosh OS X 10.5.x to 10.6.x.

If you are using the USB interface, see “Connecting Directly to the Computer” below to install the printer software.

If you are using the printer on a network, go to “Connecting to a Network” on page 28 and follow the instructions to:

- Connect the printer to the network
- Configure the network interface
- Install the printer software

## Connecting Directly to the Computer

Make sure you have a compliant USB Hi-Speed 2.0 port and a shielded USB “AB” cable from Series A (computer) to Series B (printer), up to 10 feet long.

### Windows

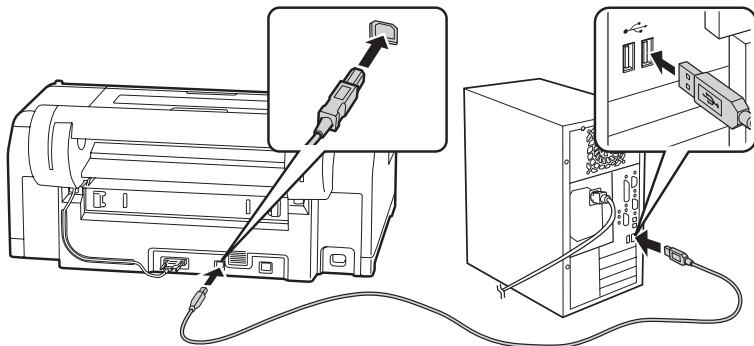
**Note:** If you see a Found New Hardware Wizard screen, click **Cancel** and disconnect the USB cable. You can't install your software that way.

1. Make sure that your computer and printer are turned on and that the Epson Stylus Pro 4900 is NOT connected to the computer.
2. Insert the printer software CD in your CD or DVD drive.
3. If the AutoPlay window appears, click **Run Setup.exe**. If you see the User Account Control screen, click **Yes** or **Continue**.

4. Click Install.




5. Follow the on-screen instructions to install all the necessary software and manuals, place a link to the Epson Professional Imaging website on your desktop, and register your printer.
6. When prompted, connect a USB cable. Use any open USB port on your computer.



7. When you're done, click Exit and eject the CD.



## Macintosh

1. Make sure that your computer and printer are turned on and that the Epson Stylus Pro 4900 is connected to the computer
2. Insert the Epson Stylus Pro 4900 software CD in your CD or DVD drive.
3. Double-click the  Epson icon.

**Note:** If you see the message that the installer has detected an older version of EpsonNet Config on your system, you must uninstall the old version before you can install the new one. To uninstall, drag the **EpsonNet** folder to the trash. Then reinstall your printer software.



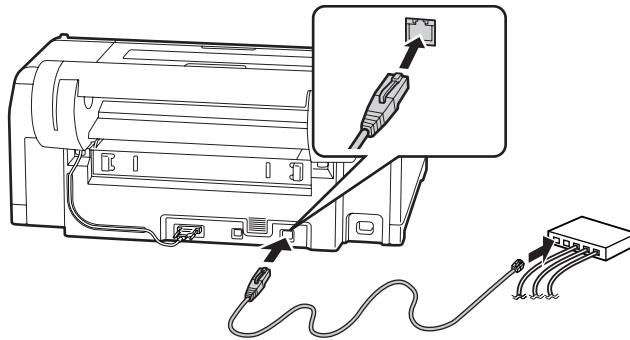
4. Click the **Epson Stylus Pro 4900** icon.
5. Follow the on-screen instructions to install the printer software (including the printer driver and EPSON LFP Remote Panel utility) and register your printer.
6. Click the **User's Guide** icon to place links to the *User's Guide*, *Network Guide*, and Epson Professional Imaging website on your desktop.
7. If connecting to a network, click the **Ethernet Utility** icon to install the EpsonNet Configuration utility (located in the EpsonNet folder under Applications).
8. When you're done, click **Exit** and eject the CD. Restart the Macintosh if prompted.

**Note:** You must use a Category 5 shielded twisted-pair cable to connect the network interface to prevent malfunction. You can use both 10Base-T and 100Base-TX networks. When you print a lot of data, we recommend using the highest speed available for your product with light network traffic.

## Connecting to a Network

Make sure you have the correct cable for connecting the printer. To connect to a network switch or hub, you need a standard RJ-45 “straight-through” network cable. To connect directly to your computer’s network interface, you need an RJ-45 crossover cable.

1. Turn off the printer.
2. Connect one end of the appropriate cable to the printer’s Ethernet port. Then connect the other end to your network switch or hub or your computer’s Ethernet port.



3. Turn on the printer.

Once the printer is connected to your network, you need to configure it. See “Configuring the Network Interface” on page 28 for instructions.

## Configuring the Network Interface

1. Make sure that the printer is turned on and the LCD screen displays **READY**.
2. Press the **Menu** ► button on the printer’s control panel to enter the printer’s menu system.
3. Press ▼ to highlight **NETWORK SETUP**, then press ►.
4. Press ►, then ▼ to highlight **SHOW**.

5. Press **OK**. A checkmark appears next to **SHOW** to show that it's selected.
6. Press **◀** to go back, then press **▼** to highlight **IP ADDRESS SETTING**.
7. Press **▶**, then press **▲** or **▼** to choose one of the following IP configuration settings:
  - **AUTO**: Select this setting if your network uses a DHCP server to provide IP addresses automatically. The printer's IP address will be obtained from the DHCP server whenever the printer is reset or turned on.
  - **PANEL**: Select this setting if you would like to configure the printer's IP settings manually.
8. Press **OK**. A checkmark appears next to the setting you selected.
9. Press **◀** to go back, then do one of the following:
  - If you selected **AUTO** as the **IP ADDRESS SETTING**, press the **||•☐** button to exit the printer menu. Then continue with step 14.
  - If you selected **PANEL** as the **IP ADDRESS SETTING**, continue with step 10.
10. Press **▼** to highlight **IP, SM, DG SETTING**, then press **▶**. The LCD screen displays the **IP ADDRESS**.
11. Press **▲** or **▼** to change each octet value, then press **▶** to select the next octet. When you have changed the value of the last octet, press **▶**. The LCD screen displays the **SUBNET MASK**.
12. Press **▲** or **▼** to change each octet value, then press **▶** to select the next octet. When you have changed the value of the last octet, press **▶**. The LCD screen displays the **DEFAULT GATEWAY**.
13. Press **▲** or **▼** to change each octet value, then press **▶** to select the next octet. When you have changed the value of the last octet, press **OK**, then press the **||•☐** button to exit the printer menu.
14. Turn the printer off, then back on again.

**Note:** If you don't know which setting to use, see your network administrator for help configuring the printer's IP settings.

15. See “Printing a Network Status Sheet” below to print a network status sheet and confirm the new IP address. For Windows, you’ll need the IP address during setup.

Now you can install the printer software (see “Installing the Printer Software” on page 30).

### **Printing a Network Status Sheet**

1. Make sure that the printer is not printing and the LCD screen displays **READY**.
2. Load 3 sheets of letter-size paper.
3. Press the **Menu ►** button on the printer’s control panel to enter the printer’s menu system.
4. Press **▼** to highlight **TEST PRINT**, then press **►**.
5. Press **▼** to highlight **NETWORK STATUS SHEET**, then press **►**.
6. Press **OK** to print the network status sheet.

### **Installing the Printer Software**

To print to the network printer, you need to install the printer driver (printer software) on your computer. See the appropriate section below for your operating system.

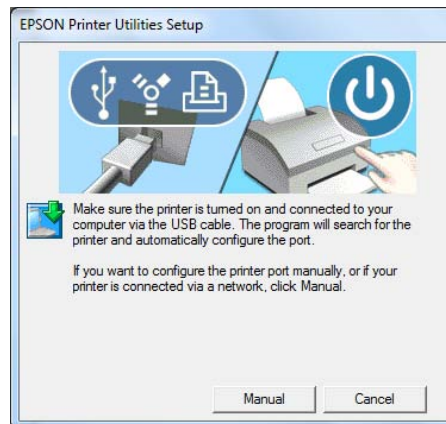
#### *Windows*

1. Insert the printer software CD in your CD or DVD drive.
2. If the AutoPlay window appears, click **Run Setup.exe**. If you see the User Account Control screen, click **Yes** or **Continue**.

3. Click Install.




4. When you see a screen like this one, click the Manual button.



5. Select LPT1: as the printer port, then click OK.
6. Follow the on-screen instructions to install all the necessary software, place links to the *User's Guide*, *Network Guide*, and Epson Professional Imaging website on your desktop, and register your printer.
7. When you're done, click Exit and eject the CD. Restart your computer if prompted.

See “Adding the Network Port” on page 33 to create a network port for your printer.

### *Mac OS X*

1. Insert the Epson Epson Stylus Pro 4900 software CD in your CD or DVD drive.
2. Double-click the  Epson icon.
3. You see this screen:

**Note:** If you see the message that the installer has detected an older version of EpsonNet Config on your system, you must uninstall the old version before you can install the new one. To uninstall, drag the **EpsonNet** folder to the trash. Then reinstall your printer software.




4. Click the **Epson Stylus Pro 4900** icon.
5. Follow the on-screen instructions to install the printer software (including the printer driver and EPSON LFP Remote Panel utility) and register your printer.
6. Click the **User's Guide** icon to place links to the *User's Guide*, *Network Guide*, and Epson Professional Imaging website on your desktop.
7. Click the **Ethernet Utility** icon to install the EpsonNet Configuration utility (located in the EpsonNet folder under Applications).
8. When you're done, click **Exit** and eject the CD. Restart the Macintosh if prompted.

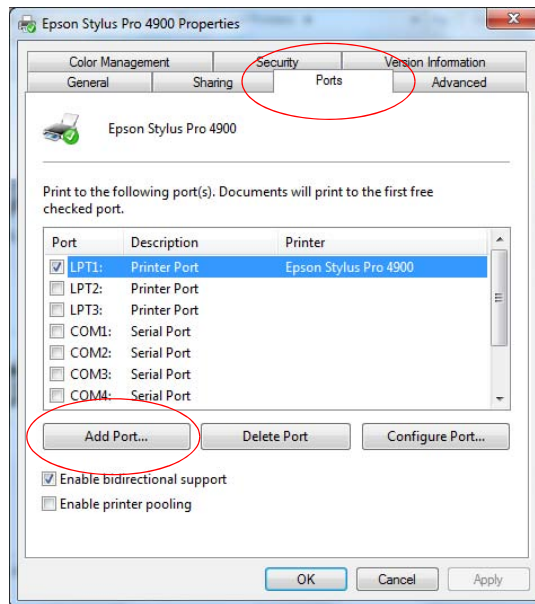
See “Adding the Network Port” below to create a network port for your printer.

## Adding the Network Port

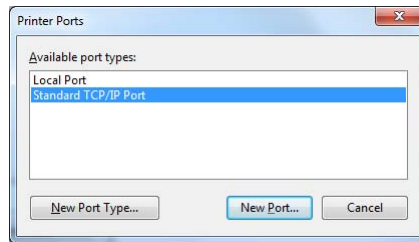
After installing the printer software on your computer, you need to add the network port. See the appropriate section below for your operating system.

### Windows

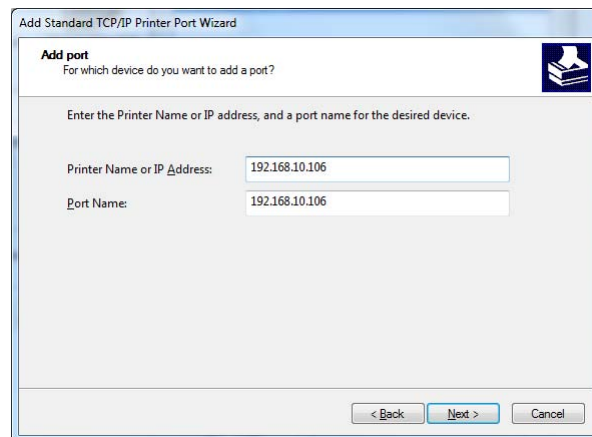
- To add the network port for Windows, see below.
  - Windows 7 and Windows Vista: Click , click **View Devices and Printers**, select your printer, then right-click on **Printer Properties**.
  - Windows XP: Click **Start**, click **Control Panel**, select **Printers and Faxes**, select your printer, then right-click **Properties**.
- Click the **Ports** tab, then click **Add Port**.



3. Select **Standard TCP/IP Port**, then click the **New Port** button.



4. When the printer port wizard opens, click **Next**.
5. Enter the printer's IP address, shown on the network status sheet, in the **Printer Name or IP Address** text box. Then click **Next**.



6. On the next screen, click **Finish**.

You can now use the printer on your network.

## *Mac OS X*

See the section below for your printing method.

### *Bonjour Printing*

1. Open **System Preferences**.



2. Open **Print & Fax**.
3. Click the **+** button to add a new printer.
4. Select the printer model that is connected with Bonjour.
5. Click **Add**.

You can now use the printer on your network.

### *TCP/IP Printing*

1. Open **System Preferences**.
2. Open **Print & Fax**.
3. Click the **+** button to add a new printer.
4. Select the EPSON TCP/IP printer model. (If you don't see it listed, click **More Printers** and select **EPSON TCP/IP** from the drop down list.)
5. Click **Add**.

You can now use the printer on your network.

## **Updating Your Printer Firmware**

To keep your printer features and functionality up to date, you should check for a newer version of firmware on the Epson support site and update your printer, if necessary.

### **Checking the Current Firmware Version**

1. Press the **▶ Menu** button.
2. Press the **▼** button until **PRINTER STATUS** is highlighted, then press **Menu**.
3. Press **Menu** again and note the firmware version displayed. When done, press the **◀** button.

## Downloading and Updating the Firmware

**Note:** For more information on using the LFP Remote Panel, click **Help** to see the on-screen guide.

1. Click the EPSON LFP Remote Panel 2 icon on your desktop. You see the LFP Remote Panel.

2. Select your printer, then click the **Firmware Updater** button.

When you see the prompt, click **OK** to have the EPSON LFP Remote Panel utility automatically locate and download the latest firmware from the Epson website.

If you need to download the firmware manually, visit Epson's **U.S. support website** ([www.epson.com/support](http://www.epson.com/support)) or **Canadian support website** ([www.epson.ca/support](http://www.epson.ca/support)), select your product, then click **Drivers & Downloads**.

Choose the firmware update version for Windows or Macintosh and follow the instructions on the screen.

**Caution:** Don't turn off the printer while the firmware is updating.

3. Make sure your printer is turned on, its LCD screen displays **READY**, and it is connected to your computer or network, then choose your printer.
4. Click **Browse** and find the firmware file that you just downloaded and extracted. Select the file and click **Choose** or **Open**.
5. If the firmware version of the file is newer, click **Update** to start the firmware updating process. (If it is the same, you don't need to update.)
6. When the update is complete, close the Firmware Updater window and Epson LFP Remote window.

## Chapter 2: Handling Paper and Other Media

**Note:** You can purchase additional roll paper spindles and other accessories or options from your Epson Professional Imaging authorized reseller.

The Epson Stylus Pro 4900 prints on a variety of media, including roll paper and cut sheets up to 17 inches wide. You can also use heavy stock, such as posterboard up to 59 mil (1.5 mm) thick, via the front manual feeder.

This chapter includes the following information:

- Selecting media for your printer
- Using cut sheet paper
- Using roll paper
- Loading paper manually
- Optimizing the settings for your paper

### Selecting Media for Your Printer

You can print on most types of coated, glossy, plain paper, and other media. Check the Epson Pro Imaging website ([www.proimaging.epson.com](http://www.proimaging.epson.com)) or your Epson Professional Imaging authorized reseller for available media.

The following table shows the paper sizes you can use:

#### *Supported paper sizes*

|                                | Roll paper   | Cut sheets  |
|--------------------------------|--|---|
| Size                           | 8.0 to 17 in. wide<br>(203 to 432 mm)                    | 8 × 10 in. up to 17 × 24 in.<br>(203 × 254 up to 432 × 610<br>mm) |
| Maximum external roll diameter | 2 in. core: 4 in. (103 mm)<br>3 in. core: 6 in. (150 mm) | —   |
| Thickness                      | 3.15 to 19.7 mil (0.8 to 0.5 mm)                         | 3.15 to 59 mil (0.8 to 1.5 mm)                                    |

Always test samples of paper stock in the printer before purchasing large quantities or printing large jobs. When you use non-Epson paper or other media, you may need to adjust various settings and create special paper configurations. See page 58 for instructions.

## Guidelines for Using Epson Media

Follow these guidelines, as well as those included in your paper package, when printing on Epson paper and other media:

- Avoid touching the printable surface with your bare hands. Fingerprints may affect print quality. Handle media by the edges or use cotton gloves.
- Always choose the correct Media Type setting in your printer driver software before you send your job. See page 106 (Mac OS X) or page 64 (Windows) for instructions.
- Always select the correct paper source (roll, tray or manual feed) in the driver software. See page 91 (Mac OS X) or page 63 (Windows) for instructions on selecting the paper source in your printer software.
- Keep unused media in its original packaging and store it in a cool, dry place to maintain quality. Avoid storing your printouts where they will be exposed to high temperature, humidity, or direct sunlight.

## Using Cut Sheet Paper

You can print on many types of cut sheet paper and other media. The Epson Stylus Pro 4900 accepts sheets ranging from 8 × 10 inches to 17 × 24 inches.

Follow these additional guidelines for cut sheet paper:

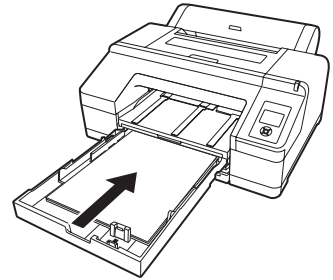
- You can leave your roll paper on the spindle when you print on cut sheets.
- Store sheet media on a flat surface in its original package.
- If you need to add paper to the cassette, first remove all the paper and then add to the stack that you removed.
- If you're using fine art paper or other thick media, you need to load it manually, as described on page 45.

## Cut Sheet Paper Paths

In addition to the paper cassette, two paper paths are available for manual feeding of special media. Make sure you use the correct paper path for Epson media, as listed below:

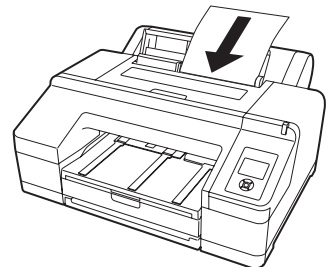
### Paper cassette

- Epson or non-Epson media with paper thicknesses from 0.08 to 0.27 mm
- Premium Photo Paper Semi-gloss
- Premium Semigloss Photo Paper
- Ultra Premium Photo Paper Luster
- Premium Luster Photo Paper
- Singleweight Matte Paper
- Presentation Paper Matte
- Photo Quality Ink Jet Paper
- Proofing Paper White Semimatte
- Proofing Paper Commercial
- Standard Proofing Paper 240
- Standard Proofing Paper SWOP 3
- Ultra Premium Presentation Paper Matte
- Enhanced Matte Paper
- Plain paper



### Rear manual feed slot

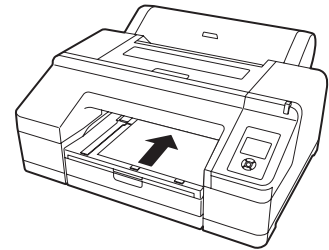
- Epson and non-Epson media with paper thicknesses from 0.08 to 0.79 mm
- All of the above listed for paper cassette
- Epson Exhibition Fiber Paper
- Cold Press Bright
- Cold Press Natural



- Hot Press Bright
- Hot Press Natural
- Watercolor Paper - Radiant White
- UltraSmooth Fine Art Paper
- Epson Velvet Fine Art Paper

**Front manual feed slot**

- Epson and non-Epson media with paper thicknesses from 0.8 to 1.5 mm
- Carolina Cover C1S 18 Point
- Tango Blanks C1S 18 Point



**Loading Paper in the Paper Cassette**

You can load up to 250 sheets of plain paper in the cassette. The following table lists a guideline for paper cassette capacity for various types and sizes of Epson paper:


*Epson cut sheet paper capacity*

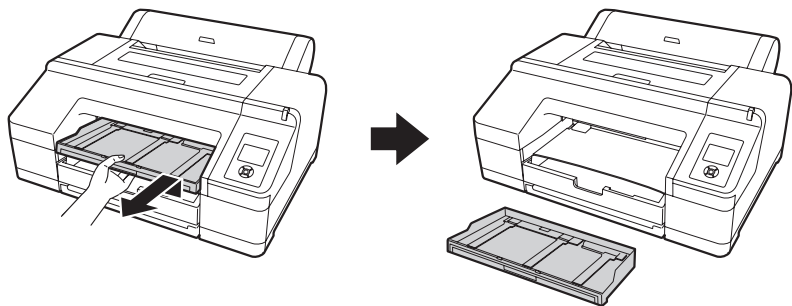
| Paper type                       | Size (inches)          | Loading capacity |
|----------------------------------|------------------------|------------------|
| Premium Photo Paper Semi-gloss   | 8.5 × 11               | 100              |
| Premium Semigloss Photo Paper    | 13 × 19                | 50               |
| Ultra Premium Photo Paper Luster | 8.5 × 11               | 100              |
| Premium Luster Photo Paper       | 11.7 × 16.5<br>13 × 19 | 50               |
| Singleweight Matte Paper         | 13 × 19                | 100              |
|                                  | 17 × 22                | 50               |

*Epson cut sheet paper capacity*

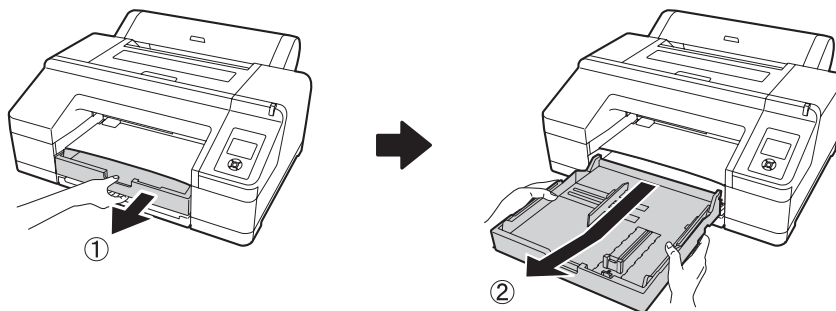
| Paper type   | Size (inches)                     | Loading capacity |
|--|-----------------------------------|------------------|
| Presentation Paper Matte   | 8.5 × 11                          | 200              |
| Photo Quality Ink Jet Paper  | 11 × 17<br>13 × 19                | 100              |
|  | 17 × 22                           | 50               |
| Proofing Paper White Semimatte<br>Proofing Paper Commercial<br>Standard Proofing Paper 240<br>Standard Proofing Paper SWOP 3 | 13 × 19                           | 100              |
| Ultra Premium Presentation Paper Matte<br>Enhanced Matte Paper   | 8.5 × 11                          | 100              |
|  | 11.7 × 16.5<br>13 × 19<br>17 × 22 | 50               |

Follow these steps to load cut sheets in the paper cassette:

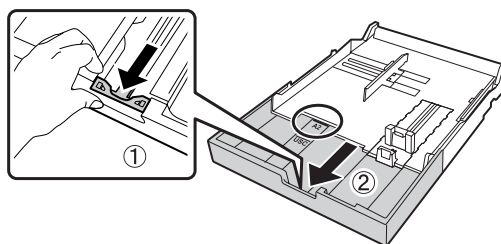
1. Make sure the printer is turned on, then press the ◀ Paper Source button and press ▼ to highlight CUT SHEET.
2. Press OK.
3. The  sheet icon appears on the LCD screen.
4. Lift the edge of the output tray to remove it.



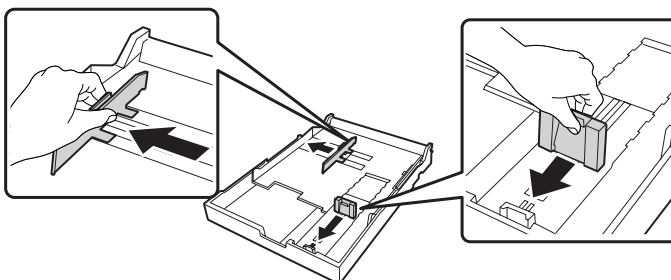
5. Slide open the paper cassette, lift it slightly and then pull it out.



6. If your paper is size A3 or larger, extend the paper cassette to match the size of the paper.

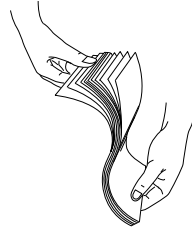


7. Slide the edge guides outward.



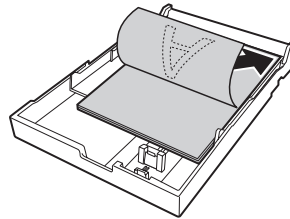


8. Thumb through a stack of paper, then gently tap it on a flat surface to even the edges.

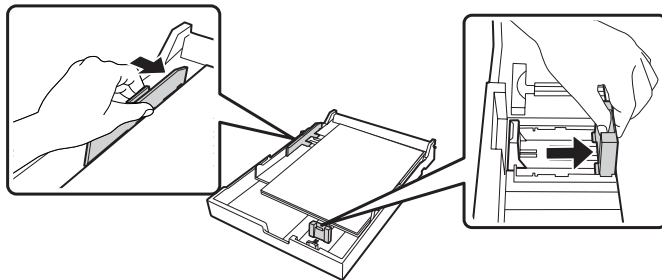


9. Load the sheets with the printable side face-down, in the portrait orientation (short edge first). Place the paper all the way back in the paper cassette and next to the right edge.

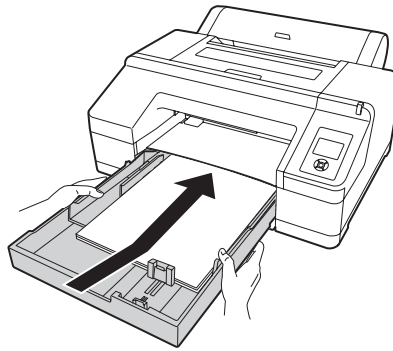
Make sure the stack of paper fits under the arrow on the left edge guide.



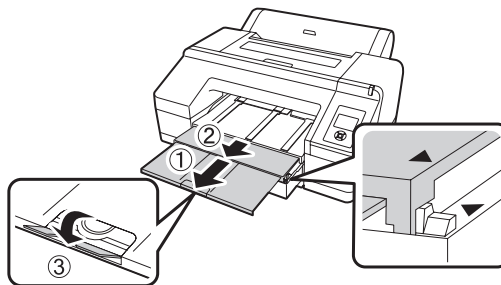
10. Slide the edge guides against the paper, but not too tightly.



11. Insert the paper cassette. Push it firmly into the printer.





12. Replace the output tray and adjust its length to fit your paper size.

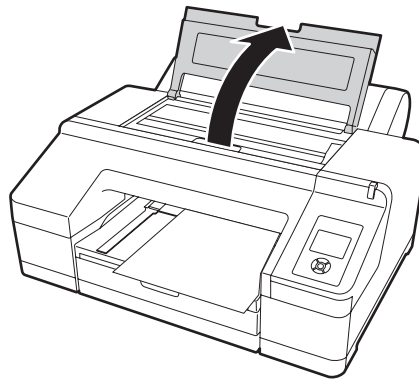


## Using the Front Manual Feed Slot

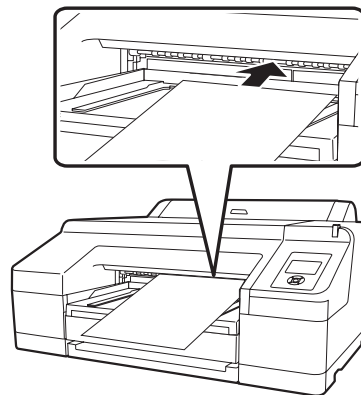
If you want to print on posterboard or other media 31 to 59 mil (0.8 to 1.5 mm) thick, you must use the manual feed slot. This provides a straight-through paper path. Be sure to allow enough room behind the printer so the paper is not bent when it feeds into the printing position.

**Note:** When the optional SpectroProofer is installed, you cannot print from the front manual feed slot.

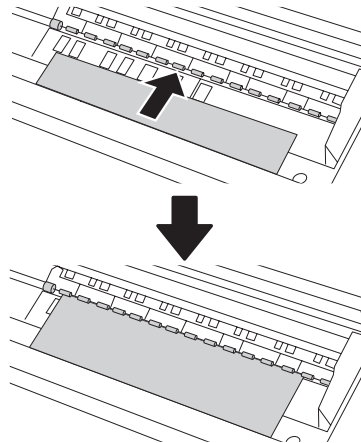
1. Make sure the printer is turned on, then press the ◀ Paper Source button until the  sheet icon appears on the LCD screen.
2. Press the  button to release the paper.
3. Open the top cover.



4. Insert the sheet face-up, above the black rollers.

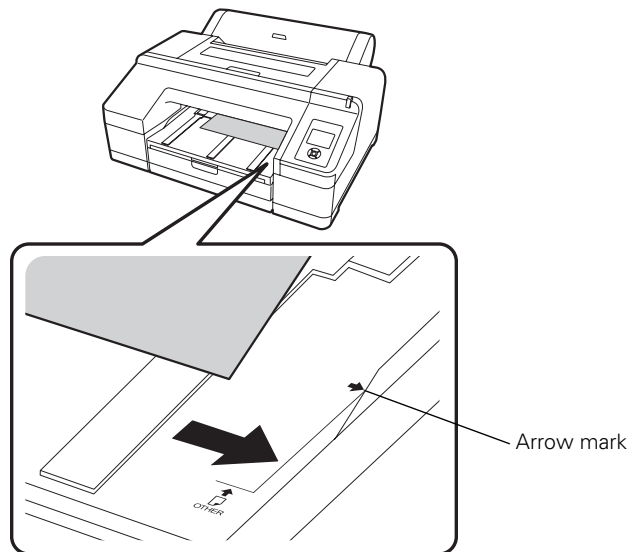



5. Push the paper under the gray feed rollers inside the printer.

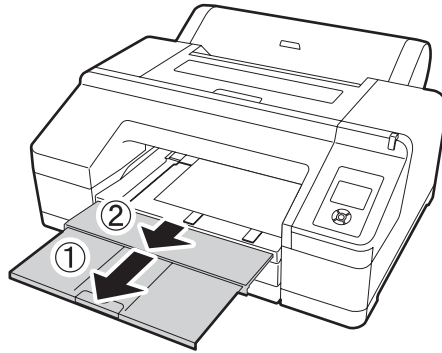


6. Align the edge of the paper with the mark on the paper cassette cover, as shown below. For longer sheets, make sure you align the right edge of the sheet with the arrow mark on the right and the leading edge with the OTHER mark.

Then close the top cover.




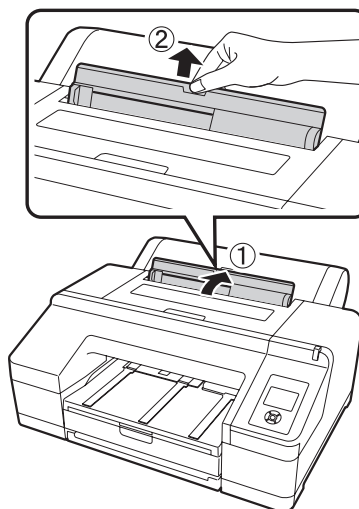
7. Press the  button. The printer automatically feeds the paper into printing position.
8. Extend the output tray and cover if necessary to support the sheet as it comes out of the printer. Make sure the roll paper cover is not open.



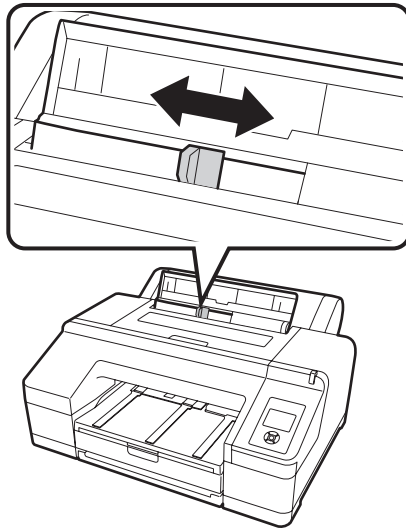
## Using the Rear Manual Feed Slot

You may use the rear manual feed slot for thicker media types such as Velvet Fine Art Paper and UltraSmooth Fine Art Paper. You can also use this feed slot for other types of paper, as listed on page 39.

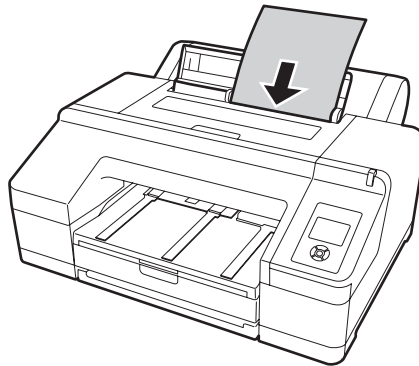
1. Make sure the printer is turned on, then press the ◀ Paper Source button until the  sheet icon appears on the LCD screen.
2. Extend the paper support.



3. Adjust the edge guide according to the paper width.

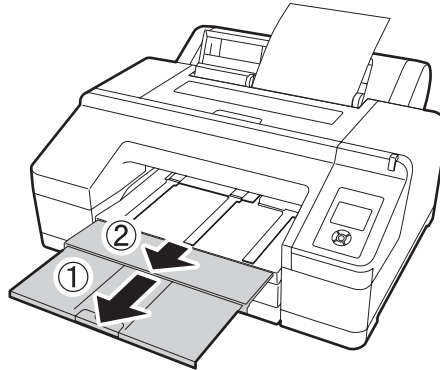


4. Align the sheet with the right edge of the slot and insert it until it meets resistance. Make sure the sheet is straight.



5. Press the ▼ button to feed the paper.

6. Extend the output tray and cover if necessary to support the sheet as it comes out of the printer. Make sure the roll paper cover is not open.







## Using Roll Paper

You can use roll paper with a 2- or 3-inch core, up to 17 inches wide. Manually switching from one paper roll to another is a simple process. Check the Epson Pro Imaging website ([www.proimaging.epson.com](http://www.proimaging.epson.com)) or your Epson Professional Imaging authorized reseller for available media.


## Roll Paper Guidelines

When printing on roll paper, be sure to follow the media handling guidelines on page 38, as well as these special guidelines for roll paper:

- When storing roll paper, keep it in its original packaging—including the bag, end caps, and box.
- To avoid feeding excess paper, make sure the  sheet icon does not appear on the LCD screen. Press the ◀ Paper Source button and press ▼ to highlight ROLL PAPER/CUT or ROLL PAPER/NO CUT. Press OK. The  or  roll icon appears on the LCD screen.
- Choose  if you want the paper to be cut automatically after each page is printed.
- When printing on thin media, raise the paper eject support to ensure a straight cut.

**Caution:** Some 2-inch core roll paper at widths smaller than 10" may cause the print head to strike the surface of the paper due to paper curling. This will damage the paper by leaving scratch marks on the surface of the paper and it can also cause paper jams if the paper is torn during the printing process. If you notice head strike marks or paper jams when printing on this type of paper, Epson recommends printing on 3-inch core paper or wider paper.



- Choose  if you're printing on canvas or other heavy media. Media that is too thick may damage the cutter. Use of an external cutter/scissor is recommended.

Also choose this setting if you want to print a series of pages and keep them together for cutting later on. The following media (and other similar materials) do not work with, or may shorten the life of, the built-in cutter:

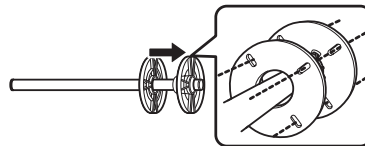
- Fine art paper
- Canvas
- Vinyl
- Matte board
- Heavyweight polyester banner media

## Removing and Installing the Spacer

When you perform borderless printing on roll paper, you may need to install the borderless printing spacer supplied with the printer, depending on the width of the paper.

### *Installing the Spacer*

1. Remove the black paper stop from the spindle. When the 3-inch core adapters are attached to the spindle, remove both left and right adapters.
2. Install the borderless printing spacer onto the gray paper stop. Push the spacer until the holes line up with the holes in the paper stop.



### *Removing the Spacer*

1. Remove the black paper stop from the spindle.

2. Remove the spacer by holding the outer edge and pulling straight off the spindle.

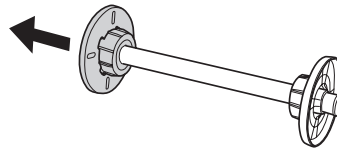
**Note:** The spindle accommodates both 2-inch and 3-inch roll paper cores. To switch between different size cores, see page 56.

Avoid touching the printable surface of the paper as much as possible. Oils from your skin can affect print quality.

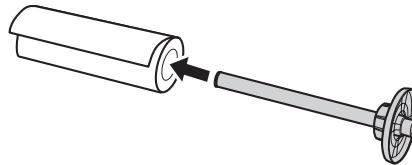
### Loading the Paper onto the Spindle

Follow these steps to attach the roll to the spindle:

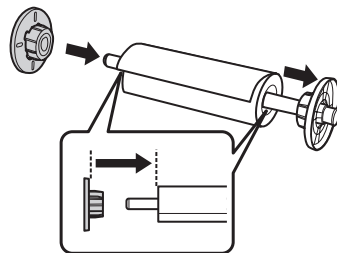
1. Slide the black paper stop (flange) off the left end of the spindle.



2. Position the roll so the paper unwinds as shown, then slide the spindle into the paper core.



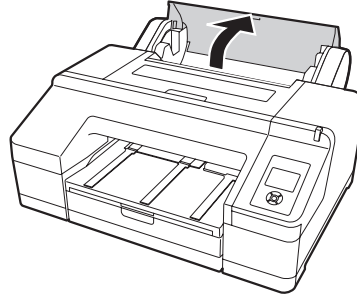
3. Slide the black paper stop back onto the spindle and insert it into the end of the roll. Make sure it is firmly fixed into the left end of the paper roll.



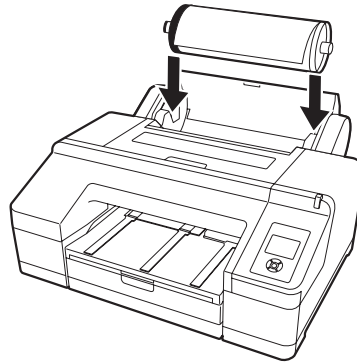
## Placing the Paper in the Printer


Follow these steps to place the paper in the printer:


1. Open the roll paper cover.




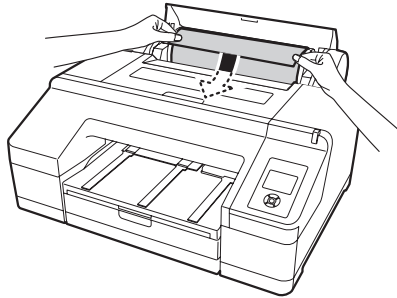
2. Place the roll paper in the printer as shown. (The black end of the spindle goes on the left.)




**Note:** To avoid feeding excess paper, make sure you don't select  when you're using roll paper.

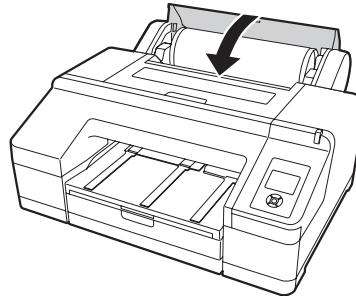
3. Make sure the printer is turned on, then press the  button on the control panel.

4. Insert the leading edge of the roll paper into the roll paper feeder until the message on the LCD screen prompts you to press the  button.



5. Press the  button. The printer automatically feeds the paper to the printing position.
6. Close the roll paper cover.

**Note:** The maximum page length you can print on is limited by the printer driver, and may also be limited by your application software and/or operating system.

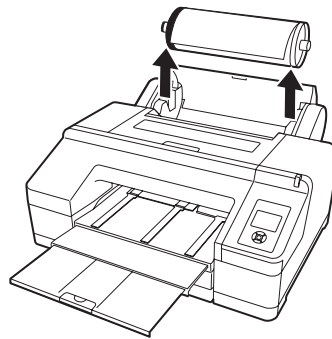


To avoid indenting or creasing the paper, remove it from the paper path and roll it up when you are not printing.

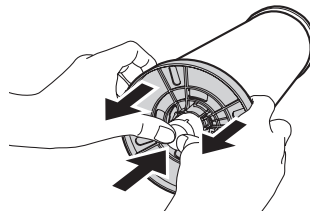
## Removing Paper from the Spindle

If you need to remove the paper roll from the spindle, follow these steps:

1. Open the roll paper cover.
2. If the paper is loaded for printing, press the  $\frac{1}{2}$  button. The paper rolls up automatically.
3. Hold both ends of the spindle and lift up from the spindle holder. (Make sure the roll paper is rewound before removing the spindle.)
4. Remove the roll paper and spindle from the printer.



5. Remove the black paper stop from the spindle.



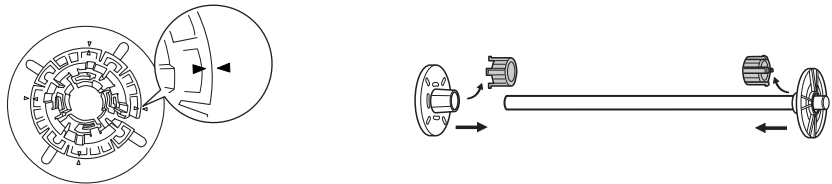
6. Remove the roll paper from the spindle.
7. Place the roll in its original package.

**Note:** Roll paper with a 2-inch core may cause paper jams on this printer due to severe paper curl. If you notice frequent paper jams when using 2-inch core media, switch to media with a 3-inch core.

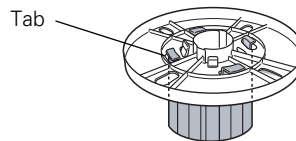
## Switching Between 2-Inch and 3-Inch Roll Paper

You can convert the spindle to accept roll paper with either a 2-inch or 3-inch core by using the spindle adapters. Follow these steps to attach the adapters for using 3-inch roll paper:

1. Remove the black paper stop from the end of the spindle.
2. Align the arrow marks as shown below and press one of the adapters onto the gray paper stop until it locks in place. Press the other adapter onto the black paper stop.



To remove the adapters, press on the four tabs.



## Cutting Roll Paper Manually with the Built-in Cutter

When you're not using the auto cut setting, you need to cut the paper manually by pressing the ✂ button after your print job is finished. You can use the button for most types of paper. However, if you're printing on fine art paper, canvas, or other heavy media, you should use a rotary paper cutter/trimmer or scissors rather than the built-in cutter. See page 51 for a list of media that cannot be used with the built-in cutter.

Follow these steps to cut manually with the built-in cutter:

1. Before you print, press the ◀ Paper Source button and press ▼ to highlight ROLL PAPER/NO CUT. Press OK. The 📄 roll icon appears on the LCD screen.
2. Run your print job.


3. If the paper is not positioned correctly, press the ▼ or ▲ buttons to match the cutting position on the paper with the cutting position on the left side of the print head.
4. Press the ✂ button.
5. When the confirmation is displayed on the screen, press ▼ to highlight Cut, then press OK. The paper is cut.

**Caution:** To avoid damaging the printer, make sure you do not select the **NARROW** setting when you print on heavy media.

## Adjusting the Platen Gap for Thick or Thin Paper

When you print on unusually thick or thin paper, you may need to adjust the platen gap setting. Normally, the **STANDARD** setting allows the printer to adjust automatically. However, if print quality is not satisfactory when using very thin or very thick stock, you may need to change this setting. Follow these steps:

1. Press the **Menu** button. **PRINTER SETUP** appears on the display.
2. Press the **Menu** button again to display **PLATEN GAP**.
3. Press the **Menu** button. **STANDARD** is displayed as the current setting.
4. Use the ▼ or ▲ buttons to change the setting. (**STANDARD** is the default setting; you can also choose **NARROW**, **WIDE**, **WIDER**, or **WIDEST**.)
5. Press the **OK** button to save the setting. A checkmark appears next to the selected setting.
6. Press the ◀ **Paper Source** button to exit the menu.

If you've selected a non-standard platen gap, the  icon appears on the LCD screen to remind you of the narrow or wide setting. When you switch media, don't forget to change the setting back to **STANDARD**.

If you're printing on non-Epson media, you may also need to create a paper configuration to optimize your results. See the following section for more information.

## Optimizing the Settings for Your Paper

When you choose a media type in your Epson printer software, the driver automatically determines the best settings for your paper. However, you may want to fine-tune how the printer handles various media—especially if you use non-Epson paper or a paper not supported by the driver. Use the paper configuration settings described below. If you're printing on unusually thick or thin paper, you may also need to adjust the platen gap; if so, you should do that first.

**Note:** It's a good idea to keep a list describing your paper configurations.

You can create a special configuration, or group of settings, for each paper type (up to ten types) and select the desired configuration whenever you print on a particular stock.

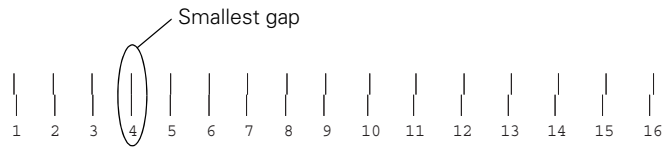
### Creating Custom Paper Configurations

To create a configuration for a specific paper type, make sure the paper you want to configure is loaded in the printer. Then follow these steps:

1. Press the **Menu** button, then press the ▼ button to highlight **PAPER SETUP**.
2. Press the **Menu** button, then press the ▼ button to highlight **CUSTOM PAPER**.
3. Press the **Menu** button to display **PAPER NUMBER**.
4. Press the ▼ button to select a paper configuration number (1 to 10).
5. Press the **Menu** button, then the ▼ button to highlight **PLATEN GAP**. Press the **Menu** button, then press the ▼ button to select **NARROW**, **STANDARD**, **WIDE**, or **WIDER**. The **STANDARD** setting is recommended for most paper types. Press **OK** to save the platen gap setting.
6. Press the ◀ **Paper Source** button, then the ▼ button to display **THICKNESS PATTERN**.



7. Press the **Menu** button, then press **OK** to print the paper thickness pattern. The printer prints a pattern similar to the following:



8. Examine the printed pattern for the most evenly overlapping lines. Choose the number with the most even lines. In the example shown above, the lines under number 4 are the most even.
9. After printing the pattern, **THICKNESS NUMBER** is displayed. Press the **▼** or **▲** buttons to select the number that you noted in step 7.
10. Press **OK** to save the selected value.
11. Press the **◀** Paper Source button, then the **▼** button for the menu options shown below. Make any adjustments, as needed, and press the **OK** button to save each setting.

You can also make similar settings using the printer driver software. For instructions, see page 91 (Mac OS X) or page 63 (Windows).

- **PAPER FEED ADJUST A** helps eliminate banding. Choose a lower value if you see white lines on your prints, or a higher value if you see dark lines.
- **PAPER FEED ADJUST B** adjusts the paper feed adjustment value at the bottom of the cut sheets.
- **DRYING TIME** lets you print with non-Epson media and avoid smearing the ink. You can make the print head wait up to 10 seconds after each pass to allow ink to dry on the page.
- **PAPER SUCTION** lets you decrease the paper suction level when printing on thin media, such as drafting paper or backlight film.
- **ROLL PAPER TENSION** if wrinkles appear in the paper while printing, select **High** or **Extra High**.
- **REMOVE SKEW** select whether to enable or disable paper skew reduction.

12. When done, press the **||•⏏** button.

## Selecting Custom Paper Configurations

Once you have created a paper configuration, you can select it whenever you print on that paper:

1. Press the **Menu** button, then press the **▼** button to highlight **PAPER SETUP**.
2. Press the **Menu** button, then press the **▼** button to highlight **CUSTOM PAPER**.
3. Press the **Menu** to display **PAPER NUMBER**, then press the **▼** button to select the configuration number that you want to use. If you select **STANDARD**, the printer uses the driver settings. If you select a number from 1 to 10, the control panel settings override the driver settings.
4. Press the **Menu** button, then press the **||•⏏** button to exit the menu.
5. The configuration number you selected is displayed on the LCD screen.

## Chapter 3: Printing With Epson Drivers for Windows

Your Epson Stylus Pro 4900 comes with drivers and utilities that let you print and manage print jobs.

ICC profiles are included, so you can use the color management features in Adobe Photoshop or other applications, or in the driver itself. A color-managed workflow using Photoshop and a color-calibrated monitor will give you the most accurate colors and best output from your printer for color photos. See page 109 for instructions.

You can create your own profiles if you have the required hardware and software, or you can have them created by a color specialist. Make sure any profiles you want to use are located in the standard folder for your operating system. When you install the Epson printer driver, the ready-made profiles are automatically copied to the right folder.

Before you print, you need to set basic printing properties. Make sure you have installed the Epson driver and utilities from the CD-ROM. See page 30 for instructions.

If you plan on printing borderless images on roll paper, check the guidelines on page 62 to size your image correctly.

**Tip:** Check the Epson Pro Imaging website at [www.proimaging.epson.com](http://www.proimaging.epson.com) for updated drivers and utilities that may become available.

This chapter includes the following information:

- Sizing images for borderless printing on roll paper
- Choosing basic print options
- Choosing color management options
- Choosing roll paper settings
- Choosing cut sheet paper settings
- Choosing page layout options
- Choosing advanced black and white photo settings
- Choosing paper configuration options
- Saving, exporting, and importing groups of settings
- Managing print jobs

## Sizing Images for Borderless Printing on Roll Paper

For true borderless printing on roll paper, you can select either **Auto Expand** or **Retain Size** or create a custom paper size, as described on page 69. Your image may be clipped on the left and right edges, but you can minimize clipping by sizing your image according to the roll paper width and by adjusting the length by adding 0.1 inch (2.54 mm) to it.

**Auto Expand** provides a simple solution for borderless printing with minimal image clipping because you can create an image width almost equal to the width of the roll media and choose between **Min**, **Standard**, and **Max** expansion. If you use **Retain Size**, you need to size your image slightly wider than the paper width. See the table below for guidelines:

| Roll paper width         | Image width (with Auto Expand) | Image width (with Retain Size) |
|--------------------------|--------------------------------|--------------------------------|
| 8 inches*<br>(203 mm)    | 7.8 inches<br>(198.11 mm)      | 8.25 inches<br>(209.54 mm)     |
| 10 inches<br>(254 mm)    | 9.8 inches<br>(248.92 mm)      | 10.25 inches<br>(260.35 mm)    |
| 11 inches*<br>(279 mm)   | 10.8 inches<br>(274.32 mm)     | 11.25 inches<br>(285.75 mm)    |
| 13 inches<br>(330 mm)    | 12.8 inches<br>(325.12 mm)     | 13.25 inches<br>(336.54 mm)    |
| 14 inches<br>(356 mm)    | 13.8 inches<br>(350.52 mm)     | 14.25 inches<br>(361.95 mm)    |
| 16 inches<br>(406 mm)    | 15.8 inches<br>(401.32 mm)     | 16.25 inches<br>(412.75 mm)    |
| 16.5 inches*<br>(419 mm) | 16.3 inches<br>(414.02 mm)     | 16.75 inches<br>(425.45 mm)    |
| 17 inches<br>(432 mm)    | 16.8 inches<br>(426.71 mm)     | 17.25 inches<br>(438.15 mm)    |

\* Requires use of the borderless printing spacer.

## Choosing Basic Print Options

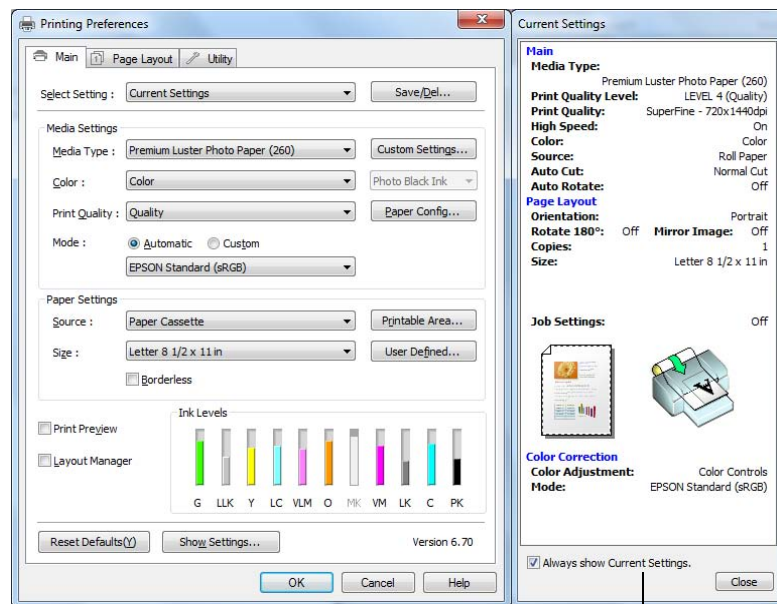
Before you print, you need to set basic printing properties. Make sure you have installed the Epson driver and utilities from the CD-ROM.

The driver offers automatic settings that optimize print quality and speed when you're using Epson media. You can also choose custom settings for more control over your printer and color management options.

Follow these steps to make basic settings:

1. Start an application, open the file you want to print, and select Print in your application. You see the Print window.
2. Make sure your printer is selected, then click the Properties or Preferences button. (If you see a Setup, Printer, or Options button, click it instead. Then click Properties or Preferences.)

You see a window like the following:



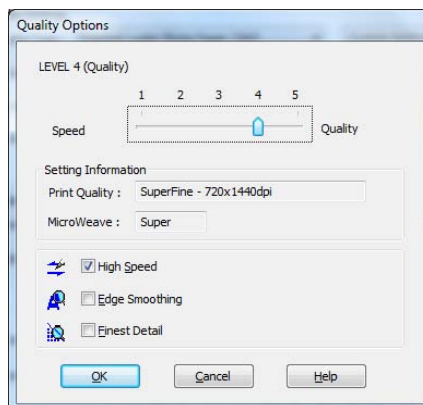
**Note:** If you need more information about print options, you can click the **Help** button on any screen.

This box shows you the current settings, but you can't change them from here

3. Select a **Media Type** setting that corresponds to the paper you are printing on. See the table on page 65 for more information.
  - If you are using a color-managed workflow, make sure you choose media type and resolution settings that match the ICC profile you are using.
  - If you have saved custom media type configurations or set up custom paper configurations, you can select them by clicking the **Custom Settings** button. See page 76 for more information about custom paper configurations.
  - If the media type has been set on the printer's control panel, select **Auto Acquire**.
  
4. For the **Color** setting, select one of the following:
  - **Color** for any type of photographic printing.
  - **Advanced B&W Photo** if you are printing black and white photos on select paper types. (For paper types that don't support this option, print black and white photos with the **COLOR** setting.)
  - **Black** only if you're printing line drawings or other non-photographic images.
  
5. For the **Print Quality** setting, choose **Speed**, **Quality**, or **Max Quality**. Or choose **Quality Options** to display a window like the following:

**Note:** If a color setting is grayed out, it is not supported for the selected Media Type.

**Note:** The Print Quality settings depend on the Media Type you selected. Choose lower print quality for faster printing, or **SuperFine - 2880 dpi** for best quality.



Use the Speed/Quality slider to set the desired quality level. Select from the following additional options and click **OK**:

- **High Speed** for fast, bidirectional printing at lower quality.
- **Edge Smoothing** to improve the quality of low-resolution images.
- **Finest Detail** for sharper edges on vector-based data including text, graphics, and line art. (This setting does not affect photographs and is not recommended for large files.)

6. Set the **Mode** option as follows:

- Click **Automatic** to have the printer driver analyze the contents of your image or file and make the appropriate printing adjustments.

If you've selected **Color** as your Color setting, you can choose one of these settings in the drop-down menu:

**Charts and Graphs** intensifies colors and lightens the midtones and highlights of an image. Use this setting for presentation graphics.

**EPSON Standard (sRGB)** increases the contrast in images. Use this setting for color photographs.

**Adobe RGB** matches image colors to the Adobe RGB color standard.

If you've selected **Advanced B&W Photo** as your Color setting, you can choose **Neutral**, **Cool**, **Warm**, or **Sepia**. To choose more detailed settings for advanced black and white photo printing, see page 79.

- Click **Custom**, then follow the instructions on page 67 to select color management options.

## Selecting the Correct Media Type Setting

The table on the next page lists the settings designed to produce the best results on Epson media.

If your paper is not listed, check the instructions included with the paper, or look on the Epson website [www.proimaging.epson.com](http://www.proimaging.epson.com) (U.S. sales), [www.epson.ca](http://www.epson.ca) (Canadian sales). If you are using non-Epson paper, consult the manufacturer for the best setting. You may have to experiment with

different settings to determine which one is best for the media you're using.

| <b>For this media</b>  | <b>Select this Media Type setting</b> |
|--|---------------------------------------|
| <b>Photo Paper</b>   |                                       |
| Epson Exhibition Fiber Paper                                     | Exhibition Fiber Paper                |
| Premium Luster Photo Paper (260)                                 | Premium Luster Photo Paper (260)      |
| Premium Glossy Photo Paper (250)                                 | Premium Glossy Photo Paper (250)      |
| Premium Semigloss Photo Paper (250)                              | Premium Semigloss Photo Paper (250)   |
| Premium Semimatte Photo Paper (260)                              | Premium Semimatte Photo Paper (260)   |
| Premium Glossy Photo Paper (170)                                 | Premium Glossy Photo Paper (170)      |
| Premium Semigloss Photo Paper (170)                              | Premium Semigloss Photo Paper (170)   |
| Premium Glossy Photo Paper<br>Premium Photo Paper Glossy         | Premium Photo Paper Glossy            |
| Premium Semi-gloss Photo Paper<br>Premium Photo Paper Semi-gloss | Premium Photo Paper Semi-Gloss        |
| Premium Luster Photo Paper<br>Ultra Premium Photo Paper Luster   | Premium Photo Paper Luster            |
| Photo Paper Gloss (250)  | Photo Paper Gloss (250)               |
| <b>Fine ArtPaper</b>   |                                       |
| Cold Press Bright  | Cold Press Bright                     |
| Cold Press Natural   | Cold Press Natural                    |
| Hot Press Bright   | Hot Press Bright                      |
| Hot Press Natural  | Hot Press Natural                     |
| Premium Canvas Satin   | Premium Canvas Satin                  |
| Premium Canvas Matte   | Premium Canvas Matte                  |
| Velvet Fine Art Paper  | Velvet Fine Art Paper                 |
| Watercolor Paper Radiant White                                   | Watercolor Paper Radiant White        |
| Textured Fine Art Paper  | Textured Fine Art Paper               |
| UltraSmooth Fine Art Paper                                       | UltraSmooth Fine Art Paper            |
| <b>Proofing Paper</b>  |                                       |
| Standard Proofing Paper (205)                                    | Standard Proofing Paper (205)         |



| <b>For this media</b>   | <b>Select this Media Type setting</b> |
|---|---------------------------------------|
| Standard Proofing Paper (240)                                   | Standard Proofing Paper (240)         |
| Standard Proofing Paper SWOP 3                                  | Standard Proofing Paper SWOP 3        |
| Standard Proofing Paper Adhesive                                | Standard Proofing Paper Adh           |
| Proofing Paper White Semimatte                                  | Proofing Paper White Semimatte        |
| Proofing Paper Publication                                      | Proofing Paper Publication            |
| Proofing Paper Commercial                                       | Proofing Paper Commercial             |
| <b>Coated Matte Paper</b>                                       |                                       |
| Singleweight Matte Paper  | Singleweight Matte Paper              |
| Presentation Paper Matte  | Presentation Paper Matte              |
| Enhanced Matte Paper<br>Ultra Premium Presentation Paper Matte  | Enhanced Matte Paper                  |
| <b>Plain Paper</b>  |                                       |
| Plain paper<br>Plain paper (line drawing)<br>Tracing paper      | Plain Paper                           |
| <b>Others</b>   |                                       |
| Enhanced Adhesive Synthetic Paper                               | Enhanced Adhesive Synthetic Paper     |
| Enhanced Matte Posterboard<br>Somerset Velvet (cut sheets only) | Enhanced Matte Poster Board           |

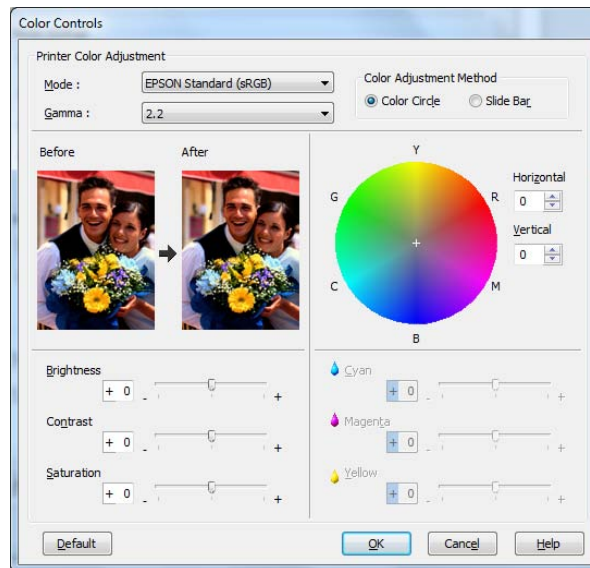
## Choosing Color Management Options

The printer driver offers several methods for managing the color in your prints, including turning the driver's color management settings off.

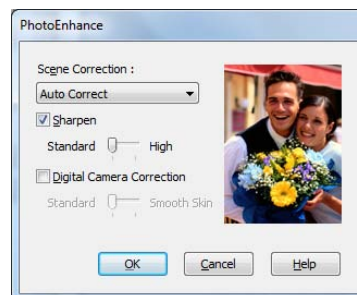
If you are using color management settings in Photoshop or another application, it is very important to access the advanced settings and turn off color management in the printer driver, as described here. (For instructions on using Photoshop to manage color, see page 109.)

1. In the Properties or Preferences window, make sure the **Main** tab is selected.
2. For the Color setting, select **Color**.
3. For the Mode setting, select **Custom**.

4. Choose one of the following settings (if you select **Color Controls** or **ICM**, click the **Advanced** button after you select the setting):
  - **Color Controls** lets you specify individual values for adjusting brightness, contrast, saturation, and CMY inks, or choose from three Printer Color Adjustment modes. You can also choose from two **Gamma** settings, and use either a color circle or slide bar to adjust color.

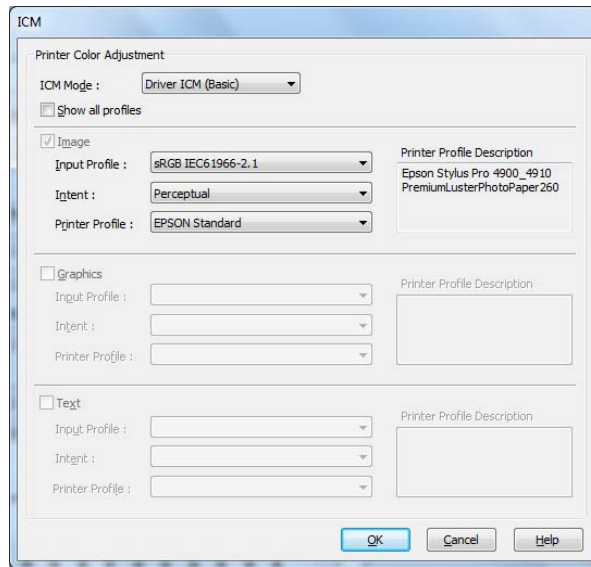


- **PhotoEnhance™** allows you to automatically correct images and choose from six Scene Correction settings.



**Tip:** If you turn off color management, you can still control the ink density, as described on page 77.

- **Off (No Color Adjustment)** disables color management in the printer driver. Choose this mode when you use a color managed workflow in Photoshop or other software. See page 109 for instructions.
- **ICM** adjusts colors based on the printer’s ICC profile, using the Image Color Matching system. You can choose the input profile and other settings as shown below.



In most cases, you will get better results by applying color management in your application, rather than in the printer driver. See page 109 for instructions.

5. Click OK to save your settings.

## Choosing Roll Paper Options

**Note:** Many application settings override settings in the printer driver. Always verify settings to get the results you expect.

Follow the steps in this section to print on roll paper and select settings for borderless printing and automatic cutting. (If you’re printing on cut sheets, see page 72.)

1. On the Properties or Preferences window, make sure the **Main** tab is selected.

- For the Source setting, select **Roll Paper** or **Roll Paper (Banner)**.

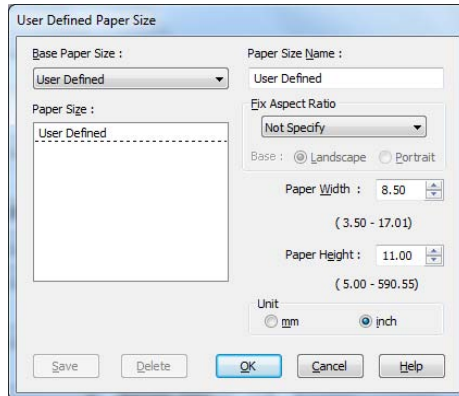
The **Roll Paper (Banner)** setting allows you to print a series of continuous images without any space between them. This option is not available with all applications, and is mostly for tiling an image.

**Save Roll Paper** saves paper by not feeding the blank portion of the last page of your document. Available only if you've selected **Roll Paper (Banner)** as the Source setting.

**Tip:** Creating a user-defined paper size generally lets you make the best use of your roll paper.

- For the **Size** setting, select the size of your image or output paper.

To make the best use of your roll paper, creating a custom paper size is recommended. Select **User Defined**. You see this window:

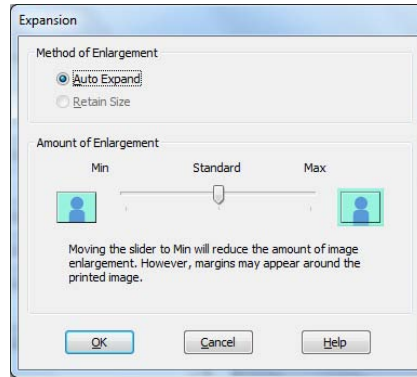


Type a name for your custom size, then enter the size in hundredths of an inch (or millimeters) and click **Save**. Then click **OK**.

- If you want to reduce or enlarge your image, click the **Page Layout** tab. See page 75 for more information.
- If you want to print without margins, click **Borderless**. If you're not printing borderless images, go to step 7.

Note that borderless printing takes longer than normal printing. See page 62 for more information about borderless printing on roll paper.

- Click the **Expansion** button to select a borderless sizing option. Choose **Auto Expand** or **Retain Size**, then click **OK**.



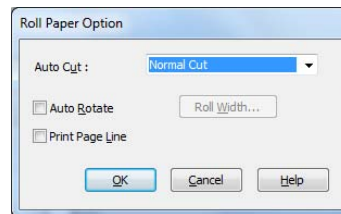
**Auto Expand** enlarges your image (up to 3%) to fit the size of the paper. You can use the slider to adjust the expansion.

**Retain Size** prints your image at the size you specify in your application. You need to size it slightly wider than the paper width if you want to print without borders. See page 62 for more information.

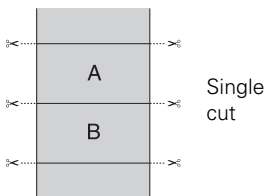
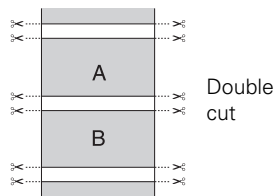
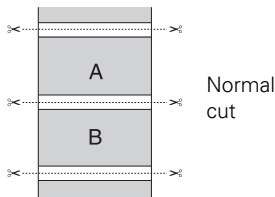
The widths shown in the table on page 62 work with the **Standard Expansion** setting.

- Use the **Min** setting to minimize the amount of image clipping. You may see a white border around your image.
- Use the **Max** setting to maximize the image width. This will increase the amount of image clipping.

- Click the **Roll Paper Option** button. You see this window:



- Choose one of the following **Auto Cut** settings:



**Note:** These settings override settings made through the control panel.

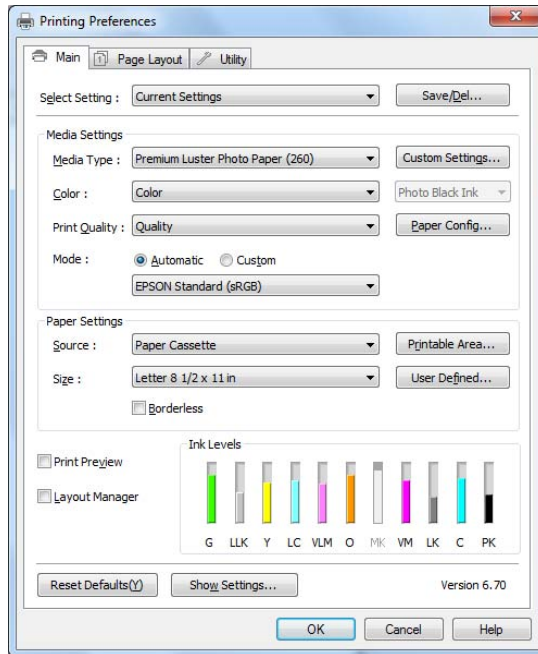
- **Off** disables automatic cutting. Choose this setting if you want to operate the cutter manually, print multiple print jobs without cutting, or if you are printing on heavy media that must be cut by hand. See page 56 for instructions on operating the cutter manually.
  - **Single Cut** allows images to be printed end-to-end and saves paper. With borderless printing, you may see a sliver of the previous or next image if you print multiple images in one print job. You will see a white margin between print jobs.
  - **Double Cut** extends the space between images and trims each print individually. This provides the cleanest edge for borderless printing.
  - **Normal Cut** allows margin space at the top and bottom of each image.
9. Select these additional roll paper options, if necessary:
- **Auto Rotate** saves paper if your document length is shorter than the printable width of the roll. The document is automatically rotated 90 degrees and printed crosswise. Be sure to click **Roll Width** and select the width of your roll paper.
  - **Print Page Line** prints trim lines on the right and bottom edges of your pages.
10. When you're finished, click **OK**.

## Choosing Cut Sheet Paper Options

Follow the steps in this section to print on cut sheet paper and select settings for borderless printing, if desired. (If you're printing on roll paper, see page 69.)

1. On the Properties or Preferences window, make sure the **Main** tab is selected.

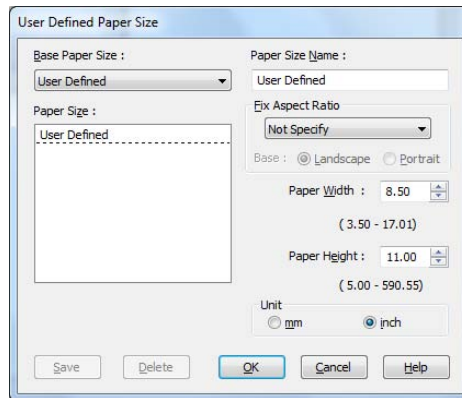
- For the **Source** setting, select the paper source you're using (**Paper Cassette** or **Manual Feed**).



- Click **Printable Area** and select the setting you'd like, then click **OK**.
  - Standard** makes the bottom margin larger than the top and sides.
  - Maximum** reduces the bottom margin.
  - Centered** places the image in the center of the printable area.
- For the **Size** setting, select the size of the sheet loaded in the printer.

**Note:** Use Feed Adjust B if you see banding at the bottom margin when using the Maximum setting.

If the size of your paper is not listed, you can create a custom paper size. Select **User Defined**. You see this window:



Type a name for your custom size, then enter the size in hundredths of an inch (or millimeters) and click **Save**. Then click **OK**.

5. If you want to print to the edges of the page, click **Borderless** (not available for custom paper sizes). If you're not printing borderless images, go to step 7.

Note that borderless printing applies only to the left and right sides of the page on cut sheets; margins are required at the top and bottom of the page. For full-bleed borderless printing, use roll paper (see page 69 for instructions).

6. Click the **Expansion** button and choose **Auto Expand** or **Retain Size**:
  - **Auto Expand** enlarges your image (up to 3%) to fit the size of the paper. You can use the slider to control the amount of expansion.
  - **Retain Size** prints your image at the size you specify in your application. You need to size it slightly wider than the paper width if you want to print without borders.
7. If you want to reduce or enlarge your image, click the **Page Layout** tab. See the next section for more information.

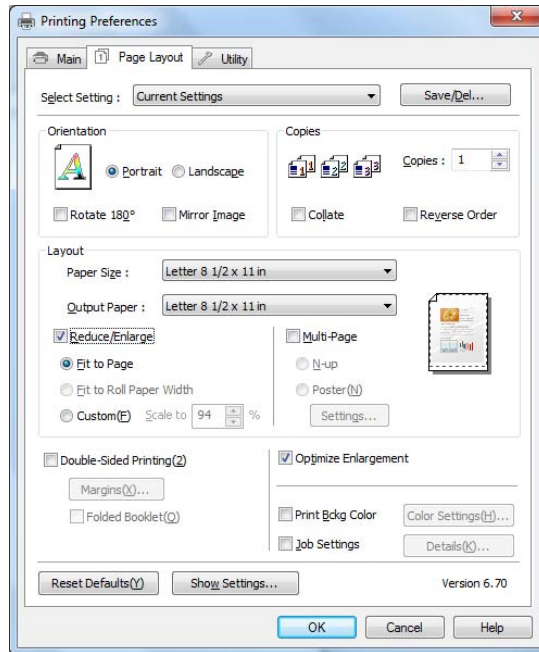


## Choosing Page Layout Options

**Note:** Select **Landscape** when you want to rotate your image 90°.

You can print multiple copies, change the print orientation, reduce or enlarge your image, or print on both sides of the paper.

1. On the Properties or Preferences window, click the **Page Layout** tab. You see this window:



**Note:** Select **Landscape** when you want to rotate your image 90°.

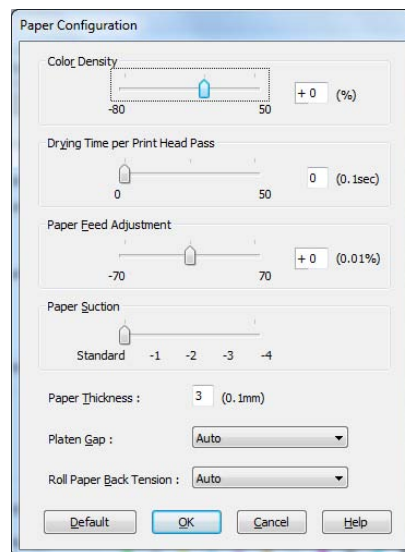
2. Select the settings you want for **Orientation** and **Copies**.
3. Click **Reduce/Enlarge** if you want to have the driver resize your image. You can select **Fit to Page** or **Fit to Roll Paper Width**, or select **Custom** and enter a scaling percentage.
4. If you are enlarging your image beyond the limits of your application program, make sure **Optimize Enlargement** is selected. The driver will increase the image size up to 650% and decrease the output resolution to stay within the pixel limitations. Depending on the resolution of your image and the print size, you may see reduced quality in the print.

5. Click **Print Bckg Color** if you want to print color on the background of the page. Click the **Color Settings** button to select the color you want.
6. Click **Job Settings** if you want to have the time, date, and other information about your print job printed at the top or bottom of the page. Click **Details**, select the settings you want to use.
7. Click **OK** or **Apply** when you're finished setting Page Layout options.

## Choosing Paper Configuration Options

If you are using non-Epson media and you need to fine-tune its performance, you can create a custom paper configuration and save it as a **Media Type** setting in the printer driver. Then, whenever you print on that media, you can select the custom Media Type, select the rest of your print settings, and print. You can even export the settings to a file you can share.

1. Click the **Paper Config** button on the **Main** tab. You see this window:

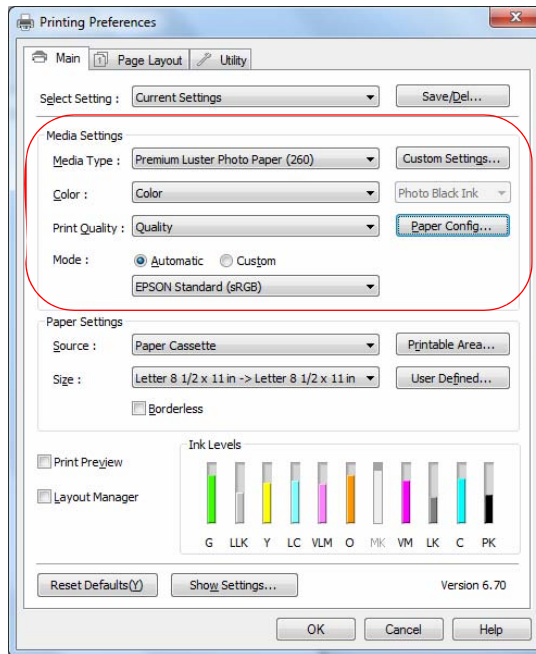


**Note:** You may need to change the Color Density setting if your custom profile was created to optimize D-max and color gamut.

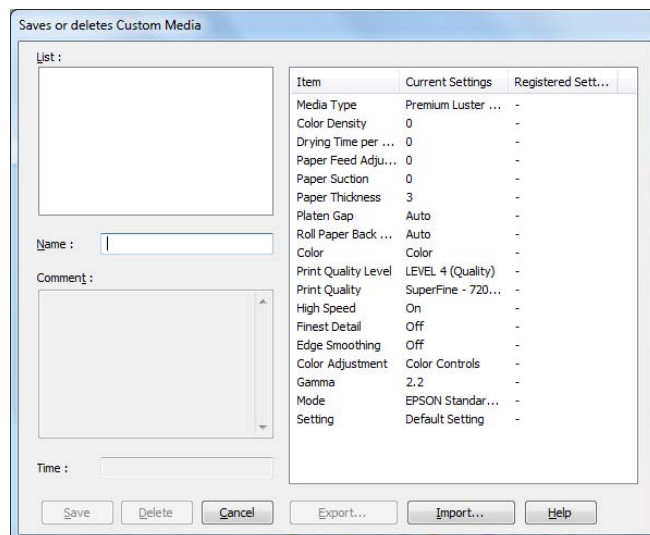
2. Select the correct settings to match your ICC profile. These settings override any paper configuration settings you may have made using the printer's control panel.

- **Color Density** lets you control the ink saturation level (for example, when you turn off color management in your printer software).
  - **Drying Time per Print Head Pass** lets you print with non-Epson media and avoid smearing the ink. You can make the print head wait up to 5 seconds after each pass to allow ink to dry on the page.
  - **Paper Feed Adjustment** helps reduce banding. Choose a lower value if you see white lines on your prints, or a higher value if you see dark lines.
  - **Paper Suction** lets you decrease the paper suction level when printing on thinner papers (less than 12 lb), such as CAD drafting paper.
  - **Paper Thickness** helps reduce vertical banding and creates a sharper image when printing on unusually thick or thin paper.
  - **Platen Gap** lets you fine-tune the setting for various paper thicknesses.
  - **Roll Paper Back Tension** lets you adjust the tension when printing on roll paper. Change the value if you find wrinkles on your printouts when **Auto** is selected.
3. When you finish selecting Paper Configuration settings, click **OK**.

4. On the **Main** tab, select any other necessary setting for your paper in the Media Settings box. (See page 63 through page 69 for details.)



5. Click the **Custom Settings** button. You see a window like this:

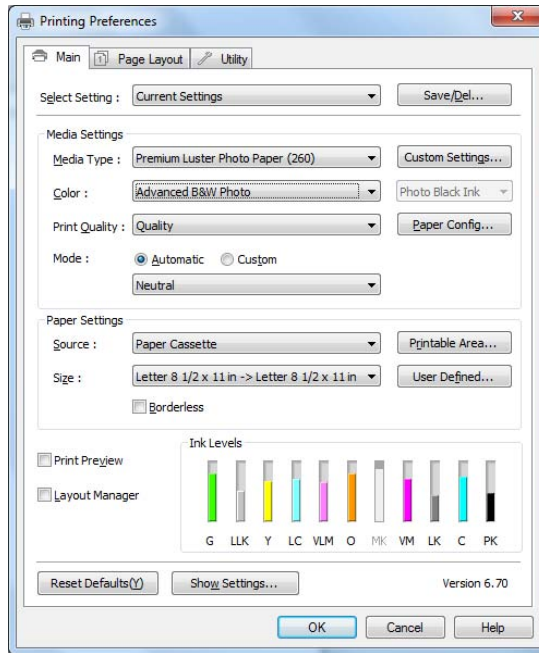


6. Verify that your settings are correct, type a name for the custom media type, and click **Save**.
7. After saving your settings, you can do the following:
  - To use the settings to print right away, select the name you gave them in the **Media Type** list. Select the rest of the necessary print settings and print.
  - To save the settings to a file that you can share, click the **Custom Settings** button again, click the name of the settings in the list, click **Export**, select a location, enter a file name, and click **Save**.
  - To import settings from a file shared with you that does not exist in your **Media Type** list, click the **Custom Settings** button again, click **Import**, select the file you want to import, and click **Open**. When you return to the window shown above, click **Cancel**.

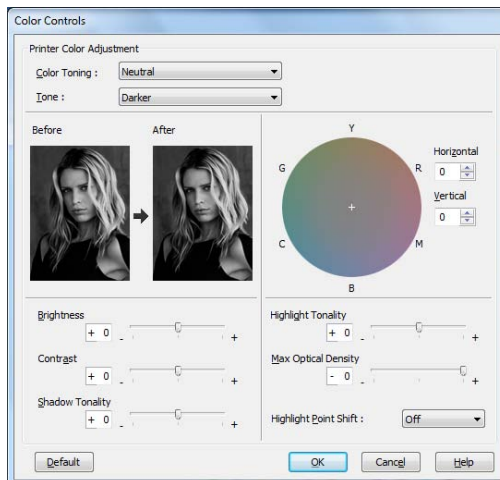
## Choosing Advanced Black and White Photo Settings

The Advanced Black and White Photo mode allows you to easily produce neutral and toned black-and-white prints using your Epson driver and offers an alternative black and white workflow. Advanced Black and White Photo mode also provides settings for more advanced black and white control. Whether your photo is color or grayscale, you can use this unique screening and color management technology to create stunning black-and-white prints. This mode is only available when printing on select media types.

1. On the Main tab, Choose the Media Type setting for the paper you have loaded in the printer.



2. Choose Advanced B&W Photo for the Color setting.
3. Click Custom, then click Advanced. You see this screen:



4. You can adjust the following settings:
- **Color Toning:** Allows you to add tone (hue) to your black and white output. The default is Neutral, which will provide you with a neutral tonal scale print. You can also choose other popular presets such as Cool, Warm, and Sepia. Note that the presets will affect the target found in the Tone Color Circle.
  - **Tone:** Allows you to easily change the entire tonal scale of your black and white output. While **Darker** is the default setting, you may see better results if you choose **Dark**.
  - **Brightness:** Adjusts the overall lightness and darkness of your image.
  - **Contrast:** Adjusts the difference between the light and dark areas of your image.
  - **Shadow Tonality and Highlight Tonality:** Allows you to control tonality only in the shadow or highlight areas of your image.
  - **Max Optical Density:** Adjusts the overall density or focus of the print. Create a soft focus print by setting the density to lower.
  - **Highlight Point Shift:** Helps to reduce gloss differential by adding density to the highlights of your image.
  - **Tone Color Circle:** Click on any portion of this color wheel or enter corresponding values to customize the tone (hue) to add to your black and white print. The closer you select to the edge of the wheel, the more color you will add to your black and white print.

The preview approximates the image tone based on your settings. Note this preview will always be of the same image and is not color managed. It is just to be used to give you a level of feedback as you make changes.

## Saving, Exporting, and Importing Custom Settings

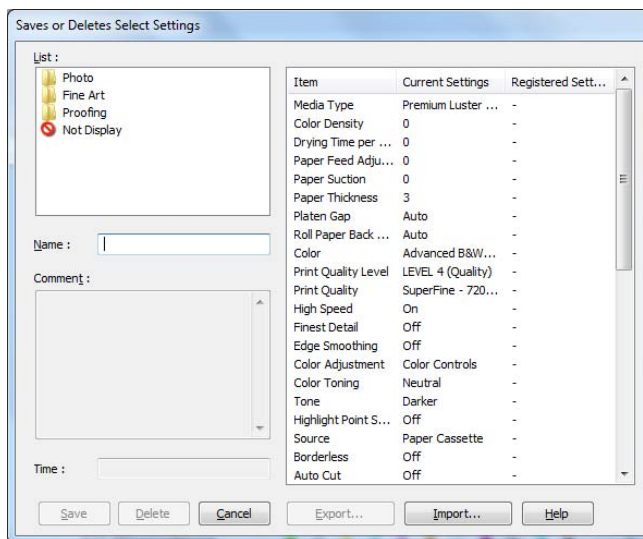
You can save groups of settings so you can reuse them for future print jobs with the same profile/printer/ink/media combination. You can also export them as a file that you can share with others, who can import them for printing.

In addition, the printer driver includes pre-defined setting groups for various types of printing. You can select them to set most of the settings you need, and then customize them for your particular print job.

You can also add, delete, or hide items in the printer driver window to customize the driver for your uses.

### Saving and Exporting a Custom Settings Group

1. Follow the instructions in this chapter to select all the correct settings for a print job.
2. Click the **Save/Del** button at the top of the Main or Page Layout screen. You see a window like this:



3. Verify that your settings are correct, type a name for the settings group, and click **Save**.



4. After saving your settings, you can do the following:
  - To use the setting group to print right away, select the name you gave it in the **Select Setting** list, if necessary, and print.
  - To save the settings to a file that you can share, click the **Save/Del** button again, click the name of the setting group in the list, click **Export**, select a location, enter a file name, and click **Save**.

### **Importing a Custom Settings Group**

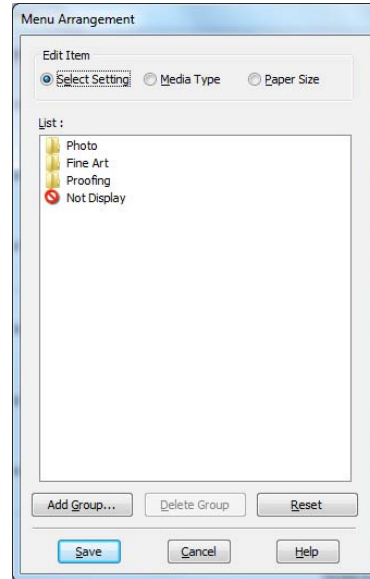
1. To import settings from a file shared with you that does not exist in your **Select Setting** list, click the **Save/Del** button.
2. Click **Import**, select the file you want to import, and click **Open**.
3. When you return to the settings list window, click **Cancel**.
4. To use the setting group to print right away, select the name you gave it in the **Select Setting** list, if necessary, and print.

### **Loading a Pre-Defined Settings Group**

1. To view the settings associated with the pre-defined setting groups that came with your printer driver, click the **Save/Del** button. Then click the following category and name, and check the **Registered Settings** column:
  - **Photo > Highest Quality**
  - **Fine Art > Monochrome**
  - **Proofing > ICM**
2. Click **Cancel**.
3. To load a pre-defined setting group, select its category name in the **Select Setting** list (if necessary), customize any of the settings that do not match your print job, and print.

## Editing Printer Driver Settings

1. Click the Utility tab, then select Menu Arrangement.



2. Select the item you want to edit. You can do the following:
  - Drag and drop the items to rearrange them
  - Add or delete groups
  - Move unused items into the Not Display group
3. When you're finished, click **Save**.


## Managing Print Jobs

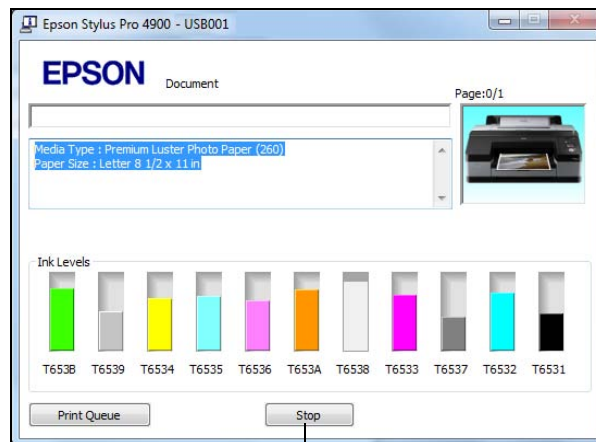
Your printer comes with two utilities that let you check on your print jobs and cancel, pause, or restart them.

The Progress Meter opens each time you send a print job. Status Monitor 3, which appears on the taskbar when you print, lets you check the printer's status and monitor print jobs. You can control how these programs work using the **Speed and Progress** and **Monitoring Preferences** utilities.

## Using the Progress Meter

After you send a print job, the Progress Meter window appears:

**Note:** If your print job is no longer spooling in the computer, you can also cancel it by pressing the  button, selecting **JOB CANCEL**, and pressing the **OK** button.



Click to cancel  
printing

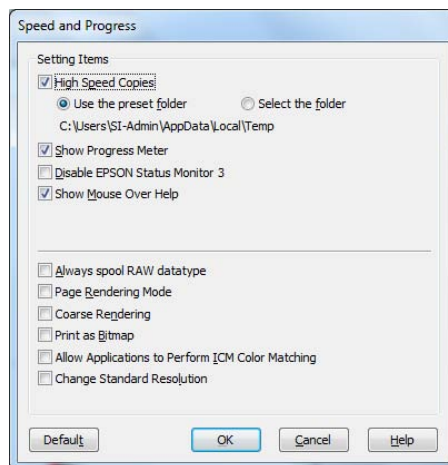
You can use the **Stop** button to cancel your print job. You also see how much ink you have left and view printing tips.

If you don't want the Progress Meter to appear, you can turn it off. See the next section for instructions.

## Optimizing Print Speed

You can use the Speed and Progress utility to improve printing speed.

1. Click the **Utility** tab, then click the **Speed and Progress** button. You see this window:



**Note:** If you want to disable display of the progress meter during printing, you can click the **Show Progress Meter** checkbox to deselect it.

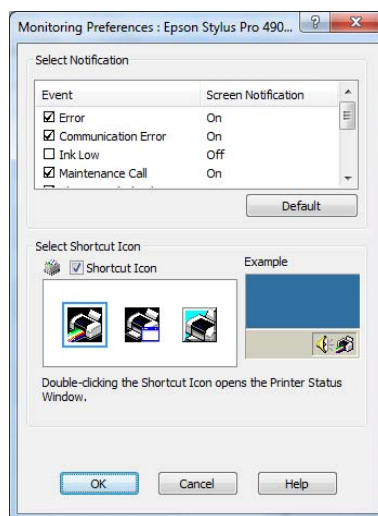
2. Select from the following options:
  - **High Speed Copies** speeds up printing of multiple copies of the same document using hard disk space as a cache. If you have multiple hard drives, you can select a different drive to spool to.
  - **Show Progress Meter** lets you control whether or not the Progress Meter is displayed when you send a print job.
  - **Disable EPSON Status Monitor 3** disables the printer software utilities. Selecting this option is not recommended unless you experience conflicts with other software.
  - **Show Mouse Over Help** lets you turn off the tool tips that appear when you move your cursor over the screen.
  - **Always spool RAW datatype** lets you spool documents using the RAW format instead of the EMF (metafile) format. Because the RAW format requires fewer resources, printing is faster and you can avoid certain problems, such as insufficient memory or disk space.

- **Page Rendering Mode** speeds printing by rendering the entire page. Use this setting if print speed is extremely slow or the print head stops for a few minutes while printing. Printing will take longer to start.
  - **Coarse Rendering** allows you to override the length or width limitations in applications (such as Photoshop) that restrict the number of pixels you can print.
  - **Print as Bitmap** allows large or complex vector graphics to print faster in Adobe Acrobat® or any other non-image based application.
  - **Allow Applications to Perform ICM Color Matching** allows the halftone output processing to be performed by the printer. This feature speeds up processing, especially for older computers, and ensures that the printer runs at maximum speed. This involves image compression and decompression, and does not affect the quality of your output.
  - **Change Standard Resolution** allows you to change the resolution of your output.
3. Click **OK** to save your settings.

## Setting Monitoring Preferences

You can choose when and how you want to be notified of problems, whether you want a Status Monitor 3 icon to appear on your Windows taskbar, and whether you want to allow monitoring by other users who share the printer.

1. Click the **Utility** tab, then click the **Monitoring Preferences** button.  
You see this window:



2. Select the notification options you want to use if various printing events occur.
3. If you want to have the Status Monitor 3 icon appear in your Windows taskbar, click the **Shortcut Icon** checkbox. Then select the icon to use.  
When the shortcut is enabled, you can simply double-click the icon to open the Status Monitor 3 window or right-click it, then select **Monitoring Preferences** in the pop-up menu.
4. Select **Allow monitoring of shared printers** if your printer is shared and you want to let other users monitor it.
5. Click **OK** to save your settings.

## Chapter 4: Printing With Epson Drivers for Macintosh

Your Epson Stylus Pro 4900 comes with drivers and utilities that let you print and manage print jobs.

ICC profiles for ColorSync® are included, so you can use color management features in Adobe® Photoshop® or other applications, or in the driver itself. A color-managed workflow using Photoshop and a color-calibrated monitor will give you the most accurate colors and best output from your printer for color photos. See page 109 for instructions.

You can create your own profiles if you have the required hardware and software, or you can have them created by a color specialist. Make sure any profiles you want to use are located in the standard folder for your operating system. When you install the Epson printer driver, the ready-made profiles are automatically copied to the right folder.

Before you print, make sure you have installed the Epson printer driver and utilities from the CD-ROM. For instructions on installing and configuring the printer driver, see page 30.

If you plan on printing borderless images on roll paper, check the guidelines on page 90 to size your image correctly.

**Tip:** Check the Epson Pro Imaging website at [www.proimaging.epson.com](http://www.proimaging.epson.com) for updated drivers and utilities that may become available.

This chapter includes the following information for Mac OS X:

- Choosing page setup settings for cut sheets and roll paper
- Choosing basic print options
- Choosing color management options
- Choosing paper configuration settings
- Choosing roll paper options
- Controlling expansion of borderless images
- Creating a custom preset and printing
- Managing print jobs

## Sizing Images for Borderless Printing on Roll Paper

For true borderless printing on roll paper, you can select a Paper Size setting with an **Auto Expand** or **Retain Size** option, or create a custom paper size. Your image may be clipped on the left and right edges, but you can minimize clipping by sizing your image according to the paper width and by adjusting the length by adding 0.1 inch (2.54 mm) to it.

Paper sizes with the **Auto Expand** option provide the best solution for borderless printing with minimal image clipping. Using this setting, you can create an image width almost equal to the width of the roll media. If you use a paper size with the **Retain Size** option, you should create an image slightly wider than the actual width of the roll media. Or you can create a custom paper size and select the **Retain Size** option. See the table below for guidelines:

**Note:** Make sure you set the margins to zero when printing a custom page size for borderless printing.

| Roll paper width         | Image width (with Auto Expand) | Image width (with Retain Size) |
|--------------------------|--------------------------------|--------------------------------|
| 8 inches*<br>(203 mm)    | 7.8 inches<br>(198.11 mm)      | 8.25 inches<br>(209.54 mm)     |
| 10 inches<br>(254 mm)    | 9.8 inches<br>(248.92 mm)      | 10.25 inches<br>(260.35 mm)    |
| 11 inches*<br>(279 mm)   | 10.8 inches<br>(274.32 mm)     | 11.25 inches<br>(285.75 mm)    |
| 13 inches<br>(330 mm)    | 12.8 inches<br>(325.12 mm)     | 13.25 inches<br>(336.54 mm)    |
| 14 inches<br>(356 mm)    | 13.8 inches<br>(350.52 mm)     | 14.25 inches<br>(361.95 mm)    |
| 16 inches<br>(406 mm)    | 15.8 inches<br>(401.32 mm)     | 16.25 inches<br>(412.75 mm)    |
| 16.5 inches*<br>(419 mm) | 16.3 inches<br>(414.02 mm)     | 16.75 inches<br>(425.45 mm)    |
| 17 inches<br>(432 mm)    | 16.8 inches<br>(426.71 mm)     | 17.25 inches<br>(438.15 mm)    |

\* Requires use of the borderless printing spacer.



## Choosing Page Setup and Basic Print Options

**Note:** Many application settings override the printer's page setup options. Always verify settings to get the results you expect.

If your application has margin settings, make sure they're turned off for borderless printing.

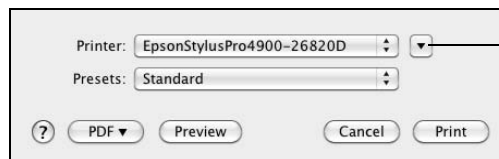
You can choose from several options for printing on cut sheets or roll paper. You can also select the orientation of your image and the paper size. For printing on roll media, creating a custom page size is recommended to make the best use of your paper.

Note the following limitations on borderless printing:

- Borderless printing takes longer than normal printing.
- Margins are required at the top and bottom of the page on cut sheets. Full borderless printing is available on roll paper only.

Once you have selected your page setup options, you need to select printing options. The Epson driver offers automatic settings that optimize print quality and speed when you're using Epson media. You can also choose additional settings for more control over your printer and color output.

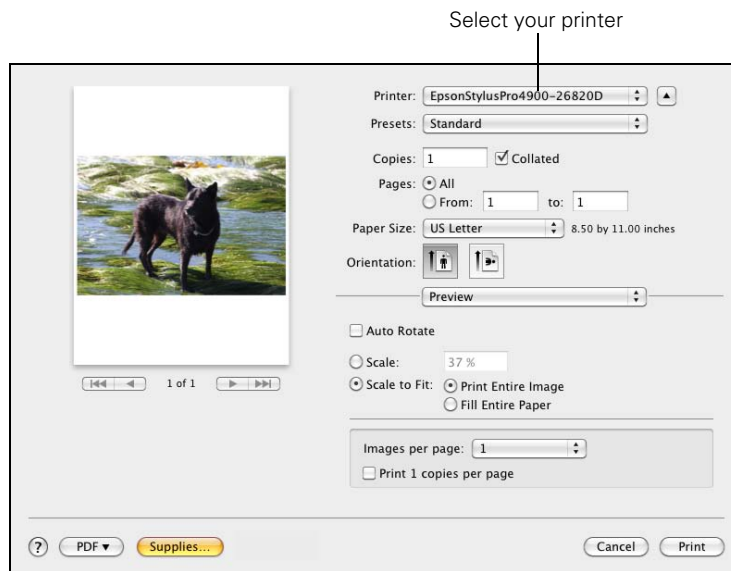
1. Open the file you want to print and select **Print** in your application.
2. Click the arrow to expand the Print window, if necessary.



Click to expand the Print window

**Note:** If you need more information about print options, click the ? button.

3. Choose your printer from the **Printer** menu.

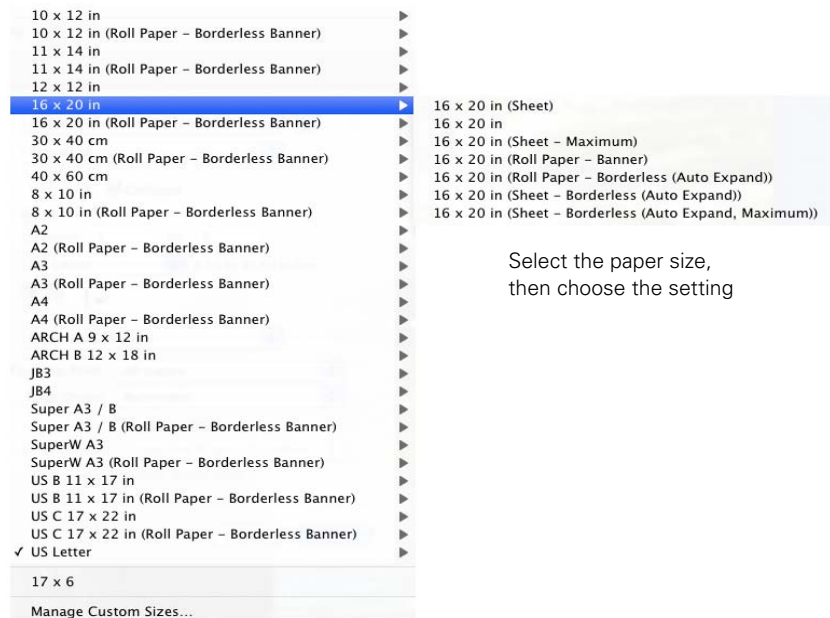


**Note:** If you don't see the Paper Size setting in the Print window, check for it in your application before printing. For example, you may be able to select it by opening the **File** menu and selecting **Page Setup**.

4. Click the **Paper Size** drop-down menu.

- If you're printing on a cut sheet, choose the size of the paper you are using and one of the options listed below. Then continue with step 6.
- If you're using roll paper, Epson recommends that you create a custom paper size to make the best use of your paper. See step 5 for instructions.

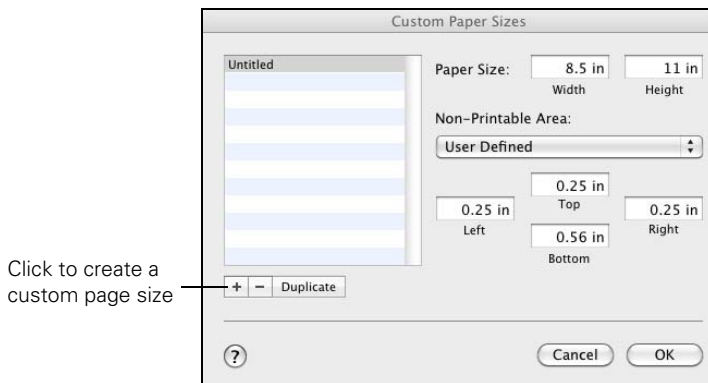
Also be sure to select roll paper options, as described on page 98.



The following settings are available, depending on the size you choose:

- The **Standard** size setting prints on cut sheet paper with a bottom margin larger than the top and sides.
- **Borderless (Auto Expand)** prints on cut sheets and enlarges your image (up to 3%) to fit the width of the paper (without side borders).
- **Borderless (Retain Size)** prints your image at the size you specify in your application. You need to size it slightly wider than the paper width to print without side borders.
- **Maximum** reduces the bottom margin (available for printing on plain paper sheets only).
- **Roll Paper - Borderless (Auto Expand)** prints without borders on roll paper and enlarges your image (up to 3%) to fit the size of the paper. This selection is recommended for borderless printing with minimal clipping of your image. See page 90 for more information.

- Roll Paper - Borderless (Retain Size) prints your image on roll paper at the size you specify in your application. You need to size it slightly wider than the paper width to print without borders. See page 90 for more information.
  - Roll Paper - Banner prints a series of continuous images without any margin space between them, but with normal side borders.
  - Roll Paper - Borderless Banner prints a series of continuous borderless images without space between them.
5. If you are printing on roll paper, choose **Manage Custom Sizes** from the **Paper Size** menu.
- (If you are printing on a cut sheet, skip to step 6.)



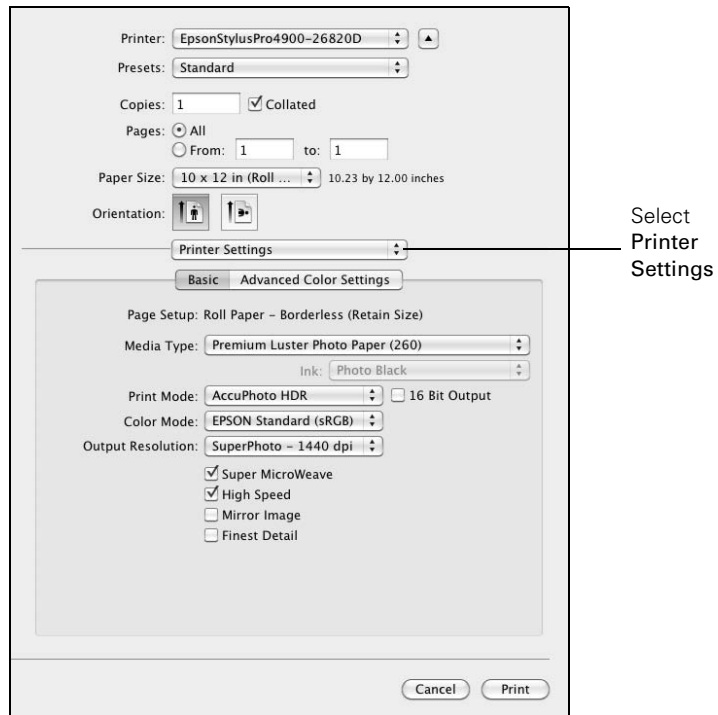
**Note:** If you don't see the Orientation or Scale settings in the Print window, check for them in your application before printing. For example, you may be able to select them by opening the **File** menu and selecting **Page Setup**.

Click the + (plus sign), double-click **Untitled** and give your paper size a name, then define its size and margins and click **OK**.

Select your new page size from the **Paper Size** drop-down menu.

6. Choose the appropriate **Orientation** and **Scale** for printing.
7. Click **OK**.

8. Select **Printer Settings** from the drop-down menu. You see this screen:



9. If you created a custom paper size for your roll paper, select the **Auto Expand** or **Retain Size** option in the **Paper Size** drop-down menu. If you are using a color-managed workflow, make sure you choose media type and resolution settings that match the ICC profile you are using. See page 90 for details.
10. Select the **Media Type** that corresponds to the paper you are printing on. See the table on page 106 for more information.
11. Set the **Color** option as follows:
- **AccuPhoto HDR** for any type of photographic printing.
  - **Advanced B&W Photo** if you are printing black and white photos on select paper types. (For paper types that don't support this option, print black and white photos with the **COLOR** setting.)
  - **Black only** if you're printing line drawings or other non-photographic images.

- **Off (No Color Adjustment)** to disable color management in the printer driver. Choose this mode when you use a color-managed ICC workflow in Photoshop or another software application. See page 109 for instructions.
- Select **Color Controls**, then choose one of the mode settings shown at the left in the drop-down menu:

**EPSON Standard (sRGB)** increases the contrast in images. Use this setting for color photographs.

**Charts and Graphs** intensifies colors and lightens the midtones and highlights of an image. Use this setting for presentation graphics.

**Adobe RGB** matches image colors to the Adobe RGB color standard.

If you've selected **Advanced B&W Photo** as your Color setting, you can choose **Neutral**, **Cool**, **Warm**, or **Sepia**.

12. Choose one of the following **Print Quality** settings:

- **Draft - 360 dpi**
- **Fine - 720 dpi**
- **Fine - 1440 dpi**
- **SuperFine - 1440 dpi**

13. Choose any of the following advanced options:

- **Super MicroWeave®** for maximum elimination of banding (may not be available for certain media types).
- **High Speed** for fast, bidirectional printing. For higher quality, make sure you deselect this option.
- **Flip Horizontal** for printing a mirror image of your file.
- **Finest Detail** for sharper edges on vector-based data including text, graphics, and line art. (This setting does not affect photographs and is not recommended for large files.)

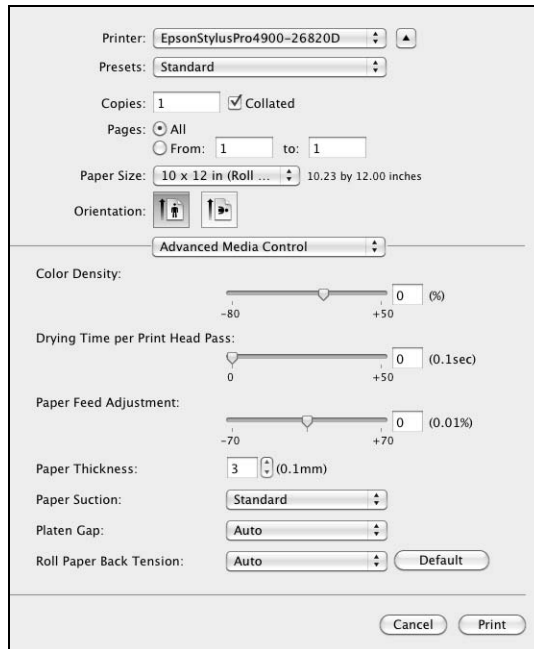
**Note:** The Print Quality settings available depend on the Media Type you selected. Choose a lower print quality setting for faster printing or **SuperFine - 1440 dpi** for the best quality.

## Choosing Advanced Media Control Options

Follow these instructions if you are using non-Epson media and you need to fine-tune its performance.

**Note:** You may need to change the Color Density setting if your custom color profile was created to optimize D-max and color gamut.

1. Select **Advanced Media Control** from the drop-down menu. You see this screen:



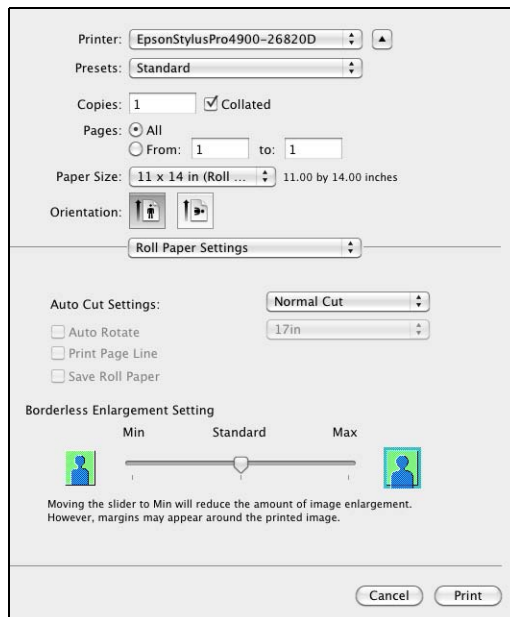
2. Select the correct settings to match your ICC profile. These settings override any paper configuration settings you may have made using the printer's control panel.
  - **Color Density** lets you control the ink saturation level.
  - **Drying Time per Print Head Pass** lets you print with non-Epson media and avoid smearing the ink. You can make the print head wait up to 5 seconds after each pass to allow ink to dry on the page.
  - **Paper Feed Adjustment** helps reduce banding. Choose a lower value if you see white lines on your prints, or a higher value if you see dark lines.

- **Paper Thickness** helps reduce vertical banding and creates a sharper image when printing on unusually thick or thin paper.
- **Paper Suction** lets you decrease the paper suction level when printing on thinner papers (less than 12 lb), such as CAD drafting paper.
- **Platen Gap** lets you fine-tune the setting for various paper thicknesses.
- **Roll Paper Back Tension** lets you adjust the tension when printing on roll paper. Change the value if you find wrinkles on your printouts when **Auto** is selected.

## Choosing Roll Paper Settings

If you are printing on roll paper, make sure you choose one of the roll paper options as the **Page Layout** setting, as described on page 92. In addition, you need to check these settings for various cutting and feeding options.

1. Select **Roll Paper Settings** from the drop-down menu. You see this screen:

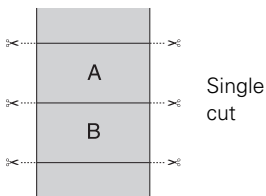
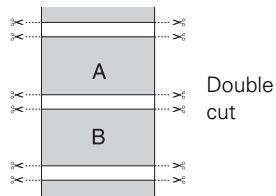
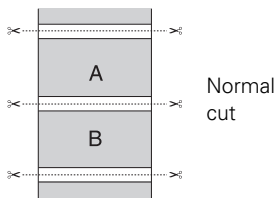




2. Choose one of the following Auto Cut Settings:

- **Off** disables automatic cutting. Choose this setting if you want to operate the cutter manually, use the optional Auto Take-Up Reel, or print multiple print jobs without cutting.
- **Single Cut** allows images to be printed end-to-end and saves paper. With borderless printing, you may see a sliver of the previous or next image if you print multiple images in one print job. You will see a white margin between print jobs.
- **Double Cut** extends the space between the images and trims each print individually. This provides the cleanest edge for borderless printing.
- **Normal Cut** allows margin space at the top and bottom of each image.

See page 56 for instructions on using the ✂ button to operate the cutter.



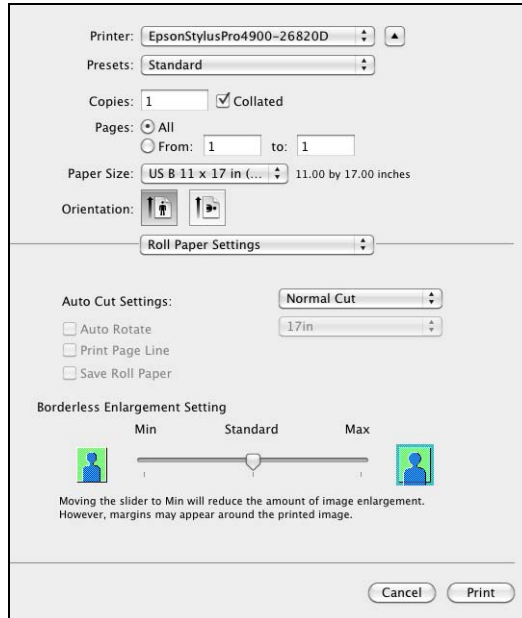
3. Select the following options, if desired:

- **Auto Rotate** saves paper if your document length is shorter than the printable width of the roll. The document is automatically rotated 90 degrees and printed crosswise. When this option is checked, be sure to select the width of your roll paper from the drop-down menu.
- **Print Page Line** prints trim lines on the right and bottom edges of your pages.
- **Save Roll Paper** saves paper by not feeding the blank portion of the last page of your document (available only when you've selected a Paper Size setting with the Roll Paper - Banner option).

**Note:** These settings override settings made through the control panel.

## Controlling Borderless Image Expansion

To control the amount of expansion when printing using a Paper Size with the Auto Expand option, select Roll Paper Settings from the drop-down menu. You see this screen:



Adjust the slider to increase or decrease the amount of expansion.

The widths shown in the table on page 90 work with the **Standard** Expansion setting.

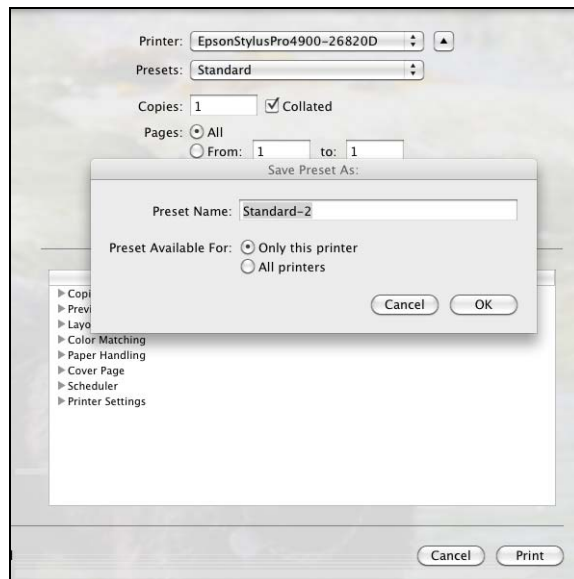
- Use the **Min** setting to minimize the amount of image clipping. You may see a white border around your image.
- Use the **Max** setting to maximize the image width. This will increase the amount of image clipping.

## Creating a Custom Preset and Printing

Once you've made the correct settings for your print job, create a custom preset. This will save you time when you use the same profile/printer/ink/media combination for future print jobs.

**Note:** If you check the settings on each screen in the drop-down menu, go through them carefully from top to bottom. Avoid cycling through them repeatedly, or you may lose your settings.

1. Select **Summary** from the drop-down menu.
2. After verifying that your settings are correct, select **Save As** from the **Presets** drop-down menu.



**Caution:** Do not open and close the Presets menu without typing a name, or you will lose your settings.

3. Type a name for your custom preset and click **OK**.
4. When you're ready to print, click the **Print** button.

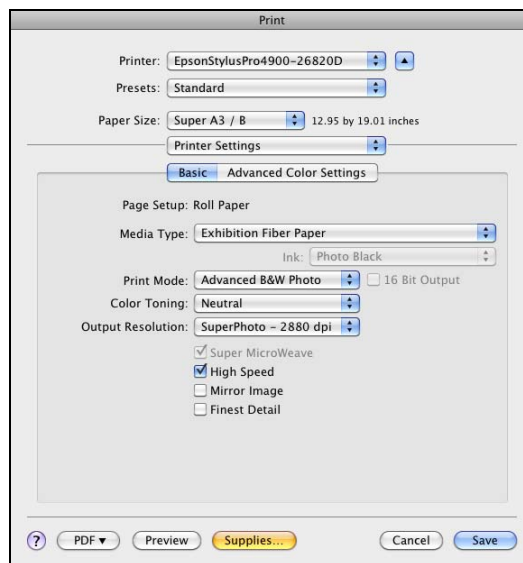
Whenever you want to print with your custom preset, select it from the **Presets** drop-down menu.

## Choosing Advanced Black and White Photo Settings

The Advanced Black and White Photo mode allows you to easily produce neutral and toned black-and-white prints using your Epson driver and offers an alternative black and white workflow. Advanced Black and White Photo mode also provides settings for more advanced black and white control. Whether your photo is color or grayscale, you can use this unique screening and color management technology to create stunning black-and-white prints. This mode is only available when printing on select media types.

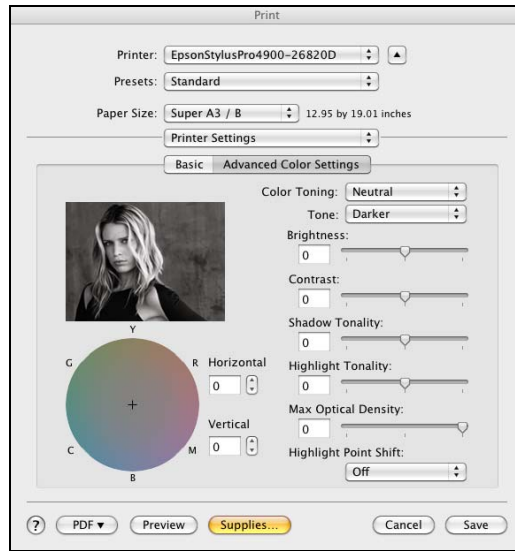
**Note:** If you are printing from Photoshop, make sure you turn off color management when using Advanced Black and White mode. There are no profiles associated with this screening and color management technology.

1. Select Print Settings from the drop-down menu. You see this screen:



2. Choose the Media Type setting for the paper you have loaded in the printer.
3. Choose Advanced B&W Photo for the Color setting. Uncheck High Speed for the best quality.

4. Select **Advanced Color Management** from the drop-down menu. You see this screen:



5. Choose the settings that are best for your photo. You can use the photo on the screen as a guide.
  - **Color Toning:** Allows you to add tone (hue) to your black and white output. The default is Neutral, which will provide you with a neutral tonal scale print. You can also choose other popular presets such as Cool, Warm, and Sepia. Note that the presets will affect the target found in the Tone Color Circle.
  - **Tone:** Allows you to easily change the entire tonal scale of your black and white output. While Darker is the default setting, you may see better results if you choose Dark.
  - **Brightness:** Adjusts the overall lightness and darkness of your image.
  - **Contrast:** Adjusts the difference between the light and dark areas of your image.
  - **Shadow Tonality and Highlight Tonality:** Allows you to control tonality only in the shadow or highlight areas of your image.

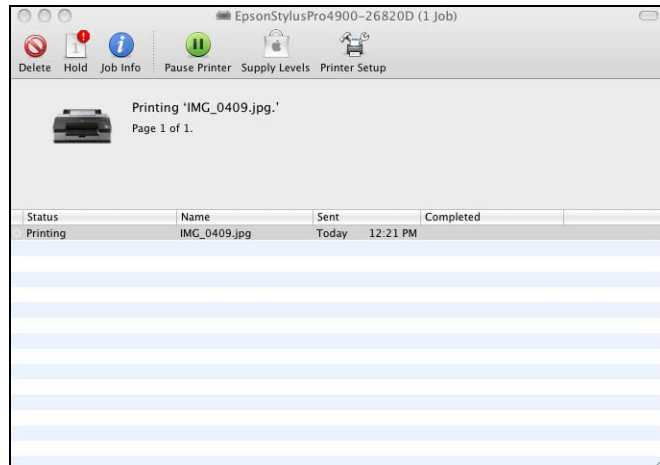
- **Max Optical Density:** Adjusts the overall density or focus of the print. Create a soft focus print by setting the density to lower.
- **Highlight Point Shift:** If your image is prone to gloss differential, checking Highlight Point Shift will help to reduce gloss differential by adding density to the highlights of your image.
- **Tone Color Circle:** Click on any portion of this color wheel or enter corresponding values to customize the tone (hue) to add to your black and white print. The closer you select to the edge of the wheel, the more color you will add to your black and white print.


The preview approximates the image tone based on your settings. Please note this preview will always be of the same image and is not color managed. It is just to be used to give you a level of feedback as you make changes.

## Managing Print Jobs

After you click **Print**, you can monitor the progress of your print job. Follow these steps:

1. Click the icon for your printer on the Dock. If necessary, double-click your printer (and print queue) name. You see a screen like this:



**Note:** If it is no longer spooling in the computer, you can also cancel a print job by pressing the  button on the printer, selecting **JOB CANCEL**, and pressing the **OK** button.

2. From here you can monitor the progress of your print job or do one of the following:
  - Click the print job, then click **Delete** to cancel the job
  - Click the print job, then click **Hold** to pause printing
  - Click a print job marked "Hold" and click **Resume** to resume printing
3. When you're finished, close the print job window, then close your printer window.

## Selecting the Correct Media Type Setting

The following table lists the settings designed to produce the best results on Epson media.

If your paper is not listed, check the instructions included with the paper, or look on the Epson website [www.proimaging.epson.com](http://www.proimaging.epson.com) ( U.S. sales), [www.epson.ca](http://www.epson.ca) (Canadian sales). If you are using non-Epson paper, consult the manufacturer for the best setting. You may have to experiment with different settings to determine which one is best for the media you're using.

| <b>For this media</b>  | <b>Select this Media Type setting*</b> |
|--|--|
| <b>Photo Paper</b>   |  |
| Epson Exhibition Fiber Paper                                     | Exhibition Fiber Paper                 |
| Premium Luster Photo Paper (260)                                 | Premium Luster Photo Paper (260)       |
| Premium Glossy Photo Paper (250)                                 | Premium Glossy Photo Paper (250)       |
| Premium Semigloss Photo Paper (250)                              | Premium Semigloss Photo Paper (250)    |
| Premium Semimatte Photo Paper (260)                              | Premium Semimatte Photo Paper (260)    |
| Premium Glossy Photo Paper (170)                                 | Premium Glossy Photo Paper (170)       |
| Premium Semigloss Photo Paper (170)                              | Premium Semigloss Photo Paper (170)    |
| Premium Glossy Photo Paper<br>Premium Photo Paper Glossy         | Premium Photo Paper Glossy             |
| Premium Semi-gloss Photo Paper<br>Premium Photo Paper Semi-gloss | Premium Photo Paper Semi-Gloss         |
| Premium Luster Photo Paper<br>Ultra Premium Photo Paper Luster   | Premium Photo Paper Luster             |
| Photo Paper Gloss (250)  | Photo Paper Gloss (250)                |
| <b>Fine ArtPaper</b>   |  |
| Cold Press Bright  | Cold Press Bright                      |
| Cold Press Natural   | Cold Press Natural                     |
| Hot Press Bright   | Hot Press Bright                       |
| Hot Press Natural  | Hot Press Natural                      |
| Premium Canvas Satin   | Premium Canvas Satin                   |



| <b>For this media</b>   | <b>Select this Media Type setting*</b> |
|---|--|
| Premium Canvas Matte  | Premium Canvas Matte                   |
| Velvet Fine Art Paper   | Velvet Fine Art Paper                  |
| Watercolor Paper Radiant White                                  | Watercolor Paper Radiant White         |
| Textured Fine Art Paper   | Textured Fine Art Paper                |
| UltraSmooth Fine Art Paper                                      | UltraSmooth Fine Art Paper             |
| <b>Proofing Paper</b>   |  |
| Standard Proofing Paper (205)                                   | Standard Proofing Paper (205)          |
| Standard Proofing Paper (240)                                   | Standard Proofing Paper (240)          |
| Standard Proofing Paper SWOP 3                                  | Standard Proofing Paper SWOP 3         |
| Standard Proofing Paper Adhesive                                | Standard Proofing Paper Adh            |
| Proofing Paper White Semimatte                                  | Proofing Paper White Semimatte         |
| Proofing Paper Publication                                      | Proofing Paper Publication             |
| Proofing Paper Commercial                                       | Proofing Paper Commercial              |
| <b>Coated Matte Paper</b>                                       |  |
| Singleweight Matte Paper  | Singleweight Matte Paper               |
| Presentation Paper Matte  | Presentation Paper Matte               |
| Enhanced Matte Paper<br>Ultra Premium Presentation Paper Matte  | Enhanced Matte Paper                   |
| <b>Plain Paper</b>  |  |
| Plain paper<br>Plain paper (line drawing)<br>Tracing paper      | Plain Paper                            |
| <b>Others</b>   |  |
| Enhanced Adhesive Synthetic Paper                               | Enhanced Adhesive Synthetic Paper      |
| Enhanced Matte Posterboard<br>Somerset Velvet (cut sheets only) | Enhanced Matte Poster Board            |



## Chapter 5: Managing Color With Profiles

For the most precise color in your prints, you can use profiles designed specifically for your printer model and paper type. Basic profiles are installed with your printer driver.

Assigning a profile to your image doesn't alter it, only the interpretation of it by your software and how it appears on your monitor and in a printout. This is the best way to improve the color balance and contrast in your image.

Follow the instructions in this chapter to use Photoshop 7, CS, CS2, or CS3 to print with profiles using Photoshop color management (the steps show only CS3 screens). It's important to turn off color management in your printer software when you use Photoshop color management or you'll get unexpected results. See one of these sections for instructions:

- “Macintosh Printing With a Color Profile” below
- “Windows Printing With a Color Profile” on page 113

### Macintosh Printing With a Color Profile

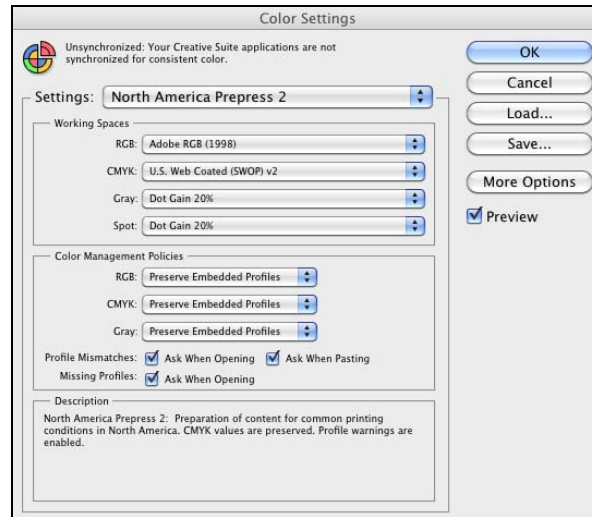
First you set up your color management environment in Photoshop and assign a profile to your image, then you select your print settings and print.

#### Setting Up Photoshop and Assigning a Profile

1. Open Adobe Photoshop.
2. Select **Color Settings** from the Photoshop or Edit menu.

**Note:** The settings shown are suggested values.

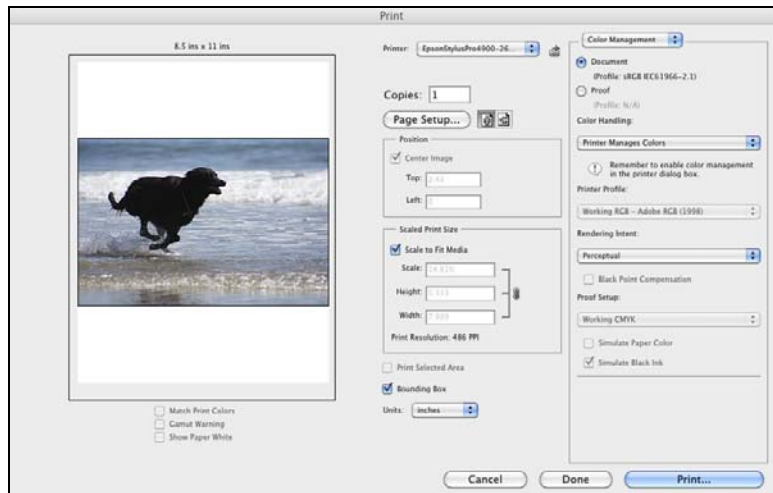
You see this window:



3. Select **U.S. Prepress Defaults** or **North America Prepress 2** from the **Settings** menu to set **Adobe RGB (1998)** as the color space. Click **OK**.
4. Open the photo you want to print.  
 If you see an **Embedded Profile Mismatch** message, select **Use the embedded profile** and click **OK**.  
 If you see a **Missing Profile** message, select **Assign working RGB: Adobe RGB (1998)** and click **OK**.
5. When your image appears, evaluate the color balance and contrast. If they need improvement, select **Image > Mode > Assign Profile** or **Edit > Assign Profile**. Then select one of the following as the **Profile** setting:
  - A different RGB working space, such as **ColorMatch RGB** or **sRGB IEC61966-2.1**
  - A scanner profile for your scanner
  - A camera profile for your digital camera

Also click the **Preview** box so you can see the effects of your profile choice on the screen.

6. Select File, then click Print or Print with Preview.

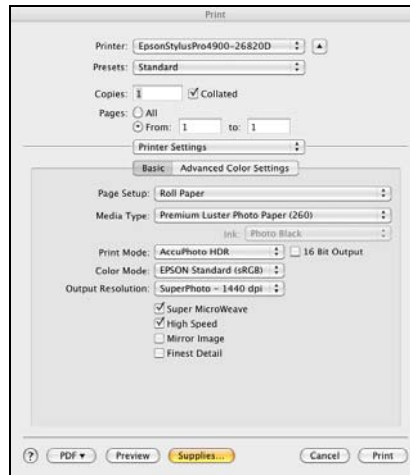


7. Click **More Options** or **Show More Options**, then select **Color Management**.
8. Click **Page Setup**, select page settings as necessary, and click **OK**.
9. Under **Color Handling**, select **Let Photoshop Determine Colors** or **Photoshop Manages Colors**.
10. Under **Profile** or **Printer Profile**, select a profile for your printer and the paper you'll use.
11. As the **Intent** or **Rendering Intent** setting, select **Relative Colorimetric** or **Perceptual**, and click the **Black Point Compensation** checkbox.

**Note:** If your image contains very saturated colors, select **Perceptual**. This reduces the color saturation so that the colors fit within the printer's color gamut.

## Selecting Print Settings and Printing

1. Click the Print button, select Epson Stylus Pro 4900 and select Printer Settings or Print Settings.



2. Select the **Media Type** setting for your paper (see page 106).
3. Set the rest of the print settings you want to use.
4. Make sure **Color Mode** is set to **Off (No Color Management)**.
5. Click **Print** to print your photo.

**Note:** Make sure that you select **Off (No Color Adjustment)** or **Off (No Color Management)**. If you don't, the printer driver will apply additional correction to the image data, producing inaccurate results.

If you selected the wrong combination of source profile, printer profile, and color management settings, you'll get unexpected results.

## Windows Printing With a Color Profile

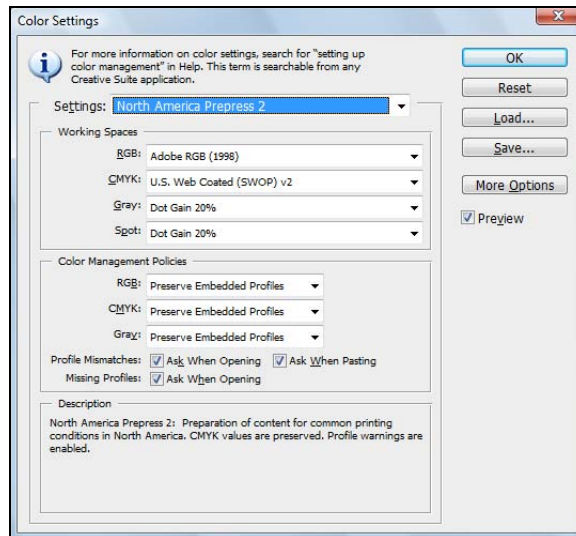
First you set up your color management environment in Photoshop and assign a profile to your image, then you select your print settings and print.

**Note:** The settings shown are suggested values.

### Setting Up Photoshop and Assigning a Profile

1. Open Adobe Photoshop.
2. Select **Color Settings** from the Edit menu.

You see this window:



3. Select **U.S. Prepress Defaults** or **North America Prepress 2** from the **Settings** menu to set **Adobe RGB (1998)** as the color space. Click **OK**.
4. Open the photo you want to print.

If you see an **Embedded Profile Mismatch** message, select **Use the embedded profile** and click **OK**.

If you see a **Missing Profile** message, select **Assign working RGB: Adobe RGB (1998)** and click **OK**.

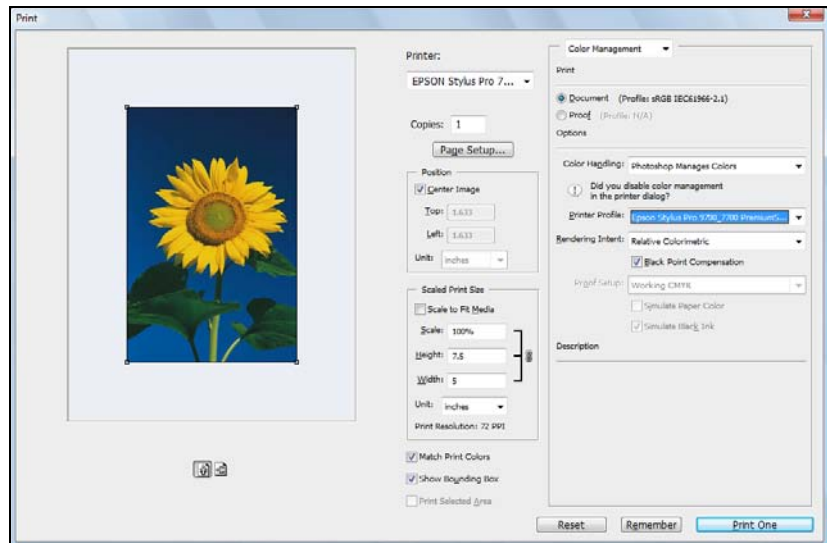
5. When your image appears, evaluate the color balance and contrast. If they need improvement, select **Image > Mode > Assign Profile** or **Edit > Assign Profile**. Then select one of the following as the Profile setting:

- A different RGB working space (or Profile), such as ColorMatch RGB or sRGB IEC61966-2.1
- A scanner profile for your scanner
- A camera profile for your digital camera

Also click the **Preview** box so you can see the effects of your profile choice on the screen.

6. Select **Page Setup** from the **File** menu, select your page settings, and click **OK**.

7. Select **File**, then select **Print** or **Print with Preview**.



8. Click **More Options** or **Show More Options**, then select **Color Management**.

9. Under **Color Handling**, select **Let Photoshop Determine Colors** or **Photoshop Manages Colors**.

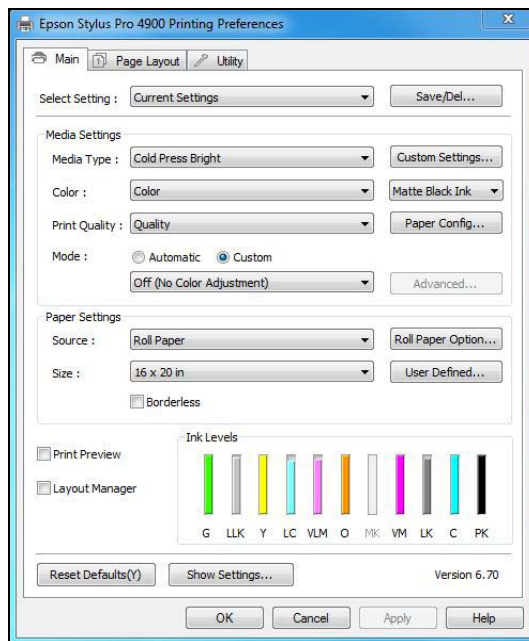


10. Under **Profile** or **Printer Profile**, select a profile for your printer and the paper you'll use.
11. For the **Intent** or **Rendering Intent** setting, select **Relative Colorimetric** or **Perceptual**, and click the **Black Point Compensation** checkbox.

**Note:** If your image contains very saturated colors, select **Perceptual**. This reduces the color saturation so that the colors fit within the printer's color gamut.

## Selecting Print Settings and Printing

1. Click the **Print** button, select your printer, and click **Properties** or **Preferences**.
2. Make sure the **Main** tab is selected.
3. Select the **Media Type** setting for your paper (see page 64).



**Note:** Make sure that you select **Off (No Color Adjustment)**. If you don't, the printer driver will apply additional correction to the image data, producing inaccurate results.

If you selected the wrong combination of source profile, printer profile, and color management settings, you'll get unexpected results.

4. Set the rest of the print settings you want to use (beginning on page 64).
5. For the **Mode** setting, select **Custom**. Then select **No Color Adjustment**.
6. Click **OK**, then click **Print** to print your photo.



## Chapter 6: Maintaining and Transporting the Printer

The Epson Stylus Pro 4900 requires little maintenance to keep working at its best. This chapter describes the following routine procedures:

- Checking printer status and part life
- Checking and cleaning the print head
- Aligning the print head
- Replacing ink cartridges
- Changing the black ink cartridge
- Replacing the paper cutter blade
- Replacing the maintenance tanks
- Cleaning the printer
- Transporting or storing the printer

In addition to the features described in this chapter, you can also use the menu system on the printer to fine-tune a variety of printer settings.

### Alert Lamp

The Epson Stylus Pro 4900 is equipped with an alert lamp which automatically lights or flashes when an error or warning occurs. You can set or change the alert lamp settings in maintenance mode. (The default setting is “Disable”.)

**Note:** To test the print quality, see page 120 for instructions on printing a nozzle check.

### Checking Printer Status and Part Life

Using the menus, you can check the amount of ink remaining, the total number of prints, and the status of your cutter blade, maintenance tank(s), and other printer parts. You can either print out a status check (described in the next section), or you can view the printer’s status on the LCD screen.

## Printing Status Information

The status check sheet shows some of the current default settings, the page count, and the status of the maintenance tank.

1. Make sure paper is loaded in the printer.
2. Press ► Menu.
3. Press ▼ to select TEST PRINT, then press ►.
4. Press ▼ to select STATUS SHEET, then press ►.
5. Press OK to start printing.


**Note:** You can replace the ink cartridges, cutter blade, and maintenance tanks yourself. Other printer parts need to be replaced by an authorized service technician.

## Viewing Status Information


1. Press ► Menu.
2. Press ▼ to select PRINTER STATUS, then press ►.
3. Do one of the following:
  - To check the firmware version, press ► again. When done, press ◀.
  - To check the amount of ink left, press ▼ to select INK LEVEL, then press ►. The percentage of ink left in the first cartridge is displayed. Continue pressing ▼ to see the status of the remaining cartridges. When done, press ◀.
  - To check how much capacity the maintenance tank(s) have, press ▼ to select MAINTENANCE BOX, then press ►. The percentage remaining for each tank is displayed. As the tank is filled, the percentage drops. When done, press ◀.
  - To check job history, press ▼ to select JOB HISTORY, then press ►. For the last 10 print jobs saved in the printer, you see the ink used (in milliliters) and paper used (in square centimeters). The most recent job is saved as No. 0. When done, press ◀.
  - To check the total number of prints, press ▼ to select TOTAL PRINTS, then press ►. When done, press ◀.
4. Press ||•☰ to exit the menu.

**Note:** You can change the units of measurement from centimeters to inches and feet using maintenance mode on the printer's control panel. See page 131 for instructions.

## Checking Printer Status From the Printer Driver

**Tip:** On a Macintosh, you can also run maintenance utilities by clicking the **Utility** button in the print job window or the  icon on the printer settings screen.

The Epson Status Monitor utility installed with your printer driver lets you check the levels of ink in the printer and the level of the maintenance tank(s). Follow the steps below to use the utility to check the status.

- Do one of the following to access the printer utilities:
  - Windows 7 and Windows Vista:** Click , select **Control Panel**, select **Hardware and Sound**, and click **Devices and Printers**. Right-click the icon for your printer and select **Printing Preferences**. Click the **Utility** tab.
  - Windows XP:** Click **Start** and select **Control Panel**. Double-click **Printers and Faxes**. Right-click your printer icon and select **Printing Preferences**. Click the **Utility** tab.
  - Mac OS X:** Open the **EPSON Printer Utility4** in your **Applications** folder. Select your printer and click **OK**.
- Click the **EPSON Status Monitor 3** icon.

The software checks the amount of ink in the printer and maintenance tank(s) and displays one of these windows:

**Note:** On the Mac, the **Paper Setup from Printer** is not acquired.



Windows



Mac OS X


## Checking and Cleaning the Print Head


If your printed image shows a color shift or horizontal lines, you should check the print head to see if any nozzles are clogged or deflected. If necessary, you can run a cleaning cycle to clear the nozzles.

You can also turn on Auto Nozzle Check from the printer's control panel. The printer will then check the nozzles periodically or before each print job and clean them if necessary.

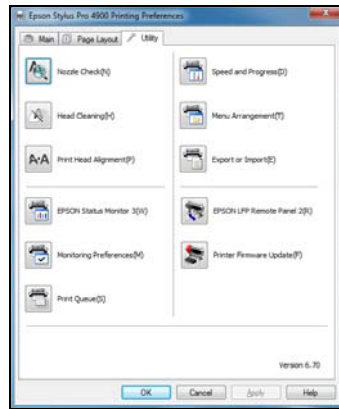
## Running the Nozzle Check and Head Cleaning Utilities

Follow these steps to use your printer software to check the print head nozzles and clean them if necessary:

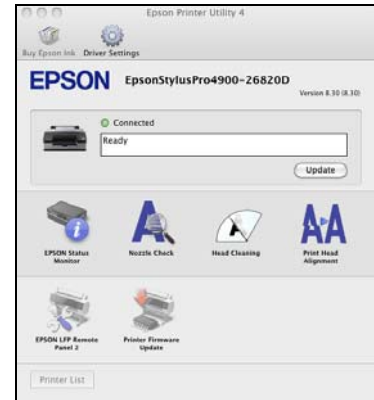
**Tip:** On a Macintosh, you can also run maintenance utilities by clicking the **Utility** button in the print job window or the  icon on the printer settings screen.

1. Make sure paper is loaded in the printer.
2. Do one of the following to access the printer utilities:
  - **Windows 7 and Windows Vista:** Click , select **Control Panel**, select **Hardware and Sound**, and click **Devices and Printers**. Right-click the icon for your printer and select **Printing Preferences**. Click the **Utility** tab.
  - **Windows XP:** Click **Start** and select **Control Panel**. Double-click **Printers and Faxes**. Right-click your printer icon and select **Printing Preferences**. Click the **Utility** tab.
  - **Mac OS X:** Open the **EPSON Printer Utility4** in your **Applications** folder. Select your printer and click **OK**.

You see a menu like the following:

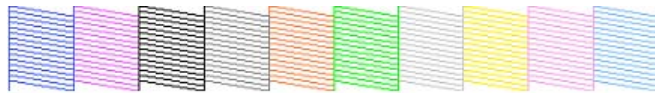


Windows

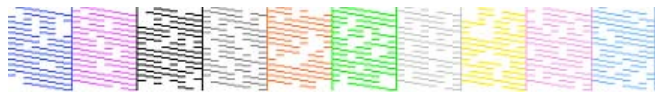


Mac OS X

3. Select the **Nozzle Check** icon and follow the instructions on the screen.
4. After the pattern is printed, use at least a 10× eye loupe to examine it.
  - If the pattern looks good, as shown below, the print head is clean.



- If any dots or segments are missing or deflected, as shown below, run a cleaning cycle as described on page 124. Then print another nozzle check pattern to make sure the nozzles are clean.



**Caution:** Don't run a cleaning cycle while thick media is loaded in the printer.

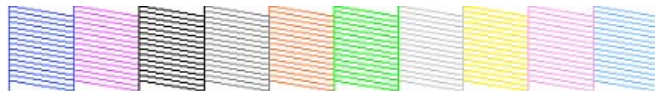
- If the nozzles are still clogged after three cleaning cycles, run a power cleaning cycle as described on page 124.

## Checking and Cleaning the Print Head Using the Control Panel

You can print a nozzle check from the control panel and examine it to determine whether any nozzles are clogged or deflected. Then you can run a cleaning cycle if necessary.

1. Press the  $\delta$ / $\text{Ⓜ}$ / $\text{A}$  button.
2. Press  $\blacktriangledown$  until NOZZLE CHECK is selected, then press  $\blacktriangleright$ .
3. Do one of the following:
  - Select AUTO NOZZLE CHECK and press OK to run a nozzle check without printing a pattern. The LCD screen will report if there are any clogged nozzles and prompt you to clean them. If no nozzles are clogged, “Nozzle clog was not detected” will show on the LCD screen.
  - Select PRINT CHECK PATTERN and press OK to start printing the nozzle check pattern. After the pattern is printed, use at least a 10× eye loupe to examine it.

If the pattern looks good, as shown below, the print head is clean.



If any dots or segments are missing or deflected, as shown below, run a cleaning cycle as described on page 124. Then print another nozzle check pattern to make sure the nozzles are clean.



If the nozzles are still clogged after three cleaning cycles, run a power cleaning cycle as described on page 124.

**Caution:** Don't run a cleaning cycle while thick media is loaded in the printer.



## Automatically Checking and Cleaning the Print Head

Prior to a print job, the printer automatically checks the nozzles and cleans them if necessary. You can specify how often you want this to happen or turn this feature off. You can also have a nozzle check pattern printed on a regular basis, so you can check it yourself.

1. Press ► Menu. PRINTER SETUP is selected. Press ► again.
2. Press ▼ until AUTO NOZZLE CHECK is selected, then press ►.
3. Select one of the following, then press OK:
  - ON: PERIODICALLY—The printer periodically checks its nozzles and runs a cleaning cycle if necessary (default).
  - ON: EVERY JOB—The printer automatically checks its nozzles and runs a cleaning cycle if necessary before each print job. This process uses a very small amount of ink (and no paper) and is recommended if you are running large print jobs unattended.
  - OFF—The printer will not perform automatic nozzle checks and cleaning cycles.
4. Press ◀, then select PRINT NOZZLE PATTERN and press ►.
5. Select ON: EVERY PAGE to have the nozzle check pattern printed before each print job, or ON: EVERY 10 PAGES or OFF. These settings take effect only when you print on roll paper.
6. Press OK to save the setting.

## Manually Checking and Cleaning the Print Head

1. Make sure paper is loaded.
2. Press the ⏏/⌂ button to display the Ink Menu.
3. Press ▼ until NOZZLE CHECK is selected, then press ►.

4. Press ▼ to select **AUTO NOZZLE CHECK**, then press **OK** to start checking the nozzles.

The LCD screen will report any color that has a clog and prompt if you want to clean it. If no clog is detected, the message “Nozzle clog was not detected” will appear on the LCD screen.

## Running Cleaning Cycles

You can run several types of cleaning cycles from the control panel (or from the Epson LFP Remote Panel): normal cleaning, power cleaning, and cleaning each pair of ink colors.


Run the power cleaning only if the normal cleaning process is not sufficient to clear the nozzles. The power cycle uses a large quantity of ink, so it is recommended only as a last resort.

You may need to replace a low cartridge to run the cleaning cycle. After cleaning, you can reinsert the old cartridge.

1. Print a nozzle check to make sure the print head needs cleaning, as described on page 123.
2. Make sure the printer is ready and the red **Ink Check** light on the printer’s control panel is not on or flashing.
  1. Press the **⏏/A** button.
  2. Press ▼ until **MANUAL CLEANING** is selected, then press ►.
  3. Do one of the following:
    - Choose the color pair you want to clean—Press ▼ to highlight a color pair, then press ► to select the color pair you want to clean. Press ▼ to select **EXECUTE** or **EXECUTE (POWERFUL)**, then press **OK** to start the cleaning cycle.
    - Clean all colors—Press ▼ until **ALL COLORS** is selected, then press ►. Press ▼ to select **YES**, then press **OK** to start the cleaning cycle.
    - Power clean all colors—Press ▼ until **ALL COLORS (POWERFUL)** is selected, then press ►. Press ▼ to select **YES**, then press **OK** to start the power cleaning cycle.

**Caution:** Don’t run a cleaning cycle while thick media is loaded in the printer.

**Note:** You must use at least a 10× eye loupe to examine the nozzle check pattern for deflected nozzles.

4. When cleaning is finished and the  power light stops flashing, print the nozzle check again to confirm that the head is clean.

For effective cleaning, always run a nozzle check between cycles.

If the pattern is still missing segments or has deflections after a power cleaning cycle, turn the printer off and leave it overnight, then clean the print head again the following morning with regular cleaning cycles. If you still see no improvement, contact your service provider for assistance.

## Aligning the Print Head

Aligning the print head is the most important thing you can do to ensure the best print quality. If banding appears on your prints, if they look grainy or blurry, or if you see misregistration or “ghosting,” you need to align the print head.

Although you can align the print head using the printer utility software, it’s also easy to align from the printer’s control panel. This will do the most thorough job in the shortest time, and it’s all automatic.

If you haven’t already done so, it’s a good idea to run a nozzle check before aligning the print head (page 123). This ensures that the print head alignment patterns print correctly.

Follow these steps to align the print head using the control panel:

1. Make sure the printer is turned on, then load paper.
2. Press **▶ Menu**.
3. Press **▲** or **▼** until **HEAD ALIGNMENT** is selected, then press **▶**. **PAPER THICKNESS** is selected.
4. Press **▶** twice and select the paper type loaded in the printer. Then press **▶**, choose a specific paper, and press **OK**.
5. Press **◀** three times, then press **▼** to select **ALIGNMENT**.
6. Press **▶** to select **AUTO**, then press **▶** again. **UNI-D** (uni-directional) is highlighted. This is the type of alignment to start with.

**Tip:** To properly align the print head, make sure the paper you loaded matches the setting on the printer.

- Press **▶**, then press **OK** to start the alignment process.

Each head alignment takes about 7 minutes. The printer's white beam sensor reads the alignment pattern and adjusts the printer automatically. Make sure you don't open the front cover or turn off the printer during this process.

- When the uni-directional alignment is finished, press **▶**.
- Select **HEAD ALIGNMENT**, select **ALIGNMENT**, then select **AUTO**.
- Select **BI-D ALL**, press **▶**, then press **OK** to start the alignment process.
- When done, press **||•☒** to exit head alignment mode.

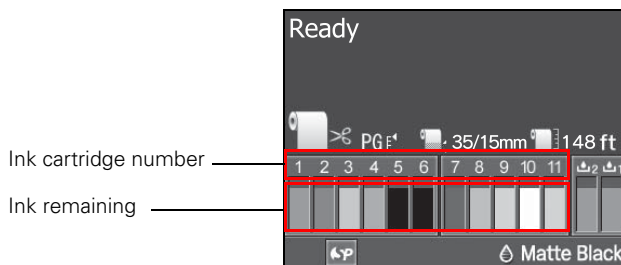
## Replacing Ink Cartridges


**Tip:** You can store partially used ink cartridges for up to 6 months. If you do so, Epson recommends covering the openings with tape.

Before you begin a large print job, you should check your ink levels. If one of your cartridges is low, you can replace it before you start. Or you can wait until the ink is expended, replace the cartridge, and then continue the job without any loss of print quality. However, it is best to replace a low ink cartridge before starting a large print job.

The easiest way to check ink levels is from the control panel LCD screen. The numbers above the ink icons on the LCD screen correspond to the 11 ink cartridge slots on the printer.

The icons show the approximate amount of ink remaining.



When the red  Ink Check light is flashing and INK LOW appears on the LCD screen, the indicated cartridge is almost expended. Make sure you have a replacement cartridge. When the light stays on and REPLACE INK CARTRIDGE is displayed, the cartridge is expended. You must replace the cartridge before you can continue printing.

Use the following Epson UltraChrome® HDR ink cartridges:

**Note:** We recommend that you use genuine Epson cartridges and do not refill them. The use of other products may affect your print quality and could result in printer damage.

Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature. For print quality, a small amount of ink remains in the cartridge after the "replace cartridge" indicator comes on.

For best printing results, use up a cartridge within six months of opening the package.

| Ink bay | Slot no. | Cartridge                 | Part no. |
|---------|----------|---------------------------|----------|
| Left    | 1        | Green (GR)                | T653B00  |
|         | 2        | Light Light Black (LLK)   | T653900  |
|         | 3        | Yellow (Y)                | T653400  |
|         | 4        | Light Cyan (LC)           | T653500  |
|         | 5        | Vivid Light Magenta (VLM) | T653600  |
|         | 6        | Orange (OR)               | T653A00  |
| Right   | 7        | Matte Black (MK)          | T653800  |
|         | 8        | Vivid Magenta (VM)        | T653300  |
|         | 9        | Light Black (LK)          | T653700  |
|         | 10       | Cyan (C)                  | T653200  |
|         | 11       | Photo Black (PK)          | T653100  |

You can purchase genuine Epson ink and paper from an Epson Professional Imaging Authorized Reseller. To find the nearest reseller, visit [www.proimaging.epson.com](http://www.proimaging.epson.com) (U.S. sales), [www.epson.ca](http://www.epson.ca) (Canadian sales), or call 800-GO-EPSON (800-463-7766).

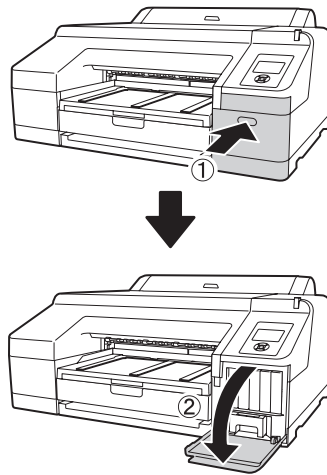
Before you start, make sure the printer is turned on. Then follow these steps:

1. Note the color of the cartridge that is low or expended.

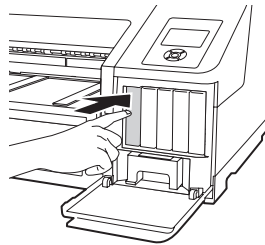
2. Press the ink compartment cover to open it.

**Caution:** Leave the expended cartridge in the printer until you are ready to replace it.

To prevent ink reporting errors, never replace the ink cartridges with the printer turned off.

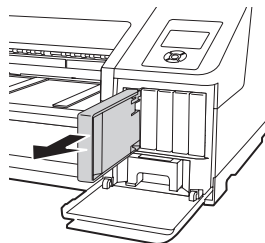


3. Press in the cartridge you want to replace. The cartridge pops out.

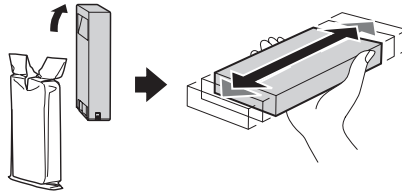



**WARNING:** Do not shake the expended cartridge, or ink may leak out. If ink gets on your hands, wash them thoroughly with soap and water. If ink gets in your eyes, flush them immediately with water.

4. Remove the expended ink cartridge from the printer. It's a good idea to save your first set of expended cartridges so you can use them for transporting the printer, if necessary.

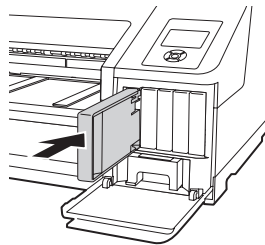


5. Make sure the replacement cartridge is the correct color and remove it from its package. Gently shake the cartridge for about 5 seconds before installing it.



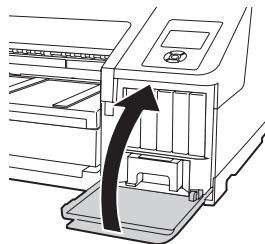
**Note:** If you can't insert the cartridge smoothly, you may have the wrong cartridge or are trying to insert it in the wrong slot. Check the package and part number. If the  Ink light remains on after installing the cartridge, it may not be inserted fully.

6. Hold the cartridge with the arrow pointing toward the printer. Then insert the cartridge into the slot until it clicks into place. Don't force it in.



**Caution:** Do not remove and re-insert cartridges more often than necessary. Doing so can compromise the needle valve seal and allow air to enter the ink tubes, causing nozzle damage.

7. Close the ink cover.



Once the cartridge is installed, the printer returns to its **READY** state.

## Changing the Black Ink Cartridge




You can use either Matte Black or Photo Black for printing. Both cartridges are installed all the time, and the printer knows which cartridge to use depending on the Media Type selected in the printer driver. You may sometimes need to switch cartridges as described below when using non-Epson media.

The Photo Black cartridge is ideal for printing photographic images on all media types. It is optimized for traditional photographic and ink jet-coated papers, such as Epson Ultra Premium Photo Paper Luster and Epson Photo Paper Semi-gloss, etc.

The Matte Black cartridge is optimized for printing photographic images on matte or plain papers, such as Epson Ultra Premium Presentation Paper Matte and Epson Velvet Fine Art Paper.






Generally, you should switch black ink cartridges only if you plan to run a large number of print jobs in the new mode. Since it takes several minutes to switch and consumes some ink, you shouldn't switch cartridges more often than necessary.

Follow these steps to manually switch from one cartridge to the other:

1. Press the  button.
2. Press  four times to select **BLACK INK CHANGE**, then press .
3. Press **OK**. The printer charges the printhead (this takes a few minutes) and you a switching ink progress bar on the LCD screen.

When the change is complete, the LCD screen displays **READY** and the name of the current black cartridge.

Follow these steps to enable automatic switching from one cartridge to the other:

1. Press the **Menu**  button.
2. Press  at **PRINTER SETUP**, then press  until **CHANGE BLACK INK** is selected.
3. Press , press  to select **AUTO**, then press **OK**.



**Note:** If you are unable to access the clock settings, it has already been set via software. Use Epson NetConfig to make clock adjustments.

The printer will now automatically change the black ink depending on your media type selection.

## Changing the Date and Time

1. Press **▶** Menu.
2. Press **▼** until MAINTENANCE is highlighted, then press **▶**.
3. Press **▼** until you see CLOCK SETTING, then press **▶**.
4. Use the **▼**, **▲**, and **▶** buttons to set each item in the date and time, displayed in the following format: MM/DD/YY HH:MM.
5. Press OK to save the setting.

## Using Maintenance Mode

Maintenance mode allows you to make special settings and perform maintenance procedures that may be needed occasionally. You can use maintenance mode to do the following:

- Change the language or units of measurements used on the printer's control panel menus.
- Adjust the maximum value for roll paper tension.
- Run a "super strong" cleaning cycle.
- Return all of the printer's control panel settings to their default values.

Follow these steps to use maintenance mode:

1. Make sure the printer is turned off.
2. Press and hold the **||•☰** button, then press and release the **⏻** power button until the printer turns on and the LCD screen displays MAINTENANCE MODE.
3. Use the **▼** and **▲** buttons to select the settings described below. If you need to back up to the previous menu level, press **◀**.

- To change the language on the LCD screen, press ▼ to highlight LANGUAGE, then press ►. Press ▼ until you see the language you want, then press OK to select it. The printer exits maintenance mode and returns to normal operation.
  - To change the units of measurement, press ▼ to highlight LENGTH UNITS, then press ►. Press ▼ to switch from METRIC to FEET/INCH, then press OK to select it. Press ◀ when done.
  - To change the temperature units of measurement, press ▼ to highlight TEMPERATURE UNITS, then press ►. Press ▼ to switch from C (Celsius or centigrade) to F (Fahrenheit), then press OK to select it. Press ◀ when done.
  - To change the number of times to perform and auto cleaning, press ▼ to highlight AUTO CLEANING TIMES, then press ►. Press ▲ or ▼ to increase or decrease the value (from 1 to 3).
  - To change the alert settings, press ▼ to highlight MAINTENANCE ALERT, then press ►. Press ▼ to choose an item to receive a maintenance alert, then press OK to select it.
  - To choose whether or not to show remaining cut sheets, press ▼ to highlight CUT SHEET REMAINING, then press ►. Press ▼ to select OFF or ON, then press OK to select the setting you want.
  - To select the number of minutes to wait until automatically entering sleep mode, press ▼ to highlight SLEEP MODE, then press ►. Press ▼ to select 5, 15, 60, 120, or 180 MINUTES, then press OK to select the setting you want.
  - To set the amount of idle time required until the printer automatically powered off, press ▼ to highlight POWER MANAGEMENT, then press ►. Press ► to DISABLE or ENABLE the POWER OFF TIMER, or press ▼ to highlight TIME TO OFF, press ►, then press ▲ or ▼ to increase or decrease the value. Press OK to select the setting you want.
  - To return all control panel settings to their default values, press ▼ to highlight DEFAULT PANEL, then press ► to display EXECUTE. Press OK to restore the default settings.
4. To exit maintenance mode, turn off the printer by pressing the ⏻ power button. Press the ⏻ power button again to turn on the printer in the normal operating mode.

## Replacing the Paper Cutter

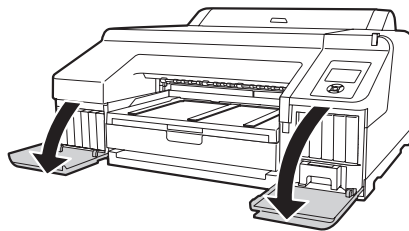
If you notice that your paper isn't being cut cleanly, the cutter may need to be replaced.

You can obtain a new cutter from Epson (part number C12C815351). See page 12 for ordering details.

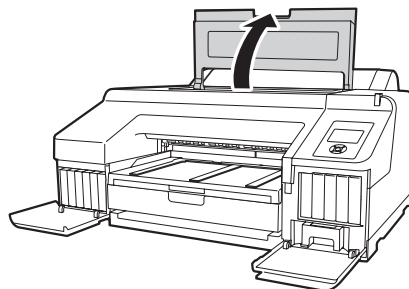
## Removing the Old Cutter

Make sure the printer is turned off, then follow these steps to remove the blade:

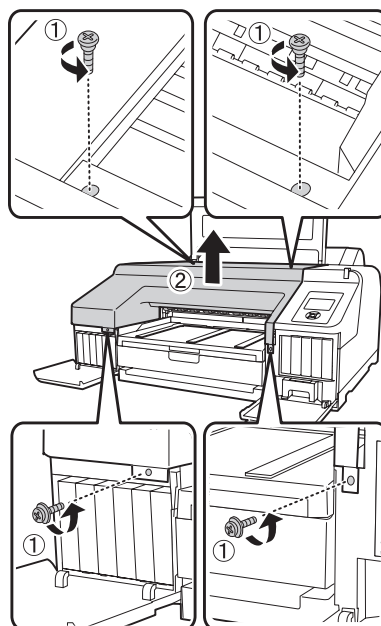
1. Open the ink cartridge covers.



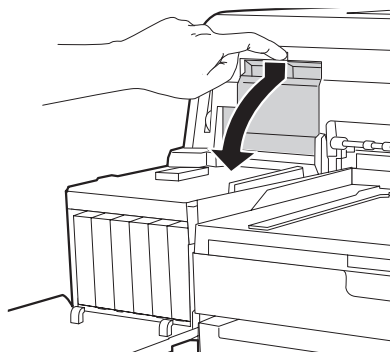
2. Open the printer cover.



3. Use a cross-head screwdriver to remove the four screws holding the front cover in place, then remove the front cover.

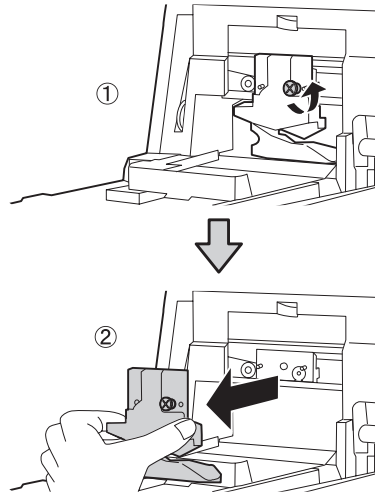


4. Open the cutter cover.



**WARNING:** The blade is sharp. Be careful when removing it.

- Loosen the screw holding the cutter in place, then carefully remove the cutter from the printer.

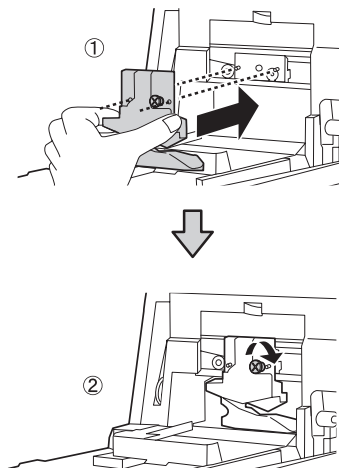


- Dispose of the cutter in accordance with local regulations.

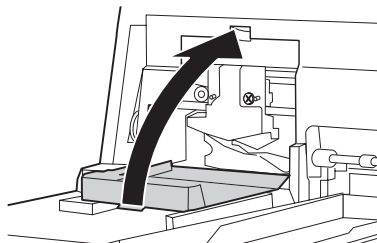
### Installing the New Cutter

Remove the new blade from its package, then follow these steps to install it:

- Insert the new cutter into the holder. Make sure the cutter pin goes into the hole. Tighten the screw using a cross-head screwdriver.



2. Align the cutter cover, then press it in until it clicks into place.



3. Replace the front cover.
4. Close the printer cover and ink cartridge covers.
5. If your printer is not cutting accurately, use the Cutter Adjustment from the Maintenance Menu on the control panel.

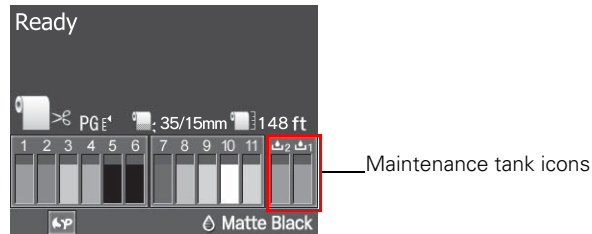
**Note:** If you are using the optional SpectroProofer, install it without replacing the front cover.

## Replacing the Maintenance Tanks

The maintenance tanks store ink that gets flushed from the system during the initial ink charge and manual and automatic print head cleaning. When a tank is almost full, a message appears on the LCD screen. When a tank is completely full, the printer stops working and a message appears on the LCD screen.

You can check how much space remains in each maintenance tank by viewing its icon on the control panel, shown below. You can also check its status using the menus (see page 118), using your printer software (see page 119), or by printing a nozzle check sheet (see page 123).

**Note:** You can purchase replacement items for your printer from an Epson Professional Imaging authorized reseller. To find the nearest reseller, visit [www.proimaging.epson.com](http://www.proimaging.epson.com) (U.S. sales), [www.epson.ca](http://www.epson.ca) (Canadian sales), or call 800-GO-EPSON (800-463-7766).



The icons show the approximate amount of space remaining in the tanks.

The Epson Stylus Pro 4900 has two maintenance tanks: Ink (part # T619000) and Borderfree (part # T619100). You need to replace each maintenance tank when the LCD screen instructs you to do so.

**The printer will not print if one of the maintenance tanks is full.**

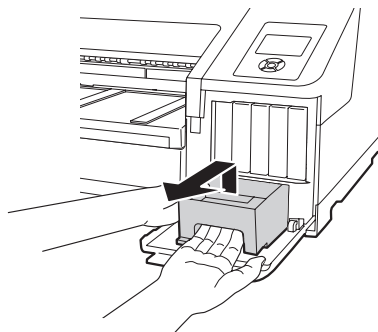
Follow these steps to replace the tanks:

1. Check the LCD screen to determine which tank needs to be replaced (Ink or Borderfree).
2. Turn off the printer.

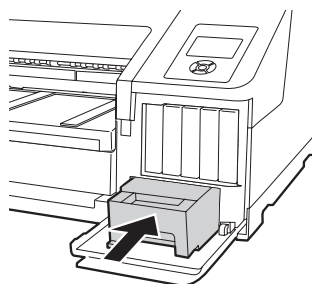
## Replacing the Ink Maintenance Tank

1. Open the right ink cartridge cover.
2. Pull out the maintenance tank as shown.

**Caution:** Be careful not to spill ink from the maintenance tank when removing it. Hold it upright at all times and dispose of it carefully.



3. Place the used tank in the plastic bag included with the new tank and dispose of it carefully.
4. Insert the new tank, then close the cartridge cover.

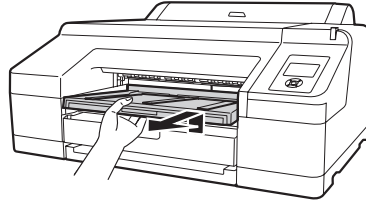




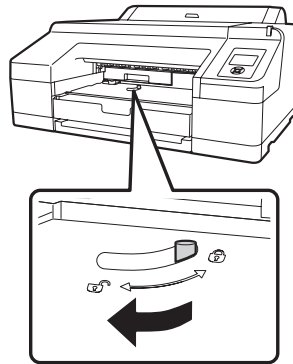
## Replacing the Borderfree Maintenance Tank

**Note:** If the optional SpectroProofer is installed, remove it.

1. Remove the output tray.

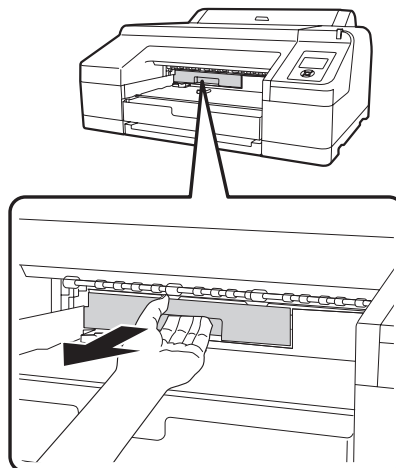


2. Release the tank lock.

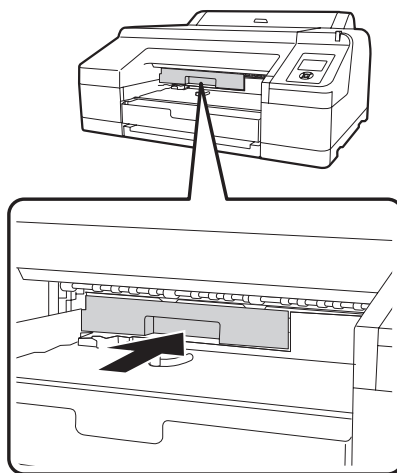


3. Pull out the maintenance tank as shown.

**Caution:** Be careful not to spill ink from the maintenance tank when removing it. Hold it upright at all times and dispose of it carefully.

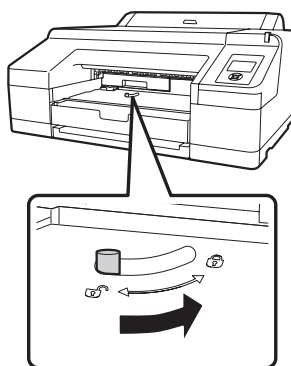


4. Place the used tank in the plastic bag included with the new tank and dispose of it carefully.
5. Insert the new tank. Push it in firmly.



6. Set the lock, then replace the output tray.

**Note:** The printer will not print if the tank is unlocked.



**Caution:** Be careful not to touch the gears inside the printer.

To avoid damaging the components as well as the case, never use alcohol or thinners to clean the printer.

Be careful not to get water on the printer mechanism or electronic components.

Don't use a hard or abrasive brush.

Don't spray the inside of the printer with lubricants; unsuitable oils can damage the mechanism. Contact Epson if you think the printer needs lubrication.

**WARNING:** The printer weighs about 115 lb (52 kg) (without ink), and should be lifted by two people.

## Cleaning the Printer

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

1. Make sure the printer is turned off and all its lights are off. Then unplug the power cord and disconnect the printer from your system.
2. Open the roll paper cover and remove the roll paper. Remove any sheets from the paper tray. Use a soft brush attachment to vacuum the paper tray.
3. If the paper path accidentally gets soiled with ink, gently clean it with a soft, lint-free cloth dampened with water.
4. If the outer case is dirty, clean it with a soft, clean cloth dampened with mild detergent. Keep the ink cartridge compartment closed to prevent water from getting inside.

## Transporting or Storing the Printer

If you are moving the printer a short distance (for example, in the same building), have at least two people lift the printer.

To ship the printer, you must repack it using the original box and packing materials and secure it to a pallet. If you do not have these items, contact Epson to purchase them. Otherwise, the printer may be damaged beyond repair.

## Preparing the Printer for Shipment

**Caution:** Do not turn off the printer by unplugging it or turning off a power strip. You will not be able to lock the print head, and ink will leak out of the reservoir, damaging the printer.

1. Turn off the printer and unplug the power cord.
2. Remove the following parts:
  - Power cord and interface cables
  - All paper or other media
  - Roll paper spindle
  - Paper tray
  - Any optional components.
3. Leave the ink cartridges installed.
4. If you need to ship the printer, you must repack it using the original box and packing materials and secure it to a pallet. If you do not have these items, contact Epson to purchase them. Otherwise, the printer may be damaged beyond repair.

If you are transporting the printer in your own vehicle without the original packaging, make sure you wrap and pack the printer securely. Transport the printer in a horizontal position on a flat, stable surface.

5. Keep the printer level while moving it.

## Setting Up the Printer After Transportation

Setting up the printer after transporting it is almost identical to setting it up for the first time.

Keep in mind that the first time you start printing after moving the printer, the print head nozzles may be clogged—especially if the printer hasn't been turned on for a long time. You may need to run a cleaning cycle (page 120) and realign the print head (page 125) to ensure good print quality.

After setting up the printer, if you see a message on the LCD screen asking you whether you would like to run an auto nozzle check, select **Y** to start the nozzle check procedure.

## Chapter 7: Solving Problems

As you use your printer, you may occasionally experience a problem. You can diagnose the problem following the guidelines in this chapter or check the FAQs at [www.proimaging.epson.com](http://www.proimaging.epson.com). Then try the most likely solutions until the problem is fixed.

This chapter provides instructions for the following:

- Diagnosing problems
- Checking error messages and lights
- Improving print quality
- Solving operational problems
- Solving miscellaneous printing problems
- Solving paper problems, including clearing paper jams
- Uninstalling and reinstalling the printer driver

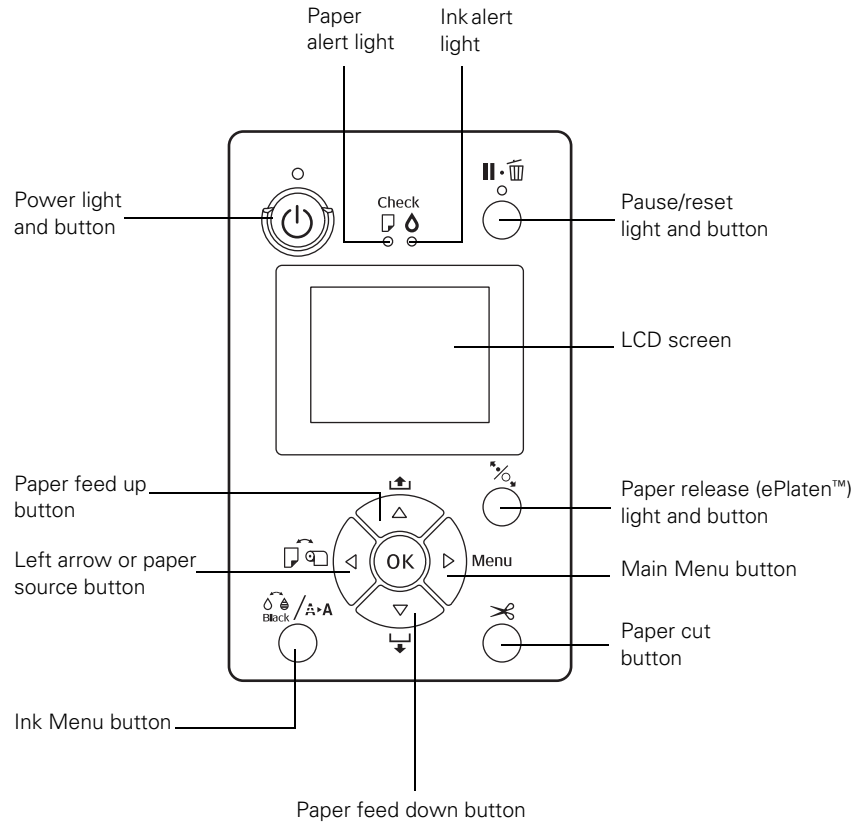
### Diagnosing Problems

The Epson Stylus Pro 4900 includes a number of ways to help you diagnose problems:







- To identify the most common problems, check the messages and lights on the control panel. See pages 144 through 152 for more information.
- If you're using the Epson printer driver and Status Monitor utility, check your software for error messages. See page 119 for more information.
- To determine whether the problem is caused by the printer itself, print a status sheet from the control panel. See page 117 for instructions.
- Review the FAQs at [www.proimaging.epson.com](http://www.proimaging.epson.com) for possible solutions.
- If none of the suggested solutions in this chapter solve your problem, contact Epson as described under "Where To Get Help" on page 13.



## Checking Error Messages and Lights

The control panel includes various lights and an LCD screen to indicate the status of the printer:



When your paper runs out, ink is low, or a problem occurs, a message appears on the LCD screen, and the lights on the control panel come on or flash. The following table lists the messages in alphabetical order and includes an explanation and instructions for correcting the problem.

| Message  | Explanation   | Response   |
|--|---|--|
| BLACK INK ERROR<br>BLACK INK DOES NOT<br>MATCH PRINT JOB<br>TO CANCEL PRINTING,<br>PRESS THE   BUTTON<br>TO CHANGE BLACK INK TO<br>PRINT, PRESS THE  /A•A<br>BUTTON | The type of black ink setting in the printer does not match the setting in the driver.                  | Press  /A•A to switch to the correct setting and continue printing.   |
| BORDERLESS ERROR<br>LOAD A SUPPORTED PAPER<br>SIZE OR LOAD PAPER<br>CORRECTLY  | The borderless setting is selected and paper that doesn't support borderless printing is loaded.        | Press   to cancel the print job. Change the setting in the printer driver or load different paper. |
|  | The sheet size is not recognized.   | Make sure the paper is flat.   |
|  | Paper is not loaded correctly.  | Make sure paper is loaded correctly.   |
|  | SpectroProofer is installed.  |  |
| CALL FOR SERVICE   | An error has occurred.<br><br>The number 3000 indicates that the power cord is not connected correctly. | Note the error number, then turn the printer off. Then check the power cord connection at both ends and turn it back on. If the message remains after restarting the printer several times, contact your service provider as described on page 13.                   |
| CARTRIDGE COVER OPEN<br>CLOSE RIGHT AND LEFT<br>CARTRIDGE COVERS   | The cartridge covers are open.  | Close the left and right cartridge covers.   |
| CARTRIDGE COVER OPEN<br>CLOSE LEFT CARTRIDGE<br>COVER  | The left cartridge cover is open.   | Close the left cartridge cover.  |
| CARTRIDGE COVER OPEN<br>CLOSE RIGHT CARTRIDGE<br>COVER   | The right cartridge cover is open.  | Close the right cartridge cover.   |












| Message  | Explanation  | Response   |
|--|--|--|
| CLEANING ERROR<br>AUTOMATIC HEAD<br>CLEANING FAILED<br>RETRY?<br>YES<br>NO                                   | Head cleaning did not clear the nozzles.   | Press <b>  </b> •  to clear the error and run the head cleaning utility again. If cleaning doesn't start, cancel printing from the computer. Then turn the printer off and back on again. |
| CLEANING ERROR<br>NOT ENOUGH INK.<br>CONTINUE CLEANING?<br>YES (RECOMMENDED)<br>NO                           | There is not enough ink to perform cleaning.   | Select <b>Yes</b> and replace the cartridge (see page 126).  |
| CLEANING ERROR<br>NOT ENOUGH EMPTY<br>SPACE IN MAINT BOX 1.<br>CONTINUE CLEANING?<br>YES (RECOMMENDED)<br>NO | There is not enough space in the ink maintenance tank to perform cleaning.   | Select <b>Yes</b> and replace the maintenance tank (see page 137).   |
| CLOGGED NOZZLES<br>DETECTED<br>CLEANING RECOMMENDED  | One or more of the ink nozzles are clogged.  | Perform head cleaning to remove any clogs. This message will display until the clogged nozzle has been cleared. Printing a check pattern will clear the message.   |
| COMMAND ERROR<br>CHECK DRIVER SETTINGS   | You may be using the wrong printer driver.<br><br>Damaged data was sent to the printer or the data has an incorrect command. | Press <b>  </b> •  to cancel the print job and reset the printer. Make sure you installed the correct driver for your printer.  |
| CUTTER UNIT NEARING<br>END OF SERVICE LIFE.<br>RECOMMEND REPLACING<br>THE CUTTER UNIT                        | The paper cutter may be dull.  | Replace the paper cutter; see page 133.  |
| F/W INSTALL ERROR<br>UPDATE FAILED RESTART<br>THE PRINTER  | Firmware update failed.  | Restart the printer, then update the firmware again; see page 35.  |
| INK CARTRIDGE ALERT<br>REPLACE INK<br>CARTRIDGE(S)   | The ink cartridge is expended.   | Replace the ink cartridge; see page 126.   |




| Message  | Explanation  | Response   |
|--|--|--|
| <p>INK CARTRIDGE ALERT<br/>NON-GENUINE CARTRIDGE!<br/>QUALITY OF NON-GENUINE<br/>INK MAY VARY.</p> <p>NON-GENUINE CARTRIDGE<br/>MAY NOT PERFORM AT<br/>OPTIMUM. CONTINUE?</p> <p>DECLINE</p> <p>ACCEPT</p> | A non-genuine ink cartridge is installed.                                    | Select <b>DECLINE</b> and replace the ink cartridge with a genuine Epson ink cartridge; see page 126.                                  |
| <p>INK CARTRIDGE ALERT<br/>PLEASE USE GENUINE<br/>EPSON INK CARTRIDGES</p>   | A non-genuine ink cartridge is installed.                                    | Replace the ink cartridge with a genuine Epson ink cartridge; see page 126.  |
| <p>INK CARTRIDGE ERROR<br/>PLEASE INSTALL THE<br/>CORRECT INK CARTRIDGE</p>  | You tried to install an ink cartridge that cannot be used with this printer. | If you are replacing ink cartridges, check the package and product code. Replace the ink cartridge with a genuine Epson ink cartridge. |
| <p>INK CARTRIDGE EXPENDED<br/>REPLACE INK CARTRIDGE</p>  | The ink cartridge is empty.  | Replace the used ink cartridge with a new one. See page 126.   |
| <p>INK LOW</p>   | Ink cartridge(s) are nearly expended (printing continues).                   | Make sure you have replacement cartridges available; see page 126. Print quality may decline when ink is low.                          |
| <p>INK TOO LOW TO CLEAN<br/>REPLACE INK CARTRIDGE</p>  | Not enough ink for head cleaning.  | Replace the cartridge(s) before cleaning; see page 126.  |
| <p>INK TOO LOW TO CLEAN<br/>THE CARTRIDGE BEING<br/>USED CAN BE INSTALLED<br/>AGAIN FOR PRINTING</p>   | Not enough ink for head cleaning, but enough for printing.                   | Replace the cartridge(s) before cleaning; see page 126. After cleaning is finished, you can re-use the low ink cartridge.              |
| <p>MAINT BOX 2 UNLOCKED<br/>LOCK LEVER FOR<br/>MAINTENANCE BOX 2</p>   | The Borderfree maintenance tank is unlocked.                                 | Lock the maintenance tank to resume printing.  |
| <p>MAINTENANCE BOX 1<br/>ERROR<br/>REPLACE MAINTENANCE<br/>BOX 1</p>   | The Ink maintenance tank is not installed correctly or needs to be replaced. | Reinstall the maintenance tank or replace it if needed. See page 137.  |

| Message   | Explanation   | Response   |
|---|---|--|
| MAINTENANCE BOX 2 ERROR<br>REPLACE MAINTENANCE BOX 2                                    | The Borderfree maintenance tank is not installed correctly or needs to be replaced.           | Reinstall the maintenance tank or replace it if needed. See page 137.  |
| MAINT BOX NEAR THE END OF SERVICE LIFE  | One of the maintenance tanks is nearing the end of its service life and needs to be replaced. | Check the LCD screen to see which maintenance tank needs to be replaced. Replace the maintenance tank; see page 137. |
| MAINTENANCE REQUEST   | A printer part may need to be replaced soon.  | Note the code number and contact your service provider as described on page 13.                                      |
| NO INK CARTRIDGES<br>INSTALL INK CARTRIDGE(S)   | Ink cartridge(s) not installed, or an incorrect cartridge is installed.                       | Install ink cartridge(s); see page 126. Do not reinstall the incorrect cartridge.                                    |
| NO FRONT COVER<br>ATTACH THE FRONT COVER THEN RESTART PRINTER                           | The front cover is not installed or installed incorrectly.                                    | Turn off the printer, then install /reinstall the front cover correctly.   |
| NO REAR UNIT<br>INSTALL THE REAR UNIT   | The rear unit is not installed or installed incorrectly.                                      | Install the rear unit.   |
| NO MAINTENANCE BOX 1<br>INSTALL MAINTENANCE BOX 1                                       | The Ink maintenance tank is not installed.  | Install the Ink maintenance tank; see page 137.  |
| NO MAINTENANCE BOX 2<br>INSTALL MAINTENANCE BOX 2                                       | The Borderfree maintenance tank is not installed.   | Install the Borderfree maintenance tank; see page 137.   |
| NO PAPER CASSETTE<br>INSTALL PAPER CASSETTE   | The paper cassette is not installed or installed incorrectly.                                 | Install/reinstall the paper cassette.  |
| NOT ENOUGH EMPTY SPACE<br>REPLACE THE MAINTENANCE BOX 1                                 | The ink maintenance tank is too full for head cleaning.                                       | Replace the maintenance tank; see page 137.  |
| NOZZLE CLOG DETECTED<br>NOT ENOUGH INK<br>CONTINUE CLEANING?<br>YES (RECOMMENDED)<br>NO | There is not enough ink to perform cleaning.  | Select <b>YES</b> , then follow the instructions to replace the ink cartridge.                                       |

| Message   | Explanation  | Response  |
|---|--|---|
| NOZZLE CLOG DETECTED<br>NOT ENOUGH EMPTY<br>SPACE IN MAINT BOX 1<br>CONTINUE CLEANING?<br>YES (RECOMMENDED)<br>NO   | There is not enough space in the ink maintenance tank to perform cleaning.                 | Select <b>YES</b> , then follow the instructions to replace the maintenance tank.   |
| PAPER CUT ERROR<br>REMOVE UNCUT PAPER   | Roll paper was not cut correctly.<br><br>The cutter may be blunt or incorrectly installed. | Press the  button and open the front cover. Remove the uncut paper.<br><br>Reinstall or replace the cutter if necessary; see page 133. |
| PAPER EJECT ERROR<br>PRESS THE  BUTTON   | Roll paper is used with the cut sheet setting.   | Press the  button and remove the paper.  |
| PAPER JAM<br>REMOVE PAPER FROM THE<br>PRINTER   | Paper has jammed in the printer.   | Press the  button and remove the jammed paper; see page 160 for more information.  |
| PAPER JAM<br>REMOVE PAPER FROM THE<br>PRINTER<br><br>POWER OFF AND THEN ON  | Paper has jammed in the printer.   | Press the  button and remove the jammed paper; see page 160 for more information.  |
| PAPER LOAD ERROR<br>REMOVE PAPER FROM<br>REAR MANUAL FEEDER<br>AND PRESS THE  BUTTON | Paper has jammed in the rear manual feeder.  | Remove the jammed paper from the rear manual feeder, then press the  button.   |
| PAPER LOAD ERROR<br>REMOVE THE REAR UNIT<br>TO FIX PAPER JAM  | Paper has jammed in the rear manual feeder.  | Remove the the rear unit, then remove the jammed paper and press the  button.  |
| PAPER LOAD ERROR<br>REMOVE PAPER CASSETTE<br>TO FIX PAPER JAM   | Paper has jammed in the paper cassette.  | Press the  button and remove the jammed paper; see page 160 for more information.  |
| PAPER LOAD ERROR<br>PRESS THE  BUTTON<br>AND REMOVE THE<br>JAMMED PAPER              | Paper has jammed in the printer.   | Press the  button and remove the jammed paper; see page 160 for more information.  |

| Message  | Explanation   | Response   |
|--|---|--|
| PAPER LOAD ERROR<br>PRESS THE  BUTTON<br>AND REMOVE THE<br>JAMMED PAPER   | Paper has jammed in the printer.  | Press the  button and remove the jammed paper; see page 160 for more information.   |
| PAPER LOAD ERROR<br>PRESS THE  BUTTON<br>AND RESET ROLL PAPER   | Paper has jammed in the printer.  | Press the  button and remove the jammed paper; see page 160 for more information.   |
| PAPER LOW  | The paper roll is almost finished.  | Replace the roll.  |
| PAPER OUT<br>LOAD PAPER  | No paper is loaded.   | Load paper.  |
|  | The  button has been pressed with no paper loaded. | Press the  button, then load paper.   |
|  | Paper ran out during printing.  | Press the  button and remove the roll paper core. Then load another roll.   |
| PAPER SENSOR ERROR<br>PRESS THE   BUTTON<br>LOAD DIFFERENT PAPER | The paper is not detected.  | Press   to clear the error, then select the right paper. |
| PAPER SETTING ERROR<br>CHECK THE PAPER SOURCE<br>IN YOUR DRIVER SETTINGS<br>OR RELOAD PAPER<br>CORRECTLY   | The paper source selected in the printer driver and the control panel do not match.   | Check the Paper Source or Paper Size settings and make sure the paper is loaded correctly.   |
| PAPER SETTING ERROR<br>THIS PAPER CANNOT BE<br>LOADED FROM PAPER<br>CASSETTE<br>INSERT PAPER LESS THAN<br>8 MM THICKNESS FROM<br>REAR MANUAL FEEDER  | The wrong paper is loaded in the paper cassette.  | Remove the paper from the paper cassette and feed it manually into the front or rear paper feeder.   |
| PAPER SETTING ERROR<br>ROLL PAPER IS LOADED<br>REMOVE IT AND CHANGE<br>PAPER SOURCE SETTING<br>TO ROLL PAPER   | The paper source selected in the printer driver and the control panel do not match.   | Check the Paper Source or Paper Size settings and make sure the paper is loaded correctly.   |
| PAPER SIZE ERROR<br>LOAD CORRECT PAPER SIZE  | The loaded paper size does not match the size of the image.   | Make sure the paper size matches the size of the image.  |

| Message  | Explanation  | Response   |
|--|--|--|
| PAPER SKEW<br>LOAD PAPER PROPERLY  | Paper is not loaded straight.  | Press the  button and make sure the paper is loaded straight.   |
| PAPER SOURCE ERROR<br>CUT SHEET IS LOADED<br>REMOVE IT AND CHANGE<br>PAPER SOURCE TO ROLL<br>PAPER | The paper source selected in the printer driver and the control panel do not match.  | Check the Paper Source or Paper Size settings and make sure the paper is loaded correctly.   |
| PAPER SOURCE ERROR<br>ROLL PAPER IS LOADED<br>REMOVE IT AND CHANGE<br>PAPER SOURCE TO CUT<br>SHEET | The paper source selected in the printer driver and the control panel do not match.  | Check the Paper Source or Paper Size settings and make sure the paper is loaded correctly.   |
| PRINTER COVER OPEN<br>PLEASE CLOSE THE COVER   | The printer cover is open.   | Close the printer cover.   |
| REPLACE MAINT BOX 1<br>AT THE END OF SERVICE<br>LIFE<br>REPLACE MAINT BOX 1                        | The Ink maintenance tank is at the end of its service life and needs to be replaced. | Replace the Ink maintenance tank. See page 137.  |
| REPLACE MAINT BOX 2<br>TO CONTINUE<br>BORDERLESS PRINTING,<br>REPLACE MAINT BOX 2                  | The Borderfree maintenance tank needs to be replaced.                                | Replace the Borderfree maintenance tank. See page 137.   |
| SPECTROPROOFER ERROR<br>REFER TO THE MANUAL TO<br>FIND OUT HOW TO SOLVE<br>THE PROBLEM             | There is an error with the optional SpectroProofer.                                  | Refer to the SpectroProofer User's Guide for information.  |
| SPECTROPROOFER ERROR<br>CONNECT CABLE OF<br>SPECTROPROOFER THEN<br>RESTART PRINTER                 | There is an error with the optional SpectroProofer.                                  | Turn off the printer and connect the SpectroProofer's cable. Confirm that the cable is connected properly, then turn the printer back on. Refer to the SpectroProofer User's Guide for additional information. |

| Message   | Explanation   | Response  |
|---|---|---|
| SPECTROPROOFER ERROR<br>REFER TO THE MANUAL<br>AND CONNECT THE ILS20EP<br>TO SPECTROPROOFER<br><br>TURN THE POWER OFF,<br>AND THEN ON AGAIN | There is an error with the optional SpectroProofer. | Refer to the SpectroProfer User's Guide for additional information. |
| WRONG SUPPORT<br>POSITION<br><br>LOWER THE PAPER EJECT<br>SUPPORT   | The paper eject support is in the wrong position.   | Lower the paper eject support.                                      |
| WRONG SUPPORT<br>POSITION<br><br>RAISE THE PAPER EJECT<br>SUPPORT   | The paper eject support is in the wrong position.   | Raise the paper eject support.                                      |

## Improving Print Quality

You can often improve print quality by doing the following:

- Run a nozzle check and cleaning cycle. See page 120 for instructions.
- Align the print head. See page 125 for instructions.
- When you send a print job, make sure your print options are set correctly. For more information, see page 61 (Windows) or page 89 (Macintosh).

If none of these suggestions help, try the solutions in the following table.

| Problem                            | Solution   |
|------------------------------------|--|
| Your print has horizontal banding. | <ul style="list-style-type: none"> <li>▶ Check the ink indicators and light to see if you are low on ink. (If you replace ink cartridges with the printer turned off, the ink indicators will not be accurate.) Replace ink cartridges if necessary, as described on page 126.</li> <li>▶ Run a nozzle check and cleaning cycle. See page 120 for instructions.</li> <li>▶ Turn off the <b>High Speed</b> setting. See page 86 for instructions.</li> <li>▶ Make sure the <b>Media Type</b> setting in the printer software is correct.</li> <li>▶ If you're using cut sheet media, make sure the printable side is face up when using the rear or front manual feed and face-down when using the paper cassette.</li> <li>▶ Choose a higher resolution.</li> <li>▶ If you're using a third-party RIP and non-Epson media, see if the RIP provides a method for adjusting the paper feed.</li> </ul> <hr/> <p>Try adjusting your advanced media control settings (page 97 for Mac OS X) or paper configuration settings (page 77 for Windows or page 106 for Mac OS X). Check these settings:</p> <ul style="list-style-type: none"> <li>▶ Make sure the <b>Paper Thickness</b> setting is correct for your paper.</li> <li>▶ Use the <b>Paper Feed Adjustment</b> to tune out banding. Reduce the value for white lines, and increase it for overlapping dark lines.</li> <li>▶ If you've created a custom paper configuration, be sure to return the setting to standard (<b>STD</b>) when you're done using it. See page 58.</li> </ul> |
| Your print has vertical banding.   | <ul style="list-style-type: none"> <li>▶ Turn off the <b>High Speed</b> setting. See page 86 for instructions.</li> <li>▶ Align the print head; see page 125.</li> </ul>   |

| Problem   | Solution  |
|---|---|
| Your print is grainy, or has misregistration or ghosting. | <ul style="list-style-type: none"> <li>▶ Check the ink indicators and light to see if you are low on ink. (If you replace ink cartridges with the printer turned off, the ink indicators will not be accurate.) Replace ink cartridges if necessary, as described on page 126.</li> <li>▶ Run a nozzle check and cleaning cycle. See page 120 for instructions.</li> <li>▶ Align the print head, as described on page 125.</li> <li>▶ Make sure the <b>Media Type</b> setting in the printer software is correct.</li> <li>▶ If you're using cut sheet media, make sure the printable side is face up when using the rear or front manual feed and face-down when using the paper cassette.</li> <li>▶ Choose a higher resolution, such as SuperFine - 1440 or 2880 dpi.</li> <li>▶ Turn off the <b>High Speed</b> setting. See page 86 for instructions.</li> </ul> <hr/> <p>You may need to adjust your advanced media control settings (page 106 for Mac OS X) or paper configuration settings (page 106 for Mac OS X or page 77 for Windows). Check these settings:</p> <ul style="list-style-type: none"> <li>▶ Make sure <b>Paper Thickness</b> setting is correct for your paper.</li> <li>▶ If you've created a custom paper configuration, be sure to return the setting to standard (<b>STD</b>) when you're done using it. See page 58.</li> </ul> |
| Colors are incorrect or missing.                          | <ul style="list-style-type: none"> <li>▶ Make sure the <b>Media Type</b> setting in the printer software is correct.</li> <li>▶ Run a nozzle check and cleaning cycle; see page 120.</li> <li>▶ Make sure color settings in your application or printer software are correct.</li> <li>▶ If you're using a third-party RIP or non-Epson media, custom color profiles will give you the best color reproduction.</li> <li>▶ If you're using cut sheet media, make sure the printable side is face up when using the rear or front manual feed and face-down when using the paper cassette.</li> <li>▶ Check the expiration date printed on each of the ink cartridges. If the cartridge is too old, replace it as described on page 126.</li> <li>▶ Check the ink indicators and light, and replace ink cartridges if your ink supply is low, as described on page 126. (If you replace ink cartridges with the printer turned off, the ink indicators will not be accurate.)</li> <li>▶ Adjust the <b>Color Density</b> setting in the Paper Configuration utility.</li> </ul>  |



| Problem                               | Solution   |
|---------------------------------------|--|
| Your print has gaps or appears faint. | <ul style="list-style-type: none"> <li>▶ Check the expiration date printed on each of the ink cartridges. If the cartridge is too old, replace it as described on page 126.</li> <li>▶ Make sure the <b>Media Type</b> setting in the printer software is correct.</li> <li>▶ Run a nozzle check and cleaning cycle (see page 120).</li> <li>▶ Check the ink indicators and light and replace ink cartridges if your ink supply is low, as described on page 126. (If you replace ink cartridges with the printer turned off, the ink indicators will not be accurate.)</li> <li>▶ The paper thickness setting is not correct for your paper. Use your printer software (page 97 for Mac OS X or page 77 for Windows) to choose the correct setting. When you're done printing with a custom paper configuration, be sure to return the setting to standard (<b>STD</b>).</li> <li>▶ The PLATEN GAP setting is too wide. Use the menu system to change the setting to <b>STANDARD</b>, or to <b>NARROW</b> if printing on very thin paper. See page 57 for instructions.</li> </ul>  |
| Your print appears blurry or smeared. | <ul style="list-style-type: none"> <li>▶ Make sure the <b>Media Type</b> setting in the printer software is correct.</li> <li>▶ If you're printing on non-Epson media, you may need to adjust the paper thickness setting, drying time, or color density. Use your printer software (page 97 for Mac OS X or page 77 for Windows) to choose the correct setting. When you're done printing with a custom paper configuration, be sure to return the setting to standard (<b>STD</b>).</li> <li>▶ Your paper doesn't meet the required specifications or wasn't stored in a dry, humidity-free environment. Load new paper.</li> <li>▶ If you're using cut sheet media, make sure the printable side is face-up.</li> <li>▶ Ink has leaked into the paper path. Wipe the paper path area of the printer with a soft, clean cloth. See page 141 for cleaning instructions.</li> <li>▶ Turn off the <b>High Speed</b> setting. See page 86 for instructions.</li> <li>▶ The PLATEN GAP setting is too narrow. Use the control panel to change the setting to <b>WIDE</b> or <b>WIDER</b>. See page 57 for instructions.</li> <li>▶ Run a nozzle check and cleaning cycle (see page 120).</li> <li>▶ You may need to uninstall and reinstall the printer driver (see page 163).</li> <li>▶ If ink is smeared on the back of your print, make sure PAPER SIZE CHECK is <b>ON</b> in the control panel menu. This prevents printing beyond the edge of the paper and soiling the inside of the printer.</li> </ul> |


| Problem                                   | Solution   |
|---|--|
| The bottom edge of your print is smeared. | <ul style="list-style-type: none"> <li>▶ The paper is curled toward the printable side. Flatten the paper or curl it toward the other side.</li> <li>▶ Make sure the <b>Media Type</b> setting in your printer software is correct.</li> <li>▶ If you're printing on non-Epson media, you may need to adjust the paper thickness setting or drying time. Use your printer software (page 97 for Mac OS X or page 77 for Windows) to choose the correct setting. When you're done printing with a custom paper configuration, be sure to return the setting to standard (<b>STD</b>).</li> <li>▶ If printing on thick paper, the PLATEN GAP setting may be incorrect. Use the control panel to change the setting to <b>WIDE</b> or <b>WIDER</b>; see page 57.</li> </ul> |


## Solving Operational Problems

If you can't turn the printer on, if it stops printing unexpectedly, or if nothing prints, check the following:

- Paper is loaded correctly.
- The printer is plugged securely into a working electrical outlet that's not controlled by a switch or timer.
- The interface cable is securely connected to the printer and your system.
- The voltage supplied by the electrical outlet matches the voltage on the printer's rating label. If not, turn off the power and unplug the power cord immediately. Contact your service provider for assistance; see page 13 for details.

If none of these suggestions help, try the solutions below.




| Problem   | Solution   |
|---|--|
| The printer stops printing unexpectedly.                    | <ul style="list-style-type: none"> <li>▶ If the  light is flashing, the printer is performing a maintenance procedure or waiting for ink to dry. Check the display message and lights on the control panel. Wait until the light stops flashing.</li> <li>▶ Check the display message and lights on the control panel to see if an error has occurred. Follow the instructions for the messages beginning on page 144.</li> </ul> |
| The printer sounds as if it's printing, but nothing prints. | <ul style="list-style-type: none"> <li>▶ Follow the instructions beginning on page 120 to clean the print head.</li> <li>▶ Communication between the computer and printer may have been momentarily interrupted. Try restarting the computer and printing again.</li> </ul>  |

| Problem         | Solution  |
|-----------------|---|
| Nothing prints. | <ul style="list-style-type: none"> <li>▶ Turn off the printer and computer. Make sure the interface cable is securely plugged in. Then restart the printer and computer.</li> <li>▶ Make sure the interface cable meets the requirements; see page 14 or 13.</li> <li>▶ The printer port setting doesn't match the printer connection port (Windows). <ul style="list-style-type: none"> <li><b>Windows 7 &amp; Windows Vista:</b> Click  &gt; Control Panel &gt; Hardware and Sound &gt; Devices and Printers. Right-click the icon for your printer, then select Properties. Click the Ports tab and make sure your printer port is selected.</li> <li><b>Windows XP:</b> Click Start &gt; Control Panel &gt; Printers and Other Hardware &gt; Printers and Faxes. Right-click the icon for your printer, then select Properties. Click the Ports tab and make sure your printer port is selected.</li> </ul> </li> <li>▶ Download and install the latest driver for Macintosh or Windows from the Epson website at <a href="http://www.proimaging.epson.com">www.proimaging.epson.com</a>.</li> </ul> |

## Solving Miscellaneous Printing Problems

If your printouts are not what you expected, try the suggestions below:

| Problem   | Solution  |
|---|---|
| Your print has incorrect or garbled characters. | <ul style="list-style-type: none"> <li>▶ Make sure your software is installed correctly and the printer is selected.</li> <li>▶ Clear any stalled print jobs.</li> <li>▶ Turn off the printer and computer. Make sure the interface cable is securely plugged in at both ends.</li> </ul>   |
| Your print has incorrect margins.               | <ul style="list-style-type: none"> <li>▶ Check the page size or paper size settings in your application. Make sure they are within the printer's printable area.</li> <li>▶ Make sure the <b>Paper Size</b> and <b>Borderless</b> settings in your printer software are correct for the paper you're using.</li> <li>▶ The <b>ROLL PAPER MARGIN</b> setting on the PRINTER SETUP menu is incorrect. See page 175 for more information.</li> </ul> |
| Your image is inverted.                         | <ul style="list-style-type: none"> <li>▶ Turn off the <b>Flip Horizontal</b> or <b>Mirror Image</b> setting in your printer software. See page 96 (Mac OS X) or page 75 (Windows) for instructions.</li> </ul>  |
| Blank paper is printed.                         | <ul style="list-style-type: none"> <li>▶ Make sure your software is installed correctly and the printer is selected.</li> <li>▶ Make sure the <b>Paper Size</b> setting in your printer software is correct for the paper you're using.</li> <li>▶ Make sure the <b>Paper Source</b> setting in your printer software is correct.</li> </ul>  |

| Problem   | Solution   |
|---|--|
| A ruled line on your print appears to shift.                        | <ul style="list-style-type: none"> <li>▶ Align the print head as described on page 125.</li> <li>▶ Run a nozzle check and cleaning cycle; see page 120.</li> </ul>   |
| Color images print in black only.                                   | <ul style="list-style-type: none"> <li>▶ Make sure the <b>Color</b> setting is correct in your printer software.</li> </ul>  |
| The printer continues to feed paper after you have cancelled a job. | <ul style="list-style-type: none"> <li>▶ Press the  Pause/reset button on the printer to clear any print job data in the printer's buffer and reset the printer.</li> <li>▶ Make sure the paper source is set correctly.</li> </ul>   |
| Roll paper cannot be cut.   | <ul style="list-style-type: none"> <li>▶ The paper cutter may be dull. Follow the instructions on page 133 to replace the cutter.</li> <li>▶ Make sure  appears on the LCD screen. If not, press the  Paper Source button to select this setting. Also check the <b>Auto Cut</b> settings in your printer software.</li> </ul>   |
| Printing is too slow.   | <ul style="list-style-type: none"> <li>▶ Turn on the <b>High Speed</b> setting. See page 86 for instructions.</li> <li>▶ Choose a lower resolution in your printer software for faster printing.</li> <li>▶ Clear space on your hard drive or run a defragmentation utility.</li> <li>▶ Don't run too many applications at the same time.</li> <li>▶ Turn off virtual memory.</li> <li>▶ Add RAM to your system.</li> <li>▶ Try printing when there is less traffic on the network, or move the printer to a different network segment.</li> </ul> |

## Solving Paper Problems

If paper feed or paper jam problems occur frequently, try one or more of the following solutions:

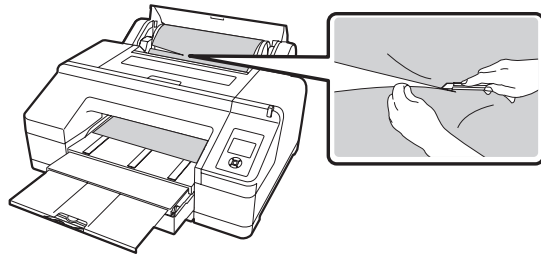
- For roll paper, try adjusting the Paper Suction setting. See page 58 for more information. You can also adjust this setting through your printer driver.
- For heavy or thick media, follow the instructions on page 57 to load the media correctly.
- Make sure the paper is not folded, wrinkled, or damp.
- Make sure the printer's environment falls within the required temperature and humidity range.
- Make sure the paper is not too thick or too thin. See page 37 and page 166 for paper specifications.
- Make sure no foreign objects are inside the paper path.
- Make sure the printer isn't located in a brightly lit area. The paper sensors may not operate correctly.
- Make sure the **Media Type** and **Source** settings in the printer software are correct.
- Make sure the **PLATEN GAP** setting is correct for the paper or media you're printing on. See page 57 for more information.
- If you're not using Epson media, use a paper configuration to adjust for the paper's thickness and drying time; see page 58.

## Clearing Paper Jams

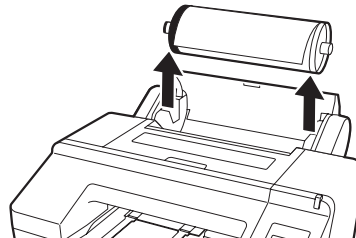
When paper gets jammed in the printer, printing stops and you see a **PAPER JAM** message on the LCD screen.

Follow these steps to clear a roll paper jam:

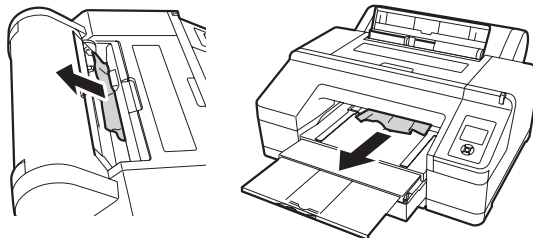
1. Cut the paper at the paper insertion slot.



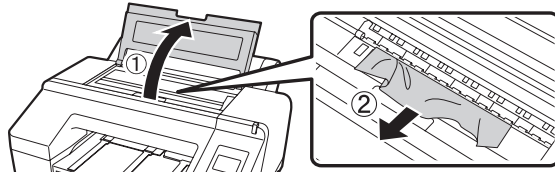
2. Hold both ends of the spindle and lift up from the spindle holder.




3. Remove the jammed paper from the roll paper feeder or front manual feeder.



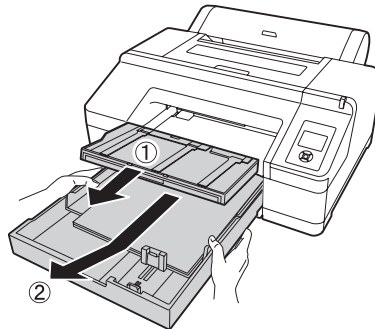
4. Open the printer cover, if necessary, and remove any other jammed paper.



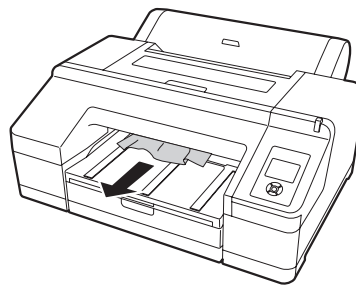
5. Close the printer cover, if necessary. Press the  power button to turn the printer off and then back on.

Follow these steps to clear a cut sheet paper jam:

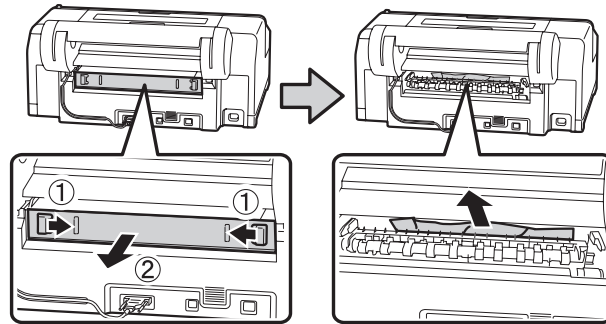
1. Remove the output tray and the paper cassette.



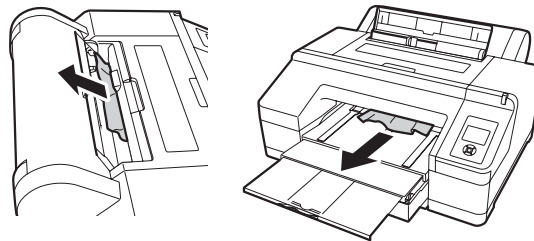
2. Remove the jammed paper.



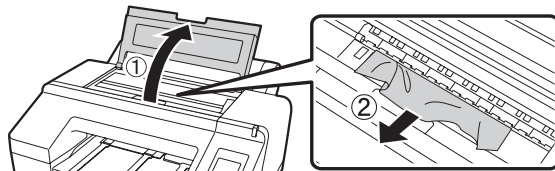
3. If paper is jammed in the rear, remove the rear access panel by pulling it towards you as shown below. Remove the jammed paper and replace the rear access panel.




4. Remove jammed paper from the front manual feeder.



5. Open the printer cover and remove any other jammed paper if necessary.



6. Close the printer cover, if necessary. Press the  power button to turn the printer off and then back on.



**Tip:** Check the Epson Pro Imaging website at [www.proimaging.epson.com](http://www.proimaging.epson.com) for updated drivers and utilities that may become available.

## Uninstalling and Reinstalling the Printer Driver

If you need to uninstall and then reinstall the printer driver software for any reason, follow the instructions in the appropriate section below.

### Macintosh OS X

1. Select **System Preferences**, then select **Print & Fax**.
2. Select your printer, then click the – button.
3. If you want to reinstall your printer software, restart your Macintosh. Then follow the instructions on page 30 to install the software.

### Windows

1. Do one of the following:

**Windows 7 and Windows Vista:** Click  > **Control Panel** > **Uninstall a program**. Select **EPSON Printer Software** in the program list.

**Windows XP:** Click **Start** > **Control Panel** > **Add or Remove Programs**. Select **EPSON Printer Software** in the program list and click **Change/Remove**.

2. Select your printer icon and click **OK**. Follow the on-screen instructions to uninstall your software.
3. If you want to reinstall your printer software, restart your computer. Then follow the instructions on page 30 to install the software.



## Appendix A: Specifications

### Clearing Stored Print Information

Your Epson printer stores various print information for the last 10 jobs printed, such as print job name, computer name, date, time, number of prints, etc.

If you wish to clear this information (for example, before selling your Epson printer to another party), you may do so by running the printer's nozzle check pattern 10 times. See "Running the Nozzle Check and Head Cleaning Utilities" on page 120.

### Environmental

|                                       | Operation  | Storage  |
|---------------------------------------|--|--|
| Temperature                           | 50 to 95 °F<br>(10 to 35 °C)<br><br>Print quality guarantee:<br>59 to 77 °F<br>(15 to 25 °C) | -4 to 104 °F<br>(-20 to 40 °C)                   |
| Humidity<br>(without<br>condensation) | 20 to 80% RH<br><br>Print quality guarantee:<br>40 to 60%                                    | 5 to 85% RH<br>(stored in shipping<br>container) |

### Electrical

| Specification         | Description   |
|-----------------------|---|
| Input voltage range   | 100 V to 240 V  |
| Rated frequency range | 50 to 60 Hz   |
| Input frequency range | 49.5 to 60.5 Hz   |
| Rated current         | 1.0 A at 120 V<br>0.5 A at 220 V  |
| Power consumption     | Approx. 52 W (Approx. 55 W when the optional SpectroProofer is installed)<br>Approx. 8.5 W in low-power mode<br>Approx. 0.5 W or less in power off mode |

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

## Dimensions and Weight

| Specification                   | Description  |
|---------------------------------|--|
| Height                          | 26 inches (405 mm)                                 |
| Width                           | 40 inches (863 mm)                                 |
| Depth                           | 36 inches (766 mm)                                 |
| Weight<br>(without consumables) | 115 lb (52 kg) printer,<br>stand, and paper basket |

## Printer Interfaces

- USB (1.1 and 2.0 compatible)
- Ethernet 10/100 BaseT

## Safety Approvals

|                  |  |
|------------------|--|
| Safety standards | UL 60950-1<br>CSA 22.2 No. 60950-1                                 |
| EMC              | FCC part 15 subpart B, class B<br>CAN/CSA-CEI/IEC CISPR 22 Class B |

## Media

### Roll Paper

|                             |   |
|-----------------------------|---|
| Maximum roll width          | 17 inches (432 mm)  |
| Maximum roll length         | Up to 147 feet (45 m) for 2-inch cored media<br>Up to 662 feet (202 m) for 3-inch cored media |
| Weight range                | 17 to 24 lb (64 to 90 g/sm)   |
| Roll paper compatibility    | Handles both 2- and 3-inch cored media  |
| Maximum roll paper diameter | 4 inches (103 mm) (2-inch core) or<br>5.9 inches (150 mm) (3-inch core)                       |

## Cut Sheets

|                     |                                    |
|---------------------|------------------------------------|
| <b>Sizes</b>        | 8 × 10 inches                      |
|                     | A4 (8.3 × 11.7 inches)             |
|                     | Letter (8.5 × 11 inches)           |
|                     | B4 (JB4) (10.1 × 14.2 inches)      |
|                     | 11 × 14 inches                     |
|                     | 30 × 40 cm (11.8 × 15.7 inches)    |
|                     | A3 (11.7 × 16.5 inches)            |
|                     | US B (11 × 17 inches)              |
|                     | Super A3/B (13 × 19 inches)        |
|                     | B3 (JB3) (14.2 × 20.3 inches)      |
|                     | 16 × 20 inches                     |
|                     | 40 × 60 cm (15.7 × 23.6 inches)    |
|                     | A2 (16.5 × 23.4 inches)            |
|                     | US C (17 × 22 inches)              |
| <b>Weight range</b> | 17 lb bond up to 24 lb posterboard |

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

Poor quality paper may reduce print quality and cause paper jams or other problems. If you encounter problems, switch to a higher grade of paper. Do not use curled, folded, or deckle-edge paper.

## Printable Area

Default roll paper margins are 0.12 inch (3 mm) top and bottom, and 0.12 inch (3 mm) right and left. Using the Menu system, you can set all the margins to 15 mm or 3 mm.

Default cut sheet margins are 0.12 inch (3 mm) top, right, and left, and 0.56 inch (15 mm) bottom.

The borderless printing feature allows edge-to-edge printing on some media.

## Ink Cartridges

**Cartridge life:** 2 years from production date if unopened; within 6 months after opening package, at 77 °F (25 °C)

**Temperature:**

Storage (uninstalled) -22 to 104 °F (-30 to 40 °C); 1 month at 104 °F

Storage (installed) -4 to 104 °F (-20 to 40 °C); 1 month at 104 °F

**Capacity:** 200 ml

**Weight** Approximately 0.85 lb (385 g)

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