

# Artisan® 837 Start Here

Read these instructions before using your product.

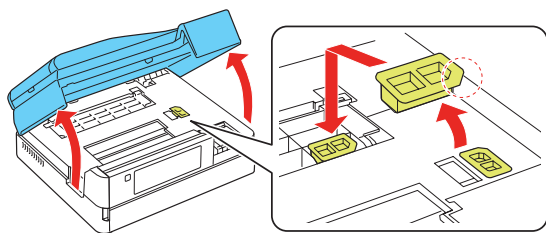
## 1 Unpack



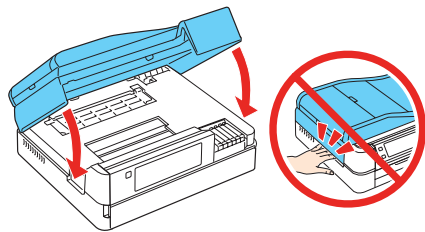
**Caution:** Do not open ink cartridge packages until you are ready to install the ink. Cartridges are vacuum packed to maintain reliability.

Remove all protective materials from the printer, including from inside the paper cassette.

- 1 Raise the scanner unit and remove the transportation lock. Store the transportation lock as shown.



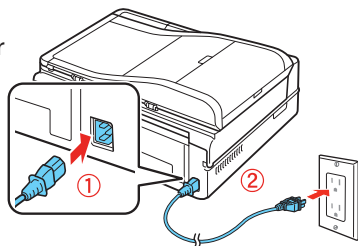
- 2 Lower the scanner unit.



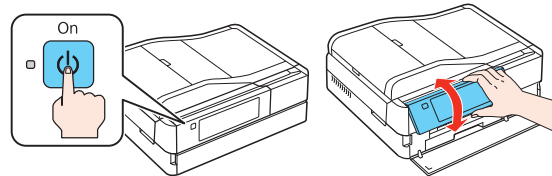
## 2 Turn on and adjust

- 1 Connect the power cord to the back of the printer and to an electrical outlet.

**Caution:** Do not connect to your computer yet.



- 2 Press the **On** button, then adjust the control panel.



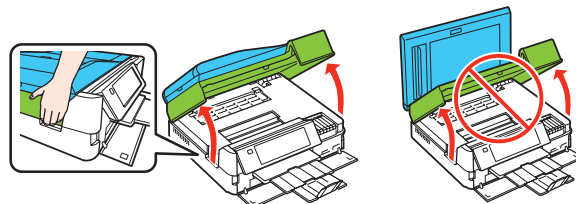
## 3 Select settings

- 1 Select your language and country.  
Touch the screen to select the desired option. Press ◀ or ▶ to see more countries.
- 2 Select the current Daylight Saving Time setting (**Winter** or **Summer**).
- 3 Select the date format.
- 4 Use the numeric keypad to set the date, then press **OK**.
- 5 Select the time format (**12h** or **24h**).
- 6 Use the numeric keypad to set the time.
- 7 Press **OK** when done.

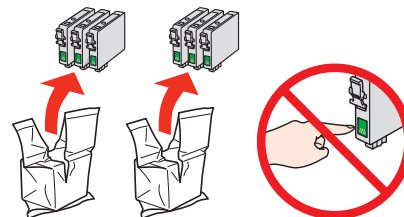
**Note:** You can change the date and time settings using the product's control panel. For more information, see the online *User's Guide*.

## 4 Install ink cartridges

- 1 Lift up the scanner unit.



- 2 Unpack the ink cartridges.



- 3 Remove only the yellow tape from each cartridge.



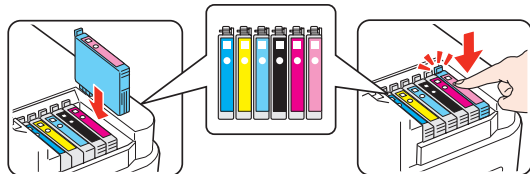
**Caution:** Don't remove any other seals or the cartridges may leak.



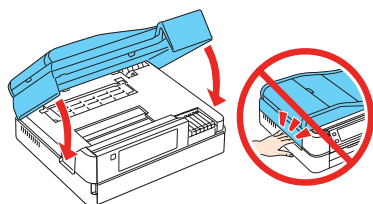
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- 4** Insert the cartridges in the holder for each color. Press each cartridge down until it clicks.



- 5** Lower the scanner unit.



- 6** Wait while the printer is priming, which takes about 7 minutes.

**Note:** Your printer ships with full cartridges and part of the ink from the first cartridges is used for priming the printer. Replacement cartridges will print more pages.

**Caution:** Don't turn off the printer while it is priming or you'll waste ink.

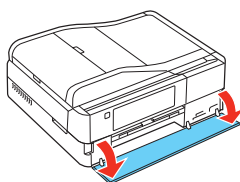
- 7** When you see this menu on your product's LCD screen, do not make a selection yet. Continue with the instructions in the following sections to load paper in your product and install software.



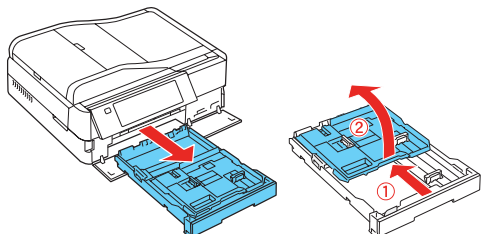
## 5 Load paper

The paper cassette has 2 trays. The main tray is for letter-size, A4, legal-size, or 8 × 10-inch paper. The photo tray is for 4 × 6- or 5 × 7-inch photo paper. For instructions on loading legal-size paper, see the online *User's Guide*.

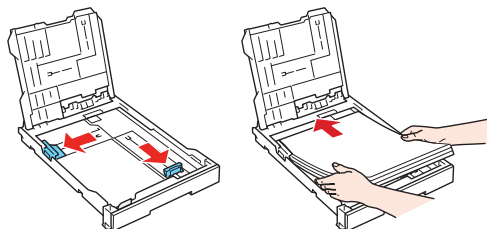
- 1** Open the front cover (if it's not open already).



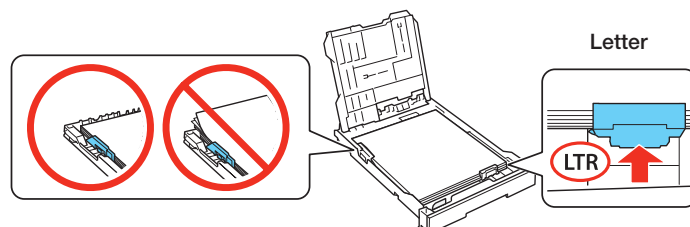
- 2** Pull out the paper cassette at the bottom of the printer. Then slide back the photo tray and lift it up.



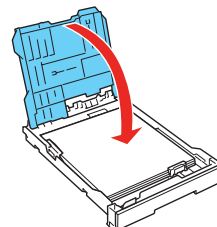
- 3** Squeeze the edge guides and slide them out. Then insert paper with the glossy or printable side facedown.



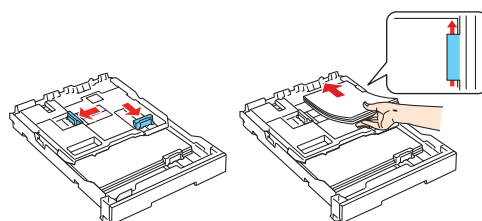
- 4** Slide the edge guides against the paper, but not too tight. Make sure the paper is under the tabs on the edge guides.



- 5** Lower the photo tray.

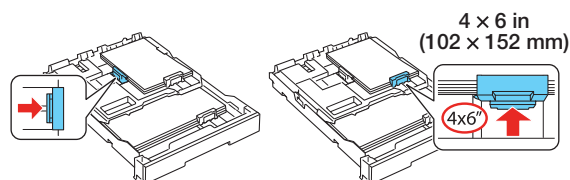


- 6** Squeeze the edge guides and slide them out. Then insert 4 × 6-inch or 5 × 7-inch photo paper with the glossy or printable side facedown.

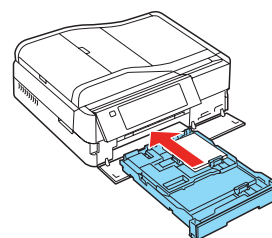


**Note:** Make sure the paper fits under the edge guides.

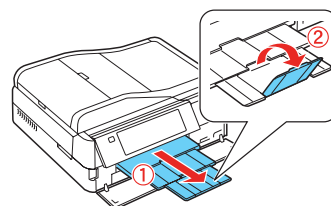
- 7** Slide the edge guides against the paper.



- 8** Keep the cassette flat as you insert it.



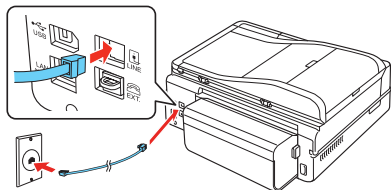
- 9** Extend the output tray and flip up the paper stopper.



**Note:** Do not flip up the paper stopper if you're using legal-size paper.

## 6 Connect the fax line

To fax, connect a phone cord to a telephone wall jack and to the **LINE** port on the back of your product. To connect a telephone or answering machine, use the **EXT.** port on your product. See the *Quick Guide* for more details.



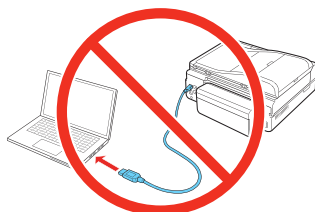
**Note:** If you're connecting to a DSL phone line, you must use a DSL filter or you won't be able to fax. Contact your DSL provider for the necessary filter.

## 7 Install software

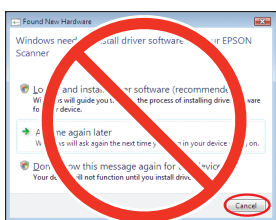
**Note:** If your computer does not have a CD/DVD drive, you can download the software from the Epson website (see "Epson technical support").

**Caution:** Be sure to close your other programs, including any screen savers and virus protection software, before beginning this software installation.

- 1 Make sure the printer is **NOT CONNECTED** to your computer.



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

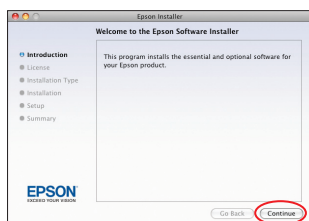


- 2 Insert the product CD.

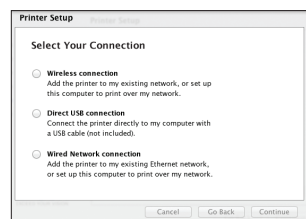
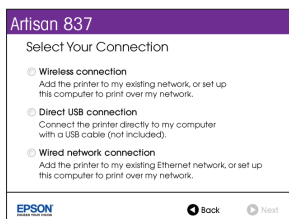
- 3 **Windows:** If you see the AutoPlay window, click **Run Setup.exe**. If you see the User Account Control screen, click **Yes** or **Continue**.

**Mac OS® X:** Double-click the  **Epson** icon.

- 4 Click **Install** (Windows) or **Continue** (Mac OS X) and follow the instructions on your computer screen.



- 5 When you see the Select Your Connection screen, check the "Connection options" section on this sheet for more information. Then click **Next** (Windows) or **Continue** (Mac OS X) and follow the instructions on your computer screen.



## Connection options

### Wireless connection

You must install the software on every computer from which you want to print. For the first installation, we recommend using a temporary USB connection to simplify wireless setup. After the printer is connected to the network, you will be prompted to remove the cable.

If you're using Mac OS X 10.6.x or 10.7, or you don't have a USB cable, you will need to use the control panel on the printer to select wireless settings. Follow the instructions on your computer screen during software installation; they will explain how to connect the printer wirelessly this way.

Make sure you know your network name (SSID) and network password:

- Network name \_\_\_\_\_
- Network password \_\_\_\_\_

If you don't have this information, contact the person who set up your network.

### Direct USB connection

Make sure you have a USB cable (not included).

### Wired network connection

Make sure you have an Ethernet® network cable (not included). You must install the software on every computer from which you want to print.

## Any problems?

If you experience problems during setup, see below:

### Network setup was unsuccessful.

- Make sure you select the right network name (SSID).
- If you see a firewall alert message, click **Unblock** or **Allow** to let setup continue.
- If your network has security enabled, make sure you enter your network password (WEP key or WPA passphrase) correctly. If it has uppercase (**ABC**) or lowercase (**abc**) letters, make sure you enter them correctly.



Press the number buttons to select uppercase letters (**ABC**), lowercase letters (**abc**), or numbers (**123**) and symbols (**\*!#&**).

Press each button repeatedly until you see the character you want.

Press ◀ or ▶ to move the cursor.

Press **BS** to delete a character.

Press **␣** to insert a space

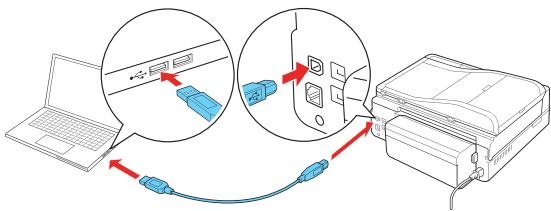
Press **OK** when you're finished entering your password.

### You see error messages on the printer's screen.

See your *Quick Guide* for troubleshooting information.

Setup is unable to find my printer after connecting it with a USB cable.

Make sure it is securely connected as shown:



Any questions?

Quick Guide

Basic steps for copying, printing, faxing, and scanning.



On-screen help with your software

Select **Help** or **?** when you're using your software.

User's Guide

Click the icon on your desktop (or in the **Applications/Epson Software/Guide** folder on Mac OS X) to access the online *User's Guide*, software downloads, Epson Supplies Central®, and more (requires an Internet connection). If you don't have a User's Guide icon, you can install it from the CD or go to the Epson website, as described below.



Epson technical support

Visit [epson.com/support](http://epson.com/support) (U.S.) or [epson.ca/support](http://epson.ca/support) (Canada) where you can download drivers, view manuals, get FAQs, or e-mail Epson.

To speak with a support specialist, call:

**U.S.:** (562) 276-4382, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Saturday.

**Canada:** (905) 709-3839, 6 AM to 8 PM, Pacific Time, Monday through Friday.

Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Software technical support

ABBYY® FineReader®  
(408) 457-9777  
[www.abbyyusa.com](http://www.abbyyusa.com)  
[support@abbyyusa.com](mailto:support@abbyyusa.com)

Recycling

Epson offers a recycling program for end of life hardware and ink cartridges. Please go to [www.epson.com/recycle](http://www.epson.com/recycle) for information on how to return your products for proper disposal.

Need paper and ink?

Try Epson premium papers with Claria® ink for better than photo lab quality results. For the right supplies at the right time, you can purchase them at Epson Supplies Central at [www.epson.com/ink3](http://www.epson.com/ink3) (U.S. sales) or [www.epson.ca](http://www.epson.ca) (Canadian sales). You can also purchase supplies from an Epson Authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).



Genuine Epson paper

Epson offers a wide variety of papers to meet your needs; visit Epson Supplies Central for more information.



**Ultra Premium Photo Paper Glossy**  
Instant-drying high gloss paper for long-lasting photos, suitable for framing.

Genuine Epson inks



Look for the numbers below to find your cartridges. It's as easy as remembering your number!



Artisan 837 ink cartridges

	Color	Standard-capacity	High-capacity
●	Black	—	98
●	Cyan	99	98
●	Magenta	99	98
●	Yellow	99	98
●	Light Magenta	99	98
●	Light Cyan	99	98

Epson Connect



Get instant, wireless printing of photos and attachments right from smartphones, iPads, tablets, and other popular mobile devices. See [www.epson.com/connect](http://www.epson.com/connect) for details.

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