

Product Support Bulletin

SUBJECT: MS Windows 3.x Stylus 400/800+/Color Printer Driver problems using the ActionPC/Tower-3000 Computers

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This bulletin provides procedures to implement a software solution to address printing problems using the printer driver ver 1.03E for the Stylus 400, 800+ and Color printers when connected to an Epson ActionPC-3000 and ActionTower- computers in the MS Windows 3 .x environment. The ActionPC/Tower-3000 computers with the **black EPSON logo plate**, have a problem using the 1.03E version driver.

The ActionPC/Tower-3000 systems with the **red EPSON logo plate, which** are the DX2/66 models, do not require this software solution. The software solution is as follows:

1. From Windows **MAIN** program group, open **FILE MANAGER**. Within File Manager, change to the **SYSTEM** sub-directory located in the Windows directory. Find the tile **EPSPLMGR.EXE** and double click on that tile to run/load it. This will open the **EPSON SPOOL MANAGER**.
2. From the **SPOOL MANAGER** screen, select the **QUEUE** "pull down" menu, then select **SETUP**.
3. From the **SETUP** screen, enable the **PRINT MANAGER** by clicking on that option.
4. Close the Spool Manager and exit File Manager.
5. Print a document and verify the solution is working correctly.

If this solution is not satisfactory, contact your nearest Epson Authorized Service Center for a hardware level solution.