

Product Support Bulletin

Subject: Stylus 800 Commonly Asked Questions and Answers

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Page(s): 1 of 2

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This bulletin answers some commonly asked questions about the Stylus 800 Ink Jet printer.

1. How long will an ink cartridge last?

The ink cartridge for the Epson Stylus 800 printer holds enough ink for approximately 700,000 Roman 10 CPI characters. It is very important to understand the ink yield of the Stylus 800's ink cartridge under different types of printing conditions. See the following points below for possible usage and the character yield associated with that usage:

- Under light text usage, about 1,000 characters per page (12.5 lines of 80 characters), an ink cartridge will yield approximately 700 pages.
- Under medium text usage, about 2,000 characters per page (25 lines of 80 characters), an ink cartridge will yield approximately 350 pages.
- Under heavy text usage, about 4,000 characters per page (50 lines of 80 characters), an ink cartridge will yield approximately 175 pages.
- If graphics and large scalable characters are printed, the number of pages that an ink cartridge yields may be significantly lower than that obtained when printing normal text. It is possible that the life of an ink cartridge may be 100 pages or less.

2. How do you get the most out of an ink cartridge?

Once you understand the yield of the Stylus 800's ink cartridge there are a number of steps that you can take that will provide the longest life out of each ink cartridge.

- Only remove the ink cartridge from the printer to replace it with a new ink cartridge. If the ink cartridge is removed and reinstalled, the printer must perform an Ink Priming Procedure to insure that no air has entered the cartridge. This procedure can use up to 10 percent of the ink in the cartridge.
- Only perform the cleaning cycle (ALT & PAUSE buttons) when the print quality declines. Performing the cleaning cycle uses up only a small amount of ink, but the total ink used can add up over time.

- Never move the print head assembly from the right capping position by hand. If the printer is turned on with the print head assembly away from the right capping position, it will perform a major cleaning cycle. This cleaning cycle uses up much more ink than the regular cleaning cycle and can greatly shorten the life of the ink cartridge.
- Never turn the printer off while the print head assembly is moving. The print head assembly will be away from the right capping position and a major cleaning cycle will be performed when the printer is turned on. If it is necessary to turn the printer off while printing, press the PAUSE button and wait until the print head assembly moves to the right and stops before turning the printer off.
- Before canceling a print job in Windows 3.1, place the printer in PAUSE mode by pressing the PAUSE button. If a print job in Windows 3.1 is canceled, Windows 3.1 will reset the printer. If the print head assembly is not at the capping position, it will perform a major cleaning cycle.
- Always turn the Stylus 800 printer on **after** the computer is turned on and completely booted up. If the print head assembly is away from the capping position and the computer is turned on, the computer will reset the printer causing it to perform a major cleaning cycle.

Following the above steps will insure that you will get the most out of your ink cartridges.

3. How does the Stylus 800 handle printing on envelopes and legal size paper?

The Stylus 800 printer can accommodate a wide variety of paper sizes, but only letter size paper can be handled by the paper feeder. To handle envelopes, legal size paper, and other paper sizes, you must feed them in the manual feed slot. You can feed paper into the manual feed slot without removing the paper in the paper feeder.

4. What printer does the Stylus 800 emulate?

The Stylus 800 printer uses the Epson Standard Codes for Printers, Version 2 (ESC/P 2). This command set allows compatibility with Epson's current 24 pin printers and insure backwards-compatibility with Epson's ESC/P printers.

5. What options are available for the Stylus 800?

The Stylus 800 does not have any options available.

Product Support Bulletin

Subject: The Stylus 800 Printing Problems From Microsoft Windows 3.1

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This bulletin provides information on what to do if the Stylus 800 Ink Jet printer does not print from Microsoft Windows 3.1.

The first step in correcting the problem is to insure that Windows 3.1 is setup for the correct printer driver. To do this, follow the steps outlined below:

- Open the Control Panel icon in the Main Program Group*.
- Open the Printers icon and insure that one of the printers shown below is contained in the Installed Printers list.

Stylus 800
ActionPrinter 3250
LQ-870/1170
LQ-570/1070

- If one of the printers shown above is not listed, follow the steps in the Windows 3.1 Users Manual to install the correct printer driver. Choose the first available printer from the list above (I.E. Choose the Stylus 800 if available, otherwise choose the ActionPrinter 3250, etc.)

Next, the installed printer must have the correct paper path selected. To do this follows the steps listed below:

- Open the Control Panel Printers icon and highlight the printer driver in the Installed Printers list. Then click on the Setup button.
- Within the Setup menu, insure that the Paper Source is set to either Manual Feed or Sheet Feeder-Bin 1.

Finally, the installed printer must be setup for the correct communication port within Windows 3.1. To setup the correct port follows the shown below:

- Open the Control Panel Printers icon and highlight the printer driver in the Installed Printers list. Then click on the Connect button.

- Highlight the correct LPT port that the Stylus 800 printer is connected to (In most cases this will be LPT1:). Then click on OK.

If all of the above procedures have been followed, your Stylus 800 should print correctly from Windows 3.1.

- * Note: For information on how to use Windows 3.1, please refer to your Microsoft Windows 3.1 Users Manual.