

# Epson Stylus® Pro Frequently Asked Questions

**Question: What is Epson UltraChrome K3™ Ink Technology?**

An all-new 8-color pigment based ink system developed over the past two years with collaboration between Epson and the professional printing industry. Designed to completely replace the previous Epson UltraChrome Inks, Epson UltraChrome K3 is a high-end professional ink set.

**Question: How is it different from the previous Epson UltraChrome™ Ink Technology?**

Eight completely new higher density pigments, new higher gloss resin encapsulation technology, and three levels of black. The only ink that is the same as the previous Epson UltraChrome Ink set is the Matte Black.

**Question: How does Epson UltraChrome K3 reduce metamerism?**

By using new pigments, resin encapsulation, three levels of black, and a new screening algorithm, we've been able to reduce the effects of metamerism and bronzing from both color and black and white prints to a level below what the human eye can detect.

**Question: How does Epson UltraChrome K3 reduce gloss-differential?**

By using a new higher gloss resin encapsulation technology along with our three-level black system, we've been able to dramatically reduce the effects of gloss differential from both color and black and white prints from even the glossiest of media's such as Epson Premium Glossy Photo Paper. We are achieving this breakthrough without the need of a gloss optimizer.

**Question: How does Epson UltraChrome K3 achieve such a high black density?**

Higher density pigments along with a new higher gloss resin encapsulation have allowed us to achieve a level of black density that approaches most dye-based printers.

This is one of the biggest breakthroughs of Epson UltraChrome K3 technology.

**Question: Why are Epson UltraChrome K3 prints color stable?**

We are using 100% pigment based ink technology – not dye.

**Question: Why do Epson UltraChrome K3 prints have such high lightfastness ratings?**

We are using 100% pigment based ink technology – not dye.

**Question: How does Epson UltraChrome K3 achieve such a wide color gamut?**

Higher density pigments along with a new higher gloss resin encapsulation have allowed us to produce prints with an extremely wide color gamut.

**Question: Why are Epson UltraChrome K3 prints so hard to scratch? And what about fine art papers?**

Epson UltraChrome K3 Ink Technology uses a different method of “binding” the particle of pigment and the glossy resin encapsulation called “Cross-linking Chemistry”. This chemical process makes the prints significantly harder than the previous Epson UltraChrome Ink technology. As a result, the scratch resistance is amazing on normal RC or Photographic-grade media types.

Fine art papers also benefit, but there is another problem. Although the ink is harder to scratch off, the surface of the print can get “scuffed” and the print will still have a “scratch”. Similar to moving your hand across a suede jacket. The ink did not come off, but you still ruined the print.

**Question: Do the Epson UltraChrome K3 inks have less “outgassing” than the previous Epson UltraChrome Inks?**

The new Epson UltraChrome K3 inks have about the same outgassing as the previous ink set. So, depending upon the environmental conditions, Epson recommends that you let your prints “outgass” into interleaving papers (Epson Singleweight Matte, Doubleweight Matte, and Presentation Matte all make great interleaving papers) for at least 48 hours before framing.

Please note: You must replace the interleaving paper at the 24 hour mark with a fresh sheet. Proper framing procedures must be used, including no contact between the print and the inside of the glass or UV acrylic.

**Question: Can the new Epson UltraChrome K3 printers auto-switch between Matte Black and Photo Black like the Epson Stylus® Pro 4000?**

No. This is a unique technology that only the Epson Stylus Pro 4000 has. Because Epson UltraChrome K3 Ink technology requires all eight channels to produce both color and black and white prints, there isn't any more room to add both the Matte Black and Photo Black ink cartridges.

**Question: How much time does it take to switch between black modes on the Epson Stylus Pro 4800, 7800, or 9800?**

We have reduced this process to less than ten minutes.

**Question: How much ink is used during the switching of black ink modes on the Epson Stylus Pro 4800, 7800, or 9800?**

The amount of ink flushed through the printer in the switching process varies by model and also within any model due to manufacturing tolerances. We estimate the total ink usage (all cartridges combined) to be about 88 ml to 117 ml per switch.

Switching from one black mode to another (for example, from Photo Black to Matte Black) does use a significant quantity of ink. Part of that quantity is used to flush all of the old ink type out of the printer's tubing, damper, and head, and to prime those components with a sufficient amount of the new ink type. As part of the switching process, the printer also flushes a smaller amount of each of the other colors through the print head in order to prepare the head for printing again. All this is performed in order to ensure high-quality prints in the new mode after the switch.

**Question: How much ink is used to initially 'prime' a new Epson Stylus Pro 4800, 7800, and 9800 printer when it's first installed?**

During a brand new printer installation, about one-third or more from every ink cartridge (initially included with your printer) is used to 'prime' the printer mechanism.

**Question: Can I start my new Epson Stylus Pro 4800, 7800, or 9800 printer in Matte Black mode when I first install it?**

Yes. During a brand new installation, simply install a Matte Black ink cartridge instead of the standard Photo Black ink cartridge. The printer will "prime" into Matte Black mode.

**Question: Does the Matte Black ink cartridge come free inside the printer box?**

No. Only Photo Black comes standard. If you want to use Matte Black, then you need to buy a Matte Black ink cartridge when you buy your new printer.

**Question: Why should I ever use the Matte Black mode? I thought the standard Photo Black mode printed fine on ANY media type.**

The standard Photo Black ink has been optimized for RC and Photographic-grade media types. If you're printing on matte-type papers such as Epson Velvet Fine Art, Enhanced Matte, or UltraSmooth Fine Art, your black density is significantly better when using Matte Black ink (and worth the switch).

**Question: What size ink cartridges come inside the Epson Stylus Pro 4800, 7800, and 9800 printers?**

All three printers have eight 110ml ink cartridges in the box. The black ink is Photo Black.

**Question: Which Epson media types produce the best Dmax or L\* value?**

Our testing has shown the Epson Premium Luster Photo Paper using Photo Black ink will produce a Dmax up to 2.4 with an L\* value as low as 3.1.

You will get different results depending upon the media, black ink mode, driver settings, and ICC profile used.

**Question: What is the Epson Advanced Black & White Printing Mode?**

This is a proprietary Epson screening and color management technology designed specifically to produce professional level black and white prints. The math behind this unique screen technology takes advantage of our three level black technology along with Yellow, Light Cyan, and Light Magenta to produce professional black and white prints from either color or grayscale files.

Epson's new Advanced Black and White printing technology is simply another tool or alternative for professionals to use towards achieving the ultimate black and white print.

**Question: Can I still make professional level, metamerism free, black and white prints using the normal “No Color Adjustment” driver setting and a custom ICC profile within Adobe PhotoShop CS2?**

Yes. In fact, many professionals may find they can produce better black and white prints using our standard 8-color screening technology and Adobe PhotoShop CS2. We feel professionals will have to try both solutions to make up their minds.

**Question: Are the ink cartridges the same between the Epson Stylus Pro 4800, 7800, and 9800?**

No. The Epson Stylus Pro 4800 uses a new ink cartridge design, similar to the Epson Stylus Pro 4000. However, you can use the exact same Matte Black ink cartridge from the Epson Stylus Pro 4000, 7600, or 9600 in the Epson Stylus Pro 4800.

The Epson Stylus Pro 7800 and 9800 use a completely new ink cartridge design to support their new pressurized ink delivery system. You can share the ink cartridges between the Epson Stylus Pro 7800 and 9800.

**Question: What are the benefits of the Epson Stylus Pro 7800 and 9800 pressurized ink delivery system?**

The first, is to ensure ink gets to the print head fast enough to allow the Epson Stylus Pro 7800 and 9800 to run at full-rated print engine speeds. Secondly, to develop an ink cartridge design that’s significantly smaller than the Epson Stylus Pro 4800 220ml ink cartridge. The 110ml and 220ml ink cartridges on the Epson Stylus Pro 7800 and 9800 have the same dimensions. And they both are about the size of the 110ml ink cartridges on the Epson Stylus Pro 4800!

**Question: Does the Epson Stylus Pro 4800 have a pressurized ink delivery system?**

No. This system is only on the Epson Stylus Pro 7800 and 9800.

**Question: Do the 220ml ink cartridges stick out of the front of the Epson Stylus Pro 4800, 7800, or 9800?**

On the Epson Stylus Pro 4800, only the 220ml ink cartridges stick out of the front just like the Epson Stylus Pro 4000. The Epson Stylus Pro 7800 and 9800 ink cartridges fit neatly inside the printer – both 110ml and/or 220ml.

**Question: Can I use Epson UltraChrome K3 Inks in my current Epson Stylus Pro 4000, 7600, or 9600?**

No. The hardware technology inside of these models are not compatible with Epson UltraChrome K3 Ink Technology. In addition, the required ink cartridge designs for Epson UltraChrome K3 will not fit inside the previous Epson Stylus Pro 4000, 7600, or 9600 models.

**Question: Can I upgrade my existing Epson Stylus Pro 4000, 7600, or 9600 to support the new Epson UltraChrome K3 Ink Technology?**

No. We tried to make this happen, but significant engineering changes were required to make Epson UltraChrome K3 Ink Technology work properly.

**Question: What is Epson PreciseColor™ Technology?**

This is a unique production process that measures the amount of ink every newly built printer can flow through its print head. We take this information and feed it back into the printer's memory to essentially "inform" the printer of how much ink its new print head can flow. We also tell the printer how much ink it should be flowing through its print head. By having both data points, the printer can now compensate for its production process variations and perform consistently with other printers manufactured.

**Question: What is Advanced Meniscus Control (AMC™) Technology?**

This is one of the major technologies that makes an Epson print so photographic.

Our proprietary print head technology uses this additional technology to control the curvature of every ink droplet within each nozzle before releasing it onto the media. The result is extremely accurate ink droplet placement for outstanding photographic print quality.

**Question: I noticed that other Epson countries are selling a Dual CMYK version of the Epson Stylus Pro 4800, 7800, and 9800. Are these models going to be available in the United States, Canada, or Latin America?**

No. We will only be selling the 8-color Epson UltraChrome K3 Ink technology models at this time. We have no plans to bring these additional models to Epson America. The Epson 4-color models do not use Epson UltraChrome K3 Ink technology. They still use the previous Epson UltraChrome Ink.

**Question: How much faster is the Epson Stylus Pro 4800 vs. the Epson Stylus Pro 4000?**

About 20%. With significantly better image quality in the Bi-directional print modes. Tip: Many of our beta sites found the best print mode to be 2880 x 1440 dpi with High Speed turned 'ON'.

**Question: How much faster are the Epson Stylus Pro 7800 and 9800 vs. the Epson Stylus Pro 7600 and 9600?**

Almost twice as fast. With significantly better image quality in ALL print modes.

**Question: Does the Printer Stand come standard on the Epson Stylus Pro 7800 and 9800?**

Yes. Both the Epson Stylus Pro 7800 and 9800 come with a printer stand as standard equipment.

**Question: Which printer connections will keep the new printers at FULL speed?**

All connections will be able to keep all three printer models at full print engine speeds. However, when using a USB connection, only USB 2.0 will keep the printer at full print engine speeds. Your CPU will now be the biggest factor in print engine speeds.

**Question: What CPU specifications does Epson America recommend for use with the new printers?**

For Macintosh Users, we feel a PowerPC G5 or better running Tiger.  
For Windows Users, we feel a 3.2 GHz P4 or better running XP (Pro or Home).

Also, you should have at least 1 GB of memory in both systems. For Tiger users, you should have at least 2 GB of memory.

**Question: How accurate is the Auto Head Alignment and Cleaning Technology used by the Epson Stylus Pro 4800, 7800, and 9800?**

Very. In fact, although you can still perform these maintenance procedures manually, you will probably never be able to beat the accuracy of the white-beam sensor technology inside the printer.

**Question: Will the new products support the same Maintenance Tank as the Epson Stylus Pro 4000, 7600, and 9600?**

Yes. Although the new printer-line has a slightly different case color, so we are going to change the Maintenance Tank color to match it.

Please Note: The Epson Stylus Pro 7800 and 9800 use TWO ink maintenance tanks simultaneously. If any one is full, you will not be able to print.

**Question: Will Epson America take my older Epson Stylus Pro 4000, 7600, or 9600 in for trade or credit towards a new model?**

Epson cannot undertake the replacement or refund of previous printer technologies. All companies are constantly improving their technologies and there is never a “right time” for replacing product lines.

The previous product line is still considered the de-facto standard in reproducing some of the world’s greatest images. By no means are they “out-of-date” when compared to the new line-up.

The reasons to buy the previous product line still exist today and will meet, if not exceed, your expectations.

**Question: Is Epson America offering ‘Professional Editions’ of the Epson Stylus Pro 4800, 7800, and 9800?**

Yes. All three products will also be available as Professional Editions, which includes a ColorBurst® RIP and an internal 10/100 BaseT Ethernet card. For the latest pricing and product availability, contact your local Epson dealer.

**Question: Can I buy the same RIP available in the Professional Editions separately?**

No. The Epson supported ColorBurst RIP (which is included only in the Epson Professional Edition SKU’s) are not available for resale on their own. If you wish to purchase a similar ColorBurst RIP separately, contact ColorBurst directly or visit [www.colorburstrip.com](http://www.colorburstrip.com)

**Question: Will there be any third-party RIPs available for the new Epson Stylus Pro printer models at launch?**

Yes. Many of the leading RIP/Driver companies have been briefed about the Epson Stylus Pro product line several months ago. As a result, we are expecting many of them to be finishing-up their RIP/Driver offerings by the time you read this document. Check with your favorite RIP/Driver company for availability.

**Question: Does Epson America have any recommendations for third-party RIPs?**

Epson America tries to be "RIP Neutral". Because there are so many great RIP/Driver solutions available for our product lines, it's hard to pick out just one. Some of our favorites include; EFI/BEST, CGS, GMG, ColorBurst, ColorByte, ONYX, KPG/Creo, Wasatch, etc.

**Question: Which Epson media types are SWOP® Certified?**

SWOP Certification depends upon the printer model, ink, RIP, and media used. Not just a single media type. Most RIP companies will probably be SWOP Certifying their own RIP solutions with some of our Stylus Pro printer models and media types. Check with your RIP company for more information about SWOP Certification.

The Epson America Professional Editions are SWOP Certified when printing on Epson Premium Semimatte Photo Paper (250) and Epson Proofing Paper Semimatte media types with the supplied SWOP environment setting.

**Question: Will Epson be able to manufacture enough Stylus Pro 4800's in order to meet customer demand?**

Yes. Unlike the Epson Stylus Pro 4000, the new Epson Stylus Pro 4800 will have plenty of inventory to go around. We do not expect any back orders on this model.

**Question: When will the Epson Stylus Pro 7800 and 9800 be shipping?**

The new Epson Stylus Pro 7800 and 9800 are expected to be shipping in Fall 2005. We are expecting initial product availability to be tight. So, contact your local Epson reseller ASAP to see if you can get on their list for a Fall delivery (FYI, these models are worth the wait).

**Question:** When searching the Internet, I'm finding people are already using the Epson Stylus Pro 7800 and 9800. I thought the product was not available until the Fall?

During the course of product development, Epson America collaborates with the commercial printing industry to help us Beta Test our products. Other than certain industry press, only these Epson Stylus Pro Beta Sites have product to allow Epson to fine-tune the product before it ships to everyone.

The Epson Stylus Pro 7800 and 9800 have been under a Beta Test Program for over 2 years, ensuring that by the time you get yours, it will be as perfect as we can possibly make it.

**Question:** I noticed the Epson Stylus Pro 4800 has a printer cover available by TUMI®. When will this option be available? And what about the Epson Stylus Pro 7800 and 9800?

The Tumi® company is using their patented Fusion Z Nylon Technology to make a custom-fitted printer cover for the Epson Stylus Pro 4000 and 4800.

It will have a MSRP of \$110. We are expecting this option to be available in Fall 2005. TUMI currently has no plans on making a printer cover for the Epson Stylus Pro 7800 or 9800.

**Question: If I already own an Epson Stylus Pro 4000 printer stand and internal Ethernet card, can I use them on a new Epson Stylus Pro 4800?**

Yes. The current Epson Stylus Pro 4000 Printer Cabinet Stand and internal Ethernet card are completely compatible with the new Epson Stylus Pro 4800.

Please Note: The Epson Stylus Pro 4800 has a slightly blue/silver color to the case. Under certain lighting conditions, the stand for the Epson Stylus Pro 4000 will be slightly different. The only difference between the printer stands for the Epson Stylus Pro 4800 and 4000 is the case color.

Also, the internal Ethernet card used on many Epson Stylus Pro 7600 or 9600 printers may not be compatible with the newer product line. To check if your card is compatible with the new printer line, remove the card and check the part number. It should say 'C82405\*I/F' at the lower left.

**Question: I need to buy a new computer when I install my new Epson printer. Does Epson America have any suggestions?**

We get this question asked during every new product launch. The answer is simple, buy the fastest PowerPC G5 or Windows XP CPU you can afford. Make sure you get at least 1 GB of memory (2 GB if you're running Tiger).

Also, having internal 10/100 BaseT is extremely useful. We highly recommend this option. If you're running over USB, make sure you're running at USB 2.0 speeds not 1.1.

Finally, buy a copy of Adobe® PhotoShop® CS2. It's worth it.

If you're a Macintosh® user, upgrade to Tiger. Epson has optimized our Mac OS X drivers to run under Tiger. Tiger is worth the upgrade and the best Mac OS ever made.

**Question: Where can I learn more about the Epson Professional Line of printers?**

Visit [www.prographics.epson.com](http://www.prographics.epson.com)

**Question: Where can I purchase an Epson Stylus Pro printer model?**

Visit [www.prographics.epson.com](http://www.prographics.epson.com) and use our Dealer Locator to find an Authorized Reseller nearest you. Epson America highly recommends using one of our Authorized Resellers when purchasing an Epson Stylus Pro printer, options, and consumables. We've trained these resellers well. So, take advantage of them.

Epson America also sells the Epson Stylus Pro 4800 model through many mail order/internet resellers. Check the internet for product availability.

**Specifications, answers given, and terms are subject to change without notice.**

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