Epson Stylus® Pro 7800/9800

PRINTER GUIDE
All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Seiko Epson Corporation. The information contained herein is designed only for use with these Epson printers. Epson is not responsible for any use of this information as applied to other printers.

**Trademarks**

Epson, Epson Stylus, Epson ESC/P, and MicroWeave are registered trademarks and Exceed Your Vision is a trademark of Seiko Epson Corporation.

PhotoEnhance, UltraSmooth, and Epson UltraChrome K3 are trademarks, and Epson Preferred and Epson Store are service marks, of Epson America, Inc.

**General Notice:** Other product names used herein are for identification purposes only and may be trademarks of their respective owners. Epson disclaims any and all rights in those marks.

The ENERGY STAR emblem does not represent EPA endorsement of any product or service.

**Legal Notices**

Neither Seiko Epson Corporation nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs, or expenses incurred by purchaser or third parties as a result of: accident, misuse, or abuse of this product or unauthorized modifications, repairs, or alterations to this product, or (excluding the U.S.) failure to strictly comply with Seiko Epson Corporation’s operating and maintenance instructions.

Seiko Epson Corporation shall not be liable for any damages or problems arising from the use of any options or any consumable products other than those designated as Original Epson Products or Epson Approved Products by Seiko Epson Corporation.

Printed on recycled paper.

© 2006 Epson America, Inc. 2/06

CPD-20271R1
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.*
Contents

Introduction
Warnings, Cautions, Notes, and Tips ........................................... 9
Options and Accessories ......................................................... 10
Where To Get Help .............................................................. 11
Macintosh System Requirements .............................................. 12
Windows System Requirements ............................................... 12
Important Safety Instructions ................................................... 13
  Ink Cartridge Safety Instructions ........................................... 15

1 Setting Up the Printer
Unpacking and Assembling the Epson Stylus Pro 7800 ............... 17
  Unpacking and Assembling the Stand .................................. 18
  Unpacking the Printer ...................................................... 20
  Mounting the Printer on the Stand .................................... 22
  Attaching the Paper Basket .............................................. 25
Unpacking and Assembling the Epson Stylus Pro 9800 ............... 27
  Unpacking and Assembling the Stand .................................. 28
  Unpacking the Printer ...................................................... 29
  Mounting the Printer on the Stand .................................... 31
  Attaching the Basket ....................................................... 34
Connecting the Power Cord .................................................... 37
Installing Ink ........................................................................... 38
Connecting to Your System ..................................................... 40
Connecting to the Network ...................................................... 41
Installing the Software for Macintosh ..................................... 43
  Adding the Printer in Mac OS X 10.4 ................................. 45
  Adding the Printer in Mac OS X 10.3 ................................. 46
Installing the Software for Windows ....................................... 48
Updating Your Printer Firmware ............................................ 50
  Downloading the Firmware ............................................... 50
  Updating the Firmware ..................................................... 51
Configuring the Printer for Your Network ............................... 53
2 Handling Paper and Other Media

Selecting Media for Your Printer ........................................... 55
  Guidelines for Using Epson Media .............................. 56
Using Roll Paper .............................................................. 56
  Roll Paper Guidelines ................................................. 57
  Loading the Paper onto the Spindle ......................... 58
  Placing the Paper in the Printer ............................... 59
  Removing Paper from the Spindle ............................. 62
  Switching Between 2-Inch and 3-Inch Roll Paper .......... 62
  Cutting Paper Manually with the Built-in Cutter .......... 63
  Printing Trim Lines ..................................................... 64
Using Cut Sheet Paper ....................................................... 64
  Loading Cut Sheets .................................................... 65
  Loading Small Cut Sheets or Fine Art Paper ............... 66
  Printing on Posterboard .............................................. 67
  Adjusting the Platen Gap for Thick or Thin Paper ....... 69
Using the Paper Basket ..................................................... 70
  Catching Printouts From the Epson Stylus Pro 7800 ... 71
  Catching Printouts in Front of the Epson Stylus Pro 9800 72
  Catching Printouts Under the Epson Stylus Pro 9800 .... 73
Optimizing the Settings for Your Paper ............................... 75
  Creating Paper Configurations ..................................... 75
  Printing Your Paper Configurations .......................... 77
  Selecting Paper Configurations ................................. 77

3 Printing with Epson Drivers for Macintosh

Choosing Page Setup Options ............................................. 80
Choosing Basic Print Options .......................................... 83
Choosing Color Management Options ............................... 87
Choosing Paper Configuration Options ............................. 88
Choosing Roll Paper Options ........................................... 89
  Borderless Printing ..................................................... 90
Creating a Custom Preset and Printing ............................. 93
Choosing Advanced Black and White Photo Settings .......... 94
Managing Print Jobs ....................................................... 96
Checking Ink Levels and the Maintenance Tank ............... 97
4 Printing with Epson Drivers for Windows

Choosing Basic Print Options ........................................... 100
Choosing Paper and Layout Options .................................. 103
  Choosing Roll Paper Options ......................................... 103
  Borderless Printing ..................................................... 106
  Choosing Cut Sheet Paper Options ................................. 107
  Choosing Layout Options ............................................. 108
Choosing Advanced Print Options ....................................... 109
  Choosing Advanced Black and White Photo Settings ........... 112
Managing Print Jobs ...................................................... 114
  Using the Progress Meter ........................................... 114
  Setting Monitoring Preferences and Optimizing Print Speed ... 115

5 Maintaining and Transporting the Printer

Checking Printer Status and Part Life .............................. 120
  Printing Status Information ..................................... 120
  Viewing Status Information ..................................... 121
Checking and Cleaning the Print Head .............................. 122
  Running the Nozzle Check and Head Cleaning Utilities ...... 123
  Using the Control Panel Menu ................................... 124
  Manually Checking and Cleaning the Print Head .............. 124
  Running a Power Cleaning Cycle ................................ 125
Aligning the Print Head ................................................. 126
Replacing Ink Cartridges ............................................... 127
Switching Black Ink Cartridges ....................................... 132
  Draining the Old Ink ............................................... 132
  Installing the New Black Ink Cartridge ......................... 134
  Updating the Printer Driver Information ....................... 135
Changing the Date and Time .......................................... 136
Using Maintenance Mode .............................................. 136
Replacing the Paper Cutter Blade .................................... 138
  Removing the Old Blade ............................................ 138
  Installing the New Cutter Blade ................................. 140
Replacing the Maintenance Tank .................................... 141
Cleaning the Printer .................................................. 143
Transporting or Storing the Printer ........................................... 144
Preparing the Printer for Shipment ......................................... 144
Removing the Optional Print Server Card ............................... 146
Moving the Printer on the Stand ............................................. 147
Setting Up the Printer After Transportation ............................. 148

6 Solving Problems
Diagnosing Problems ............................................................ 149
Checking Error Messages and Lights ...................................... 150
Improving Print Quality ....................................................... 154
Solving Operational Problems ............................................... 158
Solving Miscellaneous Printing Problems ............................... 159
Solving Paper Problems ....................................................... 160
   Fixing Paper Eject Problems ............................................. 161
   Clearing Paper Jams ....................................................... 162
Uninstalling and Reinstalling the Printer Driver ....................... 164
   Macintosh ................................................................. 164
   Windows ................................................................. 164

A Specifications
Environmental ................................................................. 165
Electrical ....................................................................... 165
Dimensions and Weight ..................................................... 166
Printer Interfaces ........................................................... 166
Safety Approvals ............................................................ 166
Media .......................................................................... 166
   Roll Paper .............................................................. 166
   Cut Sheets ............................................................... 167
Printable Area ............................................................... 168
Ink Cartridges ............................................................... 168

Index ................................................................. 169
Introduction

This Printer 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 electronic Reference Guide on the CD-ROM provides additional information about the printer, drivers, and utility software. You can read the guide using a web browser, such as Safari™ Mozilla FireFox, or Netscape® Navigator® or Microsoft® Internet Explorer, versions 4.0 or later.

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.
Options and Accessories

Your Epson Stylus® Pro 7800/9800 offers these optional upgrades and accessories:

**Optional equipment**

<table>
<thead>
<tr>
<th>Option</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>EpsonNet Internal 10/100 BaseTX (Ethernet™) Type-B Print Server</td>
<td>C12C824341</td>
</tr>
<tr>
<td>Print Server (interface card)</td>
<td></td>
</tr>
<tr>
<td>Automatic Take-Up Reel System (Stylus Pro 9800 only)</td>
<td>C12C815251</td>
</tr>
<tr>
<td>Replacement 44-inch Take-up Reel Core (Stylus Pro 9800 only)</td>
<td>C815121</td>
</tr>
<tr>
<td>Paper Roller Spindle (Normal Tension) — 2- or 3-inch</td>
<td></td>
</tr>
<tr>
<td>Epson Stylus Pro 7800:</td>
<td>C12C811161</td>
</tr>
<tr>
<td>Epson Stylus Pro 9800:</td>
<td>C12C811151</td>
</tr>
<tr>
<td>Paper Roller Spindle (High Tension) — 2- or 3-inch</td>
<td></td>
</tr>
<tr>
<td>Epson Stylus Pro 7800:</td>
<td>C12C811155</td>
</tr>
<tr>
<td>Epson Stylus Pro 9800:</td>
<td>C12C811152</td>
</tr>
<tr>
<td>Manual Media Cutting System*</td>
<td></td>
</tr>
<tr>
<td>Epson Stylus Pro 7800:</td>
<td>C12C815231</td>
</tr>
<tr>
<td>Epson Stylus Pro 9800:</td>
<td>C815182</td>
</tr>
<tr>
<td>Replacement Manual Cutting Blade (for Manual Media Cutting System)</td>
<td>C815192</td>
</tr>
<tr>
<td>One-year extended warranty</td>
<td>EPP7898B1</td>
</tr>
<tr>
<td>Two-year extended warranty</td>
<td>EPP7898B2</td>
</tr>
</tbody>
</table>

* Designed for use with heavy media, which can damage the printer’s built-in cutter.

**Consumables and user-replaceable parts**

<table>
<thead>
<tr>
<th>Part</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replacement Ink Maintenance Tank (see page 141)</td>
<td>C12C890191</td>
</tr>
<tr>
<td>Replacement Printer Cutter Blade (see page 138)</td>
<td>C12C815291</td>
</tr>
<tr>
<td>Ink Cartridges</td>
<td>See page 128</td>
</tr>
</tbody>
</table>

Tip: Check the Epson Pro Graphics web site at http://prographics.epson.com for accessories and options that are currently available.
You can purchase optional equipment and genuine Epson ink and paper from an authorized Epson reseller. To find the nearest reseller, call 800-GO-EPSON (800-463-7766) or visit www.prographics.epson.com. In the U.S., you can also purchase online at www.epsonstore.com.

In Canada, you can also purchase at www.epson.ca or 800-807-7766.

Where To Get Help

Epson provides technical support and information on the installation, configuration, and operation of professional printing products through the Epson Preferred™ Protection Plan. Dial (888) 377-6611, 6 AM to 6 PM, Pacific Time, Monday through Friday. Support hours and days are subject to change without notice.

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

Epson also provides technical assistance 24 hours a day through the World Wide Web. You can reach Epson Support at http://support.epson.com. At this site, you can download drivers, firmware, and other files, look at product documentation, access troubleshooting information, and receive technical advice through e-mail.
Macintosh System Requirements

To use your printer in either a stand-alone or peer-to-peer network environment, your Macintosh® system should include the requirements listed below:

- Mac OS X 10.3.9 or later (10.4 recommended)
- 1.25 GHz or higher processor (G5 recommended)
- At least 1GB of RAM (2GB for Mac OS X 10.4)
- At least 60MB of free hard disk space to install the software, and at least 2GB of free hard disk space for processing files (8GB or more available hard disk space recommended)
- Quad-speed (4x) or faster CD-ROM or DVD drive for installing the printer software
- For USB connection: a compliant USB 2.0 port and a shielded USB “AB” cable from Series A (computer) to Series B (printer), up to 10 feet long
- For IEEE 1394 (FireWire) connection: a shielded IEEE 1394 cable up to 10 feet long
- For network connection: the optional Ethernet card (described on page 10) and a compatible cable

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

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

Windows System Requirements

To use your printer in either a stand-alone or peer-to-peer network environment, your system should include the requirements listed below:

- IBM®-compatible PC with a Pentium® IV 2 GHz or higher processor recommended
- Windows® 2000 or XP (Home or Professional)
- For 10/100 Base TX Ethernet connection: Ethernet equipped PC
- At least 1GB of RAM
- At least 100MB of free hard disk space to install the software, and at least 2GB of free hard disk space for processing files (8GB or more available hard disk space recommended)
• Quad-speed (4×) CD-ROM or DVD drive for installing the printer software

• For USB connection: a Windows-compliant USB 2.0 port and a shielded USB “AB” cable from Series A (computer) to Series B (printer), up to 10 feet long

• For IEEE 1394 (FireWire) connection: a shielded IEEE 1394 cable up to 10 feet long

• For network connection: the optional Ethernet interface card (described on page 10) and a compatible cable

**Important Safety Instructions**

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

• The printer weighs about 131 lb (Epson Stylus Pro 7800) or 198 lb (Epson Stylus Pro 9800) without ink or paper. Make sure you have sufficient assistance when lifting it. (See page 23 for the 7800 or 32 for the 9800.)

• When setting up the printer, make sure you have enough space around it. You may need more space behind the printer if you print on large sheets of heavy stock or posterboard. (See page 17 for the 7800 or 27 for the 9800.)

• Place the printer on a flat, stable surface. 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 the printer away from direct sunlight, strong light, or heat sources.

• Avoid places subject to shocks and vibrations.

• Keep the printer away from dusty areas.

• 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.

• 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 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.

The lamp in this product contains mercury. Please consult your state and local regulations regarding disposal or recycling. Do not put in the trash.

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.
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 well 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.
- 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.
Introduction
Chapter 1: Setting Up the Printer

This chapter includes the following information:

- Unpacking and assembly
- Connecting the power cord
- Installing ink
- Connecting to your system
- Connecting to the network
- Installing the printer software
- Updating the printer firmware

Unpacking and Assembling the Epson Stylus Pro 7800

Follow these steps to assemble your printer and its stand. If you have the Epson Stylus Pro 9800, see page 27 instead. Before you begin, make sure you have sufficient space to set up and use the printer.

The following illustration shows the minimum space required for using the Epson Stylus Pro 7800:

Caution: Two people are required to unpack and set up the printer.

Note: When choosing a place for the printer, leave adequate room for easy access and ventilation. Avoid locations subject to direct sunlight, excessive heat, moisture, or dust. Also avoid locations near potential sources of interference, such as loud speakers, cordless phones, TVs, or air conditioners.

You will also need floor space of approximately 8 x 8 feet to assemble the printer and stand.
Unpacking and Assembling the Stand

1. Unpack the stand and make sure you have all these items.

**Parts:**

- 2 Bases
- 2 Legs
- Bottom horizontal strut
- Top horizontal strut
- 4 Basket hooks
- Paper basket

**Tools and Accessories:**

- 2 Hex wrenches
- 6 Hex screws with washers
- 2 Base bolts
- 2 Collars
- 2 Strut bolts
- 2 Wing screws
2. Insert the right leg into the right base as shown. (Note that the bases are labeled L and R.) Use the included hex wrench to fasten the leg with the two base bolts.

3. Assemble the left leg and base in the same way.

4. Attach the bottom horizontal strut as shown, then fasten it with one collar and one strut bolt at each end. Make sure the bolts are tight.

Note: Make sure you tighten all bolts before moving to the next section.
5. Attach the top horizontal strut as shown. Use the small hex wrench to fasten the hex screws.

6. Make sure each part of the stand is tightened securely.

**Unpacking the Printer**

1. Open the box and remove the roll paper, spindle, polystyrene foam, and cardboard cushions.
2. Remove the handles from the sides of the box as shown.

3. Lift the box up and away from the printer. Remove the ink cartridges and other accessories from the side as shown below.

Note: The printer includes a Photo Black cartridge. If you prefer to use Matte Black, the Matte Black cartridge can be purchased separately. See page 128.

4. Make sure you have all the items shown below, in addition to the printer:

   - Power cord
   - FireWire cable
   - Roll paper and spindle
   - Spindle adapters
   - Ink cartridges
   - Black Ink Conversion Kit
   - Paper guides
5. Remove the cardboard panels and other packing materials from around the printer.

Mounting the Printer on the Stand

1. Lock the casters and lower the stabilizer knobs to keep the stand from rolling.
2. Have two people lift the printer.

**WARNING:** Two or more people are required to lift the printer.

3. Mount the printer on the stand as shown.
4. Fasten the printer to the stand with the wing screws and washers.

5. Remove any packing tape. Check these areas:

- the front cover
- the ink compartment covers
- the maintenance tank (on the right side near the bottom)

Note: To prevent paper jams, don’t place the bolt back in the printer.

6. Open the front cover. Follow the red wire to locate the bolt and bracket securing the print head. Then unscrew the bolt and remove the bracket as shown.

Save the bolt and bracket in case you need to ship the printer.
Attaching the Paper Basket

The paper basket is a cloth sheet that attaches to the printer stand and catches your prints as they come out.

1. Attach the basket hooks as shown. The free ends of the hooks should point outward.

2. Snap the basket’s plastic connectors onto the hooks at the rear of the stand. Make sure the connectors are positioned as shown.
3. Rotate the front bar once as shown, so the fabric folds around the bar.

4. Snap the connectors onto the front hooks as shown.

5. If you find that your roll paper is curled too tightly to eject properly, attach the two paper guides to the bottom of the printer. See page 161 for more information.

6. Raise the stabilizer knobs and unlock the casters. Then move the printer to the place of use. (The casters are meant for moving the printer for only a short distance.) Lock the casters and extend the stabilizer knobs after moving.

7. Make sure you save the box and packaging in case you need to ship the printer.

When you are finished assembling the printer, go to “Connecting the Power Cord” on page 37.
Unpacking and Assembling the Epson Stylus Pro 9800

Follow these steps to assemble your printer and its stand. If you have the Epson Stylus Pro 7800, see page 17 instead. Before you begin, make sure you have sufficient space to set up and use the printer.

The following illustration shows the minimum space required for using the Epson Stylus Pro 9800:

You will also need floor space of approximately 13 × 13 feet to assemble the printer and stand.
Setting Up the Printer

Unpacking and Assembling the Stand

1. Open the box and remove the handles from the sides of the box.
2. Lift the box up, then set it aside.
3. Unpack the stand and make sure you have all these items:

**Parts:**

- Base sections
- Support bar
- Basket hooks
- Paper basket

**Tools and Accessories:**

- Hex wrench
- 4 Bolts
- 2 Wing nuts with spring washers and plain washers
- 5 Paper supports
4. Insert the support bar into one of the base sections as shown. Then attach it with two bolts using the included wrench.

Leave the bolts a little loose, so that you can adjust the position when you insert the bolts at the other end.

5. Attach the base section to the other end.

6. Tighten all four bolts securely.

**Unpacking the Printer**

1. Open the box and remove the roll paper, spindle, polystyrene foam, and cardboard cushions.
2. Lift the box up and away from the printer. Remove the ink cartridges and other accessories from the side as shown below.

3. Remove the cardboard panels from around the printer.

4. Make sure you have all the items shown below, in addition to the printer:

   **Note:** The printer includes a Photo Black cartridge. If you prefer to use Matte Black, the Matte Black cartridge can be purchased separately. See page 128.
Mounting the Printer on the Stand

1. Lock the two casters to keep the stand from rolling. Then extend the stabilizer knobs.

2. Orient the printer in relation to the stand as shown:
3. Using four people, grasp the printer in the four locations as shown, and set the printer on the stand:

**WARNING:** Do not attempt to lift the printer with fewer than four people.

4. Fasten the printer to the stand with the wing nuts, spring washers, and plain washers.
5. Remove any packing tape from the front cover, ink compartment covers, and maintenance tank. Check underneath and on the sides of the printer to make sure you remove all the tape.

6. Open the front cover. Follow the red wire to locate the screw and bracket securing the print head. Then unscrew the bolt and remove the bracket, as shown.

   Save the bolt and bracket in case you need to ship the printer.

7. Close the front cover.
8. Raise the stabilizer knobs and unlock the casters. Then move the printer to the place of use. (The casters are meant for moving the printer for only a short distance.) Lock the casters and extend the stabilizer knobs after moving.

**Attaching the Basket**

1. Attach the basket hooks to the upper guides on the left and right sides:

2. Turn the basket so its seams face downward, and spread it on the floor.
3. Pass the basket’s rear bar to the back of the printer. Rotate the bar one revolution so that the fabric folds around the bar. Then insert the plastic pins into the stand as shown.

4. Slide out the upper basket hooks to their full length. Then hook the middle bar of the basket as shown.

5. Insert the lower bars into the holes on the bottom of the base as shown.
6. Hook the paper supports so they hang along the inside of the basket. Install them in the order indicated below.

7. If you find that your roll paper is curled too tightly to eject properly, attach the 5 paper guides to the bottom of the printer. See page 161 for more information.
Connecting the Power Cord

1. Connect the power cord to the AC inlet on the back of the printer.

2. Route the power cord through one of the hooks on the left or right side as shown.

3. Plug the power cord into a properly grounded electrical outlet.

**Note:** The illustrations in this section and the following sections show the Epson Stylus Pro 9800, but the instructions are the same for the 7800.

**Caution:** Do not use an outlet that is controlled by an automatic timer or wall switch. Otherwise, you may accidentally shut off the printer and cause damage.
Note: The default black ink cartridge is Photo Black. If you prefer to use Matte Black (sold separately; see page 128), you can install the Matte Black cartridge immediately instead of installing the supplied Photo Black cartridge.

Note: You need to be present during the ink installation process. Do not leave the printer unattended.

Installing Ink

Use the ink cartridges that came with your printer for initial ink charging. During the initial installation process, it is normal for up to one-third of the ink in each cartridge to be used. The cartridges shipped with your printer are provided mainly to charge the ink system.

1. Press the Power button to turn on the printer. In a moment, INSTALL INK CARTRIDGES appears on the LCD display.

2. Press both ink compartment covers to open them. Make sure the ink levers are in the raised (released) position.

3. Remove each ink cartridge from its package and gently shake the cartridge.
4. Install the ink cartridges in the printer.

Hold each cartridge with the arrow pointing toward the printer, then insert it into its slot. Make sure you insert each cartridge in the correct slot, and you see the corresponding ink cartridge icon on the LCD display.

![Cartridge Insertion Diagram]

5. After installing all 8 cartridges, lower the ink levers.

![Ink Lever Adjustment Diagram]

**Caution:** Charging takes about 10 minutes. Never turn off the printer, release the paper lever, or open the front cover while the Power light is flashing, or you may damage the printer.

The printer begins charging the ink delivery system and the Power light flashes.

6. When messages appear on the LCD display, follow the instructions to raise or lower the ink levers. After ink charging is completed, you need to load paper so that READY will appear on the display.
Note: Epson recommends the USB 2.0 or network connection for the most reliable performance.

Connecting to Your System

You can use either USB or FireWire connections. Make sure your system has the appropriate port, and you have a standard, shielded cable 10 feet long or less.

1. Make sure that both the printer and the computer are off.

2. Plug the interface cable into the appropriate port on the printer.

3. Plug the other end of the cable into the appropriate connector on your computer.
Connecting to the Network

If you plan to connect the printer to your network, you need the optional EpsonNet print server card. The EpsonNet print server is a 10/100 BaseTX Type-B Ethernet interface card (part number C12C824341).

If the print server card didn’t come with your printer, you can purchase it from an authorized Epson reseller. To find the nearest reseller, call 800-GO-EPSON (800-463-7766) or visit www.prograpics.epson.com. In the U.S., you can also purchase online at www.epsonstore.com. In Canada, you can also purchase at www.epson.ca or 800-807-7766.

Make sure you have the correct cable for connecting the printer. To connect to a network 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.

Before you install the print server, make sure you check the documentation included with the card for additional instructions. Then follow these steps to install the card:

1. Turn off your computer and printer.

2. IMPORTANT: Unplug the printer from its electrical outlet. Not doing so may cause damage to the printer and the card.

3. Disconnect any interface cables from the printer.

4. Use a cross-head screwdriver to remove the two screws securing the optional interface cover. Then lift off the cover as shown:

Note: The print server card is included with the Professional Edition of the printer.

Caution: You must unplug the printer from the power outlet, or you may damage the printer and the card.
Make sure you keep the screws in case you need to remove the card and replace the cover.

5. Slide the card along the slots inside the compartment. Push it in firmly to fully insert the connector into the printer’s internal slot.

6. Use the two screws included with the card to secure it.

7. Connect one end of the appropriate cable to the card. Then connect the other end to your network hub or to your computer’s Ethernet port.

8. Plug in the printer’s power cord.

Follow the instructions in the next section to install your printer software, then configure the printer for your network as described on page 53.
Installing the Software for Macintosh

Follow the steps below to install the software on a Macintosh. For Windows, see page 48.

1. Turn on your Macintosh and your printer.

2. Insert the printer software CD-ROM. If necessary, double-click the Epson CD-ROM to open its window.

3. Double-click the Epson installer icon. You see the Epson Installation Program.

4. Double-click Install Printer Driver for Stylus Pro 7800 or Install Printer Driver for Stylus Pro 9800, depending on the printer you have.

Note: You can check for a newer version of your printer driver on the Epson support site at http://support.epson.com.
5. Enter your password and follow the on-screen instructions to install your printer driver.

6. Enter your password again and follow the on-screen instructions to install the EPSON LFP Remote Panel.

7. Double-click **Install Additional Color Profiles** to install the profiles for your printer.

8. Double-click **Install Reference Guide** and wait while the guide is installed.

9. Do one of the following:
   - If you are finished installing software, click **Exit**.
   - If you installed the optional EpsonNet print server card, double-click **Install EpsonNet Config**. Enter your password and follow the on-screen instructions. You can use EpsonNet Config to configure your printer for network use, as described on page 53.

When you see the prompt, click **Restart**.

Remove the printer software CD-ROM and follow the instructions on page 45 for Mac OS X 10.4 or page 46 for Mac OS X 10.3.
Adding the Printer in Mac OS X 10.4

1. Open the Apple menu, select *System Preferences*, then open the *Print & Fax Utility*.

2. Click the + plus sign. You see your printer in the Printer Browser:

   ![Printer Browser](image)

   **Tip:** If you want to rename the printer for easier identification, enter a new name for it in the *Name* field on this screen.

3. Wait while your Macintosh finds the printer driver and the Add button becomes available. Then click the *Add* button.
46 | Setting Up the Printer

Your printer appears in the Print & Fax utility:

4. Close the utility. Go to page 50 to update your printer firmware, if necessary.

Adding the Printer in Mac OS X 10.3

1. Open the Applications folder, then open the Utilities folder and open the Printer Setup Utility.

2. If you see a message like this, click Add, then skip to step 4.
3. Click the **Add** icon at the top of the Printer List window.

4. Pull down the menu and select the connection you are using—either EPSON USB, EPSON FireWire, or EPSON TCP/IP. The Stylus Pro 7800 or 9800 appears on the screen.

5. Click your printer name, then click **Add**.

**Tip:** If you want to rename the printer for easier identification, select the printer name in the list and click **Show Info**. Type a new name and click **Apply Changes**.
You see your printer in the Printer List.

6. Go to page 50 to update your printer firmware, if necessary.

**Installing the Software for Windows**

Follow these steps to install the software for Windows.

1. Make sure your printer is turned off.
2. Turn on your computer.
3. Insert the printer software CD-ROM in your computer. The installer starts automatically. If it doesn’t start, double-click My Computer or click Start > My Computer. Then double-click your CD-ROM icon.
4. Double-click **Install Printer Driver for Stylus Pro 7800** or **Install Printer Driver for Stylus Pro 9800**, depending on which printer you have. Follow the on-screen instructions to install the software.

   You see the following window:

   ![EPSON Printer Utilities Setup](image)

   5. Press the Power button to turn on the printer. (Make sure the printer is connected; see page 40.)

   6. Click **Next**.

   7. When you see a message that driver installation and printer configuration were completed successfully, click **OK**. The EPSON LFP Remote Panel begins installing.

   8. Follow the on-screen instructions to install the EPSON LFP Remote Panel.

   9. Double-click **Install Additional Color Profiles** to install the profiles for your printer. When installation is complete, click **OK**.

   10. Double-click **Install Reference Guide** and wait while the guide is installed.

   11. Do one of the following:

       - If you are finished installing software, click **Exit**.

       - If you installed the optional EpsonNet print server card, double-click **Install EpsonNet Config**. Follow the on-screen instructions to install the software. You can use EpsonNet Config to configure your printer for network use, as described on page 53.
12. Close the installer, then remove the CD-ROM. Go to the next section to update the printer firmware, if necessary.

**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.

**Downloading the Firmware**


2. Choose your printer.

3. Click **Drivers and Downloads** to find the newest firmware.

4. Choose the version for Macintosh or Windows and follow the instructions on the screen, then continue with the instructions in the next section to upgrade the firmware.
Note: Although the illustrations in this section show Macintosh screens, the procedure is the same in Windows.

Updating the Firmware

1. Double-click the firmware file to extract it.

2. Click the EPSON LFP Remote Panel icon on your desktop. You see the LFP Remote Panel. Make sure your printer is selected.

3. Click the Firmware Updater button.

Tip: For best results, use a USB connection when you update the firmware on your printer.

Note: For more information on using the LFP Remote Panel, click Help to see the electronic guide.
You see the Firmware Updater window.

4. Make sure your printer is on, its LCD is set to *Ready*, and it is connected to your computer, then choose your printer in the Printer list.

5. Click *Browse* and find the firmware file that you just downloaded and extracted. Select the file and click *Choose*.

6. 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.)

7. When the update is complete, close the Firmware Updater window and LFP Remote window.

If you installed the EpsonNet print server card, follow the instructions in the next section to configure the printer for your network.

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

**Note:** After you install the software, you need to load paper and print a test image. If the print quality is satisfactory, your setup is done. If not, you may need to align the print head, as described on page 126.
Configuring the Printer for Your Network

Once the printer is connected to your network, follow these steps to configure it:

1. Turn on the printer and press the small black button on the back of the card to make sure the configuration page prints.

2. Start the EpsonNet print server software.

   The EpsonNet Config program searches for all Epson printers on the network and displays the MAC address for each printer that it finds, for example:

   ![EpsonNet Config Screen](image)

3. Highlight the printer that you want to configure and click Configuration to access the TCP/IP selection screen.

4. If necessary, contact your network administrator to assign an appropriate IP address. A static address is recommended.

For more information, see the documentation that came with the print server.
Chapter 2: Handling Paper and Other Media

The Epson Stylus Pro 7800 and 9800 print on a variety of media, including roll paper and cut sheets up to 44 inches wide (9800) or 24 inches wide (7800). You can also use heavy stock, such as posterboard up to 59 mil (1.5 mm) thick.

This chapter includes the following information:
- Selecting media for your printer
- Using roll paper
- Using cut sheet paper
- Using the paper basket
- Optimizing the settings for your paper

Selecting Media for Your Printer

Epson offers a variety of coated, glossy, matte, and fine art paper, as well as other media, for your printer.

The following table shows the paper sizes you can use:

<table>
<thead>
<tr>
<th>Supported paper sizes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Roll paper</strong></td>
</tr>
<tr>
<td>Epson Stylus Pro 9800</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Epson Stylus Pro 7800</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Maximum external roll diameter</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Thickness</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Always test samples of paper stock in the printer before purchasing large quantities or printing large jobs. If you use non-Epson paper or other media, you may need to adjust various settings and create special paper configurations. See page 75 for instructions.

Note: You can purchase additional roll paper spindles and other accessories or options from the Epson Pro Graphics web site (http://prographics.epson.com) or your authorized Epson dealer.
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 84 (Mac OS X) or page 101 (Windows) for instructions.
- Always select the correct paper source (roll or sheet) in both the printer driver software and on the printer's control panel. See page 81 (Mac OS X) or page 107 (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.
- Store sheet media on a flat surface.

Using Roll Paper

You can use roll paper with a 2- or 3-inch core, up to 24 inches wide (7800) or 44 inches wide (9800). Manually switching rolls is a simple process. Check the Epson Pro Graphics web site (http://prographics.epson.com) or your authorized Epson dealer for available media.
Roll Paper Guidelines

When printing on roll paper, be sure to follow the media handling guidelines on page 56, 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 display. Press the  Paper Source button until the or roll icon appears.
- Choose if you want the paper to be cut automatically after each page is printed.
- Do not leave roll paper loaded in the printer when it is not in use.
- Choose if you want to print a series of pages and keep them together for cutting later on.
- Choose if you’re printing on canvas or other heavy media. Media that is too thick may damage the cutter. Use of Epson’s optional Manual Media Cutting System is recommended. See page 10 for more information.

The following media (and other similar materials) may not work with the built-in cutter:

- Fine art paper (including Epson Textured and UltraSmooth™ Fine Art Paper)
- PremierArt™ Water Resistant Canvas for Epson
- Vinyl
- Matte board
- Backlight film
- Heavyweight polyester banner media
- DuPont™ Semigloss Proofing Paper

- If you’re loading heavy paper, you may need to increase the paper suction by pressing the  Paper Feed button.
- For lightweight paper, decrease the suction by pressing the  Paper Feed button.

Tip: To avoid wasting paper, choose , then turn off the Auto Cut setting after the printer is ready (if you don’t want to have the paper cut automatically).
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 it onto the spindle. Make sure it is firmly fixed onto the gray paper stop at the right end of the spindle.

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 gray end of the spindle goes on the right.)

Caution: 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 ▲ Paper Source button until the □ or □X icon appears on the LCD display.

Caution: Do not release the paper lever while the □ Power light is flashing, or you may damage the printer.

4. Make sure the □ Power light is not flashing, then release the paper lever.
5. Feed the paper into the slot.

6. Pull the paper down so it extends all the way through the slot.

If the paper doesn’t come out, you may need to adjust the suction. If you are loading heavy paper, press the ▲ Paper Feed button to increase the suction. If you are loading lightweight paper, press the ▼ Paper Feed button to decrease it. If the paper still doesn’t come out, open the front cover and pull it out manually.
7. Holding the bottom edge of the paper, turn the roll back to remove any slack. Then align the bottom edge with the horizontal line and the right edge with the vertical line.

![Diagram showing paper alignment](image)

**Note:** Opening the front cover causes printing to stop. Do not open the front cover while printing is in progress, or your print quality might be affected.

8. Move the paper lever to the locked position, then close the roll paper cover.

![Diagram showing lever position](image)

9. Press the **Pause** button (or wait for 5 seconds). The paper feeds into printing position automatically, and **READY** appears on the control panel.

   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, push the paper lever back to the released position, then roll up the paper before removing it.

3. Remove the roll paper and spindle from the printer.

4. Set the spindle upright, with the gray end on the floor and the black end at the top.

5. Slide the black paper stop off the top of the spindle.

6. Remove the roll paper from the spindle.

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 Paper Manually with the Built-in Cutter

When you’re not using the auto cut setting, you may need to cut the paper manually by pressing the button after your print job is finished. You can use the button to cut most types of paper. However, if you’re printing on fine art paper, canvas, or other heavy media, you should use the Epson Manual Media Cutting System or scissors rather than the built-in cutter.

See page 57 for a list of media that should not 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 until you see the icon on the LCD display.

2. Run your print job.

3. Press the button. The printer automatically feeds the paper to the cutter guide.

4. If necessary, adjust the cutting position by pressing the or Paper Feed buttons.

5. Press the Paper Source button until you see the icon on the LCD.

6. Press and hold the button for 3 seconds. The paper is cut.
Printing Trim Lines

You can print trim lines on the right edge of your pages (if you’re using auto cut) or on the right and bottom edge (if you’re not using auto cut). Follow these steps:

1. Press the Menu button.
2. Press the Menu button again to select the Printer Setup menu and highlight PLATEN GAP.
3. Press the button to highlight PAGE LINE.
4. Press the Menu button.
5. Press the button to highlight ON.
6. Press the button to save the setting. An asterisk appears next to ON.
7. Press the Pause button to exit the menu.

You can also specify trim lines from your printer driver software. For instructions, see page 90 (Mac OS X) or page 105 (Windows).

Using Cut Sheet Paper

You can print on many types of cut sheet paper and other media. The printer accepts sheets ranging from letter size to 24 inches wide (7800) or 44 inches wide (9800).

You can leave your roll paper on the spindle when you print on cut sheets; make sure it is removed from the paper path and rolled up.

If you’re using stock thicker than 19 mil (0.5 mm), load it as described on page 67.

If you’re loading small sheets or fine art paper, see page 66.
Loading Cut Sheets

Follow these steps to load cut sheet paper.

1. Make sure the printer is on and the roll paper cover is closed.

2. Press the \( \text{Paper Source} \) button until the \( \text{icon} \) appears on the LCD display.

3. Push the paper lever back to the released position.

4. Feed the sheet into the paper slot. Make sure the right and bottom edges of the paper are straight and aligned with the scale on the printer.

5. Pull the paper lever forward, to the secured position.

6. Press the \( \text{Pause} \) button. The sheet feeds into printing position automatically and \textit{READY} appears on the control panel.

7. Print your page. After it is finished, the sheet stays in the printer.

8. To remove your print, press the \( \text{Eject} \) button or release the paper lever.

\textbf{Tip:} You can also load cut sheet paper without releasing the paper lever. This method is recommended for small sheets or fine art paper.

\textbf{Note:} For heavy paper, you may need to increase the suction by pressing the \( \text{Up} \) button. This helps hold the paper in place during loading and printing.

For lightweight paper, decrease the suction by pressing the \( \text{Down} \) button.

\textbf{Caution:} To avoid damaging the printer, never move the paper lever during printing, or while the \( \text{Power} \) or \( \text{Pause} \) light is flashing.
Loading Small Cut Sheets or Fine Art Paper

You can load paper without releasing the paper lever. This prevents scratching that might damage fine art paper, and is also easier, especially when you are loading small sheets.

1. Make sure the printer is on and the roll paper cover is closed.

2. Press the Paper Source button until the icon appears on the LCD display.

3. Make sure the paper lever is in the locked position.

4. Feed the sheet into the paper slot. Make sure the right edge of the paper is straight and aligned with the scale on the roll paper cover.

5. Press the Pause button. The sheet feeds into printing position automatically and READY appears on the control panel.

6. Print your page. After it is finished, the sheet stays in the printer.

7. To remove your print, press the button.
Printing on Posterboard

You can print on Epson Enhanced Matte Posterboard or other heavy stock up to 30 × 40 inches (9800) or 24 × 30 inches (7800). Follow these instructions when you print on posterboard or other media more than 19 mil (0.5 mm) thick.

1. Set the paper basket to catch your printouts in front of the printer. See pages 71 or 72 for instructions.

2. Make sure no other paper is loaded for printing. You can leave roll paper on the spindle, but make sure you wind it up fully.

3. Press the Paper Source button until the icon appears on the LCD display.

4. Push the paper lever back to the released position.
5. Open the front cover. (The cover has special tabs that act as paper supports when the cover is open.)

6. Feed the posterboard into the paper slot until it meets resistance.

7. Align the board with the scale on the roll paper cover.

**Note:** If you’re using stock more than 39 inches long, load it long-edge first, in landscape orientation (9800 only).
8. Pull the paper lever forward, to the locked position. Then close the front cover.

9. Press the Pause button. The board feeds into printing position automatically and READY appears on the control panel.

10. Print your page. After it is finished, the posterboard stays in the printer.

11. To remove the print, hold it while releasing the paper lever.

---

**Note:** If you notice head strikes on your prints, make sure your paper is flat. If so, try changing the platen gap setting to WIDE. If that doesn’t solve the problem, try changing it to WIDER.

---

**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. STANDARD is the default setting. 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 LCD display.

2. Press the Menu button again to select the Printer Setup menu and highlight PLATEN GAP.

3. Press Menu again. STANDARD is highlighted as the current setting.

4. Use the ▲ and ▼ buttons to change the setting. (STANDARD is the default setting; you can also choose NARROW, WIDE, WIDER, or WIDEST.)

5. Press the button to save the setting. An asterisk appears next to the selected setting.
6. Press the Pause button to exit the menu.

If you've selected a non-standard platen gap, the following symbols appear in the corner of the display to remind you of the narrow or wide setting:

- **Widest**
- **Wider**
- **Wide**
- **Narrow**

When you switch media, don’t forget to change the setting back to STANDARD.

If you’re printing on non-Epson media and not using the Epson driver, you may also need to create a paper configuration to optimize your results. See page 75 for more information.

### Using the Paper Basket

The paper basket attaches to your printer and catches your printouts as they come out. The basket keeps your printouts from getting dirty or scratched. You can set it up either to catch the paper under the printer or in front of the printer. Follow the instructions on page 71 for the Epson Stylus Pro 7800 or page 72 for the 9800.
Catching Printouts From the Epson Stylus Pro 7800

To catch printouts in front of the printer, pull the paper basket forward as shown below. Use this method for posterboard or any prints that are 36 inches or more in length.

To catch printouts under the printer, lift the basket up as shown:
If the basket is loose, tighten it as shown:

Catching Printouts in Front of the Epson Stylus Pro 9800

Follow the steps below to set up the basket in front of the printer. Use this method for posterboard or any prints that are 62 inches or more in length.

1. If you are using the paper guides, make sure they are in front of the basket, as shown below.

2. Slide the upper metal rods all the way in. Then push the lower rods down, so that they rest on the floor.
3. Make sure the surface of the basket is taut. If there is any slack, the paper may not slide properly to the floor.

Catching Printouts Under the Epson Stylus Pro 9800

Follow these steps to catch printouts under the printer:

1. Remove the metal rod from the upper basket hooks.

2. Pull the upper hooks out all the way, and place the metal rod back on the hooks.
3. Hook the basket rings on the upper hooks.

Note: If printouts on matte paper have banding, pull the paper guides forward.

4. If you are using the paper guides, squeeze the guides and push them back as shown:
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 on page 75.

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 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 until CUSTOM PAPER is highlighted.

2. Press Menu to display PAPER NUMBER.

3. Press Menu, then press the ▲ button to select a paper configuration number (1 to 10). Press the ◄ button to save the number setting.

4. Press the ▼ button, then the ▼ button to highlight PLATEN GAP. Press Menu, then press the ▼ button to highlight NARROW, STANDARD, WIDE, or WIDER. The STANDARD setting is recommended for most paper types. Press ◄ to save the setting.

5. Press the ▼ button, then the ▼ button to highlight THICKNESS PATTERN.

6. Press Menu, then press ◄ to print the paper thickness pattern. A pattern similar to the following is printed:

   ![Pattern Image]

   Smallest gap

Note: Paper configurations are needed only for non-Epson media.
7. 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.

After printing the pattern, **THICKNESS NUMBER** is highlighted.

8. Press the ▼ button to select the number that you noted in step 7, then press ●.

9. Press the ◀ button, then the ▼ button for the menu options shown below. Make any adjustments, as needed, and press ● to save each setting.

You can also make similar settings using the printer driver software. For instructions, see page 87 (Mac OS X) or page 111 (Windows).

- **CUT METHOD** lets you decrease the cutting blade pressure for thinner media, or adjust the speed for thick media. You may need to experiment to determine the cleanest cut for your paper.

- **PPR FEED ADJUSTMENT** helps eliminate banding. Choose a lower value if you see white lines on your prints, or a higher value if you see dark lines.

- **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 (under 12 lb), such as drafting paper or backlight film.

- **M/W ADJ** adjusts the intensity of the MicroWeave® pattern. This improves print quality, but lowers printing speed.

10. When done, press the ■ Pause button.

After you create paper configurations, you can use the **TEST PRINT** menu to print out a list of paper numbers showing the settings for each one.
Printing Your Paper Configurations

You can print a list showing the settings for all your paper configurations. This makes it easy to select the configuration you want for a particular type of paper.

1. Press the ► Menu button, then press the ▼ button to highlight TEST PRINT. Press Menu again.

2. Press the ▼ button until CUSTOM PAPER is highlighted, then press Menu.

3. Press the ← button to print your custom paper configurations.

Selecting 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 CUSTOM PAPER.

2. Press Menu. PAPER NUMBER is highlighted.

3. Press Menu, 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 ← button. The configuration number you selected is displayed on the LCD with an asterisk.

5. Press the Pause button to exit the menu.
Your Epson Stylus Pro 7800 or 9800 comes with drivers and utilities that let you print and manage print jobs. For the best black and white photography output, the Epson driver offers an Advanced Black and White Photo mode.

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.

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.

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 advanced print options, including color management and paper configuration settings
- Choosing roll paper options
- Creating a custom preset and printing
- Choosing advanced black and white photo settings
- Managing print jobs
- Checking printer status

Tip: Check the Epson Pro Graphics website at http://prographics.epson.com for updated drivers and utilities that may become available.
Choosing Page Setup Options

Before you print, make sure you have installed the Epson printer driver and utilities from the CD-ROM. You also need to configure your connection and set up the printer in the Printer Setup Utility. For instructions on installing and configuring the printer driver, see page 43.

Page Setup options let you 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.

1. Open the file you want to print and select Page Setup in your application. You see this screen:

   ![Page Setup Screen](image)

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

2. Open the Format for drop-down menu and select your printer.

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

   If you need more information about print options, click the Help button.

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

Note: If your application has margin settings, make sure they’re turned off for 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.
3. 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 7.
- If you’re using roll paper, Epson recommends that you create a custom paper size to make the best use of your paper. See page 82 for instructions.

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.
- **Maximum** reduces the bottom margin (available for printing on plain paper sheets only).
- **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.
3-82 | Printing with Epson Drivers for Macintosh

- **Roll Paper - Banner** prints a series of continuous images without any margin space between them, but with normal side borders.

- **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 - Borderless Banner** prints a series of continuous borderless images without space between them.

- **Roll Paper** prints on roll paper with the standard printable area.

4. 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 7.)

   In Mac OS X 10.3, choose **Custom Paper Size** from the **Settings** menu.

   ![Custom Page Sizes](image)

   **Note:** If you’re printing on roll paper, make sure you set the bottom margin to 0.55 inch or less. To center your image on the page, make the top and bottom margins the same.

5. Click the + (plus sign), give your paper size a name, and define its size and margins. Then click OK.

   In Mac OS X 10.3, click **New** instead of +, and **Save** instead of OK.

6. Select **Page Attributes** from the **Settings** drop-down menu if necessary. Select your new paper size from the **Paper Size** drop-down menu.
7. Choose the appropriate **Orientation** and **Scale** for printing.

8. Click **OK**. Then continue with the instructions in the next section to select additional settings for printing.

**Choosing Basic Print Options**

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 advanced settings for more control over your printer and color management options, as described on page 87.

1. Select **Print** in your application. You see the screen shown below:

![Print Settings Screen](image.png)

2. Choose your printer from the Printer menu.

3. Select **Print Settings** from the **Copies & Pages** drop-down menu.
You see this screen:

4. Select the **Media Type** that corresponds to the paper you are printing on. 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.

The settings followed by (250) are for roll paper or selected sheets that are 17 inches wide or wider. Choose a setting without the (250) designation when you print on smaller sheets. For PremierArt Water Resistant Canvas for Epson, choose the **Watercolor Paper - Radiant White** setting.

If your paper is not listed, check the instructions included with the paper, or look on the Epson web site (http://prographics.epson.com). 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.

**Note:** Check the web site (http://prographics.epson.com) or your authorized Epson dealer for other media that may be available.
5. For the Color setting, select **Color** for any type of photographic printing. Choose **Advanced B&W Photo** if you are printing black and white photos using this unique printer technology on select paper types. See page 94 for more information. (For paper types that don’t support this option, print black and white photos with the **Color** setting.)

Select **Black** only if you’re printing line drawings or other non-photographic images.

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 a **Quality/Speed** slider appears, set it according to the priorities of your print job.

You can choose one of the mode settings shown at the left in the drop-down menu:

The **EPSON Vivid** setting produces vivid blue and green tones in printouts. Because this setting reproduces blue and green tones that cannot be displayed by your monitor, your printouts may differ from the screen images when this option is selected.

The **Charts and Graphs** setting intensifies colors and lightens the midtones and highlights of an image. Use this setting for presentation graphics, such as charts and graphs.

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

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

- Click **Custom** to choose one of the settings shown at the left in the drop-down menu.

The **Advanced Photo** setting lets you print at 2880 dpi, the highest resolution available.

The **ColorSync** setting applies color management based on the printer’s ICC profile, using the perceptual rendering intent. In most cases, you will get better results by applying color management in your application, rather than in the printer driver.

- Click **Advanced Settings** to access additional options, as described on the following page.
7. Choose one of the following Print Quality settings:

- Draft
- Normal - 360dpi
- Fine - 720dpi
- SuperFine - 1440dpi
- SuperPhoto - 2880dpi

8. Choose any of the following:

- 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.)

Continue with the instructions in the next section to select color management settings. If you are using the color management settings in Photoshop or another application, it is very important to turn off color management in the printer driver, as described on page 87.
Choosing Color Management Options

Follow these instructions to use color management in the printer driver.

1. Select **Printer Color Management** from the drop-down menu, then click **Advanced Settings**. You see this screen:

   ![Printer Color Management Settings](image)

   - **Color Controls** to choose from four Color Adjustment modes and from three Gamma settings. Click the arrow next to **Advanced Settings** to specify individual values for brightness, contrast, saturation, and CMY inks.
   - **ColorSync** for mapping colors to your printer’s profile. In most cases, you will get better results by applying color management in your application, rather than in the printer driver. If you choose this setting, you can choose ColorSync from the drop-down menu and choose filters or other settings.
   - **(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 other software applications.

2. Select one of the following settings:
   - Color Controls
to choose from four Color Adjustment modes and from three Gamma settings. Click the arrow next to Advanced Settings to specify individual values for brightness, contrast, saturation, and CMY inks.
   - ColorSync for mapping colors to your printer’s profile. In most cases, you will get better results by applying color management in your application, rather than in the printer driver. If you choose this setting, you can choose ColorSync from the drop-down menu and choose filters or other settings.
   - (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 other software applications.
Choosing Paper Configuration Options

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

1. Select Paper Configuration from the drop-down menu. You see this screen:

   ![Paper Configuration Screen](image)

   - **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.

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**
   - **Drying Time per Print Head Pass**
   - **Paper Feed Adjustment**
   - **Paper Thickness**
• **Paper Suction** lets you decrease the paper suction level when printing on thinner papers (less than 12 lb), such as CAD drafting paper.

• **Cut Method** decreases the cutting blade pressure for thinner media, or adjusts the speed for thick media. You may need to experiment to determine the best setting for your paper.

• **Platen Gap** lets you fine-tune the setting for various paper thicknesses.

### Choosing Roll Paper Options

If you are printing on roll paper, make sure you choose one of the roll paper options as the **Paper Size** setting, as described on page 80. In addition, you need to check these settings for various cutting and feeding options.

1. Select **Roll Paper Option** from the drop-down menu. You see this screen:
2. Choose one of the following Auto Cut settings:
   - **Normal Cut** allows margin space at the top and bottom of each image.
   - **Double Cut** extends the space between the images and trims each print individually. This provides the cleanest edge for borderless printing.
   - **Single Cut** causes the images to be printed end-to-end and saves paper. With borderless printing, you may see a sliver of the previous or next image.
   - **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 63 for instructions on using the button to operate the cutter. See page 57 for a list of media that are not recommended for use with the built-in cutter.

3. Select either of the following options:
   - **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 Roll Paper (Banner) as the Paper Source.

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

**Borderless Printing**

For true borderless printing on roll paper, you can select either Auto Expand or Retain Size and create a custom paper size, as described on page 82. Your image may be clipped on the left and right edges, but you can minimize clipping by sizing your image according to the page width and by adjusting the length.

For either setting, you should add 0.1 inch to the length of your custom size.
The Auto Expand setting provides the best solution for borderless printing with minimal image clipping. Using this setting, you can create a custom paper width equal to the width of the roll media. If you use the Retain Size setting, you should create a custom paper width slightly wider than the actual width of the media.

The following table shows recommended image widths (in inches) for borderless printing using either the Auto Expand (Standard) or Retain Size setting:

*Non-Epson roll media widths

<table>
<thead>
<tr>
<th>Roll paper width</th>
<th>Image width (with Auto Expand)</th>
<th>Image width (with Retain Size)</th>
<th>Custom Paper Size (for Retain Size only)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.3</td>
<td>8.06</td>
<td>8.35</td>
<td>8.3</td>
</tr>
<tr>
<td>10</td>
<td>9.7075</td>
<td>10.34</td>
<td>10.23</td>
</tr>
<tr>
<td>12*</td>
<td>11.8</td>
<td>12.34</td>
<td>12.23</td>
</tr>
<tr>
<td>14*</td>
<td>13.8</td>
<td>14.34</td>
<td>14.23</td>
</tr>
<tr>
<td>16</td>
<td>15.8</td>
<td>16.34</td>
<td>16.23</td>
</tr>
<tr>
<td>17</td>
<td>16.8</td>
<td>17.34</td>
<td>17.23</td>
</tr>
<tr>
<td>24</td>
<td>23.8</td>
<td>24.25</td>
<td>24.23</td>
</tr>
<tr>
<td>36</td>
<td>35.8</td>
<td>36.25</td>
<td>36.23</td>
</tr>
<tr>
<td>44</td>
<td>43.8</td>
<td>44.25</td>
<td>44.23</td>
</tr>
</tbody>
</table>

* Non-Epson roll media widths

Make sure you set the margins to zero when printing a custom page size for borderless printing.
To control the amount of expansion (with the Auto Expand setting), select Expansion 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 91 work with the Standard Expansion setting. If you use the slider to adjust the amount of expansion, you can calculate the image width as follows:

- Using the Min setting, subtract 0.125 inch from the media width to determine the image width.
- Using the Max setting, subtract 0.415 inch from the media width to determine the image width.
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.

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.

   You see the following:

   ![Save Preset dialog box](image)

3. Type a name, and click OK.

4. When you’re ready to print, click the Print button.

   See page 96 for instructions on monitoring your print job.
Choosing Advanced Black and White Photo Settings

Advanced Black and White Photo mode allows you to easily produce neutral and toned black-and-white prints using your Epson driver. This mode offers an alternative black and white workflow with settings for more advanced 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 certain media types.

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

![Print Settings Screen](image)

   - **Printer:** Stylus Pro 7800
   - **Presets:** Standard
   - **Page Setup:** Roll Paper
   - **Media Type:** Premium Luster Photo Paper (250)
   - **Color:** Advanced B&W Photo
   - **Mode:**
     - **Automatic**
     - **Custom**
     - **Advanced Settings**
   - **Print Quality:**
     - **SuperFine – 1440dpi**
     - **Super MicroWeave**
     - **High Speed**
     - **Flip Horizontal**
     - **Finest Detail**
   - **Color Toning:** Neutral

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.


**Note:** If you are printing from Photoshop, make sure you do not use Photoshop’s color management settings when using Advanced Black and White Photo mode. There are no profiles associated with this screening and color management technology.

**Note:** If Advanced Black and White Photo is not available for your media type, you may need to change your black ink cartridge. See page 132 for more information.
5. Select Printer Color Management from the drop-down menu. You see this screen:

6. 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** and **Highlight Tonality** allow 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 lower.

Highlight Point Shift helps to reduce gloss differential by adding density to the highlights of your image.

The tone color circle adjusts the hue of your black and white print. Click on any portion of the color wheel or enter corresponding values to customize the tone (hue) to add to your print. The closer you select to the edge of the wheel, the more color you will add.

Preview approximates the image tone based on your settings. Note that this preview always shows the same image and is not color managed. It provides a level of feedback as you make changes.

Managing Print Jobs

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

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

### Checking Ink Levels and the Maintenance Tank

The Epson Printer Utility lets you check the levels of ink in the printer and the level of the maintenance tank (7800) or tanks (9800). You can also run maintenance utilities from this screen. See pages 122 to 123 for instructions.

1. Double-click the **Applications** folder on your hard drive.
2. Double-click **EPSON Printer Utility**.
3. Select your printer and click **OK**. You see the Epson Printer Utility menu:

   ![Epson Printer Utility Menu](image)

   - **EPSON StatusMonitor**: Use this utility to automatically check for errors and also check the level of ink remaining.
   - **Nozzle Check**: Use this utility if gaps or faint areas appear in your printout.
   - **Head Cleaning**: Use this utility if your print quality declines or the Nozzle Check indicates clogged nozzles.
   - **Print Head Alignment**: Use this utility if misaligned vertical lines appear in your printout.
   - **EPSON LFP Remote Panel**: Use this utility to optimize your printer.
   - **Print Assistant**: Start Print Assistant.

**Note:** You can also cancel a print job by pressing the **Pause** button on the printer and holding it for at least 3 seconds.

7800-9800Guide.book Page 97 Monday, April 10, 2006 11:59 AM
4. Click the **EPSON StatusMonitor** icon.

The software checks the amount of ink in the printer and maintenance tank(s) and displays the StatusMonitor window:

![StatusMonitor Window](image)

5. To recheck the ink levels, click the **Update** button. To close the Status Monitor, click **OK**.
Chapter 4: Printing with Epson Drivers for Windows

Your Stylus Pro 7800 or 9800 comes with drivers and utilities that let you print and manage print jobs. For the best black and white photography output, the Epson printer driver offers Advanced Black and White Photo mode.

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.

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.

This chapter includes the following information:

- Choosing basic print options
- Choosing paper and layout options
- Choosing advanced print options
- Managing print jobs

**Tip:** Check the Epson Pro Graphics website at http://prographics.epson.com for updated drivers and utilities that may become available.
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 advanced settings for more control over your printer and color management options, as described on page 110.

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 button. Or, if you see a Setup, Printer, or Options button, click it instead. Then click Properties on the next screen. You see a window like the following:

![EPSON Stylus Pro 7800 Properties](image)

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

Note: If you need more information about print options, you can click the Help button on any screen.
3. Select a Media Type setting that corresponds to the paper you are printing on. 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.

The settings followed by (250) are for roll paper or selected sheets that are 17 inches wide or wider. Choose a setting without the (250) designation when you print on smaller sheets. For PremierArt Water Resistant Canvas for Epson, choose the Watercolor Paper - Radiant White setting.

If your paper is not listed, check the instructions included with the paper, or check the Epson web site (http://prographics.epson.com). If you are using non-Epson media, choose the closest setting. You may have to experiment with different settings to determine which one is best for the media you're using.

4. For the Color setting, select Color for any type of photographic printing. Choose Advanced B&W Photo if you are printing black and white photos on certain paper types. (For paper types that don’t support this option, print black and white photos with the Color setting.) Select Black only if you’re printing line drawings or other non-photographic images.

See page 112 for more information about advanced black and white photo printing.

5. 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 a Quality/Speed slider appears in the Mode box, set it according to the priorities of your print job.

You can choose one of the mode settings shown at the left in the drop-down list:

The EPSON Vivid setting produces vivid blue and green tones in printouts. Because this setting reproduces blue and green tones that cannot be displayed by your monitor, your printouts may differ from the screen images when this option is selected.
The **Charts and Graphs** setting intensifies colors and lightens the midtones and highlights of an image. Use this setting for presentation graphics, such as charts and graphs.

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

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

- Click **Custom** to choose one of the settings shown at the left in the drop-down list.

The **Advanced Photo** setting lets you print at 2880 dpi, the highest resolution available.

The **PhotoEnhance™** setting allows you to correct noise and other problems common to digital camera images and automatically select 1440 dpi.

Click Custom, then click the **Advanced** button to turn off color management in the printer driver (if your application performs color management) or access additional settings, as described on page 109.

6. When you’re finished choosing print options, click the **Paper** tab and follow the instructions in the next sections for choosing paper and layout options.
Choosing Paper and Layout Options

You can select a variety of settings, such as orientation and sizing your image. Follow the instructions below to select settings for roll paper, or the instructions on page 107 for cut sheets.

Choosing Roll Paper Options

Follow these steps to print on roll paper and select settings for borderless printing and automatic cutting:

1. On the Properties window, click the Paper tab. You see this window:

![Paper tab window](image)

2. Select Roll Paper or Roll Paper (Banner) as the Paper Source setting.

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

3. If you want to print without margins, click Borderless. Note that borderless printing takes longer than normal printing. See page 106 for more information about borderless printing.
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. Choose Min for the least amount of image expansion (with a chance that there will be small borders around the edges) or Max for the greatest amount of expansion (some of the image will be cut off around the edges, but it will extend to the edge of the paper).

- **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 106 for more information about borderless printing.

4. Choose one of the following Auto Cut settings:

- **Off** disables automatic cutting. Choose this setting if you want to operate the cutter manually, print multiple print jobs without cutting, or print on heavy media that must be cut by hand. See page 63 for instructions on operating the cutter manually.

- **Single Cut** causes the images to be printed end-to-end and saves paper. With borderless printing, you may see a sliver of the previous or next image.

- **Normal Cut** allows margin space at the top and bottom of each image.

- **Double Cut** extends the space between images and trims each print individually. This provides the cleanest edge for borderless printing.

5. Select the size of your image as the paper size.

**Tip:** Creating a user-defined paper size generally lets you make the best use of your roll paper.
To make the best use of your roll paper, creating a custom paper size is recommended. Select User Defined. You see this screen:

![User Defined Paper Size](image)

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

6. If you are printing with margins, set the following options in the Roll Paper Option box:

- **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.

- **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 Paper Source.

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

7. Make the settings you want for Copies and Orientation.

8. If you want to reduce or enlarge your image, click the Layout tab. See page 108 for more information.

9. When you're finished, click OK.
Borderless Printing

For true borderless printing on roll paper, you can select either Auto Expand or Retain Size and create a custom paper size, as described on page 104. Your image may be clipped on the left and right edges, but you can minimize clipping by sizing your image according to the page width and by adjusting the length.

For either setting, you should add 0.1 inch to the length of your custom size.

The Auto Expand setting provides the best solution for borderless printing with minimal image clipping. Using this setting and the Retain Size setting, you can create a custom paper width equal to the width of the roll media.

The following table shows recommended image widths (in inches) for borderless printing using either the Auto Expand (Standard) or Retain Size setting:

Recommended image widths (in inches) for borderless printing

<table>
<thead>
<tr>
<th>Roll paper width</th>
<th>Image width (with Auto Expand)</th>
<th>Image width (with Retain Size)</th>
<th>Custom Paper Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.3</td>
<td>8.06</td>
<td>8.35</td>
<td>8.3</td>
</tr>
<tr>
<td>10</td>
<td>9.7075</td>
<td>10.25</td>
<td>10</td>
</tr>
<tr>
<td>12*</td>
<td>11.8</td>
<td>12.25</td>
<td>12</td>
</tr>
<tr>
<td>14*</td>
<td>13.8</td>
<td>14.25</td>
<td>14</td>
</tr>
<tr>
<td>16</td>
<td>15.8</td>
<td>16.25</td>
<td>16</td>
</tr>
<tr>
<td>17</td>
<td>16.8</td>
<td>17.25</td>
<td>17</td>
</tr>
<tr>
<td>24</td>
<td>23.8</td>
<td>24.25</td>
<td>24</td>
</tr>
<tr>
<td>36</td>
<td>35.8</td>
<td>36.25</td>
<td>36</td>
</tr>
<tr>
<td>44</td>
<td>43.8</td>
<td>44.25</td>
<td>44</td>
</tr>
</tbody>
</table>

* Non-Epson roll media widths
The widths shown in the table on page 106 work with the Standard Expansion setting. If you use the slider to adjust the amount of expansion (as described on page 104), you can calculate the image width as follows:

- Using the Min setting, subtract 0.125 inch from the media width to determine the image width.
- Using the Max setting, subtract 0.415 inch from the media width to determine the image width.

**Choosing Cut Sheet Paper Options**

1. On the Properties window, click the Paper tab. You see this window:

2. Select Sheet as the Paper Source setting.

3. If you want to print to the edges of the page, click Borderless. 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, as described on page 103.
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.

4. Select the **Paper Size** loaded in the printer.

5. Select the **Orientation** you want.

6. If you want to reduce or enlarge your image, click the **Layout** tab. See the next section for more information.

7. After making your settings, click **OK**.

### Choosing Layout Options

You can print a poster-size image, even if your application does not support poster printing. Follow these steps to reduce or enlarge your image:

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

![Properties window with Layout tab selected](image)

2. Click **Reduce/Enlarge** to have the driver resize your image.
You can select Fit to Page or select Custom and enter a scaling percentage.

3. If you are enlarging your image beyond the limits of your application program, click Optimize Enlargement. 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 the original image and the print size, you may see reduced quality in the print.

Choosing Advanced Print Options

The advanced settings give you complete control over your printing environment. 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 on page 110.

1. Follow the steps on page 100.

2. Click Custom, then click Advanced. You see a window like the following:
3. If necessary, you can change your Media Type and Color settings.

4. Choose one of the following Print Quality settings:
   - Draft
   - Normal - 360dpi
   - Fine - 720dpi
   - SuperFine - 1440dpi
   - SuperPhoto - 2880dpi

5. Choose any of the following:
   - High Speed for fast, bidirectional printing at lower quality.
   - 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.)
   - Edge Smoothing to improve the quality of low-resolution images.

6. Choose one of the following Color Management settings:
   - Color Controls lets you specify individual values for adjusting brightness, contrast, saturation, and CMY inks, or choose from the four Color Control modes. You can also choose from three Gamma settings, which control image contrast by modifying the midtones and midlevel grays.
   - PhotoEnhance allows you to correct noise and other problems common to digital camera images.
   - 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.
   - ICM adjusts colors based on the printer’s ICC profile, using the Image Color Matching system and the printer’s Epson Standard profile. In most cases, you will get better results by applying color management in your application, rather than in the printer driver.

7. If you are using non-Epson media and you need to fine-tune its performance, click the Paper Config button.
You see the following:

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.
- **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.
- **Cut Method** decreases the cutting blade pressure for thinner media, and adjusts the speed for thick media. You may need to experiment to determine the best setting for your paper.

**Note:** You may need to change the Color Density setting if your custom profile was created to optimize D-max and color gamut.
Platen Gap lets you fine-tune the setting for various paper thicknesses.

8. When you finish setting Paper Configuration options, click OK.

9. Click Save Settings on the Advanced window if you want to have your advanced settings available for reuse. Then type a name for the group of settings and click Save. The name is added to your list of custom settings.

10. When you’re finished setting advanced printer options, click OK.

Choosing Advanced Black and White Photo Settings

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 available only when printing on certain media types.

1. On the Main tab, choose the Media Type setting for your paper.

**Note:** If you are printing from Photoshop, make sure you do not use Photoshop’s color management settings when using Advanced Black and White Photo mode. There are no profiles associated with this screening and color management technology.
2. Choose **Advanced B&W Photo** as the Color setting.

3. Click **Custom**, then click **Advanced**. You see this screen:

![Advanced settings](image)

4. You can adjust the following advanced black and white photo 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** and **Highlight Tonality** allow you to control tonality only in the shadow or highlight areas of your image.

**Note:** If Advanced Black and White Photo is not available for your media type, you may need to change your black ink cartridge. See page 132 for more information.
114 | Printing with Epson Drivers for Windows

- **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.
- The tone color circle click adjusts the hue of your black and white print. Click on any portion of the color wheel or enter corresponding values to customize the tone (hue) to add to your print. The closer you select to the edge of the wheel, the more color you will add.
- **Preview** approximates the image tone based on your settings. Note that this preview always shows the same image and is not color managed. It provides a level of feedback as you make changes.

**Managing Print Jobs**

Your printer comes with several 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.

**Using the Progress Meter**

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

*Note:* You can also cancel a print job by pressing the Pause button on the printer and holding it for at least 3 seconds.
You can use the buttons to cancel, pause, or restart 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 following section for instructions.

Setting Monitoring Preferences and Optimizing Print Speed

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

1. Do one of the following:
   - **Windows XP**: Click Start and select Printers and Faxes. Right-click your printer icon and select Printing Preferences.
   - **Windows 2000**: Click Start, point to Settings, then select Printers. Right-click your printer icon and select Properties, Document Defaults, or Printing Preferences.

2. Click the Utility tab, then click the Speed & Progress button. You see the Speed & Progress window:

   ![Speed & Progress utility](image)

   **Note:** If you want to disable display of the progress meter during printing, you can click the Show Progress Meter checkbox to deselect it.
3. 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.

- **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.
4. Click the Monitoring Preferences button. You see the Monitoring Preferences window:

5. Select the notification options you want to use if various printing events occur.

6. 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.

7. Select Allow monitoring of shared printers if your printer is shared and you want to let other users monitor it.

8. Click OK to save your settings.

9. Click OK to close the Speed & Progress window and return to the Utility menu. Then click OK again to exit the Printers utility.
Chapter 5: Maintaining and Transporting the Printer

The Epson Stylus Pro 7800/9800 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
- Changing the date and time
- Performing additional maintenance tasks
- Replacing the paper cutter blade
- Replacing the maintenance tank
- 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. For more information, see the electronic Reference Guide included on the CD-ROM that came with your printer.
Checking Printer Status and Part Life

Using the control panel, you can check the amount of ink remaining, the total number of prints, and the status of your cutter blade, maintenance tank, and other printer parts. You can print out a status check or view the printer’s status on the LCD display.

Printing Status Information

The status check sheet shows some of the current default settings, the amount of ink remaining in each cartridge, the page count, and the status of various printer parts.

Follow these steps to print the status check sheet:

1. Make sure paper is loaded in the printer.
2. Press the Menu button.
3. Press the ▼ button to highlight TEST PRINT, then press Menu.
4. Press ▼ to highlight STATUS SHEET, then press Menu. You see PRINT.
5. Press ◄ to start printing.

The amount of ink left or the component life is indicated as follows:

- E*****F = 100–81% of ink or service life remaining
- E**** F = 80–61%
- E*** F = 60–41%
- E** F = 40–21%
- E* F = 20–11%
- % = less than 10% of ink or service life remaining

Note: You can replace the ink cartridges, cutter blade, and maintenance tank yourself. Other printer parts need to be replaced by an authorized Epson service technician.
Viewing Status Information

To view printer status information instead of printing it, follow these steps:

1. Press the Menu button.

2. Press the ▼ button until PRINTER STATUS is highlighted, then press Menu.

3. Do one of the following:
   - To check the firmware version, press Menu again. When done, press the ▼ button.
   - To check the number of pages that can be printed with each ink cartridge, press ▼ to highlight PRINTABLE PAGES, then press Menu. Press ▼ to view the number of pages remaining for each cartridge. When done, press the ▼ button.
     This option must be enabled using maintenance mode on the printer’s control panel. See page 136 for instructions.
   - To check the amount of ink left, press ▼ to highlight INK LEVEL, then press Menu. The status of the first cartridge is displayed, using the E*****F symbols described on page 120. Continue pressing ▼ to see the status of the remaining cartridges. When done, press the ▼ button.
   - To check how much of the maintenance tank has been used, press ▼ to highlight MAINTENANCE TANK, then press Menu. The status of the tank is displayed, using the E*****F symbols described on on page 120. As the tank is filled, the percentage drops. When done, press the ▼ button.
   - To check the amount of ink used (in milliliters) and paper used (in centimeters), press ▼ to highlight USAGE COUNT, then press Menu. Clear this setting with the CLEAR USAGE COUNT option.

You can change the units of measurement from centimeters to inches and feet using maintenance mode on the printer’s control panel. See page 136 for instructions.
To check job history, press ▼ to highlight JOB HISTORY, then press Menu. 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 the ▶ button.

To check the total number of prints, press ▼ to highlight TOTAL PRINTS, then press Menu. When done, press the ▶ button.

To check the status of other printer parts, press ▼ to highlight SERVICE LIFE, then press Menu. The status of the cutter is displayed, using the E*****F symbols described below. Continue pressing ▼ to see the status of the carriage motor, paper feed motor, print head, cleaning unit, and pressure motor. When done, press the ▶ button.

The status of the ink and printer parts is indicated with these symbols:

- E*****F = 100–81% of ink or service life remaining
- E**** F = 80–61%
- E*** F = 60–41%
- E** F = 40–21%
- E* F = 20–11%
- % = less than 10% of ink or service life remaining

4. Press the [Pause button to exit the menu.

For more information about the Printer Status menu, see your electronic Reference Guide.

**Note:** You can run a cleaning cycle by holding down the Menu button for three seconds. You can also use the printer’s menus to run a power cleaning cycle. See page 125 for details.

**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, the printer will automatically 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 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:

1. Make sure paper is loaded in the printer.

2. Do one of the following to access the printer utilities:
   - **Mac OS X**: Open the Epson Printer Utility in your Applications folder. Select your printer and click OK.
   - **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.
   - **Windows 2000**: Click Start, point to Settings, then select Printers. Right-click your printer icon and select Printing Preferences. Click the Utility tab.

   You see a menu like the following:

3. Select the Nozzle Check icon.

4. Click Auto and follow the instructions on the screen.
The nozzle check pattern is printed and automatically read. If the printer finds clogged nozzles, it runs a cleaning cycle.

If the nozzles do not clear after a few cleaning cycles, run a power cleaning cycle, as described on page 125.

**Using the Control Panel Menu**

Follow these steps to have the printer check the print head nozzles and clean them if necessary.

1. Press the Menu button.

2. Press the button until TEST PRINT is highlighted, then press Menu. NOZZLE CHECK is selected.

3. Press Menu, then press 🔄 to start printing the nozzle check pattern.

The nozzle check pattern is printed and automatically read. If the printer finds clogged nozzles, it runs a cleaning cycle.

**Manually Checking and Cleaning the Print Head**

If you turn off Auto Cleaning, you can print a nozzle check and manually examine it to determine whether any nozzles are clogged or deflected. Then you can run a cleaning cycle by pressing and holding the Menu button.

1. Press the Menu button. PRINTER SETUP is highlighted. Press Menu again.

2. Press the button until AUTO CLEANING is highlighted, then press Menu.

3. Press the ▼ to select OFF, then press 🔄 to save the setting.

4. Press the ◄ button twice.

5. Press ▼ to highlight TEST PRINT, then press Menu. NOZZLE CHECK is selected.

6. Press Menu, then press 🔄 to start printing the nozzle check pattern.
7. 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 by pressing and holding the Menu button for at least 3 seconds. Then print another nozzle check pattern to make sure the nozzles are clean.

**Running a Power Cleaning Cycle**

You can run a power cleaning cycle from the control panel if the normal cleaning process is not sufficient to clear the nozzles. However, the power cycle uses a large quantity of ink, so it is recommended only as a last resort.

The cartridges need to be at least 50% full to use power cleaning. 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 124.
2. Make sure the printer is ready and the red ink light on the printer’s LCD display is not on or flashing.
3. Press the Menu button.
4. Press the ▼ button until MAINTENANCE is highlighted, then press Menu.
5. Press the ▼ button until PWR CLEANING is highlighted, then press Menu. Press Menu again, then press ← to start the power cleaning.
6. Follow the instructions on the LCD display to raise or lower the ink levers.
7. When cleaning is finished and the Pause 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 Epson 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 124). 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 Epson Enhanced Matte paper or the paper that came with the printer.

2. Press the Menu button.

3. Press the ▼ button until HEAD ALIGNMENT is highlighted, then press Menu. PAPER THICKNESS is highlighted.

4. Press Menu. The STANDARD setting is selected by default. This is the correct thickness setting for most Epson papers.

5. Press ↩ to save the setting.

6. Press ◀, then press ▼ to highlight ALIGNMENT.
7. Press the Menu button to highlight AUTO, then press Menu again. UNI-D (uni-directional) is highlighted. This is the type of alignment to start with.

8. Press the \( \leftarrow \) button 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.

9. When the uni-directional alignment is finished, press the \( \downarrow \) button until BI-D 2-COLOR is highlighted. Then press the \( \leftrightarrow \) button to start the bi-directional black alignment process.

10. When the bi-directional black alignment is finished, press the \( \downarrow \) button until BI-D ALL is highlighted. Then press the \( \leftrightarrow \) button to start the alignment process.

11. When done, press the \( \square \) Pause button to exit head alignment mode.

If you want to fine-tune the automatic alignment process, you can perform a manual head alignment, as described in the electronic Reference Guide.

### Replacing Ink Cartridges

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 runs out, 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 display. The numbers below the ink icons on the LCD display correspond to the 8 ink cartridge slots on the printer. The icons show the percentage of ink remaining as follows:

- 100–81%  
- 80–61%  
- 60–41%  
- 40–21%  
- 20% or less  
- Ink low  
- Ink out  
- Cartridge error or no cartridge

Tip: You can store partially used ink cartridges for up to 6 months. If you do so, Epson recommends covering the openings with tape.
When the red ink light is flashing (and INK LOW appears on the LCD display), the indicated cartridge is almost out of ink. Make sure you have a replacement cartridge. When the light stays on and INK OUT is displayed, the cartridge is empty. You must replace the cartridge before you can continue printing.

You can install any combination of 110 ml and 220 ml cartridges.

Use the following UltraChrome K3 Epson ink cartridges:

<table>
<thead>
<tr>
<th>Slot no.</th>
<th>Cartridge</th>
<th>110 ml</th>
<th>220 ml</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Light Light Black</td>
<td>T562900</td>
<td>T563900</td>
</tr>
<tr>
<td>2</td>
<td>Light Magenta</td>
<td>T562600</td>
<td>T563600</td>
</tr>
<tr>
<td>3</td>
<td>Light Cyan</td>
<td>T562500</td>
<td>T563500</td>
</tr>
<tr>
<td>4</td>
<td>Light Black</td>
<td>T562700</td>
<td>T563700</td>
</tr>
<tr>
<td>5</td>
<td>Photo Black</td>
<td>T562100</td>
<td>T563100</td>
</tr>
<tr>
<td></td>
<td>Matte Black</td>
<td>T566800</td>
<td>T567800</td>
</tr>
<tr>
<td>6</td>
<td>Cyan</td>
<td>T562200</td>
<td>T563200</td>
</tr>
<tr>
<td>7</td>
<td>Magenta</td>
<td>T562300</td>
<td>T563300</td>
</tr>
<tr>
<td>8</td>
<td>Yellow</td>
<td>T562400</td>
<td>T563400</td>
</tr>
</tbody>
</table>

To ensure good results, use genuine Epson ink cartridges and do not refill them. Other products may cause damage not covered by Epson’s warranty.

Leave the empty 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.

You can purchase genuine Epson ink and paper from an authorized Epson reseller. To find the nearest reseller, call 800-GO-EPSON (800-463-7766). In the U.S., you can also purchase online at www.epsonstore.com. In Canada, you can also purchase at www.epson.ca or 800-807-7766.

Before you start, make sure the printer is powered on. Then follow these steps to replace an ink cartridge:

1. Note the color of the cartridge that is low or empty. This is the cartridge you need to replace.
2. Press the ink compartment covers to open them.

3. Raise the ink levers to the unlocked position.

**WARNING:** Do not shake the empty 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 empty ink cartridge from the printer. It’s a good idea to save your first set of empty 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.

6. Gently shake the cartridge before installing it.

**Note:** If you can’t insert the cartridge smoothly, you may have the wrong cartridge. Check the package and product code. If the ink light remains on after installing the cartridge, it may not be inserted fully.

7. Hold the cartridge with the arrow pointing toward the printer. Then insert the cartridge into the slot. Don’t force it in.
8. Lower the ink levers to their locked position.

![Image of the printer]

**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.

9. Close the ink compartment covers.

Once the cartridge is installed, the printer returns to its **READY** state.
Switching Black Ink Cartridges

You can switch the black ink from Photo Black to Matte Black or vice-versa. You will need to use the Black Ink Conversion Kit (included with your printer) and the new black ink cartridge (either Matte or Photo) that you want to convert to. The Conversion Kit includes three special cartridges (yellow, magenta, and cyan), which are used to reduce the amount of ink consumed in the conversion.

- 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 Premium Luster Photo Paper, Photo Semigloss Paper, Premium Semimatte Photo Paper, and so on.
- The Matte Black cartridge is optimized for printing photographic images on matte or fine art papers, such as Epson Enhanced Matte Paper 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 a significant quantity of ink, don’t switch cartridges more often than necessary.

Changing the black ink cartridge also consumes color ink. The amount of ink flushed through the printer varies, but approximately 88 to 117 ml of ink (all cartridges combined) is used. All cartridges should be at least 30% full before you begin the conversion process.

If MAINT TANK FULL or MAINT TANK NEAR FULL appears on the LCD, you need to replace the maintenance tank before you change black ink cartridges. See page 141 for instructions.

Draining the Old Ink

1. Make sure READY appears on the LCD display.

2. Press the Menu button.

3. Press the button until MAINTENANCE is highlighted, then press Menu.

4. Press the button to highlight BK INK CHANGE, then press Menu.
5. Press the ☐ button.

6. Follow the instructions on the LCD display to raise the ink levers.

7. When REMOVE ALL FOUR INK CARTRIDGES ON THE RIGHT SIDE appears, remove all four ink cartridges from the right ink compartment.

8. When INSTALL C/M/Y CONVERSION CARTRIDGES appears, insert the three conversion cartridges in the slots on the right ink compartment.

Note: If REPLACE CONVERSION CRTG appears, press the Pause button. Remove the old conversion cartridge(s) from the right ink compartment, and then insert the new conversion cartridge(s). Go to step 4 to start again.
9. When LOWER THE RIGHT INK LEVER appears on the LCD display, lower the ink lever on the right ink compartment. The printer starts draining ink and DRAINING INK XX% appears on the LCD display. Wait until draining is complete.

Installing the New Black Ink Cartridge

1. When draining is complete, RAISE THE RIGHT INK LEVER appears on the LCD. Raise the ink lever on the right ink compartment.

2. When REMOVE C/M/Y CONVERSION CARTRIDGES appears, remove the conversion cartridges from the slots on the right ink compartment.

3. When INSTALL ALL FOUR INK CARTRIDGES ON THE RIGHT SIDE appears, insert the cartridges in their specified slots, including the new black ink cartridge.
4. When **LOWER THE RIGHT INK LEVER** appears, lower the ink lever on the right ink compartment. Repeat this step for the left ink compartment.

5. When **RAISE THE RIGHT INK LEVER** appears, raise the ink lever on the right ink compartment. Repeat this step for the left ink compartment.

The printer starts charging ink. After a while, ink lever messages appear on the LCD display.

6. When a message appears on the LCD display, raise or lower the ink levers accordingly.

7. When **LOWER THE RIGHT INK LEVER AND CLOSE THE COVER** appears on the LCD display, lower the lever and close the cover. Then repeat this step for the left ink lever and cover.

### Updating the Printer Driver Information

After you have switched black ink modes, you need to update the driver information. Follow the instructions for your operating system.

- **Mac OS X**: Check the ink status using the Epson Printer Utility, following the instructions on page 97. Confirm that the correct black cartridge is displayed.

- **Windows**: Access the printer driver as described on page 100. On the Main tab, make sure that the correct ink cartridge is displayed.

If not, click the Utility tab and then the **Printer and Option Information** button.

![Printer and Option Information](image)

Select the cartridge you installed and click OK.
Changing the Date and Time

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

- Print a hex dump for diagnosing problems
- Change the language or units of measurements used on the printer’s control panel menus
- Enable the printable pages counter
- Change the default pressure setting for the automatic cutter
- Run a “super strong” cleaning cycle.
- Track the amount of roll paper remaining
- Enable power on roll paper feed
- Return all of the printer’s control panel settings to their default values
- Check ink information

Note: You can use the PRINTER SETUP menu to enable the roll paper counter, paper size check, and several other printer features. For more information, see your electronic Reference Guide.
Follow these steps to use maintenance mode:

1. Make sure the printer is turned off.

2. Press and hold the Pause button, then press the Power button and hold it until the printer turns on and displays MAINTENANCE.

3. Use the ▼ and ▲ buttons to select the settings described below. If you need to back up to the previous menu level, press the ◁ button.
   - To print a hex dump of data in the printer’s buffer, press the Menu button to display PRINT. Then press the ← button to print the 16-byte hex data in the left column and corresponding ASCII characters in the right column. Press the Pause button to print the last page.
   - To change the language on the LCD display, press the ▼ button to highlight LANGUAGE, then press Menu. Press the ▼ button until you see the language you want, then press ← to select it. The printer exits maintenance mode and returns to normal operation.
   - To enable remaining paper counter, press the ▼ button to highlight REMAINING PPR SETUP, then press Menu. Press the ▼ button to select ROLL, then press .
   - To change the units of measurement, press the ▼ button to highlight UNIT, then press Menu. Press the ▼ button to switch from METER to FEET/INCH, then press ← to select it. Press the ◁ button when done.
   - To change the default cutting pressure, press the ▼ button to highlight CUT PRESSURE, then press Menu to display 100%. Press the ▼ button to decrease the pressure, or the ▲ button to increase it (in 1% increments). Press ← to select the setting you want.
   - To run a super strong cleaning cycle, press the ▼ button to highlight SS CLEANING, then press Menu to display EXEC. Press ← to start the cleaning cycle.
   - To enable roll paper feeding at power-on, press the ▼ button to display PWR ON ROLL PPR FEED, then press Menu. Press the ▼ button to select the setting you want, then press ← to save it.
To return all control panel settings to their default values, press the ▼ button to highlight DEFAULT PANEL, then press Menu to display EXEC. Press ← to restore the default settings.

To check the ink cartridges, press the ▼ button to highlight INK INFO MENU, then press Menu. Press ▼ to select each cartridge, then press Menu to view the information.

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 Blade

If you notice that your paper isn’t being cut cleanly, the cutter blade may need to be replaced. If you use the blade to cut heavy stock, you will damage the blade and need to replace it. See page 57 for a list of media that do not work with the cutter.

You can check the status of your cutter by printing the status check sheet or viewing its status on the control panel. See page 121 for instructions.

You can obtain a new cutter blade from Epson (part number C12C815291).

Removing the Old Blade

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

1. Press the Menu button.

2. Press the ▼ button until MAINTENANCE is highlighted, then press Menu.

3. Press Menu again to select CUTTER REPLACEMENT.

4. Press the ← button. The print head moves to the replacement position. OPEN FRONT COVER TO SEE CUTTER REPLACEMENT LABEL is displayed.

Caution: Do not try to slide the carriage by hand, or you may damage the printer.
5. Open the front cover.

6. When **SEE LABEL TO REPLACE CUTTER** is displayed on the LCD display, hold down the side pin as shown and turn the latch to the right.

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

7. Release the side pin. The cutter pops out.
8. Carefully remove the cutter blade.

Installing the New Cutter Blade

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

1. Insert the new cutter as shown.
2. Push down on the side pin while turning the latch to the left.

3. Close the front cover when you see a message prompting you to do so. The cutter moves to the home position and READY appears on the LCD display.

Replacing the Maintenance Tank

The maintenance tank stores ink that gets flushed from the system during the initial ink charge and manual and automatic print head cleaning. When the tank is almost full, the message MAINTENANCE TANK NEAR FULL appears on the LCD display. When the tank is completely full, the printer stops working and MAINTENANCE TANK FULL appears on the LCD.

You can check how much space remains in the maintenance tank by viewing its indicator on the control panel, shown below. You can also check its status using the menu (see page 121) or by printing a nozzle check sheet (see page 124).
The Epson Stylus Pro 7800 has one maintenance tank (on the right side), and the 9800 has two (one on either side). Replacement tanks are available from Epson (part number C12C890191).

The printer will not print if one of the maintenance tanks is full. On the Epson Stylus Pro 9800, the right tank is used more than the left. To maximize tank life, you can switch the tanks when the right tank reaches approximately 60% of capacity.

Follow these steps to replace the tank:

1. Make sure the printer is not printing or performing any other operations (READY or PAPER OUT should appear on the LCD display).

2. If you have the Epson Stylus Pro 9800, check the LCD display to determine which tank needs to be replaced (left or right).

3. Grasp the handle at the bottom of the tank (on the side of the printer) and gently pull out the maintenance tank.

4. Place the used tank in the plastic bag included with the new tank.

5. Insert the new tank.

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.

Note: You can purchase replacement items for your printer from an authorized Epson reseller. To find the nearest reseller, call 800-GO-EPSON (800-463-7766). In the U.S., you can also purchase online at www.epsonstore.com. In Canada, you can also purchase at www.epson.ca or 800-807-7766.
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.

Cleaning the Printer

To keep your printer working at its best, clean it if it becomes soiled.

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 paper. Then use a soft brush to carefully clean any dust or dirt.

3. Open the front cover and use a soft brush to carefully clean away any dust or dirt inside the printer.

Some kinds of paper can cause paper dust to accumulate on the paper feed roller. Clean the area shown in gray below using canned air.

4. Remove the paper basket. Then clean away any dust or dirt around the leg assembly using a soft brush.

5. If the paper path accidentally gets soiled with ink, gently clean it with a soft, lint-free cloth dampened with water.

6. If the outer case is dirty, clean it with a soft, clean cloth dampened with mild detergent. Keep the ink cartridge compartments closed to prevent water from getting inside.

7. To wash the paper basket, remove the shafts, then machine wash with mild detergent and air dry.
Transporting or Storing the Printer

If you are moving the printer a short distance (for example, in the same building), you can roll it on its stand (see page 147). To ship the printer a longer distance, you should repack it using the original box and packing materials. Follow the instructions below to prepare the printer for shipment.

If you don’t have the original packaging, you can purchase replacement packaging from Epson. See page 11 for more information.

If your printer includes the EpsonNet Ethernet card, you must remove it before shipping the printer for repairs. See page 148 for instructions.

Preparing the Printer for Shipment

1. Turn off the printer and wait until the carriage moves to the home position (on the far right) and the Power light goes off. Then unplug the printer.

2. Remove the following parts:
   - Power cord and interface cables
   - Paper basket
   - Roll paper spindle
   - All paper or other media
   - Optional auto take-up reel (if installed)
   - Optional manual cutter (if installed)
   - Optional Ethernet card (if installed)

3. Raise the ink levers.

   You can choose whether to remove the ink cartridges or leave them installed. However, you must keep the ink levers raised when transporting the printer to prevent ink from leaking.
4. Reinstall the carriage locking bracket and screw that were removed during setup, as shown below.

Tip: For more secure transportation, tape all doors and covers shut.

5. Remove the printer from the stand. First make sure the casters are locked and the two stabilizer knobs are touching the floor.

6. Remove the two wing nuts and lock washers securing the printer to the stand (underneath the printer). Keep them in a safe place.
Maintaining and Transporting the Printer

**WARNING:** The Stylus Pro 7800 weighs about 131 lb (59 kg) and should be lifted by two people.

The Stylus Pro 9800 weighs about 198 lb (90 kg) and should be lifted by four people.

7. Lift the printer using the hand grips where provided. (See the stickers located near the rear hand grips for the correct holding position.)

8. Keep the printer level while moving it. See page 148 for information about setting up the printer after transporting it.

To ship the printer a longer distance, you should repack it using the original box and packing materials. If you don’t have the original packaging, you can purchase replacement packaging from Epson. See page 11 for more information.

**Removing the Optional Print Server Card**

If you need to exchange your printer or ship it to Epson for repairs, you must remove the Ethernet card.

**WARNING:** The card will be hot after printing. Make sure you allow the card to cool before handling it.

1. Turn off the printer and disconnect the power cord.
2. Disconnect the Ethernet cable.
3. Remove the two screws securing the card.
4. Make sure the card is cool before pulling it out of the slot.
Maintaining and Transporting the Printer

Moving the Printer on the Stand

When you need to move the printer a short distance, such as within the same building, you can roll the printer on its casters.

1. Make sure the printer is turned off and the carriage is in the home position (on the far right). If not, turn the printer back on, wait until the carriage moves to the home position, then turn off the printer.

2. Disconnect the power cord and interface cable.

3. Remove the roll paper spindle and close the roll paper cover. Make sure the front cover is closed.

4. Raise the ink levers.

5. Push in the metal rods supporting the paper basket, then roll up the paper basket so it doesn’t drag on the ground.

Caution: Do not roll the printer on angled or uneven surfaces.
6. Release the front casters and retract the stabilizer knobs.

7. Carefully roll the printer to its new location. Lock the casters and extend the stabilizer knobs after moving.

**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 122) and realign the print head (page 126) to ensure good print quality.

If you have not used your printer for more than a month, you may see this message when you turn it on: **POWER CLEANING. YOU MUST MOVE INK LEVERS WHEN CLEANING.** Select YES, then press the Menu button to start head cleaning.
Chapter 6: 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 FAQ at www.prographics.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

Diagnosing Problems

The printer 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 150 through 154 for more information.

- If you’re using the Epson printer driver and Status Monitor utility, check your software for error messages. See Chapter 4 or 5 for more information.

- To determine whether the problem is caused by the printer itself, disconnect the printer from your computer and print a status sheet from the control panel. See page 120 for instructions.

- Review the FAQ at www.prographics.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 11.
Checking Error Messages and Lights

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

When your ink or paper runs out or a problem occurs, a message appears on the LCD display, 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.

<table>
<thead>
<tr>
<th>Message</th>
<th>Explanation</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>BORDERLESS ERROR LOAD CORRECT SIZE PAPER</td>
<td>The borderless setting is selected for A2-size sheets (11.7 x 16.5) or roll paper that doesn’t support borderless printing.</td>
<td>Change the setting in the printer driver or load different paper.</td>
</tr>
<tr>
<td>CARRIAGE LOCKED RELEASE THE CARRIAGE LOCK</td>
<td>The print head is locked.</td>
<td>Remove the bracket securing the print head; see page 33.</td>
</tr>
<tr>
<td>CLEANING ERROR PRESS PAUSE BUTTON</td>
<td>Head cleaning did not clear the nozzles.</td>
<td>Run the head cleaning utility again. If the nozzles are still clogged, contact Epson.</td>
</tr>
<tr>
<td>CLEANING ERROR REMOVE THICK PAPER</td>
<td>Paper is too thick for head cleaning. Printer could not feed the printed page.</td>
<td>Release the paper lever to remove the paper. Head cleaning starts automatically. After cleaning, reload paper. Remove the print.</td>
</tr>
<tr>
<td>Message</td>
<td>Explanation</td>
<td>Response</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>COMMAND ERROR CHECK DRIVER SETTINGS</td>
<td>You may be using the wrong printer driver.</td>
<td>Press and hold the Pause button for 3 seconds to cancel the print job. Make sure you installed the correct driver for your printer.</td>
</tr>
<tr>
<td></td>
<td>Damaged data was sent to the printer or the data has an incorrect command.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The driver's ink type configuration is not correct for the ink in the printer.</td>
<td></td>
</tr>
<tr>
<td>CONVERSION CRTG LIFE</td>
<td>The conversion cartridge will need to be replaced soon. (Remaining service life is displayed on the LCD)</td>
<td>Press the Pause button to continue.</td>
</tr>
<tr>
<td>CONVERSION CRTG NEAR END OF SERVICE LIFE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CONVERSION CRTG LIFE REPLACE CONVERSION CRTG WITH A NEW ONE</td>
<td>The conversion cartridge needs to be replaced.</td>
<td>Replace the conversion cartridge with a new one. Or, complete the replacement of black ink by pressing the Pause button.</td>
</tr>
<tr>
<td>COVER OPEN</td>
<td>Front cover is open.</td>
<td>Close the front cover.</td>
</tr>
<tr>
<td>CLOSE COVER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F/W INSTALL ERROR UPDATE FAILED</td>
<td>Firmware update failed.</td>
<td>Restart the printer, then update the firmware again; see page 50 for instructions.</td>
</tr>
<tr>
<td>RESTART THE PRINTER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I/F CARD ERROR CHECK CARD TYPE</td>
<td>Wrong interface card installed.</td>
<td>Turn off the printer and remove the card. See the documentation that came with the card.</td>
</tr>
<tr>
<td>INK CARTRIDGE ERROR BK INK CHANGE</td>
<td>The black ink cartridge needs to be changed.</td>
<td>Select YES to switch the black ink cartridge, or NO to continue using the installed black ink cartridge.</td>
</tr>
<tr>
<td>INK CARTRIDGE ERROR CHECK CARTRIDGE</td>
<td>You tried to install the wrong ink cartridge.</td>
<td>If you are replacing ink cartridges, check the package and product code. You must use the ink cartridges designed for your printer. Other cartridges will not work.</td>
</tr>
<tr>
<td></td>
<td>The wrong black ink cartridge is selected (Matte or Photo).</td>
<td>Install the correct black ink cartridge, or press the Pause button and change the ink setting; see page 132.</td>
</tr>
<tr>
<td>INK CARTRIDGE ERROR INSTALL CORRECT CARTRIDGE</td>
<td>You tried to install an ink cartridge that cannot be used with this printer.</td>
<td>If you are replacing ink cartridges, check the package and product code. You must use the ink cartridges designed for your printer. Other cartridges will not work.</td>
</tr>
</tbody>
</table>
## Solving Problems

<table>
<thead>
<tr>
<th>Message</th>
<th>Explanation</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>INK CARTRIDGE ERROR</td>
<td>CSIC error has occurred.</td>
<td>Remove the ink cartridge and reinstall it. If the message remains, replace the cartridge with a new one.</td>
</tr>
<tr>
<td>REPLACE CARTRIDGE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INK LEVER</td>
<td>One of the ink levers is raised.</td>
<td>Pull the lever down to lock the ink cartridges.</td>
</tr>
<tr>
<td>LOWER THE LEFT (or RIGHT) INK LEVER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INK LOW</td>
<td>Ink cartridge(s) are nearly empty (printing continues).</td>
<td>Make sure you have replacement cartridges available; see page 127. Print quality may decline when ink is low.</td>
</tr>
<tr>
<td>INK OUT</td>
<td>Ink cartridge(s) are empty (printing stops).</td>
<td>Replace the ink cartridge(s) indicated on the LCD display; see page 127.</td>
</tr>
<tr>
<td>INSTALL NEW CARTRIDGE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LEVER RELEASED</td>
<td>Paper is not loaded.</td>
<td>Load paper.</td>
</tr>
<tr>
<td>LOAD PAPER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LOWER THE PAPER SET LEVER</td>
<td>Paper lever is released</td>
<td>Pull the lever all the way forward, to the secured position. Start printing again from the beginning for best results.</td>
</tr>
<tr>
<td>MISMATCH ERROR</td>
<td>The black ink cartridge option does not match what is selected in the driver</td>
<td>Stop printing, and then press and hold the Pause button for 3 seconds. Select the correct black ink cartridge option in the driver; see page 135. If you want to continue printing, press the Pause button.</td>
</tr>
<tr>
<td>MAKE SURE THAT THE INK CARTRIDGE AND DRIVER SETTINGS MATCH</td>
<td>A non-Epson ink cartridge is installed.</td>
<td>Press and hold the Pause button for 3 seconds to cancel printing. If you want to continue printing, press the Pause button.</td>
</tr>
<tr>
<td>MAINTENANCE REQUEST</td>
<td>A printer part may need to be replaced soon.</td>
<td>Note the code number and contact Epson as described on page 11.</td>
</tr>
<tr>
<td>MAINT TANK NEAR FULL</td>
<td>The maintenance tank is almost full.</td>
<td>Make sure you have a replacement maintenance tank; see page 141.</td>
</tr>
<tr>
<td>REPLACE THE MAINTENANCE TANK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MANT TANK FULL</td>
<td>The maintenance tank is full.</td>
<td>Replace the maintenance tank. For the 9800, note which tank is full; see page 141.</td>
</tr>
<tr>
<td>REPLACE THE MAINTENANCE TANK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NO CARTRIDGE</td>
<td>Ink cartridge(s) not installed.</td>
<td>Install ink cartridge(s); see page 127.</td>
</tr>
<tr>
<td>Message</td>
<td>Explanation</td>
<td>Response</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>NO MAINTENANCE TANK</td>
<td>Maintenance tank is not installed.</td>
<td>Make sure the maintenance tank is fully inserted. For the 9800, note which tank is missing; see page 141.</td>
</tr>
<tr>
<td>INSTALL THE MAINTENANCE TANK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAPER CUT ERROR</td>
<td>Roll paper was not cut correctly.</td>
<td>Release the paper lever and finish cutting the paper. Reload paper if necessary.</td>
</tr>
<tr>
<td>REMOVE UNCUT PAPER</td>
<td>The cutter may be blunt or incorrectly installed.</td>
<td>Reinstall or replace the cutter blade if necessary; see page 138.</td>
</tr>
<tr>
<td>PAPER EJECT ERROR</td>
<td>Paper remains in the printer.</td>
<td>Release the paper lever and remove the paper.</td>
</tr>
<tr>
<td>REMOVE PAPER FROM PRINTER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAPER ERROR</td>
<td>Printer cannot detect paper.</td>
<td>If you are using cut sheets, make sure the paper is flat. If you are using roll paper, make sure the roll is cut evenly. Release the paper lever and reload paper.</td>
</tr>
<tr>
<td>LOAD PAPER PROPERLY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAPER LOW</td>
<td>The paper roll is almost finished.</td>
<td>Replace the roll paper.</td>
</tr>
<tr>
<td>PAPER JAM</td>
<td>Paper has jammed in the printer.</td>
<td>Release the paper lever and remove the jammed paper. Turn the printer off and then back on; see page 162 for more information.</td>
</tr>
<tr>
<td>REMOVE PAPER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAPER OUT</td>
<td>Paper ran out.</td>
<td>Load paper.</td>
</tr>
<tr>
<td>LOAD PAPER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAPER SETTING ERROR</td>
<td>The paper path is wrong.</td>
<td>Load cut sheet paper, as described on page 65. Press the ⬅️ Paper Source button until the 🔄 icon appears on the LCD display.</td>
</tr>
<tr>
<td>LOAD CUT SHEET PAPER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAPER SETTING ERROR</td>
<td>Roll paper is not loaded correctly.</td>
<td>Load roll paper as described on page 59. Press the ⬅️ Paper Source button until the 🔄 or 🔄 roll icon appears on the LCD display.</td>
</tr>
<tr>
<td>LOAD ROLL PAPER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAPER SKEW</td>
<td>Paper is not loaded straight.</td>
<td>Release the lever and load the paper correctly. Then return the lever to the locked position.</td>
</tr>
<tr>
<td>LOAD PAPER PROPERLY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>POWER CLEANING</td>
<td>Power cleaning is required.</td>
<td>Select YES and follow the instructions to run the power cleaning cycle.</td>
</tr>
<tr>
<td>YOU MUST MOVE INK LEVERS WHEN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLEANING</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PRINTER ERROR</td>
<td>You tried to print while an error condition was present.</td>
<td>Press the ⚪️ Power button to turn off the printer. Unplug the printer and wait 30 seconds. Then plug it in and turn it back on.</td>
</tr>
</tbody>
</table>
Improving Print Quality

You can often improve print quality by doing the following:

- Run a nozzle check and cleaning cycle. See page 122 for instructions.
- Align the print head. See page 126 for instructions.
- When you send a print job, make sure your print options are set correctly. For more information, see Chapter 3 (Macintosh) or Chapter 4 (Windows).

If none of these suggestions help, try the solutions on the following pages.

Problem | Solution
--- | ---
Your print has horizontal banding. | Check the ink indicators and light to see if you are low on ink. Replace ink cartridges if necessary, as described on page 127.
| Run a nozzle check and cleaning cycle. See page 122 for instructions.
| Turn off High Speed in your Advanced settings.
| Make sure the Media Type setting in the printer software is correct for the media you’re printing on.
| If you’re using cut sheet media, make sure the printable side is face up.
| Choose a higher resolution, such as SuperPhoto - 2880dpi.
If you’re using a third-party RIP and non-Epson media, see if the RIP provides a method for adjusting the paper feed.

Try adjusting your paper configuration settings (page 88 for Mac OS X or page 111 for Windows). Check these settings:

- Make sure the **Paper Thickness** setting is correct for the paper you’re printing on.
- Use the **Paper Feed Adjustment** to tune out banding. Reduce the value for white lines, and increase it for overlapping dark lines.
- If you’ve created a custom paper configuration, be sure to return the setting to standard (**STD**) when you’re done using it. See page 75.

---

- **Problem**: Your print is grainy, or has misregistration or ghosting.

  - Check the ink indicators and light to see if you are low on ink. Replace ink cartridges if necessary, as described on page 127.
  - Run a nozzle check and cleaning cycle. See page 122 for instructions.
  - Align the print head, as described on page 126.
  - Make sure the **Media Type** setting in the printer software is correct for the media you’re printing on.
  - If you’re using cut sheet media, make sure the printable side is face up.
  - Choose a higher resolution, such as 2880 dpi.
  - Turn off **High Speed** in your Advanced settings.

You may need to adjust your paper configuration settings (page 88 for Mac OS X or page 111 for Windows). Check these settings:

- Make sure **Paper Thickness** setting is correct for the paper you’re printing on.
- If you’ve created a custom paper configuration, be sure to return the setting to standard (**STD**) when you’re done using it. See page 75.
<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colors are incorrect or</td>
<td>✗ Make sure the <strong>Media Type</strong> setting in the printer software is correct for the media you’re printing on.</td>
</tr>
<tr>
<td>missing.</td>
<td>✗ If you are using the color management features in Photoshop or another application, you must turn off color management in the printer driver. See page 87 (Mac OS X) or page 110 (Windows).</td>
</tr>
<tr>
<td></td>
<td>✗ Adjust the <strong>Color Density</strong> setting in the Paper Configuration utility.</td>
</tr>
<tr>
<td></td>
<td>✗ If you’re using a third-party RIP or non-Epson media, custom color profiles will give you the best color reproduction.</td>
</tr>
<tr>
<td></td>
<td>✗ If you’re using cut sheet media, make sure the printable side is face up.</td>
</tr>
<tr>
<td></td>
<td>✗ Run a nozzle check and cleaning cycle; see page 122.</td>
</tr>
<tr>
<td></td>
<td>✗ Check the expiration date printed on each of the ink cartridges. If the cartridge is too old, replace it as described on page 127.</td>
</tr>
<tr>
<td></td>
<td>✗ Check the ink indicators and light and replace ink cartridges if your ink supply is low, as described on page 127.</td>
</tr>
<tr>
<td></td>
<td>✗ Make sure color settings in your application or printer software are correct.</td>
</tr>
<tr>
<td>Your print has gaps or</td>
<td>✗ Check the expiration date printed on each of the ink cartridges. If the cartridge is too old, replace it as described on page 127.</td>
</tr>
<tr>
<td>appears faint.</td>
<td>✗ Make sure the <strong>Media Type</strong> setting in the printer software is correct for the media you’re printing on.</td>
</tr>
<tr>
<td></td>
<td>✗ Run a nozzle check and cleaning cycle (see page 122).</td>
</tr>
<tr>
<td></td>
<td>✗ Check the ink indicators and light and replace ink cartridges if your ink supply is low, as described on page 127.</td>
</tr>
<tr>
<td></td>
<td>✗ The paper thickness setting is not correct for the paper you’re printing on. Use your printer software (page 88 for Mac OS X or page 111 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 (<strong>STD</strong>).</td>
</tr>
<tr>
<td></td>
<td>✗ The platen gap setting is too wide. Use the Menu system to change the setting to <strong>STANDARD</strong>, or to <strong>NARROW</strong> if printing on very thin paper. See page 69 for instructions.</td>
</tr>
<tr>
<td>Problem</td>
<td>Solution</td>
</tr>
<tr>
<td>---------</td>
<td>----------</td>
</tr>
</tbody>
</table>
| Your print appears blurry or smeared. | - Make sure the **Media Type** setting in the printer software is correct for the media you’re printing on.  
- 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 88 for Mac OS X or page 111 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 (**STD**).  
- Your paper doesn’t meet the required specifications or wasn’t stored in a dry, humidity-free environment. Load new paper.  
- If you’re using cut sheet media, make sure the printable side is face up.  
- Ink has leaked into the paper path. Wipe the paper path area of the printer with a soft, clean cloth. See page 143 for cleaning instructions.  
- Turn off **High Speed** in your Advanced settings.  
- The platen gap setting is too narrow. Use the control panel to change the setting to **WIDE** or **WIDER**. See page 69 for instructions.  
- Run a nozzle check and cleaning cycle (see page 122). |
| The bottom edge of your print is smeared. | - The paper is curled toward the printable side. Flatten the paper or curl it toward the other side.  
- Make sure the **Media Type** setting in your printer software is correct for the media you’re printing on.  
- 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 88 for Mac OS X or page 111 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 (**STD**).  
- If printing on thick paper, the platen gap setting may be incorrect. Use the control panel to change the setting to **WIDE** or **WIDER**; see page 69. |
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 Epson for assistance; see page 11 for details.

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

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The printer stops printing unexpectedly.</td>
<td>If the</td>
</tr>
<tr>
<td>The printer sounds as if it’s printing, but nothing prints.</td>
<td>Follow the instructions beginning on page 123 to clean the print head. Communication between the computer and printer may have been momentarily interrupted. Try restarting the computer and printing again.</td>
</tr>
<tr>
<td>Nothing prints.</td>
<td>Turn off the printer and computer. Make sure the interface cable is securely plugged in. Then restart the printer and computer. Make sure the interface cable meets the required specifications; see page 12 or 13. The printer port setting doesn’t match the printer connection port (Windows). <strong>Windows XP:</strong> 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. <strong>Windows 2000:</strong> Click Start &gt; Settings &gt; Printers. Right-click the icon for your printer, then select Properties. Click the Ports tab and make sure your printer port is selected. Download and install the latest driver for Macintosh or Windows from the Epson web site at <a href="http://prographics.epson.com">http://prographics.epson.com</a>.</td>
</tr>
</tbody>
</table>
## Solving Miscellaneous Printing Problems

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

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your print has incorrect or garbled characters.</td>
<td>➢ Make sure your software is installed correctly and the printer is selected.</td>
</tr>
<tr>
<td></td>
<td>➢ Clear any stalled print jobs from the Print Center or Printer Setup Utility (Mac OS X).</td>
</tr>
<tr>
<td></td>
<td>➢ Turn off the printer and computer. Make sure the interface cable is securely plugged in at both ends.</td>
</tr>
<tr>
<td>Your print has incorrect margins.</td>
<td>➢ Check the page size or paper size settings in your application. Make sure they are within the printer’s printable area.</td>
</tr>
<tr>
<td></td>
<td>➢ Make sure the Paper Size and Borderless settings in your printer software are correct for the paper you’re using.</td>
</tr>
<tr>
<td></td>
<td>➢ Paper is loaded incorrectly. Follow the instructions in Chapter 2 to reload the paper.</td>
</tr>
<tr>
<td></td>
<td>➢ The PAPER MARGIN (roll paper margin) setting on the PRINTER SETUP menu is incorrect. If you’re using roll paper, check the setting for PAPER MARGIN. See the on-screen Reference Guide for more information.</td>
</tr>
<tr>
<td>Your image is inverted.</td>
<td>➢ Turn off the Flip Horizontal setting in your printer software. See page 86 (Mac OS X) or page 110 (Windows) for instructions.</td>
</tr>
<tr>
<td>Blank paper is printed.</td>
<td>➢ Make sure your software is installed correctly and the printer is selected.</td>
</tr>
<tr>
<td></td>
<td>➢ Make sure the Paper Size setting in your printer software is correct for the paper you’re using.</td>
</tr>
<tr>
<td></td>
<td>➢ Make sure the Paper Source setting in your printer software is correct.</td>
</tr>
<tr>
<td>A ruled line on your print appears to shift.</td>
<td>➢ Align the print head as described on page 126.</td>
</tr>
<tr>
<td>Color images print in black only.</td>
<td>➢ Make sure Color is selected in your printer software.</td>
</tr>
<tr>
<td>The printer continues to feed paper after you have cancelled a job.</td>
<td>➢ Press the Pause button on the printer to clear any print job data in the printer’s buffer. Then press and hold the Pause button to reset the printer. Make sure the paper source is set correctly.</td>
</tr>
<tr>
<td>Roll paper cannot be cut.</td>
<td>➢ The paper cutter blade may be dull. Follow the instructions on page 138 to replace the blade.</td>
</tr>
<tr>
<td></td>
<td>➢ The paper may be too thick to cut with the built-in cutter. Cut the paper with scissors. See page 57 for a list of media that cannot be used with the cutter.</td>
</tr>
<tr>
<td></td>
<td>➢ Make sure appears on the LCD display. If not, press the Paper Source button to select this setting.</td>
</tr>
</tbody>
</table>
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 75 for more information. You can also adjust this setting through your printer driver.
- For heavy or thick media, follow the instructions on page 67 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 pages 55 and 166 to 168 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 Paper 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 69 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 75.
Fixing Paper Eject Problems

If the paper is curled too tightly to eject properly, you can attach the paper guides to the printer. There are two paper guides for the Epson Stylus Pro 7800 and five for the 9800.

Attach the guides to the bottom of the printer as shown:

Do one of the following:

- If you are feeding paper in front of the printer, move the guides to the forward position.
If you are feeding paper backward (under the printer), gently squeeze the paper guides and push them to the backward position, as shown below:

**Clearing Paper Jams**

When roll paper gets jammed in the printer, printing stops and you see a PAPER JAM message on the LCD display. Follow these steps to clear a paper jam:

1. Cut the paper at the paper insertion slot.
2. Release the paper lever.

**Note:** If banding appears on your print, leave the paper guides in the forward position.

**Caution:** To avoid damaging the printer, never move the paper lever while the Power light is flashing.
3. Open the front cover if necessary.

4. Carefully pull down the jammed paper.

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

6. Make sure the paper light is on and the following message appears on the LCD display: PAPER OUT. LOAD PAPER. Then reload your paper.
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

1. Open the Applications folder, then the Utilities folder.
2. Double-click Printer Setup Utility, select your printer, and then click Delete.
3. If you want to reinstall your printer software, restart your Macintosh. Then follow the instructions on page 43 to install the software.

Windows

1. On Windows XP, click Start > Control Panel.
   On Windows 2000, double-click My Computer, then double-click the Control Panel icon.
2. Double-click Add/Remove Programs. Click EPSON Printer Software in the program list, then select your printer icon.
3. Click the Change/Remove or Add/Remove button and follow the on-screen instructions.
4. If you want to reinstall your printer software, restart your computer. Then follow the instructions on page 48 to install the software.

Tip: Check the Epson Pro Graphics website at http://prographics.epson.com for updated drivers and utilities that may become available.
### Appendix A: Specifications

#### Environmental

<table>
<thead>
<tr>
<th>Specification</th>
<th>Operation</th>
<th>Storage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature</td>
<td>50 to 95 °F (10 to 35 °C)</td>
<td>−4 to 104 °F (−20 to 40 °C) (1 month at 104 °F)</td>
</tr>
<tr>
<td></td>
<td>Print quality guarantee: 59 to 77 °F (15 to 25 °C)</td>
<td></td>
</tr>
<tr>
<td>Humidity (without condensation)</td>
<td>20 to 80% RH</td>
<td>20 to 85% RH</td>
</tr>
<tr>
<td></td>
<td>40 to 60% RH for optimum print quality</td>
<td>For optimal operation, humidity should be between 35 and 45% RH</td>
</tr>
</tbody>
</table>

#### Electrical

<table>
<thead>
<tr>
<th>Specification</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Input voltage range</td>
<td>90 V to 264 V</td>
</tr>
<tr>
<td>Rated frequency range</td>
<td>50 to 60 Hz</td>
</tr>
<tr>
<td>Input frequency range</td>
<td>49 to 61 Hz</td>
</tr>
<tr>
<td>Rated current</td>
<td>1.0 A at 120 V, 0.5 A at 220 V</td>
</tr>
<tr>
<td>Power consumption</td>
<td>Epson Stylus Pro 7800: Approx. 50 W or less (ISO 10561 letter pattern)</td>
</tr>
<tr>
<td></td>
<td>6 W or less in sleep mode</td>
</tr>
<tr>
<td></td>
<td>1 W or less in power off mode</td>
</tr>
<tr>
<td></td>
<td>Epson Stylus Pro 9800: Approx. 55 W or less (ISO 10561 letter pattern)</td>
</tr>
<tr>
<td></td>
<td>6 W or less in standby mode</td>
</tr>
<tr>
<td></td>
<td>1 W or less in power off mode</td>
</tr>
</tbody>
</table>

Check the label on the back of your printer for voltage information.
### Dimensions and Weight

<table>
<thead>
<tr>
<th>Specification</th>
<th>Stylus Pro 7800</th>
<th>Stylus Pro 9800</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height</td>
<td>22.4 inches (560 mm)</td>
<td>47.84 inches (1196 mm)</td>
</tr>
<tr>
<td>Width</td>
<td>47.12 inches (1178 mm)</td>
<td>68.08 inches (1702 mm)</td>
</tr>
<tr>
<td>Depth</td>
<td>20.04 inches (501mm)</td>
<td>27.12 inches (678 mm)</td>
</tr>
<tr>
<td>Weight (without consumables)</td>
<td>131 lb (59 kg) printer</td>
<td>198 lb (90 kg) printer</td>
</tr>
<tr>
<td></td>
<td>23.1 lb (10.5 kg) stand</td>
<td>23.1 lb (10.5 kg) stand</td>
</tr>
</tbody>
</table>

### Printer Interfaces
- USB (1.1 and 2.0 compatible)
- IEEE-1394 FireWire

In addition, a Type-B expansion slot is available for installing an optional internal Ethernet network card (10/100 Base TX, part # C12C824341).

### Safety Approvals
- Safety standards: UL 60950, CSA 22.2 No. 60950
- EMC: FCC part 15 subpart B, class B, CSA C108.8 class B

### Media

#### Roll Paper
- **Maximum roll width**: 24.4 inches (Stylus Pro 7800)  
  44.7 inches (Stylus Pro 9800)
- **Maximum roll length**: Up to 150 feet for 2-inch cored media  
  Up to 673 feet 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 (2-inch core) or 6 inches (3-inch core)
Note: 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.

Cut Sheets

Sizes

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)
B2 (19.7 × 27.8 inches)
US D (22 × 34 inches)
A1 (23.4 × 33.1 inches)
60 × 90 cm (23.6 × 35.4 inches)
30 × 24 inches
Super A1 (24 × 36 inches)
B1 (28.7 × 40.6 inches)*
A0 (33.1 × 44 inches)*
US E (34 × 44 inches)*
44 × 36 inches*
Super A0 (36 × 50.9 inches)*
B0 (40.6 × 57.3 inches)*
Super B0 (44 × 62.2 inches)*
*Epson Stylus Pro 9800 only

Weight range

17 lb bond up to posterboard
Printable Area

Default roll paper margins are 0.59 inches (15 mm) top and bottom, and 0.12 inches (3 mm) right and left. Using the Menu system, you can set all the margins to 15 mm or 3 mm.

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

Temperature

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

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

Capacity 110 or 220 ml

Weight

110 ml Approximately 8.82 oz (250 g)

220 ml Approximately 13.05 oz (370 g)
Index

A
Accessories, 10 to 11
Advanced Black and White Photo
  Mac OS X, 94 to 96
  Windows, 112 to 114
Aligning print head, 126 to 127
Always spool RAW datatype setting, 116
Auto Cut setting
  Mac OS X, 90
  Windows, 104
Auto Rotate setting, Windows, 105
Automatic Take-Up Reel, ordering, 10

B
Banding, 154
Basket, paper
  SP 7800, 25 to 26, 71 to 72
  SP 9800, 34 to 36, 72 to 74
Black and white photos
  Mac OS X, 94 to 96
  Windows, 112 to 114
Black ink, changing, 132 to 135
Blank pages, 159
Blurry prints, 157
Borderless printing
  Mac OS X, 80 to 82, 90 to 91
  Windows, 103 to 107
Bracket, shipping
  SP 7800, removing, 24
  SP 9800, removing, 33
  using, 145
Buttons, control panel, 150

C
Cable
  power, 37
  printer, 40
  problems, 158, 159
  requirements, 12, 13
Canceling print jobs
  Mac OS X, 97
  Windows, 114
Cartridges, see Ink cartridges
Changing black ink, 132 to 135
Cleaner (cleaning unit), checking status, 120 to 122
Cleaning
  print head, 122 to 126, 137
  printer, 143
Coarse Rendering setting, 116
Color management
  Mac OS X, 87, 94 to 96
  Windows, 110 to 114
Color problems, 159
ColorSync settings, 87
Component life, checking, 120 to 122
Connecting printer, 40
Control panel
  aligning print head, 126 to 127
  buttons, 150
  changing language, 136
  changing measurement units, 136
  cleaning print head, 124 to 126
  component life, checking, 120 to 122
  illustration, 150
  ink levels, checking, 120 to 122, 127
  lights, 150
  messages, 150 to 154
  monitoring printer, 150 to 154
  restoring default settings, 136
  status check, printing, 120
CR (carriage) motor, checking status, 120 to 122
Custom paper size
  Mac OS X, 82 to 83
  Windows, 105
Custom Preset, 93
Cut sheet paper
  heavy stock, 67 to 69
  loading, 64 to 66
  supported sizes, 167
Cutter
  cutting paper manually, 63
  manual, ordering, 10
  replacement blade, ordering, 10
  replacing blade, 138 to 141

D
Date and time setting, 136
Deleting print jobs
  Mac OS X, 97
  Windows, 114
Depth of printer, 166
Diagnosing problems, 149
Dimensions of printer, 166
Documentation, how to use, 9

E
Electrical specifications, 165
Energy consumption, 165
Enlarging image, 108 to 109
Environmental specifications, 165
Epson
  accessories, 10 to 11
  help, 11
  media, 55 to 56
  Preferred Protection Plan, 11
EpsonNet print server card
  installing, 41 to 53
  ordering, 10
  removing, 146
Error messages, 150 to 154
Error notification, Windows, 115 to 117
Ethernet card
  installing, 41 to 53
  ordering, 10
  removing, 146
  system requirements, 12, 13

F
Faint prints, 156
FireWire cable
  connecting, 40
  requirements, 12, 13
Firmware, updating, 50 to 52
Flip Horizontal setting
  Mac OS X, 86
  problems, 159
  Windows, 110

H
Head Alignment menu, 126
Head unit (print head), checking
  status, 120 to 122
Heavy media, cutting, 63
Height of printer, 166
Help, Epson, 11
Hex dump, 136
High Speed Copies setting, 116
High Speed setting
  Mac OS X, 86
  Windows, 110
Humidity requirements, 165

I
ICM setting, 110
Ink
  lightfastness, 168
  monitoring level, 97 to 98,
    114 to 115, 122
Ink cartridges
  changing black, 132 to 135
  checking status, 120 to 122, 127
  installing, 38 to 39
  ordering, 128
  removing for transportation, 144
  replacing, 127 to 131
  safety instructions, 15
  specifications, 168
Ink light, 150
J
Jams, paper, 162 to 163
Job history, 122

L
Layout
Mac OS X options, 80 to 83
Windows options, 103 to 108
LFP Remote Panel, 50 to 52
Lightfastness, 168
Lights, control panel, 150
Loading
cut sheet paper, 64 to 66
posterboard, 67 to 69
roll paper, 56 to 61

M
Mac OS X
basic print options, 83 to 86
black and white photos, 94 to 96
borderless printing, 80 to 82, 90 to 91
canceling print jobs, 97
checking ink levels, 97 to 98
color management, 87, 94 to 96
custom preset, 93
installing software, 43 to 48
margins, printing without, 80 to 82, 90 to 91
monitoring print jobs, 96 to 97
page setup options, 80 to 83
paper configuration settings, 88 to 89
Printer Utility, 97
roll paper settings, 89 to 91
Status Monitor, 97 to 98
system requirements, 12
uninstalling software, 164
Maintenance, 119 to 143
Maintenance menu, 125, 138
Maintenance mode, 136
Maintenance tank
checking status, 120 to 122
ordering, 10
replacing, 141 to 142
Manual cutter, ordering, 10
Manuals, how to use, 9
Margins
default, 168
incorrect, 159
printing without, 80 to 82, 90 to 91, 103 to 107
Media Type
Mac OS X, 84
Windows, 101
Memory, requirements, 12 to 13
Menus
Custom Paper, 75 to 77
Head Alignment, 126
Maintenance, 125, 138
Printer Setup, 124
Printer Status, 121
Test Print, 120
Monitoring printer
control panel, 150 to 154
Mac OS X, 96 to 98
Windows, 114 to 117
Motors, checking status, 120 to 122
Moving printer, 144 to 148

N
Network card
configuring, 53
installing, 41 to 53
ordering, 10
removing, 146

O
Optimize Enlargement setting, 109
Optional equipment, 10 to 11
Index

P
Page Line setting
control panel, 64
Mac OS X, 90
Windows, 105
Page Rendering Mode setting, 116
Page setup options, Mac OS X, 80 to 83
Paper
attaching to spindle, 58
configuration settings, 75 to 77, 88 to 89, 110 to 112, 156
custom settings, 75 to 77
custom size, 81 to 83, 105
cut sheet, 64 to 66
Epson, 55 to 56
handling, 55 to 77
heavy stock, 67 to 69
jams, 162 to 163
Mac OS X options, 80 to 83, 88 to 91
non-Epson, 75 to 77
ordering, 55
printable area, 168
problems, 160 to 163
removing from spindle, 62
roll, 56 to 64
sizes, 167
specifications, 166 to 168
suction, 76, 89, 111
trim lines, 64, 90, 105
Windows options, 103 to 108
Paper basket
SP 7800, 25 to 26, 71 to 72
SP 9800, 34 to 36, 72 to 74
Paper cutter
operating manually, 63
replacing blade, 138 to 141
Paper light, 150
Paper Size setting
Mac OS X, 81 to 83
problems, 159
Windows, 105
Paper Source setting
problems, 159
Windows, 103, 107
Pause light, 150
Pausing print jobs
Mac OS X, 97
Windows, 114
PF (paper feed) motor, checking status, 120 to 122
PhotoEnhance, 110
Platen Gap setting
control panel, 69 to 70
Macintosh, 89
problems, 156
Windows, 112
Posterboard, 67 to 69
Power cleaning cycle, 125 to 126
Power consumption, 165
Power light, 150
Preset, Mac OS X, 93
Print as Bitmap setting, 116
Print head
aligning, 126 to 127
checking status, 120 to 122
cleaning, 122 to 126, 137
locking, 145
unlocking, 24, 33
Print jobs
canceling, 97, 114
managing, 96 to 97, 114 to 117
pausing, 97, 114
Print quality
Mac OS X, 86
problems, 154 to 157
Windows, 110
Print server
installing, 41 to 53
ordering, 10
removing, 146
Print speed, improving in Windows, 116
Printable area, 168
Printable pages, checking, 121
Printer
  checking status, 97 to 98.
  114 to 117, 120 to 122
  cleaning, 143
  connecting, 40
dimensions, 166
  firmware update, 50 to 52
  maintaining, 119 to 143
  monitoring, 97 to 98, 114 to 117
  motors, checking status,
  120 to 122
  moving, 144 to 148
  plugging in, 37
  port, 158
  software, installing, 43 to 50
  software, uninstalling, 164
  specifications, 165 to 166
  status check, 120 to 122
  storing, 144 to 146
  total print volume, 122
  transporting, 144 to 148
  turning off, 14
  weight, 166
Problems
  banding, 154
  blank paper, 159
  blurry prints, 157
cable, 158, 159
  color, 159
diagnosing, 149
  faint prints, 156
garbled characters, 159
  ghosting, 155
  graininess, 155
  inverted image, 159
  margin, 159
  misalignment, 154
  misregistration, 155
  nothing prints, 158
  operational, 158
  paper, 160 to 163
  print quality, 154 to 157
  print speed, 116
  printer driver, 158 to 159
  printing stops, 158
  roll paper cannot be cut, 159
  size limitation, 116
  smeared prints, 157, 159
  Progress Meter, 114, 116
R
  Registering non-Epson media,
  75 to 77
  Requirements, system, 12 to 13
  Resolution
    Mac OS X, 86
    Windows, 110
Roll paper
  attaching to spindle, 58
  cannot be cut, 159
  cutting manually, 63
  loading, 56 to 61
  Mac OS X settings, 89 to 91
  printable area, 168
  removing from spindle, 62
  Save Roll Paper setting, 90, 105
  trim lines, 64, 90, 105
  Windows settings, 103 to 108
S
  Safety
    approvals, 166
    instructions, 13 to 15
  Save Roll Paper setting, 90, 105
  Setting up
    SP 7800, 17 to 26
    SP 9800, 27 to 36
  Shipping bracket
    SP 7800, removing, 24
    SP 9800, removing, 33
    using, 145
  Software
    installing in Mac OS X, 43 to 48
    installing in Windows, 48 to 50
    uninstalling, 164
Specifications
  electrical, 165
  environmental, 165
  ink cartridges, 168
  paper, 166 to 168
  printable area, 168
  printer, 165 to 166
Speed and Progress utility, 115 to 117
Spindle
  adapter, 62
  loading roll paper, 58
  ordering, 10
  removing roll paper, 62
Stand
  SP 7800, 18 to 24
  SP 9800, 28 to 34
Status Monitor
  Mac OS X, 97 to 98
  Windows, 114 to 117
Storing printer, 144 to 146
Stylus Pro 7800
  mounting on stand, 22 to 24
  paper basket, 71 to 72
  paper basket, attaching, 25 to 26
  removing shipping bracket, 24
  setting up, 17 to 26
  stand, unpacking and assembling, 18 to 20
  unpacking, 20 to 22
Stylus Pro 9800
  mounting on stand, 31 to 34
  paper basket, 34 to 36, 72 to 74
  removing shipping bracket, 33
  setting up, 27 to 36
  stand, unpacking and assembling, 28 to 29
  unpacking, 29 to 30
Suction, 76, 89, 111
Support, Epson, 11
System requirements, 12 to 13

T
  Technical support, 11
  Temperature requirements, 165
  Test Print menu, 120
  Time and date setting, 136
  Total prints, checking, 122
  Transporting printer, 144 to 148
  Trim lines, printing
    control panel, 64
    Mac OS X, 90
    Windows, 105
  Troubleshooting, 149 to 163

U
  UltraChromeK3 ink cartridges, 128
  Ultrasonic cleaning cycle, 137
  Uninstalling software, 164
  Unit ID number, 11
  Usage count, 121
  USB cable
    connecting, 40
    requirements, 12, 13
  User-defined paper size
    Mac OS X, 82
    Windows, 105
  Utility cutter, ordering, 10
  Utility menu
    Mac OS X, 97, 123
    Windows, 115, 123

W
  Waste ink system, 120 to 122,
    141 to 142
  Weight of printer, 166
  Width of printer, 166
Windows
  advanced print options, 109 to 114
  basic print options, 100 to 102
  black and white photos, 112 to 114
  borderless printing, 103 to 107
  canceling print jobs, 114
  color management, 110 to 114
  driver, 99 to 114
  installing software, 48 to 50
  layout options, 103 to 108
  managing print jobs, 114 to 117
  monitoring preferences, setting, 115 to 117
  optimizing print speed, 115 to 117
  paper configuration options, 110 to 112
  roll paper options, 103 to 108
  Speed and Progress utility, 115 to 117
  status alerts, 117
  Status Monitor, 114 to 117
  system requirements, 12 to 13
  uninstalling software, 164
  user-defined paper size, 105