

EPSON®

EPSON STYLUS® **RIP**

User's Guide



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User's Guide Update

Pantone[®] professional color palette files for EPSON Stylus[®] printers are not currently available as stated in your *User's Guide*. We apologize for any inconvenience this may cause.

They will be available in August of 1997, free of charge, on EPSON's World Wide Web site at <http://www.epson.com> or by calling (800) 922-8911 and asking for diskettes.

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CPD 5151

6/97

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Introduction

The EPSON® StylusRIP™ software lets you turn your EPSON Stylus® ink jet printer into a Level 2 PostScript® printer. It reads the Adobe® Level 2 PostScript files you create on your Apple® Macintosh®, turns them into raster images, and prints them on your printer.

Adobe PostScript is the industry standard for high-quality graphic output. All the elements in a document—including text, graphics, and other images—are processed and reproduced using PostScript code. Then, when you print from an application such as QuarkXPress,™ the StylusRIP software creates a raster image from the PostScript code and sends it to your printer.

EPSON StylusRIP includes a useful “drag and drop” function that allows you to print just by clicking on a PostScript file icon (.PS file) and dragging it to the StylusRIP software icon. You can use StylusRIP with a standalone Macintosh or in a network environment, as described later in this Introduction.

Special Features

To take maximum advantage of your EPSON Stylus printer's photo-quality output, the StylusRIP software includes these special features:

- ▶ EPSON error diffusion software, the same high-quality AcuPhoto™ halftoning technology used in EPSON's non-PostScript printer drivers
- ▶ PANTONE® professional color palette files—calibrated for EPSON Stylus printers using various media at various resolutions—to give you process versions of PANTONE colors when you use PANTONE-licensed applications
- ▶ ColorSync™ 2.0 support through International Color Consortium (ICC) profiles, providing total ICC and ColorSync compatibility for software applications

Macintosh System Requirements

To use the StylusRIP software with a Macintosh in either a standalone or network environment, your system should include:

- ▶ Centris, Quadra, Power Macintosh,[™] or Performa series Macintosh (standalone only)
- ▶ PowerPC[™] or 68040 CPU
- ▶ At least 16MB of RAM for the StylusRIP software (20MB or more is recommended), in addition to the RAM needed by your operating system and other applications
- ▶ At least 8MB of free hard disk space to install the software and at least 150MB of free hard disk space for processing large files
- ▶ Macintosh Operating System 7.5 or later
- ▶ CD-ROM drive

Note:



You cannot use a Performa series Macintosh computer with a CD-ROM drive as a print server.

To set up a Macintosh as a client on a network using StylusRIP, it must have the following minimum configuration:

- ▶ Centris, Quadra, Power Macintosh, or Performa series Macintosh
- ▶ LocalTalk[™] or Ethernet[™] connection with the Macintosh set up as the StylusRIP print server
- ▶ Macintosh Operating System 7.5 or later

Standalone and Network Environments

If your Macintosh is not connected to a network, you are using it as a “standalone” system, with your EPSON Stylus printer directly connected to your system. Before you install the StylusRIP software, you must set up your printer and test it fully; see Chapter 1 for complete instructions.

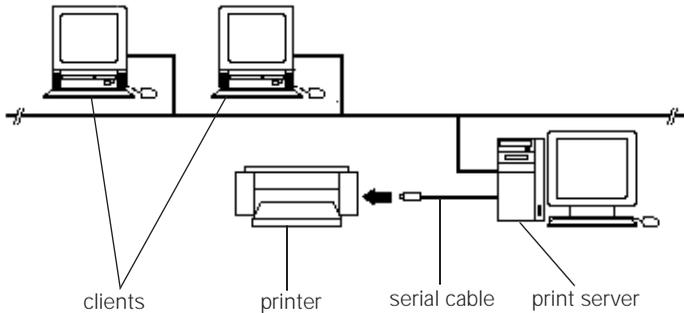
If your Macintosh is connected in a network, there are two ways to use the StylusRIP software, depending on how your network is configured.



Note:

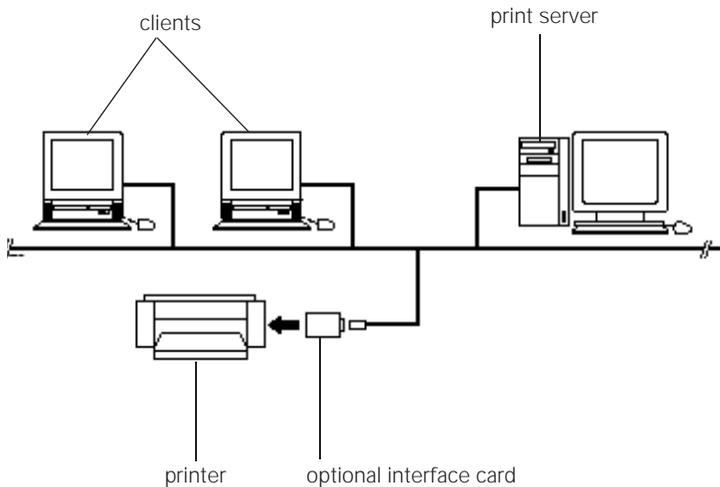
It is best to choose a Power Macintosh with a fast processor and ample RAM as your print server, allowing you to devote its resources to printing the data sent over the network. LocalTalk networks are not recommended for use with EPSON printers.

In a “direct connection” configuration (as shown below), the Macintosh that is connected to the printer acts as the print server, with the StylusRIP Server software installed on it. The other computers in the network are “clients” of the server, with the StylusRIP client software installed on them.



In the direct connection configuration, the client Macintosh sends a print job to the print server, which puts the job in a print queue and then sends it to the printer. This speeds up transmission of the job because it is sent over the network only once.

- ▶ In a “typical” network configuration, the print server and client Macintosh computers are all connected to the printer via an optional interface card, with the StylusRIP software (server or client version) installed on all the computers.



In a typical configuration, the print job is sent over the network twice before it is printed: once from the client to the printer server and once from the printer server to the printer.



Note:

You may experience problems if you have more than one printer on the network in a “mixed” configuration. For example, if you have one EPSON Stylus printer connected to a serial port and set up as remote only and another connected via a network interface card on the same network, you cannot set the network/AppleTalk® control panel for remote only and Ethernet at the same time.

See Chapter 1 for complete instructions on installing the StylusRIP software in these network configurations.

How To Use Your Manual

This *User's Guide* contains the following information:

Chapter 1 tells you how to install the StylusRIP software in your Macintosh computer(s) and in the printer.

Chapter 2 explains how to print with the StylusRIP software.

Chapter 3 gives solutions to any possible problems you may have.

An Index is included at the end of the book.

Cautions, Notes, and Tips

You'll find this information throughout your manual:



Cautions must be observed to avoid damage to your equipment or to ensure proper operation of your software.



Notes contain important information about your software or hardware.



Tips contain additional hints for printing with EPSON StylusRIP.

Where To Get Help

EPSON provides customer support and service through a network of authorized EPSON Customer Care Centers. Dial **(800) 922-8911** for the nearest location or the following services:

- ▶ FaxAdvice access to EPSON's technical information library
- ▶ Literature on current and new products
- ▶ The location of your nearest Authorized EPSON Reseller or Customer Care Center
- ▶ Technical information on the installation, configuration, and operation of EPSON products
- ▶ Customer relations

For answers to commonly asked questions about EPSON products 24 hours a day, seven days a week, call EPSON Sound Advice at **(800) 442-2110**.

You can purchase ink cartridges, paper, manuals, accessories, and parts from EPSON Accessories at **(800) 873-7766** (U.S. sales only). In Canada, please call **(800) 873-7766** for dealer referral.

If you need help using application software with an EPSON product, see the documentation for that program for technical support information.

Electronic Support Services

You can access helpful tips, specifications, drivers, FAQs, sample files, application notes, and EPSON product bulletins 24 hours a day, seven days a week, using a modem and one of the online services below.

World Wide Web

From the Internet, you can reach EPSON's Home Page at <http://www.epson.com>.

EPSON Download Service

You can call the EPSON Download Service at **(800) 442-2007**. Set your communications software to 8 data bits, 1 stop bit, no parity. Modem speed can be up to 28.8 Kbps.

EPSON FaxAdvice Service

You can access EPSON's technical information library by calling **(800) 442-2110** and selecting the appropriate phone option. You must provide a return fax number to use FaxAdvice.

EPSON Forum on CompuServe

Members of CompuServe[®] can type GO EPSON at the menu prompt to reach CompuServe's Epson America Forum. As an owner of an EPSON product, you are eligible for a free introductory CompuServe membership, which entitles you to an introductory credit and your own user ID and password. To take advantage of this offer in the U.S. or Canada, call **(800) 848-8199** and ask for representative #529.

1

Installing the StylusRIP Software

Carefully follow all the instructions in this chapter to ensure that you install the StylusRIP software correctly. Because you can install the software in only one printer, you must set up and test the printer before you begin. Then you need to set up the Macintosh computer(s) for StylusRIP printing.

Here's what you need to do:

- ▶ Check the printer's setup and operation
- ▶ Install the StylusRIP software on a standalone Macintosh or the print server in a network
- ▶ Install the StylusRIP client software on the client Macintosh computers in a network
- ▶ Use the Updater software to install the StylusRIP software license in the printer
- ▶ If you'll be using ColorSync, make sure your ICC profiles for ColorSync 2.0 support are installed. Also read the instructions for using the PANTONE color table with your EPSON Stylus printer.

Checking the Printer

Before you install the StylusRIP software, follow the instructions in your printer's documentation to set up your printer for use, making sure you perform the following steps:

- ▶ If you'll be using the printer in a "typical" network configuration (described on page 5 of the Introduction), install an optional network interface card
- ▶ Load paper, install ink cartridges, and make sure you allow your printer to complete its entire ink charging cycle
- ▶ Run a printer self test to make sure it operates properly
- ▶ Connect the printer to the Macintosh or to the network
- ▶ Install any software that came with the printer, including the printer driver, utilities, and fonts
- ▶ Send a sample print job to make sure the interface connection is secure and the software is installed correctly

Once the printer is set up and **tested fully**, you're ready to install the StylusRIP software on your system.



Caution:

Don't install the StylusRIP software until you've completely set up and tested your EPSON Stylus printer or the software may not work correctly.

Installing StylusRIP Standalone or Print Server Software

Follow the steps in these sections to install the software on a standalone Macintosh or on the print server system in a network.

Preparing for Standalone Installation

If you connected the printer to a standalone Macintosh, you need to make AppleTalk active. Open the Chooser in the Apple menu and make sure AppleTalk is active.

You must set your Network Control Panel to Remote only if you've connected your printer in one of these configurations:

- ▶ You're using System 7.51 or lower and have connected the printer to the printer port on your Macintosh
- ▶ You're using System 7.52 or higher and have connected the printer to the modem or printer port on your Macintosh and **do not** have an optional interface card installed

For other configurations, go to "Installing on a Standalone or Print Server System" on the next page.

Follow these steps to set up the printer as Remote only:

1. Restart your Macintosh with all extensions turned off except your CD-ROM drive. Then turn on your printer.
2. Insert the StylusRIP CD-ROM in the CD-ROM drive.
3. Locate the Extensions folder within the System folder on your hard disk drive.
4. Drag the Remote Only file from the CD-ROM to the System Extensions folder.
5. From the Apple menu, open the Control Panels utility. Click the Network icon and select Remote Only. (If your system uses the Open Transport protocol, there is no Network icon; in this case, open the AppleTalk folder and select Remote Only in the Connect via list box.)

6. From the Apple menu, open the Chooser and make AppleTalk active.
7. Close the Chooser and restart your Macintosh.

Now follow the instructions in the next section to install the StylusRIP software.

Installing on a Standalone or Print Server System

Before you begin installing the StylusRIP software, check that the StylusRIP Disk 1 diskette is not write-protected. **Do not copy the diskette; you must use the original in the steps below.**

1. Turn on your printer. Then restart your Macintosh with all extensions turned off except your CD-ROM drive.
2. Insert the StylusRIP Disk 1 diskette in a diskette drive and the StylusRIP CD-ROM in a CD-ROM drive.



Note:

Double-click the README icon to read the latest information on the StylusRIP software and check for any additional installation steps.

3. Double-click the Installer icon in the Disk1 window.
4. At the title screen, click Continue.

You see the following dialog box:



5. If you want to install the StylusRIP files in a different folder from the one listed as the Destination Folder, click Select Folder and choose a new one. Then click Install.

When all the files are installed, you see a dialog box telling you to restart your Macintosh.

6. Click Restart.

The StylusRIP software is installed on your hard disk drive.



Caution:

Once you've installed the StylusRIP software, don't move, modify, or delete any of the files or folders that were created on your hard disk or the software may not work.

Installing StylusRIP Client

Once you've installed the StylusRIP Server software on your print server (as described on page 1-4), you can install the client software on the client Macintosh computer(s).

Before you begin installing the StylusRIP client software, check that the StylusRIP Disk 1 diskette is not write-protected (the tab on the back must be closed). **Do not copy the diskette; you must use the original in the steps below.**

1. Turn on or restart your Macintosh with all extensions turned off except your CD-ROM drive.
2. Insert the StylusRIP Disk 1 diskette in a diskette drive and the StylusRIP CD-ROM in a CD-ROM drive.



Note:

Double-click the README icon to read the latest information on the StylusRIP software and check for any additional installation steps.

3. Double-click the Client Install folder in the Disk1 window.
4. Double-click the Client Install icon.
5. Follow the instructions on the screen to install the software. When all the files are installed, you see a dialog box telling you to restart your Macintosh.
6. Click Restart.

The printer drivers and PostScript printer description files are installed on your hard disk drive.



Caution:

Once you've installed the StylusRIP software, don't move, modify, or delete any of the files or folders that were created on your hard disk or the software may not work.

Installing the StylusRIP Software License in Your Printer

Now that you've installed the StylusRIP software on the Macintosh computers you will print from, you can update the printer to enable PostScript printing. Before you begin, make sure you have set up and tested the printer as described on page 1-2.



Caution:

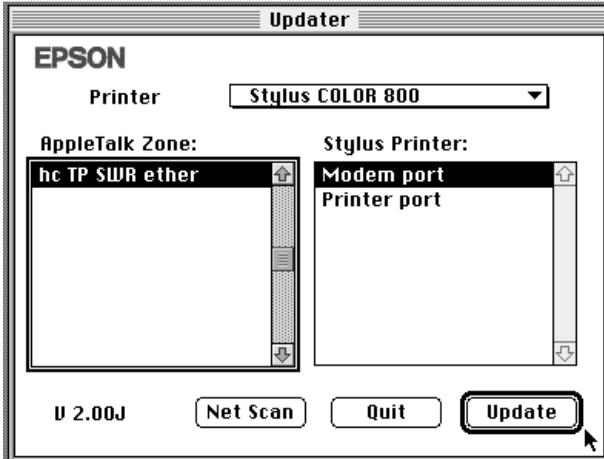
You can install the StylusRIP Updater software **only one time and in only one printer**. Double check that the printer cable is securely connected and the printer is operating properly before you begin the update process or the StylusRIP software will not work.

Check that the StylusRIP Disk 1 diskette is not write-protected (the tab on the back must be closed), and **do not copy the diskette; you must use the original in the steps below**.

1. At the standalone or print server Macintosh, insert the StylusRIP Disk 1 in the diskette drive. Double-click the Updater icon in the Disk1 window.

You see a message asking you to verify that the printer is on and working properly.

2. Click Install. You see the Updater dialog box:



3. Make sure your printer model name appears in the Printer box. If it doesn't appear, click the arrow in the box and select it from the list. If you're on a network and the printer has a network interface installed, click Net Scan so the software can find it for you.
4. Select the printer connection. If you connected the printer via a serial cable, select the printer or modem port. If you connected the printer to a network card and use AppleTalk zones, select the zone where it is located.
5. Click Update. You see a dialog box asking you to confirm the printer model. If it's correct click Install; if not, click Stop and check your selections in steps 5 and 6. You see a message telling you to turn off the printer.

6. Turn off the printer by its Power or Operate button and wait for its Power or Operate light to turn off. (Check your printer documentation for details.) Then click OK.



Caution:

Always turn off the printer using its Power or Operate button. Never turn it off by disconnecting the cable or turning off a power strip. You may damage your printer and the StylusRIP software may not work properly.

You see a message reminding you to turn on your printer before starting the StylusRIP software.

7. Click Quit.

Your StylusRIP software is now installed on your Macintosh computer(s) and in your printer.



Caution:

Attach the PostScript logo sticker that came with this software to the top of your printer. Do not place it on the cover. This sticker is important if your printer ever needs repairs. EPSON Customer Care Centers will not be able to service your printer correctly unless it displays the Adobe PostScript logo.

Color Matching

During the StylusRIP installation, the PANTONE color table for EPSON Stylus printers and the ICC Profiles for ColorSync 2.0 support are installed in the StylusRIP Utilities folder.

PANTONE Color Support

PANTONE professional color palette files for the EPSON Stylus series printer are included with StylusRIP. These files can be read directly into PANTONE-licensed applications so you can have printer calibrated versions of PANTONE colors. The colors are calibrated to use StylusRIP's error diffusion halftoning and EPSON coated and high-quality glossy papers.

For installation and application-specific usage instructions, refer to the README file and PANTONE documentation in the PANTONE folder.

ColorSync 2.0 Support

For applications that support ColorSync 2.0, use the ICC (International Color Consortium) profiles that are included with the StylusRIP software.

When you install your StylusRIP software, these profiles are copied to the ColorSync folder in your Preferences folder within the System folder. If the profiles are not copied automatically, you may need to copy them manually. For more information, refer to the README file in the ColorSync profile folder.

Note:



It is recommended that you install a ColorSync profile for all your input/output devices (monitor, printer, etc.) to achieve successful color matching.

QuarkXPress Support

If you use QuarkXPress, open the Quark folder and copy the PDF files to your QuarkXPress PDF folder.

2

Printing with the StylusRIP Software

Once you've installed the StylusRIP software in your Macintosh computer(s) and printer, you need to set up your server or standalone system so it's ready to print. Then you can start printing PostScript documents. Here's what this chapter covers:

- ▶ Setting up the StylusRIP Server software
- ▶ Starting the StylusRIP Server software
- ▶ Printing from an application
- ▶ Drag and drop printing
- ▶ Managing print jobs

Setting Up the StylusRIP Server

Follow the steps below to set up the StylusRIP Server software the first time you use it. You need to do this for both standalone and network configurations.

1. Turn on the printer and wait to make sure its Power or Operate light comes on and the light is not flashing. (Check your printer documentation for details.)
2. Turn on the standalone or print server Macintosh.

3. Open the StylusRIP folder on the hard disk and double-click the StylusRIP Server icon. The first time you run the server software, you see a dialog box asking you to select your port or your printer name.
4. Select the printer or modem port if you connected the printer by serial cable.

If you connected the printer by a network interface card and use AppleTalk zones, select the printer's zone and then select the printer name. Or use the Net Scan button to locate the printer on your network.



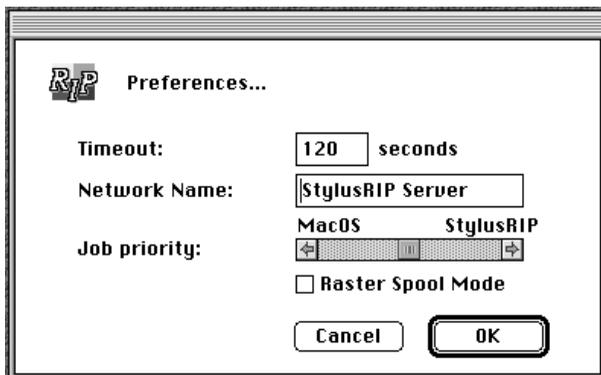
Note:

If you change your printer connection later, you must reconfigure StylusRIP for your new port. First, quit StylusRIP, turn off your printer, and disconnect it from the previously selected port or interface. Then connect the printer to the new port or interface. Open the StylusRIP folder on your hard disk and drag the CPSPref file into the trash. Then perform steps 1 through 3 in this section. When you see the Connection dialog box, select your printer on the new port or interface.

5. Click OK. The StylusRIP Server software searches for the updated printer and then prepares it for printing.
6. If you're using StylusRIP on a standalone Macintosh, quit the StylusRIP Server; you're ready to start printing.

If you're using StylusRIP on a network, open the File menu and select Preferences.

You see the following dialog box:



7. Configure the following preferences for your network:
 - ▶ **Timeout**
Sets the time period after which the StylusRIP Server software disconnects from a client Macintosh if there is no response. The default setting is 120 seconds.
 - ▶ **Network Name**
The name you selected in the Chooser appears here, but you can change it if you want.
 - ▶ **Job Priority**
Sets the resource priority given to your application or the StylusRIP Server software. The default setting gives equal priority to both. To improve the performance of either application, move the slide bar right or left.
 - ▶ **Raster Spool Mode**
Turns raster image spooling on and off. The default setting is off.

Raster Spool Mode is recommended only for printing multiple copies of the same page with background printing turned off. Most other print jobs will print faster with the Apple Print Monitor.

In Raster Spool Mode, the StylusRIP Monitor appears on your screen when you print. See page 2-13 for more information.



Note:

The Timeout, Network Name, and Job Priority settings go into effect when you click OK and exit the Preferences dialog box. However, you must exit and restart the StylusRIP Server software before a change to the Raster Spool Mode setting can take effect.

8. When you're finished setting up the StylusRIP Server software, click OK. Then quit the StylusRIP Server.

Starting the StylusRIP Server Software

When you want to print PostScript documents, you must first start the StylusRIP Server software. Then you can leave it active until you turn off your Macintosh.



Note:

To set up the StylusRIP Server software so it starts automatically each time you turn on or restart your Macintosh, see page 2-7.

First turn on your printer and the standalone or print server Macintosh. Then follow these steps to start the StylusRIP Server software:

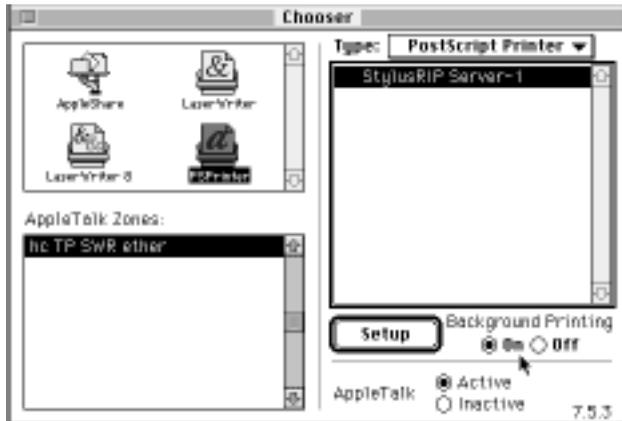
1. Double-click the StylusRIP Server icon in the StylusRIP folder.
2. Open the Chooser in the Apple menu and make sure AppleTalk is active, whether or not you are connected to a network.



Caution:

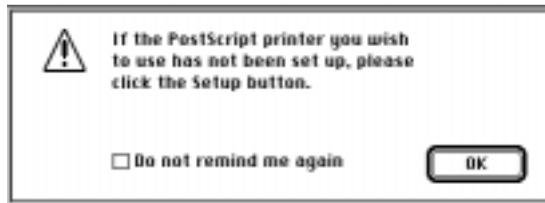
You must turn on AppleTalk or the StylusRIP software will not work, even if you are using a standalone system.

3. Click the PSPrinter icon. You see a window like the following:



If you're printing over an AppleTalk network and you use zones, select your zone and the printer name.

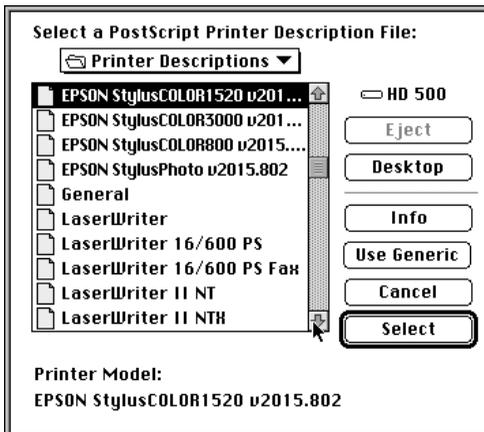
4. Select the StylusRIP Server listed in the box on the right. The first time you start the StylusRIP Server, you see the following dialog box:



5. Click OK to continue.
6. If you're on a standalone Macintosh and using the Apple PrintMonitor, you can turn on background printing. This frees up your application while you're printing. If you're on a network server you may want to speed up printing by leaving background printing turned off.
7. Click Setup so the software can automatically select the correct PostScript Printer Description (PPD) file and install it in the System Extensions folder. You see a dialog box like the one below displaying the name of your printer:



8. If the name is correct, click OK. If it is incorrect, click Select PPD. You see a dialog box like the following:



9. Select your printer from the list. Then confirm the name and click OK. Close the Chooser when you're done.

Now you're ready to print a PostScript document from the print server or a client Macintosh. See page 2-8 for instructions.



To make starting StylusRIP easy and to allow you to drag and drop PostScript files for printing, create an alias of the StylusRIP Server program on your desktop. Click the StylusRIP Server icon and select Make Alias from the File menu. Then drag the alias icon to your desktop. See page 2-12 for instructions on drag and drop printing.

Starting the StylusRIP Server Software Automatically



Note:

Because the StylusRIP Server software uses a lot of system resources, you may want to start it automatically only on a print server that is dedicated to printing PostScript documents.

Follow these steps to set up the StylusRIP Server software so it starts automatically each time you turn on or restart your Macintosh:

1. Turn on the printer and the standalone or print server Macintosh.
2. Click the StylusRIP Server icon in the StylusRIP folder.
3. In the File menu, select Make Alias. The software creates a StylusRIP Server Alias icon in your StylusRIP folder.
4. Drag the StylusRIP Server Alias icon to your desktop.
5. Open the System folder and locate the Startup Items folder.

6. Drag the StylusRIP Server Alias icon into the Startup Items folder.

When you restart your system, the StylusRIP Server software starts automatically. To cancel automatic startup of the StylusRIP Server software, remove its alias icon from the Startup Items folder and restart your Macintosh.

Printing from an Application

When you send a PostScript print job from your application to the StylusRIP Server, it processes the PostScript file into a raster image and prints it on your printer. If you send the job from a client Macintosh on a network, the StylusRIP Client software sends it to the print server Macintosh for processing.

Before printing from an application, make sure the StylusRIP Server software is set up and running.

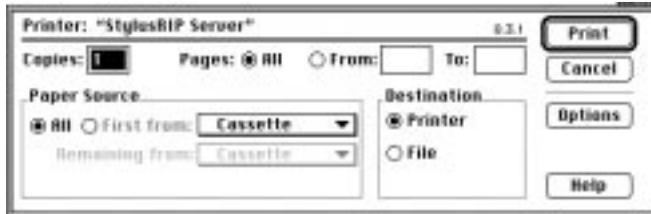
If you're printing from a client system, you don't need to have the Stylus RIP software on your Macintosh. Just make sure PSpriinter is selected in the Chooser before you print.

Setting Up the Print Job

Follow these steps:

1. Open your application and create your document.
2. Select Page Setup from the File menu. You see a dialog box containing the PSpriinter driver options you can select to control printing, such as the Paper Size.
3. Select the correct options for your document and click OK.

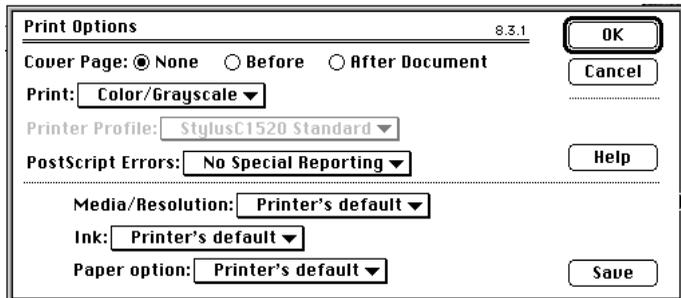
- Now select Print from the File menu. You see a print dialog box like the following:



- Select the number of copies, page range, and paper source you want. Then make sure the Destination option is set to Printer.

If you want to use the “drag and drop” printing method, select File instead, and make sure you print to a “PS” (not EPS) file. See page 2-12 for drag and drop printing instructions.

- Click Options or Features, depending on your software. You see a Print Options dialog box like the following:



Follow the instructions in the next section to set the options for your print job.

Setting Print Options

The options at the top of the window are standard PostScript. Those at the bottom of the window are specific to StylusRIP and your EPSON Stylus printer. Follow these steps to set the print options:

1. Choose the Cover Page option you want.
2. Choose one of the following Print settings:
 - ▶ Black and White
 - ▶ Color/Grayscale
 - ▶ ColorSync Color Matching
 - ▶ PostScript Color Matching

If you choose one of the color matching options, StylusRIP matches the colors in your printout to the colors displayed on your monitor as closely as possible. You must choose a Printer Profile to use for matching in step 3.



Note:

If you don't see the printer profiles listed, you may need to install them manually. See page 1-10 for more information.

3. If you selected a color matching option in step 2, choose a Printer Profile corresponding to the media you're printing on and the resolution (print quality) you want to use. The available media types for each printer are as follows:
 - ▶ Standard (Photo Quality Ink Jet Paper at 720 dpi)
 - ▶ 360P_360 dpi Ink Jet Paper
 - ▶ GF_Glossy Film
 - ▶ GP_Glossy Paper
 - ▶ POP_Photo Quality Ink Jet Paper

See your printer *User's Guide* for more information about Media Type and Print Quality settings.

4. Choose one of the settings for reporting PostScript Errors that might occur during printing.
5. Set the Media/Resolution option corresponding to the media you're printing on and the resolution (print quality) you want to use. (The Printer's default setting selects Photo Quality Ink Jet Paper at 720 dpi.) See your printer *User's Guide* for more information about Media Type and Print Quality settings.
6. Set the Ink option to CMYK (Printer's default) or Grayscale.
7. Choose one of the following for the Paper option setting (for printers with a roll paper option only):
 - ▶ Print Using Roll Feed Media
Make sure you choose this setting when you're printing on roll paper; otherwise, the printer will eject the entire roll of paper.
 - ▶ Print Using Cut Sheet Media (same as Printer's default)
Make sure you choose this setting when you're printing on single sheets of paper; otherwise, the top and bottom edges of your image may be clipped.
8. Click OK. When you return to the StylusRIP print dialog box, click Print.

The application sends the print job to the StylusRIP Server software for processing and printing.

Drag and Drop Printing

Drag and drop allows you to print one or more files at a convenient time. You can close your applications, so your Macintosh can print as quickly as possible with the maximum system resources. You don't even have to have the StylusRIP application open before you start. Follow these steps:

1. Create a PostScript document as usual and set your Page Setup options.
2. Select Print from the File menu.
3. In the Print dialog box, set the Destination to File.
4. Select a level 2 binary PostScript file type (not an EPS file).
5. Select the other options you want to use, and click OK. When you return to the StylusRIP print dialog box, click Save.
6. If necessary, choose the folder where you want to save the print file.
7. After your file is created, simply drag it to the StylusRIP alias. StylusRIP opens (if it's not already open) and begins processing your file or files. You can continue to drag and drop multiple files, and they will be processed in order.

Managing Print Jobs

While your job is printing, you see a window like the following:



If you don't see this window, select Show window from the PostScript menu.

You can use the Information window to track the progress of your print job. If a problem occurs during printing, you'll see it displayed in the Message area.



Note:

To cancel a print job, press the **Command** and **period** keys.

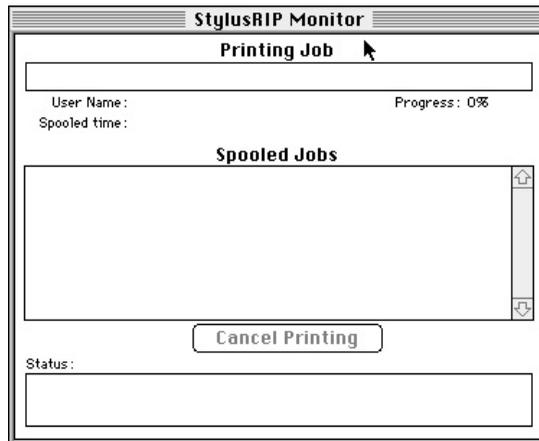
Using the StylusRIP Monitor

If you're running StylusRIP on a network, you can use the StylusRIP Monitor to manage your print jobs. You must have Raster Spool Mode turned on in order to use the StylusRIP Monitor.

Printing with the StylusRIP Software

To turn on Raster Spool Mode, choose Preferences from the File menu of the StylusRIP Server software. Check Raster Spool Mode and click OK. You must exit and restart the StylusRIP Server software for this mode to take effect.

The Monitor starts automatically when you send a print job. In the Monitor window you can see a list of spooled print jobs and the status of the job that's currently printing.



If you don't see the StylusRIP Monitor, select Show window from the menu.

To cancel a print job that is already spooled and is waiting to be printed, select the job and click Job Cancel.

3

Troubleshooting

This chapter describes solutions to some problems you may have with the StylusRIP software. Many problems can be solved by making sure the printer is turned on and properly connected to the print server or network before you start the StylusRIP software, so check these conditions whenever you encounter a problem.

Here are some detailed solutions to specific problems or error messages you may receive.

Printed images are clipped at the edges

Possible cause	Solution
You are printing a document with margins larger than the printable area of your printer.	Check your printer <i>User's Guide</i> for information on the maximum printable area on your printer and format your document so it fits within that area. Also check that your printer software settings are correct for the document.
You selected the wrong printer name in the Chooser.	Follow the instructions under "Starting the StylusRIP Server Software" on page 2-4 and make sure you select the correct printer icon, AppleTalk zone, and printer name. Then try printing again.

The printer is producing many pages containing garbled characters

Possible cause	Solution
The printer is not receiving and processing PostScript codes.	If you're printing on a network using Raster Spool Mode, click Cancel Job in the StylusRIP Monitor to stop printing. If this doesn't work, turn off the printer to avoid wasting paper. Then halt the StylusRIP application by holding down the Option and Command keys and then pressing Esc . Restart your Macintosh to establish communication with the printer. Make sure that you correctly performed all the steps in Chapters 1 and 2.

One or more colors are missing in your printout or it prints in black ink only

Possible cause	Solution
You didn't specify color data in your application software or select color ink in your printer software.	Check your application software documentation for instructions on creating a color document. Also make sure color ink is selected in your printer software; see your printer <i>User's Guide</i> for instructions.
Your color print head needs cleaning or the ink cartridge is empty.	See your printer <i>User's Guide</i> for instructions on cleaning the color print head or on reading your printer's control panel lights to see if you need to replace the color ink cartridge.

You see a memory or VM error message

Possible cause	Solution
Virtual memory is not turned on.	Select Control Panels from the Apple menu, then select Memory Control Panel . Click the On button in the Virtual Memory panel.
Not enough memory is allocated to the StylusRIP software.	Quit StylusRIP and select the StylusRIP icon on your desktop. Select Get Info from the File menu. Then increase the amount of available memory in the Preferred size box to at least 16MB, making sure to leave some memory available for your system software and other applications.
Your system needs more memory.	If neither of the solutions above prevent memory error messages, you need to install additional memory on your Macintosh.

You see Font not found or Find font error messages

Possible cause	Solution
You're allowing Font Substitution in your application.	Turn off Font Substitution in your application's Page Setup dialog box.
You're not using PostScript fonts.	You must have PostScript compatible fonts (not just screen fonts) loaded on your system and selected in your application to be able to print with StylusRIP.
You have moved or renamed the StylusRIP software folder.	Follow the steps in Chapter 1 to reinstall the StylusRIP software on your system. Then, don't move any of the installed files or folders.
Your StylusRIP Preferences and tmp folders are corrupted.	If none of the solutions above prevent font error messages, delete the tmp folder and the StylusRIP Preference folder in the StylusRIP folder. StylusRIP will create a new preference file automatically when you restart the program.
Your Font Management utility has a font conflict.	If you use a Font Management utility, check it to make sure all the fonts are available for your application as necessary.

You see a Printer cannot be opened or Printer not found error message

Possible cause	Solution
The printer is not turned on.	Turn on the printer and try printing again.
The printer is not completely connected to the StylusRIP standalone or server Macintosh.	Make sure the printer connection is secure at both ends of the cable. Also make sure the cable is not defective and it meets the specifications for your printer. See your printer <i>User's Guide</i> for more information.
You're using an optional LocalTalk or EtherTalk interface card and named the printer incorrectly.	Check the instructions in Chapter 1 to make sure you named the printer correctly.

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