

# Product Support Bulletin

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**SUBJECT:** MS Windows 3.x Stylus 400/800+/Color Printer Driver problems using the ActionNote 650 Series NoteBook Computer

Date: 11/5/94  
Page(s): 1 of 2

PSB No: PSB S-0182  
Originator: DS

This bulletin provides additional information to allow printer driver ver 1.03E for the Stylus 400, 800+ and Color printers to complete the installation process when connected to Epson ActionNote 650 Series computers in the Windows 3.x environment.

When attempting to install the 1.03E printer driver the following warning message appears:

**"This driver cannot be updated because it is currently being used by windows. Wait until Windows is finished using the driver, and then try again."**

This is caused by a conflict with the Chips & Technologies 65540, 256 color video driver and the printer installation process. The following steps will help complete the installation:

1. Exit Windows to the DOS prompt, **C:\>**.
2. Change directories to Windows (Type **CD\Windows** ) Hit **ENTER**.
3. At the **C:\Windows** prompt type **SETUP** and Hit **ENTER**.
4. After the **SETUP** screen appears, with the **UP** and **DOWN** arrows select the **DISPLAY** line. Hit **ENTER**
5. A **BOX** will appear near the bottom of the screen containing video drivers. With the **DOWN ARROW** key, move through the drivers and find either a **CHIPS 65540 16 color driver** or select the **Windows VGA driver**. Hit **ENTER**. Hit **ENTER** two more times to exit **SETUP**.
6. Type **WIN** to load Windows. In the **MAIN** program group find **CONTROL PANEL** and double click. In **CONTROL PANEL** find **PRINTERS** and double click. Continue with the printer installation.
7. After completing the installation, follow steps 1 through 4 to change back to the Chips 65540 256 color driver you wish to use.

8. Re-start Windows and go to the **MAIN** program group, open **FILE MANAGER**. From the **C:\WINDOWS\SYSTEM** subdirectory, run **EPSPLMGR.EXE** by double clicking on the file name. This will load the **Epson Spool Manager**.
9. From the **Spool Manager** screen, select the **QUEUE** "pull down" menu, then select **SETUP**.
10. From the **SETUP** screen, enable the **Print Manager** by selecting this option.
11. **Close the Spool Manager** and exit **File Manager**. The installation is complete.

\* Steps 7 through 10 are required when the parallel port is set to **BI-DIRECTIONAL** in **SETUP**.

If the parallel port is set to **NORMAL**, steps 7 through 10 are not required

The latest version , v1.04, of the Stylus Printer Driver, is available on the Epson RBBS as file name **STY104.EXE** which resolves the above issues.

# Product Support Bulletin

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**SUBJECT:** MS Windows 3.x Stylus 400/800+/Color Printer Driver problems using the Progression/Progression4/NX-Epson/Endeavor-WG

Date: 11/5/94  
Page(s): 1 of 2

PSB No: PSB S-0181  
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This bulletin provides additional information to allow printer driver ver 1.03E for the Stylus 400, 800+ and Color printers to complete the installation process when connected to Epson Progression/Progression4/NX-Epson and Endeavor-WG computers in the MS Windows 3.x environment.

When attempting to install the 1.03E printer driver the following warning message appears:

**"This driver cannot be updated because it is currently being used by windows.  
Wait until Windows is finished using the driver, and then try again."**

This is caused by a conflict with the Wingine 256 color video driver and the printer installation process. The following steps will help complete the installation:

1. Exit Windows to the DOS prompt, C:\>.
2. Change directories to Windows (Type CD\Windows ) Hit ENTER.
3. At the C:\Windows prompt type SETUP and Hit ENTER.
4. After the SETUP screen appears, with the UP and DOWN arrows select the DISPLAY line. Hit ENTER.
5. A BOX will appear near the bottom of the screen containing video drivers. With the DOWN ARROW key, move through the drivers and find either a WINGINE 32k or 64k color driver or select the Windows VGA driver. Hit ENTER. Hit ENTER two more times to exit SETUP.
6. Type WIN to load Windows. In the MAIN program group find CONTROL PANEL and double click. In CONTROL PANEL find PRINTERS and double click. Continue with the printer installation from here.
7. After completing the installation, follow steps 1 through 4 to change back to the Wingine 256 color driver you wish to use.

\*NOTE: The latest version, v1.04, of the Stylus Printer Driver, file name STY104.EXE, is available on the Epson RBBS, resolves the above issue.

# Product Support Bulletin

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

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Page(s): 1 of 1

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

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

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

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

# Product Support Bulletin

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**SUBJECT:** MS Windows 3.x Stylus 400/800+/Color Printer Driver problems using the ActionPC/Tower-2000 Computers

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Originator: DS

This bulletin provides procedures to implement a software solution to address printing problems using the printer driver ver 1.03E for the Stylus 400, 800+ and Color printers when connected to an Epson ActionPC-2000 and ActionTower-2000 computers in the MS Windows 3.x environment.

\*Some ActionPC/Tower-2000 computers ,**with the black EPSON logo plate**, have a problem using the 1.03E version driver. The software solution is as follows:

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

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

\*To verify if you need to follow the procedure in this bulletin, check if your system **SETUP** lists Printer port control. If it is listed, the parallel port allows PS/2 and AT selections, select AT(Unidirectional). See page A-3 in your computers User's Guide for **SETUP** instructions. If your computer has this option skip the instructions above.