INK JET PRINTER

EPSON® STYLUS® C64

Quick Guide

Basic Printing
Solving Problems

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Contents

Basic Printing

Before you start, make sure your printer is set up and its software is installed as described on the *Start Here* sheet.

Whenever you print, make sure you do the following:

- **Use the right paper.**
  For the best-looking photos, most vivid colors, and greatest detail, always use genuine EPSON® papers and EPSON inks.

- **Choose the right printer settings.**
  Your printer automatically adjusts itself for each type of paper. That's why printer settings are important. They tell your printer what kind of paper you're using and what type of print you want. Make sure you check your printer settings every time you print.

Loading Paper

1. Open the output tray and its extension.

2. Insert your paper against the right edge of the sheet feeder, behind the tab.

3. Slide the left edge guide against the paper (but not too tightly).

Load paper behind the tab

Press the locking tab and slide the left edge guide against the paper
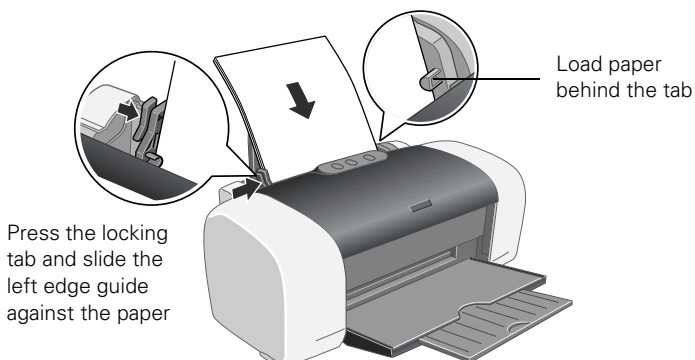
Follow these guidelines when loading paper:

■ Don't load paper above the arrow on the left edge guide.

■ Load the printable side face-up. It's often brighter or whiter than the other side.

■ Always load the short edge first, even when printing in landscape mode.

■ Load letterhead or preprinted paper into the printer top edge first.

■ If you're using special media, follow the instructions that came with the media.

Printing in Windows

1. From the File menu, click Print. You see a Print window like this one:

Select your printer here

Click here to open your printer software
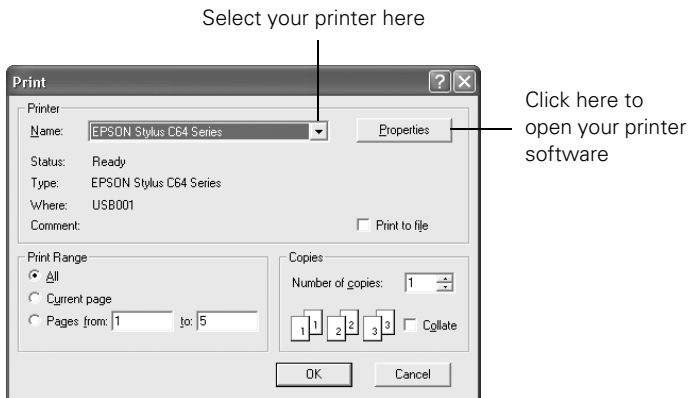
2. Make sure EPSON Stylus C64 Series is selected.

3. Click the Properties or Preferences button. (If you see a Setup, Printer, or Options button, click it. Then click Properties or Preferences on the next screen.)

4. Select the following in the properties window:

Select the type of document you're printing
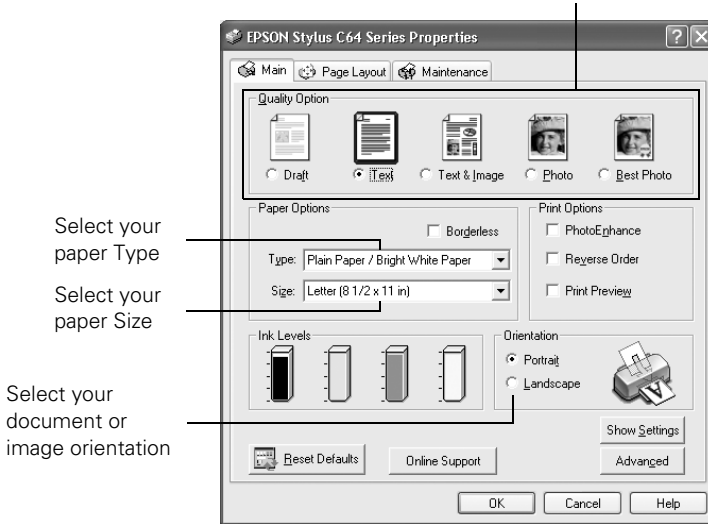

Select your paper Type

Select your paper Size

Select your document or image orientation

5. Select from these Quality Options:

Draft: For rough drafts with reduced print quality

Text: For text-only documents with higher text quality

Text & Image: For documents with text and images with higher quality

Photo: For photos and graphics with good quality and speed

Best Photo: For photos or graphics with high print quality

Note:
For more information about printer settings, click the ? or Help button.

The Quality Option settings on this screen give you the best combination of quality and speed for most prints. For the highest quality (Photo RPM) on selected papers, click the Advanced button on the Main tab. Then see your online *User's Guide* for instructions on selecting Photo RPM.

6. Select the paper Type for the paper you've loaded.

7. Select other settings as shown above in step 4.

8. Click OK.

9. At the Print window, click OK or Print to start printing.

Printing with Macintosh OS X

If you're using an OS X compatible printing application, follow the steps below to print a document. (If you're using an application that's compatible only with Macintosh® Classic mode, follow the steps in "Printing with Macintosh OS 8.6 to 9.x" on page 10 instead.)

Before you begin, make sure you added your printer to the Print Center as described on the *Start Here* sheet.

1. From the File menu, select Page Setup. Select the following settings:

Select your printer from the list

Select your Paper Size

Select your document or image orientation

2. Select your printer from the Format for drop-down list.

3. Select your Paper Size and Orientation.

4. Click OK to close the Page Setup window.

5. From the File menu select Print. You see a window like this one:

Select your printer from the list

Select Print Settings from the list
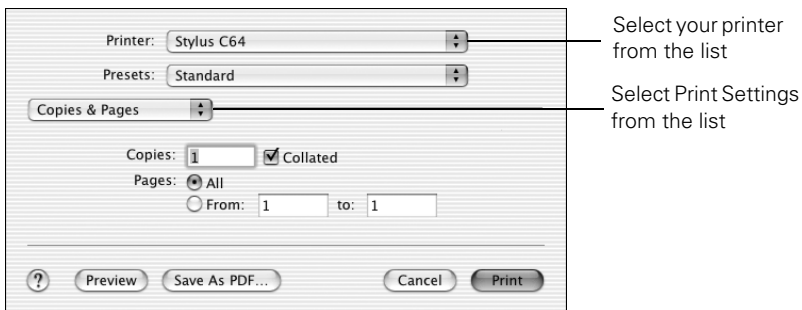
6. Open the Printer pull-down menu, and select your printer again. Always check to make sure you selected the same printer you chose in the Page Setup window.

7. Select Print Settings from the list.

8. Select the following Print Settings as necessary:

Select the type of paper you're using

Select Color or Black ink

Select higher quality or faster printing (if available)

Click Print

Note:
For more information about printer settings, click the Help button.

The Quality setting on this screen gives you the best combination of quality and print speed for most prints. For the highest print quality (Photo RPM) on selected papers, click Advanced and see your online *User's Guide* for instructions on selecting Photo RPM.
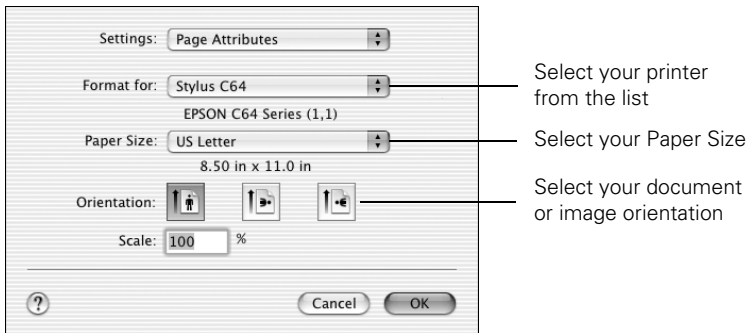
9. You can also choose other print settings by selecting these options in the pull-down menu:

   ■ Copies & Pages: To select the number of copies or a page range.

   ■ Layout: To select page layout options.

   ■ Color Management: To select ColorSync® or adjust the color controls or gamma setting.

   ■ Summary: To view a list of all your selections.

   ■ Save Custom Settings: To save your selections for future use. (In OS X 10.2.x, select Save As from the Presets pull-down menu.)

10. Click Print.

Printing with Macintosh OS 8.6 to 9.x

Before you begin, make sure you selected your printer in the Chooser as described on the *Start Here* sheet.

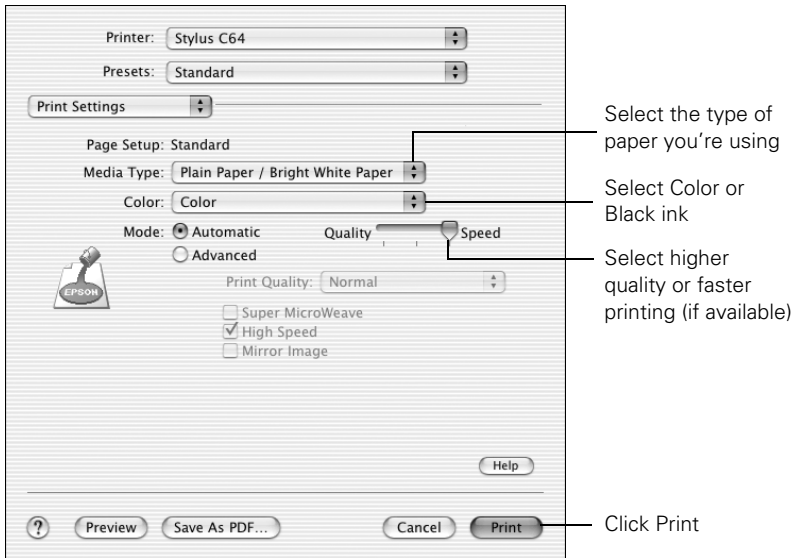1. From the File menu, select Page Setup. Select the following settings:

Make sure you see C64 Series

Select your paper size

Select your document or image orientation

2. Click OK to close the Page Setup window.

3. From the File menu, select Print.

4. Select the following print settings as necessary:

Select the type of paper you're using

Select Color or Black ink

Select Automatic mode   Select higher quality or faster printing (if available)
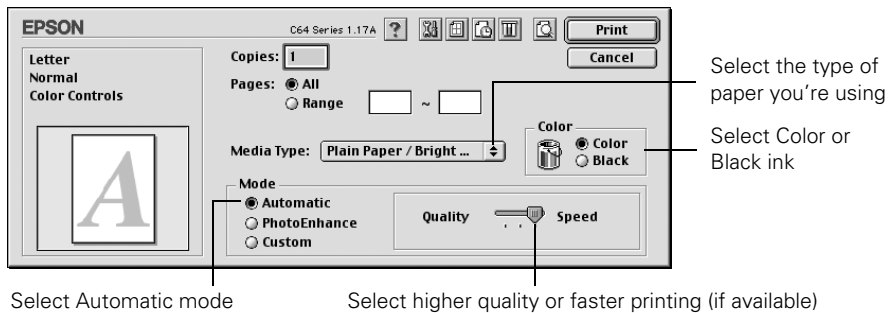
Note:
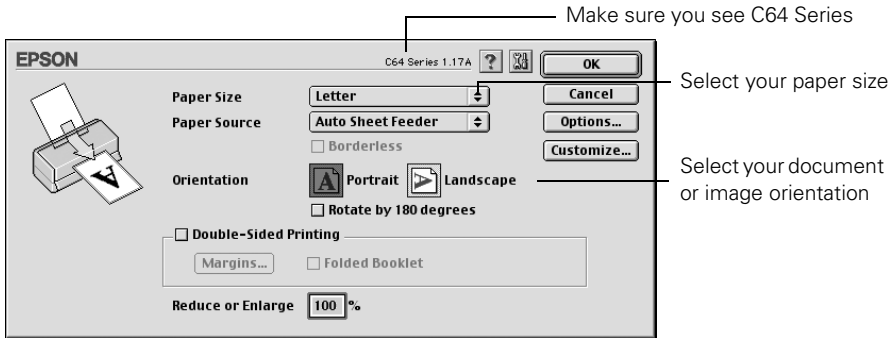For more information about printer settings, click the ? button.

The Quality setting on this screen gives you the best combination of quality and print speed for most prints. For the highest print quality (Photo RPM) on selected papers, click Custom, then click the Advanced button and see your online *User's Guide* for instructions on selecting Photo RPM.

5. Click Print.

Solving Problems

Checking the Printer's Lights

If the printer's lights come on or flash, check the explanations listed below.

| Lights	Explanation
Green ⏻ power light flashes	The printer is receiving a print job, replacing an ink cartridge, charging ink, or cleaning the print head.
Red ⏏ paper light is on	Your paper ran out. Load more paper, then press the ⏏ paper button to resume printing.
Red ⏏ paper light flashes	Paper is jammed in the printer. Press the ⏏ paper button to eject the paper. If that doesn't work, turn off the printer, open the cover, and pull the paper out from the front, including any torn pieces. Then turn on the printer, reload paper, and press the ⏏ paper button.
Red ◊ ink light flashes	One of the cartridges is low on ink. Check the message that appears on your screen to determine which cartridge is low. Make sure you have a replacement cartridge.
Red ◊ ink light is on	One of the cartridges is out of ink or not installed. Make sure you have a replacement cartridge, then follow the steps in your online *User's Guide* to install it. If you have just installed a new cartridge, it may be incompatible with the printer or incorrectly installed. Reinstall it or replace it with the correct cartridge as described in your online *User's Guide*.
Green ⏻ power light and red ◊ ink light are on	An ink cartridge is not installed correctly. Reinstall it as described in your online *User's Guide*.

Lights	Explanation
Red 🗐🗑 paper light and red ◊ ink light flash	Paper may be blocking movement of the print head. Turn off the printer, then open the cover and remove any jammed paper or other foreign objects. Turn the printer back on. If the lights are still on, contact your dealer or EPSON as described on your *Start Here* sheet.
Green ⏻ power light is off and red 🗐🗑 paper light and red ◊ ink light are flashing	The printer may have an internal error. Turn off the printer, wait a few seconds, and turn it on again. If the lights are still flashing, contact your dealer or EPSON as described on your *Start Here* sheet.

Problems and Solutions

You see banding (light lines).

■ The print head nozzles may need cleaning; follow the instructions below to clean the print head:

1. Make sure the printer is turned on but not printing, and the red ◊ ink light is off.

2. **Windows**: Right-click the 🗒 printer icon on your taskbar (in the lower right corner of your screen). Select Head Cleaning.

   Macintosh OS X: Open the Applications folder and select EPSON Printer Utility. Select Stylus C64 in the printer list, click OK, and select Head Cleaning.

Macintosh OS 8.6 to 9.x: Open the File menu and choose Page Setup or Print. Click the ⛀ Utility button, then click the ⛉ Head Cleaning button.

3. Follow the instructions on the screen to clean the print head.

   Cleaning takes about 40 seconds. The printer makes noise and the green ⏻ power light flashes.

   Caution:
   Never turn off the printer while the green ⏻ power light is flashing, unless the printer hasn't moved or made noise for more than 5 minutes.

4. When the green ⏻ power light stops flashing, make sure paper is loaded in the printer, then do the following:

   Windows: Click Print nozzle check pattern. Then click Print.

   Macintosh: Click Confirmation, then click Next.

   The nozzle check pattern prints.

5. If the nozzle check pattern has no gaps, click Finish.
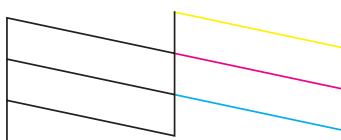
   If the pattern has gaps, click Clean to clean the print head again.
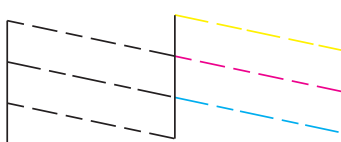
   You can also turn the printer off and wait overnight—this allows any dried ink to soften—and then try cleaning the print head again.

■ The ink cartridges may need replacing; see your online *User's Guide* for instructions on replacing ink cartridges.

Problems and Solutions **13**

Your printout is blurry or smeared.

■ Make sure the printable side of the paper is face-up. It's usually brighter or whiter than the other side.

■ If you're using double-sided paper and printing heavily saturated or dark images on the front side of the paper, you may notice that smudges or marks appear on the front when you print the second side. If one side of the paper will contain a lighter image or text, print that side first to eliminate marks or smudging.

■ If ink smears on the back of a printout, clean the inside of the printer as described in your online *User's Guide*.

Your paper doesn't feed correctly or jams in the printer.

■ If multiple pages feed at once, remove the paper from the sheet feeder, fan the edges to separate the sheets, then reload it.

■ If paper jams, press the ⏻ paper button for several seconds to clear the jam. If that doesn't work, open the cover and pull the paper out from the front, including small pieces that may have torn off. Reload the paper and press the ⏻ paper button.

■ Heavily saturated prints may curl, causing a paper jam when printing on both sides of the paper.

If your paper loads incorrectly or jams frequently:

■ Use new, smooth, high-quality paper, loaded printable side up.

■ Fan the edges of the stack of paper to separate the sheets.

■ Don't load paper above the arrow mark inside the left edge guide.

■ Place the paper against the right edge, behind the tab. Slide the left edge guide against it, but not too tightly.

Too many copies are printing.

Make sure that the Copies option in your printer software or program is not set for multiple copies.

You see incorrect characters.

■ Make sure the USB cable is securely connected and meets the requirements on page 17. Then try printing again.

■ Make sure your printer is selected in your software. If you're using a Macintosh, make sure your printer is set as the active printer in Print Center (OS X) or the Macintosh Chooser (OS 8.6 to 9.x).

■ If you're using a switch box or USB hub with your printer, connect the printer directly to your computer.

Requirements and Notices

Windows System Requirements

To use your printer and its software, your system should have:

■ A Microsoft® Windows® compatible PC with a Pentium® 233 MHz or faster recommended

■ Microsoft Windows 98, Windows Me, Windows 2000, or Windows XP

■ At least 64MB RAM (128MB recommended)

■ 100MB free hard disk space (200MB or more recommended)

■ VGA or better display adapter and monitor

■ A Windows-compliant USB port

■ A shielded USB "AB" cable up to 6.5 feet (2 meters) long.

Macintosh System Requirements

To use your printer and its software, your system should have:

■ An Apple iMac™ series or Power Macintosh® G3 or G4 with a built-in USB port

■ Macintosh OS 8.6 through 9.x, OS X 10.1 or higher (Macintosh OS 9.0 or later recommended)

■ At least 64MB RAM for OS 8.6 through OS 9.x (128MB recommended); 128MB RAM for OS X (256MB or more recommended)

■ At least 100MB free hard disk space (200MB recommended)

■ VGA display or better

■ A shielded USB "AB" cable up to 6.5 feet (2 meters) long.

Important Safety Instructions

Before using your printer, read these safety instructions to make sure you use it safely and effectively:

- Be sure to follow all warnings and instructions marked on the printer.

- Use only the type of power source indicated on the printer's label.

- Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.

- Place the printer near a wall outlet where the plug can be easily unplugged.
  Placez l'imprimante près d'une prise de courant où la fiche peut être débranchée facilement.

- Do not let the power cord become damaged or frayed.

- If you use an extension cord with the printer, make sure the total ampere rating of the 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 outlet's ampere rating.

- Keep your printer and computer system away from potential sources of electromagnetic interference, such as loudspeakers or cordless telephone base units.

- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.

- Leave enough room around the printer for sufficient ventilation, leaving at least 3.9 inches between the back of the printer and the wall.

- Do not place the printer near a radiator or heating vent or in direct sunlight.

- Place the printer on a flat, stable surface that extends beyond the printer base in all directions. The printer will not operate properly if it is tilted or at an angle.

- When transporting or storing the printer, don't tilt it, stand it on its side, or turn it upside-down. This may allow ink to leak from the ink cartridges.

- Turn off and unplug the printer before cleaning. Clean with a damp cloth only. Do not spill liquid on the printer.

  Caution: Always turn the printer off using the ⏻ power button. Don't switch off the power strip or unplug the printer until the green ⏻ power light is off.

- Do not block or cover the openings in the printer's case or insert objects through the slots.

- Except as specifically explained in this manual, do not attempt to service the printer yourself.

- Unplug the printer and refer servicing to qualified service personnel under the following conditions:

  If the power cord or plug is damaged; if liquid has entered the printer; if the printer has been dropped or the case damaged; if the printer does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.

Ink Cartridge Safety Instructions

- Keep ink cartridges out of the reach of children.
- Be careful when you handle used ink cartridges; there may be ink remaining around the ink supply port. If ink gets on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water.
- Do not put your hand inside the printer or touch a cartridge during printing.
- Do not move the print head by hand. You may damage the printer.
- Install the ink cartridge immediately after you remove it from its package. Leaving the cartridge unpacked for a long time before use can result in reduced print quality.
- Do not use an ink cartridge beyond the date printed on the cartridge carton. For best results, use up the ink cartridges within six months of first installing them.
- Store ink cartridges in a cool, dark place.
- Store ink cartridges with the bottom of the packaging facing down.
- After bringing an ink cartridge inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- Do not shake an ink cartridge after removing it from its package; this can cause leakage.
- Do not remove or tear the label on an ink cartridge; this can cause leakage.
- Do not dismantle the ink cartridges or try to refill them. This could damage the print head.
- Do not touch the green IC chip on the front of the cartridge. This may affect normal operation and printing.
- If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the printer. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent the ink from staining items that the cartridge touches. Do not touch the ink cartridge ink supply port or surrounding area.
- Before transporting the printer, make sure the print head is capped in the far right position and the ink cartridges are in place. Secure the ink cartridge holder with the included insert to make sure it remains in the proper position.

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.

Declaration of Conformity

According to 47CFR, Part 2 and 15 for Class B Personal Computers and Peripherals; and/or CPU Boards and Power Supplies used with Class B Personal Computers:

We: EPSON AMERICA, INC.

Located at: MS: 3-13
                   3840 Kilroy Airport Way
                   Long Beach, CA 90806
                   Telephone: (562) 290-5254

Declare under sole responsibility that the product identified herein, complies with 47CFR Part 2 and 15 of the FCC rules as a Class B digital device. Each product marketed is identical to the representative unit tested and found to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47CFR §2.909. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Trade Name: EPSON

Type of Product: Ink Jet Printer

Model: B241B

ENERGY STAR Compliance

As an ENERGY STAR Partner, EPSON has determined that this product meets the ENERGY STAR guidelines for energy efficiency. The EPA ENERGY STAR office equipment program is a voluntary partnership with the computer and office equipment industry to promote the introduction of energy-efficient personal computers, monitors, printers, fax machines, and copiers in an effort to reduce air pollution caused by power generation.

Epson America, Inc. Limited Warranty

What Is Covered: Epson America, Inc. ("Epson") warrants to the first retail purchaser that the EPSON printer covered by this limited warranty statement, if purchased and used in the United States or Canada, conforms to the manufacturer's specifications and will be free from defects in workmanship and materials for a period of one (1) year from the date of original purchase. Epson also warrants that the consumable ink cartridges enclosed with the printer will perform to the manufacturer's specified usage, which usage may expire before the expiration of the limited warranty for the EPSON printer. For warranty service, you must provide proof of the date of original purchase.

What Epson Will Do To Correct Problems: Should your EPSON printer prove defective during the warranty period, please call EPSON at (800) 922-8911 for printer diagnostic information and for a telephone number if warranty service is necessary. An Epson service technician will provide telephone diagnostic service, if needed, and determine whether the printer requires service. If Epson determines that service is required, Epson will, at its option, exchange or repair the printer without charge for parts or labor. If Epson authorizes an exchange for the defective unit, Epson will ship a replacement printer to you, freight prepaid, so long as you use an address in Canada or the U.S. (excluding Puerto Rico and U.S. Possessions). Shipments to other locations will be made freight collect. You are responsible for securely packaging the defective unit or any requested parts and returning them to Epson within five (5) working days of receipt of the replacement. Epson requires a debit or a credit card number to secure the cost of the replacement printer in the event that you fail to return the defective one. If your printer is being repaired, Epson will direct you to send your printer to Epson or its authorized service center, where the printer will be fixed and sent back to you. You are responsible for packing the printer and for all costs to and from the Epson authorized service center. When warranty service involves the exchange of the printer or a part, the item replaced becomes Epson property. The replacement printer or part may be new or refurbished to the Epson standard of quality, and, at Epson's option, may be another model of like kind and quality. Epson's liability for replacement of the covered printer will not exceed the original retail selling price of the covered printer. Exchange products and parts assume the remaining warranty period of your original product covered by this limited warranty.

What This Warranty Does Not Cover: This warranty covers only normal use in the United States and Canada. This warranty is not transferable and will not apply to products purchased from an end user. This warranty does not cover any color change or fading of prints or reimbursement of materials or services required for reprinting. This warranty does not cover damage to the EPSON product caused by parts or supplies not manufactured, distributed or certified by Epson. This warranty does not cover ribbons, ink cartridges or third party parts, components, or peripheral devices added to the EPSON product after its shipment from Epson, e.g., dealer or user-added boards or components. Epson is not responsible for warranty service should the Epson label or logo or the rating

label or serial number be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse, abuse, improper installation, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, software problems, interaction with non-Epson products, or service other than by an Epson Authorized Servicer. If a claimed defect cannot be identified or reproduced, you will be held responsible for the costs incurred.

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In Canada, warranties include both warranties and conditions.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, and some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights and you may have other rights which vary from jurisdiction to jurisdiction.

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