EPSON Printer Service Utility User's Manual

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About the EPSON Printer Service Utility

The EPSON Printer Service Utility allows the user to make custom settings without using the original printer driver. It also helps the user use media other than EPSON genuine media to make more clear printing.

The settings you have made in this software correspond to the original printer driver. You can select custom settings saved with this software from the original printer driver settings.

To install the EPSON Printer Service Utility, see the *EPSON GrayBalancer/EPSON Printer Service Utility Installation Guide*.

This software contains the following functions:

- ❏ Print Head Alignment/Custom Paper Configuration
- ❏ Power Head Cleaning
- ❏ Firmware Update

Note:

- ❏ *Original printer driver must be installed to use this software.*
- ❏ *Microsoft® Windows® users need Windows Millennium Edition, 98, 95, XP, 2000, or NT 4.0, and EPSON Status Monitor 3 to use this software.*
- ❏ *Apple® Macintosh® users need Mac OS 8.6 to 9.2 to use this software.*

Main Function

In the EPSON Printer Service Utility, there are three main functions: Print Head Alignment/Custom Paper Configuration, Power Head Cleaning, and Firmware Update.

Print Head Alignment/Custom Paper Configuration

Print Head Alignment fixes misaligned vertical lines and allows very precise alignment of each color.

Custom Paper Configuration allows you to adjust several aspects of the printing process to accommodate various types of media. See “Print Head Alignment/Custom Paper Configuration” on page 6 for details.

Power Head Cleaning

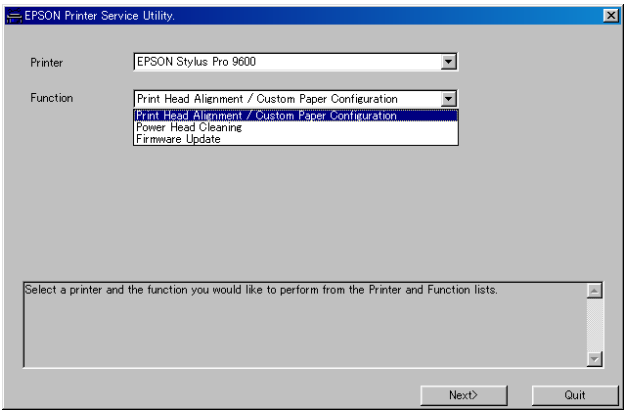
Performs power head cleaning. See “Power Head Cleaning” on page 11 for details.

Firmware Update

Updates the firmware version installed in your printer. See “Firmware Update” on page 12 for details.

Main Screen

The following screen is the main screen of the EPSON Printer Service Utility. In this screen, you can select a function from the three main functions. Select a printer and the function you want to perform from the Printer and Function lists.



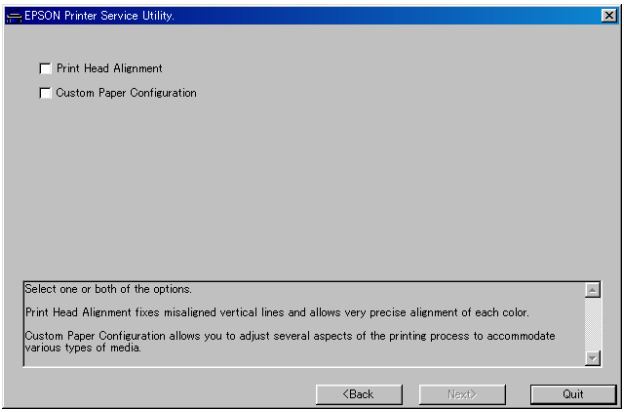
Note:
This manual is intended for both Windows and Macintosh users. In this manual all illustrations of the layout window and the dialog boxes are taken from the Windows version. Even if you use the Macintosh version, you see almost the same window and dialog boxes.

The following buttons are the common buttons that appear on the EPSON Printer Service Utility screen. See the descriptions below.

Quit	Click this button to cancel the settings and exit this software without saving the settings.
Next	Click this button to go on to the next step.
Back	Click this button to return to the previous step.
Home	This button appears at the end of each setting. Click this button to go back to the main screen without saving the settings.

Print Head Alignment/Custom Paper Configuration

Select the Print Head Alignment/Custom Paper Configuration in the main screen. The following screen appears. In this function, you can adjust the printing image. Available settings are Print Head Alignment and Custom Paper Configuration. Select one or both of the options you want to control.



Print Head Alignment

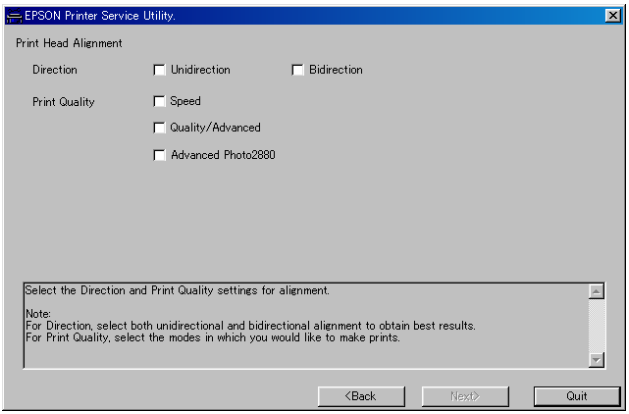
The following screen appears when you select Print Head Alignment on the screen on page 6.

This function adjusts misaligned vertical lines and allows very precise alignment of each color.

Select the Direction and the Print Quality settings for alignment. Click Next to go on to the next step. For further steps, follow the on-screen instructions.

Note:

- *For Direction, select both unidirectional and bidirectional alignment to obtain best results.*
- *For Print Quality, select the modes in which you want to make prints.*



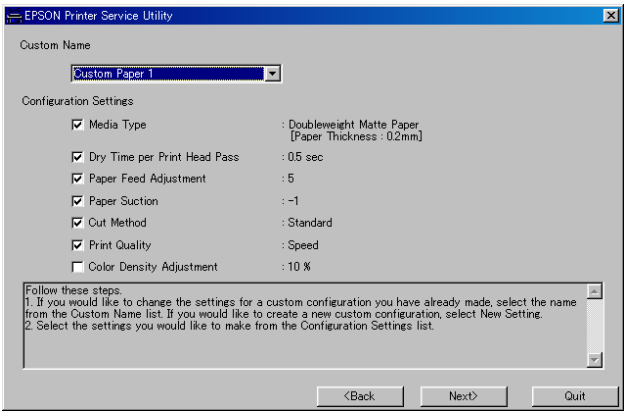
Custom Paper Configuration

The following screen appears when you select Custom Paper Configuration on the screen on page 6.

Custom Paper Configuration allows you to adjust several aspects of the printing process to accommodate various types of media.

If you want to change the setting for a custom configuration you have already made, select the name from the Custom Name list. If you want to create a new custom configuration, select New Setting. Select the settings you want to make from the Configuration Setting list.

At the end of the Custom Paper Configuration setting, you can name and save the settings you have made.



Note:
When you make a new setting, you must determine the Media Type. Therefore, the Media Type check box is automatically checked, and not active.

A setting screen appears for the items you check. The following are descriptions of the Configuration Settings.

Media Type

Select your media from the Media Type list. If the media you are using is in the list, the Paper Thickness setting that automatically appears will be correct. However, if you are using a Media Type setting with a media other than that originally intended, you can enter a thickness setting that corresponds to your media in the Paper Thickness box.

Note:
If you cannot find your media in the list, you can make sample prints to determine the most appropriate setting for your media. Click Sample Prints *to open the Sample Prints dialog box. See the on-screen instruction for more information.*

Dry Time per Print Head Pass

Sets the waiting time for every printing. Normally "0" is recommended.

Note:
Print speed slows when using this feature.

Paper Feed Adjustment

Allows precise adjustment of the paper feed per print pass. Try this function if your printouts contain horizontal banding. Value "0" is recommended for EPSON genuine media.

Paper Suction

Reduces the air suction at the platen and is useful when printing on very thin and floppy paper or cloth. Normally "Standard" is recommended for EPSON genuine media.

Cut Method

Select the desired setting from the Cut Method list. Normally "Standard" is recommended, however make your selection according to the media being used.

Print Quality

Guides you the print quality of each print mode. If you want to make a sample print for each available Print Quality setting, click Print.

Color Density Adjustment

Adjusts the color density. Use the slider to adjust the Color Density setting. To make a sample print at the selected density setting, click Print.

Note:

- *Because color balance is not maintained when using this feature, print results may be different from anticipated. If you want to change color density while maintaining color balance, go back to the Media Type dialog box and select a different media type from the Media Type list.*

- *Make sure that the density does not exceed the limit that the media can absorb.*

Custom Name

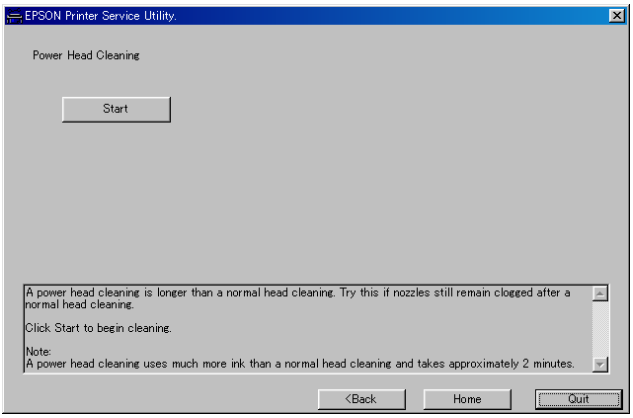
Saves the custom settings you have made. Confirm your settings and, if you selected New Setting, enter a name in the Custom Name box. Click Save to save the settings to the printer driver as a Custom file.

Note:
After clicking Save, the setting will automatically be saved to the printer driver. A dialog box will also appear to allow you to save the settings as a Custom file if desired.

Power Head Cleaning

Select Power Head Cleaning in the main screen. The following screen appears. Then follow the on-screen instructions. With this function, you can perform powerful print head cleaning.

A Power Head Cleaning is longer than a normal head cleaning. Try Power Head Cleaning if nozzles still remain clogged after a normal head cleaning.

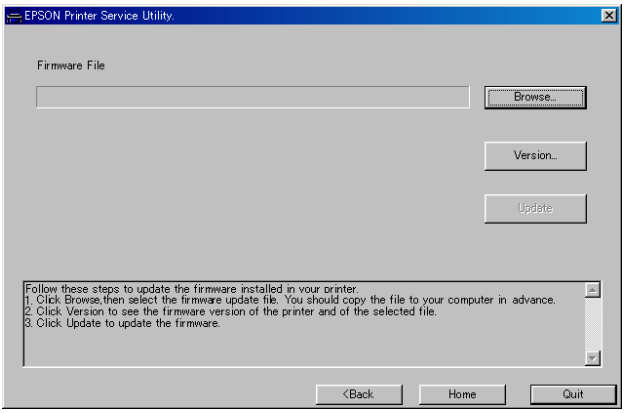


Note:

- *A Power Head Cleaning uses much more ink than a normal head cleaning and takes approximately 2 minutes.*
- *The cleaning is complete when READY appears on the printer LCD panel.*

Firmware Update

With this function, you can update the firmware version installed in your printer. Select Firmware Update in the main screen. The following screen appears.



Follow these steps to update the firmware installed in your printer.

1. Click Browse, then select the firmware update file.

   Note:
   - ❏ *You should copy the file to your computer in advance.*
   - ❏ *Contact your EPSON dealer or EPSON Company in your country for firmware information.*

2. Click Version to see the firmware version of the printer and of the selected file.

3. Click Update to update the firmware.

Uninstalling the EPSON Printer Service Utility

To uninstall the EPSON Printer Service Utility, follow the steps below.

For Windows

1. Quit all applications.
2. Click Start, point to Settings, and click Control Panel.
3. Double click the Add/Remove Programs icon.
4. Select EPSON Printer Service Utility, and click Add/Remove.
5. Follow the on-screen instructions.

For Macintosh

1. Quit all applications.
2. Insert the EPSON Printer Service Utility CD-ROM in your Macintosh. The EPSON Printer Service Utility icon appears.
3. Double click the EPSON Printer Service Utility icon.
4. Double click the Install Software folder.
5. Double click the Uninstaller icon.
6. Click Uninstall.
7. Follow the on-screen instructions.

EPSON OVERSEAS MARKETING LOCATIONS

Epson America, Inc.
3840 Kilroy Airport Way
Long Beach, CA 90806
Phone: (562) 981-3840
Fax: (562) 290-5220

EPSON UK LTD.
Campus 100, Maylands Avenue,
Hemel Hempstead, Herts,
HP2 7TJ, U.K.
Phone: (+44) 01442 261144
Fax: (+44) 01442 227227

EPSON DEUTSCHLAND GmbH
Zülpicher Straße 6,
40549 Düsseldorf Germany
Phone: (0211) 56030
Fax: (0211) 5047787

EPSON FRANCE S.A.
68 bis, rue Marjolin
92300, Levallois-Perret, France
Phone: 33.1.41.86.26.56
Telex: 610657

EPSON AUSTRALIA PTY. LTD.
70 GIBBES STREET,
CHATSWOOD 2067 NSW.
Phone: 2-9903-9000
Fax: 2-9903-9177

EPSON SINGAPORE PTE. LTD.
No. 1 Temasek Avenue #36-00
Millenia Tower, Singapore 039192
Phone: (065) 33 77 911
Fax: (065) 33 41 185

EPSON HONG KONG LTD.
Rooms 4706-10, 47/F,
China Resources Bldg.,
26 Harbour Road, Wanchai, Hong Kong
Phone: 2585-4300
Fax: 2827-7083

EPSON TAIWAN TECHNOLOGY & TRADING LTD.
10F, No. 287 Nanking E. Road, Sec. 3,
Taipei, Taiwan,
Phone: (02) 2717-7360
Fax: (02) 2712-9164

EPSON ITALIA S.p.A.
V.le F.lli Casiraghi 427
20099 Sesto S.Giovanni
MI, Italy
Phone: +3902262331
Fax: +39022440750

EPSON IBERICA S.A.
Av. de Roma, 18-26
08290 Cerdanyola del Valles
Barcelona, Spain
Phone: 582. 15.00
Fax: 582. 15.55

SEIKO EPSON CORPORATION (Hirooka Office)
80 Harashinden, Hirooka
Shiojiri-shi, Nagano-ken
399-0785 Japan

EPSON PORTUGAL, S.A.
R. do Progresso, 471, 1° Perafita
4460 Matosinhos, Portugal
Phone: (02) 996 14 02
Fax: (02) 996 14 11

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