

# **Epson Stylus® Pro 3800**

## PRINTER GUIDE

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## 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.*



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## Introduction

This *Printer Guide* provides basic information for using your printer. It describes how to select and load paper, choose software settings for the best printing results, and install the printer software in a network environment. It also includes instructions for replacing your ink cartridges and performing other maintenance procedures, and how to troubleshoot problems.

For additional information, see the following:

- The *Start Here* sheet explains how to set up your printer, install the software for a USB connection, and load paper. Be sure to follow these instructions to set up your printer correctly. If you are connecting the printer to a network, you also need to see Chapter 1 in this *Printer Guide* for software installation instructions.
- The on-screen *Network Guide* on the CD-ROM describes how to set up and configure the printer for use on a network.
- The on-screen *User's Guide* on the CD-ROM provides complete information about your printer. You can read the guide using a web browser, such as Safari™ 1.0 or later, Mozilla® FireFox® 1.0 or later, or Netscape® Navigator® or Microsoft® Internet Explorer, versions 4.0 or later.

## Warnings, Cautions, Notes, and Tips

These symbols are used in 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.

## Macintosh System Requirements

To use your printer in either a stand-alone or peer-to-peer network environment, your Macintosh® system should meet these requirements:

- Mac OS X 10.3.9 to 10.4.x
- PowerPC G5, Intel, or higher processor
- At least 1GB of RAM (2GB or more recommended)
- At least 100MB of free hard disk space to install the software and at least 30GB of free hard disk space for processing files
- Quad-speed (4×) or faster CD-ROM or DVD drive for installing the printer software
- For USB connection: a compliant USB Hi-Speed 2.0 port and a shielded USB “AB” cable from Series A (computer) to Series B (printer), up to 10 feet long
- For network connection: Ethernet-equipped Macintosh 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 allow the printer to run at full speed.

## Windows System Requirements

To use your printer in either a stand-alone or peer-to-peer network environment, your system should meet these requirements:

- IBM®-compatible PC with a Pentium® 4, 2.1 GHz or higher processor recommended
- Windows® 2000, XP, or XP Professional x64 Edition
- At least 1GB of RAM
- At least 100MB of free hard disk space to install the software, and at least 20GB of free hard disk space for processing files
- Quad-speed (4×) or faster CD-ROM or DVD drive for installing the printer software
- For USB connection: a Windows-compliant USB Hi-Speed 2.0 port and a shielded USB “AB” cable from Series A (computer) to Series B (printer), up to 10 feet long
- For Ethernet connection: Ethernet-equipped PC and a compatible cable

## Options and Supplies

**Tip:** Check the Epson Pro Graphics website at [prographics.epson.com](http://prographics.epson.com) for accessories and options that are currently available.

Your Epson Stylus® Pro 3800 offers these optional upgrades and supplies:

Option	Product code
One-year extended warranty	EPP38B1
Two-year extended warranty	EPP38B2
Replacement Ink Maintenance Cartridge	T582000
Ink cartridges	
Photo Black	T580100
Cyan	T580200
Magenta	T580300
Yellow	T580400
Light Cyan	T580500
Light Magenta	T580600
Light Black	T580700
Matte Black	T580800
Light Light Black	T580900

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). Or you can purchase online at [www.epsonstore.com](http://www.epsonstore.com) (U.S. sales) or [www.epson.ca](http://www.epson.ca) (Canadian sales).

## Where To Get Help

Epson provides technical support and information on the installation, configuration, and operation of professional printing products through the Epson Preferred<sup>SM</sup> 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.

**Tip:** If you experience difficulty with the toll-free line or your Unit ID number, call (562) 276-1305.


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's support website at [epson.com/support](http://epson.com/support). At this site, you can download drivers, firmware, and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.


## 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 43 pounds (20 kilograms) and should be lifted by two people.
- When setting up the printer, make sure you leave enough space around it. You'll need more space behind the printer if you print on large sheets of heavy stock or posterboard.
- Place the printer on a flat, stable surface that is larger than the printer. 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.

- If you use a stand for the printer, make sure it can support at least 43 lb (20 kg)
- 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 or touch the ink cartridges during printing.
- Do not move the print head by hand; 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.
- Turn off the printer by pressing the  Power button, 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.

**Caution:** Always turn off the printer using the  Power button. When you press this button, **POWER OFF** appears on the LCD panel. Do not unplug the printer or turn off the power to the printer until the panel shuts off. This ensures that the print head is safely capped.

**Caution:** Do not shake cartridges that have been installed previously with too much force.

## 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 an ink cartridge well before installing it 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 the ink cartridges or try to refill them. This could damage the print head.
- 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.
- The IC chip on the ink cartridge retains a variety of cartridge information, which allows you to remove and reinsert it freely. However, each time the cartridge is inserted, some ink is consumed because the printer automatically performs a reliability check.
- 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 this product.
- Do not touch the ink supply port or its surrounding area and the green IC chip on the side of the ink cartridge. Doing so may affect normal operation and printing.

## Chapter 1: Setting Up the Printer On a Network

If you are using the printer on a network, follow the instructions in this chapter to:

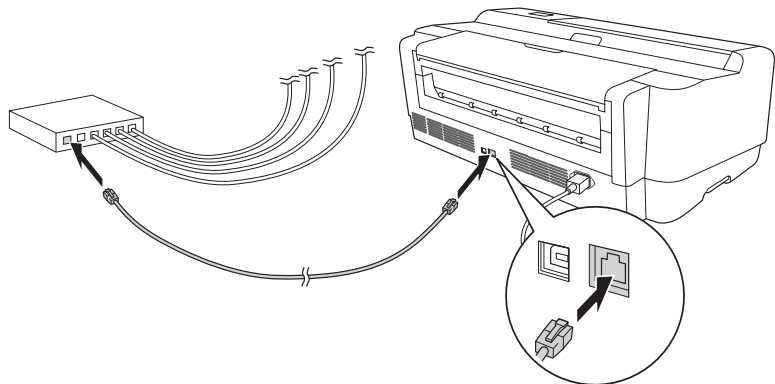
- Connect the printer to the network
- Configure the network interface
- Install the printer software

To connect the printer directly to your computer's USB port, see the *Start Here* sheet.

### Connecting to the Network

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

1. Turn off the printer.
2. Connect one end of the appropriate cable to the printer's Ethernet port. Then connect the other end to your network switch or hub or your computer's Ethernet port.



3. Turn on the printer.

Once the printer is connected to your network, you need to configure it. See “Configuring the Network Interface” on page 16 for instructions.

## Configuring the Network Interface

1. Make sure that the printer is turned on and the LCD displays **READY**.
2. Press the **Menu ▶** button on the printer's control panel to enter the printer's menu system.
3. Press **▼** to highlight **NETWORK SETUP**, then press **▶**.
4. Press **▶** then **▼** to highlight **ENABLE**.
5. Press **↵** Enter. An asterisk appears next to **ENABLE** to show that it's selected.
6. Press **◀** then **▼** to highlight **IP ADDRESS SETTING**.
7. Press **▶** and then **▲** or **▼** to choose one of the following IP configuration settings:
  - **AUTO**: Select this setting if your network uses a DHCP server to configure your network devices' IP settings automatically.
  - **PANEL**: Select this setting if you would like to configure the printer's IP settings manually.
8. Press **↵** Enter. An asterisk appears next to the setting you selected.
9. Press **◀** to go back. Then do one of the following:
  - If you selected **AUTO** as the **IP ADDRESS SETTING**, press the **⏏** Cancel button to exit the printer menu. Then continue with step 14.
  - If you selected **PANEL** as the **IP ADDRESS SETTING**, continue with step 10.
10. Press **▼** to highlight **IP, SM, DG SETTING**, then press **▶**. The LCD displays the **IP ADDRESS**.
11. Press **▲** or **▼** to change each octet value, then press **▶** to select the next octet. When you have changed the value of the last octet, press **▶**. The LCD displays the **SUBNET MASK**.

**Note:** If you don't know which setting to use, see your network administrator for help configuring the printer's IP settings.



12. Press ▲ or ▼ to change each octet value, then press ► to select the next octet. When you have changed the value of the last octet, press ►. The LCD displays the DEFAULT GATEWAY.
13. Press ▲ or ▼ to change each octet value, then press ► to select the next octet. When you have changed the value of the last octet, press ↵ Enter, then press the ⏏ Cancel button to exit the printer menu.
14. Turn the printer off then back on again.
15. Make sure that the printer displays READY and that you have at least three sheets of plain, letter-size paper loaded in the printer's auto sheet feeder. Then press the Menu ► button to enter the printer menu.
16. Press ▼ to highlight TEST PRINT, then press ►.
17. Press ▼ to highlight NETWORK STATUS SHEET, then press ►.
18. Press ↵ Enter to print the network status sheet and verify that the IP address settings are correct. Then see "Installing the Software for Macintosh" below, or "Installing the Software for Windows" on page 22.

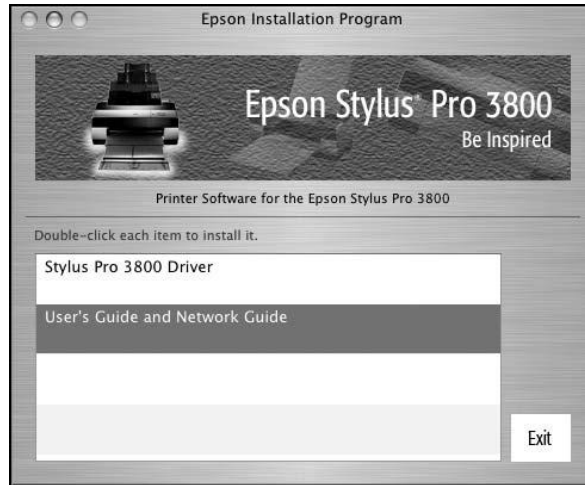
## Installing the Software for Macintosh

**Note:** You can check for a newer version of your printer driver on the Epson support site at [epson.com/support](http://epson.com/support).

1. Turn on your Macintosh and your printer.
2. Insert the printer software CD-ROM. If necessary, double-click the Epson CD-ROM icon to open its window.
3. Double-click the Epson installer icon.



4. Double-click **User's Guide and Network Guide** and wait while the guides are installed.



5. Double-click **Stylus Pro 3800 Driver**.
6. Enter your password and follow the on-screen instructions to install your software.
7. Enter your password again and follow the on-screen instructions to install the EPSON LFP Remote Panel.
8. Enter your password again and follow the on-screen instructions to install EpsonNet Config.
9. Restart your Macintosh when prompted.
10. Click **Exit** to close the installer.

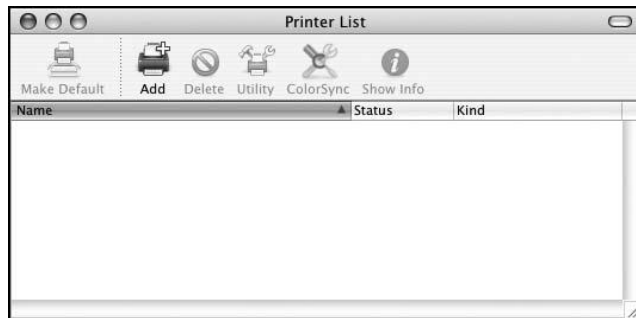
Remove the printer software CD-ROM and continue with the instructions on page 19 for Mac OS X 10.4.x or page 20 for Mac OS X 10.3.9 to add your printer.

## Adding the Printer in Mac OS X 10.4.x

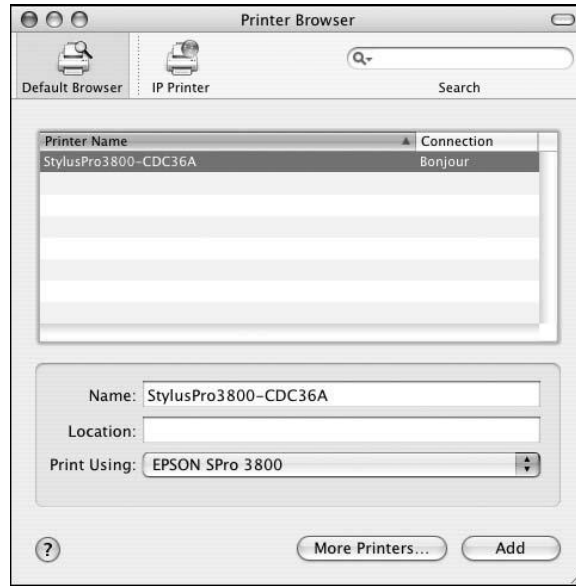
1. Open the Applications folder, then open the Utilities folder and start the Printer Setup Utility.
2. If you see a message like this, click **Add**, then skip to step 4.



3. Click the **Add** icon at the top of the Printer List window.



You see your printer in the Printer Browser:



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

4. Select your printer, then wait while your Macintosh finds the printer driver and the **Add** button becomes available. Then click the **Add** button.

Your printer appears in the Printer List window.

5. Close the Printer Setup Utility.

**Note:** If your Macintosh cannot find the printer, click **More Printers** and select the appropriate interface.

### Adding the Printer in Mac OS X 10.3.9

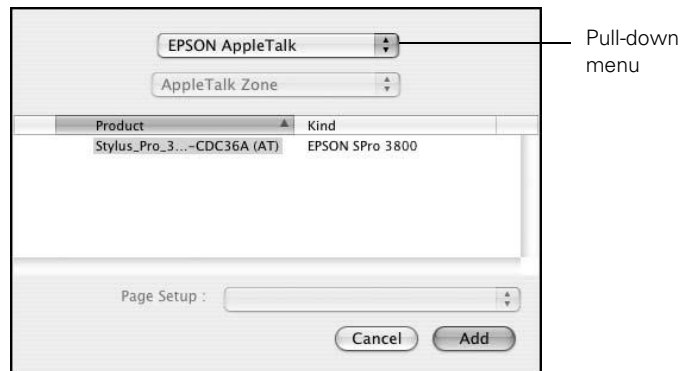
1. Open the **Applications** folder, then open the **Utilities** folder and start the **Printer Setup Utility**.
2. If you see a message like this, click **Add**, then skip to step 4.



3. Click the **Add** icon at the top of the Printer List window.



4. Select **EPSON AppleTalk** in the pull-down menu. Your printer appears on the screen.



**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**.

5. Select your printer, then click the **Add** button.  
Your printer appears in the Printer List window.
6. Close the Printer Setup Utility.

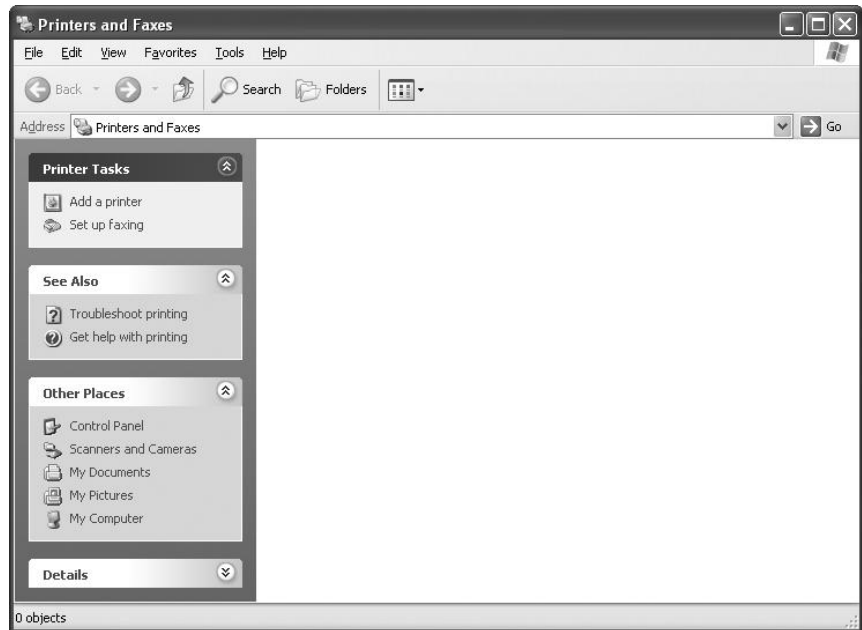
## Installing the Software for Windows

For Windows, you need to add the printer's network port, then install the printer software.

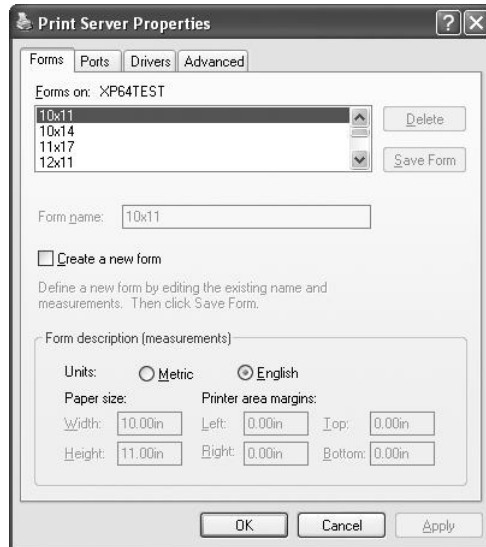
### Adding the Network Port

1. Turn on your computer and your printer.
2. Do one of the following:
  - **Windows XP:** Click Start, Control Panel, Printers and Other Hardware, and Printers and Faxes.
  - **Windows 2000:** Click Start, Settings, and Printers.

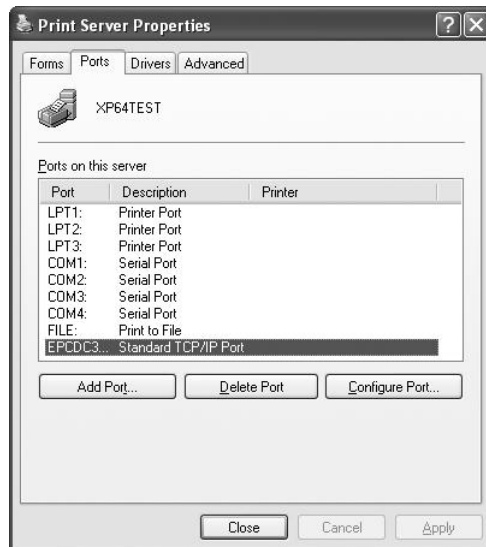
You see the Printers and Faxes or Printers window:



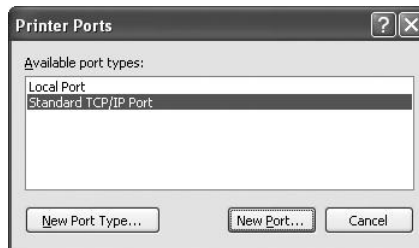
3. Open the File menu and select **Server Properties**. You see a window like this one:



4. Click the **Ports** tab, then click **Add Port**.



5. Select **Standard TCP/IP Port**, then click **New Port**.



6. When you see this Port Wizard window, click **Next**.





7. Do one of the following:
- If your network uses a DHCP server to configure your network devices' IP settings automatically, enter the printer's Print Server Name (shown on page two of the network status sheet) in the Printer Name or IP Address text box. Then click Next.
  - If you configured the Printer's IP settings manually, enter the printer's IP Address (shown on page one of the network status sheet) in the Printer Name or IP Address text box. Then click Next.

**Add Standard TCP/IP Printer Port Wizard**

**Add Port**  
For which device do you want to add a port?

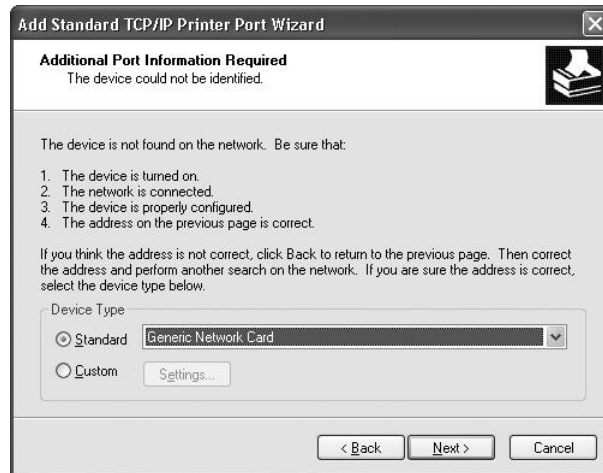
Enter the Printer Name or IP address, and a port name for the desired device.

Printer Name or IP Address:

Port Name:

< Back    Next >    Cancel

8. Make sure that **Standard** and **Generic Network Card** are selected, then click **Next**.



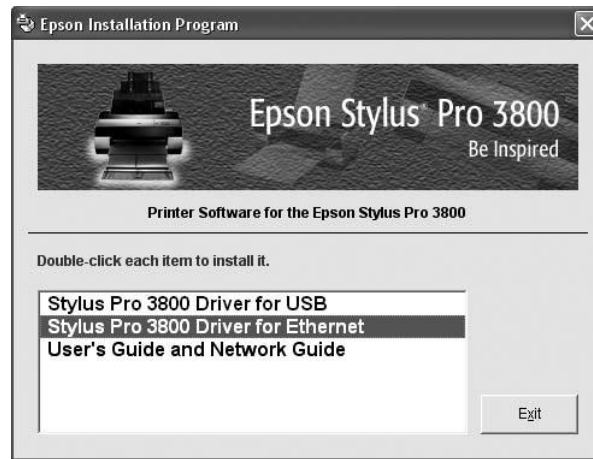
9. Verify that the **Device** matches the **Print Server Name** or **IP Address** shown on the network status sheet, then click **Finish**.



10. Click the **Close** button to close all the open windows on your screen.
- Now continue with “Installing the Printer Software” on page 27.

## Installing the Printer Software

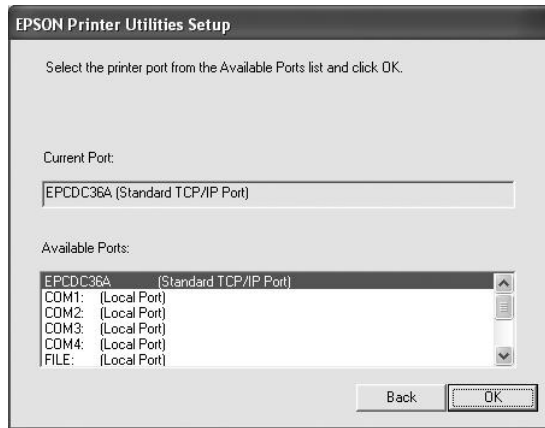
1. Insert the printer software CD-ROM.
2. The installer starts automatically.  
(If necessary, double-click **My Computer** or click **Start**, then **My Computer**. Then double-click your CD-ROM icon to start the installer.)
3. Double-click **Stylus Pro 3800 Driver for Ethernet**.



4. When you see a window like this one, click **Manual**.



5. Select the network port you created for the printer, then click OK.



6. When you see a message that driver installation and printer configuration were completed successfully, click OK.
7. The EPSON LFP Remote Panel begins installing. Follow the on-screen instructions.
8. Double-click **User's Guide** and **Network Guide** and wait while the guides are copied to your desktop.
9. Click **Exit** to close the installer, then remove the printer software CD-ROM.

## Chapter 2: Handling Paper and Other Media

The Epson Stylus Pro 3800 prints on a variety of cut-sheet media up to 17 inches wide. 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
- Choosing the correct paper path
- Loading paper in the auto sheet feeder
- Loading paper in the rear manual slot
- Loading paper in the front manual slot
- Adjusting the platen gap
- Creating special paper configurations

### Selecting Media for Your Printer

You can print on most types of coated, glossy, and plain paper. The following table shows the Epson paper types and sizes you can use in your printer. You can also check the Epson Pro Graphics website ([prographics.epson.com](http://prographics.epson.com)) or your authorized Epson dealer for available media.

Paper type	Size	Number of sheets	Part number
Epson Presentation Paper Matte	8.3" × 11.7"	100	S041061
Epson Photo Quality Ink Jet Paper	8.5" × 11"	100	S041062
	8.5" × 14"	100	S041067
	11" × 17"	100	S041070
	13" × 19"	100	S041069
	16.5" × 23.4"	30	S041079
	17" × 22"	100	S041171

## 30 | Handling Paper and Other Media

Paper type	Size	Number of sheets	Part number
Epson Premium Photo Paper Luster Epson Premium Luster Photo Paper	8.5" × 11"	50	S041405
		250	S041913
	11.7" × 16.5"	50	S041406
	13" × 19"	50	S041407
		100	S041604
17" × 22"	25	S042084	
Epson Premium Photo Paper Glossy Epson Premium Glossy Photo Paper	4" × 6"	40	S041808
		100	S041727
	5" × 7"	20	S041464
	8" × 10"	20	S041465
	8.5" × 11"	50	S041667
	11" × 14"	20	S041466
	11" × 17"	20	S041290
	11.7" × 16.5"	20	S041288
	13" × 19"	20	S041289
17" × 22"	25	S042092	
Epson Premium Photo Paper Semi-gloss Epson Premium Semigloss Photo Paper	4" × 6"	40	S041982
	8.5" × 11"	20	S041331
	13" × 19"	20	S041327
Epson Ultra Premium Presentation Paper Matte Epson Enhanced Matte Paper	8.5" × 11"	50	S041341
		250	S041914
	11.7" × 16.5"	50	S041343
	13" × 19"	50	S041339
		100	S041605
17" × 22"	50	S041908	
Epson Proofing Paper Commercial Semimatte	13" × 19"	100	S041744
Epson Watercolor Paper - Radiant White	13" × 19"	20	S041351

Paper type	Size	Number of sheets	Part number
Epson Velvet Fine Art Paper	8.5" × 11"	20	S041636
	13" × 19"	20	S041637
	17" × 22"	25	S042097
Epson UltraSmooth® Fine Art Paper	13" × 19"	25	S041896
	17" × 22"	25	S041897
Epson Singleweight Matte Paper	13" × 19"	100	S041747
	17" × 22"	100	S041907

Always test samples of paper stock in the printer before purchasing large quantities or printing large jobs. When you use non-Epson paper or other media, you may need to adjust various settings or create special paper configurations. (See page 45 for more information.)

## Guidelines for Using Epson Media

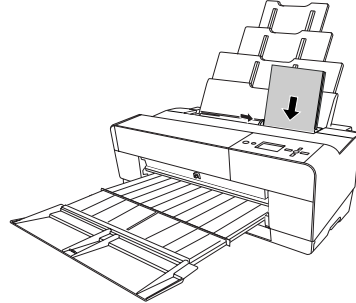
Follow these guidelines, as well as those included in your paper package, when printing on Epson paper and other media:

- 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 53 (Macintosh) or page 66 (Windows) for instructions.
- Always select the correct paper source in both the printer driver software and on the printer's control panel. See page 50 (Macintosh) or page 68 (Windows) for instructions on selecting the paper source in your printer software.
- Keep unused media in its original packaging and store it flat in a cool, dry place to maintain quality. Avoid storing your printouts where they will be exposed to high temperature, humidity, or direct sunlight.

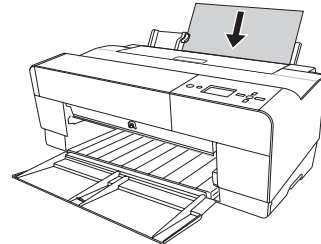
## Choosing the Correct Paper Path

The printer provides three paths for loading media:

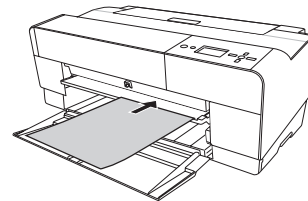
- Auto sheet feeder (multiple sheets)



- Rear manual feed slot (one sheet only)



- Front manual feed slot (one sheet only)



It's very important to use the correct paper path and to load the correct number of sheets. For example, you can load only one sheet at a time in the front and rear slots, and poster board can be inserted only in the front slot. If you need to make sure the paper stays flat, use the rear manual slot or the front slot.



The following table shows which path to choose for the type of media you are using and the maximum number of sheets you can load for the different types of special Epson media. The letter **A** stands for the auto sheet feeder, **R** stands for the rear manual feed slot, and **F** stands for the front manual feed slot.

Paper type	Paper path	Size	Auto sheet feeder loading capacity *
Plain paper	A	8.5" × 11"	120
Epson Presentation Paper Matte Epson Photo Quality Ink Jet Paper	A, R, F	8.3" × 11.7"	60
		8.5" × 11"	60
		8.5" × 14"	50
		11" × 17"	20
		13" × 19"	20
		16.5" × 23.4"	20
	A, R	17" × 22"	20
Epson Premium Photo Paper Glossy Epson Premium Glossy Photo Paper	A	4" × 6"	20
		5" × 7"	20
		8" × 10"	20
	A, R, F	8.5" × 11"	20
		11" × 14"	10
		11" × 17"	10
		11.7" × 16.5"	10
		13" × 19"	10
	A, R	17" × 22"	10
Epson Premium Photo Paper Luster Epson Premium Luster Photo Paper	A, R, F	8.5" × 11"	20
		11.7" × 16.5"	10
		13" × 19"	10
	A, R	17" × 22"	10
Epson Premium Photo Paper Semi-gloss Epson Premium Semigloss Photo Paper	A	4" × 6"	20
	A, R, F	8.5" × 11"	20
		13" × 19"	10

## 34 | Handling Paper and Other Media

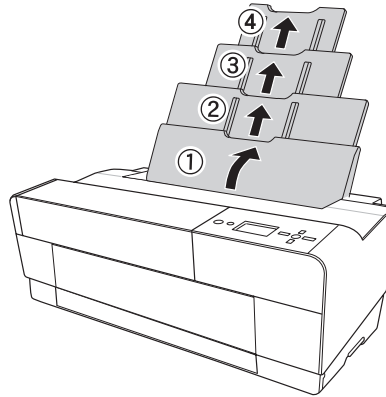
Paper type	Paper path	Size	Auto sheet feeder loading capacity *
Epson Ultra Premium Presentation Paper Matte Epson Enhanced Matte Paper	A, R, F	8.5" × 11"	20
		11.7" × 16.5"	20
		13" × 19"	10
	A, R	17" × 22"	10
Epson Proofing Paper Commercial Semimatte	A, R, F	13" × 19"	1
Epson Singleweight Matte Paper	A, R, F	13" × 19"	50
	A, R	17" × 22"	10
Epson Watercolor Paper - Radiant White	R	13" × 19"	1
Epson Velvet Fine Art Paper	R	8.5" × 11"	1
		13" × 19"	1
		17" × 22"	1
Epson UltraSmooth Fine Art Paper	R	13" × 19"	1
		17" × 22"	1

\* Always load only 1 sheet at a time in the front or rear slot.

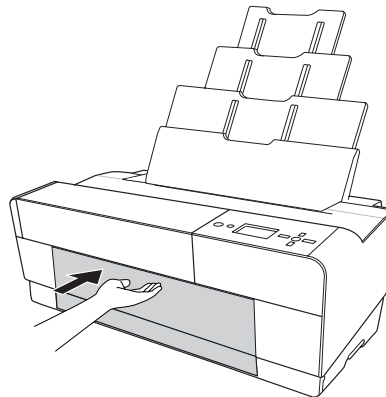
## Loading Paper in the Auto Sheet Feeder

Using the auto sheet feeder, you can load up to 120 sheets of plain paper and varying amounts of special media types. Refer to the table starting on page 33 to see how many sheets you can load for your paper type. Then follow these steps:

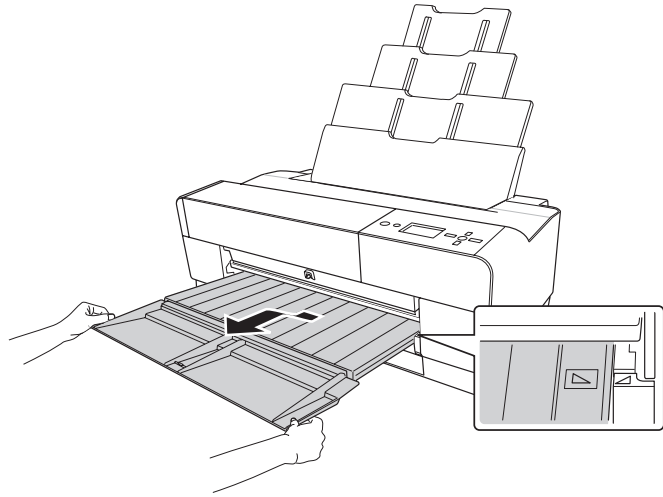
1. Make sure the printer is turned on and **READY** appears on the LCD.
2. Flip up the paper guide and pull out as many of its extensions as you need to support your paper size.



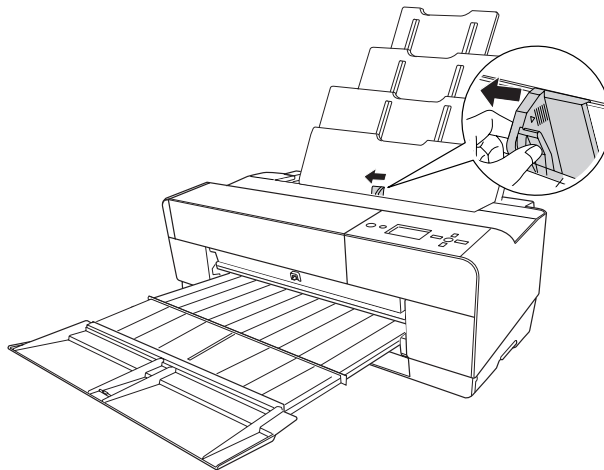
3. Press the front cover to release it and open the output tray.



4. Use both hands to pull out and extend the output tray, lifting it slightly as you pull. Make sure the arrow marks on the tray and the printer are aligned.



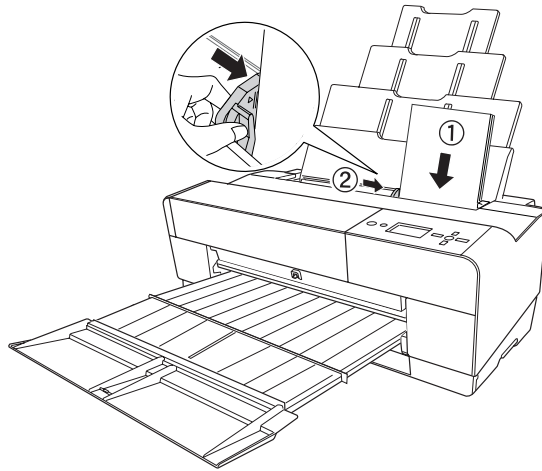
5. Pull out the output tray extensions to accommodate your paper size.
6. Squeeze the left edge guide and slide it to the left so that it is slightly wider than the width of your paper.



7. If you are loading multiple sheets, thumb through the stack of paper, then gently tap it on a flat surface to even the edges.

If the paper is curled, flatten it before you load it. If it curls excessively and jams frequently, see page 121 for solutions.

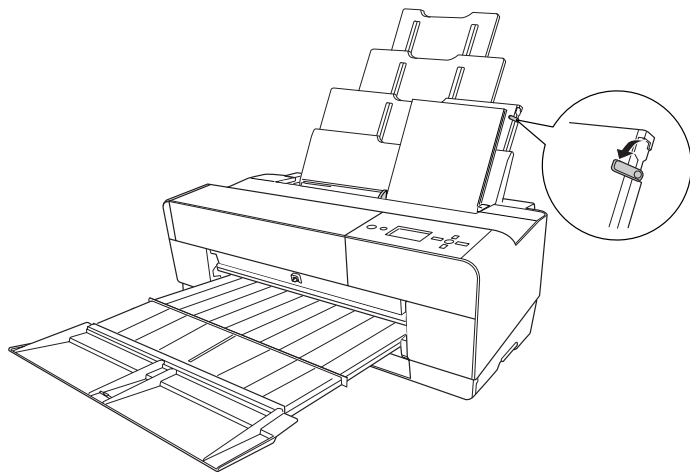
8. Load the paper against the right edge, face-up and short edge first. Insert it until it meets resistance. Slide the edge guide against the left side of the paper.



**Caution:** Do not leave paper in the printer for a long period of time; its quality will deteriorate. Epson recommends that you remove the paper from the printer after printing.

You're ready to print.

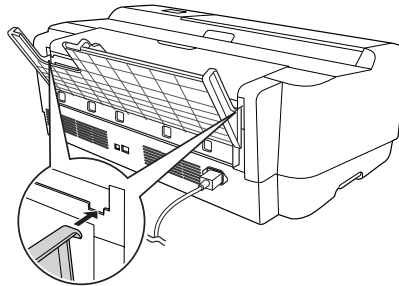
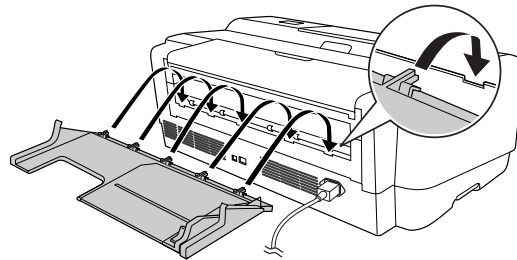
If the paper skews when you're printing on large sheets, flip out the edge guide located on the right side of the auto sheet feeder to help the paper feed straight.



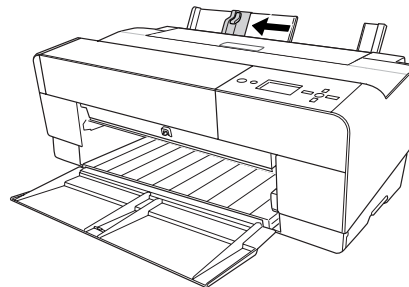
## Loading Paper Into the Rear Manual Feed Slot

Use the rear manual slot to load special media one sheet at a time. (See the table on page 33 for a list of papers you can load in the rear slot.)

1. Make sure the printer is on and **READY** appears on the LCD.
2. Attach the rear sheet guide to the back of the printer.



3. Slide the edge guide to the left so it is slightly wider than the width of your paper.

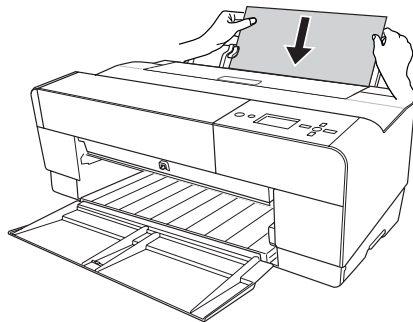


4. Insert one sheet face-up and short edge first into the rear sheet guide against the right edge guide.
5. Slide the edge guide against the left edge of the paper.



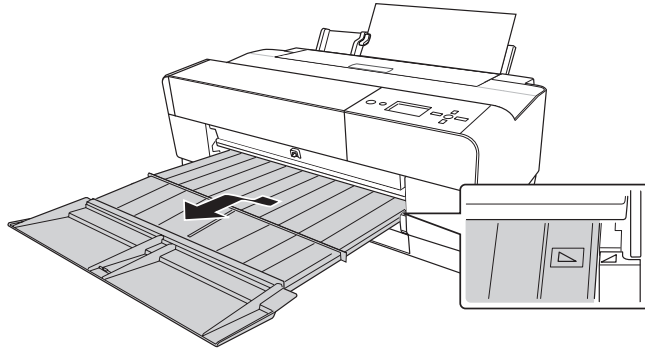
6. Gently guide the paper into the slot until it meets resistance. Maintain a constant pressure; after a few seconds you'll feel the printer pull the paper into printing position.

**Note:** If you want to remove the paper, press the ▼ Paper feed button on the control panel to back out the sheet.



7. Use both hands to pull out and extend the output tray, lifting it slightly as you pull. Make sure the arrow marks on the tray and the printer are aligned.

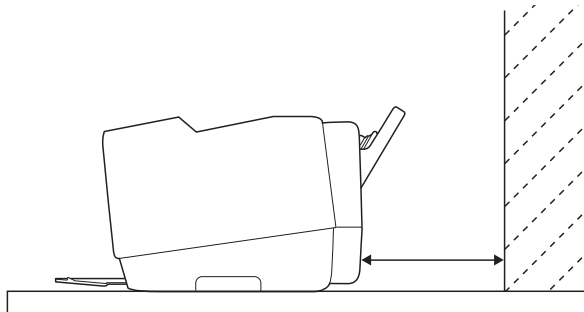
**Caution:** Do not leave paper in the printer for a long period of time; its quality will deteriorate. Epson recommends that you remove the paper from the printer after printing.



You're ready to print.

## Loading Paper Into the Front Manual Feed Slot

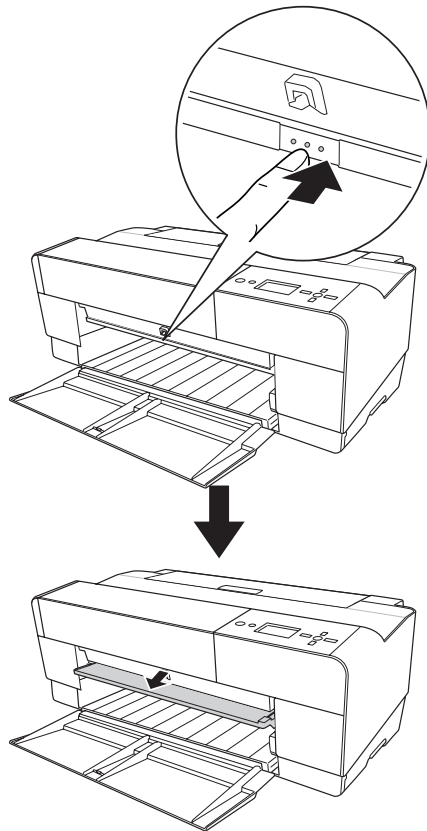
Use the front manual feed slot when you need to print on thick media (1.2 to 1.5 mm), such as posterboard. Make sure there is enough space behind the back of the printer for the paper to feed without obstruction.



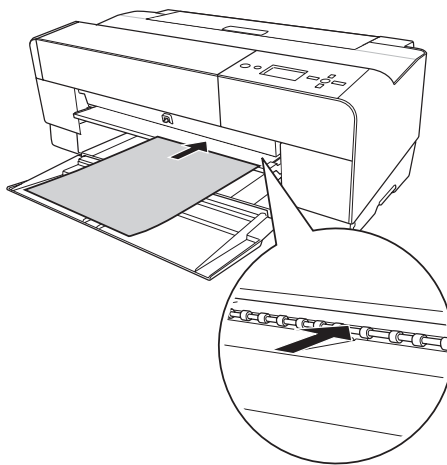


Also keep the following in mind when using the front slot:

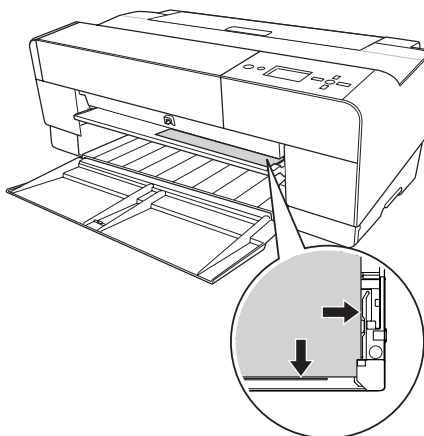
- Load only one sheet at a time and make sure the printable side is face-up.
  - If the paper is wider than 16.5 inches, use the auto sheet feeder or rear slot if allowed for your paper type; see page 32 for details.
  - If **PAPER SIZE CHECK** is set to **OFF** on the LCD, you cannot load paper in the front manual feed slot. Use the printer's menu system to turn this setting on. (See your on-screen *User's Guide* for more information.)
1. Make sure the printer is on and **READY** appears on the LCD.
  2. Press the front cover to release it and open the output tray.
  3. Press the front tray as shown to pop it out.



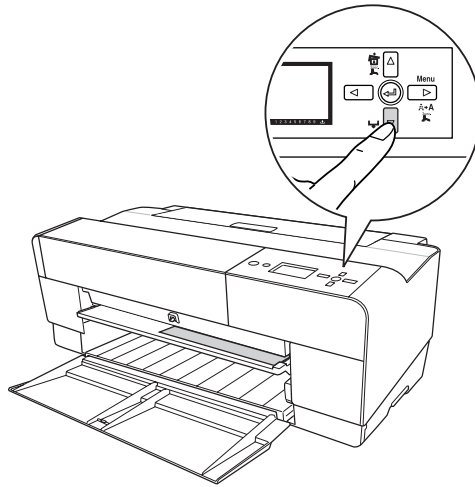
4. Insert a single sheet of paper, short edge first and face-up into the front tray.



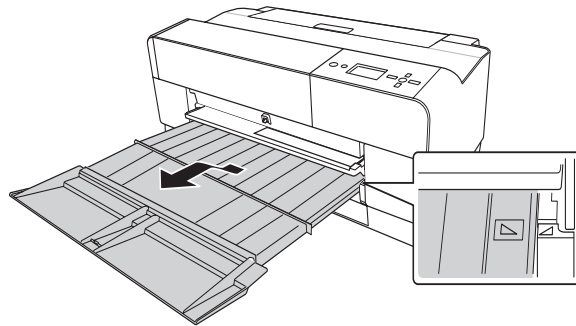
5. Position the right edge of the paper against the right side of the tray and align the paper's bottom edge with the white line on the tray.



6. Press the ▼ Paper feed button to feed the paper into printing position.



7. Use both hands to pull out and extend the output tray, lifting it slightly as you pull.



**Caution:** Do not leave paper in the printer for a long period of time; its quality will deteriorate. Epson recommends that you remove the paper from the printer after printing.

You're ready to print.

When you finish printing, push the front tray back in.

## 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. Normally, the **STANDARD** setting allows the printer to adjust automatically. However, if print quality is not satisfactory when using very thin or very thick stock, you may need to change this setting using the printer's menu system.

1. Press the **Menu** ► button.
2. Press ► to select the **Printer Setup** menu.
3. Press ► to select **PLATEN GAP**. An asterisk appears next to the current setting, **STANDARD**.
4. Press ▲ or ▼ to select **NARROW**, **WIDE**, **WIDER**, or **WIDEST**.
5. Press the ↵ Enter button to save the setting. An asterisk appears next to the selected setting.
6. Press the ⏏ Cancel button to exit the menu.

**Caution:** To avoid damaging the printer, do not select the **Narrow** setting when you print on heavy media.

When you switch media again, don't forget to change the setting back to **STANDARD**.

If you're printing on non-Epson media, you may also need to create a paper configuration to optimize your results. See the next section for more information.

## Using Special Paper Configurations

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 certain media—especially if you use non-Epson paper or a paper not supported by the driver. For these situations, 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 that particular stock.

**Tip:** It's a good idea to keep a list describing your paper configurations.

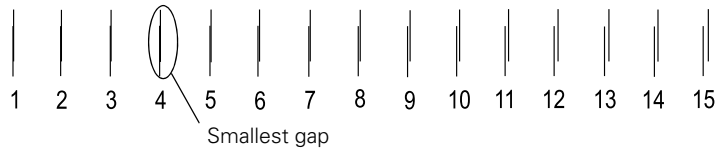
### Creating a Paper Configuration

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:

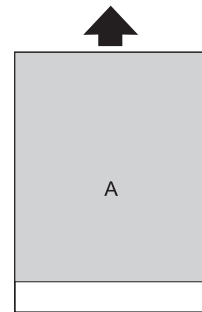
1. Press the **Menu** ► button, then press ▼ until **CUSTOM PAPER** is highlighted.
2. Press ► to display the **PAPER NUMBER** menu.
3. Press ▲ or ▼ to select a paper configuration number (1 to 10). Press ↵ Enter to save the setting.
4. Press ► and then ▲ or ▼ to select **MATTE THICK**, **MATTE THIN**, **PHOTO PAPER**, or **FINE ART PAPER**.
5. Press ↵ Enter to save the setting. An asterisk appears next to the selected paper type.
6. Press ◀ and then ▼ to select **PLATEN GAP**, then press ►.
7. Press ▲ or ▼ to select **NARROW**, **STANDARD**, **WIDE**, or **WIDER**. (The **STANDARD** setting is recommended for most paper types.) Then press ↵ Enter to save the setting. An asterisk appears next to the selected platen gap setting.
8. Press ◀ and then ▼ to select **THICKNESS PATTERN**.

**Note:** If you're using Epson special media, select **STANDARD** for the platen gap to let the printer automatically determine the paper thickness.

9. Make sure the paper you are creating the configuration for is loaded in the correct paper path in the printer. Then press ► and ↵ Enter to print a paper thickness pattern. The printer prints a pattern similar to the following:

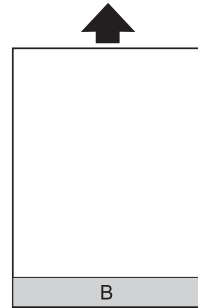


10. Examine the printed pattern for the most evenly overlapping lines, and choose that pattern number. (In the example shown above, the lines of pattern 4 are the most even.)
11. After printing the pattern, THICKNESS NUMBER is displayed. Press ▼ or ▲ to select the number that you noted in step 7. Then press ↵ Enter to save the setting.
12. Press ◀ and then ▼ to select PAPER FEED ADJUST A, then press ►. Adjusting this setting and the PAPER FEED ADJUST B can help eliminate banding.
13. Press ▲ or ▼ to set the paper feed amount for the printable area (labelled A in the illustration), and then press ↵ Enter. Choose a lower value if you see white lines on your prints, or a higher value if you see dark lines.



14. Press ◀ and then ▼ to select PAPER FEED ADJUST B, then press ►.

15. Press ▼ or ▲ to set the paper feed amount for the bottom margin area that is 0.79 or 1.18 inches (2 or 3 cm) from the bottom of the paper (labelled **B** in the illustration to the right). Then press ↵ Enter.



16. Press ◀ and then ▼ to select **DRYING TIME**, then press ▶.
17. Press ▼ or ▲ to select the number of seconds (from 1 to 10) that you want the print head to wait between passes to allow the ink to dry. Then press ↵ Enter to save the setting.
18. When you are finished, press ⏹ Cancel to exit the Menu.

You can also make similar settings using the printer driver software. For instructions, see page 55 (Macintosh) or page 73 (Windows).

## Selecting a Paper Configuration

Once you have created a paper configuration, follow these steps to select it when you are ready to print on that type of paper:

1. Press the **Menu ▶** button, then press ▼ until **CUSTOM PAPER** is highlighted.
2. Press ▼ to display **PAPER NUMBER**, then press ▶.
3. Press ▼ or ▲ 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 ↵ Enter. The configuration number you selected is displayed on the LCD.
5. Press ⏹ Cancel to exit the menu.





## Chapter 3: Printing with Epson Drivers for Macintosh

Your Epson Stylus Pro 3800 comes with drivers and utilities that let you print and manage print jobs. ICC profiles for ColorSync® 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 will produce the most accurate colors and best photographic output for color photos.

For the best black-and-white photography output, the Epson Stylus Pro 3800 driver offers Advanced Black and White mode.

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 correct folder for your operating system. When you install the Epson printer driver, the included profiles are automatically copied to the correct folder.

**Tip:** Check the Epson Pro Graphics website at [prographics.epson.com](http://prographics.epson.com) for updated drivers and utilities that may become available.

This chapter includes the following information for Macintosh:

- Choosing page setup settings
- Choosing basic print settings
- Choosing advanced print settings, including color management, paper configuration settings, and expansion settings
- Creating a custom preset and printing
- Choosing Advanced Black and White mode settings
- Managing print jobs
- Checking the printer status

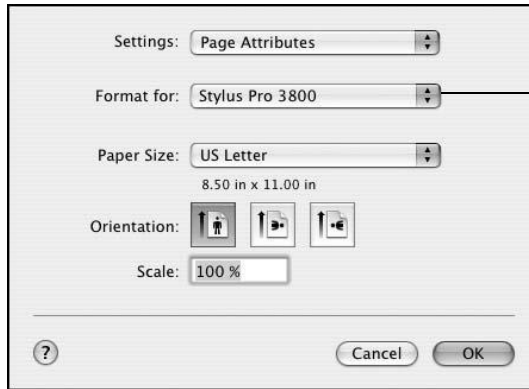
## Choosing Page Setup Options

**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 ? button.

Before you print, make sure you have installed the Epson printer driver and utilities from the printer software CD-ROM. You also need to set up the printer in the Printer Setup Utility. For instructions on installing and configuring the printer driver, see the *Start Here* sheet.

1. Open the file you want to print in your application.
2. Open the File menu and click Page Setup. You see a screen like this one:



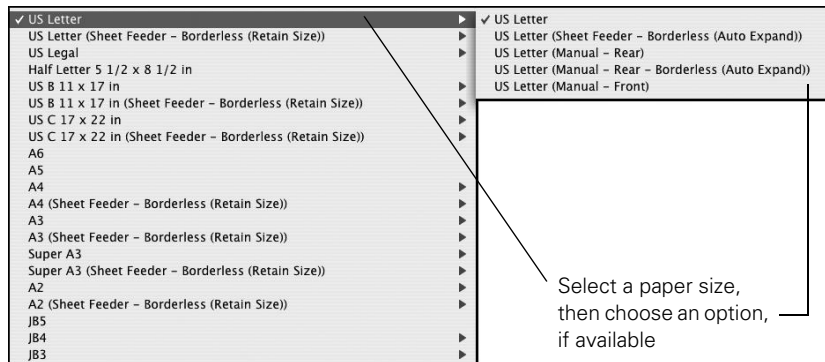
Select Stylus Pro 3800

3. Open the Format for pop-up menu and select Stylus Pro 3800.
4. Click the Paper Size pop-up menu and choose a size and option, then go to step 4.

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

Borderless printing takes longer than normal printing.

Borderless printing is not available when you use the front manual feed slot.

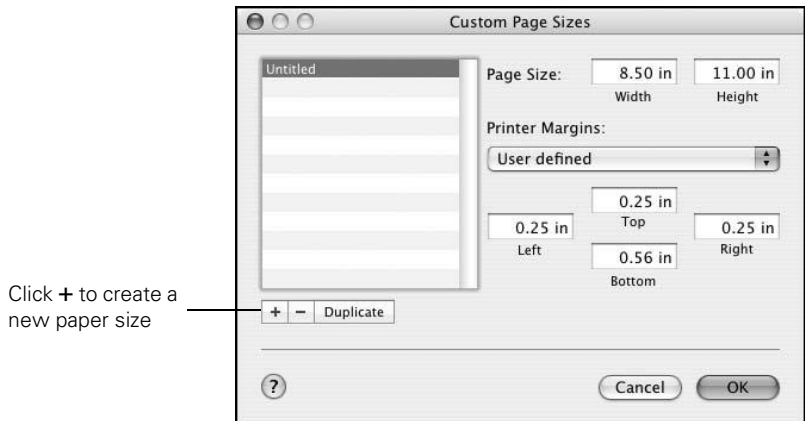


Select a paper size, then choose an option, if available

- The standard size setting prints with 0.12 in. (3.0 mm) margins all around.
- **Borderless (Auto Expand)** enlarges your image up to 3% to fit the paper without borders. If too much of your image's edges are cut off, you can adjust the expansion setting as described on page 57.
- **Borderless (Retain Size)** prints your image at the size you specify in your application. You need to size your image slightly larger than the paper to print without borders.
- **Manual - Rear** prints with 0.12 in. (3.0 mm) margins all around.
- **Manual - Front** prints with 0.12 in. (3.0 mm) left and right margins and 0.79 in. (20 mm) top and bottom margins.

If your paper size is not listed, select **Manage Custom Sizes** to create a custom paper size.

You see a window like this one:



**Tip:** To ensure that the image is centered on the page, make the top and bottom margins the same.

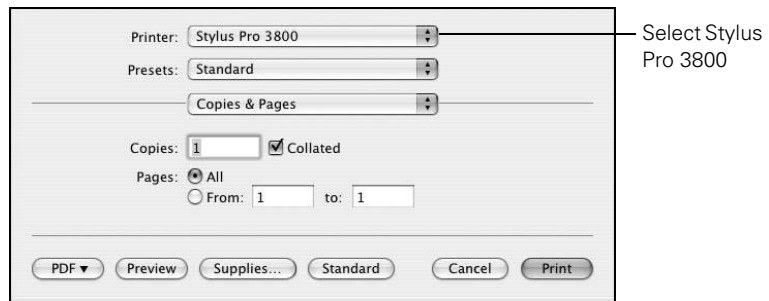
Click **+**, double-click **Untitled**, give your paper size a name, and define its size and margins. Then click **OK**, and select the newly created paper size from the Paper Size pop-up menu.

5. Choose the correct **Orientation** and **Scale** settings as necessary.
6. Click **OK**. Then continue with the instructions in the next section to select additional settings for printing.

## Choosing Basic Print Options

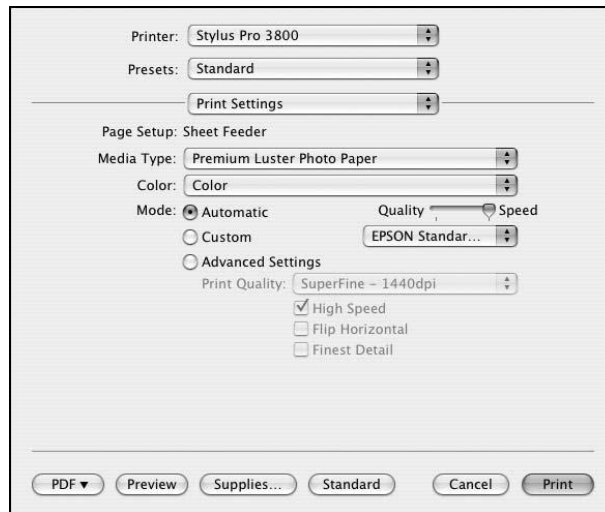
Once you have selected your page setup options, you need to select printing options. The Epson driver offers automatic settings that optimize print quality and speed when you're using Epson media. You can also choose advanced settings for more control over your printer and color management options, as described on page 55.

1. Open the **File** menu and select **Print**. You see a screen like this one:



2. Open the **Printer** pop-up menu and select **Stylus Pro 3800**, if necessary.
3. Select **Print Settings** from the pop-up menu.

You see a screen like this one:



**Note:** Check the Epson Pro Graphics website at [prographics.epson.com](http://prographics.epson.com) or your authorized Epson dealer for other media that may be available.

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.

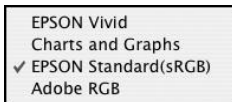
If your paper is not listed, check the instructions included with the paper, or look on the Epson Pro Graphics website at [prographics.epson.com](http://prographics.epson.com). If you are using non-Epson paper, choose the closest setting. You may have to experiment with different settings to determine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

5. For the **Color** setting, select **Color** for any type of photographic printing. Choose **Advanced B&W Photo** to print black-and-white photos on certain paper types; see page 59. (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:

- Select **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:



**EPSON Vivid** 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.

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

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

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



**Note:** The Print Quality settings available depend on the Media Type you selected. Choose lower print quality for faster printing, or SuperPhoto - 2880dpi for best quality.

- Select **Custom** to choose one of the settings shown at the left.

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

**ColorSync** 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 instead of the printer driver. See page 55 for details.

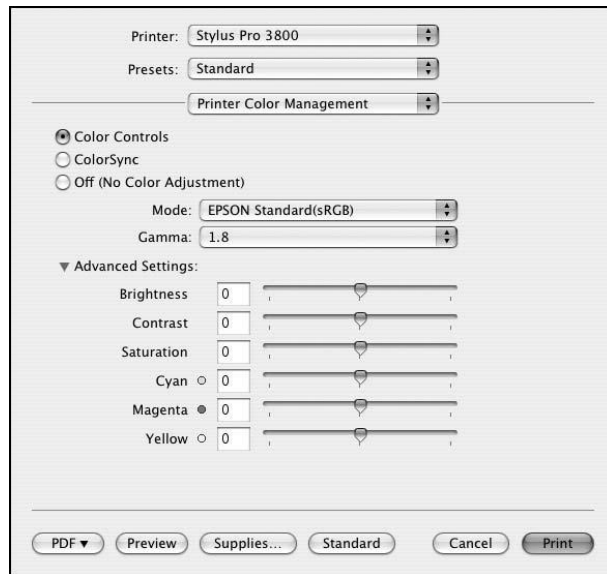
7. Select **Advanced Settings** to access additional options, as described below.
8. Choose one of the following **Print Quality** settings:
  - **Draft**
  - **Normal - 360dpi**
  - **Fine - 720dpi**
  - **SuperFine - 1440dpi**
  - **SuperPhoto - 2880dpi**
9. Choose any of the following advanced options:
  - **High Speed** for fast, bidirectional printing. For higher quality, make sure this option is not selected.
  - **Finest Detail** for sharper edges on vector-based data including text, graphics, and line art.
  - **Flip Horizontal** for printing a mirror image of your file. Use with backlight film.

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.

## Choosing Color Management and Paper Configuration Options

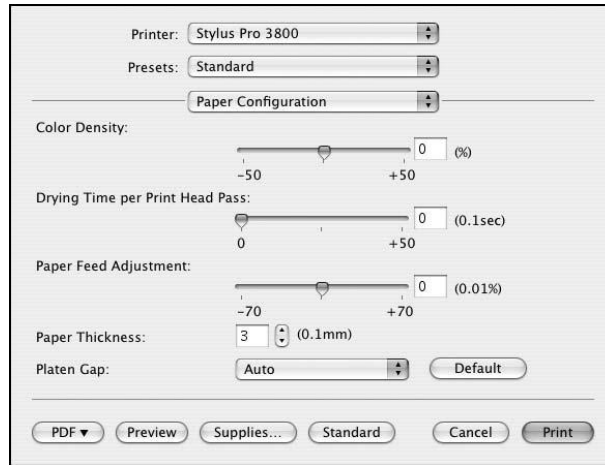
Follow these instructions to use color management in the printer driver. If necessary, you can also control the ink density by using the paper configuration settings, as described on page 56.

1. Select **Printer Color Management** from the pop-up menu. You see a screen like this one:



2. Select one of the following settings:
  - **Color Controls** to choose from four Color Adjustment modes and 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 pop-up menu and choose filters or other settings.
  - **Off (No Color Adjustment)** to disable color management in the printer driver. Choose this setting when you use a color-managed workflow in Photoshop or other software applications.

- If you are using non-Epson media and you need to fine-tune its performance, select **Paper Configuration** from the pop-up menu. You see a window like this one:



- 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.

**Note:** You may need to change the **Color Density** setting if your custom color profile was created to optimize D-max and color gamut.

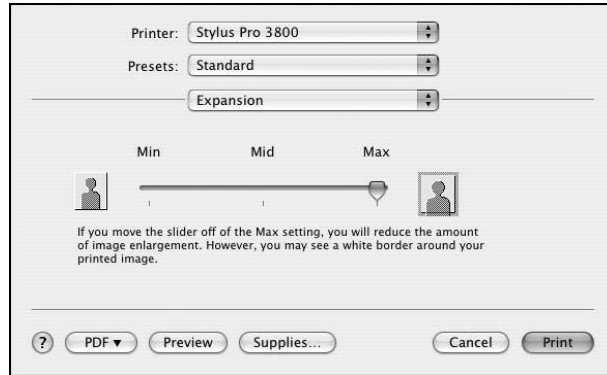
- **Color Density** lets you control the ink saturation level (for example, when you turn off color management in your printer software).
- **Drying Time per Print Head Pass** lets you print with non-Epson media and avoid smearing the ink. You can make the print head wait up to 5 seconds after each pass to allow ink to dry 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.
- **Platen Gap** lets you fine-tune the setting for unusually thick or thin paper.



## Choosing Expansion Settings

If you need to adjust the amount of image enlargement when printing borderless photos, select an **Auto Expand** paper size and follow the steps below:

1. Select **Expansion** from the pop-up menu. You see a screen like this one:



2. If necessary, adjust the Expansion slider to choose the **Min**, **Mid**, or **Max** setting.

The **Min** setting retains the entire image in your print, but there may be a small white border on the edges of the print. **Max** expands the image to ensure that there are no unprinted edges, but the edges of the image may be cropped.

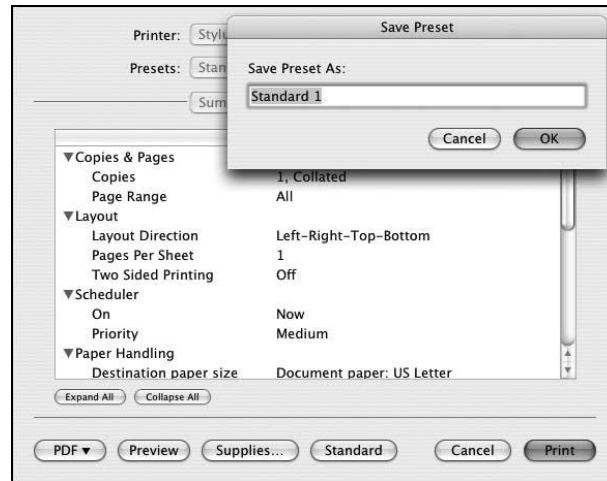
**Note:** If you check each pop-up menu, go through them carefully from top to bottom. Avoid cycling through them repeatedly, or you may lose your settings.

## Creating a Custom Preset and Printing

Once you've selected the correct settings for your print job, create a custom preset. This will save time when you use the same profile/printer/ink/media combination for future print jobs.

1. Select **Summary** from the pop-up menu.
2. After verifying that your settings are correct, select **Save As** from the Presets pop-up menu.

You see the following screen:



**Caution:** Do not open and close the Presets pop-up menu without typing a name, or you will lose your settings.

3. Type a name for your custom preset, and click **OK**.
4. When you're ready to print, click the **Print** button.

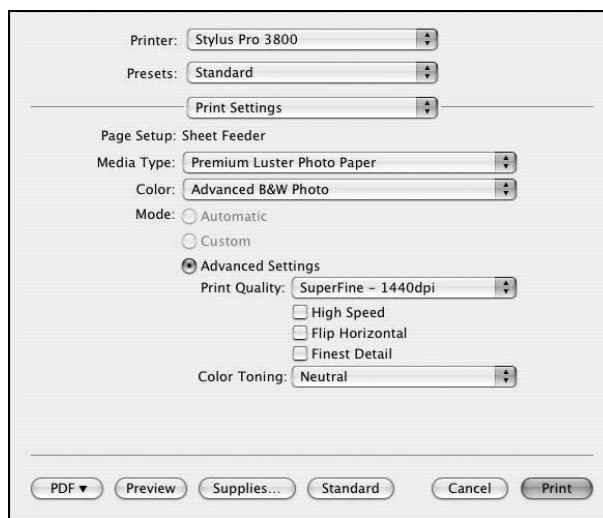
See page 61 for instructions on monitoring your print job.

## 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 and offers an alternative black-and-white workflow. 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 select media types.

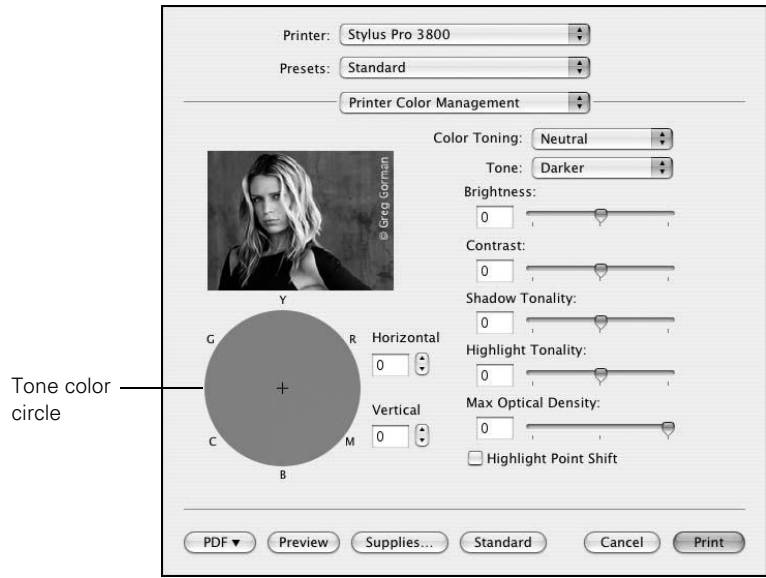
**Note:** If you are printing from Photoshop, make sure you turn off Photoshop's color management when using Advanced Black and White mode. There are no profiles associated with this screening and color management technology.

1. Select **Print Settings** from the pop-up menu. You see a screen like this one:



2. Choose the Media Type setting for the paper you loaded in the printer.
3. Choose **Advanced B&W Photo** as the Color setting.
4. Uncheck **High Speed** for the best image quality.

5. Select **Printer Color Management** from the pop-up menu. You see a screen like this one:



**Note:** The preview image will always be the same image and is not color managed. It is just to be used to give you a level of feedback as you make changes.

6. Choose the settings that are best for your photo. You can use the preview image on the screen as a guide.
  - **Color Toning** allows you to add a tone (hue) to your black-and-white output. The default is **Neutral**, which produces a neutral tone scale print. You can also choose other popular presets such as **Cool**, **Warm**, and **Sepia**. The presets will affect the target color used 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. To create a soft focus print, set the density to lower.

- **Highlight Point Shift** helps reduce gloss differential by adding density to the highlights of images prone to gloss differential.
- **Tone color circle** lets you customize the tone (hue) you selected to add to your black-and-white print. Click an area in the circle or enter values in the Horizontal and Vertical fields to adjust the tone. The closer you select to the edge of the wheel, the more color you will add to your black-and-white print.

## Managing Print Jobs

After you click Print, you can monitor the progress of your print job.

1. Click the icon for your printer in the Dock. You see a screen like this one:

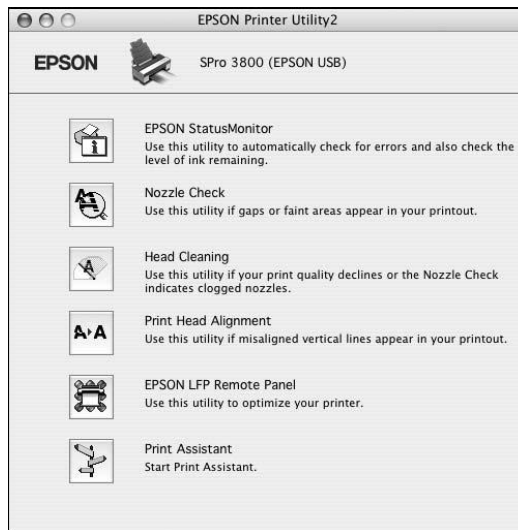


2. From here you can monitor the progress of your print job or do one of the following:
  - Click the print job, then click **Delete** to cancel the job
  - Click the print job, then click **Hold** to pause printing
  - Click a print job marked “Hold” and click **Resume** to resume printing
3. When you’re finished, close the screen.

## Checking Ink and Maintenance Status

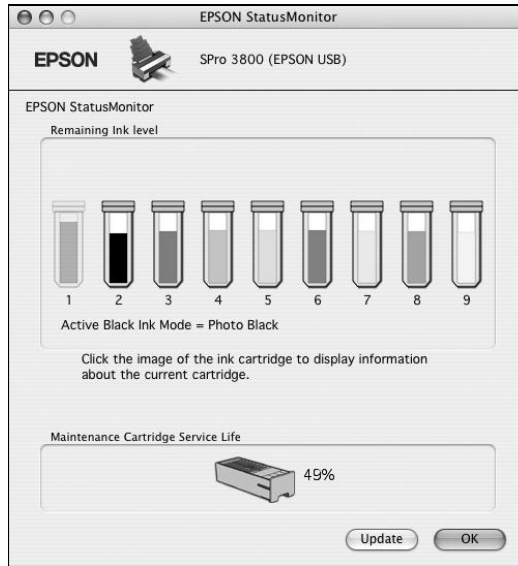
EPSON Printer Utility2 lets you check the status of ink in the printer and maintenance cartridge. (You can also run maintenance utilities from this screen. See pages 84 to 88 for instructions.)

1. Open the Applications folder and double-click EPSON Printer Utility2.
2. Select Stylus Pro 3800 and click OK. You see the Epson Printer Utility2 screen:



3. Click the EPSON StatusMonitor icon.

The software checks the status of ink in the printer and maintenance cartridge, and displays a screen like this one:



4. For information on individual cartridges, click a cartridge icon.
5. To recheck the ink levels, click the Update button.
6. To close the Status Monitor, click OK.





## Chapter 4: Printing with Epson Drivers for Windows

Your Epson Stylus Pro 3800 comes with drivers and utilities that let you print and manage print jobs. 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 will produce the most accurate colors and best photographic output for color photos.

For the best black-and-white photography output, the Epson Stylus Pro 3800 driver offers Advanced Black and White mode.

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 correct folder for your operating system. When you install the Epson printer driver, the included profiles are automatically copied to the right folder.

**Tip:** Check the Epson Pro Graphics website at [prographics.epson.com](http://prographics.epson.com) for updated drivers and utilities that may become available.

This chapter includes the following information:

- Choosing basic print settings
- Choosing paper and layout settings
- Choosing advanced print settings, including color management settings
- Choosing Advanced Black and White mode settings
- Managing print jobs

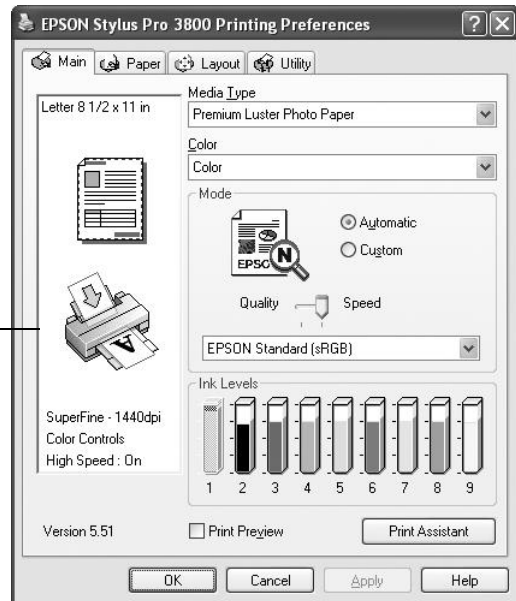
## Choosing Basic Print Options

Before you print, make sure you have installed the Epson printer driver and utilities from the printer software CD-ROM. For instructions on installing the printer driver, see the *Start Here* sheet.

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 72.

1. Open the file you want to print in your application.
2. Open the File menu and click Print. You see the Print window.
3. Make sure your printer is selected, then click the Properties button. Or, if you see a Setup, Printer, or Options button, click it instead, and click Properties on the next screen. You see a screen like this one:

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



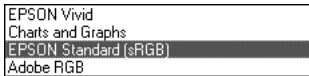
**Note:** If you need more information about print options, you can click the Help button.

Check the website [prographics.epson.com](http://prographics.epson.com) or your authorized Epson dealer for other media that may be available.

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.

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

5. For the Color setting, select **Color** for any type of photographic printing. Choose **Advanced B&W Photo** to print black-and-white photos on select paper types; see page 74. (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:
  - Select **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:

**EPSON Vivid** 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.

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

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

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



- Select **Custom** to choose one of the settings shown at the left.

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

**PhotoEnhance™** allows you to correct noise and other problems common to digital camera images or choose special tone and effect settings.

7. Click **Custom**, then click the **Advanced** button that appears to turn off color management in the printer driver or access additional settings, as described on page 71.
8. When you're finished, click the **Paper** tab and follow the instructions below for choosing paper size and layout options.

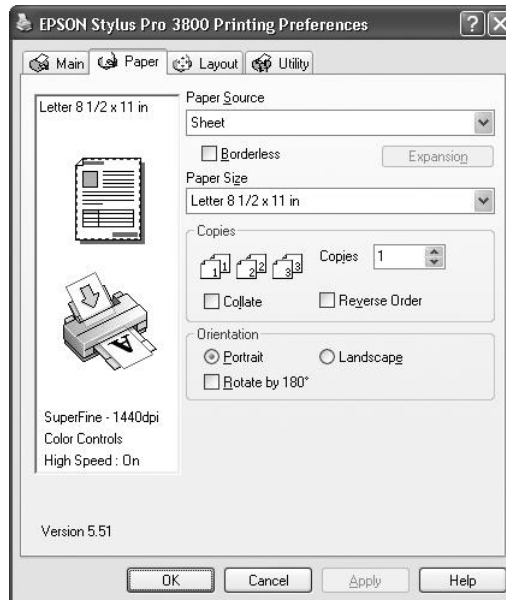
## Choosing Paper and Layout Options

**Note:** Many application settings override settings in the printer driver. Always verify settings to get the results you expect.

You can select a variety of settings for margins, orientation, sizing your image, and double-sided printing. Follow the instructions below to select paper settings.

### Choosing Paper Options

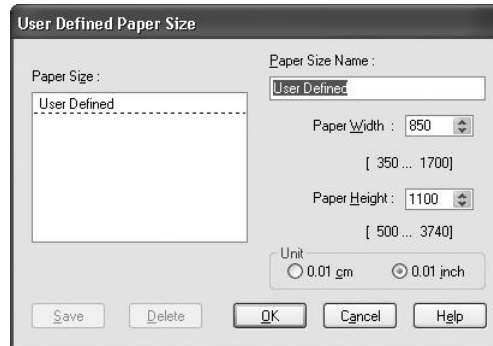
1. On the Printing Preferences window, click the **Paper** tab. You see a window like this one:



2. Select the paper source you're using (**Sheet**, **Manual - Rear**, or **Manual - Front**) from the **Paper Source** list.

3. Select the **Paper Size** you loaded in the printer. If your paper size is not listed, select **User Defined** to create a custom paper size.

You see a window like this one:



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

Borderless printing takes longer than normal printing.

Borderless printing is not available when using the front manual feed slot.

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

4. If you want to print to the edges of the page, click **Borderless**.

Click the **Expand** button, then choose one of the following:

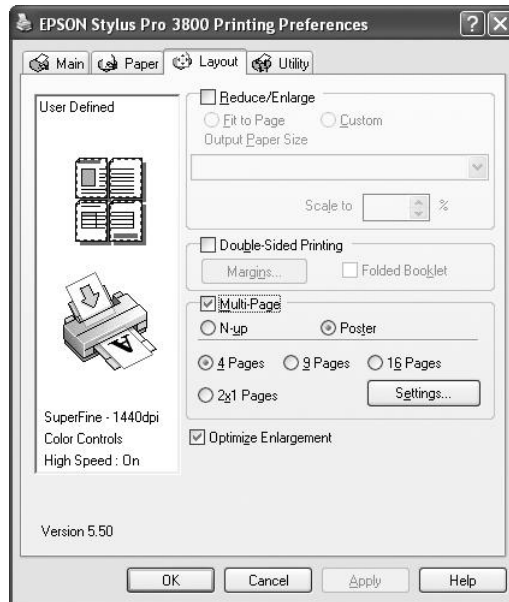
- **Auto Expand** enlarges your image up to 3% to fit the size paper without borders. If too much of your image's edges are cut off, you can adjust the expansion slider to choose **Min**, **Mid**, or **Max**. The **Min** setting retains the entire image in your print, but there may be a small white border on the edges of the print. The **Max** setting expands the image to ensure that there are no unprinted edges, but the edges of the image may be cropped.
- **Retain Size** prints your image at the size you specify in your application. You need to size your image slightly larger than the paper if you want to print without borders.

5. Select the correct **Copies** and **Orientation** settings as necessary.
6. If you want to reduce or enlarge your image or print on both sides of the paper, click the **Layout** tab. See your on-screen *User's Guide* for more information about double-sided printing.
7. If you're ready to print, click **OK**.

## Choosing Layout Options

Follow the instructions in this section to reduce or enlarge an image to fit on your loaded paper. You can print a poster-size image, even if your application does not support poster printing. For instructions on multi-page, poster, or double-sided printing, see your on-screen *User's Guide*.

1. On the Printing Preferences window, click the **Layout** tab. You see a window like this one:



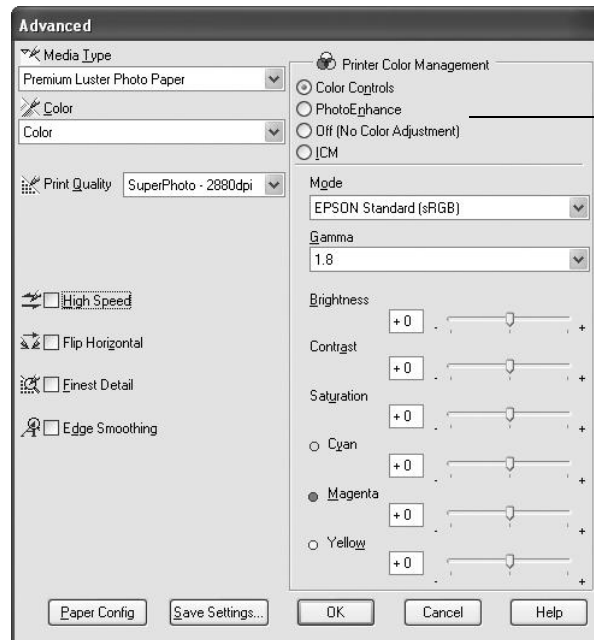
2. Click **Reduce/Enlarge** to have the driver resize your image. You can select **Fit to Page** and select the paper size you loaded in the **Output Paper Size** list. Or select **Custom** and enter a percentage to scale your image.
3. If you are enlarging your image beyond the limits of your application program, click **Optimize Enlargement**. The driver will increase the image size up to 400% and decrease the output resolution to stay within the pixel limitations.

Depending on the resolution of your 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 below. If necessary, you can also control the ink density by using the paper configuration settings as described on page 72.

1. Access your printer driver and select your basic options as described beginning on page 66.
2. Click **Custom**, then click the **Advanced** button that appears. You see a window like this one:



These settings give you different options on the lower part of the screen

3. If necessary, you can change your **Media Type** and **Color** settings.

**Note:** The Print Quality settings available depend on the Media Type you selected. Choose lower print quality for faster printing, or SuperPhoto - 2880dpi for best quality.

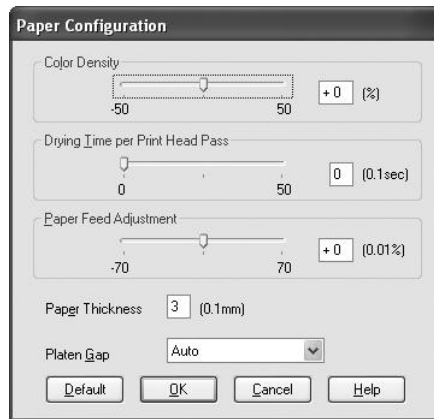
4. Choose one of the following **Print Quality** settings:
  - **Draft**
  - **Normal - 360dpi**
  - **Fine - 720dpi**
  - **SuperFine - 1440dpi**
  - **SuperPhoto - 2880dpi**
5. Choose any of the following advanced options:
  - **High Speed** for fast, bidirectional printing. For higher quality, make sure this option is not selected.
  - **Flip Horizontal** for printing a mirror image of your file. Use with backlight film.
  - **Finest Detail** for sharper edges on vector-based data including text, graphics, and line art.
  - **Edge Smoothing** to improve the quality of low-resolution images.
6. Choose one of the following **Printer Color Management** settings:
  - **Color Controls** to choose from four **Color Adjustment** modes and three **Gamma** settings. You can also specify individual values for **Brightness**, **Contrast**, **Saturation**, and **CMY inks**.
  - **PhotoEnhance** allows you to correct noise and other problems common to digital camera images or choose special tone and effect settings.
  - **Off (No Color Adjustment)** to disable color management in the printer driver. Choose this setting when using a color-managed workflow in Photoshop or other software applications.
  - **ICM** to adjust 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.

**Tip:** If you turn off color management, you can still control the ink density, as described on page 73.



**Note:** You may need to change the Color Density setting if your custom profile was created to optimize D-max and color gamut.

You see a window like this one:



8. 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 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.
  - **Platen Gap** lets you fine-tune the setting for unusually thick or thin paper.

When you're finished selecting Paper Configuration settings, click OK.

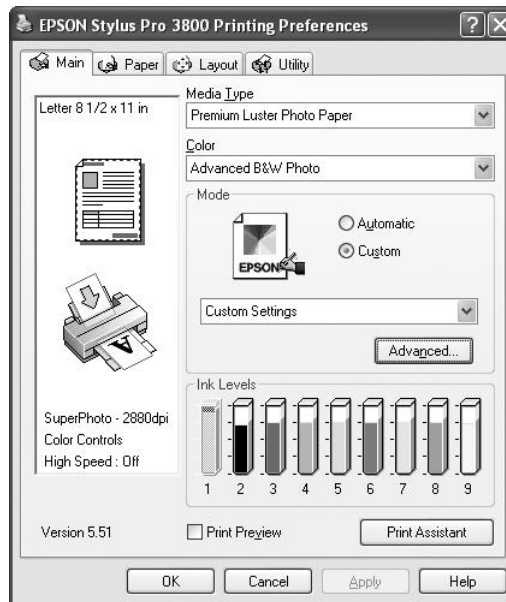
9. Click **Save Settings** if you want to have your advanced settings available for reuse. Then type a name for the group of settings and click **Save**. The name is added to your list of custom settings.
10. When you're finished setting advanced printer options, click OK.

## 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. 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 select media types.

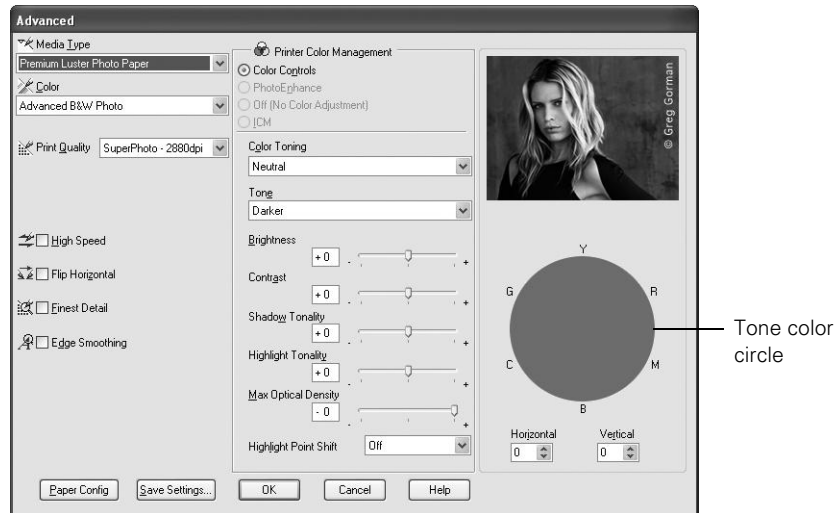
**Note:** If you are printing from Photoshop, make sure you turn off Photoshop's color management when using Advanced Black and White mode. There are no profiles associated with this screening and color management technology.

1. On the Main tab, choose the Media Type setting for the paper you loaded in the printer.



2. Choose Advanced B&W Photo as the Color setting.

3. Click **Custom**, then click **Advanced**. You see a window like this one:



**Note:** The preview image will always be the same image and is not color managed. It is just to be used to give you a level of feedback as you make changes.

4. Choose the settings that are best for your photo. You can use the preview image on the screen as a guide.

- **Color Toning** allows you to add a tone (hue) to your black-and-white output. The default is **Neutral**, which produces a neutral tone scale print. You can also choose other popular presets such as Cool, Warm, and Sepia. The presets will affect the target color used 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. To create a soft focus print, set the density to lower.

- **Highlight Point Shift** helps reduce gloss differential by adding density to the highlights of images prone to gloss differential.
- **Tone color circle** lets you customize the tone (hue) you selected to add to your black-and-white print. Click an area in the circle or enter values in the Horizontal and Vertical fields to adjust the tone. The closer you select to the edge of the wheel, the more color you will add to your black-and-white print.

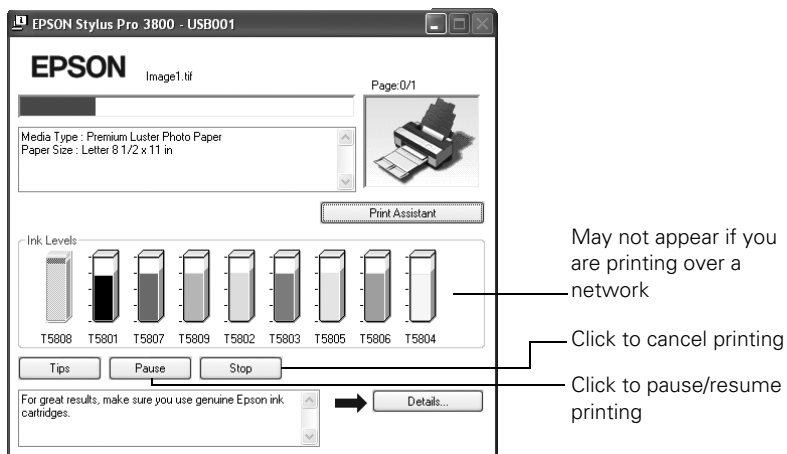
## Managing Print Jobs

Your printer comes with 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.

## Managing Prints Using the Progress Meter

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



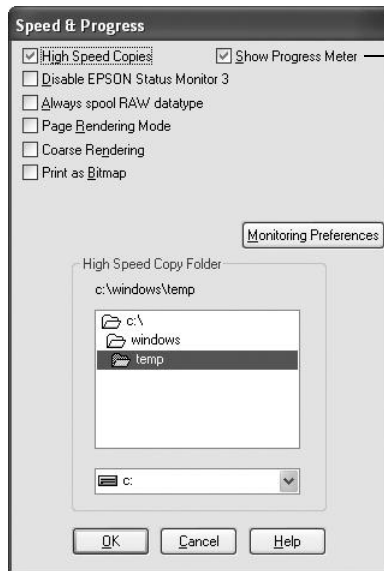
You can use the buttons to cancel, pause, or resume your print job. You can also check your ink status and view printing tips.

If you don't want the Progress Meter to appear, you can turn it off. See page 78 for instructions.

## Setting Monitoring Preferences and Optimizing Print Speed

You can choose when and how you want to be notified of printing 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 & Progress utility to improve printing speed and override pixel limitations when you print large images.

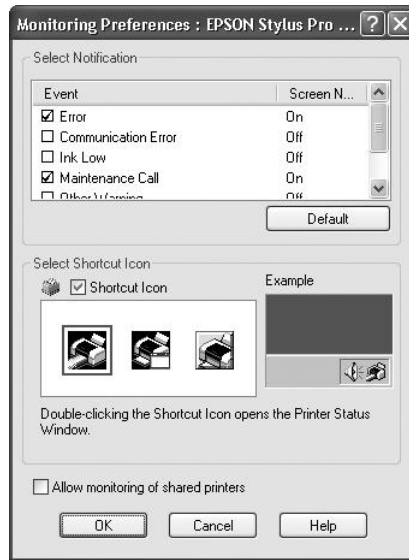
1. Do one of the following:
  - **Windows XP:** Click **Start** and select **Printers and Faxes**. Right-click your printer icon and select **Printing Preferences**.
  - **Windows 2000:** Click **Start**, point to **Settings**, then select **Printers**. Right-click your printer icon and select **Properties**, **Document Defaults**, or **Printing Preferences**.
2. Click the **Utility** tab, then click the **Speed & Progress** button. You see the Speed & Progress window:



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.
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.  
After you enable the shortcut, 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 3800 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
- Performing additional maintenance tasks (changing the black ink cartridge, adjusting the date and time, adjusting the LCD contrast)
- Replacing the maintenance cartridge
- Cleaning the printer
- Transporting or storing the printer
- Uninstalling and reinstalling printer software
- Updating the printer firmware

In addition to the features described in this chapter, you can also use the printer's menu system to fine-tune a variety of printer settings. For more information, see the on-screen *User's Guide*.

**Note:** To test the print quality, see page 84 for instructions on printing a nozzle check.

## Checking Printer Status and Part Life

Using the printer's menu system, you can check the status of your ink cartridges, the total number of prints, and the status of your maintenance cartridge and other printer parts. You can either print out a status check or you can view the printer's status on the LCD panel.

### Printing Status Information

The status check sheet shows some of the current default settings, the status of the ink 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 and then ▼ to highlight **TEST PRINT**.
3. Press ► then ▼ to select **STATUS SHEET**.
4. Press ► to select **PRINT**.
5. Press the ↵ Enter button to start printing.

The service life for each ink cartridge and the maintenance cartridge is indicated as follows:


```
E[*****]F
E[**** ]F
E[*** ]F
E[** ]F
E[* ]F
```

**Note:** You can replace the ink cartridges and maintenance cartridge yourself. Other printer parts need to be replaced by an authorized Epson service technician.

## Viewing Status Information

**Note:** Some status information is a projection based on the last print made.

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

1. Press the **Menu** ► button and then ▼ until **PRINTER STATUS** is highlighted.
2. Press ► to select **VERSION**.
3. Do one of the following:
  - To check the firmware version, press ► again. When done, press ◀.
  - To check the number of pages that can be printed with each ink cartridge, press ▼ to select **PRINTABLE PAGES**, then press ►. Press ▼ or ▲ to scroll through the ink cartridges and see approximately how many pages can be printed with each ink cartridge. When done, press ◀.
  - To check the ink status, press ▼ to select **INK LEVEL**, then press ►. You see **MATTE BLACK** and the ink status for that cartridge. Press ▼ or ▲ to scroll through the ink cartridges and see their status. When done, press ◀.
  - To check how much of the maintenance cartridge has been used, press ▼ to select **MAINTENANCE CART**, then press ►. You see how much capacity remains in the cartridge. When done, press ◀.
  - To check the total amount of ink used (in milliliters), press ▼ to select **USAGE COUNT**, then press ►. When done, press ◀.  
You can clear this setting with the **CLEAR USAGE COUNT** option.
  - To check job history, press ▼ to select **JOB HISTORY**, then press ►. For the last 10 print jobs saved in the printer, you see the total ink used (in milliliters) and the paper size used most recently. The most recent job is saved as No. 0. When done, press ◀.
  - To check the total number of prints, press ▼ to select **TOTAL PRINTS**, then press ►. You see the total number of pages that have been printed. When done, press ◀.
4. Press the  Cancel button to exit the menu.

For more information about the Printer Status menu, see your on-screen *User's Guide*.

**Note:** You can change the units of measurement from meters to inches and feet using the printer's maintenance mode. See page 96 for instructions.

## Checking and Cleaning the Print Head

**Note:** You can run a cleaning cycle by holding down the **Menu** button for three seconds. You can also use the printer's menu to run a power cleaning cycle. See page 86 for details.

If your printed image shows a color shift or horizontal or vertical lines, you should check the print head to see if any nozzles are clogged.

You can automatically check and clean the print head using the Auto Cleaning feature in your printer utility software. This enables the printer to print a nozzle check pattern, read it, and run a cleaning cycle if necessary.

1. Make sure several sheets of letter-size (or larger) paper are loaded in the auto sheet feeder.
2. Do one of the following to access the printer utilities:
  - **Macintosh:** Open the **Applications** folder and double-click **Epson Printer Utility2**. Select **Stylus Pro 3800** 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 screen like the following:

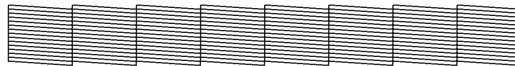


3. Click the **Nozzle Check** icon.
4. Click **Print** to print the nozzle check pattern so you can see if the print head needs to be cleaned. Or click **Auto** if you want to run the nozzle check and have the printer automatically clean the print head if necessary.

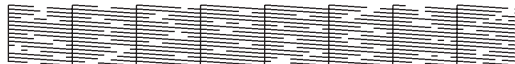


**Note:** You must use at least a 10x eye loupe to check the pattern.

5. Examine the nozzle check pattern to make sure it has no gaps or lines.
  - If the printout looks okay as shown below, you're done. Click **Finish**.



- If you see any gaps as shown below, click **Clean** to clean the print head and follow the on-screen instructions.











6. If the nozzles do not clear after a few cleaning cycles, run a **Power Cleaning Cycle**, as described in the next section.

## 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 84.
2. Make sure the printer is ready and the red  ink light is not on or flashing.
3. Press the **Menu**  button.
4. Press  until **MAINTENANCE** is highlighted, then press .
5. Press  to select **POWER CLEANING**, then press .
6. Press the  Enter button to start the power cleaning.
7. When cleaning is finished and the  Power 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 after a few power cleaning cycles, turn off the printer and let it sit overnight. Then clean the print head again the following morning with regular cleaning cycles. If you still see no improvement, contact Epson for assistance.

**Caution:** Don't run a power cleaning cycle while thick media is loaded in the printer.

## 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 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 best 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 (see page 84). 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 one of the following types of paper:
  - Epson Premium Glossy Photo Paper
  - Epson Premium Photo Paper Glossy
  - Epson Premium Luster Photo Paper
  - Epson Ultra Premium Photo Paper Luster
  - Enhanced Matte Paper
  - Epson Ultra Presentation Paper Matte
  - Epson Photo Quality Ink Jet Paper
  - Epson Presentation Paper Matte
2. Press the **Menu** ► button.
3. Press ▼ until **HEAD ALIGNMENT** is highlighted. Then press ►.
4. Make sure **Auto** is highlighted and then press ►.

5. Press ▼ or ▲ to select the type of paper you loaded: **PREM.** **GLOSSY/LUSTER**, **P Q INK JET PAPER** (Epson Presentation Paper Matte), or **ENHANCED MATTE PAPER** (Ultra Premium Presentation Paper Matte). Then press ►.
6. Press ↵ Enter to start printing. After printing is complete, the printer starts aligning the print head.

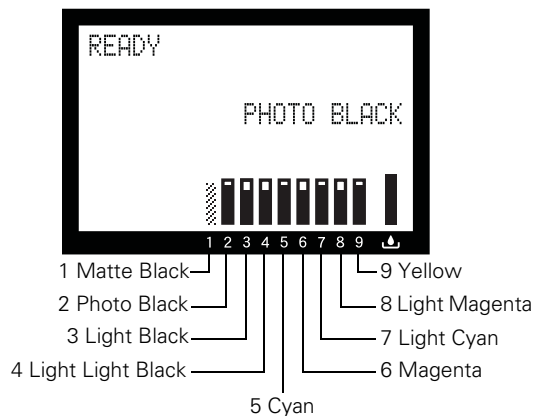
It takes several minutes to run the head alignment. The printer's white beam sensor reads the alignment pattern and adjusts the printer automatically. Make sure you don't open the top cover or turn off the printer during this process.

If you want to verify or fine-tune the alignment process, you can perform a manual head alignment. See your on-screen *User's Guide* for instructions.


## 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 cartridge needs to be replaced, 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:





When the red  ink light is flashing and **INK LOW** appears on the LCD panel, the indicated cartridge is low on ink. Make sure you have a replacement cartridge. When the light stays on and you see the LCD message **REPLACE INK CARTRIDGE**, the cartridge is expended. You must replace the cartridge before you can continue printing.

Use the following UltraChromeK3™ Epson ink cartridges:

**Caution:** You must use the Epson ink cartridges designed for your printer. Other ink cartridges will not work and may cause damage not covered by your warranty.

Cartridge	Product code
Photo Black	T580100
Cyan	T580200
Magenta	T580300
Yellow	T580400
Light Cyan	T580500
Light Magenta	T580600
Light Black	T580700
Matte Black	T580800
Light Light Black	T580900



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). Or you can also purchase online at [www.epsonstore.com](http://www.epsonstore.com) (U.S. sales) or [www.epson.ca](http://www.epson.ca) (Canadian sales).

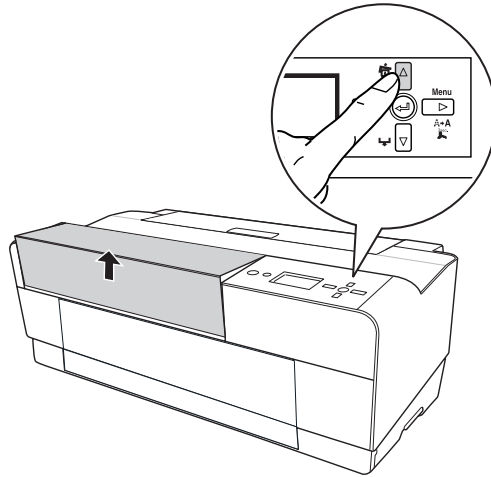
**Caution:** Leave the low or expended cartridge in the printer until you are ready to replace it.

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

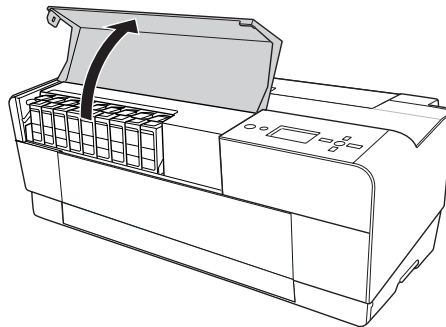
To prevent ink reporting errors, never replace the ink cartridges with the printer turned off.

1. Note the color of the cartridge whose icon and abbreviation is on or flashing. This is the cartridge you need to replace.

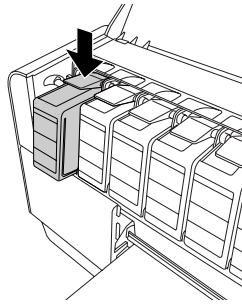
2. If the red  ink light is on and **REPLACE INK CARTRIDGE** appears on the printer's LCD, press the  Ink cover open button to unlock the ink cover. If the light is flashing and the LCD message is **INK LOW**, you need to hold down the button for 3 seconds to unlock the ink cover.



3. Lift the ink cover.

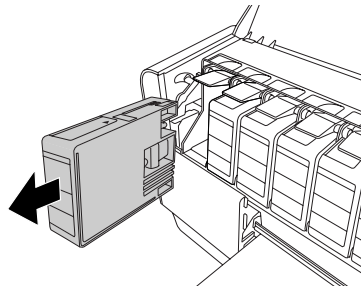


4. Press the ink eject button above the cartridge you need to replace. The ink cartridge slides out slightly.



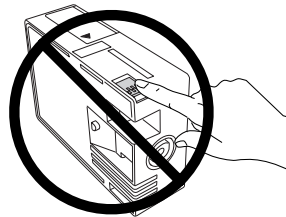
5. Carefully pull the cartridge straight out of the slot and dispose of it properly.

**WARNING:** Do not shake the expended 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.

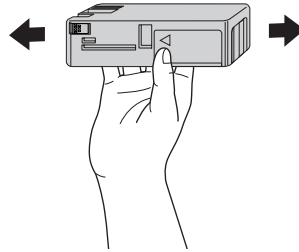


6. Make sure the replacement ink cartridge is the correct color, and then remove it from its package.

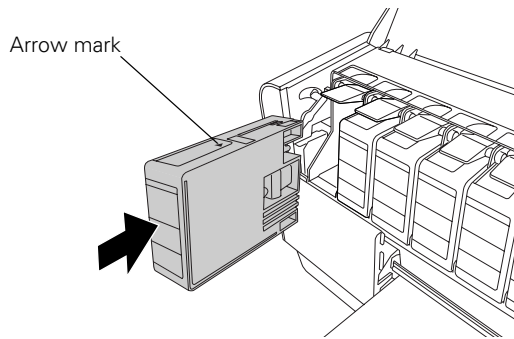
**Caution:** Do not touch the green chip on the top of the cartridge. Doing so may prevent normal operation and printing.




7. Shake the ink cartridge well before installing it.



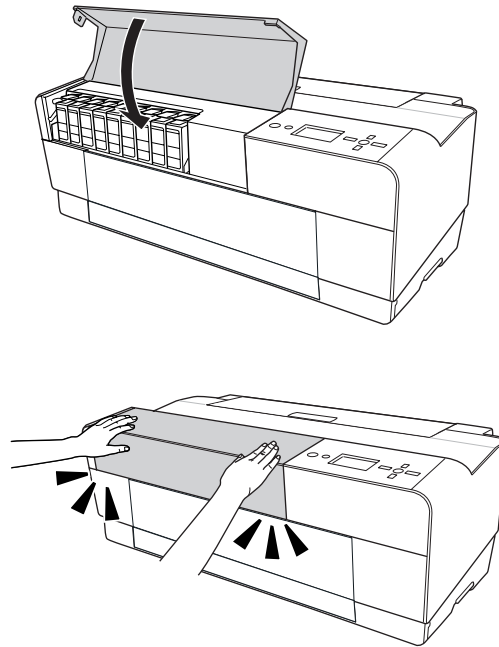
8. Hold the ink cartridge with the arrow mark facing up and pointing to the back of the printer, and then insert it into the slot until it clicks.



The printer has a protection system to prevent improper cartridge insertion. If you cannot insert the ink cartridge easily or if you see the message **INK CARTRIDGE ERROR** on the LCD panel, the type of cartridge may be incorrect. Check the package and product code.

If the  ink light remains on, the ink cartridge may not be installed correctly. Remove the ink cartridge and then reinsert it as described above.

9. Close the ink cover and press it until it clicks.



When you see **READY** on the LCD, the printer is ready to print.

## Performing Additional Maintenance Tasks

In addition to running a power cleaning cycle, you can use the Maintenance menu to switch between Matte Black and Photo Black, set the printer's date and time, and adjust the contrast on the LCD screen.

The printer also provides a maintenance mode which lets you change the printer's defaults and run special procedures.

## Changing the Black Ink Cartridge

You can use either Matte Black or Photo Black for printing. Both cartridges are installed all the time, and the printer knows which cartridge to use depending on the Media Type selected in the printer driver. You may sometimes need to switch cartridges as described below when using non-Epson media.

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 Ultra Premium Photo Paper Luster and Epson Photo Paper Semi-gloss, etc.

The Matte Black cartridge is optimized for printing photographic images on matte or plain papers, such as Epson Ultra Premium Presentation Paper Matte 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 some ink, you shouldn't switch cartridges more often than necessary.

Changing the black ink cartridge also consumes color ink, so you need to make sure that all of the cartridges contain enough ink before you begin.

Follow these steps to switch from one cartridge to the other:

1. Press the **Menu** ► button.
2. Press ▼ until **MAINTENANCE** is highlighted, then press ►.
3. Press ▼ to select **BLACK INK CHANGE**, then press ►.
4. Press the ↵ Enter button. The printer charges the cartridge (this takes a few minutes) and you see **PHOTO -> MATTE** or **MATTE -> PHOTO** on the LCD.

When the change is complete, the LCD displays **READY** and the name of the current black cartridge.

## Changing the Date and Time

Follow these steps to set the date and time:

1. Press the **Menu ▶** button.
2. Press **▼** until **MAINTENANCE** is highlighted, then press **▶**.
3. Press **▼** to select **CLOCK SETTING**, then press **▶**.
4. Use **▲** or **▼** to set each item in the date and time, displayed in the following format: **MM/DD/YY HH:MM**.
5. Press **⏏** Cancel when you finish.

## Adjusting the LCD Contrast





















Follow these steps to change the LCD contrast:

1. Press the **Menu ▶** button.
2. Press **▼** until **MAINTENANCE** is highlighted, then press **▶**.
3. Press **▼** to select **CONTRAST ADJUSTMENT**, then press **▶**.
4. Use **▲** or **▼** to increase or reduce the screen contrast.
5. Press **⏏** Cancel when you finish.

## Using Maintenance Mode

Maintenance mode allows you to change the language or units of measurements used in the printer's menus and return all the menu settings to their default values.

Follow these steps to use maintenance mode:

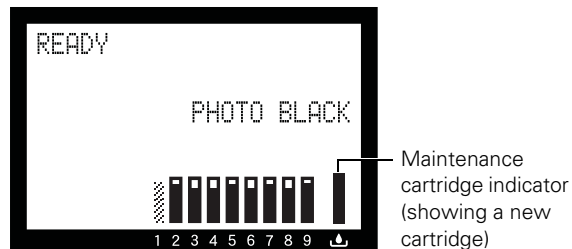
1. Make sure the printer is turned off.
2. Press and hold the  Cancel button, then press the  Power button until the printer turns on. **MAINTENANCE MODE** appears on the LCD panel.
3. Press  or  to select the settings described below. If you need to back up to the previous menu level, press the  button.
  - To change the language displayed on the LCD panel, select **LANGUAGE** and press . Press  until you see the language you want, then press  Enter to select it. Press  to return to the menu or  Cancel to exit.
  - To change the units of measurement, select **UNIT** and press . Select **METRIC** or **FEET/INCH** and then press  Enter to select it. Press  to return to the menu or  Cancel to exit.
  - To return all control panel settings to their default values, select **DEFAULT PANEL** and press . Press  Enter to restore the printer's defaults. Then press  to return to the menu or  Cancel to exit.
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 Maintenance Cartridge

The maintenance cartridge stores ink that gets flushed from the system during print head cleaning. When the cartridge is almost full, the message **MAINTENANCE CARTRIDGE IS NEARLY FULL** appears on the LCD panel. When the cartridge is completely full, the printer stops working and **REPLACE THE CARTRIDGE** appears on the LCD.

You can check how much space remains in the maintenance cartridge by viewing its indicator on the control panel, as shown below. You can also check its status using the printer's menus (see page 83) or by printing a nozzle check sheet (see page 84).



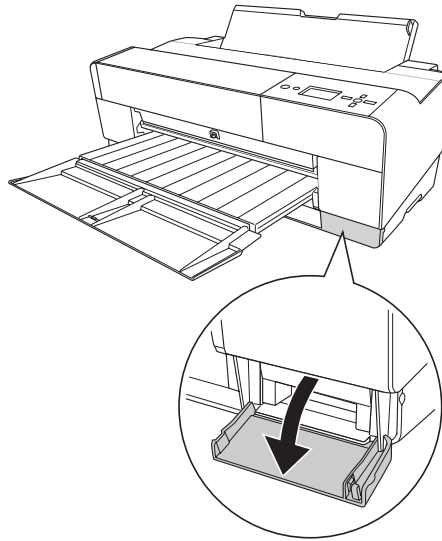
Replacement cartridges are available from Epson (product code T582000).

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). Or you can purchase online at [www.epsonstore.com](http://www.epsonstore.com) (U.S. sales) or [www.epson.ca](http://www.epson.ca) (Canadian sales).

Follow these steps to replace the maintenance cartridge:

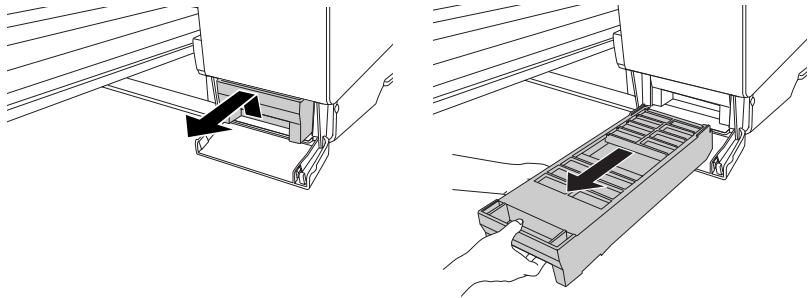
1. Make sure the printer is not printing or performing any other operations (**READY** or **PAPER OUT** should appear on the control panel).
2. Turn off the printer.

3. Open the maintenance cartridge cover.



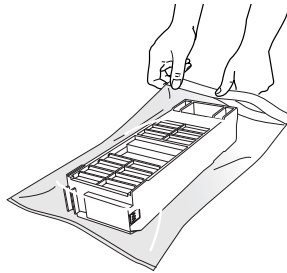
4. Grasp the handle of the maintenance cartridge, then push it up while gently pulling it toward you.

**WARNING:** If ink gets on your hands, wash them thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water.



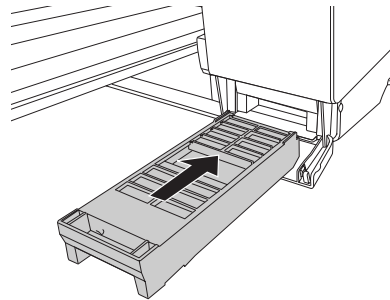
**Caution:** Be careful not to tilt the used cartridge or spill ink from it when removing it. Hold it upright at all times and dispose of it carefully.

5. Remove the replacement cartridge from its package. Then put the used maintenance cartridge in the plastic bag provided and dispose of it properly.

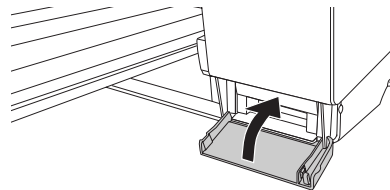


6. Insert the new maintenance cartridge into the printer as far as it will go.

**Caution:** Do not touch the green chip on the side of the maintenance cartridge. This may prevent normal operation.



7. Close the maintenance cartridge cover.



8. Turn the printer back on.

**WARNING:** Be careful not to touch the gears inside the printer.

**Caution:** 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 on-screen components.

Don't use a hard or abrasive brush.

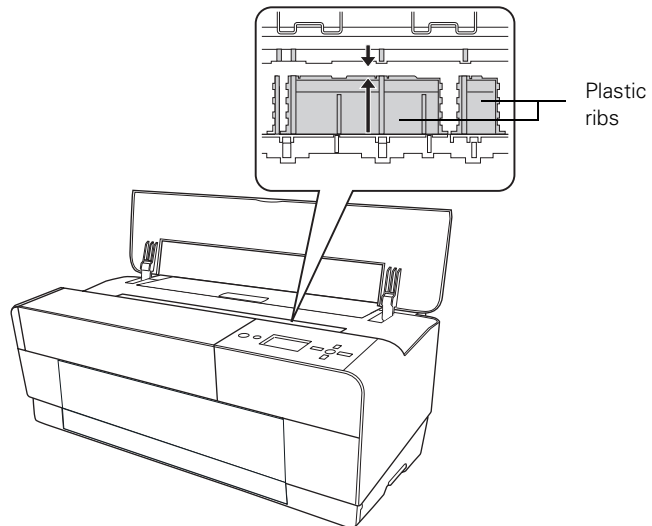
Do not touch the ink absorption pads; otherwise, printouts may be soiled.

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, you should clean it several times a year.

1. Make sure the printer is turned off, then unplug the power cord and disconnect the printer from your system. Let the printer sit for a minute.
2. If the outer case is dirty, clean it with a soft, clean cloth dampened with mild detergent. Keep the ink cartridge compartment closed to prevent water from getting inside.
3. If the front manual tray is extended, close it by pushing it in.
4. Open the top cover and then use a soft, lint-free cloth to carefully remove any dust or dirt inside the printer. If the back of a printout is soiled, carefully clean the plastic ribs using a soft, lint-free cloth wiping in the direction of the arrows.



If the problem still occurs, clean the area using a soft, lint-free, dampened cloth. Then wipe the inside of the printer dry with a dry, lint-free, soft cloth.

## Transporting or Storing the Printer

If you are moving the printer a short distance (for example, in the same building), close any open extensions and covers and remove the rear sheet guide if installed.

**WARNING:** The printer weighs about 43 lb (20 kg), and should be lifted by two people.

To ship the printer, you must repack it using the original box and packing materials. If you do not have these items, contact Epson to request them. Otherwise, the printer may be damaged beyond repair.

## Preparing the Printer for Shipment

**Caution:** Do not remove the ink cartridges.

1. Turn the printer on and make sure the print head is in the home (far right) position.
2. Turn off the printer.
3. Unplug the power cord and interface cable.
4. Close any paper tray extensions and covers, and remove the rear sheet guide if installed.
5. Insert the protective materials included with the printer and repack it using the original box and packing materials. If you do not have these items, contact Epson to request them. Otherwise, the printer may be damaged beyond repair.

**Caution:** Do not turn off the printer by unplugging it or turning off a power strip. You will not be able to lock the print head, and ink may leak out of the reservoir, damaging the printer.

## Setting Up the Printer After Transportation

Setting up the printer after transporting it is almost identical to setting it up for the first time. See the *Start Here* sheet for instructions.

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 (see page 84) and realign the print head (see page 87) to ensure good print quality.

## 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 **Stylus Pro 3800**, and then click **Delete**.
3. If you want to reinstall your printer software, restart your Macintosh. Then follow the instructions on the *Start Here* sheet to install the printer software.

**Tip:** Check the Epson Pro Graphics website at [prographics.epson.com](http://prographics.epson.com) for updated drivers and utilities that may become available.

### Windows

1. Do one of the following:
  - **Windows XP:** Click **Start**, then **Control Panel**.
  - **Windows 2000:** Click **Start**, **Settings**, and **Control Panel**.
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 the *Start Here* sheet to install the printer software or in Chapter 1 for network setups.

## Updating Your Printer Firmware

You can check for a newer version of firmware on the Epson support site and update your printer, if necessary.

### Downloading the Firmware

1. Navigate to [epson.com/support](http://epson.com/support) in your browser.
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 below to update the firmware.

**Note:** Although the illustrations in this section show Macintosh screens, the procedure is the same in Windows.

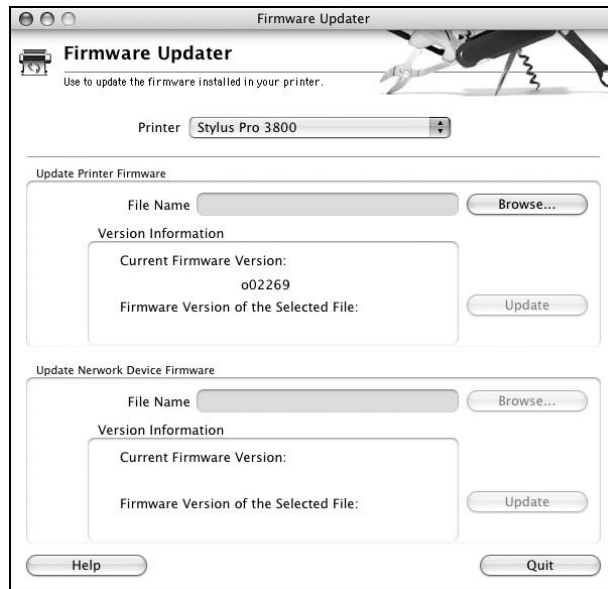
### Updating the Firmware

1. Double-click the firmware file to extract it.
2. Double-click the EPSON LFP Remote Panel icon on your desktop. You see a window like this one:

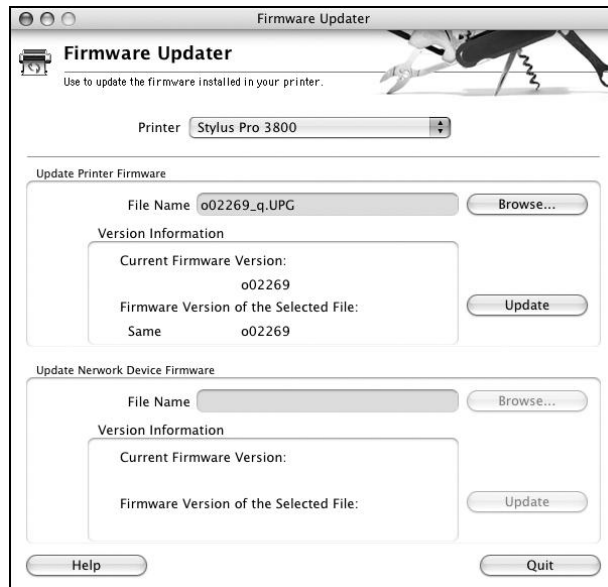


**Note:** For more information on using the LFP Remote Panel, click **Help** to see the on-screen guide.

3. Click the Firmware Updater icon. You see a window like this one:



4. Make sure your printer is on, its LCD is set to Ready, and it is connected to your computer. Then choose Stylus Pro 3800 in the Printer list.





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

5. Click **Browse** and find the firmware 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 update process. (If it is the same, you don't need to update it.)
7. When the update is complete, close the Firmware Updater window and the LFP Remote Panel window.



## Chapter 6: Solving Problems

If you experience a problem with your printer, try to solve it by following the guidelines in this chapter:

- Diagnosing problems
- Checking error messages and lights
- Improving print quality
- Solving operational problems
- Solving miscellaneous printing problems
- Solving paper problems, including clearing paper jams

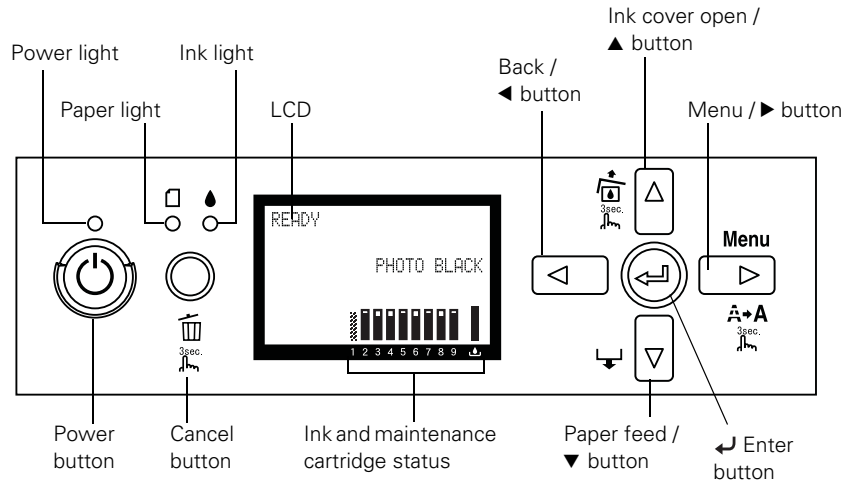
### Diagnosing Problems

The Epson Stylus Pro 3800 includes a number of ways to help you diagnose problems:

- To identify the most common problems, check the messages on the control panel. See page 108 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 run a nozzle check from the control panel. See page 84 for instructions.
- If none of the suggested solutions in this chapter solve your problem, contact Epson as described under "Where To Get Help" on page 12.

## Checking Error Messages and Lights

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







When your ink is low or expended, or paper runs out, or a problem occurs, a message appears on the LCD, and the lights on the control panel come on or flash. The following table lists the messages in alphabetical order and includes instructions for correcting the problem.

Message	Explanation	Response
BORDERLESS ERROR PRESS THE DOWN BUTTON. LOAD THE CORRECT SIZE PAPER	The installed paper is not supported for borderless printing or the PAPER SIZE CHECK setting is off.	Press the ▼ Paper feed button, and then load a different size media. See "Choosing Paper Options" on page 68 for Windows, or "Choosing Page Setup Options" on page 50 for Macintosh. Also, select ON for PAPER SIZE CHECK in the printer's menu system.
CLEANING ERROR PRESS THE CANCEL/RESET BUTTON	The nozzles are still clogged.	Press the ⏹ Cancel button, then run the Head Cleaning utility. See "Checking and Cleaning the Print Head" on page 84.
CLEANING ERROR PRESS THE DOWN BUTTON AND REMOVE THICK PAPER	Print head cleaning cannot be started because thick paper is loaded.	Remove the thick paper.
COMMAND ERROR CHECK DRIVER SETTINGS	Damaged data was sent to the printer or the data has an incorrect command.  The installed printer driver is not correct for the printer.	Stop printing and press the ⏹ Cancel button for 3 seconds.  Stop printing and press the ⏹ Cancel button for 3 seconds. Then make sure that the installed printer driver is correct for the printer.
FRONT FEED SLOT OPEN CLOSE THE FRONT MANUAL FEED SLOT	The front manual feed slot is open during operation.	Close the front feed slot.
FRONT FEED SLOT OPEN LOAD MEDIA PRESS THE DOWN BUTTON	The front manual feed slot is open, but no paper is loaded.	Load a sheet of paper in the front slot, and then press the ▼ Paper feed button.
FRONT FEED SLOT OPEN PRESS THE DOWN BUTTON AND REMOVE PAPER	Paper is loaded in the front manual feed slot.	Press the ▼ Paper feed button, then remove the paper from the front manual feed slot.

Message	Explanation	Response
FRONT SLOT CLOSED  OPEN THE FRONT MANUAL FEED SLOT	The front manual feed slot is closed during operation.	Open the front slot by pushing it. If necessary, remove the paper.
INK CARTRIDGE ERROR  CHECK CARTRIDGE	The wrong type of cartridge is installed.	Remove the ink cartridge and install one that is designed for your printer. See "Replacing Ink Cartridges" on page 88.
INK CARTRIDGE ERROR  PLEASE INSTALL THE CORRECT CARTRIDGE	An ink cartridge that cannot be used with this printer is installed.	Remove the ink cartridge and install one that can be used in your printer. See "Replacing Ink Cartridges" on page 88.
INK CARTRIDGE ERROR  PRESS THE UP BUTTON  REPLACE THE CARTRIDGE	An ink cartridge is installed incorrectly (perhaps in the wrong slot).	Press the ▲ Ink cover open button to open the ink cover. Then remove the ink cartridge and install it correctly. See "Replacing Ink Cartridges" on page 88.
INK CARTRIDGE ERROR  REPLACE CARTRIDGE	There is a problem with one of the ink cartridges. It may be installed in the wrong slot.	Remove the ink cartridge and reinstall it correctly. If this message appears after reinstalling the ink cartridge, replace it. See "Replacing Ink Cartridges" on page 88.
INK CARTRIDGE NON-GENUINE CARTRIDGE MAY NOT PERFORM AT OPTIMUM. CONTINUE? <YES NO>	The wrong type of cartridge is installed or is installed in the wrong slot.	Select NO (press the Menu ► button) if you want to replace the ink cartridge with a genuine Epson ink cartridge. See "Replacing Ink Cartridges" on page 88. Otherwise, select YES (press the ◀ button).
INK CARTRIDGE PLEASE USE GENUINE EPSON INK CARTRIDGES	A non-genuine ink cartridge is installed.	Replace the ink cartridge with a genuine Epson ink cartridge. See "Replacing Ink Cartridges" on page 88.
INK CARTRIDGE REPLACE INK CARTRIDGE	The ink cartridge is expended.	Install a new ink cartridge. See "Replacing Ink Cartridges" on page 88.

Message	Explanation	Response
INK CARTRIDGE THIS MAY VOID EPSON'S WARRANTY. DO YOU ACCEPT THIS? <ACCEPT DECLINE>	A non-genuine ink cartridge is installed, and if you use it, may void Epson's warranty.	Select DECLINE (press the Menu ► button) to replace the ink cartridge with a genuine Epson ink cartridge. Selecting ACCEPT (by pressing the ◀ button) may void Epson's warranty.
INK LOW	The ink cartridge is almost expended.	You need to replace the ink cartridge soon. Although you can continue printing when the INK LOW message appears, print quality may decline.
MAINTENANCE CARTRIDGE FULL  REPLACE THE CARTRIDGE	The maintenance cartridge is full.	Replace the maintenance cartridge with a new one. See "Replacing the Maintenance Cartridge" on page 97.
MAINTENANCE CARTRIDGE NEARLY FULL  REPLACE THE CARTRIDGE	The maintenance cartridge is almost full.	You need to replace the maintenance cartridge soon with a new one. See "Replacing the Maintenance Cartridge" on page 97.
MAINTENANCE REQUEST NNNN	A part used in the printer has nearly reached the end of its life. "NNNN" shows the product code for the part.	Note the code and contact Epson. See "Where To Get Help" on page 12.
MAINTENANCE PLEASE USE GENUINE EPSON CARTRIDGES	A non-genuine maintenance cartridge is installed.	Replace the maintenance cartridge with a genuine Epson maintenance cartridge. See "Replacing the Maintenance Cartridge" on page 97.
NO INK CARTRIDGE INSTALL INK CARTRIDGE	An ink cartridge is not installed.	Install any missing ink cartridges.
PAPER EJECT ERROR PRESS THE DOWN BUTTON AND REMOVE PAPER	The printer could not eject the printout.	Press the ▼ Paper feed button, then remove the printout.
PAPER ERROR LOAD PAPER	No paper is loaded in the printer.	Load paper correctly.

Message	Explanation	Response
PAPER ERROR PRESS THE DOWN BUTTON.	The printer cannot detect the loaded media because it is wavy or curled.	Flatten the media.
LOAD PAPER CORRECTLY	The printer cannot detect the loaded media because the color of the paper is either transparent or black, like the platen color.	Select OFF for PAPER SIZE CHECK using the printer's menu system, or load the correct type of genuine Epson paper.
PAPER FEED ERROR LOAD PAPER CORRECTLY PRESS THE DOWN BUTTON	You have selected double-sided printing, but the printer cannot feed the paper correctly.	Load the paper that has just been ejected, and then press the ▼ Paper feed button.
PAPER JAM REMOVE PAPER	Paper is jammed.	Remove the jammed paper. See "Paper Feed or Paper Jam Problems" on page 121 for details.
PAPER REMOVE REMOVE PAPER FROM THE REAR	You need to remove the paper from the rear manual feed slot.	Remove the paper from the rear feed slot.
PAPER SENSOR ERROR PRESS THE  BUTTON. LOAD THE CORRECT PAPER	The loaded paper is not the same as the paper type selected for the Automatic Head Alignment.	Press the  Cancel button, and then load the paper that matches the type selected for the Automatic Head Alignment. See "Aligning the Print Head" on page 87.
PAPER SENSOR ERROR PRESS THE  BUTTON LOAD DIFFERENT PAPER	The loaded paper does not match the paper type selected.	Press the  Cancel button, and then load the paper that matches the type of paper you selected. See "Aligning the Print Head" on page 87 for details.



Message	Explanation	Response
<p>PAPER SETTING ERROR</p> <p>CHECK PAPER SOURCE IN THE DRIVER SETTINGS AND LOAD PAPER CORRECTLY</p>	<p>You are using the wrong paper path for the type of paper you're using.</p>	<p>Check the Paper Source setting in the printer driver, and load the paper in the correct slot. See "Choosing the Correct Paper Path" on page 32 and "Choosing Page Setup Options" on page 50 for Macintosh or "Choosing Paper and Layout Options" on page 68 for Windows.</p>
<p>PAPER SIZE ERROR</p> <p>LOAD THE CORRECT SIZE PAPER</p>	<p>The size of paper you loaded is not correct for the document/image you are printing.</p>	<p>Remove the paper and load media that is the correct size for what you are printing.</p>
<p>PAPER SKEW</p> <p>PRESS THE DOWN BUTTON.</p> <p>LOAD PAPER CORRECTLY</p>	<p>The paper is not loaded straight.</p>	<p>Press the ▼ Paper feed button, and then load the paper straight. If you are using the auto sheet feeder, you can use the top edge guide to help feed the paper straight. See page 37 for details.</p>

## Improving Print Quality

You can often improve print quality by doing the following:

- Run a nozzle check and cleaning cycle. See page 84 for instructions.
- Align the print head. See page 87 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 below.

Problem	Solution
Your print has horizontal or vertical banding.	<ul style="list-style-type: none"> <li>▶ Check the ink indicators and light to see if you are low on ink. Replace ink cartridges if necessary, as described on page 88.</li> <li>▶ Run a nozzle check and cleaning cycle. See page 84 for instructions.</li> <li>▶ Align the print head from the printer's control panel, as described on page 87.</li> <li>▶ Turn off <b>High Speed</b> in your Advanced settings.</li> <li>▶ Make sure the <b>Media Type</b> setting in the printer software is correct for the media you're printing on.</li> <li>▶ Make sure the printable side of your media is loaded face-up.</li> <li>▶ Choose a higher resolution, such as <b>SuperPhoto - 2880dpi</b>.</li> <li>▶ If you're using a third-party RIP and non-Epson media, see if the RIP provides a method for adjusting the paper feed.</li> </ul> <p>Try adjusting your paper configuration settings (see page 56 for Macintosh or page 73 for Windows). Check these settings:</p> <ul style="list-style-type: none"> <li>▶ Make sure the <b>Paper Thickness</b> setting is correct for the paper you're printing on.</li> <li>▶ Use the <b>Paper Feed Adjustment</b> to eliminate banding (see page 46). Reduce the value for white lines, or increase it for overlapping dark lines.</li> <li>▶ If you've created a custom paper configuration, be sure to return the setting to <b>STANDARD</b> when you're done using it. See page 47.</li> </ul>

Problem	Solution
<p>Your print is grainy, or has misregistration or ghosting.</p>	<ul style="list-style-type: none"> <li>▶ Check the ink indicators and light to see if you are low on ink. Replace ink cartridges if necessary, as described on page 88.</li> <li>▶ Run a nozzle check and cleaning cycle. See page 84 for instructions.</li> <li>▶ Align the print head from the printer's control panel, as described on page 87.</li> <li>▶ Make sure the <b>Media Type</b> setting in the printer software is correct for the media you're printing on.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>▶ Make sure the printable side of the paper is loaded face-up in the tray.</li> <li>▶ Choose a higher resolution, such as <b>SuperPhoto - 2880</b>.</li> <li>▶ Turn off <b>High Speed</b> in your Advanced settings.</li> </ul> <p>Try adjusting your paper configuration settings (see page 56 for Macintosh or page 73 for Windows). Check these settings:</p> <ul style="list-style-type: none"> <li>▶ Make sure the <b>Paper Thickness</b> setting is correct for the paper you're printing on.</li> <li>▶ Use the <b>Paper Feed Adjustment</b> to eliminate banding (see page 46). Reduce the value for white lines, or increase it for overlapping dark lines.</li> <li>▶ If you've created a custom paper configuration, be sure to return the setting to <b>STANDARD</b> when you're done using it. See page 47.</li> </ul>
<p>Your print has gaps or appears faint.</p>	<ul style="list-style-type: none"> <li>▶ Make sure the <b>Media Type</b> setting in the printer software is correct for the media you're printing on.</li> <li>▶ Run a nozzle check and cleaning cycle. See page 84 for instructions.</li> <li>▶ Check the ink indicators and light to see if you are low on ink. Replace ink cartridges if necessary, as described on page 88.</li> <li>▶ The <b>Paper Thickness</b> setting is not correct for the paper you're printing on. Use your printer software (see page 56 for Macintosh or page 73 for Windows) to choose the correct setting.</li> <li>▶ The platen gap setting is too wide. Use the printer's menu system to change the setting to <b>STANDARD</b>, or to <b>NARROW</b> if printing on very thin paper. See page 44 for instructions.</li> </ul>

Problem	Solution
Colors are incorrect or missing.	<ul style="list-style-type: none"> <li>▶ Make sure the <b>Media Type</b> setting in the printer software is correct for the media you're printing on.</li> <li>▶ 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 55 (Macintosh) or page 72 (Windows).</li> <li>▶ Adjust the <b>Color Density</b> setting in the Paper Configuration utility.</li> <li>▶ If you're using a third-party RIP or non-Epson media, custom color profiles will give you the best color reproduction.</li> <li>▶ Make sure the printable side of your media is loaded face-up.</li> <li>▶ Run a nozzle check and cleaning cycle. See page 84 for instructions.</li> <li>▶ Check the expiration date printed on each of the ink cartridges. If the cartridge is too old, replace it as described on page 88.</li> <li>▶ Check the ink indicators and light to see if you are low on ink. Replace ink cartridges if necessary, as described on page 88.</li> <li>▶ Make sure color settings in your application or printer software are correct.</li> <li>▶ To produce sharper images with more vivid colors in Windows, select <b>PhotoEnhance</b> in the Advanced menu. You can also select <b>Color Controls</b> in the Advanced menu, and adjust the color, brightness, and other settings.</li> <li>▶ For Macintosh, select <b>Color Controls</b> in the Printer Color Management section in the Print window. See "Choosing Color Management and Paper Configuration Options" on page 55.</li> </ul>
Your print appears blurry or smeared.	<ul style="list-style-type: none"> <li>▶ Make sure the <b>Media Type</b> setting in the printer software is correct for the media you're printing on.</li> <li>▶ 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 56 for Macintosh or page 73 for Windows) to choose the correct setting.</li> <li>▶ Your paper doesn't meet the required specifications or wasn't stored in a dry, humidity-free environment. Load new paper.</li> <li>▶ Make sure the printable side of your media is loaded face-up.</li> <li>▶ Ink has leaked into the paper path. Wipe the paper path area of the printer with a soft, clean cloth. See page 100 for cleaning instructions.</li> <li>▶ Turn off <b>High Speed</b> in your Advanced settings.</li> <li>▶ The platen gap setting is too narrow. Use the printer's menu system to change the setting to <b>WIDE</b> or <b>WIDER</b>. See page 44 for instructions.</li> <li>▶ Run a nozzle check and cleaning cycle. See page 84 for instructions.</li> </ul>



Problem	Solution
The bottom edge of your print is smeared.	<ul style="list-style-type: none"> <li>▶ The paper is curled toward the printable side. Flatten it or curl it the other way.</li> <li>▶ Make sure the <b>Media Type</b> setting in your printer software is correct for the media you're printing on.</li> <li>▶ If you're printing on non-Epson media, you may need to adjust the paper thickness setting or drying time. See page 44.</li> <li>▶ If you're printing on thick paper, the platen gap setting may be too narrow. Use the printer's menu system to change the setting to <b>WIDE</b> or <b>WIDER</b>. See page 44 for instructions.</li> </ul>

## Solving Operational Problems

If you can't turn the printer on, if it stops printing unexpectedly, or if nothing prints, check the following:

- The printer is turned on.
- Paper is loaded in the printer.
- 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 12).



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

Problem	Solution
The printer stops printing unexpectedly.	<ul style="list-style-type: none"> <li>▶ If the  Power light is flashing, the printer is performing a maintenance procedure or waiting for ink to dry. Check the display message and lights on the control panel. Wait until the  Power light stops flashing.</li> <li>▶ Check the display message and lights on the control panel to see if an error has occurred. Follow the instructions for the messages beginning on page 108.</li> </ul>
The printer sounds as if it's printing, but nothing prints.	<ul style="list-style-type: none"> <li>▶ Follow the instructions beginning on page 84 to clean the print head.</li> <li>▶ Communication between the computer and printer may have been momentarily interrupted. Try restarting the computer and printing again.</li> </ul>

Problem	Solution
Nothing prints.	<ul style="list-style-type: none"> <li data-bbox="375 244 1305 305">▶ Turn off the printer and computer. Make sure the interface cable is securely plugged in. Then restart the printer and computer.</li> <li data-bbox="375 314 1305 348">▶ Make sure the interface cable meets the required specifications. See page 10 or 10.</li> <li data-bbox="375 357 1305 453">▶ Your Epson printer is not selected as the default printer. Install the printer driver if it is not installed yet, and follow the instructions below to select your Epson printer as the default printer.  <b>Windows XP:</b> Click <b>Start</b>, <b>Control Panel</b>, <b>Printers and Other Hardware</b>, and then click <b>Printers and Faxes</b>. Right-click <b>EPSON Stylus Pro 3800</b> and select <b>Set As Default Printer</b>. Then close the window.  <b>Windows 2000:</b> click <b>Start</b>, <b>Settings</b>, and then click <b>Printers</b>. Right-click <b>EPSON Stylus Pro 3800</b> and select <b>Set As Default</b>. Then close the window.  <b>Macintosh:</b> Make sure the <b>Stylus Pro 3800</b> printer driver is correctly added to the Printer Setup Utility.</li> <li data-bbox="375 704 1305 739">▶ The printer port setting doesn't match the printer connection port (Windows).  <b>Windows XP:</b> Click <b>Start</b>, <b>Control Panel</b>, <b>Printers and Other Hardware</b>, <b>Printers and Faxes</b>. Right-click <b>EPSON Stylus Pro 3800</b>, and select <b>Properties</b>. Click the <b>Ports</b> tab and make sure your printer port is selected.  <b>Windows 2000:</b> Click <b>Start</b>, <b>Settings</b>, <b>Printers</b>. Right-click <b>EPSON Stylus Pro 3800</b>, and select <b>Properties</b>. Click the <b>Ports</b> tab and make sure your printer port is selected.</li> <li data-bbox="375 947 1305 1072">▶ Follow the instructions beginning on page 102 to uninstall your printer software. Then locate your printer software CD-ROM and reinstall the software. You can also download and install the latest driver for Macintosh or Windows from the Epson website at <a href="http://epson.com/support">epson.com/support</a>.</li> </ul>

## Solving Miscellaneous Printing Problems

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

Problem	Solution
Your print has incorrect or garbled characters.	<ul style="list-style-type: none"> <li>▶ Make sure your software is installed correctly and the printer is selected in your application.</li> <li>▶ Clear any stalled print jobs from the Printer Setup Utility.</li> <li>▶ Turn off the printer and computer. Make sure the interface cable is securely plugged in at both ends.</li> </ul>
Your print has incorrect margins.	<ul style="list-style-type: none"> <li>▶ Check the page size or paper size settings in your application. Make sure they are within the printer's printable area.</li> <li>▶ Make sure the <b>Paper Size</b> and <b>Borderless</b> settings in your printer software are correct for the paper you're using.</li> <li>▶ Paper is loaded incorrectly. Follow the instructions in Chapter 2 to reload the paper.</li> </ul>
Your image is inverted.	<ul style="list-style-type: none"> <li>▶ Turn off the <b>Flip Horizontal</b> setting in your printer software. See page 54 (Macintosh) or page 72 (Windows) for instructions.</li> </ul>
Blank paper is printed.	<ul style="list-style-type: none"> <li>▶ Make sure your software is installed correctly and the printer is selected in your application.</li> <li>▶ Make sure the <b>Paper Size</b> setting in your printer software is correct for the paper you're using.</li> <li>▶ Make sure the <b>Paper Source</b> setting in your printer software is correct.</li> </ul>
A ruled line on your print appears to shift.	Align the print head as described on page 87.
Color images print in black only.	Make sure <b>Color</b> is selected in your printer software.
The printer continues to feed paper after you have cancelled a job.	<ul style="list-style-type: none"> <li>▶ Press the  Cancel button to clear any print job data in the printer's buffer. Then press and hold the  Cancel button to reset the printer.</li> </ul>

Problem	Solution
Printing is too slow.	<ul style="list-style-type: none"> <li>▶ Turn on <b>High Speed</b> in your Advanced settings.</li> <li>▶ Choose a lower resolution in your printer software for faster printing.</li> <li>▶ Select <b>Automatic</b> mode and move the slider towards <b>Speed</b> (on the Main tab in Windows or in the Print Settings section of the Print window in Macintosh).</li> <li>▶ Clear space on your hard drive or run a defragmentation utility.</li> <li>▶ Don't run too many applications at the same time.</li> <li>▶ Turn off virtual memory.</li> <li>▶ Add RAM to your system.</li> <li>▶ Consider upgrading your system to support a faster connection to the printer, such as USB 2.0.</li> </ul>

## Solving Paper Problems

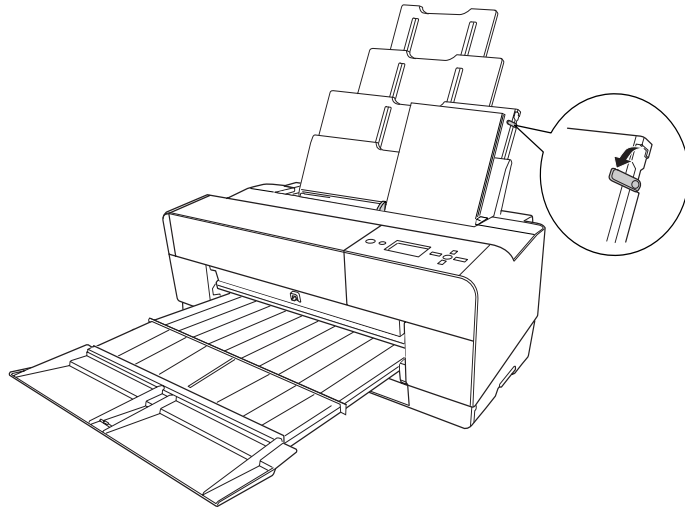
If paper feed or paper jam problems occur frequently, try one or more of the following solutions:

- For heavy or thick media, follow the instructions on page 40 to load the media correctly in the front slot.
- Make sure the paper is not folded, wrinkled, or damp.
- Make sure the printer's environment falls within the required temperature and humidity range (see page 126).
- Make sure the paper is not too thick or too thin. See page 127 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 44 for more information.
- If you're not using Epson media, make sure you use a paper configuration to adjust for the paper's thickness and drying time (see page 47).



## Paper Skews When Printing on Large Format Media

If your paper skews while feeding into the printer, use the edge guide on the right side of the auto sheet feeder to help the paper feed straight.



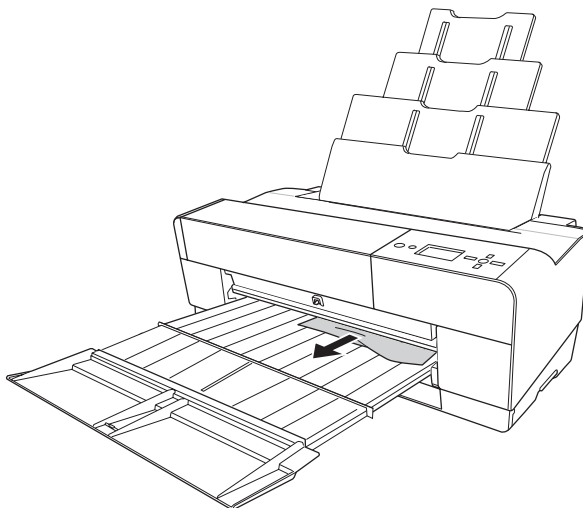
## Paper Feed or Paper Jam Problems

If paper jams frequently while feeding or during printing, try one or more of these solutions:

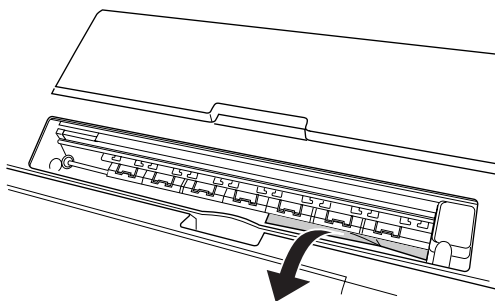
- Make sure the paper is not folded, wrinkled, or curled.
- Make sure the printer is located in an environment that is within the printer's operational temperature range (see page 126).
- Make sure the paper is not damp.
- Store unused paper in its original package.
- Make sure the paper is not too thick or too thin.
- Make sure no foreign objects are inside the printer.
- Check the **Media Type** setting in the printer software and make sure it is correct for the type of paper you are using.
- Make sure the platen gap setting is correct for your paper (see page 44).
- If you are using a custom paper configuration for non-Epson special media, check the paper type selected in the printer's menu (see page 47).

### *Clearing a paper jam from the auto sheet feeder*

1. Turn off the printer.
2. Carefully remove the jammed paper from the output tray.



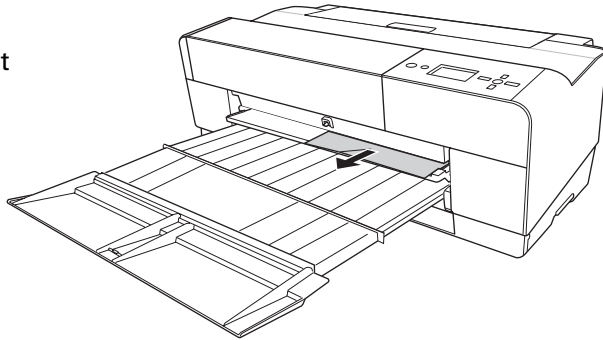
If necessary, open the top cover, and remove any jammed paper from the area shown below.



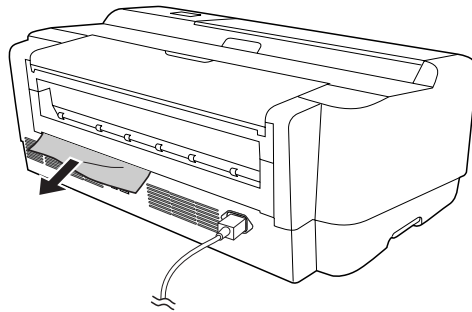
### *Clearing a paper jam from the front manual feed slot*

1. Turn off the printer.
2. If necessary, press the ▼ Paper feed button to eject the sheet.
3. Remove the jammed paper from the front or back of the printer.

Front

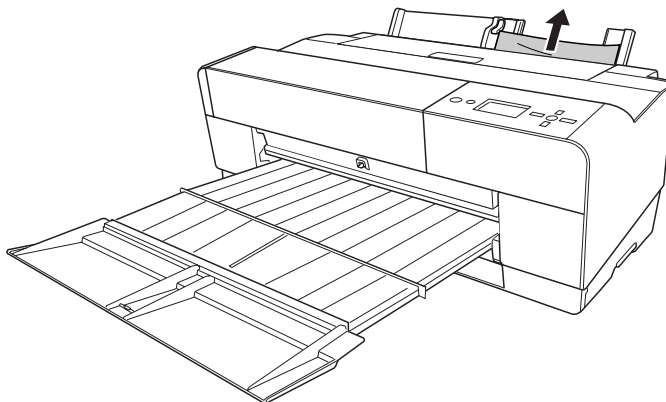


Back



*Clearing a paper jam from the rear manual feed slot*

1. Make sure the printer is turned on.
2. Press the ▼ Paper feed button to feed the paper backward.
3. Remove the jammed paper from the back.



## Appendix A: Specifications

This appendix provides the basic specifications for your printer. For complete product information, see your on-screen *User's Guide*.

### Printing

<b>Printing method</b>	Pressurized on-demand ink jet		
<b>Nozzle configuration</b>	Black: 180 nozzles × 3 (Photo Black or Matte Black, Light Black, Light Light Black)		
	Color: 180 nozzles × 5 (Cyan, Magenta, Light Cyan, Light Magenta, Yellow)		
<b>Character mode</b>	Character pitch	Printing column	
	10 characters per inch	167	
<b>Raster graphic mode</b>	Horizontal resolution	Printable width	Available dots
	360 dpi	17.39 inches (441.8 mm)	6262
	720 dpi	17.39 inches (441.8 mm)	12524
	1440 dpi	17.39 inches (441.8 mm)	25047
	2880 dpi	17.39 inches (441.8 mm)	50094
<b>Resolution</b>	Maximum 2880 × 1440 dpi		
<b>Print direction</b>	Bidirectional		
<b>Control code</b>	ESC/P® Raster		
<b>RAM</b>	64MB		
<b>Character tables</b>	PC 437 (US, Standard Europe) PC 850 (Multilingual)		
<b>Character sets</b>	Epson Courier 10 cpi		

## Environmental

Specification	Operation	Storage
Temperature	50 to 95 °F (10 to 35 °C)	-4 to 104 °F (-20 to 40 °C)
	Print quality guarantee: 59 to 77 °F (15 to 25 °C)	
Humidity (without condensation)	20 to 80% RH  40 to 60% RH for optimum print quality  For optimal operation, humidity should be between 35 and 45% RH	5 to 85% RH

## Electrical

Specification	Description
Input voltage range	90 V to 264 V
Rated frequency range	50 to 60 Hz
Input frequency range	49 to 61 Hz
Rated current	0.6 A at 120 V 0.3 A at 220 V
Power consumption	Approx. 25 W or less (ISO 10561 letter pattern) 5 W or less in low power mode 0.3 W or less in power off mode

Check the label on the back of your printer for voltage information.

## Dimensions and Weight

Specification	Covers closed	Covers open
Height	10.28 inches (257 mm)	22.8 inches (579 mm)
Width	27.36 inches (684 mm)	27.36 inches (684 mm)
Depth	14.88 inches (376 mm)	37.87 inches (962 mm)
Weight	43.2 lb (19.6 kg) with cartridges installed	

## Printer Interfaces

- USB (1.1 and 2.0 compatible)
- Ethernet (10/100 Base TX)

## Safety Approvals

Safety standards	UL 60950-1, CSA 22.2 No. 60950-1
EMC	FCC part 15 subpart B, class B, CSA C108.8 class B

## Media

Sizes	3.5 × 5 inches
	4 × 6 inches
	5 × 7 inches
	5.5 × 8.5 inches
	8 × 10 inches
	A4 (8.3 × 11.7 inches)
	Letter (8.5 × 11 inches)
	Legal (8.5 × 14 inches)
	10 × 12 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)	
Weight range	17 lb bond up to 24 lb posterboard

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.

Poor quality paper may reduce print quality and cause paper jams or other problems. If you encounter problems, switch to a higher grade of paper. Do not use curled, folded, or deckle-edge paper.

### **Printable Area**

Default cut sheet margins are 0.12 inch (3 mm) top, right, and left, and 0.56 inch (15 mm) bottom.

The borderless printing feature allows edge-to-edge printing on some media.

### **Ink Cartridges**

<b>Cartridge life</b>	2 years from production date if unopened; within 6 months after opening package, at 77 °F (25 °C)
<b>Temperature</b>	–4 to 104 °F (–20 to 40 °C); 1 month at 104 °F
<b>Capacity</b>	80 ml
<b>Dimensions</b>	Width: 1.19 inches (30.1 mm) Depth: 3.68 inches (93.4 mm) Height: 2.76 inches (70.2mm)



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