EPSON

INK JET PRINTER

STYLUS® PHOTO 820

Printer Basics

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Welcome!

Your EPSON Stylus® Photo 820 is an exceptional photo printer that gives you these advanced features:

- EPSON's exclusive 6-color ink technology produces beautiful digital photos that look like traditional photographs, as well as crisp everyday documents of all types.
- Four-picoliter variable droplet ink technology achieves finer shadow detail, dazzling highlights, and better fill across a wider range of colors.
- Photo-optimized black ink yields rich blacks that exceed the density of traditional prints.
- Ground-breaking Resolution Performance Management™ (RPM) technology optimizes the number and placement of ink droplets on a variety of papers for superior photo quality and performance, with manageable print file sizes.
- Versatile paper handling lets you create BorderFree,™ frame-ready prints in a variety of sizes.
- Genuine EPSON ink and papers deliver long-lasting, water-resistant prints.

PRINT Image Matching and Exif Print

Your EPSON Stylus Photo 820 printer supports these innovative digital image formats to give you the best photo prints possible:

- PRINT Image Matching
- Exif Print

About PRINT Image Matching

EPSON's revolutionary PRINT Image Matching™ (P.I.M.) technology lets your digital camera and printer work together automatically to produce the best prints possible. Digital camera manufacturers that support PRINT Image Matching include EPSON, Casio,® Konica,® Kyocera,® Minolta,® Nikon,® Olympus,® Pentax,® Ricoh,® Sanyo,® Sony,® and Toshiba.® Check with your camera's manufacturer or visit www.printimagematching.com to find out if PRINT Image Matching technology is included with your camera.

With PRINT Image Matching, the digital camera manufacturer can set specific printing options for each camera model. These options include:

- contrast, sharpness, and brightness
- gamma level, color space, color saturation, and noise reduction
- shadow point, highlight point, and color balance

The camera saves this information in each image file. Your printer—along with P.I.M.-enabled software, such as EPSON Software™ Film Factory,™ the P.I.M. Plug-in for Adobe® Photoshop,® or ArcSoft™ PhotoImpression™ (included with your printer)—uses the information to ensure the most accurate image reproduction.

But don't worry if your camera doesn't include PRINT Image Matching technology—your EPSON Stylus Photo 820 gives great photo printing results, just without the adjustments P.I.M.-enabled cameras may add.

About Exif Print

The Exif (Exchangeable Image File) Print format includes information about your digital camera settings in JPEG files so your printer and application can use them to create accurate print settings. Most digital cameras store Exif Print information such as shutter speed, metering, flash, and exposure settings, resolution, and lens use in the JPEG image file. Your printer—along with EPSON Software Film Factory or ArcSoft PhotoImpression—uses the information to ensure the most accurate image reproduction.

About Your Software

The CD-ROM that came with your printer includes all the software you need for printing. See the *Start Here* sheet for installation instructions.

- **Your printer driver** runs your printer and lets you control how your documents look. You can't print without it.

  Tip: It's a good idea to check EPSON's support web site periodically for free updates to your printer driver. Visit http://support.epson.com. Download instructions are posted for your convenience.

- **Your photo software** includes these great tools:

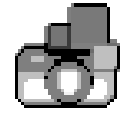
  EPSON Software Film Factory is a photo management program that lets you organize, beautify, and print your photos in a flash. Supports PRINT Image Matching and Exif Print (except with Mac® OS X).

  P.I.M. Plug-in for Adobe Photoshop lets you retain PRINT Image Matching image quality when you import JPEG files from your P.I.M.-enabled digital camera. (Compatible with Photoshop 6.0, 7.0, and Photoshop Elements 1.0.)

  ArcSoft PhotoImpression is an easy-to-use photo editing program that lets you edit, enhance, retouch, or add special effects to any image with just a few clicks. Supports PRINT Image Matching and Exif Print (except with Mac OS X).

- **Your EPSON Printer Information Center** gives you quick, on-screen access to information about your printer. It includes EPSON Print Show animated tutorials on loading special paper, replacing ink cartridges, improving print quality, and other tasks. It also includes your on-screen *Reference Guide* for complete information about your printer. (The desktop icon may be different on some Mac OS X systems.)

- **EPSON PhotoCenter**[SM] is EPSON's free photo-sharing web site where you can store, organize, and share your photos; print high-resolution photos straight from the web; and create free online postcards with your photos. Your printer software installer lets you add a link to the EPSON PhotoCenter on your desktop.



About Your Documentation

To set up your printer and install its software, see the *Start Here* sheet.

This book contains system requirements, important safety information, your warranty, and instructions on:

- Using the EPSON Printer Information Center
- Printing with Windows® or on a Macintosh®
- Maintaining the printer
- Solving basic problems

Please follow these guidelines throughout:

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 hints for better printing.

For more details about your printer, use your EPSON Printer Information Center, described on page 5.

Using the EPSON Printer Information Center

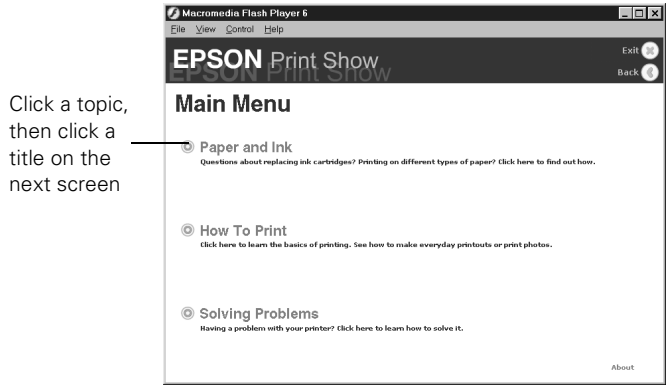
Need help loading special paper, replacing ink cartridges, or cleaning the print head? Use the EPSON Printer Information Center (EPIC) to view printer movies that quickly tell you how. EPIC also includes an on-screen *Reference Guide* with additional printer details. Follow the instructions on the *Start Here* sheet to install the EPSON Printer Information Center, if you haven't already.

Note: You need a browser—such as Microsoft® Internet Explorer® 4.0 or later or Netscape Navigator® 3.0 or later—to view the manual. If you are using a different browser, the pages may not display correctly.

Launching the Movies

1. Double-click the EPSON Printer Information Center icon on your desktop. (The desktop icon may be different on some Mac OS X systems.)
2. Click Print Show.
3. Click the appropriate topic, then click the title of the movie you want to watch.

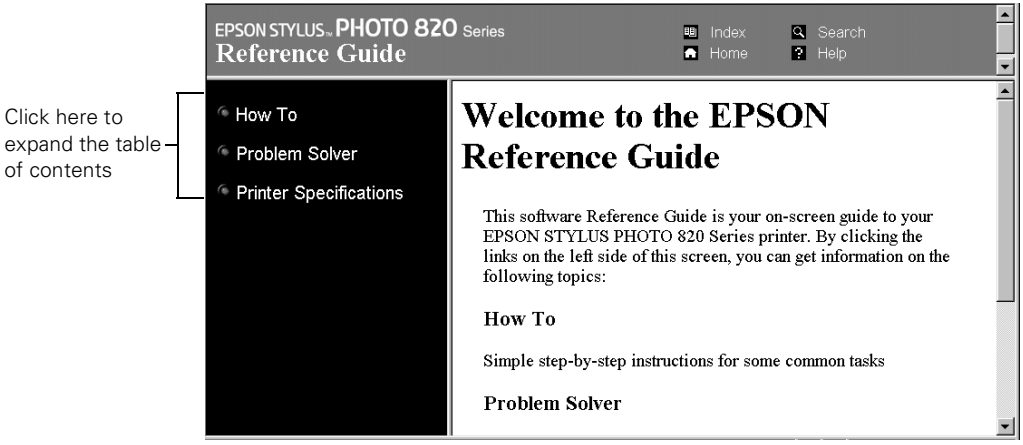
   Use the program tools to pause a movie, replay a step, or skip ahead.



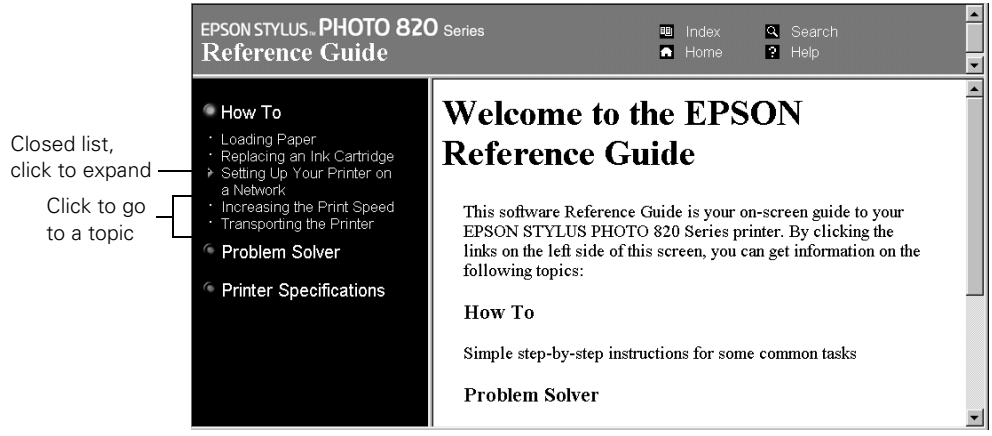
4. Click Exit to exit Print Show.

Launching the Manual

1. Double-click the EPSON Printer Information Center icon on your desktop.
2. Click Reference Guide. You see this screen:



3. Click a topic on the left to expand the table of contents.
4. Click on the topic you want to view.
   - Click right arrows ▶ to view subtopics, then click on a topic.
   - Click down arrows ▼ to close subtopic lists.



Note: If you see an icon for a graphic when viewing your *Reference Guide* in Netscape Navigator, click the Reload button to load the graphic.

Printing From Start to Finish

Follow the instructions in these sections to print using all your printer's features:

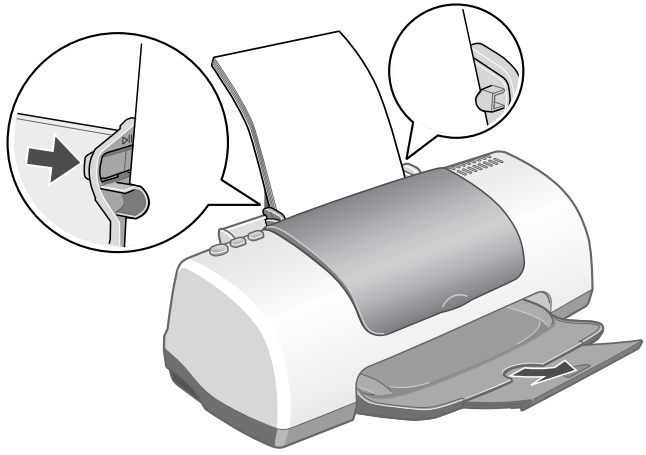
- "Loading Paper" on page 8
- "Basic Printing in Windows" on page 10
- "Basic Printing on a Macintosh" on page 12
- "Customizing Your Print Settings" on page 17
- "Selecting the Correct Media Type" on page 21
- "Printing BorderFree Photos" on page 22
- "Using PRINT Image Matching" on page 24

Tip: Whenever you print, make sure you:

- **Use the right paper.**
  For the best-looking photos, most vivid colors, and greatest detail, always use genuine EPSON papers and EPSON ink.
- **Choose the right printer settings for the paper.**
  Make sure your printer settings are correct for the document you're printing and the paper you've loaded. Your printer automatically adjusts itself for the type of document and paper you've selected.

Loading Paper

1. Slide the left edge guide to the approximate width of your paper.
2. Place your paper in your printer on the right side of the feeder, behind the tab.
3. Press in the locking tab on the left edge guide and slide it to fit lightly against the paper.
4. Open the output tray extension.



Follow these guidelines when loading paper:

- Always load the short edge first, even when you're printing landscape-oriented documents.
- Load the printable side face up. It's usually whiter or brighter than the other side.
- Load letterhead or preprinted paper into the printer top edge first.
- Don't load paper above the tabs inside the edge guides.

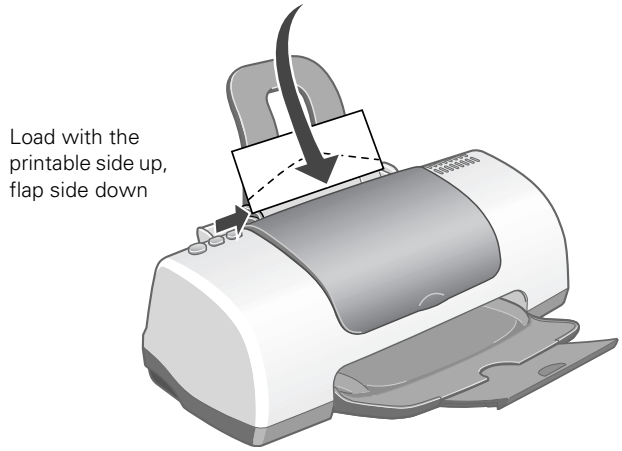
See your Print Show movies for instructions on loading various types of special paper. Select the EPSON Printer Information Center icon on your desktop.

Loading Envelopes

1. Load up to 10 envelopes, flap edge first and printable side up.

   Tip: For best results, press each envelope flat before loading it, or load one envelope at a time.

2. Place the envelopes against the right edge of the sheet feeder, beneath the tab.
3. Press the locking tab on the left edge guide and slide it against the envelopes.

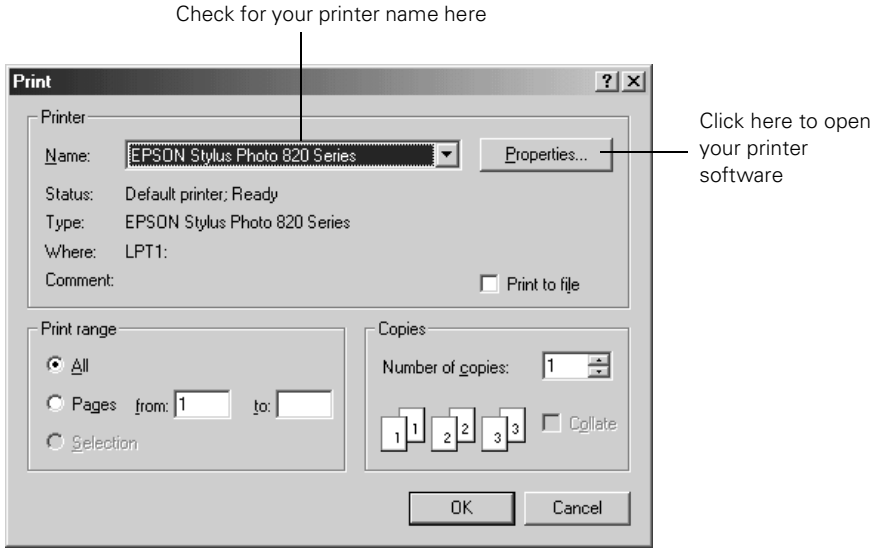


4. Before you print, make sure you choose the correct envelope size as the paper Size (Windows) or Paper Size (Macintosh) setting. See page 10 (Windows), page 12 (Macintosh OS 8.6 to 9.x), or page 14 (Macintosh OS X) for instructions.

Basic Printing in Windows

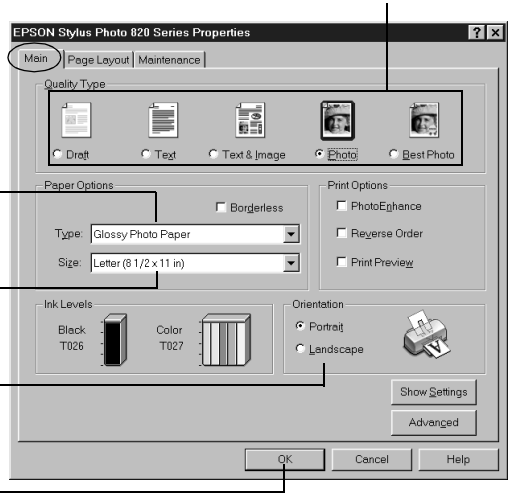
After you create a document in a software program, follow these steps to print it using the basic printer settings:

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



2. Make sure EPSON Stylus Photo 820 Series is selected.
3. Click the Properties or Preferences button. (If you see a Setup, Printer, or Options button, click it. Then click Properties or Preferences on the next screen.)

4. Select the following settings on the Main tab in your printer settings window:



1 Select the type of document you're printing:

Draft: for rough drafts with reduced print quality

Text: For text-only documents (like letters) with good print quality

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

Photo: For photos and graphics with good print quality and speed

Best Photo: For photos or graphics with high print quality

2 Select your paper type (see page 21)

3 Select your paper size

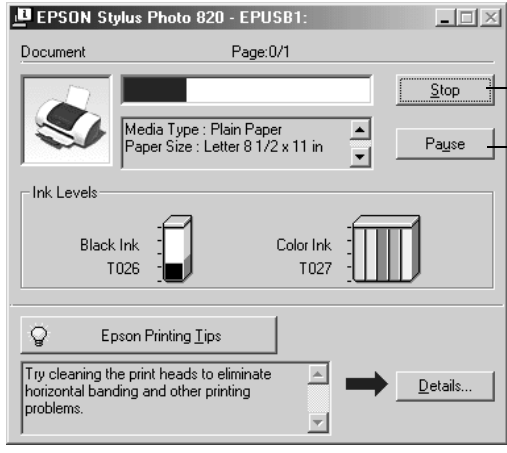
4 Select your document or image orientation

5 Click OK

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

5. You return to the Print window. Click **OK** or **Print** to start printing.

During printing, this window appears and shows the progress of your print job. You can use the buttons to cancel, pause, or resume printing. You can also see how much ink you have left.



Click to cancel printing

Click to pause or resume printing

Selecting the Settings You Use Most Often

Your printer settings apply only to the program you're currently using. If you want, you can change the Windows default printer settings for all your programs.

1. Right-click the printer icon in the lower right corner of your screen (taskbar).
2. Select Printer Settings. You see the window shown on page 11.
3. Select the default settings you want for all your applications, then click OK.

You can still change the printer settings in your program, if necessary.

Basic Printing on a Macintosh

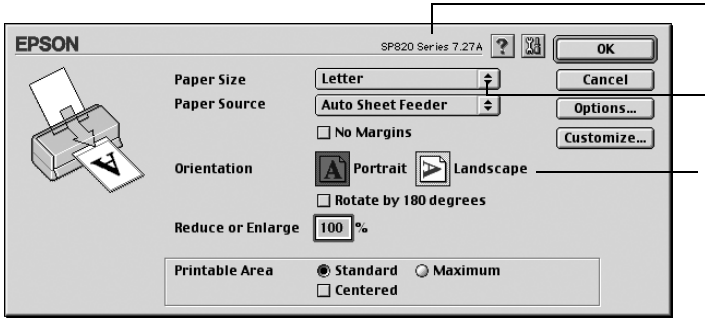
After you create a document in a software program, follow the steps in one of these sections to print it using the basic printer settings:

- For Macintosh OS 8.6 to 9.x applications, see the next section.
- For Macintosh OS X applications, see page 14.

Printing with OS 8.6 to 9.x

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

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



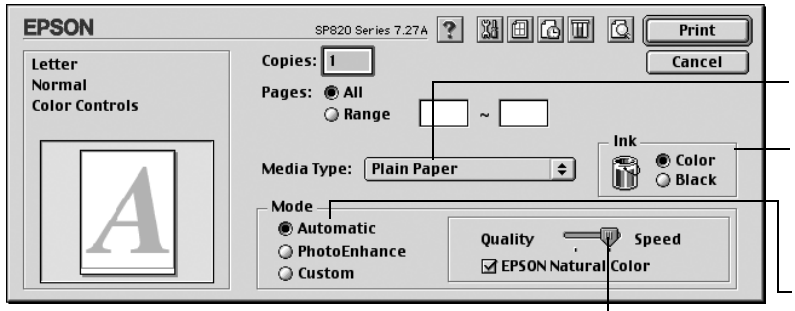
1 Make sure you see SP820 Series

2 Select your paper size

3 Select the orientation of your document or image

2. Click OK to close the Page Setup window.

3. From the File menu, select Print. Select the following settings:



1 Select your paper type (see page 21)

2 Select Color (for color documents and black and white photographs) or Black (for black text documents)

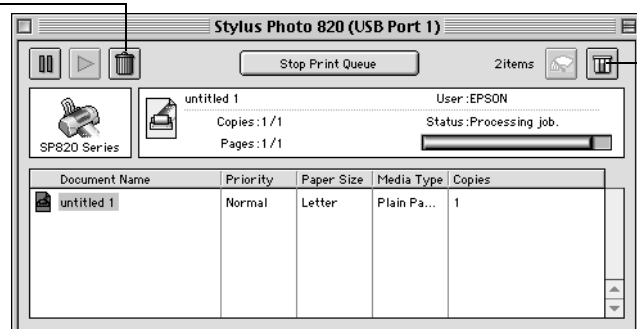
3 Select Automatic mode

4 Select Quality or Speed (for faster printing)

Tip: For more information about printer settings, click the ? button.

4. You can also do the following:
   - Click to reduce/enlarge your printed image, print multi-page layouts, or add a watermark.
   - Click to control background printing and schedule print jobs.
   - Click, then click Preview to preview your printout.
   - Click to check your ink levels.
5. Click Print.
6. If you turned on background printing, you can select EPSON Monitor3 from the Application menu in the upper right corner of the screen. You see the EPSON Monitor3 window:

Select your print job, then click here to cancel printing



Click to check ink levels

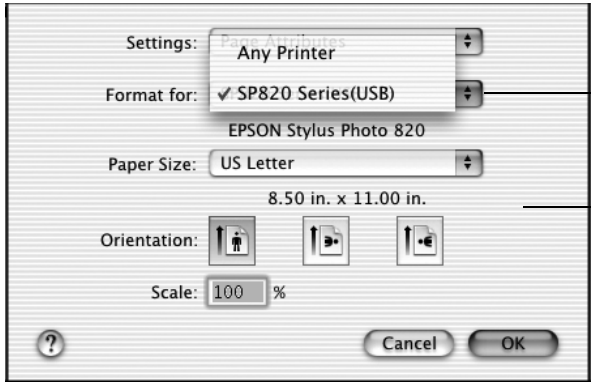
Note: If you're not using background printing and you need to cancel printing, hold down the ⌘ key and press the . (period) key.

Printing with OS X

If you're using an OS X compatible printing application, follow the steps below to print a document. (If you're using an application that's compatible only with Macintosh Classic mode, follow the steps on page 12 instead.)

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

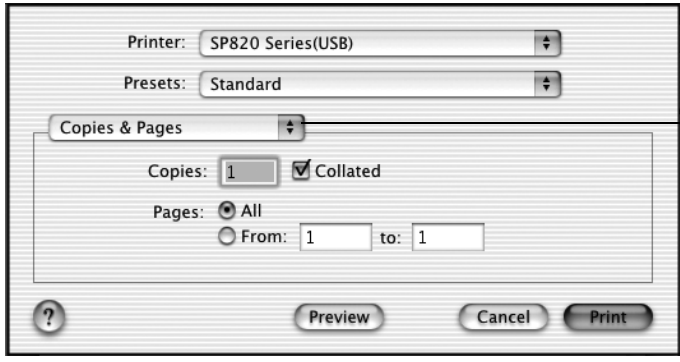
1. From the File menu, select Page Setup.
2. Select the following Page Setup settings as necessary:



Select SP820 Series from the Format for pop-up menu

Select the Paper Size, Orientation, and any other settings you want to use

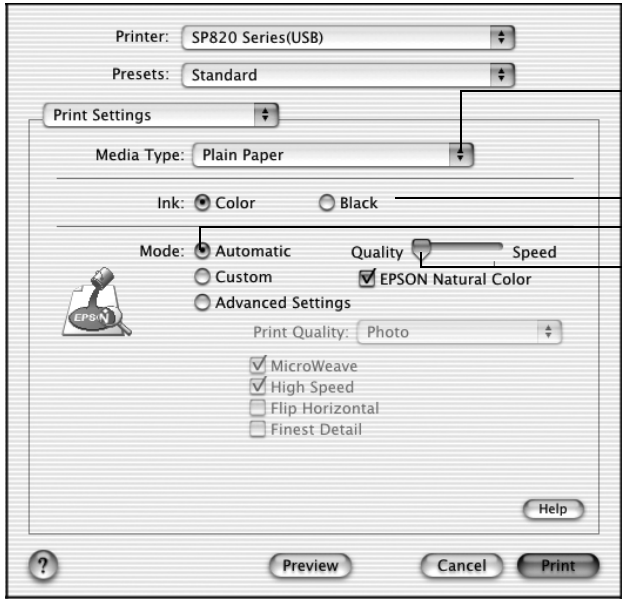
3. When you're finished, click OK.
4. Select Print from the File menu. You see a screen like this:



Click here and select Print Settings

5. Select Print Settings from the pull-down menu.

6. Select the following Print Settings as necessary:



Tip: For more information about printer settings, click **Help**. The OS X printer driver contains a subset of the settings available with the OS 8.6 to 9.x Macintosh printer driver described in this book.

7. You can also choose other print settings by selecting these options in the pull-down menu:
   - Copies & Pages, to select the number of copies or a page range
   - Layout, to select page layout options
   - Output Options, to save your print job as a PDF file
   - Color Management, to select ColorSync® adjust the color controls, change the gamma setting, or turn off color adjustments by the printer software
   - Summary, to view a list of all your selections
   - Save Custom Setting, to save your selections for future use.
8. Click **Print**.

9. To monitor the progress of your print job, click the Print Center icon when it appears in the dock on the bottom of your desktop. You see a screen like this:

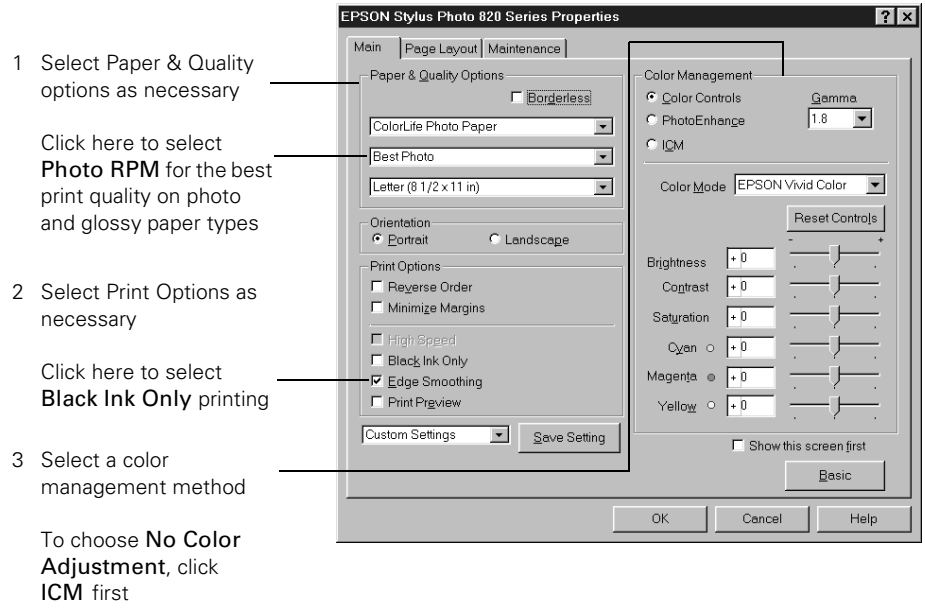
10. Monitor the progress of your print job or do one of the following:
    - click the print job, then click Delete to delete the job
    - click the print job, then click Hold to pause printing
    - click a print job marked "Hold" and click Resume to resume printing
    - if multiple print jobs are listed, click a print job, then click the Priority arrow as necessary to reorder the jobs
11. When you're finished, close Print Center.

Customizing Your Print Settings

You can use advanced settings for color matching, printing at a higher resolution, or selecting a variety of special effects and layouts.

Customizing Windows Print Settings

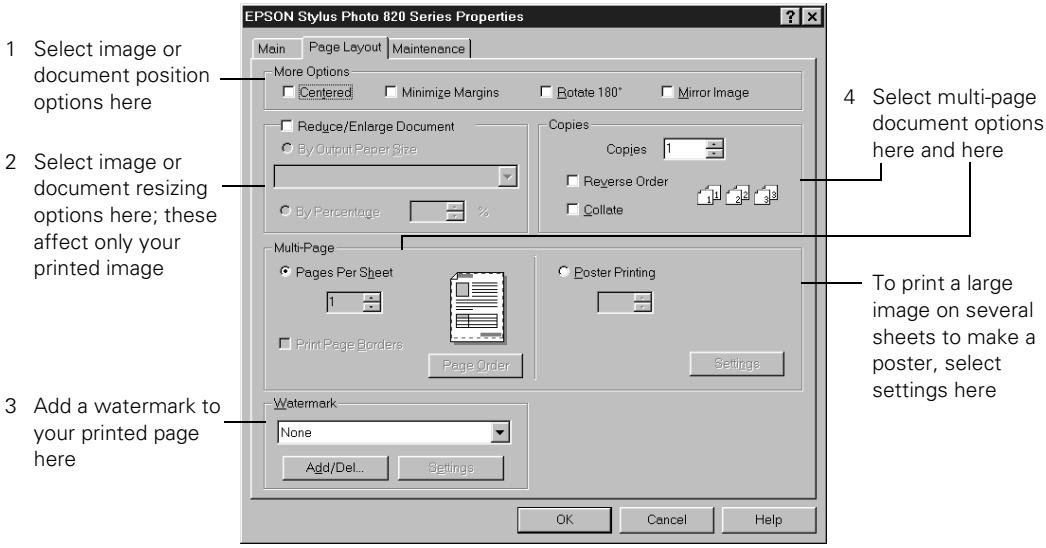
1. On the Main tab, click the Advanced button in the bottom right corner of the window. The Basic settings change to the Advanced settings.
2. Select the following advanced settings as necessary:



3. Once you've finished selecting advanced settings, you can:
   - Click OK to save your settings, return to the Print dialog box, and print.
   - Click the Basic button to return to the Basic settings.
   - Click the Page Layout tab and continue with step 4 to select layout options.

Note: For more information about advanced settings, or instructions on saving them as a group so you can reuse them later, click the **Help** or ? button. If you want to use the Advanced screen each time you access your printer settings, select the **Show this screen first** checkbox.

4. Select the following page layout settings as necessary:

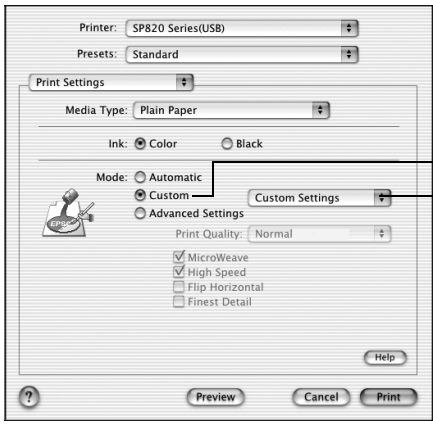


Note: For more information on page layout settings, click the **Help** or ? button.

5. Click **OK** to save your settings, return to the Print dialog box, and print.

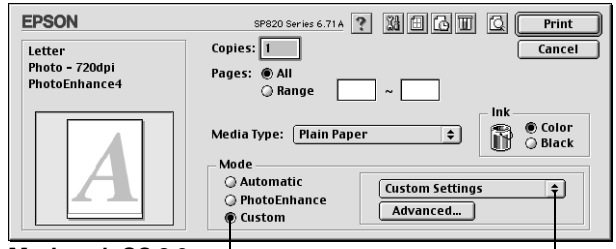
Customizing Macintosh Print Settings

1. On the printer settings window, click **Custom**, then click the **Custom Settings** list to open it.



Macintosh OS X

Click **Custom**, then choose: **Economy** (to save ink on plain paper) or **ColorSync** (to match printed colors with compatible device colors) from the Custom Settings list



Macintosh OS 8.6 to 9.x

Click **Custom**, then choose: **Economy** (to save ink on plain paper) or **ColorSync** (to match printed colors with compatible device colors) from the Custom Settings list

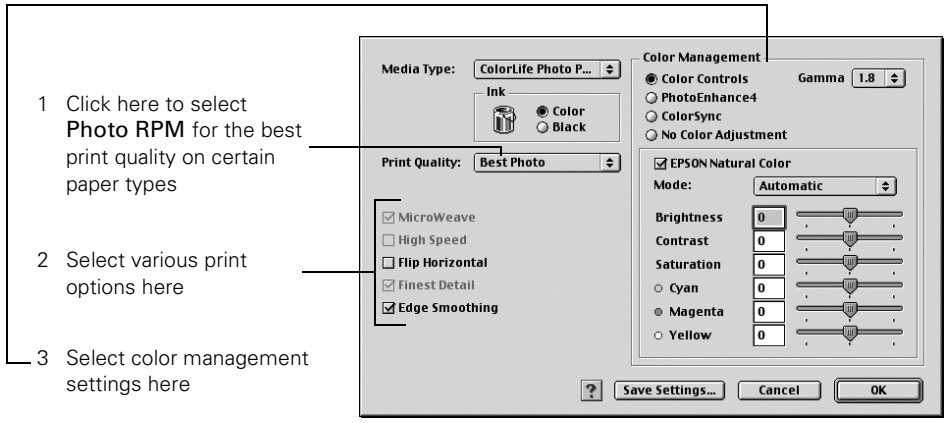
Note: For more information on custom settings, click **Help** (OS X) or ? (OS 8.6 to 9.x).

2. If you're finished selecting custom settings, click **Print** to print your document.

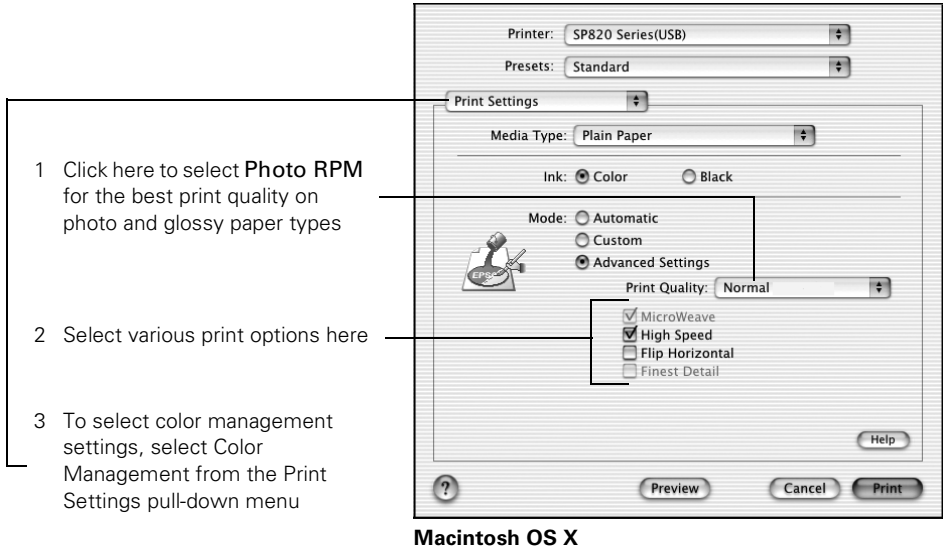
   To select more custom settings, go to step 3.

3. To access advanced settings, click **Custom**, then click **Advanced** (OS 8.6 to 9.x) or click **Advanced Settings** (OS X).

4. Select these advanced settings as necessary:



Macintosh OS 8.6 through 9.x



Macintosh OS X

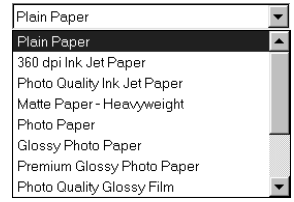
Note: For more information on advanced settings, or instructions on saving them as a group so you can reuse them later, click **Help** (OS X) or ? (OS 8.6 to 9.x).

5. **OS 8.6 to 9.x**: Click **OK** to save your settings, then click **Print**.

   OS X: Click **Print**.

Selecting the Correct Media Type

Select the correct Type or Media Type setting so your printer knows what kind of paper you're using and adjusts the ink coverage accordingly.



For this paper . . .	Select this Type or Media Type setting . . .
Plain paper sheets or envelopes EPSON Premium Bright White Paper	Plain paper
EPSON Iron-On Transfer Paper	360 dpi Ink Jet Paper
EPSON Photo Quality Ink Jet Paper EPSON Photo Quality Ink Jet Cards EPSON Photo Quality Self Adhesive Sheets	Photo Quality Ink Jet Paper
EPSON Matte Paper Heavyweight EPSON Double-Sided Matte Paper	Matte Paper - Heavyweight
EPSON Photo Paper EPSON Glossy Photo Paper EPSON All Purpose Glossy Paper EPSON Photo Quality Glossy Paper EPSON Glossy Photo Greeting Cards	Photo Paper or Glossy Photo Paper
EPSON Premium Glossy Photo Paper	Premium Glossy Photo Paper
EPSON Photo Stickers® EPSON Photo Quality Glossy Film	Photo Quality Glossy Film
EPSON Ink Jet Transparencies	Ink Jet Transparencies
EPSON ColorLife™ Photo Paper	ColorLife Photo Paper
EPSON Premium Luster Photo Paper	Premium Luster Photo Paper
EPSON Premium Semigloss Photo Paper	Premium Semigloss Photo Paper

Printing BorderFree Photos

You can print your photos with no margins, extending the image all the way to the edges of the page. Although BorderFree printing is a bit slower (especially near the edges), you get beautiful snapshots or enlargements, without trimming. (Not available with Macintosh OS X.)

BorderFree printing supports the following paper types and sizes:

EPSON paper name	Sizes	Type or Media Type setting
Photo Paper or Glossy Photo Paper	Letter-size 4 × 6 (with or without perforated edges)	Photo Paper or Glossy Photo paper
Glossy Photo Greeting Cards	8 × 10 (with perforated edges)	
Premium Glossy Photo Paper	Letter-size 8 × 10 5 × 7 4 × 6	Premium Glossy Photo Paper
Premium Semigloss Photo Paper	Letter	Premium Semigloss Photo Paper
Premium Luster Photo Paper	Letter	Premium Luster Photo Paper
Matte Paper Heavyweight	Letter-size 8 × 10	Matte Paper - Heavyweight

Tip: For instructions on loading special paper, such as 4 × 6-inch Photo Paper, select the EPSON Printer Information Center icon on your desktop and choose a paper loading movie.

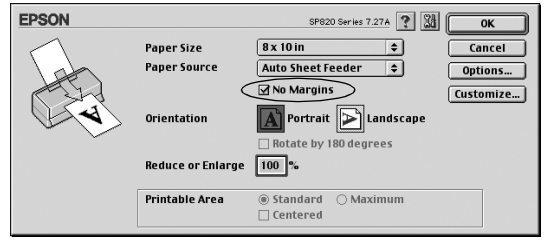
Follow these steps to print BorderFree photos:

1. Start your printing application and open your photo file.
2. Access the printer settings window (see page 10 for Windows or page 13 for Macintosh OS 8.6 to 9.x).
3. **Windows only**: Select Photo or Best Photo as the Quality Type setting.
4. Select your paper type as the Type (Windows) or Media Type (Macintosh) setting. See the table above.

5. **Windows**: Click the Borderless checkbox, then select your paper size as the Size setting.

   Macintosh: Click OK. Then click File > Page Setup. Click the No Margins checkbox, then select your paper size as the Paper Size setting.

Windows



Macintosh

6. Select Portrait or Landscape as the Orientation setting.
7. Click OK.
8. **Windows**: Click OK or Print.

   Macintosh: Click File > Print, then click Print.

Using PRINT Image Matching

With PRINT Image Matching, special print instructions are saved in your digital photo files. For example, macro mode pictures might include print commands for sharpness and clarity, while portrait mode pictures might emphasize soft focusing and subtle flesh tones. If your digital camera supports PRINT Image Matching, you can use this technology when you print with:

- Film Factory, as described below, or
- P.I.M. Plug-in for Adobe Photoshop, as described on page 29, or
- ArcSoft PhotoImpression (see the help utility that comes with the program for printing instructions).

Using Film Factory

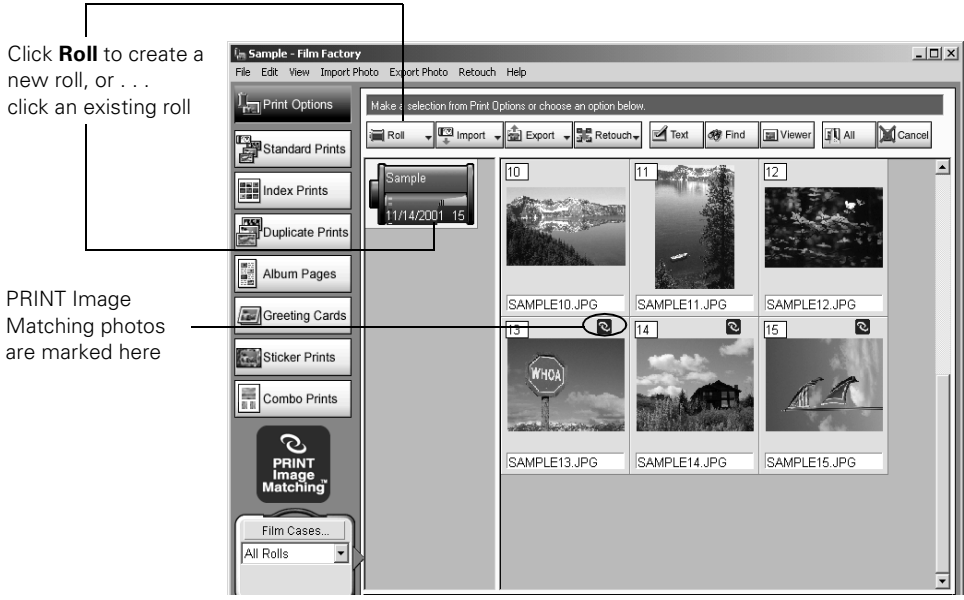
If your digital camera supports PRINT Image Matching or Exif Print, you can use these technologies when you print with Film Factory to ensure the most accurate image reproduction (not available with Macintosh OS X). Printing with P.I.M. isn't complicated, and it provides the color corrections right from your P.I.M. image file, so you don't have to correct them yourself. Just leave the PRINT Image Matching box checked.

You can also use Film Factory to organize, retouch, and print non-P.I.M. and non-Exif Print digital images.

Opening Your Photos in Film Factory

Follow these steps to print P.I.M. photos with Film Factory:

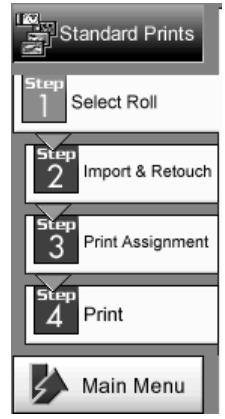
1. Start Film Factory. You see the main Film Factory screen:



Note: If you need help with Film Factory, select it from the Help menu or check the on-screen *Getting Started Guide* that was installed with Film Factory.

2. Select a "roll of film" or click the Roll button and select New Roll.
3. If your photos were taken with a digital camera that supports PRINT Image Matching, the P.I.M. logo appears in your photo thumbnails. Right-click (Windows) or Ctrl-click (Macintosh) a photo thumbnail to display information about the P.I.M. and/or Exif Print data in the photo file. (If you retouched a PRINT Image Matching photo, the P.I.M. logo may not appear.)
4. Click the photo you want to print, or click the All button at the top of the screen to select all the photos in a roll. Then go to step 6.

5. To import a photo into Film Factory, click the Import button, then:
   - Click From File to import a photo from your computer's hard drive.
   - Click From Removable Media to import a photo from a disk or CD-ROM.
   - Click From PC Card to import a photo from a PC card in a card reader.
   - Click From Twain Device to import a photo from a scanner or digital camera. If your device is already selected, the software will open. If not, click Import Settings, and select your scanner or digital camera. (Not applicable to OS X.)
6. Click a button on the left to select a print option. For example, click the Standard Prints button. You see buttons for each step you need to follow, as shown.



7. Click Import & Retouch to retouch or edit your photo, if necessary.

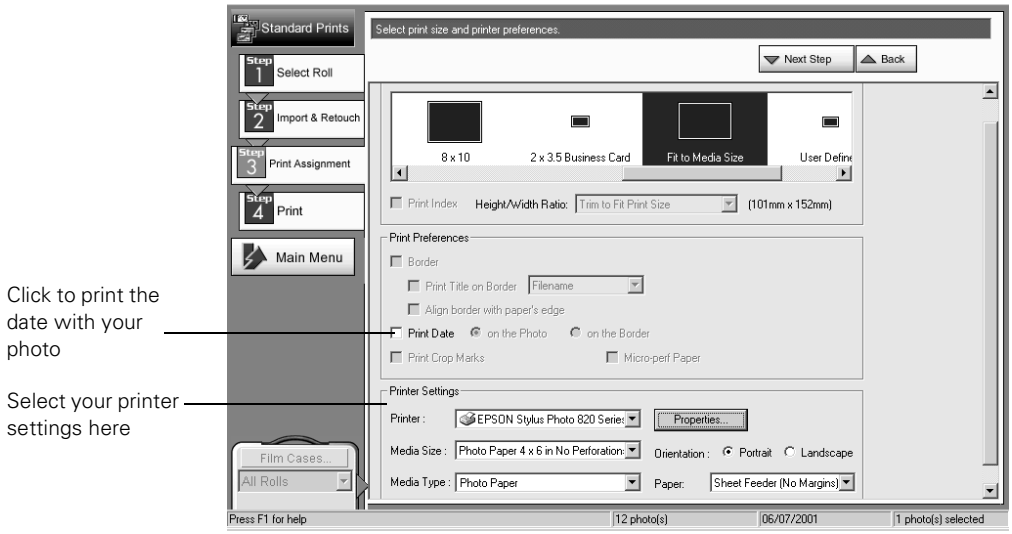
   Note: You can rotate, trim, and correct for red eyes and still retain P.I.M. or Exif Print image quality with your photo. However, if you adjust other settings, such as brightness and color, your P.I.M. or Exif Print image quality will be lost.

   To ensure you keep P.I.M. or Exif Print image quality in your original photo file, make a copy of the photo before you edit. Then make edits only to your copy.

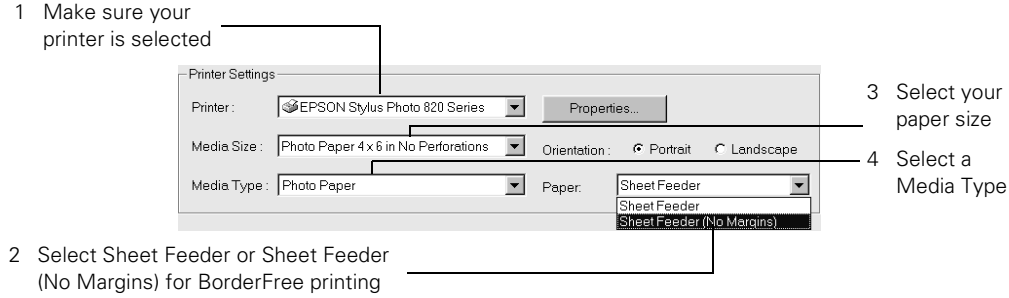
8. When you're ready to print, continue with the steps in the next section.

Printing Your Photos

1. When you're ready to print, click the Print Assignment button. You see this screen:



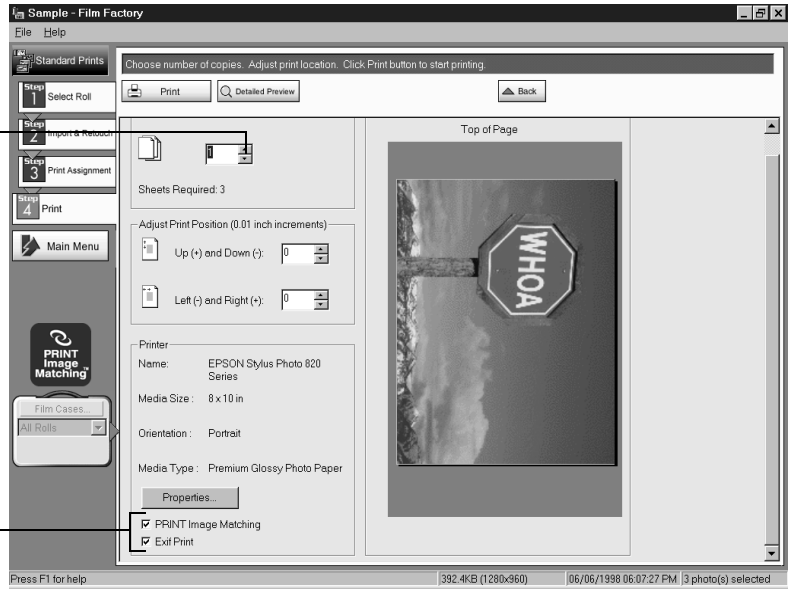
2. **Windows and Macintosh OS 8.6 to 9.x**: Select these options in the Printer Settings box at the bottom of the screen, in this order:



Macintosh OS X: Click the Properties button. Select your printer in the Format for menu, select the correct Paper Size setting, and click OK. (BorderFree printing is not available with Film Factory on OS X.)

3. If you want to print the current date with your photo, click the Print Date box.

4. Click the Print button on the left side of the screen. You see more options:



5. If your photo doesn't look right in the preview, click the Back button to change your settings. (Click the Detailed Preview button for a closer look.)
6. Select the number of copies you want to print.
7. Leave the PRINT Image Matching and/or Exif Print box checked for the best results when printing photos containing P.I.M. and/or Exif Print data. (Not applicable to OS X.)
8. Click the Print button at the top of the screen.
   - **Windows**: Your pictures are printed.
   - **Macintosh OS 8.6 to 9.x**: You see the Print window; click Print. Your pictures are printed.
   - **Macintosh OS X**: You see the Print window. Select Print Settings from the Copies & Pages pull-down menu. Then select your Media Type and other print settings as necessary, and click Print.

Store your prints in resealable plastic bags, photo albums, or glass-covered picture frames. Keep your pictures and unused paper away from high temperatures, humidity, and direct sunlight. Make sure you return unused paper to its original package.

Using the P.I.M. Plug-in for Adobe Photoshop

The P.I.M. Plug-in for Adobe Photoshop allows you to retain the *P.I.M. image quality* when you import JPEG files from your P.I.M.-enabled digital camera. The P.I.M. Plug-in works with Photoshop 7.0, 6.0, and Photoshop Elements 1.0. You'll also need to use the ICC profiles for your printer that are installed with the plug-in (Windows) or the printer driver (Macintosh).

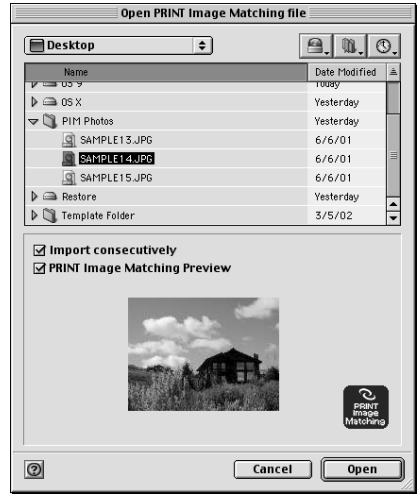
Photoshop doesn't retain the PRINT Image Matching information separately in the JPEG's header file when you import your P.I.M. image. Instead, it converts that information in the file and embeds a color space called EPSON RGB 2001. This profile supports all the P.I.M. color advantages and enhancements.

You can crop, rotate, resize, work with layers, play with filters, and even make selective color adjustments to the P.I.M. image while retaining P.I.M. quality. However, you won't benefit from global color adjustments (such as Auto Levels, Auto Contrast, Auto Color, etc.). Also, if you try to use your new Photoshop file in another P.I.M.-enabled software program, it won't be recognized as a P.I.M. image. You need to keep your original file if you want to take advantage of P.I.M. information in other programs.

Note: To install the P.I.M. plug-in for Mac OS X, insert the printer software CD-ROM, and drag the **P.I.M. Plug-In** icon to the Photoshop Plug-Ins folder on your Macintosh.

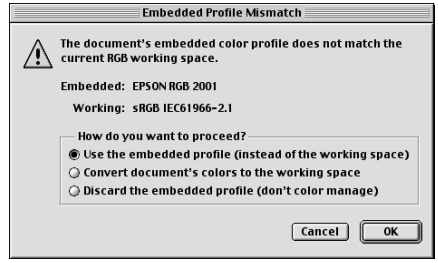
Importing a P.I.M. Image

1. If you're using Photoshop Elements, change your color settings before importing a P.I.M. image. Select **Color Settings** from the Edit menu, then select **Full color management - optimized for Print** and click **OK**.
2. Open the File menu and select **Import > PRINT Image Matching**. You see a window like this:
3. Select the folder containing your P.I.M. images. (In Windows, all your JPEG files are listed; on a Macintosh, only P.I.M. files appear.)
4. Select the P.I.M. image you want to import.



5. To see a preview of the selected P.I.M. image, check the PRINT Image Matching Preview box.
6. Click the Open button. Your image opens and the window remains on the screen.

Note: If you see this screen, select Use the embedded profile and click OK.



7. Select and open more P.I.M. images, or click Cancel to close the Open PRINT Image Matching file window. (If you don't want the window to remain on the screen after you open a file, uncheck Import consecutively.)
8. Follow the steps in the next section to print your P.I.M. image.

To keep the P.I.M. header information intact for use in other P.I.M.-enabled programs, keep the original file; don't use the Photoshop Save command. Instead use Save As to rename the file. It won't contain P.I.M. header information, but will retain *P.I.M. image quality*, as long as the file is saved with the ICC profile embedded.

Note: If you overwrite your original file, you will lose all P.I.M. header information.

Printing a P.I.M. Image

P.I.M. images are converted into the EPSON RGB 2001 color space. To retain P.I.M. quality and enhancements, don't change the color space.

Note: The illustrations in the sections below show Macintosh screens; Windows screens will look different, but the settings are the same.

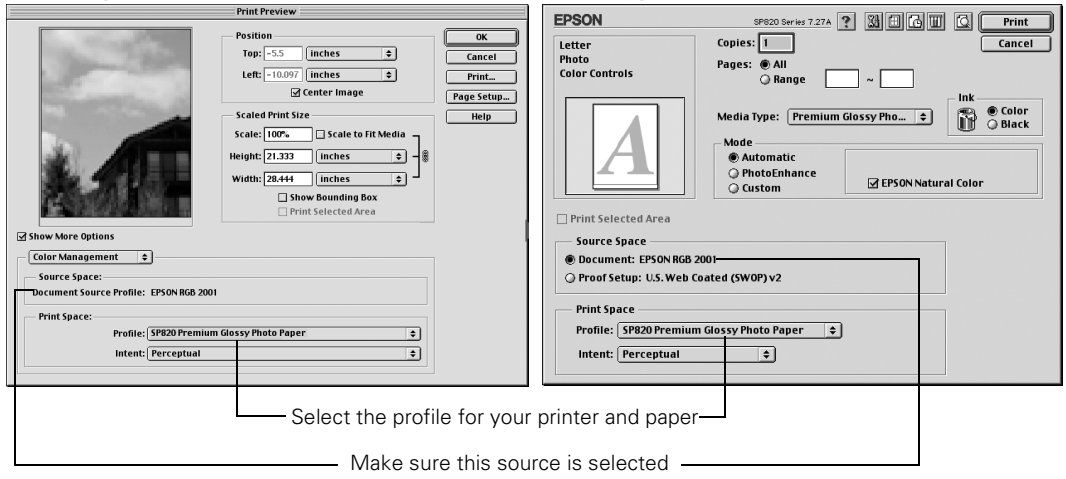
1. Open the File menu, then:

   Photoshop 7.0 or Elements: Select Print Preview > Show More Options > Color Management.

   Photoshop 6.0: Select Print.

   You see the window shown on the next page.

Photoshop 7.0/Elements **Photoshop 6.0**



2. In the Source Space box, make sure the EPSON RGB 2001 option is selected.
3. In the Print Space box, select the SP820 profile for the paper you're printing on. We recommend Perceptual as the Intent setting.
4. **Photoshop 7.0 or Elements**: Click Print. You see the printer settings window.

   Photoshop 6.0: Go to step 5.

   Note: In Windows, click Setup, then select your printer and click Properties or Preferences to select these settings.
5. **Windows only**: Select Photo or Best Photo.
6. Select the paper you're printing on as the Type (Windows) or Media Type (Macintosh) setting.
7. **Windows**: Click the Advanced button. The Basic settings change to the Advanced settings.

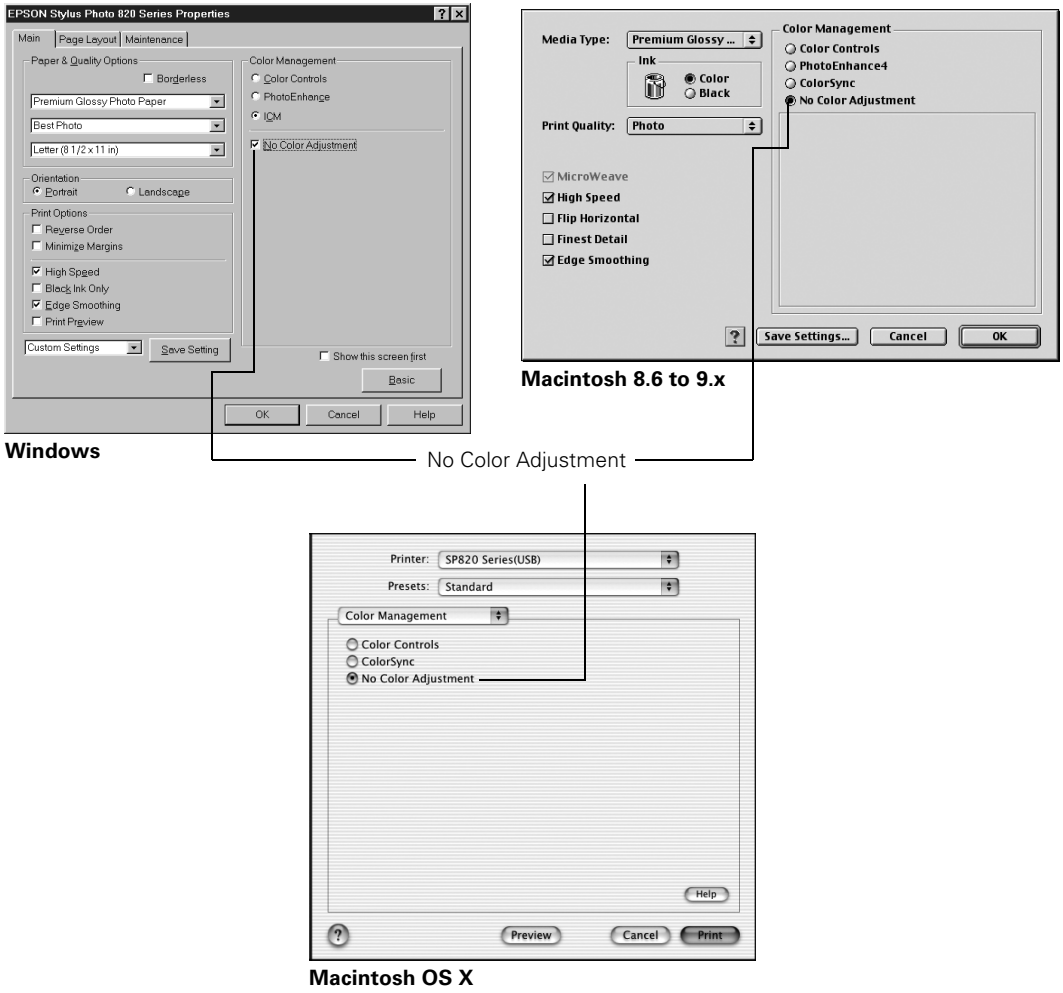
   Macintosh 8.6 to 9.x: Under Mode, click Custom, then click the Advanced button. You see the Advanced screen.

   Macintosh OS X: Click the Advanced Settings button. You see the Advanced options.

8. **Windows**: Select ICM, then select No Color Adjustment and click OK.

   Macintosh 8.6 to 9.x: Select No Color Adjustment and click OK.

   Macintosh OS X: Select Color Management from the pop-up menu, then select No Color Adjustment.



9. Continue clicking OK (Windows) or click Print (Macintosh) to print your photo.

Maintaining Your Printer

Follow the instructions in this chapter to keep your printer working at its best and prepare it for moving, if necessary.

- "Cleaning the Print Head" below
- "Replacing an Ink Cartridge" on page 35
- "Aligning the Print Head" on page 39
- "Cleaning the Printer" on page 40
- "Transporting the Printer" on page 41

Cleaning the Print Head

If your printouts are unexpectedly light, or dots or lines are missing, you may need to clean the print head. This unclogs the nozzles so they can deliver ink properly. Print head cleaning uses ink, so clean it only if quality declines.

This section explains how to clean the print head using the Head Cleaning utility (available only when the printer is connected directly to your computer, not over a network).

You can also clean the print head by holding down the maintenance button on the printer for three seconds (when the red error light is off).

For more information about cleaning the print head, see your Print Show movies; select the EPSON Printer Information Center icon on your desktop.

Caution: When you don't turn on your printer for a long time, the print quality can decline, so turn it on at least once a month to maintain good print quality.

Running the Head Cleaning Utility

1. Make sure the printer is turned on but not printing, and the red error light is off. (If the red light is flashing or on, you may need to replace the ink cartridge; see page 35 for details.)

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

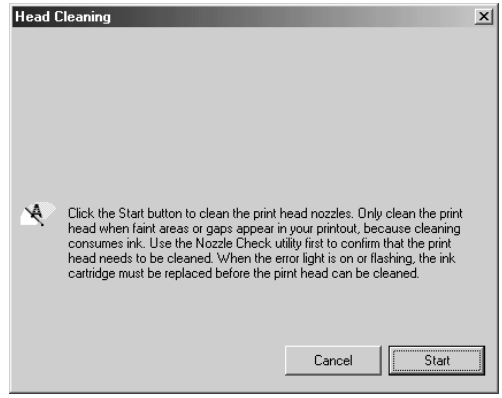
   Macintosh OS 8.6 to 9.x: Choose File > Page Setup or Print. Click the Utility button, then click the Head Cleaning button.

   Macintosh OS X: Open the Applications folder and select EPSON Printer Utility. Select SP820 Series in the printer list, click OK, and select Head Cleaning.

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

   Cleaning takes about 30 seconds, during which the printer makes some noise and the green power light flashes.

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



4. When the green power light stops flashing, make sure paper is loaded in the printer and click Print nozzle check pattern. Then click Print. The nozzle check pattern prints (see the next section for details).

5. If the nozzle check pattern has no gaps or lines, click Finish.

   If the pattern has white lines, click Clean to clean the print head again.

   If you don't see any improvement after cleaning three or four times, check the solutions beginning on page 48. You can also turn the printer off and wait overnight—this allows any dried ink to soften—and then try cleaning the print head again.

Examining the Nozzle Check Pattern

Examine the nozzle check pattern you print. Each colored square should be solid, with no gaps or lines, as shown:

- If your printout looks okay, you're done.
- If you see any white lines or gaps (as shown), clean the print head again; see page 34 for instructions.

Replacing an Ink Cartridge

When the red error light flashes, an ink cartridge is low on ink. (You may also see a message on your screen.) This is a good time to obtain a new cartridge. When the red error light stays on, you may need to replace one of the cartridges.

When a cartridge is more than six months old, you may need to replace it if printouts don't look their best. If the quality doesn't improve after cleaning and aligning the print head, you can replace the cartridge even if the red error light is off.

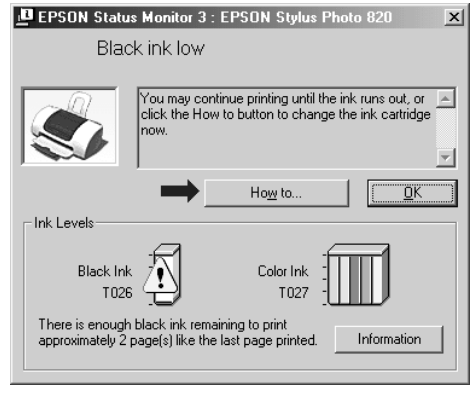
> **Note:** The red error light also comes on if your paper runs out or is jammed, so make sure to check your paper before replacing a cartridge.

Checking the Ink Supply

To check your ink supply, do one of the following:

- **Windows**: Double-click the icon in the lower right corner of your screen. If a cartridge is low on ink, you'll see a window like this:

  Or right-click the icon and select Ink Monitor to see your ink levels. Click Buy Now to launch your web browser and order ink cartridges online.

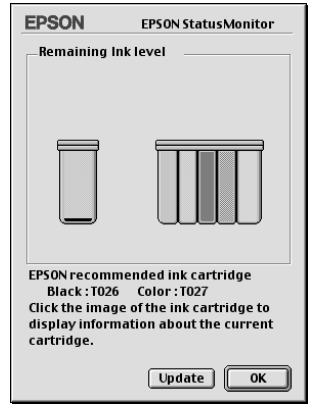


- **Macintosh**:
  OS 8.6 to 9.x: Choose File > Print. Click the ink icon.

  OS X: Choose Applications > EPSON Printer Utility > SP820 Series > Status Monitor.

  You see a window like this:

  Click a cartridge image to display information about the cartridge.



Purchasing Ink Cartridges

Use these EPSON ink cartridges within six months of installing them and before the expiration date on the package:

Black ink cartridge: T026201

Color ink cartridge: T027201

(May be labelled T026 or T027.)

Caution: To ensure good results, use genuine EPSON ink cartridges and do not refill them. Other products may cause damage to your printer not covered by EPSON's warranty.

When you need new ink cartridges, contact your dealer, or call the EPSON Store℠ at (800) 873-7766 or visit www.epsonstore.com (U.S. sales only). In Canada, please call (800) 463-7766 for dealer referral.

Ink Cartridge Precautions

Warning: Keep ink cartridges out of the reach of children and do not drink the ink.

If ink gets on your hands, wash them thoroughly with soap and water. If ink gets in your eyes, flush them thoroughly with water.

Caution: To avoid damaging the printer, never move the print head by hand.

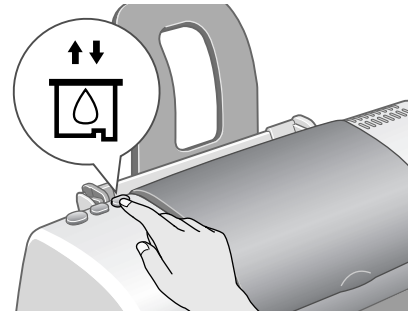
You cannot print if either ink cartridge is empty. Leave the empty cartridge installed in the printer until you have obtained a replacement. Otherwise the ink remaining in the print head nozzles may dry out.

Removing and Installing Ink Cartridges

Be sure you have a new ink cartridge before you begin. Once you start replacing a cartridge, you must complete all the steps in one session.

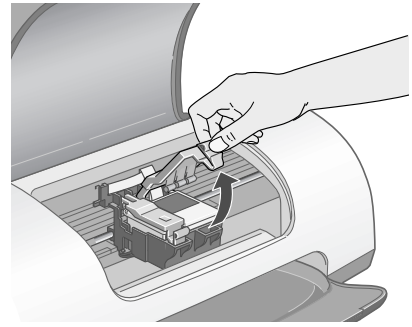
1. Make sure the printer is turned on (the green ⏻ power light should be on, but not flashing). Then open the printer cover.
2. Press the ink cartridge replacement button. The print head moves to the center and the green ⏻ power light flashes.

   The red error light also begins to flash or remains on.

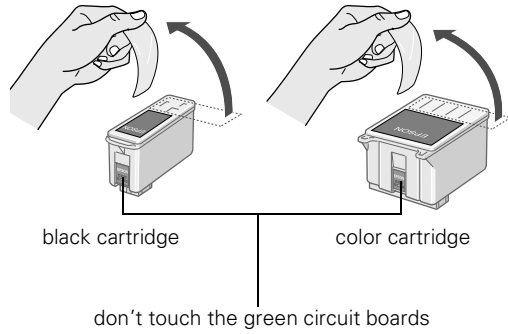
   - If it flashes at the same speed as the green ⏻ power light, replace the black cartridge.
   - If it flashes twice as fast as the green ⏻ power light, replace the color cartridge.
   - If it remains on, replace both cartridges.
3. The color cartridge is on the right and the black is on the left.

   Pull up the ink cartridge clamp. The cartridge rises up from its holder.

   
4. Lift the cartridge out of the printer and dispose of it carefully.
5. Unwrap the new ink cartridge. Then remove *only* the yellow tape seal on top.

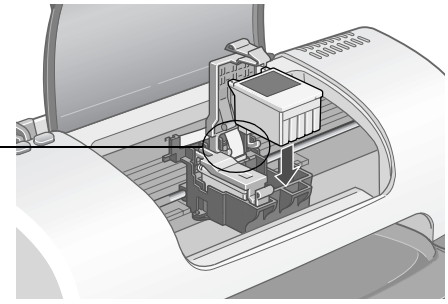
   Caution: You must remove the yellow tape from the top of the cartridge or you will permanently damage it.

   Don't touch the green circuit board on the back of the cartridge; you may inhibit normal operation and printing.

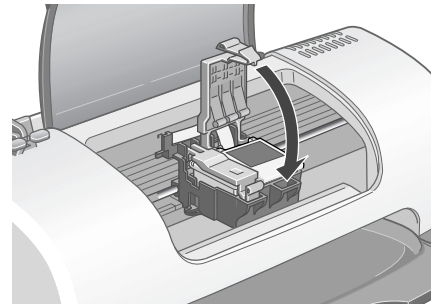
6. Lower the new cartridge down into the holder.

   Make sure the tabs rest on the hooks in back.



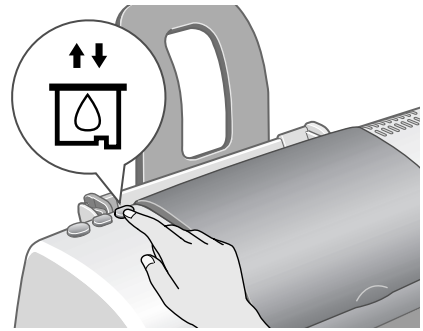
Caution: Don't place the cartridge under the hooks; you may damage the clamp when you close it.

7. Press down firmly on the ink cartridge clamp until it snaps in place.
8. If you need to replace the other ink cartridge, repeat steps 3 through 7 before continuing with step 9.



9. Press the ink cartridge replacement button and close the printer cover. The printer begins charging the ink delivery system.

   The green power light flashes and the printer makes noise. Charging takes about half a minute. When it's finished, the green power light stops flashing and stays on, and the red error light goes out.



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

Aligning the Print Head

If your printouts contain misaligned vertical lines, or you see white or black horizontal banding, you may need to align the print head.

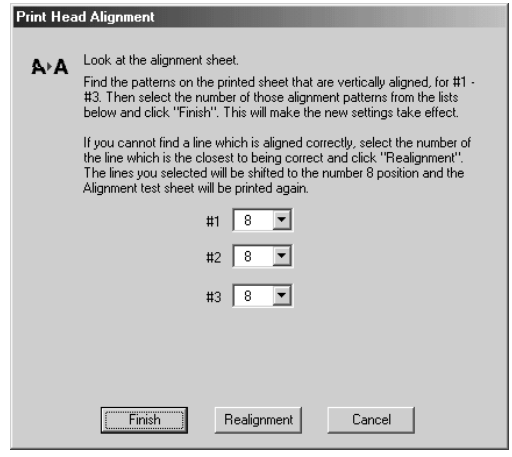
Note: Your printer must be connected directly to your computer (not over a network) to use the Print Head Alignment utility.

1. Turn on the printer.
2. Load plain, letter-size paper.
3. **Windows**: Right-click the printer icon on your taskbar (in the lower right corner of your screen) and select Print Head Alignment.

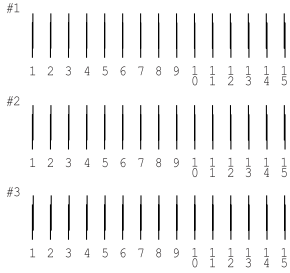
   Macintosh OS 8.6 to 9.x: Choose File > Page Setup or Print. Click the Utility button, then click the Print Head Alignment button.

   Macintosh OS X: Open the Applications folder and select EPSON Printer Utility. Select SP820 Series in the printer list, click OK, and select Print Head Alignment.

4. Follow the instructions on the screen to print a test page. You see this window:



5. On the test page, select the pattern with the two vertical lines most precisely printed on top of each other. You may need to use a magnifying glass or loupe.



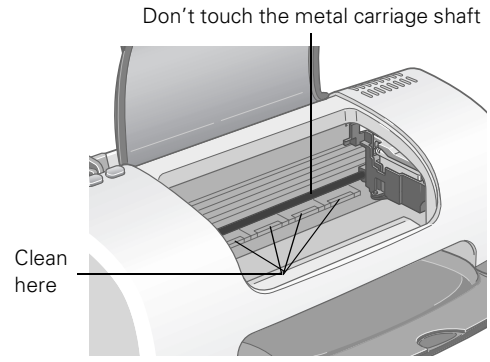
Select one pattern each for rows 1, 2, and 3. Then enter the number of the best pattern for each row in the corresponding boxes on the screen. Then click Finish.

If you can't find an aligned pattern, click Realignment to print another test page, then repeat this step.

Cleaning the Printer

To keep your printer working at its best, you should clean it several times a year. Follow these steps:

1. Turn off the printer, unplug the power cord, and disconnect the printer cable.
2. Remove all paper, then use a soft brush to clean any dust or dirt from the sheet feeder.
3. Clean the exterior of the printer with a soft, damp cloth.
4. Clean ink out of the printer's interior with a soft, damp cloth. Clean the areas shown here:



Warning: Don't touch the gears inside the printer.

Caution: Be careful not to wipe the metal carriage shaft.

Never use a hard or abrasive brush, or alcohol or thinner for cleaning; they can damage the printer components and case.

Don't get water on the printer components and don't spray lubricants or oils inside the printer.

Don't use any cleaning sheets included with special paper; they may jam inside the printer.

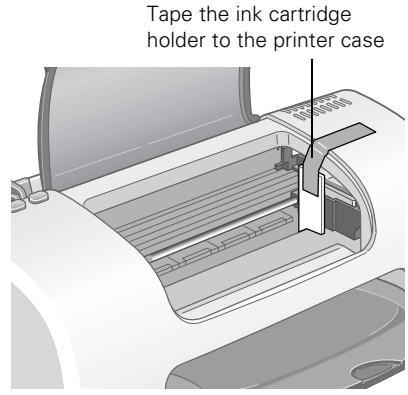
Transporting the Printer

If you move your printer some distance, you need to prepare it for transportation in its original box or a similar one. Follow these steps:

Caution: To avoid damage, always leave the ink cartridges installed when transporting the printer.

1. Turn on the printer, wait until the print head locks in the far right position, then turn off the printer.
2. Unplug the power cord from the electrical outlet. Then disconnect the printer cable from the printer.
3. Remove any paper from the printer and remove the paper support.
4. Open the printer cover. If you still have the packing insert, slide it down into the area beside the ink cartridge holder and tape it to the printer case. If you don't have the insert, just tape the cartridge holder to the printer case. Then close the printer cover.

   Caution: Be sure to remove the tape and insert after installing the printer in its new location.



5. Push in the output tray extension and close the tray.
6. Repack the printer and its attachments in the original box using the protective materials that came with them.

Keep the printer level as you transport it.

After transporting the printer, remove the tape securing the print head and test your printer. If you notice a decline in print quality, clean the print head (see page 33); if output is misaligned, align the print head (see page 39).

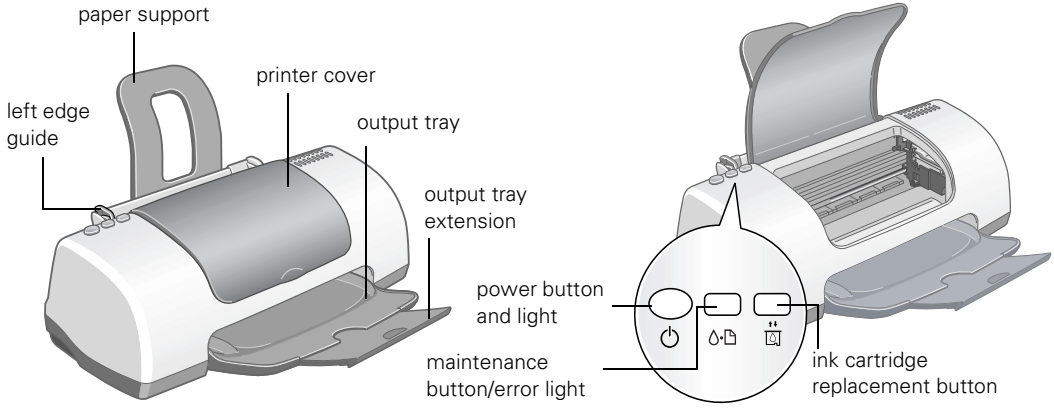
Solving Problems

See “Diagnosing Printer Problems” on page 44 to help determine what the cause of your printer problem may be. Then see these sections for solutions:

- “Setup and Software Installation Problems” on page 46
- “Printer Problems” on page 47
- “Quality Problems” on page 48
- “Paper Problems” on page 50
- “Miscellaneous Problems” on page 50
- “Uninstalling and Reinstalling Printer Software” on page 52
- “Where To Get Help” on page 53

Tip: It’s a good idea to check EPSON’s support web site periodically for free updates to your printer driver. Visit http://support.epson.com. Download instructions are posted for your convenience.

Printer Parts



Diagnosing Printer Problems

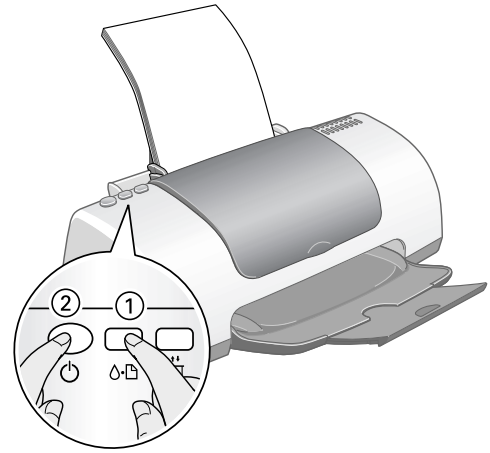
First, check the printer's lights (see below) or run a printer check (see page 45).

Lights	Explanation
Green ⏻ power light flashes	The printer is receiving a print job, replacing an ink cartridge, charging ink, or cleaning the print head.
Red ◊·🗋 error light is on	Your paper ran out, ink ran out, or paper is jammed. You may also see a message on your screen. ■ If paper is out, load more paper, then press the ◊·🗋 maintenance button to resume printing. ■ If paper is jammed, first press the ◊·🗋 maintenance button to eject the paper. If that doesn't work, turn off the printer, open the cover, and remove all the paper, including any torn pieces. Then turn on the printer, reload paper, and press the ◊·🗋 maintenance button. ■ If you see an ink out message on your screen, you need to replace one of your ink cartridges. See page 35 for details.
Red ◊·🗋 error light flashes	One of the ink cartridges is low. Make sure you have a replacement cartridge. To determine which cartridge is low, check the ink level as described on page 35.
Green ⏻ power light is off and red ◊·🗋 error light is on	Paper may be blocking movement of the print head. Turn off the printer, open the cover, and remove any jammed paper or other foreign objects. Then turn the printer on again. If the lights are still on, contact your dealer or EPSON; see page 53 for contact information.
Green ⏻ power light and red ◊·🗋 error light flash	The printer may have an internal error. Turn off the printer, wait a few seconds, and turn it on again. If the lights are still flashing, contact your dealer or EPSON; see page 53 for contact information.
Green ⏻ power light and red ◊·🗋 error light are still on after replacing an ink cartridge	One of your ink cartridges is installed incorrectly. Follow the steps on page 37 to remove your ink cartridges and then reinsert them.

Running a Printer Check

You can run a printer check to determine whether a problem comes from the printer or some other source.

1. Turn off your printer and computer.
2. Disconnect the printer's interface cable.
3. Load letter-size paper in the printer.
4. Hold down the maintenance button, then press and release the power button. Continue holding down the maintenance button until the green power light flashes, then release it.



5. The printer prints one page showing its ROM version number and a nozzle check pattern. (If the pattern has lines, clean the print head; see page 33.)

   - If the test page prints, the problem probably lies in your software settings, interface cable, or computer, or your software may not be installed correctly.
   - If the test page doesn't print, you may have a problem with your printer.

   Try the suggestions in "Problems and Solutions" beginning on page 46. If nothing works, contact your dealer or EPSON as described on page 53.

6. Turn off the printer, reconnect the interface cable, then turn on your printer and computer.

Problems and Solutions

Setup and Software Installation Problems

The printer makes noise after ink cartridge installation.

- When you install ink cartridges, the printer must charge its print head for a few minutes. Wait until it's finished (the green ⏻ power light stops flashing) before you turn off the printer, or it may use excess ink the next time you turn it on.
- Make sure the ink cartridge clamps are locked down completely and no packing material remains in the printer. Turn off the printer, wait a moment, then turn it back on to clear the error.

You're having problems installing the printer software.

- Turn on your printer and make sure its cable is securely connected at both ends. Follow the installation steps on the *Start Here* sheet, and make sure your system meets the requirements on page 63.
- Close other programs, including screen savers and virus protectors, and install again.
- If the SP820 Series icon doesn't appear in the Macintosh Chooser, you may have too many items in the Chooser. Delete any unused items.
- If you see an error message with Windows 2000, you may not have software installation privileges. Contact your System Administrator.
- If you're using Windows 98, Me, 2000, or XP with a USB connection, make sure your system was not upgraded from Windows 95; the USB driver may not install correctly.
- Make sure the USB Controller is working properly in Device Manager. See your Windows help system for details.
- If you're printing over a network, see your on-screen *Reference Guide* for instructions on configuring your printer.
- In Windows, make sure your printer is selected as the default printer in the Printers utility.

Printer Problems

Only the green ⏻ power light is on, but nothing prints.

- Make sure the interface cable is securely connected at both ends and meets the system requirements on page 63.
- Run a printer check as described on page 45. If the test page prints, make sure your software is installed correctly.
- If you're printing on a network, you need to set up your printer for network printing, as described in your on-screen *Reference Guide*.

The printer sounds as though it is printing, but nothing prints.

- The print head nozzles may need cleaning; see page 33 for instructions.
- The printer won't operate properly if it's tilted or at an angle. Place it on a flat, stable surface.

Your printer makes noise when you turn it on or after it has been sitting for awhile.

Your printer is performing routine maintenance.

Printing is too slow.

Make sure your system meets the requirements listed on page 63. If you're printing a high-resolution image, you need more than the minimum requirements. You may also need to:

- Clear space on your hard drive or run a defragmentation utility.
- Close open programs that you're not using.
- Increase your system's memory (RAM).

For the fastest printing, try these tips:

- Select Draft as the Quality Type (Windows) or set the Quality/Speed slider to Speed (Macintosh).
- In the Advanced window, turn MicroWeave® off (Macintosh only) and turn High Speed on.
- If your printer is connected to a USB hub, disconnect any unused USB devices.
- If you're using the parallel port, enable ECP/DMA mode on your computer's parallel port. See your computer documentation or the manufacturer for instructions.

Quality Problems

You see banding (light lines).

- Clean the print head; see page 33 for instructions.
- Select a higher print quality and turn off High Speed mode; see page 10 (Windows) or page 12 (Macintosh) for details.
- Select the correct Type (Windows) or Media Type (Macintosh) for your paper; see page 21.
- Make sure the printable side of the paper is face up. It's usually whiter or shinier.
- The ink cartridges may need replacing. To replace them, see page 35.
- Try using Automatic mode (Macintosh only); see page 13 (OS 8.6 to 9.x) or page 15 (OS X).
- Align the print head as described on page 39.

Your print is blurry or smeared.

- Make sure your paper isn't damp or curled, or loaded face down (the printable side should be face up). Reload new paper face up.
- Use a support sheet with special paper, or try loading your paper one sheet at a time.
- Make sure your paper meets the specifications listed in the on-screen *Reference Guide*.
- Use EPSON papers for proper saturation and absorption of genuine EPSON inks.
- Align the print head as described on page 39.

Your printout is faint or has gaps.

- Clean the print head; see page 33 for instructions.
- The ink cartridges may be old or low on ink; see page 35.
- Select the correct Type (Windows) or Media Type (Macintosh) for your paper; see page 21.
- Make sure your paper isn't damaged, old, dirty, or loaded face down. If it is, load new paper face up. For best results, use genuine EPSON paper.

Your printout is grainy.

- Use a higher quality paper or select a higher Quality Type (Windows; page 11) or Print Quality (Macintosh; page 13).
- Align the print head; see page 39 for instructions.
- Increase the image resolution or print it in a smaller size; see your software documentation.

You see wrong or missing colors.

- Make sure Black Ink Only is off (Windows) or Color ink is selected (Macintosh), even when printing black and white photographs.
- Clean the print head; see page 33 for instructions.
- The ink cartridges may be old or low on ink; see page 35.
- Try turning off PhotoEnhance.™ Also check if you're using a special effect that alters image colors, like Sepia.
- Try using Automatic mode (Macintosh only); see page 13 (OS 8.6 to 9.x) or page 15 (OS X).
- Try changing the Gamma setting; see page 17 (Windows) or page 20 (Macintosh).
- Your printed colors can never exactly match your on-screen colors. However, you can use a color management system—such as ICM (Windows; see page 17) or ColorSync (Macintosh; see page 19)—to get as close as possible.

Paper Problems

Paper doesn't feed correctly or jams in the printer.

- If paper doesn't feed, remove it from the sheet feeder. Fan the edges of the sheets, reload them against the right edge (beneath the tab), then slide the left edge guide to fit lightly against the paper.
- If paper jams, press the maintenance button to clear the jam. If necessary, open the cover and remove any jammed or torn pieces. Load new paper and press the maintenance button.

Paper doesn't eject fully or is wrinkled.

- If the paper doesn't eject fully, you may have set the wrong paper size. Press the maintenance button to eject the paper, then select the correct paper size.
- If it's wrinkled when it ejects, the paper may be damp or too thin. Load new paper.

Miscellaneous Problems

The image is inverted, as if viewed in a mirror.

Turn off Mirror Image (Windows) or Flip Horizontal (Macintosh) in the printer software, or the mirror setting in your program. (If you're printing on EPSON Iron-On Transfer Paper, the image *should* be inverted.)

The printer prints blank pages.

- Make sure your printer is selected in the Print window, or the Macintosh Chooser or Print Center.
- Clean the print head; see page 33 for instructions.

You see incorrect characters.

- Make sure the interface cable is securely connected at both ends and meets the system requirements on page 63.
- Make sure your printer is selected in the Print window, or the Macintosh Chooser or Print Center.
- If you're using a switch box or USB hub with your printer, connect the printer directly to your computer instead.

The margins are incorrect.

- Make sure the paper settings are correct for your paper size. See page 11 (Windows), page 12 (Macintosh OS 8.6 to 9.x), or page 14 (Macintosh OS X).
- Choose the correct margins for your paper size. The margins must be within the printable area of the page; see "Printer Specifications" in your on-screen *Reference Guide*.
- Make sure your paper is positioned next to the right side of the feeder and the left edge guide is snug against the other side. Don't load paper above the arrow on the left edge guide.

Image size or position is incorrect.

Make sure paper and layout options are set correctly.

Too many copies are printing.

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

Uninstalling and Reinstalling Printer Software

You may need to uninstall and then reinstall your printer driver and utilities if, for example, you upgrade your Windows operating system. You don't need to uninstall your other photo software or the EPSON Printer Information Center.

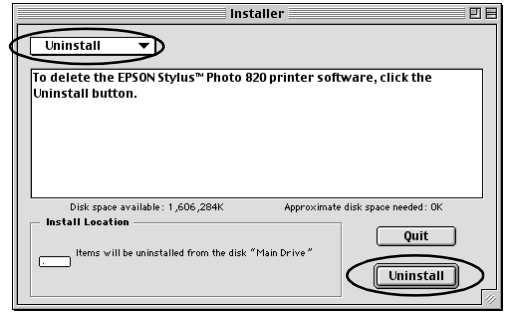
Windows

1. Click Start, and select Programs or All Programs.
2. Point to Epson or EPSON Printers, then select EPSON Printer Software Uninstall.

3. In the next window, make sure EPSON Stylus Photo 820 Series is selected and click OK. Then follow the on-screen instructions.
4. Restart your computer, then see the *Start Here* sheet or page 55 to reinstall your software.

Macintosh OS 8.6 to 9.x

1. Insert your printer software CD-ROM.
2. Double-click EPSON on your desktop, then double-click EPSON in the folder that opens. The Main Menu appears.
3. Click Install Printer Driver. On the Installer screen, click the arrow in the Easy Install list at the top and select Uninstall. Then click the Uninstall button at the bottom and follow the instructions.



4. Restart your Macintosh, then see the *Start Here* sheet or page 55 to reinstall your software.

Macintosh OS X

1. Open the Applications folder, then the Utilities folder.
2. Select Print Center, select SP820 Series, and click the Delete button.
3. Restart your Macintosh, then see page 55 to reinstall your software.

Where To Get Help

If you need help with your printer, Film Factory, or the P.I.M. Plug-in for Adobe Photoshop, see the contact information below. See the information on page 54 if you need help with the other photo software that came on your printer CD-ROM.

EPSON provides technical assistance 24 hours a day through the electronic support services and automated telephone services listed below:

Service	Access
World Wide Web	From the Internet, you can reach EPSON Support at **http://support.epson.com**. At this site, you can download drivers and other files, look at product documentation, access troubleshooting information, and receive technical advice through e-mail.
Automated Telephone Services	A variety of automated help services are available 24 hours a day, seven days a week. To use these services, you must have a touch tone telephone and call **(800) 922-8911**. Your EPSON SoundAdvice℠ Express Code is **70360**. Use this code to quickly select the EPSON Stylus Photo 820 in SoundAdvice.

To speak to a technical support representative, dial:

- U.S.: **(562) 276-7282**, 6 AM to 8 PM, Pacific Standard Time, Monday through Friday and 7 AM to 4 PM, Saturday.
- Canada: **(905) 709-2567**, 6 AM to 6 PM, Pacific Standard Time, Monday through Friday.

Toll or long distance charges may apply.

Before you call, please have the following information ready:

- Product name (EPSON Stylus Photo 820)
- Product serial number (located on the back of the printer and on its box)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration and operating system version
- Description of the problem

You can purchase ink cartridges, paper, manuals, and accessories from the EPSON Store at (800) 873-7766 or visit www.epsonstore.com (U.S. sales only). In Canada, please call (800) 463-7766 for dealer referral.

If you need help with ArcSoft PhotoImpression, use this information:

- Web site: www.arcsoft.com/techmain.htm
- E-mail: support@arcsoft.com
- Telephone: **(510) 440-9901**, 8:30 AM to 5:30 PM Pacific Standard Time, Monday through Friday

Installing Your Printer Software

Before installing your printer software, follow the steps on the *Start Here* sheet to set up your printer and connect it to your printer.

If you're using Windows XP, Windows Me, or Windows 98, or Mac OS 8.6 to 9.x, follow the software installation instructions on the *Start Here* sheet.

If you're using one of the operating systems below, follow the instructions in this chapter to install your printer software:

- "Installing Printer Software on Mac OS X" below
- "Installing Printer Software on Windows 2000" on page 59
- "Installing Printer Software on Windows 95" on page 60

Installing Printer Software on Mac OS X

First you'll install your printer software for OS X applications, then you'll restart your Macintosh is OS 9.x and install your printer software for OS 8.6 to 9.x applications.

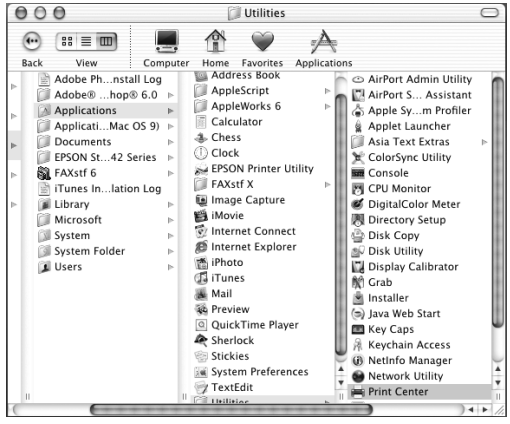
1. Start up your Macintosh in OS X. (Make sure your printer is still on.)
2. Put the EPSON CD-ROM in your CD-ROM or DVD drive and wait a few seconds for the CD-ROM to be recognized.
3. Select **EPSON** on your desktop. Then select **SP820 Series** in the window that opens.

Select SP820 Series

4. If you set up an administrator password, you see this screen. Click the lock icon, then enter you password and click **OK**.

Click the lock icon

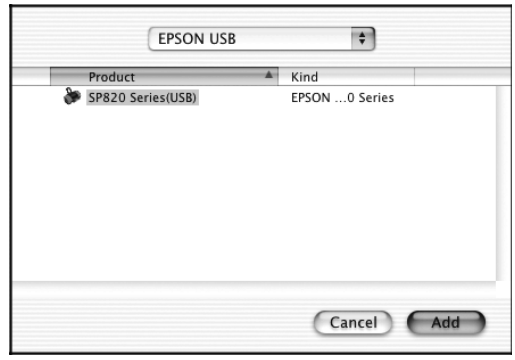
5. Click **Continue**, then read and agree to the license agreement to continue the installation.
6. Select the OS X drive or partition and click **Continue**.
7. When you see the Easy Install screen, click **Install**.
8. Follow the on-screen instructions to complete the installation and restart your Macintosh.
9. After your Macintosh restarts, select to install Film Factory for OS X and follow the on-screen instructions.
10. Select to install ArcSoft PhotoImpression and follow the on-screen instructions.
11. Select to install the EPSON Printer Information Center icon on your desktop and follow the on-screen instructions.
12. Open the OS X **Applications** folder, then open the **Utilities** folder and select **Print Center**.



Note: If you see this screen, click Add.

If SP820 Series already appears in the Printer list, go to step 15.

13. At the Printer List screen, click Add Printer.
14. Select EPSON USB, click SP820 Series(USB), then click Add.



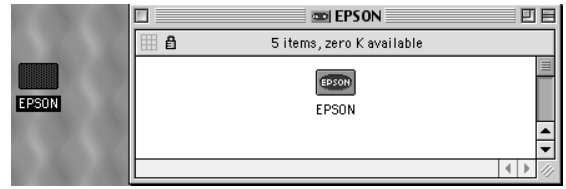
Your printer appears on the printer list.

15. Close Print Center and start up your Macitosh in OS 9.x or in Classic mode.

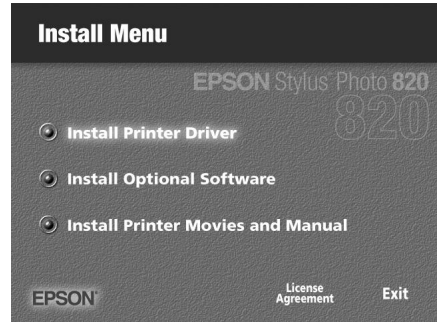
Follow the instructions in the next section to install the OS 9.x printer driver and optional software for your Macintosh Classic applications. (You don't need to reinstall your printer movies and manual.)

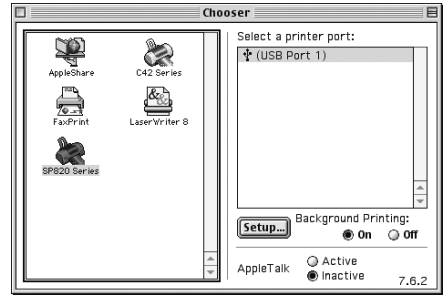
Installing Printer Software for Mac OS 9.x

1. Turn on your Macintosh. (Make sure your printer is connected and turned on.)
2. Put the EPSON CD-ROM in your CD-ROM or DVD drive and wait a few seconds for the CD-ROM to be recognized.
3. Select EPSON on your desktop, if necessary. Then select EPSON in the window that opens.

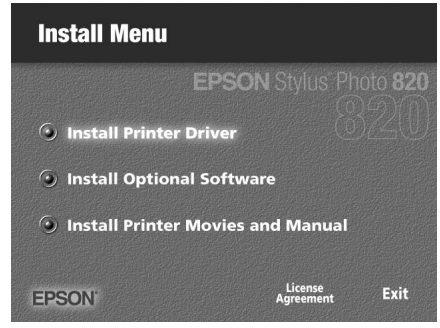


4. Read and agree to the license agreement to continue the installation.
5. Click Install Printer Driver and follow the on-screen instructions to install the driver and restart your Macintosh.
6. After your Macintosh restarts, register your printer with EPSON as instructed.
7. Open the Chooser in the Apple menu. Select SP820 Series, then select your USB port and turn on background printing.
8. Close the Chooser.
9. Select EPSON in the window on your desktop again. You see the Install Menu.





10. Click Install Optional Software and select the software you want to install from the next menu. Follow the on-screen instructions, then return to the Install Menu.
11. Click Install Printer Movies and Manual to install the EPSON Printer Information Center on your desktop. It includes helpful printer animations and an additional manual.



12. When you're finished, click Exit and remove the CD-ROM. Keep the CD-ROM in case you need to reinstall any software later. You're ready to print.

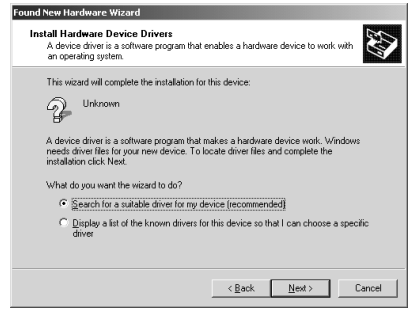
Installing Printer Software on Windows 2000

1. Make sure your printer is set up, connected to your printer, and turned on, as described on the *Start Here* sheet.
2. Turn on your computer.
3. Wait for Windows to detect your printer connection and display a screen like this:

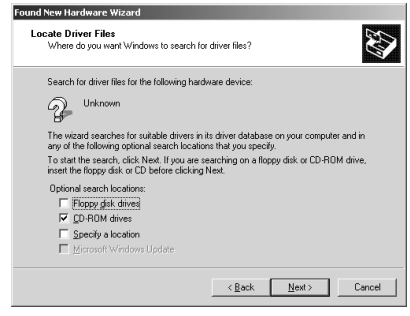
   Don't click any buttons on the screen yet.

   Note: If this screen doesn't appear, make sure your printer is turned on and connected.

4. Put the EPSON CD-ROM in your CD-ROM or DVD drive and wait a few seconds for the CD-ROM to be recognized.
5. Click **Next** at the Found New Hardware Wizard screen.
6. Click the **Search for** option, then click **Next**.

7. Click **CD-ROM drives**, then click **Next**.
8. At the next screen, click **Next**.

9. Installation proceeds automatically. At the final Found New Hardware Wizard screen, click Finish.
10. After a moment, you see a license agreement screen. Read and agree to the license agreement to continue the installation.

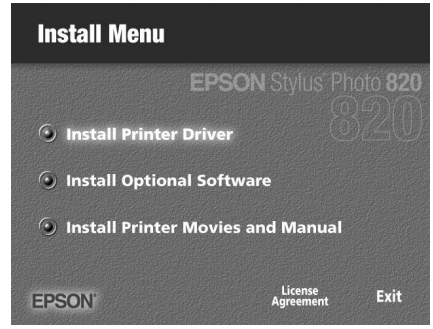
11. At the Options Menu, click Print a Test Page to check your installation. (If the page doesn't print correctly, see page 46 for a solution.)
12. Select Install Optional Software. Select the software from the next menu and follow the on-screen instructions.
13. Select Install Printer Movies and Manual and follow the on-screen instructions.

14. Click Exit, register your printer with EPSON, and restart your system. You're ready to print.

Installing Printer Software on Windows 95

1. Make sure your printer is set up, connected to your printer, and turned on, as described on the *Start Here* sheet.
2. Turn on your computer. If you see a New Hardware Found screen, click Cancel.
3. Put the EPSON CD-ROM in your CD-ROM or DVD drive.
4. After a moment, you see a blue EPSON screen and a license agreement. Read and agree to the license agreement to continue the installation.

5. At the Install Menu, select Install Printer Driver and follow the on-screen instructions.



6. When you return to the Install Menu, select Install Optional Software. Select the software from the next menu and follow the on-screen instructions.
7. When you return to the Install Menu, select Install Printer Movies and Manual and follow the on-screen instructions.
8. Click Exit, register your printer with EPSON, and restart your system. You're ready to print.

Requirements and Notices

Windows System Requirements

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

- A Microsoft Windows compatible PC with a Pentium® or better processor (Windows 98/95), Pentium 150 MHz or better (Windows Me), or Pentium 133 MHz or better (Windows 2000/XP)
- Microsoft Windows 95, 98, Me, Windows 2000, or Windows XP
- At least 16MB of RAM (Windows 98/95), 32MB (Windows Me), or 64MB (Windows 2000/XP)
- 50MB of free hard disk space (100MB or more recommended)
- VGA or better display adapter and monitor
- CD-ROM or DVD drive for installing the printer software
- For USB connection: a computer running Windows 98, Windows Me, Windows 2000, or Windows XP with a Windows-compliant USB port and a shielded USB "AB" cable.

  For parallel connection: a high-speed, bidirectional, IEEE-1284 compliant parallel cable (6 to 10 feet long) with a D-SUB, 21-pin, male connector for your computer and a 36-pin Centronics® compatible connector for the printer.

Macintosh System Requirements

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

- An Apple® iMac™ series, Power Macintosh® G3 or G4, PowerBook,® or iBook™
- Mac OS 8.6 through OS X 10.1 or higher (Mac OS 9.0 or later recommended)
- At least 16MB of available RAM (48MB recommended)
- At least 50MB of free hard disk space (100MB recommended)
- VGA display or better
- CD-ROM or DVD drive for installing the printer software
- A shielded USB "AB" cable.

Important Safety Instructions

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

- Be sure to follow all warnings and instructions marked on the printer.
- Use only the type of power source indicated on the printer's label.
- Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- Place the printer near a wall outlet where the plug can be easily unplugged.
  Placez l'imprimante près d'une prise de courant où la fiche peut être débranchée facilement.
- Do not let the power cord become damaged or frayed.
- If you use an extension cord with the printer, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- Keep your printer and computer system away from potential sources of electromagnetic interference, such as loudspeakers or cordless telephone base units.
- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
- Leave enough room around the printer for sufficient ventilation.
- Do not place the printer near a radiator or heating vent or in direct sunlight.
- Place the printer on a flat, stable surface that extends beyond the printer base in all directions. The printer will not operate properly if it is tilted or at an angle.
- Turn off and unplug the printer before cleaning. Clean with a damp cloth only. Do not spill liquid on the printer.

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

- Do not block or cover the openings in the printer's case or insert objects through the slots.
- Except as specifically explained in this manual, do not attempt to service the printer yourself.
- Unplug the printer and refer servicing to qualified service personnel under the following conditions:

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

Ink Cartridge Safety Instructions

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

ENERGY STAR Compliance

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

FCC Compliance Statement

For United States Users

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING: The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

For Canadian Users

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Declaration of Conformity

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

We: EPSON AMERICA, INC.

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

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

Trade Name: EPSON

Type of Product: Ink Jet Printer

Model: B163A

Epson America, Inc. Limited Warranty

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

What Epson Will Do To Correct Problems: Should your EPSON printer prove defective during the warranty period, please call the EPSON Connection[SM] at (562) 276-7282 (U.S.) or (905) 709-2567 (Canada) for warranty repair instructions and return authorization. An Epson service technician will provide telephone diagnostic service to determine whether the printer requires service. If service is needed, Epson will, at its option, exchange or repair the printer without charge for parts or labor. If Epson authorizes an exchange for the defective unit, Epson will ship a replacement printer to you, freight prepaid so long as you use an address in Canada or the U.S. (excluding Puerto Rico and U.S. Possessions). Shipments to other locations will be made freight collect. You are responsible for securely packaging the defective unit and returning it to Epson within five (5) working days of receipt of the replacement. Epson requires a debit or credit card number to secure the cost of the replacement printer in the event that you fail to return the defective one. If your printer is being repaired, Epson will direct you to send your printer to Epson or its authorized service center where the printer will be fixed and sent back to you. You are responsible for packing the printer and for all costs to and from the Epson authorized service center. When warranty service involves the exchange of the printer or a part, the item replaced becomes Epson property. The replacement printer or part may be new or refurbished to the Epson standard of quality, and at Epson's option, may be another model of like kind and quality. Epson's liability for replacement of the printer will not exceed the original retail selling price of the covered printer. Exchange products and parts assume the remaining warranty period of the original product covered by this limited warranty.

What This Warranty Does Not Cover: This warranty covers only normal use in the United States and Canada. This warranty is not transferable and will not apply to products purchased from an end user. This warranty does not cover any color change or fading of prints or reimbursement of materials or services required for reprinting. This warranty does not cover damage to the EPSON product caused by parts and supplies not manufactured, distributed or certified by EPSON. This warranty does not cover ribbons, ink cartridges or third party parts, components or peripheral devices added to the EPSON product after its shipment from Epson, e.g., dealer or user-added boards or components. Epson is not responsible for warranty service should the Epson label or logo or the rating label or serial number be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse, abuse, improper installation, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, software problems, interaction with non-Epson products, or service other than by an Epson Authorized Servicer. If a claimed defect cannot be identified or reproduced, you will be held responsible for the costs incurred.

THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE. SOME LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF THESE LAWS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED TO THE WARRANTY PERIOD IDENTIFIED ABOVE. UNLESS STATED HEREIN, ANY STATEMENT OR REPRESENTATIONS MADE BY ANY OTHER PERSON OR FIRM ARE VOID. EXCEPT AS PROVIDED IN THIS WRITTEN WARRANTY, NEITHER EPSON AMERICA, INC. NOR ITS AFFILIATES SHALL BE LIABLE FOR ANY LOSS, INCONVENIENCE, OR DAMAGE, INCLUDING DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, RESULTING FROM THE USE OR INABILITY TO USE THE EPSON PRODUCT, WHETHER RESULTING FROM BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY.

In Canada, warranties include both warranties and conditions.

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

Epson America, Inc. ■ P. O. Box 93012 ■ Long Beach, CA 90809-3012

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EPSON Ink Jet Papers and Ink Cartridges

Use EPSON® paper and inks to get the same photo quality results that have earned EPSON's printers all of their awards! EPSON papers are specially coated to work with EPSON genuine inks. Here are details about just a few of EPSON's papers, your printer's ink cartridges, and EPSON project ideas:

Glossy Photo Paper and Panoramic Photo Paper

Photo lab quality, heavier weight glossy paper available in a variety of sizes. Perfect for color photo keepsakes of snapshots, framed art, banners, and panoramics.

ColorLife Photo Paper

ColorLife™ Photo Paper delivers colorful, fade-resistant photos with a smooth satin finish. Results are brilliant, professional images that look and feel like traditional photographs.

Premium Glossy Photo Paper

Water-resistant paper with a high gloss finish that looks and feels just like a traditional photo. Perfect for all photographic applications and available in a variety of popular photo sizes, such as 4 × 6, 5 × 7, 8 × 10, and letter. Framing is recommended for this paper type.

EPSON Ink Cartridges

For best results, always use genuine EPSON ink cartridges.

Black	T026201
Color	T027201

EPSON Print Lab Series™

For more information on other EPSON products and fun project ideas, look for the EPSON Print Lab℠ Series at www.printlabseries.com.

See the inside back cover for a list of EPSON papers and ink cartridges, and ordering information.

How To Order EPSON Ink and Paper

To order EPSON ink cartridges, paper, and other printing media, contact your dealer or call the EPSON Store at (800) 873-7766 or visit www.epsonstore.com (U.S. sales only). In Canada, please call (800) 463-7766 for dealer referral.

EPSON Ink Cartridges

Black: T026201
Color: T027201

EPSON Papers

Paper name*	Size	Part number
EPSON Premium Bright White Paper	Letter (8.5 x 11 inches)	S041586
EPSON Photo Quality Ink Jet Paper	Letter (8.5 x 11 inches)	S041062
	A4 (8.3 x 11.7 inches)	S041061
	Legal (8.5 x 14 inches)	S041067
EPSON Photo Quality Ink Jet Cards	A6 (4.1 x 5.8 inches)	S041054
EPSON Photo Paper or EPSON Glossy Photo Paper	4 x 6 inches, non-perforated, BorderFree	S041458
	4 x 6 inches, with perforated edges	S041134/S041671
	Letter (8.5 x 11 inches)	S041141/S041272/ S041271/S041649
	Panoramic (8.3 x 23 inches)	S041145
EPSON All Purpose Glossy Paper	Letter (8.5 x 11 inches)	S041654
EPSON ColorLife Photo Paper	Letter (8.5 x 11 inches)	S041500
EPSON Double-Sided Matte Paper	Letter (8.5 x 11 inches)	S041568
EPSON Matte Paper Heavyweight	Letter (8.5 x 11 inches)	S041257
	8 x 10 inches, BorderFree	S041467
EPSON Premium Glossy Photo Paper	Letter (8.5 x 11 inches)	S041286/S041667
	4 x 6 inches, BorderFree	S041682
	5 x 7 inches, BorderFree	S041464
	8 x 10 inches, BorderFree	S041465
EPSON Premium Semigloss Photo Paper	Letter (8.5 x 11 inches)	S041331
EPSON Premium Luster Photo Paper	Letter (8.5 x 11 inches)	S041405
EPSON Ink Jet Transparencies	Letter (8.5 x 11 inches)	S041064
EPSON Photo Quality Self Adhesive Sheets	A4 (8.3 x 11.7 inches)	S041106
EPSON Iron-On Transfer Paper	Letter (8.5 x 11 inches)	S041153/S041155
EPSON Glossy Photo Greeting Card Kit	Letter (8.5 x 11 inches); perforated edges	S041606
EPSON Photo Stickers Kit (CD-ROM/paper) EPSON Photo Stickers (refill)	A6 (4.1 x 5.8 inches) A6 (4.1 x 5.8 inches)	S041144-KIT S041144

* Availability of paper types varies by location. See page 21 or your paper instructions to select the Type or Media Type setting.