

EPSON®

EPSON STYLUS® COLOR

440



Printer Basics

CPD 7045R1

How To Order EPSON Ink and Paper

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

Here are the EPSON media and ink cartridges you can order:

Media name	Size	Part number
EPSON 360 dpi Ink Jet Paper	Letter A4	S041060 S041059
EPSON High Quality Ink Jet Paper	Letter A4	S041111 S041117
EPSON Photo Quality Ink Jet Paper	Letter A4 Legal	S041062 S041061 S041067
EPSON Photo Quality Glossy Paper	Letter A4	S041124 S041126
EPSON Photo Quality Glossy Film	Letter A4 A6 (4.1 x 5.8 inches)	S041072 S041071 S041107
EPSON Photo Paper	4 x 6 Letter A4 Panoramic, pre-cut, 8.3 x 23.4 inches	S041134 S041141 S041140 S041145
EPSON Ink Jet Transparencies	Letter A4	S041064 S041063
EPSON Photo Quality Ink Jet Cards	A6 (4.1 x 5.8 inches) 8 x 10	S041054 S041122
EPSON Photo Stickers Kit (CD-ROM/paper)	A6 (includes software)	S041144-KIT
EPSON Photo Stickers (refill)	A6	S041144
EPSON Iron-On Cool Peel Transfer Paper	Letter	S041153 (10 sheets) S041155 (50 sheets)
EPSON Photo Quality Self Adhesive Sheets	A4	S041106

Ink cartridge	Part number
Black ink cartridge	S020187
Color ink cartridge	S020191

Contents

Introduction

Welcome	1
About Your Documentation	2
Warnings, Cautions, Notes, and Tips	2
System Requirements	3
Year 2000 Ready	3
ENERGY STAR Compliance	4
Important Safety Instructions	4

About Your Software

Your Creative Software Applications	6
Installing the Creative Software	7

Viewing Your Electronic Manual

Windows 95, Windows 98, and Windows NT 4.0	9
How To View the Manual from the CD-ROM	9
If You've Copied the Manual to Your Hard Drive...	10
Windows 3.1x	10
Using Adobe Acrobat Reader	11

How To Print

Using the Guided Printing Exercise	12
Printing a Photograph	13
Getting Started	13
Choosing the Best Print Settings	16
Selecting the Correct Media Type	18

Taking Care of Your Printer

Running a Cleaning Cycle	19
Examining the Nozzle Check Pattern	21
Replacing an Ink Cartridge	22
Removing an Empty Ink Cartridge	23
Installing the New Cartridge	25
Running the Print Head Alignment Utility	27
Moving the Printer	29

Problems? Need Help?

Diagnosing Problems	30
Checking the Control Panel Lights	31
Problems and Solutions	33
Software Problems	33
Print Quality Problems	34
Printer Problems	38

Uninstalling Printer Software	39
Windows 95, Windows 98, and Windows NT 4.0	39
Windows 3.1x	39
Where To Get Help	40
EPSON Technical Support	40
PhotoMAX Family Pack Technical Support	41
Installing Software on Windows 3.1x	
Installing Your Printer Software	42
Installing Your Electronic Manual	43
Printer Software Diskettes	
Ordering Printer Software Diskettes	44
Installing the Printer Software from Diskettes	45
Windows 95, Windows 98, and Windows NT 4.0	45
Windows 3.1x	46
Index	

Introduction

Welcome

Your new EPSON Stylus® COLOR 440 is the perfect printer for small office or home use. You can print anything from reports and resumes to photos and greeting cards.

EPSON's award-winning ink jet technology makes everything you print look great. All you have to do is:

- Use the right paper.
- Choose the right printer settings.

If you've used other printers before, you may be surprised at how much difference your paper and printer settings can make. Plain paper is fine, but special ink jet papers like the ones in your EPSON Media Pack are even better. You use printer settings to tell your printer what kind of paper or media you're using. Then your printer adjusts itself so that you get the best print results for that type of paper.

So remember to check your printer settings every time you print. It's easy to do—just follow the instructions in this guide.

About Your Documentation

To set up your printer, see the *Start Here* card. For instructions on installing the software, go to the following sources:

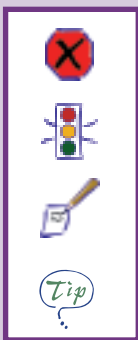
- See the *Start Here* card for Windows® 95, Windows 98, and Windows NT® 4.0.
- See page 42 of this guide to install the software on Windows 3.1x.
- See page 45 of this guide if you need to install the printer software from diskettes (you can't install your creative applications from diskettes).

This guide shows you how to begin the Guided Printing Exercise, an electronic tutorial that steps you through the entire printing process. It also provides basic maintenance and troubleshooting information, and shows you how to use Adobe Acrobat® Reader to read your electronic printer manual.

For details about advanced printing options or troubleshooting, see your electronic *EPSON Stylus COLOR 440 Manual*.

Warnings, Cautions, Notes, and Tips

Please follow these guidelines:



Warnings must be followed carefully to avoid bodily injury.

Cautions must be observed to avoid damage to your equipment.

Notes contain important information about your printer.

Tips contain additional hints for better printing.

System Requirements

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

- An IBM® compatible PC with at least a 386/25 MHz (for Windows 3.1x), 486/25 MHz (for Windows 95 or Windows NT 4.0) or 486/66 MHz (for Windows 98) processor (Pentium® processor recommended)
- Windows 3.1x, Windows 95, Windows 98, or Windows NT 4.0
- At least 16MB of RAM (32MB for Windows 3.1x, 95, or 98, or 64MB for Windows NT 4.0 recommended)
- At least 50MB of free hard disk space for storing images (100MB recommended)
- VGA, Super VGA, or better display adapter and monitor
- Double-speed CD-ROM drive (quad-speed or faster recommended)
- A high-speed, bidirectional, IEEE-1284 compliant parallel cable (6 to 10 feet long) to connect your computer to the printer; the cable must have a D-SUB, 25-pin, male connector for your computer and a 36-pin, Centronics® compatible connector for the printer.



Note:

If you don't have a CD-ROM drive, you can get the printer driver software on diskettes or download it through your modem. See page 44 for details.

Year 2000 Ready

Your EPSON printer is *Year 2000 Ready*. However, be sure the other parts of your computer system are also ready for the year 2000.

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.



Important Safety Instructions

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

- Always use the  power button to turn the printer on or off. Never use an external switch—such as a power strip—to turn off the printer.
- Turn off and unplug the printer before cleaning. Clean with a damp cloth only. Do not spill liquid on the printer.
- Do not place the printer on an unstable surface or near a radiator or heating vent.
- Do not block or cover the openings in the printer's cabinet or insert objects through the slots.
- 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 it can be easily unplugged.
Placez l'imprimante près d'une prise de contact 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 of all devices plugged into the wall outlet does not exceed 15 amperes.
- Except as specifically explained in this guide, 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 cabinet 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.
- Do not put your hand inside the printer or touch the cartridge during printing.
- Under normal circumstances, ink will not come out of the cartridge. If it does get on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water.
- Keep ink cartridges out of the reach of children.
- Do not dismantle the ink cartridges or try to refill them. This could result in damage to the print head.
- Once you install an ink cartridge, do not open the clamp or remove the cartridge except to replace it with a new one. The cartridge may become unusable otherwise.
- Install the ink cartridge immediately after you remove it from its foil package. Leaving the cartridge unpacked for a long time before use may 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 installing them.
- Do not shake an ink cartridge; this can cause leakage.
- Always turn the printer off using the  power button. When this button is pressed, the  power light flashes briefly, then goes out. Do not unplug the printer or turn off the power to the outlet until the  power light is off.
- Before transporting the printer, make sure the print head is capped in the far right position and the ink cartridges are in place.

About Your Software

The EPSON CD-ROM includes all the software you need for photo-quality output:

- Your *printer driver* runs your printer and lets you control how your documents look. You can't use your printer without it.
- The *creative software* lets you create fun printing projects.

It also includes your electronic *EPSON Stylus COLOR 440 Manual*, which provides detailed information about your printer.

If you haven't installed your printer software yet, see the *Start Here* card for instructions.



Note:

The creative software is not available for Windows 3.1x.

Your Creative Software Applications

You can install these programs from your EPSON software CD-ROM:

- EPSON Guided Printing Exercise
- Polaroid® PhotoMAX™ Family Pack by ArcSoft®, including PhotoPrinter™, PhotoFantasy™, and DogByte® Greeting Card Store™

See the following section for instructions on installing the Guided Printing Exercise and PhotoMAX Family Pack.



Note:

Look in the printer box for inserts about other software or World Wide Web offers that might be available with your printer.

Installing the Creative Software

If you didn't install the creative software when you installed the printer driver, you can do it now by following these steps:

1. If you just installed the printer driver and the Main Menu is still on your screen, go step 3.

If the Main Menu is not on your screen, insert your EPSON software CD-ROM in your CD-ROM drive.

2. Do one of the following:

- Click Start, point to Programs, Epson, and click EPSON Stylus COLOR 440 Installer.
- Double-click the  My Computer icon on your desktop and double-click the  Epson [E:] icon (for your CD-ROM drive). Then double-click the  Epson.exe icon to start the installer.

You see the Main Menu for the EPSON Stylus COLOR 440 installation program:



3. Select Install Creative Software. You see the Install Creative Software screen.



4. Select the item you want to install and follow the instructions on screen.

When you install PhotoMAX Family Pack, you can choose either a typical installation—which installs ArcSoft PhotoPrinter, ArcSoft PhotoFantasy, and DogByte Greeting Card Store—or a custom installation, which lets you select the individual programs you want to install.

5. When you're finished installing the software, click BACK and then EXIT to close the installation program.

See page 12 for instructions on using the Guided Printing Exercise. To start PhotoMAX Family Pack, double-click the  PhotoMAX Family Pack icon on your desktop. You can also click Start, point to Programs, Polaroid PhotoMAX by Arcsoft and click PhotoMAX Family Pack or the individual application you want.

Viewing Your Electronic Manual

You can view your printer manual from the EPSON software CD-ROM, or copy it to your hard drive so that it will be available at any time. Of course, you can print out any part of it if you prefer printed copy.

Windows 95, Windows 98, and Windows NT 4.0

To view the electronic *EPSON Stylus COLOR 440 Manual*, you need Adobe Acrobat Reader installed on your system. The first time you view the manual from the EPSON software CD-ROM, Acrobat Reader installs automatically, if it's not already on your system.



Note:

You must view the manual from the CD-ROM before you copy it to your hard disk. Otherwise, Acrobat Reader won't install on your system.

How To View the Manual from the CD-ROM

Follow these steps to view the manual:

1. Make sure the EPSON software CD-ROM is in the CD-ROM drive.
2. Click Start, point to Programs, Epson, and click EPSON Stylus COLOR 440 Installer.
3. Click View Electronic Documentation on the Main Menu.
4. Click View Printer Manual.

If Acrobat Reader is not already on your system, it installs automatically. You'll see a message when Acrobat Reader finishes installing. Click View Printer Manual again.

The manual opens in Acrobat Reader automatically. To copy the manual to your hard drive after viewing it, close the file and Acrobat Reader. Then select Copy Printer Manual to Hard Drive when you return to the EPSON installation program.

If You've Copied the Manual to Your Hard Drive . . .

Just click Start, point to Programs, Epson, and click View EPSON Stylus COLOR 440 Manual. The manual opens in Acrobat Reader automatically.



Note:

If you can't open your manual from the **Start** menu, follow the steps in "How To View the Manual from the CD-ROM." Then you'll be able to view the manual from the **Start** menu.

Your creative software may also include electronic manuals. You can usually select the manual from the application's Help menu (start the application first). Another way to view manuals is to click Start, Programs, and point to the program's name. If the manual is listed in the program group, select it.



Windows 3.1x

If you don't have Adobe Acrobat Reader installed on your system, you must install it before you can view the manual.

Follow these steps:

1. Make sure the EPSON software CD-ROM is in the CD-ROM drive.
2. From the Program Manager File menu, select Run.
3. In the Run dialog box, enter D:\ACROREAD\16BIT\ACRO16, then click OK. (If your CD-ROM drive uses a different letter, substitute it for D.) You'll see a message when Acrobat Reader finishes installing.
4. Open File Manager and double-click the 440doc.pdf file. (It's in the Manual folder on your CD-ROM.)

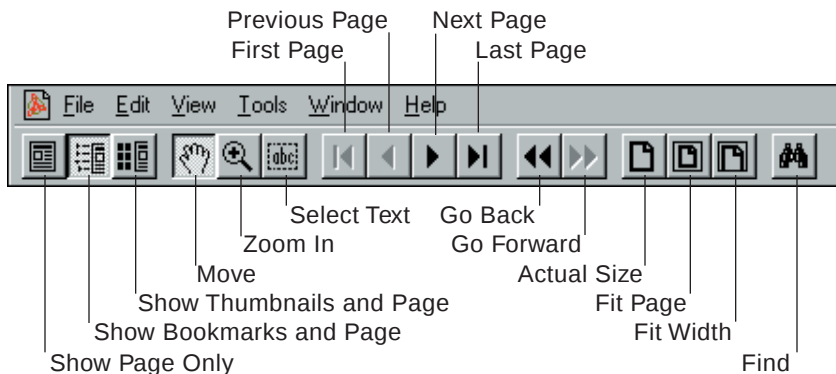


Note:

Once you've installed Acrobat Reader on your system, you can copy the printer manual to your hard drive and view it by double-clicking 440doc.pdf.

Using Adobe Acrobat Reader

You don't need to start Adobe Acrobat Reader—it starts automatically when you open your printer manual. You'll see this toolbar at the top of your screen. You may want to play a little with some of these tools to see how they work.



You have several ways to navigate through text:

- You can click on hot topics (usually underlined or displayed in a different color). To find out if a topic is hot, move your cursor over it. If the cursor turns into a pointing hand, the topic is hot—you can jump to it by clicking once.
- You can use bookmarks, a list of topics on the left side of the screen. Bookmarks are hot, so click once to jump to the topic of your choice. If you don't see any bookmarks, click the Show Bookmarks  icon on the toolbar.
- You can use the arrow buttons on the toolbar. You can move backward or forward one page at a time, or you can use other arrows to move to the beginning or end of the document.
- You can use the vertical scroll bar on the right side of the document, just as you would any Windows application. The box to the left of the scroll bar displays the current page number.

If you need more information, go to Acrobat Reader's Help menu and select Acrobat Online Guide.

How To Print

This section gives you a brief introduction to your printer. Use it to begin EPSON's Guided Printing Exercise and print your first photograph. If you need more information, see your electronic *EPSON Stylus COLOR 440 Manual*.

Using the Guided Printing Exercise

For a quick lesson in printing, follow EPSON's Guided Printing Exercise. If you haven't installed it, see "Installing the Creative Software" on page 7 for help.



Note:

The Guided Printing Exercise is not available for Windows 3.1.

Follow these steps to get started:

1. Double-click the  EPSON Guided Printing Exercise icon on your desktop.
2. Click YES when you see "Would you like to print a high-quality color image with your new printer?"
3. Follow the instructions on screen.

After you've completed all the steps, a color image will be printed.

If you want to exit the exercise before completing it, click Cancel (you may need to click Cancel more than once).

Printing a Photograph

Your EPSON Stylus COLOR 440 is great for letters and reports, but even better for photographs. How do you get photos into your computer?

- Most film developing services will give you your pictures on a diskette or CD-ROM. Just insert the diskette or CD-ROM in the correct drive, then copy your picture files to your hard disk or open them in your application (we'll show you how in the next section).
- If you have a digital camera or a scanner, you can create picture files. See the documentation that came with your camera or scanner for instructions.

Here are the basic steps for printing a photograph. For more details on advanced print settings, see your electronic *EPSON Stylus COLOR 440 Manual*.



Note:

If you are using Windows 3.1, you cannot try this sample printing exercise, but you can follow the steps to print a photograph in a similar 3.1 application.

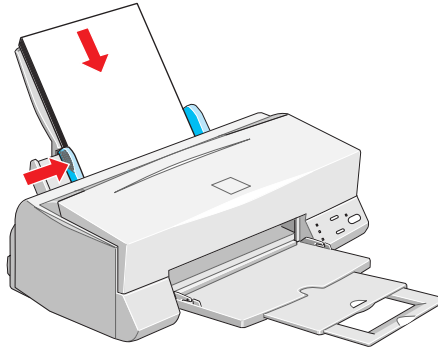
Getting Started

Before you begin, you should have installed PhotoMAX Family Pack from your EPSON software CD-ROM.

When you're ready, follow these steps:

1. Make sure your printer and computer are turned on.
2. Take out a sheet of EPSON Photo Paper from the Media Pack that came with your printer.
3. Pull out the printer's output tray extensions. Slide the left edge guide right until it is a little wider than your paper.

- Put the paper in your printer with the printable side up (the printable side is whiter). Make sure the paper is against the right edge guide. Then slide the left edge guide up against the paper.



- Double-click the  PhotoMAX Family Pack icon on your desktop. You see the Welcome screen:



6. Click Get Photo, then click the Album button below the image window. You see the sample photos screen:



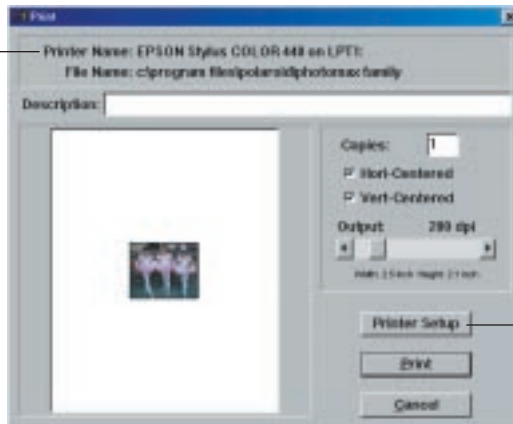
7. If you want to import another photo, click the Add to Album button and then select the file you want to add. Double-click the image you want to use. It appears in the PhotoMAX work area. Use the buttons on the screen to modify the image as desired.

Choosing the Best Print Settings

When you're ready to print, follow these steps to choose the best print settings:

1. Click the Print It! button. Then click the Print Image button. You see this screen:

Make sure your printer is selected here



Click the **Printer Setup** button

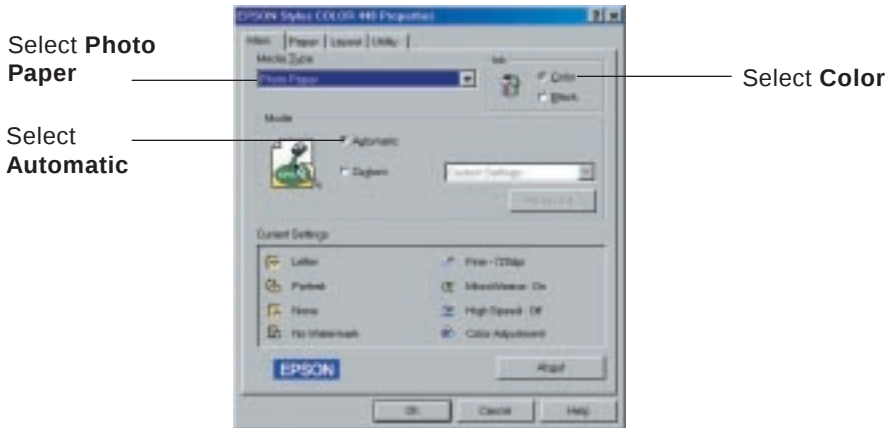
2. Click the Printer Setup button. The Print Setup dialog box appears. (If necessary, you can change to the correct printer here. Just select EPSON Stylus COLOR 440 from the Name drop-down menu.)

Select your printer here, if necessary



Click the **Properties** button

- Click the Properties button to see the dialog box for your printer settings. If necessary, click the Main tab to display the basic settings shown. Set the printing options just the way you see them in the illustration below.

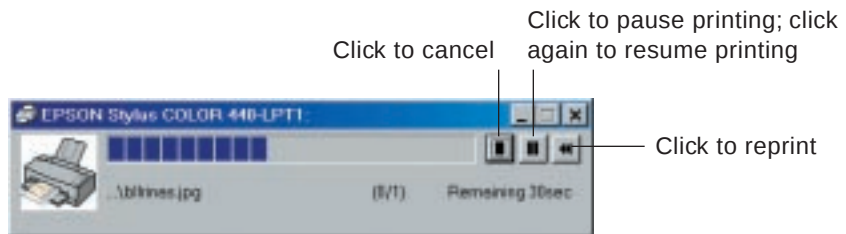


Note:

Automatic is usually the setting that gives the best results. If you need to improve the print quality further, click **Custom** instead, then select **PhotoEnhance3** from the drop-down menu.

- Click OK to close the Properties dialog box.
- Click OK to close the Print Setup dialog box.
- Click Print to close the Print dialog box and begin printing.

After a moment, the Progress Meter (or Despooler if you're using Windows 3.1x) appears. Then your picture begins to print.



Windows 95, 98, and NT

Selecting the Correct Media Type

Follow the guidelines in this table when selecting the Media Type setting for your paper. There are more detailed guidelines in your electronic *EPSON Stylus COLOR 440 Manual*.

For this media...	Select this Media Type setting in your printer software...
Plain paper Envelopes Labels (single sheets)	Plain paper
EPSON 360 dpi Ink Jet Paper EPSON Iron-On Cool Peel Transfer Paper ¹	360 dpi Ink Jet Paper
EPSON High Quality 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 Photo Quality Glossy Paper EPSON Photo Paper EPSON Panoramic Photo Paper	Photo Paper
EPSON Photo Quality Glossy Film ² EPSON Photo Stickers	Photo Quality Glossy Film
EPSON Ink Jet Transparencies	Ink Jet Transparencies

¹ Use the Flip Horizontal option to reverse your image before you print it—especially if it includes text—so the image will appear correctly when it's transferred.

² For best results, load EPSON Photo Quality Glossy Film one sheet at a time.



Caution:

Don't use the cleaning sheets that may be included with your special media; they may damage the printer.

Taking Care of Your Printer

Your printer is designed for easy maintenance. In fact, every time you turn it on, the printer goes through a quick tune-up process. All you have to do is run some maintenance utilities occasionally and replace your ink cartridges when they're empty.

Running a Cleaning Cycle

If your printouts are faint or have gaps in the image, you may need to run a cleaning cycle. This unclogs the print head nozzles.

The cleaning cycle uses ink, so run it only if necessary.



Caution:

Don't use the cleaning sheets that may be included with your special media; they may damage the printer.

Don't clean the print head while printing is in progress, or your printout may be marred.

Follow these steps to run the head cleaning utility:

1. Make sure the printer is turned on but not printing, and that the  black and  color ink out lights are off. If either ink out light is on, you must replace the ink cartridge before cleaning the print head.
2. *For Windows 95, Windows 98, and Windows NT 4.0:*
 - Click Start, point to Settings, and then select Printers.
 - Right-click the EPSON Stylus COLOR 440 icon in the Printers window.
 - Select Properties (Document Defaults in Windows NT). You see the EPSON Stylus COLOR 440 Properties window.

For Windows 3.1x:

- Double-click the Control Panel icon in the Main group. Double-click the Printers icon.
- Select EPSON Stylus COLOR 440 from the list of installed printers and click Setup. You see the EPSON Stylus COLOR 440 Properties window.

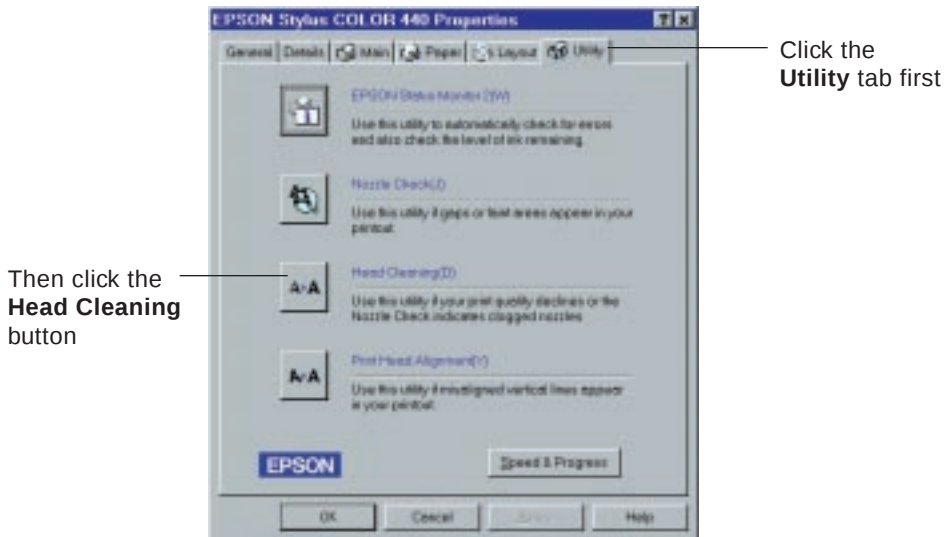


Windows 95, 98, and NT



Windows 3.1x

3. Click the Utility tab. You see the Utility menu.



Windows 95, 98, and NT

4. Click the Head Cleaning button.
5. Follow the instructions on the screen. Cleaning takes about a minute, during which the printer makes some noise and the ⏻ power light flashes.



Caution:

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

6. When the cleaning cycle is finished (the ⏻ power light stops flashing), run a nozzle check to confirm that the print head nozzles are clean and to reset the printer's cleaning cycle.

Make sure paper is loaded in the printer and click Print nozzle check pattern. Then click Next. The nozzle check pattern prints on your printer. See below for instructions on examining the nozzle check pattern.

7. If your print quality has improved, click Finish.

If your print quality has not improved, click Clean to run another cleaning cycle. If you don't notice any improvement after doing this two or three times, check the print quality solutions on page 34.

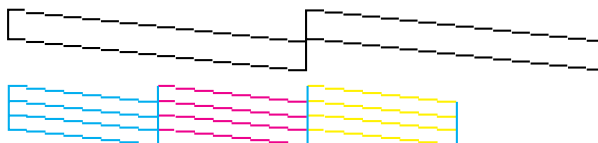


Note:

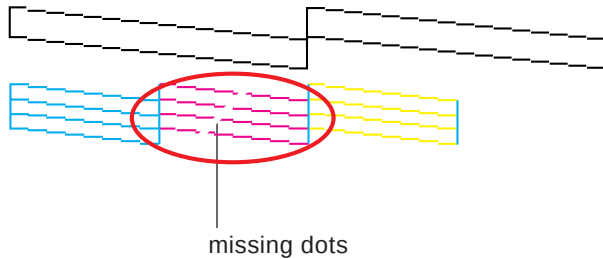
You can also use the cleaning button on your printer's control panel to run a cleaning cycle. See your electronic manual for instructions.

Examining the Nozzle Check Pattern

Examine the nozzle check pattern after printing it. It should look something like this, with each of the three sections in the color nozzle check pattern showing one of the ink colors:



Each staggered horizontal and straight vertical line should be complete, with no gaps in the dot pattern. If your printout looks okay, you're done. If any dots are missing, as shown below, run the Head Cleaning utility again.



Replacing an Ink Cartridge

When the  black or  color ink out light flashes, that cartridge is low on ink. This is a good time to make sure you have a new cartridge. When the light stays on, the cartridge is empty and you need to replace it. You can't print if either ink cartridge is empty.

Cartridges should be available where you bought your printer. You can also order them from EPSON Accessories at (800) 873-7766 or visit our web site at www.epsonsupplies.com (U.S. sales only). In Canada, please call (800) 873-7766 for dealer referral.

- Black ink cartridge: S020187
- Color ink cartridge: S020191



Caution:

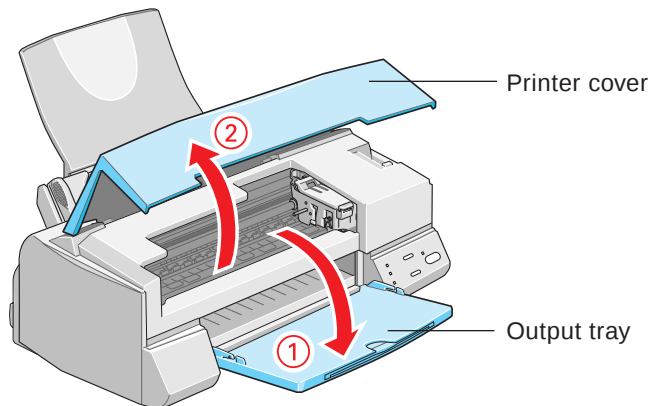
Use genuine EPSON cartridges and do not refill them. Other products may cause damage to your printer not covered by EPSON's warranty.

Removing an Empty Ink Cartridge

You can replace a cartridge when the  black or  color ink out light is flashing, or when it stays on. Or you can replace it when your print samples just don't look as good as they used to, and running a cleaning cycle or the Print Head Alignment utility doesn't solve the problem. (See page 27 for instructions on running the Print Head Alignment utility.)

Follow these steps:

1. Make sure the printer is turned on but not printing.
2. Lower the output tray and raise the printer cover.



3. Do one of the following:
 - If one of your ink out lights is flashing or on, press the  cleaning button and hold it down for three seconds.
 - If neither ink out light is flashing (but print quality has deteriorated), press the  load/eject button and hold it down for three seconds. Don't press the  cleaning button if the ink out lights aren't flashing; this will cause the printer to start cleaning the print head instead.

The print head moves slightly to the left and the  power light begins flashing.

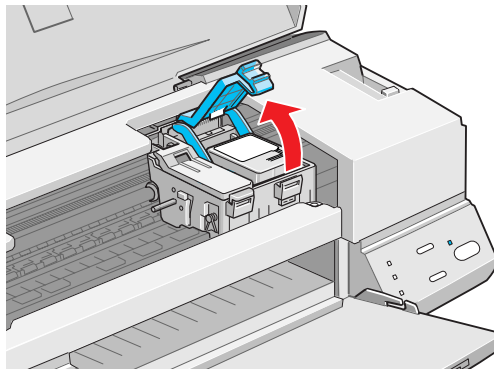


Caution:

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

Don't open the clamp or remove a cartridge except to replace it with a new one. Once you remove a cartridge, you can't reuse it. Even if the cartridge contains ink, reusing it may damage the print head.

4. Pull up the ink cartridge clamp. The cartridge rises up from its holder. (Although the illustration shows the color ink cartridge, the procedure is the same for replacing the black ink cartridge.)

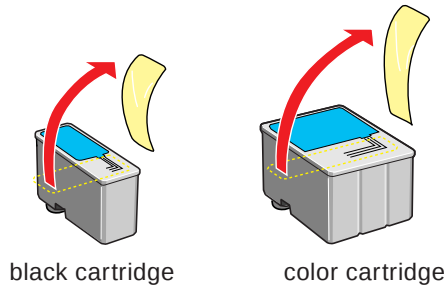


5. Lift the cartridge out of the printer.
6. Follow the steps in the next section to install the new ink cartridge.

Installing the New Cartridge

Once you've removed the empty cartridge, you're ready to install the new one. Follow these steps:

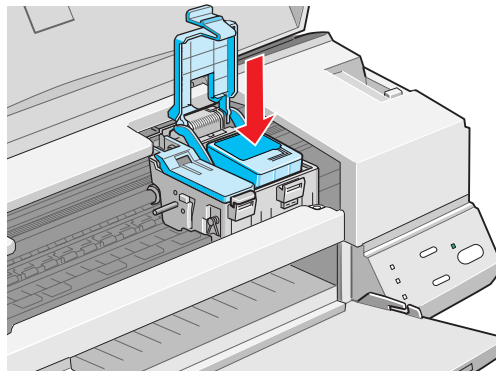
1. Remove the new ink cartridge from its package.
2. Remove only the yellow part of the tape seal on the top of the cartridge. **Don't remove the blue part.**



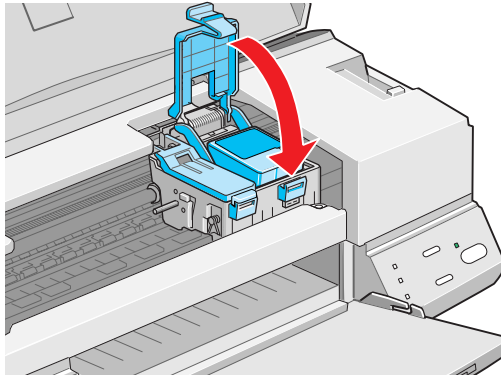
Caution:

You must remove the yellow tape seal from the top of the cartridge or you will permanently damage it. Do not remove the clear seal from the bottom of the cartridge; ink will leak.

3. Lower the ink cartridge into its holder with the label facing up and pointing to the back of the printer.



4. Press down on the ink cartridge clamp until it locks in place.



Warning:

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

5. If you need to replace the other ink cartridge, pull up the clamp and lift the cartridge out of the printer. Then follow steps 1 through 4 in this section.
6. Press the  cleaning button or the  load/eject button, depending on what you pressed when you removed the ink cartridge. Close the printer cover.

The printer moves the print head and begins charging the ink delivery system.

The  power light flashes and the printer makes various sounds. Charging takes about two minutes. When it's finished, you can print again.



Caution:

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

Running the Print Head Alignment Utility



For best results, use EPSON ink jet paper whenever you check the print head alignment.

If your printouts contain vertical bands or crooked vertical lines, you may need to align the print head. Follow these steps:

1. Make sure the printer is turned on and paper is loaded.
2. *For Windows 95, Windows 98, and Windows NT 4.0:*
 - Click Start, point to Settings, and then select Printers.
 - Right-click the EPSON Stylus COLOR 440 icon in the Printers window.
 - Select Properties (Document Defaults in Windows NT).

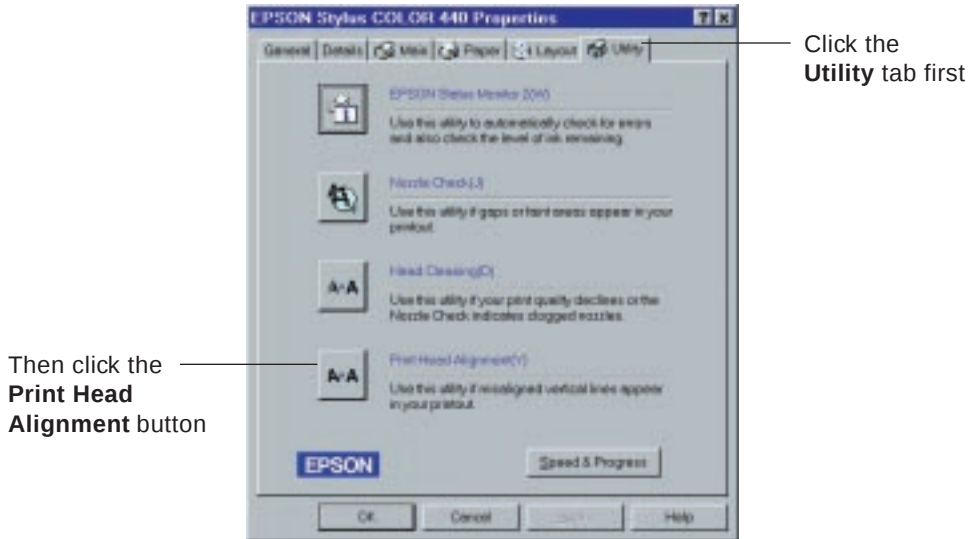
You see the EPSON Stylus COLOR 440 Properties window.

For Windows 3.1x:

- Double-click the Control Panel icon in the Main group, then double-click the Printers icon.
- Select EPSON Stylus COLOR 440 from the list of installed printers and click Setup.

You see the EPSON Stylus COLOR 440 Properties window.

3. Click the Utility tab. You see the Utility menu.



Windows 95, 98, and NT 4.0

4. Click the Print Head Alignment button.
5. Follow the instructions on screen to print a test page and select the correct alignment.

Moving the Printer

For short moves, you can just pick up the printer and set it down. For longer moves, you need to repack the printer in its original box.

Follow these steps:

1. Turn on the printer and wait until the print head locks in the far right position. Then turn the printer off.



Caution:

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

2. Unplug the power cord from the wall outlet and disconnect the printer cable from the printer.
3. Remove any paper from the sheet feeder, then remove the paper support.
4. Push in the output tray extensions and close the tray.
5. Repack the printer and attachments in the original box, using the protective materials that came with it. See the *Unpacking Sheet* that came with the printer.

Be sure to keep the printer flat while you move it. If your print quality declines after you move the printer, run a cleaning cycle (see page 19). Or, if lines are not vertically aligned on the page when you print, run the Print Head Alignment utility (see page 27).

Problems? Need Help?

This section gives you the basics for diagnosing and solving printer problems:

- First see “Diagnosing Problems” below to help determine what the cause of the problem may be.
- Then see “Problems and Solutions” on page 33 for solutions to common problems.



It's a good idea to check EPSON's web site periodically for possible updates to your printer driver. Visit www.epson.com and check the section for your product to see if there is a new driver available for downloading to your computer.

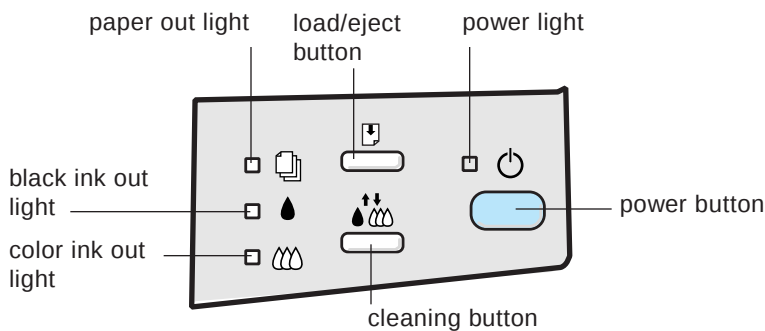
You'll find additional troubleshooting tips in the “Troubleshooting” section of your electronic *EPSON Stylus COLOR 440 Manual*.

Diagnosing Problems

Your printer includes a number of ways to help you diagnose problems:

- Check the lights on the printer's control panel first (these identify the most common problems). See “Checking the Control Panel Lights” on page 31.
- You can also use the Status Monitor 2 utility (not available for Windows 3.1x) to identify common problems. For instructions, see your electronic *EPSON Stylus COLOR 440 Manual*.
- To determine whether the problem is caused by the printer itself, run a printer operation check. See your electronic *EPSON Stylus COLOR 440 Manual* for instructions.
- For the latest information, check the EPSON Stylus COLOR 440 and Status Monitor 2 Help programs and ReadMe files in the EPSON program group or folder.
- If none of the suggested solutions in this chapter solve your problem, see “Where To Get Help” on page 40.

Checking the Control Panel Lights



The four lights on your printer's control panel show the printer's status and alert you to problems such as paper jams.

	The power light is on when the printer is on. The power light <i>flashes</i> a few seconds before the printer begins to print, or when the printer is performing a maintenance operation, such as cleaning the print head.
	When the paper out light <i>comes on</i>, you're out of paper or paper was loaded incorrectly. Load paper in the sheet feeder and then press the  load/eject button. Make sure the paper is in good condition. Also, make sure you place the paper against the right edge guide, then slide the left edge guide over to the paper's left edge. When the paper out light <i>flashes</i>, you have a paper jam. Turn off the printer and gently pull out all the paper. Check the stack and remove any paper that's curled, creased, or damaged. Reload the stack and press the  load/eject button. Make sure to place the stack against the right edge guide, then slide the left edge guide up against the paper.
 or 	When an ink out light <i>flashes</i>, that cartridge is running out of ink. Make sure you have a replacement cartridge. When an ink out light <i>comes on</i>, that cartridge is completely out of ink. Replace it immediately. (See page 22 for instructions.)



When the power and paper out lights *flash* and the black and color ink out lights *are on*, you may have a paper jam. Turn off the printer by pressing the power button. Wait several seconds, then turn it on again. If no paper ejects, turn off the printer, remove the jammed paper, and turn the printer on again. If this doesn't solve the problem, contact EPSON as described on page 40.

When all the lights *flash*, turn off the printer by pressing the power button. Wait several seconds, then turn it on again. If this doesn't solve the problem, contact EPSON as described on page 40.

When all the lights are *off*, the printer is not receiving power. Try these solutions:

- Make sure the printer is turned on.
- Turn off the power and plug the power cord into the outlet again.
- Plug a lamp into the outlet to make sure the outlet is working. Also, make sure the outlet isn't controlled by a switch or timer.

Problems and Solutions

If you have any problems setting up your printer or printing, use these troubleshooting tips. You can also check “Troubleshooting” in your electronic manual.

Software Problems

If you’re having problems installing your printer software . . .

- If you see the “New Hardware Found” screen in Windows 95 or Windows 98, click Cancel. You can’t install your printer software that way.
- Make sure your printer is turned on and the printer cable is securely connected to the printer and computer.
- Make sure you’ve closed all other programs on your computer, including any screen savers. Then try installing the software again.

If you need help with the creative software on your CD-ROM . . .

- For installation instructions, see page 7. (You cannot use the creative software on Windows 3.1.)
- For help using the programs you installed from the CD-ROM, contact the software company. See page 41.

If you can’t see the EPSON Status Monitor 2 . . .

First, make sure you installed Status Monitor 2. (If you didn’t, follow the instructions in your *Start Here* folder to install the printer software.) Then make sure Status Monitor 2 is turned on. (Check Settings, Background Monitoring in the Status Monitor 2 window.) If you’re running Windows 3.1x, you don’t have Status Monitor 2.

Print Quality Problems



If your printout has horizontal lines through it . . .

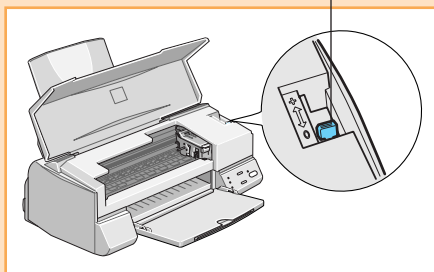
- Your print head nozzles may be clogged. Run a cleaning cycle (see page 19).
- Make sure the Media Type setting matches the paper you're using (see page 18).
- Make sure the printable side of the paper is face up. (The printable side of ink jet paper is usually whiter.)
- Make sure the ink cartridges aren't low on ink. If either ink out light is flashing, or if a cartridge is too old, replace it (see page 22).
- Try using Automatic mode when you print (see page 17).
- Check the position of the thickness lever. For most types of paper, set the thickness lever to the 0 position.



If your printout has vertical lines through it . . .

- Clean the print head (see page 19).
- Run the Print Head Alignment utility (see page 27).
- Check the position of the thickness lever. If it's in the + position, your printer is set for thicker paper or envelopes, and vertical lines may appear in your printout. For most types of paper, set the thickness lever to the 0 position.

Thickness lever

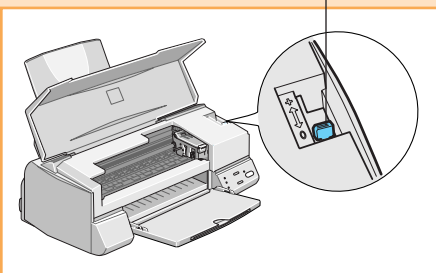




If your printout is blurry or smeared . . .

- Check the thickness lever position. If it's in the + position, your printer is set for thicker paper or envelopes, and your image may smear. For most types of paper, set the thickness lever to the 0 position.

Thickness lever



- Make sure your paper isn't damp or loaded face down (the printable side should be loaded face up). If it's damp, load a new stack of paper. If it's loaded face down, reload it correctly.
- Use a support sheet with special media, such as photo stickers. Or try putting one sheet at a time in the feeder.
- Make sure your paper or media meets the specifications listed in your electronic *EPSON Stylus COLOR 440 Manual*.
- Run the Print Head Alignment utility (see page 27).



If your printout is faint or has gaps in the image . . .

- Your print head nozzles may be clogged. Run a cleaning cycle (see page 19).
- Make sure your paper isn't damaged, old, or dirty. Also, make sure you put the paper in correctly (the printable surface should be face up). You may need to put a new stack of paper in the feeder.



If your printout has missing colors, or if the colors are wrong . . .

- Make sure the Ink option is set to Color.
- Your print head nozzles may be clogged. Run a cleaning cycle (see page 19).
- Make sure the ink cartridges aren't low on ink. If either ink out light is flashing, or if the cartridge is old, replace it (see page 22).
- Try using the Automatic mode setting, or choose a different setting in the Custom Settings drop-down list (see page 17).
- Remember that your monitor and printer use different technologies to represent colors, so your printout cannot exactly match the colors you see on your monitor.



If your printout is grainy . . .

- Try using a higher quality paper.
- Run the Print Head Alignment utility (see page 27).
- If you're printing a photograph, you may need to increase the print quality setting or print it in a smaller size.

If your printout contains strange characters . . .

- Your printer cable may be loose. Check that the cable is locked firmly in place at both ends to make sure your printer and computer are communicating, then try printing again.
- You may have the wrong printer cable. Make sure you have a shielded, twisted-pair parallel printer cable 6 to 10 feet long.
- Your printer may not be selected as the Windows default printer.

See your Windows documentation for help selecting the Windows default printer.

Printer Problems

If you installed ink cartridges and the printer starts making noise . . .

The first time you install ink cartridges, the printer makes noise for several minutes while it charges its ink delivery system. Wait until the  power light stops flashing before you turn off the printer. If you turn it off while it's charging, the charging starts over again the next time you turn it on, which wastes ink.

If your printer makes noise when you turn it on, or after it's been sitting for awhile . . .

Your printer is performing routine maintenance.

Uninstalling Printer Software

If you need to uninstall and then reinstall your printer software, follow the steps in this section.

Windows 95, Windows 98, and Windows NT 4.0

1. Click Start, point to Settings, and click Control Panel.
2. Double-click Add/Remove Programs.
3. To uninstall the printer software, select EPSON Printer Software in the program list.

Click the Add/Remove button and follow the instructions on screen.

4. To uninstall Status Monitor 2, select EPSON Status Monitor 2 in the program list. Background monitoring must be turned off before removing Status Monitor 2 (check Settings, Background Monitoring in the Status Monitor 2 window).

Click the Add/Remove button and follow the instructions on screen.

5. Restart your computer.
6. To reinstall your software, see the *Start Here* card.

Windows 3.1x

1. Double-click the Main program group icon, then double-click the Control Panel icon.
2. Double-click Printers.
3. Select EPSON Stylus COLOR 440 in the Installed Printers list and click the Remove button.
4. To reinstall your software, see page 42.

Where To Get Help

If you need help with the printer or the printer software, see the contact information below. For help with any of the creative software on the EPSON CD-ROM, see page 41 for contact information.

EPSON Technical Support

You can find technical assistance 24 hours a day through EPSON's electronic support services and automated telephone services.

Electronic support services

Service	Access
World Wide Web	From the Internet, you can reach EPSON's Home Page at http://www.epson.com .
EPSON Internet FTP Site	If you have Internet FTP capability, use your Web browser (or other software for FTP downloading) to log onto ftp.epson.com with the user name anonymous and your e-mail address as the password.
EPSON Forum on CompuServe®	Members of CompuServe can type GO EPSON at the menu prompt to reach the Epson America Forum. For a free introductory CompuServe membership, call (800) 848-8199 and ask for representative #529.

Automated telephone services

Service	Access
EPSON SoundAdvice SM	For pre-recorded answers to commonly asked questions about EPSON products 24 hours a day, seven days a week, call (800) 922-8911 .
EPSON FaxAdvice TM	Access EPSON's technical information library by calling (800) 922-8911 . You must provide a return fax number to use this service.
EPSON Referral Service	For the location of your nearest Authorized EPSON Reseller or Customer Care Center, call (800) 922-8911 .

To speak to a technical support representative, dial (310) 974-1966 (U.S.) or (905) 709-2567 (Canada), 6 am to 8 pm, Pacific Time, Monday through Friday and 7 am to 4 pm, Saturday. Toll or long distance charges may apply.

Before you call, please have the following information ready:

- Product name (EPSON Stylus COLOR 440)
- Product serial number (located on the back of your printer)
- Computer configuration
- Description of the problem

You can purchase ink cartridges, paper, manuals, and accessories from EPSON Accessories at (800) 873-7766 or visit our web site at www.epsonsupplies.com (U.S. sales only). In Canada, please call (800) 873-7766 for dealer referral.



Note:

If you need help using other manufacturers' software with your printer, see the documentation that came with it for technical support information.

PhotoMAX Family Pack Technical Support

If you need help with any of the Polaroid PhotoMAX Family Pack software (including PhotoPrinter, PhotoFantasy, or DogByte Greeting Card Store), please call ArcSoft at (800) 432-5355.

Installing Software on Windows 3.1x

If you have a Windows 3.1x system, you can install your printer software (also called a *printer driver*) and Adobe Acrobat Reader. You can also copy your electronic *EPSON Stylus COLOR 440 Manual* to your hard disk.



Note:

If you're running Windows 95, 98, or NT, see your *Start Here* card for installation instructions.

Installing Your Printer Software

Follow these steps to install your printer software:

1. Make sure your printer is connected to the computer and both are turned on.
2. Make sure Windows Program Manager is running. Exit any open applications.
3. Insert the EPSON software CD-ROM.
4. From the Program Manager File menu, select Run.
5. Type D:\EPSON and click OK. (If your CD-ROM drive uses a different letter, substitute it for D.) You see the Software License Agreement.
6. Read the Software License Agreement and then click Agree to continue with the installation.
7. Follow the instructions on screen to install the printer software.

Your printer software icons appear in the EPSON program group, and the EPSON Stylus COLOR 440 is set as your default Windows printer.

Installing Your Electronic Manual

Now you're ready to install Acrobat Reader. You must install Acrobat Reader to read your electronic *EPSON Stylus COLOR 440 Manual*.



Note:

If Acrobat Reader is already installed on your system, you can skip this section.

To install Acrobat Reader, select Run from the Program Manager File menu. Then type *D:\ACROREAD\16BIT\ACRO16* in the Run dialog box, and click OK. (If your CD-ROM drive uses a different letter, substitute it for *D*.) You see a message when Acrobat Reader finishes installing.

To view the printer manual, open File Manager and double-click the *440doc.pdf* file in the manual folder on your CD-ROM.

Printer Software Diskettes

Ordering Printer Software Diskettes

If your computer doesn't have a CD-ROM drive, you can download the printer software files or order printer software diskettes from EPSON by phone or fax for \$9.95 shipping and handling (plus tax where applicable). When you're ready to install your printer software, see page 45.



Note:

Only the printer driver software is available on diskette. The Guided Printing Exercise and creative software are available only on the CD-ROM.

Download:

- EPSON Web Page: Point your browser to <http://www.epson.com/connects> and select File Downloads (FTP)
- EPSON Internet FTP Site: Log on to <ftp.epson.com> with the user name anonymous and your e-mail address as the password
- Epson America Forum on CompuServe: Click on Services. . . Go, then type EPSONFOR in the dialog box

If you need downloading instructions, call EPSON's FaxAdvice service at (800) 922-8911 and request document #1220; be sure to supply a return fax number.

Fax: Send the following information by fax to EPSON at (310) 782-5266:

- Name and Company name
Street address (no P.O. boxes please)
City, State and ZIP code
- Daytime telephone number
- Payment method (VISA, MasterCard, or American Express)
Card number and expiration date
Be sure to sign your fax; it is required for the credit card purchase
- Printer name (EPSON Stylus COLOR 440)
- Operating system (Windows 95, Windows 98, Windows 3.1x, or Windows NT 4.0)

Phone: Call (310) 533-8467 from 6 am to 6 pm, Pacific time, Monday through Friday.

Installing the Printer Software from Diskettes

Windows 95, Windows 98, and Windows NT 4.0

1. Make sure your printer is connected to the computer and that both are turned off.
2. Turn on your computer, but leave your printer turned off. **Do not turn your printer back on until you have completed the software installation.** Make sure Windows is running (you should see the Windows Desktop icons).

3. Insert the EPSON Stylus COLOR 440 diskette 1.
4. Click Start, select Run, and type A:\SETUP. (If your diskette drive uses a different letter, substitute it for A.) Then click OK.
5. Follow the instructions on screen to install the software. Your printer driver software is installed first. Then you will be prompted to install Status Monitor 2.
6. After the software installation is complete, turn on your printer.



Note:

After you turn on your printer, you may see a screen telling you that Windows has detected your printer and asking you to insert a driver diskette. If you see this screen, **always** select **Cancel**. Your software is already installed.

Your printer software icons appear in the EPSON folder on your Start menu, and an icon for your printer appears in the Printers folder. The EPSON Stylus COLOR 440 is set as your default Windows printer.

Windows 3.1x

1. Make sure your printer is connected to the computer and your computer is turned on.
2. Make sure Windows Program Manager is running. Exit any open applications.
3. Insert the EPSON Stylus COLOR 440 diskette 1.
4. From the Program Manager File menu, select Run.
5. Type A:\SETUP and click OK. (If your diskette drive uses a different letter, substitute it for A.)
6. Follow the instructions on screen to install the software.

Your printer software icons appear in the EPSON program group, and the EPSON Stylus COLOR 440 printer is set as your default Windows printer.

Index

A

Adobe Acrobat Reader, using, 11
Aligning the print head, 27 to 28

B

Banding, 34
Blurry printouts, 35

C

Cleaning the print head, 19 to 22
Control panel, lights and buttons, 31 to 32
Creative software
 installing, 6 to 8
 starting, 8
 technical support, 41

D

Despooler, 17
Diagnosing problems, 30 to 32
Diskettes, installing software from, 45 to 46
DogByte Greeting Card Store, 6 to 8, 41

E

Electronic Manual, viewing, 9 to 11
ENERGY STAR, 4
Envelopes, choosing Media Type, 18
EPSON Guided Printing Exercise, 6 to 8, 12

F

Flip Horizontal setting, 18
FTP site, EPSON, 40

G

Greeting Card Store, 6 to 8, 41
Guided Printing Exercise, 6 to 8, 12

H

Head Cleaning utility, 19 to 22
Help
 creative software, 41
 EPSON, 40
Home Page, EPSON, 40

I

Indicator lights, 31 to 32
Ink cartridges
 installing new, 25 to 26
 removing empty, 23 to 24
 replacing, 22 to 26
 safety instructions, 5
Installing
 creative software, 6 to 8
 electronic manual (Windows 3.1x), 43
 printer software from diskettes, 45 to 46
 problems, 33
 Windows 3.1x printer software, 42
Iron-On Cool Peel Transfer Paper, Media Type, 18

J

Jammed paper, 32

L

Labels, choosing Media Type, 18

Lights, control panel, 31 to 32

M

Manual, viewing, 9 to 11, 43

Media Type print setting, 18

Moving the printer, 5, 29

N

Noise, printer, 26, 38

Nozzle check, 21 to 22

O

Ordering

- accessories, 41

- printer software diskettes, 44 to 45

P

Paper

- choosing Media Type, 18

- jam, 32

- photographs, 13

Paper thickness lever, 34, 35

PhotoFantasy, 6 to 8

Photograph, printing, 13 to 17

PhotoMAX Family Pack, 6 to 8, 41

PhotoPrinter, 6 to 8

Poloroid PhotoMAX

- installing, 6 to 8

- starting, 8

- technical support, 41

Print head

- aligning, 27 to 28

- cleaning, 19 to 22

Print quality problems, 34 to 37

Print settings, 16 to 18

Printer

- noise, 26, 38

- problems, 38

- software, 2, 6, 33, 42, 45 to 46

Printing

- photograph, 13 to 17

Problems

- colors, 36

- diagnosing, 30 to 32

- print quality, 34 to 37

- printer, 38

- software, 33

- Status Monitor 2, 33

Progress Meter, 17

R

Replacing ink cartridges, 22 to 26

Reversing images, 18

S

Safety instructions, 4 to 5

Smears, 35

Software

- downloading printer software, 44

- installing creative applications, 6 to 8

- installing printer software from diskettes, 45 to 46

- installing Windows 3.1x printer software, 42

- problems, 33

- uninstalling printer software, 39

Status Monitor 2, 21 to 24, 33

System requirements, 3

T

Technical support

- creative software, 41

- EPSON, 40

Transparencies, choosing Media Type, 18

Transporting the printer, 5, 29

Troubleshooting, 30 to 38

U

Uninstalling printer software, 39

Utilities

- Head Cleaning, 19 to 22

- Print Head Alignment, 27 to 28

V

Viewing the electronic manual, 9 to 11

W

Web page, EPSON, 40

Windows 3.1x, installing printer software, 42

Y

Year 2000 ready, 3

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of SEIKO EPSON CORPORATION. The information contained herein is designed only for use with this EPSON printer. EPSON is not responsible for any use of this information as applied to other printers.

Neither SEIKO EPSON CORPORATION nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs, or expenses incurred by purchaser or third parties as a result of: accident, misuse, or abuse of this product or unauthorized modifications, repairs, or alterations to this product, or (excluding the U.S.) failure to strictly comply with SEIKO EPSON CORPORATION's operating and maintenance instructions.

SEIKO EPSON CORPORATION shall not be liable for any damages or problems arising from the use of any options or any consumable products other than those designated as Original EPSON Products or EPSON Approved Products by SEIKO EPSON CORPORATION.

EPSON and EPSON Stylus are registered trademarks of SEIKO EPSON CORPORATION.

SoundAdvice is a service mark and PhotoEnhance and EPSON FaxAdvice are trademarks of Epson America, Inc.

General Notice: Other product names used herein are for identification purposes only and may be trademarks of their respective owners. EPSON disclaims any and all rights in those marks.

The ENERGY STAR emblem does not represent EPA endorsement of any product or service.

Copyright © 1999 by Epson America, Inc.

9/99

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 meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

EPSON®