EPSON Stylus® Photo 870
EPSON Stylus® Photo 1270

Printer Basics

Printed on recycled paper with at least 15% post-consumer content.

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Welcome!

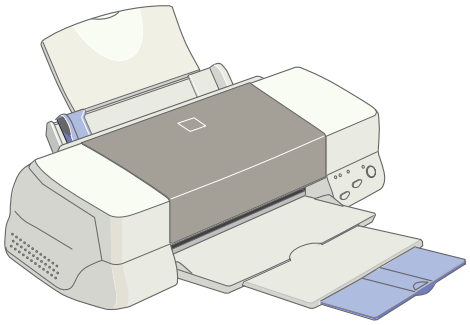
With your EPSON Stylus® Photo printer, you can print anything from reports and resumes to photos and back light film with superior color results. Using EPSON's specially formulated inks and lightfast Premium Glossy Photo or Matte Heavyweight paper, you can cherish your digital photographs for years to come, just like your traditionally printed photos.

Both the EPSON Stylus Photo 870 and EPSON Stylus Photo 1270 give you:

- Resolutions up to 1440 by 720 dpi (dots per inch), even on plain paper
- Six-color printing for PRQ® (photo reproduction quality) color and incredibly smooth gradations
- EPSON's exclusive Micro Piezo™ ink jet technology for cleaner "unvisible" dots as small as 4 picoliters
- Wide variety of ink jet papers to choose from, including Photo Paper, Premium Glossy Photo Paper, Matte Heavyweight Paper, Photo Stickers, transparencies, and more
- Fast photo print speeds: approximately 48 seconds for a 4 × 6-inch photo or one minute and 50 seconds for an 8 × 10 in Fine mode
- Specially designed print engine for whisper-quiet operation

For more details about your printer model, see the next sections.

EPSON Stylus Photo 870

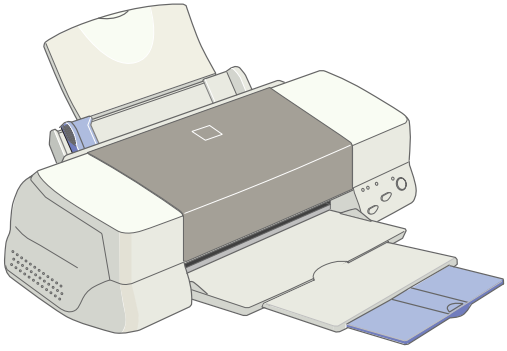


Your EPSON Stylus Photo 870 is the ideal printer for all your digital photography projects. Whether you get your photos with a scanner, digital camera, or digital photo processing service, or download them off the World Wide Web, you'll get real photo lab quality results.

You'll also get:

- Great results on a variety of paper sizes from 3.5 × 3.5-inch up to 9.5 × 44-inch—including letter, legal, envelope, card, and panoramic
- Roll paper holder kit for using EPSON Premium Glossy Photo Paper to print 4 × 6-inch photo reproductions from a convenient roll

EPSON Stylus Photo 1270



Your EPSON Stylus Photo 1270 is the ideal printer for advanced photography and all your large format printing projects. Whether you're creating over-sized panoramics, photography portfolios, client proofs, or enlargements, you'll get professional, photo lab quality results.

You'll also get:

- Great results on a variety of paper sizes from 3.5 × 3.5-inch up to 13 × 44-inch—including letter, legal, envelope, card, panoramic, A3, B, and Super B
- Optional roll paper holder (part number C811062) for printing on 13-inch-wide EPSON Photo Paper (for large panoramics) or 4-inch-wide Premium Glossy Photo Paper (for 4 × 6-inch photo reproductions) loaded from a convenient roll

About Your Software

The printer software CD-ROM that came with your printer includes all the software you need for printing. (You must have a CD-ROM or DVD drive installed on your computer.)

- Your printer driver runs your printer and lets you control how your documents look. You can't use your printer without it.
- Your electronic *Reference Guide* gives you complete information about your printer. (You need an HTML browser—such as Microsoft® Internet Explorer or Netscape® Navigator,® version 3.0 or later—to view the guide.)

- Your bonus photo software:

EPSON Stylus Photo 870

EPSON Software™ Film Factory™ (Full version; Windows and Macintosh)
Photo management software that lets you organize, beautify, and print your photos in a flash.

Adobe® PhotoDeluxe® (version 3.1 for Windows® or version 2.0 for Macintosh®)
Easily bring photos into your computer, organize them in albums, and make repairs and improvements—then share them with friends via the World Wide Web.

Note

It's a good idea to check EPSON's support 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. To check the version number of your current driver, access the driver as described on page 16 for Windows or page 21 for Macintosh; the version number is shown below the EPSON logo.

Adobe Photoshop® 5.0 LE (Windows and Macintosh)
World-standard photo editing software with the basic image editing tools preferred by graphic design professionals. You need to enter a serial number when you install Photoshop 5.0 LE. A sticker containing your serial number is attached to your CD-ROM sleeve. EPSON Stylus Photo 1270 owners have an exclusive upgrade price of $299 for the full version of Adobe Photoshop. To upgrade or for more information on this offer, call 1-800-492-3623 and mention Source Code 56100. The offer expires 9/30/01.

Monaco Systems™ MonacoEZcolor™ 1.5 (software offer)
Powerful color management tool lets you build ICC device profiles for accurate color between scanned, displayed, and printed images. The offer is available at a discounted price for EPSON Stylus Photo 1270 owners, for a limited time. Call (978) 749-9944 to order from Monaco Systems. The color management package includes software, a target print, and a corresponding target file. You can install the software and target file from your printer CD-ROM. However, you won't be able to use the software until you obtain the target print, available by mail when you purchase the color management package for $149 (U.S.)—that's half off the retail price of $299. The offer expires 3/31/01.

EPSON Software Film Factory (trial version)
Photo management software that lets you organize, beautify, and print your photos in a flash. Try it for 30 days—if you like it, purchase an unlock key at www.epsonsoftware.com.

About Your Documentation

To set up your printer and install its software, see the *Start Here* poster. This book contains system requirements, important safety information, and instructions on:

- viewing your electronic printer manual
- printing with Windows or on a Macintosh
- using special papers
- printing on roll paper
- maintaining the printer
- solving basic problems

For more details about printing with, maintaining, or troubleshooting your printer, see your electronic *Reference Guide*. For instructions on viewing it, see page 11.

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.

Windows System Requirements

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

- A Microsoft® Windows® compatible PC with a Pentium® processor, 200 MHz or faster, recommended
- Windows 95, Windows 98, or Windows NT 4.0
- 64MB of RAM (128MB or more recommended)
- 100MB of free hard disk space (200MB or more recommended)
- CD-ROM or DVD drive for installing the printer software
- Parallel connection: an IEEE-1284 compliant parallel cable, up to 10 feet long (3 meters).

  USB connection: a computer running Windows 98 with a Windows 98 compliant USB port and a shielded USB "AB" cable up to 9.8 ft. (3 meters) long.

Using an improperly shielded USB cable—especially a cable more than 9.8 ft. (3 meters) long—may cause the printer to malfunction.

Macintosh System Requirements

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

- An Apple® iMac™ series, Power Macintosh,® G3, or G4 with USB port
- For iMac: Mac® OS 8.1 or later (Mac OS 8.5.1 or later recommended)
  For Power Macintosh G3 or later: Mac OS 8.5.1 or later

If you have an iMac, you may need to update your operating system before installing your printer software:

- If you're running OS 8.1, you must install iMac Update 1.0
- If you're running OS 8.5 or 8.5.1, Apple recommends that you install iMac Update 1.1

Download the update for your system from the Apple web site. Contact Apple if you have problems installing an update.

To find out which operating system your iMac is running, select About This Computer from the Apple menu.

- 64MB of available RAM (more recommended)
- 150MB of free hard disk space (200MB recommended)
- CD-ROM or DVD drive for installing the printer software
- A shielded USB "AB" cable up to 9.8 ft. (3 meters) long.

Using an improperly shielded USB cable—especially a cable more than 9.8 ft. (3 meters) long—may cause the printer to malfunction.

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:

- Be sure to follow all warnings and instructions marked on the printer.
- Do not place the printer on an unstable surface or near a radiator or heating vent or in direct sunlight.
- 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 contacte 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.

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

Always turn the printer off using the ⏻ power button. Don't switch off the power strip or unplug the printer until the ⏻ 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.
- Do not shake an ink cartridge; this can cause leakage.
- If ink gets on your skin, wash the area thoroughly with soap and water. If ink gets in your eyes, flush them immediately with water.
- Install the ink cartridge immediately after you remove it from its foil package. If you leave a cartridge unpacked for a long time before using it, normal printing may not be possible.
- Do not dismantle the ink cartridges. This could damage the print head.
- Do not touch the green chip on the back of the cartridge. This may inhibit normal operation and printing.
- In these ink cartridges, the IC chip retains a variety of cartridge-related information (such as the amount of ink remaining) so that a cartridge may be removed and reinserted freely. However, each time the cartridge is inserted, some ink is consumed because the printer automatically performs a reliability check.

- If you remove an ink cartridge for later use, be sure to 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 the surrounding area.
- Do not use an ink cartridge beyond the date printed on the cartridge carton; otherwise it may result in reduced print quality. 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 put your hand inside the printer or touch the cartridge during printing.
- Do not move the print head by hand; otherwise you may damage the printer.
- Before transporting the printer, make sure the print head is capped in the far right position and the ink cartridges are in place.

Viewing Your Electronic Printer Manual

Your printer software CD-ROM includes an electronic *Reference Guide* for your printer. The manual is in HTML format, so you need a browser—such as Internet Explorer 3.0 or later or Netscape Navigator 3.0 or later—to view it. If you are using a different browser, the pages may not display correctly. (A browser is not included on the printer software CD-ROM.)

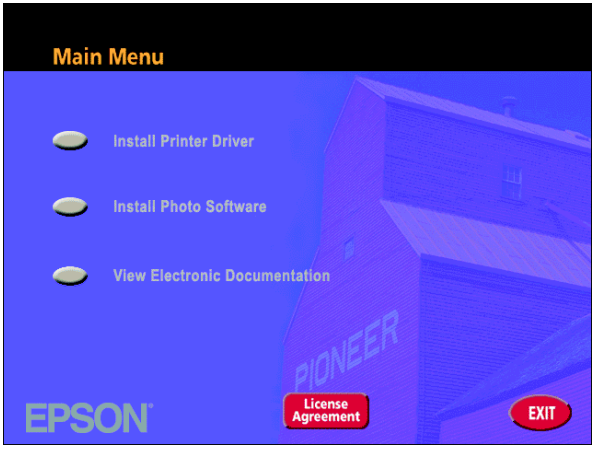
Accessing Your Electronic Printer Manual

You can view your electronic *Reference Guide* from the CD-ROM or copy it to your hard drive and view it from there. Follow these steps:

1. Insert your printer software CD-ROM.
2. **Windows**: Double-click My Computer, double-click your EPSON CD-ROM or DVD drive icon, then double-click the EPSON icon.

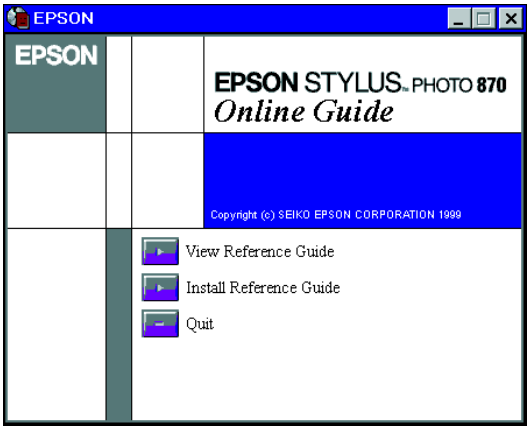
   Macintosh: Double-click the EPSON CD-ROM icon, then double-click the EPSON icon.

   The Main Menu appears:



3. Click View Electronic Documentation. The main screen for your printer appears:

4. You can either view the manual from the CD-ROM (View Reference Guide) or copy the manual to your hard drive (Install Reference Guide) and view it from there. For details on viewing the manual, see the next section.



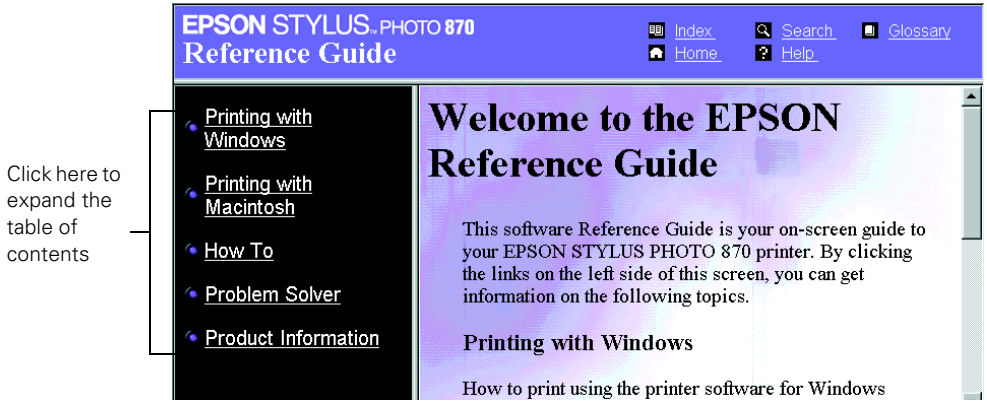
If you copied the manual to your hard drive, you can access it at any time, as follows:

Windows: Select Start, Programs, EPSON, and double-click ESP870 Guide or ESP1270 Guide.

Macintosh: Open the EPSON Stylus Photo 870 or EPSON Stylus Photo 1270 folder and double-click View Reference Guide.

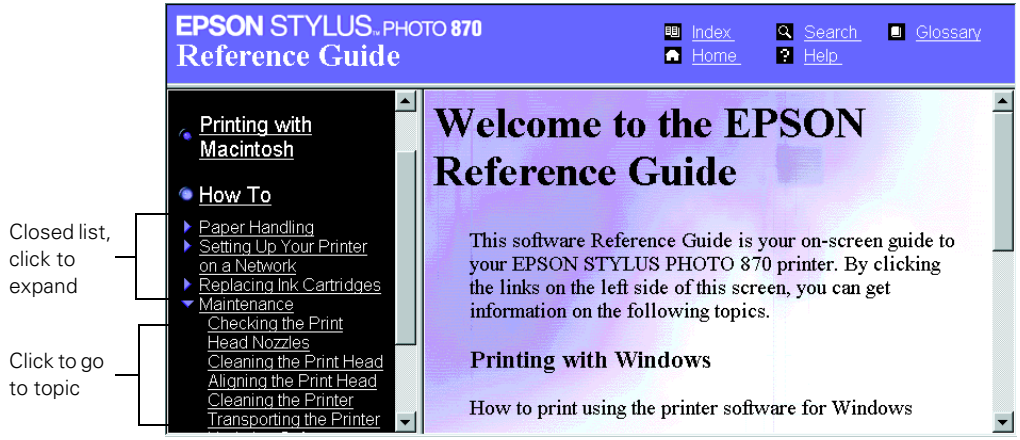
Navigating Your Electronic Printer Manual

When you first open the *Reference Guide*, you see this screen:



Click a topic on the left to expand the table of contents.

After expanding the table of contents, you can click on the topic you want to view. If there's a right arrow ▶, click it to view subtopics, then click on a topic to go to it. Click the down arrow ▼ to close a subtopic list.



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

Here's what to do to print a basic document—such as a photograph, newsletter, or memo—from loading the paper to selecting print settings to controlling the print job. Follow the instructions in these sections:

- "Printing with Windows" below
- "Printing on a Macintosh" on page 20

Note

If you're already familiar with EPSON ink jet printing, you can skip ahead to these sections:

- "Using PhotoEnhance, Custom, and Advanced Settings" on page 24
- "Using Advanced Color Management" on page 26
- "Using Special Papers" on page 27
- "Taking Care of Your Photographs" on page 31

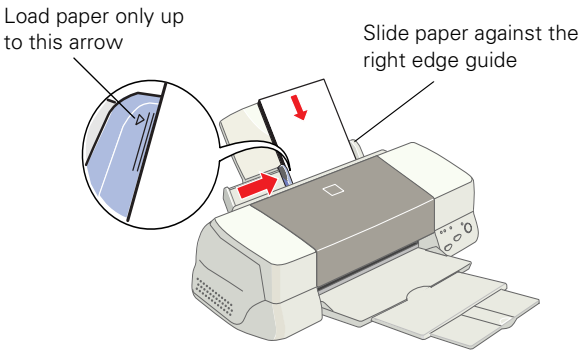
Printing with Windows

This section describes the basic steps for printing with Windows. (To print on a Macintosh, see page 20.)

Loading Paper

Make sure your printer and computer are turned on.

Place your paper against the right edge guide and slide the left edge guide against the paper.



Keep the following in mind when loading paper:

- 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 arrow on the left edge guide.

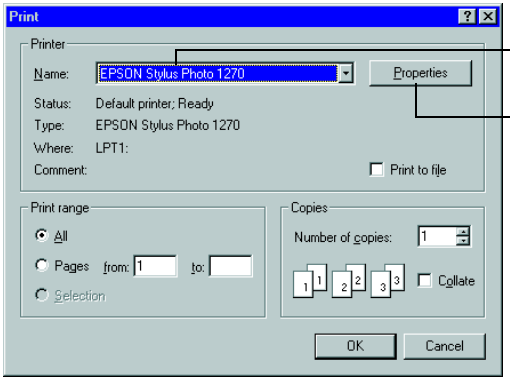
Note

If you're printing on envelopes or other special paper sizes or types, see page 27 for loading instructions.

Opening the Printer Software

After you open your application program and create your document, you're ready to select your printer software settings.

From the File menu, click Print. You see your application's Print dialog box:



Make the following selections on the Print dialog box (your dialog box may look slightly different):

- Make sure your EPSON Stylus Photo printer model is selected.
- Click the Properties button. (If you see a Setup, Printer, or Options button, click it. Then click Properties on the next screen.)

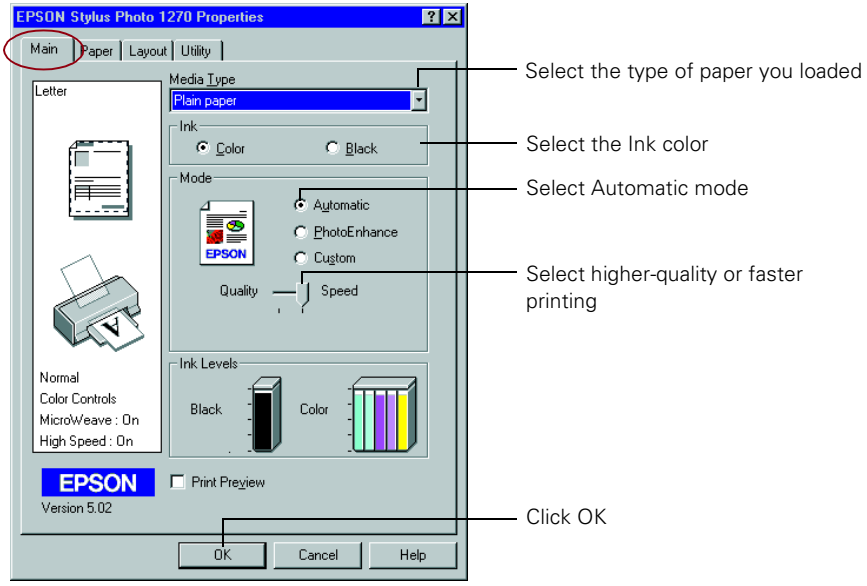
Note

If you click the print icon on your application's tool bar instead of selecting Print from the File menu, you may not get the option to change the printer software settings before printing.

Selecting Printer Software Settings

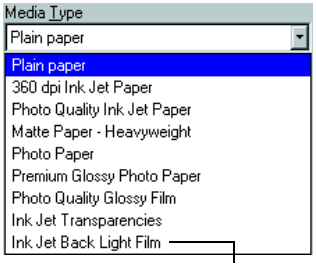
Once you click Properties, you see your printer software Properties dialog box.

The most important thing to remember is to select the type of paper you're using. If necessary, click the Main tab to display the settings shown below:



Make the following settings on the Properties dialog box:

- Choose the paper you're printing on (click the arrow to scroll through the Media Type list). If you're not sure which setting to select, see page 32.
- Set the Ink option to Color to print a color document. To print a black text document, click Black.
- Set the Mode option to Automatic. It's the easiest way to get good printing results on all types of paper.
- Set the slider in the Mode box to Quality or Speed to select high resolution or faster printing. (The slider may not be available for your paper type.)
- Click OK to return to your application's Print dialog box.

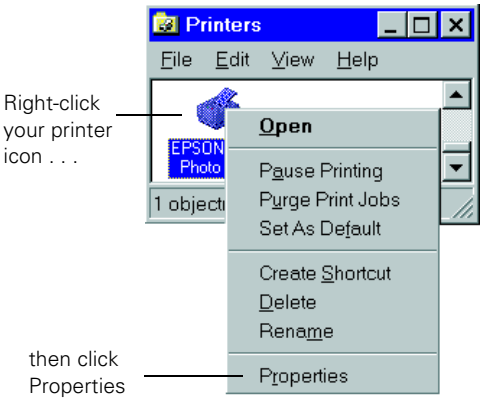


For more information about printer settings, click the Help button. Or you can right-click any item on the screen and then click What's This?.

Selecting Windows Default Settings

The printer settings you make apply only to the application you're currently using. If you usually print one type of document in different applications—for example, black ink on legal size paper—you can change the default printer settings for all your programs. You do this using the Windows Printer utility:

1. Click Start, point to Settings, and then select Printers.
2. Right-click your EPSON Stylus Photo printer icon.
3. Select Properties (Document Defaults in Windows NT).
4. Click the Main tab.
5. Select the default settings you want to use for all your applications. Click OK when you're finished.

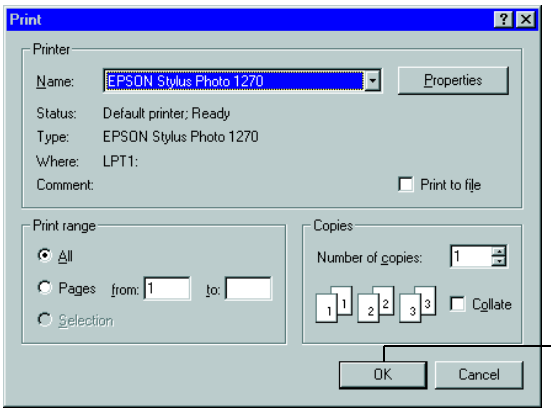


Remember, you can always change the default settings in your application when you want to print different types of documents.

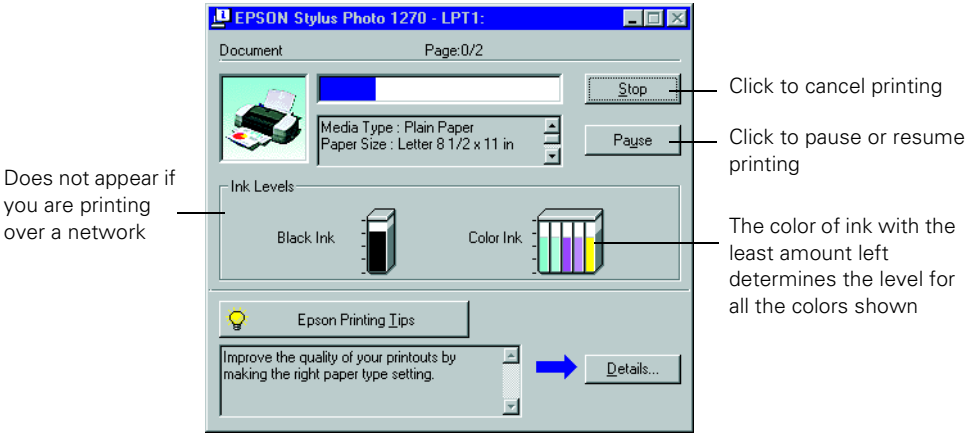
Another way to select a group of settings quickly is to save them as a group; see your electronic *Reference Guide (*described on page 11) for details.

Controlling Printing

At the Print dialog box, click OK (or maybe Print) to start printing.



After a moment, the Progress Meter appears and shows the progress of your print job. You can use the buttons to cancel, pause, or restart printing. You can also see how much ink you have left and view printing tips.



For more advanced printer settings, see pages 24 through 26. For more information on printing—for example, previewing your printout, changing the paper size, or adding a watermark—see your electronic *Reference Guide (*described on page 11).

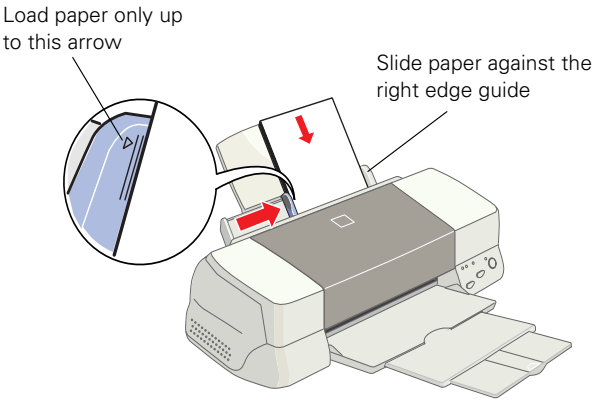
Printing on a Macintosh

This section describes the basic steps for printing on a Macintosh. (To print with Windows, see page 15.)

Loading Paper

Make sure your printer and computer are turned on.

Place your paper against the right edge guide and slide the left edge guide against the paper.



Keep the following in mind when loading paper:

- 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 arrow on the left edge guide.

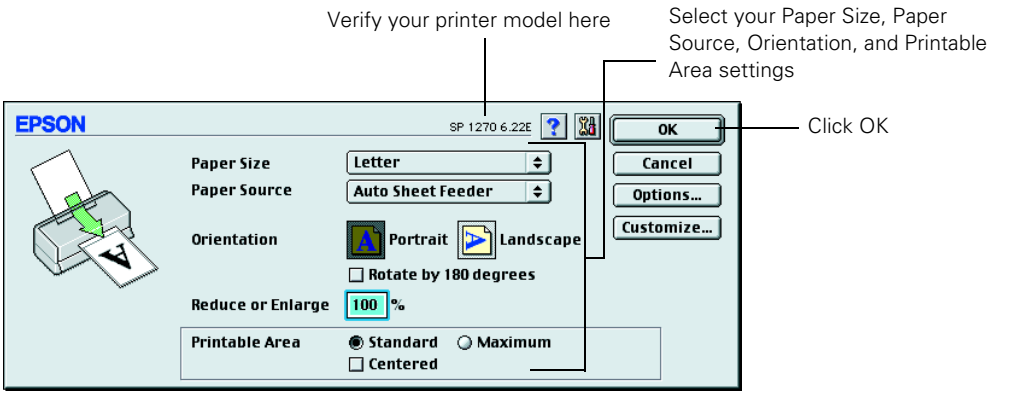
Note

If you're printing on envelopes or other special paper sizes or types, see page 27 for loading instructions.

Opening the Printer Software

After you open your application program and create your document, you're ready to select your page setup and other printer software settings.

From the File menu, click Page Setup. You see your application's page setup dialog box:

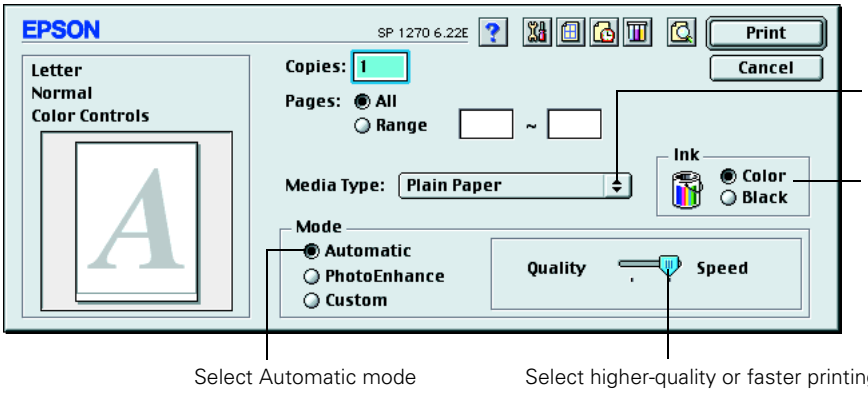


Make the following selections on the page setup dialog box (your dialog box may look slightly different):

- Make sure your EPSON Stylus Photo printer model (SP 870 or SP 1270) is selected. (If the printer model is incorrect, you need to select your printer in the Chooser; see the *Start Here* poster for instructions.)
- Select the correct Paper Size, Paper Source, Orientation, and Printable Area settings for your document. See your electronic *Reference Guide* for details.
- Click OK to close the page setup dialog box and return to your application window.

Selecting Printer Software Settings

Now open the File menu and click Print. You see the main printer settings dialog box for your application (your dialog box may look slightly different):



The most important thing to remember is to select the type of paper you're using.

Make the following settings on the dialog box:

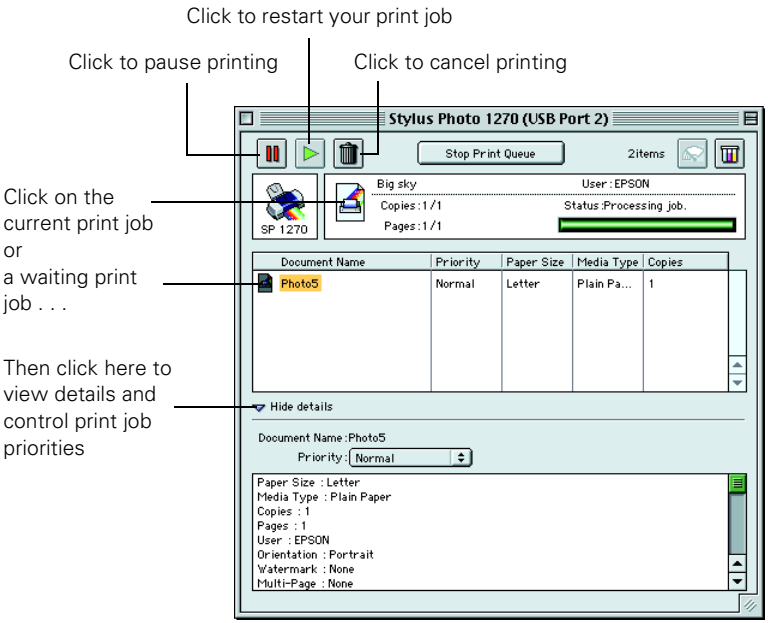
- Choose the paper you're printing on (click the arrow to scroll through the Media Type list). If you're not sure which setting to select, see page 32.

- Set the Ink option to Color to print a color document. To print a black text document, click Black.
- Set the Mode option to Automatic. It's the easiest way to get good printing results on all types of paper.
- Set the slider in the Mode box to Quality or Speed to select a high resolution or faster printing. (The slider may not be available for your paper type.)
- Click Print to print your document.

Controlling Printing

Once you've clicked Print, your document begins printing.

If you turned on background printing in the Chooser, you can select EPSON Monitor3 from the Application menu at the right side of the menu bar to check the progress of your print job. You see the EPSON Monitor3 dialog box:



If you're not using background printing, but you need to cancel the current print job, hold down the ⌘ key and press the . (period) key.

For more advanced printer settings, see pages 24 through 26. For more information on printing—for example, previewing your printout, changing the paper size, or adding a watermark—see your electronic *Reference Guide (*described on page 11).

Using PhotoEnhance, Custom, and Advanced Settings

When you're printing special projects, you can customize your printer software settings, as described in these sections:

- "Using PhotoEnhance" below
- "Using Custom Settings" on page 25
- "Using Advanced Settings" on page 25

For additional information on these settings, see the electronic *Reference Guide*, as described on page 11.

Using PhotoEnhance

The printer software includes PhotoEnhance options that increase image brightness and contrast to improve the appearance of low-resolution photos. You can also add special effects, such as Soft Focus.

If you're printing high-resolution images, you may want to use the Automatic setting instead; see page 17 (Windows) or page 22 (Macintosh).

PhotoEnhance does not affect your original image; it only affects your printout. Printing with PhotoEnhance may take longer on some systems and images.

To use PhotoEnhance, you must select Color ink; you cannot turn on PhotoEnhance with Black ink selected.

If your photograph was taken with a digital camera, you can select Digital Camera Correction to give your printed images the appearance of photographs taken with a film camera. For more fine-tuning, you can select from a list of specialized settings for photographs, such as People or Nature, or special filters, such as Soft Focus or Sepia.

Don't select Roll Paper or Roll Paper (Zero Margins) as your Paper Source setting; you can't use these options with the PhotoEnhance setting.

Using Custom Settings

Your printer software includes custom project types with preset printing options. This lets you quickly select the best settings for your particular type of document, or select a color-matching method for your project. You can select from these project types:

- Text/Graph: For printing graphics-intensive documents like presentations with charts and graphs.
- Economy: For printing rough drafts of text on plain paper. Saves ink.
- ICM (Image Color Matching; Windows 95 and Windows 98 only): For printing documents created in an ICM compatible application.
- sRGB (standard Red Green Blue; recommended only with Windows 98): For printing documents created in an sRGB compatible application using sRGB colors, such as those designed for the World Wide Web. See your Windows 98 online help for details.
- ColorSync (Macintosh only): For printing documents in conjunction with ColorSync® compatible devices and applications.

Using Advanced Settings

For maximum control over your project, you can customize your print settings—such as Print Quality, Halftoning, and Gamma—and use special effects.

To access these settings in your printer software, click Custom and then click the Advanced button.

After you customize your print settings, you can save them as a group so you can reuse them whenever you print a similar project.

The default Gamma setting of 1.8 provides the optimum contrast quality for your photos. However, you can change it to either 1.5 (for decreased contrast) or 2.2 (for increased contrast; recommended for matching colors with sRGB devices).

Using Advanced Color Management

Here are some tips for using the advanced color management features of your printer software. For more information, visit the EPSON web site at www.epson.com. If you're using an Adobe product, such as Photoshop, also check the Adobe web site at www.adobe.com for more tips.

Printing CMYK Format Files

To print a file saved in CMYK (cyan, magenta, yellow, and black) format with accurate colors, you first need to convert the file to RGB format. This is because your printer software automatically converts RGB files to your printer's 6-color CMYKcm format (including light cyan and light magenta). If you send a CMYK format file to print, you'll get unexpected color results. To print with the correct colors, convert any CMYK-format input files to RGB format before printing. For the best results, create your original print files in the RGB color space. This larger color space transfers directly to your printer without any loss of color information inherent in color space conversions.

Using Color Management Profiles

If you'll be printing in Adobe Photoshop using a color management profile created in another program (such as MonacoEZcolor), you'll need to turn off your printer software's color management features to get accurate results. If you use a profile but leave a printer software color management feature turned on, your colors won't be correct. To turn off your printer software color management, follow these steps:

1. Start your application, open the file you want to print, and select your custom color management profile. (See your application documentation for details.)
2. To turn off your printer software color management, access your main printer software dialog box; see page 16 (for Windows) or page 22 (for Macintosh).
3. Click Custom, then click Advanced. You see the Advanced dialog box.
4. Select the No Color Adjustment option on the top right of the dialog box.
5. Select the rest of your printer software settings and click OK.

Using Special Papers

How can you get the best-looking photos, most vivid colors, and sharpest text? Always use EPSON's special ink jet papers. To show you how much difference EPSON paper can make, we've included some free samples.

Check out the **EPSON Media Pack** that came with your printer. Instructions for printing on the samples, along with other papers, are given in the following sections.

For instructions on printing with EPSON Photo Paper or Premium Glossy Photo Paper on a roll, see "Using Roll Paper" on page 33. For a list of EPSON special ink jet papers and ordering information, see the inside back cover.

EPSON Premium Glossy Photo Paper

EPSON Premium Glossy Photo Paper is a fade-resistant, water-resistant, photographic-weight paper with a high gloss finish suitable for photographic applications. Using EPSON Genuine inks and this paper, your output has comparable lightfastness to normal color photo lab prints in an album or in normal indoor display conditions in a glass frame. See page 31 for more information.

Load one sheet of paper at a time as described on page 15. Before printing, select Premium Glossy Photo Paper as the Media Type setting. Remove each sheet from the output tray immediately after it's done printing. A sample roll of 4-inch wide EPSON Premium Glossy Photo Paper comes with the EPSON Stylus Photo 870. See page 33 for instructions on using roll paper.

Matte Paper - Heavyweight

Matte Paper - Heavyweight has a professional-looking, flat matte finish for printing photos, graphics, and digital fine art on a non-glossy surface. Using EPSON Genuine inks and this paper, your output has comparable lightfastness to normal color photo lab prints in an album or in normal indoor display conditions in a glass frame. See page 31 for more information.

Load up to 20 sheets as described on page 15, including a support sheet beneath the stack. Before printing, select Matte Paper - Heavyweight as the Media Type setting.

EPSON Photo Paper

You can use EPSON Photo Paper to print photographs that look almost as good as the ones you get from film processing. Photo Paper is available in a variety of sizes, in sheets or on a roll.

Keep the following in mind when using EPSON Photo Paper:

- Always load the paper with the whiter (glossier) side facing up.
- Load up to 20 sheets of 4 × 6-inch, letter-size, or A4-size Photo Paper (or A3-, B-, or Super B-size on the EPSON Stylus Photo 1270). Load only 1 sheet of Panoramic paper. Use a support sheet if it is included in the paper package.
- Select Photo Paper as the Media Type setting.
- Store your printouts in a resealable plastic bag or other airtight covering to protect them from heat, humidity, and direct sunlight. Return unused paper to the original package as soon as you finish printing.

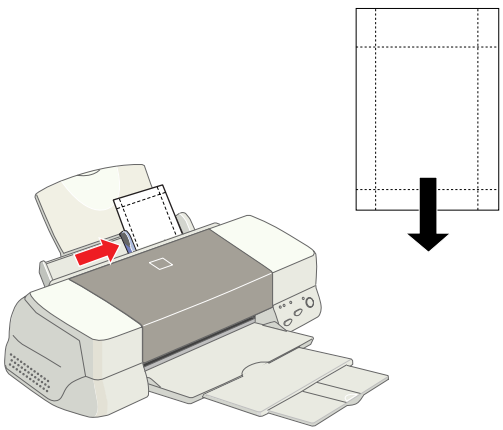
If you're using letter-size or larger Photo Paper, follow the instructions on page 15 to load and print on the paper. If you're using 4 × 6-inch or Panoramic Photo Paper, see the next sections. If you're using Photo Paper on a roll, see page 33.

4 × 6-inch Photo Paper

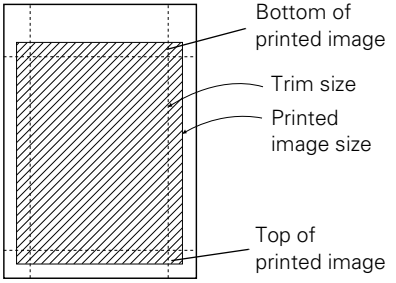
EPSON 4 × 6-inch Photo Paper is micro-perforated around the edges so you can trim your printouts and "bleed" the photo—extend it to the paper's edge—on all sides.

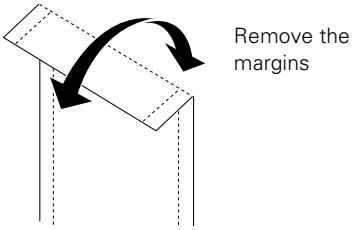
1. Load the paper against the right edge guide with the glossy side facing up and the perforated margins positioned as shown. Then slide the left edge guide against the paper.

   You can load up to 20 sheets at a time, with the included support sheets A and B beneath the stack. (If you don't have the support sheets, use plain paper cut to size.)



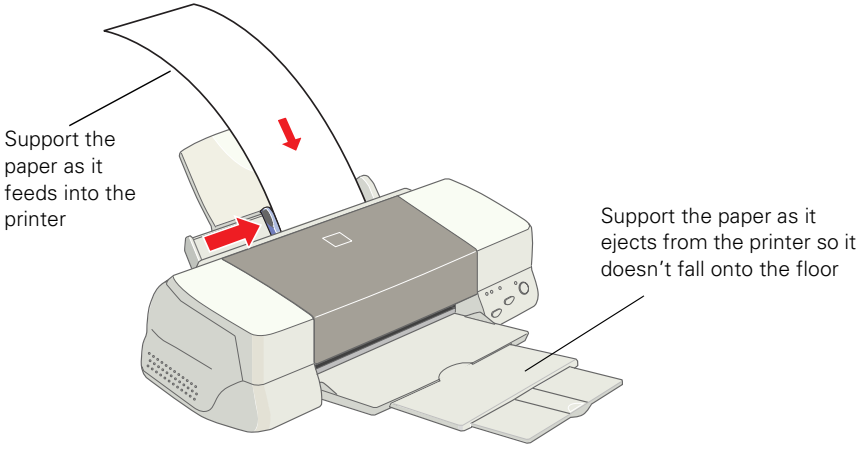
2. When you create the image in your application software, size it to 4.25 × 6.25 inches. Or use your printer software's Reduce/Enlarge (Windows) or Fit to Page (Macintosh) settings, as described in your electronic *Reference Guide*.
3. Choose Photo Paper as the Media Type setting.
4. Choose Photo Paper 4 × 6 in as the Paper Size setting and Maximum as the Printable Area setting.
5. After you print your picture, fold the paper back and forth along the perforations and carefully tear off the margins.





Panoramic Photo Paper

1. Pull up the paper support extension. Load one sheet of Panoramic paper glossy side up.
2. Hold up the paper's top edge and press the load/eject button to feed it into the printer.

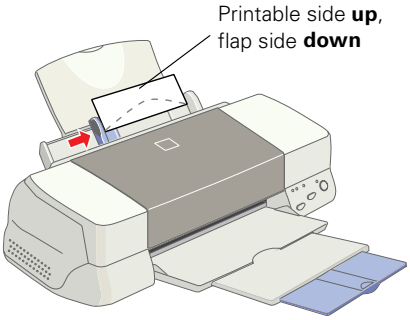


3. Choose Photo Paper as the Media Type setting and Panoramic 210 × 594 mm (8.3 × 23.4 inches) as the Paper Size setting.

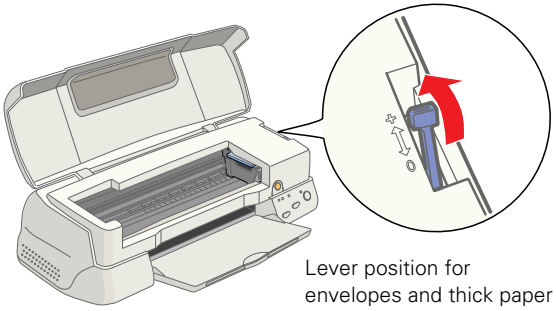
Envelopes

You can load up to 10 envelopes at a time, flap edge first and printable side up. Place them against the right edge guide and slide the left edge guide against them.

(You'll get better results if you press each envelope flat before loading it, or load one envelope at a time.)



Set the thickness lever to the **+** position when you print on envelopes or other thick media. (Return the lever to the **0** position before you print on regular paper.)



Select Plain paper as the Media Type setting and choose the correct envelope size as the Paper Size setting.

If the printing smears or you have banding (light lines), try turning off High Speed printing in the Advanced dialog box. (See page 25 for instructions on accessing the dialog box.)

Taking Care of Your Photographs

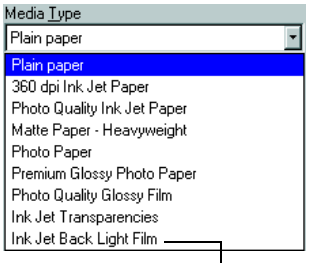
For optimum image quality and longer print life, print your photos with EPSON Photo Ink (the standard ink for the EPSON Stylus Photo 870 and EPSON Stylus Photo 1270 printers) and EPSON's fade-resistant Matte Paper - Heavyweight and Premium Glossy Photo Paper. When printed with these combinations and displayed indoors under glass, your prints will last about as long as standard 35mm prints. Prints with other EPSON media are less fade-resistant but can be preserved if kept in a photo album.

As with all photos, care should be taken to preserve the long life of your prints. All color dyes change over time. For storage in photo albums, we recommend acid-free, archival sleeves that are commonly available from camera shops and other retailers. For indoor display, we recommend avoiding direct sunlight and mounting prints under glass to help protect them from humidity, cigarette smoke, and other atmospheric contaminants. Color stability varies based on lighting conditions, color intensity, color range, and print media. Using the guidelines above, your EPSON photo prints can keep your memories alive for many years.

Selecting Your Paper Type

Your printer automatically adjusts itself for the type of paper you select in your printer software. That's why the Media Type setting is so important. It tells your printer what kind of paper you're using and adjusts the ink coverage accordingly.

Before you print, always check your Media Type setting. Here are the settings you should choose for your paper:



Stylus Photo 1270 only

For this paper . . .	Select this Media Type setting . . .
Plain paper sheets or envelopes	Plain paper
EPSON 360 dpi Ink Jet Paper EPSON Iron-On Cool Peel Transfer Paper	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
Matte Paper - Heavyweight	Matte Paper - Heavyweight
EPSON Photo Paper (including roll and panoramic size) EPSON Photo Quality Glossy Paper	Photo Paper
EPSON Premium Glossy Photo Paper (including roll size)	Premium Glossy Photo Paper
EPSON Photo Quality Glossy Film EPSON Photo Stickers	Photo Quality Glossy Film
EPSON Ink Jet Transparencies	Ink Jet Transparencies
EPSON Ink Jet Back Light Film *	Ink Jet Back Light Film *

* EPSON Stylus Photo 1270 only

If any paper you buy comes with a cleaning sheet, don't use the cleaning sheet with this printer unless instructed to do so by EPSON technical support.

Using Roll Paper

EPSON roll paper comes in two types and sizes:

- **EPSON Photo Paper, 13 inches wide × 32.8 feet long**
  For printing photographic banners, panoramas, and signs up to 44 inches long (designed for the EPSON Stylus Photo 1270)
- **EPSON Premium Glossy Photo Paper, 4 inches wide × 26.2 feet long**
  For printing multiple 4 × 6-inch and panoramic snapshots, turning your printer into a photo reproduction studio (the sample roll that comes with the EPSON Stylus Photo 870 is 9.8 feet long)

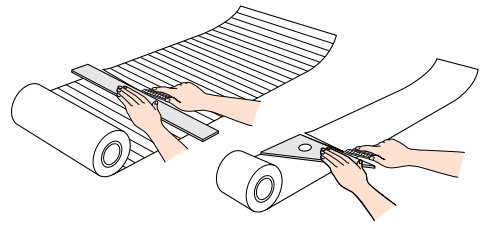
You can load roll paper using the roll paper holder (included with the EPSON Stylus Photo 870; optional for the EPSON Stylus Photo 1270 [part number C811062]) or cut paper from the roll and load it as a single sheet. When you're finished printing, you need to remove the roll paper carefully from the printer.

Follow the instructions in these sections:

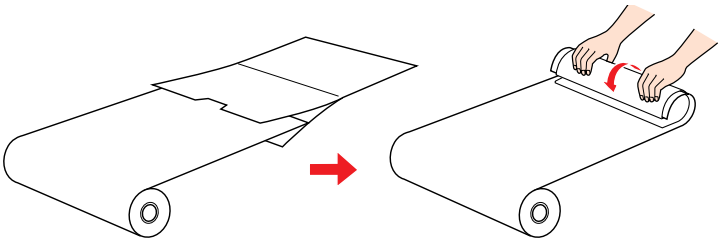
- "Loading Roll Paper" below
- "Printing on Roll Paper" on page 36
- "Printing on Paper Cut From a Roll" on page 54
- "Removing and Storing Roll Paper" on page 56

Loading Roll Paper

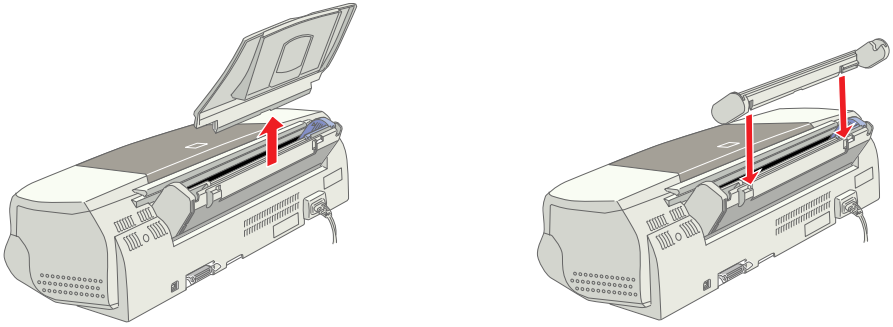
1. Before loading the roll, make sure the edge is cut cleanly—at a 90 degree angle in each corner—to ensure proper loading. If necessary, trim the edge using a straight-edge tool or triangle. (13-inch wide Photo Paper on a roll includes cutting lines on the back to guide you.)



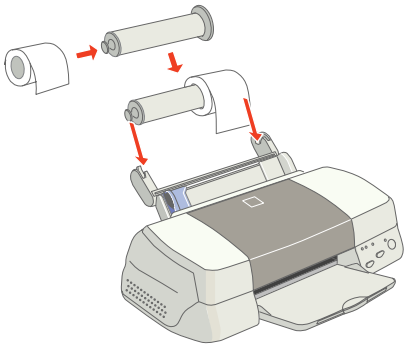
2. Roll the edge of the paper backward to uncurl it. Use a folded sheet of paper or the plastic sheet included with the roll paper holder to prevent your hands from marring the printable surface.



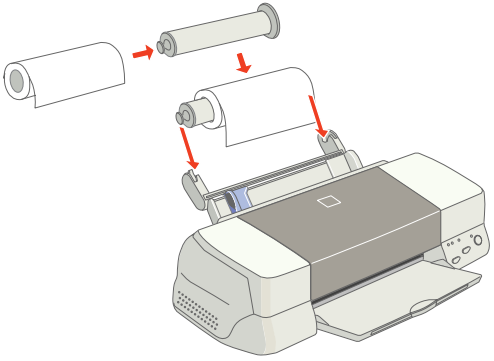
3. Remove the printer's paper support and install the roll paper holder in the same mounting slots. (The sides of the holder are marked R and L to indicate its right and left sides.)



4. Now insert the roll paper onto the holder's spindle, making sure both are oriented as shown here. Then insert the spindle into the roll paper holder.

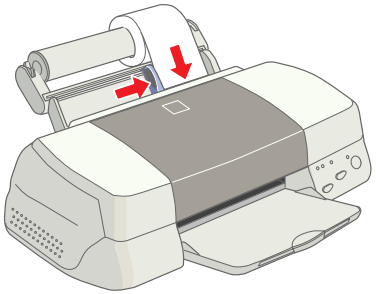


4-inch wide roll paper

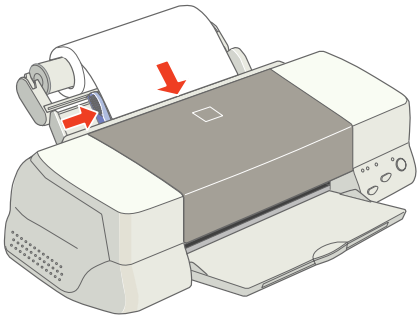


13-inch wide roll paper

5. Load the end of the paper into the printer as far as it will go, then slide the left edge guide against the paper.

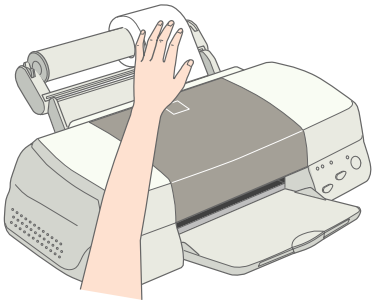


4-inch wide roll paper

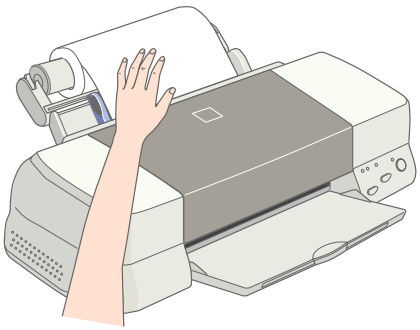


13-inch wide roll paper

6. Gently hold the paper in place on the top as you press and release the load/eject button to feed the paper into the printer.



4-inch wide roll paper



13-inch wide roll paper

(If the paper feeds incorrectly, pull it out backward and reload it. If it won't come out, hold down the load/eject button for three seconds to feed the paper backward to where you can pull it out. Then reload it, making sure the end is straight and not damaged. If necessary, trim the end again before reloading as shown in step 1.)

7. Gently rotate the roll backward to remove any slack from the paper.
8. Make sure the output tray is open but the extensions are closed, and leave ample room at the front of the printer for your paper to eject smoothly.
9. Follow the steps in the next section to print on the roll paper.

Printing on Roll Paper

When you use roll paper, you can print your favorite 4 × 6 snapshots, panoramics, and banners with no side margins ("bleed" your images to the edges), with small side margins, with page frames between images, or a combination of these.

Some of the roll paper options are available only when you're printing on 4-inch wide Premium Glossy Photo Paper. You may want to test the settings you want to use by printing on practice sheets of trimmed plain paper first.

You control the way you print on roll paper by selecting the right combination of printer software settings for your document. See these sections for instructions:

- Follow the guidelines in "Roll Paper Basics" below whenever you print on roll paper
- To print 4 × 6 snapshots with no side margins, see "Printing Edge-to-Edge 4 x 6 Snapshots" on page 37
- To print panoramics or banners, see "Printing Panoramics or Banners on Roll Paper" on page 50

Roll Paper Basics

Whenever you print on roll paper, you must select or deselect these basic options to use the paper correctly:

- *Always* select either Photo Paper (for the 13-inch wide roll paper) or Premium Glossy Photo Paper (for the 4-inch wide roll paper or other sizes that may become available) as the Media Type setting
- *Never* use the PhotoEnhance setting; it may affect your margins
- *Never* select Auto Sheet Feeder as the Paper Source setting; unnecessary amounts of paper will feed into the printer
- *Don't* use the printer software's Reverse Order or Rotate by 180° settings, or select Maximum or Centered as the Printable Area setting, or use any settings on the Layout dialog box; they will not work with roll paper

Printing Edge-to-Edge 4 x 6 Snapshots

Turn your printer into a photo reproduction studio by printing 4 × 6 snapshots, edge-to-edge, on Premium Glossy Photo Paper on a roll. You can print multiple photos at a time or multiple copies of one photo using the applications described in these sections:

- "Printing Snapshots with Film Factory" below
- "Printing Snapshots with PhotoDeluxe" on page 45
- "Printing Snapshots with Photoshop" on page 49

Printing Snapshots with Film Factory

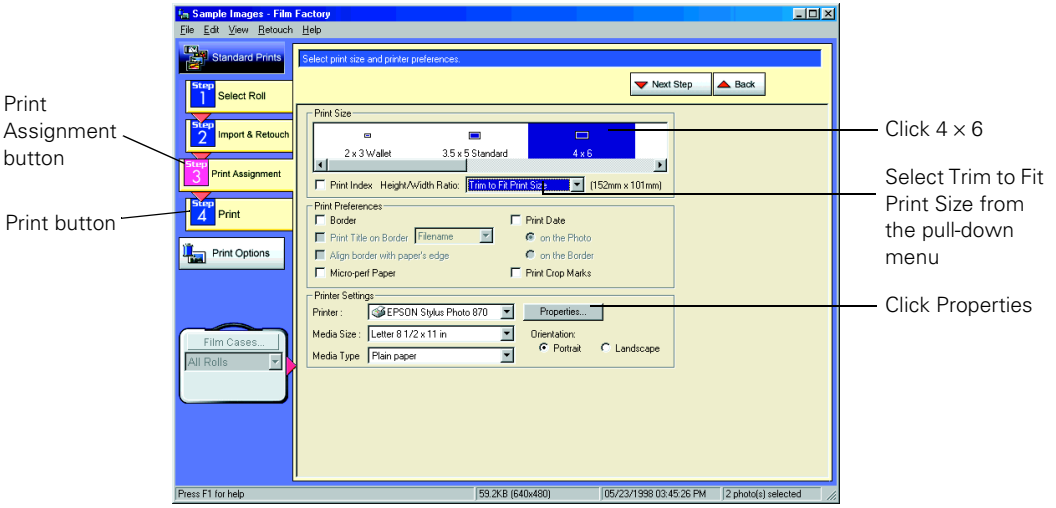
First load 4-inch wide roll paper in your printer, as described on page 33. Then follow the steps in the section for your operating system below. For more information on Film Factory, see the program's online help.

Windows Instructions

1. Start Film Factory. To do this, click Start, point to Programs, Film Factory, and click the Film Factory icon. You see the main Film Factory screen:

2. Import a picture file or select the roll of film containing the picture(s) you want to print. (See Film Factory Help if you need assistance.)
3. Click the picture(s) you want to print; the background is highlighted.
4. If you want to retouch your photos before you print, click the Standard Prints button on the left. You see the Standard Prints screen. Select the retouching option you want to use. (See Film Factory Help for assistance.)

   If you don't need to retouch your photos before printing, click the Duplicate Prints button on the left. You see the Duplicate Prints screen. Click the number of copies on each photo you selected, then click the + or - button to select the number of copies you want to print.
5. When you're ready to print, click the Print Assignment button. You see various printing options:



6. Click the 4 × 6 icon as the Print Size option.
7. Select Trim to Fit Print Size from the Height/Width Ratio pull-down menu.

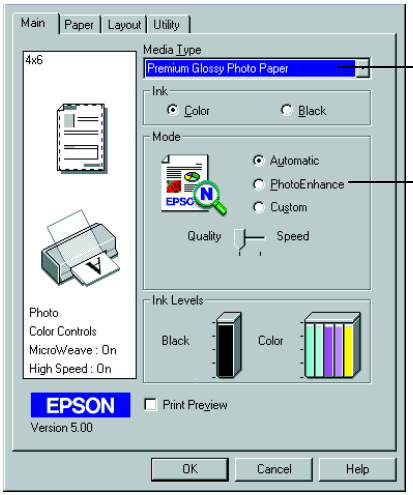
Note

Similar to traditional photo finishing, Film Factory may not print your entire image within the 4 × 6-inch print area. This is because your image's width/height (or aspect) ratio may not match the ratio for a true 4 × 6-inch print. Film Factory will trim larger images or enlarge and trim smaller images to fit the 4 × 6-inch print area.

8. Click the Properties button. You see your printer settings dialog box.

9. Click the Main tab, if necessary. Select Premium Glossy Photo Paper as the Media Type setting.

   Also make sure the PhotoEnhance setting is turned *off*.



Select Premium Glossy Photo Paper

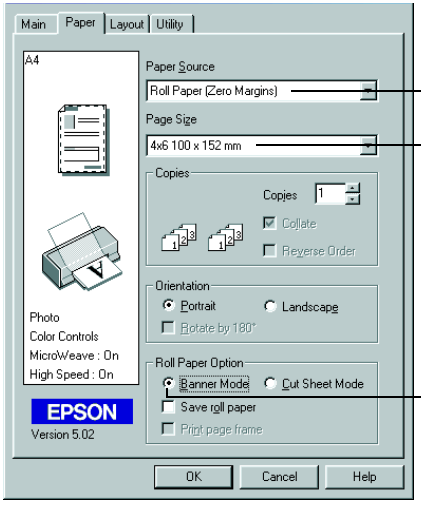
Make sure PhotoEnhance is turned *off*

10. Now click the Paper tab.

11. Select these settings:

    - Roll Paper (Zero Margins) as the Paper Source
    - 4×6 100 × 152 mm as the Page Size
    - Banner Mode as the Roll Paper Option

    Don't select Save roll paper if you're printing a 4 × 6 snapshot.



Select Roll Paper (Zero Margins)

Select 4×6 100 × 152 mm

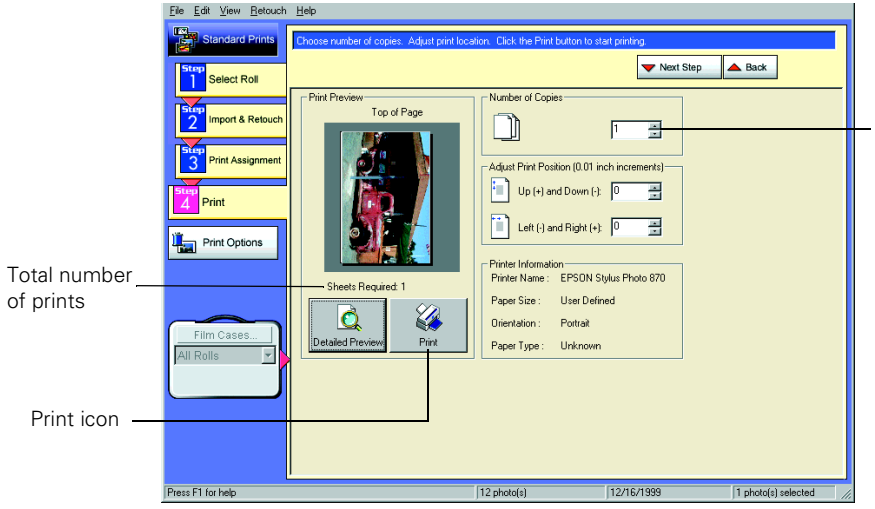
Select Banner Mode

Note

If you want to print a cutting line at your page boundaries, select Cut Sheet Mode, then click the Print page frame checkbox.

12. Click OK. You return to the Print Assignments screen.

13. Click the Print button on the left. You see additional printing options:



14. If you're using the Standard Prints function, click the arrows in the Number of Copies box to select the number of pictures you want. If you selected more than one picture for printing and want multiple copies of each one, select the amount of each you want; the total number of prints is listed beneath the first picture thumbnail.
15. Click the

Print icon. Your pictures print with no space between them and no space on the sides. Follow the steps on page 56 to remove and store your pictures.

The spaces between pages or print jobs on roll paper may vary, depending on the application you're using and the way you create your document.

If you select Save Roll Paper when printing 4 × 6-inch images, you may create a space between each print job.

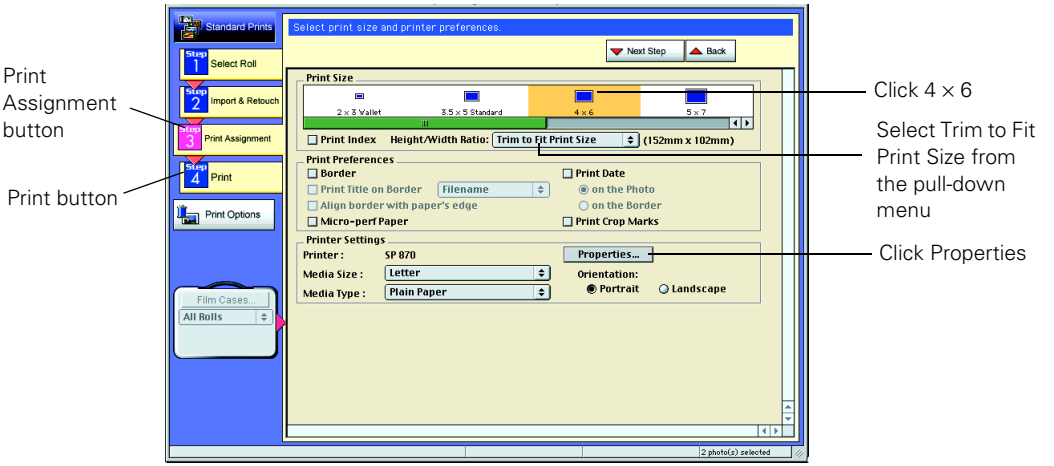
Macintosh Instructions

1. Start Film Factory. To do this, open the Film Factory folder and double-click the Film Factory icon. You see the main Film Factory screen:

2. Import a picture file or select the roll of film containing the picture(s) you want to print. (See Film Factory Help if you need assistance.)
3. Click the picture(s) you want to print; the background is highlighted.
4. If you want to retouch your photos before you print, click the Standard Prints button on the left. You see the Standard Prints screen. Select the retouching option you want to use. (See Film Factory Help for assistance.)

   If you don't need to retouch your photos before printing, click the Duplicate Prints button on the left. You see the Duplicate Prints screen. Click the number of copies on each photo you selected, then click the + or - button to select the number of copies you want to print.

5. When you're ready to print, click the Print Assignment button. You see various printing options:



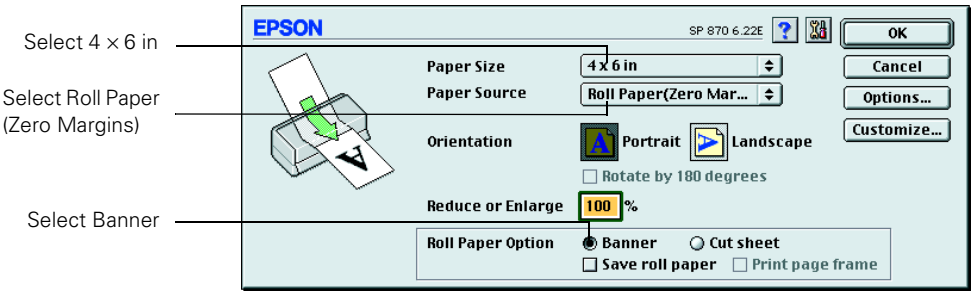
6. Click the 4 × 6 icon as the Print Size option.

7. Select Trim to Fit Print Size from the Height/Width Ratio pull-down menu.

Note

Similar to traditional photo finishing, Film Factory may not print your entire image within the 4 × 6-inch print area. This is because your image's width/height (or aspect) ratio may not match the ratio for a true 4 × 6-inch print. Film Factory will trim larger images or enlarge and trim smaller images to fit the 4 × 6-inch print area.

8. Click the Properties button. You see your Page Setup dialog box.



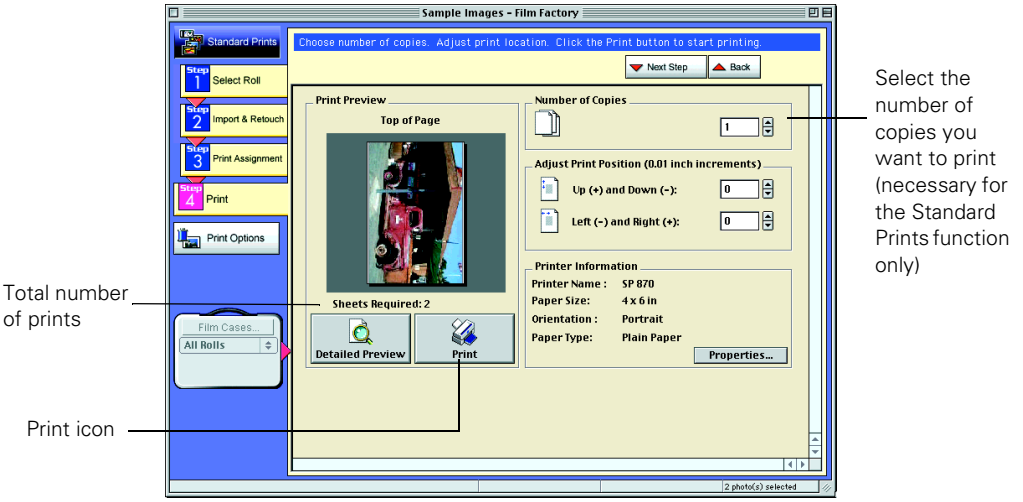
9. Select these settings:
   - Roll Paper (Zero Margins) as the Paper Source
   - 4 × 6 in as the Page Size
   - Banner as the Roll Paper Option

   Don't select Save roll paper if you're printing a 4 × 6 snapshot.

Note

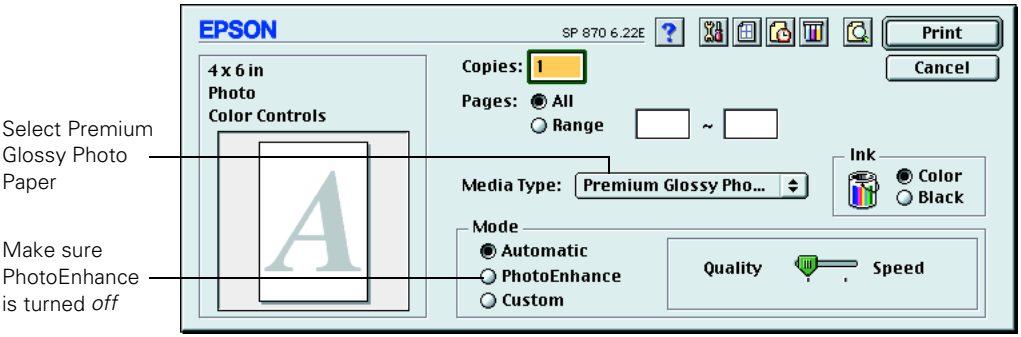
If you want to print a cutting line at your page boundaries, select Cut Sheet, then click the Print page frame checkbox.

10. Click OK. You return to the Print Assignments screen.
11. Click the Print button on the left. You see additional printing options:



12. If you're using the Standard Prints function, click the arrows in the Number of Copies box to select the number of pictures you want. If you selected more than one picture for printing and want multiple copies of each one, select the amount of each you want; the total number of prints is listed beneath the first picture thumbnail.
13. Click the Print icon.

You see your printer settings dialog box.



14. Select Premium Glossy Photo Paper as the Media Type setting. Also make sure the PhotoEnhance setting is turned *off*.
15. Click Print. Your pictures print with no space between them and no space on the sides. Follow the steps on page 56 to remove and store your pictures.

Note

The spaces between pages or print jobs on roll paper may vary, depending on the application you're using and the way you create your document.

If you select Save Roll Paper when printing 4 × 6-inch images, you may create a space between each print job.

Printing Snapshots with PhotoDeluxe

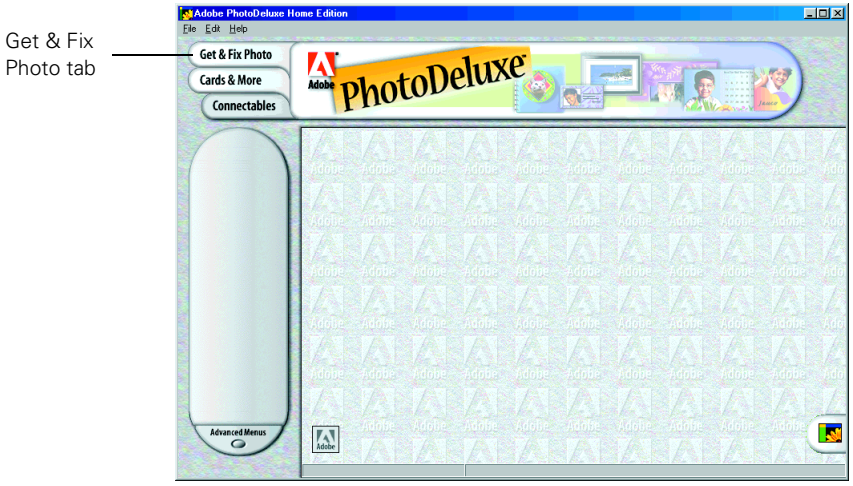
First load 4-inch wide roll paper in your printer, as described on page 33. Then follow the steps in the section for your operating system below.

Note

Adobe PhotoDeluxe comes with the EPSON Stylus Photo 870 only.

Windows Instructions

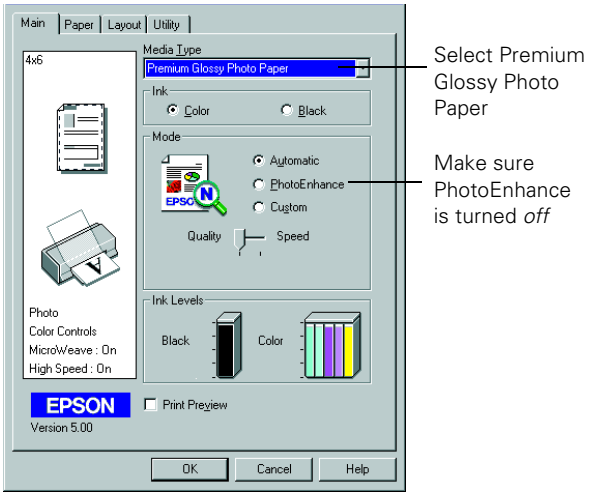
1. Start PhotoDeluxe. Click the Adobe PhotoDeluxe shortcut on your desktop, or click Start, point to Programs, Adobe, PhotoDeluxe Home Edition 3.1, and double-click the PhotoDeluxe Home Edition 3.1 icon. You see the PhotoDeluxe main screen:



2. Click the Get & Fix Photo tab, then click the Get Photo icon. Select your picture from one of the options on the menu that appears.
3. Modify the picture as necessary and size it to 4 × 6 inches. (See PhotoDeluxe Help for instructions.)
4. Click the Print icon, then select Print from the menu that appears. You see the Page Setup dialog box.
5. Click the Setup button. You see the Print dialog box.
6. Click the Properties button. You see your printer settings dialog box.

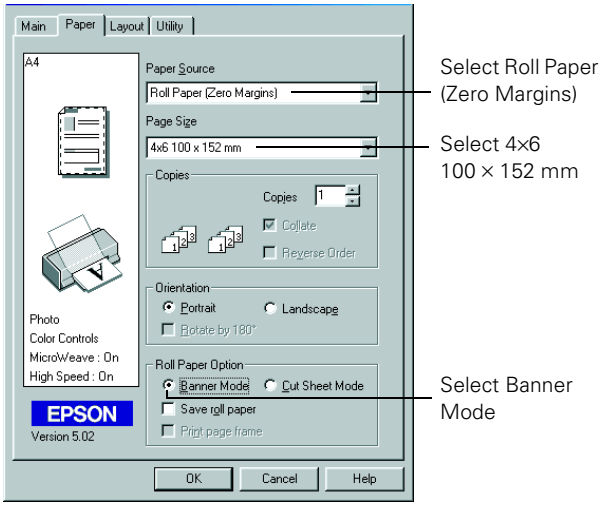
7. Click the Main tab, if necessary. Select Premium Glossy Photo Paper as the Media Type setting.

   Also make sure the PhotoEnhance setting is turned *off*.



8. Now click the Paper tab.
9. Select these settings:
   - Roll Paper (Zero Margins) as the Paper Source
   - 4×6 100 × 152 mm as the Page Size
   - Banner Mode as the Roll Paper Option

   Don't select Save roll paper if you're printing a 4 × 6 snapshot.



Note

If you're printing an image smaller that your selected page size (such as a 3 × 5 picture on a 4 × 6 page) so you'll have a white border, click the Save roll paper checkbox. This retains the border around your picture and feeds less paper before your next print job on roll paper.

If you want to print a cutting line at your page boundaries, select Cut Sheet Mode, then click the Print page frame checkbox.

10. Click OK. You return to the Page Setup dialog box.
11. Click OK again. You return to the Print dialog box.

12. Select the number of copies of your snapshot that you want to print, then click OK. Your pictures print with no space between them and no space on the sides. Follow the steps on page 56 to remove and store your pictures.

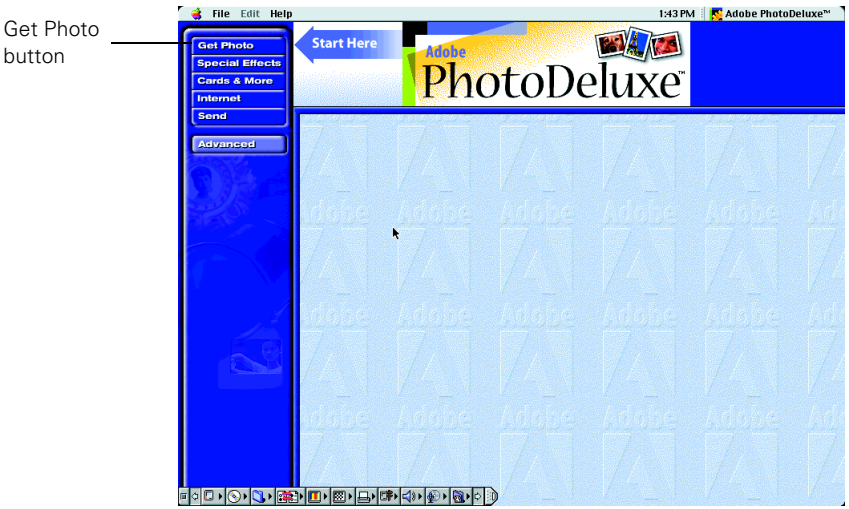
Note

The spaces between pages or print jobs on roll paper may vary, depending on the application you're using and the way you create your document.

If you select Save Roll Paper when printing 4 × 6-inch images, you may create a space between each print job.

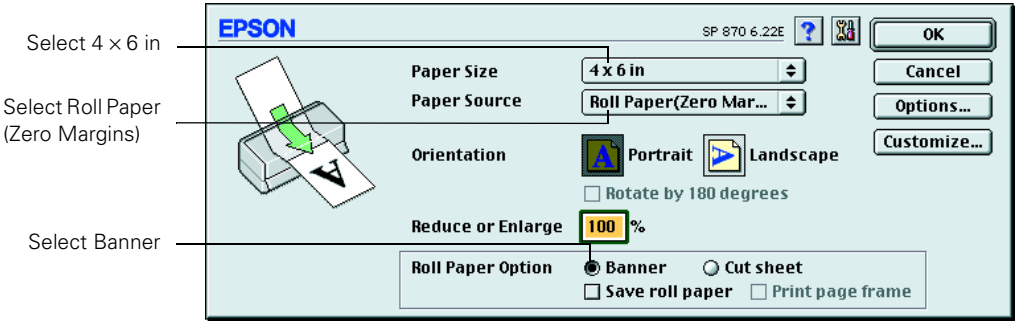
Macintosh Instructions

1. Start PhotoDeluxe. Open the Adobe PhotoDeluxe 2.0 folder and double-click the Adobe PhotoDeluxe icon. You see the PhotoDeluxe main screen:



2. Click the Get Photo button, then click the Get Photo tab. Select your picture from one of the options on the menu that appears.
3. Modify the picture as necessary and size it to 4 × 6 inches. (See PhotoDeluxe Help for instructions.)
4. Click the Send button on the left side of the PhotoDeluxe main screen.
5. Click the To Printer tab.

6. Click the Page Setup icon. You see your Page Setup dialog box.



7. Select these settings:
   - Roll Paper (Zero Margins) as the Paper Source
   - 4 × 6 in as the Paper Size
   - Banner as the Roll Paper Option

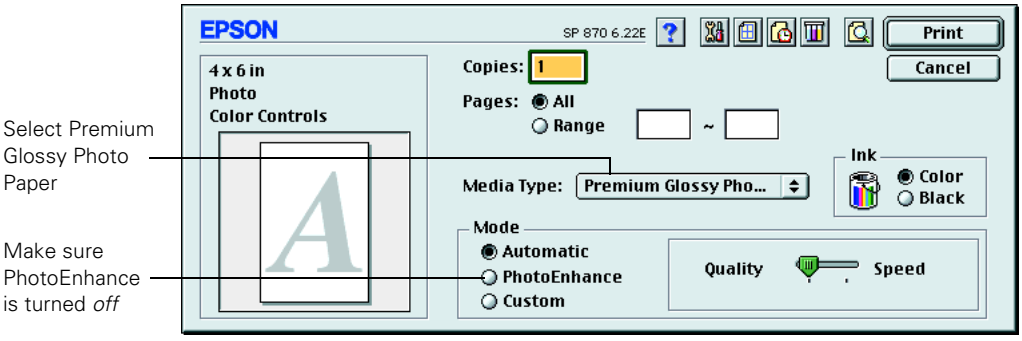
   Don't select Save roll paper if you're printing a 4 × 6 snapshot.

Note

If you're printing an image smaller than your selected page size (such as a 3 × 5 picture on a 4 × 6 page) so you'll have a white border, click the Save roll paper checkbox. This retains the border around your picture and feeds less paper before your next print job on roll paper.

If you want to print a cutting line at your page boundaries, select Cut sheet, then click the Print page frame checkbox.

8. Click OK.
9. Click the Print icon. You see your printer settings dialog box.



10. Select Premium Glossy Photo Paper as the Media Type setting. Also make sure the PhotoEnhance setting is turned *off*.
11. Select the number of copies of your snapshot that you want to print, then click Print. Your pictures print with no space between them and no space on the sides. Follow the steps on page 56 to remove and store your pictures.

The spaces between pages or print jobs on roll paper may vary, depending on the application you're using and the way you create your document.

If you select Save Roll Paper when printing 4 × 6-inch images, you may create a space between each print job.

Printing Snapshots with Photoshop

First load 4-inch wide roll paper in your printer, as described on page 33. Then follow the steps in the section for your operating system below.

Adobe Photoshop LE comes with the EPSON Stylus Photo 1270 only.

Windows Instructions

1. Start Photoshop. Click Start, point to Programs, Adobe, Photoshop 5.0 LE, and double-click the Adobe Photoshop 5.0 LE icon. You see the Photoshop main screen.
2. Select the picture you want to print, modify it as necessary, and size it to 4 × 6 inches. (See Photoshop Help for instructions.)
3. When you're ready to print, select Print from the File menu and select your printer software settings as described on page 45 for PhotoDeluxe.
4. When you print multiple copies, you may have space above and below your photos, but no space on the sides. Follow the steps on page 56 to remove and store your pictures.

Macintosh Instructions

1. Start Photoshop. Open the Adobe Photoshop 5.0 LE folder and double-click the Adobe Photoshop 5.0 LE icon. You see the Photoshop main screen.
2. Select the picture you want to print, modify it as necessary, and size it to 4 × 6 inches. (See Photoshop Help for instructions.)
3. When you're ready to print, select Page Setup from the File menu and select your printer software settings as described on page 47 for PhotoDeluxe. Then select Print from the File menu and select the rest of your settings, also described in that section.
4. When you print multiple copies, you may have space above and below your photos, but no space on the sides. Follow the steps on page 56 to remove and store your pictures.

Printing Panoramics or Banners on Roll Paper

You can print your favorite panoramic photographs or colorful banners on a roll of EPSON Photo Paper using an application such as Adobe Photoshop. First load 13-inch wide roll paper in your printer (EPSON Stylus Photo 1270 only), as described on page 33. Then follow the steps in one of the sections below.

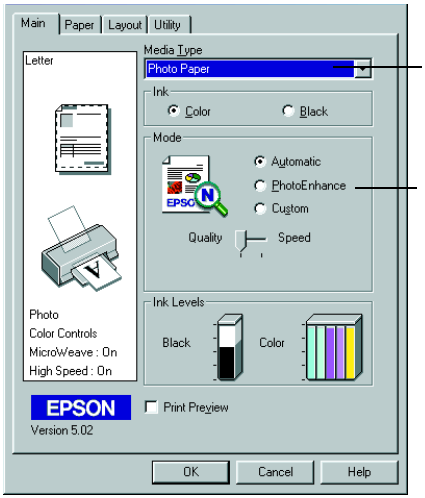
Other sizes of roll paper suitable for printing banners on the EPSON Stylus Photo 870 may become available in the future.

Windows Instructions

1. Start Photoshop. To do this, click Start, point to Programs, Adobe, Photoshop 5.0 LE, and double-click the Adobe Photoshop 5.0 LE icon. You see the Photoshop main screen.
2. Open your panoramic picture or banner document, or create a new one with Photoshop. (See Photoshop Help for instructions.)
3. Size your panoramic or banner as necessary. If you want white borders on the top and bottom of your image, make your Canvas Size larger than your Image Size. (See Photoshop Help for instructions.)
4. Select Print from the File menu. You see the Page Setup dialog box.

5. Click the Setup button. You see the Print dialog box.
6. Click the Properties button. You see your printer settings dialog box.
7. Click the Main tab, if necessary. Select Photo Paper as the Media Type setting.

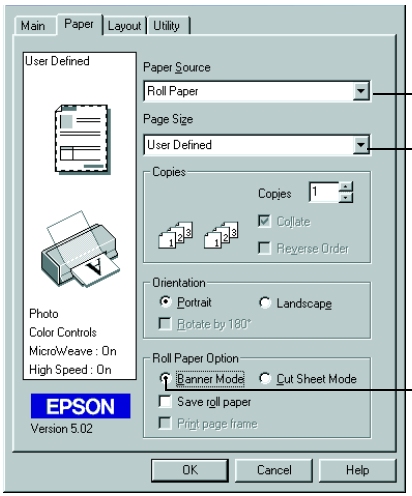
   Also make sure the PhotoEnhance setting is turned *off*.



Select Photo Paper

Make sure PhotoEnhance is turned *off*

8. Click the Paper tab.
9. Select these settings:
   - Roll Paper as the Paper Source; this leaves a margin of at least 0.12-inch (3 mm) on both sides of your printout
   - User Defined as the Page Size; enter the size of your document in the dialog box that appears and name your custom page size



Select Roll Paper

Select User Defined, enter your document size, and name the custom page size

Select Banner Mode

   - Banner Mode as the Roll Paper Option

Note

If you added margins to the top and bottom of your panoramic or banner, click the Save roll paper checkbox. This retains your margin and feeds less paper before your next print job on roll paper.

If you want to print a cutting line at your page boundaries, select Cut Sheet Mode, then click the Print page frame checkbox.

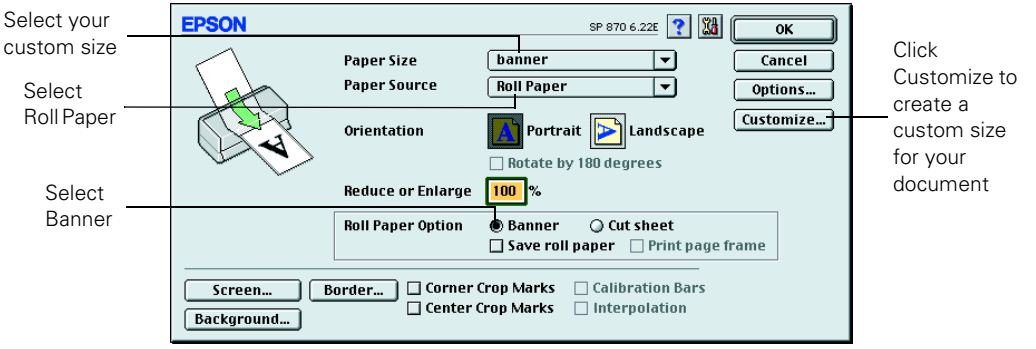
10. Click OK. You return to the Page Setup dialog box.
11. Click OK again. You return to the Print dialog box.
12. Click OK. Your banner prints with 0.12-inch (3 mm) margins on each side. Follow the steps on page 56 to remove and store your banner.

The spaces between pages or print jobs on roll paper may vary, depending on the application you're using and the way you create your document.

If you select Save Roll Paper when printing 4 × 6-inch images, you may create a space between each print job.

Macintosh Instructions

1. Start Photoshop. To do this, open the Adobe Photoshop 5.0 LE folder and double-click the Adobe Photoshop 5.0 LE icon. You see the Photoshop main screen.
2. Open your panoramic picture or banner document, or create a new one with Photoshop. (See Photoshop Help for instructions.)
3. Size your panoramic or banner as necessary. If you want white borders on the top and bottom of your image, make your Canvas Size larger than your Image Size. (See Photoshop Help for instructions.)
4. Select Page Setup from the File menu. You see your Page Setup dialog box:



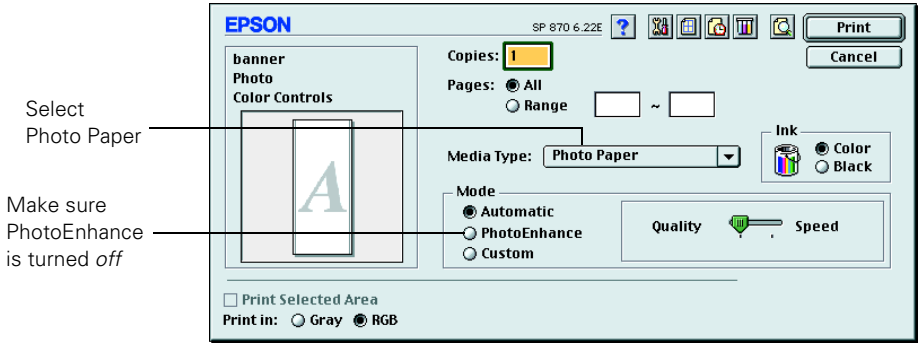
5. Select these settings:
   - Roll Paper as the Paper Source; this leaves a margin of at least 0.12-inch (3 mm) on both sides of your printout
   - Banner as the Roll Paper Option
   - Click the Customize button and enter the size of your panoramic or banner, name the size, and click OK. The custom size is automatically selected as the Paper Size setting.

Note

If you added margins to the top and bottom of your panoramic or banner, click the Save roll paper checkbox. This retains your margin and feeds less paper before your next print job on roll paper.

If you want to print a cutting line at your page boundaries, select Cut Sheet Mode, then click the Print page frame checkbox.

6. Click OK.
7. Select Print from the File menu. You see your printer settings dialog box:



8. Select Photo Paper as the Media Type setting. Also make sure the PhotoEnhance setting is turned *off*.
9. Click Print. Your banner prints with 0.12-inch (3 mm) margins on each side. Follow the steps on page 56 to remove and store your banner.

Note

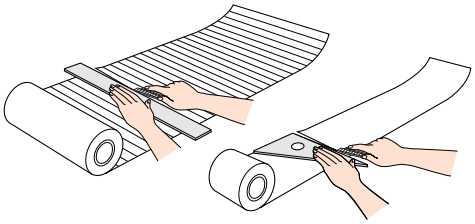
The spaces between pages or print jobs on roll paper may vary depending on the application you're using and the way you create your document.

If you select Save Roll Paper when printing 4 × 6-inch images, you may create a space between each print job.

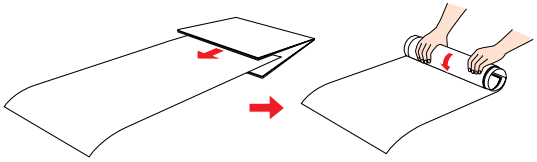
Printing on Paper Cut From a Roll

If you'll be printing on paper cut from a roll without using the roll paper holder, follow the steps below.

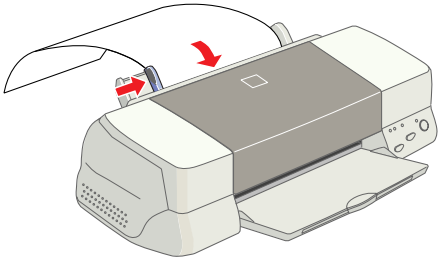
1. Before loading the paper, cut it to the desired length of your image plus two inches for the necessary margins. Cut the edge cleanly, at a 90 degree angle in each corner, to ensure proper loading. (13-inch wide Photo Paper on a roll includes cutting lines on the back to guide you.)



2. Roll the edge of the paper backward to uncurl it using a folded sheet of paper to prevent your hands from marring the printable surface.

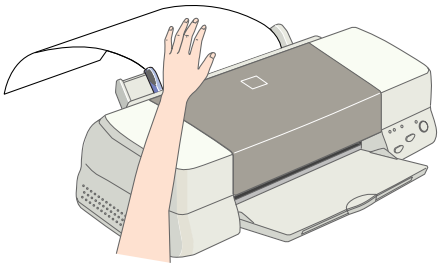


3. Then remove the printer's paper support and load the sheet, printable side up, as far as it will go. Slide the left edge guide against the paper.



4. Gently hold the paper in place on the top as you press and release the load/eject button to feed the paper into the printer.

   (If the paper feeds incorrectly, pull it out backward and reload it. If it won't come out, hold down the load/eject button for three seconds to feed the paper backward to where you can pull it out. Then reload the paper.)



5. Open your document in your application software and access the printer settings dialog box (see page 17 [Windows] or page 22 [Macintosh] for instructions).

6. Select Photo Paper (for 13-inch wide paper) or Premium Glossy Photo Paper (for 4-inch wide paper) as the Media Type setting.
7. Select Auto Sheet Feeder as the Paper Source setting.
8. **Windows**: Select User Defined as the Paper Size setting, then input the size of your cut paper.

   Macintosh: Click the Customize button, then input the size of your cut paper and click OK. The custom size is automatically selected as the Paper Size setting.

   (Remember, your cut paper size should be at least two inches longer than your document size to provide the correct margins.)

In Windows, click the Paper tab to access the Paper Size and Paper Source settings; on a Macintosh, select Page Setup from the application's File menu.

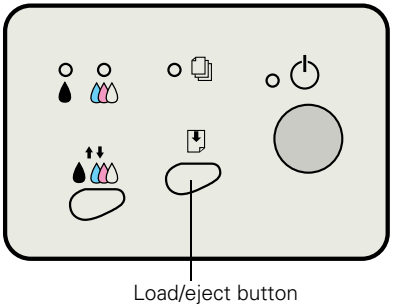
9. Click OK (or Print). You may need to click OK (or Print) on another screen to start printing.
10. When you're finished printing, hold down the load/eject button until the printed sheet ejects all the way out of the printer.

Store your printout in a resealable plastic bag. Keep both printed and unused roll paper away from high temperatures and humidity and out of direct sunlight.

Removing and Storing Roll Paper

When you finish a print job on roll paper, you can position the paper for another roll paper print job or remove it from the printer. Follow these steps:

1. Press the load/eject button. The printer prints a small line on the roll paper to show you where to cut it and feeds the paper forward.
2. If you want to print another print job on the roll paper, press the load/eject button again; the paper feeds back into the printer. Then send the next print job; the paper will move into the correct loading position before printing.



If you're finished printing on roll paper, follow the rest of the steps to remove it.

3. Cut the roll paper on the side of the line facing away from the printer. Make your cut as straight as possible to avoid feeding problems.

Note

Don't pull on the paper as you cut it; you may damage your printout.

4. Hold down the load/eject button for about three seconds. The roll paper feeds backward so you can remove it from the sheet feeder. (You may need to repeat this step to back it all the way out.)
5. Remove the roll paper from the holder right away and return the unused roll to its original package.

Store your printout in a resealable plastic bag. Keep both printed and unused roll paper away from high temperatures and humidity and out of direct sunlight.

Maintaining Your Printer

This section describes maintenance procedures to keep your printer working at its best and preparation steps for moving your printer. Follow the instructions here for:

- cleaning the print head (below)
- replacing an ink cartridge (on page 61)
- aligning the print head (on page 64)
- cleaning the printer (on page 65)
- transporting the printer (on page 66)

For more details, see your electronic *Reference Guide,* as described on page 11.

Cleaning the Print Head

If your printed image is unexpectedly light or faint, or dots are missing from the image, you may need to clean the print head. This unclogs the nozzles so they can deliver ink properly.

Cleaning the print head uses ink, so clean it only if print quality declines. You can clean the print head in either of the following ways:

- using the Head Cleaning utility (when the printer is connected to a local port, not over a network), as described on page 58
- using the printer's control panel buttons, as described on page 59

When you don't turn on your printer for a long time, the print quality can decline. It's a good idea to turn on your printer at least once a month to maintain good print quality.

Using the Head Cleaning Utility

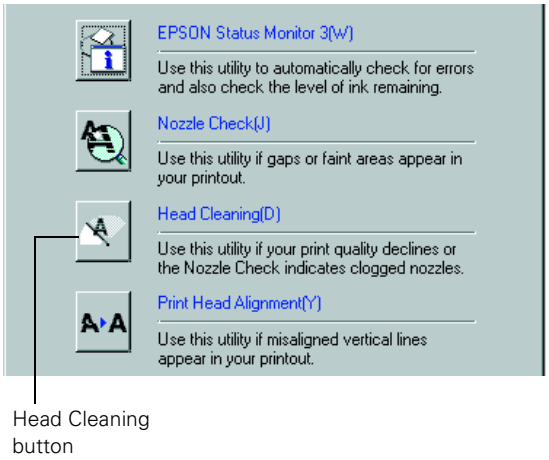
Follow these steps to run the Head Cleaning utility (recommended method):

1. Make sure the printer is turned on but not printing, and both the black and color ink out lights are off. (If an ink out light is flashing, replace the ink cartridge instead.)
2. If you have an application running, access the printer settings dialog box as described on page 16 (Windows) or page 21 (Macintosh).

   Or, with Windows, click Start, point to Settings, then select Printers. Right-click your EPSON Stylus Photo printer icon in the Printers window. Then select Properties (Document Defaults in Windows NT).

3. **Windows**: Click the Utility tab.

   Macintosh: Click the Utility button.
4. On the Utility menu, click the Head Cleaning button.
5. 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 power light flashes.



Head Cleaning button

Caution

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

6. When the power light stops flashing, run a nozzle check to confirm the print head nozzles are clean.

   Make sure paper is loaded in the printer and click Print nozzle check pattern. Then click Next. The nozzle check pattern prints (see page 60 for details).

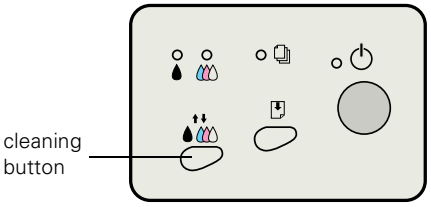
7. If the nozzle check pattern has no gaps in its dots, click Finish.

   If the pattern is missing dots, click Clean to clean the print head again. If you don't see any improvement after cleaning three or four times, check the solutions in "Problems Getting Good Print Quality" on page 73. 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.

Using the Control Panel to Clean the Print Head

Follow the steps below to clean the print head. (See page 67 for more control panel information.)

1. Make sure the printer is turned on but not printing, and both the ♦ black and ♦ color ink out lights are off. (If an ink out light is flashing, replace the ink cartridge before continuing.)
2. Press the ♦ cleaning button and hold it down for three seconds. Cleaning takes about 30 seconds, during which the printer makes some noise and the ⏻ power light flashes.



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

3. After the ⏻ power light stops flashing, print a page to test the print quality.

   If your printer is connected directly to the computer, go to step 4 to run a nozzle check.

   If you're printing over a network, open an application and print a short document containing black and color data. Check the quality of your printout, then go to step 8.

4. If you have an application running, access the printer settings dialog box as described on page 16 (Windows) or page 21 (Macintosh).

Or, with Windows, click Start, point to Settings, then select Printers. Right-click your EPSON Stylus Photo printer icon in the Printers window. Then select Properties (Document Defaults in Windows NT).

5. **Windows**: Click the Utility tab.

   Macintosh: Click the Utility button.

6. Make sure paper is loaded in the printer, click the Nozzle Check button, and click Next. The nozzle check pattern prints (see the next section for details).

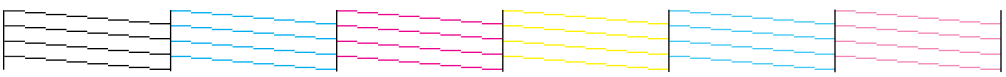
7. If the nozzle check pattern has no gaps in its dots, click Finish.

   If the pattern is missing dots, click Clean to clean the print head again.

8. If you don't see any improvement after cleaning three or four times, check the solutions beginning on page 73. 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.

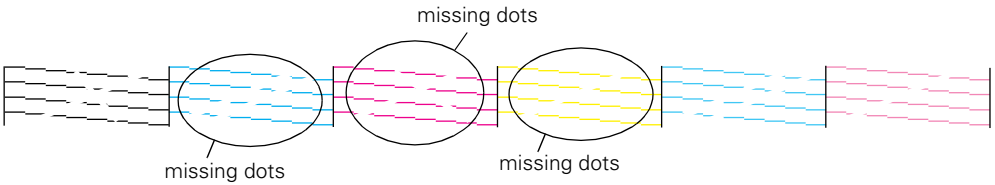
Examining the Nozzle Check Pattern

Examine the nozzle check pattern you print. It should look something like this:



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, clean the print head again; see page 57 for instructions.



Replacing an Ink Cartridge

When the black or color ink out light flashes, the indicated 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.

When an installed ink cartridge is more than six months old, you may also need to replace it if you notice that your printouts don't look as good as they used to. If print quality doesn't improve after cleaning and aligning the print head, you can replace one or both cartridges. To check the level of ink you have left, see the graphic in the printer driver (Windows) or click the ink level icon in the printer driver or EPSON Monitor 3 utility (Macintosh).

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.

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

Printer	Black ink cartridge	Color ink cartridge
EPSON Stylus Photo 870	U.S. and Latin America: T007201 Canada: T007311	U.S. and Latin America: T008201 Canada: T008311
EPSON Stylus Photo 1270	U.S. and Latin America: T007201 Canada: T007311	U.S. and Latin America: T009201 Canada: T009311

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.

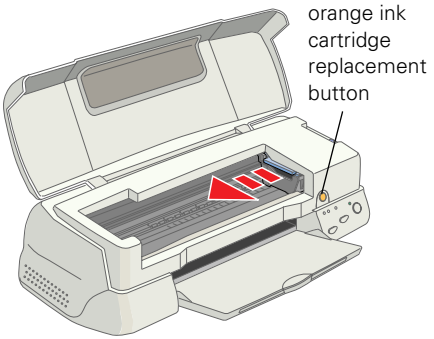
When you need new ink cartridges, contact your dealer or call EPSON at (800) 873-7766 or visit the EPSON Store™ at www.epson.com (U.S. sales only). In Canada, please call (800) 873-7766 for dealer referral.

Removing and Installing Ink Cartridges

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

Follow these steps to replace ink cartridges:

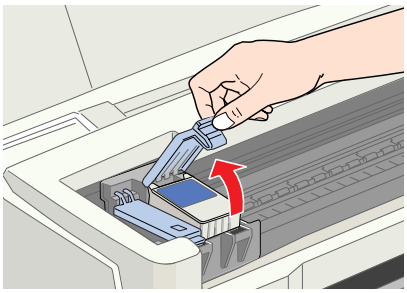
1. Make sure the printer is turned on and not printing (the ⏻ power light should be on, but not flashing).
2. Check the ♦ black and ♦ color ink out lights to see which ink cartridge you need to replace.
3. Open the printer cover and press the orange ink cartridge replacement button. The print head moves left and the ⏻ power light begins flashing.



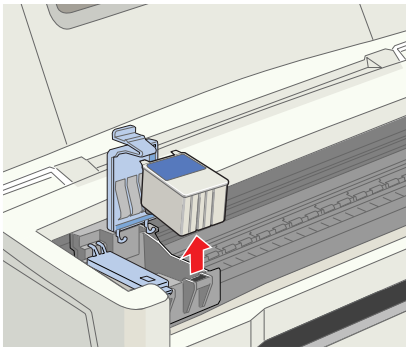
Caution

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

4. The color cartridge is on the right and the black cartridge is on the left. Pull up the ink cartridge clamp all the way. The cartridge rises up from its holder.



5. Lift the cartridge out of the printer and dispose of it carefully.

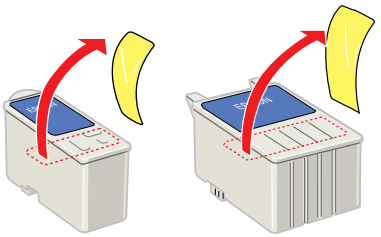


Warning

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 into your eyes, flush them immediately with water.

6. Unwrap the new ink cartridge. Then remove the yellow tape seal on top.

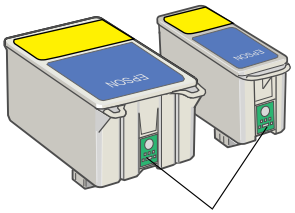


black cartridge color cartridge

Caution

You must remove the yellow tape from the top of the cartridge or you will permanently damage it. Don't pull off the blue portion or try to remove the clear seal underneath the cartridge.

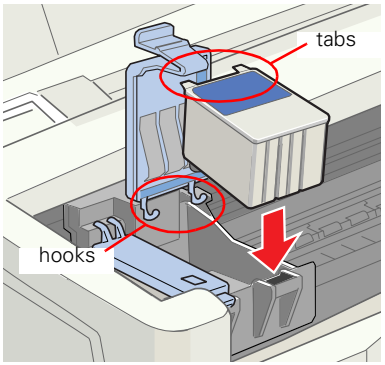
Don't touch the green circuit board on the back of the cartridge; you may inhibit normal operation and printing.



Don't touch the green circuit boards on the back

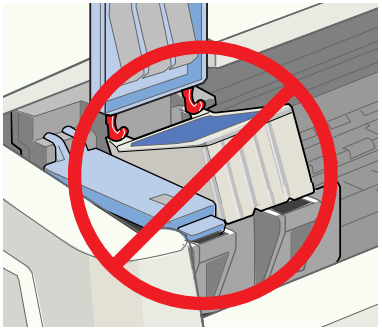
7. Tilt the ink cartridge forward slightly as you lower it into its holder.

Hang the tabs at the back of the cartridge on the hooks on the holder clamps.

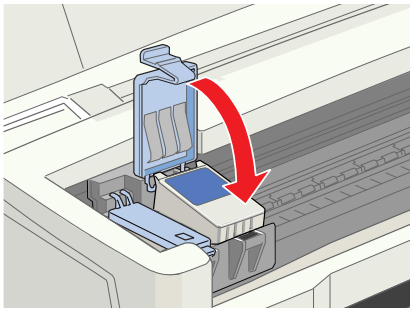


Caution

Don't place the cartridge tabs *under* the hooks on the holder clamp; you may damage the clamp when you close it.



8. Press down the ink cartridge clamp until it locks in place. (The color clamp is a bit harder to close than the black clamp.)



9. If you need to replace the other ink cartridge, repeat steps 4 through 8 before continuing with step 10.
10. Press the orange ink cartridge replacement button and 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 noise. Charging takes about one minute. When it's finished, the ⏻ power light stops flashing and stays on.

Never turn off the printer while the ⏻ 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, you may need to align the print head. Your printer must be connected to a local port, not on a network, to use the Print Head Alignment utility. Follow these steps:

1. Make sure the printer is turned on but not printing, and letter-size paper is loaded.

Load paper that's at least 8.27 inches (210 mm) wide to prevent ink from spraying inside the printer and smudging your printouts.

For the best results, load EPSON ink jet paper in the printer whenever you check the print head alignment. Don't use plain, recycled, or photocopier paper.

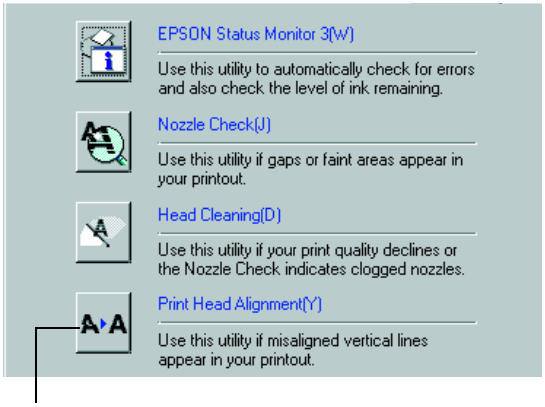
2. If you have an application running, access the printer settings dialog box as described on page 16 (Windows) or page 21 (Macintosh).

   Or, with Windows, click Start, point to Settings, then select Printers. Right-click your EPSON Stylus Photo printer icon in the Printers window. Select Properties (Document Defaults in Windows NT).

3. **Windows**: Click the Utility tab.

   Macintosh: Click the Utility button.

4. You see the Utility menu. Click the Print Head Alignment button.
5. Follow the instructions on the screen to print a test page.
6. Select the most precise alignment pattern from the choices on the test page. Enter the number of the best aligned pattern following the instructions on the screen. You may need to repeat steps 5 and 6 more than once to align your print head completely.



Print Head Alignment button

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 and wait for the ⏻ power light to go out.
2. Unplug the power cord and disconnect the printer cable.
3. Remove all the paper from the sheet feeder.
4. Clean the exterior of the printer with a soft, damp cloth.
5. Clean ink out of the printer's interior with a soft, damp cloth.

Don't touch the gears inside the printer.

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.

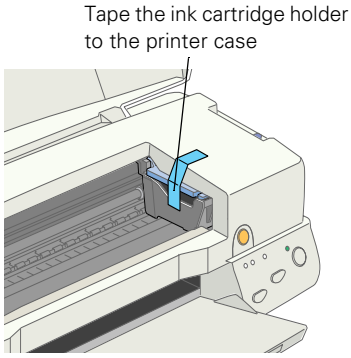
Transporting the Printer

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

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

Be sure to remove the tape used in step 4 after installing the printer in its new location.

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. Secure the ink cartridge holder to the printer with tape as shown, then close the printer cover.
5. Push in the output tray extensions and close the tray.
6. Repack the printer and attachments in the original box using the protective materials that came with it. See the unpacking sheet that was packed with your printer.



Be sure to 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 57); if output is misaligned, align the print head (see page 64).

Problem Solving

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

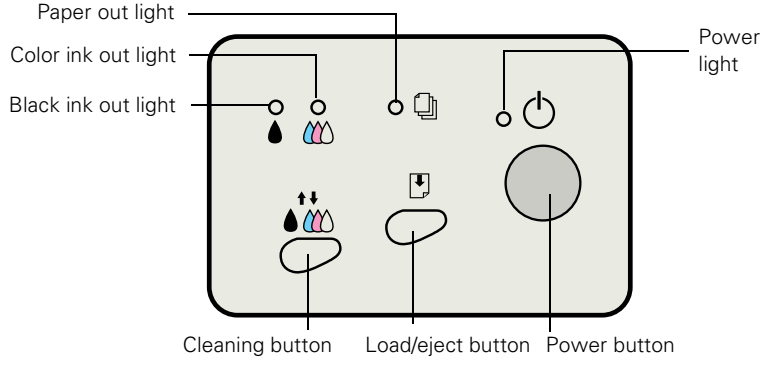
- First see “Diagnosing Printer Problems” to help determine what the cause of the problem may be.
- Then see “Problems and Solutions” on page 71 for solutions to common setup, software, print quality, paper feeding, or other problems.

It’s a good idea to check EPSON’s support 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. To check the version number of your current driver, access the driver as described on page 16 for Windows or page 21 for Macintosh; the version number is shown below the EPSON logo.

Diagnosing Printer Problems

You can diagnose some problems by checking the printer’s control panel lights, as described below, or running a printer check, as described on page 69.

Checking the Control Panel Lights



Follow the guidelines on the next page when you check the control panel lights.

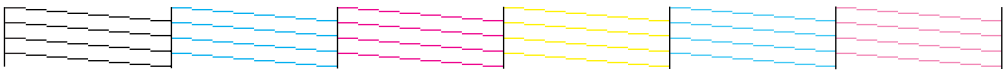
⏻ is on	The ⏻ power light is on when the printer is ready to print. It flashes when the printer is receiving a print job, charging ink, or cleaning the print head.
paper out flashes and ink out and ink out are on	When the paper out light flashes and both ink out lights come on, you have a paper jam. Press the load/eject button to try to clear the jam. If that doesn't work, turn off the printer and gently pull out all the paper. Make sure none of the sheets are curled, creased, old, stuck together, or too thin. Then reload the paper against the right edge guide and slide the left edge guide against it. Turn on the printer and press the load/eject button to resume printing. (If you're using roll paper, see page 33 for additional loading instructions.)
paper out is on	When the paper out light comes on, your paper is out or incorrectly loaded. Make sure none of the sheets are curled, creased, old, stuck together, or too thin. Then reload the paper against the right edge guide and slide the left edge guide against it. Press the load/eject button to resume printing. (If you're using roll paper, see page 33 for additional loading instructions.)
ink out or ink out flash	When an ink out light flashes, your ink supply is low. Make sure you have a replacement cartridge.
ink out or ink out are on	When an ink out light comes on, you need to replace the ink cartridge. Make sure you have a replacement cartridge. See page 61 for replacement instructions. If an ink out light comes on after you've replaced a cartridge, you installed a cartridge your printer can't use. Remove it and replace it with the correct type.
⏻ and paper out flash and ink out and ink out are on	When the ⏻ power and paper out lights flash, and one or both of the ink out lights come on, jammed paper may be blocking movement of the print head. Turn off the printer, open the cover, and check inside for any jammed paper. Then turn the printer back on. If the lights still flash and/or come on, contact your dealer or EPSON; see page 79 for information.
⏻ paper out ink out ink out flash	When all the lights flash, your printer may have an internal error. Make sure you removed all the packing material as described on the unpacking sheet in your printer box. Then turn off the printer, wait a few seconds, and turn it on again. If the lights still flash, contact your dealer or EPSON; see page 79 for contact information.
⏻ paper out ink out ink out are off	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 printer, plug in the power cord securely, and turn on the printer again. ■ Make sure the outlet is operable and is not controlled by a switch or timer. If in doubt, try using another outlet.

Running a Printer Check

You can run a printer check to determine whether a problem comes from the printer itself or some other source. Follow these steps:

1. Make sure both the printer and computer are turned off.
2. Disconnect the interface cable from the printer.
3. Make sure letter-size or larger paper is loaded in the printer.
4. Hold down the load/eject button, then press and release the power button. Continue holding down the load/eject button until the power light starts to flash, then release it.

   The printer prints one page showing its ROM version number, ink counter, and a nozzle check pattern. Only the nozzle check pattern is shown below. (If the pattern has gaps in its dots, you need to clean the print head; see page 57.)



5. To end the check, turn off the printer after it prints the check page. Then reconnect the interface cable and turn on your printer and computer.

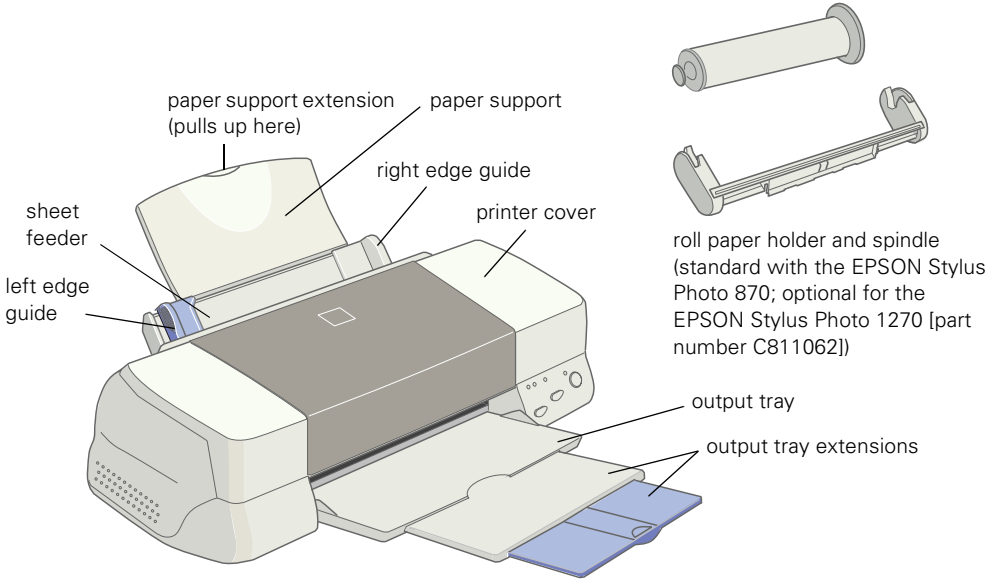
If the check page prints, the problem probably lies in your software settings, the interface cable, or your computer.

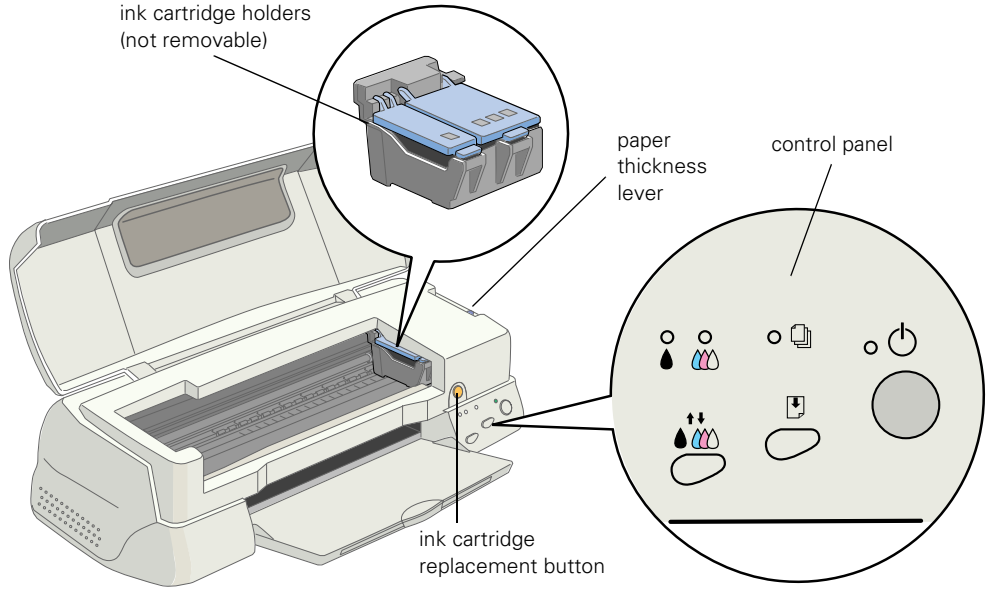
If the check page doesn't print, you may have a problem with your printer.

Try the suggestions in "Problems and Solutions" beginning on page 71. If nothing seems to work, contact your dealer or EPSON as described on page 79.

Identifying Printer Parts

If you need help identifying the parts of the printer, refer to these illustrations:





Problems and Solutions

Here are some troubleshooting tips if you have any problems setting up your printer, installing software, getting good print quality, feeding paper, or other problems.

Problems Setting Up the Printer or Installing Software

The printer started making noise after ink cartridge installation.

- The first time you install ink cartridges, the printer must charge its ink delivery system for about two minutes. Wait until charging finishes (the ⏻ power light stops flashing) before you turn off the printer. If you turn off the printer while it's charging, it may charge improperly and use excess ink the next time you turn it on.
- Make sure the ink cartridge clamps are locked down and that no packing material remains in the printer. Turn off the printer, disconnect it from your computer, and turn it on again to clear the error. Then turn it off, reconnect it, and turn it on again.
- If the printer stops moving or making noise, but the ⏻ power light is still flashing after five minutes, turn off the printer. If the light is still flashing when you turn it back on, contact your EPSON dealer or see "Where To Get Help" on page 79.

You're having problems installing the printer software.

- Carefully follow the instructions on the *Start Here* poster.
- Make sure you've closed all other applications, including any screen savers and virus protection software. Then try installing the printer software again.
- Make sure your printer cable is securely connected to the printer and computer.

You see the EPSON Registration screen again after restarting (Macintosh).

Open the Startup Items folder in your System folder, then drag the EpsonReg icon to the Trash.

You're printing over a network.

See your electronic *Reference Guide* for instructions on configuring your printer for use on a network.

Problems with Printing

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

- Make sure the interface cable is connected securely and that the cable meets the system requirements on page 6 or page 7.
- Run a printer check as described on page 69. If the check page prints, make sure your printer and application software are installed correctly.
- If you're printing on a network, you need to set up your printer for network printing, as described in your electronic *Reference Guide*.

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

Make sure the print head nozzles are not clogged. To clean the print head, see page 57.

Printing is too slow.

Make sure your system meets the requirements listed on page 6 or page 7. If you're printing a high-resolution image, you need more than the minimum requirements listed.

You may also need to:

- Clear space on your hard disk or run a defragmentation utility.
- Close open applications that you're not using.
- Increase your system's memory (RAM).
- If you upgraded from Windows 95 to Windows 98, you may need to uninstall and reinstall your printer software.

For the fastest printing, try the following:

- Choose Black ink if your document doesn't include color.
- Set the Quality/Speed slider to Speed.
- In the printer software's Advanced dialog box, turn MicroWeave off and/or turn High Speed on.
- If you're using the parallel port, enable ECP/DMA mode on your computer's parallel port for maximum print speeds. See your computer documentation or the manufacturer for instructions.

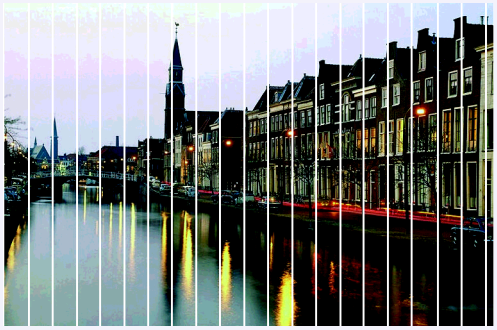
Your printer makes noise when you turn it on or after it has been sitting for a while.

Your printer is performing routine maintenance.

Problems Getting Good Print Quality

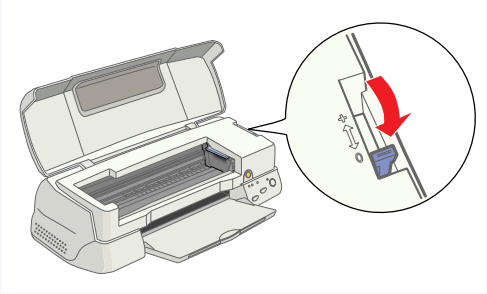
You see horizontal banding.

- Make sure the print head nozzles are not clogged. To clean the print head, see page 57.
- Make sure the Media Type setting matches the paper you loaded. See page 32 for guidelines.
- Make sure the printable side of the paper is face up. It is usually whiter or shinier.
- Make sure an ink cartridge isn't low on ink. To replace an ink cartridge, see page 61.
- Try using Automatic mode. See page 17 (Windows) or page 22 (Macintosh) for instructions.
- Make sure the paper thickness lever is in the **0** position (shown at right). Set it to the **+** position to print on thick paper or envelopes. Also turn off High Speed in the printer software.
- Run the Print Head Alignment utility using EPSON ink jet paper. See page 64 for instructions.



You see vertical banding.

- Run the Print Head Alignment utility using EPSON ink jet paper. See page 64 for instructions.
- Make sure the paper thickness lever is in the **0** position, as shown below. Set it to the **+** position for thick paper or envelopes. Also turn off High Speed in the printer software.



- If you're printing an image with Landscape orientation, you may actually have horizontal banding. Try the solutions described to the left.

Your printout is blurry or smeared.

- Make sure your paper isn't damp or curled, or loaded face down. If it's damp or curled, reload new paper.
- Use a support sheet or load your paper one sheet at a time.
- Make sure your paper meets the specifications in the electronic *Reference Guide*.
- Use EPSON papers to ensure proper saturation and absorption of Genuine EPSON inks. Non-EPSON media may not be compatible and produce ink bleeding or pooling.
- Run the Print Head Alignment utility. See page 64 for instructions.
- Check the paper 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 papers, set the paper thickness lever to the **0** position, as shown on page 73.
- Remove each sheet from the output tray after printing, especially when you're printing on transparencies.

Your printout is faint or has gaps in the image.

- Make sure the print head nozzles are not clogged. To clean the print head, see page 57.
- Check the control panel lights to see if the ink cartridges are low on ink. To replace an ink cartridge, see page 61.
- Make sure the Media Type setting matches the paper you loaded. See page 32 for guidelines.
- Make sure your paper isn't damaged, old, dirty, or loaded face down. If it is, reload a new stack of paper with the printable side up; it is usually whiter or shinier than the other side.

You see wrong or missing colors.

- Make sure the Ink setting is set to Color for color images and your application is set for color printing.
- Make sure the print head nozzles are not clogged. To clean the print head, see page 57.
- Make sure an ink cartridge isn't low on ink. To replace an ink cartridge, see page 61.
- If you're printing a high-resolution image, turn off PhotoEnhance as described on page 24.
- Try using Automatic mode. See page 17 (Windows) or page 22 (Macintosh) for instructions.
- You may be using a PhotoEnhance special effect that alters image colors, such as Sepia; see page 24.
- Your printed colors can never exactly match your on-screen colors. However, you can use a color management system to get as close as possible. See the advanced color management tips on page 26 and your electronic *Reference Guide*.

You see colored hues in the gray parts of a black-and-white photograph.

You may be printing the gray tones in color mode. Color mode provides the smoothest gradations, but may make some hues noticeable. To eliminate color hues from the gray tones, make sure the Media Type setting matches the paper you loaded (see page 32) and try one of the following:

- Select Black as the Ink setting (your image may be grainier, with less subtle gradations); see page 17 (Windows) or page 22 (Macintosh).
- Leave Color as the Ink setting, but clean and align your print head, as described on page 57 and page 64.
- If you scanned the image, make sure you calibrated the color correctly with your scanning software.
- Create a color calibration profile with a color management program to improve the image's color balance.

Your printout is grainy.

- Try using a higher quality paper.
- Set the Quality/Speed slider to the Quality setting in your printer software; see page 17 (Windows) or page 22 (Macintosh).
- Run the Print Head Alignment utility. See page 64 for instructions.
- You may need to increase the image resolution or print it in a smaller size; see your software documentation.

Problems with Paper Feeding

Too many copies are printing.

Make sure the Copies settings in the printer software and your application aren't both set for multiple copies.

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 load/eject button to eject the paper. Then select the correct paper size in your application or printer software.
- If it's wrinkled when it ejects, the paper may be damp or too thin.
- If you're ejecting roll paper, carefully follow the steps in "Removing and Storing Roll Paper" on page 56.

Paper doesn't feed.

Remove the paper and check that it:

- Isn't curled or creased
- Isn't too old
- Isn't loaded above the arrow on the left edge guide
- Isn't jammed inside the printer. (If the paper out light is flashing, paper is jammed.)

Reload the paper and don't set the left edge guide too tightly.

If you're loading roll paper, carefully follow the steps in "Loading Roll Paper" on page 33.

Paper jams inside the printer.

Press the load/eject button, turn off your printer, open the cover, and remove all the paper that's inside, including any small pieces that may have torn off.

If your paper jams frequently:

- Use smooth, high-quality paper, loaded printable side up.
- Fan the stack and then even the edges before loading it.
- Don't load paper above the arrow mark on the left edge guide.
- Place the paper against the right edge guide and slide the left edge guide against your paper.

Multiple pages feed at once.

Remove the paper, then:

- Make sure the paper isn't too thin.
- Fan the edges of the stack of paper to separate the sheets.
- Reload the paper as described on page 15.
- Make sure the edge guides fit against the paper, but not too tightly.

Solving Miscellaneous Printout Problems

The margins are incorrect.

- Make sure the paper settings in your printer software are correct for your paper size. See the electronic *Reference Guide* for instructions.
- Check your software documentation for instructions on selecting the correct margins for your paper size. The margins must be within the printable area of the page. See "Specifications" in your electronic *Reference Guide* for more information.
- If you're printing on roll paper, make sure you've selected either Roll Paper or Roll Paper (Zero Margins) as your Paper Source to get the margins you want. See page 36 for details.

You see incorrect characters.

- Make sure the interface cable is securely connected and that the cable meets the system requirements on page 6 or page 7. Then try printing again.
- Make sure your printer is selected in your application, or as the Windows default printer or the current printer in the Macintosh Chooser.
- If you're using a switch box with your printer; connect the printer directly to your computer and try printing again.

The image size or position is incorrect.

Make sure the paper and/or layout options are set correctly; see page 17 (Windows) or page 22 (Macintosh) for instructions on accessing the settings.

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

Turn off Flip Horizontal in the printer software (see page 25) or the mirror setting in your application software. (If you're printing on EPSON Iron-On Cool Peel Transfer Paper, the image *should* be inverted so it looks correct when it's ironed on.)

The printer prints blank pages.

- Make sure the paper settings in the printer software are correct for your paper size. See your electronic *Reference Guide* for instructions.
- Make sure the print head nozzles are not clogged. To clean the print head, see page 57.

Uninstalling Printer Software

If you need to uninstall and then reinstall your printer software, such as when you upgrade your computer operating system, follow these steps:

Uninstalling Windows Software

1. Double-click My Computer, then double-click the Control Panel icon.
2. Double-click Add/Remove Programs. Click EPSON Printer Software in the program list, then select your EPSON Stylus Photo printer icon.
3. Click the Add/Remove button and follow the instructions.
4. If you're using the USB port, click EPSON USB Printer Devices in the program list; then click the Add/Remove button.
5. Restart your computer.

Uninstalling Macintosh Software

1. Insert your printer software CD-ROM.
2. Double-click the EPSON CD-ROM icon if necessary. Then double-click the EPSON icon in the CD-ROM folder. You see the Main Menu.
3. Click Install Printer Driver, then click Continue.
4. 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. When you're finished, click Quit.
5. Restart your Macintosh.

Reinstalling Printer Software

Before reinstalling your printer software, first uninstall it as described above. Then follow the instructions on the *Start Here* poster to reinstall your software. (You won't see the license agreement screen and you don't need to reinstall your photo software or electronic manual.)

Where To Get Help

If you need help with your printer or its software (or EPSON Software Film Factory), see the contact information below. If you need help using the other bonus or photo software that came with your printer, see page 81.

For help using any other software on your system, see the documentation for that software for technical support information.

EPSON Technical Support

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

Service	Access
World Wide Web	From the Internet, you can reach EPSON Support at **http://www.epson.com**. At this site, you can download drivers and other files, look at documentation such as product brochures and user manuals, and access troubleshooting information.
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 E-MAIL Technical Support	To receive technical advice through e-mail, go to **http://www.epson.com** and complete the form under the troubleshooting tab, as requested.
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**.

To speak directly to a technical support representative, dial:

- U.S.: **(562) 276-7235**, 6 AM to 8 PM, Pacific Time, Monday through Friday and 7 AM to 4 PM, Saturday. Toll or long distance charges may apply.
- Canada: **(905) 709-2567**, 6 AM to 6 PM, Pacific 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 870 or EPSON Stylus Photo 1270)
- Product serial number (located on the back of the printer)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

EPSON Accessories

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

Bonus or Photo Software Technical Support

If you need technical support for Adobe PhotoDeluxe (EPSON Stylus Photo 870), or Adobe Photoshop or Monaco Systems MonacoEZcolor (EPSON Stylus Photo 1270), contact the software manufacturer as described below.

Software	Web site	E-mail	Telephone
Adobe PhotoDeluxe	www.adobe.com/supportservice/custsupport	techdocs@adobe.com	(206) 675-6126 6:00 am to 5:00 pm, PST, Monday through Friday (pay support)
Adobe Photoshop LE*	www.adobe.com/products/photoshople/support.html	techdocs@adobe.com	(206) 675-6126 6:00 am to 5:00 pm, PST, Monday through Friday (pay support)
MonacoEZcolor**	www.ezcolor.com/faq.html	tech@monacosys.com	(978) 749-9944 9:00 am to 5:00 pm, EST, Monday through Friday

* EPSON Stylus Photo 1270 owners have an exclusive upgrade price of $299 for the full version of Adobe Photoshop. To upgrade or for more information on this offer, call 1-800-492-3623 and mention Source Code 56100. The offer expires 9/30/01.

** The MonacoEZcolor software offer is available at a discounted price for EPSON Stylus Photo 1270 owners, for a limited time. Call (978) 749-9944 to order from Monaco Systems. The color management package includes software, a target print, and a corresponding target file. You can install the software and target file from your printer CD-ROM. However, you won't be able to use the software until you obtain the target print, available by mail when you purchase the color management package for $149 (U.S.)—that's half off the retail price of $299. The offer expires 3/31/01.

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FCC Compliance Statement

For United States Users

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

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

WARNING

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

For Canadian Users

This Class B digital apparatus 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 materiel brouilleur 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: 6-43 3840 Kilroy Airport Way Long Beach, CA 90806-2469 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:	EPSON Stylus Photo 870: P152A EPSON Stylus Photo 1270: P153A

EPSON Ink Jet Papers

Use EPSON paper and inks to get the same photo quality results that earn EPSON printers all of their awards! EPSON papers are specially coated to work with EPSON quick drying inks. You'll notice that when prints come out of your printer, you can immediately handle them. There is no drying time, no smearing or smudging, and your image is clean and smooth. Here are just a few of EPSON's papers:

Photo Quality Ink Jet Paper

Bright white, with a smooth matte finish to create your best impression. Perfect for presentations, newsletters, color reproductions, and all your photo and craft projects.

Premium Glossy Photo Paper

Fade-resistant, water-resistant, photographic-weight paper with a high gloss finish. Perfect for all photographic applications and available in a variety of sizes, including 4-inch by 26.2 foot rolls.

Photo Paper and Panoramic Photo Paper

Photo quality, heavier weight glossy paper available in a variety of sizes—even a 13-inch wide roll. Perfect for color photo keepsakes of snapshots, framed art, banners, and panoramics.

Matte Paper - Heavyweight

Fade-resistant, water-resistant, professional-looking, flat matte finish for printing photos and graphics on a non-glossy surface. Perfect for digital fine art work.

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

How to Order EPSON Ink and Paper

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

EPSON ink cartridges:

EPSON Stylus Photo 870
Black: U.S. and Latin America, T007201
Canada, T007311
Color: U.S. and Latin America, T008201
Canada, T008311

EPSON Stylus Photo 1270
Black: U.S. and Latin America, T007201
Canada, T007311
Color: U.S. and Latin America, T009201
Canada, T009311

EPSON papers

Paper name	Size	Part number
EPSON 360 dpi Ink Jet Paper	Letter (8.5 x 11 inches) Super B (13 x 19 inches) *	S041060 S041066
EPSON High Quality Ink Jet Paper	Letter (8.5 x 11 inches)	S041111
EPSON Photo Quality Ink Jet Paper	Letter (8.5 x 11 inches) Legal (8.5 x 14 inches) A3 (11.7 x 16.5 inches) * B (11 x 17 inches) * Super B (13 x 19 inches) *	S041062 S041067 S041068 S041070 S041069
EPSON Photo Quality Ink Jet Cards	A6 (4.1 x 5.8 inches)	S041054
EPSON Photo Paper	4 x 6 inches Letter (8.5 x 11 inches) Panoramic (8.3 x 23 inches) A3 (11.7 x 16.5 inches) * B (11 x 17 inches) * Super B (13 x 19 inches) * Super B Roll (13 inches x 32.8 feet) *	S041134 S041141 S041145 S041142 S041156 S041143 S041233
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
EPSON Photo Quality Glossy Film	Letter (8.5 x 11 inches) A6 (4.1 x 5.8 inches) A3 (11.7 x 16.5 inches) * B (11 x 17 inches) * Super B (13 x 19 inches) *	S041072 S041107 S041073 S041075 S041074
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 Cool Peel Transfer Paper	Letter (8.5 x 11 inches)	S041153/S041155
EPSON Photo Quality Glossy Paper	Letter (8.5 x 11 inches) Super B (13 x 19 inches) *	S041124 S041133
EPSON Matte Paper - Heavyweight	Letter (8.5 x 11 inches) A3 (11.7 x 16.5 inches) * Super B (13 x 19 inches) *	S041257 S041260 S041263
EPSON Premium Glossy Photo Paper	Letter (8.5 x 11 inches) A3 (11.7 x 16.5 inches) * B (11 x 17 inches) * Super B (13 x 19 inches) * Roll (3.9 inches x 26.2 feet)	S041286 S041288 S041290 S041289 S041302
EPSON Ink Jet Back Light Film	A3 (11.7 x 16.5 inches) *	S041131

* Designed for the EPSON Stylus Photo 1270