Printer Parts

Roll paper cover

Front cover

Paper lever

Control panel

Ink cartridge compartment

Ink cartridge compartment

Paper basket

USB interface connector

IEEE 1394 FireWire® interface connector

AC inlet

Optional interface card slot cover

Maintenance tank

Printer Specifications

Printing

Printing method	On-demand ink jet
Nozzle configuration	Black: 180 nozzles × 3 (photo black or matte black, light black, light light black) Color: 180 nozzles × 5 (cyan, magenta, light cyan, light magenta, yellow)
Resolution	Maximum 2880 dpi × 1440 dpi
Print direction	Unidirectional/Bidirectional
Control code	Epson ESC/P® Raster Photographic Driver
Line spacing	1/6 inch or programmable in 1/1440-inch increments
Paper feed speed	245 ±10 milliseconds per 1/6-inch line
RAM	64MB (Epson Stylus Pro 7800) 128MB (Epson Stylus Pro 9800)

Electrical

Specification	Description
Input voltage range	90 to 264 V
Rated frequency range	50 to 60 Hz
Input frequency range	49 to 61 Hz
Rated current	1.0 A at 120 V 0.5 A at 220 V
Power consumption	Epson Stylus Pro 7800: Approx. 50 W or less (ISO 10561 Letter Pattern) 6 W or less in sleep mode 1 W or less in power off mode Epson Stylus Pro 9800: Approx. 55 W or less (ISO 10561 Letter Pattern) 6 W or less in sleep mode 1 W or less in power off mode

Mechanical

Dimensions	Epson Stylus Pro 7800: Width: 47.12 inches (1178 mm) Depth: 20.04 inches (501 mm) Height: 22.4 inches (560 mm) Epson Stylus Pro 9800: Width: 68.08 inches (1702 mm) Depth: 27.12 inches (678 mm) Height: 47.84 inches (1196 mm)
Weight (without ink cartridges)	Epson Stylus Pro 7800: 131 lb (59 kg) Epson Stylus Pro 9800: 198 lb (40 kg) Stand: 23.1 lb (90 kg)

Environmental

Temperature	Operation: 50 to 95 °F (10 to 35 °C) Storage: –4 to 104 °F (–20 to 40 °C) 1 month at 104 °F (40 °C) Print quality guarantee: 59 to 77 °F (15 to 25 °C)
Humidity (without condensation)	Operation: 20 to 80% RH Storage: 20 to 85% RH (stored in shipping container) Print quality guarantee: 40 to 60% RH Optimal operation: 35 to 45% RH

Paper

The allowable paper dimensions are shown below:

	Roll paper	Cut sheets
Epson Stylus Pro 7800	8 to 24 in. (203 to 610 mm) wide	letter size up to 24 in. wide
Epson Stylus Pro 9800	8 to 44 in. (203 to 1118 mm) wide	letter size up to 44 in. wide
Maximum external roll diameter	2 in. core: 4 in. (103 mm) 3 in. core: 6 in. (150 mm)	—
Thickness	3.15 to 19.7 mil (0.8 to 0.5 mm)	3.15 to 59 mil (0.8 to 1.5 mm)

Notes:

❏ Poor quality paper may reduce print quality and cause paper jams and other problems. If you encounter problems, switch to a higher grade of paper.

❏ Avoid touching the printable surface with bare hands. Fingerprints may affect print quality. Handle media by the edges or use cotton gloves.

❏ If paper is curled or folded, flatten it before loading. Keep unused media in its original packaging and store it in a cool, dry place.

❏ Store sheet media on a flat surface.

❏ Unload roll paper from the paper path when not in use to prevent curling.

Safety Approvals

Safety standards	UL 60950, CSA 22.2 No. 60950
EMC	FCC Part 15 Subpart B, Class B, CSA C108.8 Class B

Ink Cartridges

Cartridge life	2 years from production date if unopened; within 6 months after opening package.
Temperature (uninstalled):	Storage –22 to 104 °F (–30 to 40 °C); 1 month at 104 °F (40 °C)
Temperature (installed):	Storage –4 to 104 °F (–20 to 40 °C); 1 month at 104 °F (40 °C)
Capacity	110 or 220 ml

Drivers

Macintosh® Operating System OS X 10.3.9 or later, Windows Windows 2000 or XP. Raster drivers are standard.

Interfaces

❏ USB 1.1 and 2.0 compatible, recommended cable length up to 10 feet (3 meters)

❏ IEEE-1394 FireWire, recommended cable length up to 10 feet (3 meters)

In addition, a Type B expansion slot is available for installing the EpsonNet Ethernet™ network card (10/100 BaseTX).

Consumables and Accessories

Ink Cartridges

When you install the printer's first ink cartridges, it takes about 10 minutes to initialize the printer. Do not interrrupt this process by turning off the printer, opening the front cover, or releasing the paper lever, or the printer will have to re-initialize. In that case, there may not be enough ink left in the original cartridges and you may have to replace them with new ones.

Use the following UltraChrome K3™ Epson ink cartridges before the expiration date on the package:

Slot no.	Cartridge	110 ml	220 ml
1	Light Light Black	T562900	T563900
2	Light Magenta	T562600	T563600
3	Light Cyan	T562500	T563500
4	Light Black	T562700	T563700
5	Photo Black	T562100	T563100
	Matte Black*	T566800	T567800
6	Cyan	T562200	T563200
7	Magenta	T562300	T563300
8	Yellow	T562400	T563400

* A new printer can be initially charged with matte black ink instead of the standard photo black, or you can change the ink later using the Black Ink Conversion Kit included with your printer. Changing black ink uses about 20% of your ink and maintenance tank, and should be performed infrequently.

User-Replaceable Parts

You can order these user-replaceable parts:

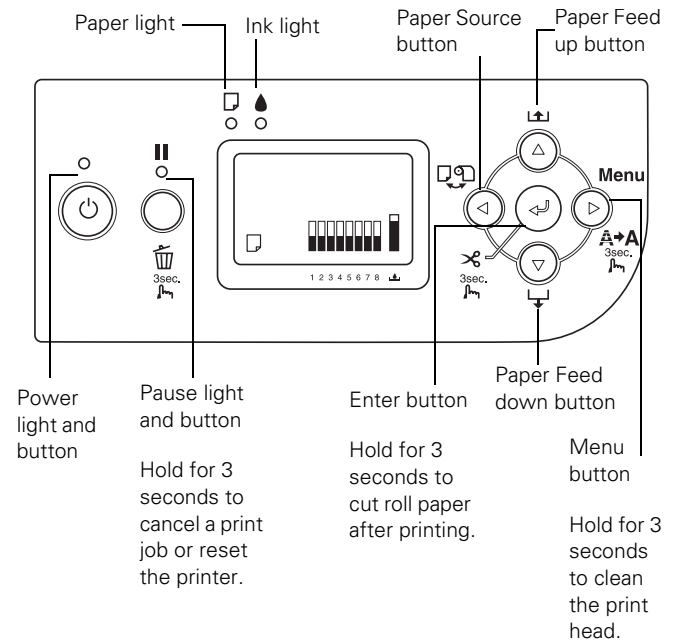| Part	Part number
Relacement Ink Maintenance Tank	C12C890191
Replacement Printer Cutter Blade (replaces the printer's built-in cutter)	C12C815291

Options

The following optional equipment and warranties are available:

Part	Part number
Automatic Take-up Reel System (9800 only)	C12C815251
Replacement 44-inch Take-up Reel Core (9800 only)	C815121
EpsonNet Internal 10/100 BaseTX (Ethernet) Type-B Print Server (interface card)	C12C824341
Paper Roller Spindle (Normal Tension) — 2- or 3-inch Epson Stylus Pro 7800 Epson Stylus Pro 9800	 C12C811161 C12C811151
Paper Roller Spindle (High Tension) — 2- or 3-inch Epson Stylus Pro 7800 Epson Stylus Pro 9800	 C12C811155 C12C811152
Manual Media Cutting System (for thick media) Epson Stylus Pro 7800 Epson Stylus Pro 9800	 C12C815231 C815182
Replacement Manual Cutting Blade (for Manual Media Cutting System)	C815192
Extended warranties* 1-year 2-year	 EPP7898B1 EPP7898B2

* Must be purchased within 12 months of printer purchase.

Control Panel

Paper light — Ink light — Paper Source button — Paper Feed up button

Menu

Power light and button

Pause light and button

Hold for 3 seconds to cancel a print job or reset the printer.

Enter button

Hold for 3 seconds to cut roll paper after printing.

Paper Feed down button

Menu button

Hold for 3 seconds to clean the print head.

Control Panel Menus

Boldface indicates the default setting. Press the Menu ▶ button to access the menus and the arrow buttons to navigate.

Menu	Item	Settings/Explanation
PRINTER SETUP	ROLL PAPER COUNTER ROLL PAPER LENGTH ROLL LENGTH ALERT	Available only if REMAINING PPR SETUP is enabled in Maintenance Mode
	PLATEN GAP	**STANDARD**, NARROW, WIDE, WIDER, WIDEST
	PAGE LINE	**ON**, OFF
	INTERFACE	**AUTO**, USB, IEEE 1394, OPTIONAL I/F CARD
	CODE PAGE	**PC437**, PC850
	ROLL PAPER MARGIN	**DEFAULT**, TOP/BOTTOM15mm, TOP 35/BOTTOM15mm, 15mm, 3mm
	PAPER SIZE CHECK	**ON,** OFF
	PAPER SKEW CHECK	**ON**, OFF
	TIME OUT	**OFF**, 30sec, 60sec, 180sec, 300sec
	CUTTER ADJUSTMENT	EXECUTE
	REFRESH MARGIN	**ON**, OFF
	AUTO NOZZLE CHECK	ON, **OFF**
	AUTO CLEANING	**ON**, OFF
	QUIET CUT	ON, **OFF**
	INITIALIZE SETTINGS	Restores default settings
TEST PRINT	NOZZLE CHECK	Shows clogged nozzles
	STATUS CHECK	Ink and paper remaining and status of parts
	JOB INFORMATION	Ink and paper used for the last 10 jobs
	CUSTOM PAPER	Registered paper configuration information
PRINTER STATUS	VERSION	Current firmware version
	PRINTABLE PAGES	For the ink remaining in each cartridge
	INK LEVEL	E*****F for each color
	MAINTENANCE TANK	E*****F
	USAGE COUNT	Ink in milliliters, paper in square centimeters
	CLEAR USAGE COUNT	EXECUTE

Menu	Item	Settings/Explanation
PRINTER STATUS (continued)	JOB HISTORY	Ink used in milliliters, and paper in square centimeters, for each saved job
	TOTAL PRINTS	Number of pages printed
	SERVICE LIFE	E*****F for CUTTER, CR MOTOR (carriage) PF MOTOR (paper feed) HEAD UNIT (print head) CLEANING UNIT PRESSURE MOTOR
CUSTOM PAPER	PAPER NUMBER	**STANDARD**, NO. (1 to 10)
	PLATEN GAP	STANDARD, NARROW, WIDE, WIDER
	THICKNESS PATTERN	PRINT
	THICKNESS NUMBER	1 to 15
	CUT METHOD	**STANDARD**, THIN PAPER, THICK PAPER FAST, THICK PAPER SLOW
	PAPER FEED ADJUST	–0.70% to 0.70%
	DRYING TIME	0. 0 sec. to 10.0 sec.
	PAPER SUCTION	**STANDARD**, –1, –2, –3, –4
	M/W ADJUSTMENT	**STANDARD,** 1, 2
MAINTENANCE	CUTTER REPLACEMENT	EXECUTE
	BK INK CHANGE	EXECUTE
	POWER CLEANING	EXECUTE
	CLOCK SETTING	EXECUTE
	CONTRAST ADJUSTMENT	–20 to +20
HEAD ALIGNMENT	PAPER THICKNESS	**STANDARD**, 0.1 mm to 1.5 mm
	ALIGNMENT	
	AUTO	UNI-D, BI-D 2-COLOR, BI-D ALL, BI-D #1, BI-D #2, BI-D #3
	MANUAL	UNI-D, BI-D 2-COLOR, BI-D ALL

Printing a Status Sheet

The status sheet shows some of the current default settings, the amount of ink remaining in each cartridge, the page count, and the status of the cutter blade, maintenance tank, and other printer parts.

Note: You can replace the ink cartridges, cutter blade, and maintenance tank yourself. Other parts need to be replaced by an authorized Epson service technician.

1. Make sure paper is loaded in the printer.

2. Press the Menu button.

3. Press the ▼ button to highlight TEST PRINT, then press Menu.

4. Press ▼ to highlight STATUS SHEET, then press Menu. You see PRINT.

5. Press ↵ to start printing.

    The amount of ink left or the component life is indicated as follows:

    E*****F = 100–81% of ink or service life remaining
    E**** F = 80–61%
    E*** F = 60–41%
    E** F = 40–21%
    E* F = 20–11%
    % = less than 10% of ink or service life remaining
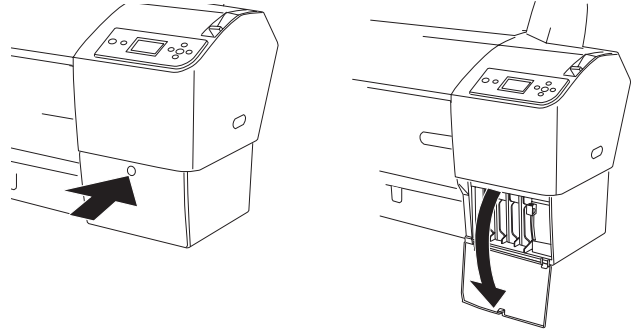
Replacing an Ink Cartridge

The easiest way of checking ink levels is from the control panel LCD display. The numbers below the ink icons on the LCD display correspond to the 8 ink cartridge slots on the printer. The icons show the percentage of ink remaining as follows:

|	
▌100–81%	▌20% or less
▌80–61%	▯ Ink low
▌60–41%	▯ Ink out
▌40–21%	▯ Cartridge error or no cartridge

When the red ♦ ink light is flashing (and INK LOW appears on the LCD display), the indicated cartridge is almost out of ink. Make sure you have a replacement cartridge. When the light stays on and INK OUT is displayed, the cartridge is empty. You must replace the cartridge before you can continue printing.

See page 3 for information on selecting the correct replacement cartridges. Before you start, make sure the printer is turned on. Then follow these steps to replace an ink cartridge:
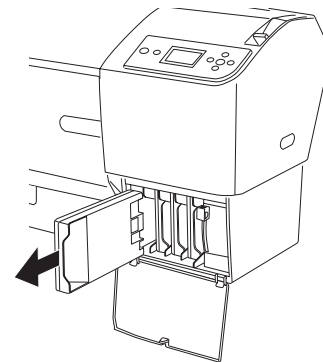
1. Note the color of the cartridge that is low or empty. This is the cartridge you need to replace.

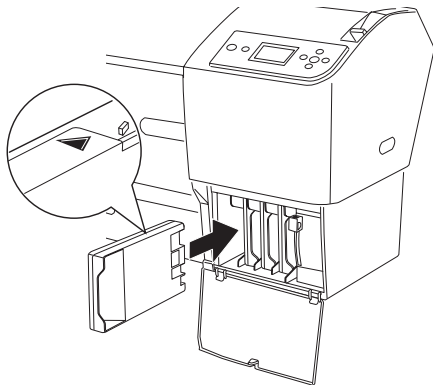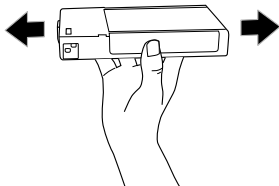2. Press the ink compartment cover(s) to open them.

3. Raise the ink lever(s) to the unlocked position.
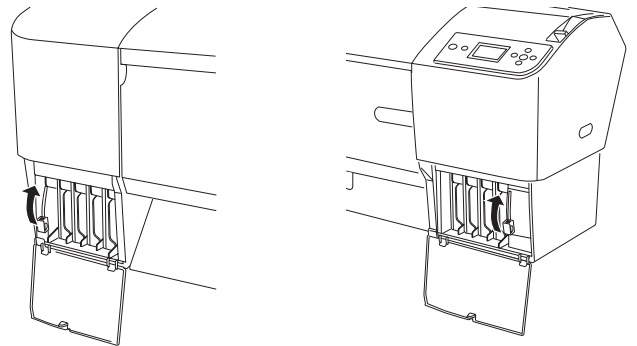
4. Remove the empty ink cartridge(s) from the printer.

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

6. Gently shake the cartridge before installing it.

7. Hold the cartridge with the arrow pointing toward the printer. Then insert the cartridge into the slot. Don't force it in.

8. Lower the ink levers to their locked position.
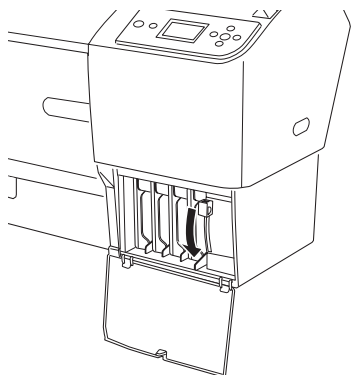
9. Close the ink compartment cover(s).

Once the cartridge is installed, the printer returns to its READY state.

Paper Type and Banding

Banding can be caused by several problems, such as clogged print head nozzles or a misaligned print head. It can also be caused by using a paper that is not defined in the Epson printer driver or in a third-party RIP. To correct this problem, make sure you select the correct paper type in the driver.

If your paper type is not defined, use the printer's menu system to create a custom paper type. See "Optimizing the Settings for Your Paper" in the *Printer Guide.*

Checking and Cleaning the Print Head

If your printed image shows a color shift or horizontal lines, you should check the print head to see if any nozzles are clogged or deflected. If necessary, the printer will automatically run a cleaning cycle to clear the nozzles.

1. Press the Menu button.

2. Press the ▼ button until TEST PRINT is highlighted, then press Menu. NOZZLE CHECK is selected.

3. Press Menu, then press ↵ to start printing the nozzle check pattern.

The nozzle check pattern is printed and automatically read. If the printer finds clogged nozzles, it runs a cleaning cycle.

Note: You can clean the print head manually by pressing and holding the Menu button. You also can check the print head and turn on the Auto Cleaning feature using your printer utility software.

Running a Power Cleaning Cycle

You can run a power cleaning cycle from the printer's control panel if the normal cleaning process is not sufficient to clear the nozzles. However, the power cycle uses a larger quantity of ink, so it is recommended only as a last resort.

The cartridges need to be at least 50% full to use power cleaning. You may need to replace a low cartridge to run the cleaning cycle. If the waste ink tank is nearly full, you may need to replace it. After running the cleaning cycle, you can reinsert the old cartridge.

1. Print a nozzle check to make sure the print head needs cleaning, as described above.

2. Make sure the printer is ready and the red ◊ ink light on the printer's LCD display is not on or flashing.

3. Press the Menu button.

4. Press the ▼ button until MAINTENANCE is highlighted, then press Menu.

5. Press the ▼ button until PWR CLEANING is highlighted, then press Menu. Press Menu again, then press ↵ to start the power cleaning.

6. Follow the instructions on the LCD display to raise or lower the ink levers.

7. When cleaning is finished and the ▌▌ Pause light stops flashing, print the nozzle check again to confirm that the head is clean.

   For effective cleaning, always run a nozzle check between cycles.

   If the pattern is still missing segments or has deflections after a power cleaning cycle, turn the printer off and leave it overnight. Then clean the print head again the following morning with regular cleaning cycles. If you still see no improvement, contact Epson for assistance.

Aligning the Print Head

Aligning the print head is the most important thing you can do to ensure the best print quality. If banding appears on your prints, if they look grainy or blurry, or you see misregistration or "ghosting," you may need to align the print head.

Although you can align the print head using the printer utility software, it's also easy to align from the control panel. This will do the most thorough job in the shortest time, and it's all automatic.

If you haven't already done so, it's a good idea to run a nozzle check before aligning the print head (see page 6). This ensures that the print head alignment patterns print correctly.

Follow these steps to align the print head using the control panel:

1. Make sure the printer is turned on. Then load Epson Enhanced Matte, Doubleweight Matte, Premium Luster Photo paper, or the paper that came with the printer.

2. Press the Menu button.

3. Press the ▼ button until HEAD ALIGNMENT is highlighted, then press Menu. PAPER THICKNESS is highlighted.

4. Press Menu. The STANDARD setting is selected by default. This is the correct thickness setting for most Epson papers.

5. Press ↵ to save the setting.

6. Press ◄, then press ▼ to highlight ALIGNMENT.

7. Press the Menu button to highlight AUTO, then press Menu again. UNI-D (uni-directional) is highlighted. This is the type of alignment to start with.

8. Press the ↵ button to start the alignment process.

   Each head alignment takes about 7 minutes. The printer's white beam sensor reads the alignment pattern and adjusts the printer automatically. Make sure you don't open the front cover or turn off the printer during this process.

9. When the uni-directional alignment is finished, press the ▼ button until BI-D 2-COLOR is highlighted. Then press the ↵ button to start the bi-directional black alignment process.

10. When the bi-directional black alignment is finished, press the ▼ button until BI-D ALL is highlighted. Then press the ↵ button to start the alignment process.

11. When done, press the ▌▌ Pause button to exit head alignment mode.

If you want to verify or fine-tune the automatic alignment process, you can perform a manual head alignment. See your electronic *Reference Guide* for instructions.
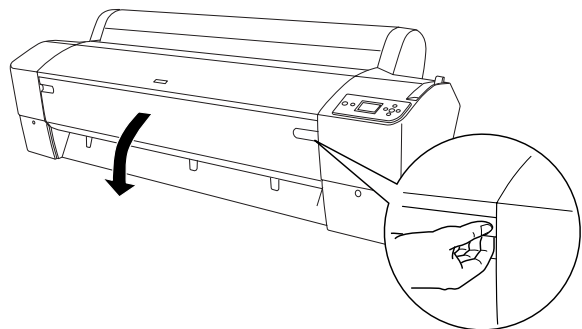
Replacing the Cutter Blade

If you notice that your paper isn't cut cleanly, the cutter blade may need to be replaced. For a list of media that are not recommended for use with the cutter, see the *Printer Guide*.

You can check the status of your cutter by printing a status sheet. See page 5 for instructions. You can obtain a new cutter blade from Epson (part number C12C815291).

Removing the Old Blade

1. Press the Menu button.

2. Press the ▼ button until MAINTENANCE is highlighted, then press Menu.

3. Press Menu again to select CUTTER REPLACEMENT.

4. Press the ↵ button. The print head moves to the replacement position. OPEN FRONT COVER TO SEE CUTTER REPLACEMENT LABEL is displayed.
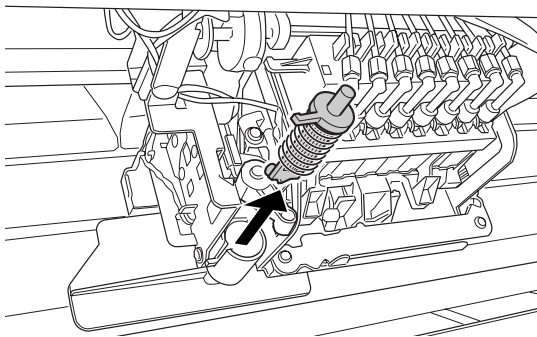
5. Open the front cover.

6. When SEE LABEL TO REPLACE CUTTER appears on the LCD display, hold down the side pin as shown and turn the latch to the right.
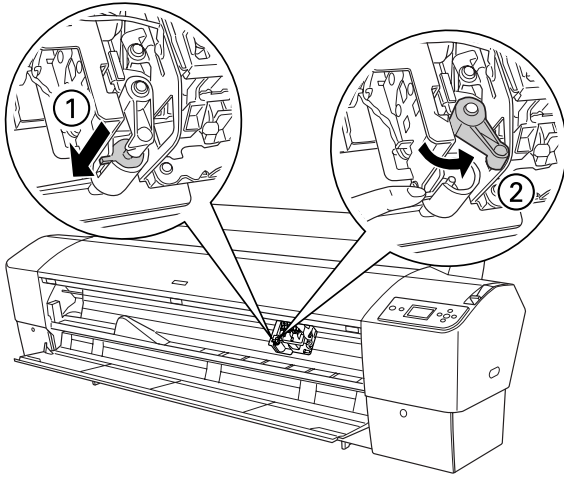
7. Release the side pin. The cutter pops out.

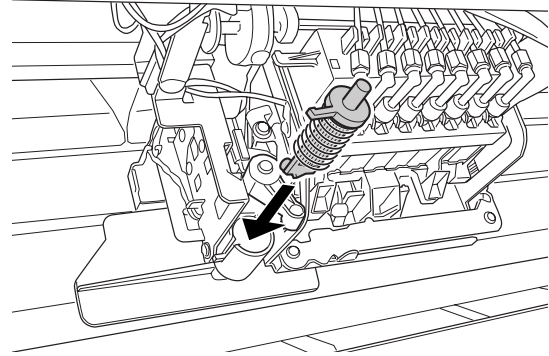   **WARNING**: The blade is sharp. Be careful when removing it.

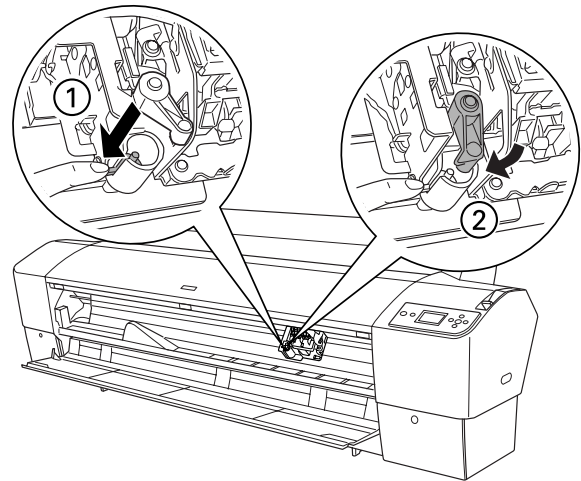8. Carefully remove the cutter blade.

Installing the New Cutter Blade

Remove the new blade from its package, then follow these steps to install it:

1. Insert the new cutter as shown.

2. Push down on the side pin while turning the latch to the left.

3. Close the front cover when you see a message prompting you to do so. The cutter moves to the home position and READY appears on the LCD display.
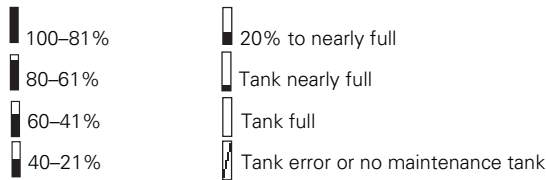
Replacing the Maintenance Tank

The maintenance tank stores ink that gets flushed from the system during the initial ink charge and manual and automatic print head cleaning. When the tank is almost full, the message MAINTENANCE TANK NEAR FULL appears on the LCD display. When the tank is completely full, the printer stops working and MAINTENANCE TANK FULL appears on the LCD.

You can check how much space remains in the maintenance tank by viewing its indicator on the control panel, shown below. You can also check its status by printing a status sheet (see page 5).

Maintenance tank indicator*
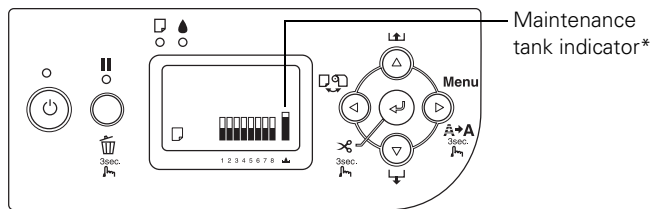
*The Epson Stylus Pro 9800 has two maintenance tank indicators.

The icons show the percentage of space remaining in the tank as follows:

|			
▮	100–81%	▯	20% to nearly full
▮	80–61%	▯	Tank nearly full
▮	60–41%	▯	Tank full
▮	40–21%	▯	Tank error or no maintenance tank

The Epson Stylus Pro 7800 has one maintenance tank (on the right side), and the 9800 has two (one on either side). Replacement tanks are available from Epson (part number C12C890191).

The printer will not print if one of the maintenance tanks is full. On the Epson Stylus Pro 9800, the right tank is used more than the left. To maximize tank life, you can switch the tanks when the right tank reaches approximately 50%.

Follow these steps to replace the tank:

1. Make sure the printer is not printing or performing any other operations (READY or PAPER OUT should appear on the LCD display).

2. If you have the Epson Stylus Pro 9800, check the LCD display to determine which tank needs to be replaced (left or right).

3. Grasp the handle at the bottom of the tank (on the side of the printer) and gently pull out the maintenance tank.
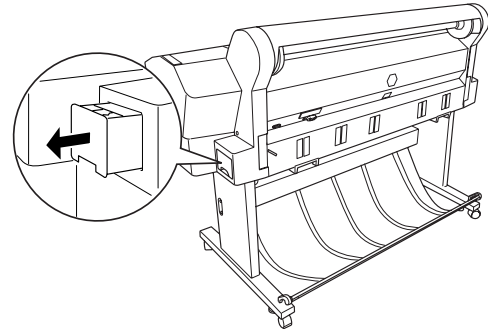
Caution: Be careful not to spill ink from the maintenance tank when removing it. Hold it upright at all times and dispose of it carefully.

4. Place the used tank in the plastic bag included with the new tank.

5. Insert the new tank.

Updating the Driver and Firmware

To ensure that you have the most up-to-date firmware and driver for your new printer, please visit support.epson.com. Choose your printer and click Drivers & Downloads to see if there are any updates posted. Check back regularly to maintain compatibility with existing and future applications.

When your printer is set up and your software is installed, run the EPSON LFP Remote Panel to check your printer's firmware ROM version and update it if necessary.

Related Documentation

CPD-20271	Epson Stylus Pro 7800 and 9800 *Printer Guide*
CPD-20272	Epson Stylus Pro 7800 and 9800 *Quick Reference Guide*
CPD-20270	Epson Stylus Pro 7800 and 9800 CD-ROM with electronic *Reference Guide*