EPSON

Digital Camera

Digital Camera Utility Programs

EPSON Digital Camera Software

User's Guide

EPSON® Digital Camera Software

Digital Camera Utility Programs

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Introduction

Features

The EPSON digital camera software suite is the perfect companion for your EPSON digital camera. Using this software together with your digital camera, you can save your photos as files on your computer's hard disk. The following list summarizes some of the programs included with your PhotoPC 2100Z and their features.

- ❏ EPSON Photo!4 allows you to view and manage the image files saved on your camera's memory card or in your computer.
- ❏ EPSON AutoDownloader provides a quick and organized way for you to transfer your photos from your camera to your computer.
- ❏ EPSON PhotoQuicker allows you to print photos simply and in a variety of ways using your computer.
- ❏ EPSON CardMonitor enables EPSON CameraStarter to start automatically by detecting when the camera is connected to your computer, or when the memory card is inserted into a PC Card slot.
- ❏ EPSON CameraStarter provides you with the convenient way of opening applications for printing and downloading the images in your memory card.

About This Guide

Using this guide

This online User's Guide employs links to make navigation simpler. When you move the cursor over a link, it changes to a hand icon. You can then click the link to access a related topic for more detailed information.

You can also use the bookmarks in the left pane to help make navigation easier. Click the bookmark of the item you want to view to jump to that item.

Printing a topic

To print a topic, click Print on the File menu. Before printing, be sure to specify a Print Range for the pages you want to print.

The information in this guide

The information in this guide is divided into five chapters, with an appendix, a glossary, and an index provided for reference. The chapters are organized as follows.

- ❏ Chapter 1 contains instructions and information on installing the software, and instructions on making settings in CameraStarter. Be sure to read this chapter first.
- ❏ Chapter 2 explains how to connect your camera to your computer and how to transfer images from your camera to your computer.
- ❏ Chapter 3 provides you with a complete description of EPSON Photo!4.
- ❏ Chapter 4 explains how to use EPSON Camera Starter and also includes information on printing your photos.
- ❏ Chapter 5 explains how to solve problems you may encounter while using the software.

Additional Information

Online help also provides information about EPSON Photo!4 settings and the use of EPSON AutoDownloader.

The online EPSON PhotoQuicker User's Guide contains information on using EPSON PhotoQuicker to print your photos.

To set up and use your digital camera, see the PhotoPC 2100Z User's Guide included with your camera.

System Requirements

Before connecting your PhotoPC 2100Z digital camera to your computer and running the digital camera software, make sure that your computer meets the following system requirements.

For Windows

The system requirements for using the PhotoPC 2100Z with Windows® are as follows:

USB port (TYPE A receptacle)

At least 48 MB RAM
(64 MB when using EPSON PhotoQuicker)

Hard disk drive with at least 50 MB of free space
(170 MB when using EPSON PhotoQuicker)

VGA monitor with at least 256-color display

Microsoft® Windows Millennium Edition, Windows 98, or Windows 2000 pre-installed

For Macintosh

The system requirements for using the PhotoPC 2100Z with Macintosh® computers are as follows:

Power PC G3 processor or higher

Apple® Macintosh with built-in USB port

48 MB RAM
(128 MB when using EPSON PhotoQuicker together with EPSON Photo!4)

Hard disk drive with at least 50 MB free space
(170 MB when using EPSON PhotoQuicker)

Monitor with a minimum resolution of 640 × 480

Macintosh OS 8.5.1 to OS 9.1

Note:
The included software cannot be used with the Multiple Users function of Mac OS 9.

Warnings, Cautions, and Notes

Warnings *must be followed carefully to avoid bodily injury.*

Cautions *must be observed to avoid damage to your equipment.*

Notes *contain important information and useful tips on the operation of your software, camera, and optional equipment.*

Chapter 1

Installing and Setting up the Software

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The EPSON Camera Software CD-ROM that comes with your PhotoPC 2100Z digital camera contains the following software.

- **PhotoPC 2100Z USB driver**
  This driver is necessary to connect your camera to your computer (except for Windows 2000 and Mac OS 9 users).

- **EPSON Photo!4**
  This software is for viewing and managing the images you capture with your PhotoPC 2100Z.

- **EPSON CameraStarter**
  This utility starts automatically when you connect your camera to your computer and provides you with a convenient way to launch EPSON AutoDownloader and EPSON PhotoQuicker. (Automatically installed with EPSON Photo!4.)

- **EPSON AutoDownloader**
  This utility provides you with a quick and organized way to transfer your photos from the camera to your computer. (Automatically installed with EPSON Photo!4.)

- **EPSON CardMonitor**
  This utility enables EPSON CameraStarter to start automatically by detecting when the camera is connected to your computer, or when the memory card is inserted into a PC Card slot.

- **EPSON PhotoQuicker**
  This software is for printing your images.

- **Adobe Acrobat Reader**
  This software is for viewing this PDF manual contained on the Camera Software CD-ROM.

Installing the Software in Windows

Follow the steps below to install the software on the PhotoPC 2100Z Camera Software CD-ROM included with your PhotoPC 2100Z digital camera.

Note:
Do not connect your camera to your computer before you install the software.

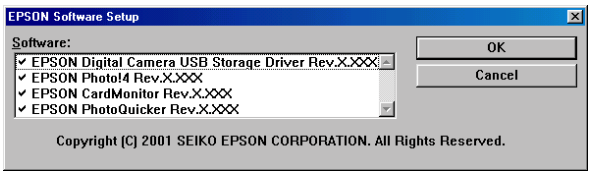
1. Turn on the computer and insert the Camera Software CD into the CD-ROM drive.

   If a dialog box prompts you to select a language, click the appropriate language, then click →.

2. The EPSON Installation Program dialog box appears. Select Install Digital Camera Software, then click ⇢.

   Note:
   If the EPSON Installation Program dialog box does not appear, double-click the My Computer *icon. Click the CD-ROM icon, select* Open *from the File menu, and double-click* Setup.exe.

3. The following dialog box containing a list of software appears.



   Software with a check mark next to it will be installed on your PC in the order listed. Click a software title in the list to remove or add a check mark.

   Note:
   - ❏ *Be sure to install all the software when installing for the first time.*
   - ❏ *EPSON AutoDownloader and EPSON CameraStarter are automatically installed when you install EPSON Photo!4.*
   - ❏ *The USB drivers for the EPSON PhotoPC 2100Z and PhotoPC 3100Z cameras cannot be used interchangeably. Be sure to install the USB driver for your camera before connecting your camera to your computer.*
   - ❏ *For a short description of each type of software, see page 11.*

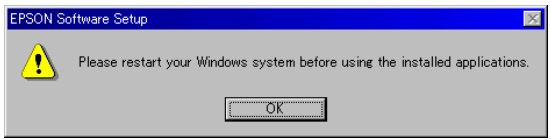
   Note for Windows 2000 users:
   The PhotoPC 2100Z and PhotoPC 3100Z use the USB driver included with Windows 2000. Therefore, EPSON PhotoPC 2100Z storage driver *does not appear in the list of software and does not need to be installed.*

4. Click OK, then follow the on-screen instructions.

5. After installing the first software, click Finish. The installation process begins automatically for the next software that you selected in step 3.

6. Follow the on-screen instructions until all the software is installed.

7. When all the software has been installed, the following dialog box is displayed.



Click OK, then restart your computer.

Note:
Be sure to restart your computer after you are finished installing software from the Camera Software CD-ROM.

Installing the Software on a Macintosh

Follow the steps in the sections below to install the software on the PhotoPC 2100Z Camera Software CD-ROM.

Note:
Do not connect your camera to your computer before you install the software.

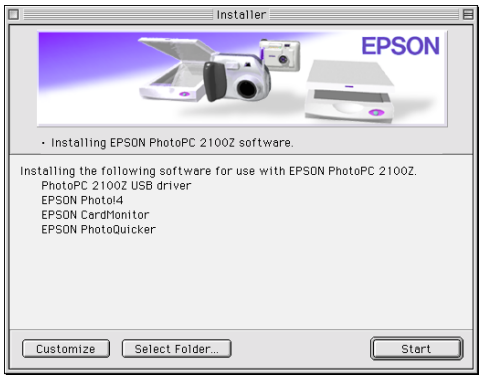
Installing EPSON Photo!4 and other software

1. Turn on the computer and insert the Camera Software CD into the CD-ROM drive.

2. In the EPSON folder that appears on your computer's desktop, double-click the icon of your preferred language.

   Note:
   If the EPSON folder does not appear, double-click the EPSON *icon on your desktop.*

3. Double-click the Installer icon. The following dialog box appears with a list of the software that will be installed.



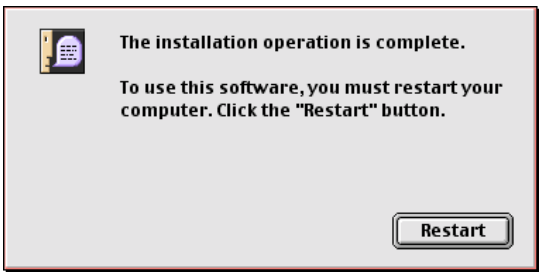
Note:

- ❏ *EPSON AutoDownloader and EPSON CameraStarter are automatically installed when you install EPSON Photo!4.*
- ❏ *Be sure to install all the software when installing for the first time.*
- ❏ *The PhotoPC 2100Z and PhotoPC 3100Z use the USB driver already installed in the Mac OS 9.*

4. To begin installing the software, click the Start button. Follow the on-screen instructions.

   Note for Macintosh OS 8.5.x users:
   Panorama Stitcher Light EP is not available and will not be installed.

5. After you finish installing the software, the following message appears.



   Click Restart to restart your computer.

   Note:
   Be sure to restart your computer after you are finished installing software.

   After your computer restarts, go to the next section to install Acrobat Reader.

Installing Acrobat Reader

Acrobat Reader is necessary for viewing this online *EPSON Digital Camera Software User's Guide*. Follow the steps below to install Acrobat Reader.

Note:
If Acrobat Reader is already installed on your computer, skip to the next section to set up EPSON CameraStarter.

1. Turn on the computer and insert the Camera Software CD in the CD-ROM drive.
2. In the EPSON folder that appears on your computer's desktop, double-click the English icon.

   Note:
   If the EPSON folder does not appear, double-click the EPSON *icon on your desktop.*

3. Double-click the Manual folder.

4. Double-click the Acrobat Reader folder, then double-click the Acrobat Installer icon.

5. Follow the on-screen instructions.

After you finish installation, go to the next section to set up EPSON CameraStarter.

Setting Up EPSON CameraStarter

EPSON CameraStarter is a utility that provides you with a convenient way to launch the EPSON AutoDownloader and EPSON PhotoQuicker software. You can then use this software to transfer files from your memory card to a computer, to print your images, or to do both in one session.

You can set up EPSON CameraStarter to open automatically when you connect your camera to your computer, or when you insert the card into a PC Card slot. To make these settings, follow the steps below.

Caution:
Never insert or remove a memory card from your camera while the camera is on. For instructions on connecting your camera to your computer, see "Connecting the camera to your computer" on page 18.

Note:

- *If you want EPSON CameraStarter to open automatically, you must first use the memory card with your PhotoPC 2100Z or PhotoPC 3100Z before inserting it into a PC Card slot.*
- *To start CameraStarter automatically when a memory card is inserted, CardMonitor must be installed. For instructions on installing CardMonitor, see "Installing the Software in Windows" on page 11 or "Installing the Software on a Macintosh" on page 13.*

1. Start EPSON CameraStarter.

   In Windows
   Click Start, point to Programs, EPSON Camera, and then EPSON Photo!4, then click EPSON CameraStarter.

   On a Macintosh
   Double-click the EPSON Photo!4 folder, then double-click the EPSON CameraStarter icon.

The EPSON CameraStarter dialog box appears.

2. Click the Settings button.

   Note:
   The Settings *button is disabled if EPSON CardMonitor is not installed.*

3. To make EPSON CameraStarter open automatically when you connect a PhotoPC 2100Z or PhotoPC 3100Z that contains a memory card to your computer, or when you insert your memory card into your EPSON printer's PC Card slot, click the Show EPSON CameraStarter button.

   If you want CameraStarter to open automatically when you insert your memory card into a PC Card slot of a device other than your printer, such as your computer or a memory card reader, select the Monitor card insertion into Card Reader slots check box.

   If you do not want EPSON CameraStarter to open automatically, click the Ignore the Event button.

4. Click OK, then click Exit.

Chapter 2

Transferring Images to Your Computer

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You can transfer your photos, video clips, and audio recordings from your memory card to your computer in a variety of ways when your camera is connected to your computer, or when the memory card is in a PC Card slot of a device such as your EPSON printer or memory card reader. This chapter explains how to transfer your files and covers the following:

- ❏ Connecting your camera to your computer
- ❏ Transferring files to your computer using EPSON AutoDownloader
- ❏ Copying files to your computer using EPSON Photo!4

Connecting and Disconnecting the PhotoPC 2100Z

Use the USB cable included with your camera to connect the camera to the computer. When your camera is connected, you can download or copy your photo files to the computer, or upload photo files saved in the computer to the memory card.

Connecting the camera to your computer

You can connect your PhotoPC 2100Z or PhotoPC 3100Z to a computer using the USB cable included with your camera.

Following instructions are for PhotoPC 2100Z users. For PhotoPC 3100Z users, see the User's Guide for your camera.

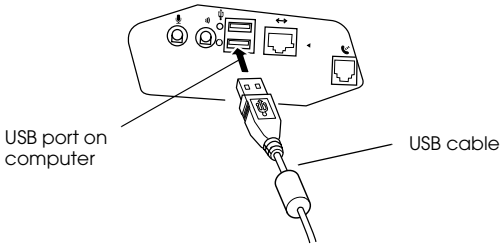
Before connecting your camera, make sure that the USB driver is installed in your computer (except for Windows 2000 and Macintosh OS 9). For installation instructions, see "Installing the Software in Windows" on page 11 or "Installing the Software on a Macintosh" on page 13.

Note:

- ❏ *Make sure the camera's batteries have enough power before connecting the camera to your computer. If the camera turns off automatically because of low battery power while connected, your computer may function incorrectly. EPSON highly recommends using the optional AC adapter whenever you connect the camera to your computer.*
- ❏ *Make sure a memory card is inserted in your camera. Otherwise, a connection will not be established.*
- ❏ *When the camera is connected to the computer, you cannot use the buttons other than the ▶ button on the camera, and the camera's automatic power save feature is disabled.*
- ❏ *Although you can connect the USB cable at any time, EPSON recommends connecting it in the manner described below.*
- ❏ *If the EPSON software does not recognize the camera when it is connected, see "Software Problems" on page 51 for more information.*

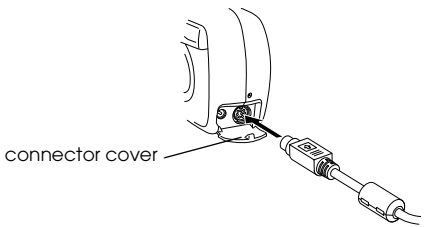
To connect the camera, follow the steps below.

1. Turn on your computer.
2. Plug the cable connector into the USB port on your computer or the port on the USB hub connected directly to your computer.



Caution:
Be sure to use the USB cable that comes with your camera to avoid damaging the camera's interface connector.

3. Open the connector cover on the side of the camera and insert the other end of the USB cable into the interface connector as shown below. Make sure that the shape of the cable connector corresponds to the shape of the interface connector.



Caution:
Be sure to position the cable correctly before inserting it into the connector. Otherwise, the cable and connector may be damaged.

4. Press the ▶ button to turn the camera on. The indicator light blinks orange.

Note for PhotoPC 2100Z users:
If the camera's LCD monitor comes on, the camera will not connect to the computer. To establish a connection, press the camera's ↵ button, or see "Setting the Time and Date" in the PhotoPC 2100Z User's Guide to make the time and date settings before connecting to the computer.

The first time you connect your camera to your computer, various windows may appear while the computer associates the USB driver with the camera. This is normal and only happens the first time the camera is connected.

If you have not yet installed the USB driver, a message asking you to locate the driver will appear. If this happens, cancel the operation and disconnect the camera from the computer. Close all applications, then install the USB driver following the instructions in "Installing the Software in Windows" on page 11 or "Installing the Software on a Macintosh" on page 13.

When you connect the camera, the indicator light next to the viewfinder blinks orange while the connection is being established.

Caution:
Keep your camera and computer away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.

Disconnecting the camera from your computer

After you are finished using the camera with the computer, be sure to disconnect the camera correctly. Follow the steps in the appropriate section below.

Caution:
Be sure to follow these steps when disconnecting the camera. Doing otherwise may damage the camera or memory card, and could cause your computer to function incorrectly.

Disconnecting the camera in Windows Me and 98

1. Double-click the My Computer icon on the desktop. The My Computer window appears.
2. Right-click the Removable Disk icon, then click Eject. The Removable Disk icon disappears.
3. Press the ▶ button to turn off the camera. The indicator light goes off. Then disconnect the USB cable.

Disconnecting the camera in Windows 2000

1. Double-click the eject icon on the task bar.

The Unplug or Eject Hardware dialog box appears.

Note:
Alternatively, you can display the Unplug or Eject Hardware dialog box by right-clicking the eject icon, then clicking Unplug or eject hardware.

2. Click the Stop button. The Stop a Hardware device dialog box appears.
3. Select USB Mass Storage Device, then click the OK button.
4. A confirmation message appears. Click OK.

Note:
❏ *If the Problem Ejecting USB Mass Storage Device window appears, click the* OK *button and restart the operation from step 1.*

❏ *You can also disconnect the camera by clicking the eject icon on the task bar once, then clicking* Stop USB Mass Storage Device, *and clicking* OK.

5. Press the ▶ button to turn off the camera. The indicator light goes off.

Disconnecting the camera from a Macintosh

1. On the desktop, move the EPSON_DSC icon into the Trash.

2. Press the ▶ button to turn off the camera. The indicator light goes off. Then remove the USB cable.

Using EPSON AutoDownloader to Transfer Images

EPSON AutoDownloader is a utility that allows you to quickly download photos from your camera to a designated folder on your computer.

This utility gives you complete control over the download process, helping you to organize and manage your files. It allows you to:

❏ Designate the location and name of a base folder to which your files will be downloaded.

❏ Download files to subfolders within the base folder, and have the subfolders automatically named by the date of the download session or the date that the photos were taken.

❏ Automatically name files while downloading. You can choose to name them using the EPSON photo file format, using the date and time that they were taken, or using the date and sequence in which they were taken.

Once the files are downloaded to your computer, you can use EPSON Photo!4 to view and manage your images. For instructions, see Chapter 3, "Using EPSON Photo!4."

For more information on EPSON AutoDownloader, see EPSON AutoDownloader's online help.

Using EPSON AutoDownloader with Windows

To open EPSON AutoDownloader in Windows, follow the steps below.

1. Make sure that your camera is connected to your computer, and that they are both turned on. If necessary, see "Connecting the camera to your computer" on page 18.

2. Click Start, point to Programs, EPSON Camera, and then EPSON Photo!4, then click EPSON AutoDownloader. The main download dialog box appears.

3. To begin downloading, click the Start button.

   To make download settings, click the Settings button. You can make settings on the Files and Folders and Advanced menus.

   Note:

   ❏ *For more information on making settings, click the* Help *button.*

   ❏ *To make settings before opening the main download dialog box, click the* Start *button, point to* Programs, EPSON Camera, *and then* EPSON Photo!4, *then click* EPSON AutoDownloader Settings.

Using EPSON AutoDownloader on a Macintosh

To access EPSON AutoDownloader using a Macintosh, follow the steps below.

1. Make sure that your camera is connected to your computer, and that they are both turned on. If necessary, see "Connecting the camera to your computer" on page 18.

2. Double-click the EPSON Photo!4 folder, then double-click the EPSON AutoDownloader icon. The main download dialog box appears.

3. To begin downloading, click the Start button.

   To make download settings, click the Settings button. You can make settings on the Files and Folders and Advanced menus.

   Note:

   ❏ *For more information on making settings, click the* Help *button.*

   ❏ *To make settings before opening the main download dialog box, double-click the* EPSON Photo!4 *folder and then the* EPSON AutoDownloader Settings *icon.*

Accessing EPSON AutoDownloader from EPSON CameraStarter

You can also access EPSON AutoDownloader from the EPSON CameraStarter utility. Follow the steps below.

1. Start EPSON CameraStarter.

   In Windows
   Click Start, point to Programs, EPSON Camera, and then EPSON Photo!4, then click EPSON CameraStarter.

   On a Macintosh
   Double-click the EPSON Photo!4 folder, then double-click the EPSON CameraStarter icon.

   The EPSON CameraStarter dialog box appears.

2. To open EPSON AutoDownloader, click one of the following icons.

   - ❏ The SAVE icon
     Click this icon when you want to transfer files from your memory card to your computer.
   - ❏ The SAVE & PRINT icon
     Click this icon when you want to transfer files from your memory card to your computer, then print them using EPSON PhotoQuicker.

   The main dialog box of EPSON AutoDownloader appears.

   Note:
   - ❏ *To use the* SAVE & PRINT *icon, EPSON PhotoQuicker must be installed in your computer. For installation directions, see "Installing the Software in Windows" on page 11 or "Installing the Software on a Macintosh" on page 13.*
   - ❏ *If you click the* SAVE & PRINT *icon, EPSON PhotoQuicker software will start automatically after the files are finished being transferred to your computer, regardless of the settings you make in EPSON AutoDownloader.*
   - ❏ *You can set EPSON CameraStarter to start automatically. For details, see "Setting Up EPSON CameraStarter" on page 15.*

3. To begin downloading, click the Start button.

   To change download settings, click the Settings button. You can make settings on the Files and Folders and Advanced menus.

   Note:
   For more information on making settings, click the Help *button.*

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Using EPSON Photo!4

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EPSON Photo!4 helps you view and manage the image and audio recording files saved on your camera's memory card or in your computer. You can use Photo!4 to organize your files, view your photos in a variety of ways, and play back audio recordings and video clips. EPSON Photo!4 also allows you to upload EPSON Photo file format images to your camera's memory card, prepare your files to be sent over the Internet via e-mail, and use your images as a background for your desktop.

Note:
See online help for more information on using EPSON Photo!4. To open help, click the *icon in EPSON Photo!4.*

Starting EPSON Photo!4

Follow the instructions in this section to open EPSON Photo!4.

For Windows users

Click Start, point to Programs, EPSON Camera, and then EPSON Photo!4, then click EPSON Photo!4. The main window of EPSON Photo!4 appears.

For Macintosh users

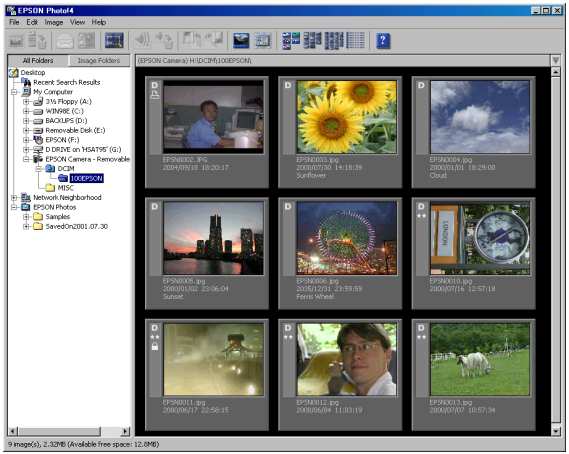
Double-click the EPSON Photo!4 icon in the EPSON Photo!4 program group or folder. The main window of EPSON Photo!4 appears.

Viewing Your Images

EPSON Photo!4 includes many features for viewing images on the camera's memory card, or images that have been imported from the camera to the computer. You can display thumbnails of your images or video clips, or display a list that shows more information regarding the images. You can also display a larger image or play back video clips with the Image Viewer window, watch a slide show of your images, and play back audio clips. Use the Photo!4 search function to find files according to file name, date taken, or other conditions of your choice.

Selecting folders and drives that contain images

The EPSON Photo!4 main window is divided into left and right panes. The left pane shows a list of the computer's drives and folders, and the right pane shows thumbnails or a list of the EPSON Photo file format image files in a selected folder or drive.



Click a drive or folder to view its contents.

Note:

- *Only EPSON Photo file format image files are displayed in the right pane.*
  If no EPSON Photo file format image files are in the selected folder, No Images *appears in the right pane.*
- *To update the contents of the left pane, select* Refresh *from the View menu. Changes to the folders and drives in your computer will be reflected in the left pane.*

To view all the folders and drives accessible from your computer, click All Folders at the top of the left pane.

To display only folders that contain images, click Image Folders at the top of the left pane. Only the following folders are displayed:

- **Base Folder**
  You can change the name or location of this folder by selecting Settings from the Edit menu, then specifying a new folder in the Base Folder list box.
- **EPSON Camera**
  This drive appears only when the memory card is in your PhotoPC 2100Z or PhotoPC 3100Z and the camera is connected to your computer.
- **Camera Card**
  This drive appears when the memory card is inserted into the PC Card slot of another device, such as your EPSON printer or a memory card reader.
- **Recent Search Results**
  This folder contains the results of your most recent searches using the EPSON Photo!4 search function. To use this function, see "Displaying thumbnail images or a list of files" on page 29.

Image files in memory cards are located in the following folders:

- ***EPSON
  This folder is created when photo data is stored in the memory card for the first time. It is created inside the DCIM folder and contains photo files, which end with either the JPG or TIF extension.

  Note:
  *The PhotoPC 2100Z saves image files in the automatically generated ***EPSON folder, where *** represents any number from 100 to 999.*
- MOVIE
  This folder contains movie clip files that end with the MOV extension.

Note:
This folder is only made by EPSON digital cameras that can take movie clips.

Displaying thumbnail images or a list of files

You can display images in the right pane as thumbnails of various sizes or as a list of files. Click the following buttons in EPSON Photo!4 to change the display size.

Click this button...	To display...
	Large Thumbnails
	Medium Thumbnails (Default)
	Small Thumbnails
	Details

You can reverse the order in which the images or files appear by clicking the arrow icon in the upper right corner of the right pane. When viewing a list of files, you can change the order in which the files appear by clicking an item at the top of the right pane.

Note:
Audio recording files are not displayed. See "Playing back audio recordings" on page 35 to play back recordings associated with a photo.

Selecting images

Click an image file to select it. You can select a group of images by dragging the cursor over them, or by clicking the images while holding down the Shift key on your keyboard. You can also select multiple images by holding down the Ctrl key (Windows) or Option key (Macintosh) while clicking the images.

To select all the files in the selected folder or drive, click the button, or click Select All on the Edit menu.

Viewing image information

EPSON Photo!4 allows you to view information about image files in a variety of ways. You can display information icons in the margins of thumbnails, show or hide a variety of file details at the top of a list of files, and access all the available information on a selected image by using the Properties dialog box. The following sections explain how.

Note:
The following information is not displayed for video clips, image quality, file format symbols, or stitching information.

Displaying information in thumbnails

You can display information icons on the left side of the thumbnails by clicking the icon, or by selecting Image Info from the View menu. The information icons indicate the type of image file and the settings used when the image was captured, as explained below.

- File format icons:
  D appears if the image is a JPEG file that conforms to the "Design rule for camera file system," the standard recording system for image files.
  T appears for images that are uncompressed TIFF files.
  appears if the file is a video clip.

- Image quality icon:
  H appears for HyPict, for Print, and for e-mail.

  appears for HyPict, for super-fine, ** for fine, or * for standard.

Note:
Depending on the model, the image quality icons may vary.

- appears if the photo is locked.

- Stitching icons:
  appears if the photo is the first in a series of photos taken using the PhotoPC 3100Z's stitch assist function.

- appears if the photo was taken using the PhotoPC 3100Z's stitch assist function, but was not the first photo taken in the series.

- Audio recording icon:
  appears if the photo has an associated audio recording. Click this icon to play back the recording.

You can also display other image information at the bottom of the thumbnail. From the View menu, select Image Title, then click the items described below to show or hide that information. A check mark appears next to items that are currently being displayed.

- Filename
  Click to show or hide the name of the image file.

- Date Taken
  Click to show or hide the date and time that the image was taken.

- Stitching Location
  Click to show or hide information about the location of the photo in a series of photos taken with the PhotoPC 3100Z's stitch assist feature. No information is shown for images that were taken without using the stitch assist feature.

- Image Number
  Click to show or hide the number that EPSON Photo!4 assigns to each image.

- User Comment
  Click to show or hide the user comment for the image. See "Using the Properties dialog box" on page 32 for more information.

Note:
If there is not enough room to display all of the information at the bottom of the thumbnail, switch to a larger thumbnail view by clicking the *or* *buttons.*

Displaying information in a list of files

When viewing a list of files in the right pane of the main window, you can specify what information is displayed for each file in the list.

Note:
To display a list of files, see "Displaying thumbnail images or a list of files" on page 29.

Showing and hiding file format information

To display a symbol that indicates the format of the file, click the button. One of the following symbols appears.

D appears if the image is a JPEG file that conforms to the "Design rule for camera file system," the standard recording system for image files.
T appears for images that are uncompressed TIFF files.
appears if the file is a video clip.

Click the button to hide this information.

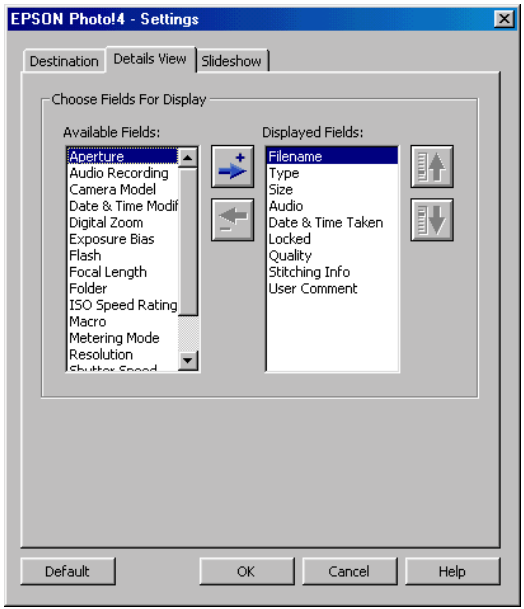
Showing and hiding information fields

You can specify what information fields are shown in the file list by using the Details View menu in the Settings dialog box.

To change which items are shown or hidden, follow the steps below.

Note:
See online help for details on the available information fields.

1. From the Edit menu, select Settings.
2. Click the Details View tab to display the Details View menu.



3. Use the Available Fields and Displayed Fields boxes to arrange the items you want to show or hide.

   Click the and buttons to move selected items between the Available Fields and Displayed Fields boxes.

   Click the and buttons to change the order of selected items in the Displayed Fields box.

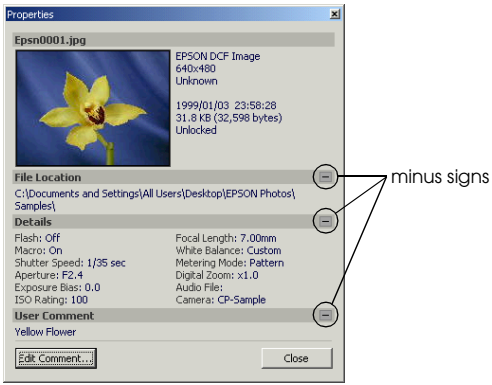
4. You can return all the items to their original positions by clicking the Default button.
5. Once you are satisfied with your settings, click OK to save them.

Using the Properties dialog box

The Properties dialog box allows you to view all available information on your image files at once. You can also create or modify the user comment for a selected image in this box. Follow the steps below.

1. Select Properties from the File menu. The Properties dialog box appears.

2. Click a thumbnail or file in the right pane. Information about that image appears in the Properties dialog box.



Note:
If you select multiple images, only the number of selected images and the total file size in KB and bytes is displayed.

Click the minus (-) and plus (+) signs on the right side of the dialog box to hide and show the information in that section.

To create or modify a user comment for a selected image, click the Edit Comment button, type your text in the text box, then click the OK button to save your changes.

Note:
The user comment function is only available for images taken with the PhotoPC 2100Z and PhotoPC 3100Z.

3. With the Properties dialog box still open, click a different image to view properties for that image.

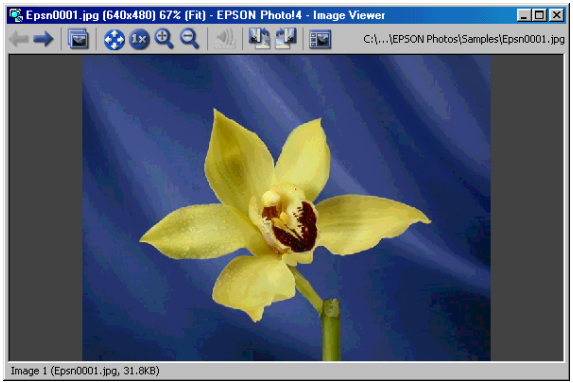
   You can also select multiple images to view the total file size for the selected group of images.

4. Click Close to close the Properties dialog box.

Viewing photos in the Image Viewer window

The Image Viewer window allows you to view enlarged versions of photos and to play back video clips. You can open more than one Image Viewer window at a time.

To open an Image Viewer window, double-click a thumbnail or file in the right pane of the main window. The window like the one below appears.



You can also click the button to open one or more selected images. If you selected multiple images, thumbnails of those images appear in the left side of the window.

Use the buttons in the Image Viewer window to view and manage your images as explained.

Use this button...	To...
	View the previous image. This button is disabled when the first image is being viewed.
	View the next image. This button is disabled when the last image is being viewed.
	Open another Image Viewer window.
	Fit the size of the image to the window.
	Show the image in its original size.
	Zoom in on the image.
	Zoom out.
	Play back the audio file.
	Rotate the image 90 degrees to the left.
	Rotate the image 90 degrees to the right.
	Display thumbnails of selected images, or all the images in the selected folder or drive.
	Hide the thumbnails.

Note:

- *The PhotoPC 2100Z creates JPEG files only.*
- *To play back audio recordings on the Macintosh, QuickTime 4.1.2 must be installed.*
- *To display user comments in a list of files, see "Displaying thumbnail images or a list of files" on page 29.*
- *Depending on the model of your camera, you may not be able to play back audio recordings, video clips, or TIFF files. For more information on your camera's features, see the User's Guide for your camera.*

Playing back audio recordings

If a photo has an associated audio recording, you can play the recording back by selecting the photo and clicking the button, or by selecting Audio Recording from the Image menu, then clicking Play. To stop the playback, click the button again.

Note:

- *You cannot play back audio recordings with the PhotoPC 2100Z.*
- *Macintosh users need QuickTime 4.1.2 or later to play back audio recordings.*

Playing back video clips

To play back a video clip, double-click its thumbnail or file, or click the thumbnail or file to select it then click the button. The first frame of the clip is displayed in the Image Viewer window. Use the controls to play back your clip.

Note:

- *Depending on the model, your camera may not be able to play back video clips. For more information on your camera's features, see the User's Guide for your camera.*
- *You need QuickTime 4.1.2 or later to play back video clips.*
- *For details on using the Image Viewer window, see "Viewing photos in the Image Viewer window" on page 33.*

Viewing a slide show

EPSON Photo!4 allows you view slide shows of selected photos.

See the next sections for information on making slide show settings and running slide shows.

Making slide show settings

To make settings for your slide shows, follow the steps below.

1. From the Edit menu, select Settings.
2. Click the Slideshow tab to display the Slideshow menu.
3. Make the Picture size settings.

   Click Original Size to display images without modifying their size.

   Click Fit to Screen to modify the size of an image so that it fits the size of your monitor. To display images that are smaller than your monitor without modifying their size, select the Original Size for Small Pictures check box.
4. Make Playback Control settings.

   To advance each photo automatically, select Auto Advance. Specify the interval between the photos by typing a value in the Interval box or by moving the slider below the box.

   To repeat the slide show automatically, select Repeat.

   To play back audio recordings along with the photos, select Play Audio Recording.

   If you want to display the slide show Control Panel when the slide show starts, select the Show Control Panel check box.

   Note:
   If the Play Audio Recording check box is selected, the photo will not automatically advance until the recording has finished playing, regardless of the setting in the Interval box.
5. In the Picture Title box, select the image information you want to see during the slide show.

   Show Filename, Show User Comment, and Show Date and Time are all selected as the default setting.
6. Click OK to save your settings, or click the Default button to return all the items to their original settings.

Go to the next section to start your slide show.

Running a slide show

To start and control a slide show, follow the steps below.

Note:

- ❏ *You can view only the first frame of a video clip during the slide show. You cannot play back the clip.*
- ❏ *Images are shown in the order they appear in the right pane of the main window.*

1. Select the images you want to include in the slide show. If one or no images are selected, all files displayed in the right pane will be included in the slide show.
2. From the Image menu, select Slideshow. The slide show begins.

   You can advance to the next image by left-clicking your mouse button.
3. You can control the slide show by clicking the buttons in the control panel.

See below for an explanation on using the buttons in the control panel.

Button	Function
	Click to show the previous image. Disabled when the first image of the slide show is displayed.
	Click to show the next image. Disabled when the last image of the slide show is displayed.
	Click to play the associated audio recording. Disabled for photos with no recording, and for video clips.
	Click to pause the slide show.
	Click to resume playing the slide show.
	Click to exit the slide show and return to the main window.

If the Control Panel does not appear when the slide show starts, press the Esc key on your keyboard to display the panel. Press the Esc key again to hide the panel.

Using the search function

EPSON Photo!4 provides a powerful search function to help locate your image files. Follow the steps below to use the search function.

1. Select the folder to be searched in the left pane.
2. From the File menu, select Search. The Search dialog box appears.
3. If you also want to search subfolders, put a check in the Search Subfolders check box.
4. To further narrow your search, make settings in the fields under Search By. See online help for details on using these fields.

   Note:
   Images that meet all of the conditions you specify will be found.

   If you select the Remember These Search Conditions check box, the settings you made in the fields under Search By are saved. The next time you open the Search dialog box, those search settings are made automatically.

   If you click the Reset button, the fields under Search By return to their default settings.

After clicking Search, the Recent Search Results folder is selected in the left pane and any images that are found are displayed in the right pane. If no images are found, No Images appears.

Managing Your Images

EPSON Photo!4 includes many convenient features for managing your images. In addition to changing a file's name, you can also lock important files to protect them from being accidentally deleted, and you can upload files to a memory card. EPSON Photo!4 also allows you to add comments to files, rotate images, and send files via e-mail.

Locking and unlocking files

You can lock files to prevent them from accidentally being modified or deleted. To lock or unlock files, follow the steps below.

Note:

- *The icon will appear when a file is locked.*
- *Locking or unlocking a photo that has an audio recording also locks or unlocks the recording.*

1. Select an image or images in the right pane of the main window.

2. Select Lock from the Image menu to lock the images. Select Unlock to unlock them.

Changing file and folder names

To change the name of a file, follow the steps below.

Note:

- *You cannot change the names of drives using EPSON Photo!4.*
- *When you change the name of a photo file that has an associated audio file, the name of the associated audio file also changes to the same name.*

1. Select the file or folder whose name you want to change.

2. From the File menu, select Rename. The Rename dialog box appears.

3. Type a new file or folder name, then click the OK button.

Deleting files

To delete one or more files, follow the steps below.

1. Select an image or images in the right pane of the main window.

2. From the File menu, select Delete. A message appears asking you to confirm the deletion.

3. Click Yes to delete the selected images; click No to cancel the operation.

Moving and copying files

You can use the drag-and-drop method to move or copy files by dragging the image in the right pane to a folder in the left pane.

Moving files

1. Select an image or images in the right pane of the main window.

2. To move the image to another folder in the same drive, drag the image to the desired folder in the left pane.

To move the image to a folder in a different drive, drag the image to the desired folder in the left pane while holding down the Shift key (for Windows), or the Ctrl key (for Macintosh).

Copying files

1. Select an image or images in the right pane of the main window.

2. To copy the image to another folder in the same drive, drag the image to the desired folder in the left pane while holding down the Ctrl key (for Windows), or the Option key (for Macintosh).

   To copy the image to a folder in different drive, drag the image to the desired folder in the left pane.

Uploading files to a memory card

You can use EPSON Photo!4 to upload images from your computer to a memory card inserted in your camera or another device's PC Card slot.

Once your camera or other device is connected to your computer, select the images you want to upload, then select Upload from the File menu. Then select the drive with the memory card and click the OK button to upload the files.

If any of the photos that you select to upload have audio recordings attached, you can choose to upload both the photos and audio recording files, or just the photos.

Note:

- ❏ *Depending on the model of your camera, you may not be able to play back audio recordings, video clips, or TIFF files. For more information on your camera's features, see the User's Guide for your camera.*
- ❏ *Files that were not originally downloaded from the camera cannot be uploaded using this feature.*

Adding user comments

You can add comments to photos taken with your PhotoPC 2100Z and PhotoPC 3100Z, and video clips taken with your PhotoPC 3100Z. User comments are useful for recording personal notes and other additional information about your images.

You can have your comments appear in slide shows, in the Properties dialog box, and in the right pane of the main window when viewing a list of files. You can also use EPSON Photo!4's search function to find images based on the text in the user comments.

Note:

- *You can only add comments to images taken with the PhotoPC 2100Z and PhotoPC 3100Z.*
- *To display user comments in a list of files, see "Displaying thumbnail images or a list of files" on page 29.*
- *To include comments in a slide show, see "Making slide show settings" on page 36.*
- *For information on using EPSON Photo!4's search function, see "Displaying thumbnail images or a list of files" on page 29.*

Follow the steps below to create or modify a user comment.

1. Select an image in the right pane.
2. From the Image menu, select Edit Comment. The Edit User Comment dialog box appears.
3. Type your comment in the text box, then click OK to save your comment.

You can modify user comments in the Properties dialog box. See "Using the Properties dialog box" on page 32 for details.

Rotating your photos

Once photos are downloaded to your computer's hard disk, you can rotate most of them clockwise or counterclockwise without decreasing the image quality. Select a thumbnail in the right pane of the main window and click the button to rotate the image 90 degrees to the right, or the button to rotate the image 90 degrees to the left.

Note:

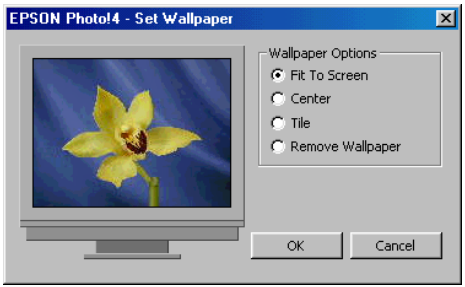
- *When rotating certain images, there may be a loss in image quality depending on the direction and angle of rotation. If so, a message will appear asking you to confirm the rotation.*
- *You cannot rotate video clips. You cannot rotate photos in a memory card in your camera or other device connected to your computer, or that are locked.*
- *Images taken by cameras other than EPSON cameras cannot be rotated.*

Using a photo as wallpaper

Follow the steps below to use an image as your computer's desktop background.

1. Select a photo in the right pane of the main window.

2. From the Image menu, select Set as Wallpaper. The Set as Wallpaper dialog box appears.



3. Click Fit To Screen, Center, or Tile to specify the size and position of the image. You can see the results of your selection in the preview window on the left side of the dialog box.

   To remove an image that is currently being used as wallpaper, click Remove Wallpaper.

4. Click OK.

Sending files via e-mail

EPSON Photo!4 helps you prepare files for e-mail transmission quickly and easily. With the Send via E-mail feature, you can modify the file size, calculate the total amount of data to be sent, and attach files to an e-mail message using your favorite e-mail program. You can also save the prepared image instead of sending it right away.

Note:
Using EPSON Photo!4, you can attach files directly to e-mail messages. For a list of the e-mail applications you can use with this feature, see the README file for EPSON Photo!4. To send files using other e-mail programs, first save the images to your computer's hard disk by using the Save button in step 5 below.

Follow these steps to prepare your images for transmission via e-mail.

1. Select an image or images in the right pane of the main window.

2. From the Image menu, select Send via E-mail. The Send via E-mail dialog box appears.

3. Select the check boxes of the items you want to send.

To send the photo files without reducing their size, click Send 'Original Size' photos.

To change the size of the photo files you send, click Send 'Reduced Size' photos, then select a setting in the Photo Reduction Setting list box.

When you click the Calculate button, the reduced size is automatically calculated. The calculated size is shown under File Size, and Estimated Total changes to Total. The Calculate button changes to light gray and cannot be used. If you change the setting in the Photo Reduction Setting list box, the Calculate button becomes enabled again. Click the Calculate button again to calculate the reduced size of the new setting.

Note:
If you select Send 'Reduced Size' Photos, *a temporary file is created. The size of the temporary file is changed, and the temporary file is attached to the e-mail message.*

4. If you are using a Macintosh, select the e-mail program you want to use from the Select E-mail Application Script list box.

   Note:
   If you are using Windows, use the e-mail program that is set for your regular use.

5. When you are satisfied with your settings, click the Send button, the Save and Send button, or the Save button.

   Click the Send button to automatically attach the selected files to an e-mail message. The selected files are not saved to the computer's hard disk.

   Click the Save and Send button to automatically save the files to the computer's hard disk and then immediately attach them to an e-mail message.

   Click the Save button to save the selected files to the computer's hard disk. The selected files are not attached to an e-mail message.

6. If you clicked the Send button in step 5, an e-mail program opens. Use the program to send your message with the files attached.

   If you clicked the Save and Send button in step 5, specify a folder in which to save the files, then click OK. Then, your e-mail program opens. Use the program to send your message with the files attached.

   If you clicked the Save button in step 5, specify a folder in which to save the files, then click OK. The files are saved in the specified folder for later use according to the settings you made.

Printing photos

You can use EPSON Photo!4 to select photos for printing, then to start EPSON PhotoQuicker to print the selected photos. Make sure that EPSON PhotoQuicker is installed on your computer. For installation instructions, see "Installing the Software in Windows" on page 11 or "Installing the Software on a Macintosh" on page 13.

Note:

- ❏ *You cannot print video clips.*
- ❏ *For instructions on printing with EPSON PhotoQuicker, see the software's documentation.*

Follow the steps below.

1. Select a photo or photos in the right pane of the main window.
2. From the File menu, select Print. EPSON PhotoQuicker starts. Use EPSON PhotoQuicker to print the photos.

   Note for Macintosh users:
   To start EPSON PhotoQuicker from EPSON Photo!4, make sure that there are 128 MB of memory available in your system. To change the amount of available system memory on your Macintosh, see your computer's documentation.

Chapter 4

Using Other Included Software

Using EPSON CameraStarter 46

Accessing EPSON PhotoQuicker 49
For Windows users 49
For Macintosh users 49

Your camera comes with a number of utility programs in addition to EPSON Photo!4. This chapter tells you how to use these programs and covers the following topics:

- ❏ Using EPSON CameraStarter to start EPSON AutoDownloader or EPSON PhotoQuicker, in order to download or print photos from PhotoPC 2100Z's (or PhotoPC 3100Z's) memory card.
- ❏ Using EPSON PhotoQuicker to print photos that are saved on your camera's memory card, or that have already been saved on your hard disk.

Using EPSON CameraStarter

EPSON CameraStarter provides a convenient way to launch EPSON AutoDownloader and EPSON PhotoQuicker so that you can transfer files from your memory card to a computer, print your images, or do both in one session.

Note:

- ❏ *For more information on using EPSON AutoDownloader, see "Using EPSON AutoDownloader to Transfer Images" on page 22.*
- ❏ *For more information on using EPSON PhotoQuicker, see "Accessing EPSON PhotoQuicker" on page 49.*

Follow the steps below to use EPSON CameraStarter.

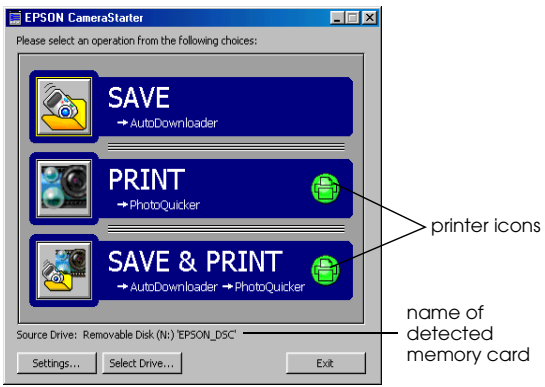
1. Connect the PhotoPC 2100Z to your computer as explained in "Connecting the camera to your computer" on page 18.
2. Start EPSON CameraStarter as described below.

   For Windows Users
   Click Start, point to Programs, EPSON Camera, then EPSON Photo!4, and then click EPSON CameraStarter.

For Macintosh Users
Double-click the EPSON Photo!4 folder, then double-click the EPSON CameraStarter icon.

Note:
EPSON CameraStarter may start automatically when you connect your camera, depending on the settings in the Settings dialog box. For more information, see "Setting Up EPSON CameraStarter" on page 15.

The EPSON CameraStarter dialog box appears.



3. Check the information that appears after Source Drive.

If EPSON_DSC appears, CameraStarter detects your camera's memory card. Go to the next step.

Note:
If you changed the name of your memory card, the new memory card name appears after Source Drive instead of EPSON_DSC. *In this case, go to the next step.*

If <Please Select> appears after Source Drive, CameraStarter has detected more than one memory card, and you need to select the memory card whose images you want to access. Click the Select Drive button, then select a memory card from the list box and click OK.

If <None Found> appears after Source Drive, make sure the camera is properly connected to your computer and the indicator light is blinking orange, and that the memory card is properly inserted in the PC Card slot.
Then click the Select Drive button. When CameraStarter detects your memory card, EPSON_DSC appears after Source Drive.

4. Click one of the following icons to start the desired software.

SAVE

Click this icon to start EPSON AutoDownloader in order to transfer files from your memory card to your computer.

PRINT

Click this icon to start EPSON PhotoQuicker in order to print the images in the memory card.

- ❏ If the printer icons turn gray, EPSON PhotoQuicker loads all of the photos in the memory card.
- ❏ If the printer icons turn green, a message appears asking whether you want to print according to the DPOF settings that you made. If you click OK, PhotoQuicker loads only photos for which the number of prints have been specified.

SAVE & PRINT

Click this icon to start EPSON AutoDownloader and EPSON PhotoQuicker in succession. After using EPSON AutoDownloader to transfer files from your memory card to your computer, EPSON PhotoQuicker automatically starts, allowing you to print your photos.

- ❏ If the printer icons turn gray, EPSON PhotoQuicker loads all of the photos that were downloaded.
- ❏ If the printer icons turn green, a message appears asking whether you want to print according to the DPOF settings that you made. If you click OK, PhotoQuicker loads only photos for which the number of prints have been specified.

Note:
Green printer icons in the EPSON CameraStarter dialog box indicate that a setting was made using the camera to specify the number of prints for one or more photos in the memory card.
Gray printer icons indicate that no print settings were made.

Accessing EPSON PhotoQuicker

EPSON PhotoQuicker is a software application for printing digital images.

You can use PhotoQuicker to do the following.

- ❏ Print photos in various layouts
- ❏ Print photos on postcards, roll paper, or other types of paper
- ❏ Apply various effects to images for printing

Follow the steps below to start EPSON PhotoQuicker.

For Windows users

Click Start, point to Programs, and then EPSON PhotoQuicker, then click EPSON PhotoQuicker3.X The main window of EPSON PhotoQuicker appears.

Note:
Click the Help *icon for information on using EPSON PhotoQuicker.*

For Macintosh users

Double-click the EPSON PhotoQuicker3.X icon in the EPSON PhotoQuicker3.X program group or folder. The main window of EPSON PhotoQuicker appears.

Note:
Click the Help *icon for information on using EPSON PhotoQuicker.*

Chapter 5

Troubleshooting

Software Problems 51

Your camera's software is easy to use, and most problems that you encounter can be solved quickly and easily.

Refer to this section for solutions to common problems that may occur while using EPSON Photo!4.

Software Problems

Find your problem in the list below, then try the solutions listed.

You cannot find your images in EPSON Photo!4.

When searching for images in the memory card, look in the ***EPSON folder (inside the DCIM folder) for photos, and the MOVIE folder for video clips.

Note:

- ❏ *Depending on the model, your camera may not be able to take TIFF files or video clips. For more information on your camera's features, see the User's Guide for your camera.*
- ❏ *The PhotoPC 2100Z saves files in the automatically generated ***EPSON folder, where *** represents any number from 100 to 999.*

From the View menu, select Refresh to update the contents of the main window.

The drive for your camera does not appear in the left pane of the EPSON Photo!4 main window when you connect the camera to your computer.

Make sure you are using the EPSON PhotoPC 2100Z or PhotoPC 3100Z digital camera. EPSON Photo!4 cannot recognize any other camera models.

Make sure that the cable is connected correctly, as described in "Connecting the camera to your computer" on page 18.

Make sure that the indicator light next to the viewfinder is blinking orange.

Make sure that the batteries have enough power and are installed correctly, or use the optional AC adapter when connecting the camera to your computer.

Make sure that your camera has a memory card installed. If not, press the ▶ button on the back of your camera to turn it off, insert a memory card, then press the ▶ button again to turn the camera back on.

If the computer's power save feature turns on while the camera is connected, the camera may automatically turn off causing it to be disconnected. Try connecting the camera to the computer again. To avoid this problem, do not use your computer's power save feature when connecting the camera.

In EPSON Photo!4, from the View menu, select Refresh to update the contents of the left pane.

Make sure that the port to which your camera is connected is properly configured, and that the Base I/O port address and the Interrupt Request Number (IRQ) assigned to the port are not in conflict with other devices.

If you are using a Macintosh, make sure that the USB driver extension for your camera is selected in the Extensions Manager, or is located in the Extensions folder.

Try connecting the USB cable to another port on the USB hub.

Try connecting the camera directly to the USB port on your computer using the USB cable.

Try using a different USB hub if you have one.

An error message appears when you are using EPSON CameraStarter.

When you connect your camera to your computer

Make sure that the cable is connected correctly, as described in "Connecting the camera to your computer" on page 18.

Make sure that the indicator light is blinking orange.

Make sure that the batteries have enough power and are installed correctly, or use the optional AC adapter when connecting the camera to your computer.

Make sure that the computer has enough memory and disk space.

Avoid opening or working with applications unrelated to the photo transfer process while the camera and computer are communicating.

When you insert the memory card into the PC Card slot of another device

Make sure the memory card is correctly inserted into the PC Card slot, and that your device is correctly connected to your computer and is turned on. For information on connecting your device to your computer, see the documentation for your device.

Note:
While the camera and computer are communicating, star icons move continuously across the camera's display panel.

Nothing happens when you click the SAVE, PRINT, or SAVE & PRINT icons in EPSON CameraStarter.

To print images, make sure EPSON PhotoQuicker is installed in your computer. To download images from you memory card, make sure EPSON AutoDownloader is installed in your computer. For installation instructions, see "Installing the Software in Windows" on page 11, or "Installing the Software on a Macintosh" on page 13.

If the computer's power save feature turns on while the camera is connected, the camera may automatically turn off causing it to be disconnected. Try connecting the camera to the computer again. To avoid this problem, do not use your computer's power save feature when connecting the camera.

EPSON CameraStarter does not start.

Make sure the memory card has been used in a PhotoPC 2100Z or PhotoPC 3100Z. Memory cards formatted by other devices will not be recognized by EPSON CameraStarter.

Make sure EPSON CardMonitor is installed. For installation instructions, see "Installing the Software in Windows" on page 11 or "Installing the Software on a Macintosh" on page 13.

Make sure your PhotoPC 2100Z or PhotoPC 3100Z is correctly connected to your computer and is turned on. For instructions on connecting the PhotoPC 2100Z, see "Connecting the camera to your computer" on page 18. For PhotoPC 3100Z users, see the User's Guide for that camera.

Make sure the batteries in the camera have sufficient power, or use the optional AC adapter.

If the computer's power save feature turns on while the camera is connected, the camera may automatically turn off causing it to be disconnected. Try connecting the camera to the computer again. To avoid this problem, do not use your computer's power save feature when connecting the camera.

EPSON PhotoQuicker does not start.

Make sure that EPSON PhotoQuicker is installed in your computer. For installation instructions, see "Installing the Software in Windows" on page 11 or "Installing the Software on a Macintosh" on page 13.

On the Macintosh, to start EPSON PhotoQuicker from within EPSON Photo!4, make sure that there are 128 MB of memory available in your system. To change the amount of available system memory on your Macintosh, see your computer's documentation.

If you cannot make 128 MB of system memory available in your Macintosh, first transfer the images to your computer using EPSON AutoDownloader, close all applications, then start EPSON PhotoQuicker. For information on using EPSON AutoDownloader, see "Using EPSON AutoDownloader to Transfer Images" on page 22.

Appendix A

Contacting Customer Support

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Contacting Customer Support

If your EPSON product is not operating properly and you cannot solve the problem using the troubleshooting information in your product documentation, contact customer support services for assistance. If customer support for your area is not listed below, contact the dealer where you purchased your product.

Customer support will be able to help you much more quickly if you give them the following information:

- ❏ Product serial number
  (The serial number label is usually on the back of the product.)
- ❏ Product model
- ❏ Product software version
  (Click About, Version Info, or similar button in the product software.)
- ❏ Brand and model of your computer
- ❏ Your computer operating system name and version
- ❏ Names and versions of the software applications you normally use with your product

For users in North America

If you purchased your printer in the United States or Canada, 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://support.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.

Service	Access
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://support.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: **(562) 276-1300** (U.S.), or **(905) 709-9475** (Canada), 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
- ❏ Product serial number
- ❏ Proof of purchase (such as a store receipt) and date of purchase
- ❏ Computer configuration
- ❏ Description of the problem

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

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

For users in the United Kingdom and the Republic of Ireland

http://www.epson.co.uk

Visit our Internet home page for a full list of support and warranty services including:

- ❏ Register your product on-line
- ❏ Free access to the latest EPSON software drivers
- ❏ Easy access to frequently asked questions
- ❏ Interactive web based support tool to help you quickly resolve support issues
- ❏ Chat directly with a support technician on-line
- ❏ Email Technical Support

Support Via Telephone

- ❏ Other Products:UK 08701 637 766
  The Republic of Ireland 01 679 9015

Pre-Sales Enquiries, Literature Requests and Nearest Dealer

- ❏ Home Page:http://www.epson.co.uk
- ❏ Email:info@epson.co.uk
- ❏ Telephone:UK 0800 220 546
  The Republic of Ireland 1 800 409 132
- ❏ Fax:UK 01442 227271
  The Republic of Ireland 00 44 1442 227 271

For users in the Middle East

Some of these services may be available in English only.

http://www.epson.com

Select your country from our Internet home page for a full list of support and warranty services including:

- ❏ Register your product on-line
- ❏ Free access to the latest EPSON software drivers
- ❏ Easy access to frequently asked questions
- ❏ Interactive web based support tool to help you quickly resolve support issues
- ❏ Chat directly with a support technician on-line
- ❏ Email Technical Support

Technical Support Via Email and Telephone

- ❏ Email:epson_support@compubase.co.ae
- ❏ Telephone:+971 4 351 7777
- ❏ Fax:+971 4 351 6617

Pre-Sales Enquiries, Literature Requests and Nearest Dealer

Select your country from our Internet home page at http://www.epson.com.

For users in Scandinavia

Some of these services may be available in English only.

http://www.epson.com

Select your country from our Internet home page for a full list of support and warranty services including:

- ❏ Register your product on-line
- ❏ Free access to the latest EPSON software drivers
- ❏ Easy access to frequently asked questions
- ❏ Interactive web based support tool to help you quickly resolve support issues
- ❏ Chat directly with a support technician on-line
- ❏ Email Technical Support

Support Via Telephone

- ❏ Denmark 80 88 11 27Finland 0800 523 010 Norway 800 11 828Sweden 08 445 12 58

Pre-Sales Enquiries Literature Requests and Nearest Dealer

- ❏ DenmarkHome Page:
  http://www.epson.dk
  Telephone:38 48 71 37
- ❏ FinlandHome Page:
  http://www.epson.fi
  Telephone:0981 710 083
- ❏ NorwayHome Page:
  http://www.epson.no
  Telephone:231 62 124
- ❏ SwedenHome Page:
  http://www.epson.se
  Telephone:08 519 92 082

For users in South Africa

Some of these services may be available in English only.

http://www.epson.co.za

Visit our Internet home page for a full list of support and warranty services including:

- ❏ Register your product on-line

- ❏ Free access to the latest EPSON software drivers
- ❏ Easy access to frequently asked questions
- ❏ Interactive web based support tool to help you quickly resolve support issues
- ❏ Chat directly with a support technician on-line
- ❏ Email Technical Support

Support Via Telephone

- ❏ Telephone: (011) 444-5223 or 0800 600 578

Pre-Sales Enquiries Literature Requests and Nearest Dealer

- ❏ Home Page: http://www.epson.co.za
- ❏ Telephone: (011) 448-2736 or 0800 005 956

For users in Australia

EPSON Australia wishes to provide you with a high level of customer service. In addition to your product documentation, we provide the following sources for obtaining information:

Your Dealer

Don't forget that your dealer can often help identify and resolve problems. The dealer should always be the first call for advise on problems; they can often solve problems quickly and easily as well as give advise on the next step to take.

Internet URL http://www.epson.com.au

Access the EPSON Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, EPSON contact points, new product information and technical support (e-mail).

EPSON Faxback Service

EPSON Faxback service will fax you the latest specifications for most EPSON products offered in Australia. Phone (02) 9903 9075 and the system will guide you through a number of choices before faxing the information to your fax machine.

EPSON Helpdesk

EPSON Helpdesk is provided as a final backup to make sure our clients have access to advise. Operators on the Helpdesk can aid you in installing, configuring and operating your EPSON product. Our Pre-sales Helpdesk staff can provide literature on new EPSON products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

The Helpdesk numbers are:

Phone: 1300 361 054

Fax: (02) 9903 9189

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your EPSON product documentation, type of computer, operating system, application programs, and any information you feel is required.

For users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web (http://www.epson.com.sg)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk (Phone: (065) 5863111)

Our HelpDesk team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problem
- ❏ Enquiries on repair service and warranty

For users in Thailand

Contact for information, support, and services are:

World Wide Web (http://www.epson.co.th)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

Epson Hotline (Phone: (662) 670-0333)

Our Hotline team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problem
- ❏ Enquiries on repair service and warranty

For users in Indonesia

Contacts for information, support, and services are:

World Wide Web (http://epson-indonesia.com)

- ❏ Information on product specifications, drivers for download
- ❏ Frequently Asked Question (FAQ), Sales Enquires, questions through e-mail

Epson Hotline

- ❏ Sales enquires and product information
- ❏ Technical support

Phone	62 21 5724350
Fax	62 21 5724357

For users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact EPSON Hong Kong Limited.

Internet Home Page

EPSON Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- ❏ Product information
- ❏ Answers to Frequently Asked Questions (FAQs)
- ❏ Latest versions of EPSON product drivers

Users can access our World Wide Web home page at:

http://www.epson.com.hk

Electronic Bulletin Board System

An electronic bulletin board system (BBS) is also available to obtain product information and the latest versions of product drivers. You can log on to the following number for the BBS service:

BBS: (852) 2827-4244

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone:	(852) 2585-4399
Fax:	(852) 2827-4383

For users in Malaysia

Contacts for information, support, and services are:

World Wide Web (http://www.epson.com.my)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and Email Enquiries are available.

Epson Trading Shah Alam Head Office

Phone: 03 5191366

Fax: 03 5191281

For users in India

Contacts for information, support, and services are:

World Wide Web (http://www.epson.co.in)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Products Enquiry, and Technical Query are available.

Epson India Head Office - Bangalore:

Phone: 5321 266-70

Fax: 5581799/5321095

Help Desk Phone: 5321 625

Epson India Regional Offices:

Mumbai	Phone: 8261516-17 Fax: 8257287 Help Desk Phone: 8261515
Delhi	Phone: 3352051-53 Fax: 3352054 Help Desk Phone: 3706222
Chennai	Phone: 8203940-41 Fax: 8272463 Help Desk Phone: 8218659
Kolkata	Phone: 2871355 Fax: 2871357 Help Desk Phone: 2404932

For users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the EPSON Philippines Representative Office at the telephone and fax numbers below:

Phone:	(632) 813-6552
Fax:	(632) 813-6545
BBS:	(632) 814-0595

Glossary

application
A software program that helps you carry out a particular task, such as word processing or financial planning.

BMP
A Windows file format for storing image data.

default
A value or setting that takes effect when the equipment is turned on, reset, or initialized. Also known as a factory setting.

drag-and-drop
Method for moving an on-screen object by holding the pointer over the object, pressing and holding the mouse button, dragging the mouse, then releasing the mouse button to drop the object in a new location.

Design rule for camera file system
Recording standard for image files. This standard has been established by the Japan Electronics and Information Technology Industries Association (JEITA).

DPOF
Digital Print Order Format. Settings for the number of prints are saved in a DPOF file on the camera's memory card. You can apply these settings when using a printer or printing application that supports the DPOF standard.

Exif2.1
Standard format for audio/image files. This standard has been established by the Japan Electronics and Information Technology Industries Association (JEITA).

grayscale
Images represented using various shades of gray in addition to black and white.

interface
The connection between the computer and the camera.

JPEG
A file format used for storing color and grayscale images in compressed files. Data saved using the JPEG format generally receives greater compression than data saved using TIFF and other formats. See *TIFF*.

PICT
A file format widely used for Macintosh graphics.

pixel
Short for picture element. Each image is composed of a number of pixels. Pixels are also counted in units of dots.

port
An interface channel through which data is transmitted between devices.

PRINT Image Matching
A new standard that allows digital cameras to record special information about the photos it takes and relay that information seamlessly to a printer compatible with this standard. This information can be used by printers that support the PRINT Image Matching system for enhanced printing results.

resolution
Indication of how finely an image is resolved into pixels. Often measured in dots per inch (dpi) or pixels per inch (ppi).

thumbnails
Small representations of images.

TIFF
A file format for storing color and grayscale images in files with little or no data compression. (TIFF files made with EPSON digital cameras receive no data compression.) Saving data in the TIFF format results in files that are larger and have finer image quality than image files with greater data compression, such as JPEG and other format files. See *JPEG*.

USB
Universal Serial Bus. A hardware interface for connecting one or more low-speed peripherals, such as a keyboard, mouse, scanner, or printer, to the computer.

USB hub
A device that normally provides four TYPE A sockets to increase the number of USB ports on a computer.

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EPSON OVERSEAS MARKETING LOCATIONS

Epson America, Inc.
3840 Kilroy Airport Way
Long Beach, CA 90806
Phone: (562) 981-3840
Fax: (562) 290-5220

EPSON UK LTD.
Campus 100, Maylands Avenue,
Hemel Hempstead, Herts,
HP2 7TJ, U.K.
Phone: (+44) 01442 261144
Fax: (+44) 01442 227227

EPSON DEUTSCHLAND GmbH
Zülpicher Straße 6,
40549 Düsseldorf Germany
Phone: (0211) 56030
Fax: (0211) 5047787

EPSON FRANCE S.A.
68 bis, rue Marjolin
92300, Levallois-Perret, France
Phone: 33.1.41.86.26.56
Telex: 610657

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70 GIBBES STREET,
CHATSWOOD 2067 NSW.
Phone: 2-9903-9000
Fax: 2-9903-9177

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No. 1 Temasek Avenue #36-00
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