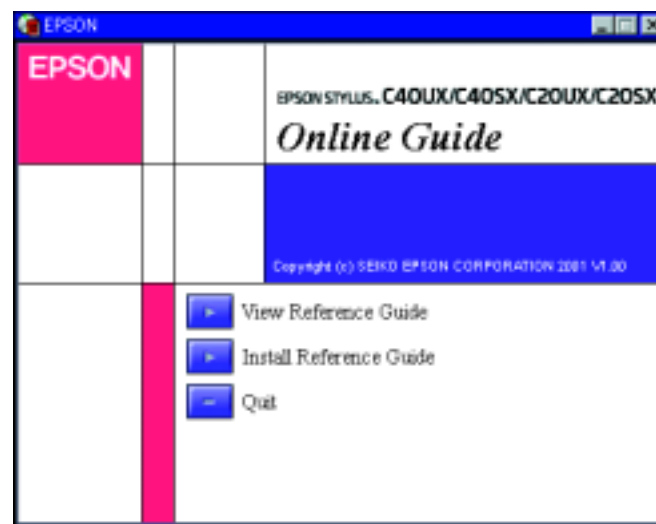**Keep this sheet handy for quick reference.**

Using the Online Reference Guide

Follow these steps to access the online *Reference Guide*.

1. Insert the printer software CD in the CD-ROM drive.

2. For Windows, select **User's Manual** in the Installer dialog box and click ⬜. For Macintosh, double-click **User's Manual**.

To view the guide from the CD, click **View Reference Guide**.
To install the guide, click **Install Reference Guide** and follow the on-screen instructions. When installation is complete, an **ES C40 Series** or **ES C20 Series Guide** icon (Windows) or a **View Reference Guide** icon (Macintosh) appears in the EPSON folder. Double-click the icon to open the guide.

Technical Support Web Site

For Windows users

The Problem Solver and EPSON's Technical Support Web Site provide you with tips to help solve any problems you may encounter when using your printer. Access the Problem Solver or Technical Support in one of the following ways:

❑ From the Windows Start menu
Click **Start**, point to **Programs** and then to **EPSON**, then click **ES C40 Series Problem Solver** or **ES C20 Series Problem Solver**.

❑ From Status Monitor 3
Click **Technical Support** in the Status Monitor 3 dialog box.

❑ From your printer software
Click **Technical Support** on the Main menu of the printer software.

For further information on the customer support services available in your area, see the online *Reference Guide*.

For Macintosh users

EPSON's Technical Support Web Site provides help with problems that cannot be solved using the troubleshooting information in your printer documentation. To access Technical Support, insert the CD in the CD-ROM drive and double-click the Technical Support Web Site icon in the Printer Software folder. For further information on the customer support services available in your area, see the online *Reference Guide*.
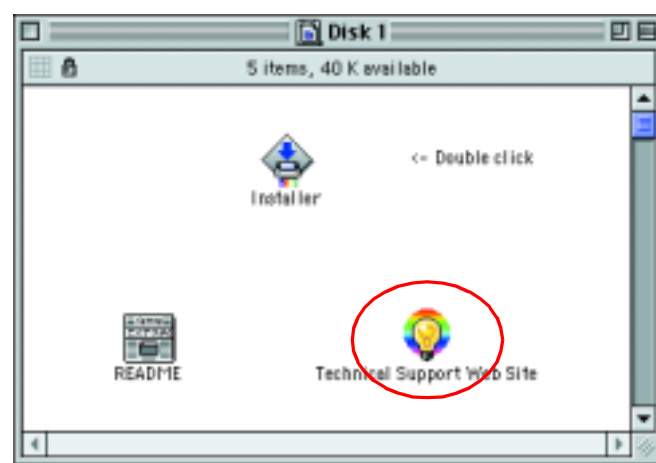
Accessing the Printer Software

The printer software includes a printer driver and utilities. The printer driver lets you choose from a wide variety of settings to get the best results from your printer. The printer utilities help you check the printer and keep it in top operating condition. Access the printer software as explained in this section.

For Windows users

There are three ways to access the printer software.

From Windows applications
1. From the **File** menu of your application, click **Print**. The Print dialog box appears.

2. Select your printer, then click **Properties, Printer**, **Setup**, or **Options** to access the printer software. (Depending on your application, you may need to click a combination of these buttons.)

Note:
When you access the printer software from a Windows application, the settings that you make apply only to the application you are using.

From the Start menu
1. Click **Start**, point to **Settings**, then click **Printers**.

2. Select your printer, then click **Properties** on the **File** menu. If you are a Windows 2000 user, select your printer, then click **Printing Preferences** on the **File** menu.

From the taskbar
1. Right-click the printer icon on the taskbar.

2. Select **Printer Settings**.

For Macintosh users

You can access the various printer software dialog boxes as described below.

Dialog Box	How to Access
Print	Click **Print** on the File menu of your application or click **Options** in the Page Setup dialog box.
Page Setup	Click **Page Setup** on the File menu of your application.
Layout	Click the 🗔 Layout icon button in the Print dialog box.
Utility	Click the 🔧 Utility icon button in the Print or Page Setup dialog box.

Printing on Special Media

You can print on a wide variety of special media–including ink jet paper, photo quality glossy film, photo paper, transparencies, index cards, and adhesive sheets–and several sizes of envelopes.

❑ Read the instructions in the media package first.

⚠ **Caution:**
Cleaning sheets packaged with EPSON special media should not be used with this printer. The cleaning function performed by these sheets is not necessary with this type of printer, and the sheets could jam in the printer.

❑ Load the media printable side up in the sheet feeder. See the instructions packed with the media to determine which side is the printable side. The loading capacity varies by media. For more details on using special media, see "Paper Handling" in the online *Reference Guide*.

❑ Make sure that the paper stack fits under the tabs inside the edge guide, and does not exceed the loading limit indicated by the arrow mark on the left edge guide.

Replacing Ink Cartridges

You can replace an ink cartridge by using the Status Monitor utility installed on your computer, or by using the printer's control panel. To replace an ink cartridge or check ink levels using the Status Monitor utility, refer to "Using the Status Monitor" in the online *Reference Guide*. To replace an ink cartridge using the printer's control panel, follow the steps in this section.

Note:
❑ *You cannot continue printing with one ink cartridge empty, even if the other cartridge still contains ink. Before printing, replace the empty cartridge.*

❑ *In addition to the ink used during document printing, ink is consumed during the print head cleaning operation, during the self-cleaning cycle which is performed when the printer is turned on, and during ink charging when the ink cartridge is installed in the printer.*

1. Make sure that the printer is on, but not printing. Then open the printer cover.

2. Press the ◊🖹 maintenance button. The print head moves to the ink replacement position. When both cartridges are out of ink, the cartridge moves to the black ink cartridge replacement position first. Press the ◊🖹 maintenance button again after replacing the black ink cartridge to switch to the color ink cartridge replacement position.

⚠ **Caution:**
Do not move the print head by hand, as this may damage the printer. Always press the ◊🖹 maintenance button to move it.

3. Install the new ink cartridges as explained on the reverse side of this sheet in the "3. Install the ink cartridges" section.

Panel Operation

Button	Function
⏻ power	Turns the printer on and off. To turn off the printer, hold down the ⏻ power button until the light goes out.
◊🖹 maintenance	Loads or ejects paper if pressed and released within three seconds. Resumes printing if pressed after a paper out error.

See the online *Reference Guide* for details.

Error Indicators

You can identify many common problems using the lights on the printer's control panel. Use the following table of light patterns to diagnose the problem, then follow the recommended corrective measures.

Lights	Problem and Solution	
● ◊🖹	**Paper out**	No paper is loaded in the printer.
	Check EPSON Status Monitor 3* or EPSON StatusMonitor*. Load paper in the sheet feeder, then press the ◊🖹 maintenance button. The printer resumes printing and the light goes out.	
● ◊🖹	**Paper jam**	Paper has jammed in the printer.
	Check EPSON Status Monitor 3* or EPSON StatusMonitor*. Press the ◊🖹 maintenance button to eject the jammed paper. If the error does not clear, open the printer cover and remove all of the paper inside, including any torn pieces. Then reload the paper in the sheet feeder and press the ◊🖹 maintenance button to resume printing.	
◌ ◊🖹	**Ink low**	The black or color ink cartridge is nearly empty.
	Obtain a replacement black or color ink cartridge. To determine which cartridge is nearly empty, check the ink level using EPSON Status Monitor 3* or EPSON StatusMonitor*.	
● ◊🖹	**Ink out**	The black or color ink cartridge is empty or is not installed.
	Replace the black or color ink cartridge with a new one. To determine which cartridge is empty, check the ink level using EPSON Status Monitor 3* or EPSON StatusMonitor*.	
◌ ⏻ ● ◊🖹	**Carriage error**	The print head carriage is obstructed by jammed paper or other foreign material and cannot return to the home position.
	Turn off the printer**. Open the printer cover and remove any paper from the paper path by hand. Then, turn the printer back on. If the error does not clear, contact your dealer.	
◌ ⏻ ◌ ◊🖹	**Unknown printer error**	An unknown printer error has occurred.
	Turn off the printer** and contact your dealer.	

● = on, ◌ = off, ◌̇ = flashing

* EPSON Status Monitor 3 is for Windows; EPSON StatusMonitor is for Macintosh.

** To turn off the printer, hold down the ⏻ power button until the light goes out.

Safety Instructions

Read all of the instructions in this section when setting up and using your printer.

When choosing a place for the printer

❑ Avoid places subject to rapid changes in temperature and humidity. Also, keep the printer away from direct sunlight, strong light, or heat sources.

❑ Avoid places subject to dust, shocks, and vibrations.

❑ Leave enough room around the printer to allow for sufficient ventilation.

❑ Place the printer near a wall outlet where the plug can be easily unplugged.

❑ Place the printer on a flat, stable surface that extends beyond the printer base in all directions. The printer will not operate properly if it is tilted at an angle.

When choosing a power source

❑ Use only the type of power source indicated on the printer's label.

❑ Do not use a damaged or frayed power cord.

❑ If you use an extension cord with the printer, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.

❑ If you plan to use the printer in Germany, the building installation must be protected by a 10 or 16 amp circuit breaker to provide adequate short-circuit protection and over-current protection for this printer.

When handling ink cartridges

❑ Do not open the ink cartridge packages until just before you install them.

❑ Keep ink cartridges out of the reach of children. Do not allow children to drink from or otherwise handle the cartridges.

❑ Be careful when you handle used ink cartridges, as there may be some ink remaining around the ink supply port. If ink gets on your skin, wash the area thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.

❑ Do not shake the ink cartridges; this can cause leakage.

❑ You must remove the yellow tape seals from the cartridges before installing them; otherwise, the cartridges will become unusable.

❑ Do not remove the blue portion of the tape seal from the top of the cartridges.

❑ Do not remove the tape seals from the bottom of the cartridges.

When using the printer

❑ Do not put your hand inside the printer or touch the ink cartridges during printing.

❑ Do not block or cover the openings in the printer's cabinet.

❑ Do not attempt to service the printer yourself.

❑ Unplug the printer and refer servicing to qualified service personnel under the following conditions:
The power cord or plug is damaged; liquid has entered the printer; the printer has been dropped or the cabinet damaged; the printer does not operate normally or exhibits a distinct change in performance.

❑ Do not insert objects through the slots in the printer's cabinet.

❑ Take care not to spill liquid on the printer.