EPSON®

EPSON STYLUS® COLOR 640

Printer Basics

CPD-6967

How To Order EPSON Ink and Paper

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

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

Media name	Size	Part number
EPSON 360 dpi Ink Jet Paper	Letter A4	S041060 S041059
EPSON High Quality Ink Jet Paper	Letter A4	S041111 S041117
EPSON Photo Quality Ink Jet Paper	Letter A4 Legal	S041062 S041061 S041067
EPSON Photo Quality Glossy Paper	Letter A4	S041124 S041126
EPSON Photo Quality Glossy Film	Letter A4 A6 (4.1 x 5.8 inches)	S041072 S041071 S041107
EPSON Photo Paper	4 x 6 Letter A4 Panoramic, pre-cut, 8.3 x 23.4 inches	S041134 S041141 S041104 S041145
EPSON Ink Jet Transparencies	Letter A4	S041064 S041063
EPSON Photo Quality Ink Jet Cards	A6 (4.1 x 5.8 inches) 8 x 10	S041054 S041122
EPSON Ink Jet Note Cards (with envelopes)	A6 (4.1 x 5.8 inches)	S041147
EPSON Photo Stickers Kit EPSON Photo Stickers Refill	A6 (includes software) A6	S041144-KIT S041144
EPSON Iron-On Cool Peel Transfer Paper	Letter	S041153/S041155
EPSON Photo Quality Self Adhesive Sheets	A4	S041106

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

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FCC Compliance Statement

For United States Users

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

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

WARNING

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

For Canadian Users

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

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

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Introduction

Welcome

Your EPSON Stylus® COLOR 640 printer is the ideal output device for small office or home printing. You can print anything from reports and resumes to photos and greeting cards with great results.

The printer comes with these features:

- Exclusive Micro Piezo™ ink jet technology for smaller, cleaner dots
- Resolutions up to 1440 x 720 dpi
- Four-color printing for photo quality color and sharp black text on plain paper or a variety of special media
- Letter, legal, envelope, card, and panoramic paper printing
- Bonus creative and Internet software

About Your Documentation

To set up your printer and install its software, see the *Start Here* card.

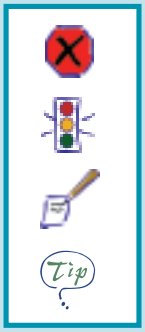
This book contains instructions on:

- running the Guided Printing Exercise with Adobe® PhotoDeluxe™
- printing on plain paper
- printing on EPSON Photo Paper
- accessing your electronic *EPSON Stylus COLOR 640 Manual*
- maintaining the printer
- troubleshooting basic problems
- obtaining printer software diskettes and installing software from them
- installing the printer software on Windows® 3.1
- configuring your printer for use on a network

For more details about advanced printing options or troubleshooting, see your electronic *EPSON Stylus COLOR 640 Manual*. You'll always have easy access to this manual—see page 8 for instructions.

Warnings, Cautions, Notes, and Tips

Please follow these guidelines:



Warnings must be followed carefully to avoid bodily injury.

Cautions must be observed to avoid damage to your equipment.

Notes contain important information about your printer.

Tips contain additional hints for great printing.

System Requirements

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

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

Note:
If you don't have a CD-ROM drive, you can get the printer driver software on diskettes or download it through your modem. See page 43 for details.

Year 2000 Ready

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

ENERGY STAR Compliance

As an ENERGY STAR Partner, EPSON has determined that this product meets the ENERGY STAR guidelines for energy efficiency.

The EPA ENERGY STAR Office Equipment program is a voluntary partnership with the computer and office equipment industry to promote the introduction of energy-efficient personal computers, monitors, printers, fax machines, and copiers in an effort to reduce air pollution caused by power generation.

Important Safety Instructions

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

- Always use the ⏻ power button to turn the printer on or off. Never use an external switch—such as a power strip—to turn off the printer.
- Turn off and unplug the printer before cleaning. Clean with a damp cloth only. Do not spill liquid on the printer.
- Do not place the printer on an unstable surface or near a radiator or heating vent.
- Do not block or cover the openings in the printer's cabinet or insert objects through the slots.
- Use only the type of power source indicated on the printer's label.
- Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- Place the printer near a wall outlet where the plug can be easily unplugged.

  Placez l'imprimante près d'une prise de contacte où la fiche peut être débranchée facilement.
- Do not let the power cord become damaged or frayed.

- If you use an extension cord with the printer, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total of all devices plugged into the wall outlet does not exceed 15 amperes.
- Except as specifically explained in this guide, do not attempt to service the printer yourself.
- Unplug the printer and refer servicing to qualified service personnel under the following conditions:

  If the power cord or plug is damaged; if liquid has entered the printer; if the printer has been dropped or the cabinet damaged; if the printer does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- Do not put your hand inside the printer or touch the cartridge during printing.
- Under normal circumstances, ink will not come out of the cartridge. If it does get on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water.
- Keep ink cartridges out of the reach of children.
- Do not dismantle the ink cartridges or try to refill them. This could result in damage to the print head.
- Once you install an ink cartridge, do not open the clamp or remove the cartridge except to replace it with a new one. The cartridge may become unusable otherwise.
- Install the ink cartridge immediately after you remove it from its foil package. Leaving the cartridge unpacked for a long time before use may result in reduced print quality.
- Do not use an ink cartridge beyond the date printed on the cartridge carton. For best results, use up the ink cartridges within six months of installing them.
- Do not shake an ink cartridge; this can cause leakage.
- Always turn the printer off using the ⏻ power button. When this button is pressed, the ⏻ power light flashes briefly then goes out. Do not unplug the printer or turn off the power to the outlet until the ⏻ power light is off.
- Before transporting the printer, make sure the print head is capped in the far right position and the ink cartridges are in place.

About Your Software

The EPSON Stylus COLOR 640 CD-ROM includes all the software you need for photo-quality output:

- Your *printer driver* runs your printer and lets you control how your documents look. You can't use your printer without it.
- The *bonus software* includes creative applications for creating unique projects and special Internet offers.
- Your *electronic EPSON Stylus COLOR 640 Manual* gives you complete information about your printer.

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

Your Creative and Internet Software Applications

You can install this software from your EPSON Stylus COLOR 640 CD-ROM:

- Adobe PhotoDeluxe 2.0 for editing photos and producing newsletters, calenders, and other projects. A Guided Printing Exercise is also included
- American Greetings® CreataCard® Special Edition™ for creating unique greeting cards
- Business Card, Ink. & More™ for creating professional business cards and letterhead
- EarthLink Network® TotalAccess™ service provider for getting on the Internet
- Disney's Daily Blast℠, the online service for kids

Note:
These applications are not available for Windows 3.1. Business Card, Ink. & More, EarthLink Network TotalAccess, and Disney's Daily Blast are not available for Windows NT.

You also have a CD-ROM containing Broderbund® The Print Shop® Premiere Edition.

You can view your electronic *EPSON Stylus COLOR 640 Manual* from the CD-ROM or you can copy it to your hard drive. Adobe® Acrobat® Reader installs automatically if it is not already on your system. See page 8 for instructions.

Installing the Creative Software

If you didn't install the creative software when you initially set up your printer or if you need to re-install the printer driver, you can install it by following these steps:

1. Insert your EPSON Stylus COLOR 640 CD-ROM in your CD-ROM drive.
2. Click Start, select Run, and type D:\Epson (where D is your CD-ROM drive letter). Then click OK.

   In the Main Menu, you can select from the following:

   - Install Creative Software
   - Install Internet Software (not available for Windows NT)
   - View Electronic Documentation
   - Re-install Printer Driver

   You can also view the License Agreement.
3. After you make your selection from the Main Menu, you'll see another menu with more choices.
4. Select the item you want to install and follow the instructions on screen.

Note:
Some applications may require you to restart your system after installation. If you need to return to the Main Menu, click **Start**, point to **Programs**, **Epson**, and click **EPSON Stylus COLOR 640 Installer**.

5. When you're finished installing the software, click EXIT to close the EPSON software installer.

To launch any of the creative software you installed, click Start, point to Programs, and then select the name of the software.

Viewing Your Electronic *EPSON Stylus COLOR 640 Manual*

Here are some quick guidelines for viewing your electronic *EPSON Stylus COLOR 640 Manual* using Adobe Acrobat Reader. Your creative and Internet software may also include electronic manuals. Check their program folders or Help manual options to locate these manuals.

Opening Your Electronic Manual

How you open your electronic *EPSON Stylus COLOR 640 Manual* depends on your operating system and whether the manual is on your hard disk or CD-ROM.

Windows 95, Windows 98, and Windows NT Instructions

If you already copied the *EPSON Stylus COLOR 640 Manual* to your hard disk when you installed your printer software, click Start, point to Programs, Epson, and click View EPSON Stylus COLOR 640 Manual. The manual opens automatically.

If you haven't copied the manual to your hard disk, insert your CD-ROM, then:

1. Click Start, point to Programs, Epson, and click EPSON Stylus COLOR 640 Installer.
2. At the Main Menu, select View Electronic Documentation.
3. At the next screen, select View Printer Manual. If you have Acrobat Reader on your system, it opens and you can view your manual. If you don't have Acrobat Reader, it automatically installs on your system. Click View Printer Manual again to view the manual. Then if you want to copy the manual to your hard drive, click Copy Printer Manual to Hard Drive.

Note:
You must view the manual from the CD-ROM before copying it in order to install Acrobat Reader on your hard disk.

Windows 3.1 Instructions

If you don't have Acrobat Reader, you must install it from the CD-ROM to view your electronic printer manual. Open the Program Manager File menu and select Run. Type D:\ACROREAD\16BIT\ACRO16.EXE (where D is your CD-ROM drive letter).

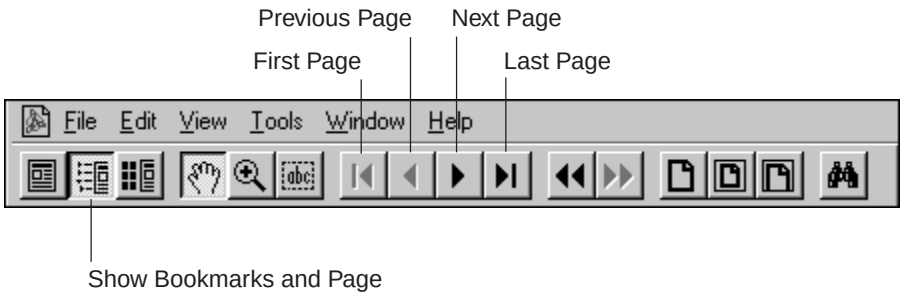
To copy the electronic *EPSON Stylus COLOR 640 Manual* from your CD-ROM to your hard disk, use the Windows File Manager. Open the D:\MANUAL directory (where D is your CD-ROM drive letter) and locate the 640DOC.PDF file. Copy the file to a directory on your hard disk.

When you're ready to view the manual, either:

- Open File Manager and double-click the 640DOC.PDF file
- Start Acrobat Reader, open the File menu, click Open and select the 640DOC.PDF file.

Navigating a Manual

When you open an electronic manual, you'll see this toolbar:



With Acrobat Reader, you have several ways to navigate through text:

- Click on hot topics, which are usually underlined or displayed in a different color. To find out if a topic is hot, move your cursor over it. If the cursor turns into a pointing hand, the topic is hot—you can jump to it by clicking once.
- Use the bookmark section on the left side of the screen to move quickly to the topic of your choice. Click the Show Bookmarks icon on the toolbar to see the bookmark section, if the manual has bookmarks. Some manuals only have a table of contents, but you can also use this to navigate the manual if the topics are hot.
- Use the arrow buttons in the toolbar or the vertical scroll bar on the right side of the document to move through a manual. (The box to the left of the scroll bar displays the current page number.)

If you need more information, see your Acrobat Reader online guide.

How To Print

This chapter includes a guided printing exercise and basic steps for printing. For instructions on printing on special media such as EPSON's Photo Quality Glossy Film or envelopes, see your electronic *EPSON Stylus COLOR 640 Manual*. You'll also find instructions for using custom software settings to fine-tune your printouts.

Using the Guided Printing Exercise

For a quick lesson in printing, run EPSON's Guided Printing Exercise in Adobe PhotoDeluxe.

Note:
If you haven't installed Adobe PhotoDeluxe yet, you can install it now by following the steps on page 7.

Follow these steps to launch the Guided Printing Exercise:

1. Click Start, point to Programs, Adobe, PhotoDeluxe 2.0, and then click Run Guided Printing Exercise.
2. When you see "Would you like to print a high-quality color image with your new printer?" window, click YES to continue with the exercise.
3. Follow the instructions on screen. For each step in the exercise, a window appears next to the menu or dialog box with an explanation of what to select.

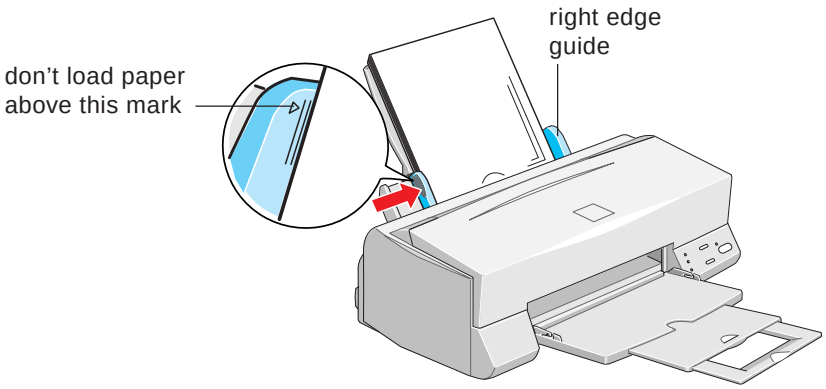
After you've completed all the steps, a color image will be printed.

If you want to exit the exercise before completing all the steps, click Cancel (you may need to click Cancel more than once, depending on which step you're on).

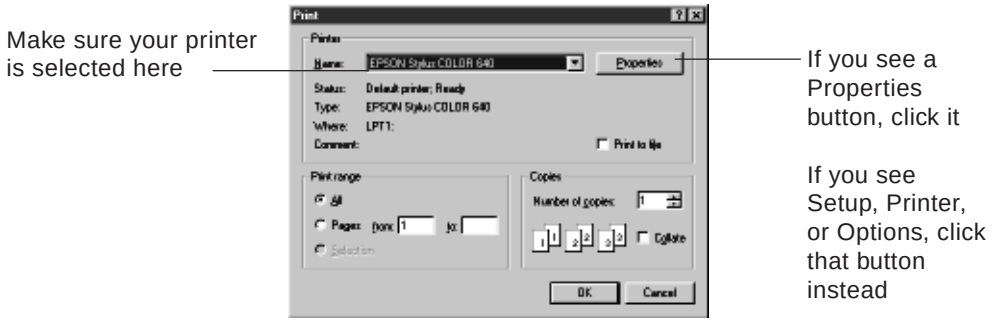
Printing a Memo

Here are the basic steps for printing a document on letter size paper, for example if you want to print a memo or resume. For details on advanced print settings, see your electronic *EPSON Stylus COLOR 640 Manual*.

1. Make sure your printer and computer are turned on.
2. Fan your stack of paper, then load it with the printable side up. Make sure it is against the right edge guide. Then slide the left edge guide against the paper's left edge. If you are using letterhead or preprinted paper be sure the top of the paper feeds into the printer first.

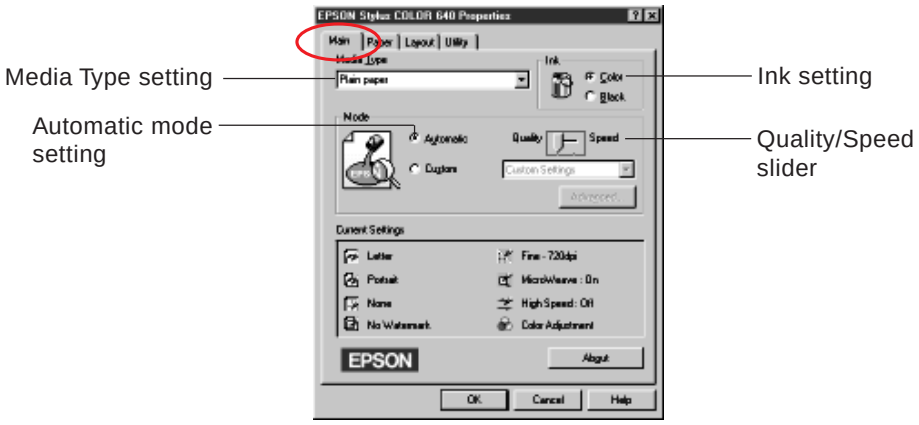


3. Open your application and select a document to print.
4. From the File menu, click Print. You see a Print dialog box, similar to the one below.



5. Make sure your EPSON Stylus COLOR 640 printer is selected.
6. If your application's Print dialog box contains a Properties button, click it and go to step 7.

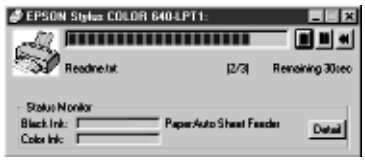
   If you see a Setup, Printer, or Options button, click it. You see another dialog box that contains the Properties button. Click it and go to step 7. (In Windows 3.1, you won't see a Properties button; just click Setup, Printer, or Options until you see the window shown in step 7.)
7. You see your printer settings dialog box. If necessary, click the Main tab to display the basic settings shown below.



8. Check the following settings:
   - Make sure Media Type is set to Plain paper. (If you're using a different type of paper, select a corresponding Media Type; see "Selecting the Correct Media Type" on page 19.)
   - Set the Ink to Color if your document has colored text or pictures. If not, set the Ink to Black.
   - Set the Mode option to Automatic. This is the easiest way to get good results for all kinds of documents, on all types of paper; the printer software optimizes the other settings according to the media type and ink settings you make.
   - Move the Quality/Speed slider to the Quality setting. This selects the highest quality available for the paper you're using. If you're in a hurry, select Speed. (The slider is not available for some media types.)

9. Click the Paper tab at the top of the dialog box if you need to change the paper size, number of copies, or page orientation.

10. Click OK until you see the Print dialog box again.
11. Click OK to start printing. After a moment, the Progress Meter (Despooler in Windows 3.1) will appear and show the progress of your print job. You can cancel, pause, or restart your print job as necessary.



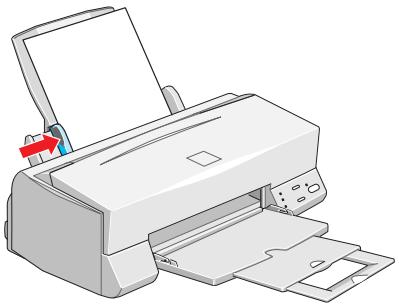
Progress Meter
(Windows 95, 98, NT)

Despooler
(Windows 3.1)

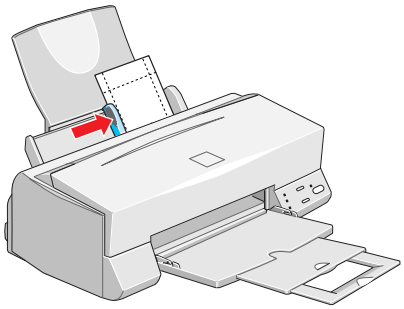
Printing a Photograph

Here are the basic steps to print a photograph. For more details on advanced settings, see your electronic *EPSON Stylus COLOR 640 Manual*.

1. Make sure your printer and computer are turned on.
2. Make sure your paper is against the right edge guide and that the left edge guide is snug against the left paper edge. The printable (whiter) side of the paper should be face up.



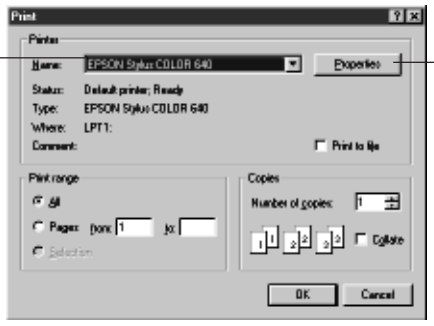
EPSON Photo Paper, Letter size



EPSON Photo Paper, 4 x 6 inches

3. Open your application and select your image to print.
4. From the File menu, click Print. You see a Print dialog box, similar to the one below.

Make sure your printer is selected here

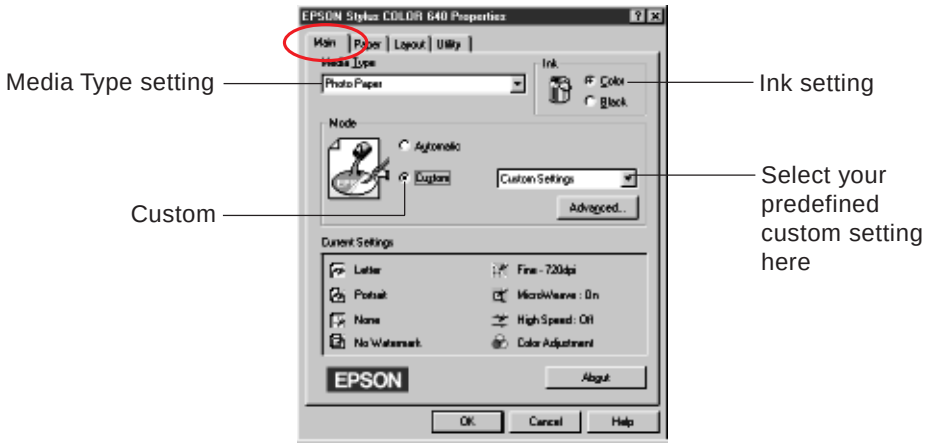


If you see a Properties button, click it

If you see Setup, Printer, or Options, click that button instead

5. Make sure your EPSON Stylus COLOR 640 printer is selected.
6. If your application's Print dialog box contains a Properties button, click it and go to step 7.

   If you see a Setup, Printer, or Options button, click it. You see another dialog box that contains the Properties button. Click it and go to step 7. (In Windows 3.1, you won't see a Properties button; just click Setup, Printer, or Options until you see the window shown in step 7.)
7. You see the dialog box for your printer software. If necessary, click the Main tab to display the basic settings shown below.



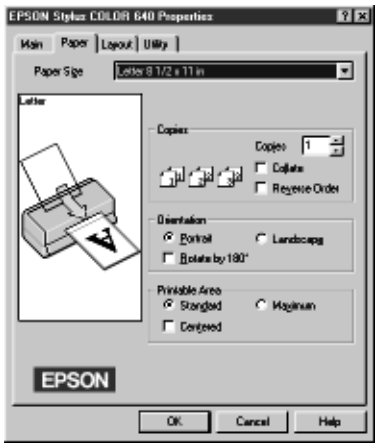
8. Change the Media Type to Photo Paper. (If you are using a different type of paper, see "Selecting the Correct Media Type" on page 19.)
9. Set the Mode option to Automatic. The printer software automatically analyzes your image data and selects the correct settings.

   If you'd rather select the settings yourself, click the Custom button (Advanced in Windows 3.1) and at the drop-down menu, select PhotoEnhance3 (if your image was captured using video or a scanner) or Digital Camera (if your image was taken with a digital camera). If you're using Windows 3.1, select Digital Camera.

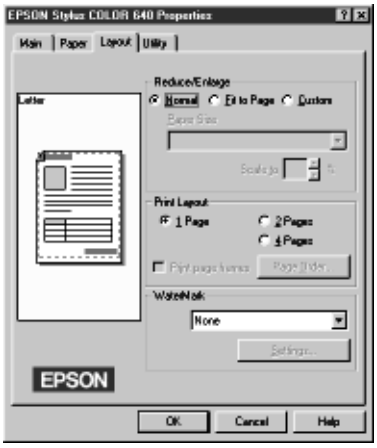
   For more fine-tuning, click the Advanced button (More Settings in Windows 3.1). The Advanced (or More Settings) print dialog box appears:

   - You can change the Print Quality, depending on the media type you selected.
   - In the Tone box, you can select Normal for standard tones, Hard for high contrast, or Sepia for an old-fashioned look.
10. Click OK to apply these settings and return to the Main menu.

11. Click the Paper tab to change the paper size, number of copies to print, or page orientation. If you loaded EPSON 4 x 6 inch Photo Paper, change the paper size to Photo Paper 4 x 6 in.



12. Click the Layout tab (not available in Windows 3.1) if you want to change the size of your image (for example, if it is too large to fit on your paper), print multiple pages on one sheet, or add a watermark.



13. Click OK to close the printer software and return to your application's Print dialog box.
14. Click OK to start printing. After a moment, the Progress Meter (Despooler in Windows 3.1) will appear and show the progress of your print job. You can cancel , pause , or restart your print job as necessary.

Progress Meter
(Windows 95, 98, NT)

Despooler
(Windows 3.1)

Selecting the Correct Media Type

Follow the guidelines in this table when selecting the Media Type setting for your paper. There are more detailed media loading guidelines in your electronic *EPSON Stylus COLOR 640 Manual*.

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

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

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

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

Maintenance

Cleaning the Print Head

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

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

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

- The Head Cleaning utility in your printer software
- The printer's control panel buttons

Note:
To use the Head Cleaning utility, your printer must be connected to a local port, not on a network.

Do not clean the print head while printing is in progress; otherwise your printout may be marred.

Using the Head Cleaning Utility

Follow these steps to run the utility:

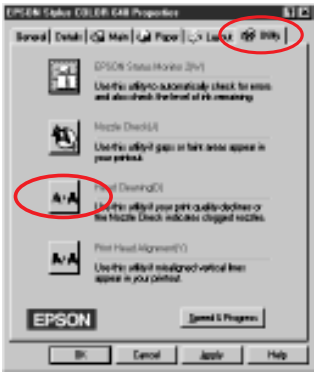
1. Make sure the printer is turned on but not printing, and that the black and color ink out lights are off. If either ink out light is on, you must replace the ink cartridge before cleaning the print head.
2. *For Windows 95, Windows 98, and Windows NT 4.0*:

   Click Start, point to Settings, and then select Printers. Right-click the EPSON Stylus COLOR 640 icon in the Printers window. Select Properties (Document Defaults in Windows NT).

   For Windows 3.1:

   Double-click the Control Panel icon in the Main group. Double-click the Printers icon. Select EPSON Stylus COLOR 640 from the list of installed printers and click Setup.
3. Click the Utility tab. You see the Utility menu:
4. Click the Head Cleaning button.
5. Follow the instructions on the screen to run the head cleaning utility. Cleaning takes about one minute, during which the printer makes some noise and the power light flashes.

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



Caution:

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

6. Make sure paper is loaded in the printer and click Print nozzle check pattern. Then click Next. The nozzle check pattern prints on your printer; see page 23 for instructions on examining the nozzle check pattern.
7. If your print quality has improved, click Finish.

   If your print quality has not improved, click Clean to run another cleaning cycle. If you don't notice any improvement after doing this three or four times, check the print quality solutions on page 36.

Using the Printer Control Panel

Follow these steps to clean the print head:

1. Make sure the printer is turned on but not printing, and that the black and color ink out lights are off. If either ink out light is on, you must replace the ink cartridge before cleaning the print head.
2. Press the cleaning button and hold it down for three seconds.

   Cleaning takes about one minute, during which the printer makes some noise and the power light flashes.

   After the cleaning cycle is complete and the power light stops flashing, you need to confirm that the print head nozzles are clean and reset the printer's cleaning cycle. You can do this by printing a page. You can also run the nozzle check utility; see the previous section.

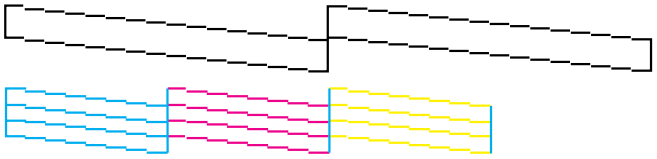
Caution:

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

3. If your print quality has not improved, run another cleaning cycle. If you don't notice any improvement after doing this three or four times, check the print quality solutions on page 36.

Examining the Nozzle Check Pattern

Examine the nozzle check pattern after printing it. It should look something like this:



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

Replacing an Ink Cartridge

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

You can also check your ink levels using Status Monitor 2 (not available for Windows 3.1). See your *EPSON Stylus COLOR 640 Manual* for details.

Note:
If you need to replace an ink cartridge before the lights flash (because the ink is too old, for example) follow the instructions on page 28.

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

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

When you need new ink cartridges, contact your dealer or call EPSON Accessories at (800) 873-7766 (U.S. sales only). In Canada, please call (800) 873-7766 for dealer referral.

Caution:
To ensure good results, use genuine EPSON cartridges and do not refill them. Other products may cause damage to your printer not covered by EPSON's warranty.

Removing an Empty Ink Cartridge

You can replace a cartridge when the black or color ink out light is either flashing or on.

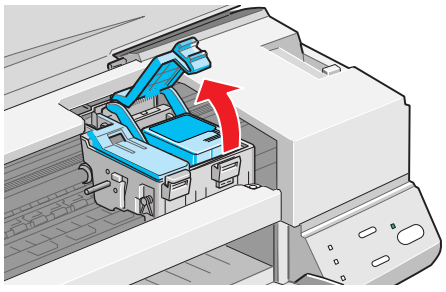
Note:
If you press the cleaning button when neither ink out light is flashing or on, the printer cleans the print head as described on page 22.

1. Make sure the printer is turned on and not printing.
2. Lower the output tray and raise the printer cover.
3. Press the cleaning button and hold it for three seconds.

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

Caution:
To avoid damaging the printer, never move the print head by hand. Don't open the clamp or remove a cartridge except to replace it with a new one. Once you remove a cartridge, you can't reuse it. Even if the cartridge contains ink, reusing it may damage the print head.

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

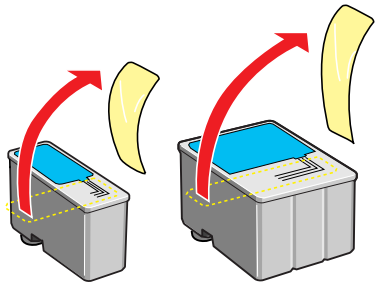


5. Lift the cartridge out of the printer and dispose of it carefully.
6. Follow the steps in the next section to install the new ink cartridge.

Installing the New Cartridge

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

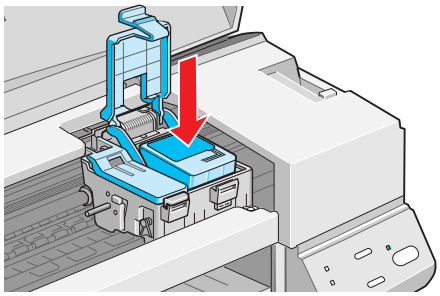
1. Remove the new ink cartridge from its package.
2. Remove only the yellow part of the tape seal on the top of the cartridge. Do not remove the blue part. (It's okay if a bit of the yellow tape does not tear off.)



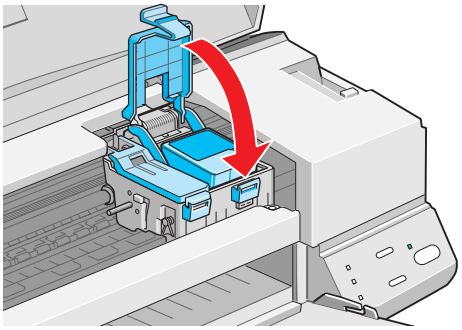
black cartridge color cartridge

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

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



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



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

5. If you need to replace the other ink cartridge, remove it as described in "Removing an Empty Ink Cartridge" on page 25. Then follow steps 1 through 4 in this section.

6. Press the cleaning button and close the printer cover.

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

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

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

Replacing an Outdated Ink Cartridge

If an ink cartridge is more than six months old, you may need to replace it. If your printouts don't look as good as they used to and print quality doesn't improve after cleaning and aligning the print head, try replacing one or both cartridges.

Follow these steps to replace an ink cartridge before the black or color ink out light is flashing or on:

1. Make sure the printer is turned on and not printing.
2. Lower the output tray and raise the printer cover.
3. Press the load/eject button and hold it down for a few seconds until the print head moves to the left. Never move the print head by hand.
4. Pull up the ink cartridge clamp. The cartridge rises up from its holder.

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

5. Lift the cartridge out of the printer and dispose of it carefully.
6. Remove the new ink cartridge from its package. Remove only the yellow part of the tape seal on the top of the cartridge. Do not remove the blue part. (It's okay if a bit of the yellow tape stays on.)

Caution:
You must remove the yellow tape seal from the top of the cartridge or you will permanently damage it.

7. Lower the ink cartridge into its holder with the label facing up and toward the back of the printer.
8. Press down the ink cartridge clamp until it locks in place.
9. Press the load/eject button and close the printer cover. The printer moves the print head and begins charging the ink delivery system. The power light flashes and the printer makes various sounds. Never turn off the printer while the power light is flashing, unless the printer hasn't moved or made any noise for more than 5 minutes. Charging takes about one minute. When it's finished, you can print again.

Aligning the Print Head

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

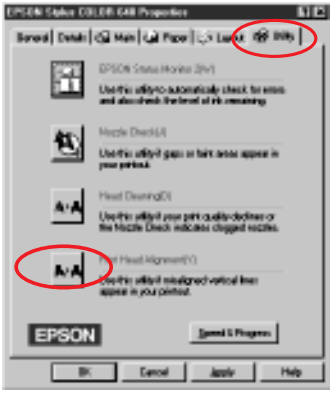
If your printouts contain vertical banding or jagged vertical lines, you may need to align the print head. To use the print head alignment utility, your printer must be connected to a local port, not through a network. Follow these steps:

1. Make sure the printer is turned on and paper is loaded.
2. *For Windows 95, Windows 98, and Windows NT 4.0*:

   Click Start, point to Settings, and then select Printers. Right-click the EPSON Stylus COLOR 640 icon in the Printers window. Select Properties (Document Defaults in Windows NT).

   For Windows 3.1:

   Double-click the Control Panel icon in the Main group. Double-click the Printers icon. Select EPSON Stylus COLOR 640 from the list of installed printers and click Setup.
3. Click the Utility tab. You see the Utility menu:



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

Transporting the Printer

If you want to move your printer, you need to prepare it for transportation and repack it in the original box. Follow these steps:

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

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

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

Be sure to keep the printer level as you transport it. If you notice a decline in print quality after transporting the printer, clean the print head; if output is misaligned, align the print head.

Problems? Need Help?

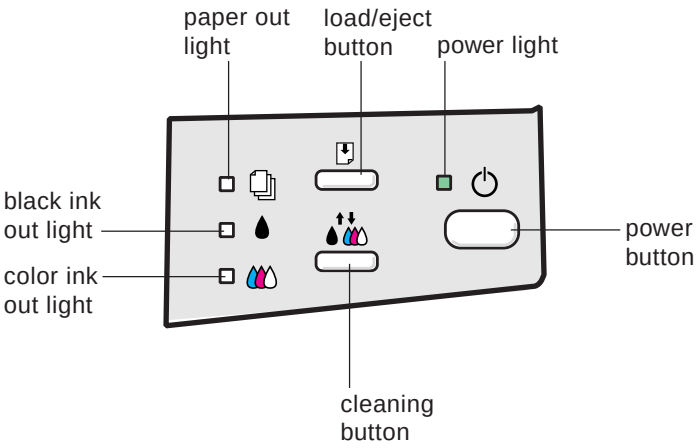
This section gives you the basics for diagnosing and solving printer problems. First see "Diagnosing Problems" to help determine what the problem may be. Then see "Problems and Solutions" on page 34 for solutions to common setup and software problems.

There are additional troubleshooting tips in the "Troubleshooting" section of your electronic *EPSON Stylus COLOR 640 Manual*. If none of the suggested solutions solve your problem, contact your EPSON dealer or see "Where To Get Help" on page 41.

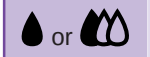
Diagnosing Problems

You can diagnose some problems by checking the printer's control panel lights, as described in the next section. It may also be helpful to try running a printer operation check; see page 33 for instructions.

Checking the Control Panel Lights



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

	The power light is *on* when the printer is on and ready to print. The power light *flashes* when the printer is receiving a print job or performing a maintenance operation such as cleaning a print head.
	When the paper out light *comes on*, your paper ran out or is incorrectly loaded. Make sure none of the sheets are curled, creased, old, stuck together, or too thin. Reload the paper, making sure it is placed against the right edge guide and the left edge guide is slid over to the paper's left edge. Then press the load/eject button. When the paper out light *flashes*, paper is jammed in the printer. Turn off the printer and gently pull out all paper. Make sure none of the sheets are curled, creased, old, stuck together, or too thin. Reload the stack, making sure it is placed against the right edge guide and the left edge guide is slid over to the paper's left edge. Then turn the printer back on.
	When an ink out light *flashes*, your ink supply is low. Make sure you have a replacement cartridge. When an ink out light *comes on*, you need to replace the ink cartridge. See page 24 for instructions.
	When the power and paper out lights *flash* and the black or color ink out lights *come on*, jammed paper may be blocking movement of the print head. Turn off the printer by pressing the power button, wait 15 seconds, then turn it on again. If no paper ejects, turn off the printer, remove the jammed paper, and turn the printer on again. If this does not clear the error condition, contact EPSON as described on page 41. When all the lights *flash*, your printer may have an internal error. Turn off the printer by pressing the power button, wait 15 seconds, then turn it on again. If this does not clear the error condition, contact EPSON as described on page 41. When all the lights are *off*, the printer is not receiving power. Try these solutions: ■ Make sure the printer is turned on. ■ Turn off the printer, plug in the power cord securely, and turn the printer on. ■ Make sure the outlet is not controlled by a switch or timer and is operable.

Running a Printer Check

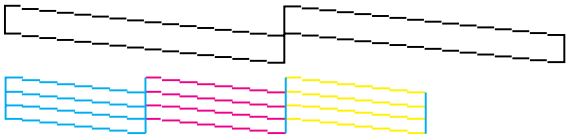
You can run a printer check to determine whether the problem comes from the printer itself or some other source.

- If the results are satisfactory, the problem lies in software settings, the interface cable, or your computer.
- If the printer check does not print correctly, there is a problem with your printer. See the suggestions in "Problems and Solutions" on page 34 for more information.

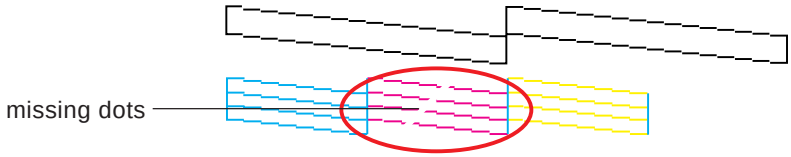
Follow these steps to check the printer:

1. Make sure both the printer and computer are turned off.
2. Disconnect the interface cable from the printer.
3. Make sure paper is loaded in the printer.
4. Hold down the load/eject button and press the power button. Hold down both buttons until the power light starts to flash. Then release them.

   The printer prints one page containing the printer's ROM version, ink counter code, character table number, and a nozzle check pattern. Only the nozzle check pattern is shown below:



5. After it prints the page, turn off the printer. Remember to reconnect the interface cable, and turn on the printer and your computer.
6. Compare the quality of the printed nozzle check pattern with the sample above. In particular, look for missing segments in the lines, which may indicate a misaligned print head or clogged ink nozzle.



Problems and Solutions

Here are some basic troubleshooting tips if you have any problems setting up your printer or printing. You can also turn to "Troubleshooting," in your electronic manual or look in your printer software online help.

Problems Setting Up the Printer or Using the Software

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

- The first time you install ink cartridges, the printer must charge its state-of-the-art ink delivery system. Charging can take a few minutes. Please wait until charging is finished before you turn off the printer. If you turn off the printer while it is charging, it will begin charging the system again and use more ink than necessary.
- Make sure the ink cartridge clamps are locked down completely and that no packing material remains in the printer.

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

- Your printer is performing routine maintenance.

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

- Carefully follow the instructions for installing the printer software on the *Start Here* card.
- If you see a screen telling you that new hardware is found in Windows 95 or Windows 98, click Cancel. You can't install your printer software that way.
- Make sure your printer is turned on and the printer cable is securely connected to the printer and computer.
- Make sure you've closed all other applications, including any screen savers. Then try installing the software again.

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

- For installation instructions, see the *Start Here* card or page 7.
- For assistance using the creative or Internet software, contact the company that produced it. For contact information, see page 42.

If you can't see EPSON Status Monitor 2 . . .

- Status Monitor 2 is not available for Windows 3.1. If you're using Windows 95, Windows 98, or Windows NT 4.0, make sure you installed Status Monitor 2. If you didn't, uninstall your printer software, then reinstall it, making sure you choose to install the Status Monitor when prompted. (See page 40 for instructions on uninstalling your printer software). If you installed Status Monitor 2, make sure background monitoring is turned on. See your *EPSON Stylus COLOR 640 Manual* for details on Status Monitor 2.

Problems Getting Good Print Quality

If your printout has horizontal banding . . .

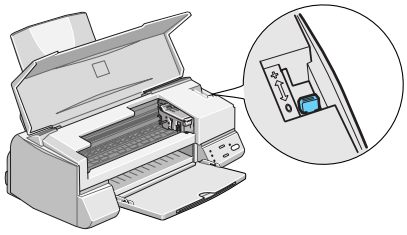
- Clean the print head (see page 20).
- Make sure the Media Type setting matches the paper you loaded (see page 19).
- Make sure the printable side of the paper is face up. The printable side of ink jet paper is usually whiter.
- Make sure the ink cartridges aren't low on ink. If either ink out light is flashing, replace the ink cartridge (see page 24). If your ink cartridge is more than six months old, you may need to replace it (see page 28).
- Try using Automatic mode.
- Set the thickness lever to the **0** position.

If your printout has vertical banding . . .

- Clean the print head (see page 20).
- Run the Print Head Alignment utility (see page 29).
- Set the thickness lever to the **0** position.

If your printout is blurry or smeared . . .

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



- Make sure your paper isn't damp or loaded face down (the printable side should be loaded face up). If it's damp, reload a new stack of paper.
- Use a support sheet with special media or try loading your media one sheet at a time.
- Make sure your paper or media meets the specifications listed in your electronic *EPSON Stylus COLOR 640 Manual.*
- Run the Print Head Alignment utility (see page 29).

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

- Clean the print head (see page 20).
- Make sure your paper isn't damaged, old, dirty, or loaded face down (the printable surface should be loaded face up). If it is, reload a new stack of paper with the printable (whiter) side up.

If your printout contains incorrect colors or some of the colors are missing . . .

- Make sure the Ink setting is set to Color for color images.
- Clean the print head (see page 20).
- Make sure the ink cartridges aren't low on ink. If an ink out light is flashing, replace the ink cartridge (see page 24). If your ink cartridge is more than six months old, you may need to replace it (see page 28).
- Use the Automatic mode setting or choose a different custom project type.
- Remember that because your monitor and printer use different technologies to represent colors, your printed colors cannot exactly match the colors you see on your monitor screen.

If your printout is grainy . . .

- Try using a higher quality paper.
- Run the Print Head Alignment utility (see page 29).
- If you are printing a photograph, you may need to increase the photograph's resolution or print it in a smaller size.
- Change the Quality/Speed slider setting to Quality in your printer software.

If your printout contains incorrect characters . . .

- Make sure you're using an IEEE-1284 compliant printer cable.
- Your printer cable may not be securely connected. Check that the cable is locked firmly in place at both ends to ensure proper communication between your printer and computer. After adjusting the cable, try printing from an application again.
- Your printer may not be selected as the Windows default printer. For instructions on selecting the Windows default printer, see your Windows documentation or Windows online help.

Uninstalling Printer Software

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

Windows 95, Windows 98, and Windows NT 4.0 Instructions

Caution:
If you uninstall and then reinstall the printer software in Windows 95, 98, or NT, you must also uninstall and then reinstall Status Monitor 2 so it can recognize your printer.

1. Double-click the My Computer icon, then double-click the Control Panel icon.
2. Double-click Add/Remove Programs.
3. To uninstall the printer software, select EPSON Printer Software in the program list. Click the Add/Remove button. Select the EPSON Stylus COLOR 640 printer icon and click OK. Follow the instructions on the screen.
4. To uninstall Status Monitor 2, select EPSON Status Monitor 2 in the program list. Click the Add/Remove button. Follow the instructions on the screen. (Status Monitor 2 background monitoring must be turned off before removing Status Monitor 2. See your electronic manual for instructions).
5. Restart your computer.
6. To reinstall your software, see the *Start Here* card or page 7.

Windows 3.1 Instructions

1. Double-click the Main program group icon, then double-click the Control Panel icon.
2. Double-click Printers.
3. Select EPSON Stylus COLOR 640 in the Installed Printers list and click the Remove button.
4. To reinstall your software, see page 46.

Where To Get Help

If you need help with your printer or its software, see the contact information below. For help with any of the creative or Internet applications on the EPSON CD-ROM, see page 42 for contact information.

EPSON Technical Support

EPSON provides technical assistance through electronic support services and automated telephone services 24 hours a day, as listed below:

Electronic support services

Service	Access
World Wide Web	From the Internet, you can reach EPSON's Home Page at **http:/ /www.epson.com**.
EPSON Internet FTP Site	If you have Internet FTP capability, use your Web browser (or other software for FTP downloading) to log onto **ftp.epson.com** with the user name **anonymous** and your e-mail address as the password.
EPSON Download Service	You can call the EPSON Download Service at **(800) 442-2007**. Set your communications software to 8 data bits, 1 stop bit, no parity. Modem speed can be up to 28.8 Kbps.
EPSON Forum on CompuServe®	Members of CompuServe can type **GO EPSON** at the menu prompt to reach the Epson America Forum. For a free introductory CompuServe membership, call (800) 848-8199 and ask for representative #529.

Automated telephone services

Service	Access
EPSON SoundAdvice℠	For pre-recorded answers to commonly asked questions about EPSON products 24 hours a day, seven days a week, call **(800) 442-2110**.
EPSON FaxAdvice™	Access EPSON's technical information library by calling **(800) 442-2110**. You must provide a return fax number to use this service.
EPSON Referral Service	For the location of your nearest Authorized EPSON Reseller or Customer Care Center, call **(800) 442-2110**.

Note:
If you need help using other manufacturers' software with an EPSON product, see the documentation for that software for technical support information.

To speak to a technical support representative, dial (310) 974-4303 (U.S.) or (905) 709-2567 (Canada), 6 AM to 8 PM, Pacific Time, Monday through Friday and 7 AM to 4 PM, Saturday. Toll or long distance charges may apply.

Before you call, please have the following information ready:

- Product name (EPSON Stylus COLOR 640)
- Product serial number (located on the back of the printer)
- Computer configuration
- Description of the problem

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

Creative and Internet Software Technical Support

If you need help with any of the creative or Internet software on the CD-ROM, please contact the manufacturer, as listed below:

Software	Telephone	Fax	Online and E-mail
Adobe PhotoDeluxe 2.0	(206) 675-6120	(206) 628-5737 (fax-on-demand system)	www.adobe.com
American Greetings CreataCard Special Edition	(900) 847-8477 ($2.00 per minute) M – F, 7AM – 5PM CST	—	www.mgxsupport.com
Business Card, Ink. & More	(213) 226-1480	(213) 276-5275	www.dogbyte.com DogByteTec@aol.com
EarthLink Network TotalAccess	(800) 395-8410	—	www.earthlink.net
Disney's Daily Blast	(972) 389-3970 7 days 8AM – 11PM EST	—	www.disneyblast.com contact@disneyblast.com
The Print Shop Premier Edition	(415) 382-4750	—	www.broderbund.com/support

Printer Software Diskettes

Ordering Printer Software Diskettes

Note:
Only the printer driver software is available on diskette. The creative software is available only on the EPSON Stylus COLOR 640 CD-ROM.

You can order printer driver software diskettes from EPSON by phone or fax for $9.95 shipping and handling (plus tax where applicable), or you can download the printer driver files. When you're ready to install your printer software, see page 44.

Download:

- EPSON Web Page: Point your browser to http://www.epson.com/connects and select File Downloads (FTP)
- EPSON Internet FTP Site: Log on to ftp.epson.com with the user name anonymous and your e-mail address as the password
- Epson America Forum on CompuServe: Click on Services. . . Go, then type EPSONFOR in the dialog box
- EPSON Download Service: Set your modem's communications software to 8 data bits, 1 stop bit, no parity, and a maximum speed of 28.8 Kbps. Then dial the EPSON BBS at (800) 442-2007.

If you need downloading instructions, call EPSON's FaxAdvice service at (800) 442-2110 and request document #1220; be sure to supply a return fax number.

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

- Name and Company name
  Street address (no P.O. boxes please)
  City, State and ZIP code
- Daytime telephone number
- Payment method (VISA, MasterCard, or American Express)
  Card number and expiration date
  Be sure to sign your fax; it is required for the credit card purchase
- Printer name (EPSON Stylus COLOR 640)
- Operating system (Windows 95, Windows 98, Windows 3.1, or Windows NT 4.0)

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

Installing the Printer Software from Diskettes

Windows 95, Windows 98, and Windows NT 4.0 Instructions

1. Make sure your printer is connected to the computer and that both are turned off.
2. Turn on your computer, but leave your printer turned off. **Do not turn your printer back on until you have completed the software installation**. Make sure Windows is running (you should see the Windows Desktop icons).
3. Insert the EPSON Stylus COLOR 640 diskette 1.
4. Click Start, select Run, and type A:\Setup (where A is the drive letter of your diskette drive). Then click OK.
5. Follow the instructions on screen to install the software. Your printer driver software is installed first. Then you will be prompted to install Status Monitor 2.

6. After the software installation is complete, turn on your printer.

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

   Your printer software icons appear in the EPSON folder and an icon for your printer appears in the Printers folder. The EPSON Stylus COLOR 640 printer is set as your default Windows printer.

7. Now you can start to print! See page 10 for instructions.

Windows 3.1 Instructions

1. Make sure your printer is connected to the computer and your computer is turned on.
2. Make sure Windows Program Manager is running. Exit any open applications.
3. Insert the EPSON Stylus COLOR 640 diskette 1.
4. From the Program Manager File menu, select Run.
5. Type A:\SETUP (where A is the drive letter of your diskette drive) and click OK.
6. Follow the instructions on screen to install the software.

   Your printer software icons appear in the EPSON program group and the EPSON Stylus COLOR 640 printer is set as your default Windows printer.

7. Now you can start to print! See page 10 for instructions.

Additional Installation Instructions

If the *Start Here* card referred you to *Printer Basics* for installation instructions, see the section below that applies.

Installing from the CD-ROM for Windows 3.1

If you need to install the printer software from the CD-ROM and you are using Windows 3.1, follow the steps below.

Note:
The creative and Internet software is not available for Windows 3.1.

1. Make sure your printer is connected to the computer and both are turned on.
2. Make sure Windows Program Manager is running. Exit any open applications.
3. Insert the EPSON software CD-ROM.
4. From the Program Manager File menu, select Run.
5. Type D:\EPSON (where D is your CD-ROM drive letter) and click OK.
6. Read the Software License Agreement and then click Agree to continue with the installation.
7. Follow the instructions on screen to install the software. Your printer software icons appear in the EPSON program group and the EPSON Stylus COLOR 640 is set as your default Windows printer.

If you have Adobe Acrobat Reader on your computer, you can view the electronic *EPSON Stylus COLOR 640 Manual* on your CD-ROM. Start Acrobat Reader and open the 640DOC.PDF file in the D:\Manual directory on your CD-ROM. If you do not have Acrobat Reader, see page 8 for installation instructions.

After you finish installing your software, you can start to print! See page 10 for more information.

Configuring for a Windows Network

If your computer is on a Windows 95 or Window 98 network and you want other users to share the printer connected to it, you need to:

1. Set up the system connected to the printer (host system) so the printer can be shared.
2. Define a path to the printer on each client computer.

Before following the steps here, make sure you've installed the printer software on all the computers that will use the printer. See the *Start Here* card for instructions.

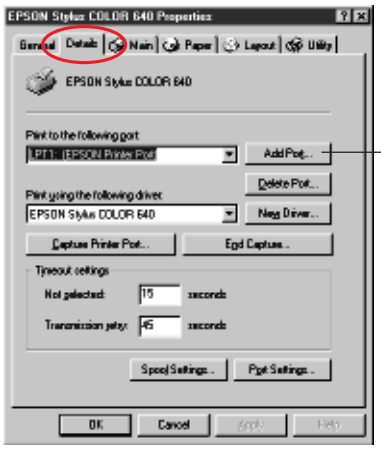
Note:
If you're using your printer on a Windows NT 4.0 network, see your network administrator or your Windows NT documentation for instructions on configuring your printer for the network.

Setting Up the Host System for Printer Sharing

1. Click Start, point to Settings, and select Control Panel.
2. Double-click Network, then click the File and Print Sharing button.
3. Click the I want to be able to allow others to print to my printer(s) checkbox and click OK.
4. In the Network window, click OK.
5. In the Control Panel, double-click Printers. Right-click the EPSON Stylus COLOR 640 icon, then click Sharing.
6. Click the Share As button. Then enter a Share Name, Comment, and Password as necessary and click OK.
7. Restart your system so the settings take effect.

Setting Up Client Systems to Share the Printer

1. Click Start, point to Settings, and select Printers.
2. Right-click the EPSON Stylus COLOR 640 icon and choose Properties.
3. Click the Details tab. You see the following dialog box:



Click Add Port, then specify the network path in the dialog box that appears

4. Click the Add Port button, then click Browse to specify the network path to the printer.
5. Click OK to return to the Details dialog box, then click OK to save your settings and exit.

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