

EPSON Stylus® C42 Series

Printer Basics

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Welcome!

Printing with your EPSON Stylus® C42 printer is easy, friendly, and fast. Simple enough for even the most inexperienced user, the Stylus C42 prints everything from school reports to family photos with great results.

For added value, it supports a wide range of EPSON® special media, including Glossy Photo Greeting Cards, Photo Stickers®, and special photo papers in a variety of sizes and finishes. Visit the EPSON StoreSM at www.epsonstore.com for a complete list.



TIP It's a good idea to check EPSON's support web site periodically for free updates to your printer software. Visit <http://support.epson.com>. Download instructions are posted for your convenience.

About Your Documentation

To set up your printer and install your Windows® XP or Macintosh® software, see the *Start Here* sheet.

To install your Windows 98, Me, or 2000 printer software, see the *Installing Software for Windows 98, Windows Me, and Windows 2000* booklet. This booklet also contains safety instructions, your printer warranty, and other important information.

This online manual contains information about:

- Printing with Windows or on a Macintosh
- Maintaining the printer
- Solving basic problems
- System requirements and printer specifications

Warnings, Cautions, Notes, and Tips

Please follow these guidelines:



Warnings must be followed carefully to avoid bodily injury.



Cautions must be observed to avoid damage to your equipment.



Notes contain important information about your printer.



Tips contain additional hints for better printing.

Printing From Start to Finish

Before you start, make sure your printer software is installed as described on the *Start Here* sheet or *Installing Software for Windows 98, Windows Me, and Windows 2000* booklet.

No matter what you print, you need to remember two things:

- Use the right paper.
For the best-looking photos, most vivid colors, and sharpest text, always use EPSON ink jet papers.
- Choose the right Paper Type setting (Media Type setting on the Macintosh).
Your printer automatically adjusts itself for each type of paper. That's why this setting is important. It tells your printer what kind of paper you're using. So remember to check your Paper Type setting every time you print. If you're not sure which setting to use with your paper, see page 22.

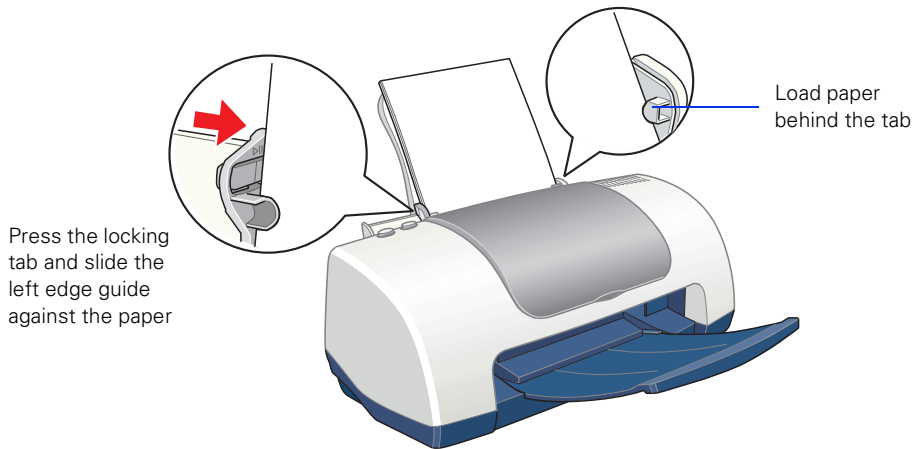
Follow the instructions in these sections:

- Loading Paper on page 8
- Printing in Windows on page 9
- Printing on a Macintosh on page 13
- Printing on Envelopes on page 20
- Selecting the Correct Paper Type on page 22

Loading Paper

Make sure your printer and computer are turned on.

1. Place your paper against the right edge of the sheet feeder, behind the tab.
2. Press in the locking tab on the left edge guide and slide it against the paper.



3. Pull out the output tray extension.

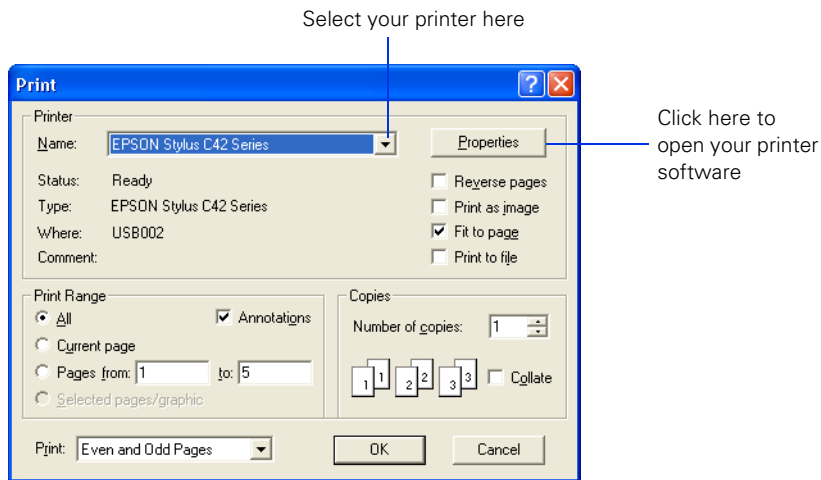
Follow these guidelines when loading paper:

- Always load the short edge first, even when you're printing landscape oriented documents.
- Load the printable side face up. It's usually whiter or brighter than the other side.
- Load letterhead or preprinted paper into the printer top edge first.
- Don't load paper above the arrow on the left edge guide.
- Load the following media types one sheet at a time: Photo Quality Self Adhesive Sheets, Photo Stickers, and Panoramic Photo Paper.
- If you're using special media, follow the instructions that came with the media.

Printing in Windows

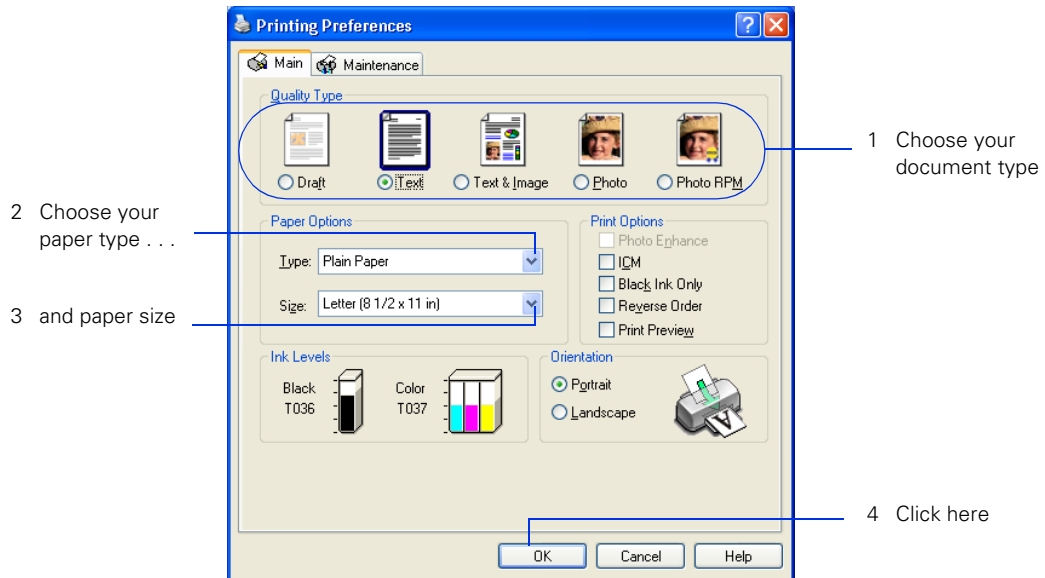
Here's what to do to print a basic document—such as a newsletter or school project. Make sure you have paper in the printer, as described on page 8. After you create your document in a software program, follow these steps to print.

1. From the File menu, click Print. You see a Print window (your window may look different):



2. Make sure EPSON Stylus C42 Series is selected.
3. Click the Properties or Preferences button. (If you see a Setup, Printer, or Options button, click it. Then click Properties or Preferences on the next screen.)

You see your printer Properties (or Preferences) window.

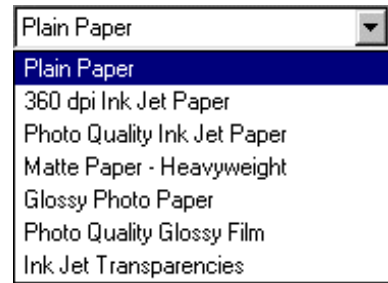


4. Select the type of document you're printing:

- **Draft:** For rough drafts on plain paper. Saves ink.
- **Text:** For text-only documents, like letters or reports. Delivers high-quality text printing.
- **Text & Image:** For documents that have both text and images, like newsletters.
- **Photo:** For photos and graphics, when you want good quality with faster printing.
- **Photo RPM:** For photos or graphics, when you need highest quality printing. Because this setting increases resolution, it also increases print time.

5. Load the right paper for your document. See page 8 for loading instructions.

6. If you loaded special paper, choose the correct paper type (click the arrow to scroll through the Type list). If you're not sure which setting to select, see page 22.



7. Select your paper size (click on the arrow to scroll through the Size list).
8. If necessary, select your page orientation: Portrait for documents that are longer than they are wide, or Landscape for documents that are wider than they are long.

9. You can also make these settings:

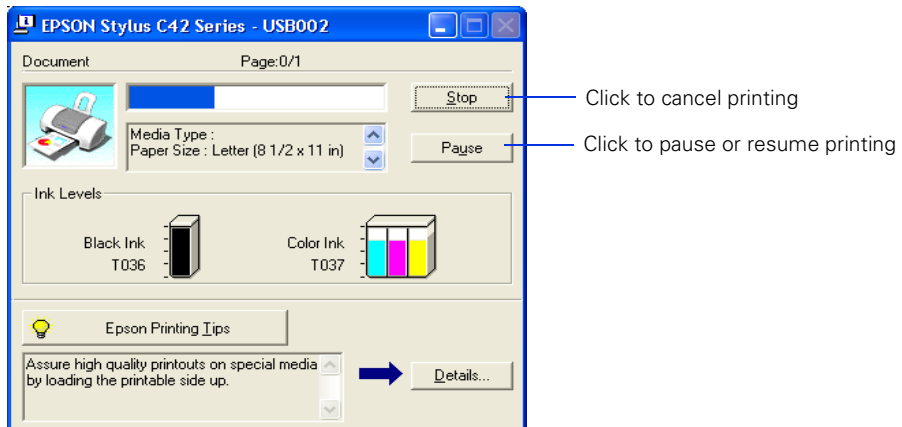
- **Photo Enhance:** Improves the appearance of low-resolution and improperly exposed photos. Does not work when Black Ink Only is selected.
- **ICM (Image Color Matching):** Matches colors on your printout as closely as possible to the colors you see using ICM-compatible monitors or scanners.
- **Black Ink Only:** Prints using only black ink.
- **Reverse Order:** Prints your document so that the pages are in the right order when you retrieve them from the paper tray.
- **Print Preview:** Lets you see what your printout will look like before you print.




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

10. Click OK to return to the Print window. Then click OK (or Print) to start printing.


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



When you're finished using your printer, make sure you press the  power button to turn it off. Never use a power strip or external switch to turn off the printer.

Selecting the Settings You Use Most Often

Your printer settings apply only to the program you're currently using. If you usually print one type of document in different programs—for example, color photos on letter-size paper—you can change the default printer settings for all your programs.

1. Right-click the  printer icon on your taskbar (in the lower right corner of your screen).
2. Select **Printer Settings**. You see your printer Preferences (Properties) window, as shown on page 10.
3. Select the default settings you want to use for all your applications. Click **OK** when you're finished.

Remember that you can always change the settings in your program when you want to print different types of documents.

Printing on a Macintosh

This section explains how to use your EPSON Stylus C42 to print from a Macintosh running either OS X or OS 8.5.1 to 9.x.

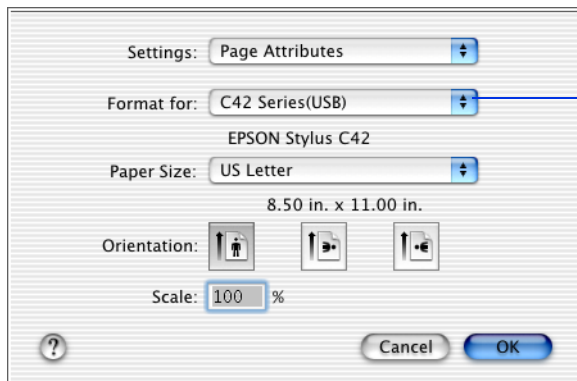
Macintosh OS X

Here's how to print a basic document, such as a newsletter or school project, if your Macintosh is running OS X. Make sure you have paper in the printer, as described on page 8. After you create your document, follow these steps to print.



If you're using an application that's compatible only with Macintosh Classic mode, follow the steps on page 17 to print your document.

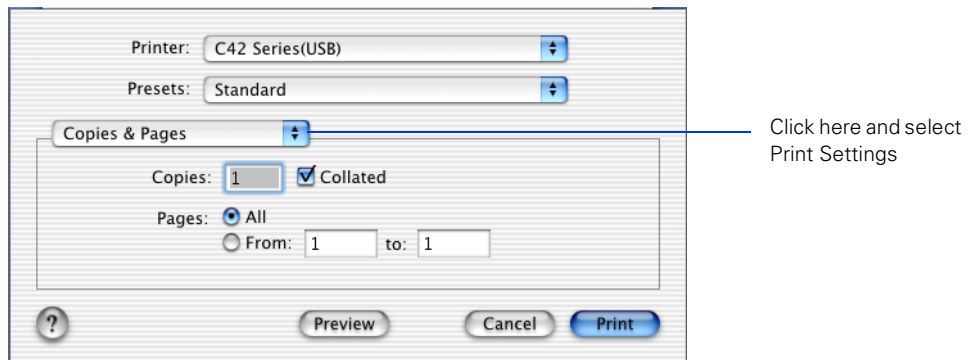
1. From the File menu, select **Page Setup**. You see a screen like this:



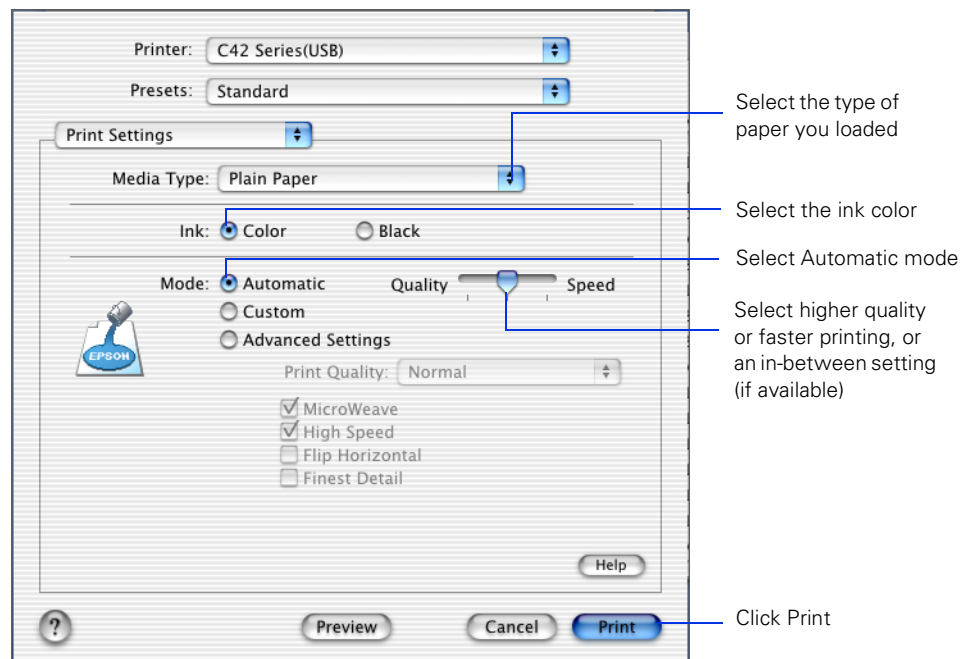
Select your printer from the Format for pop-up menu

2. Select your printer from the **Format for** menu.
3. Select the **Paper Size**, **Orientation**, and any other settings you want to use and click **OK**.

4. Select Print from the File menu. You see a screen like this:



5. Select Print Settings from the pull-down menu. You see a group of settings like this:



6. Select the following settings:

- Load the right paper for your document in the printer. If you loaded special paper, choose the correct paper type in the Media Type list. If you're not sure which setting to choose, see page 22.
- Set the Ink option to **Color** to print a color document. To print a black text document, click **Black**.
- Set the Mode option to **Automatic**. It's the easiest way to get good printing results for most projects.
- Set the slider to **Quality** or **Speed** to select high-quality printing, faster printing, or an in-between setting (if available). (The slider may not be available for some paper types.)

7. To select a specific print quality setting, click **Advanced Settings** and choose a setting from the **Print Quality** menu:

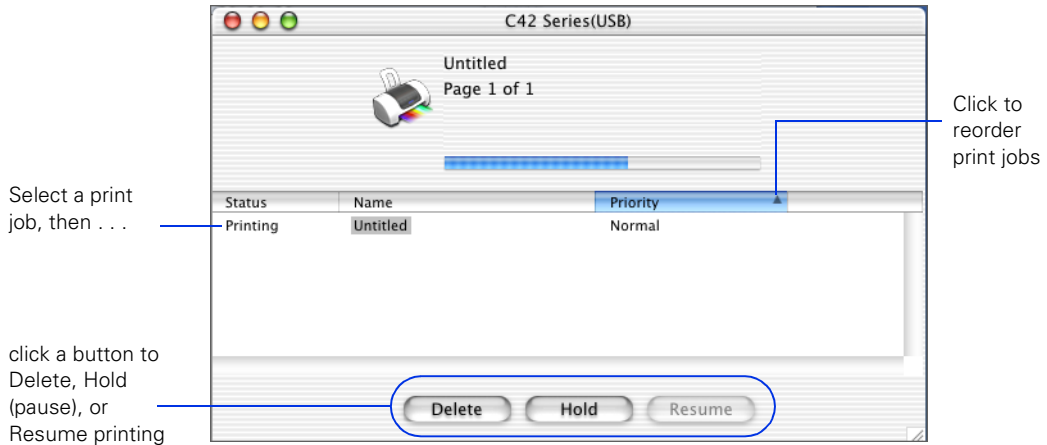
- **Economy** or **Economy Plus**, for printing drafts. Saves ink. (Economy Plus is only available if you select **Black** as the ink color.)
- **Normal**, for everyday printing needs
- **Fine**, when you want a higher resolution for printing text or text and graphics
- **Photo**, when you're printing photographs
- **Photo RPM**, when you want the highest resolution for your photographs and you don't mind the longer print time.

8. You can also choose other print settings by selecting these options in the pull-down menu:

- **Copies & Pages**, to select the number of copies or a page range
- **Layout**, to select page layout options
- **Output Options**, to save your print job as a PDF file
- **Color Management**, to select ColorSync® or adjust the color controls or gamma setting
- **Summary**, to view a list of all your selections
- **Save Custom Setting**, to save your selections for future use.

9. When you're ready to print, click **Print**. The Print Center icon appears in the dock on the bottom of your desktop.


If you click the Print Center icon and then double-click the **C42 Series (USB)** icon in the Printer List, you see a screen like this:



From here you can monitor the progress of your print job or do one of the following:

- Click the print job, then click **Delete** to delete it
- Click the print job, then click **Hold** to pause printing
- Click a print job marked "Hold" and click **Resume** to resume printing
- If multiple print jobs are listed, click a print job, then click the **Priority** arrow to reorder the jobs.

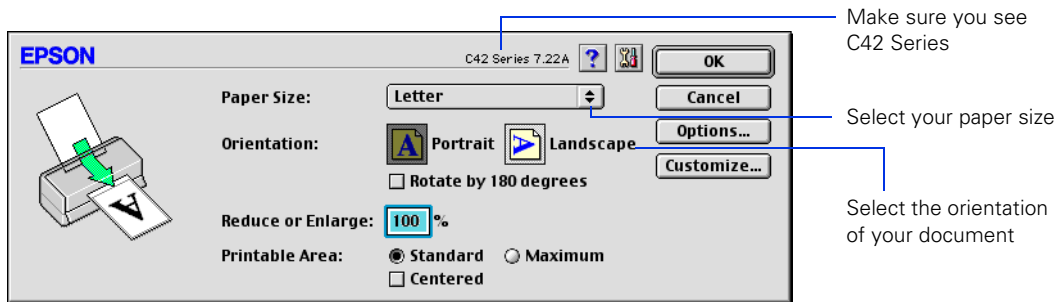


When you're finished using your printer, make sure you press the  power button to turn it off. Never use a power strip or external switch to turn off the printer.

Macintosh OS 8.5.1 to 9.x

Here's what to do to print a basic document—such as a newsletter or school project—if your Macintosh is running OS 8.5.1 to 9.x. Make sure you have paper in the printer, as described on page 8. After you create your document, follow these steps to print.

1. From the File menu, select **Page Setup**. You see the following:



2. Make sure **C42 Series** is selected.

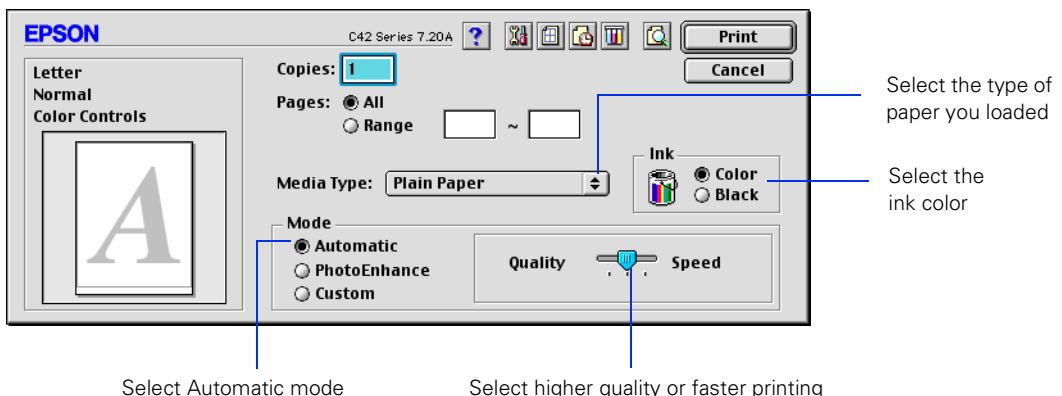
If not, you need to select your printer in the Chooser.

3. Select the correct Paper Size, Orientation, and other settings. Then click **OK**.



For more information about printer settings, click the **?** button.





4. From the File menu, select **Print**. You see a window like the following:



5. Make the following settings:

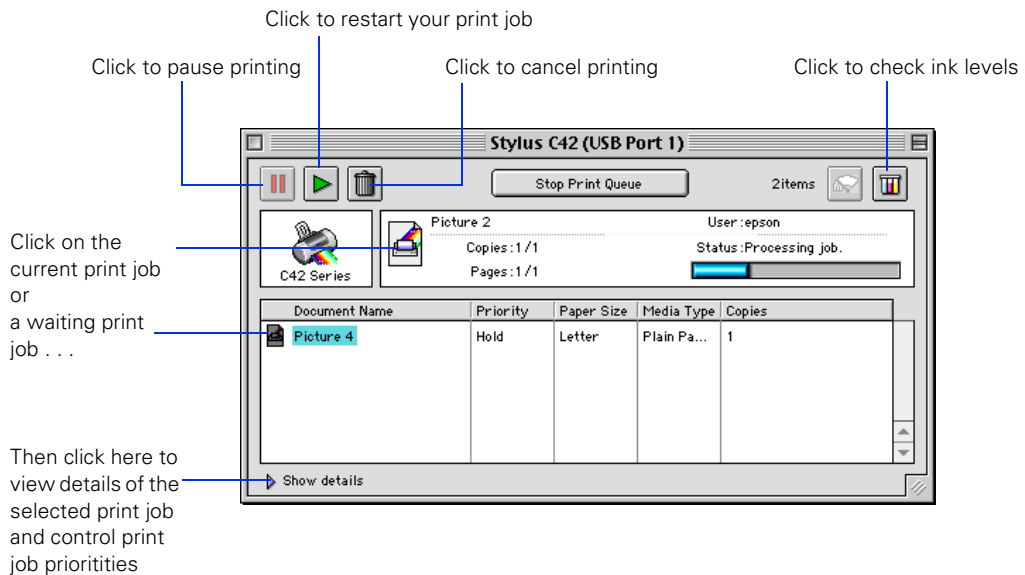
- Choose the paper you're printing on (click the arrow to scroll through the Media Type list). If you're not sure which setting to select, see page 22.
- Set the Ink option to **Color** to print a color document. To print a black text document, click **Black**.
- Set the Mode option to **Automatic**. It's the easiest way to get good printing results on all types of paper.
- Set the slider in the Mode box to **Quality** or **Speed** to select high-quality printing, faster printing, or an in-between setting.

6. You can also do the following:

- Click  to reduce or enlarge your image, print multiple layouts, or add a watermark.
- Click  to turn on background printing.
- Click  to change the Print button to **Preview**. You can then click it to preview your printout.
- Click  to check your ink levels. If the red error light is on or flashing, check to see if one of your ink cartridges is low or empty.
- Click **PhotoEnhance** to improve the appearance of low-resolution and improperly exposed photos. Only works when **Color** ink is selected.
- Click **Custom**, and then select **ColorSync** to match the colors in your printout as closely as possible to those you see using ColorSync-compatible devices and applications.
- Click **Custom**, and then click the **Advanced** button that appears to select a specific setting for print quality or to change color management settings.

Print Quality settings include **Economy** and **Economy Plus** for draft printing, **Normal** for everyday printing needs, **Fine** when you want a higher resolution for text or text and graphics, **Photo** when you're printing photographs, and **Photo RPM** when you want the highest resolution for your photographs and don't mind the longer print time.

7. Click Print to start printing. If you turned on background printing, you can select **EPSON Monitor3** from the Macintosh Application menu to see this dialog box:



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

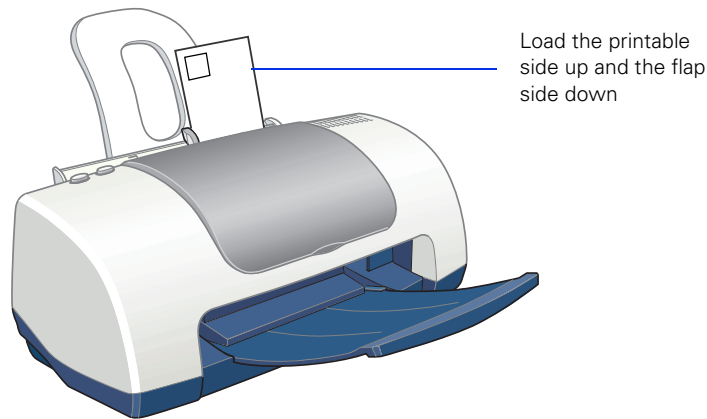


When you're finished using your printer, make sure you press the **⏻** power button to turn it off. Never use a power strip or external switch to turn off the printer.

Printing on Envelopes

You can load up to 10 envelopes at a time. Follow these steps to print on No. 10 size envelopes:

1. Load the envelopes short edge first against the right edge of the sheet feeder, behind the tab. The printable side should be up, and the flap side should be down and on the left.
2. Press in the locking tab on the left edge guide and slide it against the envelopes.




3. In your application software, set a left margin of approximately 3 inches. Set a top margin of approximately 2 inches. Then type the address.
4. Open your printer software and make the following settings:
 - For Paper Type (Windows) or Media Type (Macintosh), select **Plain Paper**
 - For Orientation, select **Landscape**
 - For Paper Size, select **Envelope #10 (4 1/8 × 9 1/2 in)** (Windows and Macintosh OS X) or **Envelope #10 (Macintosh OS 8.5.1 to 9.x)**.

5. Do one of the following to view a preview of your envelope:

Windows: Click the **Print Preview** box, then click **OK** to close your **Preferences (Properties)** window. Click **Print** on the **Print** window.

Macintosh OS X: Click the **Preview** button on the **Print Settings** menu.

Macintosh OS 8.5.1 to 9.x: Click the  button on the printer settings menu. Then click the **Preview** button that appears.

6. If you need to change the margins, cancel or close the preview window and adjust the margins in your application software. Then repeat step 5.
7. When your preview looks okay, print the envelope:

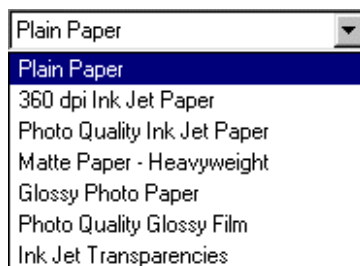
Windows and Macintosh OS 8.5.1 to 9.x: Click the **Print** button on the **Print Preview** window.

Macintosh OS X: Select **Print** from your application software's **File** menu. Then click the **Print** button on the window that appears.

Selecting the Correct Paper Type

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

The table below lists the settings you should choose for your paper:



For this paper . . .	Select this Paper setting . . .
Plain paper sheets or envelopes EPSON Premium Bright White Paper	Plain paper
EPSON High Quality Ink Jet Paper EPSON Photo Quality Ink Jet Paper EPSON Photo Quality Ink Jet Cards EPSON Photo Quality Self Adhesive Sheets	Photo Quality Ink Jet Paper
EPSON Glossy Photo Paper EPSON Photo Paper EPSON Photo Quality Glossy Paper EPSON Glossy Photo Greeting Cards	Glossy Photo Paper
EPSON Photo Stickers EPSON Photo Quality Glossy Film	Photo Quality Glossy Film
EPSON Ink Jet Transparencies	Ink Jet Transparencies
EPSON Matte Paper Heavyweight EPSON Double-Sided Matte Paper	Matte Paper - Heavyweight

Maintaining Your Printer

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

- Cleaning the Print Head below
- Replacing an Ink Cartridge on page 25
- Aligning the Print Head on page 29
- Cleaning the Printer on page 30
- Transporting the Printer on page 31

Cleaning the Print Head

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

Print head cleaning uses ink, so clean it only if quality declines.





This section explains how to clean the print head using the Head Cleaning utility. This is the recommended method when the printer is connected directly to your computer (not over a network).

You can also clean the print head by holding down the ⏻ maintenance button on the printer for three seconds (when the red ⏻ error light is off).



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

Running the Head Cleaning Utility

1. Make sure the printer is turned on but not printing, and the red ⚠ error light is off. (If the red light is flashing or on, you may need to replace the ink cartridge; see page 25 for details.)
2. Do one of the following:
 - **Windows:** Right-click the  printer icon on your taskbar (in the lower right corner of your screen). Select Head Cleaning.
 - **Macintosh OS 8.5.1 to 9.x:** Open the File menu and choose Page Setup or Print. Click the  Utility button, then click the  Head Cleaning button.
 - **Macintosh OS X:** Double-click the Applications folder on your hard drive. Double-click EPSON Printer Utility, select the C42 Series printer in the Printer List window, and click OK. Then click the  Head Cleaning button.
3. Follow the instructions on the screen to clean the print head. Cleaning takes about 30 seconds, during which the printer makes some noise and the green ⏻ power light flashes.



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

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

Make sure plain paper is loaded in the printer and click Print Nozzle Check Pattern. Then click Print. The nozzle check pattern prints (see the next section for details).

5. If the nozzle check pattern has no gaps or lines, click Finish.

If the pattern has white lines, click Clean to clean the print head again.

If you don't see any improvement after cleaning three or four times, check the solutions beginning on page 38. You can also turn the printer off and wait overnight—this allows any dried ink to soften—and then try cleaning the print head again.

Examining the Nozzle Check Pattern

Examine the nozzle check pattern you print. Each colored square should be solid, with no gaps or lines, as shown:

- If your printout looks okay, you're done.
- If you see any white lines or gaps (as shown), clean the print head again; see page 24 for instructions.



Replacing an Ink Cartridge

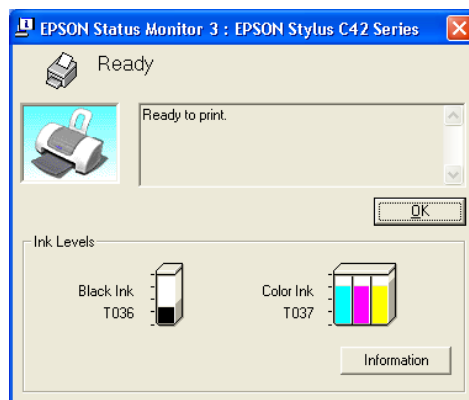
When the red error light flashes, an ink cartridge is low on ink. This is a good time to make sure you have a new cartridge. When the red error light stays on, you may need to replace one of the cartridges.





The red error light also comes on if your paper runs out or is jammed, so make sure you check your paper before replacing a cartridge.

To check your ink supply, do one of the following:

- **Windows:** Double-click the printer icon on your taskbar (in the lower right corner of your screen). You'll see a window like the one on the right showing the ink remaining in each cartridge.



You can also double-click the Ink Monitor icon on your taskbar. You see a window showing the amount of ink remaining. You can click the Buy Now button to launch your web browser and order ink cartridges online.

- **Macintosh OS 8.5.1 to 9.x:** Open the File menu and choose Print. Click the  ink icon. You see a window showing the ink remaining in each cartridge.
- **Macintosh OS X:** Double-click the Applications folder on your hard drive. Double-click EPSON Printer Utility, select the C42 Series printer in the Printer List window, and click OK. Then click the  EPSON StatusMonitor button. You see a window showing the ink remaining in each cartridge.

When a cartridge is more than six months old, you may need to replace it if printouts don't look their best. If the quality doesn't improve after cleaning and aligning the print head, you can replace the cartridge even if the Δ error light is off.

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

- Black ink cartridge: T036120
- Color ink cartridge: T037020

Look for ink cartridge packages labelled T036 (black) or T037 (color).



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

When you need new ink cartridges, contact your dealer or call EPSON at (800) 873-7766 or visit the EPSON Store at www.epsonstore.com (U.S. sales only). In Canada, please call (800) 463-7766 for dealer referral.

Ink Cartridge Precautions



Keep ink cartridges out of the reach of children and do not drink the ink.



If ink gets on your hands, wash them thoroughly with soap and water. If ink gets in your eyes, flush them thoroughly with water.

To avoid damaging the printer, never move the print head (ink cartridge holders) by hand.

You cannot print if either ink cartridge is empty. Leave the empty cartridge installed in the printer until you have obtained a replacement. Otherwise the ink remaining in the print head nozzles may dry out.

Removing and Installing Ink Cartridges

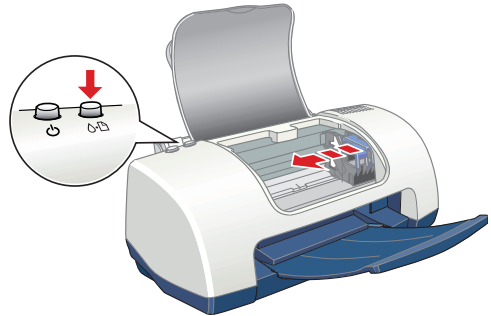
Be sure you have a new ink cartridge before you begin. Once you start the ink cartridge replacement procedure, you must complete all the steps in one session.

1. Make sure the printer is turned on and not printing (the green  power light should be on, but not flashing). Then open the printer cover.
2. Press the  maintenance button for 6 seconds. The print head moves to the cartridge replacement position.

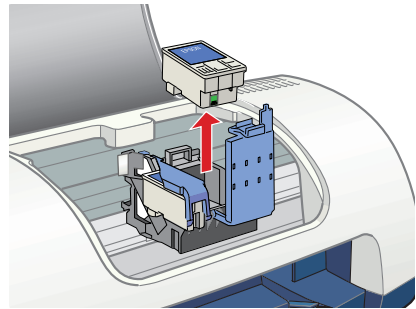


If both cartridges need replacing, the print head moves to the black cartridge position first.

The black cartridge is on the left, and the color cartridge is on the right.



3. Pull up the ink cartridge clamp and remove the cartridge. Dispose of it carefully.

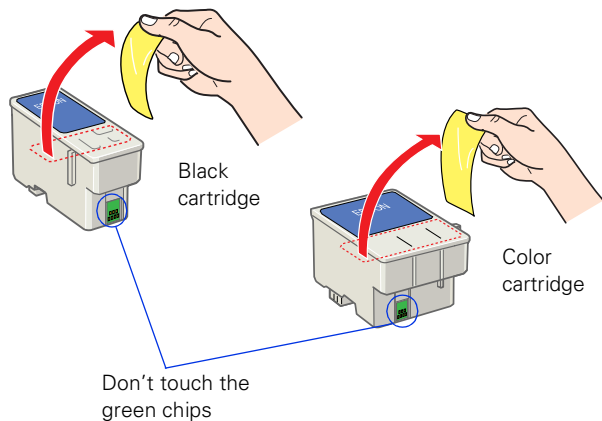


4. Unpack the new cartridge and remove the yellow tab.

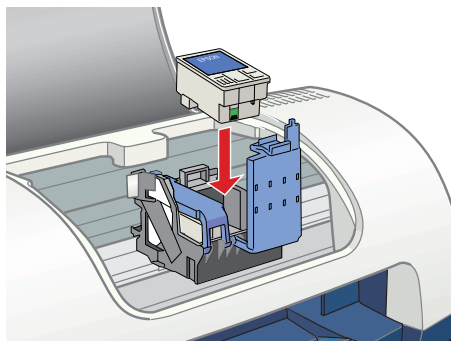


You must remove the yellow tape from the top of the cartridge or you will permanently damage it.

Be careful not to touch the green chip on the front of the cartridge; you might damage the cartridge.



5. Insert the new cartridge and press down firmly on the clamp. Make sure the clamp is closed completely.

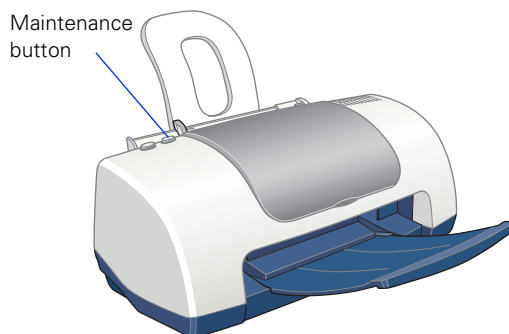


6. Press the ⏻ maintenance button.

If the other cartridge needs to be replaced, the print head moves into loading position. Repeat steps 4 through 6.



Don't move the print head by hand; you could damage the printer. Always use the ⏻ maintenance button.



7. Wait until ink charging is finished. (The green ⏻ power light stops flashing and the red ⏻ error light goes out.) Ink charging takes about 30 seconds.
8. Close the printer cover.

Now you're ready to print again.





If the red ⏻ error light remains on and the printer continues to make noise for more than five minutes, open the printer cover and press the ⏻ power button to turn the printer off. Then make sure that the ink cartridge clamps are completely closed. Close the printer cover and press the ⏻ maintenance button to finish ink charging. If that doesn't work, contact EPSON as described on page 46.

Aligning the Print Head

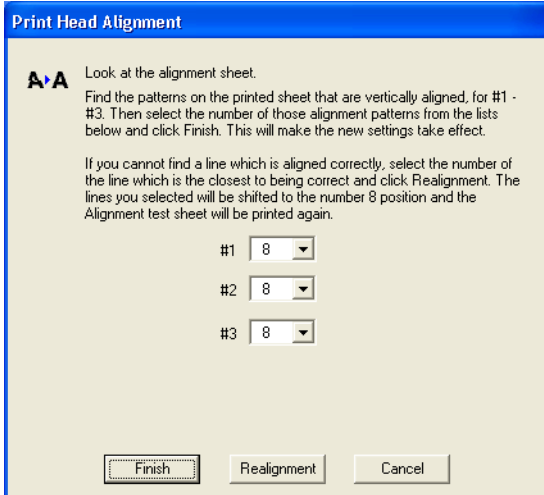
If your printouts contain misaligned vertical lines, you may need to align the print head. Your printer must be connected directly to your computer (not over a network) to use the Print Head Alignment utility.



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

1. Make sure the printer is turned on, but not printing, and letter-size plain paper is loaded.
2. Do one of the following:
 - **Windows:** Right-click the  printer icon on your taskbar (in the lower right corner of your screen) and select Print Head Alignment.
 - **Macintosh OS 8.5.1 to 9.x:** Open the File menu and choose Page Setup or Print. Then click the  Utility button. In the Utility menu, click the  Print Head Alignment button.
 - **Macintosh OS X:** Double-click the Applications folder on your hard drive. Double-click EPSON Printer Utility, select the C42 Series printer in the Printer List window, and click OK. Then click the  Print Head Alignment button.
3. Follow the instructions on the screen to print a test page. You see this window:
4. On the printed page, select the pattern that shows the two vertical lines most precisely printed on top of each other. You may need to use a magnifying glass.

Select one pattern each for rows 1, 2, and 3. Then enter the number of the best pattern for each row in the corresponding boxes on the screen.



The dialog box titled "Print Head Alignment" has a blue header bar. Below the title bar, there is a small "A-A" icon and the text "Look at the alignment sheet." followed by instructions: "Find the patterns on the printed sheet that are vertically aligned, for #1 - #3. Then select the number of those alignment patterns from the lists below and click Finish. This will make the new settings take effect." Below this, a paragraph explains: "If you cannot find a line which is aligned correctly, select the number of the line which is the closest to being correct and click Realignment. The lines you selected will be shifted to the number 8 position and the Alignment test sheet will be printed again." There are three rows of input fields, each with a label (#1, #2, #3) and a dropdown menu currently showing the number 8. At the bottom, there are three buttons: "Finish", "Realignment", and "Cancel".

5. Click **Realignment** to print another test page. Make sure the pattern numbered 8 in each row is the best aligned. If not, repeat steps 4 and 5.
6. When you're finished, click **Finish**.

Cleaning the Printer

To keep your printer working at its best, you should clean it several times a year.

1. Turn off the printer and disconnect the USB cable and power cord.
2. Remove all paper, then use a soft brush to clean any dust or dirt from the sheet feeder.
3. Clean the exterior of the printer with a soft, damp cloth.



Never use a hard or abrasive brush, or alcohol or thinner for cleaning; they can damage the printer components and case.

Don't get water on the printer components and don't spray lubricants or oils inside the printer.

Don't use any cleaning sheets included with special paper; they may jam inside the printer.

Transporting the Printer

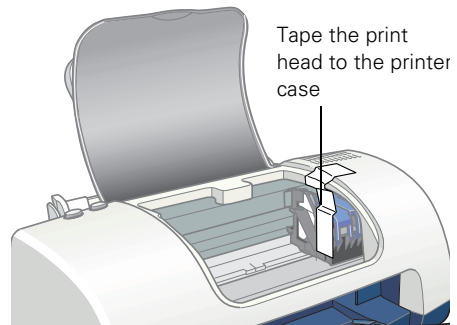
If you move your printer some distance, you need to prepare it for transportation in its original box or one of a similar size.



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

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

1. Turn on the printer, wait until the print head (ink cartridge holders) locks in the far right position, then turn off the printer.
2. Unplug the power cord from the electrical outlet. Then disconnect both the printer cable and the power cord from the printer.
3. Remove any paper from the printer and remove the paper support.
4. Open the printer cover. Secure the print head to the printer with tape as shown, then close the printer cover.
5. Push in the output tray.
6. Repack the printer and its attachments in the original box using the protective materials that came with them.



Keep the printer level as you transport it.

After transporting the printer, remove the tape securing the print head and test your printer. If you notice a decline in print quality, clean the print head (see page 23); if output is misaligned, align the print head (see page 29).

Solving Problems

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

First see “Diagnosing Printer Problems” on page 34 to help determine what the cause of the problem may be. Refer to the pictures on page 33 if you need help identifying parts of the printer.

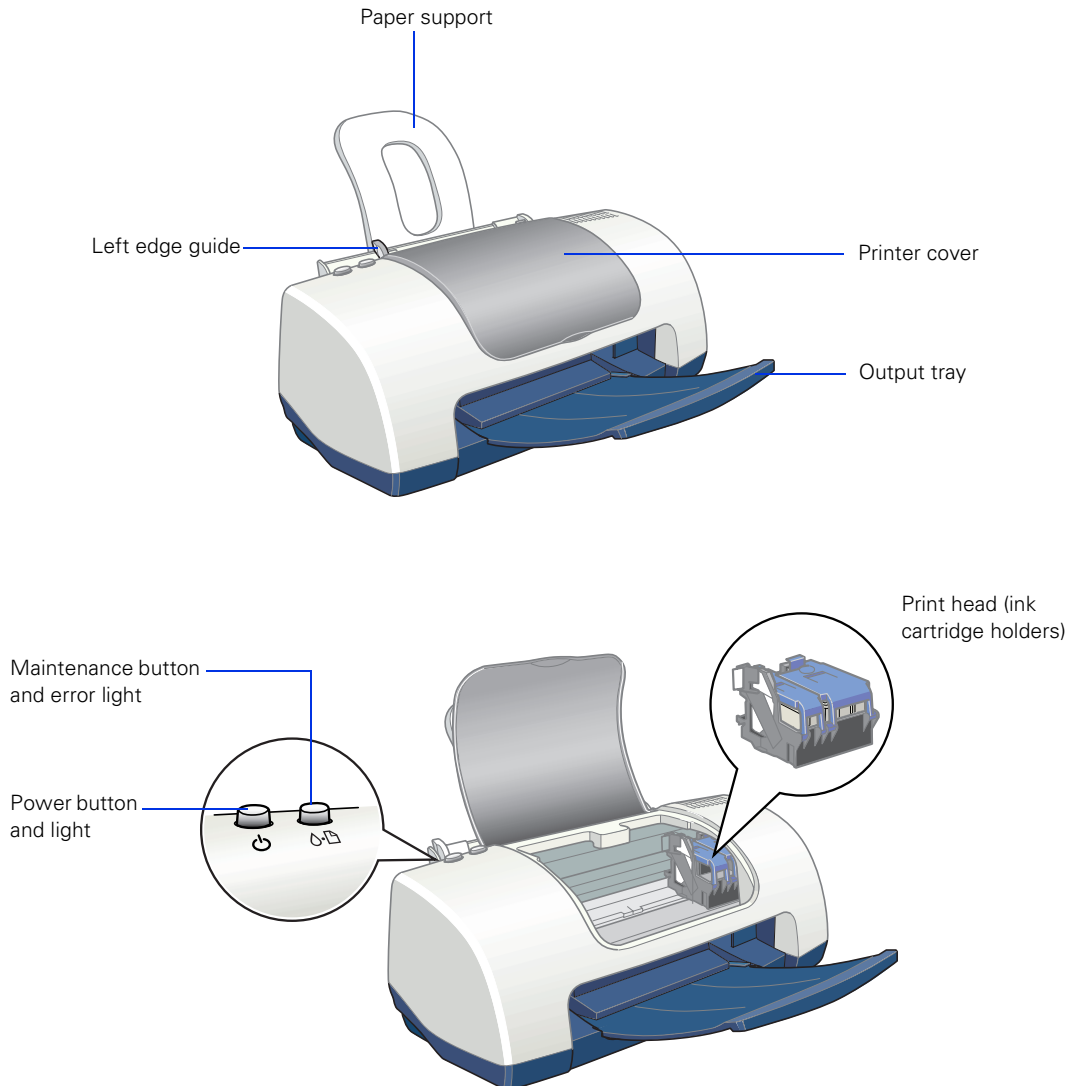


TIP It's a good idea to check EPSON's support web site periodically for free updates to your printer driver. Visit <http://support.epson.com>. Download instructions are posted for your convenience.

Then see these sections for solutions:













- Setup and Software Installation Problems on page 36
- Printer Problems on page 37
- Print Quality Problems on page 38
- Paper Feeding Problems on page 41
- Miscellaneous Printout Problems on page 42
- Reinstalling Printer Software on page 43
- Where To Get Help on page 46

Printer Parts



Diagnosing Printer Problems

First, check the printer's lights as described below, or run a printer check as described on page 35.

Lights	Explanation
Green  power light flashes	The printer is receiving a print job, replacing an ink cartridge, charging ink, or cleaning the print head.
Red  error light is on	<p>Your paper ran out, ink ran out, or paper is jammed. You may also see a message on your screen.</p> <ul style="list-style-type: none">■ If paper is out, load more paper, then press the  maintenance button to resume printing.■ If paper is jammed, press the  maintenance button to eject the paper. If that doesn't work, turn off the printer, open the cover, and pull the paper out from the front, including any torn pieces. Then turn on the printer, reload paper, and press the  maintenance button.■ If you see an ink out message on your screen, you need to replace one of your ink cartridges. Replace the cartridge as described on page 25.
Red  error light flashes	One of the ink cartridges is low. Make sure you have a replacement cartridge. To determine which cartridge is low, check the ink level as described on pages 25 and 26.
Green  power light is off and red  error light is on	Paper may be blocking movement of the print head. Turn off the printer, open the cover, and remove any jammed paper or other foreign objects. Then turn the printer on again. If the lights are still on, contact your dealer or EPSON; see page 46 for contact information.
Green  power light and red  error light flash	The printer may have an internal error. Turn off the printer, wait a few seconds, and turn it on again. If the lights are still flashing, contact your dealer or EPSON; see page 46 for contact information.
Green  power light and red  error light are on after installing an ink cartridge	One of your ink cartridges is installed incorrectly. Follow the instructions beginning on page 27 to remove and reinstall the cartridge.

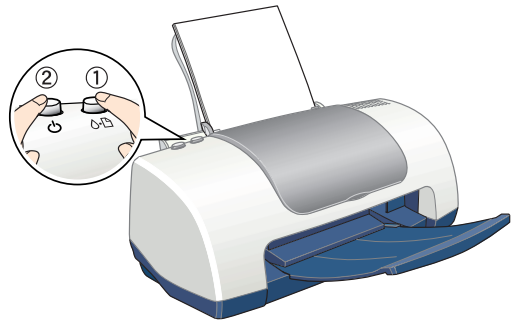
Running a Printer Check

You can run a printer check to determine whether a problem comes from the printer itself or some other source. The printer check also shows how much black and color ink you have left.

1. Make sure both the printer and computer are turned off. Then disconnect the USB cable from the printer.
2. Make sure letter-size or larger plain paper is loaded in the printer.

3. Hold down the ⏻ maintenance button, then press and release the ⏻ power button. Continue holding down the ⏻ maintenance button until the green ⏻ power light starts to flash, then release it.

The printer prints one page showing its ROM version number, the ink counter code, and a nozzle check pattern. (If the pattern has lines, you need to clean the print head; see page 23.)



4. Turn off the printer after it prints the check page. Then reconnect the cable and turn on your printer and computer.
 - If the check page prints, the problem probably lies in your software settings, the USB cable, or your computer. It's also possible that your software may not be installed correctly. See page 43 for instructions on reinstalling the printer software.
 - If the check page doesn't print, you may have a problem with your printer. Try the suggestions in "Problems and Solutions" beginning on page 36. If nothing works, contact your dealer or EPSON as described on page 46.

Problems and Solutions

Setup and Software Installation Problems

The printer makes noise after ink cartridge installation.

- The first time you install ink cartridges, the printer must charge its print head for about 90 seconds. Wait until charging finishes (the green ⏻ power light stops flashing) before you turn off the printer, or it may charge improperly and use excess ink the next time you turn it on.

If the printer stops moving or making noise, but the green ⏻ power light is still flashing after 5 minutes, turn off the printer. If the light is still flashing when you turn it back on, contact EPSON as described on page 46.


- Turn off the printer, then make sure the ink cartridge clamps are locked down completely and no packing material remains in the printer. Wait a moment, then turn the printer back on to clear the error.

You're having problems installing the printer software.

- Make sure your printer is turned on and the USB cable is securely connected at both ends. Then carefully follow the installation instructions on the *Start Here* sheet or the *Installing Software for Windows 98, Windows Me, and Windows 2000* booklet. Also make sure your system meets the requirements starting on page 47.
- Close your other programs, including any screen savers and virus protection software, and install again.
- If you're running Macintosh OS 8.5.1 to 9.x and your printer icon (C42 Series) doesn't appear in the Macintosh Chooser, you may have too many items in the Chooser. Delete any unused items and check the Chooser again.

- For Windows 2000, if you see an error message or your software doesn't install correctly, you may not have software installation privileges. Contact your System Administrator.
- In Windows 2000 or XP, don't select Block under Control Panel > System > Hardware > Driver Signing; select Ignore or Warn instead.
- Make sure your Windows system was not upgraded from Windows 95. The USB Printer Device Driver may not install correctly if you upgraded from Windows 95.
- Make sure the USB Controller is working properly in Device Manager. See your Windows help system for details. If it's not working, contact your computer manufacturer.

Printer Problems

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

- Make sure the USB cable is connected securely and that the cable meets the requirements beginning on page 47.
- Run a printer check as described on page 35. If the check page prints, make sure your software is installed correctly.

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

- Make sure the print head nozzles are not clogged. To clean the print head, see page 23.
- The printer won't operate properly if it's tilted or at an angle. Place it on a flat, stable surface that extends beyond the printer base in all directions.

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

Your printer is performing routine maintenance.

Printing is too slow.

Make sure your system meets the requirements listed on page 47 and page 48. If you're printing a high-resolution image, you need more than the minimum requirements listed. You may also need to:

- Clear space on your hard drive or run a defragmentation utility.
- Close programs that you're not using.
- Increase your system's memory.

For the fastest printing, try these tips:

- Choose black ink in your printer software if your document doesn't include color.
- For Windows, choose **Draft** for Quality Type.
- For Macintosh, set the Quality/Speed slider to **Speed**.
- If your printer is connected to a hub, disconnect unused USB devices.

Print Quality Problems

You see banding (light lines).



- The print head nozzles may need cleaning; see page 23 for instructions.
- Make sure the Paper Type setting (Media Type setting for Macintosh) matches the paper you loaded; see page 22 for guidelines.
- Make sure the printable side of the paper is face up. It's usually whiter or shinier.
- The ink cartridges may need replacing. To replace an ink cartridge, see page 25.
- If you have a Macintosh, try using Automatic mode. See page 14 (Macintosh OS X) or page 17 (Macintosh OS 8.5.1 to 9.x) for instructions.

- Run the Print Head Alignment utility; see page 29 for instructions.

Your printout is blurry or smeared.



- Make sure your paper isn't damp or curled, or loaded face down (the printable side should be face up).
- Use a support sheet with special paper, or try loading your paper one sheet at a time.
- Use EPSON papers to ensure proper saturation and absorption of genuine EPSON inks.
- Run the Print Head Alignment utility. See page 29 for instructions.

Your printout is faint or has gaps.



- The print head nozzles may need cleaning; see page 23 for instructions.
- The ink cartridges may be old or low on ink. To replace an ink cartridge, see page 25.
- Make sure the Paper Type setting (Media Type setting for Macintosh) matches the paper you loaded. See page 22 for guidelines.
- Make sure your paper isn't damaged, old, dirty, or loaded face down. If it is, reload a new stack of paper with the printable side up; it is usually whiter or shinier than the other side.

You see wrong or missing colors.

- Make sure your printer software is not set to use black ink only.
- The print head nozzles may need cleaning; see page 23 for instructions.
- The ink cartridges may be old or low on ink. To replace an ink cartridge, see page 25.
- Try turning off PhotoEnhance.
- For Macintosh, try using Automatic mode.
- For Macintosh, try changing the Gamma setting; see page 18 for instructions on accessing the Advanced window (Macintosh OS 8.5.1 to 9.x), or page 15 to access the Color Management window (Macintosh OS X).
- Your printed colors can never exactly match your on-screen colors. However, you can use a color management system to get as close as possible. Try using the ICM (Windows) or ColorSync (Macintosh) setting.

Your printout is grainy.

- Try using a higher quality paper.
- Select Photo RPM for Quality Type (Windows) or Print Quality (Macintosh). Remember that this setting increases print time.
- Run the Print Head Alignment utility. See page 29 for instructions.
- You may need to increase the image resolution or print it in a smaller size; see your software documentation.

Paper Feeding Problems

Paper doesn't eject fully or is wrinkled.

- If the paper doesn't eject fully, you may have set the wrong paper size. Press the ⏻ maintenance button to eject the paper, and then select the correct paper size.
- If it's wrinkled when it ejects, the paper may be damp or too thin. See page 51 for paper specifications.

Paper doesn't feed correctly or jams in the printer.

- If paper doesn't feed, remove it from the sheet feeder. Reload it against the right edge, behind the tabs, then slide the left edge guide against the paper.
- If multiple pages feed at once, remove the paper from the sheet feeder, fan the edges to separate the sheets, then reload it.

- If paper jams, press the ⏻ maintenance button for several seconds to clear the jam. If that doesn't work, open the cover and pull the paper out from the front, including small pieces that may have torn off. Reload the paper and press the ⏻ maintenance button.

If your paper loads incorrectly or jams frequently:

- Use new, smooth, high-quality paper, loaded printable side up.
- Fan the edges of the stack of paper to separate the sheets.
- Don't load paper above the arrow mark inside the left edge guide.
- Place the paper against the right edge behind the tab. Slide the left edge guide against it, but not too tightly.

Miscellaneous Printout Problems

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

- Turn off the mirror setting in your application program.
- For Macintosh, turn off Flip Horizontal in the Advanced window of your printer driver (Macintosh OS 8.5.1 to 9.x) or Print Settings window (Macintosh OS X).

The printer prints blank pages.

- Make sure your printer is selected in Windows. For Macintosh OS X, open the Print Center and make sure your printer is selected in the Printer List. For Macintosh OS 9.x or earlier, make sure your printer is selected in the Chooser.
- The print head nozzles may need cleaning. See page 23.

The margins are incorrect.

- Make sure the paper settings are correct for your paper size. For instructions, see page 11 (Windows), page 13 (Macintosh OS X), or page 17 (Macintosh 8.5.1 to 9.x).
- Use the Print Preview option in your printer software to check your margins before you print.
- Make sure your paper is positioned next to the right side of the feeder.

You see incorrect characters.

- Make sure the USB cable is securely connected and meets the system requirements on page 47. Then try printing again.
- Make sure your printer is selected in your software, or is set as the active printer in the Macintosh Chooser (OS 8.5.1 to 9.x) or Print Center (OS X).
- If you're using a switch box or USB hub with your printer, connect the printer directly to your computer.

Reinstalling Printer Software

You don't need to uninstall your printer software unless you have a Macintosh running OS 8.5.1 to 9.x.

Windows

You can reinstall your printer software over your currently installed printer software. Make sure the printer is connected to your computer, then follow these steps:

1. Turn the printer on. Then insert the EPSON CD-ROM in your drive. If you see the Options Menu, go to step 4.

If you don't see the Options Menu, continue with step 3.

2. **Windows XP:** Click **Start**, then click **My Computer**. Double-click  **EPSON**. You see the Options Menu.


Other Windows systems: Double-click **My Computer** on your desktop, and then double-click  **EPSON**. You see the Options Menu.



3. Click **Reinstall Printer Driver**. Then follow the instructions on the screen to reinstall your driver.
4. Click **Exit** to close the Options Menu.


Macintosh OS 8.5.1 to 9.x

Follow these steps to uninstall your printer software:

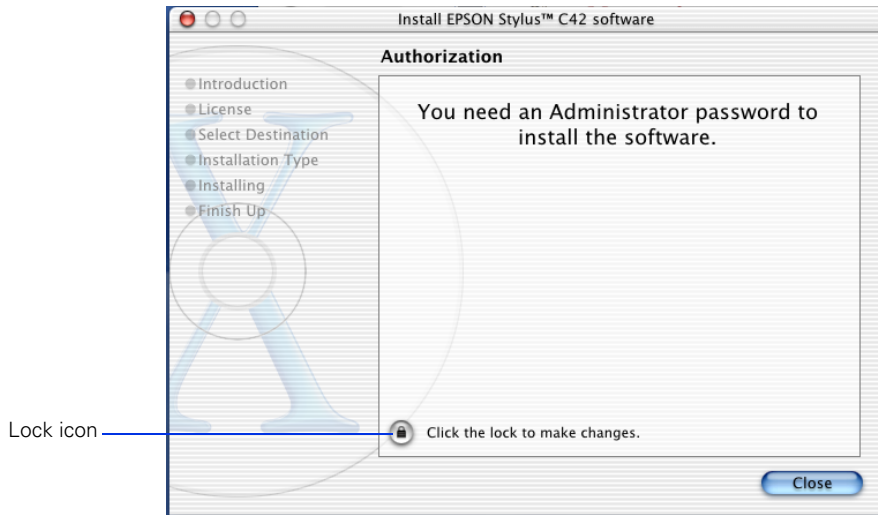
1. Insert your printer software CD-ROM.
2. Double-click the EPSON CD-ROM icon (if necessary) and double-click the  EPSON icon. The Main Menu appears.
3. Click Install Printer Driver. On the installer screen, click the arrow in the Easy Install list at the top and select Uninstall. Then click the Uninstall button at the bottom and follow the instructions.
4. Restart your Macintosh, then follow the instructions on the *Start Here* sheet to reinstall your software.


Macintosh OS X

You can reinstall your printer software over your currently installed printer software. Follow these steps:

1. Insert the EPSON CD-ROM in your drive.
2. Double-click the  EPSON CD-ROM icon, and then double-click the C42Series file.

3. If you set up an administrator password when you installed OS X, you see this screen:



Click the  lock icon, enter your administrator password, and click OK. At the next screen, click **Continue**.

4. Read the license agreement and click **Continue**. Then click **Agree**.
5. Select the OS X drive where you want to reinstall your printer software, then click **Continue**.
6. Click **Upgrade** on the Easy Install screen, and follow the on-screen instructions to install the printer software and restart your Macintosh.

Where To Get Help

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

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 product documentation, access troubleshooting information, and receive technical advice through e-mail.
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 . Your SoundAdvice SM Express Code is 70370. Use this code to quickly select the EPSON Stylus C42 in SoundAdvice.

You can purchase ink cartridges, paper, manuals, and accessories from EPSON at (800) 873-7766, or visit the EPSON Store at www.epsonstore.com (U.S. sales only). In Canada, please call (800) 463-7766 for dealer referral.

Requirements and Specifications

This chapter includes system requirements and printer specifications.

Windows System Requirements

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

- A Microsoft® Windows compatible PC with a Pentium®-equivalent processor (233 MHz or faster recommended)
- Microsoft Windows XP, Windows Me, Windows 2000, or Windows 98
- At least 64MB RAM (128MB recommended)
- 100MB free hard disk space (200MB or more recommended)
- VGA or better display adapter and monitor
- 2x CD-ROM or DVD drive for installing the printer software (4x or faster recommended)
- A shielded USB “AB” cable up to 6.5 feet (2 meters) long.

Macintosh System Requirements

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

- An Apple® iMac™ series or Power Macintosh® G3 or G4 with built-in USB port
- Macintosh OS 8.5.1 through OS X. (Macintosh OS 9.0 or later recommended)
- At least 32MB RAM for OS 8.5.1 through OS 9.x (64MB recommended); 128MB RAM recommended for OS X
- At least 100MB free hard disk space (200MB recommended)
- VGA display or better
- 2x CD-ROM or DVD drive for installing the printer software (4x or faster recommended)
- A shielded USB “AB” cable up to 6.5 feet (2 meters) long.

Specifications

Printer specifications

Printing	
Printing method	On-demand ink jet
Nozzle configuration	Black 48 nozzles Color 45 nozzles (15 each: cyan, magenta, yellow)
Print direction	Bidirectional with logic seeking
Input buffer	12KB
Mechanical	
Paper feed method	Friction
Paper path	Sheet feeder, top entry
Sheet feeder capacity	100 sheets of 17 lb (65.8 g/m ²) paper
Dimensions	Storage Width: 16.7 inches (424 mm) Depth: 9.0 inches (229 mm) Height: 6.8 inches (172 mm) Printing Width: 16.7 inches (424 mm) Depth: 18.1 inches (460 mm) Height: 10.9 inches (277 mm)
Weight	5.47 lb (2.48 kg) without the ink cartridges
Electrical	
Rated voltage (Universal Power Supply)	AC 100 - 240 V
Input voltage range*	90 to 264 V
Rated frequency range	50 to 60 Hz
Input frequency range	49.5 to 60.5 Hz
Rated current	0.4 to 0.2 A
Power consumption	Approximately 19 W (ISO10561 Letter Pattern) Approximately 3.0 W Sleep mode Approximately 2.7 W Power Off mode

Printer specifications (continued)

Environmental	
Temperature	Operation 50 to 95 °F (10 to 35 °C) Storage** –4 to 140 °F (–20 to 60 °C) 1 month at 104 °F (40 °C) Transit** –4 to 140 °F (–20 to 60 °C) 120 hours at 140 °F (60 °C)
Humidity (without condensation)	Operation 20 to 80% RH Storage** 5 to 85% RH
Safety Approvals	
Safety standards	UL 1950, CSA C22.2 No. 950
EMC	FCC part 15 subpart B class B CSA C108.8 Class B

* Check the label on the back of the printer for your printer's voltage.

** Stored in shipping container

Ink cartridge specifications

Specification	Black cartridge (T036120)	Color cartridge (T037020)
Color(s)	Black	Cyan, Magenta, Yellow
Print capacity*	330 pages using ISO Letter Pattern 10561, 220 pages at 5% in calculation, except for the initial ink cartridge	180 pages, 5% each CMY (total 15%) in calculation, except for initial ink cartridge
Cartridge life	2 years from production date (if unopened) (within 6 months after opening package, at 77 °F [25 °C])	
Storage temperature	–4 to 104 °F (–20 to 40 °C) 1 month at 104 °F (40 °C)	
Transit temperature	–22 to 140 °F (–30 to 60 °C) 1 month at 104 °F (40 °C); 120 hours at 140 °F (60 °C)	
Freezing temperature**	3.2 °F (–16 °C)	–0.4 °F (–18 °C)
Dimensions (W × D × H)	0.78 × 2.08 × 1.52 inches (19.8 × 52.7 × 38.5 mm)	1.69 × 2.08 × 1.52 inches (42.9 × 52.7 × 38.5 mm)

* The figure given is based on continuous printing after ink replacement. The actual print capacity may vary.

** Ink thaws and is usable after approximately 3 hours at 77 °F (25 °C).



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 warranties.

Don't use an ink cartridge if the date on the package has expired.

Paper specifications

Plain Paper, Premium Bright White Paper, Ink Jet Paper	
Size	Letter (8.5 × 11 inches) Half letter (5.5 × 8.5 inches) Legal (8.5 × 14 inches) Executive (7.25 × 10.5 inches) A4 (8.3 × 11.7 inches) A5 (5.8 × 8.27 inches) User-defined: Width 3.5 to 9.5 inches Length 3.5 to 44 inches
Paper types	Plain bond paper or special paper distributed by EPSON
Thickness (for plain bond paper)	0.003 to 0.004 inch
Weight (for plain bond paper)	17 to 24 lb (64 to 90 g/m ²)
Envelopes	
Size	No. 10 (4.13 × 9.5 inches) DL (4.33 × 8.7 inches) C6 (4.49 × 6.38 inches) 132 × 220 mm (5.2 × 8.7 inches)
Paper types	Plain bond paper, airmail
Thickness	0.006 to 0.02 inch
Weight	12 to 20 lb (45 to 75 g/m ²)
Ink Jet Cards	
Size	A6 (4.1 × 5.8 inches)
Paper types	Special paper distributed by EPSON
Transparencies, Glossy Film, Photo Quality Glossy Paper, Glossy Photo Greeting Cards	
Size	Letter (8.5 × 11 inches)
Paper types	Special paper distributed by EPSON
Self Adhesive Sheets	
Size	A4 (8.3 × 11.7 inches)
Paper types	Special paper distributed by EPSON
Photo Stickers	
Size	A6 (4.1 × 5.8 inches) with 4 or 16 frames
Paper types	Special paper distributed by EPSON

Paper specifications (continued)

Matte Paper Heavyweight, Double-Sided Matte Paper	
Size	Letter (8.5 × 11 inches) A4 (8.3 × 11.7 inches)
Paper types	Special paper distributed by EPSON
Glossy Photo Paper, Photo Paper	
Size	Letter (8.5 × 11 inches) 4 × 6 inches Panorama (8.3 × 23.4 inches) A4 (8.3 × 11.7 inches)
Paper types	Special paper distributed by EPSON



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

Do not load curled or folded paper.

Avoid extremes in temperature or humidity when printing. Optimum printing temperature ranges from 55 to 77 °F, and optimum humidity ranges from 40 to 60% RH.

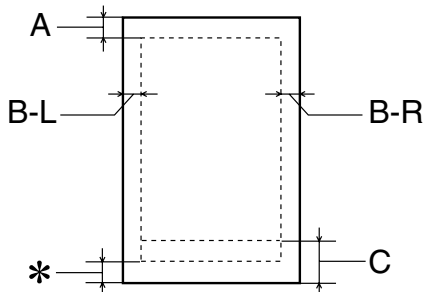
Store EPSON Self-Adhesive Sheets under the following conditions: 59 to 86 °F, and 20 to 60% RH.

Printable Area

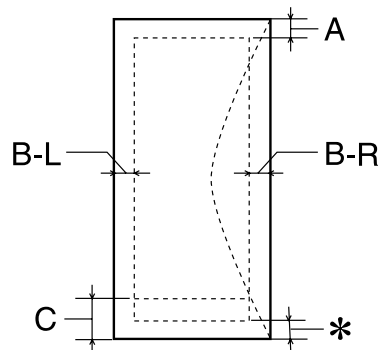
Single Sheets, Ink Jet Cards, Envelopes	
Minimum top margin (A)*	0.12 inch (3.0 mm)
Minimum left margin (B-L)	0.12 inch (3.0 mm)
Minimum right margin (B-R)	0.12 inch (3.0 mm)
Minimum bottom margin (C)**	0.54 inch (14.0 mm)

* When loading multiple sheets of EPSON Photo Quality Glossy Film, the minimum top margin is 1.2 inches (30.0 mm)

** When printing near the bottom margin, some colors may not print properly. If this occurs, try increasing the bottom margin.



Single sheets or ink jet cards



Envelopes

EPSON Ink Jet Papers and Ink Cartridges

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

Premium Bright White Paper

Premium Bright White Paper has a sleek, ultra-smooth surface, and 108+ brightness. This paper delivers crisp black text and vivid, colorful images. It's perfect for everyday printing.



Premium Glossy Photo Paper 4 x 6

Here's a water-resistant photographic-weight paper with a glossy finish for your photo keepsakes. It's available in a variety of sizes, but you'll find the 4 x 6 inch size is just right for your digital snapshots.



Glossy Photo Greeting Cards

Personalize and print top quality glossy cards using your favorite photos. Micro-perforated borders for edge-to-edge prints. Includes easy-to-use software.



EPSON Ink Cartridges



For best results, always use genuine EPSON ink cartridges.

Black T036120

Color T037020



For more information on other EPSON products and fun project ideas, look for the EPSON Print LabSM Series at www.printlabseries.com.

How To Order EPSON Ink and Paper

To order EPSON ink cartridges, paper, and other printing media, contact your dealer or call EPSON at (800) 873-7766, or visit the EPSON Store at www.epsonstore.com (U.S. sales only). In Canada, please call (800) 463-7766 for dealer referral.



EPSON Ink Cartridges



Black T036120

Color T037020

EPSON Papers

Paper name	Size	Part number
EPSON Premium Bright White Paper	Letter (8.5 x 11 inches)	S041586
EPSON Photo Quality Ink Jet Paper	Letter (8.5 x 11 inches)	S041062
	A4 (8.3 x 11.7 inches)	S041061
	Legal (8.5 x 14 inches)	S041067
EPSON High Quality Ink Jet Paper	Letter (8.5 x 11 inches)	S041111
	A4 (8.3 x 11.7 inches)	S041117
EPSON Photo Quality Ink Jet Cards	A6 (4.1 x 5.8 inches)	S041054
EPSON Glossy Photo Paper (EPSON Photo Paper)	4 x 6 inches	S041134/ S041671
	Letter (8.5 x 11 inches)	S041141/ S041649/ S041271/ S041272
	A4 (8.3 x 11.7 inches)	S041140
	Panoramic (8.3 x 23 inches)	S041145
EPSON Photo Stickers Kit (CD-ROM/paper) EPSON Photo Stickers (refill)	A6 (4.1 x 5.8 inches)	S041144-KIT
	A6 (4.1 x 5.8 inches)	S041144
EPSON Photo Quality Glossy Film	Letter (8.5 x 11 inches)	S041072
	A4 (8.3 x 11.7 inches)	S041071
	A6 (4.1 x 5.8 inches)	S041107
EPSON Ink Jet Transparencies	Letter (8.5 x 11 inches)	S041064
EPSON Photo Quality Self Adhesive Sheets	A4 (8.3 x 11.7 inches)	S041106
EPSON Photo Quality Glossy Paper	Letter (8.5 x 11 inches)	S041124
EPSON Matte Paper Heavyweight	Letter (8.5 x 11 inches)	S041257
EPSON Double-Sided Matte Paper	Letter (8.5 x 11 inches)	S041568
EPSON Glossy Photo Greeting Card Kit	Letter (8.5 x 11 inches)	S041606

The availability of paper types varies by location.

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