
README file for EPSON Stylus(R) High Quality ESC/P 2 printer driver
for Microsoft(R) Windows(R) 95 / 98

Thank you for purchasing an Epson printer. This document contains notes regarding your new printer.

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1. Introduction

Before calling technical support, be sure to read this README file, which includes solutions to printer driver and application-specific problems.

2. Important legal information

Software called the EPSON Stylus High Quality ESC/P 2 driver for Windows 95 / 98 (the "Software") is provided "AS IS." NO IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE ARE GIVEN.

The Software may be copied and distributed without charge only to users of EPSON brand printers. All files on the disk must be copied without modification, including all proprietary marks and notices. All components of the Software must be distributed together. The Software may not be distributed for profit.

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3. Install notes

When you're reinstalling the printer driver after deleting it, installing a printer driver for a second port, or installing the driver using plug and play, make sure to do the following

- check that all print jobs have finished printing before you begin installation
- close all applications
- select "Replace existing driver" if prompted by the installation program.

4. Q & A regarding printing

Q: I can't seem to print correctly using the "Proportional Printing" or "Print Layout" options. Why?

A: Try setting print properties from the application's Print dialog box before printing; or setting print properties from control panel, then restart your application.

For example, to print from Microsoft Word 7.0 or Word 97 do the following:

- 1) From the File menu, select Print.
- 2) Click Properties.
- 3) Select the Paper menu.
- 4) Set the desired paper size.
- 5) Select the Layout menu.
- 6) For Proportional Printing, select Fit to Page, then select the desired paper size. After clicking OK, the Properties dialog box closes and the Print dialog box displays again.
- 7) Make any other selections in the Print dialog box, and click OK.

Q: I want to print a document using Proportional Printing but I am using more than one page size in the document. What should I do?

A: You can either divide the document into sections, each of which uses a single page size, or do the following:

- 1) Select File / Print / Properties or Setup

- 2) Select the Paper menu.
- 3) Select the paper size that corresponds to the largest paper size used in your document.
- 4) Select the Layout menu.
- 5) Select "Fit to Page", then select the paper size which you have loaded in the printer.
- 6) Select "Custom". All pages in your document are scaled to the largest page.

Q: After I changed print settings, the print output is not what I expected. Paragraph positioning is off, and text or graphics are missing. Why?

A: This problem can occur when settings for Print Quality, Proportional Printing or Print Layout have changed since the document was created. Try adjusting margins and font sizes. If your application has a print preview feature, use it before printing.

Q: When I print multiple copies of a document using the Print Layout feature, the same page prints twice. What do I do?

A: Make sure the copy count on the application's print menu is 1, and set the copy count on the printer driver's Paper menu.

Q: Thin lines don't print, or the print quality is poor. How can I correct them?

A: Use the Head Cleaning utility located on the Utility menu to verify that all the nozzles on the print head are firing. If this does not correct the problem, increase the thickness of the lines and try printing again.

Q: When I change the printer's name, the color of the print output changes slightly. Also, I get different results when I change printers.

A: Use the Printer and Option Information utility located on the Utility menu. (You should not need to do this if the printer's bi-directional communication is working.) Click on Settings Sheet and enter the numbers that print information in the Printer ID area. If "Settings Sheet" is grayed out, Epson Status Monitor 2 is running and the system enters the information automatically.

Q: When I install an EPSON Stylus High Quality ESC/P 2 printer driver and the Microsoft Windows Printing System at the same time, both printers stop working correctly.

A: For the printer you aren't going to be using, on the Details menu, set the "Print to the following port" to "FILE:" and try printing again.

5. Application notes

*Micrografx Designer 4.0

Imported grayscale images may be printed in black due to a bug in Designer. For correct output, set the color setting to Color.

*Adobe Illustrator 4.0

Setting the Print Quality to "Fine - 720dpi" or "Superfine - 1440dpi" sometimes causes parts of images or graphics to not print correctly. If this is the case, set the Print Quality to "Normal - 360dpi", or use "Fine - 720dpi" with Finest Detail set to off.

*Windows Help

The bitmap images contained in a help file may print incorrectly. Set the Print Quality to "Normal - 360dpi" or, use "Fine - 720dpi" but turn Finest Detail off.

*Microsoft Word 7.0

Thin colored lines are sometimes printed in black and white. This problem does not occur in Microsoft Word 97

*Lotus Ami Pro 3.0

When you compress an image vertically, the location of the print output no longer matches the location shown on the screen.

For displays with less than 256 colors, the color of the object on the screen and in the print output can be slightly different.

*Lotus WordPro96

When printing seems slow, try temporarily closing down WordPro96 - or - displaying the EPSON Spool Manager. This will allot more processing time to the print job.

*Lotus Freelance96

For displays with less than 256 colors, the color of the object on the screen and in the print output can be slightly different.

For the latest information regarding your EPSON printers, visit the EPSON Web Site at <http://www.epson.com>. Go to the Epson Connection page and select FAQs, Inkjet Printers.

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