





## Frequently Asked Questions

This a general FAQ to cover some of the most common issues with EZCDPrint.

### **The print quality is poor on the CD and is fine on paper ?**

This is mostly caused by the quality setting under “Options” in the print menu. Refer to page 18 of this manual.

### **There is ink smudges on the CD Tray after printing ?**

This is due to tight tolerances of the printer. Refer to page 8 of this manual.

### **What kind of CDs can I print ?**

Only use Inkjet Printable CDs. Most all major manufactures have them available. We offer them on our website. Or you can do a quick search on the web use the term “Inkjet printable cds”.

### **The printer always spits out the first CD without printing ?**

This is normal and is usually due to a necessary “Quick Clean” cycle. Refer to page 8 of this manual.

### **How do I print multiple CDs ?**

Refer to page 20 of this manual.

### **What kind of inkjet Cartridges do I buy and where can I get them ?**

Standard EPSON replacement cartridges are recommended.

Black Cartridge = T028

Color Cartridge = T029

These cartridges can be purchased from any major retailer where EPSON is sold.

### **The printer misfeed or takes more than one sheet of paper ?**

This is normal. The printer is mainly a CD printer. However when printing paper you must used certified 24 lb. and up inkjet paper. The use of other paper will produce erratic results and may void the warranty. For best result use EPSON paper.

## Warranty

EZCDPrint warranties its products against defects in material and workmanship for a period of 1 year. If a defect is discovered, EZCDPrint will at its discretion repair or replace the product in question. This warranty is limited to defects in workmanship and materials. This warrant applies strictly to the first retail purchaser of the printer. If the printer is found defective please contact your place of purchase.

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## Updates

In our continuing effort to provide the best and most innovative products, software updates are made available by visiting us on the web at <http://www.ezcdprint.com>

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## Getting the Best Print Quality

There are many factors involved in good print quality. The first and most obvious would be the quality of the image you started with if your working with pictures. Most web images are 72dpi JPEGS. This is great for screen display but for printing the result will likely be undesirable. For good print results you should use high res images. Most digital cameras produce JPEGS that can go as high as 2400x2400 dpi. Line art such as text will normally print with good results it is direct printing from text to printer.

The included EPSON manual covers in depth many solutions to the most common print quality problems. This section starts at page 41.

## Printing Multiple CDs (PC or Mac)

There is a very basic procedure involved in printing multiple CDs. Read over and follow the below steps for the best printing results.

1. Using your design software select "Print" once the print menu has appeared select how many copies you want. Load the CD Tray as described in "Setting up your EZCD Printer". Next click "OK".
2. After the first CD has printed the printer will attempt to reload itself two more times before an error occurs. DO NOT insert the next CD until the printer has errored, a message will appear on screen indicating an error, ignore this message. The center control button on the printer will blink red as the printer is attempting to reload itself. Once this light stops blinking and remains lite, insert the CD Tray.
3. Once the CD Tray is inserted briefly press the center control button.

Control Button



4. The next CD will now begin to print. To print another CD repeat steps 1 through 3 as many times as needed.

## Welcome!

Your EZCDPrint PRINTER is the ideal printer for personal or home office use. With resolutions up to 2880 by 720 dpi, you can print anything from reports and resumes to family photos and professional looking CD images.



## About This Manual

This manual covers the software installation, basic setup for printing CD media and general CD Printing software. This manual also covers general printing practices to produce the best result when printing on CD media. For more information regarding general printing and trouble shooting print problems refer to the included EPSON Printer Basics Manual.



It's a good idea to check the EZCD PRINT website periodically for free updates to your printer software. Visit <http://www.ezcdprint.com>.



## About your EZCDPrinter

EZCDPrinter is primarily a CD printer. The printer will print paper with ease, provided some basic tips are followed. Use only 24# or heavier paper. However the printer may at times produce erratic result when printing paper. This is normal. The printer is only guaranteed to print CD media with 100% accurate results.

## Getting Started

This manual is setup in a 123 fashion. Read the manual from start to finish for proper setup and operating procedures.

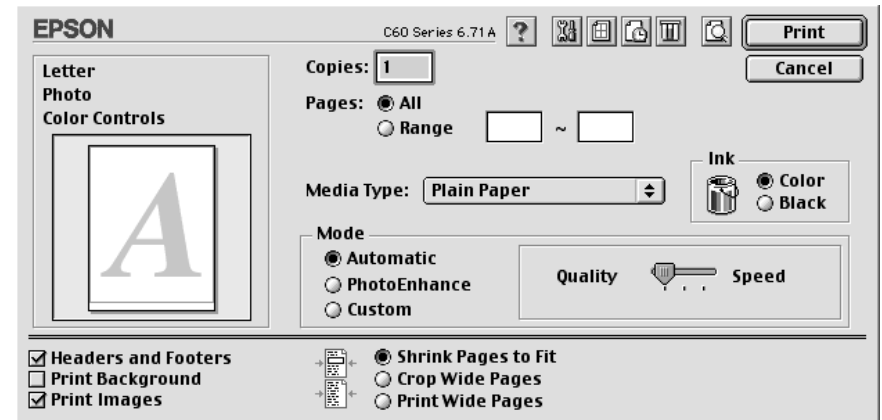
1. Start with the EPSON Stylus C60 "Start Here" guide. Follow steps 1 through 5. This will take you through general setup procedures and installing your inkjet cartridges. Return here for software installation and CD printing setup.
2. Follow the instructions included in this manual for installing the printer drivers and printing software.
3. Once you have the printer drivers and software installed follow the instructions for setting up the printer for CD media.
4. Please read the included EPSON Printer Basics manual. This manual will cover in-depth printing issues, proper maintenance, replacing ink cartridges and general care.

## Printing CDs from a Macintosh

Printing from a Macintosh will require a page layout program such as Adobe Photoshop, PageMaker, Illustrator and the supplied templates. The templates can be found on the EZCDPrint companion CD-ROM. Copy these templates over to your computer. Choose the template that goes with your layout program. Once you have created your design save it. Since not all printable CD media is created the same you may need to adjust the template for proper alignment.

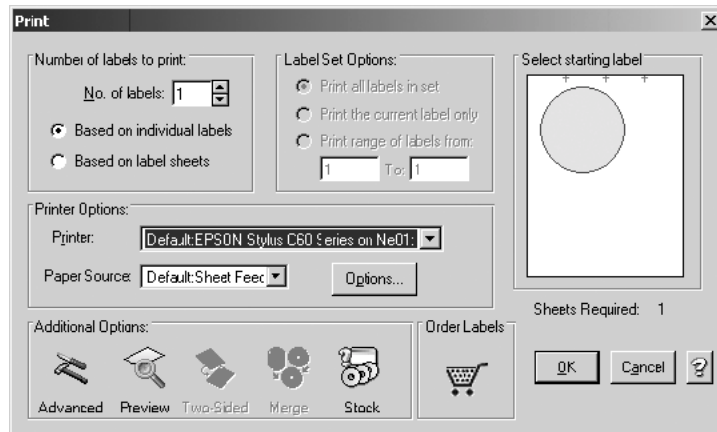


**For the best printing results; before selecting "Print" in the "Print" dialog, select the scroll bar in the "Mode" box and move it to the "Quality" setting as shown below.**



6. Load the CD printable media into the CD Tray and insert the CD Tray as described in “Setting up your EZCD Printer for CDs”

7. Go to the “File” Menu Option and select “Print”.



- a) Select “Epson Stylus C60” in the “Printers” box. (This is only necessary if you have more than one printer installed)
- b) Click on “Options”, this will open the printer settings dialog.



- c) Move the slider to “Quality” to obtain the best print quality.
- d) Click on “Ok”
- e) Click on “OK” again on the “Print” dialog, to print your design.

## Package Contents

1. EZCD Printer
2. Software Installer CD
3. This manual
4. CD Tray
5. CD Tray Guide
6. Paper Support Guide
7. Blank Media
8. EPSON Manual
9. Quick Start Guide
10. Ink Cartridges

Check the contents of your package to ensure the above items were included. All of the items are required for successful operation of your EZCD Printer.

### Software Installer CD

This CD contains all the necessary software and instructions for installing and setting up your printer.

### Manual

Complete guide to the successful operation of your EZCD Printer

### CD Tray

The CD Tray is used to hold the CD Media for printer.

### CD Tray Guide

The Tray Guide is used to keep proper alignment of the CD Tray during printing.

### Paper Support Guide

The Paper Support Guide is used when printing paper that it is standing in the correct position. If the Paper Guide is not installed when printing on paper erratic results will occur.

### Blank Media

The included Blank Media is used to get you started. InkJet Printable Media is required.

### EPSON Manual

This manual details your printers general usage. It is included to cover all the necessary points to ensure proper operation of your printer through its life time. There are many important tips in the EPSON Manual, please read through it carefully

## Quick Start Guide

The quick start guide will assist you in quickly setting up your printer for normal print operations.

## Ink Cartridges

Required for printing. The Ink Cartridges contain the ink required for the printer to print. Refer to the included EPSON “Start Here” guide for installation procedure.

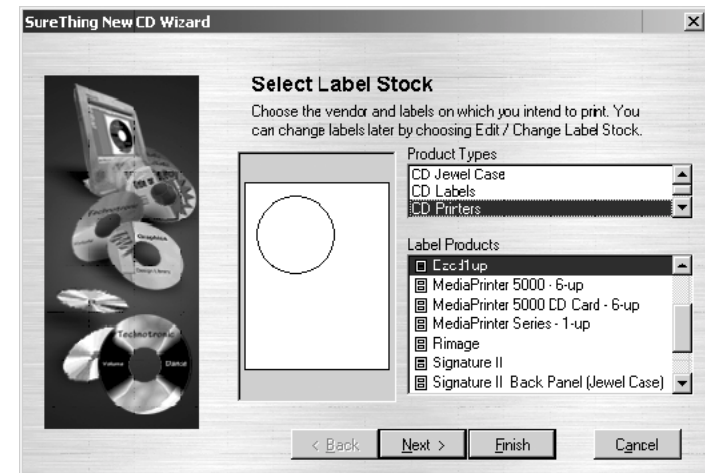
C:\Program Files\SureThing\STCD\User Templates\

(or the USER TEMPLATES folder of Sure thing if you have installed Sure Thing in a folder other than the default folder.)

3. After Importing the EZCDPRINT template to Sure Thing, start Sure Thing by clicking on the shortcut on your desktop or by selecting it from START —>> Programs —>> Sure Thing —>> SureThing CD Labeler Deluxe 3

4. To create a new layout for your custom CDs, select “New” from the “File Menu”. The “Select Label Stock”, screen will appear.

- a) Under Product Types, select CD Printers.
- b) Under Label Products, select Ezcd1up.



- c) Click on “Next”
- d) Click on “Finish” on the next screen.

When you click on the “Finish” button, Sure Thing creates the basic layout for you to work on. You can pick from many options Sure Thing provides, add your own graphics and text. Once your design is completed, the layout is basically ready to be printed. It is a good idea to save your design before printing.

5. Go to the “File” Menu Option and select “Save”. Select the folder you want to save the design to, provide the name for your design and proceed to save the design by clicking on the “Save” button



printer will then attempt to draw in paper or the CD tray 2 more times. At this point the control button will no longer blink and remain lite red. This indicates the printer is now ready to be reloaded.

2. Reinsert the CD Tray as describe in the previous section “Setting up your EZCD Printer for CDs”. Once you have reinserted the CD Tray briefly press the control button. The on screen error message will go away and the CD Tray will be drawn in for printing.

Control Button



After you have printed your first CD and the images appears to be off repeat the steps above and adjust the X and Y offsets. Most adjustments will only need to be .01 +/- . This is due to the different CD Media available. Not all CD printable media is made alike.

### **SureThing CD Labeling Software**

1. Double click on the “stcd3trial.exe” file in the “Sure\software” folder on the EZCDPrint software CD. The installer will walk you through the installation of Sure Thing Software. After installing the software you will have to copy the EZCDPRINT template from the CD to Sure Thing template folder as described next.

2. Copy the file “EZCD1UP.stt” located in the folder “Sure\Template” on the EZCDPrint software CD to folder

## **Warning, Cautions, Notes and Tips**

There are several things you must be aware of to properly operate your printer.

1. Never put any other media than Inkjet Printable Media in the CD Tray.
2. Ensure power is off on the printer when connecting it to your computer.
3. When printing paper you must use a 24lb Inkjet certified paper.
4. This manual covers general information regarding the printer. For more detailed instructions on the general operation of your printer refer to the included EPSON Printer Basics Manual.
5. Inkjet refills can be used. However in most cases new cartridges should be used for the best print quality.
6. The printer at times may not print the first CD. Some times it may simply eject the CD. This is normal and will occur mostly if the printer has been sitting idle for more than 5 minutes. The printer will quickly run through a short clean operation. Once the CD is reinserted normal printing operations will resume. This “Quick Clean” will rarely interfere with printing multiple copies. Occasionally after printing 30 to 50 CDs the printer may interrupt the printing operation to do a “Quick Clean”. These “Quick Cleans” are necessary to ensure quality printing and ink is not wasted with a full clean cycle.
7. Occasionally ink may be left on the CD Tray where no printing is desired. This is mostly due to the tight tolerance in the printer. These tolerances are necessary to ensure repeatable accurate printing on each CD. The over spilled ink can be removed by gently wiping the CD Tray with a damp cloth or paper towel. The over spilled ink is not wasted ink. This over spill is residue that builds up on the ink head during normal use. Since the CD Tray is closer to the printing heads than normal paper some of this residue is picked up.

## EZCD Printer Driver and Software Installation

Insert the EZCDPrint Companion CD-ROM. If autorun is enabled an instruction screen will appear. Follow these instructions. If the screen does not appear when the CD-ROM is inserted open the CD-ROM by clicking on "My Computer" select your CD-ROM drive and double click on it. Once the CD-ROM is open find and double click on the file "index.html". You must have Internet explorer or Netscape installed to view this file.



Note: If your computer is running when you connect the printer it will detect the printer and the "New Hardware Wizard" dialog will appear requesting to search for the drivers. Click "Cancel" and use the companion CD-ROM to install the printer. If you have already installed the printer using the "New Hardware Wizard" then go to "Control Panel" --> "Printers". Find the "C60" printer listing and delete it. Then reinstall the printer from the companion CD-ROM.



**For the best printing results; before selecting "OK" in the "Print" dialog, choose "Options". The dialog below will appear.**



**In the above dialog screen, under "Mode" options select the scroll bar and move it to the "Quality" setting as shown above.**



If the printer has been sitting idle for more than 3 minutes the first time you begin to print, the CD Tray may be drawn through the printer without being printed. If this occurs follow the below instructions:

1. Wait until EZCDPrinter errors out. When this happens a message will appear on screen and the center control button will light red indicating a error has occurred. DO NOT reinsert the CD Tray this time. The

The CD Tray can be inserted within .25 inches before or after the marked point on the CD Tray Guide and still function properly. The marked point on the CD Tray Guide is only a indicator as to how far to insert the CD Tray into the printer.

## Printing CDs from a PC

There are several software choices for printing on the CD media using EZCDPrint. Two software options and template options will be covered here. Just about any of the CD-R Labeling programs often sold with CD-R Label kits will work with EZCDPrint. The two covered here are the most popular.

### Neatos MediaFace II

1. You can obtain Neatos MediaFace II FREE from their website at <http://www.neato.com> once you get to the main page click the button at the top label CD Labels. Once in this category click the button for Software and Images. Once you have downloaded and installed Neato's MediaFace II launch the application by clicking

Start -->> Programs -->> MediaFACE II -->> MediaFACE II

2. Once the program has started you can choose to register it by obtaining a serial number for free or simply clicking on the "Close this Window" button.

3. When the software first starts a screen will appear prompting you to choose a CD Template. At this time choose the template named "US CD Labels (3 UP) (USCD31b1.ntt)

4. Once you have selected the correct template click on the "File" menu and go to "Printer Calibrate"

File -->> Printer Calibrate...

5. Once you have opened the Printer Calibrate menu you will need to enter some specific values for EZCDPrint. The values are shown below:

X-offset	=	0.49
Y-offset	=	-0.58

The Y offset is a negative number and the "-" symbol will needed to indicate this. Once you have entered the adjustment numbers click "OK"

6. Once you have completed the above steps save your template by selecting "File" then "Save As".

## Setting up your EZCD Printer for CDs

There are a few steps involved in setting up your EZCD Printer to ensure proper operation.

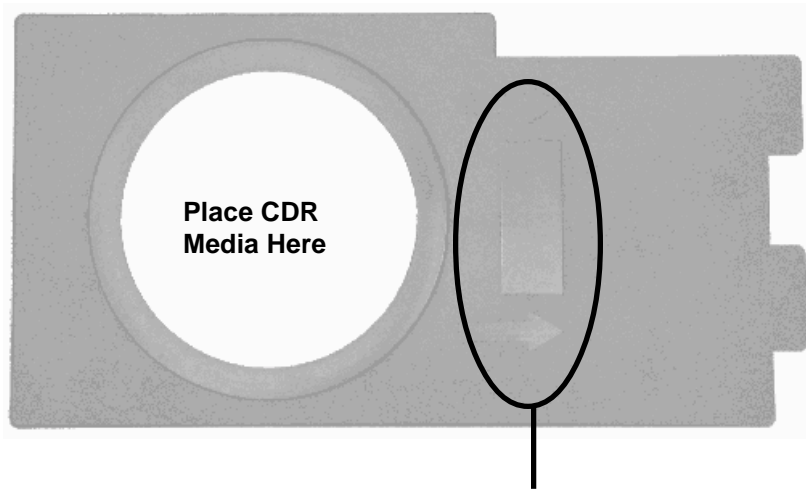
1. Follow the included EPSON Stylus C60 "Start Here" Guide. This guide will walk you through the general setup procedures which cover installing the Printer and Ink Cartridges. Once you have followed steps 1 through 5 from the "Start Here" Guide you will need to continue from here.

2. When setting up the printer for printing on CD Media you must remove the Paper Support Guide.

3. Locate the CD Tray Guide. The CD Tray Guide will attach to the rear of the printer as shown below. The printer and guide will need to be placed on a flat level surface. Looking at the rear of the printer locate the arrows indicating the correct slots to attach the guide to. From the rear of the printer the second slot from the left is the correct starting slot. It is important that the CD Tray Guide is installed correctly for proper CD printing. If the CD Tray Guide is installed incorrectly damage will result. Once you have inserted the CD Tray Guide into the correct slots gently push down to lock the guide in place. A correct installation will appear as shown below:



4. Locate the CD Tray as shown below:



Arrows mark the direction in which the CD Tray is inserted into the printer.

5. The CD Tray is directional and should only be inserted into the printer in the correct direction.



Important: If the CD Tray is inserted backwards damage to the printer will result !

6. Before inserting the CD Tray into the printer load a blank Inkjet Printable CDR into the place holder on the tray as shown above.

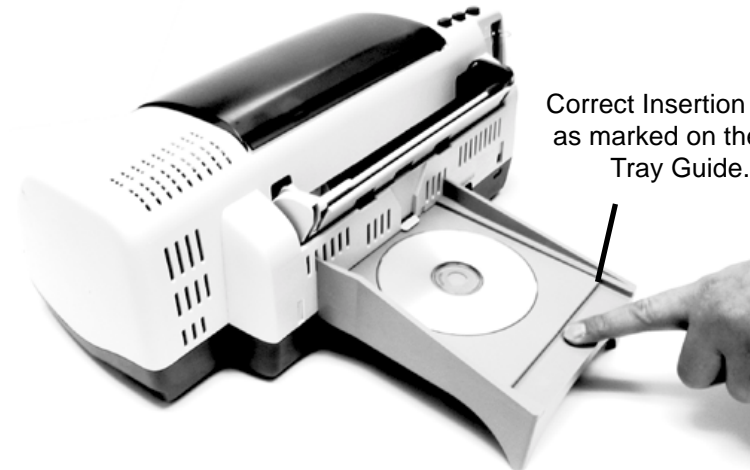


Important: DO NOT insert the CD Tray into the printer without media in the place holder. If the CD Tray is ran through the printer without media installed damage will result !

6. Insert the CD Tray with media installed as shown below:



The CD Tray guide has a fixed insertion point. This is marked by a small ridge on the CD Tray Guide as shown below. DO NOT insert the CD Tray past this point. Gently apply a downward pressure as you are inserting the CD Tray. The closer the CD Tray is pushed toward this marked point the forward pressure will increase. This is normal and indicates the CD Tray is locking into the feed rollers. If the insertion force becomes to great, this may indicate that the CD Tray Guide has been installed improperly. Once the CD Tray is pushed past the marked point, a small click will be felt. This indicates the CD Tray has been inserted to the correct point. See below:



Correct Insertion Point as marked on the CD Tray Guide.