# EraRIP Software
# Installation and Usage
# User Manual
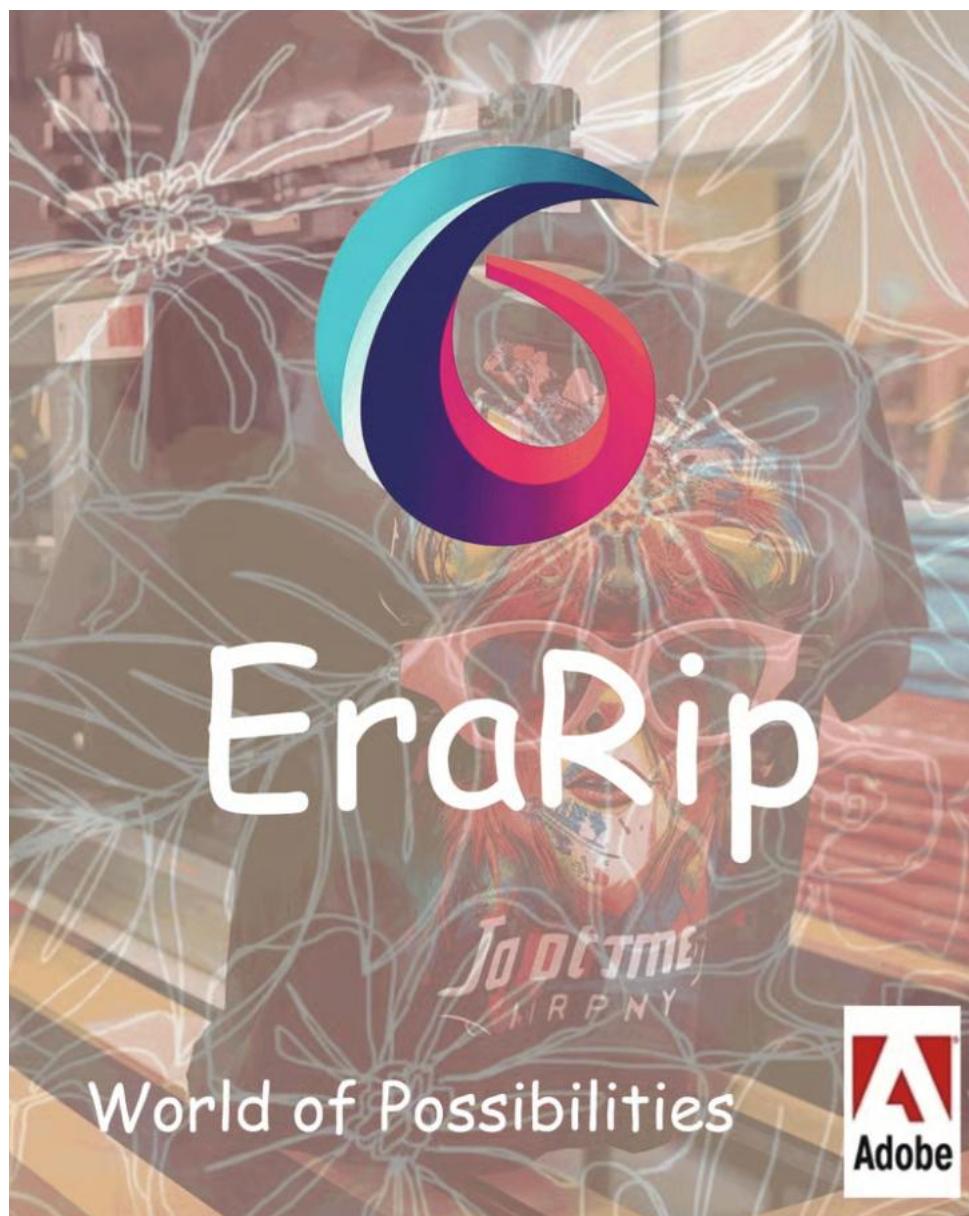
# 1. Installing the Driver

1. Ensure the printer is turned on, then connect it to your computer via the USB cable (J).



2. Insert the provided USB flash drive (L) into any of the USB port on the computer.
   *Note: The operating system of the computer should be Windows 7/8/9/10/11.*



3. Locate and open the USB flash drive on the computer.
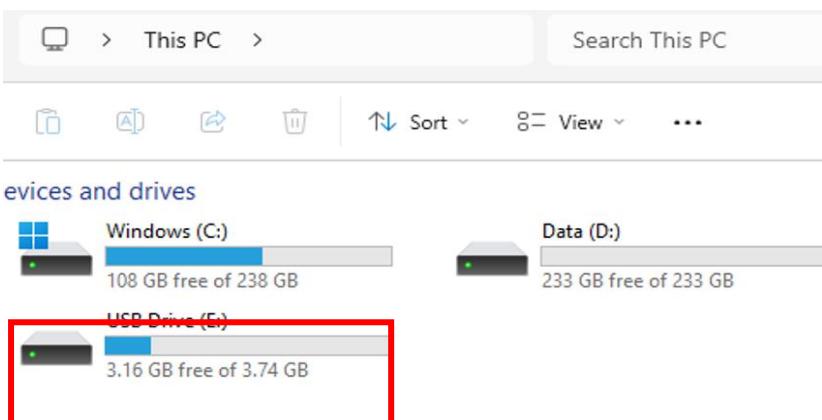


4. Double-click the file **SP1390_x64_651E.exe** to start the driver installation procedure.
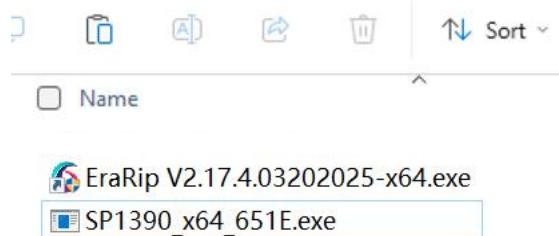
5. Ensure that the options "Set as default printer" and "Automatically update software" are checked. After that, click **OK**.
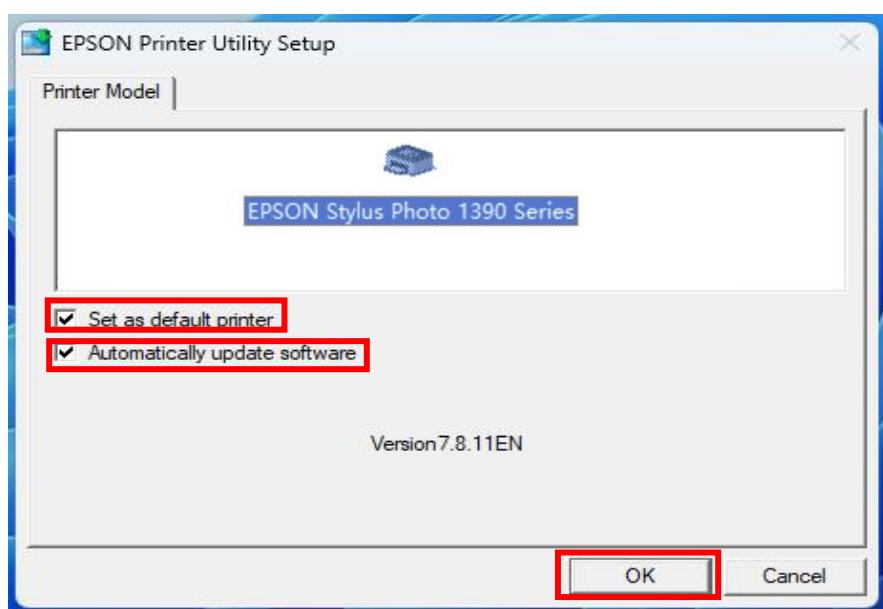


6. Select a language as needed and click **OK**.
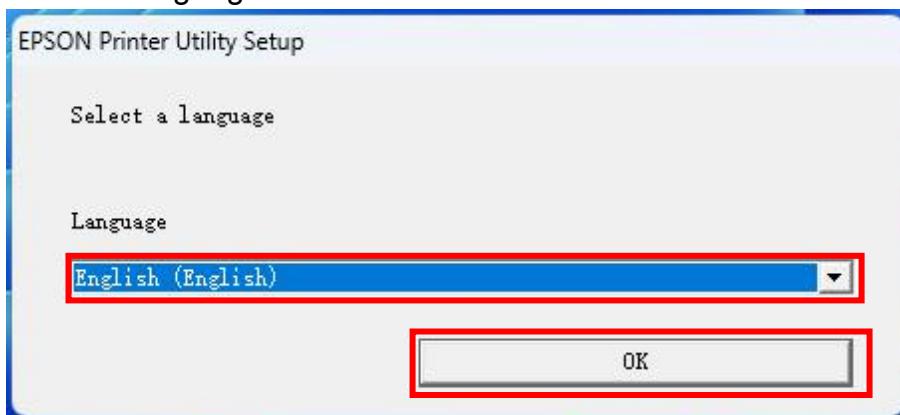


7. Choose "Agree" and click **OK**.
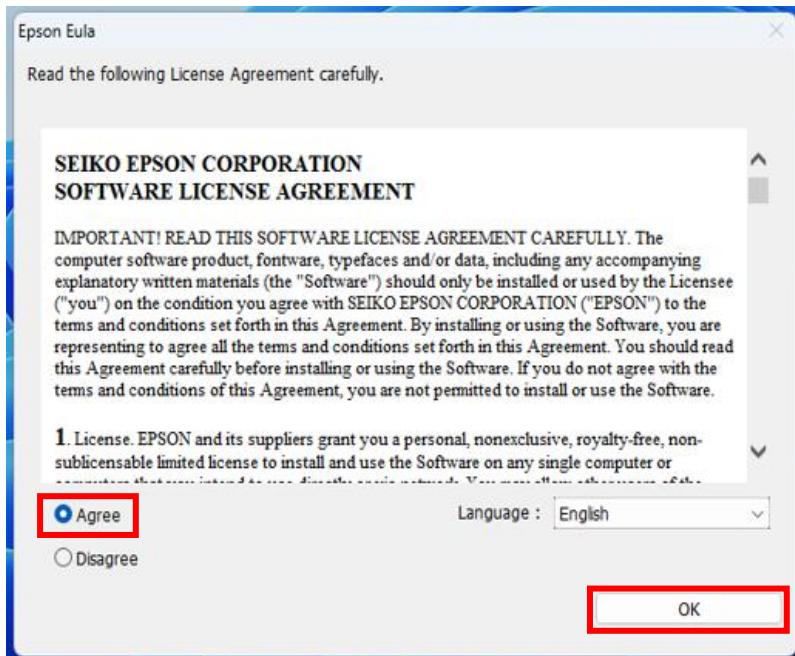
8.  Ensure the option "Always trust software from 'SEIKO EPSON CORPORATION'" is checked. After that, click **Install**.
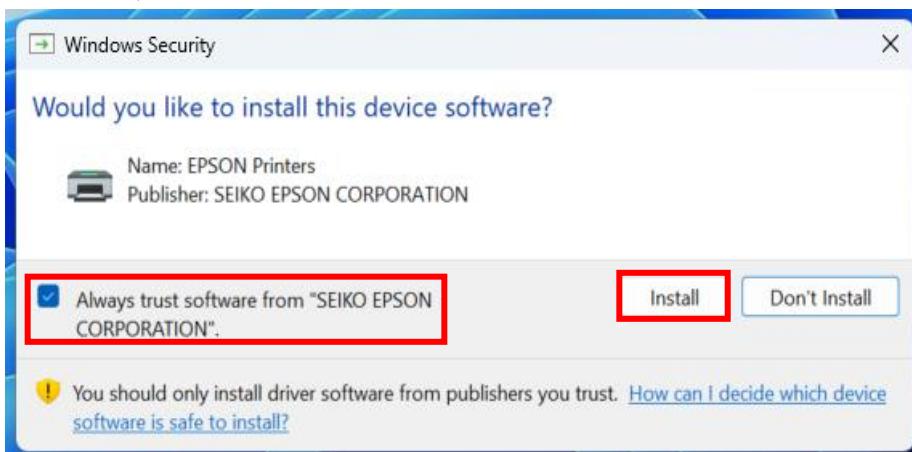


9.  If the window below appears, it indicates that the printer is either turned off or not properly connected to your computer via the USB cable. Turn on the printer or reconnect it to your computer.
    The window should close automatically, and the installation process will resume.
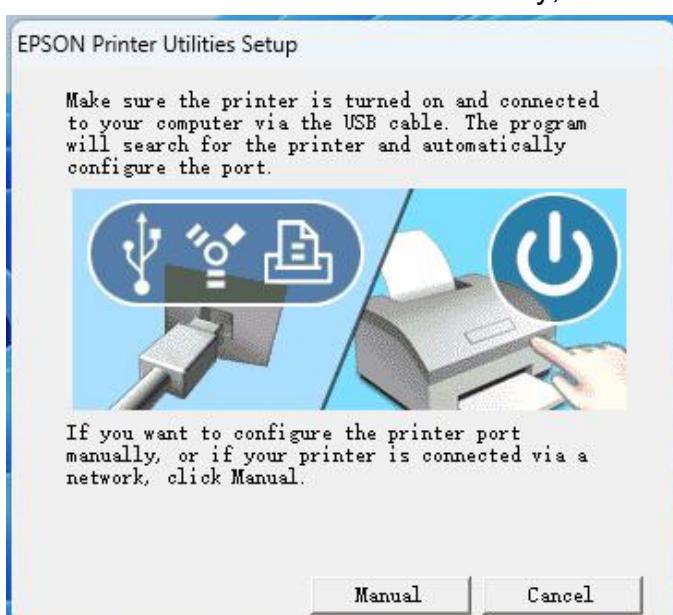
10. When the installing process is complete, click **OK** to close the setup window.
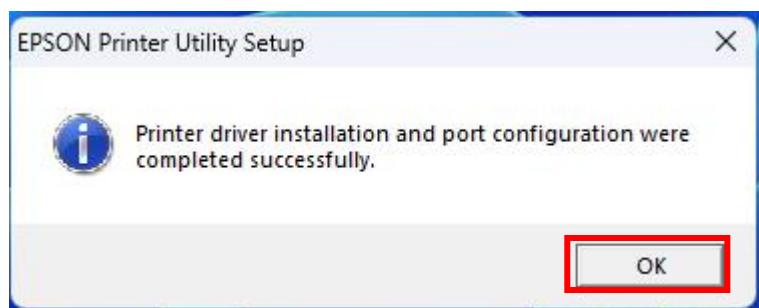
# 2. Installing the EraRip Software

1. Double-click the file **EraRip V2.17.4.03202025-x64.exe** to start the software installation procedure.
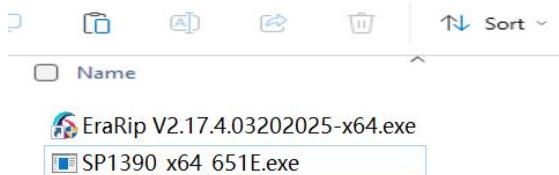


2. Click **Next**.
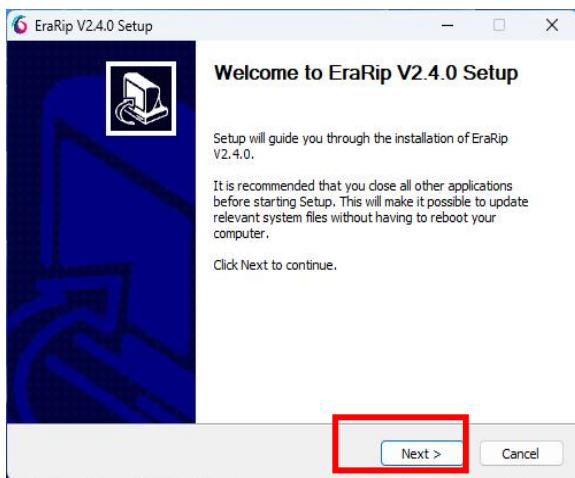


3. Use the default installation route or click **Browse…** to select another route as needed, then click **Install**
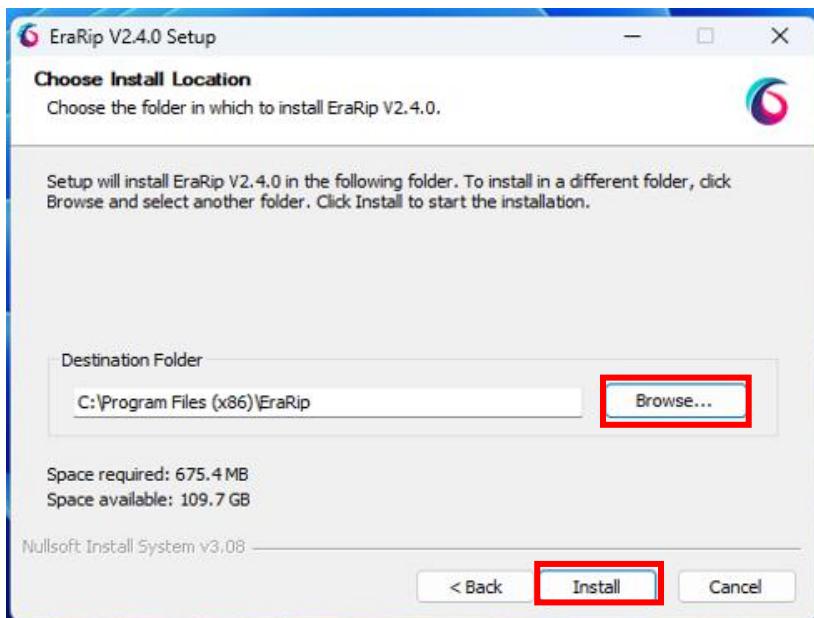


4. Install Microsoft Visual C++ 2013.
   a. Ensure the option "I agree to the license terms and conditions" is checked and click **Install**.
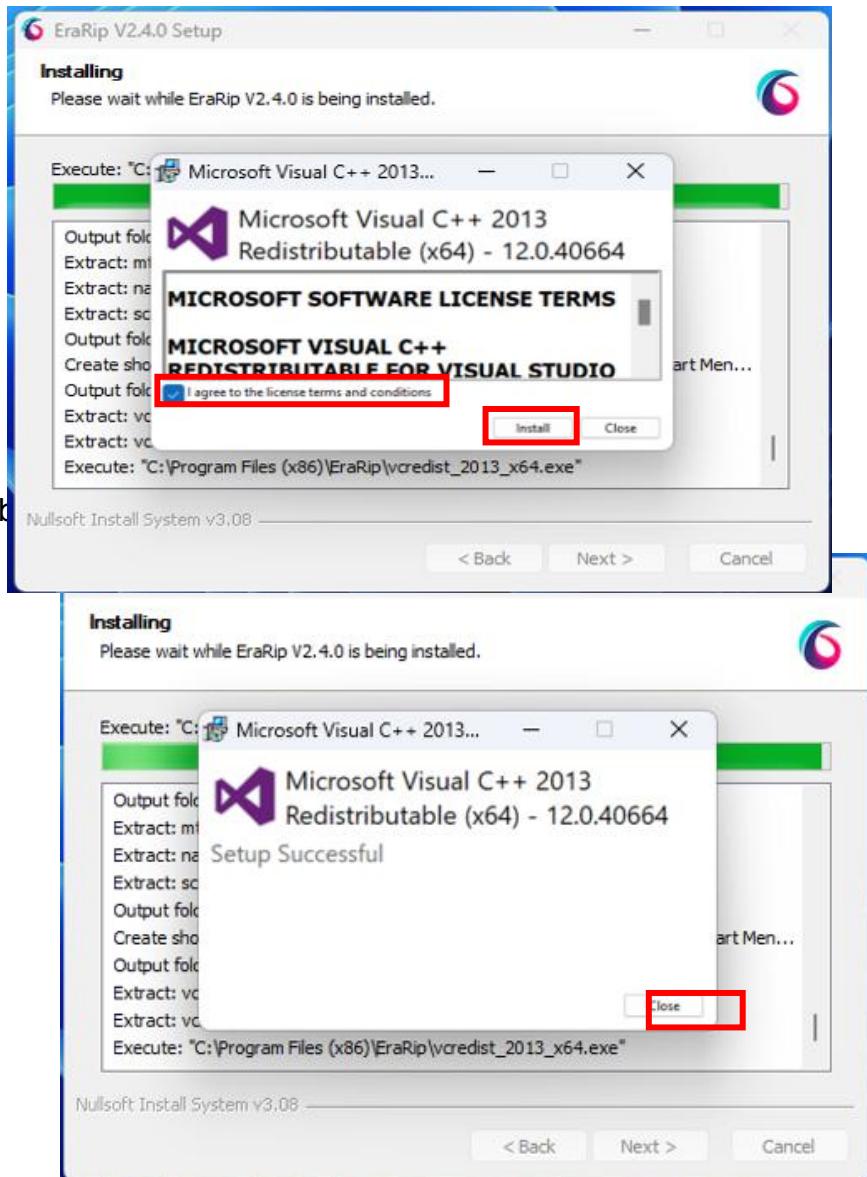
5. Install Microsoft Visual C++ 2015–2022.
   a. Ensure the checkbox is checked and click **(I)**.



   b. When the installation is complete, click **(C)** to close the window.
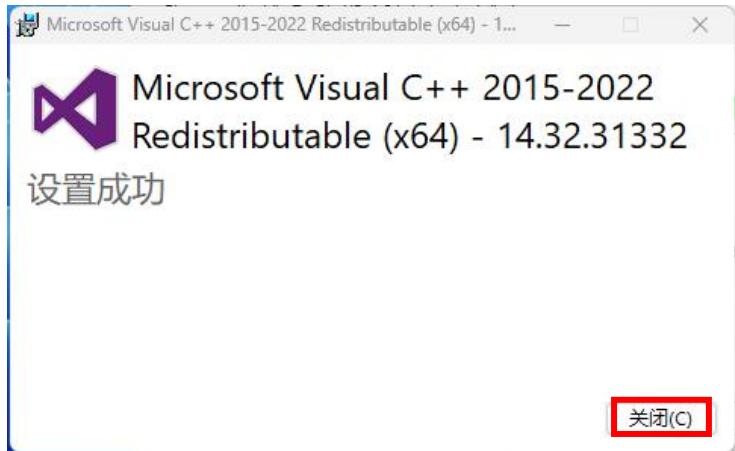
6. When the EraRip software installing process is complete, click **OK**.
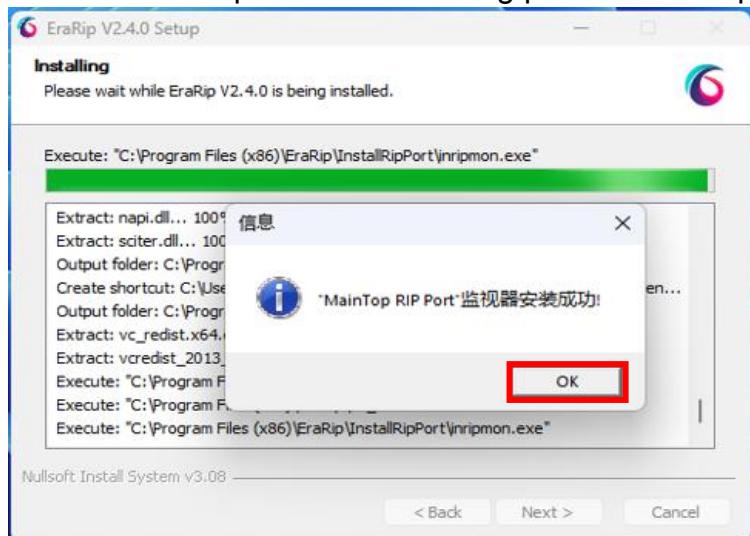


7. Click **Finish** to close the setup window.
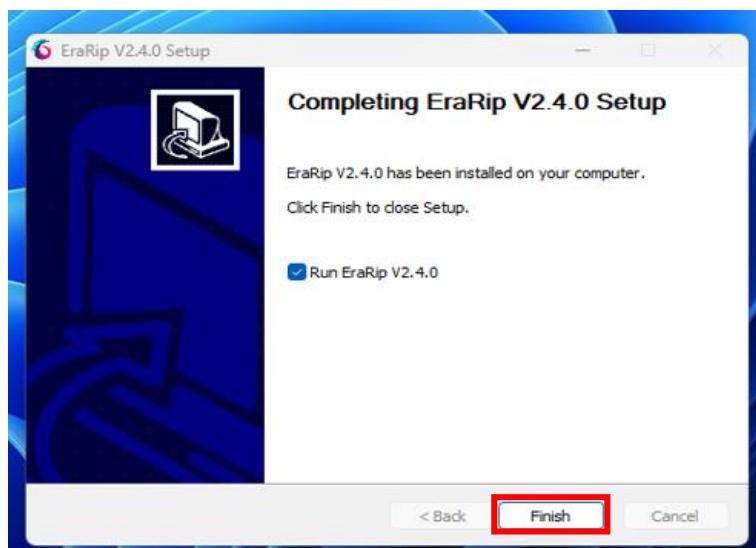


8. Remove the USB flash drive from the computer.

# 3. Operation

## 1.1 Pre-Printing Checks

Carry out the following checks **BEFORE** each use:
* Confirm that the printer is well connected to the power supply using the power cord.

* Verify that the power switch is flipped to **I** and the printer is turned on using ⏻ .

* Check that the film is loaded to the printing area.
  For details, refer to **§5.2 Loading the Transfer Film** on Page <mark>17</mark>.
* Ensure that the printer is well connected to the computer via the USB cable.
* Make sure that dongle (M) is inserted into the computer's USB port.

## 1.2 Initial Software Setup

1. Initiate the EraRip software on your computer.



2. Click ⟪ to enter the process interface.
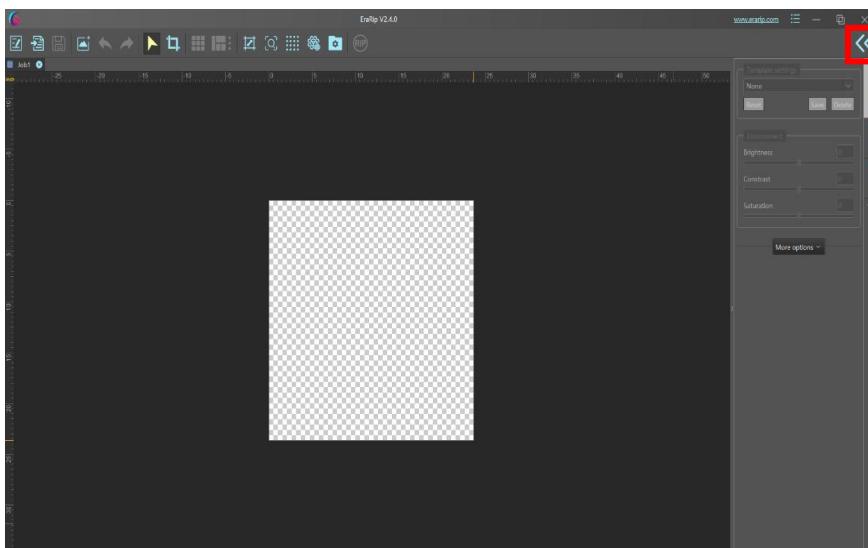


3. Click 🖶 to open the printer management window.
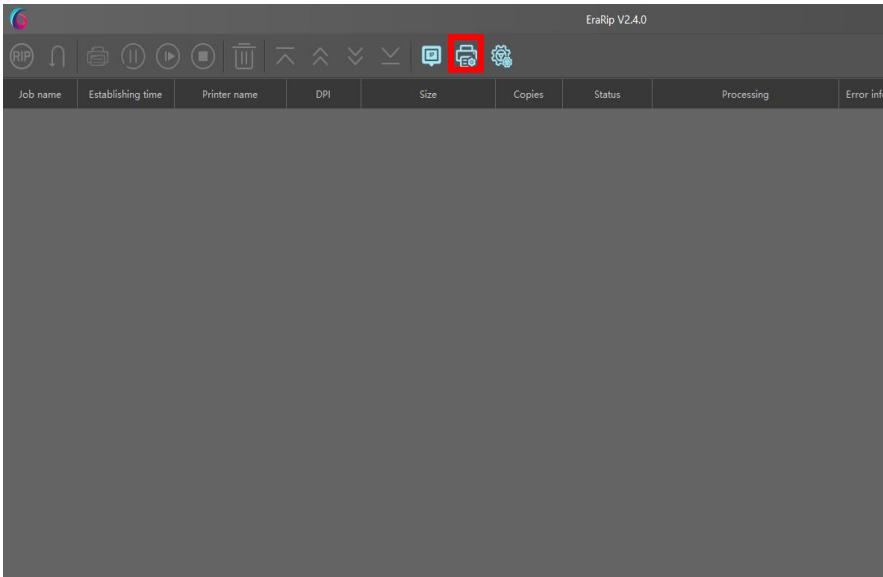
4. Select the correct printer model "A3-DTF-1390", click **Set as default**, and click **Quit** to close the window.
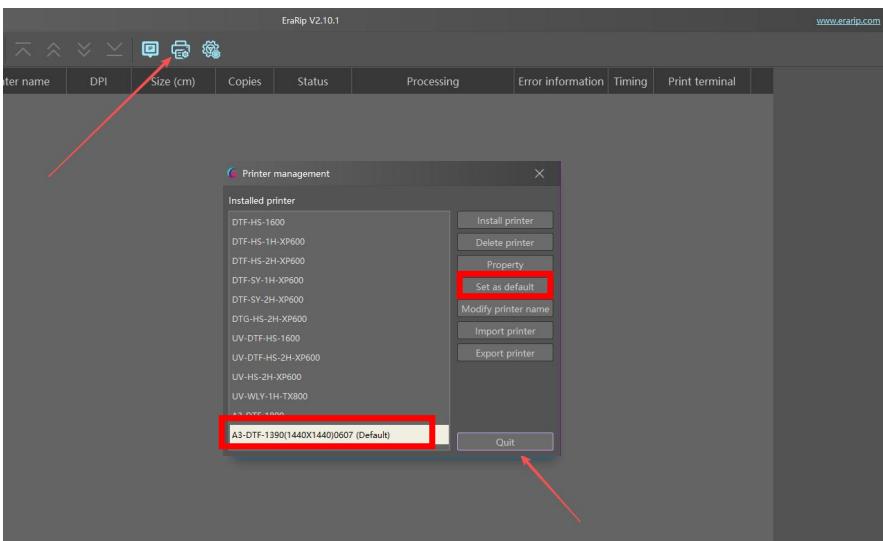


5. Click [IP] to open the device endpoint window.
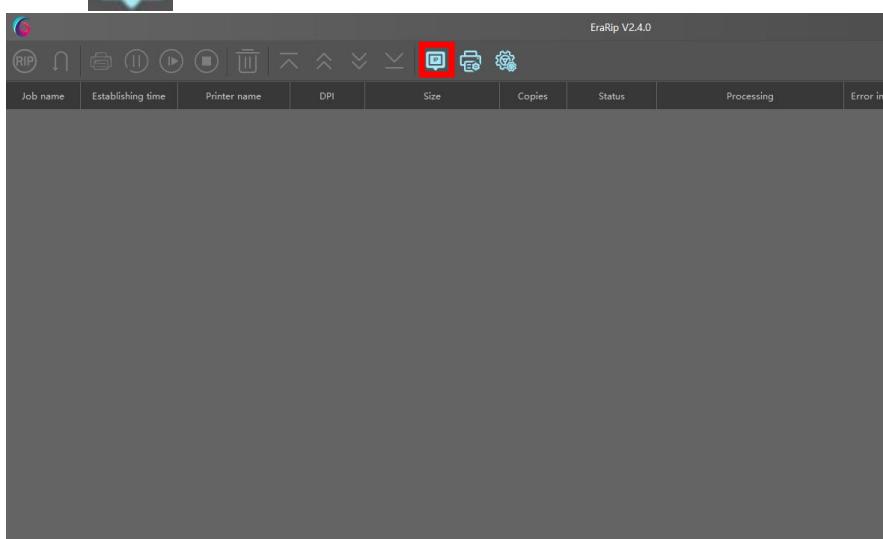


6. Choose "Select Printer", select "EPSON Styles Photo 1390 Series", and click **Ok** to confirm the

settings and close the window.
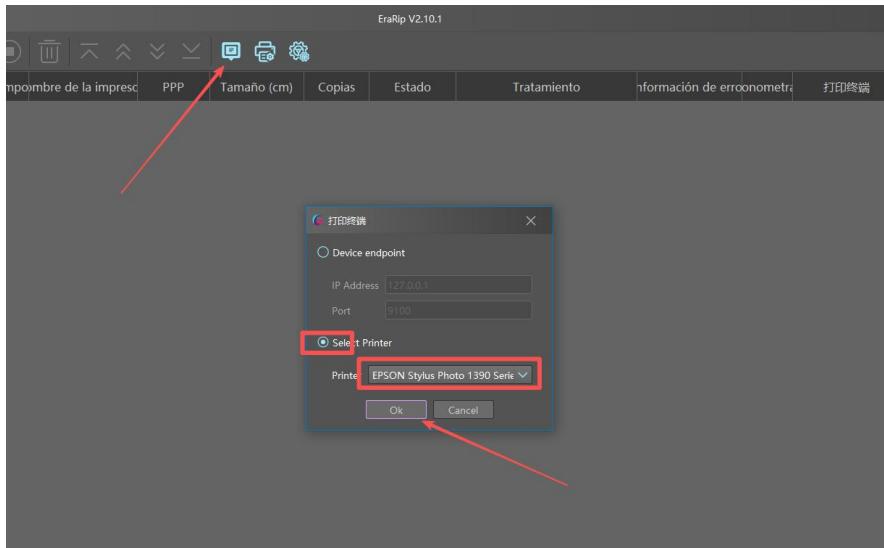


7. Click ≫ to return to the main interface.
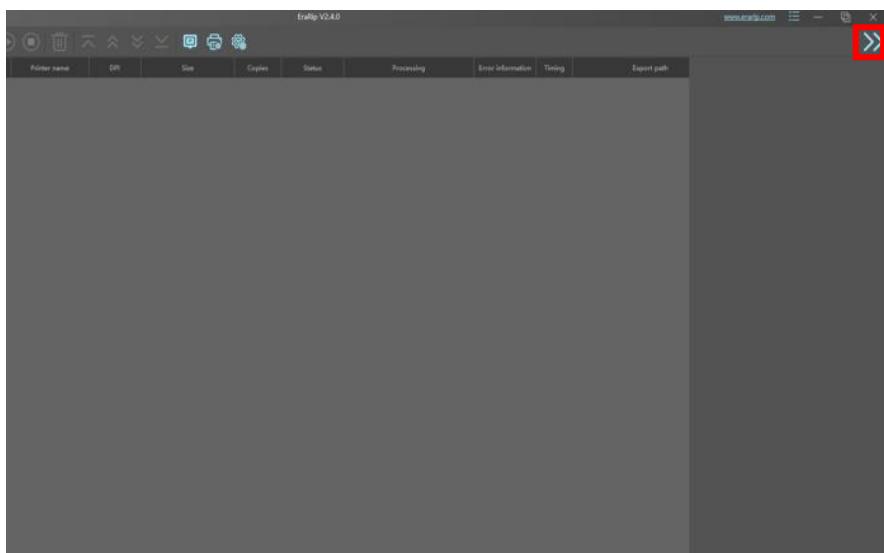
# 4. Preparing the Image

1. Click  to import the image file you want to print into the software.
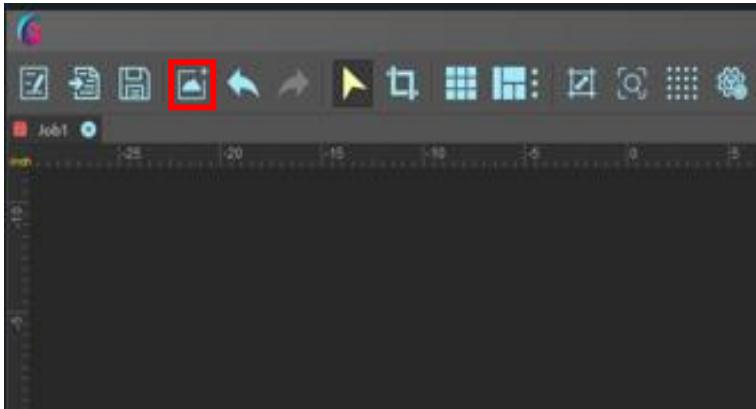


2. Adjust the size of the image as needed.

   ⚠️ **Warning**

   *The width of the image should **NOT** exceed 11.69 inches (297 mm).*



3. Click  to open the canvas window.
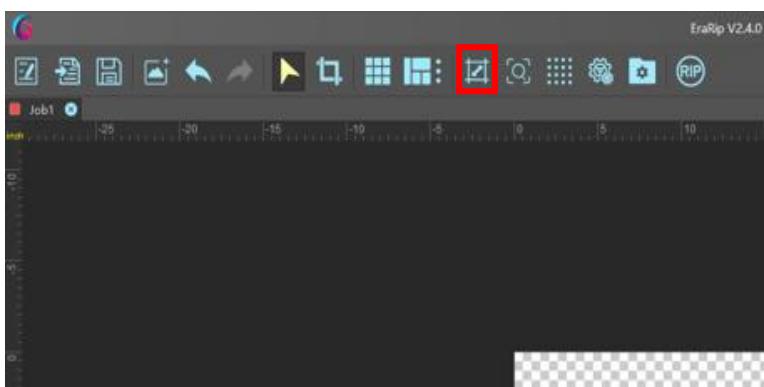


4. Set the canvas width to 11.69 inches (297 mm) and the canvas length to a suitable size to prevent the length of the image from exceeding the canvas. After that, click **Ok** to confirm the settings and close the window.

Canvas Width

Canvas Length
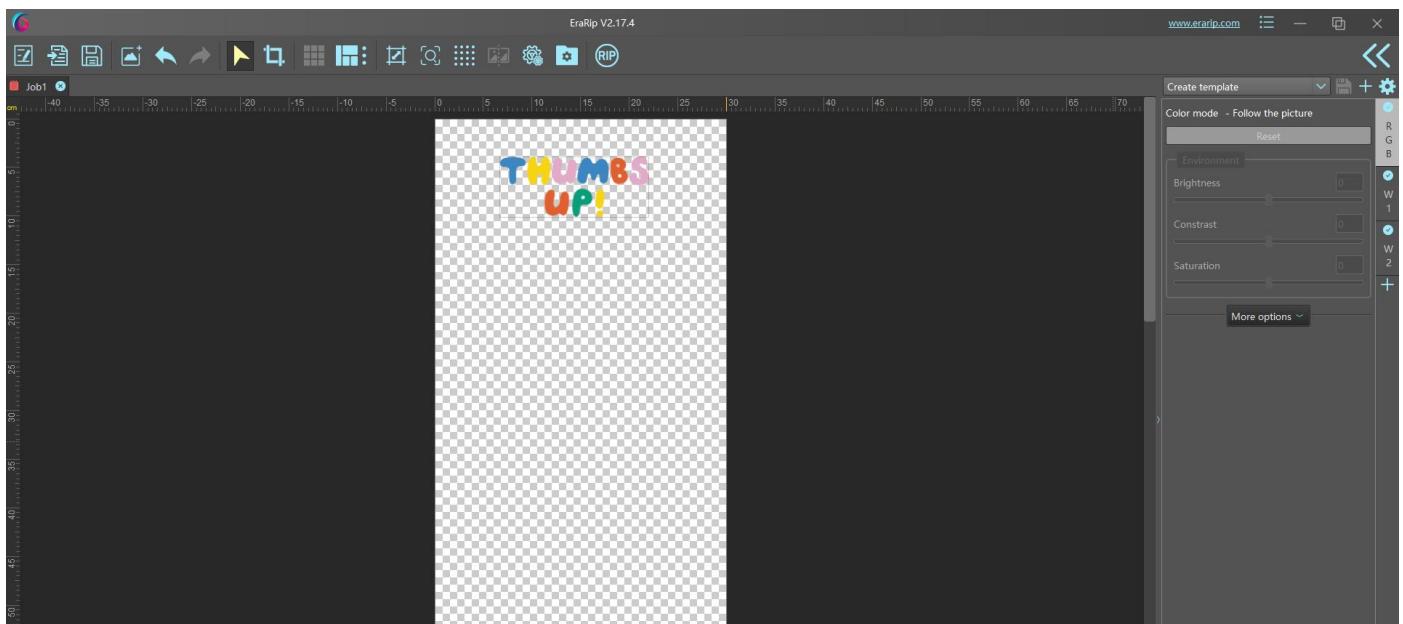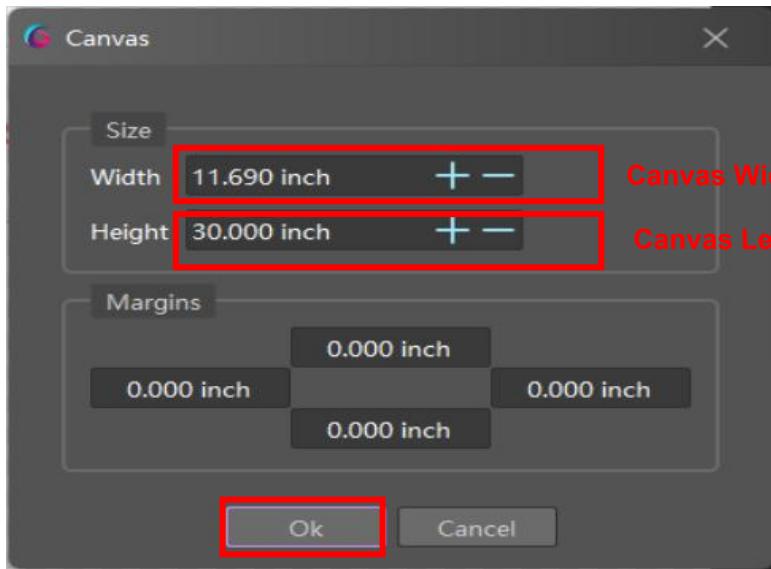


5. Adjust the image's position as needed.

6. Click ⟨⟨ to enter the process interface.
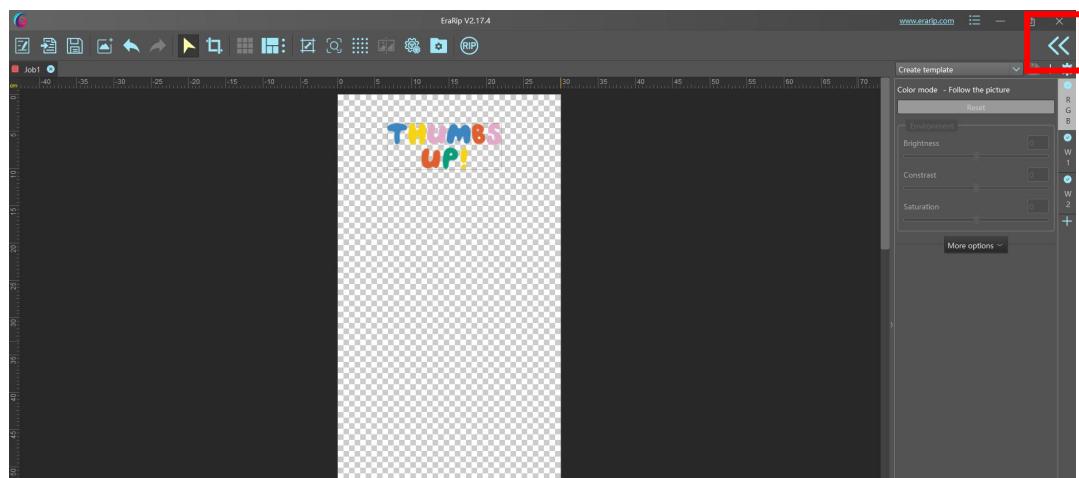
7. Click ⚙ to open the advanced options window.
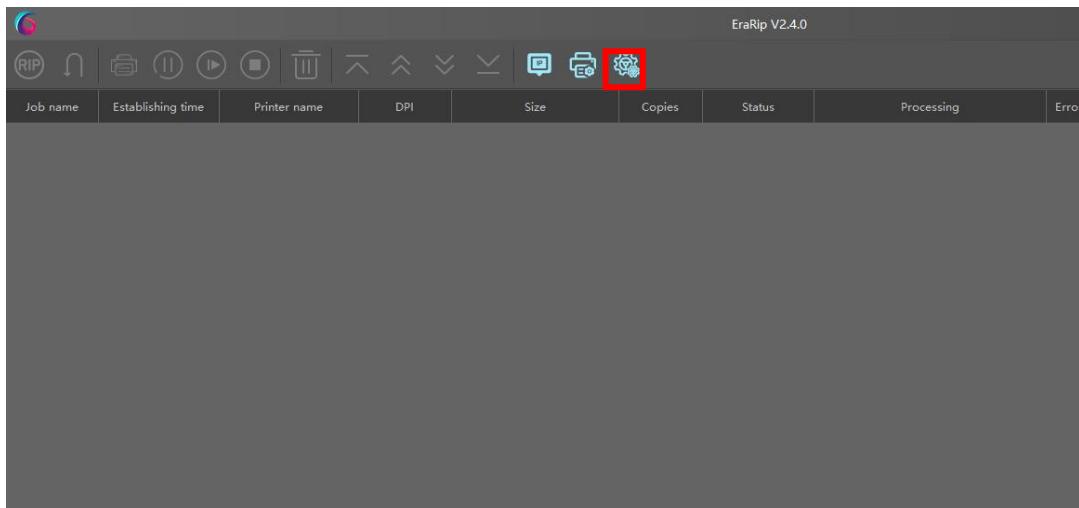


8. Select the print mode "Print while RIP", then click **Ok** to confirm the settings and close the window.
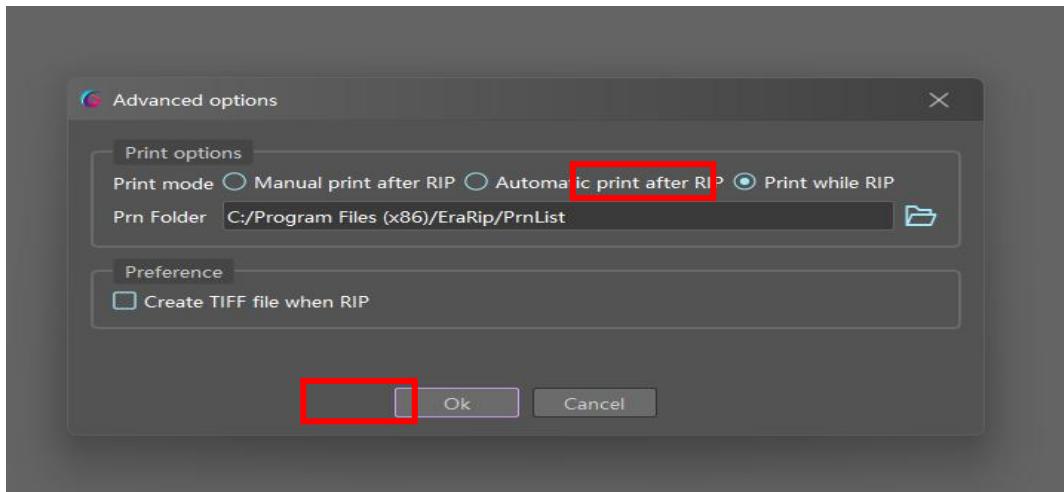


9. Click ≫ to return to the main interface.
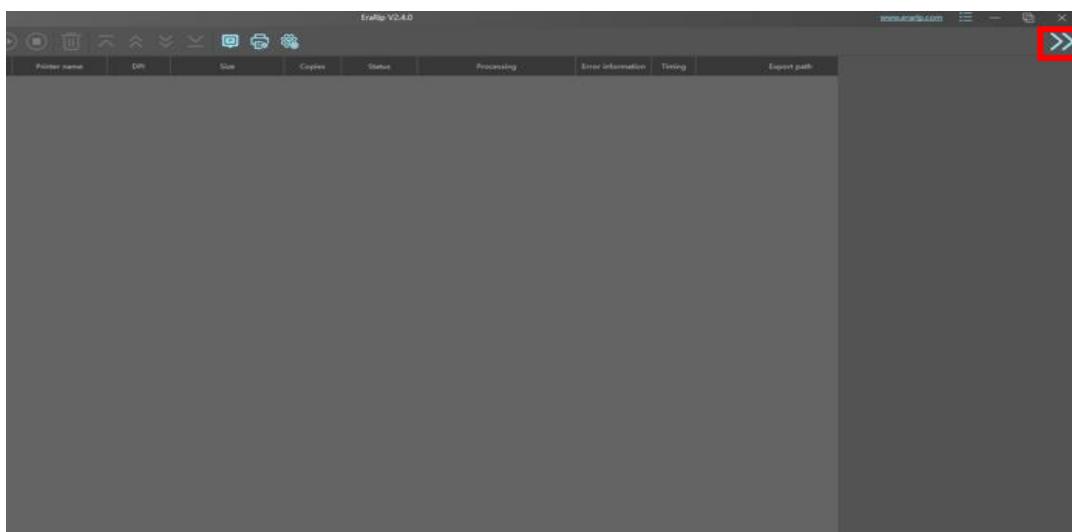
# 5. Performing a Test Print

1. Click  to open the print preview window.
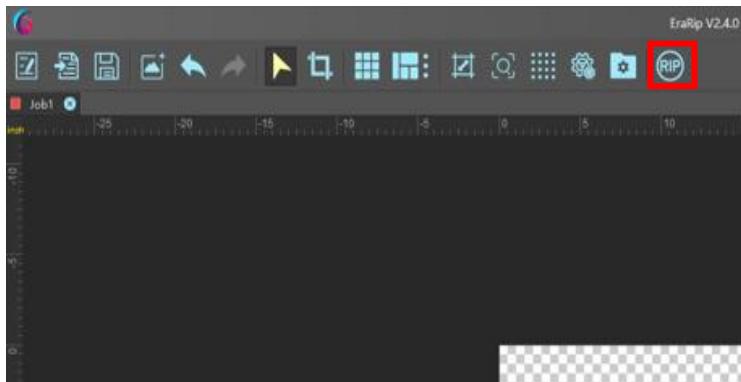


2. Click Print
● The software will display the current transmission progress bar.
● When the transmission progress bar reaches 100%, the printer will automatically start printing the image.
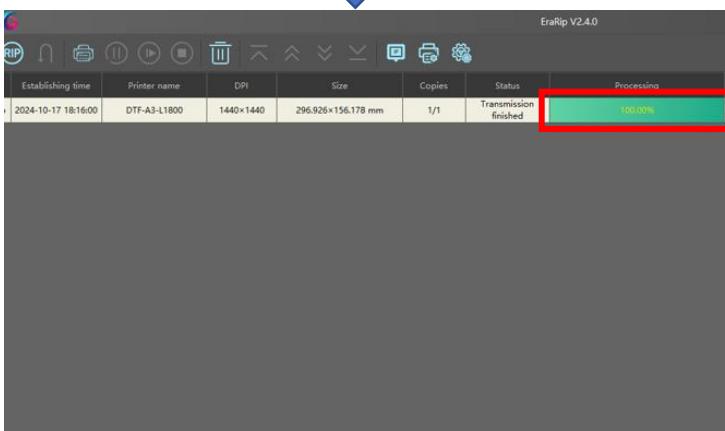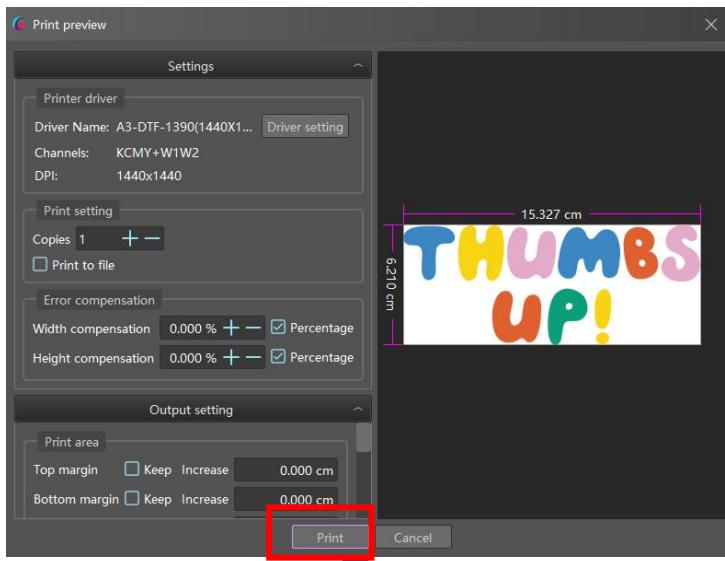
3. If you are not satisfied with the print quality of the image:

a. Click ⟫ to return to the main interface.
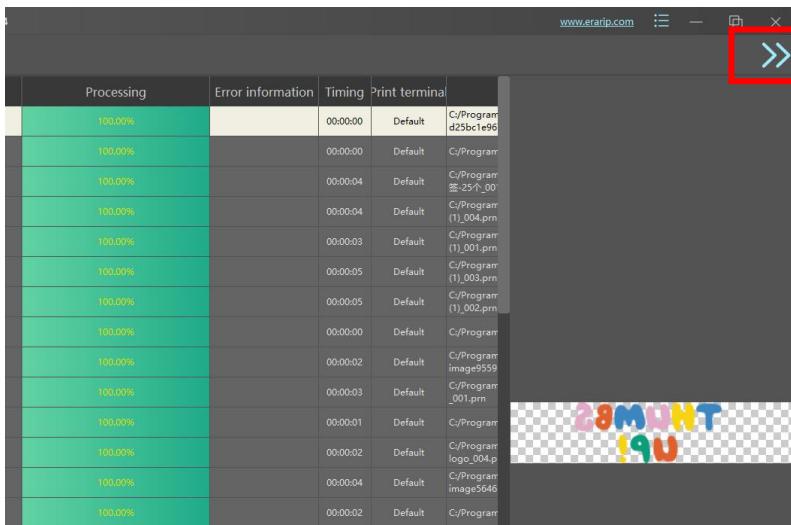


b. Click (RIP) to open the print preview window.
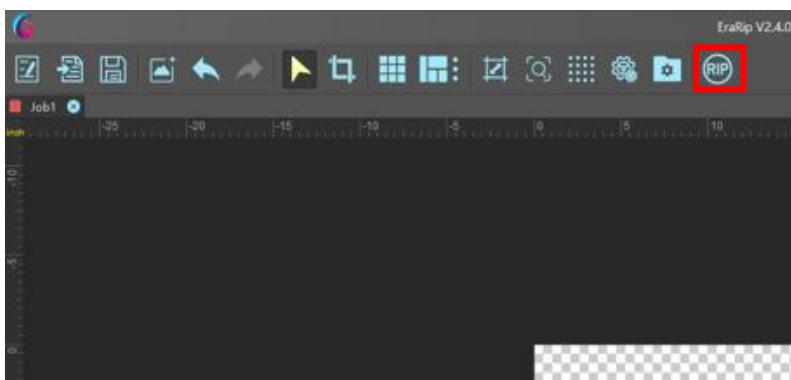


c. Click **Drive Setting**.
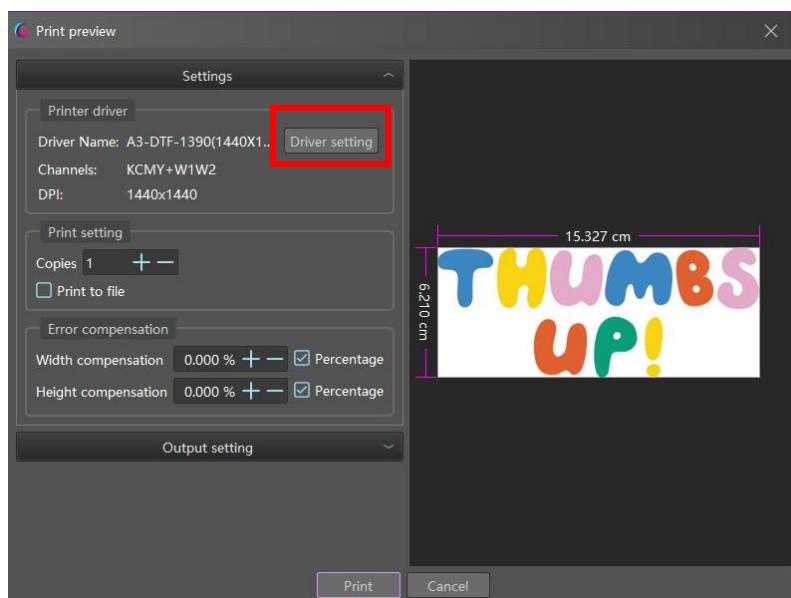
d. Click **Ink settings** to expand the detailed settings.
e. Adjust the ink output of each ink cartridge as needed, then click **Ok**.
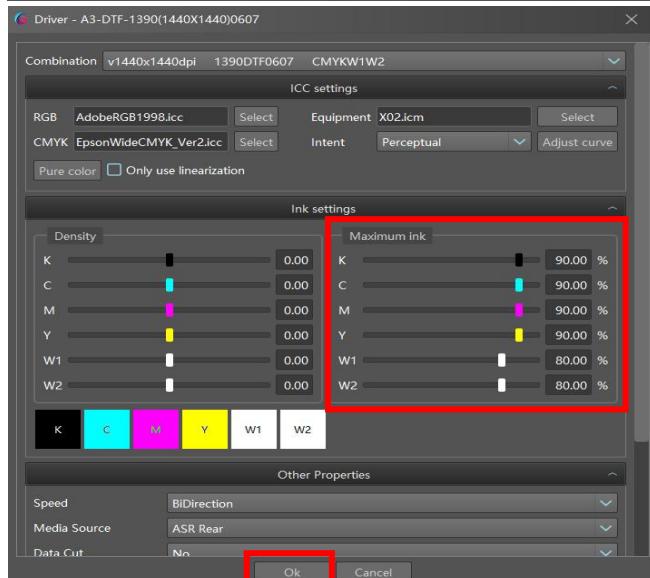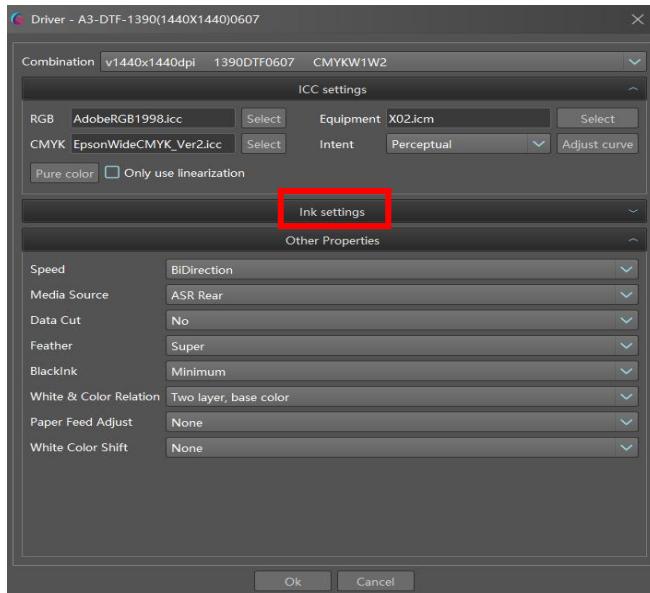


f. Click **Print** to print the image again.

g. Again, when the printing is complete, press  until the printed image is fully outside the printer and use the utility knife to cut the film containing the image.

h. Repeat Steps a–f until it reaches the desired print quality.

# 4. Performing Formal Printing

1. Click  to open the print preview window.
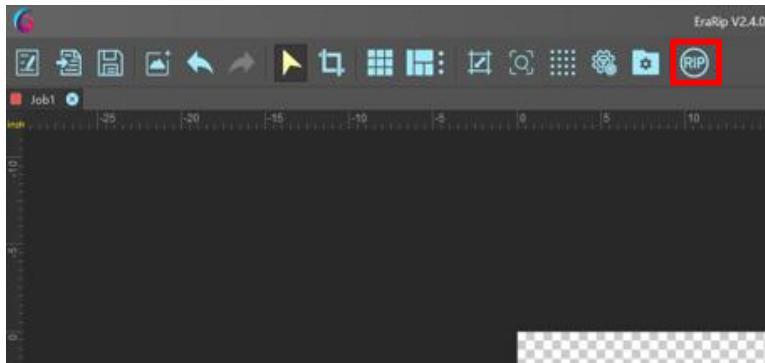


2. Adjust the number of copies you want to print as needed, then click Print.

   ⚠️ **Warning**

   *DO NOT open the printer's cover during printing.*
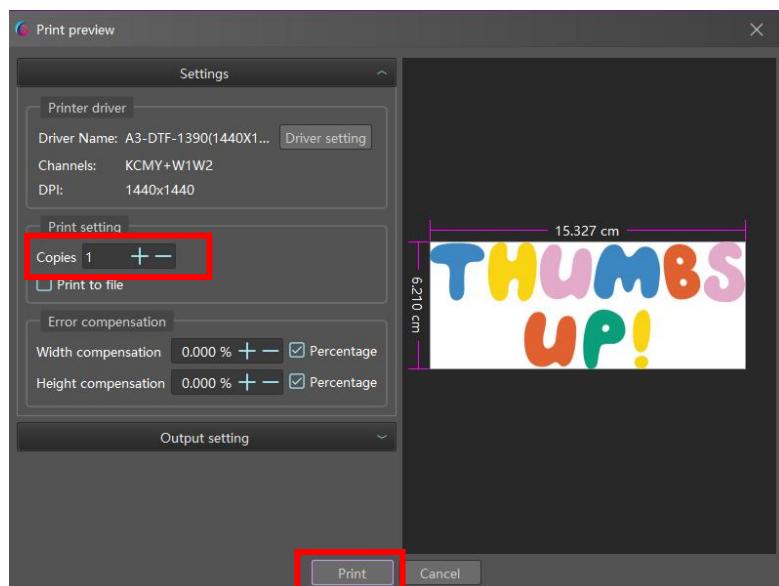
# 5. Troubleshooting

## 7.1 Frequently Asked Questions

**Q1:** Why is the printer not responding after the print job has been sent?
**A1:**

- The computer and printer are not securely connected via the USB cable. Reconnect as needed.

- The software settings have the wrong printer port selected. Select the correct active port as shown below.
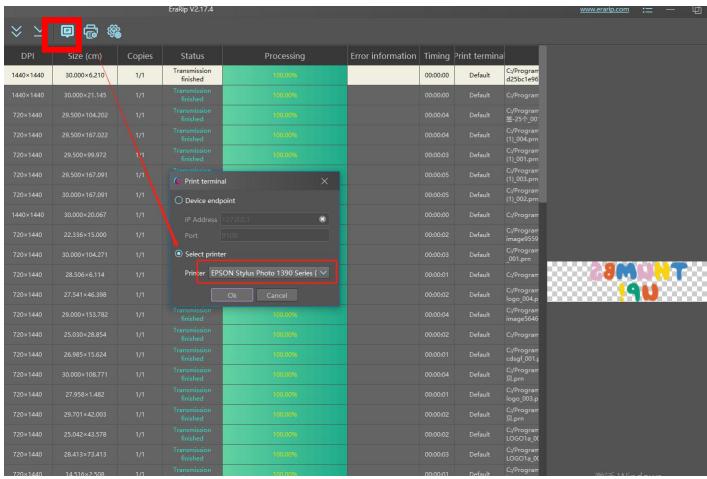


- The printer was not powered on or not connected to the computer during driver installation. Reinstall the driver as follows:
  a. Remove the installed driver.
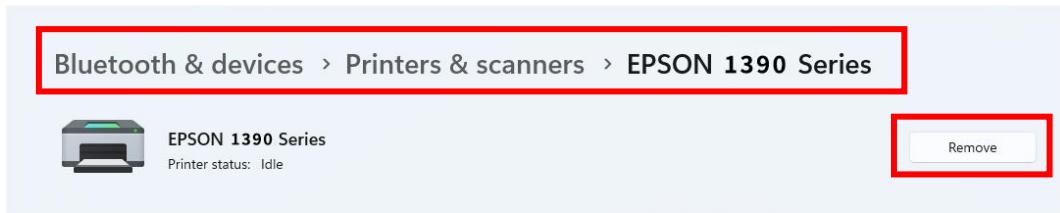


  b. Disconnect the computer from the printer.
  c. Restart the computer and printer, then reconnect them via the USB cable.
  d. Reinstall the driver. For details, refer to **§5.5 Installing the Driver** on Page <mark>19</mark>.

**Q2:** Why is the printed image appearing blurry or showing ghosting?
**A2:**

- The printheads may need cleaning. Run a test as follows:
  a. Locate the printer's icon in the computer. then right-click this icon.

b. Click **Nozzle Check**.
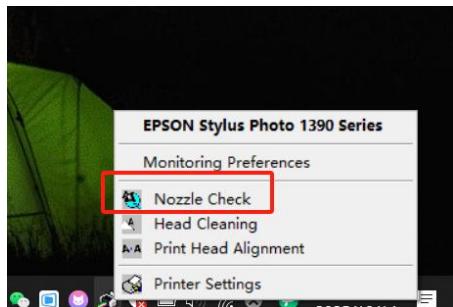


c. Ensure that the printer is powered on, properly connected to the computer, and that the film is loaded into the printing area before clicking **Print**.
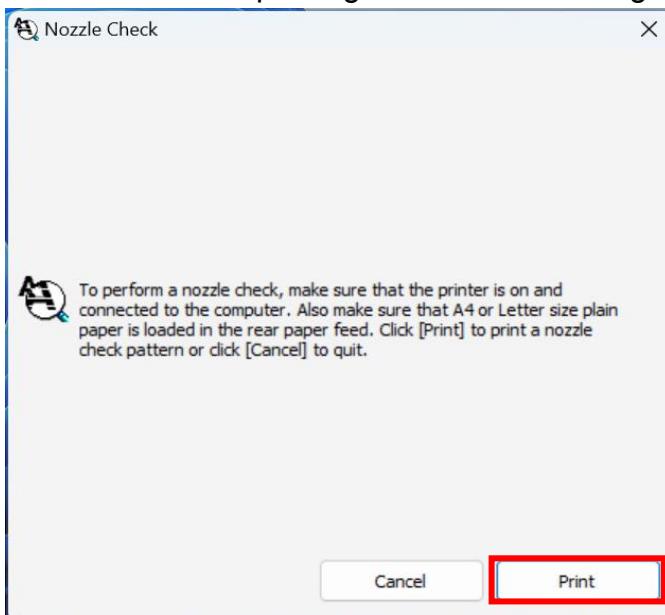


d. Compare the printed pattern with the samples in the window. If the result indicates the need to clean the printheads, click **Clean**.
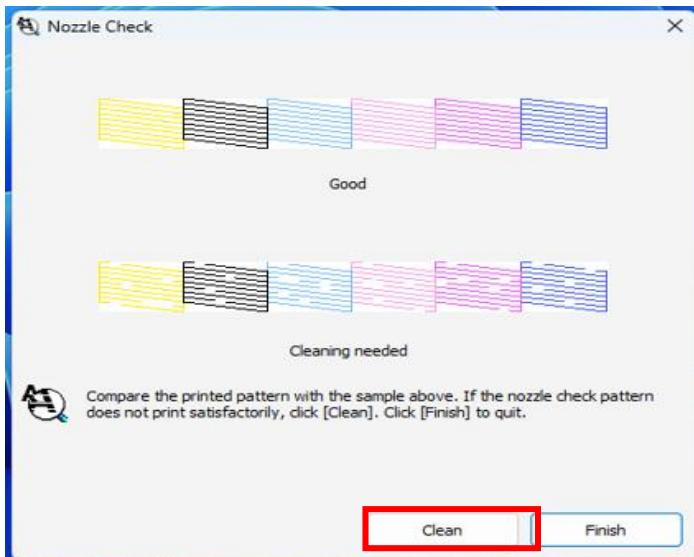
e. Click **Start** to initiate the cleaning process.
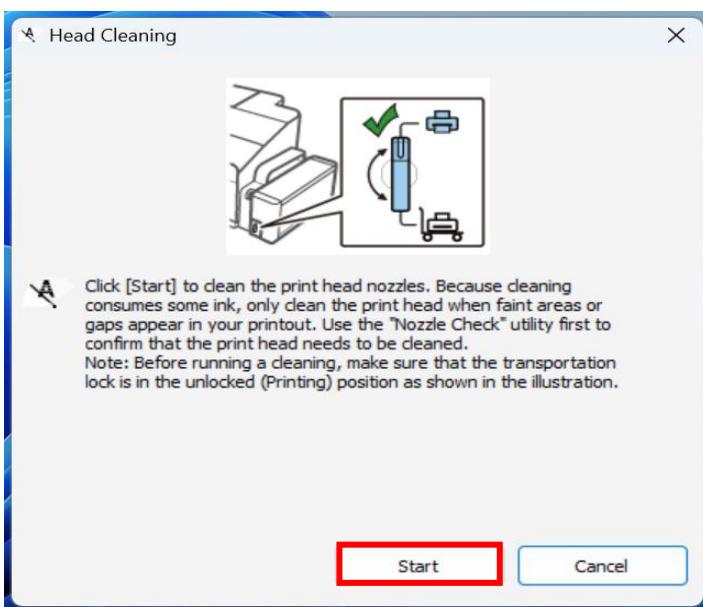


- The spacing between the printheads and the film is too wide. Narrow the spacing as follows:

  a. Loosen the locking bolt located on the front left of the printer.
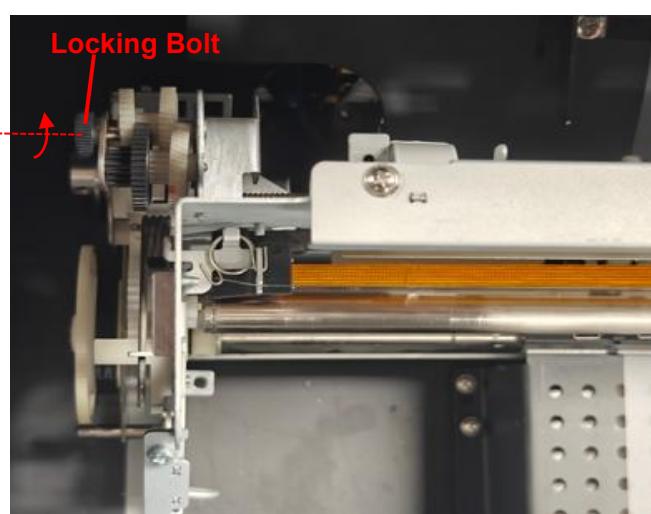
b. Turn the height adjustment dial towards you until the spacing is about 0.08 inches to 0.12 inches (2 mm to 3 mm).
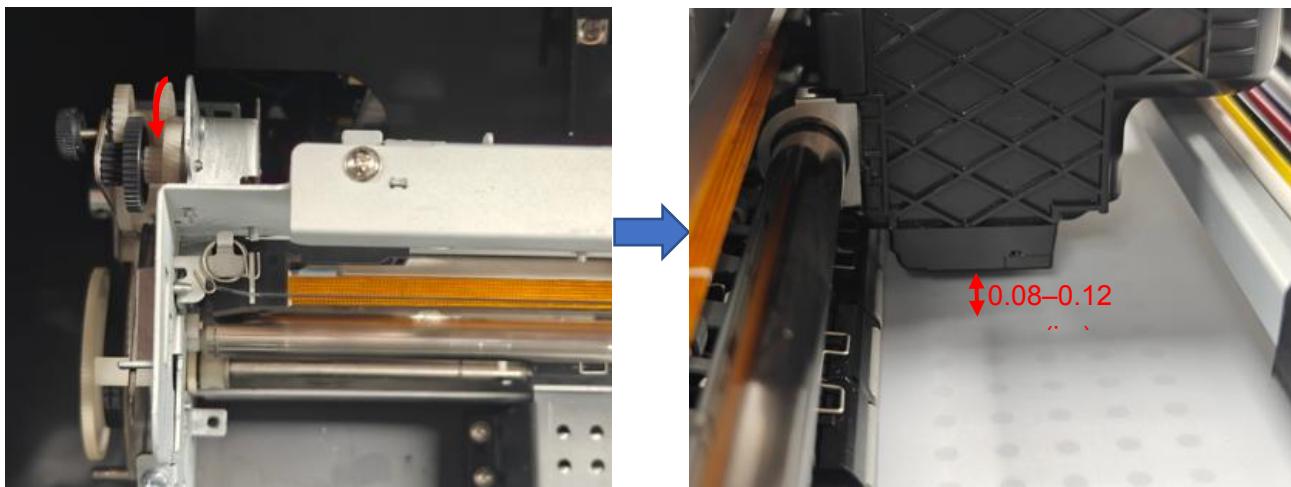


c. Retighten the locking bolt.

**Q3:** Why is the color of the printed image abnormal?
**A3:**

- The printheads are clogged. Hold  for 3 seconds to start the cleaning process.

- The default printer model selected in the software is incorrect. Select the correct model as shown below.
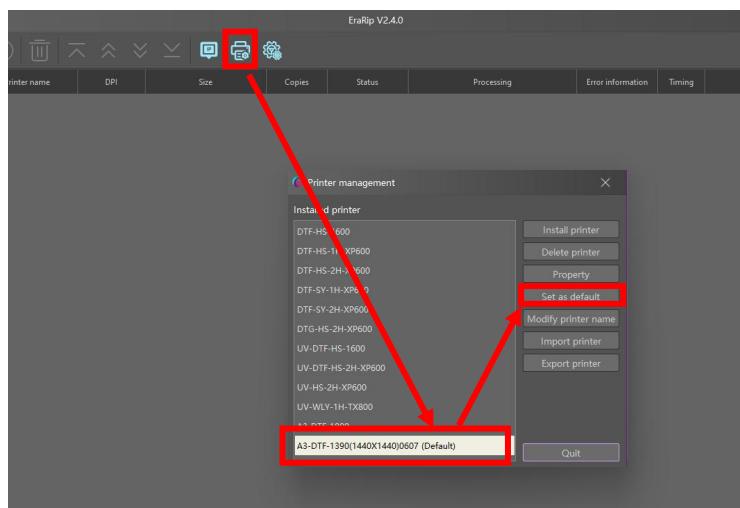


- There is an issue with the ink being used. Replace the ink.

**Q4:** Why is the ink always printed in the order of white first and then colored?
**A4:** The software is currently set to prioritize white ink printing before colored ink. Revise the ink output sequence as shown below.
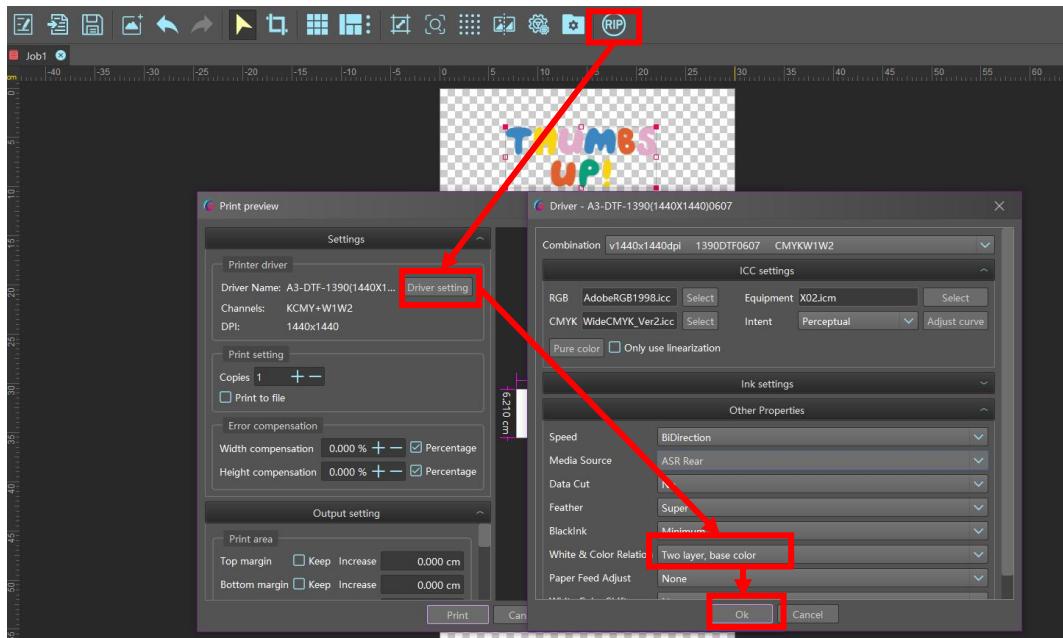
## 7.2 Other Common Problems

### DTF Printer

| Problems | Causes | Solutions |
|----------|--------|-----------|
| The printer doesn't run. | The connection between the printer and the power supply is loose or in poor contact. | Check the connection between the printer and the power supply for looseness or poor contact. |
| | The printer is not turned on. | Flip the power switch to **I**, then press ⏻ to turn on the printer. |
| | The power cord is worn out. | Replace it with an identical one. |
| | The mainboard is short circuited. | Have a professional repair or replace it. |
| The delete indicator light is on. | There are too many printing tasks. | Delete any abnormal printing tasks. |
| Both the error indicator light and the delete indicator light are on. | The ink cartridge holder is not in the correct position. | 1. Press the locking lever while lifting and moving the holder to the middle of the printer.<br>2. Turn off the printer completely and then restart the printer. |
| All three indicator lights are red. | There is an issue with the mainboard. | Have a professional replace it. |
| The ink cartridges or ink tubings are clogged. | The gypsum component in the white ink is clogging the printheads or ink tubings. | • Use the syringe to extract the ink from the waste ink tubing, then hold 🖐 for 3 seconds to start cleaning.<br>• Replace the clogged cartridges or ink tubings. |