

# IS THE EPSON PHOTO EX COMPATIBLE WITH MY KEYSpan SERIAL PORT PRODUCT AND MAC OS X?

## Related Products

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## Article Number

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This article answers questions about Epson Photo EX compatibility with Keyspan® products. The Epson Photo EX is a sophisticated printer that can be used in many different ways. The Epson Photo EX has both parallel (the rectangular Centronics port) and serial (the round Din8 port) connections. Some Epson Photo EX printers also have network ports. Epson also makes two different drivers for this printer: the standard printer driver that comes with the printer and the Epson RIP driver that is sold separately. Due to the complexity of the Epson Photo EX, please read this article in its entirety to ensure you understand what you can and cannot do with this printer.

### **For Computers Booted Directly into Mac® OS 8.6 - 9.x (does not apply to Macs running *Classic* via Mac OS X):**

The Epson Photo EX's standard printer driver and RIP driver are compatible with the following Keyspan serial port products under Mac OS 8.6-9.x:

- Keyspan SX Pro Serial Card (pn# SXPRO4)
- Keyspan Twin Serial Adapter (pn# USA28X)
- Keyspan adapter (pn# USA-18X)

Please note that this printer is not CommToolBox savvy and requires that you:

- 1) Connect the printer to port 1 on the Keyspan adapter
- 2) Select the PRINTER Port icon in the Epson Chooser
- 3) have a Mac with built-in USB (will not work on Macs with a built-in MODEM and PRINTER port)

Also, when using this printer, you will need to enable the EPSON SUPPORT feature in the Keyspan Manager control panel, which is accessed by opening the Keyspan Serial Assistant. For details, see this FAQ: [https://keyspan.custhelp.com/cgi-bin/keyspan.cfg/php/enduser/std\\_adp.php?p\\_faqid=154](https://keyspan.custhelp.com/cgi-bin/keyspan.cfg/php/enduser/std_adp.php?p_faqid=154). The EPSON SUPPORT feature will disable any internal modem on your computer. Using your internal modem while the EPSON SUPPORT feature is enabled will cause unexpected behavior, such as crashing and freezing. Lastly, please note that this may work when running under *Classic* via Mac OS 9.x running on Mac OS X. See below for details. The Epson Photo EX's standard printer driver is also compatible with the following Keyspan parallel port products:

- USB Parallel Printer Adapter (pn# UP-6C and UP-6CM)
- Mini Port Replicator (pn# UPR-112)

When using a Keyspan parallel port product, you no longer have the issue with the internal modem being disabled, but you lose the ability to print with the Epson RIP driver. The Epson Photo EX's standard printer driver is the only software that can communicate with a Keyspan parallel port product.

**For Computers Running *Classic* (via Mac OS 9.x running Mac OS X):**

This printer may not work under *Classic* for various technical reasons. These reasons involve the difference between USB devices running under *Classic* and USB devices running on a Mac that has been booted directly under Mac OS 9. Many new Macs cannot boot directly into Mac OS 9. For those users, we offer the following (unsupported) hint:

If you are attempting to use a Keyspan USB serial adapter under *Classic*, please make sure that YOU DO NOT HAVE THE KEYSpan MAC OS X SOFTWARE INSTALLED. If you have the Keyspan Mac OS X software installed, uninstall it before proceeding. Having both the Keyspan Mac OS X software AND the Keyspan Mac OS 9.x software will cause problems, as USB devices are shared between Mac OS X and *Classic*. In some instances, Mac OS X can "steal" the USB device from *Classic*, causing unexpected behavior (.i.e., crashes, freezes, etc.). Once the Keyspan Mac OS 9.x software is installed, follow the instructions for setting up your printer as outlined in the Keyspan Mac OS 8.6-9.x manual for your adapter. If it doesn't work, try booting directly into Mac OS 9.x. If you are unable to boot directly into Mac OS 9.x, your specific configuration may not work under *Classic*.

Note: If you have a Keyspan PCI serial card, such as the SXPro4, please note that you cannot use a PCI-based serial port. This is due to the fact that Mac OS X cannot share PCI devices with *Classic* like it shares USB devices with *Classic*. If you have a Keyspan parallel port product, please note that Mac OS X will not share a USB parallel port with *Classic*.

**For Mac OS X Computers:**

Epson does not have a Mac OS X serial or parallel compatible driver for the Epson Photo EX. Because of this, even with Keyspan's Mac OS X software installed, you will not be able to print to your printer (no print driver = no printing). Epson does have an Epson Photo EX driver but only if you have the network version of the Epson Photo EX. That driver will not work with a serial and parallel Epson Photo EX. There are 3<sup>rd</sup>-party PARALLEL drivers available on the Internet for the Epson Photo EX. iProof X ([https://www.iproofsystems.com/iproof\\_x.htm](https://www.iproofsystems.com/iproof_x.htm)) and Gimp-Print (<https://gimp-print.sourceforge.net/MacOSX.php3>) offer drivers for the Epson Photo EX when using a Keyspan parallel port product. See the websites referenced above for more information and support for these products.

**IMPORTANT NOTE: THERE ARE NO KNOWN SERIAL DRIVERS FOR ESPON PRINTERS ON MAC OS X. EPSON PRINTERS ARE NOT COMPATIBLE WITH ANY SERIAL PORT PRODUCTS ON MAC OS X.**