

EPSON

Knowledge Base

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My printer is connected to my PC through another device, why am I having problems?

To ensure that your EPSON printer performs to its optimum you will need to connect your printer directly to a relevant port on your PC.

Connecting your printer through another Peripheral (Scanner, Zip Drive, Hub etc) can cause many problems. If you are having problems with your printer in these circumstances please connect the printer directly to the PC. You may need to reinstall the driver for your EPSON printer. For instructions on how to uninstall please click the relevant link:

[How do I uninstall a printer driver on Windows 98 or ME?](#)

or

[How do I uninstall a printer driver on Windows 2000 or XP?](#)

After uninstalling you will need to install the driver. For a Parallel install please insert the EPSON Printer Software CD-ROM and follow the onscreen instructions. For a USB installation please click the relevant link:

[How do I install a USB printer on Windows 98 or ME?](#)

or

[How do I install a USB printer on Windows 2000 or XP?](#)

Please consult your computer vendor on how to have additional ports installed on your PC if required.