



**PhotoCake®**

# Quick Start Guide

AUGUST 2019

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## **Get Started**

Setting up your PhotoCake® System is a simple two stage process:

1. Set up the PhotoCake® Printer and connect it to your PC
2. Download the PhotoCake® Application onto your PC

These steps need to be completed in this order for the installation to be successful

## **User Names and Passwords**

- The PhotoCake® Application is downloaded onto your PC via a secure page on the Culpitt.com website. To download the PhotoCake® Application you will need your Culpitt.com Username and Password
- Your PhotoCake® Welcome email has a link to the PhotoCake® Application download page. You can only access the download page when you are logged into your account on Culpitt.com
- If you don't already use Culpitt.com, please contact Customer Services on +44 (0) 1670 814545 to ask for your Culpitt.com Username and Password


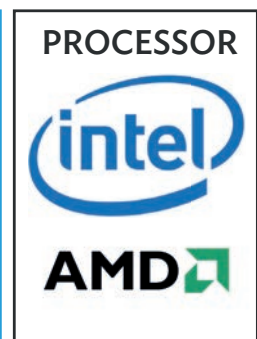

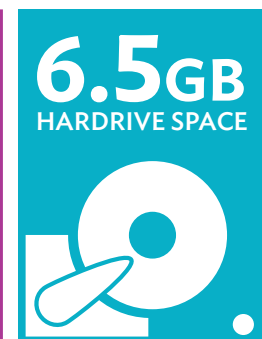
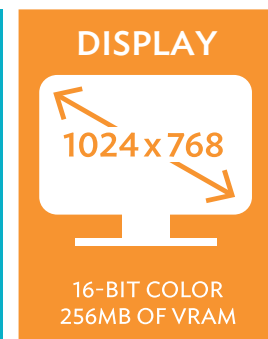
## To set up your PhotoCake® System you will need:

- A PC or laptop running Window 7 or higher (See Technical Requirements below for further details)
- A high speed internet connection
- A PhotoCake® Printer (with PhotoCake® Inks and PhotoCake® edible sheets)
- A Culpitt.com Username and Password
- A PhotoCake® Welcome email will be sent when your PhotoCake® Printer / Starter Kit has been shipped. If you haven't received the email with your login details, contact PhotoCake® Customer Support



## Technical Requirements

### OPERATING SYSTEM/HARDWARE

	<p><b>PROCESSOR</b></p> 	<p><b>2GB OF RAM</b></p> 	<p><b>6.5GB HARDDRIVE SPACE</b></p> 	<p><b>DISPLAY</b></p> 
<p>Windows 7 with Service Pack 1; Windows 8, Pro, or Enterprise; Windows 8.1, Pro, or Enterprise; or Windows 10 Home, Pro, or Enterprise.</p>	<p>Intel® Core™2 Processor or AMD Athlon® 64 processor 2GHz or faster processor (or equivalent)</p>	<p>2GB of RAM</p>	<p>6.5 GB of available hard-disk space for installation</p>	<p>1024x768 display (1280x1024 recommended), 16-bit color, and 256MB of VRAM</p>

**Please check compatibility before you purchase. The PhotoCake application is only compatible with Windows operating system and is NOT compatible with Macintosh (Mac) computer or Windows SERVER operating system or removable flash storage devices. If you are in any doubt please contact our support team on 0345 9012 160**

### UP-TO-DATE BROWSER



- Firefox v. 59.0.2 (or above)
- Microsoft Edge v. 41.16299.334.0 (or above)
- Google Chrome v. 66.0.3359.117 (or above)
- Internet Explorer v. 11 (or above)

High-speed internet connection: broadband, DSL or T1

## Setting up the PhotoCake® Printer

### IMPORTANT:

- To ensure your printer functions properly, please DO NOT connect the printer's USB Cable until you have been prompted to do so during the Printer/Scanner Driver Installation process
- Your PC must be attached to the PhotoCake® Printer using the USB cable provided.
- **Please note: The PhotoCake® Application does not support image transfer to the PhotoCake® Printer via Wi-Fi. Operating your PhotoCake® system without the USB cable will lead to errors including: poor image quality, failure to print, loss of image and media credits**

### You will need:

PhotoCake® Starter Kit

Or

PhotoCake® Printer and a set of PhotoCake® Inks (Yellow, Magenta, Cyan and Black)



Remove all clear plastic protective wrap, styrofoam and the blue tape from inside and outside the printer. Component packaging may vary slightly from illustration above.

## Fitting the Output Tray



Extend the back input tray, push back until this locks into place and then slide the grey adjuster guide to the very left



Pull the stationery output tray extension forward from the front of the printer. Lift the small tab up on the end of the extension tray



Place the removable output tray into the printer opening at a 45 degree angle (rough side facing up)



Make sure the small black tab slots through the small envelope opening on the output tray



The output tray should now sit level as shown above

## Powering on the Printer



Connect the black power cable into the back of the printer and into the wall socket



Press and hold the Power button to turn on the printer (this will illuminate green)



**IMPORTANT:** To ensure your printer functions correctly please **DO NOT** connect the printer USB cable to the PC until you have been prompted to during the Epson Printer/Scanner Driver Installation process

## Installing the Ink Cartridges



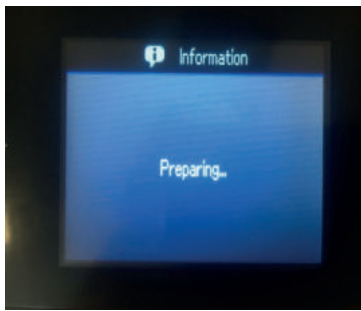
With the printer powered on, open the lid of the scanner bed



Using the arrows next to the LCD screen on the printer, scroll to languages. Select your choice e.g. English and press OK



Using the arrows next to the LCD screen on the printer, scroll to Country/Region. Select your choice e.g. UK and press OK



Once the setup process is complete, you will be prompted with the following message



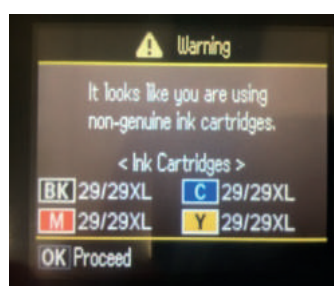
Remove the ink cartridge from packaging. Carefully pull the yellow tab tape from each cartridge



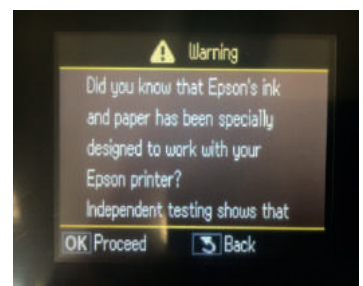
Insert each cartridge according to the colour code displayed on the ink carriage



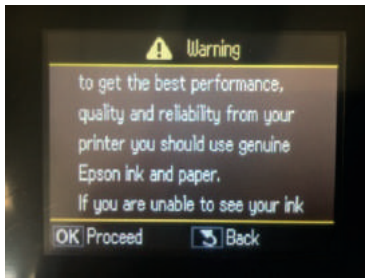
Once the ink cartridges have been installed, close the scanner bed and press START to continue



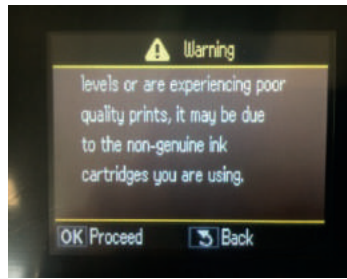
You will be prompted by the following message, press OK to proceed



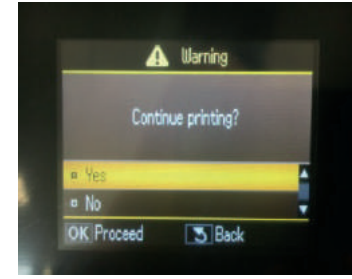
Using the buttons next to the LCD screen on the printer, press OK to proceed



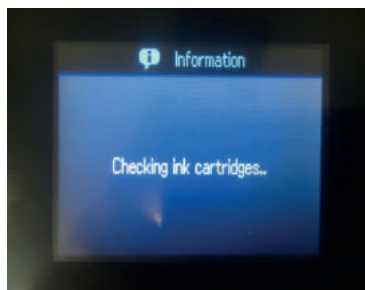
Press OK to proceed



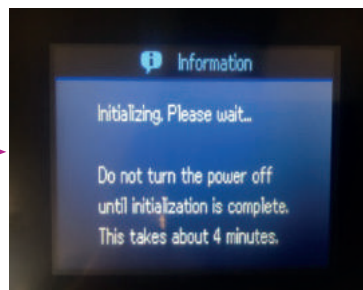
Press OK to proceed



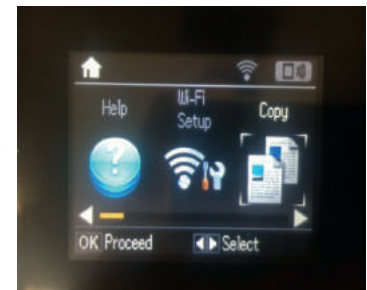
Using the buttons next to the LCD screen on the printer, move the up arrow to the YES position and press OK



You will then be prompted by the following message



You will be prompted by the following message

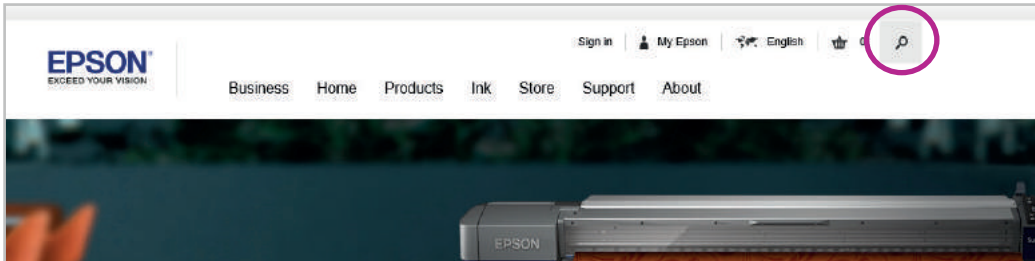


The Home Screen will now appear on the display to indicate that initialisation is completed

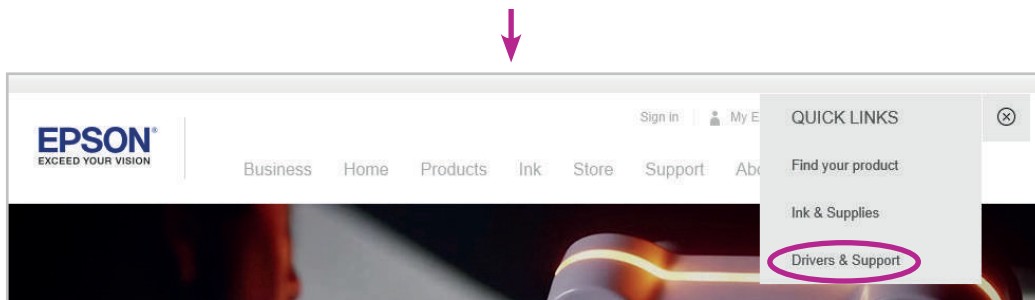
## Installing Printer Drivers on your PC

**IMPORTANT:** For PhotoCake® to work properly you must download these drivers before you plug the USB cable from the printer into your PC

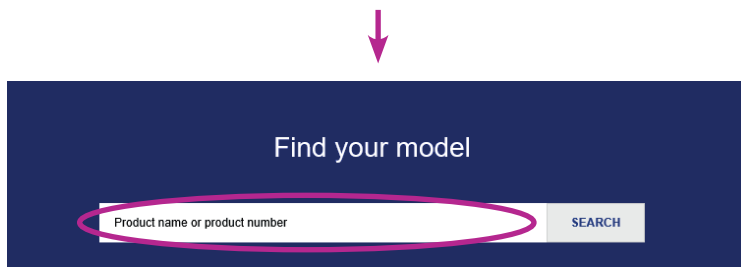
Proceed to the Epson website: [www.epson.co.uk](http://www.epson.co.uk)



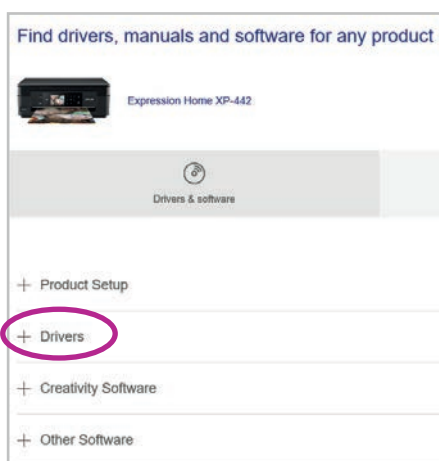
Click Search



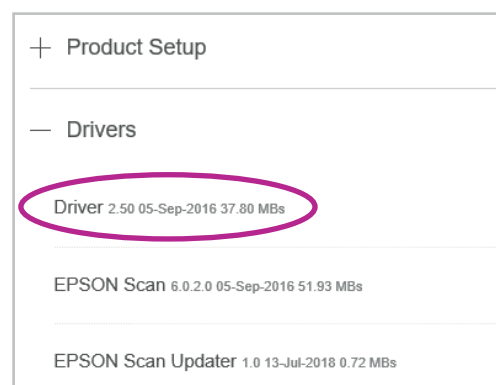
Click Drivers and Support



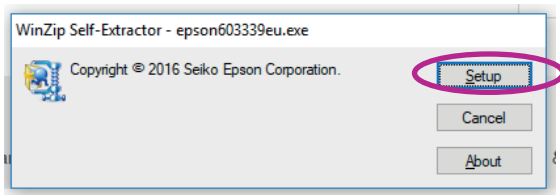
Type in XP442 then Select Expression Home XP-442



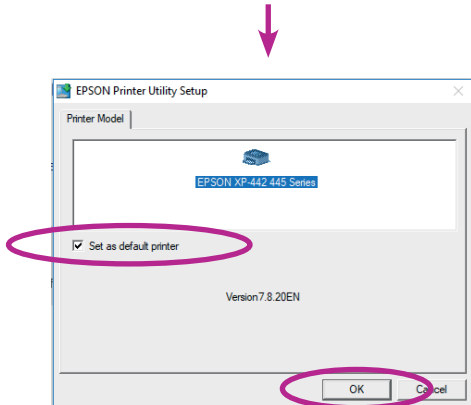
Click Drivers



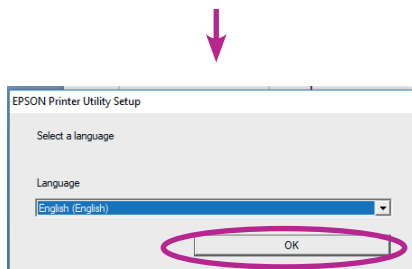




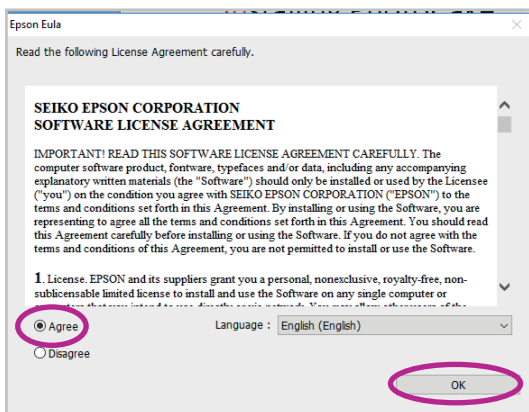
Click Set up



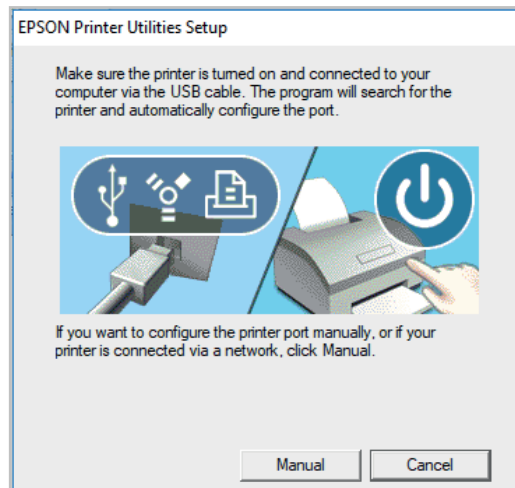
Ensure the set as default printer box is ticked, then click OK



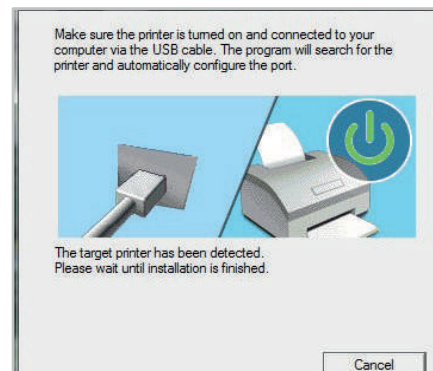
Select language. Click OK



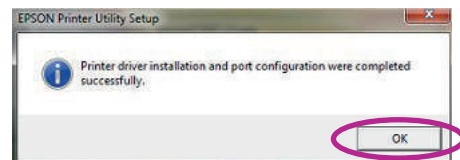
Click Agree, then click OK



Connect the USB cable and wait until the install is complete. This may take several minutes



The status symbol on the right will turn green when complete

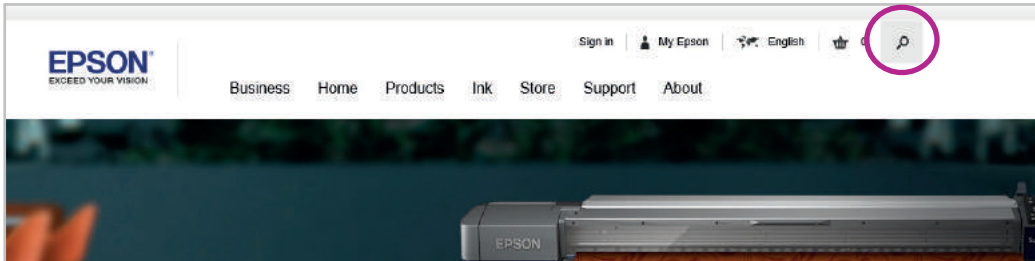


Your printer driver installation is complete, select OK

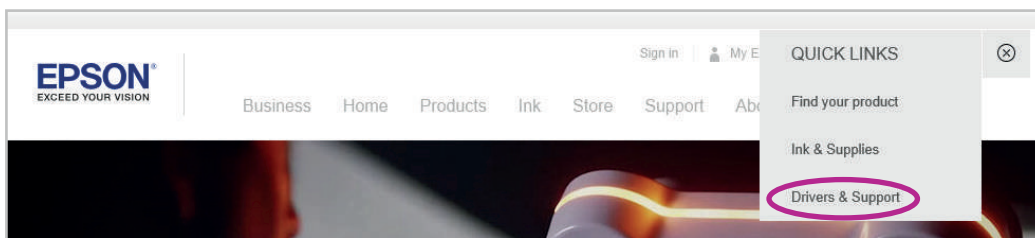
You are now ready to install the Epson Scanner Driver

## Installing Scanner Driver on your PC

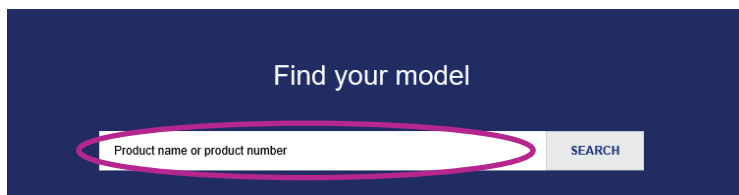
Proceed to the Epson website: <https://www.epson.co.uk/>



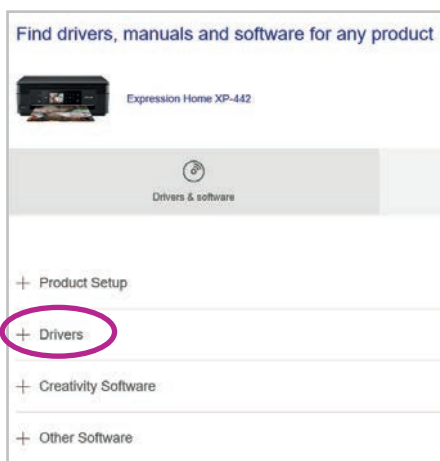
Click Search



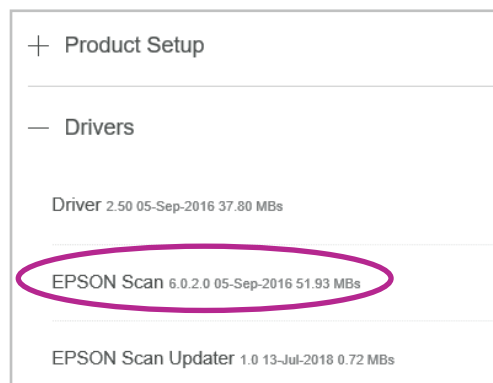
Click Drivers and Support



Type in XP442 then  
Select Expression  
Home XP-442

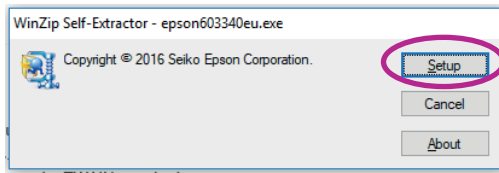


Click Drivers

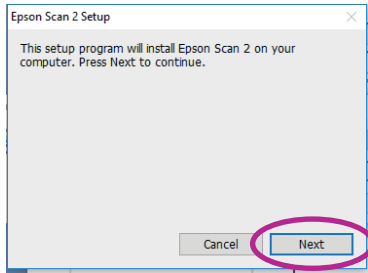


DOWNLOAD

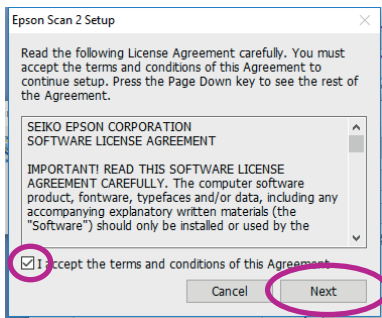
Run



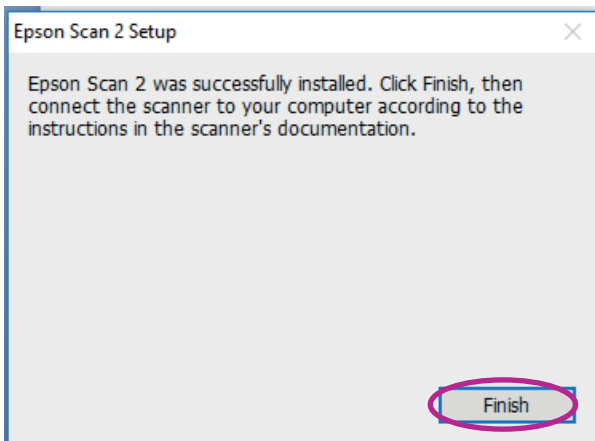
Click Set up



Click Next

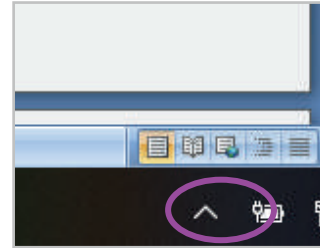


Tick accept T&Cs,  
then click Next

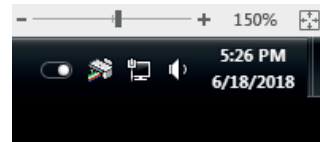


Your Scanner Driver is now installed

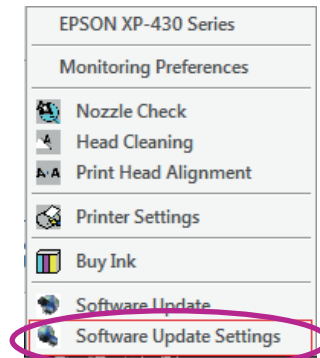
**IMPORTANT:** To ensure your PhotoCake® System continues to operate correctly you will need to disable automatic firmware updates



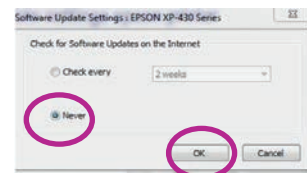
Click arrow



Right click the printer icon



Click on Software Update Settings



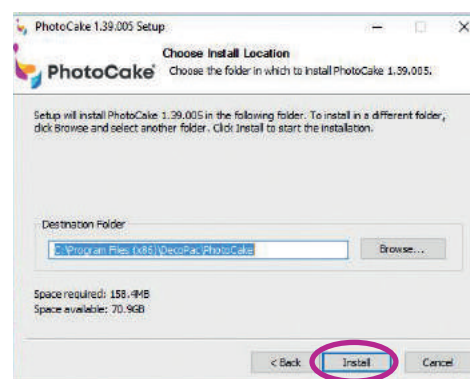
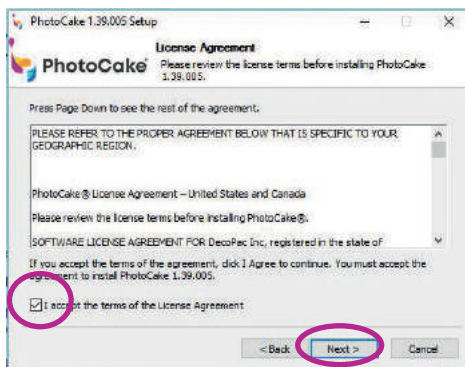
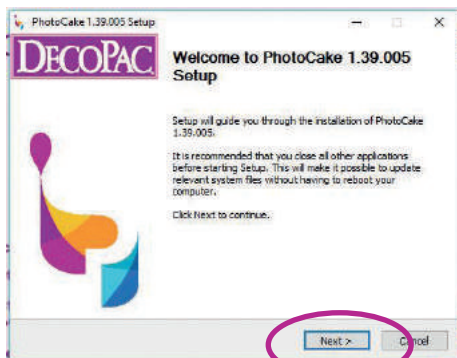
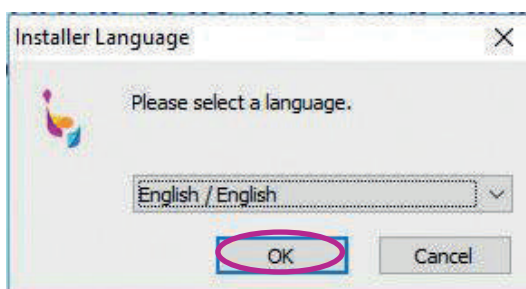
Click Never,  
then click OK

## Downloading the PhotoCake® Application

- Click the link on the PhotoCake® Welcome email to go to the PhotoCake® Application download page on Culpitt.com
- Click the download button to start the download process

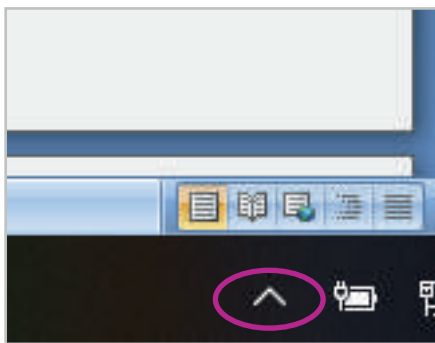


A series of pop-ups will appear on your screen, please click the buttons circled below as they appear on your screen

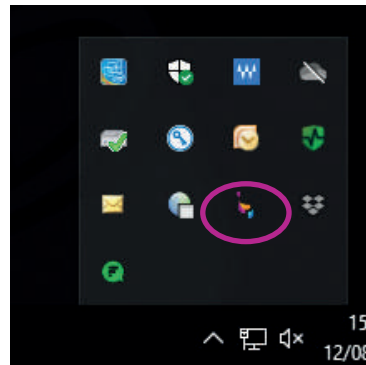


Please Note: The PhotoCake® version number you will install may vary from that shown the slides of this guide

## Check the Download has worked



Click the arrow in the bottom right hand of your screen



If the download worked you'll see the PhotoCake® icon

**Congratulations!**  
*Your system is now ready to use.*

## Getting the best from your PhotoCake® Printer

### Replacing the Ink Cartridges



With the printer powered on, open the lid of the printer



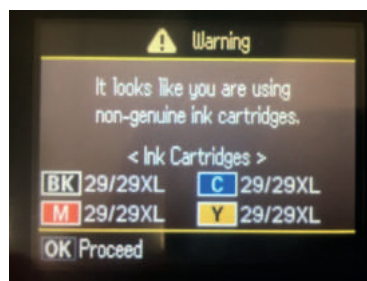
Using the arrows next to the LCD screen on the printer select > Setup > Maintenance > Ink Cartridge Replacement > Start



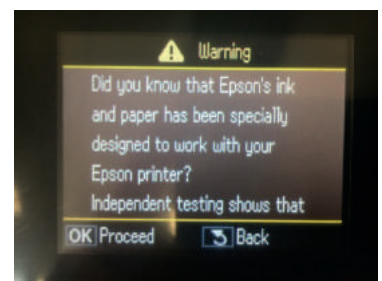
Remove the ink cartridge from packaging. Carefully pull the yellow tab tape from each cartridge



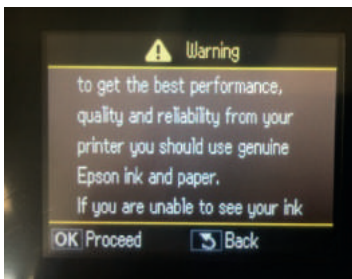
Insert each cartridge according to the colour code displayed on the ink carriage



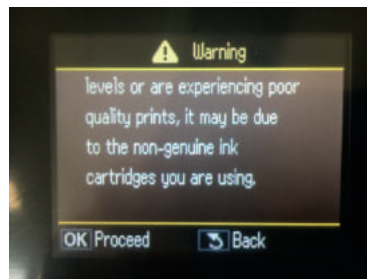
You will be prompted by the following message, press OK to proceed



Using the buttons next to the LCD screen on the printer, press OK to proceed



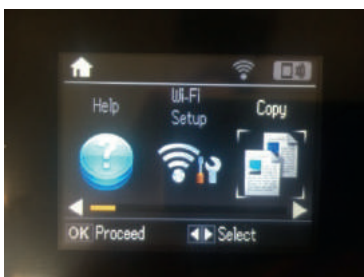
Press OK to proceed



Press OK to proceed



Using the buttons next to the LCD screen on the printer, move the up arrow to the YES position and press OK



The Home Screen will now appear on the display to indicate that initialisation is completed

**It's recommended to keep a spare set of PhotoCake® Ink Cartridges in stock so you're always ready to print!**

## Licensed Image Credits

Users are able to purchase “credits” for future use relating to the PhotoCake® System. All credit purchases are final and non-refundable. In addition, credits are personal to the subscriber who purchased them and may not be transferred between or among accounts. This means, to the maximum extent permitted by applicable law, if User’s subscription is terminated or expires, User forfeits any unused credits in the user’s account. Culpitt will permit the user to reactivate their account during a grace period of thirty (30) days following such termination or expiration, and such reactivation will restore all credits applicable to such subscriber account. To the extent that applicable law does not permit the forfeiture of purchased credits upon termination or expiration of User’s account, User shall have the right to use or redeem such credits only to the extent and for the period required by applicable law.

## Limited Warranty and Disclaimer

### Warranty:

The PhotoCake printer model XP442 (the “Product”) are covered by this Two-Year Limited Warranty. This warranty is provided by Culpitt Ltd (the “Distributor”), sometimes referred to herein as “We”.

We warrant the Product against defects in materials and workmanship under ordinary consumer use for two years from the date of original purchase. During this warranty period, if a defect arises in the Product, and you follow the instructions for returning the Product, We will, at our option, to the extent permitted by law, either (1) repair the Product using either new or refurbished parts, (2) replace the Product with a new or refurbished Product that is equivalent to the Product that is to be replaced, or (3) refund to you all or part of the purchase price of the Product.

This limited warranty applies, to the extent permitted by law, to any repair, replacement part or replacement Product for the remainder of the original warranty period or for ninety days, whichever period is longer. All replaced parts and Products for which a refund is given shall become our property. This limited warranty applies only to hardware components of the Product that are not subject to fire or other external causes, alterations, or repair.

### Limitations:

To the extent permitted by law, the warranty and remedies set forth above are exclusive and in lieu of all other warranties and remedies, and We specifically disclaim all statutory or implied warranties, including, but not limited to, warranties of merchantability, fitness for a particular purpose and against hidden or latent defects. If We cannot lawfully disclaim statutory or implied warranties, then to the extent permitted by law, all such warranties shall be limited in duration to the duration of this express limited warranty and to repair or replacement service.

Failure to comply with the following requirements may invalidate the warranty:

- the Product must be returned to the Distributor with evidence of the purchase date in accordance with the claims instructions outlined below;
- the Product must have been purchased by the Customer and not used for hire purposes;
- the Product must not have been misused or handled carelessly, or used on a voltage supply other than that stamped on the Product;
- the Customer must have followed oral or written instructions regarding the storage, commissioning, installation, use and maintenance of the Product or good trade practice regarding the same;
- the Product has only been used with the authorised PhotoCake App, PhotoCake media, sheets and correctly redeemed Media Access Codes (MAC);
- the Product has been cleaned following the correct cleaning regime using only authorised cleaning cartridges;
- the Customer has informed Technical Support of an issue(s), case(s) have been logged and a reasonable amount of opportunity has been attempted to fix and resolve an issue(s)

# TERMS AND CONDITIONS

## Limited Warranty and Disclaimer *continued*

This warranty does not apply to:

- replaceable or consumable accessories including but not limited to print cartridges, output tray, power cords and USB cables;
- defects which have arisen as a result of reasonable wear and tear, wilful damage, negligence, or abnormal storage or working conditions;
- laptops, personal computers, or other hardware or host devices used in conjunction with the Product;
- printers that are used in conjunction with Macintosh (Mac®) based computers.

Please note that it is essential that claims are made up to the last day of the warranty period. Late claims will not be considered.

This warranty does not confer any rights other than those expressly set out above and does not cover any claims for consequential loss or damage. This warranty is offered as an extra benefit; you may have additional rights under applicable law, and this limited warranty does not affect such rights.

### Instructions:

For specific instructions about how to obtain warranty service for your Product, please contact PhotoCake Technical Support using the contact information provided below. In general, you will need to deliver your Product (i.e., printer, power cord and USB cable) in either its original packaging or in equally protective packaging, to the address specified by PhotoCake Technical Support. Before you deliver your Product for warranty service, it is your responsibility to remove all print cartridges and the output tray.

The claim itself should be made [oral or written] setting out the date and place of purchase, Product serial number, and a brief explanation of the problem that has led to the claim. This information should be sent with the Product along with proof of purchase if a warranty claim is agreed.

## Non-refundable items

We currently do not accept returns on any consumable media unless it is faulty. This includes but not limited to Printables and Premium Sheets.

We do not accept returns on Cleaning Cartridges unless they are faulty.

