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# Epson SureColor® P10000/P20000 User's Guide

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# SureColor P10000/P20000 User's Guide

Welcome to the SureColor P10000/P20000 *User's Guide*.

For a printable PDF copy of this guide, click here.

# Introduction to Your Printer

Refer to these sections to learn more about your printer and this manual.

Printer Features
Notations Used in the Documentation
Printer Part Locations

## Printer Features

The Epson SureColor P10000/P20000 Series printers include these special features:

**High productivity**

- Advanced PrecisionCore MicroTFP Piezo-based print head with 10 channels featuring 800 nozzles per channel
- 700 ml high-capacity ink cartridges
- Internal print server offloads print data from computer and network quickly

**Reliability**

- Fully automatic or user controlled nozzle checking and cleaning cycles for improved print head health over prolonged periods
- Ink repellant print head surface for reduced nozzle clogging

**High resolution**

- Prints at resolutions up to 2400 x 1200 dpi
- Supports variable-sized droplet technology as small as 3.5 picoliter

**Easy-to-use setup and operation**

- Intuitive, easy-to-read, color LCD display
- Front-loaded media for easy access
- Easy-to-use software

Optional Equipment and Replacement Parts

**Parent topic:** Introduction to Your Printer

## Optional Equipment and Replacement Parts

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit proimaging.epson.com (U.S.) or proimaging.epson.ca (Canada), select your product series and product, and click the **Where to Buy** button. Or call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

| Option or part | Part number |
|---|---|
| Replacement maintenance ink box | T619300 |
| Automatic Take-Up Reel system | C12C932201 |
| Paper feed cleaning sheet | C13S400045 |
| Adobe PostScript 3 hardware module | C12C891131 |
| Additional roll media adapters | C12C932231 |
| Replacement printer cutter blade | C13S210040 |
| 1-year extended Epson Preferred Plus service plan | EPP1020KB1 |
| 2-year extended Epson Preferred Plus service plan | EPP1020KB2 |

**Parent topic:** Printer Features

# Notations Used in the Documentation

Follow the guidelines in these notations as you read your documentation:

- **Warnings** must be followed carefully to avoid bodily injury.
- **Cautions** must be observed to avoid damage to your equipment.
- **Notes** contain important information about your printer.
- **Tips** contain additional printing information.

**Parent topic:** Introduction to Your Printer

# Printer Part Locations

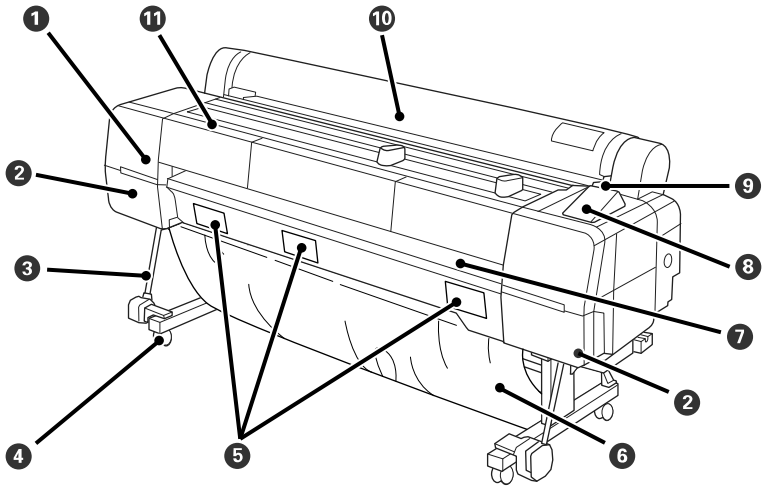
Check the printer part illustrations to learn about the parts on your printer.

Product Parts - Front and Inside
Product Parts - Back
Control Panel Parts

**Parent topic:** Introduction to Your Printer

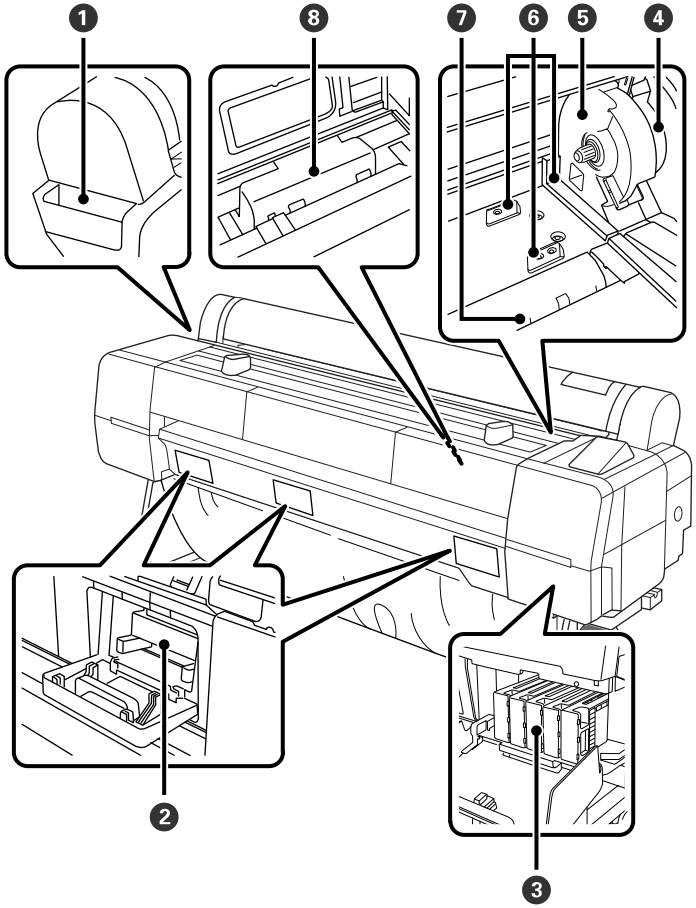
# Product Parts - Front and Inside

## Front




1 Head maintenance cover
2 Ink cartridge covers
3 Support bar
4 Caster
5 Maintenance box covers
6 Paper basket
7 Poster board support
8 Control panel
9 Alert light
10 Roll paper cover
11 Front cover

## Inside

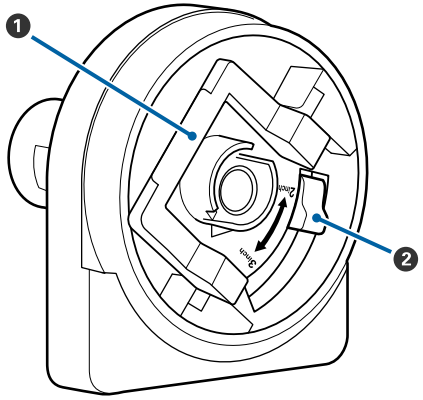



1 Accessory holder
2 Maintenance boxes
3 Ink cartridges
4 Roll lock lever
5 Adapter holder
6 Adapter guides

7 Paper feed slot

8 Print head

### Roll Paper Adapter

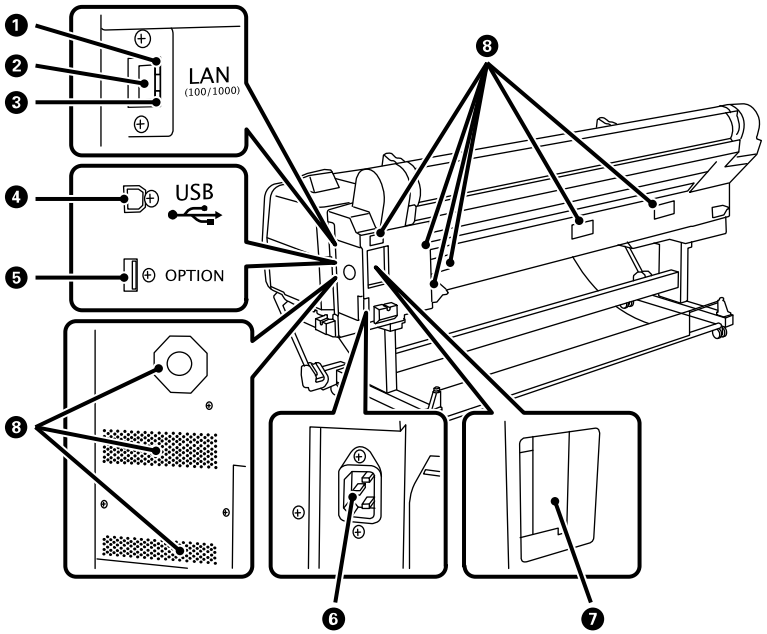



1 Adapter lock lever

2 Size lever

**Parent topic:** Printer Part Locations

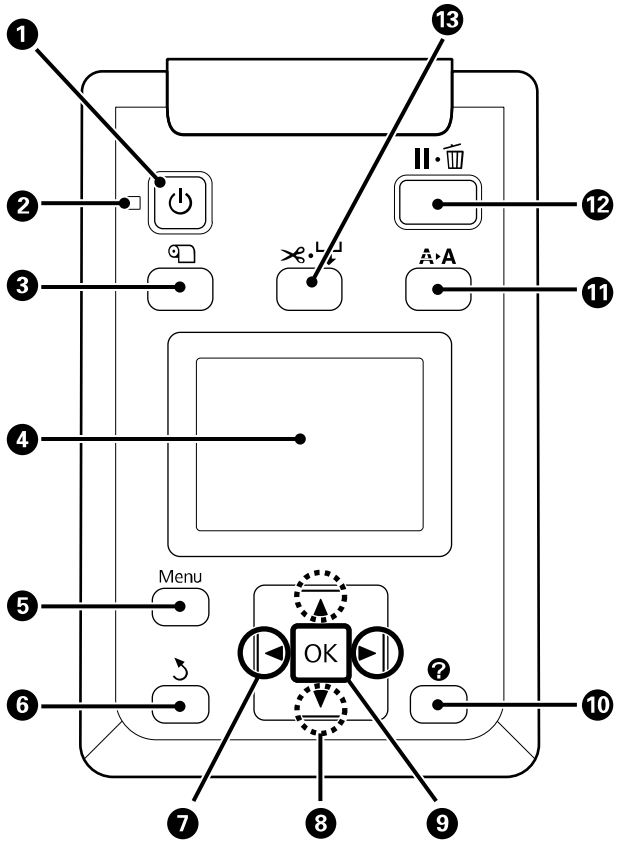
## Product Parts - Back




1 LAN status light
2 LAN port
3 LAN data light
4 USB port
5 Option port
6 AC inlet
7 Option slot
8 Vents

**Parent topic:** Printer Part Locations

## Control Panel Parts




1 power button
2 power light
3 load/remove paper button
4 LCD screen
5 **Menu** button
6 back button
7 Left and right arrow buttons

8 Up and down arrow buttons

9 **OK** button

10 ? ink tab info button

11 A▸A maintenance button

12 II·🗑 pause/cancel button

13 ✂·⏎ cut/feed media button

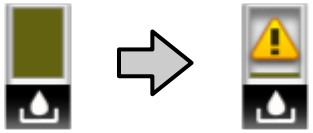
### LCD Screen Display




1 Status messages

2 Information display area with the 5 tabs described in the next table

| | |
|---|---|
| Print status tab | Displays information about the print jobs in the print queue. Press the **Menu** button to display the Print Job menu. |
| Paper status tab | Displays information about the loaded paper, such as roll width and amount of paper remaining. Press the **Menu** button to display the Paper menu. |

| | |
|---|---|
| Ink Cartridge Status | The ink cartridge status changes from normal to warning or error status if necessary.<br>: Ink cartridge error; check the displayed message and clear the error<br>: Ink cartridge is incompatible, or the printer does not recognize it, or the slider is unlocked<br>: Check the displayed ink cartridge message<br>: When not flashing, check the ink level in the ink cartridge, then replace the cartridge, if necessary. When flashing, replace the ink cartridge. |
| Maintenance tab | The maintenance box status indicates the maintenance box level and changes from normal (left) to warning or error status (right) if necessary. Press the **Menu** button to display the Maintenance menu.<br><br>: Maintenance box is almost full; prepare a new maintenance box<br>: Maintenance box is full; replace the maintenance box |
| Setup tab | Displays the product's IP address, current platen gap setting, and menus for various settings. Press the **Menu** button to display the Setup menu. |

**Parent topic:** Printer Part Locations

# Media Handling

See these sections to load and handle media on your product.

Roll Paper Handling
Cut Sheet Handling
Adjusting the Platen Gap
Using the Paper Basket
Creating Paper Configurations
Available Epson Papers
Borderless Paper Type Compatibility

## Roll Paper Handling

See these sections to load, cut, and remove roll paper in your product.

Loading Roll Paper
Cutting Roll Paper
Removing Roll Paper

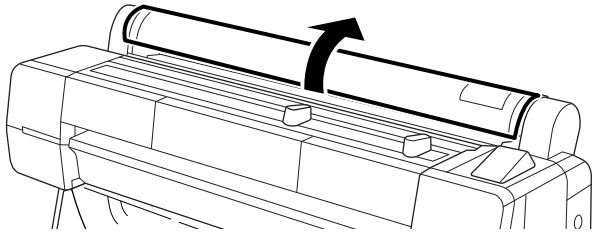
**Parent topic:** Media Handling

### Loading Roll Paper

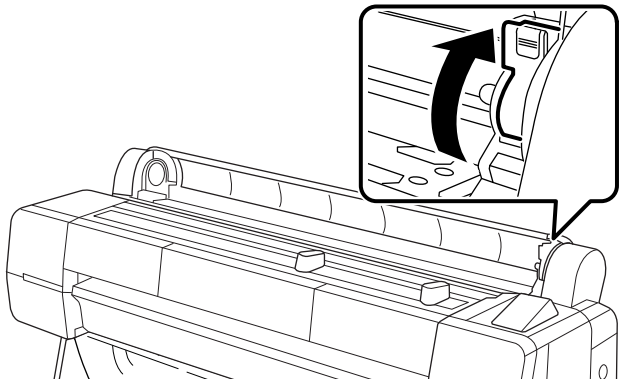
You can load roll paper with a 2- or 3-inch core and a width of up to 44 inches (112 cm) (SureColor P10000) or 64 inches (163 cm) (SureColor P20000).

**Caution:** Cut off any wavy or curled portions of the roll paper before loading it. Printing on wavy or curled paper may cause print head strikes that lead to repeated print head cleanings or permanent damage to the printer.

1. Open the roll paper cover.

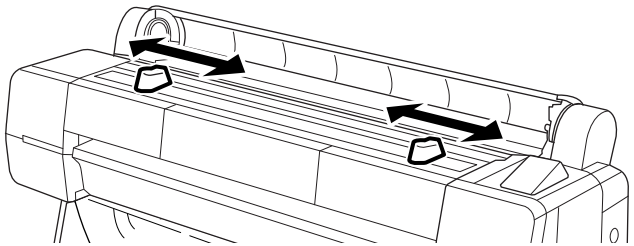


2. Lift the roll lock lever all the way up.

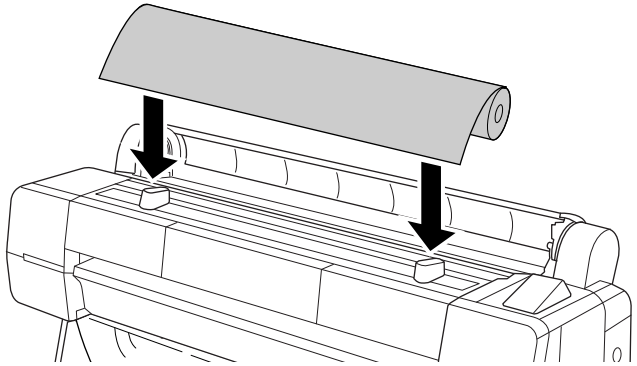


**Note:** If the roll lock lever is not raised up all the way, the lock is still on.

3. Adjust the paper guides to the width of the paper.

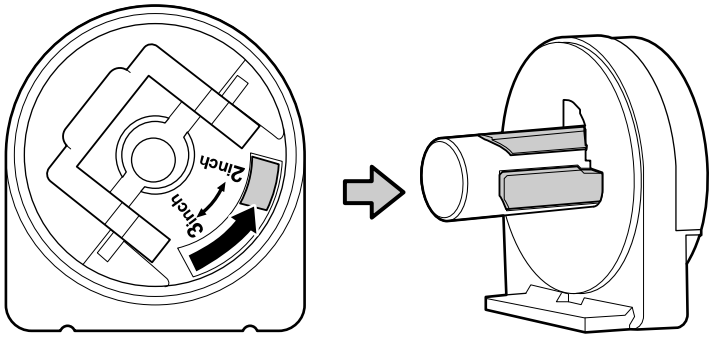


4. Place the roll paper on top of the paper guides.

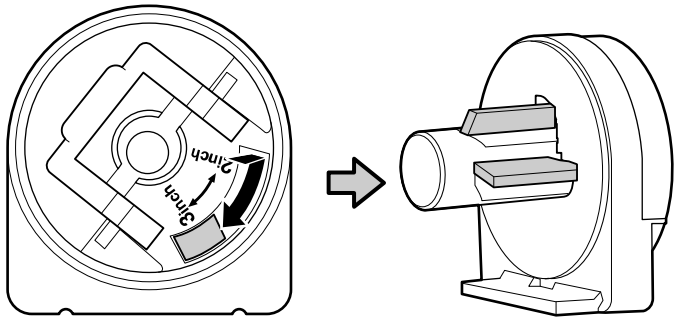


5. If necessary, slide the size levers on the roll paper adapters to the position that matches the core size of your roll paper.

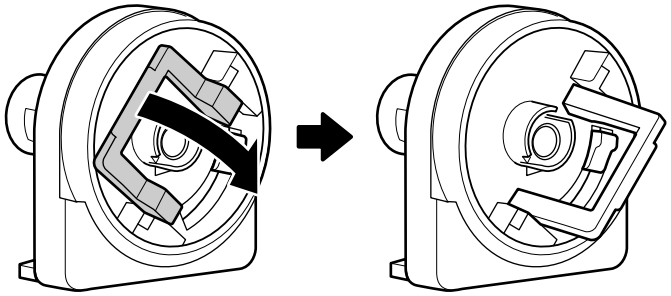
   **2-inch core**



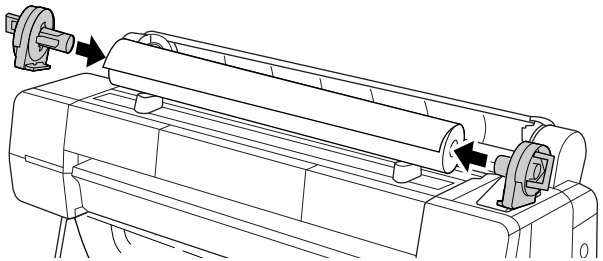
**3-inch core**



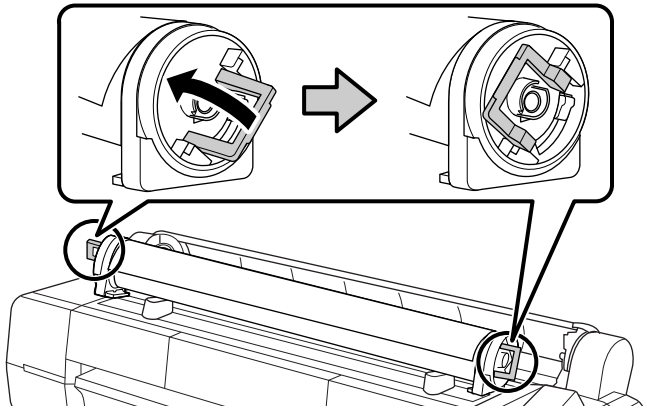

6. Release the adapter lock on both roll paper adapters.



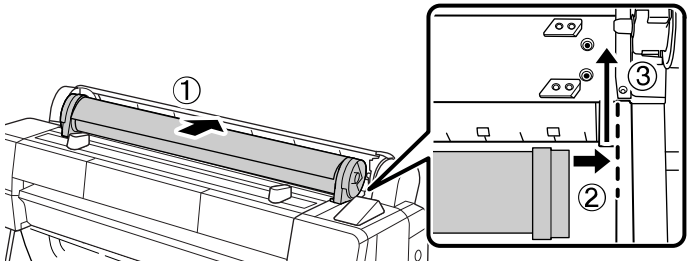
7. Push the adapters into the paper core at both ends of the roll.



8. Push down the adapter lock levers.



9. Lift the roll and slide it to the right until it meets the roll paper guide. Then slide the roll forward.

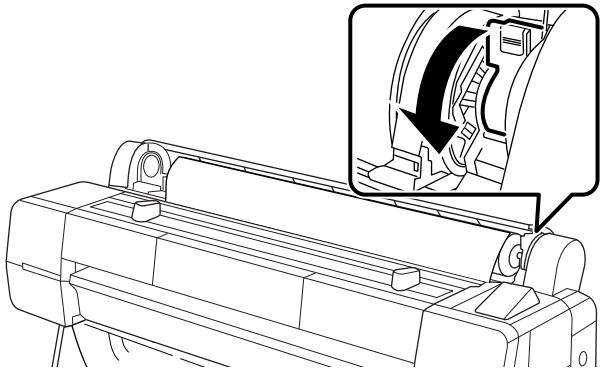



10. Press the load/remove paper button.
11. Make sure **Roll Paper** is selected and press the **OK** button.
12. Insert the leading edge of the roll paper into the feed slot until the printer beeps.

    **Note:** If the **Auto Loading** setting is set to **Off**, continue feeding the paper until it reaches the front edge of the printer.

    **Note:** If the cloth in the paper slot lifted up when paper was removed, press the cloth down with the leading edge of the paper.

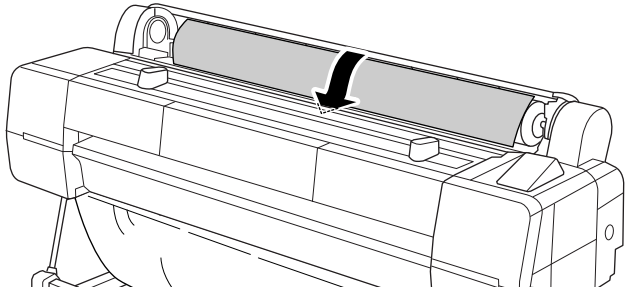
13. Pull down the roll lock lever to lock the roll in place.



14. Press the **OK** button.

    **Note:** Press the cut/feed media button to cut off the edge of the paper, if necessary.

15. Close the roll paper cover.



    **Note:** To prevent dust from accumulating inside the printer, always keep the roll paper cover closed unless you are loading or unloading media.

16. Select one of these settings on the LCD screen:
    - If the paper settings are correct, select **Keep Settings Above**.
    - Select **Change Settings** and adjust the settings.

17. Press the **OK** button.

To avoid indenting or creasing the paper, remove it from the paper path and roll it up when you are not printing.

**Note:** Store roll paper on its end or horizontally (if the packaging end-caps are installed). Never store roll paper on its edge, as a flat spot can develop and lead to imaging artifacts on the prints.

**Parent topic:** Roll Paper Handling

**Related references**

Available Epson Papers

**Related tasks**

Removing Roll Paper

## Cutting Roll Paper

The printer's built-in cutter can automatically cut most paper types, or you can cut your prints manually. You can switch between cutting methods on the control panel or in the printer driver. The setting selected in the printer driver overrides the control panel setting.

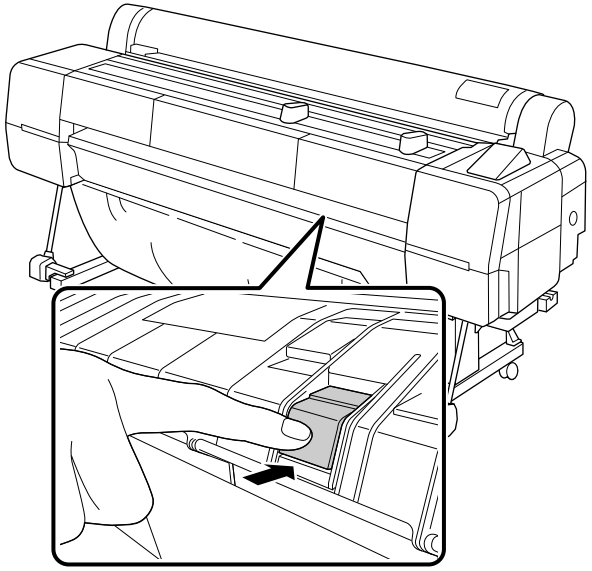
**Note:** If you are using the optional Auto Take-up Reel, disable the **Auto Cut** setting in the printer driver and on the control panel.

**Caution:** You should not use the built-in cutter with these paper types or you may damage or dull the built-in cutter:

- Fine art paper
- Canvas
- Vinyl
- Matte poster board
- Adhesive paper
- Banner media

When you print on these paper types, disable the **Auto Cut** setting and cut off your prints manually.

**Note:** For the SureColor P20000, the cut end of roll paper wider than 44 inches (112 cm) may bend. Raise the additional output support on the printer to prevent this and improve cutting.



Lower the support when it is not in use or if it catches on the paper.

Cutting Roll Paper Manually
Printing Trim Lines

**Parent topic:** Roll Paper Handling

**Related references**
Roll Paper Options - Windows

**Related tasks**
Selecting Roll Paper Settings - Mac

**Related topics**
Using the Optional Auto Take-up Reel

## Cutting Roll Paper Manually

You can disable the **Auto Cut** option to keep your prints on the roll until you manually cut them.

**Note:** The built-in cutter may not be able to cut some types of media.

1. Before you print, select the Setup tab.
2. Press the **Menu** button.
3. Select **Printer Setup** and press the **OK** button.
4. Select **Roll Paper Setup** and press the **OK** button.
5. Select **Auto Cut** and press the **OK** button.
6. Select **Off**.
7. Press the **OK** button to save the setting.
8. Press the back button to exit the menu.
9. Run your print job.
10. Press the cut/feed media button.
11. Press and hold the down arrow button until your print is clear of the printer, then press the **OK** button to cut the print.

    **Note:** If you cannot cut the paper using the built-in cutter, press the down arrow button until your print is clear of the printer and cut the print by hand.

**Parent topic:** Cutting Roll Paper

## Printing Trim Lines

When you disable the **Auto Cut** setting, you can print a trim line (page line) between print jobs as a guide for manual cutting.

1. Before you print, select the Setup tab.
2. Press the **Menu** button.
3. Select **Printer Setup** and press the **OK** button.
4. Select **Roll Paper Setup** and press the **OK** button.
5. Select **Page Line** and press the **OK** button.
6. Select **On**.
7. Press the **OK** button to save the setting.
8. Press the back button to exit the menu.

9. Run your print job.

**Parent topic:** Cutting Roll Paper

**Related references**

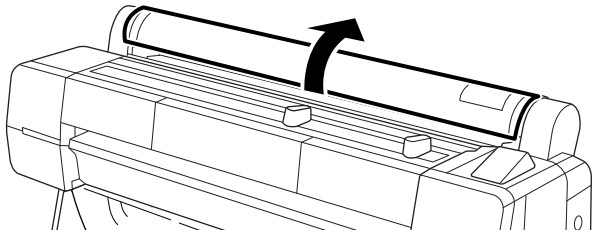
Paper Menu Settings

Setup Menu Settings

## Removing Roll Paper

When you finish printing on roll paper, you should remove it from the printer to avoid indenting or creasing the paper.

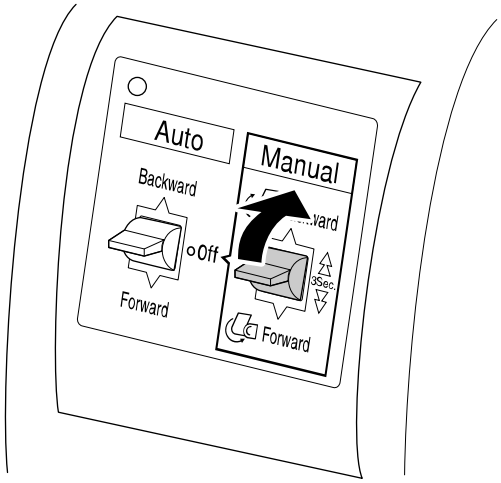
1. Open the roll paper cover.



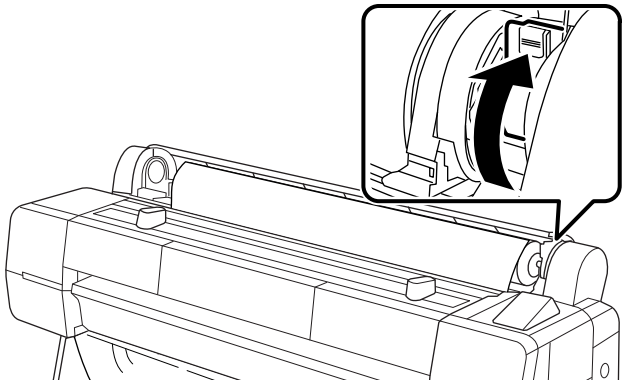
2. Press the load/remove paper button.
3. Select **Remove Paper** and press the **OK** button.

   If **Roll Paper Remaining** is set to **On**, the barcode and paper information is printed. If you are not using the optional Auto Take-Up Reel, the paper rewinds automatically.

4. If you are using the optional Auto Take-Up Reel, rewind the paper using the Manual switch.

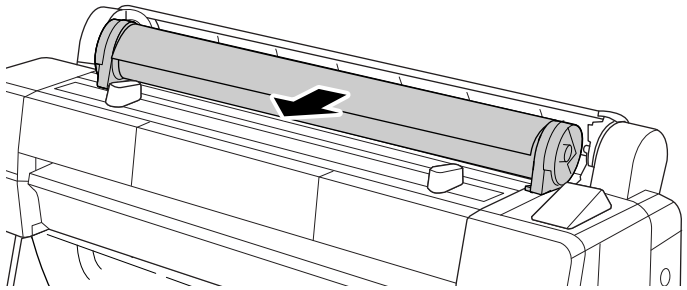



5. Lift the roll lock lever all the way up.

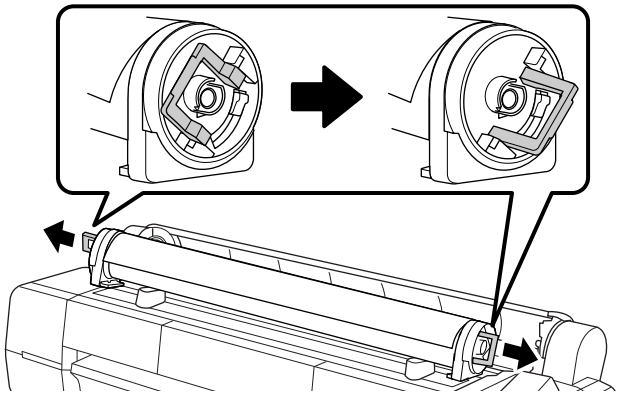


**Note:** If the roll lock lever is not raised up all the way, the lock is still on.

6. Lift the roll out of the printer and place it on top of the paper guides.



7. Release the adapter lock levers on both roll paper adapters and remove the adapters from the ends of the paper roll.



8. Rewind the paper carefully and place it in its original packaging.

   **Note:** Store roll paper on its end or horizontally (if the packaging end-caps are installed). Never store roll paper on its edge, as a flat spot can develop and lead to imaging artifacts on the prints.

**Parent topic:** Roll Paper Handling

**Related topics**

Using the Optional Auto Take-up Reel

# Cut Sheet Handling

You can load a variety of types and sizes of cut sheet paper in your product.

Loading Cut Sheets
Loading Poster Board

**Parent topic:** Media Handling

## Loading Cut Sheets

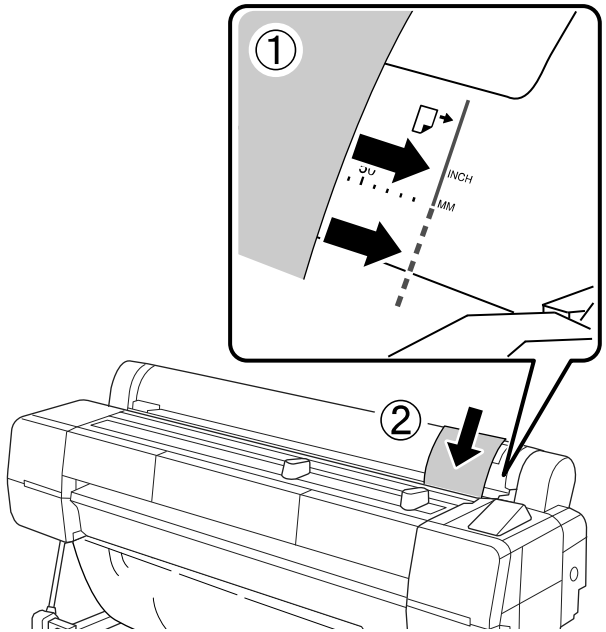
Always load cut sheet paper short edge first. You can load photo and fine art sheet paper 31 mil (0.8 mm) or thinner directly into the paper path.

**Note:** Remove and roll up any roll paper before you load cut sheet paper.

**Caution:** Do not use wavy or curled paper. Only use paper that is stored flat in its original package. If you load wavy or curled paper, it may cause print head strikes that lead to repeated print head cleanings or permanent damage to the printer.

1. Make sure the printer is turned on and the roll paper cover is closed.
2. Press the load/remove paper button.
3. Select **Cut Sheet** and press the **OK** button.
4. Feed the sheet into the feed slot until it meets resistance and the leading edge rests inside the feed slot.

5. Align the right edge of the sheet with the vertical line on the roll paper cover.




6. Press the **OK** button.

   The sheet feeds into printing position automatically.
7. Select one of these settings on the LCD screen:
   - If the paper settings are correct, select **Keep Settings Above**.
   - Select **Change Settings** and adjust the settings.
8. Press the **OK** button.
9. Run your print job.

   After printing, the sheet stays in the printer.
10. To remove your print, hold the sheet and press the cut/feed media button.

**Note:** Store cut sheet media flat in its original packaging. Storing sheet media unprotected or on its long or short edge can lead to excess paper curl, cause damage to the printer, and ruin your prints.

**Parent topic:** Cut Sheet Handling

**Related references**

Available Epson Papers

Paper Specifications

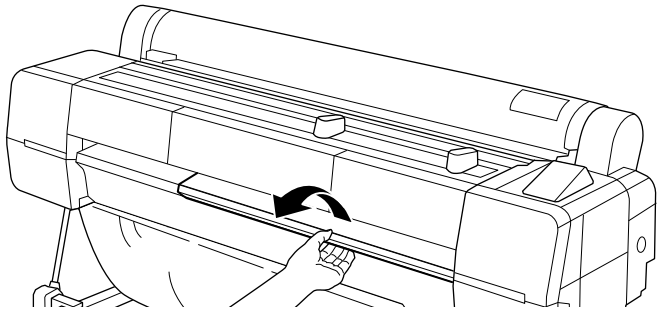
**Related tasks**

Storing the Paper Basket

## Loading Poster Board

Load poster board that is more than 31 mil (0.8 mm) thick into the front of the printer using the poster board support.

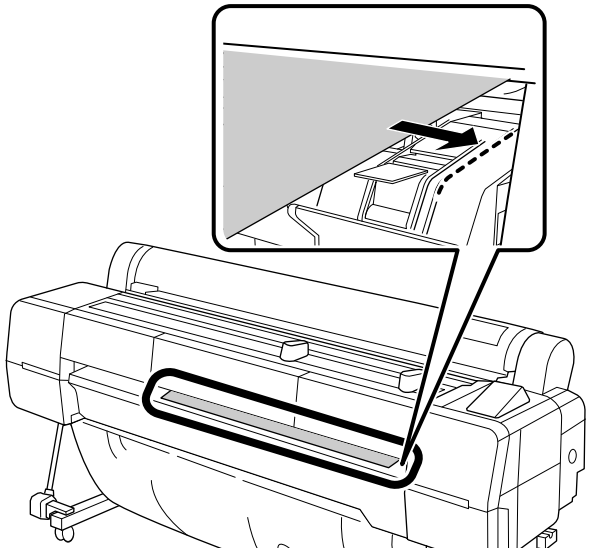
1. Make sure the printer is turned on and the roll paper cover is closed.
2. Press the load/remove paper button.
3. Select **Poster Board** and press the **OK** button.
4. Lift up the poster board support and pull it toward you.



5. Insert the poster board printable side up.

   **Note:** Make sure the poster board passes under the rollers in the feed slot.

6. Slide the poster board into the feed slot until it is flush with the front of the printer as shown. Align the right edge with the poster board support.



**Note:** You may need to increase the suction by pressing the up arrow button. This helps hold the poster board in place during loading and printing.

7. Press the **OK** button.

   The poster board feeds into the printer.

8. Select one of these settings on the LCD screen:
   - If the paper settings are correct, select **Keep Settings Above**.
   - Select **Change Settings** and adjust the settings.

   **Note:** Make sure you select **Enhanced Board** as the **Media Type** setting in the **Others** menu.

9. Press the **OK** button.
10. Run your print job.

    After printing, the sheet stays in the printer.

11. To remove your print, hold the sheet and press the **OK** button.

    **Note:** Store cut sheet media flat in its original packaging. Storing sheet media unprotected or on its long or short edge can lead to excess paper curl, cause damage to the printer, and ruin your prints.

12. After removing your print, press the **OK** button.

Push the poster board support back into the printer.

**Parent topic:** Cut Sheet Handling

**Related references**

Available Epson Papers

Paper Specifications

**Related tasks**

Storing the Paper Basket

## Adjusting the Platen Gap

If the print quality is not satisfactory when printing on very thin or very thick media, you may need to adjust the **Platen Gap** setting in the **Printer Setup** menu.

**Note:** If you notice scuffs on the first few inches of your prints, curled paper may be causing print head strikes. Paper curl may be more extreme in low humidity environments. Store the paper in its original package and load it just before printing. Make sure your paper is flat or try increasing the Platen Gap setting or the top margin until the problem disappears. Adjustments to both the Platen Gap and top margin may be necessary to prevent damage.

1. Select the Setup tab.
2. Press the **Menu** button.
3. Select **Printer Setup** and press the **OK** button.
4. For custom paper types, select **Custom Paper Setting** setting and press the **OK** button..
5. Select **Platen Gap** and press the **OK** button..
6. Select a platen gap setting and press the **OK** button.
7. Press the back button to exit the menu.

If print quality does not improve after increasing the Platen Gap, check the Paper Thickness setting in the driver. You may need to create a custom paper configuration for the loaded media.

**Parent topic:** Media Handling

**Related references**

Setup Menu Settings

# Using the Paper Basket

The paper basket catches printouts and keeps them from getting dirty or scratched. The paper basket can only hold one print up to 44 inches (112 cm) wide and 62 inches (158 cm) long.

**Caution:** For fine art and other sensitive prints, do not allow media to gather in the paper basket.

Make sure the support bar is fully extended when using the paper basket.

Storing the Paper Basket

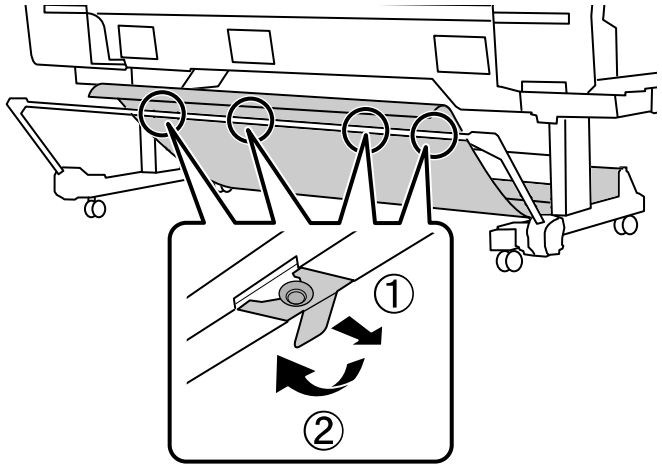
**Parent topic:** Media Handling

## Storing the Paper Basket

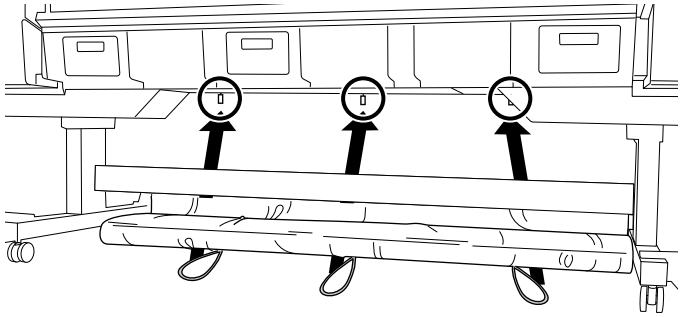
Store the paper basket whenever you do the following:

- Use the optional Auto Take-up Reel
- Move the printer

1. Unhook the plastic connectors on the paper basket from the metal pegs on the support bar.



2. Loosely roll the cloth and insert the loops on the basket into the clamps on the bottom of the printer.



**Parent topic:** Using the Paper Basket

**Related topics**

Moving or Transporting the Product

## Creating Paper Configurations

You can create and store up to 20 custom paper configurations for use in printing on non-Epson paper or paper not supported by the Epson printer driver. You can also create and manage custom paper configurations in the LFP Remote Panel 2 Utility.

**Note:** Custom paper configurations are based on the existing print head alignment. For best results, perform the head alignments on Epson Doubleweight Matte Paper.

1. Load the type of paper that you want to configure in the printer.
2. Select the Paper status tab.
3. Press the **Menu** button.
4. Select **Custom Paper Setting** and press the **OK** button.
5. Select a number for the custom paper configuration and press the **OK** button.
6. Select **Select Reference Paper** and press the **OK** button.

7. Select a paper preset that is similar to the paper that you loaded and press the **OK** button.

   **Note:** Use the following guidelines when selecting the reference paper that is closest to the paper you are using:

   - Glossy paper: **Photo Paper** or **Proofing Paper**.
   - Thick paper (non-glossy): **Matte Paper**.
   - Thin, soft paper (non-glossy): **Plain Paper**.
   - Cotton paper with a rough surface: **Fine Art Paper**.
   - Special media such as film, cloth, poster board, or tracing paper: **Others**.

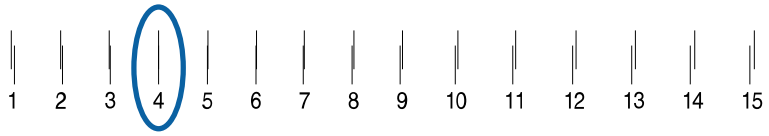
8. Select **Platen Gap** and press the **OK** button.
9. Select a platen gap setting and press the **OK** button.

   **Note:** When you use a custom paper configuration, you cannot adjust the **Platen Gap** setting from the **Printer Setup** menu.

10. Select **Paper Thickness** and press the **OK** button.
11. Press the **OK** button.

    A paper thickness pattern prints.

12. Check the printed pattern and locate the pattern with the most evenly overlapping lines.




13. Select the number of the most even pattern and press the **OK** button.
14. Select any additional settings in the Custom Paper Settings menu, as necessary.
15. When you finish, press back to exit the menu.

After you create paper configurations, you can print a list of the presets and the settings for each one.

Printing a Paper Configuration List
Selecting Custom Paper Configurations

**Parent topic:** Media Handling

**Related references**

Paper Menu Settings

## Printing a Paper Configuration List

You can print a list of the settings for all the paper configurations that you have created.

1. Select the Paper status tab.
2. Press the **Menu** button.
3. Select **Paper** and press the **OK** button.
4. Select **Print Paper List** and press the **OK** button.
5. Press the **OK** button to print the list of your paper configurations.

**Parent topic:** Creating Paper Configurations

**Related references**

Paper Menu Settings

## Selecting Custom Paper Configurations

Once you have created a paper configuration, you can select the configuration whenever you print on the associated media.

1. Select the Paper status tab.
2. Press the **Menu** button.
3. Select **Paper** and press the **OK** button.
4. Select **Select Paper Type** and press the right arrow button.
5. Select **Custom Paper** and press the right arrow button.
6. Select the paper configuration you want to use and press the **OK** button.
7. Press the back button to exit the menu.

The custom paper configuration you selected is displayed on the LCD screen.

**Parent topic:** Creating Paper Configurations

**Related references**

Paper Menu Settings

# Available Epson Papers

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit proimaging.epson.com (U.S.) or proimaging.epson.ca (Canada), select your product series and product, and click the **Where to Buy** button. Or call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

**Note:** Paper/media availability varies by country.

| Paper Type | Size | Part number | Sheet count |
|---|---|---|---|
| Epson Cold Press Bright | 13 × 19 inches (330 × 483 mm) | S042310 | 25 |
| | 17 × 22 inches (432 × 559 mm) | S042311 | 25 |
| Epson Cold Press Natural | 13 × 19 inches (330 × 483 mm) | S042300 | 25 |
| | 17 × 22 inches (432 × 559 mm) | S042301 | 25 |
| Epson Velvet Fine Art Paper | 13 × 19 inches (330 × 483 mm) | S041637 | 20 |
| | 17 × 22 inches (432 × 559 mm) | S042097 | 25 |
| Epson Exhibition Fiber Paper | 13 × 19 inches (330 × 483 mm) | S045037 | 25 |
| | 17 × 22 inches (432 × 559 mm) | S045039 | 25 |
| Epson Hot Press Bright | 13 × 19 inches (330 × 483 mm) | S042330 | 25 |
| | 17 × 22 inches (432 × 559 mm) | S042331 | 25 |
| Epson Hot Press Natural | 13 × 19 inches (330 × 483 mm) | S042320 | 25 |
| | 17 × 22 inches (432 × 559 mm) | S042321 | 25 |
| Epson Exhibition Watercolor Paper Textured | 13 × 19 inches (330 × 483 mm) | S045487 | 20 |
| | 17 × 22 inches (432 × 559 mm) | S045488 | 25 |

| Paper Type | Size | Part number | Sheet count |
|---|---|---|---|
| Epson Premium Luster Photo Paper (260) | 13 inches (330 mm) × 32 feet (9.8 m) | S041409 | 1 roll |
| | 16 inches (406 mm) × 100 feet (30.5 m) | S042079 | 1 roll |
| | 24 inches (610 mm) × 100 feet (30.5 m) | S042081 | 1 roll |
| | 36 inches (914 mm) × 100 feet (30.5 m)* | S042082 | 1 roll |
| | 44 inches (1118 mm) × 100 feet (30.5 m)* | S042083 | 1 roll |
| Epson Metallic Photo Paper Glossy | 13 × 19 inches (330 × 483 mm) | S045590 | 25 |
| | 17 × 22 inches (432 × 559 mm) | S045591 | 25 |
| Epson Metallic Photo Paper Luster | 13 × 19 inches (330 × 483 mm) | S045517 | 25 |
| | 17 × 22 inches (432 × 559 mm) | S045598 | 25 |
| Epson Photo Paper Glossy | 11 × 17 inches (279 × 432 mm) | S041156 | 20 |
| | 13 × 19 inches (330 × 483 mm) | S041143 | 20 |
| Epson Premium Photo Paper Glossy | A3 (11.7 × 16.5 inches [297 × 420 mm]) | S041288 | 20 |
| | 13 × 19 inches (330 × 483 mm) | S041289 | 20 |
| | 11 × 17 inches (279 × 432 mm) | S041290 | 20 |
| | 17 × 22 inches (432 × 559 mm) | S042092 | 25 |
| Epson Premium Photo Paper Semi-gloss | 13 × 19 inches (330 × 483 mm) | S041327 | 20 |
| | A3 (11.7 × 16.5 inches [297 × 420 mm]) | S041260 | 50 |
| | 13 × 19 inches (330 × 483 mm) | S041263 | 50 |
| | 17 × 22 inches (432 × 559 mm) | S042124 | 25 |

| Paper Type | Size | Part number | Sheet count |
|---|---|---|---|
| Epson Premium Presentation Paper Matte | 11 × 17 inches (279 × 432 mm) | S041070 | 100 |
| | 13 × 19 inches (330 × 483 mm) | S041069 | 100 |
| | 16.5 × 23.4 inches (420 × 594 mm) | S041079 | 30 |
| | 17 × 22 inches (432 × 559 mm) | S041171 | 100 |
| Epson Proofing Paper White Semimatte | 13 × 19 inches (330 × 483 mm) | S045115 | 100 |
| | 13 inches (300 mm) × 100 feet (30.5 m) | S042002 | 1 roll |
| | 17 inches (432 mm) × 100 feet (30.5 m) | S042003 | 1 roll |
| | 24 inches (610 mm) × 100 feet (30.5 m) | S042004 | 1 roll |
| | 36 inches (914 mm) × 100 feet (30.5 m)* | S042005 | 1 roll |
| | 44 inches (1118 mm) × 100 feet (30.5 m)* | S042006 | 1 roll |
| Epson Standard Proofing Paper Publication | 13 inches (300 mm) × 100 feet (30.5 m) | S041996 | 1 roll |
| | 17 inches (432 mm) × 100 feet (30.5 m) | S041997 | 1 roll |
| | 24 inches (610 mm) × 100 feet (30.5 m) | S041998 | 1 roll |
| | 36 inches (914 mm) × 100 feet (30.5 m)* | S041999 | 1 roll |
| | 44 inches (1118 mm) × 100 feet (30.5 m)* | S042001 | 1 roll |

| Paper Type | Size | Part number | Sheet count |
|---|---|---|---|
| Epson Standard Proofing Paper Commercial | 13 inches (300 mm) × 100 feet (30.5 m) | S042144 | 1 roll |
| | 17 inches (432 mm) × 100 feet (30.5 m) | S041997 | 1 roll |
| | 24 inches (610 mm) × 100 feet (30.5 m) | S041998 | 1 roll |
| | 36 inches (914 mm) × 100 feet (30.5 m)* | S041999 | 1 roll |
| | 44 inches (1118 mm) × 100 feet (30.5 m)* | S042001 | 1 roll |
| Epson Standard Proofing Paper (240) | 13 × 19 inches (330 × 483 mm) | S045115 | 100 |
| Epson Ultra Premium Photo Paper Luster | A3 (11.7 × 16.5 inches [297 × 420 mm]) | S041406 | 50 |
| | 13 × 19 inches (330 × 483 mm) | S041407 | 50 |
| | 13 × 19 inches (330 × 483 mm) | S041604 | 100 |
| | 17 × 22 inches (432 × 559 mm) | S042084 | 25 |
| | 13 inches (330 mm) × 32.8 feet (10 m) | S041409 | 1 roll |
| Epson Ultra Premium Presentation Paper Matte | A3 (11.7 × 16.5 inches [297 × 420 mm]) | S041343 | 50 |
| | 13 × 19 inches (330 × 483 mm) | S041339 | 50 |
| | 13 × 19 inches (330 × 483 mm) | S041605 | 100 |
| | 17 × 22 inches (432 × 559 mm) | S041908 | 100 |
| Epson UltraSmooth Fine Art Paper | 13 × 19 inches (330 × 483 mm) | S041896 | 25 |
| | 17 × 22 inches (432 × 559 mm) | S041897 | 25 |
| Epson Watercolor Paper Radiant White | 13 × 19 inches (330 × 483 mm) | S041351 | 20 |

| Paper Type | Size | Part number | Sheet count |
|---|---|---|---|
| Epson Exhibition Canvas Matte | 13 inches (330 mm) × 20 feet (6.1 m) | S045255 | 1 roll |
| | 17 × 22 inches (432 × 559 mm) | S045255 | 25 |
| Epson Exhibition Canvas Satin | 13 inches (330 mm) × 20 feet (6.1 m) | S045248 | 1 roll |
| Epson Exhibition Canvas Gloss | 13 inches (330 mm) × 20 feet (6.1 m) | S045241 | 1 roll |
| Epson Exhibition Canvas Natural Matte | 13 inches (330 mm) × 20 feet (6.1 m) | S045241 | 1 roll |
| Epson Exhibition Canvas Natural Satin | 13 inches (330 mm) × 20 feet (6.1 m) | S045396 | 1 roll |
| Epson Exhibition Canvas Natural Gloss | 13 inches (330 mm) × 20 feet (6.1 m) | S045410 | 1 roll |
| Epson Premium Glossy Photo Paper (250) | 16 inches (406 mm) × 100 feet (30.5 m) | S041742 | 1 roll |
| | 24 inches (610 mm) × 100 feet (30.5 m) | S041638 | 1 roll |
| | 36 inches (914 mm) × 100 feet (30.5 m)* | S041639 | 1 roll |
| | 44 inches (1118 mm) × 100 feet (30.5 m)* | S041640 | 1 roll |
| Epson Premium Semigloss Photo Paper (170) | 24 inches (610 mm) × 100 feet (30.5 m) | S041393 | 1 roll |
| | 36 inches (914 mm) × 100 feet (30.5 m)* | S041394 | 1 roll |
| | 44 inches (1118 mm) × 100 feet (30.5 m)* | S041395 | 1 roll |

| Paper Type | Size | Part number | Sheet count |
|---|---|---|---|
| Epson Premium Semimatte Photo Paper (250) | 16 inches (406 mm) × 100 feet (30.5 m) | S042149 | 1 roll |
| | 24 inches (610 mm) × 100 feet (30.5 m) | S042150 | 1 roll |
| | 36 inches (914 mm) × 100 feet (30.5 m)* | S042151 | 1 roll |
| | 44 inches (1118 mm) × 100 feet (30.5 m)* | S042152 | 1 roll |
| Epson Premium Glossy Photo Paper (170) | 16.5 inches (419 mm) × 100 feet (30.5 m) | S042076 | 1 roll |
| | 24 inches (610 mm) × 100 feet (30.5 m) | S041390 | 1 roll |
| | 36 inches (914 mm) × 100 feet (30.5 m)* | S041391 | 1 roll |
| | 44 inches (1118 mm) × 100 feet (30.5 m)* | S041392 | 1 roll |
| Epson Enhanced Matte Paper | 16 inches (406 mm) × 100 feet (30.5 m) | S041725 | 1 roll |
| | 24 inches (610 mm) × 100 feet (30.5 m) | S041595 | 1 roll |
| | 36 inches (914 mm) × 100 feet (30.5 m)* | S041596 | 1 roll |
| | 44 inches (1118 mm) × 100 feet (30.5 m)* | S041597 | 1 roll |

| Paper Type | Size | Part number | Sheet count |
|---|---|---|---|
| Epson Singleweight Matte Paper | 17 inches (432 mm) × 132 feet (40.2 m) | S041746 | 1 roll |
| | 17 inches (432 mm) × 132 feet (40.2 m) | S041853 | 1 roll |
| | 36 inches (914 mm) × 132 feet (40.2 m)* | S041854 | 1 roll |
| | 44 inches (1118 mm) × 132 feet (40.2 m) | S041855 | 1 roll |
| Epson Doubleweight Matte Paper | 24 inches (610 mm) × 82 feet (25 m) | S041385 | 1 roll |
| | 36 inches (914 mm) × 82 feet (25 m) | S041386 | 1 roll |
| | 44 inches (1118 mm) × 82 feet (25 m) | S041387 | 1 roll |

**Parent topic:** Media Handling

# Borderless Paper Type Compatibility

You can print borderless photos on compatible paper types in compatible paper widths:

### Examples of Borderless Paper Types

- Epson Singleweight Matte Paper
- Epson Doubleweight Matte Paper
- Epson Premium Glossy Photo Paper (250)
- Epson Premium Semigloss Photo Paper (170)
- Epson Premium Glossy Photo Paper (170)
- Epson Premium Semimatte Photo Paper (250)
- Epson Premium Luster Photo Paper (260)

### Borderless Paper Widths

- 10 inches (254 mm)

- 11.8 inches (300 mm)
- 13 inches (330 mm)
- 16 inches (406 mm)
- 17 inches (432 mm)
- 20.3 inches (515 mm)
- 23 inches (594 mm)
- 24 inches (610 mm)
- 33 inches (841 mm)
- 36 inches (914 mm)
- 44 inches (1118 mm)
- 50 inches (1270 mm)*
- 54 inches (1372 mm)*
- 60 inches (1524 mm)*

* SureColor P20000 only

**Parent topic:** Media Handling

**Related references**

Printable Area Specifications

# Using the Optional Auto Take-up Reel

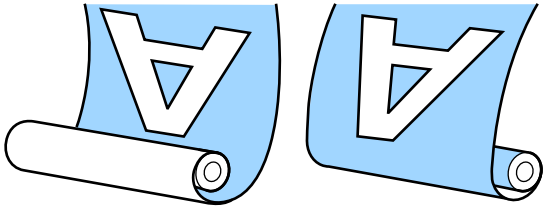
See these sections to use the optional auto take-up reel with your product.

About the Optional Auto Take-up Reel
Installing the Auto Take-up Reel
Attaching the Roll Core to the Auto Take-up Reel
Take Up with the Printable Side Out
Take Up with the Printable Side In
Assembling and Using the Tensioner
Removing Media from the Optional Auto Take-up Reel

## About the Optional Auto Take-up Reel

The optional auto take-up reel automatically rolls up printed media as you print.

You can use the auto take-up reel for media with the printable side in or printable side out.



It is best to do the following when using the auto take-up reel:

- Make sure that the end of the roll is cut straight across.
- Use the side of the take-up roll core holder that is the same width as your media core so the core does not bend or take up media incorrectly.

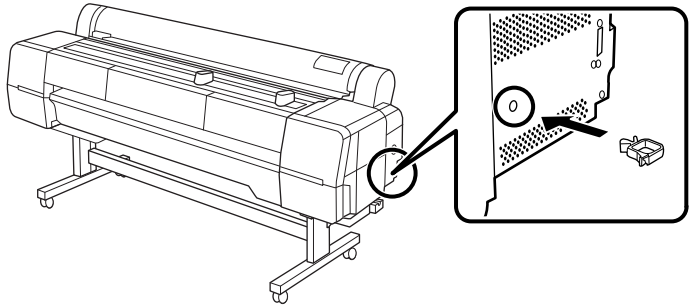
**Parent topic:** Using the Optional Auto Take-up Reel

## Installing the Auto Take-up Reel

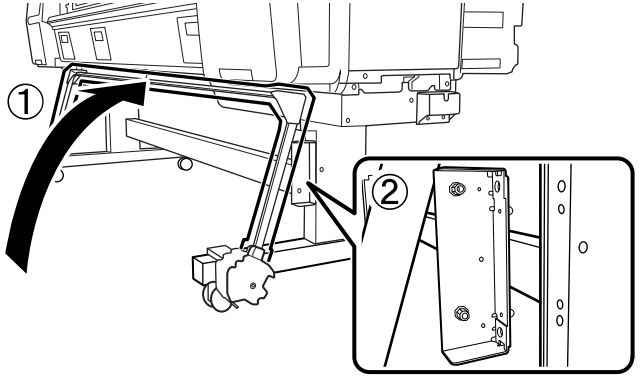
Before installing the optional auto take-up reel, you need to remove the paper basket from the support bar and store it under the printer.

**Note:** Use the hex wrench that came with the printer to install the auto take-up reel.

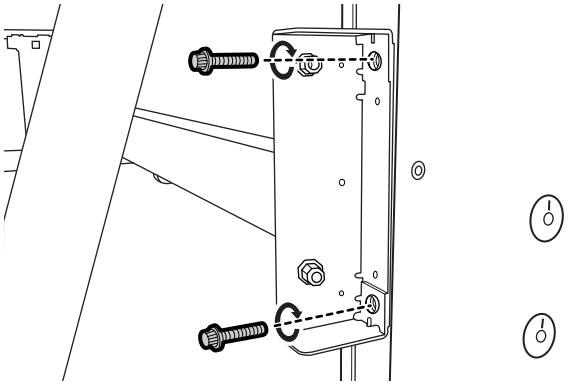
1. Attach a cable clamp to the side of the printer.



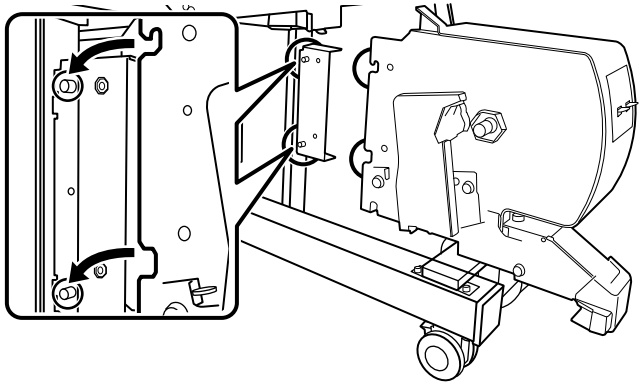
2. Move the support bar into the storage position and position the take-up reel mounting bracket on the side of the printer stand.



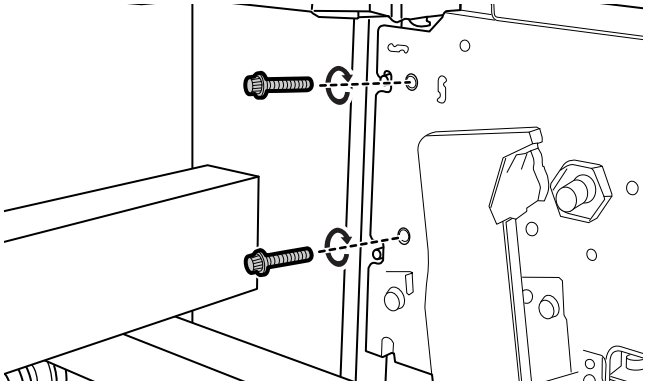
3. Use the hex wrench included with the auto take-up reel to secure the mounting bracket with two bolts.



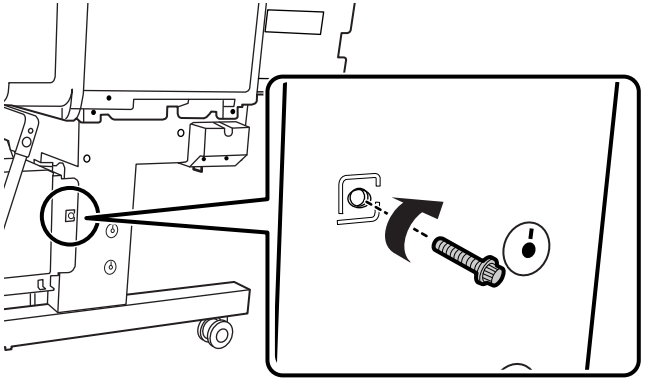
4. Hook the auto-take up reel onto the pegs on the mounting bracket.



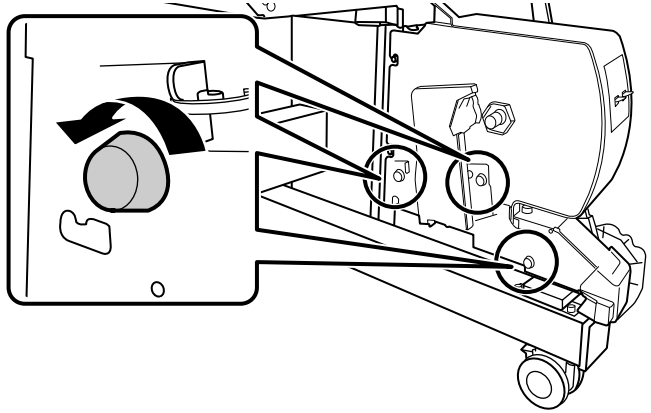
5. Use the hex wrench to secure the inside of the auto take-up reel to the mounting bracket with two bolts.



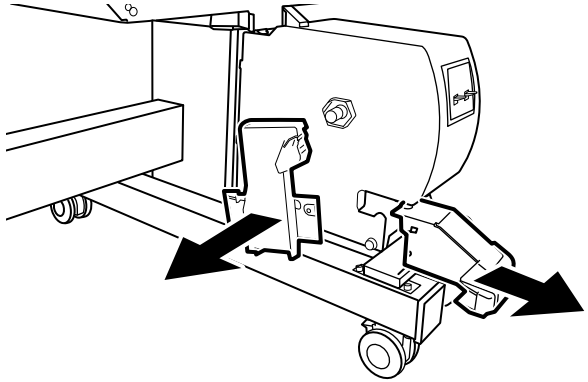
6. Use the hex wrench to secure the mounting bracket to the outside of the auto take-up reel with a bolt.



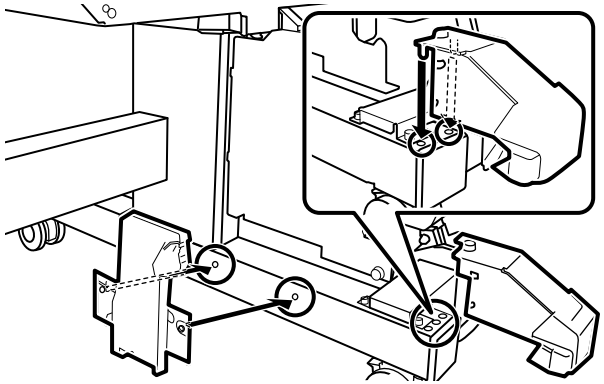
7. Remove the three thumb screws that hold the sensors in their packing position.



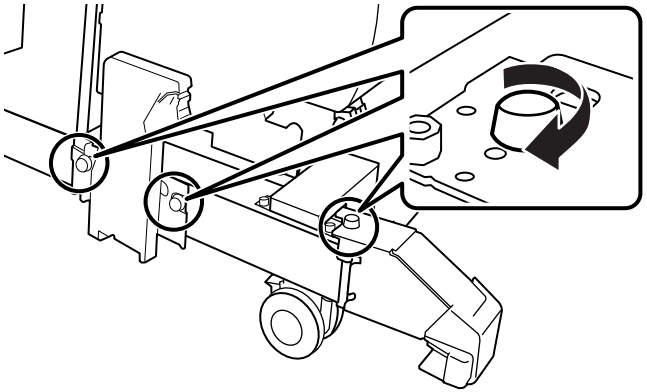
8. Remove the sensors.



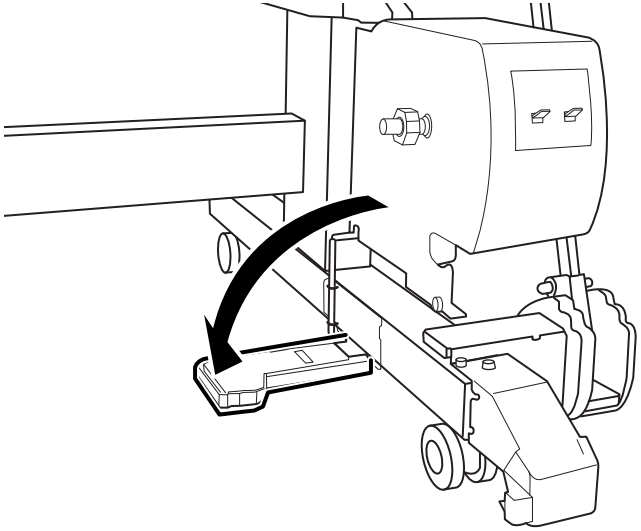
9. Attach the inner and front take-up reel sensors to the mounting points on the side and front of the printer stand.



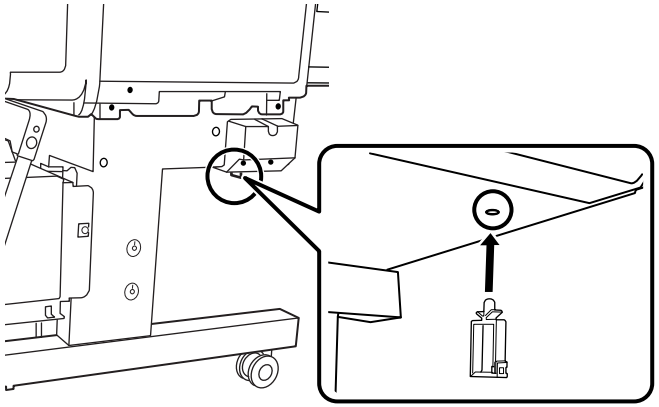
10. Secure the sensors to the printer stand with the thumb screws.



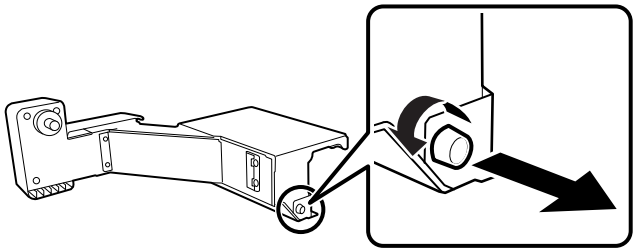
11. Lower the inner take-up reel sensor.



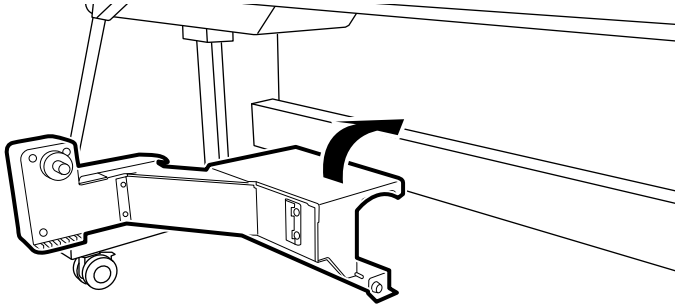
12. Attach a cable clamp to the bottom of the printer.



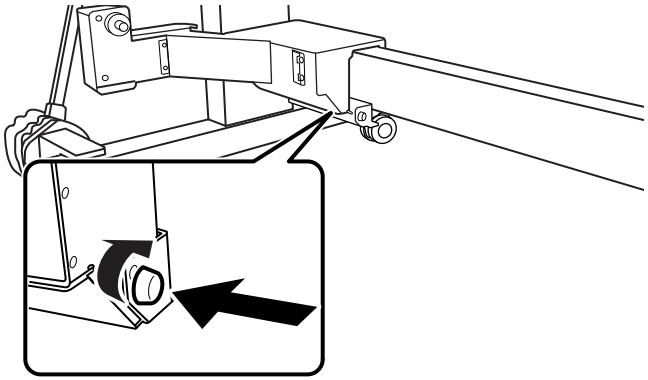
13. Remove the thumb screw from the paper stop.



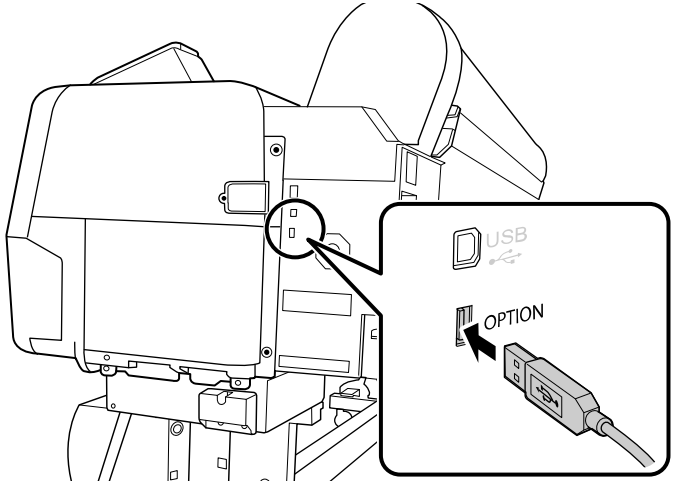
14. Attach the paper stop to the left side of the printer stand's horizontal strut.



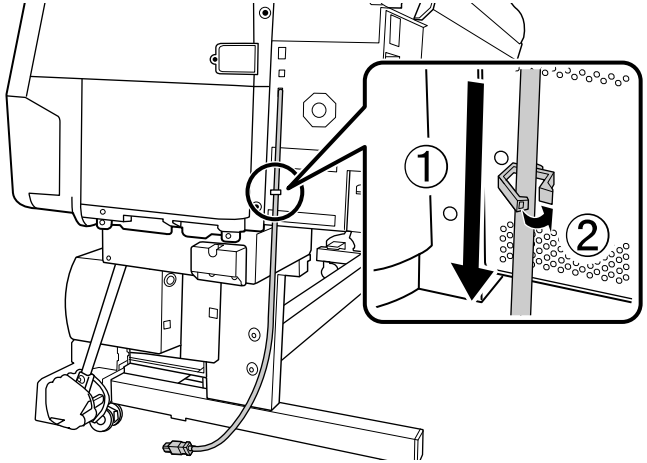
15. Secure the paper stop to the printer stand with a thumbscrew.



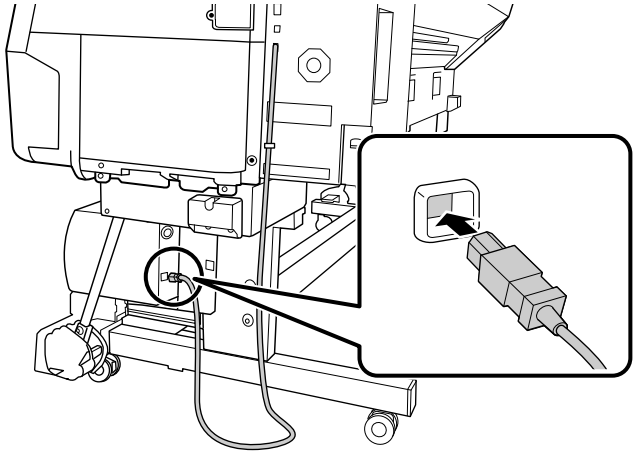
16. Connect the included USB cable to the **OPTION** port on the side of the printer.



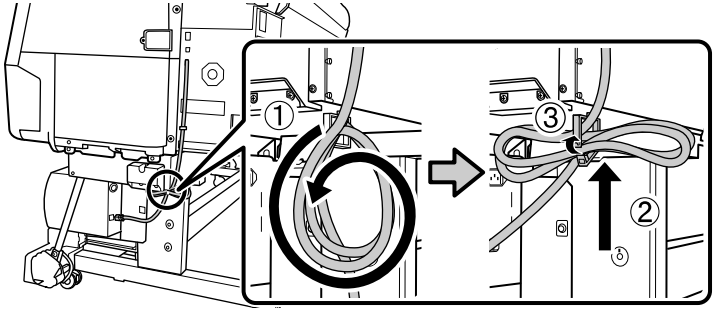

17. Route the USB cable through the cable clamp on the side of the printer.



18. Connect the other end of the USB cable to the port on the back of the auto take-up reel.



19. Coil the excess cable and secure it using the cable clamp on the bottom of the printer stand.




20. Connect the power cord to the AC inlet on the back of the auto take-up reel and route the cord through the same cable clamp as the printer's power cord.
21. Plug the auto take-up reel power cord into an electrical outlet.

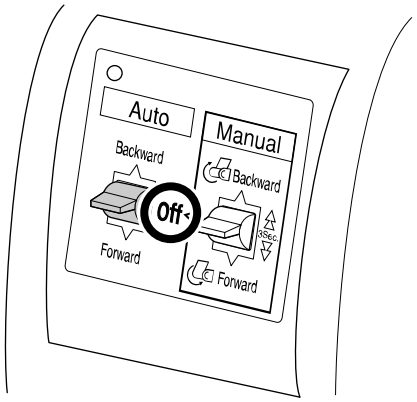
**Parent topic:** Using the Optional Auto Take-up Reel

## Attaching the Roll Core to the Auto Take-up Reel

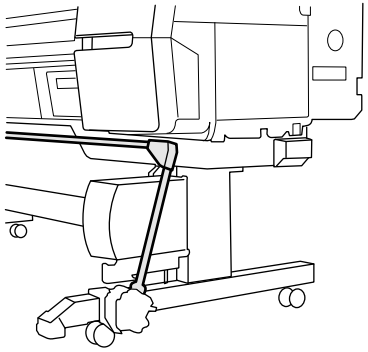
You need to attach the roll core to the auto-take up reel before you can load paper onto the take-up reel.

**Note:** Make sure the paper is the same width as the roll core. If the paper and roll core are different widths, the paper may not wind correctly.

1. Set the **Auto** switch on the take-up reel to the **Off** position.

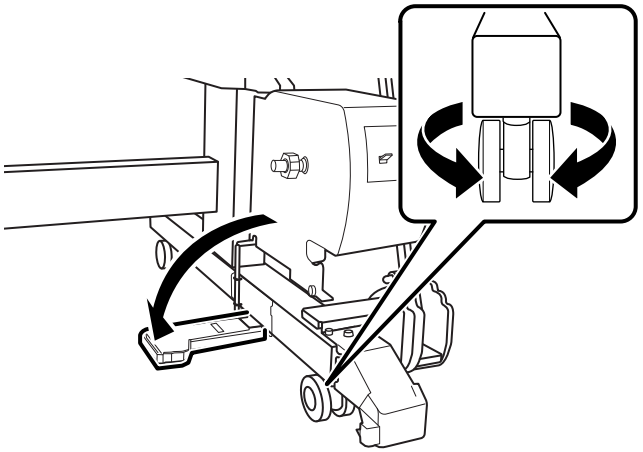



2. Turn on the printer.
3. Load roll media in the printer.
4. Move the support bar to the storage position.

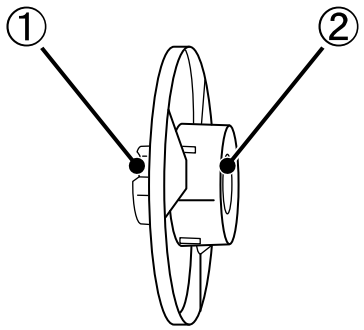


5. Make sure the inner take-up reel sensor is lowered and the caster is positioned parallel to the printer stand.

   **Note:** If the caster is not positioned parallel to the printer stand, it may interfere with the take-up reel sensors.



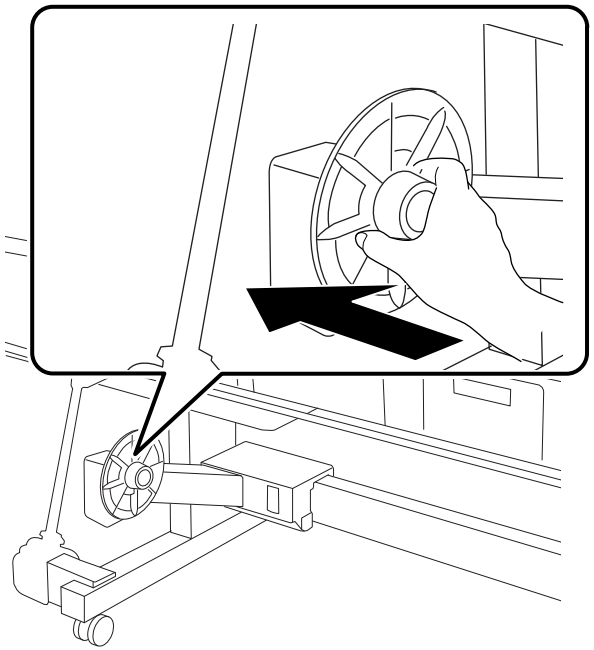
6. Install the roll core holder with the side that matches the size of the paper core facing out.



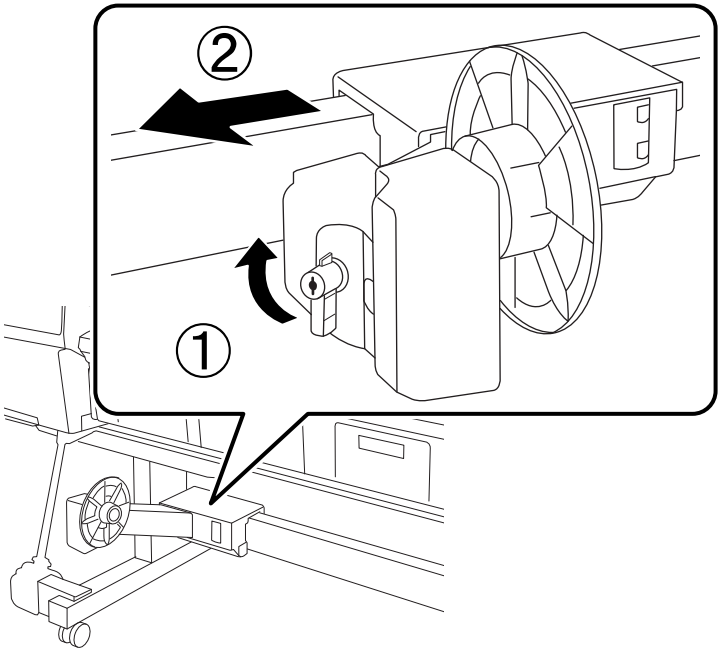

1 2 inches (51 mm)

2 3 inches (76 mm)

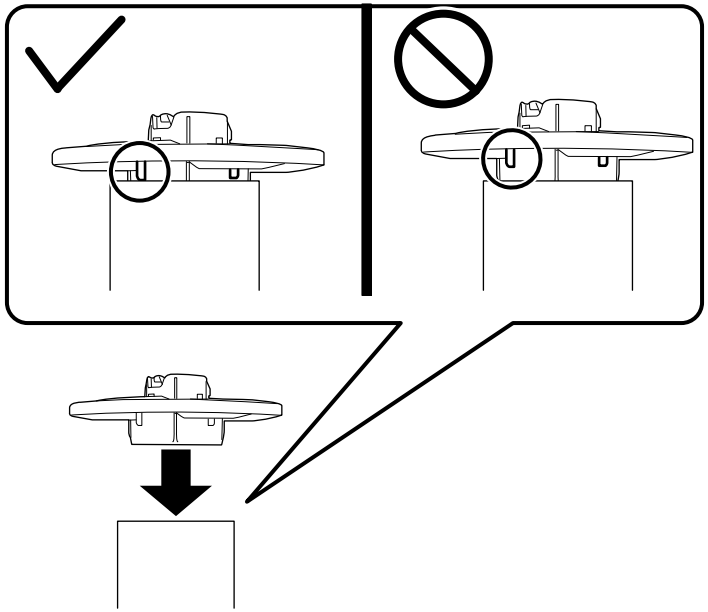
7. Attach the roll core holder to the paper stop and push it in until it clicks into place.



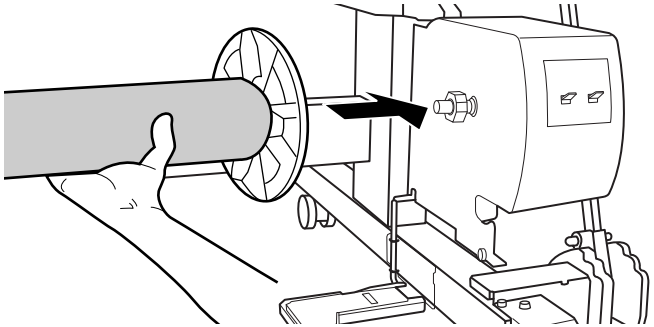
8. Unlock the paper stop and slide it to the left.



9. Insert the right roll core holder into the roll core until the raised edges on the roll core holder touch the roll core.

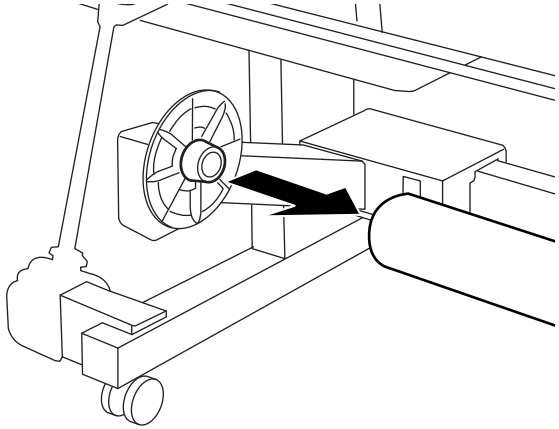


10. Attach the roll core to the auto take-up reel and push it in until it clicks into place.

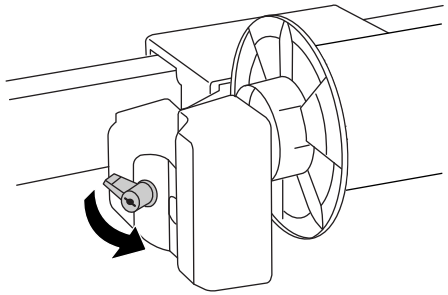


11. Slide the paper stop to the right and insert the roll core holder into the left end of the roll core.

    **Note:** Make sure the raised edges on the roll core holder touch the roll core.



12. Lock the paper stop in place.



**Parent topic:** Using the Optional Auto Take-up Reel

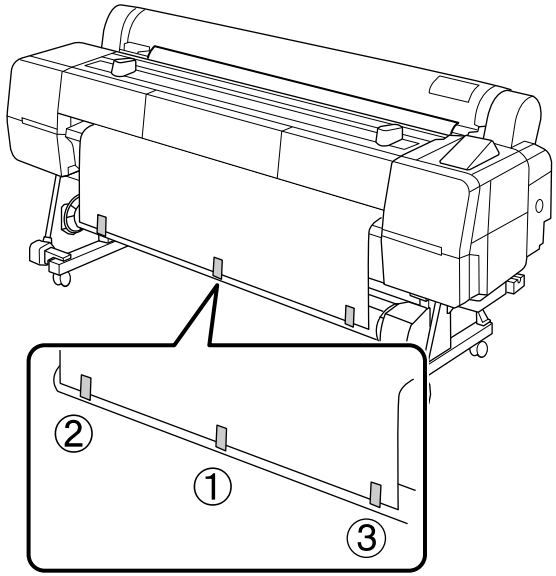
## Take Up with the Printable Side Out

After you attach the roll core on the optional auto take-up reel, follow these steps to take up media with the printable side out.

**Note:** Make sure **Auto Cut** is set to **Off** when you use the auto take-up reel.

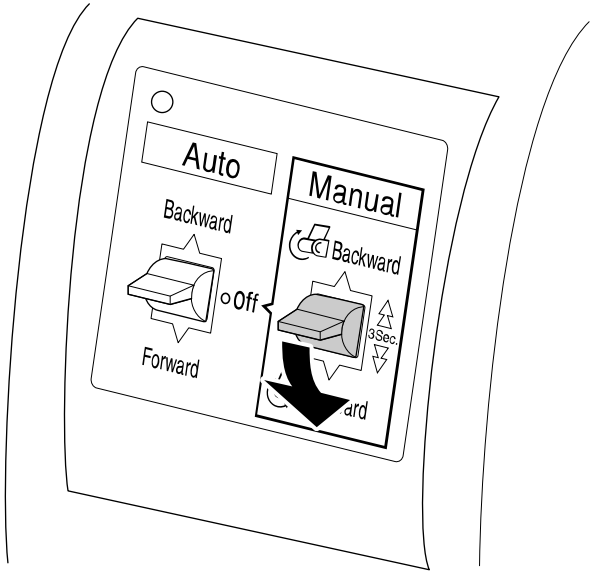
1. Press the load/remove paper button on the printer.
2. Select **Use Take-up Unit** and press the **OK** button.

   Paper automatically feeds until the edge of the roll media reaches the roll core.
3. Wind the edge of the media around the front of the roll core.
4. Tape the edge of the media to the center of the core, then tape the edge to the left and right ends.




5. Press the right arrow button on the printer.
6. Make sure the **Auto** switch on the take-up reel is in the **Off** position and press the **OK** button on the printer.

7. Press the **Manual** switch on the take-up reel to the **Forward** position and hold it there until the media wraps around the core at least two times. Then release the switch.



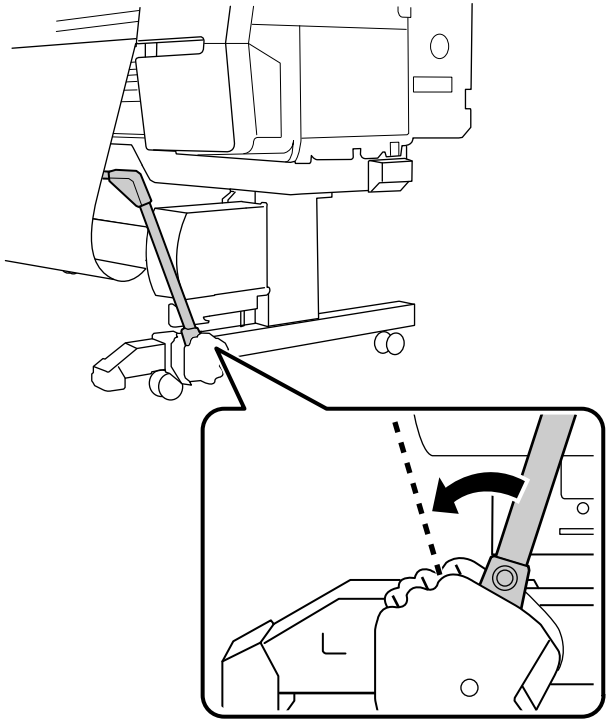

8. Press the **OK** button on the printer.

   Paper automatically feeds.

9. Make sure that there is some slack in the media and that it loads evenly on both sides.

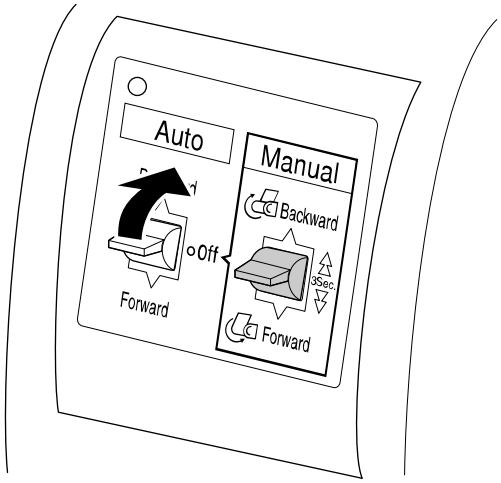
   **Note:** The media will not take up correctly if it is looser on one side than the other.

10. Move the support bar to the position shown here.



11. Press the right arrow button on the printer.
12. If you are printing on one of these media, place the tensioner in the slack of the roll and press the right arrow button on the printer: Epson Singleweight Matte Paper, Epson Premium Glossy Photo Paper (170), or Epson Premium Semigloss Photo Paper (170).

13. Set the **Auto** switch on the take-up reel to the **Backward** position.




14. Press the **OK** button on the printer.

You are now ready to print with the auto take-up reel.

**Parent topic:** Using the Optional Auto Take-up Reel

**Related references**

Setup Menu Settings

## Take Up with the Printable Side In

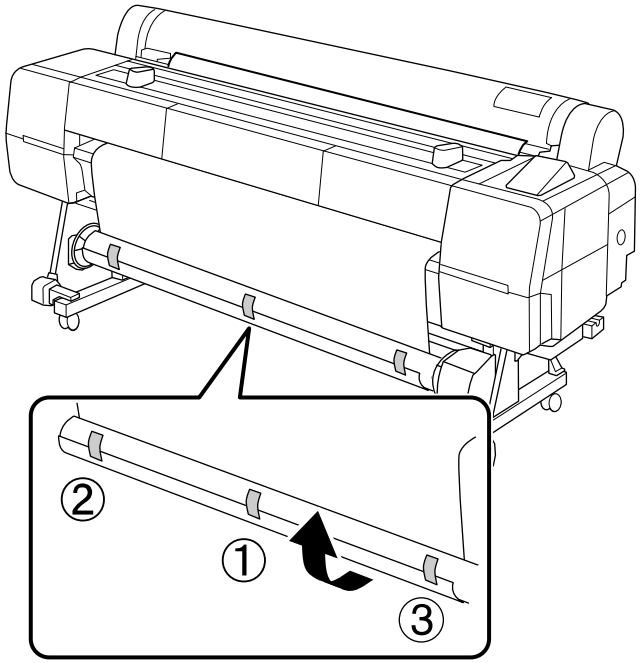
After you attach the roll core on the optional auto take-up reel, follow these steps to take up media with the printable side in.

**Note:** Make sure **Auto Cut** is set to **Off** when you use the auto take-up reel.

1. Press the load/remove paper button on the printer.
2. Select **Use Take-up Unit** and press the **OK** button.

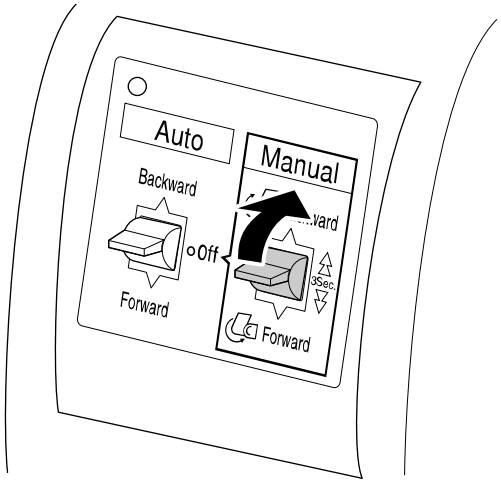
   Paper automatically feeds until the edge of the roll media reaches the roll core.
3. Wind the edge of the media around the back of the roll core.

4. Tape the edge of the media to the center of the core, then tape the edge to the left and right ends.




5. Press the right arrow button on the printer.
6. Make sure the **Auto** switch on the take-up reel is in the **Off** position and press the **OK** button on the printer.

7. Press the **Manual** switch on the take-up reel to the **Backward** position and hold it there until the media wraps around the core at least two times. Then release the switch.



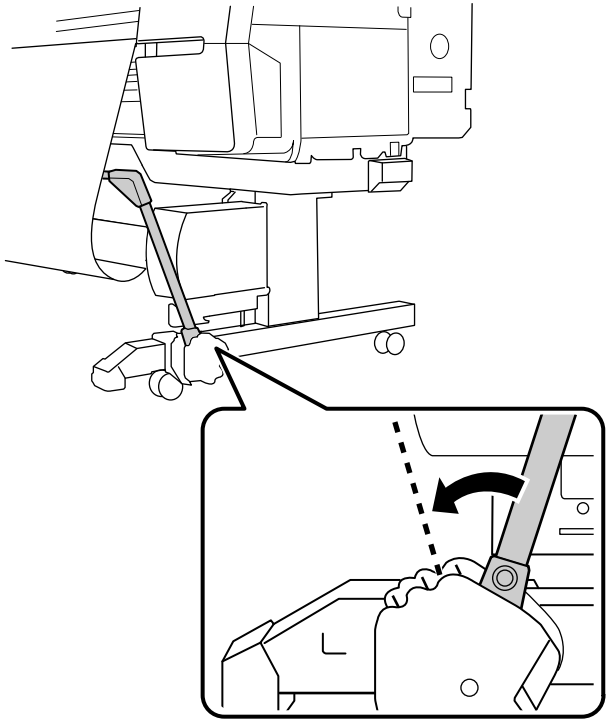

8. Press the **OK** button on the printer.

   Paper automatically feeds.

9. Make sure that there is some slack in the media and that it loads evenly on both sides.

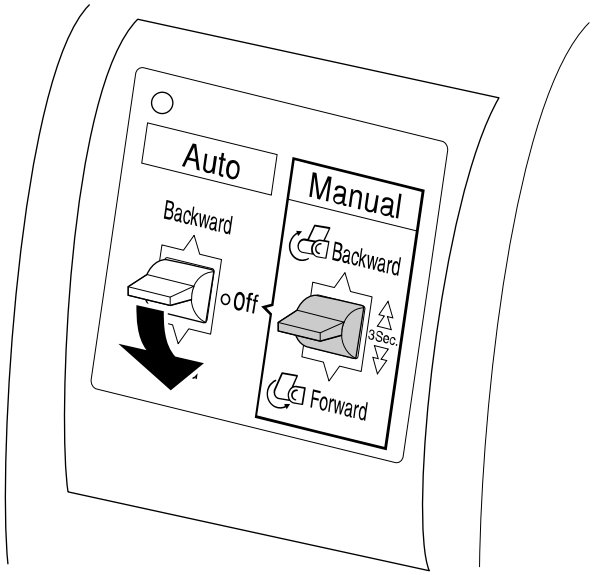
   **Note:** The media will not take up correctly if it is looser on one side than the other.

10. Move the support bar to the position shown here.



11. Press the right arrow button on the printer.
12. If you are printing on one of these media, place the tensioner in the slack of the roll and press the right arrow button on the printer: Epson Singleweight Matte Paper, Epson Premium Glossy Photo Paper (170), or Epson Premium Semigloss Photo Paper (170).

13. Set the **Auto** switch on the take-up reel to the **Forward** position.




14. Press the **OK** button on the printer.

You are now ready to print with the auto take-up reel.

**Parent topic:** Using the Optional Auto Take-up Reel

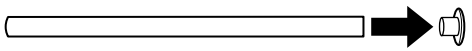
**Related references**

Setup Menu Settings

## Assembling and Using the Tensioner

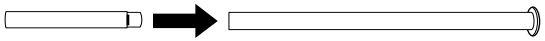
The tensioner keeps the roll media from becoming too slack. Use the tensioner only when printing on these media types: Epson Singleweight Matte Paper, Epson Premium Glossy Photo Paper (170), Epson Premium Semigloss Photo Paper (170), and other thin media wider that 17 inches (432 mm). You need to adjust the width of the tensioner to match the roll paper you are using before inserting it.

1. Attach the right flange to the right end of the large tension pipe.



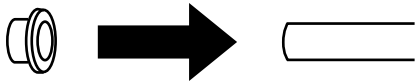
2. If the roll paper you are using is wider than 24 inches (610 mm), attach small tension pipes to the left end of the large tension pipe as necessary.

   **Note:** Each small tension pipe adds 10 inches (254 mm) of width to the tensioner. Add up to 4 small tension pipes to the large tension pipe, as necessary.

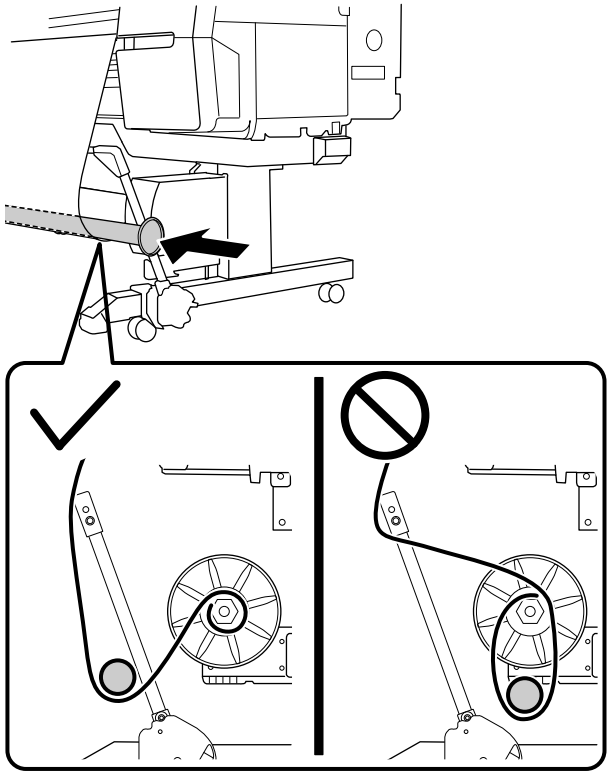


3. Attach the left flange to the left end of the tension pipe.

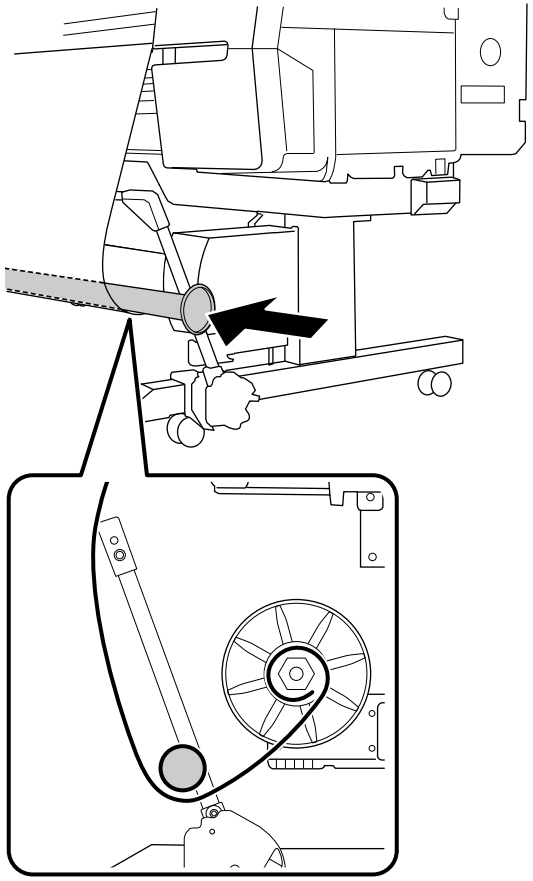
   **Note:** Make sure the flange is set wider than the width of the roll media.



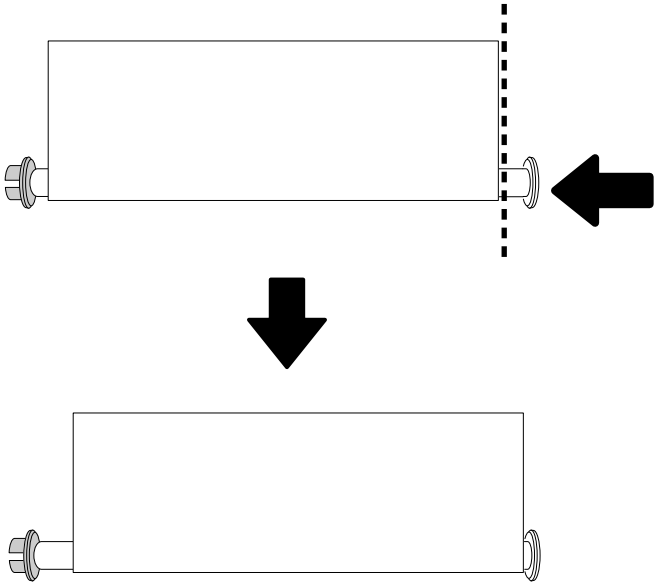
4. Do one of the following:
   - If you attached media to the roll core with the printable side in, insert the tensioner as shown here.



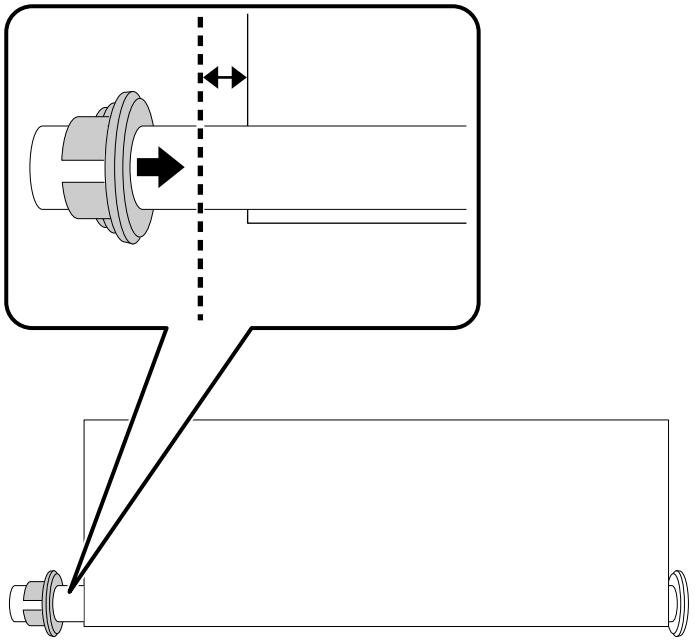
- If you attached media to the roll core with printable side out, insert the tensioner as shown here.



5. Align the tensioner with the right edge of the paper as shown.



6. Adjust the flange on the left side of the tensioner so that there is a gap of about 0.25 inch (6 mm) between the flange and the roll paper.



**Parent topic:** Using the Optional Auto Take-up Reel

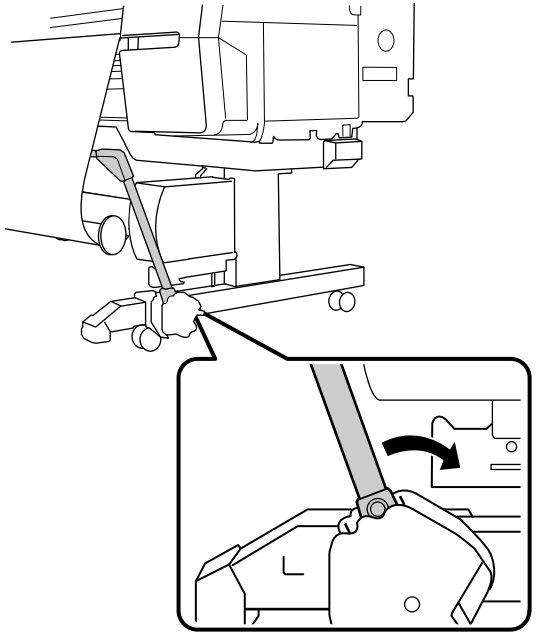
## Removing Media from the Optional Auto Take-up Reel

After printing on media loaded on the optional auto take-up reel, follow these steps to remove it.

**Note:** Two people are required to remove media from the auto take-up reel.

1. Remove the tensioner.

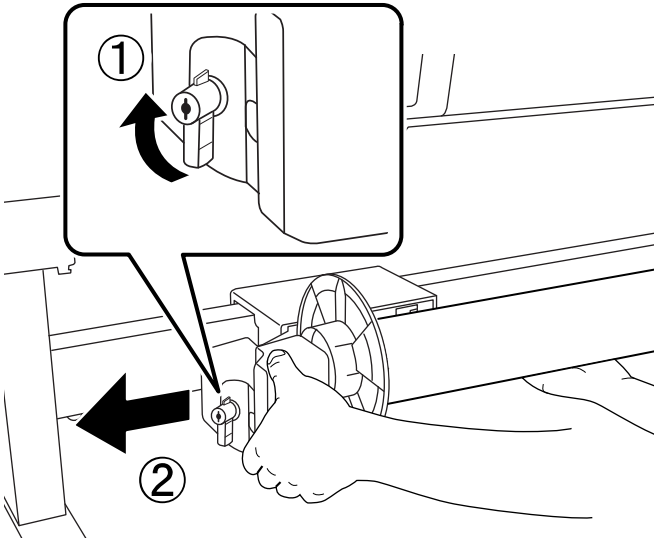
2. Move the support bar to the storage position.



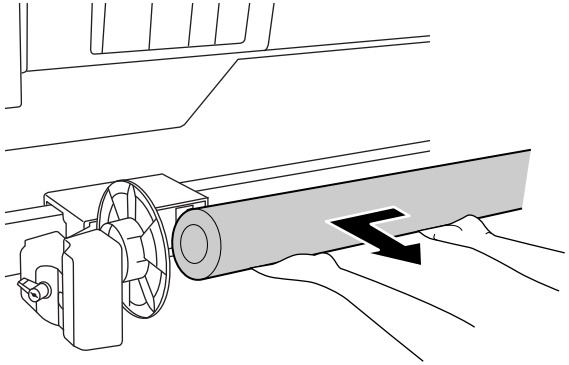
3. Do one of the following:
   - If the **Take-up After Cut** setting is set to **On**, press the ✂•⏎ cut/feed media button to cut the media manually. Support the media with your hands to keep the prints off of the floor while it is automatically rolled onto the take-up reel.
   - If the **Take-up After Cut** setting is set to **Off**, move the **Auto** switch on the take-up reel to the **Off** position. Press the ✂•⏎ cut/feed media button to cut the media manually. Hold the **Manual** switch on the take-up reel in the **Forward** or **Backward** position depending on whether the printable side of the media faces outwards or inwards.
4. Tape the end of the roll to itself to prevent it from unwinding.

5. Unlock the paper stop and slide the paper holder to the left.

   **Note:** Support the reel with one hand to keep it from falling.




6. Remove the roll core from the take-up reel.



**Parent topic:** Using the Optional Auto Take-up Reel

# Printing from a Computer

Before printing from your computer, make sure you have set up your product and installed its software as described on the *Start Here* sheet.

**Note:** If you have an Internet connection, it is a good idea to check for updates to your product software on Epson's support website. If you see a Software Update screen, select **Enable automatic checking** and click **OK**. The update scans your system to see if you have the latest product software. Follow the on-screen instructions.

Printing with Windows
Printing on a Mac

## Printing with Windows

You can print with your product using any Windows application, as described in these sections.

Selecting Basic Print Settings - Windows
Selecting Print Layout Options - Windows
Selecting Additional Settings - Windows
Printing Your Document or Photo - Windows
Saving, Sharing, and Customizing the Printer Settings
Selecting Default Print Settings - Windows
Changing the Language of the Printer Software Screens
Changing Automatic Update Options

**Parent topic:** Printing from a Computer

### Selecting Basic Print Settings - Windows

Select the basic settings for the photo or document you want to print.

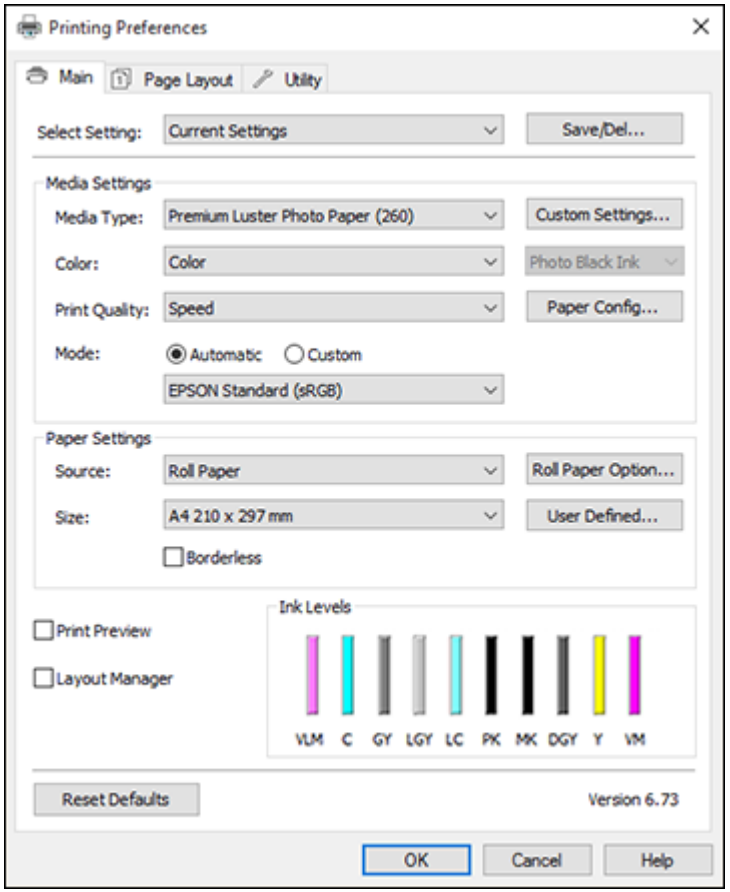
1. Open a photo or document for printing.
2. Select the print command in your application.

   **Note:** You may need to select a print icon on your screen, the **Print** option in the File menu, or another command. See your application's help utility for details.

3. If necessary, select your product name as the printer you want to use.

   **Note:** You may also need to select **Preferences**, **Properties**, **Print Settings**, or **Printer Properties** to view your print settings.

   You see the Main tab of your printer settings window:




4. Select the **Media Type** setting that matches the paper you loaded.

   **Note:** You can click **Custom Settings** to select a custom paper configuration.

5. If you are using non-Epson paper or media and you need to fine-tune its performance, select the **Media Type** setting that is closest to the paper you loaded, click the **Paper Config** button, and adjust the paper configuration options as necessary.
6. Select a **Color** option:
   - To print a color document or photo, select the **Color** setting.
   - To print text and graphics in black or shades of gray, select the **Advanced B&W Photo** or **Black** setting.

   **Note:** The **Black** setting is available only when you select **Plain Paper** as the **Media Type** setting.
7. For the **Print Quality** setting, select **Speed**, **Quality**, or **Max Quality** (available with certain media types only), or select **Quality Options** and choose the quality option that matches the print quality you want to use.
8. Select the desired color management option as the **Mode** setting.
9. Select the **Source** setting that matches the paper feeding method you are using.
10. Select the size of the paper you loaded as the **Size** setting.

    **Note:** You can also select the **User-Defined** setting to create a custom paper size.
11. If you are printing on roll paper, click the **Roll Paper Option** button and adjust the settings as necessary.
12. If you want to print a photo without borders, select **Borderless**.

    **Note:** You must select a compatible borderless paper type and size to print without borders. Check the borderless paper compatibility list for details.
13. To see a preview of how your document or photo will print, select **Print Preview**. (The preview appears after you click **Print** but before printing starts.)

    **Note:** The print preview shows the layout of your document or photo, but it may not accurately display the colors of your final print.
14. To layout multiple print jobs for printing all at once, select **Layout Manager**.

Paper Configuration Options - Windows
Advanced B&W Photo Options - Windows

Print Quality Options - Windows
Color Management Options - Windows
Advanced Color Controls - Windows
Paper Source Options - Windows
Roll Paper Options - Windows
Using Layout Manager - Windows

**Parent topic:** Printing with Windows

**Related references**

Borderless Paper Type Compatibility

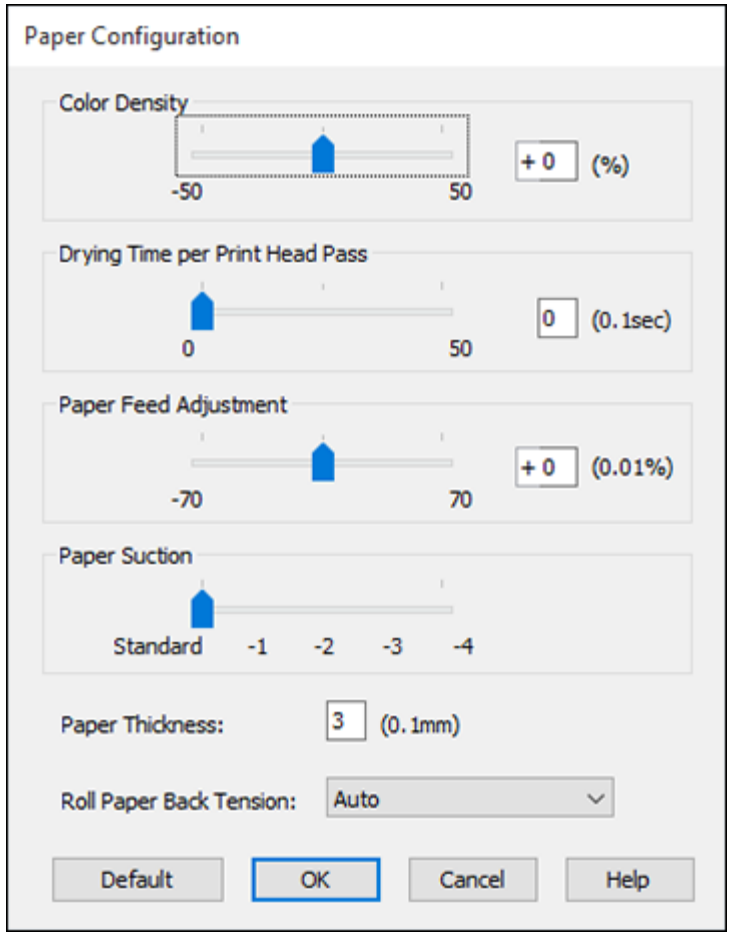
**Related tasks**

Printing Your Document or Photo - Windows

### Paper Configuration Options - Windows

Select any of the available Paper Configuration options to fine-tune the quality of your print.

**Note:** If you have high speed (bi-directional) printing enabled and small type or fine details appear too thick, you may need to adjust the **Paper Thickness** setting.




**Color Density**

Adjusts the ink saturation level.

**Drying Time per Print Head Pass**

Pauses print head movement for up to 5 seconds after each pass to allow ink to dry. This lets you print with non-Epson media and avoid smearing the ink.

**Paper Feed Adjustment**
Modifies the speed of the paper feeding to compensate for banding in the direction of the print head.

**Paper Suction**
Decreases the paper suction when printing on thin media, such as drafting paper or backlight film.

**Paper Thickness**
Adjusts the appearance of details in printouts based on paper thickness.

**Roll Paper Back Tension**
Increases or automatically controls the tension for cloth or thin paper, or if the roll paper wrinkles during printing.

**Parent topic:** Selecting Basic Print Settings - Windows

## Advanced B&W Photo Options - Windows

If you select **Advanced B&W Photo** as the Color option, you can easily produce neutral and toned black-and-white prints. Whether your photo is color or grayscale, you can use this screening and color management technology to create stunning black-and-white prints. Select **Custom** as the Mode setting, then click **Advanced** and select any of the available options.

**Color Toning**
Adds tone (hue) to your black-and-white output. The default is **Neutral**, which provides a neutral tonal scale print. You can also choose other popular presets such as **Cool**, **Warm**, and **Sepia**. Note that the presets affect the target in the tone color circle.

**Tone**
Changes the entire tonal scale of your black-and-white output. While **Darker** is the default setting, you may see better results if you choose **Dark**. The tone color circle adjusts the hue of your black-and-white print. Click on any portion of the color wheel or enter corresponding values to customize the tone (hue) to add to your print. The closer you select to the edge of the wheel, the more color you add.

**Brightness**
Adjusts the overall lightness and darkness of your image.

**Contrast**
Adjusts the difference between the light and dark areas of your image.

**Shadow Tonality**
Controls tonality only in the shadow areas of your image.

**Highlight Tonality**
Controls tonality only in the highlight areas of your image.

**Max Optical Density**
Adjusts the overall density or focus of the print. Create a soft focus print by lowering the density setting.

**Highlight Point Shift**
Helps reduce gloss differential on glossy media by adding density to the highlights of your image.

**Parent topic:** Selecting Basic Print Settings - Windows

## Print Quality Options - Windows

You can use the Speed/Quality slider to set the desired quality level and select any of the available Quality options to fine-tune the quality of your print. Some settings may be unavailable, depending on the paper type and border setting you have chosen.

**High Speed**
Speeds up printing but may reduce print quality.

**Edge Smoothing**
Smooths jagged edges in low-resolution images such as screen captures or images from the Web.

**Finest Detail**
Sharpens edges on vector-based data including text, graphics, and line art. (This setting does not affect photographs.)

**Note:** Enabling **Finest Detail** may decrease the print speed.

**Paper Edge Quality**
Prevents images on the edge of the paper from appearing faint or scuffed but may increase the margins.

**Note:** Selecting **Optimize Media Edge Print Quality** will decrease the print speed.

**Parent topic:** Selecting Basic Print Settings - Windows

## Color Management Options - Windows

You can adjust the **Mode** setting to fine-tune the colors in your printout or turn off color management in your printer software.

If you select **Automatic** as the **Mode** setting, you can choose from these options:

**Charts and Graphs**
Intensifies colors and lightens the midtones and highlights of an image.

**EPSON Standard (sRGB)**
Increases the contrast in images.

**Note:** This is the standard mode for most photos and documents when not using an ICC profile.

**Adobe RGB**
Matches image colors to the Adobe RGB color standard. Use this setting if your source file was captured in Adobe RGB.

If you select **Custom** as the **Mode** setting, you can choose from these options:

**Color Controls**
Lets you select a **Color Mode** setting, individual settings for **Brightness**, **Contrast**, **Saturation**, and **Density**, and individual color tones. Depending on the selected color mode, you can also adjust the midtone density using the **Gamma** setting.

**PhotoEnhance**
Lets you choose from various Scene Correction settings to automatically analyze your photos.

**Note:** PhotoEnhance uses a sophisticated face recognition technology to optimize photos that include faces. For this to work, both eyes and the nose must be visible in the subject's face. If your photo includes a face with an intentional color cast, such as a statue, you may want to turn off **PhotoEnhance** to retain the special color effects.

**ICM**
Automatically adjusts colors based on the printer's ICC profile and the selected **Media Type** setting, using the Image Color Matching system. Click the **Advanced** button to choose the input profile and other settings.

**Note:** In most cases, you get better results by applying color management in your application, rather than in the printer driver.

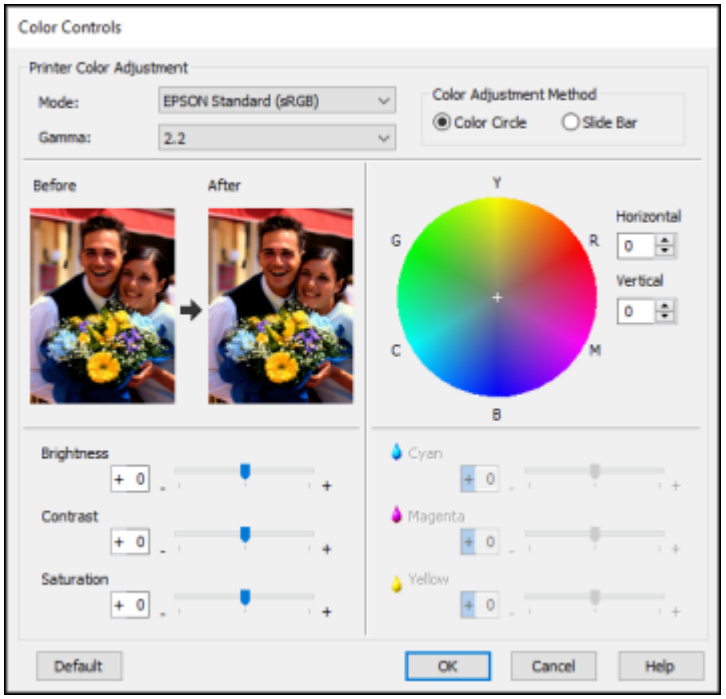
**Off (No Color Adjustment)**
Turns off color management in your printer software so you can manage color using only your application software.

**Note:** An ICC profile is required if color management is turned off.

**Parent topic:** Selecting Basic Print Settings - Windows

## Advanced Color Controls - Windows

If you selected **Custom** as the **Mode** setting and **Color Controls** from the dropdown menu, you can click the **Advanced** button to select detailed settings.




The Color Controls screen lets you specify values for adjusting brightness, contrast, saturation, and individual Cyan, Magenta, and Yellow color tones. You can choose from two Printer Color Adjustment modes and two Gamma settings, and use either a color circle or slide bar to adjust color.

**Parent topic:** Selecting Basic Print Settings - Windows

## Paper Source Options - Windows

You can select any of the available options in the paper Source menu to print on the paper loaded in that source.

**Roll Paper**

Selects roll paper loaded in the roll paper holder.

**Roll Paper (Banner)**
Selects roll paper loaded in the roll paper holder for a series of continuous images without any margin space between them.

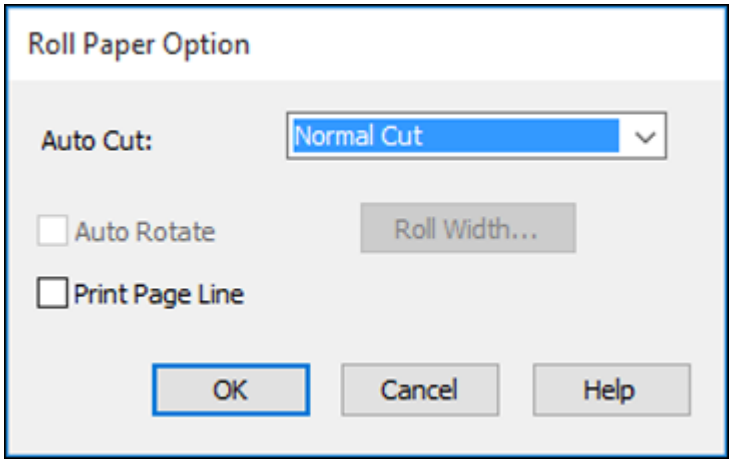
**Sheet**
Selects sheets of paper loaded in the sheet feeder.

**Front - Poster Board**
Selects poster board or other thick media loaded on the front poster board support.

**Parent topic:** Selecting Basic Print Settings - Windows

## Roll Paper Options - Windows

Select any of the available roll paper options.

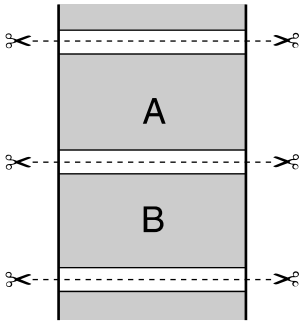



**Note:** Some settings may not be available, depending on the Roll Paper Option you selected for your paper size.

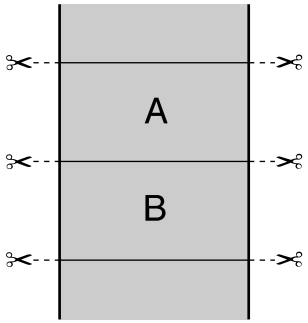
**Auto Cut** options:

- **Off**: Select this option to cut your prints manually.

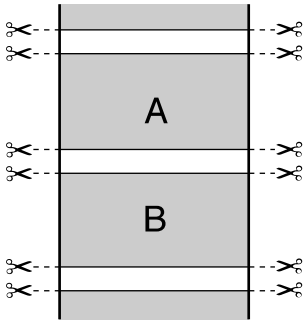
- **Normal Cut**: Creates a margin at the top and bottom of your image. These margins vary by media type and may be changed from their defaults using custom media settings.




- **Single Cut**: Prints images within the same print job end-to-end with no gap between them. Borderless images may overlap slightly.



- **Double Cut**: Increases the space between each image and trims each print individually, providing the cleanest edge with no image overlap for borderless printing.




**Auto Rotate**

Automatically positions the image or file to fit the roll paper. When Auto Rotate is selected, select the width of the paper as the **Roll Width** setting.

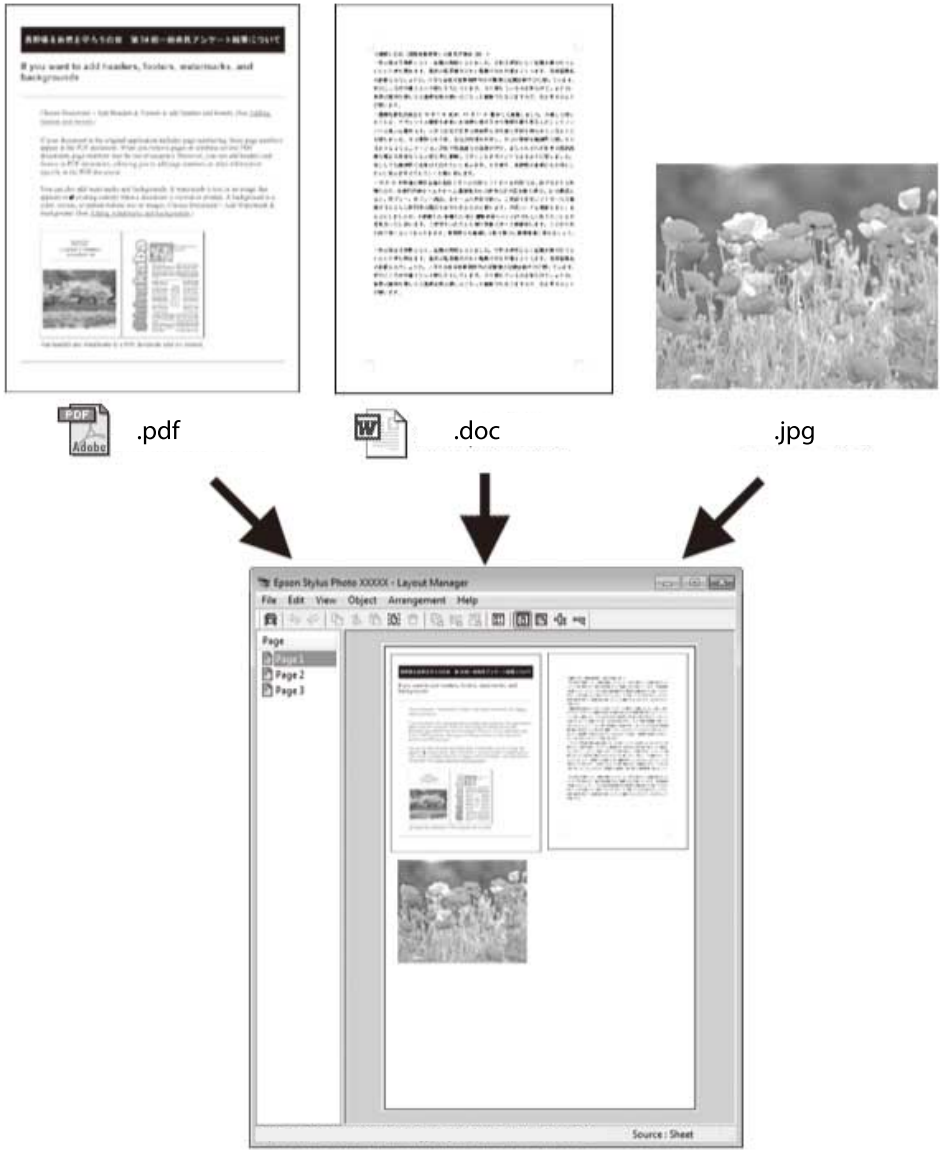
**Print Page Line**

Prints lines between pages as a guide for manual cutting.

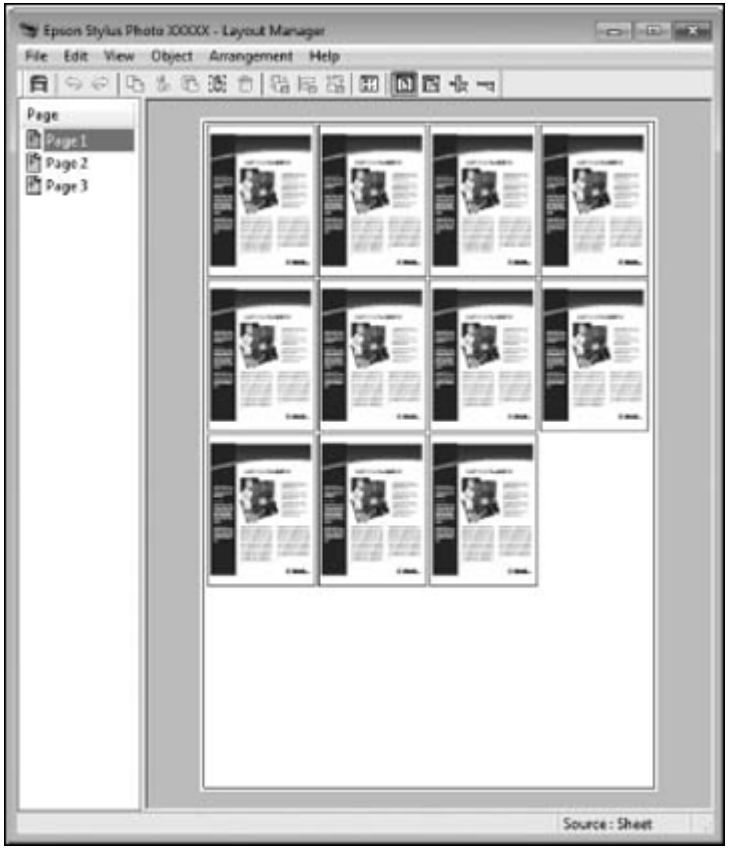
**Parent topic:** Selecting Basic Print Settings - Windows

## Using Layout Manager - Windows

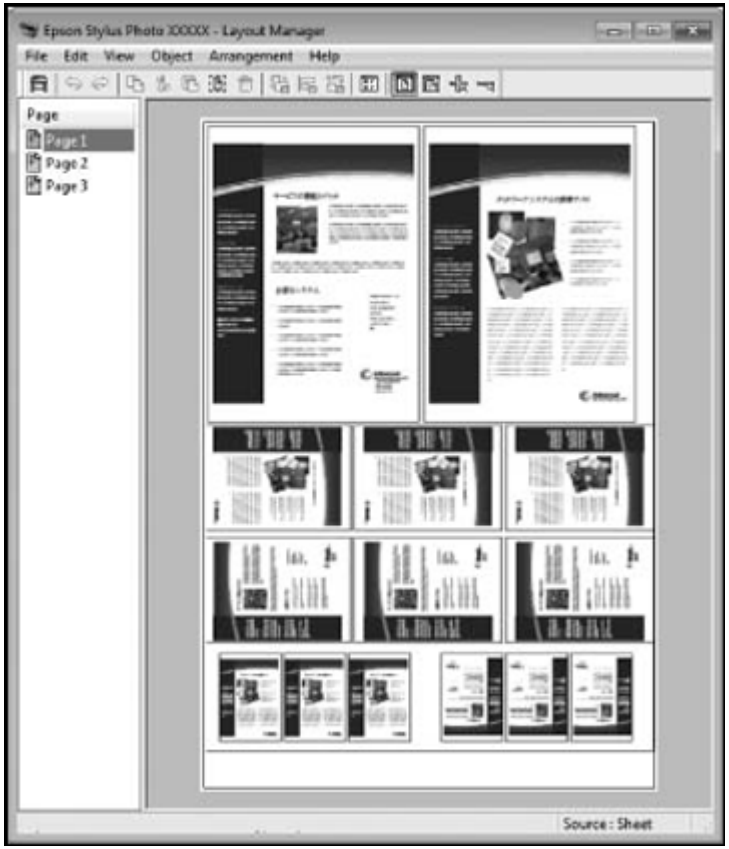
Layout Manager lets you create a poster or display by dragging multiple pieces of print data created in different applications onto one sheet of paper for printing.



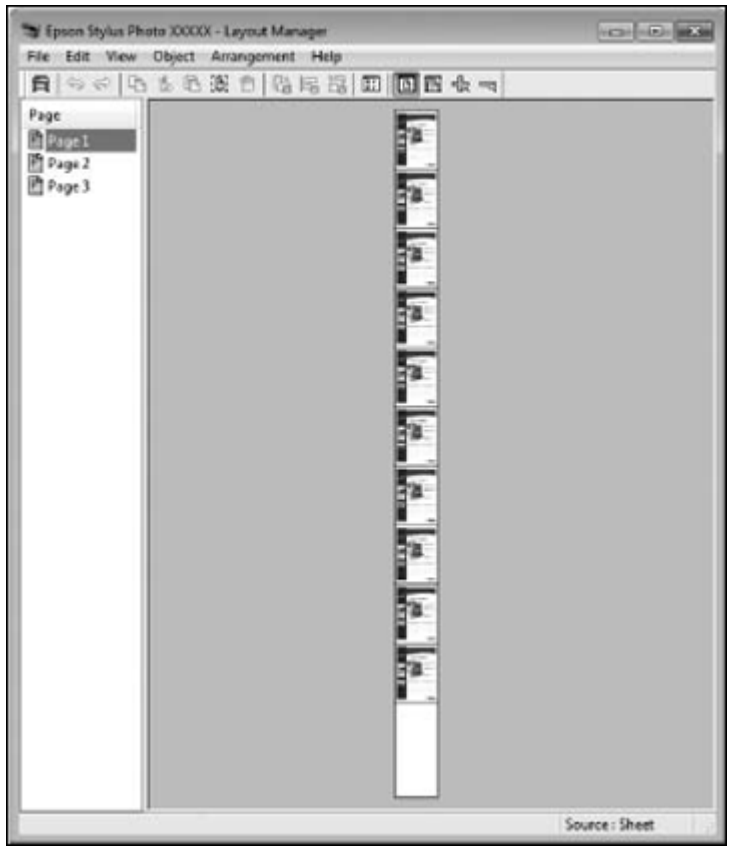
You can also place the same print data multiple times as shown here.



You can place print data in different sizes and orientations to maximize media usage, as shown here.

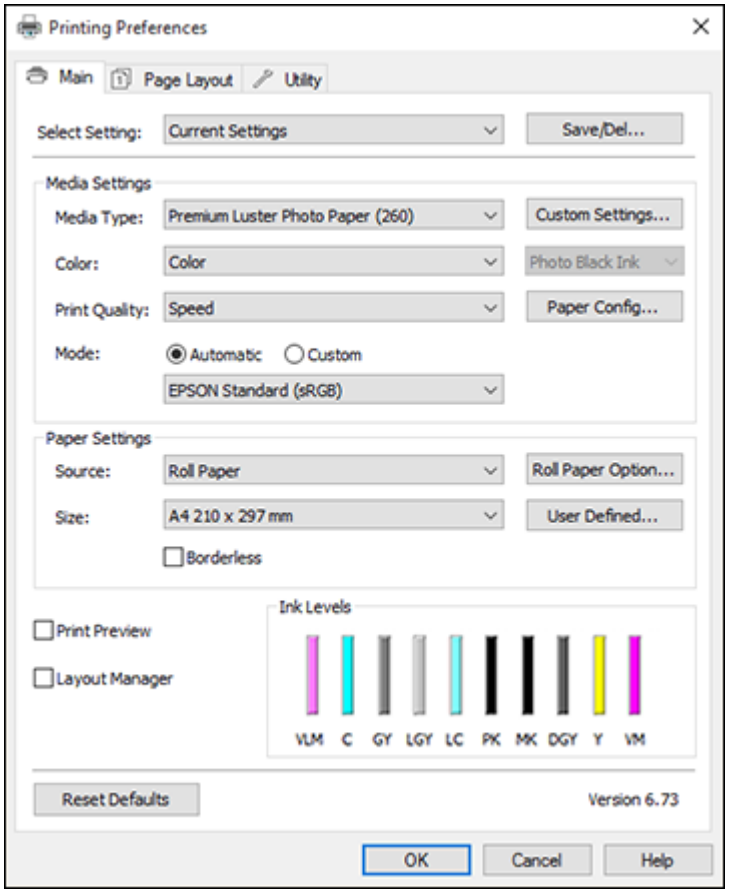


You can place print data on roll paper as shown here.




1. Open the file you want to print in your application.
2. Select the print command in your application.

3. Select **Layout Manager** on the Main tab and choose an option for the **Size** setting that matches the size of the document in your application.




**Note:** You select the size of the paper you are printing on in a later step.

4. Click **OK** and then click **Print**, if necessary.

   The Layout Manager screen opens and displays one page in the layout.

5. Leave the Layout Manager screen open and repeat steps 1 to 4 to arrange additional print data. The pages are added to the Layout Manager screen.

6. Do the following to arrange objects on the Layout Manager screen:
   - Drag pages to move and resize them.
   - Use the tool buttons and the Object menu to align and rotate pages.
   - Resize and replace whole pages in the Preference or Arrangement Settings screens.

     **Note:** See the Layout Manager screen help for details.
7. Click **File** > **Properties**, then select your print settings, including the size of the paper you are printing on, on the Main tab.
8. Click the **File** menu on the Layout Manager screen and click **Print**.

   **Note:** To save the current job to a file, click the **File** menu on the Layout Manager screen, save the file, and close the Layout Manager screen. To open the saved file later for editing or reprinting, right-click the printer icon in the Windows taskbar, click **Layout Manager**, and open the file.

**Parent topic:** Selecting Basic Print Settings - Windows

## Selecting Print Layout Options - Windows

You can select a variety of sizing and layout options for your document or photo on the Page Layout tab.

- To change the orientation of your printed document or photo, select the **Portrait** or **Landscape** checkbox.
- To rotate or flip the printed image, select the **Rotate 180°** or **Mirror Image** checkbox.
- To select multiple copies and their print order, select the **Copies**, **Collate**, and **Reverse Order** options.
- To change the size of your printed document or photo, select the **Reduce/Enlarge** checkbox and select sizing options.
- To print multiple pages on one sheet of paper, or print one image on multiple sheets of paper, select the **Multi-Page** checkbox and select the options you want.
- To enlarge your image beyond the limits of your application program, select the **Optimize Enlargement** checkbox.

  **Note:** The driver can increase the image size up to 650% and decrease the output resolution to stay within the pixel limitations. Depending on the resolution of the original image and the print size, you may see reduced print quality.

- To print a color background on the page, select the **Print Bckg Color** checkbox and click **Color Settings** to select the color you want to use.
- To print the time, date, and other information about your print job at the top or bottom of the page, select the **Job Settings** checkbox and click **Details** to select the settings you want to use.

Reduce/Enlarge Options - Windows

Multi-Page Printing Options - Windows

**Parent topic:** Printing with Windows

### Reduce/Enlarge Options - Windows

You can select any of the Reduce/Enlarge options to size your printed image.

**Fit to Page**
Sizes your printed image to fit on the paper you loaded and selected as the Output Paper setting.

**Fit to Roll Paper Width**
Sizes your printed image to fit the width of the roll paper you loaded.

**Custom**
Sizes your printed image by the percentage you select as the **Scale to** setting.

**Parent topic:** Selecting Print Layout Options - Windows

### Multi-Page Printing Options - Windows

You can select these Multi-Page options to set up your multi-page print job.

**N-up**
Prints 2 (**2-up**) or 4 (**4-up**) pages on one sheet of paper.

**Poster**
Prints one image on multiple sheets of paper to create a large poster with or without borders. Click the **Settings** button to select the layout and guideline options.

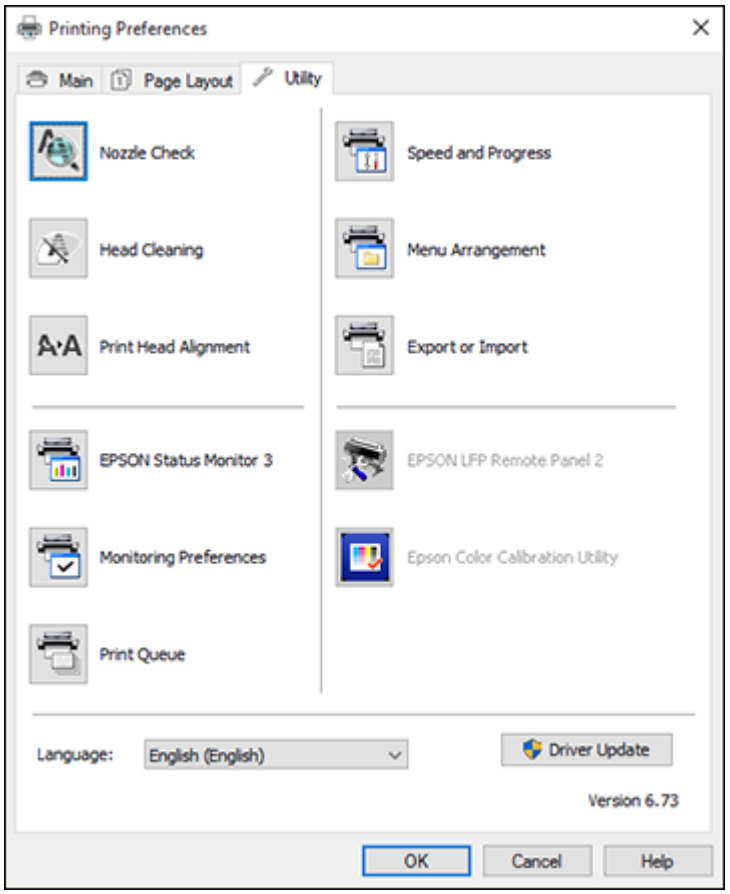
**Parent topic:** Selecting Print Layout Options - Windows

## Selecting Additional Settings - Windows

You can run maintenance utilities and select additional settings that apply to all the print jobs you send to your product.

1. Access the Windows Desktop and right-click the product icon in the Windows taskbar.
2. Select **Printer Settings**.
3. Click the **Utility** tab.

You see a window like this:




4. Select any of the following options, as necessary:
   - **Nozzle Check** to print a nozzle check pattern to check whether the print head nozzles are clogged.
   - **Head Cleaning** to clean the print head if you notice banding or gaps in your printouts.
   - **Print Head Alignment** to align the print head if printouts appear grainy or out of focus.
   - **Epson Status Monitor 3** to check the printer's status.

- **Monitoring Preferences** to select the error notifications displayed on the Epson Status Monitor 3 screen, or add a shortcut to the utility in the Windows taskbar.
- **Print Queue** to display a list of all waiting print jobs, view information on the data waiting to be printed, and delete or reprint the jobs.
- **Language** to select the language you want to use for the printer software screens.
- **Speed and Progress** to select various printing options.
- **Menu Arrangement** to arrange the **Setting**, **Media Type**, and **Paper Size** options by frequency of use.
- **Export or Import** to save the print settings to a file or import them from a file. This is useful when you want to select the same print settings on multiple computers.
- **Epson LFP Remote Panel 2** to optimize printer settings and create and manage custom paper configurations. This option is available only if Epson LFP Remote Panel 2 is installed.
- **Epson Color Calibration Utility** to perform printer calibration. This option is available only if the Epson Color Calibration Utility is installed.

5. Click **OK** to close the printer software window.

**Parent topic:** Printing with Windows

**Related tasks**

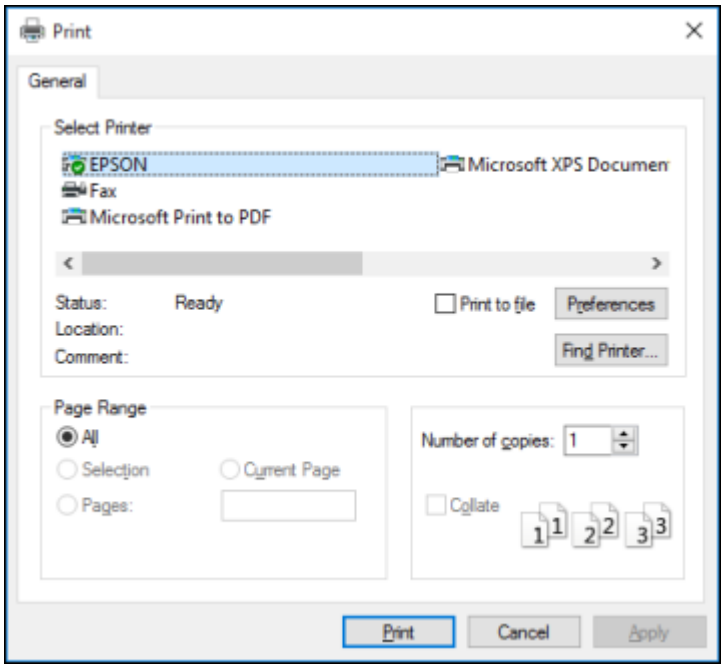
Checking the Nozzles Using a Computer Utility
Cleaning the Print Head Using a Computer Utility
Aligning the Print Head Automatically Using a Computer Utility

## Printing Your Document or Photo - Windows

Once you have selected your print settings, you are ready to save your settings and print.

1. Click **OK** to save your settings.

You see your application's Print window, such as this one:




2. Click **OK** or **Print** to start printing.

Checking Print Status - Windows

**Parent topic:** Printing with Windows

### Checking Print Status - Windows

During printing, you see this window showing the progress of your print job. It allows you to control printing and check ink cartridge status.




**Parent topic:** Printing Your Document or Photo - Windows

## Saving, Sharing, and Customizing the Printer Settings

You can save groups of print settings or media settings so you can reuse them for future print jobs. You can export these settings as a file so you can share them with other users. You can also edit the settings displayed in the printer software screens.

Saving and Sharing Print Settings - Windows

Saving and Sharing Media Settings - Windows

Editing Print Setting Displays - Windows

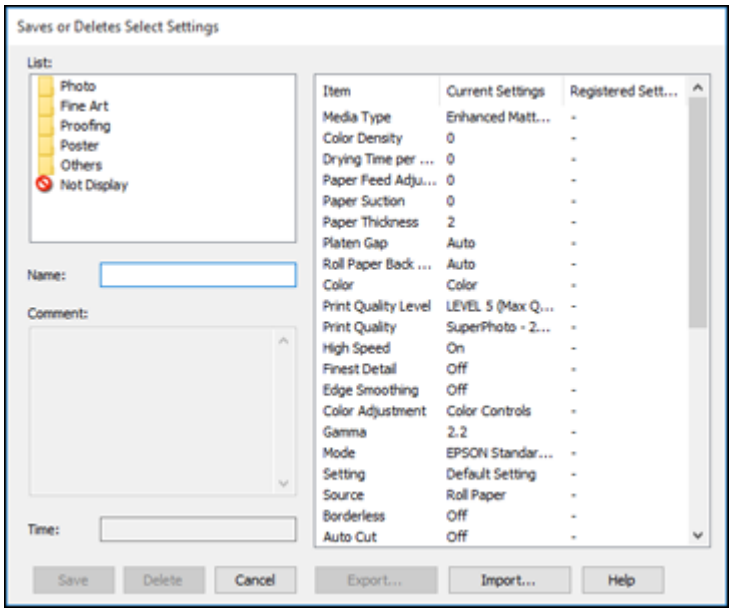
**Parent topic:** Printing with Windows

### Saving and Sharing Print Settings - Windows

You can save your print settings so you can use them for future print jobs.

1. Select the print settings you want to save.
2. Click **Save/Del** at the top of the Main or Page Layout tab in your printer software.

You see a window like this:




3. Verify that your settings are correct, enter a name for the group of settings in the **Name** field, and click **Save**.

   **Note:** If you need to delete a group of settings you have created, select the name of the group of settings from the list and click **Delete**.

4. Do the following as necessary:
   - Select the name of the group of settings from the Select Setting list and use them to print.
   - To export the settings, click **Save/Del**, select the name of the group of settings, click **Export**, select a location, and enter a file name.
   - To import a group of settings, click **Save/Del**, click **Import**, select the file you want to use, and click **Open**. Then use the settings to print.

**Parent topic:** Saving, Sharing, and Customizing the Printer Settings

**Related tasks**

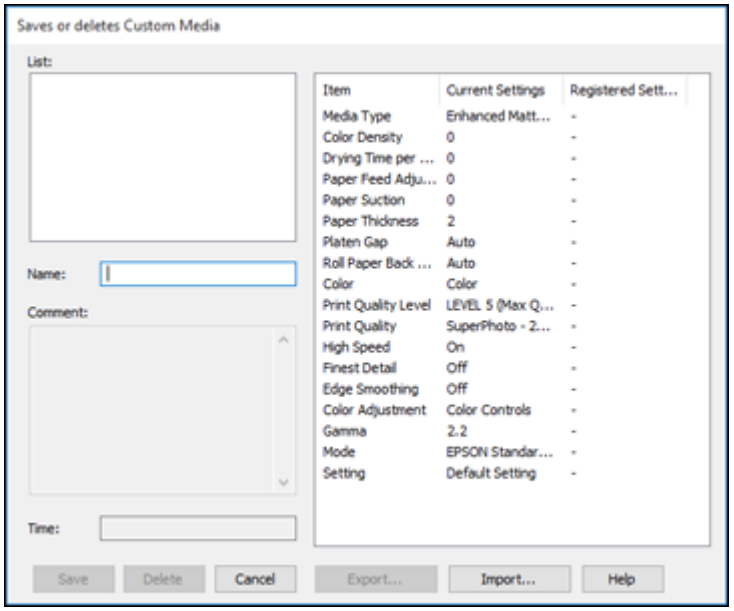
Selecting Basic Print Settings - Windows

## Saving and Sharing Media Settings - Windows

You can save and share settings you have selected for a particular media type so you can use them for future print jobs.

1. Select the Media Settings you want to save on the Main tab, as necessary.
2. Click **Custom Settings**.

   You see a window like this:




3. Verify that your settings are correct, enter a name for the media settings in the **Name** field, and click **Save**.

   **Note:** If you need to delete a group of settings you have created, select the name of the settings from the list and click **Delete**.

4. Do the following as necessary:
   - Select the name of a media setting as the **Media Type** setting and use it to print.

- To export the settings, click **Custom Settings**, select the name of the media settings, click **Export**, select a location, and enter a file name.
- To import settings, click **Custom Settings**, select the name of the media settings, click **Import**, select the file you want to use, and click **Open**. Then use these settings to print.

**Parent topic:** Saving, Sharing, and Customizing the Printer Settings

**Related tasks**

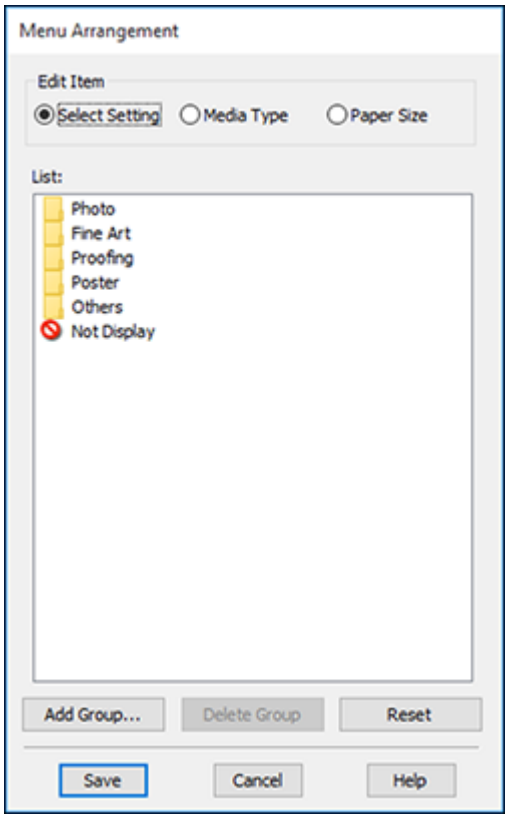
Selecting Basic Print Settings - Windows
Printing Your Document or Photo - Windows

## Editing Print Setting Displays - Windows

You can arrange the displayed print settings so you can easily select the settings you use most often.

1. Click the **Utility** tab in the printer software.
2. Select **Menu Arrangement**.

You see this window:




3. Select the item you want to edit.
4. Order or group items in the **List** box as follows:
   - To move and reorder items, drag and drop them in the list.
   - To add a new group (folder), click **Add Group**.
   - To delete a group (folder), select the group and click **Delete Group**.
   - To hide a group, drag and drop it to **Not Display**.

   **Note:** If you delete a group, the group folder is deleted but the items within the folder remain.

5. Click **Save**.

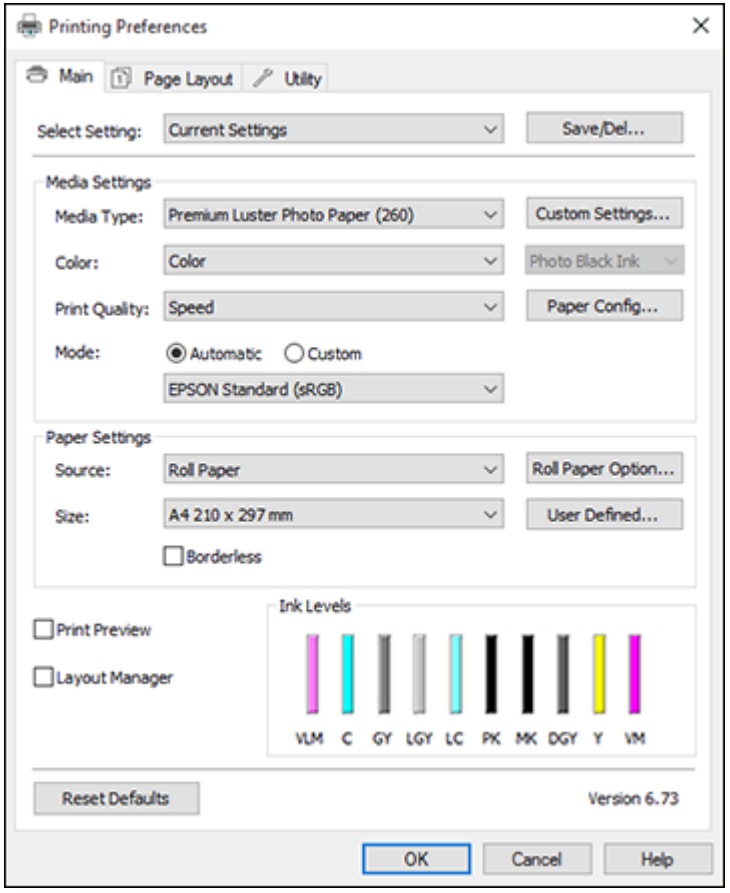
**Parent topic:** Saving, Sharing, and Customizing the Printer Settings

## Selecting Default Print Settings - Windows

When you change your print settings in a program, the changes apply only while you are printing in that program session. If you want to change the print settings you use in all your Windows programs, you can select new default print settings.

1. Access the Windows Desktop and right-click the product icon in the Windows taskbar.
2. Select **Printer Settings**.

   You see the printer settings window:



3. Select the print settings you want to use as defaults in all your Windows programs.
4. Click **OK**.

These settings are now the defaults selected for printing. You can still change them as needed for printing in any program session.

**Parent topic:** Printing with Windows

**Related tasks**

Selecting Basic Print Settings - Windows

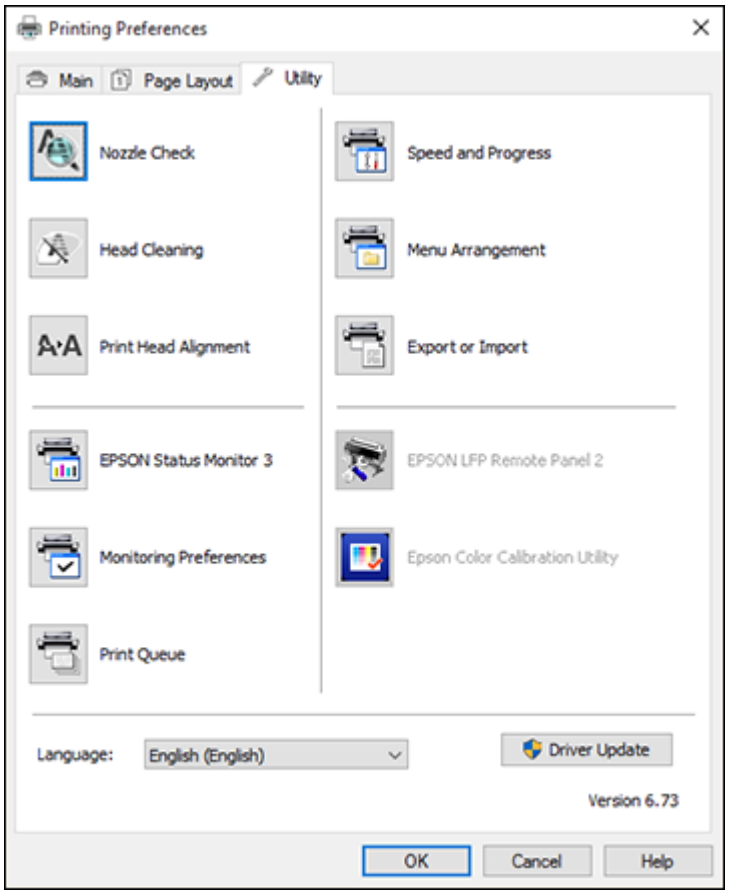
## Changing the Language of the Printer Software Screens

You can change the language used on the Windows printer software screens.

1. Access the Windows Desktop and right-click the product icon in the Windows taskbar.
2. Select **Printer Settings**.

   You see the printer settings window.
3. Click the **Utility** tab.

You see these options:




4. Select the language you want to use as the **Language** setting.
5. Click **OK** to close the printer software window.

The printer software screens appear in the language you selected the next time you access them.

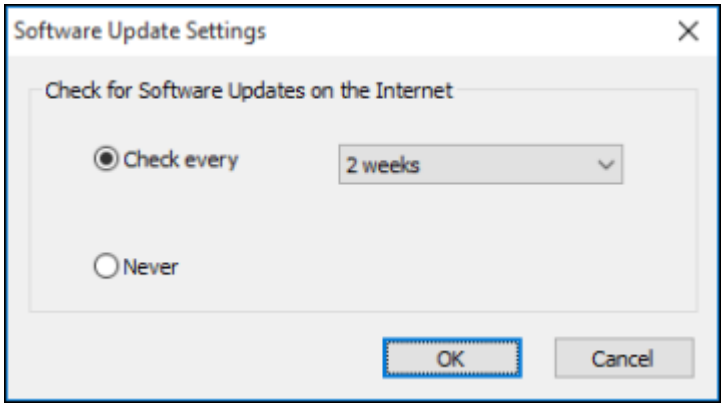
**Parent topic:** Printing with Windows

## Changing Automatic Update Options

Your printer software for Windows automatically checks for updates to the product software. You can change how often the software checks for updates or disable this feature.

1. Access the Windows Desktop and right-click the product icon in the Windows taskbar.
2. Select **Software Update Settings**.

   You see this window:




3. Do one of the following:
   - To change how often the software checks for updates, select a setting in the **Check every** menu.
   - To disable the automatic update feature, select the **Never** option.
4. Click **OK** to exit.

**Note:** If you choose to disable the automatic update feature, you can check for updates manually.

**Parent topic:** Printing with Windows

# Printing on a Mac

You can print with your product using any Mac printing program, as described in these sections.

**Note:** If you have an Internet connection, it is a good idea to check for updates to your product software on Epson's support website.

Selecting Basic Print Settings - Mac
Selecting Roll Paper Settings - Mac
Selecting Paper Configuration Settings - Mac
Selecting Print Layout Options - Mac
Managing Color - Mac
Sizing Printed Images - Mac
Selecting Printing Preferences - Mac
Printing Your Document or Photo - Mac

**Parent topic:** Printing from a Computer

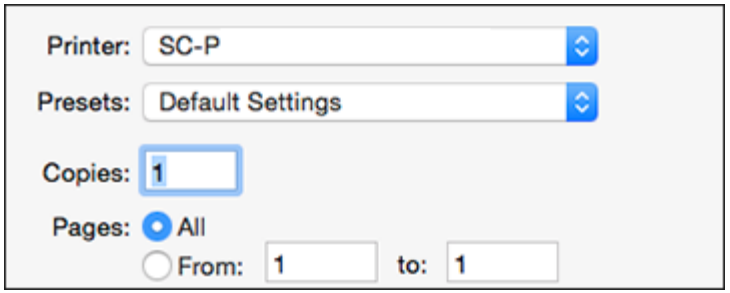
## Selecting Basic Print Settings - Mac

Select the basic settings for the photo or document you want to print.

1. Open a photo or document for printing.
2. Select the print command in your application.

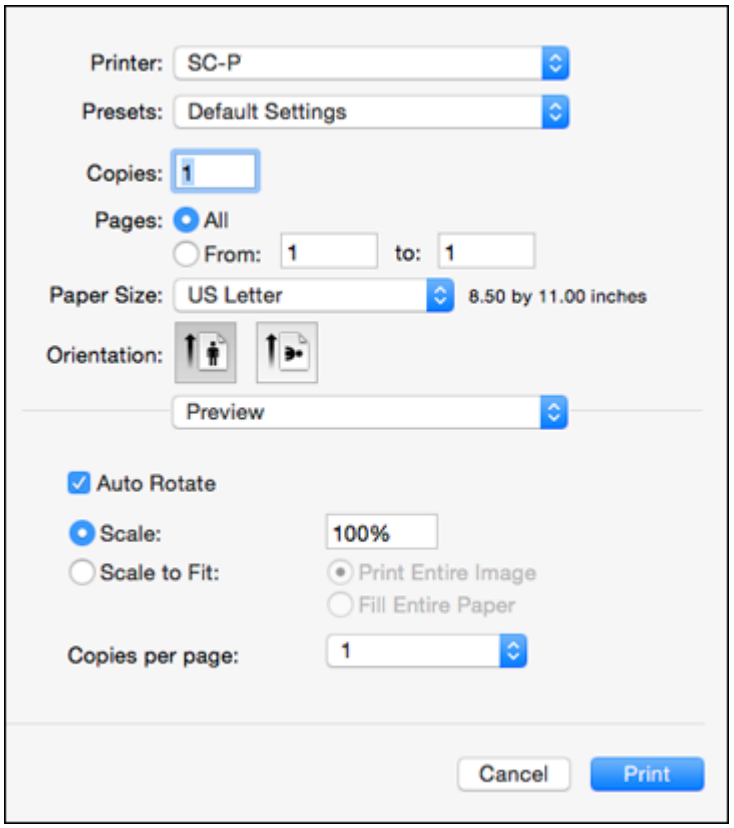
   **Note:** You may need to select a print icon on your screen, the **Print** option in the File menu, or another command. See your application's help utility for details.

3. Select your product as the **Printer** setting.




4. If necessary, click the arrow next to the Printer setting or the **Show Details** button to expand the print window.

You see the expanded printer settings window for your product:




**Note:** The print window may look different, depending on the Mac OS version and the application you are using.

5. Select the **Copies** and **Pages** settings as necessary.

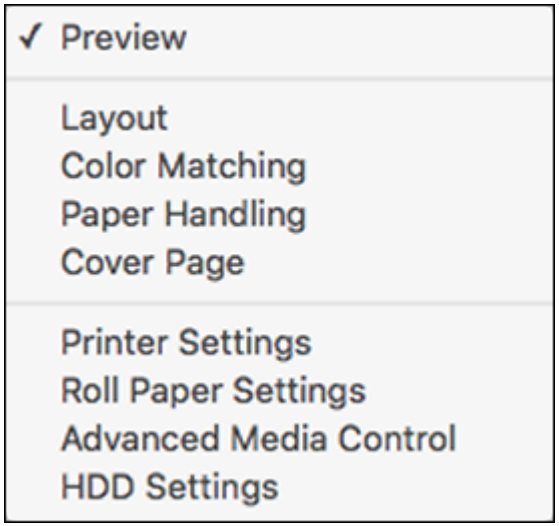
   **Note:** If you do not see these settings in the print window, check for them in your application before printing. They may be accessible by selecting **Page Setup** from the File menu.

6. Select the size of the paper you loaded as the **Paper Size** setting.
   - To print a borderless photo, select the **Borderless** checkbox or a paper size with a **Borderless** option. You can also create a custom paper size.
   - To print on roll paper, select a roll paper size or one with a **Borderless** option.

     **Note:** For roll paper, make sure the maximum width of your image is set to 44 inches (1118 mm) for the SureColor P10000 or 64 inches (1626 mm) for the SureColor P20000 to fit in the width of your roll paper. Also set the margins to 0 in your application software.

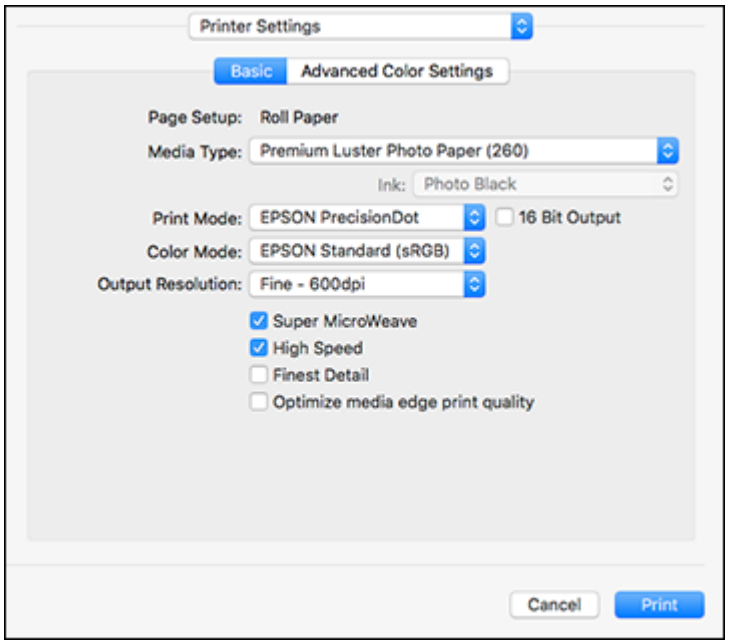
   **Note:** You can reduce or enlarge the size of the printed image by selecting **Paper Handling** from the pop-up menu and selecting a scaling option.

7. Choose portrait or landscape as the **Orientation** setting.
8. Select any application-specific settings that appear on the screen, such as those shown in the image above for the Preview application.
9. Select **Printer Settings** from the pop-up menu.




**Note:** In certain programs, you may need to select **Advanced** before you can select **Printer Settings**. For more information about printer settings, click the **?** button.

You see these settings:




10. Select the type of paper you loaded as the **Media Type** setting.

    **Note:** The setting may not exactly match the name of your paper. Check the media type settings list for details.

    **Note:** The **Ink** setting may change depending on the size and type of paper you select. To avoid changing black ink more often than necessary, set the printer to the type of black ink you usually use on the control panel.

11. Select one of the following as the **Print Mode** setting:
    - Select **EPSON Precision Dot** for any type of photographic printing.
    - Select **Advanced B&W Photo** to print black-and-white photos on certain types of photo paper. See the list of Advanced B&W Photo options for details. If your paper type does not support this option, print black-and-white photos using the **EPSON Precision Dot** setting.
    - Select **Grayscale** when using plain paper.

12. Select one of the following as the **Color Mode** setting:
    - **Business Graphics**: Intensifies colors and lightens the midtones and highlights of an image. Click the **Advanced Color Settings** tab to use advanced color controls.
    - **EPSON Standard (sRGB)**: Increases the contrast in images. Click the **Advanced Color Settings** tab to use advanced color controls.
    - **Adobe RGB**: Matches image colors to the Adobe RGB color standard. Use this setting if your source file was captured in Adobe RGB. Click the **Advanced Color Settings** tab to use advanced color controls.
    - **Off (No Color Adjustment)**: Turns off color management in your printer software so you can manage color using only your application software.

    **Note:** If desired, you can instead use ColorSync to manage colors. In most cases, you get better results by applying color management in your application, rather than in the printer driver.
13. Select the **Output Resolution** setting you want to use.
14. Select any of the available print options.

Advanced Color Settings - Mac
Output Resolution Settings - Mac
Print Options - Mac

**Parent topic:** Printing on a Mac

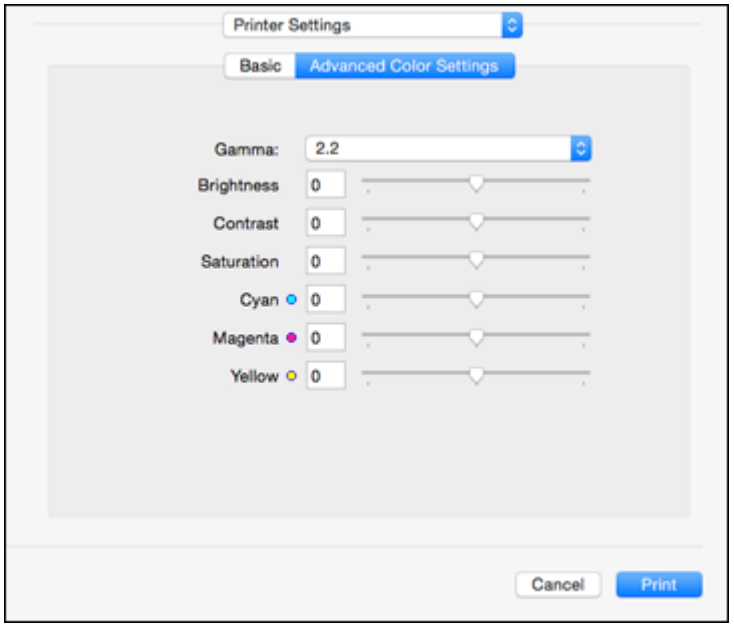
**Related tasks**
Selecting Roll Paper Settings - Mac

## Advanced Color Settings - Mac

When you click the **Advanced Color Settings** tab, you see one of the screens below depending on the **Print Mode** you selected.

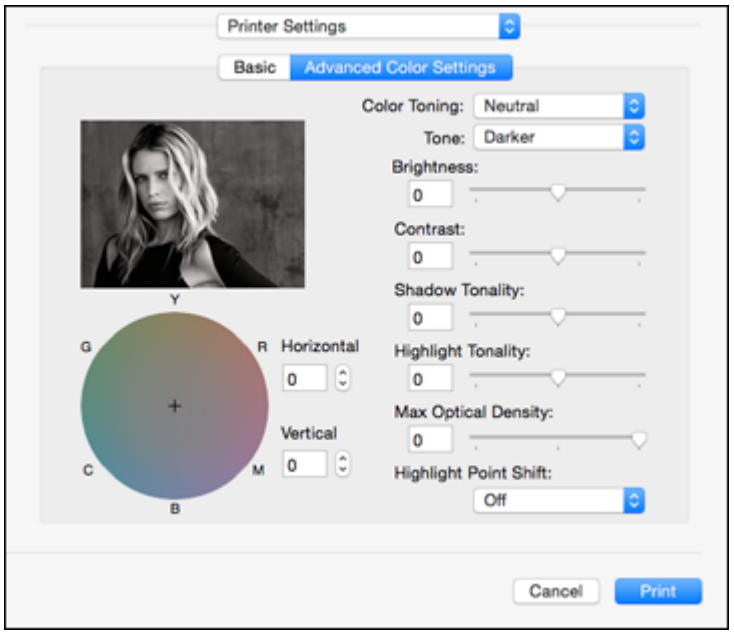
- **EPSON Precision Dot**

You can specify values for adjusting brightness, contrast, saturation, and individual Cyan, Magenta, and Yellow color tones.




- **Advanced B&W Photo**

You can select any of the available options.




**Color Toning**
Adds tone (hue) to your black-and-white output. The default is **Neutral**, which provides a neutral tonal scale print. You can also choose other popular presets such as **Cool**, **Warm**, and **Sepia**. Note that the presets affect the target in the tone color circle.

**Tone**
Changes the entire tonal scale of your black-and-white output. While **Darker** is the default setting, you may see better results if you choose **Dark**. The tone color circle adjusts the hue of your black-and-white print. Click on any portion of the color wheel or enter corresponding values to customize the tone (hue) to add to your print. The closer you select to the edge of the wheel, the more color you add.

**Brightness**
Adjusts the overall lightness and darkness of your image.

**Contrast**
Adjusts the difference between the light and dark areas of the overall image.

**Shadow Tonality**
Controls tonality only in the shadow areas of your image.

**Highlight Tonality**
Controls tonality only in the highlight areas of your image.

**Max Optical Density**
Adjusts the overall density or focus of the print. Create a soft focus print by lowering the density setting.

**Highlight Point Shift**
Helps reduce gloss differential on glossy media by adding density to the highlights of your image.

**Parent topic:** Selecting Basic Print Settings - Mac

## Output Resolution Settings - Mac

You can select any of the **Output Resolution** settings to fine-tune the quality of your print. Some settings may be unavailable, depending on the paper type and border setting you have chosen.

**Draft - 300 dpi**
For draft printing on plain or matte paper.

**Fine - 700 dpi**
For everyday text and image printing.

**Super Photo - 1200 dpi**
For photos and graphics with good print quality and speed.

**Super Photo - 2400 dpi**
For the best print quality but the slowest print speed.

**Parent topic:** Selecting Basic Print Settings - Mac

## Print Options - Mac

You can select any of the print options to customize your print. Some options may be unavailable, depending on other settings you have chosen.

**Super Microweave**
Increases detail but may reduce print speed.

**High Speed**
Speeds up printing but may reduce print quality.

**Finest Detail**
Sharpens edges on vector-based data including text, graphics, and line art. (This setting does not affect photographs.)

**Note:** Enabling **Finest Detail** may decrease the print speed.

**Paper Edge Quality**
Prevents images on the edge of the paper from appearing faint or scuffed but may increase the margins.

**Note:** Selecting **Optimize Media Edge Print Quality** will decrease the print speed.

**Parent topic:** Selecting Basic Print Settings - Mac

## Selecting Roll Paper Settings - Mac

To print on roll paper, you select the roll paper size and roll paper options from the Printer Settings menu.

1. Select **Manage Custom Sizes** as the **Paper Size** setting.
2. Click **+**, double-click **Untitled**, and enter a name for your roll paper size.
3. Enter the width of the roll paper image as the **Width** setting.

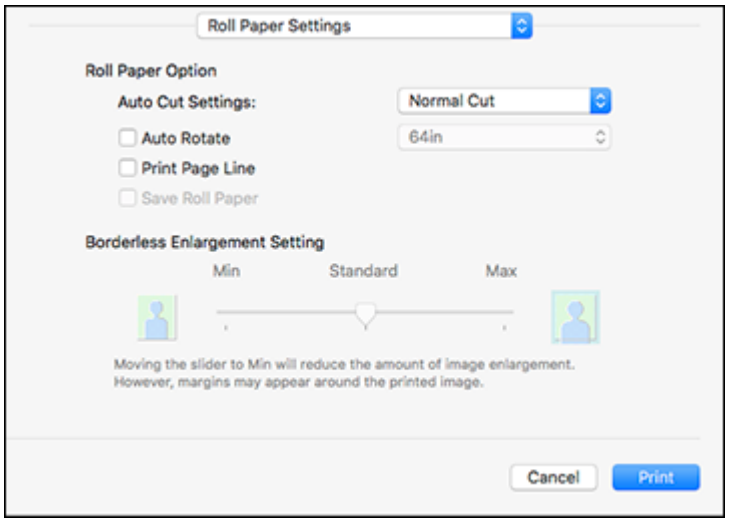
   **Note:** Make sure your image fits within the width of your roll paper.

4. Enter the length of your roll paper image as the **Height** setting.

   **Note:** Select your product from the Non-Printable Area menu to automatically select the largest paper size for your product.

5. Set the margin setting to **0**.
6. Click **OK**.
7. Select your new custom roll paper size as the **Paper Size** setting.
8. Select **Roll Paper Settings**.

You see this window:




**Note:** Some settings may not be available, depending on the Roll Paper option you selected for your Paper Size.

9. Click **Save Roll Paper** to minimize the amount of blank paper wasted when you print on banner paper.
10. Adjust the amount of image expansion when printing borderless images.

    **Note:** This option is available only when you choose a Paper Size setting with a **Borderless** option.

11. Click **Print**.

Roll Paper Options - Mac

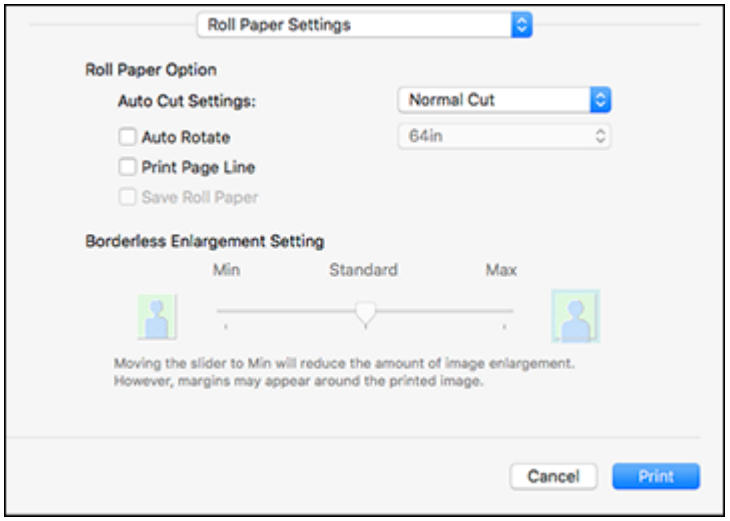
**Parent topic:** Printing on a Mac

**Related references**

Borderless Paper Type Compatibility

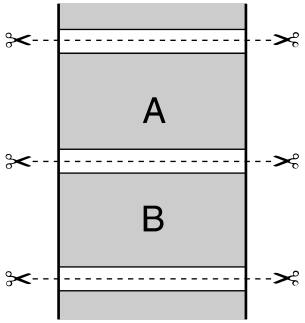
## Roll Paper Options - Mac

Select any of the available roll paper options.

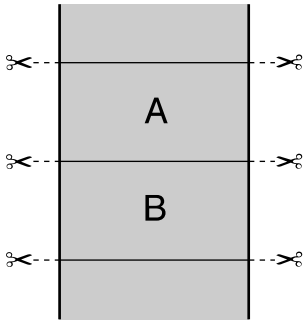



**Auto Cut** options:

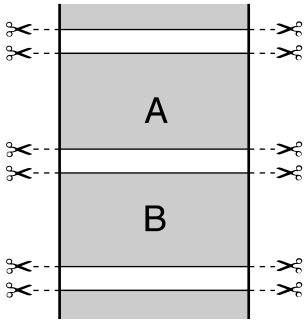
- **Off**: Select this option to cut your prints manually.
- **Normal Cut**: Creates a margin and the top and bottom of your image.



- **Single Cut**: Prints images end-to-end with no gap between them. Borderless images may overlap slightly.




- **Double Cut**: Increases the space between each image and trims each print individually, providing the cleanest edge for borderless printing.




**Auto Rotate**

Automatically positions the image or file to fit the roll paper. When Auto Rotate is selected, select the width of the paper as the **Roll Width** setting.

**Print Page Line**

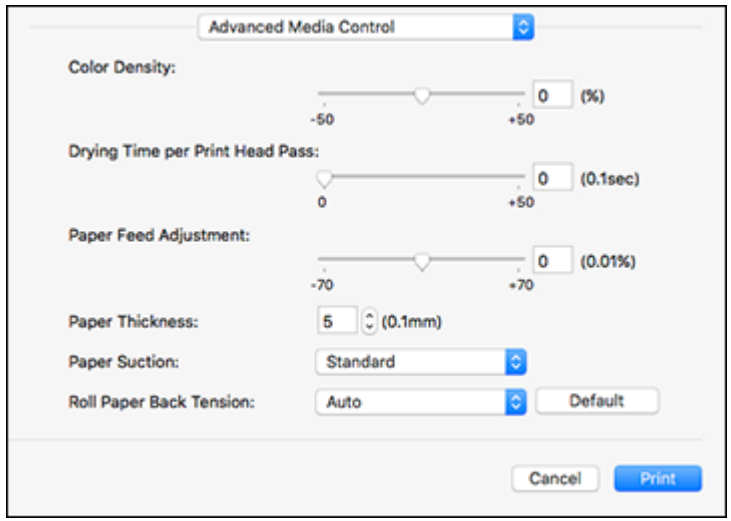
Prints lines between pages as a guide for manual cutting.

**Parent topic:** Selecting Roll Paper Settings - Mac

## Selecting Paper Configuration Settings - Mac

If you are using non-Epson media and need to fine-tune its print quality, select **Advanced Media Control** from the pop-up menu. Select the available options as necessary.

**Note:** Before adjusting the Advanced Media Control settings, select the **Media Type** setting that is closest to the paper you are using.




Advanced Media Control Options - Mac

**Parent topic:** Printing on a Mac

### Advanced Media Control Options - Mac

Select any of the available Advanced Media Control options to fine-tune the quality of your printouts.

**Note:** If you have high speed (bi-directional) printing enabled and small type or fine details appear too thick, you may need to adjust the paper thickness setting.

**Color Density**

Adjusts the ink saturation level.

**Drying Time per Print Head Pass**
Pauses print head movement for up to 5 seconds after each pass to allow ink to dry. This lets you print with non-Epson media and avoid smearing the ink.

**Paper Feed Adjustment**
Modifies the speed of the paper feeding to compensate for banding in the direction of the print head.

**Paper Thickness**
Adjusts the appearance of details in printouts based on paper thickness.

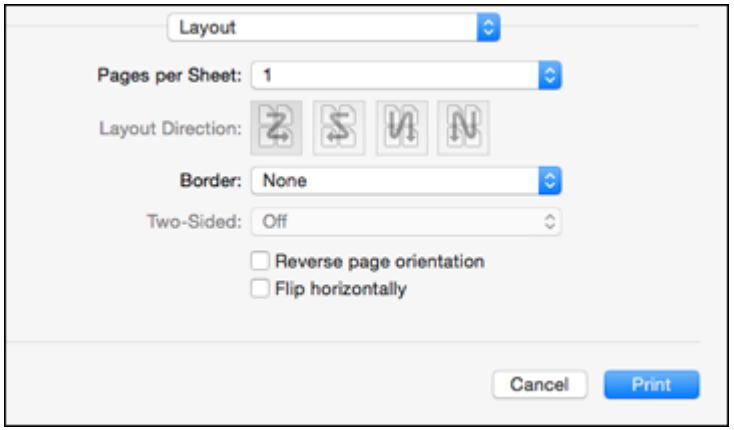
**Paper Suction**
Decreases the paper suction when printing on thin media, such as drafting paper or backlight film.

**Roll Paper Back Tension**
Increases or automatically controls the tension for cloth or thin paper, or if the roll paper wrinkles during printing.

**Parent topic:** Selecting Paper Configuration Settings - Mac

## Selecting Print Layout Options - Mac

You can select a variety of layout options by selecting **Layout** from the pop-up menu on the print window.




- To print multiple pages on one sheet of paper, select the number of pages in the **Pages per Sheet** pop-up menu. To arrange the print order of the pages, select a **Layout Direction** setting.
- To print borders around each page on the sheet, select a line setting from the **Border** pop-up menu.
- To invert or flip the printed image, select the **Reverse page orientation** or **Flip horizontally** settings.

**Parent topic:** Printing on a Mac

## Managing Color - Mac

You can adjust the Color Matching settings to fine-tune the colors in your printout, or turn off color management in your printer software.

1. Select **Color Matching** from the pop-up menu in the print window.




2. Select one of the available options.

Color Matching Options - Mac

**Parent topic:** Printing on a Mac

### Color Matching Options - Mac

You can select from these settings on the **Color Matching** menu.

**Note:** If you want to use Advanced Black And White mode, select **EPSON Color Controls**.

**ColorSync**
Prints using standard color profiles for your product and paper to help match image colors. You can customize the conversion method and filter settings on the ColorSync pop-up menu in the print window.

**EPSON Color Controls**
Lets you manage color using controls in your printer software or turn off color management.

**Parent topic:** Managing Color - Mac

## Sizing Printed Images - Mac

You can adjust the size of the image as you print it by selecting **Paper Handling** from the pop-up menu on the Print window.

- To collate multiple copies into sets of documents, select the **Collate pages** checkbox.
- To print only selected pages in a multi-page document, select an option from the **Pages to Print** pop-up menu.
- To adjust the order in which pages are printed, select an option from the **Page Order** pop-up menu.
- To scale the image to fit on a specific paper size, select the **Scale to fit paper size** checkbox and select a paper size from the **Destination Paper Size** pop-up menu.
- To restrict scaling of the image to reduced sizing, select the **Scale down only** checkbox. (Deselect this checkbox when enlarging the image.)

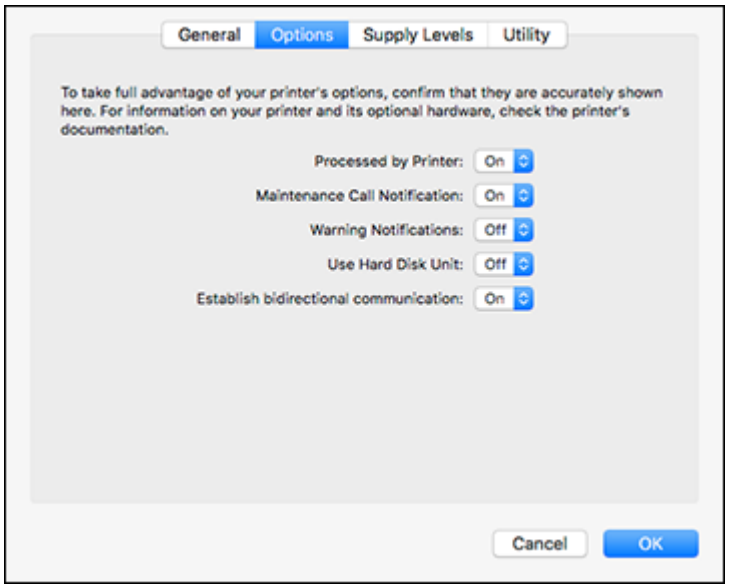
**Parent topic:** Printing on a Mac

## Selecting Printing Preferences - Mac

You can select printing preferences that apply to all the print jobs you send to your product.

1. In the Apple menu or the Dock, select **System Preferences**.
2. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**.
3. Select **Options**.

You see a screen like this:




4. Select any of the available printing options.
5. Click **OK**.

Printing Preferences - Mac

**Parent topic:** Printing on a Mac

## Printing Preferences - Mac

You can select from these settings on the **Options** tab.

**Warning Notifications**
Lets you choose whether or not to receive warning notifications from the printer software for various operating conditions.

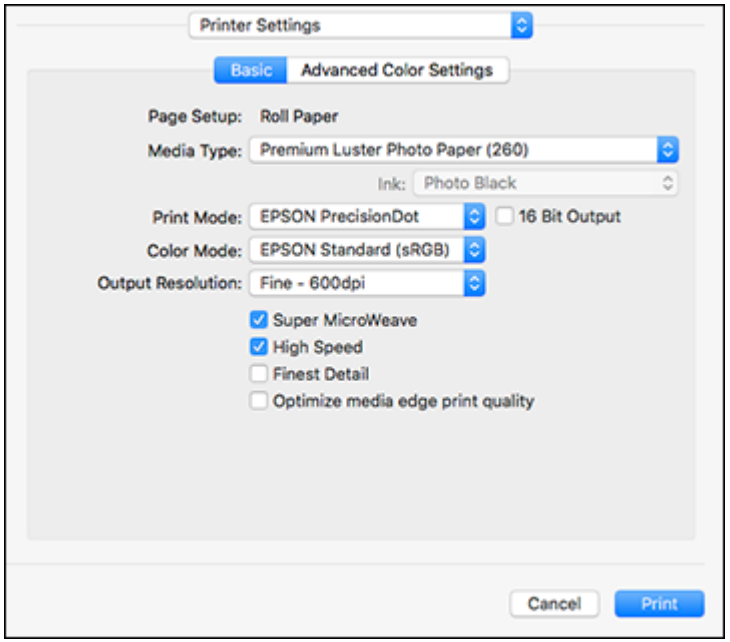
**Establish bidirectional communication**
Allows the product to communicate with the computer. Do not change the default setting unless you experience issues when using a shared printing pool.

**Parent topic:** Selecting Printing Preferences - Mac

## Printing Your Document or Photo - Mac

Once you have selected your print settings, you are ready to print.

Click **Print** at the bottom of the print window.




Checking Print Status - Mac

**Parent topic:** Printing on a Mac

### Checking Print Status - Mac

During printing, you can view the progress of your print job, control printing, and check ink status.

1. Click the printer icon when it appears in the Dock.

   You see the print status window:

2. Select the following options as necessary for your Mac OS version:

   - To cancel printing, click the print job and click or **Delete**.

- To pause a print job, click the print job and click  or **Hold**. To resume a print job, click the paused print job and click  or **Resume**.
- To pause printing for all queued print jobs, click **Pause** or **Pause Printer**.
- To display other printer information, click **Settings** or **Supply Levels**.

**Parent topic:** Printing Your Document or Photo - Mac

# Using the Control Panel Menus

Follow the instructions in these sections to access the printer menu system and select settings.

Accessing the Printer's Menus
Maintenance Menu Settings
Paper Menu Settings
Setup Menu Settings

## Accessing the Printer's Menus

You can use the printer menus to adjust the settings that control how your printer works.

1. Press the left or right arrow button on the control panel to select a tab.
2. Press the **Menu** button.

   You see the current tab's menu on the LCD screen.
3. Press the up or down arrow button to scroll through the menus.

   **Note:** Press the ↩ back button to go back.
4. To change settings in the highlighted menu, press the **OK** button.
5. Press the up or down arrow button to move through the settings. If there are additional settings, press the right or left arrow button as instructed on the screen.
6. To select a setting, press the **OK** button any time the **OK** button option is displayed.
7. When you finish changing settings on a menu, press the ↩ back button to go back.

**Parent topic:** Using the Control Panel Menus

## Maintenance Menu Settings

The Maintenance menu lets you run nozzle checks, cleaning cycles, and other maintenance operations.

**Caution:** Follow the instructions in the topic links below the table to use these menu settings correctly.

| Setting | Options | | Description |
|---|---|---|---|
| **Nozzle Check** | **Print Nozzle Check Pattern** | | Prints a nozzle check pattern in the specified location on the media. |
| | **Printless Nozzle Check Pattern** | | Checks the nozzles and displays the results on the LCD screen. |
| **Head Cleaning** | **All Nozzles**<br>Various colors | **Normal**<br>**Heavy** | Lets you clean all or selected colors (in pairs of two), based on the nozzle check pattern. Select **Normal** cleaning first. If nozzles are still clogged, select **Heavy** cleaning. |
| | **Check and Clean Nozzle** | — | Automatically checks and cleans any clogged nozzles. |
| **Head Alignment** | **Auto (Bi-D)**<br>**Manual (Bi-D)** | | Lets you automatically or manually align the print head when print results are grainy or out of focus. |
| | **Restore Settings** | | Restores the print head alignment to its default setting |
| **Cutter Maintenance** | **Adjust Cut Position**<br>**Replace Cutter** | | Lets you adjust or replace the built-in cutter.<br>**Adjust Cut Position**: adjusts the cutter position for the leading edge in increments of 0.039 inch (1 mm) from –0.12 to 0.12 inch (–3 to 3 mm).<br>**Replace Cutter**: positions the cutter for replacement. |

| Setting | Options | Description |
|---|---|---|
| **Transportation/Storage** | — | Select if you are transporting or storing the printer in temperatures below 14 °F (–10 °C). This does not require the use of cleaning cartridges. |

**Parent topic:** Using the Control Panel Menus

**Related tasks**

Checking the Nozzles Using the Product Control Panel
Cleaning the Print Head Using the Product Control Panel
Aligning the Print Head Automatically Using the Product Control Panel
Aligning the Print Head Manually Using the Product Control Panel
Replacing the Cutter

## Paper Menu Settings

The Paper menu lets you modify settings for the current paper, or create and customize paper configurations for up to 10 different types of paper.

| Setting | Options | Description |
|---|---|---|
| **Load/Remove Paper** | **Remove Paper** | Releases any loaded media. |
| | **Roll Paper**<br>**Cut Sheet**<br>**Poster Board** | Lets you load the selected media type. |
| | **Use Take-Up Unit** | Shows step-by-step instructions for feeding paper in the optional Auto Take-up Reel. |

| Setting | Options | | Description |
|---|---|---|---|
| **Select Paper Type** | **Roll Paper**<br>**Cut Sheet**<br>**Poster Board** | **Photo Paper** | Select the loaded Epson media type. |
| | | **Proofing Paper** | |
| | | **Fine Art Paper** | |
| | | **Matte Paper** | |
| | | **Plain Paper** | |
| | | **Others** | |
| | | **Custom Paper** | Lists the custom paper configurations that you have created. |
| **Custom Paper Setting** | — | | Lets you create a custom configuration for the loaded media. See the next table. |
| **Print Paper List** | — | | Press the **OK** button to print a list of custom paper settings. |
| **Roll Paper Remaining** | **On**<br>**Off** | | Lets you track the length of roll paper remaining. |
| **Remaining Alert** | Various settings | | Sets the length of roll paper remaining at which the printer will alert you, from 4 to 50 ft (1 to 15 m). |

**Custom Paper Setting options**

| Settings | Options | Description |
|---|---|---|
| **Setting Name** | — | Lets you enter a name up to 22 characters for the custom paper settings. |

| Settings | Options | Description |
| --- | --- | --- |
| **Select Reference Paper** | **Photo Paper**<br>**Proofing Paper**<br>**Fine Art Paper**<br>**Matte Paper**<br>**Plain Paper**<br>**Others**<br>**No Paper Selected** | Lets you select the type of paper that is closest to the paper for which you are creating a custom paper configuration: |
| **Platen Gap** | **1.2**<br>**1.6**<br>**2.1**<br>**2.4** | Adjusts the gap between the media and the print head. Leave the setting at the default for most media. If printouts are smeared, increase the setting. This setting is not affected by the **Platen Gap** setting in the Printer Setup menu. |
| **Paper Thickness** | **0.1** to **1.5** | Lets you print patterns that you can use to determine the thickness of the current paper by selecting the pattern number with the least misalignment when you create a custom paper configuration. |

| Settings | Options | Description |
|---|---|---|
| **Paper Feed Adjust** | **Block Pattern**<br>**Crosshairs**<br>**Value** | Lets you adjust the paper feed if you are unable to resolve banding issues even after head cleaning and alignment.<br>**Block Pattern**: prints a series of two patterns that you can use to adjust the paper feed. Lift the cover to view the first pattern, then close the cover and follow the steps on the LCD screen.<br>**Crosshairs**: prints an adjustment pattern with multiple crosshairs. Measure the distance between these crosshairs and enter the measured distance to adjust the paper feed.<br>**Value**: lets you choose an adjustment between **–0.70** and **+0.70%**. Select a higher value to reduce dark bands or a lower value to reduce white bands. |
| **Paper Suction** | **–4** to **+3** | Lets you adjust the suction to increase the gap between the print head and thin or soft paper. If print quality is reduced or media does not feed correctly, you may need to lower the suction. |
| **Drying Time Per Pass** | **0 seconds** to **10 seconds** | Lets you adjust the amount of time the head pauses between each pass. If the image is blurring on the paper, you may need to increase the drying time per pass. |
| **Roll Paper Tension** | **Extra High**<br>**High**<br>**Normal** | Lets you adjust the paper tension. Select **High** or **Extra High** if paper wrinkles during printing. |
| **Remove Skew** | — | Lets you enable paper skew reduction. |
| **Paper Feed Stabilizer** | — | Automatically detects and corrects any paper skew. Disable this setting when using any transparent or colored media. |

| Settings | Options | Description |
|---|---|---|
| **Feed Lateral Adjust** | **Normal**<br>**On**<br>**Off** | Adjusts the paper feed to reduce paper skew.<br>**Normal**: select for most media.<br>**On**: select if the paper skews.<br>**Off**: select if the paper wrinkles. |
| **Use Paper Eject Roller** | **Normal**<br>**On**<br>**Off** | Presses down on paper as it is ejected. Select **On** if the print head strikes the paper. |
| **Roll Paper Margin** | **Normal**<br>**Top15mm/Bottom15mm**<br>**Top35mm/Bottom15mm**<br>**Top45mm/Bottom15mm**<br>**3mm**<br>**15mm** | Sets the top and bottom margins for printing. If the print head strikes the media, increase the top margin or you may damage your product. |
| **Margin Per Page** | **Normal**<br>**6mm**<br>**30mm**<br>**65mm** | If **Auto Cut** is set to **Off**, adjusts the default page margin. Increase this setting if you see scuffs from print head strikes in the margins between pages. |
| **Restore Settings** | — | Returns all settings for the selected custom paper to their default values. |

**Parent topic:** Using the Control Panel Menus

**Related references**

Available Epson Papers

**Related tasks**

Creating Paper Configurations

**Related topics**

Cutting Roll Paper
Cut Sheet Handling

# Setup Menu Settings

The Setup menu lets you configure and monitor the following aspects of your product:

- Printer Setup settings
- Printer Status settings
- Network Setup settings
- Preferences settings
- Administrator Menu settings

**Printer Setup settings**

| Setting | Options | Description |
|---|---|---|
| **Roll Paper Setup** | **Auto Cut** | Lets you automatically cut roll paper with the built-in cutter. Any auto cut options selected in the printer driver will override this setting. |
| | **Take-up After Cut** | If the optional Auto Take-up Reel is installed, lets you automatically take up roll paper when you cut it with the built-in cutter. |
| | **Refresh Margin** | Lets you automatically trim the leading edge and remove any ink stains left by the previous image during borderless printing. |
| | **Page Line** | If **Auto Cut** is set to **Off**, lets you print trim lines around images. Any trim line options selected in the printer driver will override this setting. |

| Setting | Options | Description |
|---|---|---|
| **Roll Paper Setup** | **Roll End Option** | Lets you select what the printer does if the roll paper runs out and is replaced during a print job.<br>**Stop Printing**: automatically cancels printing after paper is replaced.<br>**Continue**: resumes printing where the job left off.<br>**Reprint**: restarts the job from the beginning (available only when you are using the optional internal print server). |
| | **Roll Paper Tension** | Adjusts the paper tension.<br>Select **High** or **Extra High** if paper wrinkles during printing. |
| | **Refresh Margin** | Lets you automatically trim the leading edge and remove any ink stains left by the previous image during borderless printing. |
| | **Auto Loading** | Automatically loads media into the paper path. Select **Off** only if you experience paper slippage, extremely large curls in the paper, or other serious issues. |
| | **Feed Lateral Adjust** | Adjusts the paper feed to reduce paper skew. Select **On** if the paper skews or **Off** if the paper wrinkles. |
| **Platen Gap** | **Standard**<br>**Wide +1**<br>**Wider +2**<br>**Widest +3** | Adjusts the gap between the media and the print head. Leave the setting at the default for most media. If printouts are smeared, increase the setting. |

| Setting | Options | Description |
|---|---|---|
| **Drying Time Per Pass** | **0 seconds** to **10 seconds** | Lets you adjust the amount of time the head pauses between each pass. If the image is blurring on the paper, you may need to increase the drying time per pass. |
| **Paper Size Check** | **On**<br>**Off** | Automatically detects the width of the loaded media. Turn off this setting only if the printer displays a paper setting error when media is loaded correctly. Changed settings take effect when you reload paper.<br><br>**Caution:** Disabling this setting may cause the printer to print outside the margins of the loaded media and may cause ink to build up inside the printer. |
| **Paper Feed Stabilizer** | **On**<br>**Off** | Automatically detects and corrects any paper feed pitch changes. Disable this setting when using any transparent or colored media. |
| **Paper Skew Check** | **On**<br>**Off** | Stops printing when skewed paper is detected. Leave this setting turned on to avoid paper jams. |

| Setting | Options | | Description |
|---|---|---|---|
| **Auto Nozzle Check** | **Auto Cleaning Setting** | **Periodically**<br>**Every Job**<br>**Off** | Automatically runs a nozzle check and cleans the print head if necessary.<br>**Periodically**: checks the nozzles occasionally.<br>**Every Job**: checks the nozzles after every print job.<br>**Note:** Even if you select **Off** as the **Auto Cleaning Setting** option, the printer runs an automatic nozzle check (and may clean the print head) when you switch between black inks and after initial ink charging. |
| | **Auto Clean Max Repeat** | **1** to **3** | Selects the number of automatic print head cleanings the printer performs when clogged nozzles are detected. |
| **Auto Cleaning Option** | **Continue**<br>**Pause** | | Selects what to do if the nozzles are still closed after the automatic head cleaning. |
| **Store Held Job** | **On**<br>**Off** | | When the internal print server is installed, enables the printer to skip any job that will not print due to a paper size, paper source, or output paper size mismatch and save the job on the server. |
| **Calibration Setting** | **On**<br>**Off** | | Lets you use the Epson Color Calibration Utility. |
| **USB Timeout** | **10 seconds** to **600 seconds** | | Selects the length of time before the printer times out when printing over a USB connection. |

| Setting | Options | Description |
|---|---|---|
| **Restore Settings** | — | Returns all printer settings to their default values. |

**Printer Status settings**

| Setting | Options | Description |
|---|---|---|
| **Firmware Version** | — | Displays the printer's firmware version. |
| **Option Status** | — | Displays the status of any installed optional accessories. |
| **Print Status Sheet** | — | Prints a sheet listing the current printer settings. |
| **Calibration Date** | — | Displays the date that the Epson Color Calibration Utility was last run, if applicable. |

**Network Setup settings**

| Setting | Options | Description |
|---|---|---|
| **IP Address Setting** | **Auto**<br>**Panel** | Determines whether IP addresses are obtained automatically through DHCP or manually. Select **Panel** to enter an IP address, subnet mask, and default gateway address. |
| **IPv6 Setting** | **On**<br>**Off** | Enables IPv6 communication. |
| **IEEE802.1x Setting** | **On**<br>**Off** | Enables the IEEE802.1x network protocol. |
| **HTTPS Redirect Setting** | **On**<br>**Off** | Automatically redirects network traffic sent over HTTP to secure HTTPS. |
| **Print Status Sheet** | **—** | Prints a sheet listing the current network status and settings. |

| Setting | Options | Description |
|---|---|---|
| **Restore Settings** | **Yes**<br>**No** | Returns all network settings to their default values. |

**Preferences settings**

| Setting | Options | Description |
|---|---|---|
| **Language** | Various languages | Selects the language used on the control panel display. |
| **Unit: Length** | **m**<br>**ft/in** | Selects the unit of length used on the control panel display and when printing test patterns. |
| **Alert Lamp Setting** | **On**<br>**Off** | Selects whether the alert lamp lights up when an error occurs. |
| **Sleep Mode** | **5 to 210 minutes** | Selects the interval before the printer enters sleep mode. The default is **15 minutes**. |
| **Power Off Timer** | **Off**<br>**1 to 24 hours** | Selects the interval before the printer turns off automatically when it is idle. The default is **8 hours**. |

**Administrator Menu settings**

| Setting | Options | | Description |
|---|---|---|---|
| **Change Password** | **—** | | Lets you enter an administrator password up to 20 characters long to access the Administrator Menu and the Network Setup menu (depending on the **Operational Control** setting). |
| **Operational Control** | **Network Setup** | **Password Required**<br>**No Password Required** | Select whether an administrator password is required to access the Network Setup menu. |

| Setting | Options | | Description |
|---|---|---|---|
| **Powerful Cleaning** | **All Nozzles**<br>Various colors | | Lets you clean all or selected colors (in pairs of two), based on the nozzle check pattern. Use this setting only if you still have clogged nozzles after running multiple head cleanings from the Maintenance menu. |
| **Timer Cleaning** | **On**<br>**Off** | | Automatically cleans the printer 6 months after the initial ink charging. |
| **Auto Cleaning** | **Standard**<br>**Light** | | Adjusts the threshold for the printer's automatic nozzle cleaning function.<br>**Standard**: cleans the print head when any nozzle clog is detected.<br>**Light**: only cleans the print head when two or more nozzles are clogged. |
| **Nozzle Check While Print** | **1 hour**<br>**2 hours**<br>**3 hours**<br>**4 hours**<br>**Off** | | Automatically checks and cleans the print head after the selected interval when printing banners or other large, continuous pages. |
| **Post-print Nozzle Check** | **On**<br>**Off** | | Automatically runs a nozzle check after each print job. |
| **Auto Cleaning Start** | **On**<br>**Off** | | Automatically cleans the print head if clogged nozzles are detected when **Post-print Nozzle Check** is turned on. |
| **Manage HDD** | **Format Hard Disk** | **Yes**<br>**No** | Formats the internal print server and deletes all stored print jobs. You must format an optional internal print server that has been used with another printer before using it with your product. |

| Setting | Options | Description |
|---|---|---|
| **Date And Time** | **—** | Sets the printer's built-in clock. The time and date are used in logs and status sheets. |
| **Time Zone** | **—** | Lets you enter the difference between your time zone and GMT (Greenwich Mean Time). The time zone is used in email notifications sent by the Remote Manager utility. |
| **Reset All Settings** | **Yes**<br>**No** | Returns all menu settings to their default values (except **Date and Time**, **Language**, and **Unit: Length** in the Preferences menu). |

**Parent topic:** Using the Control Panel Menus

**Related tasks**

Adjusting the Platen Gap
Checking the Nozzles Using the Product Control Panel
Cleaning the Print Head Using the Product Control Panel

# Replacing Ink Cartridges

If the  icon appears above an ink cartridge on the LCD screen and an ink cartridge expended message appears, the cartridge is expended. When an ink cartridge is expended, you need to replace it.

You may also need to replace a cartridge that is more than six months old, or if your printouts do not look their best, even after cleaning and aligning the print head.

**Note:** Please dispose of your used Epson branded ink cartridges responsibly and in accordance with local requirements. If you would like to return your used ink cartridges to Epson for proper disposal, please go to epson.com/recycle for more information.

Checking Ink and Maintenance Box Status with Windows
Checking Cartridge Status - Mac
Purchase Epson Ink Cartridges and Maintenance Boxes
Removing and Installing Ink Cartridges
Replacing Maintenance Boxes

## Checking Ink and Maintenance Box Status with Windows

You can check your ink or maintenance box status at any time using a utility on your Windows computer.

1. To check your status, access the Windows Desktop, double-click the product icon in the Windows taskbar, and click **Details**.

   You see this window:



2. Replace or reinstall the maintenance box or ink cartridge as indicated on the screen.

   **Note:** If any of the ink cartridges installed in the product is broken, incompatible with the product model, or improperly installed, Epson Status Monitor will not display an accurate ink status.

**Parent topic:** Replacing Ink Cartridges

**Related tasks**

Removing and Installing Ink Cartridges

## Checking Cartridge Status - Mac

You can check your cartridge status using a utility on your Mac.

1. In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
2. Select **EPSON Status Monitor**.

   You see a window like this:




3. Do the following as necessary:
   - To update the ink cartridge status, click **Update**.
   - Replace or reinstall any ink cartridge indicated on the screen.

   **Note:** If any of the cartridges installed in the product is broken, incompatible with the product model, or improperly installed, Epson Status Monitor will not display an accurate cartridge status.

**Parent topic:** Replacing Ink Cartridges

**Related tasks**

Removing and Installing Ink Cartridges

# Purchase Epson Ink Cartridges and Maintenance Boxes

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit proimaging.epson.com (U.S.) or proimaging.epson.ca (Canada), select your product series and product, and click the **Where to Buy** button. Or call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

**Note:** This product uses only genuine Epson-brand cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly.

The cartridges included with the printer are designed for printer setup and not for resale. After some ink is used for charging, the rest is available for printing. Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature. For print quality, a variable amount of ink remains in the cartridge after the "replace cartridge" indicator comes on.

Ink Cartridge and Maintenance Box Part Numbers

**Parent topic:** Replacing Ink Cartridges

## Ink Cartridge and Maintenance Box Part Numbers

Use these part numbers when you order or purchase a new maintenance box or ink cartridges.

**Note:** For best printing results, use up a cartridge within 6 months of opening the package.

Maintenance box part number: T6193000

| Ink bay | Slot | Ink color | 700 ml part number |
|---|---|---|---|
| Left | 1 | Vivid Light Magenta (VLM) | T800600 |
| | 2 | Cyan (C) | T800200 |
| | 3 | Gray (GY) | T800900 |
| | 4 | Light Gray (LGY) | T800000 |
| | 5 | Light Cyan (LC) | T800500 |

| Ink bay | Slot | Ink color | 700 ml part number |
|---|---|---|---|
| Right | 6 | Photo Black (PK) | T800100 |
| | 7 | Matte Black (MK) | T800800 |
| | 8 | Dark Gray (DGY) | T800700 |
| | 9 | Yellow (Y) | T800400 |
| | 10 | Vivid Magenta (VM) | T800300 |

**Parent topic:** Purchase Epson Ink Cartridges and Maintenance Boxes

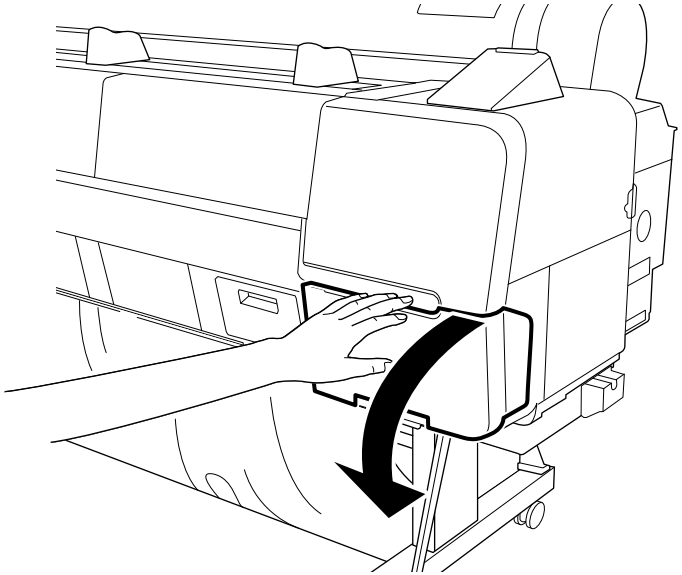
# Removing and Installing Ink Cartridges

Make sure you have your replacement cartridges handy before you begin. You must install new cartridges immediately after removing the old ones.

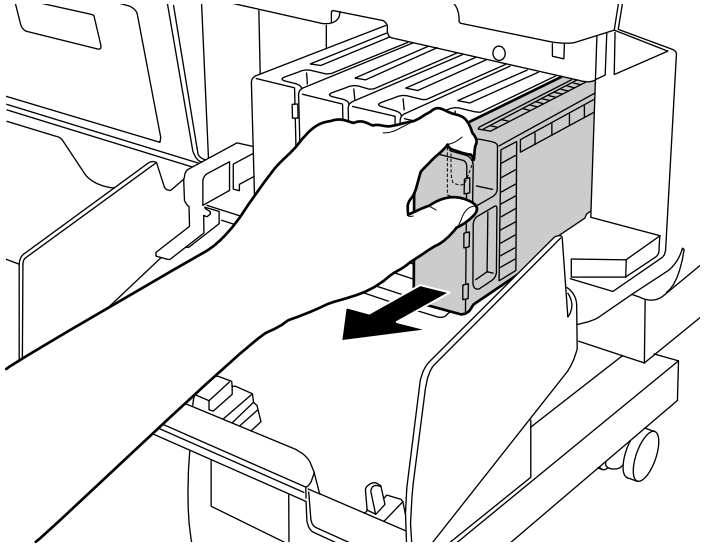
**Note:** Replace all expended ink cartridges. You cannot print if any of the ink cartridges are expended or any ink slots are empty.

1. Turn on your product.

2. Open the ink cartridge cover.



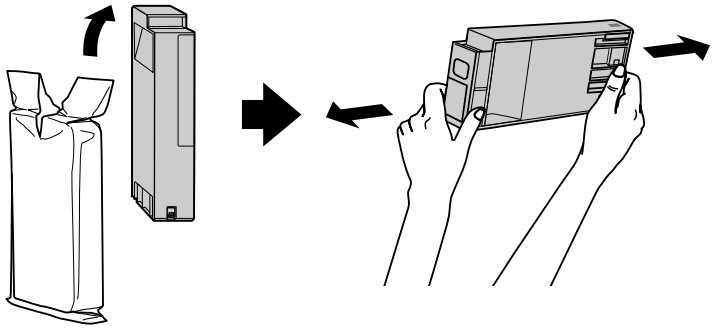
3. Insert your finger into the notch in the top of the cartridge and pull it straight out of the printer.



**Note:** Dispose of used cartridges carefully. Do not take the used cartridge apart or try to refill it.

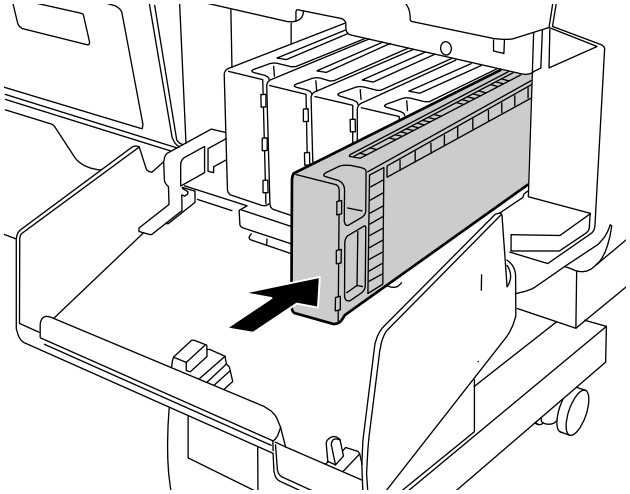
**Warning:** If ink gets on your skin, wash it thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out and see a doctor right away. Keep ink cartridges out of the reach of children.

4. Remove the new cartridge from the package. Then gently shake the cartridge for about ten seconds.



**Caution:** Do not touch the green chip on the cartridge.

5. Insert the new cartridge with the arrow facing up and push it in until it clicks into place.



**Caution:** Do not remove and re-insert cartridges more often than necessary. Doing so can break the needle valve seal and allow air to enter the ink tubes, damaging the nozzles.

**Note:** Shake ink cartridges every 3 months after installation.

6. Close the ink cartridge cover.

Your product begins charging the ink delivery system. Do not turn off the product during ink charging.

**Caution:** If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the printer. The valve in the ink supply port is designed to contain any excess ink, but do not touch the ink supply port or surrounding area. Always store ink cartridges with the label facing up; do not store cartridges upside-down.

**Note:** If a cleaning cycle starts when the printer is in a "Ink Low" status and the level of ink is less than that required for a cleaning,you see a prompt telling you that there is not enough ink to clean the print head. Install a full cartridge to complete the cleaning cycle. At the end you can reinstall the original cartridge.

**Parent topic:** Replacing Ink Cartridges

**Related concepts**

Purchase Epson Ink Cartridges and Maintenance Boxes

# Replacing Maintenance Boxes

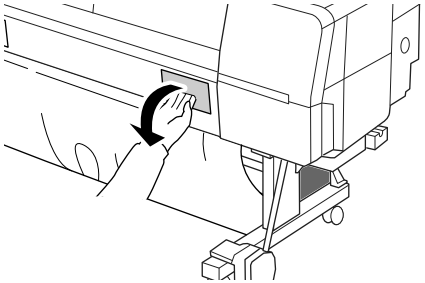
The maintenance boxes absorb ink used in maintenance operations such as head cleaning. Replace the maintenance boxes when you see a message on the LCD screen.

**Note:** Do not reuse maintenance boxes you have removed from the printer and exposed to air for a long period of time. The box will not absorb any more ink.

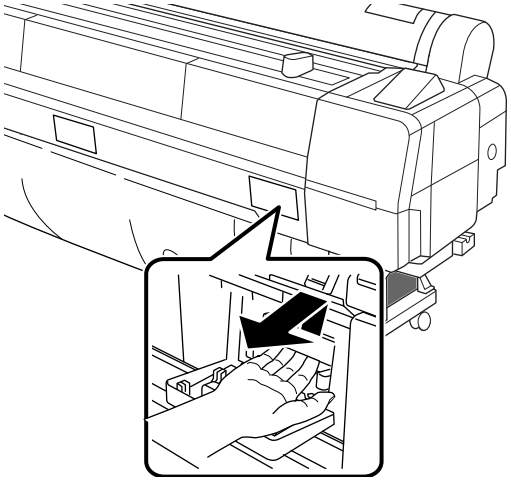
1. Check the LCD screen to determine which maintenance box needs to be replaced.
2. Turn off your product.
3. Remove the new maintenance box from the package.

   **Caution:** Do not touch the chip on the side of the maintenance box or you may damage the product.

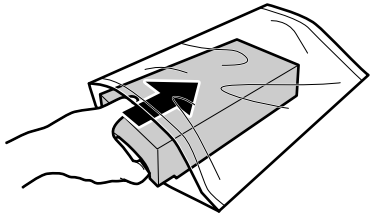
4. Open the maintenance box cover.



5. Use the handle on the bottom of the maintenance box to carefully lift it straight up, then pull it out of the product without tilting the box.



6. Place the used maintenance box in the bag supplied with the new box and seal the bag.



7. Insert the new maintenance box in the slot.

**Parent topic:** Replacing Ink Cartridges

# Adjusting Print Quality

If your print quality declines, you may need to run a utility to clean or align the print head.

If running these utilities does not solve the problem, you may need to replace the ink cartridges.

Print Head Maintenance
Print Head Alignment

## Print Head Maintenance

If your printouts become too light, or you see dark or light bands across them, you may need to clean the print head nozzles. Cleaning uses ink, so clean the nozzles only if print quality declines.

You can check for clogged nozzles before you clean them so you don't clean them unnecessarily.

**Note:** You cannot clean the print head if an ink cartridge is expended, and may not be able to clean it when a cartridge is low. You must replace the cartridge first.

Print Head Nozzle Check
Print Head Cleaning

**Parent topic:** Adjusting Print Quality

**Related tasks**
Removing and Installing Ink Cartridges

## Print Head Nozzle Check

You can print a nozzle check pattern to check for clogged nozzles.

Checking the Nozzles Using the Product Control Panel
Checking the Nozzles Using a Computer Utility

**Parent topic:** Print Head Maintenance

### Checking the Nozzles Using the Product Control Panel

You can check the print head nozzles using the control panel on your product.

1. Make sure roll or cut sheet paper is loaded in the printer.
2. Make sure the correct paper type is selected.
3. Press the A▸A maintenance button.

4. Select **Nozzle Check** and press the **OK** button.
5. Do one of the following:
   - To print a nozzle check pattern and manually check it for issues, select **Print Check Pattern** and press the **OK** button.
   - To automatically check for clogged nozzles without printing, select **Printless Nozzle Check** and press the **OK** button. Follow the instructions on the LCD screen.
6. Press the **OK** button.

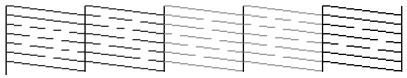
   The nozzle pattern prints.
7. Check the printed pattern to see if there are gaps in the lines.

   **Note:** Use at least a 10× eye loupe to examine the pattern for any missing or deflected dots or segments.

   **Print head is clean**

   **Print head needs cleaning**

8. Do one of the following:
   - If there are no gaps, select **Exit** and press the **OK** button.
   - If there are gaps or the pattern is faint, select **Head Cleaning** and press the **OK** button.
9. Follow the instructions on the screen to clean the print head, check the nozzles, and repeat the process as necessary.

**Parent topic:** Print Head Nozzle Check

**Related references**

Maintenance Menu Settings

**Related tasks**

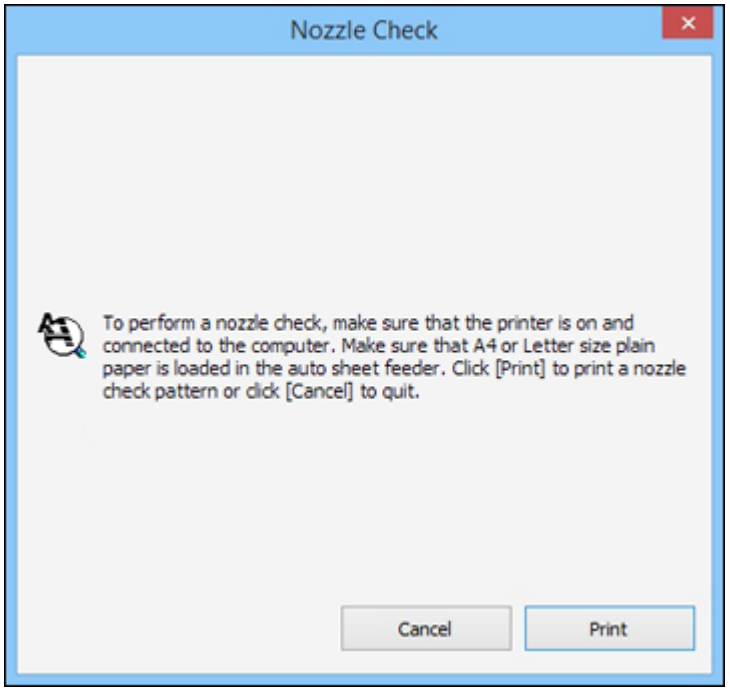
Cleaning the Print Head Using the Product Control Panel

## Checking the Nozzles Using a Computer Utility

You can check the print head nozzles using a utility on your Windows or Mac computer.

1. Load roll or cut sheet paper in the printer.
2. Make sure the correct paper type is selected on the product control panel.
3. Do one of the following:
   - **Windows:** Access the Windows Desktop and right-click the product icon in the Windows taskbar.
   - **Mac**: In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
4. Select **Nozzle Check**.

   You see a window like this:



5. Click **Print**.

   The nozzle pattern prints.

6. Check the printed pattern to see if there are gaps in the lines.

   **Note:** Use at least a 10× eye loupe to examine the pattern for any missing or deflected dots or segments.

   **Print head is clean**

   **Print head needs cleaning**

7. If there are no gaps, click **Finish**.

   If there are gaps or the pattern is faint, clean the print head.

**Parent topic:** Print Head Nozzle Check

**Related tasks**

Cleaning the Print Head Using a Computer Utility

## Print Head Cleaning

If print quality has declined and the nozzle check pattern indicates clogged nozzles, you can clean the print head. Use the nozzle check pattern to determine which colors need cleaning. You can save ink by cleaning only selected colors (control panel only).

**Note:** You cannot clean the print head if an ink cartridge is expended, and may not be able to clean it when a cartridge is low. You must replace the cartridge first.

Cleaning the Print Head Using the Product Control Panel

Cleaning the Print Head Using a Computer Utility

**Parent topic:** Print Head Maintenance

## Cleaning the Print Head Using the Product Control Panel

You can clean the print head using the control panel on your product.

1. Make sure roll or cut sheet paper is loaded in the printer.
2. Make sure the correct paper type is selected.
3. Press the maintenance button.
4. Select **Head Cleaning** and press the right arrow button.
5. Do one of the following:
   - To manually select the nozzles to clean, select **Select Nozzle & Level** and press the **OK** button.
   - To automatically check and clean any clogged nozzles, select **Check and Clean Nozzle** and press the **OK** button. Follow the instructions on the LCD screen.
6. Select one of the following:
   - To clean all nozzles, select **All Nozzles** and press the **OK** button.
   - To select the specific nozzles for cleaning, select them and press the **OK** button.
7. Select **Start Cleaning** and press the **OK** button.
8. Select one of the following as the cleaning strength level:
   - For a first cleaning, select **Normal**.
   - If nozzles are still clogged after three normal level cleanings, select **Heavy**.
9. Press the **OK** button to start the cleaning cycle.

   When the cleaning cycle is finished, the ⏻ power light stops flashing and a confirmation screen appears.

   **Caution:** Never turn off the product during a cleaning cycle or you may damage it.

10. Select **Nozzle Check** and press the **OK** button.
11. Press the **OK** button.

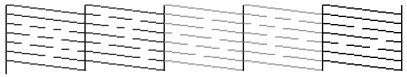
    The nozzle pattern prints.
12. Check the printed pattern to see if there are gaps in the lines.

    **Note:** Use at least a 10× eye loupe to examine the pattern for any missing or deflected dots or segments.

**Print head is clean**



**Print head needs cleaning**



13. Follow the instructions on the screen to clean the print head, check the nozzles, and repeat the process as necessary.

If you don’t see any improvement after running three **Normal** level cleanings, select **Heavy** as the cleaning strength.

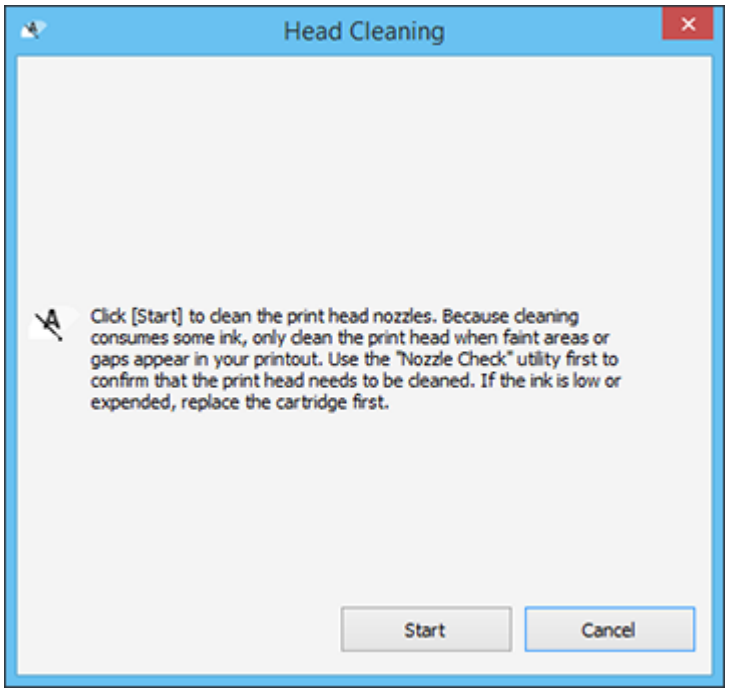
**Parent topic:** Print Head Cleaning

## Cleaning the Print Head Using a Computer Utility

You can clean the print head using a utility on your Windows computer or Mac.

1. Make sure roll or cut sheet paper is loaded in the printer.
2. Make sure the correct paper type is selected on the product control panel.
3. Do one of the following:
   - **Windows:** Access the Windows Desktop and right-click the product icon in the Windows taskbar.
   - In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
4. Select **Head Cleaning**.

You see a window like this:




5. Click **Start** to begin the cleaning cycle.

   When the cleaning cycle is finished, the ⏻ power light stops flashing and a confirmation screen appears.

   **Caution:** Never turn off the product during a cleaning cycle or you may damage it.

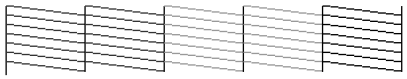
6. Click **Nozzle Check**.
7. Click **OK**.

   The nozzle pattern prints.

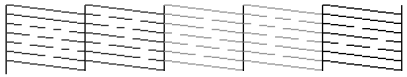
8. Check the printed pattern to see if there are gaps in the lines.

   **Note:** Use at least a 10× eye loupe to examine the pattern for any missing or deflected dots or segments.

**Print head is clean**



**Print head needs cleaning**



**Parent topic:** Print Head Cleaning

**Related references**

Maintenance Menu Settings

**Related tasks**

Removing and Installing Ink Cartridges

Removing and Installing Ink Cartridges

# Print Head Alignment

If your printouts become grainy or blurry, you notice misalignment of vertical lines, or you see dark or light horizontal bands, you may need to align the print head.

Before you align the print head, note the following:

- Alignment varies depending on the loaded media. Align the print head using the media on which you want to print and select the correct paper type as the setting.
- Run a nozzle check before you align the print head. If there are any gaps in the nozzle check pattern, clean the print head.
- Manually align the print head on any transparent or colored paper or on these paper types: Plain paper, Epson Enhanced Matte Posterboard.

Aligning the Print Head Automatically Using the Product Control Panel

Aligning the Print Head Automatically Using a Computer Utility

Aligning the Print Head Manually Using the Product Control Panel

**Parent topic:** Adjusting Print Quality

**Related concepts**

Print Head Cleaning

Print Head Nozzle Check

## Aligning the Print Head Automatically Using the Product Control Panel

You can automatically align the print head using the control panel on your product.

**Note:** Make sure the printer is not exposed to direct, bright light (such as direct sunlight) while performing an automatic print head alignment.

1. Load roll paper or cut sheet paper in this size or larger: A3 (11.7 × 16.5 inches [297 × 420 mm]).

   **Note:** For best results, use the paper included with the product: Epson Doubleweight Matte Paper.

2. Make sure the correct paper type is selected.
3. Press the A▸A maintenance button.
4. Select **Head Alignment** and press the **OK** button.
5. Select **Auto (Bi-D)** and press the **OK** button.
6. Press the **OK** button.

   The alignment process starts.

   **Note:** Do not open the front cover or turn off the printer during alignment.

**Parent topic:** Print Head Alignment

**Related references**

Maintenance Menu Settings

## Aligning the Print Head Automatically Using a Computer Utility

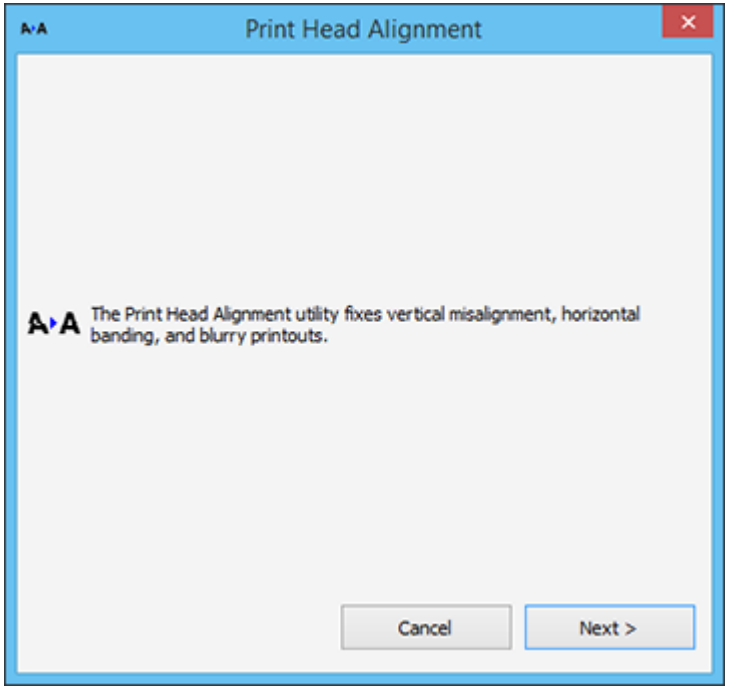
You can automatically align the print head using a utility on your Windows computer or Mac.

**Note:** Make sure the printer is not exposed to direct, bright light (such as direct sunlight) while performing an automatic print head alignment.

1. Make sure roll or cut sheet paper is loaded in the printer.

2. Make sure the correct paper type is selected on the product control panel.
3. Do one of the following:
   - **Windows:** Access the Windows Desktop and right-click the product icon in the Windows taskbar.
   - In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
4. Select **Print Head Alignment**.

   You see a window like this:




5. Click **Next**, then click **OK** to begin automatic print head alignment.

If the print head is not aligned, manually align it.

**Parent topic:** Print Head Alignment

## Aligning the Print Head Manually Using the Product Control Panel

You can manually align the print head using the control panel on your product.

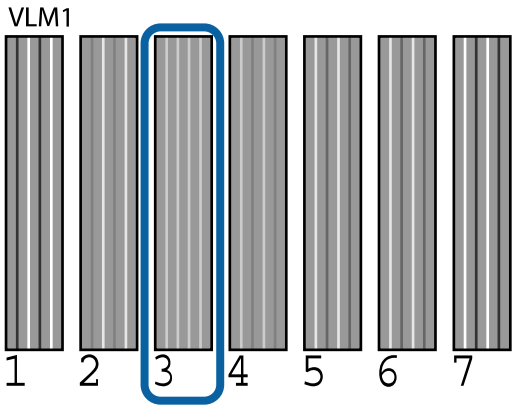
1. Load roll paper or cut sheet paper in this size or larger: A4 (8.3 × 11.7 inches [210 × 297 mm]).
2. Make sure the correct paper type is selected.
3. Press the maintenance button.
4. Select **Head Alignment** and press the **OK** button.
5. Select **Manual (Bi-D)** and press the right arrow button.
6. Press the **OK** button.

   The alignment sheet prints. The alignment sheet has multiple sets of alignment patterns (1 to 8 sets depending on the width of the paper). Each set contain 4 lines of 5 patterns, with one pattern for each color.

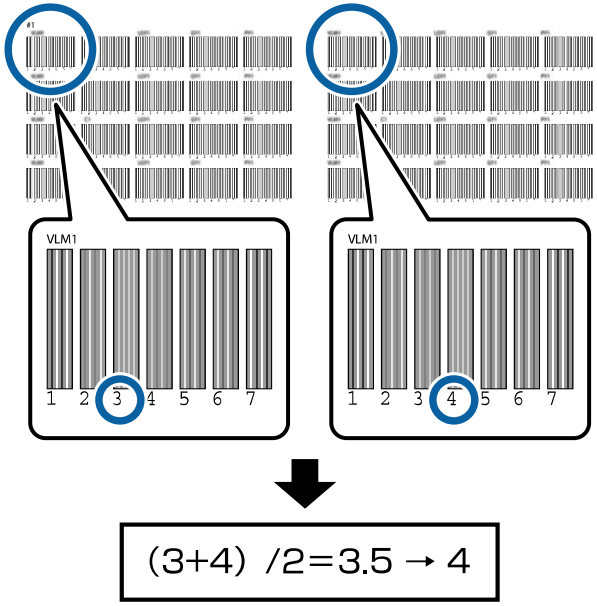


**Note:** When aligning on cut sheet paper, the alignment sheet is printed across multiple pages. Once the first sheet prints, load another sheet of paper.

7. Select a color, then find the pattern in which the white lines are the most evenly spaced. Note the number of this pattern.




8. Repeat step 7 for that color's alignment pattern in each set.
9. Average the numbers of the patterns you selected in steps 7 and 8.



10. On the LCD screen, enter that average for that color's alignment patterns. Then press the **OK** button.
11. Repeat steps 7 through 10 for each color.
12. When you're done, press the **OK** button.

**Parent topic:** Print Head Alignment

**Related references**

Maintenance Menu Settings

# Maintenance

See the instructions in these sections to maintain your printer for optimum results.

Cleaning Your Product
Cleaning the Paper Feed Slot
Cleaning Around the Print Head
Replacing the Cutter

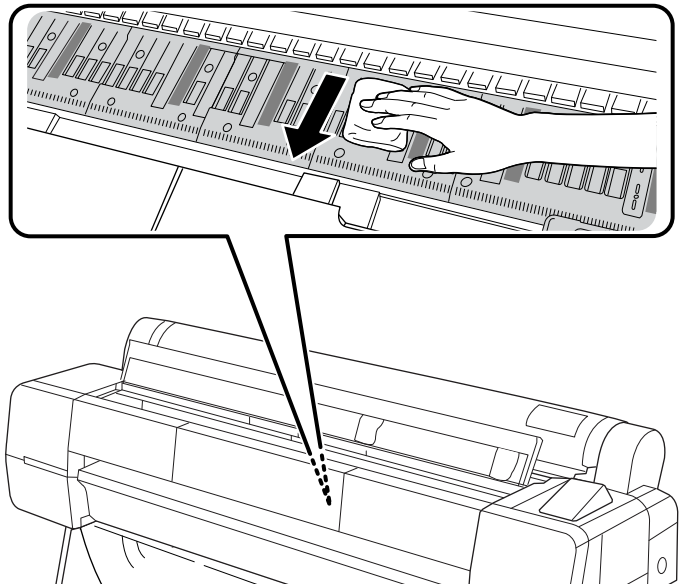
## Cleaning Your Product

To keep your product working at its best, you should clean it regularly (about once a month).

**Note:** Do not use a hard brush, benzene, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside.

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Remove any paper from the product.
5. Open the front cover and carefully clean the inside of the product with a soft, clean cloth.

6. Gently wipe the light gray areas in the direction indicated by the arrows.

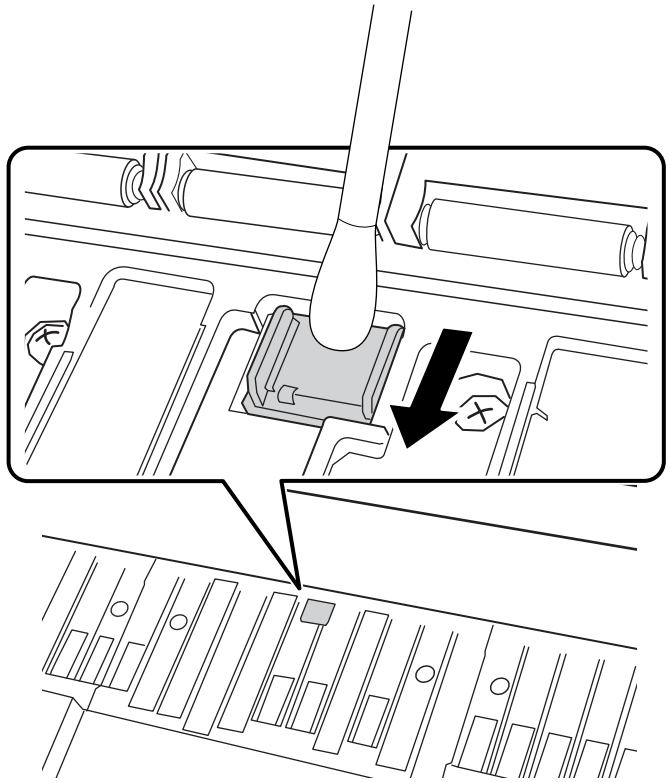


**Note:** If you see dust or paper particles on the dark gray areas (the rollers or ink absorption pads), use a cleaning stick to gently clean them. Do not use too much force when cleaning or touch the rollers or the ink absorption pads with your bare hands or your prints may be affected. Do not use cotton swabs to clean these areas.

**Caution:** Be careful not to touch the gears or ink tubes inside the product.

7. If your product is still dirty, dampen the cloth with a small amount of water and a mild detergent and repeat the previous step. Wipe away any moisture with a soft, dry cloth.

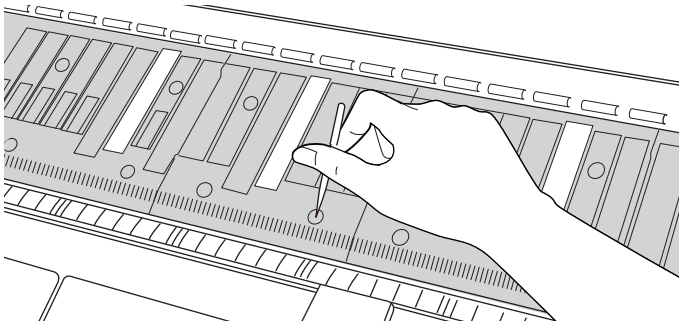
8. Use a cotton swab to gently wipe away any dust or smudges on the sensor. To avoid spreading any dust, only wipe in the direction indicated by the arrows.



**Note:** Do not touch the rollers or any metallic parts or your prints may be affected.

9. If the sensor is still dirty, dampen the swab with a small amount of water and a mild detergent and repeat the previous step. Wipe away any moisture with a dry cotton swab.

10. If paper particles have accumulated in the holes on the platen, use a toothpick or similar tool to push them through.



11. Close the front cover.
12. Use a soft, clean cloth to remove any dust or dirt from the outside of the product.
13. Plug in the power cord and connect any interface cables.
14. Turn on the product.
15. Load roll paper in the printer.
16. Press the cut/feed media button, then press the down arrow button several times to feed blank paper through the paper path and clean the rollers.

**Parent topic:** Maintenance

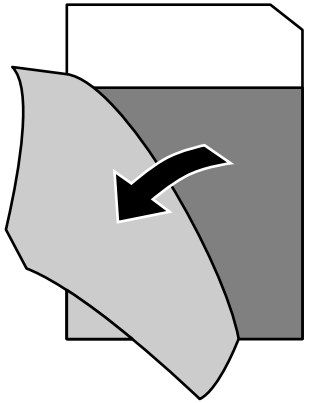
## Cleaning the Paper Feed Slot

To keep your product working at its best, you should clean the paper feed slot once a year using a cleaning sheet.

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit proimaging.epson.com (U.S.) or proimaging.epson.ca (Canada), select your product series and product, and click the **Where to Buy** button. Or call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

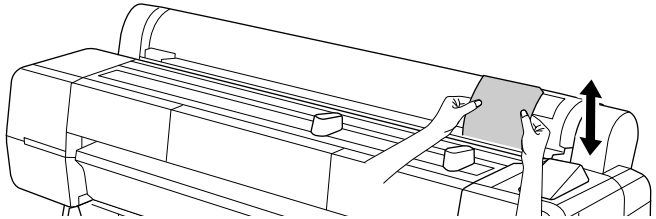
1. Turn off the printer.

2. Remove the protective film from the cleaning sheet.

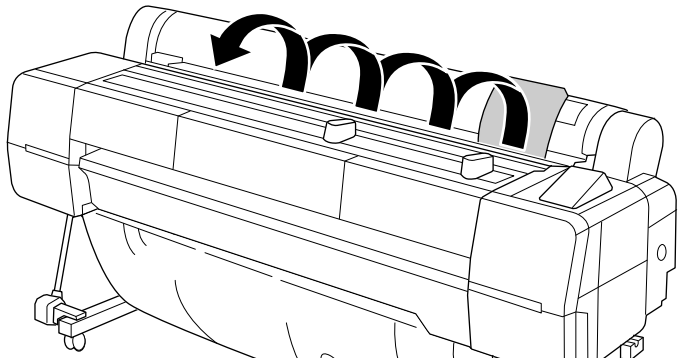


**Note:** Do not touch the adhesive on the sheet (the dark gray area).

3. With the adhesive facing towards you, insert the cleaning sheet about 0.4 inch (1 cm) into the paper feed slot, then pull it out. Repeat this two to three times.



4. Move the cleaning sheet to the left and repeat step 3 to clean the remainder of the paper feed slot.



**Note:** You can only use a cleaning sheet once.

**Parent topic:** Maintenance

## Cleaning Around the Print Head

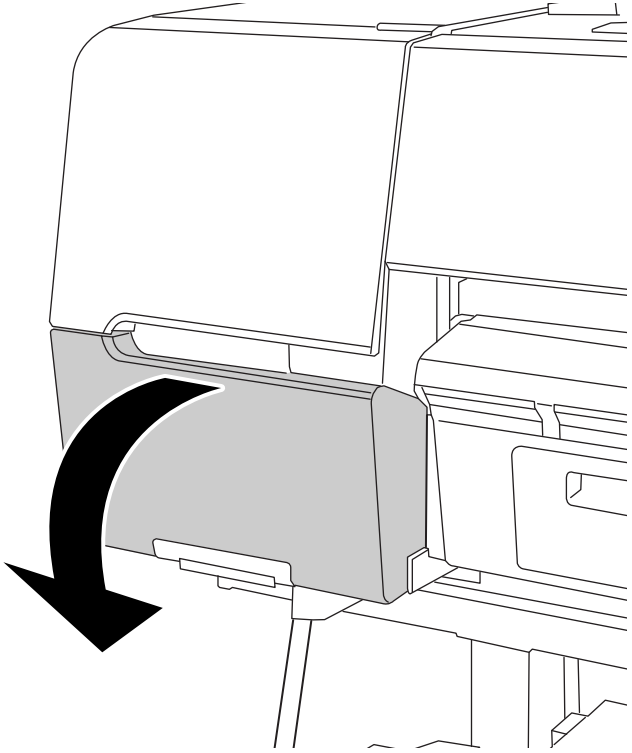
If your prints are scuffed or smeared, you can clean around the print head to improve print quality.

**Note:** Check the following when cleaning around the print head:

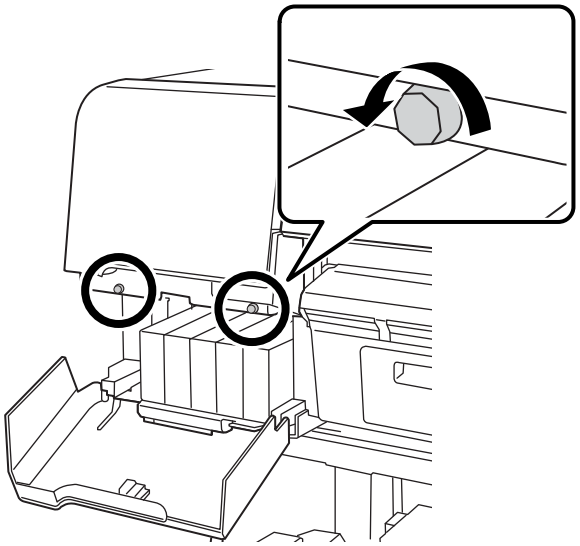
- Remove any paper from the printer before cleaning.
- Always use new cleaning sticks.
- Do not touch the tip of the cleaning stick with your bare hand. The oils from your hand can affect print quality.
- Make sure to touch a metal object to discharge any static electricity before you clean around the print head.
- Do not move the print head by hand.
- Do not touch any parts inside the printer except for the print head, caps, and wipers that you are cleaning.
- Do not wipe the caps with alcohol or other organic solvents.

1. Turn off the product.

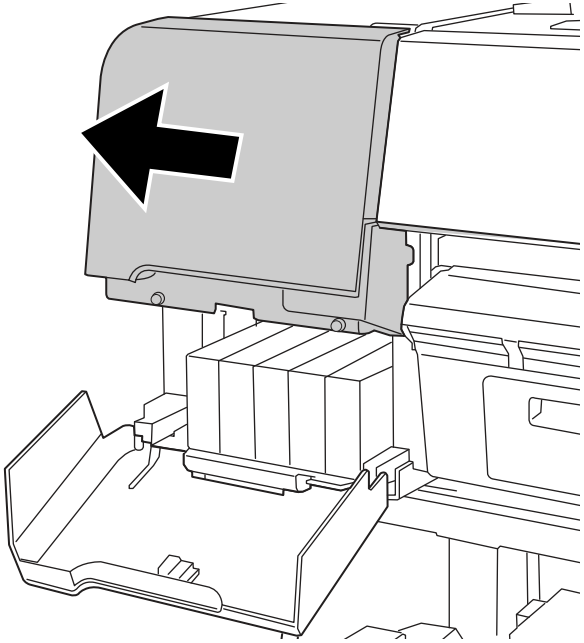
2. Press and hold both the A▸A maintenance button and the ⏻ power button at the same time.
3. When the ⏻ power light turns on, release the ⏻ power button.
4. When the Head Maintenance message appears on the screen, release the A▸A maintenance button
5. Press the **OK** button.
   The print head moves into the maintenance position.
6. Open the left ink cartridge cover.



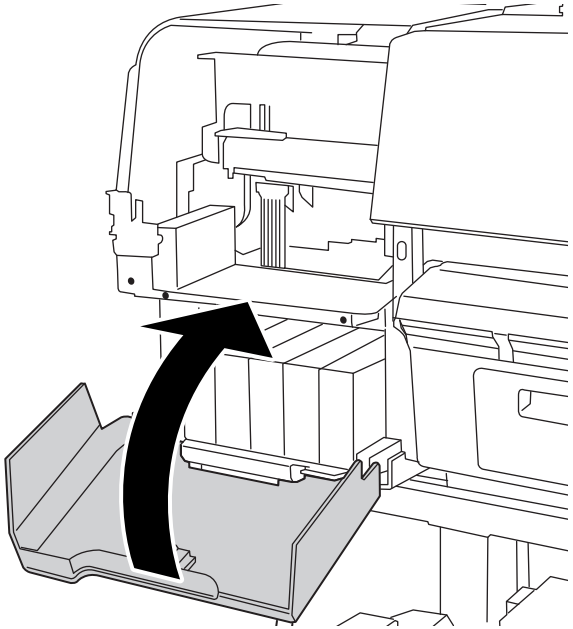
7. Remove the thumb screws.



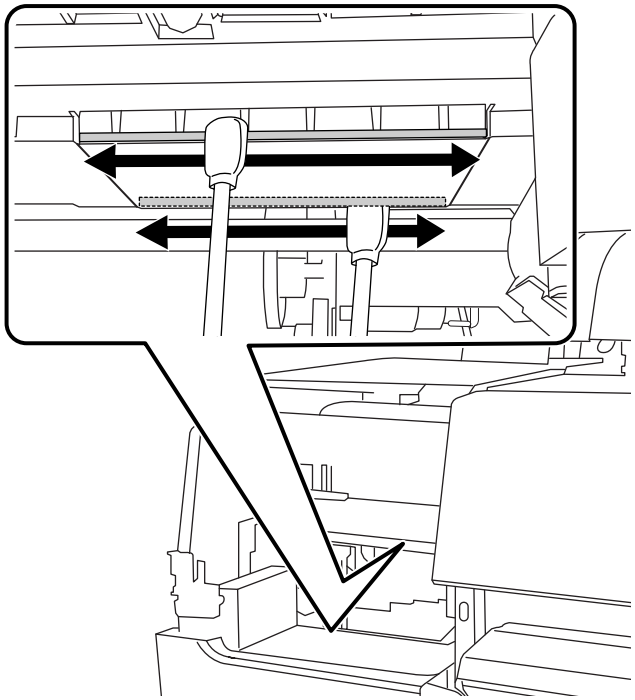
8. Slide the upper cover to the left and remove it.



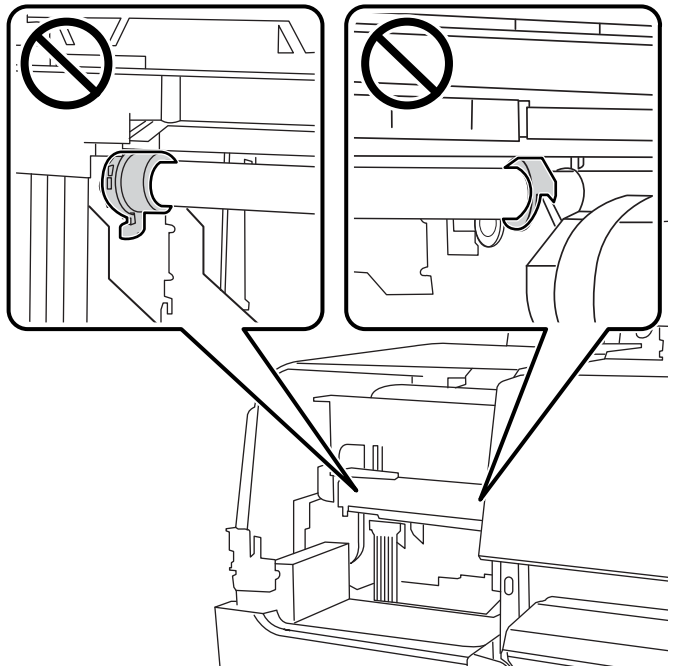
9. Close the ink cartridge cover.



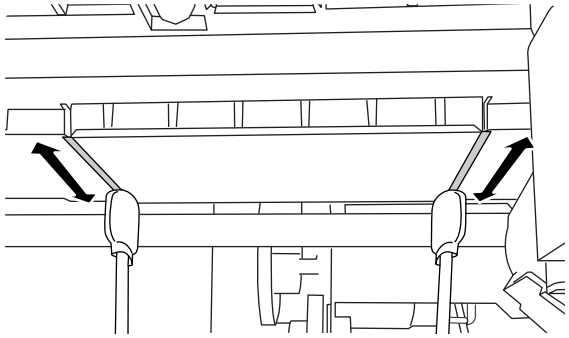
10. Use a cleaning stick to clean the front and back edges on the bottom of the print head.



**Note:** Do not touch the areas shown in the image below or you may damage your product.

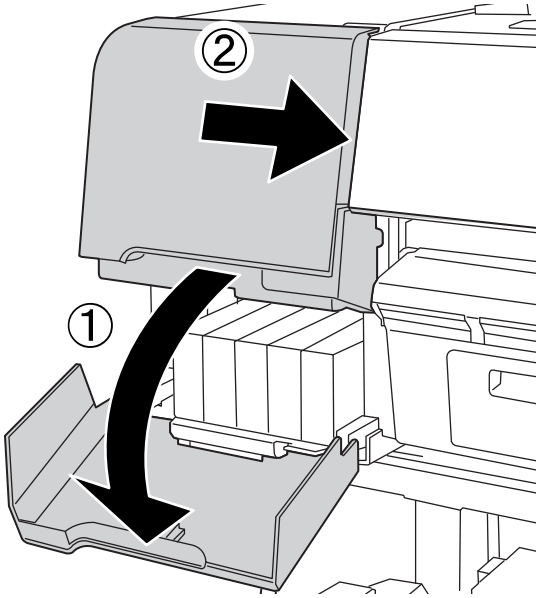


11. Use a cleaning stick to clean the gaps on the bottom of the print head.

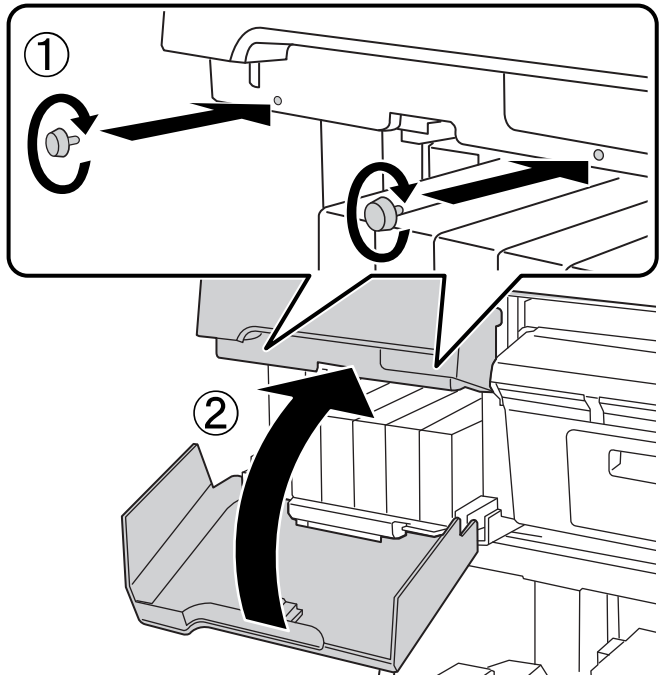


**Note:** Use a mirror if you cannot see the bottom of the print head.

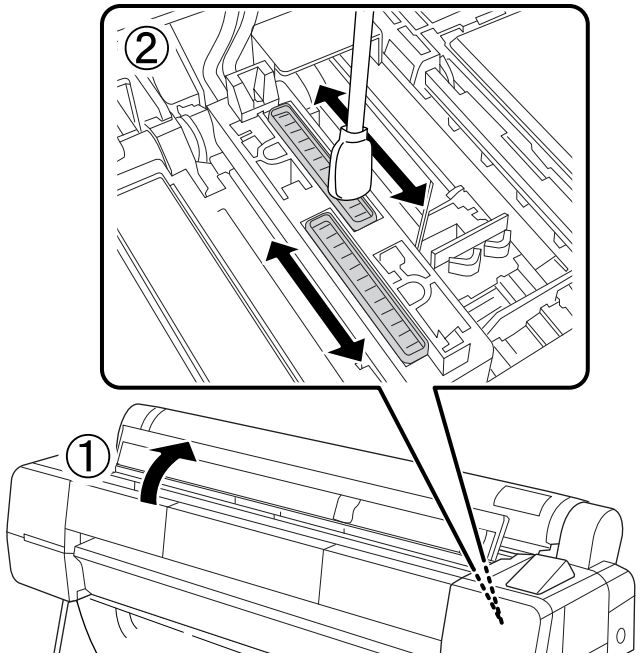
12. Open the ink cartridge cover and attach the upper cover.



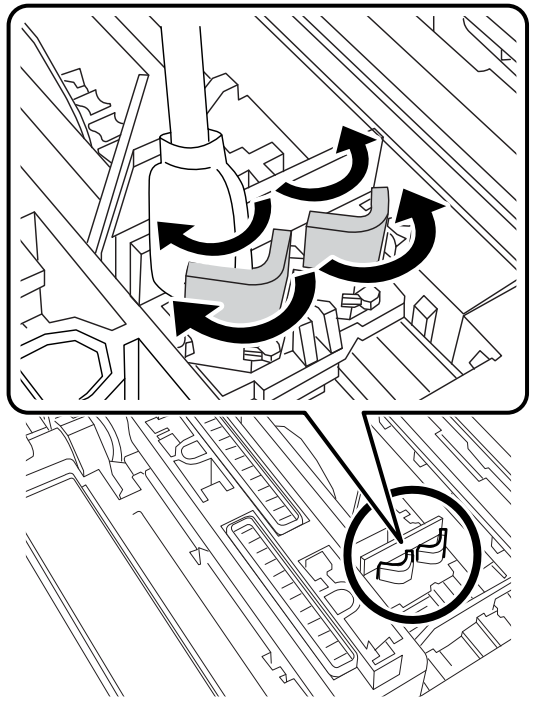
13. Secure the upper cover with the thumb screws and close the ink cartridge cover.



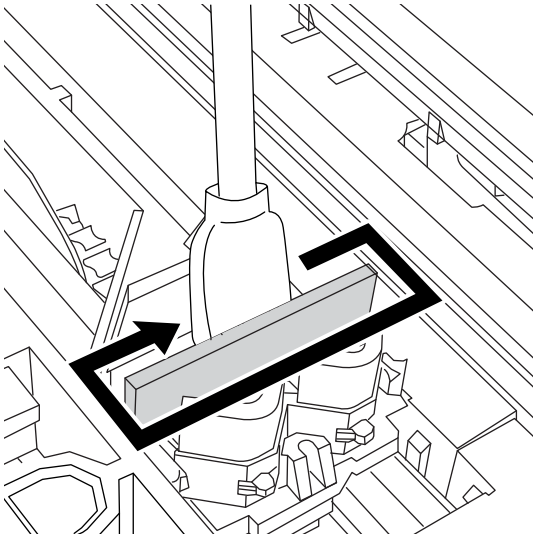
14. Open the front cover and use a cleaning stick to clean the top edges of the print head cap.



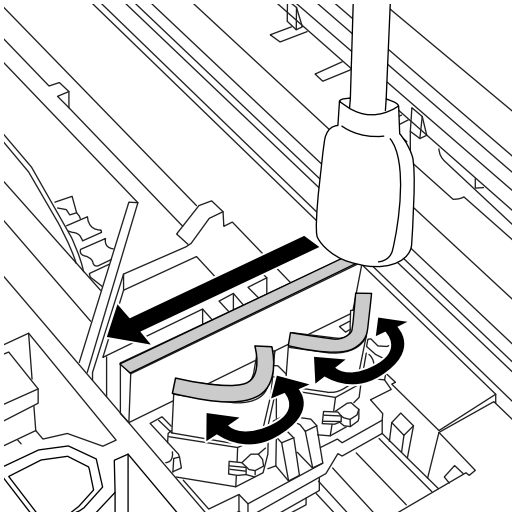
15. Use a cleaning stick to clean the outside of the front print head wipers.



16. Use a cleaning stick to clean the outside of the rear print head wiper.



17. Use a cleaning stick to clean the top edges of the front and rear print head wipers.



18. Close the front cover.
19. Press the **OK** button.

    The print head returns to the printing position and the printer cleans the print head.
20. When the print head cleaning is complete, turn the printer off.

    **Note:** If you see an error message on the LCD screen, select **Cancel** and clean the print head manually. Then turn the printer off and back on.

**Parent topic:** Maintenance

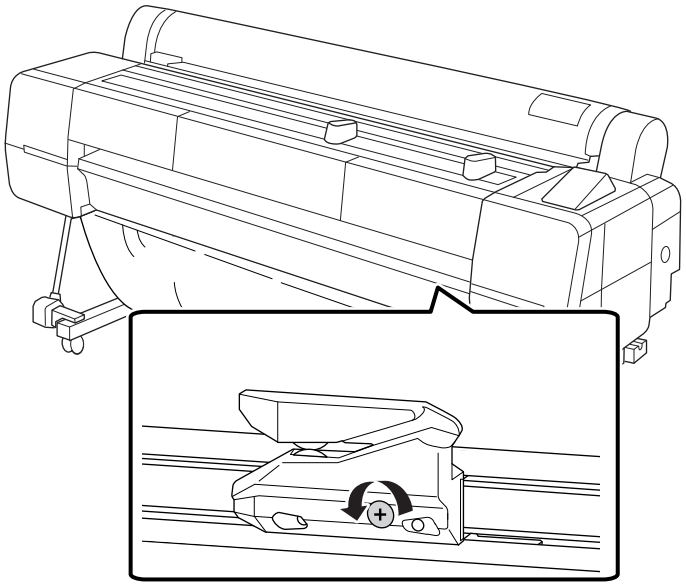
## Replacing the Cutter

If you notice that your paper does cut cleanly, you may need to replace the cutter.

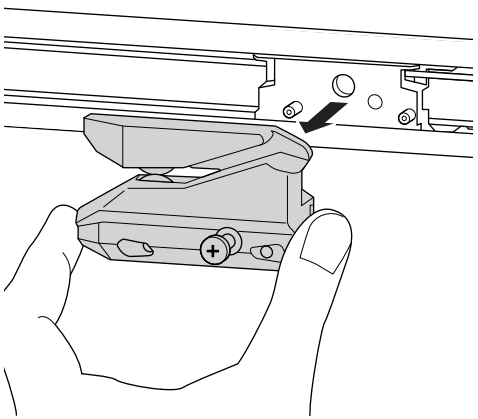
1. Remove any paper from the printer.
2. Select the Maintenance tab
3. Press the **Menu** button.
4. Select **Cutter Maintenance** and press the **OK** button.
5. Select **Replace Cutter** and press the **OK** button.
6. Press the **OK** button.

   The cutter moves to the replacement position.

7. Using a Phillips head screwdriver, loosen the screw holding the cutter in place.

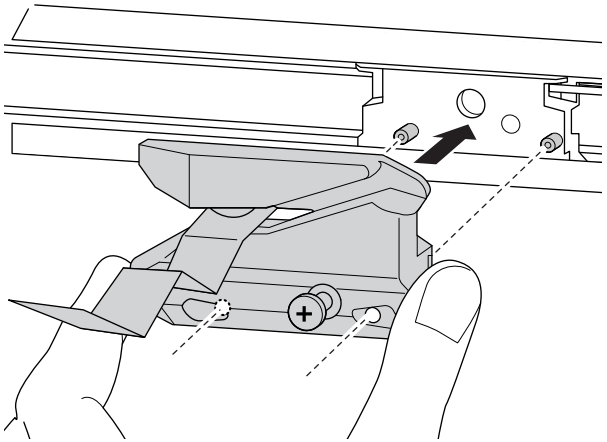


8. Carefully remove the cutter from the product.

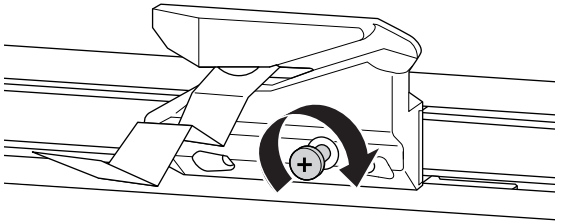


**Warning:** Keep the cutter out of the reach of children. The blade is sharp and can cause injury.

9. Align the pin on the new cutter with the hole in the product and insert it into your product.



10. Tighten the cutter screw securely.



**Note:** Make sure you completely tighten the screw or the cutter may shift and cut unevenly.

11. Press the **OK** button.

    The cutter moves back to the home position.

**Parent topic:** Maintenance

**Related references**

Maintenance Menu Settings

# Moving or Transporting the Product

See these sections to prepare and move the printer.

Moving the Product Short Distances
Moving the Product Long Distances

## Moving the Product Short Distances

If you need to move the product a short distance, such as within the same building, you can roll the product on its casters.

**Note:** When moving or storing the product in temperatures at or below 14 °F (–10 °C), enable the **Transportation/Storage** option.

**Caution**: During transportation and storage, follow these guidelines to avoid damaging your product:

- Do not roll the product on angled or uneven surfaces.
- Leave the ink cartridges installed to prevent the print head from drying out.

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Remove any paper from the product.
5. Close the roll paper cover.
6. Store the paper basket.
7. Unlock the front casters.
8. Carefully roll the product to its new location.
9. Lock the front casters.

**Parent topic:** Moving or Transporting the Product

**Related references**

Maintenance Menu Settings

**Related tasks**

Storing the Paper Basket
Removing Roll Paper

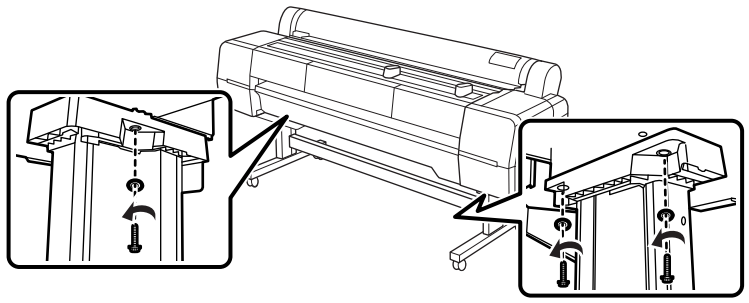
# Moving the Product Long Distances

If you need to move the product a long distance or ship it, you should remove the product from its stand.

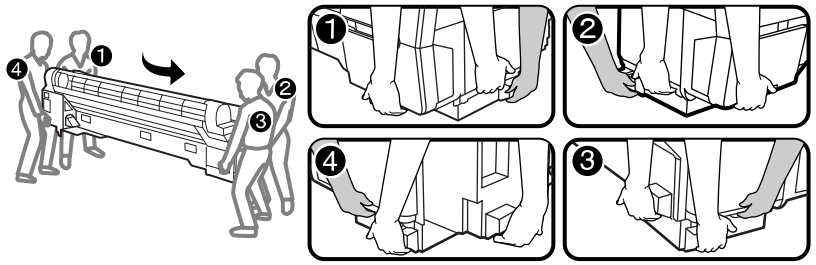
**Note:** When moving or storing the product in temperatures at or below 14 °F (–10 °C), enable the **Transportation/Storage** option.

**Caution:** During transportation and storage, leave the ink cartridges installed to prevent the print head from drying out.

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Remove any paper from the product.
5. Close the roll paper cover.
6. Remove the paper basket.
7. Remove the optional Auto Take-Up Reel, if it is installed.
8. Lock the front casters.
9. Remove the three bolts and washers securing the product to the stand and keep them in a safe place.



10. Lift the product using the hand grips as shown.



**Warning:** Four or more people are required to lift the product.

**Caution:** Keep the printer level while moving it.

11. If you are shipping the product, repack it in the original box using the packing materials that came with the product.

When the product reaches its new location, re-assemble it using the instructions in the *Setup* guide.

**Parent topic:** Moving or Transporting the Product

**Related references**

Maintenance Menu Settings

**Related tasks**

Storing the Paper Basket

Removing Roll Paper

# Solving Problems

Check these sections for solutions to problems you may have using your product.

Product Status Messages
Solving Printer Problems
Solving Printing Problems
Solving Paper Problems
Solving Print Quality Problems
Where to Get Help

## Product Status Messages

You can often diagnose problems with your product by checking the messages on the LCD screen.

| LCD screen message | Condition/solution |
|---|---|
| Ink Cartridge Error<br>Ink cartridge cannot be recognized. Insert again or replace ink cartridge. | The ink cartridges have a problem.<br>• Check that the cartridge is the same color as the color displayed on the control panel and ink cartridge cover label, and reinstall the cartridge, if necessary. If the message persists, insert a new ink cartridge.<br>• Condensation may have occurred in the ink cartridge. Remove the cartridge, leave it for four hours or more at room temperature, and reinstall it. |
| Ink Cartridge Error<br>Ink cartridge cannot be detected. Insert again or replace ink cartridge. | |
| Ink Cartridge Error<br>Please install the correct ink cartridge. | Insert a genuine Epson ink cartridge that is approved for use in the printer. |
| Ink Low | The ink is low. Make sure you have a replacement ink cartridge handy. |
| Cleaning Error<br>Clogged nozzles were not fixed. | The print head nozzles are still clogged even after running automatic head cleaning. Select one of the following on the LCD screen:<br>• To run another automatic head cleaning, select **Clean Head Again**.<br>• To continue printing with clogged nozzles, select **Continue Printing**.<br>• To cancel automatic cleaning and stop printing, select **Cancel** and follow the instructions. |

| LCD screen message | Condition/solution |
|---|---|
| Paper Load Error<br>No paper detected. | The loaded paper is not detected by the printer. Check the following:<br>• If you are using roll paper, remove and reload the roll paper. Cut the leading edge of the roll paper straight horizontally. Cut off any jagged or folded sections of paper.<br>• If you are using poster board or a cut sheet, remove and reload the paper. Make sure the paper is loaded straight and is not skewed. |
| Paper Load Error<br>Some paper has not been fed. | Paper is jammed inside the printer. Remove the jammed paper. |
| Paper Eject Error<br>Could not eject paper. | Check the following:<br>• Press the **OK** button. If paper is jammed inside the printer, remove it.<br>• If you are using roll paper, make sure you selected **Roll Paper** as the **Paper Source** setting on the LCD screen. |
| Paper Cut Error<br>Remove uncut paper. | Press the **OK** button, pull down on the paper, and cut it using scissors or another manual cutter. |
| Paper Size Error<br>Loaded paper size is not supported size. | The loaded paper is not a supported width. Remove the paper and press the **OK** button.<br>If the message still appears when you have loaded paper in a supported width, set the **Paper Size Check** setting to **Off** on the LCD screen. |

| LCD screen message | Condition/solution |
|---|---|
| Paper Sensor Error<br>Loaded paper or print out has a problem. | The loaded paper is not detected correctly by the printer.<br>Press the II·🗑 pause/cancel button.<br>If this error appears while performing an automatic head alignment, check the following:<br>• Make sure that you have not loaded transparent or colored media, tracing paper, plain paper, Epson Enhanced Matte Posterboard, or paper that is more than 0.04 inches (1 mm) thick.<br>• Make sure the printer is not exposed to direct, bright light (such as direct sunlight) while performing an automatic print head alignment.<br>• Check that the **Platen Gap** setting on the LCD screen is set to the default setting.<br>• Run a nozzle check and make sure the print head nozzles are not clogged.<br>If this error appears at any other time, make sure that the printer supports the loaded media. |
| F/W Install Error<br>Firmware update failed.<br>Restart the printer. | The firmware update did not install.<br>Turn off the printer, wait for a few minutes, and turn on the printer. Then run the firmware update file again.<br>If the message still appears, contact Epson for support. |
| Command Error<br>Check driver settings. | The printer driver sent an invalid or incorrect command to the printer.<br>Press the II·🗑 pause/cancel button and select **Job Cancel**. Make sure that the driver you are using supports your product. |
| Reel Unit Error<br>Check Auto Take-up Reel Unit and restart printer. | Turn off the printer, wait a few minutes, and turn on the printer.<br>If the message still appears, contact Epson for support. |
| Reel Unit Error<br>Check Auto Take-up Reel Unit cable and restart printer. | Reconnect the cable that runs from the optional Auto Take-up Reel to the printer. |

| LCD screen message | Condition/solution |
|---|---|
| Reel Unit Disconnected<br>Auto Take-up Reel Unit is disconnected. Do you continue? | The optional Auto Take-up Reel is not connected. Reconnect the unit and select **No** on the LCD screen to turn off the printer. Wait a moment, then turn the printer on.<br>To continue printing without the Auto Take-up Reel, select **Yes** on the control panel. |
| Take-Up Error<br>Is anything obstructing the take-up reel sensor system? | The optional Auto Take-up Reel cannot take up media.<br>Check the optional Auto Take-up Reel sensor and clear any obstructions, then press the **OK** button on the control panel.<br>If there is any loose paper on the Auto Take-up Reel roll core, set the **Auto** switch to **Off** and hold the **Manual** switch in the take-up direction to remove slack in the roll paper. Confirm that the paper is attached to the roll core correctly, then return the **Auto** switch to the original position and press the **OK** button. |
| HDD Error<br>HDD used for another printer needs to be formatted. Continue? | The inserted hard drive is not formatted or is formatted for another printer.<br>You must format an internal print server that has been used with another printer before using it with your product. Select **Yes** on the LCD screen to format the drive or you will not be able to print with the internal print server. |
| Storage Error<br>Check if hard disk unit is correctly installed. | The internal print server cannot store the current print job.<br>Press the **II**·🗑 pause/cancel button and select **Job Cancel**, then remove and reinstall the internal print server.<br>If the message still appears, contact Epson for support.<br>To continue printing regardless of the internal printer server's status, select **Print only** from the **Hard Disk Unit** menu in the printer driver. |
| Data Size Error<br>Data size of print job is too large. Check on print job. | The internal print server can store individual print jobs that are up to 100GB in size. To print larger jobs, select **Print Only** from the **Hard Disk Unit** menu in the printer driver. |

| LCD screen message | Condition/solution |
| --- | --- |
| HDD Store Error<br>Hard disk does not have enough space.<br>See documentation for how to delete stored print jobs. | There is insufficient space on the internal print server.<br>Delete some print jobs from the internal print server using the Remote Manager or LFP HDD Utility (Windows only). |
| HDD Boot Error<br>Hard disk error. Hard disk cannot be used. | Press the **OK** button.<br>If the message still appears, contact Epson for support.<br>To continue printing regardless of the internal printer server's status, select **Print only** from the **Hard Disk Unit** menu in the printer driver. |
| Held Jobs Limit<br>Held job queue full. | The internal print server has reached the limit of 200 held jobs. Press the **OK** button onn the control panel and select **Resume All Jobs**. |
| Checking hard disk | Data on the internal print server is currently being checked. If the results of the check show that data restoration is necessary, the internal print server will start the restoration process. This may take up to 20 minutes.<br>If the internal print server cannot restore the data, the **Format Hard Disk** option appears on the LCD screen. Format the internal print server to continue using it. If you do not format the disk, you will not be able to print with the internal print server. |
| Firmware Error<br>Firmware mismatch between Adobe PostScript 3 Expansion Unit and printer. Refer to manual for details. | Download and install the latest firmware for the printer and the optional expansion unit. |
| Feed Stabilizer Error<br>Paper Feed Stabilizer is not available.<br>Continue printing? | The paper feed stabilizer is not functioning.<br>To continue printing temporarily without the paper feed stabilizer, select **Yes**.<br>Contact Epson for support. |

| LCD screen message | Condition/solution |
|---|---|
| Paper Feed Sensor Error<br>Refer to the manual to find out how to solve the problem. | The paper feed sensor is dirty. Clean the sensor. |
| Perform Powerful Cleaning on all nozzles. | You have not cleaned the print head nozzles in six months and **Timer Cleaning** is set to **Off**.<br>Run a **Powerful Cleaning** cycle in the Administrator menu. |
| Maintenance Request<br>Replace Part Soon/Replace Part Now<br>(maintenance request code) | A part used in the printer is nearing the end of its service life. Contact Epson for support and provide them with the displayed maintenance request code. The error persists until you replace the requested part. |
| Call For Service<br>(service code)<br>Power off and then on. If this doesn't work, note the code and call for service. | A call for service occurs when:<br>• The power cable is not connected securely<br>• An error occurs that cannot be cleared<br>When a call for service has occurred, the printer automatically stops printing. Turn off the printer, disconnect the power cable from both the outlet and the printer, and reconnect them. Turn the printer on and off several times. If the same call for service is displayed on the LCD screen, contact Epson for support and provide them with the displayed service code. |

**Parent topic:** Solving Problems

**Related concepts**

Print Head Nozzle Check
Print Head Cleaning

**Related references**

Print Quality Options - Windows
Color Management Options - Windows
Output Resolution Settings - Mac
Advanced Color Settings - Mac
Paper Menu Settings

Setup Menu Settings
Where to Get Help

**Related tasks**

Selecting Print Layout Options - Windows

**Related topics**

Replacing Ink Cartridges
Media Handling
Using the Optional Auto Take-up Reel

# Solving Printer Problems

Check these sections if you have problems operating your product.

Printer Does Not Turn On
LCD Screen Shuts Off

**Parent topic:** Solving Problems

## Printer Does Not Turn On

If the printer does not turn on, try these solutions:

- Make sure the power cable is securely connected.
- Make sure the power outlet works by connecting the power cable for another electronic device.

**Parent topic:** Solving Printer Problems

## LCD Screen Shuts Off

If the LCD screen shuts off intermittently, the printer may be in Sleep Mode. Try these solutions:

- Press any of the buttons on the control panel to exit sleep mode.
- You can adjust the delay time before the product enters sleep mode in the Preferences menu.

**Parent topic:** Solving Printer Problems

**Related references**

Setup Menu Settings

# Solving Printing Problems

Check these sections if you have problems printing with your product.

Nothing Prints
Cannot Print Over a Network
Print Head Moves But Nothing Prints
Red Light Shines Inside the Printer

**Parent topic:** Solving Problems

## Nothing Prints

If you have sent a print job and nothing prints, try these solutions:

- Make sure your printer is turned on .
- Make sure any interface cables are connected securely at both ends. If you have a spare cable, try connecting with the spare cable.
- Check the model and specifications of the interface cable to see if the cable is appropriate for your computer and printer.
- If you connected your printer to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your printer directly to your computer instead of the hub.
- Make sure the USB hub is recognized correctly on the computer. Disconnect all USB hubs from the computer and connect the printer directly to the computer's USB port.
- Make sure you have not selected **Save only** from the **Hard Disk Unit** menu in the printer driver.
- Make sure the USB cable length does not exceed 10 feet (3 m).

**Parent topic:** Solving Printing Problems

**Related references**

Interface Specifications

## Cannot Print Over a Network

If you cannot print over a network, try these solutions:

- Make sure that your printer is turned on.
- If you are using TCP/IP, make sure the printer's IP address is set correctly for your network. If your network does not assign IP addresses using DHCP, set the IP address manually.
- Check your wired LAN router or access point to see if the LED for the port to which your printer is connected is on or flashing. If the link LED is off, try the following:
  - Make sure the Ethernet cable is securely connected to your printer and to your router, access point, switch, or hub.

- Try connecting your printer to a different port or a different router, access point, switch, or hub.
- Try connecting with a different Ethernet cable.
- Try printing to your printer from another computer on the network.

**Parent topic:** Solving Printing Problems

**Related references**

Interface Specifications

Setup Menu Settings

## Print Head Moves But Nothing Prints

If the print head is moving and nothing prints, try these solutions:

- Print a nozzle check pattern. If the pattern does not print correctly, clean the print head again. (If the printer has not been used for a long time the nozzles may be clogged.)

**Parent topic:** Solving Printing Problems

**Related concepts**

Print Head Nozzle Check

Print Head Cleaning

## Red Light Shines Inside the Printer

The red light always shines inside the printer. This is normal.

**Parent topic:** Solving Printing Problems

# Solving Paper Problems

Check these sections if you have problems using paper with your product.

Paper Feeding Problems

Roll Paper Jam Problems

Cut Sheet Paper Jam Problems

Paper Does Not Collect in the Basket or is Creased

**Parent topic:** Solving Problems

## Paper Feeding Problems

If you have problems feeding paper, try these solutions:

- Make sure paper is loaded in the correct orientation. Load cut sheets vertically (short edge first).
- For best results, follow these guidelines:
  - Use new, smooth, high-quality paper that is not damp, curled, creased, old, too thin, or too thick.
  - Follow any special loading instructions that came with the paper.
- If roll paper does not feed, cut the end straight across and uncurl it by rolling it backward, if necessary. Then reload the paper.
- If you cannot insert paper easily into the paper feed slot, make sure the paper is perfectly flat and not curled.
- Do not load more than one piece of cut sheet paper.
- Make sure your paper meets the specifications for your product.
- If poster board does not feed, make sure you are loading it straight into the product, not at an angle.
- Make sure that paper is not jammed inside the product.
- If you are using pre-printed paper, such as a certificate, disable the **Paper Size Check** setting.

**Parent topic:** Solving Paper Problems

**Related references**

Paper Menu Settings
Paper Specifications

**Related topics**

Roll Paper Handling
Cut Sheet Handling

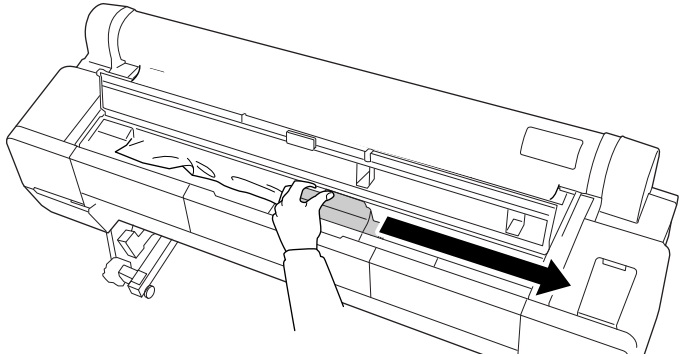
## Roll Paper Jam Problems

If roll paper has jammed in the printer, follow the steps here to clear the jam.

1. Turn the printer off and back on again.
2. Open the front cover.

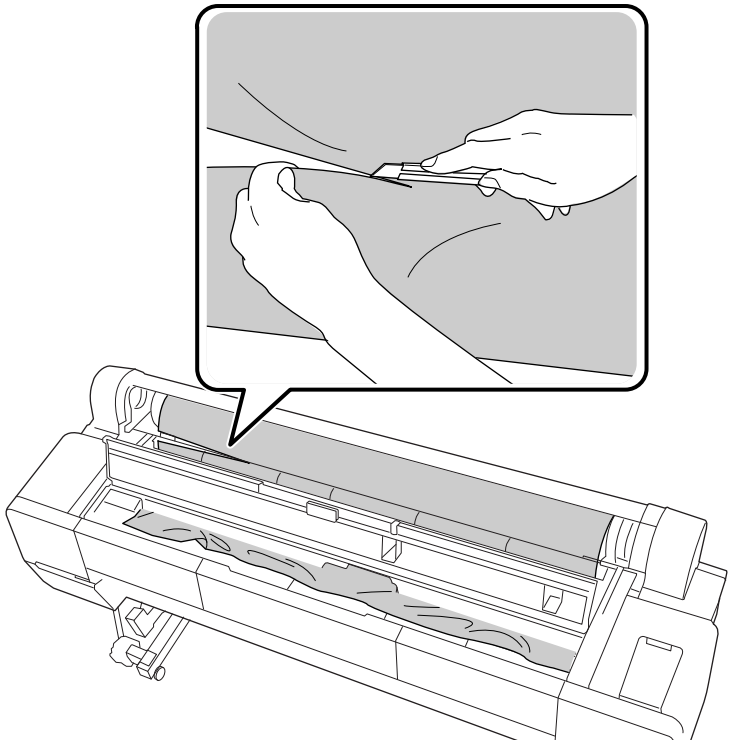
**Caution:** Do not touch the ribbon cable inside the printer.

3. Carefully move the print head away from the paper jam.

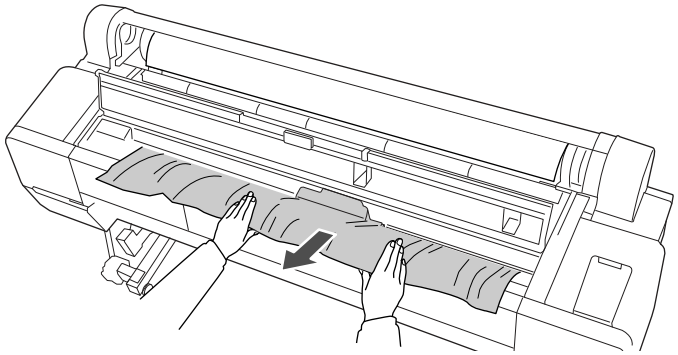


**Caution:** Do not touch the print head unless you are removing a paper jam. Touching the print head may cause a static shock that damages the printer.

4. Cut the paper above the paper feed slot.



5. Remove the jammed paper in the direction shown.



6. Close the front cover.
7. Unlock the roll paper lock lever and rewind the roll paper.
8. Cut the edge of the roll paper straight horizontally and reload the roll paper.

**Note:** Make sure to cut off any jagged or folded sections of paper.

**Parent topic:** Solving Paper Problems

**Related tasks**

Loading Roll Paper
Cutting Roll Paper Manually

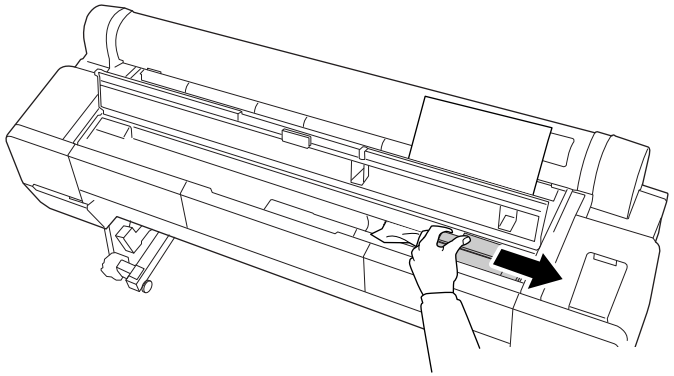
## Cut Sheet Paper Jam Problems

If cut sheet paper has jammed in the printer, follow the steps here to clear the jam.

1. Turn the printer off and back on again.
2. Open the front cover.

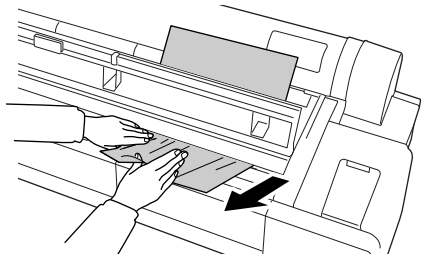
**Caution:** Do not touch the ribbon cable inside the printer.

3. Carefully move the print head to the opposite side of the printer from the paper jam.



**Caution:** Do not touch the print head unless you are removing a paper jam. Touching the print head may cause a static shock that damages the printer.

4. Remove the jammed paper in the direction shown.



5. Close the front cover.
6. Load a new sheet of paper, making sure it is not skewed.

**Parent topic:** Solving Paper Problems

**Related tasks**

Loading Cut Sheets

Loading Poster Board

## Paper Does Not Collect in the Basket or is Creased

If paper does not collect correctly in the paper basket, try these solutions:

- If paper does not collect in the basket, gently press on the paper basket as paper is ejected from the printer. This prevents the paper from catching on the basket.
- If the paper folds after cutting, set the **Auto Cut** setting to **Off**. Cut the paper manually while supporting the print.
- If the paper creases and does not collect in the basket, close the basket and resume printing. Before the paper reaches floor, hold the paper with both hands and continue to support it until printing is complete. Do not load more than one piece of cut sheet paper at a time.

**Parent topic:** Solving Paper Problems

**Related topics**

Using the Paper Basket

# Solving Print Quality Problems

Check these sections if you have problems with print quality.

Nozzle Check Pattern Prints Incorrectly
Overall Print Quality is Poor
Lines Are Misaligned
Prints are Scuffed or Smeared
Margins Appear in Borderless Prints
Too Much Ink is Consumed

**Parent topic:** Solving Problems

## Nozzle Check Pattern Prints Incorrectly

If the nozzle check pattern does not print correctly, try these solutions:

- Clean the print head and print the check pattern again. If cleaning the print head several times does not solve the problem, use a stronger print head cleaning level.
- If the printer has not been used for a long time, nozzles may be dried and clogged. Turn the printer on at least once every two weeks to prevent the nozzles from clogging.

**Parent topic:** Solving Print Quality Problems

**Related concepts**

Print Head Nozzle Check
Print Head Cleaning

**Related references**

Setup Menu Settings

## Overall Print Quality is Poor

If you notice that your print quality is uneven, too light, too dark, or there are lines in the print (banding), try these solutions:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- Make sure you are using genuine Epson ink cartridges. If you use non-Epson ink cartridges, the print result may be faint or the color of the printed image may be inaccurate because the remaining ink level is not correctly detected.
- Make sure your ink cartridges have not expired. For best results, use ink cartridges before the expiration date printed on the package (within six months of installation in the printer). Replace expired cartridges with new ones.

- Shake the cartridges before installing them in the printer. To maintain optimum print quality, remove and shake the installed cartridges every three months.
- Make sure you selected the correct **Media Type** setting in the printer driver that matches the paper loaded in the printer.
- Compare the print result with the image on your computer screen. Since monitors and printers produce colors differently, printed colors and screen colors do not always look the same.
- Make sure that the front cover is closed during printing.
- Check the ink levels on the LCD screen. Replace any cartridges that are low on ink.
- Enable color management in the software application or in the printer driver.
- If you are using non-Epson media, make sure you created a custom paper configuration for the media.
- Check the quality setting that you selected in the printer driver. Using a faster printing method may decrease the overall print quality.
- If you are printing on roll paper, cut approximately 3 inches (76 mm) off the end of the roll. Because the leading edge is in contact with the air, the paper quality may decline over time.
- Enable the **Optimize media edge print quality** setting in the printer driver.
- Check the paper feed sensor. If the sensor is dirty, clean it.
- Make sure the **Paper Feed Stabilizer** setting on the LCD screen is set to **On**.
- Check the cloth in the paper slot. If you see dust or paper particles, clean it with a cleaning sheet.

**Parent topic:** Solving Print Quality Problems

**Related concepts**

Print Head Nozzle Check
Print Head Cleaning
Print Head Alignment
Purchase Epson Ink Cartridges and Maintenance Boxes

**Related references**

Print Quality Options - Windows
Color Management Options - Windows
Output Resolution Settings - Mac
Advanced Color Settings - Mac

**Related tasks**

Cleaning the Paper Feed Slot

Removing and Installing Ink Cartridges
Selecting Basic Print Settings - Windows
Selecting Basic Print Settings - Mac
Creating Paper Configurations
Cleaning Your Product

## Lines Are Misaligned

If you see vertical lines in the print output when you use bi-directional printing, try these solutions:

- Align the print head.
- You may encounter issues if you did the following:
  - Created a custom paper configuration for non-Epson media.
  - Aligned the print head with the non-Epson media, but did not correctly adjust the **Paper Thickness** setting.
  - Removed the non-Epson media, then loaded Epson media and selected a default paper type.

  To correct this issue, select **Restore Settings** in the **Head Alignment** menu.

**Parent topic:** Solving Print Quality Problems

**Related concepts**
Print Head Alignment
Print Head Alignment

## Prints are Scuffed or Smeared

If your prints are scuffed or smeared, try these solutions:

- Make sure your paper meets the specifications for your product.
- Do not use paper with folds or creases and always use new paper.
- If you are using cut sheet paper, check that changes in humidity and temperature have not made the paper wavy. Flatten the paper before loading it or use new paper.
- If the surface of the paper is scuffed, select a wider **Platen Gap** setting. If the paper is still scuffed, set **Use Paper Eject Roller** setting to **On**.

  **Note:** Do not enable the **Use Paper Eject Roller** setting when printing on glossy media.

- If an edge of the print is scuffed, try widening the corresponding margin.

- If ink is smeared on your prints, clean the rollers. Load blank paper and press the cut/feed media button to feed it through the printer.
- If you are using non-Epson media, make sure you created a custom paper configuration for the media.
- Make sure the **Paper Size Check** setting is set to **On**, or the printer may print outside the edges of the loaded paper and smear ink on the back of the print.
- If the **Auto Cut** setting is set to **Off**, try setting the **Margin Per Page** setting to **65mm**.
- Depending on the print density and type of paper you are using, the ink may take a while to dry. Do not stack prints until the ink is completely dry.
- Clean around the print head.

**Parent topic:** Solving Print Quality Problems

**Related references**

Paper Menu Settings
Setup Menu Settings

**Related tasks**

Creating Paper Configurations
Cleaning Around the Print Head

## Margins Appear in Borderless Prints

If borderless prints still have margins, try these solutions:

- Check the print settings selected in your print application you are using, as well as the printer driver.
- Make sure that the paper settings on the LCD screen match the paper you loaded.
- Paper that is stored incorrectly may expand or contract. Make sure you have stored the paper according to the manufacturer's specifications.
- Check that the paper you are using supports borderless printing.
- If you are using roll paper, change the **Adjust Cut Position** setting. This may reduce the margins at the leading edge of the print.

**Parent topic:** Solving Print Quality Problems

**Related references**

Maintenance Menu Settings
Paper Menu Settings
Borderless Paper Type Compatibility

**Related tasks**

Selecting Roll Paper Settings - Mac

## Too Much Ink is Consumed

If your printer is consuming too much ink during printing, try these solutions:

- Make sure you selected the **Media Type** setting in the printer driver that matches the paper you loaded in the printer. The amount of ink used during printing is controlled by the **Media Type** setting.
- Lower the density of ink in the Paper Configuration menu in the printer driver.

**Parent topic:** Solving Print Quality Problems

**Related references**

Paper Configuration Options - Windows

**Related tasks**

Selecting Basic Print Settings - Windows

Selecting Basic Print Settings - Mac

Selecting Paper Configuration Settings - Mac

# Where to Get Help

Epson provides technical support and information on the installation, configuration, and operation of professional printing products through the Epson Preferred Limited Warranty Plan. Dial (888) 377-6611, 6 AM to 6 PM, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice.

**Note:** If you experience difficulty with the toll-free number, call (562) 276-1305 (U.S.) or (905) 709-3481 (Canada).

Before you call, make sure you have your printer serial number and proof of purchase.

Visit epson.com/support (U.S.) or epson.ca/support (Canada) and select your product for solutions to common problems. You can download drivers, firmware, and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

**Note:** For help using any other software on your system, see the documentation for that software for technical support information.

### Purchase Supplies and Accessories

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit proimaging.epson.com (U.S.) or proimaging.epson.ca (Canada), select your product series and product, and click the **Where to Buy** button. Or call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

**Parent topic:** Solving Problems

# Technical Specifications

These sections list the technical specifications for your product.

**Note:** Epson offers a recycling program for end of life Epson products. Please go to this site (U.S) or this site (Canada) for information on how to return your Epson products for proper disposal.


Windows System Requirements
Mac System Requirements
Paper Specifications
Printable Area Specifications
Ink Cartridge Specifications
Dimension Specifications
Electrical Specifications
Environmental Specifications
Interface Specifications
Safety and Approvals Specifications


## Windows System Requirements

To use your product and its software, your computer should meet these requirements.

| | |
|---|---|
| Microsoft Windows OS version<br>(32- and 64-bit compatible) | Windows 10, Windows 8.x, Windows 7 |
| CPU | Core 2 Duo 3.05 GHz or better |
| Memory | 2GB or more; 4GB recommended |
| Hard disk space available | 100GB or more |
| Interface | High-Speed USB port compatible with USB 2.0 Specification |
| | Ethernet 100BASE-TX/1000BASE-T |
| Display resolution | XGA (1024 × 768) or higher |

**Note:** For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean), select your product, and select **Downloads**.

**Parent topic:** Technical Specifications

## Mac System Requirements

To use your product and its software, your Mac should meet these requirements.

| | |
|---|---|
| OS version | OS X 10.11.x, 10.10.x, 10.9.x, 10.8.x, 10.7.x; macOS 10.12.x |
| CPU | Core 2 Duo 3.05 GHz or better |
| Memory | 2GB or more; 4GB recommended |
| Hard disk space available | 32GB or more |
| Interface | High-Speed USB port compatible with USB 2.0 Specification |
| | Ethernet 100BASE-TX/1000BASE-T |
| Display resolution | WXGA (1280 × 800) or higher |

**Note:** For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean), select your product, and select **Downloads**.

**Parent topic:** Technical Specifications

## Paper Specifications

**Note:** Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, Epson cannot guarantee the quality of any non-Epson brand or type of paper. Always test a sample of paper stock before purchasing large quantities or printing large jobs.

## Cut sheet paper

**Size**

A0 (33.1 × 44 inches [841 × 1189 mm])

A1 (23.4 × 33.1 inches [594 × 841 mm])

A2 (16.5 × 23.4 inches [420 × 594 mm])

A3 (11.7 × 16.5 inches [297 × 420 mm])

A4 (8.3 × 11.7 inches [210 × 297 mm])

13 × 19 inches (330 × 483 mm)

Super A0 (36 × 50.9 inches [914 × 1292 mm])

Letter (8.5 × 11 inches [216 × 279 mm])

Legal (8.5 × 14 inches [216 × 356 mm])

8 × 10 inches (203 × 254 mm)

9 × 12 inches (229 × 305 mm)

10 × 12 inches (254 × 305 mm)

11 × 14 inches (279 × 356 mm)

11 × 17 inches (279 × 432 mm)

12 × 12 inches (305 × 305 mm)

12 × 18 inches (305 × 457 mm)

16 × 20 inches (279 × 432 mm)

17 × 22 inches (432 × 559 mm)

18 × 24 inches (457 × 610 mm)

22 × 34 inches (559 × 864 mm)

24 × 36 inches (610 × 910 mm)

34 × 44 inches (864 × 1120 mm)

36 × 48 inches (910 × 1219 mm)

Non-standard sizes between 8.3 inches (210 mm) and 44 inches (1118 mm) wide, and between 11 inches (279 mm) and 62.2 inches (1580 mm) long

| | |
|---|---|
| **Thickness** | 0.003 to 0.06 inches (0.08 to 1.5 mm)<br>Poster board: 0.03 to 0.06 inches (0.8 to 1.5 mm) |

**Roll paper**

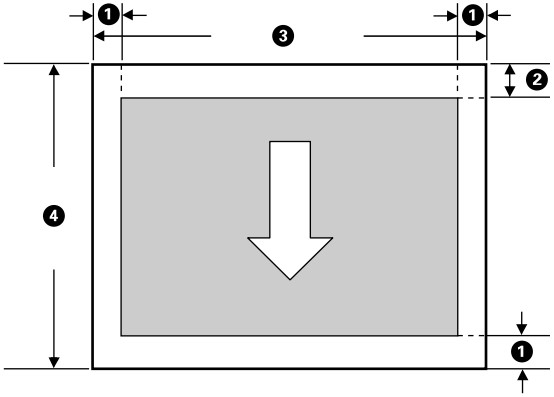
| | |
|---|---|
| **Core size** | 2 inches (51 mm) and 3 inches (76 mm) |
| **Outer diameter** | Up to 6.7 inches (170 mm) |
| **Width** | **SureColor P10000**:<br>10 inches (254 mm) to 44 inches (1118 mm)<br>**SureColor P20000**:<br>10 inches (254 mm) to 64 inches (1626 mm) |
| **Thickness** | 0.003 to 0.02 inches (0.08 to 0.5 mm) |
| **Weight** | **SureColor P10000**:<br>Up to 37 lb (17 kg)<br>**SureColor P20000**:<br>Up to 53 lb (24 kg) |

**Parent topic:** Technical Specifications

# Printable Area Specifications

**Note:** When printing borderless, quality may decline in the expanded printable area.

### Cut sheet paper




**Note:** When printing borderless, the left and right margins are 0.

1 Left/right/bottom margin: 0.12 inch (3 mm) minimum

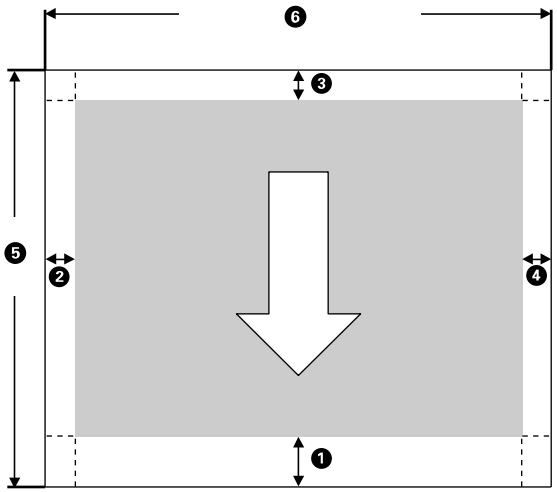
2 Top margin: 0.55 inch (14 mm) minimum

3 Printable width: 8.3 inches (210 mm) to 44 inches (1118 mm)

4 Printable length: 11 inches (279 mm) to 62.2 inches (1580 mm)

Poster board printable length: 11 inches (279 mm) to 40.5 inches (1030 mm)

**Roll paper**




**Note:** Margins may change depending on the Roll Paper Margin setting that you select. The numbers below are the default settings. When printing with the left and right borderless setting, the left and right margins are 0. When printing with the borderless on all sides setting, all margins are 0.

1 Bottom margin: 0.59 inch (15 mm) minimum*

2 Left margin: 0.12 inch (3 mm) minimum

3 Top margin: 0.59 inch (15 mm) minimum*

4 Right margin: 0.12 inch (3 mm) minimum

5 Printable length: 0.9 feet (0.28 m) to 49.2 feet (15 m)

6 **SureColor P10000**:

Printable width: 10 inches (254 mm) to 44 inches (1118 mm)

**SureColor P20000**:

Printable width: 10 inches (254 mm) to 64 inches (1626 mm)

* For these paper types the default top and bottom margins are 0.8 inch (20 mm): Epson Premium Glossy Photo Paper (250), Epson Premium Semigloss Photo Paper (250), Epson Premium Luster Photo

Paper (260), and Epson Premium Semimatte Photo Paper (250). For these paper types the default top and bottom margins are 1.8 inches (45 mm): Epson UltraSmooth Fine Art Paper .

**Parent topic:** Technical Specifications

# Ink Cartridge Specifications

**Note:** This product uses only genuine Epson-brand cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly.

The cartridges included with the printer are designed for printer setup and not for resale. After some ink is used for charging, the rest is available for printing. Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature. For print quality, a variable amount of ink remains in the cartridge after the "replace cartridge" indicator comes on.

| | |
|---|---|
| **Pigment ink** | Black: Dark Gray, Light Gray, Gray, Photo Black, Matte Black<br>Color: Cyan, Light Cyan, Vivid Magenta, Vivid Light Magenta, Yellow |
| **Cartridge life** | Unopened package: do not use if the date on the package has expired |
| **Print quality guarantee** | After installation: 1 year<br>**Note:** Shake ink cartridges every 3 months after installation. |
| **Temperature** | In transit (unopened): –4 to 140 °F (–20 to 60 °C)<br>Storage: –4 to 104 °F (–20 to 40 °C)<br>72 hours at 140 °F (60 °C)<br>4 days at –4 °F (–20 °C)<br>1 month at 104 °F (40 °C)<br>Ink freezes at 5 °F (–15 °C)<br>Ink thaws and is usable after 4 hours at 77 °F (25 °C) |

**Note:** For best printing results, use up a cartridge within 6 months of opening the package.

**Parent topic:** Technical Specifications

**Related references**

Ink Cartridge and Maintenance Box Part Numbers

## Dimension Specifications

| | |
|---|---|
| **Height**<br>(with roll paper cover open) | 46 inches (1168 mm) |
| **Width** | **SureColor P10000**:<br>74 inches (1879 mm)<br>**SureColor P20000**:<br>95.1 inches (2415 mm) |
| **Depth** | Paper basket closed: 29.9 inches (760 mm)<br>Paper basket opened: 38.4 inches (976 mm) |
| **Weight**<br>(without ink cartridges or optional equipment) | **SureColor P10000**:<br>277.8 lb (126 kg)<br>**SureColor P20000**:<br>377 lb (171 kg) |

**Parent topic:** Technical Specifications

## Electrical Specifications

| | |
|---|---|
| **Power supply rating** | 100 to 240 V |
| **Input voltage range** | 90 to 264 V |
| **Rated frequency range** | 50/60 Hz |
| **Input frequency range** | 49.5/60.5 Hz |
| **Rated current** | 5 A |
| **Power consumption** | Printing: 95 W (ISO/IEC24712)<br>Ready mode: 46 W<br>Sleep mode: 2.8 W<br>Power off mode: 0.5 W |

**Parent topic:** Technical Specifications

## Environmental Specifications

| | |
|---|---|
| **Temperature** | Operating: 50 to 95 °F (10 to 35 °C) , recommended 65 to 75 °F (18 to 24 °C) |
| | Storage (before unpacking): –4 to 140 °F (–20 to 60 °C) |
| | Within 120 hours at 140 °F (60 °C) |
| | 1 month at 104 °F (40 °C) |
| | Storage (after unpacking): –4 to 104 °F (–20 to 40 °C) |
| | 1 month at 104 °F (40 °C) |
| **Humidity** | Operating: 20 to 80% RH, recommended 45 to 60% RH |
| (non-condensing) | Storage: 5 to 85% RH |

**Parent topic:** Technical Specifications

## Interface Specifications

| | |
|---|---|
| **USB Interface** | Hi-Speed USB-Compatible with the Universal Serial Bus Specifications Revision 2.0 |
| **Network Interface** | 100BASE-TX /1000BASE-T |

**Parent topic:** Technical Specifications

## Safety and Approvals Specifications

| | |
|---|---|
| **United States** | Safety: UL60950-1 |
| | EMC: FCC part 15 Subpart B class A |
| **Canada** | Safety: CAN/CSA C22.2 No. 60950-1 |
| | EMC: CAN/CSA-CEI/IEC CISPR 22 Class A |

**Parent topic:** Technical Specifications

# Notices

Check these sections for important notices about your product.

**Note:** Epson offers a recycling program for end of life Epson products. Please go to this site (U.S) or this site (Canada) for information on how to return your Epson products for proper disposal.

Important Safety Instructions
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## Important Safety Instructions

Before using your Epson product, read and follow these safety instructions.

General Product Safety Instructions
Ink Cartridge Safety Instructions

**Parent topic:** Notices

### General Product Safety Instructions

- Be sure to follow all warnings and instructions marked on the product.
- Do not attempt to service this product yourself.
- Use only the type of power source indicated on the product's label.
- Use only the power cord that comes with the product. Use of another cord may cause fires or shock. Do not use the cord with any other equipment.
- Place the product near a wall outlet where the plug can be easily unplugged.
- Connect your product to a properly grounded power outlet. Avoid plugging the product into an outlet on the same circuit as a photo copier or air control system that regularly switches on and off, or on an outlet controlled by a wall switch or timer.
- Do not let the power cord become damaged or frayed. Place it to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of it and do not allow it to be stepped on or run over. Be careful to keep the cord straight at each end.

- If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.
- Always turn off the product using the power button, and wait until the power light stops flashing before unplugging the product or cutting off power to the electrical outlet.
- If you will not be using the product for a long period, unplug the power cord from the electrical outlet.
- Place the product on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.
- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
- Do not place or store the product outdoors.
- Do not place the product near excessive heat sources or in direct sunlight.
- Leave enough room around the product for sufficient ventilation. Do not block or cover openings in the cabinet or insert objects through the slots.
- Keep the product away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- When connecting the product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Do not put your hands inside the product or touch the ink cartridges while printing.
- Do not move the print head by hand; this may damage the product.
- Do not spill liquid on the product or use the product with wet hands.
- Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.
- Except as specifically explained in your documentation, do not attempt to service the product yourself.
- Unplug the product and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the cabinet damaged; if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- When storing or transporting the product, do not tilt it, stand it on its side, or turn it upside down; otherwise ink may leak.

**Note:** The lithium batteries in this product contain Perchlorate Material - special handling may apply. Click here for details.

**Parent topic:** Important Safety Instructions

## Ink Cartridge Safety Instructions

- Keep ink cartridges out of the reach of children and do not drink the ink.
- Be careful when you handle used ink cartridges; there may be ink remaining around the ink supply port. If ink gets on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water.
- Do not put your hand inside the product or touch any cartridges during printing.
- Install a new ink cartridge immediately after removing an expended one. Leaving cartridges uninstalled can dry out the print head and may prevent the product from printing.
- Install ink cartridges in all the ink cartridge slots. You cannot print if any of the slots are empty.
- Dried ink on the supply port may cause ink leaks when the cartridge is reinserted and used. Wipe off any excess ink before reinserting.
- Do not insert or remove replacement cartridges during printing.
- Do not remove the transparent seal from the ink supply port. This may cause the cartridge to become unusable.
- The green IC chip on this ink cartridge retains a variety of cartridge-related information, such as the ink cartridge status, so that the cartridge may be removed and reinserted freely. Do not touch the green IC chip on the side of the cartridge. This may prevent normal operation and printing.
- If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the product. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent the ink from staining items that the cartridge touches. Do not touch the ink cartridge ink supply port or surrounding area.
- To ensure print quality, use an ink cartridge before the date printed on its package.
- Do not dismantle or alter an ink cartridge. This could damage the print head and may prevent the product from printing.
- Do not drop cartridges or bump them against hard objects; otherwise, the ink may leak.
- Store ink cartridges at room temperature in a location that is not exposed to direct sunlight.
- After bringing an ink cartridge inside from a cold storage site, allow it to warm up at room temperature for at least four hours before using it.

**Parent topic:** Important Safety Instructions

# FCC Compliance Statement

### For United States Users

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

### WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

### For Canadian Users

This Class A digital apparatus complies with Canadian ICES-003.

*Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.*

### WARNING

This is a Class A product. In a domestic environment this product may cause radio interference, in which case the user may be required to take adequate measures.

**Parent topic:** Notices

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