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PLEASE NOTE:

*This print station is for customer supplied paper. There is no paper installed by default.*

# Display Color

The computer monitors in the SB and DPL are color calibrated once a semester to give you the most accurate on screen representation of how your image will print out. You must set the Display in order to view your image with this color setting.

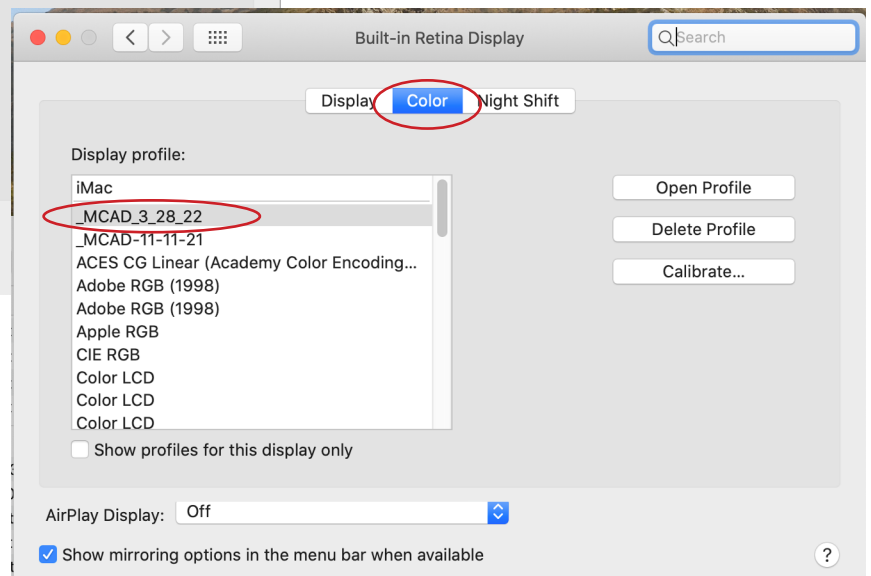
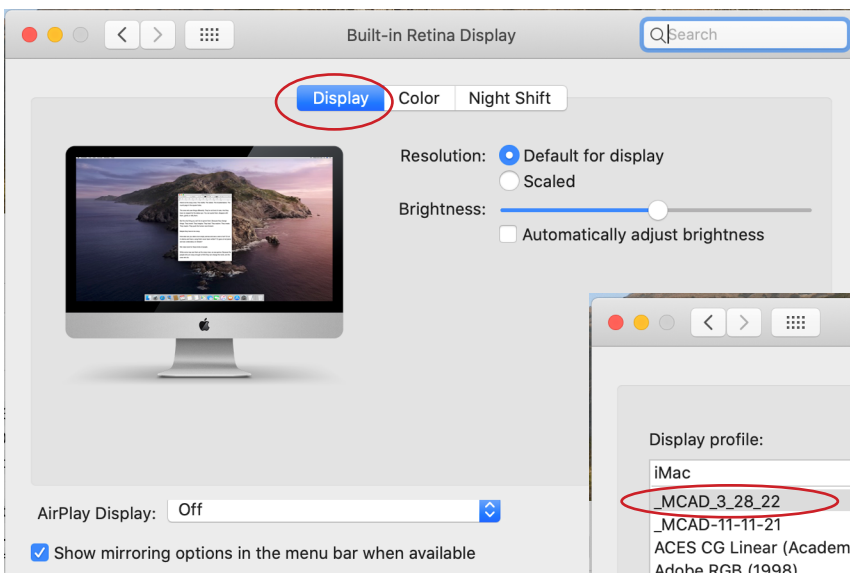
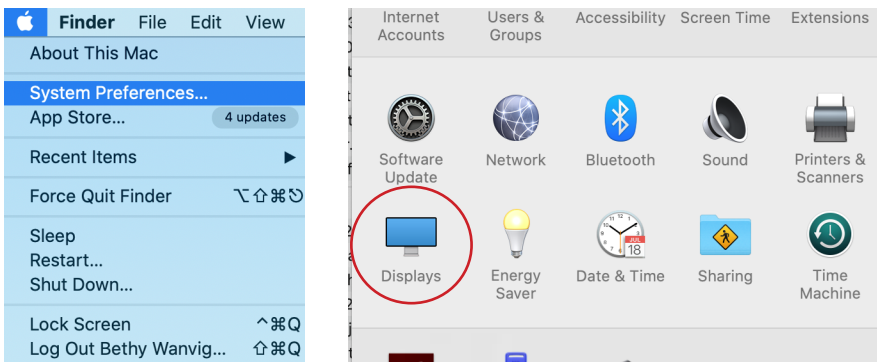
## 1. Go to **System Preferences**

## 2. Select **Displays**

3. Adjust the **Brightness** slider to the level taped to the computer (it should a bit to the right of center), and uncheck “Automatically adjust brightness”

4. Select the **Color** tab, and choose the most recent “\_MCAD\_Xdate...” **Display Profile** (the most recent calibration should appear at the top of the list)

5. Close the System Preferences window, done!

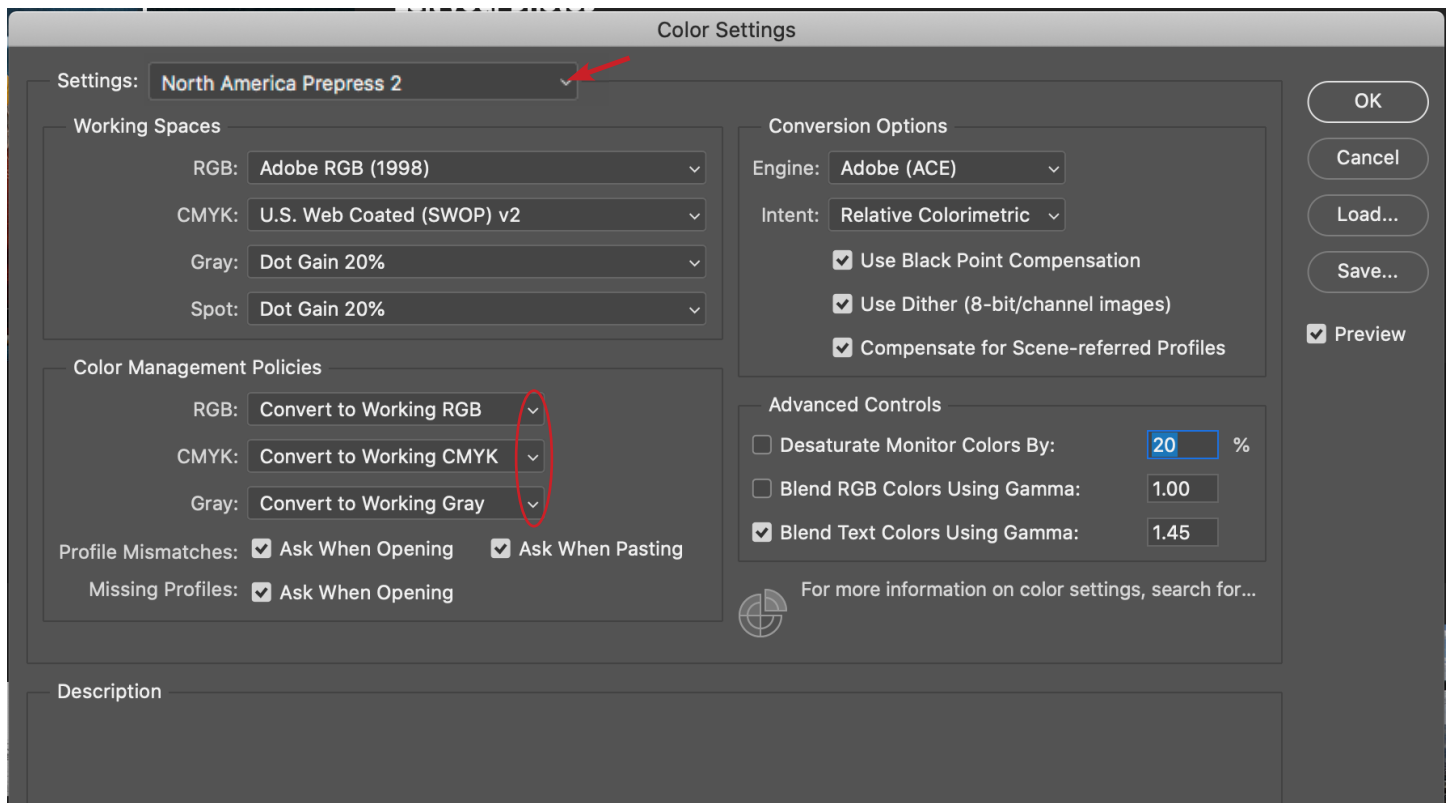


# Color Settings

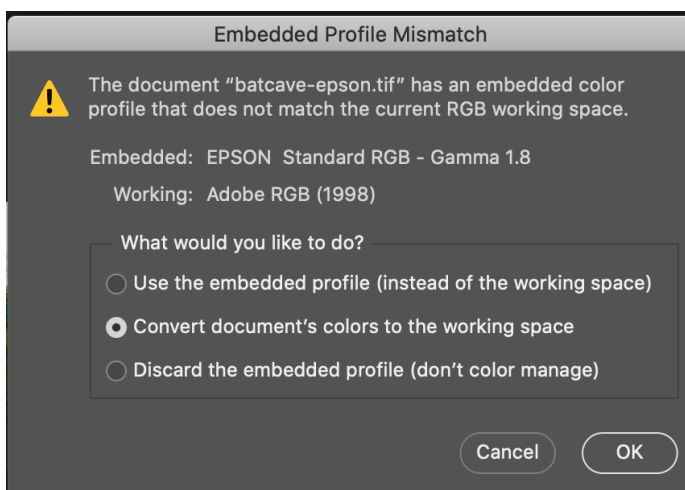
For the most accurate color when printing, we recommend adjusting the Color Setting in Photoshop (or other Adobe program) to convert to the working spaces.

See our [KnowledgeBase article on Color Spaces](#) for more information about why we recommend working in Adobe RGB (1998) for all print projects at MCAD.

1. In Photoshop **Edit > Color Settings**
2. **Settings:** “North American Prepress 2”
3. **Color Management Policies:** “Convert to Working...” for each color space



When you open your files in Photoshop, this message may appear, make sure you are converting to the working space, and hit OK



# Accessing Your Files

The Epson printers are local printers, connected via USB to this computer station only. You cannot print to them from your laptop, or other computer stations. You will need to transfer your files onto this computer station in order to print.

## Easy file transfer methods:

- **MCAD studio server** (this is the recommended method)

Connect to your studio server from your laptop to place files into your server space, then connect on this desktop computer to retrieve the files

### From Finder:

**Command+K (or Go>Connect to Server)**

**Select (or type in) studio.mcad.edu**

**Log in with your MCAD user account information**

- **Google Drive**

Make sure you have your phone and/or laptop handy, as this method requires two-step verification when logging into an unknown device

- **External Hard Drive** or Thumb Drive

Plug external drives into the computer only (see back of computer for ports)

- **Dropbox** or other web based servers

## ***You must download your files into this computer before opening them.***

External hard drives and servers are not powerful enough to process the print.

If you open your file from an external location you risk causing communication errors and glitchy or partial prints.

## **PLEASE BE AWARE:**

Files saved to the desktop on this computer can only be accessed by you while you are logged in to this computer station.

Files are deleted from the computer cache periodically, do not use this computer station as a safe storage option.

If you made updates or changes to your file during your print session, make sure to save that print ready file to your server or other file storage location.



# Nozzle Check

*Printing a Nozzle Check pattern prior to printing is standard practice for professional printing. We recommend printing a nozzle check at the beginning of a print session, or if you notice your print quality has declined.*

*Please contact SB staff if you need assistance.*

**1.** Load a sheet of 8.5x11 or 11x17 **scrap paper** to print check pattern, [see page 6](#)

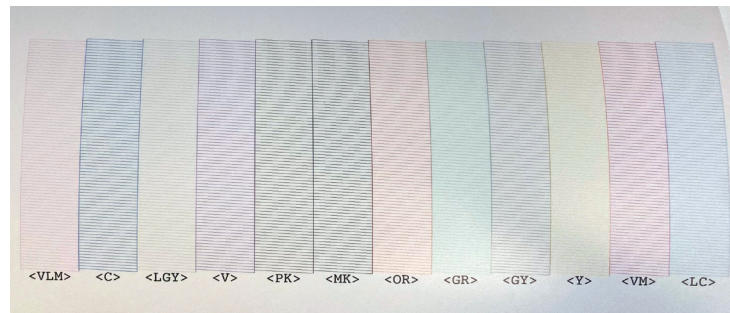
**2.** From the little LCD touch **screen on the printer**

Select **Menu > Maintenance > Print Head Nozzle Check.**

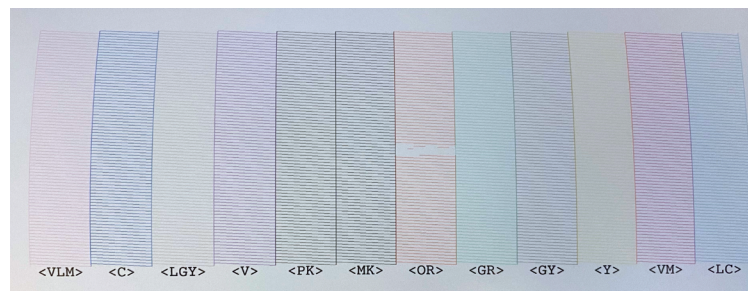
**3.** Select **Start**. The nozzle pattern will print.

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

***Print head is clean***



***Print head needs cleaning***



**5.** Do one of the following:

- If there are no gaps, select **O** to exit.
- If there are gaps or the pattern is faint, select **X** to perform head cleaning.

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

# Loading Paper - Sheets

*This printer is for customer supplied paper, it does not have paper loaded by default. The Service Bureau sells sheets of paper for this printer, but most customer supplied photo paper or inkjet safe material will work.*

*Inkjet safe material includes, but is not limited to: photo paper of any brand, uncoated drawing/watercolor paper, sticker paper, illustration board, inkjet transparency, etc.*

## Sheet Paper (Roll paper instructions can be found on [page 14](#))

Always load cut sheet paper in portrait orientation (**short edge first**)

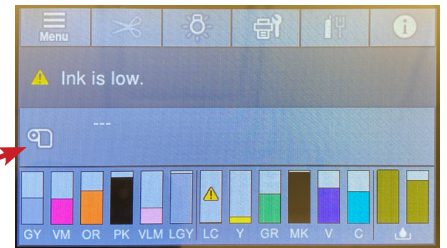
Sheet must be flat/no curl

Edges cannot be rough/deckled

Corners should be 90° angles

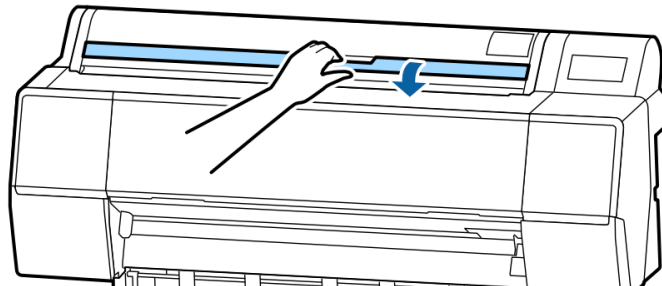
Sheet dimensions must be between 8x8" - 24x96"

1. Select the paper information area on the LCD screen



2. Select **Cut Sheet**

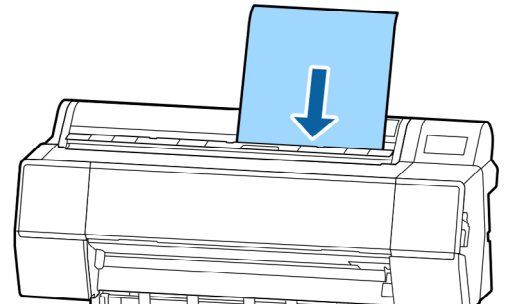
3. Open the cut sheet cover



4. **Feed the sheet** into the right side of the paper feed slot until it meets resistance. Align the right edge of the sheet with the vertical line on the roll paper cover as shown. Printable side of the sheet should be visible

5. Select **Complete > OK** on the LCD screen

6. Select a paper type and paper size that best matches the loaded paper. If you need to adjust any specific settings, select Advanced Paper Settings



7. To remove a cut sheet from the printer, support the paper so it doesn't fall, then select the paper information area on the LCD screen and select Remove



# Printing Instructions - Sheet Paper

*Follow these instructions, in the correct order, and you should get a pretty perfect print!  
Please make an appointment with SB staff if you would like a one-on-one tutorial with this advanced equipment.*

*Pop into the SB, during business hours, if you would like staff to double check your print settings before hitting print.*

*If you run into any issues, please reach out to staff ASAP for assistance.*

## 1. Turn the printer on

- Log in to the computer station with your MCAD short username/password
- Download your files to **Temp Storage** hard drive
  - If you are downloading files from a web resource (google drive, dropbox, etc.) you will need to change the download location to Temp Storage in your browser preferences
  - We recommend using your **studio.mcad.edu** server to transfer files from your laptop to this computer station quickly and easily
- Run a Nozzle Check (and Head Cleaning if necessary)

## 2. Open your image in Photoshop

- Log in to Photoshop
    - MCAD email (ex. jdoe@mcad.edu) press Return key
    - MCAD short username and password (ex. jdoe)
  - Set color settings, found on Page 3
  - Open files from Temp Storage
  - **Recommended file prep** before printing
    - Image > Mode:** RGB Color, 8 Bit/Channel
    - File Format:** TIFF
    - Layers:** Flattened
- We recommend including a border in your file

## 3. Load Paper

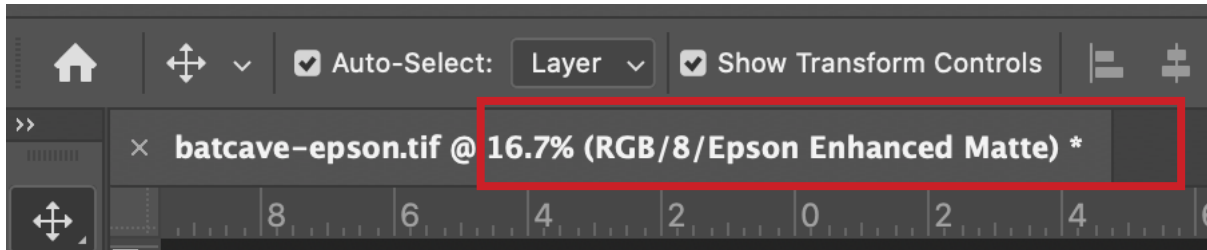
See [Page 6](#) for details

The following instructions focus on printing on sheets of paper only.

If you have roll paper to use, print instructions can be found on [page 13](#).

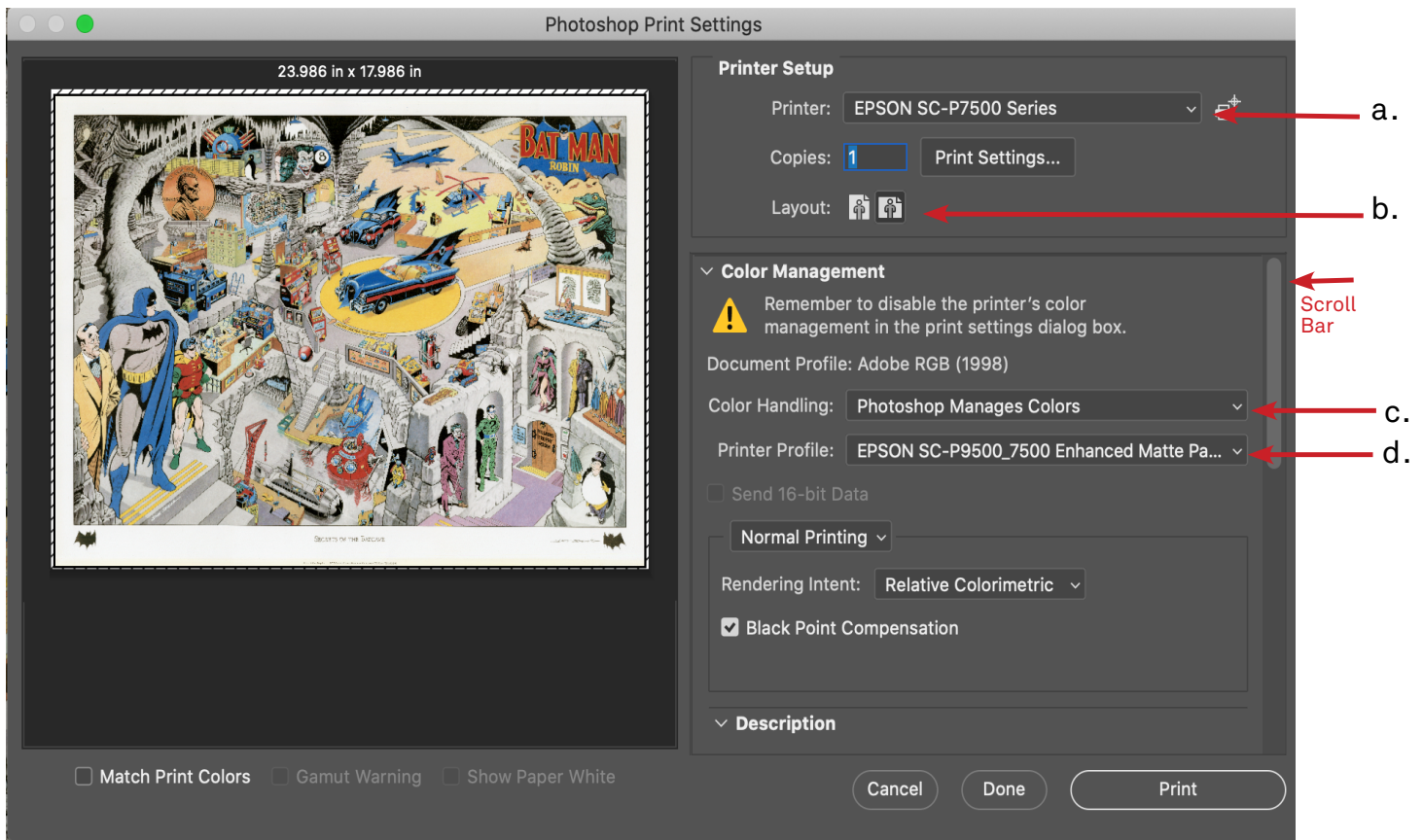
## 4. View > Proof Setup > select paper type

Select the recommended paper setting for your media, or closest equivalent. You may ask SB staff for a recommendation if unsure.



You may notice slight color shifts in your image after setting Proof Setup, and with the calibrated computer display, any final color adjustments or fine tuning to your image should be done now (using Levels, Curves, etc).

## 5. File > Print



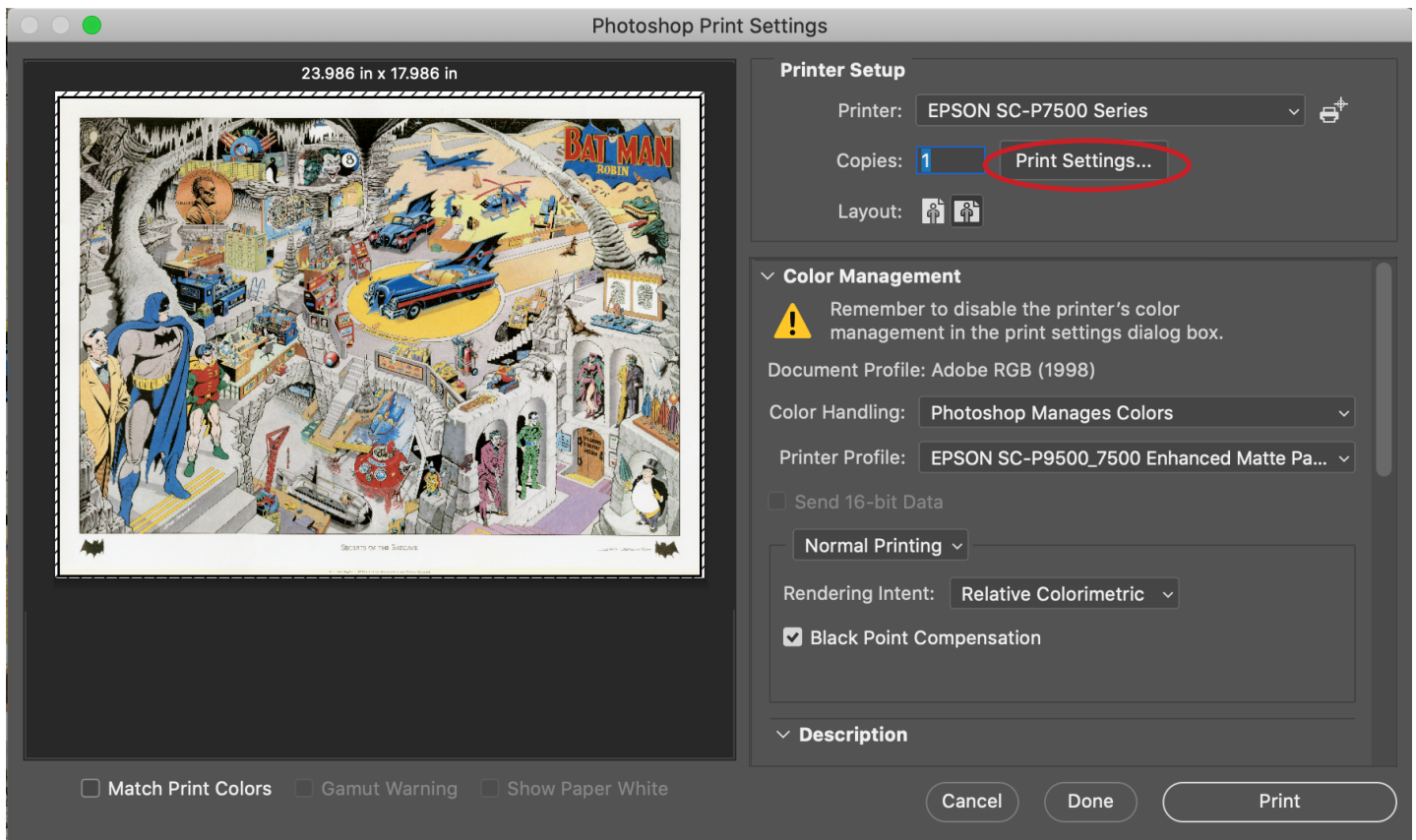
Select these settings in the print window that pops up:

- a. Printer:** Epson SC-P7500 Series
- b. Layout:** Choose what is best for your image (*ignore the preview image until you have selected your paper size in the next steps*)
- c. Color Handling:** Photoshop Manages Colors
- d. Printer Profile:** Epson SC-P9500\_7500 YOUR MEDIA HERE



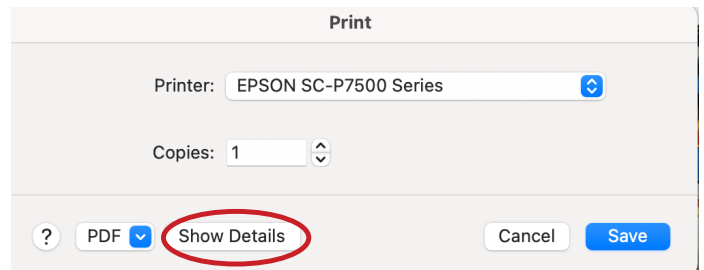
## 6. Print Settings...

Select the Print Settings button to open an additional print window

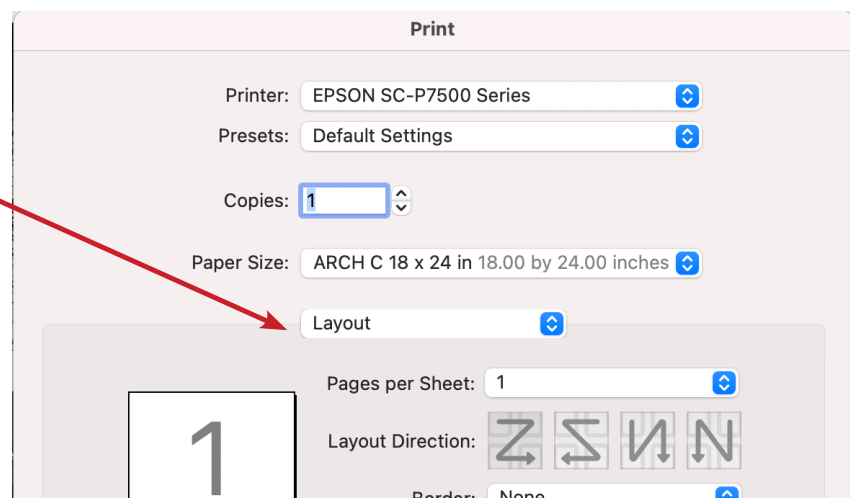


**Printer:** EPSON SC-P7500 Series

Click **Show Details** to expand the window for the next steps

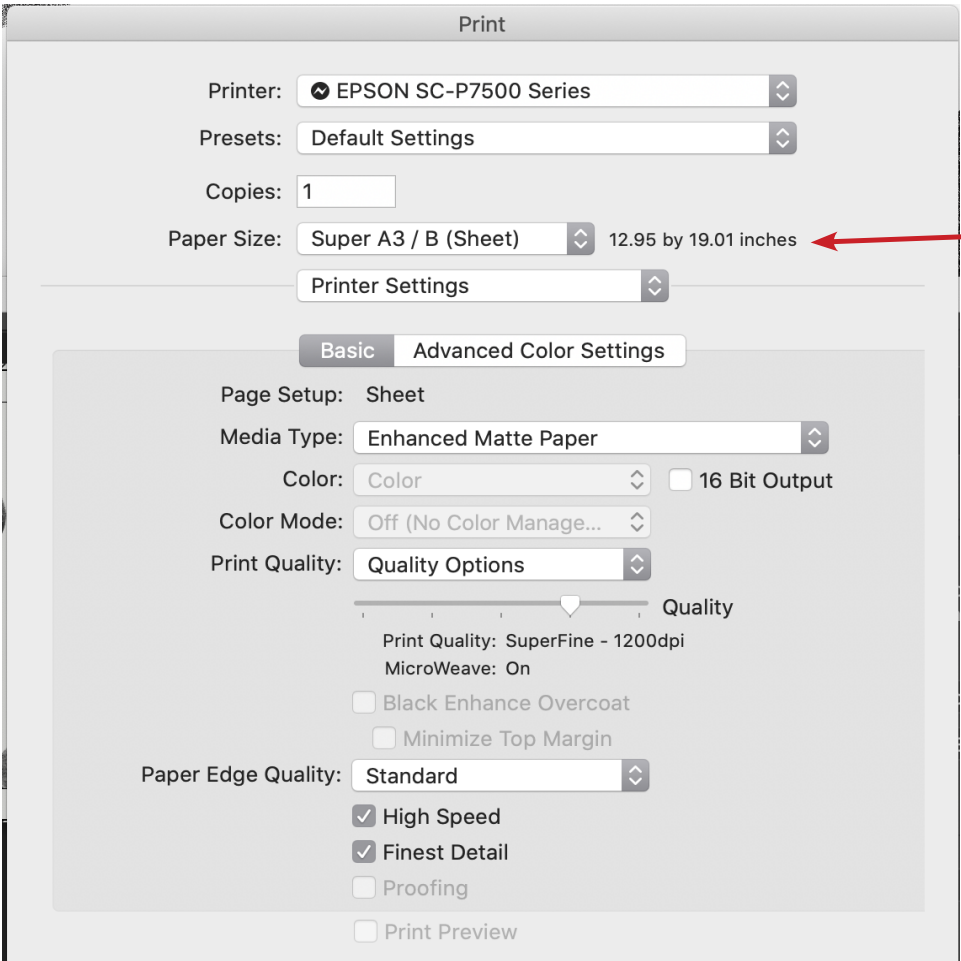


Click the **Layout** dropdown, and select **Printer Settings** to access the next settings



# 7. Paper Size:

Select a pre-set paper size from the dropdown menu, or [create a custom paper size](#)



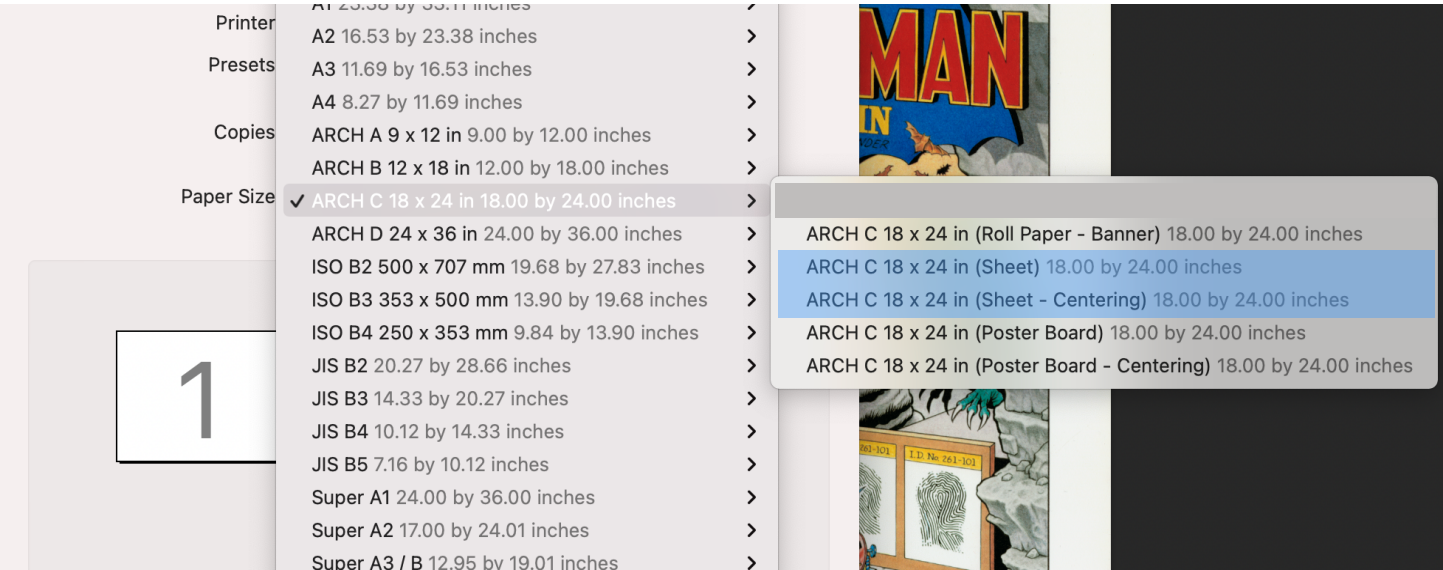
Select **your paper size**

Please note, you must be exact - please double check your paper measurements!

Most commercial paper will have pre-set sizes available

If you are using a sheet you have cut down, you will need to make a custom paper size

For pre-set sizes, you **must select a “(Sheet)” option**



## 8. Printer Settings:



Under the Basic tab

**a. Page Setup:** Sheet (*pre-set paper sizes will auto select, you may need to manually select "Sheet" for custom paper sizes*)

**b. Media Type:** Choose the paper type

**c. Print Quality:** Quality Options (*will reveal speed/quality slider*)

**d. SuperFine - 1200dpi** will work great for most projects (*choosing a lower dpi will print faster with lower quality, higher dpi will print slower with higher quality*)

**e. Optional settings**

**Paper Edge Quality:** Standard

**High Speed:** Check for double time printing (recommended)

**Finest Detail:** Sharpens edges. Use for text, line-work, or vector based images

**f.** Click **Save** to continue

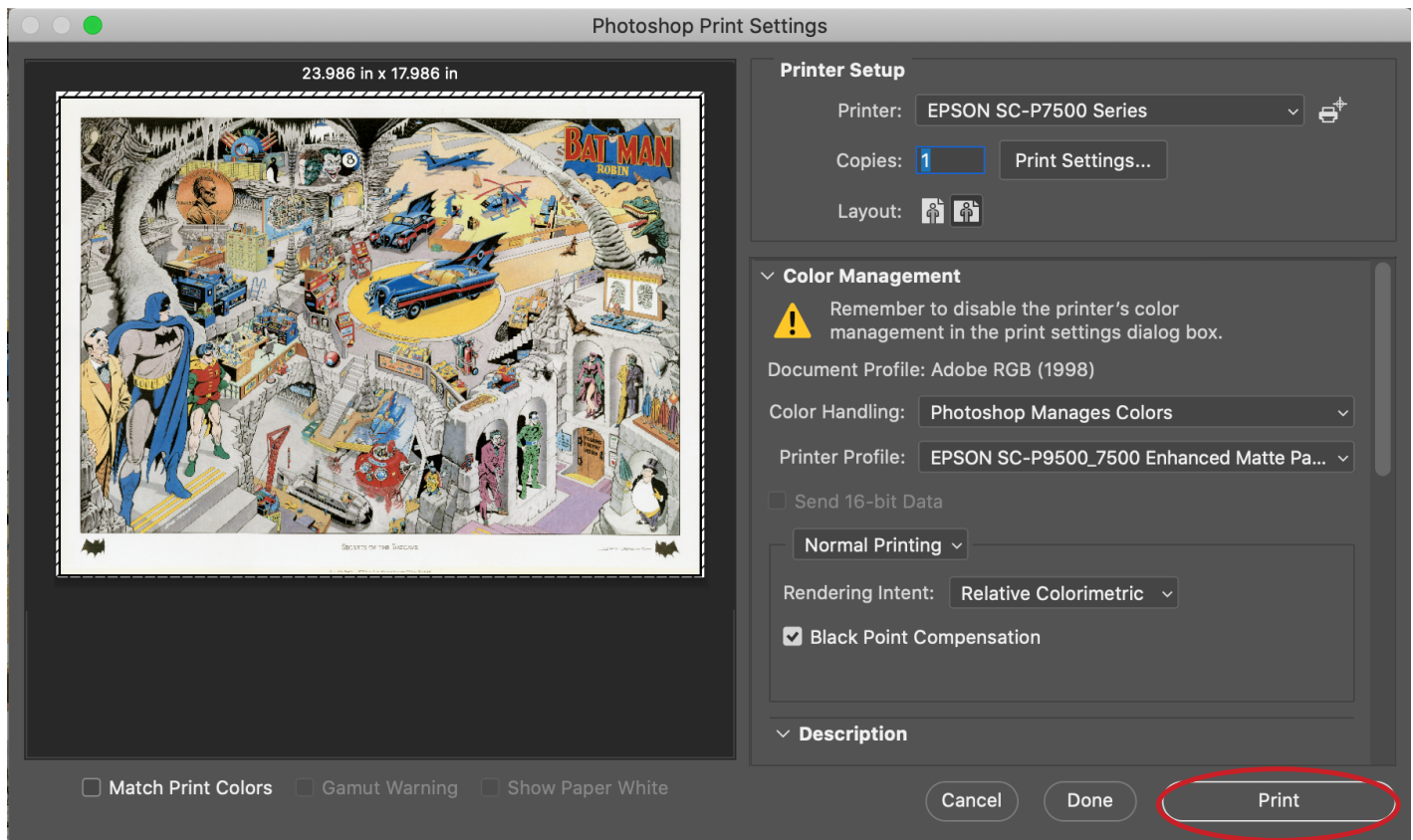
## Final settings check:

Look at your previewed image, make sure nothing is being cut off

Rotate the **Layout** if necessary

Optional: scroll down to **add crop/trim marks** (*the paper size you selected or created needs to be larger than image size for crop/trim marks to print*)

If you would like SB staff to double check your settings, now is the time!



If you are confident that you followed the settings accurately go ahead and...

## 9. Hit Print!

Please remember to **log out** of the computer, and **turn the printer off** when done!

### Troubleshooting:

- **Nothing printing?** Check your [PaperCut account](#) - you may need to add money

- **Print looking wrong?** **Cancel/Pause the print ASAP!**

Did you do [a nozzle check](#)? If the nozzles are clogged prints will look bad

Did you follow the instructions accurately? Go back through and double check

Check out the troubleshooting section on [Page 26](#)

**Save your bad print to show SB staff so we can advise you appropriately**

[Request a refund](#) for printer errors through your PaperCut account



# Printing Instructions - Roll Paper

*Please make an appointment with SB staff if you would like a one-on-one tutorial with this advanced equipment.*

*If you run into any issues, please reach out to staff ASAP for assistance.*

***You will need to check out the Roll Media Adapters from the SB.***

## 1. Turn the printer on

- Log in to the computer station with your MCAD short username/password
- Download your files to **Temp Storage** hard drive
  - If you are downloading files from a web resource (google drive, dropbox, etc.) you will need to change the download location to Temp Storage in your browser preferences
  - We recommend using your **studio.mcad.edu server** to transfer files from your laptop to this computer station quickly and easily
- Run a Nozzle Check (and Head Cleaning if necessary)

## 2. Open your image in Photoshop

- Log in to Photoshop
    - MCAD email (ex. jdoe@mcad.edu) press Return key
    - MCAD short username and password (ex. jdoe)
  - Set color settings, found on Page 3
  - Open files from Temp Storage
  - **Recommended file prep** before printing
    - Image > Mode:** RGB Color, 8 Bit/Channel
    - File Format:** TIFF
    - Layers:** Flattened
- We recommend including a border in your file

Instructions continue on next page ---->

### 3. Load Paper

- You will need to **request the Roll Media Adapters** from SB staff during business hours, please return them when you are done with your printing session
- You can load roll paper with a 2- or 3-inch core and a width of up to 24 inches
- Full roll media loading instructions with pictures/diagrams [can be found here](#), please ask for SB Staff assistance if you are loading roll paper for the first time

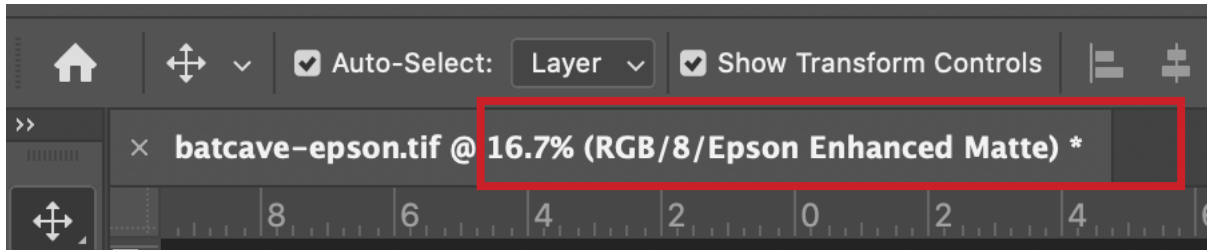
1. Open the roll paper cover
2. Unlock and slide the roll paper holder to the left using the handle
3. Adjust Roll Media Adapters to fit the core size of your roll paper
4. Release tension levers on Roll Media Adapters and push into paper core on both ends, then push down on tension levers to secure
5. Gently place roll in position between roll paper holders
6. Slide roll paper holder to right, making sure both ends are secured in adapters
7. Pull up the lock lever on the roll paper holder to lock it in place
8. Press Set on the control panel to unlock the paper feed slot
9. Insert the leading edge of the paper into the paper feed slot until you hear a sound
10. Make sure the roll paper is taut, and close roll paper cover
11. On the LCD screen, select the paper type for the loaded paper
12. Select Advanced Paper Settings and set any additional settings, if necessary
13. Select OK when you are finished

Remove your roll paper when finished printing

1. On the LCD screen, select the paper information area and select Remove
2. Open the roll paper cover
3. We recommend wrapping a sheet of protective paper around your roll at this point
4. Unlock roll paper holder and slide to left
5. Carefully lift roll out of printer
6. Remove Roll Media Adapters using tension levers
7. Raise lock lever on adapter holder
8. Close roll paper cover
10. Return Roll Media Adapters to SB staff

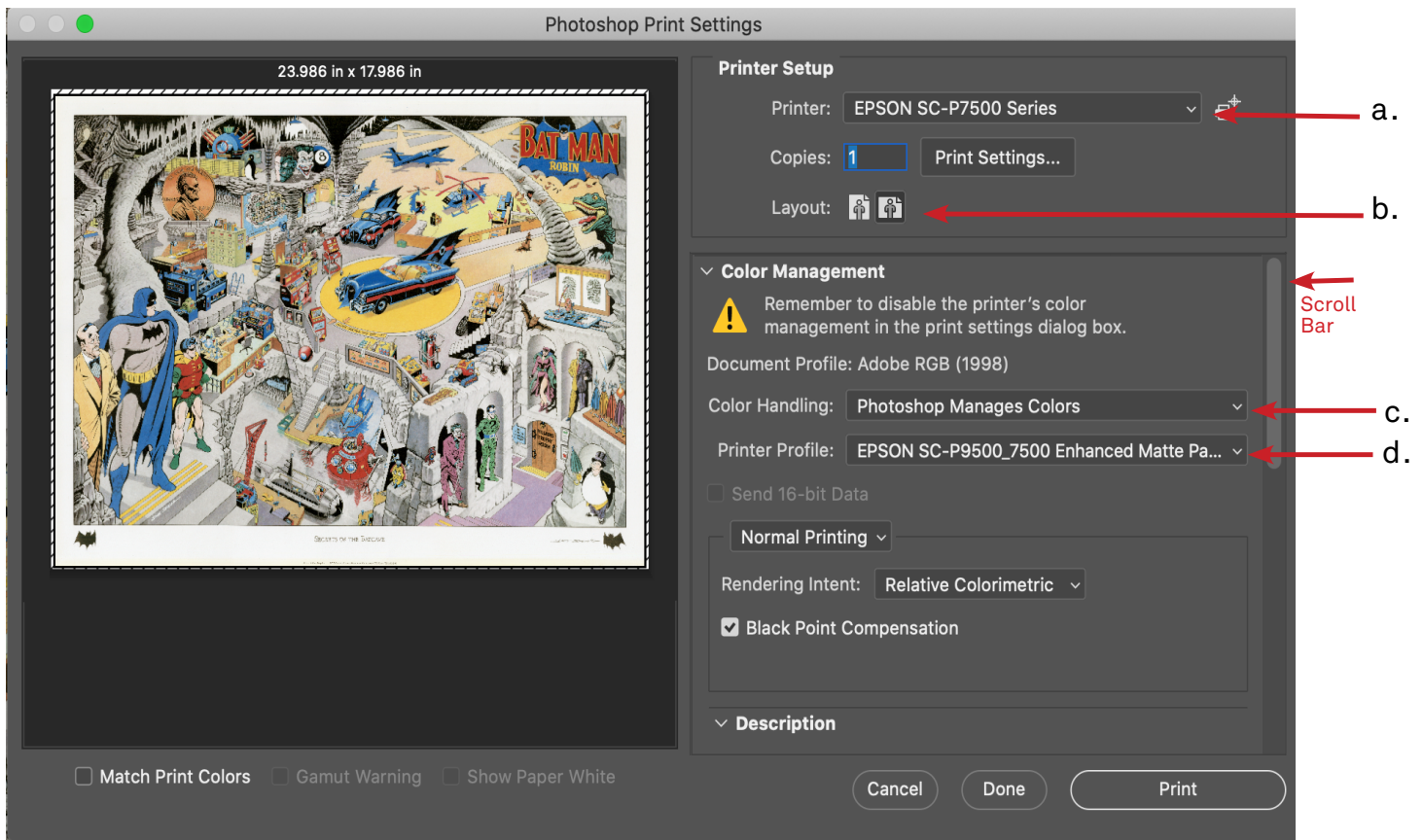
## 4. View > Proof Setup > select paper type

Select the recommended paper setting for your media, or closest equivalent. You may ask SB staff for a recommendation if unsure.



You may notice slight color shifts in your image after setting Proof Setup, and with the calibrated computer display, any final color adjustments or fine tuning to your image should be done now (using Levels, Curves, etc).

## 5. File > Print

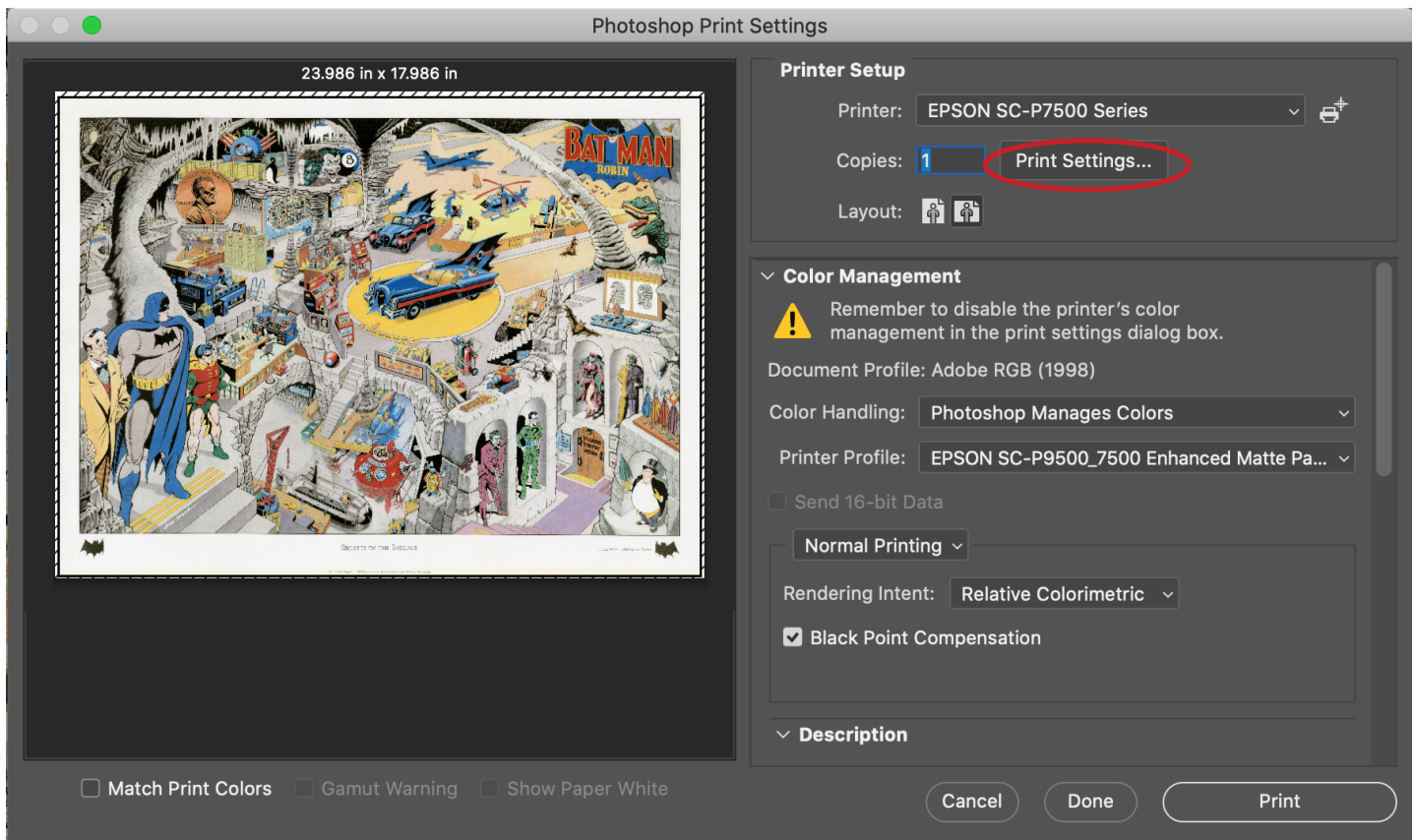


Select these settings in the print window that pops up:

- a. Printer:** Epson SC-P7500 Series
- b. Layout:** Choose what is best for your image (*ignore the preview image until you have selected your paper size in the next steps*)
- c. Color Handling:** Photoshop Manages Colors
- d. Printer Profile:** Epson SC-P9500\_7500 YOUR MEDIA HERE

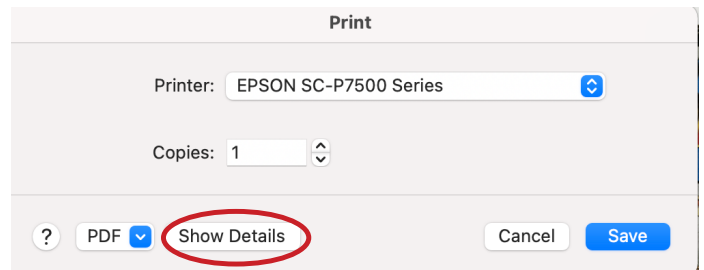
## 6. Print Settings...

Select the Print Settings button to open an additional print window

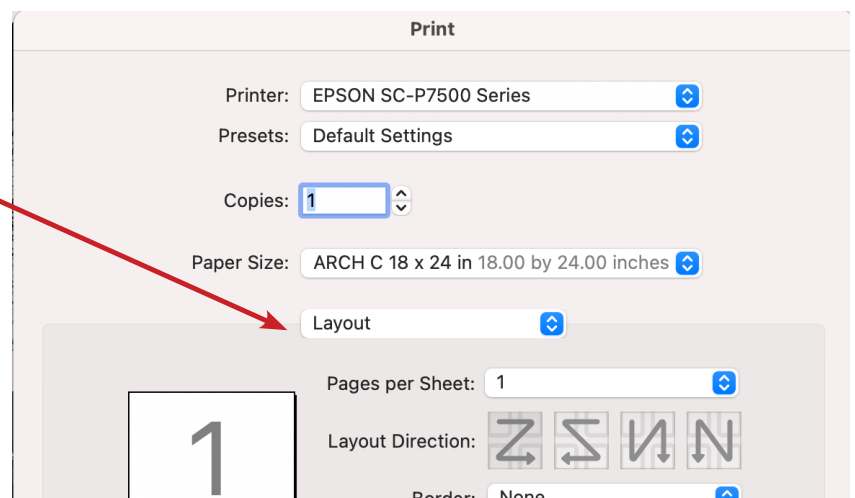


**Printer:** EPSON SC-P7500 Series

Click **Show Details** to expand the window for the next steps



Click the **Layout** dropdown, and select **Printer Settings** to access the next settings



## 7. Paper Size:

Select a pre-set paper size from the dropdown menu, or [create a custom paper size](#)

The screenshot shows the 'Print' dialog box for an EPSON SC-P7500 Series printer. The 'Paper Size' dropdown is set to 'ARCH C 18 x 24 in' (18.00 by 24.00 inches). A red arrow points to this dropdown with the text 'Select your paper size'. Below the dropdown, there are tabs for 'Basic' and 'Advanced Color Settings'. The 'Basic' tab is selected, showing options for 'Page Setup' (Roll Paper), 'Media Type' (Enhanced Matte Paper), 'Color' (Color), 'Color Mode' (Off), 'Print Quality' (Quality Options), 'Speed' (High Speed), and 'Paper Edge Quality' (Standard).

Select your paper size

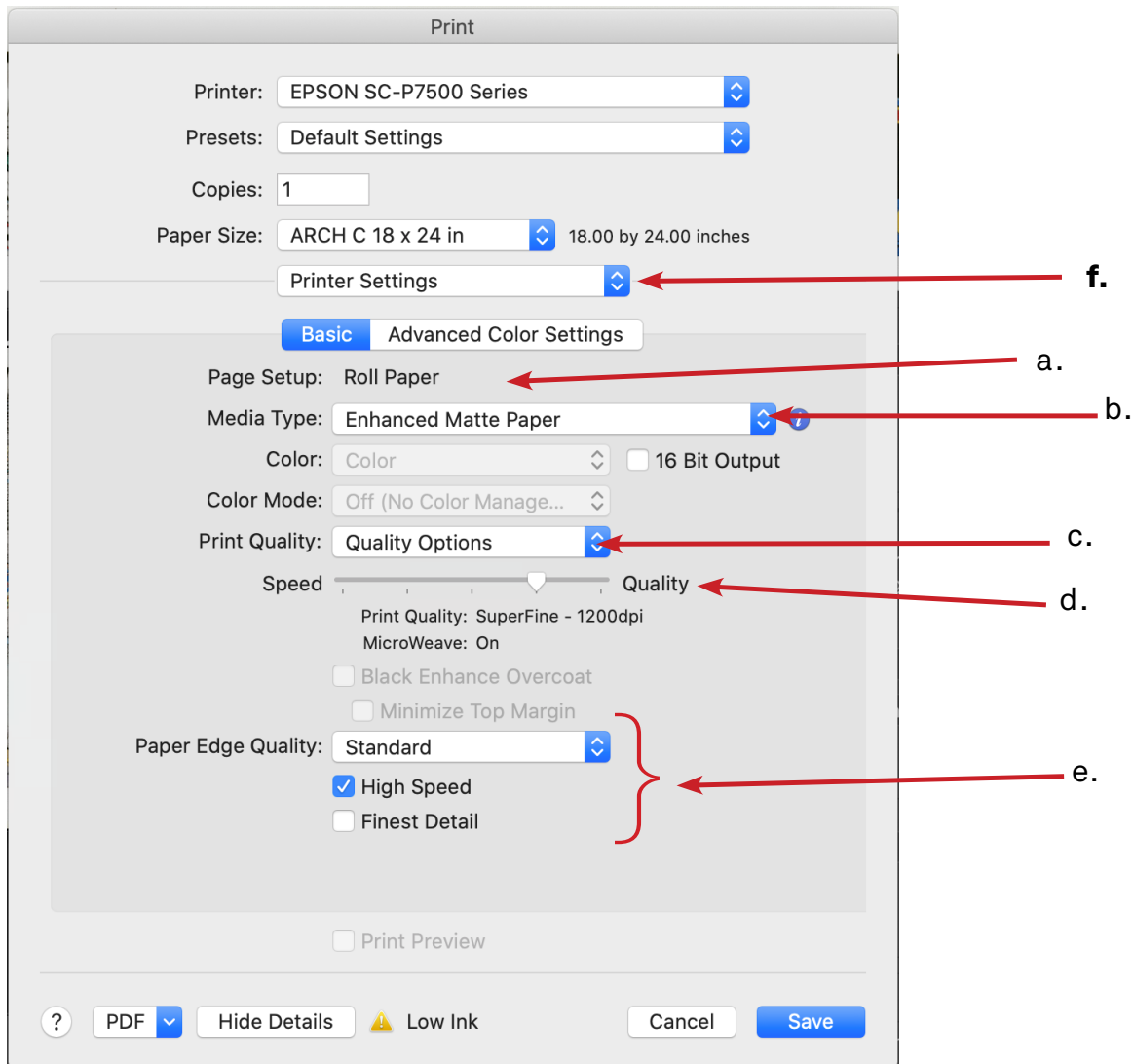
*Please note, the paper size that you select here directly reflects how PaperCut will charge your account, so it is often most cost effective to create a custom paper size*

For pre-set sizes, please select the top option in the list, or a “Roll Paper” option

The screenshot shows the 'Paper Size' dropdown menu expanded. The top option is 'ARCH C 18 x 24 in 18.00 by 24.00 inches', which is selected. Other options include 'ARCH D 24 x 36 in 24.00 by 36.00 inches', 'ISO B2 500 x 707 mm 19.68 by 27.83 inches', 'ISO B3 353 x 500 mm 13.90 by 19.68 inches', 'ISO B4 250 x 353 mm 9.84 by 13.90 inches', 'JIS B2 20.27 by 28.66 inches', 'JIS B3 14.33 by 20.27 inches', 'JIS B4 10.12 by 14.33 inches', 'JIS B5 7.16 by 10.12 inches', 'Super A1 24.00 by 36.00 inches', 'Super A2 17.00 by 24.01 inches', and 'Super A3 / B 12.95 by 19.01 inches'. A red arrow points to the top option with the text 'For pre-set sizes, please select the top option in the list, or a “Roll Paper” option'. The background shows a preview of a document with a large '1' and a 'MAN' logo.

**Best practice is to create a custom paper size - [see page 21 for details](#)**

## 8. Printer Settings:



Under the Basic tab

**a. Page Setup:** Roll Paper (*pre-set paper sizes will auto select, you will need to manually select "Roll Paper" for custom paper sizes*)

**b. Media Type:** Choose the paper type

**c. Print Quality:** Quality Options (*will reveal speed/quality slider*)

**d. SuperFine - 1200dpi** will work great for most projects (*choosing a lower dpi will print faster with lower quality, higher dpi will print slower with higher quality*)

**e. Optional settings**

**Paper Edge Quality:** Standard

**High Speed:** Check for double time printing (recommended)

**Finest Detail:** Sharpens edges. Use for text, line-work, or vector based images

**f.** Click the **Printer Settings** dropdown, and select **Roll Paper Settings** to continue



## 8. Roll Paper Settings:

Print

Printer: EPSON SC-P7500 Series

Presets: Default Settings

Copies: 1

Paper Size: ARCH D 24 x 36 in 24.00 by 36.00 inches

Roll Paper Settings

Auto Cut Settings: Normal Cut

☒ Auto Rotate 24 inch (610 mm)

☐ Print Page Line

☐ Save Roll Paper

Borderless Enlargement Setting

Min Standard Max

Moving the slider to Min will reduce the amount of image enlargement. However, margins may appear around the printed image.

? PDF Hide Details Cancel Save

**Auto Cut Settings:** Select one of these options

**Normal Cut: Recommended** (print will be cut from roll with a .5" margin)

**Off:** Useful when printing multiple/smaller files, must press ✂ button on printer to manually cut paper from roll when print is complete

**Double Cut:** for borderless printing only (wastes paper)

Check boxes for your preferred options:

**Auto Rotate: Recommended** (best fit your image on the roll to conserve paper)

**Print Page Line:** Prints trim line between images, useful when cut setting is off

**Save Roll Paper:** Not Recommended - will ignore any white space/borders in image

Select **Save** to continue

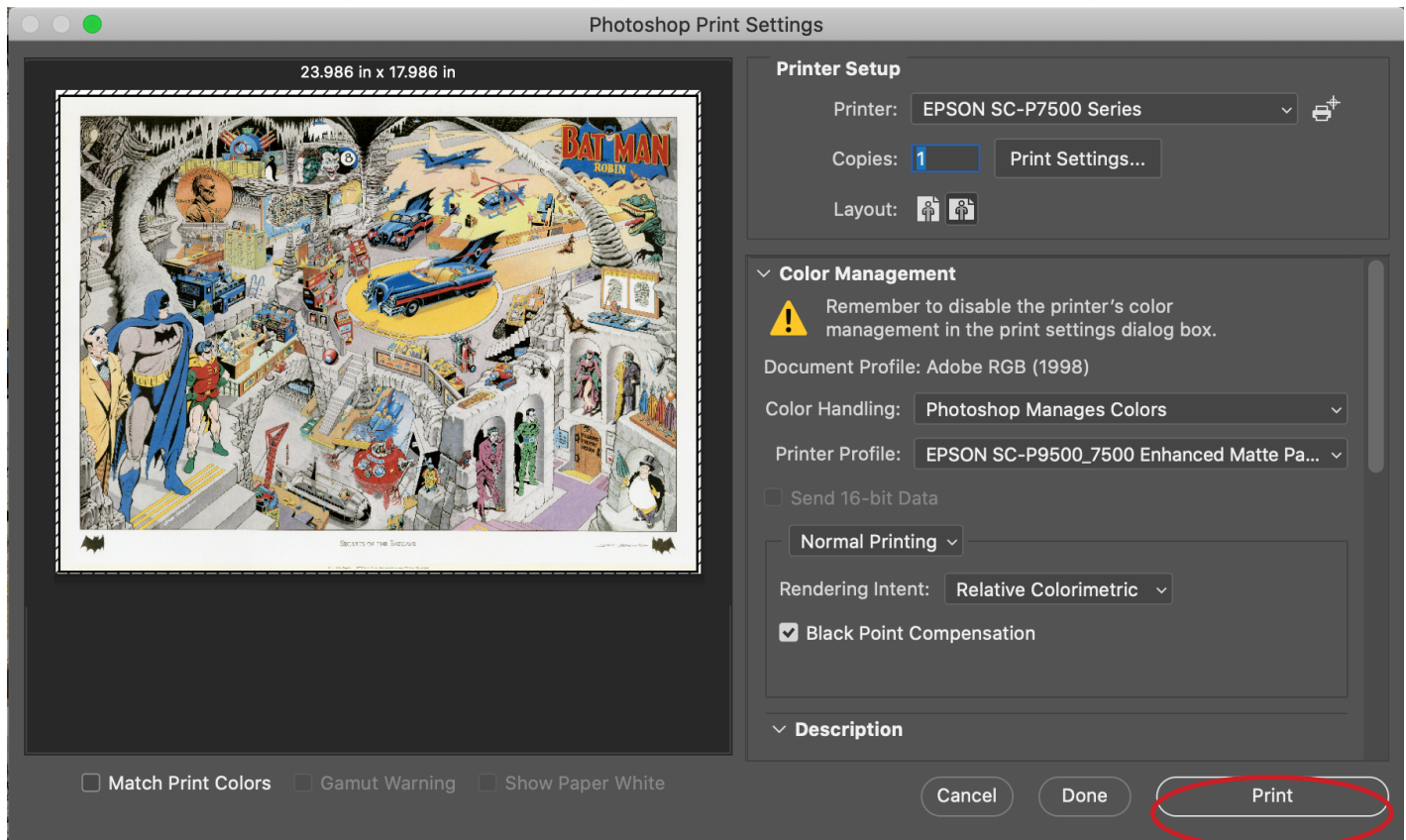
## Final settings check:

Look at your previewed image, make sure nothing is being cut off

Rotate the **Layout** if necessary

Optional: scroll down to **add crop/trim marks** (*the paper size you selected or created needs to be larger than image size for crop/trim marks to print*)

If you would like SB staff to double check your settings, now is the time!



If you are confident that you followed the settings accurately go ahead and...

## 9. Hit Print!

[Remove your paper](#)

Please remember to **log out** of the computer, and **turn the printer off** when done!

Return the Roll Media Adapters when you are finished.

## Troubleshooting:

- **Nothing printing?** Check your [PaperCut account](#) - you may need to add money

- **Print looking wrong?** **Cancel/Pause the print ASAP!**

Did you do [a nozzle check](#)? If the nozzles are clogged prints will look bad

Did you follow the instructions accurately? Go back through and double check

Check out the troubleshooting section on [Page 26](#)

**Save your bad print to show SB staff so we can advise you appropriately**

[Request a refund](#) for printer errors through your PaperCut account



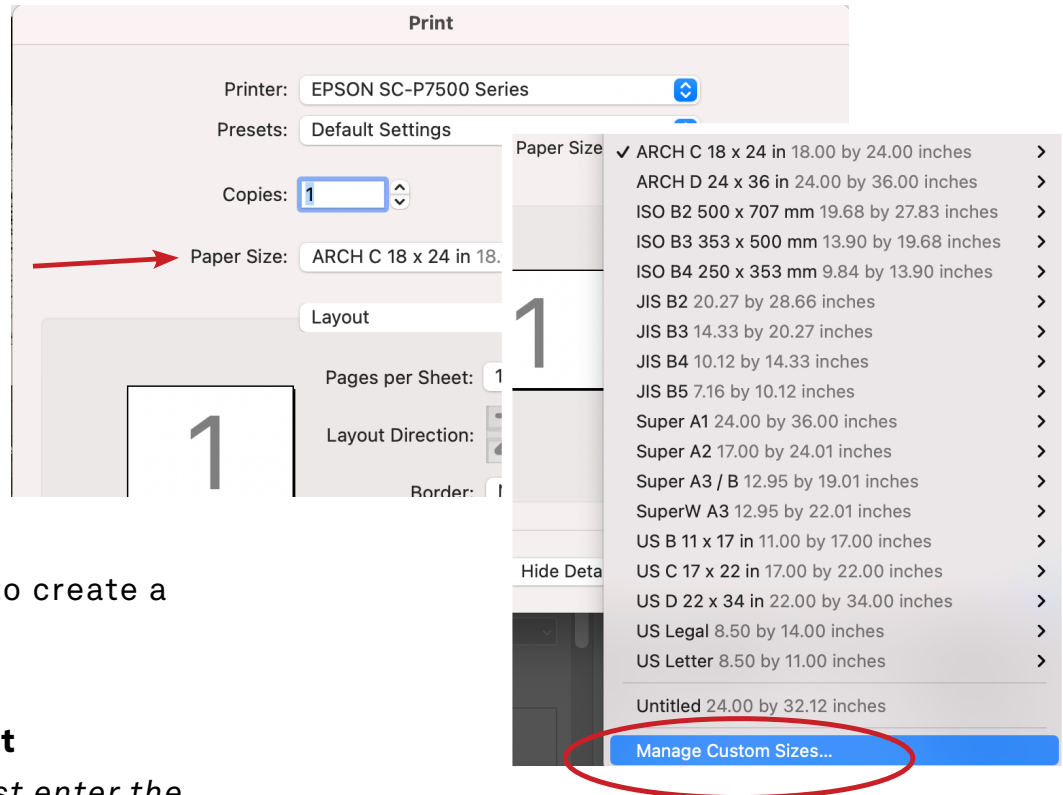
# Custom Paper Size

We recommend creating a custom paper size when printing on roll paper. It is the most cost effective, and gives you the most control over your work.

You will need to create a custom paper size for cut sheets of unusual sizes.

**Step 6** in your print settings:

From the **Paper Size** dropdown menu, select “**Manage Custom Sizes...**” a new window will pop up:



a. Press the **+** button to create a new paper size

b. Enter **Width / Height**

- For sheets you must enter the **EXACT dimensions of paper**
- For roll paper, we recommend making your page size slightly larger than your image

c. Enter **Non-Printable Area**

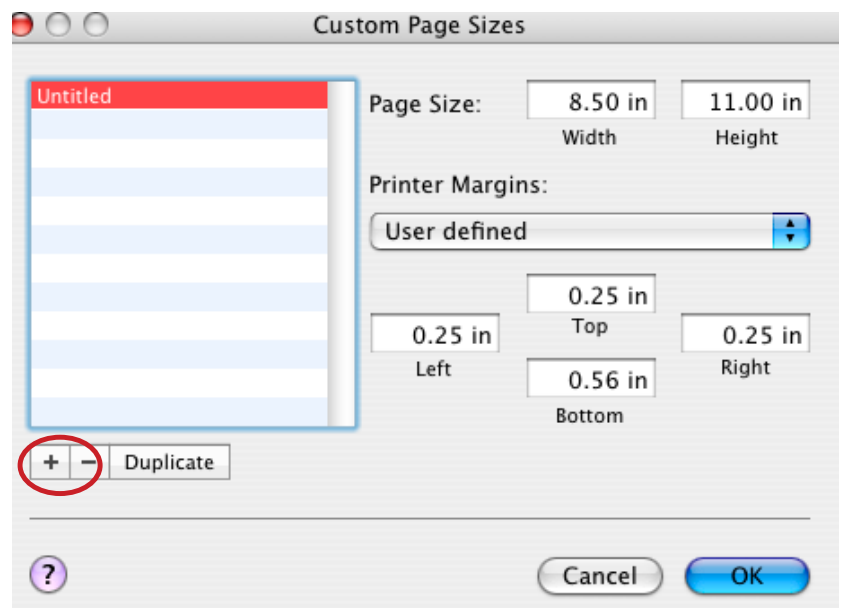
- These are your margins, **this area cuts into the defined paper size**, it does not add area outside of the Paper Size
- Minimum allowed margins for sheets of paper:**

Bottom: 0.56 in

Top: 0.25 in

Left/Right: 0.00 in

The printer has to have an edge to hold on to on the bottom.



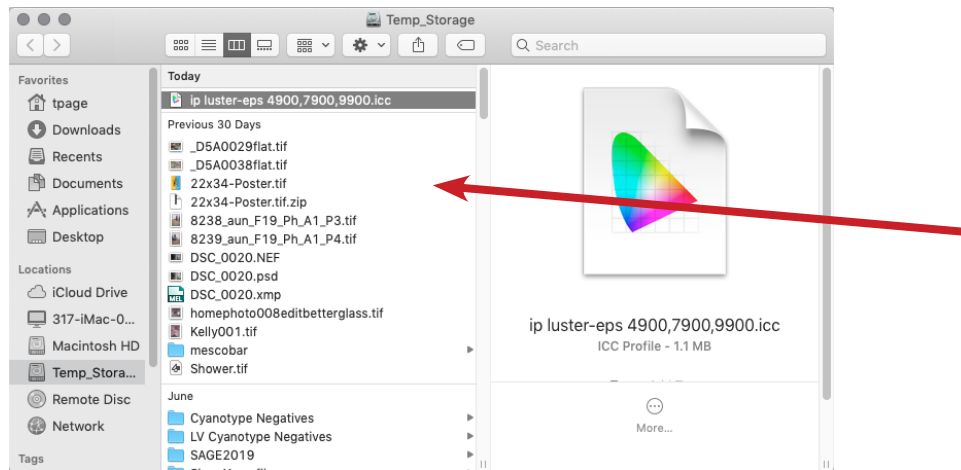
**Hit OK** when done

**Continue with Step 7** in your print settings

# Custom Paper Profiles

If you ever find a paper that you want to use and we do not have a profile loaded for it, you should be able to download the specific icc profile for your paper from the paper company's website. (ex. Hahnemuhle, Canson, Inkpress, or any other paper)  
Your paper may have insert with instructions, or simply do a websearch for your paper brand/type + icc profile or printing profile).

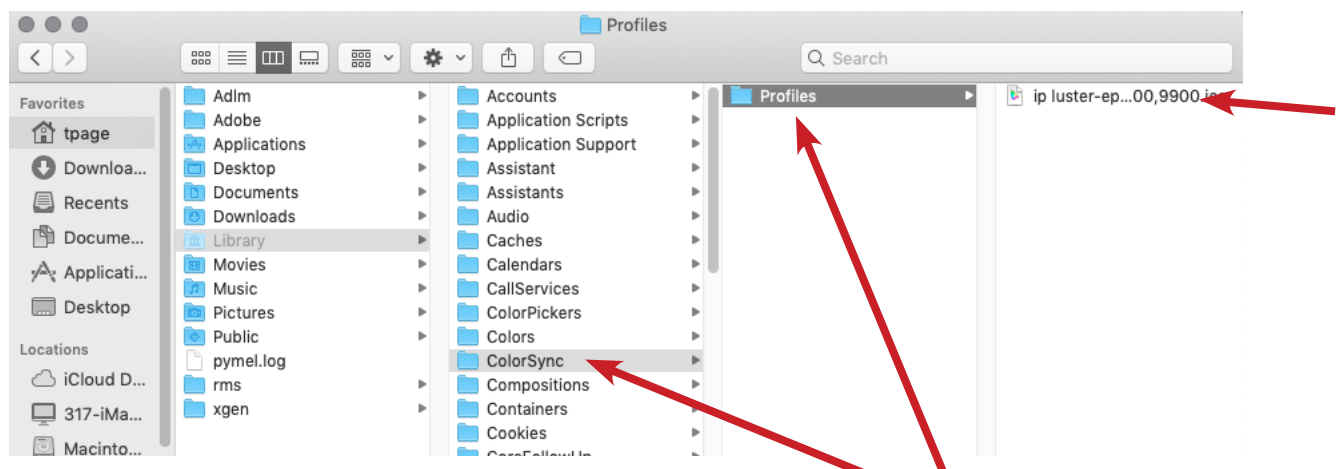
## 1. Download your custom paper profile (icc profile).



## 2. Transfer the ICC profile to the correct folder.

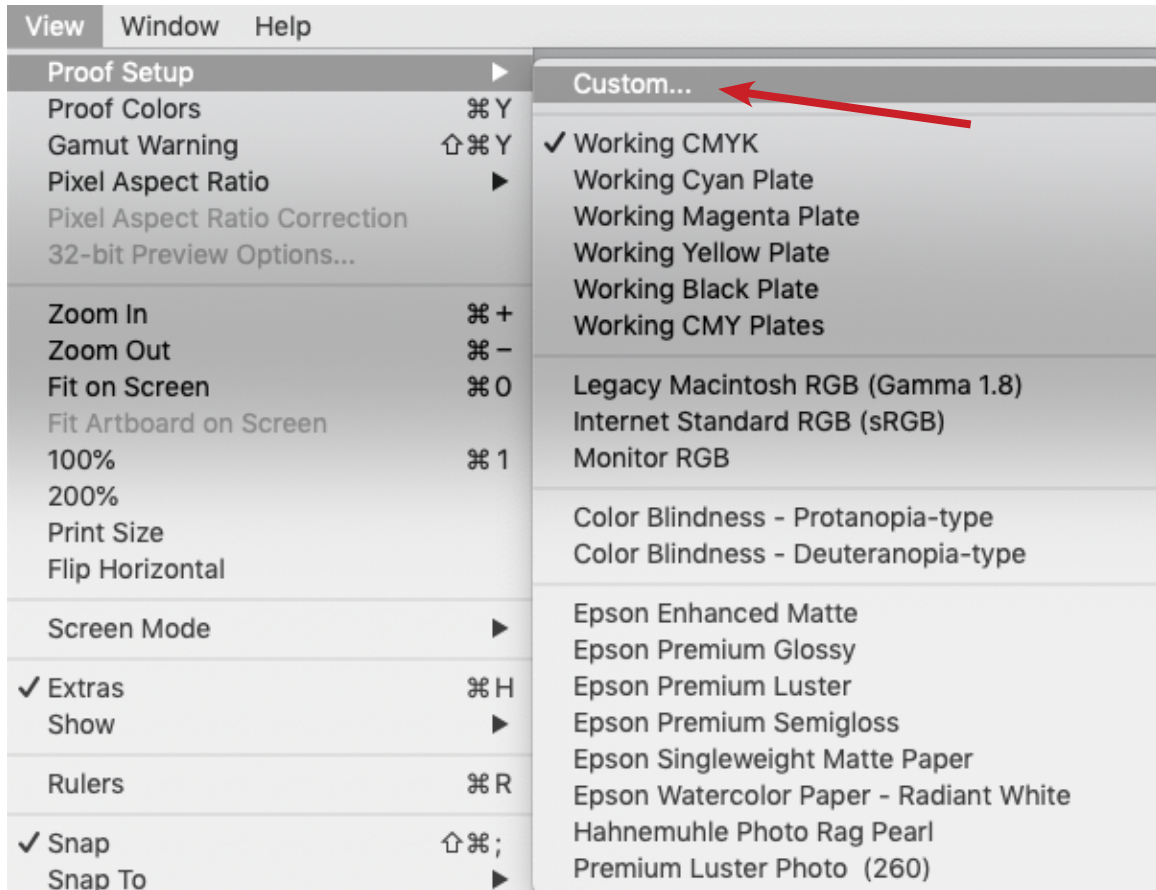
- Go to the GO menu at the top of the Finder then click on LIBRARY.
- In the LIBRARY create a new folder (Cmd+Shift+N) and title it "ColorSync."
- In that new ColorSync folder, create another new folder and title it "Profiles."
- Copy your ICC profile into that new Profiles folder.

When done, your file path will look like this: Library > ColorSync > Profiles



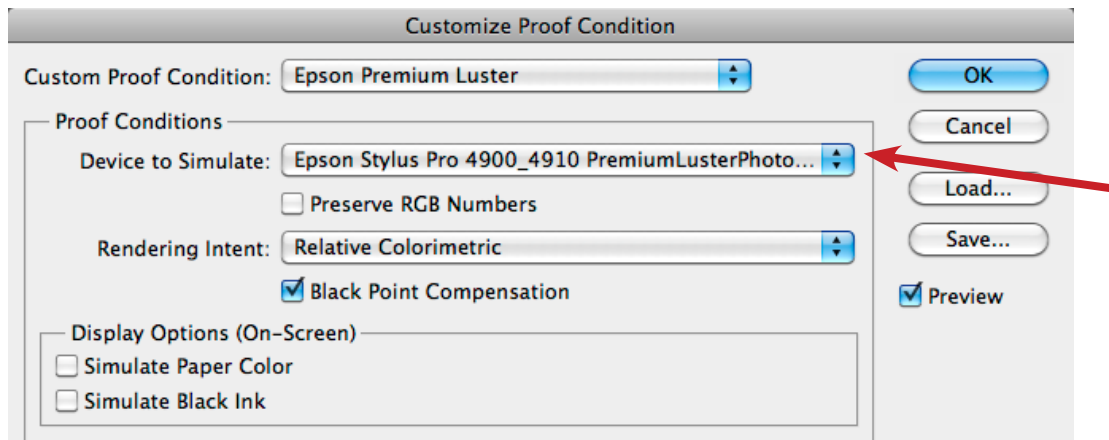
You have to create these folders: Cmd+Shift+N

3. Open an image in Photoshop, and go to View > Proof Setup > Custom...

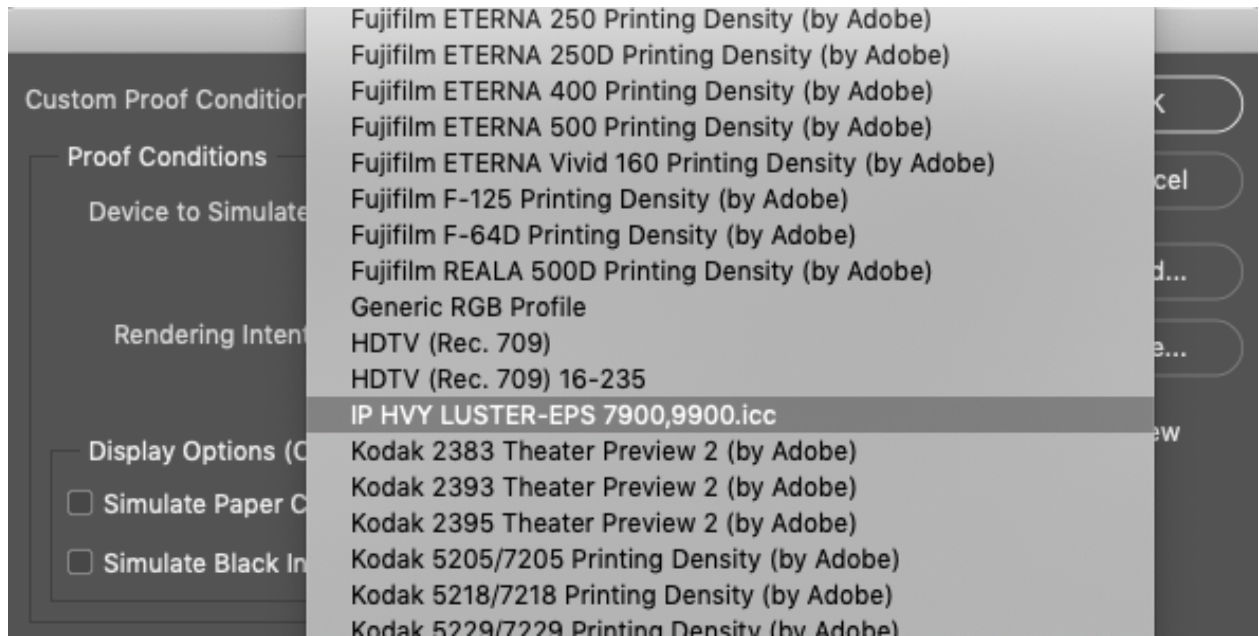


Once in the Custom window, you will see something like this.

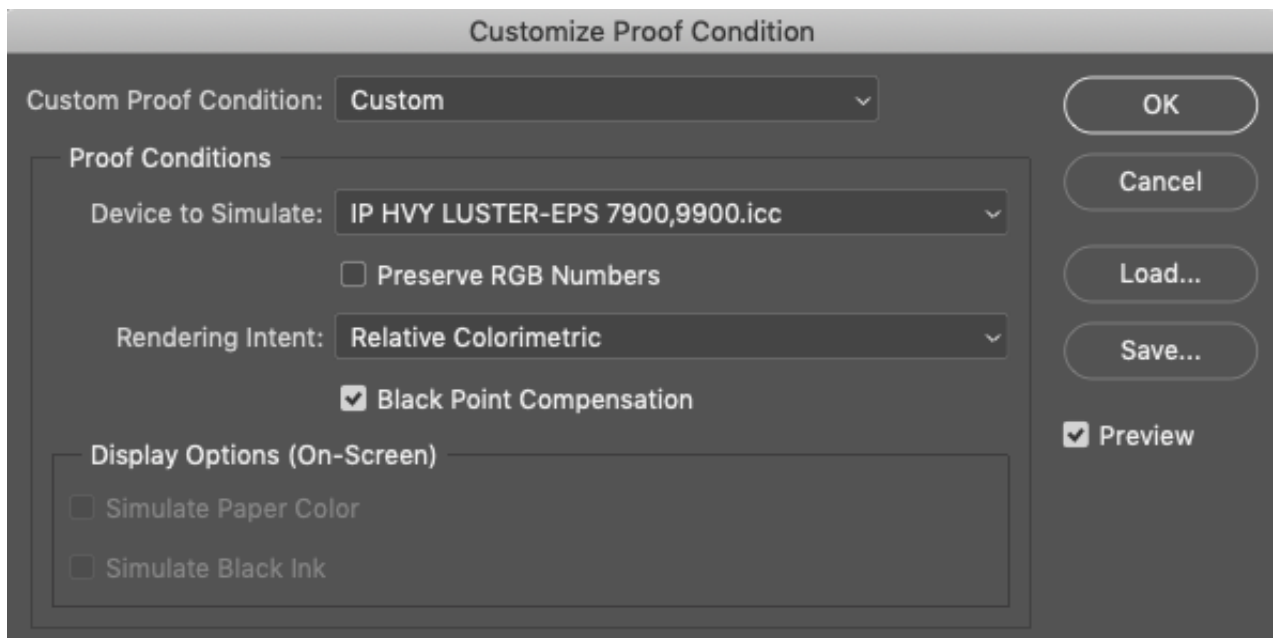
Click on the “Device to Simulate” to get to a massive pulldown menu.



4. Find your new profile.



5. Select your new profile, and your screen should look something like this:  
(Your “Device to Simulate” will be your own custom profile name, but the other settings should be the same)



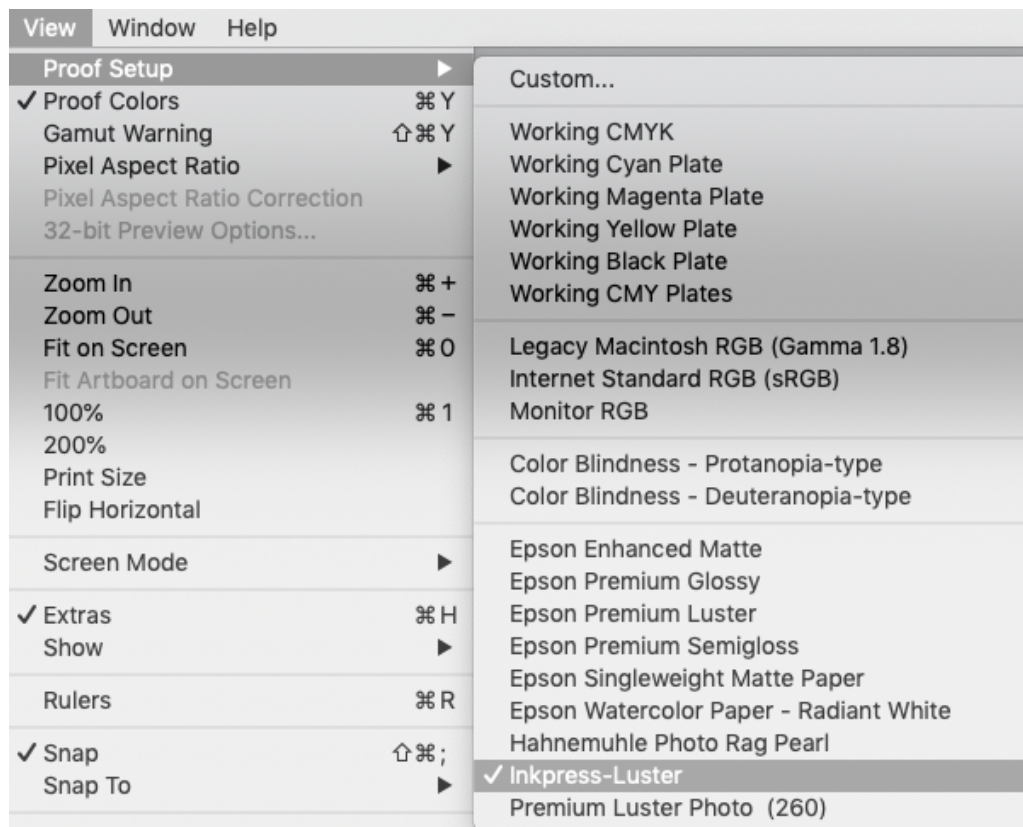
Once that is all set, click on “Save...” and it should automatically save your profile in the correct location.

Name your file after the paper type that you are profiling (we named ours “Inkpress-Luster.psf”).

You may want to save this file to your server or an external hard drive/thumb drive.

Click Save.

You will need to re-load this saved .psf file each time you wish to print with it.



You may print just like before, only now you will use your custom profile in place of any other pre-loaded profile. Oh joy. Word.



# Borderless Printing

Creating a borderless print is **only possible on roll paper**.

## Please note:

Allow for at least .125" bleed on all sides - printing borderless will enlarge your image slightly to bleed over the edges, you will lose information that is too close to the edges.

Use these additional/alternate settings, while following the Print Instructions listed on [Pages 6-11](#) for all other settings.

## Paper Size: [Create Custom Paper Size](#)

**Width/Height:** exact size of your image

**Non-Printable Area:** 0 in for all sides

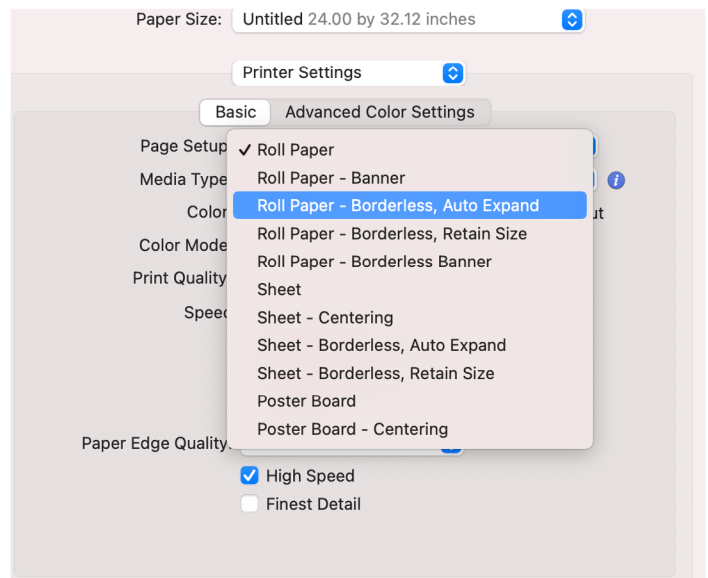
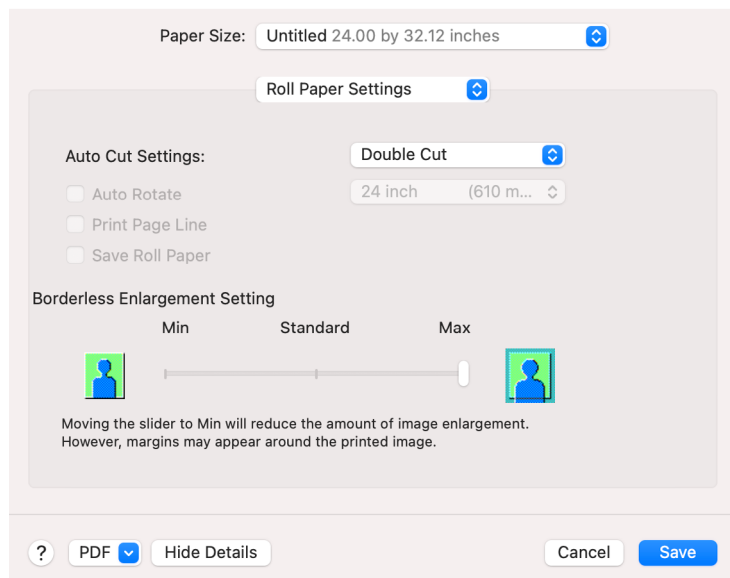
## Printer Settings:

**Page Setup:** Roll Paper - Borderless, Auto Expand

## Roll Paper Settings:

**Auto Cut Settings:** Double Cut

**Borderless Enlargement Setting:** Max



# Advanced B&W Printing

Advanced Black and White (ABW) mode on Epson printers is one of the best and easiest ways to print high quality, neutral toned, B&W prints.

1. [Follow pages 1-6](#) of this manual

## 2. File > Print

Printer: EPSON SC-P7500 Series

Color Handling: Printer Manages Colors

## 3. Print Settings...

Follow [steps 5-6](#)

See [page 12](#) for custom paper sizes

## 4. Color Matching

Select EPSON Color Controls

## 5. Printer Settings

### Basic tab

Media Type: Choose your paper type

Color: Advanced B&W Photo

Color Toning: Neutral

Print Quality: Your choice -

*We recommend 1200-2800dpi*

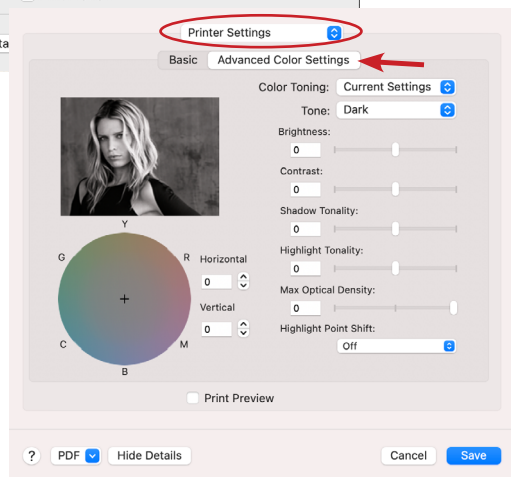
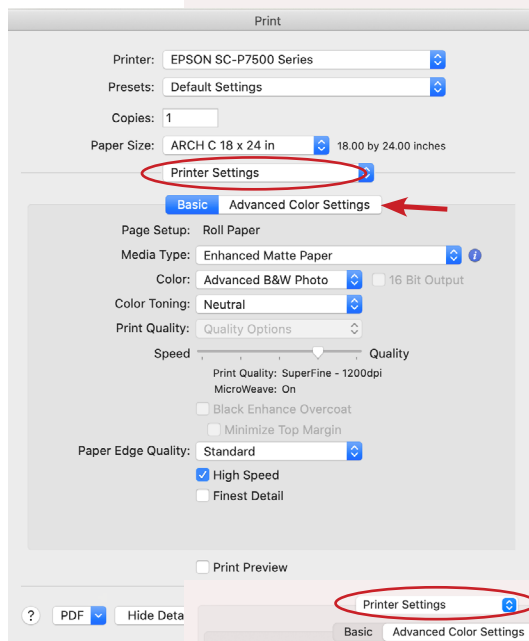
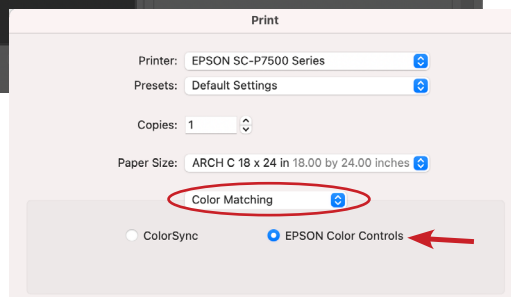
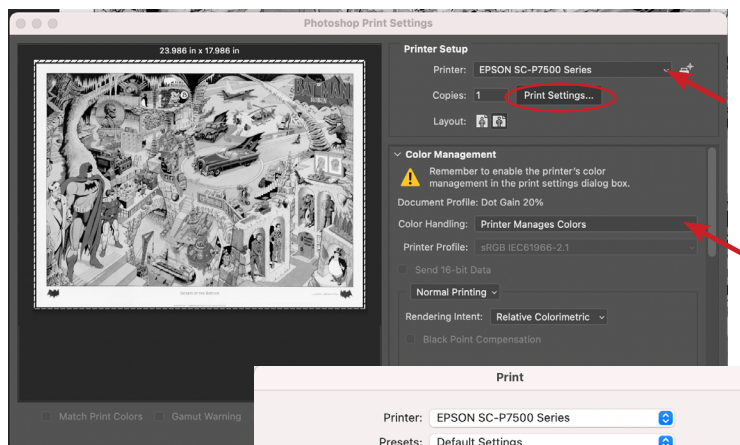
High Speed: Prints faster, may reduce quality

### Advanced Color Settings tab

Tone: Dark

## 6. Save

[Continue on page 11](#)

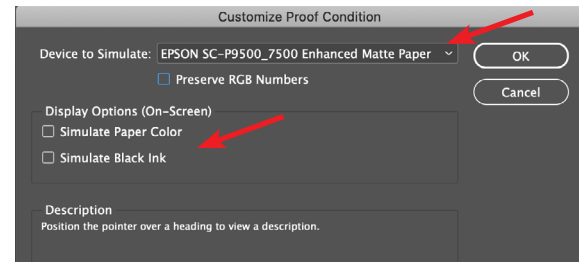
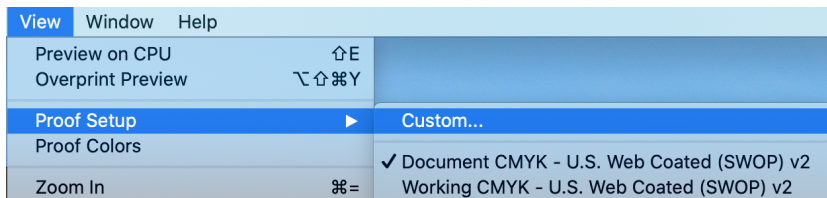


# Printing From InDesign

- Turn printer on, log in to computer
- Download your fully [Packaged INDD Folder](#) to **Temp Storage**, open from that location

## 1. View > Proof Setup > Custom...

- **Device to Simulate:** choose appropriate paper type
- **Uncheck all boxes**, hit **OK**



## 2. File > Print

**Printer:** EPSON SC-P7500 Series

**Color Management tab**

**Print:** Proof

**Color Handling:** Let InDesign...

**Printer Profile:** Your paper type

**Uncheck Simulate Paper Color**

**Setup tab**

Rotate orientation if necessary

**Page Position:** Centered

## 3. Page Setup... button (lower left)

[see page 9](#) for pre-set sizes

[see page 12](#) to create custom size

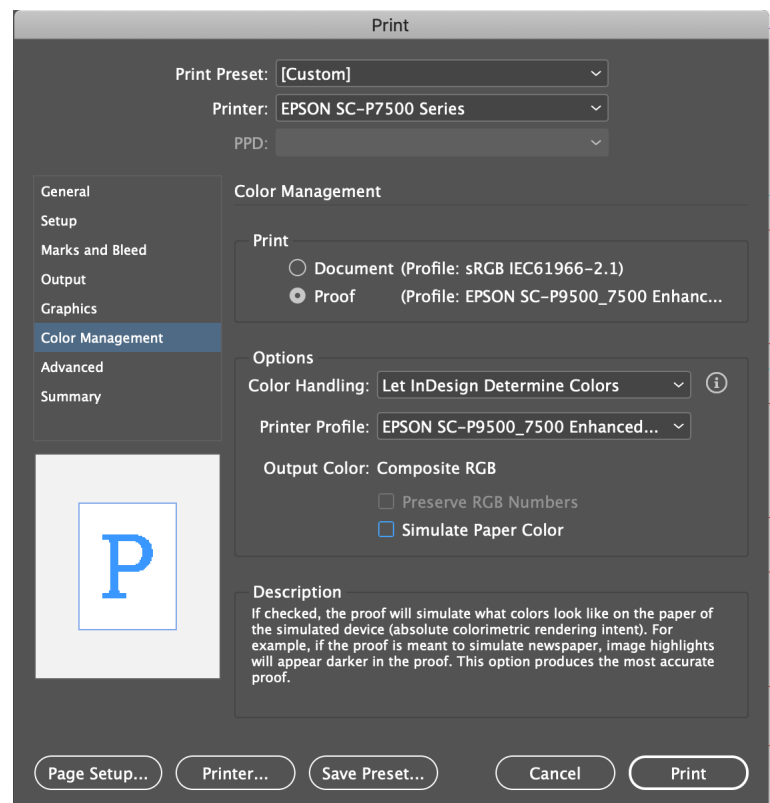
## 4. Printer... button

Expand window with "Show Details"

Layout dropdown to Printer Settings

[see page 10](#)

## 5. Hit Print (and again)



*Please note:*

*If you are printing a multi-page document, or double-sided photo book, we recommend using sheets vs. roll paper. We sell paper by the sheet in the SB (double-sided matte finish paper is available), or you are welcome to provide your own.*

*If printing double-sided, let the prints dry for at least an hour before printing other side.*

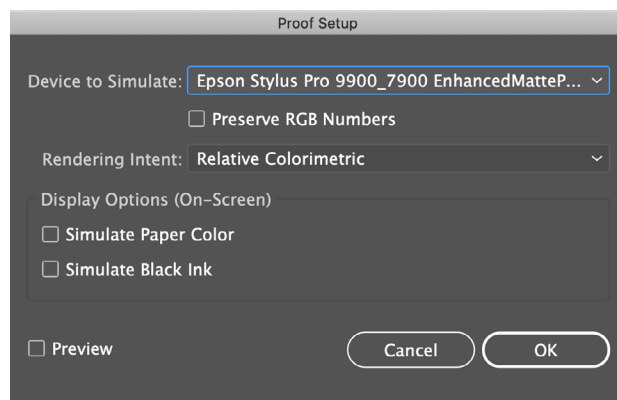
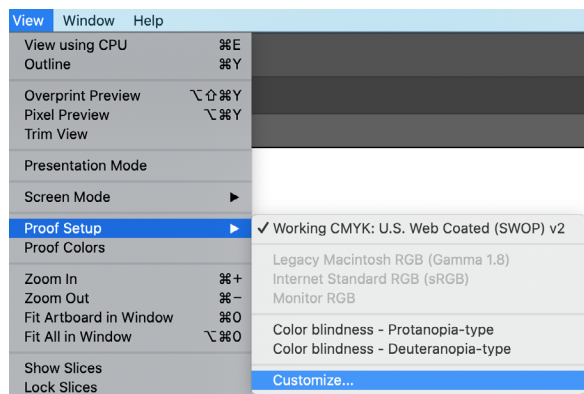


# Printing From Illustrator

- Turn printer on, log in to computer
- Download your **Packaged AI Folder** or EPS file to **Temp Storage** before opening

## 1. View > Proof Setup > Customize...

- **Device to Simulate:** choose paper type (MK)
- **Rendering Intent:** Relative Colormetric
- **Uncheck all boxes**, hit **OK**



## 2. File > Print

**Printer:** EPSON SC-P7500 Series

**Color Management tab**

**Color Handling:** Let Illustrator...

**Printer Profile:** Your paper type

**Rendering Intent:** Relative Colormetric

**General tab**

Choose Artboards to print or ignore

Rotate orientation if necessary

## 3. Page Setup... button (lower left)

[see page 9](#) for pre-set sizes

[see page 12](#) to create custom size

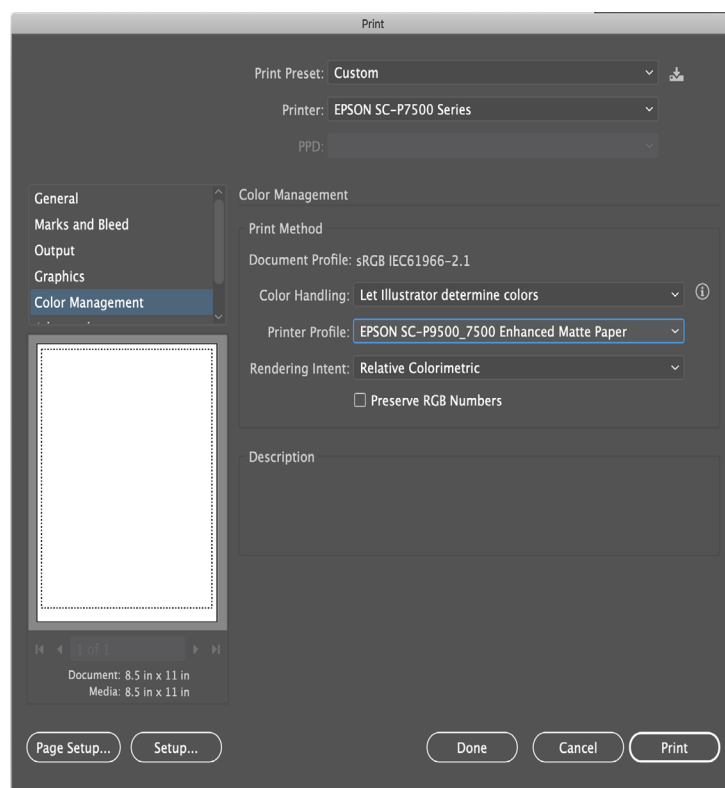
## 4. Setup... button

Expand window with "Show Details"

Layout dropdown to Printer Settings

[see page 10](#)

## 5. Hit Print (and again)



**Please note:**

*If you are printing a multi-page document, we recommend using sheets vs. roll paper.*

*We sell paper by the sheet in the SB, or you are welcome to provide your own.*

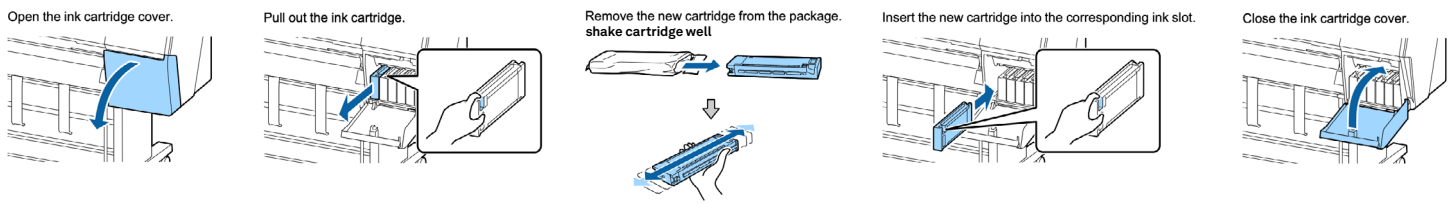
*If printing double-sided, let the prints dry for at least an hour before printing other side.*

# Troubleshooting

## **Ink Low Warning**

- An INK LOW message on the printer's LCD display is not cause for concern
- When the ink cartridge is empty, printing will stop and the display will say INK OUT, the ink cartridge can be replaced and printing will resume seamlessly
- You may have to use a full ink cartridge in order to run a head cleaning, please replace the older/low ink cartridge after cleaning

## **Replacing Ink**



You are welcome to replace ink cartridges when necessary! We will leave replacement inks near the printer if we notice that it is getting low.

Ask SB staff to assist you if you do not feel up to the challenge.

## **Printing on Transparencies**

Use **Enhanced Matte paper profile**/media type for best results.

Load transparency sheets with notch in upper right or lower left corner so print surface faces out at you.

You may need to use a carrier sheet behind the transparency sheet for the printer to read the edge, but for best results, try loading without a carrier sheet first.

Smaller sheets can be harder to load than larger sheets, if you have multiple images it may be best to print them all on a larger sheet.

## **File Not Printing**

If you went through all of the printing instructions accurately, hit print, and nothing is happening it could be a few different things.

## **Do you have enough money in your Papercut Account?**

[papercut.mcad.edu](http://papercut.mcad.edu)

## **Roll Paper too low to print?**

At 4 feet or less, the printer will wait for a new roll before resuming with printing, please notify SB staff if the paper appears to be too low to complete your print job - the paper length remaining will appear on the LCD screen on the printer

### **Is your paper loaded correctly?**

There will be an error message on the LCD screen, you may need to reload your sheet of paper if it is skewed.

Double check your paper size, when setting up a custom paper size, you need to be sure that the paper size is set to exactly the size of your sheet.

### **File too big?**

If you have an extra large image to print (even if the file size is not extraordinary) it will take extra long to process and print, so please allow for that.

If your file size is particularly large (1gb or higher), please make sure to flatten your file, delete any channels/adjustment layers.

File should be in 8 bit mode rather than 16 bit.

DPI should be 300 or around there (no less than 150, no more than 400).

### **Is your file on the Temp Storage on the computer?**

If you are printing from a connected server or external hard drive, you can experience file corruption and server interruptions that can cause files to not print, or result in your print looking strange.

### **Nozzle check or head cleaning cycle not complete?**

Wait for it to complete, and return to the “ready” status menu

### **Printer not on?**

LOL it happens more than you would think

When in doubt, shoot the SB an email ([sbureau@mcad.edu](mailto:sbureau@mcad.edu)), pop over to the Service Bureau for extra assistance, or [make an appointment](#) for a printing demo.

## **Computer Issues**

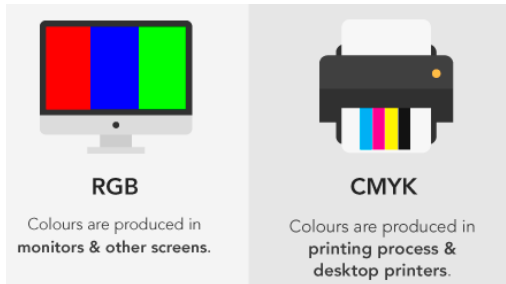
If you are experiencing issues with the computer, please contact [computer support](#), or stop by [the Help Desk](#) during business hours.

## **Application Knowledge**

If you need assistance with Adobe programs (beyond print setup) such as; file setup and creation, image resizing, color adjustments, or assignment specific issues and troubleshooting. Please refer to your professor/instructor, or make an appointment with [the Learning Center](#).

# Color Gamut Warnings

These printers can reproduce a very wide range of colors, but you will find that there are certain tones that are not possible to translate from screen to print.



You always want your artwork files to be in RGB to give you the widest range of colors available on the screen.

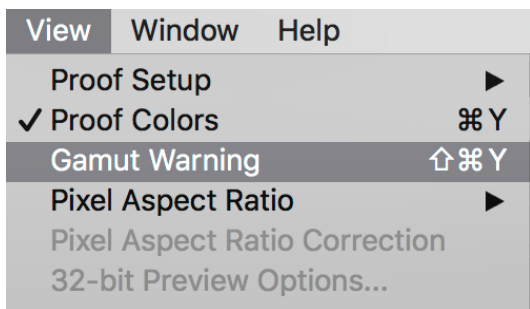
But remember that the printer uses CMYK inks to reproduce the colors seen on your screen.

We do a “soft proof” with our preferred paper type, to see how our colors will translate. (View > Proof Setup step in print instructions)

Most of the time, you won’t notice much of a difference, if any!

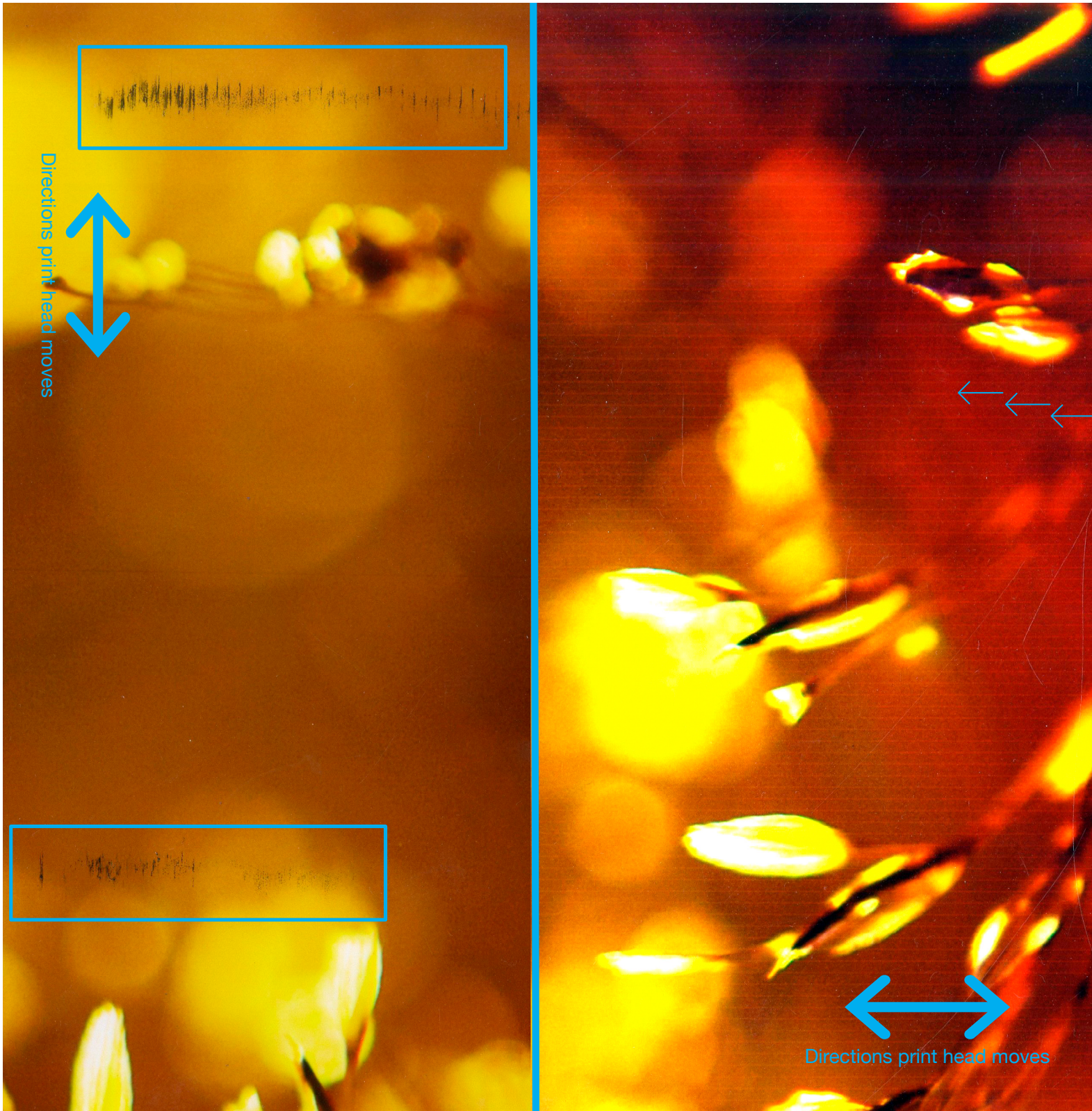
If you do notice a difference, it means that the printer cannot reproduce *that* color on *that* paper type (PK finish papers will give a slightly wider color range), and you will need to make some adjustments to your file to get the color closer to what you prefer. *We have noticed the most trouble with deep purply-blue colors.*

Try View > Gamut Warning to see what colors might be outside of the color gamut (or available color range).





## Head Strikes or Banding



### Head Strike (see “ink smudges”)

Print head causes streaks, commonly due to excessive curling or thickness of paper.

Recommended to flatten paper, adjust platen gap and wait for excess ink on print heads to dry.

### (see “nozzle check”) Banding

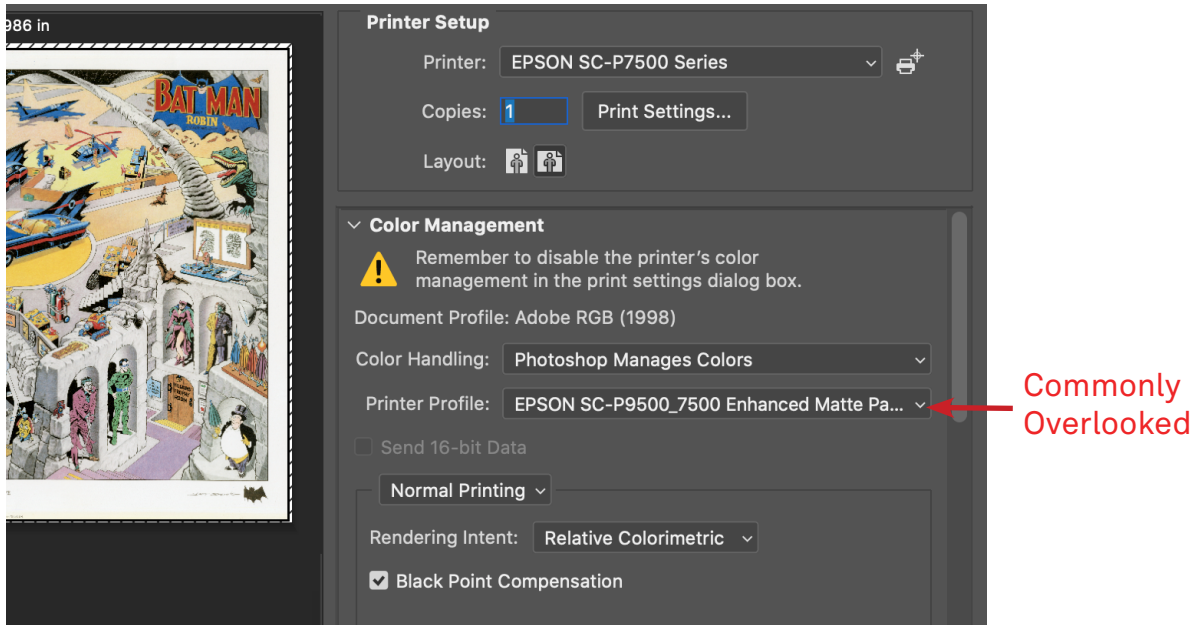
Clogged print nozzles cause one or more color to not print, causing stripes and missing colors.

Run a nozzle check before printing to avoid. Remedy by running head cleaning, may need to run cleaning more than once.

## Print Appears Too Dark

If your prints are coming out really REALLY dark (much darker than the screen), you might be forgetting one, little, easy-to-forget step.

**Color Management** needs to be set before continuing to Print Settings:



Color Handling: **Photoshop Manages Colors.**

Printer Profile: **Epson SC-P9500-7500 YOUR PAPER TYPE HERE**

Often the Printer Profile is left at “Working RGB – Adobe RGB 1998,” which is wrong.

## Print Appears Too Light

If you are printing on an **uncoated sheet of paper** (e.g.. watercolor paper, drawing paper, plain copy paper, etc), where the surface of the paper is not made to accept ink, the **ink will be absorbed** into the surface of the paper.

Your print will appear lighter than your image on screen, with a slight stippled texture. There is not much you can do to solve this, beyond printing on a coated photo paper.

If you are using a coated photo paper, you may have **accidentally printed on the back** of your sheet, on the uncoated/non-printable side.

The printable surface should face out toward you when loading your paper.