

TROUBLESHOOTING EPSON LARGE-FORMAT PRINTERS

If you experience an error on the Epson printers, here are some ways out:

Paper Jam or Paper Askew

Basically, you have to get the paper out of the printer and reset it.

open the **PAPER LOAD** lever the grey lever at the right rear of the printer.

This is usually used to feed Roll Paper into the printer.

When it is opened it releases the pressure plate inside the printer and allows any paper to be removed.

remove the paper

Sometimes it is as simple as hitting the paper feed button, after which the paper will just feed through the printer.

Otherwise the paper has to be forcibly removed from the printer. This is best done from the back end, where the paper fed into the printer. If you can grab it, pull the paper back out.

If you cannot grab the back end of the paper, open the lid and grab the front edge of the paper and remove it that way.

Be very careful not to damage any parts inside of the printer.

Be very careful not to damage the paper either.

Do not use any hard-edged tools to pry or remove paper.

hit the **RESET** button on the front control panel

This is the first button on the left, and must be pushed for 3 seconds, or until the screen clears. The screen will eventually come back to say **READY**.

run the **CLEARJOBS** software

Double-click the icon that looks like a red monster face on the right side the Dock. That will clear all jobs from the printer queue.

re-run your print job

note: if you have paid for the print in PaperCut and not received a print, then this is considered printer error and it is not your fault. Contact your instructor for a refund. Tell them the name of the file being printed and the date.

note: There are two options if printing on heavy paper:

Give any heavy paper a little bit of help when feeding. Gently push the paper from the back end until it is properly fed into the printer. Some of the printers are getting older and the rollers are losing their ability to grip the paper. Now they need a little help when printing, especially on heavy paper.

Better yet, use the Manual Feed Slot. See the handout > "Printing on Heavy Paper".

Communications Error

This is a problem with the computer talking to the printer. It is usually caused by either usually by using the wrong settings and thereby confusing the printer, changing the cables while the computer is in use, or by the PaperCut protocol getting interrupted in midstream.

The solution to this is to shut down and restart everything!

shutdown the printer

shutdown and restart the computer

reopen Photoshop and re-load your print job

Do not depend on the computer to remember your last settings. Double-check every last detail.