

EPSON 11880 How-To Guide

Updated: September 2020

Read before Using the Printer

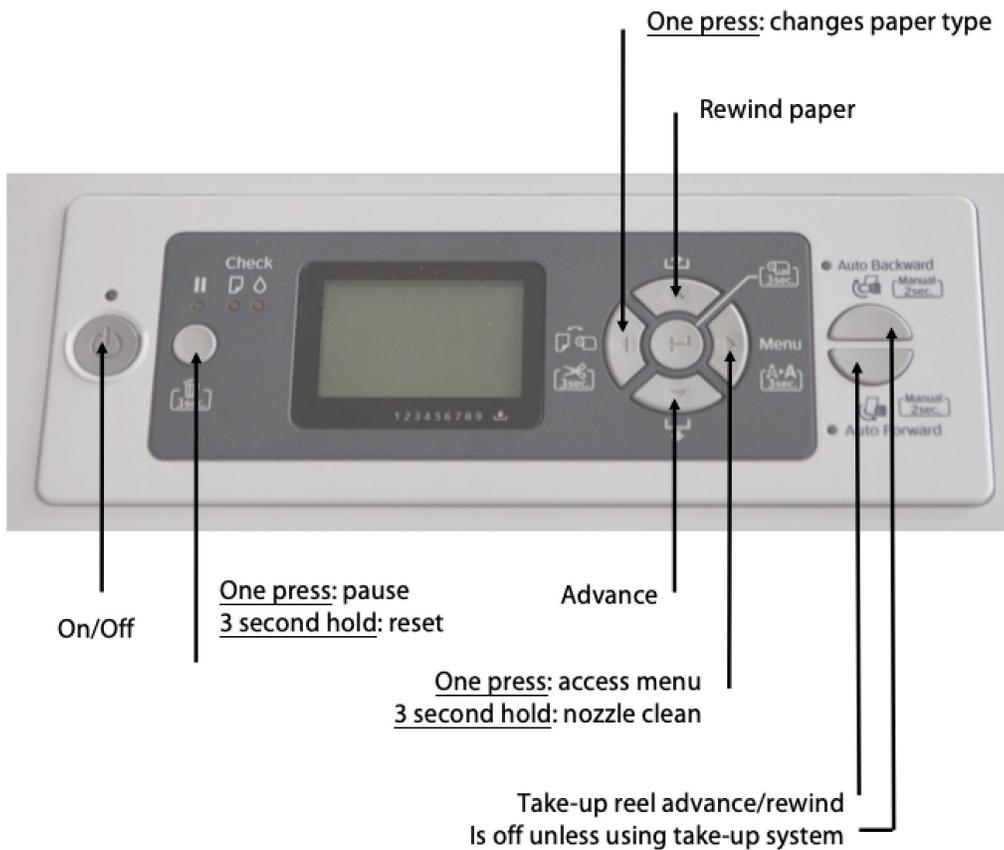
Please note that the Post-Image lab is organized with limited on-site technical and administrative support. After the workshop accreditation you are expected to operate the printer independently. Use this How-to Guide to help you do that.

You are expected to troubleshoot any problems or errors that occur during your use of the printer. The printer manual is available at the workstation. If you experience problems while printing you must record them as well as your troubleshooting process in the troubleshooting logbook that can be found on the computer Desktop in the file called Error Log.webloc. If you are unable to solve the problem yourself please contact us at postimage@concordia.ca and we will look into it as soon as we are able.

Please be respectful and considerate of the equipment and only use it for its intended purpose. We are open for experimentation, but if you are interested in printing on unusual surfaces please consult the lab coordinators first.

After your printing session please return the workstation to its found state. Unload the paper and return it to the paper storage. Please be respectful of the users who will use the workstation after you.

Epson Control Panel



Common Printing Errors or Printer Control Panel Messages

Printing stops and the paper roll starts unrolling

When this happens do the following:

1. Power off the printer (the paper will keep unrolling for another 30s)
2. Cancel Print on computer (see step 11 in the guide below)
3. When unrolling stops lift the paper release lever and manually roll the paper back onto its core
4. Power the printer on and re-load the paper
5. Send the print again

Print job disappears after sent. No printing activity

This will happen when a print is outside the minimum/maximum printing sizes. Minimum height of your image is 5". If you send a test print that is less the print job disappears.

"DO YOU WANT TO USE THE FOLLOWING PAPER?" – message on printer display panel

This question will appear whenever a new roll of paper is loaded. Always select *NO* and then navigate out of the menu back to the default screen. You will be selecting paper type through the print driver later.

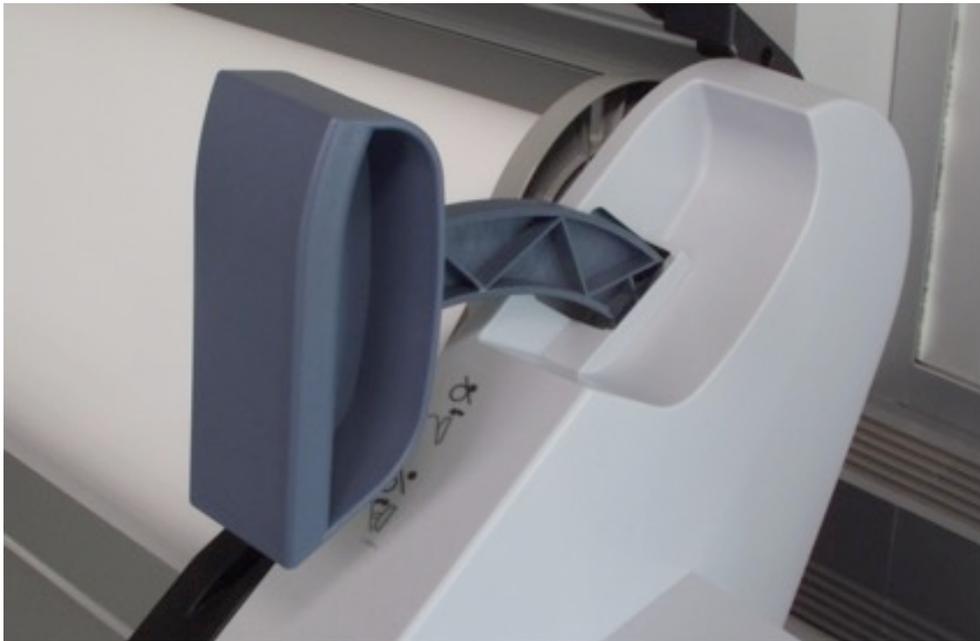
"NOZZLE CLOG DETECTED" – message on printer display panel

The 11880 will periodically check for nozzle clogs in the printhead. If it believes a clog is forming then it will prompt you for a cleaning. Select *Yes* or *No*. This message can be ignored, but it is a good idea to at least print a nozzle check pattern at the next opportunity.

This list will be updated periodically.
For a more comprehensive list of error messages and troubleshooting advice, see **page 149** of the 11880 manual.

Printing Step-by-Step

1. Power on the printer
2. On the Printer Control Panel check the current ink & paper levels and log them in the usage book. Printer usage count: Menu → Printer Status → Usage Count. (Manual page 127)
3. For roll paper: Remove the metal core from the printer and load your paper onto it. The paper should roll over the top and towards you (like toilet paper), not under the bottom. The fixed grey side of the core should be on the right, and the black (movable) one on the left. (Manual page 49)
4. Pull up the paper release lever and insert the paper into the printer. Align the paper edge with the guide (horizontal for roll paper, vertical for sheets) at the bottom of the printer. When it is properly aligned, return the release lever back in place. (Manual page 55)



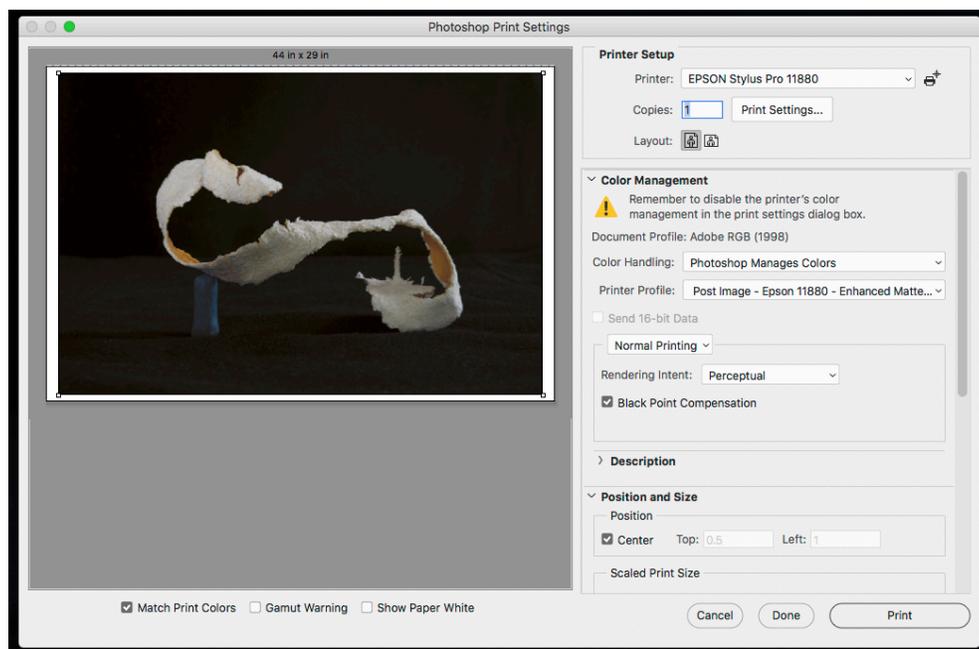
The printer may ask you to identify which type of paper you are loading into the machine. Select "NO" when asked, and use the left menu arrow to exit the paper selection menu. The paper type will be identified in the software.

5. On the computer, open Epson Print Utility 4 (in the Dock). Select Nozzle check and print the check pattern. If necessary Clean the nozzles (Manual page 128)



Upon completion of the nozzle check make sure to click Finish in the Epson Print Utility 4 pop-up window.

6. When you have your document prepared in Photoshop, in the menu bar select File → Print.

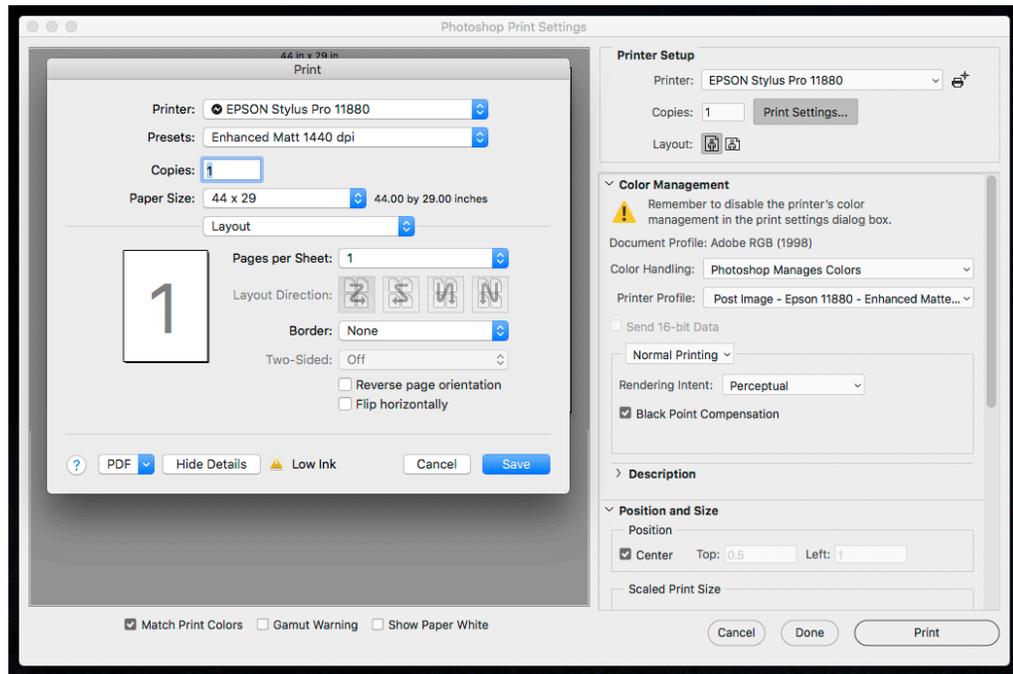


Make sure that "Epson Stylus Pro 11880" is selected as the printer. Don't worry about page size, position, or scaling yet. This will be setup soon. First, set the color handling:

Color print: Select *Photoshop Manages Colors*, and then choose the correct printer profile for the type of paper you're using. Each profile will be labeled with the printer name. For example, if you were printing on the Enhanced Matt paper you would use the *Post Image - Epson 11880 - Enhanced Matt.icc*.

Black and White print: Select *Printer Manages Colors*. Option to select Printer Profile is not available and it's not necessary.

7. Click on "Print Settings..." which will bring up the Print settings window.

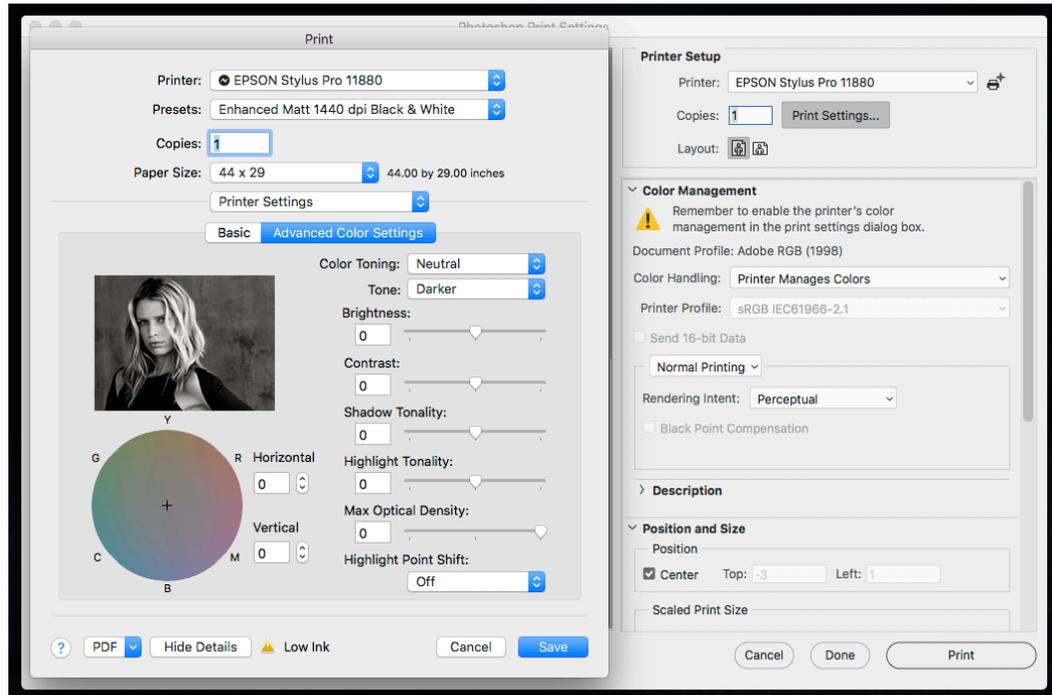


Select one of the presets options available for the chosen paper. A preset is made for each of the stock Post-Image lab papers, in the DPI they support, and a black & white preset for each paper type (if supported).

Presets can be amended if necessary (changing roll paper for sheet, turning the auto cut off etc.). If you are using your own paper, it is best to check with the manufacturer for the best print settings, and select the appropriate paper type. (Manual page 86)

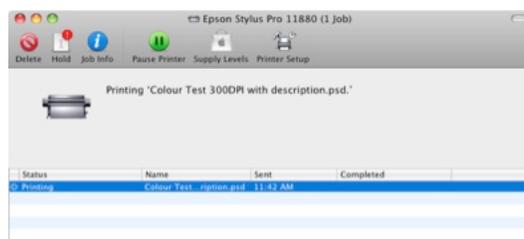
8. For paper size, click on the options under "Paper Size". Presets have been made for all of our roll paper widths, in heights from 7" to 80". To make your own custom size, select "Manage Custom Sizes" at the end of the list of paper sizes. Please remember to name your custom size! (Manual page 81)

9. When printing in black & white, first select one of the black & white Presets. Then select Printer Settings → Advanced Color Settings and there you can adjust the look of your images. However, we suggest not to do this here but to finalize the look of your black & white images in Photoshop. (Manual page 93)



10. After setting up your Print settings, click “Save” and return to the first print window. If necessary, set up your print position on the page (it is centered by default).

11. To cancel prints, switch to the Print Queue window that opens every time a print is released. Pause the printer, then select your print and click “Delete”. (Manual page 97)



12. After printing, go to Printer Control Panel: Menu → Printer Status → Usage Count and fill out the rest of the log sheet. Remove the paper, turn off the printer and return the workstation to how you found it.

If you experienced problems while printing remember to record them in the troubleshooting logbook that can be found on the computer Desktop in the file called Error Log.webloc.

If you are unable to solve the problem yourself, please email postimage@concordia.ca. If possible leave a sample of the print with the problem.