



# Epson ET 2720 Printers



Updated 3/20/2021

# Certification

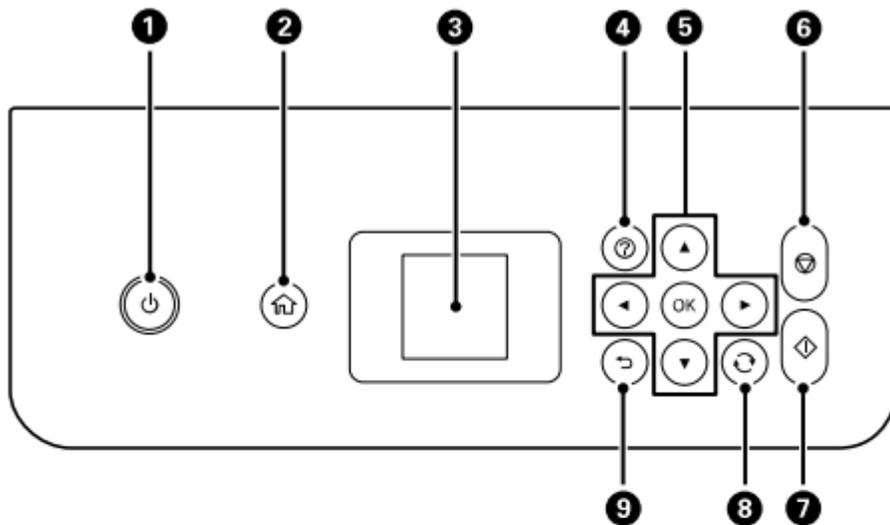
To become certified on this piece of equipment you will need to attend a training class that lasts approximately 30 minutes. By the end of the class you will be able to:

- Print to the two printers which use two different types of ink they are equipped with, which are Sublimation and Pigment inks
- Understand the difference between the two types of ink and which printers to use them on—each printer is labeled
- Know what to do if the printers aren't performing correctly
- Understand resolution so your printouts are the best quality for the intended purpose

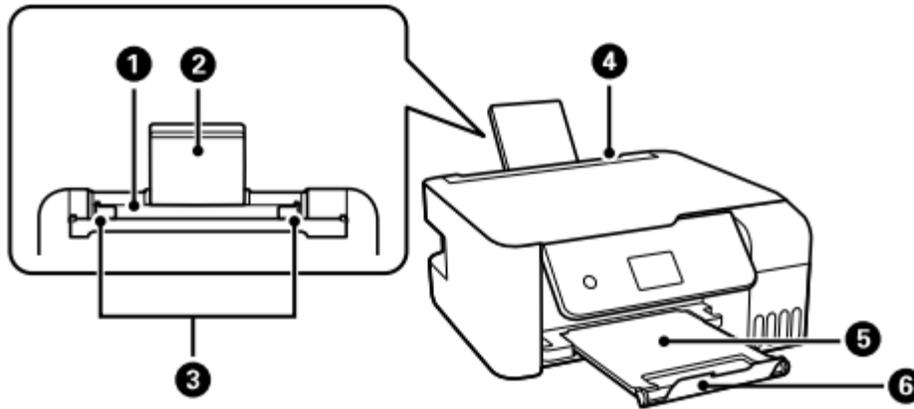
# TABLE OF CONTENTS

Control Panel and Product Parts	4
Refilling the Paper Tray	5
Weekly Maintenance Routine	7
Distinguishing Between the Two Types of Ink / Refilling Ink	8
Print Head Nozzle Check and Print Head Cleaning	9
Printing Preferences for Best Quality Printouts	10
Troubleshooting	14

# Control Panel and Product Parts



- 1    ⏻ power button and light
- 2    🏠 home button
- 3    LCD screen
- 4    ❓ help button
- 5    Arrow buttons and **OK** button
- 6    🛑 stop button
- 7    ⬠ start button
- 8    ↻ reset button
- 9    ⬅ back button



- 1 Rear paper feed
- 2 Paper support
- 3 Edge guides
- 4 Feeder guard
- 5 Output tray
- 6 Paper stopper

Your Studio has been provided with two Epson 2720 printers that are accompanied by bottles of ink from Cobra Ink Systems. Both printers are used to transfer images onto fabric, aluminum, mousepads, coasters, glass photo frames, and anything specially coated with commercial sublimation transfer spray. The sublimation ink is for fabrics with a high percentage of polyester (at least 80% polyester). When this ink is heated it turns into a gas and bonds with the polyester fabric. Pigment ink can be used on any type of fabric with the only qualifier being it needs to be light colored fabric, which is also the case for the sublimation ink. Dark pigment transfer paper can be purchased but is not supplied for the Library Innovation Studios.

## Refilling the Paper Tray

You may remember from training that the transfer paper for use in our Studios is sensitive to humidity, so it needs to be kept in sealed ziplock bags when not in use. When you are ready to use this paper for a project, take out only the number of sheets you'll need and load the paper into the top of the printer, **design-side facing you**. The side with the branded logo should be facing the wall when fed into the printer. Slide the blue tabs into place to fit the paper size.

These inks are highly pigmented, which makes them thicker than the usual type of ink that you would find in dye-based inkjet printers. For this reason, the printers require a weekly maintenance routine. Read on to learn more about this.

# Weekly Maintenance Routine

To ensure that these special inks keep flowing through both the Pigment and Sublimation printers, the following routine is highly recommended:

1. Check ink levels weekly—more often if the printers have been heavily used. Always be sure to **check ink levels before doing the head cleaning**. You are able to see ink levels using the window on the bottom right hand corner of the printer. This shows the actual ink reservoir.
2. Perform a Nozzle Check to see if there are gaps in the printout grid. Be sure to put plain paper rather than the more expensive transfer paper in the paper drawer for the Nozzle Check.
3. Perform a Head Cleaning weekly regardless of whether or not the Nozzle Check came out perfect.
4. Perform another Nozzle Check to make sure the ink is flowing as it should.

# Distinguishing Between the Two Types of Ink and Refilling the Ink Reservoirs

In your printer maintenance toolbox, you will find the two types of ink for use in the printers. The sublimation ink is denoted as **CS** and the pigment ink is marked **CP**.

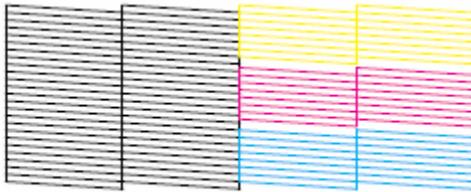
You will want to refill your ink reservoirs when they fall below half an inch full. Choose the right color ink that corresponds to the one that needs refilled and pop open the white door on the top of the printer above the ink refill window. Inside you will find four blue tabs. Pop open the one that needs to be refilled, unscrew the lid on the ink, and slot the bottle in upside down. It will automatically fill in the ink reservoir without you needing to squeeze the bottle in any way.

**Note to Staff in charge of maintenance:** If you know that the printers have gotten a lot of use, take a moment to check on the ink levels daily. In these new Ecotank printers, you will find that the reservoir supply lasts a lot longer than with printers with cartridges, but you will still want to check to make sure if the printers are getting very frequent usage.

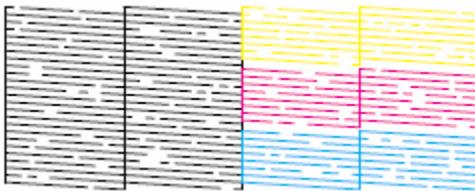
Please contact Joann at the Library Commission if you need more ink. I can get it in 2-4 business days ordering directly from Cobra Ink. I also have a small supply at any given time at the office. My email is [joann.mcmanus@nebraska.gov](mailto:joann.mcmanus@nebraska.gov) and my direct number is (402) 471-4870. Feel free to call/leave a message.

# Print Head Nozzle Check and Print Head Cleaning

Print head is clean:



Print head needs cleaning:



Do one of the following:

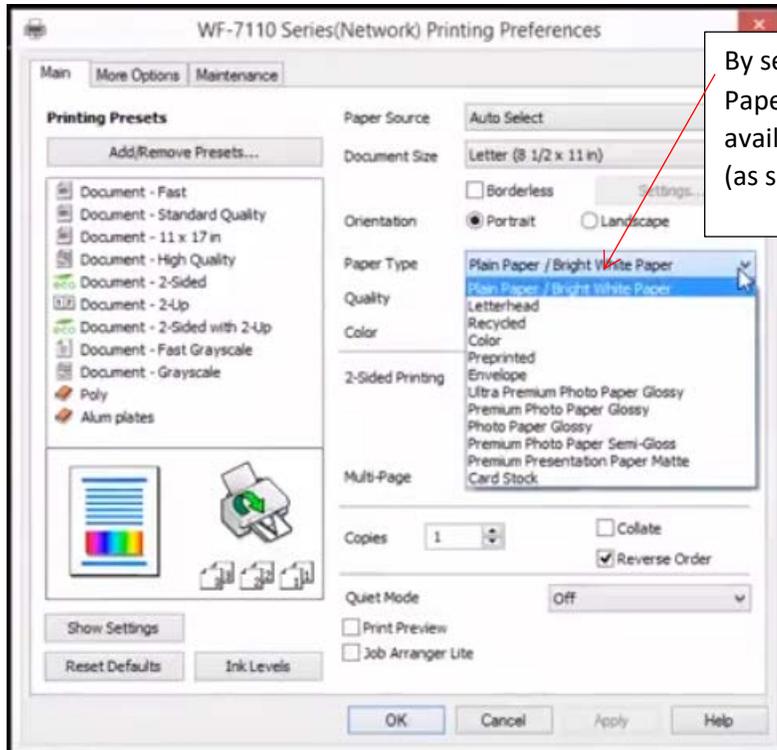
If there are no gaps, select **Done**.

If there are gaps or the pattern is faint, select **Clean the Print Head** and continue.

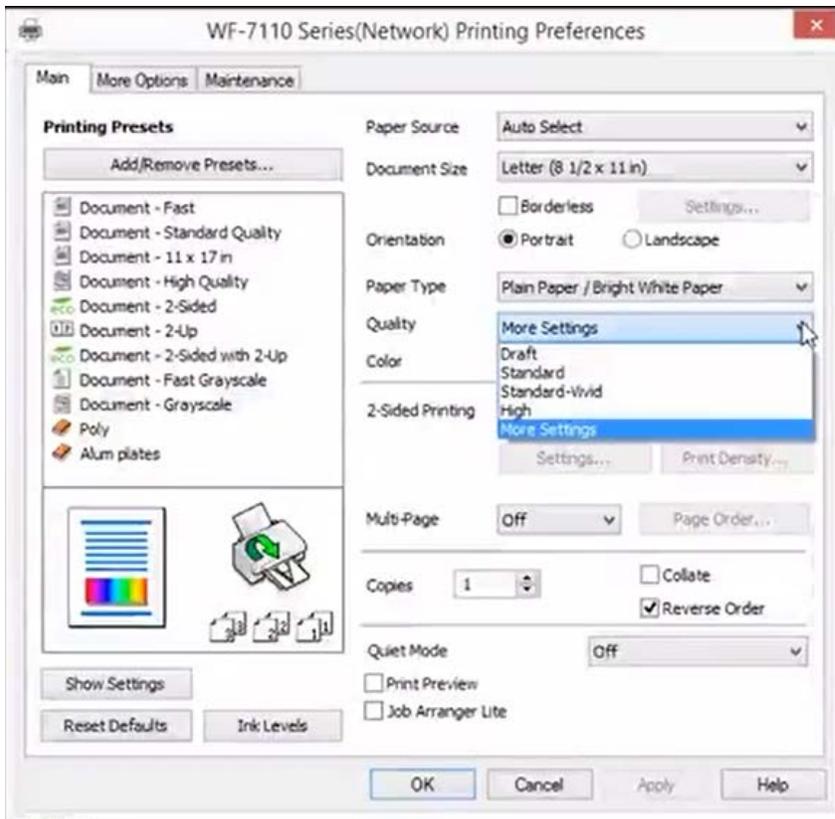
Follow the instructions on the screen to clean the print head, check the nozzles, and repeat the process as necessary.

**If you don't see improvement in the Nozzle Check after cleaning the print head up to 4 times, wait at least 6 hours. Then try cleaning the print head again. If quality still does not improve, other methods may need to be used to get it unclogged. You may report this on Slack or call/email Joann for assistance.**

# Printing Preferences for Best Quality Printouts

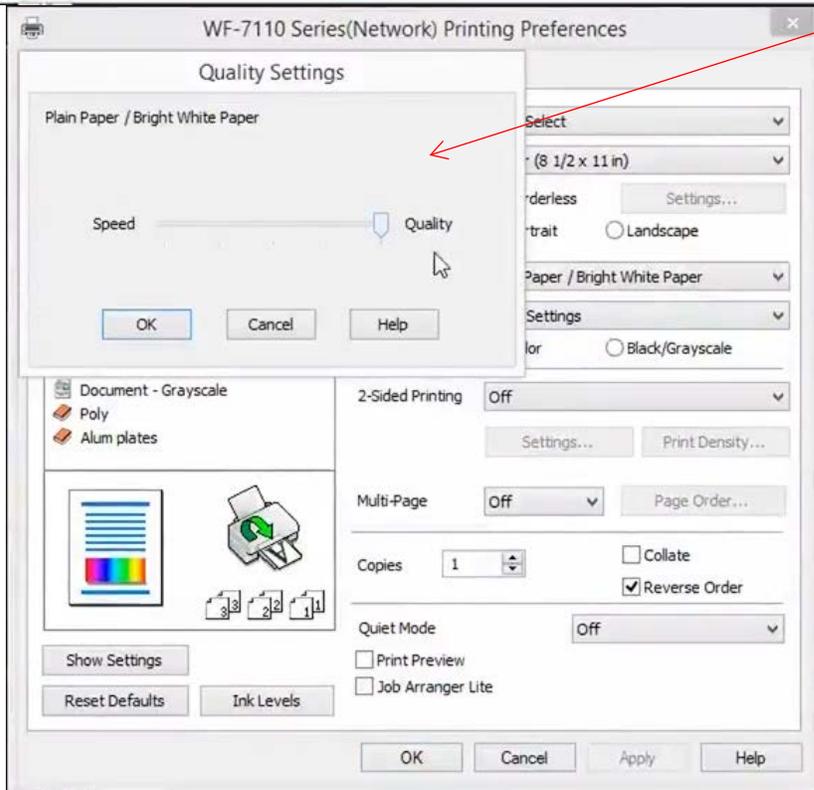


By setting the Paper type to Plain Paper there are more options available under the Quality selection (as shown in the illustration below)

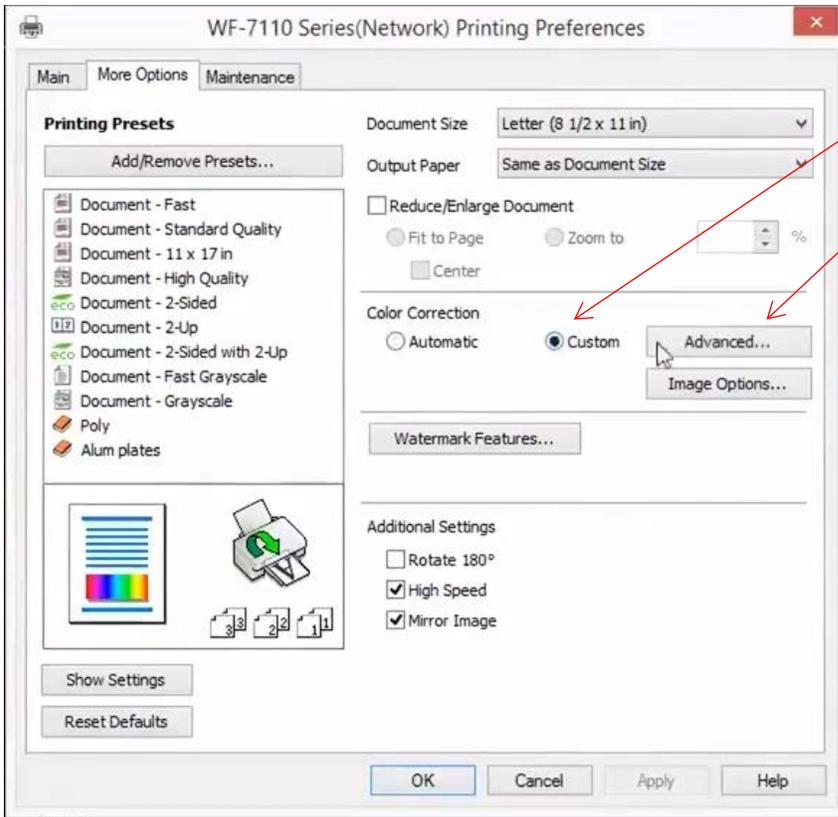


With Plain Paper selected, go to the Quality tab, directly underneath the Paper Type drop down box and select "More Settings".

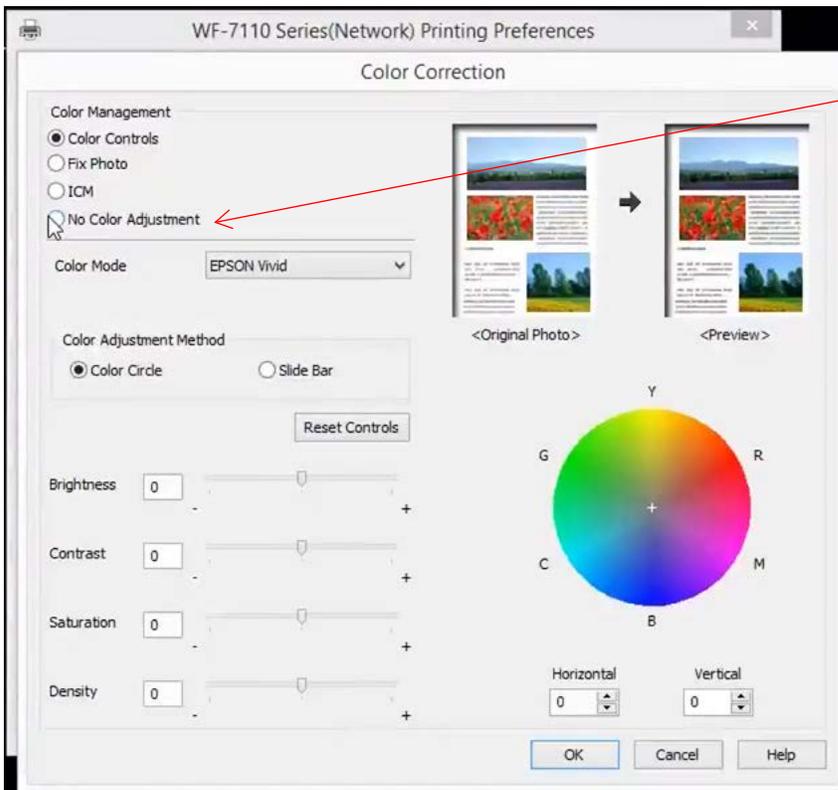
By selecting "More Settings" it is possible to set the "Quality" higher than if you just selected high.



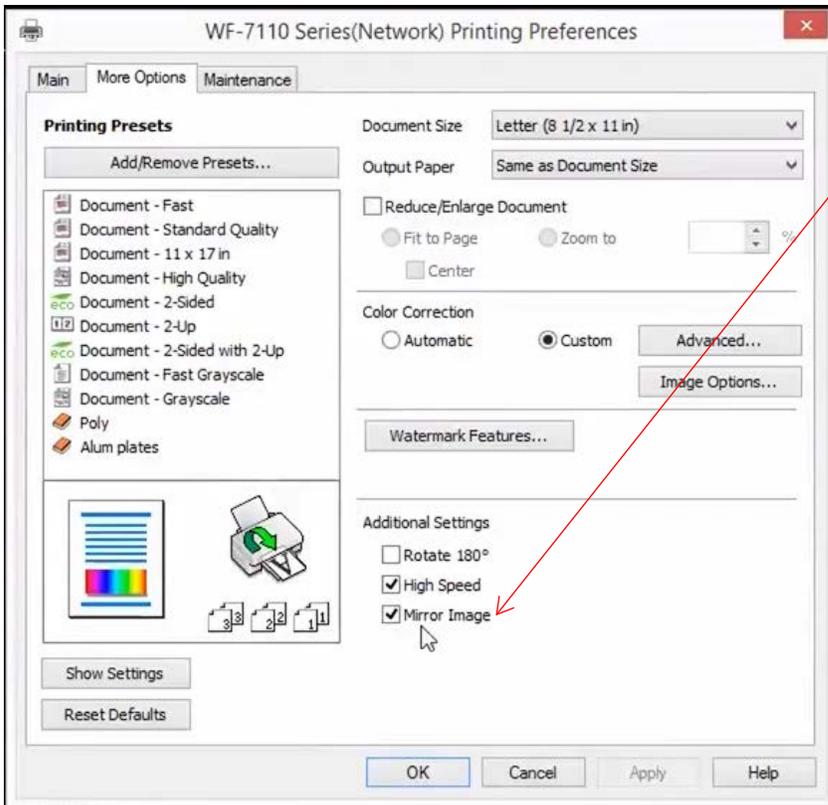
Move the bar to the highest quality setting available.



Under “Color Correction” select the “Custom” radio button and click on the “Advanced” button.



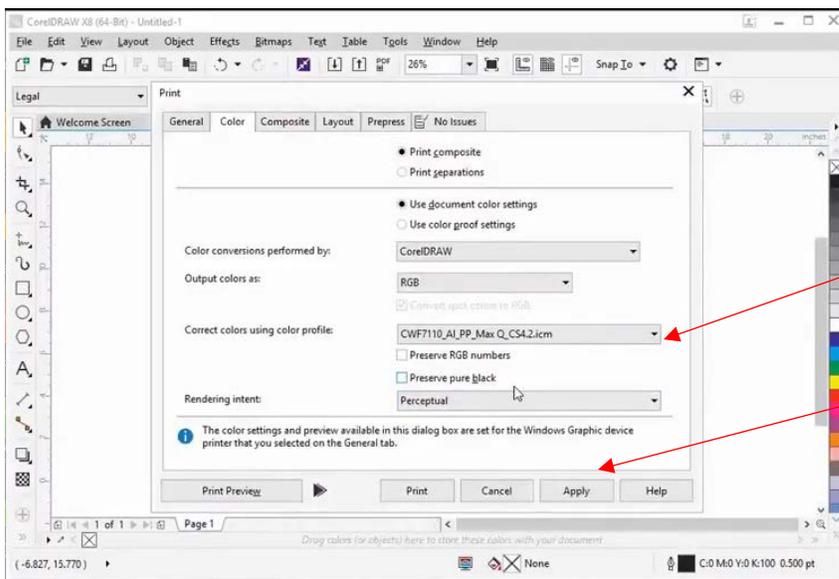
Under “Advanced” select the “No Color Adjustment” radio button. Then select “OK”. This forces the printer to use the Color Management you select rather than the default.



Here you can select to always print the “Mirror Image” and it is done automatically. *This has NOT been set to automatically Mirror because in previous instructions you are instructed to do this in CorelDraw, which would cancel out this setting and not reverse the image.*

**Note:** you will not want to mirror the image when working with glass photo frames as the image rises through the glass instead of being reversed.

Select “OK”.



Uncheck “Preserve pure black”

Then click on “Apply”

# Troubleshooting

## **Striping or Banding on your printouts**

In printer preferences, always choose High Quality rather than Standard Quality for your printouts.

North Platte had a lot of problems with stripes across their printouts and had success by choosing Presentation Paper Matte, then selecting High Quality.

They also tried Standard Vivid as a quality setting, which showed some improvement.

If you are still seeing issues in the quality of your printouts, the print heads may have become clogged. Try doing a Nozzle Check and Head Cleaning.

Do only 4 Head Cleanings every 6 hours because there is a reservoir of waste ink that could overflow and cause further problems if you do more than this.

Please contact Joann at [joann.mcmanus@nebraska.gov](mailto:joann.mcmanus@nebraska.gov) or call at (402) 471-4870 if you continue to have issues.