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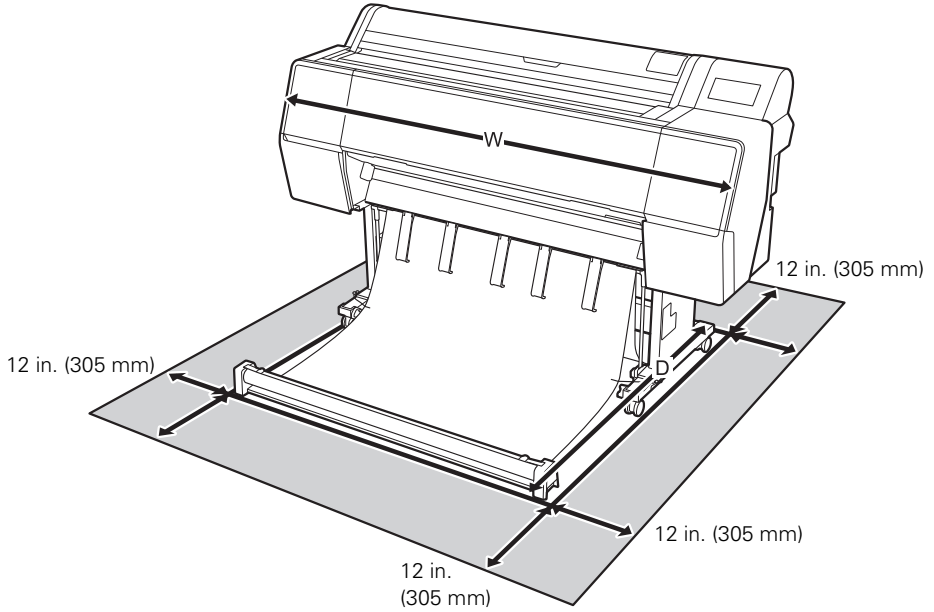
Unpacking and assembling the printer

Note: Unless otherwise indicated, the illustrations in this guide show the SureColor® P9500 Series, but the instructions apply to all models.

Follow these steps to assemble your printer and its stand.

Before you begin, make sure you have enough space to set up and use the printer—at least 12 inches (305 mm) on all sides in addition to the dimensions of the printer and stand:

- 55.2 × 87 inches (1401 × 2211 mm) for the SureColor P7500 Series
- 75.2 × 87 inches (1909 × 2211 mm) for the SureColor P9500 Series



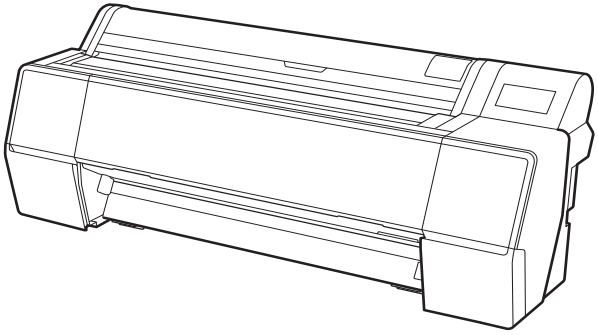
When choosing a place for the printer, choose a flat, stable location with adequate room for easy access and ventilation, near an outlet that meets the power requirements of the printer. Avoid locations subject to direct sunlight, excessive heat, moisture, or dust. Also avoid locations near potential sources of electromagnetic interference, such as loudspeakers, cordless phones, TVs, or air conditioners.

The operating conditions of the printer should be between 50 and 95° F (10 to 35° C), with 20 to 80% humidity (non-condensing). Also, avoid environmental conditions that may affect the paper.

WARNING: Four people are required to unpack and install the printer.

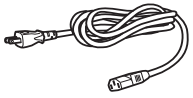
The following items are included with your printer:

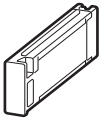
Printer



×2 (SureColor P7500 Series)
×5 (SureColor P9500 Series)

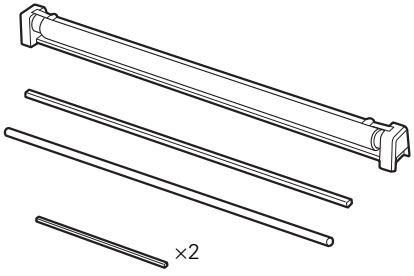
×2



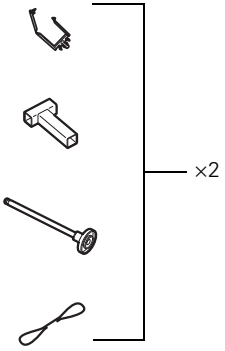


×12

Paper Basket

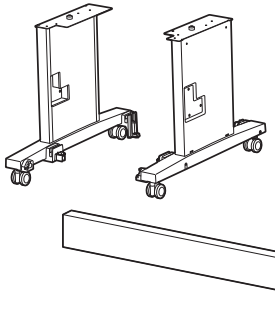


×2



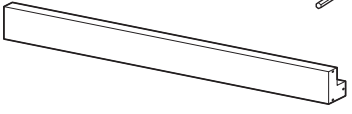
×2

Stand



×6

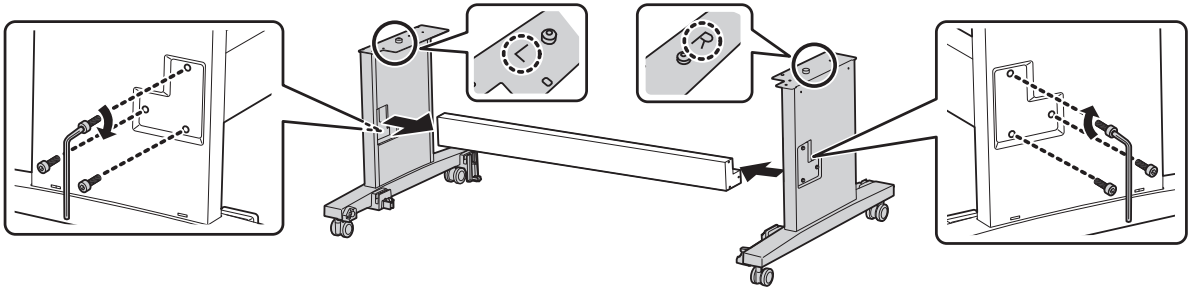
×2



Assembling the stand

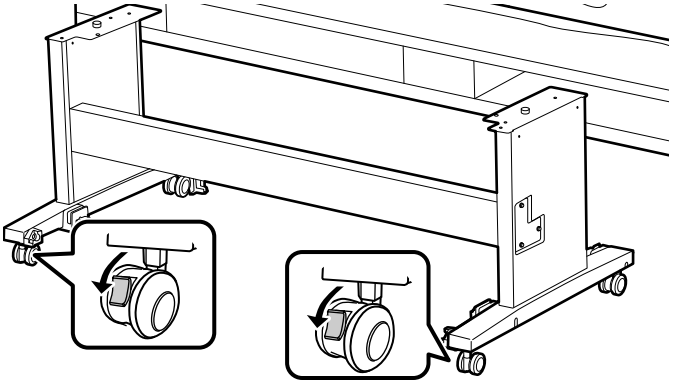
Note: You should use two people to assemble the stand.

1. Insert the strut into the sides of the stand (labeled L and R) and fasten it with three bolts on each side. Use the hex wrench to tighten the bolts.



Note: Make sure you tighten all bolts before moving to the next step.

2. Move the stand in front of the printer and lock the front casters in place.

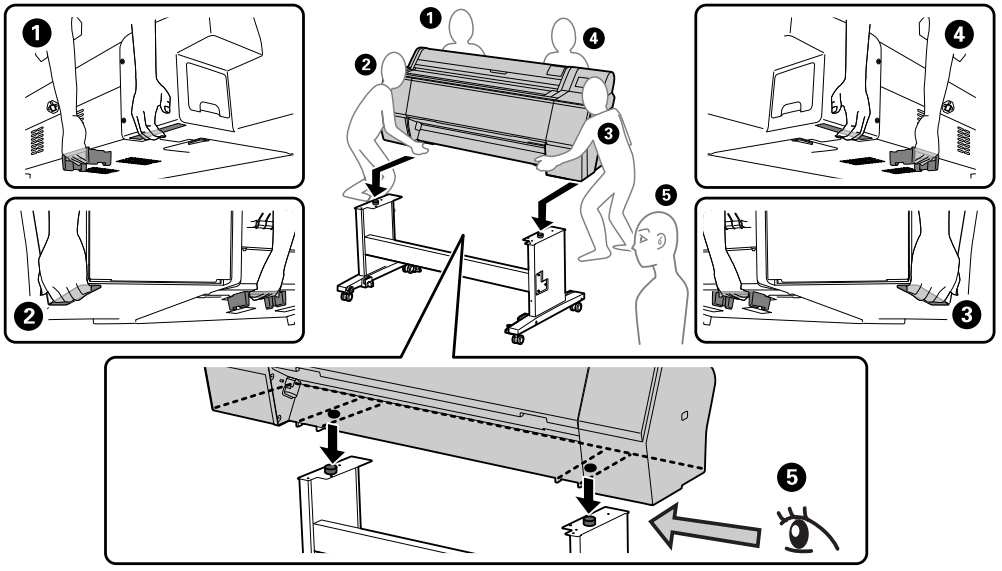


Mounting the printer on the stand

1. Remove the cardboard panels and other printer packing materials.

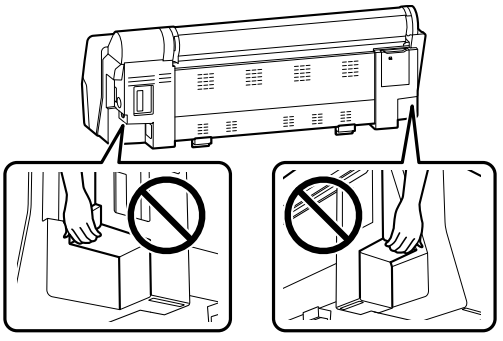
   Caution: Make sure the casters are locked before lifting the printer into place.

2. Lift the printer and mount it on the stand, aligning the pegs with the holes on the bottom of the printer. When lifting the printer, place your hands at the locations shown in the illustrations. You should use at least four people when lifting and placing the printer on the stand. Another person should guide the people carrying the printer.

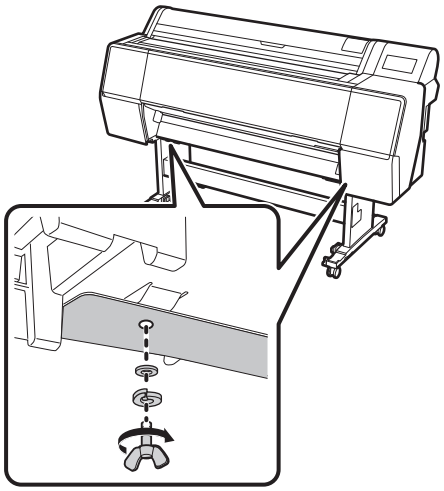


WARNING: Four or more people are required to lift the printer.

Caution: When lifting the printer, do not place your hands in the following locations:



3. Attach the printer to the stand with the wing screws and washers.

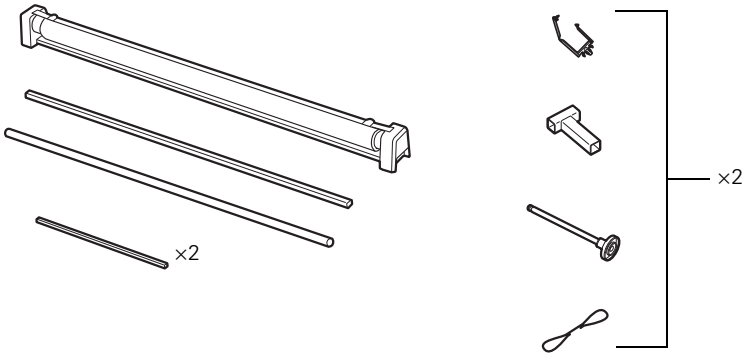


Attaching the paper basket

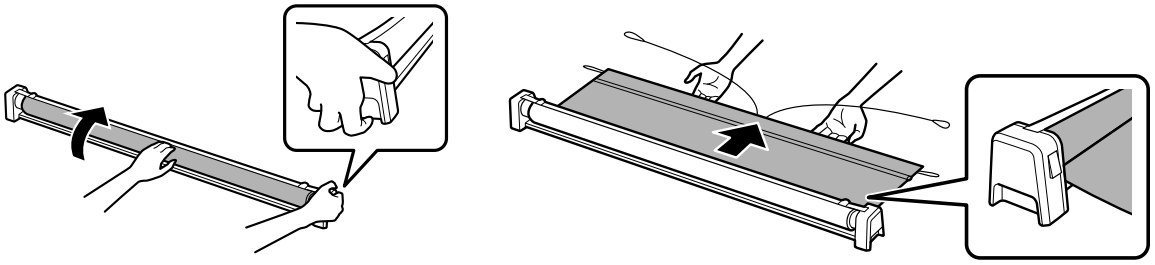
The paper basket is a cloth sheet that attaches to the printer stand and catches your prints without damaging them.

Note: The paper basket should not be attached if you are using the optional Auto Take-up Reel with the SureColor P9500 Series.

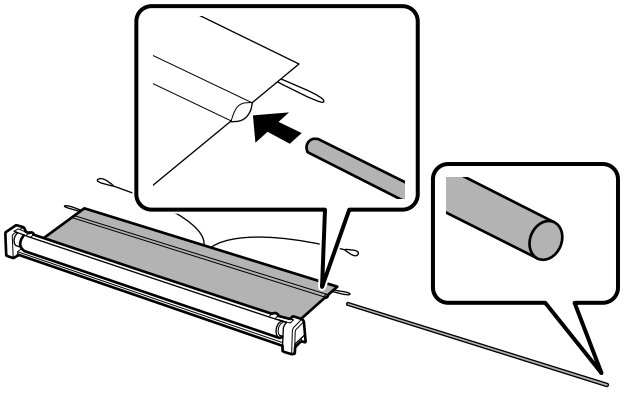
1. Make sure you have all the included paper basket parts.



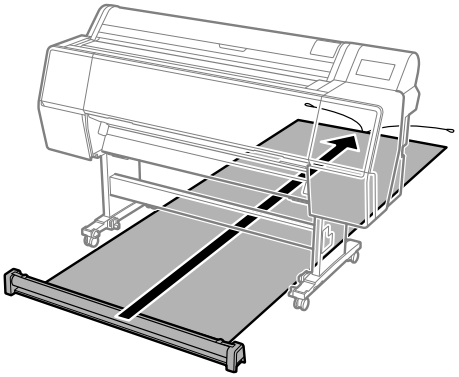
2. Hold the take-up button and turn the basket as shown. After turning it all the way, pull out the basket.



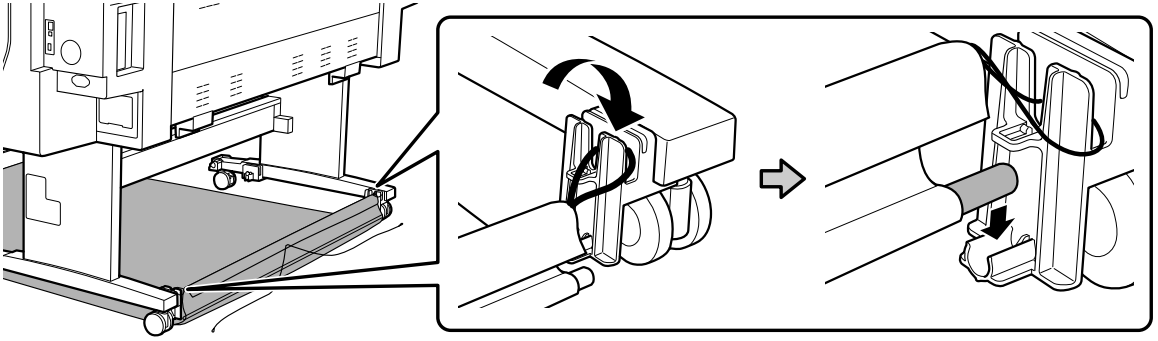
3. Insert the round rod into the sleeve on the basket.



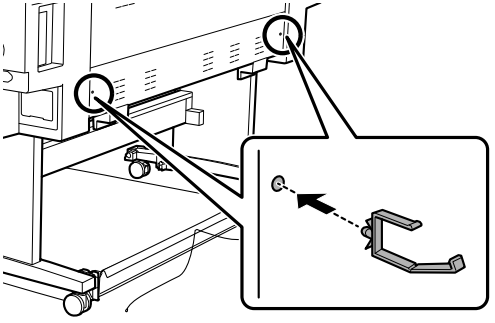
4. Fully extend the basket and pass it underneath the printer stand. Make sure the basket passes under the horizontal strut on the stand.



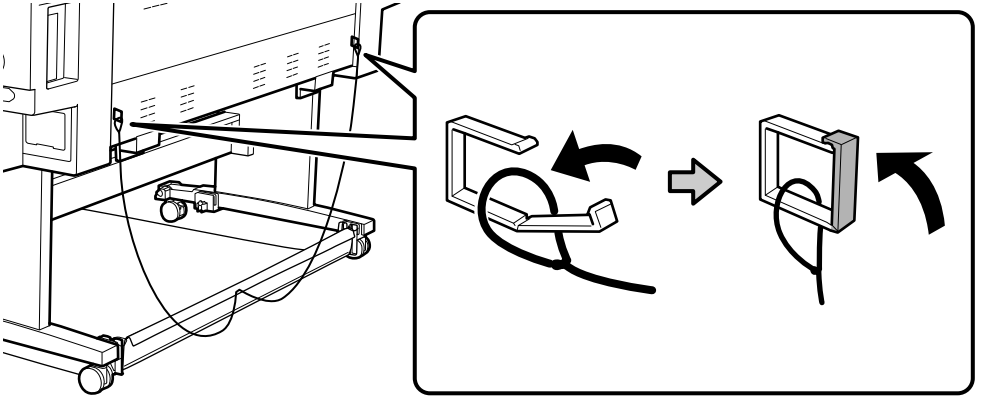
5. Attach the basket loops as shown and snap the rod into the holder.



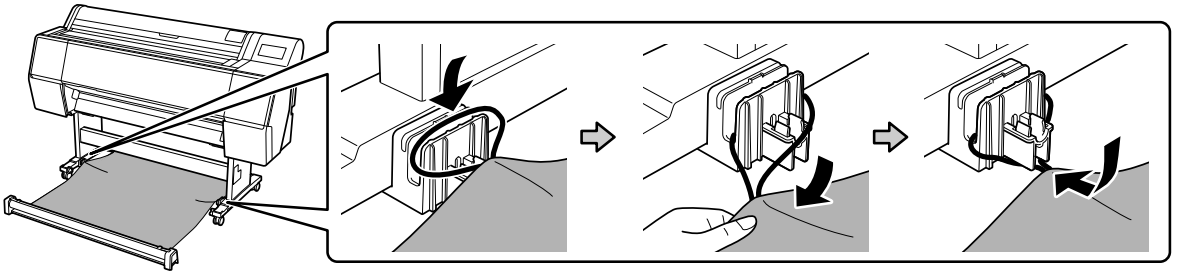
6. Attach the square clips to the back of the printer.



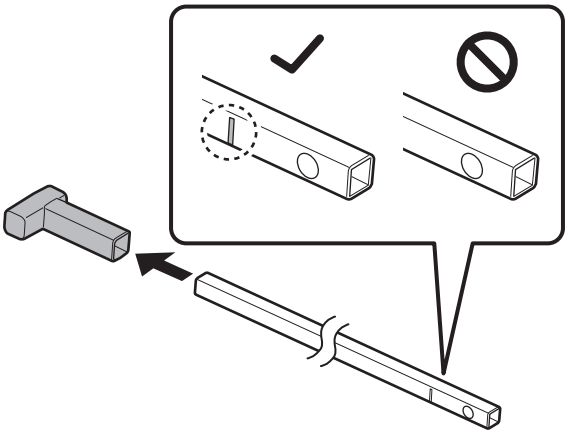
7. Secure the basket loops using the clips.



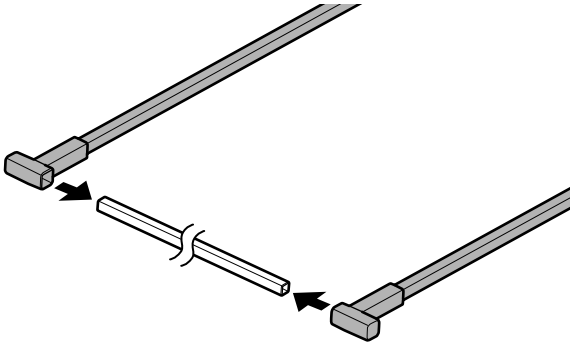
8. Attach the side loops on the basket to the front of the stand as shown.



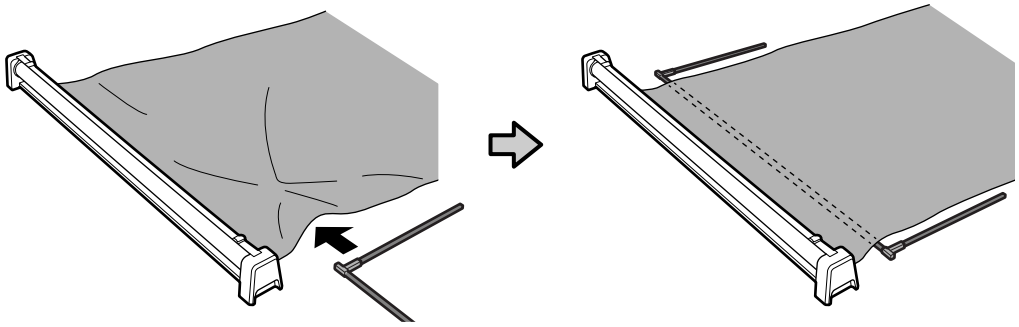
9. Insert the square rods into the ends of the black plastic connectors.



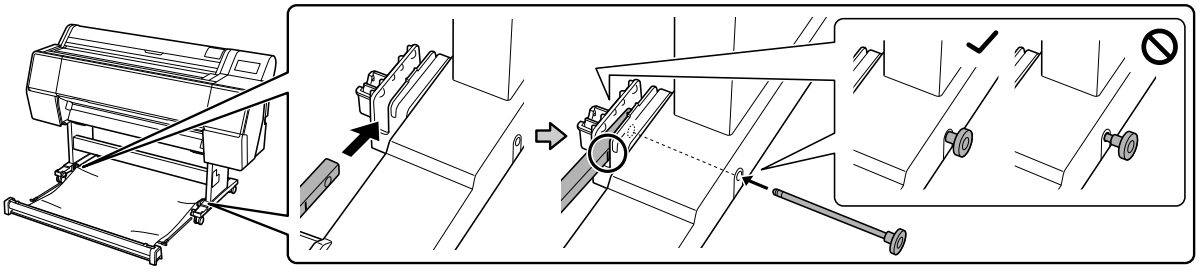
10. Insert the black plastic connectors onto the ends of the square rod.



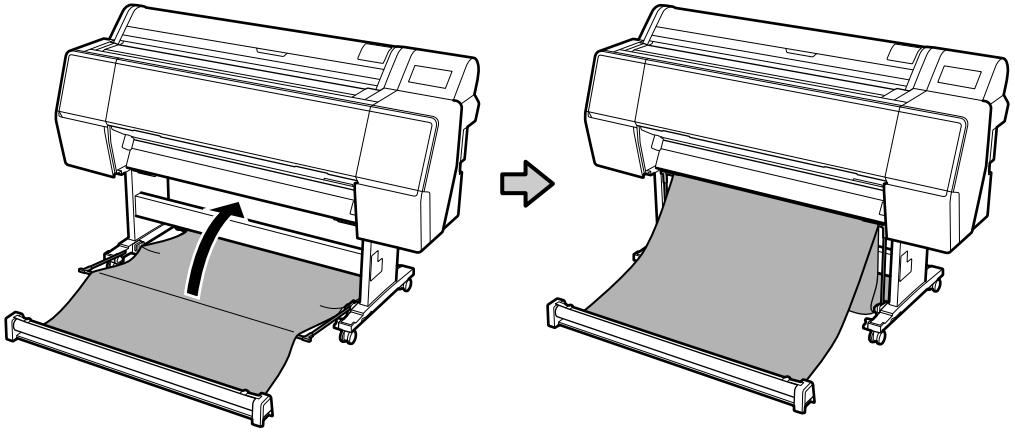
11. Slide the support rod under the basket canvas.



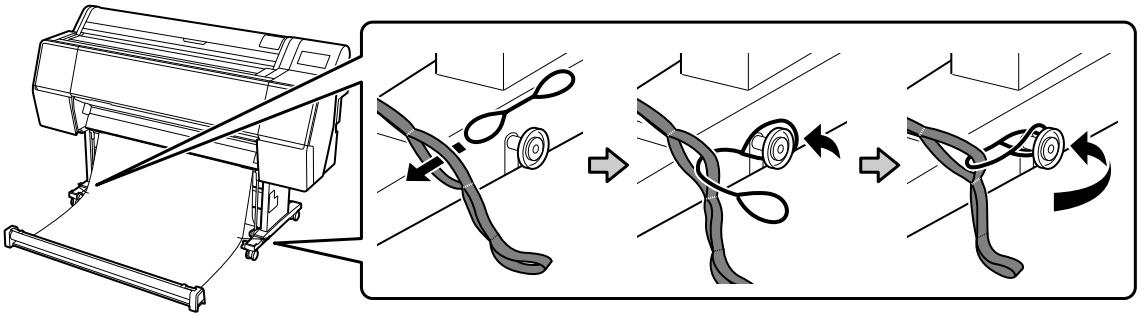
12. Insert the rods into the channels on the stand legs and align the holes on the rods with the holes in the stand. Slide the long bolts through the stand and rods. Make sure you insert the bolts completely, as shown.



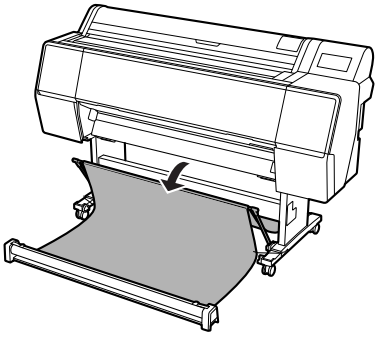
13. Lift the support rod into a vertical position.



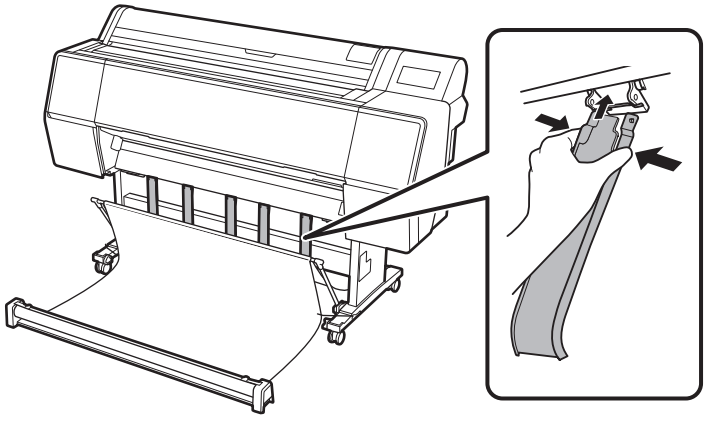
14. Attach the paper basket to the bolts on each side as shown.



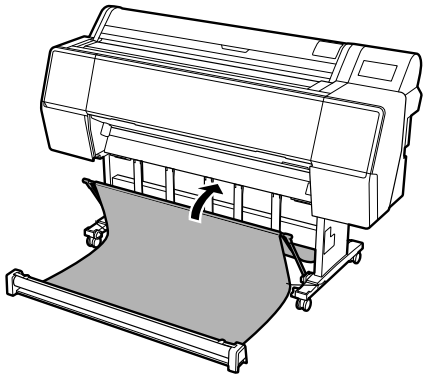
15. Move the paper basket support away from the printer.



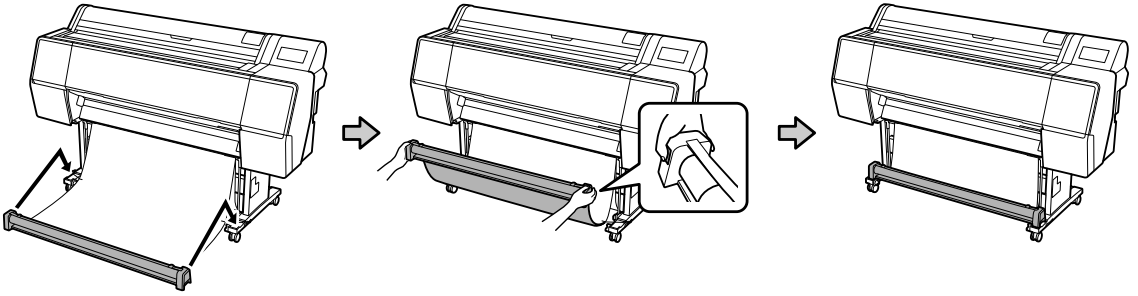
16. Attach the paper guides to the bottom of the printer. The SureColor P9500 Series has five guides, while the SureColor P7500 Series has two.



17. Move the paper basket support back to a vertical position.



18. Hold the take-up button and lift the paper basket holder; then store it on the stand in the holders.

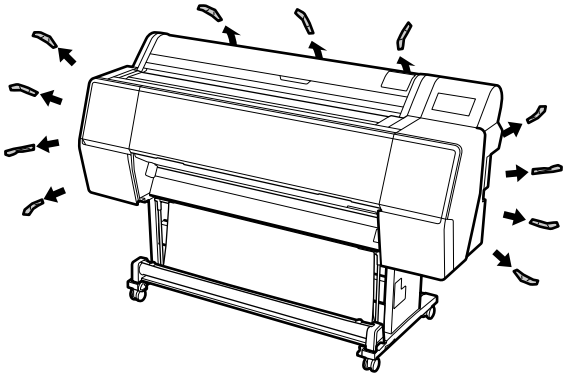


Completing setup and connecting the power cord

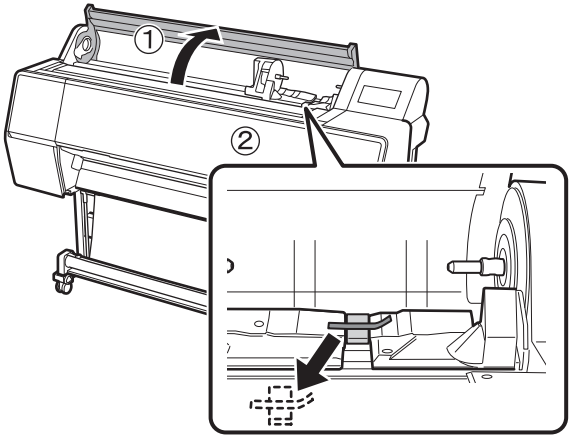
1. Unlock the casters and move the printer to its final location. Lock the casters after moving the printer.

Note: The casters are only meant for moving the printer a short distance over smooth surfaces.

2. Remove any packing tape and plastic film.

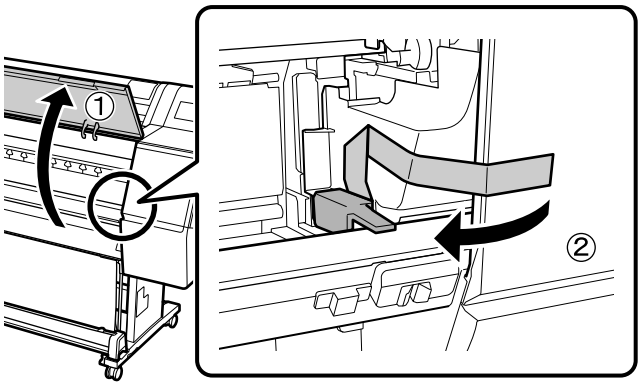


3. Open the roll paper cover and remove the tape and packing material.



Note: Save the packing material in case you need to ship the printer.

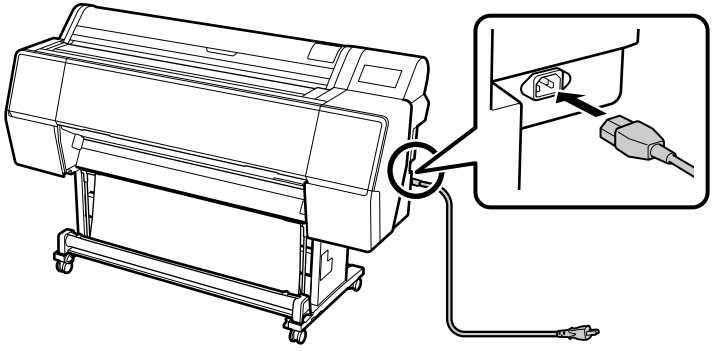
4. Open the front cover and remove the tape and packing material.



Note: Save the packing material in case you need to ship the printer.

5. Close the front cover.

6. Connect the power cord to the AC inlet on the back of the printer.



7. Plug the power cord into a properly grounded electrical outlet.

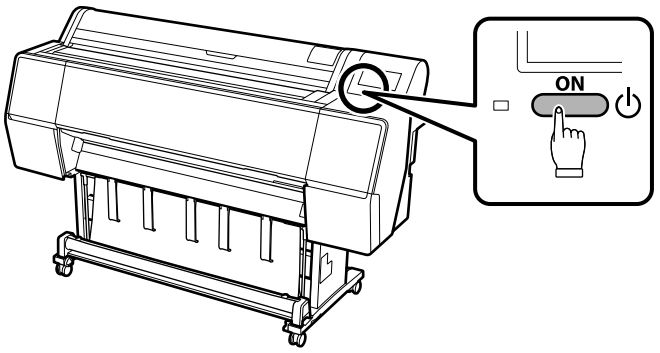
Caution: Do not use an outlet that is controlled by an automatic timer or wall switch. Otherwise, you may accidentally shut off the printer and cause damage to the print head.

Installing ink

Use the ink cartridges that came with your printer for initial ink charging. During the initial installation process, it is normal for most of the ink in each cartridge to be used.

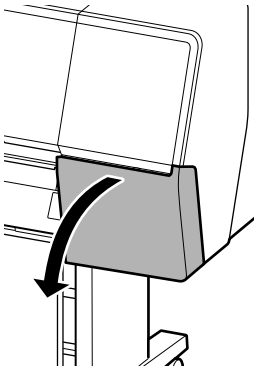
The cartridges shipped with your printer are provided mainly to charge the ink system. Make sure you order a new set of cartridges as soon as possible.

1. Press the ⏻ power button to turn on the printer.

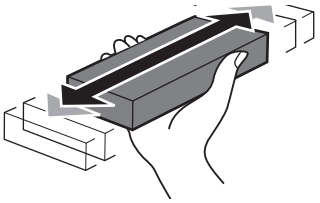


2. Follow the instructions on the LCD and select initial settings.

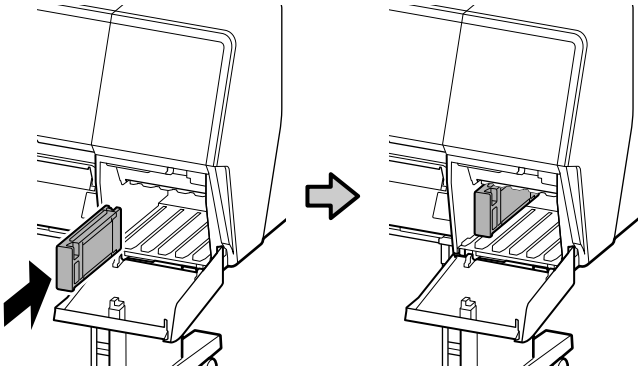
3. Open the left and right ink covers.



4. Remove the ink cartridges from their packages, then gently shake each cartridge for about 10 seconds.

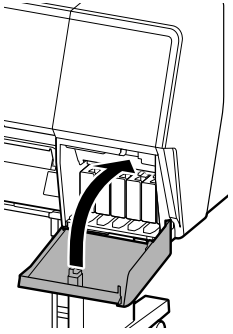


5. Install the ink cartridges in the slots that correspond to each cartridge. Hold each cartridge with the arrow pointing toward the printer, then insert it into its slot until it clicks into place. Make sure you insert each cartridge all the way into the correct slot.



6. After installing all of the cartridges, close the ink covers. The printer begins charging the ink delivery system. Ink charging takes approximately 45 minutes.

   Caution: During ink charging, do not open any covers except the roll paper cover. This will interrupt the ink charging process, resulting in a restart of the procedure and consuming additional ink.



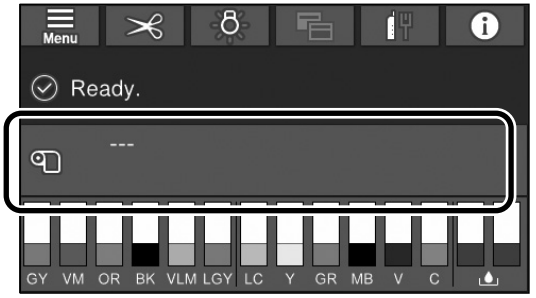
After ink charging is complete, you will need to load paper before the printer is ready to print.

Loading paper in the printer

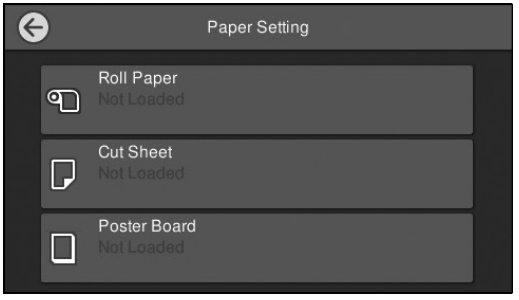
You must load media and select the proper settings before you can print.

See the online *User's Guide* for detailed instructions on loading paper.

1. Select the Paper Setting area on the control panel.



2. Choose a paper source.



3. Follow the instructions to load media. Select See Description to view detailed instructions.

4. Set the paper type and paper size (for cut sheets) or the amount of remaining paper (for roll paper). Select OK when you are finished. When Ready is displayed on the LCD screen, you are ready to print.

If the paper type for your Epson media is not listed, you can either download the media setting for the paper using the Epson Media Assistant on the printer driver, or create a custom paper setting.

Creating a custom paper setting on the control panel

To create a new paper setting for your loaded media, do the following:

1. On the LCD screen, select Menu > General Settings > Printer Settings > Custom Paper Setting.
2. Select the number of the setting (1 to 30) that you want to assign to the new paper setting.
3. Enter the information for the new paper setting. Make sure you set the following items:
   - Change Reference Paper
   - Paper Thickness
   - Roll Core Diameter (roll paper only)
   - Paper Feed Offset

   Note: For more information on the individual settings, see the online *User's Guide*.

Installing the software

1. Visit the support page for your product by visiting www.epson.com/support and searching for your product.
2. On the support page, click Drivers.
3. Select Drivers and Utilities Combo Package and click Download.
4. Double-click the installation file that you downloaded.

   Note: Do not connect your printer to the computer until directed to do so.
5. Follow the on-screen instructions to install the software on your printer.

Updating your printer firmware

To keep your printer features and functionality up to date, you should periodically check for a new version of firmware on the Epson support site and update your printer, if necessary.

Checking the current firmware version

1. Press the Menu button.
2. Scroll down and select Status.
3. Select Firmware Version and note the firmware version displayed. When finished, press the Close button.

Updating the firmware

Before updating your printer's firmware, make sure your printer is turned on, connected to your computer or network, and that the LCD screen shows the READY status.

1. Visit the support page for your product by visiting www.epson.com/support and searching for your product.
2. On the support page, click Firmware.
3. Click Download.
4. Double-click the firmware file that you downloaded.

   Note: Make sure your printer is turned on and connected to your computer or network before you run the firmware file.

5. Follow the on-screen instructions to install the new firmware on your printer.

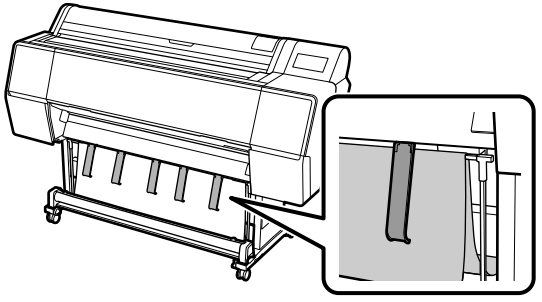
   Caution: Don't turn off the printer while the firmware is updating. The printer automatically turns off when the firmware update is complete.

Using the paper basket

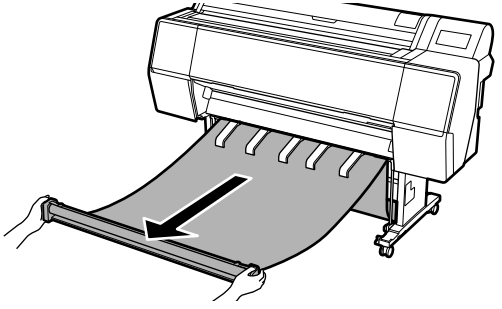
You can extend the paper basket in front of the printer to collect longer originals, or collect paper underneath the printer to save room. Do not allow prints to pile up in the basket, or they may not be ejected correctly.

Extending the basket

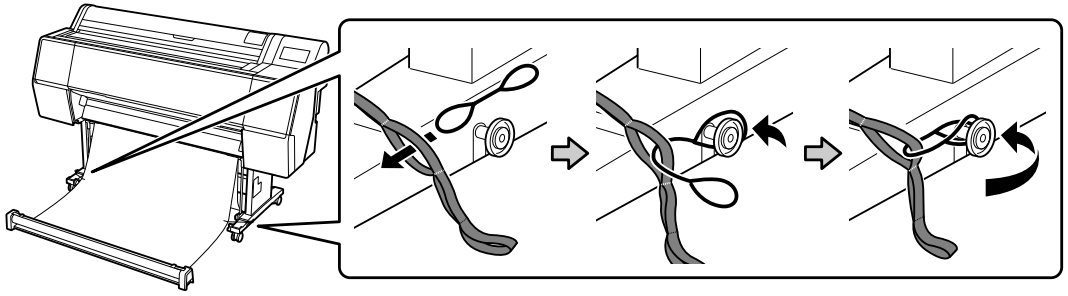
1. Make sure the paper guides are in front of the basket.



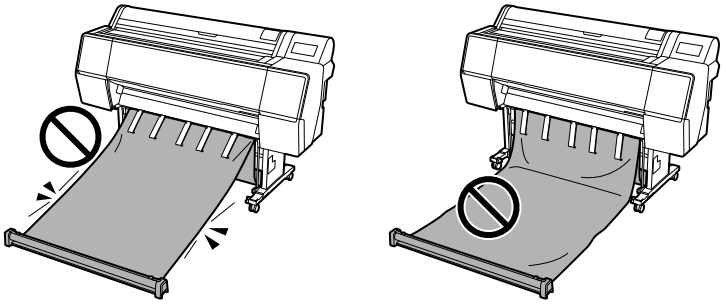
2. Lift the basket roll out of the holders and pull it away from the printer.



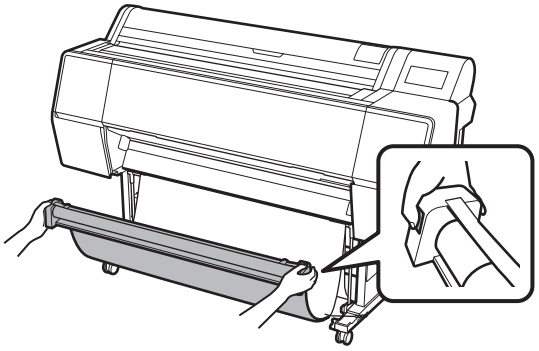
3. If necessary, change the angle of the basket by adjusting the length of the looped bands.



Note: You may not be able to eject paper correctly if the basket is too tight or is laying directly on the floor.

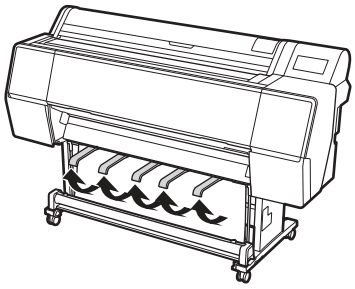


4. To retract the basket, press the take-up button on the right side of the basket roll and place the basket roll back in the holders.

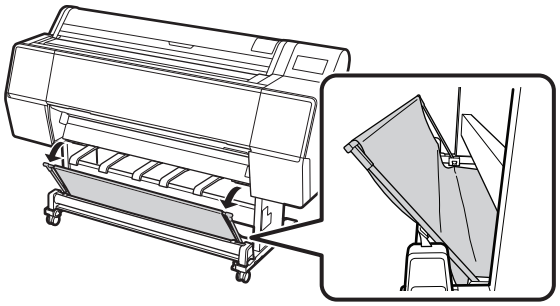


Ejecting paper underneath the printer

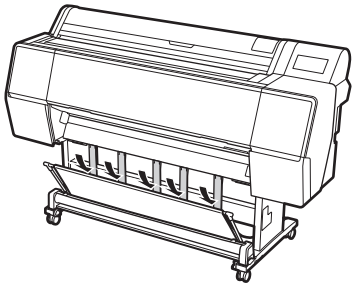
1. Lift the paper guides.



2. Move the paper basket support away from the printer so that the paper guides will clear the basket.



3. Lower the paper guides so they hang straight down.



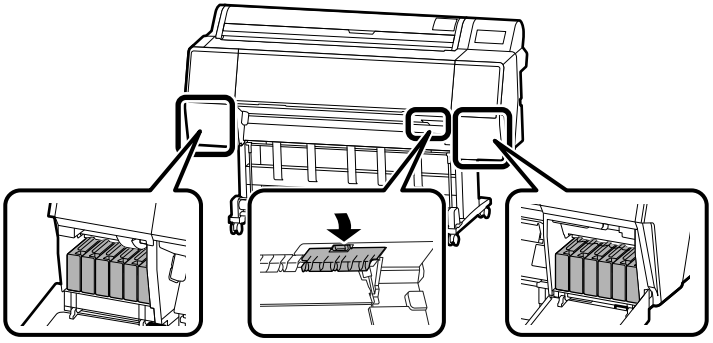
4. Position the paper basket to catch the printed sheets.

Maintenance

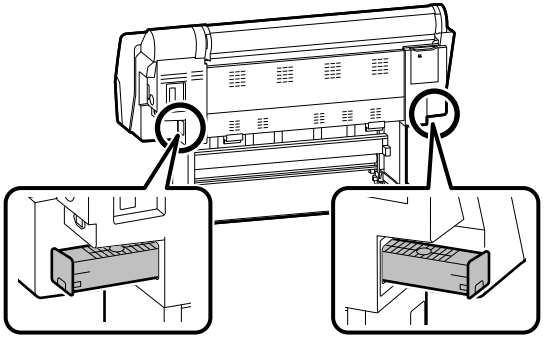
Replacing consumables

When the printer displays a message to replace a consumable, follow the directions on the LCD screen to replace the expended item. Select See Description on the LCD screen or refer to the online *User's Guide* for the complete procedure.

The cutter and the ink cartridges are located here:



The maintenance boxes are located here:



Note: The P7500 Series has one maintenance box, located on the right of the printer.

Performing a nozzle check

While the printer automatically detects clogged nozzles on the print head, you can also manually run a nozzle check from the control panel.

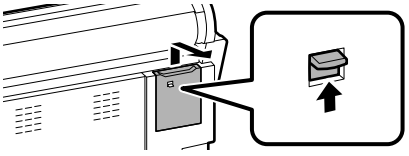
Note: You can also run the nozzle check remotely from the printer driver. See the online *User's Guide* for instructions.

1. Make sure Letter-sized or larger paper is loaded in the printer.
2. Set the paper type and size for the loaded paper.
3. On the LCD screen, select Menu > Maintenance > Print Head Nozzle Check.
4. Select a paper source and press Start.
5. After the nozzle check prints, follow the on-screen instructions to complete the process.

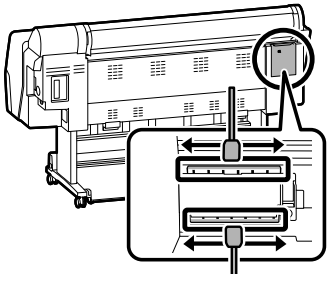
Wiping the print head (manual maintenance)

If the print head is clogged and automatic cleaning does not fix the issue, you can clean the print head manually using the cleaning sticks (part number C13S090013; not included).

1. On the LCD screen, select Maintenance > Cleaning the Maintenance Parts > Wiping the Print Head. The print head moves to the cleaning position.
2. Remove the rear maintenance cover.



3. Follow the on-screen instructions to clean the print head.



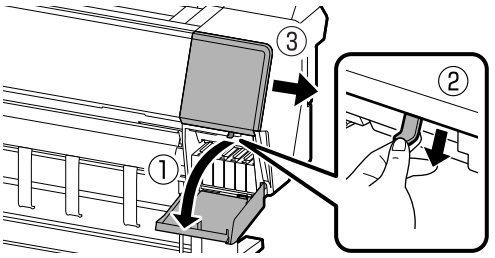
Cleaning around the cap (manual maintenance)

In addition to wiping the print head, you can clean around the cap area using the cleaning sticks (part number C13S090013; not included).

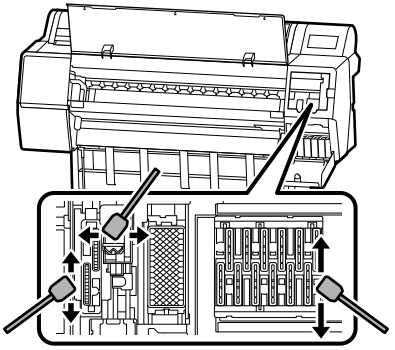
1. On the LCD screen, select Maintenance > Cleaning the Maintenance Parts > Wiping around the Cap.

   The print head moves to the cleaning position.

2. Open the right ink cover and remove the maintenance cover.



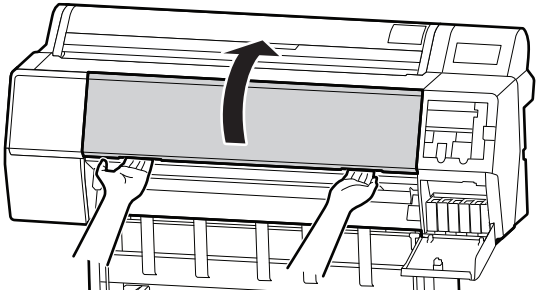
3. Follow the on-screen instructions to clean the capping station.



Cleaning the platen and borderless printing pads

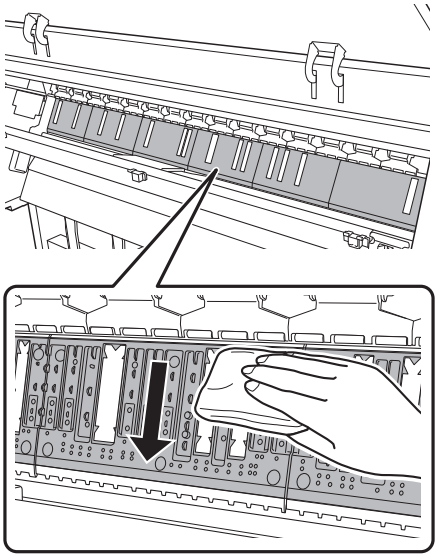
If the back of your prints are dirty, you can clean the platen and the borderless printing pads.

1. Turn off the printer, unplug it from the wall outlet, and wait one minute.
2. Open the front cover.

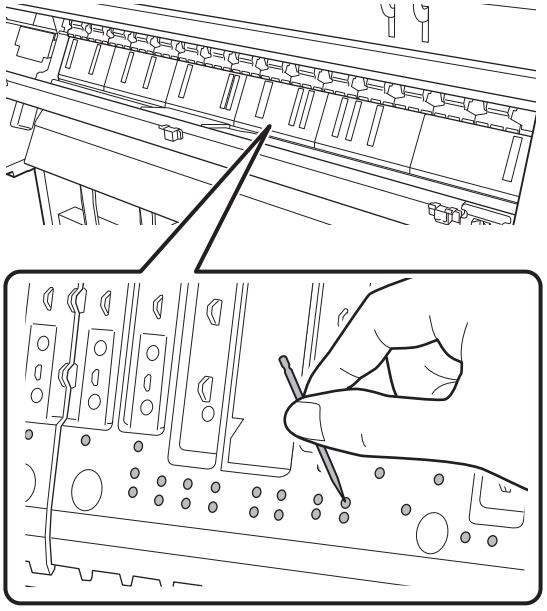


3. Wipe off any dust or dirt from the areas shown in gray. Wipe the platen from top to bottom, avoiding the borderless pads.

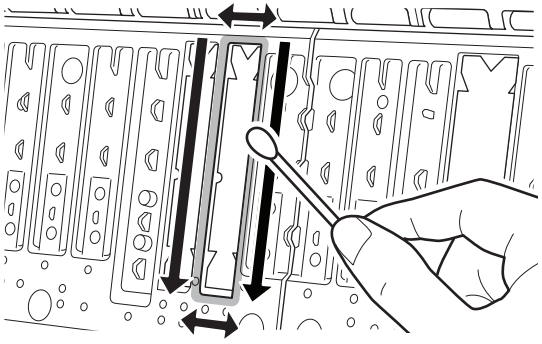
   If you are using a damp cloth with water mixed with a neutral detergent, make sure you wring out any excess moisture before wiping. When you are finished, use a soft, dry cloth to wipe off any remaining moisture.



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



5. Using a cotton swab, clean any dust or dirt from around the borderless pads as shown below.



Ordering supplies and accessories

You can purchase optional equipment and genuine EPSON ink and media from an EPSON Professional Imaging Authorized Reseller. To find the nearest reseller, visit proimaging.epson.com (U.S. sales), www.epson.ca (Canadian sales), or call 1-800-GO-EPSON (800-463-7766). Or you can purchase online at proimaging.epson.com (U.S. sales) or www.epson.ca (Canadian sales).

Epson UltraChrome® Pro12 Ink Cartridges

Ink Cartridge	150 ml	350 ml	700 ml
Photo Black	T44W120	T44P120	T44H120
Cyan	T44W220	T44P220	T44H220
Vivid Magenta	T44W320	T44P320	T44H320
Yellow	T44W420	T44P420	T44H420
Light Cyan	T44W520	T44P520	T44H520
Vivid Light Magenta	T44W620	T44P620	T44H620
Gray	T44W720	T44P720	T44H720
Matte Black	T44W820	T44P820	T44H820
Light Gray	T44W920	T44P920	T44H920
Orange	T44WA20	T44PA20	T44HA20
Green	T44WB20	T44PB20	T44HB20
Violet	T44WD20	T44PD20	T44HD20

Replacement Parts and Optional Accessories

Part	Part Number
Maintenance Box	T699700
Cleaning Sticks	C13S090013
Replacement Cutter Blade	C12C815331
Replacement Borderless Pad Kit	C13S210102
Internal 320 GB Print Server	C12C934551
PostScript Print Server	C12C934571
Auto Take-Up Reel (44" only)	C12C815321
Roll Media Adapters	C12C935931

Replacement Parts and Optional Accessories

Part	Part Number
24″ SpectroProofer	SPECTRO24UVS
44″ SpectroProofer	SPECTRO44UVS
ILS30EP Spectrophotometer Head (powered by X-Rite)	C12C932021

Where to Get Help

Visit www.epson.com/support (U.S.) or www.epson.ca/support (Canada) and search for your product to download software and utilities, view manuals, get FAQs and troubleshooting advice, or contact Epson.

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. Before you call, make sure you have your:

- Printer serial number: _____
- Proof of purchase and date: _____

Note: If you experience difficulty with the toll-free line, call (562) 276-1305.

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