



# Epson WK 3620 Printers



Updated 2/27/2019

**Please check with Library staff to confirm minimum age certification requirements to use this machine with supervision, and without supervision as provided on the Equipment Usage Chart**

### **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, sublimation and pigment.
- Understand the difference between the two types of ink and which products to use them on.
- Know what to do if the printers aren't performing correctly
- Use the scanner to scan in photograph or artwork
- Understand resolution so your scans are the best quality for the intended purpose

To sign up for a training session please see the training binder (available at the front desk).

### **Reservation**

To reserve this piece of equipment you will need to first be certified on this equipment. After you have attended a training for the equipment you may sign up for a time slot. To see available time slots and sign up for one please see the **Reservation Binder** (available at the front desk).

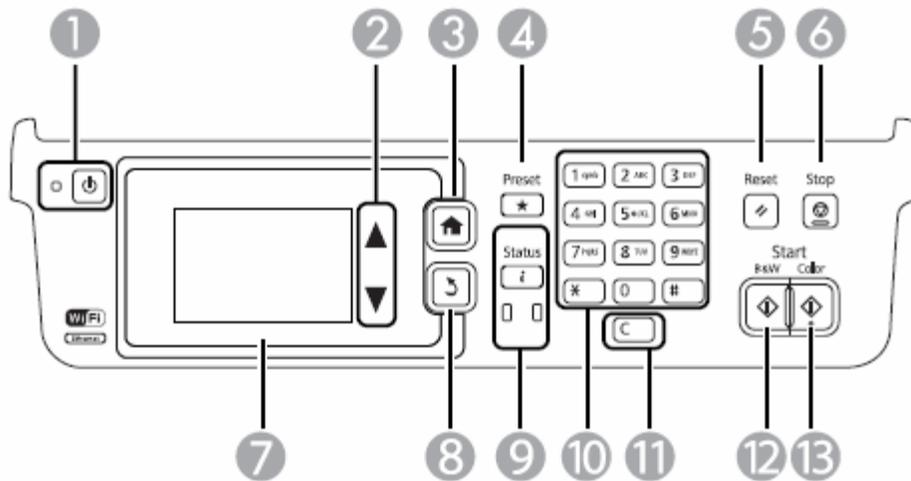
Your reservation reserves the equipment for you to use during that time, if you are more than 5 minutes late to your reservation time you will lose your reservation and the machine may be used on a first come-first served basis.

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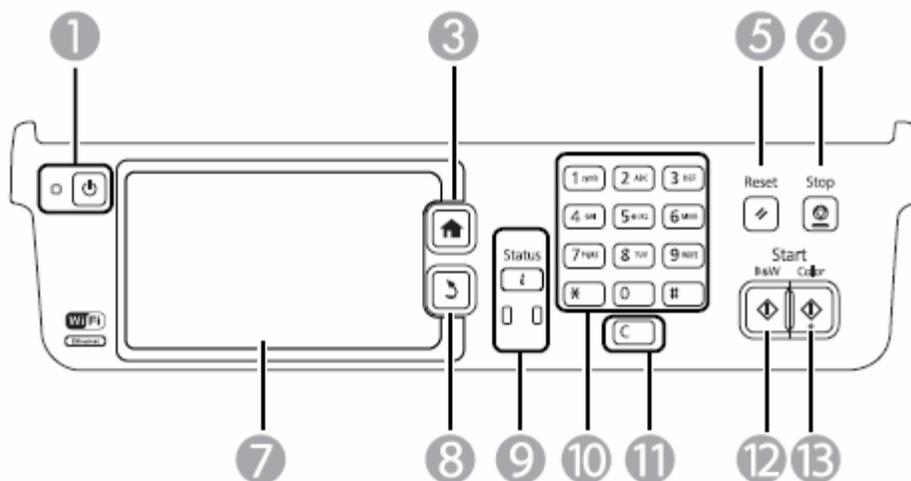
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## Control Panel Buttons and Lights

WF-3620



WF-3640



1 The power button and light  
2 The arrow buttons (WF-3620)  
3 The home button  
4 The **Preset** button (WF-3620)  
5 The **Reset** button  
6 The **Stop** button  
7 The LCD screen

8 The back button  
9 The **Status** button and lights  
10 The numeric keypad  
11 The **C** cancel button  
12 The **B&W** button  
13 The **Color** button

Each Studio is provided with 2 Epson 3620 printers that use refillable cartridges of two types of ink. The two types of ink are pigment and sublimation that are used for transfers on fabric. The sublimation ink is to be used on fabrics with a high percentage of 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. It is possible to buy pigment transfer paper for dark fabrics but this is not supplied by the Library Innovation Studio grant.

These inks are thicker than the usual type ink that you find in ink-jet printers, which are actually a dye. Because of this it is necessary to do a little extra maintenance on these printers so they don't become clogged.

### **Weekly Maintenance Routine**

To ensure that these special inks keep flowing through both the Pigment and Sublimation printers the following routine is 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** since this flushes ink through the print heads and can run the cartridge dry.
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, whether or not the Nozzle check came out perfect.
4. Perform another Nozzle Check to make sure the ink is flowing as it should.
5. If the Nozzle Check shows gaps in the printed out grid, continue the process of a Head Cleaning, then Nozzle Check up to 4 more times to clear the Printheads. If the Nozzle Check is still showing problems wait at least 6 hours before attempting again.

### **Checking Ink Levels and Refilling the Ink Cartridges**

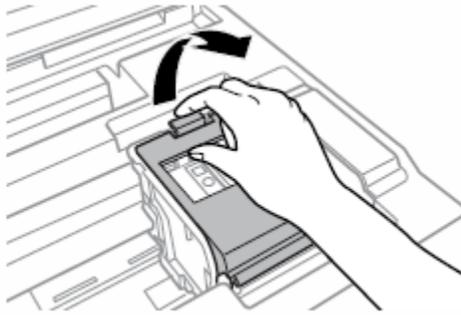
Since the two printers utilize ink cartridges that are not manufactured by Epson, the printer software can't see the actual ink level in these printers or at least you can't count on this to be accurate. You probably won't get a warning that a cartridge is running out of ink.

This means that users or staff must pay attention to the ink levels in each of the cartridges by physically pulling out each cartridge and looking at it. Check the levels once a week, more if the printers have been frequently used that week.

**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. It may seem like overkill but if a cartridge runs out of ink entirely it cannot be refilled in the usual way.

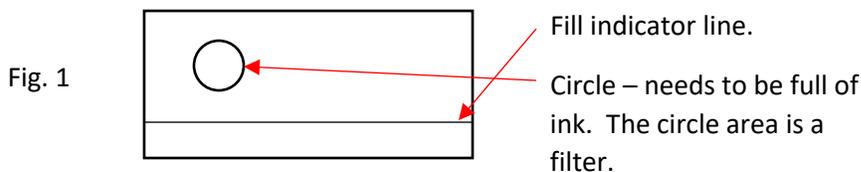
## How To Remove the Ink Cartridges, Check Ink Levels and Refill Ink Cartridges

1. Press the Home button and select >Setup > Maintenance > Ink Cartridge Replacement.
2. Lift up the scanner unit.
3. Open the cartridge cover.



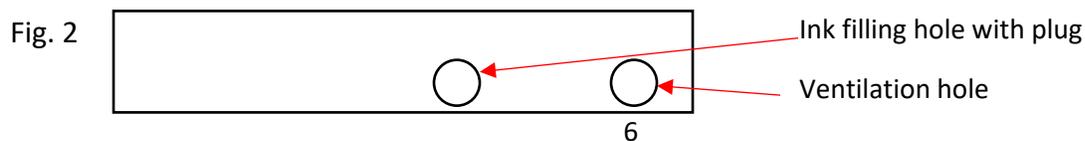
4. Remove the cartridge.
5. Check to make sure the ink is over the line that you will see towards the bottom of the cartridge and the circular area above the line is filled with ink. (See Fig. 1) If it is close to the line it's time to refill the cartridge with the syringe supplied with the ink bottles.
6. If the cartridge becomes completely dry it is much more difficult to refill properly. Here is a link to that process <https://www.youtube.com/watch?v=U1SVOQBzcDw> . The libraries are not expected to refill a totally empty cartridge in which the circular area is totally empty. Use Slack to report the issue and a replacement cartridge will be sent to you.

**Side view of Cartridge**

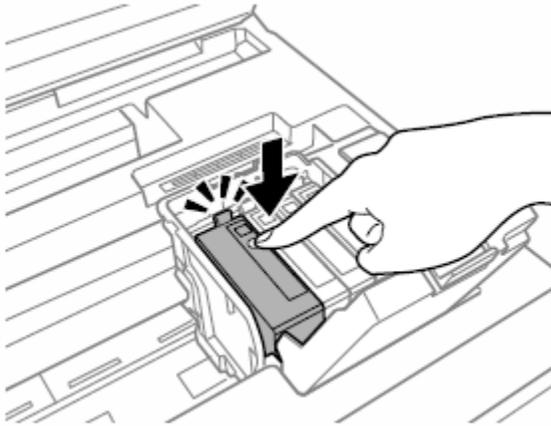


7. To fill the cartridge, first get some paper towels, this is a messy business. Remove the Plug on the ink hole. Please note that there are two holes on the top of the cartridge, Fig. 2. One is for ventilation and the other, the one with the Plug, is for the ink.

**View of the top side of ink cartridge.**



8. Fill the syringe with 5 ml of ink, put in the ink filling hole and depress the plunger. Tilt the cartridge about 45° so the ink doesn't splash back out of the filling hole. This may not be enough to completely fill the cartridge. If so, fill the syringe again but be careful not to overfill, which is easy to do.
9. Insert the plug in the ink filling hole, wipe up any drips.
10. Insert the newly refilled cartridge into the holder and push it down until it clicks into place.



11. While you're at it, refill all of the cartridges. Do not use the same syringe for the other colors. Each syringe should be used for one color only!
12. After all of the cartridges have been filled and inserted into the holder. Close the cartridge cover and push it down until it clicks into place.



13. Select **Check** on the LCD screen to make sure the cartridge or cartridges are installed correctly.

14. You may get a warning that these are not Epson cartridges. Just select okay, and then proceed by following the prompts. Yes, we know these aren't Epson Cartridges and yes, we will use them anyway. This may have to be done for each ink cartridge installation session.
15. After the cartridges have been filled, rinse out the syringes thoroughly with water only and let dry. The inks are water-based and are easily cleaned with plain water. Pull the water through the needle by dipping into a container filled with water and pulling up on the plunger, filling the syringe and then expel the water by depressing the plunger several times. Then pull apart the syringe and rinse all parts thoroughly until you can no longer see color anywhere on the syringe. Don't use soap on the syringes but any drips or spills can be cleaned with soap and water or disinfecting wipes also work well where spots of ink splattered on the table or counter where you are working.

### **Filling a new, empty cartridge.**

1. In order for the cartridge to fill correctly and completely, a vacuum within the cartridge is necessary so that it will fill the circular area that is a filter within the cartridge. Without that vacuum the circular area doesn't fill and the ink will not then flow out of the cartridge properly.
2. In the attached photo (empty cartridge with tape over vent hole) you will see this circular area. You can also see the yellow tape over the vent hole. Do not remove the tape until the cartridge is filled!!!
3. There is also a clear plastic over the bottom "hole" where the ink will flow out. I've attached the photo (bottom view of empty ink cartridge) that shows the bottom view of the cartridge. That hole is cover with a square of plastic.
4. These two plastic covered holes make the vacuum possible. Do not remove either one before filling and the bottom hole plastic will remain on there even after filling. When you insert it into the printer a hole will be poked through it by the printer.
5. Remove the plug and 2/3 full. Pull the needle off the syringe and make sure the syringe is completely empty of ink and air, then put it in the hole where you filled it with ink and draw the air out by pulling up on the syringe. You should see that circular area filling with ink.
6. After the circular area is filled you can complete filling with ink.
7. After it's full you can pull the yellow tape off the vent hole and put the cartridge in the printer. \
8. This link will take you to a video showing how to fill an empty cartridge. I highly recommend taking 10 minutes to watch this because he covers the whole process in great detail.  
<https://www.youtube.com/watch?v=jzDq-gqh99Q&feature=youtu.be>

### Warnings:

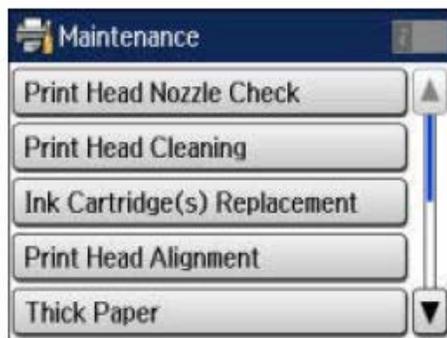
- Do not get ink on the contacts, (gold, metallic strips) either on the cartridge or the contacts inside the printer where the cartridge goes back in.
- Take out only one cartridge at a time! The head inside the printer will dry out if left out too long and this is a printer killer! So try to work quickly, but carefully, one cartridge at a time.
- If you see a message that an ink cartridge is installed incorrectly, lift up the scanner unit, open the cartridge cover, and press the ink cartridge down until it clicks into place. Then close the cartridge cover.
- Be sure to run the **Print Head Nozzle Check** and **Clean the Print Head** weekly.

### Print Head Nozzle Check and Print Head Cleaning

Select **Setup** on the LCD printer interface.(This looks like a wrench & screwdriver icon)

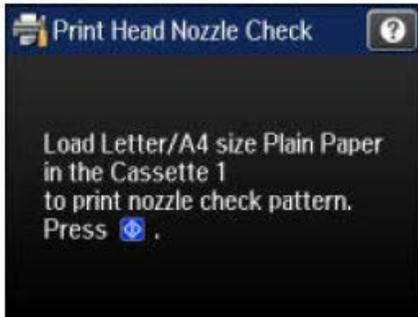
Select **Maintenance**.

You will see this screen:



Select **Print Head Nozzle Check**.

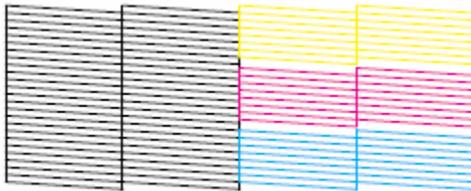
You see a screen like this.



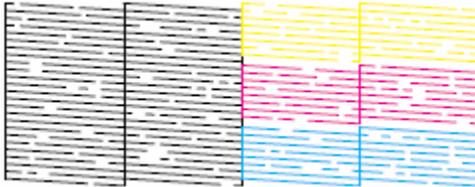
Press the  symbol for the **Color** button  
The nozzle pattern prints. (Make sure you have put plain paper in the paper tray).

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

**Print head is clean.**



**Print head needs cleaning.**



Do one of the following:

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

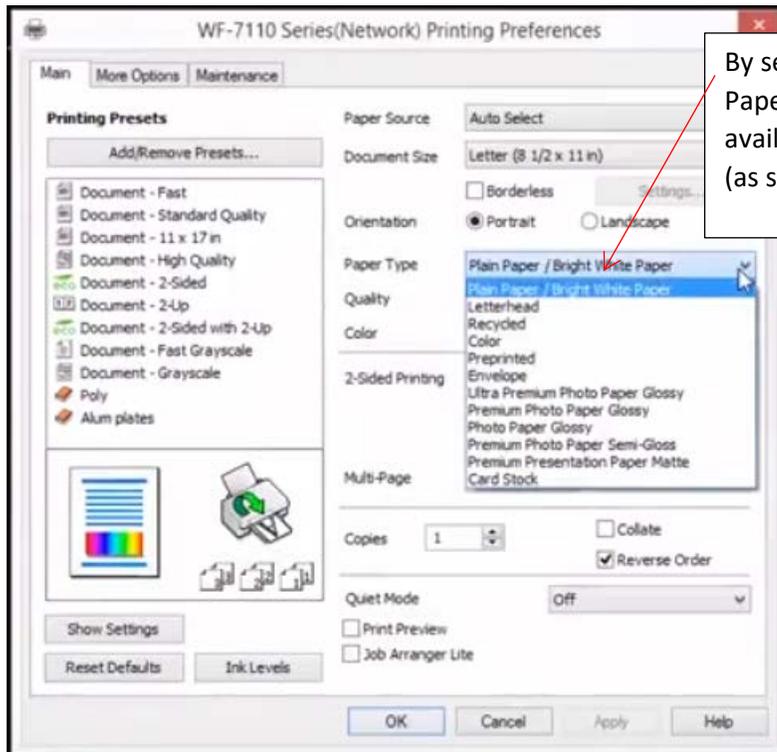
If there are gaps or the pattern is faint, select **Clean the Print Head** and continue.

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

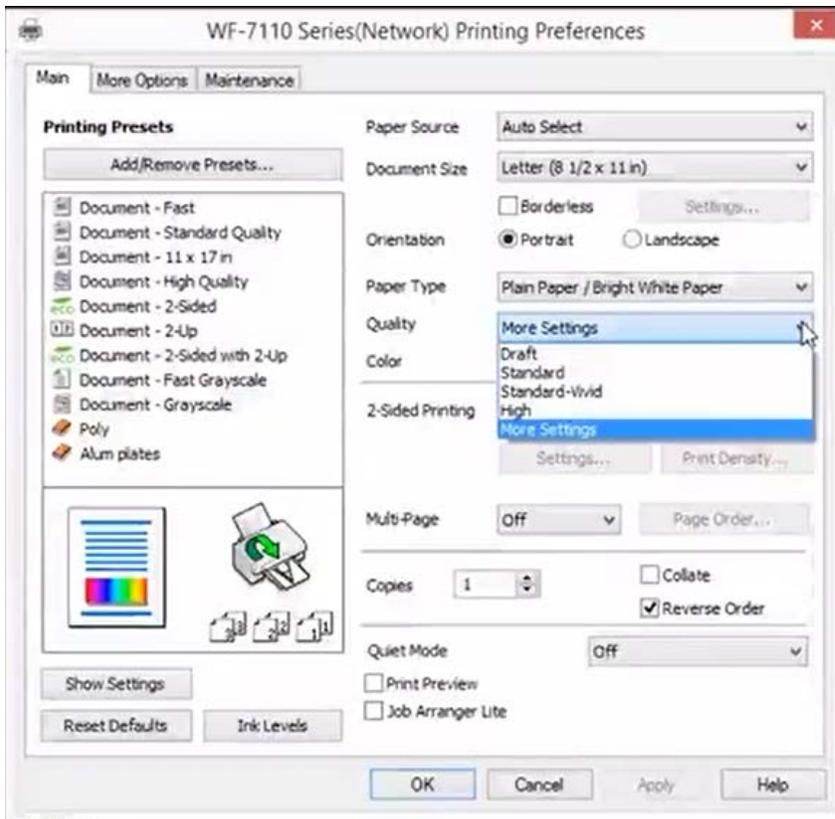
**If you don't see improvement in the Nozzle Check after cleaning the print head up to 4 times, wait at least 6 hours. Then try cleaning the print head again. If quality still does not improve, one of the ink cartridges may be damaged or other methods need to be**

**used to get it unclogged. You may report this on Slack or you may email Cynthia Nigh for assistance.**

## Printing Preferences/Selections for Best Quality Printouts

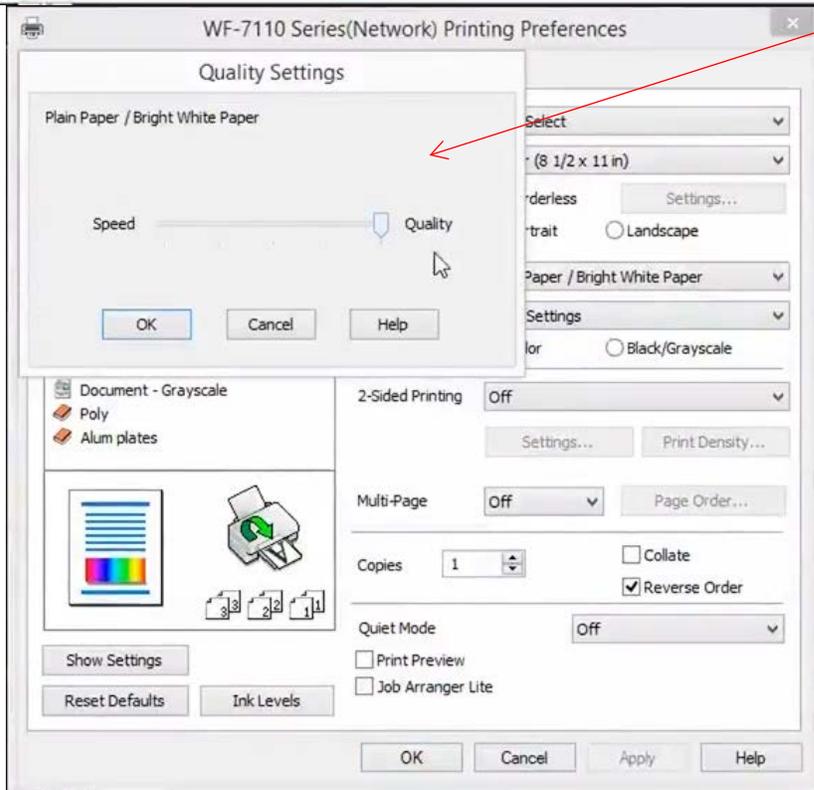


By setting the Paper type to Plain Paper there are more options available under the Quality selection (as shown in the illustration below)

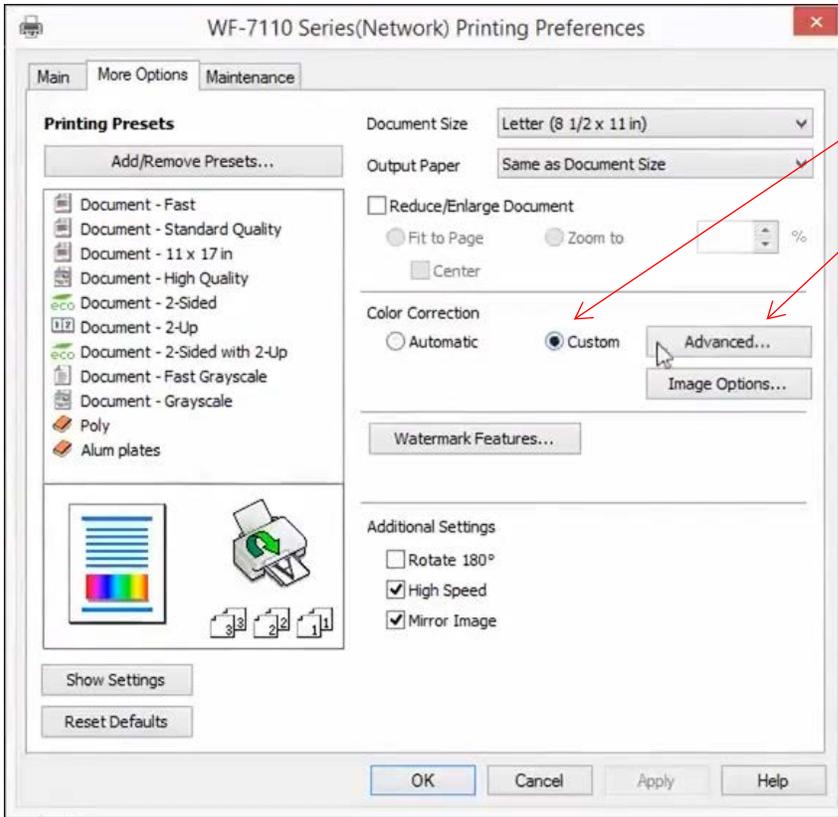


With Plain Paper selected, go to the Quality tab, directly underneath the Paper Type drop down box and select "More Settings".

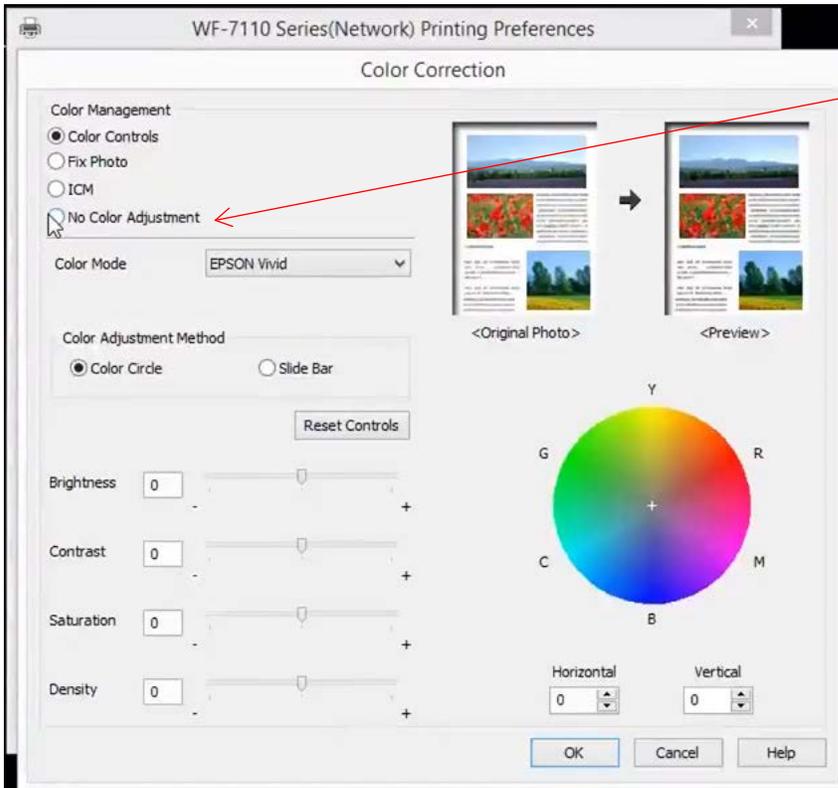
By selecting "More Settings" it is possible to set the "Quality" higher than if you just selected high.



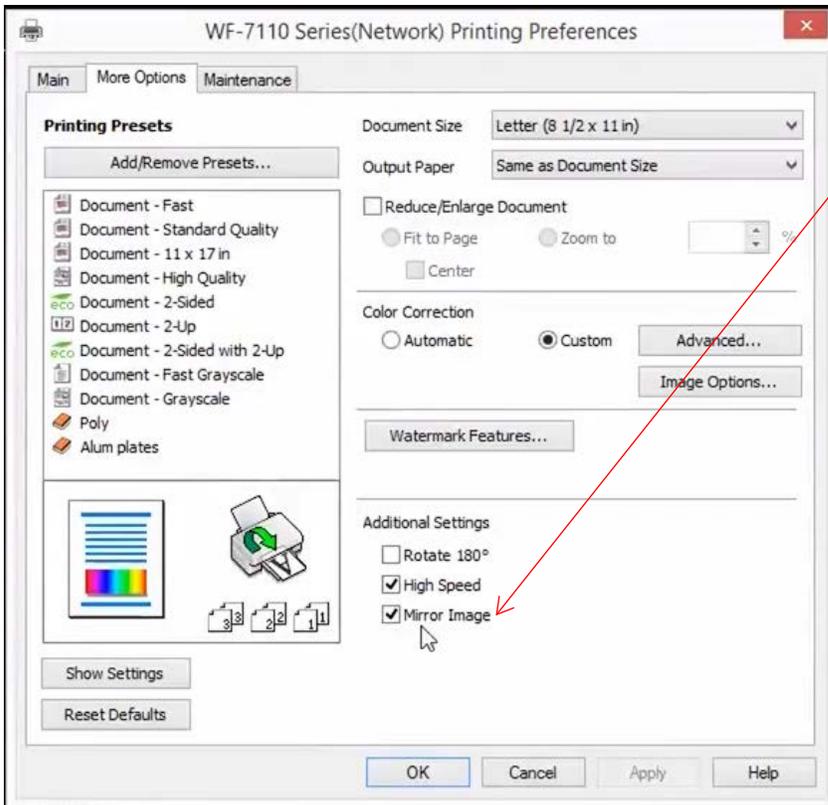
Move the bar to the highest quality setting available.



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



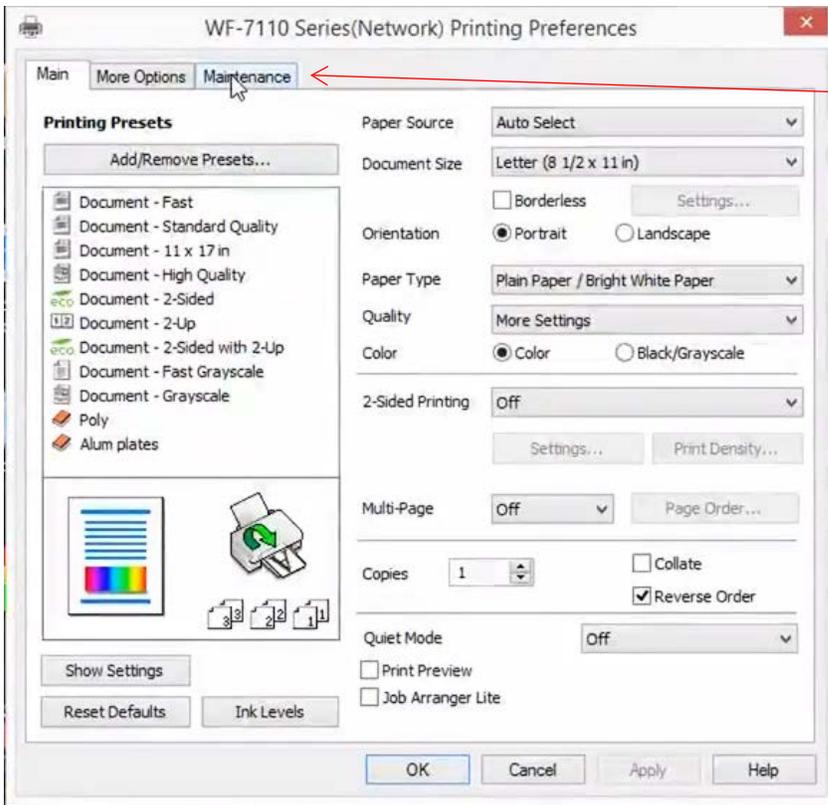
Under "Advanced" select the "No Color Adjustment" radio button. Then select "OK". This forces the printer to use the Color Management you select rather than the default.



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.*

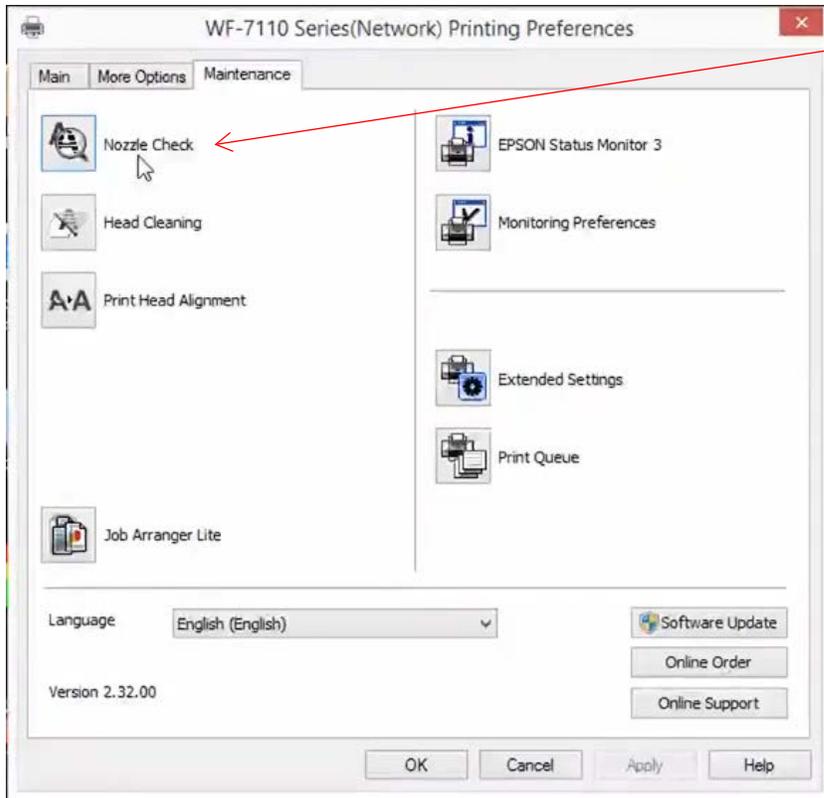
Select “OK”.

**Alternate method for Maintenance through Printer Preferences Interface**



Now select the Maintenance tab.

This takes you to the software interface where the Nozzle Check and Head Cleaning can be accessed as well as on the printers control panel.



Select "Nozzle Check". This prints out a test page and you are asked if you want to do a head cleaning. **Make sure you don't have the transfer paper loaded yet.** It's better to do this on cheaper paper. If the printout looks good, you would say no the Head Cleaning. If it is streaky or coverage isn't what it should be, proceed with the Head Cleaning.

**Do Not** mess with the Print Head Alignment! Cobra Ink warns that 99% of the time this causes more problems if not done correctly.

Select "OK".

## Color Profiles

Color Profiles have been installed on each of the Epson WK3260 printers, one for each type of ink – Pigment or Sublimation. These profiles have been obtained by the ink manufacturer. These color profiles tell the graphics program/printer how best to print for that fabric or material.

### Understanding Color Profile and How To Use Them

#### How to read the Color Profile code.

Printer name	Intended Use	Paper Type Setting	Quality setting	Ink type
--------------	--------------	--------------------	-----------------	----------

```
instructions.txt - Notepad
File Edit Format View Help
[Printer name]_[intended uses]_[Paper Type setting]_[Quality setting]_[ink type]
File name code= WF7110 _ poly_ PPM _ HQ _ CS/4.2

Copy this into your Browser for video instruction
https://cobraink.com/Color Control/PVideos/WF7110/7110PV.html

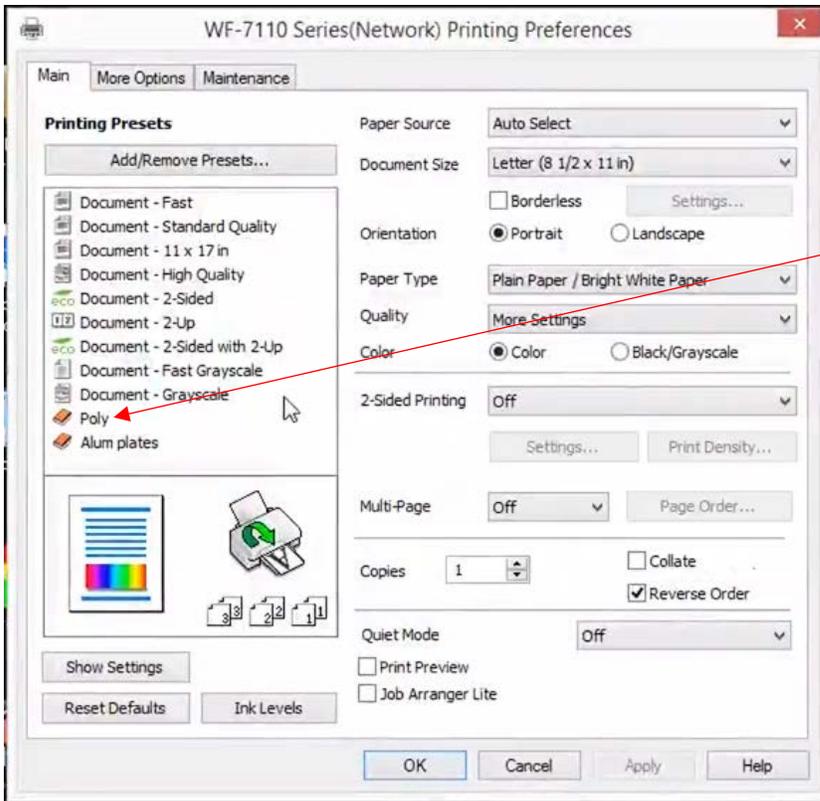
PPM = Presentation Paper Matte
PP = Plain Paper
Poly = Polyester Cloth
Max Q = Highest Quality after selecting more settings or max setting after setting pa
HQ = High Quality
CWF7110 = Cobra WF7110/7610/7620/3620/3640
CS/4.2 = CS4.1 ink New Black (printers and systems shipped after 10/16/2015)
CS4 = CS4 ink old Black (printers and systems shipped before 10/16/2015)
Al = Aluminum Sheet / Plate and all hard substrates
```

Name of the color profile. This is what you will look for when selecting the correct profile for your print job. This is for the WF7110 printer, printing on a polyester material. Plain Paper, High Quality, using Adobe CS/4.2.

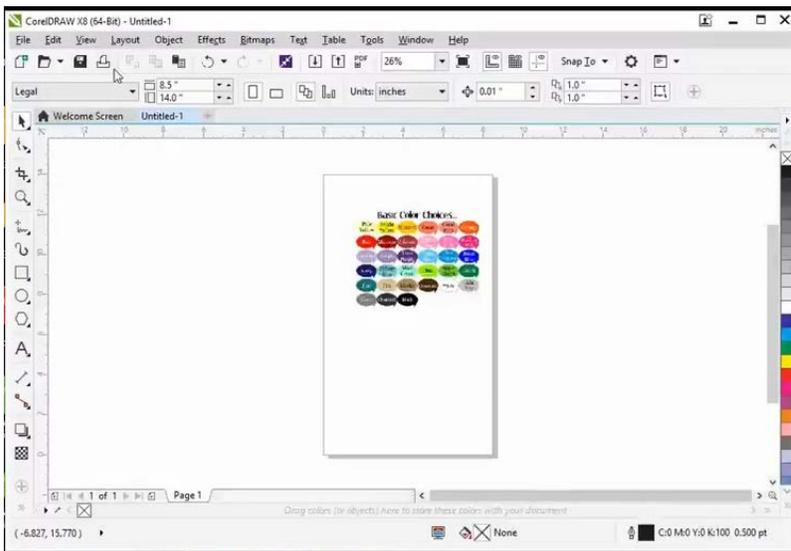
Setting up a color profile on the printer

Make sure that CorelDraw is closed.

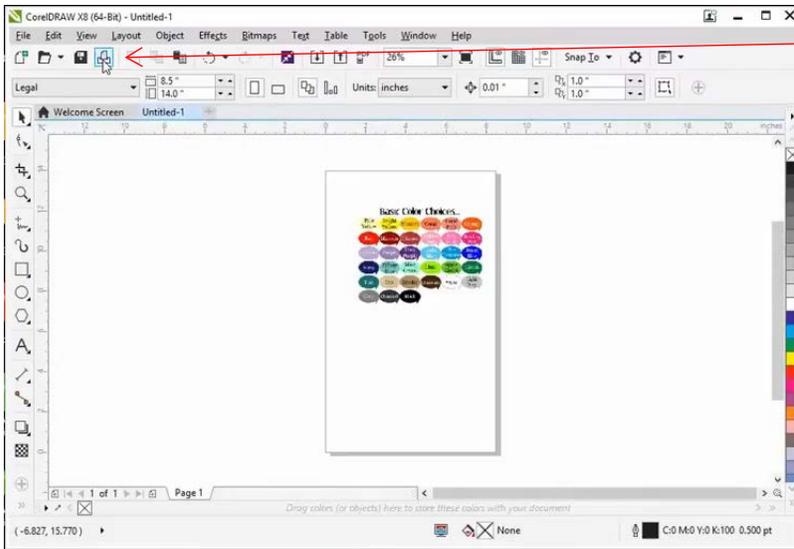
Go to the Windows button in the lower left hand corner. Right click, go to Control Panel, Printers and Devices, Select the **Epson WF 3260**, right click and go to **Printing preferences**.



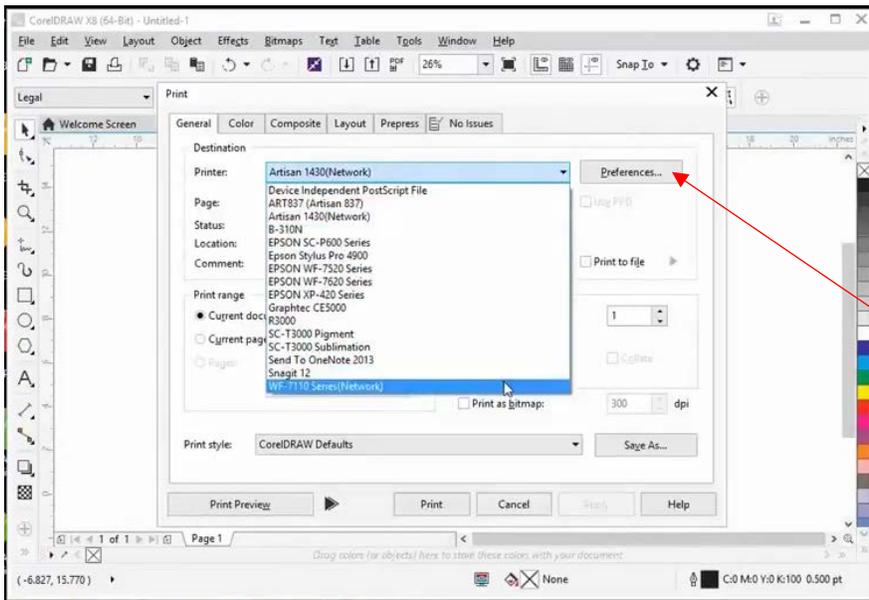
Here you can see the presets that have been loaded already. Since we don't use Aluminum Plates this shouldn't be selected. The Poly is one that we will use.



Now open a graphic file in CorelDraw.



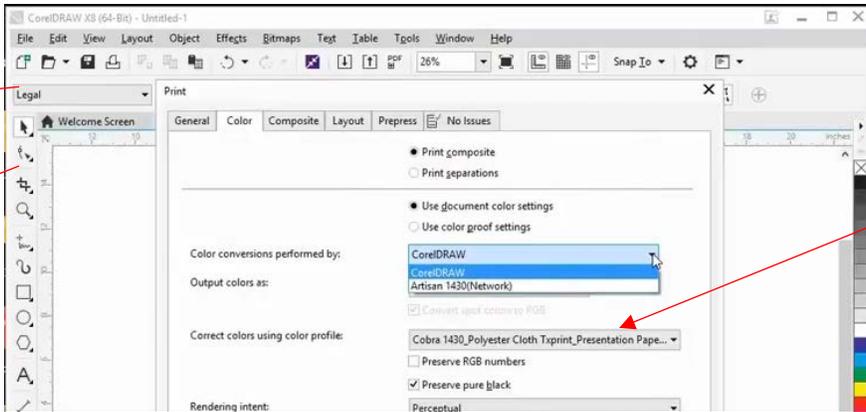
Click on the "Printer" icon.



Select Epson WF-3620 or the Epson WF-3620 (copy) depending on which is set up as sublimation or pigment (there should be a label on the printer designating which is which) or the printer may be labeled Pigment or Sublimation in the printer interface. .

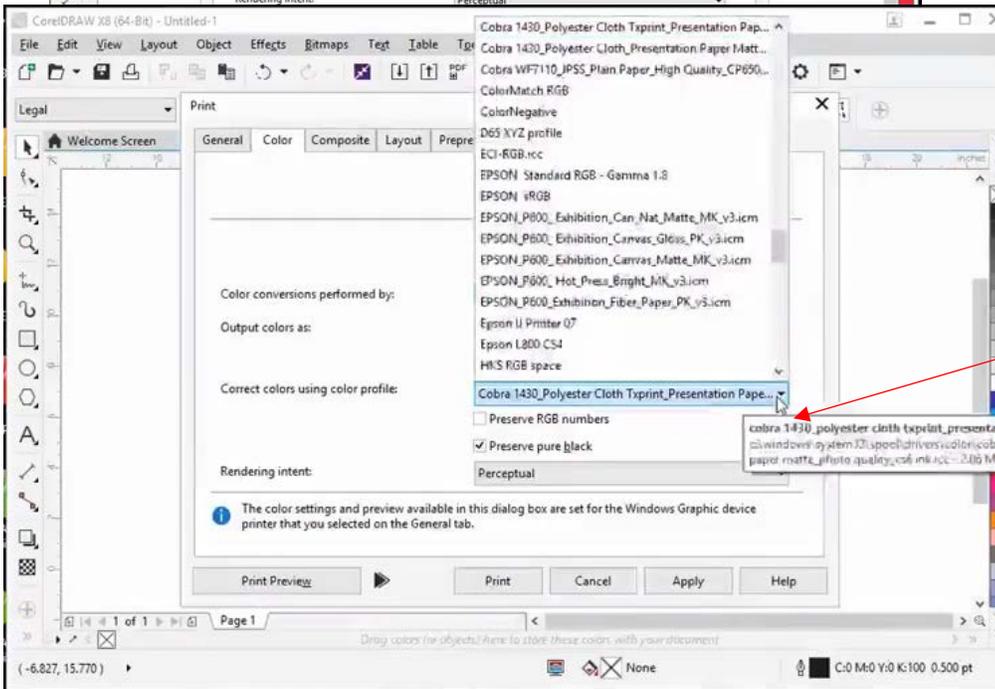
The printer dialog box opens and you select the correct printer, which is the Epson 3260 (copy).

At this point you can check the preferences that had been set up previously.



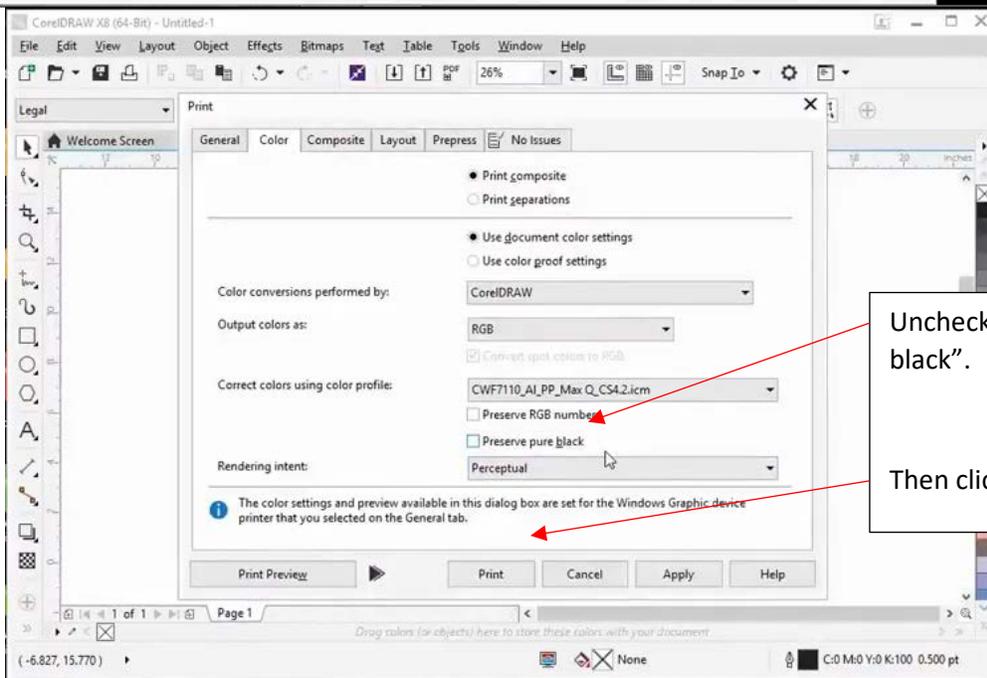
Click on the "Color" tab.

Select "CorelDRAW" for the "Color conversion performed by"



This example shows quite a number of color profiles to select from but we need only those for sublimation on the sublimation printer and the only printer will be the Epson 3260 (copy).

Select the Polyester Cloth Texprint



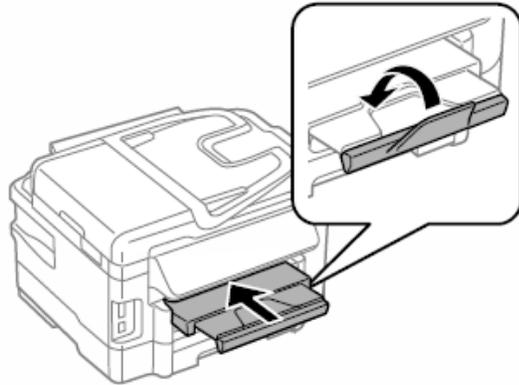
Uncheck "Preserve pure black".

Then click on "Print"

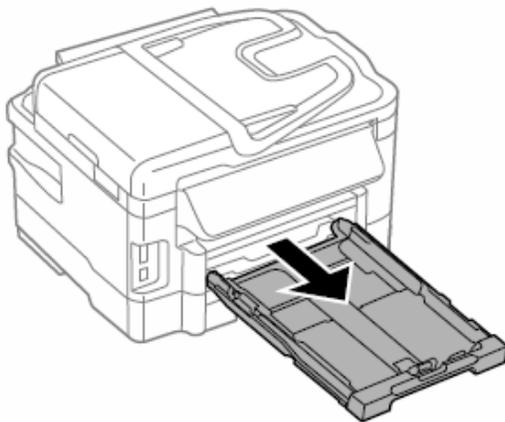
### Loading Paper for Documents in the Cassette

You can print documents on a variety of paper types and sizes.

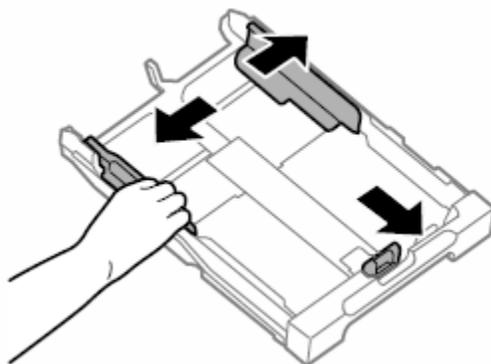
1. Close the paper stopper and output tray, if necessary.



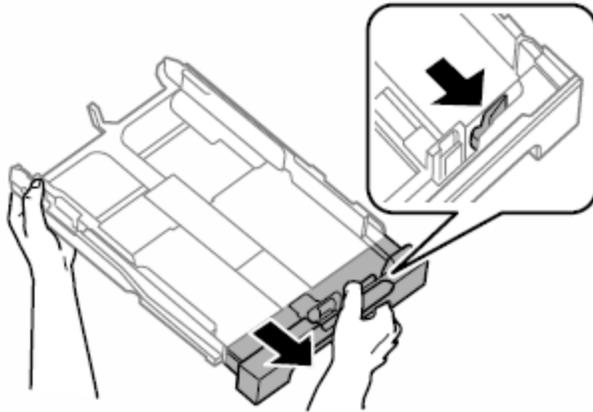
2. Pull out the paper cassette.



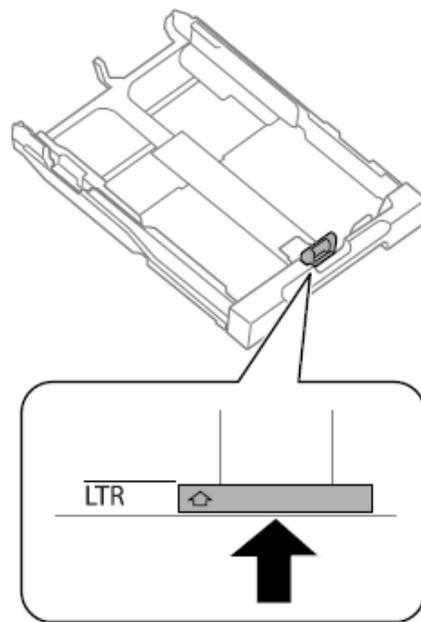
3. Slide the edge guides outward.



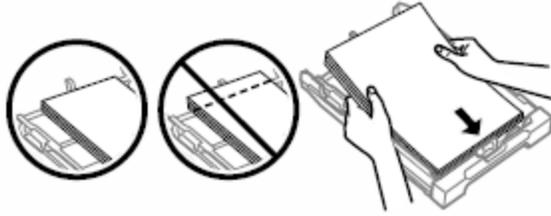
**Note:** If you are using legal-size paper or larger, squeeze the tab and extend the paper cassette.



4. Slide the edge guide to your paper size.

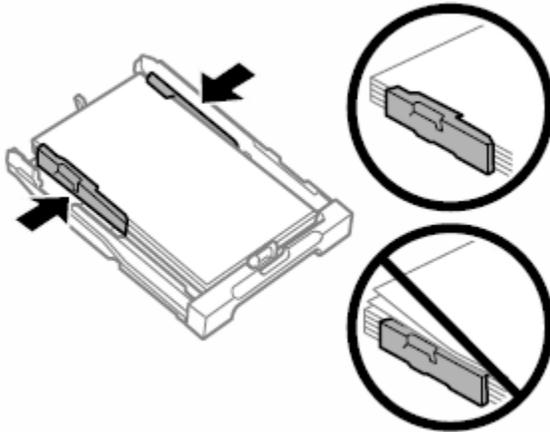


5. Load a stack of paper, **printable side down**, against the edge guide as shown. You may want to load only a one sheet of the transfer paper at a time. Some have reported that the printer sometimes pulls more than one sheet, which could ruin the other transfer paper.



**Note:** Make sure the paper is loaded against the edge guide and not sticking out from the end of the cassette.

6. Slide the edge guides against the paper, but not too tightly.



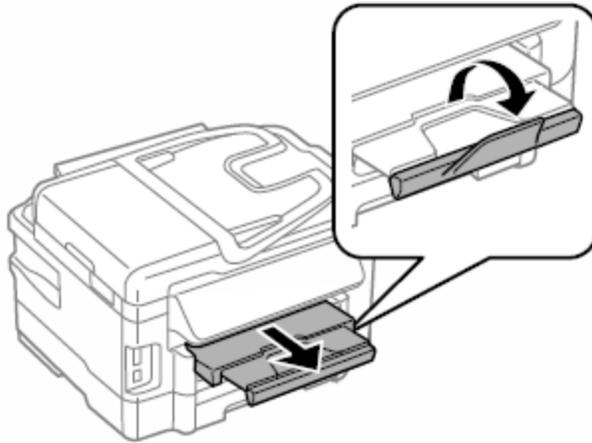
**Note:** Make sure the paper fits beneath the top edges of the guides.

**Caution:** To prevent paper feeding problems, make sure you do not load too much paper in the cassette.

7. Gently insert the paper cassette

**Note:** The paper may slide forward slightly as you insert the cassette. This is normal.

8. When prompted by the product's LCD screen, select the size and type of the paper you just loaded and select **OK**.
9. Extend the output tray and open the paper stopper.



**Note:** If you are using legal-size or longer paper, do not open the paper stopper. Do not remove or insert the paper cassette during printing.

Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
- Load paper short edge first, no matter which way your photo faces.
- **Load the printable side facedown.**
- Do not load paper above the arrow mark inside the edge guide.
  - Check the paper package for any additional loading instructions.

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### Placing Originals on the Product

Follow the instructions here to place your original documents or photos on the product.

**Caution:** Do not place anything on top of your product or use its cover as a writing surface to avoid damaging it.

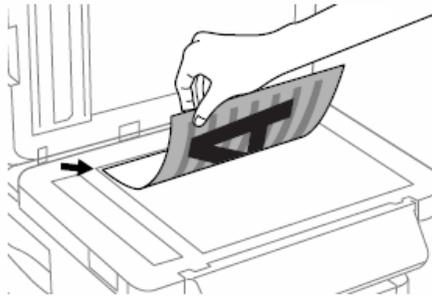
[Placing Originals on the Scanner Glass](#)

[Placing Originals in the Automatic Document Feeder](#)

### Placing Originals on the Scanner Glass

You can place originals up to this size on the scanner glass: Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]).

1. Open the document cover.
2. Place your original facedown on the scanner glass with the top facing as shown. Slide the original to the edges of the indicated corner.



**Note:** You can place multiple originals on the scanner glass. Just make sure they are at least 0.8 inch (20 mm) away from each other.

3. Close the document cover gently to keep your original in place.

**Parent topic:** [Placing Originals on the Product](#)

### Starting a Scan Using the Product Control Panel

You can scan an image to a memory device or to your computer using your product's control panel.

1. Make sure you installed the product software and connected the product to your computer or network.

2. Place your original on the product for scanning.

**Note:** To scan a double-sided document, place it in the ADF.

3. Press the home button, if necessary.
4. Select **Scan**.

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## Scanning

You can scan original documents or photos and save them as digital files.

[Starting a Scan](#)

[Selecting Epson Scan Settings](#)

[Scanning with OS X Using Image Capture](#)

### Starting a Scan

After placing your original documents or photos on your product for scanning, start scanning using one of these methods.

[Starting a Scan Using the Product Control Panel](#)

[Starting a Scan Using the Epson Scan Icon](#)

[Starting a Scan from a Scanning Program](#)

**Parent topic:** [Scanning](#)

**Related topics**

[Placing Originals on the Product](#)

### Starting a Scan Using the Product Control Panel

You can scan an image to a memory device or to your computer using your product's control panel.

1. Make sure you installed the product software and connected the product to your computer or network.
2. Place your original on the product for scanning.

**Note:** To scan a double-sided document, place it in the ADF.

3. Press the  home button, if necessary.

4. Select **Scan**.

You see a screen like this:



5. Select one of the following **Scan to** options:

- **Memory Device** saves your scan file on a memory card or USB device and lets you select the file format, quality, and other settings.
- **Cloud** sends your scanned files to a destination that you have registered with Epson Connect.
- **Computer** saves your scan to your computer or as an image capture in OS X 10.6/10.7/10.8/10.9.
- **Computer (WSD)** lets you manage network scanning in Windows 8, Windows 7, or Windows Vista (English only). To use this feature, you must first set up WSD (Web Services for Devices) on the computer.

6. Select **Presets** or press the **★ Preset** button (WF-3620) to save your scan settings.

**Note:** Presets can be locked by an administrator. If you cannot access or change this setting, contact your administrator for assistance.

7. Do one of the following:

- If you are scanning to a computer, select the target computer, then select the format and 2-sided setting if necessary.
- If you are scanning to a memory device, select **Settings** to display additional scanning options.

#### Scan to Memory Device Options

Select the options you want to use for scanning to a memory device.

Scan to Memory Device setting	Available options	Description
<b>Format</b>	<b>JPEG</b>	Select for photos
	<b>PDF</b>	Select for documents
	<b>TIFF (Single Page)</b>	Select for scanned files that you can print from a device. Multi Page TIFF documents are scanned in black and white.
	<b>TIFF (Multi Page)</b>	
<b>Resolution</b>	<b>200dpi</b>	Select for documents
	<b>300dpi</b>	Select for photos
	<b>600dpi</b>	Select for highest quality printing
<b>Scan Area</b>	<b>Letter</b>	Select the page size for documents
	<b>A4</b>	
	<b>Legal</b>	
	<b>Half Letter</b>	
	<b>Executive</b>	
	<b>Auto Cropping</b>	Select for photos with dark edges
<b>2-Sided</b>	<b>Max Area</b>	Select for most photos
	<b>Off</b>	Lets you scan 2-sided originals placed in the ADF. If you select <b>On</b> , you can also select the <b>Binding Direction</b> .
<b>On</b>		

Scan to Memory Device setting	Available options	Description
Document Type	Text	Specifies the type of original you are scanning
	Text & Image	
	Photo	
Density	-4 to +4	Adjusts the lightness or darkness of scanned images.
Document Orientation	Portrait	Specifies the orientation of PDF documents
	Landscape	
Compression	High	Select <b>High</b> for smaller file size or <b>Low</b> for best quality
	Middle	
	Low	
PDF Settings	Document Open Password	Lets you set a password for opening the document
	Permissions Password	Lets you set a password for printing or editing the document

## Starting a Scan Using the Epson Scan Icon

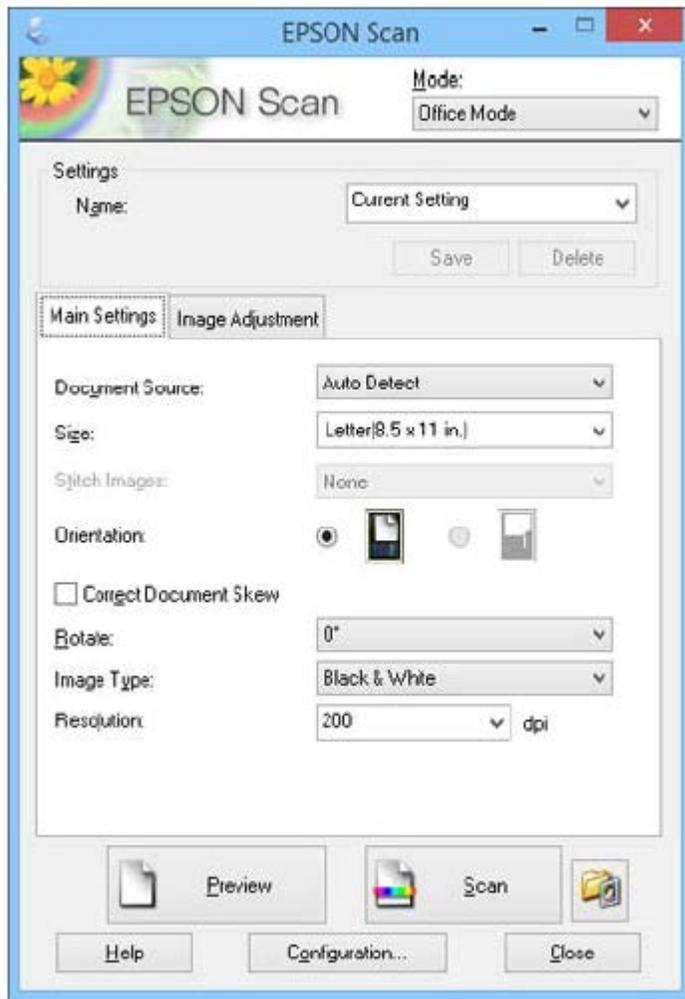
You can start the Epson Scan program to select scan settings, scan, and save the scanned image to a file.

- **Windows 8.x:** Navigate to the **Apps** screen and select **EPSON Scan** under **EPSON** or **EPSON Software**.
- **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **EPSON** or **EPSON Software** and click **EPSON Scan**.
- **OS X:** Open the **Applications** folder, open the **Epson Software** folder, and double-click the **EPSON Scan** icon.

**Note:** With OS X 10.6, 10.7, 10.8, or 10.9, in addition to scanning with Image Capture, you can download and install Epson Scan scanning software. Epson Scan provides additional image adjustment and photo correction features for enhancing scanned images, and provides an interface for TWAIN-compliant OCR scanning software, such as ABBYY FineReader. To download Epson Scan, visit Epson's driver download site ([U.S. downloads](#) or [Canadian downloads](#)).

You see an Epson Scan window like this:

## Selecting Epson Scan Settings



### Scan Modes

Epson Scan provides a choice of scan modes with different levels of control

over your settings.

### Office Mode

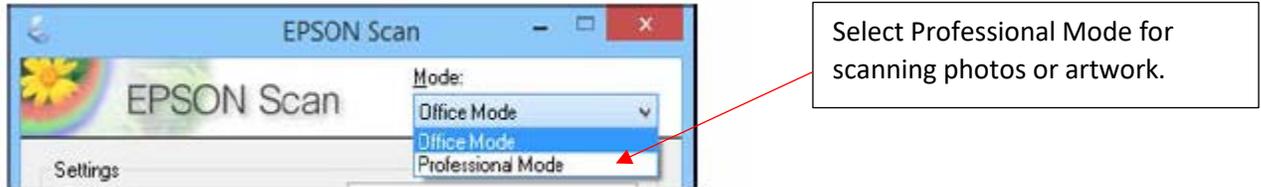
You can quickly scan text documents and adjust them on a preview screen. You can also select various image adjustment options and preview your scanned image.

### Professional Mode

You can manually customize all available settings, and preview and size your scanned image.

## Selecting the Scan Mode

Select the Epson Scan mode you want to use from the Mode box in the upper right corner of the Epson Scan window:



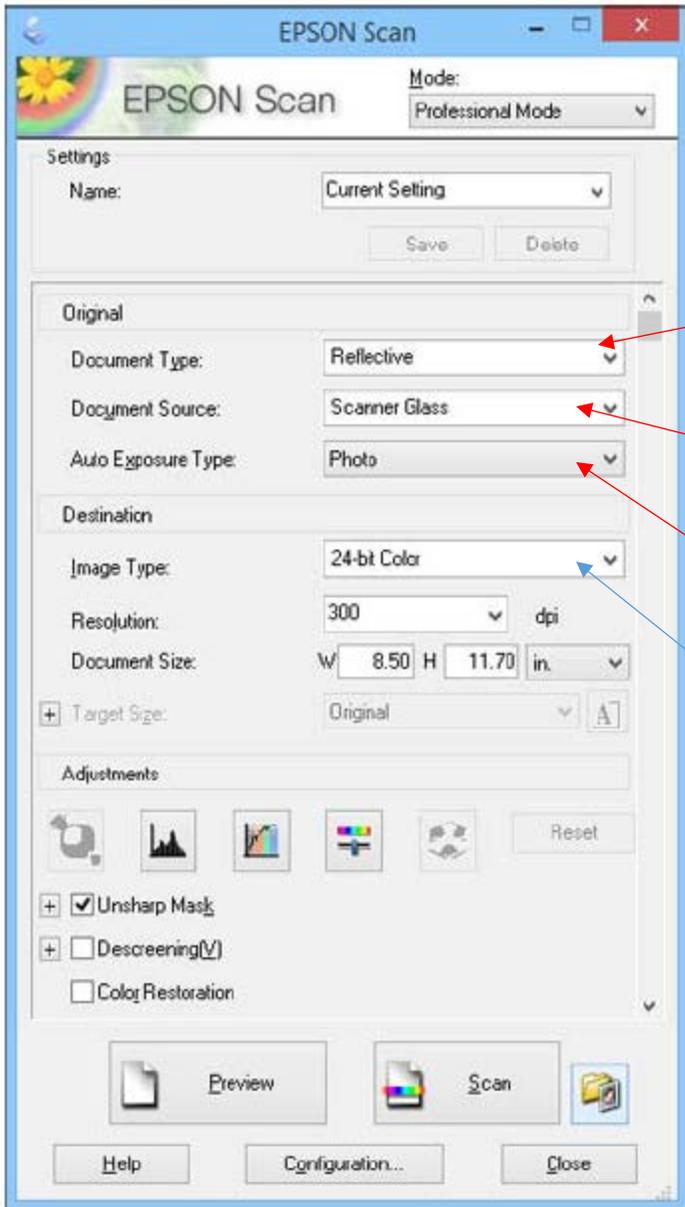
This would not be the best choice for scans used to print out artwork for the Heat Press. If this is what you are interested in please refer to the Epson WK-3260 manual that is posted on the Nebraska Library Commissions website at the following link.

When you scan in Professional Mode, Epson Scan automatically saves your scanned file in PDF format in your operating system's Documents or My Documents folder, or opens it in your scanning program.

You can select settings, preview, and change the scanned file settings as necessary.

Start Epson Scan and select **Professional Mode** as the Mode setting.

You see this window:



Reflective for documents or photos.

Scanner Glass or the other options would be the Automatic Document Feeder or ADF – Double-sided.

Leave on Photo for photograph or artwork.

Leave on 24-bit Color for color photos or color artwork. There are also options here for Black & White or 8-bit Grayscale. Black & White for line art and 8-bit Grayscale for B&W photos.

Resolution set to 300 is perfect for printing out high quality photos or artwork. See \*\* for how to increase the size of your photos/artwork if they are smaller than you want.

**Note:** If you are using the ADF, remove any documents from the scanner glass.

Click the **Preview** button.

Epson Scan previews your original and displays the result in a separate Preview window.

If you are using the ADF, reinsert your original into the ADF.

If desired, select the area in your preview image that you want to scan (scan area).

Select any of the image adjustment settings you want to use. Before making adjustments, click the image or scan area in the Preview window.

If you want to reduce or enlarge your image as you scan, select the **Target Size** setting you want to use.

Click **Scan**.

You see the File Save Settings window.

Change any of the necessary file save settings and click **OK**.

Epson Scan scans your original, and saves the file in the selected folder or opens it in your scanning program. If the file was saved directly to your computer, you see the file in the Windows Explorer or OS X Finder, where you can view and print the image, if desired.

### **Selecting a Scan Area - Professional Mode**

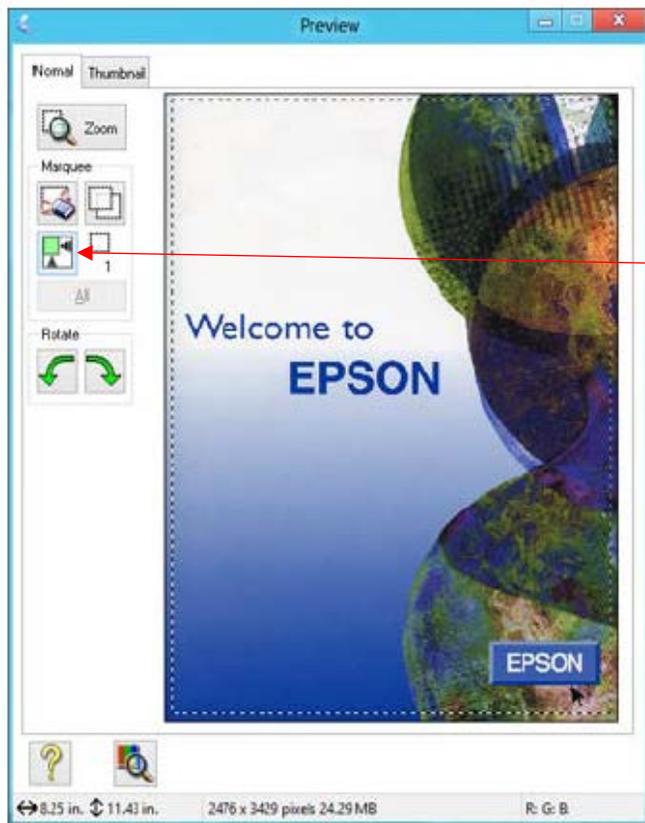
You can select a specific area in your preview image to include in your scanned image. You can select the entire image area or a portion of it. You can even select multiple scan areas to create multiple scanned images of different areas (Normal Preview mode only).

You can also use the scan area to select specific Image Adjustments settings for a scanned image. Just be sure to click inside the scan area before selecting the settings.

**Note:** In Professional Mode, the default Preview mode is Normal mode. To use Thumbnail Preview mode instead, click the **Thumbnail** tab.

1. Do one of the following to select your scan area in the Preview image:

- **Normal preview:** Click the Auto Locate icon to create a marquee (dotted line) on the preview image.

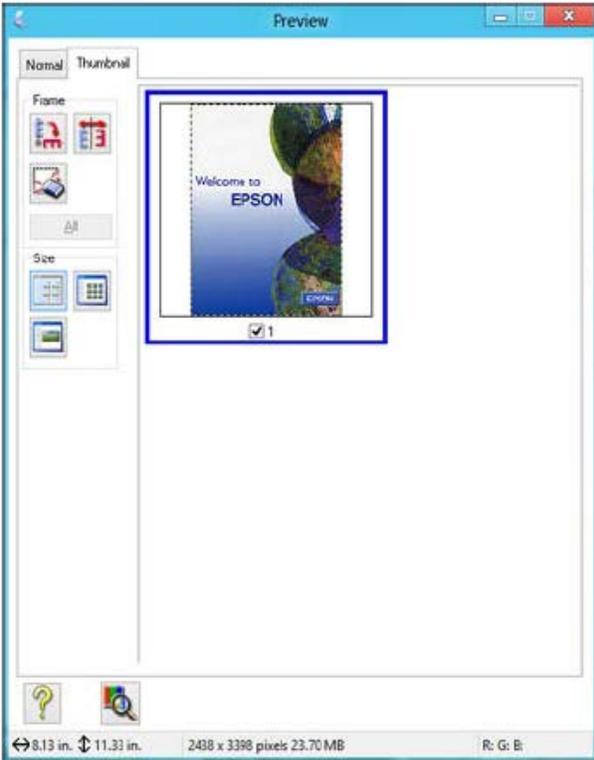


Auto Locate icon

Th  
cu

atically, but you can change it. Place your  
ck and drag the cursor to the opposite  
corner to create a marquee (dotted line) on the preview image.

atically, but you can change it. Place your  
ck and drag the cursor to the opposite



Do the following as necessary, to work with the selected scan area:

- If the marquee is correct, continue with the next step.
- To move the marquee, click inside the scan area and drag the marquee where you want it.

# 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 that showed some improvement.

The print heads may have become clogged. Try doing a Nozzle Check & Head Cleaning.

Follow the directions on page 13 of this SOP to learn more about this. 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.

