

EPSON P20000

How-To Guide

October 2025

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.

PRINTER CONTROL PANEL



1.load/remove paper button

2.maintenance button

3.pause/cancel job button

LOADING PAPER

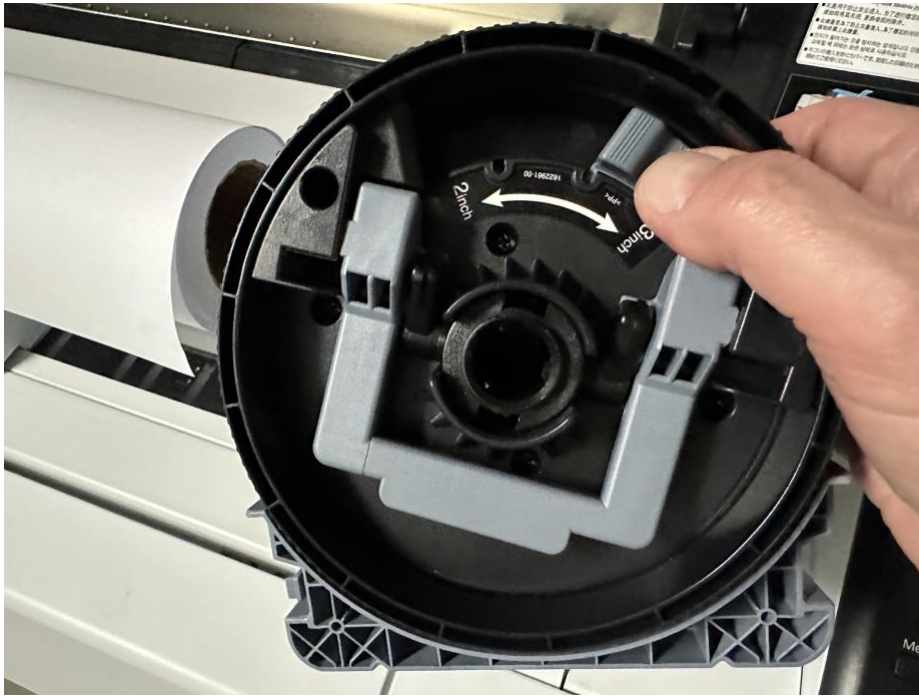
Power on the printer (press Power button on the printer Control Panel), then take the paper roll and place it on the roll guides on top of the printer.



Lift the cover at the back of the printer and take out both roll paper adapters.



Make adjustments for the desired roll diameter (Bond 44" has 2" core, all the other papers have 3" core) by sliding the size lever to the side that matches your paper core size.



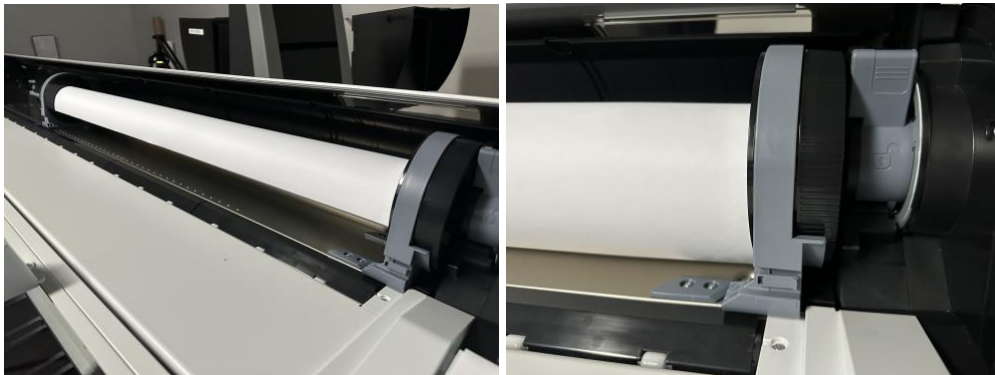
Release (lift) the adapter lock on both roll paper adapters.



Push adapters into the paper core at both ends of the roll and push down the adapter lock levers flat against the adapters.



Lift the roll and slide it back and to the right until it meets roll paper guide.



On the printer Control Panel press load/remove paper button.

Make sure that on the Control Panel LCD display Roll Paper is selected and press the OK button.

Insert the leading edge of the roll paper into the feed slot until the printer beeps.

Pull down the roll lock lever to lock the roll in place.



Close the roll paper cover. Always keep the cover closed unless loading or unloading media.



Check the Control Panel LCD screen.

If the paper settings on the screen are the same as the paper type you loaded, select **Keep Settings Above**.

If the paper settings are different than the paper type you loaded, select **Change Settings** and then select the proper paper type.

For the papers we offer in the lab, select the following paper type offered on the screen:

Bond	= Plain Paper
Enhanced Matte	= Enhanced Matte Paper
Glossy	= Premium Glossy Photo Paper (250)
Satin	= Premium Luster Photo Paper (260)
Photographic	= UltraSmooth Fine Art Paper
Backlit	= Backlit (Thin)

Press the **OK** button.

PRINTING STEP-BY-STEP

Perform Nozzle Check (there are 2 ways to do it).

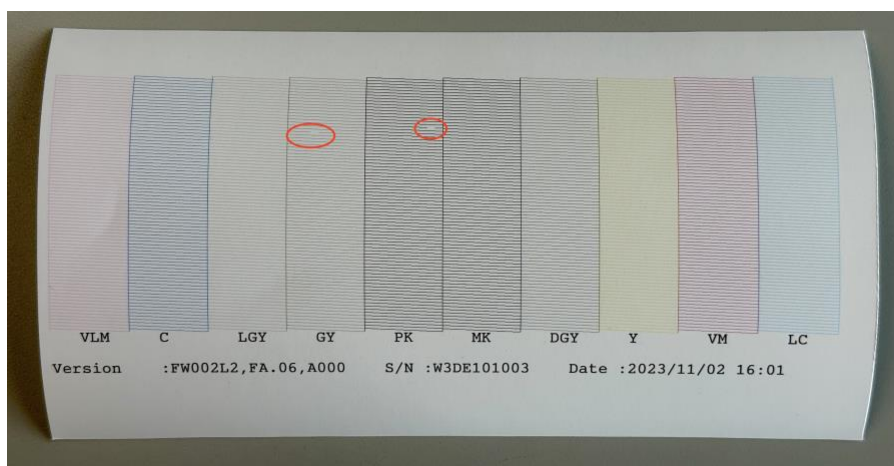
Either:

On the computer, open Epson Print Utility 4 (in the Dock). Select Nozzle check and print the check pattern. Upon inspection of the printed pattern, if necessary, clean the nozzles by selecting Head Cleaning and pressing Start. After the Cleaning perform another Nozzle Check and inspect the pattern. Upon completion of the nozzle check make sure to click Finish in the Epson Print Utility 4 pop-up window.

Or:

On the Control Panel on the printer press the Maintenance Button. Select Print Nozzle Check. Upon inspection of the printed pattern, if necessary, clean the nozzles: Press the Maintenance Button. Select Head Cleaning. Select Nozzles to be cleaned (all nozzles selected by default) and press OK. After the Cleaning perform another Nozzle Check and inspect the pattern.

Note that a few intermittent nozzles missing (like in the example below) should not affect the quality of your print. **Only if segments (blocks) of nozzles are missing the cleaning is required.**

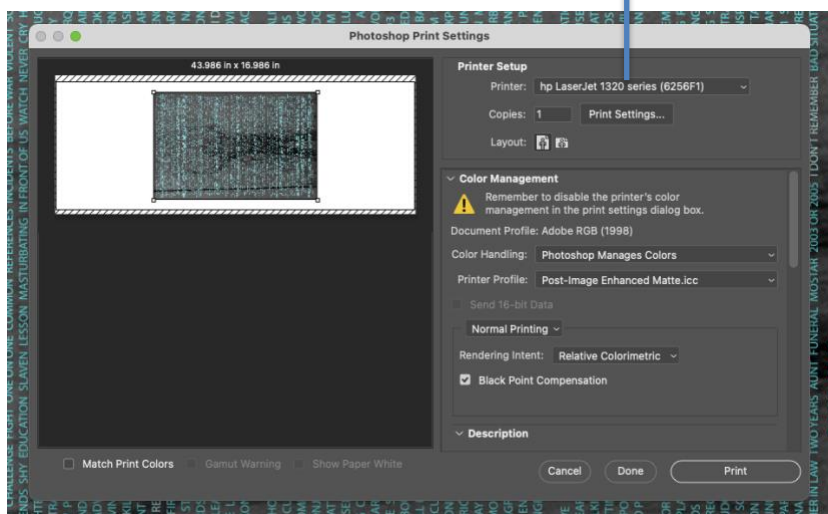


When you have your document prepared in Photoshop, in the menu bar select File → Print.

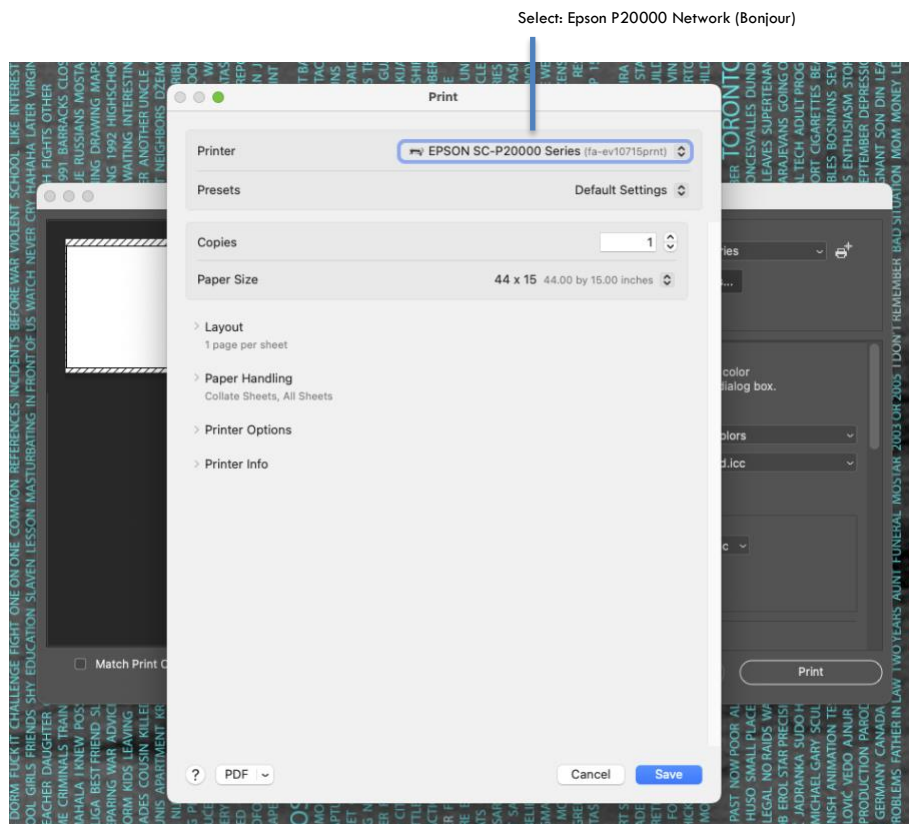
Make sure that “EPSON SC-P20000 Series” is selected as the printer. Don’t worry about page size, position, or scaling yet. This will be set up soon. First, set the color handling:

Color print: Select Photoshop Manages Colors, and then choose the correct printer profile for the type of paper you’re using. Each profile created in this lab for the papers we offer will be labeled with Post-Image. For example, if you were printing on the Enhanced Matte paper you would use the Post Image Enhanced Matte.icc.

Select: Epson P20000 Network (Bonjour)



Click on “Print Settings...” which will bring up the Print window:

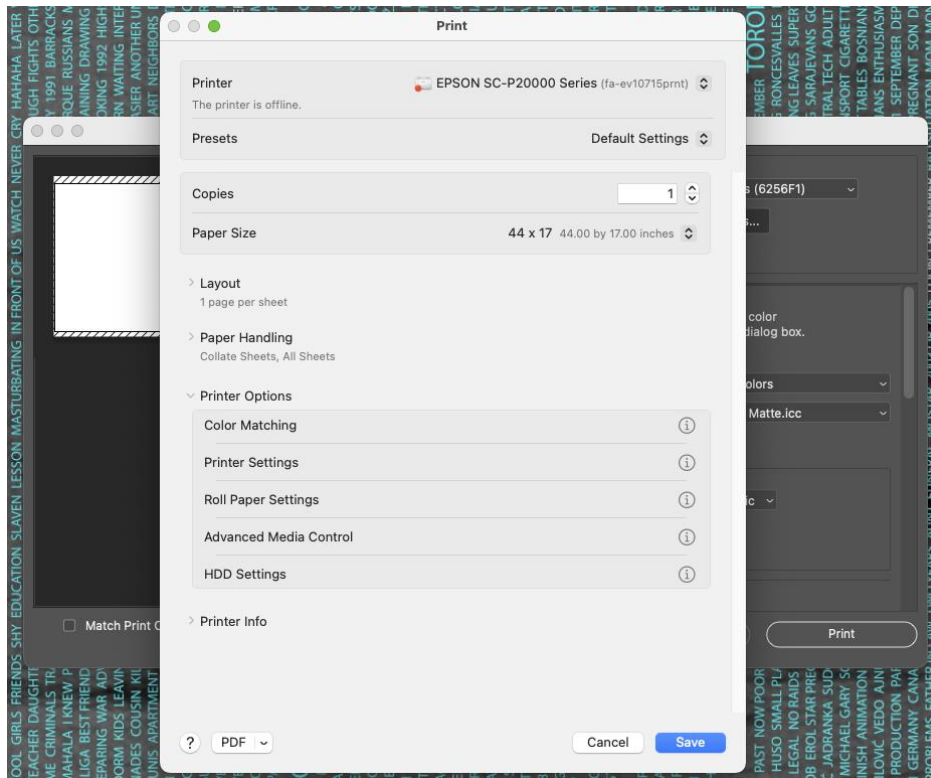


Note that the Presets function is unreliable at the moment (Mac OS Issue). Each time you open the Print Settings dialogue you need to make selections in the following fields:

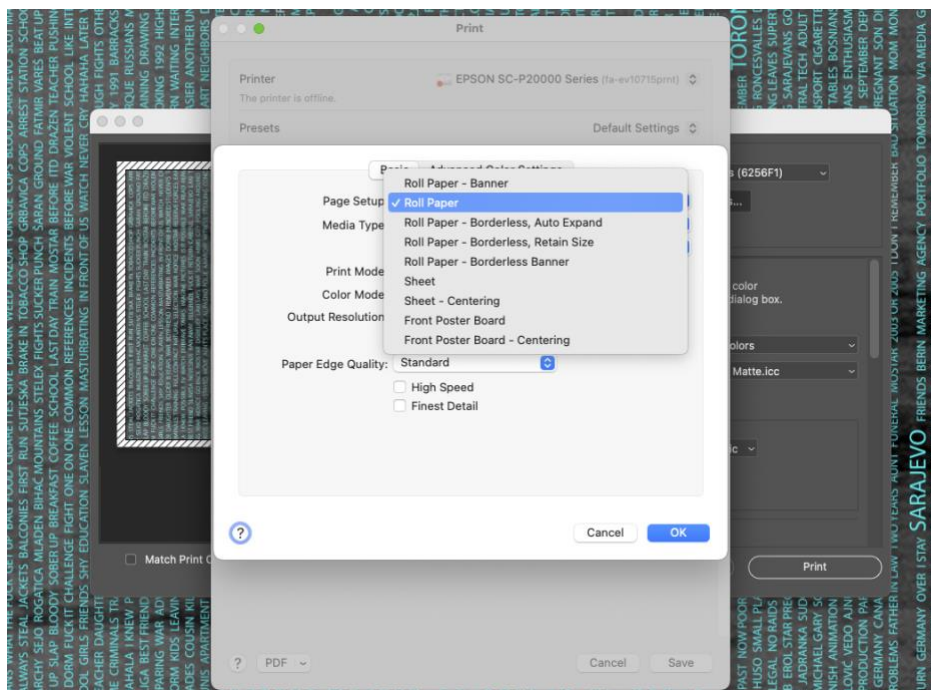
For paper size, click on the options under “Paper Size”. Presets have been made for all of our roll paper widths, in heights from 11” to 70”. To make your own custom size, select “Manage Custom Sizes” at the end of the list of paper sizes. Please remember to name your custom size! **Note that the minimum paper size to print is 11”!**

Expand Printer Options pull down menu. Then select Printer Settings (click on the name or the “i” button)

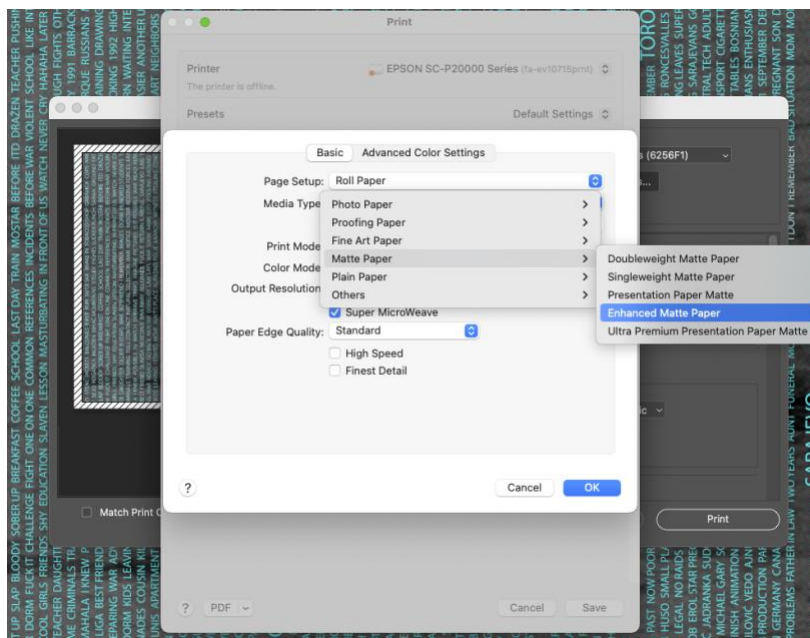
Select: Epson P20000 Network (Bonjour)



Under Page Setup select Roll Paper:

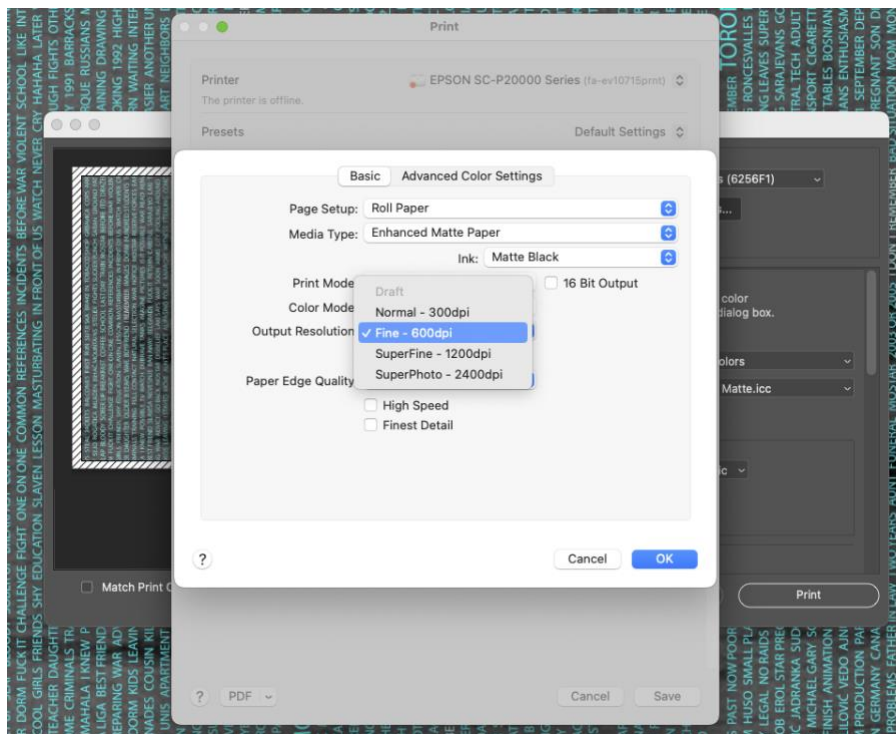


Select Media Type to reflect the selection made already on the Printer display:



Bond = Plain Paper
 Enhanced Matte = Enhanced Matte Paper
 Glossy = Premium Glossy Photo Paper (250)
 Satin = Premium Luster Photo Paper (260)
 Photrag = UltraSmooth Fine Art Paper
 Backlit = Enhanced Matt

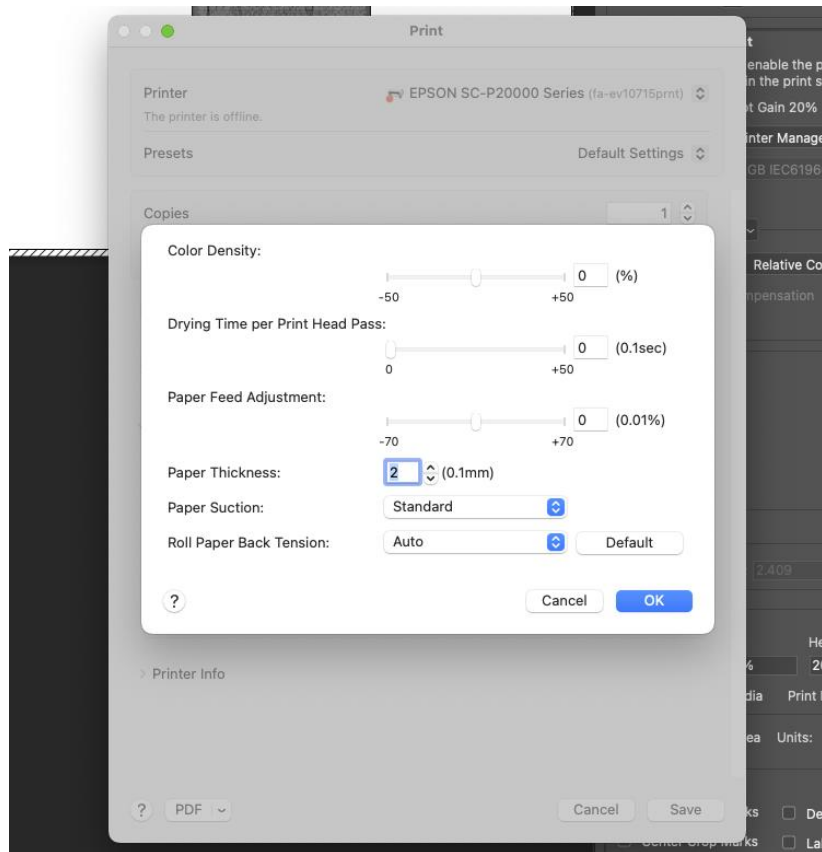
Select desired Output Resolution – 600dpi is fine for most cases:



If selected, make sure to deselect High Speed box.

Click on Advanced Media Control and select the appropriate Paper thickness as per table below:

Bond	= 1
Enhanced Matt	= 2
Glossy	= 3
Satin	= 3
<u>Photographic</u>	= 4
Backlit	= 2

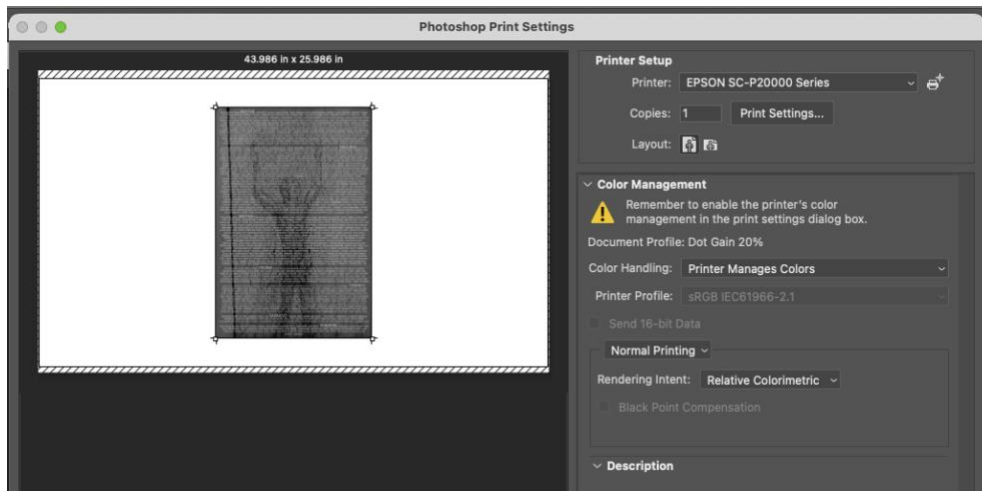


Press the **OK** button to print.

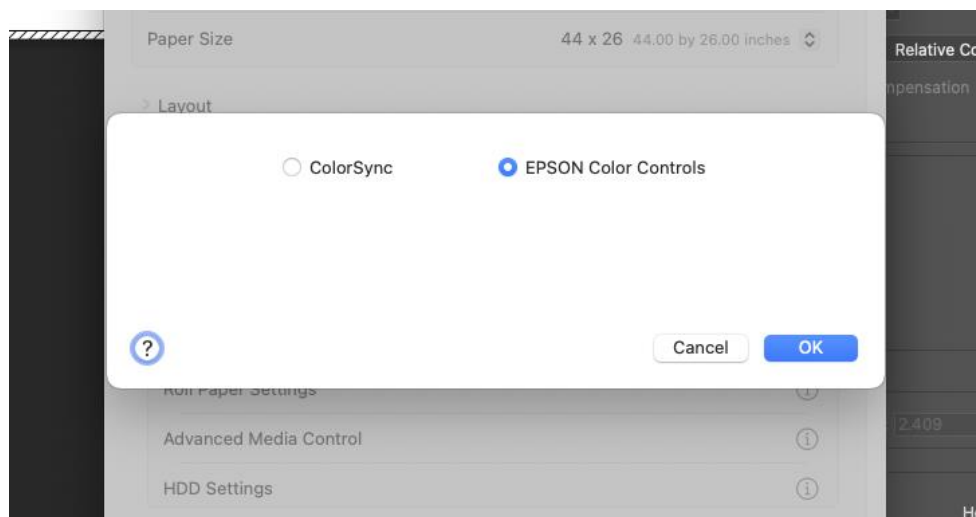
For **Black and White print**: Select Printer Manages Colors. Option to select Printer Profile is not available and it's not necessary.

Select: Epson P20000 Network (Bonjour)

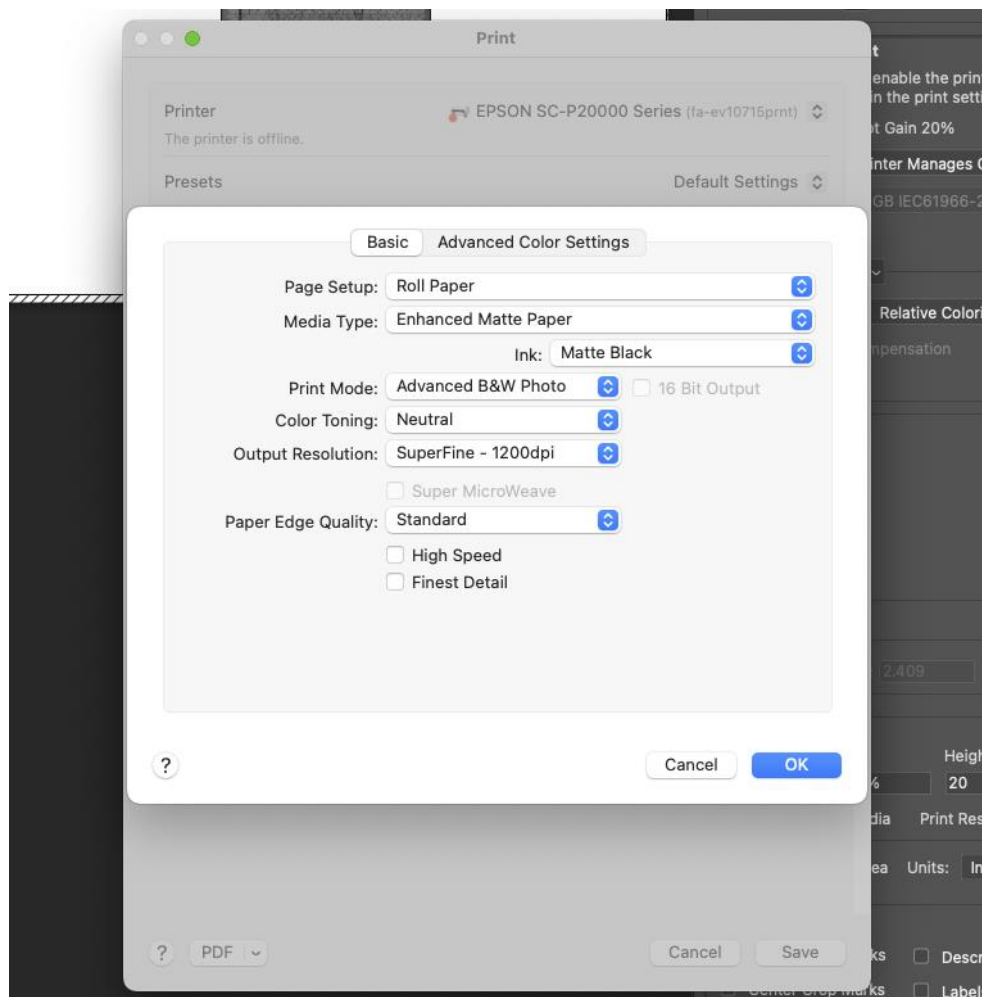




Click on Print Settings, expand Printer Options pull down menu, then select Color Matching and choose Epson Color Controls:



Make the following selections in the Basic settings (select appropriate Media Type for the paper you are using, select Advanced B&W Photo as a Print Mode):



The rest of the settings is the same as for the Color prints, including setting the paper thickness in the Advanced Media Control (don't forget that!).

WHEN YOU ARE DONE PRINTING

On the printer Control Panel press load/remove paper button.

On the Control Panel LCD display select Remove Paper and press the OK button.

The paper will automatically rewind back onto the core.

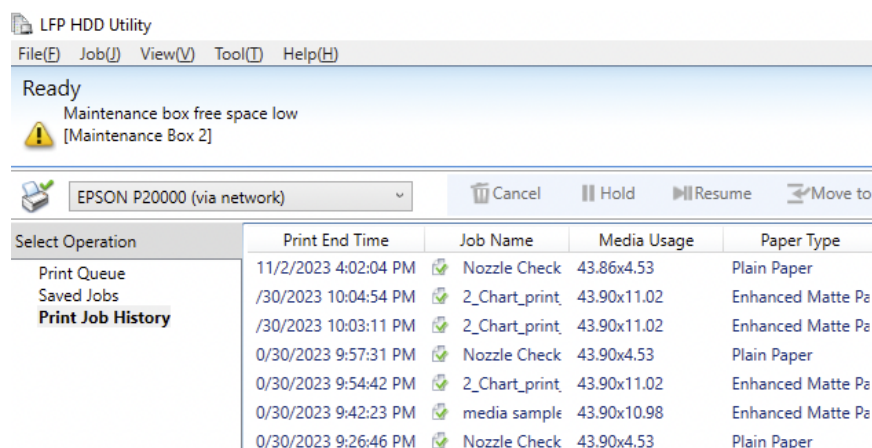
Pull up the roll lock lever to unlock the roll. Remove the roll paper and put it back in the same slot on the paper stand that you took it from (there are labels on the stand).

Log your usage:

Log your paper usage in linear inch in the log book. The linear inch is the length you choose in page setup for printing (e.g. 44 x 68 = 68 linear inch). If you make several prints, please take note of each length, and calculate the total.

With the VNC viewer, you can see a log of all the print jobs you sent, including the page size up for each print job. This tool can be in particular useful when you have many paper sizes to log. When calculating the total, we let you ignore the numbers behind the decimal (e.g. 56.845 inch = 56 inch).

Please do NOT close the window with the Print Log. Each time you reopen the window, the columns reset to a not very practical order. If you need to reopen the print log, please simply drag the columns so it looks like this (takes 2 seconds!):



The screenshot shows the LFP HDD Utility window. The title bar is "LFP HDD Utility" with menu items File(E), Job(J), View(V), Tool(T), and Help(H). The status bar says "Ready" and "Maintenance box free space low [Maintenance Box 2]". Below the status bar is a toolbar with a printer icon, a dropdown menu showing "EPSON P20000 (via network)", and buttons for Cancel, Hold, Resume, and Move to. The main area is a table with the following columns: Print End Time, Job Name, Media Usage, and Paper Type. The table contains 8 rows of print job history.

Select Operation	Print End Time	Job Name	Media Usage	Paper Type
Print Queue	11/2/2023 4:02:04 PM	Nozzle Check	43.86x4.53	Plain Paper
Saved Jobs	/30/2023 10:04:54 PM	2_Chart_print	43.90x11.02	Enhanced Matte Pa
Print Job History	/30/2023 10:03:11 PM	2_Chart_print	43.90x11.02	Enhanced Matte Pa
	0/30/2023 9:57:31 PM	Nozzle Check	43.90x4.53	Plain Paper
	0/30/2023 9:54:42 PM	2_Chart_print	43.90x11.02	Enhanced Matte Pa
	0/30/2023 9:42:23 PM	media sample	43.90x10.98	Enhanced Matte Pa
	0/30/2023 9:26:46 PM	Nozzle Check	43.90x4.53	Plain Paper

...instead of this (=bad)

Select Operation	Job Name	Status	User Name	Host Name	Paper Source	Media Usage	Paper Type
Print Queue	Untitled-2	Completed	research	fa-ev10715prnt	Roll	44.02x24.17	Premium Luster Ph
Saved Jobs	Lacasse_Parar	Completed	research	fa-ev10715prnt	Roll	44.02x11.18	Premium Luster Ph
Print Job History	Water_crop_p	Completed	research	fa-ev10715prnt	Roll	43.98x11.18	Premium Glossy Ph

PROBLEMS?

If you experienced problems while printing remember to record them in the troubleshooting logbook that can be found on the printer station desk.

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.