

# SecurColor FAQs

1. The printer keeps feeding after putting a roll paper in there.  
-By default the printer is set for gap sensing. Make sure to use the sample label roll that came in the box. When the printer is idle, you can then set the media type within the driver under media position detection for a different type of media.
2. When I first turn the printer ON it takes a long time to initialize.  
-The printer is feeding ink through the tubes. This process may take about 8 Min. Please do not open the covers or turn off the printer. Otherwise, the printer will perform cleaning again from the beginning.
3. The ink cartridge looks like it has been used after the printer initialized.  
-The printer runs an automated thorough cleaning cycle when first turned on to get ink into the printer. You will see about 30-40% of the very first cartridge depleted.
4. The ink is used up really fast. What is happening?  
- The printer does quite a bit of automated cleanings including an especially thorough cleaning cycle when first turned on. But if left on and not used for an extended length of time, it will initiate minor cleaning cycles periodically to insure that the nozzles stay clear and the printer is always ready to print. These automatic cleaning cycles can use quite a bit of ink, although leaving the printer on during at least the work hours, even if used only occasionally will use the least amount of ink. The algorithm in the printer which controls this, initiates few if any cleaning cycles when the printer is being used regularly, so the higher the duty cycle the more efficient it is.
5. I am seeing black or white lines in my printout. How do I fix that?  
-Please refer to the banding adjustment pdf. located at [www.pos.epson.com](http://www.pos.epson.com).
6. Some options are unavailable within the driver. How can I access them?  
-Please refer to the advanced features pdf. located at [www.pos.epson.com](http://www.pos.epson.com).
7. How do I create my own layouts?  
-Please refer to the creating new media layouts pdf. located at [www.pos.epson.com](http://www.pos.epson.com).
8. How can I print variable lengths?  
-Create a new media layout. Refer to creating new media layouts pdf.  
-Ex. 4x10, 3x10 etc.  
-Select Receipt ONLY for the media type when creating the layout.  
-For Save roll media option on the General tab, select Eliminate lower and upper margins.

9. I noticed my Ethernet printer also has a USB port. Can I use it?
  - Unfortunately, the combination use of USB and Ethernet is not yet FCC approved.
  - You can use one or the other only.
  
10. When printing from my application, the incorrect layout is printing?
  - As with other applications, please verify the print settings in the application and the Epson driver.
  
11. How do I clear a paper jam?
  - You will see a red Error and Paper LED lit.
  - Open the paper door, look inside the printer and at the top to make sure any paper is removed. Close the paper door. If the LED pattern is still not cleared, turn the printer OFF then On.
  
12. My Ethernet printer will not print a status sheet?
  - Make sure the small 4in. USB cable is connected in the back of the printer behind the cover.
  
13. I am unable to go into Media Position Detection or other driver settings and get a communication error pop up but I can print to the printer?
  - This type of error occurs when the driver has been installed directly from the driver folder or through the add printer wizard. When you plug in the printer to your PC the first time, close the wizard and run the driver install via the Easy Setup. Also, please verify the printer is Online, in the Ready state and there are no jobs stuck in the printer queue.