# Using Custom Media
## Epson® SureColor® P9570 | 7570

### Background:

Epson SureColor P9570 | 7570 printers introduce a new system of management for the parameters of roll and sheet media, leading to improved consistency and accuracy of prints. In previous generation products, there are multiple ways to control the parameters needed to print optimally on a given media. Media settings occurred several places - on the printer's control panel, Windows® and macOS® printer driver, and in optional RIP software. With the SureColor P9570 | 7570, **ALL** parameters related to media are now exclusively stored on the printer.

### Using Epson Media:

The new Epson Media Installer application for macOS and Windows allows Epson support for existing and new media types as they are released or updated. The software handles all media-related requirements by installing the media's parameters in the printer under a named media setting, adding the media names to the printer driver, and loading the appropriate ICC profiles on a Windows or macOS system. The Epson Media Installer's capabilities will expand with subsequent software releases.
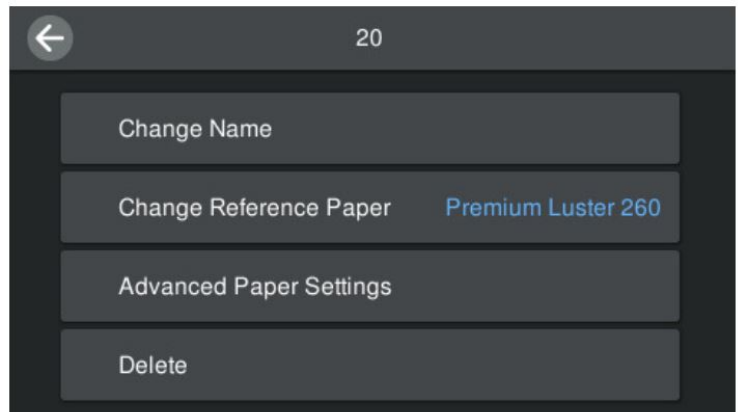
### Using Other Media Types:

SureColor P9570 | 7570 printers support additional media types through the Custom Media capability. Under this system, the user is responsible for entering the correct settings for the media, providing and installing an associated ICC profile, and using one of two methods to select the custom media in the printer driver. The process requires three steps: 1. Create a Custom Media, 2. Select the Custom Media, 3. Use the Custom Media in the printer driver. The following is an overview of those steps.

**1) To begin setting up a custom media, use the printer's control panel, and navigate to:**

**Menu-> Settings -> General Settings -> Printer Settings - > Custom Media**

Select the first available empty slot, and under "Change Name," enter the media name you want to view on the control panel home screen. Under "Change Reference Paper," select the most similar Epson media type to the custom media you are creating or similar Epson media type recommended by the supplier. This Reference Paper establishes all the Advanced Paper Settings that should be reviewed and edited as needed in the next step.

Note: *The Reference Paper must match the paper type used during the creation of the ICC profile*

## 2) Setting Advanced Media Settings for Custom Media:

The top three items are the most critical under normal circumstances. (Note: The image to the right is a mockup of the actual LCD screen, which requires scrolling.)

**a. Setting Paper Thickness** is essential for quality in bi-directional printing. A thickness setting that is too low or too high will lead to the spreading of fine type and line elements. Use a micrometer to measure the thickness of the media in mm within two decimal places, then enter this value in the menu system.

**b. Platen Gap** must be high enough to prevent head strikes. Head strikes can cause ruined prints and damage the print head. The edge of roll and sheet media can turn up slightly on the leading edge or cockle under ink load in the middle of prints. When setting platen gap, err on the side of caution by starting with maxium gap and reduce.

**c. Top Margin:** For some media, platen gap alone can not prevent leading edge head-strikes. If the platen gap is at a high value and head-strikes are occurring, increase the Top Margin setting.

### Other important settings to verify

**Auto Cut:** Repeated use of the internal cutter for Fine Art, Canvas, and other media thick, heavy types can damage the cutter blade and can require early replacement. With the Auto Cut setting, you can control the usage of the internal cutter.

**Lateral Feed Adjustment:** This setting enables a new jogging feature of the roll media adapters, which improves feeding of a roll from start to finish. If the media is not attached to the roll core to Epson specification, it may come loose and cause an unwound condition. For these media types, contact the manufacturer or disable the setting.
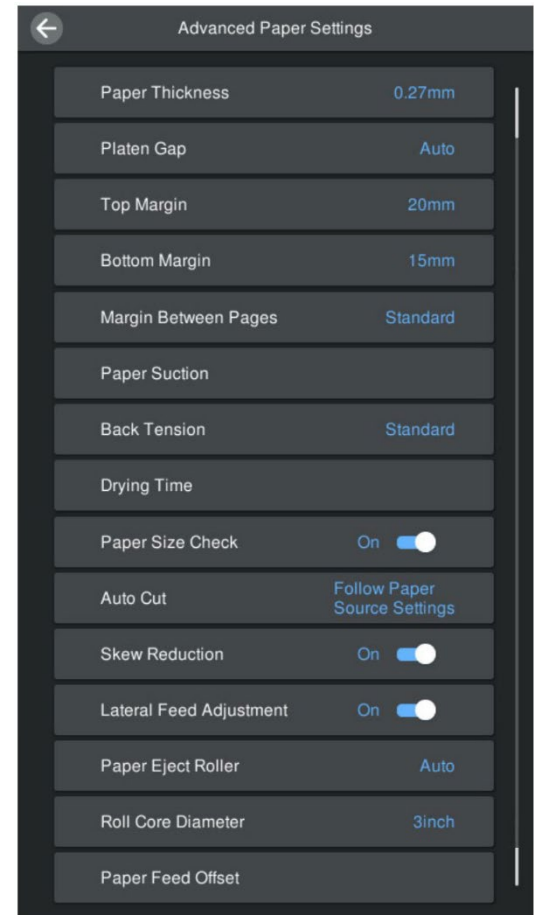
**Roll Core Diameter:** Set the roll core size (2" or 3") on the media being set up.

**Paper Feed Offset:** This setting allows for adjustment of the media's feed length to ensure accuracy and quality. Starting with a zero offset, print and measure a line or print of 400 mm or more. The longer the test print, the easier to measure any deviation. Calculate and enter the offset, for example: For a print length of 500mm, which measured to 499.5mm, the offset is 0.1, calculated as ((500-499.5)/500)*100. The allowable adjustment range is -1.00 to +1.53. If the required adjustment is outside of the available range, a different reference media needs to be selected.

Once the Name, reference media, and advanced parameters are setup, the Custom Media process is complete.

### Activate the Custom media:
Select the new Custom Media on the Control Panel during the media loading process. With the media

**Advanced Paper Settings**

| Setting | Value |
| --- | --- |
| Paper Thickness | 0.27mm |
| Platen Gap | Auto |
| Top Margin | 20mm |
| Bottom Margin | 15mm |
| Margin Between Pages | Standard |
| Paper Suction | |
| Back Tension | Standard |
| Drying Time | |
| Paper Size Check | On |
| Auto Cut | Follow Paper Source Settings |
| Skew Reduction | On |
| Lateral Feed Adjustment | On |
| Paper Eject Roller | Auto |
| Roll Core Diameter | 3inch |
| Paper Feed Offset | |

active, further fine-tuning adjustments can be set by tapping on the Media setting in the menu and selecting Advanced Media Settings.
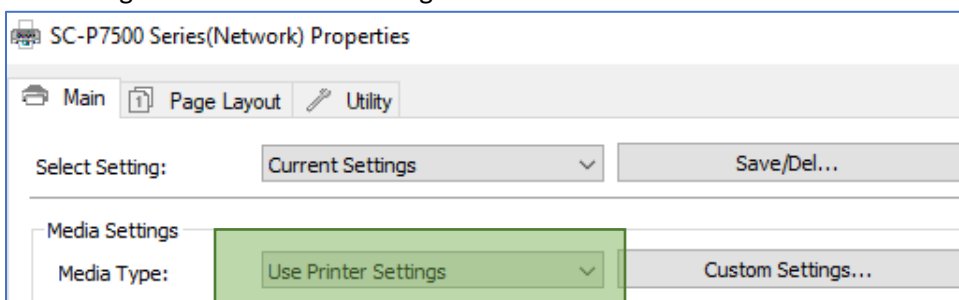
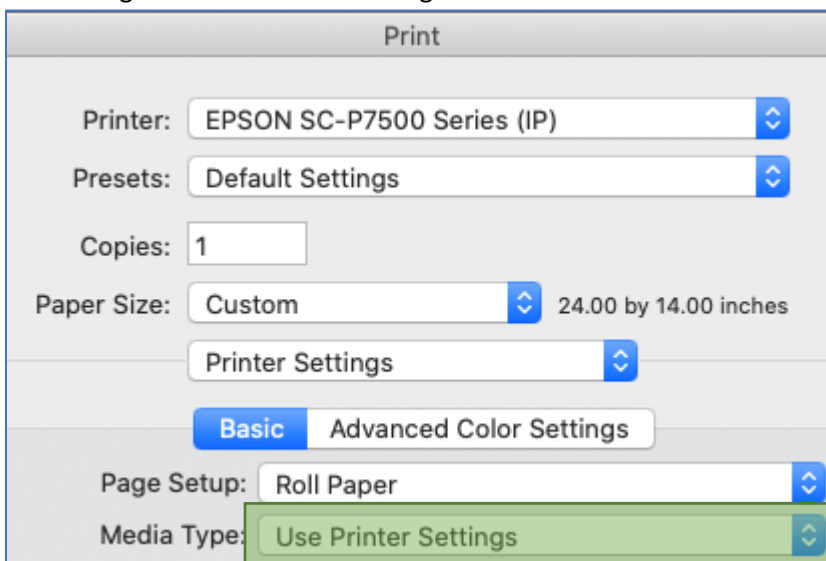## 3) Setting up the Custom Media in the Printer Driver (Two Methods):

## Method #1

**"Use Printer Settings"** is the preferred method for using a custom Media Type in the print driver. However, there is one limitation to this method; the use of "presets" in the printer setup dialog does not work as expected since the values of "Use Printer Settings" will change as the media in the printer is changed.

If your workflow requires the use of presets, see method 2.

a. Figure 1. Use Printer Settings in Windows Print Driver



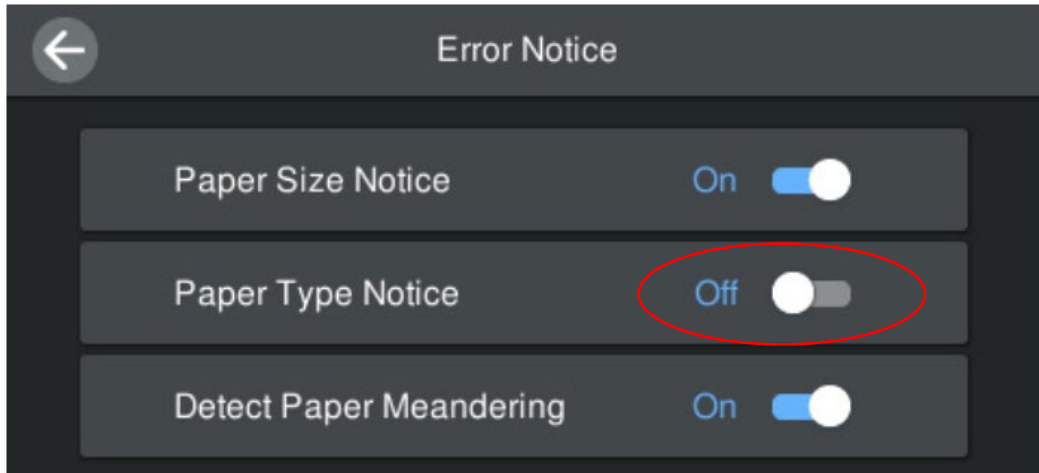b. Figure 2. Use Printer Setting in macOS Printer Driver

## Method #2

2. The second method supports the use of presets by selecting the Media type in the Printer Driver that matches the Reference Media type used in Custom Media Settings. This method is common to past Epson printers' use of custom media. For the SureColor P9570 | 7570, using this method by itself results in a Media Mismatch error on the printer's LCD control panel stopping the print.

   This mismatch should be disabled by turning Paper Type Notice Error checking off.
   **Menu-> General Settings-> Printer Settings-> Paper Source Settings-> Error Notice**



*Note: With "Paper Type Notice" set to off, for ALL paper types, mistakes leading to ink and media waste are possible if the Printer Driver media setting does not match the reference media of currently loaded paper.*

Lastly, when using a color-managed workflow, be sure to select the appropriate ICC profile on your computer and check that the Color Mode setting is Off (no Color Adjustment).