

# EPSON Product Support Bulletin

---

<b>Date:</b>	1/27/05	<b>Originator:</b>	SA/JA
<b>PSB #:</b>	PSB.2005.01.002	<b>Authorization:</b>	<i>SA</i>
<b>Reference:</b>	N/A	<b>Total Pages:</b>	4
<b>Product(s):</b>	ColorBurst RIP for Stylus Pro 4000		
<b>Subject:</b>	Image Clipping Update		

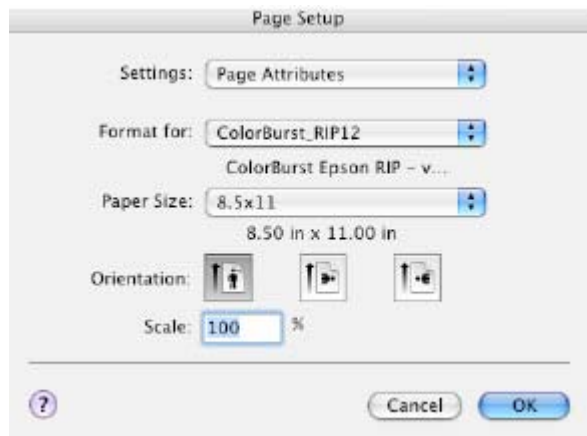
---

## Stylus Pro 4000 ColorBurst RIP Image Clipping Update

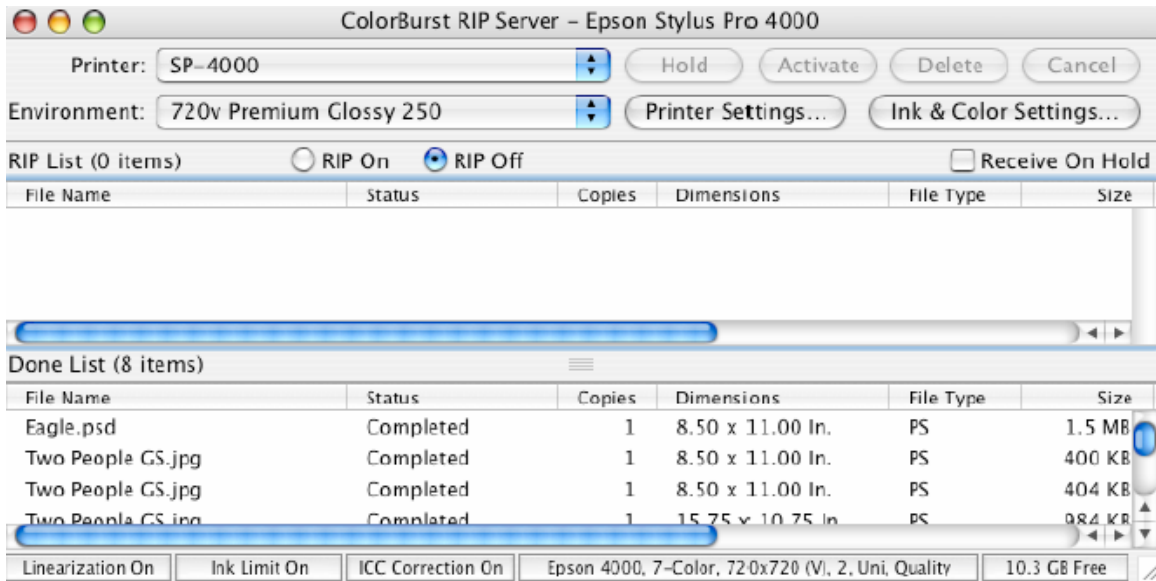
This document provides instructions and how to correct image length clipping issues from Stylus Pro 4000 ColorBurst Rip when printing on sheet paper.

### Macintosh OS X Instructions

1. Download the updated version of the ColorBurst Rip Server version 3.8.2 from Epson's web site. The file name is epon11321 and can be downloaded from [www.epson.com](http://www.epson.com).
2. Install the ColorBurst Rip Server update and the PPD file. For instructions please refer to the *What's Changed.PDF* file that is included with the ColorBurst 3.8.2 updater.
3. Once the updates have been installed setup your print jobs as normal from your applications. Select ColorBurst as your printer driver. Select the page size that you want to print on. This can be a predefined page size or a custom page size.



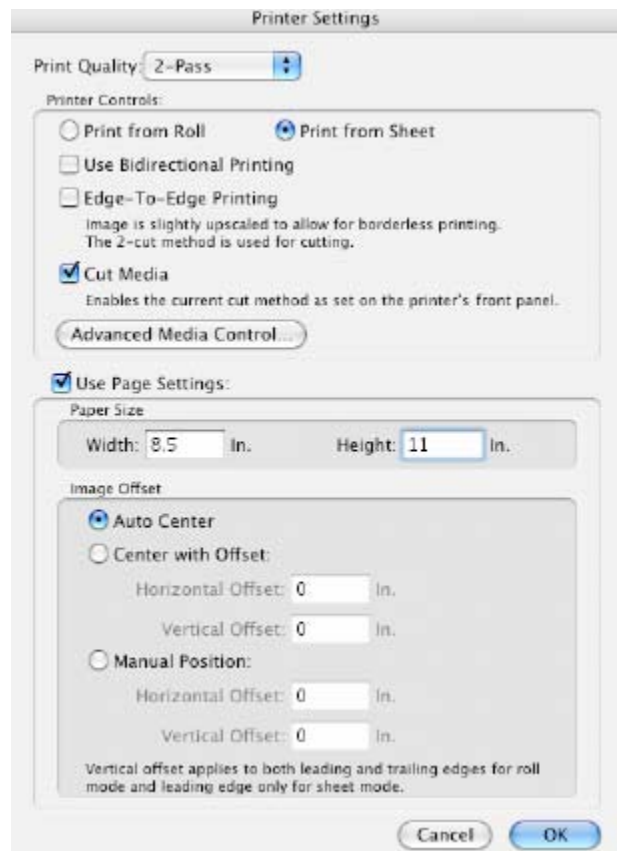
4. Launch the ColorBurst Rip on the server computer. Once the ColorBurst Rip window is up and running, select your environment for the media that you are using. Click on the **Printer Settings** button.



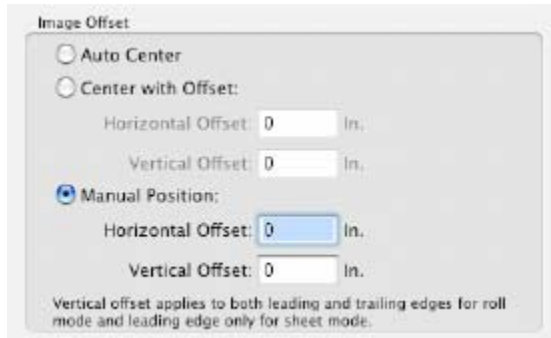
- Under **Printer Controls** select **Print from Sheet** for your media source. Check **Use Page Settings** and input the page width and height values in the **Paper Size** box. These settings must match the settings you selected from your application under **Page Setup**.

For example, if you selected Letter Size from your application, enter 8.5” for the width and 11” for the height.

For **Image Offset** select **Auto Center** to center the image. Click on **OK** to finish.



**Note:** With the **Auto Center** option selection, if your image size is larger then the actual printable area supported by the printer hardware some clipping may still occur in the image length, approximately 1/16 of an inch. The printer always has a fixed bottom margin of .56 inches. If you are printing an 8x10 image on an 8.5x11 page auto centering will clip part of the image lengthwise in order to center the image top to bottom. To avoid clipping the image you must select **Manual Position** under **Image Offset** and also uncheck auto centering option under your application and set the margins manually. You may have to set the top margin in your application to .25" to get the full 8x10 image to print.

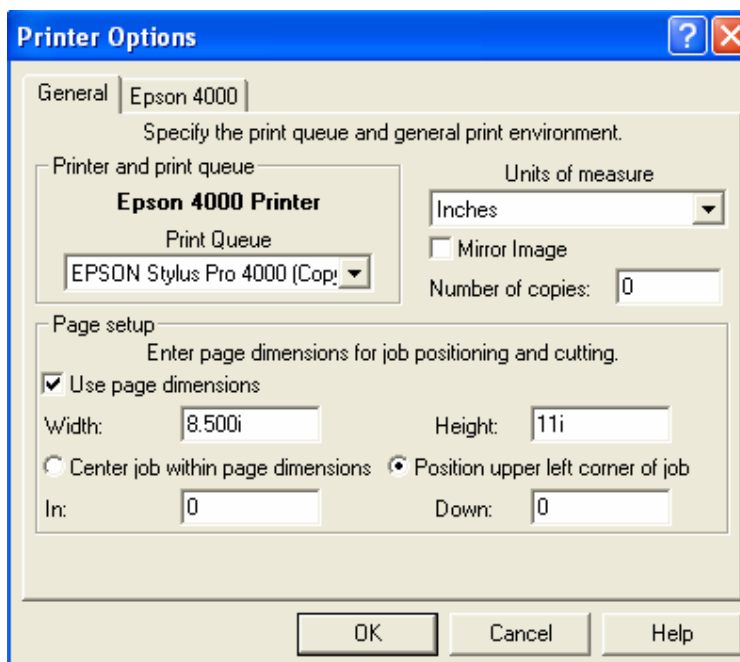


6. Now you are ready to send the job from your application or drag and drop into the hot folder.

### PC Windows XP/2000 Instructions

No updated software is required to correct the image clipping issue under Windows XP/2000. However the following changes have to be made.

1. Setup your print jobs as normal from your applications. Select ColorBurst as your printer driver. Select the page size that you want to print on. This can be a predefined page size or a custom page size.
2. Launch the ColorBurst Rip on the server computer. Once the ColorBurst Rip windows is up and running go to **Options** menu then select **Printer Options**.
3. Under **Page Setup** select **User page dimensions** option and enter the page width and height dimensions.
4. Select **Position upper left corner of job** option. This option does not center the image, but it will allow to print the full image without clipping. Click on **OK** to close the window.



**Note:** To center the image select **Center job within page dimensions**. With the **Center job within page dimensions** option, if your image size is larger than the actual printable area supported by the printer hardware then some clipping may still occur in the image length, approximately 1/16 of an inch. The printer always has a fixed bottom margin of .56 inches. If you are printing an 8x10 image on an 8.5x11 page auto centering will clip part of the image lengthwise in order to center the image top to bottom. To avoid clipping the image you must select **Position upper left corner of job** option and also uncheck auto centering option under your application and set the margins manually. You may have to set the top margin in your application to .25" to get the full 8x10 image to print.

5. Now you are ready to send the job from your application.

# EPSON PRODUCT SUPPORT BULLETIN

Date: 07/14/2004

Originator: JD&RS

Bulletin #: PSB.2004.07.001

Authorization: *JA*

Reference: NA

Total Pages: 8

Product: Stylus Pro 4000

Subject: Roll Media Borderless Printing

## 1. BORDERLESS PRINTING WITH AUTO EXPAND OVERVIEW

In order to achieve a true borderless print on roll media with minimal clipping with the Stylus Pro 4000 printer driver select the Auto Expand feature. This is intended to be a quick solution to automatically expand your image width by 3% to produce a borderless print. Depending on the print size you choose some clipping is normal. If clipping of the image is an issue you can try adjusting your image print size so when "Auto Expand" is selected minimal clipping occurs. This document outlines the steps required to produce roll media prints with minimal clipping of the left and right edges of your image.

The examples in this document represent how you would create a borderless 8" X 10" print on Epson 10" roll media with the Auto Expand feature of the Epson driver. The application used was *Adobe PhotoShop CS, using Macintosh O/S 10.3.3 and Windows XP.*

***The table below details roll paper widths and the corresponding image width recommendations to print images with minimal clipping of the left and right edges of your image when the Auto Expand driver feature is selected.***

Roll Paper Width	8"*	8.3"	10"	12"*	14"*	16"	17"
Image Width	7.7675"	8.06	9.7075"	11.695"	13.695"	15.6"	16.6"

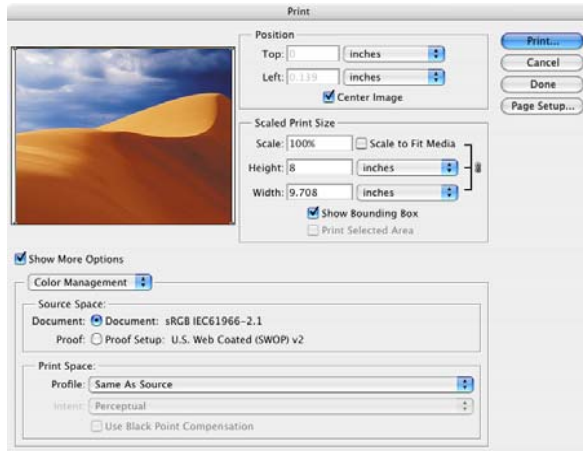
***\* Non Epson Roll media widths.***

## 2. SETTING YOUR IMAGE SIZE

- 2.1 Start Photoshop
- 2.2 Open Your Image.
- 2.3 From the Image menu select Image Size and set your Document size to: Width **9.7075"** X Height of 8", click okay. You may need to uncheck "Constrain Proportions" to set your desired document size.

### 3. BORDELESS PRINTING MACINTOSH

3.1 From the File menu in PhotoShop select “Print with Preview”.



3.2 Click the Page Setup button.

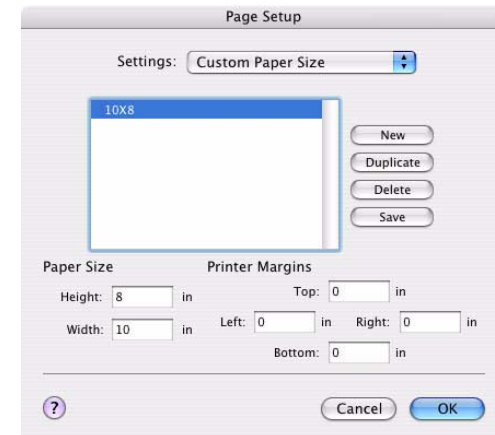
3.3 From the Settings selection drop down menu select Custom Page Size.



3.4 Create a Custom Paper size.

For this example we want to produce a borderless 8 in. X 10 in. print. To do this you must create a custom page size for the finished print size as follows:

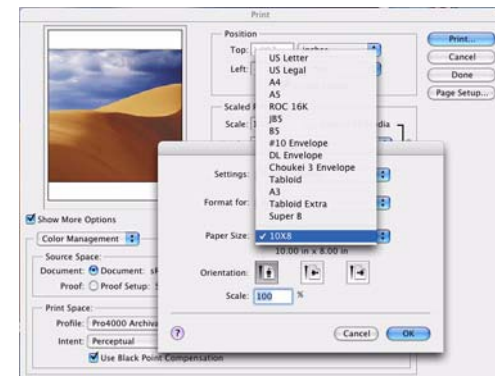
- 3.4.1 Click the New button and name your custom paper size. (For this example we will use 10\*8)
- 3.4.2 For Paper Size setting use a Width of 10 inches and a height of 8 inches.
- 3.4.3 Be sure to zero out the Printer Margin settings.
- 3.4.4 Click Save, then click Ok.



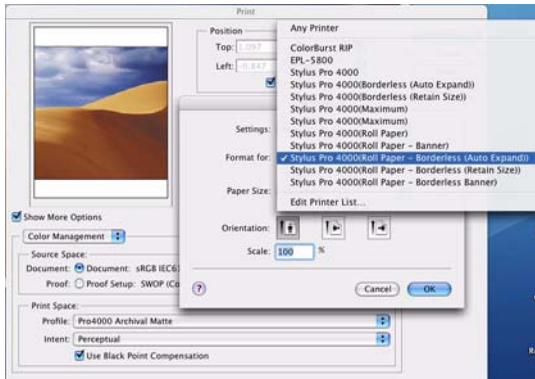
3.5 From the Print With Preview screen click the Page Setup button.

3.6 From the Page Setup screen:

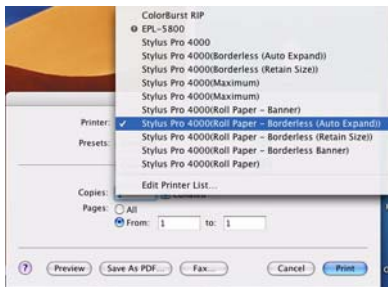
3.6.1 Select your Custom Page Size “10X8”



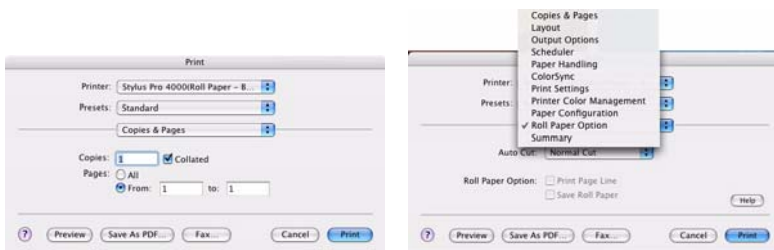
3.7 From the Format For: selection, select “Roll Paper - Borderless (Auto Expand)”



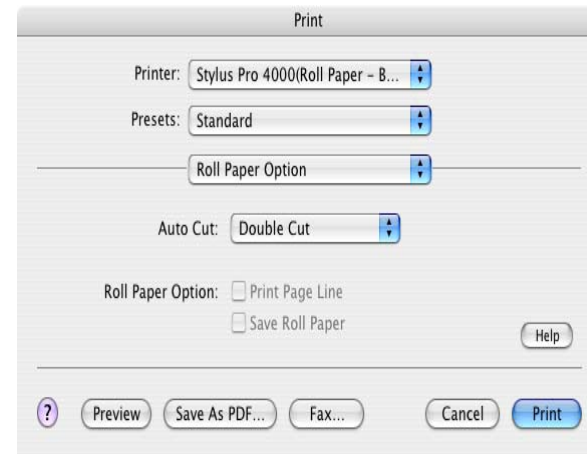
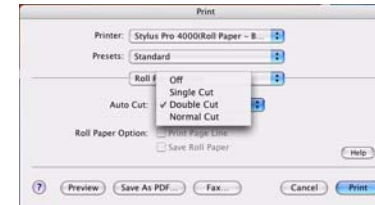
3.8 From the “Print with Preview” screen Click the PRINT button  
 3.8.1 From the Printer pull down menu select “Roll Paper - Borderless (Auto Expand)”



3.9 From the Copies & Pages drop down menu, select the “Roll Paper Option”.

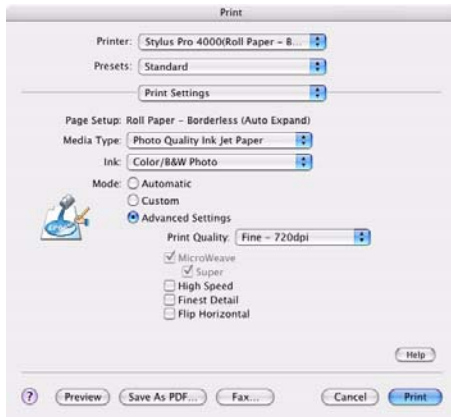


3.10 From the Auto Cut Options menu choose the “Single Cut” or “Double Cut” option for borderless prints.  
 (See the “Cutting Option” section for cutting selection details)



Selecting an incorrect cut option, will result in an unnecessary margin before or after the printed image.

- From the “Print Settings” menu Continue with other settings, such as like Media Type, and Print Quality settings.

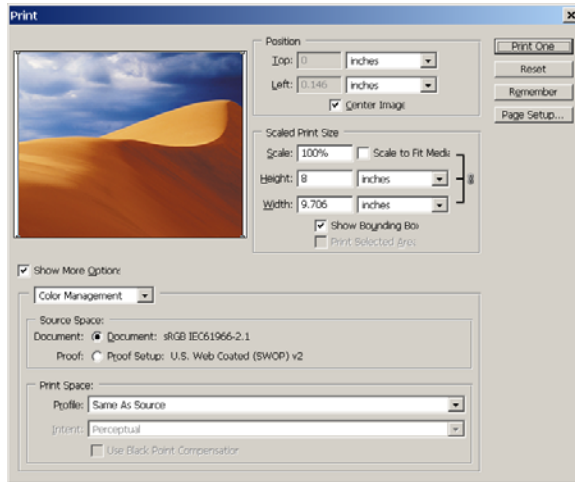


To obtain the best image quality select a resolution of 1440 or higher with High Speed unchecked. The finest detail selection renders at 720dpi instead of 360dpi and will reduce the maximum page length to 41.66” vs 83.3”



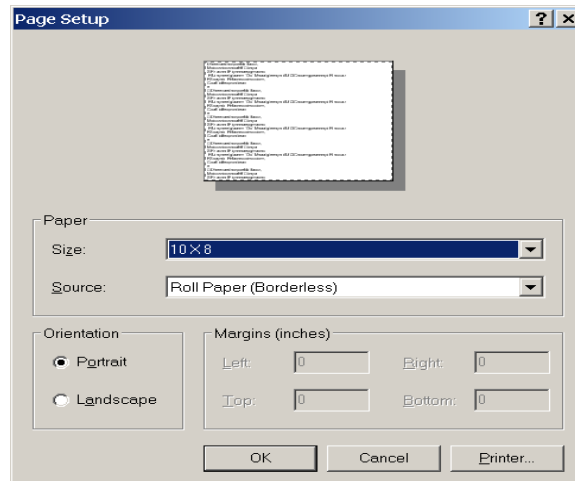
## 5. BORDERLESS PRINTING WINDOWS

5.1 From the file menu in PhotoShop select “Print with Preview”.

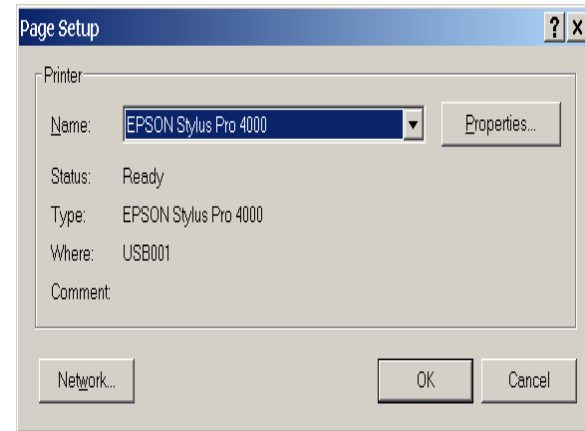


5.2 Click the Page Setup button.

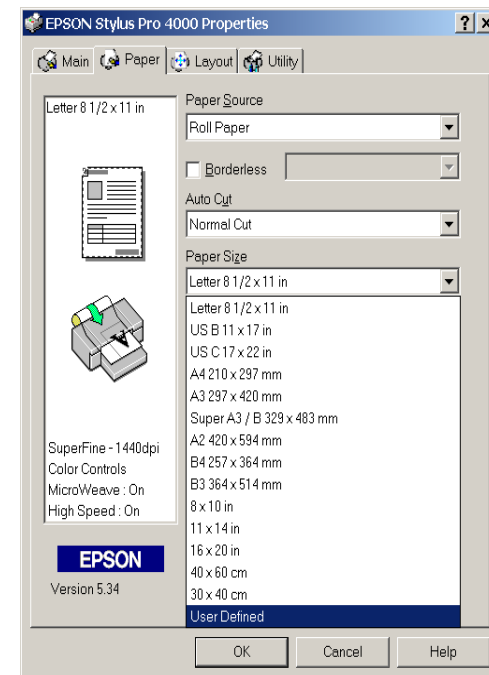
5.3 On the Page Setup screen click the Printer button.



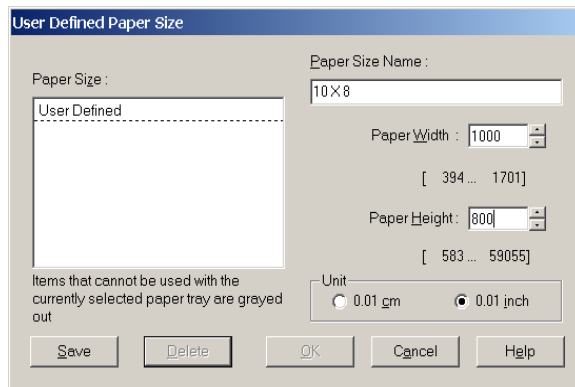
5.4 Select your Stylus Pro 4000 and click the Properties button.



5.5 From the Epson drivers Paper tab select “User Defined” from the paper size drop down menu.

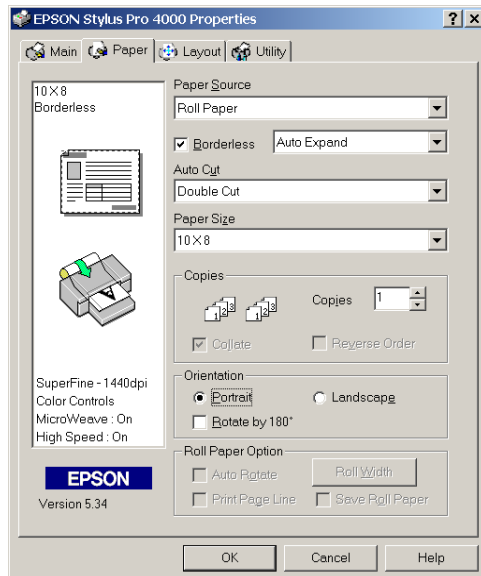


- 5.5.1 Give your user defined paper size a name, we will use “10 X 8” for this example.



- 5.5.2 Give your user defined paper size a Width of 10” (1000 x .01) and a Height of 8” (800 x .01).  
 5.5.3 Click Save then OK.

- 5.6 Under the Paper tab choose the following settings:



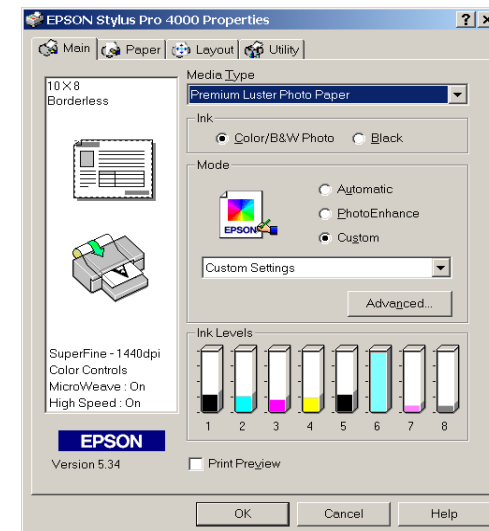
- 5.6.1 For Paper Source select Roll Paper.  
 5.6.2 Check Select Borderless then select Auto Expand from the drop down menu.  
 5.6.3 From the Auto Cut drop down menu select the “Single Cut or “Double Cut” option for borderless prints.

(See the “Cutting Option” section for cutting selection details)



Selecting an incorrect cut option, will result in an unnecessary margin before or after the printed image.

- 5.6.4 Under Paper Size make sure your User Defined paper size of 10 X 8 is selected from the drop down list.  
 5.6.5 After all Paper selections are correct click on the Main tab



- 5.6.6 On the Main screen do not select the “Print Preview” option. If selected you will have a margin between prints like the example shown under “CUTTING OPTIONS” for Double Cut. This is due to the delay in spooling the jobs to printer because of the preview. As a result they are handled as if they were individual print requests. To eliminate the margin between prints when multiple jobs are spooling turn Off the Print Preview driver option.

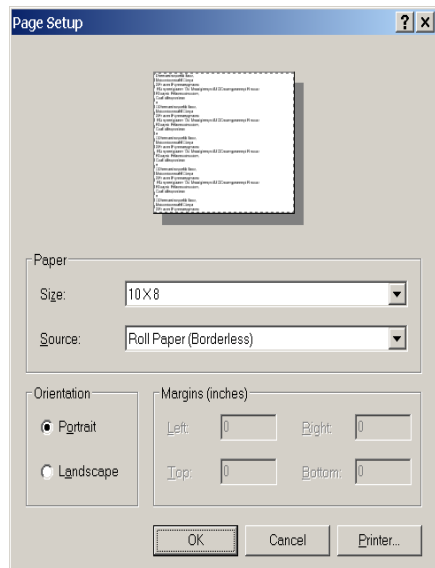
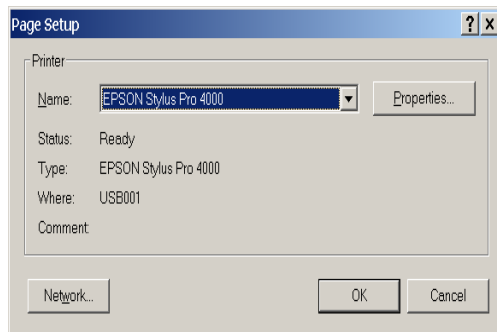
5.6.7 You can select Custom, then click the Advanced button to select resolution and color options.

5.6.8 When you have finished your selections return to the Main tab and click OK to exit the printer properties.

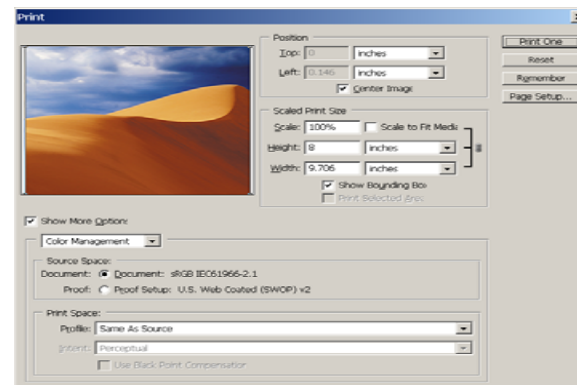


To obtain the best image quality select a resolution of 1440 or higher with High Speed unchecked. The finest detail selection renders at 720dpi instead of 360dpi and will reduce the maximum page length to 41.66" vs 83.3"

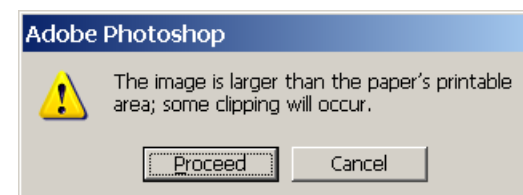
5.7 Click OK on the next two Page Setup screens.



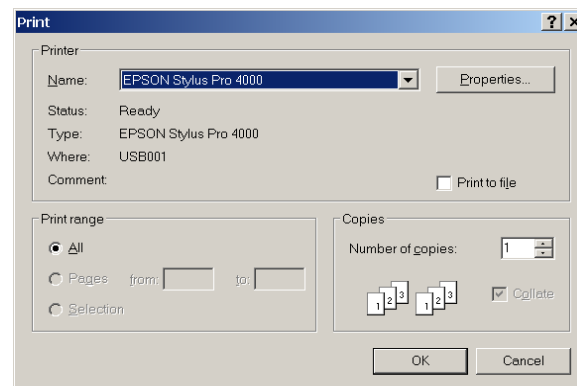
5.8 Click Print on the Print With Preview screen.



5.9 Click Proceed if you see the following message:



5.10 On the Print screen click OK to print your image.



## 6. BORDERLESS PRINTING USING RETAIN SIZE

The table below details Roll paper widths, image and custom page size suggestions for printing borderless using the retain size option, This option will result in clipping (about 1/8 inch) of the image.

Paper Width	8"*	8.3"	10"	12"*	14"*	16"	17"
Image Size	8.3	8.35	10.3	12.3	14.3	16.3	17.3
Custom Page Width	8.2	8.3	10.2	12.2	14.2	16.2	17.2

*\* Non Epson media widths.*

The printing instructions are the same as mentioned in the previous sections with the exception of creating a custom page size. Use the Custom Page Width selection in table above when creating your custom page size to minimize the clipping.

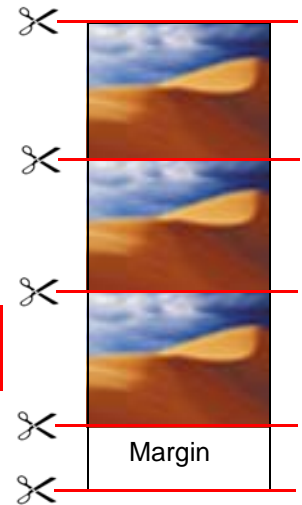
## 7. CUTTING OPTIONS

### 7.1 Single Cut:

- Use the Single Cut option when printing multiple pages. This selection trims the leading margin and cuts between images.

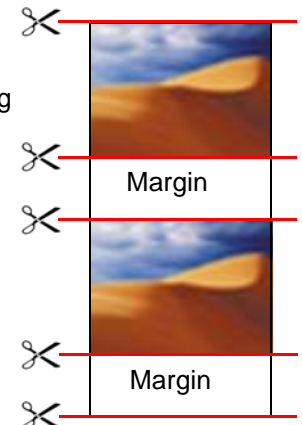


Shows how the media is Cut for each option.



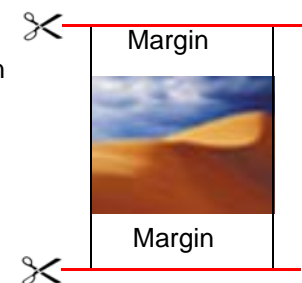
### 7.2 Double Cut:

- Use the Double Cut option when printing a single page. This selection trims the leading margin and at the trailing edge of the image. Each new print will have a leading margin that is cut.



### 7.3 Normal Cut or Off:

- Using Normal Cut or Off will leave a margin before and after each printed image. Not used for borderless printing



# EPSON PRODUCT SUPPORT BULLETIN

---

Date: 02/14/05

Bulletin #: PSB.2004.05.001D

Reference: NA

Product: Stylus Pro 4000

Subject: Firmware History

---

Originator: rws

Authorization: 

Total Pages: 4

This bulletin was created to provide Stylus Pro 4000 firmware history information.

***The Current Firmware version for the Stylus Pro 4000 is: I02851 release date 1/28/05***

## How do I check my printer's firmware version?

Press the MENU button.

Choose one of the following:

From PRINTER STATUS menu select VERSION.  
From TEST PRINT menu print a NOZZLE CHECK

## How do I determine if my firmware requires updating?

Epson firmware version information represents the printer model code and release date of the firmware up-grade. The table below provides examples of what each digit of the firmware version represents.

Epson firmware version is represented as: Model and the Release Date.				The values are represented in Hexadecimal	
Example: I02851				HEX	= Decimal
I0	28	5	1	1	= 1
SP4000	DAY	YEAR	MONTH	2	= 2
	28	2005	Jan	3	= 3
Example: I0154B				4	= 4
I0	15	4	B	5	= 5
SP4000	DAY	YEAR	MONTH	6	= 6
	15	2004	Nov	7	= 7
Example: I0204A				8	= 8
I0	20	4	A	9	= 9
SP4000	DAY	YEAR	MONTH	A	= 10
	20	2004	Oct	B	= 11
				C	= 12
				D	= 13
				E	= 14
				F	= 15

## How do I update my firmware?

The Stylus Pro 4000 firmware can be up-graded with the Epson Printer Service utility 2. Printer Service Utility 2 allows you to optimize the performance and image quality of your printer by performing: print head alignments, printer adjustments, and power head cleanings, create custom paper configurations for Epson and 3rd party media and up-grading the printer's firmware. Instructions for using the utility are included in the "Utility Manual" and the online help in the utility. You can download the utility from [www.prographics.epson.com](http://www.prographics.epson.com). Select Drivers & Support from the left menu, then navigate to the Epson Stylus Pro 4000. The utility is compatible with Windows, Mac OS 9 and OS X

## What enhancements are included in the firmware up-grade?

Epson firmware up-grades include all previous firmware enhancements.

Enhancements included in this version are:

- Addresses clipping issues with 3rd party RIP's.
- At power up, a sheet is no longer fed from the paper tray.
- Corrects image centering printing at 1440dpi on Single Weight Matte, Enhanced Matte, Photo Quality Ink Jet Paper, and Archival Matte sheet media.
- "Communication Errors" via a FireWire IEEE1394 connection under Mac OS X and Windows XP are corrected.
- The message "DRIVER INK SETTING IS WRONG" is displayed if there is a mismatch between the printer's panel ink setting and the driver setting. Previously a command error was reported.
- To reduce noise when the printer is turned on, the fan on the main board is turned off.
- "UNLOCK PRINT HEAD" is displayed before the initial ink charge if the carriage is locked.
- Corrects the condition that resulted in a maintenance call "0080" (date and time not set) when the printer is first turned on.
- Custom paper configuration can be enabled in the Driver or the printer's Custom Paper Menu selection not both.
- A paper size error no longer occurs when switching between manual feed and the paper cassette when the paper feed button is used.
- The noise associated with loading Roll paper is reduced.
- Nozzle loss caused by a print head cleaning is improved by a change to the print head cleaning process.
- When the printer is idle the fan on the main board is turned off making the printer quieter.
- Tracing paper media support improved.
- Corrects Service Request 00010007 (carriage motor timing) when the printer is powered on.
- When loading media eliminates damage to the leading edge of the media.
- The "Auto Nozzle Check" from the EPSON Service Utility 2 now functions correctly and ejects the media.
- Ink smudges on the edges of the media are eliminated when performing border less printing.
- The print head cleaning operation was modified to correct issues related to nozzle loss, air bubbles on the cap assembly, and cross color contamination.
- Yellow now prints correctly at the right side of an image when the image size is 1.1mm wider than the media.
- Horizontal banding is corrected for the following medias: Single weight Matte Paper, Photo Quality Ink Jet Paper, Premium Luster Photo Paper (250) Roll, Premium Luster Photo Paper (250) Cut sheet, and Premium Semimatte Photo Paper (250) Cut sheet by improvements made to the paper feed adjustment values for each media.
- An additional Yellow test pattern was added to the auto nozzle.
- Erroneous paper eject service request 00010033 error is corrected by reducing chatter in the paper eject system.

- The Dual CMYK ink set change function is removed. (Dual CMYK is not a supported model in the US)
- Automatic Sheet Feeder service request message 00010031 is now reported correctly.
- Auto nozzle check pattern, Auto Uni-d/Bi-d adjustment, Status sheet, and the Job information sheet print correctly on any size media.



# EPSON PRODUCT SUPPORT BULLETIN

---

Date: 4/13/04

Originator: rws

Bulletin #: PSB.2004.03.006A

Authorization: 

Reference: TE03-461 Rev.A, epson10997, TE03-620Rev.A, TE03-620 Rev.B

Total Pages: 1

Product: Stylus Pro 4000, 5500, 7600DYE, 7600UCM, 9600DYE, 9600UCM, 10000DYE, 10000CF, 10600UCM

Subject: Driver Plug-in Up-Date v1.0cE for the Epson MAC OS-X Printer Driver

---

This bulletin was created to inform you of a Epson Driver Plug-in up-date for the **Stylus Pro 4000, 5500, 7600DYE, 7600UCM, 9600DYE, 9600UCM, 10000DYE, 10000CF, 10600UCM** standard Mac OS X Epson printer drivers posted prior to April 01, 2004.

## Description of Change:

This change updates the standard **Epson driver interface plug-ins ONLY** that were included as part of the Epson MAC OS X driver posted prior to April 01, 2004, and supersedes the epson10997 connectivity Plug-in up-date previously posted.

***NOTE:** Should you need to reinstall the Epson Printer Driver after this up-date, you will need to re-apply the update again afterward to update the drivers standard plug-ins.*

## Reason:

This Update stabilizes Epson driver Interface communications during printing and corrects Epson Status Monitor functions for the following Professional Graphics printer driver plug-ins and upgrades their versions to: FireWire v1.81, USB v1.81, TCPIP v1.81.

***NOTE:** In addition we recommend you upgrade your MAC OS-X operating system to the most current version.*

## How Do I Get The Up-Date?

The up-date is available for download on our WEB Site: **www.epson.com** from the **MAC Drivers & Downloads** section for each of the printers listed. The file name is **epson11057**.