

# EASY START UP GUIDE



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# ColorWorks C3500 PRINTER SETUP

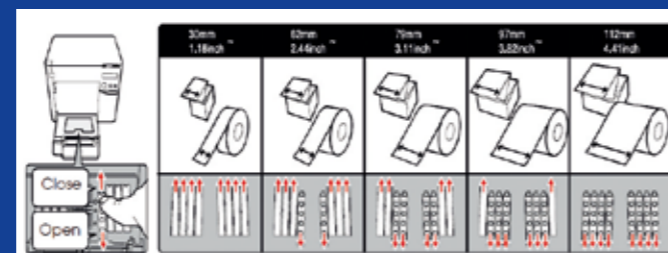
ColorWorks C3500 comes with a CD with the following software on it:

CD CONTENT	DESCRIPTION
Install Navi	Installation wizard for Printer & Driver setup
NiceLabel SE for EPSON	Application to get started designing and printing labels with ColorWorks C3500
EpsonNet Config	Configuration and management of multiple printers in a network
Technical Reference Guide	Information on printer installation, development and design of printer applications



To install the ColorWorks C3500, simply start the Install Navi software and follow the illustrated instructions, which will guide you through the complete setup of the printer – from plugging the power cable to installing the printer driver.

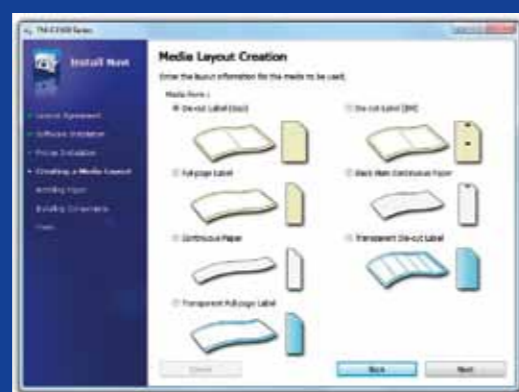
This is the installation screen for the EPSON Navi software.



Depending on the media width the shutter of the roll paper cover needs to be adjusted. Paper jam or ink dirt on media can occur if the shutter settings are not correct.

Refer to the label on top of the printer.

It is important to ensure the correct media detection setting is used. Depending on the media type the detection setting can be set to Black Mark, Gap or No detection. Wrong settings might cause a "Media Form Error".



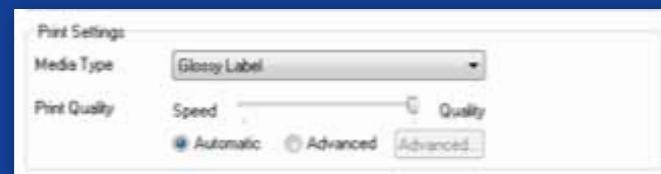
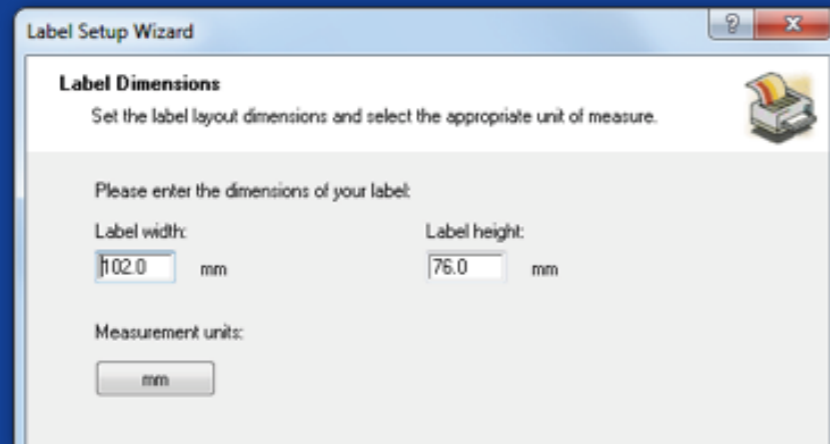
# ColorWorks C3500 PRINTING THE FIRST LABEL

(WITH THE BUNDLED NiceLabel SOFTWARE)

Note: All ColorWorks C3500 colour label printers are bundled with “NiceLabel Starter Edition (SE) for EPSON”. NiceLabel has the “EPSON Printer Driver Interface” (EPDI) integrated. This API allows changing the driver settings from the user application.

Start NiceLabel application

1. Define the label size for a new label
2. Add your text, barcode, picture or graphics
3. Use the “Color” button to colour the label contents (e.g. Text / Images)
4. Select “File” → “Printer Settings” to change the media setting (e.g. Matte, Glossy, Synthetic) as well as Quality settings and confirm with “OK”
5. Select “File” → “Print ...” and “Print” your first label



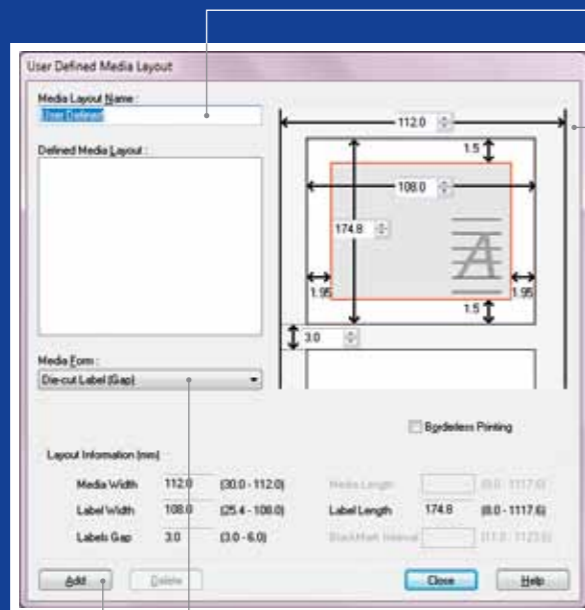
# ColorWorks C3500 PRINTING THE FIRST LABEL

(WITH OTHER SOFTWARE)

Note: Applications that do not have "EPSON Printer Driver Interface" (EPDI) integrated needs use driver pre-defined media layouts.

## 1. Registering a new Media Layout

- a) Open the ColorWorks C3500 Printer Driver window  
(Devices & Printers -> (right-click) Epson ColorWorks C3500 -> (click) Printing Preferences)
- b) Click "User Defined"
- c) Enter Media Layout name (example "Shoe Label")
- d) Select the media form



Microsoft Photo Viewer (Windows 7)

### MEDIA POSITION DESCRIPTION

### DETECTION SETTING

Die-Cut Label (Gap)	Gap detection
Die-Cut Label (BM)	Black Mark detection
Full-page Label	No detection
Continuous Paper	No detection
Black Mark Continuous Paper	Black Mark detection

- e) Enter the width and height of the label
  - f) Click Add
2. Open the label design file in a standard Windows software  
- (example: if image file, use Microsoft Photo Viewer)
  3. Click Print (or Ctrl. + P)
    - In the Print Menu window, select:
      - a. For Printer, select "EPSON ColorWorks C3500"
      - b. For Paper size, select "Shoe label"
      - c. For Quality, choose between Quality or Speed
      - d. For Paper type, select the type of media you use (example: glossy label)
        - Type in the number of labels you want to print and click Print



# ColorWorks C3500 DRIVER

Through several tabs the EPSON ColorWorks C3500 driver gives access to the various options and features. Here's an overview:

## 1. General tab

- Print Settings => Media Type (Plain, Matte, Glossy);

The table below gives a more detailed description of the Media Type settings available in the drop-down menu.

MEDIA TYPE	DESCRIPTION
Plain	Uncoated Paper
Plain Label	Uncoated Label
Synthetic Label	Coated Synthetic Label
Matte	Matte Coated Paper
Matte Label	Matte Coated Label
Wristband	Synthetic Wristband
Glossy Label	Glossy Coated Label

Print quality (speed / quality) settings

- Media Layout (the media size definition); Roll Paper Saving (eliminating margins on labels)
- Cutter settings => Auto cut / No Auto cut
- Beeper settings => Beep (when label printed) / no beep

## 2. Options:

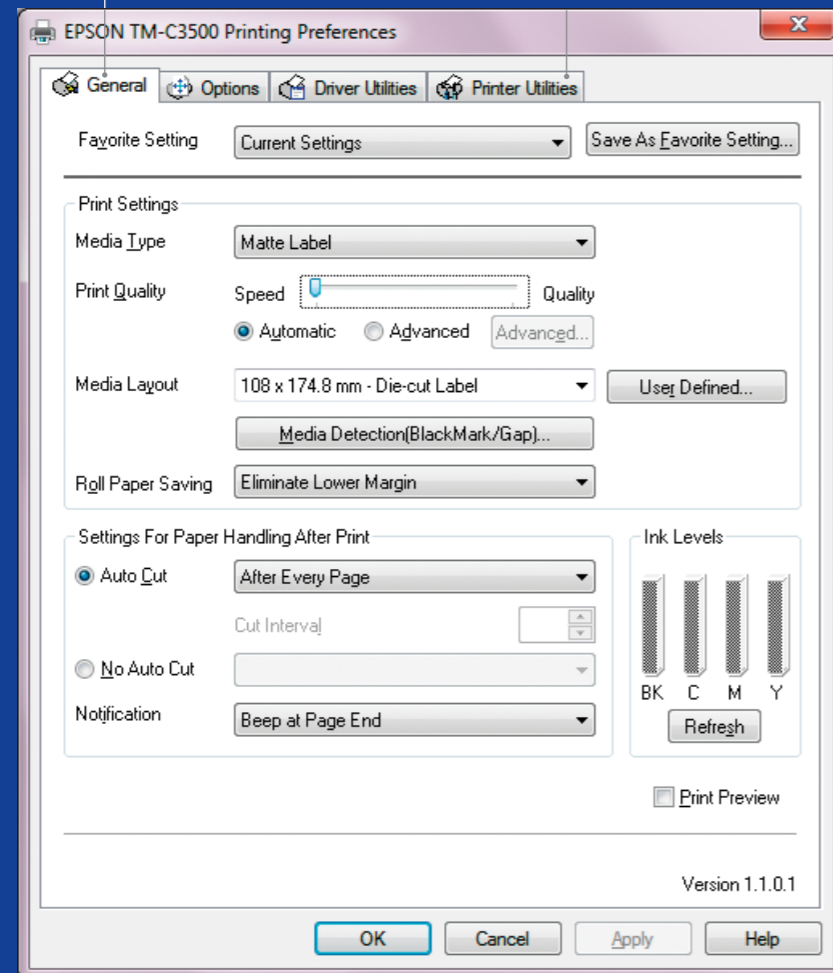
- Change the printing orientation (portrait / landscape)

## 3. Driver Utilities:

- Driver Preferences (measurement units, status monitor, etc.)
- Internal barcode printing engines
- Import / Export driver settings

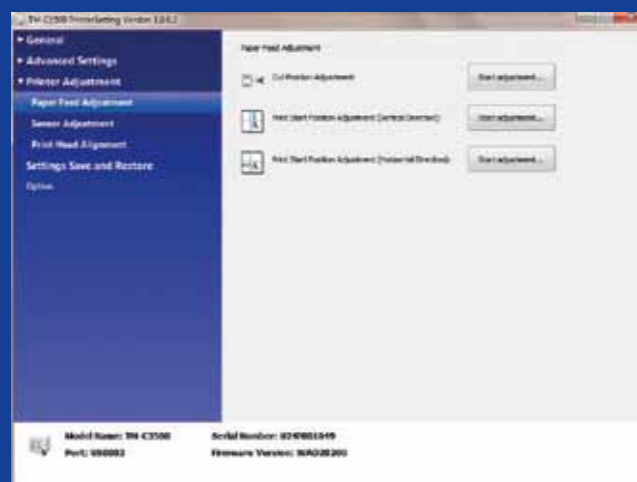
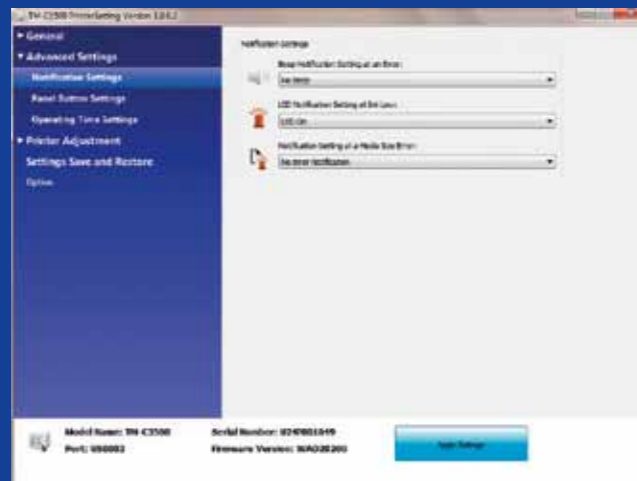
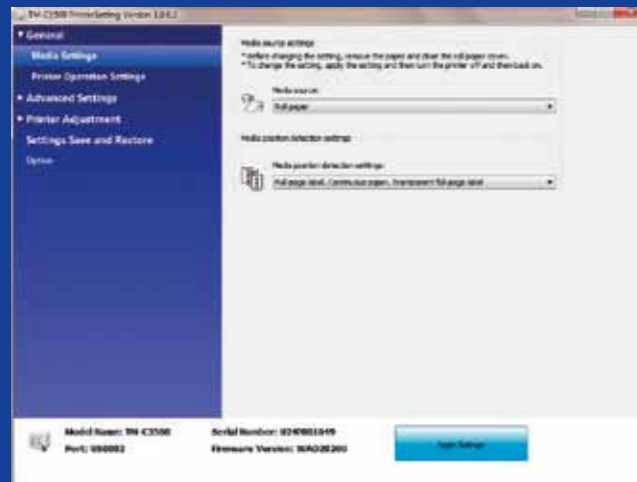
## 4. Maintenance and Utilities

- Nozzle Check => print a nozzle check pattern to check if any nozzle is clogged
- Manual Head Cleaning => perform head cleaning if nozzles are clogged
- Printer Settings => see next chapter



# ColorWorks C3500 PRINTERS SETTINGS UTILITY

The Printers Settings Utility is for the PRINTER SETTINGS, It allows you to configure several printer settings such as:



CATEGORY	SECTION	SETTING	DESCRIPTION
General	Media Settings	Media Source Settings	Set the printer to use Roll or Fanfold type of media
		Media Position Detection Settings	Set the printer's media detection sensor (No detection, Black mark or Gap)
	Printer Operation Settings	Nozzle Check Mode Settings	Check details in Technical Reference Guide
		Paper loading settings	Set the printer's behaviour at power on or cover close (ex: feed paper to cut or print position)
Advanced Settings	Notify Settings	Notify Settings	Set the printer's notify (beep or LED) at print end, error or ink low
	Panel button settings	Panel Button settings	Enable / disable the buttons (cut, feed or clean) on the printer panel
	Operating time settings	Platen vacuum settings	Check details in Technical Reference Guide
		Data stand-by settings	Check details in Technical Reference Guide
Printer Adjustment	Paper feed adjustment	Cut position adjustment	Adjust the exact cut position after print (in steps of 1/180 inch)
		Print start position adjustment - vertical	Adjust the exact print start position - from the top edge of the media (in steps of 1/180 inch)
		Print start position adjustment - horizontal	Adjust the exact print start position - from the left edge of the media (in steps of 1/180 inch)
	Sensor adjustment	Adjust label gap sensor	Check details in Technical Reference Guide
		Adjust black mark sensor	Check details in Technical Reference Guide
	Print head alignment	Banding adjustment	Print head adjustment (horizontal), to prevent banding (white or darker lines) on printout
		Bi-directional printing adjustment	Print head adjustment (vertical), to prevent banding (white or darker lines) on printout
Settings Save and restore	/	Settings Save and Restore	Create or Load backup file with the current printer settings
Option	/	Media Source Settings	Enable the use of external rolls (external unwinder needed)

# ColorWorks C3500 **MEDIA** TROUBLESHOOTING

I want to ...

- 1 Use new media with a different size, but same type (die-cut, continuous, etc.)
- 2 Use new media type (from/to: die-cut, continuous, black mark)
- 3 Change from roll to fanfold media (or other way around)
- 4 Use external roll holder

## Windows Driver Settings



1

Define new media layout  
General -> Media Layout -> User defined  
(Not necessary for applications using EPDI, like NiceLabel)

2

Define new media layout  
General -> Media Layout -> User defined  
(Not necessary for applications using EPDI, like NiceLabel)

3

Define new media layout  
General -> Media Layout -> User defined  
(Not necessary for applications using EPDI, like NiceLabel)

4

Define new media layout  
General -> Media Layout -> User defined  
(Not necessary for applications using EPDI, like NiceLabel)

## Printer Software Settings



-

Change the printers media detection method through the Driver or Settings Utility:  
Driver: General -> Media -> Media Position Detection (BM/Gap...)  
Utility: General -> Media Settings -> Media position detection settings

Change media settings from the Settings Utility:  
Media position detection: General -> Media Settings -> Media position detection  
Media Source setting: General -> Media Settings -> Media Source

Option -> Media Source Settings:  
Enable the use of external rolls  
Change media position detection settings:  
General -> Media Settings -> Media position detection settings  
Change media source settings (external roll):  
General -> Media Settings -> Media Source

## Printer Hardware Settings



If the new media has a different width:  
Adjust the shutters, [see page 2](#)

If the new media has a different width:  
Adjust the shutters, [see page 2](#)

If the new media has a different width:  
Adjust the shutters, [see page 2](#)  
If using fanfold paper, then use the plastic paper guide located at the rear slot

If the new media has a different width:  
Adjust the shutters, [see page 2](#)  
Use the plastic paper guide located at the rear slot

# ColorWorks C3500 **PRINTING** TROUBLESHOOTING

I want to ...

- 1 Print borderless (without margins)
- 2 Adjust the exact printing position on the paper (horizontal & vertical direction)
- 3 Adjust the exact cutting position on the paper
- 4 Get rid of the banding (white or darker lines in printout)

## Windows Driver Settings



1

Define new media layout  
General -> Media Layout -> User define  
(not necessary if using NiceLabel software)  
...in the same window, before saving the new media layout, select "Borderless printing"

2

-

3

-

4

-

## Printer Software Settings



Change the printers media detection method through the Driver or Settings Utility:  
Driver: General -> Media -> Media Position Detection (BM/Gap...)  
Utility: General -> Media Settings -> Media position detection settings

Use the Printer Settings Utility for setup:  
Printer adjustment -> Paper Feed adjustment:  
Print start position adjustment (vertical direction)  
Print start position adjustment (horizontal direction)

Use the Printer Settings Utility for setup:  
Printer adjustment -> Paper Feed adjustment: Cut position adjustment

Use the Printer Settings Utility for Setup:  
Printer adjustment -> Print Head Alignment -> Banding adjustment

## Printer Hardware Settings



If the new media has a different width:  
Adjust the shutters, [see page 2](#)

If the new media has a different width:  
Adjust the shutters, [see page 2](#)

-

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# WHAT YOU SHOULD KNOW WHEN PRINTING LABELS WITH THE ColorWorks C3500

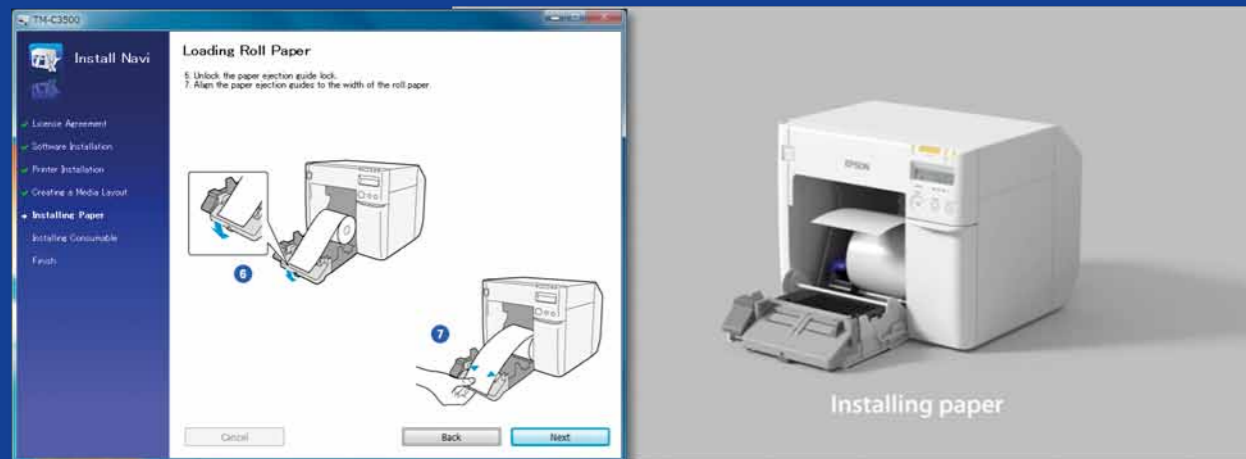


Do

Do setup the printer properly

Don't

Don't expect to unpack the printer and start printing labels immediately



Run the InstallNavi to configure the printer initially (InstallNavi is available on the CD that comes in the ColorWorks C3500 box). Get familiar with the Driver and Printer Setting Utility and also with the printer itself. Don't forget to adjust the shutters on ColorWorks C3500 every time you use a new media with a different width.

Do

Do use inkjet coated labels

Don't

Don't use labels designed for other printers / technologies



Direct Thermal and Thermal Transfer labels have a different type of top coating than Inkjet labels, which prevents ink from drying instantly. This usually results in ink smears on the printed label.



Media				ColorWorks-C3500
Type	Format	Size	Code	
<b>Premium Matte Ticket</b>	Roll, Continuous Paper	80mm×50m	C33S045389	•
	Roll, Continuous Paper	102mm×50m	C33S045390	•
<b>Premium Matte Label</b>	Roll, Continuous Label	51mm×35m	C33S045417	•
	Roll, Continuous Label	76mm×35m	C33S045418	•
	Roll, Continuous Label	102mm×35m	C33S045419	•
	Roll, Die-cut Label	102mm×51mm (500 labels)	C33S045531	•
	Roll, Die-cut Label	102mm×76mm (440 labels)	C33S045532	•
	Roll, Die-cut Label	102mm×152mm (225 labels)	C33S045533	•
	Roll, Die-cut Label	76mm×51mm (650 labels)	C33S045534	•
	Roll, Die-cut Label	76mm×127mm (265 labels)	C33S045535	•
<b>High Gloss Label</b>	Roll, Continuous Label	51mm×33m	C33S045536	•
	Roll, Continuous Label	76mm×33m	C33S045537	•
	Roll, Continuous Label	102mm×33m	C33S045538	•
	Roll, Die-cut Label	102mm×51mm (610 labels)	C33S045539	•
	Roll, Die-cut Label	102mm×76mm (415 labels)	C33S045540	•
	Roll, Die-cut Label	102mm×152mm (210 labels)	C33S045541	•
	Roll, Die-cut Label	76mm×51mm (610 labels)	C33S045542	•
	Roll, Die-cut Label	76mm×127mm (250 labels)	C33S045543	•
<b>PE Matte Label</b>	Roll, Continuous Label	51mm×29m	C33S045544	•
	Roll, Continuous Label	76mm×29m	C33S045545	•
	Roll, Continuous Label	102mm×29m	C33S045546	•
	Roll, Die-cut Label	102mm×51mm (535 labels)	C33S045547	•
	Roll, Die-cut Label	102mm×76mm (365 labels)	C33S045548	•
	Roll, Die-cut Label	102mm×152mm (185 labels)	C33S045549	•
	Roll, Die-cut Label	76mm×51mm (535 labels)	C33S045550	•
	Roll, Die-cut Label	76mm×127mm (220 labels)	C33S045551	•

• Supported printer  
For the complete list of available media please visit: [www.epson.eu/colorworks](http://www.epson.eu/colorworks)



# Do

Do use the right inkjet media type

# Don't

Don't think that any inkjet coated label will do the job for any application

When it comes to inkjet media, there are 2 different aspects:

- coating (matte, glossy) - which is responsible for the print quality; and
- base material (paper or synthetic / filmic) - which is responsible for the durability of the label

Synthetic labels are more durable than paper labels and are recommended to be used for applications where liquids come into contact with the label.

Please see a range of Epson genuine media at:

<http://www.epson.eu/ix/en/viewcon/corporatesite/cms/index/10511/?preview=1>

# Do

Do expect to print colour enhanced labels

# Don't

Don't expect pantone colour matching

4-colour desktop printers provide a good print quality, but cannot achieve wide colour gamut. Perfect colour matching, is still only possible only on analogue or digital industrial presses (used by label converters).



# Do

Do add colour images and text to your labels

# Don't

Don't flood coat labels with ink

ColorWorks C3500 can create "bands" from print head gaps / overlaps, when printing big blocks of colour. Banding reduction is possible through the Printer Setting Utility, but cannot be completely hidden / avoided.

# Do

Do use professional label design software to print barcodes

# Don't

Don't hardcode the barcodes in the original label design file (jpg, pdf, etc.)

Label design software (such as NiceLabel) will generate the barcode in the exact size, resolution and quality that's required for the barcode to be properly scanned.

If, on the other hand, the barcodes are hardcoded in the image, and the image is stretched, the barcodes will be resized, without keeping the required ratio (width / length of bars), which can result in an unscannable barcode.



High Resolution



Low Resolution

# Do Don't

Do leave 1.5 mm margin on the label

Don't print labels edge to edge (borderless)

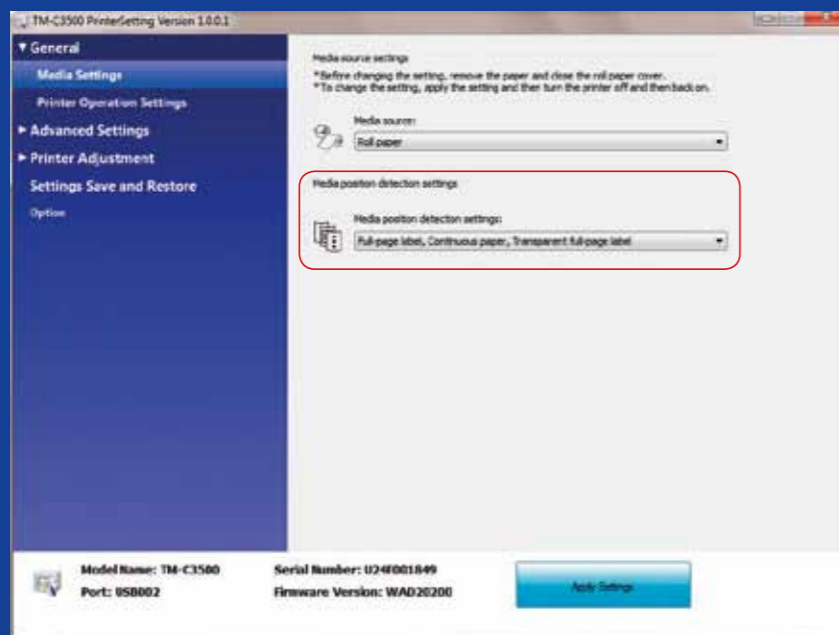
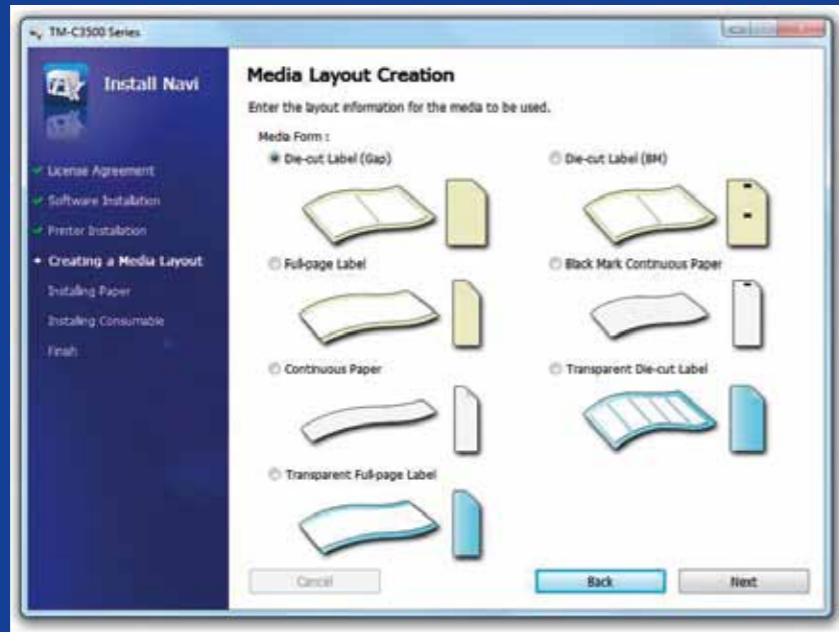
ColorWorks C3500 allows you to extend the print area, but there is a risk of ink transfer from non coated liner to label or your fingers (when peeling off the label).

# Do Don't

Do use high resolution, uncompressed image files

Don't print low resolution images

ColorWorks C3500 has a native resolution of 360 dpi. The best print results this printer will be able to achieve with images that have multiples of this resolution: 360 dpi, 720 dpi or 1440 dpi.



Do

Do change media detection method before inserting new media

Don't

Don't leave the same media detection method when switching to different roll media as an error message will appear on the screen.

When changing from black mark detection method to gap detection please change the printer settings through driver or utility with the black mark media inserted.

Only after the new detection method was applied should you change and insert the media with gap.

Do

Do check the media position detection.

Don't

Don't assume it is configured automatically.

A media form error message will appear if the media position detection setting is not properly configured.

For example printer is set to detect black mark but a media roll without black mark is loaded. In case of "MEDIA FORM ERROR" switch off the printer. Delete any remaining print-job from the spooler. Switch printer on again. Open the Driver Preferences or Setting Utility to change the detections settings. Press Feed button to confirm the "MEDIA FORM ERROR" message doesn't appear.