Windows Printing to Epson SC-T Series

Yellow background problem

It has been discovered by many users when Windows printing to Epson SC-T printers that a background scanned as white will often print a yellow colour. This has been traced to a configuration issue and is caused by the driver settings not matching the media type loaded in the printer.

Why does this happen?

If a user goes to any printer and loads a different media type (i.e. changes it from plain paper to coated paper) the Windows driver settings will always need to be changed from plain paper to coated paper to obtain the best color response from the printing process. With Epson printer drivers any change to the driver settings in the computer is normally made automatically by the driver when it communicates with the printer as soon as the user opens the Windows Printing Preferences dialogue. This works properly when the user opens the printer settings from Windows Printer Devices but for reasons not yet clear it does NOT operate properly from inside Colortrac scan software.

Changing printer settings from SmartWorks Pro or SmartWorks EZ Touch[1]

This assumes a new Epson driver installation with Doubleweight Matte Paper loaded in the printer. When the printer paper settings are opened the paper type will APPEAR TO UPDATE automatically from the default Luster Photo Paper[2] (260) to Doubleweight Matte Paper[3], but in fact they will remain set to Luster Photo Paper (260). If this process is repeated and the settings are opened again it can be seen that the media types are matched once again indicating they were never saved the previous time
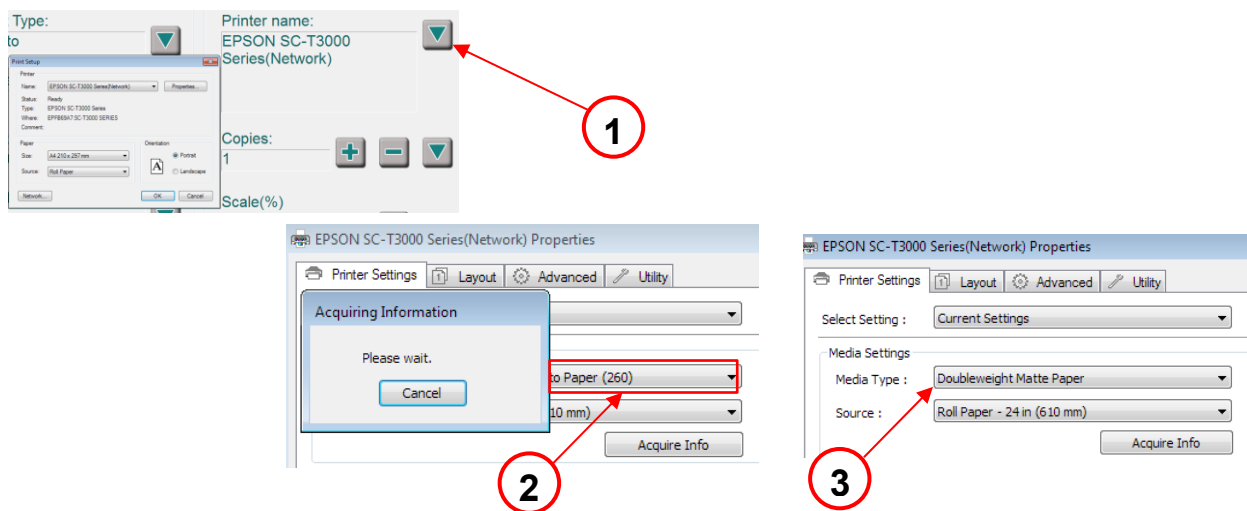
Changing printer settings from Windows Devices and Printers

Opening the printer settings from Windows Devices and Printers updates the media type in the same way but if the process is repeated instead of seeing Luster Photo Paper (260) behind the Acquiring Information message if will instead display Doubleweight Matte Paper indicating the first update was successful.

Updating the driver settings from Windows Devices and Printers BEFORE using the scan software will ensure the correct driver ICM profile and quality settings are correctly set inside the driver to match the media loaded in the printer. This will eliminate the common yellow background problem and produce much more accurate colors in the copy.

END

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