

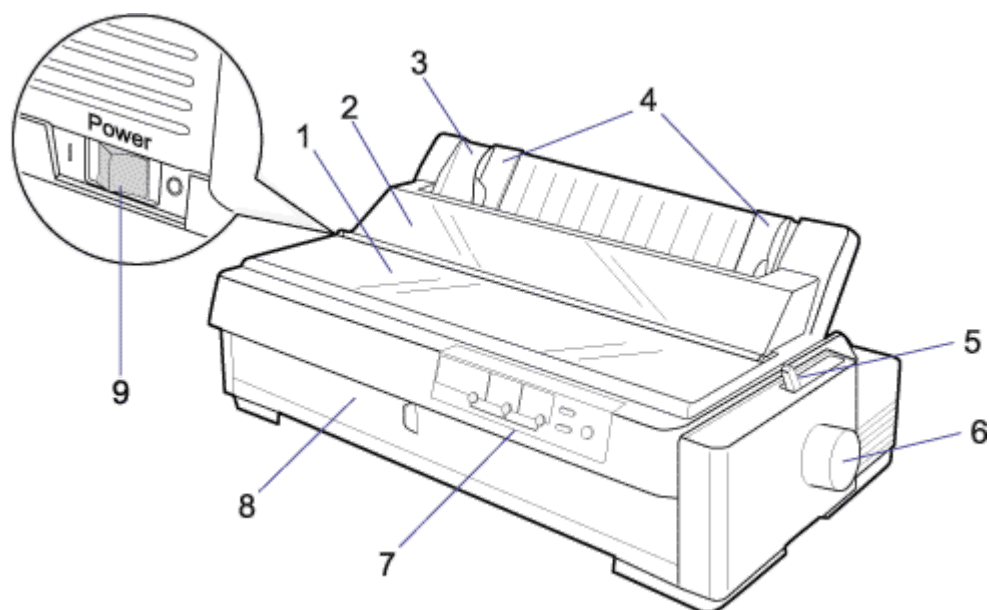
Printer Parts

EPSON LQ-2190
EXCEED YOUR VISION

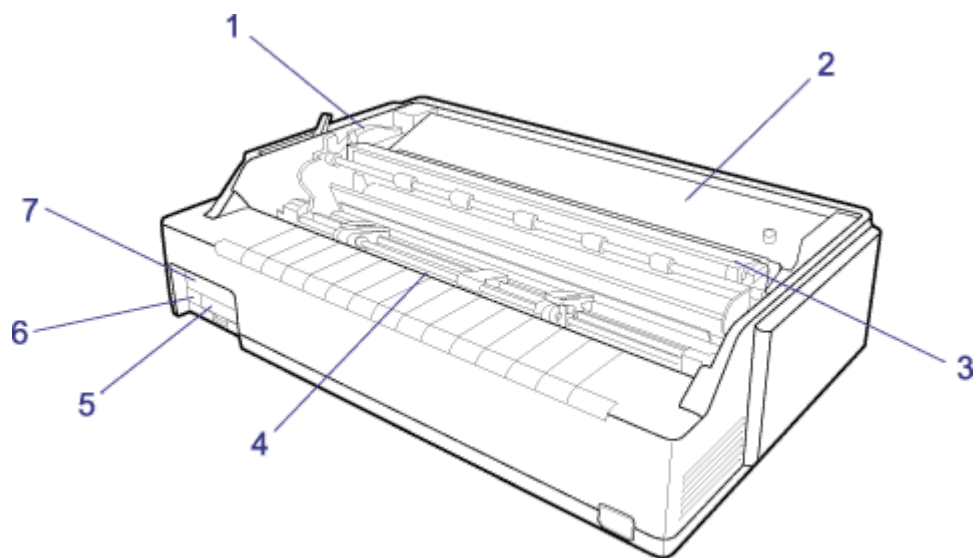


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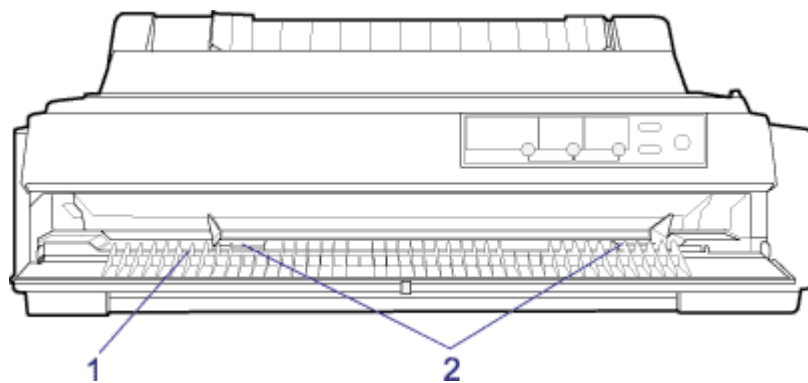
Printer Parts



1. Printer cover
2. Paper guide cover
3. Paper guide
4. Edge guides
5. Paper release lever
6. Knob
7. Control panel
8. Front paper guide
9. Power switch



- 1. Paper-thickness lever
- 2. Ribbon cartridge
- 3. Paper tension unit
- 4. Tractor
- 5. Parallel interface
- 6. USB interface
- 7. Shield plate



- 1. Front paper guide
- 2. Front edge guides

Printer Specifications



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Printer Specifications

- Mechanical
- Electrical
- Environmental
- Paper
- Paper alignment
- Recommended printable area

Mechanical

Printing method:	24-pin impact dot matrix	
Printing speed:	High speed draft	480 cps at 10 cpi maximum
	Draft	360 cps at 10 cpi
	Letter quality	120 cps at 10 cpi
Printing direction:	Bidirectional logic seeking for text and graphics printing. Unidirectional text or graphics printing can be selected using software commands.	
Line spacing:	1/6-inch or programmable in 1/360-inch increments	
Printable columns:	136 columns (at 10 cpi)	
Resolution:	Maximum	360 × 180 dpi (letter quality)
		360 × 360 dpi (raster graphics)
Interfaces:	One standard bidirectional, 8-bit, parallel interface with IEEE 1284 nibble mode support, one USB2.0 (Full Speed) interface, and one optional interface slot	
Paper feed methods:	Friction (front or top paper entry)	
	Push tractor (front or rear paper entry)	
	Pull tractor (front, bottom, or rear paper entry)	
	Push and pull tractor (additional paper is required for front push and pull tractor combination)	
	Roll paper holder (optional)	
Paper feed speed:	Continuous	5 inches/second
	Intermittent	45 ms/line at 1/6-inch line spacing
Buffer:	128KB or 0KB	
Built-in fonts:	Bitmap fonts:	
	EPSON Draft 10, 12, 15 cpi	
	EPSON Roman 10, 12, 15 cpi, proportional	
	EPSON Sans Serif 10, 12, 15 cpi, proportional	
	EPSON Courier 10, 12, 15 cpi	
	EPSON Prestige 10, 12 cpi	
	EPSON Script 10 cpi	
	EPSON OCR-B 10 cpi	
	EPSON Orator 10 cpi	
	EPSON Orator-S 10 cpi	
	EPSON Script C proportional	
	Scalable fonts:	
	EPSON Roman 10.5, 8-32 pt (every 2 pt)	
	EPSON Sans Serif 10.5, 8-32 pt (every 2 pt)	
	EPSON Roman T 10.5, 8-32 pt (every 2 pt)	
	EPSON Sans Serif H 10.5, 8-32 pt (every 2 pt)	
	Barcode fonts:	
	EAN-13, EAN-8, Interleaved 2 of 5, UPC-A, UPC-E, Code 39, Code 128, POSTNET	
Character tables:	One Italic and 12 graphical character tables. (34 graphical character tables are available in some countries.) See Character Tables for more information on the available character tables.	

Character sets:	14 international character sets and one legal character set	
Reliability:	Total print volume	40 million lines (except print head) MTBF 20000 POH (25% duty)
Dimensions and weight:	Print head life	400 million strokes/wire
	Height	When using single sheets: 256 mm (10.1 inches) When using continuous paper: 219 mm (8.6 inches)
	Width	670 mm (26.4 inches)
	Depth	When using single sheets: 402 mm (15.8 inches) When using continuous paper: 418 mm (16.5 inches)
	Weight	approx. 12.6 kg (5.67 lb)
Ribbon:	Black ribbon cartridge (S015086)	
	Ribbon life	15 million characters (LQ, 10 cpi, 48 dots/character)

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Electrical

	120 V Model	220 to 240 V Model
Input voltage range	103.5 to 132 V	198 to 264 V
Rated frequency range	50 to 60 Hz	
Input frequency range	49.5 to 60.5 Hz	
Rated current	1.0 A (maximum 4 A depending on the character type)	0.6 A (maximum 2 A depending on the character type)
Power consumption	Approx. 46W (ISO/IEC 10561 letter pattern) Approx. 3.0W in low-power mode Approx. 0W in power-off mode	

This product is also designed for IT power systems with Phase to Phase voltage 220 to 240 V.

Note:

Check the label on the back of the printer for the voltage of your printer.

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Environmental

	Temperature	Humidity (without condensation)
Operation	5 to 35°C (41 to 95°F)	10 to 80% RH
Storage	-30 to 60°C (-22 to 140°F)	0 to 85% RH

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Paper

Note:

Use recycled paper and labels only under normal temperature and humidity conditions, as follows:
 Temperature: 15 to 25 °C (59 to 77 °F)
 Humidity: 30 to 60 % RH
 Do not load paper that has been folded or is damaged, wrinkled, or curled.

Ordinary single sheets: front and top entry

Width	Front and Top: 100 to 420 mm (3.9 to 16.5 inches)
Length	Front: 148 to 420 mm (5.8 to 16.5 inches) Top: 100 to 420 mm (3.9 to 16.5 inches)
Thickness	0.065 to 0.14 mm (0.0025 to 0.0055 inch)
Weight	52 to 90 g/m2 (14 to 24 lb)

Single-sheet multipart forms: front and top entry

Width	Front and Top: 100 to 420 mm (3.9 to 16.5 inches)
Length	Front: 148 to 420 mm (5.8 to 16.5 inches) Top: 100 to 420 mm (3.9 to 16.5 inches)
Copies	1 original + up to 5 copies
Thickness	0.12 to 0.46 mm (0.0047 to 0.018 inch)
Weight	40 to 58 g/m2 (12 to 15 lb)
Binding	Line glue at the top of form (both front and top entry) Single side line glue (front entry only)

Envelopes: top entry only

Size	No. 6:165 × 92 mm (6.5 × 3.6 inches) No. 10:241 × 105 mm (9.5 × 4.1 inches)
Thickness	0.16 to 0.52 mm (0.0063 to 0.0197 inch)
Weight	45 to 90 g/m2 (12 to 24 lb)

Postcards: front and top entry

Width	100 to 200 mm (3.9 to 7.8 inches)
Length	Front: 148 to 200 mm (5.8 to 7.8 inches) Top: 148 to 200 mm (5.8 to 7.8 inches)
Thickness	0.22 mm (0.0087 inch)
Weight	192 g/m2 (51 lb)

Continuous paper(standard and multipart): front, rear, and bottom entry

Width	101.6 to 406.4 mm (4.0 to 16.0 inches)
Length	101.6 to 558.8 mm (4.0 to 22.0 inches)
Copies	1 original + up to 5 copies
Thickness	Recommended printable area 0.065 to 0.46 mm (0.0025 to 0.018 inch) Perforated edges up to 0.9 mm (0.035 inch)
Weight (not multipart)	52 to 82 g/m2 (14 to 22 lb)
Weight (one sheet of multipart)	40 to 58 g/m2 (12 to 15 lb)
Binding	Point glue or paper staples on both sides (front, bottom, or rear entry)



Note:

Because thick multipart forms require a straight paper path, load them in the front slot.

Continuous paperwith labels: front and bottom entry

Label size	23.8 × 63.5 mm (15/16 × 2.5 inches) minimum 2.5 mm (0.1 inch) corner radius, minimum
Backing sheet width	101.6 to 406.4 mm (4.0 to 16.0 inches)
Backing sheet length (one page)	101.6 to 558.8 mm (4.0 to 22.0 inches)
Backing sheet thickness	0.07 to 0.09 mm (0.0028 to 0.0035 inch)
Total thickness	0.16 to 0.19 mm (0.0063 to 0.0075 inch)

Label weight

64 g/m2 (17 lb)

Roll paper: rear entry with optional roll paper holder only

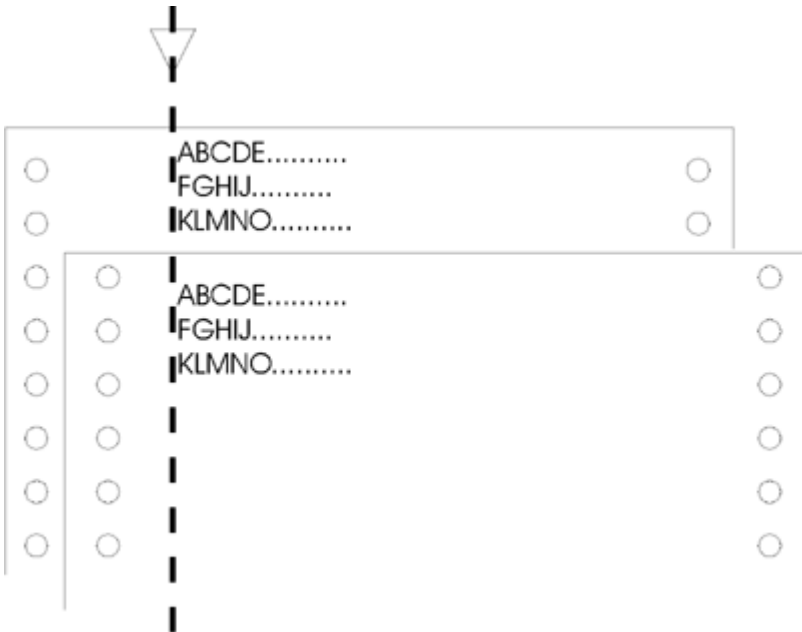
Width	216 ± 3 mm (8.5 ± 0.12 inch)
Thickness	0.07 to 0.09 mm (0.0028 to 0.0035 inch)
Weight	52 to 82 g/m2 (14 to 22 lb)

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Paper alignment

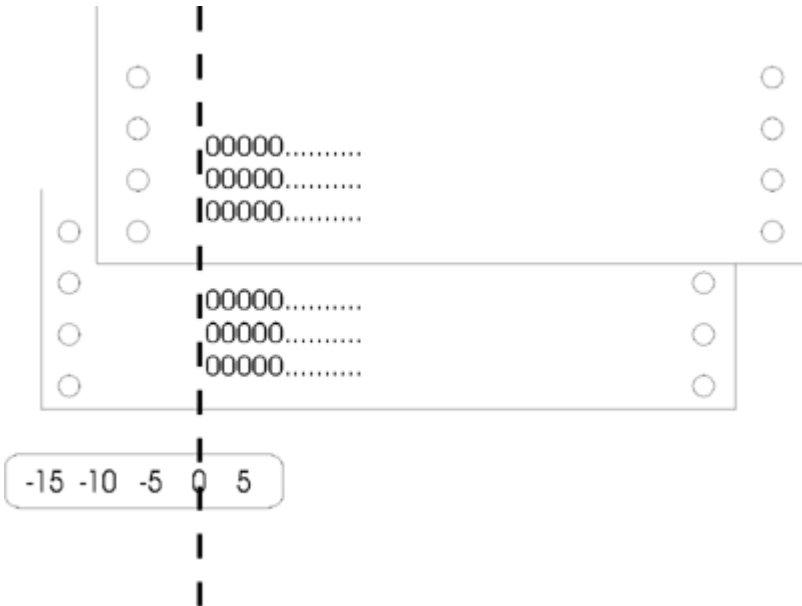
Front entry

Printing starts at the arrow mark. The unprintable area is to the left of the arrow mark.



Rear entry

Printing starts at "0" on the scale. The unprintable area is to the left of the "0".



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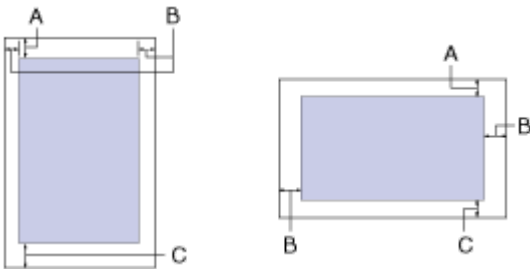
Recommended printable area



Note:

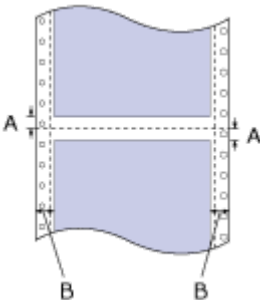
For best results, print within the recommended printable area. The printer may not print outside this area.

Single sheets, envelopes, and postcards:



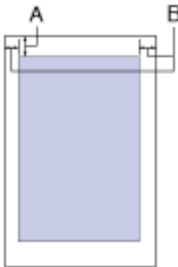
- A The minimum top margin is 4.2 mm (0.17 inch).
- B The minimum left margin is 3.0 mm (0.12 inch).
The minimum right margin is 3.0 mm (0.12 inch).
The maximum width is 420 mm (16.5 inches) and the maximum printable width is 345.4 mm (13.6 inches).
For single sheets wider than 351.4 mm (13.8 inches), the side margins increase proportionally to match the width of the paper.
- C The minimum bottom margin is 4.2 mm (0.17 inch).

Continuous paper:



- A The minimum top and bottom margins above and below the perforation are 4.2 mm (0.17 inch) each.
- B The minimum left and right margins are 13 mm (0.51 inch) each.
The maximum printable width is 345.4 mm (13.6 inches).
The maximum width is 420 mm (16.5 inches) and the maximum printable width is 345.4 mm (13.6 inches).
For continuous paper wider than 371.4 mm (14.6 inches), the side margins increase proportionally to match the width of the paper.

Roll paper:



- A The minimum top margin is 4.2 mm (0.17 inch).
- B The minimum left margin is 3.0 mm (0.12 inch).
The minimum right margin is 3.0 mm (0.12 inch).
The maximum printable width is 203.2 mm (8.0 inches).

Command Lists



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Command Lists

- [EPSON ESC/P2 control codes](#)
- [IBM PPDS emulation control codes](#)

Your printer supports the EPSON ESC/P2 control codes and IBM 2391 Plus emulation control codes listed below.

EPSON ESC/P2 control codes

Selecting an EPSON ESC/P2 printer in your software allows you to use advanced fonts and graphics.

- General operation:
ESC @, ESC U
- Paper feeding:
FF, LF, ESC 0, ESC 2, ESC 3, ESC +, CR
- Page format:
ESC (C, ESC C, ESC C 0, ESC Q, ESC 1, ESC (c, ESC N, ESC O
- Print position motion:
ESC \$, ESC ¥, ESC (V, ESC (v, ESC D, HT, ESC B, VT, ESC J
- Font selection:
ESC k, ESC x, ESC y, ESC X, ESC P, ESC M, ESC g, ESC p, ESC 4, ESC 5,
ESC E, ESC F, ESC !
- Font enhancement:
ESC W, DC4, SO, DC2, SI, ESC w, ESC G, ESC H, ESC T, ESC S, ESC -, ESC (-, ESC q
- Spacing:
ESC Space, ESC c, ESC (U
- Character handling:
ESC t, ESC (t, ESC R, ESC %, ESC &, ESC :, ESC 6, ESC 7, ESC (^
- Bit image:
ESC *
- Raster graphic:
ESC (G, ESC .
- Bar code:
ESC (B

Barcode commands

Your printer has powerful barcode printing capabilities and includes the following resident barcode fonts: EAN-13, EAN-8, Interleaved 2 of 5, UPC-A, UPC-E, Code 39, Code 128, and POSTNET. See the barcode commands below:

ESC (B				Select Barcode Printing	
Format:	ESC	(	B	m	n
ASCII code:	27	40	66	m	n
Decimal:	1B	28	42	m	n

Function:

ESC (B n1 n2 k m s v1 v2 c data

n = (n1 + (256 × n2))

k: Select barcode

k = 0: EAN-13, 1: EAN-8, 2: Interleaved 2 of 5, 3: UPC-A,

4: UPC-E, 5: Code 39, 6: Code 128, 7: POSTNET

m: Module width (180 dpi)

m = 2: 2 dots, 3: 3 dots, 4: 4 dots, 5: 5 dots

s: Space adjustment value

-3 ≤ s ≤ 3 (1/360-inch units)

v1, v2: Bar length

v1 + v2 × 256 (1/180-inch units)



Note:

The v1 and v2 values are ignored when POSTNET is selected.
The long bar length of POSTNET is always 0.125 inch; the short bar length is always 0.050 inch.

c: Control flag

Bit 0 = Check digit

0: The printer does not add a check digit.

1: The printer adds a check digit.

Bit 1 = Human readable character (HRC)

0: The printer adds the HRC.

1: The printer does not add the HRC.

Bit 2 = Position of flag character (for EAN-13 and UPC-A only)

0: Center

1: Under

Bits 3-7 = Not used

Barcode data

Barcode data corresponds to the barcode symbology. The data number of each barcode type is constant. The barcode is printed only if the following valid characters are set.

Barcode type	Number of valid characters 1 (HEX)	Number of valid characters 2 (HEX)
EAN-13	0D	0C
EAN-8	8	7
Interleaved 2 of 5	2 to FF	2 to FF
UPC-A	0C	0B
UPC-E	0C or 8	0B or 7
Code 39	1 to FF	1 to FF
Code 128	2 to FF	2 to FF
POSTNET	6 or 0A or 0C	5 or 9 or 0B

Number of valid characters 1: Control flag c b0=0

Number of valid characters 2: Control flag c b0=1

The valid data for each barcode type is described below. If invalid data is included in the barcode data string, the barcode is not printed.

Barcode type	Barcode data
EAN-13	0-9 (Hex 30-39)
EAN-8	0-9 (Hex 30-39)
UPC-A	0-9 (Hex 30-39)
UPC-E	0-9 (Hex 30-39)
Interleaved 2 of 5	0-9 (Hex 30-39)
POSTNET	0-9 (Hex 30-39)
Code 39	0-9 (Hex 30-39), (Hex 41-5A), (Hex 20, 24, 25, 2B, 2D, 2E, 2F)
Code 128	Set A, Set B, Set C

The following conditions are required for barcode printing:

Barcode printing is always performed unidirectionally. However, when it is mixed with raster bit image data, neither barcode nor raster bit image data is printed.

A barcode is not printed when part of the barcode extends beyond the right margin.

When barcode data and text data are mixed in a data sequence, barcodes and text are printed in the same place.
The start and stop (*) characters of Code 39 are added to human readable characters.
The initial data of Code 128 (Set A, B, or C) is identified as the first data of Code 128, and must be hexadecimal (41, 42, and 43, respectively).
When Code 128 Set C and Interleaved 2 of 5 are selected, barcode data requires an even number data string. However, if an odd number string is sent, a 0 is automatically added, making it an even number data string.
The barcode print start position (except for POSTNET) is always 40/360 inch above the baseline.

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IBM PPDS emulation control codes

This printer emulates the IBM Proprinter using the commands below. For detailed information, see the IBM PPDS reference manual.

General operation:

NUL, DC3, ESC j, BEL, CAN, DC1, ESC Q, ESC [K, ESC U, ESC [F

Paper feeding:

FF, LF, ESC 5, ESC A, ESC A (AGM*), ESC 0, ESC 1, ESC 2, ESC 3, ESC 3 (AGM*), CR, ESC]

Page format:

ESC C, ESC C0, ESC X, ESC N, ESC O, ESC 4

Print position motion:

ESC d, ESC R, ESC D, HT, ESC B, VT, ESC J, ESC J (AGM*)

Font selection:

DC2, ESC P, ESC :, ESC E, ESC F, ESC I, ESC [d, ESC [I

Font enhancement:

DC4, SO, ESC SO, ESC W, ESC [@, SI, ESC SI, ESC G, ESC H, ESC T,
ESC S, ESC -, ESC _, ESC [-

Spacing:

BS, SP, ESC [¥

Character handling:

ESC 6, ESC 7, ESC [T, ESC ^, ESC ¥

Bit image:

ESC K, ESC L, ESC Y, ESC Z, ESC [g, ESC * (AGM*)

Barcode:

ESC [f, ESC [p

Download:

Download command is not provided.

* Alternate Graphic Mode

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Character Tables



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Character Tables

You can select the character tables and character sets below.

Character tables:	One italic and 12 graphical character tables. Italic table, PC437 (US Standard Europe), PC850 (Multilingual), PC860 (Portuguese), PC861 (Icelandic), PC863 (Canadian-French), PC865 (Nordic), BRASCI, Abicomp, Roman 8, ISO Latin 1, PC 858, ISO 8859-15 Following 27 graphical character tables are also available in some countries. PC437 Greek, PC853 (Turkish), PC855 (Cyrillic) PC852 (East Europe), PC857 (Turkish) PC864 (Arabic), PC866 (Russian) PC869 (Greek), MAZOWIA (Poland), Code MJK (CSFR), ISO 8859-7 (Latin/Greek), ISO Latin 1T (Turkish), Bulgaria (Bulgarian), Estonia (Estonia), PC 774 (LST 1283: 1993), ISO 8859-2, PC 866 LAT. (Latvian), PC866 UKR (Ukraine), PCAPTEC (Arabic), PC708 (Arabic), PC720 (Arabic), PCAR864 (Arabic) PC771 (Lithuania), PC437 (Slovenia) PC MC, PC1250, PC1251
Character sets:	14 international character sets and one legal character sets. USA, France, Germany, UK, Denmark 1, Sweden, Italy, Spain 1, Japan, Norway, Denmark 2, Spain 2, Latin America, Korea, Legal Latter 7 sets can be selected only with the ESC R command.

Standards and approvals



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Standards and approvals

- [Safety approvals](#)
- [CE marking](#)

Safety approvals

120 V model:

Safety standards	CNS14336
EMI	CNS13438 ClassB

230 V model:

Safety standards	EN 60950-1
EMI	EN 55022 (CISPR pub. 22) class B
	AS/NZS CISPR22 ClassB

Acoustic noise:

Approx. 54 dB (A) (ISO 7779 pattern)

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CE marking

230 V model:

Low Voltage Directive 2006/95/EC	EN 60950-1
EMC Directive 2004/108/EC	EN 55022 Class B
	EN 61000-3-2
	EN 61000-3-3
	EN 55024

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Cleaning the Printer



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Cleaning the Printer

To keep your printer operating at its best, you should clean it thoroughly several times a year.

Follow these steps to clean your printer:

- 1 Make sure the printer is turned off. Then remove any paper loaded in the printer.
- 2 Remove the paper guide.
- 3 Use a soft brush to carefully brush away all dust and dirt from the outer case and paper guide.
- 4 If the outer case or paper guide is still dirty, clean it with a soft, clean cloth dampened with mild detergent dissolved in water. Keep the printer cover in place and lower the paper guide cover until it lies flat on the top of the printer to prevent water from getting inside the printer.



Caution:

Never use alcohols or thinners to clean the printer; these chemicals can damage the printer components as well as the case.

Be careful not to get water on the printer mechanism or electronic components.

Do not use a hard or abrasive brush.

Do not spray the inside of the printer with lubricants; unsuitable lubricants can damage the printer mechanism. Contact an EPSON dealer if you think lubrication is needed.

Transporting the Printer



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Transporting the Printer

If you need to transport your printer for some distance, carefully repack it using the original box and packing materials.

Follow these steps to repack the printer in its original packing materials:



Warning:

You need to move the print head by hand to remove the ribbon cartridge. If you have just used the printer, the print head may be hot; let it cool for a few minutes before touching it.

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet; then disconnect the interface cable from the printer.
- 3 Remove any paper loaded in the printer, and remove the paper guide. Pull out the paper separator from the paper guide.
- 4 If a pull tractor is installed, remove it as described in [Removing the pull tractor](#). If any options are installed, remove them and pack them in their original boxes.
- 5 Make sure that the print head is not hot. Then remove the ribbon cartridge as described in [Replacing the Ribbon Cartridge](#).
- 6 Remove the paper tension unit as described in [Installing the tractor in the pull position](#). Attach the protective locking clips on both sides of the printer roller. Then install the paper tension unit as described in [Removing the pull tractor](#).
- 7 Make sure the tractor that comes with your printer is installed in the front push position. See [Installing the tractor in the front push position](#) for instructions.
- 8 Repack the printer, ribbon cartridge, paper guide, paper separator, and power cord in the original packing materials and place them in the printer's original box.

Using the Control Panel



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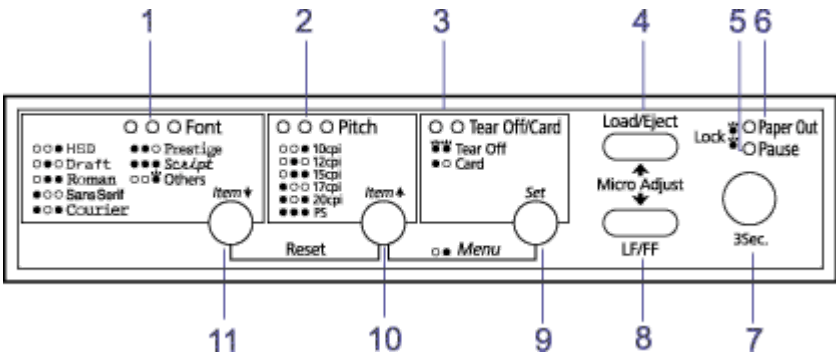
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Using the Control Panel

Control Panel Buttons and Lights

You can control simple printer operations—such as line feeding, form feeding, loading and ejecting paper, and selecting font—with the buttons on the control panel. The control panel lights show the printer’s status.

Control Panel Buttons and Lights



1. Font lights

Indicate which font is selected.

2. Pitch lights

Indicate what font size is selected.

3. Tear Off/Card lights

	When continuous paper is in the tear-off position.
	When the printer is in the card mode.

● = On,  = Flashing, ○ = Off

4. Load/Eject button

Loads continuous paper from the standby position.
Feeds continuous paper backward to the standby position if a sheet is loaded.

5. Pause light

On when the printer is paused.
Flashes when the printer is in the Micro Adjust mode.

6. Paper Out light

On when no paper is loaded in the selected paper source.
Flashes when paper has not been fully ejected or paper is not loaded correctly.

7. Pause button

Stops printing temporarily, and resumes printing when pressed again.

Micro Adjust

When you hold down the **Pause** button for three seconds, the printer enters the Micro Adjust mode. In this mode, you can adjust the top-of-form and tear-off positions by pressing the **LF/FF** ↓ and **Load/Eject** ↑ buttons. See [Advancing the Paper to the Tear-Off Edge](#).

8. LF/FF button

Feeds paper line by line.

Ejects a single sheet or advances continuous paper to the next top-of-form position when held down.

9. Tear Off/Card (Set) button

Advances continuous paper to the tear-off position.

Feeds continuous paper backward from the tear-off position to the top-of-form position.

Enters the card mode to print on postcards and envelopes. See [Loading Special Paper](#).

When the printer enters the default setting mode, the button works as the **Set** button. You can press the **Set** button to select the next value of a setting menu. See .

10. Pitch (Item ↑) button

Selects the font size.

When the printer enters the default setting mode, the button works as an **Item ↑** button. You can press the **Item ↑** button to select the previous menu.

11. Font (Item ↓) button

Selects the font.

When the printer enters the default setting mode, the button works as an **Item ↓** button. You can press the **Item ↓** button to select the next menu.

Selecting a Built-In Font and Pitch

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Selecting a Built-In Font and Pitch

Your printer comes with the twelve built-in fonts. See [Printer Specifications](#) for information of fonts you can select. You can also choose from the following six pitch (character size) settings: 10, 12, 15, 17, or 20 cpi (characters per inch), or proportional spacing. You can select the font and pitch using the buttons on the printer’s control panel as described below.

 Note:

Settings you make in your application programs usually override settings you make from the printer’s control panel. For best results, use your application to select a font and pitch.

Follow these steps to select a built-in font or pitch using the buttons on the printer’s control panel:

- 1 Make sure that the printer is not printing.
- 2 To select a font, press the **Font** button until the two **Font** lights indicate the font you want as shown below.

Font lights	Font
  	High Speed Draft
  	Draft
  	Roman
  	Sans Serif
  	Courier
  	Prestige
  	Script
  	Others

 = On,  = Flashing,  = Off
* others means the font selected in the default-setting mode

 Note:

The **Font** button cannot directly select OCR-B, Orator, Orator-S, Script-C, Roman-T, or Sans Serif H. To select one of these fonts, you must first use the default-setting mode to register it as the “other” font. Note that the default “other” setting is Roman-T.

To select a pitch, press the **Pitch** button until the three **Pitch** lights indicate the pitch you want as shown below.

Pitch lights	Pitch
  	10 cpi
  	12 cpi
  	15 cpi
  	17 cpi
  	20 cpi

	PS (proportional spacing)
--	------------------------------

 = On,  = Off

About Your Printer's Default Settings



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About Your Printer's Default Settings

[Default Setting mode](#)

The default settings control many printer functions. While you can often set these functions through your software or printer driver, you may sometimes need to change a default setting from the printer's control panel using the Default Setting mode.

Default Setting mode

The following table lists the default settings and the options you can select in the Default Setting mode. The settings are explained in detail after the table. For instructions on changing the default settings, see [Changing default settings](#).

Item	Setting / value * ¹
Page length for front tractor* ²	Length in inches: 3, 3.5, 11/3, 4, 5.5, 6, 7, 8, 8.5, 11 , 70/6, 12, 14, 17 inches
Page length for rear tractor* ²	Length in inches: 3, 3.5, 11/3, 4, 5.5, 6, 7, 8, 8.5, 11 , 70/6, 12, 14, 17 inches
Skip over perforation	On, Off
Auto tear off	On, Off
Auto line feed	On, Off
Print direction	Auto, Bi-D , Uni-D
Software	ESC/P2 , IBM PPDS
0 slash	0 , 0/ (the zero character with a slash)
I/F mode	Auto , Parallel, USB, Optional
Auto I/F wait time	10 seconds , 30 seconds
Parallel I/F bidirectional mode	On , Off
Packet mode	Auto , Off
Auto CR (IBM PPDS)* ³	On, Off
A.G.M. (IBM PPDS)* ³	On, Off
Character table	Standard model: Italic, PC 437 , PC 850, PC 860, PC 863, PC 865, PC 861, BRASCII, Abicomp, Roman 8, ISO Latin 1, PC 858, ISO 8859-15, All other models: Italic, PC 437 , PC 850, PC 437 Greek, PC 853, PC 855, PC 852, PC 857, PC 864, PC 866, PC 869, MAZOWIA, Code MJK, ISO 8859-7, ISO Latin 1T, Bulgaria, PC 774, Estonia, ISO 8859-2, PC 866 LAT, PC 866 UKR, PC APTEC, PC 708, PC720, PC AR864, PC 860, PC 865, PC 861, PC 863, BRASCII, Abicomp, Roman 8, ISO Latin 1, PC 858, ISO 8859-15, PC 771, PC437 Slovenia, PC MC, PC 1250, PC 1251
International character set for Italic table	Italic U.S.A , Italic France, Italic Germany, Italic U.K., Italic Denmark1, Italic Sweden, Italic Italy, Italic Spain1
Font	OCR-B, Orator, Orator-S, Script C, Roman T , Sans Serif H
Manual feed wait time	0.5 second, 1 second , 1.5 second, 2 seconds
Buzzer	On , Off
Roll paper	On, Off
Low-noise mode	On, Off

*¹ Settings with bold weight mean the standard factory settings.

*² The options available vary depending on the country.

*³ These settings take effect only when IBM PPDS emulation is selected.

Page length for front tractor

This setting allows you to set the page length (in inches) for the continuous paper loaded on the front push tractor.

Page length for rear tractor

This setting allows you to set the page length (in inches) for the continuous paper loaded on the rear push tractor.

Skip over perforation

This feature is available only when continuous paper is selected as the paper source. When you turn on this feature, the printer provides a one-inch (25.4 mm) margin between the last line printed on one page and the first line printed on the next page. Because most application program margin settings override margin settings from the control panel, you should use this setting only if you cannot set your top and bottom margins using your application.

Auto tear off

When you turn on this setting and print on continuous paper with the front or rear push tractor, the printer automatically advances the paper perforation to the tear-off position, where you can easily tear off the printed page(s). When the printer receives the next print job, it automatically moves the unused paper back to the top-of-form position and starts printing, so no paper is wasted between print jobs.

When you select off and print on continuous paper with the front or rear push tractor, you need to move the perforation to the tear-off position manually by pressing the **Tear Off/Card** button. See [Advancing the Paper to the Tear-Off Edge](#) for more information. (The tear-off feature is not available for paper loaded on the pull tractor.)

Auto line feed

When auto line feed is on, the printer accompanies each carriage return (CR) code received with a line feed code, and the print position moves to the next line. If the printer adds an extra line after every carriage return, select off.

Print direction

You can choose automatic print direction selection, bidirectional printing (**Bi-D**), or unidirectional printing (**Uni-D**). Printing is normally bidirectional; however, unidirectional printing allows for precise vertical printing alignment, which is useful for printing graphics.

Software

If you select **ESC/P2**, the printer operates in the EPSON ESC/P2 mode. If you select **IBM PPDS**, the printer emulates an IBM® printer.

0 slash

The zero character has a slash (Ø) when this feature is turned on. It has no slash (0) when this feature is turned off. The slash allows you to easily distinguish between the uppercase letter *O* and a zero.

I/F (interface) mode

The printer comes with a built-in parallel interface and an interface slot in which you can install one optional interface. For information on using an optional interface, see [Optional interface cards](#).

If your printer is connected to only one computer, select **Parallel**, **USB**, or **Optional** for the interface mode, depending on the interface you use. If your printer is connected to more than one computer, select **Auto** (automatic) for the interface mode to cause the printer to automatically switch between interfaces depending on which one is receiving data.

Auto I/F (interface) wait time

This setting takes effect only if an optional interface is installed and the auto interface mode is selected. This setting determines how long the printer waits when it no longer receives data from an interface before it checks whether a print job is being sent through the other interface.

You can specify **10 seconds** or **30 seconds** for the auto interface wait time.

Parallel I/F (interface) bidirectional mode

The Parallel Interface bidirectional transfer mode is used when this feature is on. If bidirectional transfer mode is unnecessary, turn this off.

Packet mode

Make sure to select **Auto** to print from Windows applications using the printer driver included in the software CD-ROM that comes with the printer. Turn off this mode if you encounter connection problems when you are printing from applications based on other operating systems such as DOS.

Auto CR (carriage return)

This setting is available only in IBM PPDS emulation mode. When you select on, each line feed (LF) code or ESC J code received by the printer is accompanied by a carriage return code. This moves the print position to the beginning of the next line. If the printer adds an extra line after every carriage return, select off.

A.G.M. (Alternate Graphic Mode)

When A.G.M. is on, the printer can use some advanced graphics commands like those available in ESC/P2 mode. When you select IBM PPDS mode, this setting is available. The default setting is off.

Character table

You can select among 13 standard character tables as well as tables for 22 other countries. See [Character Tables](#) for character samples.

International character set for Italic table

You can select among several international character sets for the Italic character table. Each character set contains eight characters that vary depending on the country or language, so you can customize the Italic table to suit your printing needs.

Font

You can select 6 fonts in default-setting mode. The following fonts are indicated on the control panel and can't be selected by default settings: Draft, Roman, Sans Serif, Courier, Prestige, and Script.

Manual feed wait time

This sets the amount of wait time between the time paper is inserted into the paper guide and when it is fed. If the paper feeds before you can adjust its position to your satisfaction, you can increase the wait time.

Buzzer (beeper)

The printer beeps when an error occurs. (See [Using the Error Indicators](#) for more information on printer errors.) If you do not want the printer to beep when an error occurs, turn this setting off.

Roll paper

When you turn on this mode, the printer recognizes that the paper is not single sheets, so it does not try to eject the paper and advance it forward to the next page when you press the **LF/FF** button.

Low-noise mode

When this mode is set to On, the noise is reduced, but the printing speed is slower.

Changing default settings



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Changing default settings

The following table shows the basic function of each button in the default setting mode.

Button	Basic function
Menu (Pitch and Tear Off/Card) buttons	Enters or exits the default setting mode.
Item ↓ button	Selects the next menu parameter.
Item ↑ button	Selects the previous menu parameter.
Set button	Changes the value in the selected menu.

Follow these steps to enter the default-setting mode and change the printer's default settings:

 Note:

Before entering the default-setting mode, you need to load A4 or letter size single-sheet paper or continuous paper that is at least 297 mm (11 inches) long and 210 mm (8.27 inches) wide.
If you use single sheets, you need to load a new sheet of paper each time the printer ejects a printed sheet.
If you turn off the printer prior to exiting default-setting mode, any changes you may have made are canceled and not saved.

- 1 Make sure paper is loaded.
- 2 Press the **Menu (Pitch and Tear Off/Card)** buttons until the printer beep once and the **Menu** lights (both the **Tear Off/Card** lights) turn on.

The printer enters the default-setting mode and prints a message prompting you to select the language for the default-setting menu. The language which is underlined indicates the current setting.

- 3 If the language you want is not selected, press the **Item ↓ (Font)** button until the printout indicates the language you want.

 Note:

You cannot change the language by the **Item ↑ (Pitch)** button.

- 4 Press the **Set (Tear Off/Card)** button to select the desired language.

The printer prints a message asking if you wish to print all of the current settings.

 Note:

The language you select is also effective when you are entering the lock-out setting mode or bidirectional adjustment mode.

- 5 If you want to print the current settings, press the **Set** button. If you want to bypass printing of the current settings, press the **Item ↓** button or the **Item ↑** button.

The printer prints the first menu and the current value of the menu.

Press the **Item ↓** button or the **Item ↑** button to select the menu parameters which you wish to change. Press the **Set** button to scroll through the values within the selected parameter until you find the desired setting. After setting the selected parameter to the desired setting, you may either continue to make changes to other parameters by pressing the **Item ↓** button or the **Item ↑** button, or exit the default-setting mode by pressing the **Menu (Pitch and Tear Off/Card)** buttons.



Note:

You cannot change the setting value to the previous item. You have to press the **Set** button until the value you want is selected.

- 7 When you finish making settings, press the **Menu** (**Pitch** and **Tear Off/Card**) buttons.
- The **Menu** lights (both of the **Tear Off/Card** lights) turn off and the printer exits the default-setting mode.
- The settings you made is saved as new default value.



Note:

If you turn off the printer prior to exiting default-setting mode, any changes you may have made are canceled and not saved.

Available Paper Paths

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Available Paper Paths

- [Using a push tractor](#)
- [Using a pull tractor](#)
- [Using the push and pull tractors in combination](#)

You can choose from three tractor positions (front push, rear push, and pull) and three paper entry slots (front, rear, and bottom) for continuous paper printing. This section helps you determine which paper paths and tractor positions are best for your continuous paper printing needs.

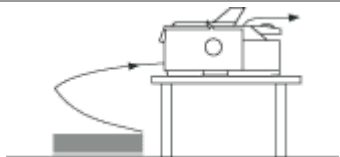
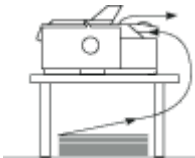
Using a push tractor

If you often need to tear off sheets of continuous paper (for example, if you are printing purchase orders or sales slips), it is best to use a push tractor. This allows you to use the printer's tear-off edge to easily tear off printed sheets of continuous paper at the perforation. Also, when continuous paper is loaded on a push tractor, you can load single sheets of paper from the paper guide without removing the continuous paper.

There are two push tractor positions: front and rear. The tractors are installed in the front push and rear push positions when the printer is shipped. See the table below for details about the push positions and the corresponding paper-feeding paths.

 **Note:**

The tractor in the rear push position cannot be removed.

Tractor position	Description
 front push	To use this tractor, load paper in the front slot. If you print on thick paper such as multipart forms or continuous paper with labels, load the paper in the front paper slot because the paper path from this slot is almost straight. This reduces the chance of paper jams.
 rear push	To use this tractor, load paper in the rear slot. Note: Because thick multipart forms require a straight paper path, load them in the front slot. Caution: Do not load continuous paper with labels in the rear slot. If you load continuous paper with labels in the rear slot, the labels may come off their backing sheet inside the printer and cause a paper jam.

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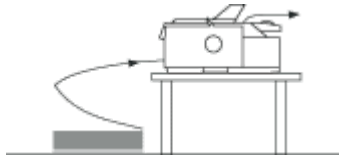
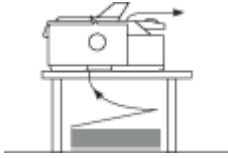
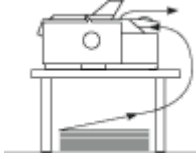
Using a pull tractor

If you often print on thick or heavy continuous paper, such as multipart forms or continuous paper with labels, use a tractor in the pull position. The pull tractor provides the best paper jam prevention, and allows you to load continuous paper from the front, rear, or bottom of the printer. However, you cannot use the tear-off feature with the pull tractor.

 **Note:**

If you plan to use a pull tractor, you can remove the tractor from the front push position and install it in the pull position, or you can purchase the optional pull tractor (C80032*) and install it in the pull position. See [Using the Tractor in the Pull Position](#) for instructions.

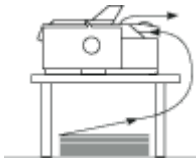
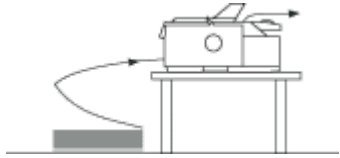
As shown in the table below, three paper entry slots are available for use with the pull tractor: front, bottom, and rear.

Paper slot	Description
 front	If you print on thick paper such as multipart forms or continuous paper with labels, load it using the front paper slot because the paper path from this slot is almost straight. This reduces the chance of paper jams.
 bottom	Because the bottom paper slot has the straightest paper path, it is ideal for printing on thick paper, such as multipart forms or continuous paper with labels. Note: When loading paper in the bottom slot, be sure to use a printer stand with an opening large enough so that the paper can feed through it without obstruction.
 rear	You can also load continuous paper onto the pull tractor using the rear slot. Note: Because thick multipart forms require a straight paper path, load them in the front slot. Caution: Do not load continuous paper with labels in the rear slot. If you load continuous paper with labels in the rear slot, the labels may come off their backing sheet inside the printer and cause a paper jam.

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Using the push and pull tractors in combination

To improve continuous paper feeding and reduce paper jams, you can use two tractors at the same time. This is especially helpful for printing on continuous pre-printed forms, multipart forms, or labels, and for printing high quality graphics. When using two tractors in combination, you can load paper in the front paper slot onto the front push tractor and the pull tractor, or load paper in the rear paper slot onto the rear push tractor and the pull tractor.

Combination	Description
 rear push and pull	To use the rear push tractor with the pull tractor, you need to remove the standard tractor that comes in the front push position and install it in the pull position. Note: Because thick multipart forms require a straight paper path, load them in the front slot. Caution: Do not load continuous paper with labels onto the rear push tractor even when it is used in combination with the pull tractor. If you load continuous paper with labels onto the rear push/pull tractor, the labels may come off their backing sheet inside the printer and cause a paper jam.
 front push and pull	To use the front push tractor with the pull tractor, you need to purchase the optional pull tractor (C80032*) and install it in the pull position.

 **Note:**

For more information on using two tractors in a push and pull combination, see [Using two tractors in a push and pull combination](#).

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Switching Between Printing on Continuous Paper and Printing on Single Sheets



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Switching Between Printing on Continuous Paper and Printing on Single Sheets

[Switching to printing on single sheets](#)

[Switching to printing on continuous paper](#)

You can easily switch back and forth between printing on continuous paper with a push tractor and printing on single sheets without having to remove or reload paper.

Switching to printing on single sheets

To switch from printing on continuous paper with the front or rear push tractor to printing on single sheets, follow the steps below.



Note:

If continuous paper with labels is loaded in the printer, remove it before switching to single-sheet printing. See [Removing continuous paper with labels](#).

If a tractor is in the pull position, remove any continuous paper from it before switching to single-sheet printing. See [Removing paper from the pull tractor](#).

- 1 If any printed pages of continuous paper remain in the printer, press the **Tear Off/Card** button to advance printed pages to the tear-off position, and then tear them off.



Caution:

Tear off your printed document before you press the **Load/Eject** button in the next step. Reverse feeding several pages at a time may cause a paper jam.

Never use the knob to eject paper while the printer is on; this may damage the printer or cause it to lose the tear-off position.

- 2 Press the **Load/Eject** button to feed the continuous paper backward to the standby position. The paper is still attached to the push tractor but is no longer in the paper path.
- 3 Load single sheets in the top or front paper guide. See [Loading Single Sheets in the Top Paper Slot](#), or [Loading Single Sheets in the Front Paper Slot](#).

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Switching to printing on continuous paper

To switch from printing on single sheets to printing on continuous paper with the front or rear push tractor, follow these steps:

- 1 If a single sheet remains in the printer, press the **Load/Eject** button to eject it.



Caution:

Never use the knob to eject paper while the printer is on; this may damage the printer or cause it to lose the top-of-form position.

- 2 Make sure that the tractor is installed in the front or rear push position which you plan to use. To install the tractor in the front position, see [Installing the tractor in the front push position](#).
- 3 Load continuous paper onto the front or rear push tractor. See [Loading paper onto the front push tractor](#), or [Loading paper onto the rear push tractor](#).

The printer loads your continuous paper automatically when you begin printing.

Setting the Paper Release Lever



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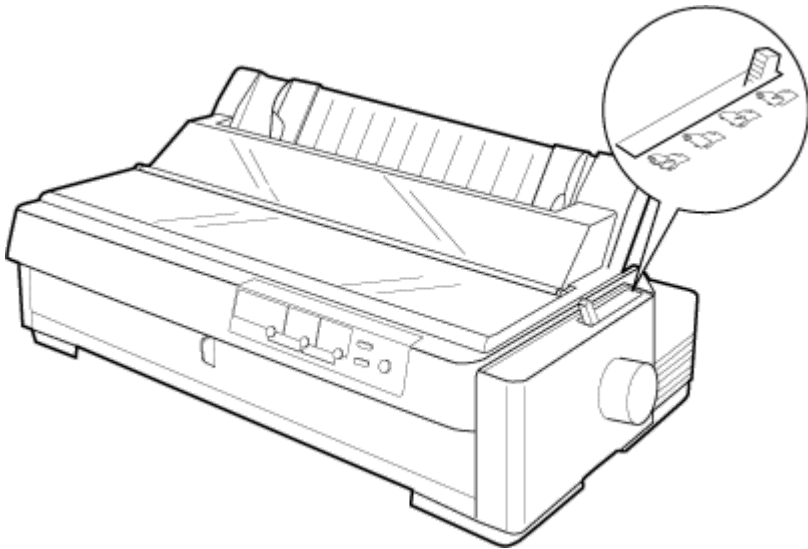
Setting the Paper Release Lever

You can load paper in the printer from various paper sources, such as the front push tractor or the paper guide. You set the paper release lever to indicate the paper source you want to use. The table below describes each paper release lever position.



Note:

To decide which paper source and paper path best suits your printing needs, see [Available Paper Paths](#).



Paper release lever position	Description
	Single-sheet position For loading single-sheet paper from the top or front slot. For information on loading single sheets, see Loading Single Sheets in the Top Paper Slot .
	Rear push tractor position For loading continuous paper from the tractor installed in the rear push position. Also set the lever to this position when using the rear push and pull tractors in combination.
	Front push tractor position For loading continuous paper from the tractor installed in the front push position. Also set the lever to this position when using the front push and pull tractors in combination.
	Pull tractor position For loading continuous paper from the tractor installed on top of the printer in the pull position. When the tractor is in the pull position, you can load paper in the front, rear, or bottom slot.



Note:

You can load two different types of continuous paper onto the front and rear push tractors, and easily switch between them using the paper release lever. Before moving the paper release lever, always press the **Load/Eject** button to feed the paper in the paper path backward to the standby position.

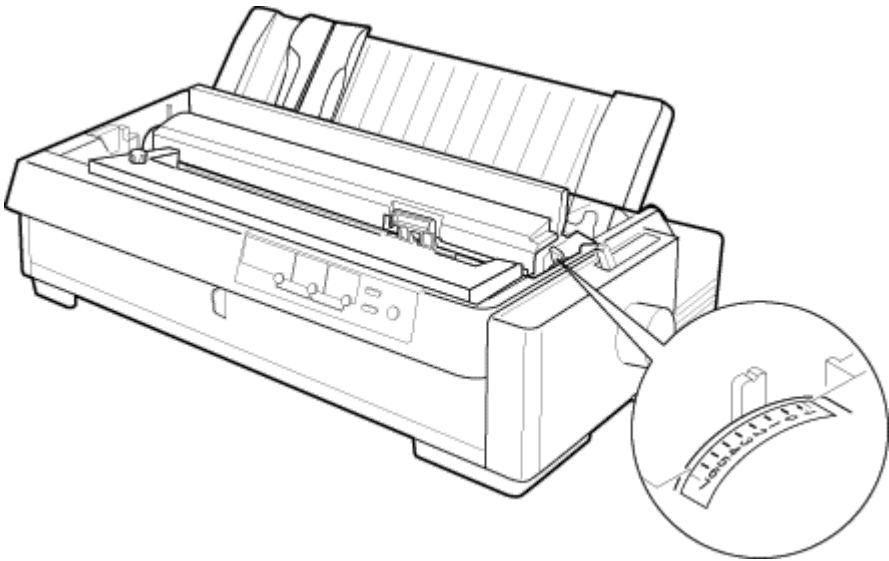
Adjusting the Paper Thickness Lever



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Adjusting the Paper Thickness Lever

You can get the best printing quality by adjusting the paper-thickness lever according to the thickness of the paper you are using. The paper-thickness lever is located under the printer cover. You can select one of nine positions identified by the scale next to the lever.



The following table provides guidelines for selecting the appropriate lever position for the type of paper you are using.

Paper type		Lever position
Ordinary	Single sheets	0
	Continuous paper	
Thin paper		-1 or 0
Multipart forms (carbonless)	2 parts (original + 1 copy)	1
	3 parts (original + 2 copies)	2
	4 parts (original + 3 copies)	3
	5 parts (original + 4 copies)	5
	6 parts (original + 5 copies)	7
Labels		2
Envelopes		2 or 6
Postcards		2

Note:

- If the printed image is smeared, you may need to set the paper-thickness lever one position higher to improve print quality.
- If the printed image is faint or has many gaps, you may need to set the paper-thickness lever one position lower to improve print quality.

Using the Front Push Tractor



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Using the Front Push Tractor

[Installing the tractor in the front push position](#)

[Loading paper onto the front push tractor](#)

[Removing the printed document from the front push tractor](#)

[Removing the front push tractor](#)

To use the front push tractor, load continuous paper in the front slot. For more information on when to use the front push tractor, see [Available Paper Paths](#).



Note:

The tractors are installed in the front push and rear push positions when the printer is shipped. The rear push tractor cannot be removed.

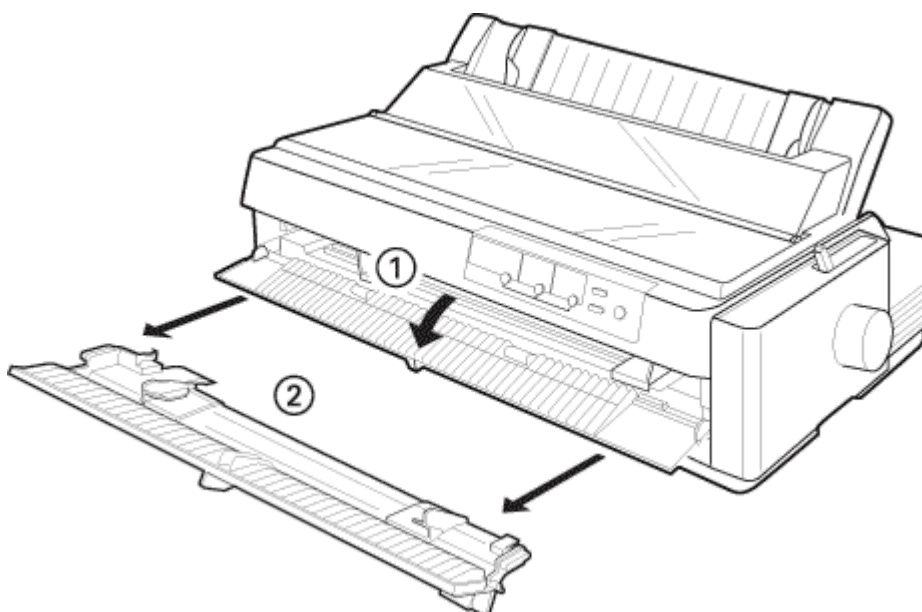
Installing the tractor in the front push position

If a tractor is installed in the front push position, skip to [Loading paper onto the front push tractor](#).

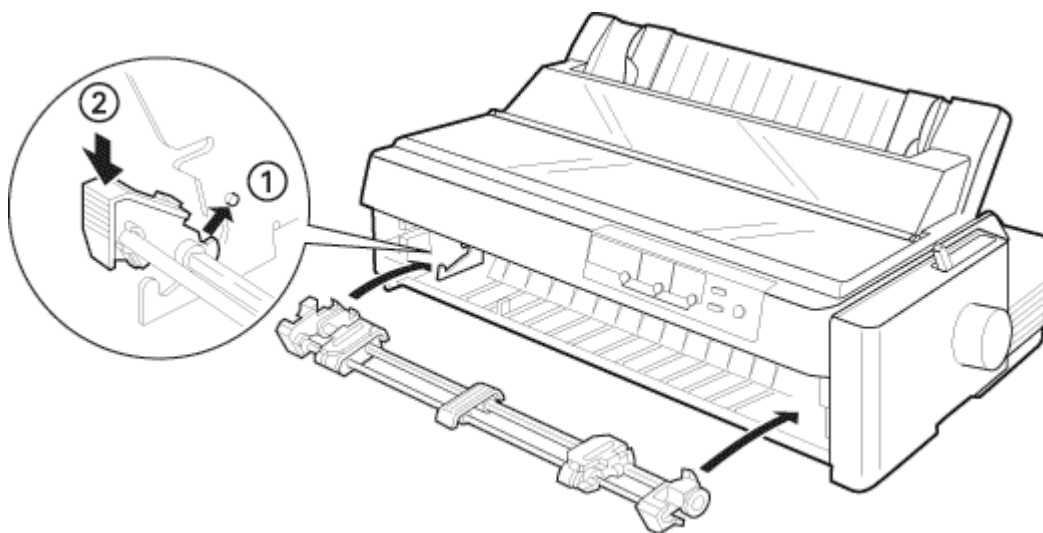
If a tractor is installed in the pull position, you need to remove it, and replace the paper tension unit before using the front push tractor. See [Removing the pull tractor](#).

To install the tractor in the front push position, follow these steps:

- 1 Make sure the printer is turned off.
- 2 Open the front paper guide by pulling the tab at the center of the guide. Then remove the guide by grasping both sides and pulling it straight out of the printer.



- 3 Insert the tractor into the printer's mounting slots and press down both ends of the tractor to make sure that it is firmly seated.



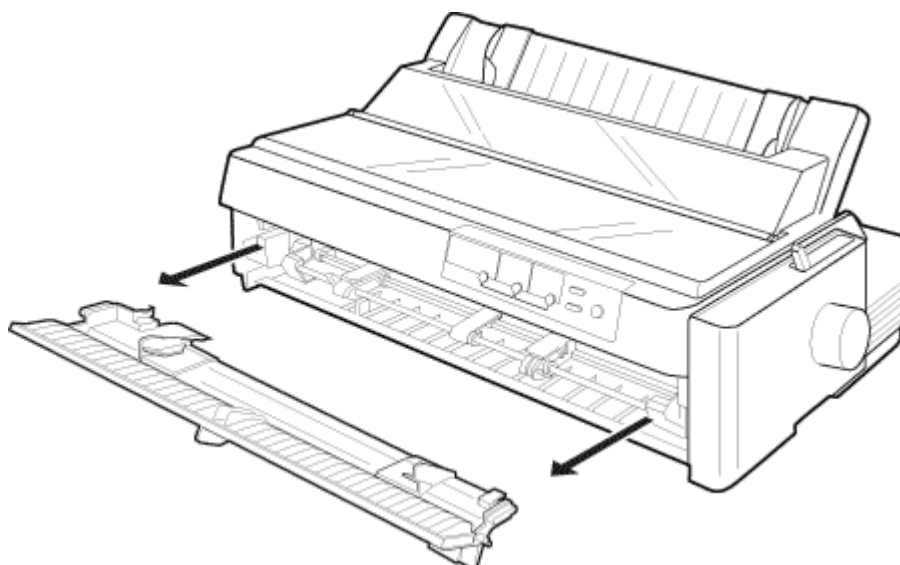
You are now ready to load continuous paper onto the front push tractor as described in the next section. To remove the tractor, see [Removing the front push tractor](#).

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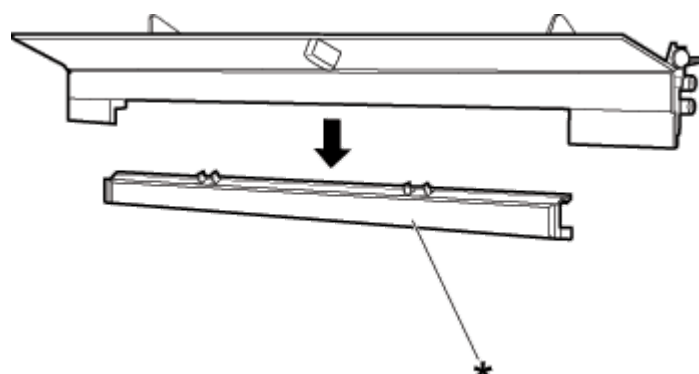
Loading paper onto the front push tractor

To load paper onto the front push tractor, follow these steps:

- 1 Open the front paper guide by pulling the tab at the center of the guide. Then remove the guide by grasping both sides and pulling it straight out of the printer. Check that the tractor is installed in the front push position.



- 2 Remove the front sub cover from the front paper guide.

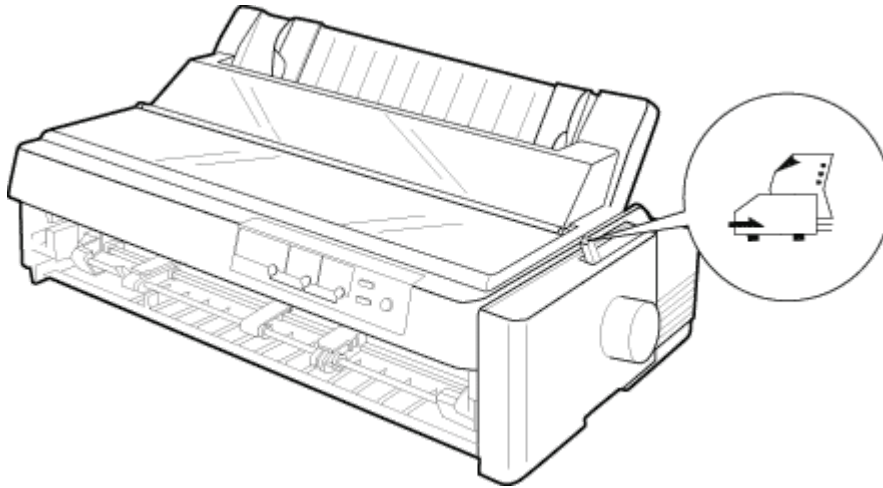


* front sub cover

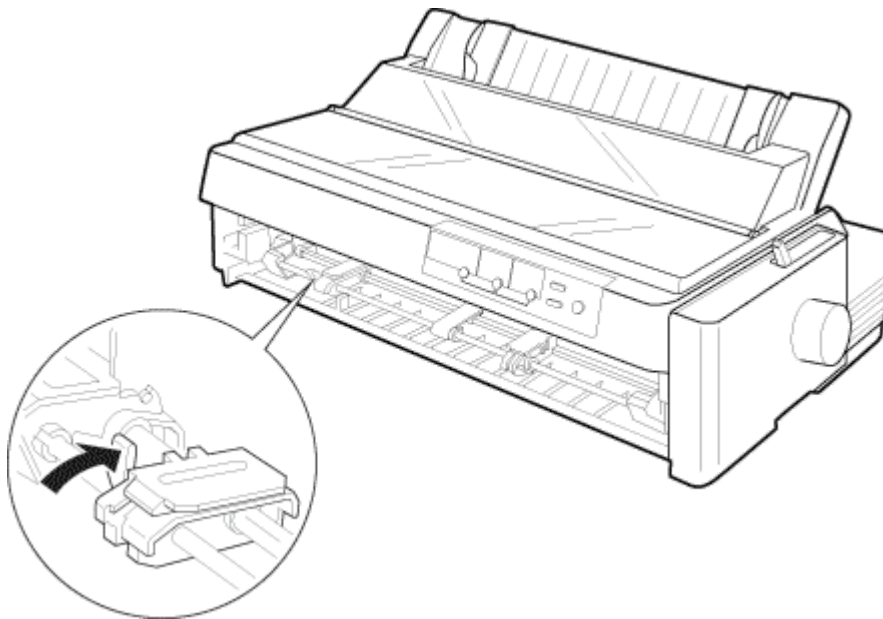
 Note:

Be sure to reattach the front sub cover when printing from a different paper source.

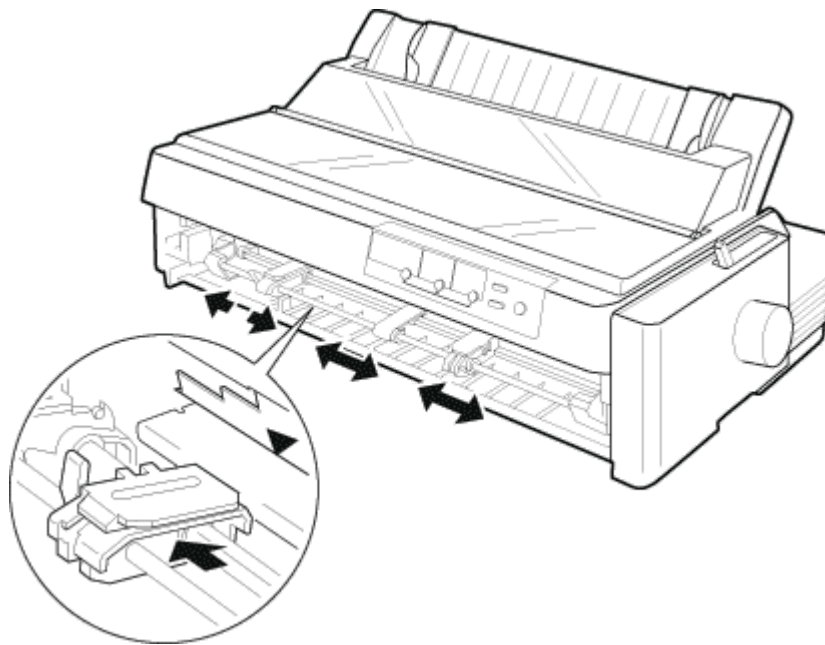
- 3 Set the paper release lever to the front push tractor position. Also set the paper-thickness lever (located under the printer cover) to the proper position for your paper's thickness.



- 4 Release the left and right sprockets by pushing the sprocket lock levers backward.



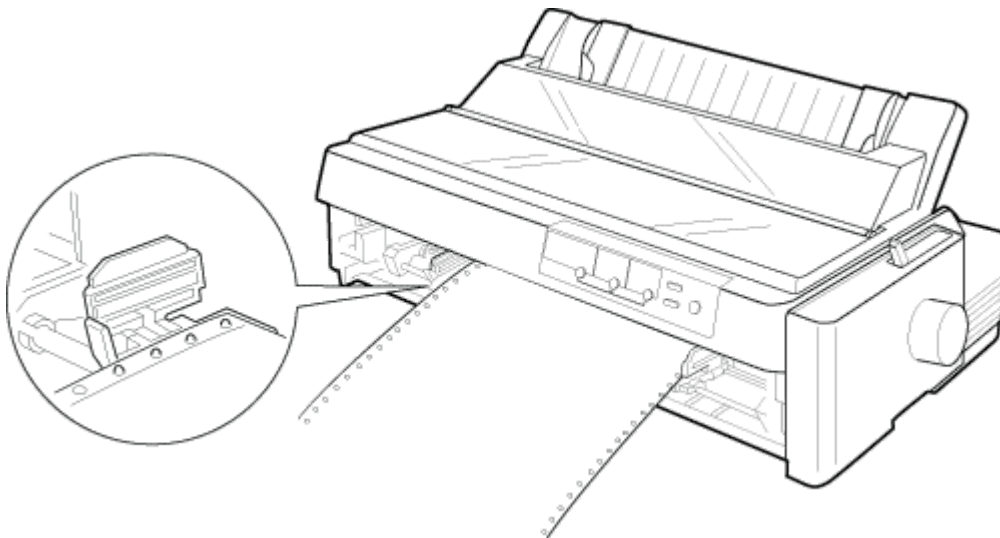
- 5 Slide the left sprocket to the left margin of your paper using the arrow mark inside the printer. (Printing starts at the arrow mark.) Then pull the lever forward to lock it in place.



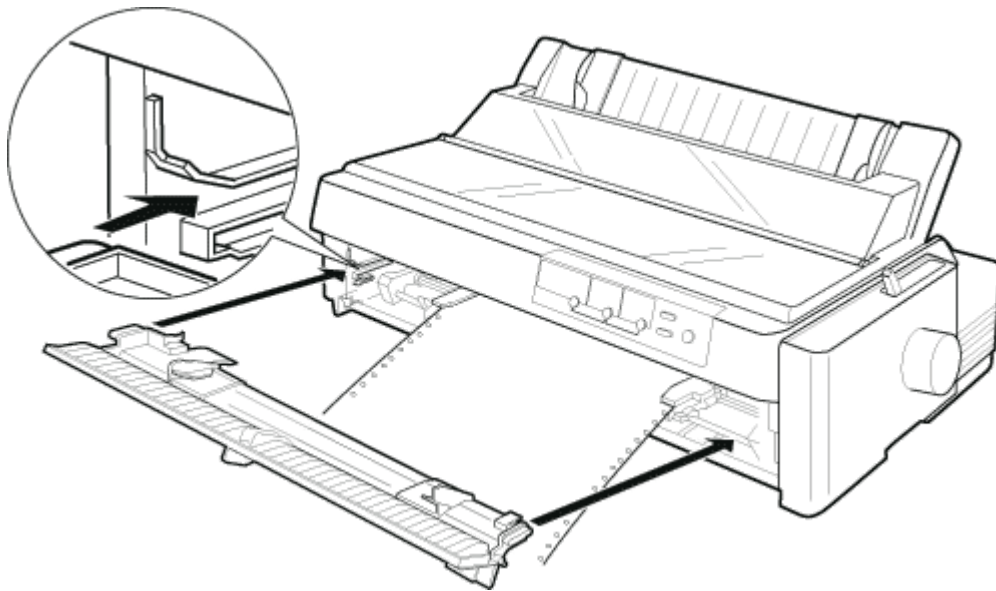
Note:

See [Paper alignment](#) and [Recommended printable area](#) for more information on the left margin position.

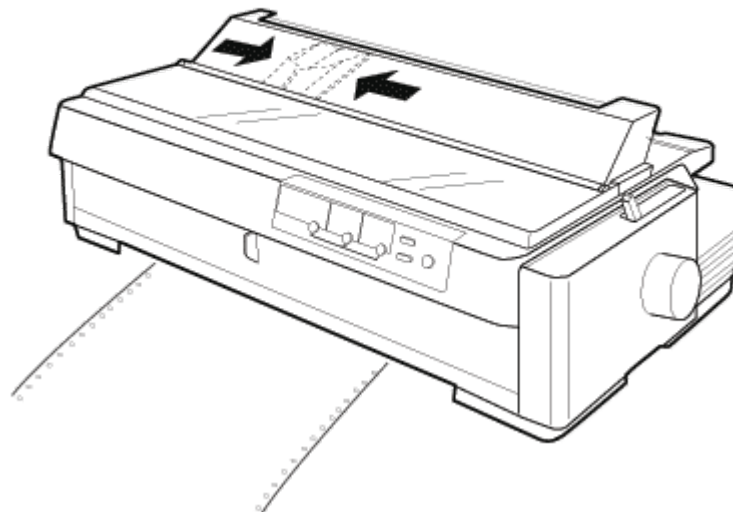
- 6 Slide the right sprocket to match the width of your paper, but do not lock it. Move the paper support midway between the two sprockets as shown above.
- 7 Open both sprocket covers. Make sure your paper has a clean, straight edge and fit the first four holes of the paper, printable side up, over the tractor pins. Then close the sprocket covers.



- 8 Slide the right sprocket to remove any slack in the paper; then lock it in place by pushing the sprocket lock down.
- 9 Attach the front paper guide by sliding it along the printer's mounting slots as shown below. Then close the front paper guide.



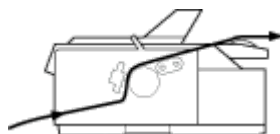
- 10** Slide the edge guides to the side of the top paper guide. Make sure that the top paper guide is laid flat, and the printer cover and the paper guide cover are closed.



Note:

Always close the printer cover before printing. The printer does not print when the cover is open.
Always lay the top paper guide flat when printing continuous paper.

- 11** Make sure the printer is on. You may need to check and change the printer driver settings. When the printer receives data, it automatically loads the paper and starts printing. The printed pages are fed over the paper guide toward the back of the printer.



- 12** After you finish printing, follow the steps in the next section to tear off your printed document.

If the first printed line on your page appears too high or low, you can fix this using the Micro Adjust feature as described in [Adjusting the Top-of-Form Position](#).

 Caution:

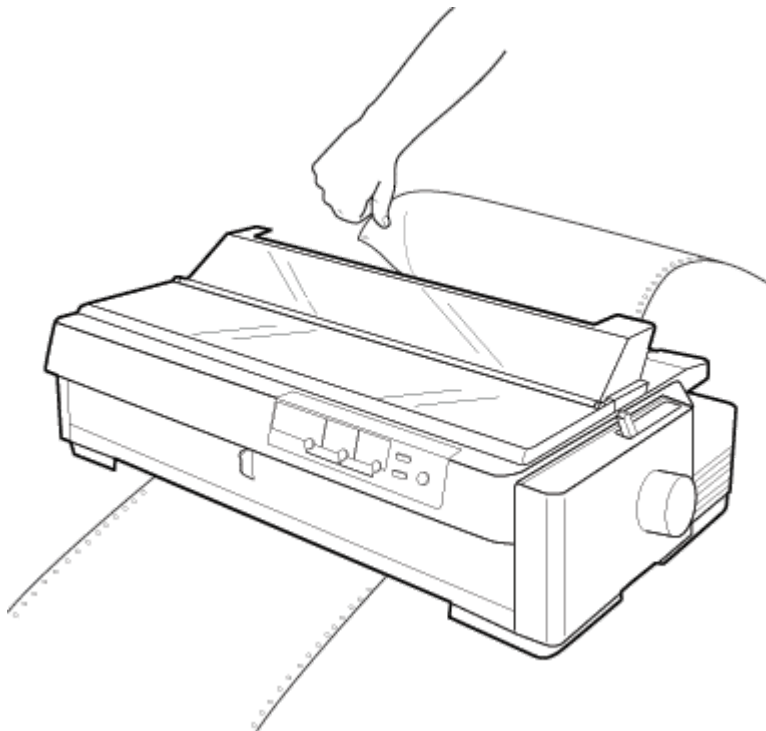
Never use the knob to adjust the top-of-form position; this may damage the printer or cause it to lose the top-of-form position.

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Removing the printed document from the front push tractor

To remove the printed document, follow these steps:

- 1 Make sure the **Tear Off/Card** lights are flashing. (This indicates your paper is at the current tear-off position.) You may need to press the **Tear Off/Card** button to advance the paper to the tear-off position.
- 2 Open the paper guide cover, and tear off the printed document using the tear-off edge of the printer.



 Note:

If your paper's perforation is not properly aligned with the tear-off edge, you can adjust the tear-off position using the Micro Adjust feature. See [Adjusting the tear-off position](#).

 Caution:

Never use the knob to adjust the tear-off position; this may damage the printer or cause it to lose the tear-off position.

- 3 Close the paper guide cover.

When you resume printing, the printer automatically feeds the paper back to the top-of-form position and starts printing.

To remove the remaining paper from the printer, press the **Load/Eject** button to feed the paper backward to the standby position. (See the Glossary for an explanation of the standby position.) Then open the sprocket covers of the tractor and remove the paper.

 Caution:

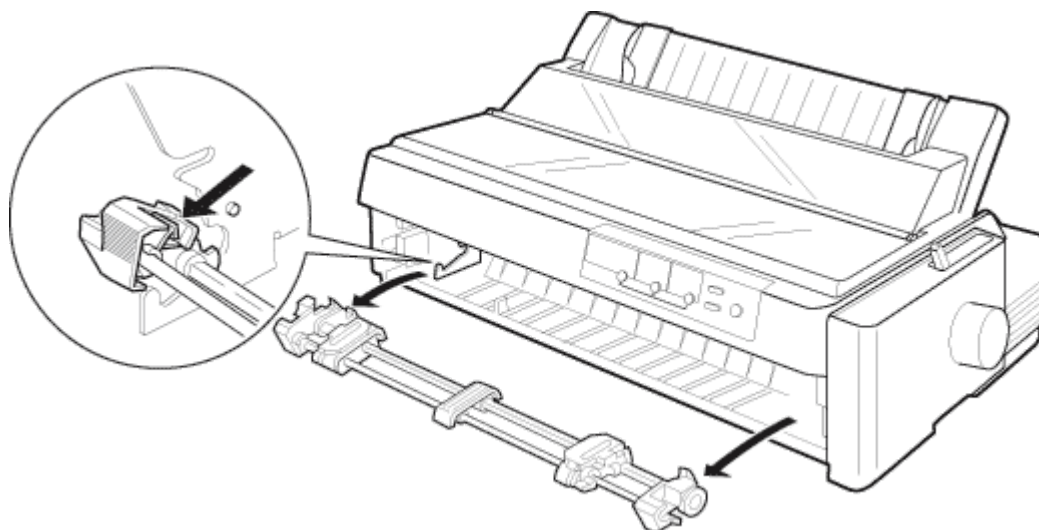
Always tear off your printed document before you press the **Load/Eject** button. Reverse feeding several pages at a time may cause a paper jam.

Top 

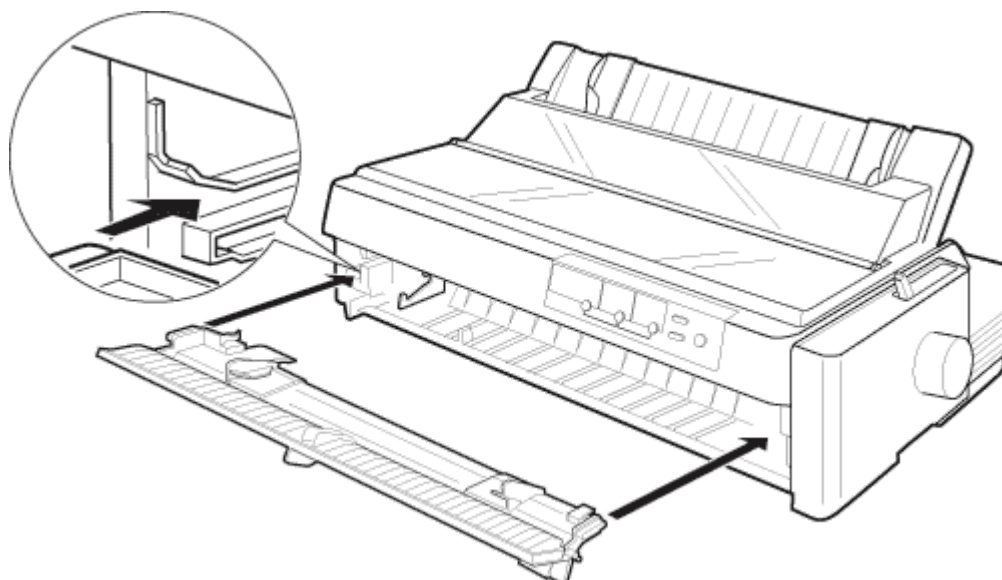
Removing the front push tractor

To remove the tractor from the front push position, follow these steps:

- 1 Remove any paper from the tractor as described in the previous section.
- 2 Turn off the printer.
- 3 Open the front paper guide by pulling the tab at the center of the guide. Then remove the guide by grasping both sides and pulling it straight out of the printer.
- 4 Press the tractor's lock tabs, tilt the tractor up, and lift it out of the printer.



- 5 Replace the front paper guide by sliding it along the printer's mounting slots until it locks in place. Then close the front paper guide.



Using the Rear Push Tractor



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Using the Rear Push Tractor

[Loading paper onto the rear push tractor](#)

[Removing the printed document from the rear push tractor](#)

To use the rear push tractor, load continuous paper in the rear slot. For information on when to use the rear push tractor, see [Available Paper Paths](#).

Loading paper onto the rear push tractor

If a tractor is installed in the pull position, you need to remove it and replace the paper tension unit before using the rear push tractor. See [Removing the pull tractor](#).

Note:

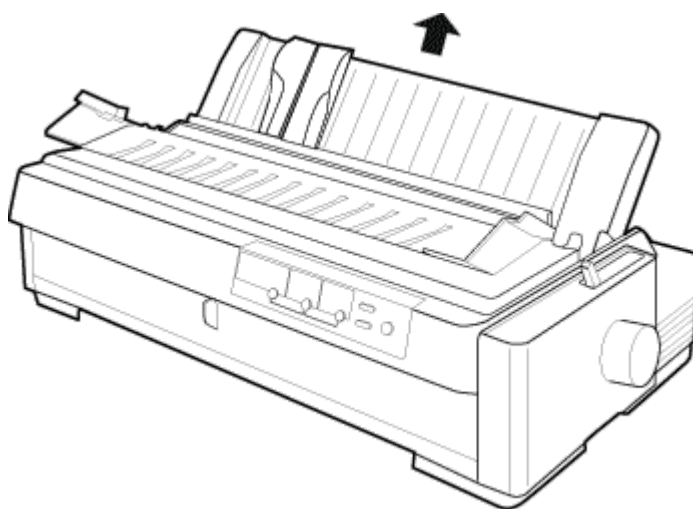
To avoid paper jams, it is best to load thick multipart forms using the front or bottom slot and pull or front push tractor.

Caution:

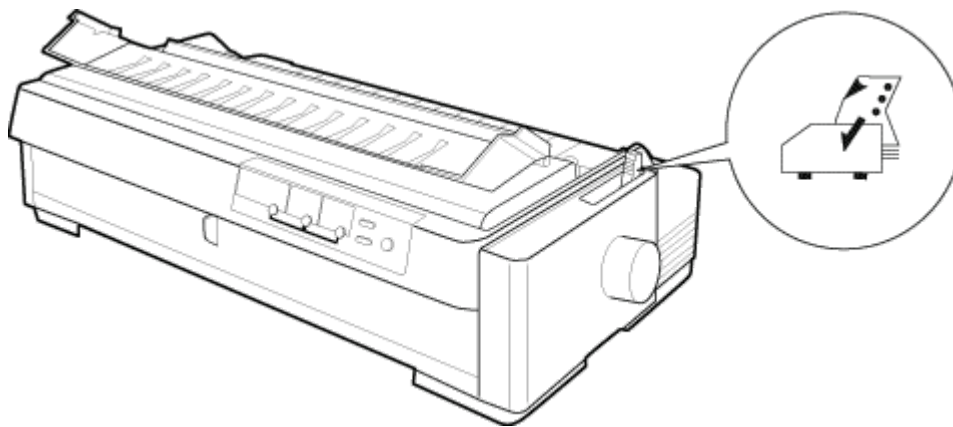
Do not load continuous paper with labels in the rear paper slot; the labels may come off their backing sheet inside the printer and cause a paper jam.

To load paper onto the rear push tractor, follow these steps:

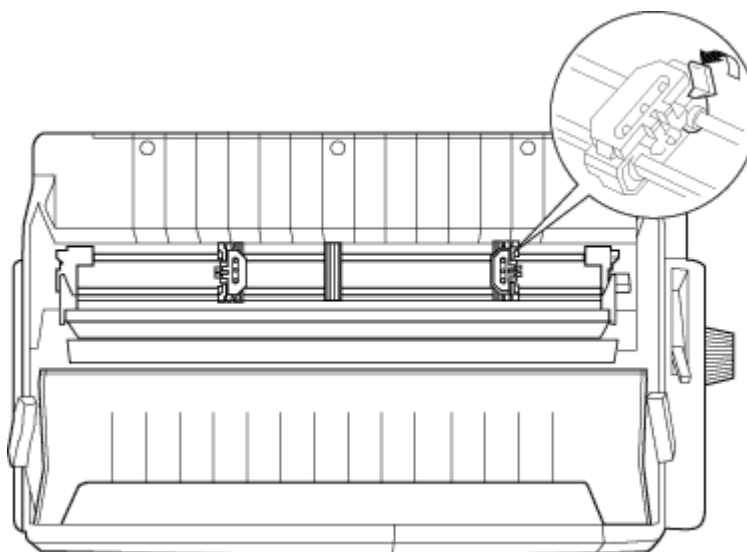
- 1 Open the paper guide cover and remove the paper guide.



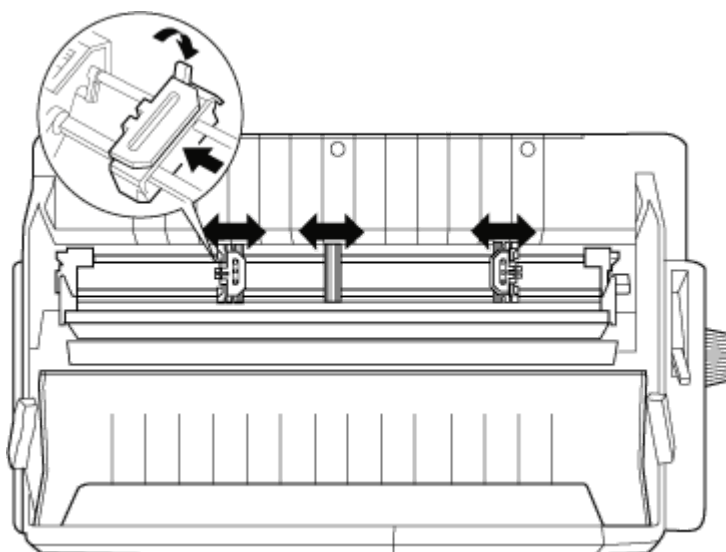
- 2 Set the paper release lever to the rear push tractor position. Also set the paper-thickness lever (located under the printer cover) to the proper position for your paper's thickness.



- 3 Release the left and right sprockets by pulling the sprocket lock levers forward.



- 4 Slide the left sprocket to the left margin of the paper using the scale on the printer. (Printing starts at the "0" mark.) Then push the lever back to lock it in place.

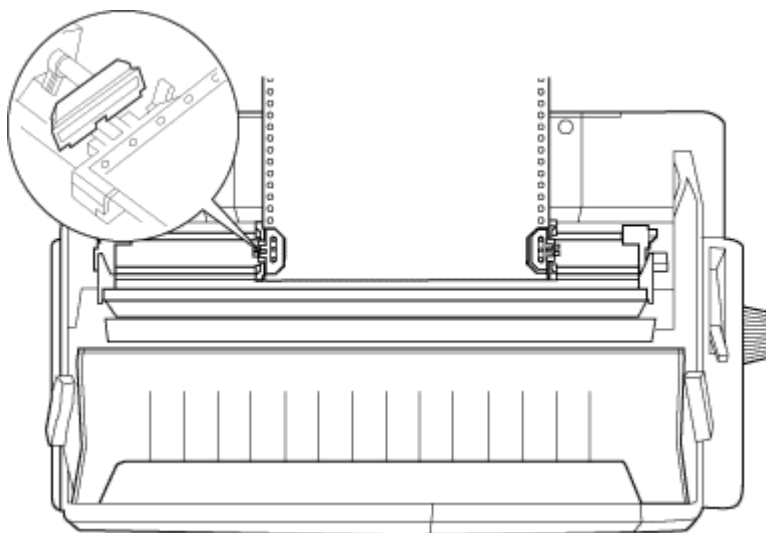


Note:

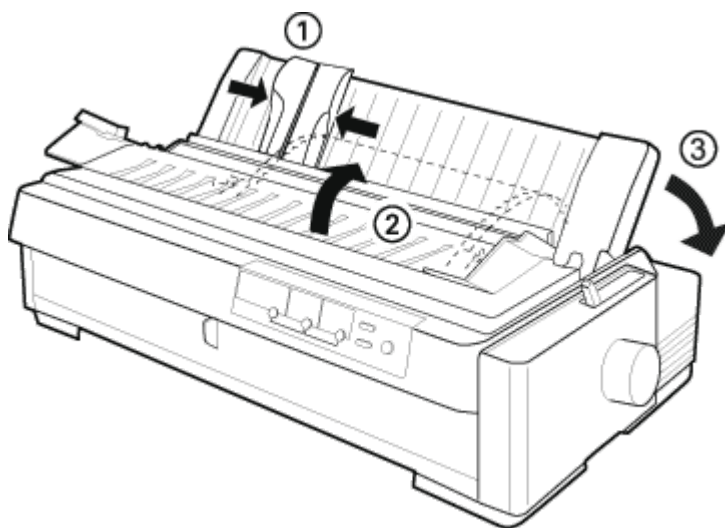
See [Paper alignment](#) and [Recommended printable area](#) for more information on the left margin position.

- 5 Slide the right sprocket to match the width of your paper, but do not lock it. Move the paper support midway between the two sprockets as shown above.

- 6 Open both sprocket covers. Make sure your paper has a clean, straight edge and fit the first four holes of the paper, printable side down, over the tractor pins. Then close the sprocket covers.



- 7 Slide the right sprocket to remove any slack in the paper; then lock it in place by pushing the sprocket lock down.
- 8 Attach the paper guide.
- 9 Slide the edge guides to the middle of the paper guide. Then close the paper guide cover.



 Note:

Always close the printer cover before printing. The printer does not print when the cover is open.

- 10 Make sure the printer is on. You may need to check and change the printer driver settings. When the printer receives data, it automatically loads the paper and starts printing. The printed pages are fed over the paper guide toward the back of the printer.



- 11 After you finish printing, follow the steps in the next section to tear off your printed document. If the first printed line on your page appears too high or low, you can fix this by using the Micro Adjust feature as described in [Adjusting the Top-of-Form Position](#).

 Caution:

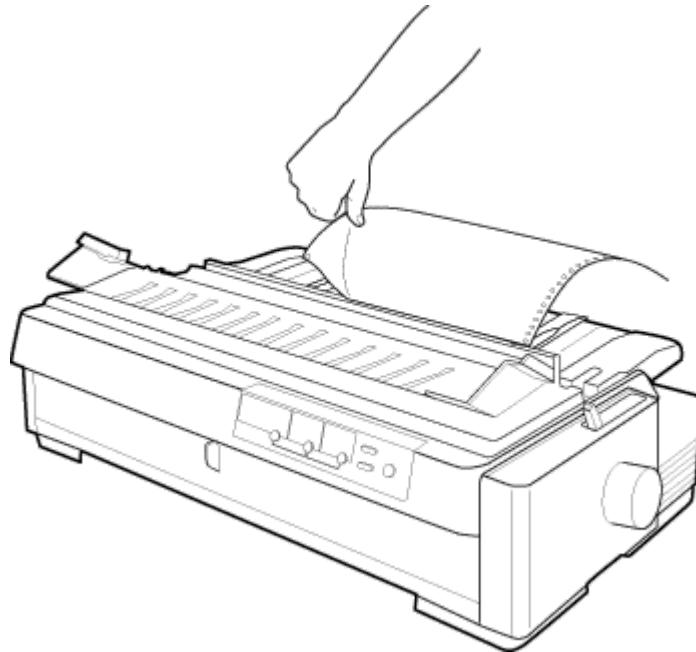
Never use the knob to adjust the top-of-form position; this may damage the printer or cause it to lose the top-of-form position.

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Removing the printed document from the rear push tractor

To remove the printed document, follow these steps:

- 1 Make sure the **Tear Off/Card** lights are flashing. (This indicates your paper is at the current tear-off position). You may need to press the **Tear Off/Card** button to advance the paper to the tear-off position.
- 2 Open the paper guide cover, and tear off the printed document using the tear-off edge of the printer.



Note:

If your paper's perforation is not properly aligned with the tear-off edge, you can adjust the tear-off position using the Micro Adjust feature. See [Adjusting the tear-off position](#).

Caution:

Never use the knob to adjust the tear-off position; this may damage the printer or cause it to lose the tear-off position.

- 3 Close the paper guide cover.

When you resume printing, the printer automatically feeds the paper back to the top-of-form position and starts printing.

To remove the remaining paper from the printer, press the **Load/Eject** button to feed the paper backward to the standby position. (See the Glossary for an explanation of the standby position.) Then open the sprocket covers of the tractor and remove paper.

Caution:

Always tear off your printed document before you press the **Load/Eject** button. Reverse feeding several pages at a time may cause a paper jam.

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Using the Tractor in the Pull Position



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Using the Tractor in the Pull Position

[Installing the tractor in the pull position](#)

[Loading paper onto the pull tractor](#)

[Removing paper from the pull tractor](#)

[Using two tractors in a push and pull combination](#)

[Removing the pull tractor](#)

Using the tractor in the pull position is ideal for printing on thick and heavy continuous paper, such as multipart forms or continuous paper with labels. However, you cannot use the tear-off feature with the pull tractor.

You can also load paper onto the pull tractor from the rear slot. However, doing so is not recommended because the paper path from the rear slot is curved. Because thick paper requires a straight paper path to avoid paper jams, it is best to load paper in the front or bottom slot when using the pull tractor.



Caution:

Do not load continuous paper with labels in the rear paper slot; the labels may come off their backing sheet inside the printer and cause a paper jam.

To further reduce the chance of paper jams and improve the performance of continuous paper, you can use two tractors in combination. When using this printing method, you load your paper onto both the front push tractor and the pull tractor, or both the rear push tractor and the pull tractor. See [Using two tractors in a push and pull combination](#).

Installing the tractor in the pull position

To install a tractor in the pull position you must either remove the front push tractor or install the optional pull tractor (C80032*). To remove the front push tractor, see [Removing the front push tractor](#).

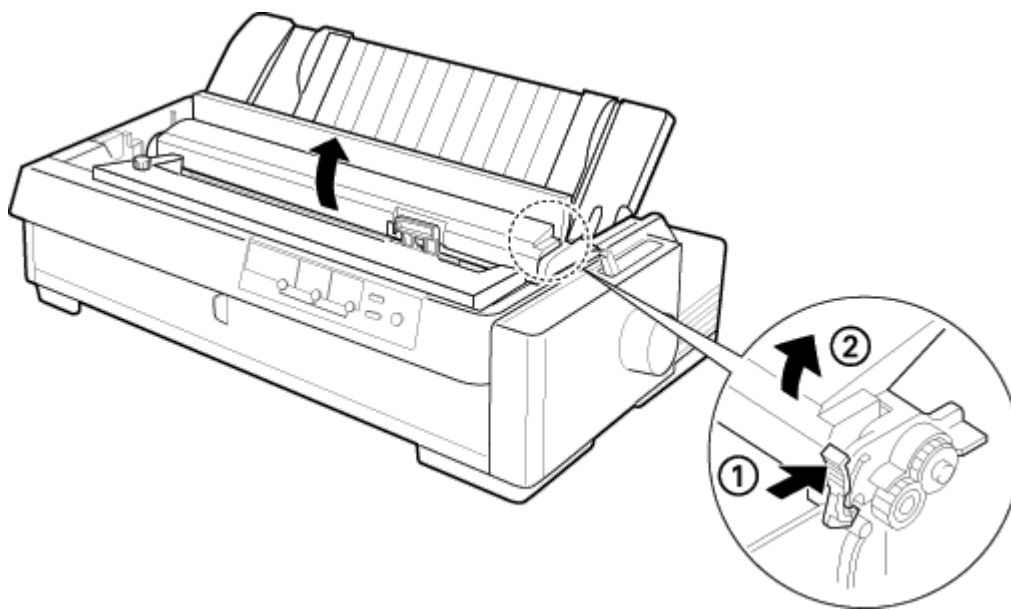


Note:

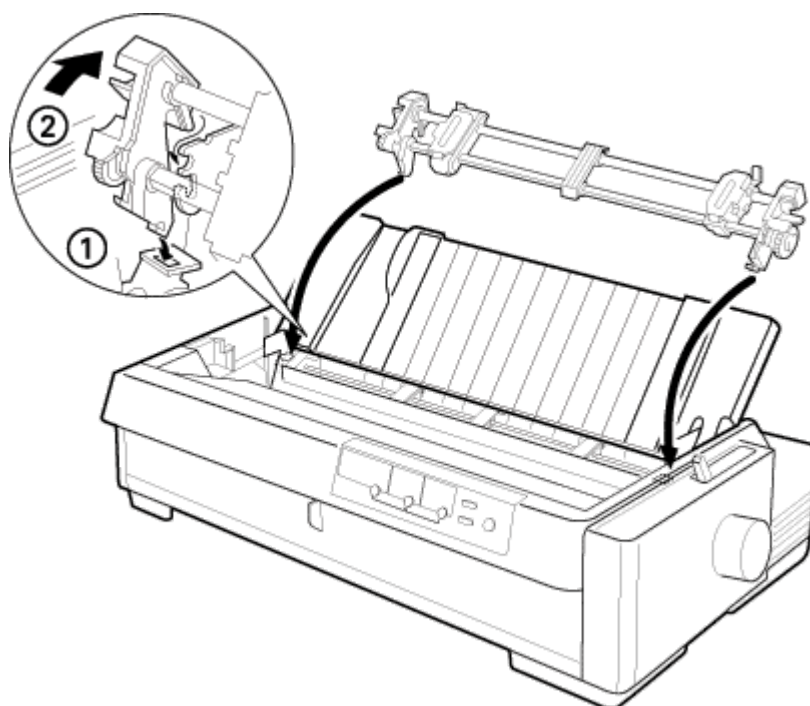
The tractor in the rear push position cannot be removed.

To install a tractor in the pull position, follow these steps:

- 1 Make sure the printer is turned off. Lift the printer cover up and off the printer.
- 2 Push up the tabs on each side of the paper tension unit and lift the unit up and off the printer. Store the paper tension unit in a safe place.



- 3** Lower the tractor into the printer's mounting slots and press down both ends of the tractor to make sure that it is firmly seated.



You are now ready to load continuous paper onto the pull tractor as described in the next section. To remove the pull tractor, see [Removing the pull tractor](#).

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Loading paper onto the pull tractor

When using the pull tractor, load continuous paper in the front or bottom slot, if possible; loading paper in the rear slot may increase the chance of a paper jam.

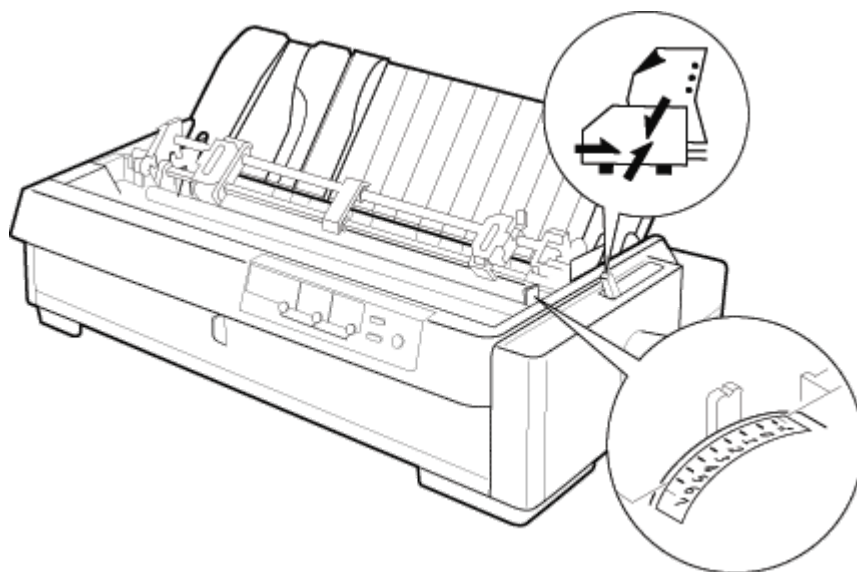


Caution:

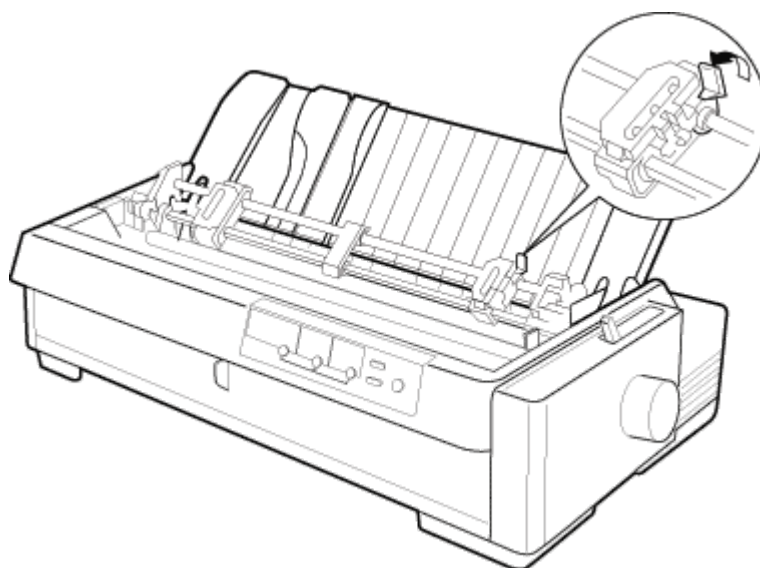
Do not load continuous paper with labels in the rear paper slot; the labels may come off their backing sheet inside the printer and cause a paper jam.

To load paper onto the pull tractor, follow these steps:

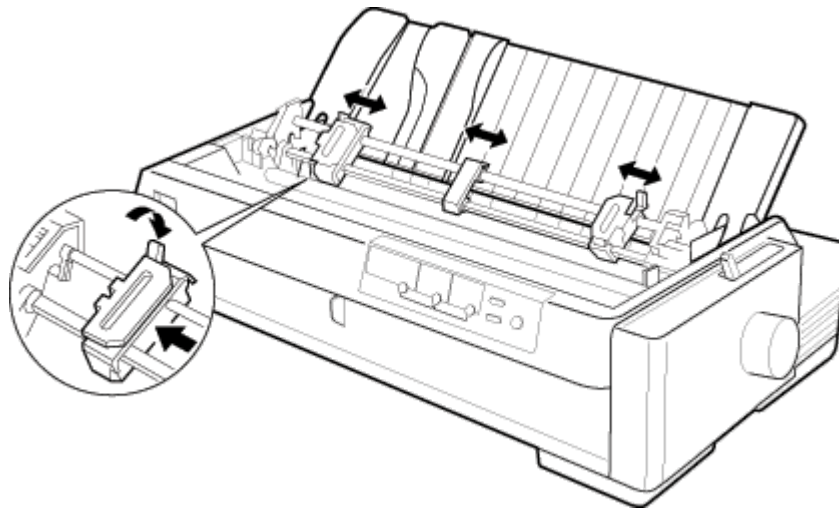
- 1 Make sure the printer is turned off, and the printer cover is removed. Also check that a tractor is installed in the pull position.
- 2 Slide the edge guides to the middle of the paper guide.
- 3 Set the paper release lever to the pull tractor position. Also set the paper-thickness lever to the proper position for your paper's thickness.



- 4 Release the left and right sprockets by pulling the sprocket lock levers forward.



- 5 Slide the left sprocket to the left margin of the paper using the scale on the paper guide as a guide. (Printing starts at the arrow mark.) Then push the lever back to lock it in place.

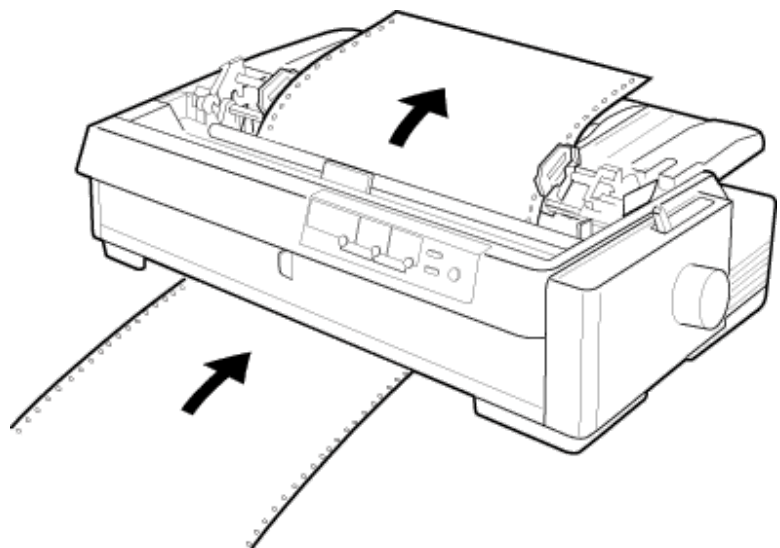


Note:

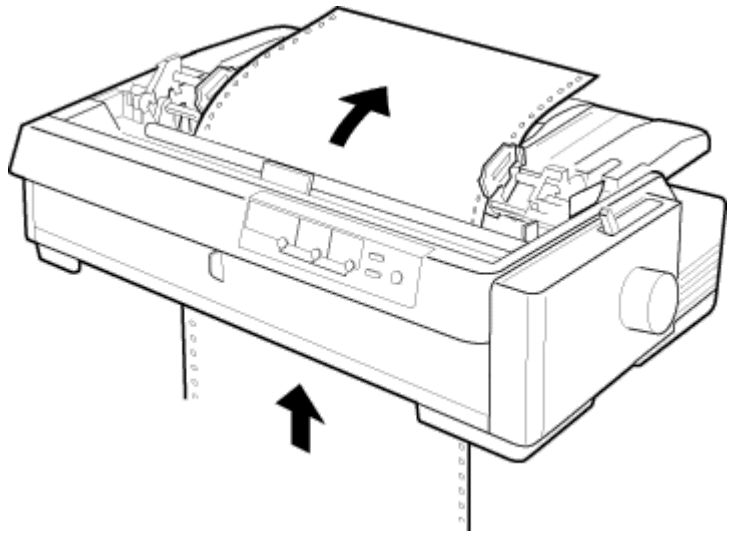
See [Paper alignment](#) and [Recommended printable area](#) for more information on the left margin position.

- 6** Push back the left sprocket lever to lock it in place.
- 7** Slide the right sprocket to match the width of your paper, but do not lock it. Move the paper support midway between the two sprockets as shown above. Then open both sprocket covers.
- 8** Make sure your paper has a clean, straight edge.
- 9** Insert the paper into the front, bottom, or rear paper slot as described below until it emerges between the platen and the ribbon guide. Then pull up the paper until the perforation between the first and second pages is even with the top of the printer's ribbon.

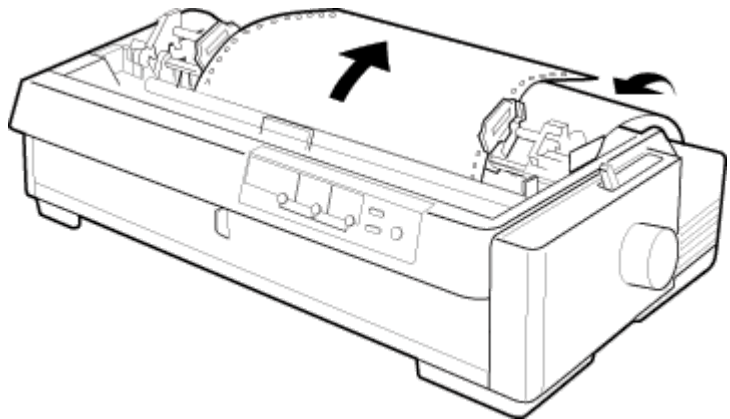
Before you load paper in the front slot, remove the front paper guide. Then load paper printable side up.



Load paper in the bottom slot printable side up (forward).



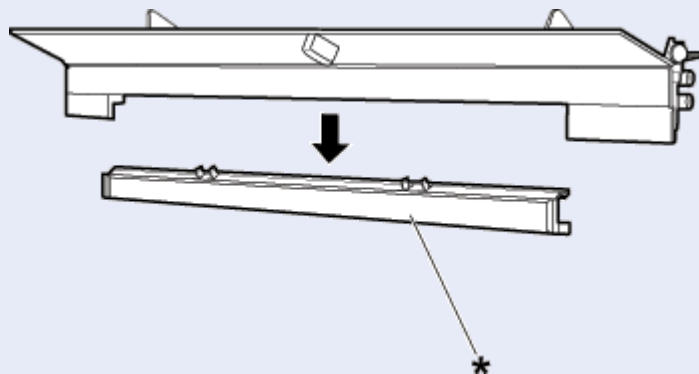
Before you load paper in the rear slot, remove the paper guide. Then load paper in the rear slot printable side down.



- 10 Fit four holes of the paper over the tractor pins on both sprockets. Then close the sprocket covers.
- 11 Slide the right sprocket to remove any slack in the paper; then lock it in place by pushing the sprocket lock down.
- 12 If you use the front slot, attach the front paper guide with the continuous paper positioned as shown below. Then close it.

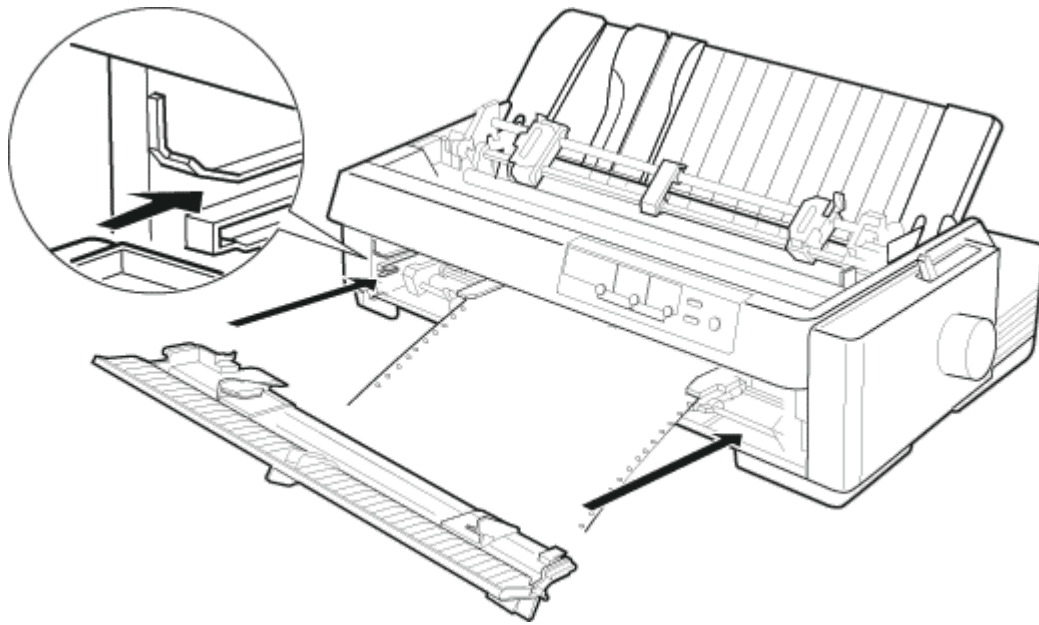
 Note:

Remove the front sub cover from the front paper guide before attaching the front paper guide.
* front sub cover



Be sure to reattach the front sub cover when printing from a different paper source.

If you use the rear slot, replace the paper guide and make sure the edge guides are together in the side of the paper guide.



13 Turn on the printer.

14 Remove any slack in the paper and adjust the top-of-form position (the position where the printer will start printing) by pressing the **LF/FF** button or using the Micro Adjust feature. (To use the Micro Adjust feature, see [Adjusting the Top-of-Form Position](#).) The printer will start printing at the current position without advancing the paper.



Caution:

Never use the knob to remove slack in the paper or to adjust the top-of-form position; this may damage the printer or cause it to lose the top-of-form position.
Always remove any slack from the paper; otherwise print quality may be reduced.

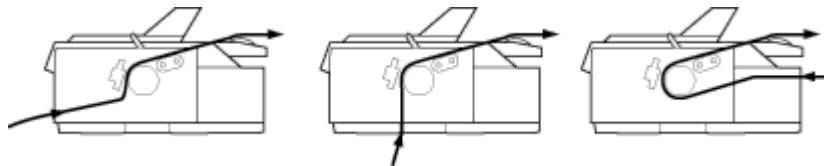
15 Attach the printer cover and close the paper guide cover.



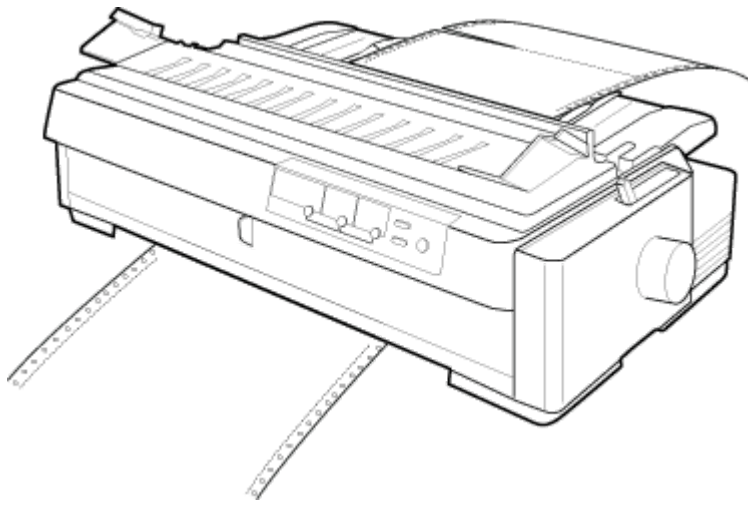
Note:

Always close the printer cover before printing. The printer does not print when the cover is open.

16 You may need to check and change the printer driver settings. Send a print job to the printer. The printer starts printing from the current position without advancing the paper. The printed pages are fed over the paper guide toward the back of the printer.



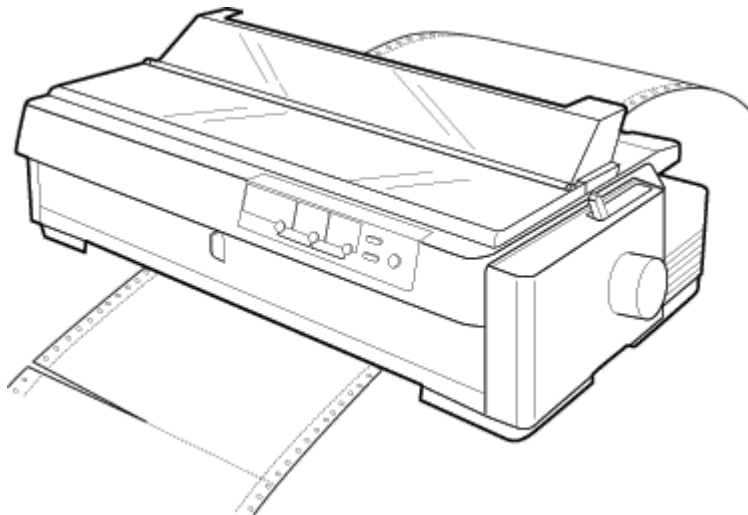
17 After you finish printing, open the paper guide cover; then tear off the printed document at the perforation nearest the paper exit slot.



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Removing paper from the pull tractor

- 1 After you finish printing, tear off the fresh supply of paper at the perforation nearest the paper entry slot.



- 2 Hold down the **LF/FF** button to eject the paper from the printer.

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Using two tractors in a push and pull combination

To improve continuous paper feeding and reduce paper jams, you can use two tractors at the same time. When using two tractors in combination, you can load paper in the front paper slot onto both the front push tractor and the pull tractor, or in the rear paper slot onto both the rear push tractor and the pull tractor.

To use the front push tractor with the pull tractor, you need to purchase the optional pull tractor (C80032*). The tractor in the rear push position cannot be removed. Install the optional pull tractor as described in [Installing the tractor in the pull position](#).

To use the rear push tractor with the pull tractor, you can remove the tractor from the front push position as described in [Removing the front push tractor](#), and install it in the pull position as described in [Installing the tractor in the pull position](#).



Note:

The tractor in the rear push position cannot be removed.

To load paper onto two tractors, follow these steps:

- 1 Remove the printer cover and paper guide.
- 2 Make sure one tractor is in the front or rear push position and one tractor is in the pull position. Set the paper release lever to either the front push or rear push tractor position, depending on which push tractor you are using. Also, set the paper-thickness lever to the proper position for your paper's thickness.
- 3 Load paper onto the front or rear push tractor as described earlier in this chapter.
- 4 Turn on the printer. Press the **Load/Eject** button to advance the paper to the top-of-form position. Then press the **LF/FF** button until the perforation between the first and second pages is even with the top of the printer's ribbon.

**Caution:**

Never use the knob to move the paper; this may damage the printer or cause it to lose the top-of-form position.

- 5 Attach the paper to the pull tractor's sprockets as described in [Loading paper onto the pull tractor](#).
- 6 Set the paper release lever to the pull tractor position. Then remove any slack in the paper between the push and pull tractors using the Micro Adjust feature if necessary. See [Adjusting the Top-of-Form Position](#).
- 7 Move the paper release lever back to the push tractor position you set in step 2.
- 8 Adjust the top-of-form position (the position where the printer will start printing) using the Micro Adjust feature as described in [Adjusting the Top-of-Form Position](#). The printer will start printing at the current position without advancing the paper.

**Caution**

Never use the knob to remove slack in the paper or to adjust the top-of-form position; this may damage the printer or cause it to lose the top-of-form position.
Always remove any slack from the paper; otherwise print quality may be reduced.

- 9 Attach the paper guide. Then slide the edge guides to the middle of the paper guide.
- 10 Attach the printer cover and close the paper guide cover.

**Note:**

Always close the printer cover before printing. The printer does not print when the cover is open.

- 11 You may need to check and change the printer driver settings. Send a print job to the printer. The printer starts printing from the current position without advancing the paper. The printed pages are fed over the paper guide toward the back of the printer.



- 12 After you finish printing, open the paper guide cover; then tear off the printed document at the perforation nearest the paper exit slot.

To remove the paper from the tractors, follow the steps under [Removing paper from the pull tractor](#).

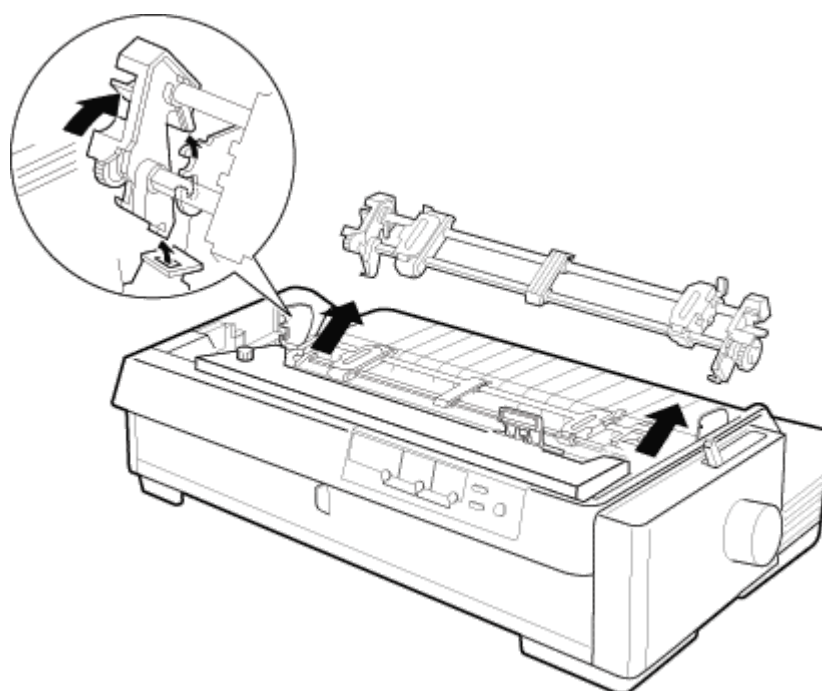
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Removing the pull tractor

To remove the tractor from the pull position, follow these steps:

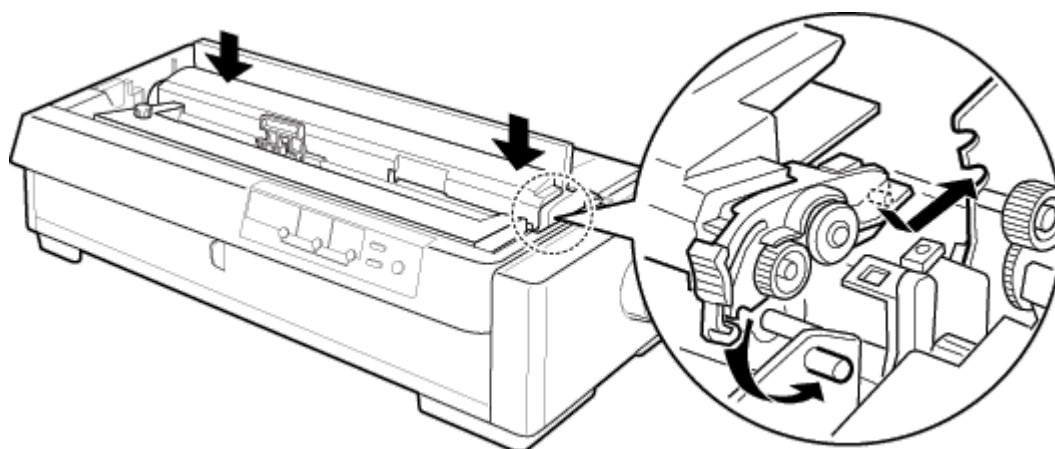
- 1 Remove any paper loaded on the pull tractor as described in [Removing paper from the pull tractor](#).
- 2 Turn off the printer. Then remove the printer cover and lift the paper guide up and off the printer.

- 3** Press the tractor's lock tabs, tilt the tractor toward you, and lift it off the printer.



- 4** Store the tractor in a safe place, or install it in the front push position as described in [Installing the tractor in the front push position](#).

- 5** To replace the paper tension unit, lower it onto the printer's mounting pegs. Then press down both ends of the unit until it clicks into place.



- 6** Replace the paper guide and printer cover. Then close the paper guide cover.

Loading Special Paper



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Loading Special Paper

[Multipart forms](#)

[Labels](#)

Multipart forms

You can use carbonless multipart forms of up to six parts (five copies in addition to the original). Make sure you set the paper-thickness lever to the proper position based on the number of layers in your form.

For best results with thick paper such as multipart forms, select a straight or almost straight paper path. It is best to load multipart forms using:

- the front slot and the front push tractor
- the front or bottom slot and the pull tractor

Except for setting the paper-thickness lever, you load multipart forms the same way you load ordinary continuous paper.



Note:

Be sure your multipart forms do not exceed 0.46 mm (0.018 inch) in thickness for the recommended printable area and up to 0.9 mm (0.035 inch) for the perforated edges.

Use multipart forms only under normal temperature and humidity conditions, as follows:

Temperature 15 to 25°C (59 to 77°F)

Humidity 30 to 60% RH

Do not load paper that is damaged, curled or wrinkled.

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Labels

When printing on labels, use only the type of labels that are mounted on continuous backing sheets with sprocket holes for use with a tractor feeder. Do not try to print on single sheets with labels because the printer may not feed labels on a shiny backing sheet properly.

Thick paper, such as continuous paper with labels, requires a straight or almost straight paper path. You can load labels in the front (push tractor or pull tractor) or bottom (pull tractor) paper slot; however, for best results, use the tractor in the pull position and load paper in the front or bottom paper slot.

You load labels the same way you load ordinary continuous paper, except you must set the paper-thickness lever to 2 before printing on labels. See [Loading paper onto the pull tractor](#) for more information.



Caution:

Do not load continuous paper with labels in the rear paper slot because the paper path from the rear slot is curved; labels may come off their backing sheet inside the printer and cause a paper jam.

Never use the tear-off feature (by pressing the **Tear Off/Card** button or turning on the auto tear-off mode as described in [About Your Printer's Default Settings](#)) to feed continuous paper with labels backward; they may come off their backing sheet and jam the printer.

Because labels are sensitive to temperature and humidity, use them only under normal operating conditions, as follows:

Temperature 15 to 25°C (59 to 77°F)

Humidity 30 to 60%RH

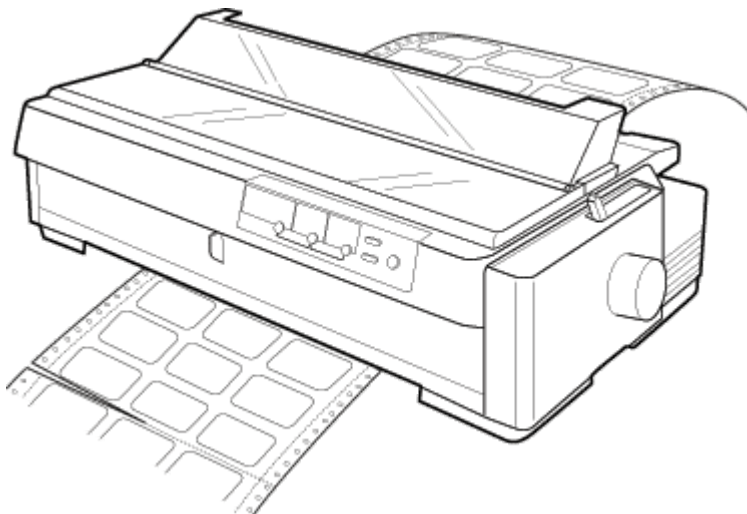
Do not load continuous paper with labels that is damaged, curled or wrinkled.

Do not leave labels loaded in the printer between jobs; they may curl around the platen and jam when you resume printing.

Removing continuous paper with labels

To avoid peeling labels off the backing sheet and jamming the printer, follow the steps below when you remove continuous paper with labels from the printer.

- 1 After you finish printing, tear off the fresh supply of continuous labels at the perforation nearest the paper entry slot.



- 2 Hold down the **LF/FF** button to eject the remaining labels from the printer.



Caution:

Never press the **Load/Eject** or **Tear Off/Card** button. When fed backward, labels can easily come off the backing sheet and cause a paper jam.

Adjusting the Top-of-Form Position



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Adjusting the Top-of-Form Position

The top-of-form position is the position on the page where the printer will start printing. If your printing appears too high or low on the page, you can use the Micro Adjust feature to adjust the top-of-form position as described below.

Caution:

Never use the knob to adjust the top-of-form position; this may damage the printer or cause it to lose the top-of-form position.

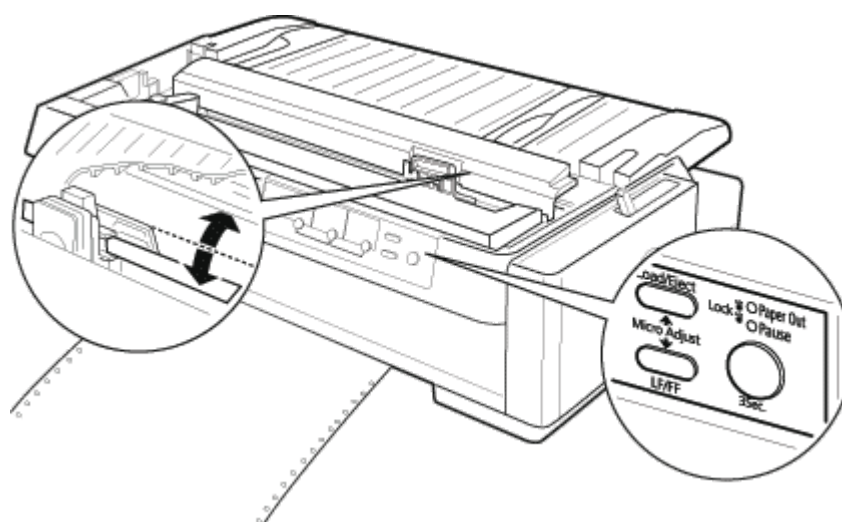
Note:

Your top-of-form position setting remains in effect until you change it, even if you turn off the printer. The top margin setting made in some application software overrides the top-of-form position setting you make with the Micro Adjust feature. If necessary, adjust the top-of-form position using your software.

- 1 Make sure the printer is turned on.
- 2 If necessary, load paper as described earlier in this chapter. If you load paper onto a push tractor, press the **Load/Eject** button to advance the paper to the current top-of-form position.
- 3 Lift the printer cover up and off the printer.
- 4 Hold down the **Pause** button for about three seconds. The **Pause** light starts flashing and the printer enters the Micro Adjust mode.
- 5 Press the **LF/FF** button to move the top-of-form position up on the page, or press the **Load/Eject** button to move the top-of-form position down on the page.

Caution:

Never use the knob to adjust the top-of-form position; this may damage the printer or cause it to lose the top-of-form position.



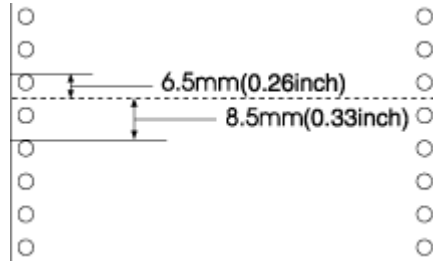
Note:

The printer has a minimum and a maximum top-of-form position. If you try to adjust it beyond these limits, the printer beeps and stops moving the paper.

When the paper reaches the default top-of-form position, the printer also beeps and stops moving the paper briefly. You can use the default setting as a reference point when adjusting the top-of-form position.

To adjust the top-of-form position for continuous paper loaded on the pull tractor, see the following example:

First mark a point 6.5 mm (0.26 inch) above the paper's perforation; then position the paper so that the mark is even with the top edge of the plastic ribbon cover. This gives you an 8.5 mm (0.33 inch) margin on the next page, meaning the printer starts printing 8.5 mm (0.33 inch) below the perforation. If you mark a point 5.5 mm (0.22 inch) above the perforation, you get a 9.5 mm (0.37 inch) margin on the next page.



6 After you set the top-of-form position, press the **Pause** button to exit Micro Adjust mode.

Advancing the Paper to the Tear-Off Edge



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Advancing the Paper to the Tear-Off Edge

[Using the Tear Off/Card button](#)

[Advancing paper to the tear-off position automatically](#)

[Adjusting the tear-off position](#)

If you use the front or rear push tractor, you can use the tear-off feature to advance your continuous paper to the printer's tear-off edge when you finish printing. You can then easily tear off the printed document. When you resume printing, the printer automatically feeds the paper back to the top-of-form position so that you can save the paper normally lost between documents.

As described below, you can use the tear-off feature in two ways: manually by pressing the printer's **Tear Off/Card** button, or automatically by turning on the auto tear-off mode.

If the perforation between pages is not aligned with the tear-off edge, you can adjust the position of the perforation using the Micro Adjust feature. See [Adjusting the tear-off position](#) for instructions.



Caution:

Never use the tear-off feature (by pressing the **Tear Off/Card** button or turning on the auto tear-off mode as described below) to feed continuous paper with labels backward; they may come off their backing sheet and jam the printer.

Using the Tear Off/Card button

After the printer finishes printing your document, check that the **Tear Off/Card** lights are not flashing. Then press the **Tear Off/Card** button. The printer advances the paper to the tear-off edge.



Note:

If the **Tear Off/Card** lights are flashing, the paper is in the tear-off position. If you press the **Tear Off/Card** button, the printer feeds your paper to the next top-of-form position.

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Advancing paper to the tear-off position automatically

To automatically advance your printed documents to the tear-off position, you need to turn on the auto tear-off mode and select the appropriate page length for continuous paper in the default-setting mode. For instructions, see [About Your Printer's Default Settings](#).

When auto tear-off is on, the printer automatically advances the paper to the tear-off position whenever it receives a full page of data or a form feed command followed by no more data.

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Adjusting the tear-off position

If your paper's perforation is not aligned with the tear-off edge, you can use the Micro Adjust feature to move the perforation to the tear-off position. Follow the steps below.



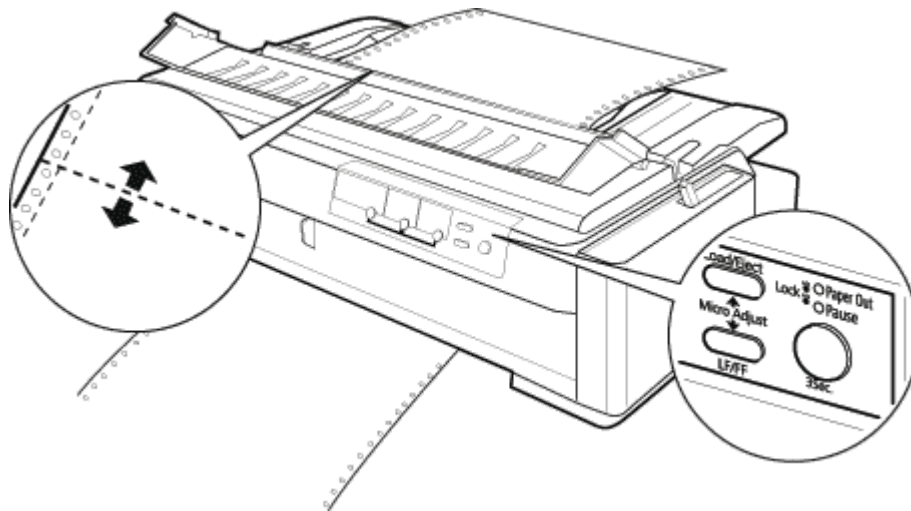
Caution:

Never use the knob to adjust the tear-off position; this may damage the printer or cause it to lose the tear-off position.

 Note:

Your tear-off position setting remains in effect until you change it, even if you turn off the printer.

- 1 Make sure the **Tear Off/Card** lights are flashing (the paper is at the current tear-off position). You may need to press the **Tear Off/Card** button to advance the paper to the tear-off position.
- 2 Open the paper guide cover.
- 3 Hold down the **Pause** button for about three seconds. The **Pause** light begins flashing and the printer enters the Micro Adjust mode.
- 4 Press the **LF/FF** button to feed the paper backward, or press the **Load/Eject** button to feed the paper forward, until the paper perforation is aligned with the tear-off edge.



 Note:

The printer has a minimum and a maximum tear-off position. If you try to adjust the tear-off position beyond these limits, the printer beeps and stops moving the paper.

- 5 After you set the tear-off position, press the **Pause** button to turn off Micro Adjust mode.
- 6 Tear off the printed pages.

When you resume printing, the printer automatically feeds the paper back to the top-of-form position and begins printing.

Technical Support Web Site



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[Home](#) > [Problem Solver](#)

Technical Support Web Site

Epson's Technical Support Web Site provides help with problems that cannot be solved using the troubleshooting information in your product documentation. If you have a Web browser and can connect to the Internet, access the site at:

<http://support.epson.net/>

If you need the latest drivers, FAQ's, manuals, or other downloadables, access the site at:

<http://www.epson.com>

Then, select the support section of your local Epson Web site.

Contacting Customer Support



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Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product documentation, contact customer support services for assistance. If customer support for your area is not listed below, contact the dealer where you purchased your product.

Customer support will be able to help you much more quickly if you give them the following information:

- Product serial number
(The serial number label is usually on the back of the product.)
- Product model
- Product software version
(Click **About**, **Version Info**, or similar button in the product software.)
- Brand and model of your computer
- Your computer operating system name and version
- Names and versions of the software applications you normally use with your product

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Help for Users in Europe

Check your **Pan-European Warranty Document** for information on how to contact Epson Customer support.

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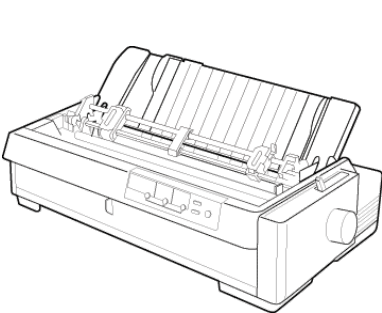
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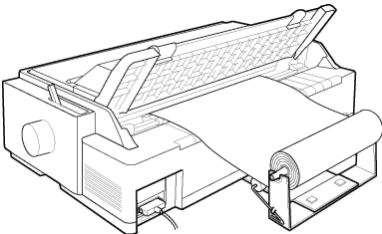
- Paper handling options
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Paper handling options



Pull tractor unit (C80032*)

Improves continuous paper handling and reduces the chance of paper jams. Using a pull tractor in combination with a push tractor is especially useful for printing on continuous pre-printed forms, multipart forms, and labels, and for printing high-quality graphics. For instructions on using this option, see [Using the Tractor in the Pull Position](#).



Roll paper holder (C81141)

Allows you to use your printer with 8.5-inch roll paper like that used with telex machines. For instructions on using this option, see [Using the Roll Paper Holder](#).



The asterisk (*) is a substitute for the last digit of the product number, which varies by country

Optional interface cards

You can install an optional interface card to supplement your printer’s built-in parallel and USB interface and provide added network compatibility. The EPSON interface cards in the table below are compatible with your printer. (Not all interfaces are available in all countries.)

For instructions on installing an interface card, see [Installing an Interface Card](#).

Model number	Name
C82443*	Serial I/F Board No Buffer TYPE-B
C82384*	EpsonNet 10/100 Base Tx Int. Print Server

The asterisk (*) is a substitute for the last digit, which varies by country.
If you are unsure whether you need an optional interface or would like to know more about interfaces, contact your dealer.

Using the Roll Paper Holder



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Using the Roll Paper Holder

[Assembling the roll paper holder](#)

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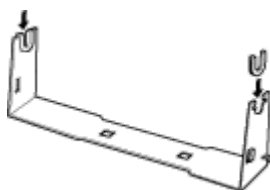
[Loading roll paper](#)

[Removing roll paper](#)

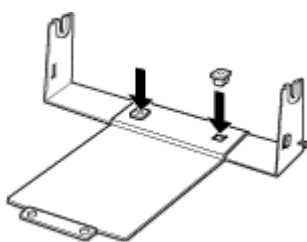
The optional roll paper holder (C811141) allows you to use 8.5-inch roll paper like that used with telex machines. This provides an inexpensive alternative to using continuous paper for applications that require variable paper lengths. Before you install and use the roll paper holder, you need to assemble it.

Assembling the roll paper holder

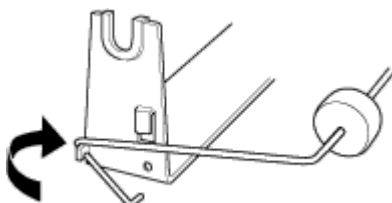
- 1 Fit the arc bearings into the stand as shown.



- 2 Make sure you orient the stand and base plate as shown below. Then place the base plate on the stand and fasten the two together with the plastic spacing clips.

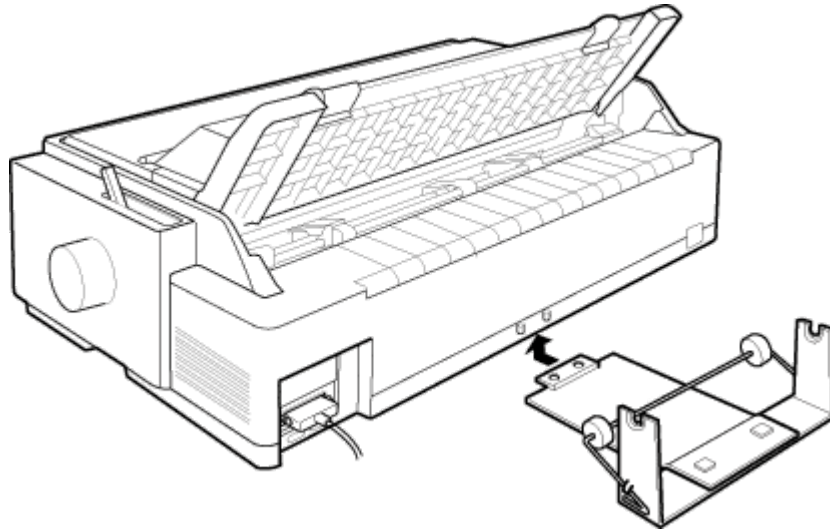


- 3 Hook the tension lever onto both ends of the stand as shown below. While pulling up the tension lever, fit the wire ends of the tension lever into the holes in the stand. The roll paper holder is assembled.



Installing the roll paper holder

- 1 Make sure the printer is turned off.
- 2 Position the roll paper holder underneath the printer as shown below. Fit the two positioning pegs on the bottom of the printer into the two holes in the base plate.



Caution:

The roll paper holder is not fastened to the printer; only the printer's weight and the two positioning pegs hold it in place. If you pick up the printer, be careful not to drop the roll paper holder.

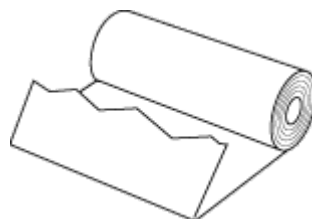
To remove the roll paper holder, carefully lift up the printer and pull out the roll paper holder from beneath the printer.

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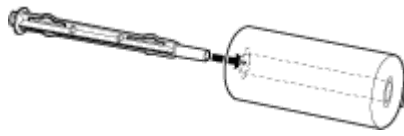
Loading roll paper

After you install the roll paper holder, follow the steps below to load a roll of paper:

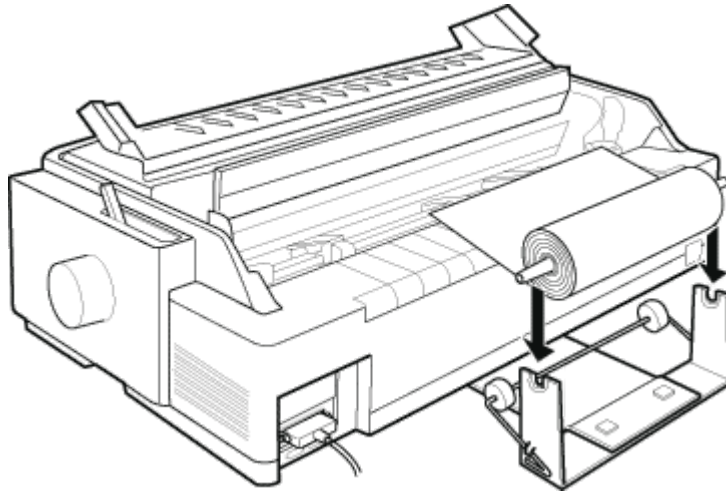
- 1 Make sure the printer is turned off. Then open the paper guide cover and remove the paper guide.
- 2 Make sure the paper tension unit is installed.
- 3 Set the paper-thickness lever (located under the printer cover) to the proper position for the thickness of your roll paper.
- 4 Set the paper release lever to the single-sheet position.
- 5 Cut the leading edge of the roll paper straight across.



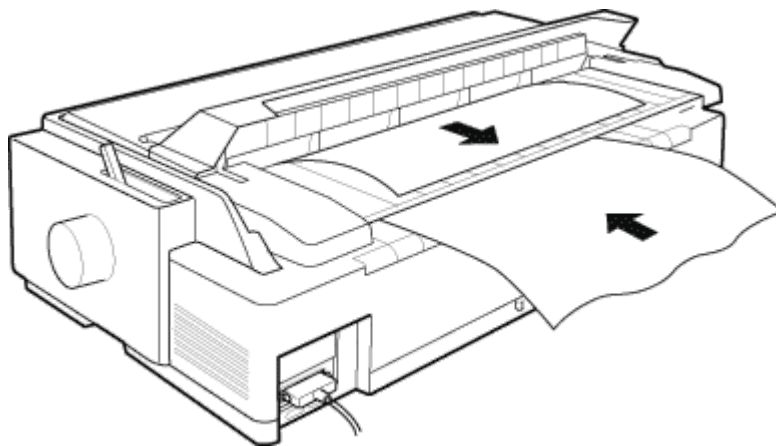
- 6 Insert the roll paper holder shaft into the center of the paper roll as shown.



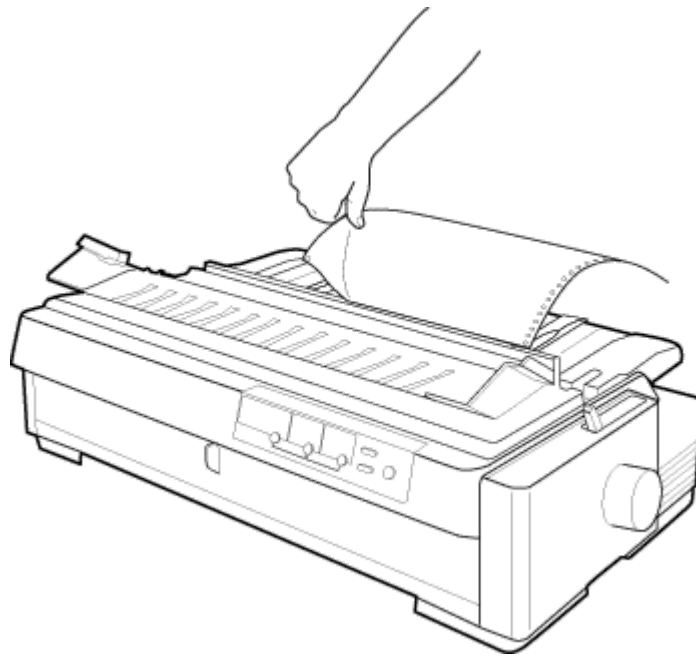
- 7 Place the shaft and paper roll on the roll paper holder so the paper feeds from the bottom of the roll.



- 8 Turn on the printer. Then bring the leading edge of the paper up over the rear push tractor and insert it until it meets resistance. The printer loads the roll paper automatically.
- 9 Replace the paper guide and close the paper guide cover. You are now ready to print. The printed roll paper is fed over the paper guide to the back of the printer, as shown below.



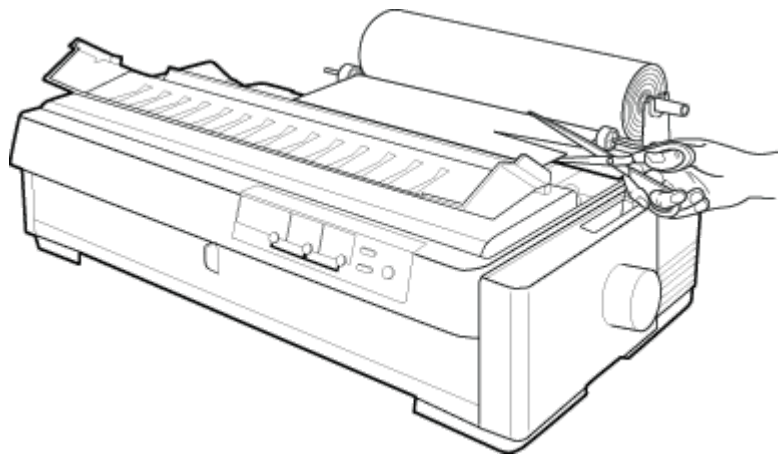
When you finish printing, open the paper guide cover and press the **LF/FF** button to advance the paper. Then tear off the paper using the tear-off edge of the printer (pull it towards you for a clean cut).



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Removing roll paper

Roll paper cannot be fed backward. To remove roll paper, open the paper guide cover and remove the paper guide; then cut the paper behind where it feeds into the printer. Press the **Load/Eject** button to eject the remaining paper.



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Installing an Interface Card



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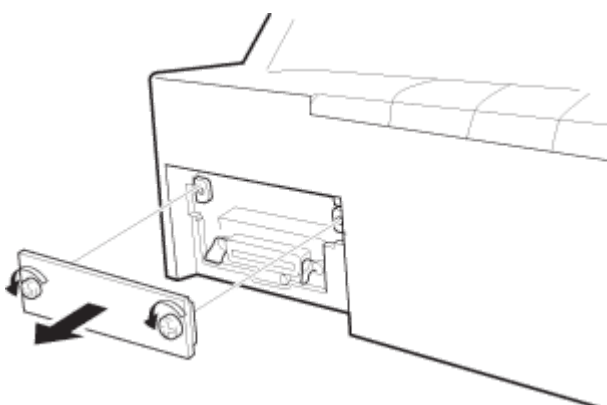
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Installing an Interface Card

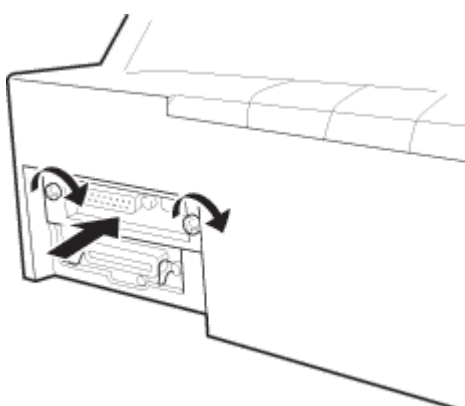
[Using the serial interface card](#)

Follow the steps below to install an optional interface card.

- 1 Make sure the printer is turned off. Unplug the printer's power cord and disconnect the interface cable.
- 2 Remove the screws from the shield plate on the back of the printer and remove the plate.



- 3 Slide the interface card along the slots on both sides of the interface compartment. Firmly push in the card to make sure the connector at the back of the interface card is fully inserted into the printer's internal socket. Then replace the screws and tighten them.



Note:

Store the shield plate in a safe place; you will need to reattach it if you remove the interface card later.

To remove the interface card, reverse the steps above.

Using the serial interface card

To use the C82443* serial interface card, see the sections below regarding the baud rate, handshake timing, and error handling. For all other data transfer conventions, such as word structure and communications protocol, see your interface card manual.

Selecting a baud rate

You can select from the following baud rates: 300, 600, 1200, 2400, 4800, 9600, and 19200 bps (bits per second). To set the baud rate, see the bit-rate selection table in your interface card manual.

Handshake timing

When the unused area for data in the input buffer drops to 256 bytes, the printer outputs an X-OFF code or sets the DTR flag to 1 (MARK) to indicate that it cannot receive data. When the unused area increases to 512 bytes, the printer outputs an X-ON code or sets the DTR flag to 0 (SPACE) to indicate that it is ready to receive data.

Error handling

When the printer detects a parity error, the print data is replaced with an asterisk (*). The printer ignores all other errors, including framing and overrun errors.

Replacing the Ribbon Cartridge



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Replacing the Ribbon Cartridge

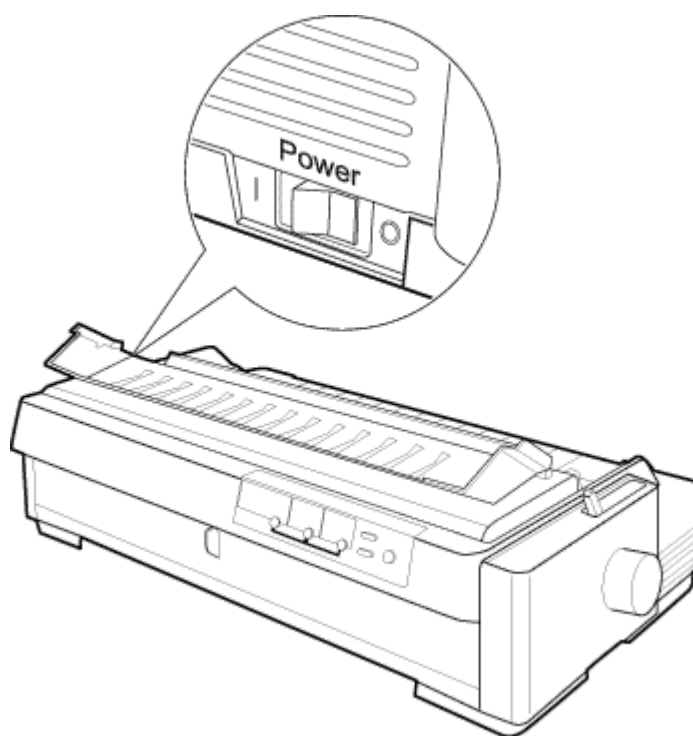
EPSON recommends using genuine EPSON ribbon cartridges (S015086). Products not manufactured by EPSON may cause damage to your printer not covered by EPSON's warranties.



Warning:

You will need to move the print head by hand to replace the ribbon cartridge. If you have just used the printer, the print head may be hot; let it cool for a few minutes before touching it.

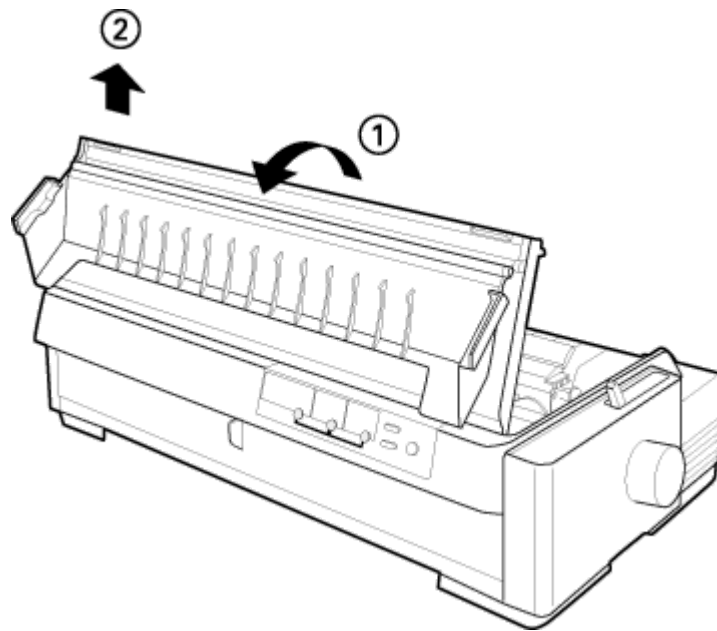
- 1 Make sure the printer is turned off.



Caution:

Moving the print head while the printer is on may damage the printer.

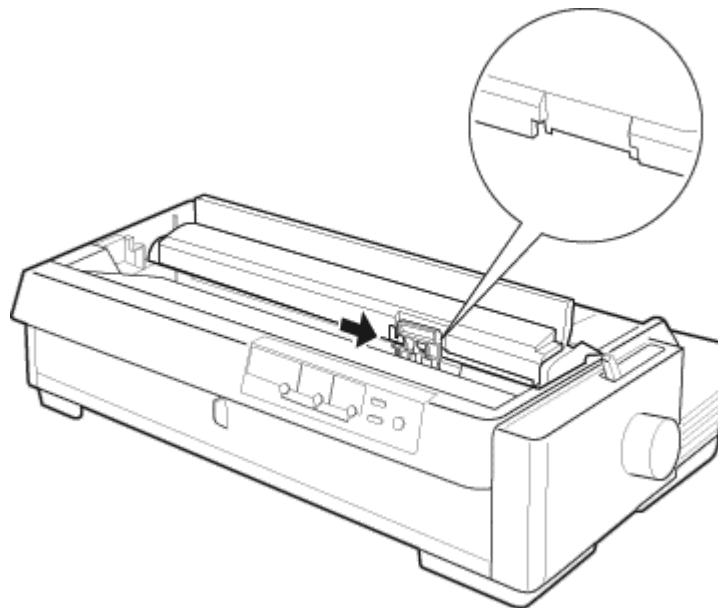
- 2 If the printer is connected to an electrical outlet, unplug it from the outlet.
- 3 Lift the printer cover by its back edge and then pull it straight up and off.



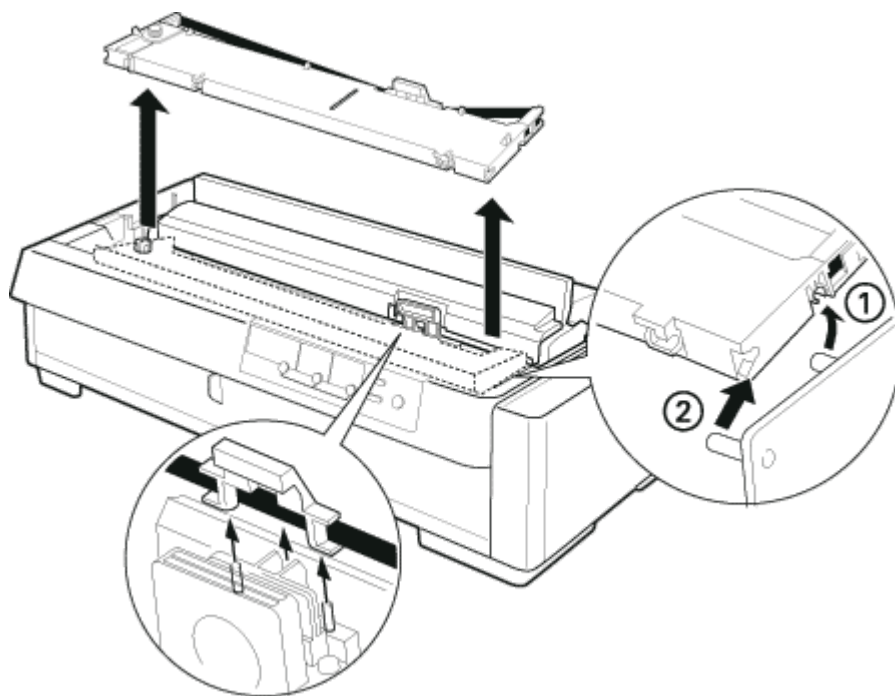
- 4 Make sure that the print head is not hot; if it is, let it cool for a few minutes before touching it. Then slide the print head to the ribbon installation position (the indented portion of the paper tension unit) by hand.

 Note:

When you use the pull tractor, you can replace the ribbon cartridge even though the print head is not positioned in the ribbon installation position.

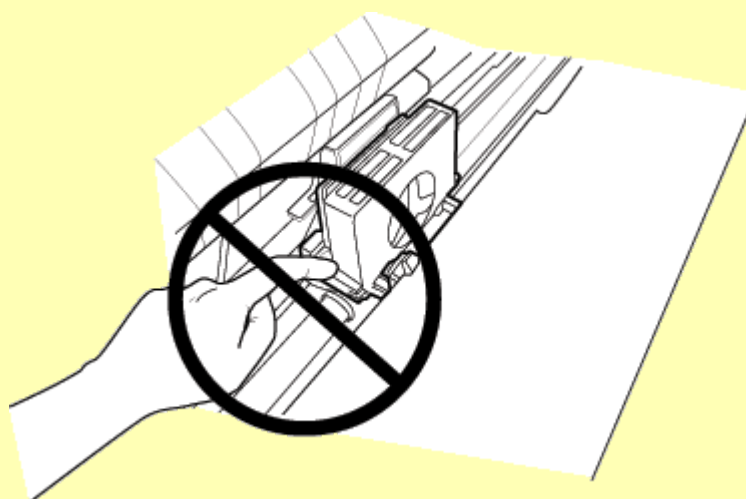


- 5 Grasp the cartridge and pull it slightly forward and up; the ribbon guide snaps away from the metal pins behind the print head. Properly dispose of the used ribbon cartridge.

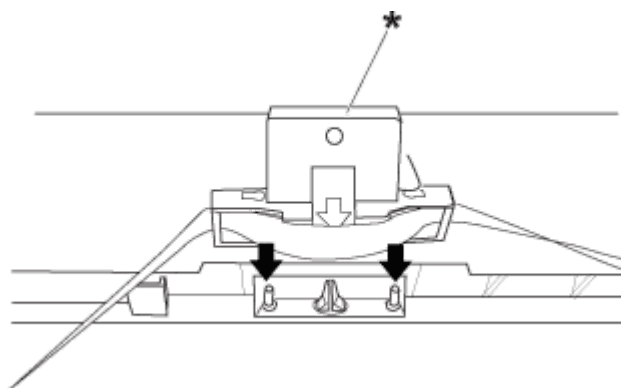


Caution:

Do not touch the white cable inside the printer.

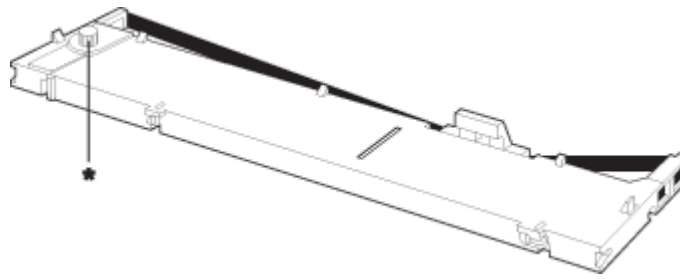


- 6** Remove the new ribbon cartridge from the package. Then insert the ribbon guide to the pin of the ribbon cartridge.



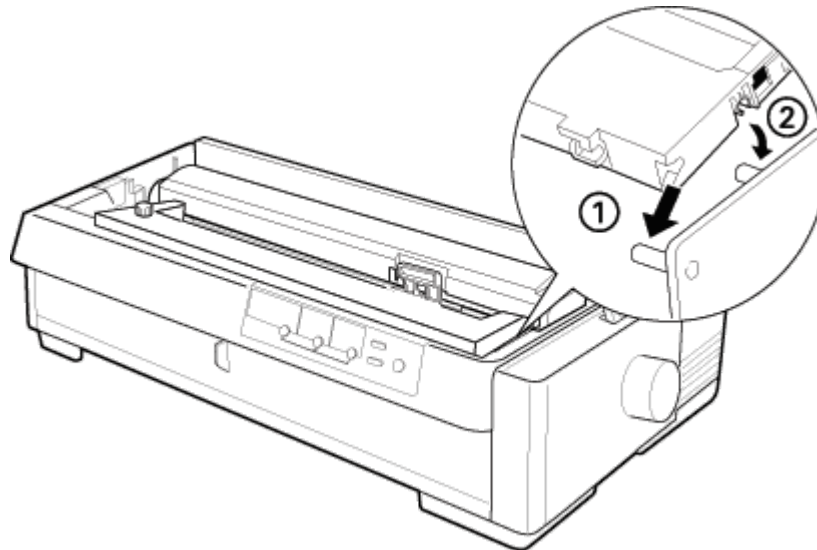
* ribbon guide

- 7** Turn the ribbon-tightening knob in the direction of the arrow to remove any slack in the ribbon.

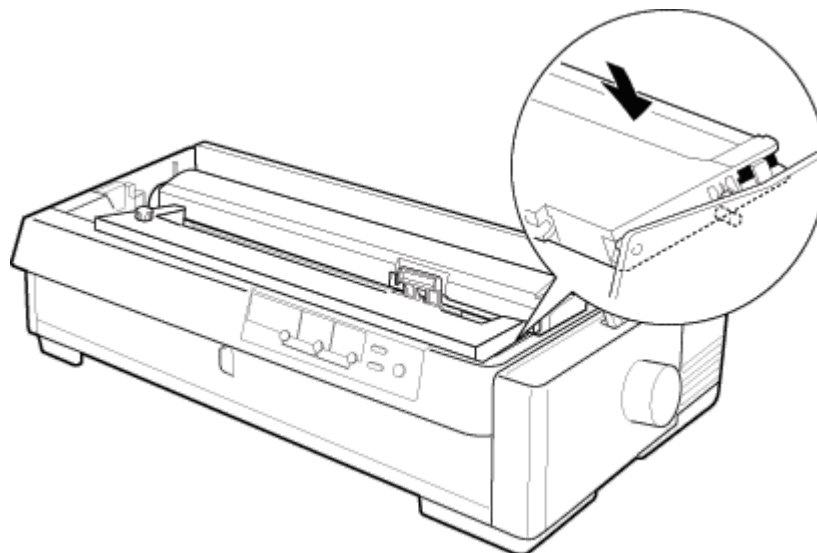


* ribbon-tightening knob

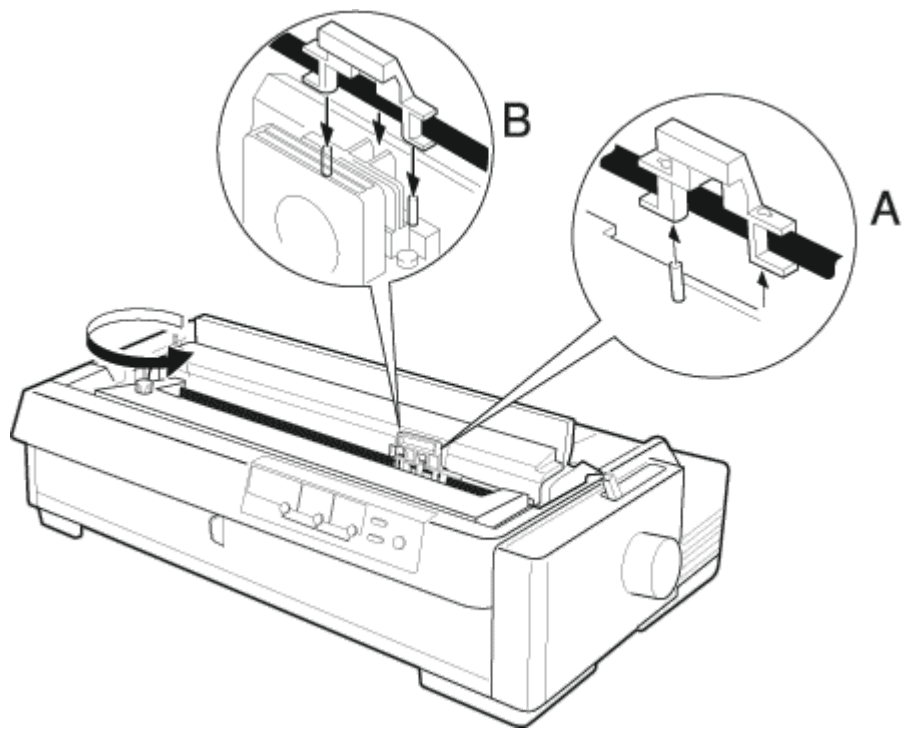
- 8 Hold the cartridge with the ribbon-tightening knob up. Fit the two front notches of the ribbon cartridge over the small pegs on each side of the printer as shown below. Then lay the cartridge flat.



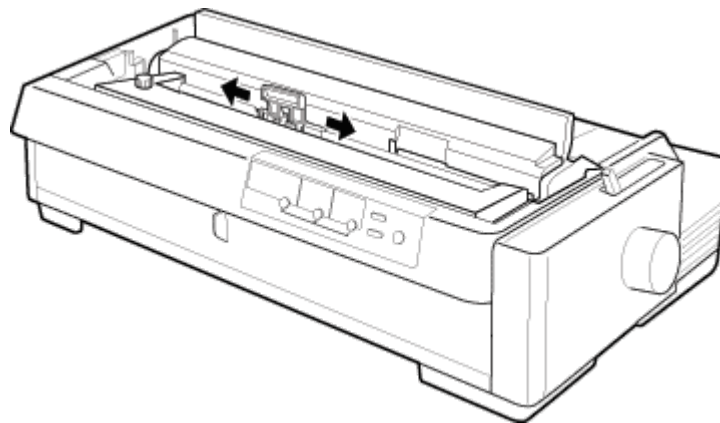
- 9 Make sure that the two rear notches of the cartridge fit over the small pegs on each side of the printer. Then gently press down the cartridge until both ends click into place.



- 10 Lift the ribbon guide of the ribbon cartridge (A) and insert it firmly over the metal pins behind the print head (B). Make sure the ribbon is not twisted or creased and that it is in place behind the print head. Press down the guide until it clicks into place.



- 11** Turn the ribbon-tightening knob in the direction of the arrow to remove any slack in the ribbon as shown above. Then slide the print head from side to side to make sure it moves smoothly.



Glossary



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Glossary

ASCII

American Standard Code for Information Interchange. A standardized coding system for assigning numerical codes to letters and symbols.

auto line feed

When this setting is turned on using the default-setting mode or the EPSON Remote! utility, each carriage return (CR) code is automatically followed by a line feed (LF) code.

bidirectional printing

Printing in which the print head prints in both directions (bidirectionally). This increases the print speed but may reduce precise vertical alignment. Bidirectional printing is the printer's standard printing mode.

buffer

The portion of the printer's memory used to store data before it is printed.

character table

A collection of letters, numbers, and symbols that constitute the set of characters used in a particular language.

characters per inch (dpi)

A measure of the size of text characters.

continuous paper

Paper that has sprocket-feed holes on both sides, is perforated between pages, and is supplied in a folded stack. Also called fanfold paper.

control code

A special code used to control a printer function such as a carriage return or line feed.

dpi

A measure of the size of text characters.

data dump

A troubleshooting feature that helps identify the cause of communication problems between the printer and the computer. When the printer is in hex dump mode, it prints each code that it receives in hexadecimal notation and as ASCII characters. Also called hex dump.

default

A value or setting that takes effect when the equipment is turned on, reset, or initialized. Also known as a factory setting.

dithering

A halftoning method in which dots are printed in a predetermined pattern to simulate a shade or tone. Dithering works best for images with solid colors, such as charts and graphs.

dot matrix

A method of printing in which each letter or symbol is formed by a pattern (matrix) of individual dots.

draft

The print mode used by your printer when you select Draft as the font. The Draft font uses fewer dots per character for faster printing. See also high-speed draft and near letter quality.

driver

A software program that runs, or "drives," a printer. Printer drivers send commands to your printer to tell it how to print your print job.

ESC/P®

Abbreviation for EPSON® Standard Code for Printers. This is the system of commands your computer uses to control your printer. It is standard for all EPSON printers and supported by most application software for personal computers.

ESC/P 2

The enhanced version of the ESC/P printer command language. Commands in this language produce laser-like results, such as scalable fonts and enhanced graphics.

fanfold paper

Paper that has sprocket-feed holes on both sides, is perforated between pages, and is supplied in a folded stack. Also called continuous paper.

font

A style of type designated by a name such as Roman or Sans Serif.

form feed (FF)

A control panel button and control code that advances the paper to the next top-of-form position.

halftoning

A method of using dot patterns to represent an image. Halftoning makes it possible to produce varying shades of gray using only black dots, or a nearly infinite array of colors using only a few colors of dots.

hex dump

A troubleshooting feature that helps identify the cause of communication problems between the printer and the computer. When the printer is in hex dump mode, it prints each code that it receives in hexadecimal notation and as ASCII characters. Also called data dump.

high-speed draft

A draft printing mode you can select using the printer's default-setting mode or the EPSON Remote! utility. High-speed draft uses a minimum number of dots per character to produce extremely high-speed printing.

interface

The connection (via a cable) between the computer and the printer over which print data is transmitted to the printer.

landscape

Printing that is oriented sideways on the page. This orientation gives you a page that is wider than it is high and is useful for printing spreadsheets.

line feed (LF)

A control panel button and control code that advances the paper one line space.

micro adjust

A printer feature that allows you to precisely adjust the tear-off and top-of-form positions.

paper positions

There are three paper positions for continuous paper printing: standby, tear-off, and top-of-form. For single sheet printing, there is only the top-of-form position.

pitch

The size of the font, which is measured in the number of characters per inch (cpi). The standard is 10 cpi.

platen

The black roller that provides a backing for the paper during printing.

portrait

Printing that is oriented upright on the page (as opposed to landscape, in which printing is sideways on the page). This is the standard orientation for printing letters or documents.

printable area

The area of a page on which the printer can print. It is smaller than the physical size of the page due to margins.

printer driver

A software program that runs, or "drives," a printer. Printer drivers send commands to your printer to tell it how to print your print job.

proportional font

A font whose characters take up varying amounts of horizontal space depending on the width of the character. Thus the uppercase M takes up more horizontal space than the lowercase l.

reset

To return a printer to its default settings.

resolution

A measure of the amount of detail that can be represented. Resolution of printed images is measured using the number of dots per inch (dpi).

self test

A method used to check the operation of the printer. When you run the self test, the printer prints the characters stored in its ROM (Read Only Memory).

standby position

The position of your continuous paper when it is attached to the tractor but not loaded in the printer.

Tear Off Bin button

A control panel button that feeds the perforation of continuous paper to the tear-off position, and when pressed again, feeds the paper back to the top-of-form position.

tear-off position

The position of your continuous paper when you finish printing if auto tear-off mode is on or if you press the **Tear Off/Card** button. Using the micro adjust feature, you can adjust the tear-off position so that the paper's perforation is aligned with the printer's tear-off edge.

top-of-form position

The position on the paper that the printer recognizes as the first printable line. This is the default top margin position.

unidirectional printing

Printing in which the print head prints in one direction only. Unidirectional printing is useful for printing graphics because it provides precise

vertical alignment. You can select unidirectional printing using the printer's default-setting mode or the EPSON Remote! utility.



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Printing on Continuous paper

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Switching Between Printing on Continuous Paper and Printing on Single Sheets

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Control Panel

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Problem Solver

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Options and Consumables

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Safety Instructions

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- [Hot Parts Caution Symbol](#)
- [Important Safety Instructions](#)
- [For United Kingdom users](#)
- [For Singapore and Hong Kong users](#)
- [For German users](#)
- [For Turkish users](#)

Warnings, Cautions, and Notes

Warnings

must be followed carefully to avoid bodily injury.

Cautions

must be observed to avoid damage to your equipment.

Notes

contain important information and useful tips on the operation of your printer.

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Hot Parts Caution Symbol



This symbol is placed on the print head and other parts to indicate that they may be hot. Never touch those parts just after the printer has been used. Let them cool for a few minutes before touching them.

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Important Safety Instructions

Read all of these safety instructions before using the printer. In addition, follow all warnings and instructions marked on the printer itself.

When setting up the printer

- Do not place the printer on an unstable surface or near a radiator or heat source.
- Place the printer on a flat, stable surface. The printer will not operate properly if it is tilted or placed at an angle.
- Do not place this product on a soft, unstable surface like a bed or a sofa, or a small, enclosed area, as this restricts ventilation.
- Do not block or cover the slots and openings in the printer's cabinet, and do not insert objects through the slots.

Leave adequate room around the printer for easy operation and maintenance.
Place the printer where you can easily connect it to a network interface cable, if necessary.
Use only the type of power source indicated on the printer's label. If you are not sure of the power supply specifications in your area, contact your local power company or consult your dealer.
Connect all equipment to properly grounded electrical outlets. Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
Do not use a damaged or frayed power cord.
The power cord should be placed to avoid abrasions, cuts, fraying, crimping, kinking, and other damage.
If you use an extension cord with the printer, make sure the total ampere rating of all devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere of all devices plugged into the electrical outlet does not exceed the electrical outlet's ampere rating.
Use only the power cord that comes with this product. Use of another cord may result in fire or electric shock.
This product's power cord is for use with this product only. Use with other equipment may result in fire or electric shock.
Be sure the AC power cord meets the relevant local safety standards.
Avoid using or storing the printer in places subject to rapid changes in temperature and humidity. Also keep it away from direct sunlight, strong light, heat sources, or excessive moisture or dust.
Avoid places subject to shocks and vibrations.
Place the printer near a wall outlet where you can easily unplug the power cord.
Keep the entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
Avoid electrical outlets controlled by wall switches or automatic timers. An interruption in power can erase information in the memory of your printer or computer. Also avoid outlets on the same circuit as large motors or other appliances that can cause voltage fluctuations.
Use a grounded power outlet; do not use an adapter plug.
If you plan to use a printer stand, follow these guidelines:
- Use a stand that can support at least twice the weight of the printer.
- Never use a stand that tilts the printer. The printer should always be kept level.
- Position your printer's power cord and interface cable so they do not interfere with paper feeding. If possible, secure the cables to a leg of the printer stand.

When maintaining the printer

Unplug the printer before cleaning it, and always clean it with a piece of damp cloth only.
Do not spill liquid onto the printer.
Do not attempt to service the printer yourself except as specifically explained in this guide.
Unplug the printer and refer servicing to qualified service personnel under the following conditions:
i. If the power cord or plug is damaged.
ii. If liquid has entered the printer.
iii. If the printer has been dropped or the cabinet damaged.
iv. If the printer does not operate normally or exhibits a distinct change in performance.
Do not use aerosol blowers which contain flammable gas inside or around this product. Doing so may cause fire.
Adjust only those controls that are covered by the operating instructions.
If you plan to use the printer in Germany, observe the following:
To provide adequate short-circuit protection and over-current protection for this printer, the building installation must be protected by a 16-amp circuit breaker.
Bei Anschluss des Druckers an die Stromversorgung muss sichergestellt werden, dass die Gebäudeinstallation mit einer 16 A-Sicherung abgesichert ist.
Do not touch the white cable inside the printer.



When Handling the paper

Because labels are sensitive to temperature and humidity, use them only under normal operating conditions described below:
Temperature: 15 to 25°C (59 to 77°F)
Humidity: 30 to 60% RH
Do not leave labels loaded in the printer between jobs; they may curl around the platen and jam when you resume printing.
Do not load paper that is curled or has been folded.

When operating the printer

Adjust only those controls that are covered in the user documentation. Improper adjustment of other controls may result in damage requiring extensive repair by a qualified technician.

Whenever you turn off the printer, wait at least five seconds before turning it back on; otherwise, you may damage the printer.

Do not turn off the printer while it is printing the self test. Always press the **Pause** button to stop printing and then turn off the printer.

Do not reconnect the power cord to an electrical outlet that has the wrong voltage for your printer.

Never replace the print head yourself; you may damage the printer. Also, other parts of the printer must be checked when the print head is replaced.

You need to move the print head by hand to replace the ribbon cartridge. If you have just used the printer, the print head may be hot; let it cool for a few minutes before touching it.

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For United Kingdom users

Use of options

Epson (UK) Limited shall not be liable against any damages or problems arising from the use of any options or consumable products other than those designated as Original Epson Products or Epson Approved Products by Epson (UK) Limited.

Safety information



Warning:

This appliance must be earthed. Refer to the rating plate for voltage and check that the appliance voltage corresponds to the supply voltage.

Important:

The wires in the mains lead fitted to this appliance are coloured in accordance to the following code:

Green and yellow — Earth

Blue — Neutral

Brown — Live

If you have to fit a plug:

As the colours of the mains lead of this appliance may not match coloured markings used to identify the terminals in a plug, please proceed as follows:

The green and yellow wire must be connected to the terminal in the plug which is marked with the letter E or the Earth symbol ().

The blue wire must be connected to the terminal in the plug marked with the letter N.

The brown wire must be connected to the terminal in the plug marked with the letter L.

If damage occurs to the plug, replace the cord set or consult a qualified electrician.

Replace fuses only with a fuse of the correct size and rating.

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For Singapore and Hong Kong users

Replace fuses only with fuses of the correct size and rating.

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For German users

Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 dB(A) oder weniger gemäß EN ISO 7779.

Das Gerät ist nicht für die Benutzung im unmittelbaren Gesichtsfeld am Bildschirmarbeitsplatz vorgesehen. Um störende Reflexionen am Bildschirmarbeitsplatz zu vermeiden, darf dieses Produkt nicht im unmittelbaren Gesichtsfeld platziert werden.

Importeur
EPSON EUROPE. B.V.
Entrada 701, 1096 EJ AMSTERDAM, THE NETHERLANDS

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For Turkish users

EEE Yönetmeliğine Uygundur.

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Search Tips



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Search Tips

Enter a few specific keywords and click the Search button for a list of relevant results.
Be sure to separate keywords with spaces.

Matches for the keywords are highlighted red in the search results.

If a keyword appears more than once in a phrase, only the first occurrence is highlighted.

To refine or narrow your search, add more words to the search terms.

Available Paper Types and Paper Slots

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Home > Printing on Single Sheets

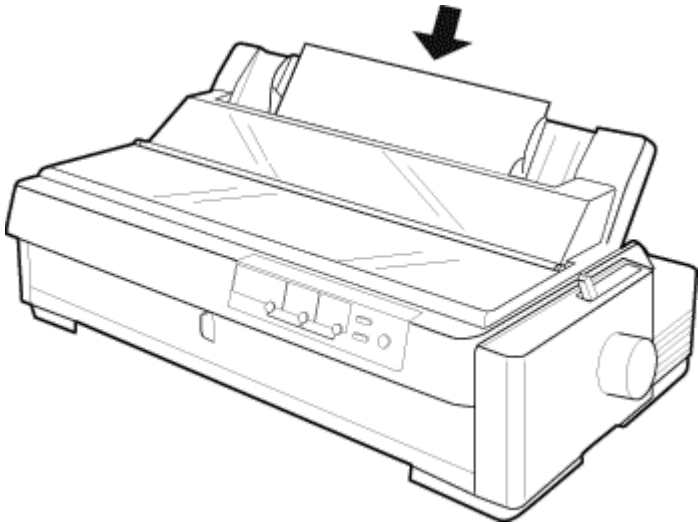
Available Paper Types and Paper Slots

As shown below, you can load single-sheet paper one sheet at a time using the paper guide on top of the printer or the front paper guide. You can print on ordinary single sheets, single-sheet multipart forms, postcards, and envelopes. Your single-sheet paper may be from 100 to 420 mm (3.9 to 16.5 inches) wide.

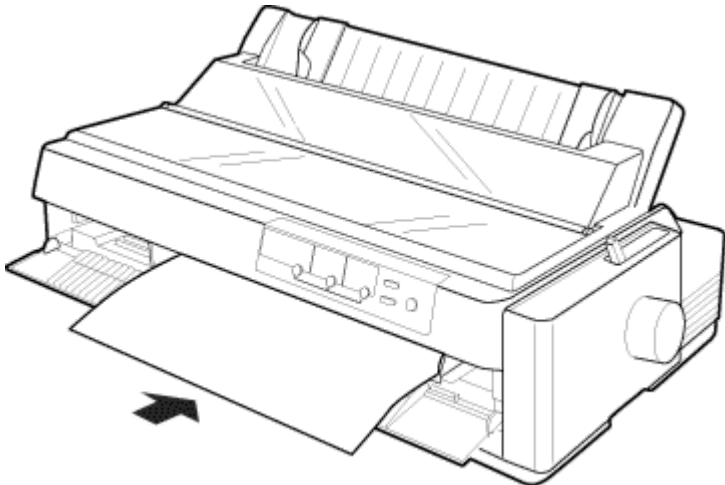
 **Note:**

For detailed specifications on the types of single-sheet paper you can use, [Paper](#).

Using the top paper slot



Using the front paper slot



The table below shows the types of paper you can load in the top and front paper slots and the paper-thickness lever settings for each paper type. For more information on the paper-thickness lever, see [Adjusting the Paper Thickness Lever](#).

Paper type		Available paper slots	Paper-thickness lever position
Ordinary paper	Single sheets	Top and front	-1 or 0
Multipart forms (carbonless)	2 parts (original + 1 copy)		1
	3 parts (original + 2 copies)		2

	4 parts (original + 3 copies)		3
	5 parts (original + 4 copies)		5
	6 parts (original + 5 copies)		7
	Postcards		2
	Envelopes	Top	2 to 6



Note:

If the printed image is smeared, you may need to set the paper-thickness lever one position higher to improve print quality.

If the printed image is faint or has many gaps, you may need to set the paper-thickness lever one position lower to improve print quality.

Do not load paper that is damaged, curled or has been folded.

Loading Single Sheets in the Top Paper Slot



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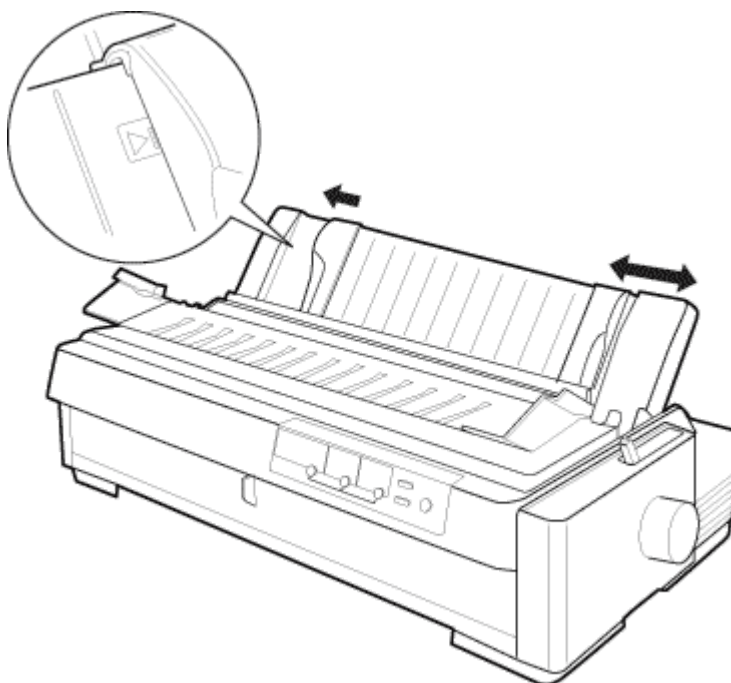


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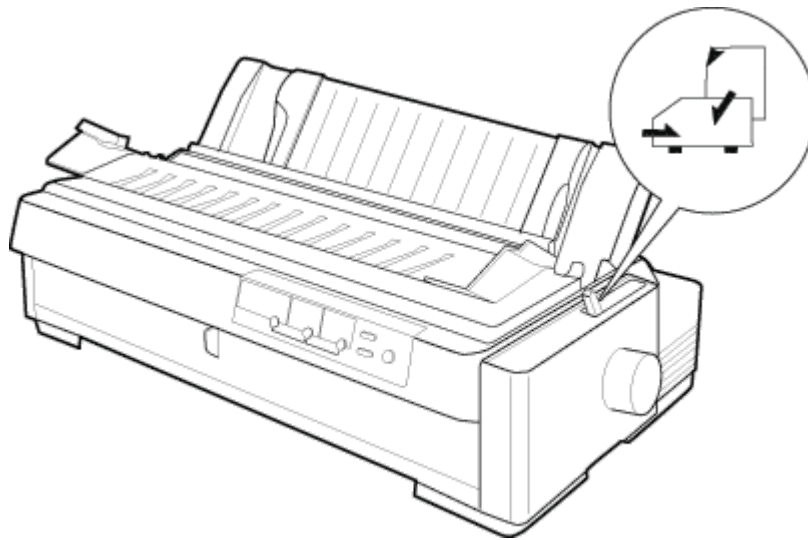
Loading Single Sheets in the Top Paper Slot

To load paper in the top slot, follow these steps:

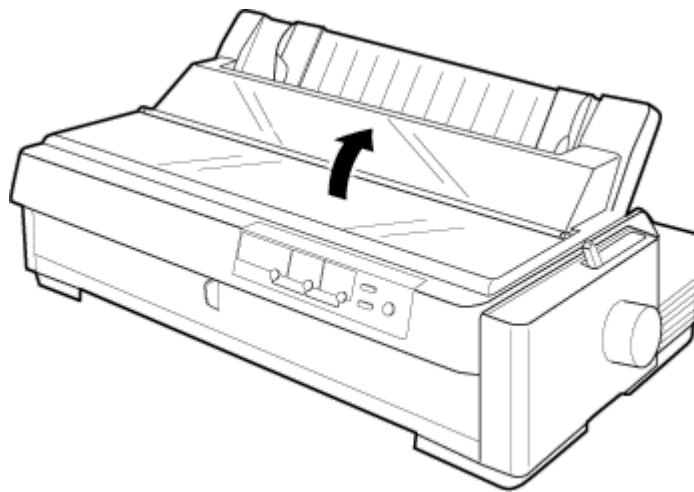
- 1 Make sure the paper guide is installed properly. If not, attach it.
- 2 Open the paper guide cover. Slide the left edge guide until it locks in place next to the arrow on the paper guide. Next adjust the right edge guide to match the width of your paper.



- 3 Set the paper release lever to the single-sheet position. Also set the paper-thickness lever (located under the printer cover) to the proper position for your paper's thickness. See [Adjusting the Paper Thickness Lever](#).

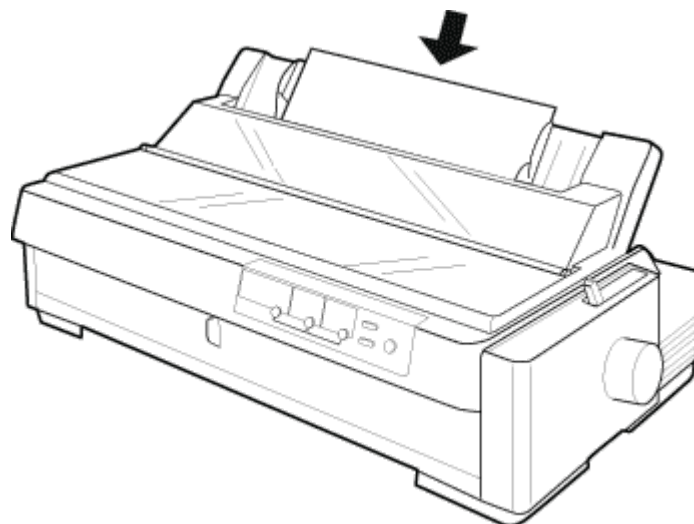


- 4 Close the paper guide cover.



- 5 Turn on the printer, if necessary.

- 6 Insert a sheet of paper printable side down between the edge guides until it meets resistance. The printer feeds the paper automatically and is ready to print.



 Note:

Always close the printer cover before printing. The printer does not print when the cover is open.

7 Check and change the printer driver settings. Then send a print job to the printer.

When the printer receives data, it prints the page and ejects it back onto the paper guide. To continue printing your document, remove the printed page and insert a new sheet of paper. If you need to eject a sheet, press the **Load/Eject** button.

If the first printed line on your page appears too high or low, you can fix this using the Micro Adjust feature. See [Adjusting the Top-of-Form Position](#).



Caution:

Never use the knob to adjust the top-of-form position or eject a sheet when the printer is on; this may damage the printer or cause it to lose the top-of-form position.

Loading Single Sheets in the Front Paper Slot



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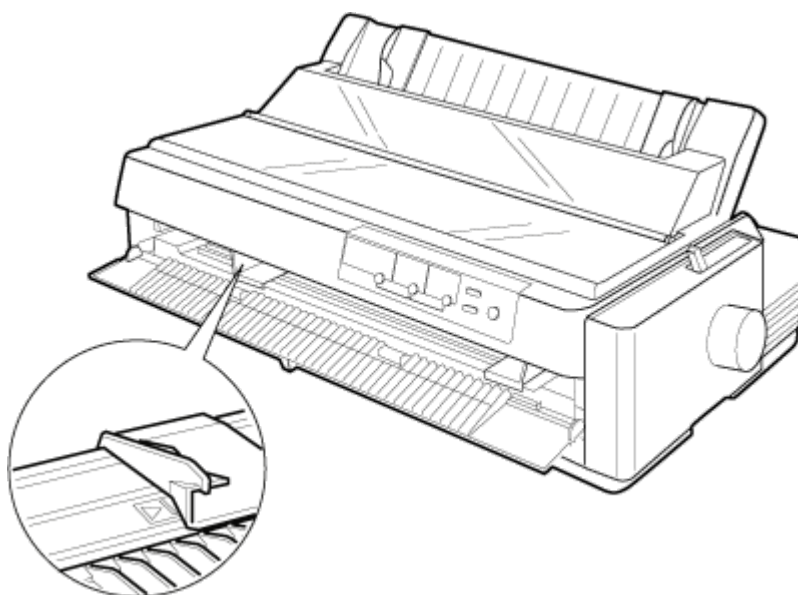


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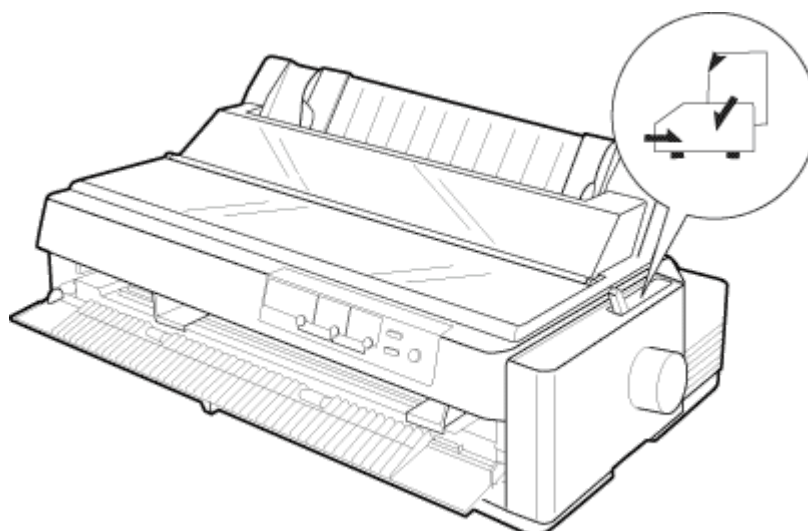
Loading Single Sheets in the Front Paper Slot

To load paper in the front paper slot, follow these steps:

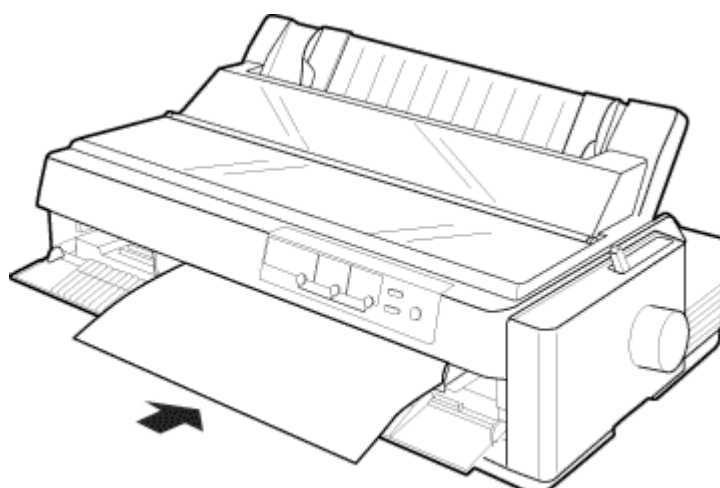
- 1 Make sure the paper guide is installed properly. If not, attach it.
- 2 Make sure the paper guide cover is closed.
- 3 Open the front paper guide by pulling the tab at the center of the guide. Slide the left edge guide as shown below. (Printing starts at the arrow mark.) Next adjust the right edge guide to match the width of your paper.



- 4 Set the paper release lever to the single-sheet position. Also set the paper-thickness lever (located under the printer cover) to the proper position for your paper's thickness. See [Adjusting the Paper Thickness Lever](#).



- 5 Turn on the printer, if necessary.
- 6 Insert a sheet of paper printable side up between the edge guides until it meets resistance. The printer feeds the paper automatically and is ready to print.



 Note:

Always close the printer cover before printing. The printer does not print when the cover is open.

- 7 You may need to check and change the printer driver settings. Then send a print job to the printer.

When the printer receives data, it prints the page and ejects it onto the paper guide on top of the printer. To continue printing your document, remove the printed page and insert a new sheet of paper in the front paper guide. If you need to eject a sheet, press the **Load/Eject** button.

If the first printed line on your page appears too high or low, you can fix this using the Micro Adjust feature. See [Adjusting the Top-of-Form Position](#).

 Caution:

Never use the knob to adjust the top-of-form position or eject a sheet when the printer is on; this may damage the printer or cause it to lose the top-of-form position.

Loading Special Paper



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Loading Special Paper

[Multipart forms](#)

[Envelopes](#)

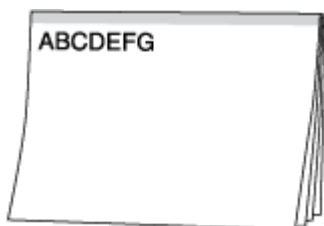
[Postcards](#)

Multipart forms

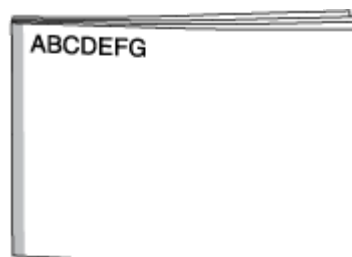
You can load single-sheet multipart forms one at a time in the top or front paper slot as described in [Loading Single Sheets in the Top Paper Slot](#) or [Loading Single Sheets in the Front Paper Slot](#) later in this chapter. Also, follow these guidelines:

Use only carbonless multipart forms bound as shown below.

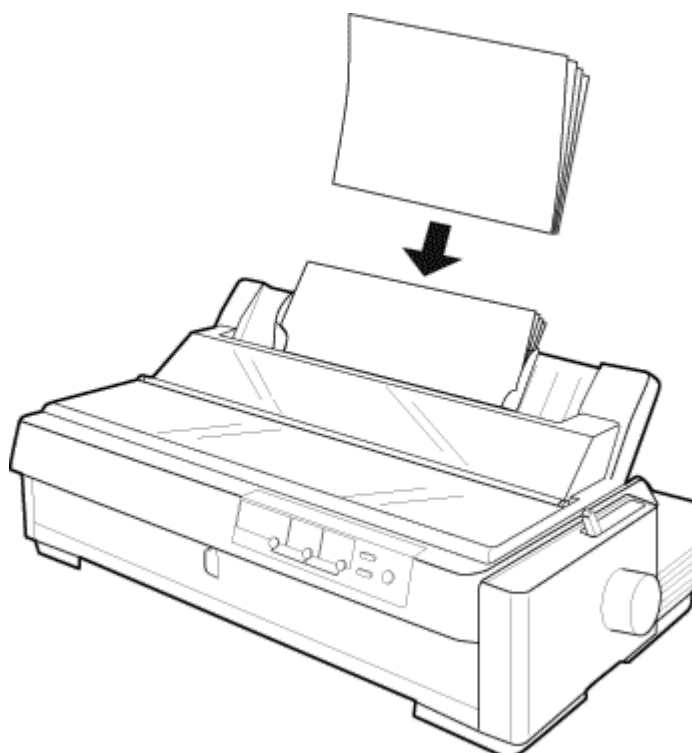
bound only at the top
by line glueing



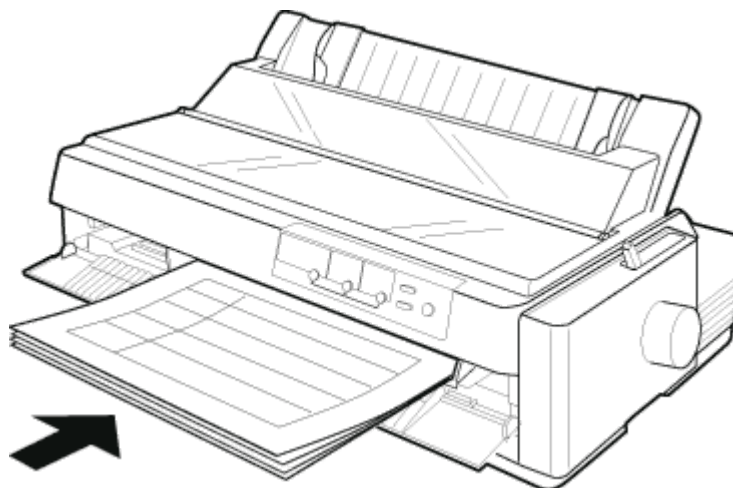
bound only at the side
by line glueing



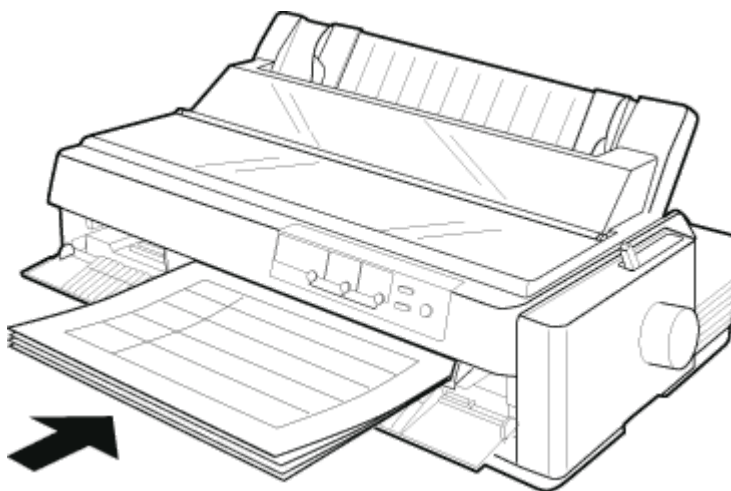
You can use the top or front paper slot to load single-sheet multipart forms that are bound at the top. Insert this type of form in the top slot with the bound edge first and the printable side down, as shown below.



Insert this type of form in the front slot with the bound edge first and the printable side up, as shown below.



You can load multipart forms bound at the side only in the front slot. Insert this type of form in the front slot with the top edge first and the printable side up, as shown below.



Before printing, set the paper-thickness lever (located under the printer cover) to the proper position for your paper. See [Adjusting the Paper Thickness Lever](#).

Be sure your multipart forms do not exceed 0.46 mm (0.018 inch) in thickness.

Use multipart forms only under normal temperature and humidity conditions, as follows:

Temperature 15 to 25°C (59 to 77°F)

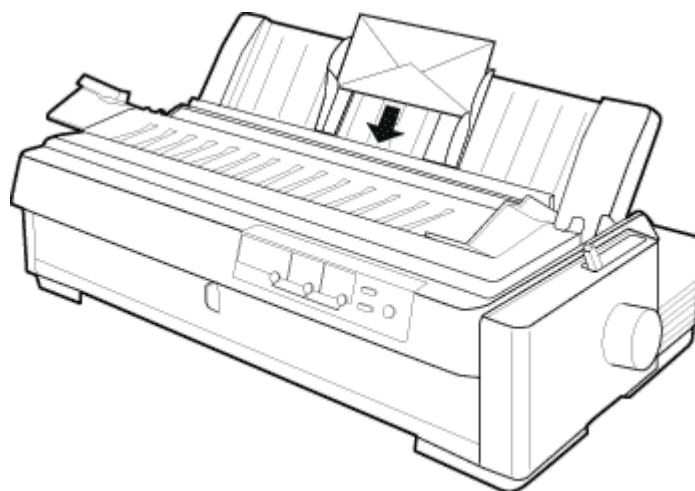
Humidity 30 to 60% RH

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Envelopes

You can load envelopes only in the top paper slot as described in [Loading Single Sheets in the Top Paper Slot](#). Also, follow these guidelines:

Load envelopes one at a time in the top slot, with the flap edge first and the flap side up.



Set the paper-thickness lever (located under the printer cover) to position 2 to 6 to match the thickness of the envelope. Before printing, turn on the card mode by pressing the **Tear Off/Card** button until both **Tear Off/Card** lights are on. After you finish printing on envelopes, press the **Tear Off/Card** button once to exit the card mode. (Bin 1 is selected.) Do not use envelopes that are curled or folded. Also avoid using envelopes that are too thin; they may curl during printing and become jammed.

If you use No. 6 envelopes, align the left edge of the envelope with the arrow mark on the printer.

Use envelopes only under normal temperature and humidity conditions, as follows:

Temperature 15 to 25°C (59 to 77°F)

Humidity 30 to 60% RH

 Caution:

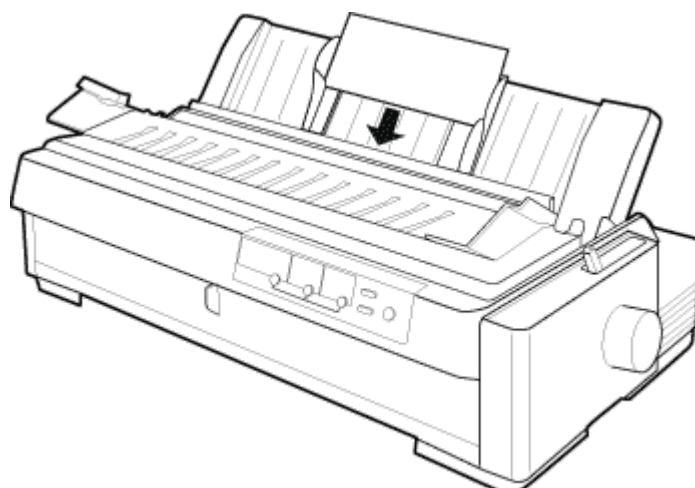
Because printing on the edge of an envelope may damage the print head, make sure the printing stays entirely within the recommended printable area of your envelopes. See [Recommended printable area](#) for details on the recommended printable area of envelopes.

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Postcards

You can load postcards one at a time in the top or front paper slot as described in [Loading Single Sheets in the Top Paper Slot](#) or [Loading Single Sheets in the Front Paper Slot](#). Also, follow these guidelines:

If you load postcards long edge first, always load them in the top slot.



Set the paper-thickness lever (located under the printer cover) to position 2.

Before printing, turn on the card mode by pressing the **Tear Off/Card** button until both **Tear Off/Card** lights are on. After you finish printing on postcards, press the **Tear Off/Card** button once to exit the card mode. (Bin 1 is selected.)

Use postcards only under normal temperature and humidity conditions, as follows:

Temperature 15 to 25°C (59 to 77°F)

Humidity 30 to 60% RH

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Operating System Versions



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■ Operating System Versions

In this manual, the following abbreviations are used.

Windows® refers to Microsoft® Windows 7™, Windows Vista®, XP, and 2000.

Windows 7 refers to Windows 7 Home Basic, Windows 7 Home Premium, Windows 7 Professional, Windows 7 Enterprise, and Windows 7 Ultimate.

Windows Vista refers to Windows Vista Home Basic Edition, Windows Vista Home Premium Edition, Windows Vista Business Edition, Windows Vista Enterprise Edition, and Windows Vista Ultimate Edition.

Windows XP refers to Windows XP Home Edition, Windows XP Professional x64 Edition, and Windows XP Professional.

Windows 2000 refers to Windows 2000 Professional.

Uninstalling the Printer Software



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Uninstalling the Printer Software

[Uninstalling the printer driver and EPSON Status Monitor 3](#)

When you wish to reinstall or upgrade the printer driver, uninstall the printer driver that has been installed already.



Note:

When uninstalling EPSON Status Monitor 3 from a multi-user Windows XP or 2000 environment, remove the shortcut icon from all clients before uninstalling. You can remove the icon by clearing the Shortcut Icon check box in the Monitoring Preferences dialog box.

Uninstalling the printer driver and EPSON Status Monitor 3

- 1 Quit all applications.
- 2 For Windows 7, Vista, or XP, click **Start**, and then select **Control Panel**.
For Windows 2000, click **Start**, point to **Settings**, and click **Control Panel**.
- 3 Click **Uninstall a program** (Windows 7 or Vista) or double-click the **Add or Remove Programs** icon (Windows XP or 2000).

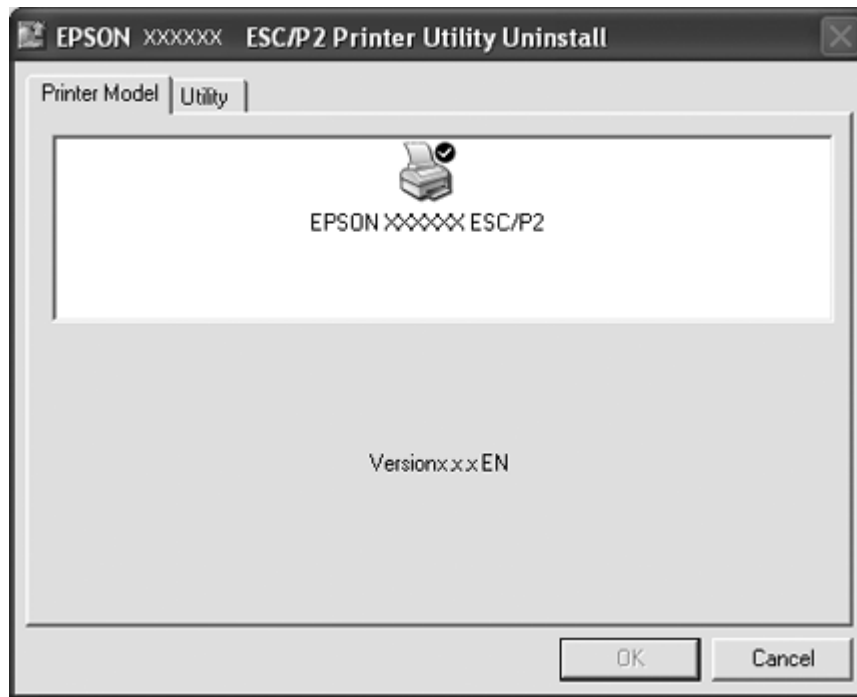


Add or Remove Programs

- 4 Click **Change or Remove Programs**, select the **EPSON XXXXXX ESC/P2 Printer Utility Uninstall**, then click **Uninstall/Change** (Windows 7) or **Change/Remove** (Windows Vista, XP, or 2000).



- 5 Click the **Printer Model** tab, select the icon of the printer you want to uninstall, then click **OK**.



 Note:

Make sure that nothing is selected in the Printer Model tab. Open **Utility** tab and select **EPSON Status Monitor 3(for EPSON XXXXXX ESC/P2)** and click **OK**. You can uninstall only the EPSON Status Monitor 3.

- 6 Follow the on-screen instructions.

About Your Printer Software



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About Your Printer Software

The Epson software includes the printer driver software and EPSON Status Monitor 3.

The printer driver is software that allows your computer to control the printer. You need to install the printer driver so your Windows software applications can take full advantage of the printer's capabilities.

EPSON Status Monitor 3 program allows you to monitor the status of your printer, alerts you when errors occur, and provides you with troubleshooting tips. EPSON Status Monitor 3 is automatically installed when you install the printer driver. If you want to install EPSON Status Monitor 3 later, see [Installing EPSON Status Monitor 3](#) for instructions.



Note:

Before proceeding, make sure you have installed the printer driver on your computer described in the *Setup Guide*.

Using the Printer Driver

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Using the Printer Driver

- [Accessing the printer driver from Windows applications](#)
- [Accessing the printer driver from the Start menu](#)
- [Changing the printer driver settings](#)

You can access the printer driver from your Windows applications or from the Start menu.

When you access the printer driver from a Windows application, any settings you make apply only to the application you are using. See [Accessing the printer driver from Windows applications](#) for more information.

When you access the printer driver from the Start menu, the printer driver settings you make apply to all your applications. See [Accessing the printer driver from the Start menu](#) for more information.

See [Changing the printer driver settings](#) to check and change printer driver settings.

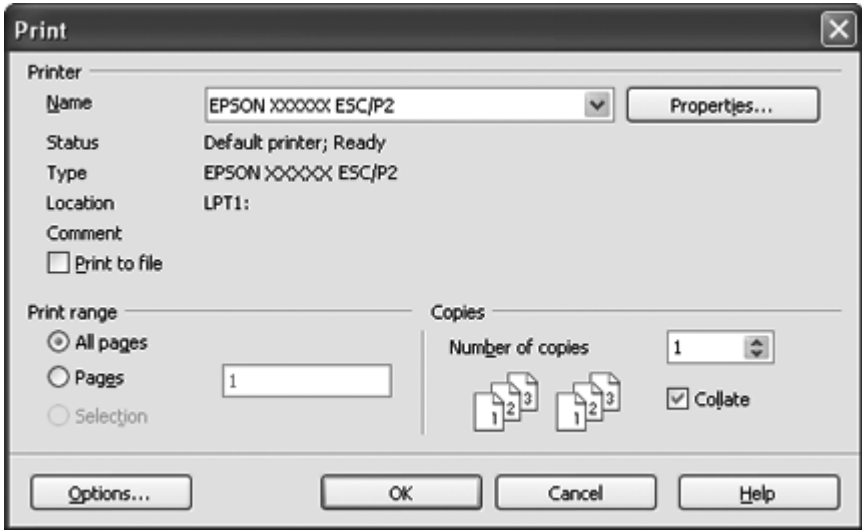
 Note:

While many Windows applications override the settings made with the printer driver, some do not, so you must verify that the printer driver settings match your requirements.

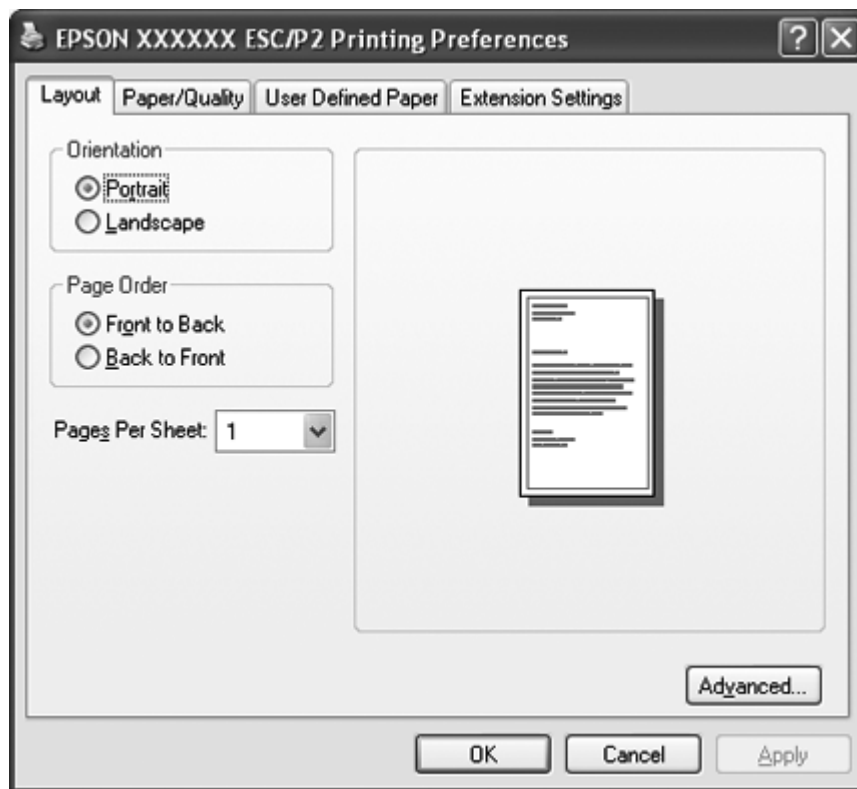
Accessing the printer driver from Windows applications

Follow these steps to access the printer driver from a Windows application:

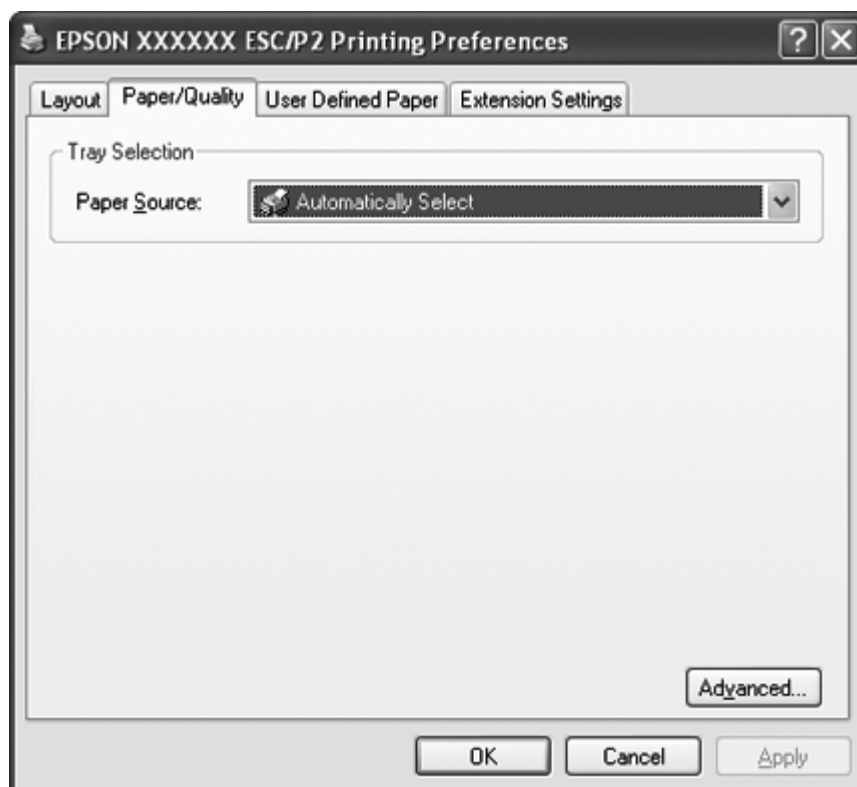
- 1 Select **Print Setup** or **Print** from the File menu of your application software. In the Print or Print Setup dialog box displayed, make sure that your printer is selected in the Name drop-down list.



- 2 Click **Printer**, **Setup**, **Properties**, or **Options**. (The button you click depends on your application and you may need to click a combination of these buttons.) The Document Properties window appears, and you see the Layout, Paper/Quality, User Defined Paper and Extension Settings menus. These menus contain the printer driver settings.



- 3 To view a menu, click the corresponding tab at the top of the window. See [Changing the printer driver settings](#) to change the settings.



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Accessing the printer driver from the Start menu

Follow these steps to access the printer driver from the Start menu:

- 1 For Windows 7:
Click **Start**, and click **Devices and Printers**.

For Windows Vista:

Click **Start**, click **Control Panel**, click **Hardware and Sound**, and then click **Printers**.

For Windows XP Professional edition:

Click **Start**, and click **Printers and Faxes**.

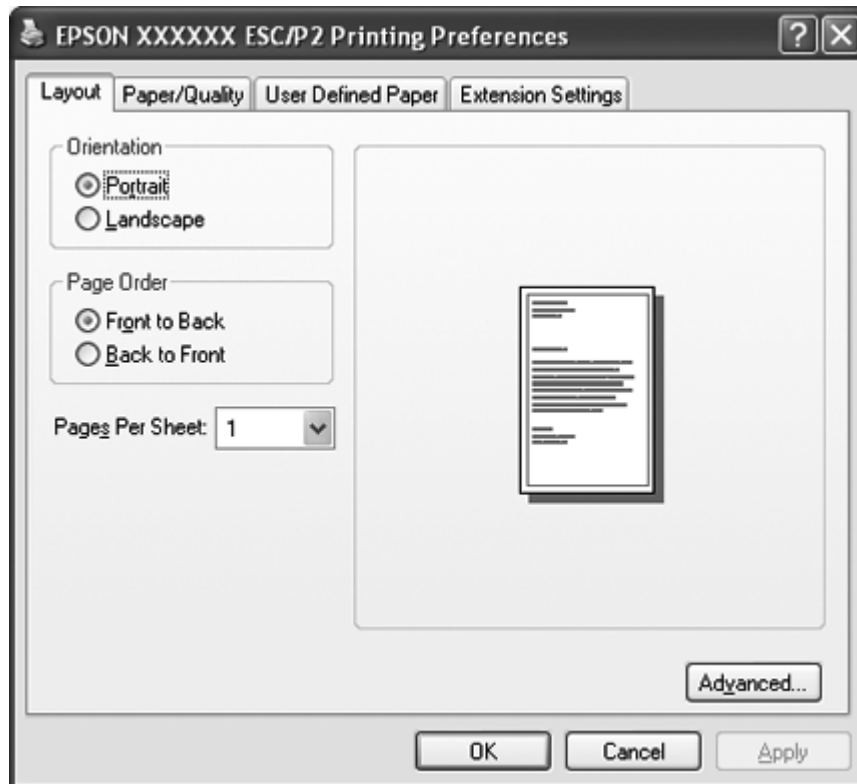
For Windows XP Home edition:

Click **Start**, click **Control Panel** first, and then click **Printers and Faxes**.

For Windows 2000:

Click **Start**, point to **Settings**, and then select **Printers**.

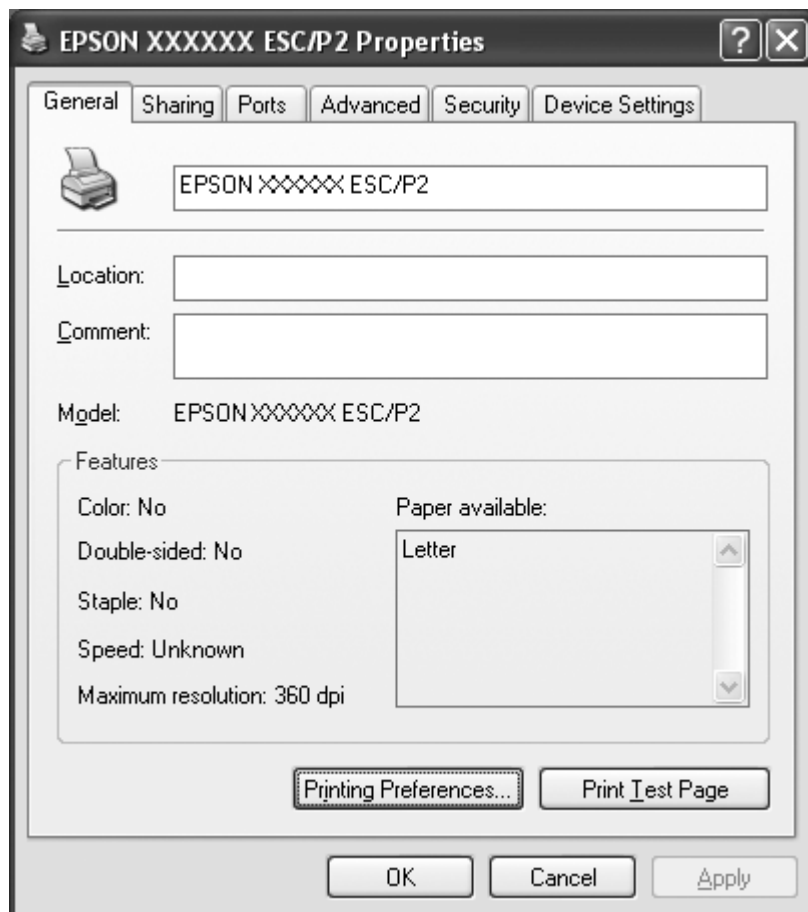
- 2 Right-click your printer icon, and click **Printing Preferences**. The screen displays the Document Properties window, which contains the Layout, Paper/Quality, User Defined Paper and Extension Settings menus. These menus display the printer driver settings.



When you click **Properties** (Windows Vista, XP, and 2000) or **Printer properties** (Windows 7) in the menu displayed by right-clicking the printer icon, the Properties window appears, which includes menus used to make the printer driver settings.

 Note:

Do not click **Properties** though both **Properties** and **Printer properties** are displayed in the menu of Windows 7.



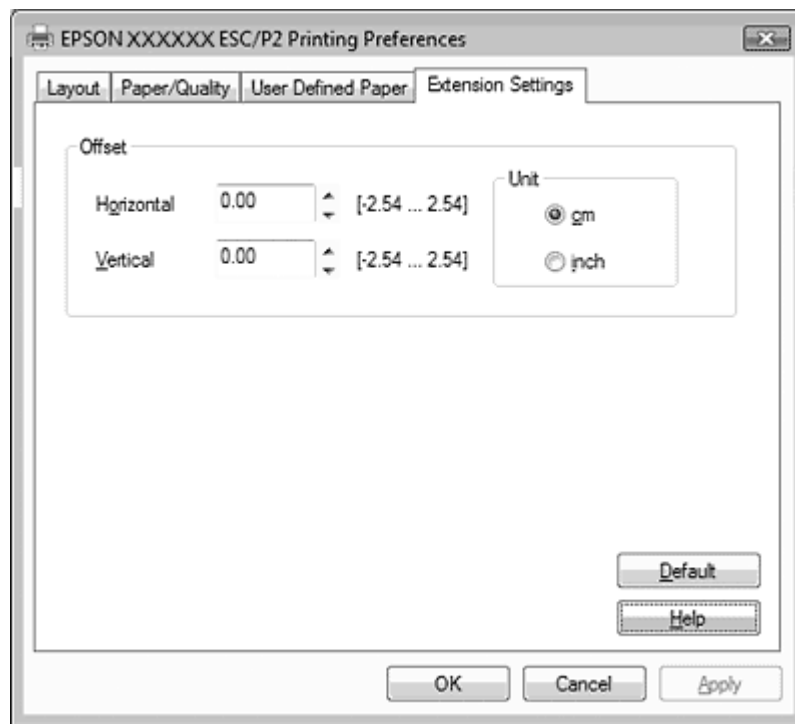
- 3 To view a menu, click the corresponding tab at the top of the window. See [Printer Driver Settings Overview](#) for information on how to change the settings.

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Changing the printer driver settings

Your printer driver has four menus from which you can change the printer driver settings; Layout, Paper/Quality, User Defined Paper, and Extension Settings. You can also change settings on the Utility menu in the printer software. For an overview of the available settings, see [Printer Driver Settings Overview](#). If you are using Windows Vista, XP, or 2000, you can also view online help by right-clicking items in the driver and selecting **What's this?**.

Click the **Help** button on the Printer Driver screen.



When you finish making your printer driver settings, click **OK** to apply the settings, or click **Cancel** to cancel your changes.

Once you have checked your printer driver settings and changed them if necessary, you are ready to print.

Printer Driver Settings Overview



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Printer Driver Settings Overview

- Printer settings
- Monitoring settings
- Setting Utility

The following tables show the Windows printer driver settings. Note that not every setting is available in all versions of Windows. For more details, see **Help** for the printer driver.

Printer settings

Settings	Explanations
Paper Size	Select the size of the paper you want to use. If you do not see your paper size, use the scroll bar to scroll through the list. If your paper size is not included in the list, see for instructions.
Orientation	Select Portrait or Landscape.
Paper Source	Select the paper source you want to use.
Graphic - Print Quality	Select the printing resolution you want. The higher the resolution you select, the more detailed your printout will be; however, increasing the resolution slows printing.
Halftoning	Select the type of halftoning to use when printing graphics. To let the printer determine the best halftone quality, use Auto Select .
Printer Font Setting	Select a character table group to use. You can select one of three character table groups, Standard , Expanded , and None (Bit Image printing). When Standard or Expanded is selected, the printer uses the device fonts. Expanded includes more fonts than Standard. When None is selected, the printer uses bit map images instead of the device fonts. For details on the fonts which are included in each table, see your printer's documentation.
Page Order*	Select whether to print from front to back or back to front.
Pages Per Sheet*	Select the number of pages that you want to print onto a single page.
Copy Count*	When you select more than one in the Number of copies box, this check box appears and you can select whether to collate the pages of the copies.
Advanced Printing Features*	Select Enable or Disable for the metafile Spooling.
Print Optimizations*	Select Disable when the printer does not use the device fonts and select Enable when the printer uses the device fonts.
Printable Area	If Standard is selected, the normal printable area for Epson impact printers is used. If Maximum is selected, the printer's maximum printable area is used.
Top Margin Priority	Select which setting for the print-start position is to be used; driver setting or printer setting. For more details, see Help for the printer driver.
Packet Mode	Ordinarily, there is no need to change this setting. If you change the printer's Packet Mode settings, change this setting to match. If the printer and printer driver settings are different, you may not be able to print correctly. For more details, see Help for the printer driver.
User Defined Paper	If your paper is not included in the Paper Size drop-down list, you can add the size to the list. For more details, see Help for the printer driver.
Offset	This setting allows you to offset the image on the page. That is, you can adjust the position of the printed image. If the offset you specify moves a portion of the image out of the printer's printable area, that portion will not be printed.
Print Speed	This setting allows you to select print speed. Select Printer Setting when you want to print using the settings stored in the printer. When Standard is selected, prints in standard printing mode. When High Speed is selected, prints in high-speed printing mode.

Print Direction	This setting allows you to select bidirectional printing. Selecting the Printer Setting will use the setting stored in the printer. Selecting Bidirectional will print in bidirectional printing mode. Selecting Unidirectional will print in unidirectional printing mode.
-----------------	---

* For details, see Windows help.

Definition of Custom Paper Size

If your paper is not included in the Paper Size drop-down list, you can add the size to the list.

1 For Windows 7, click **Start**, and click **Devices and Printers**.

For Windows Vista, click **Start**, click **Control Panel**, click **Hardware and Sound**, and then click **Printers**.

For Windows XP Professional x64 Edition, click **Start**, and click **Printers and Faxes**.

For Windows XP Professional, click **Start**, and click **Printers and Faxes**.

For Windows XP Home Edition, click **Start**, and click **Control Panel**, then click **Printers and Faxes**.

For Windows 2000, click **Start**, point to **Settings**, and click **Printers**.

2 Right click your printer icon, and click **Printing Preferences**.

3 Select the **User Defined Paper** menu.

4 Enter the paper size in the Paper Size fields.

5 Click **Apply** and then click **OK**.



Note:

For more details, see Help for the printer driver.

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Monitoring settings

Settings	Explanations
EPSON Status Monitor 3	You can access EPSON Status Monitor 3 when you click this button. To monitor the printer, make sure the Monitor the printing status check box is selected.
Monitoring Preferences	Click this button to open the Monitoring Preferences dialog box where you can make settings for EPSON Status Monitor 3. See Setting up EPSON Status Monitor 3 for more information.

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Setting Utility

Settings	Explanations
Bi-D Adjustment	Click this button to open the Bi-D Adjustment dialog box where you can adjust misalignment in vertical lines.
Printer Setting	Click this button to open the Printer Settings utility dialog box where you can change the printer settings.

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Using EPSON Status Monitor 3



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■ Using EPSON Status Monitor 3

[Setting up EPSON Status Monitor 3](#)

[Accessing EPSON Status Monitor 3](#)

[Installing EPSON Status Monitor 3](#)

EPSON Status Monitor 3 allows you to monitor your printer's status, alerts you when printer errors occur, and provides troubleshooting instructions when needed.

EPSON Status Monitor 3 is available when:

The printer is connected directly to the host computer via the parallel port [LPT1] or the USB port.
Your system is configured to support bidirectional communication.

EPSON Status Monitor 3 is installed when the printer is connected directly and you install the printer driver as described in the *Setup Guide*. When sharing the printer, be sure to set EPSON Status Monitor 3 so that the shared printer can be monitored on the printer server and clients. See [Setting up EPSON Status Monitor 3](#) and [Setting Up Your Printer on a Network](#).

Caution:

Although you can print to the printer directly connected to the computer in a remote location by using Remote Desktop function* of Windows 7, Vista, or XP, communication error may occur.

* Remote Desktop function: Function which enables a user to access applications or files in a computer connected to the office network from a mobile computer at a remote location.

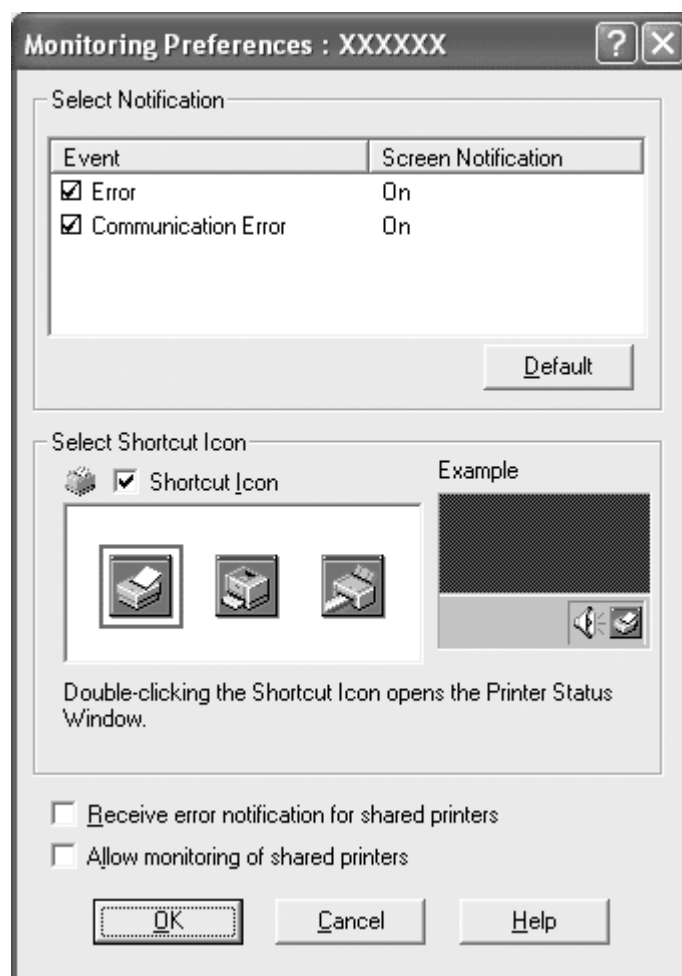
Note:

If you are using a computer running Windows 7, Vista, or XP x64 Edition with multiple users are logged on, a communication error message may be displayed when monitoring printers at the same time.

Setting up EPSON Status Monitor 3

Follow these steps to set up EPSON Status Monitor 3:

- 1 Open the Utility menu as described in [Using the Printer Driver](#).
- 2 Click the **Monitoring Preferences** button. The Monitoring Preferences dialog box appears.



3 The following settings are available:

Select Notification	Displays the error item check box On/Off status. Turn on this check box to display the selected error notification.
Select Shortcut Icon	The selected icon is displayed on the taskbar. The setting's example is shown on the right window. By clicking the shortcut icon, you can access the Monitoring Preferences dialog box easily.
Receive error notification for shared printers	Error notification for a shared printer can be received when this check box is selected.
Allow monitoring of shared printer	When this check box is selected, a shared printer can be monitored by other PCs. Note: You must access Windows as the Administrator.



Note:

Click the **Default** button to revert all items to the default settings.

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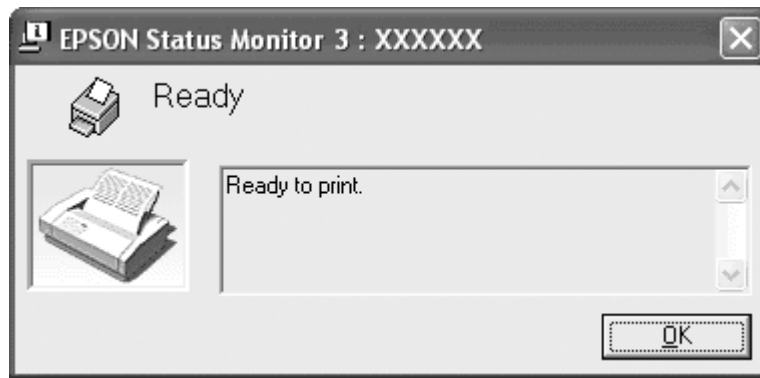
Accessing EPSON Status Monitor 3

Do one of the following to access EPSON Status Monitor 3;

Double-click the printer-shaped shortcut icon on the taskbar. To add a shortcut icon to the taskbar, go to the Utility menu and follow the instructions.

Open the Utility menu, then click the **EPSON Status Monitor 3** icon. To find out how to open the Utility menu, See [Using the Printer Driver](#).

When you access EPSON Status Monitor 3 as described above, the following printer status window appears.



You can view printer status information in this window.

 Note:

It might not be possible to retrieve the printer status during printing. In this situation, click the **EPSON Status Monitor3** button in the Utility tab, and use the printer with the status window left open.

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Installing EPSON Status Monitor 3

Follow the steps below to install EPSON Status Monitor 3.

- 1** Make sure that the printer is off and that Windows is running on your computer.
- 2** Insert the printer software CD-ROM in the CD-ROM drive.

 Note:

If the language selection window appears, select your country.
If the EPSON Installation Program screen does not appear automatically, double-click the **My Computer** icon, right-click the CD-ROM icon, click **OPEN** in the menu that appears, then double-click **Epsetup.exe**.

- 3** Click **Continue**. When the software license agreement screen appears, read the statement, then click **Agree**.
- 4** Click **Custom Install**.
- 5** Click the **EPSON Status Monitor 3** button.
- 6** In the dialog box that appears, make sure that your printer icon is selected, and click **OK**. Then follow the on-screen instructions.
- 7** When the installation is complete, click **OK**.

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Using Bi-D Adjustment



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Using Bi-D Adjustment

[Making adjustment with Bi-D Adjustment](#)

This utility tool allows you to make adjustment when you find a misalignment in vertical line.

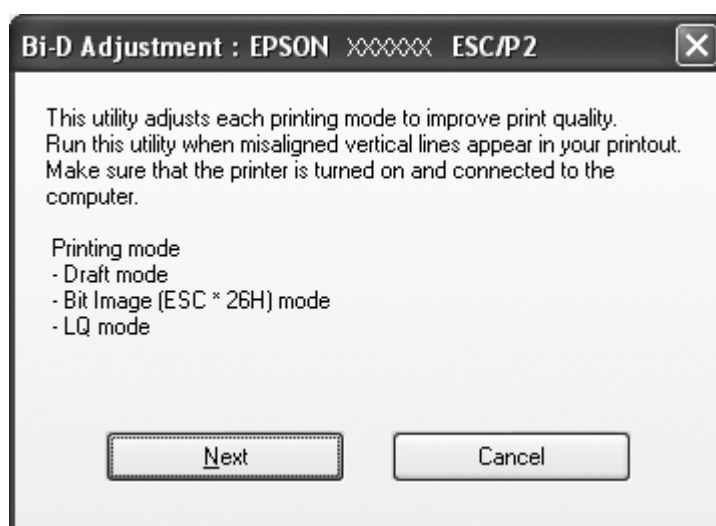
Making adjustment with Bi-D Adjustment

To make Bi-D Adjustment, follow the steps below.

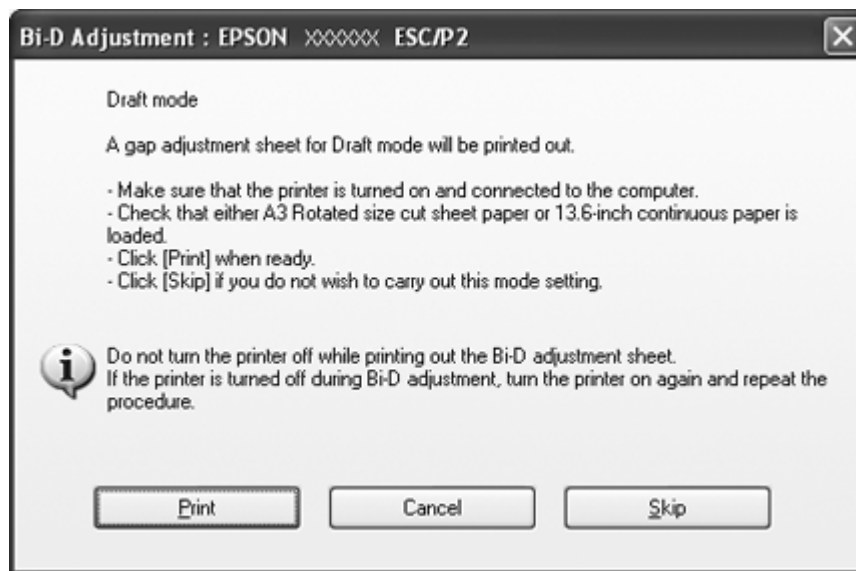
Caution:

Do not turn off the printer while the printer is printing adjustment pattern. Doing so may cause the printer to store incorrect settings. If you turned off the printer during the adjustment process, restart Bi-D Adjustment again.
Do not turn off Packet Mode setting.
Network connection is not supported.
Make sure that the printer's status is ready before making Bi-D Adjustment.
This function is only valid when the paper-thickness lever is set to -1, 0, or 1.

- 1 Open the **Utility** menu, then click the **Bi-D Adjustment** icon. To find out how to open the **Utility** menu, see . The Bi-D Adjustment window appears.
- 2 Click **Next**.

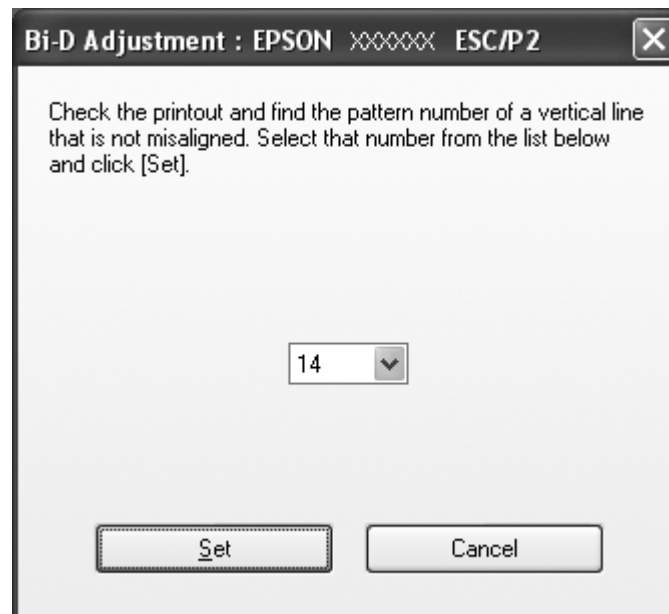


- 3 Click **Print**. The printer prints three sets of adjustment pattern.



4 Look at the adjustment patterns and find the vertical line that is aligned the best. Then, select the corresponding line number in the Bi-D Adjustment window.

5 Click **Set**. The adjustment pattern will be stored in the printer.



Using Printer Setting

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Using Printer Setting

Changing Printer Setting

This utility tool allows you to display current settings stored in the printer, change settings of the printer, and read settings stored in the file or save settings to the file.

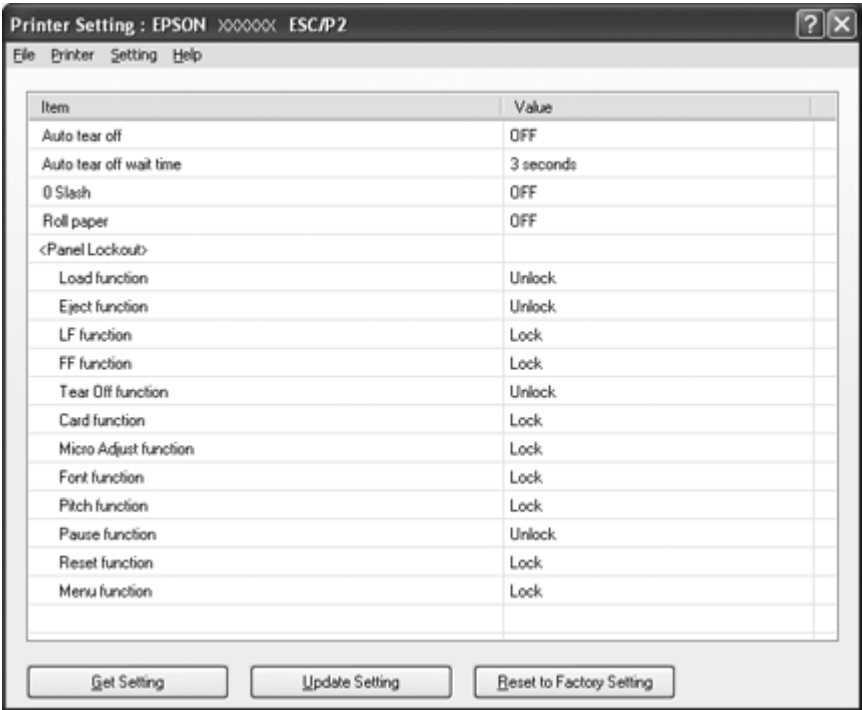
 Caution:

Do not turn off Packet Mode setting.
Network connection is not supported.
Make sure that the printer's status is ready before getting setting from the printer or updating the printer settings.

Changing Printer Setting

To change printer settings, follow the steps below.

- 1
- Open the **Utility** menu, then click the **Printer Setting** icon. To find out how to open the Utility menu, see . The Printer Setting windows appears.



- 2
- Change the necessary printer settings. For details on how to use this tool, refer to the printer driver Help.

 Note:

For a printer that is connected via USB in Windows 2000, after the message "Updated printer settings." is displayed, turn the power to the printer back on.

Setting Up Your Printer on a Network



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Setting Up Your Printer on a Network

[Sharing the printer](#)

[Setting up your printer as a shared printer](#)

[Setting for the clients](#)

Sharing the printer

This section describes how to share the printer on a standard Windows network.

The computers on a network can share a printer that is directly connected to one of them. The computer that is directly connected to the printer is the printer server, and the other computers are the clients which need permission to share the printer with the printer server. The clients share the printer via the printer server.

According to the versions of Windows OS and your access rights on the network, perform the appropriate settings of the printer server and clients.

See .

See .

Note:

When sharing the printer, be sure to set EPSON Status Monitor 3 so that the shared printer can be monitored on the printer server and clients. See [Setting up EPSON Status Monitor 3](#).

When connecting to a Windows XP shared printer, error and warning notifications do not appear during printing. Installing Windows XP Service Pack 1 or later will solve this problem.

When connecting to a shared printer beyond a router, error and warning notification for shared printers during printing is not available in some cases because of the router's settings.

The printer server and clients should be set on the same network system, and they should be under the same network management beforehand.

The on-screen displays on the following pages may differ depending on the version of Windows OS.

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Setting up your printer as a shared printer

Follow these steps to set the printer server.

Note:

You must access as the Administrators of the local machine.

1 For a Windows 7 printer server, click **Start**, and click **Devices and Printers**.

For a Windows Vista printer server, click **Start**, click **Control Panel**, click **Hardware and Sound**, and then click **Printers**.

For a Windows XP Professional printer server, click **Start**, and click **Printers and Faxes**.

For Windows XP Home Edition printer server, click **Start**, click **Control panel**, then click **Printers and Faxes**.

For a Windows 2000 printer server, click **Start**, point to **Settings**, and click **Printers**.

2 For Windows 7, right-click your printer icon, click **Printer Properties**, and then click the **Sharing** tab in the appearing screen.

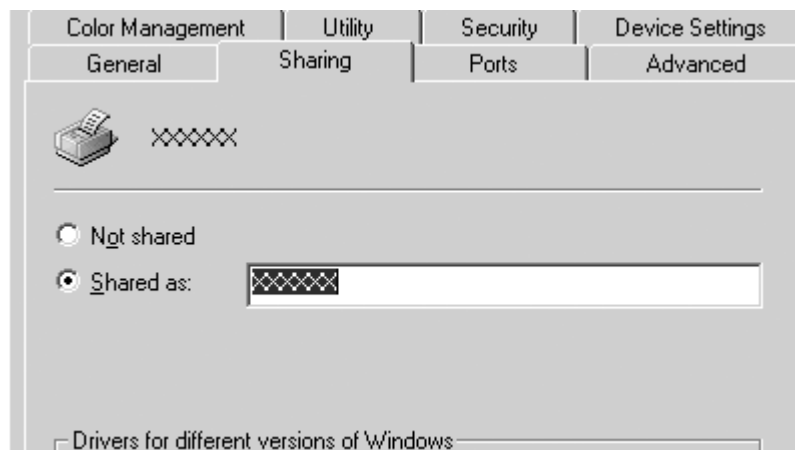
For Windows Vista, XP, or 2000, right-click your printer icon, and click **Sharing** in the menu that appears.

For Windows XP, if the following menu appears, click either **Network Setup Wizard** or **If you understand the security risks but want to share printers without running the wizard, click here.**

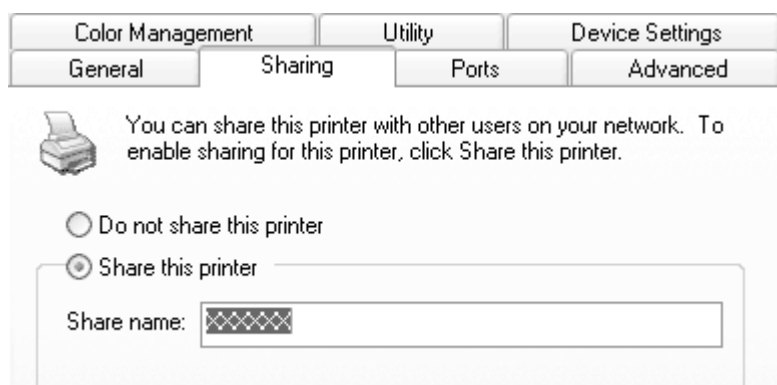
In either case, follow the on-screen instructions.



- 3 For a Windows 2000 printer server, select **Shared as**, then type the name in the Share name box and click **OK**.



For a Windows 7, Windows Vista, or XP printer server, select **Share this printer**, then type the name in the Share name box and click **OK**.



Note:

Do not use spaces or hyphens for the share name, or an error may occur.
In Windows 7 or Vista, you cannot select **share this printer** until you click the **Change sharing options** button.

You need to set the client computers so that they can use the printer on a network. See the following pages for details:

See .

Setting for the clients

This section describes how to install the printer driver by accessing the shared printer on a network.



Note:

To share the printer on a Windows network, you need to set the printer server. For details, see [Setting up your printer as a shared printer](#).

This section describes how to access the shared printer on a standard network system using the server (Microsoft workgroup). If you cannot access the shared printer due to the network system, ask the administrator of the network for assistance.

When you want to use the EPSON Status Monitor 3 at clients, you have to install both of the printer driver and the EPSON Status Monitor 3 in each client from the CD-ROM.

If the printer drivers are not already installed on the client, please install them before performing these settings.

- 1 On the Windows **Start** menu, open the **Device and Printers**, **Printers** or **Printers and Faxes**.

For Windows 7 clients, click **Start**, and click **Devices and Printers**.

For Windows Vista clients, click **Start**, click **Control Panel**, click **Hardware and Sound**, and then click **Printers**.

Windows XP Professional clients, click **Start** and then click **Printers and Faxes**.

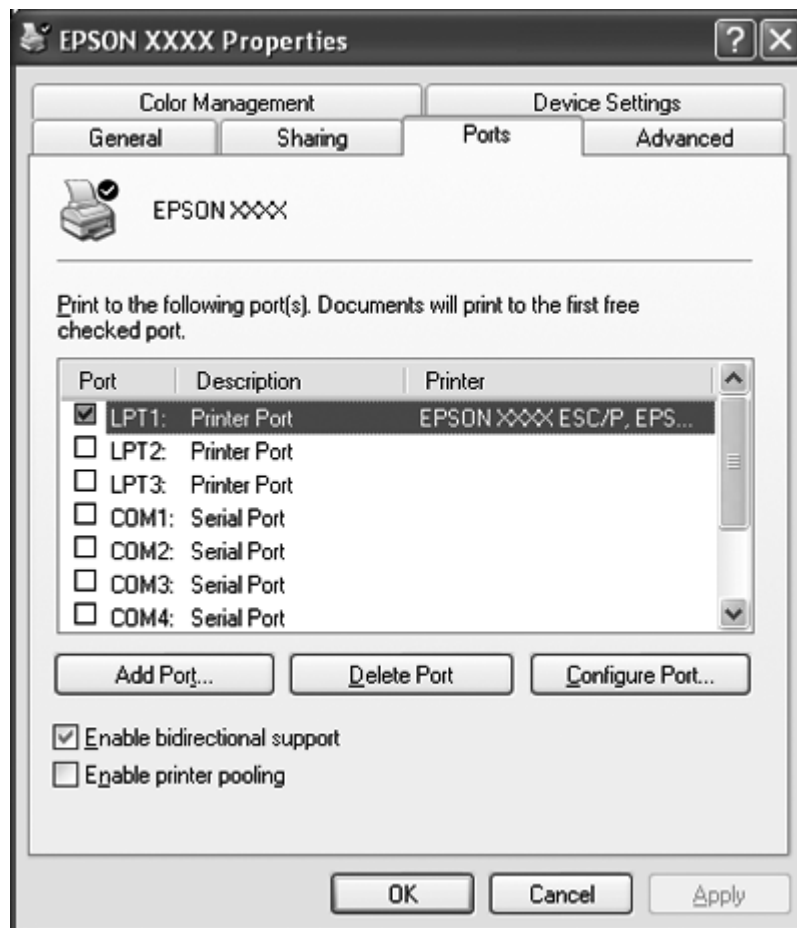
Windows XP Home Edition clients, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.

For Windows 2000 clients, click **Start**, click **Settings**, and then click **Printers**.

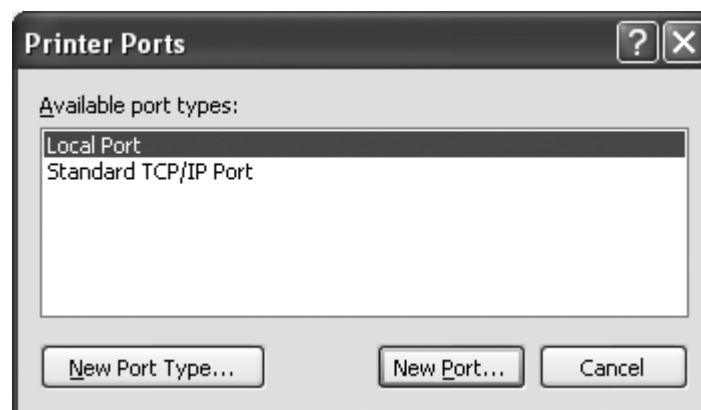
- 2 Right-click the icon for the printer you wish to change the settings for, and then click **Properties** (Windows Vista, XP and 2000) or **Printer properties** (Windows 7).



- 3 Click the **Ports** tab and then click **Add Port**.



- 4 When the **Printer Ports** window appears, select **Local Port**, and then click **New Port**.



- 5 Enter the following information for the port name and then click **OK**.

\\Name of computer connected to the target printer\name of shared printer



- 6 After returning to the **Printer Ports** window, click **Close**.

- 7 Check that the name you entered for the port has been added and selected, and then click **Close**.

Installing the printer driver from the CD-ROM

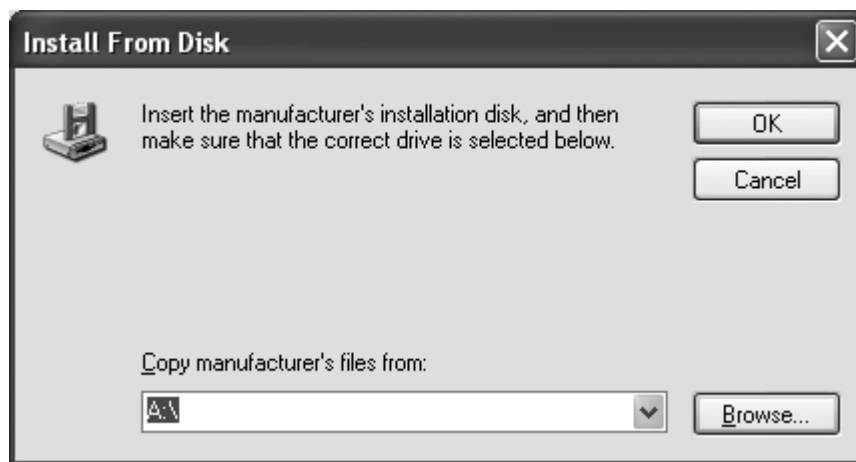
This section describes how to install the printer driver in the clients.

The on-screen displays on the following pages may differ depending on the version of Windows OS.

Note:

You must access Windows as the Administrator.

- 1 Access the shared printer and a prompt may appear. Click **OK**, and then follow the on-screen instructions to install the printer driver from the CD-ROM.
- 2 Insert the CD-ROM, then the EPSON Installation Program dialog box appears. Cancel the dialog box by clicking **Cancel**, then type the appropriate drive and folder names in which the printer driver for clients is located, then click **OK**.



When installing drivers, "Digital Signature is not found." may appear. Click **Yes** (for Windows 2000), **Continue Anyway** (for Windows XP) or **Install this driver software anyway** (for Windows 7 or Windows Vista) and continue installing.

The folder name differs depending on the OS being used.

Client's OS	Folder Name
Windows 2000/XP/Vista/7 x86 Edition	\WINX86
Windows XP/Vista/7 x64 Edition	\WINX64

- 3 Select the name of the printer, then click **OK**. Then follow the on-screen instructions.

Note:

If you also want to install EPSON Status Monitor 3, see [Installing EPSON Status Monitor 3](#) for instructions. If EPSON Status Monitor 3 is installed with the Windows Firewall feature turned on (recommended), the shared printer may not be able to be monitored. This problem can be resolved by adding EEBAgent.exe to Exceptions of the firewall function.

Canceling Printing

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Canceling Printing

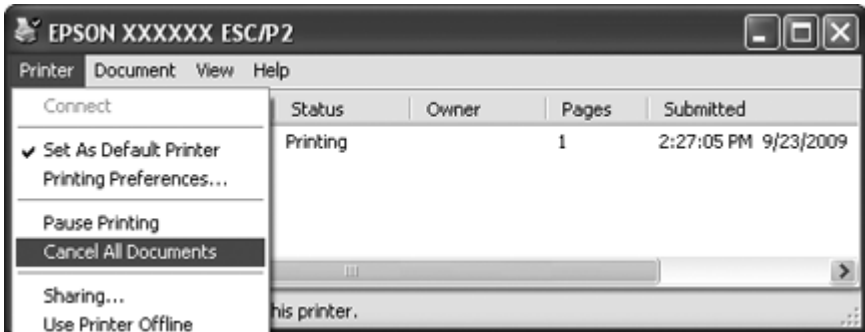
If the printouts are not what you expected and display incorrect or garbled characters or images, you may need to cancel printing. When the printer icon is displayed on the taskbar, follow the instructions below to cancel printing.

- 1
- Double-click the printer icon on the task bar.



- 2
- When canceling all printing documents, select **Cancel All Documents** on the Printer menu.

When canceling a specified document, select a document you want to cancel and select **Cancel** on the Document menu.



The printing job is canceled.

Using the Error Indicators



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Using the Error Indicators

You can identify many common printer problems using the lights on the control panel. If your printer stops working and one or more control panel lights are on or flashing or the printer beeps, use the following table to diagnose and fix the problem. If you cannot fix your problem using this table, see [Problems and Solutions](#).

State of panel lights	Beep pattern	Problem
		Solution
Pause	—	The printer is paused.
		Press the Pause button to resume printing.
	• • •	The printer cover is open.
		Close the printer cover to resume printing.
	• • •	Paper from another paper source is currently in the paper path.
		Move the paper release lever back to the appropriate position and press the Load/Eject button to feed the paper out of the paper path. Then set the lever to the position you want to use. Press the Pause button to turn off the Pause light, if necessary.
Paper Out Pause	• • •	No paper is loaded in the selected paper source.
		Load paper in the printer. Then press the Pause button to turn off the Pause light, if necessary.
Paper Out Pause	• • •	Continuous paper is not fed to the standby position.
		Tear off the printed document at the perforation; then press the Load/Eject button. The printer feeds the paper to the standby position. Press the Pause button to turn off the Pause light.
	• • •	The paper is not loaded correctly.
		Remove your paper and reload it correctly. Then press the Pause button to turn off the Pause light, if necessary.
	• • •	A single sheet of paper is not fully ejected.
		Press the Load/Eject button to eject the sheet. Then press the Pause button to turn off the Pause light, if necessary.
	• • •	Paper is jammed in the printer.
		Clear the paper jam as described in Clearing a Paper Jam .
Pause	—	The print head is overheated.
		Wait a few minutes; the printer resumes printing automatically once the print head cools.
Paper Out Pause Tear Off/Card Font	• • • • • •	An unknown printer error has occurred.
		Turn off the printer and leave it off for several minutes; then turn on the printer again. If the error recurs, contact your dealer.

= on, = flashing

• • • = short series of beeps (three beeps)

• • • • • = long series of beeps (five beeps)



Note:

The printer beeps once if you press a control panel button when the corresponding function is not available.

Problems and Solutions



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Problems and Solutions

- [Power supply problems](#)
- [Single-sheet paper loading or feeding problems](#)
- [Continuous paper loading or feeding problems](#)
- [Wrong top-of-form position](#)
- [Wrong tear-off position](#)
- [Printing or printout quality problems](#)
- [Network problems](#)

Most problems you may encounter while operating your printer have simple solutions.

You can also use the self test to determine whether the printer or the computer is causing the problem. See [Printing a Self Test](#) for instructions on printing a self test.

To pinpoint communication problems, experienced users may want to use the printer’s hex dump mode, described on [Printing a Hex Dump](#).

To clear a paper jam, see [Clearing a Paper Jam](#).

Power supply problems

The control panel lights come on briefly, but then go off and stay off.	
Cause	What to do
The printer’s voltage rating does not match the voltage of your electrical outlet.	Check the printer and the outlet voltage ratings. If the voltages do not match, unplug the printer immediately and contact your dealer.
Warning: Do not reconnect the power cord to an electrical outlet that has the wrong voltage for your printer.	
The printer does not work and the control panel lights are off even though you turned on the printer.	
Cause	What to do
The power cord is not properly plugged into the electrical outlet or your printer.	Turn off the printer, and make sure the power cord is firmly plugged into the electrical outlet and the printer, if necessary. Then turn on the printer.
The electrical outlet does not work.	Use a different outlet.

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Single-sheet paper loading or feeding problems

The printer does not load single-sheet paper or does not feed it properly.	
Cause	What to do
The paper release lever is set to a tractor position.	Set the paper release lever to the single-sheet position. For more information on setting the paper release lever, see Setting the Paper Release Lever .
Continuous paper is in the paper path.	Set the paper release lever to the appropriate tractor position and press the Load/Eject button to feed the continuous paper to the standby position. Then set the paper release lever to the single-sheet position. (See Setting the Paper Release Lever for more information on switching to printing on single sheets.)

The paper on the paper guide is positioned too far to the right for the printer to detect that it is there.	Move the paper a little to the left.
Single-sheet paper is not loaded properly.	See Loading Single Sheets in the Top Paper Slot or Loading Single Sheets in the Front Paper Slot for instructions on loading single-sheet paper.
The paper-thickness lever is not set correctly.	Set the paper-thickness lever to match the thickness of your paper. See Adjusting the Paper Thickness Lever .
Your paper is creased, old, too thin, or too thick.	See Paper for the information on the paper specifications. Use new, clean sheets of paper.
The printer does not fully eject a single sheet.	
Cause	What to do
Your paper is too long.	Press the Load/Eject button to eject the sheet. Make sure the page length of your paper is within the range specified for single-sheet paper see Paper . Also check and adjust the paper size setting in your application or printer driver.

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Continuous paper loading or feeding problems

The printer does not load continuous paper or does not feed it properly.	
Cause	What to do
The paper release lever is not set correctly.	Set the paper release lever to the tractor position for the paper source you want to use. For more information on setting the paper release lever, see Setting the Paper Release Lever .
Single-sheet paper is in the paper path.	Set the paper release lever to the single-sheet position and press the Load/Eject button to eject the sheet. Then set the paper release lever back to the appropriate tractor position. (See Setting the Paper Release Lever for more information on switching to printing on continuous paper.)
Continuous paper is not loaded properly.	See Loading paper onto the front push tractor , Loading paper onto the rear push tractor , or Loading paper onto the pull tractor for instructions on loading continuous paper on the tractor you want to use.
The paper-thickness lever is not set correctly.	Set the paper-thickness lever to match the thickness of your paper. See Adjusting the Paper Thickness Lever .
The printer does not feed continuous paper to the standby position.	
Cause	What to do
You did not tear off the printed pages before pressing the Load/Eject button.	Tear off the printed pages at the perforation. Then press the Load/Eject button to feed the paper backward to the standby position.

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Wrong top-of-form position

Printing starts too high or low on the page.	
Cause	What to do
The paper size setting in your application software or printer driver does not match the size of the paper you are using.	Check the paper size setting in your application or printer driver.
The printer's page length settings for the front or rear tractor do not match the size of the continuous paper you are using.	Check the page length settings for the front or rear tractor using the printer's default-setting mode. See About Your Printer's Default Settings or Canceling Printing .
The top margin or top-of-form position setting is incorrect.	Check the margin or top-of-form position setting in your application software. See Recommended printable area for more information. Adjust the top-of-form position in Micro Adjust mode. However, settings made in Windows applications override settings made in Micro Adjust mode. See Adjusting the Top-of-Form Position .
The printer you want to use is not selected in your software.	Choose the correct printer from the Windows desktop or in your application before printing.
You moved the paper using the knob while the printer was on.	Adjust the top-of-form position using the Micro Adjust feature. See Adjusting the Top-of-Form Position .

Caution:
Never use the knob to adjust the top-of-form position; this may damage the printer or cause it to lose the top-of-form position.

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Wrong tear-off position

The printer prints on (or too far away from) the perforation of your continuous paper.	
Cause	What to do
The tear-off position setting is incorrect.	Adjust the tear-off position using the Micro Adjust feature. See Adjusting the tear-off position .
You moved the paper using the knob while the printer was on.	Adjust the tear-off position using the Micro Adjust feature. See Adjusting the tear-off position .
Caution: Never use the knob to adjust the tear-off position; this may damage the printer or cause it to lose the tear-off position.	
The printer you want to use is not selected in your software.	Choose the correct printer from the Windows desktop or in your application before printing.
The paper size setting in your application or printer driver does not match the size of the paper you are using.	Check the paper size setting in your application or printer driver.
The printer's page length settings for the front or rear tractor do not match the size of the continuous paper you are using.	Check the page length settings for the front or rear tractor using the printer's default-setting mode. See About Your Printer's Default Settings or Canceling Printing .

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Printing or printout quality problems

The printer does not print when the computer sends data.	
Cause	What to do
The printer is paused.	Press the Pause button.
The printer cover is open.	Close the printer cover and press the Pause button to resume printing.
The interface cable is not plugged in securely.	Check that both ends of the cable between the printer and the computer are plugged in securely. If the cable is connected correctly, run a self test as described in Printing a Self Test .
Your interface cable does not meet the printer and/or computer specifications.	Use an interface cable that meets the requirements of both the printer and computer. See Optional interface cards and your computer documentation.
Your software is not properly set up for your printer.	Select your printer from the Windows desktop or in your application. If necessary, install or reinstall the printer driver software.
The printer makes noise, but nothing prints or printing stops abruptly	
Cause	What to do
The paper-thickness lever is set incorrectly.	Set the paper-thickness lever to match the thickness of your paper. See Adjusting the Paper Thickness Lever .
The ribbon has too much slack, the ribbon has come loose, or the ribbon cartridge is not installed properly.	Remove any slack in the ribbon by turning the ribbon-tightening knob, or reinstall the ribbon cartridge as described in Replacing the Ribbon Cartridge .
The printout is faint.	
Cause	What to do
The paper-thickness lever is set incorrectly for your paper.	Move the paper-thickness lever to a lower setting.
The ribbon is worn out.	Replace the ribbon cartridge as described in Replacing the Ribbon Cartridge .
The printout has gaps.	
Cause	What to do
The paper-thickness lever is not set correctly.	Set the paper-thickness lever to match the thickness of your paper. See Available Paper Paths for continuous paper, or Available Paper Types and Paper Slots for single sheets.

Part of the printout is missing, or dots are missing in random positions.	
Cause	What to do
The ribbon has too much slack, the ribbon has come loose, or the ribbon cartridge is not installed properly.	Remove any slack in the ribbon by turning the ribbon-tightening knob, or reinstall the ribbon cartridge as described in Replacing the Ribbon Cartridge .
The ribbon is worn out.	Replace the ribbon cartridge as described in Replacing the Ribbon Cartridge .
Lines of dots are missing in the printout.	
Cause	What to do
The print head is damaged.	Stop printing and contact your dealer to have the print head replaced.
Caution: Never replace the print head yourself; you may damage the printer. Also, other parts of the printer must be checked when the print head is replaced.	
All the text is printed on the same line.	
Cause	What to do
No line feed command is sent at the end of each line of text.	Turn on the auto line feed setting using the printer's default-setting mode or the EPSON Remote! utility so that the printer automatically adds a line feed code to each carriage return. See About Your Printer's Default Settings or Canceling Printing .
The printout has extra blank lines between lines of text.	
Cause	What to do
Two line feed commands are being sent at the end of each line of text.	Turn off the auto line feed setting using the printer's default-setting mode. See About Your Printer's Default Settings or Canceling Printing .
The line space setting in your application software is incorrect.	Adjust the line space setting in your application software.
The skip-over-perforation setting is on.	Turn off the skip-over-perforation setting in the default-setting mode. See About Your Printer's Default Settings or Canceling Printing .
The printer prints strange symbols, incorrect fonts, or other inappropriate characters.	
Cause	What to do
Your printer and computer are not communicating correctly.	Make sure that you are using the correct interface cable and that the communications protocol is correct. See Optional interface cards and your computer documentation. If you installed an optional serial interface card, also see Installing an Interface Card .
The wrong character table is selected in your software.	Select the correct character table using your software, the default-setting mode. The character table setting in your software overrides settings made in the default-setting mode.
The printer you want to use is not selected in your software.	Choose the correct printer from the Windows desktop or in your application before printing.
Your application software is not configured correctly for your printer.	Make sure that your application software is set up correctly for your printer. See your application documentation. If necessary, install or reinstall the printer driver software.
Software settings override settings you make using the default-setting mode, EPSON Remote!, or the control panel buttons.	Use your application software to select the font.
Vertical printed lines are not aligned.	
Cause	What to do
Bidirectional printing, which is the printer's standard printing mode, is out of alignment.	Use the printer's bidirectional adjustment mode to correct this problem. See Aligning Vertical Lines in Your Printout .

Network problems

A communication error occurs	
Cause	What to do
Are multiple users are logged into a single computer at the same time?	On a Windows 7/Vista (32 bit/64 bit)/XP (64 bit) system with multiple users, a communication error may occur when switching to a new user and starting a new print job while the previous user is still printing. Make sure that the print job for the first user is complete and that user is logged off before switching to a new user and starting a new print job.

You are unable to monitor the shared printer using EPSON Status Monitor 3	
Cause	What to do
Are you using a Windows XP (64-bit)/Vista (32-bit/64-bit) print server with a Windows 2000 client?	When using an operating environment with this combination, the error window for EPSON Status Monitor 3 may not pop up on the client when an error occurs. Please keep EPSON Status Monitor 3 running when using the printer.

Correcting USB Problems



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Correcting USB Problems

[Make sure that your computer is a Windows 7, Vista, XP, or 2000 pre-installed model](#)

[Printer does not work correctly with the USB cable](#)

If you are having difficulty using your printer with a USB connection, read the information in this section.

Make sure that your computer is a Windows 7, Vista, XP, or 2000 pre-installed model

Your computer must be a Windows 7, Vista, XP, or 2000 pre-installed model. You may not be able to install or run the USB printer driver on a computer which is not equipped with a USB port or which has been upgraded from Windows 95 to Windows XP or 2000.

For details about your computer, contact your dealer.

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Printer does not work correctly with the USB cable

If your printer does not work correctly with the USB cable, try one or more of these solutions:

Make sure that the cable you are using is a standard, shielded USB cable.

If you are using a USB hub, connect the printer to the first tier of the hub, or connect the printer directly to the computer's USB port.

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Clearing a Paper Jam



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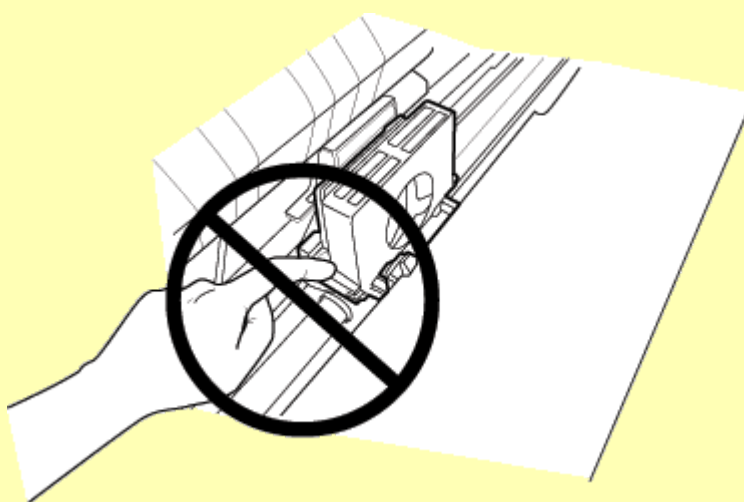
Clearing a Paper Jam

Follow these steps to clear a paper jam:



Caution:

Do not touch the white cable inside the printer.



- 1 Turn off the printer.
- 2 If a single-sheet of paper is stuck on the paper guide, gently remove it.
- 3 Remove the printer cover. If you are loading continuous paper from the rear slot, remove the paper guide.
- 4 If continuous paper is jammed in the printer, tear off the fresh supply at the perforation nearest the paper entry slot.
- 5 Turn the knob on the right side of the printer away from you to eject the paper in the printer. Remove any remaining pieces of paper.



Caution:

Use the knob on the right side of the printer only to clear paper jams when the printer is off. Otherwise, you may damage the printer or lose the top-of-form or tear-off position.

- 6 Replace the paper guide if necessary, and replace the printer cover. Then close the paper guide cover.
- 7 Turn on the printer. Make sure the **Paper Out** and **Pause** lights are off.

Aligning Vertical Lines in Your Printout



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Aligning Vertical Lines in Your Printout

If you notice that the vertical lines in your printout are not properly aligned, you can use the printer's bidirectional adjustment mode to correct this problem.



Note:

To complete the steps below, you need four sheets of A3-size single-sheet paper or four pages of continuous paper that are at least 279 mm (11 inches) long and 376 mm (14.8 inches) wide.
If you use single sheets, you need to load a new sheet of paper each time the printer ejects a printed sheet onto the paper guide.

Follow these steps to perform the bidirectional adjustment:

- 1 Make sure paper is loaded and the printer is turned off.



Caution:

Whenever you turn off the printer, wait at least five seconds before turning it back on; otherwise you may damage the printer.

- 2 While holding down the **Pause** button, turn on the printer. The printer enters the bidirectional adjustment mode and then prints instructions and the first set of alignment patterns.
- 3 As described in the instructions, compare the alignment patterns and select the pattern with the best alignment.
- 4 Follow the instructions to print the remaining sets of alignment patterns and select the pattern with the best alignment in each set.
- 5 After you select the best pattern in the final set of alignment patterns, turn off the printer and exit the bidirectional adjustment mode. Your selections are saved automatically.

Printing a Self Test



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Printing a Self Test

Running the printer's self test helps you determine whether the printer or the computer is causing the problem:

If the self test results are satisfactory, the printer is working properly and the problem probably results from your printer driver settings, application settings, computer, or interface cable. (Be sure to use a shielded interface cable.)

If the self test does not print properly, there is a problem with the printer. See [Problems and Solutions](#) for possible causes and solutions to the problem.

You can print the self test using either single sheets or continuous paper. See [Labels](#) for instructions on loading continuous paper, or [Loading Single Sheets in the Top Paper Slot](#) for instructions on loading single sheets.



Note:

Use paper that is at least 376 mm (14.8 inches) wide, such as A3-size paper.

Follow these steps to perform a self test:

- 1 Make sure paper is loaded and the printer is turned off.



Caution:

Whenever you turn off the printer, wait at least five seconds before turning it back on; otherwise you may damage the printer.

- 2 To run the test using the Draft font, hold down the **LF/FF** button while you turn on the printer. To run the test using the printer's letter-quality fonts, hold down the **Load/Eject** button while you turn on the printer. Either self test can help you determine the source of your printing problem; however, the draft test prints faster than the letter-quality test.

After a few seconds, the printer loads the paper automatically and begins printing the self test. A series of characters is printed.



Note:

To temporarily stop the self test, press the **Pause** button. To resume the test, press the **Pause** button again.

- 3 To end the self test, press the **Pause** button to stop printing and the **Load/Eject** button to eject the printed page. Then turn off the printer.

Printing a Hex Dump



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Printing a Hex Dump

If you are an experienced user or a programmer, you can print a hexadecimal dump to isolate communication problems between the printer and your software program. In hex dump mode, the printer prints all data received from the computer as hexadecimal values.

You can print a hex dump using either single sheets or continuous paper. See [Labels](#) for instructions on loading continuous paper, or [Loading Single Sheets in the Top Paper Slot](#) for instructions on loading single sheets.

Note:

Use paper that is at least 210 mm (8.3 inches) wide, such as A4- or letter-size paper.

Follow these steps to print a hex dump:

- 1
- Make sure paper is loaded and the printer is turned off.

Caution:

Whenever you turn off the printer, wait at least five seconds before turning it back on; otherwise you may damage the printer.

- 2
- To enter hex dump mode, hold down both the **LF/FF** and **Load/Eject** buttons while you turn on the printer.
- 3
- Open a software program and send a print job to the printer. Your printer prints all the codes it receives in hexadecimal format.

Hex Dump	
1B 40 0D 1B 74 01 1B 36 1B 52 00 1B 50 1B 28 55	.@.t..6.R..P.(U
01 00 0A 1B 28 43 02 00 78 0F 1B 28 63 04 00 3C	... (C..x..(c.<
00 3C 0F 1B 19 30 0D 1B 4A 1B 1B 24 AA 05 1B 2A	.<...0..J..\$~.*
27 24 00 00 00 08 00 00 08 00 00 08 00 00 08 00	*\$.....
00 08 00 00 08 00 00 08 00 00 08 00 00 08 00 00	
08 00 00 08 00 00 08 00 00 08 00 00 08 00 00 08	
00 00 08 00 00 08 00 00 08 00 00 08 00 00 08 00	
00 08 00 00 08 00 00 08 00 00 08 00 00 08 00 00	
08 00 00 08 00 00 08 00 00 08 00 00 08 00 00 08	
00 00 08 00 00 08 00 00 08 00 00 08 00 00 08 00	
1B 4A 78 1B 24 0A 01 1B 2A 27 EC 03 00 00 38 00	.Jx.\$...*'=...8.
10 44 00 10 82 00 21 02 00 21 02 00 21 02 00 21	.D..6.!...!...!
02 00 21 02 00 21 04 00 21 04 00 11 08 00 0F FE	..!..!...!...!■

If characters are printable, they appear in the right column as ASCII characters. Nonprintable codes, such as control codes, are represented by dots. By comparing the characters printed in the right column with the printout of the hexadecimal codes, you can check the codes the printer is receiving.

- 4
- To exit hex dump mode, press the **Pause** button to stop printing and the **Load/Eject** button to eject the printed page(s). Then turn off the printer.