EPSON
EXCEED YOUR VISION

LQ-780/LQ-780N

User's Guide

NPD6761-01 EN

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About This Manual

Where to Find Information

The following manuals are supplied with your Epson printer.

Start Here (paper manual)
Provides information on setting up the printer and installing the software.

User's Guide (this manual)
Provides overall information and instructions on using the printer.

Network Guide (LQ-780N only)
Provides network information on management and printer settings.

Descriptions Used in this Manual

- ❏ Screenshots of the printer software screens are from Windows 10 unless otherwise specified. The content displayed on the screens varies depending on the model and situation.
- ❏ Illustrations of the printer used in this manual are examples only. Although there may be slight differences depending on the model, the method of operation is the same.

Operating System Versions

Regarding the operating systems, the explanations in this manual are mainly for Windows users and terms such as "Windows 11", "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Vista", "Windows XP", "Windows Server 2022", "Windows Server 2019", "Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2012", "Windows Server 2008 R2", "Windows Server 2008", "Windows Server 2003 R2", and "Windows Server 2003" refer to the following operating system. Additionally, "Windows" is used to refer to all versions.

- ❏ Microsoft® Windows® 11 operating system
- ❏ Microsoft® Windows® 10 operating system
- ❏ Microsoft® Windows® 8.1 operating system

- ❏ Microsoft® Windows® 8 operating system
- ❏ Microsoft® Windows® 7 operating system
- ❏ Microsoft® Windows Vista® operating system
- ❏ Microsoft® Windows® XP operating system
- ❏ Microsoft® Windows® XP Professional x64 Edition operating system
- ❏ Microsoft® Windows Server® 2022 operating system
- ❏ Microsoft® Windows Server® 2019 operating system
- ❏ Microsoft® Windows Server® 2016 operating system
- ❏ Microsoft® Windows Server® 2012 R2 operating system
- ❏ Microsoft® Windows Server® 2012 operating system
- ❏ Microsoft® Windows Server® 2008 R2 operating system
- ❏ Microsoft® Windows Server® 2008 operating system
- ❏ Microsoft® Windows Server® 2003 R2 operating system
- ❏ Microsoft® Windows Server® 2003 operating system

Safety Instructions

Safety Instructions

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.

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.

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.

Some of the symbols used on your printer are to ensure safety and proper use of the printer. Visit the following Web site to learn the meaning of the symbols.
http://support.epson.net/symbols

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 (LQ-780N only).
- ❏ 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 10- or 16-amp circuit breaker.
  Bei Anschluss des Druckers an die Stromversorgung muss sichergestellt werden, dass die Gebaudeinstallation mit einer 10A- oder 16 A-Sicherung abgesichert ist.

When handling the paper

- ❏ 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.

Restriction of use

When this product is used for applications requiring high reliability/safety such as transportation devices related to aviation, rail, marine, automotive etc.; disaster prevention devices; various safety devices etc.; or functional/precision devices etc., you should use this product only after giving consideration to including fail-safes and redundancies into your design to maintain safety and total system reliability. Because this product was not intended for use in applications requiring extremely high reliability/safety such as aerospace equipment, main communication equipment, nuclear power control equipment, or medical equipment related to direct medical care etc., please make your own judgment on this product's suitability after a full evaluation.

For Singapore users

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

For German users

Importeur
EPSON EUROPE. B.V.
AMSTERDAM. THE NETHERLANDS

For Turkish users

AEEE Yönetmeliğine Uygundur.

ZICTA Type Approval for Users in Zambia

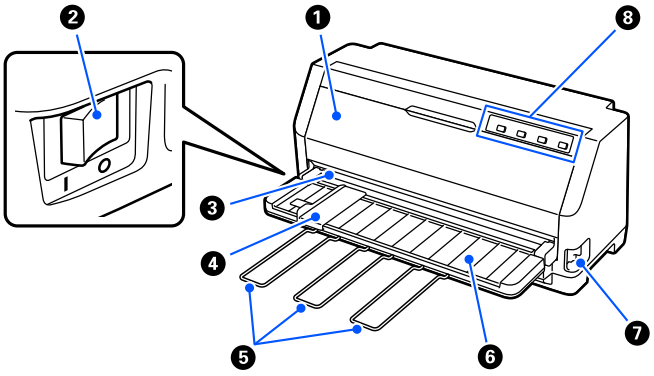
See the following website to check the information for ZICTA Type Approval.

https://support.epson.net/zicta/

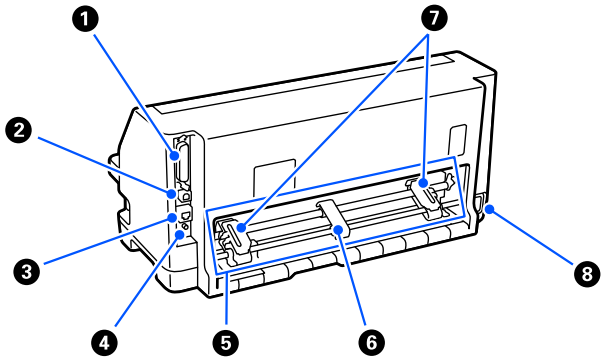
Chapter 1

Printer Basics

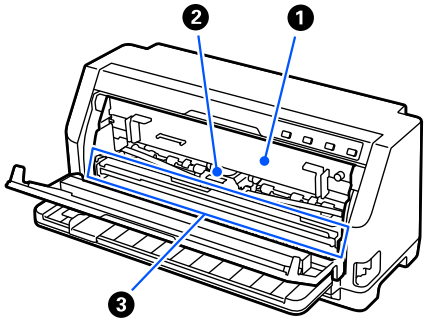
Printer Parts



1	printer cover	Open this when replacing the ribbon cartridge or removing jammed paper. For your safety, printing cannot be performed if the printer cover is open, so make sure you close the printer cover when you are done.
2	power switch	Turn the printer on or off.
3	tear off edge	Use this to cut paper for continuous paper.
4	edge guide	Guides the paper straight into the printer.
5	paper support	Install these to prevent paper from falling when manually feeding vertical single cut sheets.
6	sheet guide	Allows you to manually feed sheets one-by-one into the printer.
7	paper release lever	Select the paper-feeding method you want the printer to use.
8	control panel	The printer's operation panel.



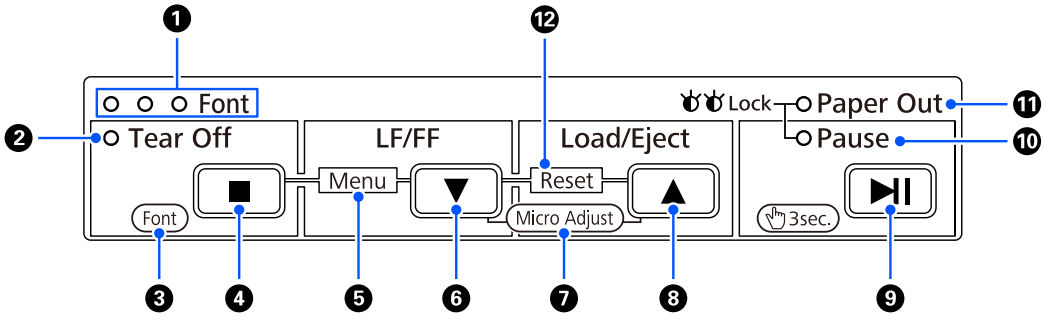
1	parallel interface connector	Connects the parallel interface cable.
2	USB port	Connects a USB cable.
3	LAN port (LQ-780N only)	Connects a LAN cable.
4	status sheet button (LQ-780N only)	Press and hold this button for approximately three seconds to check the network status.
5	tractor unit	Use this to feed continuous paper.
6	center paper support	Place this in the middle of the sprockets to maintain the center of the continuous paper.
7	sprocket	When feeding continuous paper, adjust the sprockets to the width of the paper and use them to secure the paper.
8	AC inlet	Connects the power cable.



1	ribbon cartridge	Contains ink ribbon.
2	print head	Prints on paper.
3	paper bail	Roller assembly unit to apply pressure to the paper.

Control Panel

Buttons and Lights



Note:
The control panel is designed to easily convey functions and operations.

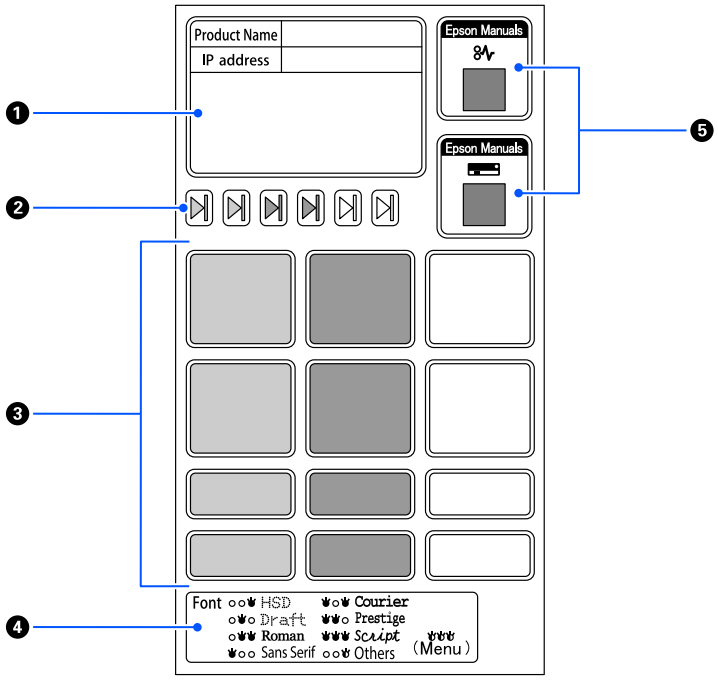
Single button operations:	The **Tear Off** (■), **LF/FF** (▼), **Load/Eject** (▲), and **Pause** (▶II) buttons are designed to perform common paper operations.
Button combinations:	Activate [**Menu**] and [**Reset**] by using a combination of button operations.
Functions mode:	Activate [**Font**] and [**Micro Adjust**] by holding down the ▶II button for three seconds.

1	**Font** lights (Blue)	One of the lights turns on when the power is on. The lighting pattern indicates the font that is selected on the printer.
2	**Tear Off** light (Blue)	Flashes when continuous paper is in the tear off position.
3	[**Font**] (Functions mode)	Hold down the ▶II button for three seconds to enter [Font] select mode, and then press the ■ button to change the font settings. For details, see "Selecting a Font and Menu" on page 19.
4	**Tear Off** button (■) (Single button)	Advances continuous paper to the tear off position. Feeds continuous paper backward from the tear off position to the top-of-form position.
5	[**Menu**] (Button combinations)	Press both button ■ and ▼ at the same time, the printer enters or exits the Default Setting mode and you can set the various printer settings. For details, see "About Your Printer's Default Settings" on page 20.

6	**LF/FF** button (▼) (Single button)	Feeds paper line by line when pressing shortly. Ejects a single sheet or advances continuous paper to the next top-of-form position when held down.
7	[**Micro Adjust**] (Functions mode)	Hold down the ▶II button for three seconds, the printer enters the [Micro Adjust] mode. Then press the button ▼ and ▲ to adjust the top-of-form or tear off position. For details, see "Adjusting the tear off position" on page 45.
8	**Load/Eject** button (▲) (Single button)	Loads a single sheet of paper. Ejects a single sheet of paper if a sheet is loaded. Loads continuous paper from the standby position. Feeds continuous paper backward to the standby position if a sheet is loaded.
9	**Pause** button (▶II) (Single button)	Press this button while printing to temporarily stop printing. Press again to resume printing.
10	**Pause** light (Yellow)	The light is on when the printer is paused. When the printer cover is open, the printer pauses automatically, and when you close the printer cover, it is ready to print.
11	**Paper Out** light (Yellow)	On when no paper is loaded in the selected paper source or paper is not loaded correctly. Flashes when paper has not been fully ejected or a paper jam has occurred.
12	[**Reset**] (Button combinations)	Press both button ▼ and ▲, simultaneously, the printer clears buffer and returns to its default settings.

Decoration label

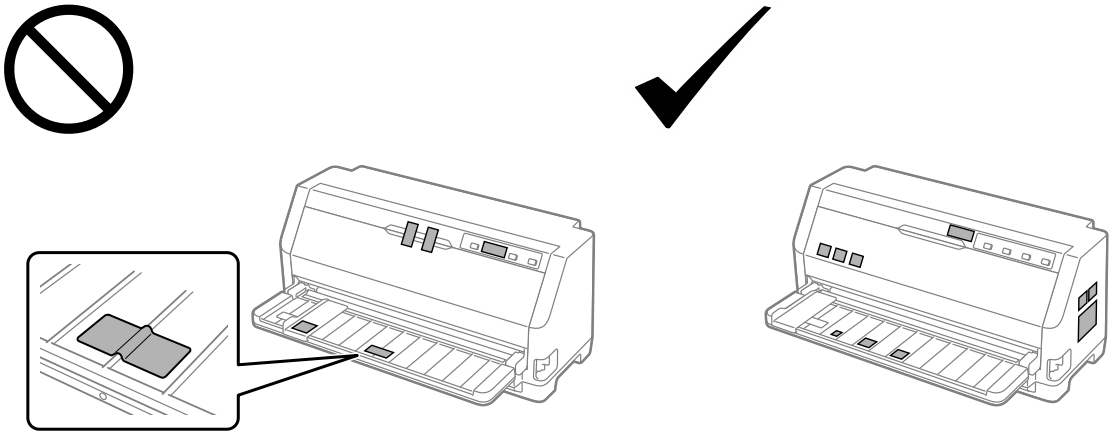
This product comes with a label that contains the light patterns for the control panel operation functions and links (QR codes) to the "Clearing a Paper Jam" and "Replacing the Ribbon Cartridge" web pages. Attach these links to easy-to-access locations if necessary.



1	Network settings notes	Use this to enter notes regarding network settings such as the model name and IP address.
2	Paper set position mark	Use this to mark the paper feed position, paper direction.
3	Paper settings notes	Use this to enter notes regarding special settings according to the paper type.
4	Control panel menu	Shows the light patterns for the control panel operation functions.
5	QR code	Use these QR codes to access web pages to view the procedures for "Clearing a Paper Jam" and "Replacing the Ribbon Cartridge". These are the same as the "Clearing a Paper Jam" on page 82 and the "Replacing the ribbon cartridge" on page 99 in this manual.

Caution:
When using the decorative labels, attach them to a prominent place on the product. Do not attach them to any parts that may interfere with the paper or moving parts when printing.

Example of label attachment position:



Selecting a Font and Menu

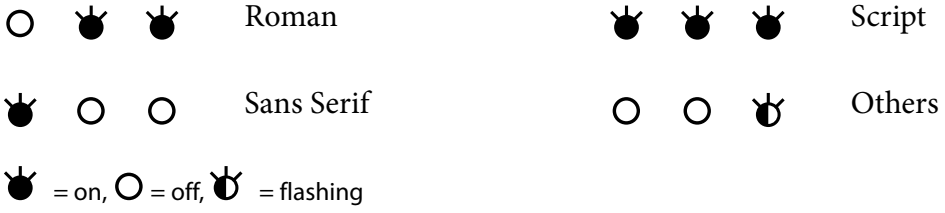
You can select one of the printer's fonts and Menu (default settings) by using the buttons on the printer's control panel, as described below.

Note:

- ❏ *You can select other fonts than the seven fonts on the control panel by selecting Others. Other fonts can be set in the Default Setting mode. See "Changing default settings" on page 25. This function is disabled when using the Windows driver. Driver control is enabled.*
- ❏ *Settings you make in application programs usually override settings you make from the printer's control panel. For best results, use your application to select a font and make other settings.*
- ❏ *Bar code fonts cannot be selected via the control panel.*

1. Make sure that the printer is not printing. If it is, hold down the **Pause** button for three seconds.
2. Press the ■ button until the three **Font** lights indicate the desired font as shown below.

○ ○ ●	HSD	● ○ ●	Courier
○ ● ○	Draft	● ● ○	Prestige



3. Make sure that the desired font is selected.

About Your Printer's Default Settings

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" on page 25.

Item	**Setting / value *1**
Page length for tractor	3inch, 3.5inch, 11/3inch, 4inch, 5.5inch, 6inch, 7inch, 8inch, 8.5inch, **11inch**, 70/6inch, 12inch, 14inch, 17inch
Skip over perforation	**Off**, On
Auto tear off	**Off**, On
Auto tear off wait time	0.5 seconds, **3 seconds**
Auto line feed	**Off**, On
Print direction	**Bi-D**, Uni-D, Auto
Software	**ESC/P2**, IBM PPDS
0 slash	**Off (0)**, Ø
I/F mode	**Auto**, Parallel, USB, Network*3
Auto I/F wait time	**10 seconds**, 30 seconds
Parallel I/F bidirectional mode	Off, **On**

Item	Setting / value *1
Packet mode	**Auto**, Off
Auto CR (IBM PPDS)*2	**Off**, On
A.G.M. (IBM PPDS)*2	**Off**, On
Font	OCR-B, Orator, Orator S, Script C, **Roman T**, Sans Serif H
Pitch	**10cpi**, 12cpi, 15cpi, 17cpi, 20cpi, Proportional
Character table	Standard model: Italic, **PC437**, PC850, PC860, PC863, PC865, PC861, BRASCII, Abicomp, Roman8, ISO Latin 1, PC858, ISO 8859-15 All other models: Italic, **PC437**, PC850, PC 437 Greek, PC853, PC855, PC857, PC864, PC866, PC869, MAZOWIA, Code MJK, ISO 8859-7, ISO Latin 1T, Bulgaria, PC774, Estonia, ISO8859-2, PC866UKR, PC APTEC, PC708, PC720, PCAR 864, PC860, PC861, PC863, BRASCII, Abicomp. Roman 8, ISO Latin 1, PC858, ISO8859-15, PC771, PC437 Slovenia, PC MC, PC1250, PC1251, KZ1048
International character set for Italic table	**Italic U.S.A.**, Italic France, Italic Germany, Italic U.K., Italic Denmark, Italic Sweden, Italic Italy, Italic Spain
Manual feed wait time	0.5 second, **1.0 seconds**, 1.5 seconds, 2 seconds, 3 seconds
Buzzer	Off, **On**
Sleep timer	1 minutes, 1 minutes 30 seconds, 2 minutes, 2 minutes 30 seconds, 3 minutes, 3 minutes 30 seconds, 4 minutes, **4 minutes 30 seconds**
Low-noise mode	**Off**, On
Copy mode	**Off**, On
Disable IPsec/IP Filtering *3	**Off**, On
Link Speed & Duplex *3	**Auto**, 10BASE-T Half Duplex, 10BASE-T Full Duplex, 100BASE-T Half Duplex, 100BASE-T Full Duplex

*1 Settings in bold are the default settings. These may vary depending on the country.

*2 These settings are effective when IBM PPDS emulation is selected.

*3 LQ-780N only

Page length for tractor

This setting allows you to set the page length (in inches) for the continuous paper loaded on the tractor. When you set the correct paper length, the Skip over perforation and Auto tear off functions will work properly.

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 auto tear off is on and you are using continuous paper with the push tractor, the printer automatically advances the paper perforation to the tear off position, where you can easily tear off the printed pages. 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 you can use all of the next page. When auto tear off is off, you need to move the perforation to the tear off position by pressing the control panel button.

Auto tear off wait time

You can select the time from the point printing finished until the paper moves to the tear off position for continuous printing. This setting is available when the auto tear off function is set to on.

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 select auto print direction (**Auto**), bidirectional printing (**Bi-D**), or unidirectional printing (**Uni-D**). Printing is normally bidirectional for faster printing; however, unidirectional printing allows for precise vertical printing alignment.

When print direction is set to **Auto**, the printer analyzes the data, and then switches automatically whether to use bidirectional printing or unidirectional printing.

Note:
*Set to **Bi-D** when printing from Windows to enable the printer driver's print direction setting. When **Uni-D** or **Auto** is selected, the printer ignores the command from the Windows driver.*

Software

When you select **ESC/P2** the printer operates in the EPSON ESC/P2 mode. When you select **IBMPPDS**, the printer emulates an IBM printer.

0 slash

The zero character has a slash (∅) 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 three kinds of interfaces; a parallel interface, a USB interface, or a network interface (LQ-780N only).

If your printer is connected to only one computer, choose **Parallel** or **USB** for the interface mode, depending on the interface you use. If your printer is connected to two computers, select **Auto** (automatic) to allow 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 when "I/F (interface) mode" on page 23 is set to **Auto**. 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 bidirectional mode

The parallel interface bidirectional transfer mode is used when this feature is turned **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 in the IBMPPDS emulation mode. When auto carriage return is on, each line feed (LF) code or ESC J code is accompanied by a carriage return code. This moves the print position to the beginning of the next line.

A.G.M. (Alternate Graphic Mode)

This setting is available only in the IBMPPDS emulation mode. When A.G.M. is on, the printer can use some advanced graphics commands like those available in the ESC/P2 mode.

Font

This setting allows you to set the font when you select **Others** on the control panel.

Pitch

You can select from among six pitch settings.

Character table

You can select among various character tables.

The character tables available vary according to the models available in the region. Make sure that you select same character table as the printer driver if necessary.

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.

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" on page 73 for more information on printer errors.) If you do not want the printer to beep when an error occurs, turn this setting off.

Low-noise mode

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

Copy mode

This setting allows you to set printing density. This mode can be set if the density is low when printing on copy paper. However, when **On** is selected, you can print at a higher density, but the printing speed will be slower. Select **On** when printing on copy paper.When **Off** is selected, you can print at normal density. The Windows driver can also be set for each print job. See "Printer settings" on page 52.

Disable IPsec/IP Filtering

You can disable **IPsec/IP Filtering**.

Link Speed & Duplex

You can select an appropriate Ethernet speed and duplex setting. If you select a setting other than **Auto**, make sure the setting corresponds to the settings on the hub you are using.

Changing default settings

Follow these steps to enter the Default Setting mode and change the printer's default settings:

Note:

- ❏ *To print the Default Setting mode instructions, you need several sheets of A4 or Letter size single-sheet paper, or several pages of continuous paper that is at least 279 mm (11 inches) long and 210 mm (8.27 inches) wide.*
- ❏ *If you use single sheets, you need to feed a new sheet of paper each time the printer ejects a printed sheet.*

1. Make sure the printer is turned on and paper is loaded.
2. Press and hold the Menu (■ and ▼) buttons until the **Font** lights start flashing.

   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 ▼ button until the printout indicates the language you want.

   Note:
   You cannot change the language by the Item ▲ button.

4. Press the Set (■) 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. Select an item by pressing the Item ▼ or ▲ button.

   The printer prints the item and the current setting value of that item. The item list will be advanced one by one as the button is pressed, and the current setting value will be printed according to the item.

6. Select setting value by ■ button. That value can be changed by pressing the ■ button and the value is printed.

   Repeat steps 5 to 6: The other items can be changed in the same way.

7. When you finish making settings, press and hold the Menu (■ and ▼) buttons until the **Font** lights stop flashing. The printer exits the default setting mode. Any settings you have made remain in effect until you change them again.

   Note:
   If you turn off the printer without exiting the default setting mode, any changes you have made will be lost.

Lock-Out Mode

You can restrict the use of buttons on the control panel by using the lock-out mode.

Changing the lock-out mode setting

The following table shows the basic function of each button in the lock-out setting mode.

Button	Basic function
▼ button	Selects the next menu parameter.
▲ button	Selects the previous menu parameter.
■ button	Changes the value in the selected menu.

You can select the printer functions to be locked while the lock-out mode is on according to your needs.

Note:
Before entering the lock-out setting mode, you need to load A4 or letter size single-sheet paper or continuous paper that is at least 210 mm (8.3 inches) wide. See "Loading Continuous Paper" on page 31 and "Loading Single Sheets" on page 37 for instructions on loading continuous paper and single sheets.

Follow these steps to change the lock-out mode setting:

1. Make sure 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. Turn on the printer while holding down both the ▼ and ▶II buttons.

   The printer enters the lock-out setting mode and prints a message asking if you wish to print all of the current settings.

3. If you want to print the current settings, press the ■ button. If you want to bypass printing of the current settings, press the ▼ button or the ▲ button.

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

4. Press the ▼ button or the ▲ button to select the menu parameters which you wish to change. Press the ■ 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 continue to make changes to other parameters by pressing the ▼ button or the ▲ button.

5. Turn off the printer and exit the lock-out setting mode.

   Note:
   You may exit the lock-out setting mode by turning off the printer at any time. Any settings you have made remain in effect until you change them again.

Chapter 2

Paper Handling

Selecting a Paper Source

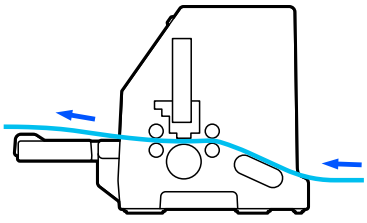
Your printer can print on continuous paper, multipart forms (with one original and up to six copies), cards, labels, single sheets, envelopes, and roll paper.

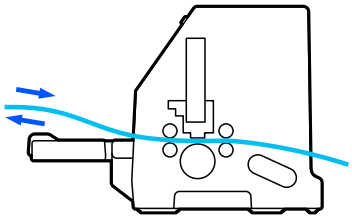
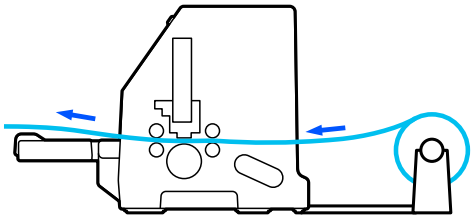
⚠ ***Caution:***
Do not use paper that is folded (except envelope flaps), creased, curled, torn, stained, or stamped. Always use new, clean paper that meets the paper specifications. See "Paper" on page 113 for more detailed information.

Your printer can accommodate various paper types through two paper sources: sheet guide or tractor. You should select the paper source depending on the type of paper you are using. You can select the paper source by setting the paper release lever. See "Printer Parts" on page 14 for more information.

Paper source and paper types

Basically, there are two paper types and two paper sources. The table below shows the relationship between paper sources and paper types, as well as paper loading and ejecting orientation.

	Paper path	**Paper source selection**
Continuous paper *1	Tractor 	Tractor

	Paper path	Paper source selection
Single sheets *2	Sheet guide 	Manual
Roll paper	Roll paper holder (Option) 	Manual

* 1 **Continuous paper** includes labels, multipart forms, and continuous forms with labels.

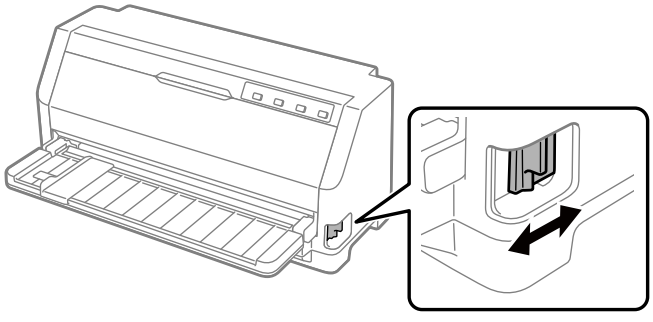
* 2 **Single sheets** include envelopes, postcards, and single sheet multipart forms.

Setting the paper release lever

Set the paper release lever to select the paper-feeding method you want the printer to use.

The paper release lever has two positions:

for tractor feeding and for single sheet feeding, as explained below.



: Single-sheet feeding position – to use the paper guide.

: Tractor feeding position – to use the tractor.

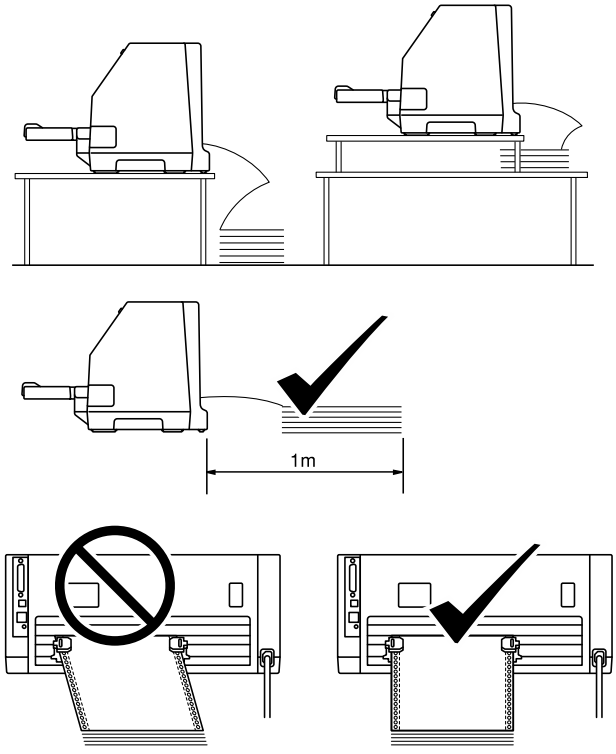
Loading Continuous Paper

You can load continuous paper from the built-in tractor unit.

Note:
See "Continuous paper" on page 113 for detailed specifications on continuous paper.

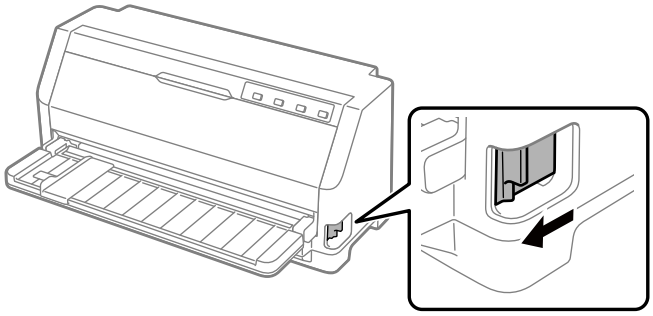
Positioning the continuous paper supply

When you load continuous paper, make sure to line up the paper supply with the tractor so the paper feeds smoothly into the printer as shown below.

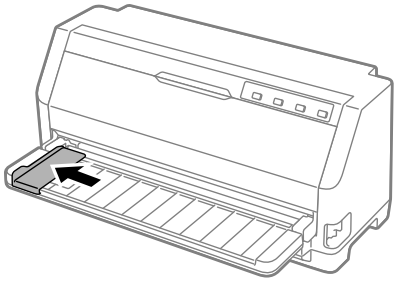


Loading continuous paper with the tractor

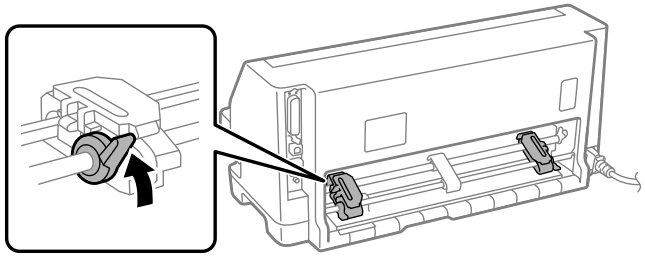
1. Make sure that the paper release lever is set to the tractor feeding position.



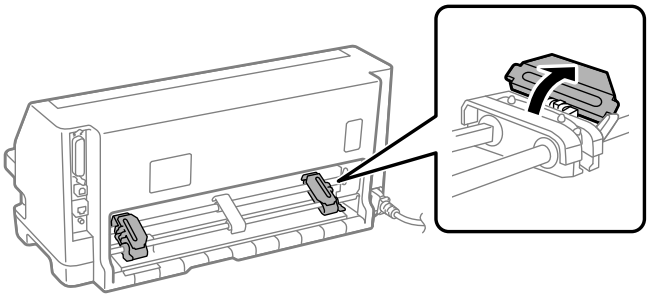
2. Slide the edge guide all the way out.



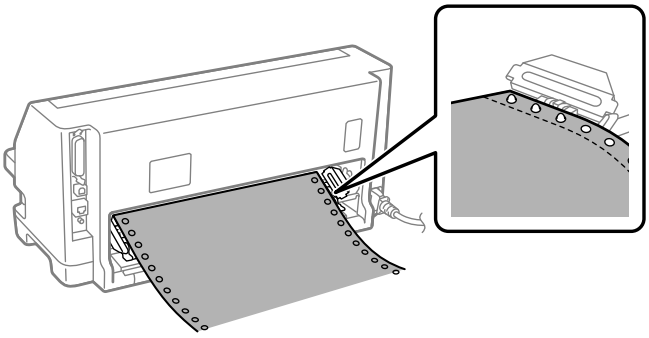
3. Facing the back of the printer, release the sprocket lock levers by pushing them up.



4. Open the sprocket covers.

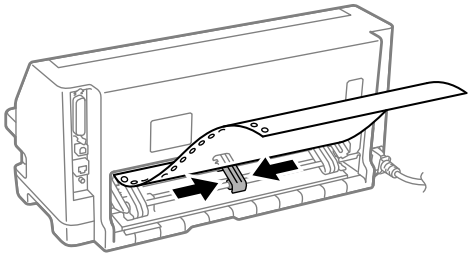


5. Fit the first three holes of the continuous paper over the sprocket pins on both sides. Be sure to position your paper supply so that the printable side faces up.

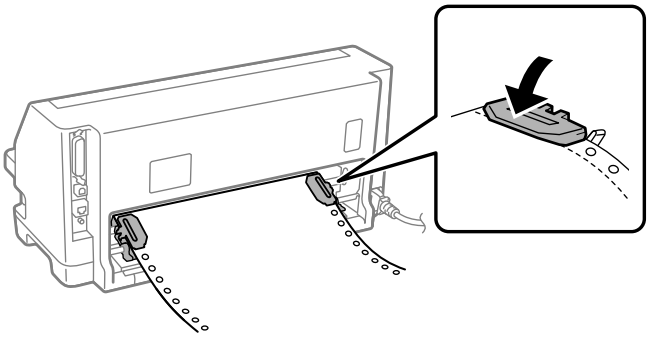


Caution:
Make sure the first sheet of your continuous paper has a clean, straight edge so that it can feed smoothly into the printer.

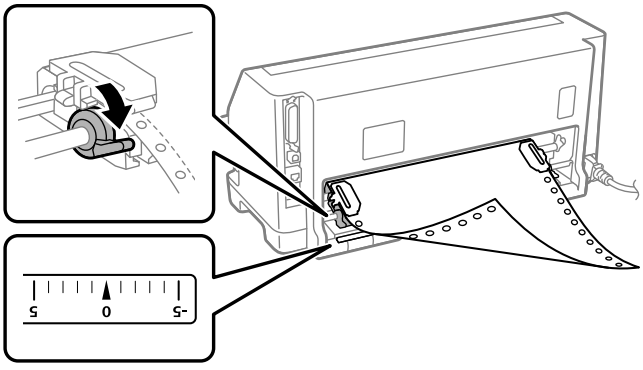
6. Slide the center paper support to the middle of the two sprockets.



7. Close the sprocket covers.

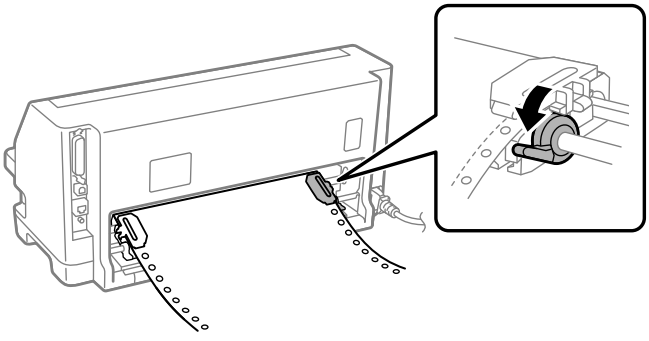


8. Position the left sprocket so that the sprocket pins are to the left of the arrow mark on the back of the printer. Then push down the lock lever to lock the sprocket in place.



Note:
Printing starts at the arrow mark on the back of the printer.The unprintable area is to the left of the arrow mark.

9. Slide the right sprocket to remove any slack in the paper. Then push down the sprocket lock lever to lock the sprocket in place.



10. The printer is ready to start printing.

When using continuous paper, you can use the tear off function to tear off printed pages and save the blank pages that are usually wasted between print jobs. For more information, see "Using the tear off function" on page 35.

Note:
Always make sure there is at least one more sheet than required; continuous paper may not feed properly if it is not fed through the sprockets.

Caution:
- ❏ *Do not pull the loaded paper out of the tractor unit while the printer is on. Doing so may cause paper jams or printer malfunctions, also the top-of-form position setting may become misadjusted.*
- ❏ *Do not pull out paper that is not ejected completely after pressing the Load/Eject button. Doing so may cause paper jams or printer malfunctions, also the top-of-form position setting may become misadjusted.*

Note:
If the first line on your page appears too high or low, you can change its position by changing the Top-of-Form position in the Micro adjust function. See "Adjusting the top-of-form position" on page 46.

Using the tear off function

You can use the tear off function 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.

Removing continuous paper

You can remove continuous paper using the tear off function in two ways:

- ❏ Manually: Press the **Tear Off** button
- ❏ Automatically: Turn on auto tear off mode

The **Tear Off** light flashes when the paper is in the tear off position.

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 function. See "Adjusting the tear off position" on page 45 for more information.

Caution:
Never use the tear off function to feed continuous paper with labels backward; they may come off their backing sheet and jam the printer.

Using the Tear Off button

Follow these steps to remove continuous paper using the **Tear Off** button:

1. After you finish printing, make sure that the **Tear Off** light is not flashing.

   Note:
   *If the **Tear Off** light is flashing, the paper is in the tear off position. If you press the **Tear Off** button again, the printer feeds your paper to the next top-of-form position.*

2. Press the **Tear Off** button. The printer advances the paper to the tear off edge.

   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 function as described in "Adjusting the tear off position" on page 45.

3. Tear off the printed document using the tear off edge of the printer cover.

4. To feed the continuous paper backward out of the printer and into the standby position, press the **Load/Eject** button.

To remove the remaining paper from the printer, press the **Load/Eject** button to feed the paper backward to the standby position. Then open the sprocket covers of the tractor and remove the paper.

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

Advancing paper to the tear off position automatically

To automatically advance the printed documents to the tear off position, turn on the auto tear off mode and select the appropriate page length for continuous paper in the Default Setting mode. See "Changing default settings" on page 25 for instructions on how to change the 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.

Loading Single Sheets

Your printer can print on single sheets of paper. See "Single sheets" on page 113 for detailed single sheet paper specifications.

Note:
If you load long paper (for example, legal size paper), leave enough space at the back of the printer so that the paper is not obstructed.

Loading single sheets from the sheet guide

Follow these steps to load single sheets from the sheet guide.

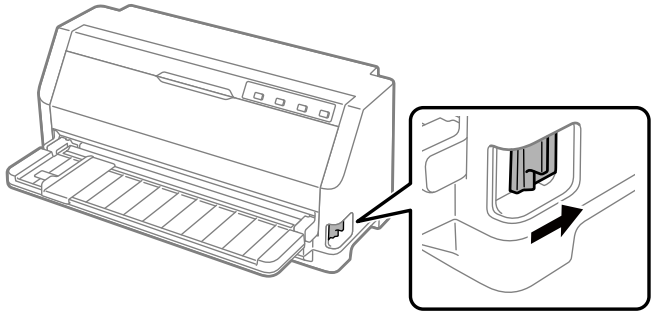
1. Make sure the paper guide and the ribbon cartridge are attached as described in the Start Here.

   Then close the tractor unit sprocket covers located on the back of your printer and push down the sprocket lock levers to lock the sprockets in place.

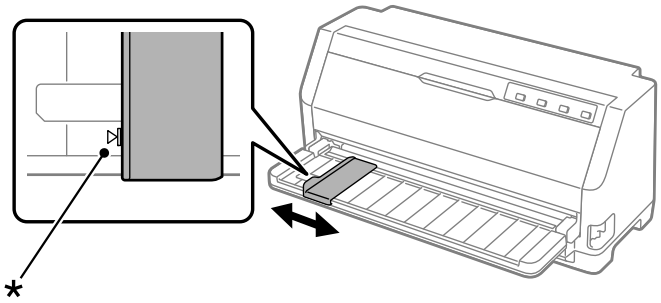
   Note:
   Before turning the printer on, install the ribbon cartridge. Otherwise, paper jams may occur.

2. Turn on the printer.

3. Make sure that the paper release lever is set to the single-sheet feeding position.

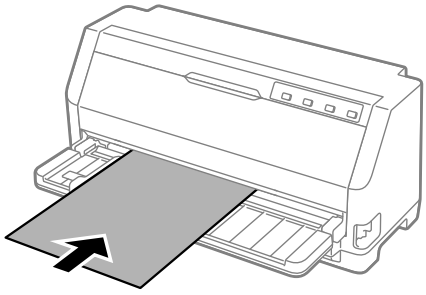


4. Slide the edge guide until it rests against the guide mark.



* guide mark

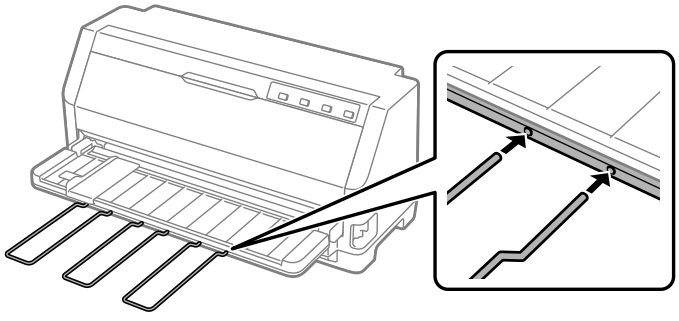
5. While aligning the left side of a sheet of paper with the edge guide, insert it into the printer until it meets resistance. Be sure to load paper printable side up.



After a few seconds, the printer automatically advances the paper to the loading position. The printer is ready to start printing.

6. Set the paper support according to the length of the paper so that it supports the paper.

These should be installed to prevent the paper from falling when manually feeding vertical single cut sheets. Normally, these should be removed for use.



Note:

- ❏ *If the platen rotates but the printer does not load the paper, completely remove the paper and then insert it all the way into the printer again.*

- ❏ *If the paper feeds before you can adjust its position properly, increase the Manual feed wait time in the Default Setting mode. See "Changing default settings" on page 25 for more information.*

After printing a sheet, the printer ejects it onto the paper guide and the **Paper Out** and **Pause** lights come on. If you are printing a multiple-page document, remove the printed sheet and insert a new sheet into the paper guide. The printer automatically advances the paper and resumes printing.

Note:
*If the printer does not eject the printed sheet, press the **Load/Eject** button.*

Loading Special Paper

Multipart forms

Your printer can print on both single sheet and continuous multipart forms. It can use multipart forms with up to seven parts including the original.

⚠ ***Caution:***
Use only carbonless multipart forms.

When using multipart forms with a line of glue at the top of the form, load the forms with the glued side first.

You can load single sheet multipart forms from the sheet guide. For instructions, see "Loading Single Sheets" on page 37. You can load continuous multipart forms in the same way as you load ordinary continuous paper. For instructions, see "Loading Continuous Paper" on page 31.

⚠ ***Caution:***
When printing on multipart forms, make sure that your software settings keep the printing entirely within the printable area of the forms. Printing on the edge of a multipart form can damage the print head. For information about the printable area, see "Printable area" on page 119.

Note:
This printer automatically sets the distance between the print surface and the print head according to the thickness and number of sheets of paper, so you do not need to set the Head Gap.

Labels

You can use two types of labels: single-sheet and continuous forms. Do not use labels on shiny single sheet backing, because the backing sheet tends to slip and may not feed properly.

Follow these steps to load labels:

Caution:
Use labels only under normal operating conditions because labels are especially sensitive to temperature and humidity.

1. Make sure of the following:

   ❏ Your software settings keep the printing entirely within the printable area. For information about the printable area, see "Printable area" on page 119.

   Caution:
   Printing on the edge of a label can damage the print head.

   The auto tear off function is turned off in the Default Setting mode.

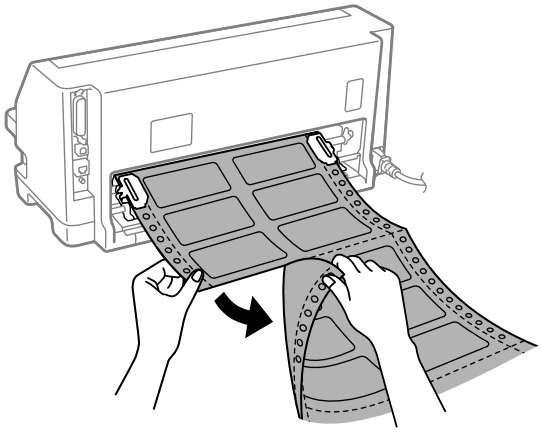
2. Load labels as described in "Loading Single Sheets" on page 37 or "Loading Continuous Paper" on page 31.

To tear off and eject labels

When using continuous forms, always tear off and eject labels as described below.

Caution:
Never feed labels backward using the ***Load/Eject****. Labels can easily peel off their backing and jam the printer.*

1. At the back of your printer, tear off the last label form that has entered the printer. See the illustration below.



2. Press the **LF/FF** button to eject the last label form forward.

Caution:
Do not leave labels loaded in the printer between print jobs; they tend to curl and may come off their backing sheet and jam the printer when you resume printing.

Envelopes

You can print on a variety of envelopes by loading them the same way you load single sheets—from the sheet guide.

Follow these steps to load envelopes:

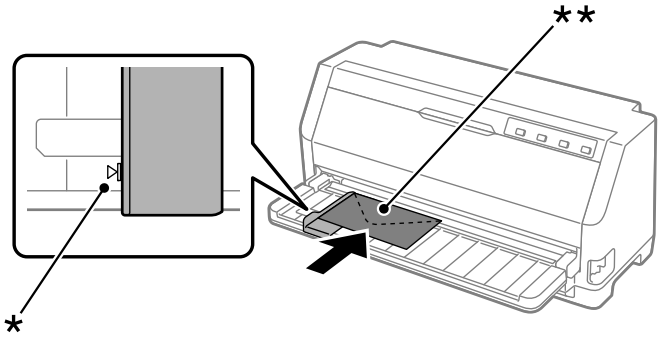
Caution:
Use envelopes only under normal operating conditions.

1. Make sure that your software settings keep the printing entirely within the printable area. See "Printable area" on page 119 for more information.

   Caution:
   Printing on the edge of an envelope can damage the print head.

2. Load envelopes following the instructions in "Loading single sheets from the sheet guide" on page 37. Be sure to fold the flap and be careful of the flap's orientation.

from the sheet guide



* guide mark
** top edge first and flap side down

Postcards

You can print on a variety of postcards by loading them the same way you load single sheets from the sheet guide.

Follow these steps to load postcards:

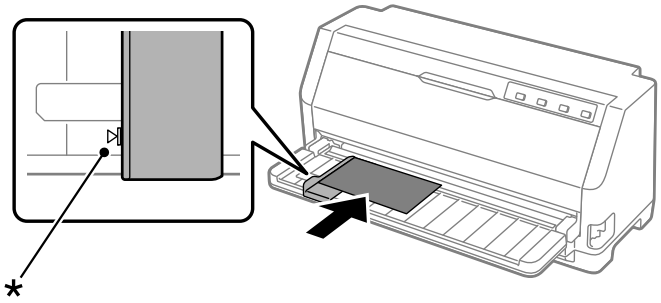
Caution:
Use postcards only under normal operating conditions.

1. Make sure that your software settings keep the printing entirely within the printable area. See "Printable area" on page 119 for more information.

   Caution:
   Printing on the edge of a postcard can damage the print head.

2. Load cards following the instructions in Loading single sheets from the sheet guide.

from the sheet guide



* guide mark

Switching Between Continuous Paper and Single Sheets

When using the tractor, you can easily switch between continuous paper and single sheets (including envelopes or postcards) without removing the continuous paper from the tractor.

Switching to single sheets

Follow these steps to switch from continuous paper to single sheets:

1. When the Auto tear off function is turned on, the printer advances the paper to the tear off position automatically.

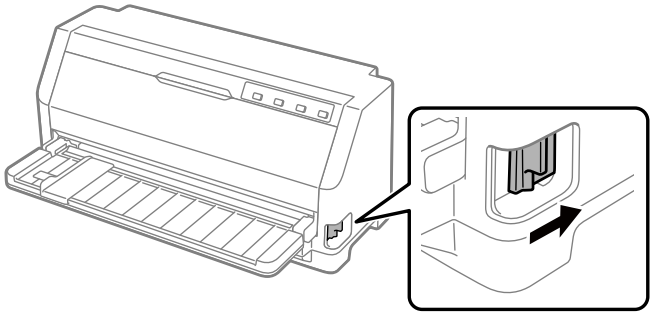
2. Tear off the printed pages.

   ⚠ ***Caution:***
   - ❏ *Always tear off paper before feeding it backwards; feeding too many sheets backwards can cause a paper jam.*
   - ❏ *Never feed labels backward using the **Load/Eject** button. Labels can easily peel off their backing and jam the printer. For information on removing labels from the paper path, see "To tear off and eject labels" on page 40.*

3. Press the **Load/Eject** button to feed the continuous paper back to the standby position. The paper is still attached to the tractor, but is no longer in the paper path.

4. Set the paper release lever to the single-sheet feeding position.

If the error buzzer sounds, there may still be paper on the paper path. Return the lever return to the tractor position and clear the remaining paper from the path.



Now you can load single sheets from the sheet guide. See "Loading Single Sheets" on page 37 for more information.

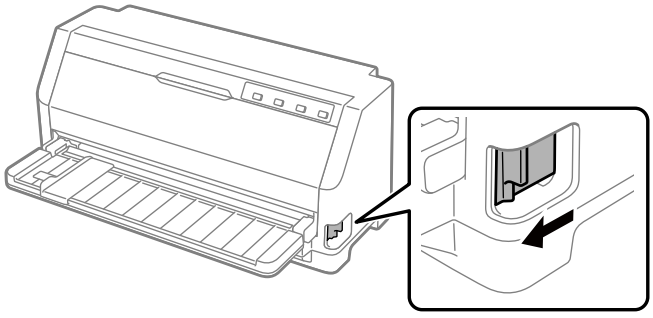
Switching to continuous paper

Follow these steps to switch from single sheets to continuous paper:

1. If necessary, press the **Load/Eject** button to eject the last printed single sheet.

2. Make sure continuous paper is loaded in the printer as described in "Loading continuous paper with the tractor" on page 32.

3. Set the paper release lever to the tractor feeding position.



The printer automatically advances the continuous paper from the standby position to the loading position when it receives data.

Using the Micro Adjust Function

The Micro Adjust function allows you to move the paper forward or backward in 0.141 mm (1/180 inch) increments so that you can make precise adjustments to the top-of-form and tear off positions.

Adjusting the tear off position

If your paper perforation is not aligned with the tear off edge, you can use the Micro Adjust function to move the perforation to the tear off position.

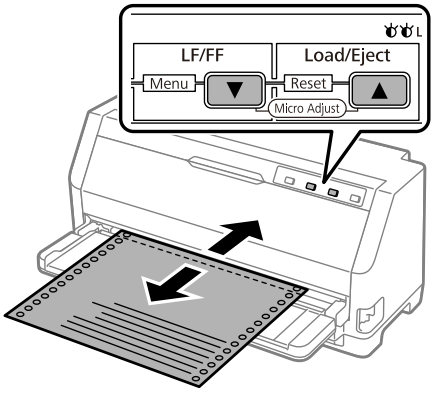
Follow these steps to adjust the tear off position:

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

1. Make sure the paper is at the current tear off position.

2. Hold down the **Pause** button for about three seconds. The Pause light begins flashing and the printer enters the Micro Adjust mode.

3. Press the ▼ button to feed paper forward, or press the ▲ button to feed paper backward, until the paper perforation is aligned with the tear off edge of the printer cover.



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.

4. Tear off the printed pages.

5. Press the **Pause** button to exit the Micro Adjust mode.

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

Adjusting the top-of-form position

The top-of-form position is the position on the page where the printer starts printing. If your printing appears too high or low on the page, you can use the Micro Adjust function to adjust the top-of-form position.

Follow these steps to adjust 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 function. If necessary, adjust the top-of-form position in your software.*

1. Load paper. Press the **Load/Eject** button to advance paper to the current top-of-form position. Adjust the position to determine the paper feed position or the paper cut position.

2. Hold down the **Pause** button for about three seconds. The **Pause** light starts flashing and the printer enters the Micro Adjust mode.

3. Press the ▼ button to move the top-of-form position down on the page, or press the ▲ button to move the top-of-form position up on the page.

   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.*

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

   Note:

   The top-of-form position setting is applied the next time that the paper is fed.

Chapter 3

Printer Software

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 is not automatically installed when you install the printer driver. If you want to install EPSON Status Monitor 3, see "Installing EPSON Status Monitor 3" on page 56 for instructions.

Note:

- ❏ *Before proceeding, make sure you have installed the printer driver on your computer described in the supplied setup sheet.*
- ❏ *Make sure the printer setting is set to ESC/P2. The printer driver software and EPSON Status Monitor 3 can only function in ESC/P2 mode.*
- ❏ *When you wish to reinstall or upgrade the printer driver, uninstall the printer driver that has been installed already.*

Using the Printer Driver

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

Screens and procedures that appear in this manual are mostly from Windows 10 unless otherwise specified.

- ❏ 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" on page 48 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" on page 50 for more information.

See "Changing the printer driver settings" on page 51 to check and change printer driver settings.

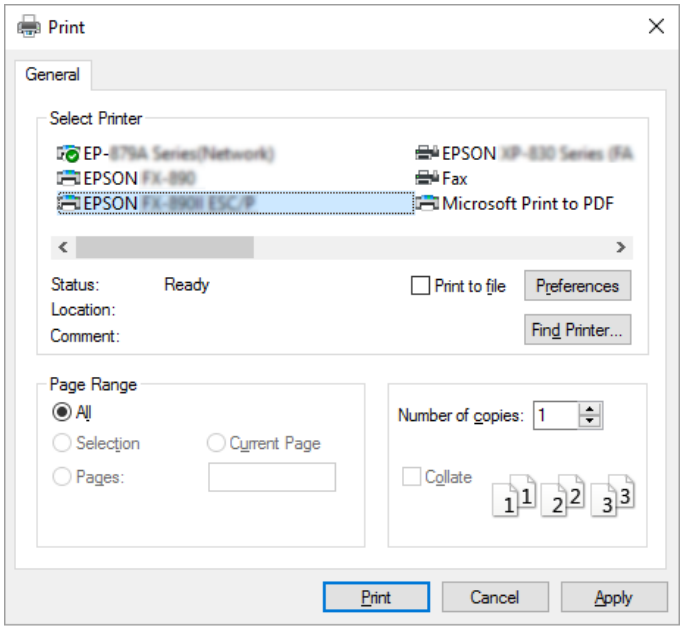
Note:
While many Windows applications override the settings made with the printer driver, some do not, so you must verify that the printer driver settings match your requirements.

Accessing the printer driver from Windows applications

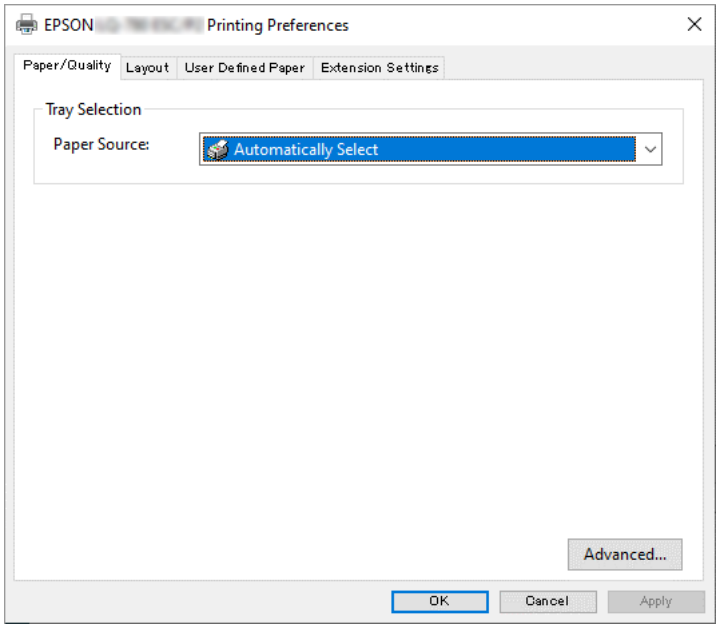
Follow these steps to access the printer driver from a Windows application:

Note:
The screen shots used in this procedure are from the Windows 10 operating system. The content on the screen may vary depending on your computer's environment.

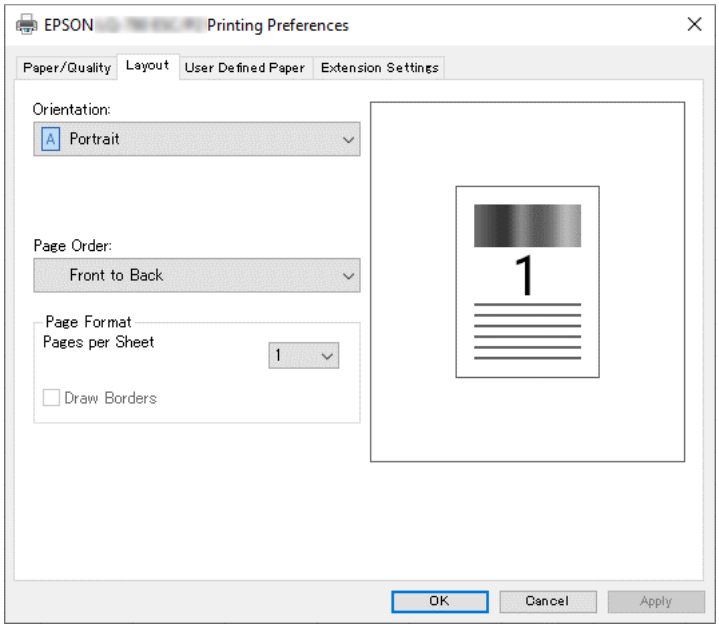
1. Select **Print** from the File menu of your application software. Make sure that your printer is selected in the Select Printer of Print dialog box.



2. Click **Preferences**. The Printing Preferences window appears, and you see the Paper/Quality, Layout, 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" on page 51 to change the settings.



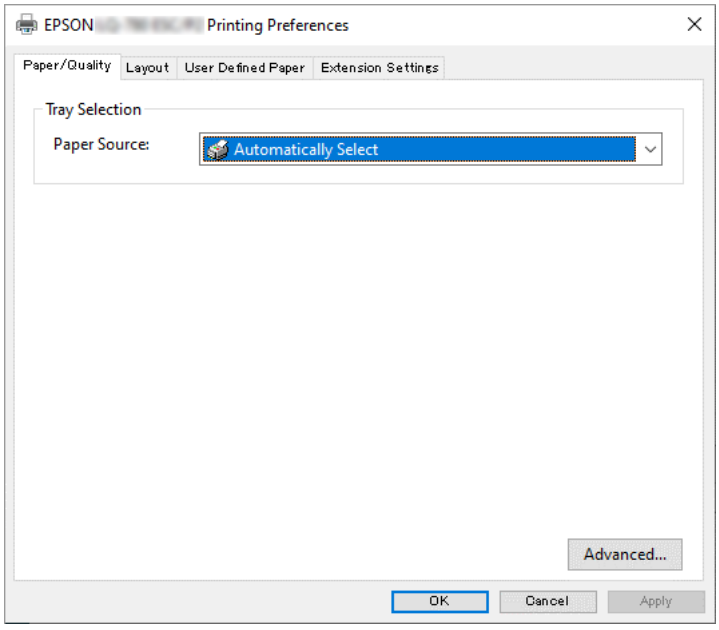
Accessing the printer driver from the Start menu

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

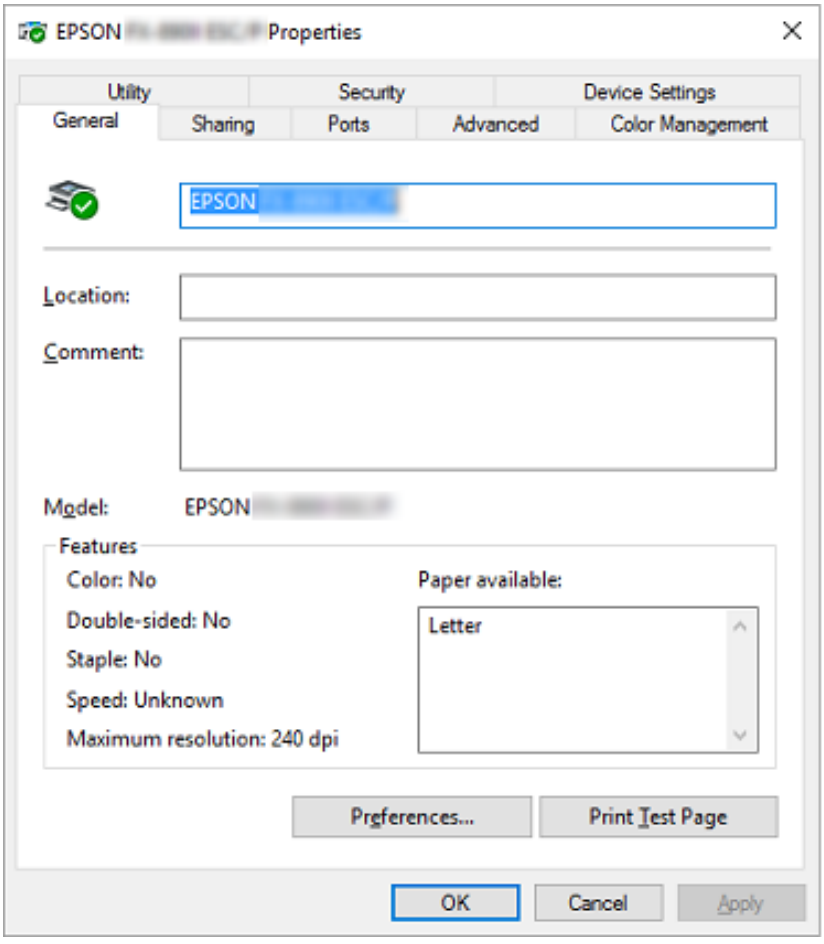
Note:
The screen shots used in this procedure are from the Windows 10 operating system. The content on the screen and the following steps may vary depending on your computer's environment.

1. Click on the **Start** button, and then select **Windows System** > **Control Panel** > **View devices and printers** in **Hardware and Sound**.

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



When you click **Printer properties** in the menu displayed by right-clicking the printer icon, the Properties window appears, which includes menus used to make the printer driver settings.

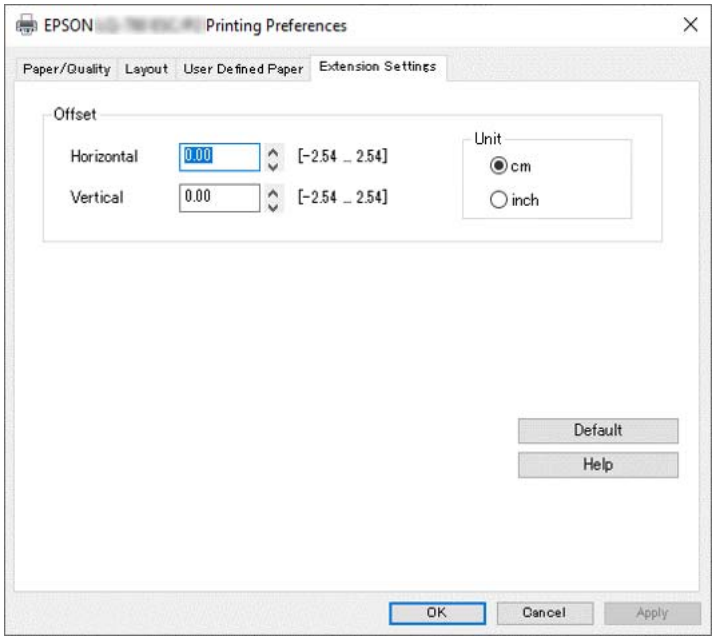


3. To view a menu, click the corresponding tab at the top of the window. See "Printer Driver Settings Overview" on page 52 for more information.

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" on page 52.

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

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
Orientation	Select **Portrait** or **Landscape**.
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.

Settings	Explanations
Draw Borders*	Select to print a border around the pages.
Paper Source	Select the paper source you want to use.
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.
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 "Definition of Custom Paper Size" on page 54 for instructions.
Copy Count*	Select the number of copies you want to print. When you select more than one, this check box is displayed and you can select whether to collate the copies.
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.
Advanced Printing Features*	Select **Enable** or **Disable** for the metafile Spooling.
Pages per Sheet Layout*	Select the layout direction for the pages you want to print.
Halftoning	Select the type of halftoning to use when printing graphics. To let the printer determine the best halftone quality, use **Auto Select**.
Print Optimizations*	Select **Disable** when the printer does not use the device fonts and select **Enable** when the printer uses the device fonts.
Print Speed	This setting allows you to select print speed. 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. Make sure that **Bi-d** is selected as the **Print direction** setting stored in the printer. Otherwise this setting is ignored by the printer.
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.

Settings	Explanations
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 "Electronic" on page 109.
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.
Copy mode	This setting allows you to set printing density. When **On** is selected, you can print at a higher density, but the printing speed will be slower. Select **On** when printing on copy paper. When **Off** is selected, you can print at normal density. When **Printer Setting** is selected, you can use the settings stored in the printer.

* 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.

Note:
The following procedures are from the Windows 10 operating system. The content on the screen and the following step may vary depending on your computer's environment.

1. Click on the **Start** button, and then select **Windows System** > **Control Panel** > **View devices and printers** in **Hardware and Sound**.
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.

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" on page 56 for more information.

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.

Using 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 or connected to an Ethernet network.
- ❏ Your system is configured to support bidirectional communication.

You can install EPSON Status Monitor 3 by selecting it when you set up the printer. If you need to install it, see "Installing EPSON Status Monitor 3" on page 56. 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" on page 56 and "Setting Up Your Printer on a Network" on page 63.

Note:

- ❏ *If you are using a computer running with different OS by multiple users are logged on, a communication error message may be displayed when monitoring printers at the same time.*
- ❏ *Although you can print to the printer directly connected to the computer in a remote location by using Remote Desktop function, communication error may occur.*
- ❏ *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 ENAGENT.EXE to Exceptions of the firewall function.*

Installing EPSON Status Monitor 3

If you have not installed EPSON Status Monitor 3 yet, 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 Software Disc in the CD-ROM drive.

   Note:
   Before proceeding, make sure you have installed the printer driver on your computer.

3. Follow the on-screen instructions to install the software.

You can also run the executable file that locates in the following.

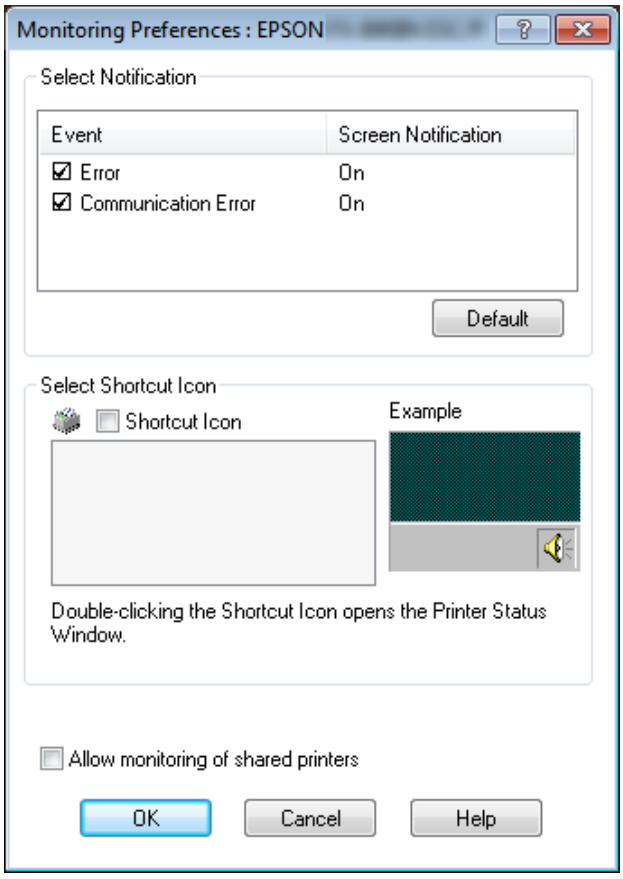
Client's OS	Folder Name
Windows XP/Vista/7/8/8.1/10 (x64)/11	\Apps\StatusMonitor\STM3x64
Windows XP/Vista/7/8/8.1/10 (x86)	\Apps\StatusMonitor\STM3

Setting up EPSON Status Monitor 3

Follow these steps to set up EPSON Status Monitor 3:

1. Click on the **Start** button, and then select **Windows System** > **Control Panel** > **View devices and printers** in **Hardware and Sound**.
2. Right-click your printer icon, then click **Printer properties**, and then click the **Utility** tab.

3. Click the **Monitoring Preferences** button. The Monitoring Preferences dialog box appears.



4. 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.
Allow monitoring of shared printers	When this check box is selected, a shared printer can be monitored by other PCs. **Note:** If the server's OS is Windows Vista, select **Run as Administrator** when opening the printer properties before checking.

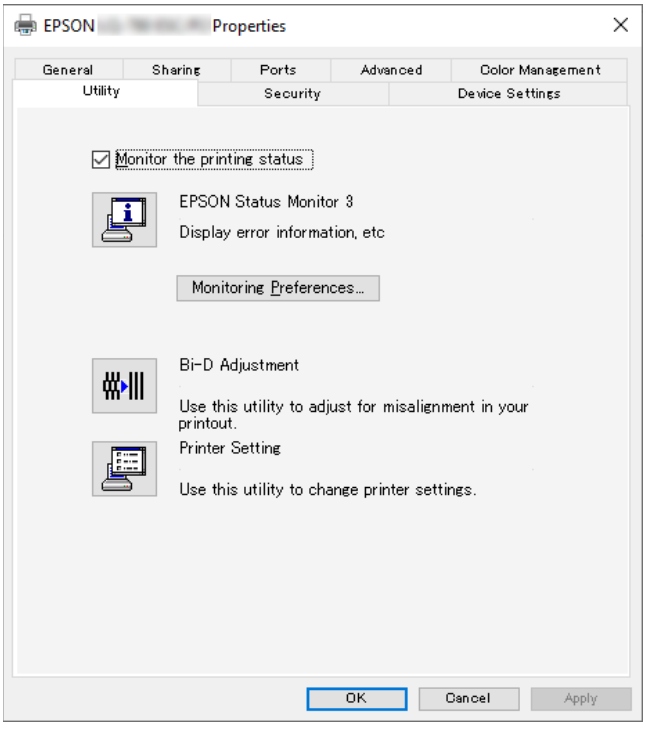
Note:
*Click the **Default** button to revert all items to the default settings.*

Accessing EPSON Status Monitor 3

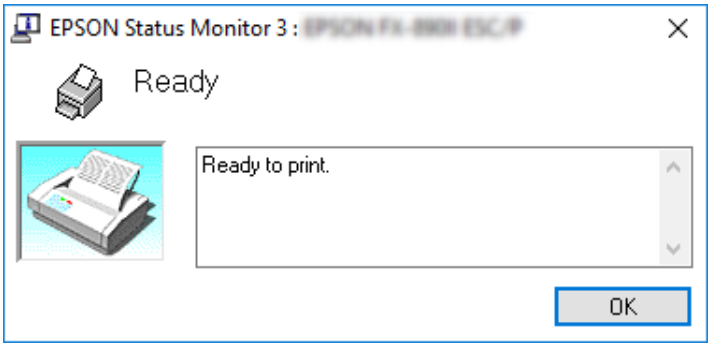
Do one of the following to access EPSON Status Monitor 3;

- ❏ 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" on page 47.

Note:
If the following ***Utility*** *screen is not displayed, you need to install* ***EPSON Status Monitor 3****.*



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 Monitor 3*** *button in the Utility tab, and use the printer with the status window left open.*

Using 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.

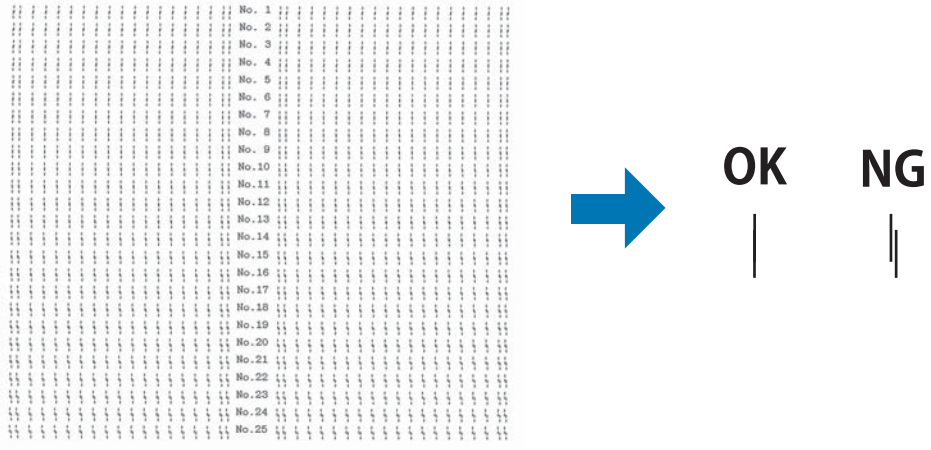
Caution:

- ❏ *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.*
- ❏ *Serial connection is not supported.*
- ❏ *Make sure that the printer's status is ready before making Bi-D Adjustment.*
- ❏ *If Bi-D Adjustment is not printed properly, set the printer's font setting to default and try again.*

1. Open the **Utility** menu, then click the **Bi-D Adjustment** icon. To find out how to open the **Utility** menu, see "Using the Printer Driver" on page 47. The Bi-D Adjustment window appears.

2. Click **Next**.

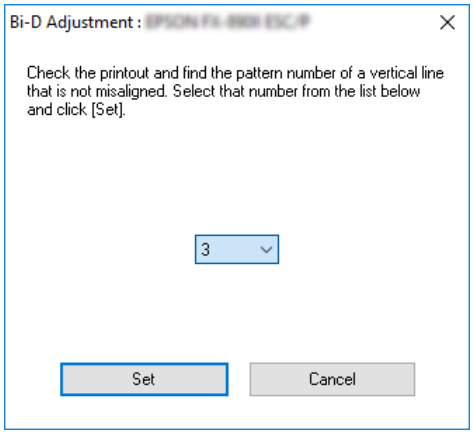
3. Click **Print**. The printer prints three sets of adjustment pattern. To see the adjustment pattern, you need four sheets of A3 size single sheet paper or 12 inch (recommended) continuous paper.



Note:
The image on the right above is an example of good and bad patterns in the print results.

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 value will be stored in the printer.



Using 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.

You can also change some of the printer's default settings stored in the printer from this utility. For details on the setting items, see "Changing default settings" on page 25.

Caution:
Make sure that the printer status is ready before getting setting from the printer or updating the printer settings.

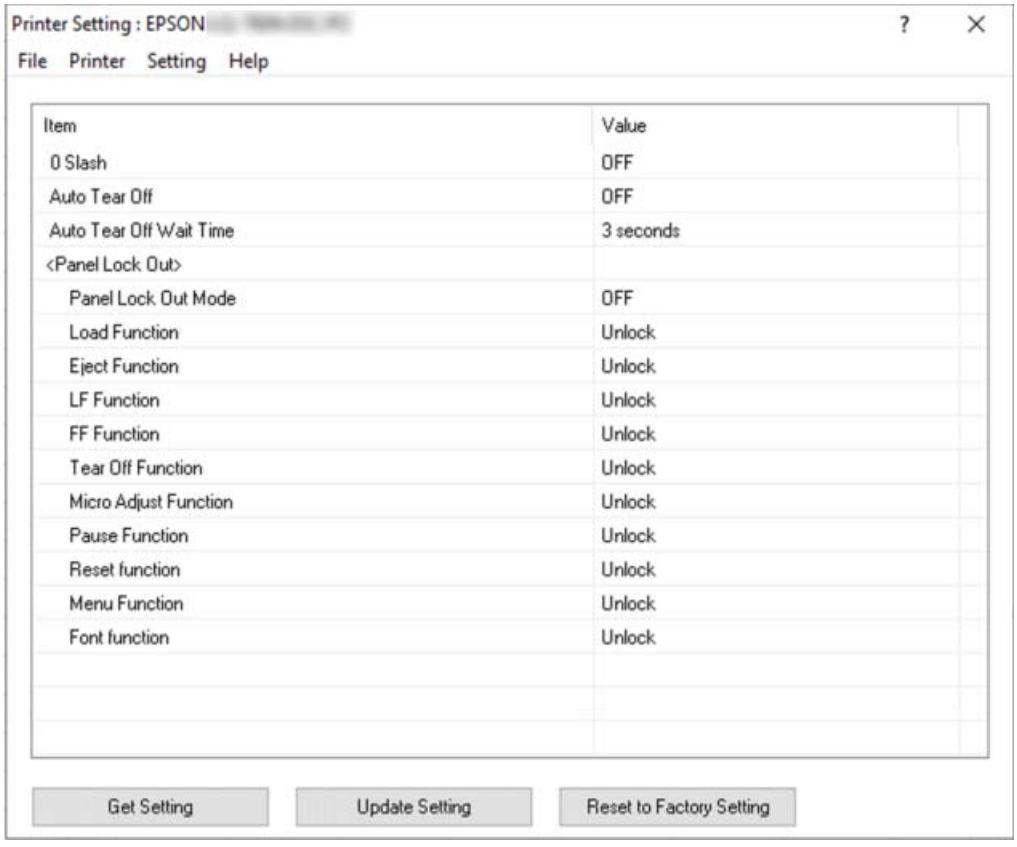
Note:

- *You do not need to change the default printer settings stored in the printer if you only print from Windows. Changing these settings may cause undesirable effects in your printouts when printing from Windows.*
- *Some settings are not supported on the Utility menu.*

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 "Using the Printer Driver" on page 47. 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:
To display additional printer default settings, select ***Setting*** *from the menu at the top of the Printer Setting window, and then select* ***Show Expansion Setting...****. However, the Expansion Setting may cause unwanted effects and normally these settings should not be changed. We recommend contacting a technical expert if you need to change these settings.*

Setting Up Your Printer on a Network

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 "Setting up your printer as a shared printer" on page 63.

❏ See "Setting for the clients" on page 65.

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" on page 56.*

❏ *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.*

Setting up your printer as a shared printer

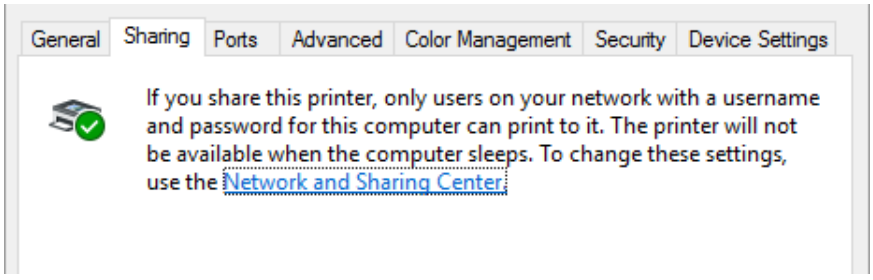
Follow these steps to set the printer server.

Note:
You must access as the Administrators of the local machine.

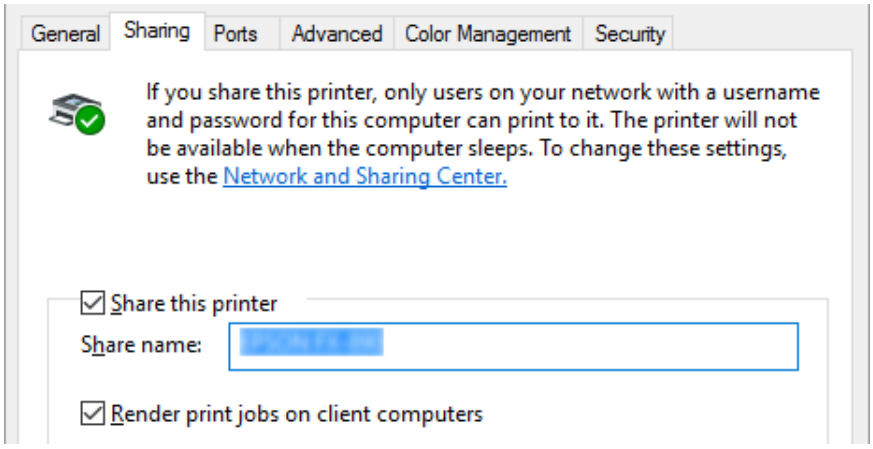
1. Click on the **Start** button, and then select **Windows System** > **Control Panel** > **View devices and printers** in **Hardware and Sound**.

2. Right-click your printer icon, click **Printer properties**, and then click the **Sharing** tab in the appearing screen.

In either case, follow the on-screen instructions.



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.

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" on page 65.

Sharing the printer when the firewall is on

Note:
To share files and printers when Windows Firewall is on, perform the following procedure.

1. Click on the **Start** button, and then select **Windows System** > **Control Panel**, click **System and Security**, and then click **Windows Firewall**.

2. Click **Turn Windows Firewall on or off** in the window on the left. Make sure that **Block all incoming connections, including those in the list of allowed apps** is not selected, and then click **OK**.

3. Click **Allow an app or feature through Windows Firewall** in the window on the left.

4. Select **File and Printer Sharing**, and then click **OK**.

Setting for the clients

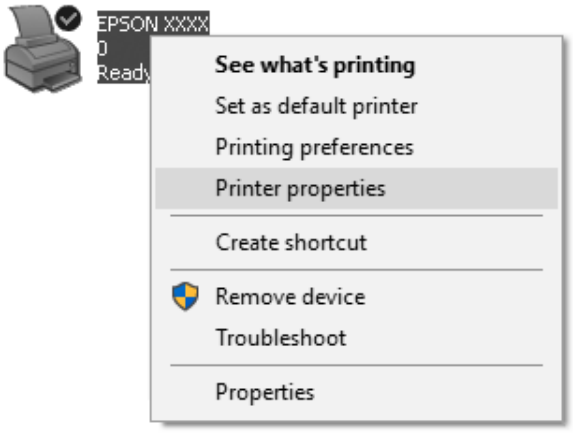
This section describes how to install the printer driver by accessing the shared printer on a network.

Note:

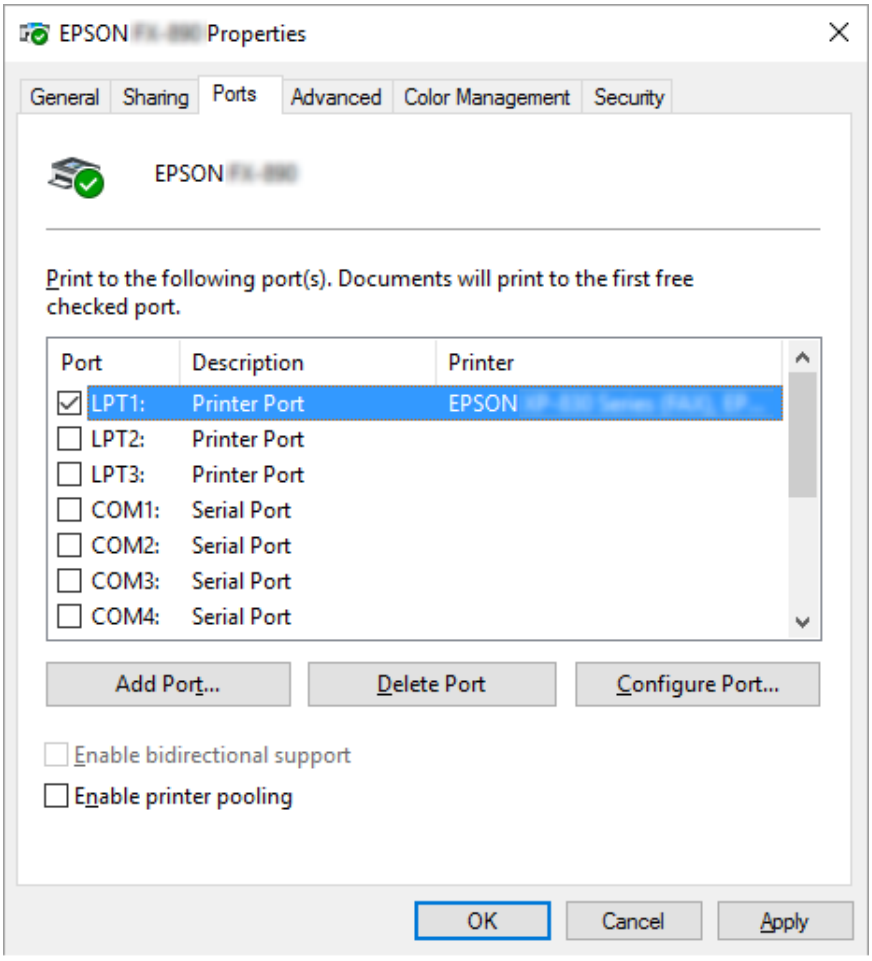
- ❏ *To share the printer on a Windows network, you need to set the printer server. For details, see "Setting up your printer as a shared printer" on page 63.*
- ❏ *This section describes how to access the shared printer on a standard network system using the server (Microsoft workgroup). If you cannot access the shared printer due to the network system, ask the administrator of the network for assistance.*
- ❏ *This section describes how to install the printer driver by accessing the shared printer from the Printers folder. You can also access the shared printer from Network Neighborhood or My Network on the Windows desktop.*
- ❏ *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.*
- ❏ *If the printer drivers are not already installed on the client, please install them before performing these settings.*

1. Click on the **Start** button, and then select **Windows System** > **Control Panel** > **View devices and printers** in **Hardware and Sound**.

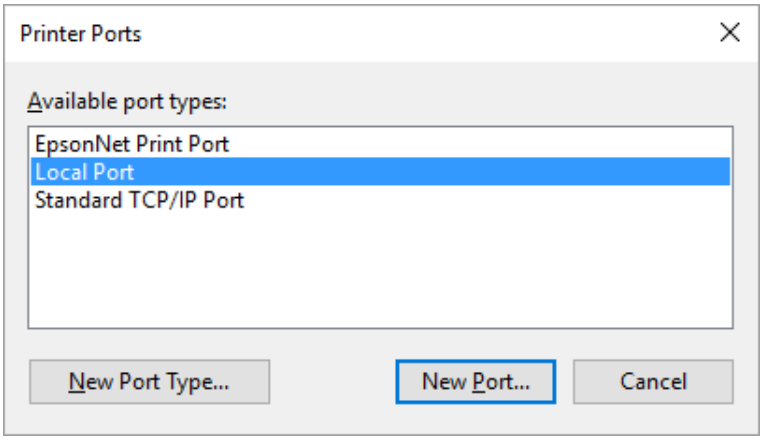
2. Right-click the icon for the printer you wish to change the settings for, and then click **Printer properties**.



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

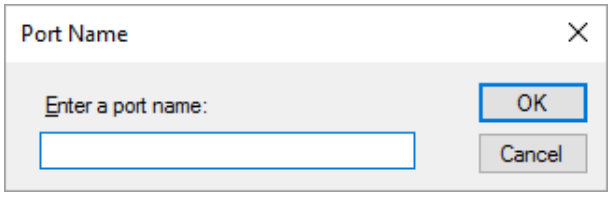


4. When the **Printer Ports** window appears, select **Local Port**, and then click **New Port**.



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 **Cancel**.

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 when the computers of the server and clients use different OS.

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

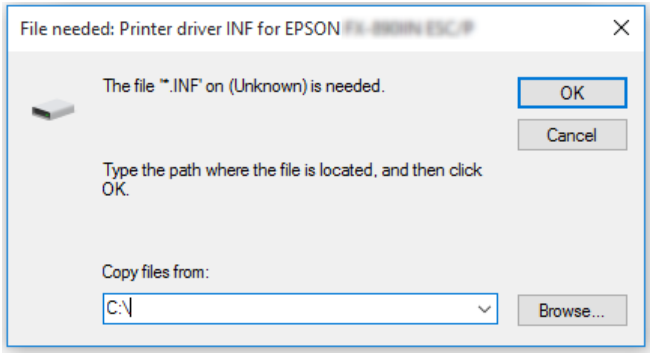
Note:

❏ *When installing the printer driver in the clients, you must access with the Administrator.*

❏ *If the computers of the server and clients have the same OS and the same architecture, you do not have to install the printer drivers from the CD-ROM.*

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 Install Navi 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**.



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" on page 56 for instructions.*
- ❏ *If you want to use EPSON Status Monitor 3 for the shared printer, reinstall the printer driver as instructed in "Setting for the clients" on page 65 after installing the printer driver and EPSON Status Monitor 3 from the CD-ROM. Before printing, be sure to select the printer driver installed in "Setting for the clients" on page 65.*
- ❏ *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 ENAGENT.EXE to Exceptions of the firewall function.*

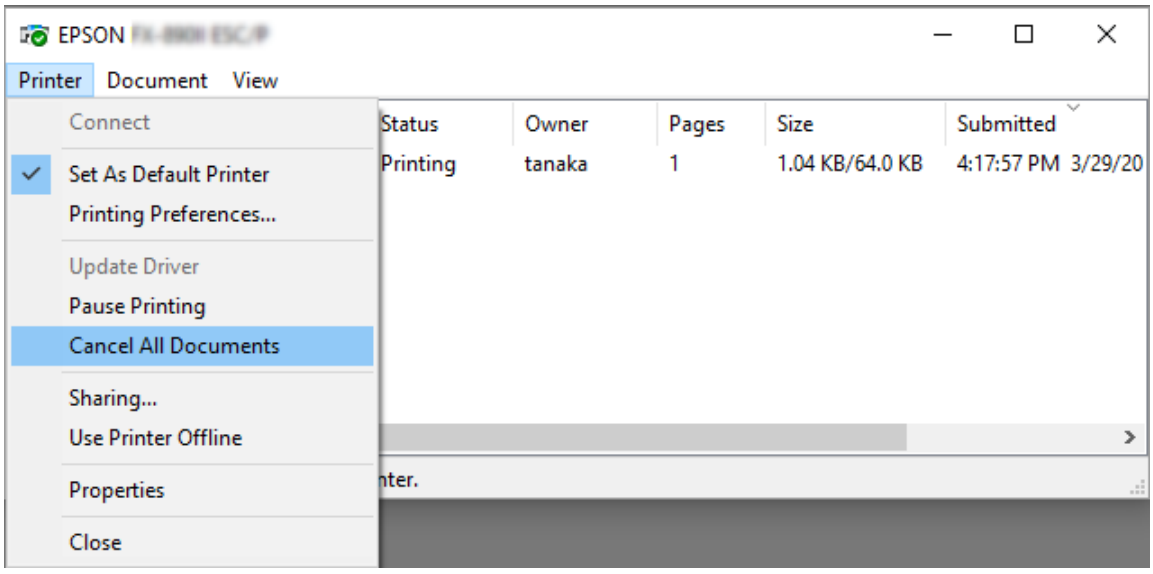
Cancelling Printing

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 cancelling all printing documents, select **Cancel All Documents** on the Printer menu.



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

The printing job is canceled.

Uninstalling the Printer Software

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 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. Turn off the printer.

2. Quit all running applications.

3. Open **Control Panel**:

   Click on the **Start** button, and then select **Windows System** > **Control Panel**.

4. Open **Uninstall a program** (or **Add or Remove Programs**):

   Select **Uninstall a program** in **Programs**.

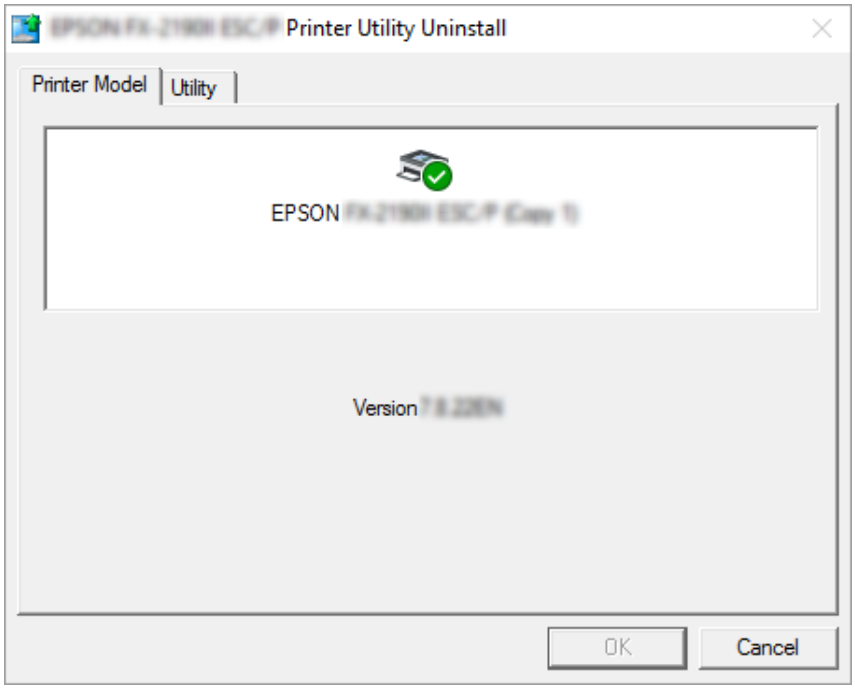
5. Select the software you want to uninstall.

6. Uninstall the software:

   Click **Uninstall/Change** or **Uninstall**.

   Note:
   *If the **User Account Control** window is displayed, click **Continue**.*

7. 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/P)** and click **OK**. You can uninstall only the EPSON Status Monitor 3.*

8. Follow the on-screen instructions.

Chapter 4

Troubleshooting

Checking the Printer Status

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" on page 74.

Panel light state	**Beep pattern**	**Problem**
		Solution
Paper Out (flashing) Pause (flashing)	(Single sheet) ●●● (Continuous paper) -----	No paper is loaded in the selected paper source.
		Load paper in the printer or select a different paper source; the **Paper Out** light goes off. Then press the **Pause** button; the **Pause** light goes off and the printer starts printing.
	-----	Paper is not loaded correctly.
		Remove and reload your paper correctly. See "Loading Continuous Paper" on page 31 or "Loading Single Sheets" on page 37 for paper-loading instructions.
Paper Out (on) Pause (flashing)	-----	The paper release lever is set to the wrong position.
		Set the paper release lever to the position for the paper source you want to use. If paper from another paper source is currently in the paper path, press the **Load/Eject** button to eject the paper; then move the paper release lever to the desired position.
		Printer cover is open.
		Close the printer cover. The printer resumes printing status automatically.

Panel light state	Beep pattern	Problem
		Solution
Paper Out Pause	-----	Single sheet paper is not fully ejected.
		Press the **Load/Eject** button to eject the sheet.
	-----	Continuous paper is not fed to the standby position.
		Tear off the printed page at the perforation; then press the **Load/Eject** button. The printer feeds the paper to the standby position.
	-----	Paper is jammed in the printer.
		To clear the paper jam, see "Clearing a Paper Jam" on page 82.
Pause	–	The print head is overheated.
		Wait for a few minutes; the printer resumes printing automatically once the print head cools.
All the lights on the control panel	●●●●●●●●●●	An unknown printer error has occurred.
		Turn off the printer and leave it off for several minutes; then turn it on again. If the error occurs again, contact your dealer.

= on, ○ = off, = flashing

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

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

– = None (no beeps)

●●●●●●●●●● = short series of beeps (five beeps x2)

Problems and Solutions

Most problems you may encounter while operating your printer have simple solutions. Use the information in this section to find the source of and solution to printer problems that occur.

Determine the type of problem that occurred, and see the appropriate section below:

"Power supply problems" on page 75

"Paper Handling" on page 79

"Printing position problems" on page 78

"Printing or printout quality problems" on page 75

You can also use the self test to determine whether the printer or the computer is causing the problem. See "Printing a Self Test" on page 90 for instructions on printing a self test. To pinpoint communication problems, experienced users may want to use the printer's hex dump mode, described in "Printing Hex Dump" on page 91.

To clear a paper jam, see "Clearing a Paper Jam" on page 82.

Power supply problems

The lights on the control panel do not go on.	
Cause	**What to do**
The power cord may be unplugged.	Check that the power cord is properly plugged into the electrical outlet.
The outlet may not be operating.	If the electrical outlet is controlled by an outside switch or automatic timer, use a different outlet. Plug another electrical device, such as a lamp, into the outlet to determine whether the outlet is operating properly.
The printer does not work and the control panel lights are off.	
Cause	**What to do**
The printer is turned off.	Turn on the printer.
The power cord is not properly plugged into the electrical outlet; or if your power cord is not permanently attached to your printer, the power cord is not properly plugged into the printer.	Turn off the printer and make sure the power cord is firmly plugged into the electrical outlet and the printer. Then turn on the power switch.
The electrical outlet does not work.	Use a different outlet.

Printing

Printing or printout quality problems

The printer is on but it doesn't print.	
Cause	**What to do**
The interface cable is broken or twisted.	Check that the interface cable is not broken or twisted. If you have another interface cable, replace the cable and check whether the printer works correctly.

The printer is not connected directly to your computer.	When you use a printer changer, printer buffer, or a extension cable, the printer does not print correctly due to the combination of these devices. Make sure that the printer works correctly when it is connected to your computer without these devices.
The printer driver is not installed correctly.	Check that the printer driver is installed properly. If necessary, reinstall the printer driver.
Paper is jammed or the ribbon or guard mechanism is stuck.	Turn the printer off, open the printer cover and remove the jammed paper or things that are stuck.
The USB setting is incorrect.	Confirm the USB setting is correct. See "Correcting USB Problems" on page 81 for details.
The Network setting is incorrect. (LQ-780N only)	Confirm the Network setting is correct. See "Solving Problems" in the Network Guide.
The printer is hung up (stopping in abnormal situations).	Turn the printer off and wait for a while. Then, turn the printer on again, and start printing.
The printer does not print when the computer sends data.	
Cause	**What to do**
The printer is paused.	Press the ▶II button to turn off the **Pause** light.
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" on page 90.
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 "Electronic" on page 109 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 as described in the supplied setup sheet.
The printer makes noise, but nothing prints or printing stops abruptly.	
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" on page 99.
The printer does not feed paper properly. (Two or more sheets of paper are fed at the same time.)	
Cause	**What to do**

The paper is stuck together with static electricity.	Fan the paper well before you use it.
The printout is pale.	
Cause	**What to do**
The ribbon is worn out.	Replace the ribbon cartridge as described in "Replacing the Ribbon Cartridge" on page 99.
The printout is faint.	
Cause	**What to do**
The ribbon is worn out.	Replace the ribbon cartridge as described in "Replacing the Ribbon Cartridge" on page 99.
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" on page 99.
The ribbon is worn out.	Replace the ribbon cartridge as described in "Replacing the Ribbon Cartridge" on page 99.
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 so that the printer automatically adds a line feed code to each carriage return. See "Changing default settings" on page 25.
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, because the printer's auto line feed setting is on.	Turn off the auto line feed setting in the printer's Default Setting mode. See "Changing default settings" on page 25.
The line space setting in your application software is incorrect.	Adjust the line space setting in your application software.
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 use the correct interface cable and that the communications protocol is correct. See "Electronic" on page 109 and your computer documentation.
The wrong character table is selected in your software.	Select the correct character table using your software or the Default Setting mode. The character table setting made in your software takes priority over the settings made in the Default Setting mode.
The printer you want to use is not selected in your software	Choose the correct printer in your application before printing.
Your application software is not configured correctly for your printer.	Make sure that your application software is configured correctly for your printer. See your application documentation. If necessary, install or reinstall the printer driver software as described in the supplied setup sheet.
Software settings override settings you make using the Default Setting mode 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" on page 88.

Printing position problems

Your printing appears 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 setting for the rear tractor does not match the size of the continuous paper you are using.	Change page length settings for the rear tractor in the using the printer's Default Setting mode. See "Changing default settings" on page 25 for more information.
The top margin or top-of-form position setting is incorrect.	Check and adjust the margin or top-of-form position settings in your application software. See "Printable area" on page 119 for more information. You can change the Top-of-Form position using the Micro Adjust function. See "Adjusting the top-of-form position" on page 46. However, settings made in Windows applications override settings made in the Micro Adjust mode. See "Adjusting the top-of-form position" on page 46 for more information.
The printer driver settings you want to use are not selected in your software.	Choose the correct printer driver setting from the Windows desktop or in your application before printing.
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 function. See "Adjusting the tear off position" on page 45 for more information.
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 setting for the rear tractor does not match the size of the paper you are using.	Change the page length settings for the tractor using the printer's default setting. See "Changing default settings" on page 25 for more information.

Paper Handling

Single sheets do not feed properly

Paper does not feed.	
Cause	**What to do**
Continuous paper is in the paper path.	Press the **Load/Eject** button to remove the continuous paper. Set the paper release lever to the single-sheet position. Insert a new sheet. (See "Switching to single sheets" on page 43 for more information.)

The paper source is set to tractor feeding.	Set the paper release lever to the single-sheet position.
The paper is not loaded properly.	See "Loading Single Sheets" on page 37 for instructions on loading single sheet paper.
Paper is creased, old, too thin, or too thick.	See "Paper" on page 113 for information on paper specifications and use new, clean sheets of paper.
Paper does not eject completely.	
Cause	**What to do**
The paper may be too long.	Press the **LF/FF** button to eject the page. Use paper that is within the specified range. See the paper specifications in "Paper" on page 113.

Continuous paper does not feed properly

The tractor does not feed the paper.	
Cause	**What to do**
The paper release lever may be in the wrong position.	Set the paper release lever to the continuous paper position. Insert a new sheet.
Continuous paper is not loaded properly.	See "Loading Continuous Paper" on page 31 for instructions on loading continuous paper with the tractor you want to use.
The center paper support is not located at the center of the paper width.	Set the center paper support to the center of the paper width.
Your paper may be the wrong size or thickness for the printer.	Make sure that the paper size and thickness are within the specified ranges. See "Paper" on page 113 for information on the continuous paper specifications.
The paper supply is not aligned with the printer.	Make sure you align your paper supply with the paper loaded in the tractor so the paper feeds smoothly into the printer. See "Positioning the continuous paper supply" on page 31.
The sprocket units are positioned incorrectly for the width of paper you are using.	Adjust the position of the sprockets to remove any slack along the width of the paper. **Note:** If paper is jammed in the paper path, see "Clearing a Paper Jam" on page 82 for instructions.
The tear off position setting is set incorrectly.	Adjust the tear off position using the Micro Adjust function. See "Adjusting the tear off position" on page 45 for more information.
The paper does not eject properly.	

Cause	What to do
Your paper may be too long or too short.	Make sure the page length of your paper is within the specified range. See "Paper" on page 113 for information on the continuous paper specification.
You may be trying to feed too much paper backward.	If you are using normal continuous paper, tear off the last printed page and press the **Load/Eject** button to feed the paper backward. If you are using labels, tear off the paper entering the printer, and then press the **LF/FF** button to feed the labels forward.
The paper size setting in your application or the printer driver may not match the size of the paper you are using.	Check the paper size setting in your application or the printer driver.
Paper is jammed inside the printer.	Clear the paper jam as described in "Clearing a Paper Jam" on page 82.
The printer does not feed continuous paper to the standby position.	
Cause	**What to do**
You have not torn 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.

Correcting USB Problems

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

If your printer does not work correctly with the USB cable, try following 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.

Clearing a Paper Jam

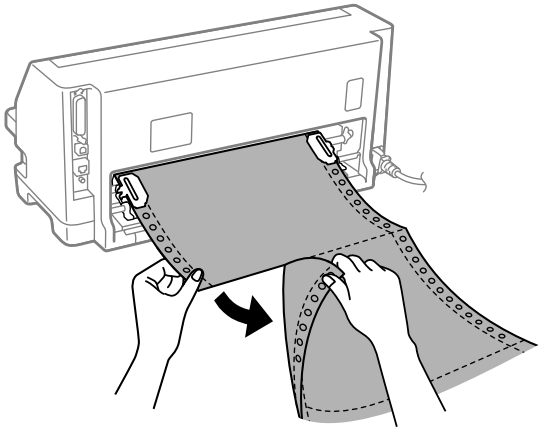
For jammed continuous paper

Note:
If continuous paper is jammed, pull out the paper from the push tractor side (rear).

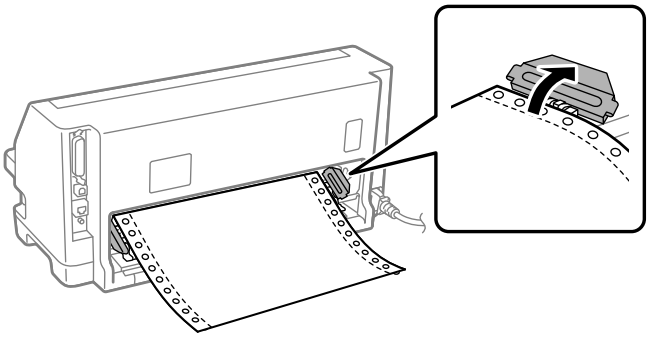
If you pull out the paper from the sheet guide side (front), some paper may remain inside the printer.

1. Turn off the printer.

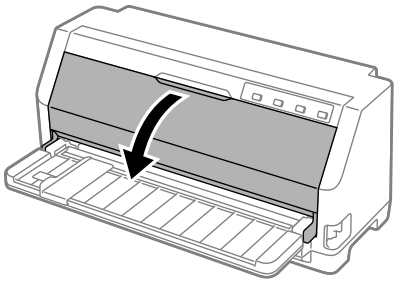
2. Tear off the fresh supply and the printed pages at the perforation nearest the printer.



3. Open the sprocket cover to release the paper.

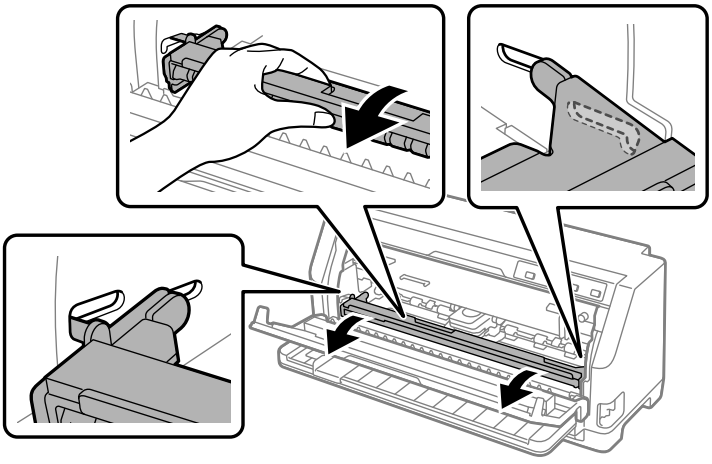


4. Open the printer cover.



5. Pull the paper bail forward.

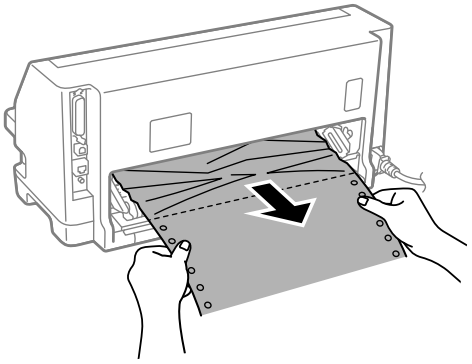
   Secure it in place by fitting it into the slot on the both sides.



6. Remove the ribbon cartridge.

   For details, see "Replacing the ribbon cartridge" on page 99.

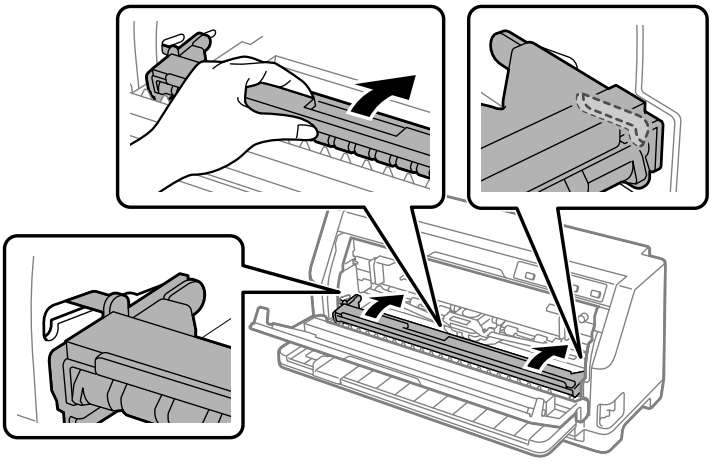
7. Pull up the jammed paper from rear tractor.



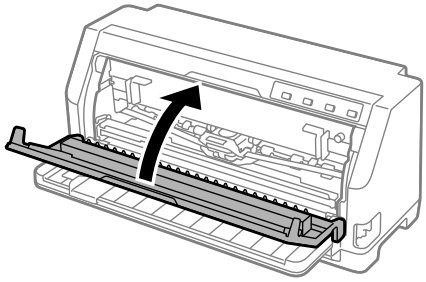
8. Install the ribbon cartridge.

   For details, see "Replacing the ribbon cartridge" on page 99.

9. Lift the paper bail up to remove it from the slot on the both sides, and then return it to its original position.



10. Close the printer cover.



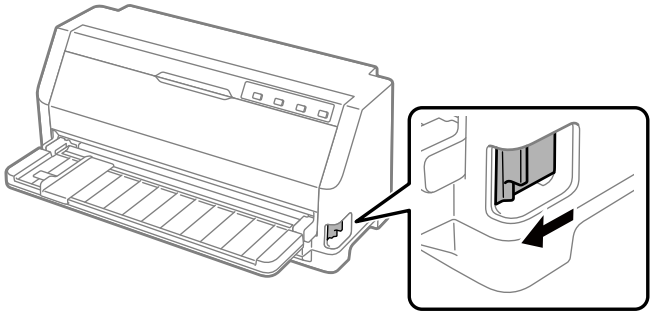
For jammed single sheet paper

Note:
If cut sheet paper is jammed, pull out the paper from the sheet guide side (front).

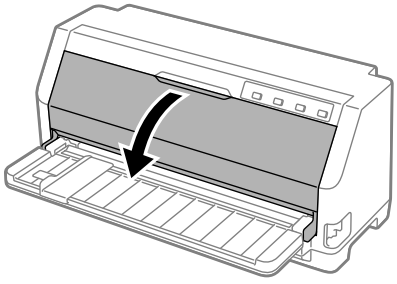
If you pull out the paper from the push tractor side (rear), some paper may remain inside the printer.

1. Turn off the printer.

2. Set the paper release lever to the tractor feeding position.

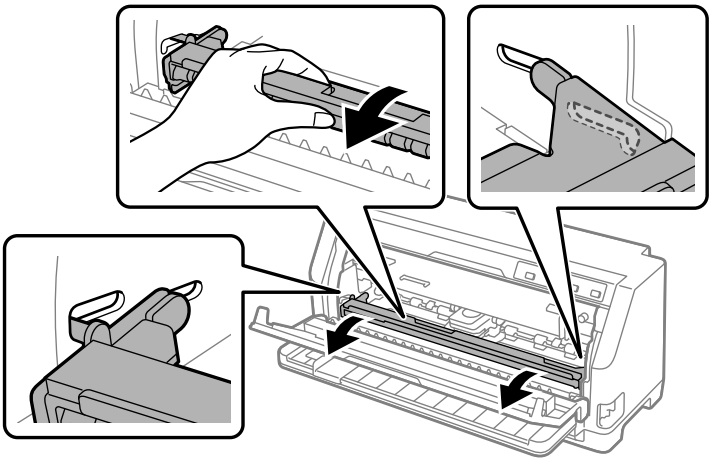


3. Open the printer cover.



4. Pull the paper bail forward.

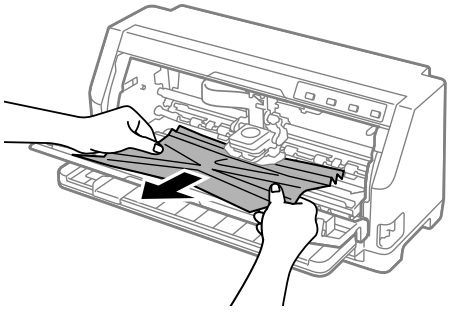
Secure it in place by fitting it into the slot on the both sides.



5. Remove the ribbon cartridge.

   For details, see "Replacing the ribbon cartridge" on page 99.

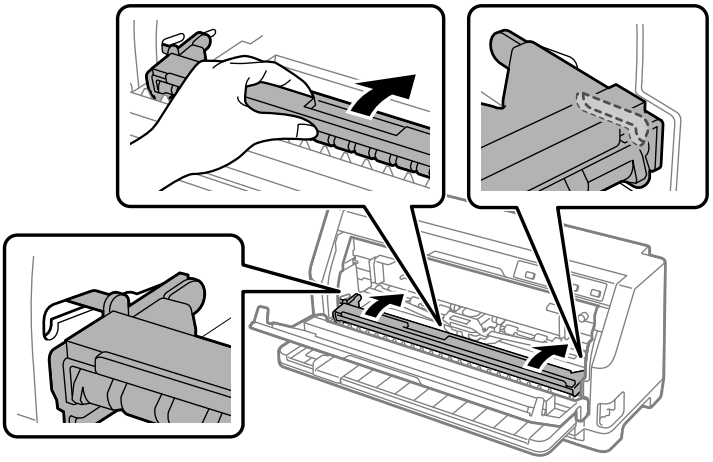
6. Pull up the jammed paper from front side.



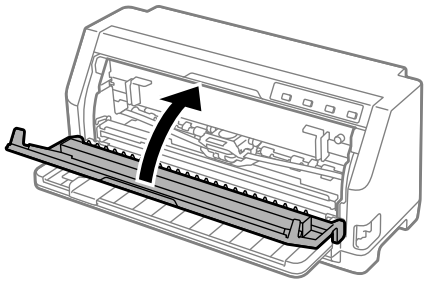
7. Install the ribbon cartridge.

   For details, see "Replacing the ribbon cartridge" on page 99.

8. Lift the paper bail up to remove it from the slot on the both sides, and then return it to its original position.



9. Close the printer cover.



For jammed paper remains inside the printer

If paper remains inside the printer even after performing the steps for "For jammed continuous paper" or "For jammed single sheet paper", remove it using the following procedure.

1. Turn off the printer and open the printer cover.

2. Pull the paper bail forward and remove the ribbon cartridge. See “Replacing the ribbon cartridge” on page 99.

3. Change the paper release lever to the tractor feeding position.

4. Remove a piece of paper that can be easily removed.

5. Change the paper release lever to the single sheet feeding position.

6. Return the paper bail to its original position, close the printer cover, and then turn on the power.

7. Press the ▲ button to eject the remaining pieces of paper.

8. Turn off the printer, open the printer cover, and remove any remaining pieces of paper.

9. Return the paper release lever to the appropriate position.

10. Close the printer cover.

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.

During bidirectional adjustment, the printer prints three sheets of alignment patterns, labeled Draft, Bit Image, and LQ (letter quality). As described below, you select the best alignment pattern from each sheet.

Note:

❏ *To print the alignment patterns, you need three sheets of A3 size single sheet paper or 12 inch (recommended) continuous paper.*

❏ *If you use single sheets, you need to load a new sheet of paper each time the printer ejects a printed sheet from the sheet guide.*

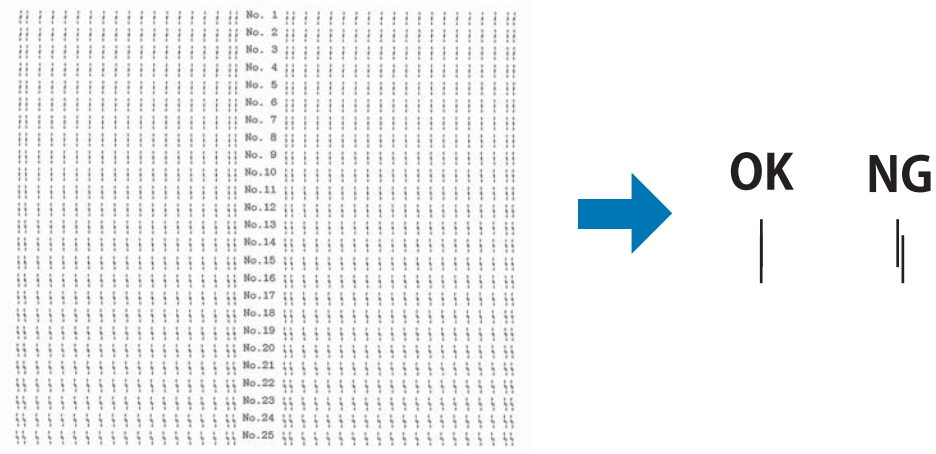
Follow the steps below to perform bidirectional adjustment.

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 ▶II button, turn on the printer. The printer enters bidirectional adjustment mode.

3. As described in the instructions, compare the alignment patterns and select the pattern with the best alignment. Then select the pattern with the best alignment for each of the remaining sets of alignment patterns.



4. After you select the best pattern in the final set of alignment patterns and save your selection by pressing the **Tear Off** button, turn off the printer and exit the bidirectional adjustment mode.

Cancelling Printing

If you encounter problems while printing, you may need to cancel printing.

You can cancel printing from your computer by using the printer driver, or from the printer's control panel.

Using the printer driver

To cancel a print job before it is sent from your computer, see "Cancelling Printing" on page 69.

Using the printer's control panel

Pressing ▼ and ▲ button stops printing, clears the print job being received from the active interface, and clears errors that may have occurred at the interface.

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 is probably caused by 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" on page 74 for possible causes and solutions to the problem.

You can print the self test using either single sheets or continuous paper. See "Loading Continuous Paper" on page 31 or "Loading Single Sheets" on page 37 for paper loading instructions.

Note:
Use paper of at least the following width:

Continuous paper	304.8 mm (12 inches)
Single sheet	A3 portrait

Follow these steps to perform a self test:

1. Make sure paper is loaded and the paper release lever is set to the correct position.

   Then turn off the printer.

   ⚠ ***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, turn on the printer while holding down the ▼ button. To run the test using the printer's letter quality fonts, turn on the printer while holding down the ▲ button. Either self test can help you determine the source of your printing problem; however, the draft self test prints faster than the letter quality test.

3. When using single sheet paper, load paper in the printer.

   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 ▶II button. To resume the test, press the ▶II button again.

4. To end the self test, press the ▶II button to stop printing. If paper remains in the printer, press the ▲ button to eject the printed page. Then turn off the printer.

Caution:
Do not turn off the printer while it is printing the self test. Always press the ▶II button to stop printing and the ▲ button to eject the printed page before you turn off the printer.

Printing Hex Dump

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

You can print a hex dump using either single sheets or continuous paper. See "Loading Continuous Paper" on page 31 or "Loading Single Sheets" on page 37 for instructions on how to load paper.

Note:
❏ *The hex dump feature is designed for a connection with DOS-based PC.*

❏ *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, turn on the printer while holding down both the ▼ and ▲ buttons.

3. Open a software program and send a print job to the printer. Your printer prints all the codes it receives in hexadecimal format.

```
1B 40 20 54 68 69 73 20 69 73 20 61 6E 20 65 78  .@ This is an ex
61 6D 70 6C 65 20 6F 66 20 61 20 68 65 78 20 64  ample of a hex d
75 6D 70 20 70 72 69 6E 74 6F 75 74 2E 0D 0A     ump printout...
```

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

4. To exit the hex dump mode, press the ▶II button and eject the printed page(s), and turn off the printer.

Caution:
Do not turn off the printer while it is printing the hex dump. Always press the ▶II button to stop printing and the ▲ button to eject the printed page before you turn off the printer.

Chapter 5

Where To Get Help

Technical Support Web Site

If you need further help, visit the Epson support website shown below. Select your country or region and go to the support section of your local Epson website. The latest drivers, FAQs, manuals, or other downloadables are also available from the site.

https://support.epson.net/

https://www.epson.eu/Support (Europe)

If your Epson product is not operating properly and you cannot solve the problem, contact Epson support services for assistance.

Contacting Customer Support

Before Contacting Epson

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

Epson 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

Note:
Depending on the product, the dial list data for fax and/or network settings may be stored in the product's memory. Due to breakdown or repair of a product, data and/or settings may be lost. Epson shall not be responsible for the loss of any data, for backing up or recovering data and/or settings even during a warranty period. We recommend that you make your own backup data or take notes.

Help for Users in Europe

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

Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web

http://www.epson.com.sg

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson Helpdesk

Toll Free: 800-120-5564

Our HelpDesk team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problem troubleshooting
- ❏ Enquiries on repair service and warranty

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Service Center

65 Truong Dinh Street, District 1, Hochiminh City, Vietnam.
Phone(Ho Chi Minh City): 84-8-3823-9239, 84-8-3825-6234

29 Tue Tinh, Quan Hai Ba Trung, Hanoi City, Vietnam
Phone(Hanoi City): 84-4-3978-4785, 84-4-3978-4775

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web

http://www.epson.co.id

- ❏ Information on product specifications, drivers for download
- ❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

Phone: +62-1500-766

Fax: +62-21-808-66-799

Our Hotline team can help you with the following over the phone or fax:

- ❏ Sales enquiries and product information
- ❏ Technical support

Epson Service Center

Province	Company Name	Address	Phone E-mail
DKI JAKARTA	ESS JAKARTA MANGGADUA	Ruko Mall Mangga Dua No. 48 Jl. Arteri Mangga Dua, Jakarta Utara - DKI JAKARTA	(+6221) 62301104 jkt-admin@epson-indonesia.co.id

NORTH SUMATERA	ESC MEDAN	Jl. Bambu 2 Komplek Graha Niaga Nomor A-4, Medan - North Sumatera	(+6222) 4207033 bdg-admin@epson-indonesia.co.id
DI YOGYAKARTA	ESC YOGYAKARTA	YAP Square, Block A No. 6 Jl. C Simanjutak Yogyakarta - DIY	(+62274) 581065 ygy-admin@epson-indonesia.co.id
EAST JAWA	ESC SURABAYA	Hitech Mall Lt. 2 Block A No. 24 Jl. Kusuma Bangsa No. 116 - 118 Surabaya - JATIM	(+6231) 5355035 sby-admin@epson-indonesia.co.id
SOUTH SULAWESI	ESC MAKASSAR	Jl. Cendrawasih NO. 3A, kunjung mae, mariso, MAKASSAR - SULSEL 90125	(+62411) 8911071 mksr-admin@epson-indonesia.co.id
WEST KALIMANTAN	ESC PONTIANAK	Komp. A yani Sentra Bisnis G33, Jl. Ahmad Yani - Pontianak Kalimantan Barat	(+62561) 735507 / 767049 pontianak-admin@epson-indonesia.co.id
RIAU	ESC PEKANBARU	Jl. Tuanku Tambusai No.459A Pekanbaru Riau	(+62761) 8524695 pkb-admin@epson-indonesia.co.id
DKI JAKARTA	ESS JAKARTA SUDIRMAN	Wisma Keiai Lt. 1 Jl. Jenderal Sudirman Kav.3 Jakarta Pusat - DKI JAKARTA 10220	(+6221) 5724335 ess@epson-indonesia.co.id
EAST JAWA	ESS SURABAYA	Ruko Surya Inti Jl. Jawa No 2-4 Kav. 29 Surabaya - Jawa Timur	(+6231) 5014949 esssby@epson-indonesia.co.id
BANTEN	ESS SERPONG	Ruko Mall WTC Matahari No. 953, Serpong-Banten	(+6221) 53167051 / 53167052 esstag@epson-indonesia.co.id
CENTRAL JAWA	ESS SEMARANG	Komplek Ruko Metro Plaza Block C20 Jl. MT Haryono No 970 Semarang - JAWA TENGAH	(+6224) 8313807 / 8417935 esssmg@epson-indonesia.co.id
EAST KALIMANTAN	ESC SAMARINDA	Jl. KH. Wahid Hasyim (M. Yamin) Kelurahan Sempaja Selatan Kecamatan Samarinda UTARA - SAMARINDA - KALTIM	(+62541) 7272904 escsmd@epson-indonesia.co.id
SOUTH SUMATERA	ESC PALEMBANG	Jl. H.M Rasyid Nawawi No. 249 Kelurahan 9 Ilir Palembang Sumatera Selatan	(+62711) 311330 escplg@epson-indonesia.co.id

EAST JAVA	ESC JEMBER	JL. Panglima Besar Sudirman Ruko no.1D Jember-Jawa Timur (Depan Balai Penelitian & Pengolahan Kakao)	(+62331) 488373 / 486468 jmr-admin@epson-indonesia.co.id
NORTH SULAWESI	ESC MANADO	Tekno Megamall Lt LG 11 TK 21, Kawasan Megamas Boulevard, Jl Piere Tendean, Manado - SULUT 95111	(+62431) 8890996 MND-ADMIN@EPSON-INDONESIA.CO.ID

For other cities not listed here, call the Hot Line: 08071137766.

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web

http://www.epson.com.my

- ❏ Information on product specifications, drivers for download
- ❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Call Centre

Phone: +60 1800-8-17349

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair services and warranty

Head Office

Phone: 603-56288288

Fax: 603-5628 8388/603-5621 2088

Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone, fax numbers and e-mail address below:

World Wide Web

http://www.epson.com.ph

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

Epson Philippines Customer Care

Toll Free: (PLDT) 1-800-1069-37766

Toll Free: (Digital) 1-800-3-0037766

Metro Manila: (+632)441-9030

Web Site: https://www.epson.com.ph/contact

E-mail: customercare@epc.epson.som.ph

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Our Customer Care team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty

Epson Philippines Corporation

Trunk Line: +632-706-2609

Fax: +632-706-2663

Chapter 6

Options and Consumables

Replacing the Ribbon Cartridge

Genuine Epson ribbon cartridge

When printing becomes faint, you need to replace the ribbon cartridge. Genuine Epson ribbon cartridges are designed and manufactured to work properly with your Epson printer. They ensure proper operation and long life of the print head and other printer parts. Other products not manufactured by Epson may cause damage to your printer, which is not covered by Epson's warranties.

Your printer uses the following ribbon cartridges:

Epson black ribbon cartridge: S015656 (For users in America)

C13S015657 (For worldwide users)

S015658 (For users in Asia)

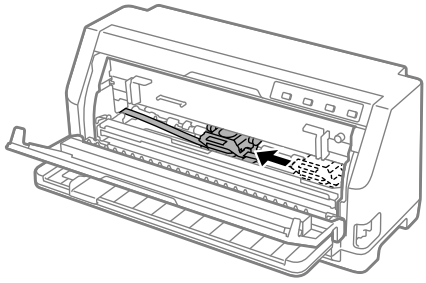
Replacing the ribbon cartridge

Follow these steps to replace a used ribbon cartridge:

⚠ ***Caution:***
Before replacing the ribbon cartridge, Make sure the paper is not loaded.

1. Make sure the **Pause** lamp is on, and then open the printer cover.

The print head automatically moves to the ribbon cartridge replacement position.



Caution:
If you open the printer cover while the power is on, the buzzer sounds, so wait until the print head moves and comes to a stop.

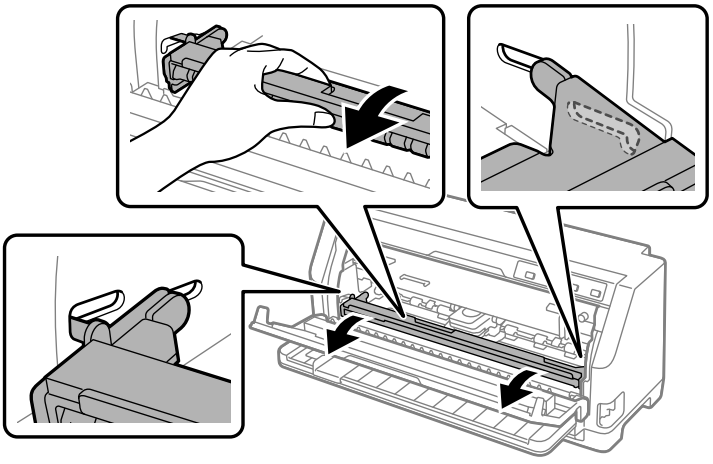
2. Make sure that the print head is near the center, and then turn off the printer.

Warning:
If you have just used the printer, the print head may be hot; let it cool for a few minutes before replacing the ribbon cartridge.

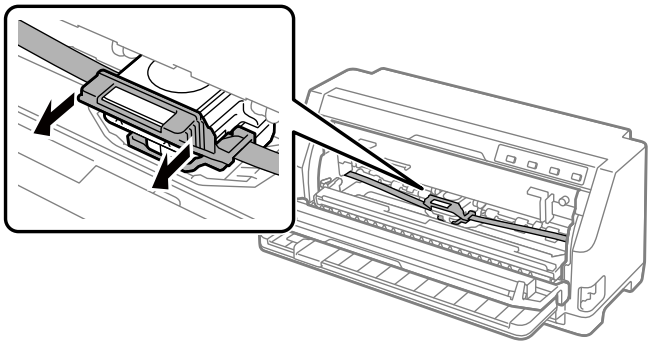
Caution:
Performing the following steps with the printer turned on may cause a malfunction. Be sure to turn off the printer.

3. Pull the paper bail forward.

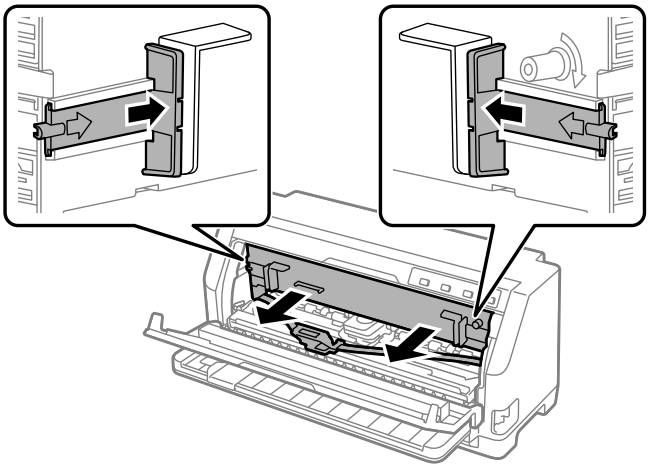
   Secure it in place by fitting it into the slot on the both sides.



4. Grasp the ribbon guide and pull it until it is out of the print head.

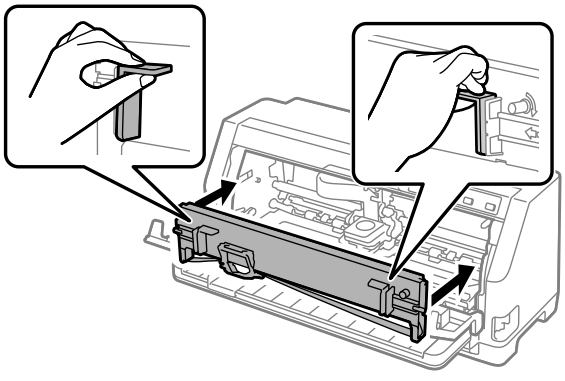


5. Hold the tabs at both sides of the ribbon cartridge and pull it out of the printer.

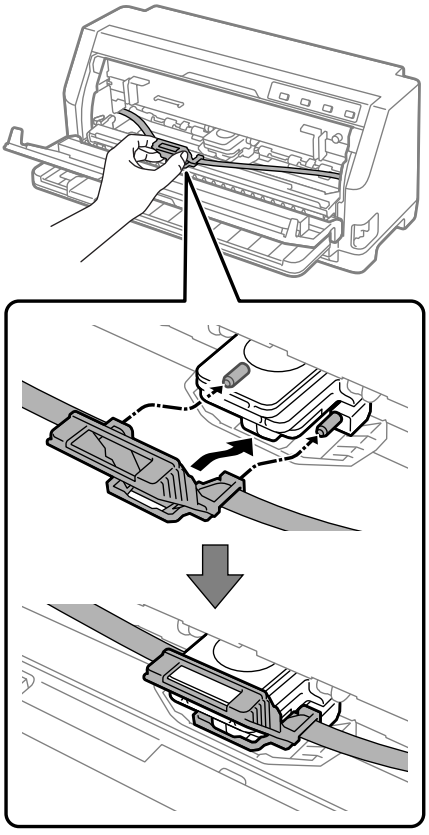


6. Remove the new ribbon cartridge from its package.

7. Hold the ribbon cartridge and insert it into the printer as shown below; then press both sides of the cartridge firmly to fit the plastic hooks into the printer slots.

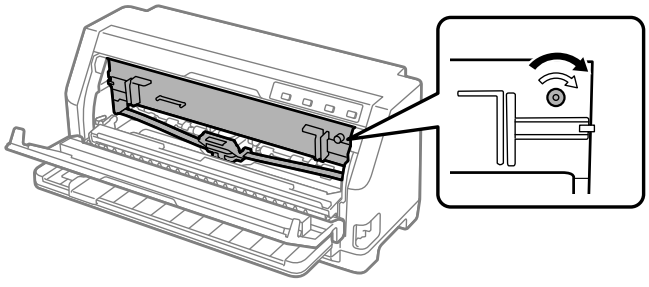


8. Attach the ribbon guide to the print head by sliding it in while inserting the guide pins until it clicks into place.

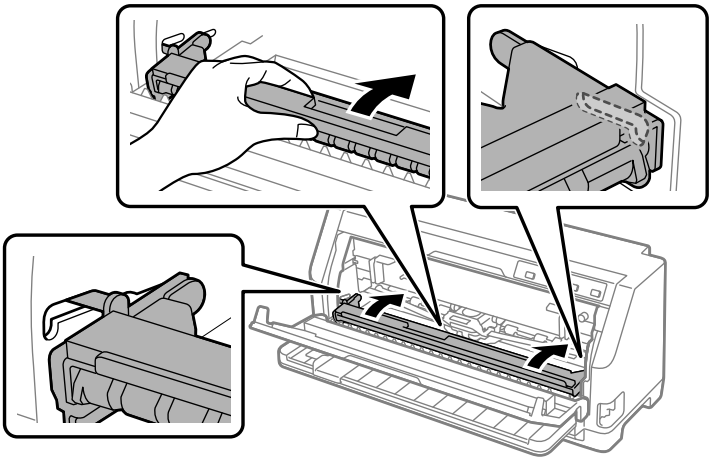


Note:
Be sure that the ribbon is not twisted when you slide the ribbon guide into the print head.

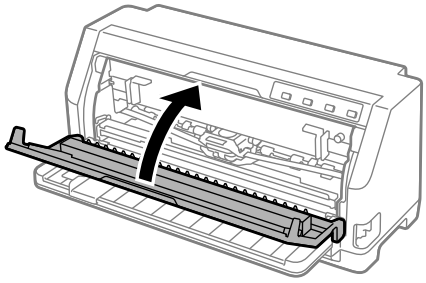
9. Turn the ribbon-tightening knob to remove any slack in the ribbon so that the ribbon moves freely.



10. Lift the paper bail up to remove it from the slot on the both sides, and then return it to its original position.



11. Close the printer cover.



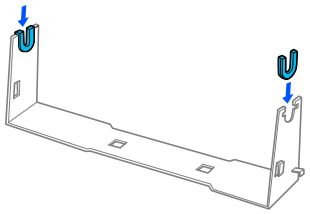
Roll Paper Holder

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 requiring variable paper lengths. Before you install and use the roll paper holder, you need to assemble it.

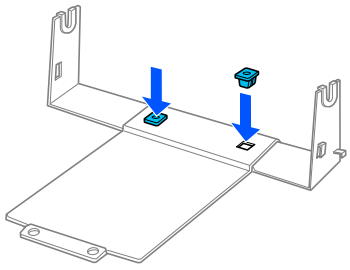
Assembling the roll paper holder

Follow these steps to assemble the roll paper holder:

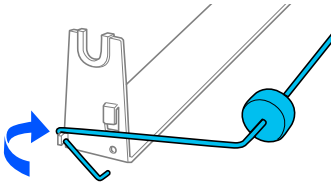
1. Fit the arc bearings into the stand as shown.



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



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

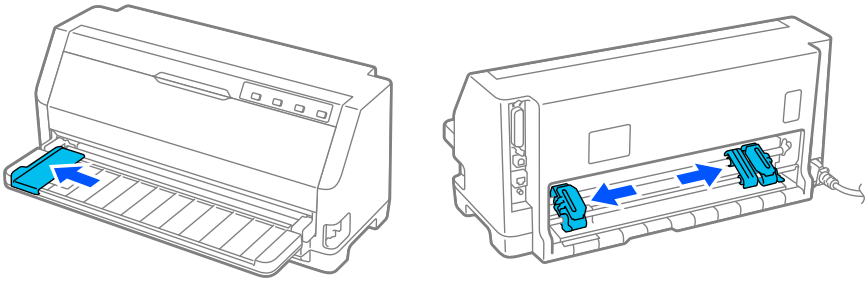


Installing the roll paper holder

Follow these steps to install the roll paper holder on your printer:

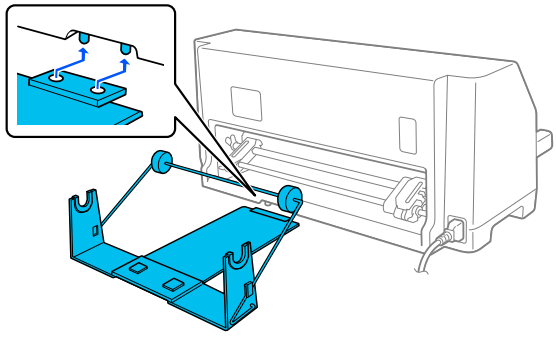
1. Make sure the printer is turned off.

2. Slide the edge guide all the way to the left, and facing the back of the printer, slide both sprocket units all the way to the right.



3. Position the roll paper holder beneath the printer as shown below. Fit the two holes in the roll paper holder base under the two positioning pegs on the bottom of the printer.

   Gently lower the printer so the positioning pegs slide into the holes.



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.

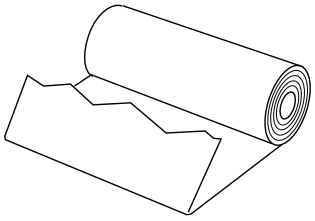
Loading roll paper

Follow these steps to load a roll of paper after you install the roll paper holder:

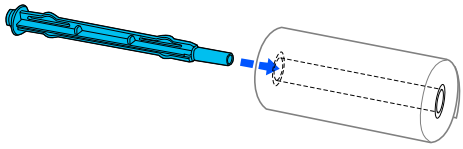
1. Make sure the printer is turned off. Also make sure the paper tension unit is installed.

2. Set the paper release lever to the single-sheet position.

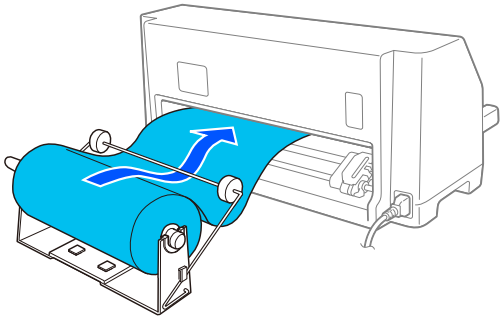
3. Cut the leading edge of the roll paper straight across.



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

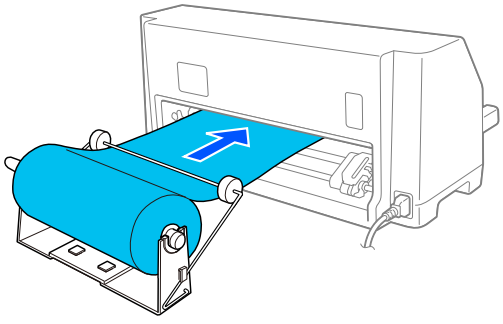


5. Set the shaft and paper roll onto the roll paper holder. Load the roll so that paper feeds from the top of the roll and the edge of the roll paper passes the tension lever.



6. Turn on the printer and make sure that the single-sheet feeding is selected as described in "Selecting a Paper Source" on page 29.

7. Bring the leading edge of the paper up over the paper path guide and insert it into the printer path until you feel resistance. The printer loads roll paper automatically.



Removing roll paper

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

Chapter 7

Product Information

Printer Specifications

Mechanical

Printing method:	24-pin impact dot matrix	
Printing speed:	High speed draft	487 cps at 10 cpi
	Draft	366 cps at 10 cpi
	Letter quality	121 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	
Printable columns:	106 columns (at 10 cpi)	
Resolution:	Maximum 360 × 180 dpi (letter quality mode)	
Paper feed methods:	Friction (front, rear) Push tractor (rear)	
Reliability:	Total print volume	40 million lines (except print head)
	Print head life	approx. 400 million strokes/wire

Dimensions and weight:	Height	211 mm (8.3 inches)
	Width	480 mm (18.9 inches)
	Depth	301.3 mm (11.9 inches)
	Weight	approx. 6.72 kg (14.81 lb)
Ribbon:	Black ribbon cartridge	S015656 (For users in America) C13S015657 (For worldwide users) C13S015658 (For users in Asia)
	Ribbon life (at 10 cpi in the letter quality mode with 48 dots/character)	black ribbon approx. 10 million characters
Acoustic noise:	Approx. 59 dB (A) (ISO 7779 pattern)	

Electronic

Interfaces:	LQ-780: One standard bidirectional, 8-bit, parallel interface with IEEE 1284 nibble mode support One USB 2.0 (Full Speed) interface LQ-780N: One standard bidirectional, 8-bit, parallel interface with IEEE 1284 nibble mode support One USB 2.0 (Full Speed) interface One 100 Base-TX Network interface
Buffer:	128KB

Fonts:

Bitmap fonts:

Epson High Speed Draft 10 cpi
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 pt., 8 pt. - 32 pt. (every 2 pt.)
Epson Sans Serif 10.5 pt., 8 pt. - 32 pt. (every 2 pt.)
Epson Roman T 10.5 pt., 8 pt. - 32 pt. (every 2 pt.)
Epson Sans Serif H 10.5 pt., 8 pt. - 32 pt. (every 2 pt.)

Bar code fonts:

EAN-13, EAN-8, Interleaved 2 of 5, UPC-A, UPC-E, Code 39, Code 128, POSTNET

Character tables:

Standard model:

Italic table,
PC 437 (US, Standard Europe), PC 850 (Multilingual), PC 860 (Portuguese), PC 861 (Icelandic), PC 865 (Nordic), PC 863 (Canadian-French), BRASCII, Abicomp, ISO Latin 1, Roman 8, PC 858, ISO 8859-15

Expanded model:

Italic table,
PC 437 (US, Standard Europe), PC 850 (Multilingual), PC 860 (Portuguese), PC 861 (Icelandic), PC 865 (Nordic), PC 863 (Canadian-French), BRASCII, Abicomp, ISO Latin 1, Roman 8, PC 858, ISO 8859-15, PC 437 Greek, PC 852 (Eastern Europe), PC 853 (Turkish), PC 855 (Cyrillic), PC 857 (Turkish), PC 866 (Russian), PC 869 (Greek), MAZOWIA (Poland), Code MJK (CSFR),ISO 8859-7 (Latin/Greek), ISO Latin 1T (Turkish), Bulgaria (Bulgarian), PC 774 (LST 1283: 1993), Estonia (Estonian), PC 771 (Lithuanian), ISO 8859-2, PC 866 LAT. (Latvian), PC 866 UKR (Ukranian), PC APTEC (Arabic), PC 708 (Arabic), PC 720 (Arabic), PC AR 864 (Arabic), PC437 Slovenia, PC MC, PC1250, PC1251, KZ1048 (Kazakhstan)

Character sets:

15 international character sets:

USA, France, Germany, UK, Denmark I, Sweden, Italy, Spain I, Japan, Norway, Denmark II, Spain II, Latin America, Korea, Legal

Electrical

	100 - 240 V Model	**220 - 240 V Model**
Rated voltage range	AC 100 to 240 V	AC 220 to 240 V
Input voltage range	AC 90 to 264 V	AC 198 to 264 V
Rated frequency range	50 to 60 Hz	
Input frequency range	49.5 to 60.5 Hz	
Rated current	2.0 - 0.9 A (maximum 5.4 - 2.8 A depending on the character type)	1.4 A (maximum 4.6 A depending on the character type)

Power consumption (with USB connection)	AC 100 - 120 V: Approx. 49 W (ISO/IEC 10561 letter pattern) LQ-780: Approx. 0.7 W in sleep mode * 0.1 W in power-off LQ-780N: Approx. 0.8 W in sleep mode * 0.1 W in power-off AC 220 - 240 V: Approx. 47 W (ISO/IEC 10561 letter pattern) LQ-780: Approx. 0.8 W in sleep mode * 0.1 W in power-off LQ-780N: Approx. 0.9 W in sleep mode * 0.1 W in power-off	Approx. 46 W (ISO/IEC 10561 letter pattern) LQ-780: Approx. 0.8 W in sleep mode * 0.1 W in power-off LQ-780N: Approx. 0.8 W in sleep mode * 0.1 W in power-off

* When the configured time passes in the following condition, the printer enters sleep mode.
- not error.
- There is no data in input buffer.

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

Environmental

	Temperature	**Humidity (without condensation)**
Operation (plain paper)	5 to 35 ˚C (41 to 95 ˚F)	10 to 80 % RH
Operation (recycled paper, envelope, label, or roll paper)	15 to 25 ˚C (59 to 77 ˚F)	30 to 60 % RH
Storage	-30 to 60 ˚C (-22 to 140 ˚F)	0 to 85 %

Paper

Note:

- ❏ *Use recycled paper, multipart paper, labels, envelopes, and postcards only under normal temperature and humidity conditions described below.*
  Temperature: 15 to 25 ˚C (59 to 77 ˚F)
  Humidity: 30 to 60 % RH
- ❏ *Do not load paper that is curled, folded, or crumpled.*

Single sheets

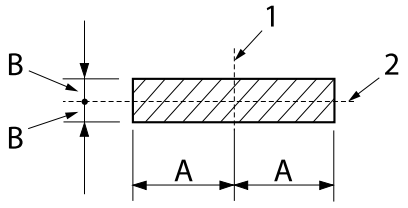
See also "Multipart forms" on page 116 for detailed information on the specification for single sheet multipart forms.

Width	90 to 304.8 mm (3.5 to 12.0 inches)
Length	70 to 420 mm (2.8 to 16.5 inches)
Thickness	
single sheets	0.065 to 0.19 mm (0.0025 to 0.0074 inch)
multipart forms	0.12 to 0.49 mm (0.0047 to 0.0192 inch)
Weight	
single sheets	52.3 to 157 g/m² (14 to 42 lb)
multipart forms	40 to 58 g/m² (10 to 15 lb)
Quality	
single sheets	Plain paper and recycled paper
multipart forms	Carbonless or back carbon multipart forms with a line of glue at the top or the side of the form
Copies	1 original + 6 copies

Continuous paper

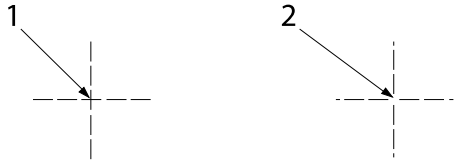
See also "Multipart forms" on page 116 for detailed information on the specifications for continuous multipart forms.

- ❏ The sprocket hole must be a circle or notched circle.
- ❏ The holes must be cleanly cut.
- ❏ If the horizontal and vertical perforations are crossed, the shaded area below should not be printed on. Uncrossed perforations do not have this restricted area.



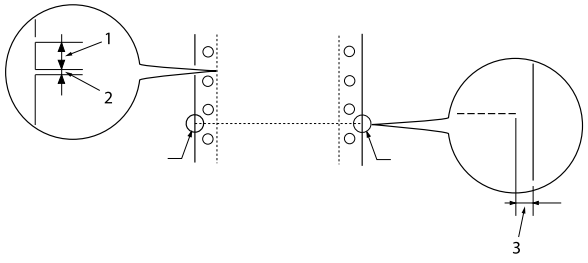
A: 28 mm (1.1 inches)
B: 3 mm (0.12 inch)

1. vertical perforation
2. horizontal perforation



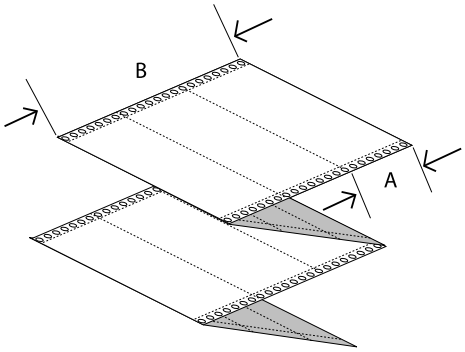
1. crossed perforation
2. uncrossed perforation

- ❏ The ratio of the cut/uncut length at the perforation should be between 3:1 and 5:1. And expansion at the perforation (when the paper is kept flat) should be less than 1 mm (0.04 inch) as follows.



1. 3 mm cut
2. 1 mm uncut
3. 1 mm or more

❏ If you use continuous paper whose page length (A in the next illustration) is under 101.6 mm (4.0 inches), make sure that the length between folds (B) is over 101.6 mm (4.0 inches.)

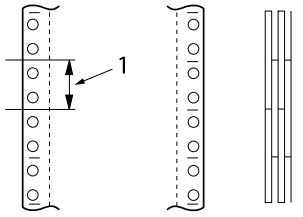
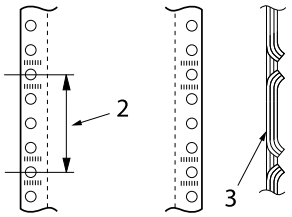
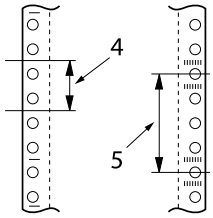


Width	101.6 to 304.8 mm (4.0 to 12.0 inches)
Length/page	76.2 to 558.8 mm (3.0 to 22.0 inches)
Copies	1 original + 6 copies
Total thickness	
single sheets	0.065 to 0.15 mm (0.0025 to 0.0059 inch)
multipart forms	0.12 to 0.49 mm (0.0047 to 0.0192 inch)
Weight	
single sheets	52.0 to 128 g/m² (14 to 34 lb)
multipart forms	40 to 58 g/m² (10 to 15 lb) (weight/part)
Quality	
single sheets	Plain paper and recycled paper
multipart forms	Carbonless or back carbon multipart forms with spot gluing or paper stapling on both sides

Multipart forms

The specifications for the dimensions of multipart forms are the same as those for single sheets and continuous paper. See "Single sheets" on page 113 and "Continuous paper" on page 113 for detailed information.

❏ The form sheets of continuous multipart forms should be securely joined together along the left and right edges by crimping or, spot-gluing. For the best printing quality, use multipart forms joined with spot-gluing.

spot-gluing	crimping	spot-gluing and crimping on each side
		

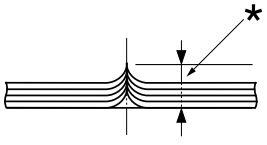
1. 1 inch or less
2. 3 inches or less
3. printing side
4. 1 inch or less
5. 3 inches or less

Caution:
Never use continuous multipart forms that are joined with metal staples or bar-gluing.



1. bar-gluing
2. metal stapling

❏ The thickness of the folded part when extended should be 1 mm or less.

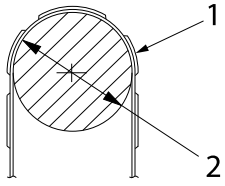


* 1 mm or less

- ❏ The binding area should be flat and have no creases.
- ❏ The sprocket holes should be a circle or a notched circle.
- ❏ The sprocket holes of all sheets in the form should be aligned properly.
- ❏ The binding position should be outside the printable area. See "Printable area" on page 119 for more information.

Labels

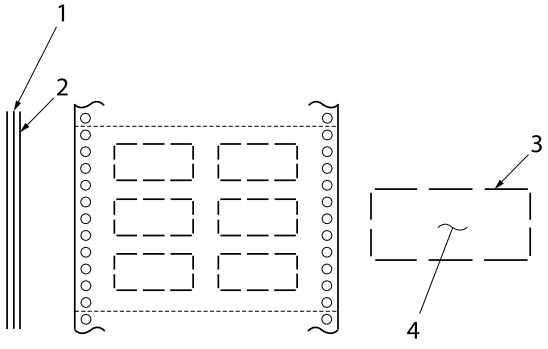
- ❏ Labels should be securely attached to the backing sheet and the label surface must be flat.
- ❏ The labels should not peel off their backing sheet under the conditions below.



wrapping drum radius:	27 mm
wrapping angle:	180 ˚
wrapping time:	24 hours
ambient temperature:	40 ˚C
ambient humidity:	30%

1. label
2. 27 mm

- ❏ When using labels whose backing sheet is entirely covered, make sure the cuts around the edges of the labels are perforated.



1. backing sheet
2. label sheet
3. several uncut areas on each side
4. label

Backing sheet width	
single sheets	100 to 210 mm (3.9 to 8.3 inches)
multipart forms	101.6 to 304.8 mm (4.0 to 12.0 inches)
Labels	
Width	63.5 mm (2.5 inches), minimum
Height	23.8 mm (0.94 inch), minimum
Corner radius	2.5 mm (0.1 inch), minimum
Weight	64 g/m² (17 lb)
Thickness	
Backing sheet	0.07 to 0.09 mm (0.0027 to 0.0035 inch)
Total	0.16 to 0.19 mm (0.0063 to 0.0075 inch)
Quality	Plain paper or the same quality labels with continuous backing sheet

Envelopes

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 0.0205 inch) Any differences in thickness within the printable area must be less than 0.25 mm (0.0098 inch).	
Weight	45 to 90 g/m² (12 to 24 lb)	
Quality	Bond envelopes, plain envelopes, and airmail envelopes not glued on the flap	

Postcards

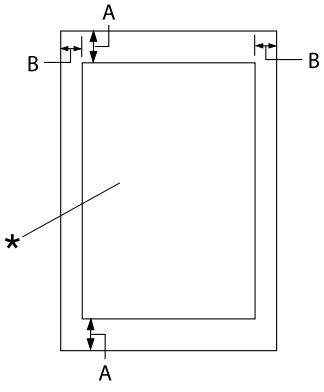
Width	90 to 200 mm (3.5 to 7.8 inches)
Length	60 to 200 mm (2.3 to 7.8 inches)
Thickness	0.22 mm (0.0087 inch)
Weight	192 g/m² (51 lb)
Quality	Plain paper

Roll paper

Width	213 to 219 mm (8.38 to 8.62 inches)
Thickness	0.07 to 0.09 mm (0.0028 to 0.0035 inch)
Weight	52 to 82 g/m² (14 to 22 lb)
Quality	Plain paper

Printable area

Single sheets (including single sheet multipart forms)



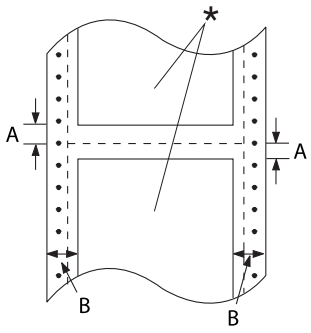
A: 4.2 mm (0.17 inch) or more

B: The minimum left and right margins are 3.0 mm (0.12 inch) each.

The maximum printable width is 269.24 mm (10.6 inches). For single sheets wider than 304.8 mm (12.0 inches), the side margins increase proportionally to match the width of the paper.

* printable area

Continuous paper (including continuous multipart forms)

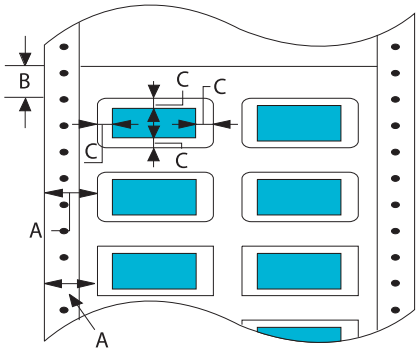


A: The minimum top and bottom margins (above and below the perforation) are 4.2 mm (0.17 inch).

B: The minimum left or right margin is 13 mm (0.51 inch).
18 mm for the paper whose page width is 304.8 mm (12.0 inches).

* printable area

Labels

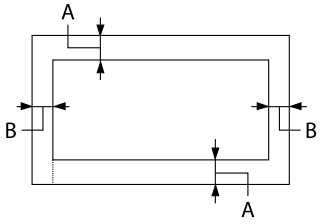


A: 13 mm (0.51 inch) or more

B: 1.2 mm (0.0472 inch) or more

C: 3 mm (0.118 inch) or more

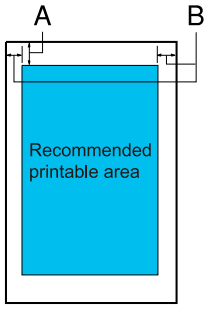
Envelopes and postcards



A: The minimum top margin is 4.2 mm (0.17 inch).

B: 3 mm (0.118 inch) or more

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 269.24 mm (10.6 inches).

System Requirements

Windows 11/Windows 10 (32-bit, 64-bit)/Windows 8.1 (32-bit, 64-bit)/Windows 8 (32-bit, 64-bit)/Windows 7 (32-bit, 64-bit)/Windows Vista (32-bit, 64-bit)/Windows XP SP3 or later (32-bit)/Windows XP Professional x64 Edition SP2 or later/Windows Server 2022/Windows Server 2019/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003 SP2 or later

Standards and Approvals

⚠ ***Warning:***

- ❏ *This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.*
- ❏ *The connection of a non-shielded printer interface cable to this printer will invalidate the EMC standards of this device.*
- ❏ *You are cautioned that changes or modifications not expressly approved by Seiko Epson Corporation could void your authority to operate the equipment.*

Safety approvals

Safety	IEC60950-1, IEC62368-1

EMC	CISPR32 Class A, CISPR 24 EN55032 Class A, EN55035 EN61000-3-2, EN610003-3

For users in U.S. and Canada

Safety	UL62368-1
	CAN/CSA-C22.2 No.62368-1
EMC	FCC Part 15 Subpart B Class A
	ICES-003 Class A

Note:

- ❏ *This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.*
- ❏ *This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.*

For users in Europe

The following models are CE marked and in compliance with all the applicable EU Directives. For further details, visit the following website to access the full declaration of conformities containing reference to the Directives and harmonized standards used to declare conformity.

https://www.epson.eu/conformity

LQ-780: PB61A

LQ-780N: PB61B

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. Remove any paper loaded in the printer, and turn off the printer.

2. Use a soft brush to carefully brush away all dust and dirt from the outer case and sheet guide.

3. If the outer case and the sheet guide are still dirty or dusty, clean them with a soft, clean cloth dampened with mild detergent dissolved in water. Keep the printer cover and front cover closed to prevent water from getting inside the printer.

⚠ ***Caution:***

- ❏ *Never use alcohol 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 oils can damage the printer mechanism. Contact your Epson dealer if you think lubrication is needed.*

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 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. Press the **Load/Eject** button and remove any paper loaded in the printer.

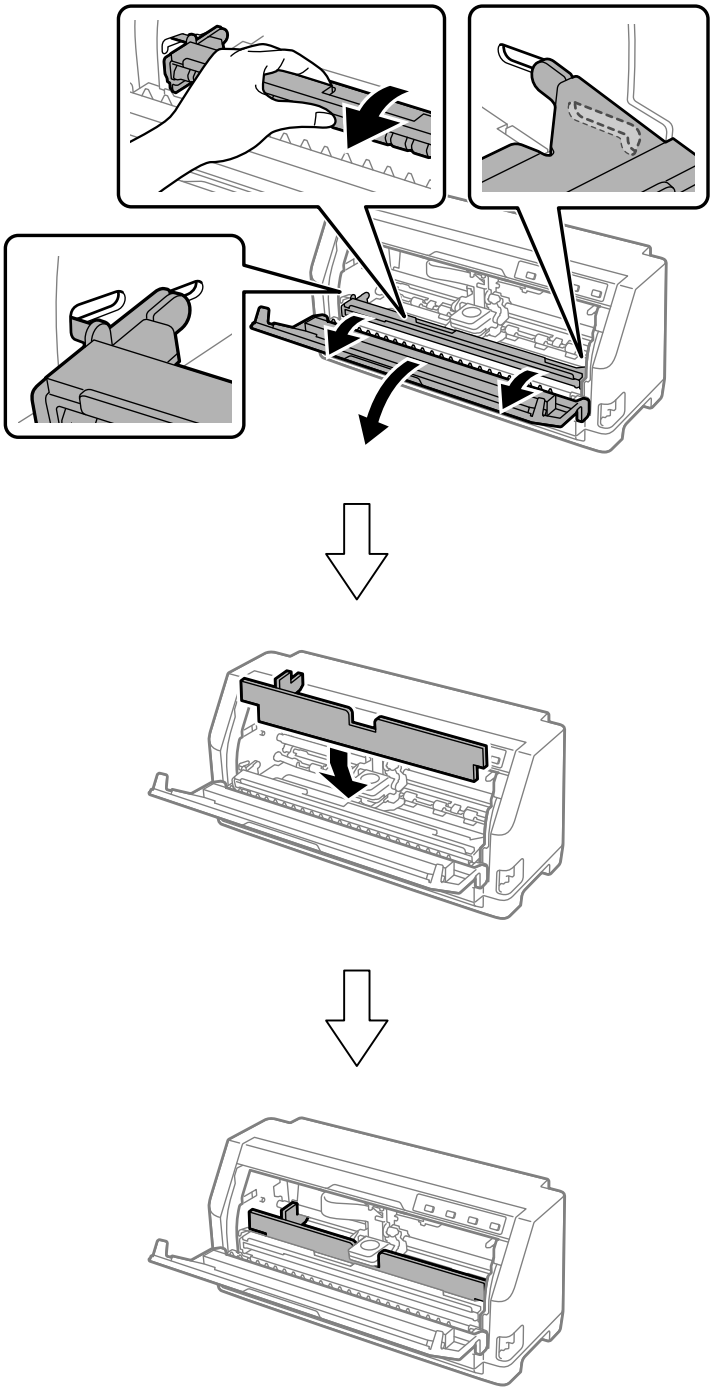
2. Make sure the print head is not hot. Then remove the ribbon cartridge as described in "Replacing the ribbon cartridge" on page 99.

3. Turn the printer off.

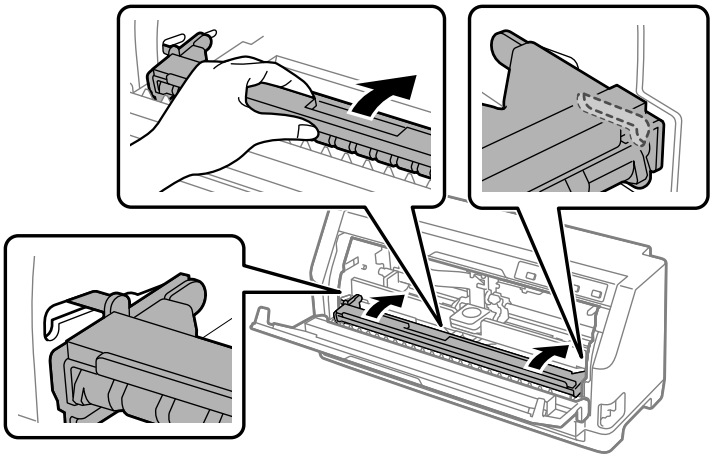
4. Unplug the power cord from the electrical outlet; then disconnect the interface cable from the printer.

5. Remove the sheet guide. If any options are installed, remove them and pack them in their original boxes.

6. Pull the paper bail forward. Secure it in place by moving it forward until the front edge lowers and comes to a stop, and then attach the plastic packing material to prevent the head from moving.



7. Lift up the front of the paper bail and let it move backwards to return it to its original position.



8. Make sure that the printer cover is closed.

9. Repack the printer, sheet guide, ribbon cartridge, and power cord (if necessary) in their original packing materials and place them in the printer's original box.