



DLQ-3500II / DLQ-3500IIN

User's Guide

NPD6247-01 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 (DLQ-3500IIN 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.
- Screenshots of the printer LCD screens are subject to change without notice. The contents may vary depending on the product.
- 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 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Vista", "Windows XP", "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® 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® 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 (DLQ-3500IIN 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 Gebäudeinstallation 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.
- ❑ You need to move the print head by hand to replace the ribbon cartridge. If you have just used the printer, the print head may be hot; let it cool for a few minutes before touching it.

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 United Kingdom users

Use of options

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

Safety information



Warning:

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

Important:

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

Green and yellow — Earth

Blue — Neutral

Brown — Live

If you have to fit a plug:

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

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

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

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

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

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

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

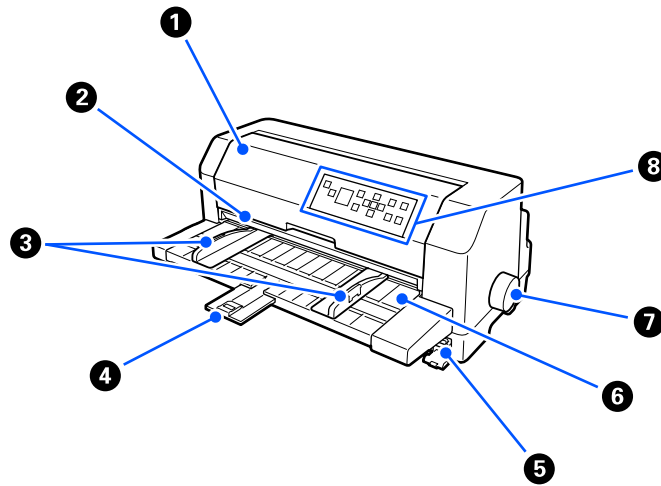
For Turkish users

AEEE Yönetmeliğine Uygundur.

Chapter 1

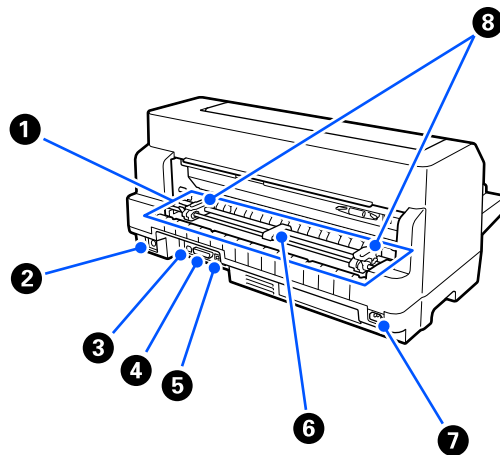
Printer Basics

Printer Parts

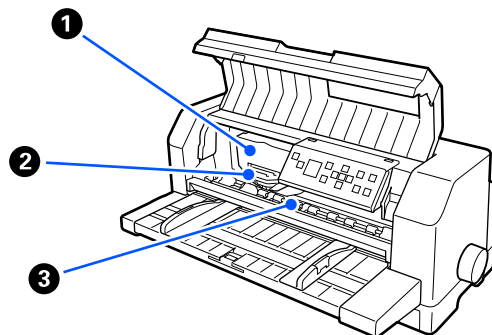


1	printer cover	Open this when replacing the ribbon cartridge or removing jammed paper.
2	tear off edge	Use this to cut paper for continuous paper.
3	edge guide	Guides the paper straight into the printer.
4	paper support	Keeps paper flat while feeding.
5	automatic sheet alignment unit connector	Connects the cable from the optional automatic sheet alignment unit.
6	sheet guide	Allows you to manually feed sheets one-by-one into the printer.
7	paper feed knob	Use this to feed paper manually when paper gets stuck inside the printer.

8	control panel	The printer's operation panel.
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1	tractor unit	Use this to feed continuous paper.
2	cut sheet feeder connector	Connects the cable from the optional cut sheet feeder.
3	USB port	Connects a USB cable.
4	parallel interface connector	Connects the parallel interface cable.
5	LAN port	Connects a LAN cable.
6	center paper support	Place this in the middle of the sprockets to maintain the center of the continuous paper.
7	AC inlet	Connects the power cable.
8	sprocket	When feeding continuous paper, adjust the sprockets to the width of the paper and use them to secure the paper.

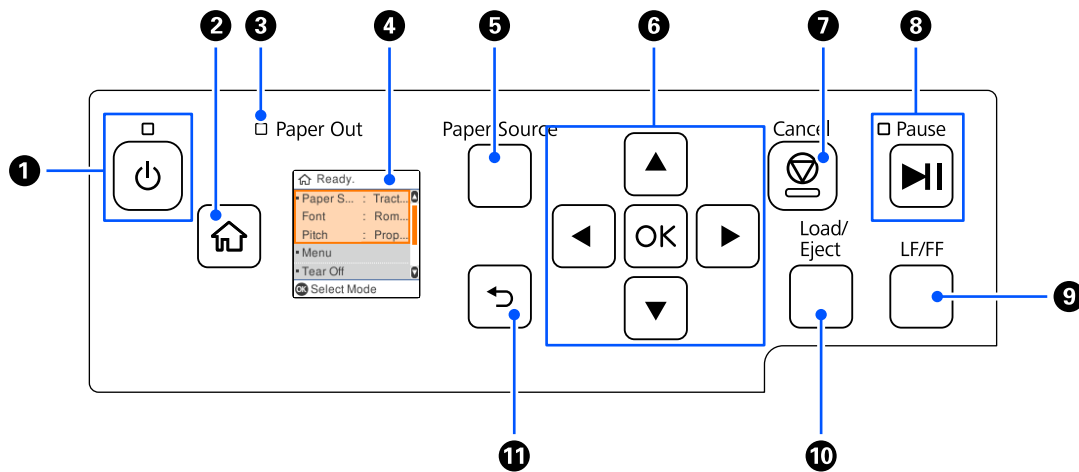


1	ribbon cartridge	Contains ink ribbon.
---	------------------	----------------------








2	print head	Prints on paper.
3	paper bail	Plate or bar that uses rollers to apply pressure to the paper.

Control Panel

Buttons and Lights



1	Power button/light	Turns the printer on or off. Unplug the power cord after checking that the power light is off.	
2	button	Displays the home screen.	
3	Paper Out light	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.	
4	LCD screen	Displays menus and messages. Use buttons on the control panel to select a menu or to make settings.	
5	Paper Source button	Selects a paper source.	
		Tractor	Print on continuous paper fed from tractor.
		Manual/CSF	Print on single sheets fed from sheet guide , automatic alignment unit (option), or Cut-sheet feeder (option).

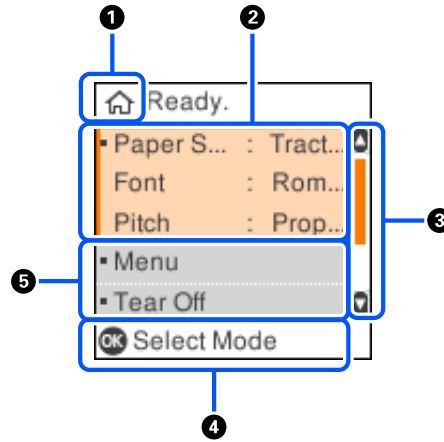
6	 OK buttons	Use the  buttons to select a menu, and then press the OK button to enter the selected menu. In Micro Adjust mode, you can press the  or  buttons to adjust the tear off position.
7	 Cancel button	Stop printing and clear the input data buffer.
8	 Pause button/light	The printer is ready when the light is on. Press this button briefly to pause the printer when it is in ready status. The printer is paused when the light is off. Press this button briefly to enter ready status when the printer is paused. Press this button while printing to temporarily stop printing. Press again to resume printing. The light flashes when the printer is receiving data.
9	LF/FF 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.
10	Load/Eject 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.
11	 button	Returns to the previous screen.

Guide to the LCD Screens

This section provides an overview of menus and controls for the LCD screens.

Home Screen

You can check current settings or change settings.

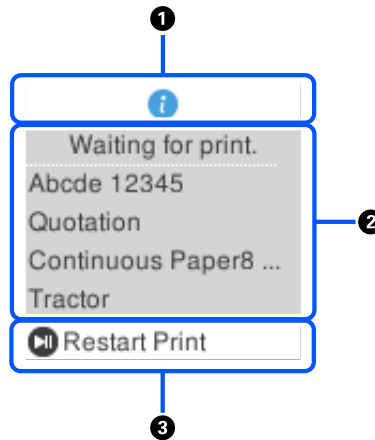


1	The home screen	
2	The top three lines on the home screen are shortcut menus that display some setting items and current settings. You can focus on this area by pressing the ▲ or ▼ buttons and then pressing OK to access the settings menu.	
	Paper Source	Select a paper source. See “Paper Source” on page 23.
	Font	Selects one of the available fonts. To select a font, see “Font” on page 23.
	Pitch	Selects one of the pitch settings. To select a pitch, see “Pitch” on page 23.
3	Indicates the part of the menu currently displayed on the screen. You can scroll the screen by using the ▲ or ▼ buttons.	
4	Displays available buttons and controls.	
5	Displays the menu items. You can focus on a setting by pressing the ▲ or ▼ buttons and then pressing OK to access the settings menu.	
	Menu	Allows you to make printer settings. See also “Menu Options for Settings” on page 23.
	Tear off	Allows you to feed continuous paper to the tear off position. See also “Adjusting the tear off position” on page 53.
	Replace Ribbon	Displays instructions for replacing the ribbon. See also “Replacing the Ribbon Cartridge” on page 108.

Job Information Screen

Your printer can display job information when it receives print jobs in Windows. You can enter a short note in the printer driver as a **Driver Note** which allows you to identify the print job. See “Printer Driver Settings Overview” on page 62.

The information or message displayed may differ depending on the print data sent from the Windows application.



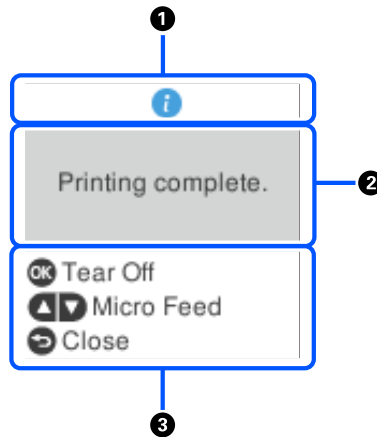
1	The information icon indicates that information is available.
2	Printer driver settings such as the following are displayed. User Name Driver Note* Paper Size Paper Source
3	Displays available buttons and controls.

* If the **Driver Note** check box has been cleared in the printer driver, the document name is displayed instead.

Note:

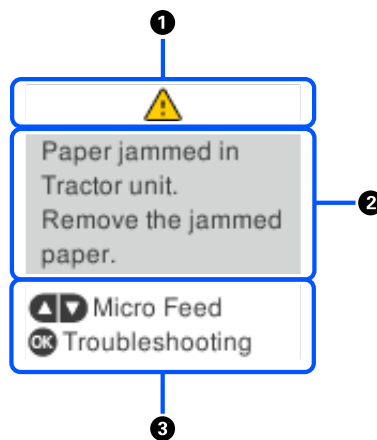
The job information screen is useful if you want to pause the printer before you start printing by selecting a **Paper Source** setting that ends with (check paper). This allows you to check the paper or pre-printed form that will be used for your print job. See “Printer Driver Settings Overview” on page 62.

Printing Finish Screen on Continuous Paper



1	Information icon shows information is displayed.	
2	A print job has finished printing.	
3	Displays available buttons and controls.	
	OK	Feeds continuous paper forward to the tear off position.
	▲, ▼	Feeds continuous paper forward or backward little by little.
	↶	Returns to the home screen.

Error Display Screen



1	An error has occurred.
---	------------------------

2	Displays error information.
3	Displays available buttons and instructions.






Note:

Follow the onscreen instructions to recover from the error.

Entering Characters

To enter characters and symbols for network settings for DLQ-3500IIN from the control panel, use the ▲, ▼, ◀, and ▶ buttons and the software keyboard on the LCD screen. Press the ▲, ▼, ◀, or ▶ button to select a character or function button on the keyboard, and then press the **OK** button. When you have finished entering characters, select **OK**, and then press the **OK** button.



Function button	Descriptions
	Moves the cursor to the left or right.
	Switches the character type. You can enter alphanumeric or symbols.
	Enters a space.
	Deletes a character to the left (backspace).
	Enters the selected characters.

Chapter 2

Menu Options for Settings

Select **Menu** on the home screen of the printer to make various settings.

Menu Options for Basic Settings

Select the menus on the control panel as described below.

Menu > Basic Settings

Basic Settings

Paper Source

Select the paper source you want to use. Select **Tractor** when printing on continuous paper, or select **Manual/CSF** when printing on single sheets.

Font

Select the font you want to use. You can select from the following fonts.

HSD (High Speed Draft), Draft, Roman, Sans Serif, Courier, Prestige, Script, OCR-B, Orator, Orator-S, Script C, Roman T, Sans serif H

Pitch

Select desired pitch to use. Choices are shown below.

10 cpi, 12 cpi, 15 cpi, 17 cpi, 20 cpi, Proportional

Language

Select the language used on the LCD screen.

Menu Options for Printer Settings

Select the menus on the control panel as described below.

Menu > Printer Settings

Print All Settings

Select this menu to print the current settings.

To print out, you need 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 38 and “Loading Single Sheets” on page 45 for instructions on loading continuous paper and single sheets.

Print Area Settings

Top of Form

Allows you to set the top margin of the paper. You can set the values for continuous paper, single sheets loaded into the front manually, and single sheets loaded from the cut sheet feeder.

Page Length

Allows you to set each page length (in lines, 1 line = 1/6 inches) for continuous paper loaded in the tractor and single sheets loaded from the cut sheet feeder.

Right Offset

Allows you to set the offset value from the base point for the print start position.

Left Offset

Allows you to set the offset value from the base point for the print finish position.

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.

Print Start Position

Allows you to set the base point for the print start position.

Character/Line Space Settings

Font

Select the font you want to use. You can select from the following fonts.

HSD (High Speed Draft), Draft, Roman, Sans Serif, Courier, Prestige, Script, OCR-B, Orator, Orator-S, Script C, Roman T, Sans serif H

You can also access this setting from the **Basic Settings** menu.

Pitch

Select desired pitch to use. Choices are shown below.

10 cpi, 12 cpi, 15 cpi, 17 cpi, 20 cpi, Proportional

You can also access this setting on the **Basic Settings** menu.

Character Table

You can select among various character table. The character tables available vary according to the models available in the region. Make sure that you select same character table as the print system if necessary.

When using a print system, change the settings on the print system.

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.

Choices are shown below.

Italic U.S.A., Italic France, Italic Germany, Italic U.K., Italic Denmark 1, Italic Sweden, Italic Italy, Italic Spain 1

0 slash

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

Line Spacing

Space between the lines.

Auto Line Feed

When Auto Line Feed is on, the printer accompanies each carriage return (CR) code received with a line feed code. Set this to **On** if printing might continue without line feeding depending on the OS or the applications used.

Note:

Set to **Off** when printing from Windows, otherwise a blank line is inserted between the lines.

Auto CR (IBM PPDS)

This setting automatically adds a line feed (LF) code to the carriage return (CR) code.

The default setting for this feature is Off. Change this to **On** for systems that do not have CR code control.

Note:

This feature is available only in IBM PPDS emulation mode.

A.G.M. (IBM PPDS)

Turn on the alternate graphic mode (A.G.M.) to make the ESC 3, ESC A, ESC J, ESC K, ESC L, ESC Y, ESC Z, and ESC commands in IBM PPDS emulation mode work the same way as in ESC/P2 mode.

Note:

This feature is available only in IBM PPDS emulation mode.

Print Control Settings

Software

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

Auto Tear Off

When Auto Tear Off is on and you are using continuous paper with the 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 and you are using continuous paper with the tractor, you need to move the perforation to the tear off position manually by pressing the **OK** button when the screen telling printing has finished displayed.

See “Using the tear off function” on page 42 for more information.

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.

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 **Bi-D** or **Uni-D**.

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.*

Head Gap

Adjust the **head gap** according to the type of paper you are using. Usually, this should be left at the default setting, **Auto**. See “Adjusting the Head Gap” on page 35.

Paper Type

Select the type of paper on which you want to print.

Manual Feed Wait Time

The length of wait time between the time paper is inserted into the sheet guide and when it is fed. If the paper feeds before its position has been adjusted correctly, you can increase the wait time.

Buzzer

The printer beeps when an error occurs. (See “Checking Messages on the LCD Screen” on page 86 for more information on printer errors.) If you do not want the printer to beep when an error occurs, turn this setting off.

Display QR Code

Set to **On** to display QR codes on the LCD display that allow you to access further information on the Internet.

Low-Noise Mode

Set to **On** to reduce the printing speed and thereby lower the noise produced during printing.

Sleep Timer

Adjust the time period to enter a sleep mode (energy saving mode) when the printer has not performed any operations. The LCD screen turns black when the setting time passes.

Interface Settings

I/F Mode

The printer provides built-in slots for three interfaces; Parallel, USB, and Network. You can choose **Auto** (automatic), **Parallel**, **USB** or **Network** for the interface mode. When you select **Auto**, the printer automatically selects the interface that is receiving data, and uses that interface until the end of the print job. The **Auto** setting allows you to share the printer among multiple computers without changing the interface mode.

If only one computer is connected to the printer, you can select **Parallel**, **USB**, and **Network**, depending on which interface your computer uses.

Note:

Network is available only on Network compatible models.

Auto I/F Wait Time

This setting is effective only when I/F mode is set to **Auto**. This setting specifies how long the printer waits when no longer the printer receives data. 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 on. If bidirectional transfer mode is unnecessary, turn this off.

Note:

To use EPSON Status Monitor 3 or the Printer Setting utility, always turn this feature on.

Packet Mode

Make sure to select **Auto** to print from Windows applications using the printer driver included in the software disc 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.

Note:

Make sure that the printer and the printer driver settings are the same, otherwise, you cannot print or printing may be corrupted.

Menu Options for Network Settings (Available only on Network compatible models.)

Select the menus on the control panel as described below.

Menu > Network Settings

Note:

Regarding the network settings, see the **Network Guide** for details.

Print Status Sheet

Prints the current network settings.

Advanced Setup

Device Name

Enter the device name within 2 to 15 characters.

TCP/IP

Enter the addresses for the IP address, Subnet Mask, and Default Gateway automatically or manually.

DNS Server

Enter the Primary DNS Server and Secondary DNS Server addresses automatically or manually.

IPv6 Address

Select **Enable** when you use IPv6 address.

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.

Disable IPsec/IP Filtering

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

Restore Default Settings

Restore network related settings to their initial status.

Panel Lock Out Mode

You can restrict the use of buttons on the control panel by using the Panel Lock Out Mode.

Changing the Panel Lock Out Mode setting

You can turn lock out mode on, off, or change locked functions from lock out setting mode.

You can select the printer functions to be locked while the Panel Lock Out Mode is on according to your needs.

Note:

- You can also change lock out mode settings from the Printer Settings utility in the printer driver. See “Changing printer setting” on page 72.

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 **LF/FF** and **Pause** buttons.

The printer enters the lock out setting mode and you can access the lock out setting menu.

3. If you want to print the current settings, select **Print All Settings**. To print out, you need 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 38 and “Loading Single Sheets” on page 45 for instructions on loading continuous paper and single sheets.

4. Select **Lock Out Functions**, select menu options, and make necessary settings.

You can lock the following buttons and functions.

Load	Paper Source	Cancel
Eject	Tear Off	Menu
LF	Micro Adjust	Shortcut Menu
FF	Pause	

5. Select **Panel Lock Out Mode** and make sure to select **On** to enable the settings in effect.
6. Turn off the printer and exit the lock out setting mode.

Chapter 3

Paper Handling

Selecting a Paper Source

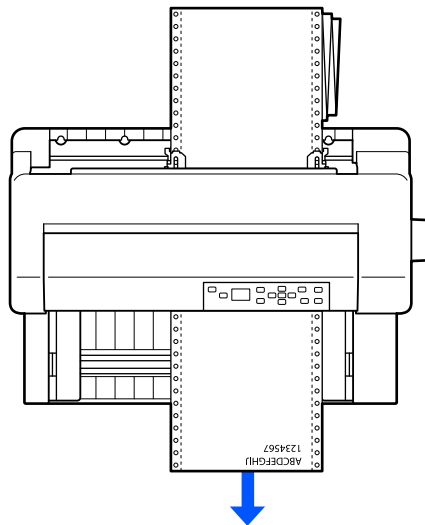
Your printer can print on a wide variety of paper types, including single sheets, continuous paper, multipart forms, labels, envelopes, postcards, and continuous forms with labels.

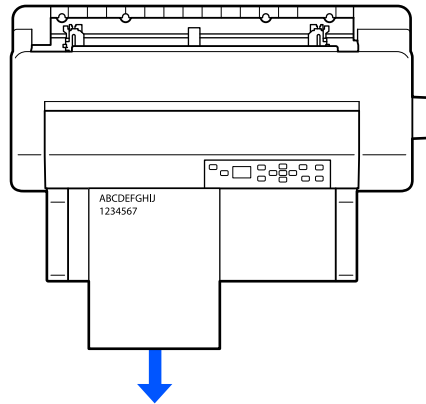
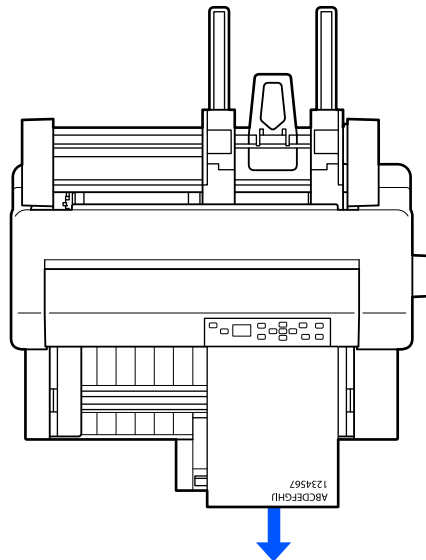
**Caution:**

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 126 for more detailed information.

Your printer can accommodate various paper types through four paper sources: sheet guide, tractor, optional cut sheet feeder, or optional automatic sheet alignment unit. You should select the paper source depending on the type of paper you are using. You can select the paper source by pressing the **Paper Source** button on the control panel. See “Buttons and Lights” on page 17 for more information. You can also select the paper source from the printer driver.

Depending on the paper source, the printer prints on the paper and then ejects it differently as shown below.

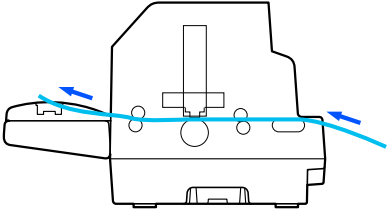
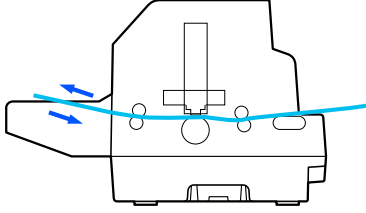
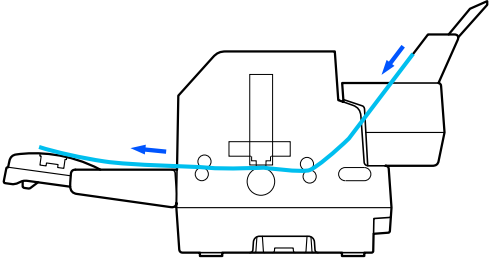
Paper source: Tractor

Paper source: Sheet guide, automatic sheet alignment unit (option)**Paper source: Cut-sheet feeder (option)****Note:**

Be sure to load paper with the printable side up.

Paper source and paper types

Basically, there are two paper types and four 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
Single sheets * ²	Sheet guide or optional automatic sheet alignment unit 	Manual/CSF
	Optional cut-sheet feeder 	Manual/CSF

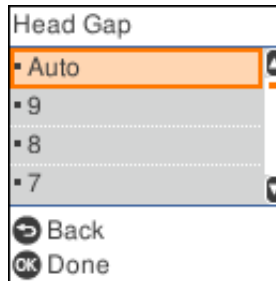
* ¹ **Continuous paper** includes labels, multipart forms, and continuous forms with labels.

*² **Single sheets** include envelopes, postcards, and single sheet multipart forms. You can use only single sheet multipart forms that are glued at the top of the forms in the optional cut sheet feeder.

Adjusting the Head Gap

You can obtain the best printing quality by adjusting the head gap according to the type of paper you are using.

You can display the **Head Gap** setting screen by selecting the following settings on the home screen.

Menu > Printer Settings > Printer Control Settings > Head Gap

The head gap is normally set to **AUTO**. The printer automatically measures the thickness of the paper loaded in the printer and adjusts the print head before printing starts.

If you always use the same paper you can set the head gap value to a fixed value.

You can also apply an appropriate head gap setting for a specific print job in the printer driver. See "Printer Driver Settings Overview" on page 62.

The higher the number you set for the head gap, the wider the space between the platen and the print head. If your printout appears faint or characters seem skipped or missing, this setting may be too high. On the other hand, if the setting is too low, your printout may appear smudged, the paper may not feed correctly, or the ribbon may become damaged.

The following table provides guidelines for selecting the appropriate head gap value for the type of paper you are using.

For information on the thickness of the paper you can use by paper type, see "Paper" on page 126.

Paper type	Head Gap value
------------	----------------

Ordinary paper (single sheets or continuous paper)		-1 to 1	Auto
Multipart forms (carbonless)	2 parts (original + 1 copy)	0 or 1	
	3 parts (original + 2 copies)	1 or 2	
	4 parts (original + 3 copies)	2 to 4	
	5 parts (original + 4 copies)	3 to 5	
	6 parts (original + 5 copies)	4 to 6	
	7 parts (original + 6 copies)	5 to 8	
	8 parts (original + 7 copies)	6 to 9	
Labels		1 or 2	
Envelopes		2 to 7	
Postcards		2	
Continuous forms with labels		Auto	

**Caution:**

- Do not set the head gap to **AUTO** when using labels with backing sheets that are exposed, as the measurement of the thickness may not work properly because of the difference in thickness. Set it to the appropriate position according to the table above.
- If the setting is not appropriate, printing speed may decrease, printing may become faint, or paper may be jammed. We recommend using **AUTO** to avoid situations such as these unless you are using labels with backing sheets that are exposed.

Note:

- It is recommended to set the head gap to **AUTO** when printing on multipart forms, because the total thickness of multipart forms may vary depending on the kind of paper even if the number of parts is the same.
However, if your printout appears faint, set the head gap to a lower position within the range specified in the table above. Similarly, if your printout appears smudged, set the value to a bigger number.
- If your printout appears faint or characters seem skipped or missing, this setting may be too high. On the other hand, if the setting is too low, your printout may appear smudged.

Loading Continuous Paper

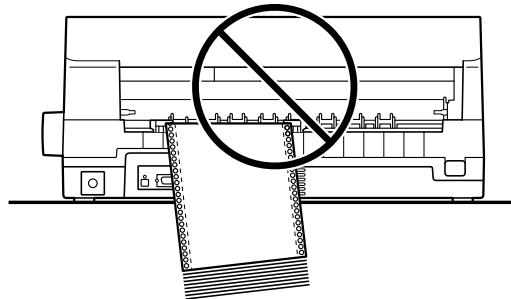
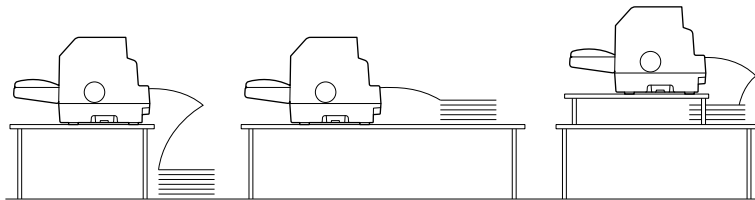
You can load continuous paper from the built-in tractor unit.

Note:

See “Continuous paper” on page 127 for detailed specifications on continuous paper.

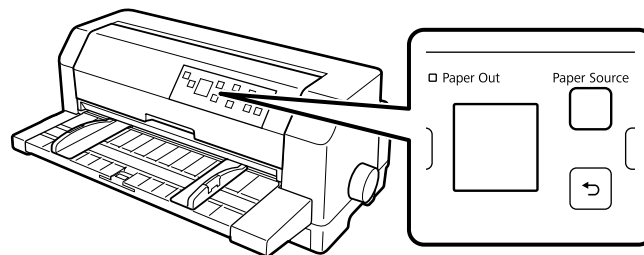
Positioning the continuous paper supply

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.

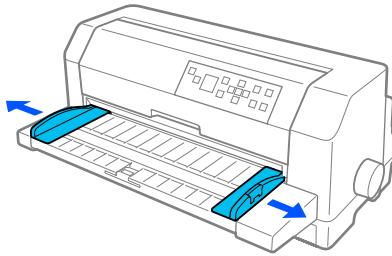


Loading continuous paper with the tractor

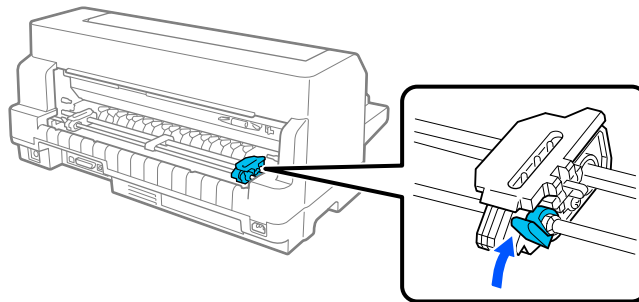
1. Make sure that **Tractor** is selected as the paper source on the home screen. If not, select it by pressing the **Paper Source** button.



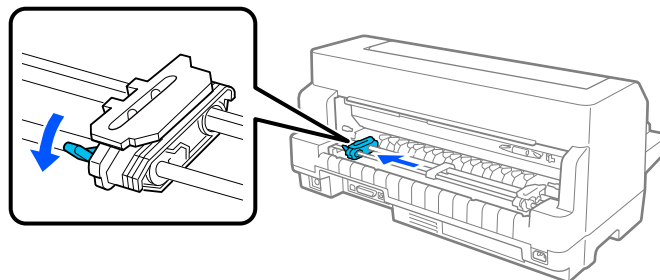
- Slide the edge guides all the way out.



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



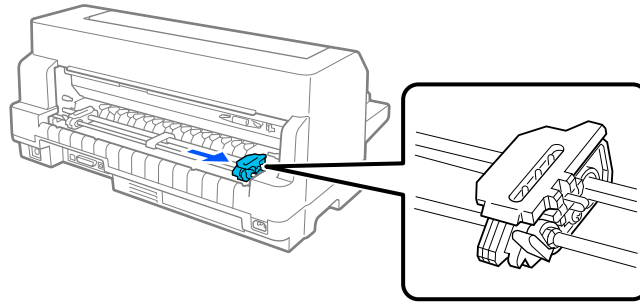
- Position the left sprocket so that the sprocket pins are to the left of the arrow mark on the back of the printer. Then push down the lock lever to lock the sprocket in place.



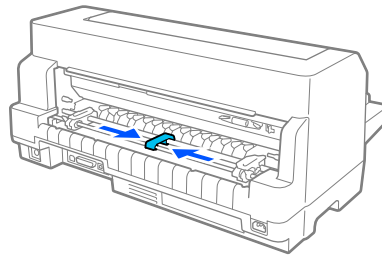
Note:

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

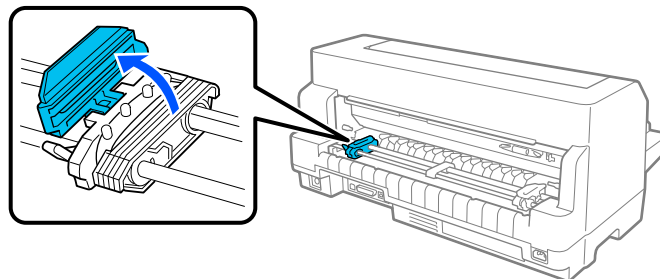
- Slide the right sprocket to roughly match the width of your paper, but do not lock it.



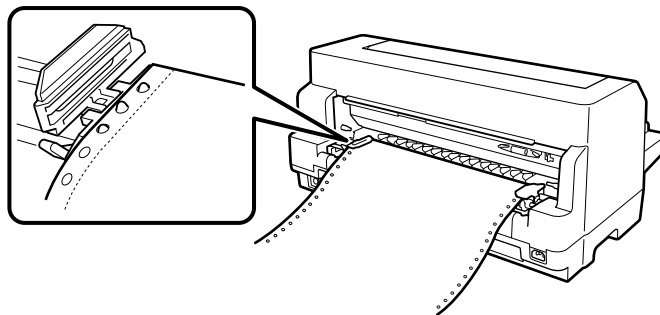
- Slide the center paper support to the middle of the two sprockets.



- Open the sprocket covers.



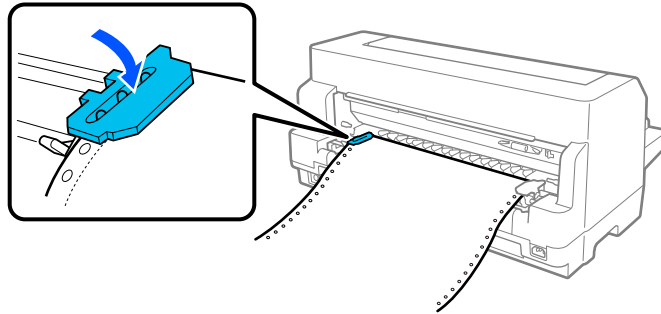
- Fit the first three holes of the continuous paper over the sprocket pins on both sides. Be sure to position your paper supply so that the printable side faces up.



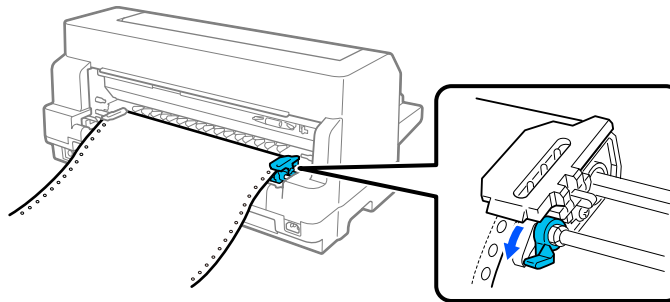
**Caution:**

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

9. Close the sprocket covers.



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



11. 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 42.

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:**

- ❑ *Use the knob on the right side of the printer only to clear paper jams when the printer is off. Otherwise, you may damage the printer or cause it to lose the top of form position.*
- ❑ *Do not open the printer cover while paper is being fed; otherwise you cannot load the paper correctly.*
- ❑ *The sprockets on the tractor may start moving if a print job is sent to the printer while you are loading paper. To avoid this, turn the printer off before you start loading paper.*

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 Printer Settings. See “Menu Options for Printer Settings” on page 24.

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 sheets. 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.

You can use the tear off function in two ways: manually by pressing the printer's **OK** button when finish printing on the continuous paper or automatically by turning on auto tear off mode.

If the perforation between pages is not aligned with the tear off edge, you can adjust the position of the perforation using the ▲ ▼ buttons. See “Adjusting the tear off position” on page 53.

**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 OK button

Follow these steps to advance continuous paper to the tear off position:

1. After the printer finishes printing your document, check that the printing finish screen is displayed. See “Printing Finish Screen on Continuous Paper” on page 21.



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

Note:

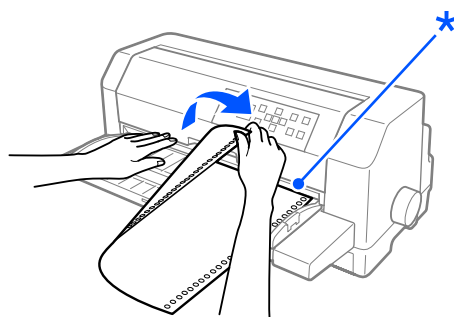
If your paper's perforation is not properly aligned with the tear off edge, you can adjust the tear off position using ▲ ▼ buttons as described in “Adjusting the tear off position” on page 53.



Caution:

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

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



* tear off edge

When you resume printing, the printer feeds the paper back to the top of form position and begins printing. (You can also manually feed the paper back to the top of form position by pressing the **Pause** button.)

Advancing paper to the tear off position automatically

To automatically advance your 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 printer settings. See “Menu Options for Printer Settings” on page 24 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.

The steps below describe how to use auto tear off.

1. When printing is finished, the printer advances the perforation of the final printed page to the tear off position.
2. Tear off all printed pages using the tear off edge of the printer cover.

Note:

If your paper's perforation is not properly aligned with the tear off edge, you can adjust the tear off position using the ▲ ▼ buttons. See “Adjusting the tear off position” on page 53.

3. When you resume printing, the printer feeds the paper back to the top of form position and begins printing. (You can also manually feed the paper back to the top of form position by pressing the **Pause** button.)

Removing continuous paper

Follow these steps to remove continuous paper from the printer:

1. Press the **OK** button after the printer finishes printing your document. The printer advances the paper to the tear off position.

Note:

When the auto tear off function is on, the printer advances the paper perforation to the tear off position automatically. You can turn on the auto tear off function by changing the default settings. See “Menu Options for Printer Settings” on page 24 for instructions.

2. Tear off the printed pages.
3. Press the **Load/Eject** button to feed the continuous paper backward out of the printer and into the standby position.
4. To completely remove continuous paper from the printer, open the sprocket covers. Remove the paper from the tractor unit, and then close the sprocket covers.

Loading Single Sheets

Your printer can print on single sheets of paper from 90 to 420 mm (3.5 to 16.5 inches) wide. See “Single sheets” on page 127 for detailed single sheet paper specifications.

You can load one sheet of paper at a time using the sheet guide or optional automatic sheet alignment unit. See “Automatic Sheet Alignment Unit” on page 118 for more information on the optional automatic sheet alignment unit. Also you can load a stack of paper in the optional cut sheet feeder. See “Cut Sheet Feeder” on page 112 for more information on the optional cut sheet feeder.

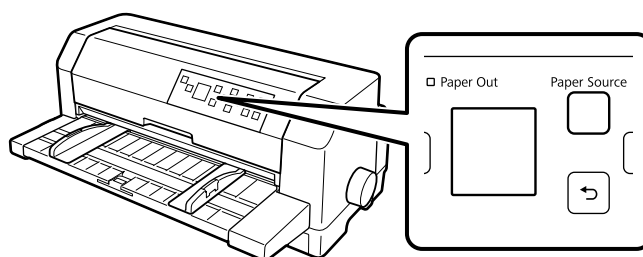
Note:

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.

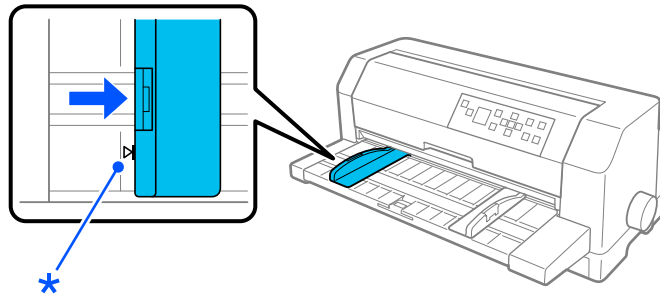
Loading single sheets from the front

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

1. Make sure the sheet guide is 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.
2. Turn on the printer.
3. Make sure that **Manual/CSF** is selected as the paper source on the home screen. If not, select it by pressing the **Paper Source** button.

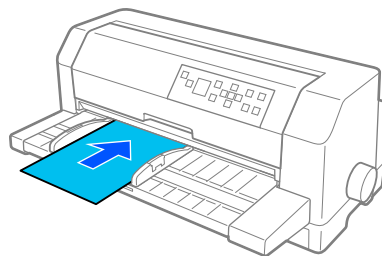


4. Slide the left edge guide until it rests against the guide mark.



* guide mark

5. While aligning the left side of a sheet of paper with the edge guide and adjusting the right edge guide to match the width of the paper, 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.



Caution:

- Use the knob on the right side of the printer only to clear paper jams when the printer is off. Otherwise, you may damage the printer or cause it to lose the top of form position.
- Do not open the printer cover while paper is being fed; otherwise the printer cannot load the paper correctly.

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 printer settings. See “Menu Options for Printer Settings” on page 24 for more information.

After printing a sheet, the printer ejects it onto the paper guide. 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 single sheets from the rear

You can load a stack of paper from the rear of the printer using the optional cut sheet feeder. See “Cut Sheet Feeder” on page 112 for more information.

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 eight parts including the original.



Caution:

Use only carbonless multipart forms.

Before printing, set the head gap to the appropriate value for your multipart forms referring to the table in “Adjusting the Head Gap” on page 35.

You can load single sheet multipart forms from the sheet guide, or with the optional cut sheet feeder or optional automatic sheet alignment unit. For instructions, see “Loading Single Sheets” on page 45, “Loading paper to the cut sheet feeder” on page 114, or “Loading paper using the automatic sheet alignment unit” on page 120. You can load continuous multipart forms in the same way as you load ordinary continuous paper. For instructions, see “Loading Continuous Paper” on page 38.



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 134.*
- Single sheet multipart forms that are glued at the side of the form should be loaded only from the sheet guide, not from the optional cut sheet feeder.*

Labels

When selecting labels for printing, always choose labels mounted on continuous backing sheets with sprocket holes for use with a tractor. 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 134.



Caution:

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

- The auto tear off function is turned off in the printer settings.*
- If you use labels whose backing sheet is exposed, make sure the head gap is not set to **AUTO**. Set it to the appropriate position. See “Adjusting the Head Gap” on page 35 for more information.*

2. Load labels as described in “Loading continuous paper with the tractor” on page 38.

To tear off and eject labels

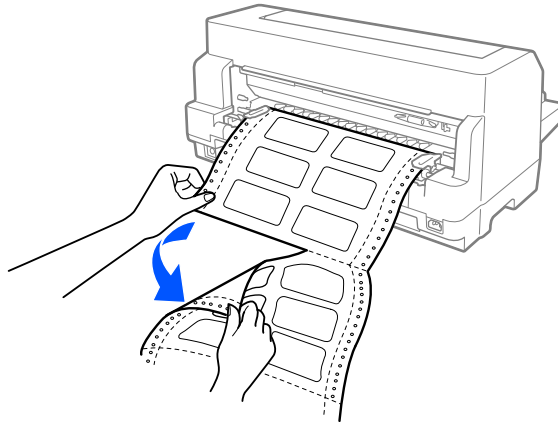
Always tear off and eject labels as described below.



Caution:

*Never feed labels backward using the **Load/Eject** button, **OK** button, or knob on the right side of the printer. 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, but do not press the **OK** button. 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 or with the optional cut sheet feeder or optional automatic sheet alignment unit.

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 134 for more information.

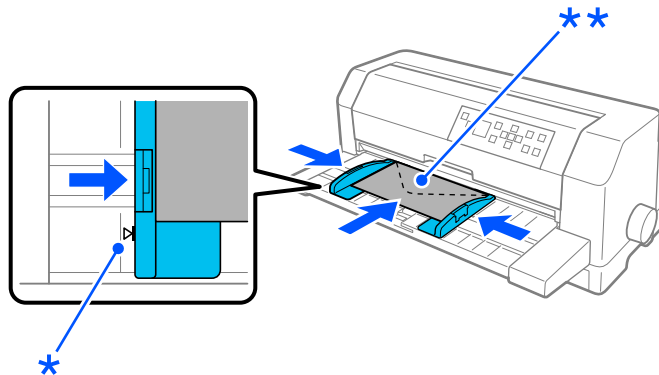
**Caution:**

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

2. Make sure that **Manual/CSF** is selected as the paper source on the home screen. If not, select it by pressing the **Paper Source** button.
3. Select **Envelope** from the home screen as described below.

Menu > Printer Settings > Print Control Settings > Paper Type

4. Load envelopes following the instructions in “Loading single sheets from the front” on page 45, “Loading paper to the cut sheet feeder” on page 114, or “Loading paper using the automatic sheet alignment unit” on page 120. 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 or with the optional cut sheet feeder or optional automatic sheet alignment unit.

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 134 for more information.

**Caution:**

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

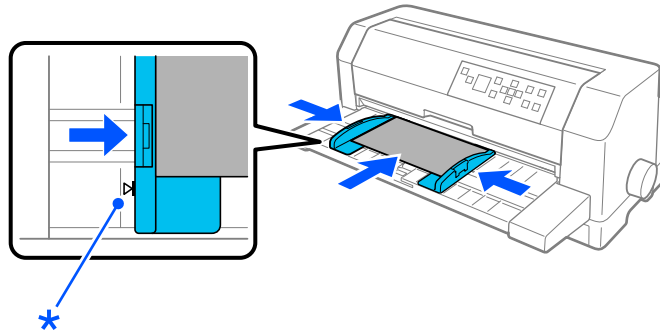
2. Make sure that **Manual/CSF** is selected as the paper source on the home screen. If not, select it by pressing the **Paper Source** button.

3. Select **Card** from the home screen as described below.

Menu > Printer Settings > Print Control Settings > Paper Type

4. Load cards following the instructions in Loading single sheets from the front, Loading paper to the cut sheet feeder, or Loading paper using the automatic sheet alignment unit.

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 you have finished printing on continuous paper, press the **OK** button to advance the paper to the tear off position.



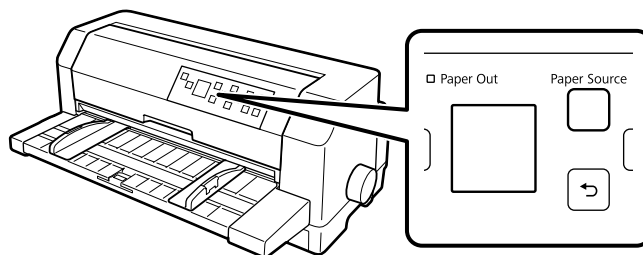
Note:

If the auto tear off mode is turned on, the printer advances the paper perforation 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, **OK** button, or knob on the right side of the printer. 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 48.
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. Select **Manual/CSF** as the paper source on the home screen by pressing the **Paper Source** button.



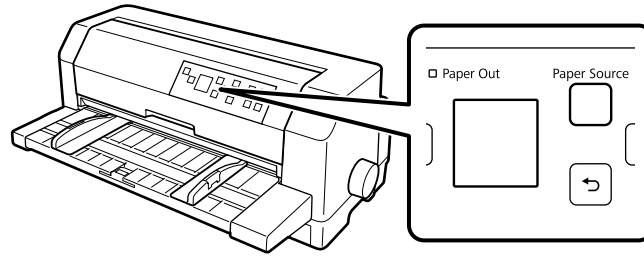
Now you can load single sheets from the sheet guide. See “Loading Single Sheets” on page 45 for more information.

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 38.

3. Select **Tractor** as the paper source on the home screen by pressing the **Paper Source** button.



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:



Caution:

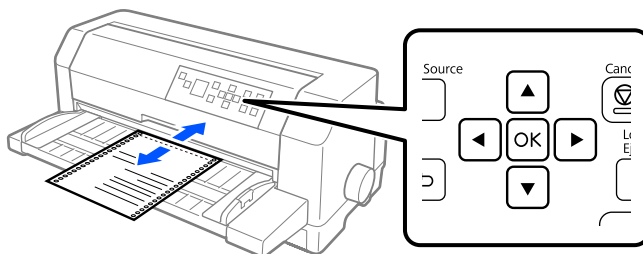
Never use the knob to adjust the tear off position; this may damage the printer or cause it to lose the tear off position.

Note:

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

1. Press the **OK** button when the finish printing screen is displayed after printing is complete or when a screen is displayed after **Tear off** is selected on the home screen. The printer enters Micro Adjust mode.

2. 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.

3. Tear off the printed pages.
4. Press the ↶ 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.

Chapter 4

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.

You can install EPSON Status Monitor 3, Bi-D Adjustment, and the Printer Setting Utility from the software disc when you install the printer driver unless you choose not to install EPSON Status Monitor 3.

EPSON Status Monitor 3 allows you to monitor the status of your printer, alerts you when errors occur, and provides you with troubleshooting tips. The Bi-D Adjustment utility program allows you to make adjustments when you find a misalignment in vertical lines. See "Using Bi-D Adjustment" on page 70. The Printer Setting Utility allows you to display current settings stored in the printer, change settings for the printer, and load settings stored on a file or save settings to a file. See "Using Printer Setting" on page 71. If you want to install EPSON Status Monitor 3 later, see "Installing EPSON Status Monitor 3" on page 67 for instructions.

Note:

- Before proceeding, make sure you have installed the printer driver on your computer described in the supplied setup sheet.*
- On-screen displays on the following pages may differ depending on the version of the printer driver.*
- 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 56 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 59 for more information.

See “Changing the printer driver settings” on page 61 to check and change printer driver settings.

Note:

- ❑ *The examples in the following section are from the DLQ-3500IIN. If you have the DLQ-3500II, substitute the model that has been used. The instructions are the same all models.*
- ❑ *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.*

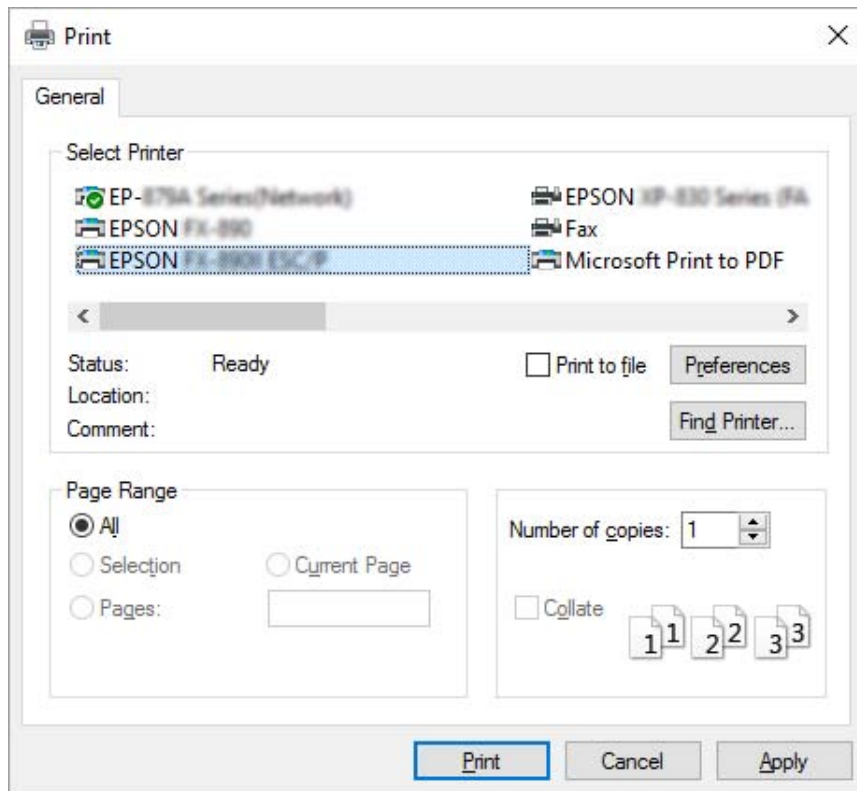
Accessing the printer driver from Windows applications

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

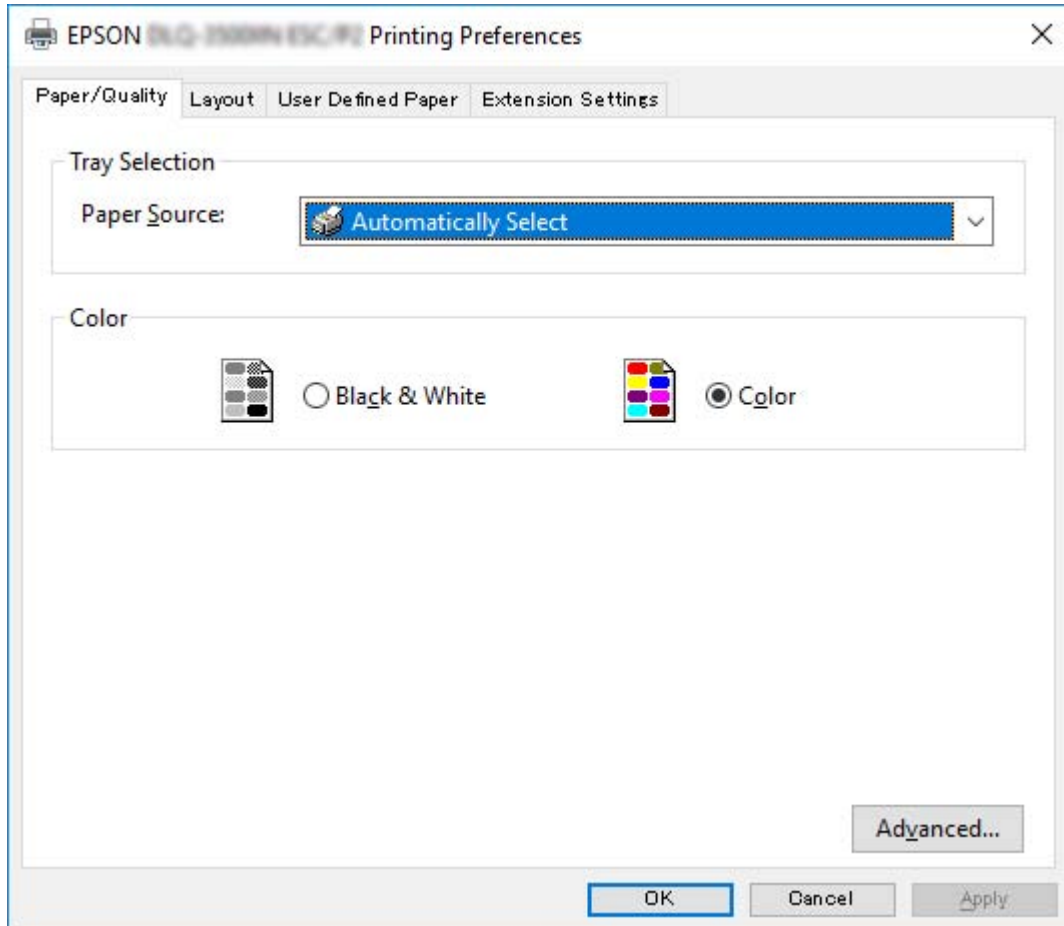
Note:

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.

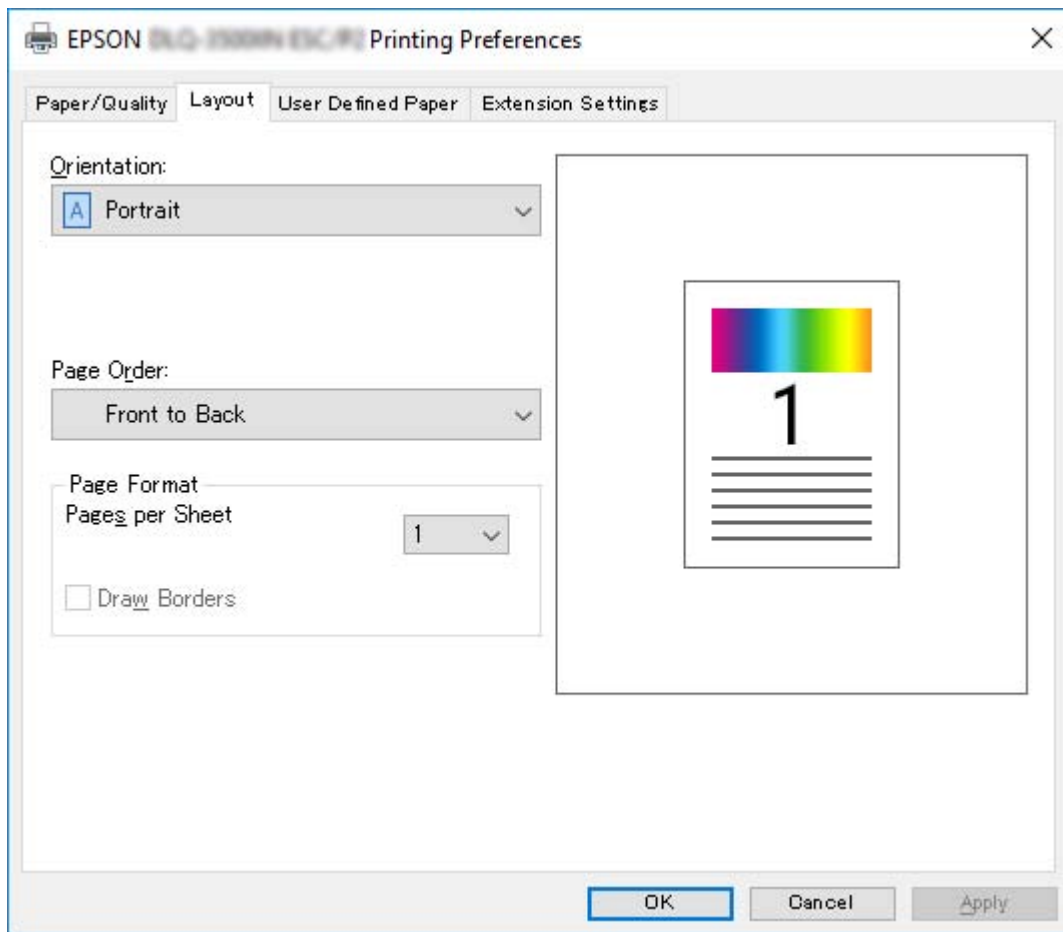
1. Select **Print** from the File menu of your application software. Make sure that your printer is selected in the Select Printer of Print dialog box.



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.



- To view a menu, click the corresponding tab at the top of the window. See “Changing the printer driver settings” on page 61 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 may vary depending on your computer's environment.

- For Windows 10/Windows Server 2019/Windows Server 2016:
Click on the **Start** button, and then select **Windows System > Control Panel > View devices and printers** in **Hardware and Sound**.

For Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012:

Click **Desktop** on the **Start** screen, move the cursor to the top-right corner of the screen, click **Settings**, and then click **Control Panel**. Next, click **View devices and printers** from the **Hardware and Sound** category.

For Windows 7/Windows Server 2008 R2:

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

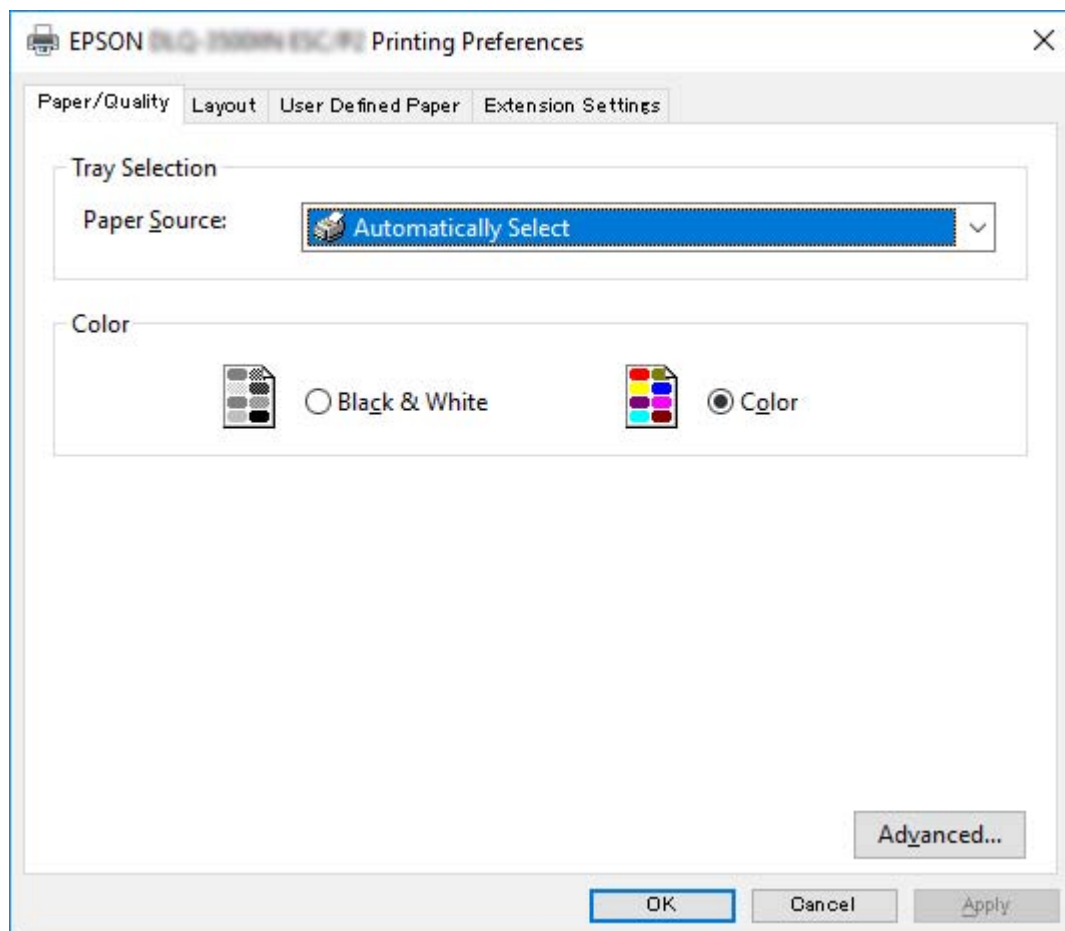
For Windows Vista/Windows Server 2008:

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

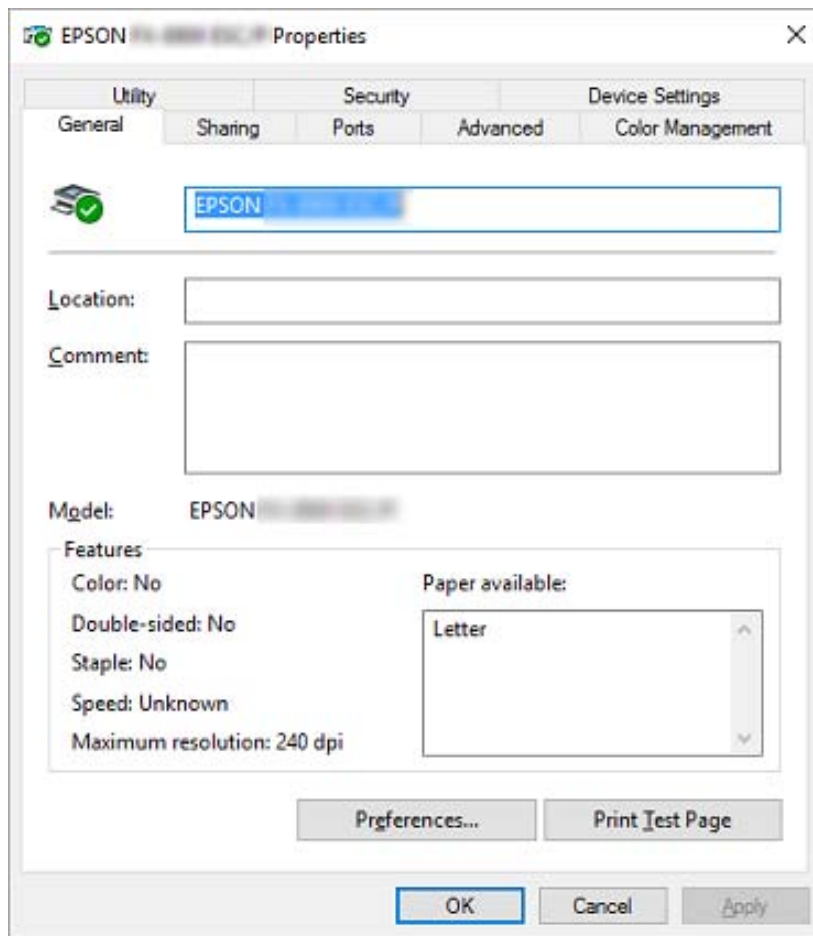
For Windows XP/Windows Server 2003 R2/Windows Server 2003:

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

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 62 for more information.

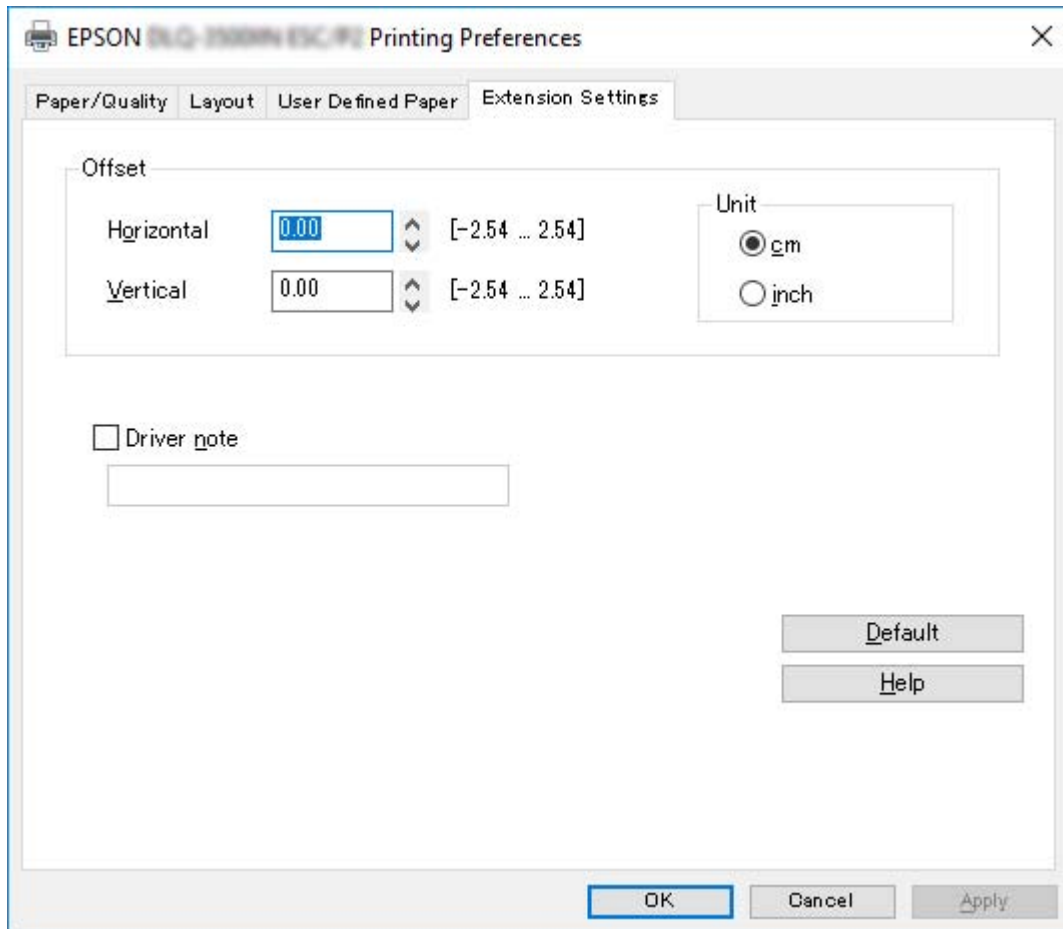
Changing the printer driver settings

Your printer driver has two menus from which you can change the printer driver settings; Layout, Paper/Quality. 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 62.

Note:

For Windows XP/Windows Server 2003 R2/Windows Server 2003, you can also view online help by right-clicking items in the driver and selecting **What's this?**

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



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

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

Printer Driver Settings Overview

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.
Draw Borders*	Select to print a border around the pages.
Paper Source	Select the paper source you want to use. When you select a paper source setting that ends with (check paper), the printer is paused and displays the job information screen for you to check. To start printing, load paper when loading paper from the front, or press the Pause button on the control panel when loading paper from the push tractor or the cut sheet feeder. Use this feature when you want to check the paper every time you print.
Color	Select whether to print graphics in monochrome or color.
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.
Driver Note	You can add short notes to the printing data to help you identify the print job.
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 65 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.
Color Printing Mode	Select Monochrome or 8 Colors (halftoned) . 8 Colors (halftoned) is available when Color is selected on the Paper/Quality tab.
Halftoning	Select the type of halftoning to use when printing graphics. To let the printer determine the best halftone quality, use Auto Select .

Settings	Explanations	
Print Optimizations*	Select Disable when the printer does not use the device fonts and select Enable when the printer uses the device fonts.	
Head Gap	Make sure you select the appropriate setting according to the thickness of the paper you are using or the total thickness of the multipart form.	
	Printer Setting	Uses the settings stored in the printer.
	Auto	The printer automatically measures the thickness of the paper and selects the appropriate settings.
	9, 8, 7, 6, 5, 4, 3, 2, 1, 0, -1	Select the appropriate setting according to the thickness of the paper you are using. When printing on continuous paper, the printer automatically selects Auto .
Print Speed	This setting allows you to select print speed. Select Printer Setting when you want to print using the settings stored in the printer. When Standard is selected, prints in standard printing mode. When High Speed is selected, prints in high speed printing mode.	
Print Direction	<p>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.</p> <p>Make sure that Bi-d is selected as the Print direction setting stored in the printer. Otherwise this setting is ignored by the printer.</p>	
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.	
Printer Font Setting	<p>Select a character table group to use. You can select one of three character table groups, Standard, Expanded, and None (Bit Image printing).</p> <p>When Standard or Expanded is selected, the printer uses the device fonts. Expanded includes more fonts than Standard.</p> <p>When None is selected, the printer uses bit map images instead of the device fonts.</p> <p>For details on the fonts which are included in each table, see "Electronic" on page 124.</p>	
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.	

* For details, see Windows help.

Definition of Custom Paper Size

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

1. For Windows 10/Windows Server 2019/Windows Server 2016:
Click on the **Start** button, and then select **Windows System > Control Panel > View devices and printers** in **Hardware and Sound**.

For Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012:
Click **Desktop** on the Start screen, move the cursor to the top-right corner of the screen, click **Settings**, and then click **Control Panel**. Next, click **View devices and printers** from the **Hardware and Sound** category.

For Windows 7/Windows Server 2008 R2:
Click **Start**, and click **Devices and Printers**.

For Windows Vista/Windows Server 2008:
Click **Start**, click **Control Panel**, click **Hardware and Sound**, and then click **Printers**.

For Windows XP/Windows Server 2003 R2/Windows Server 2003:
Click **Start**, and click **Printers and Faxes**.

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.

Settings	Explanations
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 67 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 67. 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 67 and "Setting Up Your Printer on a Network" on page 74.

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)	\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. For Windows 10/Windows Server 2019/Windows Server 2016:
Click on the **Start** button, and then select **Windows System > Control Panel > View devices and printers** in **Hardware and Sound**.

For Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012:
Click **Desktop** on the Start screen, move the cursor to the top-right corner of the screen, click **Settings**, and then click **Control Panel**. Next, click **View devices and printers** from the **Hardware and Sound** category.

For Windows 7/Windows Server 2008 R2:
Click **Start**, and click **Devices and Printers**.

For Windows Vista/Windows Server 2008:

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

For Windows XP/Windows Server 2003 R2/Windows Server 2003:

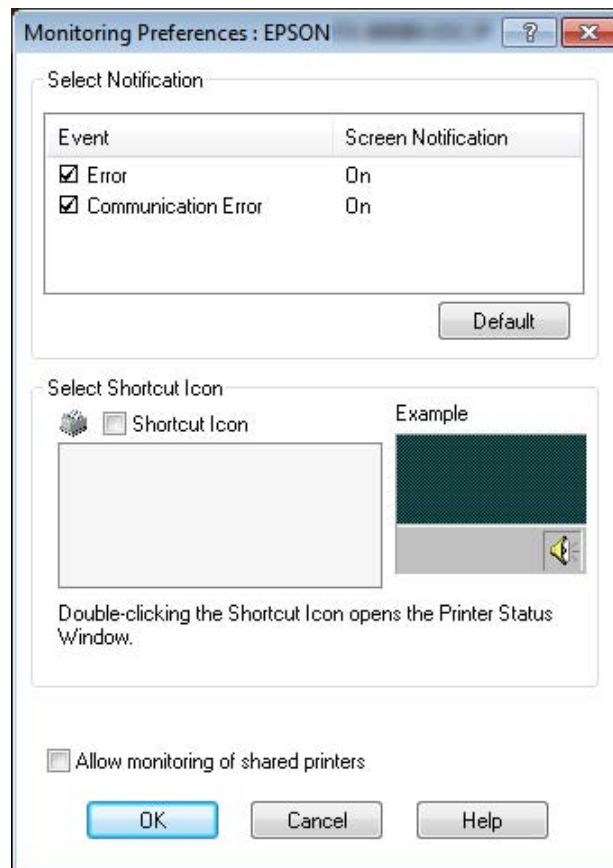
Click **Start**, and click **Printers and Faxes**.

- For Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Server 2019/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2:
Right-click your printer icon, then click **Printer properties**, and then click the **Utility** tab.

For Windows Vista/Windows XP/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003:

Click **Properties**, then click the **Utility** tab.

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



- 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:

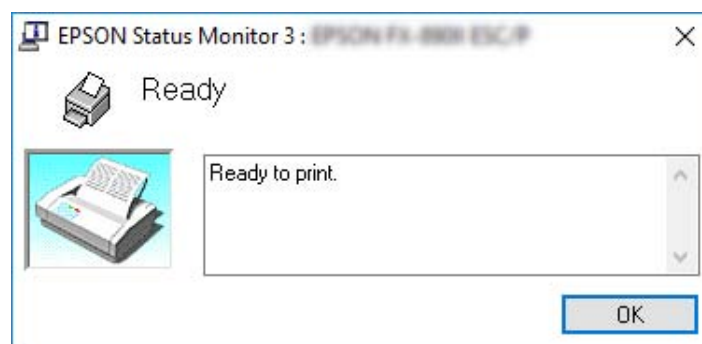
Click the **Default** button to revert all items to the default settings.

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 55.

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.

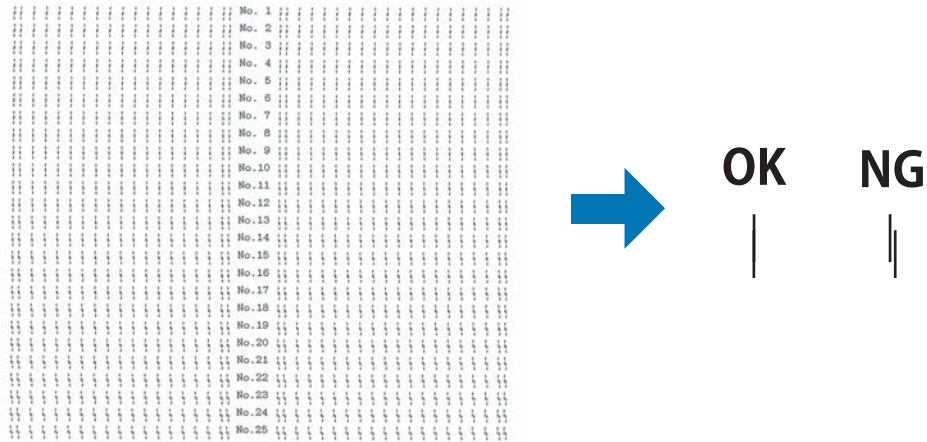
Making adjustment with Bi-D Adjustment

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 55. The Bi-D Adjustment window appears.
 2. Click **Next**.

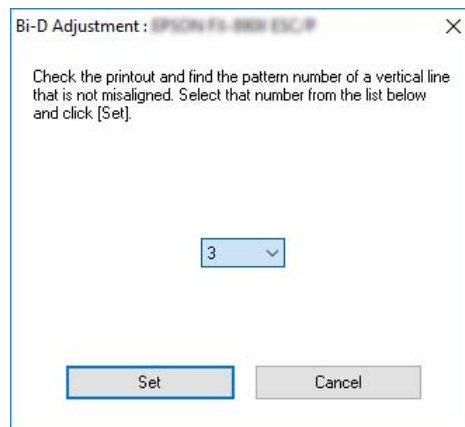
- Click **Print**. The printer prints three sets of adjustment pattern. To see the adjustment pattern, you need four sheets of A3 size single sheet paper or 15 inch (recommended) continuous paper.



Note:

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

- 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.
- 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 “Menu Options for Printer Settings” on page 24.



Caution:

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

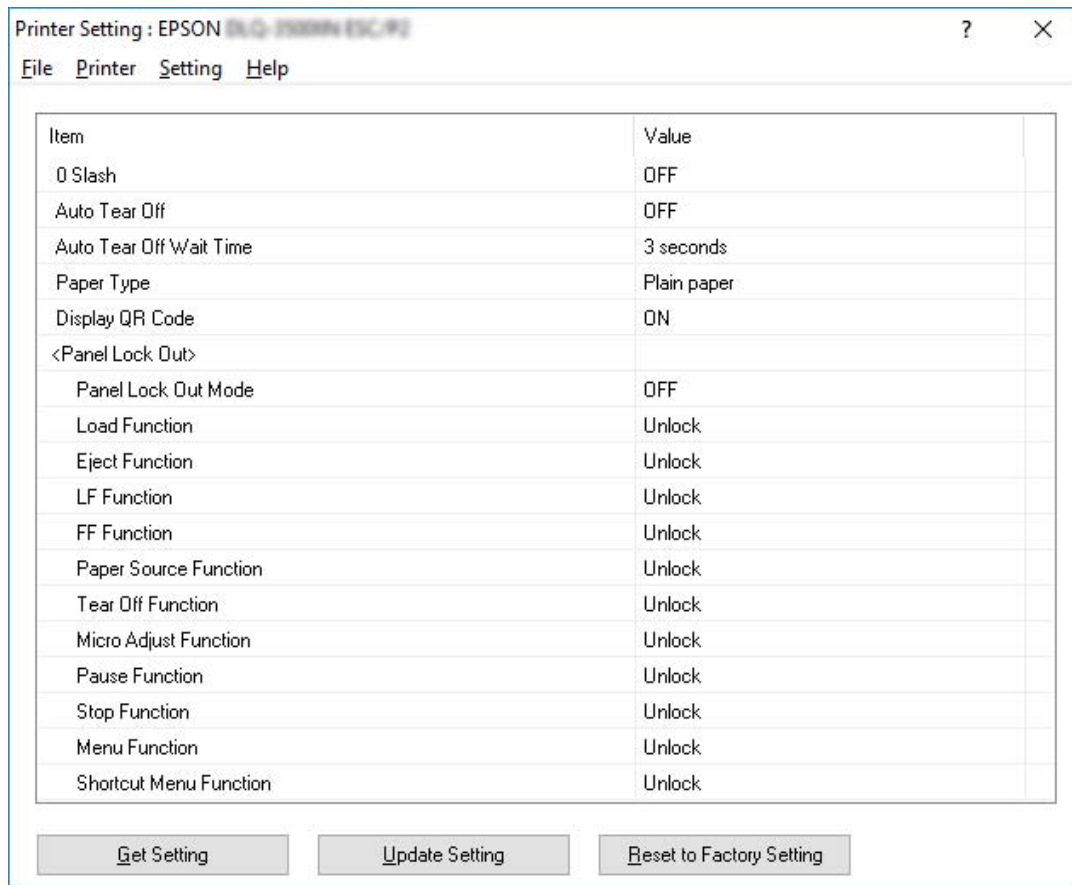
Note:

- 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 55. 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 74.
- ❑ See “Setting for the clients” on page 78.

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 67.*
- ❑ *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. For Windows 10/Windows Server 2019/Windows Server 2016:
Click on the **Start** button, and then select **Windows System > Control Panel > View devices and printers** in **Hardware and Sound**.

For Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012:
Click **Desktop** on the **Start** screen, move the cursor to the top-right corner of the screen. Click **Settings**, and then click **Control Panel**. Next, click **View devices and printers** from the **Hardware and Sound** category.

For Windows 7/Windows Server 2008 R2:
Click **Start**, and then click **View devices and printers**.

For Windows Vista/Windows Server 2008:
Click **Start**, click **Control Panel**, click **Hardware and Sound**, and then click **Printers**.

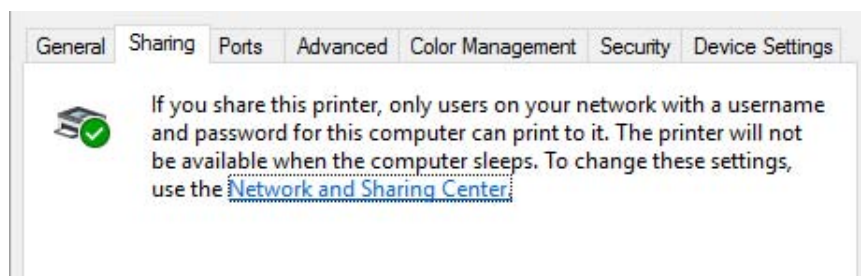
For Windows XP/Windows Server 2003 R2/Windows Server 2003:
Click **Start**, and click **Printers and Faxes**.

2. For Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Server 2019/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2:
Right-click your printer icon, click **Printer properties**, and then click the **Sharing** tab in the appearing screen.

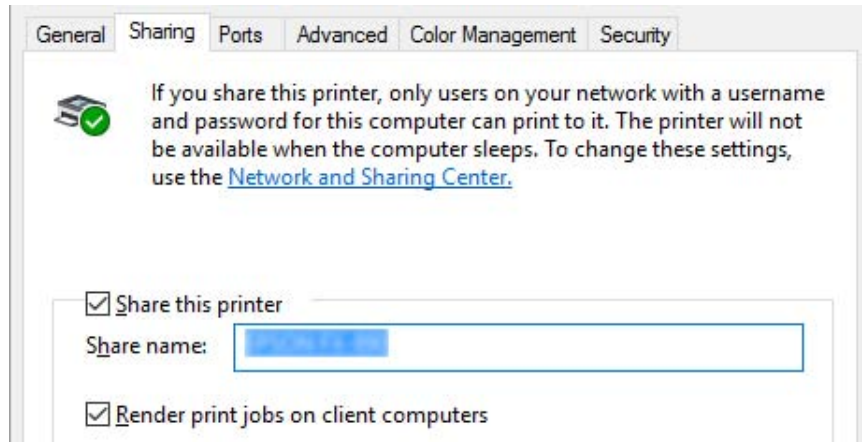
For Windows Vista/Windows XP/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003:
Right-click your printer icon, and click **Sharing** in the menu that appears.

For Windows XP/Windows Server 2003 R2/Windows Server 2003, if the following menu appears, click either **Network Setup Wizard** or **If you understand the security risks but want to share printers without running the wizard, click here**.

In either case, follow the on-screen instructions.



Select **Share this printer**, then type the name in the Share name box and click **OK**.



Note:

- ❑ Do not use spaces or hyphens for the share name, or an error may occur.
- ❑ In Windows 8.1/Windows 8/Windows 7/Windows Vista/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008, you cannot select **Share this printer** until you click the **Change sharing options** button.

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

- ❑ See “Setting for the clients” on page 78.

Sharing the printer when the firewall is on

Note:

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

Windows 10/Windows Server 2019/Windows Server 2016

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**.

Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

1. Click **Desktop** on the Start screen, move the cursor to the top-right corner of the screen, click **Settings**, and then click **Control Panel**. Next, 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**.

Windows 7/Windows Server 2008 R2

1. Click **Start**, click **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 programs** is not selected, and then click **OK**.
3. Click **Allow a program or feature through Windows Firewall** in the window on the left.
4. Select **Share file and printer**, and then click **OK**.

Windows Vista/Windows Server 2008

1. Click **Start**, and then click **Control Panel**.
2. Click **Security**, and then click **Windows Firewall** to open the **Windows Firewall** window.
3. Click **Turn Windows Firewall on or off** in the window on the left. When the **User Account Control** screen is displayed, click **Continue**.
4. Make sure that **Block all incoming connections** is not selected from the **General** tab.
5. Open the **Exceptions** tab, select **File and Printer Sharing**, and then click **OK**.

Windows XP/Windows Server 2003 R2/Windows Server 2003

1. Click **Start**, and then click **Control Panel**.
2. Click **Security Center**.
3. Click **Windows Firewall** to open the **Windows Firewall** window.
4. Make sure that **Don't allow exceptions** is not selected from the **General** tab.
5. Open the **Exceptions** tab, 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 74.*
 - 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. For Windows 10/Windows Server 2019/Windows Server 2016:
Click on the **Start** button, and then select **Windows System > Control Panel > View devices and printers** in **Hardware and Sound**.

For Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012:

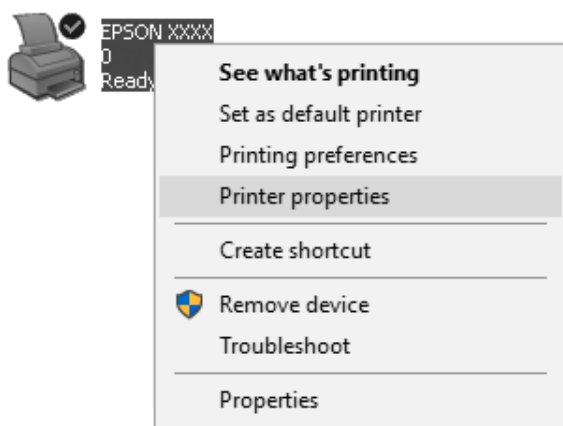
Click **Desktop** on the **Start** screen, move the cursor to the top-right corner of the screen, click **Settings**, and then click **Control Panel**. Next, click **View devices and printers** from the **Hardware and Sound** category.

For Windows 7/Windows Server 2008 R2:
Click **Start**, and click **Devices and Printers**.

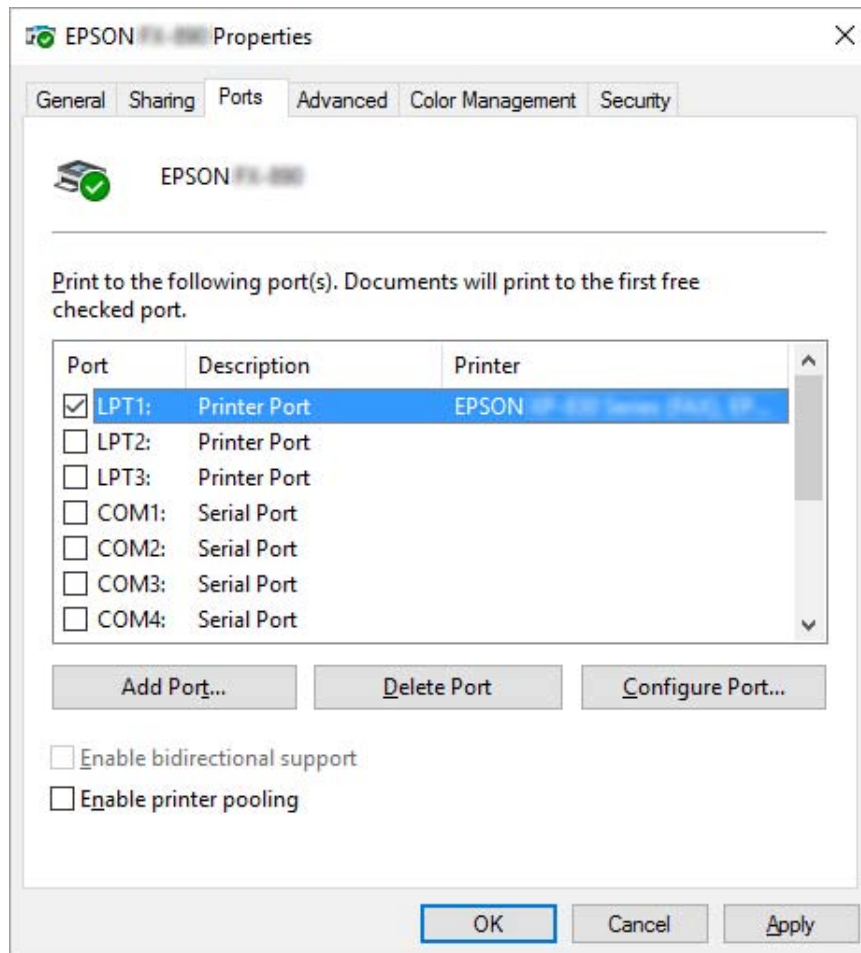
For Windows Vista/Windows Server 2008:
Click **Start**, click **Control Panel**, click **Hardware and Sound**, and then click **Printers**.

For Windows XP/Windows Server 2003 R2/Windows Server 2003:
Click **Start**, and click **Printers and Faxes**.

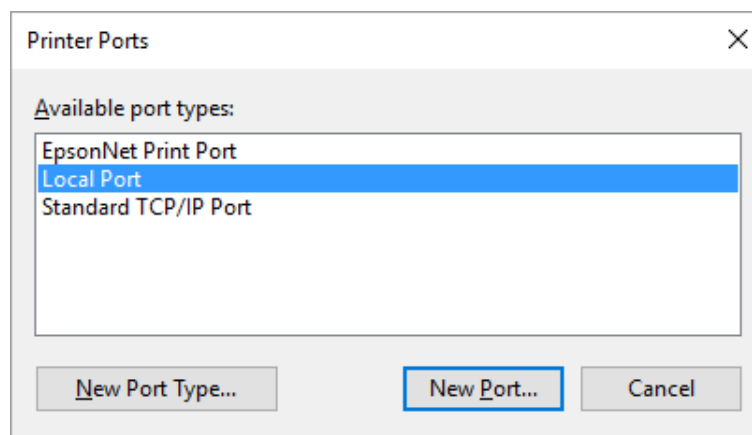
2. Right-click the icon for the printer you wish to change the settings for, and then click **Printer properties**.



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

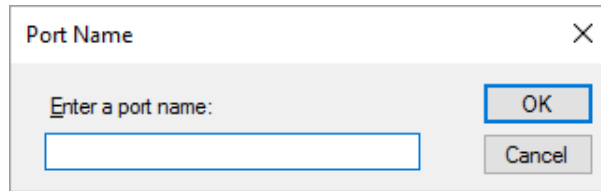


4. When the **Printer Ports** window appears, select **Local Port**, and then click **New Port**.



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

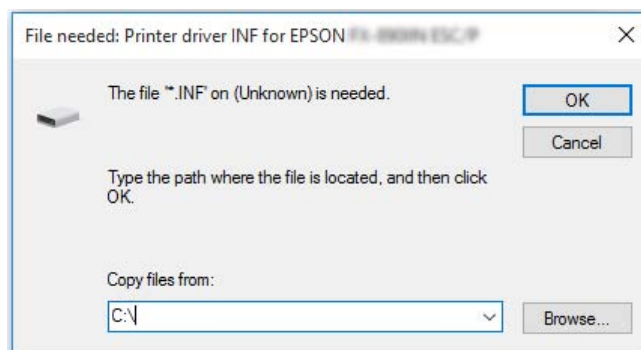
This section describes how to install the printer driver in the clients when the computers of the server and clients use different OS.

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**.



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

The folder name differs depending on the OS being used.

Client's OS	Folder Name
Windows XP/Vista/7/8/8.1/10 (x64)	\Driver\Printer\Driver\WINX64
Windows XP/Vista/7/8/8.1/10 (x86)	\Driver\Printer\Driver\WINX86

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 67 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 78 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 78.*
- ❑ *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.*

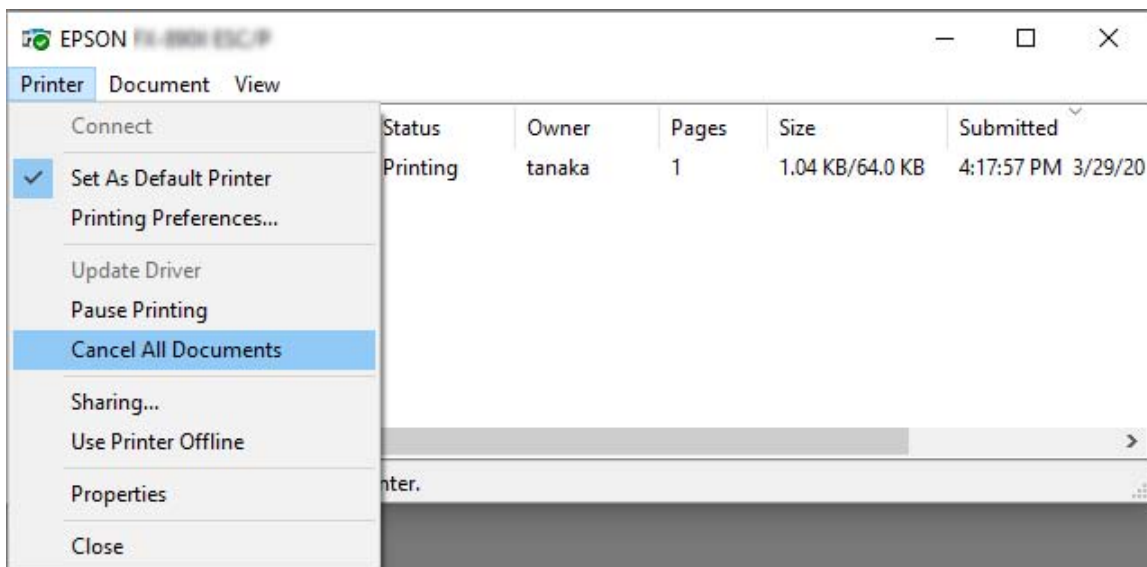
Canceling Printing

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

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



2. When 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 Windows XP/Windows Server 2003 R2/Windows Server 2003 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**:
 - Windows 10/Windows Server 2019/Windows Server 2016
Click on the **Start** button, and then select **Windows System > Control Panel**.
 - Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Select **Desktop > Settings > Control Panel**.
 - Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/
Windows Server 2003 R2/Windows Server 2003
Click the start button and select **Control Panel**.
4. Open **Uninstall a program** (or **Add or Remove Programs**):
 - Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista/Windows Server 2019/
Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008
R2/Windows Server 2008
Select **Uninstall a program** in **Programs**.
 - Windows XP/Windows Server 2003 R2/Windows Server 2003
Click **Add or Remove Programs**.
5. Select the software you want to uninstall.
6. Uninstall the software:

- ❑ Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista/Windows Server 2019/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008

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

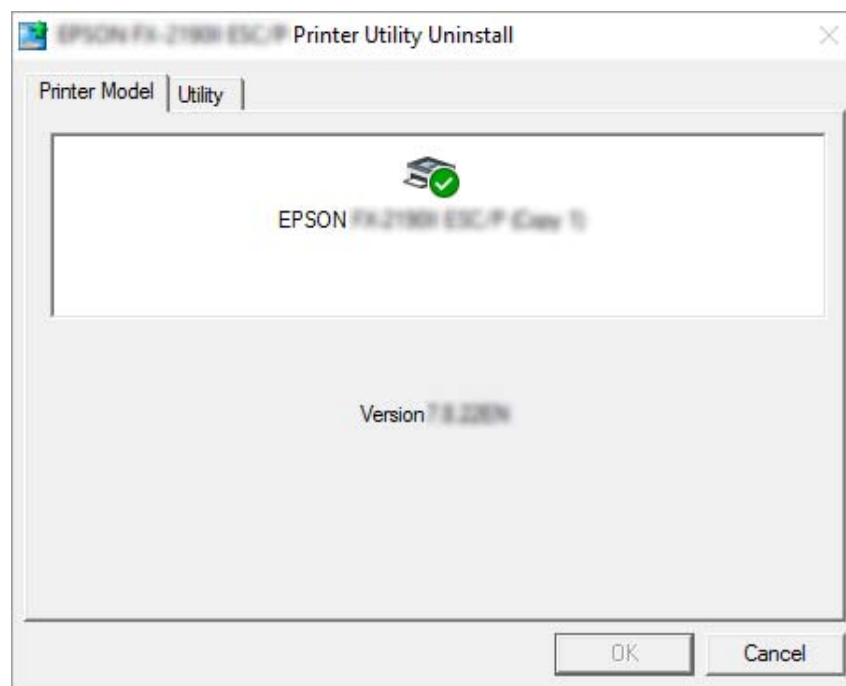
- ❑ Windows XP/Windows Server 2003 R2/Windows Server 2003

Click **Change/Remove** or **Remove**.

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 5

Troubleshooting

Checking the Printer Status

Checking Messages on the LCD Screen

If an error message or guidance information is displayed on the LCD screen, follow the on-screen instructions or the solutions below to solve the problem. When the printer is paused after solving the problem, press the **Pause** button to restart operation.

Messages	Solutions
XX paper is jammed. Remove it.	To clear the paper jam, see "Clearing a Paper Jam" on page 94
Printer error. Contact Epson Support.	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.

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 87

"Paper Handling" on page 91

"Printing position problems" on page 90

"Printing or printout quality problems" on page 87

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 97 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 98.

To clear a paper jam, see “Clearing a Paper Jam” on page 94.

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 94 for details.
The Network setting is incorrect.	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 Pause 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 97.
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 124 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 head gap is set incorrectly.	Set the head gap to match the thickness of your paper. See "Adjusting the Head Gap" on page 35 for instructions.
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 108.
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 108.
The printout is faint.	
Cause	What to do
The head gap is set incorrectly for your paper.	Make sure the Head Gap setting is set to AUTO or an appropriate value for your paper. See "Adjusting the Head Gap" on page 35 for instructions.
The ribbon is worn out.	Replace the ribbon cartridge as described in "Replacing the Ribbon Cartridge" on page 108.
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 108.
The ribbon is worn out.	Replace the ribbon cartridge as described in "Replacing the Ribbon Cartridge" on page 108.
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 in the printer settings. So that the printer automatically adds a line feed code to each carriage return. See "Character/Line Space 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 settings. See "Character/Line Space 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 124 and your computer documentation.
The wrong character table is selected in your software.	Select the correct character table using your software or the printer settings. The character table setting made in your software takes priority over the settings made on the printer.
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 in the printer settings.	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 96.

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 front or rear tractor does not match the size of the continuous paper you are using.	Change page length settings for the front or rear tractor in the printer settings. See "Character/Line Space 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 134 for more information. You can change the Top of Form position in the printer settings. See "Menu Options for Printer Settings" on page 24. However, settings made in Windows applications override settings made in the Printer Settings.
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.
You moved the paper using the knob while the printer was on.	Adjust the top of form position in the Printer Settings. See "Menu Options for Printer Settings" on page 24.
Caution: Never use the knob to adjust the top of form position; this may damage the printer or cause it to lose the top of form position.	
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 53 for more information.
Caution: Never use the knob to adjust the tear off position; this may damage the printer or cause it to lose the tear off position.	
You moved the paper using the knob while the printer was on.	Adjust the tear off position using the Micro Adjust function. See "Adjusting the tear off position" on page 53 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 front or rear tractor does not match the size of the paper you are using.	Change the page length settings for the tractor in the printer settings. See "Character/Line Space 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. Select Manual/CSF as the paper source on the control panel and insert a new sheet. (See "Switching to single sheets" on page 51 for more information.)
The paper source is set to tractor feeding.	Select Manual/CSF as the paper source on the control panel. (See "Buttons and Lights" on page 17.)
The paper is not loaded properly.	See "Loading Single Sheets" on page 45 for instructions on loading single sheet paper.
The head gap is set incorrectly.	Make sure the Head Gap setting is set to AUTO or appropriate value to match the thickness of your paper. See "Adjusting the Head Gap" on page 35.
Paper is creased, old, too thin, or too thick.	See "Paper" on page 126 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 126.
The paper does not feed properly with the optional cut sheet feeder.	
Cause	What to do
The cut sheet feeder is not installed properly.	Reinstall it as described in "Installing the cut sheet feeder" on page 112.
The cut sheet feeder cable is not connected to the printer.	Make sure the cable is connected to the printer properly. See "Installing the cut sheet feeder" on page 112.
Too many sheets are loaded in the cut sheet feeder.	Load less than the loading capacity according to the paper type. See "Cut Sheet Feeder" on page 112 for more information.
The edge guides of the cut sheet feeder are not positioned correctly.	Align the left edge guide with the arrow mark, then move the right edge guide to match your paper's width.
There is only one sheet left in the bin.	Add more paper to the cut sheet feeder.

Continuous paper does not feed properly

The tractor does not feed the paper.	
Cause	What to do

Manual/CSF is selected as the paper source on the control panel.	Select Tractor as the paper source on the control panel. (See "Buttons and Lights" on page 17.)
Continuous paper is not loaded properly.	See "Loading Continuous Paper" on page 38 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.
The head gap is set incorrectly.	Make sure the Head Gap setting is set to AUTO or an appropriate value to match the thickness of your paper. See "Adjusting the Head Gap" on page 35.
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 126 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 38.
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 94 for instructions.
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 126 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 94.
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.

Network problems

The printer does not print when using a network.	
Cause	What to do
The network setting is wrong.	<p>Check whether or not print jobs from other computers are being printed through the network.</p> <p>When the print job is executed, the printer or your computer may have a problem. Check the connection between the printer and your computer, settings on the printer driver, and settings of your computer.</p> <p>When the print job is not executed, network settings may be incorrect. Ask your network administrator for help.</p>

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

Follow these steps to clear a paper jam:



Caution:

Do not pull the jammed paper when the printer is on.

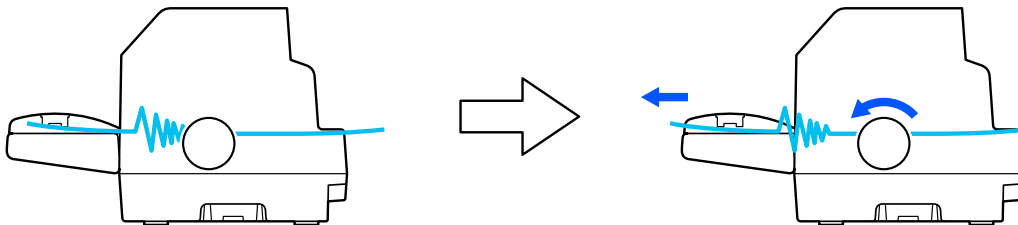
1. Turn off the printer.

2. If a cut sheet feeder or an automatic sheet alignment unit is installed, remove it from the printer.
3. If continuous paper is jammed in the printer, tear off the fresh supply and the printed pages at the perforation nearest the printer, and then open the sprocket cover to release the paper.
4. Turn the knob on the right side of the printer to remove the paper and gently pull the paper out of the printer. When turning the knob, pay attention to the direction you are turning the paper so that it is not being rolled back inside the printer.

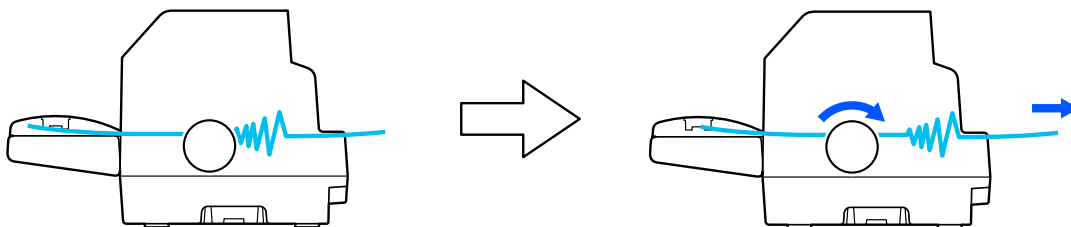
**Caution:**

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

5. If paper is stuck in front, open the paper bail and remove the paper by rotating the knob counter clockwise and gently pull the paper out of the printer.



If paper is stuck where the printer loads it and it is difficult to remove by turning the knob counter clockwise, turn the knob clockwise to remove the paper and gently pull the paper out of the printer.



Remove any remaining pieces of paper.

6. Make sure you close the paper bail and the printer cover, and then turn on the printer.

Make sure no error or warning messages are displayed on the LCD screen.

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 15 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.

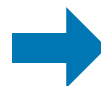
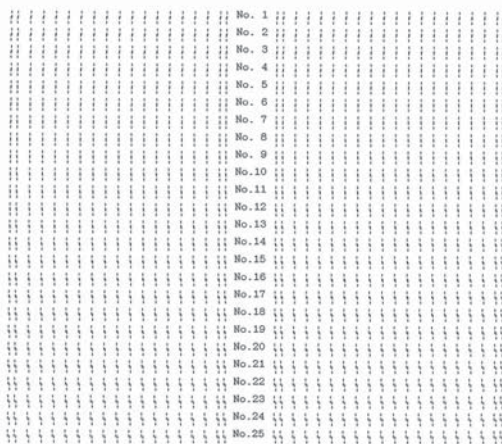
1. Make sure paper is loaded and the printer is turned off.



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 **Pause** button, turn on the printer. The printer enters bidirectional adjustment mode.
3. Press **OK** button. The printer prints three sets of adjustment patterns. Look at the adjustment patterns and find the vertical lines with the best alignments. Use the **▲** or **▼** buttons to select the corresponding line number on the screen, and then press **OK** button.



OK



NG



4. After selecting the best pattern in the final set of alignment patterns, turn off the printer and exit bidirectional adjustment mode.

Canceling 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 "Canceling Printing" on page 83.

Using the printer's control panel

Pressing **Cancel** 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 86 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 38 or "Loading Single Sheets" on page 45 for paper loading instructions.

Note:

Use paper of at least the following width:

Continuous paper	376 mm (14.8 inches)
Single sheet	A3 landscape

Follow these steps to perform a self test:

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



Caution:

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

2. To run the test using the Draft font, turn on the printer while holding down the **LF/FF** button. To run the test using the printer's letter quality fonts, turn on the printer while holding down the **Load/Eject** 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 **Pause** button. To resume the test, press the **Pause** button again.*

4. To end the self test, press the **Pause** button to stop printing. If paper remains in the printer, press the **Load/Eject** 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 **Pause** button to stop printing and the **Load/Eject** 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 38 or "Loading Single Sheets" on page 45 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 **LF/FF** and **Load/Eject** 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 **Pause** 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 **Pause** button to stop printing and the **Load/Eject** button to eject the printed page before you turn off the printer.

Chapter 6

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.

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

<http://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 Australia

Epson Australia wishes to provide you with a high level of customer service. In addition to your product manuals, we provide the following sources for obtaining information:

Internet URL

<http://www.epson.com.au>

Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (email).

Epson Helpdesk

Phone: 1300-361-054

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product manuals, type of computer, operating system, application programs, and any information you feel is required.

Transportation of Product

Epson recommends retaining product packaging for future transportation.

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.c o.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 Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

<http://www.epson.com.hk>

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- Product information
- Answers to Frequently Asked Questions (FAQs)
- Latest versions of Epson product drivers

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: 852-2827-8911

Fax: 852-2827-4383

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.com.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 7

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: S015139 (long-life cartridge)
 S015066 (normal cartridge)

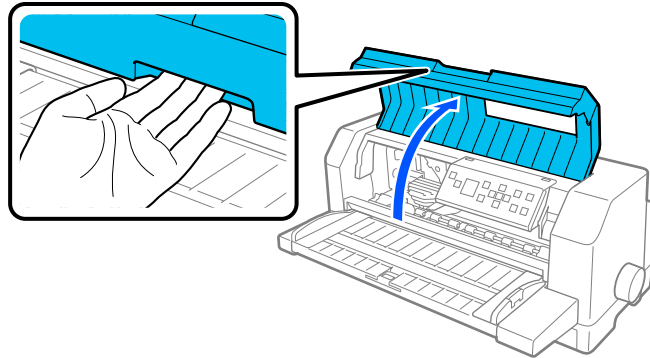
Epson color ribbon cartridge: S015067

Replacing the ribbon cartridge

Follow these steps to replace a used ribbon cartridge:

1. Select **Replace Ribbon** on the home screen.
2. Turn off the printer.

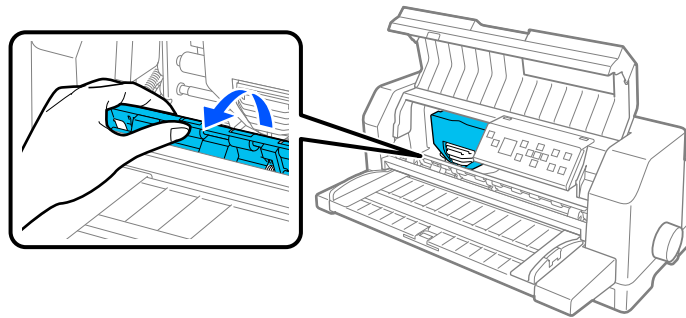
3. Open the printer cover.



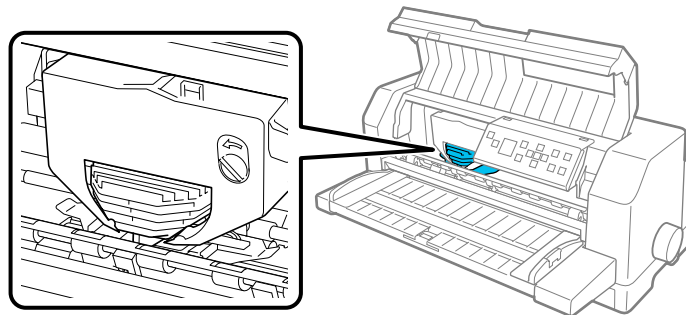
4. Open the paper bail.

**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.

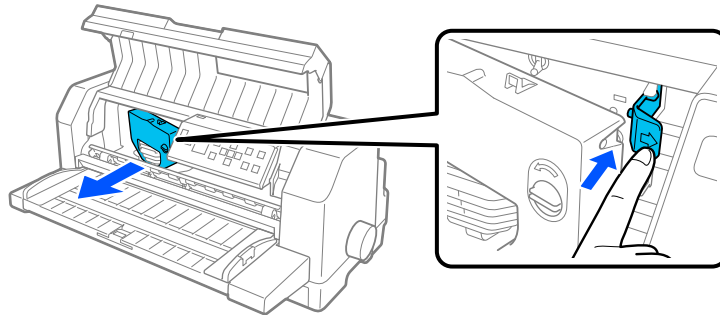


5. The print head should be in the replacement position shown in the illustration below.

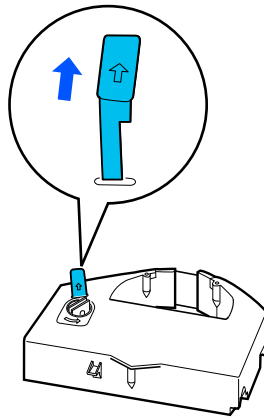
**Caution:**

Following the steps below while the printer is turned on can damage the printer.

6. Press the tab at the upper right of the cartridge holder and pull the cartridge out of the printer.

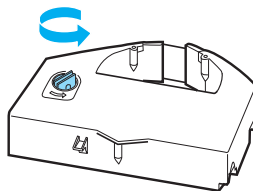


7. Remove the new ribbon cartridge from its package. If you are replacing it with a black ribbon cartridge, remove the plastic separator from the ribbon cartridge as shown below.

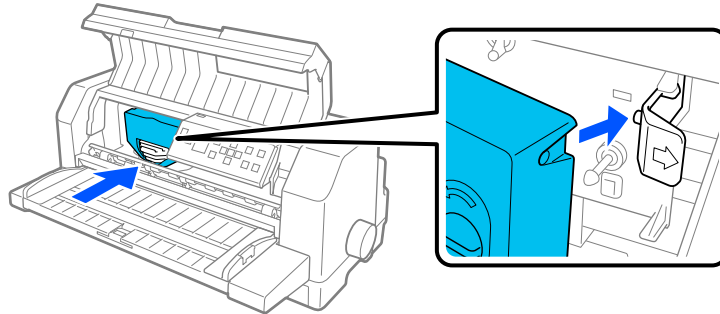


Note:
Color ribbon cartridges do not have a separator.

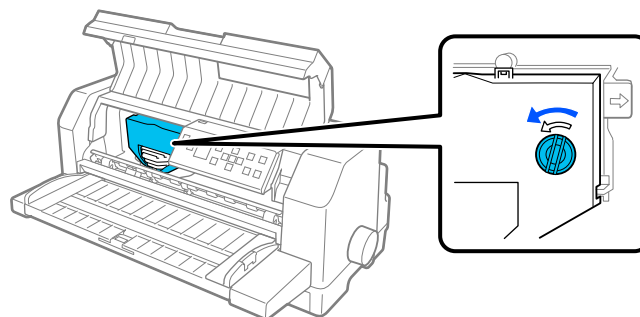
8. Turn the ribbon-tightening knob in the direction of the arrow to remove any slack in the ribbon.



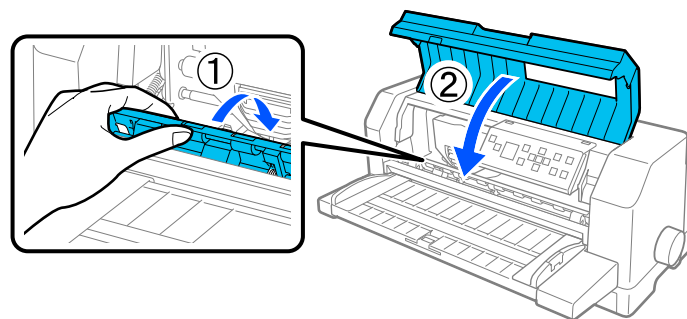
9. Hold the ribbon cartridge with the part where the ribbon is exposed facing down and the ribbon-tightening knob facing to the front of the printer. Then guide the ribbon under the print head, and snap the cartridge into place so that the tabs on both sides of the cartridge fit into the notches in the cartridge holder.



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



11. Close the paper bail and the printer cover.



Cut Sheet Feeder

The optional cut sheet feeder C80683* gives you easier and more efficient handling of single sheet paper, single sheet multipart forms, envelopes, and postcards. You can use the cut sheet feeder without removing continuous paper.

You can load the following quantities of paper to the cut sheet feeder:

Single sheets

A3 size paper	Up to 130 sheets of 82 g/m ² (22 lb) paper Up to 170 sheets of 64 g/m ² (17 lb) paper
Other paper	Up to 200 sheets of 82 g/m ² (22 lb) paper Up to 250 sheets of 64 g/m ² (17 lb) paper
Single sheet multipart forms	Up to 40 sheets of 47 g/m ² (12.5 lb) paper
Envelopes	Up to 20 plain or bond envelopes Up to 30 airmail envelopes
Postcards	Up to 50 plain paper cards

Note:

- You cannot install the cut sheet feeder and optional automatic sheet alignment unit at the same time.
- This option may not be available in some countries.

Installing the cut sheet feeder

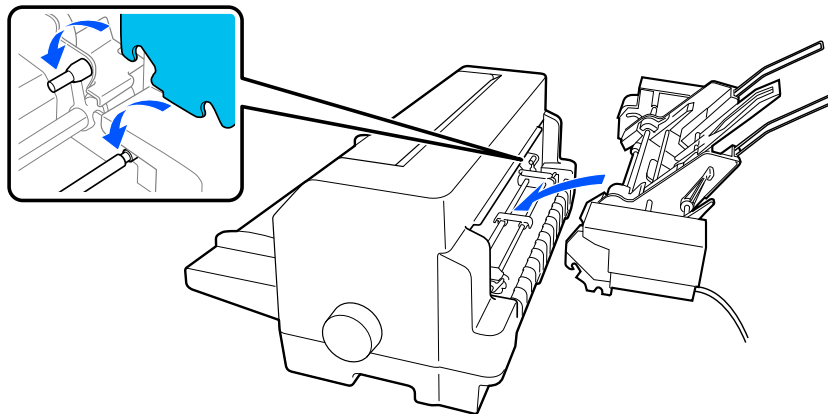
Follow these steps to install the cut sheet feeder:

1. Make sure that the printer is turned off.
2. Assemble the cut sheet feeder by following the instructions provided in the documentation that comes with the feeder.
3. Close the sprocket covers if they are open, and lock the sprockets by pushing down the lock levers if necessary.

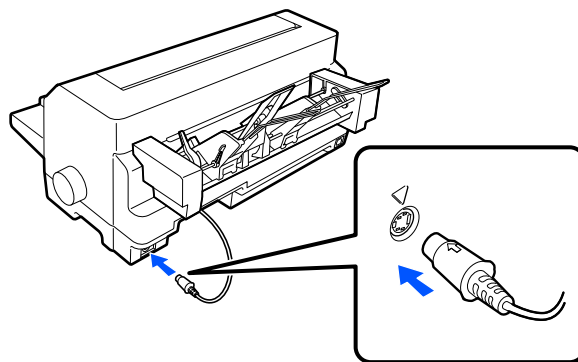
Note:

You do not need to remove your continuous paper from the tractor to use the cut sheet feeder. See "Switching between the tractor and the cut sheet feeder" on page 117 for information on switching between the cut sheet feeder and continuous paper.

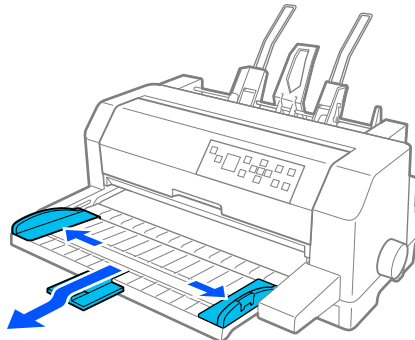
4. Hold the cut sheet feeder horizontally with both hands. Fit the notches on each side of the feeder over the mounting posts on the printer. Lower the cut sheet feeder until it is seated securely on the printer.



5. Plug the cable connector of the cut sheet feeder in the printer.



- Slide the edge guides all the way out. Then pull out the sheet guide and the paper support completely.



- Turn the printer on and make sure that **Manual/CSF** is selected as the paper source on the control panel. If not, select it by pressing the **Paper Source** button.
- Adjust the paper size in your software, if necessary.

You are now ready to load paper to your cut sheet feeder. To remove the cut sheet feeder, reverse the steps described above.

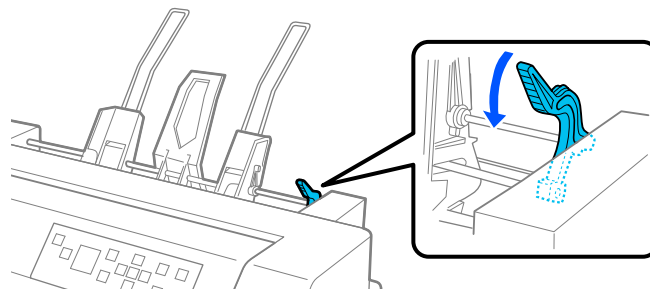
Loading paper to the cut sheet feeder

For single sheet multipart forms, use only the type of forms that are glued at the top.

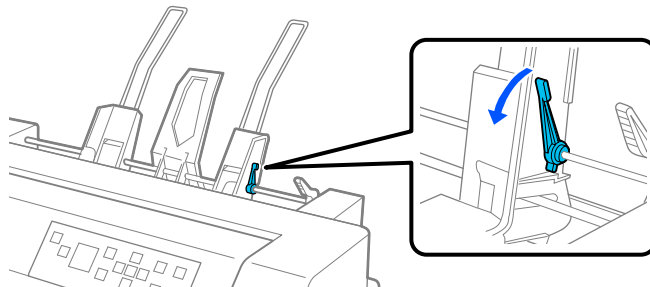
To avoid paper jams, do not allow too many printed sheets to be stacked on the paper guide at one time. Remove the stack when it is half as thick as the paper loading limit marked on the cut sheet feeder.

Follow these steps to load paper to the cut sheet feeder:

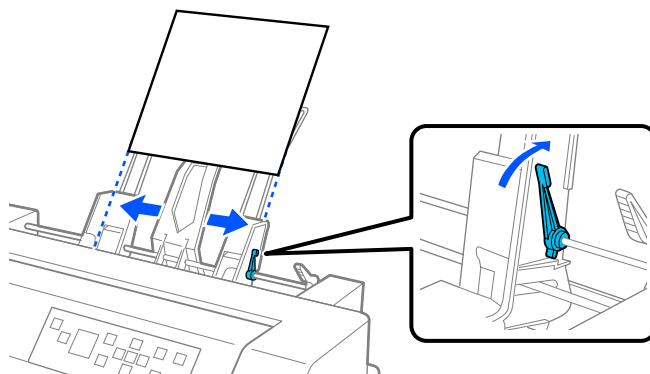
- Pull the paper set lever forward until the paper guides retract to allow paper loading.



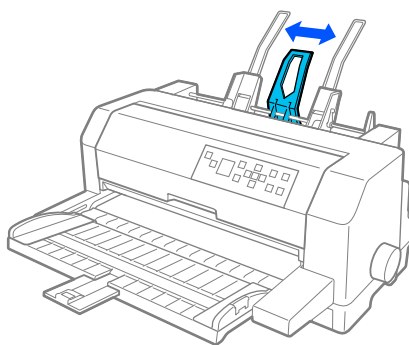
2. Release the paper guide lock levers by pulling them forward.



3. Slide the right paper guide so that its edge is even with the guide mark on the cut sheet feeder and push back the lever to lock the paper guide in place. Next, slide the left paper guide to roughly match the width of the paper.



4. Slide the center support midway between the paper guides.



5. Fan a stack of paper, and tap the sides and bottom of the stack on a flat surface to even it up.

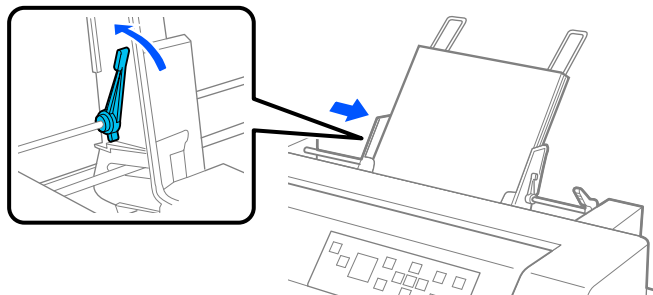
**Caution:**

Do not load labels to the cut sheet feeder.

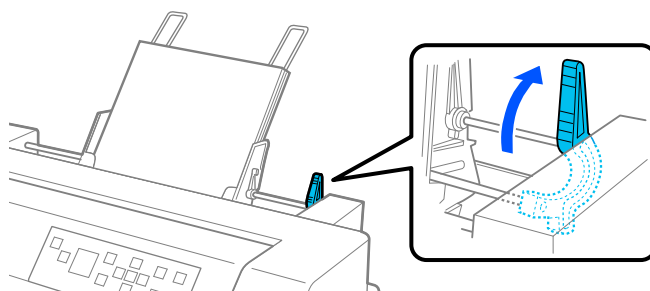
6. Insert the paper along the right paper guide and adjust the position of the left paper guide so that it matches your paper's width. Make sure the position of the guide allows the paper to move up and down freely. Then lock the left guide in place.

Note:

Load paper with the printable side up. If you are using pre-printed forms, load the forms top down.



7. Push back the paper set levers to clamp the paper against the guide rollers.



8. Before printing, make sure that **Manual/CSF** is selected as the paper source on the home screen. If not, select it by pressing the **Paper Source** button.

The cut sheet feeder feeds paper when you send data to the printer. You can also feed paper by pressing the **Load/Eject** button.

Note:

If the platen turns without loading the paper, completely remove the paper and then insert it all the way into the printer again.

Loading paper manually using the sheet guide

The cut sheet feeder's single sheet loading feature allows you to switch to a different type or size of paper without replacing the paper already loaded in the cut sheet feeder or removing the feeder.

Follow these steps to load paper manually using the sheet guide:

1. Make sure that **Manual/CSF** is selected as the paper source on the home screen. If not, select it by pressing the **Paper Source** button.
2. Push the sheet guide and the paper support all the way in.
3. Adjust the left edge guide so that it is aligned with the guide mark on the sheet guide.
4. While aligning the left side of paper with the edge guide and adjusting the right edge guide to match the width of the paper, insert it 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 accept data from your computer and print.

After printing a page of your document, the printer ejects it onto the sheet 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 sheet guide. The printer automatically advances the paper and resumes printing.

Switching between the tractor and the cut sheet feeder

You can easily switch between continuous paper loaded from the tractor and single sheets loaded from the cut sheet feeder without removing your continuous paper.

Switching to continuous paper

Follow these steps to switch to continuous paper loaded from the tractor:

1. If any single sheets are in the paper path, press the **Load/Eject** button to eject them.
2. Select **Tractor** as the paper source on the home screen by pressing the **Paper Source** button.

Switching to single sheets

Follow these steps to switch back to single sheets loaded to the cut sheet feeder:

1. If there is any continuous paper remaining in the printer, select **Tear Off** on the home screen and press the **OK** button to advance the paper to the tear off position.
2. Tear off the printed pages.

3. Press the **Load/Eject** button. The printer feeds the paper backward to the standby position. The paper is still attached to the tractor but is no longer in the paper path.
4. Select **Manual/CSF** as the paper source on the home screen by pressing the **Paper Source** button.

Note:

To load another type of continuous paper, you need to remove the cut sheet feeder.

Automatic Sheet Alignment Unit

You can load single sheet paper more easily by using the optional automatic sheet alignment unit C935741. It automatically positions the paper straight and feeds into the printer.

You can use single sheet paper, single sheet multipart forms, envelopes, and postcards with the automatic sheet alignment unit. See “Paper” on page 126 for information on the paper specifications.

Note:

- A warning message is displayed on the LCD screen if you try to feed continuous paper while the automatic sheet alignment unit is installed. Remove the automatic alignment unit. Also, you cannot install the automatic sheet alignment unit and optional cut sheet feeder at the same time.*
- This option may not be available in some countries.*

Installing the automatic sheet alignment unit

Follow these steps to install the automatic sheet alignment unit.

1. Turn off the printer.

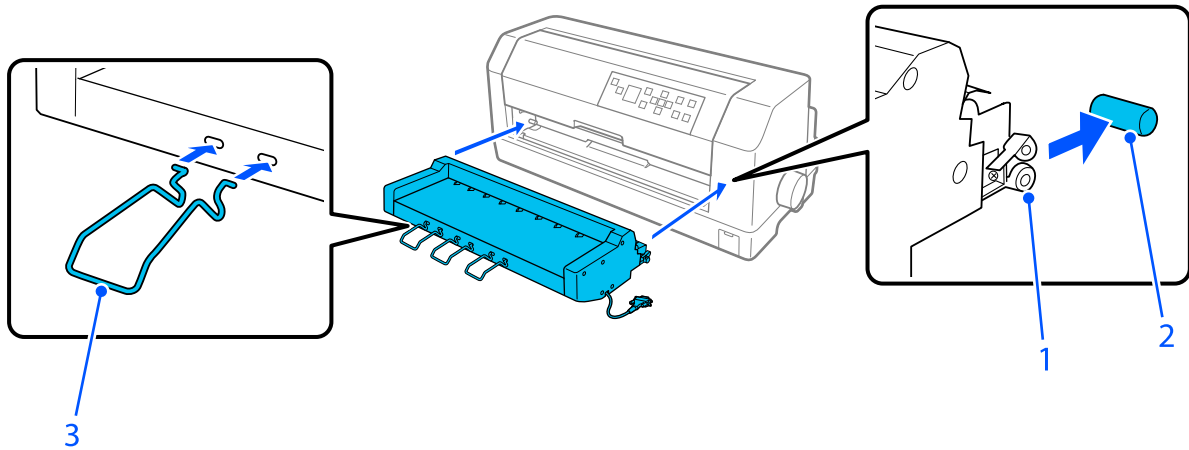


Warning:

If you have just used the printer, the print head may be hot. Be careful not to touch it until it cools down.

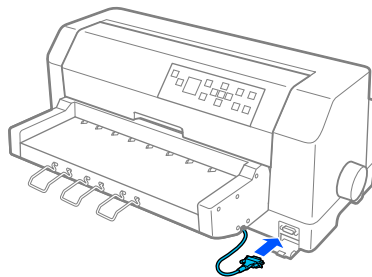
2. Remove the sheet guide.
3. Hold the automatic sheet alignment unit horizontally with both hands, and slide the slots on both sides of it onto the mounting pegs in the printer as shown below. Then lower the unit until it locks into place.

Paper longer than A4 (297 mm) may slip off from the automatic sheet alignment unit. If this occurs, attach the guides supplied with the printer as shown in the illustration.

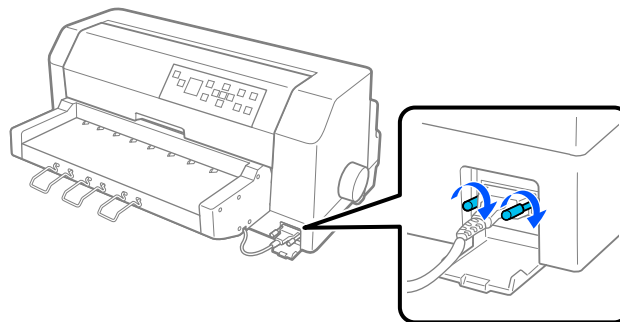


1. slots
2. mounting pegs
3. guide

4. Open the cover of the printer's connecting port and plug the cable connector into the port. Make sure the cable is connected firmly into the port.



5. Secure the cable to the port by tightening the two screws attached to the connector.



**Caution:**

Make sure the printer is turned off before connecting the cable.

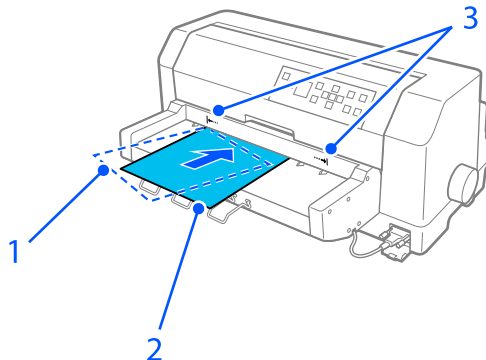
Note:

To remove the automatic sheet alignment unit, turn off the printer and follow the installing procedure in reverse from the last step.

Loading paper using the automatic sheet alignment unit

Follow these steps to load paper using the automatic sheet alignment unit:

1. Make sure that **Manual/CSF** is selected as the paper source on the home screen. If not, select it by pressing the **Paper Source** button.
2. Set the head gap to the appropriate position for the type of single sheet you are using referring to the table in “Adjusting the Head Gap” on page 35. Normally set it to **AUTO**.
3. Insert paper into the automatic sheet alignment unit so that the tip of the paper goes behind the rollers of the unit. The printer automatically aligns the paper, recognizes the right and left edges (the width) of the paper and starts feeding.



1. inserted position
2. aligned position
3. arrow marks

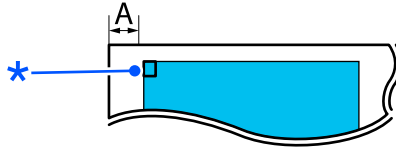
Note:

- Make sure to insert paper between the two arrow marks on the unit.*
- The paper may not be fed or ejected correctly if it is loaded at too large an angle. Reload the paper at a smaller angle.*

**Caution:**

Use the knob on the right side of the printer only to clear paper jams when the printer is off.

- The printer starts printing when it receives data. The printing position (the position of the first letter of the first line) is set to 3 mm (0.12 inch) from the left edge of the paper by default. See “Adjusting the printing position” on page 121 for more information on the printing position.



A. 3 mm

* the printing position

- The printer automatically ejects paper when it finishes printing. If the printed sheet remains in the printer, press the **Load/Eject** button to eject it.

Adjusting the printing position

You can adjust the initial printing position for the automatic sheet alignment unit.

Follow these steps to adjust the initial printing position.

Note:

- The range of print start position is from 2.0 mm to 29.0 mm from the left edge of the paper. The default is 3 mm.
- The automatic sheet alignment unit must be installed prior to adjusting the print start position.

- Select the **Print Start Position** setting from the home screen as described below.

Menu > Printer Settings > Print Start Position

- Follow the on screen instructions and set the value.

Chapter 8

Product Information

Printer Specifications

Mechanical

Printing method:	24-pin impact dot matrix	
Printing speed:	High speed draft	550 cps at 10 cpi
	Draft	550 cps at 10 cpi (825 cps at 15 cpi maximum)
	Letter quality	195 cps at 10 cpi
Printing direction:	Bidirectional logic seeking for text and graphics printing. Unidirectional text or graphics printing can be selected using software commands.	
Line spacing:	1/6 inch or programmable in 1/360 inch increments	
Printable columns:	136 columns (at 10 cpi)	
Resolution:	Maximum 360 × 180 dpi (letter quality mode)	
Paper feed methods:	Friction (front)	
	Push tractor (rear)	
	Cut-sheet feeder (optional*)	
	Automatic sheet alignment unit (optional*)	
* These options may not be available in some countries.		
Paper capacity:	optional cut sheet feeder up to 200 sheets of 82 g/m ² (22 lb) paper (A3 size: up to 130 sheets of 82 g/m ² (22 lb) paper)	

Reliability:	Total print volume	25 million lines (except print head)
	Print head life	approx. 200 million strokes/wire × 2 (monochrome) approx. 100 million strokes/wire × 2 (color)
Dimensions and weight:	Height	276 mm (10.8 inches)
	Width	660 mm (25.8 inches)
	Depth	432 mm (17.0 inches)
	Weight	approx. 18.9 kg (41.2 lb)
Ribbon:	Black ribbon cartridge	S015139 (long-life cartridge) S015066 (normal cartridge)
	Color ribbon cartridge	S015067
	Ribbon life (at 10 cpi in the letter quality mode with 48 dots/ character)	black ribbon approx. 9 million characters (long-life cartridge) approx. 6 million characters (normal cartridge) color ribbon approx. 1.5 million characters (Black) approx. 1.1 million characters (Magenta) approx. 1.1 million characters (Cyan) approx. 0.8 million characters (Yellow)
Acoustic noise:	Approx. 59 dB (A) (ISO 7779 pattern)	

Note:

The head gap setting or an overheated print head may affect the print speed.

Electronic

Interfaces:	<p>DLQ-3500II: One standard bidirectional, 8-bit, parallel interface with IEEE 1284 nibble mode support One USB 2.0 (Full Speed) interface</p> <p>DLQ-3500IIN: 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</p>
Buffer:	128KB
Fonts:	<p>Bitmap fonts:</p> <p>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</p> <p>Scalable fonts:</p> <p>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.)</p> <p>Bar code fonts:</p> <p>EAN-13, EAN-8, Interleaved 2 of 5, UPC-A, UPC-E, Code 39, Code 128, POSTNET</p>

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 (Ukrainian), 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

Rated voltage range	100 to 240 V
Input voltage range	90 to 264 V
Rated frequency range	50 to 60 Hz
Input frequency range	49.5 to 60.5 Hz
Rated current	3.4 A - 1.6 A (maximum 5.7 A - 2.6 A depending on the character type)

Power consumption (with USB connection)	100 to 120 V: Approx. 80 W (ISO/IEC 10561 Letter pattern) DLQ-3500II: Approx. 0.6 W in sleep mode* DLQ-3500IIN: Approx. 0.9 W in sleep mode*
	220 to 240 V: Approx. 78 W (ISO/IEC 10561 Letter pattern) DLQ-3500II: Approx. 0.8 W in sleep mode* DLQ-3500IIN: Approx. 1.0 W in sleep mode*

* 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 130 for detailed information on the specification for single sheet multipart forms.

Width 90 to 420 mm (3.5 to 16.5 inches)/100 to 420 mm (3.9 to 16.5 inches)*

* When loading single sheets and single sheet multipart forms that are glued at the top of the form from the cut-sheet feeder or automatic sheet alignment unit

Length 80 to 420 mm (3.15 to 16.5 inches)/92 to 420 mm (3.6 to 16.5 inches)*

* When loading single sheets and single sheet multipart forms that are glued at the top of the form from the cut-sheet feeder

Thickness

single sheets 0.065 to 0.19 mm (0.0025 to 0.0074 inch)
multipart forms 0.12 to 0.62 mm (0.0047 to 0.024 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 multipart forms with a line of glue at the top or the side of the form

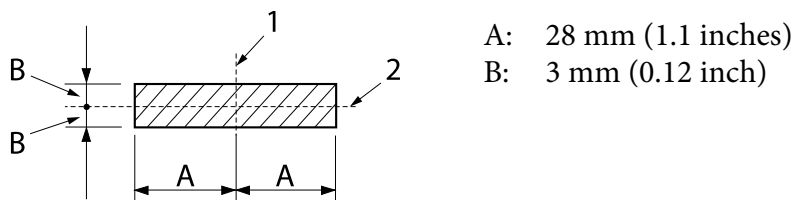
Copies

1 original + 7 copies

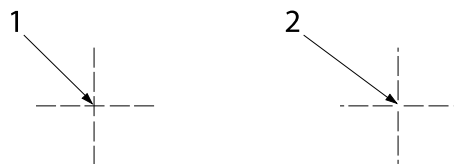
Continuous paper

See also “Multipart forms” on page 130 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.

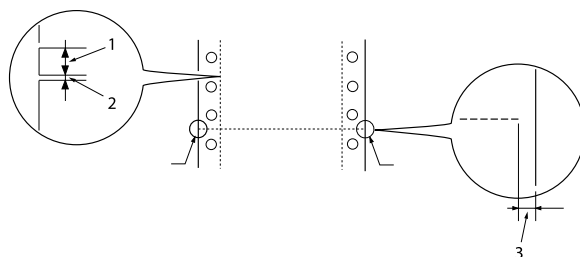


1. vertical perforation
2. horizontal perforation



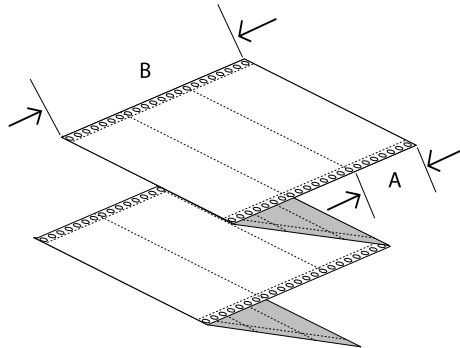
1. crossed perforation
2. uncrossed perforation

- ❑ 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.)

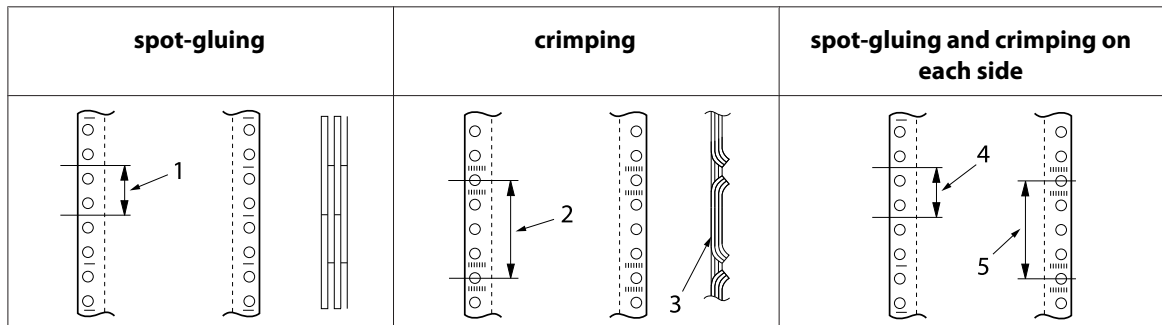


Width	101.6 to 406.4 mm (4.0 to 16.0 inches)
Length/page	76.2 to 558.8 mm (3.0 to 22.0 inches)
Copies	1 original + 7 copies
Total thickness	
single sheets	0.065 to 0.19 mm (0.0025 to 0.0074 inch)
multipart forms	0.12 to 0.62 mm (0.0047 to 0.024 inch)
Weight	
single sheets	52.0 to 157 g/m ² (14 to 42 lb)
multipart forms	40 to 58 g/m ² (11 to 15 lb) (weight/part)
Quality	
single sheets	Plain paper, recycled paper, and carbonless
multipart forms	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 127 and “Continuous paper” on page 127 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.

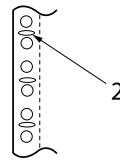
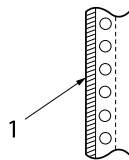


1. 1 inch or less
2. 3 inches or less
3. printing side
4. 1 inch or less
5. 3 inches or less



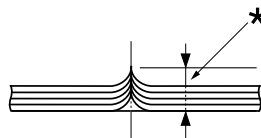
Caution:

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 2 mm or less.

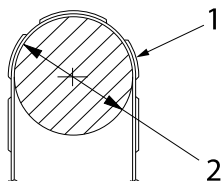


* 2 mm or less

- The binding area should be flat and have no creases.
- 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 134 for more information.

Labels

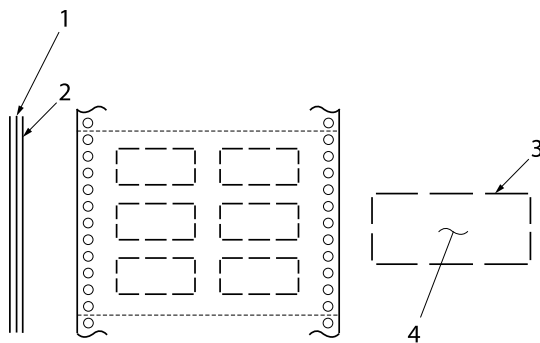
- Labels should be securely attached to the backing sheet and the label surface must be flat.
- The labels should not peel off their backing sheet under the conditions below.



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

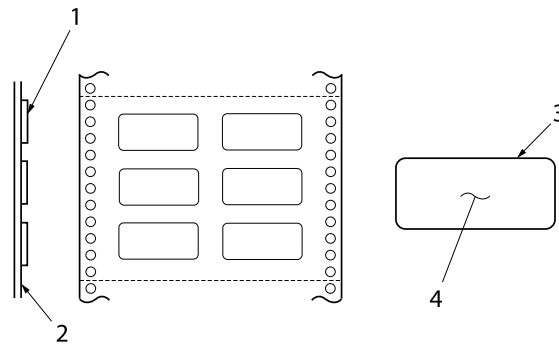
1. label
2. 27 mm

- 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

- ❑ When using labels whose backing sheet is not covered with the label material, see the illustration below and do not set the paper-thickness lever to the AUTO position, set it manually.



1. label
2. backing sheet
3. corner radius is more than 2.5 mm
4. label

Backing sheet

single sheets	101.6 to 406.4 mm (4.0 to 16.0 inches)
multipart forms	76.2 to 558.8 mm (3.0 to 22.0 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/m ² (17 lb)

Thickness

Backing sheet	0.07 to 0.09 mm (0.0028 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 0.021 inch) Any differences in thickness within the printable area must be less than 0.25 mm (0.0098 inch).	
Weight	45 to 90 g/m ² (12 to 24 lb)	
Quality	Bond envelopes, plain envelopes, and airmail envelopes not glued on the flap	

Postcards

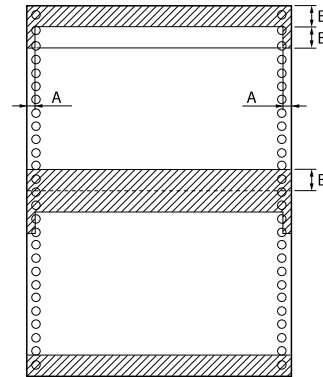
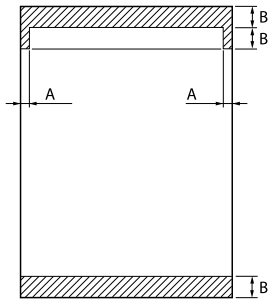
Width	100 to 200 mm (3.9 to 7.8 inches)
Length	100 to 200 mm (3.9 to 7.8 inches)
Thickness	0.22 mm (0.0087 inch)
Weight	192 g/m ² (51 lb)
Quality	Plain paper and recycled paper

Pre printed Paper

Pre printed paper is paper with white space in the middle and ruled lines, letters, or figures printed in the top and bottom margins. The margins are printed the first time the paper is loaded in the printer, and a document is printed in the white space the second time the paper is loaded in the printer. The margin areas are often used for letterheads, borders, and so on. You can make your own pre printed paper or you can purchase it.

You cannot preprint in the area with the diagonal shading in the illustrations below, and can preprint only with colors whose reflectivity is under 60% (for instance black). Avoid punching holes in the restricted area below because punctures are also recognized as colors whose reflectivity is under 60%.

Before printing on pre printed sheets, verify that the area your document will print on does not overlap with the pre printed area by printing separate sample sheets and comparing their printed areas.



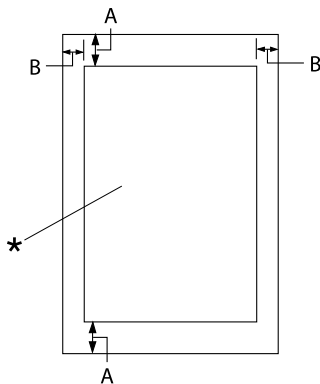
Area measurements

A: 5 mm (0.20 inch)

B: 12 mm (0.47 inch)

Printable area

Single sheets (including single sheet multipart forms)



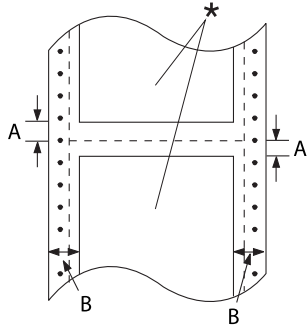
A: 0 mm (0 inch) or more

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

The maximum printable width is 345.44 mm (13.6 inches). For single sheets wider than 351.44 mm (13.8 inches), the side margins increase proportionally to match the width of the paper.

* printable area

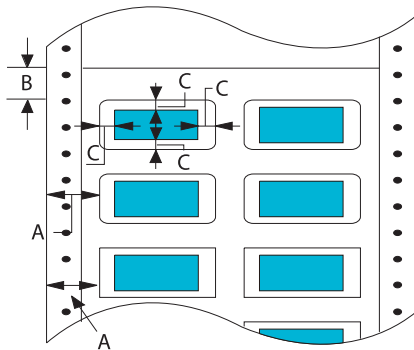
Continuous paper (including continuous multipart forms)



- A: The minimum top and bottom margins (above and below the perforation) are 4.2 mm (0.165 inch).
- B: The minimum left or right margin is 9 mm (0.354 inch).
18 mm for the paper whose page width is 406.4 mm (16 inches).

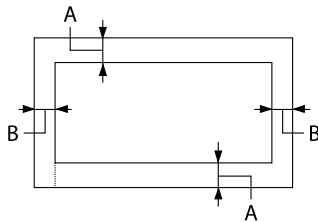
* printable area

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: 0 mm (0 inch) or more
The minimum top margin for feeder from the cut-sheet feeder is 4.2 mm (0.165 inch)
- B: 3 mm (0.118 inch) or more

System Requirements

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 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

Command Lists

Your printer supports the following Epson ESC/P2 control codes and IBM PPDS emulation control codes.

For more information about the commands, contact Epson Customer Services. See “Contacting Customer Support” on page 100 for details.

Epson ESC/P control codes

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

General operation:

ESC @, ESC U, ESC EM

Paper feeding:

FF, LF, ESC 0, ESC 2, ESC 3, ESC+, CR

Page format:

ESC (C, ESC C, ESC C 0, ESC Q, ESC I, ESC (c, ESC N, ESC O

Print position motion:

ESC \$, ESC \, ESC (V, ESC (v, ESC D, HT, ESC B, VT, ESC J

Font selection:

ESC k, ESC x, ESC y, ESC X, ESC P, ESC M, ESC g, ESC p, ESC 4, ESC 5, ESC E, ESC F, ESC !

Font enhancement:

ESC W, DC4, SO, DC2, SI, ESC w, ESC G, ESC H, ESC T, ESC S, ESC -, ESC (-, ESC q

Spacing:

ESC Space, ESC c, ESC (U

Character handling:

ESC t, ESC (t, ESC R, ESC %, ESC &, ESC :, ESC 6, ESC 7, ESC (^

Bit image:

ESC *

Bar code:

ESC (B

Color:

ESC r

IBM PPDS emulation control codes

This printer emulates the IBM Proprinter using the commands below.

General operation:

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

Paper feeding:FF, LF, ESC 5, ESC A, ESC 0, ESC 1, ESC 2, ESC 3, ESC 3 (AGM*¹), CR, ESC]**Page format:**

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

Print position motion:ESC d, ESC R, ESC D, HT, ESC B, VT, ESC J, ESC 3 (AGM*¹)**Font selection:**

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

Font enhancement:

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

Spacing:

BS, SP

Character handling:

ESC 6, ESC 7, ESC [T, ESC ^, ESC \

Bit image:

ESC K, ESC L, ESC Y, ESC Z, ESC [g, ESC * (AGM*¹)

Bar code:

ESC [f, ESC [p

Download:

ESC = (command is not provided)

*¹ Alternate Graphic Mode

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	AS/NZS CISPR32 Class A

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>

DLQ-3500II: PB41A

DLQ-3500IIN: PB41B

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. Remove the sheet guide. If an optional cut sheet feeder is installed, remove it.
3. Use a soft brush to carefully brush away all dust and dirt from the outer case and sheet guide.
4. 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:



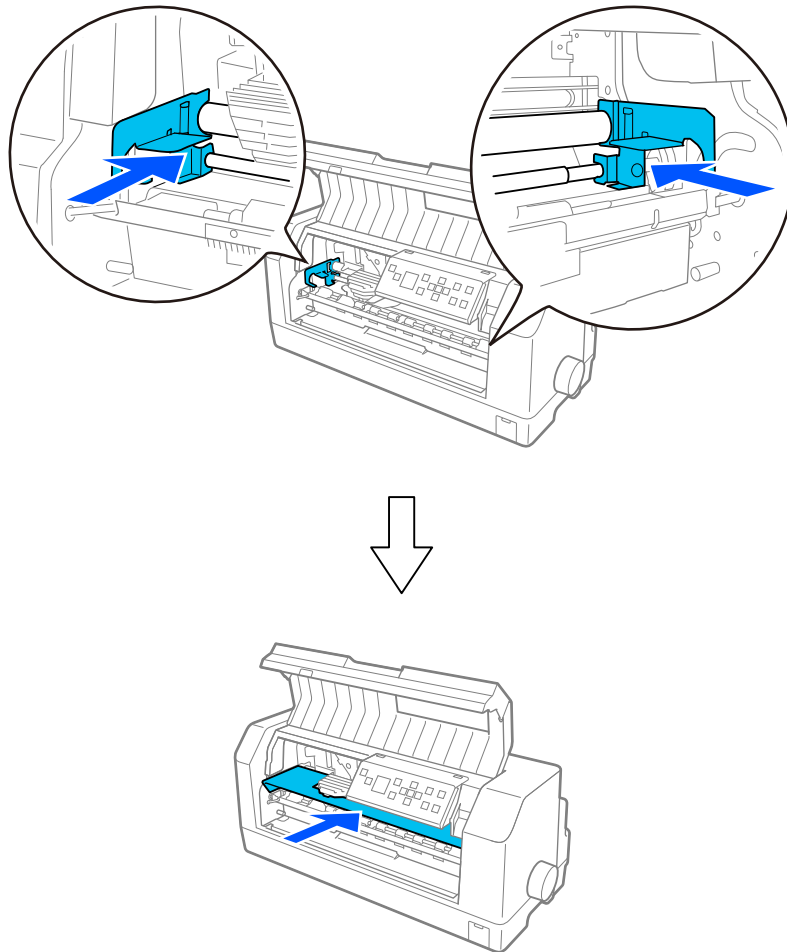
Warning:

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. Remove any paper loaded in the printer.
2. Select **Replace Ribbon** on the home screen.

Print head moves to the ribbon cartridge replacement position.
3. Turn the printer off.
4. Unplug the power cord from the electrical outlet; then disconnect the interface cable from the printer. If an optional cut sheet feeder is installed, remove it.
5. Remove the sheet guide. If any options are installed, remove them and pack them in their original boxes.
6. Make sure the print head is not hot. Then remove the ribbon cartridge as described in “Replacing the ribbon cartridge” on page 108.

7. Attach the metal protective materials to the left and right inside the printer, and then attach the plastic packing material to prevent the head from moving.



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.

Glossary

ASCII

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

auto line feed

When this setting is turned on in the printer settings, each carriage return (CR) code is automatically followed by a line feed (LF) code.

bidirectional printing

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

buffer

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

character table

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

characters per inch (cpi)

A measurement of the size of text characters.

continuous paper

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

control code

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

cpi

Abbreviation of characters per inch. A measurement of the size of text characters.

cut sheet feeder

An optional, detachable device that automatically feeds single sheets of paper into the printer.

data dump

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

default

A value that takes effect when the equipment is turned on, reset, or initialized.

dot matrix

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

draft

The print mode used by your printer when you select Draft as the font. The Draft font uses less dots per character for faster printing.

ESC/P

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

ESC/P 2

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

fanfold paper

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

font

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

form feed (FF)

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

halftoning

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

hex dump

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

high speed draft

A mode of draft printing you can select in the printer settings. High speed draft uses a minimum number of dots per character to produce extremely high speed printing.

interface

The connection between the computer and the printer over which print data is transmitted to the printer.

landscape

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

letter quality (LQ)

The print mode used by your printer when a font other than Draft is selected. Printing with letter quality fonts provides better readability and appearance at a reduced print speed.

line feed (LF)

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

loading position

The position to which the paper is automatically loaded.

micro adjust

A printer feature that allows you to precisely adjust the tear off position.

paper positions

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

pitch

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

platen

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

portrait

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

printer driver

A software program that sends commands from the computer for using the functions of a particular printer. EPSON provide windows driver, though, other system drivers are provided from the application vendors.

printing start position

The horizontal position on the paper that the printer recognizes as the first printable column. You can adjust the printing start position in the printer settings.

proportional font

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

recommended printable area

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

reset

To return a printer to its default settings.

resolution

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

self test

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

standby position

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

tear off

A control panel button that feeds the perforation of continuous paper to the tear off position and then feeds the paper back to the top of form position.

tear off position

The position the printer feeds the paper to in the tear off operation. Using the Micro Adjust function, you can adjust the position so that the paper's perforation meets the printer's tear off edge.

top of form position

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

unidirectional printing

Printing in which the print head prints in one direction only. Unidirectional printing is useful for printing graphics because it provides precise vertical alignment. You can select unidirectional printing in the printer settings or from the printer driver settings.

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