

Subject: Laser & Non-Impact Printer Error Codes

Date: 4/3/91
 Page (s): 1 of 7

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 Originator: JV

Epson printers issue beep tones and/or displays error codes when certain error conditions exist. Those beeps or codes can assist you in locating and repairing customer's printers. The following error codes are listed by product name.

EPI-4000 Display Codes

| | |
|--------------------|--|
| PE | Paper End (out) detected |
| Co | Cover open |
| IL | Ink low |
| IE | Ink End (out) |
| Pi | Paper jam |
| E1 (blinking) | Heater error (broken heater wire) |
| E2 (blinking) | Contact error (heater fan or thermistor contact) |
| E4 (blinking) | C034 DVR board error |
| E6 - YY (blinking) | C034 Main board software Error I (YY will be a number from 60(H) to 7D(H)) |
| E7 - YY (blinking) | C034 Main board software Error (YY will be a number from 02(H) to XB(H)) |
| E8 - YY (blinking) | Board contact error, C034 Main board hardware (YY will be one of the following numbers: 80, 81, 84, 85, 86, 87, 8A, 8C) |
| E9 (blinking) | C034 Main board hardware error |
| E0 (blinking) | Abnormal voltage |
| bF | Buffer overflow for fonts |

EPI-4000 cont.

| | |
|----|------------------------------|
| bo | Buffer overflow for graphics |
| CE | Card error |
| PS | Paper size error |
| Lr | Release lever error |
| LE | Envelope lever error |
| dP | Data processing |
| FF | Depress the Form Feed button |

 EPL-6000/ActionLaser/ActionLaser+ LCD Codes

| | |
|------------------|---|
| CHANGE DRUM | The drum needs to be changed. The drum cartridge may not be installed, the cartridge may not be installed properly or the cartridge may be defective. |
| COVER OPEN | Printer cover is open |
| CPU ERROR | Printer's CPU has made a calculation error |
| ERROR 10 | Program ROM error |
| ERROR 11 | Font cartridge or identity cartridge checksum error |
| ERROR 12 | RAM error |
| ERROR 20 | Memory overflow |
| ERROR 21 | Print overrun error |
| ERROR 22 | Receive buffer overflow |
| ERROR 30 | Memory error |
| ERROR 31 | Scanner error |
| ERROR 32 | Heater (Heat Roller Unit) error |
| EPL-6000 cont. | |
| ERROR 33 | Thermistor error |
| ERROR 40 | Parity / Framing error |
| FONT CARD ERROR | Font cartridge is bad (or is not inserted) correctly |
| INSERTION ERROR | Paper is not inserted correctly or has jammed at the paper tray |
| PAPER EMPTY | No paper in the paper cassette Paper cassette is not installed properly Paper cassette lid is open Paper sensor is bad |
| PAPERJAM | Paper is jammed inside the printer |
| PAPER SIZE ERROR | Paper setting does not match the size of the paper in the paper cassette |
| PS CHANGE | Paper size requested by the host conflicts with the Selectype setting |

EPL-7000 LCD Codes

NOTE: In some cases, the red CONTINUE light flashes when an error is detected. This requires you to correct the problem and then press the CONTINUE button to clear the error. However, if the AUTO CONT option in Selectype is set to ON, some errors may clear automatically even though the problem remains.

Status messages are preceded by [S], warning messages are preceded by [W], and error messages are preceded by [E]. In some cases the message you see on your display also shows the printer mode.

[E] ADD MEMORY FOR CH-X

The printer has insufficient memory available in the channel displayed.

[E] **CARD MEMORY OVERFLOW**
This message indicates that the combined memory requirement of the cards in slots A and B exceeds 4 Mbytes.

EPL-7000 cont.

[S] **COPY END X/X**
Multiple-copy printing is cancelled (you pressed the COPY END button when the printer was off line).

[E] **COVER OPEN**
The printer cover is open or the imaging cartridge is not installed.

[S] **DATA**
The printer has received data but is not yet printing, or the printer has received data and is off line.

[E] **FEED JAM**
Paper is not feeding into the printer from the specified cassette or has jammed on its way into the printer.

[S] **GRAPHIC DRAWING**
Graphics are being created.

[E] **ILLEGAL CARD**
A card or cartridge in a particular slot cannot be read.

[S] **INITIALIZE**
The printer is being initialized (reset) to the factory settings.

[E] **INSUFF. MEMORY**
The printer has insufficient memory available for the task you have given it. This error can also be cleared by turning the printer off and back on again. However, it may be necessary to simplify the page you are trying to print or add more memory to the printer.

[E] **PAGE BUFFER FULL**
Text or graphics data has filled the printer's buffer and an incomplete page is ejected.

[S] **PAPER FEEDING**
The printer is feeding paper.

[E] **PAPER JAM**
Paper is not being fed into the printer or paper is jammed inside the paper path.

[E] **PAPER OUT**
There is no paper in the standard paper cassette and the optional lower paper cassette (if installed). Or, the paper set lever is in the manual position and you are not feeding pages correctly.

[E] **PAPER OUT SET AUTO XXX**
There is no paper in any of the paper cassettes. The right column of the display prompts you to load the correct paper size into the paper cassette.

[E] **PAPER OUT SET OPT XXX**
There is no paper in the optional lower paper cassette. The right column of the display prompts you to load the correct paper size into the paper tray of the lower paper cassette.

- [E] PAPER OUT SET STD XXX
There is no paper in the standard paper cassette. The right column of the display prompts you to load the correct paper size into the standard paper cassette.
- [E] PAPER SIZE ERROR
The paper size you selected with SelectType (or the default size if you have not selected a size) does not match the paper loaded in the selected paper cassette.
- [S] PRINTING
The printer has received data and is printing.
- [S] PRINT STOP X/X
The printer stops printing during a multi-copy print operation.
- [S] RAM Check X.X MB
The printer is checking RAM (X.X = capacity).
- [S] READY
The printer is ready to print.
- [E] REINSERT CARD
If this message appears on the display, you may have removed a font card or cartridge while the FEED light was still lit or while the printer was online.

EPL-7000 cont.

- [E] REMOVE CARD
You may have inserted a font card or cartridge while the printer was on line or while the FEED light was on. Data still remains in the printer's buffer.
- [E] RESELECT TRAY
The optional lower paper cassette is not installed and the INPUT option is set to OPT or AUTO.
- [S] RESET
The printer is being reset to the previous settings in the macro specified with LOAD MACRO option in SelectType Level 1.
- [S] ROM Check
The printer is checking ROM
- [E] SAVE MEMORY OVERFLOW
If this message appears when you are trying to save a macro with the SAVE MACRO option in SelectType Level 1, the printer does not have enough memory to save any additional macros
- [E] SERVICE REQ. Cxxx
A controller error has been detected.
- [E] SERVICE REQ. E00XX
A print engine error has been detected.
XX = 03 Fusing Unit (low temp)
04 Main Drive Motor
05 Ozone Fan motor
06 Polygon Mirror Drive
09 HSync Signal
- [E] SET FULL PRINT
This message may appear when you are trying to print graphics or a mix of text and graphics.
- [S] STANDBY MODE

When both CH P and CH S remain off for about thirty minutes, the printer enters standby mode and this message appears.

- [E] **STARTUP ERROR**
If this message appears when you turn on the printer, the power may have been turned off while the printer was performing a save or reset operation.

EPL-7000 cont.

- [W] **TONER LOW**
The printer is almost out of toner. When this message first appears on the LCD display, you can print up to 25 more pages.
- [E] **TONER OUT**
The imaging cartridge must be replaced.
- [E] **TRAY SET AUTO XXX**
The paper size setting does not match the paper loaded in the specified paper cassette. The right column is the expected paper size and the currently selected cassette.
- [E] **TRAY SET OPT XXX**
The paper size setting does not match the paper loaded in the optional lower paper cassette. The right column is the expected paper size.
- [E] **TRAY SET STD XXX**
The paper size setting does not match the paper loaded in the standard paper cassette. The right column is the expected paper size.
- [S] **WAIT**
Printer is being reset after a START UP ERROR.
- [S] **WARMING UP**
Printer is warming up.

EPL-7500

- [E] **COVER OPEN**
Cover is open or the imaging cartridge is not installed.
- [E] **MANUAL FEED**
Manual feed method is selected.
- [S] **OFF LINE**
Printer is Off Line
- [E] **OUT OF PAPER**
No paper cassette is installed, the paper cassette is empty, or the paper set lever is in the manual position.

EPL-7500 cont.

- [E] **PAPER ENTRY JAM**
Paper is not feeding from the specified paper cassette or has jammed on its way into the printer.
- [E] **PAPER EXIT JAM**
Paper is jammed inside the paper path.
- [S] **PRINTING**
The printer has received data and is printing.
- [S] **PRINTING TEST**
The printer is printing the test page.

- [S] **PROCESSING**
The printer is processing data.
- [S] **QUIT THE JOB**
The On-Line button has been pressed while a print job was in progress. The job can be flushed by pressing the Reset button, or a reset can be cancelled by pressing any other button.
- [S] **QUITTING THE JOB**
The printer is flushing a job from the buffer.
- [S] **READY**
The printer is ready to receive data.
- [S] **RESETTING**
This message appears initially when the printer is turned on, and momentarily between print jobs.
- [E] **TONER LOW**
The imaging cartridge must be replaced.
- [S] **WAIT FOR READY**
The On-Line button was pressed while a print job was in progress. The printer continues printing until the current job is completed, then it goes Off-line.
- [S] **WAITING**
The printer is in the process of executing a job and has run out of data and is waiting for the channel to provide more data.

EPL-7000 cont.

- [S] **WARMING UP**
The printer is warming up.

Note: If any of the following messages appear, turn the printer off for at least five seconds, then turn it back on. If the same message is displayed, repair is required.

SCAN MOTOR ERROR

HSYNC ERROR

HEATER LAMP ERROR

MAIN MOTOR ERROR

FAN MOTOR ERROR

ES300C Display Codes

E-C Command error. An unidentified command or parameter was detected.

- E-1 Interface error**
 - a. Incorrect communication parameter received.
 - b. Broken connector or wire.
 - c. Host failed to respond within 30 seconds.
 - d. Host is not accepting data. (DSR=Low)

- E-F Fatal error**
 - a. A lamp is broken.
 - b. Power is applied before the transportation screws were removed.
 - c. System failure
-

GQ-3500 Display Codes

| | |
|---------|--|
| do | Cover Open error |
| E0 - 00 | Engine driver CPU error. |
| E0 - 01 | Option tray CPU error. |
| E0 - 02 | Option tray motor error. |
| E0 - 03 | Optical unit error. |
| E0 - 05 | Main motor error. |
| E0 - 06 | Fusing unit error. |
| E1 - 80 | Exception error. |
| E1 - 81 | Trap error. |
| E1 - 82 | Bus error. |
| E1 - 83 | Address error. |
| E1 - 84 | Illegal Instruction. |
| E1 - 89 | NMI error. |
| E1 - 91 | Reverse vector interrupt error. |
| E1 - 92 | User vector interrupt error. |
| E1 - A1 | System RAM error. |
| E1 - A2 | External RAM error. |
| E1 - A3 | CG ROM error. |
| J0 | Paper feed error. |
| J1 | Paper feed jam |
| J2 | Paper exit jam |
| Po | Paper empty, paper tray is not installed or paper is not installed properly. |
| PU | Paper size error. |
| To | Toner empty. |
| U1 | Replace the collector unit and lens shield. |
| U2 | Replace the drum cartridge and lens shield. |

EPSON

EPSON AMERICA, INC.

INFORMATION

Product Support Bulletin

Subject: EPI-4000 Paper Selection List

Date: 2/6/91

Page(s): 1 of 2

PSB No: P-0073

Originator: JV

To obtain the optimum print quality from the EPI-4000 printer it is necessary to use paper designed for ink-jet printers. This document lists paper types tested by Epson for use with the EPI-4000 printer.

The ratings for paper quality and drying time are:

A = Excellent

B = Good

C = Fair

Paper weights listed with a slash such as 50/20 indicate 50 lb offset paper and 20 lb is the equivalent weight if it were bond paper. The standard paper sizes are listed, but paper suppliers are willing to cut to 11" x 17" from larger stock. There is usually a minimum quantity requirement, however.

See the list on page 2

Plain Paper

| Print Qual. | Dry Time | Paper | Finish | Application | Weight | Standard Sizes | | | Telephone |
|-------------|----------|---|-------------------------|-------------------------|--------------|----------------|--------|-------|-----------------|
| | | | | | | 8.5x11 | 8.5x14 | 11x17 | |
| A | B | Beckett Cambric Writing | | Writing - Laser Ready | 24 lb | x | x | | 800-423-2259 |
| A | B | Beckett Concept Writing (recycled) | Move | Writing - Laser Ready | 24 lb | x | x | | 800-423-2259 |
| A | B | Beckett Text Laid Writing - 25% Cotton | Laid | Writing - Laser Ready | 24 lb | x | x | | 800-423-2259 |
| B | B | Boise Cascade 25% Cotton Laser Paper | | Laser | 20 lb | x | x | | 800-641-3274 |
| A | B | Gilbert - Gilcrest Laid | Laid Finish | | 22 lb | x | x | | 800-445-4465 |
| A | B | Gilbert Bond - 25% Cotton | Flat Finish, Move | | 20 lb | x | x | x | 800-445-4465 |
| A | B | Gilbert New-Tech 25% Cotton | Move Finish | Laser Printers | 20 lb | x | x | x | 800-445-4465 |
| A | A | Gilbert Lancaster New-Tech 100% Cotton | Tech Finish | Laser Printers | 24 lb | x | x | x | 800-445-4465 |
| A | C | Labelon - Non Glossy Plotter Paper | Non Glossy | Plotters | | x | | x | 800-428-5566 |
| | | | | | | | | | 800-523-1009 NY |
| | | | | | 20 lb | x | x | x | 800-345-6323 |
| A | A | Mead Ultratech | | | 20 lb | x | x | | 800-241-3405 |
| A | B | Neenah - Chieftain Bond - 50% Cotton Fiber | Bond Finish | | 24 lb | x | x | | 800-241-3405 |
| A | B | Neenah - Classic Crest Writing | | Writing | 24 lb | x | x | | 800-241-3405 |
| A | B | Neenah - Classic Laid Writing | Laid | Writing | 20 or 24 lb | x | x | x | 800-241-3405 |
| A | B | Neenah - Environment 25 Writing (recycled) | Move | Writing | 24 lb | x | x | x | 800-241-3405 |
| A | B | Neenah - Environment 25 Writing (recycled) | Move | Offset | 80 lb/32 lb | x | x | x | 800-241-3405 |
| A | A | Neenah - Environment Text (recycled) | Move | Offset | 20 lb | x | x | | 800-241-3405 |
| A | B | Neenah - Kimberly Bond | Bond Finish | | 20 lb | x | x | | 800-241-3405 |
| A | B | Neenah Bond - 25% Cotton | Cockle Finish | | 20 or 24 lb | x | x | x | 800-241-3405 |
| A | A | Simpson Protocol Writing - 25% Cotton | Move | Writing | 20 lb | x | x | | 800-366-5556 |
| A | B | Southworth Paper - Four Star Bond - 25% Cotton-402C | Plain Cockle | | 16 lb | x | x | | 413-732-5141 |
| A | B | Southworth Paper - Four Star Bond - 25% Cotton-403C | Plain, Regular | | 20 lb | x | x | | 413-732-5141 |
| B | B | Strathmore Bond - 25% Cotton | Move - Cockle | | 20 lb | x | x | x | 800-628-8816 |
| B | A | Union Camp - Jamestown - Bond | | | 20 lb | x | x | x | 800-634-6900 |
| B | A | Union Camp - Williamsburg - Offset | Smooth, Vellum, or Move | Offset | 50/20, 60/24 | x | x | x | 800-634-6900 |
| B | A | Union Camp - Yorktown - Xerographic DP | | Hi-speed copiers/lasers | 20 lb | x | x | x | 800-634-6900 |
| A | A | Weyerhaeuser Recycled Laser Copy - Premium Xerocopy | | Laser printers, copiers | 20 lb | x | x | | 800-323-8118 |

Plot Paper for Blueprinting

| Print Qual. | Dry Time | Paper | Finish | Application | Weight | Standard Sizes | | | Telephone |
|-------------|----------|--|--------|---------------------|---------|----------------|--------|-------|-----------------|
| | | | | | | 8.5x11 | 8.5x14 | 11x17 | |
| A | 3min | Bishop Graphics - Translucent Bond - Plotter Media | | Plotter-Check Plate | 15.5 lb | x | | x | 800-222-5808 |
| | | | | | | | | | 800-223-1396 CA |
| A | 3min | Xerox - Translucent Bond | | Plotter | | x | | x | 800-822-2200 |

Product Support Bulletin

Subject: EPI-4000 - Answers to Common Questions

Date: 8/8/90
Page(s): 1 of 4

PSB No: P-0068
Originator: REW

This bulletin answers some commonly asked questions regarding the EPI-4000 printer. The questions and answers are listed below.

Q. What printer does the EPI-4000 emulate?

A. The EPI-4000 has 3 built - in emulations that may be selected using the SelecType feature:

1. HP LaserJet II Series II
2. Epson LQ-2500
3. Epson FX-850/1050

Q. How do I run a self-test on the EPI-4000?

A. The built - in self- test on the EPI - 4000 is accessed through the SelecType feature. Follow the steps below to perform the self- test printing operation.

1. Press the ON - LINE button to enter the OFF - LINE condition.
2. Open the printer cover.
3. Press the SelecType button to enter the SelecType mode.
4. Press the MENU button until "8" appears on the left indicator.
5. Press the < or > button to select the desired test printing. The right indicator displays "0" to print the status sheet and "1" to print one page of self - test text.
6. Press the SET button, "Co" will be displayed.
7. Close the printer cover to start printing. The control panel displays "SP" during self - test printing.
8. When the self - test printing is finished, the printer returns OFF - LINE.

Q. What Font Cards can I use with the EPI-4000?

A. Epson has 5 font cards available for the EPI -4000. The font cards are Epson IC card #5410 - #5414. Downloadable fonts are accepted as well, to provide font flexibility. A detailed list of the individual fonts available on each font card is listed on the following page.

- #5410F Helv prop. space, 14.4 point (bold), portrait
TMS roman prop. space, 10 point, portrait
TMS roman prop. space, 10 point, (bold), portrait
TMS roman prop. space, 10 point, (italic), portrait
TMS roman prop. space, 8 point, portrait
tine printer 16.66 pitch, 8.5 point, portrait
- #5411L Courier 10 pitch, 12 point (bold), portrait/landscape
Courier 10 pitch, 12 point (italic), portrait
Courier 10 pitch, 12 point (italic), landscape
tine printer 16.66 pitch, 8.5 point, portrait
Line printer 16.66 pitch, 8.5 point, landscape
- #5412M Prestige elite 12 pitch, 10 point, portrait/landscape
Prestige elite 12 pitch, 10 point, (bold), portrait
Prestige elite 12 pitch, 10 point, (bold), landscape
Prestige elite 12 pitch, 10 point, (italic), portrait
Prestige elite 12 pitch, 10 point, (italic), landscape
- #5413N Letter Gothic 12 pitch, 12 point, portrait/landscape
Letter Gothic 12 pitch, 12 point, (bold), portrait
Letter Gothic 12 pitch, 12 point, (bold), landscape
Letter Gothic 12 pitch, 12 point, (italic), portrait
Letter Gothic 12 pitch, 12 point, (italic), landscape
- #5414T Helv prop. space, 14 point, (bold), portrait
Helv prop. space, 12 point, (bold), portrait
Helv prop. space, 10 point, (bold), portrait
Helv prop. space, 8 point, (bold), portrait
Helv prop. space, 8 point, portrait
Helv prop. space, 6 point, portrait
Tax draw symbol set, 10 pitch, 12 point (bold), portrait

NOTE: The Font Cards are only available for selection when the EPI-4000 is in the HP LaserJet Series II emulation mode.

Q. What are the part numbers for the other available options and supplies for the EPI-4000 printer?

- A. 1. Optional Push Tractor C800171
- 2. Optional 2M memory board C822001
- 3. Replacement Ink Cartridge S020003
- 4. Cleaning Cartridge S02000501
- 5. Draining Cartridge S02000601

Q. How many pages can the EPI -4000 print before the ink cartridge needs to be replaced?

A. In the Letter Quality mode the EPI - 4000 can print approximately 1000 pages with 5% coverage. In the Draft mode the EPI - 4000 can print approximately 2000 pages with 2.5% coverage.

Q. How do I change the default settings on the EPI-4000?

A. The printer's default setting are changed through the SelecType feature. Follow the steps below to use SelecType:

1. Press ON - LINE button to enter off - line condition. Lift the printer cover.
2. Press the SelecType button to enter SelecType mode.
3. Press the MENU button to chose a menu digit.
4. Press the < or > button to select the option digit.
5. Press the SET button to save the new setting.
6. Close the printer cover.

NOTE: Any changes that are made using the SelecType feature do not take effect until they are saved by pressing the SET button after each change.

Q. How much memory is in the EPI -4000? Can this memory be upgraded?

A. The EPI - 4000 comes standard with 512K of memory. To expand the EPI-4000's memory to 2.5M, Epson offers an optional 2 megabyte memory board.

Q. What size paper does the EPI -4000 support?

A. The EPI - 4000 supports up to 11x17 inch paper. When printing on paper sizes other than letter size, change the paper size setting accordingly, using the SelecType feature.

Q. Can the EPI -4000 print on envelopes?

A. The EPI - 4000 can print on plain, bond, or air mail type envelopes.

NOTE: 1. Envelope printing is only available at normal temperature.
2. Keep the longer side of the envelope horizontal.

Q. What is the shelf life of the EPI -4000's ink cartridge?

A. The shelf life of the ink cartridge is 2 years. Do not use the an ink cartridge after the labeled expiration date. Use only Epson exclusive ink cartridges.

Q. How many resident fonts does the EPI-4000 have? What are they?

A. In the HP emulation mode the EPI - 4000 has 3 resident fonts:

- | | | |
|-----------------|----------|--------------------|
| 1. Courier | 10cpi | Portrait/Landscape |
| 2. Courier Bold | 10cpi | Portrait/Landscape |
| 3. tine Printer | 16.66cpi | Portrait/Landscape |

In the LQ and FX emulation mode the EPI - 4000 has 5 resident fonts:

- | | | |
|-----------------|----------|--------------------|
| 1. Courier | 10cpi | Portrait/Landscape |
| 2. Courier Bold | 10cpi | Portrait/Landscape |
| 3. Line Printer | 16.66cpi | Portrait/Landscape |
| 4. Prestige | 12cpi | Portrait |
| 5. Prestige | 20cpi | Portrait |

Q . What is **the** rated print speed and resolution for the EPI -4000?

A. The EPI -4000's print speed is 2 pages per minute (PPM) in the Draft mode and 1 page per minute (PPM) in the Letter Quality mode. The resolution of the EPI-4000 is 300 dots- per - inch (DPI).

NOTE : A print speed of up to 2 PMM is achieved by continuous printing, using the multiple copy feature of the EPI -4000.

Q. In the HP emulation mode, what printer driver should I select in the software?

A. The proper printer driver selections are listed below in order of preference.

HP LaserJet Series II
HP LaserJet 2000
HP **LaserJet** Plus
HP LaserJet 500
HP LaserJet

NOTE : If you use 11 x 17 inch paper (ledger or B) size paper, select HP LaserJet 2000 as the printer driver.

Q . How can I select unidirectional printing using the EPI - 4000?

A. When the printer is OFF - LINE, press the draft button for approximately 3 seconds and the control panel displays "Ud". This indicates the unidirectional print mode is selected.