

# Product Support Bulletin

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Subject: FX-870 and FX-1170 Commonly Asked Questions and Answers

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Page(s): 1 of 6

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This bulletin answers some commonly asked questions about the FX-870 and FX-1170 printers. The questions and answers are listed below.

## QUESTIONS AND ANSWERS ON THE FX-870 and FX-1170

1. Q. What are the FX-870 and FX-1170 printers?
  - A. The FX-870 and FX-1170 are narrow and wide carriage Q-pin printers specifically designed to meet the unique needs of the small business computer user. Listed below are some of the key features of the FX-870 and FX-1170 printers:
    - Epson ESC/P command set
    - Advanced paper handling with four (4) paper paths
      - Top feed
      - Front feed
      - Rear feed
      - Bottom feed
    - Roman and Sans Serif NLQ fonts
    - Up to 240 x 216 DPI bit-image graphics
    - Convenient, easy-to-use four button control panel
    - Print Speed: 380 CPS High-Speed Draft Pica  
285 CPS Draft Pica  
57 CPS Near Letter Quality Pica
    - Quiet operation, only 55 dB(A)
    - Built-in large 24 KB input buffer
    - Epson's two year limited warranty with unlimited 800 number free technical support
  
2. Q. Are the FX-870/1170 printers a replacement or addition to the Epson printer line?
  - A. The FX-870/1170 printers are a replacement product. They are a direct replacement for the popular FX-850/1050 printers.

3. Q. What is the Epson ESC/P command set?
- A. As the leading impact printer vendor, the Epson Standard Codes for Printers (ESC/P) has become a de facto standard for most dot-matrix printers. Epson Standard Codes are featured by most other vendors as an immediate entry into a wide range of third party software.

4. Q. What are the product codes for FX-870/1170 options and supplies?
- A. Listed below are the product codes for the FX-870/1170 options and supplies.

|         |  |
|---------|--|
| C806371 | Single-bin Cut-sheet Feeder (FX-870)     |
| C806391 | Single-bin Cut-sheet Feeder (FX-1170)    |
| C806381 | High-capacity Cut-sheet Feeder (FX-870)  |
| C806401 | High-capacity Cut-sheet Feeder (FX-1170) |

|         |                        |
|---------|------------------------|
| C800201 | Tractor Unit (FX-870)  |
| C800211 | Tractor Unit (FX-1170) |

|         |                             |
|---------|-----------------------------|
| C814021 | Front Sheet Guide (FX-870)  |
| C814031 | Front Sheet Guide (FX-1170) |

|         |                               |
|---------|-------------------------------|
| C823051 | OK Serial I/F Board Type B    |
| C823071 | 32K Serial I/F Board Type B   |
| C823101 | 32K Parallel I/F Board Type B |
| C823141 | Coax I/F Board Type B         |
| C823151 | Coax I/F Board Type B         |

|      |                                   |
|------|-----------------------------------|
| 8750 | Fabric Ribbon Cartridge (FX-870)  |
| 8755 | Fabric Ribbon Cartridge (FX-1170) |
| 8758 | Fabric Ribbon Replacement Pack    |

|      |                                 |
|------|---------------------------------|
| 8310 | Roll Paper Holder (FX-870 only) |
|------|---------------------------------|

5. Q. What is the advantage of purchasing an optional Tractor unit?
- A. Having an optional tractor unit allows a tractor unit to be mounted at the front and rear of the printer at the same time. This enables the printer to have two (2) types of continuous paper loaded at the same time. You select between the different paper types by moving the paper-release lever to the appropriate paper path and then pressing the PAPER FEED/EJECT button.

6. Q. What interface comes standard with FX-870/1170 printers?
- A. The FX-870/1170 printers come standard with a built-in Centronics compatible parallel interface.
7. Q. How do I use the FX-870/1170 to operate with serial communications?
- A. The FX-870/1170 printers can operate serial through the use of an optional interface that plugs into the back right-hand side of the printer. There are currently two (2) optional interfaces to choose from, either the C823051 with a OK buffer or the C823071 with a 32K buffer.
8. Q. If a printer driver selection is not shown for the FX-870/1170 in my software application programs, which printer driver selection should I choose?
- A. The recommended printer driver selections for the FX-870/1170 are listed below in order of preference.

|               |          |
|---------------|----------|
| FX-870        | FX-1170  |
| FX-850        | FX- 1050 |
| EX-800        | EX- 1000 |
| FX-85         | FX-185   |
| FX-80+        | FX-100+  |
| FX-80         | FX-100   |
| Epson Printer |          |
| Q-pin printer |          |

If none of these printer driver selections are available from within your application software, contact your software manufacturer to determine whether they offer a printer driver update or if they plan to make one available in the future.

If you plan to use the FX-870/1070's built-in IBM printer emulation mode, choose IBM Proprinter (II or XL, for narrow or wide carriage), IBM Graphics printer or IBM printer, in that order of preference.

9. Q. What are the FX-870/1170 printer's rated text mode print speeds?

A. The FX-870/1170 printer's text mode print speeds are listed below:

| <u>Characters/inch</u> | <u>Draft CPS</u> | <u>NLQ CPS</u> | <u>Printable Columns</u> |
|------------------------|------------------|----------------|--------------------------|
| 10                     | 380 .            | 57             | <b>80/136</b>            |
| 12                     | 342              | 68             | <b>96/163</b>            |

Notes: CPS = Characters Per Second  
• High-Speed Draft; 285 CPS Normal Draft

10. Q. Do the FX-870/1170 printers use DIP switches?

A. No, the FX-870/1170 printers do not use DIP switches. All of the FX-870/1170's various default settings are selected through the use of the printer's easy to use four (4) button front panel.

11. Q. Can the FX-870/1170 print on continuous labels?

A. Yes, the FX-870/1170 can print on continuous labels at normal temperature and humidity levels. Load the labels using either the front push tractor or the pull tractor (front or bottom).

Note: Never feed the labels in a reverse direction because they may peel off the backing and cause a jam. To remove labels without causing a jam, tear the labels off at the input source and then feed them through the printer in a forward direction.

12. Q. Can the FX-870/1170 print on envelopes?

A. Yes, the FX-870/1170 can print on envelopes at normal temperature and humidity levels. The envelopes are loaded from the top of the printer one (1) at a time using the printer's paper guide. Up to twenty-five (25) envelopes may also be loaded in the optional high-capacity Cut Sheet Feeder (C806381/C806401).

13. Q. Can the FX-870/1170 print on single-sheet carbonless multi-part forms?

A. Yes, the FX-870/1170 can print on single-sheet carbonless multi-part forms. The forms are loaded from the printer's front slot using the optional front sheet guide.

14. Q. The FX-870/1170's User's Guide lists information on 120, 220 and 240 volt versions of this printer. How can I purchase a 220 or 240 volt version of this printer?
  - A. The FX-870/1170 is available only in the 120 volt configuration in the U.S.A.
  
15. Q. Can the FX-870/1170 print text characters in a landscape orientation?
  - A. Yes, but the FX-870/1170 requires the use of a software application program because it does not include landscape characters as part of its built-in characters set. When printing from DOS, two (2) popular software application programs for printing in landscape are Sideways and Always. Also, Microsoft Windows 3.1 using true-type fonts allows the FX-870/1170 printers to print in a landscape orientation.
  
16. Q. Can different fonts be selected on the FX-870/1170's front control panel?
  - A. Yes, different fonts may be selected from the FX-870/1170's front control panel by using the font button. However, all font selections made from the front panel can be overridden by an software application program. The recommended method to select fonts is through the program that you are using to print. If the program does not provide font selection abilities, then the printer's font control panel is very useful.
  
17. Q. When printing multi-page documents on single sheets using hand-feed sheets or with an optional Cut Sheet Feeder (CSF), what would cause the FX-870/1170 printers to print the first page correctly but print too low on the following pages?
  - A. This difference in print position is usually caused by the page length setting(s) in the software application program. Most application programs have a default page length of 66 lines per page when using 11" continuous paper. When using single sheets, the FX-870/1170 printers automatically provide a small top and bottom margin. Since these margins are a non-printable area, the FX-870/1170's maximum number of lines per page when using 11' single sheet paper is reduced to 61 lines per page. Most software application programs include an option to adjust the maximum number of lines per page. Decreasing the program's maximum number of lines per page by 5 (e.g. 61 lines) should correct for this difference in print position. Also, if using a CSF, set the paper type selection in your software program to CSF if the program offers this selection.

18. Q. What resident (built-in) fonts come standard with the FX-870/1170 printers, and are they scalable?

A. The resident fonts are Draft, Roman, and Sans Serif. The FX-870/1170 printers do not support Epson ESC/P 2 scalable fonts.

19. Q. What are the capacities of the FX-870/1170 optional cut-sheet feeders?

A. The capacities of the FX-870/1170 optional cut-sheet feeders are listed below.

| CSF           | <u>CAPACITY</u>   |
|---------------|---|
| Single-Bin    | Up to 50 sheets<br>(no envelopes, multi-part forms, or labels)            |
| High-Capacity | Up to 150 sheets or up to 25 envelopes<br>(no multi-part forms or labels) |

20. Q. Is an optional dual-bin CSF available for the FX-870/1170 printers?

A. Yes, if an optional single-bin CSF and an optional High-Capacity CSF are purchased, they can be attached together to form a dual-bin CSF.

21. Q. What is the FX-870/1170's specification for recommended duty-cycle?

A. The FX-870/1170's specification for recommended duty-cycle is 25%. Epson America's definition of 25% duty cycle stands for the printer printing (not idle) two (2) hours per day based on an eight (8) hour day at 22 days per month.

# Product Support Bulletin

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Subject: Quick Reference for Current Dot-Matrix Printer Print Speeds

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## 9-PIN PRINTERS

| Draft<br>Model<br>10 CPI | Draft<br>12 CPI | High-Speed<br>Draft<br>10 CPI | NLQ<br>10 CPI | NLQ<br>12 CPI      |
|--------------------------|-----------------|-------------------------------|---------------|--------------------|
| AP-2250                  | 200 CPS         | 240 CPS                       | n/a           | 40 CPS<br>48 CPS   |
| LX-81 0                  | 200 CPS         | 240 CPS                       | n/a           | 40 CPS<br>48 CPS   |
| <b>FX-870/1170</b>       | 285 CPS         | 342 CPS                       | 380 CPS       | 57 CPS<br>68 CPS   |
| DFX-5000                 | 400 CPS         | 480 CPS                       | 533 CPS       | 80 CPS<br>96 CPS   |
| DFX-8000                 | 800 CPS         | 960 CPS                       | 1066 CPS      | 160 CPS<br>192 CPS |

## 24-PIN PRINTERS

| Model              | Draft<br>10 CPI   | Draft<br>12 CPI | High-Speed<br>Draft<br>10 CPI | 10CPI   | LQ<br>12 CPI |
|--------------------|-------------------|-----------------|-------------------------------|---------|--------------|
| AP-3250            | 167 CPS           | 200 CPS         | n/a                           | 60 CPS  | 72 CPS       |
| <b>LQ-570/1070</b> | 210 CPS           | 252 CPS         | 225 CPS                       | 70 CPS  | 84 CPS       |
| LQ-860             | 246 CPS           | 295 CPS         | 300 CPS                       | 82 CPS  | 98 CPS       |
| <b>LQ-870/1170</b> | 275 CPS           | 330 CPS         | 300CPS                        | 92 CPS  | 110 CPS      |
| LQ-2550            | 333 CPS   400 CPS |                 | n/a                           | 111 CPS | 133 CPS      |

### GLOSSARY OF TERMS

**CPI:** Characters Per Inch

**CPS:** Characters Per Second

**Draft:** Draft uses a minimum number of dots per character for high-speed printing.

**Elite:** 12 Characters Per Inch (12 CPI)

**Pica:** 10 Characters Per Inch (10 CPI)

**LQ:** Letter Quality reduces the print speed and increases the number of dots per character to increase the print quality. (24-pin printers only)

**NW:** Near Letter Quality reduces the print speed and increase the number of dots per character to increase the print quality. NLQ printing requires two passes per character. (Q-pin printers only)

# Product Support Bulletin

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Subject: Quick Reference for 9/24 Pin Printer Paper Specifications

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This PSB provides a quick reference for the paper specifications on Epson's current line of 9-pin and 24-pin dot-matrix printers when using continuous paper. The 'Maximum No. of Copies' is the maximum allowable number of copies when using continuous multi-part carbonless paper. The "Total" number is the maximum allowable number of copies including the original. The 'Maximum Total Thickness' is the maximum allowable total thickness including the original plus any copies.

## 9-PIN PRINTERS

| Model                       | Orig. + Maximum No. of Copies | Total | Maximum Total Thickness |
|-----------------------------|-------------------------------|-------|-------------------------|
| AP-2250 .                   | 1            2                | 3     | 0.0098" (0.25mm)        |
| LX-810                      | 1            2                | 3     | 0.0098" (0.25mm)        |
| <b>FX-870/1170</b>          | 1            3                | 4     | 0.0126" (0.32mm)        |
| DFX-5000<br>(Front Tractor) | 1            5                | 6     | 0.018' (0.46mm)         |
| (Rear Tractor)              | 1            3                | 4     | 0.012" (0.30mm)         |
| DFX-8000<br>(Front Tractor) | 1            5                | 6     | <b>0.018"</b> (0.46mm)  |
| (Rear Tractor)              | 1            3                | 4     | 0.012" (0.30mm)         |

## 24-PIN PRINTERS

| Model              | Orig. + Maximum No. of Copies | Total | Maximum Total Thickness |
|--------------------|-------------------------------|-------|-------------------------|
| AP-3250 *          | 1            1                | 2     | 0.0071" (0.18mm)        |
| <b>LQ-570/1070</b> | 1            3                | 4     | 0.0126" (0.32mm)        |
| LQ-860             | 1            3                | 4     | 0.0126" (0.32mm)        |
| <b>LQ-870/1170</b> | 1            3                | 4     | 0.0126" (0.32mm)        |
| LQ-2550            | 1            5                | 6     | 0.018' (0.46mm)         |

\* Note: The AP-2250 and AP-3250 require an optional push tractor to use continuous paper.