

PROBLEM	CAUSE/REMEDY
Trouble with power	POWER switch is on but POWER light is off: <ul style="list-style-type: none"> <li>◦ Check to see if the AC power cord is plugged in securely.</li> </ul>
Trouble with paper feed	Fanfold paper jams: <ul style="list-style-type: none"> <li>◦ Check to see if the tractors are locked.</li> <li>◦ Check to see if the paper lever is set for fanfold paper.</li> <li>◦ Adjust the paper thickness lever for multipart or thick paper.</li> <li>◦ Check to see if the top cover is closed or set properly.</li> <li>◦ Check to see if the paper stack is straight.</li> </ul> Single sheet jams at insertion: <ul style="list-style-type: none"> <li>◦ If you try to load a narrow sheet of paper, the print head might not come to the center of the sheet width to guide the sheet properly at insertion. Adjust the printhead centering in the &gt;PG CNTR menu.</li> </ul> Paper does not feed: <ul style="list-style-type: none"> <li>◦ For fanfold paper, check to see if the paper is set in the tractors correctly.</li> <li>◦ Check to see if the paper lever is set correctly, according to the paper type (toward the front of the printer for fanfold paper; toward the back of the printer for single sheets).</li> </ul> Paper parking does not operate: <ul style="list-style-type: none"> <li>◦ Check to see if the paper lever is toward the front of the printer.</li> <li>◦ If the tractor unit is installed in the pull tractor position, change it to the push tractor position.</li> </ul> Paper does not park in the pull tractor mode:

	<ul style="list-style-type: none"> <li>◦ Be sure that the printer is off line. Paper parks only in the off-line mode.</li> <li>◦ Be sure that the &gt;PAPR OUT menu is set to ENABLE.</li> </ul> <p>Perforation tear off does not operate:</p> <ul style="list-style-type: none"> <li>◦ See "Paper parking does not operate."</li> </ul> <p>Perforation does not line up with the tear edge:</p> <ul style="list-style-type: none"> <li>◦ Check to see if the &gt;FRM LNTH menu setting conforms to the actual paper size.</li> </ul>
Trouble with printing	<p>Print head does not move:</p> <ul style="list-style-type: none"> <li>◦ The ribbon knob might be locked. If so, replace the ribbon cassette.</li> <li>◦ Confirm that the &gt;FRM LNTH menu setting conforms to the actual paper size.</li> <li>◦ There might be foreign matter in the print head. Follow the procedure in "Cleaning the Ribbon Mask and Platen."</li> <li>◦ The carriage shaft might be smudged or out of oil. Clean or lubricate it as described in "Lubrication".</li> </ul>
Trouble with printing results:	<p>Printer does not print at all:</p> <ul style="list-style-type: none"> <li>◦ The print head adjustment lever might be set for thicker paper. Move the lever toward the back of the printer.</li> <li>◦ Make sure the ribbon is correctly positioned between the print head and the ribbon mask (thin steel plate).</li> <li>◦ Check the two cables on the bottom of the print head; if the cables are not properly connected, remove the print head and connect them correctly.</li> </ul> <p>Printing is faint:</p> <ul style="list-style-type: none"> <li>◦ The print head adjustment lever might be set for thicker paper. Move the lever toward the back of the printer.</li> <li>◦ Check &amp; replace the ribbon if necessary.</li> <li>◦ Check to see if the ribbon feeds properly. Remove the ribbon cassette and turn</li> </ul>

	<p>the ribbon knob. If the ribbon knob is locked, replace the ribbon cassette.</p> <p>Printing is faint on the fourth part of multipart paper:</p> <ul style="list-style-type: none"> <li>◦ If you have loaded the paper from the rear side of the printer, load it from the bottom. Multipart paper should be loaded from the bottom.</li> <li>◦ Check to see if the &gt;CPY MODE menu is set to ON.</li> </ul> <p>Paper smudges:</p> <ul style="list-style-type: none"> <li>◦ The print head adjustment lever might be set for thinner paper (toward the back of the printer). Move the lever toward the front of the printer.</li> <li>◦ The ribbon mask or platen might have ink on them. Clean the ribbon mask and platen by referring to the instructions in "Cleaning the Ribbon Mask and Platen."</li> </ul>
<p>Trouble with color printing:</p>	<p>Printer does not print in color:</p> <ul style="list-style-type: none"> <li>◦ Check to see if the color ribbon is installed properly.</li> <li>◦ Check to see if the color motor is installed correctly.</li> <li>◦ Confirm the &gt;RIBBON menu is set to COLOR.</li> </ul> <p>Colors mix:</p> <ul style="list-style-type: none"> <li>◦ Check to see if the color ribbon is installed properly.</li> <li>◦ The ribbon height may be incorrect. Adjust the ribbon height with the color lever.</li> </ul>
<p>Trouble with printing characteristics:</p>	<p>Printer does not obtain expected printing characteristics:</p> <ul style="list-style-type: none"> <li>◦ The printer driver in the application software does not match the printer's emulation mode. If you've selected EPSON in the &gt;EMLATION menu, select Epson LQ-850, LQ-500, or LQ series in your application software. If you've selected IBM in the &gt;EMLATION menu, select IBM Pro-printer X24 in your application software.</li> </ul>

- Before selecting menu options, select a macro in the >MACRO MD menu and save it. Then you can store the subsequent settings in that macro so they are retained even when the printer is turned off.

Defined menu settings are not activated:

- The defined menu settings are not activated automatically. Return to the off-line mode & select the macro in the >MACRO MD menu.

(smm 08/25/93)