Product Support Bulletin———

Subject: 24 Pin Printer Error and Beep Codes

Date: 4/3/91 **PSB No: P-0076**
Page(s): 1 of 4 **Originator JV**

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

NOTE: Most of the beeps issued by the printers are of .1 second duration with a .1 second pause between beeps. Where the beeps or the pauses are longer, it has been noted in the text. The description "3 Beeps x 2" means two sets of three beeps.

LQ-200/AP-3000

1 beep:	**BEL code**
1 beep:	**A Control Panel setting is accepted.**
3 beeps:	**Paper End detected**
5 beeps:	**Abnormal carriage movement**
On-Line light is flashing:	**Printhead is over heated. Carriage will stop until the printhead cools down.**

LQ-500, LQ-510, LQ-1010, LQ-850, LQ-950, LQ-1050, L1000, AP-4000, AP-4500

1 beep:	**BEL code (.5 set beep)**
1 beep:	**A Control Panel setting is accepted**
3 beeps:	**Paper End detected**
5 beeps:	**Abnormal carriage movement**

<u>LQ-800, LQ-1000, L750</u>

1 beep:	**BEL code**
1 beep:	**A Control Panel setting is accepted**
3 beeps:	**Paper End detected**
5 beeps:	**Abnormal carriage movement (.5 sec. pause between beeps)**
5 beeps:	**+35V supply is abnormal**

<u>LQ-860</u>

1 beep:	**BEL code (.5 sec. beep)**
1 beep:	**A Control Panel setting is accepted**
3 beeps:	**Paper End detected**
5 beeps:	**Color select mechanism error (.5 sec. beep, .5 sec between beeps)**
5 beeps:	**Abnormal carriage movement (.5 sec. beep, .5 sec between beeps)**
5 beeps:	**CG ROM failure (.5 sec. beep, .5 sec between beeps)**

<u>LQ-1500</u>

1 beep:	**BEL code**
5 beeps:	**Paper End detected**
5 beeps:	**Abnormal carriage movement (.5 sec. pause between beeps)**

LQ-2500

NOTE: **Printers with LCD displays use error messages along with beeps to inform the user of problems. The following messages will help you to troubleshoot problems.**

A blank LCD screen with the Power-on LED lit can be caused by a bent pin on one of the PROMs or jumper J1 may be set incorrectly.

1 beep:	**BEL code**
5 beeps:	**Abnormal voltage-**
5 beeps:	**Abnormal carriage movement (.5 sec. pause between beeps)**

LQ-2500 LCD Codes:

00	**Invalid ID request to CGROM**
03	**EEROM read/write error**
10	**Abnormal carriage movement**

LQ-2550

1 beep:	**BEL code**
3 beeps:	**Paper End detected**
5 beeps:	**Abnormal carriage movement (.5 sec. pause between beeps)**
5 beeps:	**Platen Gap adjustment error (.5 sec. pause between beeps)**
5 beeps:	**Case open**

LQ-2550 LCD Codes:

00 (1) **The font could not be found. The printer's internal program could not find the target font.**
    (2) **Missing or damaged 7A ROM**

02 **Internal ROM check does not match. The versions may have been mixed.**

LQ-2550 cont.

03   A 'Verify After Write" check to the SRAM has failed. The SRAM could be bad.

10   This is a motor control error. Four possible areas of failure are:
a. CR home condition not detected at power up
b. Platen gap motor HP not detected correctly
c. Friction/Tractor feed switching error
d. Physical obstruction such as a jammed ribbon

11   Skewed paper detect error. Since the initial reading upon loading a single sheet paper, the paper has skewed. This is a printhead wire protection feature.

12   Illegal paper positioning.
(1) If the paper is loaded using the knob instead of the LOAD/EJECT switch, this error condition will occur. This is a printhead wire protection feature.
(2) PE sensor may have failed or is not connected.

20   CPU error. An undefined op-code was detected.

NOTES: **Error codes 11 and 12 are usually caused by new operators who are un-familiar with the machine. Both of these errors are corrected by turning the printer off, taking out the paper and turning the printer back on. Both features were added to ensure proper paper handling and prevent paper jams, which can result in printhead failures.**

Incorrect jumper settings on the ROMA board may cause errors 10 or 20. The correct settings are documented in the Service Manual (page A-54, figure A-52) and on TIB LQ2550-005.

Errors 0,2, 3, 10, and 20 may require a repair, adjustment or replacement.

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SERVICE

PRODUCT SUPPORT BULLETIN

SUBJECT: LQ-1500 QUESTIONS AND ANSWERS

The following are common questions and their answers:

Q.   While printing the LQ-1500 will intermittently lock up, reset, or lose characters, what is the cause of this?

A.   The most probable cause of this is the solder joint on CN2 of the UXPS board, resoldering the connector will usually alleviate the intermittent problem. Only Epson Authorized Service Centers may perform any soldering on this product.

Q.   The LQ-1500 will not go into condensed print, what is wrong?

A.   The printer is probably in LQ mode, the LQ-1500 will only print condensed while in the draft mode.

Q.   How do I get the LQ-1500 to print graphic characters, such as those needed to use the line and box draw capabilities found in many software packages?

A.   In order for the LQ-1500 to print graphic characters the PC Graphics Character Emulator kit (Product Code 7493) must be installed. The LQ-1500 uses IBM 5152 control codes with the Emulator kit installed, so all software packages should have the IBM 5152 printer driver selected. This Emulation kit is not 100% compatible.

Q.   There is a bank of 8 DIP switches located in the front of the LQ-1500, what are these for?

A.   Switches 1 through 7 are for the adjustment of print alignment and should never be changed except by authorized service personnel. If switch 8 is on the cut sheet feeder mode is enabled.

Q.   How can you install both the 2.0 ROM Upgrade and the PC Graphics Character Emulator kit in the LQ-1500?

A.   The 2.0 ROM Upgrade can be installed in either the interface board or the UXMCL board. If the PC Emulator kit is also installed, it must go on the interface board and the 2.0 ROM Upgrade must be installed in the UXMCL board.

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Q.   Once the PC Graphics Character Emulator kit is installed how is it enabled and disabled?

A.   To enable the PC Emulator kit DIP switch 1-4 on the Interface board must be turned on, to select the normal LQ-1500 operation DIP switch 1-4 must be turned off.

Q.   What are the paper handling capabilities of the LQ-1500?

A.   The LQ-1500 can handle the original sheet and up to three no-carbon copies, the total thickness of these sheets is not to exceed 0.008 inches or 0.2 mm.

Q.   What interfaces and options are available for the LQ-1500?

A.   The following is a list of options available for the LQ-1500:

7171	**Parallel Interface**
7172	**Parallel Interface W/ 32K Buffer**
7148	**Serial Interface**
7149	**Serial Interface W/ 32K Buffer**
7165	**IEEE-488 Interface**
8334	**Single Bin Cut Sheet Feeder**
8344	**Dual Bin Cut Sheet Feeder**
8303	**Tractor Unit**
7192	**NLQ Multi-Font Set**
7192-A	**Multi-Font Board (Apple)**
7192-C	**Multi-Font Board (CP/M)**
7351R	2.0 ROM Upgrade Kit
7493	IBM Emulation Kit
8753	Ribbon

Availability of options is subject to change without notice, contact your nearest Sales Representative or Epson Accessory Marketing for purchase.

Date: 3/1/88
Subject: Epson Printer/Ribbon Compatibility
Number: P-0013A

PURPOSE:
     This list will assist in the correct matching of Epson
ribbons to printers. The numbers listed below are the Epson part
numbers and can be used to order ribbons.   This list supercedes
PSB-013.

EAI #	OEM #	USAGE
7751	N/A	ALL DX
7753	N/A	LQ-500, LQ-800, LQ-850
7754	N/A	LQ-1000, LQ-1050
7756	N/A	LQ-2500 (BLACK)
7757	N/A	LQ-2500 (COLOR)
8750	ERC-04	ALL 80-COLUMN MX, RX, FX, FX-86e, LX-800, JX-80*
8753	ERC-13	LQ-1500
8755	ERC-08	ALL 136-COLUMN MX, RX, FX, FX286e
8759	ERC-14	JX-80 (COLOR)
8760	ERC-16	P-80
8762	ERC-17	LX-80, LX-86, LX-90, HW-10
8763	N/A	EX-800/1000 (BLACK)
8764	N/A	EX-800/1000 (COLOR)

     *Recommended for use when color is not required.