

EPSON®

9-pin Dot Matrix Printer

**DFX-9000**

## **User's Guide**

This manual explains how to set up your printer and provides basic product information.

For detailed information, see the on-screen *Reference Guide* (which is installed when you install the printer software). It describes all the printer's functions, optional products, printer software, troubleshooting, and detailed technical specifications.

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# Contents

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## Chapter 1 - Setting Up the Printer

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Unpacking the Printer . . . . .	3
Choosing a Place for the Printer . . . . .	3
Installing the Ribbon Cartridge . . . . .	4
Connecting the Power Cord . . . . .	6
Connecting the Printer to Your Computer . . . . .	6
Installing the Printer Software . . . . .	7
Installing and Viewing the Online Reference Guide . . . . .	7
Installing and Using the Remote Configuration Manager . . . . .	8

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## Chapter 2 - Loading Paper

---

Using the Two-Tractor System . . . . .	9
Supported Paper Types and Sizes . . . . .	9
Loading Paper On the Front Tractor . . . . .	9
Loading Paper On the Rear Tractor . . . . .	12
Switching Between Front and Rear Tractors . . . . .	14
Changing Paper . . . . .	15

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## Chapter 3 - Using the Control Panel

---

Buttons and Lights . . . . .	17
Selecting a Font and Pitch . . . . .	18
Changing the Printer's Default Settings . . . . .	18
Using SelecType Mode . . . . .	18
Default-setting Mode . . . . .	20
Locking the Control Panel Buttons . . . . .	21

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## Chapter 4 - Troubleshooting

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Using the Error Indicators . . . . .	23
Clearing Paper Jams . . . . .	24
Where To Get Help . . . . .	24

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## Chapter 5 - Product Information

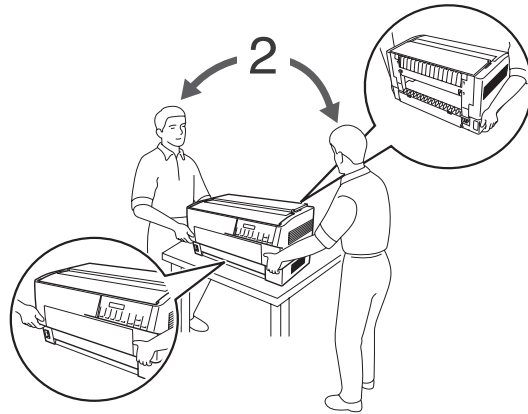
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Printer Specifications . . . . .	25
Electrical . . . . .	25
Environmental . . . . .	25
Options . . . . .	25
ENERGY STAR Compliance . . . . .	25
Safety Instructions . . . . .	26
Hot Parts Caution Symbol . . . . .	26
Important Safety Instructions . . . . .	26
FCC Compliance Statement for United States Users . . . . .	26
WARNING . . . . .	26
For Canadian users . . . . .	26
Declaration of Conformity . . . . .	27
EPSON AMERICA, INC., LIMITED WARRANTY . . . . .	27
SUPPLEMENT TO THE LIMITED WARRANTY . . . . .	28

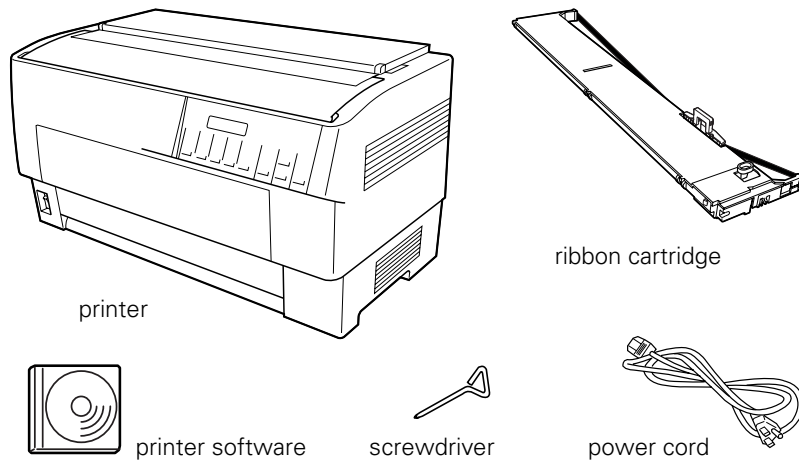
## Setting Up the Printer

### Unpacking the Printer

**WARNING**  
The printer weighs 75 lb (34 kg), so do not try to lift it alone.



Make sure you have these items:



Remove and save the protective packing materials as described on the *Notice Sheet*.

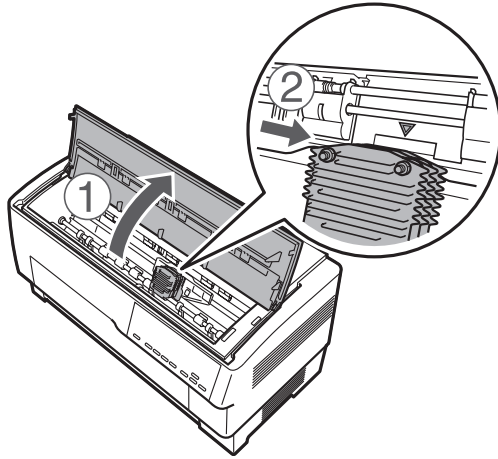
### Choosing a Place for the Printer

- ❑ Place the printer on a flat, stable surface. The printer will not operate properly if it is tilted.  
If you use a printer stand, make sure it can support at least 75 lb (34 kg). Never use a stand that tilts the printer.
- ❑ Keep the printer away from direct sunlight, strong light, heat sources, or excessive moisture or dust; or places subject to rapid changes in temperature and humidity, or shocks and vibrations.
- ❑ Keep your computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- ❑ Place the printer near a wall outlet where you can easily unplug the power cord.  
*Placez l'imprimante près d'une prise de courant où la fiche peut être débranchée facilement.*
- ❑ Position the power cord and interface cable so they do not interfere with paper feeding.
- ❑ Avoid electrical outlets controlled by wall switches or automatic timers, or outlets on the same circuit as large motors or other appliances that can cause voltage fluctuations. Power interruptions can erase your printer or computer memory.
- ❑ Use a grounded power outlet; do not use an adapter plug.
- ❑ Do not block, cover, or insert objects into openings in the printer cabinet.

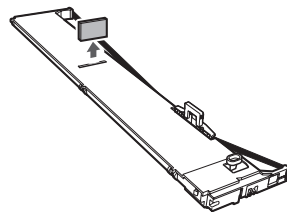
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## Installing the Ribbon Cartridge

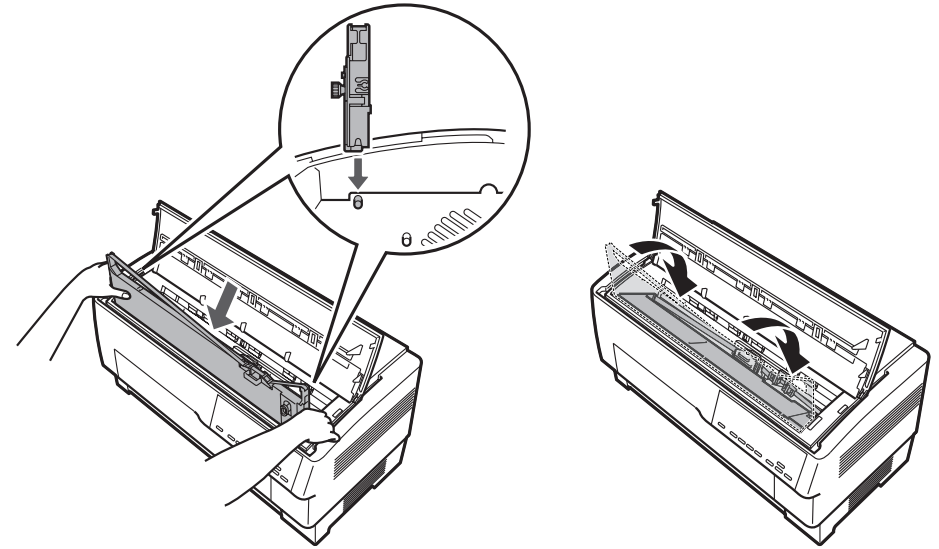
1. Make sure the printer is turned off. (The switch should be in the O position.)
2. Open the top cover and slide the print head to the position shown, marked by the ▽ symbol.



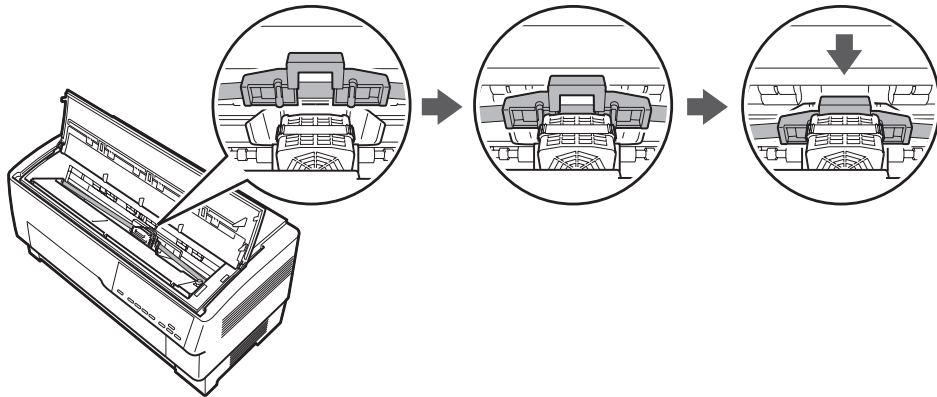
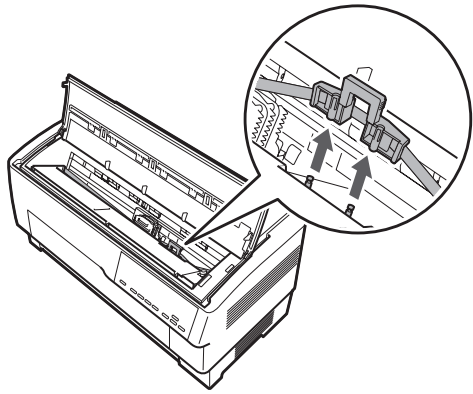
3. Unpack the ribbon cartridge and remove the black plastic separator.



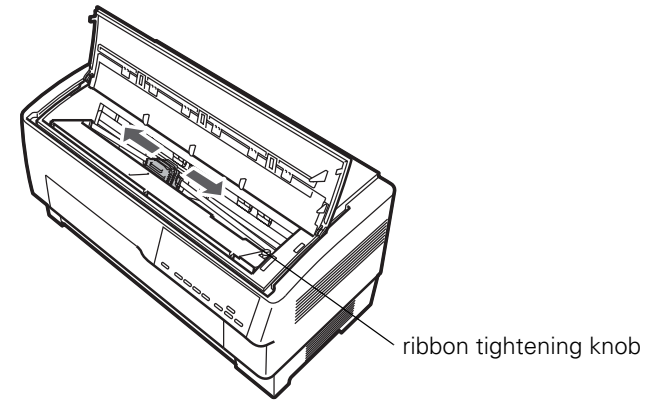
4. Holding the sides of the cartridge, place the notch on each end onto the metal posts inside the printer. Then tilt the cartridge down into the printer until it clicks into place.



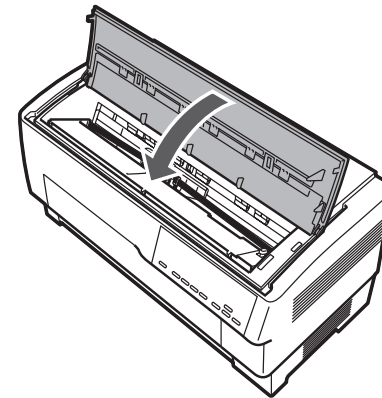
5. Lift up the black plastic ribbon guide and slide it down behind the print head until it clicks into place. Do not twist or crease the ribbon.



6. Slide the print head back and forth to make sure it moves freely. If not, lift up the ribbon guide and try again.



7. Turn the ribbon-tightening knob to remove any slack.  
8. Close the top cover.



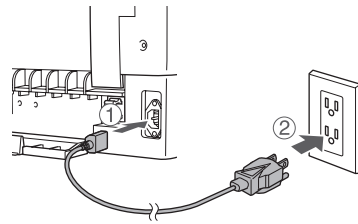
**Note:**

*For safety reasons, the printer will not work if the top cover is not closed completely.*

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## Connecting the Power Cord

Make sure the printer is turned off. Then plug the power cord into the AC inlet on the back of the printer and connect the other end to a properly grounded electrical outlet.



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## Connecting the Printer to Your Computer

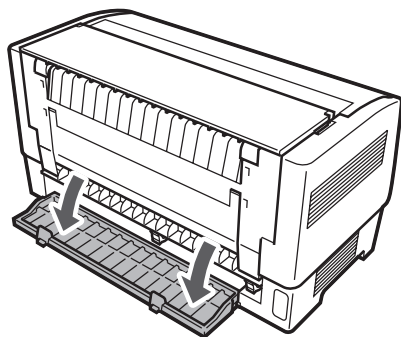
You can connect your printer using the following interfaces:

- ❑ IEEE-1284-compatible parallel interface (use a shielded, twisted-pair parallel cable with a 36-pin Centronics® compatible connector)
- ❑ USB (Universal Serial Bus) interface (use a shielded USB cable)
- ❑ RS-232C serial interface (use a null modem cable)
- ❑ Type-B optional interface (see the *Reference Guide* to install an optional interface card)

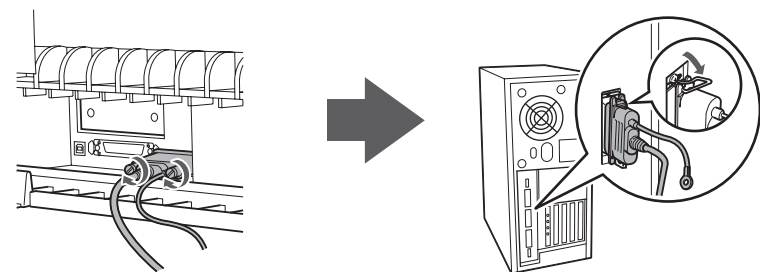
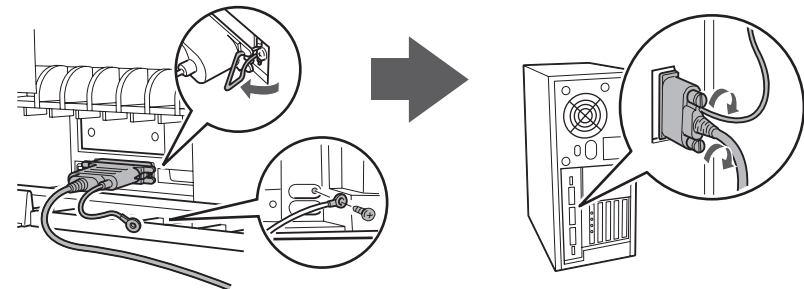
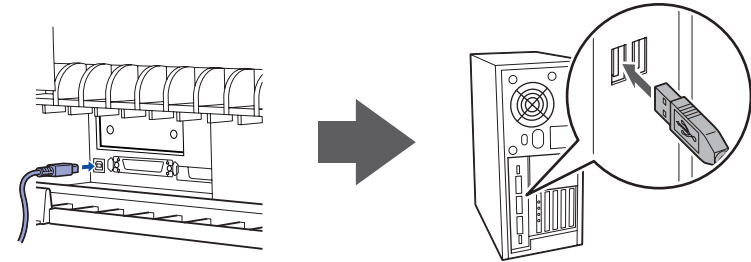
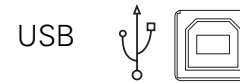
### Note:

You can connect to multiple interfaces simultaneously; the printer switches interfaces automatically when it receives data.

1. Make sure your printer and computer are turned off.
2. Open the printer's interface cover.



3. Use the appropriate cable to connect the printer to your computer.




## Installing the Printer Software

The Epson® printer software on the CD-ROM supports Windows® 95, 98, Me, 2000, XP, and NT® 4.0.

1. Make sure the printer is connected to your computer, but turned off.
2. Turn on your computer and wait for Windows to load.
3. Insert the printer software CD-ROM. You see this screen:

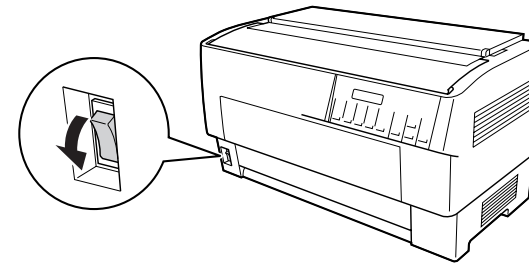


If it does not appear, double-click Setup.exe on the CD-ROM.

4. Select Install Printer Software and click . You see the software license agreement.
5. Read the license agreement and click Accept. You see this window:



6. Turn on your printer.




- ! Caution:**  
Before turning on the printer, be sure you have removed all protective materials or you may seriously damage the printer. (See the unpacking instructions provided with the printer.)

After a moment, the software begins installing. Follow any on-screen instructions until you return to the Installation screen.

**Note:**

- If the *New Hardware Found* screen or any other wizard appears when you turn on your printer, click Cancel.
  - If you're asked to insert a Windows CD-ROM, insert it and click OK. Close the Windows installer screen to continue installing the driver.
7. When the installation is complete, follow the instructions below to install the *Reference Guide* and the Remote Configuration Manager utility.

## Installing and Viewing the Online Reference Guide


Select Install Reference Guide on the Installation screen and click . The DFX-9000 Reference Guide icon appears on your desktop.

To view the *Reference Guide*, double-click the DFX-9000 Reference Guide icon or click Start > Programs (or All Programs) > EPSON > DFX-9000 Reference Guide > Reference Guide.

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## Installing and Using the Remote Configuration Manager

The Epson Remote Configuration Manager provides an easy way to change your printer's default settings in Windows. Follow these steps to install it:

1. Select Install EPSON Remote Configuration Manager on the Installation screen and click .
2. When you see the InstallShield window, click Yes. You see this screen:



3. Click Next and follow the on-screen instructions.
4. When the installation is complete, click Finish. (You may need to close a window on your screen to see the final installation screen.)

To start the program, select Programs (or All Programs) > Epson Remote Configuration Mgr > Epson Remote Configuration Manager.

To open the program's on-screen *User's Guide*, select Programs (or All Programs) > Epson Remote Configuration Mgr > Epson Remote Configuration Manager User's Guide.

### **Note:**

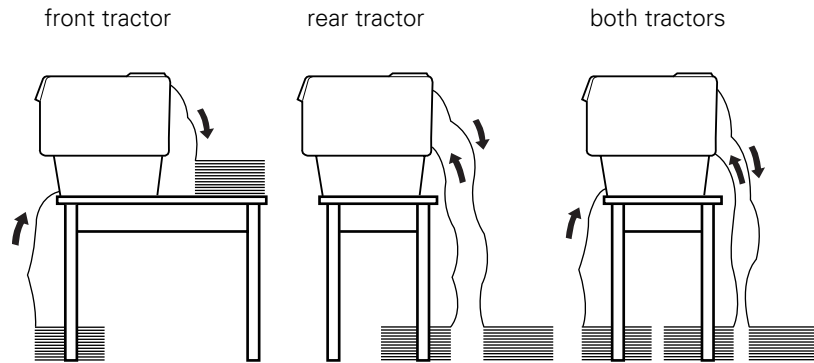
*If you are using the serial port, you need to switch the printer driver to COM2 before you run the Remote Configuration Manager. Switch it back to COM1 when you're done.*



## Loading Paper

### Using the Two-Tractor System

Your printer can load paper from a front tractor and a rear tractor. Be sure to leave enough room around the printer for the two stacks of fresh paper and for the printed stack. Align your paper supply so the paper feeds smoothly into the printer.



Place the paper supply lower than the printer to avoid a paper jam. Make sure that your stack of printed pages does not interfere with the rear tractor's paper supply.

### Supported Paper Types and Sizes

You can use the following types of continuous paper with either tractor:

- Single-sheet
- Multi-part
- Labels
- Continuous forms with labels
- Overlapping multi-part forms

You can print on continuous paper from 3 inches (76.2 mm) to 16.5 inches (419.1 mm) wide. Your printer senses the paper width automatically.

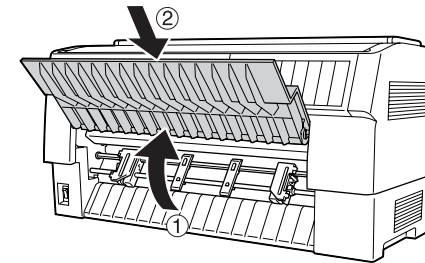
The printer automatically adjusts to the thickness of the paper loaded when the platen gap setting is set to Auto in SelecType mode. See "Using SelecType Mode" on page 18 for details.

**Note:**

- Make sure your paper matches the specifications described in the on-screen Reference Guide.
- When the optional perforation cutter (part number C81507X) is installed, the printable width is from 4 inches (101.6 mm) to 16 inches (406.4 mm).

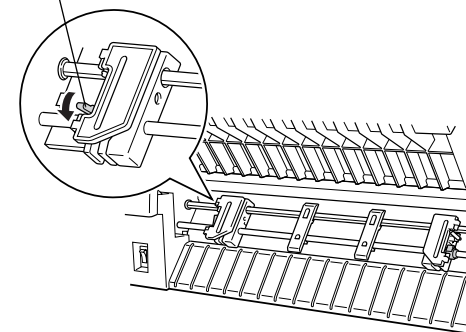
### Loading Paper On the Front Tractor

1. Lift up the front cover until it locks in place.

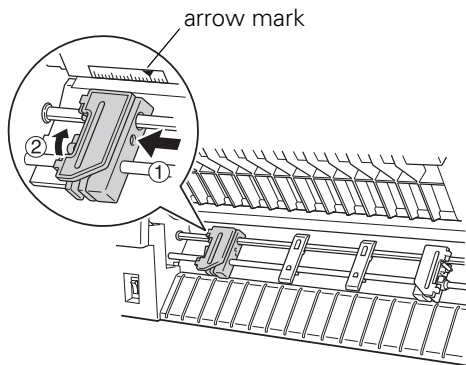


2. Release the right and left sprockets by pulling the lock levers down.

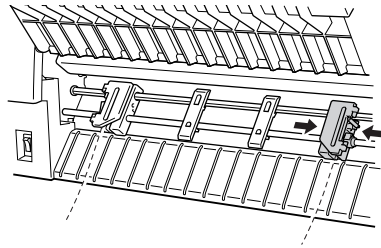
sprocket lock lever



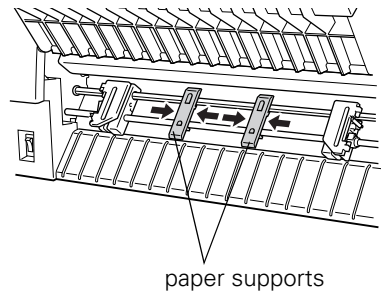
3. Position the left sprocket so the pins are to the left of the arrow mark on the scale. Push up the sprocket lock lever to lock it in place.



4. Slide the right sprocket to match the width of your paper. (Do not lock it in place yet.)



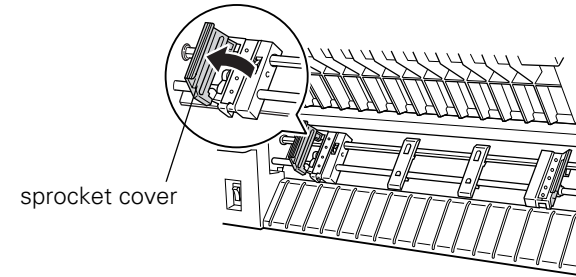
5. Center the two paper supports between the two sprockets.



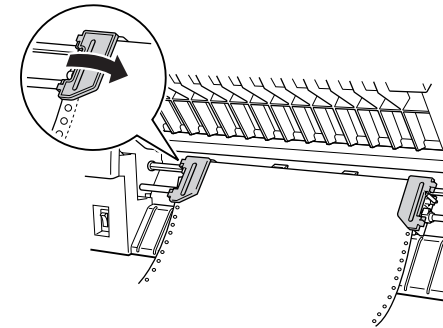
**Note:**

*For paper less than four inches wide, remove the paper supports by pulling them off the tractor.*

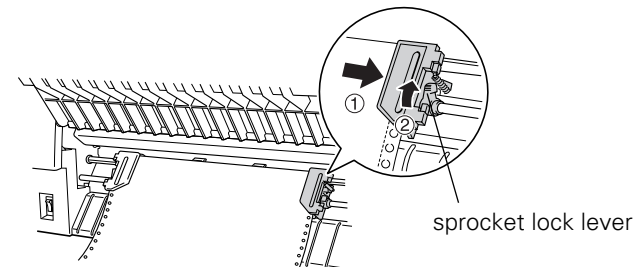
6. Open both sprocket covers.



7. Be sure your paper has a clean, straight edge and that the printable side of the paper is facing up. Fit the first few holes over the sprocket pins and close the sprocket covers.



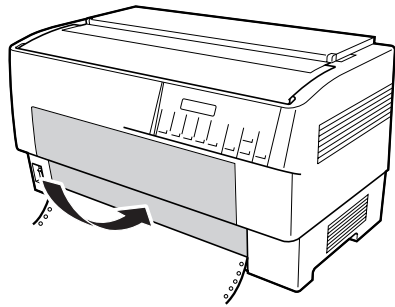
8. Slide the right sprocket until the paper is straight and there is no slack. Lock the sprocket by pushing up the sprocket lock lever. (The right sprocket may move slightly.)



**Note:**

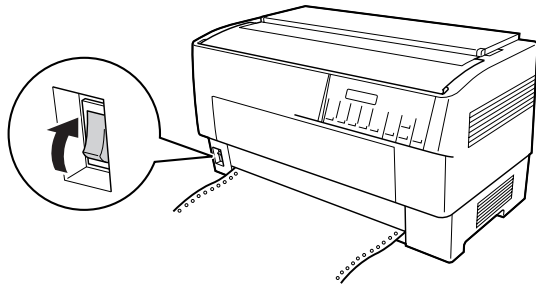
*Be careful not to pull the paper too tightly.*

9. Pull the printer's front cover out slightly, then close it.



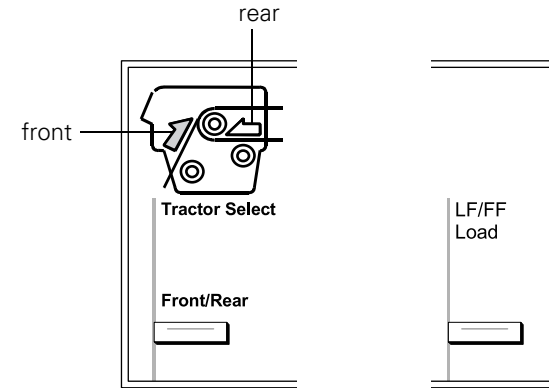
**!** **Caution:**  
Do not just push down the front cover; always pull it out slightly before closing it.

10. Turn on the printer if it is off.



You hear the print head moving to the left and Ready appears on the LCD. Either the front or rear Tractor Select arrow lights up to indicate the tractor that was selected last.

11. If the front tractor arrow light is red, press the LF/FF Load button to load the paper.



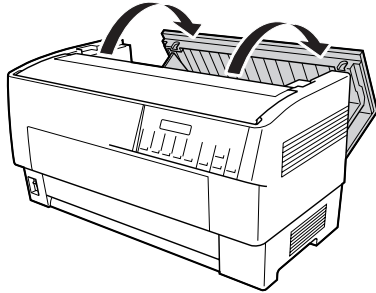
If the rear tractor arrow light is red, press the Front/Rear button to switch to the front tractor. When the printer switches tractors, it loads the paper automatically.

The front tractor arrow light turns green and the paper is loaded to the top-of-form position. If you need to adjust the paper position, see “Adjusting the Paper Position” in your on-screen *Reference Guide*.

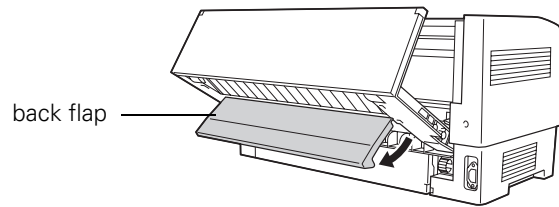
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## Loading Paper On the Rear Tractor

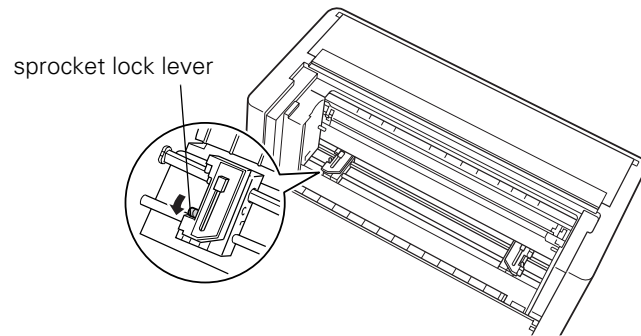
1. Open the printer's back cover as shown below.



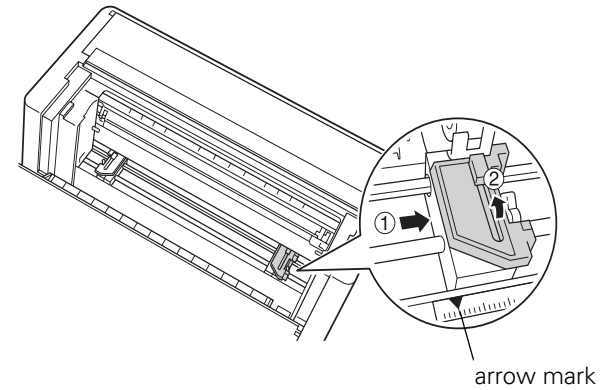
2. Open the flap at the back.



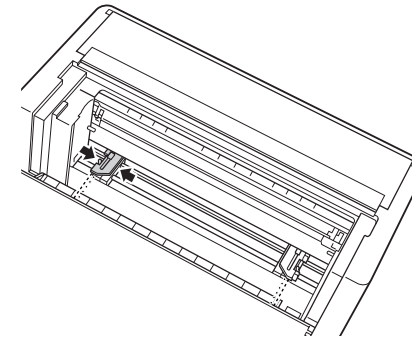
3. Release the right and left sprockets by pulling the lock levers down.



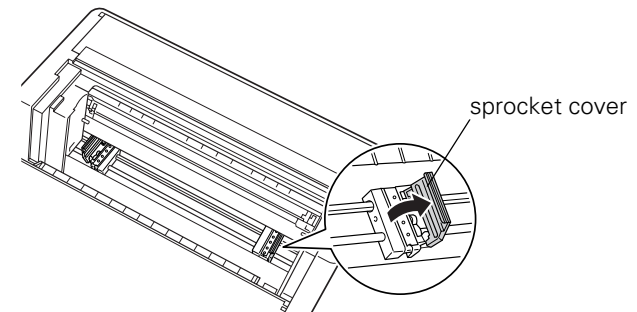
4. Position the right sprocket so the pins are to the right of the arrow mark on the scale. Push up the sprocket lock lever to lock it in place.



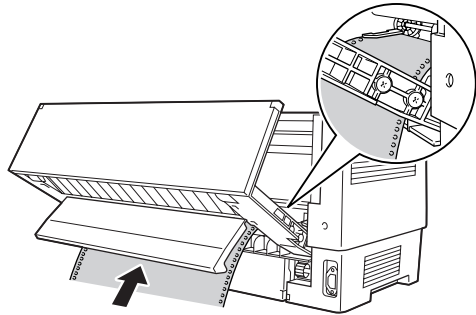
5. Slide the left sprocket to match the width of your paper. (Do not lock it in place yet.)



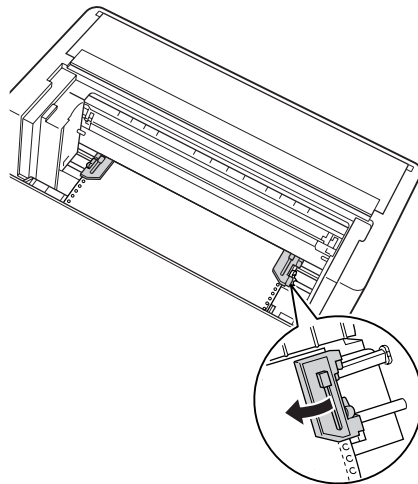
6. Open both sprocket covers.



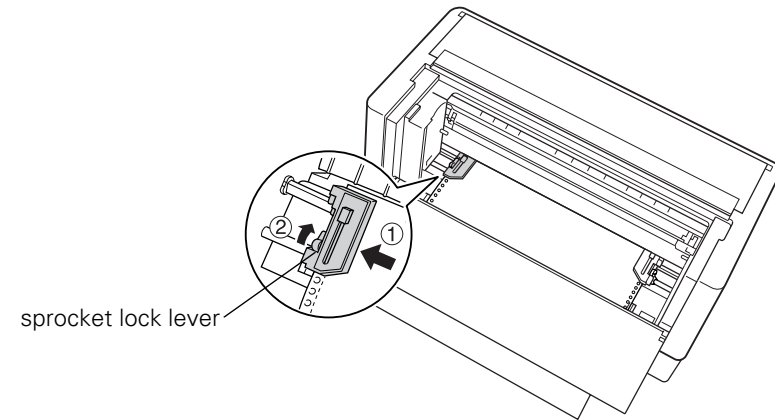
7. Make sure your paper has a clean, straight edge and that the printable side of the paper is facing down. Feed it through the opening at the back.



8. Fit the first few holes over the sprocket pins and close the sprocket covers.

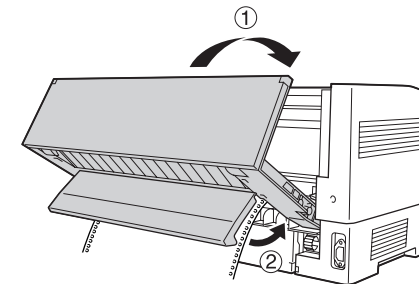


9. Slide the left sprocket until the paper is straight. Lock the sprocket by pushing up the lock lever. (The left sprocket may move slightly.)

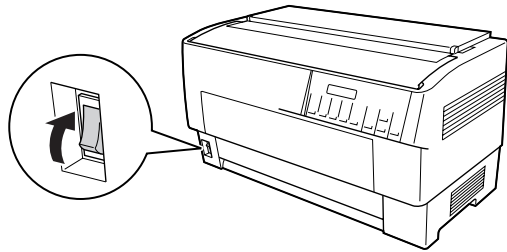


**Note:**  
*Be careful not to pull the paper too tightly.*

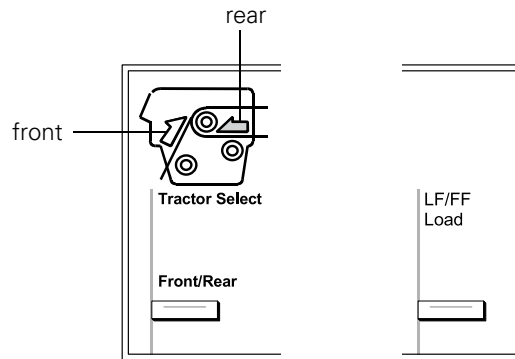
10. Close the back cover and flap.



- Turn on the printer if it is off. You hear the print head move to the left and Ready appears on the LCD. Either the front or rear Tractor Select arrow lights up to indicate the tractor that was selected last.



- If the rear tractor arrow light is red, press the LF/FF Load button to load the paper.



If the front tractor arrow light is red, press the Front/Rear button to switch to the rear tractor. When the printer switches tractors, it loads the paper automatically.

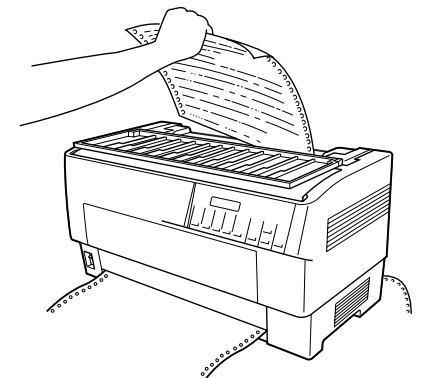
The rear tractor arrow light turns green and the paper is loaded to the top-of-form position. If you need to adjust the paper position, see “Adjusting the Paper Position” in your on-screen *Reference Guide*.

## Switching Between Front and Rear Tractors

You can easily switch between paper loaded on the front and rear tractors, and vice-versa. Just wait for any print jobs to finish before switching tractors.

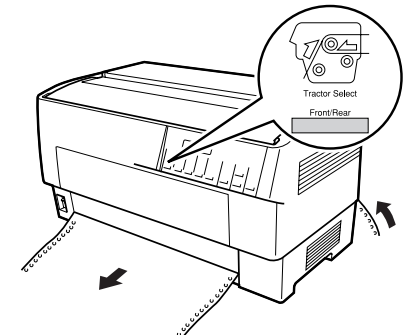
**Caution:** Never switch between tractors if labels are loaded in the printer. First remove the labels by tearing off the fresh supply below the tractor and pressing LF/FF Load to eject the remaining labels.

- Turn on the printer.
- If no paper is loaded in the front or rear tractor, load it as described on page 9 (front) or page 12 (rear).
- To tear off any printed pages or excess paper, press the Tear Off button and tear off the pages at the perforation.



**Caution:** Always tear off the printed document and any excess paper before switching tractors. If the perforation does not align with the tear-off edge, you can adjust it. See “Adjusting the Tear-Off Position” in your on-screen *Reference Guide*.

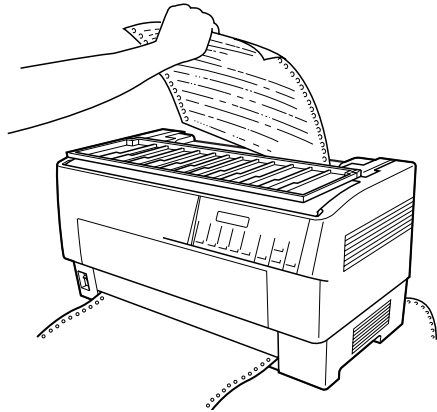
- Press the Front/Rear button to switch to the other tractor. The selected tractor light turns green and the paper advances to the top-of-form position.



## Changing Paper

Follow the steps here when you need to change the paper loaded on the front or rear tractor.

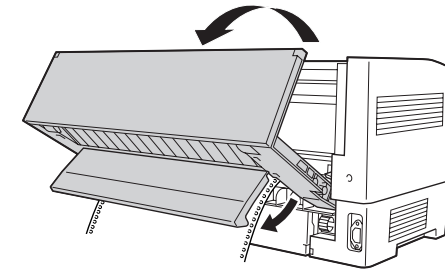
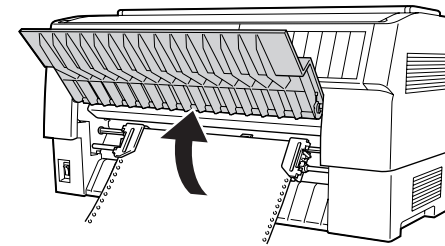
1. To tear off any printed pages or excess paper, press the Tear Off button and tear off the pages at the perforation.



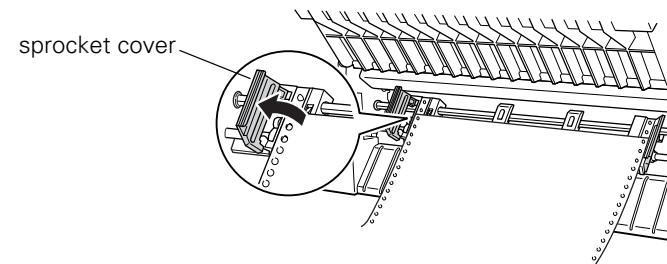
### ⚠ Caution:

- ❑ Always tear off the printed document and any excess paper before changing paper. If the perforation does not align with the tear-off edge, you can adjust it. See “Adjusting the Tear-Off Position” in your on-screen Reference Guide.
  - ❑ To safely remove labels, continuous forms with labels, or overlapping multi-part forms before changing paper, tear off the fresh supply below the tractor and press LF/FF Load to eject the remaining labels or forms.
2. Press the Front/Rear button to switch to the other tractor. The selected paper advances to the top-of-form position.

3. Open the front cover or the back cover and the back flap.



4. Open the sprocket covers and remove the paper from the tractor.



5. Load the new paper. See “Loading Paper On the Front Tractor” on page 9 or “Loading Paper On the Rear Tractor” on page 12 for instructions.



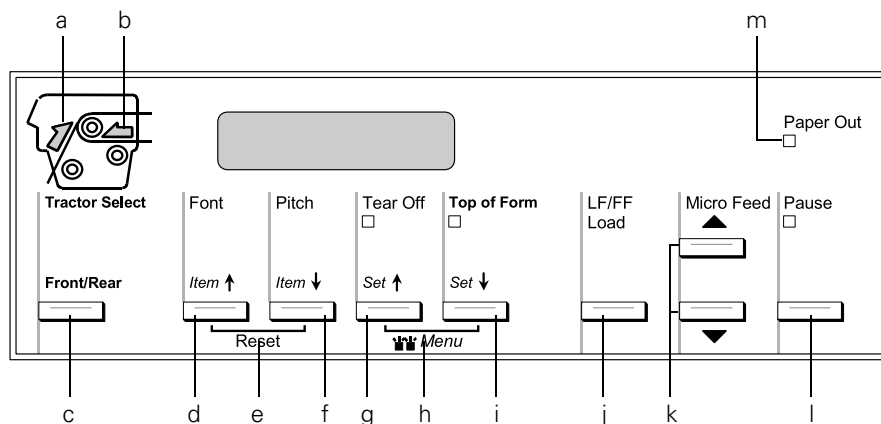


## Using the Control Panel

This chapter describes the buttons and lights on the control panel, plus:

- ❑ Selecting a font and pitch
- ❑ Changing the printer's default settings
- ❑ Locking the control panel buttons

### Buttons and Lights



Button/Light	Function
a	Front Tractor Select light On when the front tractor is selected. The light is green when paper is loaded, or red when the tractor is out of paper.
b	Rear Tractor Select light On when the rear tractor is selected. The light is green when paper is loaded, or red when the tractor is out of paper.
c	<b>Front/Rear tractor button</b> Selects the front or rear tractor. If you have been using paper loaded on one tractor, first remove the printed output before pressing this button to switch the tractor.

Button/Light	Function
d	<b>Font (Item up) button</b> Selects one of the fonts. See “Selecting a Font and Pitch” on page 18. In SelecType mode and Default-setting mode, you can press the <b>Item up</b> button to select the previous menu or option. See page 19 or page 21 for details.
e	<b>Reset (Font and Pitch) buttons</b> When you press both the <b>Font</b> and <b>Pitch</b> buttons simultaneously, the printer clears its buffer and restores its default settings.
f	<b>Pitch (Item down) button</b> Selects one of the pitch settings. See page 18 for more information. In SelecType mode and Default-setting mode, you can press the <b>Item down</b> button to select the next menu or option. See page 19 or page 21 for details.
g	<b>Tear Off (Set up) button</b> Feeds continuous paper forward to the tear-off position. In SelecType mode and Default setting mode, you can press the <b>Set up</b> button to select the previous option for a menu item. See page 19 or page 21 for details.
	<b>Tear Off light</b> On when paper is in the tear-off position.
h	<b>Menu (Tear Off and Top of Form) buttons</b> When you press the <b>Tear Off</b> and <b>Top of Form</b> buttons at the same time, the printer enters or exits the SelecType mode and you can set the various printer settings. See page 19 or page 21 for details.
i	<b>Top of Form (Set down) button</b> Enters the top-of-form position mode and sets the new top-of-form position after it has been adjusted with the <b>Micro Feed</b> buttons. In SelecType mode and Default-setting mode, you can press the <b>Set down</b> button to select the next option for a menu item. See page 19 or page 21 for details.
	<b>Top of Form light</b> On when the printer is in top-of-form and tear-off modes.
j	<b>LF/FF Load button</b> Loads continuous paper when the printer is out of paper. Feeds paper line by line when pressed briefly. Advances continuous paper to the next top-of-form position when held down for a few seconds.
k	<b>Micro Feed buttons</b> Adjust the paper position, such as the top-of-form position and tear-off position.

Button/Light		Function
l	Pause button	Stops printing temporarily, and resumes printing when pressed again.
	Pause light	On when the printer is paused. Flashes when the print head overheats.
m	Paper Out light	On when the printer is out of paper. Flashes when paper jams or the printer fails to eject paper.

## Selecting a Font and Pitch

Usually, you use your application program to select the font and pitch you want to use in a document. If necessary, however, you can select one of the printer's fonts (in different pitches) with the buttons on the printer's control panel, as described below. (The settings you make in application programs usually override settings you make from the printer's control panel.) The pitches available depend on the font you select:

Font	Pitch
High Speed Draft	10, 12, 15, 17, 20
Draft	10, 12, 15, 17, 20, Proportional
Roman	10, 12, 15, 17, 20, Proportional
Sans Serif	10, 12, 15, 17, 20, Proportional

1. Make sure that the printer is not printing. If it is, press the Pause button to stop printing.
2. Press the Font button. The first available font is displayed on the LCD. Press the Font button until you see the font you want to use. The LCD returns to its original state in a few seconds and the font you selected is set.
3. Press the Pitch button. The first available pitch is displayed on the LCD. Press the Pitch button until you see the pitch you want to use. The LCD returns to its original state in a few seconds and the pitch you selected is set.

## Changing the Printer's Default Settings

While you can change many printer settings through your application software or the printer driver, there are other printer functions you can control as follows:

- ❑ Using the Epson Remote Configuration Manager on the printer software CD-ROM. (See page 8.)
- ❑ Using the printer's control panel to access SelecType mode and Default-setting mode

For instructions on using the Remote Configuration Manager, see the on-screen *Remote Configuration Manager User's Guide*, installed when you installed your printer software. (See page 8.) To use SelecType, follow the instructions below. For Default-setting mode, see page 20.

### Using SelecType Mode

The table below lists the settings available in SelecType mode.

Setting	Options (default in bold)
Language	<b>English</b> , French, German, Italian, Spanish, Portuguese
Print settings	Press the <b>Set</b> (Top of Form) button to print all current settings.
Page length for rear tractor	3 inches, 3.5 inches, 4 inches, 5.5 inches, 6 inches, 7 inches, 8 inches, 8.5 inches, <b>11 inches</b> , 70/6 inches, 12 inches, 14 inches, 17 inches
Page length for front tractor	3 inches, 3.5 inches, 4 inches, 5.5 inches, 6 inches, 7 inches, 8 inches, 8.5 inches, <b>11 inches</b> , 70/6 inches, 12 inches, 14 inches, 17 inches
Skip over perforation	<b>Off</b> , On
Line spacing	<b>1/6 inch</b> , 1/8 inch
Left margin	<b>0 column</b> to 80 columns
Right margin	1 column to <b>136 columns</b>
Platen gap	<b>Auto</b> , 0 to 15
Auto tear off	<b>Off</b> , On
Auto line feed	<b>Off</b> , On
Print direction	<b>Bi-D</b> , Uni-D

Setting	Options (default in bold)
Software	<b>ESC/P</b> , <sup>®</sup> IBM PPDS
0 slash	<b>Off</b> , On
I/F (Interface) mode	<b>Auto</b> , Parallel, Serial, USB, Optional
Auto I/F (Interface) wait time	<b>10 seconds</b> , 30 seconds
Parallel I/F bi-directional mode	Off, <b>On</b>
Packet mode	<b>Auto</b> , Off
Serial baud rate	<b>19200 BPS</b> , 9600 BPS, 4800 BPS, 2400 BPS, 1200 BPS, 600 BPS, 300 BPS
Serial parity	<b>None</b> , Odd, Even, Ignore
Serial data length	<b>8-bit</b> , 7-bit
Character table	Standard version: <b>PC437</b> , PC850, PC860, PC863, PC865, PC861, BRASCII, Abicomp, Roman8, ISO Latin 1, PC858, ISO 8859-15, Italic U.S.A., Italic France, Italic Germany, Italic U.K., Italic Denmark 1, Italic Sweden, Italic Italy, Italic Spain 1 NLSP version: <b>PC437</b> , PC850, PC860, PC863, PC865, PC861, BRASCII, Abicomp, Roman8, ISO Latin 1, PC858, ISO 8859-15, PC437 Greek, PC853, PC855, PC852, PC857, PC866, PC869, MAZOWIA, Code MJK, ISO 8859-7, ISO Latin 1T, Bulgaria, PC774, Estonia, ISO 8859-2, PC866 LAT., PC866 UKR, PC APTEC, PC708, PC720, PCAR864, PC771, PC437 Slovenia, PC MC, PC1250, PC1251, Italic U.S.A., Italic France, Italic Germany, Italic U.K., Italic Denmark 1, Italic Sweden, Italic Italy, Italic Spain 1
Auto CR (IBM PPDS) <sup>*1</sup>	<b>Off</b> , On
IBM character table (IBM PPDS) <sup>*1</sup>	<b>Table 2</b> , Table 1
Buzzer	Off, <b>On</b>
Low-noise mode	<b>Off</b> , On
Auto cut mode <sup>*2</sup>	<b>Off</b> , On
Auto cut/back mode <sup>*2</sup>	<b>Off</b> , On
Overlapping multipart forms	<b>Off</b> , On
Continuous forms with labels	<b>Off</b> , On
Skip over binding	<b>Off</b> , On
Get IP address <sup>*3</sup>	Panel, Auto, PING
IP address <sup>*4</sup>	000.000.000.000 to 255.255.255.255

Setting	Options (default in bold)
Subnet mask <sup>*3</sup>	000.000.000.000 to 255.255.255.255
Default gateway <sup>*3</sup>	000.000.000.000 to 255.255.255.255
Save settings? <sup>*5</sup>	Yes, No

\*1 This setting is available only in IBM PPDS emulation mode.

\*2 This setting is available only when the optional perforation cutter (#C81570X) is installed.

\*3 These settings are available only when the optional Print Server is installed.

\*4 This setting is available only when the optional Print Server is installed and the Get IP address setting is set to Panel or PING.

\*5 This menu appears when you press the Menu buttons (Tear Off and Top of Form) in SelecType mode.

Follow these steps to enter SelecType mode and change the settings:

1. Make sure paper is loaded and the printer is on.
2. Press the Menu buttons (Tear Off and Top of Form) to enter the SelecType mode. The LCD displays the currently selected language.
3. If you want a different language, press the Set $\blacktriangle$  (Tear Off) or Set $\blacktriangledown$  (Top of Form) button until you see the language you want.
4. Press the Item $\blacktriangledown$  (Pitch) button to set the desired language.
5. You see Print Settings on the LCD. Press the Set $\blacktriangledown$  (Top of Form) button to print the current settings.
6. Press the Item $\blacktriangle$  (Font) or Item $\blacktriangledown$  (Pitch) button to select the setting you want to change.

**Note:**

You can scroll the menu settings by holding down the Item $\blacktriangle$  (Font) or Item $\blacktriangledown$  (Pitch) button for a few seconds.

7. Press the Set $\blacktriangle$  (Tear Off) or Set $\blacktriangledown$  (Top of Form) button to scroll through the options available for the current setting until you see the one you want.

**Note:**

You can scroll the options by holding down the Set $\blacktriangle$  (Tear Off) or Set $\blacktriangledown$  (Top of Form) button for a few seconds.

8. When you finish making settings, press and hold down the Menu buttons (Tear Off and Top of Form). The LCD displays Save Setting.

9. If you want to save the settings, select Yes by pressing the Set $\blacktriangle$  (Tear Off) button. If you don't want to save the settings, select No by pressing the Set $\blacktriangledown$  (Top of Form) button. The printer exits SelecType mode.

**Note:**

*If you turn off the printer prior to exiting the SelecType mode, any changes you have made are canceled and not saved.*

### Default-setting Mode

Use the Default-setting mode if you need to adjust the print head position for printing on uneven forms or to choose which control panel buttons to lock when Lock-out mode is turned on. (See page 21 for more information about Lock-out mode.)

### Continuous forms with labels

If you are printing on forms of varying thicknesses—for example, a form that includes a label in addition to standard printing—you may need to adjust the Forms w/labels setting. By defining the position of the label, you tell the printer where it needs to raise the print head to accommodate the greater thickness as it prints over the label.

Before you can change the settings for continuous forms with labels, use SelecType as described on page 19 to make sure the Forms w/labels setting is set to On.

**Note:**

*You do not need to change these settings for printing label sheets of uniform thickness.*

Setting	Options (default in bold)
Label base position	<b>Paper left edge</b> , First dot
Label top position	<b>0</b> to 4752/216 (0 to 22" in 1/216-inch increments)
Label length	<b>0</b> to 4752/216 (0 to 22" in 1/216-inch increments)
Label left position	<b>0</b> to 1440/120 (0 to 12" in 1/120-inch increments)
Label width	<b>0</b> to 1440/120 (0 to 12" in 1/120-inch increments)
Base sheet PG (platen gap) position number	<b>0</b> to 14*
Label paper PG (platen gap) position number	<b>0</b> to 14**

\* Adjusts the platen gap for printing on label carrier (base sheet).

\*\* Adjusts the platen gap for printing on labels affixed to label carrier.

### Lock-out mode settings

Button function	Settings (default in bold)
Pause	<b>Unlock</b> , Lock
Micro Feed	Unlock, <b>Lock</b>
Load	<b>Unlock</b> , Lock
LF	Unlock, <b>Lock</b>
FF	Unlock, <b>Lock</b>
Top of Form	Unlock, <b>Lock</b>
Tear Off	<b>Unlock</b> , Lock
Font	Unlock, <b>Lock</b>
Pitch	Unlock, <b>Lock</b>
Front/Rear	Unlock, <b>Lock</b>
Menu	Unlock, <b>Lock</b>
Reset	Unlock, <b>Lock</b>

Follow these steps to enter Default-setting mode and change the settings:

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

**!** *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 the Font button to enter Default-setting mode. (Turning on the printer this way, you can access three menus: the Setting [SelecType] menu, Forms w/labels, and Panel lock out.)

*Note:*

*The instructions and current settings are printed in the language that you selected in SelecType mode.*

3. Press the Set▲ (Tear Off) or Set▼ (Top of Form) button to select the Forms w/labels or Panel lock out menu.

*Note:*

*To change the printer's other settings, select the Print Settings menu and change the settings as described for SelecType on page 18.*

4. Press the Item▲ (Font) or Item▼ (Pitch) button to select the item you want to change and go to the next step.

*Note:*

*You can scroll the menu settings by holding down the Item▲ (Font) or Item▼ (Pitch) button for a few seconds.*

5. Press the Set▲ (Tear Off) or Set▼ (Top of Form) button to select the options within the selected option until you find the desired setting.

*Note:*

*You can scroll through options by holding down the Set▲ (Tear Off) or Set▼ (Top of Form) button for a few seconds.*

6. After choosing the desired option, you can either continue to make changes to other settings by pressing the Item▼ or Item▲ button, or exit Default-setting mode.
7. When you finish selecting your settings, turn off the printer to exit Default-setting mode and save the settings.

---

## Locking the Control Panel Buttons

You can restrict the use of buttons on the control panel by turning on Lock-out mode. When Lock-out mode is on, only the Pause, Load, and Tear Off buttons work.

If you want to lock other buttons, you can use Default-setting mode to select which buttons to lock. (See page 20 for details.)

Follow these steps to turn on Lock-out mode:

1. Turn off the printer.
2. Hold down both the Font and Pitch buttons and turn on the printer. It beeps twice, indicating that Lock-out mode has been turned on.

To turn off Lock-out mode, repeat the steps above. The printer beeps once, indicating that Lock-out mode has been turned off.



## Troubleshooting

This chapter explains the error indicators and describes how to clear paper jams. For more troubleshooting information, see your on-screen *Reference Guide*. If you cannot resolve the problem using the information in the manuals, see “Where To Get Help” on page 24.

### Using the Error Indicators

Use the following table to diagnose printer errors.

LCD message and panel light status	Beep pattern	Problem
		Solution
Error: Paper out ● Paper Out ● Pause	●●●	No paper is loaded on the selected tractor. Load paper in the printer or select a different tractor by pressing the <b>Front/Rear</b> button.
		The paper is not loaded correctly. Remove your paper and reload it correctly.
Error: No paper loaded ● Paper Out ● Pause	●●●	Continuous paper is not fed to the standby position. Tear off the printed page at the perforation; then press the <b>LF/FF Load</b> button. The printer feeds the paper to the standby position.
		Error: Paper jam ○ Paper Out ● Pause
Error: Switching not completed ● Pause	●●●	Paper is jammed in the printer. Clear the paper jam as described on page 24.
		The printer fails to change the paper. Cut the paper at the top and press the <b>Pause</b> or <b>Front/Rear</b> button.
Error: Ribbon jam ● Pause	●●●	Ribbon has jammed. Remove and re-install the ribbon cartridge. See page 4 for instructions.

LCD message and panel light status	Beep pattern	Problem
		Solution
Error: Ribbon out ● Pause	●●●	Ribbon is not installed. Install the ribbon cartridge and press the <b>Pause</b> button. See page 4 for instructions.
		Error: Cover open ● Pause
Print head hot Please wait ○ Pause	—	The printer's top cover is open. The printer will not print if the cover is open. Close the cover.
		The print head is overheated. Wait a few minutes; the printer resumes printing automatically once the print head cools.
Error: xx Turn off printer ○ Paper Out ○ Pause ○ Tear Off/Set▲ ○ Top of Form/Set▼ ○ Front ○ Rear	●●●●●	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 recurs, contact your dealer.

● = On, ○ = Flashing

●●● = Three beeps, ●●●●● = Five beeps

#### Note:

*The printer beeps once if you press a control panel button when the corresponding function is not available.*

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## **Clearing Paper Jams**

1. Turn off the printer and open the front or back printer cover (depending on the tractor currently being used).
2. Tear off the fresh supply of paper at the perforation nearest the paper entry slot.
3. Gently pull the paper out of the printer. Remove any remaining pieces of paper.
4. Close the printer cover and turn on the printer. Make sure the Paper Out light is not flashing and the Pause light is off.

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## **Where To Get Help**

If your Epson printer is not operating properly and you cannot solve the problem using the troubleshooting information, see the support information below.

### **Internet support**

Visit Epson's support website at <http://support.epson.com> and select your printer for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

### **Speak to a support representative**

Before you call for support, please have the following information ready:

- Product name (Epson DFX-9000)
- Product serial number (located on the back of the printer)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Then call:

- U.S.: (562) 276-4322, 6 AM to 6 PM, Pacific Time, Monday through Friday.
- Canada: (905) 709-2170, 6 AM to 6 PM, Pacific Time, Monday through Friday.

Toll or long distance charges may apply.

### **Purchase supplies and accessories**

You can purchase ribbon cartridges and other accessories from an Epson authorized reseller. To find the nearest reseller, call 800-GO-EPSON (800-463-7766). Or you can purchase online at [www.epsonstore.com](http://www.epsonstore.com) (U.S. sales) or [www.epson.ca](http://www.epson.ca) (Canada sales).



## Product Information

### Printer Specifications

Printing method:	36-pin impact dot matrix (9 × 4, staggered)	
Printing speed:	High speed draft	1550 cps at 10 cpi
	Draft	1320 cps at 10 cpi
	NLQ	330 cps at 10 cpi
Printable columns:	136 columns (at 10 cpi)	
Paper feed methods:	Push tractor (front, rear) Push and pull (front/rear) tractor; requires additional tractor	
Ribbon:	Black ribbon cartridge	S015384
	Ribbon life	approx. 15 million characters (Draft, 10 cpi, 14 dots/ character)
Acoustic noise:	Approx. 58 dB (A) (ISO 7779 pattern)	
Interfaces:	Standard bidirectional, 8-bit, parallel with IEEE 1284 nibble mode support USB (ver 1.1) Serial RS-232C Slot for optional Type B interface card	
Control code	ESC/P, IBM PPDS emulation	

### 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:	4.8 A (maximum 14.5 A)
Power consumption:	Approx. 185 W (ISO/IEC 10561 letter pattern) Approx. 9.5 W in sleep mode

### 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% RH

### Options

By adding options such as a pull tractor or perforation cutter, you can further expand your printer's capabilities. Optional interface cards are also available to supplement your printer's built-in interfaces. (See the *Reference Guide* for more information.) You can purchase ribbon cartridges and other accessories from an Epson authorized reseller. To find the nearest reseller, call 800-GO-EPSON (800-463-7766). Or you can purchase online at [www.epsonstore.com](http://www.epsonstore.com) (U.S. sales) or [www.epson.ca](http://www.epson.ca) (Canada sales).

### ENERGY STAR Compliance



As an ENERGY STAR Partner, Epson has determined that this product meets the ENERGY STAR guidelines for energy efficiency. The International ENERGY STAR Office Equipment program is a voluntary partnership with the computer and office equipment industry to promote the introduction of energy-efficient personal computers, monitors, printers, fax machines, copiers, and scanners in an effort to reduce air pollution caused by power generation.

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## Safety Instructions

### 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.

- ❑ Do not place the printer on an unstable surface or near a radiator or heat source.
- ❑ Place the printer on a flat surface. It will not operate properly if it is tilted or placed at an angle.
- ❑ Do not block or cover the slots and openings in the printer's cabinet, and do not insert objects through the slots.
- ❑ Use only the type of power source indicated on the printer's label.
- ❑ 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.
- ❑ 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.
- ❑ Unplug the printer before cleaning it, and clean it with a damp cloth only.
- ❑ Do not spill liquid onto the printer.
- ❑ Except as specifically explained in the user documentation, do not attempt to service the printer yourself.
- ❑ 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.
- ❑ Adjust only those controls that are covered by the operating instructions.

- ❑ Unplug the printer and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged, if liquid has entered the printer, if the printer has been dropped or damaged, if it does not operate normally or exhibits a distinct change in performance.

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## FCC Compliance Statement for United States Users

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

- ❑ Reorient or relocate the receiving antenna.
- ❑ Increase the separation between the equipment and receiver.
- ❑ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- ❑ Consult the dealer or an experienced radio/TV technician for help.

### WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces.

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

### For Canadian users

This Class B digital apparatus meets all requirements of the Canadian Interface Causing Equipment Regulations.

*Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.*

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## Declaration of Conformity

According to 47CFR, Part 2 and 15 for Class B Personal Computers and Peripherals; and/or CPU Boards and Power Supplies used with Class B Personal Computers:

We: Epson America, Inc.  
 Located at: MS 3-13  
 3840 Kilroy Airport Way  
 Long Beach, CA 90806  
 Telephone: (562) 290-5254

Declare under sole responsibility that the product identified herein, complies with 47CFR Part 2 and 15 of the FCC rules as a Class B digital device. Each product marketed is identical to the representative unit tested and found to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47CFR §2.909. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Trade Name: EPSON  
 Type of Product: Dot Matrix Printer  
 Model: P371A

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## EPSON AMERICA, INC., LIMITED WARRANTY

**What Is Covered:** Epson America, Inc. (“Epson”) warrants to the first end user customer of the Epson product enclosed with this limited warranty statement that the product, if purchased and used in the United States or Canada, will be free from defects in workmanship and materials for a period of one (1) year from the date of original purchase. Epson also warrants that the consumable ribbon enclosed with the product will perform to the manufacturer’s specified usage, which usage may expire before the expiration of the limited warranty for the Epson product. For warranty service, you must provide proof of the date of original purchase.

**What Epson Will Do To Correct Problems:** Should your Epson product prove defective during the warranty period, please call the Epson Connection<sup>SM</sup> at (562) 276-4322 (U.S.) or (905) 709-2170 (Canada) for warranty repair instructions and return authorization, if required. Epson will, at its option, repair or replace on an exchange basis the defective unit, without charge for parts or labor. When warranty service involves the exchange of the product or of a part, the item replaced becomes Epson property. The exchanged product or part may be new or previously repaired to the Epson standard of quality. Exchange or replacement products or parts assume the remaining warranty period of the product covered by this limited warranty. At Epson’s option where available, Epson will provide

on-site warranty support for this product. On-site service will be generally available within a 50-mile radius of the Epson authorized service provider, only during normal business hours, Monday through Friday, holidays excluded. If on-site is not available, or the Epson product is not located within 50 miles of an Epson authorized service provider, warranty service is provided in accordance with the above, or you may choose to pay a travel charge for on-site warranty service to be provided. Service hours may vary by provider and on-site service may not be available in all areas or all instances. In order to provide on-site service, the technician must have full access to your Epson printer, as well as to working space, electricity and a local telephone line.

**What This Warranty Does Not Cover:** This warranty covers only normal consumer use in the United States and Canada. This warranty is not transferable and will not apply to products purchased from an end user. This warranty does not cover damage to the Epson printer caused by parts and supplies not manufactured, distributed, or certified by Epson. This warranty does not cover ribbon or third party parts, components, or peripheral devices added to the Epson product after its shipment from Epson, e.g., dealer-added boards or chips. This warranty also excludes maintenance coverage. Epson is not responsible for warranty service should the Epson label or logo or the rating label or serial number be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse, abuse, improper installation, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, software problems, interaction with non-Epson products, or service other than by an Epson Authorized Servicer. Packaging, postage, insurance and shipping costs incurred in presenting your Epson product for warranty service are your responsibility. If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred for such service.

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In Canada, warranties include both warranties and conditions.

Some jurisdictions do not allow limitations on how long an implied warranty lasts and some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

To find the Epson Authorized Reseller nearest you, visit our website at: <http://www.epson.com>.

To find the Epson Customer Care Center nearest you, visit <http://support.epson.com>.

You can also write to: Epson America, Inc., P.O. Box 93012, Long Beach, CA 90809-3012.

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## SUPPLEMENT TO THE LIMITED WARRANTY

### **How to Receive On-site Warranty Service on Your Epson DFX Series Printer**

Where available and at Epson's option, Epson America, Inc. ("Epson") will make available on-site limited warranty service on this Epson printer to supplement the limited warranty service already available to you through Epson authorized service providers. This supplement provides you with additional information about Epson's on-site service.

**What is Covered Under the On-site Program:** The terms of the Epson Limited Warranty apply. On-site limited warranty coverage, where available, applies for a period of one year from the date of original purchase when authorized by Epson. On-site limited warranty service will be generally available within a 50-mile radius of the Epson authorized on-site Epson Customer Care Center or other Epson authorized service provider closest to you.

**How to Receive On-site Repair Service:** If the reseller who supplied your Epson printer has not arranged to provide you with on-site warranty service, you may find another Epson Authorized Service Center nearest you by visiting <http://support.epson.com>. Please be ready to provide the on-site service provider with your name, unit serial number and the exact location of your Epson printer, specifying whether that location is a business or residence. NOTE: If the location where on-site is to be performed is a residence, an adult MUST be home and present at all times for the service technician to enter and perform service.

When on-site is authorized, a service technician will normally be dispatched to your location by the next business day following your request for on-site warranty service. If your location is more than 50 miles from an authorized on-site service provider, you may be asked to pay a travel charge directly to the on-site warranty service provider. Service hours may vary by provider, but generally fall within normal business hours, Monday through Friday, holidays excluded. Please sign the service form provided by the service technician upon completion of the service.

In order to provide on-site service, the technician must have full access to your Epson printer, as well as to working space, electricity and a local telephone line. If the service technician cannot verify or reproduce a warranty problem or encounters a problem which is not covered by the terms of Epson's Limited Warranty, you may be responsible for the service provider's trip charges as well as for any non-warranty service provided.

**Limitations to On-site Service Coverage:** Preventive maintenance, installation, de-installation, relocation, and operating supplies are not included. Epson is not liable for any failure or delay in service performance due to any cause beyond its control. This on-site service program extends only to the Epson printer and does not extend to any other products, peripherals, devices or add-ons, whether or not manufactured or sold by Epson. On-site service is subject to the same limitations and exclusions under the terms of the Epson Limited Warranty.

To find the Epson Authorized Reseller nearest you, visit our website at: <http://www.epson.com>.

To find the Epson Customer Care Center nearest you, visit <http://support.epson.com>.

You can also write to:

Epson America, Inc., P.O. Box 93012, Long Beach, CA 90809-3012

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