

# Re: Epson Stylus CX7800 Problem

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print\\_fax/2006-03/msg00245.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2006-03/msg00245.html)

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- *From:* "Cari \ (MS-MVP)" <[Newsgroups1@xxxxxxxxxxxxxx](mailto:Newsgroups1@xxxxxxxxxxxxxx)>
  - *Date:* Sun, 19 Mar 2006 21:42:16 -0800
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And do you have one of these PCs that Epson say the problem is limited to?  
I don't see that this is a Microsoft issue, Epson seem to have diagnosed it  
as a Dell and Sony issue.

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Cari (MS-MVP)  
Printing & Imaging  
<http://www.coribright.com/windows>

"Mike" <[Mike@xxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Mike@xxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
[news:2FDF3AF8-9C19-411E-A0D6-1178F4D995BA@xxxxxxxxxxxxxxxxxx](mailto:news:2FDF3AF8-9C19-411E-A0D6-1178F4D995BA@xxxxxxxxxxxxxxxxxx)

-- If the CX7800 is on, Windows will not boot up during start or  
restart. The CX7800 must be off, then Windows boots up perfectly.

When Epson was contacted, this was their reply.

"This issue has been reported on the Dell Dimension 4500c and the Sony  
Vaio  
RX series of computers, though it may also occur on some other computers.  
When the BIOS of these computers sends the query during bootup to the  
Epson  
multi-function device, the query is ignored by the Epson product which  
causes the computer to hang during its boot. This problem has been  
reported  
on some Dell 4500 computer systems using the Phoenix BIOS PLUS v.1.10 A06  
ROM chip and on some Sony Vaio RX systems using the Award Medallion BIOS  
v.6.0 ROM chip. The best thing we can suggest to do would be to contact  
your computer vendor for a possible update\resolution for this issue.

As a workaround, disconnect the multi-function device from the computer  
and  
turn it off. Reboot the computer, then reconnect the multi-function device  
to the computer's USB port and power it back on. This will allow for  
normal  
operation of both your computer and your all-in-one."

Re: Epson Stylus CX7800 Problem

Any comments or solutions?

Mike C