

# TM-C3400

## Technical Reference Guide

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### Product Overview

Describes features and general specifications for the product.

### Setup

Describes setup and installation of the product and peripherals.

### Application Development Information

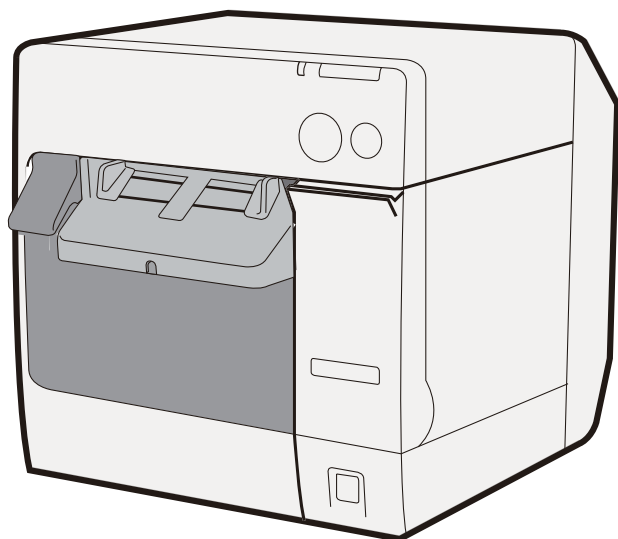
Describes how to control the printer and necessary information when you develop applications.

### Handling

Describes how to handle the product.

### Maintenance of the TM-C3400

Describes to administrator for necessary information to administer TM-C3400 in the system such as distributing driver or installing new printer or replacing the printer.



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## For Safety

### Key to Symbols

The symbols in this manual are identified by their level of importance, as defined below. Read the following carefully before handling the product.

 <b>WARNING</b>	You must follow warnings carefully to avoid serious bodily injury.
 <b>CAUTION</b>	Provides information that must be observed to prevent damage to the equipment or loss of data. <ul style="list-style-type: none"><li>• Possibility of sustaining physical injuries.</li><li>• Possibility of causing physical damage.</li><li>• Possibility of causing information loss.</li></ul>
<b>CAUTION</b>	Provides information that must be observed to avoid damage to your equipment or a malfunction.
<b>NOTE</b>	Provides important information and useful tips.

## Warnings



### WARNING

- **To avoid risk of electric shock, do not set up this product or handle cables during a thunderstorm**
- **Be sure to use the power cable complied with safety standards with a PE (power earth) terminal on the plug, and make sure to ground the product before use.**  
Ignoring this may result in severe shock.
- **Never insert or disconnect the power plug with wet hands.**  
Doing so may result in severe shock.
- **Handle the power cable with care.**  
Improper handling may lead to fire or electric shock.
  - \* Do not modify or attempt to repair the cable.
  - \* Do not place any heavy object on top of the cable.
  - \* Avoid excessive bending, twisting, and pulling.
  - \* Do not place the cable near heating equipment.
  - \* Check that the plug is clean before plugging it in.
  - \* Be sure to push the plug all the way in.
- **Be sure to use the specified AC adapter.**  
Connection to an improper power source may cause fire or shock.
- **Do not place multiple loads on the power outlet.**  
Overloading the outlet may lead to fire.
- **Shut down your equipment immediately if it produces smoke, a strange odor, or unusual noise.**  
Continued use may lead to fire. Immediately unplug the equipment and contact qualified service personnel for advice.
- **Never attempt to repair this product yourself.**  
Improper repair work can be dangerous.
- **Never disassemble or modify this product.**  
Tampering with this product may result in injury or fire.
- **Do not allow foreign matter to fall into the equipment.**  
Penetration by foreign objects may lead to fire.
- **If water or other liquid spills into this equipment, do not continue to use it.**  
Continued use may lead to fire. Unplug the AC cable immediately and contact qualified service personnel for advice.
- **If you open the DIP switch cover, be sure to close the cover and tighten the screw after adjusting the DIP switch.**  
Using this product with the cover open may cause fire or electric shock.



## Cautions



- **Do not connect cables in ways other than those mentioned in this manual.**  
Different connections may cause equipment damage or fire.
- **Do not connect cables in ways other than those mentioned in this manual.**  
Different connections may cause equipment damage or fire.
- **Be sure to set this equipment on a firm, stable, horizontal surface.**  
The product may break or cause injury if it falls.
- **Do not use this product in locations subject to high humidity or dust levels.**  
Excessive humidity and dust may cause equipment damage or fire.
- **Do not place heavy objects on top of this product. Never stand or lean on this product.**  
Equipment may fall or collapse, causing breakage and possible injury.
- **Do not use aerosol sprayers containing flammable gas inside or around this product.**  
Doing so may cause fire.
- **Do not use this product in the presence of silicon gas (silicon adhesive, silicon oil, silicon powder, etc.) including siloxane and of malignant gas (nitric acid, hydrosulfuric, ammonia, chlorine, etc.).**  
Doing so may cause a product failure in a short time.
- **To ensure safety, unplug this product before leaving it unused for an extended period.**
- **Do not remove the ink cartridge during transportation of the printer.**

## *Restriction of Use*

When this product is used for applications requiring high reliability/safety such as transportation devices related to aviation, rail, marine, automotive etc.; disaster prevention devices; various safety devices etc.; or functional/precision devices etc., you should use this product only after giving consideration to including fail-safes and redundancies into your design to maintain safety and total system reliability.

## About this Manual

### Aim of the Manual

This manual was created to provide information on development, design, and installation of POS systems and development and design of printer applications for developers.

### Manual Content

The manual is made up of the following sections:

Chapter 1	<a href="#">Product Overview</a>
Chapter 2	<a href="#">Setup</a>
Chapter 3	<a href="#">Application Development Information</a>
Chapter 4	<a href="#">Handling</a>
Chapter 5	<a href="#">Maintenance of the TM-C3400</a>

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# Product Overview

This chapter describes features and specifications of the product.

## Features

The TM-C3400 is a 3-color ink jet printer that offers high speed easy operability and high reliability required for on-demand label printing.

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### Printing

- High-speed printing
  - \* 92 mm/s (printing width 56 mm, 360 dpi × 180 dpi, bi-directional printing)
  - \* 47 mm/s (printing width 56 mm, 360 dpi × 360 dpi, bi-directional printing)



The print speed is different depending on the resolution and the printing width.

- Color printing
  - \* CMY 3-color printing
  - \* Print resolution: Plain Media, Plain Media Label 360 dpi × 180 dpi, 360 dpi × 360 dpi  
: Others 360 dpi × 360 dpi, 720 dpi × 360 dpi
  - dpi: dots per 25.4 mm (dots per inch)
  - \* Each color has 4 gradations
- Supports printing on various types of paper
  - \* Roll paper, Fan-fold paper
  - \* Receipt, Black Mark Receipt, Full-page Label, Die-cut Label, Black Mark Die-cut Label  
(Detects positions of black marks and gaps between labels)
  - \* Plain Media, Plain Media Label, Fine Media, PET Film, Synthetic Media Label
  - \* Wrist Band
- System to prevent ink from smearing out of the printable area such as on the backing paper of Die-cut Label.
- System to prevent missing read or missing color caused by missing dots.

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### Handling

- Replacing the roll paper and the ink cartridge can be done only by operation in the front.
- Easy drop-in paper loading
- Multiple printed sheets can be stored in the paper ejection tray. The paper ejection tray cannot store multiple sheets of roll paper.

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## Reliability

- Pigment ink for excellent light-fastness and water-resistance.
- High reliability system to prevent missing dots with auto nozzle check system installed.

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## Software

- Windows® printer driver is available.
- The printer driver has the built-in barcode font, and available from Microsoft® .NET \* application.
- Reprint function allows printing to the page that was not printed after solving paper jam error or an error of paper out.
- The printer status can be obtained in network environment by EpsonNet SDK.  
(SDK is provided as API to make original application for obtained printer status.)
- Dedicated sample program using EpsonNet SDK is prepared.  
Development languages are as follows.
  - \* Microsoft Visual Basic .NET
  - \* Microsoft Visual C#
  - \* Microsoft Visual C++
  - \* Microsoft Visual Basic 6.0
- \* The Microsoft .Net Framework is the window developer platform that connects the information, people, system and devices.

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## Others

- Detects black marks and gaps between labels (for Die-cut Label)
- Auto-cutter
- Buzzer



# Product Configuration

## Models

- USB model (USB 2.0 high speed)
- Ethernet model (100 Base-TX/10 Base-T)

## Color

White (ENN8.5)

## Accessories

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### Unpacking

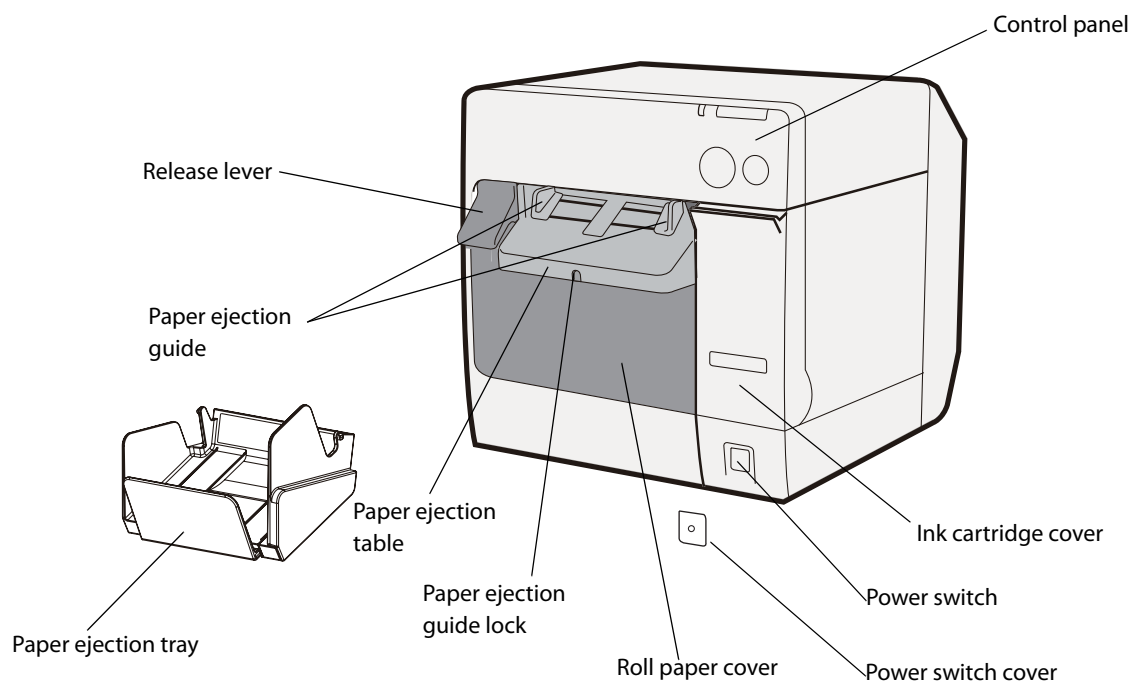
- Roll paper (for checking initial movement)
- Ink cartridge (Model number: SJIC15P)
- Paper ejection tray
- Power switch cover
- Paper feed guide (for fanfold paper: attached on the rear of the fanfold paper cover)
- AC Adapter (PS-180)
- AC cable
- USB cable (USB model only)
- Instruction sheet
- User's Manuals (for printer and AC adapter)

#### NOTE

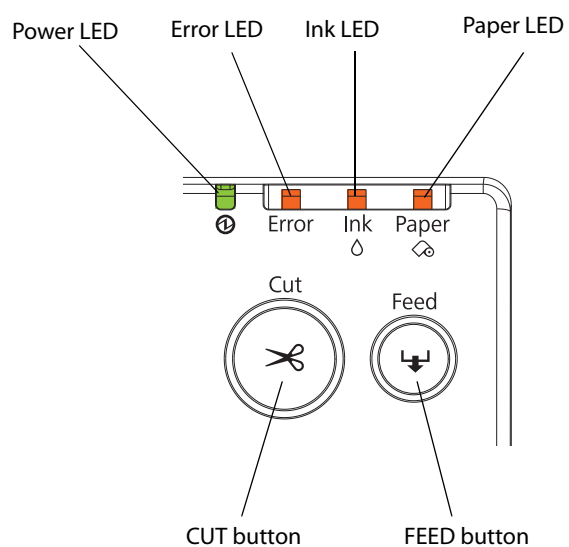
- The AC adapter is embedded in the printer.
- The AC cable may not be included with the printer.
- Printer Drivers and utilities are not included with this product. Download them from the home page of Seiko Epson Corporation.

## Parts Name and Function

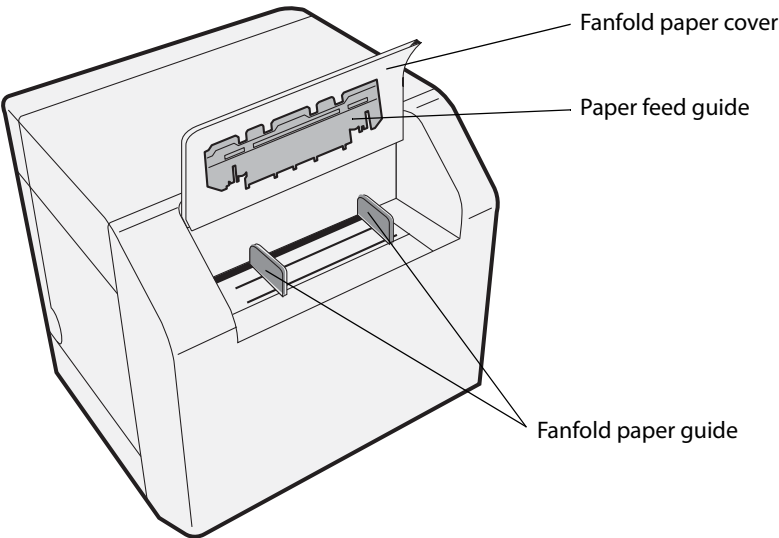
### Front



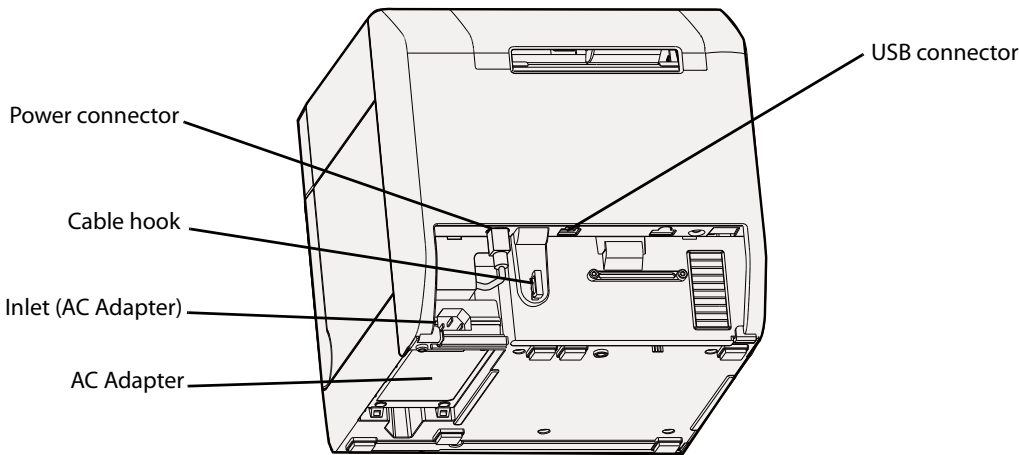
### Control panel



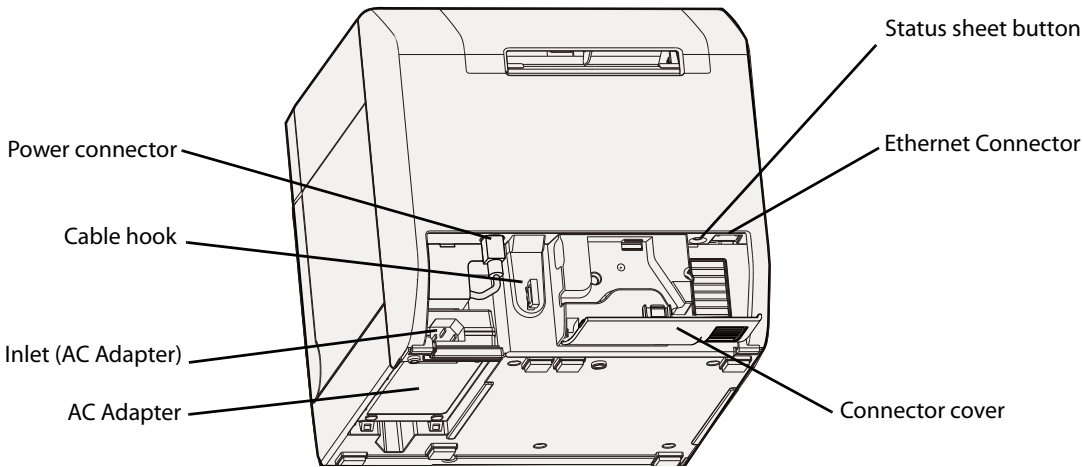
Back



Connector (lower rear)  
**USB Model**



**Ethernet Model**



## Power Switch



**Before turning on the printer, be sure to check that the AC adapter is connected to the power supply.**

When DIP switch 1 is OFF:

- Press the POWER switch to turn ON the printer power.
- When the power is already ON, press and hold the POWER switch for approximately 3 seconds to turn the printer power OFF.

When DIP switch 1 is ON:

When the power is already ON, press and hold the POWER switch for approximately 3 seconds to reset the printer.

The printer power cannot be turned ON or OFF by using the POWER switch. In such cases, use the AC circuit breaker to turn the printer power ON or OFF.

### CAUTION

Check that the printer is not operating before turning OFF the power.

### NOTE

See ["Setting the DIP Switches" on page 78](#) for DIP switch setting.

## Power Switch Cover

Attaching the power switch cover prevents accidental pressing of the power switch.

- \* To prevent the power switch from being pressed:  
Attach the power switch cover as it is (without punching a hole in it).
- \* To prevent the power switch from being pressed unless a long, thin object is pressed into a hole in the power switch cover:  
Attach the power switch cover after punching a hole in it.

### NOTE

For details about attaching the power switch cover, see ["Attaching the Power Switch Cover" on page 102](#).

### CAUTION

Be sure to change the DIP switch setting when you want to attach the power switch cover without punching a hole in it. (See ["Setting the DIP Switches" on page 78](#).)



**Make sure to pull out the AC cable if the printer is damaged when attaching the power switch cover. Using it as it is may cause a fire.**

## Button

### FEED button

- Feeds the paper continuously when media position detection is set to “No Detection”.
  - \* The paper is fed by 15 mm if FEED button is pressed once.
  - \* If the FEED button is held down, the paper is continuously fed until the button is released. (6 seconds at a maximum)
- Feeds the paper to the print starting position when media position detection is set to “Detects Black Marks” or “Detects Margins Between Labels”.

### CUT button

- Feeds the paper to the first auto cut position on the next page and cuts the paper automatically when media position detection is set to “No Detection”.
- Feeds the paper to the autocut position by detecting the gap between the black marks or labels and cuts the paper automatically when media position detection is set to “Detects Black Marks” or “Detects Margins Between Labels”.

### Status sheet button (Ethernet model only)

Prints status sheet.

It is recommended to use Plain Media Roll paper with the width of 108 mm for printing the status sheet.



- The media position detection setting is set on [Maintenance And Utilities] tab on the printer driver.
- See "[Status Sheet Printing \(Ethernet model only\)](#)" on page 191 for the status sheet.

## LED

### ⚡ POWER (power) LED: Green

- Lights when the power is on.
- Lights off when the power is off.
- Flashes when the printer is operating (initializing, charging ink, head cleaning, Closing roll paper cover, or printing) or in an error state.

### ERROR (error) LED: Red

- Lights or flashes when the printer is offline.
- Lights off when the printer is normal operation (online).

### INK (ink) LED: Red

- Flashes when the ink is low or waste ink in the ink cartridge is nearly full.
- Lights when it is time to replace the ink cartridge, when the ink cartridge is not installed or is not correctly installed, and when waste ink in the ink cartridge is full.
- Lights off when ink in the ink cartridge is adequate.

### PAPER (paper out) LED: Red

- Lights when the paper is not installed or is not correctly installed.
- Lights off when the paper is correctly installed.

#### NOTE

- The INK LED does not flash even if the ink is low when the "LED Notification Setting at Ink Low" is set not to appear on [Notification Settings] on [Maintenance And Utilities] tab of the printer driver.
- The printer status is also displayed with combination of lighting and flashing of LED's. See ["Status/Error Indications" on page 19](#) for details.

## Connectors

All cables are connected to the connector on the lower rear of the printer.

- Power connector: Connects cable of the AC adapter. Connected when shipped from the factory.
- USB Connector: Connects the printer with the host computer.
- Ethernet Connector: Connects the printer with the network.
- Inlet (AC Adapter): Connects the AC cable.

## Paper ejection tray

Installing the paper ejection tray enables you to accumulate printed paper temporarily in it.

#### NOTE

- For how to attach the paper ejection tray, see ["Attaching/Adjusting the Paper Ejection Tray" on page 100](#).
- For maximum capacity for ejected paper of the paper ejection tray, see ["Paper Ejection Tray" on page 54](#).

#### CAUTION

Paper may fall from the paper ejection tray due to a curl or the length of the paper.


## Status/Error Indications













The printer status is displayed with combination of lighting and flashing of LEDs.

When an error occurs, you can find out the cause and the remedy from the LED indication for the error.

● / ● : Lights    ● / ● : Flashes    ○ : Off    —: No change

LED				Status	Remedy
Power	Error	Ink	Paper		
●	—	—	—	Power on	—
●	—	—	—	Powering off Charging ink Closing roll paper cover Saving or printing data	—
●	●	●	●	AID temperature error	The ambient temperature may be too low or too high. Turn OFF the printer power, and turn the printer ON in a location with an ambient temperature of 10 to 35°C. (See <a href="#">"Environmental Conditions" on page 57.</a> )
●	●	●	○	Maintenance requirement	The printer needs repair.
				Unrecoverable nozzle clogging error (Missing Dot Acceptable Print Mode)	This condition occurs when turning on the printer after a fatal error resulting from unrecoverable nozzle clogging. In this mode, printing is performed even with a missing dot. The printer needs repair. (See <a href="#">"When an Unrecoverable Missing Dot Occurs" on page 24.</a> )
●	●	○	●	Fatal error	1. Turn the power off. 2. Open the roll paper cover and remove the jammed paper if any. (See <a href="#">"Removing Jammed Paper" on page 151.</a> ) 3. Turn the power on. If the same error persists, the printer needs repair.
				Cutter error	—

 /  : Lights   
  /  : Flashes   
 ○ : Off   
 —: No change

LED				Status	Remedy
Power	Error	Ink	Paper		
		—		Paper size error	Set specified papers. (See <a href="#">"Loading/Replacing the Paper" on page 80.</a> ) When the specified paper is not available, cancel the print job from the spooler. If no print job is in the spooler, turn off and on the printer to recover from the error.
				Paper path error	Set DIP switch 3 setting to paper feeding method in the printer driver. (See <a href="#">"Setting the DIP Switches" on page 78</a> )
				Paper jam error	Remove the jammed paper. (See <a href="#">"Removing Jammed Paper" on page 151.</a> )
		—		Paper type error	Set specified papers. (See <a href="#">"Loading/Replacing the Paper" on page 80.</a> )
	—		—	Ink cartridge is expended Waste ink cartridge is full	Replace the ink cartridge with a new one. (See <a href="#">"Replacing the Ink Cartridge" on page 145.</a> )
				Ink cartridge is not loaded Ink cartridge is not loaded correctly	Load the ink cartridge correctly. (See <a href="#">"Replacing the Ink Cartridge" on page 145.</a> )
				Ink cartridge cover is open	Close the ink cartridge cover.
	—		—	Ink cartridge is running low Waste ink cartridge is nearly full	The time to replace the ink cartridge is close. Prepare a new ink cartridge.
	—	—		Paper empty Paper out error	Set the papers. (See <a href="#">"Replacing the Paper" on page 147.</a> )
				Roll paper cover is open	Close the roll paper cover.
	—	—		Paper removal error	Remove the fanfold paper remaining. (See <a href="#">"For Fanfold Paper" on page 152</a> )



## Post-Printing Verification Settings

This product monitors dot missing periodically with the auto nozzle check system, and performs the auto head cleaning if any dots are missing. Select from 6 modes that are available for different levels of requirements for print quality and movement.

When extremely high reliability and safety are required, be sure to detect dot missing using an application in addition to the printer driver setting. For the details, see ["When Extremely High Reliability and Safety are Required" on page 144.](#)

Sets this function from [Post-Printing Verification Settings] on [Maintenance And Utilities] of the printer driver. The printer's Post-Printing Verification Settings can be checked using Self-test Mode. For the details, see ["Self-test Mode" on page 189.](#)

- **High Reliability Mode (Void Image Print)**

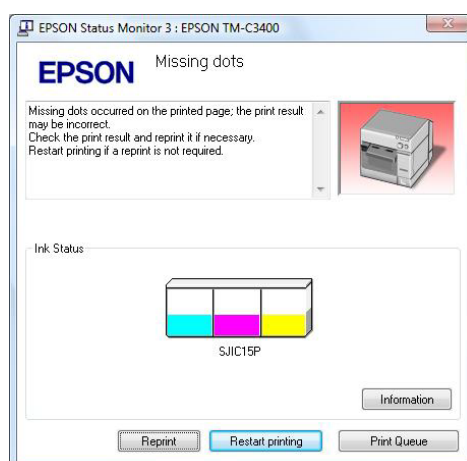
Missing dots check is performed after printing each page to check that dot missing has not occurred. When dot missing is detected, the Void Image Print is performed at the bottom of the previous page. And after the dot missing is resolved by the auto head cleaning, reprinting starts from the corresponding page.

The Void Image is printed in solid black by default; however, other image files can also be registered. Since dots are missing for the page on which the Void Image is printed, take proper action such as discarding it.

- **High Reliability Mode (Reprint)**

Missing dots check is performed after printing each page to check that dot missing has not occurred. When dot missing is detected, the following screen of the EPSON Status Monitor 3 is displayed. Select the next operation from [Restart printing] (printing the next data) and [Reprint] (reprinting after dot missing is resolved by the auto head cleaning.)

When customer want to select this mode, do NOT uncheck [Use EPSON Status Monitor 3] of [Driver Preferences] in [Driver Utilities] tab.



- **Economy Mode for Low Print Volume (Void Image Print)**

Missing dots check is performed after printing each page with removing the timer cleaning.

When dot missing (more than neighboring 2 dots missing) is detected, the Void Image Print is performed at the bottom of the previous page. And after the dot missing is resolved by the auto head cleaning, reprinting starts from the corresponding page.

The Void Image is printed in solid black by default; however, other image files can also be registered.

- **Economy Mode for Low Print Volume (Reprint)**

Missing dots check is performed after printing each page with removing the timer cleaning.

When dot missing (more than neighboring 2 dots missing) is detected, the EPSON Status Monitor 3 is displayed. Select the next operation from [Restart printing] (printing the next data) and [Reprint] (reprinting after dot missing is resolved by the auto head cleaning).

When customer want to select this mode, do NOT uncheck [Use EPSON Status Monitor 3] of [Driver Preferences] in [Driver Utilities] tab.

- **Anti-missing Read Mode**

Does not perform missing dots check after printing each page, but checks missing dots while not printing.

- **Anti-missing Color Mode**

Does not perform missing dots check after printing each page, but checks missing dots while not printing. The condition for preventing missing colors due to missing dots is different, depending on the firmware versions as follows:

Except firmware version AAExxxxx: Prevents missing colors due to missing dots on the condition with adjoining 2 dots in above and below or 3 dots in all nozzles. Does not perform head cleaning to missing dots with less than 2 dots that are not adjoining.

Firmware version AAExxxxx: Prevents missing colors due to missing dots on the condition with adjoining 3 dots in above and below or 10 dots in all nozzles.

\* “x” of firmware version AAExxxxx shows any one alphanumeric character.

**NOTE**

In the High Reliability Mode or Economy Mode for Low Print Volume, printing takes more time since the missing dots check is performed after printing each page.

Economy Mode for Low Print Volume has been added in Ver.WSN00180 or later of the printer firmware. The firmware version can be checked using Self-test Mode. ("Self-test Mode" on page 189)

When the printer driver's version is Ver.1.3.0.0 or earlier, the mode cannot be changed to Economy Mode for Low Print Volume, and the mode cannot be changed from Economy Mode for Low Print Volume to another mode.

**CAUTION**

- These functions do not guarantee a 100 percent prevention of dot missing.
- Small amount of ink is used for detecting nozzle clogging.
- The auto head cleaning is performed automatically after nozzle clogging is detected. Ink is expended during the head cleaning.
- Nozzle clogging detect function cannot be disabled.
- When you want to select [High Reliability Mode (Reprint)] or [Economy Mode for Low Print Volume (Reprint)], do not uncheck [Use EPSON Status Monitor 3] of [Driver Preferences] in [Driver Utilities] tab.

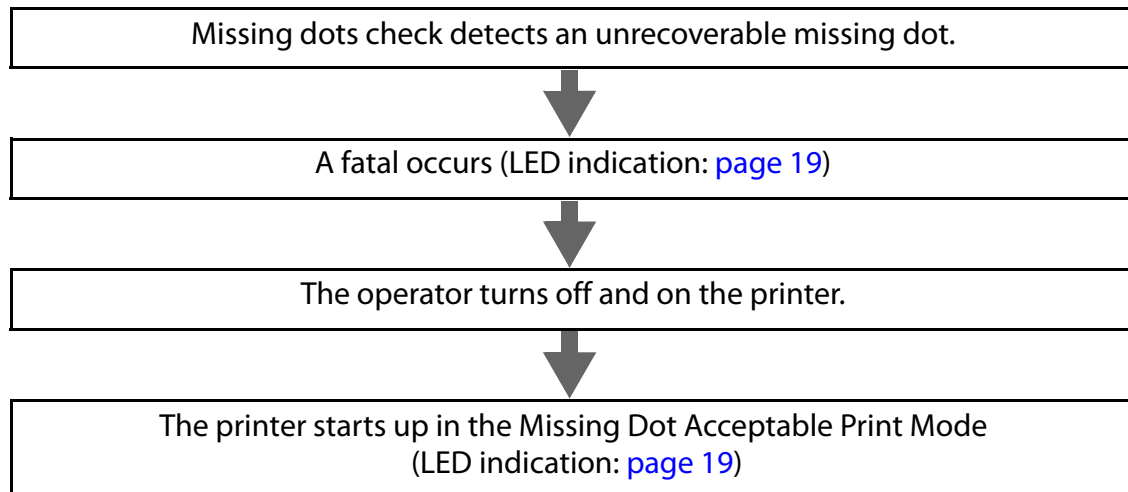
When an unrecoverable missing dot occurs, the printer operates differently for each mode as shown below.

Post-Printing Verification Settings	High Reliability Mode / Anti-missing Read Mode /Economy Mode for Low Print Volume		Anti-missing Color Mode	
	1 dot	2 or more dots	Except firmware version AAExxxxx: 1 dot/2 dots except for adjoining dots	Except firmware version AAExxxxx: Adjoining 2 dots /3 or more dots
Number of Unrecoverable Missing Dots			Firmware version AAExxxxx: Adjoining 2 dots /9 or fewer dots	Firmware version AAExxxxx: Adjoining 3 dots /10 or more dots
Indications	Fatal error	Maintenance requirement	No error (power on)	Maintenance requirement
Printer Usability	√ (Missing Dot Acceptable Print Mode *)	X (The printer needs repair)	√	X (The printer needs repair)

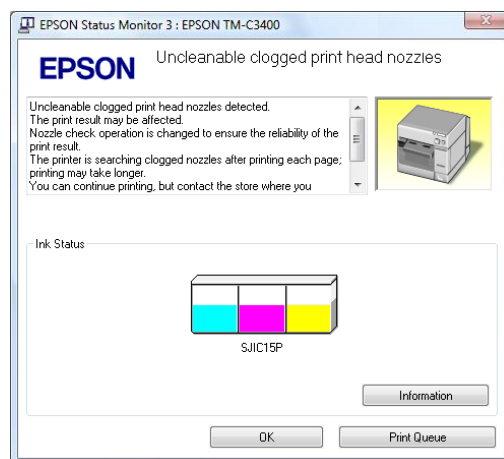
\* For details on the Missing Dot Acceptable Print Mode, refer to "When an Unrecoverable Missing Dot Occurs" on page 24.

## When an Unrecoverable Missing Dot Occurs

When 1 dot of unrecoverable missing dot is detected with the Post-Printing Verification Settings for the printer driver set to the High Reliability Mode /Economy Mode for Low Print Volume /Anti-missing Read Mode, the printer becomes in fatal error status. To continue printing, turn off and on the printer and change the mode to the Missing Dot Acceptable Print Mode.



In the Missing Dot Acceptable Print Mode, it takes long to complete printing because missing dots check is performed after printing each page. The EPSON Status Monitor 3 appears each time of printing until the missing dot error is resolved. (The window may not appear depending on the printer driver version.)



**CAUTION**

- The procedure to check the Missing Dot Acceptable Print Mode is different depending on the printer driver version. See the following:
  - \* Printer Driver Ver1.1.0.0 or earlier  
The procedure is not displayed in the EPSON Status Monitor 3. Check the LED indication. ("Unrecoverable nozzle clogging error (Missing Dot Acceptable Print Mode)" on page 19)
  - \* Printer Driver Ver1.2.0.0 or later  
The procedure is displayed in the EPSON Status Monitor 3.
- In the Missing Dot Acceptable Print Mode, EPSON Status Monitor 3 is displayed even if [Use EPSON Status Monitor 3] is not selected in [Driver Preferences] from the [Driver Utilities] tab.
- When 2 or more dots of unrecoverable missing dot is detected in the Missing Dot Acceptable Print Mode, maintenance is requested and the printer needs repair.

## Software

Various utilities are provided to system administrators and application developers.

For details on how to get the software, see ["Download" on page 135](#).

Purpose	Name	Specifications
Installing the printer driver	Printer Driver	Installs printer driver and executes port setting.
	Easy setup	Installs printer driver, executes port setting and network setting of the printer.
Monitoring the printer	EPSON Status Monitor 3	Displayed on front of the application while printing. Installed simultaneously with the printer driver, and selects from enable or disable. (The default setting when installed: Disable)
Distributing the printer driver and setting	Install Assistant	Creates an install package file for installing and setting the printer driver and executing the port setting. The computer with activating the install package file automatically executes installing the printer driver, setting the printer driver and executing port setting. The printer setting is not executed. Creates an install package for each printer for the network printer.
	Printer Setting	Executes printer setting. Creates a setting file and applies it simultaneously to a number of printers. "Printer Setting" can not be executed in computer without installing the printer driver.
Replacing the USB model	USB Replacement Service	Service installed as a resident program on the computer When the TM-C3400 is replaced for service or other reason, this detects the printer connection and automatically changes the output printer of the printer driver. This allows the printer to be replaced without changing settings in the application. (The printer is not replaced if a port is specified for the application output destination. The printer is only replaced if the printer driver is specified.) There is no need to change the USB serial number of the TM-C3400 before replacement.
Administering the network printer	Epson Monitoring Tool	The user can check status of Epson printer on network with this. The setting can not be executed.
	EpsonNet Config	The user can check and executes the network printer. Applies it simultaneously to a number of printers.
	WebConfig (Function of the printer)	The user can execute and check the network information of the printer by entering IP address of the printer to address bar of the Web browser. One printer can be set and checked. This can not be used for the printer with default condition since IP address is not available.

Purpose	Name	Specifications
Developing the application	EpsonNet SDK	The software development kit for monitoring the printer via network.
	Sample Program	This is the sample programs for using TM-C3400. (Visual Basic .NET and Visual C++ is prepared for all programs. Visual Basic 6.0 and Visual C# is prepared for some programs.)

## Product Specifications

Printing method		Serial ink jet, dot matrix Three-color (CMY) printing
Paper feed		Forward and reverse friction feed
Autocutter	Cutting method	By separated-blade scissors
	Auto-cut type	Full cut
Graphic resolution		360 dpi × 180 dpi, 360 dpi × 360 dpi, 720 dpi × 360 dpi
Print speed		92 mm/s {3.82"/s} (printing width 56 mm, 360 dpi × 180 dpi) 82 mm/s {3.23"/s} (printing width 72 mm, 360 dpi × 180 dpi) The print speed is different depending on the resolution and the printing width.
Paper (See <a href="#">"Paper Specifications" on page 32</a> for details)	Type	Plain Media, Plain Media Label, Fine Media, PET Film, Synthetic Media, Wrist Band
	Classification	Receipt, Black Mark Receipt, Full-page Label Die-cut Label, Black Mark Die-cut Label
	Form	Roll paper, Fanfold paper
Ink cartridge (See <a href="#">"Ink Cartridge" on page 54</a> for details.)		3-color exclusive integrated ink cartridge (Model number: SJIC15P)
Interface	USB model	USB 2.0 high speed
	Ethernet model	Ethernet (100 Base-TX/10 Base-T) USB 2.0 high speed (For the Ethernet model, USB connection is also available. Ethernet connection and USB connection cannot be used simultaneously.)
Barcode/ two-dimensional code printing	Barcode Barcode identification rate ANSI rank D (based on Seiko Epson Corporation standard)	UPC-A, UPC-E, JAN 8 (EAN 8), JAN 13 (EAN 13), Code 39, ITF, Codabar, Code 93, Code 128, GS1-128, GS1 DataBar Omnidirectional, GS1 DataBar Truncated, GS1 DataBar Limited, GS1 DataBar Expanded
	Two-dimensional code printing	PDF417, QR code, Maxi Code, S1 DataBar Stacked, GS1 DataBar Stacked Omnidirectional, GS1 DataBar Expanded Stacked, Composite Symbology, DataMatrix, Aztec
Power supply		AC 100 to 240 V AC adapter PS-180
Temperatures/ humidity (See <a href="#">"Environmental Conditions" on page 57</a> for details.)	Printing	10 to 35°C {50 to 95°F}, 20 to 80%RH (no condensation)
	Storage	When packed (ink not loaded): -20 to 60°C {-4 to 140°F}, 5 to 85%RH (no condensation) -20°C or 60°C {-4°F or 140°F}: up to 120 hours Ink loaded: -20 to 40°C {-4 to 104°F} -20°C {-4°F}: up to 120 hours 0 to 30°C {32 to 86°F}: up to 6 months 40°C {104°F}: up to a month



Overall dimensions (H × W × D)	261 × 255 × 275 mm {10.27 x 10.08 x 10.82"} (excluding protrusions)
Weight (mass)	Approximately 10.0 kg {22.05 lb} (Except for ink cartridge, roll paper, paper ejection tray)

## Hardware Requirements

OS	<p>Microsoft Windows 10 (32 bit/ 64 bit)</p> <p>Microsoft Windows 8.1 (32 bit/ 64 bit)</p> <p>Microsoft Windows 8 (32 bit/ 64 bit)</p> <p>Microsoft Windows 7 SP1 (32 bit/ 64 bit)</p> <p>Microsoft Windows Vista SP2 (32 bit/ 64 bit)</p> <p>Microsoft Windows XP SP3 (32 bit)</p> <p>Microsoft Windows XP SP2 (64 bit)</p> <p>Microsoft Windows 2000 SP4 (32 bit)</p> <p>Microsoft Windows Server 2008 R2 SP1</p> <p>Microsoft Windows Server 2008 SP2 (32 bit/ 64 bit)</p> <p>Microsoft Windows Server 2003 R2 SP2 (32 bit/ 64 bit)</p>
Computer	<p>Must support the following computers that run the above operating systems.</p> <ul style="list-style-type: none"> <li>• PC/AT compatible</li> </ul>
CPU	<p>Computers with a processor of 1 GHz or better are recommended.</p> <p>Intel Pentium/Celeron series, AMD Athlon/Duron family, or processors that are compatible with these are recommended.</p>
RAM	<p>256 MB or larger is recommended</p> <p>(For Windows 2000)</p>
	<p>512 MB or larger is recommended</p> <p>(For Windows 10/ Windows 8.1/ Windows 8/ Windows 7/ Windows Vista /Windows XP /Windows Server 2008 and Windows Server 2003)</p>
HDD	<p>Free space must be 250 MB or larger</p>

### NOTE

- The minimum requirements of the above system may not satisfy the minimum requirements of the OS. In this case, satisfy the minimum requirements of the OS.
- The printers on the network is supported up to 64 printers. In that case, if the minimum requirements above are not met, the printer may not be able to come up to its standard.

## Printing Specifications

Printable area	Roll paper	Minimum width 26 mm {1.02"}, Maximum width 104 mm {4.09"}	
	Fanfold paper	Minimum width 46 mm {1.81"}, Maximum width 104 mm {4.09"}	
Print speed	360 × 180 dpi (horizontal × vertical)	Printing width 56 mm {2.20"} 72 mm {2.83"} 104 mm {4.09"}	: 92 mm/s {3.62"/s} : 82 mm/s {3.23"/s} : 68 mm/s {2.68"/s}
	360 × 360 dpi (horizontal × vertical)	Printing width 56 mm {2.20"} 72 mm {2.83"} 104 mm {4.09"}	: 47 mm/s {1.85"/s} : 42 mm/s {1.65"/s} : 35 mm/s {1.38"/s}
	720 × 360 dpi (horizontal × vertical)	Printing width 56 mm {2.20"} 72 mm {2.83"} 104 mm {4.09"}	: 23 mm/s {0.91"/s} : 21 mm/s {0.83"/s} : 17 mm/s {0.67"/s}

dpi : dots per 25.4 mm (dots per inch)

## Paper Specifications

The following is the type and the size of paper specified for this product.

When using paper other than specified paper, paper feed accuracy, barcode detection accuracy, printing quality may be degraded or frequent paper jam may occur.

As for black mark die-cut label (synthetic media label), use paper whose outer edges are removed only on the right and left.

Do not use the label paper with synthetic media labels on the paper backing (liner). Depending on the temperature and humidity, the synthetic media labels and paper backing have different ratios of expansion and contraction, and this causes the paper to curl. If the paper curls, the paper may be rubbed by the print head and become contaminated, or the paper may jam.

Paper type	Category	Form	Width
Receipt (Continuous paper)	Plain Media Fine Media PET Film	Roll paper	30 to 108 mm {1.18 to 4.25"} (Paper width)
Black Mark Receipt (Continuous paper with black marks)	Plain Media Fine Media PET Film	Roll paper	30 to 108 mm {1.18 to 4.25"} (Paper width)
Black Mark Receipt (Continuous paper with black marks)	Plain Media Fine Media PET Film	Fanfold paper	50 to 108 mm {1.97 to 4.25"} (Paper width)
Full-page Label	Plain Media Label Fine Media Label Synthetic Media Label	Roll paper	25.4 to 108 mm {1 to 4.25"} (Label width)
Die-cut Label	Plain Media Label Fine Media Label Synthetic Media Label	Roll paper	25.4 to 108 mm {1 to 4.25"} (Label width)
Black Mark Die-cut Label (Die-cut label with black marks)	Plain Media Label Fine Media Label Synthetic Media Label	Roll paper	25.4 to 108 mm {1 to 4.25"} (Label width)
Black Mark Die-cut Label (Die-cut label with black marks)	Plain Media Label Fine Media Label	Fanfold paper	46 to 108 mm {1.81 to 4.25"} (Label width)
Wrist Band	Synthetic Media	Roll paper	30 mm {1.18"} 28.6 mm (Paper width)

# Receipt

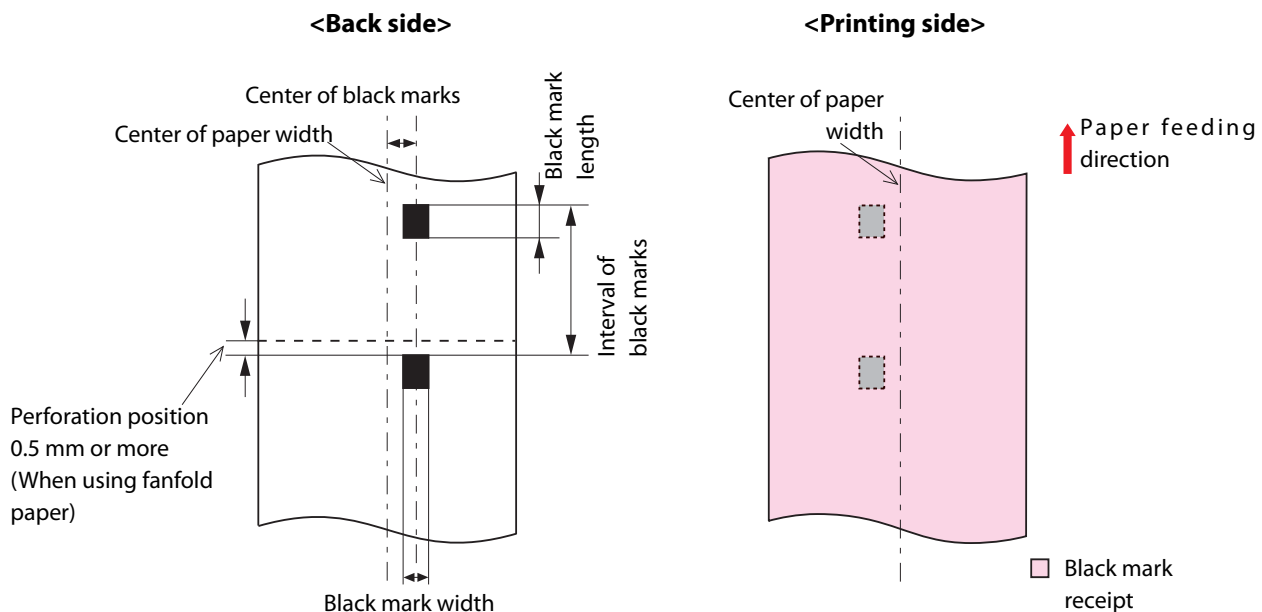
This is continuous paper.

Paper type	Plain Media, Fine Media, PET Film
Form	Roll paper
Paper width	30 to 108 mm {1.18 to 4.25"}
Paper thickness	0.085 to 0.151 mm {0.003 to 0.006"}
Roll paper core	Outside diameter: 44.1 mm {1.74"}
External diameter	Maximum 101.6 mm {4.0"}
Winding direction	Printing face must be facing outside.

CAUTION

Do not use the paper with a hole or cutout.

## Black Mark Receipt



Paper type	Plain Media, Fine Media, PET Film
Form	Roll paper
Paper width	30 to 108 mm {1.18 to 4.25"}
Black mark width	13 mm {0.51"} or more
Black mark length	5 mm {0.19"} or more
Black mark centering position	$8.5 \pm 1$ mm { $0.33 \pm 0.039$ "}
Black mark interval	15 to 1117.6 mm {0.59 to 44.0"}
Paper thickness	0.085 to 0.151 mm {0.0034 to 0.0059"}
Roll paper core	Outside diameter: 44.1 mm {1.74"}
External diameter	Maximum 101.6 mm {4.0"}
Winding direction	Printing face must be facing outside.

### CAUTION

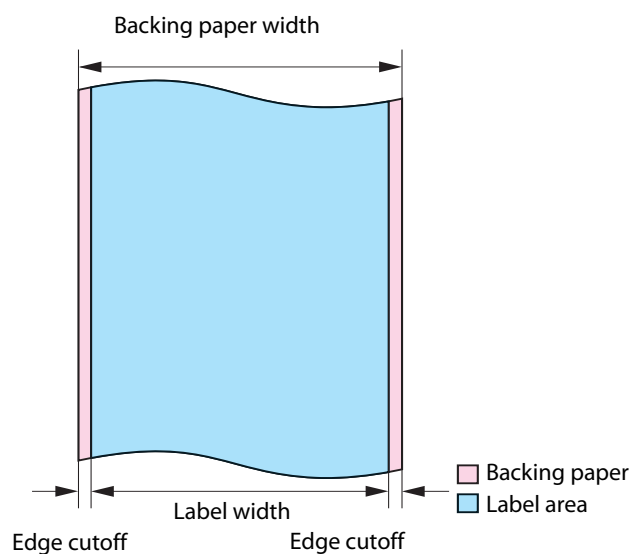
Do not use the paper with a hole or cutout.

Paper type	Plain Media, Fine Media, PET Film
Form	Fanfold paper
Paper width	50 to 108 mm {0.2 to 4.25"}
Black mark width	13 mm {0.51"} or more
Black mark length	5 mm {0.19"} or more
Black mark centering position	$8.5 \pm 1$ mm { $0.33 \pm 0.039$ "}
Black mark interval	15 to 304.8 mm {0.59 to 12.0"}
Paper thickness	0.119 to 0.151 mm {0.0047 to 0.0059"}
Pitch of perforated line:	203.2 to 304.8 mm {8.0 to 12.0"}
Form of perforated line	Plain media : 1 mm {0.039"} uncut, 5 mm {0.19"} cut Fine media : 1 mm {0.039"} uncut, 5 mm {0.19"} cut PET film : 0.6 mm {0.024"} uncut, 8.4 mm {0.33"} cut
Number of folds	500 or less

**CAUTION**

- Do not use the paper with a hole or cutout.
- When using fanfold paper, the black marks must be at least 0.5 mm from the perforated lines.
- Make sure to keep the same position of the black marks to the perforated lines (position that can be detected by black mark sensor) when inserting the paper from either side in order to use the paper inserting from reverse direction.

## Full-page Label



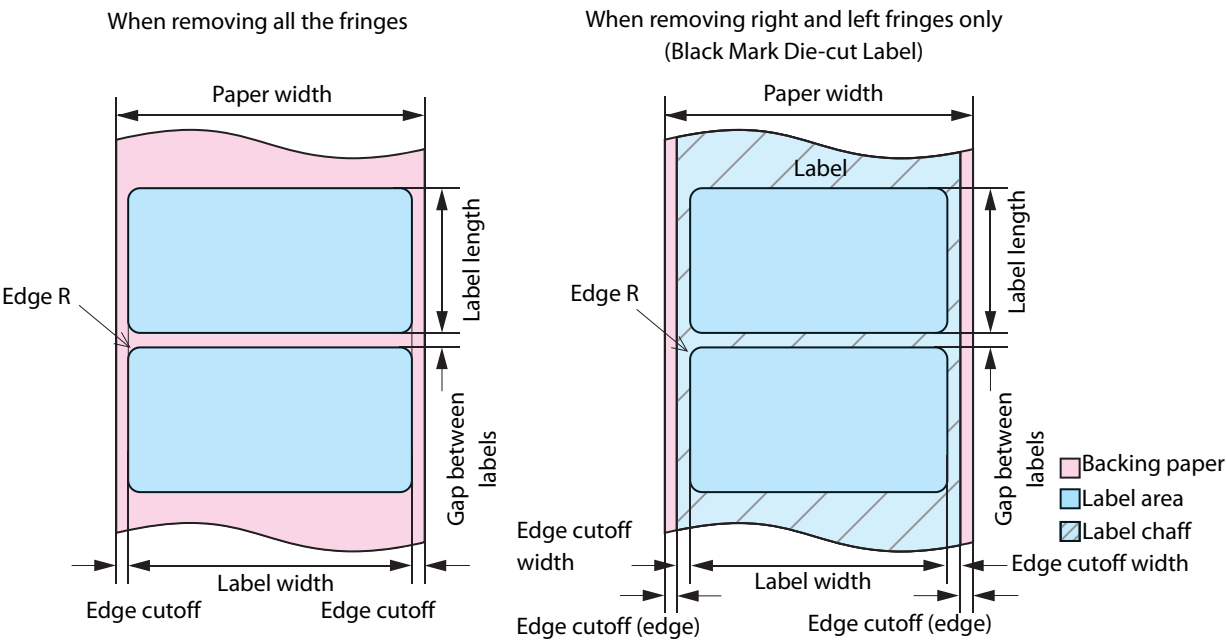
Paper type	Plain Media Label, Fine Media Label, Synthetic Media Label
Form	Roll paper
Backing paper width	30 to 112 mm {1.18 to 4.41"}
Label width	25.4 to 108 mm {1.0 to 4.25"}
Edge cutoff on left/right side	$2 \pm 0.5$ mm { $0.079 \pm 0.02$ "}
Paper thickness	0.128 to 0.195 mm {0.005 to 0.008"}
Roll paper core	Outside diameter: 44.1 mm {1.74"}
External diameter	Maximum 101.6 mm {4.0"}
Winding direction	Printing face must be facing outside.

### CAUTION

Do not use the paper with a hole or cutout.



Die-cut Label



Paper type		Plain Media Label
Form		Roll paper
Backing paper width		30 to 112 mm {1.18 to 4.41"}
Label width		25.4 to 108 mm {1.0 to 4.25"}
Label length	When removing all the fringes	25.4 to 1117.6 mm {1.0 to 44.0"}
	When removing right and left fringes only	15 to 1117.6 mm {0.59 to 44.0"}
Gap between labels		3 to 6 mm {0.12 to 0.24"}
Edge cutoff on left/right side		2 ± 0.5 mm {0.079 ± 0.02"}
Edge cutoff width		1.5 mm {0.059"} or more
Label edge R		2 mm {0.079"} or less
Paper thickness		0.128 mm {0.005"}
Roll paper core		Outside diameter: 44.1 mm {1.74"}
External diameter		Maximum 101.6 mm {4.0"}
Winding direction		Printing face must be facing outside.

CAUTION

Do not use the paper with a hole or cutout.

Paper type		Fine Media
Form		Roll paper
Backing paper width		30 to 112 mm {1.18 to 4.41"}
Label width		25.4 to 108 mm {1.0 to 4.25"}
Label length	When removing all the fringes	25.4 to 1117.6 mm {1.0 to 44.0"}
	When removing right and left fringes only	15 to 1117.6 mm {0.59 to 44.0"}
Gap between labels		3 to 6 mm {0.12 to 0.24"}
Edge cutoff on left/right side		$2 \pm 0.5$ mm { $0.079 \pm 0.02$ "}
Edge cutoff width		1.5 mm {0.059"} or more
Label edge R		2 mm {0.079"} or less
Paper thickness		0.145 mm {0.006"}
Roll paper core		Outside diameter: 56.8 mm {2.24"}
External diameter		Maximum 101.6 mm {4.0"}
Winding direction		Printing face must be facing outside.

**CAUTION**

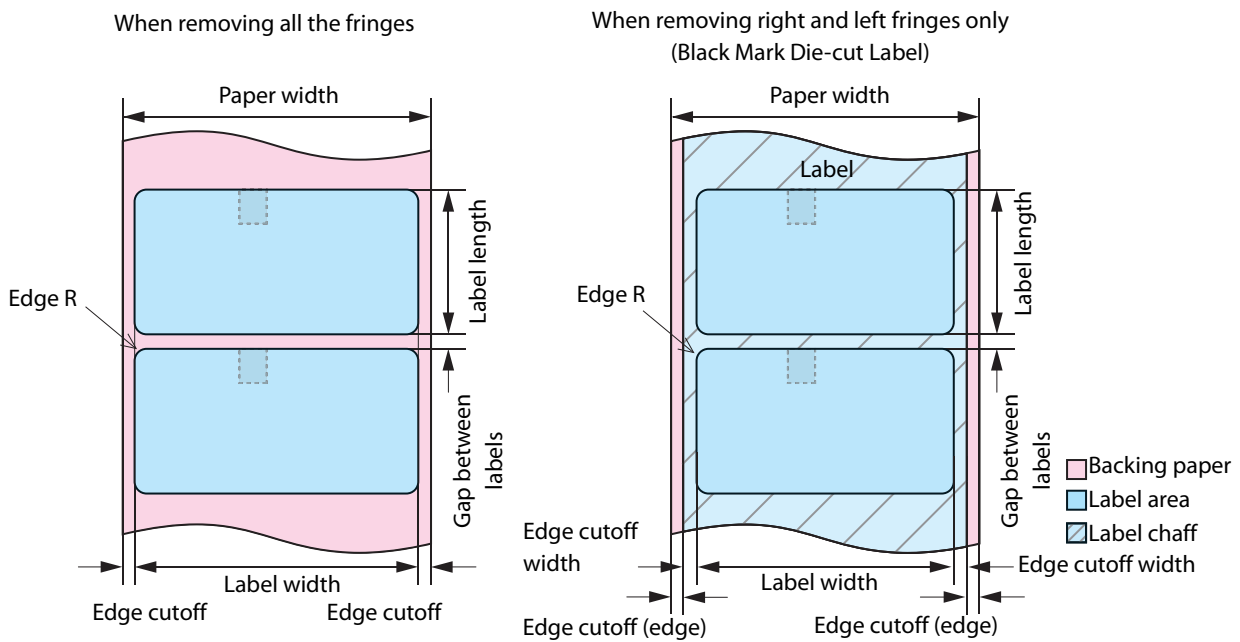
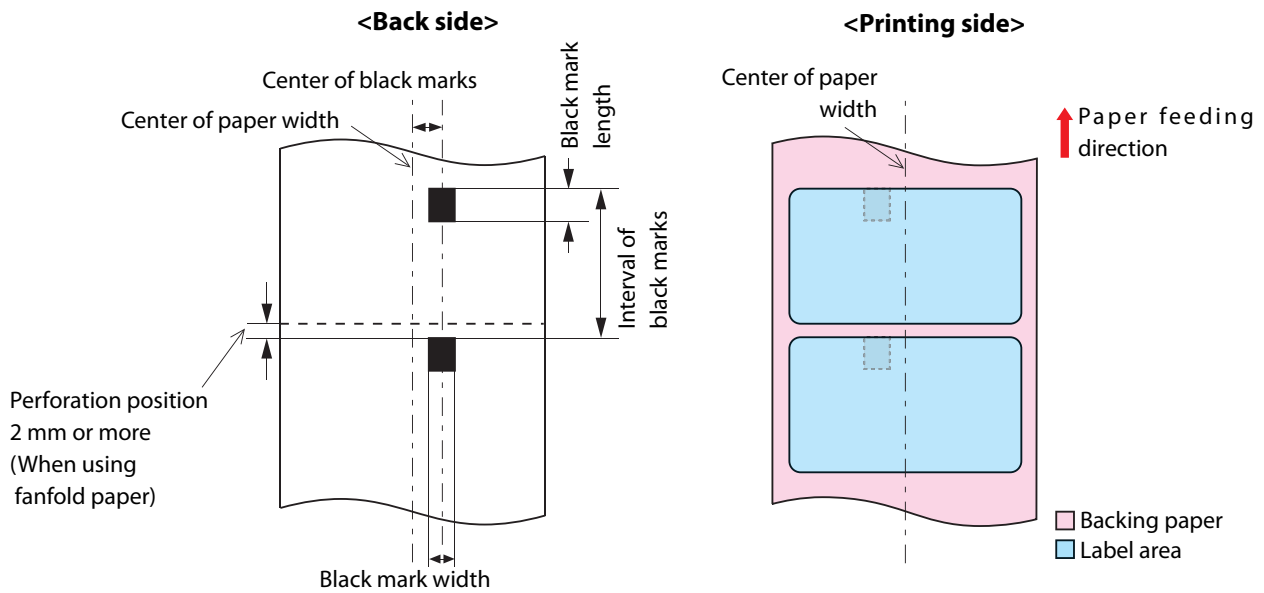
Do not use the paper with a hole or cutout.

Paper type		Synthetic Media Label
Form		Roll paper
Backing paper width		30 to 112 mm {1.18 to 4.41"}
Label width		25.4 to 108 mm {1.0 to 4.25"}
Label length	When removing all the fringes	roll paper core of 44.1 mm {1.74"} or more: 50.8 to 1117.6 mm {2 to 44.0"} roll paper core of 56.8 mm {2.24"} or more: 32 to 1117.6 mm {1.26 to 44.0"}
	When removing right and left fringes only	15 to 1117.6 mm {0.59 to 44.0"}
Gap between labels		3 to 6 mm {0.12 to 0.24"}
Edge cutoff on left/right side		$2 \pm 0.5$ mm { $0.079 \pm 0.02$ "}
Edge cutoff width		1.5 mm {0.059"} or more
Label edge R		2 mm {0.079"} or less
Paper thickness		0.195 mm {0.0077"}
Roll paper core		Outside diameter: 44.1 mm {1.74"}, or 56.8 mm {2.24"} or more
External diameter		Maximum 101.6 mm {4.0"}
Winding direction		Printing face must be facing outside.

**CAUTION**

Do not use the paper with a hole or cutout.

## Black Mark Die-cut Label



Paper type		Plain Media
Form		Roll paper
Backing paper width		30 to 112 mm {1.18 to 4.41"}
Label width		25.4 to 108 mm {1 to 4.25"}
Label length	When removing all the fringes	25.4 to 1117.6 mm {1.0 to 44.0"}
	When removing right and left fringes only	15 to 1117.6 mm {0.59 to 44.0"}
Gap between labels		3 to 6 mm {0.12 to 0.24"}
Edge cutoff on left/right side		$2 \pm 0.5$ mm { $0.079 \pm 0.02$ "}
Edge cutoff width		1.5 mm {0.059"} or more
Label edge R		2 mm {0.079"} or less
Black mark width		13 mm {0.51"} or more
Black mark length		5 mm {0.19"} or more
Black mark centering position		$8.5 \pm 1$ mm { $0.33 \pm 0.039$ "}
Black mark interval		15 to 1117.6 mm {0.59 to 44"}
Paper thickness		0.128 mm {0.005"}
Roll paper core		Outside diameter: 44.1 mm {1.74"}
External diameter		Maximum 101.6 mm {4.0"}
Winding direction		Printing face must be facing outside.

**CAUTION**

- Do not use the paper with a hole or cutout.
- when using this type of paper, the label end and the black mark end of the black mark position on the die-cut label must be matched.

Paper type		Fine Media Label
Form		Roll paper
Backing paper width		30 to 112 mm {1.18 to 4.41"}
Label width		25.4 to 108 mm {1 to 4.25"}
Label length	When removing all the fringes	25.4 to 1117.6 mm {1.0 to 44.0"}
	When removing right and left fringes only	15 to 1117.6 mm {0.59 to 44.0"}
Gap between labels		3 to 6 mm {0.12 to 0.24"}
Edge cutoff on left/right side		$2 \pm 0.5$ mm { $0.079 \pm 0.02$ "}
Edge cutoff width		1.5 mm {0.059"} or more
Label edge R		2 mm or less {0.079"}
Black mark width		13 mm {0.51"} or more
Black mark length		5 mm {0.19"} or more
Black mark centering position		$8.5 \pm 1$ mm { $0.33 \pm 0.039$ "}
Black mark interval		15 to 1117.6 mm {0.59 to 44"}
Paper thickness		0.145 mm {0.0057"}
Roll paper core		Outside diameter: 56.8 mm {2.24"}
External diameter		Maximum 101.6 mm {4.0"}
Winding direction		Printing face must be facing outside.

**CAUTION**

- Do not use the paper with a hole or cutout.
- when using this type of paper, the label end and the black mark end of the black mark position on the die-cut label must be matched.

Paper type	Synthetic Media Label
Form	Roll paper
Backing paper width	30 to 112 mm {1.18 to 4.41"}
Label width	25.4 to 108 mm {1.0 to 4.25"}
Label length	When removing right and left fringes only: 15 to 1117.6 mm {0.59 to 44.0"}
Gap between labels	3 to 6 mm {0.12 to 0.24"}
Edge cutoff on left/right side	$2 \pm 0.5$ mm { $0.079 \pm 0.02$ "}
Edge cutoff width	1.5 mm {0.059"} or more
Label edge R	2 mm or less {0.079"}
Black mark width	13 mm {0.51"} or more
Black mark length	5 mm {0.19"} or more
Black mark centering position	$8.5 \pm 1$ mm { $0.33 \pm 0.039$ "}
Black mark interval	15 to 1117.6 mm {0.59 to 44"}
Paper thickness	0.195 mm {0.0077"}
Roll paper core	Outside diameter: 44.1 mm {1.74"}
External diameter	Maximum 101.6 mm {4.0"}
Winding direction	Printing face must be facing outside.

**CAUTION**

- Do not use the paper with a hole or cutout.
- when using this type of paper, the label end and the black mark end of the black mark position on the die-cut label must be matched.

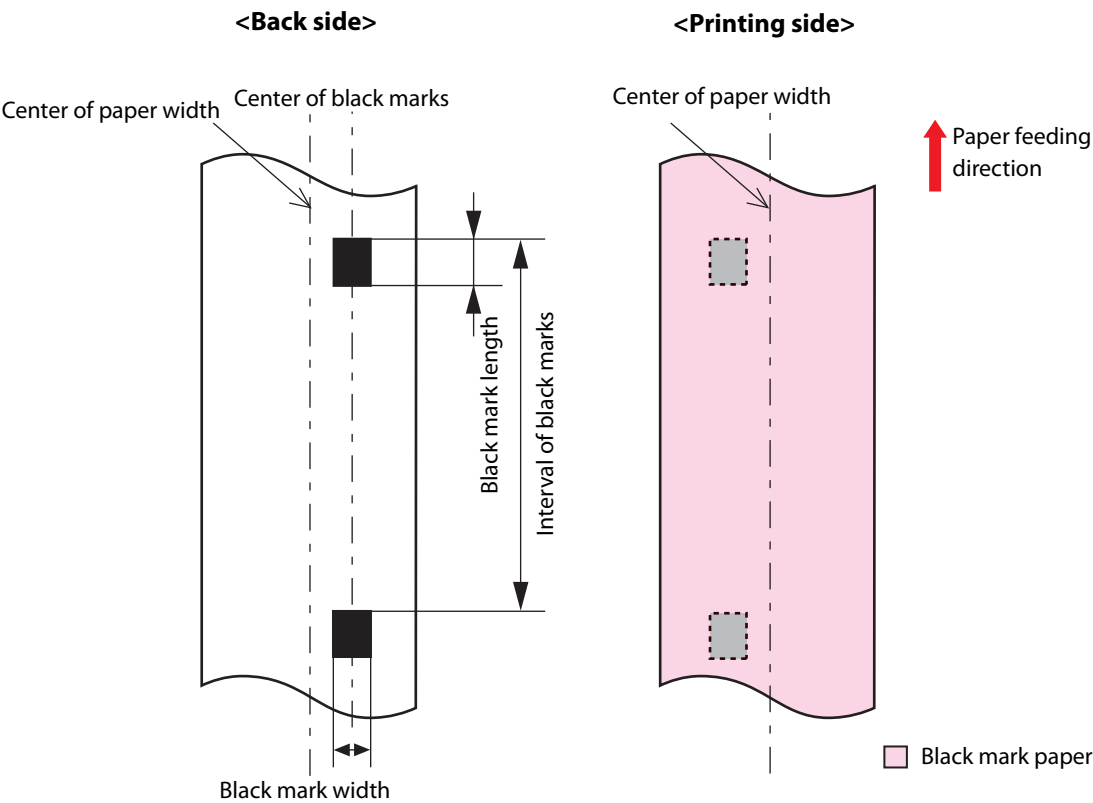
Paper type	Plain Media Label, Fine Media Label
Form	Fanfold paper
Backing paper width	50 to 112 mm {1.97 to 4.41"}
Label width	46 to 108 mm {1.81 to 4.25"}
Label length	When removing right and left fringes only: 15 to 301.8 mm {0.59 to 11.88"}
Gap between labels	3 to 6 mm {0.12 to 0.24"}
Edge cutoff on left/right side	$2 \pm 0.5$ mm {0.079 $\pm$ 0.02"}
Label edge R	2 mm {0.079"} or less
Black mark width	13 mm {0.51"} or more
Black mark length	5 mm {0.19"} or more
Black mark centering position	$8.5 \pm 1$ mm {0.33 $\pm$ 0.039"}
Black mark interval	15 to 304.8 mm {0.59 to 12.0"}
Paper thickness	0.145 to 0.161 mm {0.0057 to 0.0063"}
Perforated line pitch:	203.2 to 304.8 mm {8.0 to 12.0"}
Perforated line form:	Plain media label : 1 mm {0.039"} uncut, 5 mm {0.19"} cut Fine media label : 1 mm {0.039"} uncut, 5 mm {0.19"} cut
Number of folds:	500 or less

### CAUTION

- Do not use the paper with a hole or cutout.
- When using fanfold paper, the black marks must be at least 2 mm from the perforated lines.
- when using this type of paper, the label end and the black mark end of the black mark position on the die-cut label must be matched.
- Make sure to keep the same position of the black marks to the perforated lines (position that can be detected by black mark sensor) when inserting the paper from either side in order to use the paper inserting from reverse direction.



Wrist Band



Paper type	Synthetic Media
Specified original paper	PDC Compucolor 8000 Series 7.5 mil Rectangular Band (Code: 8000-11-PDL)
Form	Roll paper
Backing paper width	8000-11-PDL: 30 mm {1.18"}
Black mark width	13 mm {0.51"} or more
Black mark length	9 mm {0.35"} or more
Black mark centering position	8.5 ± 1 mm {0.33 ± 0.039"}
Black mark interval	8000-11-PDL: 290 mm {11.42"}
Paper thickness	8000-11-PDL: 0.19 mm {0.075"}
Roll paper core	Outside diameter: 56.8 mm {2.24"} or more
External diameter	Maximum 101.6 mm {4.0"}
Winding direction	Printing face must be facing outside.
Hole, notch	Diameter: 2.5 mm {0.098"} or less

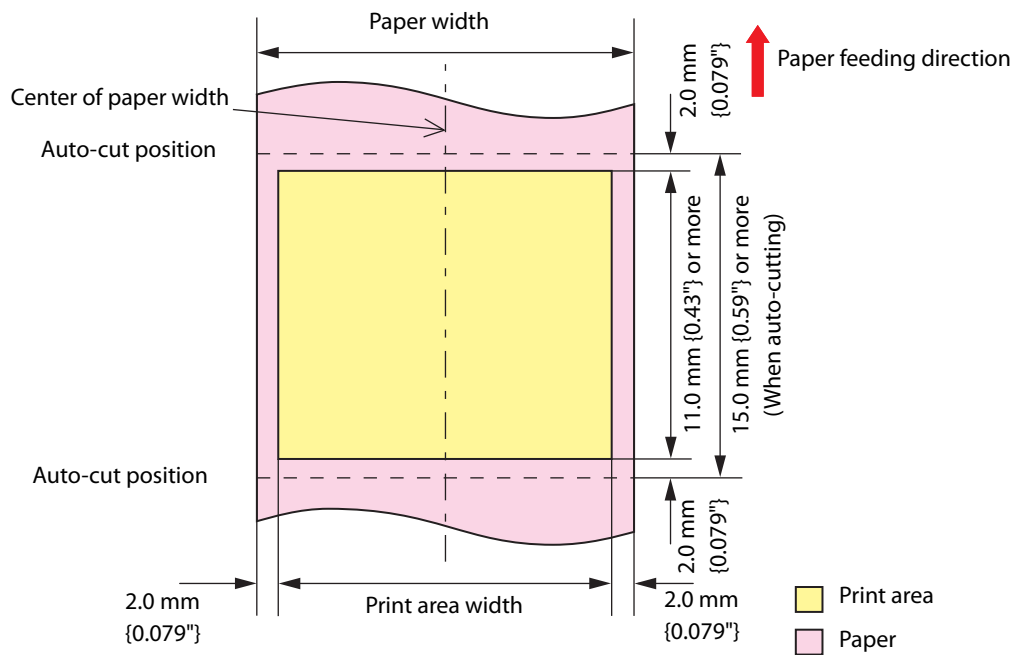
## Print Area and Cutting Position

### Receipt / Roll paper

Top margin: 2.0 mm {0.079"} (typical value)

Left and right margin: 2.0 mm {0.079"} (typical value)

Bottom margin: 2.0 mm {0.079"} (typical value)

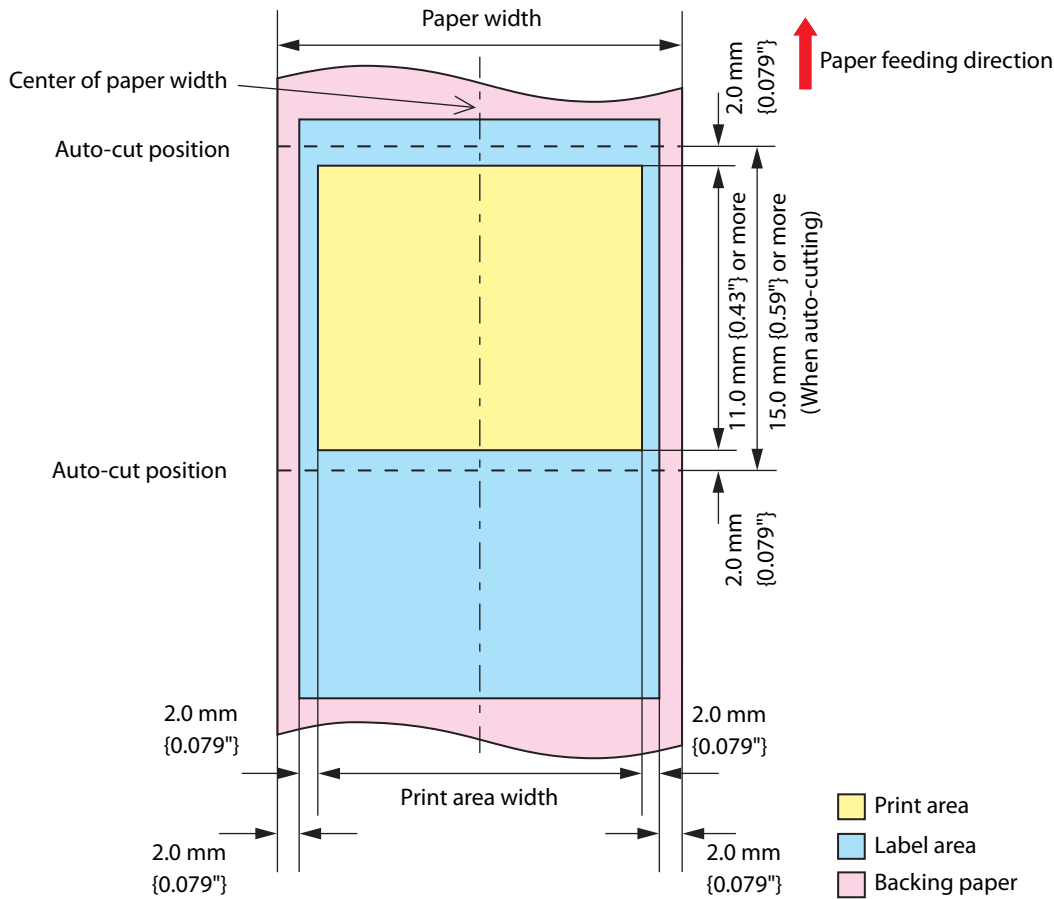


#### CAUTION

When the roll paper option is set to "Banner Mode," a top margin is set only on the first page of the print job, and not on the rest. A bottom margin is set on the last page of the print job.

Full-page Label / Roll paper

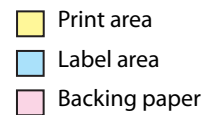
- Top margin (inside the label): 2.0 mm {0.079"} (typical value)
- Left and right margin (inside the label): 2.0 mm {0.079"} (typical value)
- Bottom margin (inside the label): 2.0 mm {0.079"} (typical value)



**CAUTION**

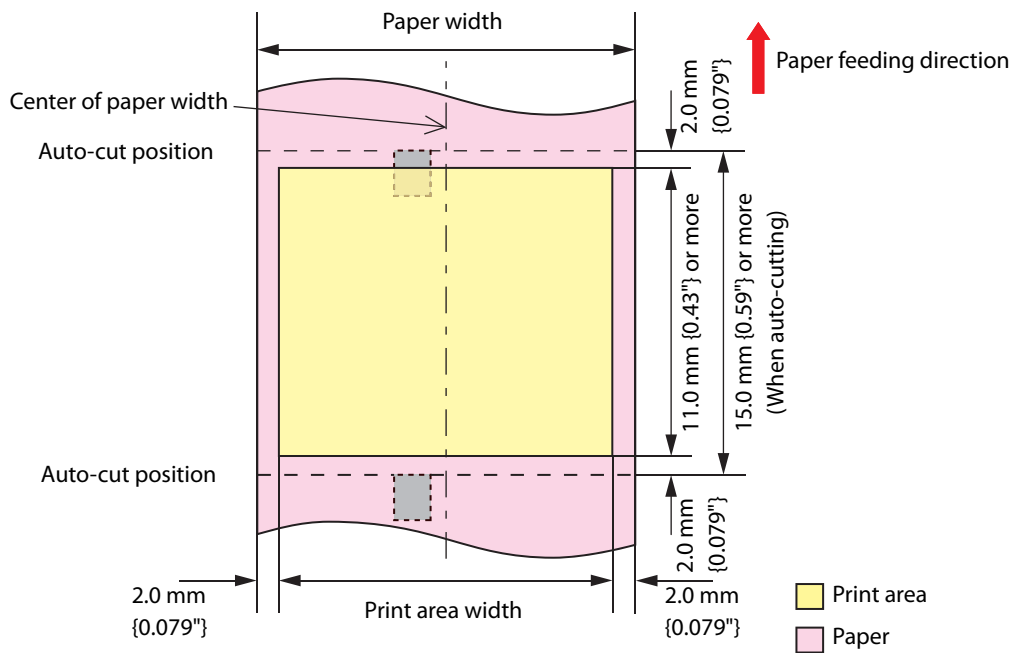
When the roll paper option is set to "Banner Mode," a top margin is set only on the first page of the print job, and not on the rest. A bottom margin is set on the last page of the print job.

Top margin (inside the label):	2.0 mm {0.079"} (typical value)
Left and right margin (inside the label):	2.0 mm {0.079"} (typical value)
Bottom margin (inside the label):	2.0 mm {0.079"} (typical value)



Black Mark Receipt / Roll paper

- Top margin: 2.0 mm {0.079"} (typical value)  
Left and right margin: 2.0 mm {0.079"} (typical value)  
Bottom margin: 2.0 mm {0.079"} (typical value)

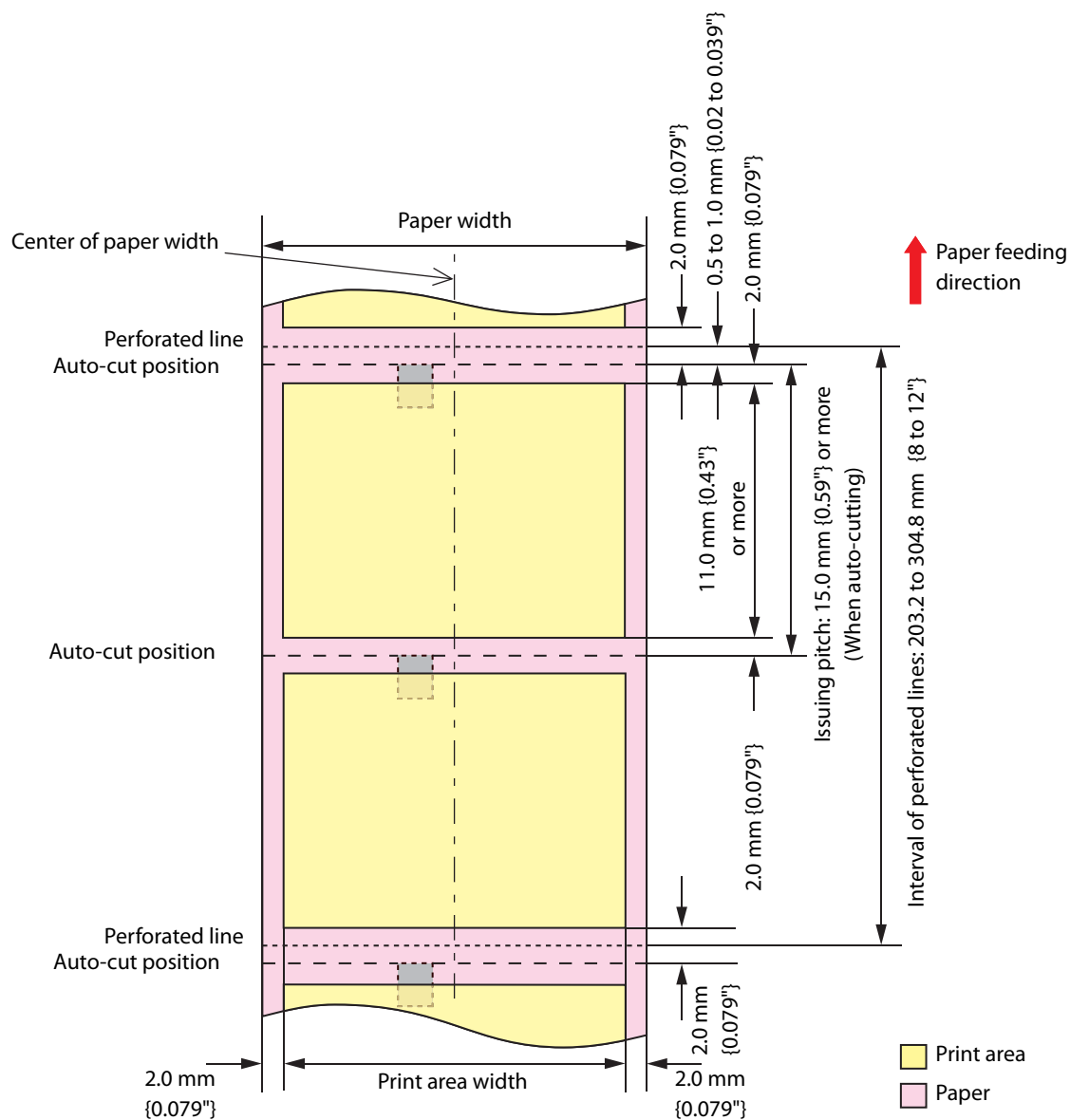


## Black Mark Receipt / Fanfold paper

Top margin: 2.0 mm {0.079"} (typical value)

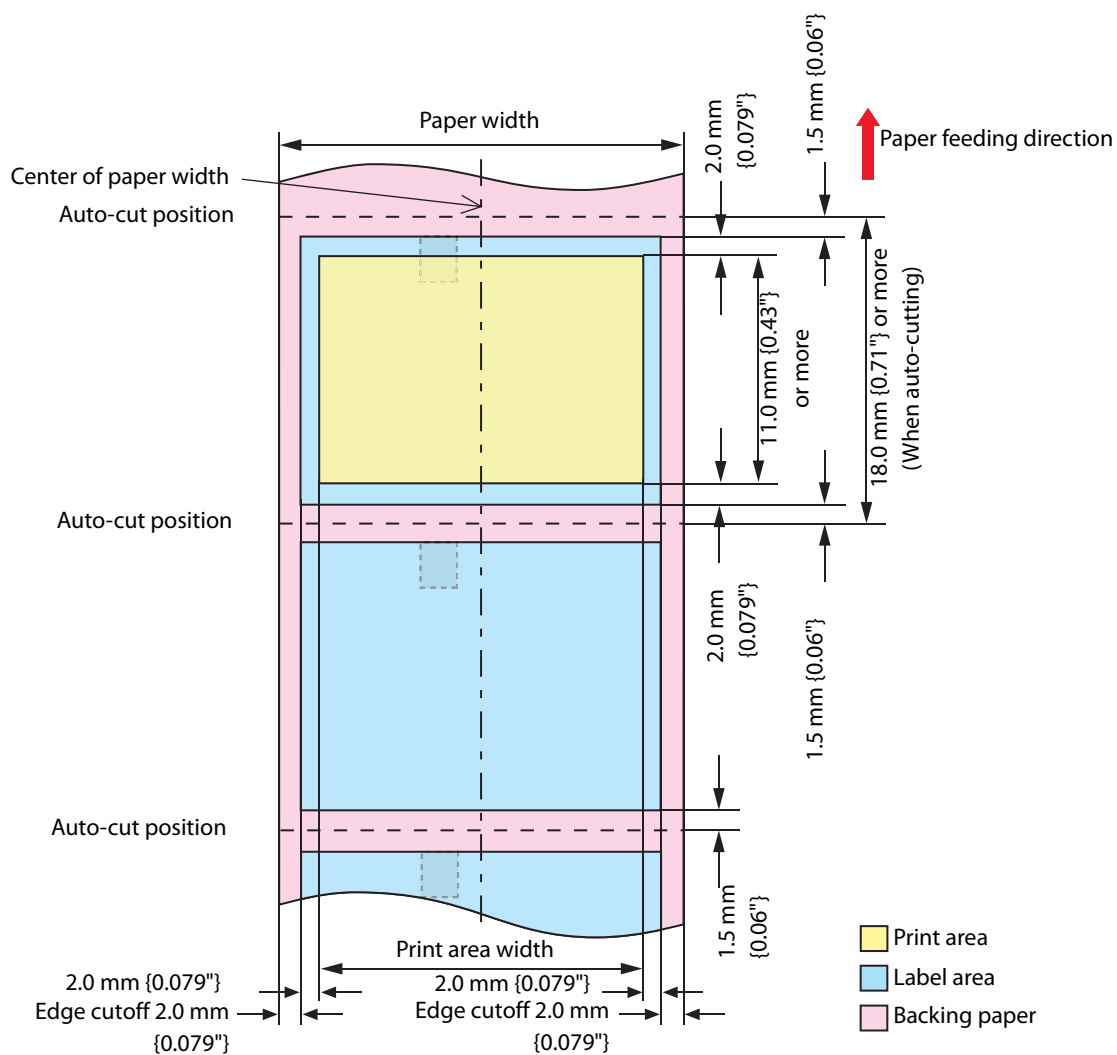
Left and right margin: 2.0 mm {0.079"} (typical value)

Bottom margin: 2.0 mm {0.079"} (typical value)



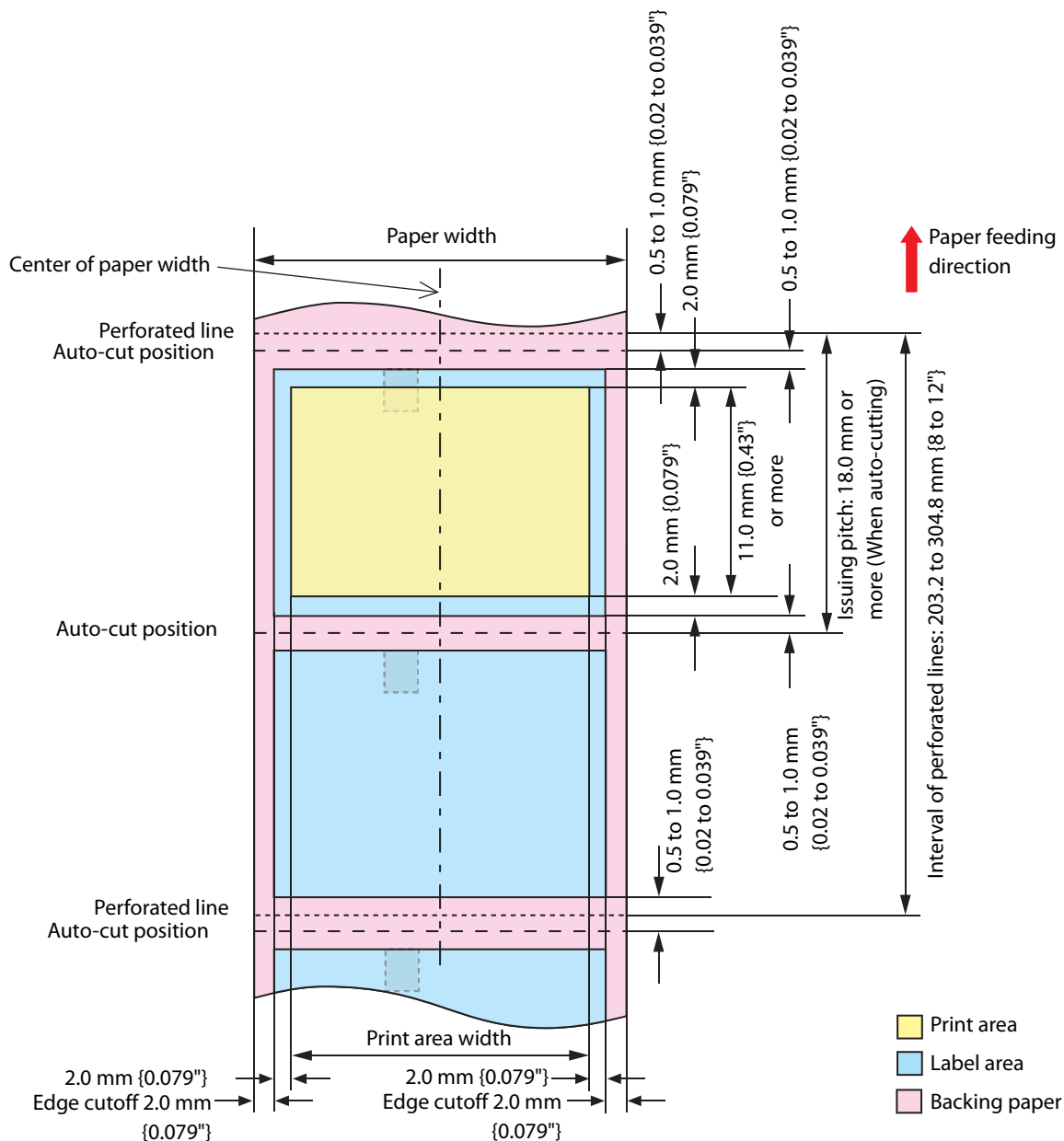
## Black Mark Die-cut Label / Roll paper

Top margin (inside the label):	2.0 mm {0.079"} (typical value)
Left and right margin (inside the label):	2.0 mm {0.079"} (typical value)
Bottom margin (inside the label):	2.0 mm {0.079"} (typical value)



## Black Mark Die-cut Label / Fanfold paper

Top margin (inside the label):	2.0 mm {0.079"} (typical value)
Left and right margin (inside the label):	2.0 mm {0.079"} (typical value)
Bottom margin (inside the label):	2.0 mm {0.079"} (typical value)



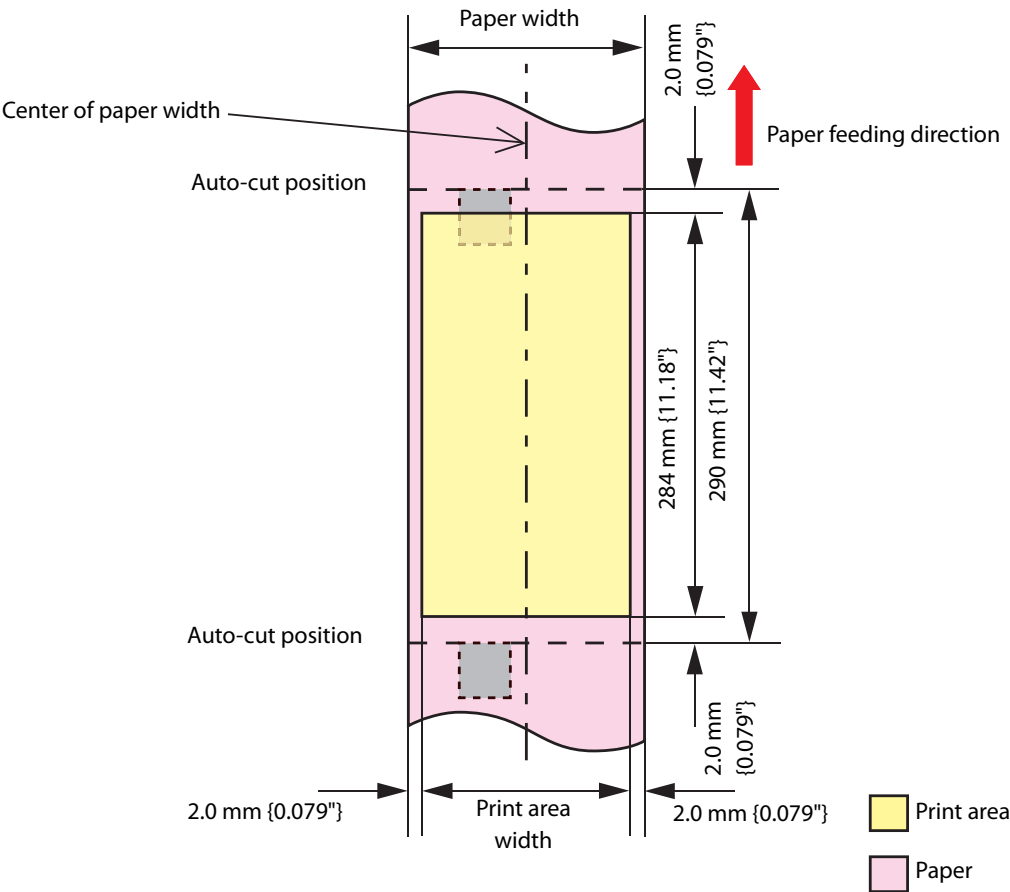
### CAUTION

- Make sure to adjust perforated lines to an integral multiple of issuing pitch.
- The perforated line and print area overlap each other to destabilize printing or perforated line and the auto-cut position are misaligned to shorten the life of the autocutter if paper without black marks is used. Use paper with black marks on the back of the paper to adjust the paper position.



Wrist Band / Roll paper

- Top margin: 2.0 mm {0.079"} (typical value)
- Left and right margin: 2.0 mm {0.079"} (typical value)
- Bottom margin: 2.0 mm {0.079"} (typical value)



## Paper Ejection Tray

Black Mark Receipt	Paper type	Plain Media, Fine Media, PET Film
	Paper form	Fanfold paper
	Paper size	Width 76 to 105 mm {2.99 to 4.13"} × length 54 to 148 mm {2.12 to 5.83"}
	Paper thickness	0.119 to 0.151 mm {0.005 to 0.006"}
Black Mark Die-cut Label	Paper type	Plain Media, Fine Media
	Paper form	Fanfold paper
	Paper size	Width 76 to 105 mm {2.99 to 4.13"} × length 54 to 148 mm {2.12 to 5.83"}
	Paper thickness	0.145 to 0.161 mm {0.0057 to 0.0063"}

### CAUTION

- The paper ejection tray cannot store multiple sheets of roll paper.
- The paper ejection tray may not hold the paper perfectly, depending on the condition of the paper or printing.

## Ink Cartridge

Model number		SJIC15P
Type		3-color exclusive integrated ink cartridge
Ink color		Cyan, magenta, yellow
Ink type		Pigment ink
Ink life		6 months after loading to the printer, 2 years after manufacturing
Temperatures	Transport	-20 to 60°C {-4 to 140°F} (up to 5 days for 60°C {140°F})
	Storage	-20 to 40°C {-4 to 104°F} (up to a month for 40°C {104°F})
	Installation	-20 to 40°C {-4 to 104°F} (up to a month for 40°C {104°F})

## Electrical Characteristics

Power supply		Power supplied by AC adapter accessory
Input voltage (rated)		North America / Japan: AC 100 to 125 V Other countries: AC 100 to 240 V
Frequency (rated)		50 to 60 Hz
Power consumption	Operating	Approximately 26 W
	Stand-by	Approximately 5 W
	When power is OFF	Approximately 0.5 W

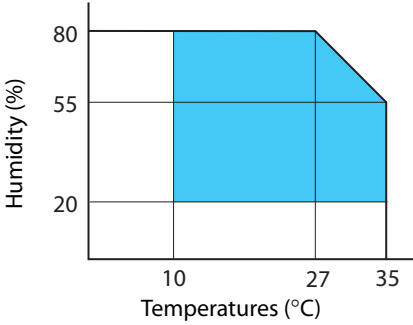
**CAUTION**

- Use the dedicated AC adapter included in the product package.
- For the Ethernet cable, use cable with CAT5e or higher shielding.

## Reliability

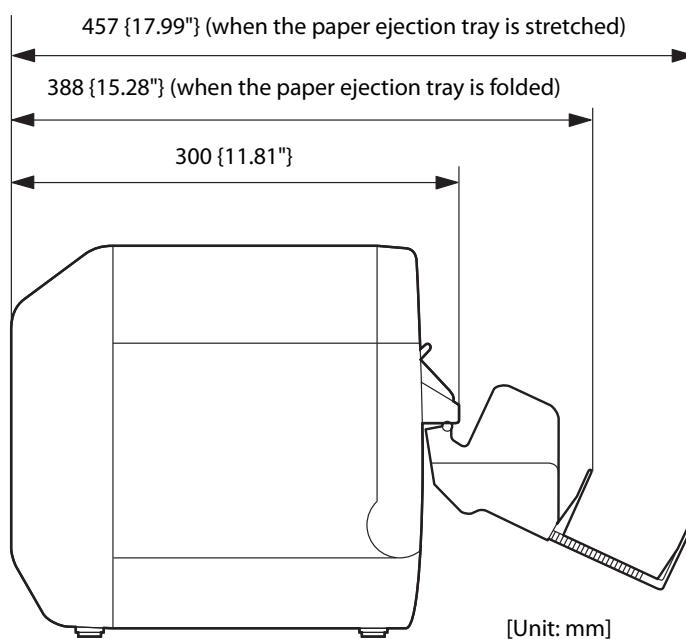
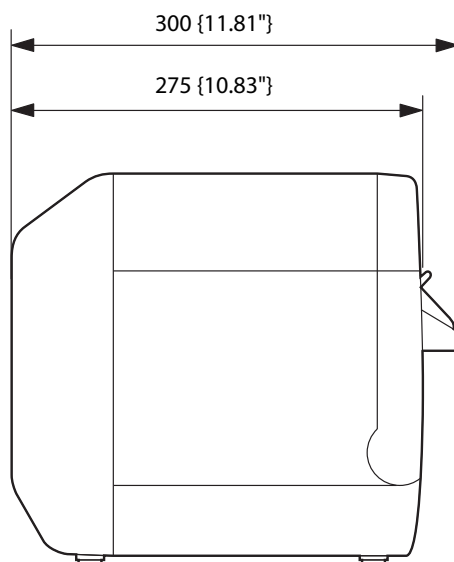
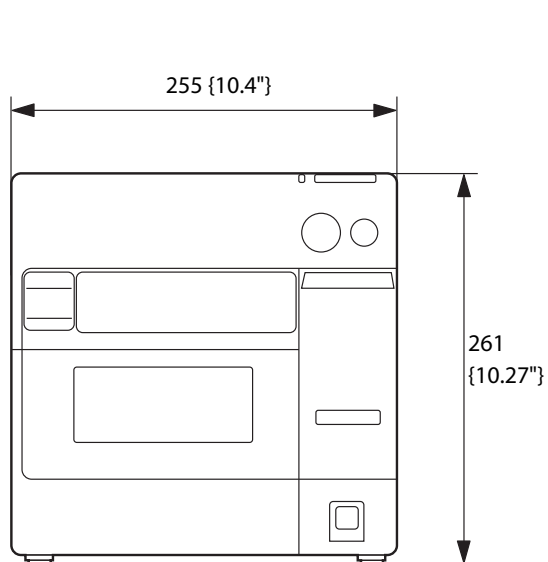
Life	Print head	6,000 million shots/nozzle
	Paper feed mechanism	<p>1,500,000 pages or the number of pages that reaches the following paper length fed.</p> <ul style="list-style-type: none"> <li>• Plain Media: 150 km</li> <li>• Fine Media: 75 km</li> <li>• PET Film: 50 km</li> <li>• Continuous label paper (Plain Media): 100 km</li> <li>• Continuous label paper (Fine Media): 50 km</li> <li>• Continuous label paper (Synthetic Media): 10 km</li> <li>• Die-cut label (Plain Media): 150 km</li> <li>• Die-cut label (Fine Media): 150 km</li> <li>• Die-cut label (Synthetic Media): 50 km</li> <li>• Wrist band (8000-11-PDL): 60 km</li> </ul>
	Autocutter mechanism	<ul style="list-style-type: none"> <li>• Plain Media: 1,500,000 cuts</li> <li>• Fine Media: 750,000 cuts</li> <li>• PET Film: 500,000 cuts</li> <li>• Continuous label (Plain Media): 750,000 cuts (Add extra 250,000 cuts with cleaning the cutter blade)</li> <li>• Continuous label (Fine Media): 500,000 cuts</li> <li>• Continuous label (Synthetic Media): 100,000 cuts</li> <li>• Die-cut label backing paper (Plain Media): 1,500,000 cuts</li> <li>• Die-cut label backing paper (Fine Media): 1,500,000 cuts</li> <li>• Die-cut label backing paper (Synthetic Media): 500,000 cuts</li> <li>• Wrist band (8000-11-PDL): 200,000 cuts</li> </ul>
	Carriage mechanism	<p>6 million passes (3 million carriage returns)</p> <p>Maintenance is requested when it reaches 20,000,000 passes (the printer will stop)</p> <p>(For details on the LED lighting/flashing patterns when maintenance is requested, see <a href="#">"Status/Error Indications" on page 19.</a>)</p>
MTBF		75000 hours
MCBF		9,800,000 passes

Environmental Conditions

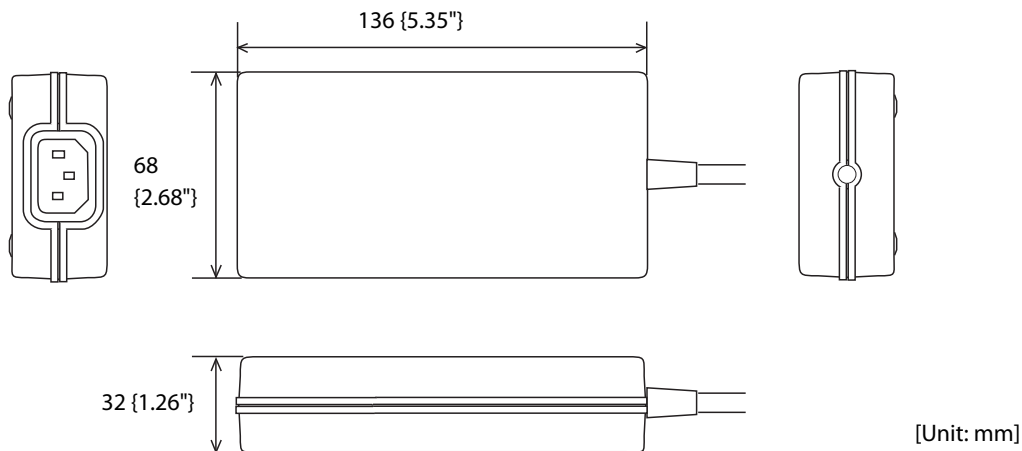
Item		Specification
Temperatures/ humidity	Printing	10 to 35°C {50 to 95°F}, 20 to 80%RH (no condensation) 
	Barcode printing	15 to 35°C {59 to 95°F}, 20 to 80%RH (no condensation)
	Storage	When packed (ink not loaded): -20 to 60°C {-4 to 140°F}, 5 to 85%RH (no condensation) -20°C or 60°C {-4°F or 140°F}: up to 120 hours Ink loaded: -20 to 40°C {-4 to 104°F} -20°C {-4°F}: up to 120 hours 0 to 30°C {32 to 86°F}: up to 6 months 40°C {104°F}: up to a month
Pressure (elevation)	Operating	700 to 1060 hPa (approximately 0 to 2500 m above sea level)
	Not operating (including in transportation)	700 to 1060 hPa (approximately 0 to 2500 m above sea level)
Acoustic noise	During operation (including using the autocutter)	Approximately 54 dB (ANSI Bystander position) (Based on Epson evaluation conditions including the use of the autocutter)

## External Dimensions

- Height: 261 mm {10.27"}
- Width: 255 mm {10.4"}
- Depth: 275 mm {10.83"}



Power Supply Unit (PS-180)



Electric characteristics	Input conditions	Input voltage (rated): AC 100 to 240 V
		Frequency (rated): 50 to 60 Hz
		Power consumption (rated): 100 VA
	Output conditions	Output voltage (rated): DC 24 V
		Output current (rated): 2.0 A
		Output electric power (rated): 48 VA
		Output peak current: 4.5 A
Case specifications	Dimensions (H × W × D)	68 × 136 × 32 mm {2.68 × 5.35 × 1.26"} (excluding protrusions)
	Weight	Approximately 0.4 kg {0.88 lb} (excluding the AC cable)
	Color	Black (matte)

Material

No specific brominated flame retardants, such as PBBE and PBB, are used in this product.

AC cable selection

Select an AC cable that satisfies the following conditions.

- Safety standard product
- Plug with PE terminal

Ground connections

Be sure to ground for safety

# Restrictions

## Printer environment

- Drivers for TM printers EPSON Advanced Printer Driver (APD), EPSON OPOS ADK (OPOS), EPSON OPOS ADK for .NET (OPOS for .NET), and EPSON JavaPOS ADK (JavaPOS) of Seiko Epson Corporation cannot be used for this product.  
The TM-C3400 printer driver can be installed and used on a computer with the APD, OPOS, OPOS for .NET, and JavaPOS installed.

## Installation environment for the printer driver

- The printer driver for Ethernet model cannot be installed with a USB model printer connected.  
In this case, turn off the USB model printer before installing the printer driver for Ethernet model.
- When the printer driver is installed using point and print, printing can be performed but obtaining the printer status can not be executed.
- When setting the printer driver using point and print, setting may be made by accessing the server via a network. Be sure to make the setting with the printer connected.
- When using shared printer and local printer on one client computer, install the printer driver for the local printer before installing the printer driver for the shared printer.
- When using this product in the same environment as a version of the APD earlier version than APD 4.03, Install the APD first, and then install the printer driver for this product.

## Install package of the printer driver

- When the printer driver is installed using the install package of the USB model, the status of other computers on the network cannot be acquired, even if the setting for sharing this printer is made. And the status cannot be acquired with the EPSON Status Monitor 3 or other applications; however, printing is possible. To avoid the limitations, install the printer driver without using the install package, and make the settings.
- The settings of [Monitoring Preferences] in [Driver Utilities] tab is not reflected for the install package. The default setting is the error display of the EPSON Status Monitor 3 (Notifies when printing is impossible and maintenance is requested.) When changing the setting, make the setting for each installation environment.
- In a Windows 2000 environment, if the printer driver can not be installed when the install package is executed, it is possible that the printer is registered as an "Unknown device". Delete the "Unknown device" and then execute the install package.  
(["Printer Driver cannot be Installed \(Windows 2000\)" on page 211](#))
- In a Windows 2000 environment, if the TM-C3400 printer driver is already installed and the version is different from the version of the printer driver of the install package, the settings of the existing printer driver may change. (This does not affect other printer drivers that are not for the TM-C3400.)  
To keep the existing settings, you must save the settings before executing the install package, and then restore the settings after the install package is executed. (["Printer Driver is Already Installed \(Windows 2000\)" on page 211](#))

## Paper

- When using a full-page label, remove the ejected label each time the printing is finished. Otherwise, a part of printed label may be cut, or a cutter error may occur. (See ["Status/Error Indications" on page 19.](#))



- When cutting the full-page label, adhesive from labels may stick to the fixed blade of the autocutter, which may prevent the autocutter from cutting paper cleanly. If this happens, clean the cutter blade. For details, see ["Cleaning the Autocutter" on page 194](#).

### Turning on/off the power switch

- If you turn the printer off without using the power switch, the print head may not return to its home position. In this case, the next time the printer is turned on, auto head cleaning is performed, which wastes ink.

### Printing

- For the USB model, it takes time for the next printing if you turn the printer off and on after printing.
- The ink cartridge contains 3 colors of ink. Even when one particular color is specified, all 3 colors of ink are used for printing and for keeping the print head in good condition. When the ink level of even one color reaches the lowest limit, the printer stops printing.
- The colors of printouts may become abnormal if you tilt this product or subject the printer to any shocks. When you move this product after ink charging, check the colors by performing a test print. If the colors of printouts are not normal, perform head cleaning. See ["Manual Head Cleaning" on page 192](#) for how to perform head cleaning.
- When printing image data, white lines (lines shown in white) or black lines (overlapping of image) may appear at about 1 inch intervals in the print result. By setting [Print Head Alignment] - [Media Feed Adjustment] in [Maintenance And Utilities] tab, this can be reduced but cannot be removed completely.
- When printing image data, change of color tone may appear at 1 inch intervals in the print result.



# Setup

This chapter describes setup and installation of the product and peripherals.

## *When You Use This Product for the First Time*

### CAUTION

Do not turn on the printer power until installation of the printer driver is completed.

Ink charging and media position detection setting are necessary before you use this product for the first time.

Follow the steps below.

### 1 Load the roll paper.

For details, see [Loading/Replacing the Roll Paper on page 80](#).

### 2 Turn on the printer.

### 3 Load a new ink cartridge.

For details, see [Loading/Replacing the Ink Cartridge on page 67](#).

- Ink charging starts after the ink cartridge cover is closed.
- When the ink cartridge is installed for the first time, the printer takes approximately 8 minutes for ink charging. The POWER LED flashes during ink charging. Do not turn off the printer or open the roll paper cover or the ink cartridge cover. If the power is turned off, the roll paper cover is opened, or the ink cartridge cover is opened during ink charging, ink charging will restart from the beginning and an extremely large amount of ink will be consumed.
- When ink charging finishes, the POWER LED stops flashing and stays on.

### 4 Set the media position detection of the printer for the paper type you will be using.

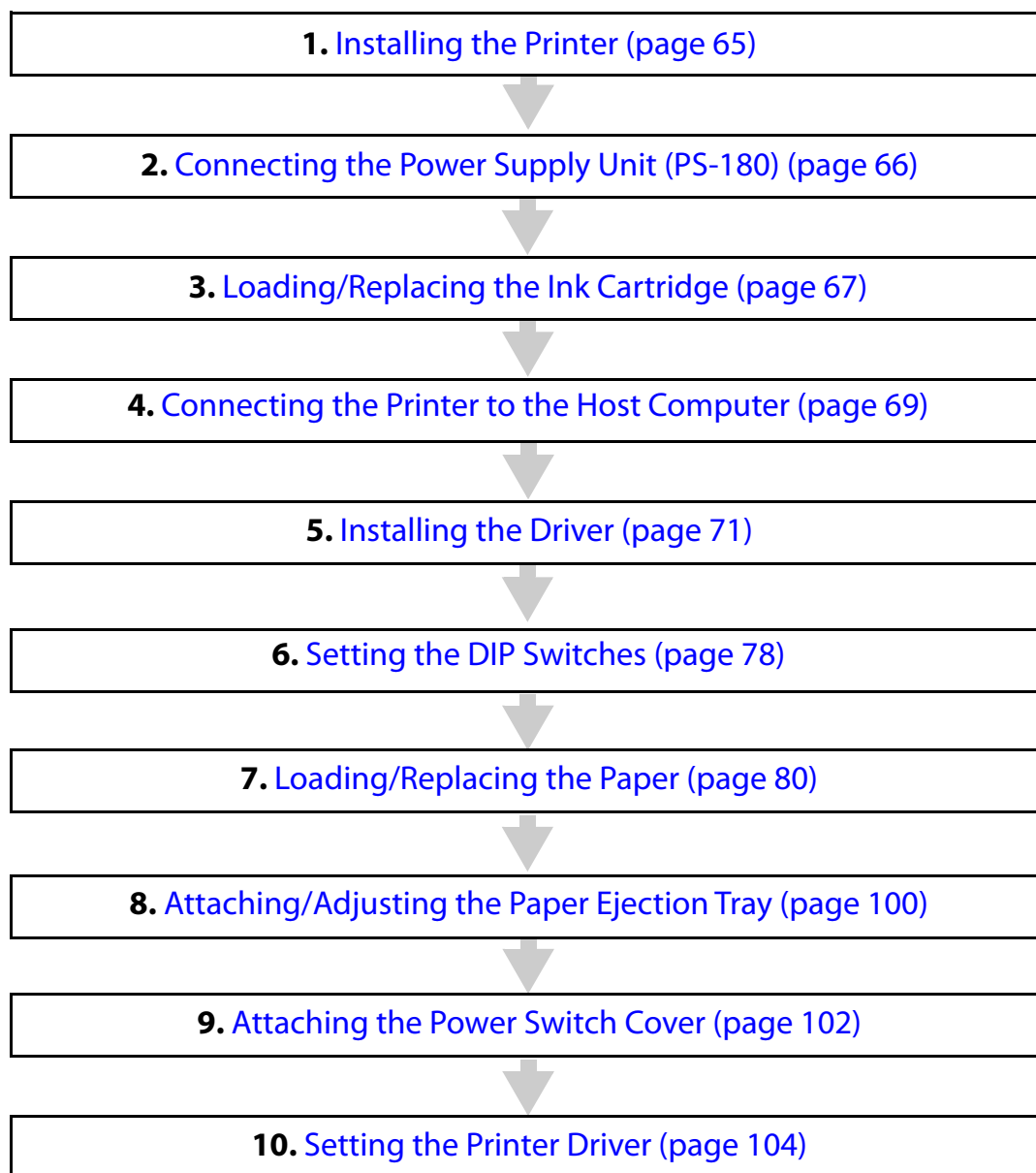
For details, see [2. Setting for media position detection on page 83](#).

### CAUTION

- The colors of printouts may become abnormal if you tilt this product or subject the printer to any shocks. When you move this product after ink charging, check the colors by performing a test print.
- If the colors of printouts are not normal, perform head cleaning. See [Manual Head Cleaning on page 192](#) for how to perform head cleaning.
- If you turn the printer off without using the power switch, the print head may not return to its home position. In this case, the next time the printer is turned on, the auto head cleaning is performed, which wastes ink.

## Flow of Setup

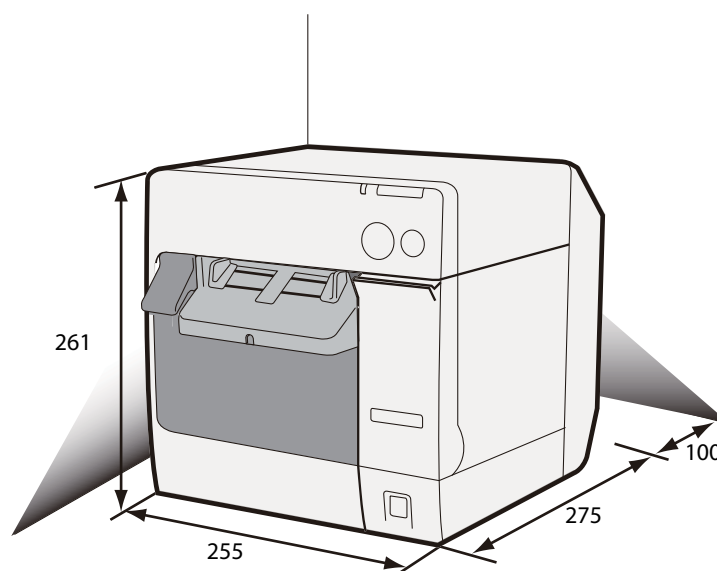
This chapter consists of the following sections along with the setup flow of the product and peripherals.



## Installing the Printer

Install the printer in an appropriate location with sufficient space around it.

### Important Notes on Installation



[Unit: mm]

- The printer must be installed horizontally.
- Leave enough space in front of the printer for the ink cartridge cover and the roll paper cover to be fully opened.
- Do not place the printer in a dusty location.
- Protect the printer from heavy impacts. They may cause defective print.
- Do not allow cables to get caught or foreign matter to accumulate under the printer.
- Make sure that there is at least 100 mm of space behind the printer back when installing.
- Do not put a heavy object (of 10 kg or more) or an object that vibrates on the printer.

## Connecting the Power Supply Unit (PS-180)

Use the specified AC adapter PS-180 as the power source.



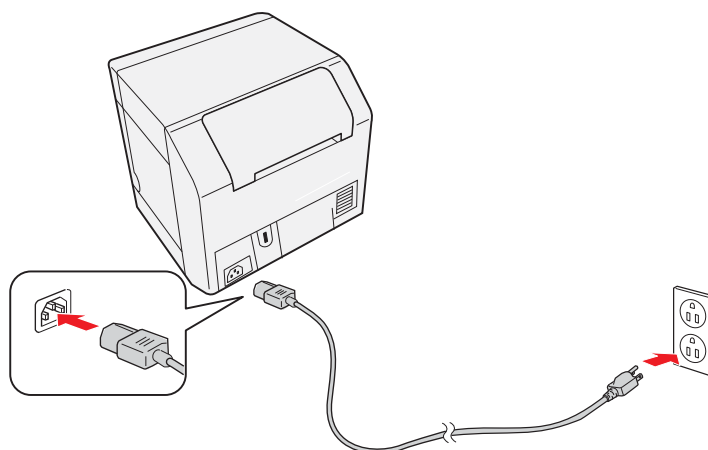
### WARNING

- **Be sure to use the specified AC adapter only.**  
Using a nonstandard power supply can result in electric shock or fire.
- **Should a fault ever occur in the AC adapter, immediately turn off the power to the printer and remove the power supply cable from the wall socket.**

Use the AC cable that meets safety standards of each country.

### Connecting the AC Cable

- 1 Make sure the printer is off.
- 2 Insert the connector of the AC cable into the inlet of the AC adapter.
- 3 Insert the power plug of the AC cable into the wall socket.



### CAUTION

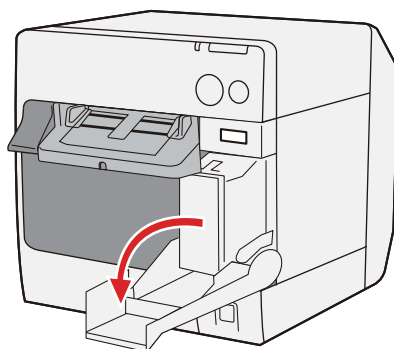
- **Be sure to remove the AC cable from the wall socket whenever connecting or disconnecting the AC cable to the printer.**  
Failure to do so may result in damage to the AC adapter or the printer.
- **Make sure the wall socket power supply satisfies the rated voltage requirements of the AC adapter. Never insert the AC cable into a socket that does not meet the rated voltage requirements of the AC adapter.**  
Doing so may result in damage to both the AC adapter and the printer.

## Loading/Replacing the Ink Cartridge

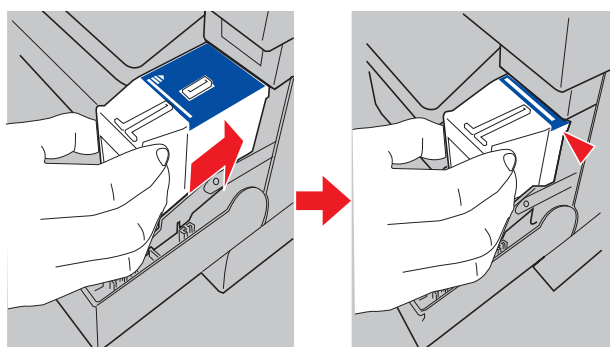
**CAUTION**

- When the ink cartridge is installed for the first time, be sure to install the roll paper first, and turn on the printer, and then install the ink cartridge. See [Loading/Replacing the Roll Paper on page 80](#) for how to load the roll paper.
- Always use the Epson SJIC15P as the ink cartridge.
- Do not open the package of the ink cartridge until you are ready to load it in the printer.

- 1** Load the roll paper included in the product package.  
See [Loading/Replacing the Roll Paper on page 80](#) for details.
- 2** Pull down the ink cartridge cover to the front to open it.



- 3** Remove the used ink cartridge if any.
- 4** Shake new ink cartridge package 4 or 5 times before opening it and take out the ink cartridge from the package.
- 5** Push the ink cartridge gently into the cartridge holder as shown below.  
Insert with the arrowed side up.



## 6 Close the ink cartridge cover.

When the ink cartridge is loaded for the first time, it takes approximately 8 minutes for ink charging. Do not open the roll cover or the ink cartridge cover of the printer, or press the Power switch or the FEED button.

The INK LED (red) turns off.

The POWER LED (green) starts flashing when the ink charge starts. Charging is finished when the POWER LED flashing becomes lighting.

### NOTE

- When the ink cartridge is loaded for the first time, the printer uses ink to prepare for printing (initial ink charge), therefore, the first replacement period is shorter than normal.
- Ink consumption differs, depending on printer conditions, such as printing and cleaning.
- To maintain the quality of print head, the INK LED lights before using up all the ink even some ink remains in the cartridge.

## 7 Turn the printer on.

### CAUTION

If you turn the printer off without using the power switch, the print head may not return to its home position. In this case, the next time the printer is turned on, the auto head cleaning is performed, which wastes ink.



## Connecting the Printer to the Host Computer

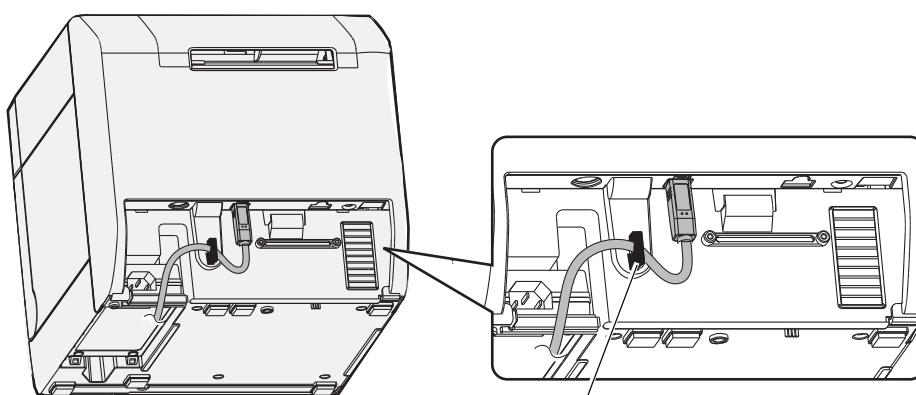
### For USB Model

Connect this product to the host computer by the USB cable.

**CAUTION**

- Do not turn the power on until the printer driver is installed.
- Make sure to use the USB cable included with the printer.

Insert the USB cable to the USB connector on the lower rear of the printer and arrange it as shown below. Make sure to put the USB cable through the cable hook as shown in the figure below to prevent the cable from coming unplugged.



Cable hook: Prevents cable from coming unplugged.

## For Ethernet Model

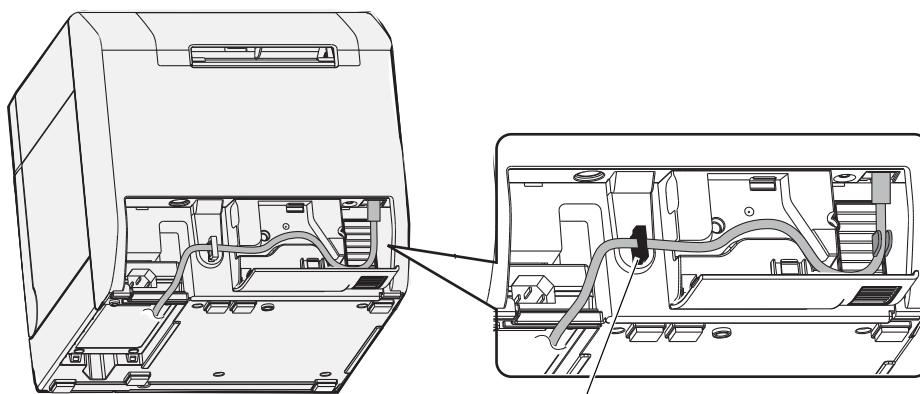
Connect this product to a network by a LAN cable via a hub.



- **When LAN cables are installed outdoors, make sure devices without proper surge protection are cushioned by being connected through devices that do have surge protection.**  
Otherwise, the devices can be damaged by lightning.
- **Never attempt to connect the standard telephone line cable to the LAN connector.**

- 1 Open the connector cover on the rear of the printer.
- 2 Connect a LAN cable to the LAN connector by pressing firmly until the connector clicks into place and arrange it as shown below.

Make sure to put the USB cable through the cable hook as shown in the figure below to prevent the cable from coming unplugged.



Cable hook: Prevents cable from coming unplugged.

- 3 Close the connector cover.

## Installing the Driver

The following two methods can be selected when installing the printer driver.

- Installation using Easy setup:  
Described in this manual.
- Installation from the printer driver file:  
Not described in this manual. Execute the installer of the printer driver, and follow the instructions on the screen to install the printer driver.  
For Ethernet model whose network setting has not changed from the factory default value, make such settings as the IP address using the EpsonNet Config, to enable the IP communication.

### Installation using Easy setup

[Easy setup] makes it easy to install the printer driver and set the network (for Ethernet model).

#### CAUTION

- Make sure to logon as an administrator to install the printer driver.
- More than one printer cannot be set up by [easy setup]. Use [EPSONNetConfig] for setting up more than one printer on the network.
- For information on how to use the printer driver, see [How to Use the Printer Driver on page 154](#).

Installation procedure is different between USB Model and Ethernet Model.

- For USB Model (see [page 71](#))
- For Ethernet Model (see [page 73](#))

### For USB Model

Follow the steps below to install the printer driver.

- 1 Double-click the icon for Easy Setup "EPSetup.exe".

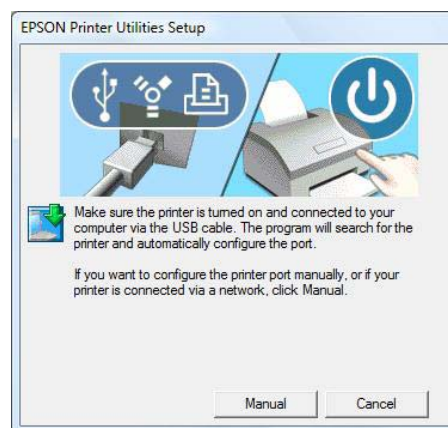


- 2 Click [**Local**] for USB model.

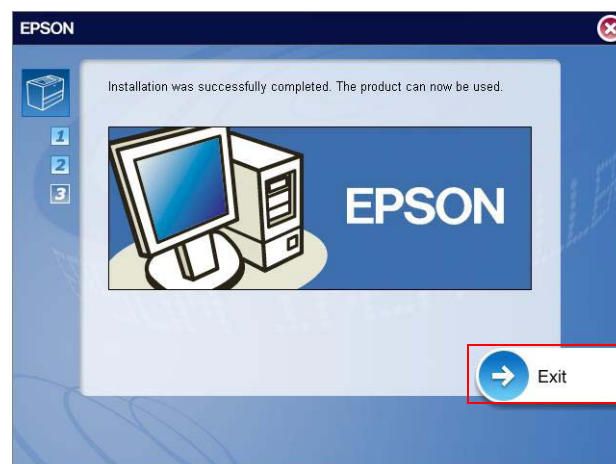


- 3 Click [**Install**].

- 4 Make sure of the connection to the computer when the following window appears, then turn the power on.



- 5 Click [**Exit**].



This is the end of driver installation.

## For Ethernet Model

**CAUTION**

When the network setting such as IP address setting on TM-C3400 was already made, the setting is applied. The setting can not be changed.

Follow the steps below to install the printer driver and execute the network setting.

- 1 Turn the printer on.
- 2 Double-click the icon for Easy Setup "EPSetup.exe".



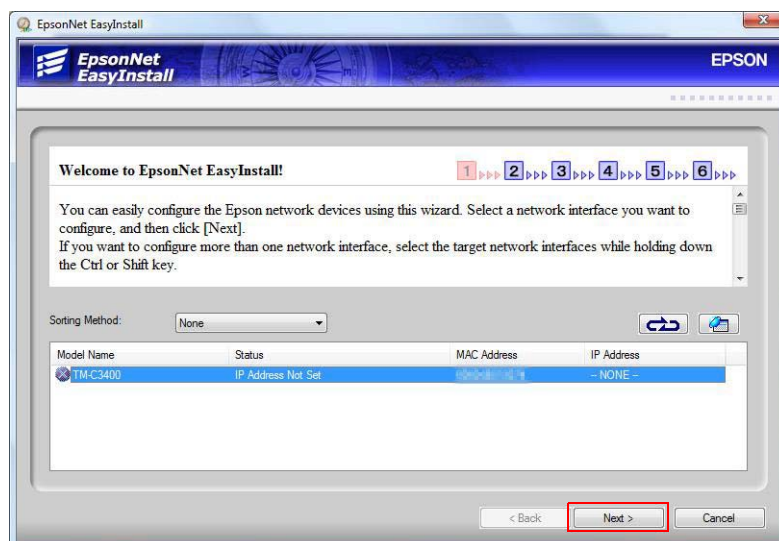
- 3 Click [**Network**] for Ethernet Model.



- 4 Click [**Install**].

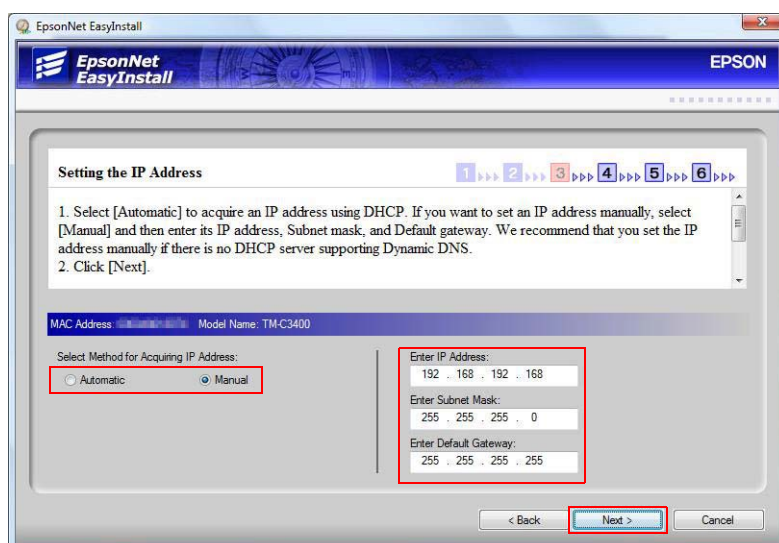
- 5** The printers available are displayed. Select the printer to install, and click **[Next]**.

When the IP address was already set in the printer, go to step 9.

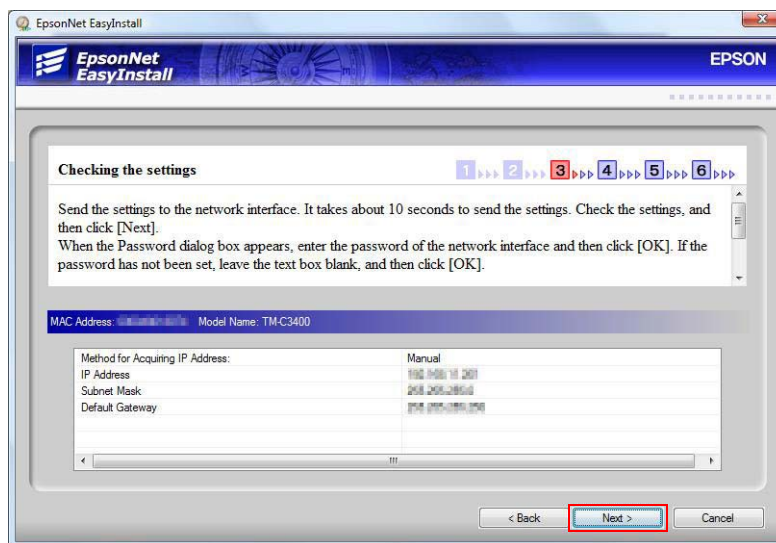


- 6** The method for acquiring IP address is displayed. Select the method you want to take, and click **[Next]**.

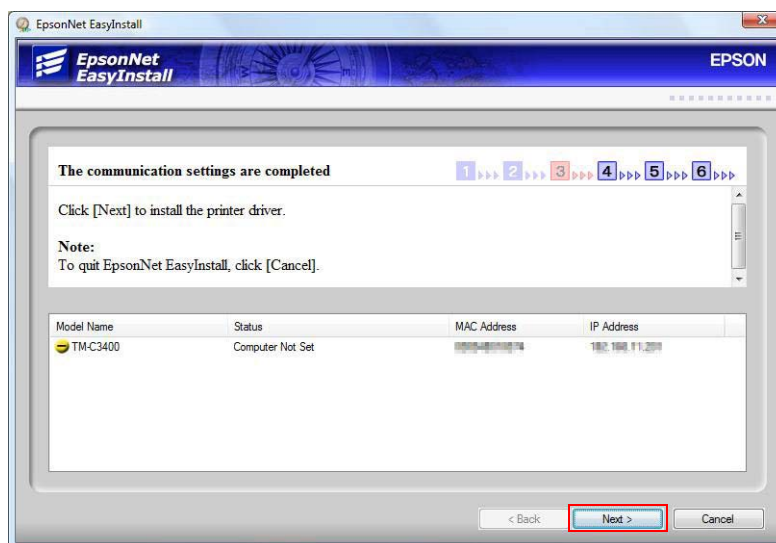
When you select "Manual", enter the IP address.



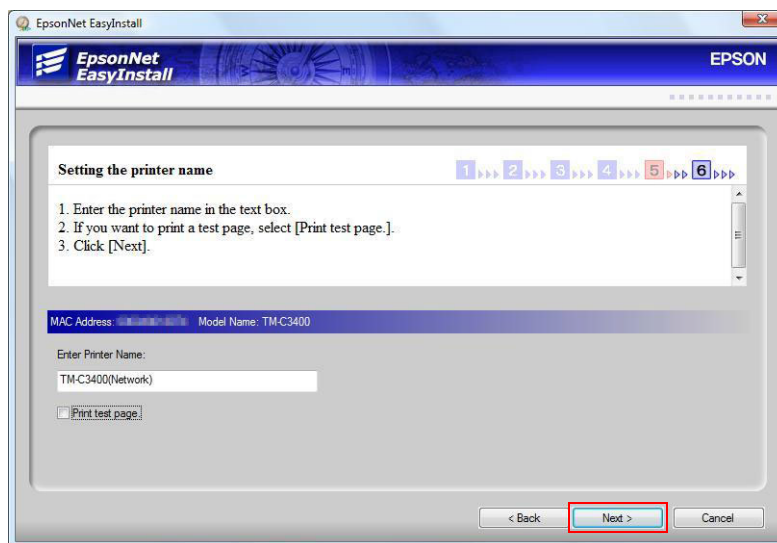
- 7** Checking the settings is displayed. If the settings are correct, click [**Next**].  
If you want to change IP address setting, click [**Back**].



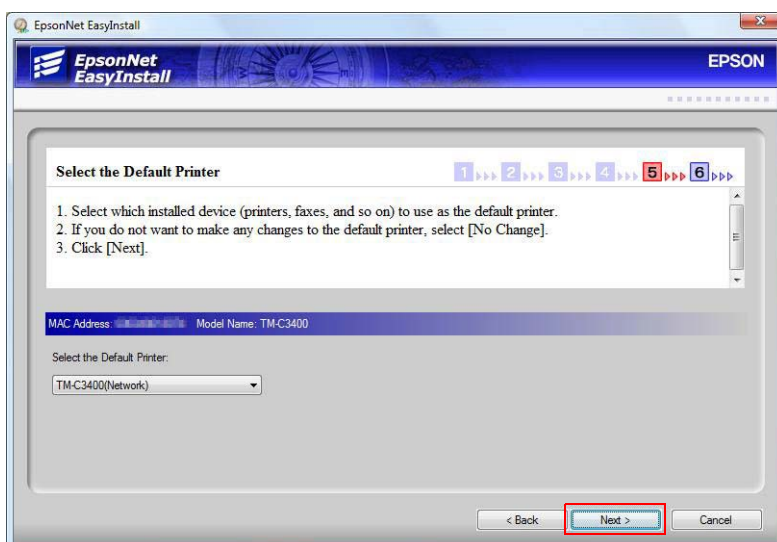
- 8** Completed notice of the communication setting is displayed. Click [**Next**].



- 9** Enter the Printer Name and click **[Next]**.  
Do not check the box of [Print test page].

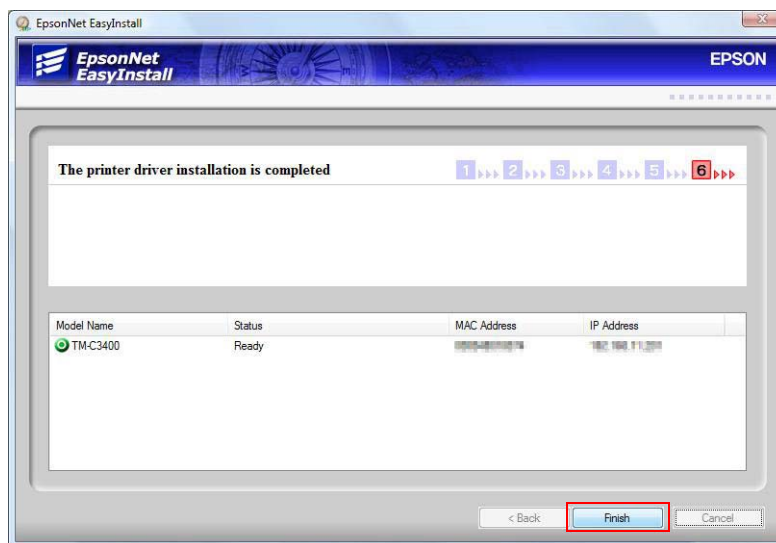


- 10** Select which installed printer driver to use as a default printer, and click **[Next]**.  
The printer driver will be installed after clicking [Next].





- 11** Click [**Finish**].  
It terminates “EpsonNet EasyInstall”.



- 12** Click [**Exit**].



This is the end of driver installation and network setting.

## Setting the DIP Switches

Change the DIP switch settings in the following cases.

- When attaching the power switch cover to prevent the power switch from being pressed
- When switching the paper type between roll paper and fanfold paper (The default setting is roll paper)
- When changing the volume of the buzzer

### Setting Procedure

Follow the steps below to change the DIP switch settings.

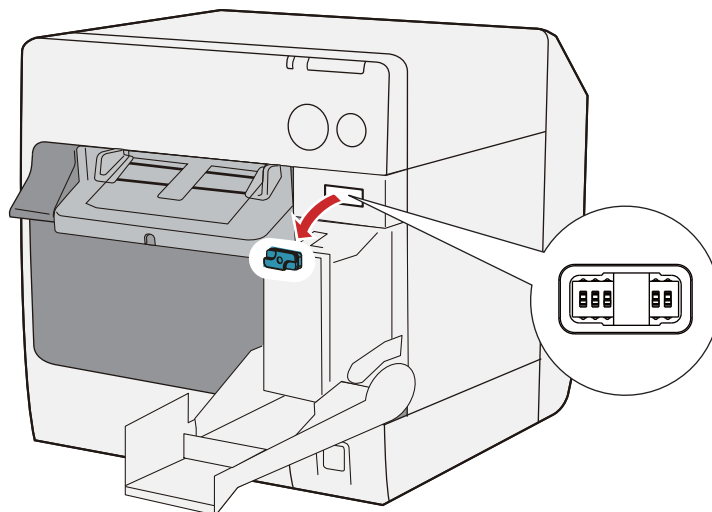


**Turn the power off before removing the DIP switch cover.**  
Otherwise, a short-circuit may cause the printer to malfunction.



DIP switch setting becomes enabled after turning the power on or completing reset by the interface.

- 1** Make sure the power supply for the printer is turned off.
- 2** Open the ink cartridge cover and remove the DIP switch cover.



- 3** Set the DIP switches, using the tip of a tool, such as a small screwdriver.
- 4** Attach the DIP switch cover, and close the ink cartridge cover.

Function of the DIP Switches

SW	Function	ON	OFF	Factory settings
1	Operation of the power switch	Reset	Power ON/OFF	OFF
2	Internal use	Fixed to OFF (Do not change)		OFF
3	Paper selection	Fanfold paper	Roll paper	OFF
7	Internal use	Fixed to OFF (Do not change)		OFF
8	Buzzer volume	High	Low	OFF

CAUTION

When attaching the power switch cover to prevent the power switch to be pressed, set DIP switch 1 to ON.

## Loading/Replacing the Paper

Follow the steps below to load the paper for the first time, change classification or type of the paper (roll paper or fanfold paper) or replace the paper.

Loading the paper is different depending of the type of the paper to use roll paper or fanfold paper.

- For roll paper/ wrist band, see [Loading/Replacing the Roll Paper on page 80](#).
- For fanfold paper, see [Loading/Replacing Fanfold Paper on page 90](#).

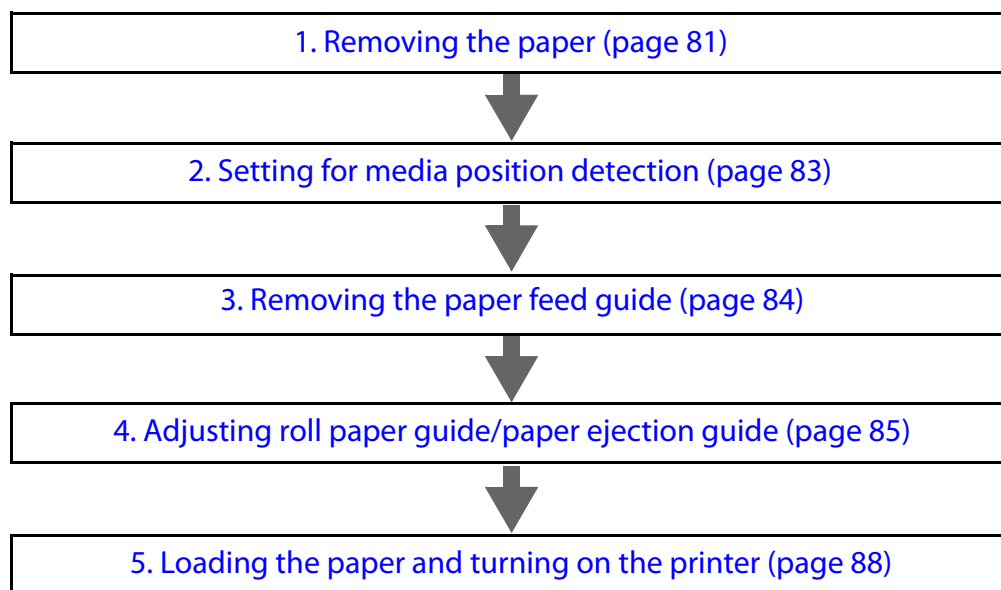
### NOTE

- Use paper that meets the printer specification. For details about paper specification, see [Paper Specifications on page 32](#).
- When exchanging paper without changing paper type, media position detection, or paper width, see [Paper Specifications on page 32](#).

## Loading/Replacing the Roll Paper

Follow the steps below to load the roll paper/ wrist band.

- Loading the paper for the first time: 2 to 5
- Using up the paper completely (loads same type of paper): 1, 5
- Changing paper type or classification: 1 to 5



### CAUTION

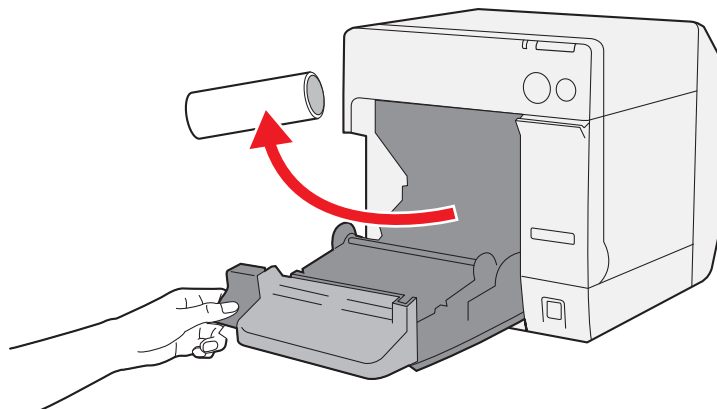
Before loading or replacing the roll paper, make sure that the DIP switch 3 (paper selection) setting is OFF (roll paper). See [Setting the DIP Switches on page 78](#) for DIP switches settings.

## 1. Removing the paper

This procedure is not required when the paper is initially loaded to the printer.

For roll paper

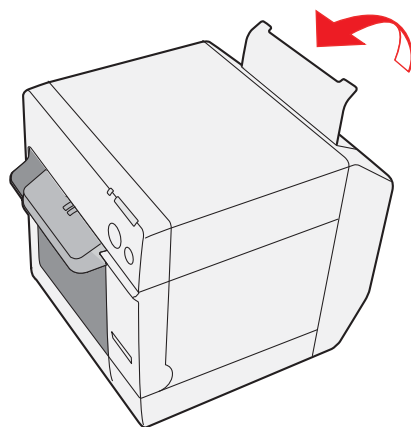
- 1 Press down the release lever, and pull it to the front to open the roll paper cover.  
Remove the roll paper or the roll paper core if any.



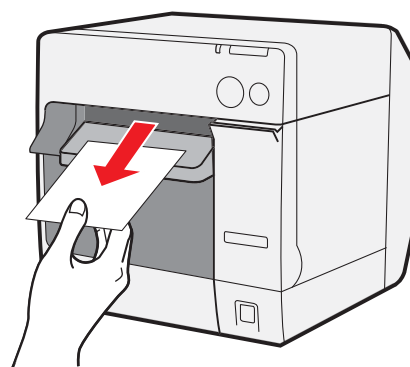
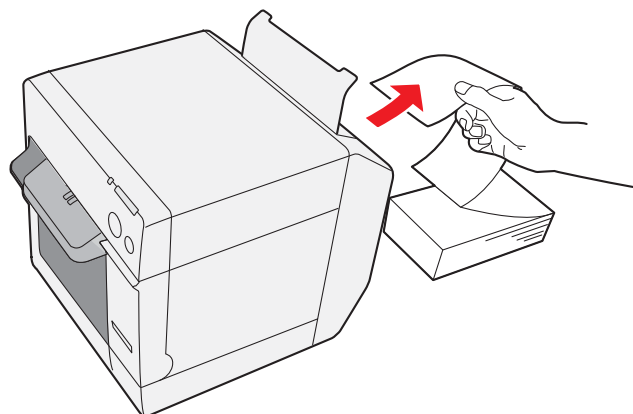
- 2 Close the roll paper cover.

For fanfold paper

- 1 Open the fanfold paper cover.



- 2 Remove the remaining paper.



# 2. Setting for media position detection

This procedure is not required when media position detection is not changed.

## CAUTION

When paper remains in the printer, media position detection cannot be set.  
Be sure to remove the paper before turning on the printer.

- 1 Turn the power on.
- 2 Remove the paper in the printer.
- 3 Display the printer driver window. (See [How to Use the Printer Driver on page 154](#) for how to display the driver window.)
- 4 Change [**Media position detection**] on [**Maintenance And Utilities**] tab of the printer driver depending on the paper to use.

Roll paper type	Media position detection setting
Receipt/Full-page Label/Transparent Full-page Label	Not applied
Black Mark Die-cut Label	Detects black marks of die-cut label
Black Mark Receipt/Wrist Band	Detects black marks of receipt
Die-cut Label/Black Mark Die-cut Label /Transparent Die-cut Label	Detects the gap between labels

- 5 Turn the power off.

## CAUTION

The changed setting of the media position detection is saved in the NV memory of the printer when the printer is turned off. Be sure to turn off the printer to enable the setting.

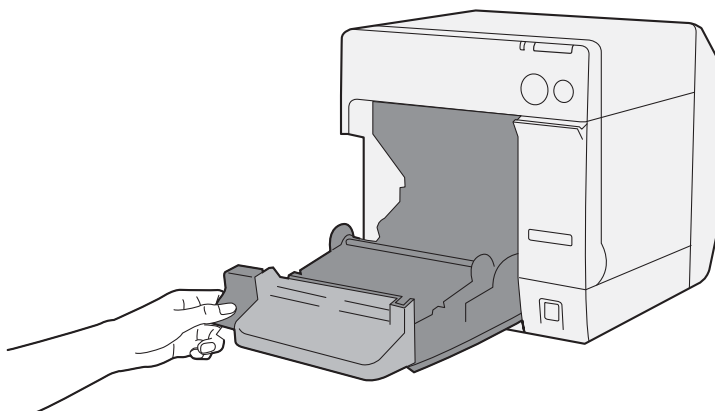
### 3. Removing the paper feed guide

This procedure is not required when the paper is initially loaded to the printer or the paper type is not changed (roll paper/fanfold paper).

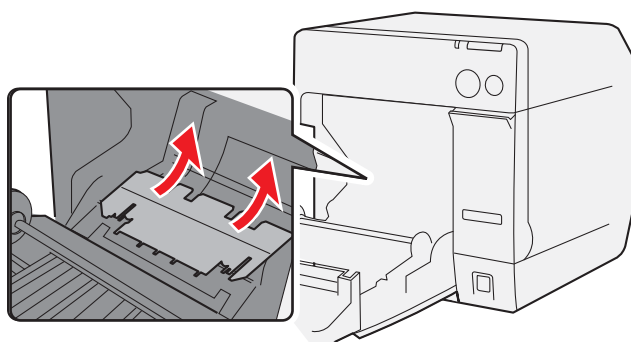
#### CAUTION

Attach the paper feed guide to the printer only when using the fanfold paper. Be sure to remove the paper feed guide when using the roll paper.

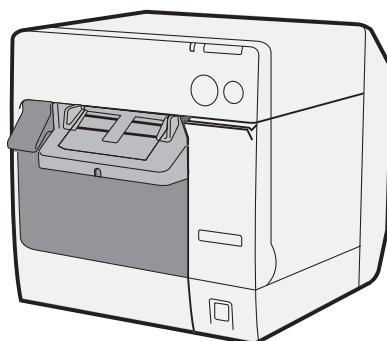
- 1 Press down the release lever, and pull it to the front to open the roll paper cover.



- 2 If the paper feed guide is attached into the grooves inside of the roll paper cover, remove it.



- 3 Close the roll paper cover.

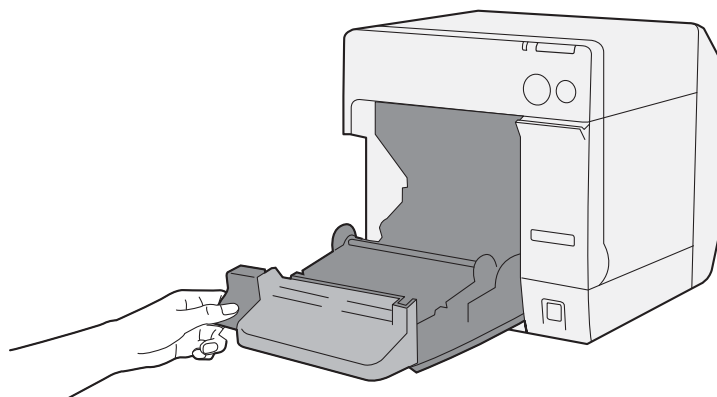




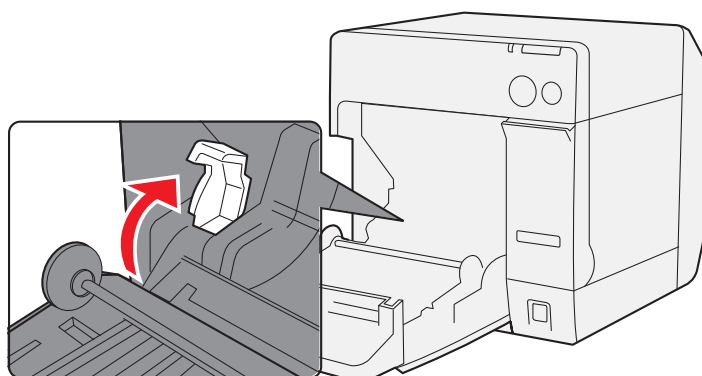
## 4. Adjusting roll paper guide/paper ejection guide

This procedure is not required when paper width is not changed.

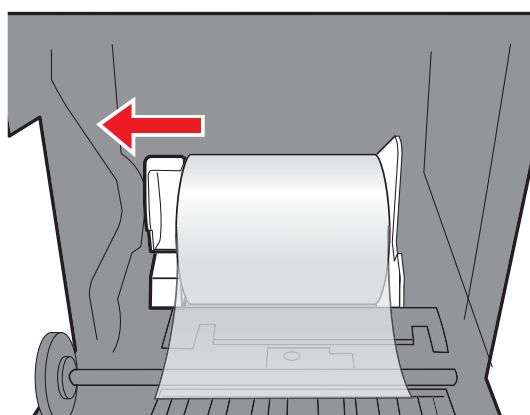
- 1 Press down the release lever, and pull it to the front to open the roll paper cover.



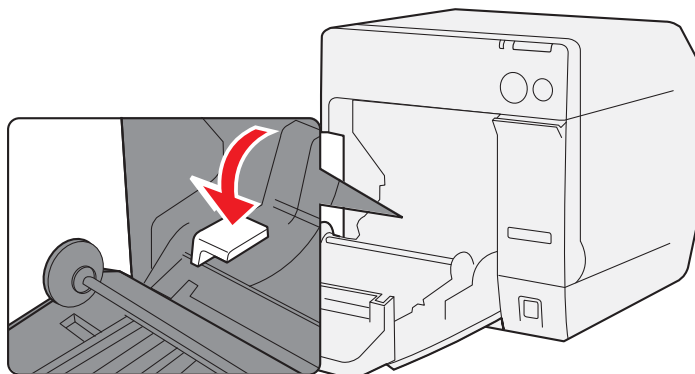
- 2 Unlock the roll paper guide.



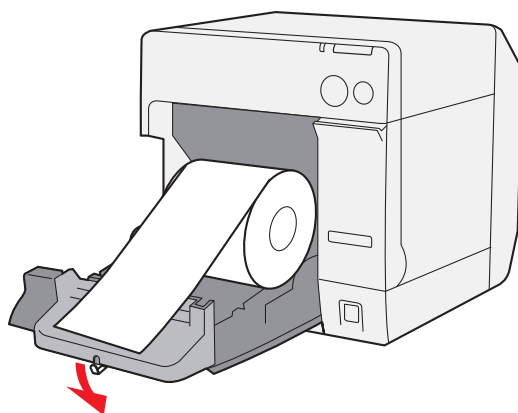
- 3 Push the paper guide on the left in the direction of the arrow, and load the roll paper with the printing side up.



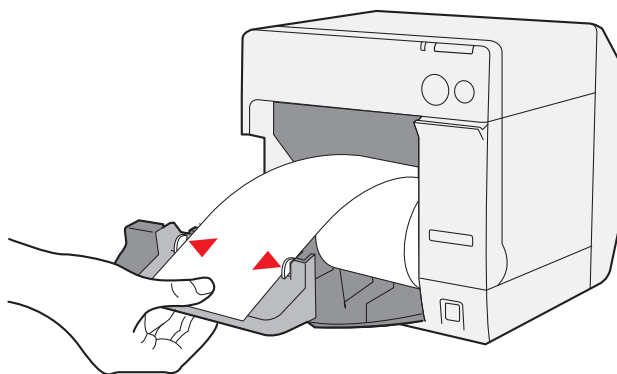
- 4** Lock the roll paper guide.



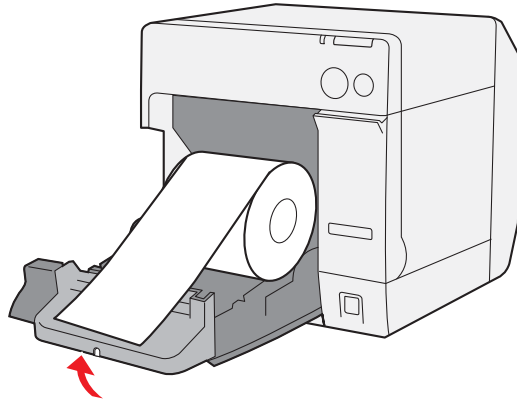
- 5** Release the lock of the paper ejection guide with a fine-tipped object.



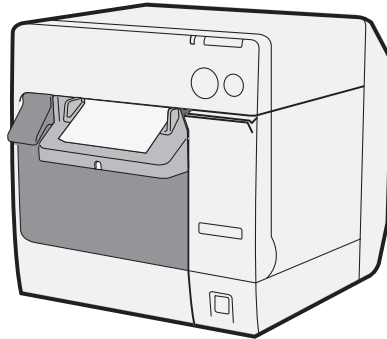
- 6** Align the paper ejection guide with the roll paper width.



- 7** Lock the paper ejection guide.



- 8** Close the roll paper cover.

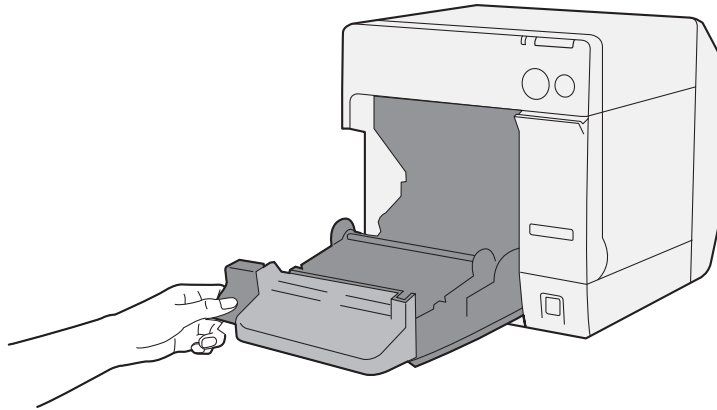


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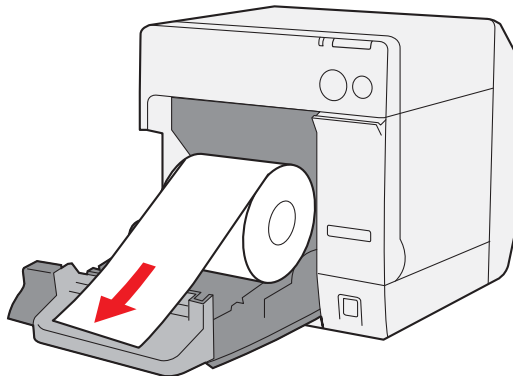
## 5. Loading the paper and turning on the printer

Steps 1 to 3 below are not necessary after performing Step 4. [Adjusting roll paper guide/paper ejection guide on page 85.](#)

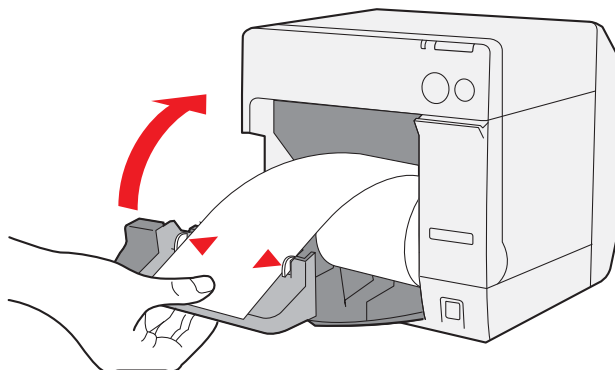
- 1** Press down the release lever, and pull it to the front to open the roll paper cover.



- 2** Load the roll paper with the printing side up.



- 3** Close the roll paper cover while aligning the roll paper with the paper ejection guide.



- 4** Turn the power on.  
The roll paper is automatically fed.

**NOTE**

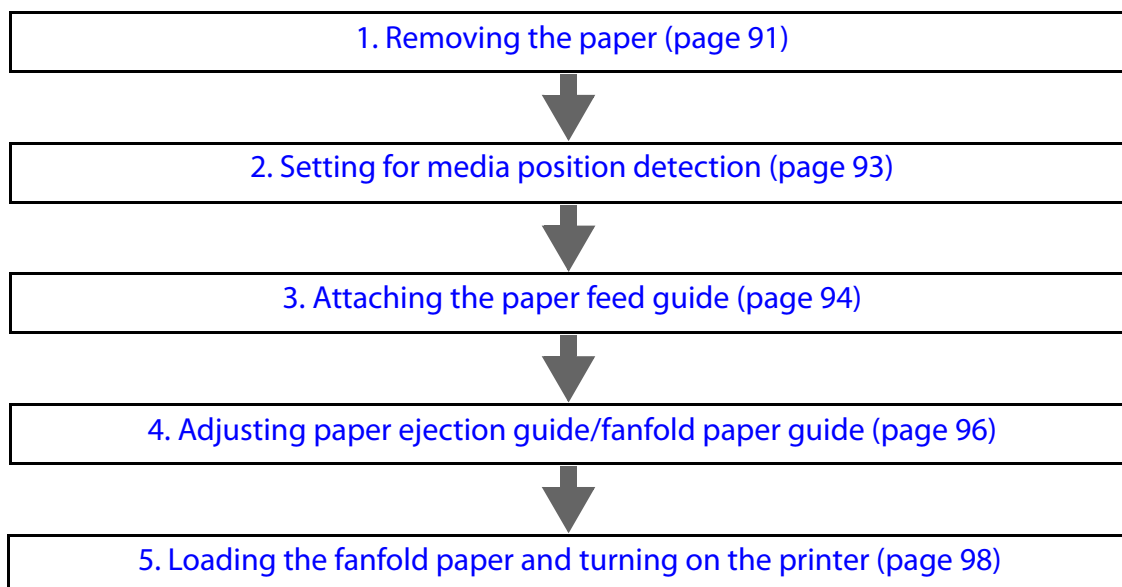
When paper set operation at the roll paper cover close is set as "Media Loading Method (with Cutting)" of [Media Loading Settings] on [Maintenance And Utilities] tab on the printer driver, paper is automatically cut after the paper is fed.

This is the end of loading of the roll paper.

## Loading/Replacing Fanfold Paper

Follow the steps below to load the fanfold paper.

- Loading the paper for the first time: 2 to 5
- Using the paper completely (loads same type of paper): 1, 5
- Changing paper type or classification: 1 to 5



### CAUTION

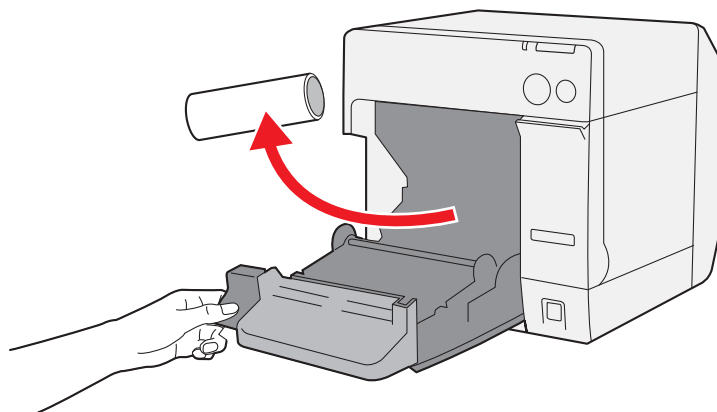
Make sure that the DIP switch 3 (paper selection) setting is ON (fanfold paper) before loading or replacing the fanfold paper. See [Setting the DIP Switches on page 78](#) for DIP switches settings.

## 1. Removing the paper

This procedure is not required when the paper is initially loaded to the printer.

For roll paper

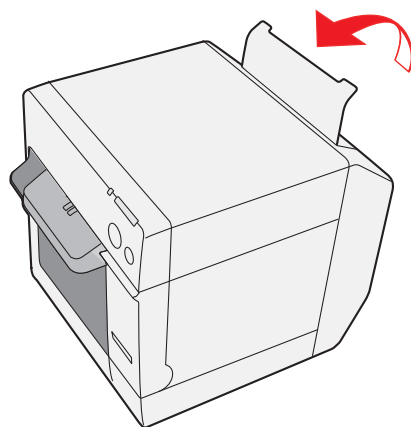
- 1** Press down the release lever, and pull it to the front to open the roll paper cover.  
Remove the roll paper or the roll paper core if any.



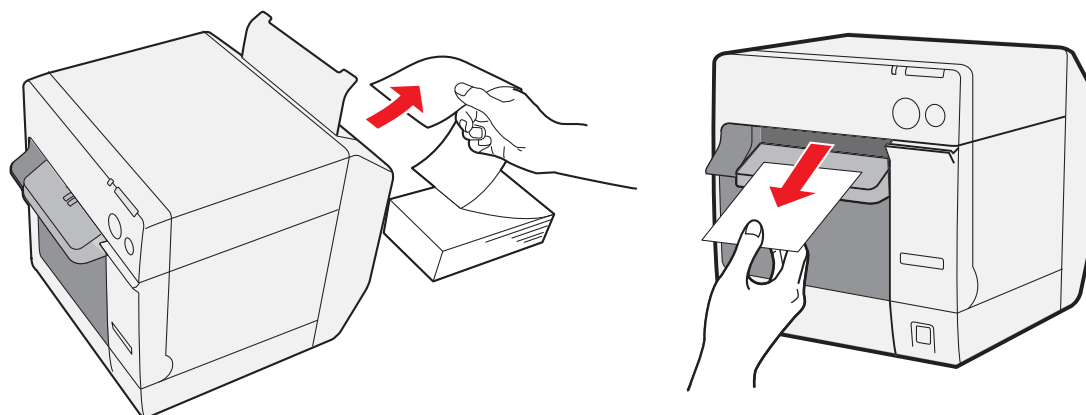
- 2** Close the roll paper cover.

For fanfold paper

- 1 Open the fanfold paper cover.



- 2 Remove the paper left.





## 2. Setting for media position detection

This procedure is not required when media position detection is not changed.

### CAUTION

- When paper remains in the printer, media position detection cannot be set. Be sure to remove the paper before turning on the printer.
- The changed setting of the media position detection is saved in the NV memory of the printer when the printer is turned off. Be sure to turn off the printer to enable the setting.

- 1 Turn the power on.
- 2 Remove the paper in the printer.
- 3 Display the printer driver window. (See [How to Use the Printer Driver on page 154](#) for how to display the driver window.)
- 4 Change [**Media Position Detection**] on [**Maintenance And Utilities**] tab of the printer driver depending on the paper to use.

Paper type to use	Media position detection setting
Black Mark Die-cut Label	Detects black marks of die-cut label
Black Mark Receipt	Detects black marks of receipt
Black Mark Receipt/Wrist Band	Detects black marks of receipt
Die-cut Label/Black Mark Die-cut Label /Transparent Die-cut Label	Detects the gap between labels

- 5 Turn the power off.

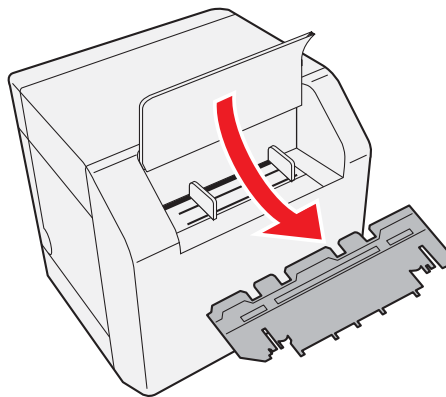
### 3. Attaching the paper feed guide

This procedure is not required when paper type (roll paper/fanfold paper) is not changed.

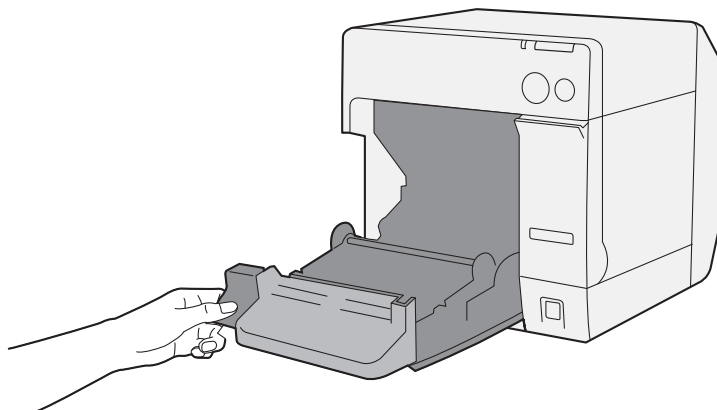
#### CAUTION

Make sure to attach the paper feed guide when using fanfold paper.

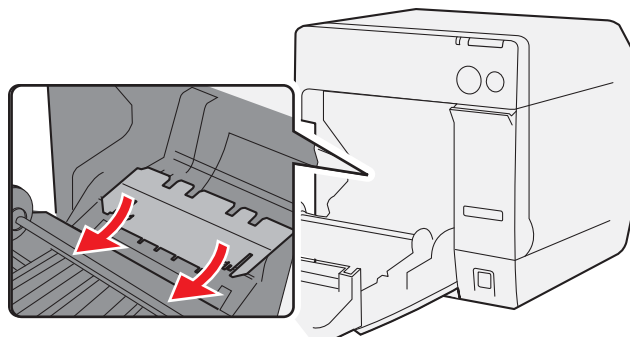
- 1 Open the fanfold paper cover and take out the paper feed guide.



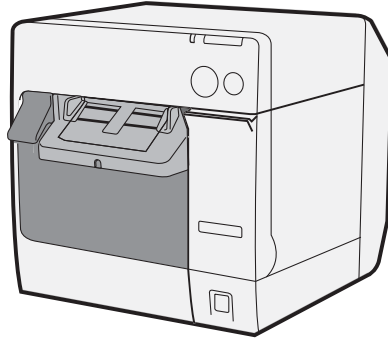
- 2 Press down the release lever, and pull it to the front to open the roll paper cover.



- 3 Insert the paper feed guide into the grooves inside of the roll paper cover to attach it.



# 4

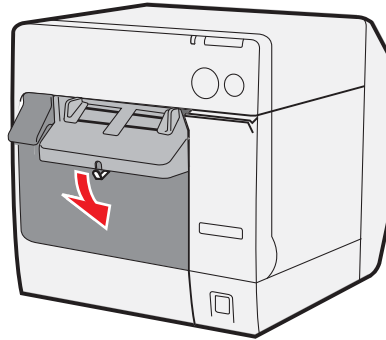
 Close the roll paper cover.

---

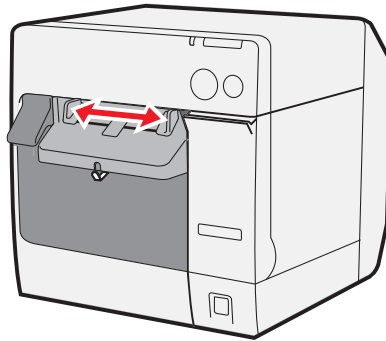
#### 4. Adjusting paper ejection guide/fanfold paper guide

This procedure is not required when paper type (roll paper/fanfold paper) is not changed.

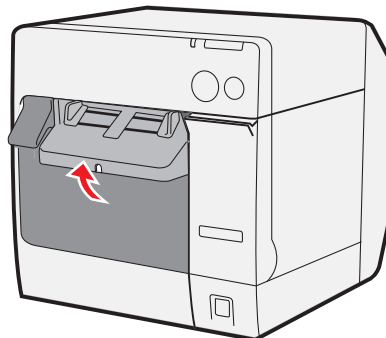
- 1 Release the lock of the paper ejection guide with a fine-tipped object.



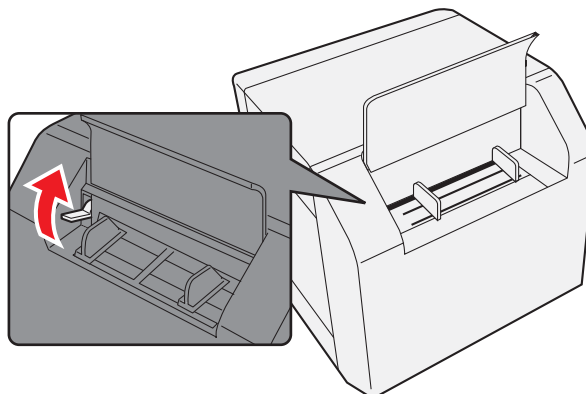
- 2 Slide the paper ejection guide as wide as possible.



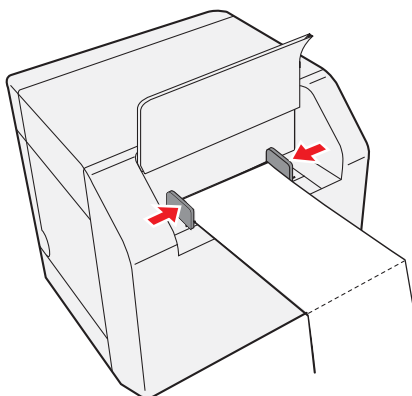
- 3 Lock the paper ejection guide.



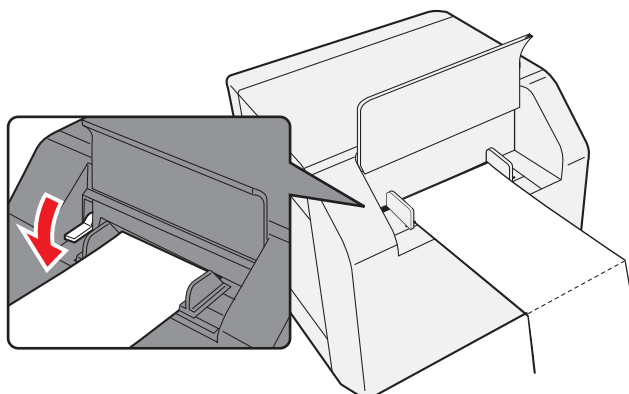
- 4** Open the fanfold paper cover and release the lock of the fanfold paper guide.



- 5** Align the fanfold paper guide with the fanfold paper width.



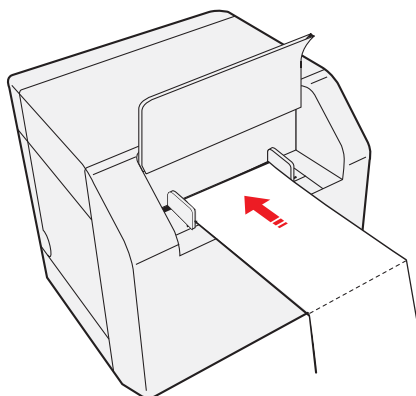
- 6** Lock the fanfold paper guide.



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## 5. Loading the fanfold paper and turning on the printer

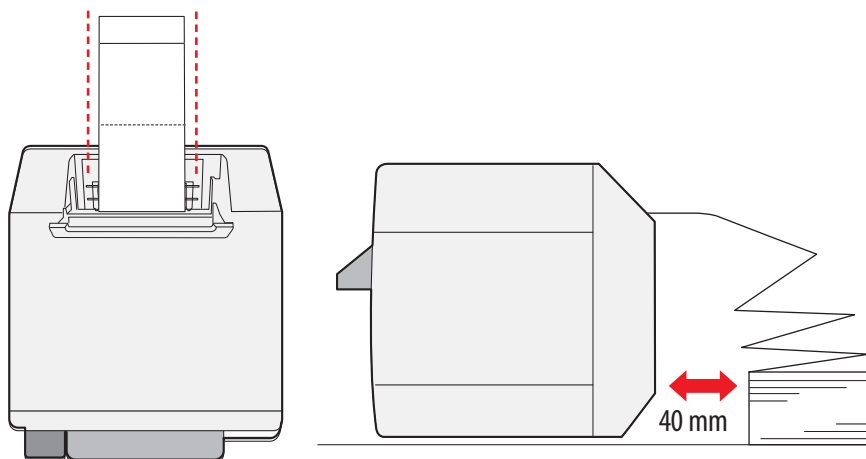
- 1 Turn the power on.
- 2 After the Power LED stops flashing and lights, insert the paper into the paper slot with the print surface facing upward until it is pulled into inside the printer (approximately 100 mm). The paper is automatically fed.



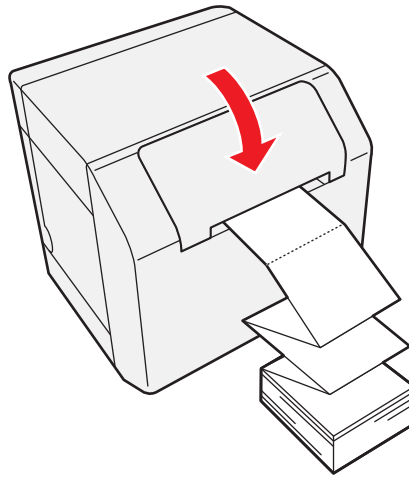
### NOTE

When paper set operation at the roll paper cover close is set as "Media Loading Method (with Cutting)" of [Media Loading Settings] on [Maintenance And Utilities] tab on the printer driver, paper is automatically cut after the paper is feed.

- 3 Place the paper straight at least 40 mm from the printer.



#### 4 Close the fanfold paper cover.



This is the end of loading of the fanfold paper.

## Attaching/Adjusting the Paper Ejection Tray

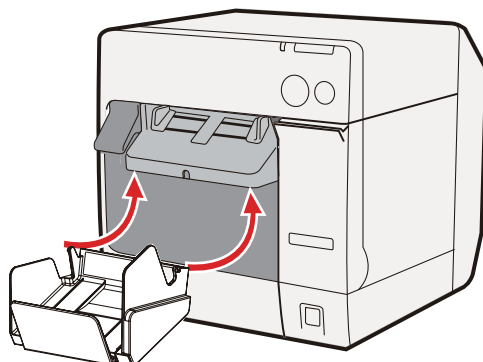
If you attach the paper ejection tray, you can temporarily store the printed paper in the tray.

Follow the steps below to install/adjust the ejection tray.

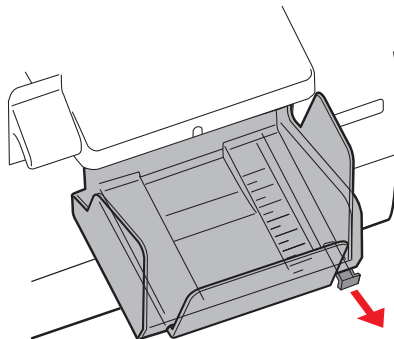
### CAUTION

- Paper may not stay in the paper ejection tray depending on the paper curl and length.
- When the fanfold paper is used, the several printed papers can be stored in the ejection tray. See [Paper Ejection Tray on page 54](#) for the numbers of the fanfold paper that can be stored in the ejection tray.

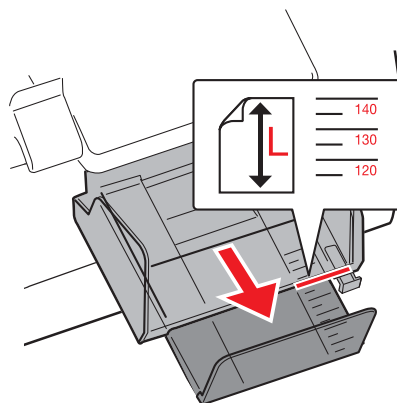
- 1 Attach the paper ejection tray to the hooks under the paper ejection table.



- 2 Pull the lever at the bottom-right of the paper ejection tray to unlock it.

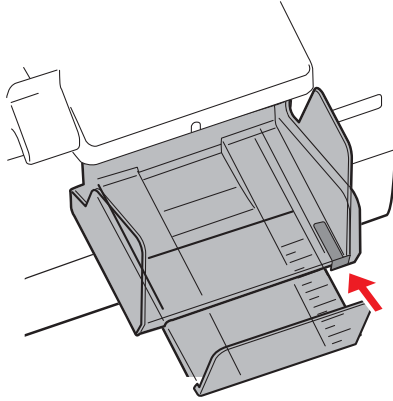


- 3 Slide the bottom tray to align it with the paper length.





#### 4 Lock the paper ejection tray.



## Attaching the Power Switch Cover

Attaching the power switch cover prevents accidental pressing of the power switch.

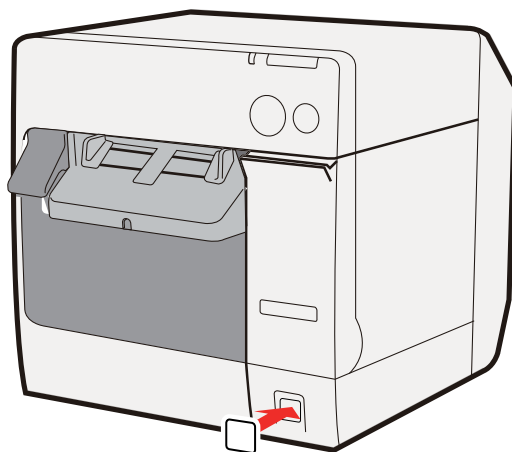
### CAUTION

Before attaching the power switch cover, set DIP switch 1 to ON. (For details, see [Function of the DIP Switches on page 79.](#))

To prevent the power switch from being pressed

Attach the power switch cover as it is (without punching a hole in it).

- 1 Set DIP switch 1 to ON.
- 2 Push the power switch cover onto the power switch of the printer.



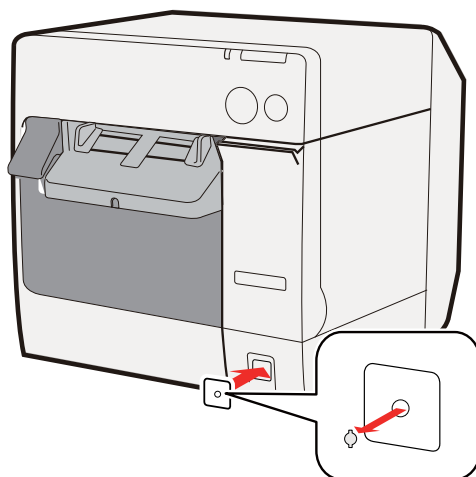
To switch the power switch by inserting a long, thin object into a hole

Attach the power switch cover after punching the hole in it.

**CAUTION**

The hole cannot be punched in the power switch cover after it is attached to the printer.

- 1 Punch a hole in the power switch cover by pushing the middle of it with a hard, fine-tipped object.
- 2 Push the power switch cover onto the power switch of the printer.



2

## Setting the Printer Driver

The following functions can be set on the printer driver.

### Printer setting

- Post-Printing Verification Settings
- Notification Settings
- Media Loading Settings
- Media Position Detection
- Panel Button Settings
- Sensor Adjustment

### Driver setting

- Setting for EPSON Status Monitor 3
- Settings For Handling Media After Print

## Post-Printing Verification Settings

The following are the modes when Post-Printing Verification Settings. ([Anti-missing Read Mode] is set as a default setting. The user does not need to change the setting when using in the default setting.)

- High Reliability Mode (Void Image Print)
- High Reliability Mode (Reprint)
- Economy Mode for Low Print Volume (Void Image Print)
- Economy Mode for Low Print Volume (Reprint)
- Anti-missing Read Mode
- Anti-missing Color Mode

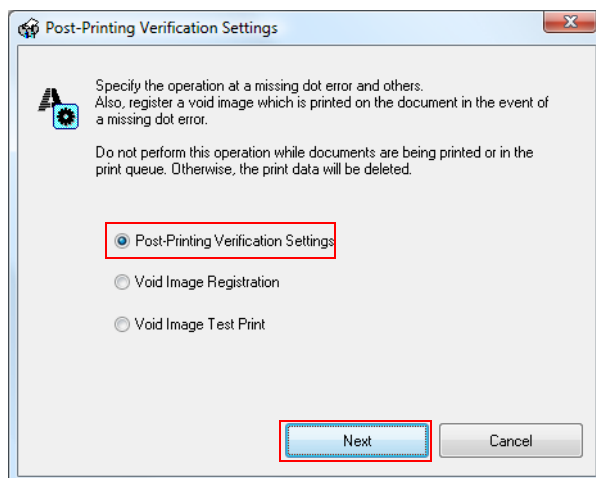
(See [Post-Printing Verification Settings on page 21](#) for details of each mode.)

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### Setting the mode

- 1** Turn the printer on.
- 2** Display the printer driver window.  
(See [How to Use the Printer Driver on page 154](#) for how to display the driver window.)
- 3** Select [Maintenance And Utilities] tab and click [Post-Printing Verification Settings].

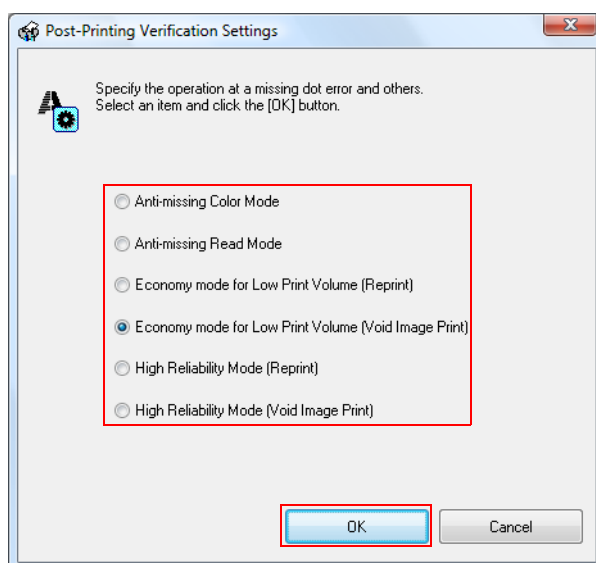
- 4 The [Post-Printing Verification Settings] window is displayed. Select [Post-Printing Verification Settings] and click [Next].



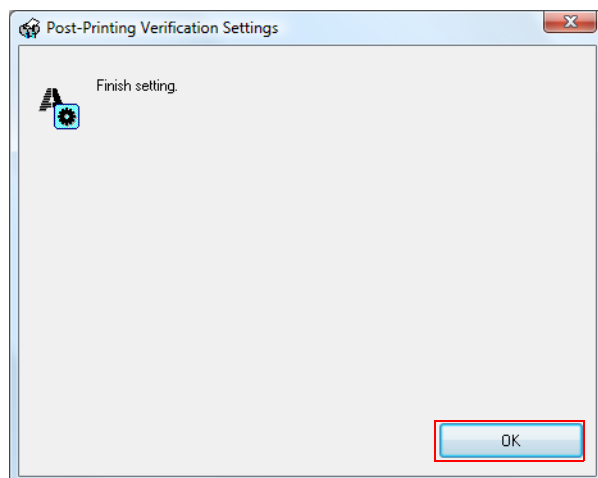
- 5 Select the setting mode. See [Post-Printing Verification Settings on page 21](#) for which mode to select. After selecting the mode, click [OK].

**NOTE**

Economy Mode for Low Print Volume is displayed when the printer firmware's version is Ver.WSN00180 or later.



- 6** Setting is completed. Click [OK] to finish.

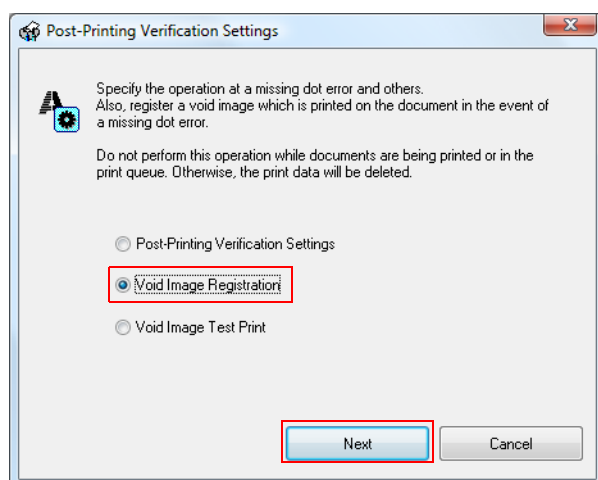


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## Void image registration

Specifies the print image on High Reliability Mode (Void Image Print) or Economy Mode for Low Print Volume (Void Image Print) when dots are missing. The default void printing is all-in-black printing with height of 25.4 mm and user can change this to another image file.

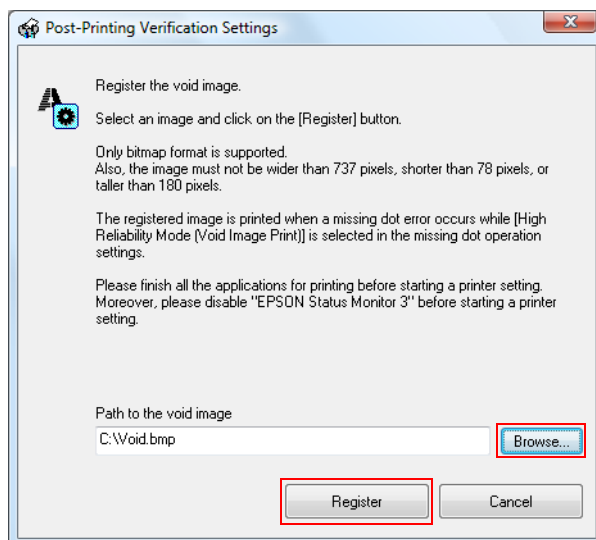
- 1** Turn the printer on.
- 2** Display the printer driver window.  
(See [How to Use the Printer Driver on page 154](#) for how to display the driver window.)
- 3** Select the [Maintenance And Utilities] tab and click [Post-Printing Verification Settings].
- 4** The [Post-Printing Verification Settings] window is displayed. Select [Void Image Registration] and click [Next].



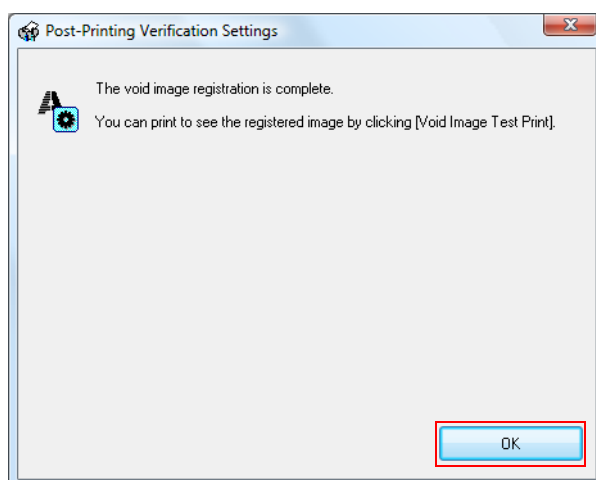
- 5** Click [Browse] to select the image to print. Click [Register] to register the image to print. Click [Cancel] to terminate without performing the [Void Image Registration].

**CAUTION**

A bitmap image of 737 pixel width and 78 to 180 pixel height can be registered as a void image.



- 6** The void image registration is completed. Click [OK].

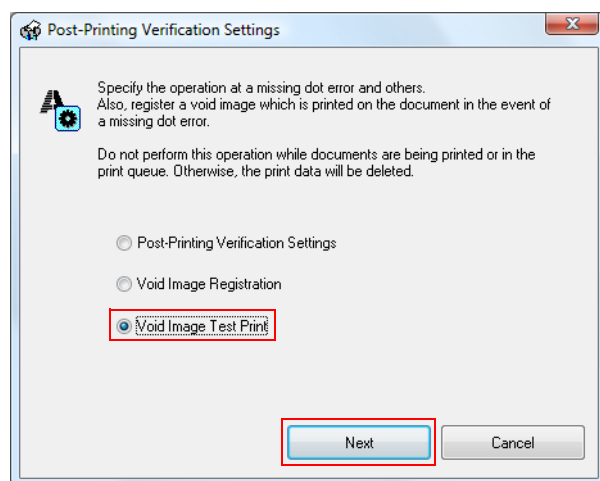


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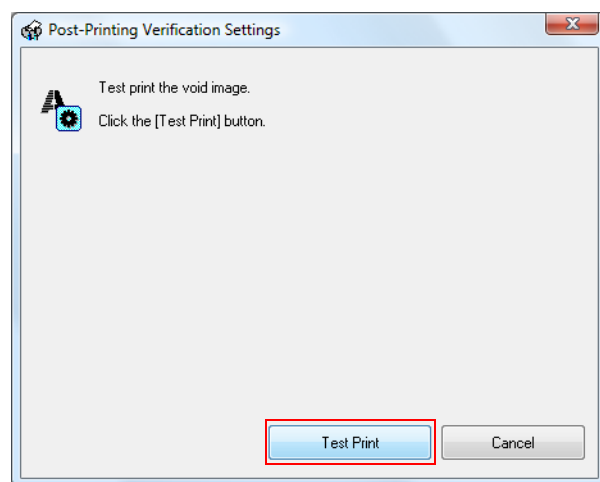
## Void image test print

Perform a test print of the image to print when dot missing occurs in the High Reliability Mode (Void Image Print) or Economy Mode for Low Print Volume (Void Image Print).

- 1 Turn the printer on.
- 2 Display the printer driver window.  
(See [How to Use the Printer Driver on page 154](#) for how to display the driver window.)
- 3 Select the [Maintenance And Utilities] tab and click [Post-Printing Verification Settings].
- 4 Select [Void Image Test Print] and click [Next].

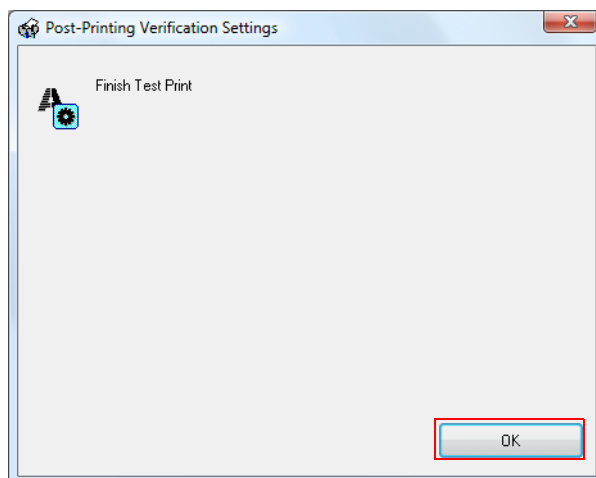


- 5 Click [Test Print] to start test print.  
Click [Cancel] to terminate without performing test print.





- 6 Click [OK] to finish the test print.



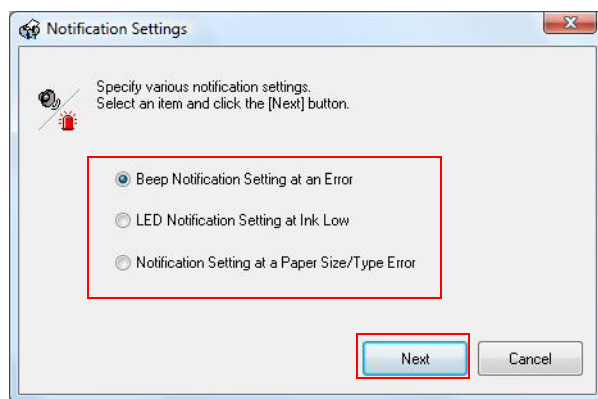
## Notification Settings

Sets following notification setting.

- **Beep Notification Setting at an Error**  
Selects beep notification (sounds buzzer or not) when error occurs. (Default setting is [Beep]. The user does not need to change when using with default setting.)
- **LED Notification Setting at Ink Low**  
Selects LED notification (lights LED or not) when ink level is low. (Default setting is [LED On]. The user does not need to change when using with default setting.)
- **Notification Setting at a Paper Size/Type Error**  
Selects notification setting at a paper size or type error. Lights Error LED and Paper LED when detecting an error, and notifies error if EPSON Status Monitor 3 is in active. (Default setting is [No Error Notification]. The user does not need to change when using with default setting.)

Follow the steps below to set the notification setting.

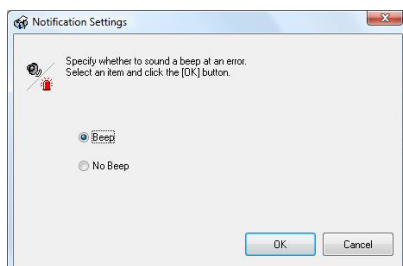
- 1** Turn the printer on.
- 2** Display the printer driver window.  
(See [How to Use the Printer Driver on page 154](#) for how to display the driver window.)
- 3** Select [Maintenance And Utilities] tab and click [Notification Settings].
- 4** The [Notification Settings] window is displayed. Select an item to set and click [Next].



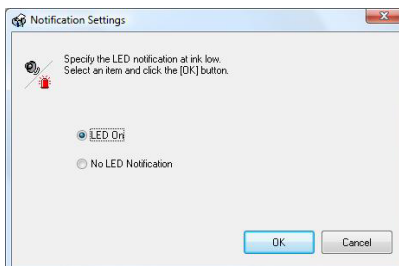
## 5 Select notification setting, and click [OK].

Click [Cancel] to terminate without performing the [Notification Settings].

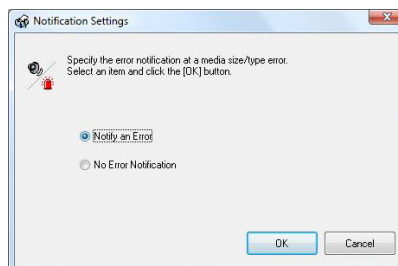
Beep Notification Setting an Error



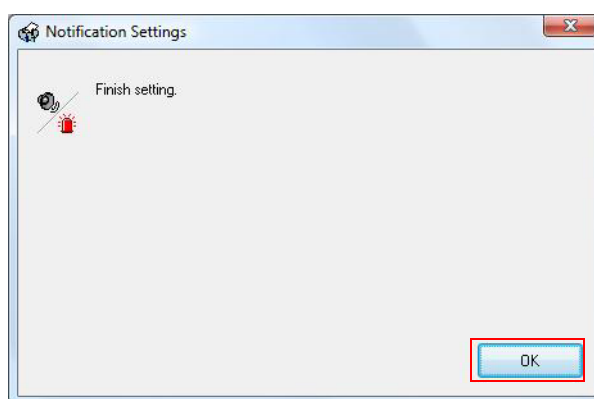
LED Notification Setting at Ink Low



Notification Setting at a Paper Size/Type Error



## 6 Setting is completed. Click [OK] to finish.



## Media Loading Settings

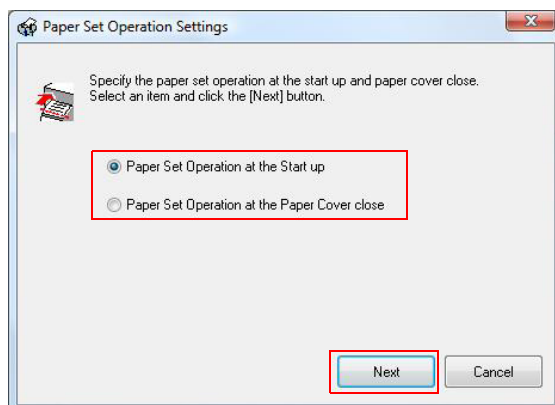
Sets paper feed movement to the print starting position when turning the printer power on or the roll paper cover is closed.

The following is the movements to feed the paper to the print starting position when turning the printer power on or the roll paper cover is closed. (Default setting is [Media Loading Method (with Cutting)]. The user does not need to set when using with default setting.)

Setting	Specification	Power ON	Roll paper cover close
Media Loading Method (with Cutting)	When either black mark detection or detection of gaps between labels is set for media position detection, the top of black mark or the top of label is detected by the black mark detector or the label detector at the power-on, and the paper is fed to the print starting position. When no position is detected, the specified amount of paper is fed. After paper feeding, the printer enters the stand-by mode with performing autocutting.	√	√
Media Loading Method (without Cutting)	When either black mark detection or detection of gaps between labels is set for media position detection, the top of black mark or the top of label is detected by the black mark detector or the label detector at the power-on, and the paper is fed to the print starting position. When no position is detected, the specified amount of paper is fed. After paper feeding, the printer enters the stand-by mode without performing autocutting.	√	√
No Media Loading Method	The printer does not feed the paper to the print starting position at power-on.	√	—

- 1 Turn the printer on.
- 2 Display the printer driver window.  
(See [How to Use the Printer Driver on page 154](#) for how to display the driver window.)
- 3 Select [Maintenance And Utilities] tab, and click [Media Loading Settings].

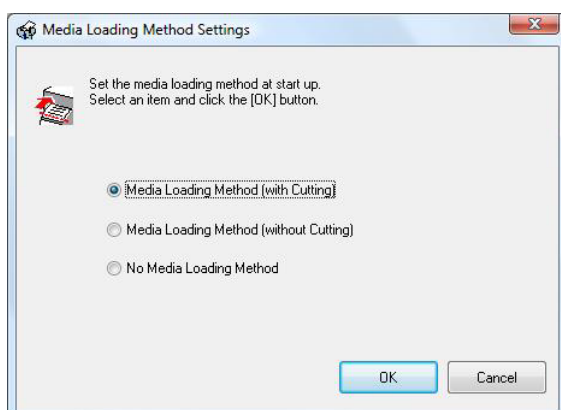
- 4** The [Media Loading Method Settings] window is displayed. Select your choice and click [Next].



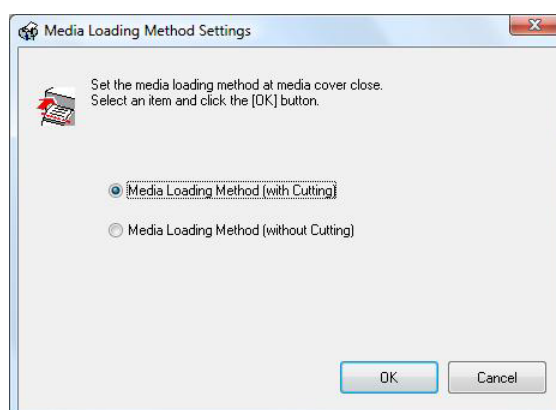
- 5** Sets paper feed to the print starting position and click [OK].  
Click [Cancel] to terminate without performing the [Media Loading Method Settings].

2

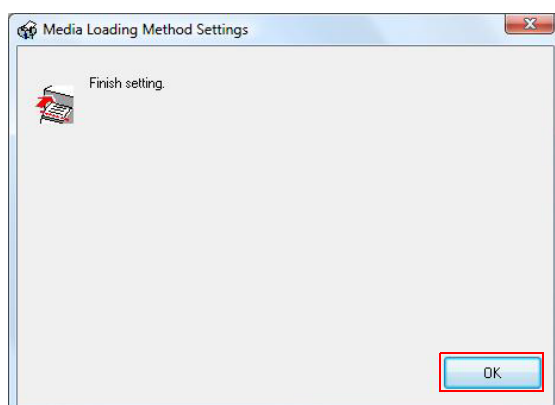
Paper Set Operation at the Start up



Paper Set Operation at the roll Paper Cover close



- 6** Setting is completed. Click [OK] to finish.



## Media Position Detection

The following 3 types of media position detection is set on this product.

This is set from [Media Position Detection] on [Maintenance And Utilities] tab.

The printer's media position detection setting can be checked using Self-test Mode. For details, see [Self-test Mode on page 189](#).

- **No Detection**

Detects paper presence only, and does not adjust the paper position.

- **Detect Blackmarks on Die-cut Labels**

When using Black Mark Die-cut Label, adjusts printing position and autocutting position to the top of the black mark.

- **Detect Blackmarks on Continuous Paper**

When using Black Mark Receipt, adjusts printing position and autocutting position to the top of the black mark.

- **Detect Margins Between Labels**

When using Die-cut Label, adjusts printing position and autocutting position to the top of the labels.

### CAUTION

The printing is not performed and an error occurs when the printer setting is not matched to the paper type to use. Make sure to set the setting as following.

Paper type to use		No Detection	Detect Blackmarks on Die-cut Labels	Detect Blackmarks on Continuous Paper	Detect Margins Between Labels
Roll Media	Receipt	√	—	—	—
	Full-page Label	√	—	—	—
	Die-cut Label	—	—	—	√
	Black Mark Receipt	—	—	√	-
	Black Mark Die-cut Label	—	√	—	√
	Black Mark Receipt (Wrist Band)	—	—	√	—
Fan-fold Media	Black Mark Receipt	—	-	√	—
	Black Mark Die-cut Label	—	√	—	—

√: Used, —: Not Used

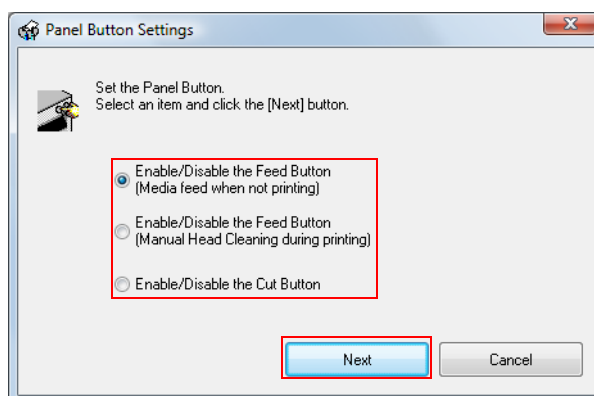
## Panel Button Settings

Enable/disable the panel buttons of this product.

Panel Button	Printer Operating	Operation Caused by Panel Button	Settings
Feed Button	Not printing	Paper feed	Enable / Disable
	Printing	Manual Head Cleaning during printing	Enable / Disable
Cut Button	-	Paper cut	Enable / Disable

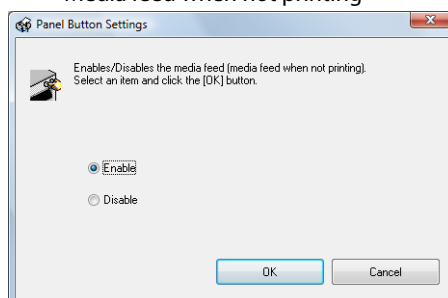
Follow the steps below to make the setting.

- 1** Turn the printer on.
- 2** Display the printer driver window.  
(See [How to Use the Printer Driver on page 154](#) for how to display the driver window.)
- 3** Select [Maintenance And Utilities] tab, and click [Panel Button Settings].
- 4** The [Panel Button Settings] window is displayed. Select your choice and click [Next].

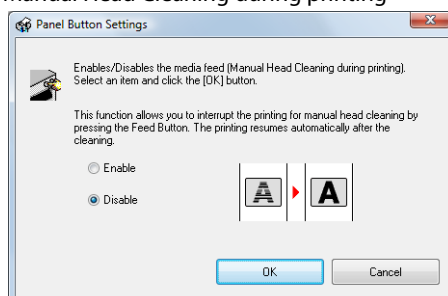


- 5** Select Enable/Disable the panel button, and click [OK].  
Click [Cancel] to terminate without performing the [Panel Button Settings].

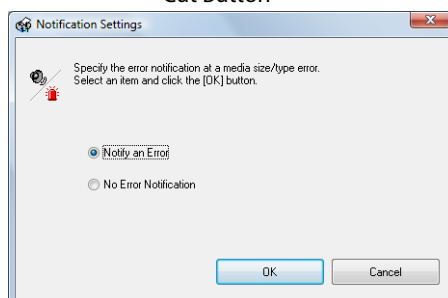
#### Media feed when not printing



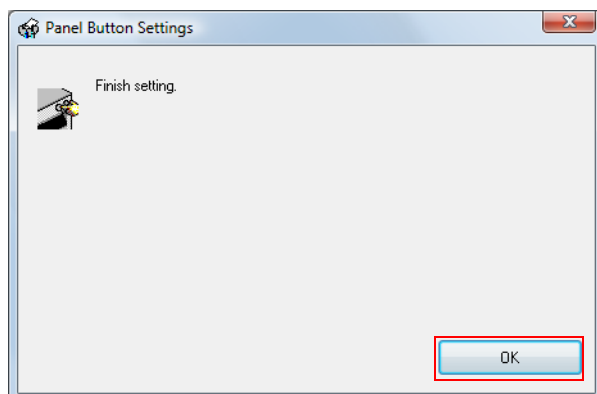
#### Manual Head Cleaning during printing



#### Cut Button



- 6** Setting is completed. Click [OK] to finish.

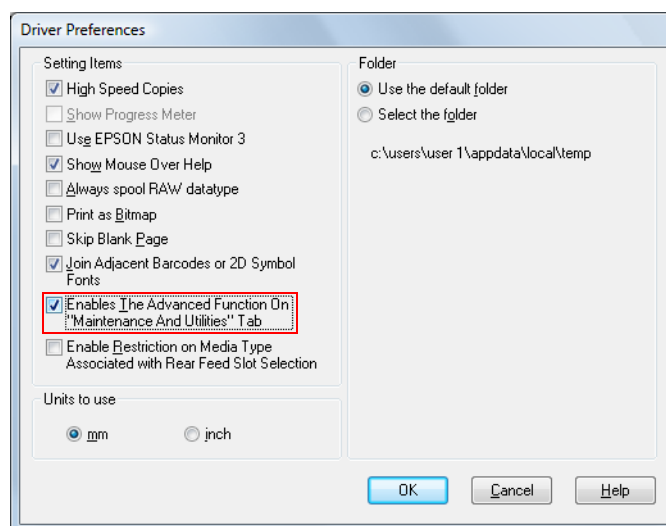




## Sensor Adjustment

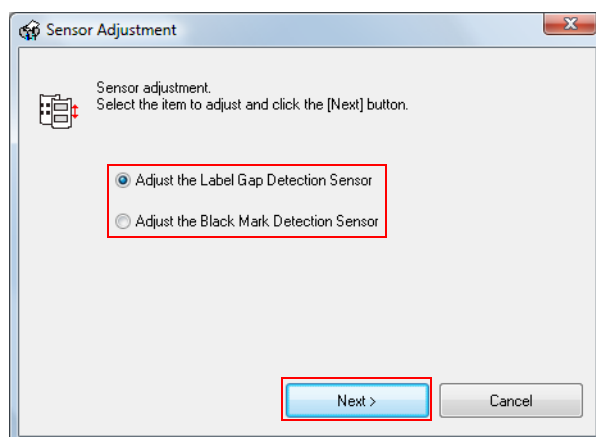
The threshold for the sensor can be adjusted when the sensor does not detect the label gap and black mark for the paper to be used. Follow the steps below to make adjustment.

- 1** Load the paper to the printer.
- 2** Turn the printer on.
- 3** Display the printer driver window.  
(See [How to Use the Printer Driver on page 154](#) for how to display the driver window.)
- 4** Select [Driver Utilities] tab and click [Driver Preferences].
- 5** The [Driver Preferences] window is displayed.  
Check the box of [Enables The Advanced Function On "Maintenance And Utility" Tab] and click [OK].



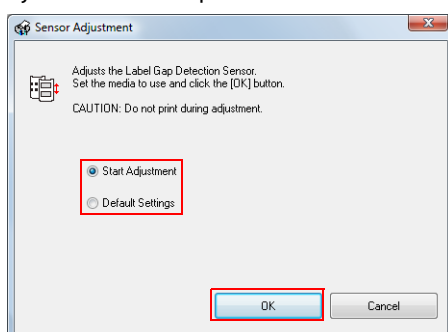
- 6** Select [Maintenance And Utilities] tab and click [Sensor Adjustment].

- 7** The [Sensor Adjustment] window is displayed. Select the sensor to be adjusted and click [Next].

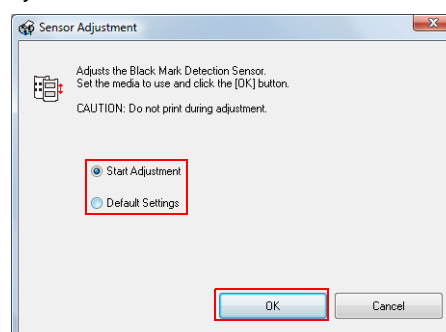


- 8** Select [Start Adjustment]/[Default] and click [OK].  
Click [Cancel] to terminate without performing the [Sensor Adjustment].

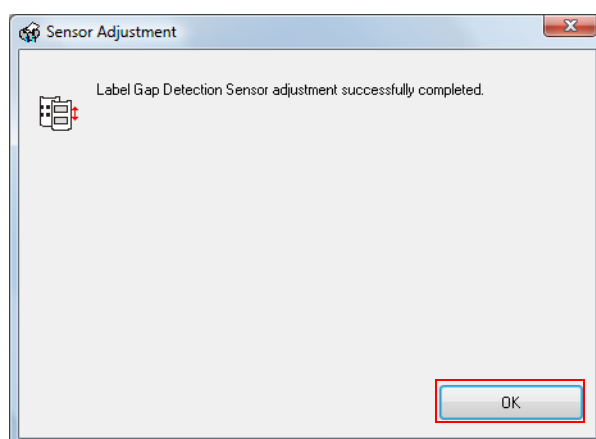
Adjusts the Label Gap Detection Sensor



Adjusts the Black Mark Detection Sensor



- 9** Adjustment is completed. Click [OK] to finish.



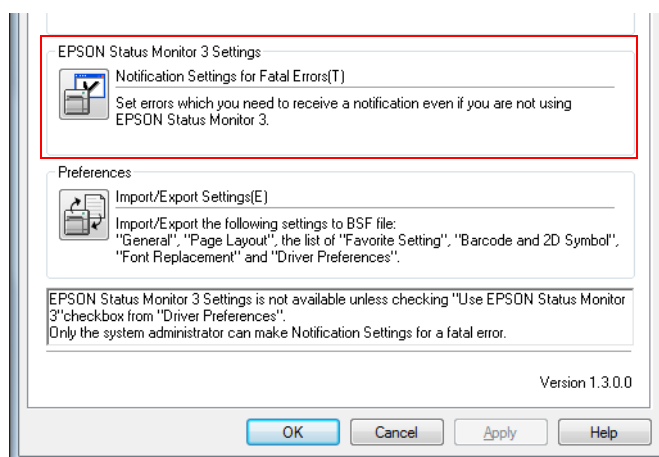
## Setting EPSON Status Monitor 3

When EPSON Status Monitor 3 is used, the paper type and the ink level are displayed on a pop-up window when printing. In addition, when a fatal error occurs, an error window is displayed.

[Not use] is set by default setting; however, if a fatal error occurs, an error window can be displayed.

### Use/Not use EPSON Status Monitor 3

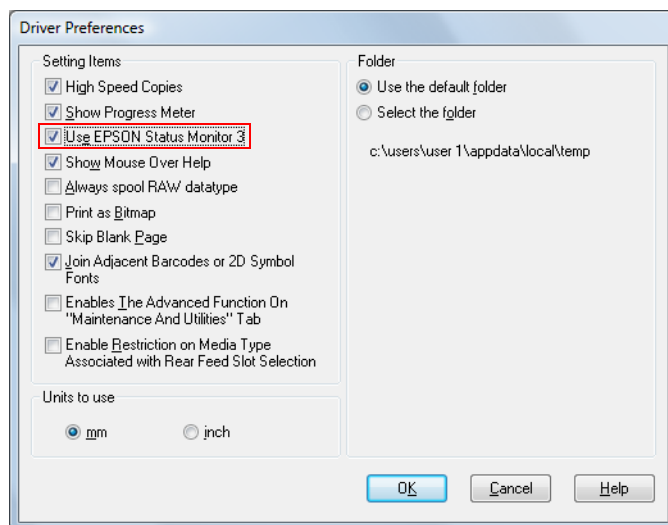
[Not use EPSON Status Monitor 3] is set by default setting. [Notification Settings for Fatal Errors] is displayed on the EPSON Status Monitor 3 Settings window in Driver Utilities.



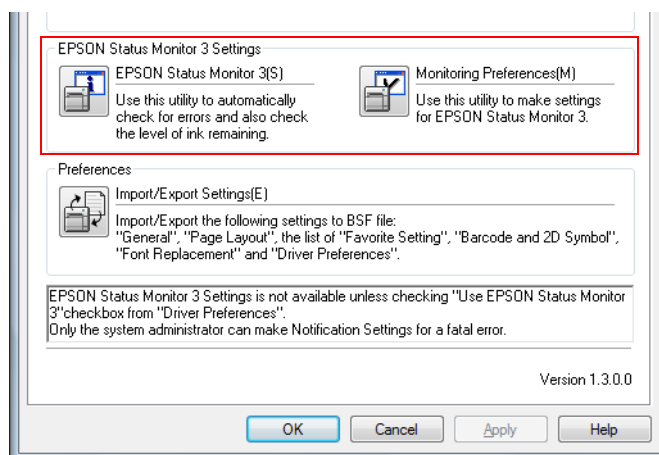
Follow the steps below to change to [Use EPSON Status Monitor 3].

- 1** Turn the printer on.
- 2** Display the printer driver window.  
(See [How to Use the Printer Driver on page 154](#) for how to display the driver window.)
- 3** Select [Driver Utilities] tab and click [Driver Preferences].

- 4 The [Driver Preferences] window is displayed.  
Check the box of [Use EPSON Status Monitor 3] and click [OK].



- 5 [EPSON Status Monitor 3] and [Monitoring Preferences] are displayed in [EPSON Status Monitor 3 Settings] on the Driver Utilities window.



# Use EPSON Status Monitor 3

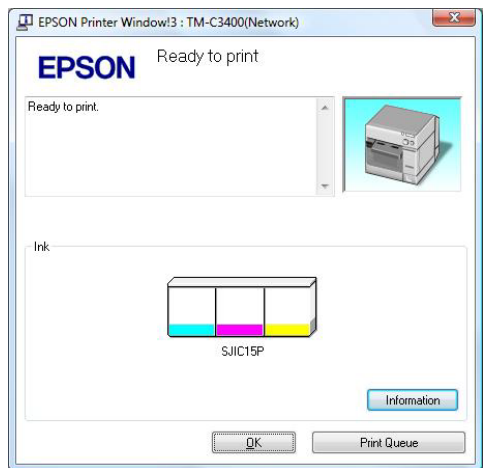
When [Use EPSON Status Monitor 3] is set, the following operations will be performed:

- When printing, a window automatically appears, allowing you to check the printer status and the ink level.
- Error information is displayed when an error occurs during printing.

The EPSON Status Monitor 3 will not be activated if an error occurs when not printing.

- Clicking the icon for [EPSON Status Monitor 3] on the task tray allows you to display [EPSON Status Monitor 3] at any time.

(See [Displaying the icon on page 124](#) for how to display the icon.)



Display window for EPSON Status Monitor 3



Icon on task tray

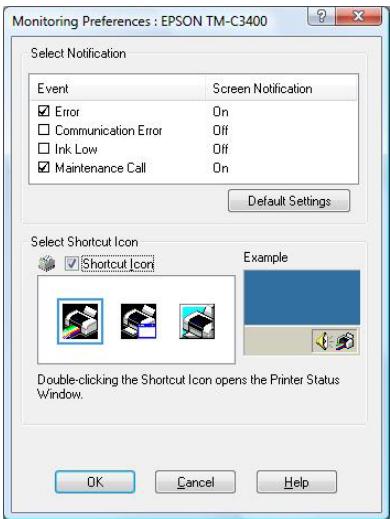
- The following items can be set in [Monitoring preferences].

Selecting error indications:

(See [Error notification setting for \[Not use EPSON Status Monitor 3\] on page 122.](#))

Displaying the [EPSON Status Monitor 3] icon on the task bar:

(See [Displaying the icon on page 124.](#))

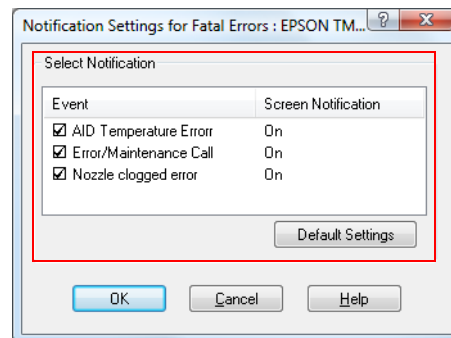


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## Error notification setting for [Not use EPSON Status Monitor 3]

Follow the steps below to set error notification for [Not use EPSON Status Monitor 3].

- 1** Turn the printer on.
- 2** Display the printer driver window.  
(See [How to Use the Printer Driver on page 154](#) for how to display the driver window.)
- 3** Select [Driver Utilities] tab and click [Driver Preferences].  
When EPSON Status Monitor 3 is enabled, [Notification Settings for Fatal Errors] is not displayed. (Disable EPSON Status Monitor 3 by referring to [Use/Not use EPSON Status Monitor 3 on page 119](#).)
- 4** The [Notification Settings for Fatal Errors] window is displayed. Select the items you want to display when an error occurs, and click [OK].

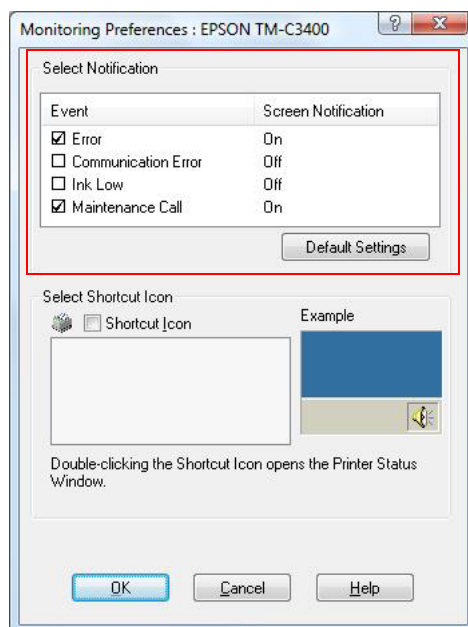


- AID Temperature Error: When the AID temperature increases  
(Default setting : Screen Notification [On])
- Error/Maintenance Call: When printing cannot be performed or a maintenance call occurs  
(Default setting : Screen Notification [On])
- Nozzle clogged error: When the nozzle is clogged  
(Default setting : Screen Notification [On])

## Error notification setting for [Use EPSON Status Monitor 3]

Follow the steps below to set error notification for [Use EPSON Status Monitor 3].

- 1 Turn the printer on.
- 2 Display the printer driver window.  
(See [How to Use the Printer Driver on page 154](#) for how to display the driver window.)
- 3 Select [Driver Utilities] tab and click [Monitoring Preferences].  
When EPSON Status Monitor 3 is disabled, the [Monitoring Preferences] is not displayed. (Enable EPSON Status Monitor 3 by referring to [Use/Not use EPSON Status Monitor 3 on page 119](#).)
- 4 The [Monitoring Preferences] window is displayed. Click on the box of your choice, and click [OK].



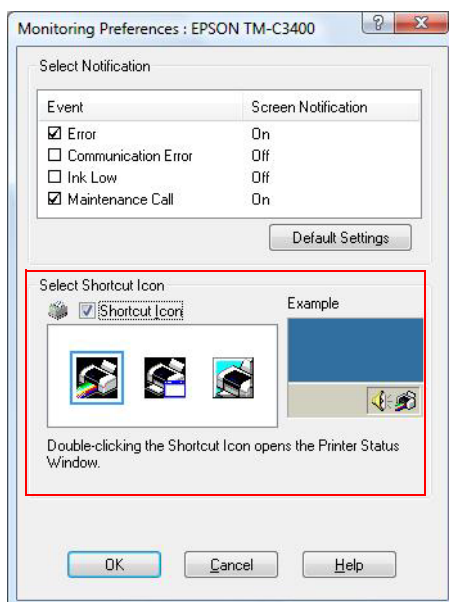
- Error: When the paper or ink is time to replace (Default setting: screen notification [On])
- Communication Error: When the printer is OFF (Default setting: screen notification [Off])
- Ink Low: When the ink is low (Default setting: screen notification [Off])
- Maintenance Call: When the printer error occurs (Default setting: screen notification [On])

---

## Displaying the icon

Keeps icon on the task tray so that user can check as needed. The icon is not displayed when default setting. Follow the steps below to display the icon.

- 1 Turn the printer on.
- 2 Display the printer driver window.  
(See [How to Use the Printer Driver on page 154](#) for how to display the driver window.)
- 3 Select [Driver Utilities] tab and click [Monitoring Preferences].
- 4 The [Monitoring Preferences] window is displayed. Check the box of [Shortcut Icon] and select the icon to display on the task bar. Click [OK].





## Setting the Post-Printing Movements

The following post-printing movement can be set on this product.

Sets from [Settings For Handling Paper After Print] on [General] of the printer driver.

- **Auto Cut: After Every Page/Only After Last Page/After Specified Number of Pages**

After printing, the paper is fed to the position where autocutting is possible and feeding stops after autocutting. When resuming printing, the paper is fed in the reverse direction to the printing position and then printing resumes.

- **No Auto Cut**

- \* **Feed To Peel Off Position**

After printing, the printer stops without feeding paper. When the printer does not receive the next print data for 1 second or more, the paper is fed to the position where autocutting is possible but does not perform autocut. To cut the paper, press the CUT button. For the next print data, the paper is fed in the reverse direction to the printing position, and printing resumes. When you want to set no auto cut, this setting is recommended.

The difference from "Feed To Cut Position" is that when printing multiple data continuously, printing takes less time with this setting. When "Feed To Cut Position" is selected, printing takes longer since the paper is fed to the position where autocutting is possible and fed in the reverse direction to the printing position for each job, even for continuous printing.

- \* **Feed To Cut Position**

After printing, the paper is fed to the position where autocutting is possible but does not perform autocut. In this case, paper cutting is possible with the CUT button. When resuming printing, the paper is fed in the reverse direction to the printing position then printing resumes.

- \* **Stop at the Print End Position**

This is the setting for Die-cut Label. After printing, the Die-cut Label is fed to the position where peeling is possible and stop feeding.

Although autocutting is not performed, paper cutting is possible with the CUT button. When resuming printing, the paper is fed in the reverse direction to the print starting position and then printing resumes.

## Setting [Settings For Handling Paper After Print] depending on the paper type and paper cutting

The procedure for paper cutting is different depending on the type of paper and "post-printing movements".

For USB Model (except shared printer)

Paper type to use		Printer Diver Settings				Paper cutting method
		Auto Cut	No Auto Cut			
			Stop at the Print End Position	Feed To Cut Position	Feed To Peel Off Position	
Roll Media	Receipt	√	—	—	—	Cuts automatically
	Full-page Label	√	—	—	—	Cuts automatically
	Die-cut Label	√	—	—	—	Cuts automatically
		—	—	—	√	Peels the label by user Backing paper is not cut
		—	√	√	—	Cuts the backing paper by pressing [CUT button]
	Black Mark Receipt	√	—	—	—	Cuts automatically
	Black Mark Die-cut Label	√	—	—	—	Cuts automatically
		—	—	—	√	Peels the label by user Backing paper is not cut
		—	√	√	—	Cuts the backing paper by pressing [CUT button]
	Black Mark Receipt (Wrist Band)	√	—	—	—	Cuts automatically
Fan-fold Media	Black Mark Receipt	√	—	—	—	Cuts automatically
	Black Mark Die-cut Label	√	—	—	—	Cuts automatically
		—	—	—	√	Peels the label by user Backing paper is not cut
		—	√	√	—	Cuts the backing paper by pressing [CUT button]
		—	—	—	√	Tears along perforated line manually

√: Used, —: Not Used

## For Ethernet Model and shared printer

If using a system that prints from multiple computers or applications, it is possible that paper could suddenly start to feed in reverse when peeling labels by hand, resulting in a paper jam. For this reason, set to [Auto Cut] or use the [CUT button] to cut the paper.

Paper type to use		Printer Diver Settings				Paper cutting method
		Auto Cut	No Auto Cut			
			Stop at the Print End Position	Feed To Cut Position	Feed To Peel Off Position	
Roll Media	Receipt	√	—	—	—	Cuts automatically
		—	√	√	—	Cuts the backing paper by pressing [CUT button]
	Full-page Label	√	—	—	—	Cuts automatically
		—	√	√	—	Cuts the backing paper by pressing [CUT button]
	Die-cut Label	√	—	—	—	Cuts automatically
		—	—	—	√	Peels the label by user Backing paper is not cut *
		—	√	√	—	Tears along perforated line manually *
	Black Mark Receipt	√	—	—	—	Cuts automatically
		—	√	√	—	Cuts the backing paper by pressing [CUT button]
	Black Mark Die-cut Label	√	—	—	—	Cuts automatically
		—	—	—	√	Peels the label by user Backing paper is not cut *
		—	√	√	—	Tears along perforated line manually *
	Black Mark Receipt (Wrist Band)	√	—	—	—	Cuts automatically
		—	√	√	—	Cuts the backing paper by pressing [CUT button]

Paper type to use		Printer Diver Settings				Paper cutting method
		Auto Cut	No Auto Cut			
			Stop at the Print End Position	Feed To Cut Position	Feed To Peel Off Position	
Fan-fold Media	Black Mark Receipt	√	—	—	—	Cuts automatically
		—	√	√	—	Cuts the backing paper by pressing [CUT button]
		—	—	—	√	Tears along perforated line manually *
	Black Mark Die-cut Label	√	—	—	—	Cuts automatically
		—	—	—	√	Peels the label by user Backing paper is not cut
		—	√	√	—	Cuts the backing paper by pressing [CUT button]
		—	—	—	√	Tears along perforated line manually *

\* Do not set in order to prevent a paper jam error.

√: Used, —: Not Used

# Application Development Information

This chapter describes how to control the printer and gives information useful for printer application development.

## Overview

The following is provided to use this product.

- ❑ The dedicated printer driver for Windows is available.

The reprint function is implemented in the printer driver. The reprint function is not necessary to be implemented in the application since the printer driver performs reprint automatically when an error occurs (paper out, paper jam or ink missing dots occurs).

(See ["How to Use the Printer Driver" on page 154](#) for details.)

- ❑ Various utilities and user's manuals are available.
- ❑ Dedicated sample program for TM-C3400 is available.  
Use this as reference to develop the application.
- ❑ EpsonNet SDK is available.

This is used for EPSON network printer. On this product, this is used to check the network setting. The sample program is available on EpsonNet SDK but it is not used for this product.

### CAUTION

This product can not use the APD, OPOS, OPOS for .NET, and JavaPOS provided by Epson.

3

## Printer Driver

The printer driver has the following functions and these are not necessary to implement in the application.

- ❑ Barcode and 2D symbol font is implemented. The barcode and 2D symbol font can also be printed using font replacement function for .NET environment.

The barcode and 2D symbol font must be set in advance on the printer driver to use this function. (See ["Barcode Printing" on page 159](#) and ["2D Symbol Font Settings" on page 172](#) for details of how to make setting.)

On .NET environment, True Type font is specified to be replaced by barcode and 2D symbol font. The barcode and 2D symbol can be printed by specifying replaced True Type font from the application. (See ["Barcode and 2D Symbol Font Printing on .NET Environment" on page 178](#) for details about font replacement function.)

- ❑ The reprint function is implemented.

The reprint preforms automatically from the page where the error occurs during printing.

Some conditions are required, see ["Post-Printing Verification Settings" on page 21](#) for details.

## Sample Program

Refer to TM-C3400 sample program to develop the application using this product.

You can use the sample program in the following environment.

- c34smp\_xxe.msi: 64-bit/32-bit OS
- c34smp\_xxe.exe: 32-bit OS

### □ Conditions to using TM-C3400 sample program

- Use Die-cut Label (108 × 174.8 mm).
- Change settings to [Detect Margin Between Labels] on [Media position detection Setting] of the printer driver.
- Some sample programs use SNMP TRAP. The Trap function of the printer is set with EpsonNet SDK when installing. Therefore, enable the Trap function before installing the EpsonNet SDK. For details, see ["EpsonNet SDK" on page 132](#).
- Languages of C++, C#, VB6.0, VB.NET are provided for the TM-C3400 sample program.
- The TM-C3400 sample program cannot be used for other printers.

### CAUTION

Operation is checked for the sample program using the EpsonNet SDK; however, EpsonNet SDK does not support C#, VB6.0 and VB.NET officially. Combination with each language is not 100% confirmed.

### □ Structure of TM-C3400 sample program

The following is the structure, model and language to use for TM-C3400 sample program.

Level	Program name	Specification	Printer Model		Language			
			USB	Ethernet	C++	C#	VB.NET	VB6.0
Basic	Step 1 Printing characters	Basic print program.	√	√	√	—	√	—
	Step 2 Printing bar codes	Sets barcode font to use in advance for print program	√	√	√	—	√	—
	Step 3 Printing bit map data	Includes bit map data	√	√	√	√	√	√
	Step 4 Requesting the printer status from the application	Checks the printer condition before printing and executes error handling	—	√	√	—	√	—
	Step 5 Notifying the printer status from the printer to the application	When the condition of the printer is changed, event is caused by SNMP from the application and executes error handling.	—	√	√	—	√	—
	Complete basic features	The program combined from Step 1 to 5.	—	√	√	√	√	√

Level	Program name	Specification	Printer Model		Language			
			USB	Ethernet	C++	C#	VB.NET	VB6.0
Appli- cation	Monitoring the printer status and controlling print jobs	When the ink cover is opened during printing, recognizes this as an error and cancels printing job.	—	√	√	—	√	—
	Changing the print settings with DEVMODE	Executes a 90-degree rotation or changes the number of copies by the application.	—	√	√	—	√	—
	Obtaining various printer information	Acquires driver version, name of the administrator, location, status of the printing job and CPU information of the printer.	—	√	√	—	√	—
	Obtaining the print completion	Displays “printing completed” when the printer acquires the status that label print is completed. When the status is not acquired, the message is not displayed.	—	√	√	√	√	√

## EpsonNet SDK

EpsonNet SDK is the API for the Epson network printer, and also supported by this Product.

The network setting is checked but setting can not be executed on this product.

This is to use for developing the application to monitor the printer on the network of this product.

### CAUTION

The EpsonNet SDK operates under Win32. It can operate also under .NET, but not is not supported officially.

## Environmental Setting for EpsonNet SDK

To make environmental settings for the EpsonNet SDK, “setting.ini” of the EpsonNet SDK needs to be edited before installing it. See below for instructions on editing it.

Item	Set contents	Value	Default
TCPIP	Set to use the EpsonNet SDK for Ethernet model.	Apply : 1 Not apply : 0	1
LOCAL	Set to use the EpsonNet SDK for USB model.	Apply : 1 Not apply : 0	1
SHARE	Set to use the EpsonNet SDK on shared printers.	Apply : 1 Not apply : 0	0
TRAP	Set to use the SNMP TRAP.	Apply : 1 Not apply : 0	0
EXECTYPE	Fixed value	TERM	-
SHREAGT	Set to use the server communication module for MS shared printing.	Apply : 1 Not apply : 0	0
EPSONNETSDK	Fixed value	0	-
INSTALL	Fixed value	0	-

### CAUTION

To send the printer status with the EpsonNet SDK, it is necessary to set the Trap function.

## Setting Procedure

When the EpsonNet SDK has already been installed, uninstall it first.

Follow the steps below to make the setting for the EpsonNet SDK, and then install it again.

- 1 Edit “setting.ini” in the Install Disk of the EpsonNet SDK.
- 2 Install the EpsonNet SDK.



## Utilities and Manuals

The several kinds of utilities and manuals other than the printer driver are available for this product.

Name	Package file name	Manual
Printer Driver	c34d32_xxxx.exe c34d64_xxxx.exe	TM-C3400 Technical Reference Guide
Easy Setup	EPSetup.exe	None
Install Assistant	c34ia_xxxe.exe	TM-C3400 Install Assistant User's Manual
Printer Setting	c34ps_xx.exe	TM-C3400 Printer Setting Guide
Epson Monitoring Tool	EpsonMonitoringTool***.exe	Epson Monitoring Tool User's Manual
EpsonNet Config	encwxxx.exe	None
EpsonNet SDK for Windows	EpsonNet-SDK-Verxxx-E.zip	EpsonNet SDK for Windows TM-C3400 Reference
USB Replacement Service	UsbRepSv_32_xxx.exe	USB Replacement Service User's Manual
Sample Program	c34smp_xxe.exe c34smp_xxe.msi	None For how to use, see the menu page of the sample program.

### Easy Setup

This utility is for installing the printer driver and setting the network.

The following the instructions on the window makes it easy to install the printer driver and setting the network simultaneously, and it is easier than installing the driver solely.

### EPSON Status Monitor 3

This is automatically installed when installing the printer driver. The ink level and the printer status can be checked on the window if this is effective on the printer driver.

---

## Install Assistant

This is the utility to put together the setting information of the installed driver and installer of the driver as a package file.

The driver is installed as the same settings as the original computer when executing this on the different computer, and this makes it easy to install the printer driver to the several computers.

### NOTE

- To reinstall Install Assistant in an environment where Install Assistant is already installed, uninstall the existing Install Assistant first.
- Only the driver settings saved in the computer can be copied. The driver settings saved in the NV memory in the printer can not be copied. See ["Printer Driver and Utility Function List" on page 136](#) for the settable items.
- See the Install Assistant manual for details.

---

## Printer Setting

This is to change settings at one time for several printer drivers in the network. For USB model, the USB serial number can also be edit.

For using this utility, the printer driver is needed to be installed.

### NOTE

- Only the driver settings saved in NV memory in the printer can be copied. The driver settings saved in the computer can not be copied. See ["Printer Driver and Utility Function List" on page 136](#) for the settable items.
- See Printer Setting User's Manual for details.

---

## Epson Monitoring Tool

This is to check the network settings and the statuses for more than one Epson printers in the network.

### NOTE

- Some Epson printers are not supported.
- See Epson Monitoring Tool User's Manual for details.

---

## EpsonNet Config

The network setting and changes are available for more than one Epson printers in the network.

### NOTE

Some Epson printers are not supported.

---

## USB Replacement Service

This is a resident service on the computer. When the TM-C3400 is replaced for service or other reason, this detects the printer connection and automatically changes the output printer of the printer driver.

This allows the printer to be replaced without changing settings in the application. (The printer is not replaced if a port is specified for the application output destination. The printer is only replaced if the printer driver is specified.)

There is no need to change the USB serial number of the TM-C3400 before replacement.

---

## EpsonNet Web Config

Executes and checks the network information of the printer by entering IP address of the printer to address bar of the Web browser. One printer can be set and checked.

---

## EpsonNet SDK

This is the software development kit for monitoring the printer via network.

---

## Sample Program

This is the sample programs to use TM-C3400 by using EpsonNet SDK. (VB.NET, C++ is prepared for all programs. VB 6.0, C# is prepared for some programs.)

### Download

Drivers, utilities, and manuals can be downloaded from one of the following URLs.

For customers in North America, go to the following web site:

<http://www.epson.com/support/>

For customers in other countries, go to the following web site:

<https://download.epson-biz.com/?service=pos>

## Printer Driver and Utility Function List

	Printer Driver					Utility					
	Easy setup	Driver			Install Package	Install Assistant	EpsonNet Config	EpsonNet Web Config	Printer Setting	Epson Monitoring Tool	EpsonNet SDK
		[Driver Utilities] tab	[Maintenance And Utilities] tab	EPSON Status Monitor 3							
Printer (1: 1 pc, m: two or more)	1	—	1	1	—	—	m	1	m	m	m
Computer (1: 1 pc, m: two or more)	1	1	—	1	m	m	1	1	1	1	1
<b>Setting</b>											
Driver installation	√	—	—	—	√	√	x	x	x	x	x
Driver setting	√	√	x	x	√	x	x	x	x	x	x
Network setting of the printer (See <a href="#">"Setting value" on page 138</a> for details)	x	x	x	x	x	x	√	√	x	x	x
Printer setting (See <a href="#">"Setting the Printer" on page 141</a> for details)	√	x	√	x	√	x	x	x	√	x	x
<b>Acquiring</b>											
Referring to network setting of the printer (See <a href="#">"Referring the setting value" on page 137</a> for details)	—	x	x	x	√	√	√	√	√	√	√
Acquiring network setting of the printer (See <a href="#">"Setting value" on page 138</a> for details)	x	x	x	x	x	x	√	√	x	x	x
Printer setting reference/change (See <a href="#">"Setting the Printer" on page 141</a> for details)	x	x	x	x	x	x	x	x	√	x	x
Displaying the printer status/error information (See <a href="#">"Acquiring Printer Status" on page 142</a> for details)	x	x	x	√	x	x	x	√	x	√	√

## Network Setting of the Printer

### Referring the setting value

		Driver					Utility					
		Easy setup	Driver			Install Package	Install Assistant	EpsonNet Config	EpsonNet Web Config	Printer Setting	Epson Monitoring Tool	EpsonNet SDK
			[Driver Utilities] tab	[Maintenance And Utilities] tab	EPSON Status Monitor 3							
Basic	IP Address	√	X	X	X	√	√	√	√	√	√	√
	MAC Address	√	X	X	X	X	√	√	√	√	√	√
	Hardware Version	X	X	X	X	X	X	√	√	X	X	X
	Software Version	X	X	X	X	X	X	√	√	X	X	X
	(Identification information) Location	X	X	X	X	X	X	√	√	√	√	√
Administration information	Location (Place to install)	X	X	X	X	X	X	√	√	√	√	√
	Administrator Name	X	X	X	X	X	X	X	√	√	√	√
	Network Status	X	X	X	√	X	X	X	√	X	√	√
	Port Type	X	X	X	X	X	X	X	√	X	X	X
	Ink Levels	X	X	X	√	X	X	X	√	X	√	√
	Printer Status	X	X	X	√	X	X	X	√	X	√	√
	Current Time	X	X	X	X	X	X	X	√	X	X	X

## Setting value

### CAUTION

EpsonNet Web Config can not be used for the printer with default condition since IP address is not available.

			EpsonNet Config		EpsonNet Web Config	
			Setting	Acquiring	Setting	Acquiring
Network	Basic (wired)	Link Speed & Duplex	√	√	√	√
		Port Type	√	√	√	√
TCP/IP	Basic	IP Address Settings (Manual/Auto)	√	√	√	√
		Set Using Automatic Private IP Addressing (APIPA)	√	√	√	√
		Set Using PING	√	√	√	√
		IP Address	√	√	√	√
		Subnet Mask	√	√	√	√
		Default Gateway	√	√	√	√
	DNS	Acquire DNS Server Address Automatically	√	√	√	√
		DNS Server Address	3	√	3	√
		Acquire Host Name and Domain Name Automatically	√	√	√	√
		Host Name	√	√	√	√
		Domain Name	√	√	√	√
		Register Network Interface Address to DNS Server	√	√	√	√
		Register Network Interface Address Directly to DNS Server	√	√	√	√
TCP/IP	Bonjour	Use Bonjour	X	X	√	√
		Bonjour Name	X	X	√	√
		Bonjour Printer Name	X	X	√	√
	UPnP	Enable universal plug and play function	√	√	√	√
		Device name	√	√	√	√
		Location	√	√	X	X

			EpsonNet Config		EpsonNet Web Config	
			Setting	Acquiring	Setting	Acquiring
SNMP	Basic	Read Only	√	√	√	√
		Read/Write	√	√	√	√
	IP Trap 1/2	Enable IP Trap 1/2/3/4	√	√	√	√
		Address	√	√	√	√
		Community	√	√	√	√
		Port Number	√	√	√	√
Time	Basic	Date/time/time zone and etc.	√	√	√	√
Access Control	Printing Control Settings	Printing Control	√	√	√	√
		Printer Access Control	√	√	√	√
		Printer Access Control List	√	√	√	√
	Port Control Settings	Allow LPR Printing	√	√	√	√
		Allow RAW (Port9100) Printing	√	√	√	√
		Allow RAW (Port2501) Printing	√	√	√	√
		Allow FTP Printing	X	X	√	√
Timeout	Basic	LPR	√	√	√	√
		RAW (Port9100)	√	√	√	√
Administrator setting	User recognition	User recognition function (administrator name)	X	X	√	√
		Installation place (location)	X	X	√	√
	Password	Administrator Password*	√	√	√	√
Restores to the factory default setting (The printer is restored to the factory default setting also by turning on the printer while pressing the status sheet button and keeping it pressed for 20 seconds or more.)		Network I/F (Reset)	√	√	√	√
Language		Specified HTML language	X	X	√	√

\*: Factory default password

Network Software Ver.1.03 or earlier: None

Network Software Ver.1.04 or later: "epson"

You can check the Network Software version using "2. HW/SW Version" on the status sheet. See ["Status Sheet Printing \(Ethernet model only\)" on page 191](#).



## Setting the Printer

Setting	Item	Driver Printer Utility		Printer Setting	
		Setting	Acquiring	Setting	Acquiring
Print Head Alignment	Bi-directional printing position adjustment	√	X	X	X
	Paper feed adjustment	√	X	X	X
Print Start Position Adjustment	Print Start Position Adjustment (Roll Paper)	√	X	X	X
	Print Start Position Adjustment (Margins between labels/ black marks/autocutter)	√	X	X	X
Media Feed Pitch Adjustment	Auto Cut Position Adjustment	√	X	√	√
	Print Start Position Adjustment	√	X	√	√
Media Loading Settings	Media Loading Method at Start up	√	X	√	√
	Media Loading Method at Media Cover close	√	X	√	√
Notification Settings	Beep Notification Setting at an Error	√	X	√	√
	Notification Setting at a Paper Size/Type Error	√	X	√	√
	LED Notification Setting at Ink Low	√	X	√	√
FEED button (Media feed when not printing)	Enabled/disabled FEED button	√	X	√	√
FEED button (Manual head cleaning during printing)	Enabled/disabled FEED button	√	X	X	X
CUT button	Enabled/disabled CUT button	√	X	√	√
Post-Printing Verification Settings	Missing Dot Operation Settings	√	X	√	√
	Void Image Registration	√	X	√	√
	Displays Void Image Registration name	√	X	√	√
	Void Image Test Print	√	—	X	X
USB Serial Number Settings	USB Serial Number	X	X	√	√
Sensor Adjustment	Adjusts the Label Gap Detection Sensor	√	X	X	X
	Adjusts the Black Mark Detection Sensor	√	X	X	X

## Acquiring Printer Status

		EPSON Status Monitor 3	EpsonNet Web Config	Epson Monitoring Tool	EpsonNet SDK
Ink Status	Ink color	√	√	√	√
	Ink Levels	√	√	√	√
Error	Communication error	X	X	√	√
	Autocutter error	X	X	√	√
	Fatal error	X	X	√	√
	Cover open	X	X	√	√
	Paper jam	X	X	√	√
	It is the time to replace the ink cartridge.	X	X	√	√
	Paper empty	X	X	√	√
	Paper size error	X	X	√	√
	Disposal ink overflow	X	X	√	√
	Paper recognition error	X	X	√	√
	Ink cover open	X	X	√	√
	Ink must be replaced.	X	X	√	√
Self printing	Test print	X	X	√	√
	Void image printing	X	X	√	√
Printer status	Busy	X	X	√	√
	Waiting	X	X	√	√
	Idle	X	X	√	√
Warning	It is the time to replace the ink cartridge.	X	X	√	
	Maintenance requirement is near.	X	X	√	
	Disposal ink overflow is near.	X	X	√	
Cleaning		X	X	√	
Factory default setting		X	X	√	
Shutting down		X	X	√	

# Application Specification to Develop

This section describes specifications to develop printing application of this product.

## Character Size to Print

To avoid mistaking characters due to missing dots or ink smear, configure the character size setting for your application to a font described in the table below, depending on the firmware version and the Post-Printing Verification Settings that you use.

\* “x” of firmware version AAExxxxx shows any one alphanumeric character.

Post-Printing Verification Settings	Firmware Version	
	Except Firmware Version AAExxxxx	Firmware Version AAExxxxx
High Reliability Mode	A font with 2 or more (vertical) dot configuration (such as Arial 8 pt or larger)	
Anti-missing Read Mode	A font with 2 or more (vertical) dot configuration (such as Arial 8 pt or larger)	
Anti-missing Color Mode	A font with 3 or more (vertical) dot configuration (such as Arial 12 pt or larger)	A font with 4 or more (vertical) dot configuration (such as Arial 18 pt or larger)

## Print Barcode / 2D Symbol Data on the Graphic Data

When creating barcode / 2D symbol data as the graphic data on user’s application, use the following input resolution.

Paper type	Print quality	Input resolution (dpi) (Horizontal × vertical)	Image resolution (dpi) (Horizontal × vertical)
Plain Media Plain Media Label	Speed	180 × 180	360 × 180
	Quality	360 × 360	360 × 360
Other paper	Speed	360 × 360	360 × 360
	Quality	360 × 360	720 × 360

Whether paper feed is performed during 2D symbol printing can be checked using [Display Media Feed Position] - [Display Print Preview] in the Print Preview function. For this function, see ["Print Preview" on page 181](#).

## When Extremely High Reliability and Safety are Required

Epson recommends the following functions:

- Missing dot detection with the auto nozzle check system of the printer driver. (["Post-Printing Verification Settings" on page 21](#))
- Visual detection with the missing dot detection pattern created with the application.
- Creation of a barcode with a check digit with application.

# Handling

This chapter describes basic handling of the printer.

## Replacing the Ink Cartridge

Printing can not be made if any of the three color ink cartridges is expended.

In this state, the INK LED lights. Follow the steps below to replace the ink cartridge.

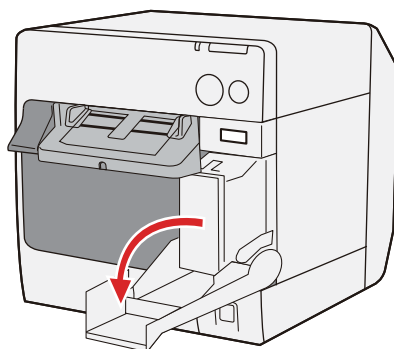
### CAUTION

- Always use the Epson SJIC15P as the ink cartridge.
- Do not open the package of the ink cartridge until you are ready to load it in the printer.

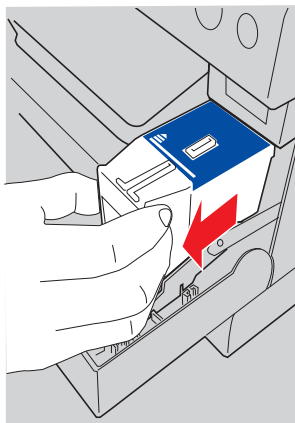
### NOTE

- When the ink cartridge is loaded for the first time, the printer uses ink to prepare for printing (initial ink charge), therefore, the first replacement period is shorter than normal.
- Ink consumption differs depending on printer conditions, such as printing and cleaning.
- To maintain the quality of print head, the INK LED lights before using up all the ink even some ink remains in the cartridge.

- 1** Turn the power on and make sure that the INK LED lights.
- 2** Pull down the ink cartridge cover to the front to open it.

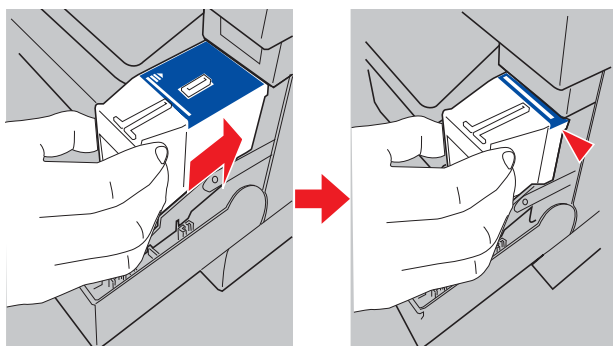


- 3** Pull out the ink cartridge to be replaced, and remove it.



**Do not leave the printer without ink cartridge.**  
Otherwise, the print head may dry and clog.

- 4** Shake new ink cartridge package 4 or 5 times before opening it and take out the ink cartridge from the package.
- 5** Push the ink cartridge gently into the cartridge holder as shown below.  
Insert it with arrowed side up.



- 6** Close the ink cartridge cover.  
The INK LED (red) turns off.

## Replacing the Paper

Replaces the paper. The method to replace the paper is different depending on the type of the paper.



**Do not open the roll paper cover or touch the paper during printing.**

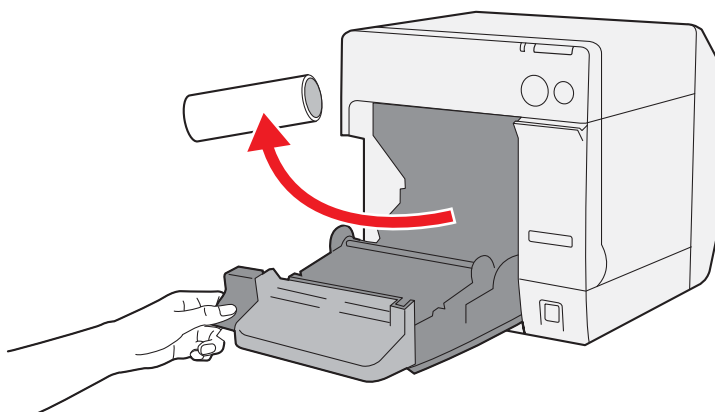
Otherwise, the printer may be damaged.

### CAUTION

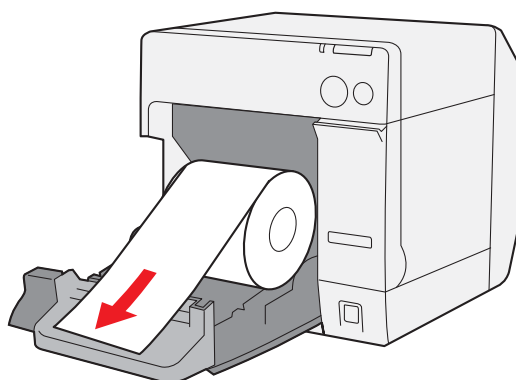
- Use paper that meets the printer specification. For details about the paper specification, see "[Paper Specifications](#)" on page 32.
- See "[Loading/Replacing the Paper](#)" on page 80 when paper is initially loaded, or when changing the settings of paper type (roll paper/fanfold paper), media position detection, or when changing the paper width.

### Replacing the Roll Paper

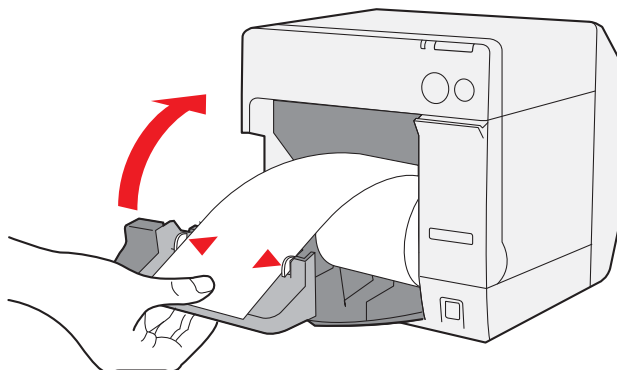
- 1 Press down the release lever, and pull it to the front to open the roll paper cover. Remove the used roll paper.



- 2 Load the roll paper with the printing side up while pulling it a little.



- 3** Close the roll paper cover while aligning the roll paper with the paper ejection guide.



- 4** Turn the power on.  
The roll paper is automatically fed.

**NOTE**

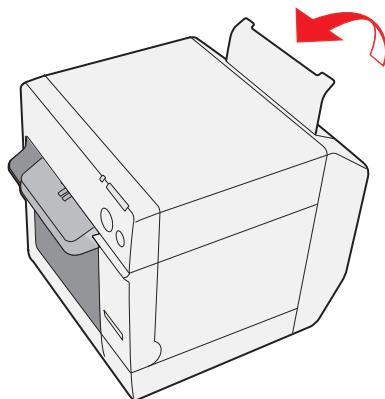
When paper set operation at the roll paper cover close is set as "Media Loading Method (with Cutting)" of [Media Loading Settings] on [Maintenance And Utilities] tab on the printer driver, paper is automatically cut after the paper is fed.

This is the end of replacing the roll paper.

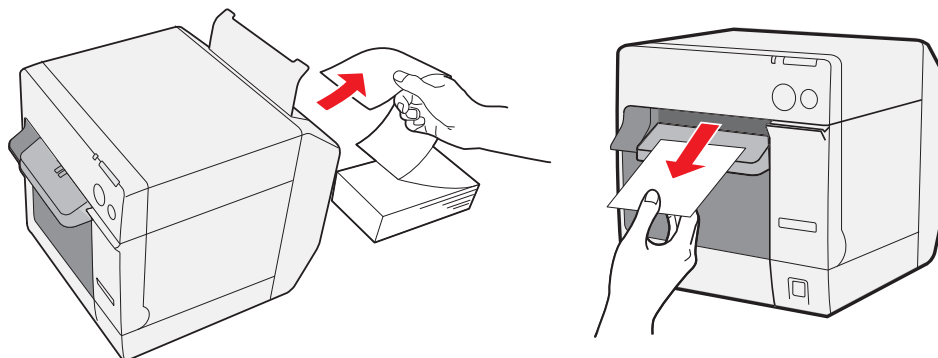


## Replacing the Fanfold Paper

- 1 Open the fanfold paper cover.



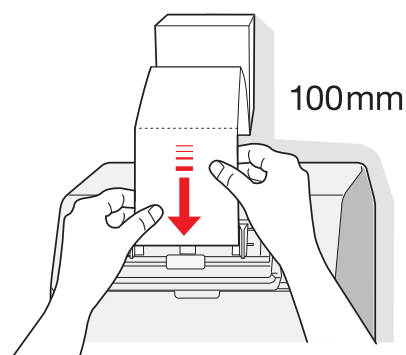
- 2 Remove the remaining paper.



- 3 Turn the power on.

- 4 Insert the paper with the printing side up until it is automatically drawn in (approximately 100 mm).

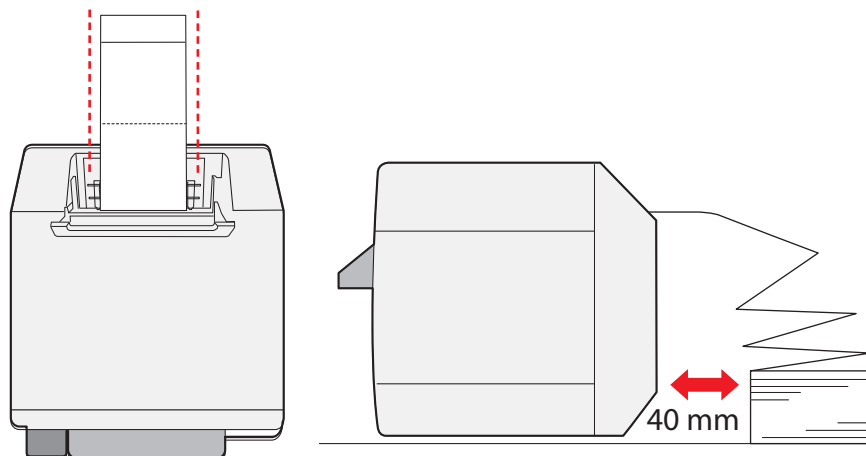
The fanfold paper is automatically fed.



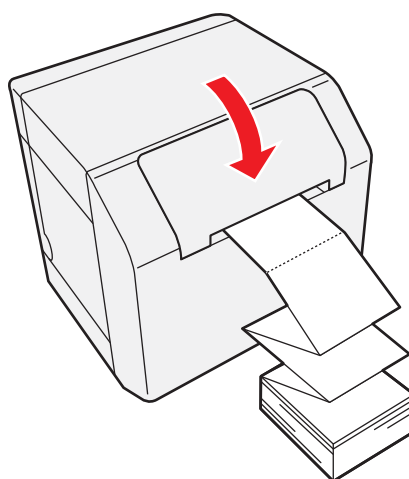
### NOTE

When paper set operation at the paper cover close is set as "Media Loading Method (with Cutting)" of [Media Loading Settings] on [Maintenance And Utilities] tab on the printer driver, paper is automatically cut after the paper is fed.

- 5** Place the paper straight and at least 40 mm away from the printer.



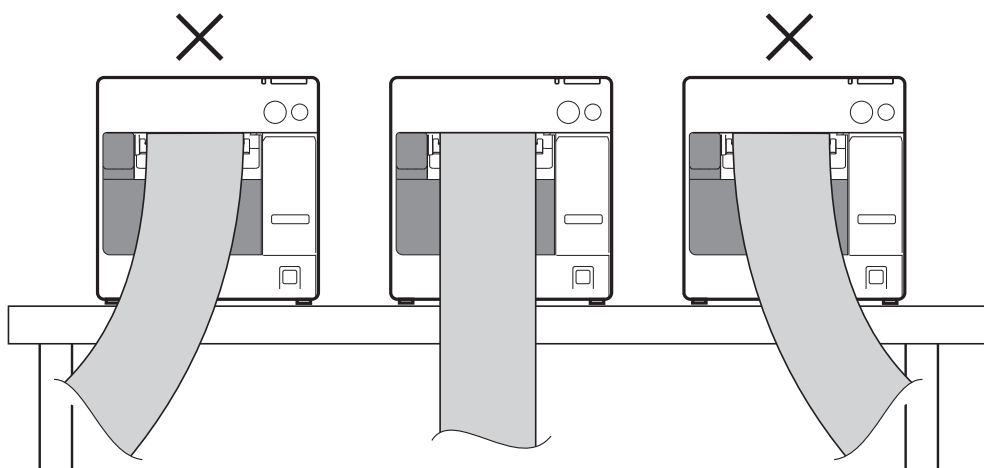
- 6** Close the fanfold paper cover.



This is the end of replacing the fanfold paper.

## *Ejection Angle of Printed Paper*

Make sure paper is ejected straight from the paper ejection guides, as shown in the illustration. If paper is not ejected straight due to such causes as an obstruction, the print result may be distorted.

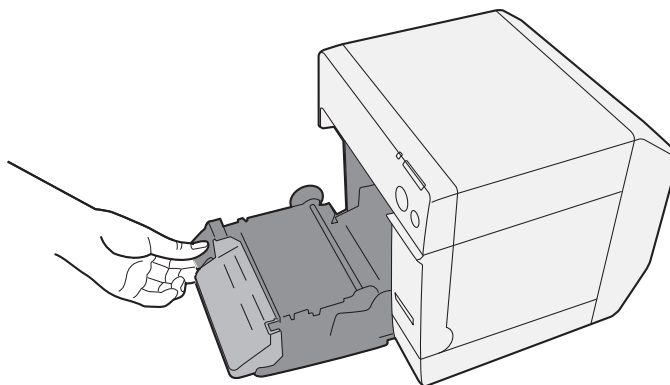


## Removing Jammed Paper

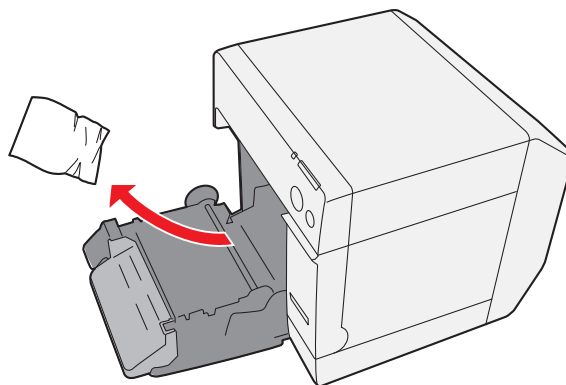
Follow the steps below to remove the jammed paper when a paper jam error occurs.

### For Roll Paper

- 1 Turn the power off.
- 2 Press down the release lever, and pull it to the front to open the roll paper cover.



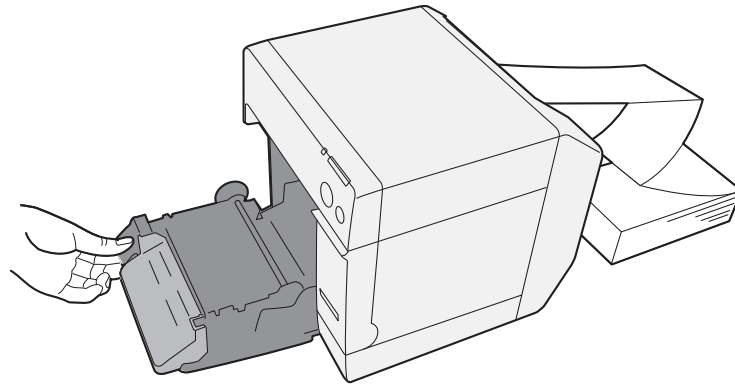
- 3 Remove the jammed paper.



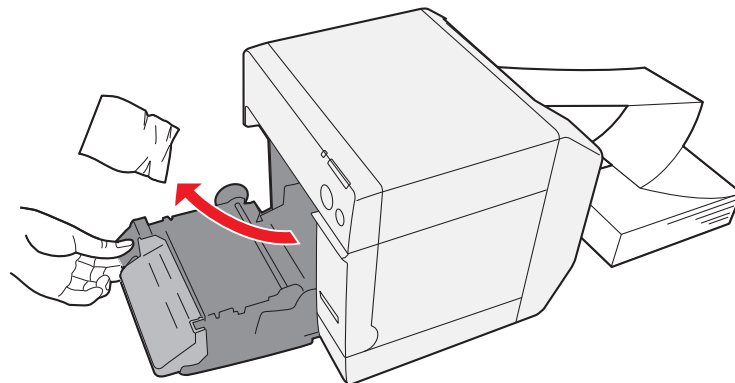
- 4 Load the paper. (See ["Replacing the Roll Paper" on page 147](#))

## For Fanfold Paper

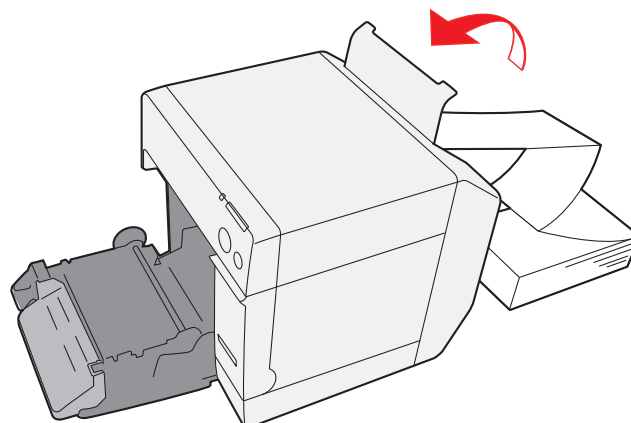
- 1 Turn the power off.
- 2 Press down the release lever, and pull it to the front to open the roll paper cover.



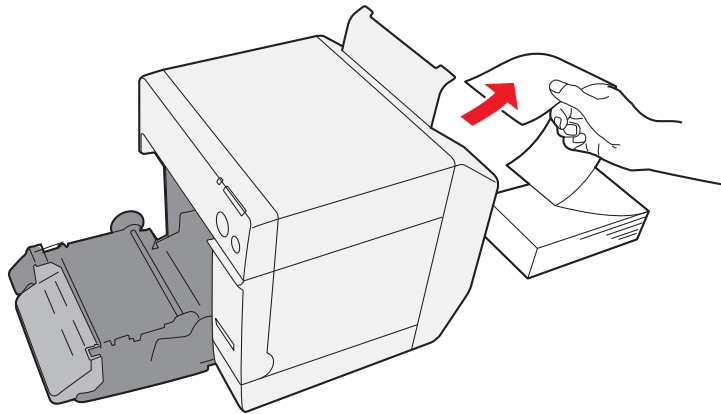
- 3 Remove the jammed paper.



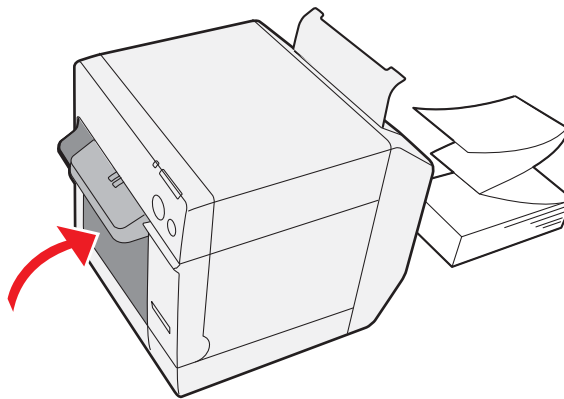
- 4 Open the fanfold paper cover.



- 5** Remove the fanfold paper.



- 6** Close the roll paper cover, and then load the paper. (See ["Replacing the Fanfold Paper" on page 149](#))



## How to Use the Printer Driver

The printer driver allows you to change the print settings and also provides some utilities such as checking the printer status and cleaning the print head.

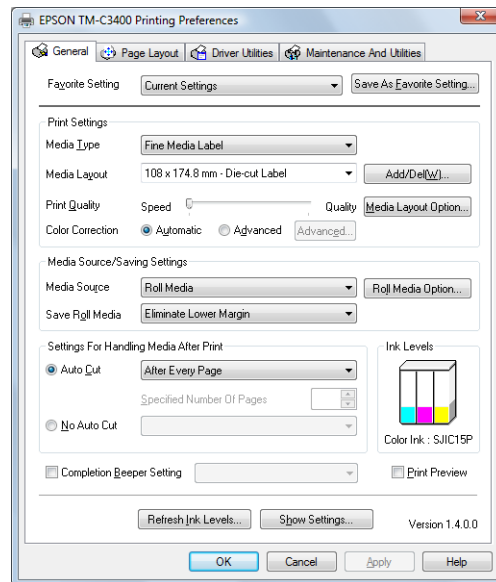
### How to Display the Printer Driver

- 1** Click [**Printers and Faxes**] (or [**Printers**]).
  - For Windows 10:  
Right click [**Start**], then click [**Control Panel**]. Click [**View devices and printers**].
  - For Windows 8.1/ Windows 8:  
Select [**Control Panel**] of Sidebar [**Settings**] on [**Desktop**], and click [**Hardware and Sound**], then [**Devices and Printers**].
  - For Windows 7:  
Click [**View devices and printers**] of [**Control Panel**] on [**Start**] menu.
  - For Windows Vista:  
Click [**Printers**] of [**Control Panel**] on [**Start**] menu.
  - For Windows XP Professional:  
Click [**Printers and Faxes**] on [**Start**] menu.
  - For Windows XP Home Edition:  
Click [**Control Panel**] on [**Start**] menu, and click [**Printers and Faxes**].
  - For Windows 2000:  
Click [**Settings**] on [**Start**] menu, and click [**Control Panel**].
  - For Windows Server 2003 R2:  
Click [**Printers and Faxes**] on [**Start**] menu.

- 2** Right-click [**EPSON TM-C3400**], and click [**Printing References**].  
The printer driver screen is displayed.

**NOTE**

Registered name of this product to display in the case of the [EPSON TM-C3400].



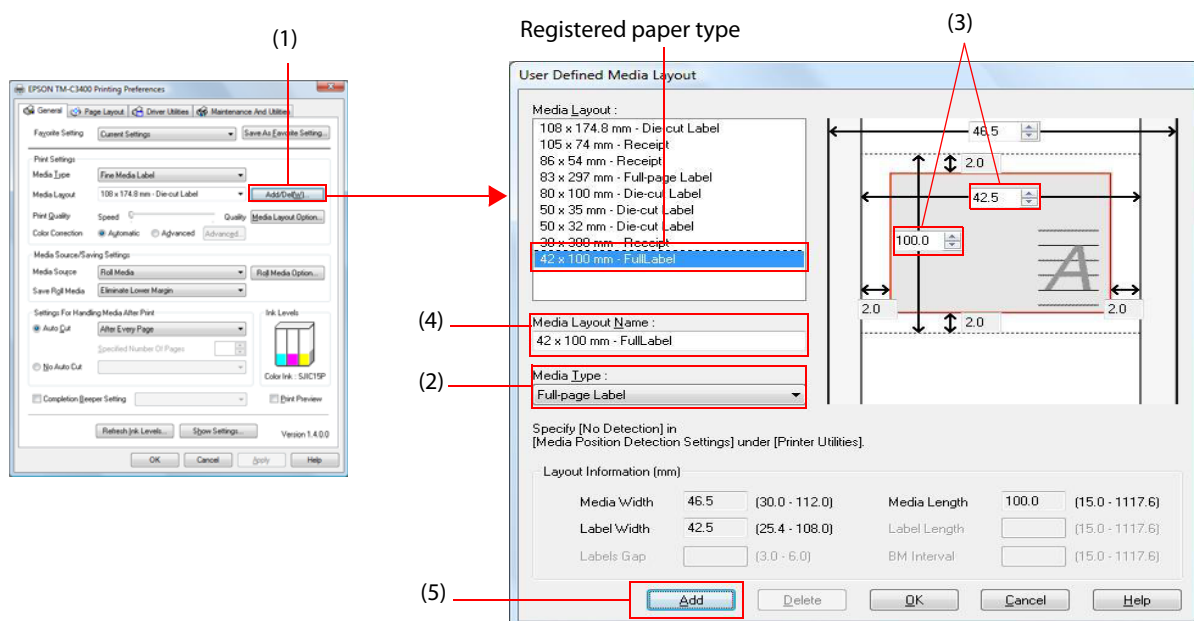
## Registering User Defined Media

If the paper size to use is not in Media Layout, register the user defined media.

The registered layout will be stored in [Favorite Setting] to use from application of users.

### Registering User Defined Media

- 1 Click [Add/Del] of [Media Layout] on [Main] tab to display [User Defined Media Layout].
- 2 Select Media Type.
- 3 Enter the size of the paper.
- 4 Enter Media Layout Name. This is User Defined Media.
- 5 Click [Add]. User Defined Media will be registered and displayed on the list of [Media Layout].

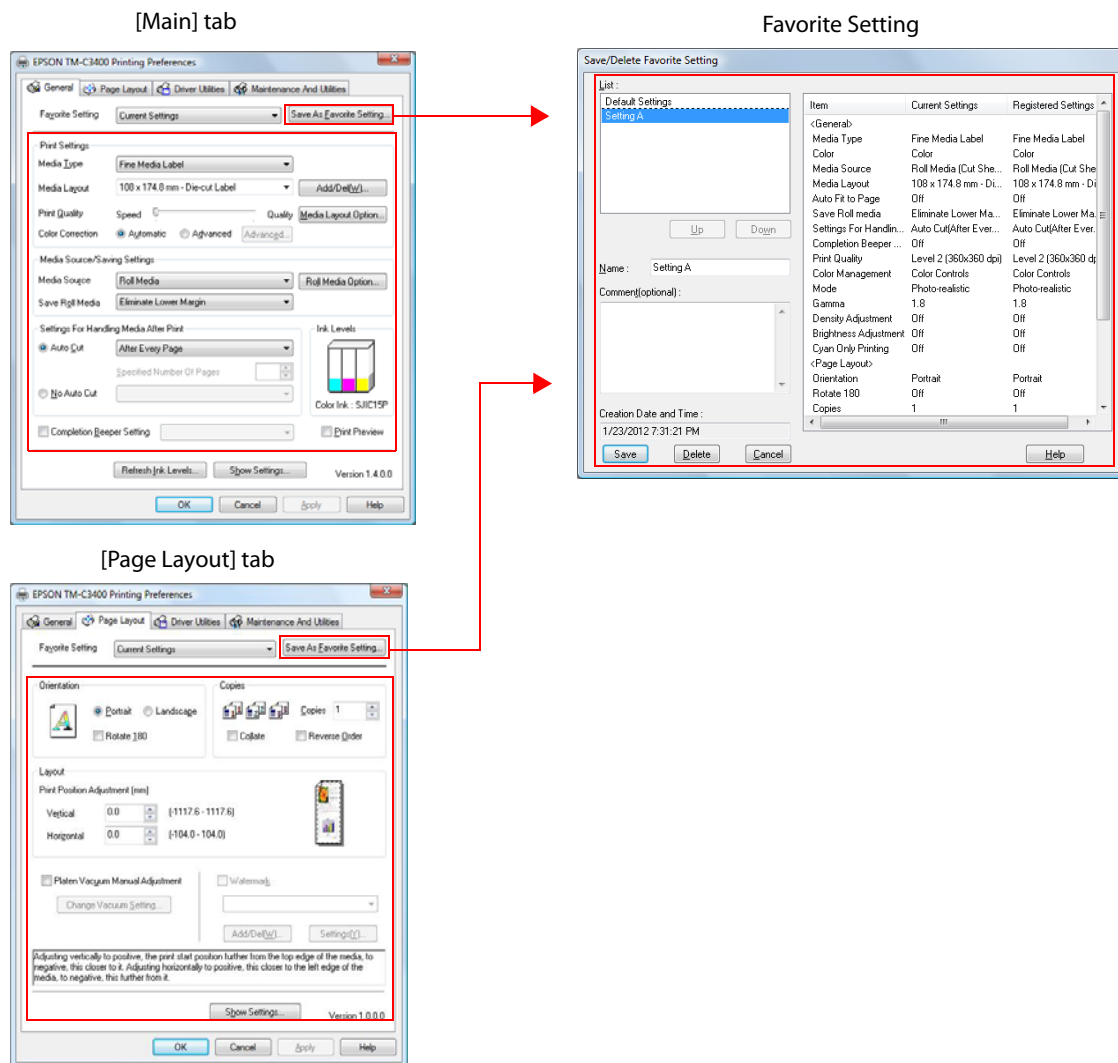




## Favorite Setting

[Favorite Setting] is the function to administer print setting of the printer driver into one.

The setting from [Main] and [Page Layout] tab such as Media Type, Media Layout (including User Defined Media) are included.



## Features

- When printing from application, the print setting registered on [Favorite Setting] can be selected as default setting.

It is recommended to register the setting in favorite setting after executing print setting by clicking [Save As Favorite Setting].

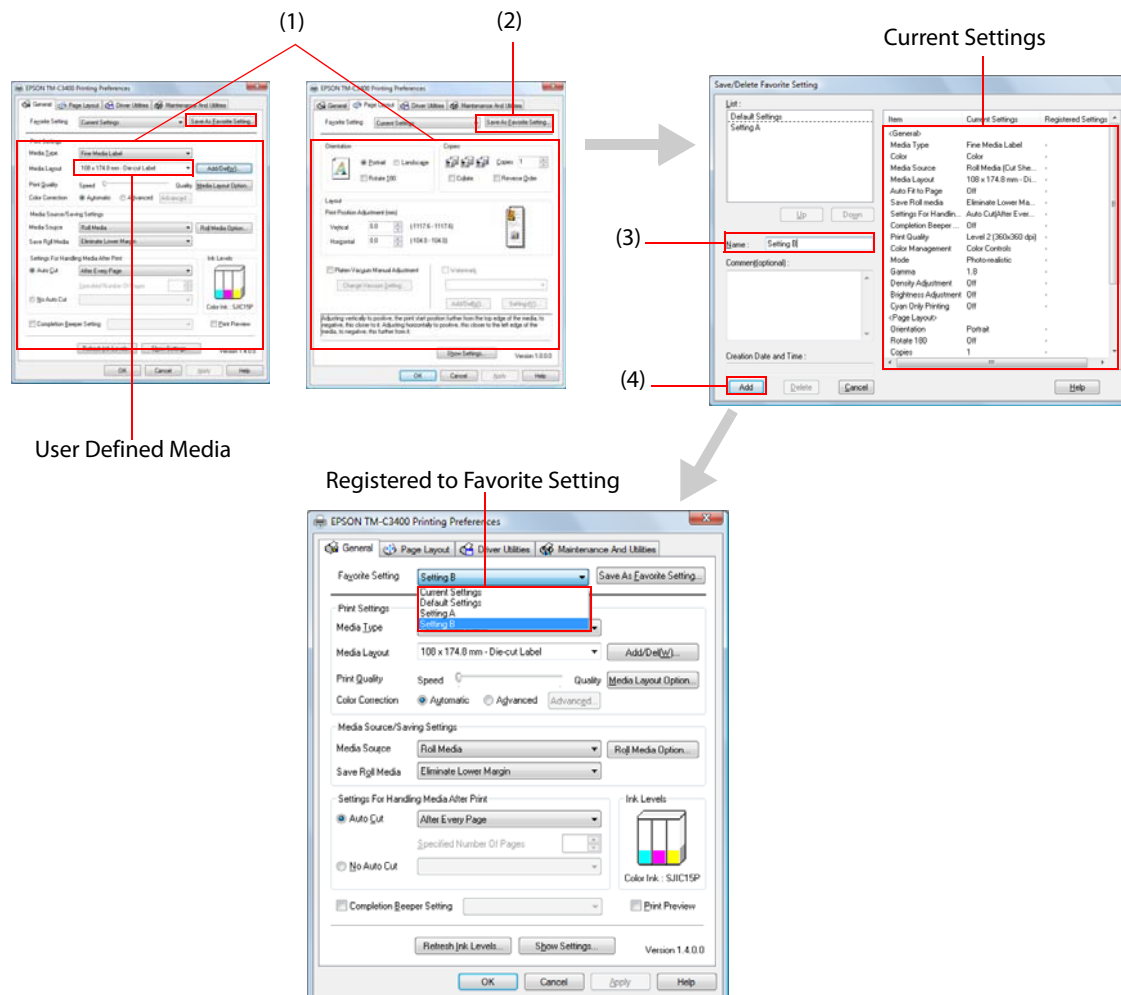
- A number of setting can be registered on [Favorite Setting].

For example, if the print setting is registered on [Favorite Setting] for each document, the print setting can be completed by changing [Favorite Setting] when the document is changed. This prevents an error of setting change when changing the paper.

(It is necessary to change Media position detection of the printer when the document is changed. See [Chapter 2 "Setup"](#) for details.)

## Registering print setting on [Favorite Setting]

- 1 Set the printer driver depending on paper to print.  
Set settings on [Main] and [Page Layout] tab. Select from Media Layout when using User Defined Media.
- 2 Click [Save As Favorite Setting] to display [Save/Delete Favorite Setting].  
The current setting will be displayed on the list of the right side.
- 3 Enter print name.
- 4 Click [Add].  
Print setting will be registered on [Favorite Setting].



[Favorite Setting] includes the following setting.

- Default Settings: The default setting when installing the printer driver.
- Current Settings: The contents set on [Main] and [Page Layout] tab.  
These contents are displayed in the current settings on [Current Setting] and [Save/Delete Favorite Setting] window.
- User Defined Setting: The print setting defined by the user.

## Information for User Definition

The user definition includes the following.

- User Defined Media
- Registering barcode font
- Replacing font on .NET environment

The user definition is set on each client computer. When a number of TM-C3400 printer drivers are installed in one computer, these are used mutually.

## Barcode Printing

The printer driver has the built-in barcode font. Barcode printing is available if the barcode is not created on the application side.

## Setting the barcode font

Barcode print settings can be changed on [**Barcode and 2D Symbol**] on [**Driver Utilities**] tab.

**Barcode and 2D Symbol Settings**

Display: All Font Name: Type: UPC-A Specified Point: 57.5 Points

Font List: Test Print: 012345678905 [Size Display] [Print]

**Common Settings**

Rotation Settings: Normal [Composite] [Hexadecimal Entry Mode] [Use a Quiet Zone]

**Barcode**

Module: 3 [3-9 dots] Bar Height: 288 [9-999 dots]

[Adjust Bar Width] [Auto Convert to Minimize Entire Symbol Width] [HRI Character Position: Do Not Print] [HRI Font] [Element Ratio] [Character Spacing]

**Recommended Value**

Configure the barcode.

The module size may differ from the specified size due to printer resolution which is determined by "Media Type" and "Print Quality". Click [Size Display] button and check the actual size.

[Add] [Delete] [OK] [Cancel] [Help]

### 1 Change settings of the following.

- Display: Select [**Barcodes**].
- Font Name: Input an arbitrary character string. ASCII characters only.

- **Type:** Select a barcode type from the following. The displayed items are changed accordingly.

UPC-A	UPC-E	JAN13(EAN)
JAN8(EAN)	Code39	ITF
Codabar	Code93	Code128
GS1-128M	GS1-128	GS1 DataBar Omnidirectional
GS1 DataBar Truncated	GS1 DataBar ExpandedM	GS1 DataBar Expanded
GS1 DataBar Limited		

- **Rotation Settings:** Select a setting when printing the barcode rotated by the specified rate.
- **Hexadecimal Entry Mode:** Turn on the check box when the data for barcode is specified on Hexadecimal Entry Mode.
- **Composite:** Turn on the check box to print barcode with a composite symbol.



Separate the data specified to a composite symbol and a barcode with “\|” or “|\\”. Describe the data in the order of the composite symbol and the barcode.  
Example: 1234567890\|012345678905

- **Use a Quiet Zone:** Leaves a blank margin around barcodes.



The barcode printing position is moved based on the amount of margin.

- **Module:** Sets the thin element width in dots.

Symbol	Category	Print Quality	Rotation Settings <sup>*1</sup>	Adjust Bar Width	Upper Line: Minimum Module [by 360 dpi] Lower Line: Minimum Element Ratio		
					ANSI Grade D or higher	ANSI Grade C or higher	ANSI Grade B or higher
UPC-A UPC-E JAN13(EAN)	Plain Media, Plain Media Label	Speed	Normal, Rotate 180°	Available	4 dot 2.5	-	-
JAN8(EAN) Code39 ITF			Rotate 90°, Rotate 270°		6 dot 2.5	-	-
Codabar Code93 Code128		Quality	Normal, Rotate 180°		4 dot 2.5	-	-
GS1-128M GS1-128			Rotate 90°, Rotate 270°		6 dot 2.5	-	-
GS1 DataBar Omnidirectional	Fine Media, Fine Media Label, Synthetic Media Label, PET Film, Wrist Band	Speed	Normal, Rotate 180°		3 dot 2.5	4 dot 2.5	
GS1 DataBar Truncated			Rotate 90°, Rotate 270°		6 dot 2.5 <sup>*2</sup>	- <sup>*2</sup>	-
GS1 DataBar ExpandedM		Quality	Normal, Rotate 180°		3 dot 2.5	4 dot 2.5	
GS1 DataBar Expanded GS1 DataBar Limited			Rotate 90°, Rotate 270°		6 dot 2.5 <sup>*2</sup>	- <sup>*2</sup>	-

-: Not supported

- <sup>\*1</sup>: The values for the Rotation Settings in the table are those when [Orientation] in [Page Layout] tab is set to "Portrait." When it is set to "Landscape," the description is changed as below.

"Normal, Rotate 180 Degrees":

"Rotate 90 Degrees, Rotate 270 Degrees"

"Rotate 90 Degrees, Rotate 270 Degrees":

"Normal, Rotate 180 Degrees"

- <sup>\*2</sup>: By the combination of the specific paper type and the Symbol, the following conditions are available.

Wrist Band & Code128

:Element = 5 dots (D-grade)

Wrist Band & Codabar

:Element = 5 dots, Element ratio = 2.5 (C-grade)

### CAUTION

When "Module" is set to an odd number and the resolution is changed by changing [Category] or [Print Quality], the printed barcode size may be changed. The barcode size can be checked by [Size Display] button.

- Bar Height: Sets the element height with dots. Specified dots indicate the actual print size.
- Adjust Bar Width: Narrows the element width when printing. Make sure to select it only when the barcode is not clear enough to be read.
- HRI Character Position: Select the position of the HRI characters. Select **[Do Not Print]** when not printing.

#### NOTE

The printing position is limited for some types.

- HRI Font: Select the HRI character font size.
- Element Ratio: Sets the thick element width by the ratio to the thin element width.
- Character Spacing: Sets the character spacing (interval) by the ratio to the thin element width.
- Auto Convert to Minimize Entire Symbol Width:  
Selectable when CODE128 is specified. This function minimizes the number of symbol characters required to express the given data string.

## 2 Click **[Add]**.

The selected barcode font is saved and the font name is added to the font list.

#### NOTE

- The barcode font can be registered up to 30.
- The barcode font setting can be overwritten by clicking [Save] after selecting the font name from the font list and changing the setting.
- The barcode font setting can be deleted by clicking [Delete] after selecting the font name from the font list.
- Test print is executed according to the setting by clicking [Print] after inputting the text in the box.

## Specifying the barcode data

Specify the barcode data by referring to the following descriptions.

About the composite symbol:

The composite component type is selected automatically depending on the digit number of the data. (CC-C is selected only when GS1-128 is set.)

Composite Component Type	Encodable Digit Number
CC-A	1 ~ 56 digits
CC-B	1 ~ 338 digits
CC-C	1 ~ 2361 digits

About the HRI character:

When the total width of the HRI character is larger than that of the barcode, the HRI character width is set as the barcode width.

### UPC-A

#### ☐ Normal

- Specify the data of 11 to 12 digits.
- The first digit is an unchecked number system character.
- For data of 11 digits, a check digit is automatically added.
- For data of 12 digits, the 12th digit is regarded as a check digit, but not proved.

#### ☐ Composite (difference from Normal)

- For data of 12 digits, the 12th digit is ignored, and a check digit is automatically added.

### UPC-E

#### ☐ Normal

- Specify the data of 11 to 12 digits.
- For data of 6 digits, the specified data is not changed, and a check digit is automatically added.
- For data of 7 digits, the 2nd to 7th digits become the data characters, and a check digit is automatically added.
- For data of 8 digits, the 2nd to 7th digits become the data characters, and the 8th digit is regarded as a check digit, but not proved.
- For data of 11 digits, a check digit is automatically added.
- For data of 12 digits, the 12th digit is regarded as a check digit, but not proved.
- For data of 7 digits or more, specify "0" for the first digit, since it is regarded as a number system character.

#### ☐ Composite (differences from Normal)

- For data of 8 digits, the 8th digit is ignored, and a check digit is automatically added.
- For data of 12 digits, the 12th digit is ignored, and a check digit is automatically added.

## JAN13(EAN)

### ☐ Normal

- Specify the data of 11 to 12 digits.
- For data of 12 digits, a check digit is automatically added.
- For data of 13 digits, the 13th digit is regarded as a check digit, but not proved.

### ☐ Composite (difference from Normal)

- For data of 8 digits, the 8th digit is ignored, and a check digit is automatically added.

## JAN8(EAN)

### ☐ Normal

- Specify the data of 7 to 8 digits.
- For data of 7 digits, a check digit is automatically added.
- For data of 8 digits, the 8th digit is regarded as a check digit, but not proved.

### ☐ Composite (difference from Normal)

- For data of 8 digits, the 8th digit is ignored, and a check digit is automatically added.

## Code39

### ☐ A maximum of 256 digits can be specified.

### ☐ When both or either one of start/stop code ('\*') is not specified, it is automatically added.

## ITF

### ☐ A maximum of 256 digits can be specified.

### ☐ When data of odd digit number is specified, "0" is automatically added to the head.

## Codabar

### ☐ A maximum of 256 digits can be specified.

### ☐ When the start code is not specified, 'A' is automatically added as a start code.

### ☐ When the stop code is not specified, the same value as a start code is added as a stop code.

### ☐ When the start/stop code is input in lower case letters, they are automatically converted into upper case letters.



## Code93

- Specify the data of 1 to 255 digits.
- A start code, 2 check digits, stop code is automatically added.
- A character (□) that indicates a start code is printed for the head of the HRI character.
- A character (□) that indicates a stop code is printed for the end of the HRI character.
- HRI characters of the control characters (00h ~ 1Fh, 7Fh) are printed combining '■' and an alphabetical character.

Control Character		HRI Character	Control Character		HRI Character	Control Character		HRI Character
ASCII	Hexa-decimal		ASCII	Hexa-decimal		ASCII	Hexa-decimal	
NULL	00	■U	VT	0B	■K	SYN	16	■V
COH	01	■A	FF	0C	■L	ETB	17	■W
STX	02	■B	CR	0D	■M	CAN	18	■X
ETX	03	■C	SO	0E	■N	EM	19	■Y
EOT	04	■D	SI	0F	■O	SUB	1A	■Z
ENQ	05	■E	DLE	10	■P	ESC	1B	■A
ACK	06	■F	DC1	11	■Q	FS	1C	■B
BEL	07	■G	DC2	12	■R	GS	1D	■C
BS	08	■H	DC3	13	■S	RS	1E	■D
HT	09	■I	DC4	14	■T	US	1F	■E
LF	0A	■J	NAK	15	■U	DEL	7F	■F

## Code128

- ☐ Specify the data of 2 to 255 digits.
- ☐ Specify either one of the code selection characters (CODE A, CODE B, CODE C) as a start code of the first 2 digits.
- ☐ A special character is indicated by combining '{' and the next character.
- ☐ When [Auto Convert to Minimize Entire Symbol Width] is checked, conversion is automatically performed so as to minimize the entire Code128 symbol width. With this function, there is no need to specify a code set; barcode printing can be performed simply by inputting data you want to convert into symbols.  
When [Auto Convert to Minimize Entire Symbol Width] is unchecked, a code set must be manually specified. When code set C is specified, assume a generated two-digit number as an ASCII character decimal number and specify the corresponding ASCII character.  
Example:    37": Specify as "%".  
              "65": Specify as "A".  
              "979899": Specify as "abc".

- ☐ When the character right after '{' is not any of the following, an error occurs.

Control Character	ASCII	Control Character	ASCII	Control Character	ASCII
SHIFT	{S	CODE C	{C	FNC3	{3
CODE A	{A	FNC1	{1	FNC4	{4
CODE B	{B	FNC2	{2	'{'	{{

- ☐ The HRI characters of the special character are described as below.

Control Character	HRI Character
SHIFT	Not printed
CODE A/B/C	Not printed
FNC1~4	Space is printed
Control character (00h ~1Fh, 7Fh)	Space is printed

## GS1-128

- ❑ Specify the data of 2 to 255 digits.
- ❑ '(' is the delimiter for the application identifiers. (printed as the HRI character, but not encoded.)
- ❑ The start codes (CODE A, CODE B, CODE C) and the stop code are added automatically.
- ❑ A symbol character FNC1, that is described after the start code, is automatically added.
- ❑ When '\*' is specified, a check digit is automatically calculated, and replaced with '\*'.
- ❑ 2 digits of consecutive numbers must be specified as the application identifier. If it is not specified correctly, an error occurs.
- ❑ When '(01)' is specified as the application identifier, the 14th digit becomes a check digit, however, it is not proved when the check digit is specified. When the 14th digit is '\*', the check digit is automatically calculated, and replaced with '\*'.
- ❑ A special character is indicated by combining '{' and the next character.
- ❑ When the character right after '{' is not any of the following, an error occurs.

Control Character	ASCII	HRI Character
Control Character (00h ~ 1Fh, 7Fh)		Space is printed.
FNC1	{1	Space is printed.
FNC3	{3	Space is printed.
'{'	{{	'{' is printed.
'('	{{	'(' is printed.
')'	{}	')' is printed.
'*'	{*	'*' is printed.
Left parenthesis for the application identifier	(	'(' is printed.
Right parenthesis for the application identifier	)	')' is printed.
Check digit position	*	Check digit is printed.

## GS1-128M

- ☐ Specify the data of 38 to 66 digits.
- ☐ '(' is the delimiter for the application identifiers. (printed as the HRI character, but not encoded.)
- ☐ The start codes (CODE A, CODE B, CODE C) and the stop code are added automatically.
- ☐ A symbol character FNC1, which is described after the start code, is automatically added.
- ☐ When FNC1 is not at the end of the data followed by the application identifier '(30)', FNC1 is automatically added.
- ☐ FNC1 must not be at the end of the data followed by the application identifier '(10)' or '(21)'. In this case, an error occurs.
- ☐ When '(01)' is specified as the application identifier, the 14th digit becomes a check digit, however, it is not proved when the check digit is specified. When the 14th digit is '\*', the check digit is automatically calculated, and replaced with '\*'.
- ☐ When the character right after '{' is not '1', an error occurs.
- ☐ Specify the special character as the following format.

Control Character	ASCII	HRI Character
FNC1	{1	Space is printed.
Left parenthesis for the application identifier	(	'(' is printed.
Right parenthesis for the application identifier	)	')' is printed.
Check digit position	*	Check digit is printed.

- ☐ An error occurs when the format identifiers do not meet the following condition.

Format Identifier	Format
01	Numbers of 14 digits
10	Alphanumerics of 1 ~ 20 digits
17	Numbers of 6 digits (YYMMDD)
21	Alphanumerics of 1 ~ 20 digits
30	Numbers of 1 ~ 8 digits

### GS1 DataBar Omnidirectional/GS1 DataBar Truncated/GS1 DataBar Limited

- ☐ The first application identifier '01' is not included in the data.
- ☐ When printing the HRI characters, the first application identifier '01' is printed as '(01)' before the packing identification code.
- ☐ A check digit need not to be attached to the barcode data.
- ☐ When printing the HRI character, a check digit is printed after a product code.
- ☐ For GS1 Databar Limited, specify '0' or '1' for the first digit.

### GS1 DataBar ExpandedM

- ☐ Specify the data of 38 to 66 digits that does not include '\*'.
- ☐ '(' is the delimiter for the application identifiers. (printed as the HRI character, but not encoded.)
- ☐ When FNC1 is not at the end of the data followed by the application identifier '(10)' or '(21)', FNC1 is automatically added.
- ☐ When FNC1 is not at the end of the data followed by the application identifier '(30)', FNC1 is automatically added.
- ☐ FNC1 must not be at the end of the data followed by the application identifier '(10)' or '(21)'. In this case, an error occurs.
- ☐ When '(01)' is specified as the application identifier, the 14th digit becomes a check digit. When the check digit is not correct, an error occurs.  
(Unlike GS1-128, the check digit is not automatically calculated, nor replaced with '\*')
- ☐ '\*' is skipped.
- ☐ When the character right after '{' is not '1', an error occurs.
- ☐ Specify the special character using the following format.

Control Character	ASCII	HRI Character
FNC1	{1	Space is printed.
'('	{{	'(' is printed.
')	{}	')' is printed.
Left parenthesis for the application identifier	(	'(' is printed.
Right parenthesis for the application identifier	)	')' is printed.
'*'	{*	'*' is printed.
Skipped character	*	Not printed.

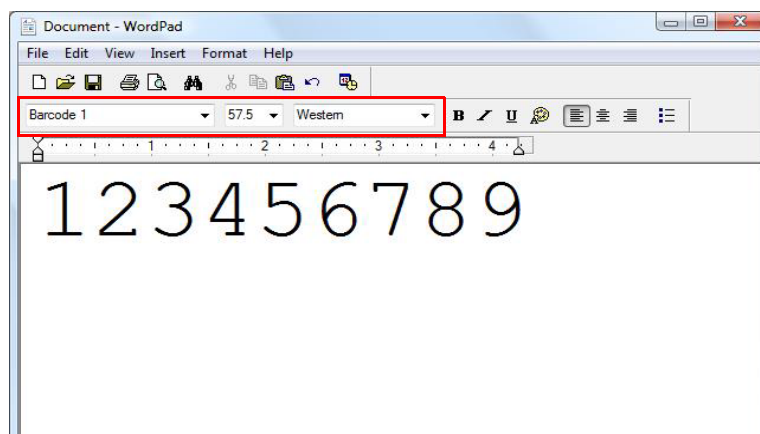
## GS1 DataBar Expanded

- ❑ Specify the data of 2 to 255 digits.
- ❑ '(' is the delimiter for the application identifiers. (printed as the HRI character, but not encoded.)
- ❑ Be sure to include all the application identifiers in the data.
- ❑ When the first data is '01' after deleting application identifiers, left and right parenthesis, and '\*' from the specified data, the 14th digit from the next of '01' is checked as a check digit. When it is not correct, an error occurs.
- ❑ When the next data of '01' is fewer than 14 digits, a check digit is not checked.  
(Unlike GS1-128, the check digit is not automatically calculated, nor replaced with '\*'. When '\*' is specified, '\*' is ignored, and the rest of the data is shifted by 1 digit.)
- ❑ Specify the special character using the following format.

Control Character	ASCII	HRI Character
FNC1	{1	Space is printed.
Left parenthesis for the application identifier	(	'(' is printed.
Right parenthesis for the application identifier	)	')' is printed.
/*	{*	Error
Skipped character	*	Not printed.

## Printing method

Specify the selected barcode font, specified point and language to the printing data, and then print it.



### CAUTION

The font size of the barcode can not be changed by [Specified Point] value. The barcode is not printed when other values are selected.

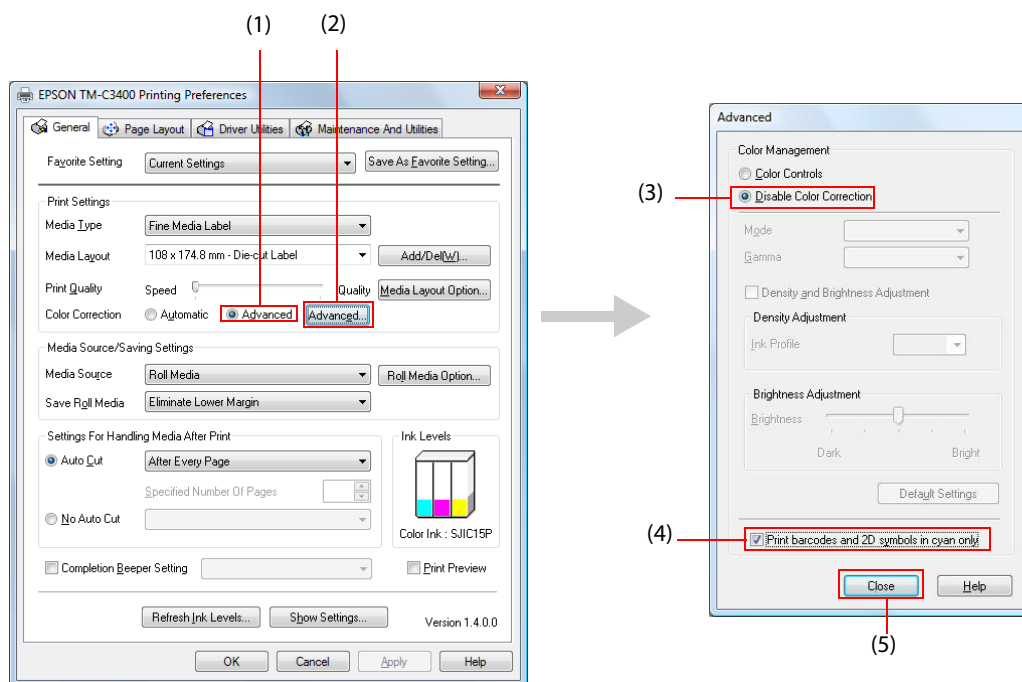
## Printing the barcode in cyan only

When the printed barcode is difficult to read, make settings to print it in cyan only.

### NOTE

The barcode may not be read depending on your environment. Check it before using.

- 1 Select **[Advanced]** in **[Print Settings]**-**[Color Corrections]** in **[General]** tab.
- 2 Click the **[Advanced]** button.
- 3 “**Advanced**” screen is displayed.
- 4 Select **[Disable Color Correction]**.
- 5 Check **[Print barcodes and 2D symbols in cyan only]**.
- 6 Click the **Close** button.

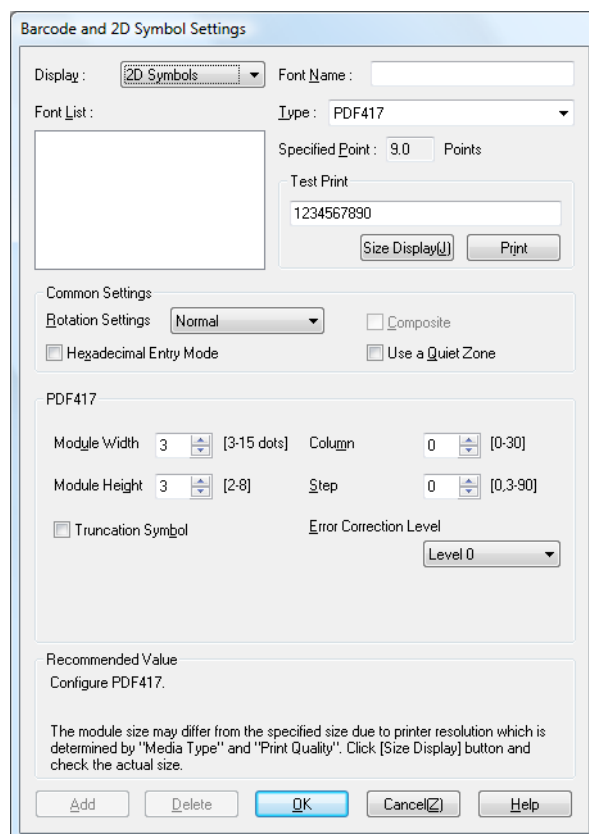


## 2D Symbol Font Settings

The printer driver has the built-in 2D symbol font. 2D symbol printing is available if the 2D symbol is not created on the application side.

### Setting the 2D Symbol font

2D symbol printing settings can be changed on [**Barcode and 2D Symbol**] on [**Driver Utilities**] tab.



The dialog box titled "Barcode and 2D Symbol Settings" contains the following sections:

- Display:** A dropdown menu set to "2D Symbols".
- Font Name:** A text input field.
- Font List:** A list box (currently empty).
- Type:** A dropdown menu set to "PDF417".
- Specified Point:** A text input field set to "9.0" with a "Points" label.
- Test Print:** A text input field containing "1234567890".
- Buttons:** "Size Display(J)" and "Print".
- Common Settings:**
  - Rotation Settings:** A dropdown menu set to "Normal".
  - ☐ Composite
  - ☐ Hexadecimal Entry Mode
  - ☐ Use a Quiet Zone
- PDF417:**
  - Module Width:** A spinner set to "3" with a range of "[3-15 dots]".
  - Column:** A spinner set to "0" with a range of "[0-30]".
  - Module Height:** A spinner set to "3" with a range of "[2-8]".
  - Step:** A spinner set to "0" with a range of "[0.3-90]".
  - ☐ Truncation Symbol
  - Error Correction Level:** A dropdown menu set to "Level 0".
- Recommended Value:** "Configure PDF417."
- Footer:** A note stating "The module size may differ from the specified size due to printer resolution which is determined by 'Media Type' and 'Print Quality'. Click [Size Display] button and check the actual size." and buttons "Add", "Delete", "OK", "Cancel(Z)", and "Help".

#### 1 Change settings of the following.

- **Display:** Select [**2D Symbols**].
- **Font Name:** Input an arbitrary character string. ASCII characters only.
- **Type:** Select a 2D symbol type. The displayed items are changed accordingly.
- **Rotation Settings:** Select a setting when printing the 2D symbol rotated by the specified rate.
- **Hexadecimal Entry Mode:** Turn on the check box when the data for 2D symbol is specified on Hexadecimal Entry Mode.



- **Composite:** Turn on the check box to print the 2D symbol with a composite symbol.



Separate the data specified to a composite symbol and a 2D symbol with “\|” or “|\\”. Describe the data in the order of the composite symbol and the 2D symbol.

Example: 1234567890\|012345678905

- **Use a Quiet Zone:** Leaves a blank margin around 2D symbols.



The 2D symbol printing position is moved based on the amount of margin.

## 2 Make settings of the following items according to the selected [Type].

- **PDF417**

- \*Module Width: Makes settings of the module width for PDF417.
- \*Module Height: Makes settings of the module height for PDF417 by the ratio to the module width.
- \*Column: Input the number of columns for PDF417.
- \*Step: Enter the number of steps for PDF417.
- \*Truncation Symbol: Turn on this check box when making a symbol without the stop code.
- \*Error Correction Level: Select an error correction level for PDF417. The data can be read even if the part of the symbol is broken, and restoration ratio becomes higher for bigger numbers.

- **QRCode**

- \*Model: Select a QRCode model.
- \*Module: Select the width of cell (module) for QRCode.
- \*Version: Specify the version for QRCode. The number of characters that can be converted into 2D symbols is different depending on the version of QRCode.
- \*Error Correction Level: Select an error correction level for QRCode. The data can be read if the part of the symbol is broken and restoration ratio becomes higher in the order of level L, M, Q, H.

- **MaxiCode**

- \*Mode: Select a MaxiCode mode. Turn on the check box of [**Hexadecimal Entry Mode**] when selecting [**Mode 2**] or [**Mode 3**].

- **GS1 DataBar**

- \*Module: Sets the module width for GS1 DataBar.
- \*Num Of Chars: Sets the maximum width for GS1 DataBar.

- **AztecCode**

- \*Type: Select a mode for AztecCode.
- \*Number of Layers: Select the number of layers for AztecCode.  
[**Minimize**]: Optimize the minimum number of layers automatically.  
[**Specify the Size**]: Change the number of layers specified by the value in the input box.
- \*Cell Size: Sets the cell (module) size for AztecCode.
- \*Error Correction Area: Specify the error correction area of AztecCode using of either the following. The data can be read even if the part of the symbol is broken, and restoration ratio becomes higher for bigger numbers.  
[**Default Value**]: Default value is 23%+3 code words.  
[**Specify a Percentage**]: Specify the error correction area with a percentage value in the input box.

- DataMatrix

- \*Cell Size: Makes settings of the cell (module) size for DataMatrix.
- \*Number of Cells: Makes settings of the number of cells for DataMatrix.  
[Minimize]: Optimize the minimum number of cells automatically.  
[Specify the Size]: Change settings to the selected size.

- DataMatrix(Rectangle)

- \*Cell Size: Makes settings of the cell (module) size for DataMatrix.
- \*Number of Vertical Cells: Specify the number of cells for DataMatrix in the vertical direction.
- \*Number of Horizontal Cells: Specify the number of cells for DataMatrix in the horizontal direction.  
[Minimize]: Optimize the minimum number of cells automatically.  
[Specify the Size]: Change settings to the selected size.

□ The following table shows the recommended value for the 2D symbol module.

- Recommended value for setting the barcode/2D symbol font (2D symbol of stack type)

Symbol	Category	Print Quality	Print Status <sup>*1</sup>	Adjust Bar Width <sup>*2</sup>	Minimum Module [by 360 dpi]		
					ANSI Grade D or higher	ANSI Grade C or higher	ANSI Grade B or higher
PDF417 GS1 DataBar Stacked GS1 DataBar Stacked Omnidirectional GS1 DataBar Expanded Stacked	Plain Media, Plain Media Label	Speed	No Paper feed	3	6 dot	-	-
			With Paper feed		6 dot	-	-
		Quality	No Paper feed		6 dot	-	-
			With Paper feed		6 dot	-	-
	Fine Media, Fine Media Label, Synthetic Media Label, PET Film, Wrist Band	Speed	No Paper feed		4 dot	-	-
			With Paper feed		4 dot	- <sup>*2</sup>	-
		Quality	No Paper feed		4 dot	-	-
			With Paper feed		4 dot	- <sup>*2</sup>	-

- : Not supported.

\*1 : Whether paper feed is performed during printing 2D symbol can be checked in [Display Media Feed Position] - [Display Print Preview] in the Print Preview function. For this function, see ["Print Preview" on page 181](#).

\*2: Specify when using PDF417.

- Recommended value for setting the barcode/2D symbol font (2D symbol of matrix type)

Symbol	Category	Print Quality	Print Status <sup>*1</sup>	Minimum Cell Size [by 360 dpi]		
				ANSI Grade D or higher	ANSI Grade C or higher	ANSI Grade B or higher
AztecCode QRCode	Plain Media, Plain Media Label	Speed	No Paper feed	6 dot	-	-
			With Paper feed	8 dot	-	-
		Quality	No Paper feed	6 dot	-	-
			With Paper feed	8 dot	-	-
	Fine Media, Fine Media Label, Synthetic Media Label, PET Film, Wrist Band	Speed	No Paper feed	5 dot	6 dot <sup>*2</sup>	
			With Paper feed	6 dot	7 dot	-
		Quality	No Paper feed	5 dot	6 dot <sup>*2</sup>	
			With Paper feed	6 dot	7 dot	-

- : Not supported.

<sup>\*1</sup> : Whether paper feed is performed during printing 2D symbol can be checked in [**Display Media Feed Position**] - [**Display Print Preview**] in the Print Preview function. For this function, see ["Print Preview" on page 181](#).

<sup>\*2</sup>: Only QRCode is confirmed.

### 3 Click [**Add**].

The selected 2D symbol font is saved and the font name is added to the font list.

#### NOTE

- The 2D symbol font can be registered up to 30.
- The 2D symbol font setting can be overwritten by clicking [Save] after selecting the font name from the font list and changing the setting.
- The 2D symbol font setting can be deleted by clicking [Delete] after selecting the font name from the font list.
- Test print is executed according to the setting by clicking [Print] after inputting the text in the box.

## Specifying the 2D symbol data

See the following description to specify the 2D symbol data.



For the composite symbol and the HRI character, see ["Specifying the barcode data" on page 163](#).

### PDF417

- ☐ Calculated automatically when the digit number and the line number are 0.
- ☐ To specify other number than 0, make sure the multiplication of the digit number and the line number is under 928.

### QRCode

- ☐ Size is determined by the specified version. If it does not fit in the specified version, it is changed automatically to the appropriate version.

### MaxiCode

- ☐ For Mode2 and Mode3, the header and the second message are omissible.
- ☐ Specify the special character as the following format.

Control Character	Hexadecimal
SHIFT	0x7B, 0x53
CODE B	0x7B, 0x42
CODE C	0x7B, 0x43
FNC1	0x7B, 0x31
FNC2	0x7B, 0x32
FNC3	0x7B, 0x33
FNC4	0x7B, 0x34

### GS1 DataBar Stacked /GS1 DataBar Stacked Omnidirectional

- ☐ Up to 13 digits of data can be specified.
- ☐ Do not specify the application identifier '01' for the head of the data.
- ☐ A check digit need not to be attached to the data.

### GS1 DataBar Expanded Stacked

- ☐ Multiple line symbol version of GS1 Databar Expanded. How to specify the data is the same as GS1 Databar Expanded. (For details, see ["GS1 DataBar Expanded" on page 170](#).)

## AztecCode

- ❑ Supports the full range mode and the compact mode.

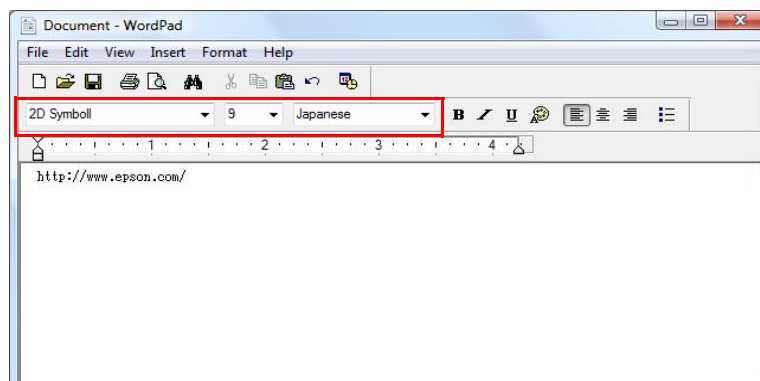
## DataMatrix

- ❑ Supports the ECC200 versions - square and rectangular.

---

## Printing method

Specify the selected 2D symbol font, specified point and language to the printing data, and print it.



### CAUTION

The font size of the 2D symbol can not be changed by [Specified Point] value.  
The 2D symbol is not printed when other values are selected.

---

## Printing the 2D symbol in cyan only

When the printed 2D symbol is difficult to read, make settings to print it in cyan only.

For details, see ["Printing the barcode in cyan only" on page 171](#).

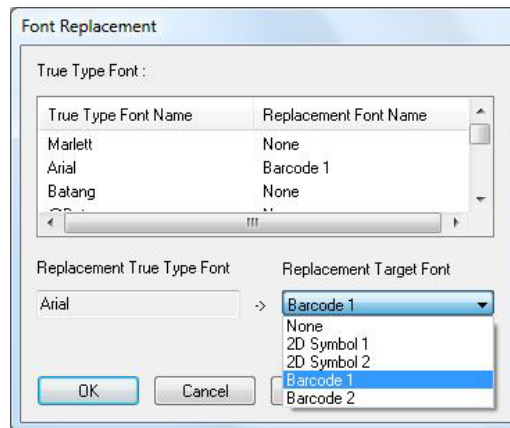
## Barcode and 2D Symbol Font Printing on .NET Environment

Since .NET Framework supports only True Type font and Open Type font, the barcode and 2D symbol font which are registered in the printer driver can not be printed from the application. Therefore, True Type font is replaced with barcode and 2D symbol font by using font replacement function of the printer driver. Barcode and 2D symbol fonts can be printed from the application under .NET Framework environment by this replacement function.

The name of the print data in the application remains as True Type font name, but changes to barcode and 2D symbol font when it is printed.

### Font Replacement

Font Replacement is executed from **[Font Replacement]** on **[Driver Utilities]** tab.



#### 1 Make the following setting.

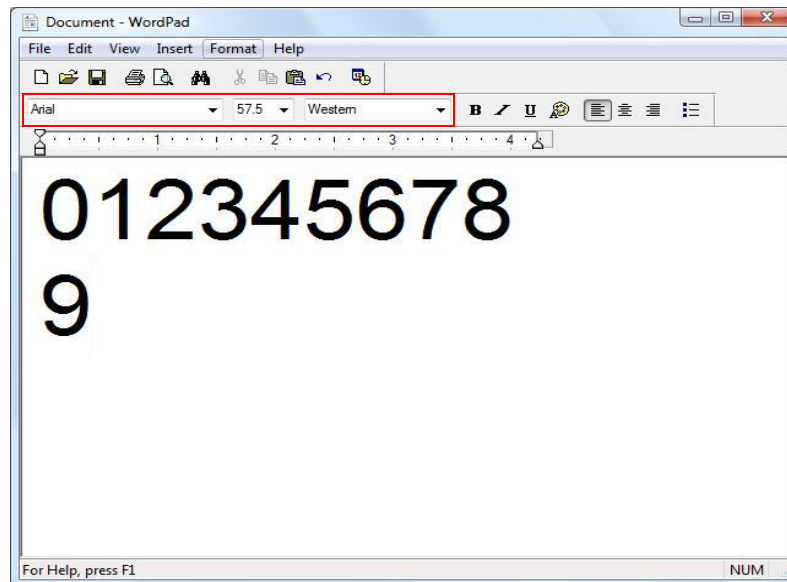
- True Type font to be replaced
  - \* Select [True Type Font].
- Font to replace
  - \* Select barcode and 2D symbol font to replace.

#### 2 Click **[OK]**.

True Type font is replaced by barcode and 2D symbol font.

## Printing barcode and 2D symbol

Sets specified number of point, language of the replaced True Type font by barcode and 2D symbol font to the print data.



### NOTE

- The number of point for barcode and 2D symbol is specified, check it from [Barcode and 2D Symbol] on [Driver Utilities]. The barcode and 2D symbol can not be printed if a value other than those specified is set.
- The replaced True Type font can be used only for specifying barcode and 2D symbol, therefore, if the character other than specified is used can not be printed. Make sure to use True Type font that is not be used for other printing.

## Functions of the Printer Driver

The printer driver has “Main”, “Page Layout”, “Driver Utilities” and “Maintenance And Utilities” tabs to change various settings and for adjustments.

### [Main] tab

#### Favorite

Selects one of the registered print settings from the list. This is the default setting when printing. Changes to setting when installing the printer driver if [Initial setting] is selected.

#### Print Settings

Makes setting of Media Type, Media Layout, Print Quality and Color Correction.

The user definition paper can be registered in Media Layout.

Select print quality from [Speed] [Quality] and the following is the resolution of the printing.

Paper type	Print Quality	Resolution (dpi) (Horizontal × vertical)
Plain Media Plain Media Label	Speed	360 × 180
	Quality	360 × 360
Other papers	Speed	360 × 360
	Quality	720 × 360

#### Paper Source/Saving Settings

Changes settings of Paper Source, Save Roll or Roll Paper Option setting.

#### Settings For Handling Paper After Print

Changes settings of auto-cut and paper feed setting after printing.

Makes settings of auto-cut and paper feed setting after printing when it is necessary. The check box is grayed out when it is not necessary (such as auto-cut for Receipt/Full-page Label).

#### Completion Beeper Setting

Changes settings of the buzzer setting after printing.

#### Ink Levels

Displays the remaining ink levels.



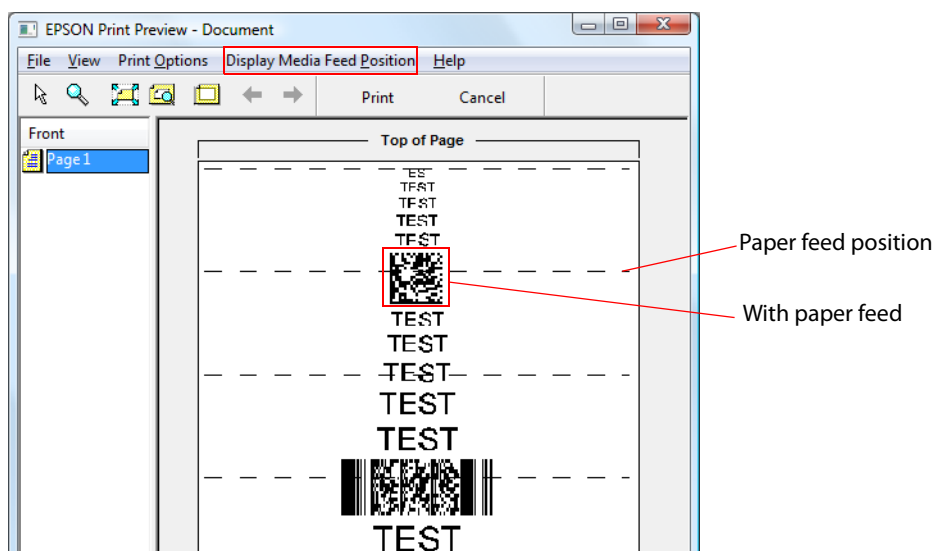
## Print Preview

If this function is checked, the print preview window is displayed when printing is performed from an application, allowing you to check the print result image before printing.

Displays the print preview before printing if this check box is turned on.

### NOTE

To improve 2D symbol scanning accuracy, we recommend no paper feed during 2D symbol printing.



The following items can be set in [Display Media Feed Position].

Setting		Specification
Display Media Feed Position	Display Print Preview	Displays the media feed position on the print preview window. The default is set as "Display".
	Print Media Feed Position	Prints the media feed position. The default setting is set as "Not print".

---

## [Page Layout] tab

### Favorite

Selects one of the registered print settings from the list. This is the default setting when printing. Changes to setting when installing the printer driver if [Initial setting] is selected.

### Orientation

Changes settings of the printing direction (Portrait, Landscape, Rotate 180, Horizontal Flip).

### Copies

Sets the number of prints.

### Layout

Adjusts the printing position.

#### NOTE

This is the adjustment for each printing job and different from [Print Start Position Adjustment] on [Maintenance And Utilities] tab. According to the paper specification (such as the color of black mark is light, etc.), this adjustment should be performed.

### Platen Vacuum Manual Adjustment

When this is checked, [Change Vacuum Setting] becomes active. Clicking [Change Vacuum Setting] displays the [Platen Vacuum Manual Adjustment] screen to adjust the platen vacuum power. When it is unchecked, the default value of the vacuum power is set. In this case, it is not necessary for the user to make this adjustment since this is adjusted in the factory before shipping.

### Watermark

By turning on this check box, the text or the graphics such as “Important” as a watermark is printed.

#### NOTE

The button is grayed out when [Save Roll] on [Main] tab is not set to “No Saving”.

#### CAUTION

Since the watermark is printed in front of the printed data, a barcode cannot be read when the barcode and the watermark overlap each other.

## [Driver Utilities] tab

### Barcode and 2D Symbol

Changes various settings of barcode fonts and 2D symbol fonts. This is user definition information.



See ["Barcode Printing" on page 159](#), ["2D Symbol Font Settings" on page 172](#) for the procedure of each printing.

### Font Replacement

Makes settings to replace True Type font to barcode and 2D symbol font under .NET environment.



Use this to print the barcode and 2D symbol font on .NET environment. One of True Type font is specified to use printing barcode and 2D symbol font.

### Driver Preferences

Changes settings for various functions related to the printer driver (print speed or status).

### EPSON Log File Settings

Changes settings for the saving method for quick analysis when the error occurs.

### EPSON Status Monitor 3

The EPSON Status Monitor 3 window is displayed and the current printer status, ink level and error status can be checked.



Not displayed when [Use EPSON Status Monitor 3] on the [Driver Preferences] window is unchecked.

### Monitoring Settings

Displays EPSON Status Monitor 3 when an error occurs.



Not displayed when [Use EPSON Status Monitor 3] on the [Driver Preferences] window is unchecked.

### Notification Settings for Fatal Errors

Even when EPSON Status Monitor 3 is not being used, when a fatal error occurs in the printer, an error window can be displayed.



- Not displayed when [Use EPSON Status Monitor 3] on the [Driver Preferences] window is unchecked.
- "An administrator, a member of Administrator Group, a user with raised privilege, and a member of Windows XP Power User Group" can change the notification settings for fatal errors.

### Import/Export Settings

Imports or exports all the settings on the printer driver as a file. This is used for Install Assistant to create the install package of the printer driver.



This makes it easier to use the same settings in other printers.

---

## [Maintenance And Utilities] tab

Make the following settings to the printer.

### Post-Printing Verification Settings

Changes settings of operation, registration of invalid images to the documents, test printing of invalid images at missing dots.

Following are the modes for operation setting when Post-Printing Verification Settings.

- **Anti-missing Color Mode:** Executes cleaning when two or more dots are missing side by side in the paper feed direction, or three or more dots are missing arbitrarily.
- **Anti-missing Read Mode:** Executes a head cleaning when any dot is missing.
- **High Reliability Mode (Reprint) / Economy Mode for Low Print Volume (Reprint):**  
When dot missing occurs, the EPSON Status Monitor 3 is displayed. Select the next operation from [Restart printing] (printing the next data) and [Reprint] (reprinting after dot missing is resolved by the auto head cleaning.)
- **High Reliability Mode (Void Image Reprint) / Economy Mode for Low Print Volume (Void Image Print):**  
Prints the image that indicates dot missing and reprints the same data when any dot is missing. Cuts and prints the top of the void images if the paper height is less than one inch.

#### NOTE

- The button for [High reliability mode (Void Image Test Print)] or [Economy Mode for Low Print Volume (Void Image Print)] on [Driver Preferences] is grayed out when [Use EPSON Status Monitor 3] on [Driver Preferences] of [Driver Utilities] is not selected.
- The dots may be missing due to mis-reading when "Anti-missing Color Mode" is selected. It is recommended to use "Anti-missing Read Mode" or "High Reliability Mode" to avoid such dot missing from mis-reading.

### Notification Settings

Makes settings of the buzzer on/off, LED notification at the ink low status and the paper type error notification when such error occurs.

#### NOTE

The volume for the buzzer notification (high/low) can be set by the DIP switch 8. (See "[Setting the DIP Switches](#)" on page 78)

### Panel Button Settings

Among the panel buttons on the printer, enable/disable the FEED button and the CUT button.

### Media position detection

Changes the media position detection setting based on the type of paper.

#### CAUTION

The paper error occurs when the printer setting is not matched with the paper type and printing can not be performed. See "[Loading/Replacing the Paper](#)" on page 80 for details about this adjustment.

### Media Loading Settings

Changes settings of the paper set operation and auto-cut function when powering on and closing the cover.

## Sensor Adjustment

The threshold for the sensor can be adjusted when the sensor does not detect the label gap and black mark for the paper to be used.

## Manual Head Cleaning

Head cleaning can be performed. The result of the head cleaning can be checked by the nozzle check pattern printing.



See ["Manual Head Cleaning" on page 192](#) for the operating procedure of the Manual head cleaning.

## Nozzle Check

Prints a nozzle check pattern to check if any nozzle is clogged or not.

## Media Feed Position Adjustment

Performs the paper feed adjustment for the cut position and the print position. Make this adjustment when the cut/print position is not aligned.

## Print Head Alignment

Adjusts misalignment of vertical lines, barcodes and paper feed during bi-directional printing.

This is to check the adjustment value by using Die-cut Label Roll paper included in the product package. It is not necessary for the user to make this adjustment since this is adjusted in the factory before shipping.

## Print Reference Adjustment

Adjust the top of form position and print start position by using the roll paper included in the product package. Normally it is not necessary for the user to make this adjustment since this is adjusted in the factory before shipping.

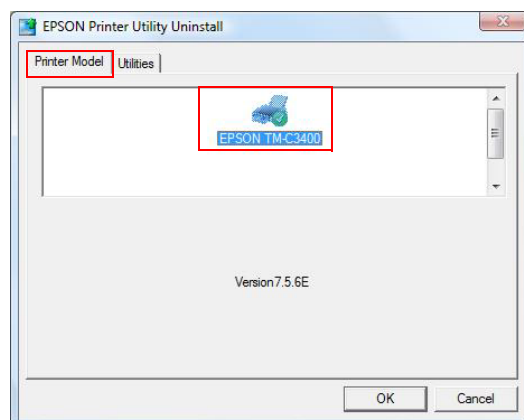
## Operating Time Settings

Set the time to wait for data, or platen vacuum operation to pause.

# Uninstalling the Printer Driver

Follow the steps below to uninstall the printer driver.

- 1 Finish other operations on the computer.
- 2 Open **[Uninstall a program]** (or **[Add or Remove Programs]****[Add/Remove Programs]**)
  - For Windows 10:  
Right click **[Start]**, then click **[Control Panel]**. Click **[View devices and printers]**.
  - For Windows 8.1/ Windows 8:  
Select **[Control Panel]** of Sidebar **[Settings]** on **[Desktop]**, and click **[Hardware and Sound]**, then **[Devices and Printers]**.
  - For Windows 7:  
Click **[Uninstall a program]** in **[Control Panel]** from the **[Start]** menu.
  - For Windows Vista:  
Click **[Uninstall a program]** in **[Control Panel]** from the **[Start]** menu.
  - For Windows XP Professional:  
Click **[Add or Remove Programs]** in **[Control Panel]** from the **[Start]** menu.
  - For Windows XP Home Edition:  
Click **[Add or Remove Programs]** in **[Control Panel]** from the **[Start]** menu.
  - For Windows 2000:  
Click **[Add/Remove Programs]** in **[Control Panel]** from **[Settings]** of the **[Start]** menu.
  - For Windows Server 2003 R2:  
Click **[Add or Remove Programs]** in **[Control Panel]** from the **[Start]** menu.
- 3 Select **[EPSON Printer Software]**, and click **[Uninstall/Change]**.
- 4 The uninstallation screen is displayed. Select the printer driver to be uninstalled from the **[Printer Model]** tab.

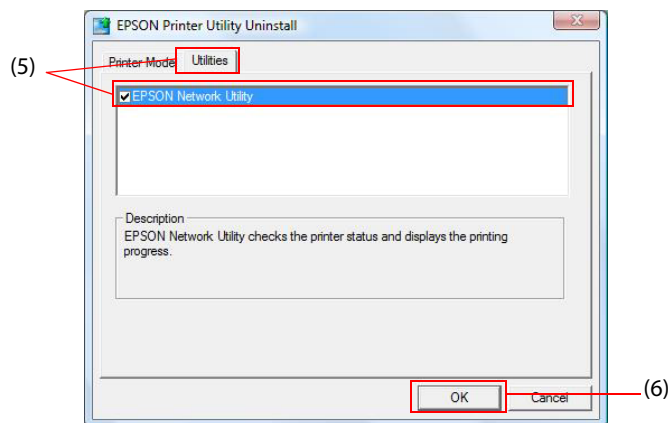


## 5 Check [EPSON Network Utility] in the [Utilities] tab.

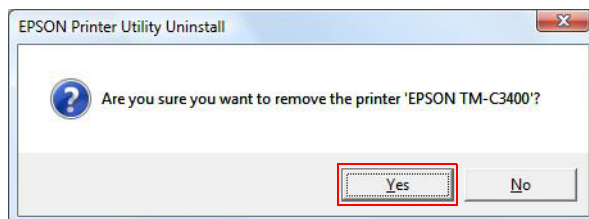
### CAUTION

[EPSON Network Utility] may be used on other Epson printers. In that case, uncheck it.

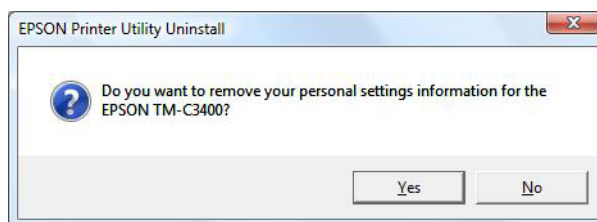
## 6 Click [OK].



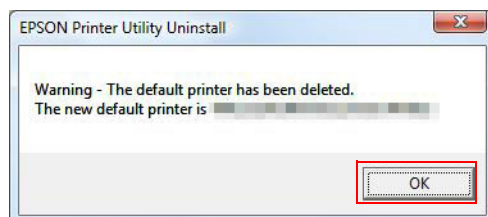
## 7 The uninstallation confirmation screen is displayed. Click [Yes].



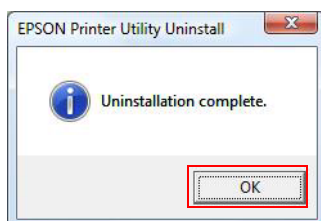
## 8 The confirmation screen to delete the personal setting information is displayed. Click [Yes] to delete it, or click [No] to leave it.



- 9 If you have set the TM-C3400 as the usual printer, another printer becomes the usual printer and is displayed after uninstallation. Click [OK].



- 10 "Uninstallation complete." is displayed. Click [OK].



**CAUTION**

If the printer driver is still displayed in the printer model list in [EPSON Printer Software] even after the driver is uninstalled, reboot the computer and perform the uninstallation procedure again.



## Setting Check Modes

Besides the ordinary print mode, the printer has the self-test mode and allows you to print the status sheet (Ethernet model only) to check the various settings of the printer.

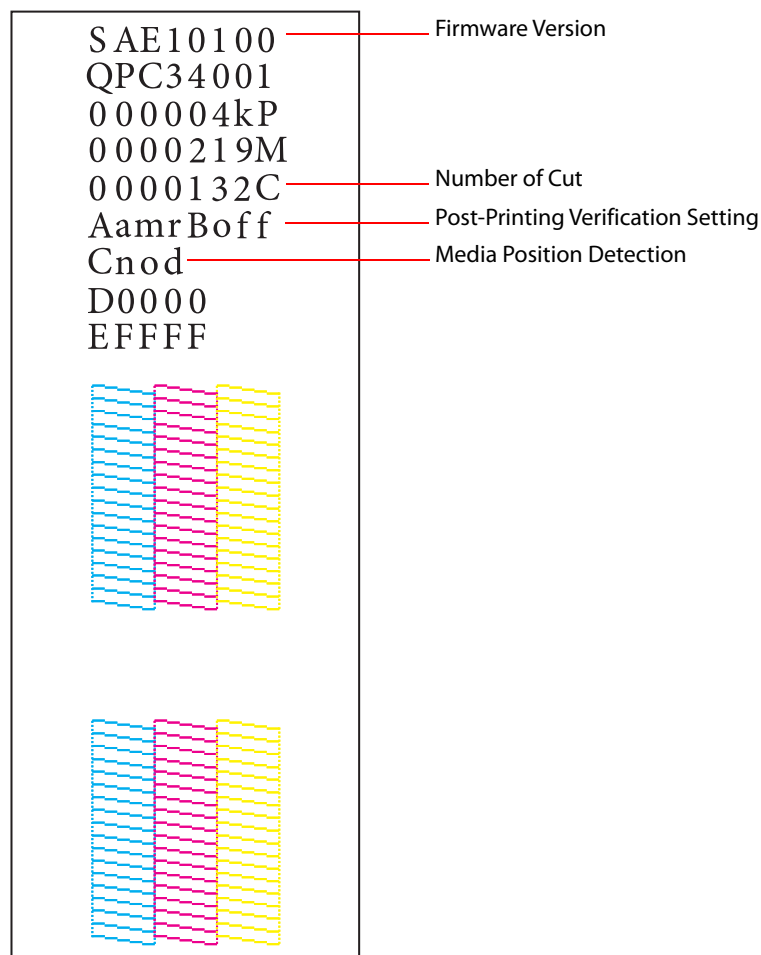
### Self-test Mode

Printing errors such as dot missing can be checked on self-test mode. In addition, the firmware version, Post-Printing Verification Settings, and media position detection setting can be checked.

Follow the steps below to run the self-test.

- 1 Set the die-cut label, receipt or continuous label which length is 90 mm or more.
- 2 Turn the power on while pressing the paper feed button. (Keep pressing the Power switch until the POWER LED is on.)

Following test pattern is printed.



Status		Specification
Firmware Version	WSN00180 or later	Economy Mode for Low Print Volume supported.
	Earlier than WSN00180	Economy Mode for Low Print Volume not supported.
Number of Cut	9999999C	WSN10200 or later, AAE10200 or later
Post-Printing Verification Setting	Aamc Boff	Anti-missing Color Mode
	Aamr Boff	Anti-missing Read Mode
	Ahrr Boff	High Reliability Mode (Reprint)
	Ahrv Boff	High Reliability Mode (Void Image Print)
	Aect Becr	Economy Mode for Low Print Volume (Reprint)
	Aect Becv	Economy Mode for Low Print Volume (Void Image Print)
Media Position Detection	Cnod	No Detection
	Cbmd	Detect Blackmarks on Die-cut Labels
	Cbmc	Detect Blackmarks on Continuous Paper
	Cgap	Detect Margins Between Labels

## Status Sheet Printing (Ethernet model only)

Network setting can be checked by printing the status sheet for the Ethernet model.

Following status sheet is printed when pressing the status sheet button on the rear of the printer.

### NOTE

The network setting can be reset to the default value by turning on the printer while pressing the status sheet button and holding the button down for 20 seconds or more.

#### EPSON Network Status Sheet

1. MAC Address	XX : XX : XX : XX : XX : XX	
2. HW/SW Version	XX . XX/XX . XX	
3. Network Status	Auto (100Base Full)	Auto (10 Base Full/10 Base Half/100 Base Full/ 100 Base Half)/10 Base Full/10 Base Half/100 Base Full/ 100 Base Half
4. Port Type	Auto	Auto/MDI/MDI-X
5. Get IP Address	Manual	Auto/Manual
6. IP Address	XXX . XXX . XXX . XXX	
7. Subnet Mask	XXX . XXX . XXX . XXX	
8. Default Gateway	XXX . XXX . XXX . XXX	
9. APIPA	Disable	Enable/Disable
10. Set using PING	Disable	Enable/Disable
11. DNS Address	Disable	Enable/Disable
	XXX . XXX . XXX . XXX	
	XXX . XXX . XXX . XXX	
	XXX . XXX . XXX . XXX	
12. UPnP	Disable	Enable/Disable
13. Bonjour	Disable	Enable/Disable
14. Port Control LPR	Enable	Enable/Disable
Port 9100	Enable	Enable/Disable
15. Printing Control	Disable	Enable/Disable
16. Time Server	Disable	Enable/Disable
17. Idle Timeout LPR	XXXX sec	
Port 9100	XXXX sec	

## Cleaning the Printer

### Cleaning the Printer Case

Be sure to unplug the AC cable from the wall socket, and turn off the printer before cleaning. Wipe the dirt off the printer case with a dry cloth or a damp cloth.



Do not touch the autocutter fixed blade directly with fingers during cleaning, or injury may result.



Never clean the product with alcohol, benzine, thinner, or other such solvents.  
Doing so may damage or break the parts made of plastic and rubber.

### Manual Head Cleaning

The auto nozzle check function is installed to the printer, and the head is automatically cleaned in the normal operation. However, when Post-Printing Verification Settings, the print result may not be clear or print in the abnormal colors depending on some settings due to the clogging of the print head. Clean the head in that case.



The ink is used for head cleaning, so if the ink is low, the ink may run out during the cleaning.

- 1 Turn the power on.
- 2 Display the window on the printer driver. (See ["How to Use the Printer Driver"](#) on page 154 for how to display the driver window.)
- 3 Click [**Manual Head Cleaning**] on [**Maintenance And Utilities**] tab.  
The printer nozzle is checked and head is automatically cleaned when it is clogged. The cleaning repeats 5 times at the maximum.
- 4 Execute a nozzle check and check the cleaning result.

## Manual Head Cleaning during printing

Normally faint and printing during printing or when it is printed in different colors, you can print the manual head cleaning while paper feed button is pressed. This feature is factory set to invalid. Please enable printer driver. (See ["Panel Button Settings" on page 115](#))

### CAUTION

- If the problem starts head cleaning manual paper feed button is pressed during printing, a few seconds Be sure if the paper feed button again.
- This feature can be copied to the printer with other BSF files and PrinterSetting files can not be. You have to be set for each printer.

## Nozzle Check

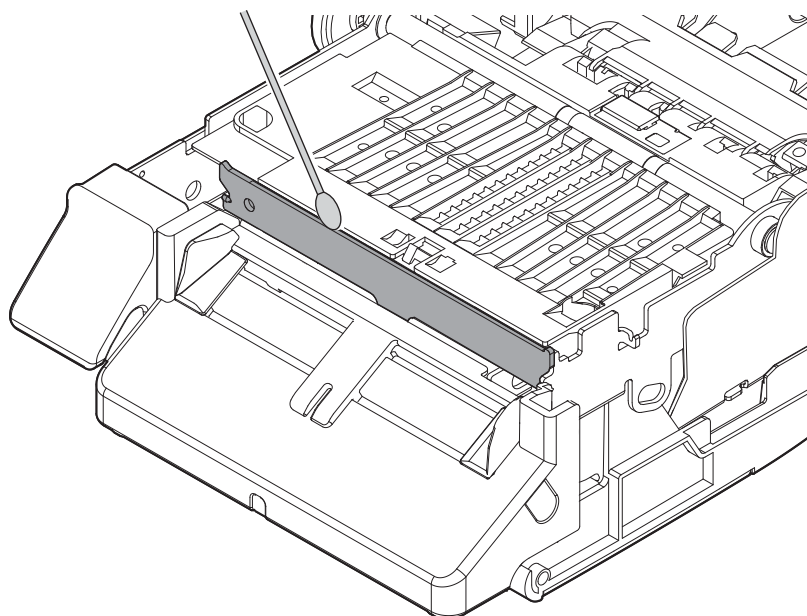
The pattern is printed to check the nozzle status and evaluate the pattern for clogging.  
Follow the steps below to check nozzles.

- 1 Turn the power on.
- 2 Set the die-cut label, receipt or continuous label which length is 90 mm or more.
- 3 Display the window on the printer driver. (See ["How to Use the Printer Driver" on page 154](#) for how to display the driver window.)
- 4 Click [**Media position detection**] on [**Maintenance And Utilities**] tab and sets the media position detection based on the loaded paper.
- 5 Click [**Nozzle Check**].
- 6 Click [**Print**].
- 7 Check the printed nozzle pattern.  
Execute Manual Head Cleaning when it is clogged.

## Cleaning the Autocutter

Adhesive from labels may stick to the fixed blade of the autocutter, which may prevent the autocutter from cutting paper cleanly. If this happens, follow the steps below to clean the autocutter.

- 1** Turn off the printer, and unplug the AC cable from the inlet.
- 2** Open the roll paper cover and remove the paper.
- 3** Remove the adhesive on the autocutter blade on the side of the roll paper cover with an implement such as a cotton swab.  
If necessary, moisten the cotton swab with alcohol.



Do not touch the fixed blade of the autocutter directly. Doing so may cause injury.

## Changing the Interface for Ethernet Model

For the Ethernet model, the Ethernet interface can be changed to the USB interface.

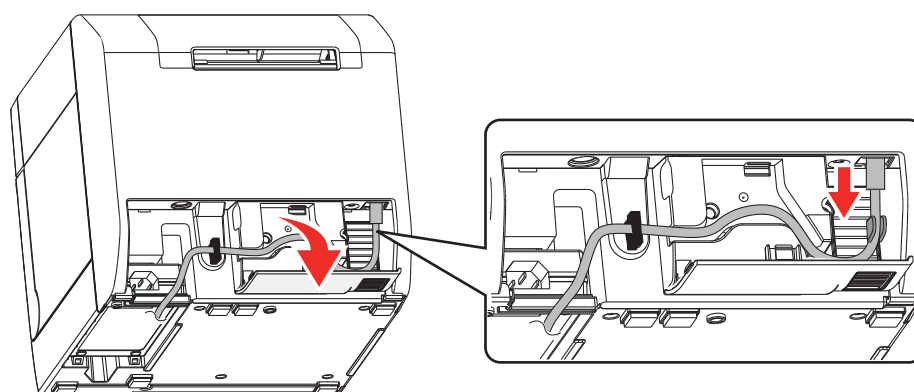
For the USB model, the interface cannot be changed.

**CAUTION**

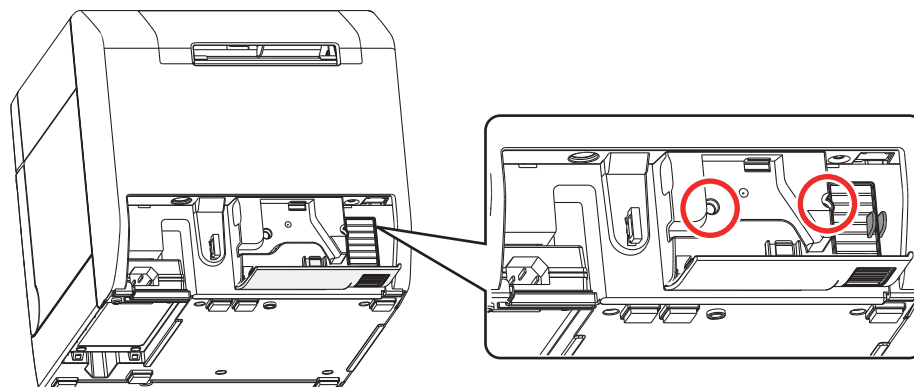
- Keep the removed parts so that they will not be lost.
- Use the USB cable included in the product package.

Follow the steps below to change the interface.

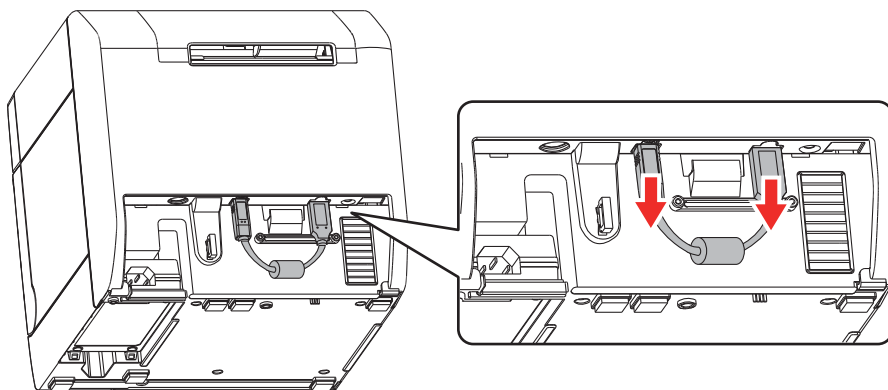
- 1** Turn off the printer.
- 2** Open the connector cover, and remove the LAN cable.



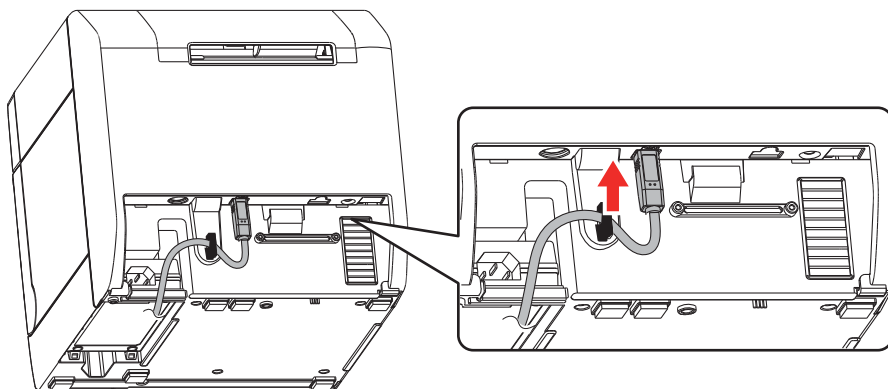
- 3** Remove the 2 screws indicated by the red circles below to remove the connector cover.

**4**

- 4** Remove the short USB cable attached to the printer.



- 5** Connect the printer and the host computer with the USB cable.



**NOTE**

When changing the interface from USB to Ethernet, reverse the steps above.



## Removing the AC Adapter

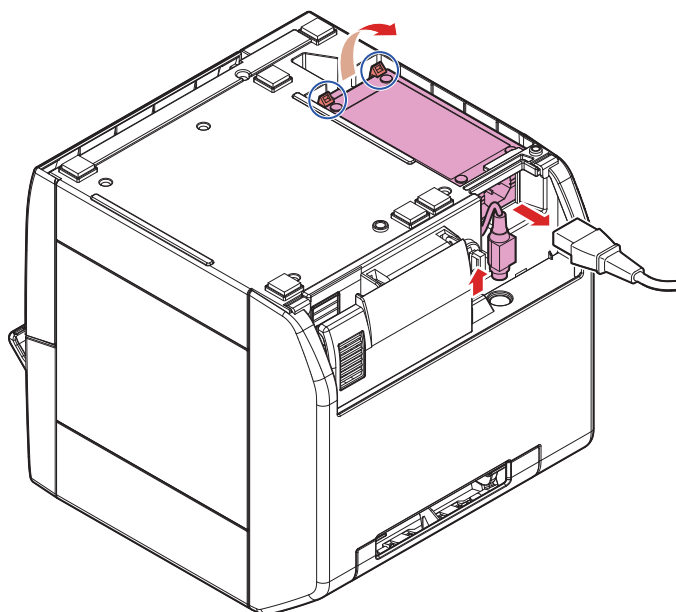
The AC adapter installed in the printer can be removed.



When removing the AC adapter, turn the printer power on and make sure that the POWER LED is off. Ink may leak if powered off without using the power switch.

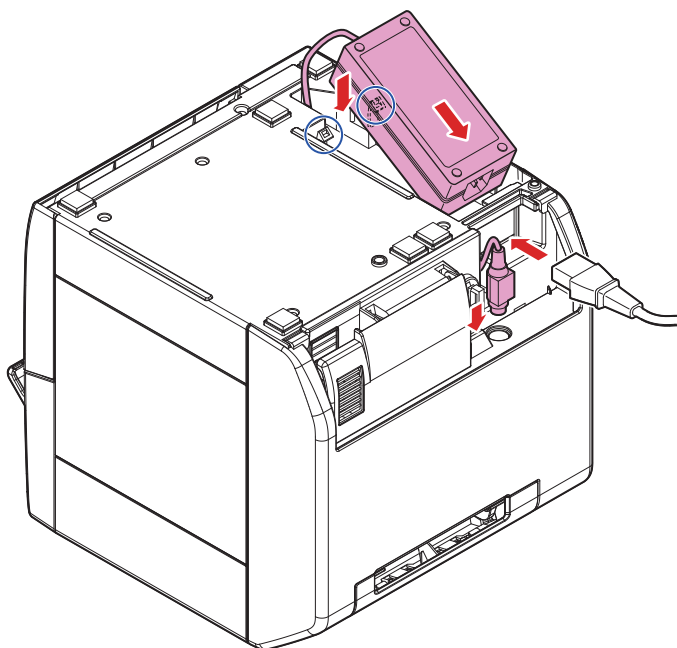
### Removing the AC Adapter

- 1** Disconnect the AC cable from the printer.
- 2** Place the printer with the bottom up.
- 3** Disconnect the connector of the AC adapter from the printer.
- 4** Disengage the hooks (x2) on the front of the printer, and lift the AC adapter.
- 5** Remove the AC adapter from the printer, and pull out the cable of the AC adapter.



## Installing the AC Adapter

- 1** Place the printer with the bottom up.
- 2** Connect the connector of the AC adapter to the printer, and store the cable to the bottom of the printer.
- 3** Insert the plug side of the AC adapter to the printer.
- 4** Push in the cable side of the AC adapter to the printer and make sure that the hooks (x2) of the printer are locked.
- 5** Place the printer with the bottom down.
- 6** Connect the AC cable.




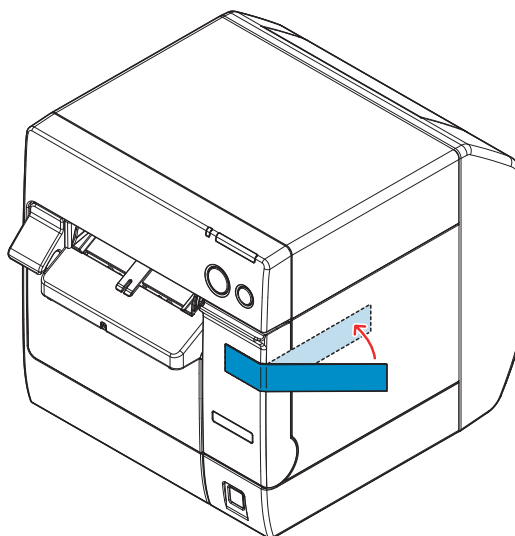
## Preparing for Transport

Follow the steps below to transport the printer.



- Do not take the ink cartridge out of the printer when transporting it.
- Do not leave the printer without ink cartridge. Doing so may result in drying print head and clogging.

- 1** Turn the power off.
- 2** Confirm that  POWER LED is off.
- 3** Remove the paper.
- 4** Secure the ink cartridge cover and the right side of the printer with tape.



- 5** Pack the printer upright.

## Troubleshooting

### Lighting and Flashing the Error LED

Recover from the error as follows when Error LED is lightening and flashing.

( For LED lighting/flashing patterns, see ["Status/Error Indications" on page 19.](#))

- Make sure that the roll paper cover and ink cartridge cover is closed.  
Close the cover when it is opened.
- Make sure that the Paper LED is not lightening. When Paper LED is lightening, check if there is any paper jammed and set the paper correctly referring to ["Replacing the Paper" on page 147.](#)
- Turn the printer off and back to on again. Contact the administrator or person in charge of maintenance if the Error LED keeps flashing.

# Maintenance of the TM-C3400

This chapter describes the necessary information for an administrator of the TM-C3400, such as how to distribute the printer driver and add/replace the printer, to manage the printer in the system.

## Necessary information for an administrator of the printer ([page 202](#))

- Printer Driver Functions ([page 202](#))
- Destination for the Printer Driver Setting ([page 203](#))
- Printer Setting ([page 204](#))
- Installing Multiple Printer Drivers in One Client Computer ([page 206](#))
- Using One Network Printer with Multiple Client Computers ([page 210](#))
- Updating the Printer Driver ([page 210](#))
- Printer Driver cannot be Installed (Windows 2000) ([page 211](#))
- Printer Driver is Already Installed (Windows 2000) ([page 211](#))

## Distributing the Printer Driver and Setting the Printer ([page 212](#))

- Utility ([page 212](#))
- Preparation for the Administrator ([page 213](#))
- Distribution method ([page 214](#))
- Setup Procedure ([page 217](#))
- Examples of usage ([page 218](#))

## Maintenance ([page 227](#))

- Adding a Client Computer (for Ethernet Model) ([page 227](#))
- Adding a Printer (without adding paper) ([page 228](#))
- Adding/changing the paper (changing the Favorite Setting) ([page 229](#))
- Replacing the Printer ([page 229](#))

## Managing the Printer ([page 231](#))

- Monitoring the Network Printer with Epson Monitoring Tool ([page 231](#))

## Necessary Information for an Administrator of the Printer

This section describes the necessary information for the administrator of the printer.

The TM-C3400 requires that the paper type and TM-C3400 operation should be set in the printer.

Some printer settings are set from the printer driver, and some are set using the dip switches on the printer. For the settings that are set from the printer driver, a setting file can be created and copied to other printers.

### Printer Driver Functions

The TM-C3400 printer driver has the following functions.

#### □ Printing

#### □ Printer driver settings

- Print setting
- Favorite setting
- User defined setting
- Printer driver operation setting
- Settings for the EPSON Status Monitor 3

#### □ Saving/importing the printer driver settings

- The print setting, the favorite setting, the user defined setting, operation setting of the printer driver can be exported in a BSF file (extension: “.BSF”). Also, the printer driver setting can be made by importing the settings from the BSF file.
- With another tool, Install Assistant, you can create an install package for the printer driver using this file.

#### CAUTION

Export in a BSF file from the current setting. If you export it from the general setting, a different content will be exported.

- Current setting:  
Properties of the printer driver-[General]-[Printing References]-[Driver Utilities]-[Import/Export Settings]
- General setting:  
Properties of the printer driver-[Advanced]-[Printing Defaults]-[Driver Utilities]-[Import/Export Settings]

#### □ Printer setting

- Setting for printing
- Setting for maintenance
- With another tool, Printer Setting, you can export and import the printer setting file.

## Destination for the Printer Driver Setting

Following printer driver settings can be saved in a file.

**Saved as a BSF file**

Usage:  
Exporting/importing from the printer driver  
Creating an install package with the Install Assistant

**General**

**Page Layout**

**Favorite Setting**

**Saved as a printer setting file**

Usage:  
Exporting/importing as a printer setting file  
The settings for Manual Head Cleaning during printing set in Panel Button Settings are not saved.

**Maintenance And Utilities**

**Driver Utilities**

**User defined Media Layout**

**Driver Preferences**

Settings with green frames are only saved in the case of Windows XP and Windows Server 2003

## Printer Setting

Make a printer setting in the following cases.

- When a new printer is installed
- When the paper type is changed

The media position detection setting is necessary. (See ["2. Setting for media position detection" on page 83.](#))

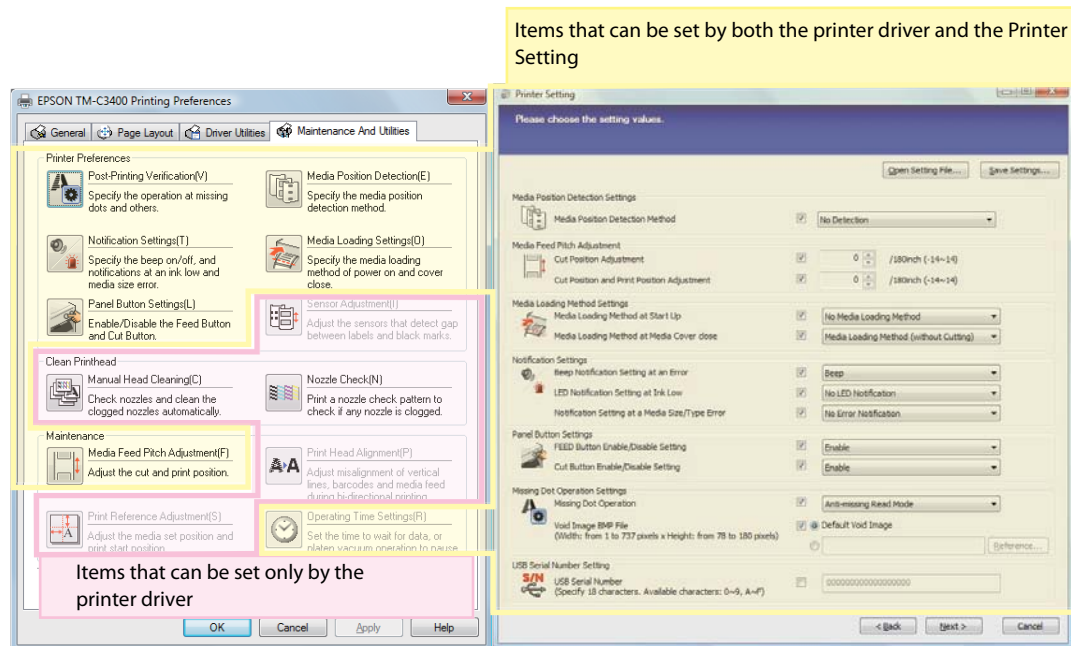
- When printer maintenance, such as Head Cleaning or Print Head Alignment, is necessary

The printer setting is made by the printer driver and the Printer Setting.

Item	Printer Driver	Printer Setting
Installation of the Printer Setting to the computer	Unnecessary	Necessary
Reference of the printer setting	—	√
Making settings to the printer	√	√
Print position adjustment, Head Cleaning	√	—
Saving the printer setting to the setting file	—	√
Importing the settings from the setting file	—	√
Copying the settings to other printer	—	√
Making the same settings to multiple printers	—	√
Selecting the Void Image	—	√
Specifying the Void Image file	√	√
Editing the USB Serial Number	—	√



## Setting items of the printer driver and the Printer Setting



\* The settings for Manual Head Cleaning during printing that can be set in Panel Button Settings cannot be set in Printer Setting.

## Installing Multiple Printer Drivers in One Client Computer

When installing multiple printer drivers in one client computer, there are separate setting items for each printer driver, and also common items for all the TM-C3400 printer drivers. When a common setting item is changed in one printer driver, the same setting is applied to other TM-C3400 printer drivers.

Item	Contents	Separate setting	Common setting
Print setting	[General] (including User defined Media) [Page Layout]	√	—
Setting list of [Favorite Setting]	The list of [Favorite Setting] in which print settings are registered.	—	√
User defined information	<ul style="list-style-type: none"><li>• User defined Media</li><li>• Barcode Font</li><li>• Font Replacement</li></ul>	—	√
Printer driver operation setting	—	√	—
EPSON Status Monitor 3	—	√	—
EPSON Log File *	—	—	√

\*Only applied in Windows XP / Windows Server 2003.

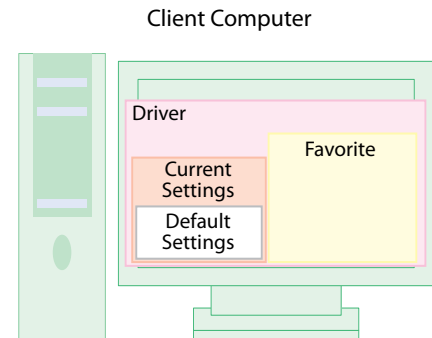
## Adding a printer driver using the install package

When adding a printer driver using the install package created with the Install Assistant, the setting list of [Favorite Setting] and [User defined Media] settings is changed.

The following description shows what happens to the print setting of the printer driver and the setting list of [Favorite Setting].

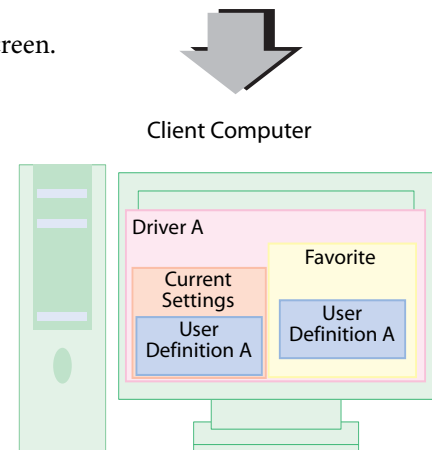
### 1. Install the printer driver.

The user defined information does not exist at the time of installation. “Current settings” are set to the default settings of the printer driver.



### 2. Make the print setting (User Definition A) in the printer driver screen.

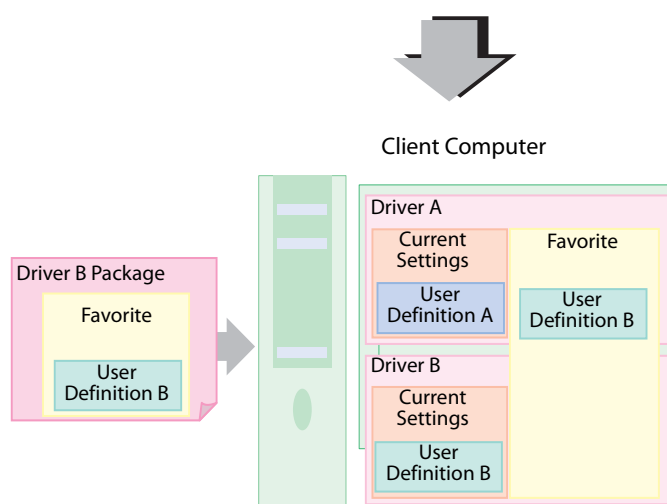
After setting it, User Definition A is set to “Current Settings.” Register User Definition A in the “Favorite Setting” list.



3. Install the install package for printer driver B.

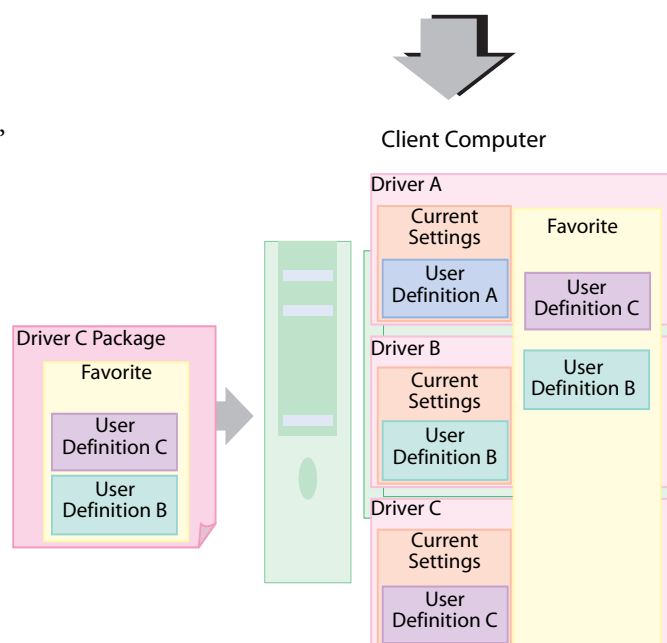
The “Favorite Setting” list in the install package is for User Definition B; therefore, the setting list is overwritten and User Definition A is deleted.

“Current Settings” for printer driver A is not changed from User Definition A.



4. Install the install package for printer driver C.

The top of the “Favorite Setting” list in the install package is User Definition C; therefore, the setting list is overwritten and its order is changed.



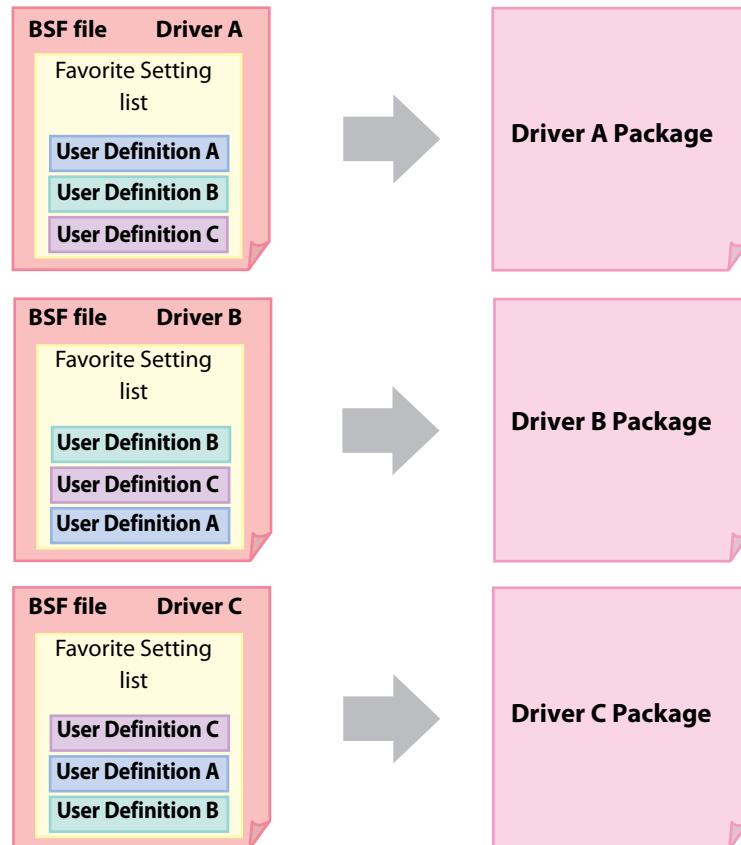
5. “Current Settings” can be changed easily on the printer driver screen.

To save User Definition A in the “Favorite Setting” list, register it again in “Favorite Setting” with printer driver A.

## Creating the install package

The following steps are recommended to create the install package.

- 1 Register all the print settings of the printer driver on the client computer to the “Favorite Setting” list, and create the BSF files.  
Create a file for each printer driver. Place the printer driver setting at the top of the setting list.
- 2 Create the install package for each printer driver.



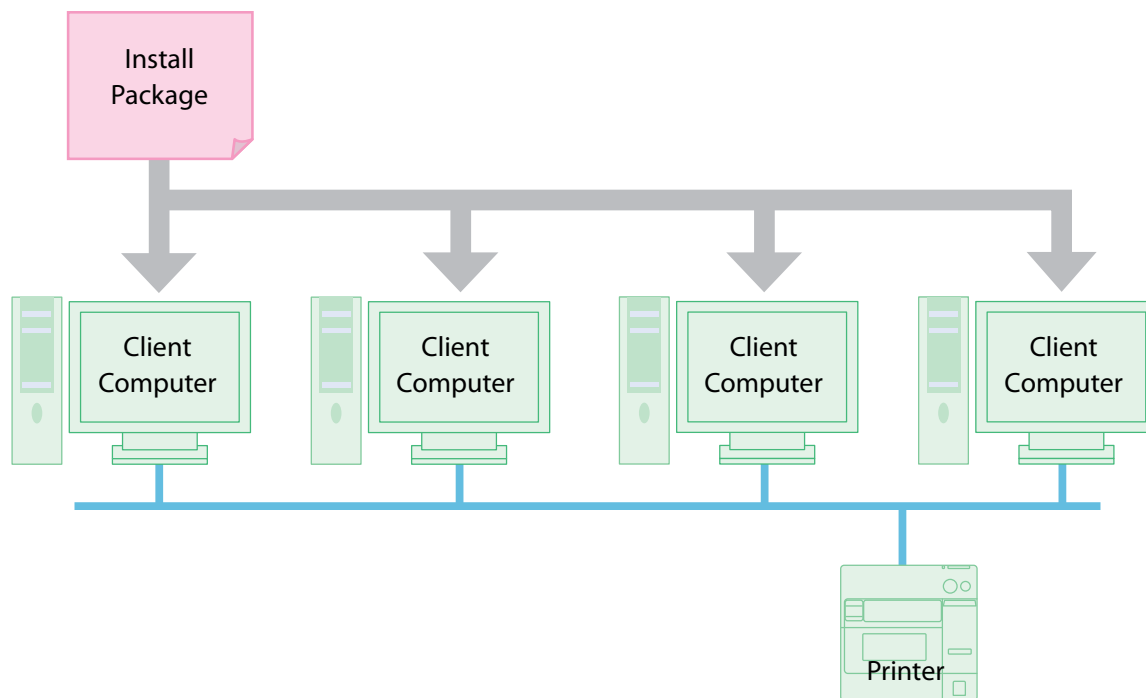
## Adding the printer driver using the printer driver file

When the printer driver is installed using the printer driver file “c34d32\_xxxx.exe,” the “Favorite Setting” list and [User defined Media] setting in the existing printer driver are not changed.

This is because only the default setting is registered, and [User defined Media] is not registered for the print setting in the printer driver file.

## Using One Network Printer with Multiple Client Computers

To use one network printer with multiple client computers, create an Install Package for the printer, and install it to the client computers.



## Updating the Printer Driver

When the printer driver is updated to a higher version, the printer driver settings revert to the default settings and the existing settings are lost. Follow the steps below retain the existing settings.

- 1 Save the existing printer driver settings to a BSF file. ([page 202](#))
- 2 Update the printer driver. Execute the package file of the new printer driver to update the printer driver.
- 3 Import the settings in the BSF file into the printer driver. ([page 202](#))



If the BSF file has been previously saved, import the BSF file again after updating the printer driver. ([page 202](#))

### Printer Driver cannot be Installed (Windows 2000)

If the printer cannot be installed when running the install package under the Windows 2000 environment, the printer may be registered as an [Unknown device].

Follow the steps below to delete the [Unknown device], and run the install package.

- 1** Open the properties screen of [My Computer], and select the [Hardware] tab.
- 2** Click the [Device Manager] button to run the Device manager.
- 3** Delete the [Unknown device] under [Other devices].
- 4** Click the [OK] button of [Device Manager].
- 5** Turns off the printer.
- 6** Run an install package.  
(For the procedure for running an install package, refer to “TM-C3400 Install Assistant User's Manual”.)

### Printer Driver is Already Installed (Windows 2000)

When the printer driver is already installed in the Windows 2000 environment, the settings of the current printer driver may be changed if the version of the printer driver differs from that of the printer driver of the install package. (Not affected for printer drivers of other than the TM-C3400.)

When keeping the current settings, save them in advance, and after executing the install package, restore the settings back to the previous ones in the following manners.

- ☐ Create an install package under the current environment, and execute it after the installation.  
(Refer to “TM-C3400 Install Assistant User's Manual”.)
- ☐ Create a BSF file for the existing environment, and import the BSF file into the existing printer driver after installation.

## *Distributing the Printer Driver and Setting the Printer*

This section describes how to distribute the printer driver and make the printer settings.

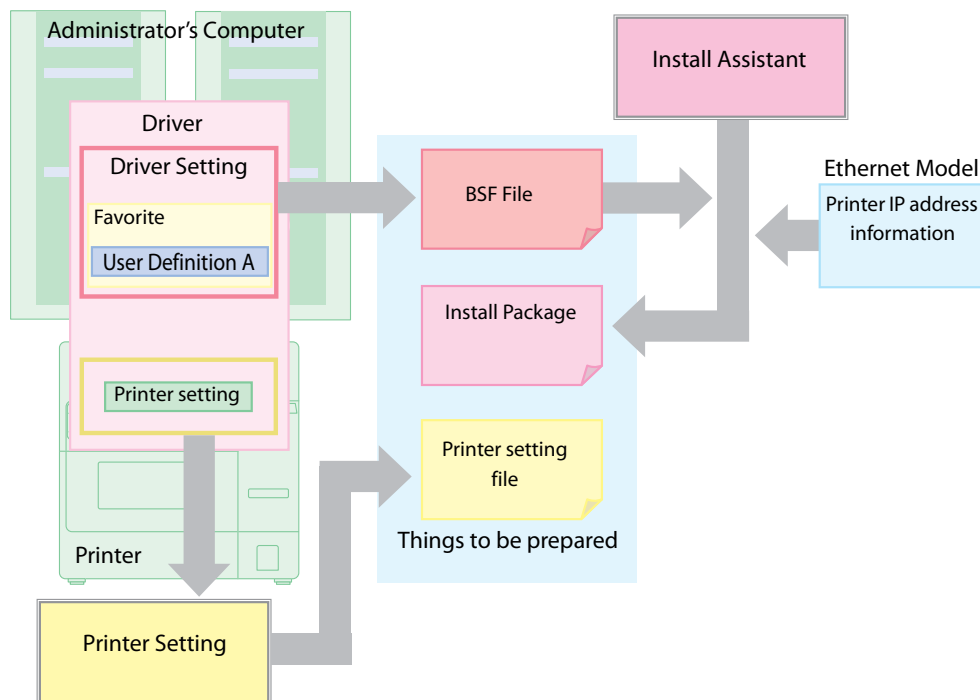
### Utility

Use the following utilities to distribute the install package for the client computer and make the settings to the printer.

- ❑ Install Assistant (For details, see the Install Assistant User's Manual.)
  - Creates the install package for the printer driver installation, the printer driver setting, and the communication port setting (including the network setting).
  - The printer driver installation, the printer driver setting, and the communication port setting are automatically executed when running the install package on the client computer.
  - For the Ethernet model, creates an install package for each printer.
  - For the USB model, creates the install package for each printer driver setting.
- ❑ Printer Setting (For details, see the Printer Setting User's Manual.)
  - Makes the settings to the printer. The settings can be copied from the setting file or from the master printer to multiple printers.
  - Cannot be used on the computer on which the printer driver has not been installed.
- ❑ EpsonNet Config (For details, see the Help in the EpsonNet Config.)
  - Makes the network setting for the Ethernet model.  
Can make the multiple printer settings at a time.



## Preparation for the Administrator



The following things must be prepared by an administrator.

### ❑ TM-C3400 Printer Driver

- Necessary to create the install package/BSF file.

### ❑ BSF file

- This is the setting file for the printer driver.
- This file is created with the TM-C3400 printer driver.
- Make sure of the following points when installing multiple printer drivers on one computer.  
Include the user definitions of all the printer drivers.  
Register the printer settings of all the printer drivers in the “Favorite Setting” list.  
Create a file for each printer driver. When creating a file, place the printer setting of the target printer driver at the top of the setting list.

### ❑ Install package

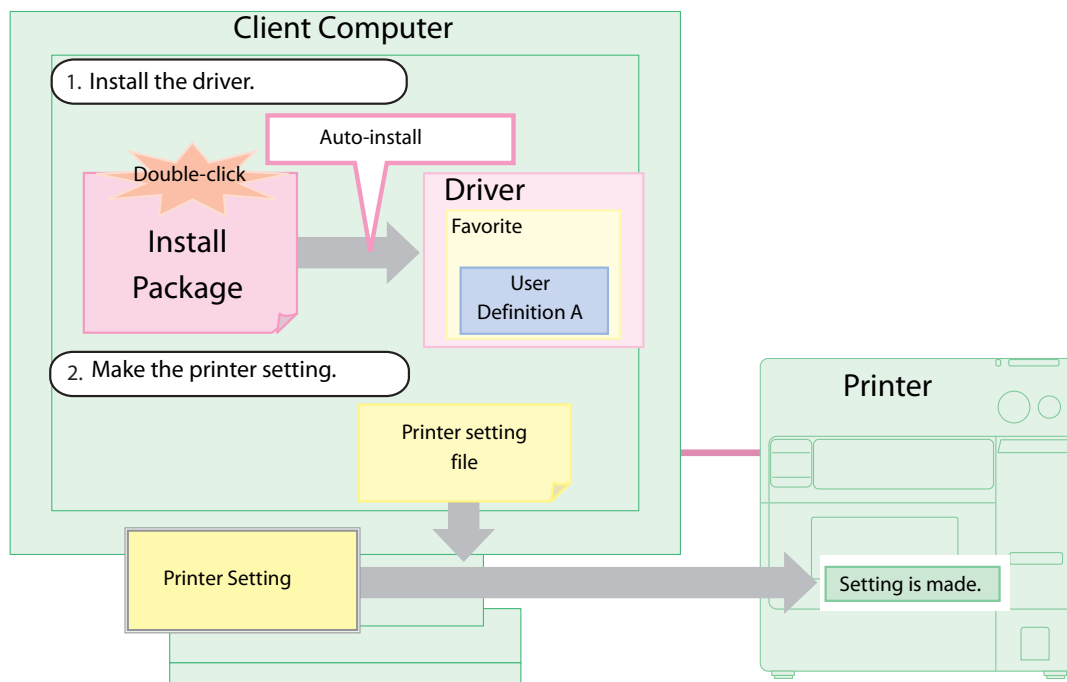
- Performs the printer driver installation/printer setting/port setting automatically.
- Created by the Install Assistant using the BSF file and the TM-C3400 printer driver.
- For the Ethernet model, an install package is created for each printer.

### ❑ Setting file for the printer

- This file is to make the settings for the printer.
- Created by the Printer Setting.

## Distribution Method for USB Model

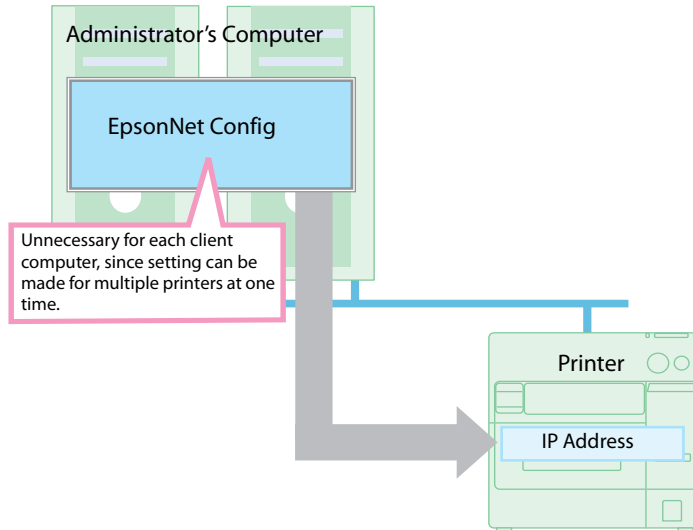
The general flow of the distribution method is described below.



## Distribution Method for the Ethernet Model

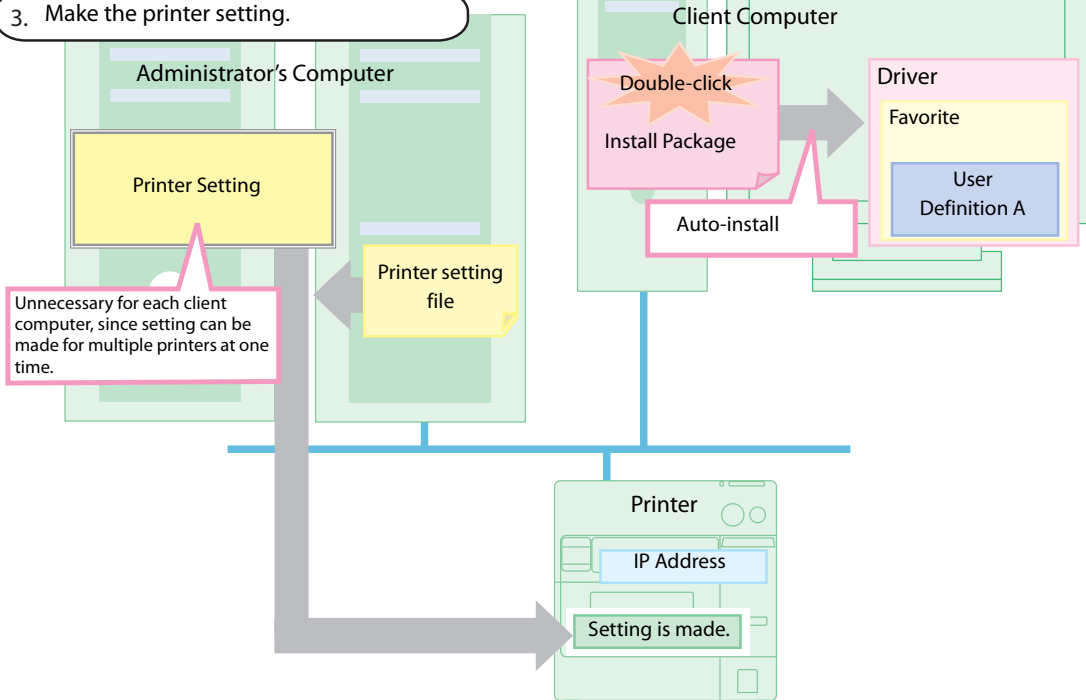
The general flow of the distribution method is described below.

### 1. Make the printer network setting.



### 2. Install the driver.

#### 3. Make the printer setting.



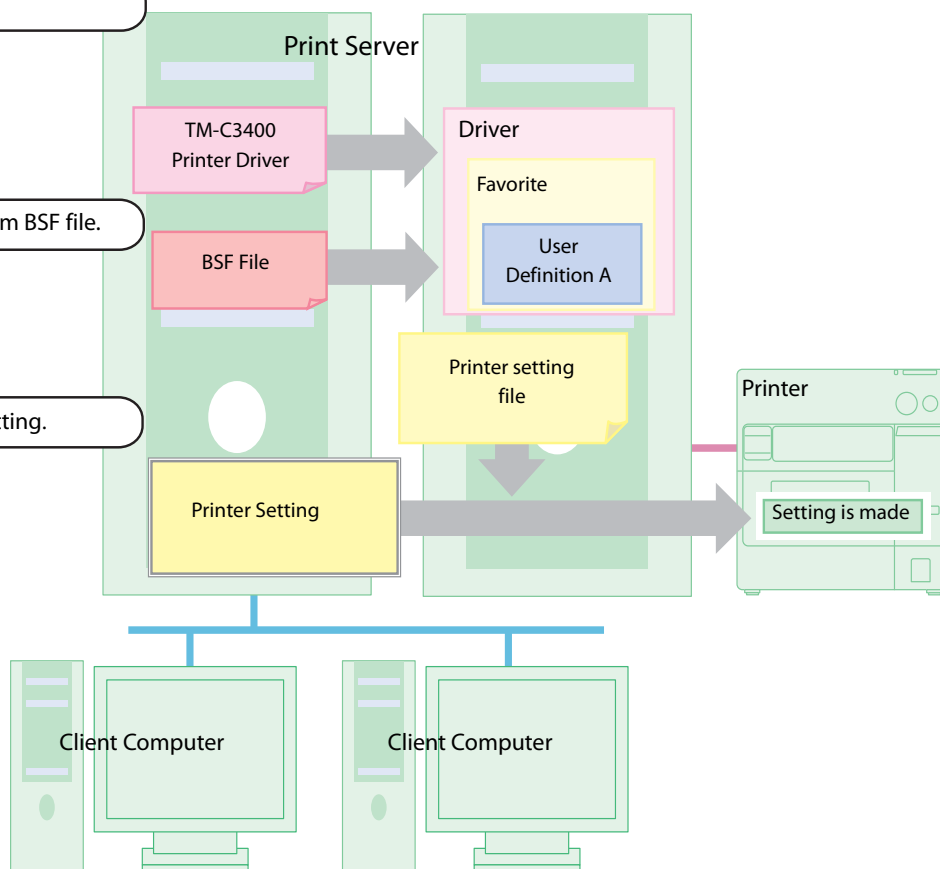
## Distribution Method for the Shared Printer

The general flow of the distribution method is described below.

1. Install the driver.

2. Make the setting from BSF file.

3. Make the printer setting.



### NOTE

For a shared printer, install to the print server using the TM-C3400 printer driver. Do not install using the install package.

## Setup Procedure

The setup procedure from the printer installation to ready-to-print status is described below.

- 1** Install the printer. ([page 65](#))
- 2** Connect the power supply unit. ([page 66](#))
- 3** Load the roll paper included in the package in the printer. ([page 85](#))
- 4** For Ethernet model, connect the printer to the network. ([page 70](#))
- 5** Load the ink cartridge. ([page 67](#))  
Turn on the printer before loading the ink cartridge.  
It takes about 8 minutes for ink charging. When ink charging finishes, the POWER LED stops flashing and stays on.
- 6** For the Ethernet model, make the network settings such as IP address to the printer with EpsonNet Config.
- 7** For the USB model, connect the printer to the client computer. ([page 69](#))  
Turn off the printer before connecting it to the client computer.
- 8** Install the printer driver (the install package) on the client computer, and make the settings for it.
- 9** For the USB model, install the Printer Setting to the client computer.
- 10** For the Ethernet model, install Printer Setting on a computer that can access the printer (administrator computer or client computer).
- 11** Use Printer Setting on a client computer or administrator computer to configure the printer.
- 12** Set the DIP switches of the printer. ([page 78](#))  
Turn off the printer before setting the DIP switches.
- 13** Load the paper. ([page 80](#))  
Set the paper according to the DIP switch setting.
- 14** Perform a test print.

## Examples of Usage

This section describes some examples of how to distribute the printer driver and set the printer. The steps of preparation for an administrator and of distribution are described for each case.

### ❑ USB model

- Case 1: Connect one printer to one client computer.
- Case 2: Connect two printers to one client computer, and print on different media.

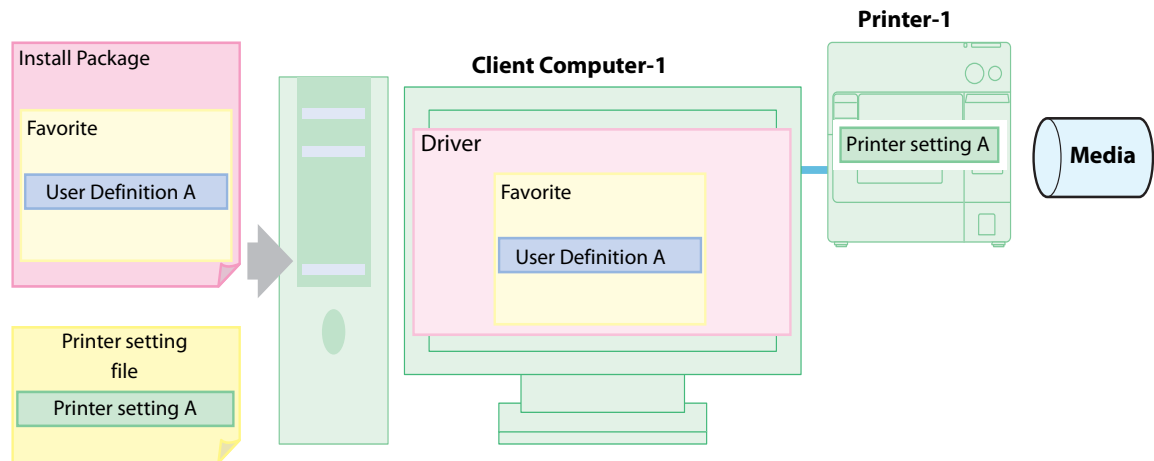
### ❑ Ethernet model

- Case 3: Connect one Ethernet model printer to two client computers.
- Case 4: Connect two Ethernet model printers to two client computers and print on the same media.
- Case 5: Connect two Ethernet model printers to two client computers and print on different media.

## USB model

### Case 1:

Connect one printer to one client computer.



**Preparation:** Install the Install Assistant, the Printer Setting, and the printer driver to the administrator's computer, and follow the steps below.

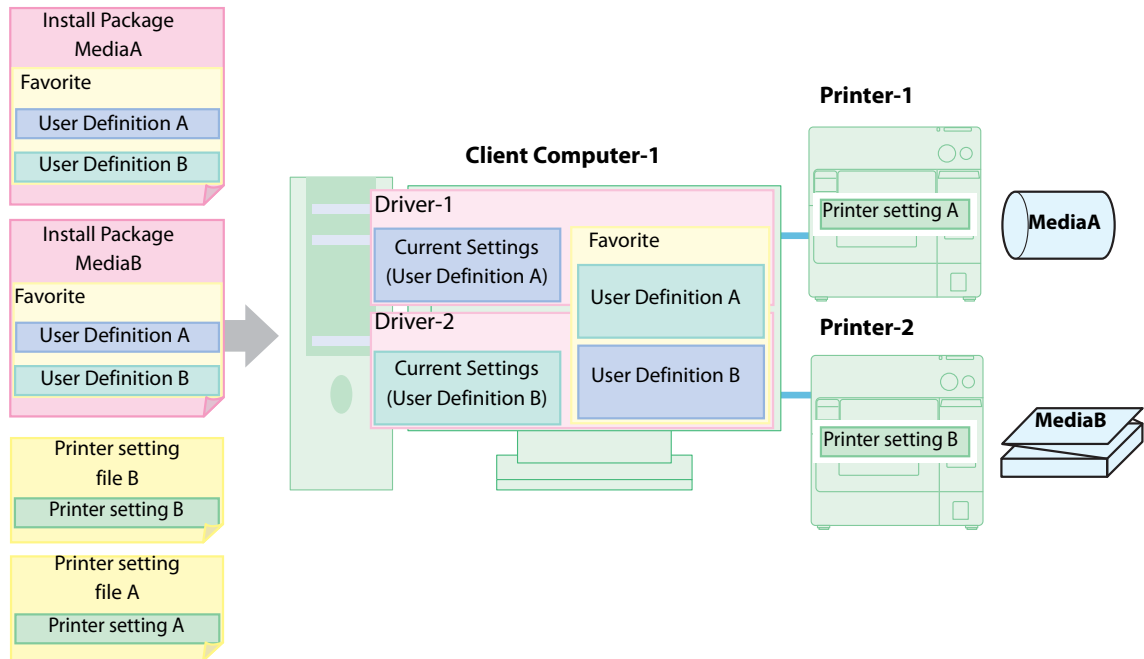
- (1) Make the printer driver setting. (Set Media in the "Favorite Setting" list.)
- (2) Create the BSF file. (Driver setting.BSF)
- (3) Import the driver setting file ".BSF" with the Install Assistant, and create the install package.
- (4) Create the setting file of the printer with the Printer Setting.

**Distribution:**

- (1) Prepare the client computer and the printer.
- (2) Copy the install package, and double click its icon. The printer driver for Printer-1 is automatically installed and set.
- (3) Connect Printer-1, and turn it on.
- (4) Install the Printer Setting to the client computer.
- (5) Make the settings to Printer-1 with the Printer Setting using the printer setting file.

## Case 2:

Connect two printers to one client computer and print on different media.



Preparation: Install the Install Assistant, the Printer Setting, and the printer driver to the administrator's computer, and follow the steps below.

- (1) Make the printer driver setting. - MediaA (Set Media A in the "Favorite Setting" list.)
- (2) Create the BSF file. (Driver setting \_MediaA.BSF)
- (3) Import the driver setting file "\_MediaA.BSF" with the Install Assistant, and create the install package. (Install package MediaA)
- (4) Create the setting file of the printer (Printer setting file A) with the Printer Setting.
- (5) Make the printer and the printer driver setting. - MediaB
- (6) Create the BSF file. (Driver setting \_MediaB.BSF)
- (7) Import the driver setting file "\_MediaB. BSF" with the Install Assistant, and create the install package. (Install package MediaB)
- (8) Create the setting file of the printer (Printer setting file B) with the Printer Setting.



## Distribution:

- (1) Prepare the client computer and the printers.
- (2) Copy the install package MediaA, and double click its icon. The printer driver for Printer-1 is automatically installed and set. “Current Settings” in the “Favorite Setting” list is User Definition A.
- (3) Connect Printer-1, and turn it on.
- (4) Install the Printer Setting on the client computer.
- (5) Make the settings to Printer-1 with the Printer Setting using the printer setting file A.
- (6) Copy the install package MediaB, and double click its icon. The printer driver for Printer-2 is automatically installed and set. “Current Settings” in the “Favorite Setting” list is User Definition B.
- (7) Connect Printer-2, and turn it on.
- (8) Make the settings to Printer-2 with the Printer Setting using the printer setting file B.

**NOTE**

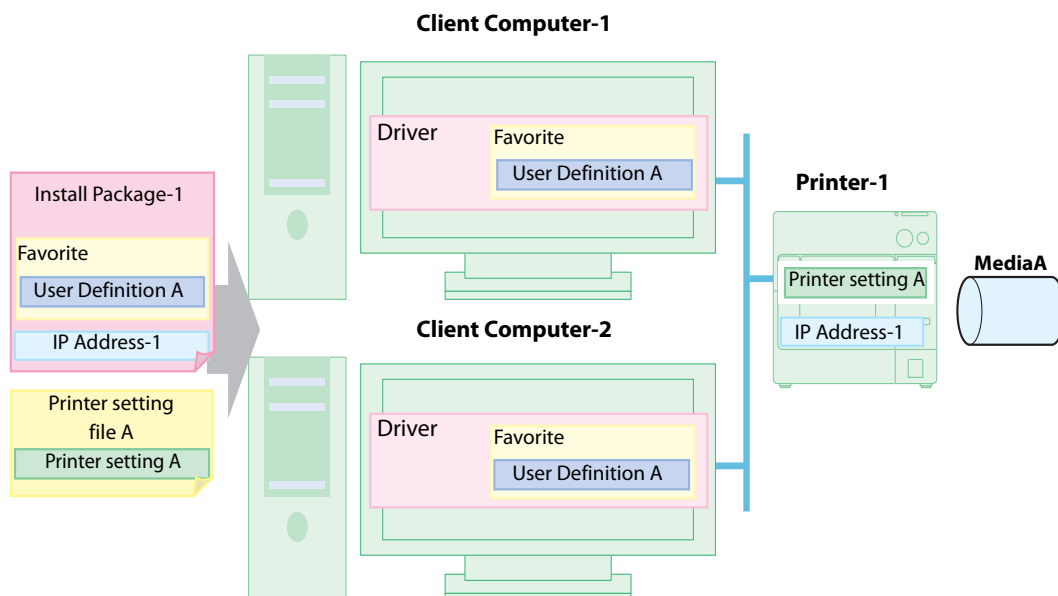
When the printer setting for MediaA and MediaB are the same, for example, when Black Mark Die-cut Label is set for the both, and the paper size is different, the printer setting file can be used for both.

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## Ethernet Model

### Case 3:

Connect one printer to two client computers.



**Preparation:** Install the Install Assistant, the Printer Setting, and the printer driver on the administrator's computer, and follow the steps below.

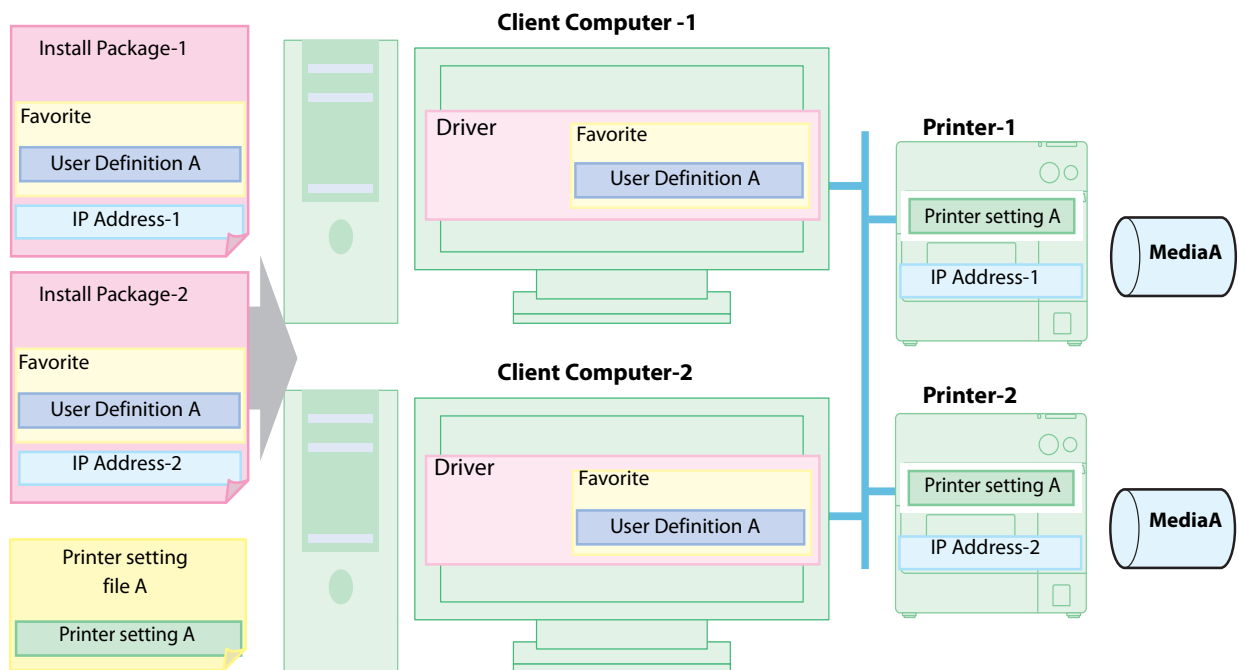
- (1) Make the printer driver setting. (Set MediaA in the "Favorite Setting" list.)
- (2) Create the BSF file. (Driver setting.BSF)
- (3) Import the driver setting file ". BSF" with the Install Assistant, set the printer IP Address-1, and create the install package.
- (4) Create the setting file of the printer (Printer setting file A) with the Printer Setting.

**Distribution:**

- (1) Prepare the client computers, the printer, and the administrator's computer for network communication (possible to use also as a client computer).
- (2) Connect the printer to the network.
- (3) Set IP Address-1 to the printer using the EpsonNet Config on the administrator's computer.
- (4) Copy the install package on Client Computer-1, and double click its icon. The printer driver is automatically installed and set.
- (5) Copy the install package on Client Computer-2, and double click its icon. The printer driver is automatically installed and set.
- (6) Make the settings to Printer-1 with the Printer Setting on the administrator's computer using the printer setting file A.

**Case 4:**

Connect two Ethernet model printers to two client computers and print on the same media.



Preparation: Install the Install Assistant, the Printer Setting, and the printer driver to the administrator's computer and follow the steps below.

- (1) Make the printer driver setting. (Set MediaA in the "Favorite Setting" list.)
- (2) Create the BSF file. (Driver setting.BSF)
- (3) Import the driver setting file ".BSF" with the Install Assistant, set the printer IP Address-1, and create the install package (Install Package-1).
- (4) Import the driver setting file ".BSF" with the Install Assistant, set the printer IP Address-2, and create the install package (Install Package-2).
- (5) Create the setting file of the printer (Printer setting file A) with the Printer Setting.

Distribution:

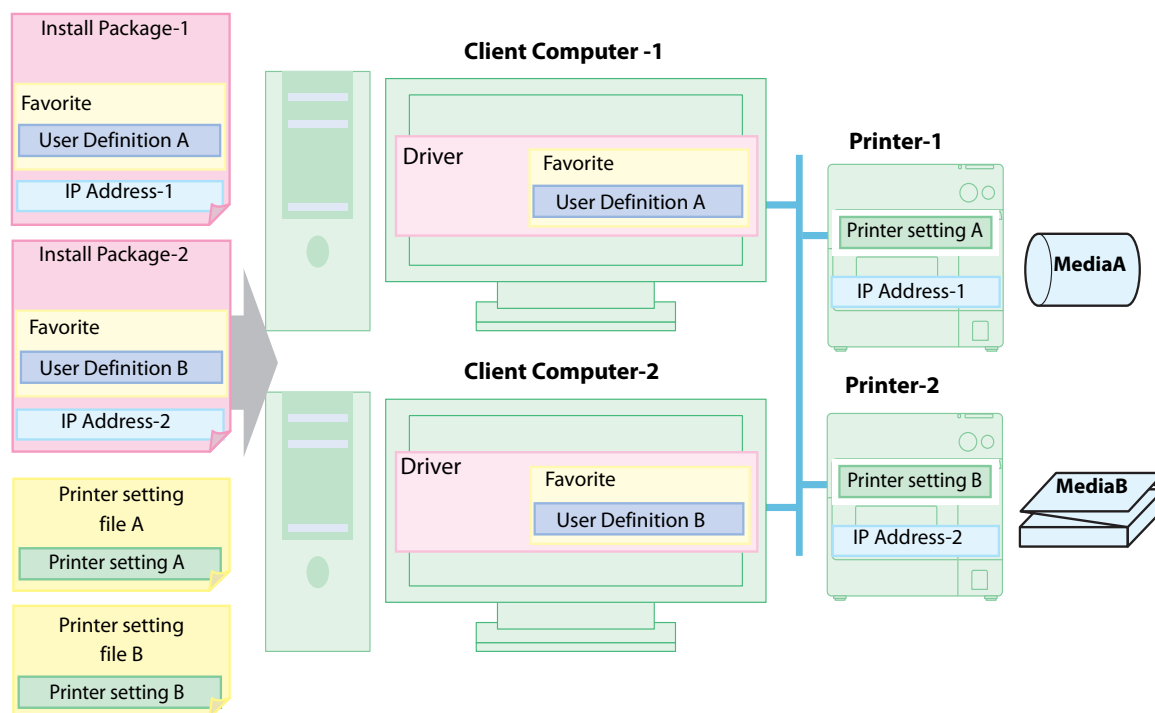
- (1) Prepare the client computers, the printers, and the administrator's computer for the network connection (possible to use also as a client computer).
- (2) Connect Printer-1 and Printer-2 to the network.
- (3) Set IP Address-1 to Printer-1, and IP Address-2 to Printer-2, using the EpsonNet Config on the administrator's computer.
- (4) Copy the Install Package-1 on Client Computer-1, and double click its icon. The printer driver for Printer-1 is automatically installed and set.
- (5) Copy the Install Package-2 on Client Computer-2, and double click its icon. The printer driver for Printer-2 is automatically installed and set.
- (6) Make the settings with the Printer Setting on the administrator's computer using the printer setting file A. (Setting can be made for Printer-1 and Printer-2 at the same time.)



For the Ethernet model, the install package is necessary for each printer, since the IP address is set to each printer.

## Case 5:

Connect two Ethernet models to two client computers and print on different media.



**Preparation:** Install the Install Assistant, the Printer Setting, and the printer driver on the administrator's computer, and follow the steps below.

- (1) Make the printer driver setting. (Set MediaA in the "Favorite Setting" list.)
- (2) Create the BSF file. (Driver setting A.BSF)
- (3) Import the driver setting file "Driver setting A.BSF" with the Install Assistant, set the printer IP Address-1, and create the install package (Install Package-1).
- (4) Create the setting file of the printer (Printer setting file A) with the Printer Setting.
- (5) Make the printer and the printer driver setting. - MediaB
- (6) Create the BSF file. (Driver setting B.BSF)
- (7) Import the driver setting file "Driver setting B. BSF" with the Install Assistant, set the printer IP Address-2, and create the install package (Install Package-2).
- (8) Create the setting file of the printer (Printer setting file B) with the Printer Setting.

Distribution:

- (1) Prepare the client computers, the printers, and the administrator's computer for network communication (possible to use also as a client computer).
- (2) Connect Printer-1 and Printer-2 to the network.
- (3) Set IP Address-1 to Printer-1, and IP Address-2 to Printer-2, using the EpsonNet Config on the administrator's computer.
- (4) Copy the Install Package-1 on Client Computer-1, and double click its icon. The printer driver for Printer-1 is automatically installed and set.
- (5) Copy the Install Package-2 on Client Computer-2, and double click its icon. The printer driver for Printer-2 is automatically installed and set.
- (6) Make the settings to Printer-1 with the Printer Setting on the administrator's computer using the printer setting file A.
- (7) Make the settings to Printer-2 with the Printer Setting on the administrator's computer using the printer setting file B.

## Maintenance

This section describes the following contents.

- ❑ Adding a client computer (for the Ethernet model) ([page 227](#))
- ❑ Adding a printer ([page 228](#))
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- ❑ Replacing the printer ([page 229](#))

### Adding a Client Computer (for the Ethernet Model)

Add a client computer, install the printer driver, and make the settings by following the steps below.

- ❑ Item to be prepared by the administrator
  - The install package for the existing printer.  
(Prepare an install package that includes the printer's network information.)
- ❑ What to do after distribution
  - Double-click the icon of the install package on the client computer to install the printer driver

## Adding a Printer

Follow the steps below to add a printer to print on the same media as the existing printer.

### USB model

#### ❑ Preparation

- BSF file for the existing printer driver
- Printer setting file for the existing printer  
(Do not include the USB serial number setting. This will cause the computer not to recognize the printer.)
- DIP switch setting information for the existing printer

#### ❑ Add the printer

- Connect the printer to the client computer. Install the driver by plug and play and configure the printer settings. Use the BSF file for the existing printer driver, the printer setting file, and the DIP switch setting information. (Refer to ["Setup Procedure" on page 217.](#))

### Ethernet model

#### ❑ Administrator preparations and environment

- Network information for the printer to be added
- Printer driver
- BSF file for the existing printer driver
- Printer setting file for the existing printer  
When the existing printer is on the same network as the printer to add, the printer setting file is not necessary.
- DIP switch setting information for the existing printer
- Install EpsonNet Config on the administrator computer or on the client computer.

#### ❑ Add the printer

- Connect the printer to the network and use EpsonNet Config to configure network settings.  
After configuring the settings, use the Add Printer function in Windows to add the printer from the client computer, and configure the printer settings. Use the printer driver, the BSF file for the existing printer driver, the printer setting file, and the DIP switch setting information. (Refer to ["Setup Procedure" on page 217.](#))



## Adding a paper type/changing the print setting

Follow the steps below to add a paper type or change the print setting of the printer driver on each client computer.

☐ Item to be prepared by the administrator

- The BSF file for the existing printer driver

Follow the steps below to create the BSF file

- (1) Set the new paper type in the print setting for the existing printer driver, and register it to the “Favorite Setting.” Make sure the print setting for the existing paper type has also been registered.
- (2) Place the print setting for the new paper at the top of the “Favorite Setting” list.
- (3) Export the BSF file.

☐ What to do on the client computer after distribution

- Import the BSF file in the printer driver.

### NOTE

Be sure to register also the print setting for the existing paper type to the “Favorite Setting” list. Otherwise, it is deleted when importing the BSF file.

## Replacing the Printer

If the printer needs replacement because of a failure or other reason, it cannot be used by simply replacing the printers. This explains the methods for replacing the printer without changing the application on the client computer.

### USB model

Two procedures are available for replacing a USB model printer.

☐ Installing “USB Replacement Service” as a resident program on the client computer. (Recommended)

☐ Matching the USB serial numbers of the printers.

Use this procedure if the application’s output destination is set to the printer port.

### NOTE

Normally, when a new USB model printer is connected, a new printer driver (printer queue) and a new USB port are created on the client computer. It is necessary to change the port when printing with the new printer from the application on the client computer.

## USB Replacement Service

“USB Replacement Service” is a program that detects when a new printer is connected, changes the properties information of the printer driver registered in Windows, and automatically changes the output port. When this is installed as a resident program on the client computer, it is not necessary to configure settings in the application, printer driver, or OS. However, printer settings are required.

### CAUTION

When this procedure is used, the existing printer port will remain. For this reason, if the printer port is specified as the application’s output destination, use the procedure for changing the printer’s USB serial number to replace the printer.

#### ❑ Preparation

- Install “USB Replacement Service” on the client computer.
- Printer setting file for existing printer  
(Do not include the USB serial number setting.)
- DIP switch setting information for existing printer

#### ❑ Printer replacement procedure

- (1) Remove the existing printer from the client computer.
- (2) Connect the new printer to the client computer and turn on the printer. “USB Replacement Service” will detect the connection of the new printer and set a new printer port for the existing printer driver.
- (3) Configure the existing printer settings in the printer. Use the existing printer’s printer setting file and the DIP switch setting information. (Refer to ["Setup Procedure" on page 217.](#))

## Matching the USB serial numbers of the printers

If the USB serial number of the new printer is the same as that of the existing printer, the printer can be replaced without changing the application on the client computer or the printer driver settings. However, printer settings are necessary. If a printer port is specified as the output destination of the application, this method is recommended.

The USB serial number can be registered in the printer setting file, or edited in Printer Setting.

This explains the procedure for replacing the printer of the client computer by changing the new printer’s USB serial number on the administrator computer.

#### ❑ Preparation

- Printer setting file for the existing printer  
(Include the USB serial number setting.)
- DIP switch setting information for the existing printer

#### ❑ Procedure for replacing the printer

- (1) Connect the new printer to the administrator computer and turn on the printer.
- (2) Configure the existing printer settings in the printer. The USB serial number in the printer setting file for the existing printer will be the USB serial number of the new printer. Set the printer's DIP switches to match the DIP switch setting information of the existing printer. (Refer to ["Setup Procedure" on page 217.](#))
- (3) Remove the existing printer from the client computer.
- (4) Connect the new printer to the client computer and turn on the printer.

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## Ethernet model

Configure the IP address and other network settings of the existing printer and the settings of the existing printer in the new printer. There is no need to configure the printer driver on the client computer.

#### ❑ Preparation

- The network setting information of the existing printer (IP address and so on)  
Print the status sheet with the existing printer.  
(See ["Status Sheet Printing \(Ethernet model only\)" on page 191.](#))
- The printer setting file of the existing printer
- Confirm the DIP switch setting for the existing printer.

#### ❑ Replacing procedure

- (1) Set the new printer's DIP switch settings to the same as that of the existing printer.
- (2) Connect the new printer to the network, and turn it on.
- (3) Make the network setting for the new printer according to the printed status sheet using EpsonNet Config.
- (4) Make the setting to the new printer using the printer setting file with the Printer Setting.

## Managing the Printer

### Monitoring the Network Printer

The Epson Monitoring Tool is an application for managing the network printer. You can monitor the status of the network printer from the administrator's computer with this.

(For details, see the Epson Monitoring Tool User's Manual.)

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## Acquirable information

- Model name/IP address/Location/MAC address/Administrator name/Status details is included in the information.
- Information of network printers other than the TM-C3400 can also be acquired. However, the information may be impossible to acquire or limited depending on the printer model.

*For Inquiries*

If you have any technical questions about this product, or if any problems occur, please contact us with the following information.

## NOTE

- Contents of technical questions must be about our printers only. For those about products of Microsoft Corporation or other companies, please contact them.
- If any problems occur, check whether there is any physical cause (such as connection or power problems) before contacting us.

- ☐ Type of inquiry: \_\_\_\_\_ Problem / Question

☐ Date: \_\_\_\_\_

☐ Your company: \_\_\_\_\_

☐ Department: \_\_\_\_\_

☐ Your name: \_\_\_\_\_

☐ Phone/Fax/Email: \_\_\_\_\_

☐ Computer information:
 
  - Manufacturer / CPU \_\_\_\_\_

☐ OS (with Service Pack information): \_\_\_\_\_

☐ Model name of the printer: \_\_\_\_\_

☐ Printer driver: \_\_\_\_\_ Installed / Not installed

☐ Connection type: \_\_\_\_\_ USB / Ethernet / MS shared (Client / Server)

☐ Install protocol/service: \_\_\_\_\_ NetBEUI / NetWare Client (Novell (Ver. )) / Microsoft (Ver. ))  
 \_\_\_\_\_ / TCPIP / SNMP agent / Other

☐ Print tool: \_\_\_\_\_ Local (USB) / Standard TCPIP / OS attached LPR  
 \_\_\_\_\_ / EPSON TCPIP Print (Name) / Own custom application  
 \_\_\_\_\_ / Other (Product name/Ver.)

☐ Firewall: \_\_\_\_\_ OS standard / Personal (Product name/Ver.) / None

☐ Your application information:
 
  - Windows service operation / Normal EXE operation

☐ Epson application status: \_\_\_\_\_ Epson Monitoring Tool / EpsonNet SDK for Windows  
 \_\_\_\_\_ / Printer Setting / Other (Application name)

☐ Phenomenon of the problem (or content of the question): \_\_\_\_\_

☐ System configuration: \_\_\_\_\_ Hardware configuration such as computer and network, and Software module  
 configuration

☐ Procedure of reproduction of the problem: Operation procedure, functional procedure, function and argu-  
 ment value to reproduce

☐ Reproducibility of the problem: Yes ( \_\_\_\_\_ out of \_\_\_\_\_ times) / No