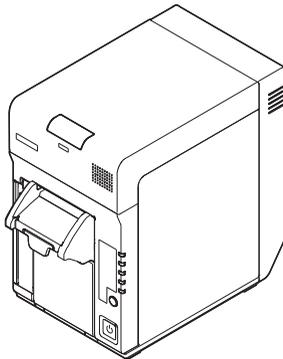


# TM-C710

## User's Manual



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The Ethernet interface model of this product includes software developed by the University of California, Berkeley, and its contributors.

**NOTICE:** The contents of this manual are subject to change without notice.

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## Important Safety Information

This section presents important information intended to ensure safe and effective use of this product. Read this section carefully and store it in an accessible location.

### 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.

 **WARNING:**

*Warnings must be followed carefully to avoid serious bodily injury.*

 **CAUTION:**

*Cautions must be observed to avoid minor injury to yourself, damage to your equipment, or loss of data.*

 **Note:**

*Notes have important information and useful tips on the operation of your equipment.*

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## Safety Precautions

This section presents important information intended to ensure safe and effective use of this product. Please read this section carefully and store it in an accessible location.

 **WARNING:**

*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 your dealer or a Seiko Epson service center 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.*

*Use either the specified AC Adapter K (Model: M248A) or AC Adapter K1 (Model: M248B) only. Connection to an improper power source may cause 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, unplug the power cord immediately, and then contact your dealer or a Seiko Epson service center for advice. Continued usage may lead to fire.*

*Do not use aerosol sprayers containing flammable gas inside or around this product. Doing so may cause fire.*

 **CAUTION:**

*Do not connect cables in ways other than those mentioned in this manual. Different connections may cause equipment damage and burning.*

*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 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.*

*To ensure safety, unplug this product before leaving it unused for an extended period.*

*Do not remove the ink cartridge from the product when you ship it.*

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## ***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. Because this product was not intended for use in applications requiring extremely high reliability/safety, such as aerospace equipment, main communication equipment, nuclear power control equipment, or medical equipment related to direct medical care, etc., please make your own judgment on this product's suitability after a full evaluation.

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## ***Downloading Drivers, Utilities, and Manuals***

The latest versions of drivers, utilities, and manuals can be downloaded from the following URL.

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

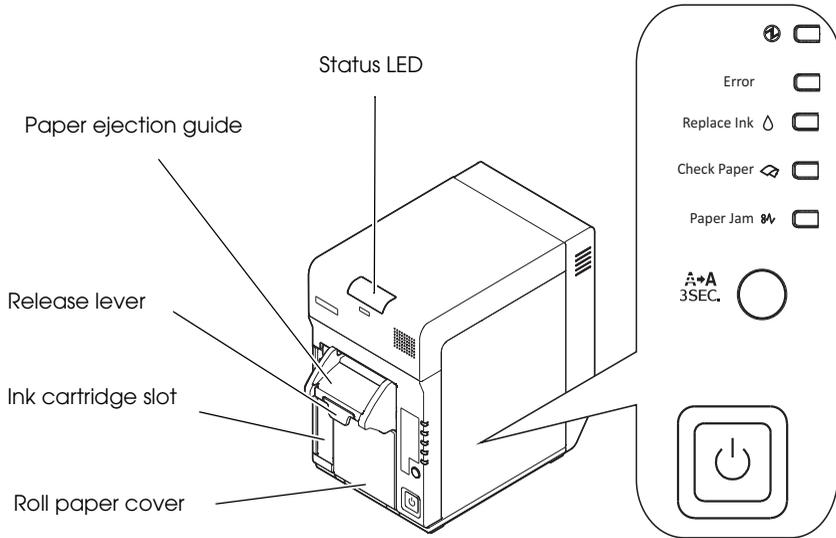
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## ***Unpacking***

The following items should be included with the printer. If any items are damaged, contact your dealer.

- Printer
- Roll paper
- Ink cartridge [Model: SJIC25P] (STARTER CARTRIDGE)
- Ink cartridge [Model: SJIC25P]
- AC adapter
- AC cable
- TM-C710 Documents Disc
- Setup Guide

## Part Names



## Control Panel

### Status LED: green/orange

The green LED lights when there is no error.

The orange LED flashes when there is an error.

### Ⓛ (Power) LED: green

Lights when the power is on. Flashes when the printer is initializing, cleaning, printing, or during an error state.

### Error LED: orange

Lights when the printer is in the error state.

### Replace Ink LED : orange

when no ink cartridge has been Lights loaded or when the printer is requesting replacement of the ink cartridge.

### Check Paper LED : orange

Lights when no paper has been loaded or when the roll paper cover is open.

### Paper Jam LED : orange

Lights when the paper is jammed.

### Cleaning button

When printing is faint or dots are missing, press the Cleaning button for 3 seconds or more continuously to perform the print head cleaning.

### Note:

*Do not press the Cleaning button unless there is a problem with print quality. Unnecessary cleaning wastes ink.*

## **Power button**

Press the Power button for 3 seconds or more to reset the printer. After the reset, paper feeding and autocutting are performed.



### **Note:**

*For 30 seconds after a reset, the printer and host cannot communicate.*

*After resetting, the printer is in the same state as when the power is turned on.*

## **Setup**

Follow in order the steps below to set up the printer.

1. Installing the printer. (See page 7.)
2. Connecting the Interface Cable. (See page 8.)
3. Installing/Replacing the Roll Paper. (See page 9.)
4. Installing/Replacing the Ink Cartridge.(See page 11.)
5. Installing the printer driver. (See page 12.)

## Installing the Printer

### CAUTION:

Do not place the printer in a dusty place.

Make sure no cables or other objects are caught under the printer.

Do not put objects heavier than 700 g {1.5 lb} (two paper rolls) on the printer.

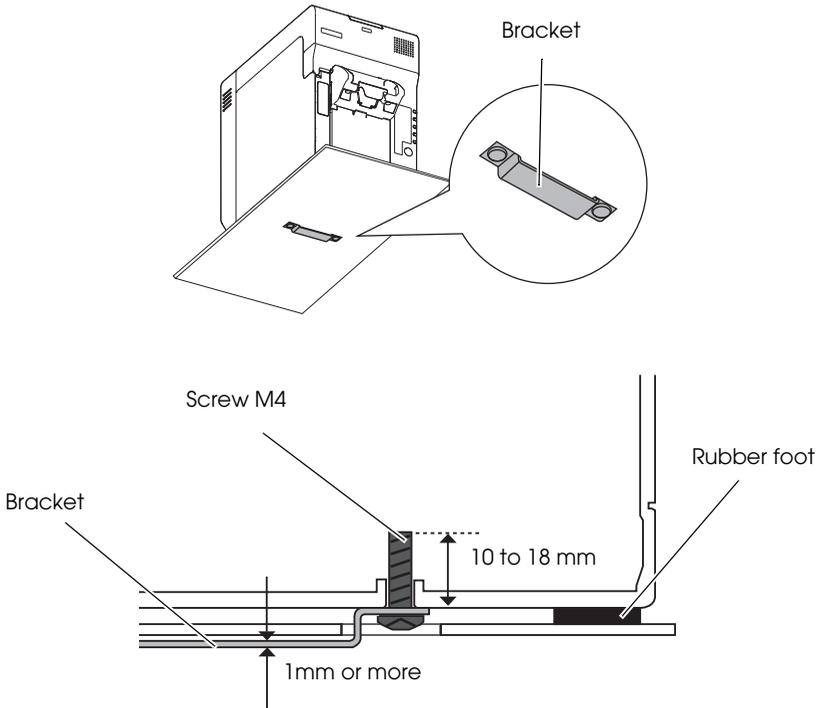
Do not put beverages or vases on the printer.

Do not tilt the printer during initial ink filling, printing, or head cleaning.

Otherwise, ink may leak out of the printer.

- ❑ You must place the printer horizontally (back to front:  $\pm 10^\circ$ , right to left:  $\pm 10^\circ$ ).
- ❑ Place the printer where the roll paper cover can open fully and the ink cartridge can be ejected.
- ❑ Be sure to avoid bumping the printer so that it is not exposed to strong impact during operation.

To prevent the printer from falling, use a bracket as shown below to secure the printer.



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## Connecting the Interface Cable

**⚠ WARNING:**

Should a fault ever occur in the AC adapter, immediately turn off the power to the printer and remove the AC cable from the outlet.

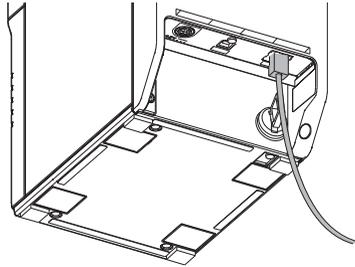
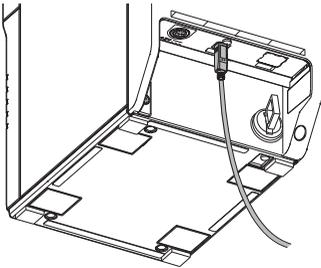
Unplug the power cable of the AC adapter from the outlet before you plug/unplug the AC adapter into the printer.

**⚠ CAUTION:**

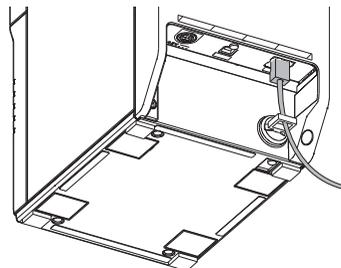
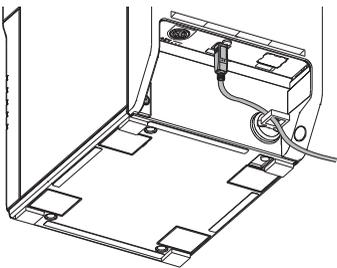
Direct connection to an aerial LAN cable located outside may cause induced lightning to damage devices. When you use such cables, connect via devices that protect against surges.

Do not plug an ordinary telephone line into the Ethernet connector.

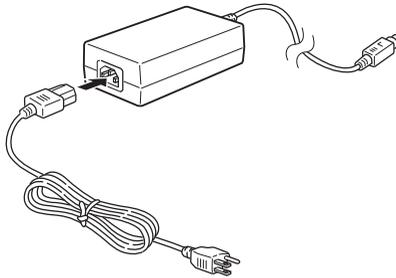
1. Make sure the printer is turned off.
2. For the USB interface model, connect the USB cable to the connector, as shown in illustration.  
For the Ethernet interface model, connect the Ethernet cable to the connector until it clicks..



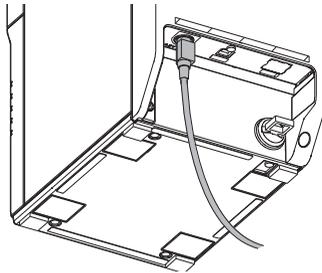
3. Secure the cable with the hook.



4. Insert the connector of the AC cable to the inlet of the AC adapter.



5. Connect the DC cable of the AC adapter to the power connector of the printer.



6. Connect the other side of the USB/Ethernet cable to a host computer/ network hub.
7. Plug the AC cable into the outlet.

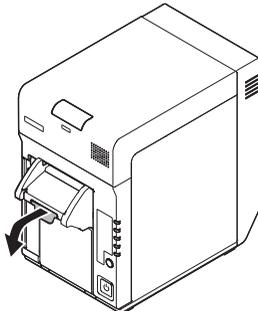
## ***Installing/Replacing the Roll Paper***



### **CAUTION:**

*Do not touch the autocutter blade when you open the roll paper cover. Otherwise, you may be injured.*

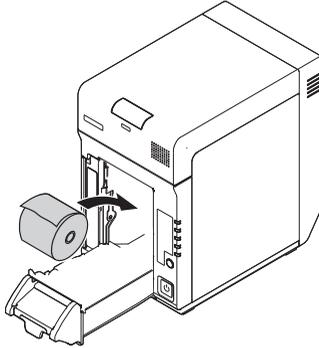
1. Turn on the printer and make sure the  (Power) LED lights.
2. Pull the release lever to the front to open the roll paper cover.



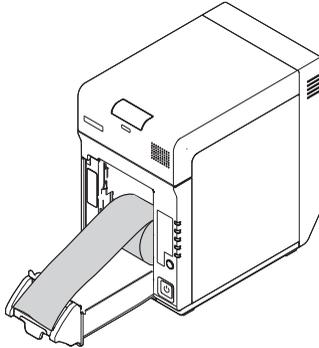
**⚠ CAUTION:**

*Do not touch the release lever during printing, paper feeding, or cleaning.  
Do not touch the gears on the roll paper cover when you open it.*

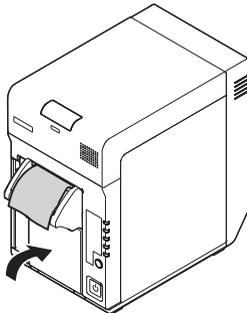
3. Remove the paper roll core if any.
4. Load the roll paper in the orientation shown below.



5. Pull out the paper end to the paper exit, and then close the roll paper cover.



6. When the roll paper cover is closed, roll paper is automatically fed about 10 cm {3.9"}, and then autocutting is performed.



 **Note:**

After loading the roll paper, head cleaning may start automatically. Wait for cleaning to be completed.

## Installing/Replacing the Ink Cartridge

 **CAUTION:**

When you start to use the printer, it takes about 7 minutes for initial ink filling. Never open the covers, press the Power button, or turn the printer off during initial ink filling (while the  (Power) LED is flashing). Otherwise, initial ink filling will be performed again from the beginning. This wastes ink.

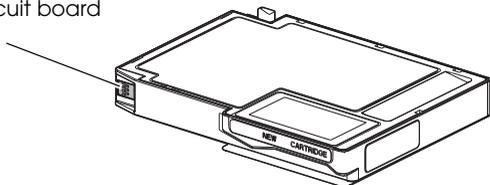
Do not tilt the printer during initial ink filling. Otherwise, ink may leak out of the printer.

Do not touch the inside of the ink cartridge slot. Doing so may cause ink adhesion or printer malfunction.

Epson recommends the use of genuine Epson ink cartridges. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic product behavior.

Do not touch the green circuit board at the side of the ink cartridge. Doing so may affect the normal operation of the ink cartridge.

green circuit board



 **Note:**

When using the product for the first time, ink filling also uses up some ink to make the product ready for printing.

When the time to replace the ink cartridge has come, the ink cartridge is automatically ejected.

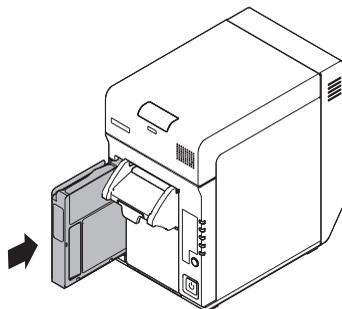
An ink cartridge has 4 different colors. Even when one specific color is specified for printing, ink of all colors is spent in printing and operations to maintain the print head in a good condition. If remaining ink of any of the ink cartridge reaches its lower limit amount, the printer stops printing.

Since ink cartridges are designed to stop the operation before ink runs out completely to maintain the quality of the print head, some ink remains in the used ink cartridge.

The used cartridge has a red line drawn through its label on the top.



1. Turn on the printer and make sure that the ① (Power) LED lights.
2. Load the roll paper. (See “Installing/Replacing the Roll Paper” on page 9.)
3. Remove the used cartridge, if there is one.
4. Insert the new ink cartridge into the ink cartridge slot until it stops.  
When install the ink cartridge for the first time, use the STARTER CARTRIDGE included with the printer.



When the ink cartridge is installed for the first time, the ① (Power) LED starts flashing, and ink charging starts. Ink charging takes approximately 7 minutes. In the meantime, do not turn off the printer or open the roll paper cover or the ink cartridge cover. Doing so wastes ink significantly. When ink charging finished, the ① (Power) LED stays on after flashing. Eject the ink cartridge and Insert the new ink cartridge into the ink cartridge slot until it stops.



**Note:**

*When the ink cartridge is installed for the first time, the printer uses ink to prepare for printing (ink charging), therefore the first cartridge does not last as long as subsequent ones do.*

*Cartridge yields vary based on such factors as type of item printed, print settings, paper type, frequency of use, and temperature.*

*To insure print quality, some ink remains in the cartridge after the Replace INK LED comes on.*

*The ink cartridge contains 4 colors of ink. Even when one particular color is specified, all 4 colors of ink are used for printing and for keeping the print head in good condition. When the ink level of even one color comes to the lowest limit, the printer stops printing.*

*The ink cartridge is ejected when hold down the Power button (more than 1 second, less than 3 seconds) and press the Cleaning button.*

## **Installing the Printer Driver**



**CAUTION:**

*Be sure to confirm the operating environment before installing.*

*You are required to log on to the computer as a user with administrative rights.*

## **For the USB Interface Model**

1. Turn off the printer. (You will turn it on during installation by following the instructions.)

2. For a 32bit OS, double-click on the icon "c71d32\_xxxx.exe."  
For a 64bit OS, double-click on the icon "c71d64\_xxxx.exe."
3. Complete the installation by following the instructions displayed.

### **For Ethernet Interface Model**

1. Make sure the printer is turned on.
2. Set the IP address to the printer by using EPSON TMNet WinConfig.
3. Click [**Start**] - [**Control Panel**] - [**Printer**] (or [**Printers and Faxes**]).
4. From the menu, click [**File**] - [**Add Printer**].
5. Click [**Add a local printer**].
6. Select [**Create a new port:**], select [**Standard TCP/IP Port**] in "Type of port," and click [**Next**].
7. Set each item as described below:
  - **Device type:** TCP/IP Device
  - **Hostname or IP address:** IP address set for the printer
  - **Portname:** The value set in [**Hostname or IP address**] is automatically input.
  - **Query the printer and automatically select the driver to use:**  
Uncheck the checkbox.
8. Select [**Standard**] in "Device Type," select [**Generic Network Card**], and click [**Next**].
9. Click the [**Cancel**] button to close the window.
10. For a 32bit OS, double-click on the icon "c71d32\_xxxx.exe."  
For a 64bit OS, double-click on the icon "c71d64\_xxxx.exe."
11. Complete the installation by following the instructions displayed.

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### **Displaying the Printer Driver**

Follow the steps below to display the printer driver.

1. Click [**Start**] - [**Control Panel**] - [**Printer**] (or [**Printers and Faxes**]).
  2. Right-click on [**EPSON TM-C710**] and click [**Printing Preferences**].
- For details on how to use the printer driver, see the printer driver help.

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### **Cleaning**

#### **Cleaning the Printer Case**

Be sure to turn off the printer, and wipe the dirt off the printer case with a dry cloth or a damp cloth.

 **CAUTION:**

*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.*

#### **Cleaning the Print Head**

Perform head cleaning only when the printout is faint or dots are missing.

 **CAUTION:**

*When ink is low, head cleaning may not start or may stop during cleaning. In this case, head cleaning starts after a new ink cartridge is installed.*

Follow the steps below to perform head cleaning. (You can also use the printer driver for head cleaning. For details, see the printer driver help.)

1. Turn on the printer.
2. Press the *Cleaning button* for 3 seconds or more.  
Head cleaning starts, and the  (Power) LED starts flashing. When head cleaning finishes, the  (Power) LED stays on.

 **CAUTION:**

Do not do not turn off the printer or open the roll paper cover while the  (Power) LED is flashing.

## Troubleshooting

### Error LED on or flashing

- Check to see that the roll paper cover is closed. If it is open, close it.
- If the Replace Ink LED is on, replace the ink cartridge with a new one.
- When the Check Paper LED is on, check whether the roll paper is out. If it is out, replace it with a new one.
- When the PAPER Jam LED is flashing, check for a paper jam. If paper is jammed, install the paper correctly referring to “Installing/Replacing the Roll Paper” on page 9.
- Turn off the printer and then turn it back on. If the Error LED is still flashing, call your supervisor or a service person.

### Paper jam

Turn off the printer and open the roll paper cover to remove the jammed paper. Install the paper correctly referring to “Installing/Replacing the Roll Paper” on page 9.

## Specifications

Printing method	Serial ink jet, dot matrix Four-color (CMYK) printing
Paper feed	Forward direction feed
Print speed	130 mm/s {5.12"/s} (printing width: 53 mm, 360 dpi × 180 dpi) 100 mm/s {3.94"/s} (printing width: 53 mm, 360 dpi × 360 dpi) 90 mm/s {3.54"/s} (printing width: 53 mm, 720 dpi × 360 dpi)
Roll paper type	Normal quality paper (single-ply)
Ink cartridge	4-color integrated exclusive ink cartridge (Model: SJIC25P)
Interface	USB (Compliance: USB 2.0, Communication speed: Full-speed (12 Mbps))/Ethernet (10BASE-T/100BASE-TX)
Power supply	AC Adapter K (Model: M248A), AC Adapter K1 (Model: M248B) supply voltage: DC 42 V Rated current: 1.0 A

<b>Current consumption</b>	<b>Ready</b>	Mean: Approx. 30 W
	<b>Sleep</b>	Mean: Approx. 3 W
Temperature and humidity	Printing	10 to 35°C {50 to 95°F} 20 to 80% RH (No condensation)
	Storage	When packed: -20 to 60°C {-4 to 140°F}, 5 to 85%RH (No condensation, ink not loaded) (At -20°C or 60°C {-4 or 140°F}: up to 120 hours) When ink loaded: -20 to 40°C {-4 to 104°F} (At -20°C {-4°F}: up to 120 hours) (At 0 to 30°C {32 to 86°F}: up to 6 months) (At 40°C {104°F}: up to 1 month)
Overall dimensions (H × W × D)		222 × 140 × 210 mm {8.74 × 5.51 × 8.26"} (H × W × D) (Excluding the protrusion)
Mass		Approximately 5.2 kg{11.46 lb}

dpi: dots per 25.4 mm (dots per inch)

## **Open Source Software License**

1. This printer product includes open source software programs listed in Section 5) according to the license terms of each open source software program.
2. We provide the source code of the GPL Programs, LGPL Programs, Apache License Program and ncftp license Program (each is defined in Section 5) until five (5) years after the discontinuation of same model of this printer product. If you desire to receive the source code above, please contact the customer support of your region. You shall comply with the license terms of each open source software program.
3. The open source software programs are WITHOUT ANY WARRANTY; without even the implied warranty of MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. See the license agreements of each open source software program for more details, which are described on \OSS\TM-C710\_OSS\_LicenseTerms.pdf in the Documents Disc included with the product.
4. The license terms of each open source software program are described on \OSS\TM-C710\_OSS\_LicenseTerms.pdf in the Documents Disc included with the product.
5. The list of open source software programs which this printer product includes are as follows.

### **GNU GPL**

This printer product includes the open source software programs which apply the GNU General Public License Version 2 or later version (“GPL Programs”).

The list of GPL Programs:

base-passwd-3.5.7

busybox-1.7.2

busybox-1.15.2

ifupdown-0.6.8  
kernel-2.6.18  
lsp-arm-versatile926ejs-2.6.18\_pro500  
module-init-tools-3.2pre1  
mount-2.12  
netbase-4.29  
psmisc-21.5  
readline-libs-5.0  
sysvinit-2.86  
udev-0.093  
util-linux-2.12

### **GNU LGPL**

This printer product includes the open source software programs which apply the GNU Lesser General Public License Version 2 or later version (“LGPL Programs”).

The list of LGPL Programs:

uclibc-0.9.29  
libusb-libs-0.1.12  
zeroconf 0.6.1-1

### **Bonjour License**

This printer product includes the open source software programs which apply the Apple Public Source License Version 1.2 or later version (“Bonjour Programs”).

### **Net-SNMP license**

This printer product includes the open source software program “Net-SNMP” which applies the terms and conditions provided by owner of the copyright to the “Net-SNMP”.

### **BSD License (Berkeley Software Distribution License)**

This printer product includes the open source software programs which apply the Berkeley Software Distribution License (“BSD Programs”).

The list of BSD Programs:

busybox-1.7.2  
util-linux-2.12  
mount-2.12  
netkit-ftp-0.17  
netkit-base-0.17  
portmap-5beta

### **Sun RPC License**

This printer product includes the open source software programs which apply the Sun RPC License (“Sun RPC Program”).

The list of Sun RPC Programs:

netkit-inetd-0.17

portmap-5beta

### **TCP Wrappers License**

This printer product includes the open source software program “libwrap-libs-7.6” which applies the terms and conditions provided by owner of the copyright to the “TCP Wrappers”.

### **libncurses License**

This printer product includes the open source software program “libncurses-5.4” which applies the terms and conditions provided by owner of the copyright to the “libncurses”.

### **linux-ftpd License**

This printer product includes the open source software program “linux-ftpd-0.17” which applies the terms and conditions provided by owner of the copyright to the “linux-ftpd”.