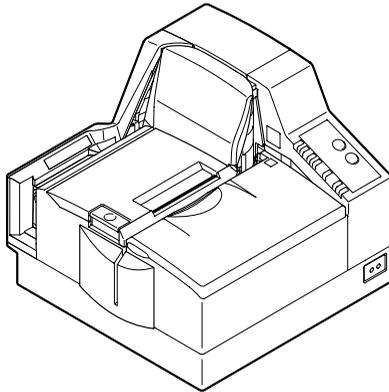


# TM-J9000/J9100

## User's Manual



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## ***DIP Switch Tables***

### ***DIP switch 1***

<b>SW</b>	<b>Function</b>	<b>On</b>	<b>Off</b>
1-1	Internal use	—	Fixed to Off
1-2	Reserved	—	Fixed to Off
1-3	Reserved	—	Fixed to Off
1-4	Reserved	—	Fixed to Off

### ***DIP switch 2***

<b>Function</b>	<b>USB connector side</b>	<b>UB series connector side</b>
Interface selection	USB available	UB series available

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## **Standards and Approvals**

The following standards are applied only to the printers that are so labeled. (EMC is tested using the Epson power supplies.)

Europe: CE marking:

North America: FCC/ICES-003 Class A

Oceania: AS/NZS CISPR 22 Class A

### **WARNING**

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

The connection of a non-shielded printer interface cable to this printer will invalidate the EMC standards of this device.

You are cautioned that changes or modifications not expressly approved by Seiko Epson Corporation could void your authority to operate the equipment.

### **CE Marking**

The printer conforms to the following Directives and Norms:

Directive 2004/108/EC

EN 55022 Class A

EN 55024

IEC 61000-4-2

IEC 61000-4-3

IEC 61000-4-4

IEC 61000-4-5

IEC 61000-4-6

IEC 61000-4-8

IEC 61000-4-11

### **FCC Compliance Statement For American Users**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

### **For Canadian Users**

This Class A digital apparatus complies with Canadian ICES-003.

### **À l'intention des utilisateurs canadiens**

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

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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 or damage to your equipment.*

### **Safety Precautions**



#### **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.*

*Be sure to use the specified power source. 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, do not continue to use it. Continued use may lead to fire. Unplug the power cord immediately and contact your dealer or a Seiko Epson service center for advice.*

*Be sure to use the specified power source. Connection to an improper power source may cause 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. 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.*

*Take care not to injure your fingers on the manual cutter*

- *When you remove printed paper*
- *When you perform other operations such as loading/replacing roll paper*

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

*Before moving the product, unplug it and unplug all cables connected to it.*

*If ink leaks out of the printer, wipe up the ink with a cloth or similar material immediately and contact your dealer or a Seiko Epson service center for advice.*

## **Notes on Usage**

- ❑ When using the printer, do not open the covers.
- ❑ Protect the printer from impact.
- ❑ Do not apply excessive force to the printer case.
- ❑ Do not place food or beverages such as coffee on the printer case.

## **Notes on Installation**

- ❑ Be sure that the printer is installed horizontally.
- ❑ Do not install the printer in a dusty place.
- ❑ Install the printer away from magnetic devices.
- ❑ Cables or other foreign objects must not be caught on the printer.
- ❑ Because cards are ejected toward the back of the printer, allow at least 60 mm {2.36} behind the printer when installing it.

## ***Notes on Transportation***

- Remove the ink cartridge before transporting the printer. After transportation, install a new ink cartridge.
- Keep the printer upright and horizontal during transportation.
- Be sure not to ship ink cartridges that have been removed from the packing. Ink may leak.

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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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## ***Purpose of This Manual***

This manual describes basic operations for operators of the single color (black ink) TM-J9000 printer, and the two color (black and red/green/blue) TM-J9100 printer to enable safe and correct use of the printer.

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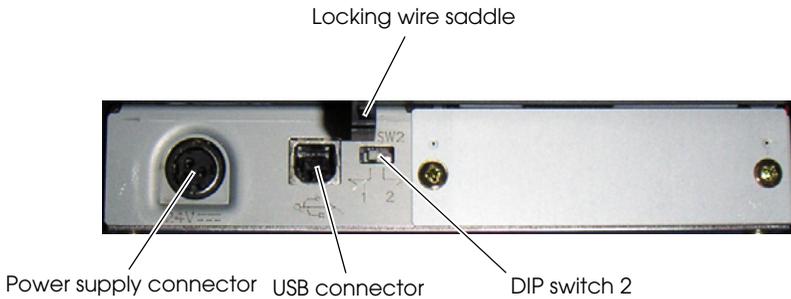
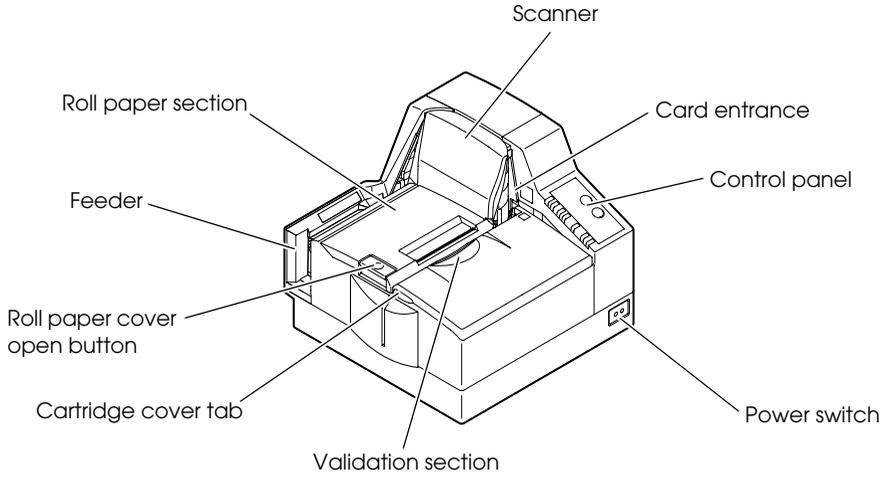
## ***Unpacking***

The following items are included for the standard specification printer. If any item is damaged, contact your dealer.

- |                                                          |                                                      |
|----------------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Printer                         | <input type="checkbox"/> Roll paper                  |
| <input type="checkbox"/> Ink cartridge                   | <input type="checkbox"/> User's Manual (this manual) |
| <input type="checkbox"/> Power switch cover              | <input type="checkbox"/> Feeder guide                |
| <input type="checkbox"/> Instruction sheet               | <input type="checkbox"/> Ink cartridge manual        |
| <input type="checkbox"/> Pocket (only for the ASF model) |                                                      |

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## Part Names



**Note:**

DIP Switch 2 is intended for switching the interface. Do not change the position of the DIP switch 2 except when changing the interface.

Hooking the USB cable on the locking wire saddle prevents the cable from falling off.

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## Attaching the Feeder Guide

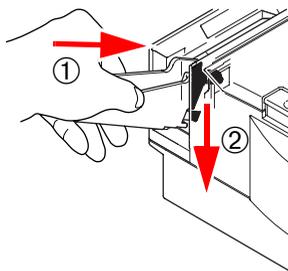
Feeding paper using the included feeder guide allows you to insert a check straight. Also, the auto sheet feeder (ASF) model printers can feed up to 25 checks without manual feeding.

Follow these steps to attach the feeder guide.

1. Hold the edge of the feeder guide carefully.

2. Insert the dowels of the feeder guide into the holes on the feeder guide; then move it down until it stops in place.

Dowel of the feeder guide



### ***Attaching the Pocket (only for the ASF model)***

A pocket is provided with each auto sheet feeder (ASF) model printer. Follow the steps shown below to attach the pocket.

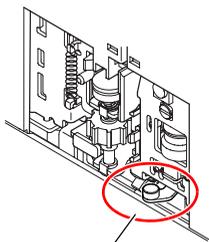
1. Push down the pocket cover on the left of the printer, and remove it.



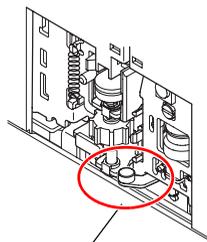
***Note:***

*To attach the cover again, insert the cover while pushing it up.*

2. Make sure that the ejection lever is open. If it is closed, open it.



The ejection lever is open.

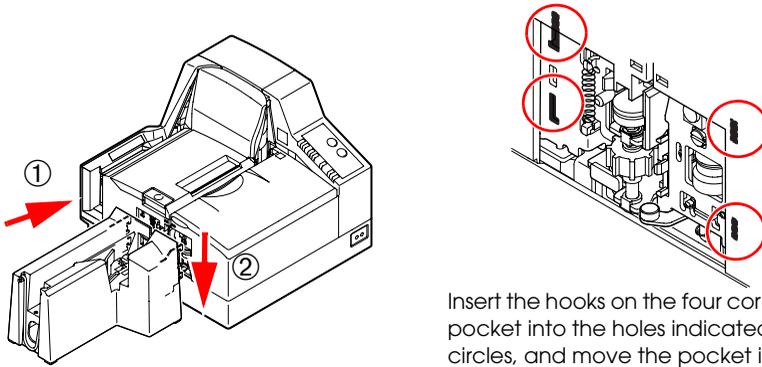


The ejection lever is closed.

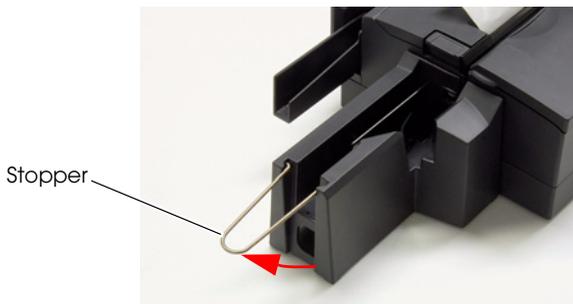
***Note:***

*Be careful not to hurt your fingers on the lever edge.*

3. Position the pocket as shown in the picture below, and push it into the printer until it clicks in place.

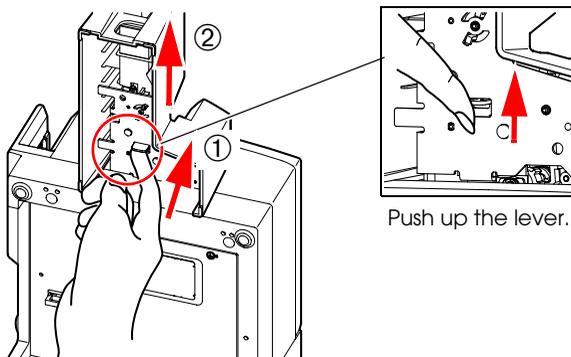


4. Unfold the stopper of the pocket as shown in the following picture.

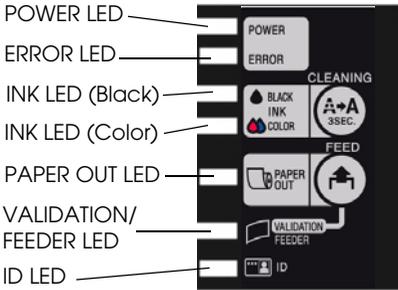


**Note:**

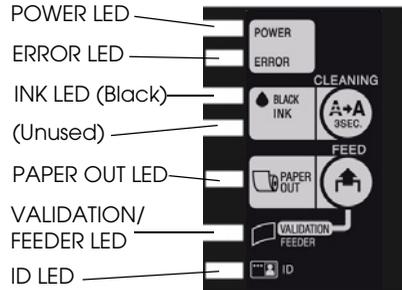
To remove the pocket, place the printer vertically as shown in the picture below; then while pushing up the lever on the bottom of the pocket, slightly push the pocket backward, and then pull it up.



## Control Panel (LEDs and Buttons)



(TM-J9100) Two color model



(TM-J9000) Single color model

### POWER LED

- ❑ Comes on when the printer power is on.
- ❑ Flashes during cleaning and other operations, such as power-on and power-off.

#### Note:

*Never open a cover or turn off the printer while the POWER LED is flashing.*

### ERROR LED

- ❑ Comes on when the printer is off line (and when the roll paper is out, or the printer cover is open.)
- ❑ Flashes when an error occurs. (See the “Troubleshooting” (on page 22 of this manual) for more information.)

### INK LED

- ❑ Flashes when ink is low. (You can continue printing.)
- ❑ Comes on when no ink cartridge is installed or it is time to replace the ink cartridge. (The printer goes off line, and the ERROR LED comes on.)

#### Note:

*The TM-J9000 has an INK LED for BLACK only, whereas the TM-J9100 has LEDs for both BLACK and COLOR.*

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

### PAPER OUT LED

Comes on when the roll paper is out or almost out.

### VALIDATION/FEEDER LED

- ❑ Comes on when the printer is ready to process checks.
- ❑ Flashes when the printer is waiting for check insertion or removal.

## **ID CARD LED**

- Comes on when the printer is ready to process ID cards.
- Flashes when the printer is waiting for card insertion or removal.

## **CLEANING Button**

When printing becomes faint or uneven, press this button for more than three seconds. The printing section inside the printer will be cleaned automatically, and the printing will be back to normal.

### **Note:**

*Press this button for more than three seconds only when the INK LED is not lit or flashing.*

Pressing the CLEANING button unnecessarily leads to a waste of ink.

## **FEED Button**

Press this button to feed the roll paper.

---

## **Power Switch and Power Switch Cover**

Press the power switch to turn on or off the printer.

### **Note:**

*Never open a cover or turn off the printer while the POWER LED is flashing.*



### **WARNING :**

*If a machine failure has occurred while the included power switch cover is attached, unplug the power cable immediately. Continued use may result in a fire hazard.*

*The power switch cover is intended to prevent the power switch from being pressed accidentally. To use the cover, place it over the power switch. When turning on or off of the switch is required, insert a pointed object into one of the holes of the cover, and press the switch.*

*When the printer is stored or not in use for an extended period, turn off the power switch and disconnect the power cord.*



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## **Installing and Replacing the Ink Cartridge**



### **CAUTION:**

*Keep the ink cartridges out of the reach of children. Do not drink the ink.*

*Do not disassemble or refill ink cartridges.*

*Do not store ink cartridges in high or freezing temperatures.*

*Do not remove the ink cartridge except when replacing it or preparing the printer for shipment.*

*Before using the cartridge, you must remove the yellow tape or printing will not be possible.*

*For good printing quality, do not remove the ink cartridge from its clear plastic packing until immediately before its installation. Use up the cartridge within six months after unpacking it.*

*Use up the ink cartridge by the date indicated on the cartridge box or the ink cartridge itself.*

*Do not puncture the convex part of the bottom of the ink cartridge or remove the transparent film on the bottom of the ink cartridge; otherwise ink may leak.*

*A used cartridge may have some ink on the convex part of the bottom of the cartridge. Avoid touching that part to keep your hands clean.*

*Seiko Epson recommends using genuine EPSON cartridges for your printer. Products of other manufacturers may cause damages that are not covered by EPSON's warranties.*

When the INK LED flashes, it is almost time to change the ink cartridge. Change the cartridge as soon as it is convenient. When the INK LED comes on, printing stops and you must change the cartridge.

The TM-J9100 has two separate cartridges, one each for black and colored ink (red, green, or blue). Therefore, the TM-J9100 has two INK LEDs, one for BLACK and one for COLOR.

The TM-J9000 has only one INK LED (for BLACK).

### **Note:**

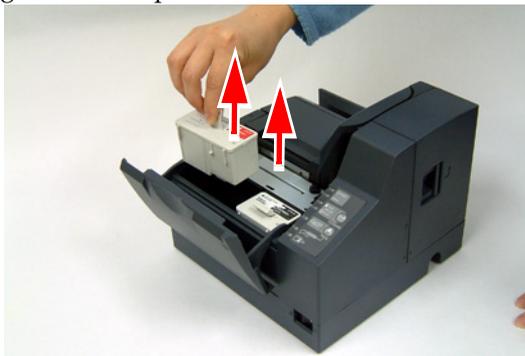
*Ink is used for print head maintenance. For the TM-J9100, both black and colored inks are used for print head maintenance.*

Follow these steps to install an ink cartridge for the first time or to replace a used ink cartridge.

1. Make sure the printer power is on. If it is not on, plug in the power supply cable and press the power switch on the front bottom-right of the printer.
2. Make sure the INK LED is lit or flashing. When using both the black ink and colored ink, check which of the ink cartridge INK LEDs is lit or flashing.
3. Hold the tab and open the ink cartridge cover.



4. Hold the knob at the top of the used ink cartridge and lift the cartridge out of the printer.



(TM-J9100)

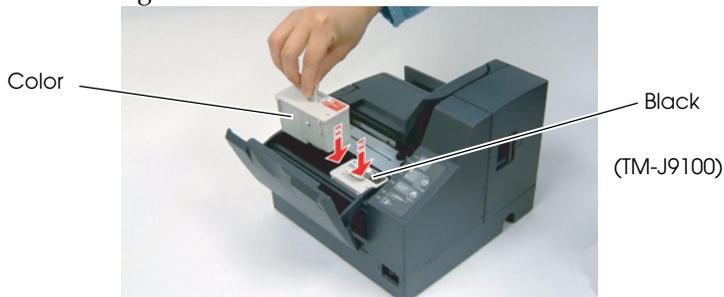
5. Take a new ink cartridge out of its packaging, and remove the yellow tape.



**CAUTION:**

*Do not remove any tape on which the EPSON logo is printed.*

- Carefully insert a new ink cartridge from the top, and push it firmly but gently until it clicks in place. See the picture below to make sure the inserting direction is correct.



- Close the ink cartridge cover firmly until it clicks in place. The INK LED will now go off.

When you first use the printer, installing an ink cartridge begins charging the ink supply. This operation lasts approximately one minute. (The POWER LED flashes during this operation.)

When you replace an ink cartridge after the first time you use the printer, the POWER LED will flash for a short time before the printer is ready to print.

**Note:**

*When the ink cartridge is installed for the first time, the printer uses ink to prepare for printing.*

*Do not turn off the power or open any cover while the POWER LED is flashing. This causes the printer to restart the ink charging, which wastes ink.*

When the POWER LED stops flashing and stays on, the printer is ready for printing.

## ***Handling Used Ink Cartridges***

Dispose of the used ink cartridges as industrial waste. Also, observe the laws in your country and district for the disposal method.

## ***Ink Cartridge Life***

To make your ink cartridges last as long as possible:

- Do not remove an ink cartridge except when replacing it or transporting the printer.
- Do not turn on or off the printer unnecessarily.
- Do not press the CLEANING button unless printing is faint or uneven.

**Note:**

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

## Inserting and Replacing Roll Paper



### CAUTION:

Be sure to use roll paper that meets the specifications. (See the specifications on page 25 of this manual for more details.)

To avoid injuries and/or machine failure, make sure not to touch anything other than the roll paper when the roll paper cover is open.

#### Note:

When the roll paper is disabled, you need not to install a paper roll.

Do not use paper rolls that have the paper glued or taped to the core. They may cause paper jams.

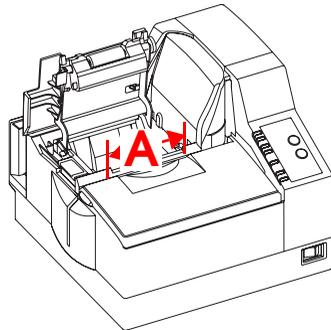
To prevent paper jams, make sure that nothing obstructs the paper coming out of the paper outlet and do not pull the paper being ejected.

Do not open the roll paper cover during printing or paper feeding.

1. Turn on the printer power.
2. Press the roll paper cover open button, and open the roll paper cover.
3. If a roll paper core is inside the printer, remove it.
4. Install a new paper roll.

#### Note:

Be sure that the paper comes off the roll in the correct direction.



5. Pull out the edge of the paper roll within the range "A" on the upper side of the case, close the roll paper cover, and tear off the fed paper roll with the manual cutter.

## ***Processing Checks***

The TM-J9000/J9100 is capable of performing the following four actions on a check in a single pass: reading magnetic characters, scanning the image of both the face and the back, and printing a transaction record.

### ***Flow of Single Pass Processing***

1. Insert a check into the feeder section.
2. The printer reads the magnetic characters on the check.
3. The scanner scans the images of the face and back.
4. The validation section prints the transaction record, and the check is fed to the outlet.

### ***Notes on Processing Checks***

- ❑ Do not use checks smaller than 152 × 68 mm {5.98 × 2.68 in} (W × H).
- ❑ Do not use checks larger than 230 × 100 mm {9.06 × 3.94 in} (W × H).
- ❑ Do not use copy paper or other multi-ply paper.
- ❑ Make sure that the checks have no curl, bending (especially on the corners), warpage, or wrinkles.
- ❑ Do not use checks with paper clips, staples, adhesive tape, or other foreign materials attached.
- ❑ Do not open the covers while printing and processing are in progress.

### ***Notes on Using the Image Scanner***

The printer uses the image scanner to read checks. Be sure to use a USB interface because the image scanner requires it. If you are using an optional UB series interface, no image data can be obtained.

## ***Inserting Checks***

### ***With the Non-Auto Sheet Feeder (Non-ASF) Model***

1. Wait until the VALIDATION/FEEDER LED starts flashing. Then, insert the check straight with its face (the side on which magnetic characters are printed) facing the front of the printer, continuously touching the feeder guide with the bottom of the check until it stops as shown in the picture below.



2. When the check is pulled into the printer, release it immediately.

## With the Auto Sheet Feeder (ASF) Model

With the ASF model printers, you can put up to 25 checks in the feeder guide to be fed automatically. See “Attaching the Pocket (only for the ASF model)” on page 6 for instructions on attaching the pocket, and then insert the checks. As shown in the picture below, align the checks on the right bottom corner before you insert them into the feeder guide.

### Note:

*Align the checks neatly on the bottom-right corner as shown in the image before insertion so that they will be fed one by one. If the checks are inserted without being aligned, the checks may not be fed at all, or a paper jam or incorrect feeding of multiple checks may result.*



## Ejecting Checks

When a check is ejected and the VALIDATION/FEEDER LED flashes again, remove the check.

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## Scanning ID Card Image Data

### Notes on ID Card Reading

- Make sure that the ID card is flat and does not have excessive bending, cracks, folds, or embossing.
- Do not touch the external terminal when using an IC card.
- Do not insert anything other than cards.
- Do not open any covers while an operation is in progress.

In the following situations, appropriate quality of the image data is not guaranteed.

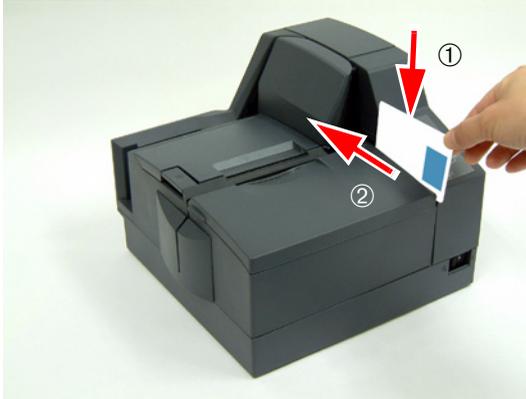
- When the image scanner section is exposed to sunlight, spotlights, fluorescent lights, or other excessive lights.
- When the glass of the scanner is damaged by sand or other foreign materials.

### Note on Using the Image Scanner

The printer uses the image scanner to read cards. Use a USB interface because the image scanner requires it. If you use the optional UB series interface, no image data can be obtained.

## Inserting Cards

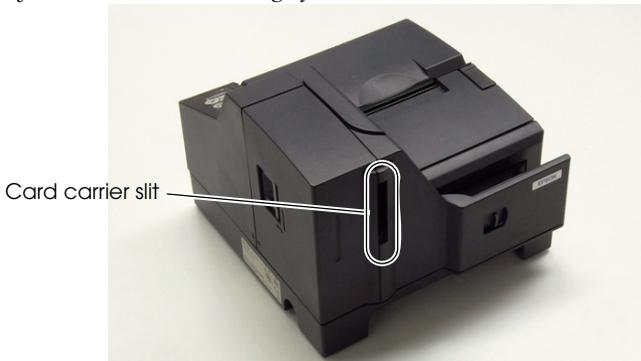
1. Wait until the ID LED starts flashing.
2. Insert the card straight with its read side facing the ink cartridge cover, with the bottom of the card continuously touching the card slot until it stops as shown in the picture below.



3. When the card is pulled into the printer, release it immediately.

**Note:**

*When the card is pulled into the printer, a part of it comes out of the card carrier slit at the back of the printer. Be sure not to block this slit. Doing so may cause incorrect reading of data.*



4. When the card is ejected and ID LED flashes again, pull the card straight out of the slit.

**Note:**

*Do not touch the card when it is being ejected. Doing so may cause distortion and other problems with the image data.*

## **Validation Printing**

### **Notes on Validation Printing**

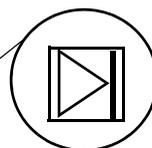
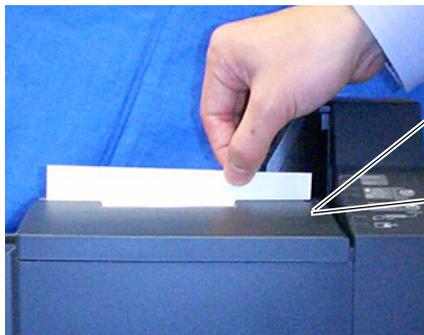
- ❑ Do not use paper smaller than 152 × 68 mm {5.98 × 2.68 in} (W × H).
- ❑ Do not use paper larger than 230 × 100 mm {9.06 × 3.94 in} (W × H).
- ❑ Do not use carbon paper or other multi-ply paper.
- ❑ Make sure that the paper has no curl, bending (especially on the corners), warpage, or wrinkles.
- ❑ Do not use paper with paper clips, staples, adhesive tape, or other foreign materials attached.
- ❑ Do not open any covers while the operation is in progress.

Follow the steps below to run validation printing.

1. Wait until the VALIDATION/FEEDER LED starts flashing.
2. From above the validation section, insert a validation paper straight into the slot, keeping the right side of the paper at the marked point shown in the following note.

**Note:**

*Keep the edge of the validation paper in the position shown on the label in the picture below.*



Label indicating the insertion position

3. When the validation paper is ejected and the VALIDATION/FEEDER LED starts flashing, pull the paper straight out of the printer.

## **Cleaning**

### **Cleaning the Print Head**

When printing becomes faint or uneven although the INK LED is not lit or flashing, press the CLEANING button for more than three seconds to run print head cleaning. During the cleaning process, the POWER LED keeps flashing. When the cleaning process ends, the printer is ready for printing.

**Note:**

Press the **CLEANING** button only when there is a problem with the printing quality. The cleaning process uses some ink, so you do not want to run it unnecessarily.

Do not turn off the printer or open any covers while the **POWER LED** is flashing.

## **Cleaning the MICR Unit**

Dirt on the MICR unit may cause frequent magnetic character reading errors. Clean the MICR unit every 6 months or every 100,000 passes.

Use KIC Products "Waffletechnology cleaning card (Part No. KW2663-CS2B15WS EPSON TM-J9100 WAFFLE WS CLEANING CARDS 15/BOX)."

**Note:**

Do not use sticky cleaning sheets. They may cause a paper jam or machine failure. Be sure to dispose of used cleaning sheets.

It is recommended to clean the MICR unit once per week or once every 2,000 checks for good reading results.

Follow these steps to clean the MICR unit.

1. Turn off the printer.
2. Open the roll paper cover, and turn on the printer while pressing the **CLEANING** button.
3. Press the **CLEANING** button once, and close the roll paper cover.
4. Insert a cleaning sheet. With the ASF model printers, insert a cleaning sheet while pulling the lever on the back of the printer.



With the ASF model



With the non-ASF model:  
Insert the check in the same way as described in "Inserting Checks" (on page 14).

**Note:**

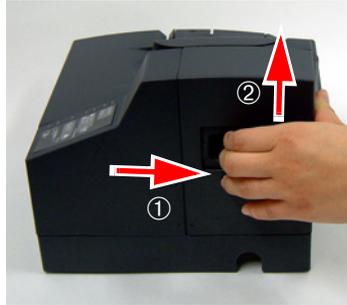
Whenever you clean the MICR mechanism, also clean the TOF sensor. (See "Cleaning the TOF Sensor" on page 21 for details.)

## ***Cleaning the Image Scanner***

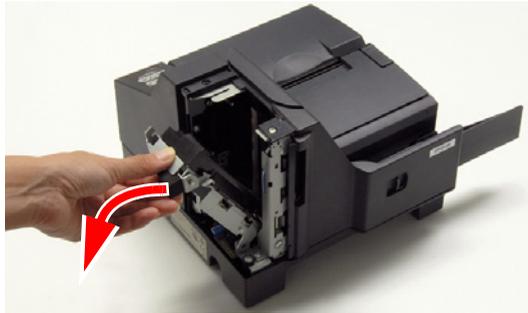
If the glass of the scanner gets soiled from ink or paper dust, the quality of the image data may deteriorate. Clean the glass every 6 months or every 100,000 passes.

Follow these steps to clean the glass.

1. Put your fingers on the pocket on the right side of the printer, unlock the scanner cover, and remove it upward.



2. Put your fingers on the tab marked "Pull Open," and pull down the scanner unit.



***Note:***

*When pulling down the scanner unit, avoid knocking it against the table or anything else to protect it from an excessive impact.*

3. Lightly wipe the glass shown in the picture with a soft, dry cloth.



**CAUTION:**

*When cleaning, never apply any liquid directly to the glass of the scanner.*

*Do not use synthetic detergent, benzine, water, or other liquid for cleaning. Doing so may result in a stain.*

*When unintended black lines appear in scanned image, the glass of the scanner may be smeared with oil, grease, or other unremovable substance. In such case, wipe the glass with a cloth lightly dipped in alcohol, and after that, wipe off all remaining alcohol.*

*Be careful not to spill liquid into the scanner mechanism or electronic components. This could permanently damage the mechanism and circuitry.*

4. Press the section marked “Close” indicated by the circle in the picture below; then push in the scanner unit until it clicks in place.

**Note:**

*If the scanner unit is not pushed in properly, a cover open error occurs, and the ERROR LED comes on.*



5. To attach the scanner cover, push it down into the connecting part firmly until it clicks in place.



## Cleaning the TOF Sensor

Paper dust inside the TOF (Top of Form) sensor may disturb TOF detection. Clean the TOF sensor every 6 months or every 100,000 passes by following these steps.

Use KIC Products "Waffletechnology cleaning card (Part No. KW2663-CS2B15WS EPSON TM-J9100 WAFFLE WS CLEANING CARDS 15/BOX)."

**Note:**

*Do not use sticky cleaning sheets. They may cause a paper jam or machine failure. Be sure to dispose of used cleaning sheets.*

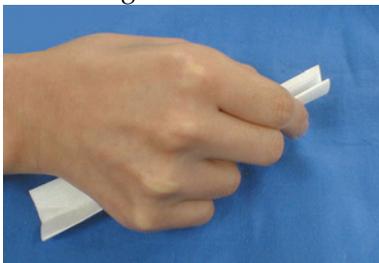
*It is recommended to clean the TOF sensor once per week or once every 2,000 checks.*

1. Fold a cleaning sheet into four parts lengthwise as shown in the illustration on the left on page 21.
2. Follow Steps 1 and 2 in "Cleaning the Image Scanner" (page 19) to remove the scanner cover and to pull down the scanner unit.

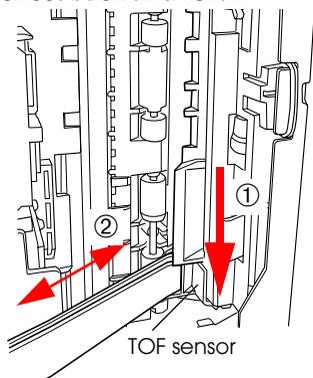
**Note:**

*When pulling down the scanner unit, avoid knocking it against the table or anything else to protect it from an excessive impact.*

3. With the cleaning sheet in the position shown in the illustration on the left, insert it into the gap between **A** and **B** shown in the illustration on the right.



- Slide the cleaning sheet down, and insert the edge into the TOF sensor while moving the sheet back and forth.



- Clean the inside of the TOF sensor by moving the sheet back and forth 4 or 5 times between the edge of the TOF sensor and the point where the cleaning sheet stops.
- Remove the cleaning sheet.
- Follow steps 4 and 5 in "Cleaning the Image Scanner" (page 20) to push in the scanner unit and attach the scanner cover.

**Note:**

Whenever you clean the TOF sensor, also clean the MICR mechanism. (See "Cleaning the MICR Unit" on page 18 for details.)

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## **Troubleshooting**

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### **ERROR LED is flashing or lit**

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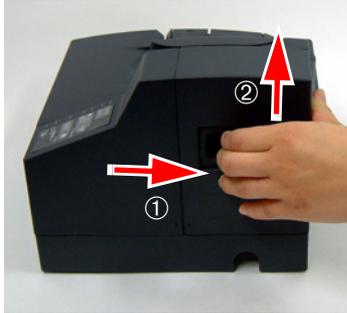
- The printer stops printing when the print head temperature goes up or down to an abnormal value. Printing restarts automatically when the print head temperature returns to normal.
- Make sure that the printer covers are properly closed.
- If a paper jam has occurred, remove the jammed paper, referring to the next section "Paper Jams."
- Turn off the printer, and then turn it on after a while. If the error persists, consult a qualified service person for repair.
- When no ink cartridge is installed, the ERROR LED comes on. Install an ink cartridge.
- When the roll paper is enabled but no paper roll is installed, the ERROR LED comes on. Install a paper roll.

## Paper Jams

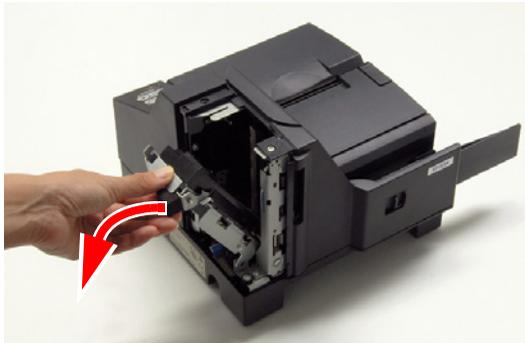
Follow these steps to remove the jammed paper or card.

### Feeder Section and Card Section

1. Put your fingers on the pocket on the right of the printer, unlock the scanner cover, and remove it upward.



2. Put your fingers on the tab marked "Pull Open," and pull down the scanner unit.



**Note:**

*When pulling down the scanner unit, avoid knocking it against the table or any other object to protect it from an excessive impact.*

3. Remove the jammed paper or card.
4. Reverse the steps above to return the scanner unit to its original position.

**Note:**

*If the scanner unit is not pushed in properly, a cover open error occurs, and the ERROR LED comes on.*

## ***Roll Paper Section***

1. Press the roll paper cover open button, and open the roll paper cover.



2. Remove the jammed paper.
3. Reinstall the paper roll and close the roll paper cover.

## ***Validation Section***

If the jammed paper cannot be removed easily, open the ink cartridge cover to remove the paper.

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## ***Obtaining the Printer Driver and Technical Reference Guide***

Download the driver from the following web site to control the universal serial bus (USB). The technical reference guide describing related information on TM-J9000/J9100 development can also be downloaded from this web site.

### ***Customers in North America***

<http://pos.epson.com/>

### ***Customers in the Other Areas***

<http://www.epson-pos.com/>

## TM-J9000/J9100 Specifications

		TM-J9000	TM-J9100
<b>Print method</b>		Serial ink-jet dot matrix, 64 nozzles × 1 line	Serial ink-jet dot matrix, 64 nozzles × 2 lines
<b>Print density</b>		180 × 180 dpi	
<b>Print font</b>	<b>Font</b>	Font A/Font B: 12 × 24/9 × 17 (Can be changed to 11 × 24/8 × 17 by using memory switches. See the <i>Technical Reference Guide</i> for details.)	
	<b>Columns (standard)</b>	Font A/Font B Validation/Transaction: 62/82 Roll paper: 40/53	
	<b>Character size (W × H) (standard)</b>	Font A/Font B: 1.69 × 3.38 mm/1.27 × 2.40 mm	
	<b>Character type</b>	95 alphanumeric, 48 international characters, 128 × 11 (including a user defined page) graphic	
<b>Print speed</b>		Validation: Font A: Economy mode: 7.5 lps Validation: Font B: Economy mode: 11 lps Roll paper: Font A: Economy mode: 10.1 lps Roll paper: Font B: Economy mode: 14.3 lps	
<b>Paper</b>		Validation/Feeder: Type: Normal Dimension (H × W): 68 ~ 100 × 152 ~ 230 mm {2.68 ~ 3.94 × 5.98 ~ 9.06 in} (minimum: 68 mm × 152 mm {2.68 × 5.98 in}) Thickness (only single-ply paper can be used): 0.09 ~ 0.13 mm {0.0035 to 0.0051 in}	
		Roll paper: Type: Normal Width: 76 ± 0.5 mm Maximum outside roll diameter: 60 mm Spool inside diameter: 10 mm or more	
<b>ASF unit paper supply (only for the ASF model)</b>		Number of sheets that can be loaded: 25 sheets or fewer	
<b>Ink cartridge</b>		Exclusive ink cartridge: SJIC8(K)	Exclusive ink cartridge: For color 1: SJIC6(K) For color 2: SJIC7(R), SJIC7(B), SJIC7(G)
<b>Power supply</b> <sup>*1</sup>		+24 VDC ± 10%	
<b>Current consumption</b>	<b>Printing</b>	---	
	<b>Operating</b>	Mean approx. 1.0A, Peak approx. 3.5A	
	<b>Standby</b>	Mean approx. 0.2A	

		TM-J9000	TM-J9100
<b>Interface</b>		USB 2.0 (needed when using the image scanner), UB series (options: UB-S01/UB-P02II/UB-E02)	
<b>Receive buffer</b>		4KB (fixed)	
<b>Bar code</b>		UPC-A, UPC-E, JAN13 (EAN13), JAN8 (EAN8), CODE39, ITF, CODABAR (NW7), CODE93, CODE128	
<b>Reliability/Life</b>	<b>Mechanism</b>	12,000,000 lines (carriage: 6,000,000 strokes, including those for receipt/validation printing)	
	<b>Print head</b>	1,600,000,000 shots/nozzle (shots are defined as the number of pulses energized for the print head)	
	<b>Consumables</b>	Ink cartridge: 20,000,000 characters (using font B with EPSON standard print pattern in economy mode)	
<b>Temperature</b>	<b>Printing</b>	10 ~ 35°C {50 to 95°F}	
	<b>Operating</b>	10 ~ 40°C {50 to 104°F},	
	<b>Storage</b>	When packed (ink not filled): -20 ~ 60°C {-4 to 140°F} (within 120 hours at -20°C {-4°F} or 60°C {140°F}) With ink filled: -20 ~ 40°C {-4 ~ 104°F}	
<b>Humidity</b>	<b>Printing</b>	20 ~ 80% (non-condensing)	
	<b>Operating</b>	20 ~ 80% (non-condensing)	
	<b>Storage</b>	When packed (ink not filled): 5 ~ 85% With ink filled: 20 ~ 85%	
<b>Overall dimension (W × H × D) The parenthesis indicates the dimension not including the protrusion.</b>		310 (236) × 180 × 232 mm (without ASF) {12.2 (9.29) × 7.09 × 9.13 in} 466 (389) × 180 × 232 mm (with ASF) {18.3 (15.3) × 7.09 × 9.13 in}	
<b>Mass (approx.)</b>		With ASF: 5.2 kg {11.5 lb} (ASF and ink cartridge included, roll paper not included) Without ASF: 4.9 kg {10.8 lb} (ASF and roll paper not included, ink cartridge included)	

cpi: characters per inch (25.4 mm), lps: lines per second, dpi: dots per inch (25.4 mm)

\*1: Be sure to use a safety-standards-applied power source that meets the following specifications.  
Rated output: 24 V/2.0 A or more, Maximum output: 240 VA or less

## Image Scanner Specifications

<b>Image scanning specifications</b>	<b>Scanner type</b>	CIS (Contact Image Sensor)
	<b>Resolution</b>	203 × 203 dpi
	<b>Scanning mode</b>	256-level gray scale
	<b>Data transmission format</b>	Raw
	<b>Scanning area</b>	Check (W × L): 100* × max. 230 mm (*100 mm fixed) {3.94* × max. 9.06 in (*3.94 in fixed)} Card (W × L): 56 × 90 mm {2.20 × 3.54 in} (area cannot be set)
	<b>Scanning speed</b>	Check: 300 mm/s {11.81 in/s} Card: 120 mm/s {4.72 in/s}
<b>Paper</b>	<b>Scanned media</b>	Check: normal paper Card: ISO/IEC7810 compliant
	<b>Size</b>	Check (W × L): 68 ~ 100 × 152 ~ 230 mm (min: 68 × 152 mm) {2.64 ~ 3.84 × 5.98 ~ 9.06 in (min: 2.64 × 5.98 in)} Card (W × L): 53.92 ~ 54.18 × 85.47 ~ 85.90 mm {2.123 ~ 2.133 × 3.365 ~ 3.382 in}
	<b>Thickness</b>	Check (single-ply): 0.09 ~ 0.13 mm {0.00354 ~ 0.00512 in} Card: 0.5 ~ 0.84 mm {0.020 ~ 0.033 in}
	<b>Curvature allowance</b>	Card: 2 mm {0.079 in} or less (ISO/IEC7810)
<b>Life</b>	1,000,000 sheets (total of both sides scanning on check and card scanning)	

# WEEE (Waste Electrical and Electronic Equipment) Directive

This information only applies to customers in the European Union, according to Directive 2002/96/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL OF 27 January 2003 on waste electrical and electronic equipment (WEEE) and legislation transposing and implementing it into the various national legal systems.

For other countries, please contact your local government to investigate the possibility of recycling your product.



## English

The crossed out wheeled bin label that can be found on your product indicates that this product should not be disposed of via the normal household waste stream. To prevent possible harm to the environment or human health please separate this product from other waste streams to ensure that it can be recycled in an environmentally sound manner. For more details on available collection facilities please contact your local government office or the retailer where you purchased this product.

## Deutsch

Der Aufkleber mit durchgekreuzter Mülltonne an diesem Produkt weist darauf hin, dass dieses Produkt nicht im normalen Hausmüll entsorgt werden darf. Zur Vermeidung einer möglichen Beeinträchtigung der Umwelt oder der menschlichen Gesundheit und um zu gewährleisten, dass es in einer umweltverträglichen Weise recycelt wird, darf dieses Produkt nicht in den Hausmüll gegeben werden. Informationen zu Entsorgungseinrichtungen erhalten Sie bei der zuständigen Behörde oder dem Geschäft, in dem Sie dieses Produkt erworben haben.

## Français

L'étiquette apposée sur ce produit et représentant une poubelle barrée indique que le produit ne peut être mis au rebut avec les déchets domestiques normaux. Afin d'éviter d'éventuels dommages au niveau de l'environnement ou sur la santé, veuillez séparer ce produit des autres déchets de manière à garantir qu'il soit recyclé de manière sûre au niveau environnemental. Pour plus de détails sur les sites de collecte existants, veuillez contacter l'administration locale ou le détaillant auprès duquel vous avez acheté ce produit.

## Italiano

L'etichetta con il contenitore barrato applicata sull'imballaggio indica che il prodotto non deve essere smaltito tramite la procedura normale di smaltimento dei rifiuti domestici. Per evitare eventuali danni all'ambiente e alla salute umana, separare questo prodotto da altri rifiuti domestici in modo che possa essere riciclato in base alle procedure di rispetto dell'ambiente. Per maggiori dettagli sulle strutture di raccolta disponibili, contattare l'ufficio competente del proprio comune o il rivenditore del prodotto.

## Español

La etiqueta de un contenedor tachado que hallará en su producto indica que este producto no se puede tirar con la basura doméstica normal. Para impedir posibles daños medioambientales o para la salud, separe este producto de otros canales de desecho para garantizar que se recicle de una forma segura para el medio ambiente. Para más información sobre las instalaciones de recolección disponibles, diríjase a las autoridades locales o al punto de venta donde adquirió este producto.

## Português

A etiqueta com o símbolo de um contentor de lixo traçado com uma cruz que aparece no produto indica que este produto não deve ser deixado fora juntamente com o lixo doméstico. Para evitar possíveis danos ao ambiente ou na saúde pública, por favor separe este produto de outros lixos; desta forma, terá a certeza de que pode ser reciclado através de métodos não prejudiciais ao ambiente. Para obter mais informações sobre os locais de recolha de lixo disponíveis, contacte a sua junta de freguesia, câmara municipal ou local onde comprou este produto.

## Nederlands

Op uw product is een label van een rolcontainer met een kruis erdoor aangebracht. Dit label wil zeggen dat dit product niet bij het normale huishoudelijk afval mag worden ingezameld. Om eventuele schade aan het milieu of de gezondheid van de mens te voorkomen moet dit product gescheiden van al het ander afval worden ingezameld, zodat het op een verantwoorde wijze kan worden verwerkt. Voor meer informatie over uw lokale afvalinzameling wendt u zich tot uw gemeente of de leverancier bij wie u dit product hebt gekocht.

## Dansk

Etiketten med et kryds over skraldespanden på hjul, der sidder på produktet, angiver, at dette produkt ikke må bortskaffes sammen med almindeligt husholdningsaffald. For at beskytte miljø og helbred skal dette produkt bortskaffes separat, så det kan genbruges på en måde, der er god for miljøet. Kontakt de lokale myndigheder eller den forhandler, hos hvem du har købt produktet, vedrørende steder, hvor du kan aflevere produktet.

## Suomi

Laite on merkitty jäteastia-symbolilla, jonka yli on vedetty rasti. Tämä tarkoittaa, ettei laitetta saa hävittää normaalin talousjätteen mukana. Älä hävitä laitetta normaalin jätteen seassa vaan varmista, että laite kierrätetään ympäristöystävällisellä tavalla. Jotai ympäristölle tai ihmisille aiheutu vahinkoa. Lisätietoja kierrätyksestä ja keräyspisteistä saa ottamalla yhteyttä paikallisiin viranomaisiin tai jälleenmyyjään, jolta laite ostettiin.

## Svenska

Symbolen med en överkorsad soptunna innebär att denna produkt inte får kastas i vanligt hushållsavfall. För att skydda miljön ska denna produkt inte kastas tillsammans med vanligt hushållsavfall utan lämnas för återvinning på tillbörligt sätt. För mer information om uppsamlingsplatser kontakta din lokala myndighet eller den återförsäljare där du har köpt produkten.

## Norsk

Det er kryssset over merket av beholderen på hjul som vises på produktet, som angir at dette produktet ikke skal kastes sammen med vanlig husholdningsavfall. Hold dette produktet atskilt fra annet avfall slik at det kan resirkuleres på en miljømessig forsvarlig måte og dermed forhindre eventuell skade på miljø eller helse. Hvis du vil ha mer informasjon om hvor produktet kan leveres inn, kontakter du kommunale myndigheter eller forhandleren der du kjøpte dette produktet.

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## Česky

Štítek s přeškrtnutým odpadkovým košem na kolečkách, který lze nalézt na výrobku, označuje, že tento produkt se nemá likvidovat s běžným domovním odpadem. V zájmu ochrany životního prostředí a lidského zdraví zlikvidujte tento výrobek jako tříděný odpad, který se recykluje způsobem šetrným k životnímu prostředí. Podrobnější informace o sběrných dvorech pro tříděný odpad získáte na obecním úřadě nebo u prodejce, u kterého jste příslušný výrobek zakoupili.

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## Magyar

A termékem található, áthúzott szemetest ábrázoló címke azt jelzi, hogy ezt a terméket nem szabad a rendes háztartási szeméttel együtt kidobni. Az esetleges környezeti- vagy egészségkárosodást megelőzendő, kérjük, hogy ezt a terméket a többi szeméttől elkülönítve helyezze el, és biztosítsa, hogy azt környezetbarát módon újrahasznosítsák. A rendelkezésre álló begyűjtő létesítményekről kérjük tájékozódjon a megfelelő helyi állami szerveknél vagy a vizszonteladónál, ahol a terméket vásárolta.

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## Polski

Symbol przekreślonego kosza znajdujący się na produkcji oznacza, że nie może on być utylizowany razem z normalnymi odpadami z gospodarstwa domowego. Aby zapobiec potencjalnemu zagrożeniu dla środowiska lub zdrowia ludzkiego, produkt ten należy odesparować od reszty odpadów z gospodarstwa domowego i utylizować w ekologicznie właściwy sposób. Szczegółowe informacje na temat punktów zbiórki odpadów można uzyskać w lokalnych urzędach lub u sprzedawcy danego produktu.

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## Slovensky

Štítko s přeškrtnutým odpadkovým košom na kolieskach, ktorý je možné nájsť na výrobku, označuje, že tento produkt sa nemá likvidovať s bežným komunálnym odpadom. V záujme ochrany životného prostredia a ľudského zdravia zlikvidujte tento výrobok ako triedený odpad, ktorý sa recykluje spôsobom šetrným k životnému prostrediu. Podrobnejšie informácie o zberných dvoroch pre triedený odpad získate na obecnom úrade alebo u predajcu, u ktorého ste príslušný výrobok zakúpili.

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## Slovenski

Prečrtni koš za smeti na etiketi, katero lahko najdete na vašem izdelku, pomeni, da tega izdelka ne smete odvreči podobno kot vse ostale smeti. Da bi preprečili morebitne škodljive vplive na okolje ali zdravje, ločite izdelke od vseh ostalih in poskrbite, da bo recikliran na okolju prijazen način. Natančne informacije o tem, kje se nahajajo primerna odlagališča, pridobite v vašem krajevnem uradu ali pri prodajalcu.

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## Eesti

Teie tootele kleebitud tähis, mis kujutab ratastega prügi konteinerit, millele on rist peale tõmmatud, keelab teote kõrvaldamise majapidamisjäätmetega sarnasel viisil. Keskkonnale või inimeste tervisele tekitatava võimaliku kahju vältimiseks eraldage toode teistest jäätmetest, et tagada selle korduvkasutamise keskkonnasäästlikul viisil. Kui soovite saada rohkem teavet võimalike kogumispunktide kohta, võtke ühendust kohaliku omavalituse ametnikuga või teile toote müündud jaemüüjaga.

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## Lietuviškai

Užbraukta ratuota šiukšliadėžės etiketė, kurią rasite ant jūsų produkto, reiškia, kad šis produktas neturėtų būti išmestas kartu su įprastinėmis buitinėmis šiukšlėmis. Siekiant išvengti galimos žalos aplinkai bei žmonių sveikatai, prašome atskirti šį produktą nuo kitų atliekų, ir įsitikinti, kad jis būtų perdirbtas aplinkai nepavojingu būdu. Jei reikia išsamesnės informacijos apie atliekų surinkimo ypatumus, prašome kreiptis į savo vietos valdžios įstaigas arba į mažmeninį pardavėją, iš kurio jūs įsigijote šį produktą.

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## Latviski

Marķējums ar pārsvītrotu atkritumu tvertni uz rītenīšiem, kas redzams uz izstrādājuma, norāda, ka šo izstrādājumu nedrīkst likvidēt kopā ar parastajiem sadzīves atkritumiem. Lai novērstu iespējamo kaitējumu videi vai cilvēku veselībai, lūdzam, atdaliet šo izstrādājumu no citiem atkritumiem, tādējādi nodrošinot tā otrreizējo pārstrādi videi drošā veidā. Papildinformācijai par pieejamajām atkritumu savākšanas iespējām, lūdzam, sazinieties ar vietējo pašvaldību vai mazumtirgotāju, no kura jūs iegādājāties šo izstrādājumu.

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## Ελληνικά

Η διαγραμμένη ετικέτα του τροχοφόρου κάδου απορριμμάτων που θα βρείτε πάνω στο προϊόν σας υποδεικνύει ότι αυτό το προϊόν δεν πρέπει να απορρίπτεται μέσω του κανονικού δικτύου αποκομιδής οικιακών απορριμμάτων. Για να αποτρέψετε πιθανές επιπτώσεις στο περιβάλλον ή την ατομική υγεία, παρακαλούμε να διαχωρίσετε αυτό το προϊόν από άλλα δίκτυα αποκομιδής ώστε να διασφαλίσετε ότι είναι δυνατή η ανακύκλωσή του με έναν περιβαλλοντικά θεμιτό τρόπο. Για περισσότερες πληροφορίες σχετικά με τις διαθέσιμες δυνατότητες συλλογής απορριμμάτων, παρακαλούμε να επικοινωνήσετε με την τοπική κυβερνητική αρχή ή το κατάστημα λιανικής από όπου αγοράσατε αυτό το προϊόν.

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## Türkçe

Ürününüzün üzerinde bulunan çarpi işaretli terkerekli kutu etiketi, bu ürünün normal ev atık sistemi vasıtasıyla elden çıkarılmaması gerektiğini gösterir. Çevreye ve insan sağlığına zarar vermeyecek şekilde geri dönüşüme tabi tutulmak üzere diğer atıklarından ayırın. Mecvut toplama tesisleri ile ilgili ayrıntılı bilgi edinmek için, yerel devlet makamlarınıza veya bu ürünü satın aldığınız satıcıya irtibata geçin.

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## Română

Eticheta arătând un coș de gunoi tăiat cu două linii încreșcate, care poate fi găsită pe produs, indică faptul că acesta nu trebuie aruncat la gunoi laolaltă cu gunoii menajer. Pentru a evita posibila degradare a mediului înconjurător sau a sănătății umane, colectați separat acest produs de gunoii menajer pentru a vă asigura că poate fi reciclat într-un mod ecologic. Pentru mai multe detalii privind punctele disponibile de colectare, contactați autoritățile locale sau comerciantul de la care ați achiziționat acest produs.

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## Български

Етикетът, представляващ зачертано кошче за боклук в кръг, който можете да видите върху вашия продукт, означава, че този продукт не трябва да се изхвърля заедно с обикновените домакински отпадъци. За предпазване от евентуални щети върху околната среда или човешкото здраве, моля, отделете този продукт от останалите отпадъци, за да се гарантира, че той ще бъде рециклиран по екологично съобразен начин. За повече информация относно наличните места за събиране на отпадъци, моля, свържете се с местните власти или търговеца, от когото сте закупили този продукт.

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