

TM-P20

Software Installer Guide

Cautions and Trademarks

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Cautions

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Cautions and Trademarks

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.

 Caution:	Provides information that must be observed to avoid damage to your equipment or a malfunction.
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Note:	Provides important information and useful tips.
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Aim of the Manual

This manual provides information on how to use TM-P20 Software & Documents Disc for the product users or development engineers who use the software.

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TM-P20 Software & Documents Disc

Drivers and Utilities

Following drivers and utilities are included in the TM-P20 Software & Documents Disc.

Drivers

EPSON Advanced Printer Driver

Windows printer driver. The following versions are provided.

- EPSON Advanced Printer Driver Ver.5.xx

UPOS

Stands for **Unified Point of Service**. This is the standard specification of POS market, which defines drivers for controlling POS peripheral devices in various operation environments. The following ADK (Application Development Kit) are provided.

- EPSON OPOS ADK
- EPSON OPOS ADK for .NET
- EPSON JavaPOS ADK for Windows

EPSON TM Virtual Port Driver

This is a serial / parallel-USB / Ethernet change driver for accessing a USB / Ethernet interface from a POS application as virtual serial/parallel ports. You can use the USB / Ethernet-connected printer from the application as though the printer is serial printer. Because the tool performs the conversion automatically, you do not need to change the application's ESC/POS commands that controls the printer connected via serial / parallel port.

Utilities

TM-P20 Utility

A utility for checking and changing various printer settings.

EpsonNet Config

A network setting tool for Epson network products. In the case of this printer, you can use this tool to check and/or set network parameters by connecting the Wi-Fi® model to a computer for setup via the USB interface.

TM-P20 Software & Documents Disc**EPSON Monitoring Tool**

Use to check a list of status for the Epson printers connected to the network. You can also update certificates for multiple printers used for WPA-Enterprise in a batch.

EPSON TM Bluetooth® Connector

Use to pair a *Bluetooth* printer and associate the generated *Bluetooth* port with that used by the driver and applications.

EPSON Deployment Tool

Use to make network and printer settings simultaneously, via USB. Allows you to make settings efficiently at the time of introducing TM printers for the first time, or when configuring multiple TM printers at the same time.

Support OS

The following lists the supported operating systems for running the TM-P20 drivers and utilities.

- Windows 10 (32 bit / 64 bit)
- Windows 8.1 (32 bit / 64 bit)
- Windows 8 (32 bit / 64 bit)
- Windows 7 SP1 (32 bit / 64 bit)
- Windows Vista SP2 (32 bit / 64 bit)
- Windows XP SP3 (32 bit)
- Windows Server 2012 R2(64 bit)
- Windows Server 2012 (64 bit)
- Windows Server 2008 R2 SP1
- Windows Server 2008 SP2 (32 bit / 64 bit)
- Windows Embedded for Point of Service
- Windows Embedded POSReady 2009

Note:

The OPOS ADK can be used under 64-bit OS as long as the system meets the operating requirements. For more details, see the release note before installing the OPOS ADK.

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Restrictions on Using Multiple Drivers on the Same System

TM-P20 Software Installer may not install the driver, or if the driver can be installed, the combination of the existing driver and the newly installed driver may not be supported. Refer to the following table.

Before TM-P20 driver is installed	TM-P20 Software Installer			
	A	B	C	D
EPSON Advanced Printer Driver Ver.3	-	-	-	-
EPSON Advanced Printer Driver Ver.4.00 to 4.08	-	.*	.*	-
EPSON Advanced Printer Driver Ver.4.09 or 4.17	-	-	-	-
EPSON Advanced Printer Driver Ver.4.50 to 4.53	-	✓	✓	✓
EPSON Advanced Printer Driver Ver.4.54 or later	✓	✓	✓	✓
EPSON OPOS ADK Ver.2.67 or earlier	-	!	-	-
EPSON OPOS ADK Ver.2.68 or later	✓	!	✓	-
EPSON OPOS ADK for .NET Ver.1.11.8 or earlier	-	-	!	-
EPSON OPOS ADK for .NET Ver.1.11.9 or later	✓	✓	!	-
EPSON JavaPOS ADK Ver.1.11.18 or earlier	-	-	-	!
EPSON JavaPOS ADK Ver.1.11.20 or later	✓	-	-	!
TM-S1000 Driver	✓	✓	✓	-
TM-S9000/2000 Driver	✓	✓	✓	-
TM-J9000 OPOS ADK	✓	✓	✓	-
TM-J9000 Advanced Printer Driver	✓	✓	✓	-
TM-J9000 Status API	✓	✓	✓	-
TMCOMUSB Ver.2	-	-	-	-
TMCOMUSB Ver.3 and Ver.4. or EPSON TM Virtual Port Driver Ver.5 to Ver.7.00	-	✓	✓	✓
EPSON TM Virtual Port Driver Ver.7.10a or later	✓	✓	✓	✓

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Before TM-P20 driver is installed	TM-P20 Software Installer			
	A	B	C	D
EPSON InkJet Printer Driver	✓	✓	✓	✓

A : EPSON Advanced Printer Driver Ver.5.xx for TM-P20

B : EPSON OPOS ADK Ver.2.8x

C : EPSON OPOS ADK for .NET Ver.1.12x

D : EPSON JavaPOS ADK for Windows Ver.1.14x

✓ : Supported

- : Not supported

* : Can not be installed.

! : TM-P20 Software Installer starts in update mode. The installer shows the version of driver already installed on the computer and allows you to select whether to update the driver or not.

TM-P20 Software & Documents Disc

How to Access the Drivers, Utilities, and Manuals

Installed drivers, utilities, and manuals can be accessed from the Start menu. See the manuals provided with each application for details on making settings and so on.

Software Installer Screen and Buttons

The initial screen of the Software Installer and the functions of each button are as follows.

**Install Now**

Select this button when launching the installer for drivers and utilities. You can select Easy Install or Custom Install.

Installation Guide

Select to display the manual that describes how to use the Software Installer.

Product Manuals

See the hardware manual supplied on the CD.

Support

Select when accessing the support website. You can download the latest drivers and utilities.

Select language

Select the language to be shown on the Software Installer.

Exit

Exit the Software Installer.

Installation

Installation

Three types of installation are available, Easy Install, Custom Install, and Update Mode.

Under normal conditions, the necessary drivers and utilities are installed using Easy Install. When you need to add other necessary drivers and utilities, install using Custom Install. When older installed versions of drivers and utilities are detected, Update Mode starts.

See the flow chart on the last page for the installation flow according to the type of installation you select.



Caution:

- Install with administrator privileges.
- Close all running applications before the installation.
- When installing, connect just one printer to the computer. Do not connect multiple printers.
- Turn off the printer and then start the installation.
- During Custom Install or Update Mode, when you are prompted whether to restart the computer during the installation, select **No** and continue the installation. Restart the computer and the printer after all the installation is finished. If you select Yes and restart the computer during the installation, the rest of the drivers will not be installed.

Note:

When Easy Install is selected, EpsonNet Config or TM Bluetooth® Connector are installed according to the connection type, and you need to configure the software. See the manuals installed when the software is installed for details on making settings and so on. You can access the manuals from the Start menu.

The following list shows the software available for installation according to the installation type.

Software available for installation according to installation type

Drivers and Utilities	Easy Install ^{*1}	Custom Install	Update Mode ^{*2}
EPSON Advanced Printer Driver	✓	✓	✓
EPSON Advanced Printer Driver Manual	-	✓	✓
EPSON OPOS ADK	-	✓	✓
EPSON OPOS ADK for .NET	-	✓	✓
EPSON JavaPOS ADK for Windows	-	✓	✓
TM-P20 Utility	✓	✓	✓
EpsonNet Config	✓	✓	✓
EPSON Monitoring Tool	✓	✓	✓

Installation

Drivers and Utilities	Easy Install ^{*1}	Custom Install	Update Mode ^{*2}
EPSON TM Bluetooth Connector	✓	✓	✓
EPSON Deployment Tool	-	✓	✓
EPSON TM Virtual Port Driver	-	✓	✓

*1: The installed utilities vary according to the connection type.

*2: When software to be updated has already been installed, the application starts in this mode.

Troubleshooting

If you have a specific problem relating to installation or setup, refer to the appropriate section.

“TM Printer” is Not Displayed in the EpsonNet Config

- If the computer and printer are connected via a USB hub, connect them directly.
- Confirm that the “EPSON USB Controller for TM-/BA/EU Printers” pop-up window appears at the bottom right of the screen.
- Press the **⏏** button to finish printing, and the self-test mode terminates.
- Use EpsonNet Config ver.4.5.3 or later.

“ERROR” is Displayed After You Clicked Search on TM Bluetooth® Connector

Check the followings:

- The *Bluetooth* adapter is available.
- Bluetooth* is ON in the Windows settings.

The Device is Not Displayed or the Status is “x” After Paring on TM Bluetooth® Connector

Check the followings:

- The printer power source is 10 m or less away from the computer power source.
- There is no other wireless device, such as a microwave oven and cordless telephone, that can interfere with the *Bluetooth* printer.
- The printer and the computer are in the same room.
- The TM Bluetooth® Connector search time is not set short.
- The printer to be detected is not communicating with any computer.

Troubleshooting

The Printer Has Not Detected After Clicking the Search Button

Check the manufacturer of the *Bluetooth* software as follows:

1. Open the **Control Panel**.
2. In the search box on the Control Panel, enter "Bluetooth", and then click **Change Bluetooth settings**.
3. In the *Bluetooth* Settings dialog box, click the **Hardware** tab, and then search for the Microsoft *Bluetooth* Enumerator. If it is not found, the *Bluetooth* software cannot detect the EPSON *Bluetooth* printer, and you may not be able to connect to the computer.

TM Bluetooth[®] Connector Status is "Not been paired yet"

- The printer is not paired. Perform pairing again.

Download

Download

Latest versions of drivers, utilities, and manuals can be downloaded from one of the following URLs.

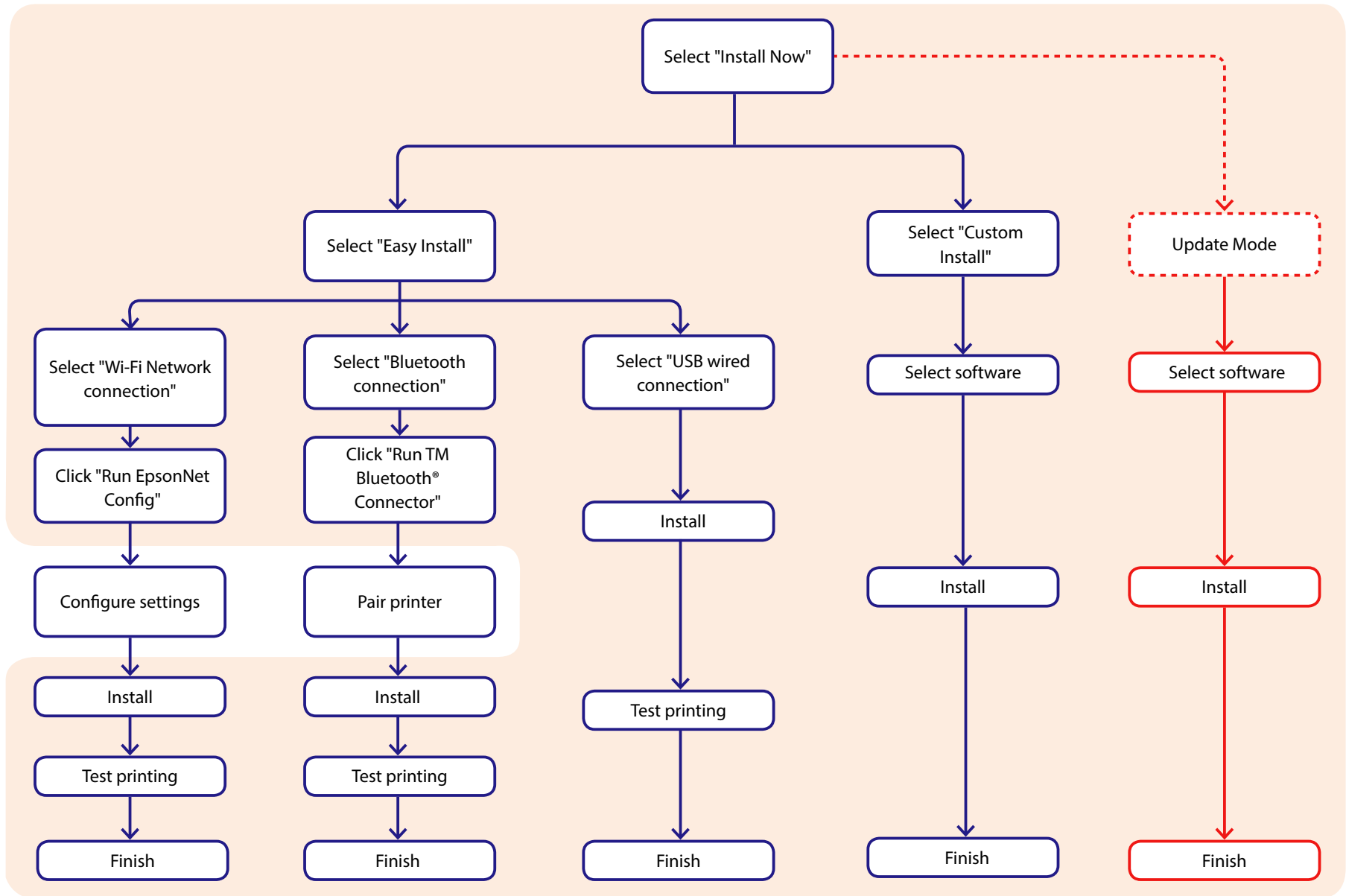
For customers in North America, go to the following web site and follow the on-screen instructions:

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

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

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

Installation Flow of the TM-P20 Software & Documents Disc



shows the operations on Software Installer.

Update Mode will be displayed automatically.