

TM-T20

Software Installer Guide

Cautions and Trademarks

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Cautions

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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.

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

Cautions and Trademarks

Aim of the Manual

This manual provides information on how to use TM-T20 Software & Documents Disc for the product users or development engineers who use the software.

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TM-T20 Software & Documents Disc

This chapter describes the specifications of TM-T20 Software & Documents Disc.

Drivers and Utilities

Following drivers and utilities are included in the TM-T20 Software & Documents Disc.

Drivers

EPSON Advanced Printer Driver

Windows printer driver. The following versions are provided.

- EPSON Advanced Printer Driver Ver.5.xx
- EPSON Advanced Printer Driver Ver.3.04 (For Windows 2000)

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 drivers 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 TM-T20 connected by USB/Ethernet from a POS application as virtual serial/parallel ports. This allows you to control devices connected by USB/Ethernet directly by using ESC/POS commands, without changing the POS application that controls the devices connected using a serial/parallel interface.

Utilities

TM-T20 Utility

Allows you to check and configure the TM-T20 settings.

EpsonNet Config

This utility is for configuring network settings, such as IP address, of the printer connected to an Ethernet.

TM-T20 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.

Support OS

The following lists the supported operating systems for running the TM-T20 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 2000 SP4
- Windows Server 2016 (64 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 EPSON 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 EPSON OPOS ADK.*
- The printer driver for Windows 2000 is EPSON Advanced Printer Driver Ver.3.04. The EPSON OPOS ADK for .NET and the EPSON TM Virtual Port Driver cannot be used under Windows 2000. TM-T20 Utility does not support the USB printer class TM-T20.*
- The EPSON Monitoring Tool is not supported under Windows 2000 and Windows Embedded.*

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Restrictions on Using Multiple Drivers on the Same System

TM-T20 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-T20 driver is installed	TM-T20 Software Installer				
	A	B	C	D	E
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 Advanced Printer Driver Ver.5.xx for TM-T20	-	!	✓	✓	✓
EPSON Advanced Printer Driver Ver.5.xx (other model)	-	✓	✓	✓	✓
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.1.11.20 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	-	✓	✓	✓	✓
EPSON InkJet Printer Driver	✓	✓	✓	✓	✓

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A : EPSON Advanced Printer Driver Ver.3.04

B : EPSON Advanced Printer Driver Ver.5.xx for TM-T20

C : EPSON OPOS ADK

D : EPSON OPOS ADK for .NET

E : EPSON JavaPOS ADK for Windows

✓ : Supported

- : Not supported

* : Can not be installed.

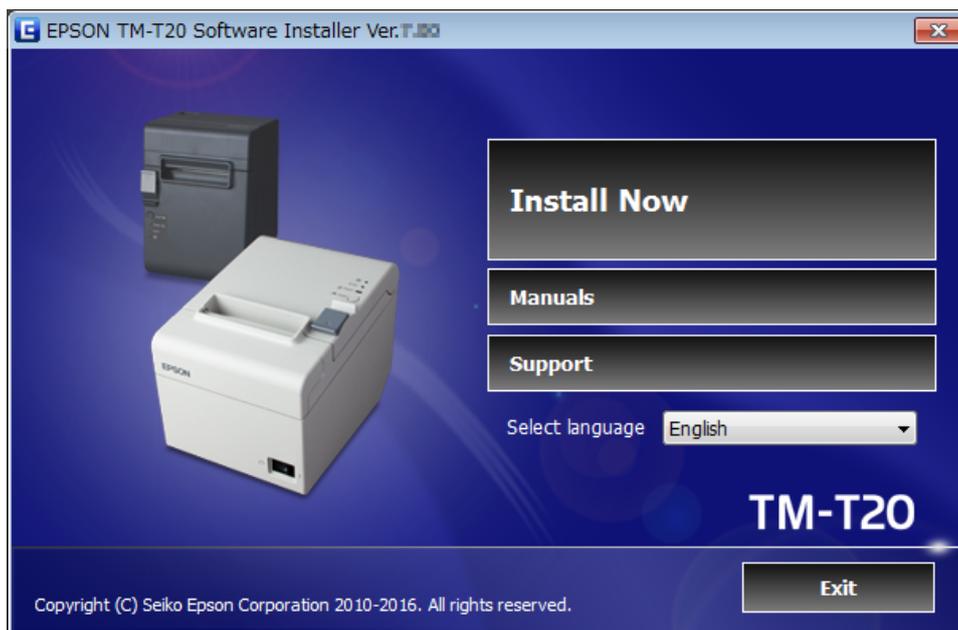
! : TM-T20 Software Installer starts in update mode. The installer shows the version of driver already installed on the computer and allows you to select whether to update the driver or not.

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.

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.*
- If you select more than one drivers to install them under Windows 2000, you will be prompted that this may cause the printer to malfunction. Under Windows 2000, you can install only one driver.*

Note:

When Easy Install is selected, EpsonNet Config and EPSON Monitoring Tool are also 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.

Installation

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

Installable software for each install type

Drivers and Utilities	Easy Install ^{*1}	Custom Install	Update Mode ^{*2}
EPSON Advanced Printer Driver Ver. 5.xx	✓	✓	✓
EPSON Advanced Printer Driver Manual	-	✓	✓
EPSON Advanced Printer Driver Ver. 3.0.4 ^{*3}	✓	✓	✓
EPSON OPOS ADK	-	✓	✓
EPSON OPOS ADK for .NET	-	✓	✓
EPSON JavaPOS ADK for Windows	-	✓	✓
TM-T20 Utility	✓	✓	✓
EpsonNet Config	✓	✓	✓
EPSON Monitoring 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.

*3: For Windows 2000 only.

Troubleshooting

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

The Product Name 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 **Feed** button to finish printing, and the self-test mode terminates.
- Use EpsonNet Config Ver.4.5.3 or later.

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-T20 Software & Documents Disc

