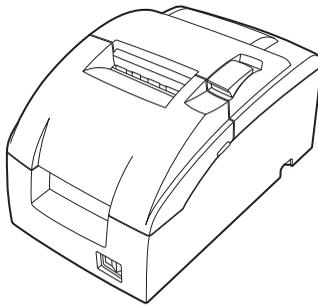


TM-U330B TM-U330D

User's Manual



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Important Safety Information

This section contains important information intended to ensure safe and effective use of this product. Please 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 observed 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.

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 (Epson PS-180 (Model: M159B/M159D) or Epson AC adapter, C1 (Model: M235B)). 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 AC cable immediately and contact your dealer or a Seiko Epson service center for advice.**
- 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.*

Notes on Usage

- ❑ *Do not open the cover during printing or when the autocutter is being operated.*
- ❑ *Do not install the printer in a dusty place.*
- ❑ *Protect the printer from impact.*
- ❑ *Cords or other foreign objects must not be caught on the printer.*
- ❑ *Do not apply excessive force to the printer case.*
- ❑ *Do not place food or beverages such as coffee on the case of the printer.*

Notes on Installation

- ❑ *When using the printer, be sure that the printer is installed horizontally.*

Caution Labels

The caution labels on the product indicate the following precautions.

CAUTION:

The print head and the motor can be very hot during printing and immediately after printing. Touching it may cause burns.

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.

Unpacking

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

- Printer
- Exclusive ribbon cassette [ERC-45(B/R)]
- Power switch cover
- AC adapter
- AC cable*
- Wire saddle*
- User's Manual (this manual)

* *May not be included depending on the printer model.*

Downloading Drivers, Utilities, and Manuals

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

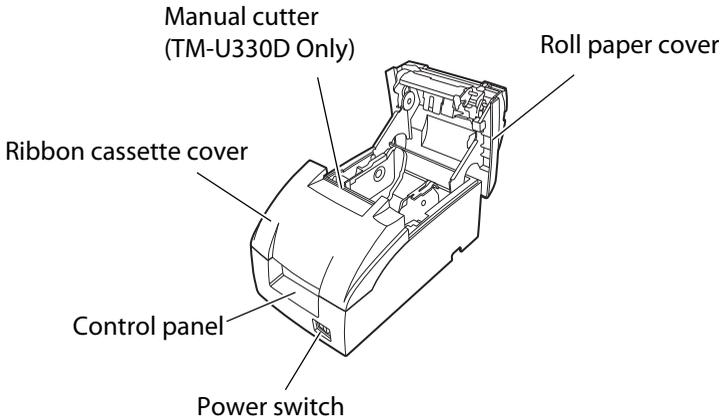
For customers in other countries, go to the following web site:
<https://download.epson-biz.com/?service=pos>

Printer Parts

Features of Printer Types

TM-U330B: Auto cutter

TM-U330D: Manual cutter



Control Panel



POWER LED

Lights when the power is on and is off when the power is off.

ERROR LED

Lights when the printer is offline (when the roll paper is at the end, or the roll paper cover is open).

Off when the printer operates correctly. Flashes when an error occurs. (See the Troubleshooting section.)

PAPER OUT LED

Lights when roll paper is out or nearly out.

FEED button

Feeds the roll paper.

 **Note:**

Paper cannot be fed by using this button when a paper out is detected.

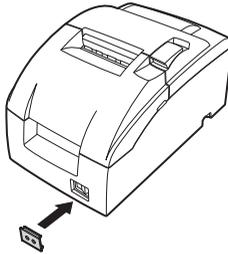
Power Switch

The power switch is on the front of the printer. Press the power switch to turn on the printer.

If you are going to store the printer or leave it unused for a long time, turn it off using the power switch on the printer.

Power Switch Cover

You can use the enclosed power switch cover to make sure that the power switch is not accidentally pressed. Just press the cover into place to install it. If you need to turn the power switch on or off with the cover attached, you can insert a thin tool into one of the holes in the cover to operate the switch.

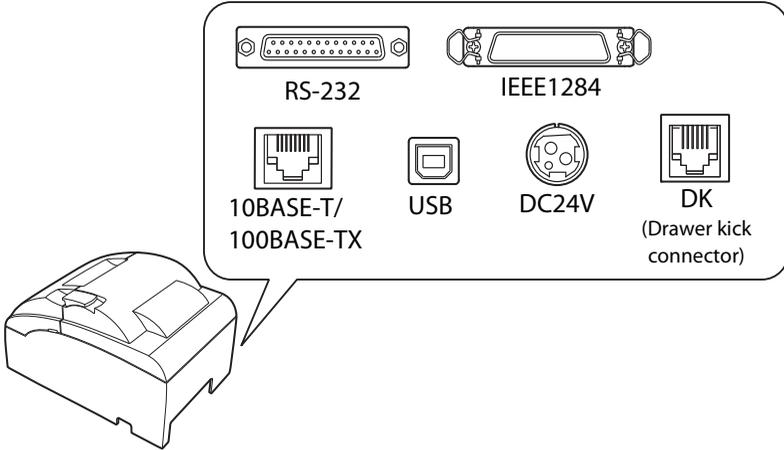


WARNING:

If an accident occurs when the power switch cover is attached, immediately unplug the power supply cable to avoid fire.

Connecting the Cables

1. Make sure the printer is turned off.
2. Connect the power cord and each interface cable to the connectors on the printer back. For the shape of each connector, see the illustration below. (Mounted interfaces vary by the printer model.)



3. Connect the interface cable to the computer.
4. Insert the power cord plug into a socket.

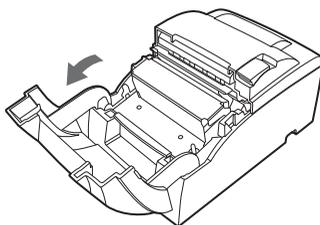
Inserting the Ribbon Cassette



CAUTION:

The print head becomes very hot during printing. Allow it to cool before you replace the ribbon cassette.

1. Open the ribbon cassette cover.



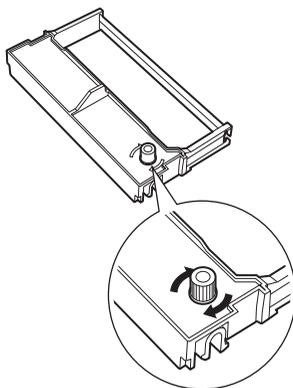
2. Turn the knob 2 or 3 times in the direction of the arrow.



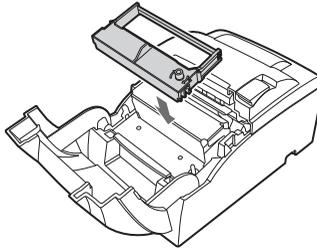
CAUTION:

Use the Epson ERC-45 ribbon cassette for your printer.

Never turn the ribbon cassette's feed knob in the opposite direction of the arrow marked on the cassette; otherwise the ribbon cassette may be damaged.



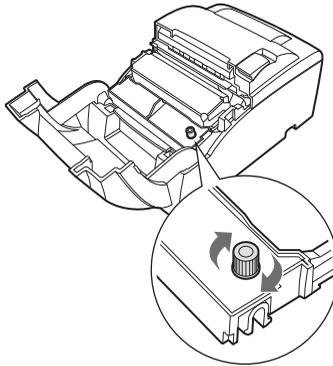
3. Insert the ribbon in the position and push the ribbon cassette down until it clicks.
Make sure the ribbon is installed between the print head and the platen without wrinkles or creases.



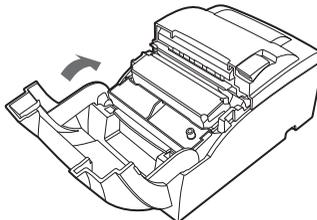
4. Again turn the ribbon cassette's knob 2 or 3 times in the direction of the arrow.

  **CAUTION:**

Be careful not to touch the print head with your fingers when turning the ribbon cassette knob because the print head is hot and you might be burned.



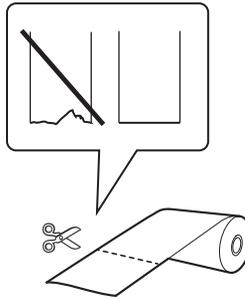
5. Close the ribbon cassette cover.



Inserting the Roll Paper

⚠ CAUTION:

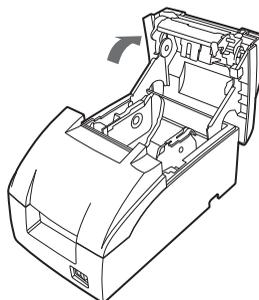
- ❑ *Be sure to use roll paper that meets the specifications.*
 - ❑ *Be sure not to touch the manual cutter. Otherwise your fingers might be injured.*
1. Using scissors, cut the leading edge of the roll paper.



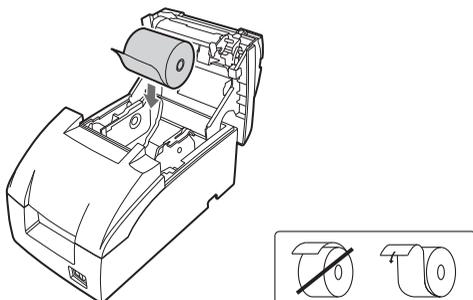
2. Turn on the printer.



3. Open the roll paper cover.

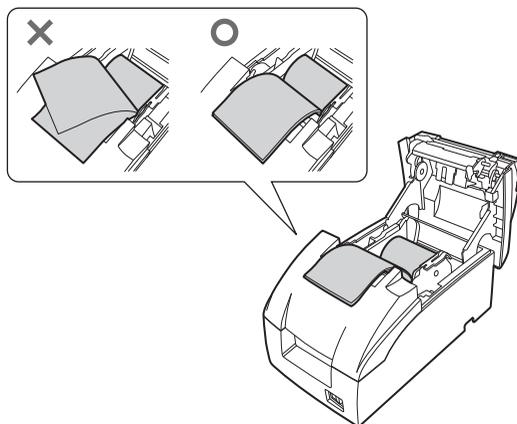


4. Insert the roll paper.
Note the direction the paper comes off the roll.

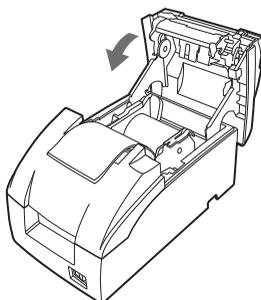


 **Note:**

When using 2-ply roll paper, be sure that the top and bottom sheets are aligned at the paper exit.



5. Close the roll paper cover.



Troubleshooting

No LED on the control panel

- ❑ Check whether the DC cable and AC cable are correctly connected to the printer and the power outlet.

ERROR LED is flashing or lit

- ❑ The print head temperature may be too high or low. Wait until the print head cools or warms and the printer resumes printing automatically.
- ❑ Make sure that the roll paper cover is properly closed.
- ❑ A paper jam has occurred. To remove the jammed paper, see the instructions below.
- ❑ **TM-U330B:** The autocutter blade is not in the normal position and the autocutter is locked up. If it is a simple lock-up, the error is corrected automatically. If not, see the instructions below to return the blade to the normal position manually.
- ❑ Turn off the power, wait several seconds, and then turn it on again. If the error remains, contact your supervisor or a qualified service person.

Paper jam

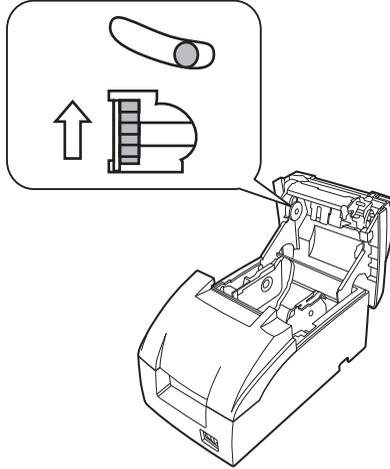


The print head becomes very hot during printing. Allow it to cool before you reach into the printer.

1. Open the roll paper cover.
2. Remove the jammed paper.
3. Re-insert the roll paper and close the roll paper cover.

TM-U330B: The autocutter is locked up

1. Open the roll paper cover.
2. Use a ballpoint pen or tweezers to turn the knob of the autocutter in the direction indicated by the arrow until you see a round shaft in the hole.



TM-U330B/TM-U330D Specifications

Print method		24-pin serial impact dot matrix method
Paper	Dimensions (mm)	Enable the mark sensor: 57.5 ± 0.5, 76 ± 0.5 Disable the mark sensor: 57.5 ± 0.5, 69.5 ± 0.5, 76 ± 0.5
	Normal paper (mm)	Thickness: 0.06~0.085 (1 sheet)
	Pressure-sensitive paper	Thickness: 0.05~0.08 (1 sheet), total thickness must be 0.14 mm or less. Number of copies: Original 1 sheet + one copy sheet
Ribbon cassettes		ERC-45(B) Black life: 3,000,000 characters ERC-45(B/R) Black/Red life: Black 1,500,000/Red 750,000 characters Life based on continuous printing at 25°C {77°F}
Print speed (Paper width 76 mm)		4.7 lps (42 column) max. 2D code: 2.6 lps
Interface		Serial (RS-232)/Parallel (IEEE 1284)/Ethernet (10BASE-T/100BASE-TX)/USB [Compliance: USB 2.0, Communication speed: Full-speed (12 Mbps)]
Power Supply *1		DC24 V ± 7%
Dedicated AC adapter		Epson PS-180 (Model: M159B/M159D)/ Epson AC adapter, C1 (Model: M235B) Input: AC 100V to AC 240V, 50Hz to 60Hz, 1.3A Output: DC24 V ± 7%, 2.1A
AC Power consumption *1	When standby	1.8 W
	When operating*2	32.6 W
Temperature	Operating	0~50°C {32~122°F}
	Storage	-10~50°C {14~122°F}, without paper and ribbon cassette
Humidity	Operating	10~90%, must be no condensation
	Storage	10~90%, must be no condensation, without paper and ribbon cassette
Overall dimensions (mm)		TM-U330B/TM-U330D: 160 × 248 × 138.5 (W × D × H)
Mass (approx.)		TM-U330B: 2.8 kg {6.17 lb} TM-U330D: 2.6 kg {5.73 lb}

lps: lines per second

*1: Dedicated AC adapter (Epson PS-180 (Model:M159B))

*2: Based on Epson operating conditions.

Printed in China



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