

PROCEDURE FOR UPDATING TM-T20II FIRMWARE TO v10.10 ESC/POS

REASON FOR THIS UPDATE

Epson has learned of a firmware vulnerability (CVE-2017-6443) impacting certain Epson Ethernet and wireless POS products, including Epson POS printers and interface cards used in those printers. The vulnerability may compromise the security of printer web browsers.

Please note: updating the firmware, will not change the functionality of the product.

THESE INSTRUCTIONS APPLY TO THE FOLLOWING SKU'S

T20II Ethernet Plus (All Models)

With Main Versions 10.02 ESC/POS and below. Instructions for checking your firmware version are described below.

IMPORTANT NOTES

- Do not turn off the printer or computer while the update is in progress. This may result in damage to your unit.
- Before performing the update, carefully review the instructions below.
- Please check your current firmware version to verify if your device needs this update.
- In case of connectivity problems, you may need to disable your firewall and antivirus software.

FIRMWARE VERIFICATION

In order to determine the current firmware version, you will need to print a printer self-test sheet using the procedure described below.

1. Power off the printer.
2. Press and hold the Feed button, while at the same time turning on the printer. Release the Feed button when the self-test sheet starts printing.
3. Verify the "Main" firmware version on the status sheet (highlighted in red below):

```
Printer Firmware Version
10.02 ESC/POS
Main : 10.01
Network : 01.01

Interface
Wi-Fi & Ethernet
Wi-Fi
MAC Address : Unmounted
Ethernet
MAC Address : 44-D2-44-F8-29-F8
Common
Soft Version : 01.01
IP Address : (NONE)
Subnet Mask : (NONE)
Default Gateway: (NONE)

Buffer Capacity
4K bytes

Handshaking Operation (busy condition)
Offline or receive buffer full

Resident Character
Alphanumeric

Automatic Line Feed
(CR command function)
Disabled

Print Density
LIGHT [-3..0..+3] DARK

Maintenance Information
Thermal Head : 0.032 km
Autocutter : 172 cuts

Wi-Fi Adapter
Unmounted

Memory Switch 1
1 2 3 4 5 6 7 8
■■■■■■■■

Memory Switch 5
1 2 3 4 5 6 7 8
■■■■■■■■

Select Modes by pressing Feed button.
Continue SELF-TEST: Less than 1 second
Mode Selection : 1 second or more
```

4. If the “Main” version is **10.02 ESC/POS or below**, the update needs to be installed.
5. If the version is 10.10 ESC/POS or later, this update is not needed.

REQUIREMENTS

- Update file: “TM-T20II_Firmware_Updater_Ver.10.10.exe”
- Windows PC

HARDWARE SETUP:

Ensure your PC is connected to the same network as the printer that will be updated. The printer should be set to DHCP, however in some cases it might revert to the default settings of IP: 192.168.192.168 and Subnet Mask: 255.255.255.0. If this is the case, set the network settings of the PC to communicate with the above IP address (i.e. IP: 192.168.192.167, Subnet Mask: 255.255.255.0).

UPDATE PROCEDURE

1. Extract the “TM-T20II_Firmware_Updater_Ver.10.10.exe” to a folder of your choice. When extracting is completed, verify that the following file is present inside the folder:
 - “TM-T20II_Firmware_Updater_Ver.10.10.exe”

Note: by default, the instructions will extract to: <System Drive>\Epson Firmware Update (example: C:\Epson Firmware Update)

2. Double-click the “TM-T20II_Firmware_Updater_Ver.10.10.exe” file.
3. Depending on your computer configuration, the following window may appear (Fig.1). Select “Yes” as highlighted in red below.



Fig. 1

4. A License Agreement window will appear (Fig. 2). Carefully review the License Agreement and select “I accept the terms in the license agreement”, then click “Next” as highlighted in red below.

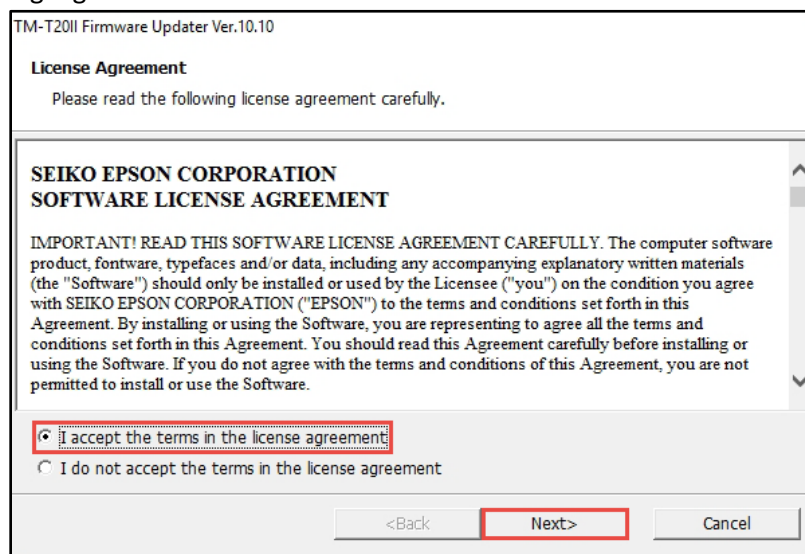


Fig. 2

5. In the next window (Fig.3), review the information and click “Next” (highlighted in red below) when ready.

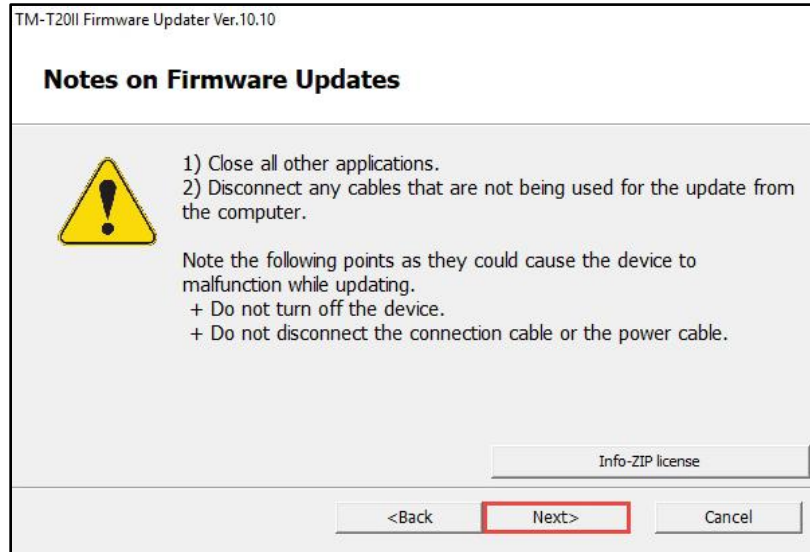


Fig. 3

6. Review information contained in Fig. 4. Click “Next” when ready (highlighted in red below).

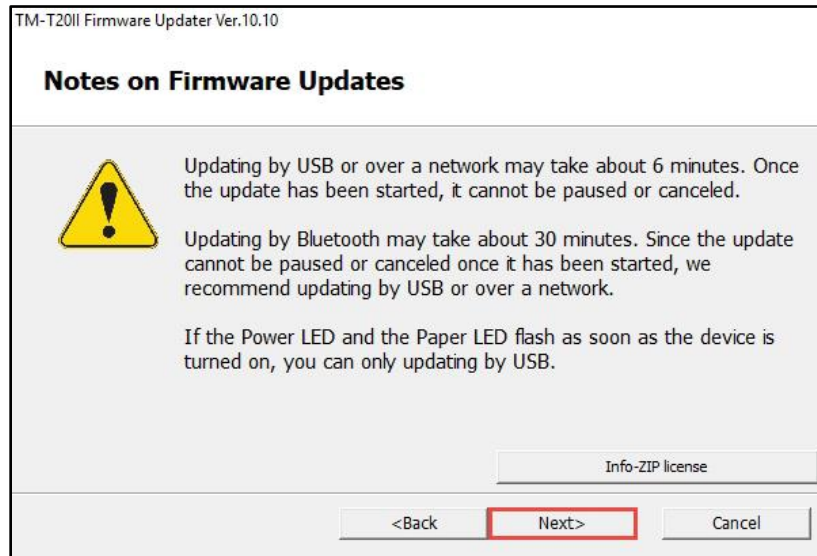


Fig. 4

7. The following window will appear (Fig.5). Click the “NET” button (highlighted in red below).

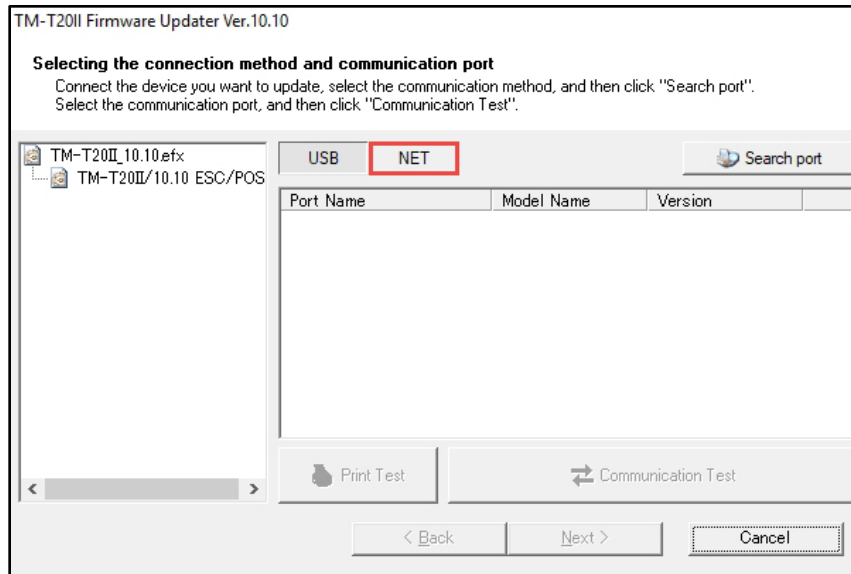


Fig. 5

8. Select your printer on the right side of the window (Fig.6, highlighted in red - a). Click the “Communication Test” button (highlighted in red - b).
If no printers appear in this window, turn off your firewall and antivirus software and press the “Search port” button (highlighted in red - c), to try again.

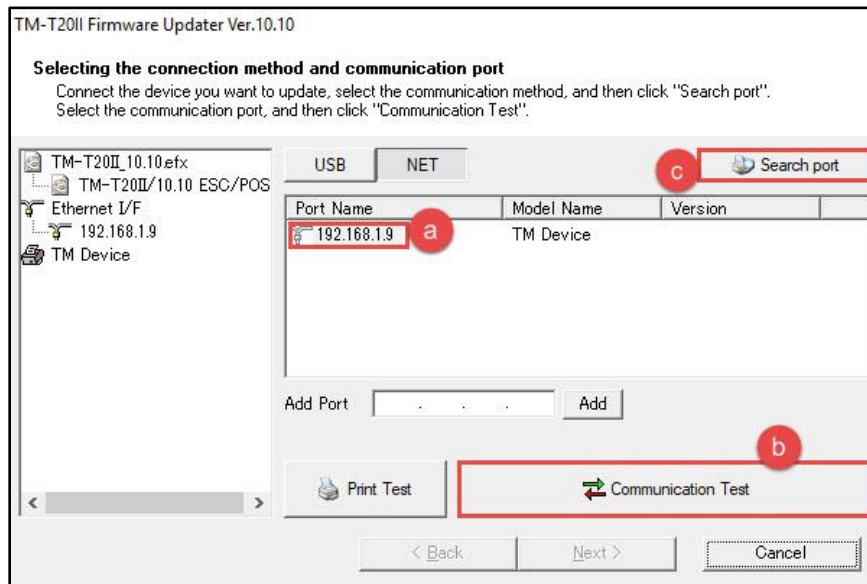


Fig. 6

9. A confirmation window will appear (Fig.7). Click the “OK” button as highlighted in red below.

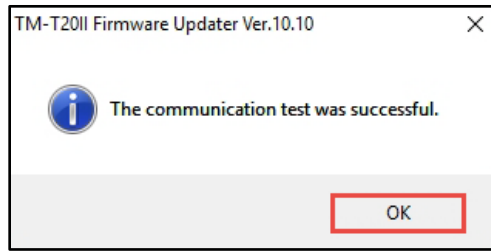


Fig. 7

10. Press the now active "Next >" button, as highlighted in Fig.8 below.

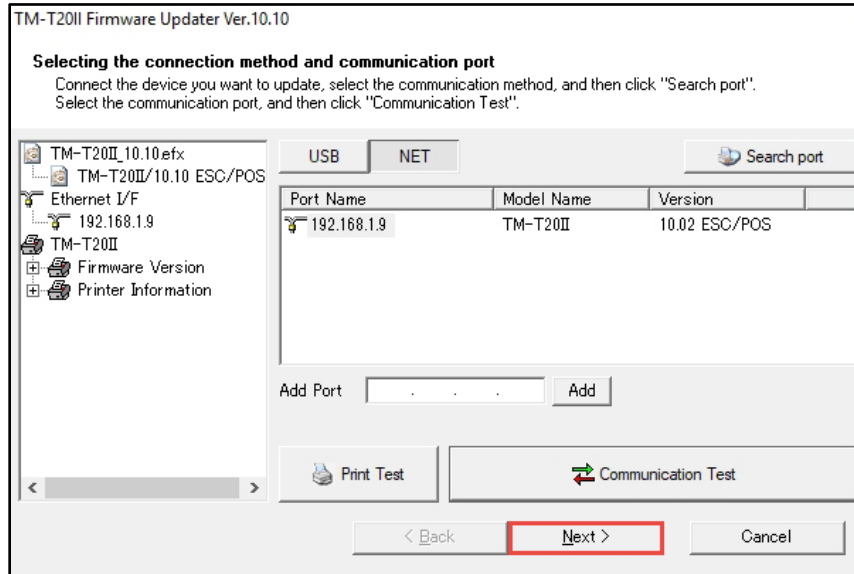


Fig. 8

11. The window will display a summary of the firmware update (Fig.9). Press the "Start >" button as indicated below.

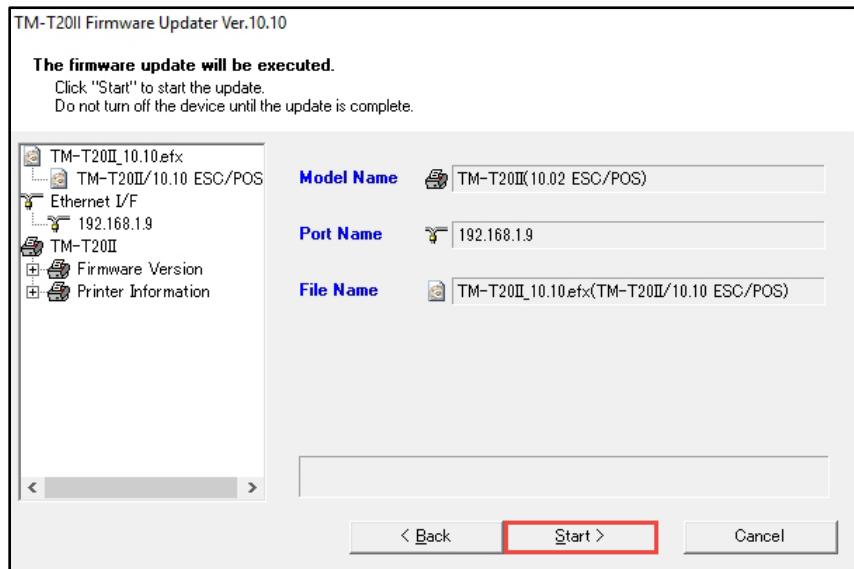


Fig. 9

12. A final confirmation window will appear (Fig.10). Please click the “Yes” button when ready (highlighted in red below).

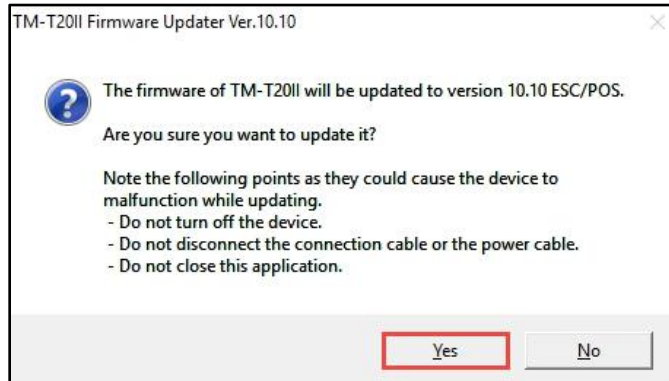


Fig. 10

13. The firmware update will begin. The status bar (Fig.11, highlighted in red) will indicate progress.

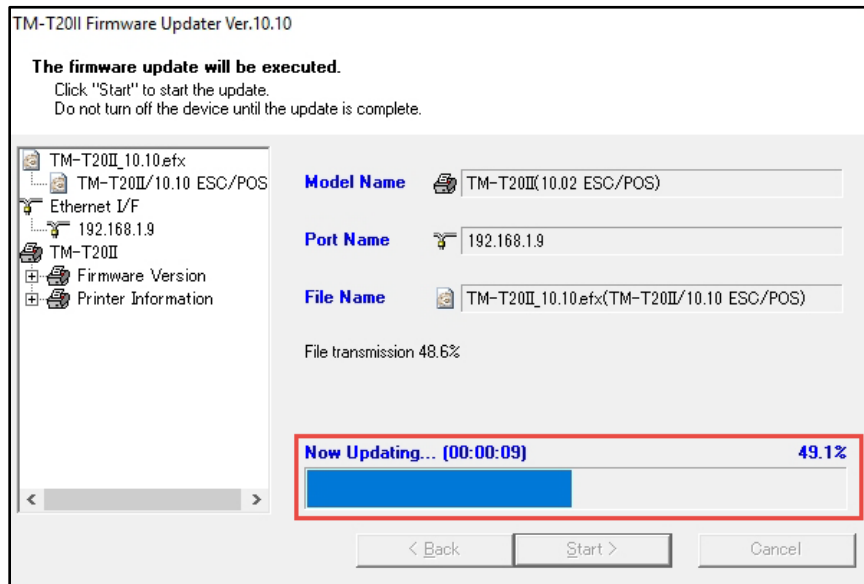


Fig. 11

14. When the firmware update is complete, the window will look like Fig. 12. Click the “Finish” button to exit the utility (highlighted in red below).

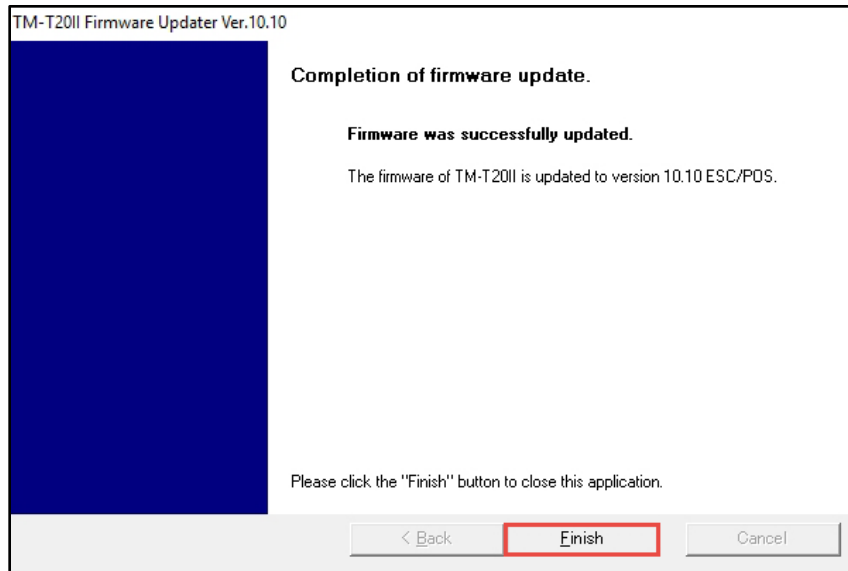


Fig. 12

15. Follow the steps from section “FIRMWARE VERIFICATION” above, to print out the self-test sheet. Verify that the firmware versions are same as below in Fig.13.

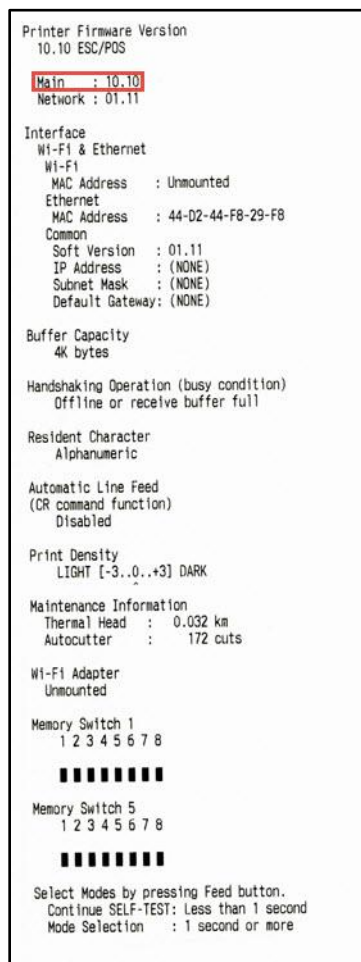


Fig. 13

16. The update is completed.

GETTING ASSISTANCE:

If you have any questions or require assistance with this procedure, please call our technical support at 800-442-4521 (US/Canada).