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, 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 or shock. 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, fire, or shock.
 Be sure to use the specified AC adapter. Connection to an improper power source may cause fire.
 Never insert or disconnect the power plug with wet hands. Doing so may result in severe shock.
 Do not place multiple loads on the power outlet (wall outlet). Always supply power directly from a standard power outlet. Overloading the outlet may lead to fire.
 Be sure your power cord meets the relevant safety standards and includes a power-system ground terminal (PE terminal). Otherwise shock may result.
 Handle the cables with care. Improper handling may lead to fire or shock.
 Do not use the cables if they are damaged.
 Do not modify or attempt to repair the cables.
 Do not place any object on top of the cables.
 Avoid excessive bending, twisting, and pulling of the cables.
 Do not place cables near heating equipment.
 Check that the plug is clean before plugging it in.
 Check that the AC inlet is clean before plugging the power connector in it.
 Be sure to push the prongs and power connector all the way in.
 Use the provided power cable only. Do not use the provided power cable with any other devices than the specified one. Doing so may lead to fire or shock.
 Never glue the AC inlet and the power cable together.
Regularly remove the power plug from the outlet and clean the base of the prongs and between the prongs. If you leave the power plug in the outlet for a long time, dust may collect on the base of the prongs, causing a short and fire. Regularly confirm that the plug and AC inlet are not wet with liquid such as water.

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, unplug the power cord immediately, and then contact your dealer or a Seiko Epson service center for advice. Continued usage may lead to fire.

Do not use aerosol sprayers containing flammable gas inside or around this product. Doing so may cause fire.

Do not connect a telephone line to the drawer kick-out connector; otherwise the printer and the telephone line may be damaged.

⚠️ 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. The 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.

**Caution Labels**

The caution labels on the product indicate the following precautions.

⚠️ ☢️ CAUTION:
Do not touch the thermal head because it can be very hot after printing.

**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.
**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.epsonexpert.com/

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

**Unpacking**

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

⚠️ Note:
Depending on the model, the accessories in the broken line box may not be included. The shape of accessories varies between models and areas.
**Part Names**

![Diagram of the printer's control panel with labeled parts: Roll paper cover, Cutter cover, Power switch, Cover open lever, Control panel, Error LED, Paper LED, Feed button.]

**Control Panel**

1. **(Power) LED**
   - This LED is on when the printer is on.

2. **Error LED**
   - This indicates an error.

3. **Paper LED**
   - On indicates a paper out. Flashing indicates standby.

4. **Feed button**
   - This button feeds paper.
Connecting the Cables

⚠️ WARNING:  
Be sure to use the specified AC adapter (AC Adapter, C1 (Model: M235B)) only.

⚠️ CAUTION:  
For a serial interface, use a null modem cable.  
For a USB interface, do not turn on the printer before installing the printer driver.  
For using an Ethernet (10Base-T/100Base-TX) interface, do not connect a telephone line or a drawer kick-out cable to the Ethernet connector.  
Do not connect to electrical outlets close to devices that generate voltage fluctuations or electrical noise. In particular, stay clear of devices that use large electric motors.  
Never attempt to stretch the cables to enable a connection. The power cable must have adequate slack at all times during use.

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

![Connector Illustration](image)

* for wireless LAN unit

Note:  
When connecting the USB cable, fix the USB cable with the hook shown in the illustration below to prevent the cable from coming off.
3. Connect the interface cable to the computer.
4. Connect the AC cable to the AC adapter.
5. Connect the DC cable of the AC adapter to the power connector of the printer.

6. Insert the AC plug into a power outlet.
**Installing the Printer**

You can install the printer horizontally on a flat surface (with the paper exit on top) or vertically (with the paper exit at the front). Also, you can hang it on a wall using the included accessories.

⚠ **CAUTION:**
Take measures to prevent the printer from moving by vibration during paper cutting and when using a drawer. Affixing tape is provided as an option.

**Installing the Printer Vertically**

When installing the printer vertically, be sure to attach the included control panel label for vertical installation on the roll paper cover, and attach 4 rubber feet in the rectangular indents in the printer case, as shown in the illustration below.

![Diagram of control panel label and rubber feet](image.png)

🔍 **Note:**
You can install the printer so that the roll paper cover is upright to the mounting surface using the included wall hanging bracket.

1. Attach the control panel label for vertical installation on the roll paper cover.
2. Install the wall hanging bracket on the printer, and fix it using 2 included screws.
3. Attach 2 rubber feet in the rectangular indents in the printer case, and attach 2 rubber feet within the scribed line on the hanging bracket.
4. Place the printer with the wall-hanging-bracket-side down.
Hanging the Printer on a Wall

To hang the printer on the wall, follow the steps below.

⚠️ CAUTION:
To fix the printer securely, install the wall hanging bracket on a wall made of wood, concrete, or metal. The thickness of the wall should be 10 mm (0.4") or more.

Be sure to use metallic screws.
The screws on the wall side must have a pull-out strength of 150 N (15.3 kgf) or more.

1. Install 2 screws (screw diameter: 4 mm (0.16"), head diameter: 7 to 9 mm (0.28 to 0.35")) in the wall at an interval of 80 mm (3.15"). Make sure the length of the screw’s body in the wall is 10 mm (0.39") or more, and the length outside the wall is 3 to 4 mm (0.12 to 0.16").

2. Remove the installed 2 screws from the printer, as shown in the illustration below.

3. Install the wall hanging bracket on the printer, and fix it using the screws removed in Step 2.
4. Align the holes in the wall hanging bracket with the screws on the wall, and hook it securely.
Installing Roll Paper

Follow the steps below to install the roll paper.
1. Use the cover open lever to open the roll paper cover.

2. Remove the used roll paper core if any, and insert the roll paper. The correct direction of the paper is shown in the illustration below.
3. Pull out some paper, and close the roll paper cover. When the printer power is on, the roll paper is automatically cut.
Changing the Paper Width

You can change the paper width from 80 to 58 mm by installing the included 58-mm width paper guide plate. Follow the steps below to change the paper width.

⚠️ CAUTION:
Once you change the paper width from 80 to 58 mm, you cannot change it back to 80 mm.

When changing the paper width, be sure to make the setting for the paper width with the utility software for the TM-T20II.

1. Open the roll paper cover.
2. Align 3 projections on the 58-mm width paper guide plate with the rectangular holes in the printer, and push it downwards.
3. Install the roll paper.
4. Close the roll paper cover.
**Attaching Cover on the Power Switch**

The enclosed power switch cover ensures that the power switch is not pressed accidentally.

You can turn the power switch on and off by inserting a sharp-pointed object in the holes in the power switch cover. To detach the cover, also use a sharp-pointed object.

A waterproof cover for the power switch is also included.

To use these covers, install them as shown in the illustration below.

⚠️ **WARNING:**

If an accident occurs with the power switch cover attached, unplug the power cord immediately. Continued use may cause fire or shock.

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**Troubleshooting**

### No lights on the control panel
Check whether the power supply cable is correctly connected to the printer and the socket.

### Error LED on with no printing
- Check whether the roll paper cover is closed. If it is open, close it.
- If the Paper LED is on, check whether the roll paper is correctly installed and any roll paper remains.

### Error LED flashing with no printing
- Check whether a paper jam has occurred. If paper is jammed, remove the jammed paper referring to the description below and install the roll paper correctly.
- Printing stops if the head overheats and resumes automatically when it cools.
- For other cases, turn the printer off, and after 10 seconds, back on.
When a paper jam occurs

When a paper jam occurs, never pull out the paper forcibly. Open the roll paper cover and remove the jammed paper.

⚠️ CAUTION:
Do not touch the thermal head, because it can be very hot after printing.

If the roll paper cover does not open, follow the steps below.

1. Turn off the printer.
2. Put the fingers in the indents in both sides of the cutter cover, and slide it toward the arrow in the illustration below to remove it.
3. Turn the knob until you see a triangle in the opening. This returns the cutter blade to the normal position. See the operating instructions on the back of the cutter cover.
4. Install the cutter cover.
5. Open the roll paper cover and remove the jammed paper.
Cleaning

Cleaning the Printer Case

Be sure to turn off the printer, and wipe the dirt off the printer case with a dry cloth or a damp cloth.

⚠️ CAUTION:
Never clean the product with alcohol, benzine, thinner, or other such solvents. Doing so may damage or break the parts made of plastic and rubber.

Cleaning the Thermal Head

⚠️ CAUTION:
After printing, the thermal head can be very hot. Be careful not to touch it and to let it cool before you clean it.
Do not damage the thermal head by touching it with your fingers or any hard object.

Turn off the printer, open the roll paper cover, and clean the thermal elements of the thermal head with a cotton swab moistened with an alcohol solvent (ethanol or IPA).

Epson recommends cleaning the thermal head periodically (generally every 3 months) to maintain receipt print quality.
Specifications

<table>
<thead>
<tr>
<th>80 mm paper width</th>
<th>58 mm paper width*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printing method</td>
<td>Thermal line printing</td>
</tr>
<tr>
<td>Printing speed</td>
<td>200 mm/s (7.87&quot;/s) max.; 53.3 ips (3.75 mm (0.15&quot;) feed)</td>
</tr>
<tr>
<td></td>
<td>Ladder bar code and 2D symbol: 100 mm/s (3.93&quot;)</td>
</tr>
<tr>
<td></td>
<td>The above speed values are approximate. The values are when the printer prints with density &quot;Normal&quot; at 25°C (77°F). Speed is adjusted automatically depending on the voltage applied and head temperature.</td>
</tr>
<tr>
<td>Roll paper</td>
<td>Width 79.5 mm ± 0.5 mm (3.13&quot; ± 0.02&quot;)</td>
</tr>
<tr>
<td>(single-ply)</td>
<td>57.5 mm ± 0.5 mm (2.26&quot; ± 0.02&quot;)</td>
</tr>
<tr>
<td></td>
<td>Diameter Maximum outside diameter: 83 mm (3.27&quot;)</td>
</tr>
<tr>
<td></td>
<td>Spool Spool diameter; Inside: 12 mm (0.47&quot;); Outside: 18 mm (0.71&quot;)</td>
</tr>
<tr>
<td>Thermal paper type</td>
<td>NTP080-80</td>
</tr>
<tr>
<td></td>
<td>NTP058-80</td>
</tr>
<tr>
<td>Interface</td>
<td>Serial: RS-232</td>
</tr>
<tr>
<td></td>
<td>Ethernet: 10BASE-T/100BASE-TX</td>
</tr>
<tr>
<td></td>
<td>USB (Type B): Compliance: USB 2.0</td>
</tr>
<tr>
<td></td>
<td>Communication speed: Full-speed (12 Mbps)</td>
</tr>
<tr>
<td></td>
<td>USB (Type A): for wireless LAN unit</td>
</tr>
<tr>
<td>Current consumption</td>
<td>1.5 A</td>
</tr>
<tr>
<td>(at 24V)</td>
<td></td>
</tr>
<tr>
<td>Temperature</td>
<td>Operating: 5 to 45°C (41 to 113°F)</td>
</tr>
<tr>
<td></td>
<td>Storage: -10 to 50°C (14 to 122°F), except for paper</td>
</tr>
<tr>
<td>Humidity</td>
<td>Operating: 10 to 90% RH</td>
</tr>
<tr>
<td></td>
<td>Storage: 10 to 90% RH, except for paper</td>
</tr>
<tr>
<td>Overall dimensions</td>
<td>140 x 199 x 146 mm (5.75 x 5.51 x 7.83&quot;) (W x D x H)</td>
</tr>
<tr>
<td>Weight (mass)</td>
<td>Approx. 1.7 kg (3.74 lb)</td>
</tr>
</tbody>
</table>

*: The values are those when the paper width is changed to 58 mm by installing the 58-mm width paper guide plate and making the paper width setting with utility software for the TM-T20II. For how to install the 58-mm width paper guide plate, see "Changing the Paper Width" on page 15.

Default Delay Times for Power Management for Epson Products
This product will enter low power (sleep) mode after a period of nonuse. The time interval has been set at the factory to ensure that the product meets Energy Star standards of energy efficiency and cannot be modified by the consumer.

The power consumption in the sleep mode and power off mode is described below.

<table>
<thead>
<tr>
<th></th>
<th>AC 230V/50 Hz</th>
<th>AC 115V/60 Hz</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>USB model</td>
<td>Serial model</td>
</tr>
<tr>
<td>Sleep mode</td>
<td>1.2 W</td>
<td>0.91 W</td>
</tr>
<tr>
<td>Power off mode</td>
<td>0.39 W</td>
<td>0.39 W</td>
</tr>
<tr>
<td>Sleep mode</td>
<td>1.1 W</td>
<td>0.81 W</td>
</tr>
<tr>
<td>Power off mode</td>
<td>0.30 W</td>
<td>0.30 W</td>
</tr>
</tbody>
</table>
This information only applies to customers in the European Union, according to Directive 2012/19/EU OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 04 July 2012 on waste electrical and electronic equipment (WEEE) and legislation transposing and implementing it into various national legal systems, and to customers in countries in Europe, Middle East and Africa (EMEA) where they have implemented equivalent regulations.

For other countries, please contact your local government to investigate the possibility of recycling your product.
Magyar
A terméken található, áthúrozott szöveget abstráció címke azt jelzi, hogy azt a terméket nem szabad a rendes háztartás személyéért együtt komolyan. Az esetleges környezeti vagy egészségtudatosodás megelőzésére, kérjük, hogy azt a terméket a kóbori személyek etikai helyezésére és biztosítsa, hogy azt környezetbarát módon újjáhasznosítsa.

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

Slovensky
Štítok s prekríženým odpadovým 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 ľudstva zdravie zdieľa tento výrobok ako tredenny odpad, ktorý sa od seba oddeluje. Môžete získať viac informácií o zbieraných dvoch pre třiedený odpad získate na obecnom úrade alebo u predajcu, u ktorého ste príslušný informácie o zberných dvoch o teplym a viszonteladónál, ahol a terméket vásárolt ahol a terméket vásárolt.

Slovenijski
Pribirani kos za smeti na etiketi, katere lahko najdete na vašem izdelku, pomeni, da tega izdelka ne sme odviri podobno kot vse ostale smeti. Da bi preprečili morebitne škodljive vplive na okolje ali osobe, izločite od ostalih in poskrbite, da bo recikliran na okolju prijazen način.

Eesti

Lietuviškai
Užbraukta rausta šilkinėdžiūosios etiketė, kuria našle ant jūsų produkto, reikia, kad šis produkto neturiu būtini liūdesiai kartu su įprastiniais buvusiais šilkinėmis. Šie skirtingi galutiniai žaikes aplinka bei žmogaus sveikatai, praturimate atšaukti šį produktą nuo kitų atliekų, užtikrinti, kad jis bui aptinkamas aplinka nepavykstų būdu. Šie įrašai atmetamų informacijos apie produkto skirtingus sprendimus, praturimate jį savo vertės vaistinės atliekas arba maisto perdirbimas, t.y. kurio jūsų skirtingai ūkių produktų.

Latvieski
Markējums ar pašķirto atkritumu hērti uz reiznēmēm, kas redzams uz izstrādājuma, noraida, ka šo izstrādājumu nedrikst likvidēt kopā ar parastajiem sadzīves atkritumiem. Lai novērstu iepriekšēju katlētību videi vai cēluveli, šūs, atalēja šo izstrādājumu no citiem atkritumiem, likvidējot nodrošinot tā tīrīšanu pārstrāde videi draudzē. Pavērsinājumā par pieejamajam atkritumu savākšanas iepriekšējām šūs, šūs, saistītes ar veiksmīgu palīdzību vai zaudējumu, no kura jūs jāiekārtoties šo izstrādājumu.

Eltukpiškai
Būtent ši nuotrauka atliekų projektuotojo apie atkritumus, kurie bus išmetami į tos įranga mata, užtikrina, kad ši įranga neturėtų būti naudojama tokiu būdu, kai atliekas būtų nuolat išmetami į aplinką. Pavyzdžiui, kai naudojama ši įranga, žmogus gali pradėti išmąstoti, kad atliekas neturi būti gaminami, nes jie negali laikytis veiksmingai išmokslinių kontingencijų.