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Co-operative Online Bibliographic System & Services

SPO – Systems support

Epson TM-T20II User Guide

SPO-NA-EN-115, V3.0

Institute of Information Science, Maribor, Slovenia

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1 Printer description

The following items are included in the printer package:

1. printer
2. installation disc
3. AC adapter 220V
4. AC cable 220V
5. USB interface cable
6. accessories for wall mounting and vertical installation

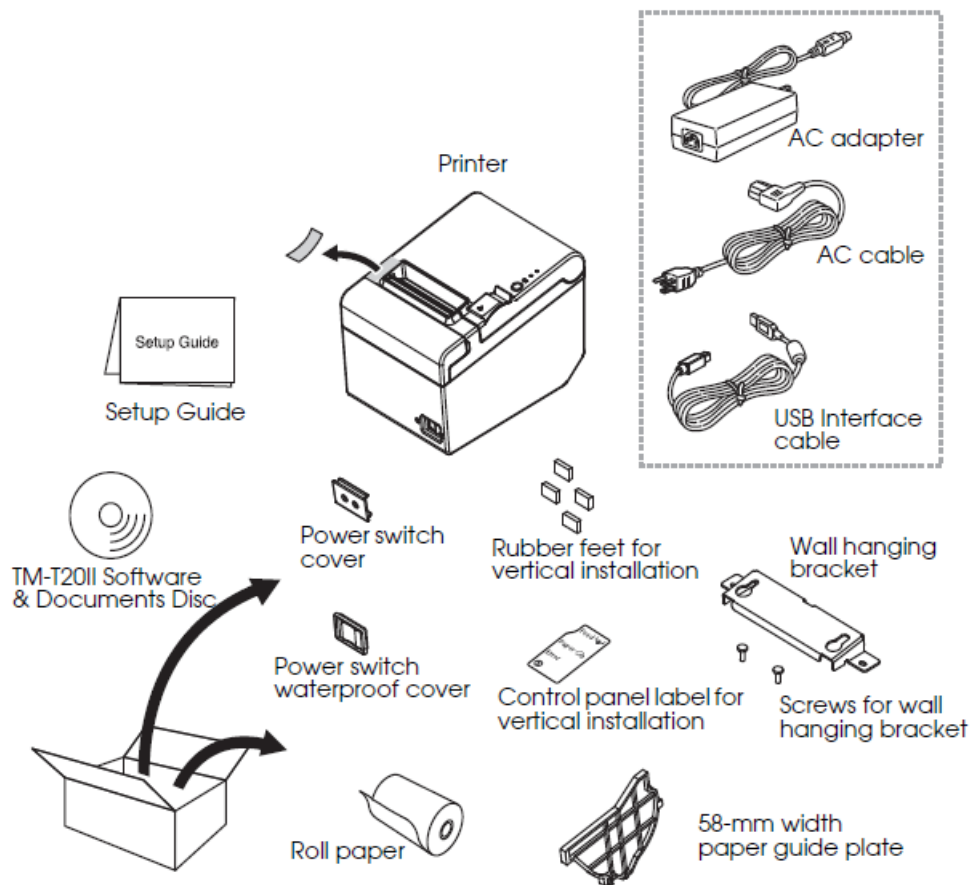


Figure 1: Contents of printer package

Part names:

1. roll paper cover
2. cutter cover

3. power switch
4. cover open lever
5. control panel

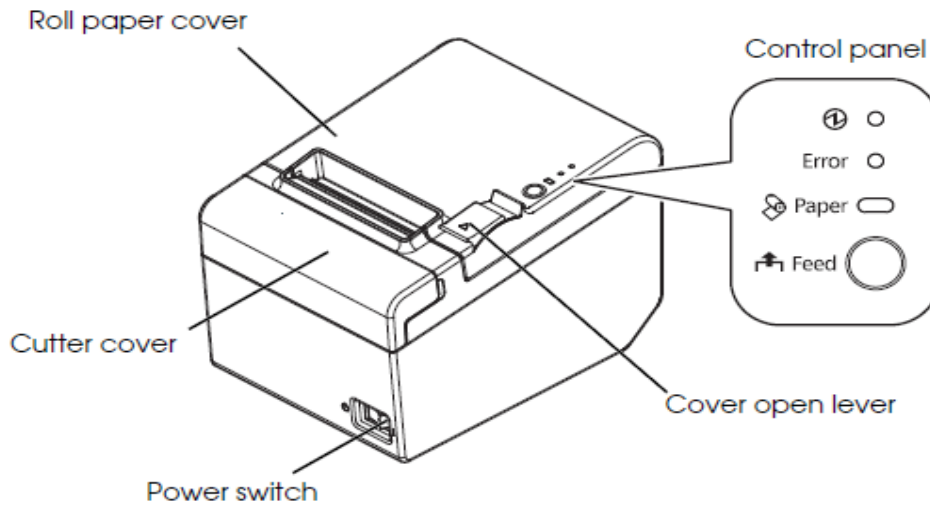


Figure 2: Printer parts

2 Connecting the printer

The printer can have the following interfaces:

1. RS-232 serial interface
2. USB interface
3. 10BASE-T/100BASE-TX Ethernet interface
4. drawer kick-out connector

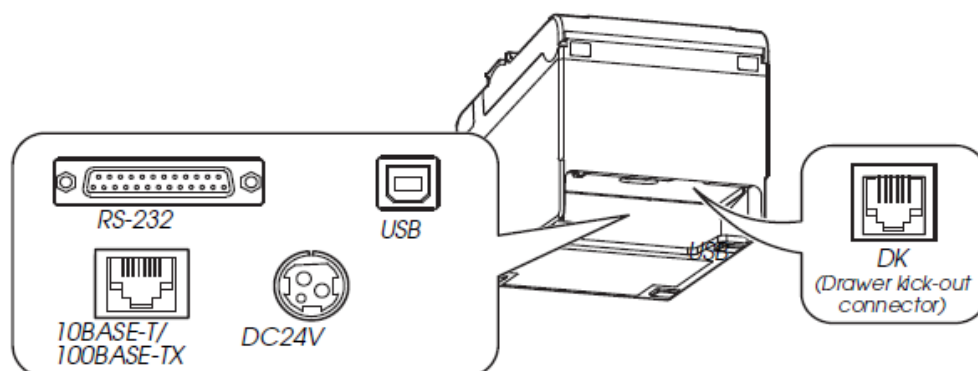


Figure 3: Interface types

Connect the AC cable to DC24V (see Figure 3 and Figure 4).

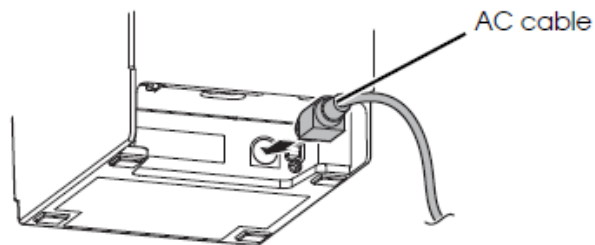


Figure 4: Power supply connection

3 Printer use

3.1 Installing roll paper

How to install the roll paper correctly:

1. Use the cover open lever to open the roll paper cover. Insert the roll paper facing in the right direction (see Figure 5).

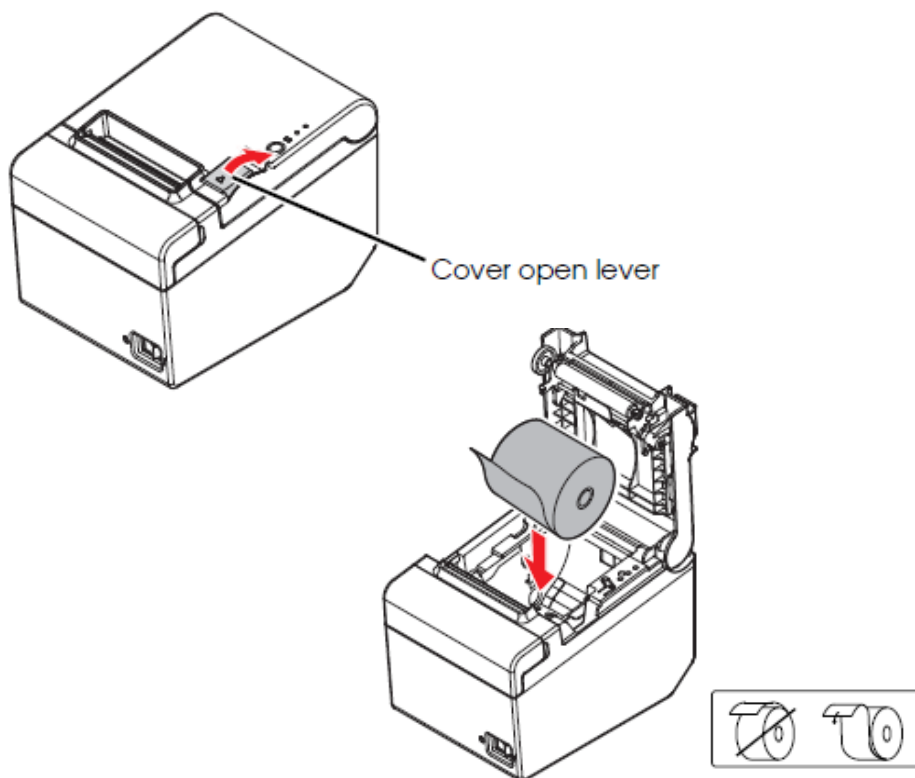


Figure 5: Opening the cover and installing the roll paper

2. Pull out some paper and close the roll paper cover. When the printer power is on, the roll paper is automatically cut.

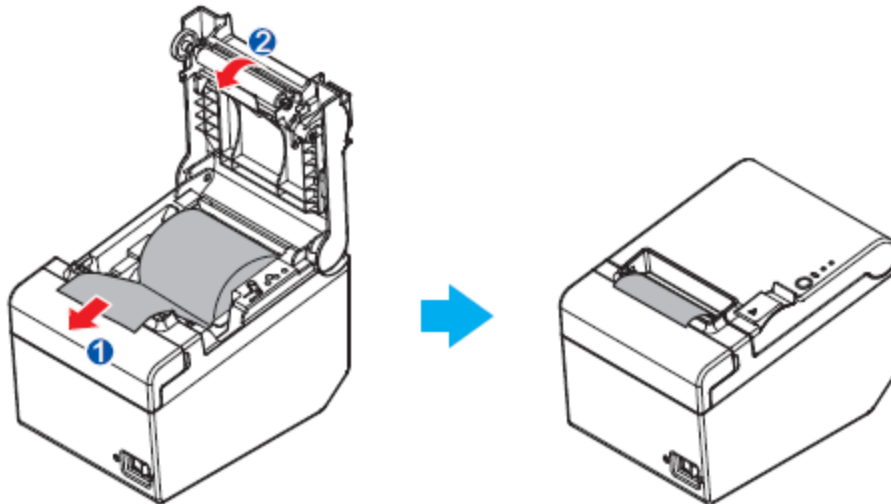


Figure 6: Closing the roll paper cover

3.2 Cleaning the thermal head

The manufacturer recommends cleaning the thermal head periodically every three months of regular daily use.

Cleaning procedure:

Turn off the printer and open the roll paper cover. The thermal head can be very hot after printing; let it cool before you clean it. Clean the thermal head with a cotton cloth moistened with alcohol solvent (ethanol or IPA) (see Figure 7).

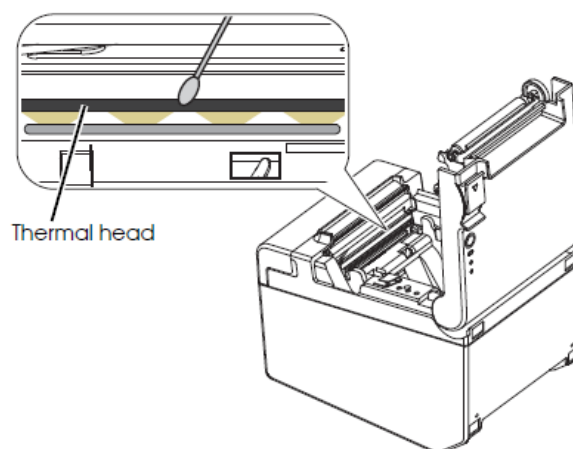


Figure 7: Thermal head

4 Technical specifications

		80 mm paper width	58 mm paper width ¹
Printing method		Thermal line printing	
Printing speed		200 mm/s {7.87"/s} max.; 53.3 lps (3.75 mm {0.15"} feed) Ladder bar code and 2D symbol: 100 mm/s {3.93"/s}	
		The above speed values are approximate. The values are when the printer prints with density "Normal" at 25°C {77°F}. Speed is adjusted automatically depending on the voltage applied and head temperature.	
Roll paper (single-ply)	Width	79.5 mm ± 0.5 mm {3.13" ± 0.02"}	57.5 mm ± 0.5 mm {2.26" ± 0.02"}
	Diameter	Maximum outside diameter: 83 mm {3.27"}	
	Spool	Spool diameter: Inside: 12 mm {0.47"}; Outside: 18 mm {0.71"}	
Thermal paper type		NTP080-80	NTP058-80
Interface		Serial (RS-232)/Ethernet (10BASE-T/100BASE-TX)/USB (Compliance: USB 2.0, Communication speed: Full-speed (12 Mbps))	
Power supply³		DC + 24 V ± 7%	
Temperature		Operating: 5 to 45°C {41 to 113°F} Storage: -10 to 50°C {14 to 122°F}, except for paper	
Humidity		Operating: 10 to 90% RH Storage: 10 to 90% RH, except for paper	
Overall dimensions		140 × 199 × 146 mm {5.75 × 5.51 × 7.83"} (W × D × H)	
Weight (mass)		Approx. 1.7 kg {3.74 lb}	

Figure 8: Technical specifications of the printer

5 Driver installation and printer settings

5.1 Driver installation

When installing the printer driver, we recommend downloading the latest version of the driver from the manufacturer's official website, which is accessible at <https://download.epson-biz.com/modules/pos/index.php?page=prod&pcat=3&pid=3721>.

After you click on the link, follow these steps:

1. Click the **Windows Printer Driver** row and download the **EPSON Advanced Printer Driver for TM-T20II Ver.5.07E** installer. Install the driver to the computer by following the installation procedure.

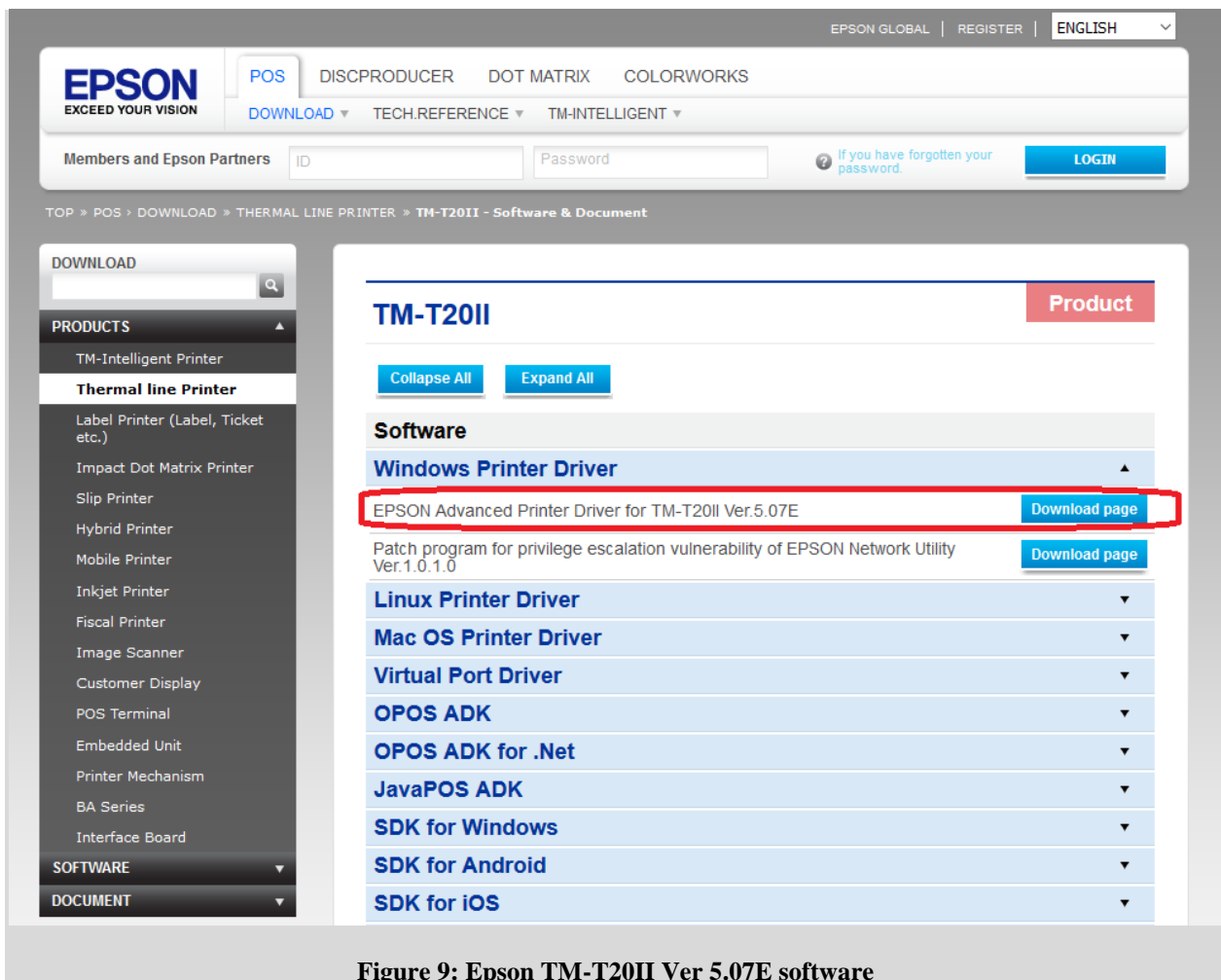


Figure 9: Epson TM-T20II Ver 5.07E software

2. After clicking the **Setting Utility for Products** row, select and install the **TM-T20II Utility Ver.1.20**.

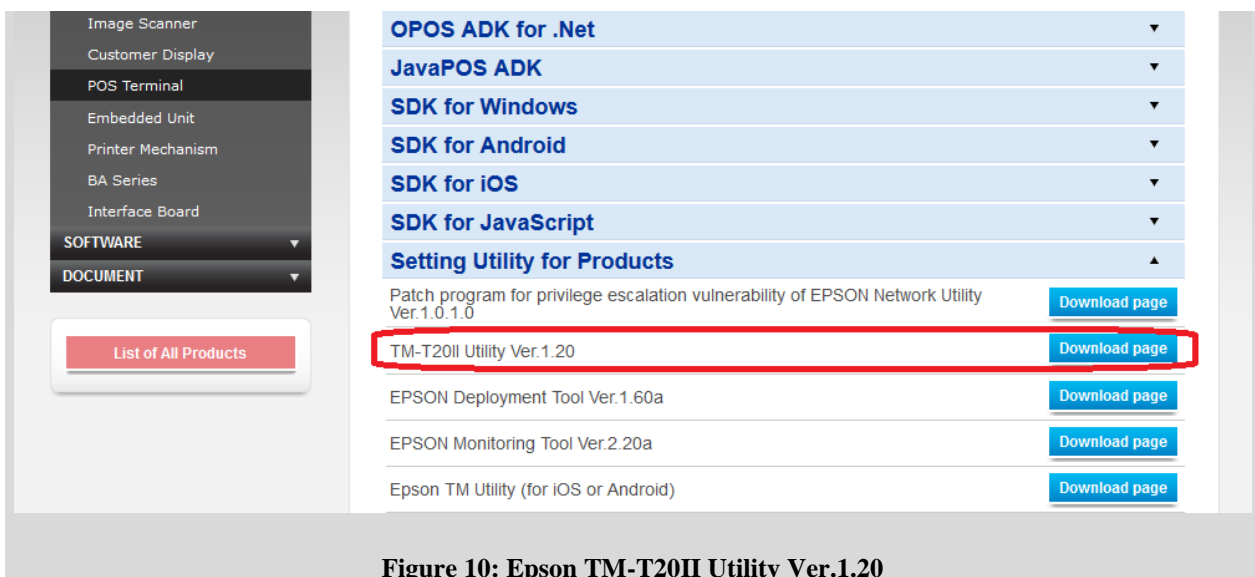


Figure 10: Epson TM-T20II Utility Ver.1.20

After installing the driver and the utility, connect the printer to the computer. In the **Devices and Printers** window, an icon of the printer with the installed **EPSON TM-T20II Receipt5** driver will appear.



Figure 11: EPSON TM-T20II printer icon

5.2 Setting up the printer IP address via the network connection

The IP address of the printer (*only possible for a version with a network interface*) is set with the help of the EpsonNet Config tool, which is downloaded from the manufacturer's website at <https://download.epson-biz.com/modules/pos/index.php?page=prod&pcat=3&pid=3721>.



Figure 12: EpsonNet Config Ver 4.9.4

Follow the installation procedure and install the software on the computer.

If the EpsonNet Config tool is already installed, run it by clicking **Start – All Programs – EpsonNet – EpsonNet Config**.

1. First, add or decline a Firewall exception.
2. Check if the printer is on the list. If it is not, press F5 to refresh the list.
3. Select the printer from the list and click **Configuration**. Select **Network Interface – TCP/IP – Basic**. Tick the options **Manual** and **Set using PING**. Set the IP address, the subnet mask and the default gateway.

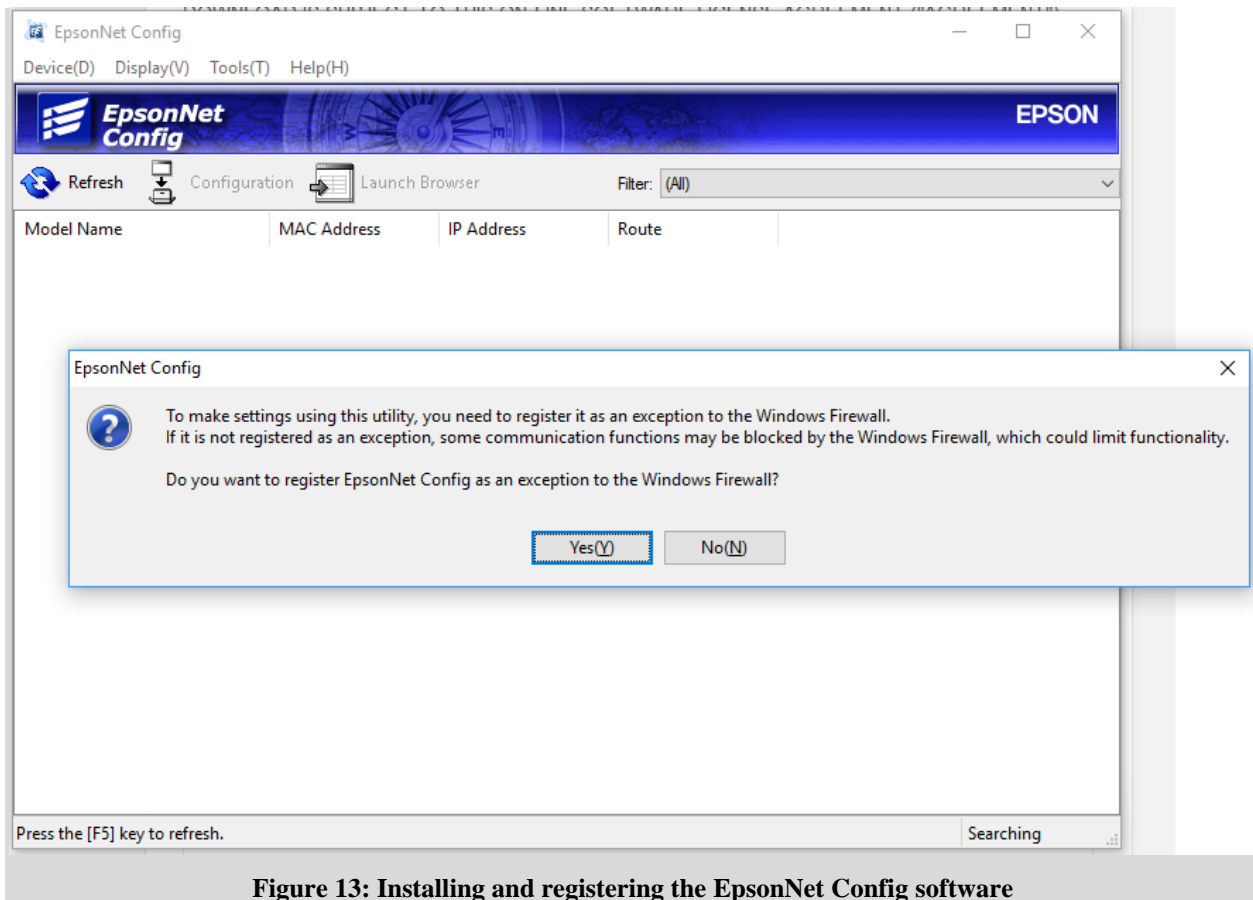


Figure 13: Installing and registering the EpsonNet Config software

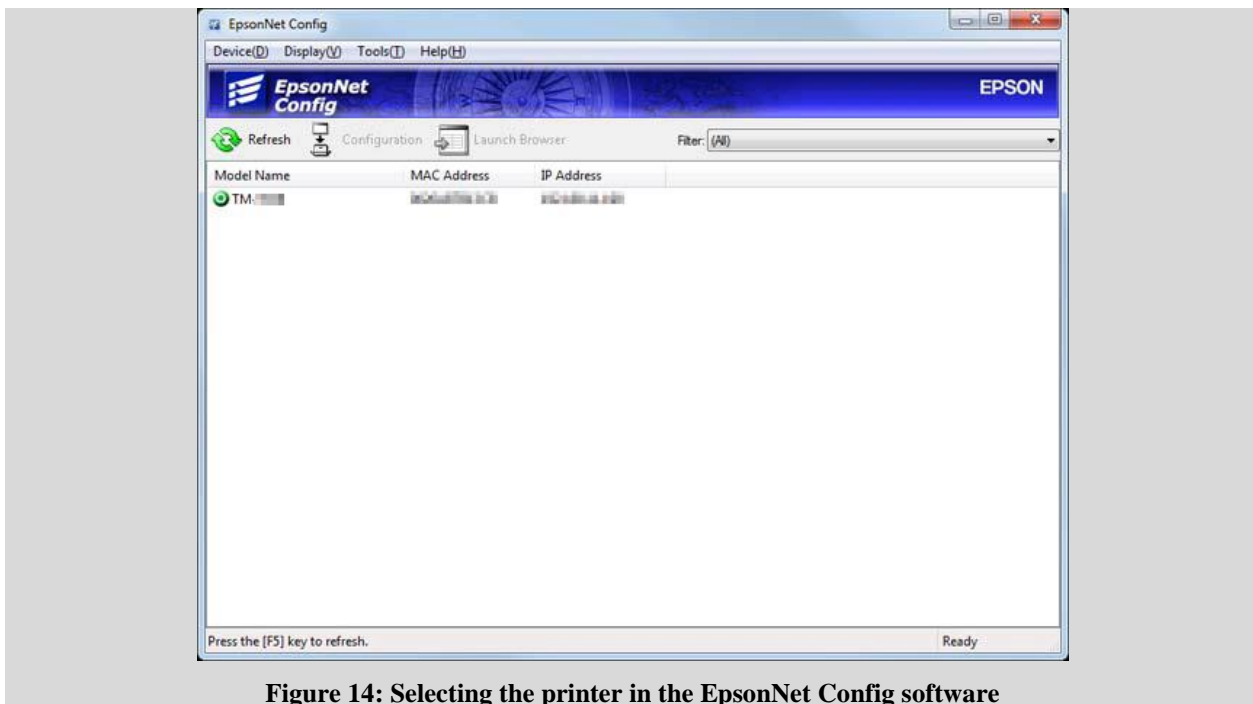


Figure 14: Selecting the printer in the EpsonNet Config software

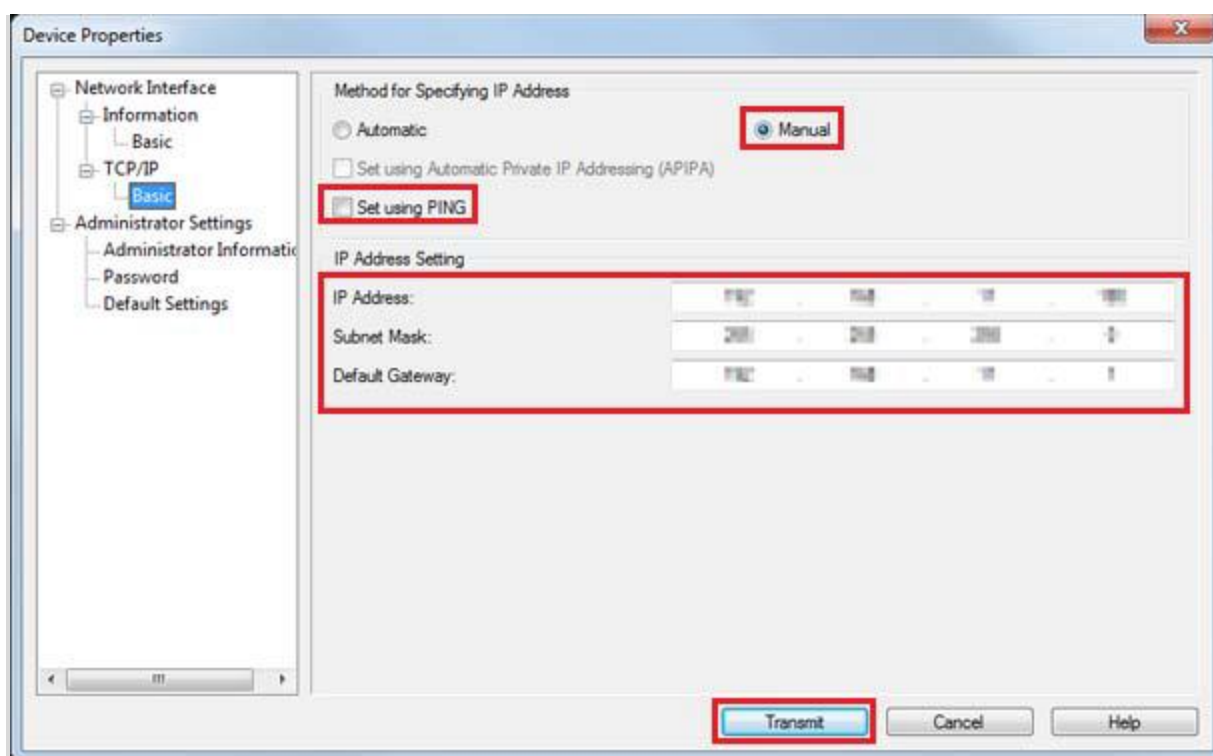


Figure 15: Basic settings of the printer's IP address

4. Lastly, click **Transmit**. The settings will be transmitted to the printer. In the final dialog box, click **OK**.

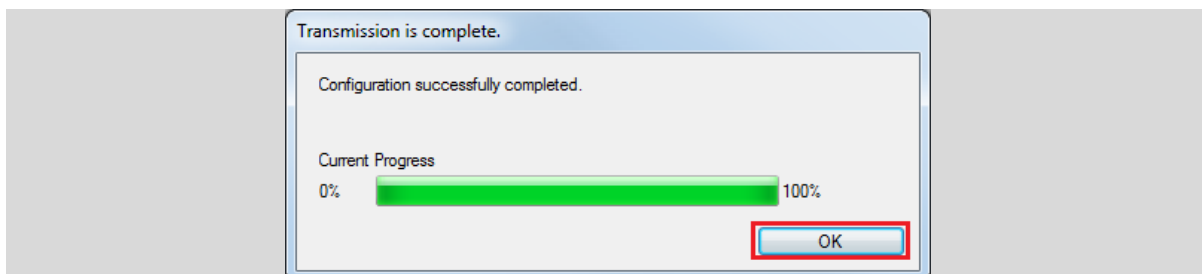


Figure 16: Dialog box for the communication with printer

5. Close the EpsonNet Config software.

5.3 Printer settings

Printer settings are managed with the TM-T20II Utility tool. Run **Start – All Programs – EPSON – TM-T20II Software – TM-T20II Utility**.

The TM-T20II Utility Ver 1.20 window will open.

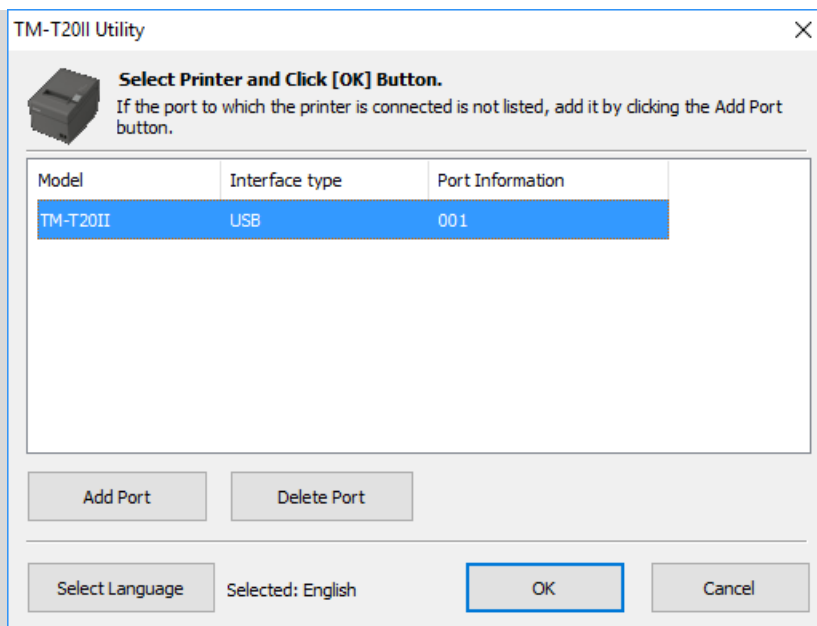


Figure 17: TM-T20II Utility window

Select the installed printer (indicated in blue) and confirm your selection by clicking the **OK** button. The **Current settings** window will open.

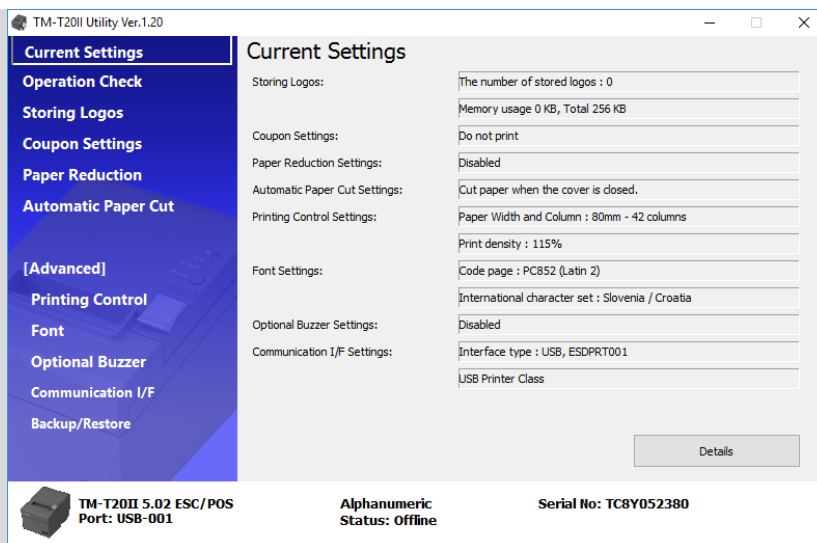


Figure 18: Current settings window

The following settings should be selected under **Font settings**:

- Code page: PC852 (Latin 2)
- International character set: Slovenia / Croatia

If the displayed settings are different, click the **Font** button. Set the required parameters in the window that will open.

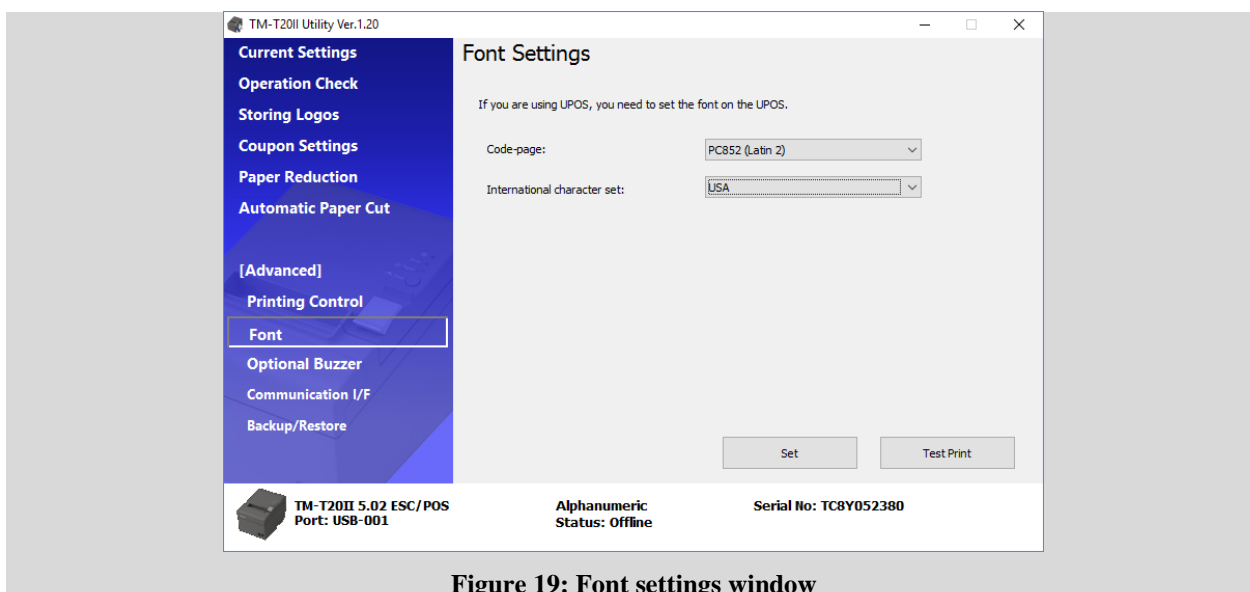


Figure 19: Font settings window

When you click the **Set** button, the settings will be transmitted to the printer. A dialog box will open and you will hear the printer click. After that you can close the application.

5.4 Lending form print settings

Pay special attention to printer settings when **printing a lending form with more than 50 items**. In such cases, the lending form is longer than one A4 page, which means that its length exceeds 297 mm. The default setting is **Roll Paper 80 x 297 mm**, which does not meet the abovementioned requirements.

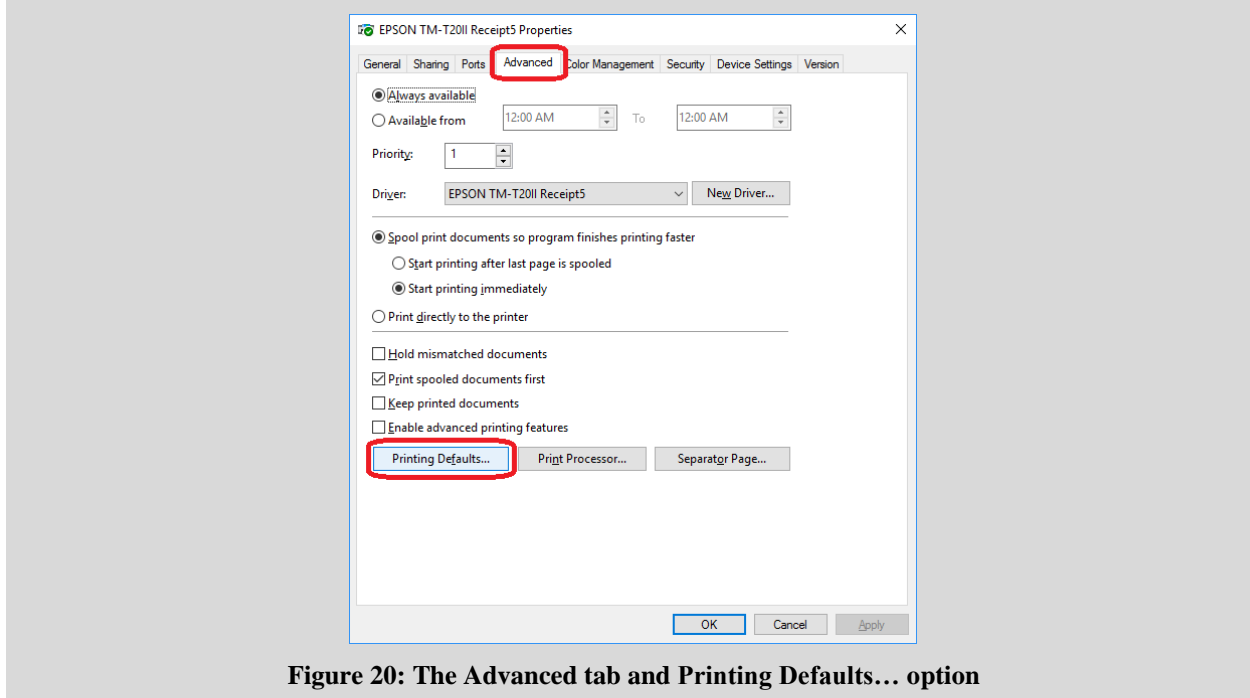


Figure 20: The Advanced tab and Printing Defaults... option

The required setting, which is suitable for printing all landing forms, is **Roll Paper 80 x 3276 mm**, which you set in the **printer's driver**. In the Printer Properties, select the Advanced tab and click the Printing Defaults... button. In the new EPSON TM-T20II Receipt5 Printing Defaults window, click the Advanced... button to proceed.

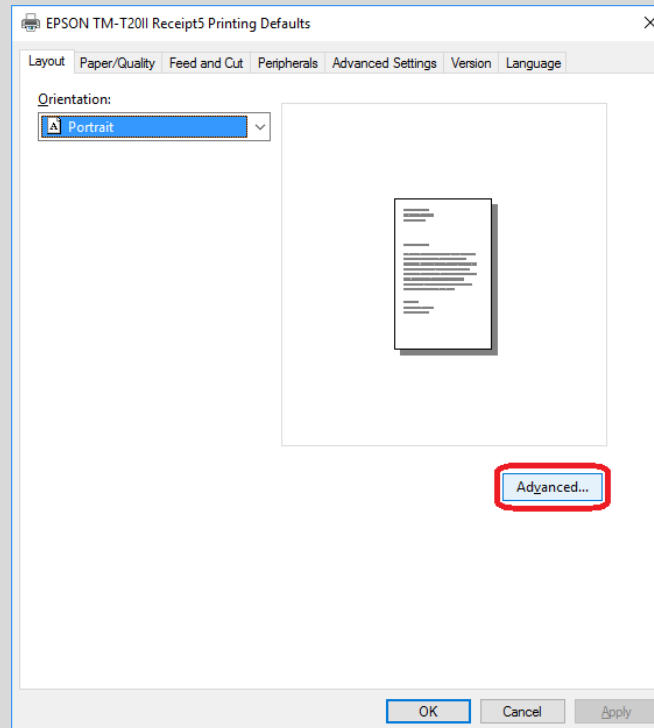


Figure 21: Advanced... settings

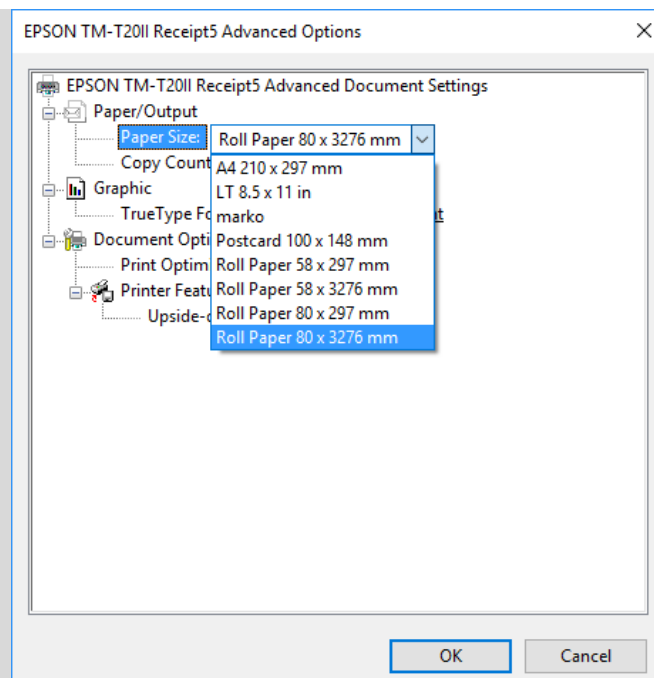


Figure 22: Select Roll Paper 80 x 3276 mm

In the EPSON TM-T20II Receipt5 Advanced Options window, select the Paper Size option in the Paper/Output drop-down menu and then select the value Roll Paper 80 x 3276. Confirm your selection by clicking the OK button and close the printer driver window.

6 Using the printer within the COBISS3 system

6.1 COBISS3

In the COBISS3 software in the logical destinations, select the printer you intend to use for printing lending forms. Select **System / Settings / Logical destinations**.

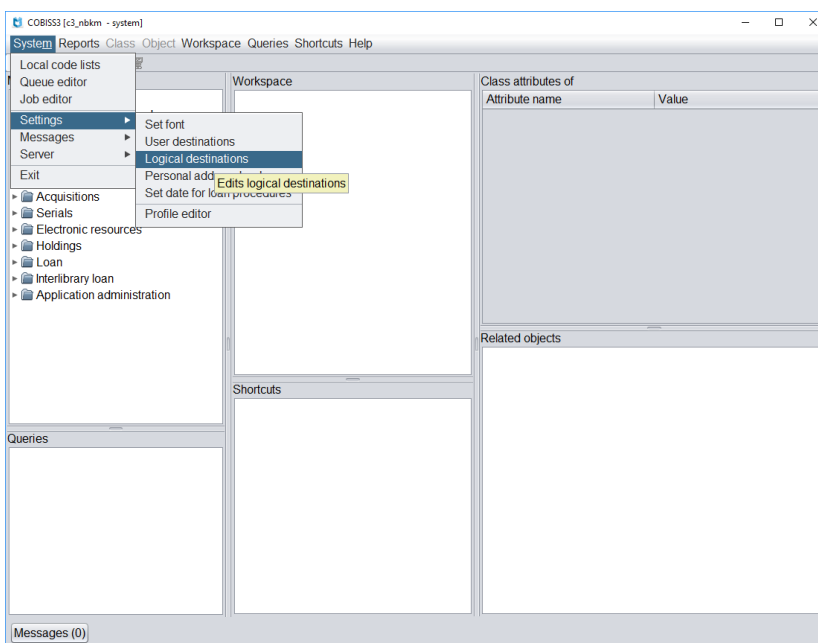


Figure 23: Editing Logical destinations

The **Logical destinations editor** window will open, where you select the option *Lending form – Loan: [default local printer]* and click the **Edit** button.

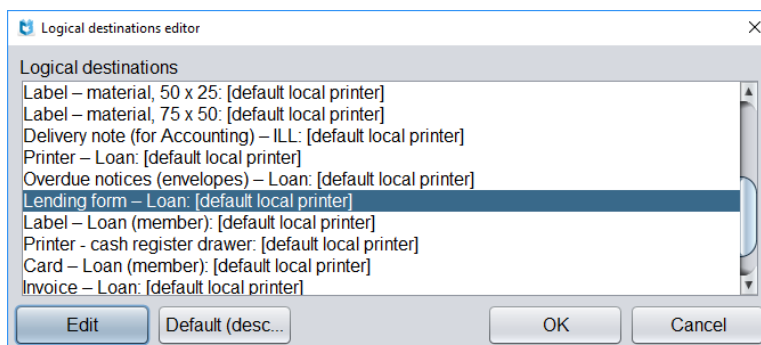


Figure 24: Lending form – Loan option

The **User destinations** window will open. Click the **Add printer** button. In the new window, select the **Epson TM-T20II** printer, which you intend to use for printing lending forms, from the drop-down list.

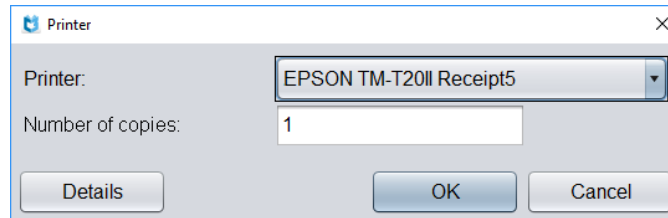


Figure 25: Select the EPSON TM-T20II printer

Once you select the printer, click the **Details** button to check if the detailed settings for this type of printer are correct. Lending forms are printed in the graphics printing mode.

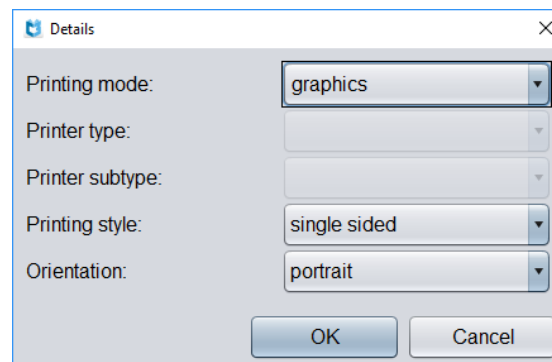


Figure 26: Setting the graphics printing mode

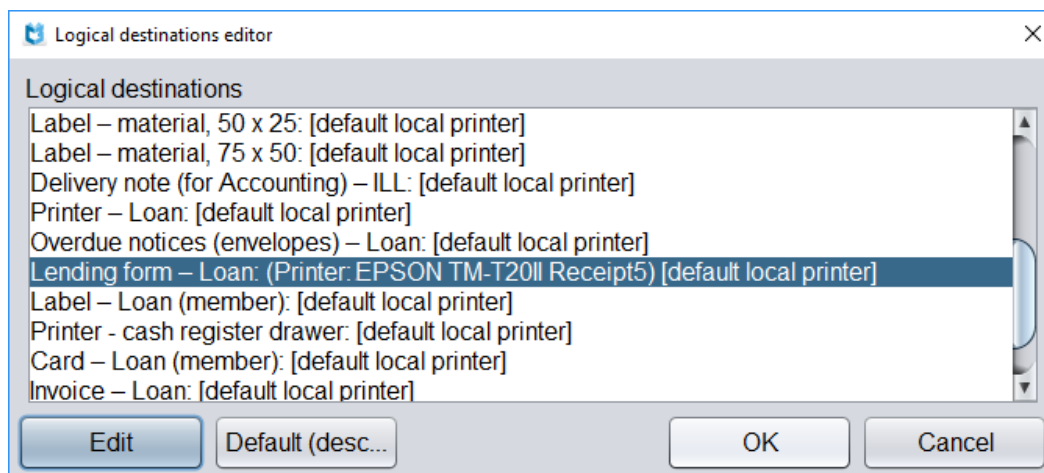
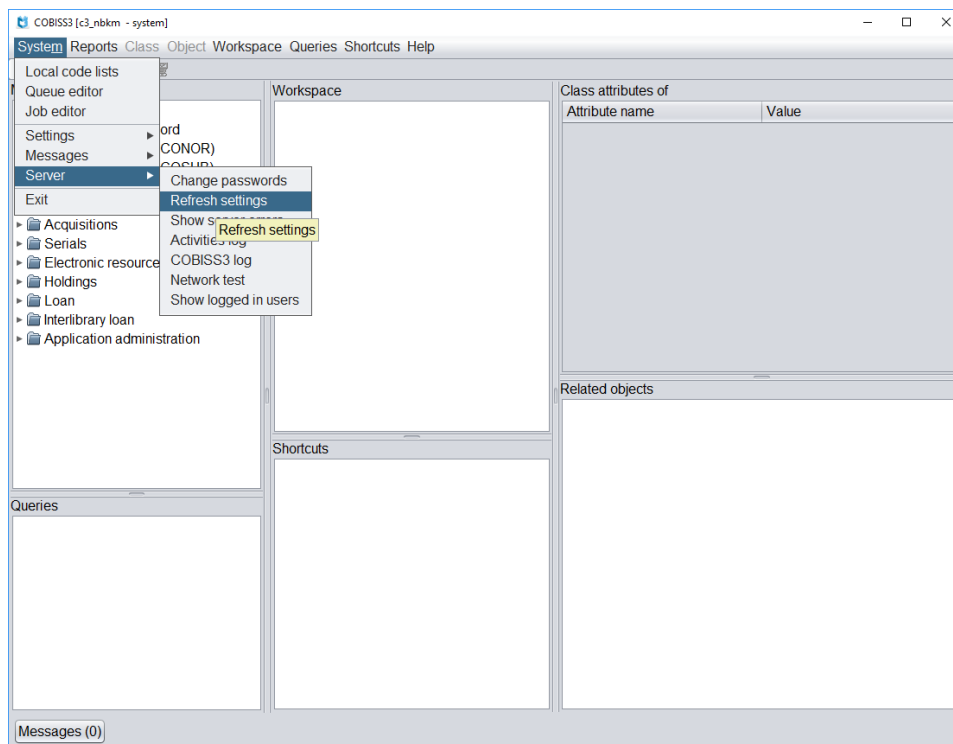


Figure 27: Confirmed printer selection

When you define the settings, confirm every selection by clicking the **OK** button. When you are finished, click **Refresh settings** in the **System** menu. If that option is not available, refresh the new settings by logging out and the re-logging into the COBISS3 software.

**Figure 28: Refresh the settings**