EPSON
EXCEED YOUR VISION

TM-C7500 Series / TM-C7500G Series

Technical Reference Guide

Product Overview

Describes features for the product.

Setup

Describes setup and installation of the product and peripherals.

Handling

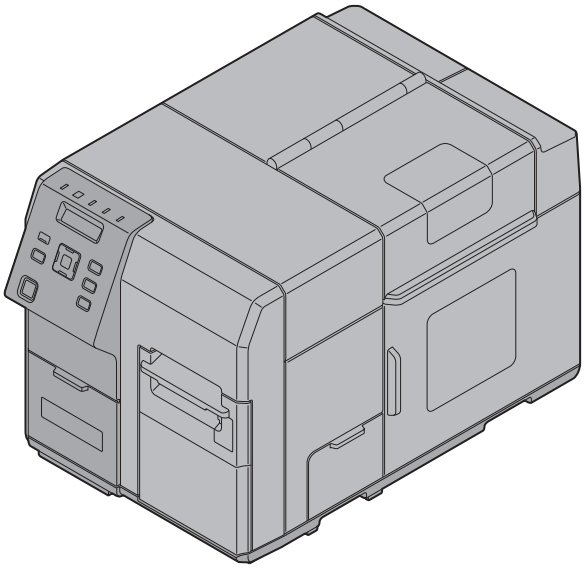
Describes how to handle the product.

Application Development Information

Describes how to control the printer and necessary information when you develop applications.

Appendix

Describes general specifications and character code tables.



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For Safety

This document explains the functions of and how to operate this product and the software, the setup from installation until printing, information regarding maintenance, and solutions to various kinds of trouble. Be sure to read this document thoroughly before use and to use this product properly.

You can easily setup this product using Install Navi.

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	**Handling the product improperly by ignoring this symbol can lead to death or serious injury.**
CAUTION	Handling the product improperly by ignoring this symbol can lead to injury and property damage.
	Indicates supplementary notes and other useful information.

Cautions on Installation

WARNING	• **Do not block the air vents of this product. Doing so can result in heat accumulated in the product causing a fire. ("Rear Side" on page 21)** • **Do not cover the product with a cloth or install it in a poorly-ventilated location. Make sure to allow installation space as specified in this manual. ("Location Appropriate for Installation" on page 38)**
CAUTION	• Do not install/store the product in an unstable location or in a location subject to vibration from other devices. Equipment may fall or collapse, causing breakage and possible injury. • Do not install the product in a location exposed to oily smoke or dust, or in a humid location. Doing so may cause electric shock or fire. • Use a natural posture when lifting this product. Lifting the product in an inappropriate posture may cause injury. • Do not carry this product alone. Two or more people are required while unpacking or moving the product. The weight of this product is approximately 37 kg {81.57 lb}. ("Installing the Printer" on page 37) • Hold the parts of the product specified in this manual when lifting up this product. Otherwise, the product may fall or your finger may be caught when you lower the product, resulting in injury. ("Installing the Printer" on page 37) • While installing the printer, make sure that no cords or foreign objects are tucked under the printer.

Cautions on Power Supply

WARNING

- **Do not allow dust or foreign materials to adhere to the power plug. Accumulated dust or foreign material may cause electric shock or fire.**
- **Insert the power plug securely into the socket. Failure to insert the plug securely may cause electric shock or fire.**
- **Use only the power cable supplied with this product. In addition, use the supplied power cable only for this product. Other use may cause electric shock or fire.**
- **Do not use a damaged power cable. Doing so may cause electric shock or fire.**
  Contact qualified service personnel if the power cable is damaged. Observe the following points so as not to damage the power cable:
  * Do not modify the power cable.
  * Do not place heavy objects on the power cable.
  * Do not forcibly bend, twist or pull the power cable.
  * Do not locate the power plug near a heating device.
- **Do not hold the power plug with a wet hand. Doing so may cause electric shock.**
- **Do not connect too many power cables to one outlet. Doing so may cause fire.**
- **Disconnect the power plug from the outlet on a periodical basis, and clean the areas around and between the blades. Leaving the power plug connected to the outlet for a long period of time may cause dust to accumulate on the blade root, resulting in a short-circuit or fire.**
- **Hold the plug and do not pull the cable when disconnecting the power plug from the outlet. Pulling the cable may damage the cable or deform the plug, causing electric shock or fire.**

CAUTION

To ensure safety, unplug this product before leaving it unused for an extended period.

Cautions on Handling

⚠ **WARNING**	• **Do not use this product in a location with volatile substances such as alcohol or paint thinner, or near fire. Doing so may cause electric shock or fire.** • **Shut down the product immediately if it produces smoke, a strange odor, or unusual noise. Continued use may cause electric shock or fire. Immediately unplug the product when a fault or other problem occurs, and contact qualified service personnel.** • **Shut down the product immediately if water or other liquid spills into this product. Continued use may cause electric shock or fire. Immediately unplug the product and contact qualified service personnel.** • **Never disassemble or repair this product. Tampering with this product may result in injury or fire.** • **Do not use this product in an environment where inflammable gas or explosive gas may exist. Do not use aerosol sprayers containing flammable gas inside or around this product. Doing so may cause fire.** • **Do not connect cables in ways other than those mentioned in this manual. Doing so may cause fire. It may also damage other devices.** • **Do not touch the areas inside the product other than those mentioned in this manual. Doing so may cause electric shock or burns.** • **Do not insert metal or flammable materials, or allow them to fall into the product. Doing so may cause electric shock or fire.** • **Use a power cable that has acquired a safety standard certification and has a power supply system (PE) terminal. Make sure you earth the terminal; otherwise it may cause electric shock.**
⚠ **CAUTION**	• Do not allow anyone to stand or place heavy objects on top of this product. Equipment may fall or collapse, causing breakage and possible injury. • Install the cables and optional products in the proper direction according to the proper procedures. Failure to install correctly may cause fire or injury. Follow the instructions in this manual to install them properly. • Before moving the product, shut down and unplug the product, and make sure that all the cables are disconnected. Failure to do so may damage a cable, causing electric shock or fire. • Do not store or transport the product in a tilted, standing or upside-down position. Doing so may cause the ink to leak. • Using in the presence of silicon gas (silicon adhesive, silicon oil, silicon powder, etc.) including siloxane and of malignant gas (nitric acid, hydrosulfuric, ammonia, chlorine, etc.) may cause contact failure at contact points in a mechanical switch and a DC motor etc. in a short time because of adhesion or oxidization of the insulation film. • If the printer is out of use for a prolonged period, it could develop problems due to dust building up on the external supply paper or entering through it, etc. Therefore, protect the printer with a cover or similar, or remove the paper and store it in a dust-free place. • Do not allow a solvent that is based on benzene, thinner, toluene, or ketones to adhere to the printer surface as they may deteriorate or damage plastic.

Cautions on the Ink Cartridge / Maintenance box

CAUTION

- Do not touch IC chips on the ink cartridges or Maintenance box. Doing so may cause operating/printing malfunction.
- This product uses ink cartridges equipped with an IC chip that monitors the amount of ink used by each cartridge. Cartridges are usable even if they are removed and reinstalled. However, if an ink cartridge in which little amount of ink remains is removed and reinstalled, it may not be usable. Some ink is consumed each time cartridges are installed because the product automatically checks their reliability.
- Install all ink cartridges. Printing is not possible even if only one ink cartridge is missing.
- Since ink cartridges are designed to stop the operation before ink runs out completely to maintain the quality of the print head, some ink remains in the used ink cartridge.
- All the ink colors are consumed also for the maintenance operations when an ink cartridge is replaced and for print head cleaning.
- Flashing ⏻ (Power) LED indicates that head cleaning, ink charging, or printing is in progress. Do not open or close the Roll paper cover, Ink cartridge cover, or Maintenance box cover, or turn off the power.
- Do not turn off the product or open the ink cartridge cover while charging ink (⏻ (Power) LED is flashing). Opening the cover may cause the ink to be recharged, resulting in more ink being consumed. Also, it may cause printing malfunction.
- Even for monochrome printing (printing of monochrome image), all the ink colors are used in an operation designed to maintain the printing and print head quality.
- Do not disassemble the ink cartridges or Maintenance box, or supply or replace ink. If you disassemble them, ink may get into your eyes or adhere to your skin. It may also prevent you from printing correctly. Ink may leak and damage the printer.
- Do not remodel the ink cartridge. Doing so may cause printing malfunction.
- Use of an old ink cartridge may result in reduced print quality. Use it up within six months after opening the package. The usage period for ink cartridges is printed on the packaging of individual ink cartridges.
- Do not reuse a maintenance box which has removed and detached a long period.
- Store the ink cartridges or Maintenance box out of the reach of children. Do not drink ink.
- If ink contacts your skin, eyes, or mouth, take the following actions.
  * When it gets onto your skin, immediately wash the area with soap and water.
  * When ink gets into your eyes, immediately flush them with water. Leaving the ink as is may result in bloodshot eyes or mild inflammation. If something is wrong, immediately consult with a doctor.
  * When ink gets into your mouth, immediately spit it and consult with a doctor.
- Be careful when handling the ink cartridges or Maintenance box as if ink leaks and adheres to clothes, it may not come off even after washing it.
- There may be some ink around the ink supply port on the removed ink cartridge. Take care so that it does not stain the desk or other surface.
- Do not remove the ink cartridge or maintenance box, except when you replace it.
- Do not open the ink cartridge package until you are ready to install it in the product.
- Do not shake the ink cartridges or Maintenance box strongly. If you shake or swing them strongly, or push the sides strongly, ink may leak from the cartridges or Maintenance box.
- Do not push the supply port of the ink cartridges or Maintenance box as ink may leak.

CAUTION

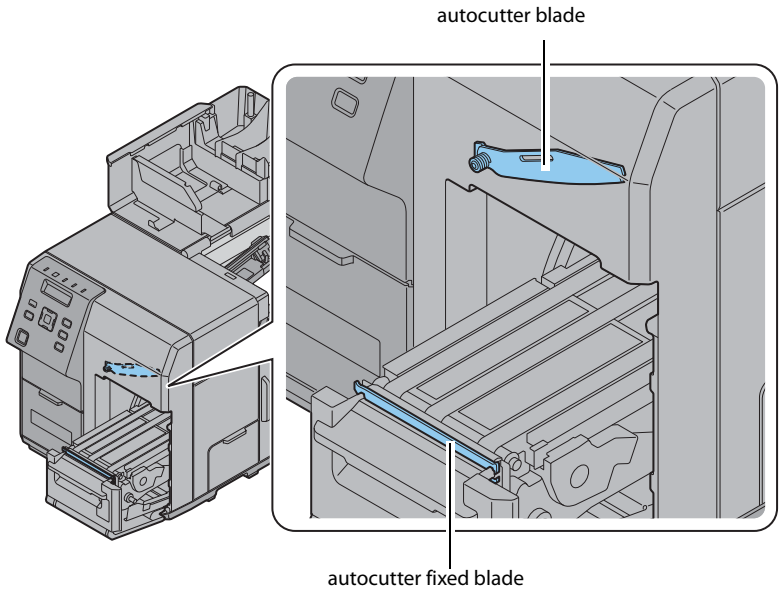
- Do not allow foreign objects to fall into the cartridge installation section. Doing so may cause printing malfunction. Remove any object that might have fallen into the installation section, taking care not to damage the section.
- Inside the ink cartridge holder that is in the printer where ink cartridges are stored has a needle for supplying ink to the printer. Do not insert your fingers and so on as it may stain.
- When ink is charged for the first time (right after purchase), ink is consumed for filling the print head nozzle (ink discharge holes) to get ready for printing. That is why the number of the printable sheets may be fewer than for the cartridges to be installed later.
- When using the printer for the first time, the replacement interval for the maintenance box is shorter than usual as ink charging consumes the ink.
- If you turn the power off the product using the power button, the print head is automatically capped, which prevents the ink from drying. After installing the ink cartridges, be sure to turn the power off using the power button when you are not using the product. Do not pull out the power plug or trip the breaker while the power is on.
- Printing on water-repellent paper such as art paper, which is slow-drying, may cause print stains. Also, printing on glossy paper may cause finger prints on the paper or ink may adhere to your fingers when you touch it. Select paper not to case print stains before use.
- If you transport the printer without ink cartridges installed, ink may leak. Make sure the Ink cartridges are installed when transporting the printer.
- If you use a non-genuine Maintenance box that does not support this printer, it may affect the printer or deteriorate the print quality and cause a non-returnable error, preventing the printer's optimum performance. We recommend using a genuine Maintenance box.
- Do not allow a solvent that is based on benzene, thinner, toluene, or ketones to adhere to the ink cartridges or Maintenance box as it may deteriorate or damage plastic.
- When disposing of the ink cartridges or Maintenance box, follow the laws, legislations, and regulations of your country or community.

Caution Label

The caution label on the product indicates the following precaution.

CAUTION

Take care not to injure your fingers on the fixed blade of the autocutter.



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.

About this Manual

Aim of the Manual

This manual was created to provide information on development, design, and installation of systems and development and design of printer applications for developers.

Manual Content

The manual is made up of the following sections:

Chapter 1	Product Overview
Chapter 2	Setup
Chapter 3	Handling
Chapter 4	Application Development Information
Appendix	Product Specifications

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Product Overview

This chapter describes features of the product.

Features

TM-C7500/TM-C7500G is a 4-color inkjet label printer that offers high processing speed, operability and reliability required for on-demand label printing.

Printing

High speed printing

- Actualizes 300 mm/s high speed printing. (600 x 1200 dpi line inkjet printing)
- A large capacity ink tank was adopted to reduce time lost from ink replacement.
- Able to rewind roll paper after printing with the optional rewinder (Model No.: TU-RC7508).

- Printing speed varies depending on the data transfer speed.
- Printing speed varies depending on such operations as a print head maintenance and autocutting operations, start/end processing for printing jobs, and periodic flushing.

Color Printing

- 4-color ink printing (Black, Cyan, Magenta, Yellow)
- Resolution 600 x 1200 dpi
  dpi: dots per 25.4 mm (dots per inch)

Supporting diverse media types

- Supports 8-inch diameter roll paper and fanfold paper
- Supports full-page labels with black mark and die-cut labels
- Supports the gap between labels and blackmark position detection
- TM-C7500 Series: Supports plain labels, matte labels and synthetic labels
- TM-C7500G Series: Supports the plain labels, matte labels, synthetic labels, and the glossy labels

TM-C7500G Series is designed for the glossy label printing. If using paper other than the glossy label, printing can be done although the printing color is light.

Operability

- The functions of this product can be set with the operation panel and LCD display. Direct network setup (IP address, etc.) is possible without connecting to a computer.
- The status or error contents of this product are displayed on LCD. The status of this product can be checked quickly with a beep sound or flashing of various LED.

Reliability

- Uses pigment ink with superior resistance to light and water.
- High reliability system equipped with the Nozzle Verification Technology makes printing with dropout nozzles unlikely to occur.
  See "Nozzle Verification Technology" on page 22

Easy setup

- Using the CD-Rom that comes with the product, you can easily setup a printer driver, install software, or perform media settings and settings of this product.

How to Print

- A Windows printer driver that can be used with Windows applications is available.
- For the label printing applications listed below, we provide dedicated drivers for the TM-C7500/TM-C7500G series. By installing these drivers, you can easily use all of the functions of the TM-C7500/TM-C7500G in these label printing applications.
  - BarTender
  - NiceLabel
  - CODESOFT
  - Loftware Spectrum®
  - Loftware Print Server®
- The printer driver has a built-in barcode font and can print high quality barcodes with superior readability. Can be used from a .NET environment application.
- Epson Inkjet Label Printer SDK (a Windows printer driver is used) that supports the customer's printing application development is available.
- The product can be directly controlled with commands (ESC/Label) from customer's application.

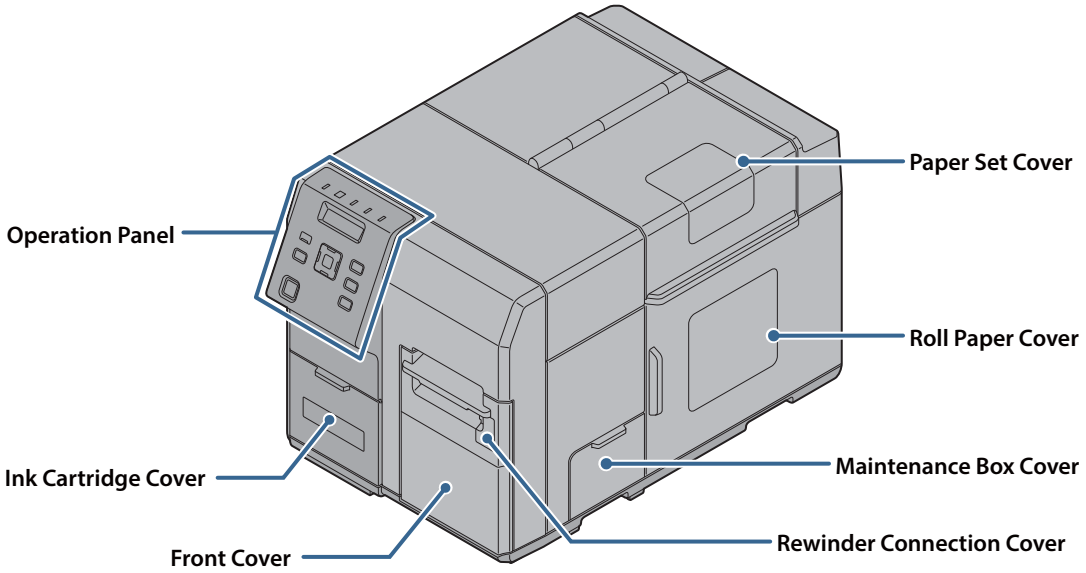
Other Features

- You can save settings such as the media type, the media size, the media source, media detection and the preset image in [Favorite setting] and register it to the device to easily apply them by selecting them on the operation panel.
  These settings can be applied when using applications developed by users or applications that support the ZPL II command.
- USB interface and Ethernet interface are standard. Can be used as a local printer of a computer or network printer.
- Includes an autocutter. Paper can be cut by a command from applications or panel switch operations.
- Includes a beeper. Notifications are available for no media or low ink, error, end of printing, etc.
- If printing is cancelled due to a no paper error, the incomplete label is cut by the auto-cutter during printing to prevent the paper of the incomplete label from accidentally being used. For detail, refer to "Cutting the Incomplete Label" on page 86.
- In case of a USB printer, because new print cues are generated when the damaged printer is replaced with other printer, the settings of an application or printer driver become necessary.
  This product provides the function (USB Printer Class Device Replacement Service) to replace a printer without changing the settings of a computer or printer driver.

* This function can be set with product's firmware Ver.WAI32000 or later.

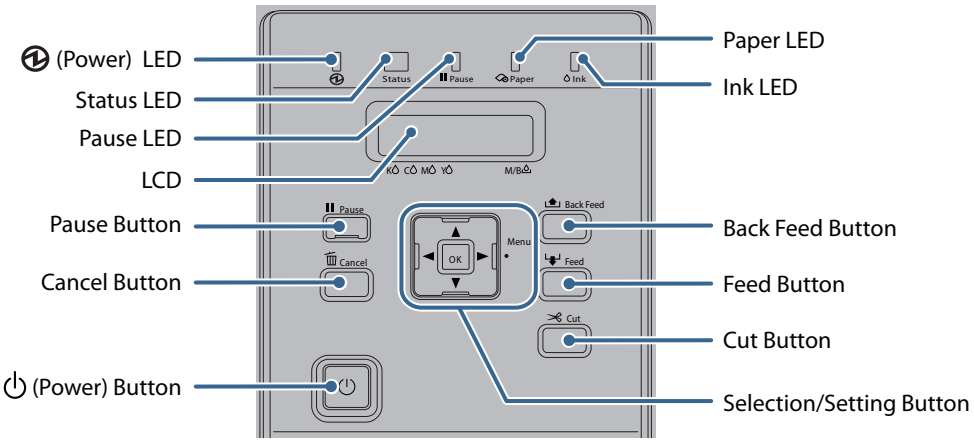
Part Names and Functions

Front Side



Name	Description
Operation Panel	Perform various settings of this product. For detail, see "Operation Panel" on page 19 .
Ink Cartridge Cover	Open this cover to install/replace the ink cartridge.
Front Cover	Open this cover to remove jammed paper.
Rewinder Connection Cover	Open this cover to install the rewinder (option).
Maintenance Box Cover	Open this cover to install/replace the maintenance box.
Roll Paper Cover	Open this cover to set roll paper.
Paper Set Cover	Open this cover to set roll paper or fanfold paper.

Operation Panel

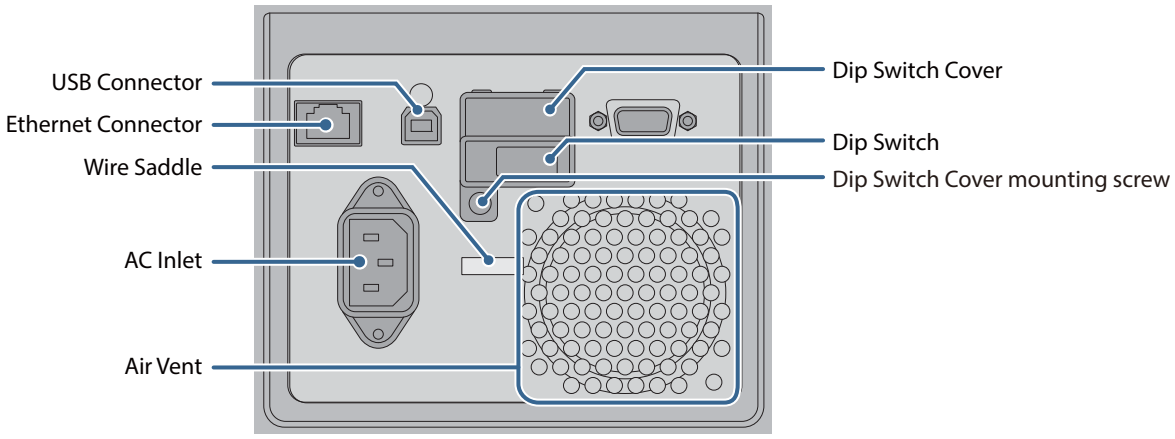


Name	Description
(Power) LED	Lights when the printer is powered on. Flashes during printing or ink charging.
Pause LED	Lights/Flashes while the printer is paused.
Status LED	Lights/Flashes in blue when the printer is operating properly. Lights/Flashes in amber when the printer has an error.
Paper LED	Lights when the printer has no paper or jammed paper, or when the Paper Set Cover, the Roll Paper Cover, or the Front Cover is open.
Ink LED	Flashes in the following conditions: • Ink is low. • The maintenance box is nearly full. Lights in the following conditions: • The ink cartridge cover/maintenance box cover is open. • No ink cartridge/maintenance box is set. • It is time to replace the ink cartridge/maintenance box.
LCD	Displays the menus and messages. See "Ink Cartridge and Maintenance Box Status" on page 30
Pause Button	Press this button during printing to pause printing after one page of data is printed. Press this button while the printer is paused (while the Pause LED is on) to resume printer operation and have the printer return to the print standby status.
Cancel Button	Press this button for less than two seconds while the printer is paused (while the Pause LED is on) to cancel the first print job. Press this button for two seconds or more to cancel all the print jobs. However, any data that is transmitted shortly after job cancelation may fail to be canceled, and may be printed unintentionally. The printer returns to the print standby status if the button is pressed while a menu is being executed.

Name	Description
(Power) Button	Turns on/off the printer. When the Dip switch 1 is ON, this product can be reset. See "Setting the Dip Switches" on page 159
Selection/Setting Button	Use this button to select/set the menus and items displayed on the LCD. ▶ (Menu) Button: Displays the menu screen. ◀ Button: Displays the previous menu. ▲/▼ Button: Use this button to select menus and items. OK Button: Executes the selected menu and item.
Cut Button	Cuts the paper.
Feed Button	Press this button for less than three seconds to feed one page of paper. Press this button for three seconds or more to feed the paper continuously.
Back Feed Button	Press this button only when replacing paper. After cutting the printed paper using the Cut button, hold down the Back Feed button to feed the paper backward so that you can pull out the paper. However, to prevent paper jams, after you perform a back feed once, you cannot execute a back feed until the paper is set again.

- When handling roll paper like setting it to the rewinder, do so after pausing printer operations temporarily by pushing the Pause button.
- When separating perforations of fanfold paper, do so after pausing printer operations temporarily by pushing the Pause button or cutting the fanfold paper with the Cut button.

Rear Side



Name	Description
USB Connector	For connecting a USB cable.
Ethernet Connector	For connecting a LAN cable.
Wire Saddle	Pass the USB cable through this saddle to prevent disconnection of the USB cable.
AC Inlet	For connecting a power cable.
Air Vent	Exhausts heat generated in the product to prevent an internal temperature rise. Allow a clearance of 10 cm {3.94"} or more from the air vent to ensure ventilation when installing the product.
Dip Switch Cover mounting screw	Remove the screw to open the Dip Switch Cover.
Dip Switch	Used when changing the function of the Power button.
Dip Switch Cover	When operating the Dip Switch, remove the Dip Switch Cover Mounting Screw and open the cover.

When setting the Power button operation to "Power switch disabled (Reset operation)", make sure the printer is not operating when turning the power OFF.

Nozzle Verification Technology

This product has an “Nozzle Verification Technology” that detects missing dots. You can select the “Nozzle Verification Technology Enable / Disable”, “Nozzle check interval” and/or “Threshold of clogged nozzles”, depending on level of requirement for missing dots.

And when unrecoverable clogging occurs, this printer is able to carry out supplemental printing using a nearby nozzle.

If you set “Enable” for the nozzle clog auto supplement system, it will be possible to remedy a marked fall in print quality and barcode quality due to an irrecoverably clogged nozzle.

Setting the Nozzle Verification Technology

If you set “Enable” for the Nozzle Verification Technology, in the cases described below or every time the number of printed copies in “Setting Nozzle check interval” has been reached, an auto nozzle check will be performed.

- Starting a printing job or per printed sheets specified in the interval of Nozzle check interval
- Power is turned ON
- The maintenance box cover is closed
- The roll paper cover or paper set cover is closed after a paper jam.

If the number of nozzle dropouts that is detected exceeds the “Threshold of clogged nozzles” that you have set, auto head cleaning will be executed to eliminate dot dropout.

Perform a nozzle check even after auto cleaning, and if the number of dropouts does not fall below the set “Threshold of clogged nozzles“, perform auto cleaning again.

CAUTION	This Nozzle Verification Technology cannot detect 100% of dot missing cases. It cannot detect 100% of missing dots and ink droplet curvature.
	• Print head maintenance is executed for all heads simultaneously. It is not executed only for the heads and ink in which nozzle clogging was detected. • The Nozzle Verification Technology uses a small amount of ink. • After detecting a missing dot, cleaning is performed automatically and ink is also used in the cleaning.

Setting the Nozzle Verification Technology Enable / Disable

Enable / Disable of Nozzle Verification Technology is set.

The factory setting is “Enable”.

Settings

It can be set from the setting menu of the product and PrinterSetting.

See "Setting panel switch" on page 80 or "PrinterSetting" on page 87

Setting Nozzle check interval

Every time the number of printed copies has been reached, the printing operation will be stopped temporarily and the device will perform an auto nozzle check.

Settings

It can be set from the setting menu of the product and PrinterSetting.

Able to set in the unit of pages from 1 to 500

See "Setting panel switch" on page 80 or "PrinterSetting" on page 87

Setting Threshold of clogged nozzles

Set the allowable number of nozzle dropouts when executing a Nozzle Verification Technology. When the number of nozzle dropouts exceeds the value, a head cleaning is executed.

If the number of clogged nozzles does not reach this value, the dot substitution function is activated instead of performing head cleaning.

Settings

It can be set from the setting menu of the product and PrinterSetting.

Can be set between 0 to 10 nozzles

See "Setting panel switch" on page 80 or "PrinterSetting" on page 87

- The allowable number of nozzle dropouts is the total for the nozzles for all four colors (CMYK).
- The value initially set for the allowable number of nozzle dropouts is "6".

Dot substitution

The dot substitution is a function that performs complementary printing using the nearby nozzles when nozzles are clogged.

The maximum number of clogged nozzles that can be automatically supplemented is 16. However, supplementation cannot be performed adequately in the case of clogging of an adjacent nozzle.

Note that in the case of more than 16 clogged nozzles, supplementation for 16 nozzles will be implemented. After that, printing can continue.

This function does not become enabled even when setting the dot substitution to enable if the Nozzle Verification Technology is disabled.

- This function does not completely remedy falls in print quality, barcode quality and so forth.
- This system carries out supplementation according to nozzle dropout information known at the start of printing, and therefore is not able to supplement nozzle dropout that occurs during printing.

Settings

It can be set from the setting menu of this product and PrinterSetting.

The factory setting is “On”.

See "Setting panel switch" on page 80 or "PrinterSetting" on page 87

Periodic auto cleaning

A periodic auto cleaning can be executed to maintain the printer heads in good condition.

A periodic auto cleaning takes 2 to 30 minutes. No printing can be performed during the cleaning.

You can set the time for implementation of periodic auto cleaning.

If periodic auto cleaning implementation time setting is disabled, periodic auto cleaning will be implemented at a time that the printer judges necessary, for example when a fixed time has elapsed since the previous periodic auto cleaning.

- If the power is off at the time you set, the periodic auto cleaning will be implemented the next time the power is turned on.
- Periodic auto cleaning may sometimes be implemented when the power is turned on after having been off for an extended period.

Status/Error Indications

The printer status is indicated by a combination of LED lighting/flashing and LCD indication.

When an error occurs, you can find out the cause and the remedy from the LED & LCD indication for the error.

- The color of marks in the Table represents the LED color of the product.
- The marks in the Table indicate the following status respectively.
  - ● : Lit up
  - ✓ : Off
  - ▼ : Flashing (Normal)
  - ▲ : Flashing (Fast)
  - - : No change

LED					LCD	Printer Status	Description
(Power) LED	Status LED	Pause LED	Paper LED	Ink LED			
▼	●	✓	✓	✓	■■■■■■■■■■■■■■■■ ■■■■■■■■■■■■■■■■	For 2 seconds after the power is turned ON	-
▼	●	✓	✓	✓	EPSON TM-C****	For 2 to 4 seconds after the power is turned ON	The model name is displayed on LCD.
▼	●	-	-	-	INITIALIZING * * * * *	4 seconds after the power is turned ON and until the printer switches to the idling status	The LCD displays the remaining level of ink and the available amount of space in the maintenance box.
▲	●	-	-	-	POWER OFF * * * * *	Performing the powering off process	During this time, do not forcibly turn the power OFF, such as by pulling out the AC power Doing so can cause ink nozzle dropouts.
●	●	-	-	-	READY * * * * *	Idling	The state in which printing is possible. During the time, the following operations can be done. • Turn off the product • Transition to pause status • Transition to setting mode • Feed, Back feed, or Auto cut the paper
●	●	-	-	-	POWER SAVING * * * * *	Idling (with power saving)	If the product does not operate for 30 minutes or more while the power is ON, it moves to the power saving mode.
▼	●	-	-	-	PRINTING * * * * *	Printing	A beep sounds when printing is done.
▼	●	-	-	-	WORKING * * * * *	After printing is done, the printer moves to idling	

LED					LCD	Printer Status	Description
(Power) LED	Status LED	Pause LED	Paper LED	Ink LED			
●	-	●	-	-	PAUSE * * * * *	Pause	When the Pause button is pushed during printing, the printer becomes this status. It is possible to go to the setting mode from this state.
●	✓	-	-	-	MENU * * * * *	Menu	When the Menu button is pushed, the printer becomes this status.
●	-	●	-	-	CANCELING JOB * * * * *	Canceling the jobs	When the Cancel button is pushed during printing, print jobs are canceled, printing is interrupted and print data inside the printer are deleted.
●	●	-	-	-	PRINTING-NOZZLE CHECK DISABLED * * * * *	Nozzle Verification Technology is disable (*1)	When dot dropouts cannot be detected due to low environmental temperature, the LCD display shows a message. Printing continues.
●	●	-	-	-	NOZZLE CLOGGED * * * * *	Unrecoverable nozzle dropouts happen (*1)	This display is shown when unrecoverable nozzle dropouts happen. Printing continues.
●	●	●	-	-	NOZZLE CLOGGED CHECK THE PRINT PRESS PAUSE TO CONTINUE	Nozzle clogged (*1)	Printing is paused temporarily, since nozzle dropouts happened during printing. Printing restarts when the Pause button is pushed. When canceling printing, push and hold the CANCEL button for two seconds or more before pushing the Pause button. ▼ button and ▲ button switch the LCD display.
●	▼	●	-	-	ROLL COVER OPEN * * * * *	Roll paper cover open (*1)	The Roll paper cover is open.
●	▼	●	-	-	FRONT COVER OPEN * * * * *	Front cover open (*1)	The Front cover is open.
●	▼	●	-	-	PAPER COVER OPEN * * * * *	Paper cover open (*1)	The Paper set cover is open.
●	▼	●	-	●	MAINTENANCE BOX COVER OPEN * * * * *	Maintenance box cover open error (*1)	The Maintenance box cover is open.
●	▼	●	-	●	INK CARTRIDGE COVER OPEN * * * * *	Ink cartridge cover open error (*1)	The Ink cartridge cover is open.
●	▼	●	●	-	MEDIA DETECTION ERROR * * * * *	Media detection error (*1)	The printer media detector's setting and the media in the printer are different. ▶ button can be used to move to the setting mode and set the media detector.

LED					LCD	Printer Status	Description
(Power) LED	Status LED	Pause LED	Paper LED	Ink LED			
●	▼	●	●	-	MEDIA DETECTION ERROR * * * * *	Media detection error (*1)	The media type settings of the printer and the media in the printer are different. ▶ button can be used to move to the setting mode and set the media type.
●	-	-	●	-	NO PAPER * * * * *	No paper (*1)	No paper is available.
●	▼	●	●	-	MEDIA SIZE ERROR * * * * # # *	Media size error (*1)	The media size settings of the printer and the size of the media in the printer are different.
●	▼	●	●	-	NO PAPER ERROR * * * * *	No paper error (*1)	No paper is available.
●	▼	●	●	-	PAPER JAM ERROR * * * * # # *	Paper jam error (*1)	The paper is jammed.
●	▼	●	●	-	PAPER REMOVAL ERROR * * * * *	Paper removal error (*1)	Printing ended when the last edge is removed from the core during printing. Jobs still printing end and then the paper removal error occurs.
●	-	-	-	-	CUT UNAVAILABLE * * * * *	In cutter unavailable state (*1)	Autocutting is being performed 2 or more times with the paper in the same position.
●	▼	●	-	●	NO INK CARTRIDGE * * * * *	No ink cartridge (*1)	An ink cartridge is not loaded.
▼	●	-	-	-	INK CHARGING * * * * *	Ink charging	Performing ink charging (initial charge). Caution: Do not turn this product's power OFF until it is finished.
▼	●	-	-	-	HEAD MAINTENANCE * * * * *	Executing ink sequence	Printer head maintenance is being executed. Caution: Do not turn this product's power OFF until it is finished.
●	-	-	-	▼	INK LOW (*2) * * * * *	Ink is running low (*1)	The level of ink indicated in the LCD display is low and ink cartridges need to be changed soon. Printing is possible.
●	▼	●	-	●	REPLACE INK (*3) * * * * *	Ink cartridge is expended (*1)	The ink cartridges indicated in the LCD display need to be changed. Check the target ink on the LCD screen.
●	▼	●	-	●	INK CARTRIDGE READ ERROR * * * * *	Ink cartridge reading error (*1)	The ink cartridge information could not be read.

LED					LCD	Printer Status	Description
(Power) LED	Status LED	Pause LED	Paper LED	Ink LED			
●	-	-	-	●	NON-GENUINE CARTRIDGE MAY NOT PERFORM AT OPTIMUM LEVEL CONTINUE? YES CONTINUE? NO PLEASE USE GENUINE EPSON INK CARTRIDGE * * * * *	Non-genuine cartridge (*1)	Non-genuine ink cartridge is used.
●	▼	●	-	●	NO MAINTENANCE BOX * * * * *	Maintenance box not loaded (*1)	The maintenance box is not loaded
●	▼	●	-	●	MAINTENANCE BOX ERROR * * * * *	Maintenance box reading error (*1)	The maintenance box error occurred.
●	-	-	-	▼	MAINTENANCE BOX NEAR FULL * * * * *	Maintenance box near full (*1)	The maintenance box has almost no free space left.
●	▼	●	-	●	REPLACE MAINTE-NANCE BOX * * * * *	Maintenance box full (*1)	The maintenance box has no free space left.
●	●	●	-	-	MEMORY FULL WRITE FAILURE PRESS PAUSE TO CONTINUE	Memory over-capacity	This occurs when creating a file that exceeds the available size of this product's built-in storage (SD, built-in RAM).
●	-	-	-	-	SERVICE REQUIRED SOON * * * * ## *	The product is near the end of its service life (*1)	The maintenance service of the printer is due soon. Printing is possible.
▼	▼	▼	▼	▼	SERVICE REQUIRED * * * * ## *	The product is beyond its service life. Malfunction (*1)	Printer maintenance is necessary. No printing can be performed.
▼	▼	▼	▼	▼	PRINTER ERROR * * * * ## *	Fatal error (*1)	A fatal error occurred in the printer. No printing can be performed. Repairs are required.

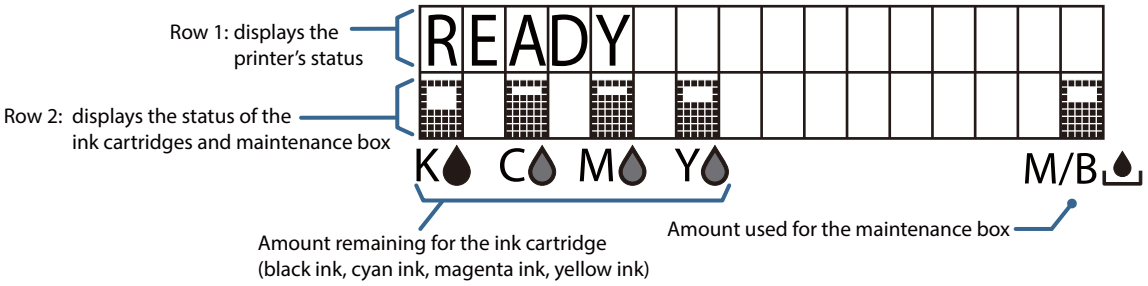
*1: Recovery method: See "Troubleshooting" on page 167

*2: When the firmware version is WAI32500 or earlier, "INK CARTRIDGE NEAR EMPTY" is displayed.

*3: When the firmware version is WAI32500 or earlier, "INK CARTRIDGE EMPTY" is displayed.

Ink Cartridge and Maintenance Box Status

You can check the status of the printer, the ink cartridges, and the maintenance box from the LCD.



Display of the ink cartridge, maintenance box status

Displays the status of ink cartridges and maintenance box with icons.

Icon	Status
	• Display of amount remaining for the ink cartridge • Display of free space in the maintenance box
	• Display for "Ink cartridge low" • Display for "Maintenance box near full"
	• Display for "Replace ink cartridge" • Display for "Replace maintenance box"
	• Display for "No ink cartridge" • Display for "Ink cartridge read error" • Display for "No maintenance box" • Display for "Maintenance box read area"

Beeper

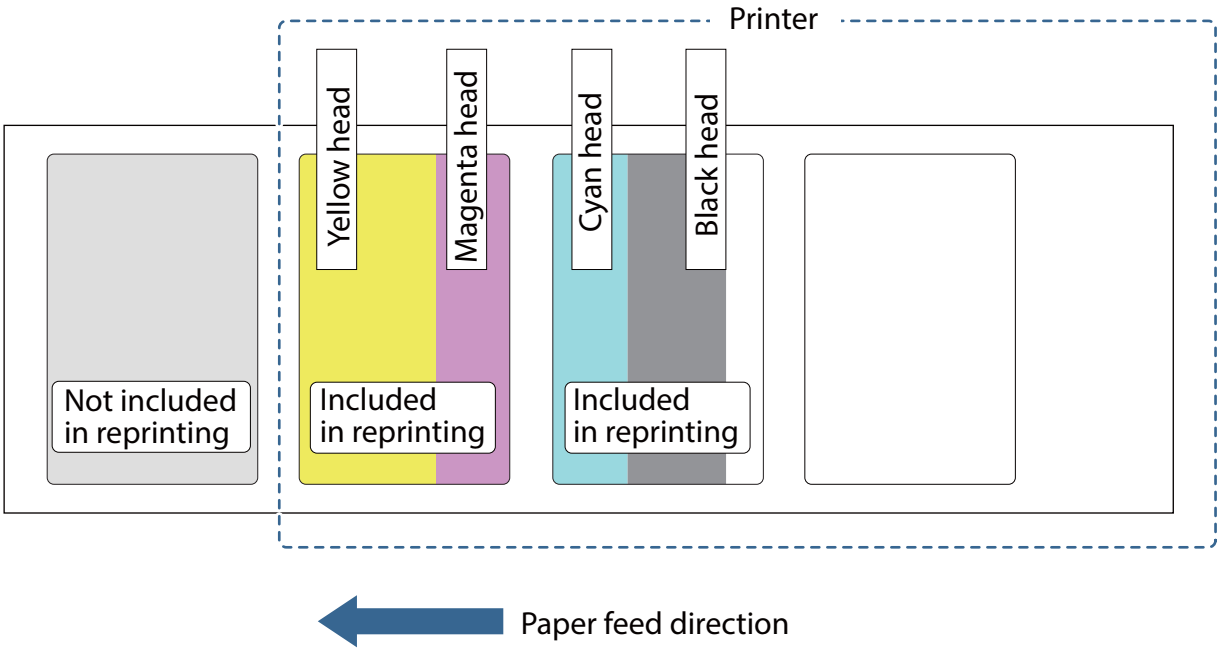
The pattern of beeper sound is shown in the below table. The beeper continues to beep until all the causes of error are removed.

- Frequency: Fixed to approximately 2.5 kHz
- Volume control: 5 levels on the software (you can turn the sound off)

Sounding period	Silent period	Number of the pattern repeated	Overall time	Number of times repeated	Printer event
500 ms	200 ms	5	6 seconds	Until the error factor is removed.	• Service required • Printer error • Replace ink cartridge • Replace maintenance box • Media detection error • Media size error • Paper jam error • Paper removal error • No paper error
100 ms	100 ms	5	1 second	1	• Ink cartridge cover open • Maintenance box cover open • Paper set cover open • Roll paper cover open • Front cover open • Auto loading failure • Storage capacity over • No ink cartridge • No maintenance box • Ink cartridge read error • Maintenance box read error
1 second	-	None	-	1	Printing finished
100 ms	-	None	-	1	• Operation panel sound volume change • Auto loading successes

Reprint

Reprinting is carried out when an error other than a fatal error or maintenance error occurs during printing.



- "During printing" means the time from paper loading up until the yellow head's printing operation ends.
- This printer employs the 4-color line printing method, and so the reprinting will print one or more (depending on the length of the labels used) unfinished pages in which printing by some of the heads only is completed.
- Reprinting is carried out in units of pages.
- If an error that is the cause of reprint is cleared by canceling the job, printer reset, or power on/off, the printer does not perform reprint.

Setup

This chapter describes the installation and setup of the product and peripherals necessary before using this product.

This product can be set up using the following methods.

- Perform setup following the Install Navi on the included CD-ROM. (page 34)
  Use the computer to start the Install Navi on the included CD-ROM and follow the procedure to set up this product.
- Setup this product without using the Install Navi. (page 35)

Install Navi

By using the Install Navi, this product can be set following the steps shown on the screen.

Unpacking and Installing the this product in advance. See the following for details.

- Checking the Items Included in the Package (page 36)
- Installing the Printer (page 37)

The setup procedure is as follows.

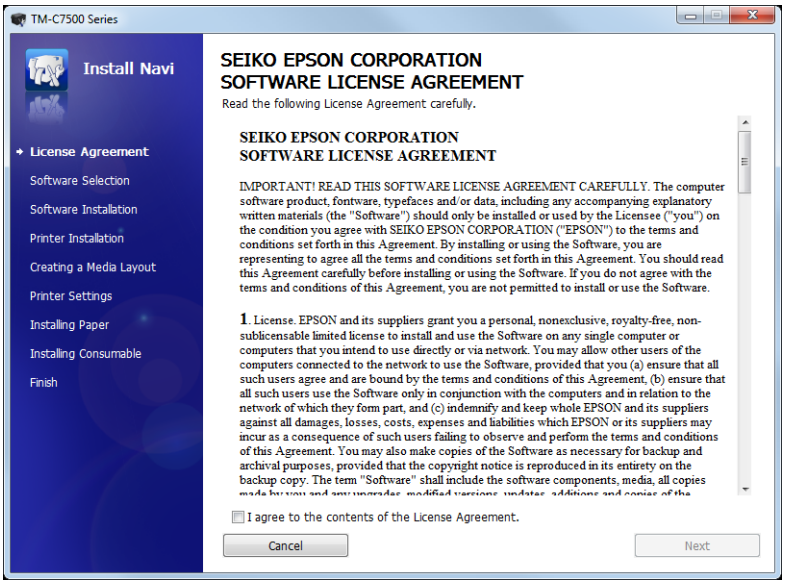
1 **Turn on the computer.**

2 **Check that the product's power is OFF.**

> Make sure the printer's power is OFF.

3 **Insert the CD-ROM in your computer and the Launcher automatically starts. Click [Printer Setup] to start the Install Navi.**

4 **When the Install Navi is executed, the following screen is displayed. Agree to the SOFTWARE LICENSE AGREEMENT and click [Next]. Follow the instructions on the screen from here on to setup this product.**



One of the setup steps of Install Navi is "Software installation" in which printer drivers, PrinterSetting and other software can be installed.

The product can be setup without installation. Also, the software can be installed later.

See the following if you are installing the rewinder.

- How to install the REWINDER (page 49)
- Attaching the paper leading edge to the rewinder (page 50)

This completes the setup of the product.

Work flow to set up this product without using the Install Navi

This chapter explains the installation and settings for this product and the peripherals necessary before using this product.

1. Checking the Items Included in the Package (page 36)
2. Installing the Printer (page 37)
3. Connecting the Power Cable (page 39)
4. Connecting the Interface Cable (page 40)
5. Installing the Ink Cartridge (page 42)
6. How to install the REWINDER (page 49)
7. Setting the Paper (page 52)
8. Attaching the paper leading edge to the rewinder (page 50)
9. Printer settings (page 63)
10. Paper settings (page 67)
11. Test printing (page 74)

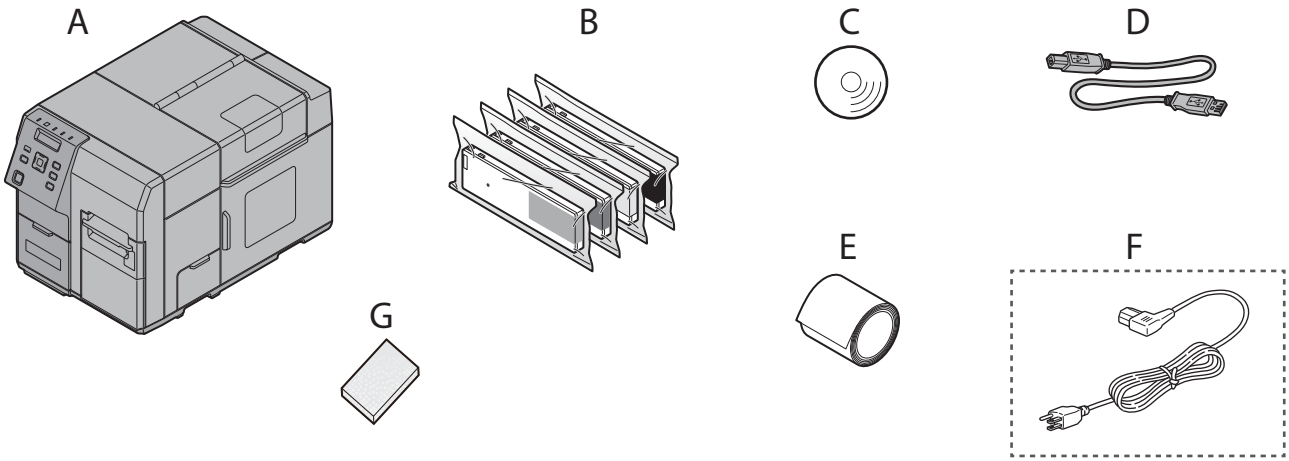
Completing Setup

Please check the printing result depending on the environment after setup, you want to use.

Checking the Items Included in the Package

When using the printer for the first time, check the items included in the package.

The items included in the package are as follows:



A	TM-C7500 Series	B	Ink cartridge(C, M, Y, K) *1	C	CD-ROM
D	USB cable	E	Roll paper	F	AC cable
G	Cushioning material *2				

*1 It can be used for initial ink charging.

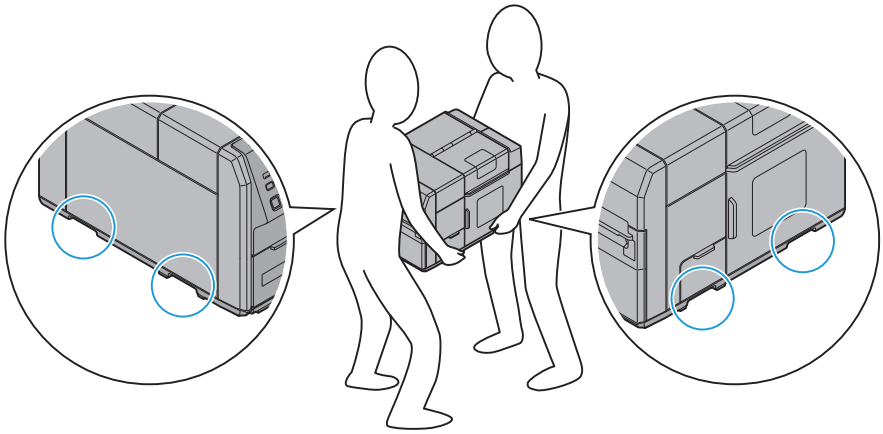
*2 This is required when re-shipping the product. Keep it in a safe place.

Installing the Printer

Secure sufficient space in a location appropriate for installation.

CAUTION

- Two people are required to lift up this product.



- The weight of this product is approximately 37 kg {81.57 lb}. When lifting up this product, place the product between two people as shown in the figure below and hold the recessed areas on both sides of the product. Carrying the product by holding other areas may damage the product. When placing the product on the floor, be careful not to get your fingers caught between the product and the installation surface.
- Lift up this product in a natural posture, for example, bending your knees a sufficient amount. Lifting the product in an inappropriate posture may cause injury to the worker or damage to the product.
- Do not tilt the product more than 10 degrees in any direction while carrying it. Doing so may cause an accident.
- When transporting this printer, do not put it upside down or topple over sideways.
- Do not place anything that weighs more than 10 kg on top of the printer. The printer may be damaged if an excessive force is applied.
- Do not install the printer at a high location where it may fall during operations.
- Do not install the printer at a location that is subject to vibration or impact. Make sure that the printer is installed at a location that is not subject to vibration or impact during operations. If vibration or impact was applied to the printer during operations, nozzle verification may be performed repeatedly to avoid malfunction of the Nozzle Verification Technology. When nozzle verification is performed repeatedly, it may take longer to process the operations and throughput may decline.
- While installing the printer, make sure that no cords or foreign objects are tucked under the printer.
- Be careful not to apply a strong impact to the printer during operations or processing as it may affect printing.

Location Appropriate for Installation

Install this product in a location as follows:

- On a level and stable surface that can support the weight of the product (approx. 37 kg {81.57 lb}).
- On an area larger than the bottom surface of the product.
- In a well-ventilated location with a clearance of 10 cm {3.94”} or more from the air vent on the rear side of the product.
- In a location free of vibration and impacts.
- In a location where a dedicated power outlet is available.
- In a location where you can set and remove paper without difficulty.
- In a location with sufficient space around the product to allow for installation of accessories, replacement of consumable products, and daily cleaning.
- In a location meeting the following conditions:

Temperature	Operating: 5 to 35°C {41 to 95°F} Storage: -20 to 40°C {-4 to 104°F} (At 40°C {104°F}: up to 1 month)
Humidity	Operating: 20 to 80% RH Storage: 5 to 85%RH (No condensation)

Connecting the Power Cable

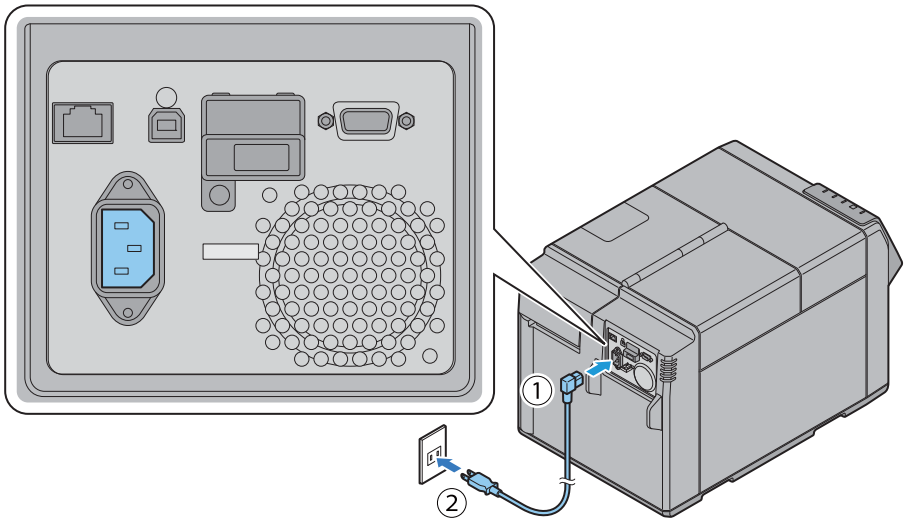
Connect the power cable by following the steps below.

WARNING

- Use only AC 100 V for the power supply. Using other type of power supply may cause electric shock or fire.
- Be sure to install this product in the vicinity of a power outlet so that you can immediately unplug the product if some fault or other problem occurs.

1 **Insert the power cable connector into the AC inlet on the product securely to the bottom.**

2 **Fully insert the power plug securely into the outlet.**

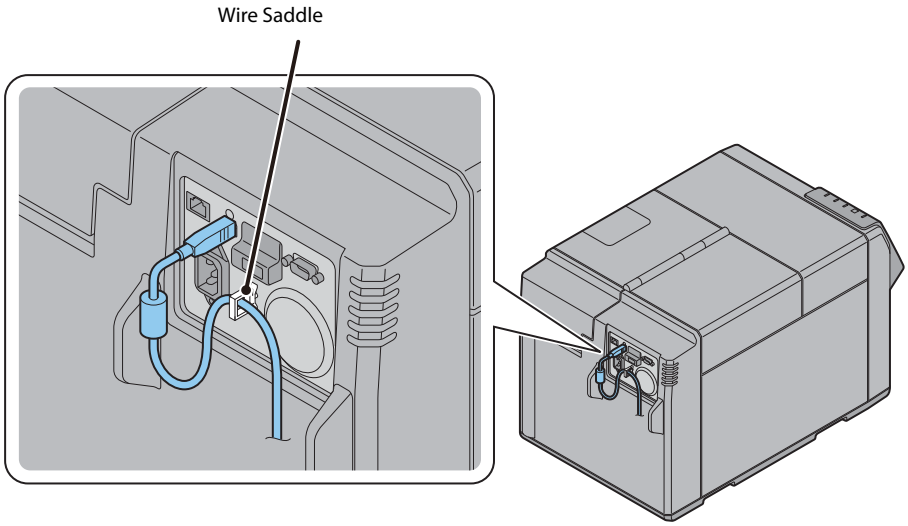


Connecting the Interface Cable

Connect the interface cable to be used to the connector on the rear side of the printer.

CAUTION

When using a USB cable, pass the cable through the wire saddle to prevent accidental disconnection.

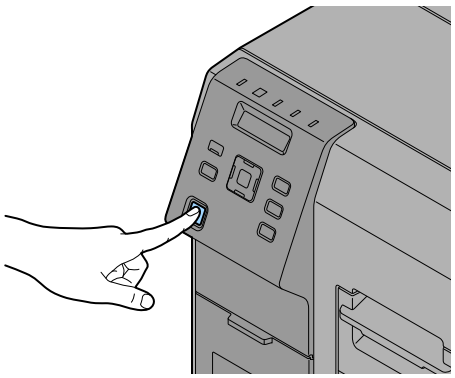


Turning On/Off

This section describes how to turn on/off the product.

Turning On

1 **Press (Power) button.**



2 **(Power) LED lights up and the power turns on.**

Turning Off

1 **Hold down (Power) button for one second or more.**

2 **(Power) LED turns off and the power turns off.**

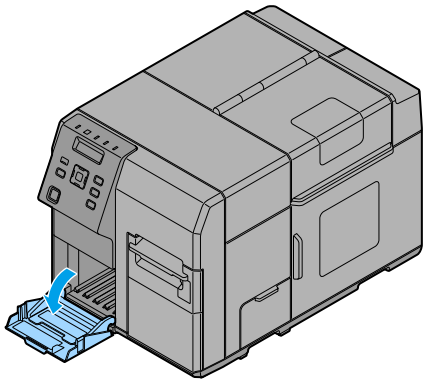
Installing the Ink Cartridge

Install the ink cartridge by following the steps below.

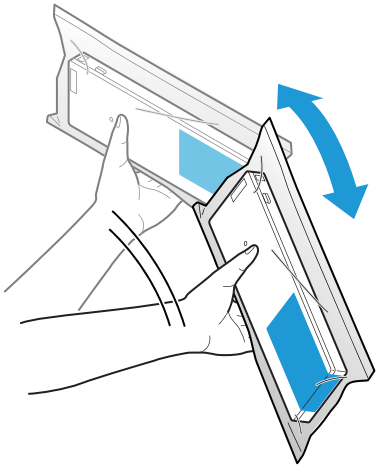
> **CAUTION**
>
> Read the handling instructions carefully before installing the ink cartridge.
> See "Cautions on the Ink Cartridge / Maintenance box" on page 6 or "Ink Cartridge" on page 223.

1 **Turn on the product.**

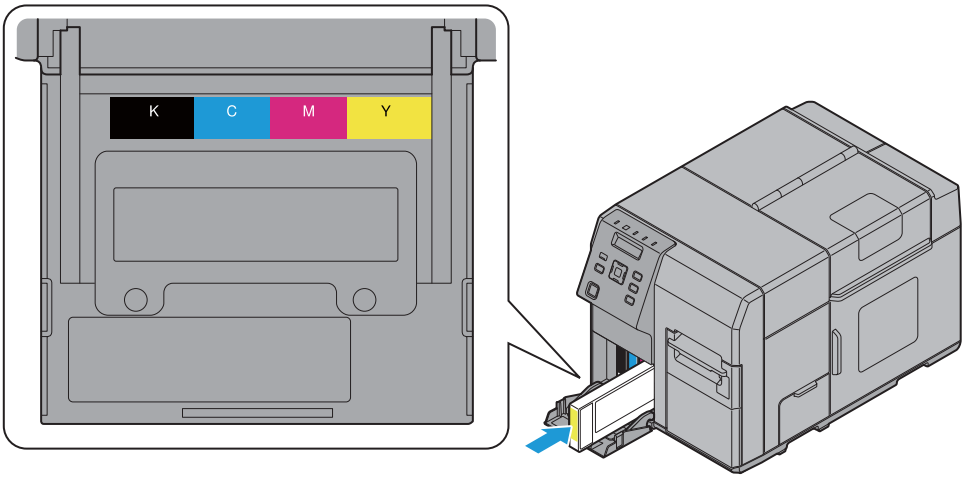
2 **Open the ink cartridge cover.**



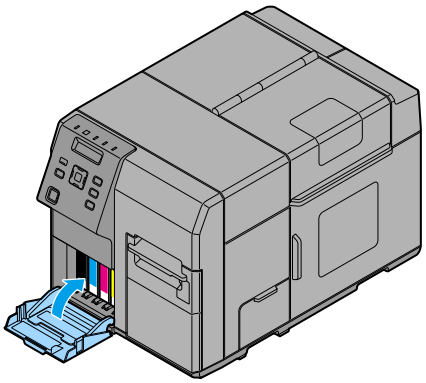
3 **Shake the ink cartridge package four or five times before opening it.**



4 **Push all the ink cartridges of the four colors gently into the product until they click in place. Check the color of the ink cartridge label and of the ink cartridge holder label, and set the cartridges to each matching color.**



5 Close the ink cartridge cover.

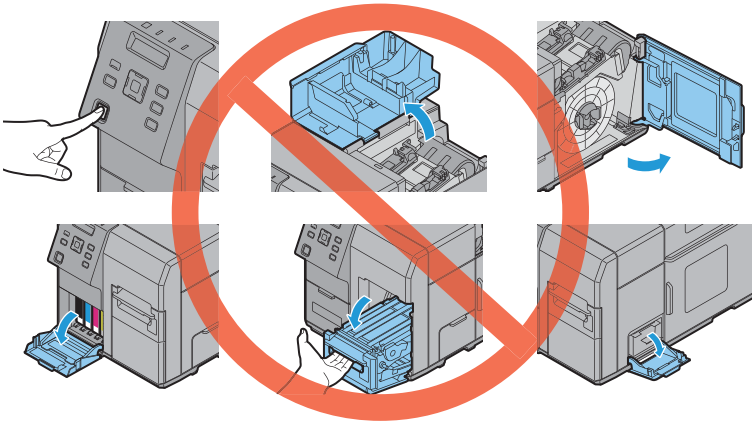


6 Press the Pause button.

Ink charging starts. The (Power) LED flashes during ink charging.

CAUTION

Never open any cover on the product or turn off the product during ink charging (while the (Power) LED is flashing). Doing so during ink charging will consume a large amount of ink, which may require replacement of the ink cartridge before completion of charging.



The ink cartridge included in the product package is used for initial charging. The printer uses ink to prepare for printing when the ink cartridge is installed for the first time.
It takes at least 10 minutes to charge ink. The ink charging time varies depending on the conditions.

7 When ink charging completes, the (Power) LED changes from flashing to on.

Replacing the ink cartridge

As the product is being used, the status of the ink cartridge changes as shown below.

- Ink is running low
- Ink cartridge is expended

Ink is running low

When any of the ink is running low, the LED flashes and the icon [ ] is displayed on the LCD.

An ink cartridge of that color should be prepared for replacement.

The number of printable papers that can be printed before ink cartridge replacement depends on usage conditions.

When "INK LOW LED" is set to not be displayed, the Ink LED does not flash.

Ink cartridge is expended

When any of the ink cartridges is expended, the LED is lit, the icon [ ] is displayed on the LCD, and the printer changes to offline.

Change to an ink cartridge with enough ink level using the following steps.

1 **Check that the Ink LED is ON. Also, check the ink cartridge to be replaced with the LCD display.**

2 **Open the ink cartridge cover.**

3 **Push the ink cartridge to be replaced slowly. After making sure that its lock is unlocked, pull the ink cartridge out toward you.**

4 **Shake the ink cartridge package four or five times before opening it.**

5 **Push the ink cartridge into the product slowly until you hear the click sound.**

6 **Close the ink cartridge cover.**

7 **When replacement of the ink cartridge is complete, the Ink LED becomes OFF.**

8 **The product switches to the pause state. Push the Pause button to release it, and the product returns to the idle state.**

Installing the Maintenance box

The Maintenance box is already installed when the product is shipped.

CAUTION

Read the handling instructions carefully before installing the Maintenance box.
See "Cautions on the Ink Cartridge / Maintenance box" on page 6.

Replacing Maintenance Box

While using the product, waste ink is collected in the Maintenance box. The status of the Maintenance box is shown as follows.

- MB NEAR FULL
- REPLACE MB

MB NEAR FULL

When there is not much free space in the maintenance box, the Ink LED flashes and [MB NEAR FULL] is displayed on the LCD.

When “MB NEAR FULL” is displayed, prepare to replace the maintenance box.

The number of papers that can be printed before status changes from “MB NEAR FULL” to “REPLACE MB” depends on usage conditions.

When “INK LOW LED” is set to not be displayed, the Ink LED does not flash.

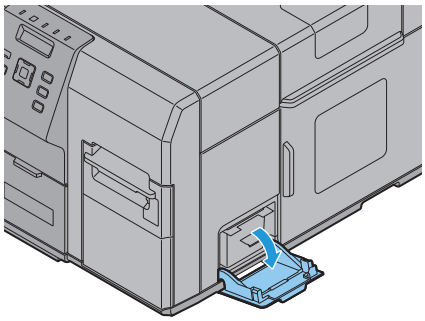
REPLACE MB

When there is no more free space in the maintenance box, the Ink LED is lit, [REPLACE MB] is displayed on the LCD and the product changes to offline.

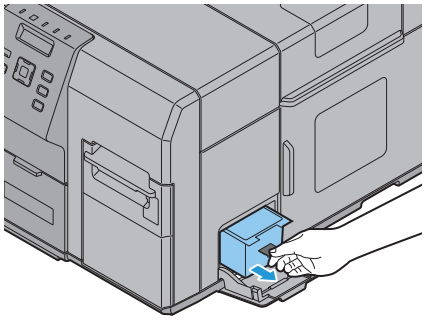
Change to a Maintenance box with enough free space using the following steps.

1 **Check that the INK LED on the printer is lit up, and check that the maintenance box displays "REPLACE MAINT B" on the LCD.**

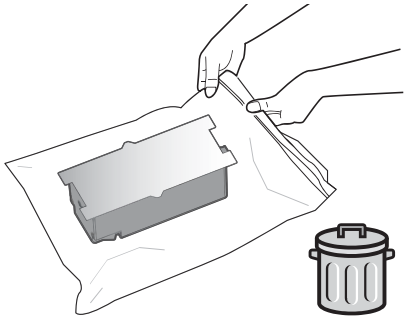
2 **Open the maintenance box cover towards you.**



3 **Pull out the used maintenance box towards you.**



4 **Put the maintenance box into the plastic bag for disposal of used maintenance box.**



5 **Push the new maintenance box gently in, with its labeled surface upward.**

6 **Close the maintenance box cover.**

7 **When the maintenance box replacement is completed, the INK LED turns off, and printing can be performed.**

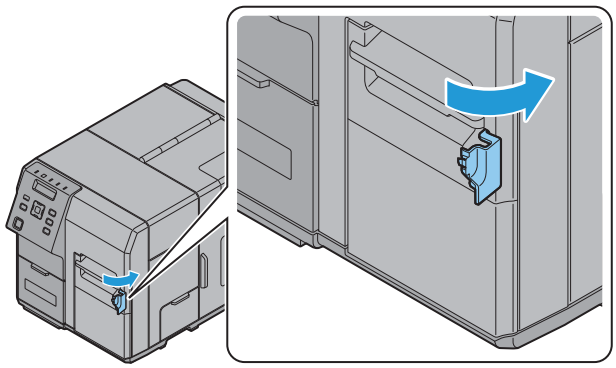
8 **The product goes into the pause state. Push the Pause button to release it, and the product returns to the idle state.**

REWINDER

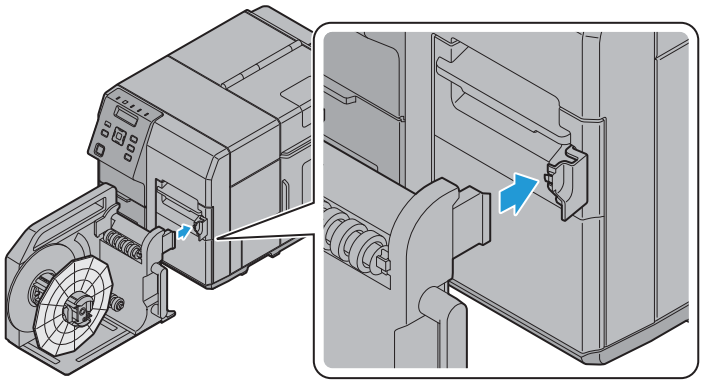
How to install the REWINDER

Install the rewinder with the following steps.

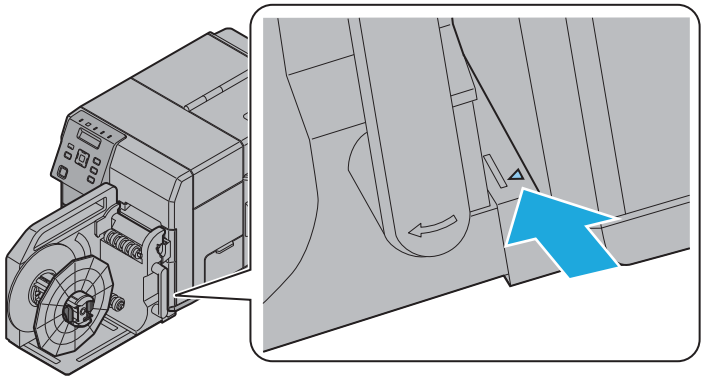
1 **Open the rewinder connection cover on the front of the printer.**



2 **Insert the rewinder's power transmission gear into the cover opening.**

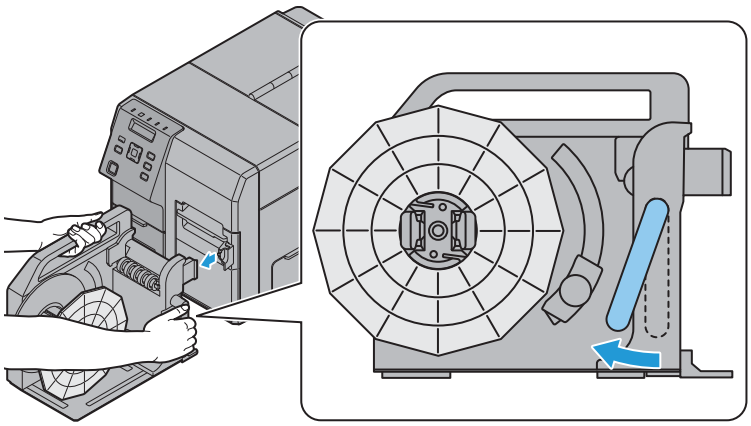


Make sure that the ▼ mark at the bottom of the rewinder is aligned with the plate edge.



Removing the rewinder

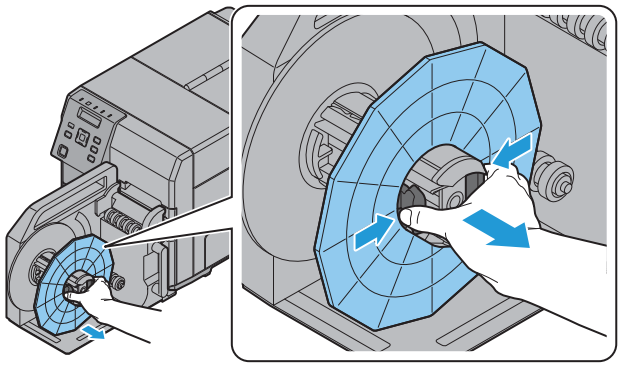
Pull the rewinder's lever in the direction of the arrow below, and remove the rewinder from the printer.



Attaching the paper leading edge to the rewinder

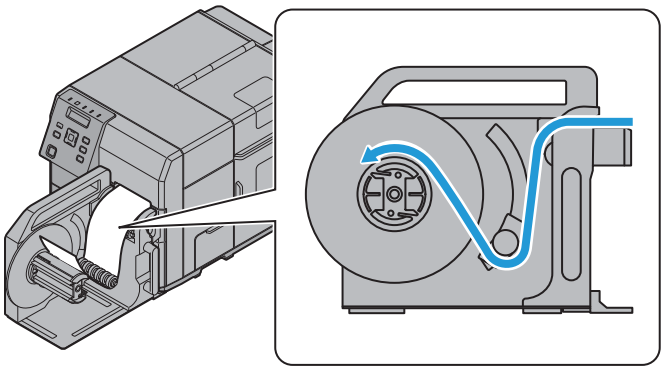
Attach the paper to the rewinder with the following steps.

1 **Remove the rewinder's flange.**



2 **Press the Feed button and bring out approx. 800 mm {31.50"} of paper from this product.**

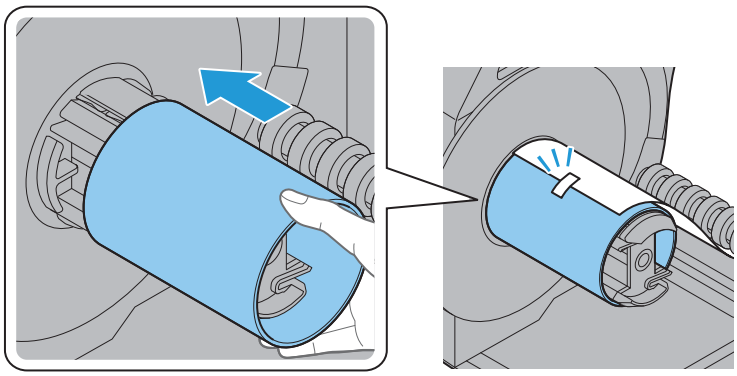
3 **Pass the paper under the roller and onto the rewinder, as in the figure below.**



4 Fix the tip of the paper to the core or insert it into the gap of the rotation axis.

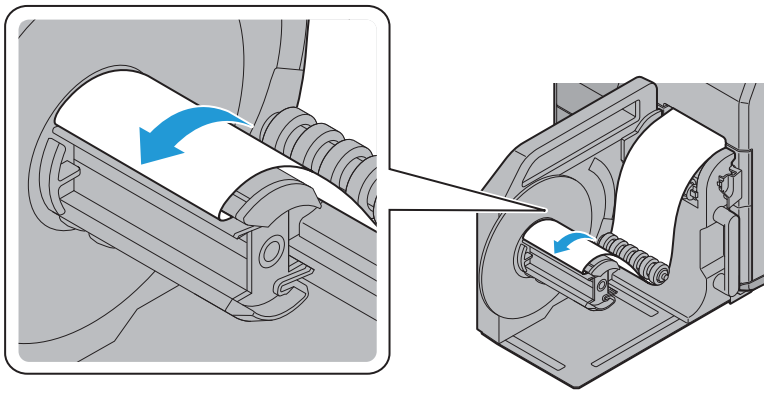
If a roll core is used:

Fasten the paper leading edge to the core with tape, then turn the rewinder flange (roughly 2 rotations) to take up the slack paper.

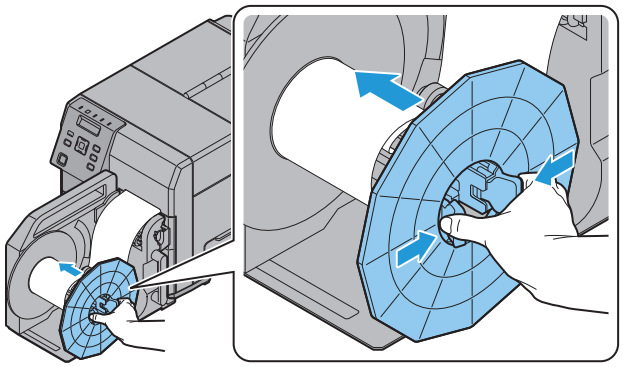


If no roll core is used:

Insert the paper leading edge into the slot in the rewinder's spindle, then turn the rewinder flange (roughly 2 rotations) to take up the slack paper.



5 Install the rewinder flange.



- Do not forget to install the rewinder flange. Bulging and other winding abnormalities will occur if the flange is not installed.
- Rewinded roll paper may be rolled more loosely than roll paper before printing. If attaching this to a postprocessing device, we recommend performing preprocessing to tighten the roll paper.

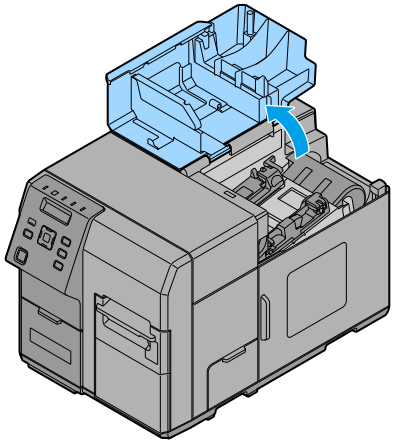
Setting the Paper

Setting the Roll Paper

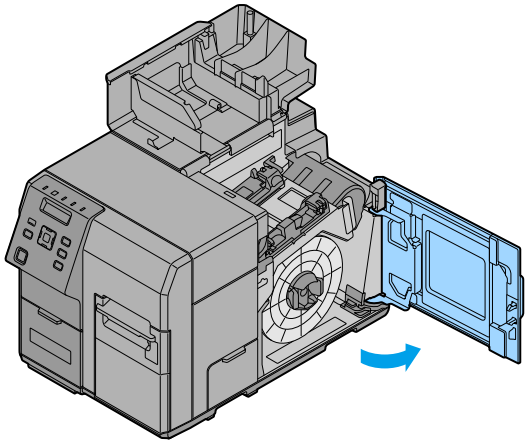
Set the roll paper by following the steps below.

1 **Turn on the product.**

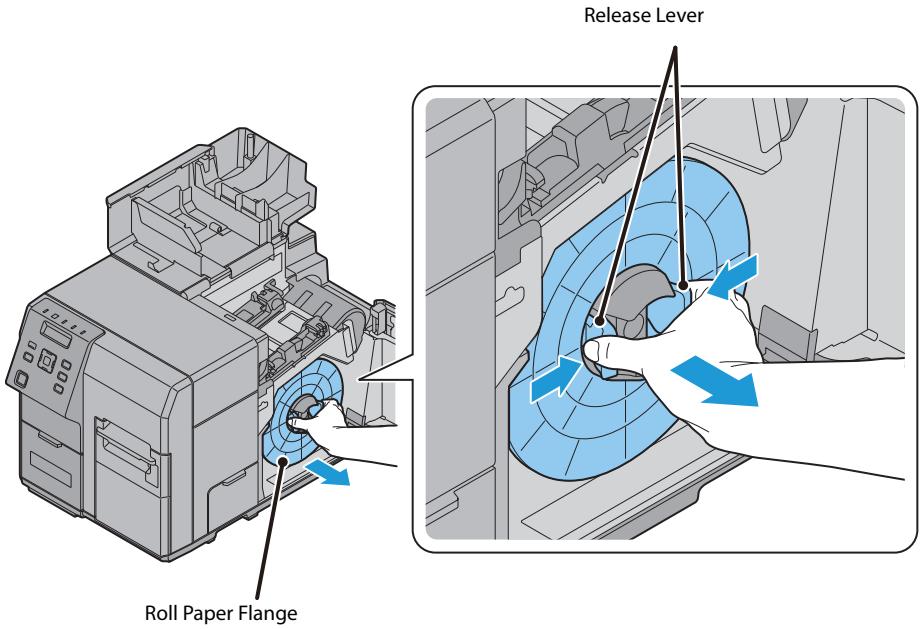
2 **Open the paper set cover.**



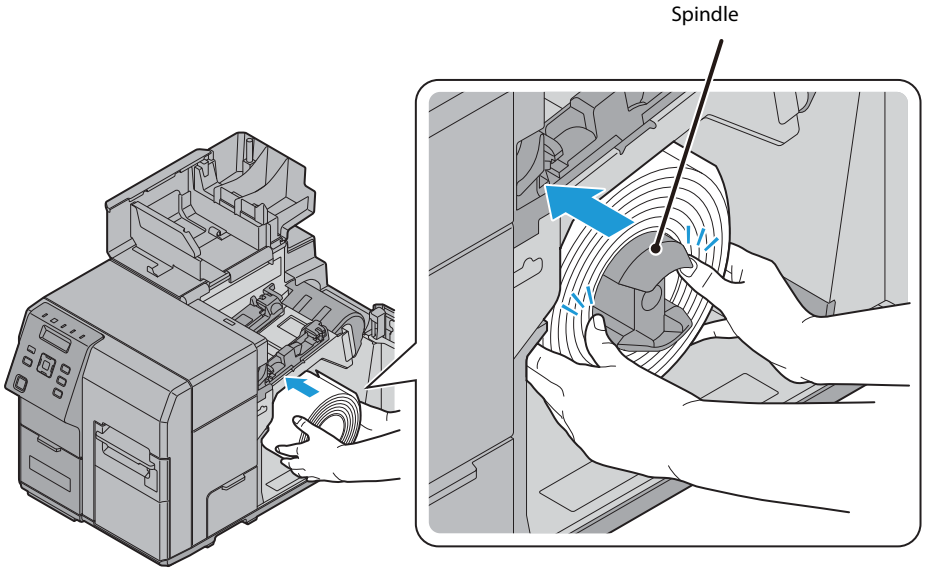
3 **Open the roll paper cover.**



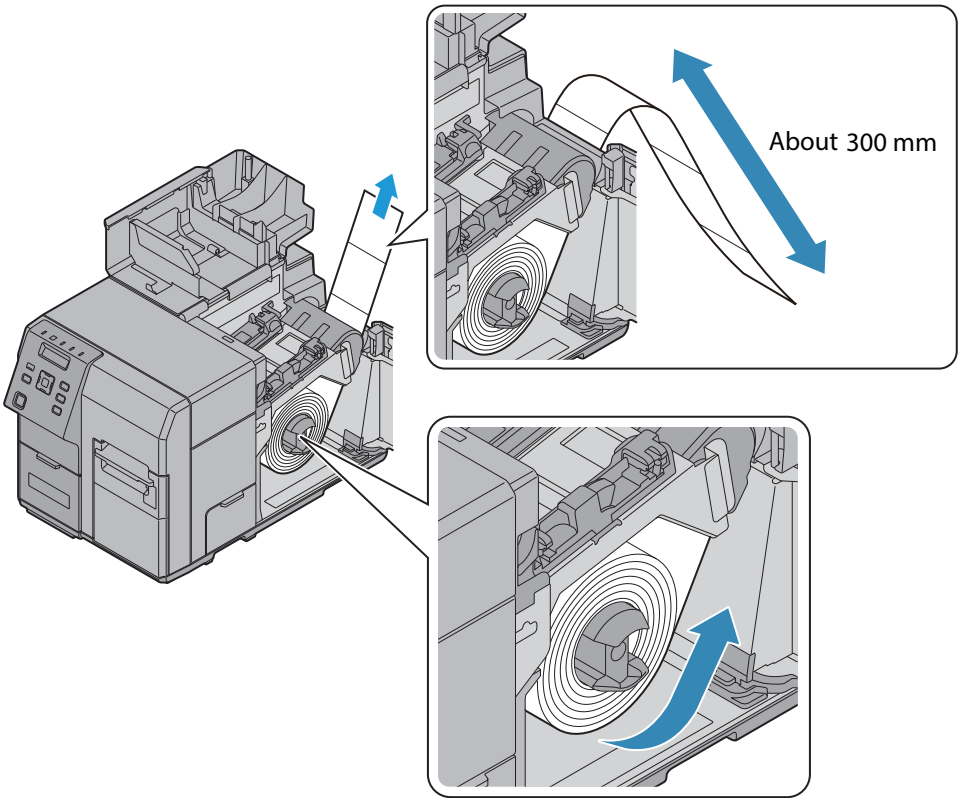
4 **Pull out the roll paper flange while holding the release lever of the roll paper flange between your fingers.**



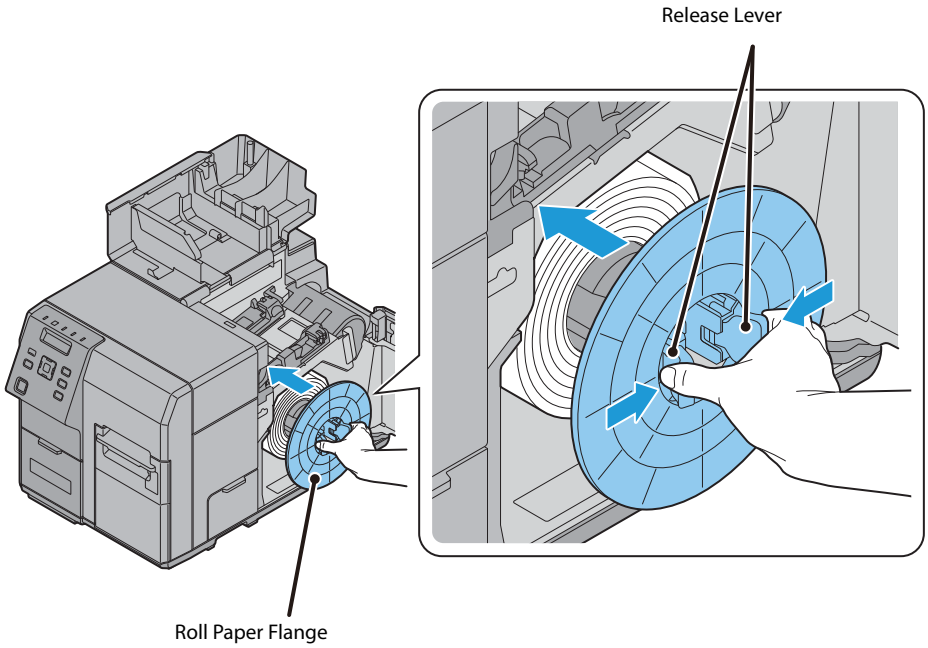
5 **Attach the roll paper to the spindle, and push the core of the roll paper as far as possible so that it is securely fit it into place.**



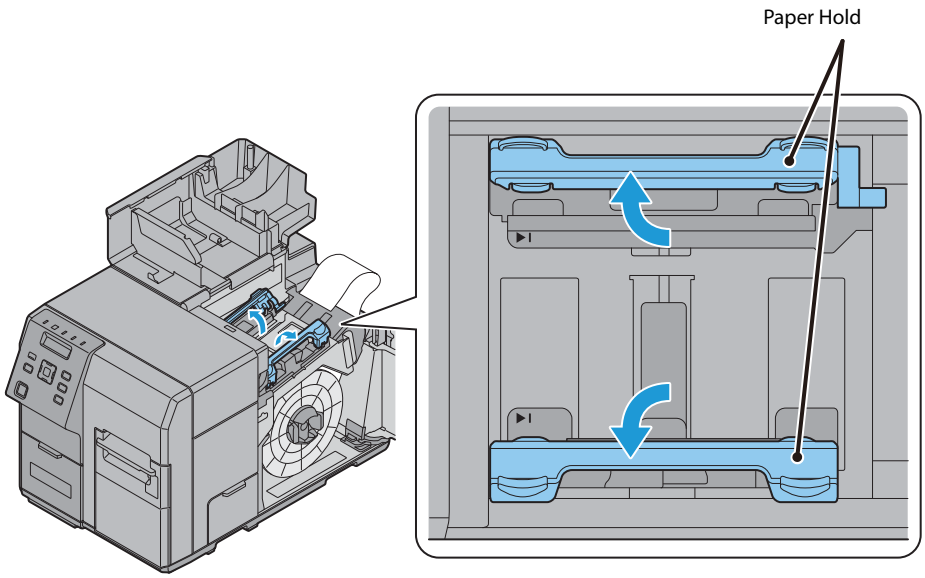
6 **Pull out the end of roll paper about 300 mm {11.8"} in order for the paper auto feeding in the step 12 to go smoothly.**



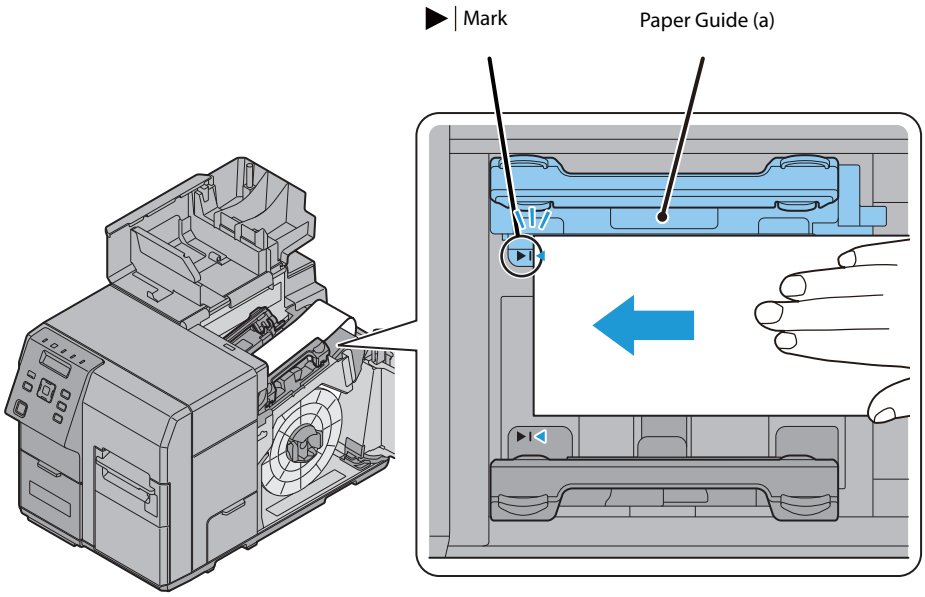
7 **Attach the roll paper flange to the spindle while holding the release lever of the roll paper flange between your fingers. Push the flange to the bottom to align it with the roll paper width.**



8 Open the paper hold inside the paper set cover.



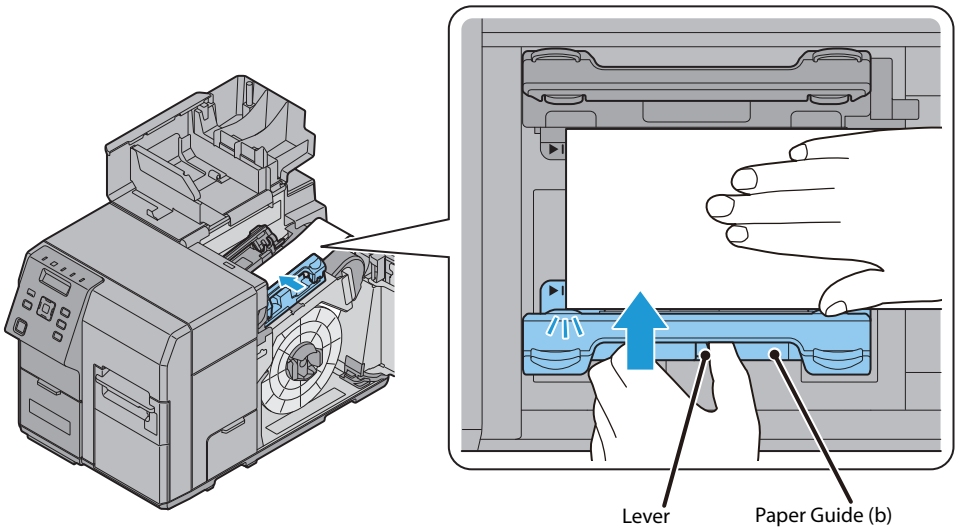
9 Insert the paper along the paper guide (a). Align the end of the paper with ▶| mark.



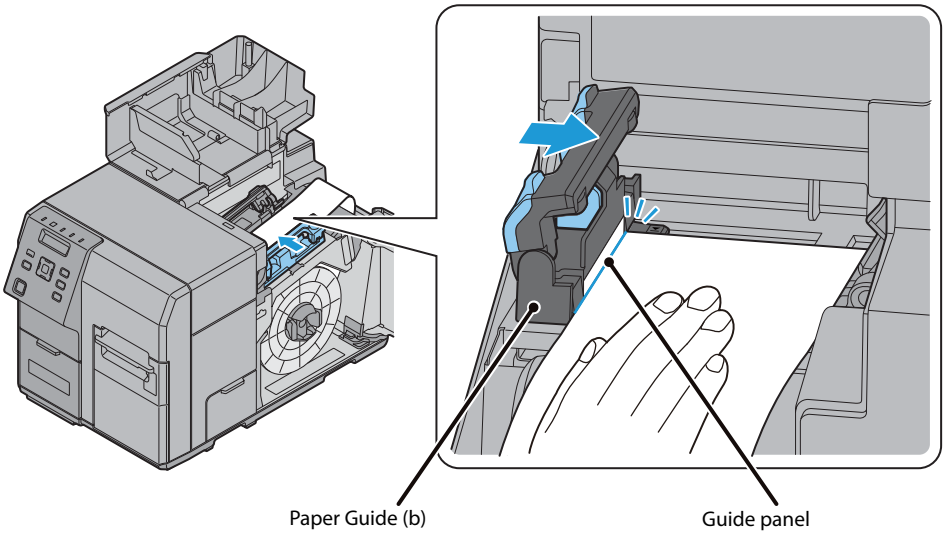
CAUTION

Check to make sure there are no deformities, such as folds, rips, wrinkles, or peeling, in the edge of the paper. If you insert paper that is deformed, it could cause improper paper feeding, misaligned printing, or paper jams.

10 Hold down the paper so it does not move around. Move the paper guide (b) to align it with the paper width while pushing the paper guide (b) lever.

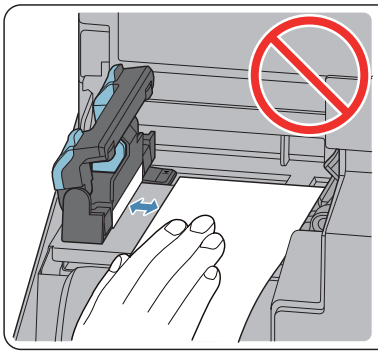


11 Adjust the guide panel of the paper guide (b) so that it aligns perfectly with the edge of the paper.

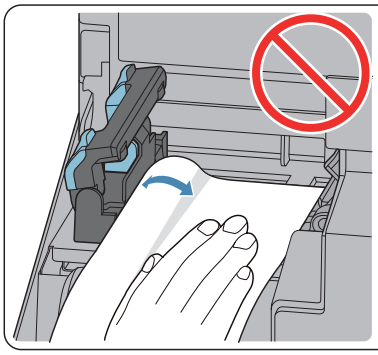


CAUTION

If the guide panel does not match the paper width, it could cause misaligned printing or paper jams. Be careful of the following.

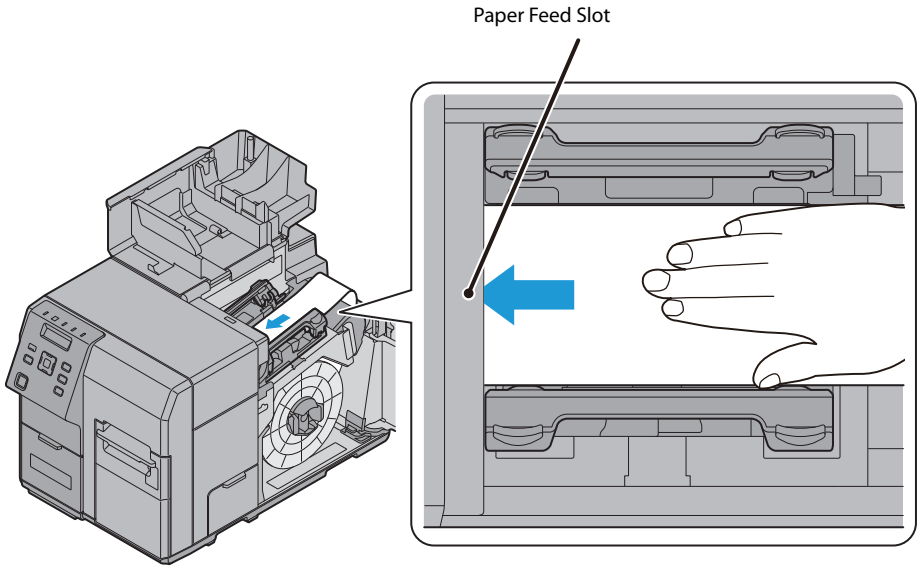


- Do not allow a gap to occur between the guide panel and the edge of the paper.

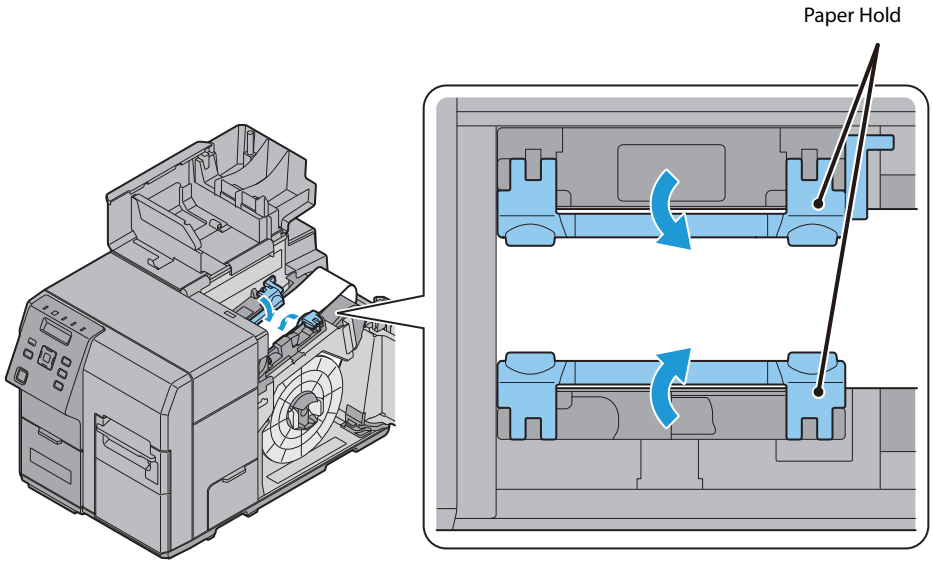


- Do not press the guide panel strongly against the edge of the paper.

12 Insert the end of the paper into the paper feed slot. The paper starts to feed automatically after about 4 cm is inserted. The Paper LED turns off when the paper is set properly. If the Paper LED stays on, the paper is not set properly. Set the paper again.

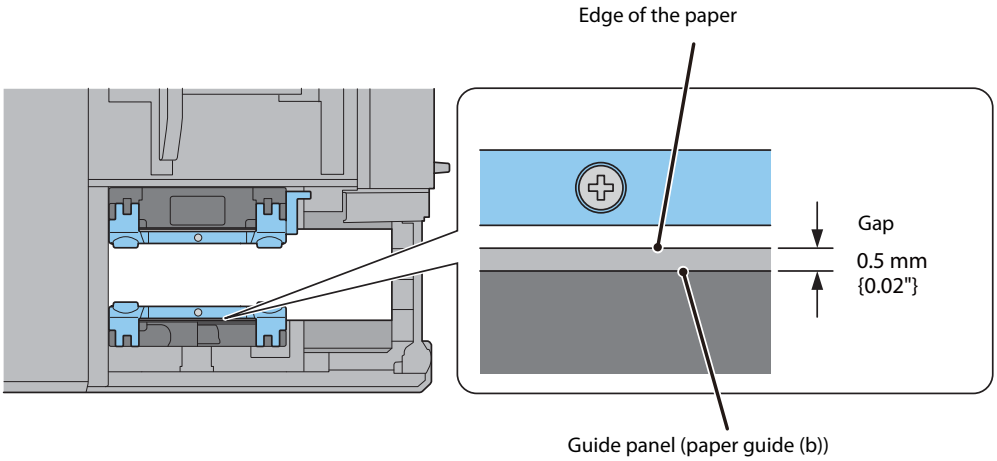


13 Close the paper hold.

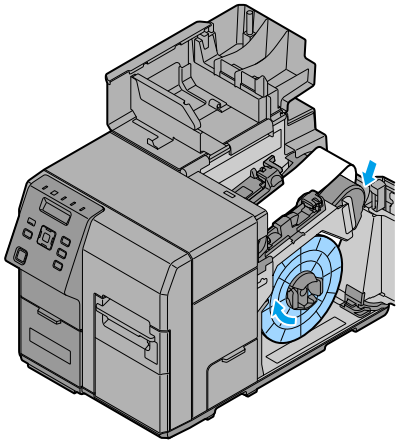


CAUTION

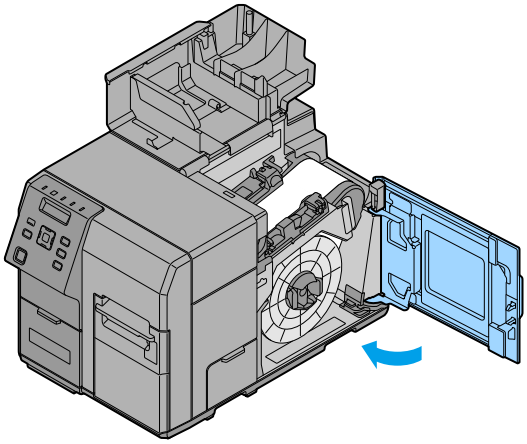
When you close the paper hold, a gap of about 0.5 mm will automatically occur between the guide panel of the paper guide (b) and the edge of the paper. Paper will be fed properly with this gap. After closing the paper hold, check if there is a gap between the guide panel and the edge of the paper. If there is no gap, it might cause misaligned printing or paper jams. Return to step 8.



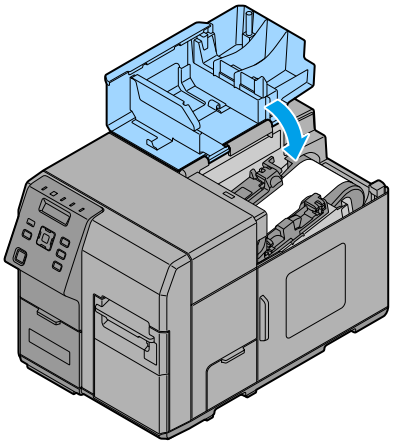
14 If the paper is loose, turn the roll paper flange in the direction of the arrow to tighten the paper.



15 Close the roll paper cover.



16 Close the paper set cover.

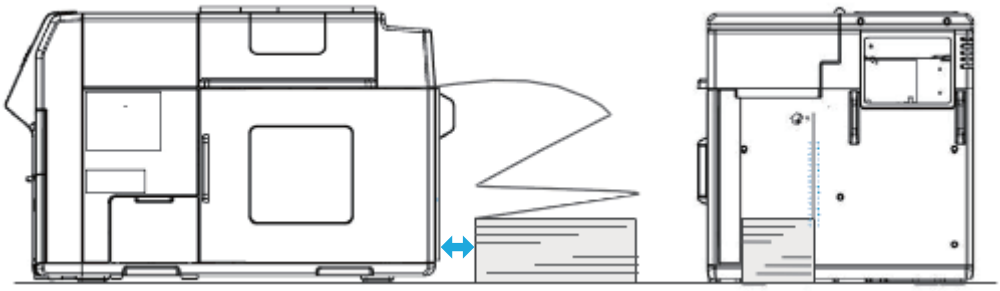


17 Press the Pause button.

Setting the Fanfold Paper

Set the fanfold paper by following the steps below.

1. **Turn on the product.**
2. **Open the paper set cover.**
3. **Set the fanfold paper referring to Step 8 to 12 in " Setting the Roll Paper".**
4. **Close the paper set cover.**
5. **Place the fanfold paper straight 15 mm or more away from the rear side of the product. Also, for the paper width direction, match it to the standard marking on the rear side of the product.**



15 mm {0.59" }

6. **Press the Pause button.**

How to eject paper for paper replacement

Discharge the paper with the following steps.

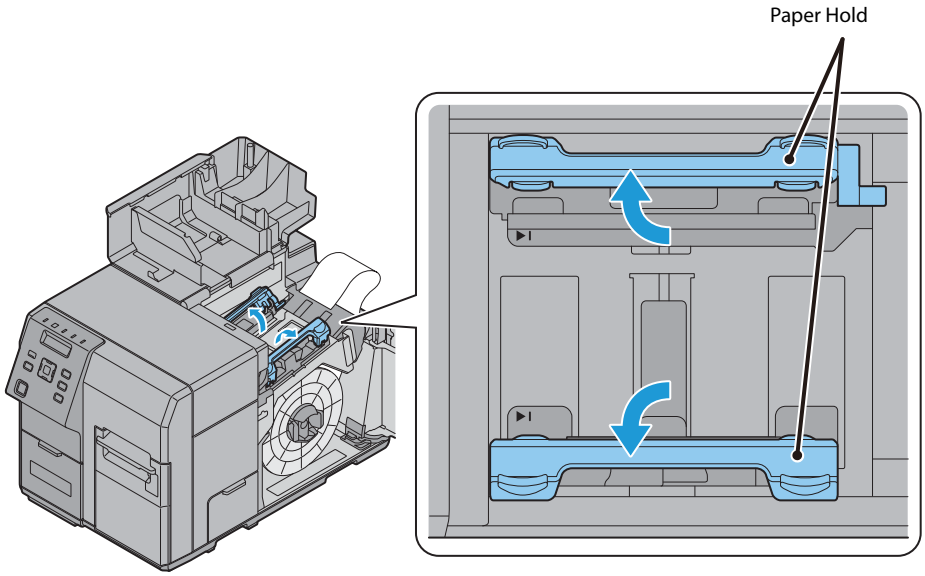
1 **Turn on the product.**

2 **Cut the paper, using the Cut button.**

3 **Press the Back Feed button for 1 second or longer.**

4 **Open the paper set cover.**

5 **Open the paper guide's two paper hold levers, and remove the paper.**
In the case of fanfold paper, that completes paper ejection.



6 **In the case of roll paper, open the roll paper cover and take the flange off.**

7 **While holding the release lever of the roll paper flange, pull out the roll paper flange. Then, pull the roll paper out.**

Ejection Angle of Printed Paper

Make sure paper is ejected straight from the paper ejection guides, as shown in the illustration.

If paper is not ejected straight due to such causes as an obstruction, the printing result may be distorted.

- When resuming printing, the paper is fed in the reverse direction to adjust the printing position to the next label, and the label is pulled into the printer. Therefore, when the printer is installed away from the computer as the case of an Ethernet interface, neither the timing of start of printing nor the timing of the label being pulled into the printer is clear to the printer user. In such a case, if you want to carry out an operation that involves handling the ejected paper, such as setting it in the rewinder, press the Pause button to stop printer operation before carrying out the operation.
- Similarly, if you need to separate the fanfold paper along its perforated line by hand, press the Pause button to stop printer operation and prevent a paper jam resulting from reverse feed during separation by hand, before carrying out the operation. Alternatively, use the Cut button to execute fanfold paper separation operation.
- Do not touch the paper while printing. Doing so may result in misalignment of the paper, causing a possible paper jam and shifting of print position.

Printer settings

Various settings of the product can be done from the menu screen. This section explains basic setting procedures.

Language Setting

Set the language used for the messages displayed on the LCD by following the steps below.

1 **Turn on the product.**

2 ► **Press the (Menu) button to display the menu.**

3 **Select [PRINTER SETUP3] and press the OK button.**

4 **Select [LANGUAGE] and press the OK button.**

5 **Select the language to be used. The following languages are available:**

- Japanese
- English
- French
- German
- Dutch
- Italian
- Spanish
- Portuguese

6 **Press the OK button. This completes language setting.**

Time Setting

Set the current date and time by following the steps below.

1 **Turn on the product.**

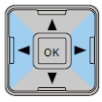
2 **► Press the (Menu) button to display the menu.**

3 **Select [PRINTER SETUP3] and press the OK button.**

4 **Select [CLOCK] and press the OK button.**

5 **Enter the current date and time.**
▲ · ▼ Use the button to select a number and the ◄ · ► buttons to select the item to be changed.

: 0 ~ 9



: MM DD YY HH:MM

6 **Press the OK button. This completes time setting.**

Network settings

Set the IP address of the product following the steps below.

- When using the product with an Ethernet connection, it is necessary to setup the network. When using with a USB connection, network settings are not necessary.
- When performing network settings, obtain the necessary information from a network administrator.
- The network setting can be checked by printing the status sheet.
  See "Printing the status sheet (Network settings)" on page 84.

1 **Turn on the product.**

2 **► Press the (Menu) button to display the menu.**

3 **Select [I/F SETUP] and press the OK button.**

4 **Select [NETWORK SETUP] and press the OK button.**

5 **Select [IP ADDRESS] and press the OK button.**

6 **Select [AUTO] or [MANUAL].**
When [AUTO] is selected, the network settings are complete.
When [MANUAL] is selected, go to Step 7 and set IP address, etc.

7 **Select [IP ADDRESS] and press the OK button.**

8 **Enter the IP address.**
▲ • ▼ Use the button to select a number and the ◄ • ► buttons to select the digit to be changed.

: 0 ~ 9

: 192.168.192.168

9 **Press the OK button.**

10 **Select [SUBNET MASK] and press the OK button.**

11 **Enter the Subnet mask.**
For the input method, refer to the input of the IP address in Step 8.

12 **Press the OK button.**

13 **Select [DEFAULT GATEWAY] and press the OK button.**

14 **Enter the Default gateway.**
For the input method, refer to the input of the IP address in Step 8.

15 **Press the OK button.**

Paper settings

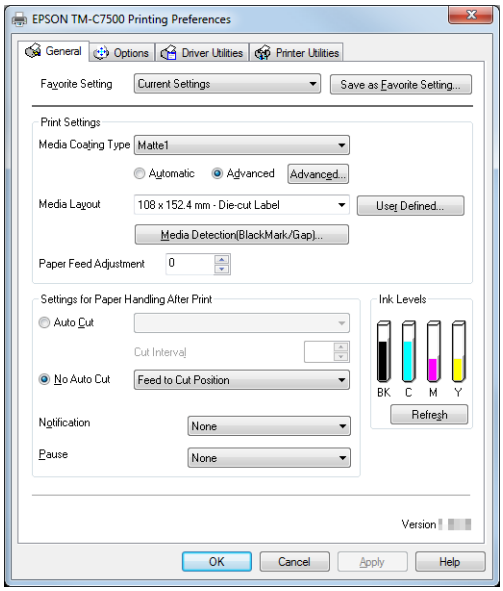
The media source, media type, media form and media detection are set.

- When using a Windows driver:
  See "Set using a printer driver" on page 67
- When not using a Windows driver:
  See "Setting using the PrinterSetting" on page 70
- When setting up in an environment not connected to a computer:
  See "Setting with the operation panel" on page 73

Set using a printer driver

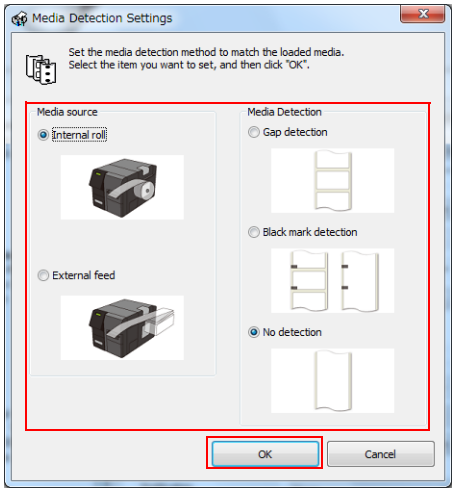
1 **Turn on the product.**

2 **Display the printer driver window.**
See "How to Display the Printer Driver" on page 76



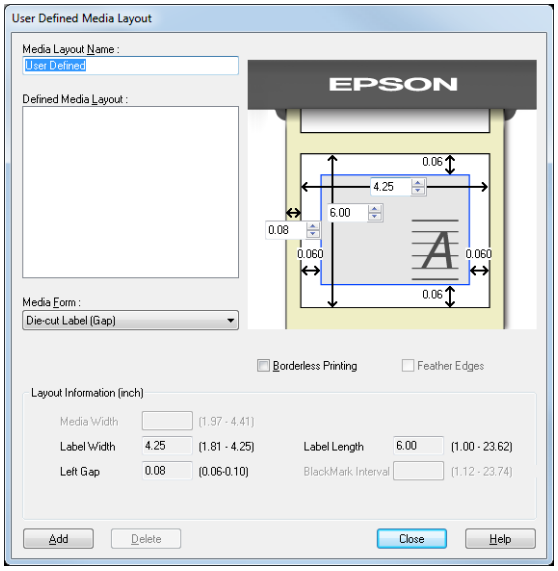
3 **Click [Media Detection].**

4 **The "Media Detection Settings" screen is displayed. Select the Media source and Media Detection, and click [OK].**



5 **Click [User Defined].**

6 **The “User Defined Media Layout” screen is displayed.**



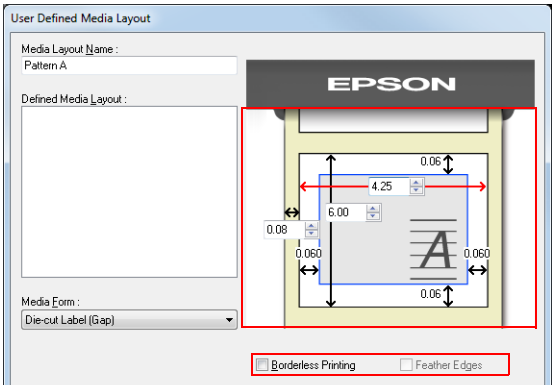
7 **Enter Media Layout Name.**

If there is an existing defined media layout, you can create a new layout based on the defined media layout.

8 Select [Media Form].

9 Enter the size of the paper.

- When enlarging the print area, put a checkmark in [Borderless Printing] to eliminate margins. When the margins are zero, the print may extend outside of the media/label. Use it accordingly.
- When [Borderless Printing] is checked, [Feather Edges] can be checked. When [Feather Edges] is checked, gradation processing is performed on the margin areas.
- Irrespective of the [Borderless Printing] enabled/disabled setting, margins of 1.5 mm are added to the Full-page label printing area top and bottom.

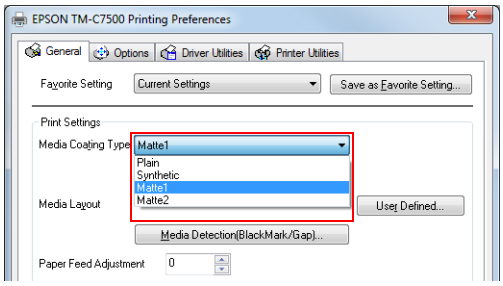


10 Click [Add]. User Defied Media will be registered and displayed on the list of [Defined Media Layout].

11 Click [Close].

12 From [Media Layout], select the newly created media layout.

13 Select [Media Coating Type].



- If using other than genuine paper, select [Matte1] and adjust as needed.
- For TM-C7500, glossy paper is not displayed

14 Click [OK].

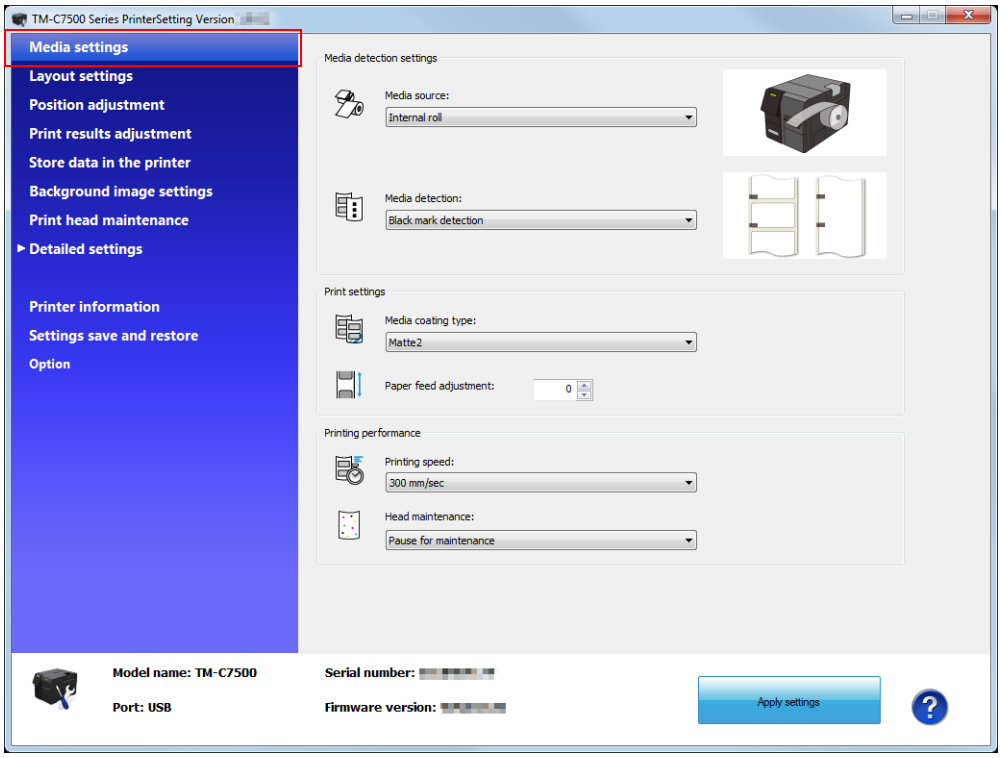
This completes the settings of media source, media coating type, media form and media detection.

Setting using the PrinterSetting

1 **Turn on the product.**

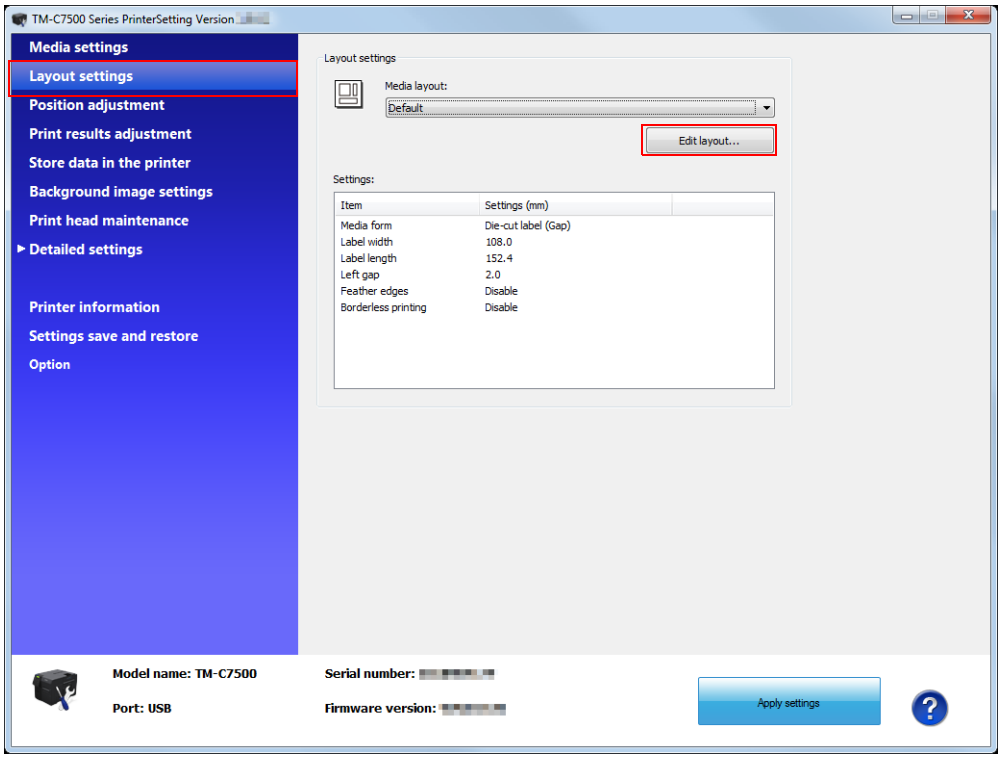
2 **Start PrinterSetting.**
See "Starting the PrinterSetting" on page 88

3 **The "Media settings" screen is displayed.**

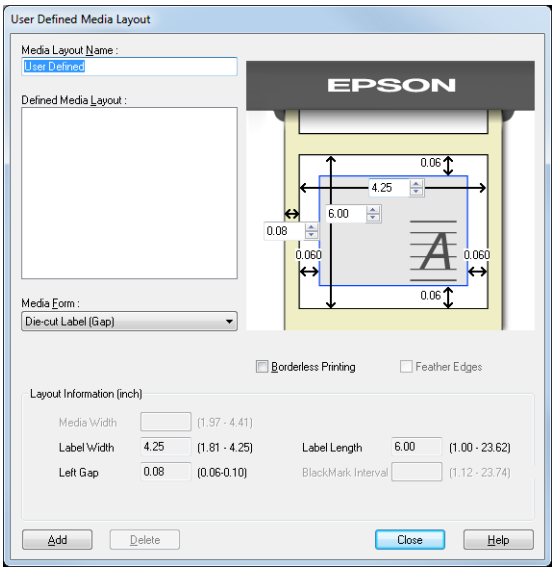


4 **Set the Media source/Media detection/Media coating type.**
Click [Apply settings].

5 From the items on the left, select [Layout settings]. Click [Edit layout...].



6 The “User Defined Media Layout” screen is displayed.



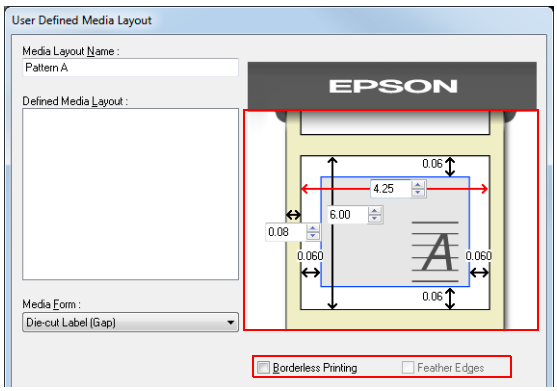
7 Enter Media Layout Name.

If there is an existing defined media layout, you can create a new layout based on the defined media layout.

8 Select [Media Form].

9 Enter the size of the paper (unit: mm).

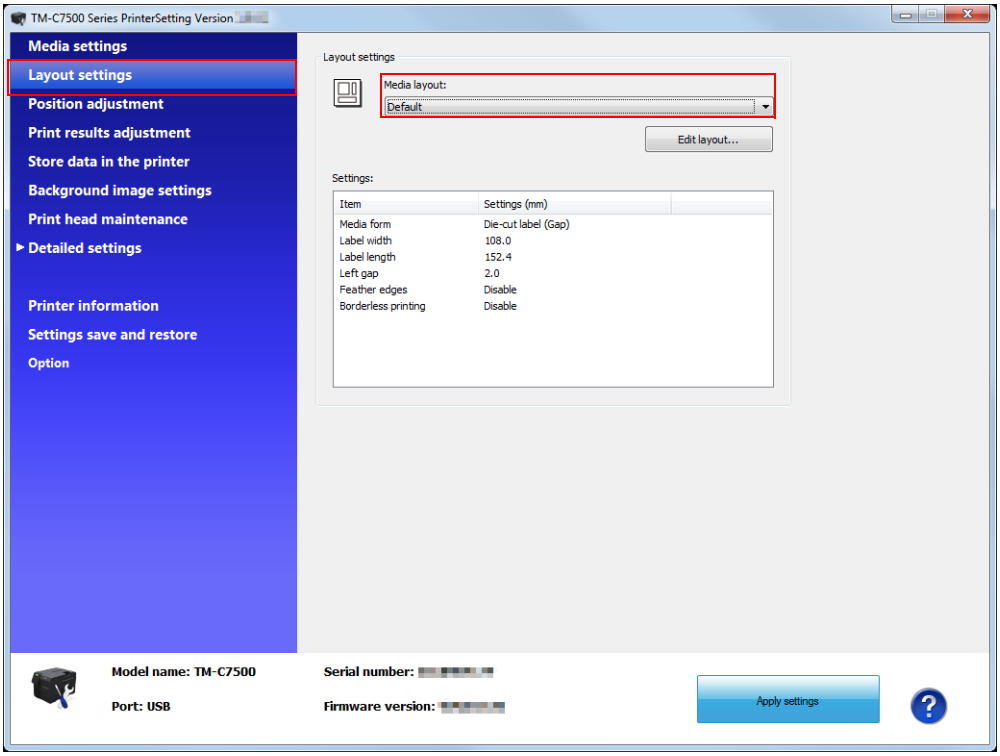
- When enlarging the print area, put a checkmark in [Borderless Printing] to eliminate margins. When the margins are zero, the print may extend outside of the media/label. Use it accordingly.
- When [Borderless Printing] is checked, [Feather Edges] can be checked. When [Feather Edges] is checked, gradation processing is performed on the margin areas.
- Irrespective of the [Borderless Printing] enabled/disabled setting, margins of 1.5 mm are added to the Full-page label printing area top and bottom.



10 Click [Add]. User Defied Media will be registered and displayed on the list of [Defined Media Layout].

11 Click [Close].

12 From [Media Layout], select the newly created media layout.



13 Click [Apply Settings].

This completes the settings of media source, media coating type, media form and media detection.

Setting with the operation panel

1 **Turn on the product.**

2 ► **Press the (Menu) button to display the menu.**

3 **Select [PRINTER SETUP1] and press the OK button.**

4 **Select [MEDIA SOURCE] and press the OK button.**

5 **Select media source and click the OK button.**
Select one from INTERNAL ROLL/EXTERNAL FEED.

6 **Select [MEDIA TYPE] and click the OK button.**

7 **Select a media type and click the OK button.**
Select one from PLAIN/MATTE1/MATTE2 /SYNTHETIC/GLOSSY (Only for TM-C7500G Series.).

8 **Select [MEDIA FORM] and click the OK button.**

9 **Select media form and click the OK button.**
Select one from DIE-CUT LABEL/CONT. LABEL/CONT. PAPER.

10 **Select [LEFT GAP] and click the OK button.**

11 **Specify the left gap pixels and click the OK button.**
The settable range is 0 to 2551 pixels.

12 **Select [LABEL WIDTH] and click the OK button.**

13 **Specify the label width and click the OK button.**
Settable range is 0 to 2551 pixels.

14 **Select [LABEL LENGTH] and click the OK button.**

15 **Specify the label length and click the OK button.**
The settable range is 0 to 14173 pixels.

16 **Select [MEDIA DETECT] and click the OK button.**

17 **Select a media detection method and click the OK button.**
Select one from BLACK MARK/GAP/NONE.

This completes the settings of media source, media type, media form and media detection.

Test printing

You can check whether the printer is operating normally by printing the nozzle check pattern.

Perform nozzle check printing by following the steps below. You can use nozzle check to check whether the nozzle is clogged from the printed pattern.

1 **Turn on the product.**

2 **► Press (Menu) button to display the menu.**

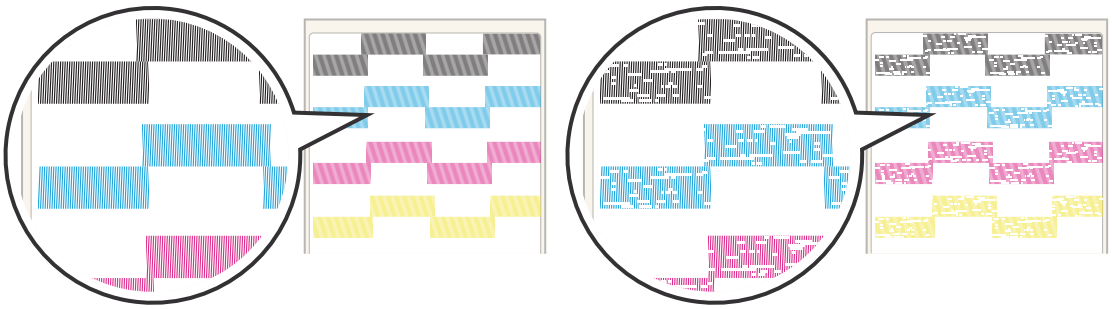
3 **Select [NOZZLE CHECK] and press the OK button.**

4 **Select [YES] and press the OK button.**
The nozzle check pattern is printed.

5 **Check the printed nozzle check pattern.**
If the pattern is printed normally, all the lines are printed properly as shown in the left figure below.
The nozzle is clogged if there is an unprinted line as shown in the right figure below.
Perform head cleaning if this occurs.

<Normal>

< When the nozzles are clogged >



Depending on the settings for the threshold of clogged nozzles, the clogged nozzle error may not be displayed even if several dots are clogged.
See "Setting Threshold of clogged nozzles" on page 23 or "NOZZLE CLOGGED" on page 171.

Test Printing

If the printer driver has been installed already, a test printing can be performed.
Perform a test printing with the following steps.

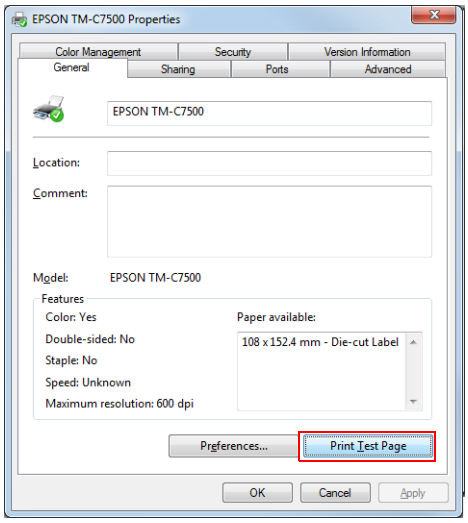
1 Open the [Devices and Printers].

- For Windows 10:
  Right click [Start], then click [Control Panel]. Click [View devices and printers].
- For Windows 8.1/ Windows 8:
  Select [Control Panel] of Sidebar [Settings] on [Desktop], and click [Hardware and Sound], then [Devices and Printers].
- For Windows 7:
  Click [View devices and printers] of [Control Panel] on [Start] menu.
- For Windows Vista:
  Click [Printers] of [Control Panel] on [Start] menu.
- For Windows XP Professional:
  Click [Printers and Faxes] on [Start] menu.
- For Windows XP Home Edition:
  Click [Control Panel] on [Start] menu, and click [Printers and Faxes].
- For Windows Server 2003 R2:
  Click [Printers and Faxes] on [Start] menu.

2 Right-click [EPSON TM-C7500], and click [Printer properties].

Registered name of this product to display in the case of the [EPSON TM-C7500].

3 The Properties screen is displayed. Click [Print Test Page].



How to Display the Printer Driver

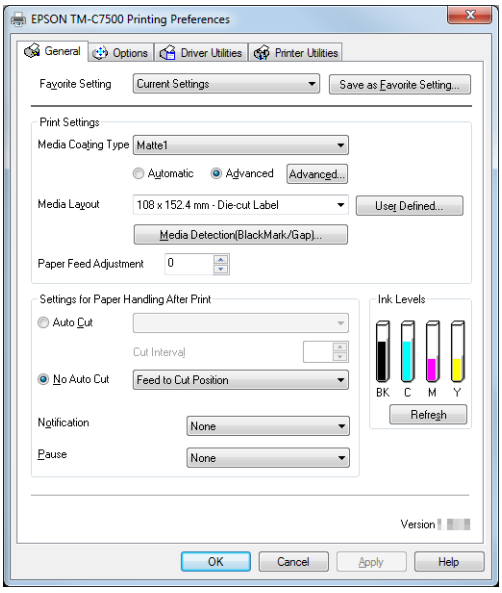
1 Open the [Devices and Printers].

- For Windows 10:
  Right click [Start], then click [Control Panel]. Click [View devices and printers].
- For Windows 8.1/ Windows 8:
  Select [Control Panel] of Sidebar [Settings] on [Desktop], and click [Hardware and Sound], then [Devices and Printers].
- For Windows 7:
  Click [View devices and printers] of [Control Panel] on [Start] menu.
- For Windows Vista:
  Click [Printers] of [Control Panel] on [Start] menu.
- For Windows XP Professional:
  Click [Printers and Faxes] on [Start] menu.
- For Windows XP Home Edition:
  Click [Control Panel] on [Start] menu, and click [Printers and Faxes].
- For Windows Server 2003 R2:
  Click [Printers and Faxes] on [Start] menu.

2 Right-click [EPSON TM-C7500], and click [Printing References].

The printer driver screen is displayed.

Registered name of this product to display in the case of the [EPSON TM-C7500].



Handling

This chapter describes basic handling of the printer.

List of printer setting items

Setting item	Operation Panel	PrinterSetting	Printer Driver
Cleaning	✔	✔	✔
Nozzle check	✔	✔	✔
Media type	✔	✔	✔
Media form	✔	✔	✔
Media detection	✔	✔	✔
Media source	✔	✔	✔
Left gap adjustment	✔	✔	✔
Label width	✔	✔	✔
Label length	✔	✔	✔
Left margin	✔	✔	✔
Right margin	✔	✔	✔
Top margin	✔	✔	✔
Bottom margin	✔	✔	✔
Printing position adjustment (longitudinal)	✔	✔	✔*
Printing position adjustment (lateral)	✔	✔	✔*
Printing speed	✔	✔	✔
Change of Monochrome/Color	-	✔	-
Resolution	✔	✔	-
Adjustment font width	-	✔	-
Head maintenance	✔	✔	✔
Operations after printing	✔	✔	✔*
Cutoff position adjustment	✔	✔	✔*
Paper feed amount adjustment	✔	✔	✔
Printing of paper feed adjustment pattern	✔	-	-
Nozzle Verification Technology	✔	✔	✔*
Nozzle check interval	✔	✔	✔*
Operation when nozzle dropout detected	✔	✔	✔*
Threshold of clogged nozzles	✔	✔	✔*
Re-printing	✔	✔	✔*
Operation when power turned on	✔	✔	✔*
Operation when paper replaced	✔	✔	✔*

Setting item	Operation Panel	PrinterSetting	Printer Driver
Operation cancellation via panel	✔	-	-
Specified-time cleaning	✔	✔	✔*
Incomplete Label	✔	-	-
Time for specified-time TCL	✔	✔	✔*
LCD brightness	✔	✔	✔*
LCD contrast	✔	✔	✔*
Beeper volume	✔	✔	✔*
Ink low LED alert	✔	✔	✔*
Language settings	✔	✔	✔*
Date/Time	✔	✔	✔*
Control prefix characters	✔	✔	-
Format prefix characters	✔	✔	-
Delimiter characters	✔	✔	-
Factory reset	✔	✔	✔*
Erase memory	✔	✔	✔*
Initialize I/F	✔	-	-
Initialize media detection sensor	✔	-	-
Color correction method	✔	✔	✔
Ink profile	✔	✔	✔
Ratio of black to composite	✔	✔	✔
Edge shading	✔	✔	✔
Nozzle dropout supplementation	✔	✔	✔*
Banding reduction	✔	✔	✔
Calibration	✔	✔	✔*
Ink recharging [*1]	✔	-	-
Printer data printing	✔	-	-
Printing distance (non-resettable) display	✔	-	-
Printer distance (resettable counter 1) display	✔	-	-
Printer distance (resettable counter 2) display	✔	-	-
Labels printed count (resettable counter 1) display	✔	-	-
Labels printed count (resettable counter 2) display	✔	-	-
Cumulative carriage motion count display	✔	-	-
Auto cutter operation count display	✔	✔	-
Firmware version display	✔	-	-
IP setting	✔	-	-
IP address	✔	-	-
Subnet mask	✔	-	-
Default gateway	✔	-	-

Setting item	Operation Panel	PrinterSetting	Printer Driver
Selection of character code tables	-	✔	✔*
Registration of fonts, images and templates	-	✔	✔*
Setting preset images	-	✔	-
Enable/Disable of Operation Panel (Cancel, Feed and Cut)	-	✔	✔*
Paper feed adjustment (Mech wear)	-	✔	✔*
Saving, editing, deleting the [Favorite setting] *2	-	✔	-
Selecting the [Favorite setting] *2	✔	✔	-

✔ : Can be set.

✔* : When launching PrinterSetting from the printer driver, it is not displayed.

- : Cannot be set.

*1 : If the status level of the amount remaining for the ink cartridge on the operation panel is full or reduces 1 level, the ink recharging can be executed.
It takes at least 8 minutes to charge ink. The ink charging time varies depending on the conditions.

*2 : It is a different function from [Favorite setting] of the Printer Driver. The two functions are not compatible. When using the Printer Driver, use [Favorite] of the Printer Driver. ink

Setting panel switch

Settings menu item		Available settings	Default setting
CLEANING		• YES • NO	-
NOZZLE CHECK		• YES • NO	-
PRINTER SETUP1	MEDIA TYPE	• PLAIN • MATTE1 • MATTE2 • SYNTHETIC • GLOSSY	MATTE2
	MEDIA FORM	• DIE-CUT LABEL • CONT. LABEL • CONT. PAPER	DIE-CUT LABEL
	MEDIA DETECT	• BLACK MARK • GAP • NONE *	GAP
	MEDIA SOURCE	• INTERNAL ROLL • EXTERNAL FEED	INTERNAL ROLL
	LEFT GAP	0 to 2,551 [pixel]	47
	LABEL WIDTH	0 to 2,551 [pixel]	2,551
	LABEL LENGTH	0 to 14,173 [pixel]	3,600
	LEFT MARGIN	0 to 35 [pixel]	35
	RIGHT MARGIN	0 to 35 [pixel]	35
	TOP MARGIN	0 to 35 [pixel]	35
	BOTTOM MARGIN	0 to 35 [pixel]	35
	V. POSITION	48 to -48 [pixel]	0
	H. POSITION	-24 to +24 [pixel]	0
	PRINTING SPEED	• 150[mm/s] • 300[mm/s]	300[mm/s]
	RESOLUTION	• 600[dpi] • 300[dpi] • 200[dpi]	600[dpi]
	HEAD MAINTENANCE	• PAUSE FOR MAINTE-NANCE • CONTINUOUS PRINTING	PAUSE FOR MAIN-TENANCE
	PAPER HANDLING AFTER PRINT	• NO CUT • CUT	NO CUT
	CUT POSITION	-35 to +35 [pixel]	0
	PAPER FEED ADJUSTMENT	-99 to +99	0

Settings menu item		Available settings	Default setting
PRINTER SETUP1	PRINT PAPER FEED ADJ. PATTERN	• YES • NO	-
PRINTER SETUP2	NOZZLE VERIFICATION TECHNOLOGY	• ENABLE • DISABLE	ENABLE
	NOZZLE CHECK INTERVAL	0 to 500 [sheets]	0 sheets
	OPERATION AT CLOGGED NOZZLE	• CONTINUE • NOTIFY	CONTINUE
	THRESHOLD OF CLOGGED NOZZLES	0 to 10 [nozzles]	6
	REPRINT	• ENABLE • DISABLE	ENABLE
	POWER ON ACTION	• FEED • CALIBRATION • NO FEED	FEED
	PAPER CHANGE ACTION	• FEED • CALIBRATION • NO FEED	FEED
	CANCEL ACTION	• JOB ONLY • JOB/RAM DRIVE	JOB ONLY
	SCHEDULED CLEAN	• ENABLE • DISABLE	DISABLE
	CLEANING TIME	HH:MM (24-hour clock)	00:00
	INCOMPLETE LABEL *	• NO CUT • CUT	CUT
PRINTER SETUP3	LCD BRIGHTNESS	• OFF • LEVEL1 • LEVEL2 • LEVEL3	LEVEL2
	LCD CONTRAST	• 0 to 10	5
	BEEPER VOLUME	• OFF • LOW • MEDIUM • HIGH • MAX	MEDIUM
	INK LOW LED	• DISPLAY • NO DISPLAY	DISPLAY

Settings menu item		Available settings	Default setting
PRINTER SETUP3	LANGUAGE	• JAPANESE • ENGLISH • FRENCH • GERMAN • ITALIAN • SPANISH • PORTUGUESE • DUTCH	According to market destination
	CLOCK	MM/DD/YY HH:MM	-
	CONTROL PREFIX	0x20 to 7E	0x7E
	FORMAT PREFIX	0x20 to 7E	0x5E
	DELIMITER CHAR	0x20 to 7E	0x2C
	FACTORY RESET	• YES • NO	-
	ERASE MEMORY	• YES • NO	-
	INITIALIZE I/F	• YES • NO	-
	INITIALIZE MEDIA DETECTION SENSOR	• YES • NO	-
COLOR CONTROLS	MODE	• EPSON PREFERRED • EPSON STANDARD	EPSON PREFERRED
	INK PROFILE	-6 to +4	0
	RATIO OF BLACK	-6 to 0 (Available settings vary with media type)	0
	FEATHER EDGES	• ENABLE • DISABLE	DISABLE
	DOT SUBSTITUTION	• ENABLE • DISABLE	ENABLE
	BANDING	-2 to +2	0
MAINTENANCE	CALIBRATION	• YES • NO	-
	INK RECHARGE	• YES • NO	-
	PRINT INFO	• STATUS BASIC • STATUS SETUP • STATUS NETWORK • LIST FONT • LIST BARCODE • LIST IMAGE • LIST TEMPLATE	-

Settings menu item		Available settings	Default setting
MAINT. COUNTERS	TOTAL LENGTH	********[mm]	-
	LENGTH 1	********[mm]	-
	LENGTH 2	********[mm]	-
	LABELS 1	********[labels]	-
	LABELS 2	********[labels]	-
	TOTAL CR	********[motions]	-
	TOTAL AUTO CUT	********[motions]	-
	FW VERSION	• MAIN • NETWORK • FPGA • CG	-
I/F SETUP	IP SETUP	• AUTO • MANUAL	MANUAL
	IP ADDRESS	***.***.***.***	192.168.192.168
	SUBNET MASK	***.***.***.***	255.255.255.000
	DEFAULT GATEWAY	***.***.***.***	255.255.255.255
FAVORITE SETTING		The favorite settings you have saved will be displayed.	-

* This function can be set with product's firmware Ver.WAI32000 or later.

Printing the status sheet (Network settings)

Print the status sheet (Network settings) from the operation panel.

1. **Turn on the product.**
2. ► **Press the (Menu) button to display the menu.**
3. **Select [MAINTENANCE] and press the OK button.**
4. **Select [PRINT INFO] and press the OK button.**
5. **Select [STATUS NETWORK] and press the OK button.**
   The product will print out the status sheet (Network settings).

A status sheet (Network settings) printout sample

HHHH Epson Status Sheet HHHH

<General Information>

MAC Address	xx:xx:xx:xx:xx:xx
Software	xxxxxxxxx
Network Status	AUTO(Disconnected)

<TCP/IP IPv4>

Obtain IP Address	Manual
IP Address	xxx.xxx.xxx.xxx
Subnet Mask	xxx.xxx.xxx.xxx
Default Gateway	None

Favorite

You can save settings such as the media type, the media size, the media source, media detection and the preset image in [Favorite setting] and register it to the product to easily apply them by selecting them on the operation panel.

You can save up to 100 items in [Favorite setting].

Operating environment

- The settings in [Favorite setting] are only valid in the following cases:
  - * when using printer drivers with ZPL II command to print from applications that support the ZPL II command
  - * when printing through the direct command execution from applications developed by users
- This function is disabled when printing with TM-C7500/TM-C7500G Series printer drivers.
- You can use this function with the product firmware Ver.WAI30000 or later or with PrinterSetting Ver.1.2.0.0 or later.

Instructions for use

1 **In PrinterSetting, save the [Favorite setting] settings to the product.**
See "Saving favorite settings" on page 106.

2 **Make sure that the printer is not in the middle of the cleaning operation or printing operation, or that data is not being sent to the product.**

3 **In the [FAVORITE SETTING] menu on the LCD screen, select [Favorite setting] you have saved and click the OK button.**
See "FAVORITE SETTING" on page 83.
The [Favorite setting] save names on the [Favorite setting] list appear in the ascending order.

4 **After you have changed the settings, the message “CHANGE SUCCEEDED” will appear on the LCD screen for approximately 3 seconds.**

Important points

- If the [Media Detection] or [Media source] settings in [Favorite setting] are different from the printer settings, a media detection error or a paper path error will occur. If that happens, refer to the "Troubleshooting" section, remove the error and configure [Favorite setting] again.
- You can select [Favorite setting] on the operation panel or in PrinterSetting.
- If the settings could not be configured, [PRINTER IS BUSY CHANGE FAILED] will appear for 3 seconds. Check the printer status again and reconfigure the settings.
- The application settings will be given priority over the settings in [Favorite setting] of the printer.

Cutting the Incomplete Label

If printing was cancelled due to a no paper error, the incomplete label can be automatically cut.

This function is set by selecting "PRINTER SETUP2" -> "Incomplete Label" on the panel switch.

Operation varies on the printer settings, the label length, and the length of the incomplete section when the no paper error was detected. This function can be set with product's firmware Ver.WAI32000 or later.

<table>
<tr><th colspan="2">Printer Settings</th><th colspan="3">Label</th></tr>
<tr><th rowspan="2">Setting Items</th><th rowspan="2">Setting Value</th><th rowspan="2">Label Length: less than 4 cm</th><th colspan="2">Length of the incomplete section when the no paper error was detected</th></tr>
<tr><th>Less than 4 cm</th><th>More than 4 cm</th></tr>
<tr><td rowspan="2">PRINTER SETUP2 - Incomplete Label</td><td>CUT</td><td rowspan="2">The printer prints the label being printed then stops.
This label is not printed during the next printing.</td><td rowspan="2">The printer prints the label being printed then stops.
This label is not printed during the next printing.</td><td>The printer cancels printing and feeds the paper, then automatically cuts the paper approximately 1.3 cm {0.5"} from the label edge.
This label is reprinted when the printer starts printing again.</td></tr>
<tr><td>NO CUT</td><td>The printer cancels printing.
This label is reprinted when the printer starts printing again.</td></tr>
</table>

This function cannot be used when another error occurs, such as a paper jam error.

PrinterSetting

If you use the product with user rights, PrinterSetting Ver.1.2.0.0 or later is necessary.
If you open PrinterSetting with user rights and if any other software, such as the printer driver, is communicating with the product, you may not be able to modify the settings. We recommend opening PrinterSetting with administrator rights.

The PrinterSetting is a utility to setup this product. The following can be set with the PrinterSetting.

Item	Description	Page
Media settings*	Sets media used in this product.	Page 91
Layout settings*	Sets the media layout. Performs a User defined media lay-out in which media form or printing range is set.	Page 92
Position adjustment	Adjusts the print start position or cut position.	Page 94
Print results adjustment*	Adjusts the color preset or the barcode.	Page 96
Store data in the printer	Register images, templates and fonts to the printer. Also, select a code to use from the character code table.	Page 97
Background image settings*	Sets a preset image.	Page 98
Print head maintenance	Perform a print head maintenance or nozzle check and sets periodic cleaning.	Page 100
Detailed settings	Performs detailed settings for the printer. • Printer settings • Panel settings • Nozzle check settings • Advanced settings • Initialize printer	Page 101 to Page 108
Printer information	Checks the printer's setting information such as printer media settings or layout settings, or the maintenance counters.	Page 109
Settings save and restore	Saves the printer settings or restores saved settings.	Page 111
Option	Sets the PrinterSetting. Set the unit used in PrinterSetting and settings at the start.	Page 112

* When launching PrinterSetting from the printer driver, it is not displayed.

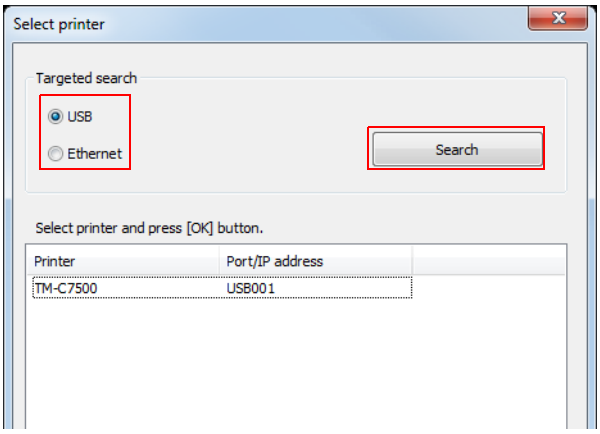
Starting the PrinterSetting

Start the PrinterSetting with the following methods.

1 **Turn on the product.**

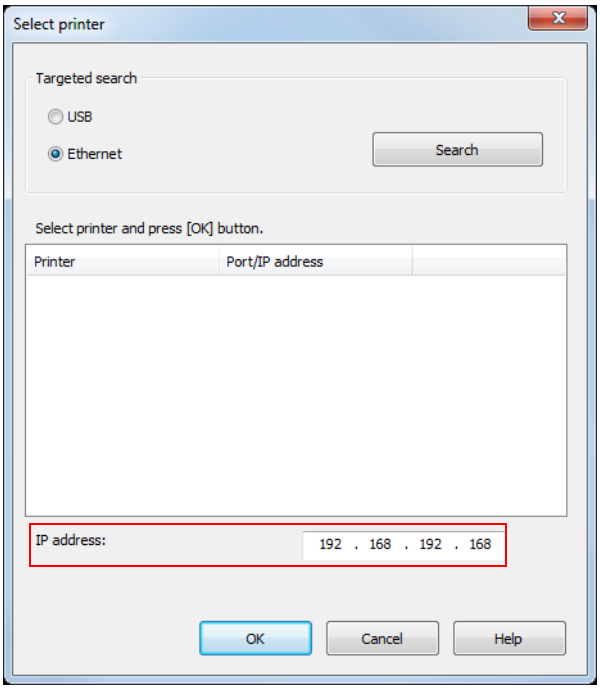
2 **Select [Start] - [All Programs] - [Epson] - [TM-C7500 Series] - [PrinterSetting].**

3 **The [Select printer] screen is displayed. Select a search target and click [Search].**

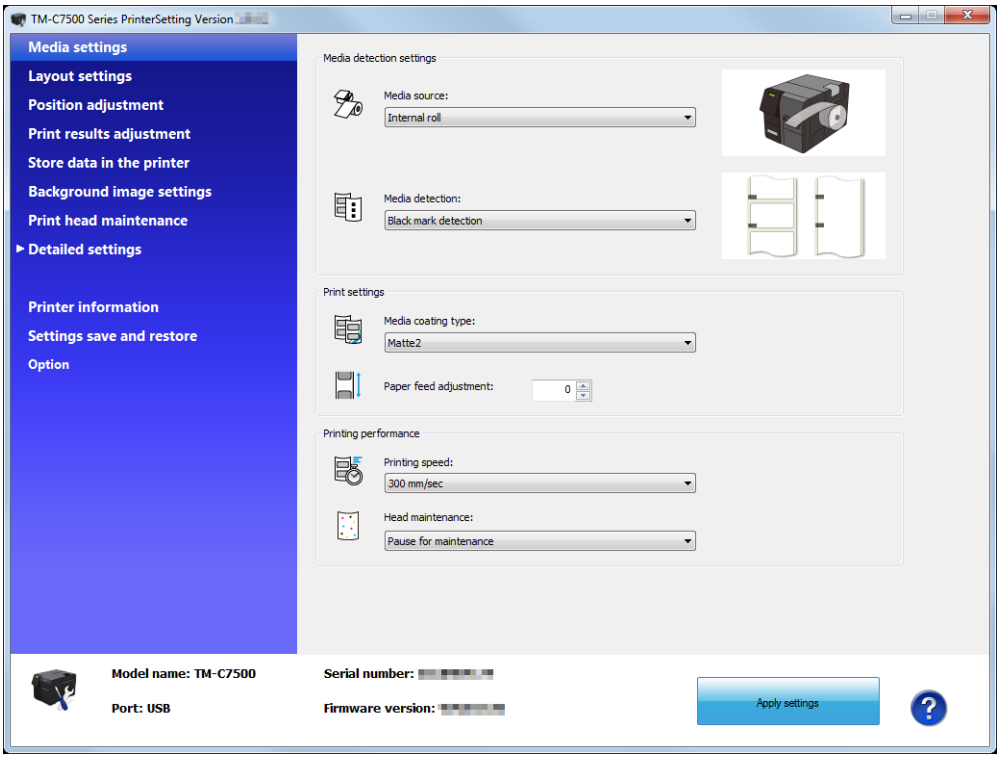


4 **This product is displayed in the list. Select a printer to set and click [OK].**

For an Ethernet connection, the product may not be displayed when a search is executed. In that case, enter IP address.

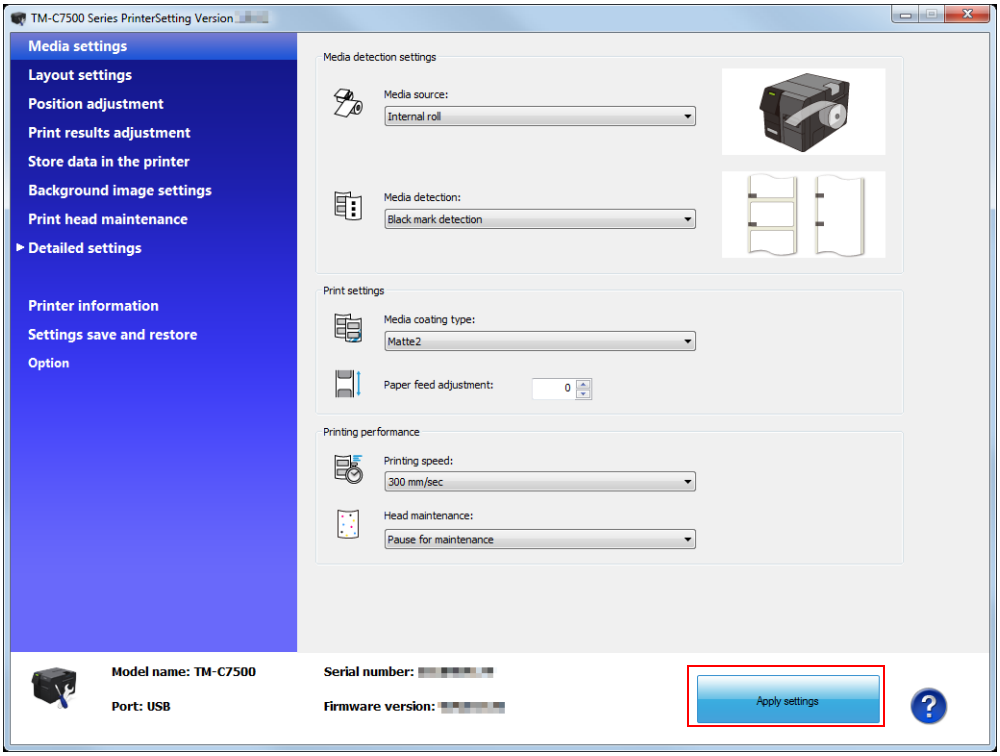


5 Start the PrinterSetting.



Apply settings

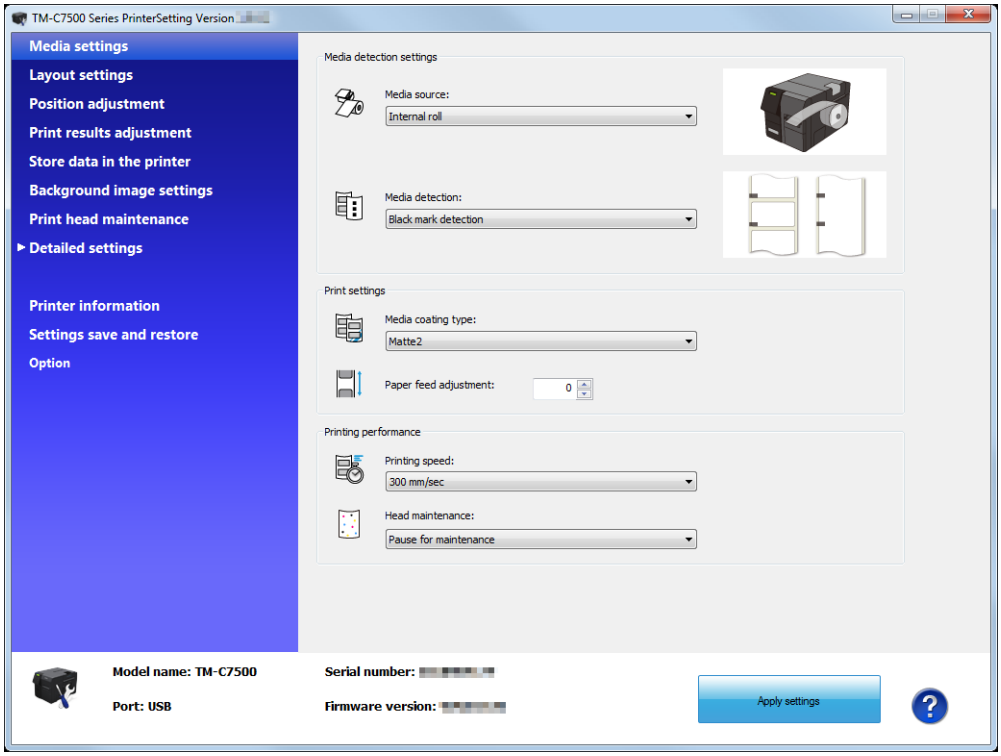
After setting each item, click [Apply settings] to change the settings of this product.



Media settings

Sets the media to be used in this product.

This setting screen is not displayed if you started PrinterSetting from the printer driver.

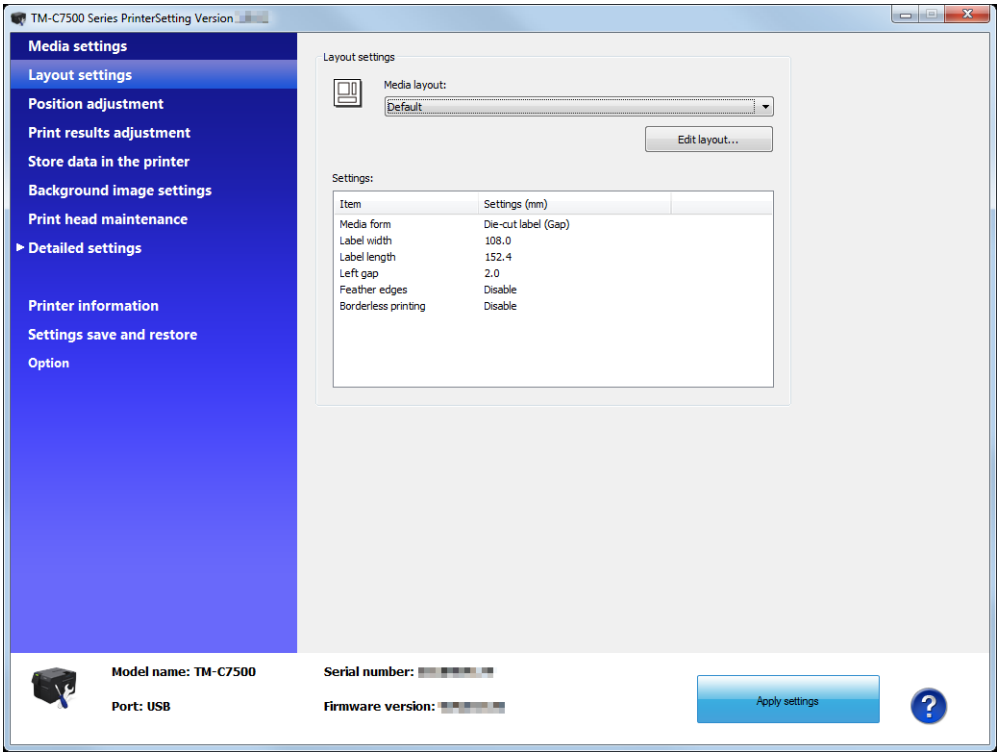


Item		Description
Media detection settings	Media source	Sets the media source.
	Media detection	Sets media detection method.
Print settings	Media coating type	Sets the media type.
	Paper feed adjustment	Adjusts the paper feed.
Printing performance	Printing speed	Sets the printing speed.
	Head maintenance	Sets the head maintenance mode when printing. For the head maintenance mode during printing, refer to "Printing speed" on page 198.

Layout settings

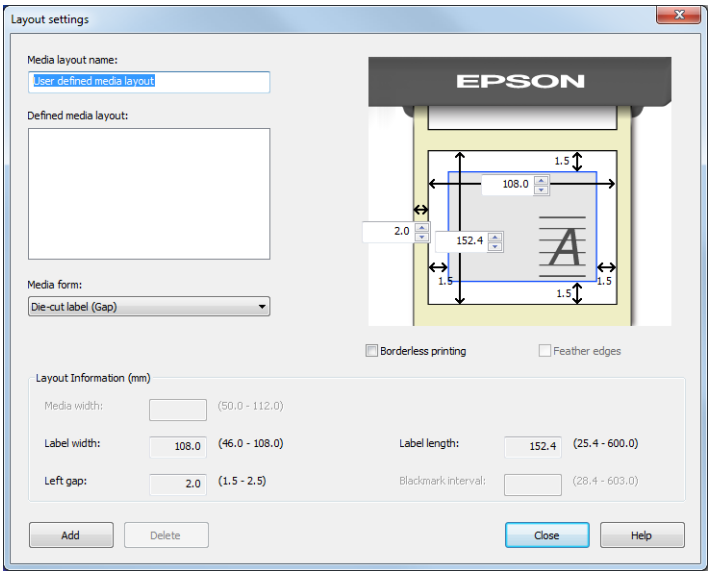
Sets the media layout or creates a new User defined media layout.

> This setting screen is not displayed if you started PrinterSetting from the printer driver.



Item		Description
Layout settings	Media layout	Sets the media layout.
	Edit layout	Creates a new user defined media layout. When clicked, the “Layout settings” screen is displayed.

Layout settings

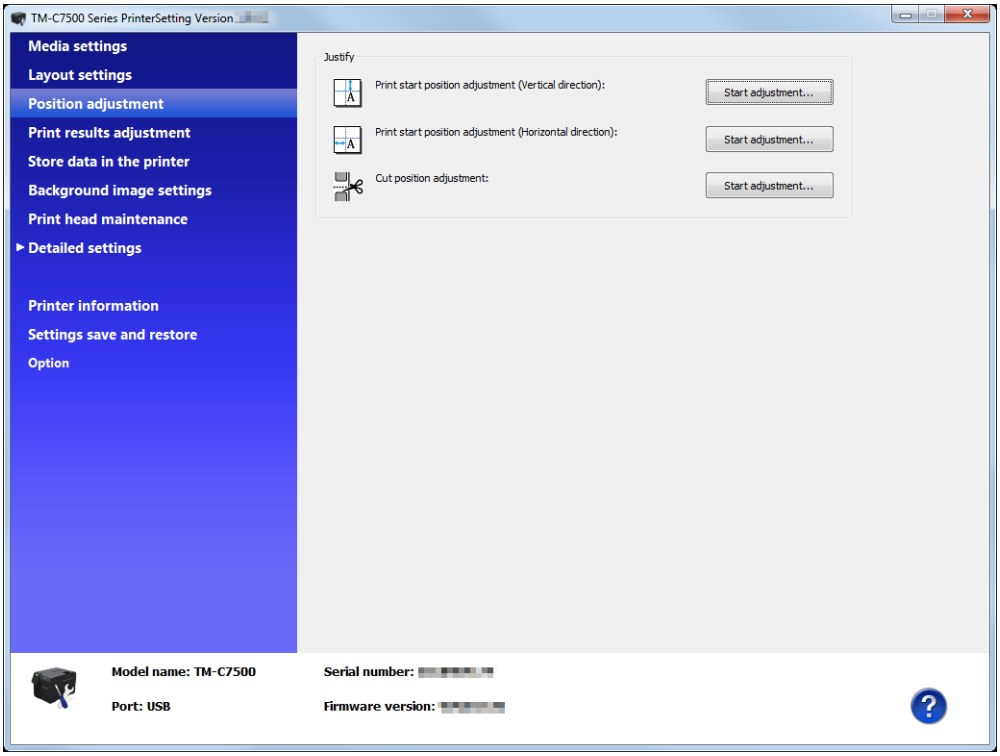


Item	Description
Media layout name	Sets the media layout name. Enter a name.
Defined media layout	The defined media layout in the list is displayed.
Media form	Sets the media form.
Layout Information (mm)	Sets the media width, label width, left gap, label length and blackmark interval. Layout information that can be set changes depending on the media form. Before setting the layout information, set the media form.
Borderless printing	Sets the borderless printing. When the margins are zero, the print may extend outside of the media/label. Use it accordingly. For detail, refer to "Setting the label size and paper layout for borderless printing" on page 151.
Feather edges	When [Feather edges] is checked, gradation processing is performed on the margin areas. It can be set only when [Borderless printing] is checked.

When printing on long labels, depending on the media, the printing result may not reach the specified length. As a result, provided the paper feed direction is up, the bottom edge of the label may be blank. If this blank bothers you, try the method below.
Step 1: Check the printing result.
Step 2: Add the blank section to the specified label length in the layout setting menu.

Position adjustment

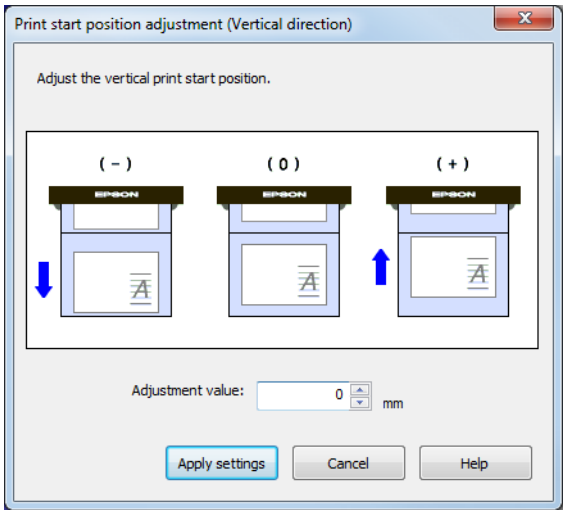
Adjusts the print start position or cut position.



Item		Description
Justify	Print start position adjustment (Vertical direction)	Adjusts the print start position in the vertical direction. Click [Start adjustment...] to adjust the position.
	Print start position adjustment (Horizontal direction)	Adjusts the print start position in the horizontal direction. Click [Start adjustment...] to adjust the position.
	Cut position adjustment	Adjusts the cut position. Click [Start adjustment...] to adjust the position.

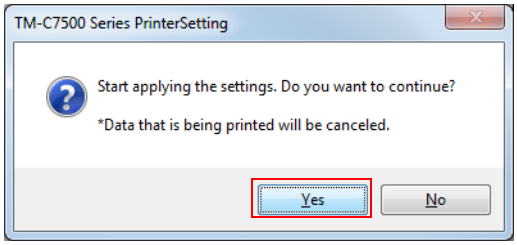
Apply settings

1 **Click [Start adjustment...] and the following screen is displayed.**
(Explained using the print start position adjustment (vertical direction) as an example.)



2 **Enter the adjustment value and click [Apply settings].**

3 **The confirmation screen is displayed. Click [Yes] to execute the adjustment.**



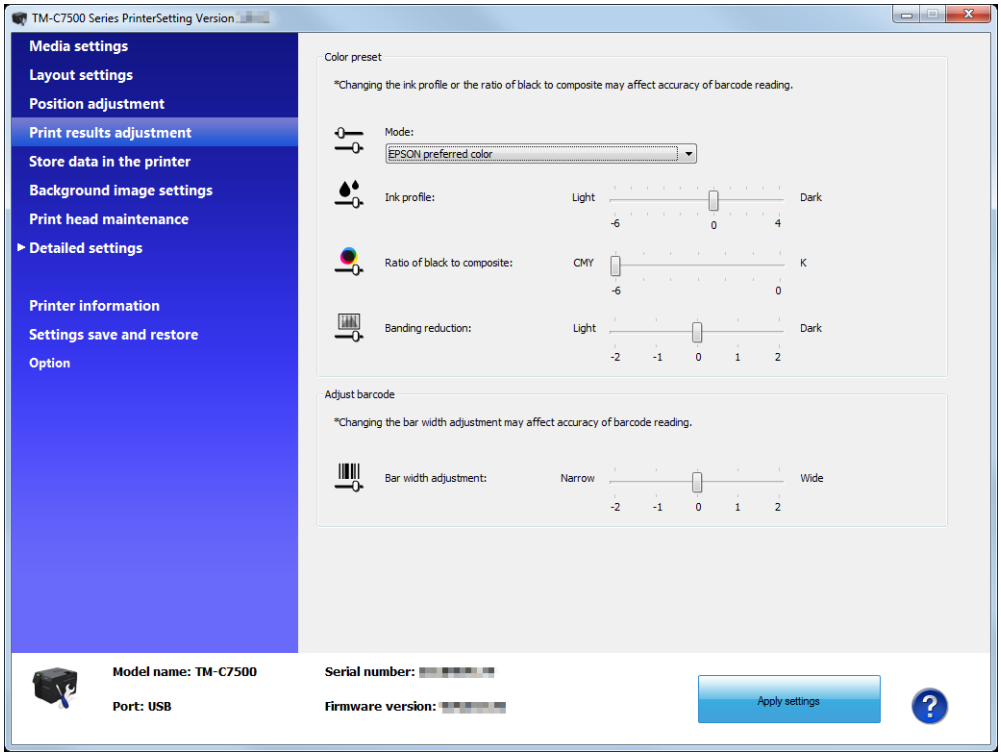
4 **The results are displayed. Click [OK].**

5 **After executing the adjustment, perform printing and check the adjusted position.**

Print results adjustment

Adjusts the color preset or the barcode.

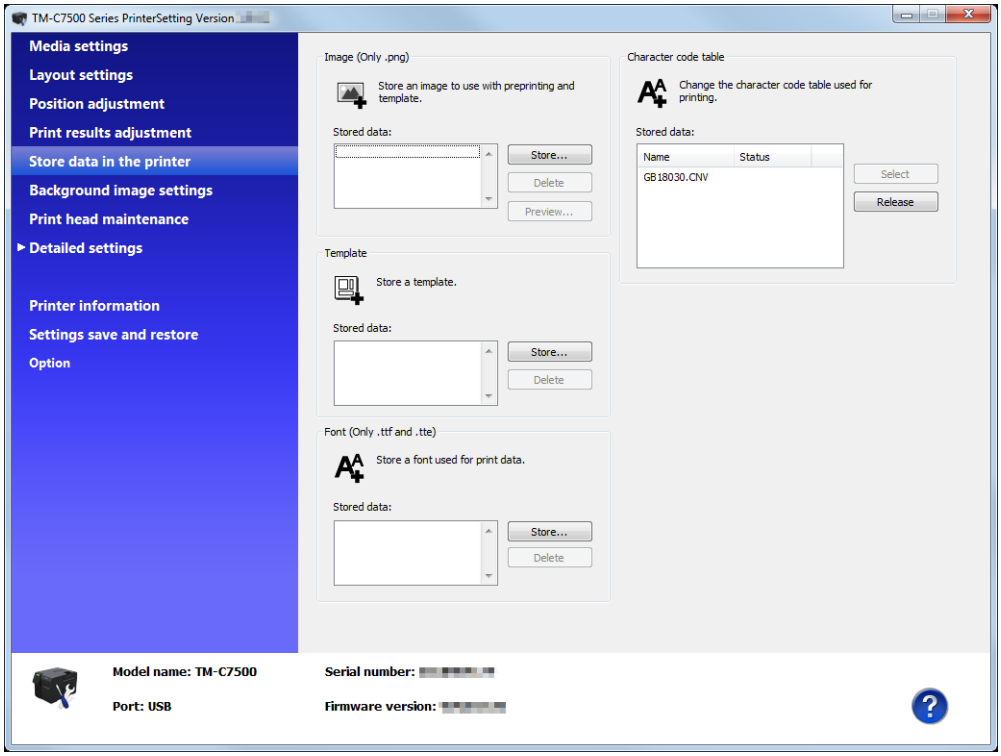
This setting screen is not displayed if you started PrinterSetting from the printer driver.



Item		Description
Color preset	Mode	Sets the color correction method.
	Ink profile	Sets the ink concentration. Depending on the media in use, adjust accordingly to secure the print quality.
	Ratio of black to composite	Sets the ratio of black to composite.
	Banding reduction	Sets when banding reduction is necessary.
Adjust barcode	Bar width adjustment	Set if you are adjusting the bar width when using the embedded bar-code font.

Store data in the printer

Registers images, templates, fonts, and character code tables to the printer.

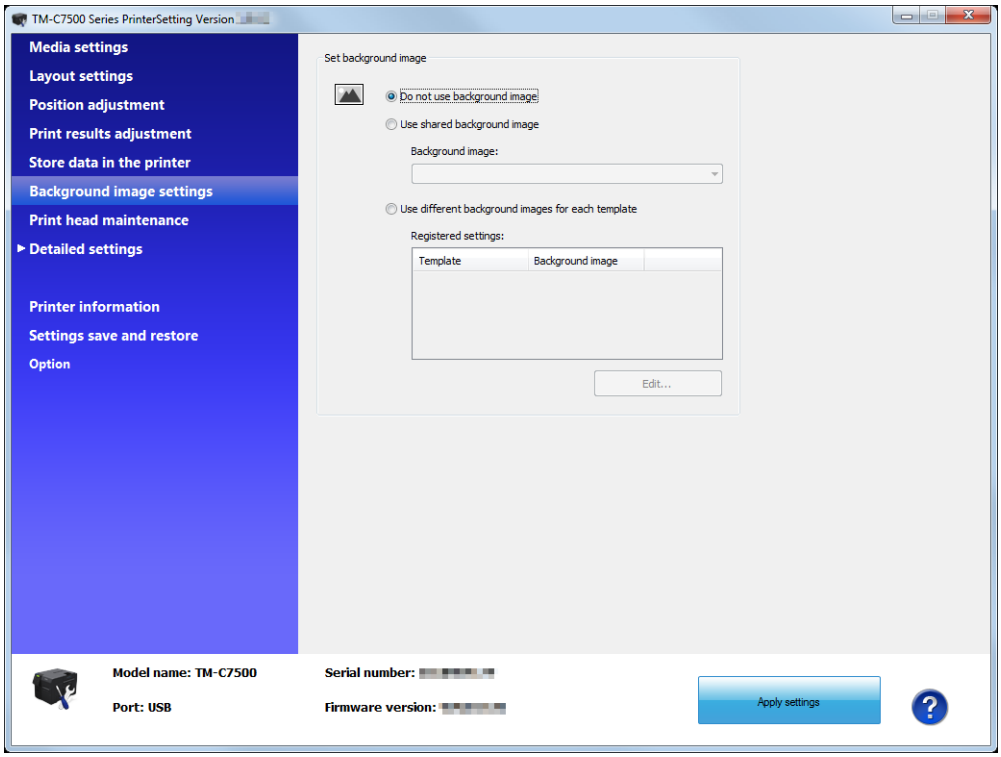


Item	Description
Image (Only .png)	Registers an image used for preprinting or templates.
Template	Registers a template.
Font (Only .ttf and .tte)	Registers a font to apply to print data.
Character code table	Changes the character code used for printing.

Background image settings

Sets a preset image.

- Register a preset image in the following cases.
  * When using the Windows driver from Zebra Technologies Corporation.
  * When using the commercially available label printing application that supports this product.
  * When using an application that directly controls ZPL II or ESC/Label commands.
- This setting screen is not displayed if you started PrinterSetting from the printer driver.



Item		Description
Set background image	Do not use background image	The preset image is not printed.
	Use shared background image	In case of regular printing, print the specified image as a preset image. When printing using a template, the preset image is not printed.
	Use different background images for each template	When printing using a template, the preset image is printed according to the specified combination. When a template is not used, the preset image is not printed.

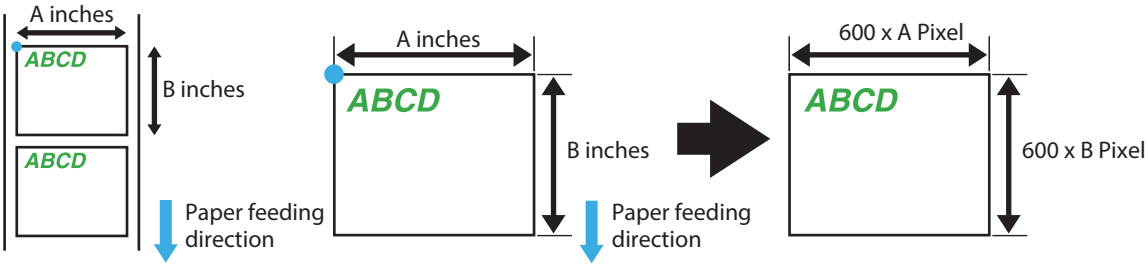
Preset image

Creating a preset image

1 **Prepare an image (PNG format) with the appropriate resolution for this product's printing.**

See "Printing Specifications" on page 198

2 **Replace an image according to the media size.**



3 **The image format is output in PNG format.**

Registering and specifying a preset image

Register a preset image in "Store data in the printer" on page 97.

Also, specify a preset image in "Background image settings" on page 98.

Printing the preset image

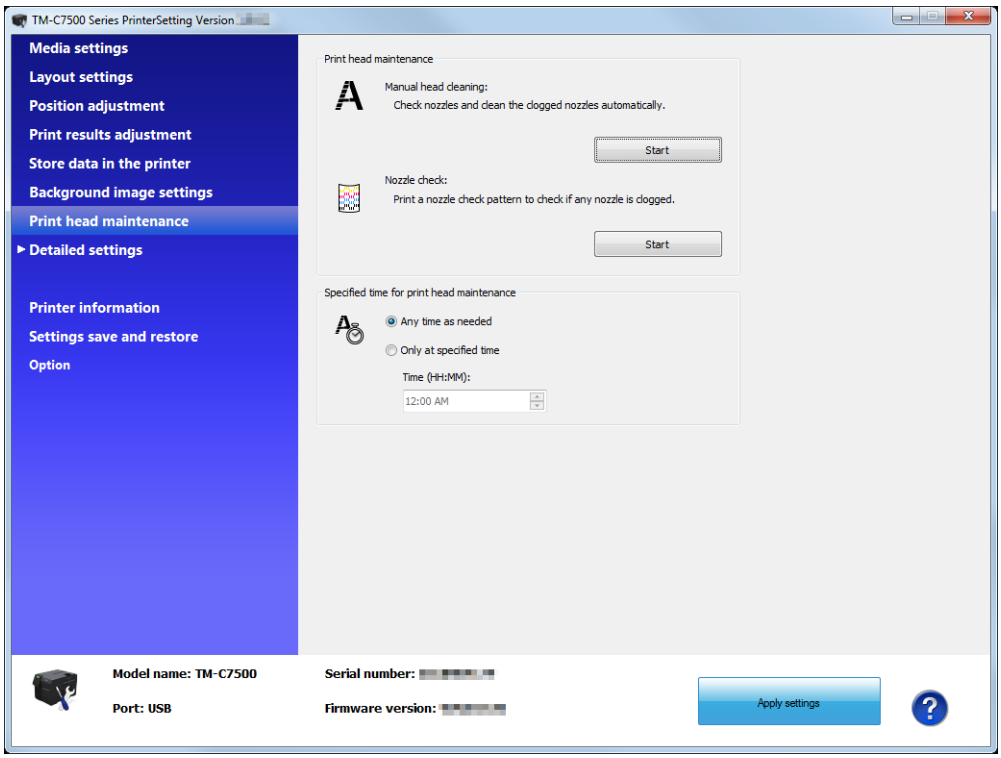
The preset image is printed in the following cases.

- When using the Windows driver from Zebra Technologies Corporation.
- When using the commercially available label printing application that supports this product.
- When using an application that directly controls ZPL II or ESC/Label commands.

The preset image printing is not possible with an Epson printer driver.

Print head maintenance

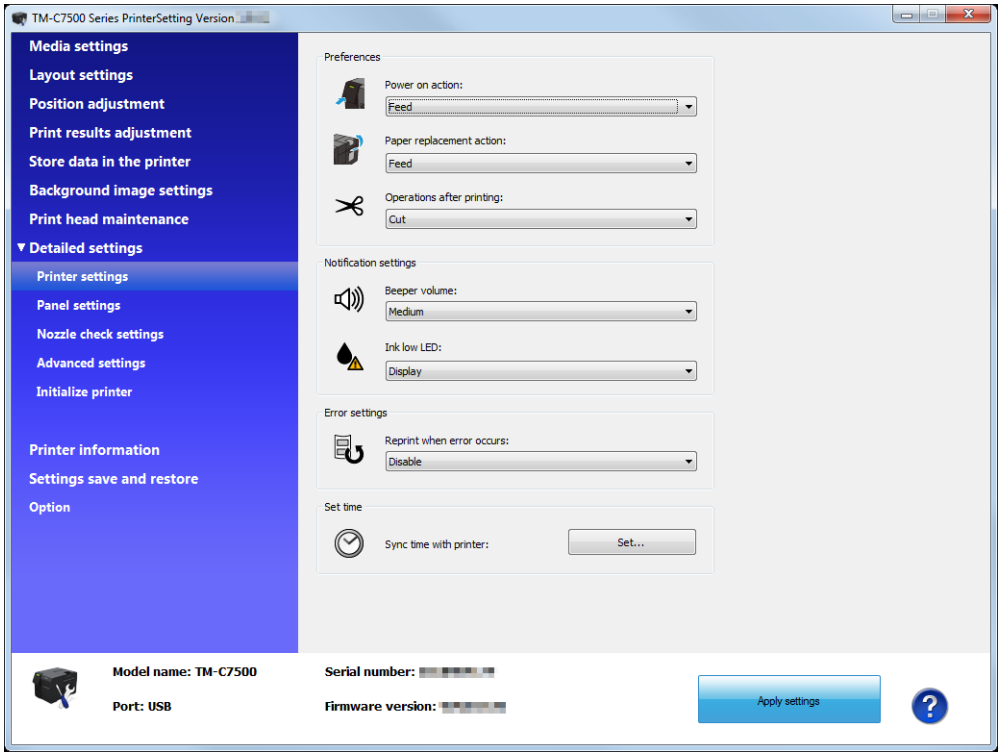
Performs a print head maintenance or nozzle check and sets periodic cleaning.



Item		Description
Print head maintenance	Manual head cleaning	Perform the nozzle check to automatically recover from the nozzle dot dropouts. Click [Start] to start a nozzle check.
	Nozzle check	Prints nozzle check patterns and checks clogged nozzles. Click [Start] to start printing the nozzle patterns.
Specified time for print head maintenance	Any time as needed	When periodical cleaning is necessary, the cleaning operation will be performed immediately.
	Only at specified time	When periodical cleaning is necessary, the cleaning operation will be performed at the specified time. Set the time for the periodical cleaning in [Time (HH:MM):].

Printer settings

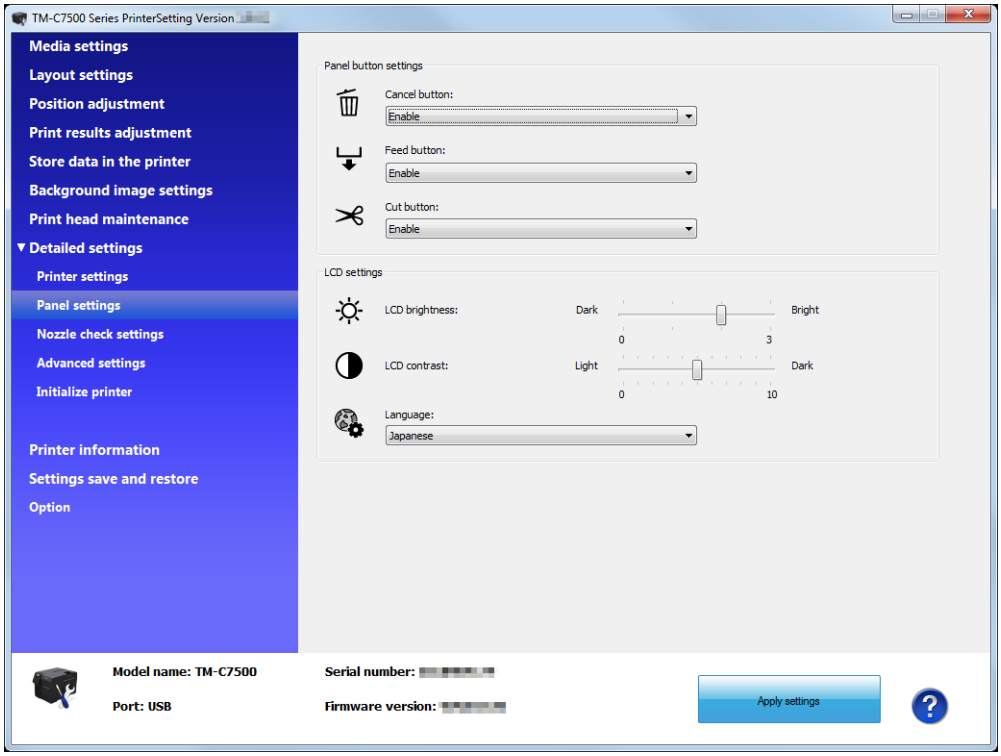
Sets the printer.



Item		Description
Preferences	Power on action	Sets the action when the power is turned on.
	Paper replacement action	Sets the action when the paper is replaced.
	Operations after printing	Sets if the media should be cut after printing.
Notification settings	Beeper volume	Sets the beeper volume.
	Ink low LED	Sets the action when the ink level becomes low.
Error settings		Sets the reprint action when an error occurs.
Set time		Sets the date and time of the product.

Panel settings

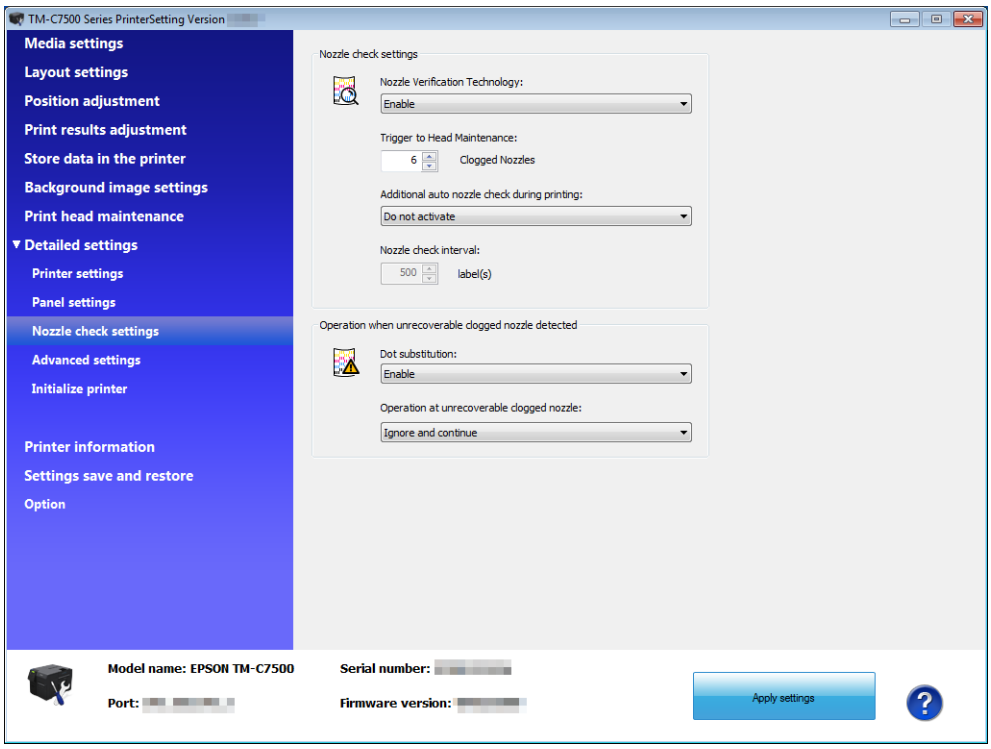
Display settings for the Operation Panel.



Item		Description
Panel button settings	Cancel button	Enables/disables the Cancel button.
	Feed button	Enables/disables the Feed button.
	Cut button	Enables/disables the Cut button.
LCD settings	LCD brightness	Sets the LCD brightness.
	LCD contrast	Sets the LCD contrast.
	Language	Sets the language of the LCD display.

Nozzle check settings

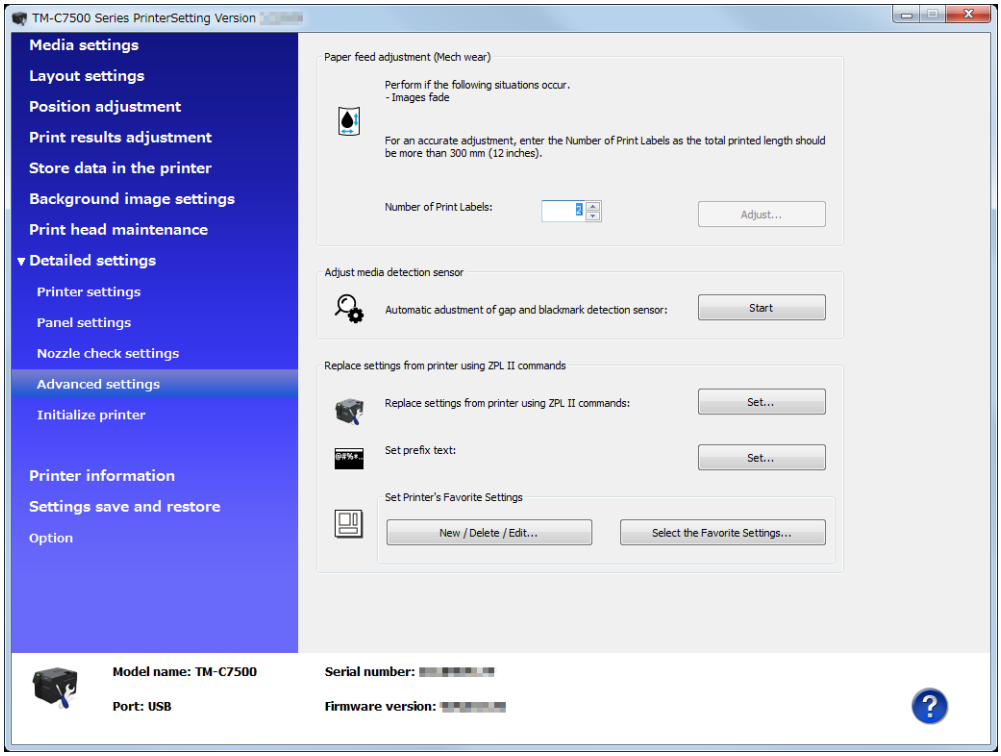
Sets the nozzle check.



Item		Description
Nozzle check settings	Nozzle Verification Technology	Enables/disables the auto nozzle check.
	Trigger to Head Maintenance	Sets the trigger to Head Maintenance. The default setting is '0'.
	Additional auto nozzle check during printing	Sets the additional auto nozzle check during printing.
	Nozzle check interval	Sets the nozzle check interval for when executing the additional auto nozzle check during printing.
Operation when unrecoverable clogged nozzle detected	Dot substitution	Enables/disables the dot substitution.
	Operation at unrecoverable clogged nozzle	Sets the operation during nozzle clogging.

Advanced settings

Sets the advanced settings on the printer.

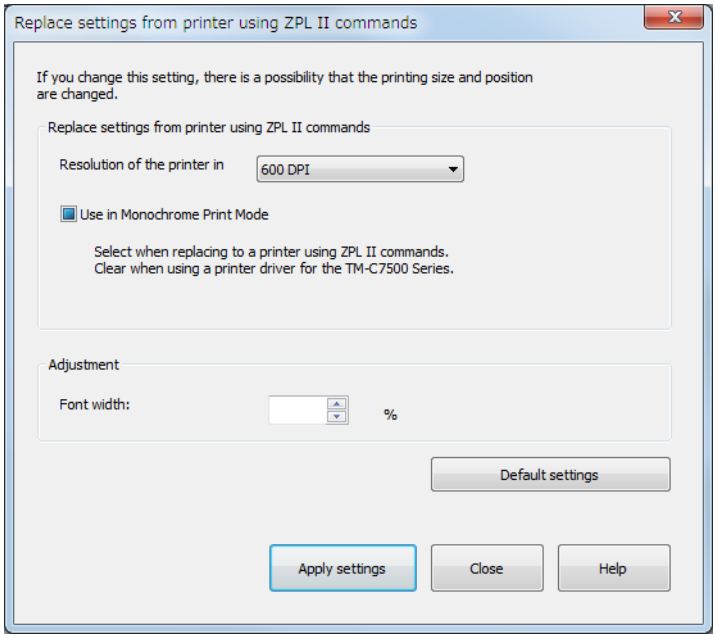


Item		Description
Paper feed adjustment (Mech wear)		Sets the paper feed adjustment (Mech wear) when images fade.
Adjust media detection sensor		Starts the calibration of the detection sensor.
Replace settings from printer using ZPL II commands	Replace settings from printer using ZPL II commands	Performs replacing settings from the printer using ZPL II commands. Click [Set] to display the "Replace settings from printer using ZPL II commands" screen.
	Set prefix text	Sets the prefix text.
	Set Printer's Favorite Settings	Here you can save the favorite settings to the product or apply the saved favorite settings to the product. See "Saving favorite settings" on page 106.

Replace settings from printer using ZPL II commands

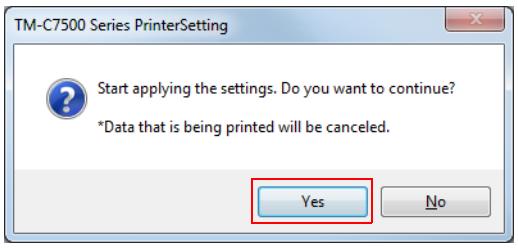
When you click [Default settings], the entered value returns to the printer's default value. When you click [Apply settings], the settings return to the printer's default settings.

1 **Click [Set] for [Replace settings from printer using ZPL II commands] to display the "Replace settings from printer using ZPL II commands" window.**



2 **Select the same resolution as the printer using ZPL II commands, and then set [Use in Monochrome Print Mode] to ON. Click [Apply settings].**

3 **The confirmation window is displayed. Click [Yes] to reflect the settings.**



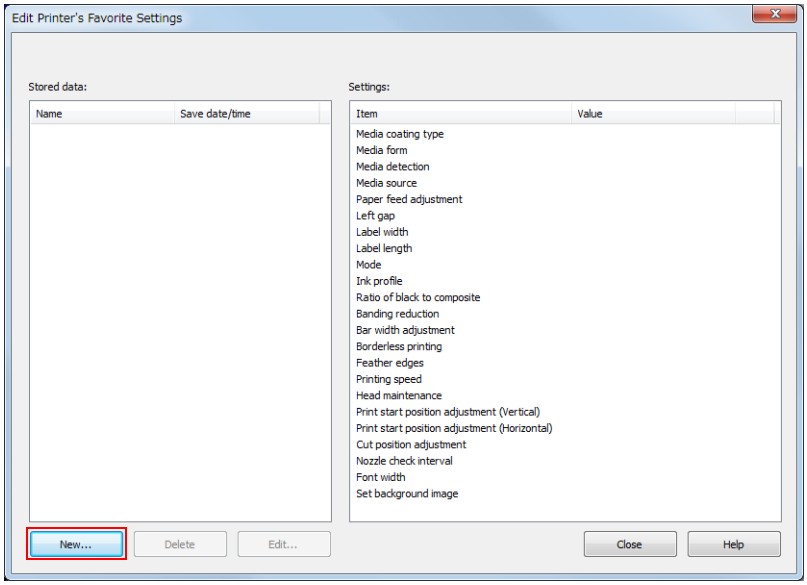
4 **The result is displayed. Click [OK].**

Adjust the font width while actually printing.
Regarding printer replacement, see "Changing Printer Settings and Replacing the Printer" on page 184.

Saving favorite settings

1 **Click [New/Delete/Edit] in [Set Printer's Favorite Settings].**

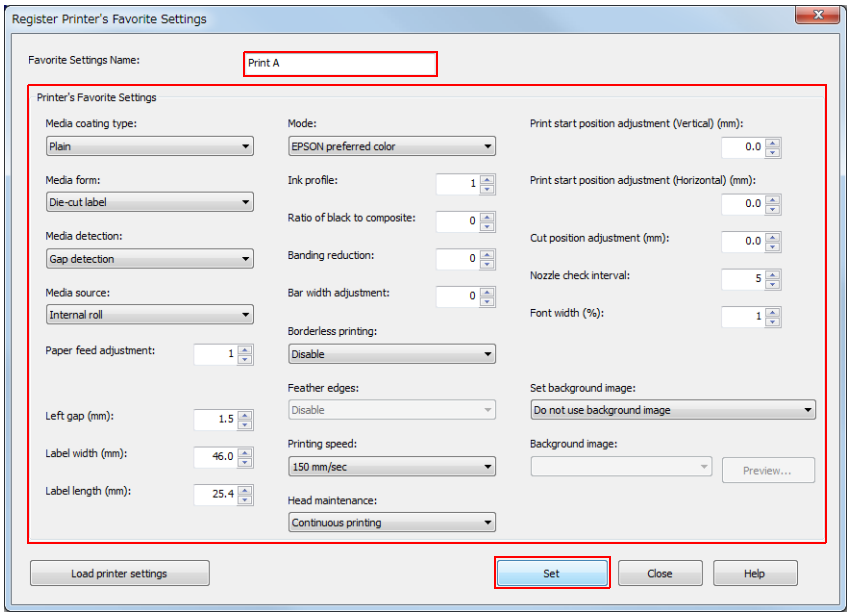
2 **The “Edit Printer's Favorite Settings” window appears. Click [New].**



3 **The "Register Printer's Favorite Settings" window appears. Enter the [Favorite Settings Name] and configure [Printer's Favorite Settings]. After you have configured the settings, click [Set].**

- The save name of the [Favorite setting] can include 15 ASCII characters (20h - 7Eh), except for '^', '~', ':'," and ".
- You can save up to 100 items in [Favorite setting].

If you click [Load printer settings], the settings that have already been configured for this product will be loaded.



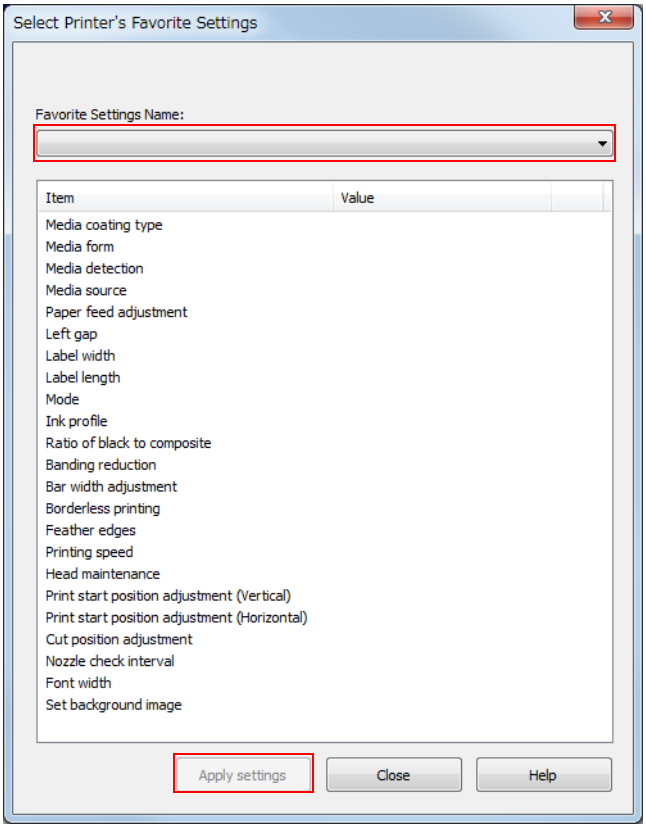
4 **Return to the "Edit Printer's Favorite Settings" window by clicking [Close]. The favorite settings you have saved will be displayed in [Stored data].**

Applying favorite settings

Here you can apply the saved favorite settings to the product.

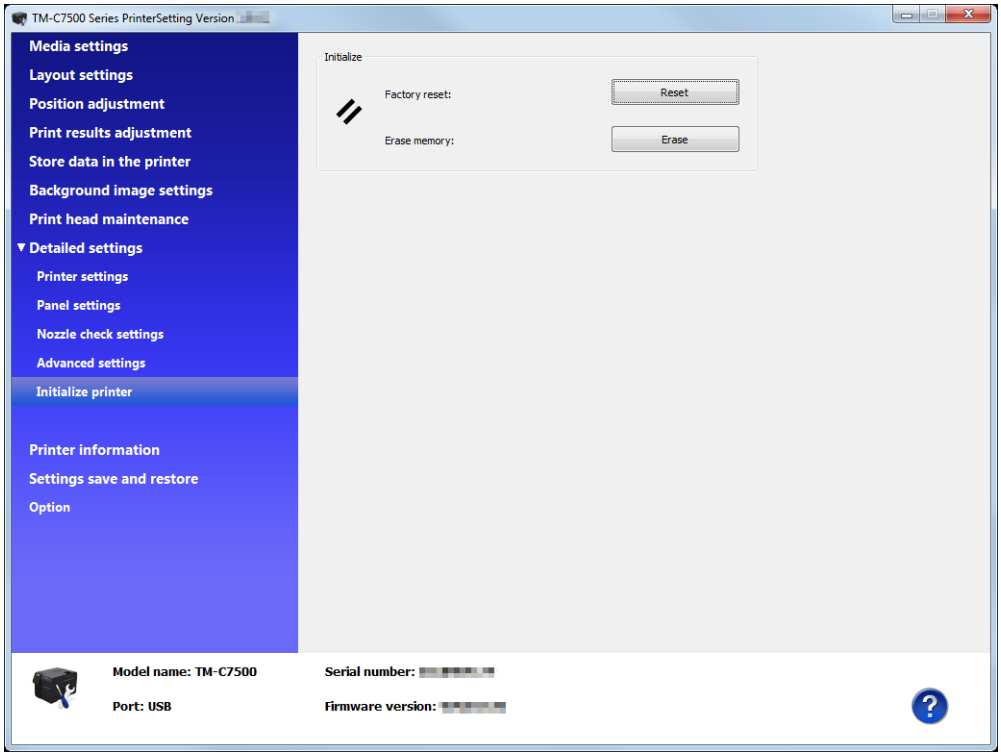
1 **Click [Select the Favorite Settings] in [Set Printer's Favorite Settings].**

2 **The "Select Printer's Favorite Settings" window appears. Select the favorite settings you wish to apply in [Favorite Settings Name] and click [Apply settings].**



Initialize printer

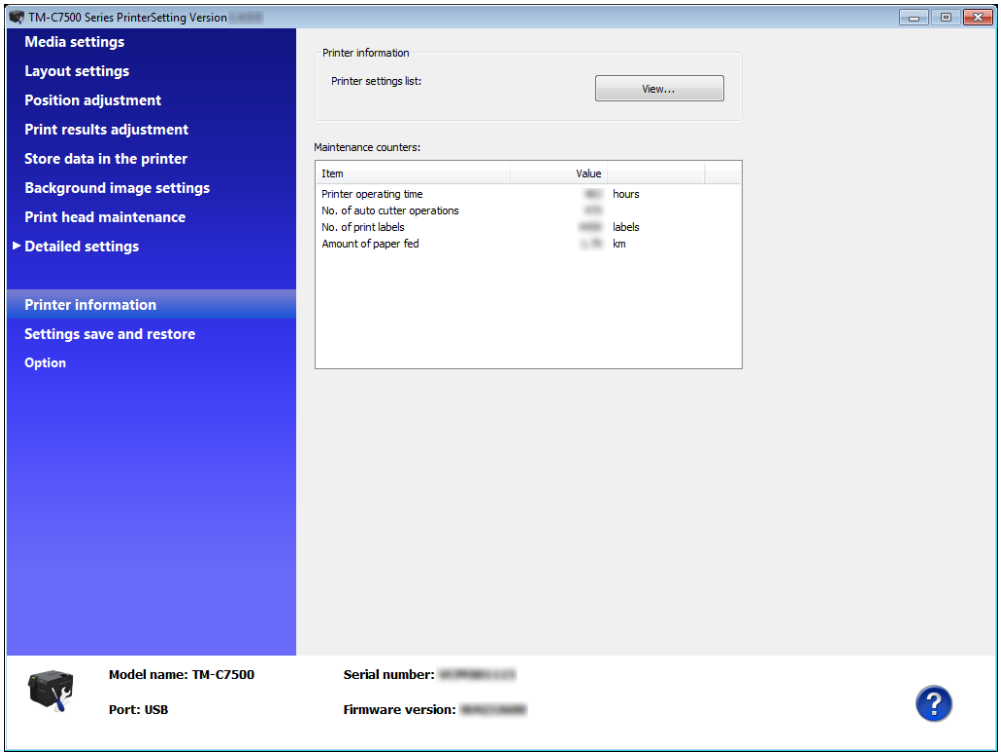
Initializes the printer.



Item		Description
Initialize	Factory reset	Initializes the printer to the factory settings.
	Erase memory	Initializes the extended memory.

Printer information

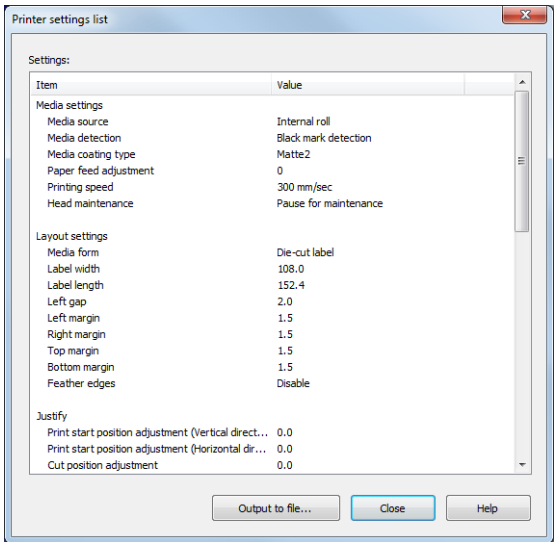
Displays the printer information.



Item		Description
Printer information	Printer settings list	When [View...] is clicked, the settings information of the current printer is displayed. Refer to "Printer settings list" on page 110.
Maintenance counters		The maintenance counters can be checked.

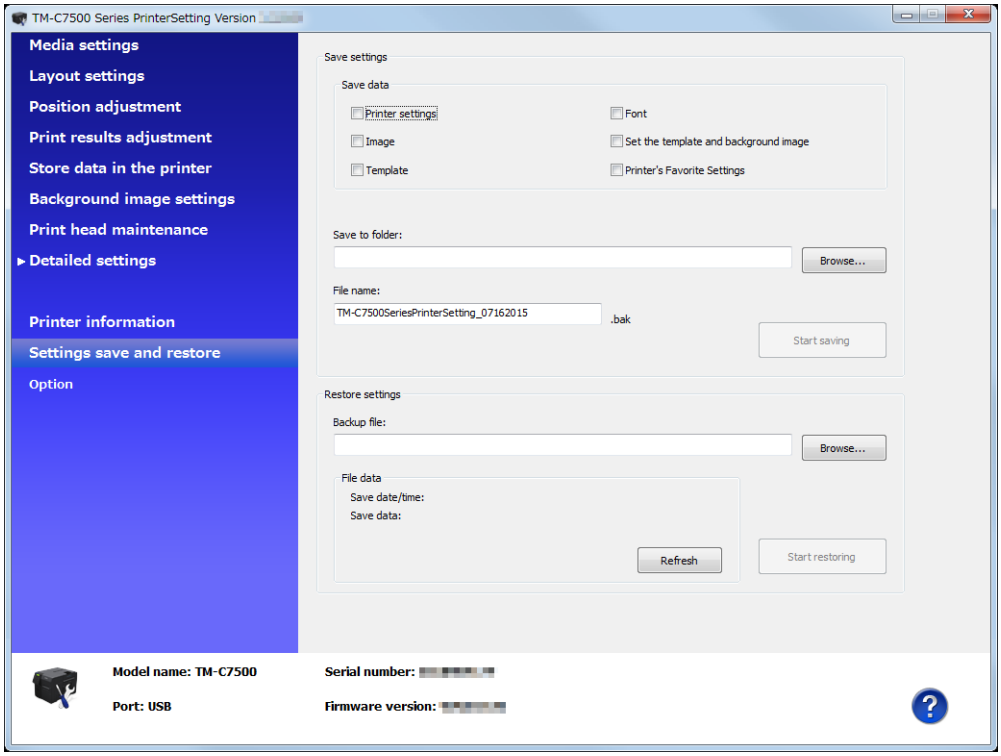
Printer settings list

When [View...] of the printer settings list is clicked, the “Printer settings list” screen is displayed. Click [Output to file...] to save the current settings to a text file.



Settings save and restore

Describes how to save and restore settings of the product.

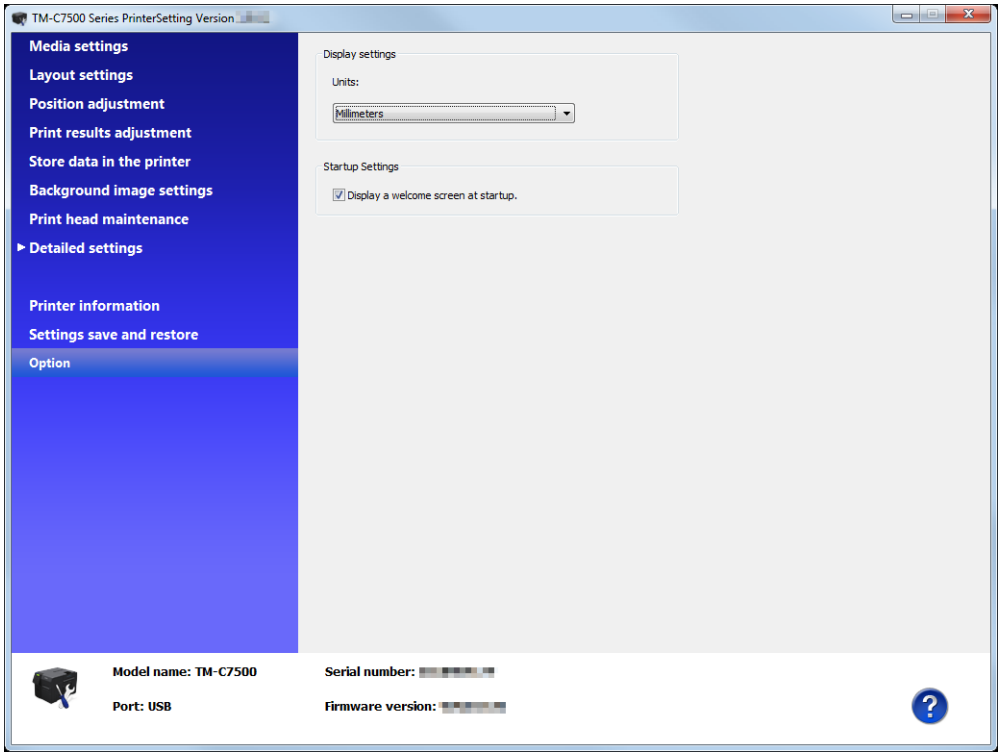


Item		Description
Save settings	Save data	Sets the data to be saved. Put a checkmark to the data to be saved.
	Save to folder	Specifies a folder to save the data in.
	File name	Specify a file name.
	Start saving	After specifying the data to be saved, a folder to be saved and file name, click [Start saving] and the settings of this product are saved.
Restore settings	Backup file	Specifies a backup file.
	File data	Displays the information of a backup file.
	Start restoring	After specifying a backup file, click [Start restoring] to restore the settings of the product.

When data are large, it takes time to process.

Option

Set the unit used in PrinterSetting and settings at the start.



Item		Description
Display settings	Units	Sets the units.
Startup Settings	Display a welcome screen at startup.	Initializes the expanded memory.

Unit settings are only for PrinterSetting. They are not reflected on the operation panel or the printer driver.

Setting the Printer Driver

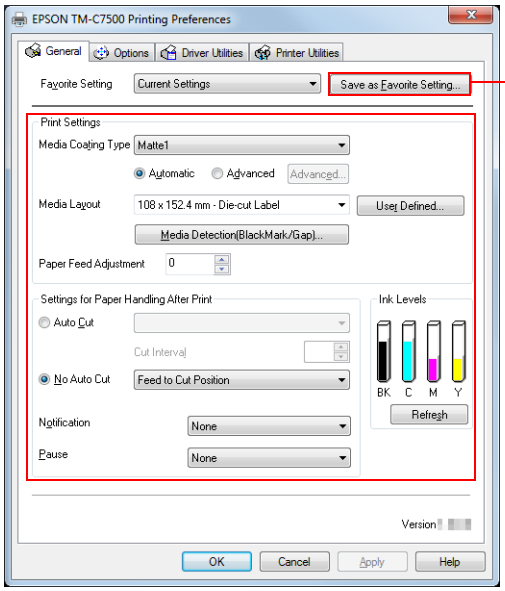
Favorite Setting

[Favorite Setting] is the function to administer print setting of the printer driver into one.

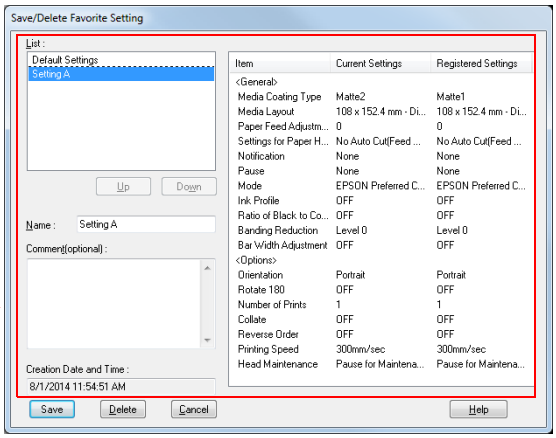
> [Favorite setting] of the printer driver is different from [Favorite setting] of the product. The two functions are not compatible. It cannot be combined with [Favorite setting] of the product.

The setting from [General] and [Options] tab such as Media Coating Type, Media Layout (including User Defined Media) are included.

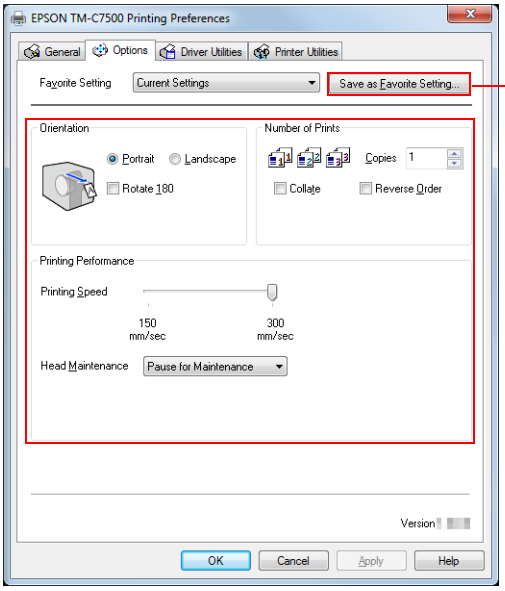
[General] tab



Favorite Setting



[Options] tab



Features

- When printing from application, the print setting registered on [Favorite Setting] can be selected as default setting.
  It is recommended to register the setting in favorite setting after executing print setting by clicking [Save as Favorite Setting].
- A number of setting can be registered on [Favorite Setting].
  For example, if the print setting is registered on [Favorite Setting] for each document, the print setting can be completed by changing [Favorite Setting] when the document is changed. This prevents an error of setting change when changing the paper.
  (It is necessary to change Media position detection of the printer when the document is changed.)

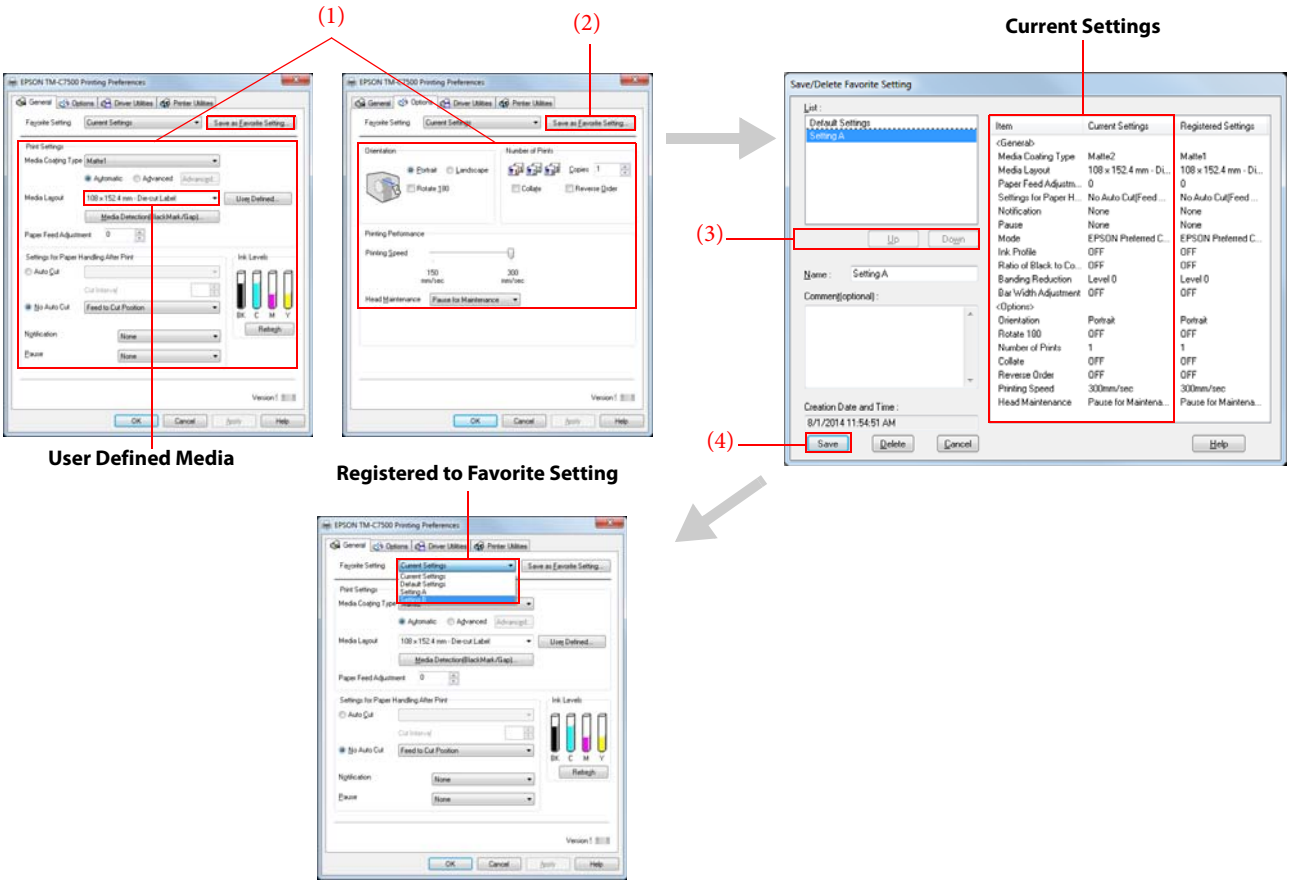
Registering print setting on [Favorite Setting]

1 **Set the printer driver depending on paper to print.**
Set settings on [General] and [Options] tab. Select Media Layout in the [General] when using User Defined Media.

2 **Click [Save As Favorite Setting] to display [Save/Delete Favorite Setting].**
The current setting will be displayed on the List of the right side.

3 **Enter print name.**

4 **Click [Save].**
The print setting will be registered in [Favorite Setting], the [Save/Delete Favorite Setting] screen will close, and you will return to the original screen.



[Favorite Setting] includes the following setting.

- Default Settings: The default setting when installing the printer driver.
- Current Settings: The contents set on [General] and [Option] tab. These contents are displayed in the current settings on [Current Settings] and [Save/Delete Favorite Setting] window.
- User Defined Setting: The print setting defined by the user.

User Defined Information

The user definition includes the following.

- User Defined Media
- Registering barcode font
- Replacing font on .NET environment

The user definition is set on each client computer.
When a number of printer drivers are installed in one computer, these are used mutually.

Exporting/ Importing Printer Driver Settings

You can export the printing references, favorite setting, user-defined information (media layout, barcode) and printer driver operation settings into a BSF file (extension of ".BSF"). You can also import the settings from a BSF file to set up the printer driver.

> [Favorite setting] of the printer driver is different from [Favorite setting] of the product. [Favorite setting] of the product cannot be included in the settings file of the printer driver.

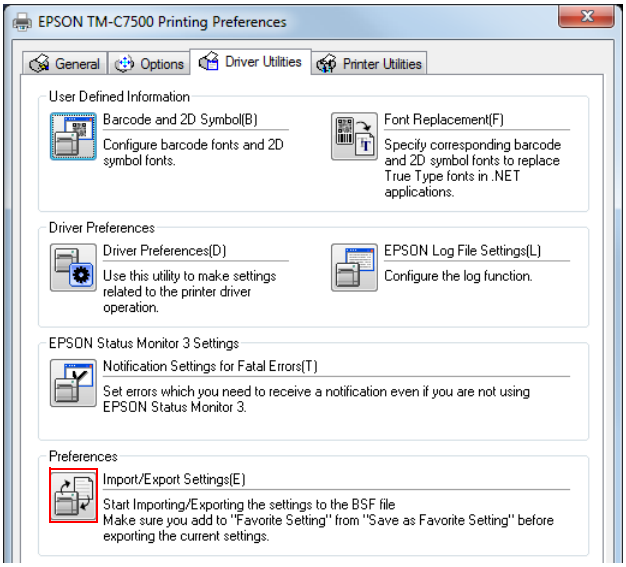
Export Settings

Follow the steps below to export the settings.

1 Check that the print setting has been registered in [Favorite Setting]. If multiple print settings are registered, the print setting located first on the Favorite Setting will be reflected when importing the settings.

> - To edit the order of the Favorite Setting, open the [Save/Delete Favorite Setting] screen, select a print setting registered in the List, and click [Up] or [Down].
> - If nothing is registered in your favorites, the printer driver's initial settings are reflected.

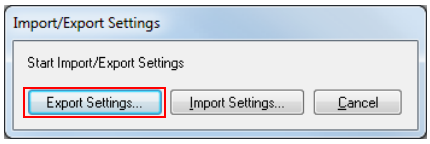
2 Select [Driver Utilities] tab. Click [Import/Export Settings].



Export in a BSF file from the current settings. If you export it from the general setting, a different content will be exported.

- Current settings:
  Properties of the printer driver-[General]-[Printing References]-[Driver Utilities]
  -[Import/Export Settings]
- General setting:
  Properties of the printer driver-[Advanced]-[Printing Defaults]-[Driver Utilities]
  -[Import/Export Settings]

3 "Import/Export Settings" window appears. Click [Export Settings].



4 The window to save a file appears. Specify a name and save the BSF file.

5 The process completion window appears. Click [OK].

To the BSF file, the print settings in “favorite setting” defined by the user are applied. The print settings in “Current settings” are not applied.

Import Settings

When the settings are imported from a BSF file, the printer driver settings are overwritten. Therefore, to retain the existing settings for the items listed below, create a BSF including the existing settings.

- Favorite List
- User Defined Media List
- Barcode Font List
- Barcode Font Replacement List

Follow the steps below to import the settings.

1 **Select [Driver Utilities] tab. Click [Import/Export Settings].**

2 **"Import/Export Settings" window appears. Click [Import Settings].**

3 **The confirmation window appears. Click [OK].**

4 **The window to open a file appears. Select the file to be imported.**

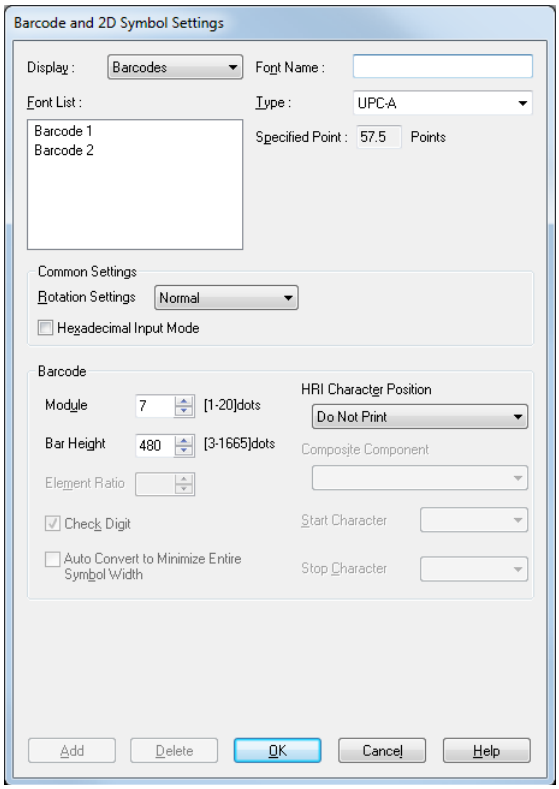
5 **The process completion window appears. Click [OK].**

Barcode Printing

The printer driver has the built-in barcode font. Barcode printing is available if the barcode is not created on the application side.

Setting the barcode font

Barcode print settings can be changed on [Barcode and 2D Symbol] on [Driver Utilities] tab.



1 Change settings of the following.

- Display: Select [Barcodes].
- Font Name: Input an arbitrary character string. ASCII characters only.
- Type: Select a barcode type from the following. The displayed items are changed accordingly.

UPC-A	UPC-E	JAN13(EAN)
JAN8(EAN)	Code39	ITF
Codabar(NW7)	Code93	Code128
GS1-128	GS1 DataBar Omnidirectional	GS1 DataBar Truncated
GS1 DataBar Limited	GS1 DataBar Expanded	

- Rotation Settings: Select a setting when printing the barcode rotated by the specified rate.

- Hexadecimal Input Mode:
  Turn on the check box when the data for barcode is specified on Hexadecimal Input Mode.
- Module: Sets the thin element width in dots.
  (For details, see "Recommended value of the module" on page 121.)
- Bar Height: Sets the element height with dots. Specified dots indicate the actual print size.
- HRI Character Position:
  Select the position of the HRI characters. Select [Do Not Print] when not printing.

The printing position is limited for some types.

- Composite Component:
  Select the composite component.
- Element Ratio: Sets the thick element width by the ratio to the thin element width.
  The recommended minimum element ratio is 2.5.
- Check Digit: Values or marks appended to prevent sequential number errors or fabrication.
- Auto Convert to Minimize Entire Symbol Width:
  Selectable when CODE128 is specified. This function minimizes the number of symbol characters required to express the given data string.
- Start Character: Sets a start character.
- End Character: Sets an end character.

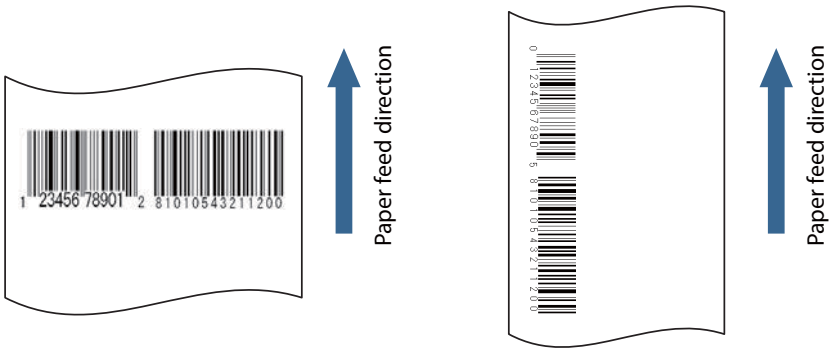
2 Click [Add].

The selected barcode font is saved and the font name is added to the font list.

- The barcode font can be registered up to 30.
- The barcode font setting can be overwritten by clicking [Save] after selecting the font name from the font list and changing the setting.
- The barcode font setting can be deleted by clicking [Delete] after selecting the font name from the font list.

Recommended value of the module

The printing direction of the barcode is as follows. In addition, the recommended value of the module is different depending on the media type, barcode type and printing direction.



Fence bar code　　Ladder bar code

- Plain label

Barcode type	Printing direction	Minimum Module [by 600 dpi]	
		ANSI Grade C or higher	ANSI Grade B or higher
Code39	Fence	5	7
	Ladder	6	8
Codabar(NW7)	Fence	5	6
	Ladder	6	8
Code93	Fence	5	7
	Ladder	6	8
Code128 GS1-128	Fence	5	6
	Ladder	6	7
ITF	Fence	6	8
	Ladder	6	7
GS1 DataBar Omnidirectional GS1 DataBar Truncated	Fence	6	6
GS1 DataBar Limited GS1 DataBar Expanded	Ladder	6	8
UPC-A UPC-E	Fence	7	7
JAN13(EAN) JAN8(EAN)	Ladder	7	7

- The recognition rate for the barcode varies depending on the media type, barcode reader's performance and so on. The barcode rank may decline due to missing dots or curving on the ink drops, making the barcode unreadable by the barcode reader. Thus, we recommend that you try printing HRI characters and so on.
- Ink may penetrate the paper due to its characteristics, and bars of printed barcodes tend to become thicker. This tendency is more prominent with some papers. To maintain the barcode recognition rate, use methods such as reducing the data in a bar by 2 pixels and increasing the blank space by 2 pixels (Bar width adjustment).

- Synthetic label

Barcode type	Printing direction	Minimum Module [by 600 dpi]	
		ANSI Grade C or higher	ANSI Grade B or higher
Code39	Fence	5	6
	Ladder	5	6
Codabar(NW7)	Fence	5	6
	Ladder	5	6
Code93	Fence	5	6
	Ladder	5	6
Code128 GS1-128	Fence	5	6
	Ladder	5	6
ITF	Fence	6	6
	Ladder	6	6
GS1 DataBar Omnidirectional GS1 DataBar Truncated	Fence	6	6
GS1 DataBar Limited GS1 DataBar Expanded	Ladder	6	6
UPC-A UPC-E	Fence	7	7
JAN13(EAN) JAN8(EAN)	Ladder	7	7

- The recognition rate for the barcode varies depending on the media type, barcode reader's performance and so on. The barcode rank may decline due to missing dots or curving on the ink drops, making the barcode unreadable by the barcode reader. Thus, we recommend that you try printing HRI characters and so on.
- Ink may penetrate the paper due to its characteristics, and bars of printed barcodes tend to become thicker. This tendency is more prominent with some papers. To maintain the barcode recognition rate, use methods such as reducing the data in a bar by 2 pixels and increasing the blank space by 2 pixels (Bar width adjustment).

- Matte label/ Glossy label

Barcode type	Printing direction	Minimum Module [by 600 dpi]	
		ANSI Grade C or higher	ANSI Grade B or higher
Code39	Fence	5	6
	Ladder	5	6
Codabar(NW7)	Fence	5	6
	Ladder	5	6
Code93	Fence	5	6
	Ladder	5	6
Code128 GS1-128	Fence	5	6
	Ladder	5	6
ITF	Fence	6	7
	Ladder	6	7
GS1 DataBar Omnidirectional GS1 DataBar Truncated	Fence	6	6
GS1 DataBar Limited GS1 DataBar Expanded	Ladder	6	6
UPC-A UPC-E	Fence	7	7
JAN13(EAN) JAN8(EAN)	Ladder	7	7

- The recognition rate for the barcode varies depending on the media type, barcode reader's performance and so on. The barcode rank may decline due to missing dots or curving on the ink drops, making the barcode unreadable by the barcode reader. Thus, we recommend that you try printing HRI characters and so on.
- Ink may penetrate the paper due to its characteristics, and bars of printed barcodes tend to become thicker. This tendency is more prominent with some papers. To maintain the barcode recognition rate, use methods such as reducing the data in a bar by 2 pixels and increasing the blank space by 2 pixels (Bar width adjustment).

Specifying the barcode data

Specify the barcode data by referring to the following descriptions.

About the composite symbol:

The switch between CC-A to CC-B can be automatically performed, but the customer needs to select explicitly for CC-C.

(In case of GS1-128, the type of composite component can be selected from “None”, “CC-A/CC-B” or “CC-C”.)

Composite Component Type	Encodable Digit Number
CC-A	1 ~ 56 digits
CC-B	1 ~ 338 digits
CC-C	1 ~ 2361 digits

About the HRI character:

When the total width of the HRI character is larger than that of the barcode, the HRI character width is set as the barcode width.

UPC-A

- Specify data in 11 digits. The check digit is automatically added.

UPC-E

- Specify data in 10 digits. 5 digits are a manufacturer code and the rest 5 digits are an item code.

JAN13(EAN)

- Specify data in 12 digits. The check digit is automatically added.

JAN8(EAN)

- Specify data in 7 digits. The check digit is automatically added.

Code39

- When both or either one of start/stop code (‘*’) is not specified, it is automatically added.

ITF

- When data of odd digit number is specified, “0” is automatically added to the head.

Codabar(NW7)

- Do not include the start code and stop code into data. The start code and stop code specified in the printer driver screen are added.

Code93

- A start code, 2 check digits, stop code is automatically added.
- A character (□) that indicates a start code is printed for the head of the HRI character.
- A character (□) that indicates a stop code is printed for the end of the HRI character.
- HRI characters of the control characters (00h ~ 1Fh, 7Fh) are printed combining '■' and an alphabetical character.

Control Character		HRI Character	Control Character		HRI Character	Control Character		HRI Character
ASCII	Hexa-decimal		ASCII	Hexa-decimal		ASCII	Hexa-decimal	
NULL	00	■U	VT	0B	■K	SYN	16	■V
COH	01	■A	FF	0C	■L	ETB	17	■W
STX	02	■B	CR	0D	■M	CAN	18	■X
ETX	03	■C	SO	0E	■N	EM	19	■Y
EOT	04	■D	SI	0F	■O	SUB	1A	■Z
ENQ	05	■E	DLE	10	■P	ESC	1B	■A
ACK	06	■F	DC1	11	■Q	FS	1C	■B
BEL	07	■G	DC2	12	■R	GS	1D	■C
BS	08	■H	DC3	13	■S	RS	1E	■D
HT	09	■I	DC4	14	■T	US	1F	■E
LF	0A	■J	NAK	15	■U	DEL	7F	■F

Code128

- Only when the automatic conversion is OFF, the start code is added on 2 digits at the front. When "Auto Convert to Minimize Entire Symbol Width" is enabled, a code selection character is selected automatically so that the entire width of the symbol becomes at minimum. Therefore, it is not necessary to specify a code selection character from an application.
  - ∗ While the code selection character CODE A is selected, if {A is specified to select CODE A, an error occurs.
  - ∗ While the code selection character CODE B is selected, if {B is specified to select CODE B, an error occurs.
  - ∗ While the code selection character CODE C is selected, if one of the following is specified, an error occurs.

- A special character is indicated by combining '{' and the next character.

Control Character	ASCII	HRI Character
SHIFT	{S	Not printed.
CODE A	{A	Not printed.
CODE B	{B	Not printed.
CODE C	{C	Not printed.
FNC1	{1	Not printed.
FNC2	{2	Not printed.
FNC3	{3	Not printed.
FNC4	{4	Not printed.
'{'	{{	'{' is printed.

GS1-128

- '()' is the delimiter for the application identifiers. (printed as the HRI character, but not encoded.)
- The start codes (CODE A, CODE B, CODE C) and the stop code are added automatically.
- A symbol character FNC1, that is described after the start code, is automatically added.
- When '*' is specified, it is skipped.
- 2 digits of consecutive numbers must be specified as the application identifier. If it is not specified correctly, an error occurs.
- A special character is indicated by combining '{' and the next character.
- When the character right after '{' is not any of the following, an error occurs.

Control Character	ASCII	HRI Character
Control Character (00h ~ 1Fh, 7Fh)		Space is printed.
FNC1	{1	Space is printed.
'{'	{{	'{' is printed.
'('	{(	'(' is printed.
')'	{)	')' is printed.
'*'	{*	'*' is printed.
Left parenthesis for the application identifier	(	'(' is printed.
Right parenthesis for the application identifier	)	')' is printed.
Skipped character	*	Not printed.

GS1 DataBar Omnidirectional/GS1 DataBar Truncated/GS1 DataBar Limited

- The first application identifier '01' is not included in the data.
- When printing the HRI characters, the first application identifier '01' is printed as '(01)' before the packing identification code.
- A check digit need not to be attached to the barcode data.
- When printing the HRI character, a check digit is printed after a product code.
- For GS1 Databar Limited, specify '0' or '1' for the first digit.

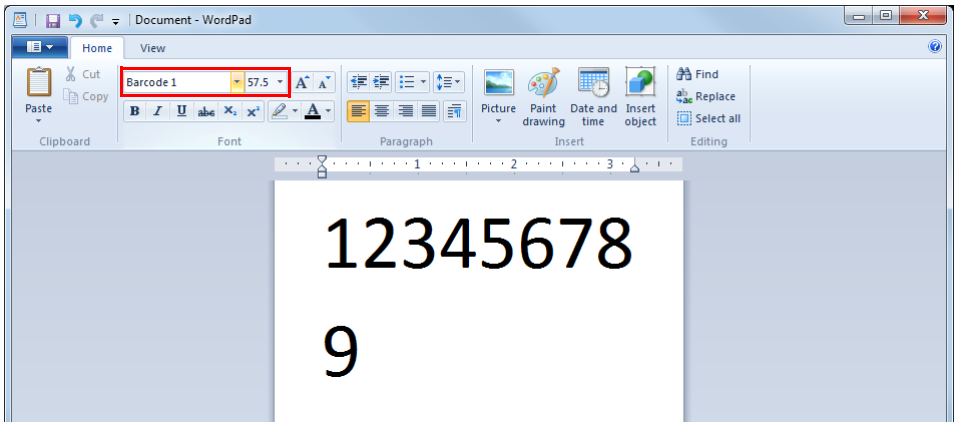
GS1 DataBar Expanded

- '()' is the delimiter for the application identifiers. (printed as the HRI character, but not encoded.)
- Be sure to include all the application identifiers in the data.
- When the first data is '01' after deleting application identifiers, left and right parenthesis, and '*' from the specified data, the 14th digit from the next of '01' is checked as a check digit. When it is not correct, an error occurs.
- When the next data of '01' is fewer than 14 digits, a check digit is not checked.
  (Unlike GS1-128, the check digit is not automatically calculated, nor replaced with '*'. When '*' is specified, '*' is ignored, and the rest of the data is shifted by 1 digit.)
- Specify the special character using the following format.

Control Character	ASCII	HRI Character
FNC1	{1	Space is printed.
Left parenthesis for the application identifier	(	'(' is printed.
Right parenthesis for the application identifier	)	')' is printed.
'*'	{*	Error
Skipped character	*	Not printed.
'{'	{{	'{' is printed.

Printing method

Specify the selected barcode font, specified point and language to the printing data, and then print it.



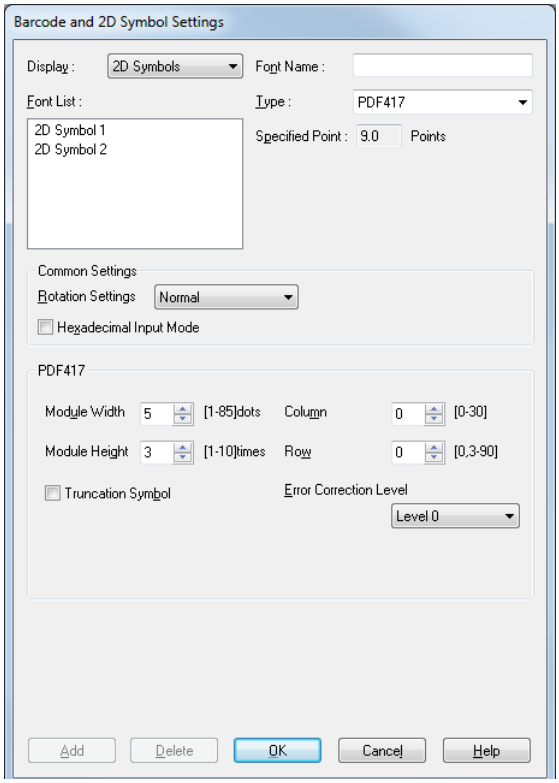
- The font size of the barcode can not be changed by [Specified Point] value. The barcode is not printed when other values are selected.
- Some applications, such as the .NET application, may not be able to display or select a barcode font registered by the printer driver. In that case, if you use the font replacement function to replace the True Type font with the barcode font, you can print barcodes. See "Barcode and 2D Symbol Font Printing on .NET Environment" on page 136.

2D symbol Printing

The printer driver has the built-in 2D symbol font. 2D symbol printing is available if the 2D symbol is not created on the application side.

Setting the 2D Symbol font

2D symbol print settings can be changed on [Barcode and 2D Symbol Settings] on [Driver Utilities] tab.



1 Change settings of the following.

- Display: Select [2D Symbols].
- Font Name: Input an arbitrary character string. ASCII characters only.
- Type: Select a 2D symbol type. The displayed items are changed accordingly.
- Rotation Settings: Select a setting when printing the 2D symbol rotated by the specified rate.
- Hexadecimal Input Mode: Turn on the check box when the data for 2D symbol is specified on Hexadecimal Input Mode.

2 Make settings of the following items according to the selected [Type].

- PDF417
  - ∗ Module Width: Makes settings of the module width for PDF417.
    "Recommended value of the module" on page 132 for the recommended value.
  - ∗ Module Height: Makes settings of the module height for PDF417 by the ratio to the module width.
    "Recommended value of the module" on page 132 for the recommended value.
  - ∗ Column: Input the number of columns for PDF417.
  - ∗ Step: Enter the number of steps for PDF417.
  - ∗ Truncation Symbol: Turn on this check box when making a symbol without the stop code.
  - ∗ Error Correction Level:
    Select an error correction level for PDF417. The data can be read even if the part of the symbol is broken, and restoration ratio becomes higher for bigger numbers.
- MicroPDF417
  - ∗ Module Width: Makes settings of the module width for MicroPDF417.
    "Recommended value of the module" on page 132 for the recommended value.
  - ∗ Module Height: Makes settings of the module height for MicroPDF417 by the ratio to the module width. "Recommended value of the module" on page 132 for the recommended value.
  - ∗ Column: Input the number of columns for MicroPDF417.
  - ∗ Step: Enter the number of steps for MicroPDF417.
- QRCode
  - ∗ Model: Select a QRCode model.
  - ∗ Module: Select the width of cell (module) for QRCode.
    "Recommended value of the module" on page 132 for the recommended value.
  - ∗ Error Correction Level:
    Select an error correction level for QRCode. The data can be read if the part of the symbol is broken and restoration ratio becomes higher in the order of level L, M, Q, H.
  - ∗ Character Mode Specify a character string mode to encode to QRCode.
- MicroQRCode
  - ∗ Version: Specify the version for MicroQRCode.
  - ∗ Module: Select the width of cell (module) for MicroQRCode.
    "Recommended value of the module" on page 132 for the recommended value.
  - ∗ Error Correction Level:
    Select an error correction level for MicroQRCode. The data can be read if the part of the symbol is broken and restoration ratio becomes higher in the order of level L, M.
- MaxiCode
  - ∗ Mode: Select a MaxiCode mode.

- GS1 DataBar
  - ∗ Module: Sets the module width for GS1 DataBar.
    "Recommended value of the module" on page 132 for the recommended value.
  - ∗ Number of Characters:
    Sets the maximum width for GS1 DataBar.
    Set when GS1 DataBar Expanded Stacked is selected for the 2D symbol.
- AztecCode
  - ∗ Type: Select a mode for AztecCode.
  - ∗ Cell Size: Select the width of cell (module) for AztecCode.
    "Recommended value of the module" on page 132 for the recommended value.
  - ∗ Number of Layers: Select the number of layers for AztecCode.
    [Minimize]: Optimize the minimum number of layers automatically.
    [Specify the Size]: Change the number of layers specified by the value in the input box.
  - ∗ Error Correction Area:
    Specify the error correction area of AztecCode using of either the following. The data can be read even if the part of the symbol is broken, and restoration ratio becomes higher for bigger numbers.
    [Auto]:Default value is 23%+3 code words.
    [Specify a Percentage]: Specify the error correction area with a percentage value in the input box.
- DataMatrix
  - ∗ Symbol Shape: Set when “Rectangle” is selected for the sample shape of DataMatrix.
  - ∗ Error Correction Level:
    Select an error correction level for DataMatrix.
  - ∗ Cell Size: Select the width of cell (module) for DataMatrix.
    "Recommended value of the module" on page 132 for the recommended value.
  - ∗ Number of Vertical Cells:
    Specify the number of cells for DataMatrix in the vertical direction.
    Set when “Rectangle” is selected for the sample shape of DataMatrix.
  - ∗ Number of Horizontal Cells:
    Specify the number of cells for DataMatrix in the horizontal direction. Set when “Rectangle” is selected for the sample shape of DataMatrix.
    [Minimize]: Optimize the minimum number of cells automatically.
    [Specify the Size]: Change settings to the selected size.

3 Click [Add].

The selected 2D symbol font is saved and the font name is added to the font list.

- The 2D symbol font can be registered up to 30.
- The 2D symbol font setting can be overwritten by clicking [Save] after selecting the font name from the font list and changing the setting.
- The 2D symbol font setting can be deleted by clicking [Delete] after selecting the font name from the font list.

Recommended value of the module

The recommended value of the module is different depending on media type, two-dimensional symbols type and printing direction.

2D symbol of stack type

- Plain label

2D symbol type	Minimum Module [by 600 dpi]	
	ANSI Grade C or higher	ANSI Grade B or higher
PDF417	5	5
MicroPDF417	5	6
GS1 DataBar Stacked GS1 DataBar Stacked Omnidirectional GS1 DataBar Expanded Stacked	5	5

- Synthetic label

2D symbol type	Minimum Module [by 600 dpi]	
	ANSI Grade C or higher	ANSI Grade B or higher
PDF417	5	5
MicroPDF417	5	5
GS1 DataBar Stacked GS1 DataBar Stacked Omnidirectional GS1 DataBar Expanded Stacked	5	5

- Matte label/ Glossy label

2D symbol type	Minimum Module [by 600 dpi]	
	ANSI Grade C or higher	ANSI Grade B or higher
PDF417	5	5
MicroPDF417	5	5
GS1 DataBar Stacked GS1 DataBar Stacked Omnidirectional GS1 DataBar Expanded Stacked	5	6

2D symbol of matrix type

- Plain label

2D symbol type	Minimum Module [by 600 dpi]	
	ANSI Grade C or higher	ANSI Grade B or higher
QR Code	10	12
Micro QR Code	12	12
AztecCode	8	9
DataMatrix	8	10
Maxi Code	21	21

- Synthetic label

2D symbol type	Minimum Module [by 600 dpi]	
	ANSI Grade C or higher	ANSI Grade B or higher
QR Code	10	11
Micro QR Code	12	12
AztecCode	8	9
DataMatrix	8	9
Maxi Code	21	21

- Matte label/ Glossy label

2D symbol type	Minimum Module [by 600 dpi]	
	ANSI Grade C or higher	ANSI Grade B or higher
QR Code	9	11
Micro QR Code	11	12
AztecCode	8	9
DataMatrix	7	9
Maxi Code	21	21

Specifying the 2D symbol data

See the following description to specify the 2D symbol data.

PDF417/MicroPDF417

- Calculated automatically when the digit number and the line number are 0.
- To specify other number than 0, make sure the multiplication of the digit number and the line number is under 928.

QRCode

- It is changed automatically to the appropriate version.

Micro QRCode

- The size is automatically determined.

MaxiCode

- Specify the special character as the following format.

Control Character	Hexadecimal
SHIFT	0x7B, 0x53
CODE B	0x7B, 0x42
CODE C	0x7B, 0x43
FNC1	0x7B, 0x31
FNC2	0x7B, 0x32
FNC3	0x7B, 0x33
FNC4	0x7B, 0x34

DataMatrix

- When data are '{', if the following does not apply to the data immediately after, an error occurs.

Control Character	ASCII
FNC1	{1
'{'	{{

GS1 DataBar Stacked /GS1 DataBar Stacked Omnidirectional

- Do not specify the application identifier ‘01’ for the head of the data.
- A check digit need not to be attached to the data.
- When printing a 2D symbol with a composite symbol, delimit the data that specify a composite symbol and 2D symbol with “\|” or “|\”. Specify the data in order of a composite symbol and 2D symbol.

GS1 DataBar Expanded Stacked

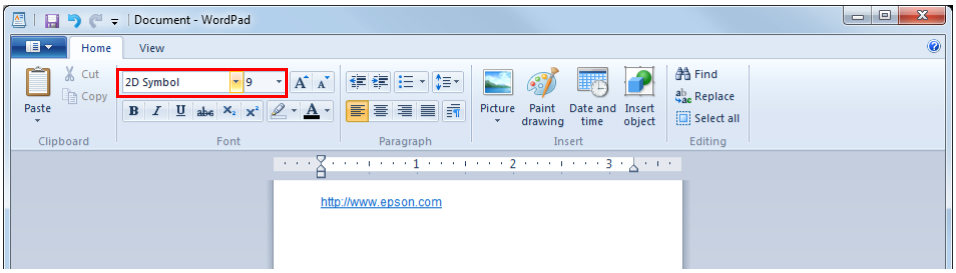
- Multiple line symbol version of GS1 Databar Expanded. How to specify the data is the same as GS1 Databar Expanded. (For details, see "GS1 DataBar Expanded" on page 127.)
- When printing a 2D symbol with a composite symbol, delimit the data that specify a composite symbol and 2D symbol with “\|” or “|\”. Specify the data in order of a composite symbol and 2D symbol.

AztecCode

- Supports the full range mode and the compact mode.

Printing method

Specify the selected 2D symbol font, specified point and language to the printing data, and print it.



- The font size of the 2D symbol can not be changed by [Specified Point] value. The 2D symbol is not printed when other values are selected.
- Some applications, such as the .NET application, may not be able to display or select a 2D symbol font registered by the printer driver. In that case, if you use the font replacement function to replace the True Type font with the 2D symbol font, you can print barcodes. See "Barcode and 2D Symbol Font Printing on .NET Environment" on page 136.

Barcode and 2D Symbol Font Printing on .NET Environment

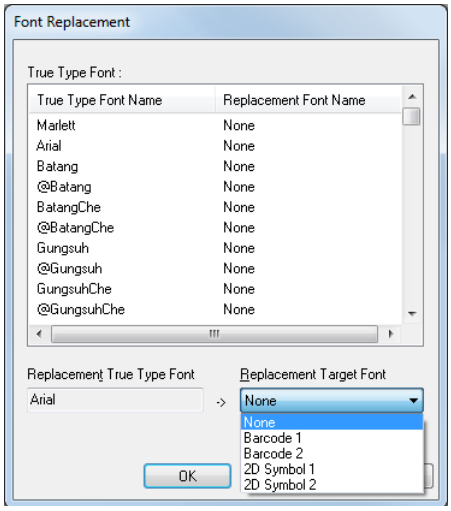
Since .NET Framework supports only True Type font and Open Type font, the barcode and 2D symbol font which are registered in the printer driver can not be printed from the application.

Therefore, True Type font is replaced with barcode and 2D symbol font by using font replacement function of the printer driver. Barcode and 2D symbol fonts can be printed from the application under .NET Framework environment by this replacement function.

The name of the print data in the application remains as True Type font name, but changes to barcode and 2D symbol font when it is printed.

Font Replacement

Font Replacement is executed from [Font Replacement] on [Driver Utilities] tab.



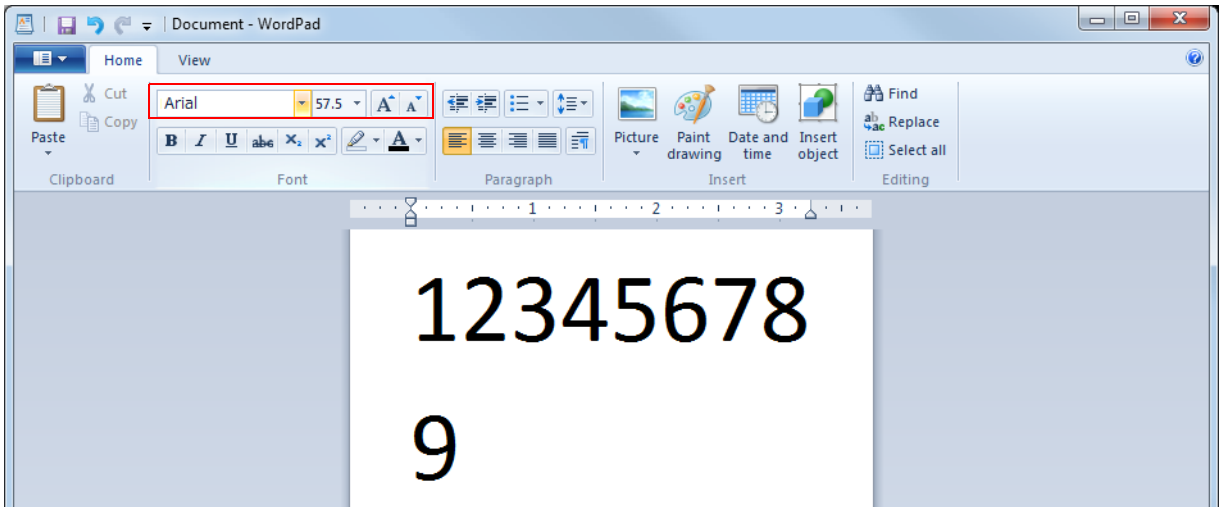
1 **Make the following setting.**

- Replacement True Type Font
  - ＊ Select [True Type Font].
- Replacement Target Font
  - ＊ Select barcode and 2D symbol font to replace.

2 **Click [OK].**
True Type font is replaced by barcode and 2D symbol font.

Printing barcode and 2D symbol

Sets specified number of point, language of the replaced True Type font by barcode and 2D symbol font to the print data.



- The number of point for barcode and 2D symbol is specified, check it from [Barcode and 2D Symbol] on [Driver Utilities]. The barcode and 2D symbol can not be printed if a value other than those specified is set.
- The replaced True Type font can be used only for specifying barcode and 2D symbol, therefore, if the character other than specified is used can not be printed. Make sure to use True Type font that is not be used for other printing.

Banding Reduction

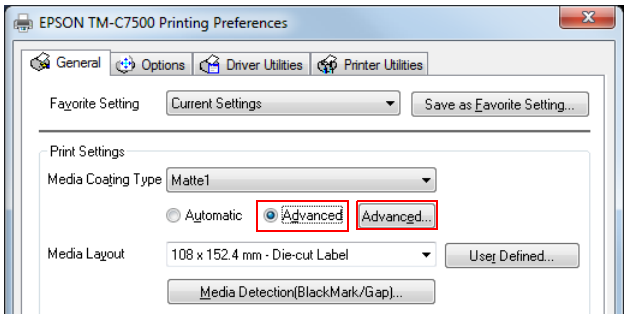
You can reduce banding (extraneous lines in printing) to obtain better print quality.

For the banding reduction see "The setting value of "Banding Reduction" is inappropriate." on page 174. Follow the steps below to reduce banding.

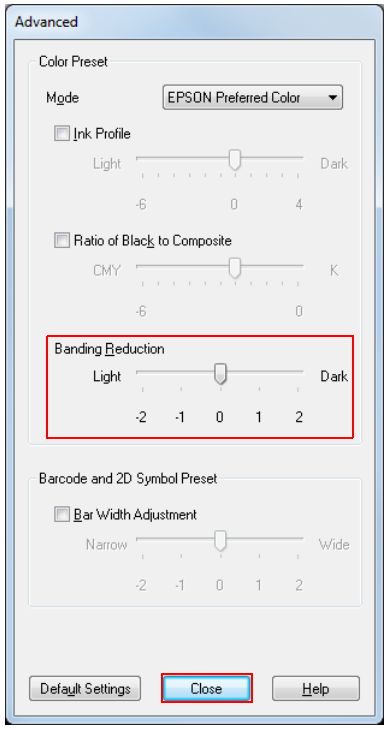
1 **Display the printer driver window.**

See "How to Display the Printer Driver" on page 76

2 **On "General" window, select [Advanced] under [Print Settings]. Then click [Advanced...].**



3 **"Advanced" screen appears. Check [Banding Reduction], and click [Close].**



4 **The screen returns to "General" window. Click [OK].**

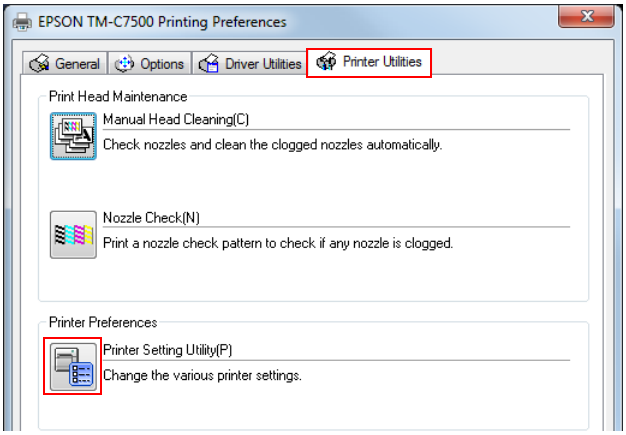
Start the PrinterSetting from the printer driver.

Start the PrinterSetting from the printer driver with the following steps.

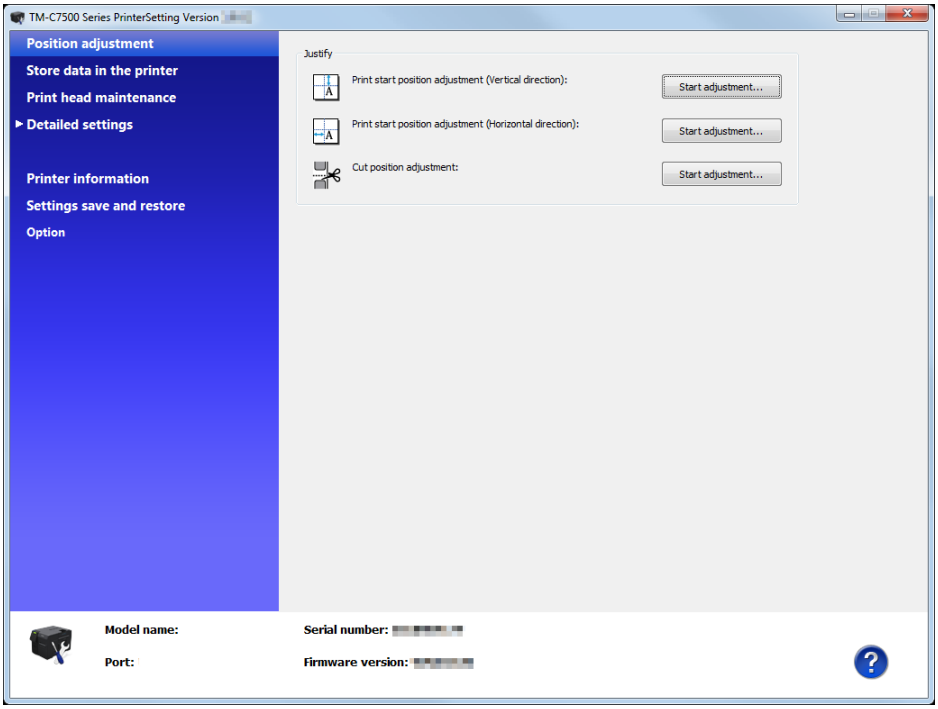
1 **Display the printer driver window.**

See "How to Display the Printer Driver" on page 76

2 **Select [Printer Utility] tab. Click [Printer Setting Utility].**



3 **The "TM-C7500 Series PrinterSetting" screen is displayed.**



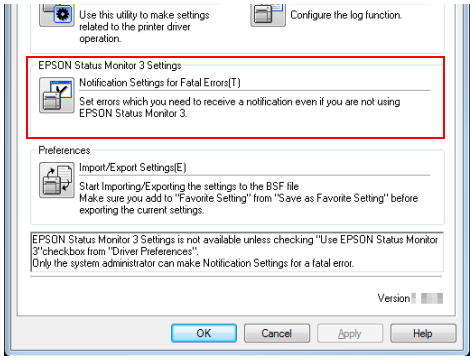
Setting EPSON Status Monitor 3

When EPSON Status Monitor 3 is used, the media type and the ink level are displayed on a pop up window when printing. In addition, when a fatal error occurs, an error window is displayed.

[Not use] is set by default setting; however, if a fatal error occurs, an error window can be displayed.

Use/ Not use EPSON Status Monitor 3

[Not use EPSON Status Monitor 3] is set by default setting. [Notification Settings for Fatal Errors] is displayed on the EPSON Status Monitor 3 Settings window in Driver Utilities.



Follow the steps below to change to [Use EPSON Status Monitor 3].

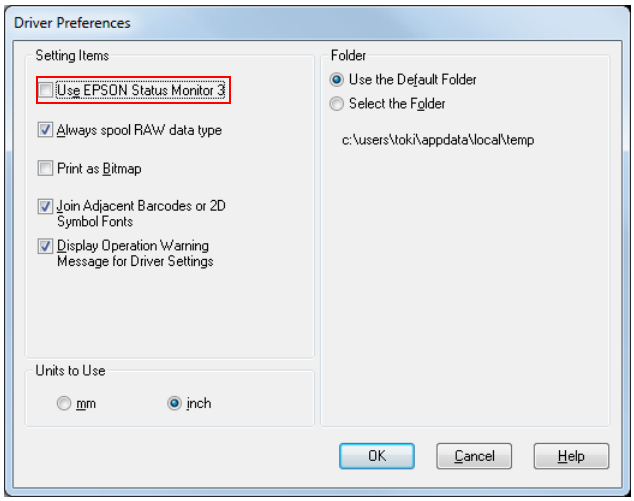
1 **Turn the printer ON.**

2 **Display the printer driver window.**

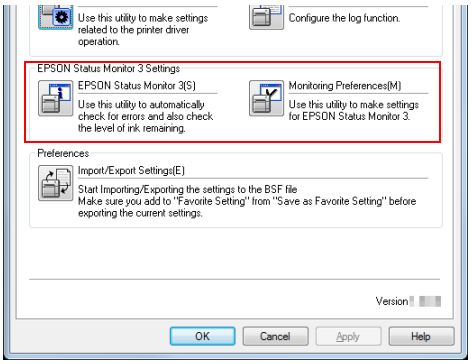
See "How to Display the Printer Driver" on page 76

3 **Select [Driver Utilities] tab and click [Driver Preferences] under [Driver Preferences].**

4 **The [Driver Preferences] window is displayed.**
Check the box of [Use EPSON Status Monitor 3] and click [OK].



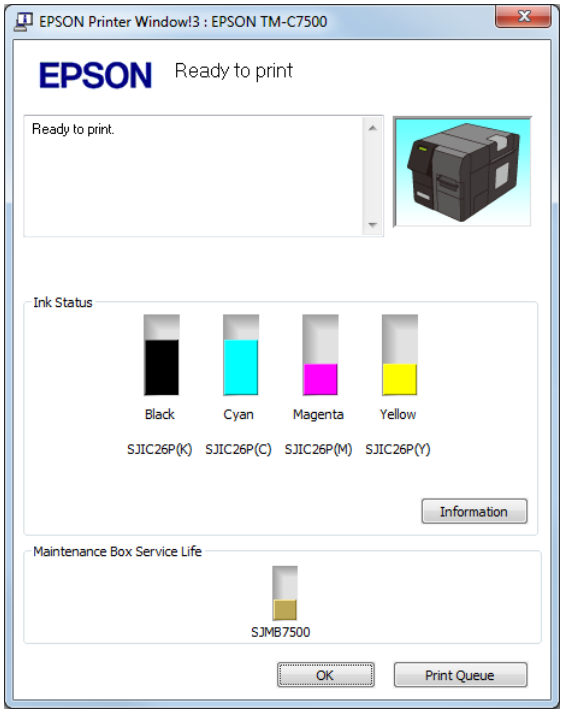
5 **[EPSON Status Monitor 3] and [Monitoring Preferences] are displayed in [EPSON Status Monitor 3 Settings] on the Driver Utilities window.**



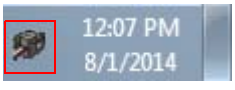
Use EPSON Status Monitor 3

When [Use EPSON Status Monitor 3] is set, the following operations will be performed:

- When printing, a window automatically appears, allowing you to check the printer status and the ink level.
- Error information is displayed when an error occurs during printing.
  The EPSON Status Monitor 3 will not be activated if an error occurs when not printing.
- Clicking the icon for [EPSON Status Monitor 3] on the task tray allows you to display [EPSON Status Monitor 3] at any time.
  (See "Displaying the icon" on page 145 for how to display the icon.)

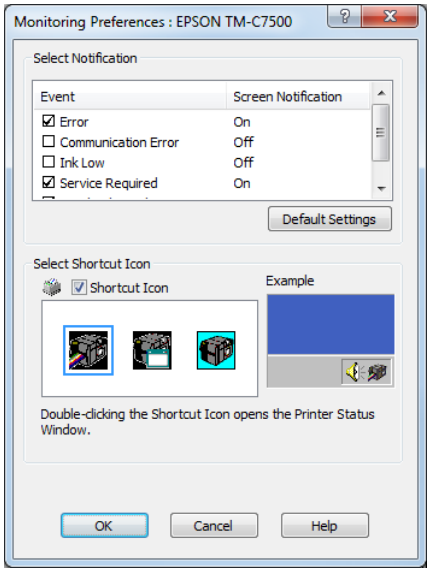


Display window for EPSON Status Monitor 3



Icon on task tray

- The following items can be set in [Monitoring preferences].
  Selecting error indications:
  (See "Error notification setting for [Not use EPSON Status Monitor 3]" on page 143)
  Displaying the [EPSON Status Monitor 3] icon on the task bar:
  (See "Displaying the icon" on page 145)



Error notification setting for [Not use EPSON Status Monitor 3]

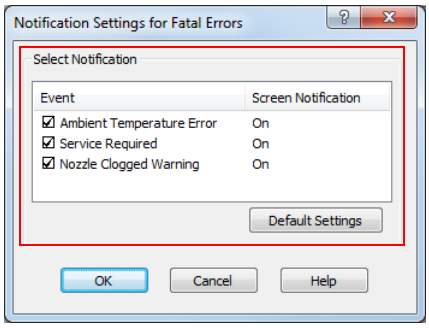
Follow the steps below to set error notification for [Not use EPSON Status Monitor 3].

1 **Turn the printer on.**

2 **Display the printer driver window.**
See "How to Display the Printer Driver" on page 76

3 **Select [Driver Utilities] tab and click [Driver Preferences].**
When EPSON Status Monitor 3 is enabled, [Notification Settings for Fatal Errors] is not displayed. (Disable "Use/ Not use EPSON Status Monitor 3" on page 140.)

4 **The [Notification Settings for Fatal Errors] window is displayed. Select the items you want to display when an error occurs, and click [OK].**



- Ambient Temperature Error: When the printer temperature is high (Default: Screen Notification [On])
- Service Required: When a no-print error or service-required error occurs (Default: Screen Notification [On])
- Nozzle Clogged Warning: When the nozzle is clogged (Default: Screen Notification [On])

Error notification setting for [Use EPSON Status Monitor 3]

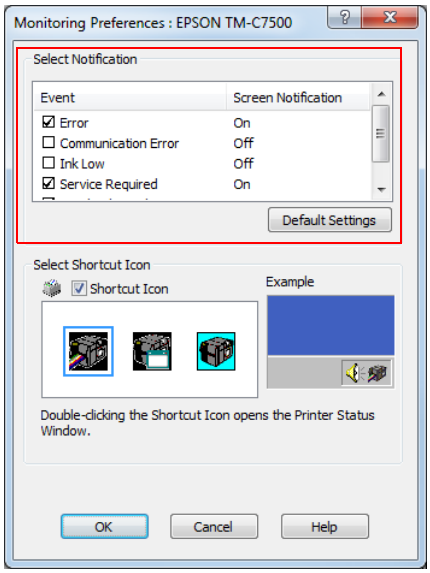
Follow the steps below to set error notification for [Use EPSON Status Monitor 3].

1 **Turn the printer ON.**

2 **Display the printer driver window.**
See "How to Display the Printer Driver" on page 76

3 **Select [Driver Utilities] tab and click [Monitoring Preferences].**
When EPSON Status Monitor 3 is disabled, the [Monitoring Preferences] is not displayed.
(Enable EPSON Status Monitor 3 by referring to "Use/ Not use EPSON Status Monitor 3" on page 140.)

4 **The [Monitoring Preferences] window is displayed. Select the items you want to display when an error occurs, and click [OK].**



- Error: When paper/ink replacement is required
  (Default: Screen Notification [On])
- Communication Error: When the printer power is off
  (Default: Screen Notification [Off])
- Ink Low: When the ink amount is low
  (Default: Screen Notification [Off])
- Service Required: When a printer error occurs
  (Default: Screen Notification [On])
- Nozzle Clogged Warning: When a Nozzle clogged
  (Default: Screen Notification [On])

Displaying the icon

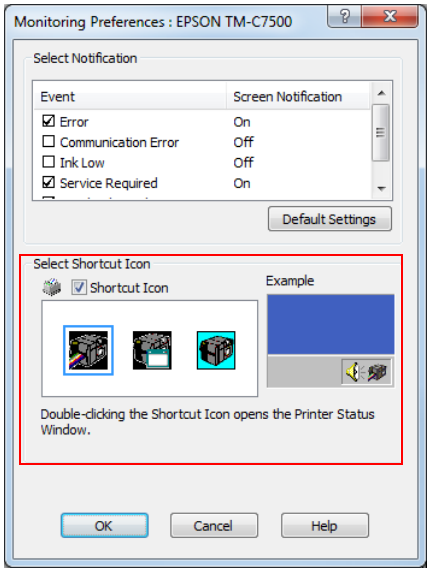
Keeps icon on the task tray so that user can check as needed. The icon is not displayed when default setting. Follow the steps below to display the icon.

1 **Turn the printer ON.**

2 **Display the printer driver window.**
See "How to Display the Printer Driver" on page 76

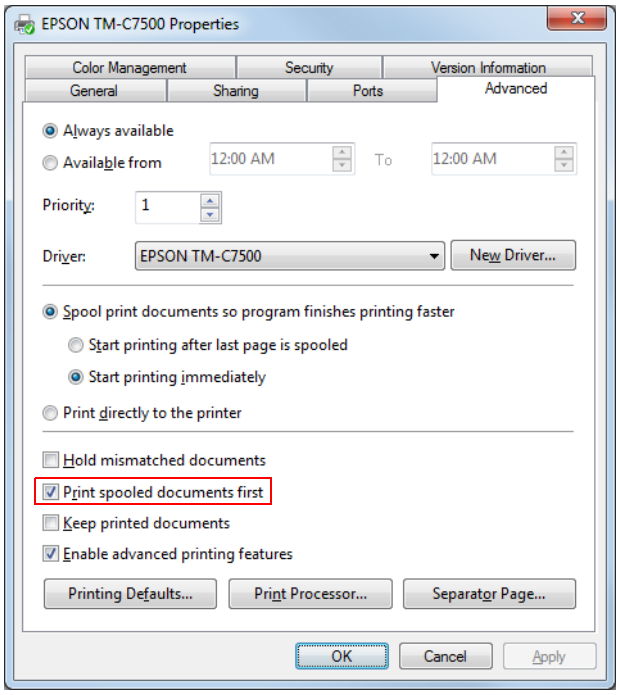
3 **Select [Driver Utilities] tab and click [Monitoring Preferences].**

4 **The [Monitoring Preferences] window is displayed. Check the box of [Shortcut Icon] and select the icon to display on the task bar. Click [OK].**



Restricted items of printer drivers

- Use by enabling the bi-directional support.
- Preset image printing cannot be executed with a printer driver.
- When printing multiple jobs in order, disable [Print spooled document first]. When printing multiple jobs while [Print spooled documents first] is enabled, the print execution order and output order vary.



- When using an Epson printer driver, leave the control prefix, format prefix and delimiter settings of ESC/Label command as default. When changed, printing may not be performed or unintended printing may occur.
  For the default values, refer to Page 80 in [PRINTER SETUP3] of “Panel switch settings”.

EpsonNetConfig (Web version)

This section describes the functions and instructions for use of EpsonNetConfig (Web version).

You can obtain this product information or configure settings via a network from the browser on your computer or tablet. Please connect your computer or tablet to the same network as this product.

The following functions are available.

- Network settings
- Confirmation of network settings
- Initialization of network settings
- Confirmation of ink quantity

How to startup EpsonNetConfig

The EpsonNetConfig startup method is as follows:

1 **Print out the printer status sheet and confirm the IP address.**

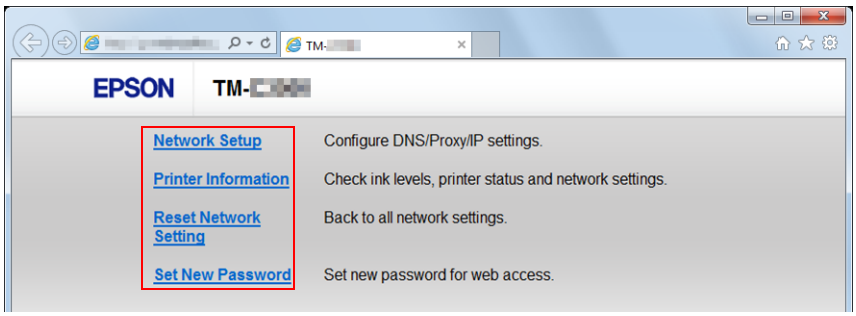
2 **Make sure that your computer or tablet are connected to the same network as the printer. If they are not on the same network, change the computer network settings.**

> If the printer IP address is at the initial setting (A), configure the computer setting to IP address: 192.168.192.168, Subnet mask: 255.255.255.0 and so on.

3 **Startup the computer or tablet browser.**

4 **Enter the printer IP address into the browser address bar.**

5 **The "Main" window appears. Click the items you want to set or confirm.**



6 **The Password input window appears. Enter the password.**

Password: epson (Initial setting)

7 **The selected window appears.**

Network settings

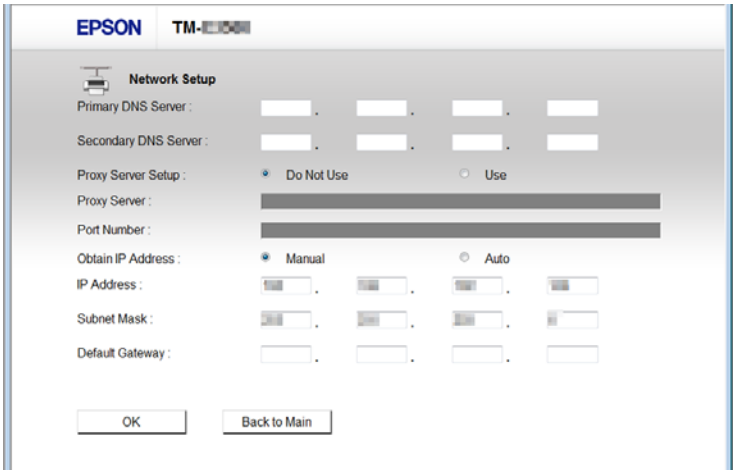
Configure the printer network by the following procedure.

1 **Startup EpsonNetConfig.**
See "How to startup EpsonNetConfig" on page 147.

2 **Click [Network Setup] on the “Main” window.**

3 **The Password input window appears. Enter the password.**

4 **The “Network Setup” window is displayed. Configure this product network.**



5 **After configuring the network, click [OK].**

Confirmation of network settings

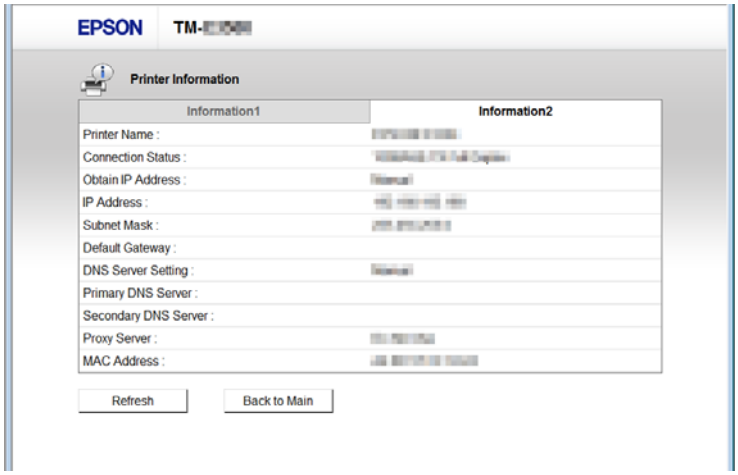
Configure the printer network by the following procedure.

1 **Startup EpsonNetConfig.**
See "How to startup EpsonNetConfig" on page 147.

2 **Click [Printer Information] on the “Main” window.**

3 **The Password input window appears. Enter the password.**

4 **The “Printer Information” window is displayed. Select the [Information2] tab. Confirm this product network setting.**
By clicking the [Refresh] button, you can retrieve information.



Initialization of network settings

Initialize this product network settings by the following procedure.

1 **Startup EpsonNetConfig.**
See "How to startup EpsonNetConfig" on page 147.

2 **Click [Reset Network Setting] on the “Main” window.**

3 **The Password input window appears. Enter the password.**

4 **The “Reset Network Setting” window is displayed. Click the [OK].**

5 **The initialization completion window appears. Turn this product power on again.**

Confirmation of ink quantity

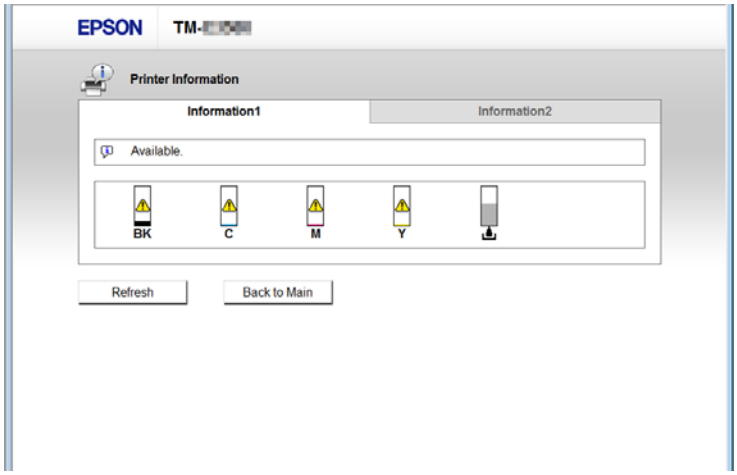
Confirm the remaining ink quantity in this product by the following procedure.

1 **Startup EpsonNetConfig.**
See "How to startup EpsonNetConfig" on page 147.

2 **Click [Printer Information] on the “Main” window.**

3 **The Password input window appears. Enter the password.**

4 **The “Printer Information” window is displayed. Confirm the remaining ink quantity in this product.**
By clicking the [Refresh] button, you can retrieve information.



Setting the label size and paper layout for borderless printing

This section describes the concepts and settings methods for using Epson printer drivers to perform borderless printing.

With borderless printing, the print may extend onto the backing paper (liner) depending on the actual print position and position the paper is loaded.
When handling printed paper (labels), take extra care to prevent your hands or the paper from being smudged with ink.

Borderless Printing Concepts

Printing larger than the label size achieves borderless label printing. Please use media with a matrix to prevent the ink for the section extending from the label from adhering to the backing paper.

- If you use die-cut labels without waste surrounding the labels, ink may cause the label and your hands to be smudged with ink, or may adhere to the inside of the printer and cause malfunctions.
- Due to the printer structure, a slight margin may remain at the top or bottom edge even if the length of the media layout label is the same length as the label. The following preparation and settings are necessary to correct this error.
  * Media layout settings for the printer driver: Extend the printable area.
  * Printer settings: Correct the print start position.
  * Label paper: Use media with a gap between labels that is 4 mm or more.

Label Media Design

- Use die-cut labels by applying a kiss cut to the label and applying a matrix. However, do not apply a matrix for both ends of roll paper.
- Black marks are necessary because the gaps between labels cannot be detected when using media with matrix. Although the position of the black mark is generally aligned with the leading edge of the label, extending the printable area results in misalignment of the position of the black mark, making it necessary to adjust the printing position of the printer.

Borderless Printing Settings

This section describes the printing methods of borderless printing of the below-indicated label.

- Label size:
  Width: 107.0 mm Height: 150.0 mm
- Settings of the “User Defined Media Layout” created by using the printer driver
  Media Form: Die-cut Label (BlackMark)
  Borderless Printing: Check

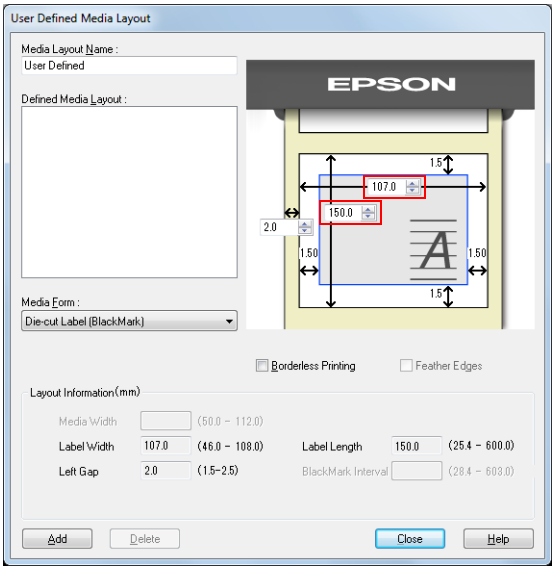
Perform the following procedures to set the media layout of the printer driver for borderless printing.

1 **Display the printer driver window.**
Refer to "How to Display the Printer Driver" on page 76.

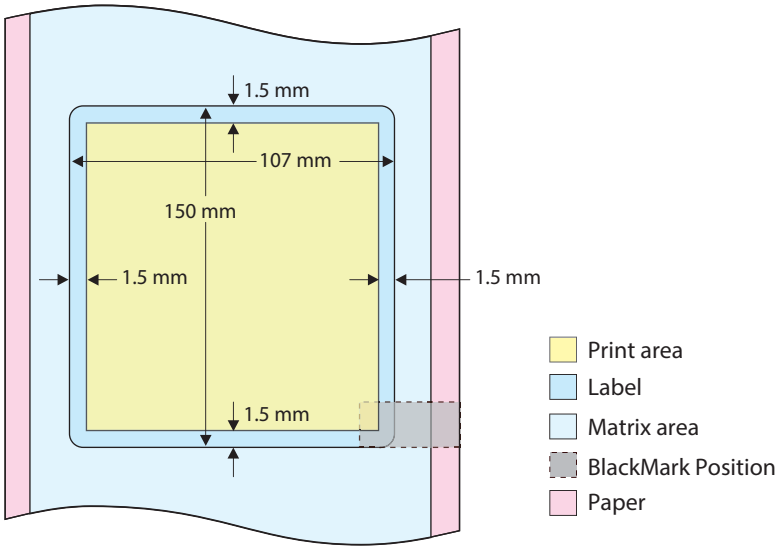
2 **On “General” window, click [User Defined...].**
The “User Defined Media Layout” screen is displayed.

3 Set the layout information for the die-cut label paper being used. Set the label width and length according to the size of the label.

<Setting>



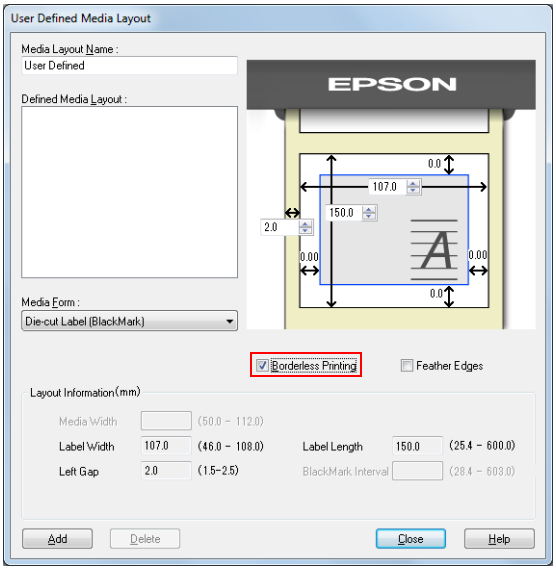
<Print Result>



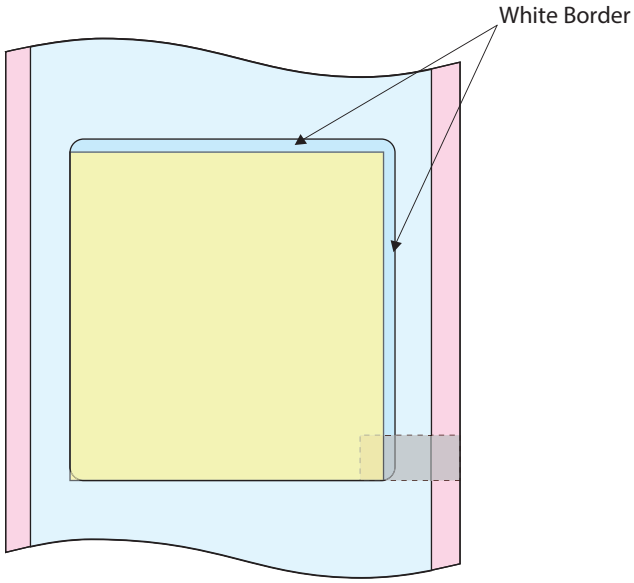
Default settings specify a 1.5 mm margin on all sides of the label.

4 Put a checkmark in [Borderless Printing]. This enables borderless printing.

<Setting>



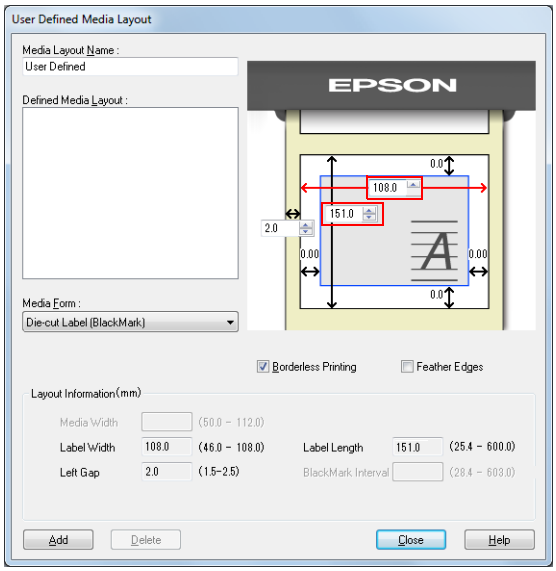
<Print Result>



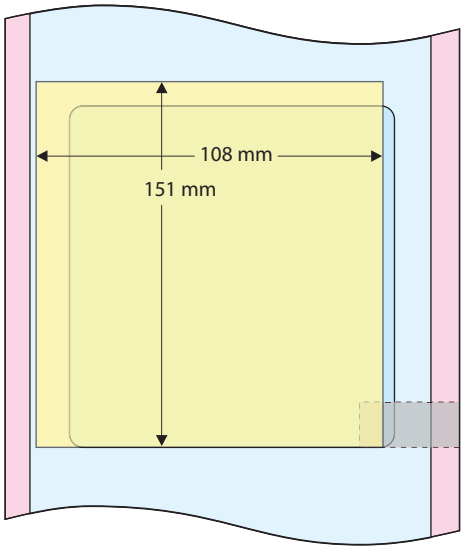
A slight white border might still remain around the periphery of the label due to an error of the media or printer. Perform from Step 5 and after to remove this border.

5 **Use the media layout to increase the media size (width and length) in 1 mm increments to remove the border.**

<Setting>



<Print Result>



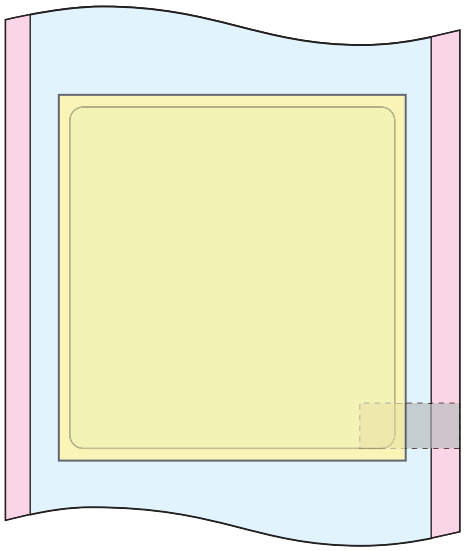
Extend the printable area 1 mm on the top, bottom, right and left sides.

Printable area shifts to the upper left of the label

6 **Increasing the media size results in the printable range shifting to the upper right, making it necessary to correct the printing position. Perform either of the following in such cases.**

- Correct the printing position from the print driver.
  Print start position adjustment (Vertical direction): -0.5 mm
  Print start position adjustment (Horizontal direction): -0.5 mm
  For detail, refer to "Position adjustment" on page 94.
- Correct by using [V. POSITION]/[H. POSITION] of the printer operation panel.
  PRINTER SETUP1 - V. POSITION: -12 pixel
  PRINTER SETUP1 - H. POSITION: -12 pixel
  For detail, refer to "Setting panel switch" on page 80.

<Print Result>



After correcting the printing position of the printer, it will still change when the media layout or label media is changed.

7 **Print using media with a gap between labels of 4 mm or more.**

It may not be possible to continuously print labels if the gap between labels is less than 4 mm.

USB Printer Class Device Replacement Service

This is a resident service on the computer. When the product is replaced for service or other reason, this detects the printer connection and automatically changes the output printer of the printer driver.
This allows the printer to be replaced without changing settings in the application. (The printer is not replaced if a port is specified for the application output destination. The printer is only replaced if the printer driver is specified.)
There is no need to change the USB serial number of the product before replacement.

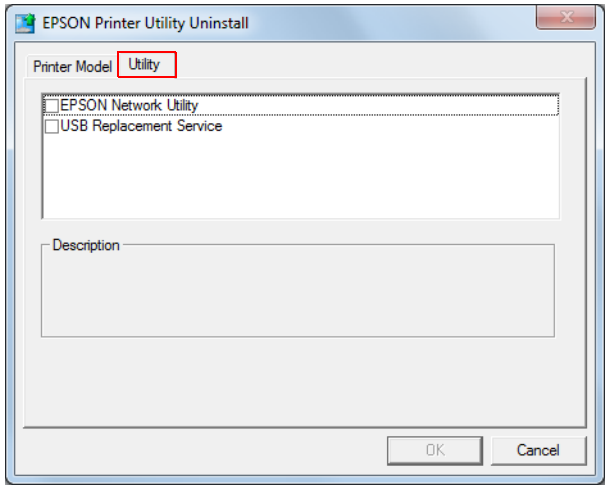
Uninstallation of USB Printer Class Device Replacement Service

USB Printer Class Device Replacement Service is not displayed in the software list in the control panel. For uninstallation, follow the steps below.

1 **Close all applications running on the computer.**

2 **Select [Start] - [Control Panel] - [Uninstall a program] - [EPSON Printer Driver Utility]. Click [Uninstall/Change].**

3 **"EPSON Printer Utility Uninstall" screen appears. Select [Utility] tab.**



4 **Select [USB Replacement Service] and click [OK].**
Click [OK] to start uninstallation.

5 **The completion window appears. Click [OK].**

Restrictions in USB Printer Class Device Replacement Service

After the printer is replaced, the green check mark indicating [default printer] in “Devices and Printers” window may be shown on the previous printer that was applied before replacement. Or the check mark may not appear. In these cases, the check mark indication can be corrected with the following steps:

- Return to the desktop screen and open “Devices and Printers” window again.
- Right-click the printer driver and select [Set as default printer].
- Log off the user account and restart the operating system.

Setting the Dip Switches

Follow the steps below to change the Dip switch settings.

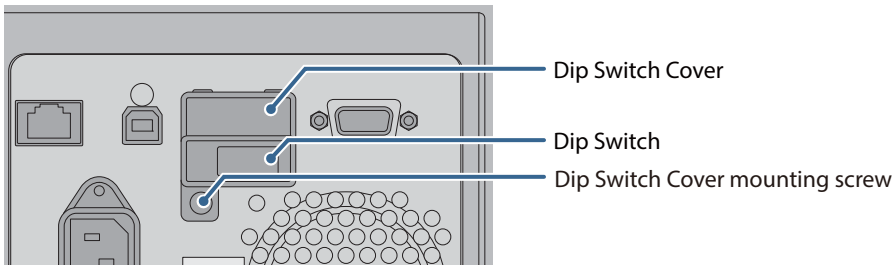
Setting Procedure

Follow the steps below to change the Dip switch settings.

CAUTION	Before you remove the DIP switch cover, turn the product off. Otherwise, a short-circuit may cause the product to malfunction.
	DIP switch settings are enabled only when the power is turned on. If the settings are changed after that, the functions will not change.

1 **Make sure the power supply for the product is turned off.**

2 **Remove the Dip switch cover mounting screw from the rear side of the product and open the Dip switch cover.**



3 **Set the DIP switches, using the tip of a tool, such as a tweezers.**

4 **Replace the DIP switch cover, and screw it in place.**

Functions

SW	ON	OFF	Initial setting
1	Power button: Disabled (Reset operation)	Power button: Enabled (Power ON/OFF operation)	OFF
2	Forbidden (Do not change setting)		OFF
3	Reserved (Do not change setting)		OFF
4	Reserved (Do not change setting)		OFF

CAUTION	• Do not change Dip switch 2 to 4. • An SDHC memory card is located below the dip switches. Do not remove it, replace it or do anything else to it. This card is used for internal processing.

Cleaning the Printer

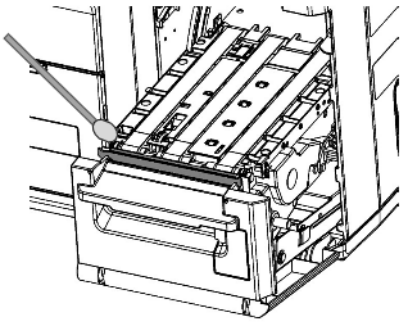
Cleaning the autocutter

If adhesive matter from the label paper adheres to the autocutter, the autocutter may become blunt.
In this case, clean the autocutter with the following steps.

1 **Turn the printer power off, and disconnect the AC cable from the wall outlet.**

2 **Open the roll paper cover and remove the paper.**
See "How to eject paper for paper replacement" on page 61

3 **Remove the adhesive on the autocutter fixed blade of the roll paper cover side with a cotton swab. Slightly moisten the cotton swab with alcohol, if necessary.**



WARNING

Do not touch the autocutter fixed blade directly with fingers during cleaning, or injury may result.

Cleaning the Internal Parts (Platen)

If labels, paper dust, or adhesive matter adheres to the platen, printing quality may become degraded.
Regularly cleaning the platen keeps the printing quality favorable.
Clean the platen with the following steps.

1 **Make sure that the product is powered off.**

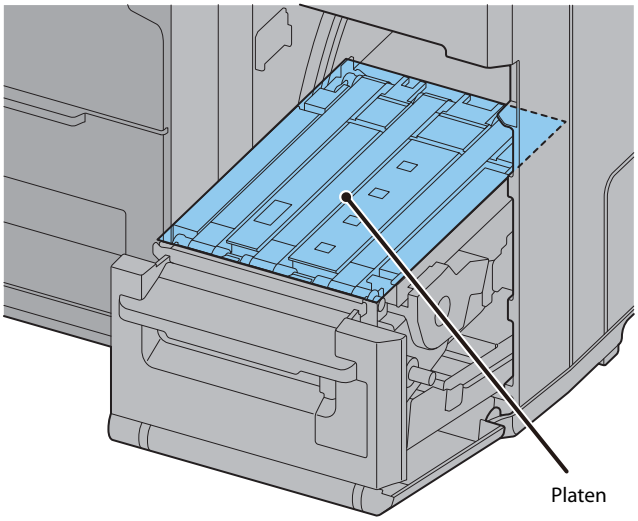
2 **Open the paper set cover.**

3 **Pull the front cover open lever at the paper feed slot.**

4 **Open the front cover.**

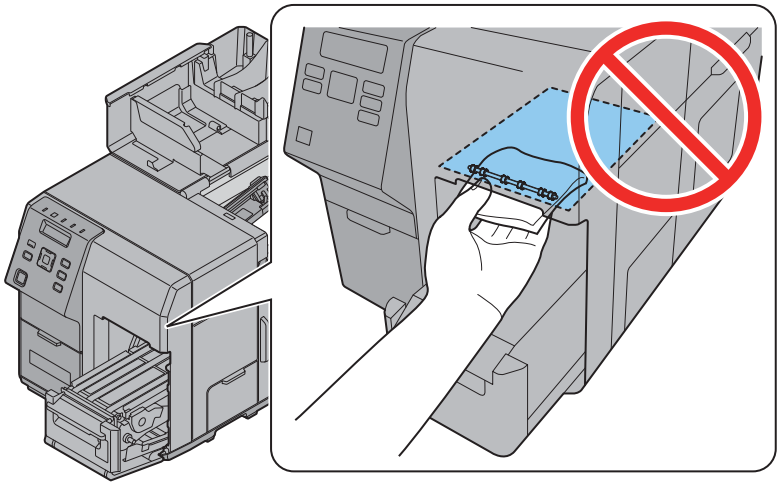
5 **Remove any label material that is attached to the platen.**
When removing labels, ensure that no adhesive matter remains on any parts.

6 **Remove any paper dust or adhesive matter from the platen with a damp non-woven cloth.**



WARNING

It is not possible to clean around the top surface inside of the printer. The metal wheels on the top surface may deform, preventing it from properly feeding the paper.



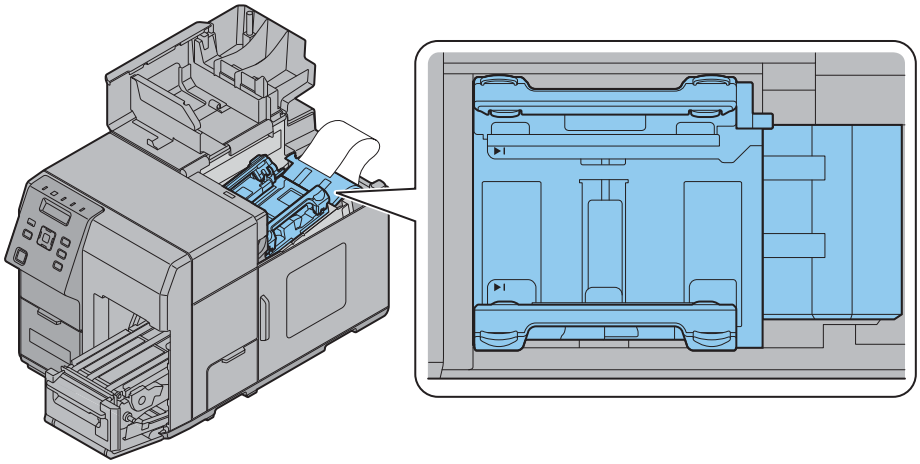
CAUTION

Never clean the product with alcohol, benzine, thinner, trichloroethylene, or ketone solvents.
Doing so may damage or break the parts made of plastic and rubber.

Cleaning the Internal Parts (Paper Path)

If paper dust or adhesive matter adheres to the paper path, printing quality may become degraded.
Regularly cleaning the paper path keeps the printing quality favorable.
Clean the paper path with the following steps.

1. **Turn the printer power off, and disconnect the AC cable from the wall outlet.**
2. **Open the paper set cover.**
3. **Pull the front cover open lever at the paper feed slot.**
4. **Open the front cover.**
5. **Open the paper holds inside the paper set cover and remove the paper.**
6. **Move the paper guide while holding down the paper guide lever.**
7. **Remove any paper dust or adhesive matter from the paper path with a damp non-woven cloth.**



CAUTION

Never clean the product with alcohol, benzine, thinner, trichloroethylene, or ketone solvents.
Doing so may damage or break the parts made of plastic and rubber.

Cleaning the Printer Case

Be sure to unplug the AC cable from the wall socket, and turn off the printer before cleaning. Wipe the dirt off the printer case with a dry cloth or a damp non-woven cloth.

CAUTION

Never clean the product with alcohol, benzine, thinner, trichloroethylene, or ketone solvents.
Doing so may damage or break the parts made of plastic and rubber.

Long-term Storage of the Product After Ink Charging

Storing the product

When not using the printer for an extended period of time after ink charging (after starting using), store it following the steps below.

1 **Run a nozzle check print to check that no dot missing or other printing problems have occurred. In case any printing problems have occurred, run manual head cleaning so that the printer recovers from the problem.**

See "Test printing" on page 74

CAUTION	If dot missing has occurred, ink may clot inside the nozzle to cause nozzle clogging, making it difficult for the printer to recover from the problem when the printer restarts.
	Dot missing may occur especially after transporting the printer from the place where it is used to the place where it is stored, due to vibration.

2 **After printing has completed, turn off the printer with the printer power button.**

CAUTION	When powering off the product before storing for an extended period of time, make sure to push the Power Button. When the Dip switch 1 is set to ON (Power button action is set to "Reset this product"), set the Dip switch 1 to OFF. See "Setting the Dip Switches" on page 159

3 **Store the printer in a cool (0 to 25°C {32 to 77°F}) and dark place.**

CAUTION	Storage length is 6 months.
	Store the product with the ink cartridge installed in the product.

Restart the printer after long-term storage

When restarting the printer after a long-term storage, follow the steps below.

1 **Check whether or not the ink cartridge storage period has been expired.**

In the cases listed below, replace the ink cartridge.
See "Installing the Ink Cartridge" on page 42

- 2 years has passed since the ink cartridge was manufactured
- 6 months has passed since the ink cartridge was opened

2 **Turn on the product. The Nozzle Verification Technology runs to check for nozzle clogging, and then runs head cleaning automatically.**

CAUTION

Do not turn the product off or do not open Ink cartridge cover, Front cover, Rewinder connection cover, Maintenance box cover, or Paper set cover during the head cleaning operation.

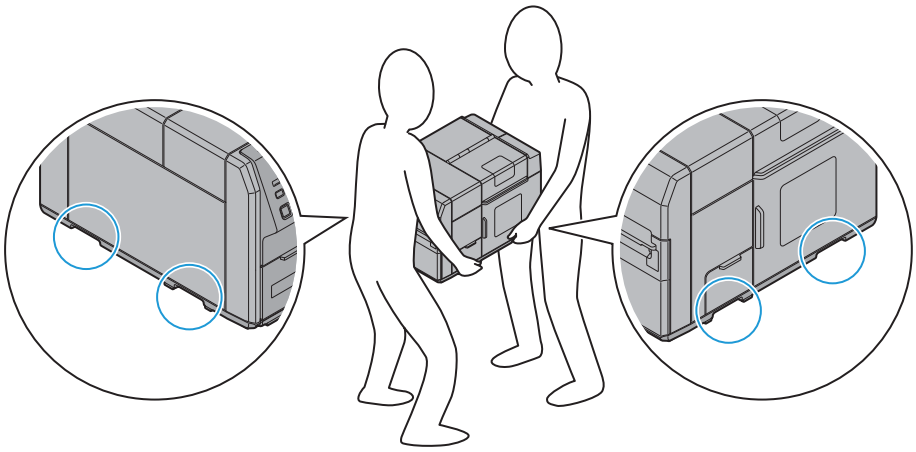
3 **Run a nozzle check print and check whether dot missing or any other printing problems have occurred.**

Precautions when transporting

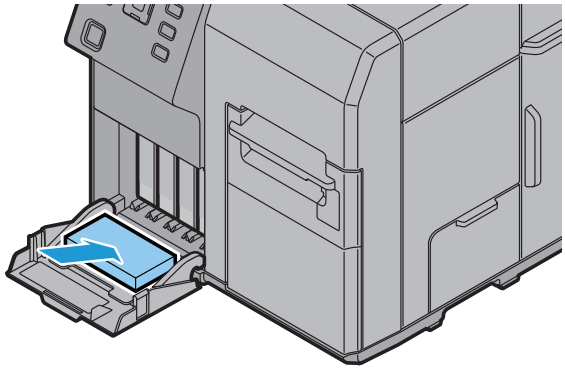
Keep the following items in mind when transporting the product.

CAUTION

- The weight of this product is approximately 37 kg {81.57 lb}. When lifting up this product, place the product between two people as shown in the figure below and hold the recessed areas on both sides of the product. Carrying the product by holding other areas may damage the product.



- When transporting the product, remove the media.
- When transporting the product, do not remove the ink cartridge or maintenance box.
- When transporting the product, turn the power OFF using the Power button and place it in the designated packing box.
- When transporting this product, use the included cushioning material in the procedure below.
  Step 1: Open the ink cartridge cover.
  Step 2: Place the cushioning material in the ink cartridge cover.



  Step 3: Close the ink cartridge cover.
- Do not tilt the product more than 10 degrees in any direction while carrying it. Doing so may cause an accident.
- When transporting this printer, do not put it upside down or topple over sideways.

Troubleshooting

Error Processing

LCD display Error	Description	Recovery method
NO PAPER No paper	There is no paper.	• When using roll paper: 1. Open the paper set cover. 2. Open the roll paper cover. 3. If there is any paper or a paper roll left, remove it. 4. Set a roll paper. 5. Run auto loading of the paper. 6. Close the paper set cover and roll paper cover. • When using fanfold paper: 1. Open the paper set cover. 2. Remove any remaining paper. 3. Set the new paper in place. 4. Run auto loading of the paper. 5. Close the paper set cover.
MEDIA DETECTION ERROR Media detection error	The type of the paper set in the printer is different from the specified type set for “Media position detection settings”.	Set the type of paper specified for “Media position detection settings” or change the settings for “Media position detection settings” to that is suitable for the loaded paper.
	The type of the paper set in the printer is different from the specified media type on the label printing application or the printer driver provided by the label printing application manufacturer.	Set the type of paper specified on "the label printing application" or "the printer driver provided by the label printing application manufacturer" to that is suitable for the loaded paper. For instructions on how to change the settings, refer to "Media detector and paper path settings when using label printing applications" on page 227.
	The type of the paper set in the printer is different from the specified media type on the favorite setting menu on the operation panel.	When using the [Favorite setting] function on the operation panel, select the media that is compatible with the media type configured in [Favorite setting] on the operation panel or select the settings that match the media in [Favorite setting] on the operation panel. You cannot modify the settings in [Favorite setting] when this error occurs.
MEDIA SIZE ERROR L Media size error	The paper size is inappropriate for the print area. (Paper feed direction)	Set the paper whose size matches the print area or change the print area to that suitable for the loaded paper.
MEDIA SIZE ERROR W Media size error	The paper size is inappropriate for the print area. (Paper width direction)	Set the paper whose size matches the print area or change the print area to that suitable for the loaded paper.

LCD display Error	Description	Recovery method
PAPER JAM ERROR ## (##: D1 to D5, DC, 11 to 15, 21 to 25, 51, 61) Paper jam error	Paper is jammed inside printer	1. Open the paper set cover. 2. Open the front cover. If you cannot open the front cover, the cutter blade may be locked. Turn this product's power off and on again. 3. Remove all the paper that is in the paper path. 4. Close the front cover. 5. Run auto loading of the paper. 6. Close the paper set cover.
NO PAPER ERROR No paper error	Paper has run out during printing	If any paper remains in the paper path, remove it. Then set new paper in place.
PAPER PATH ERROR Paper path error	The paper supply method for the paper set is different from the method specified in the “Media supply method settings”.	Set paper in place that is appropriate for the “Media supply method settings”, or change the “Media supply method settings” to suit the paper.
	The method of the paper supply set to the printer is different from the specified method of the paper supply on "the label printing application" or "the printer driver provided by the label printing application manufacturer".	Set the method of paper supply specified on "the label printing application" or "the printer driver provided by the label printing application manufacturer" to that is suitable for the actual supply. For instructions on how to change the settings, refer to "Media detector and paper path settings when using label printing applications" on page 227.
PAPER REMOVAL ERROR Paper removal error	Paper is not set correctly in place, or paper has not been removed after ejection operation.	If no paper remains on the platen: Set paper in place again. See Appendix C for how to set the paper in place. If paper remains on the platen: 1. Open the paper set cover. 2. Open the front cover. 3. Remove all the paper that is in the paper path. 4. Close the front cover. 5. Run auto loading of the paper.
	When there is not much roll paper left, printing ended near the end of the roll paper.	Replace the roll paper.
ROLL COVER OPEN Roll paper cover open	The roll paper cover is open.	Close the roll paper cover.
PAPER COVER OPEN Paper set cover open	The paper set cover is open	Close the paper set cover.
FRONT COVER OPEN Front cover open	The front cover is open	Close the front cover.
INK CARTRIDGE COVER OPEN Ink cartridge cover open	The ink cartridge cover is open.	Close the ink cartridge cover.

LCD display Error	Description	Recovery method
NO INK CARTRIDGE No ink cartridge	An ink cartridge is not loaded	1. Open the ink cartridge cover. 2. Load an ink cartridge with sufficient ink left. 3. Close the ink cartridge cover.
INK CARTRIDGE READ ERROR Ink cartridge read error	The ink cartridge information could not be read.	1. Open the ink cartridge cover. 2. Remove the ink cartridge. 3. Load the ink cartridge again. 4. Close the ink cartridge cover. 5. If the error occurs again, replace the ink cartridge with a new one.
NON-GENUINE CARTRIDGE MAY NOT PERFORM AT OPTIMUM LEVEL Non-genuine ink	Non-genuine ink is mounted.	The color of the printer driver of the product is adjusted based on the assumption that genuine ink for the product is used. When ink cartridges other than genuine cartridges for the product are used, it may cause failure like low print quality, clogged print head or ink leakage. In addition, remaining ink level may not be detected. It is recommended to use genuine ink cartridges only.
MAINTENANCE BOX COVER OPEN Maintenance box cover open	The maintenance box cover is open.	Close the maintenance box cover.
NO MAINTENANCE BOX No maintenance box	The maintenance box is not loaded.	1. Open the maintenance box cover. 2. Load a maintenance box with sufficient free space. 3. Close the maintenance box cover.
MAINTENANCE BOX ERROR Maintenance box read error	The maintenance box information could not be read.	1. Open the maintenance box cover. 2. Remove the maintenance box. 3. Load the maintenance box again. 4. Close the maintenance box cover. 5. If the error occurs again, replace the maintenance box with a new one.
REPLACE INK (*) Ink cartridge is expended	It is time to replace the ink cartridge.	1. Open the ink cartridge cover. 2. Remove the used ink cartridge. 3. Load an ink cartridge with sufficient ink. 4. Close the ink cartridge cover.
REPLACE MAINTENANCE BOX Replace maintenance box	It is time to replace the maintenance box.	1. Open the maintenance box cover. 2. Remove the used maintenance box. 3. Load a maintenance box with sufficient free space. 4. Close the maintenance box cover.

LCD display Error	Description	Recovery method
PRINTER ERROR ## (##: 01 to 0A, 16 to 18, 26, 27,2A, 31 to 37 41 to 47, 56 to 58, 62, 63, C1 to C4, C6 to C9, D6 to DB)	Paper jam Poor autocutter operation Irregular ambient temperature Malfunction	The printer will not recover until you perform the proper processing, then turn the power on again. 1. Turn the power off. 2. Open the paper set cover. 3.Open the front cover. If you cannot open the front cover, the cutter blade may be locked. Turn this product's power off and on again. 4. Remove all the paper that is in the paper path. 5. Close the front cover. 6. Turn the power back on. (If the error occurs again, request a repair.) 7. Run auto loading of the paper.
ERR B2	This error may occur if you run [Paper feed adjustment (Mech wear)] using PrinterSetting when print data is left in the product.	When this error occurs, turn the product off and back on. Also, when running [Paper feed adjustment (Mech wear)] using PrinterSetting, make sure the product is in "Ready" mode before starting the operation.
SERVICE REQUIRED ## (##: F0 to F4) Service required	The product is beyond its service life. Malfunction	Request a repair.

*: When the firmware version is WAI32500 or earlier, "INK CARTRIDGE EMPTY" is displayed.

Warning Processing

LCD display Warning type	Description	Recovery method
INK LOW (*) Ink is running low	Ink cartridge will be expended soon.	Because it is almost time to replace the ink cartridge, prepare an ink cartridge for replacement. When the status changes to “Replace ink cartridge”, replace the ink cartridge.
MAINTENANCE BOX NEAR FULL Maintenance box near full	There is not much free space in the maintenance box.	Because it is almost time to replace the maintenance box, prepare a maintenance box for replacement. When the status changes to “Replace maintenance box”, replace the maintenance box.
NOZZLE CLOGGED Print head nozzle clogged	Nozzle is clogged.	Check the printing result and perform head cleaning. Execute manual head cleaning from [Cleaning] on the unit panel. If the dot dropouts is not resolved by executing a manual head cleaning three or more times, execute INK RECHARGE on the operation panel. For details, refer to "INK RECHARGE" on page 82 Check the printing result, and if the nozzle clog cannot be permitted, perform repairs.
CUT UNAVAILABLE In cutter unavailable state	Autocutting is being performed 2 or more times with the paper in the same position.	Execute paper feed or printing operation. To prevent occurrence of paper scraps, do not execute auto cutting two or more times without feeding the paper.
SERVICE MODE In service mode	The product is in the mode for performing repairs and inspections.	-
SERVICE REQUIRED SOON ## ##: F0, F1 Service due soon	The product is near the end of its service life.	Because the internal parts of the printer are near the end of their service life, prepare to replace the printer, or prepare a printer for replacement. When the status changes to “Service required”, the printer will not recover until the necessary repairs are performed and the necessary area of the nonvolatile memory is overwritten.
PRINTING-NOZZLE CHECK DISABLED Nozzle Verification Technology is disable	Nozzle Verification Technology is disable, or ambient temperature exceeds the operating range	• Go to the setting items on the panel and set Nozzle Verification Technology to “Enable”. • Or, adjust the room (ambient) temperature to within the range from 5 to 35 °C {41 to 95°F}.

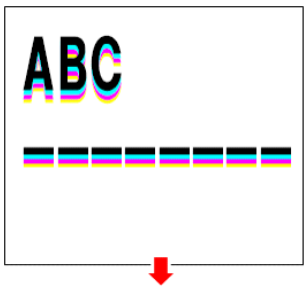
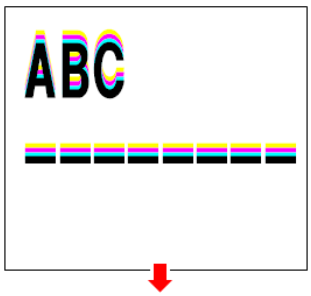
*: When the firmware version is WAI32500 or earlier, "INK CARTRIDGE NEAR EMPTY" is displayed.

Printer Driver

State	Cause	Recovery method
Status cannot be obtained with the status monitor.	"Enable the bi-direction support" in the "Port" setting of the driver properties is disabled.	When using an printer driver, enable the "Enable the bi-direction support" in the "Port" setting of the properties.

When using a ZPL II compatible printer driver with this product, printing may not be performed.
Check whether printing is possible by using the latest version of the ZPL II compatible printer driver.

Poor print quality

State	Cause	Recovery method
Uneven printed colors	"Dot dropouts" are occurring.	From the [NOZZLE CHECK] on the unit panel, or from the [Printer Utilities] in the printer driver or PrinterSetting, use the [Manual Head Cleaning] and [Nozzle Check] to check for nozzle clogging. If the nozzle is clogged, execute a manual head cleaning from [CLEANING] on the unit panel. If the dot dropouts is not resolved by executing a manual head cleaning three or more times, execute INK RECHARGE on the operation panel. For details, refer to "INK RECHARGE" on page 82 Also, if the "Nozzle Verification Technology" in "Nozzle check settings" is disabled, change to enabled (default). For details, refer to "Nozzle Verification Technology" on page 22
	The "Media Coating Type" setting is different from the media that is actually used.	The "Media Coating Type" setting of the printer driver may be different from the media used. Check the "Media Coating Type" setting of the printer driver and the media used. For details, refer to "Paper settings" on page 67
	"Paper feeding adjustment" is necessary.	Depending on the media, uneven printed colors may occur due to changes in the paper feed amount. When position slipping of CMYK inks occurs as shown below, push the "General" tab of the printer driver to set an appropriate value in "Paper Feed Adjustment". When positive adjustment is necessary  When negative adjustment is necessary  Also, start the PrinterSetting. Start the PrinterSetting from the printer driver. Select [Printer Utility] tab. Click [Printer Setting Utility] icon. Select "Detailed settings" and "Advanced settings" and execute "Paper feed adjustment (Mech wear)". For details, refer to "Advanced settings" on page 104

State	Cause	Recovery method
Uneven printed colors	The setting value of "Banding Reduction" is inappropriate.	When using the printer driver, color lines generated in the overlapping print head parts can be corrected as shown below by selecting "Banding Reduction" so that uneven printed colors may not stand out. Example of light color irregularities Example of dark color irregularities Select "Advanced" in "Print Settings" of the "General" tab, click the "Advanced..." and change the dark and light setting with "Banding Reduction". (When light color lines are generated as shown in the left figure, move to the plus (+) direction to adjust. Also, when dark color lines are generated as shown in the right figure, move to the (-) direction to adjust.) For details, refer to "Banding Reduction" on page 138 Also, if the "Nozzle Verification Technology" in "Nozzle check settings" is disabled, change to enabled (default).
	Roll paper is not set properly.	For the roll paper, open the roll paper cover and reset the media correctly. For details, refer to "Setting the Roll Paper" on page 52
	Fanfold paper is not set properly.	For the fanfold paper, leave it 15 mm or more from the rear side of the printer and place the paper straight. For details, refer to "Setting the Fanfold Paper" on page 60
Printed colors do not look right.	A head cleaning is necessary.	When the printer is moved after initial charging, there may be cases that specified colors are not printed out right ("Color mixing") due to vibration or shock. Execute a manual head cleaning and check that the color mixing no longer occurs.

State	Cause	Recovery method
Printed colors do not look right.	"Justify ink position for feed direction" is necessary.	Depending on media type, uneven printed colors may happen since the paper feed amount changes. When using the printer driver, select "Advanced settings" of "Detailed settings" in the "Printer utility" tab and perform "Paper feed adjustment (Mech wear)" with "Justify ink position for feed direction". For details, refer to "Advanced settings" on page 104
Printing shifts to the side.	The edges of media are not set properly.	If the media is set in a position shifted from the edges, shifting to the horizontal direction may occur when printed immediately after setting the media. Feed the media once and start printing. If this keeps happening, click the "Printer Settings Utility" under the "Printer Utilities" tab and perform "Print start position adjustment (Horizontal direction)" using "Justify" under "Position adjustment" in the printer driver. For details, refer to "Position adjustment" on page 94
	The paper guide is not set properly.	Check the position of the paper guide. For details, refer to "Setting the Paper" on page 52
Poor quality in barcode printing.	"Media Coating Type" setting is different from the actual media.	The media used and "Media Coating Type" setting of the printer driver may be different. Check the media used and the printer driver's "Media Coating Type". For details, refer to "Paper settings" on page 67
	Bar width adjustment is not performed.	To perform appropriate barcode printing, the bar width adjustment must be done for the print data. • When using the printer driver, select "Advanced" in "Print Settings" under the "General" tab of the printer driver, click the "Advanced" and set an appropriate level in "Barcode and 2D Symbol Preset". However, the bar width adjustment setting of the printer driver is effective only when using the barcode font function of the printer driver, and not in other cases. For details, refer to "Barcode Printing" on page 119 • When using an application to generate barcodes, set it to perform the bar width adjustment in the application. For the barcode generation application used, refer to each application's manual.
	"Ink profile" setting is necessary.	The amount of ink to maintain the barcode printing quality may vary depending on the media. When using the printer driver, select "Advanced" in "Print Settings" under the "General" tab of the printer driver, click the "Advanced", enable "Ratio of Black to Composite" or "Ink Profile" by placing a checkmark in the checkbox, and set an appropriate level. For the appropriate level for each media, contact your sales agent from which the printer was purchased.

Unclean media

State	Cause	Recovery method
The media gets dirty.	The "Media Coating Type" setting is different from the actual media.	The media used and "Media Coating Type" setting of the printer driver may be different. Check the media used and the "Media Coating Type" setting of the printer driver. For details, refer to "Paper settings" on page 67
	A head cleaning is necessary.	Media may get dirty if foreign objects are attached to the head. Perform a manual head cleaning.

Dirt inside the printer

State	Cause	Recovery method
The ink stain has occurred.	The “Media form” setting is different from the actual media.	The media used and “Media form” setting of the printer driver may be different. If the setting is for full-page label, do not use die-cut label. Ink discharge on the base paper can lead to staining and other troubles.

Printable area

State	Cause	Recovery method
The print position is not correct.	The “Media Layout” is not configured correctly.	When the “Media Layout” settings of the printer and the media are different, printing may not be performed on the correct positions. For details, refer to "Paper settings" on page 67
The label size and print area are different.	This is the specification of the product.	When using the printer driver and “Borderless Printing” is not enabled in “User Defined Media Layout” and “Media Layout”: The area where 1.5 mm margins on the top, bottom, right and left are excluded from the label size is the printable area. When making the whole label size as the printable area, enable “Borderless Printing”. When “Borderless Printing” is enabled, printing on full-page may occur; therefore, ensure 1.5 mm margins on the top, bottom, right and left in the print data. For details, refer to "Paper settings" on page 67
Part of the printing will go missing.	The “Media Layout” is not configured correctly.	Even if “Borderless Printing” is enabled for full-page label (no blackmark), printing cannot be performed over the entire length of the label. Configure so that the printing area fits inside the 1.5 mm margins at the top and bottom of the label.
Borderless printing cannot be done.	The “Media Layout” is not configured correctly.	Even if “Borderless Printing” is enabled for full-page label (no blackmark), printing cannot be performed over the entire length of the label. Configure so that the printing area fits inside the 1.5 mm margins at the top and bottom of the label.

State	Cause	Recovery method
The print and cut positions are not correct.	Must be justified.	Depending on a difference in media, the print position may become shifted. Click the "Printer Setting Utility" under the "Printer Utilities" tab of the printer driver and perform "Cut position adjustment", "Print start position adjustment (Vertical direction)" and "Print start position adjustment (Horizontal direction)" using "Justify" under "Position adjustment". For details, refer to "Position adjustment" on page 94
Ink has been discharged in a place other than the paper.	The printing area does not fit with the paper.	Make sure that the printing area has been correctly configured.

Detection failure

State	Cause	Recovery method
When media is set, the media is fed out and the status becomes error. In case of "Media form" is die-cut label (blackmark), full-page label (blackmark)	"Media detection (blackmark/gap)" and the media used are different.	"Media detection (blackmark/gap)" of the printer and the media used may be different. Check "Media Detection Settings" of the printer and the media used. For details, refer to "Paper settings" on page 67
	The blackmark is out of the specifications.	When the reflective rate of the blackmark is higher than the specified value, the blackmark may not be recognized. Infrared light is used for blackmark detection and the infrared light reflective rate must be below the specified value. Check the specifications of blackmark printing, and use the blackmark conforming to printer specifications. Also, recognition may be possible by "Automatic adjustment of gap and blackmark detection sensor". Start the PrinterSetting from the printer driver. Select "Detailed settings" and "Advanced settings" and execute "Adjust media detection sensor". For details, refer to "Advanced settings" on page 104
	The sensor is damaged.	If it had been working properly, the sensor may be damaged. Request a repair.

Continuous printing cannot be performed

State	Cause	Recovery method
The printing stops midway and "Head maintenance" is displayed.	The printer is waiting for data from the computer.	On the printer driver Properties window, click the "Advanced" tab and try the "Spool print documents so program finishes printing faster" setting.
	The printing area overlaps the 3 mm gap between label pages.	If the die-cut label (gap 3 mm) is used and "Borderless Printing" is enabled, correctly configure the "Page layout" to ensure that the printing area doesn't fall on the 3 mm.
Blank labels are discharged without printing.	The printing area overlaps the 3 mm gap between label pages.	If the die-cut label (gap 3 mm) is used and "Borderless Printing" is enabled, correctly configure the "Page layout" to ensure that the printing area doesn't fall on the 3 mm.

External supply

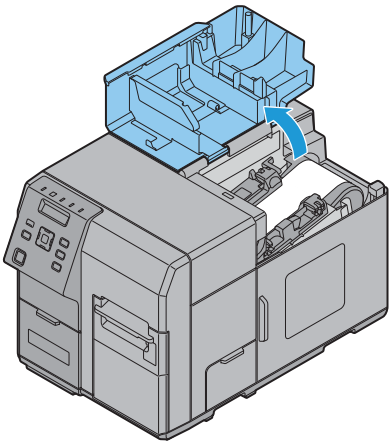
State	Cause	Recovery method
Media gap detection cannot be selected with fanfold paper.	This is the specification of the product.	To avoid paper jams, the mount of fanfold paper is specified thicker than roll paper. Because the mount is thick, gap detection may not be possible even on genuine paper. The usable label media range becomes wider by adjusting the threshold value of the gap detector from the printer driver; however, this is not guaranteed for all media. Therefore, gap detection cannot be performed on fanfold paper by the specifications. In the case of roll media, gap detector can be used in the specifications because the same original roll/mount are specified.

Paper is jammed

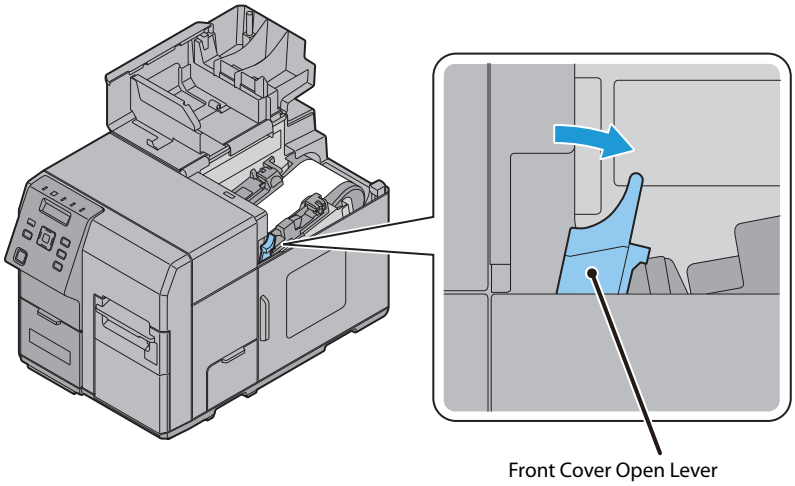
Do not forcibly pull out paper that is jammed but rather remove it by following the steps below.

1 **Make sure that the product is powered off.**

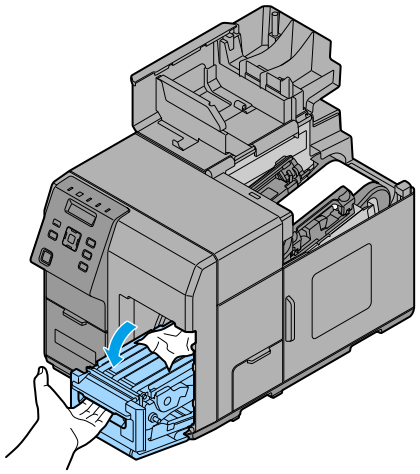
2 **Open the paper set cover.**



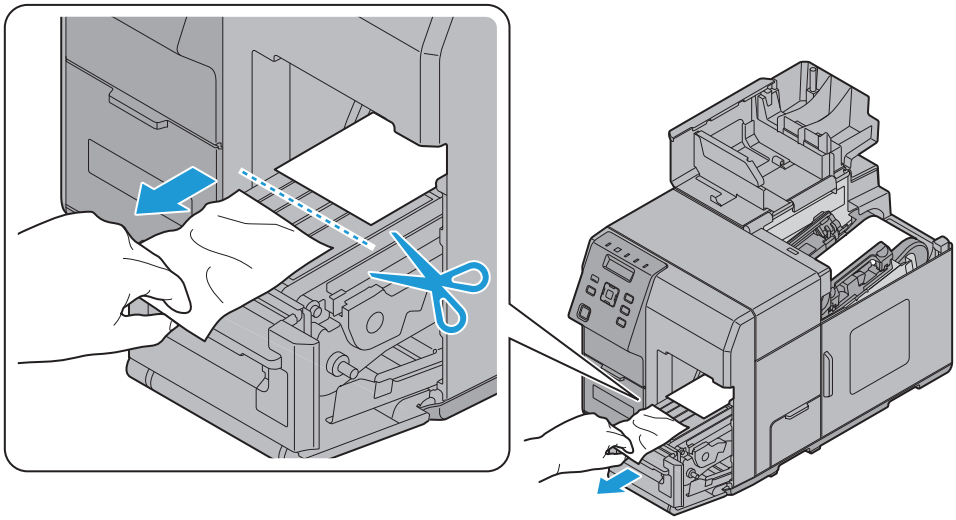
3 **Pull the front cover open lever at the paper feed slot.**



4 Open the front cover.

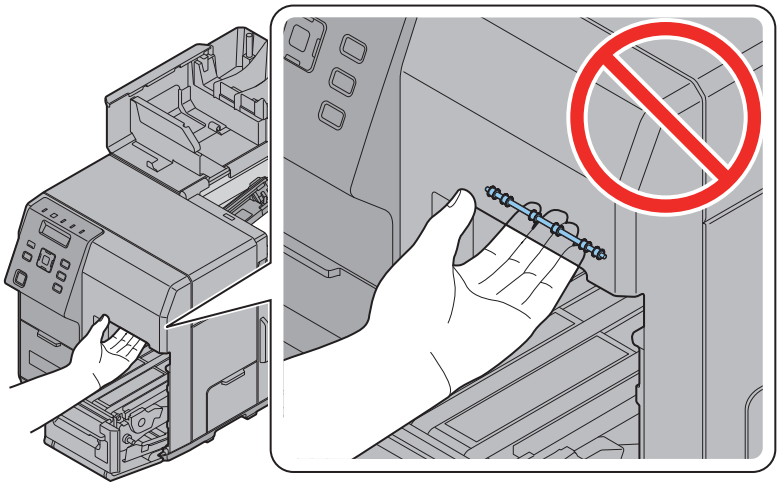


5 Cut the jammed paper and remove it.



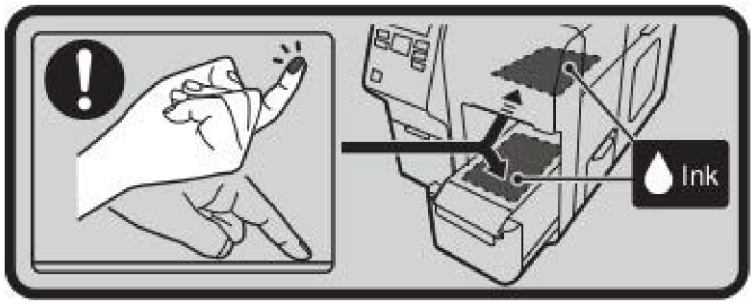
WARNING

Do not touch the metal wheels. Doing so may cause injury.

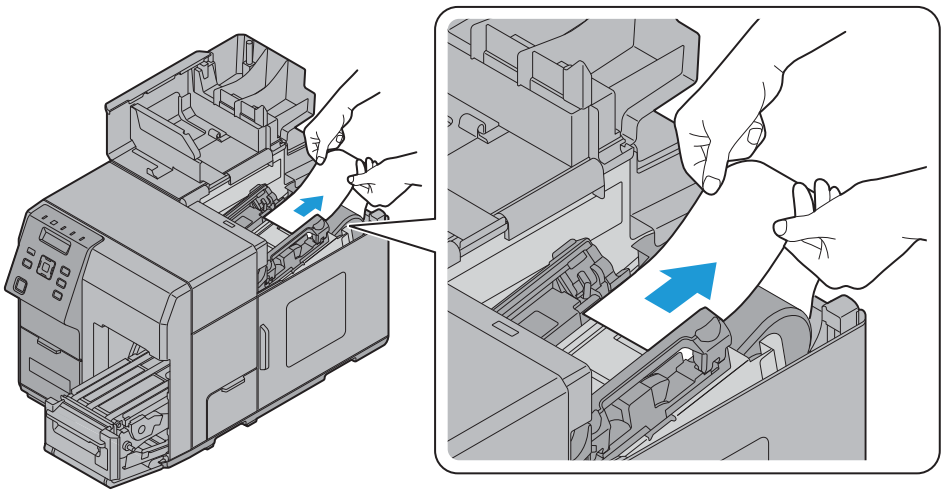


CAUTION

Ink may adhere and your fingers may get dirty.



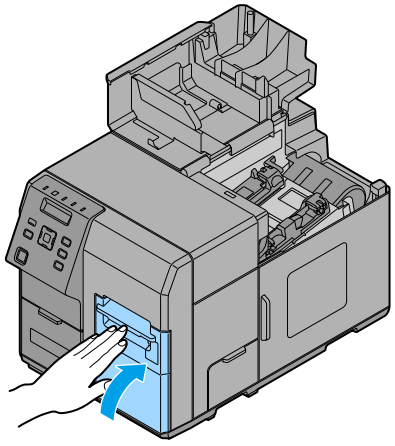
6 **Pull out the paper from the paper feed slot.**



7 **Confirm that there are no labels or adhesive matter inside the printer.**

See "Cleaning the Internal Parts (Platen)" on page 161

8 **Close the front cover.**



9 **Set the paper again.**

See "Setting the Paper" on page 52.

Application Development Information

This chapter describes the product's control method and necessary information for application development using the product.

How to Control the Printer

Printer control methods vary depending on the customer's environment.

Specifications of application	Controlling method	Page
Use the label printing application and the printer driver provided by the label printing application manufacturer.	Use the label printing application and the printer driver of the label printing application manufacturer.	page 183
Print using the printer driver installed in the setting up flow in Chapter 2.	Uses the Printer driver.	page 113
Print from the customer's application developed referring to the Epson Inkjet Label Printer SDK.	Uses the Epson Inkjet Label Printer SDK.	page 184
The customer develops an application to directly control ESC/Label command and print.	Uses the ESC/Label commands.	page 184
Replace from the printer using ZPL II commands without changing the existing applications or drivers. Change from a pre-print system to an on-demand print system.	Changes the printer settings and replaces the printer.	page 184

Using label printing application

Prints with a commercially available label printing application. Use a driver provided by the application, and the Epson printer driver is not used.

The following label printing applications are supported.

- BarTender
- NiceLabel
- CODESOFT
- Loftware Spectrum
- Loftware Print Server

How to get the application

Please contact the sales agent of each label printing application.

Using the Epson Inkjet Label Printer SDK

The necessary environments to print with a customer's application using an Epson's printer driver are provided as SDK. The following items are included.

Items included	Description
Epson Inkjet Label Printer SDK User's Guide	This explains the configuration overview of the Epson Inkjet Label Printer SDK, necessary functions to control Epson Inkjet label printers from an application, and settings that need to be performed in a printer driver in advance.
EPDI (EPSON Printer Driver Interface)	The EPDI (EPSON Printer Driver Interface) provides the application programming interface for the Epson's printer driver. By using the EPDI, the Epson's printer driver settings can be performed from application software the customer is developing. For explanation of the EPDI and required technical information to use in an application program, refer to the "EPDI for Inkjet Label Printer Reference Manual" that comes with the SDK.
EpsonNet SDK	The EpsonNet SDK provides an API to acquire the status of the Epson inkjet label printer. For explanations of the API and required technical information to use in an application program, refer to "EpsonNet SDK for Windows Reference" that comes with the SDK.
Label Print Sample Program	Execution files of the application and source files of the program are provided, in which printing is performed from Epson inkjet label printers using the Epson Inkjet Label Printer SDK. For how to use the sample program, refer to "Epson Inkjet Label Printer SDK User's Guide".

Operating Environment

OS	Refer to Appendix
Software	A printer driver (installed using the Install Navi). .NET Framework Ver.3.5 (It is not provided by Epson, customers should prepare a printer driver).

How to get the Install Navi

Please download it from our homepage.

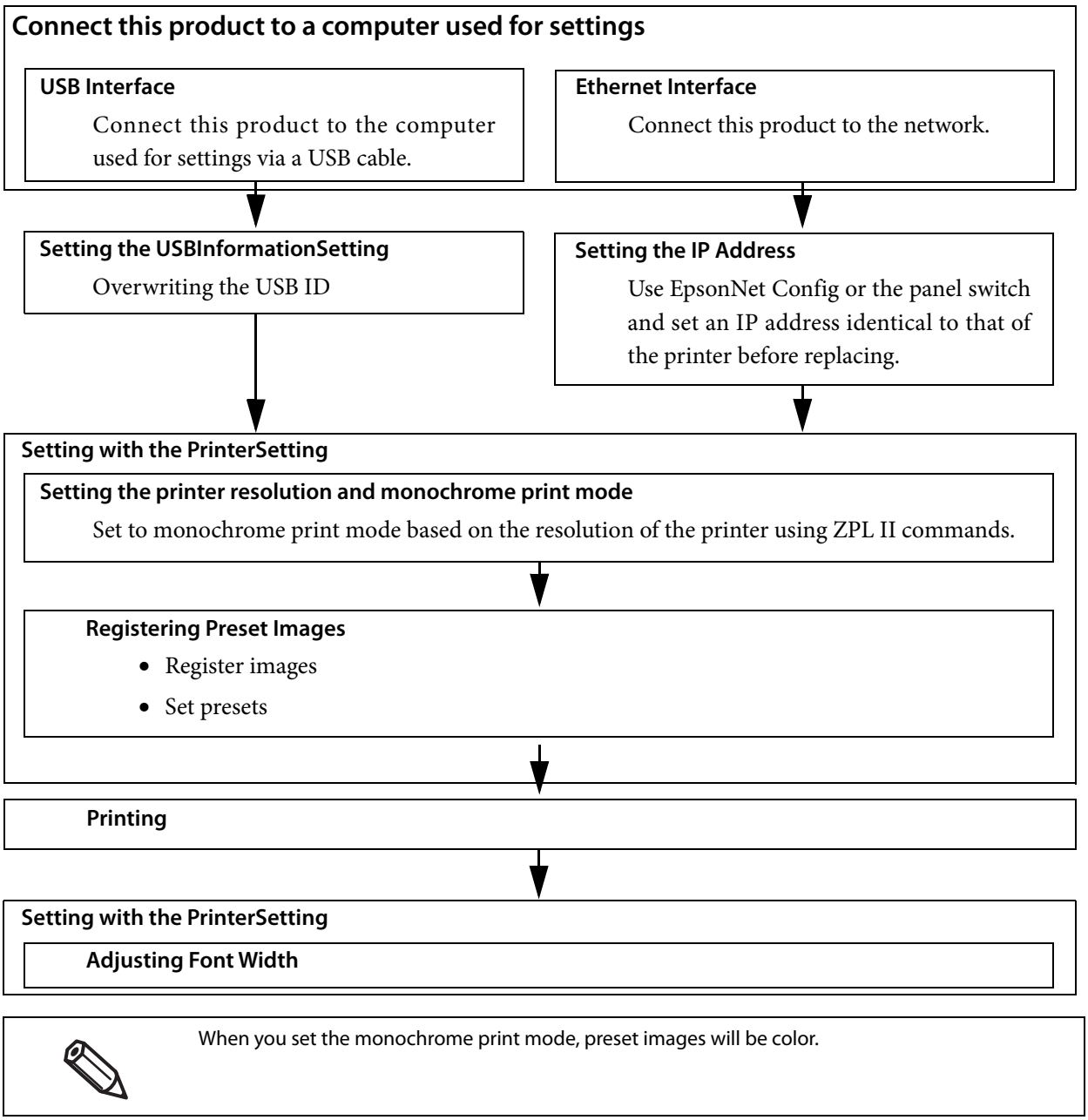
Using the ESC/Label commands

Commands (ESC/Label) to directly print from the customer's application without using a printer driver are provided. For details about the ESC/Label commands, contact your sales agent.

Changing Printer Settings and Replacing the Printer

When replacing from the printer using ZPL II commands without changing the installed applications and drivers, you need to match the printer settings and the settings of the printer using ZPL II commands.

Also, if you printed a color background onto a pre-printed label paper in monochrome, perform settings using the following procedure.



When you set the monochrome print mode, preset images will be color.

Connect this product to a computer used for settings

Connect this product to the computers used for settings with a USB cable, or to the network.

See "Rear Side" on page 21 or "Connecting the Interface Cable" on page 40.

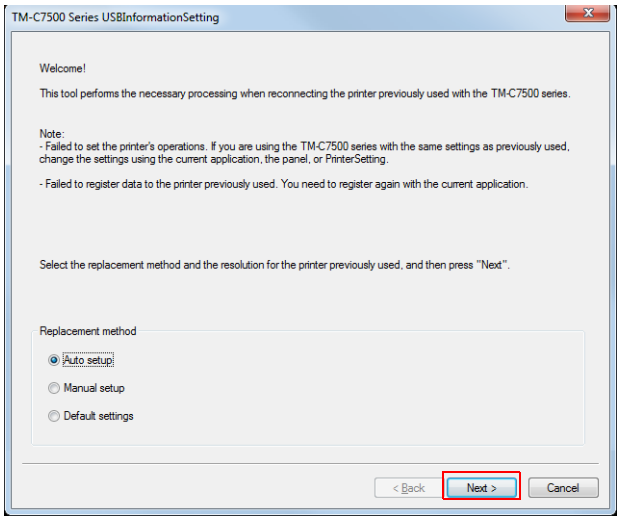
For USB interface

Setting the USBInformationSetting

If you connect this product using a USB connection, use USBInformationSetting to overwrite the USB ID of the printer before replacing. Perform the following procedure.

1 **From the [Start] menu, select [Epson], then [TM-C7500 Series], and click [USBInformationSetting].**

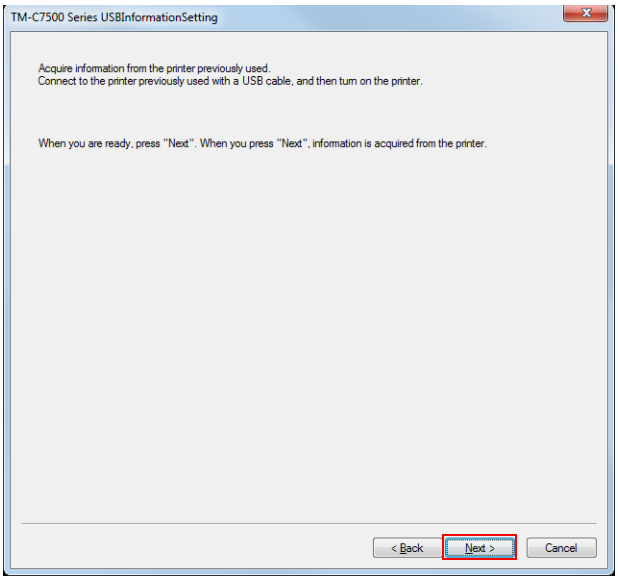
2 **USBInformationSetting starts up. Set the replacement method, then click [Next].**



Item	Description
Replacement method	Select [Auto setup].

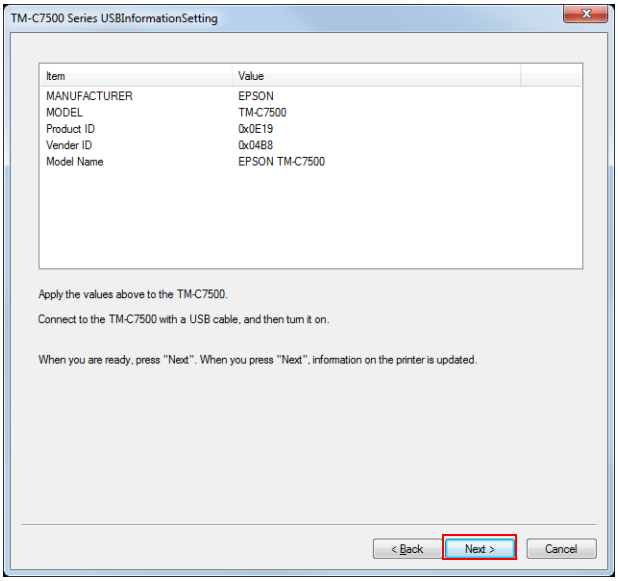
When you select [Auto setup], the USB ID and other information is automatically acquired from the printer before replacing and set.

3 **Connect the printer you have been using until now and the computer used for settings via USB, and turn on the printer's computer. Click [Next].**

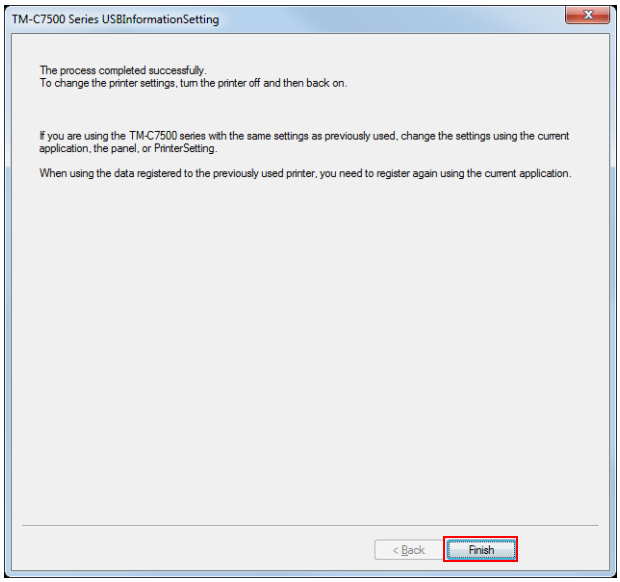


4 **The information of the printer you have been using until now is acquired. Before connecting this printer, unplug the printer you have been using until now.**

5 **Connect the computer used for settings to this product via USB, and turn on the power of this product. Click [Next].**



6 **If the settings are changed properly, the following window is displayed. Click [Finish].**



7 **Turn off this product's power and turn it on again.**

For Ethernet interface

Setting the IP Address

Set the IP address of this product.

For the setting method, see "Network settings" on page 65.

Setting the printer resolution and monochrome print mode

Use the PrinterSetting to set the printer's resolution based on the resolution of the printer using ZPL II commands. Also set your printer to monochrome print mode. For the setting method, see "Replace settings from printer using ZPL II commands" on page 105.

Registering Preset Images

Use the PrinterSetting to register preset images.

Registering images

Set the images to be used in preset printing. See "Store data in the printer" on page 97.

Setting preset images

Set the preset images. For the setting method, see "Preset image" on page 99.

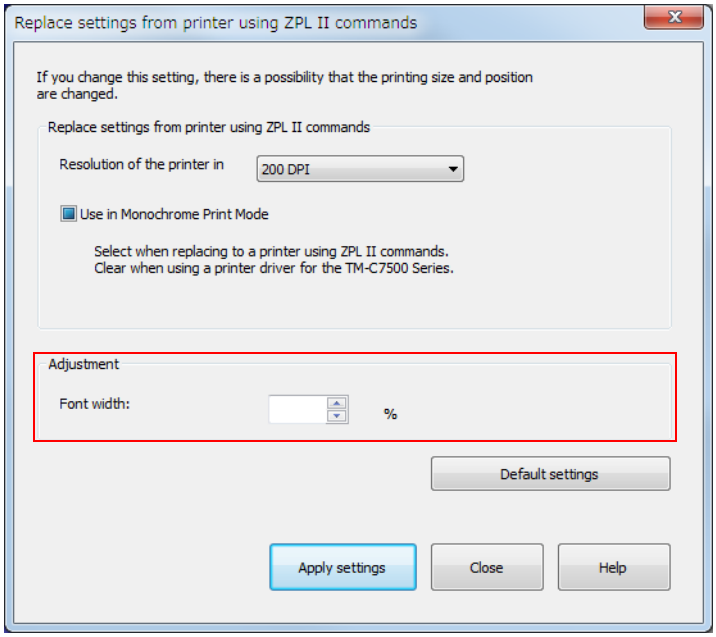
Printing

Print in your actual usage environment and check the printing result.

Adjusting Font Width

After checking the printing result, if you want to adjust the character width of the printed item, you can use PrinterSetting to perform adjustment. Display the “Replace settings from printer using ZPL II commands” window and adjust the font width.

For the method to display the “Replace settings from printer using ZPL II commands” window, see "Replace settings from printer using ZPL II commands" on page 105.



If you want to change the height of characters or the space between lines, perform settings on the application.

Software and Manuals

The following software and manuals are provided for application development.

Software

Software	Description	Manual	Providing method
TM-C7500 Series PrinterSetting	Utility to setup the product in Windows base. For the functions, refer to "PrinterSetting" on page 87.	This document	Web or CD-ROM
EpsonNet Config	Software for configuring IP addresses, wireless LAN, etc. for Epson printers on the network.	EpsonNet Config User's Manual	Web or CD-ROM
Epson Monitoring Tool	Utilities to provide the following functions for multiple units of the product connected by network. • Checking status • Changing printer settings • Changing network settings	Monitoring Tool User's Manual	Web
USB Printer Class Device Replacement Service	Service installed as a resident program on the computer When the product is replaced for service or other reason, this detects the printer connection and automatically changes the output printer of the printer driver. This allows the printer to be replaced without changing settings in the application. (The printer is not replaced if a port is specified for the application output destination. The printer is only replaced if the printer driver is specified.) There is no need to change the USB serial number of the product before replacement. Included in the supplied CD-ROM.	-	Web or CD-ROM
Color Tone Matching Assistant	Utility to support color adjustment for the illustrations or letters to be printed. You can check the color tones of the spot color for the illustrations or letters to be printed.	Color Tone Matching Assistant User's Guide	Web

Manual

Manual name	Description	Providing method
Start Here	Explains the processing from the user starting up the CD to launching the Install Navi or the Setup Guide.	Included with the product
Setup Guide	Explains everything from installation to printing. Explains what this product can do as a standalone printer.	CD-ROM
Caution Sheet	Describes information necessary when installing an ink cartridge in the product for the first time and charging ink.	Included with the product
Ink Cartridge Instruction Sheet	Describes cautionary items regarding ink.	Ink cartridge with the rewinder
Maintenance Box Instruction Sheet	Describes cautionary items and the replacement procedure for the Maintenance box.	Maintenance box with the rewinder
TU-RC7508 User's manual	Describes cautionary items and the installation procedure for the rewinder.	Included with the rewinder
TM-C7500 Series / TM-C7500G Series Technical Reference Guide	This document. Describes all information necessary for system development, design and installation or application development and design using TM-C7500/TM-C7500G.	CD-ROM Web

Installing software

You can use the CD-ROM that comes with the product to install the following software.

- Printer driver
- Printer setting utility (PrinterSetting)
- USB Replacement Service
- EpsonNet Config

Software installation procedures

Install the software using the following steps.

1 **Turn on the computer.**

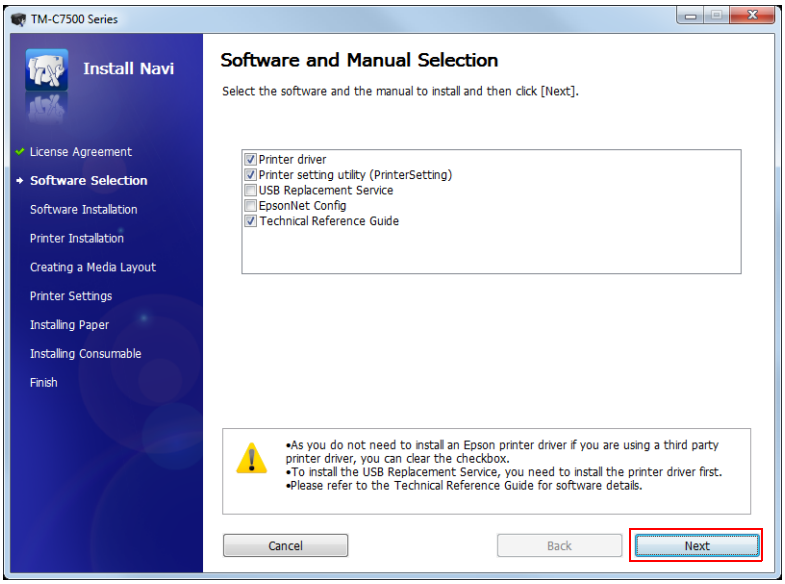
2 **Check that the product's power is OFF.**

Make sure the printer's power is OFF.

3 **Insert the CD-ROM in your computer and the Launcher automatically starts. Click [Install Software].**

4 **The following screen is displayed. Place a checkmark on the installation software and click [Next].**

The selected software is installed.



Precaution when using the product with Ethernet connection

When using the product with an Ethernet connection, it cannot be used just by installing the printer driver. Add this product with the following steps.

1 **Install the printer driver.**

2 **Turn on the product.**

3 **Open the [Devices and Printers].**
See "How to Display the Printer Driver" on page 76

4 **Execute [Add a printer] and add the product following the instructions on the screen.**

In the printer driver installation screen that is displayed during the procedure, select “Epson” as the manufacturer and “EPSON TM-C7500” as the printer.

Appendix

Product Specifications

Printing method			Line ink jet, dot matrix 4 color (KCMY) printing
Paper feed			Forward and reverse friction feed
Autocutter	Cutting method		By separated-blade scissors
	Auto-cut type		Full cut (cuts paper completely)
Graphic resolution			600 x 1200 dpi
Printing speed			300 mm/s 150 mm/s The Printing speed is different depending on the resolution and the printing width.
Paper (See "Paper Specifications" on page 199 for details)	Media type	TM-C7500	Plain label, Matte label, Synthetic label
		TM-C7500G	Plain label, Matte label, Synthetic label, Glossy label
	Media form		Full-page label (Black mark/ No Black Mark), Die-cut label (Gap) Die-cut label (Black mark)
	Media source		Roll paper, Fanfold paper
Ink cartridge (See "Ink Cartridge" on page 223 for details.)			4 color-ink separated exclusive ink cartridge
Interface			Ethernet (1000BASE-T/ 100BASE-TX/ 10BASE-T) USB 2.0 high speed
Barcode/ two-dimensional code printing	Barcode		UPC-A, UPC-E, JAN13(EAN), JAN8(EAN), Code39, ITF, Codabar(NW7), Code93, Code128, GS1-128, GS1 DataBar Omnidirectional, GS1 DataBar Truncated, GS1 DataBar Limited, GS1 DataBar Expanded
	Two-dimensional code printing		PDF417, QR Code, Maxi Code, GS1 DataBar Stacked, GS1 DataBar Stacked Omnidirectional, GS1 DataBar Expanded Stacked, DataMatrix, AztecCode, MicroPDF417, Micro QR Code
Power supply			AC 100 to 240V

Temperatures/ humidity (See "Paper Specifications" on page 199 for details.)	Printing	5 to 35 °C {41 to 95 °F}, 20 to 80 %RH (no condensation)
	Storage	When packed (ink not loaded): -20 to 60 °C {-4 to 140 °F}, 5 to 85 %RH (no condensation) -20 °C or 60 °C {-4 or 140 °F}: up to 120 hours Ink loaded: -20 to 40 °C {-4 to 104 °F} -20 °C {-4 °F}: up to 120 hours 0 to 25 °C {32 to 77 °F}: up to 6 months 40 °C {104 °F}: up to a month
Overall dimensions (H x W x D)		392 x 598 x 395 mm {15.43 x 23.54 x 15.55"} (excluding protrusions)
Weight (mass)		Approximately 37.0 kg {81.57 lb} (Not including the ink cartridge, maintenance box, and roll paper).

Operating Environment

OS	Microsoft Windows 10 (32 bit/ 64 bit) Microsoft Windows 8.1 (32 bit/ 64 bit) Microsoft Windows 8 (32 bit/ 64 bit) Microsoft Windows 7 SP1 (32 bit/ 64 bit) Microsoft Windows Vista SP2 (32 bit/ 64 bit) Microsoft Windows XP SP3 (32 bit) Microsoft Windows Server 2012 R2 Microsoft Windows Server 2012 Microsoft Windows Server 2008 R2 Microsoft Windows Server 2008 (32 bit/ 64 bit) Microsoft Windows Server 2003 R2 (32 bit)
Computer	Must support the following computers that run the above operating systems. • PC/AT compatible
CPU	Conforms to the operating environment of the OS. (For Windows 10/ Windows 8.1/ Windows 8/ Windows 7/ Windows Vista/ Windows XP/ Windows Server 2012/ Windows Server 2008/ Windows Server 2003: Computer equipped with Pentium 4 2 GHz or better processor is recommended. Intel Pentium/ Celeron series or AMD Athlon/ Duron family processor, or processor interchangeable with these, is recommended.)
Memory	Conforms to the operating environment of the OS. (For Windows 10/ Windows 8.1/ Windows 8/ Windows 7/ Windows Vista/ Windows XP/ Windows Server 2012/ Windows Server 2008/ Windows Server 2003: 1GB or higher is recommended.)
HDD	Conforms to the operating environment of the OS. (For Windows 10/ Windows 8.1/ Windows 8/ Windows 7/ Windows Vista/ Windows XP/ Windows Server 2012/ Windows Server 2008/ Windows Server 2003: Must have at least 250 MB free space.)

The above requirements may conflict with the minimum requirements of the operating system supported. If so, the operating system's minimum requirements take precedence.

Printing Specifications

Printable Area

Roll paper	Minimum 46 mm {1.81"}, Maximum 108 mm {4.25"}
Fanfold paper	Minimum 46 mm {1.81"}, Maximum 108 mm {4.25"}

Printing speed

During printing Head maintenance mode	Input resolution *1 (width x length)	Graphic resolution *1 (width x length)	Flushing on paper	Maximum Printing speed *2	Average printing speed *3
Continuous Printing	600 x 600 dpi	600 x 1200 dpi	Standard	300 mm/s {11.81"/s} 150 mm/s {5.91"/s}	300 mm/s {11.81"/s} 150 mm/s {5.91"/s}
Pause for Maintenance (Intermittent printing)	600 x 600 dpi	600 x 1200 dpi	few	300 mm/s {11.81"/s} 150 mm/s {5.91"/s}	Around 220 mm/s {8.66"/s} Around 110 mm/s {4.33"/s}

*1 dpi: dots per 25.4 mm (dots per inch)

*2 The maximum Printing speed is the maximum speed during printing, but excluding head cleaning, autocutting, print job start/end processing and periodic flushing.

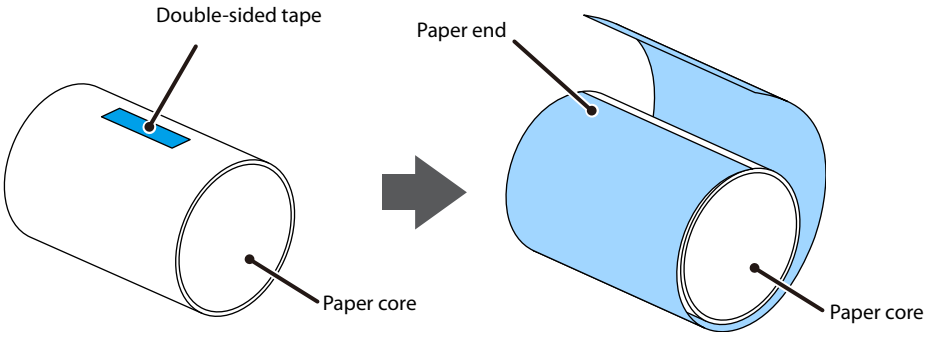
*3 The average Printing speed is the average speed during printing, including periodic flushing, but excluding head cleaning, autocutting and print job start/end processing.

- Printing speed may slow down, depending on the data transmission speed.
- The average printing speed may be lower in high temperature conditions exceeding 35 °C {95 °F}.

Paper Specifications

The following is the type and the size of paper specified for this printer.

- When using paper not in the paper specifications, users must evaluate the recognition rate in advance to avoid deterioration of the paper feed accuracy/barcode recognition rate/print quality and frequent occurrence of paper jams.
- Depending on the paper's storage environment (temperature and humidity), the paper may curl. This is because the synthetic labels and backing paper have different ratios of expansion and construction due to temperature and humidity. If the paper curls, the paper may be rubbed by the print head and become contaminated, or the paper may jam.
- Do not use the paper which is extended by connecting with tape and others. The paper may be detected incorrectly by the connected line, and rubbed by the print head and become contaminated, or the paper may jam.
- When winding roll paper onto the paper core, we recommend that you use double-sided tape with different adhesive strengths for the front and rear to affix the edge of the paper and the paper core. When doing so, apply the side with more adhesive strength to the paper core.
  Doing so ensures the roll paper is affixed optimally to the paper core and prevents poor paper feeding.
  If you directly glue the roll paper to the paper core, the paper end will not be detected, and several labels will not be able to be printed when paper runs out.



Decide the application position and length of the double-side tape to meet the following conditions.
(Recommended tape: Double-sided tape used for starting of winding paper)
Adhesive strength between of backing paper of roll paper and double-sided tape: 1±0.3 N
Adhesive strength between surface of paper core and double-sided tape: 2 N or higher

- TM-C7500

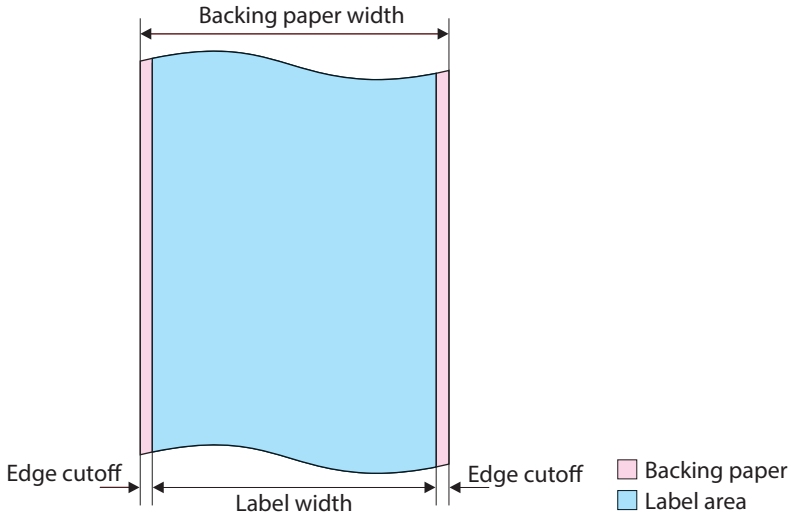
Media form	Media type	Media source	Width
Full-page label (Black mark/ No Black Mark)	Plain label Matte label Synthetic label	Roll paper	50 to 112 mm {1.97 to 4.41"} (Backing paper width) 46 to 108 mm {1.81 to 4.25"} (Label width)
Die-cut label (Gap)	Plain label Matte label Synthetic label	Roll paper	50 to 112 mm {1.97 to 4.41"} (Backing paper width) 46 to 108 mm {1.81 to 4.25"} (Label width)

Media form	Media type	Media source	Width
Die-cut label (Black mark)	Plain label Matte label Synthetic label	Roll paper Fanfold paper	50 to 112 mm {1.97 to 4.41"} (Backing paper width) 46 to 108 mm {1.81 to 4.25"} (Label width)

- TM-C7500G

Media form	Media type	Media source	Width
Full-page label (Black mark/ No Black Mark)	Plain label Matte label Synthetic label Glossy label	Roll paper	50 to 112 mm {1.97 to 4.41"} (Backing paper width) 46 to 108 mm {1.81 to 4.25"} (Label width)
Die-cut label(Gap)	Plain label Matte label Synthetic label Glossy label	Roll paper	50 to 112 mm {1.97 to 4.41"} (Backing paper width) 46 to 108 mm {1.81 to 4.25"} (Label width)
Die-cut label (Black mark)	Plain label Matte label Synthetic label Glossy label	Roll paper Fanfold paper	50 to 112 mm {1.97 to 4.41"} (Backing paper width) 46 to 108 mm {1.81 to 4.25"} (Label width)

Full-page label (Black mark/ No Black Mark)

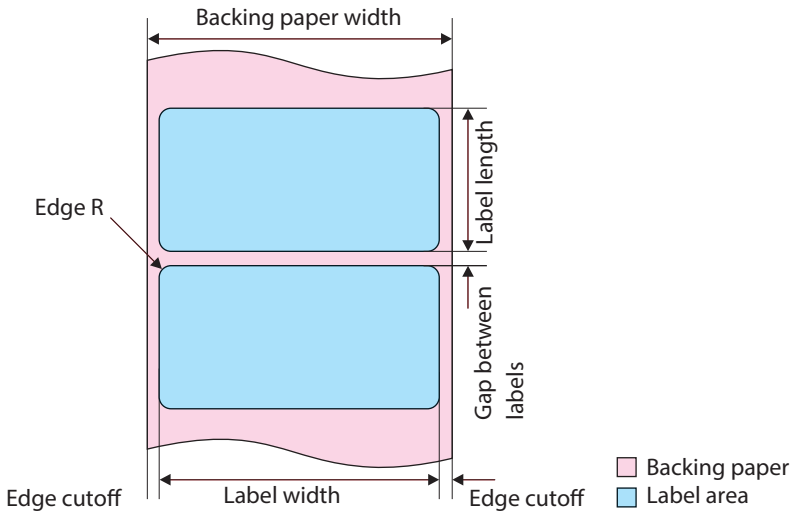


Media type	Plain label / Matte label / Synthetic label / Glossy label
Media source	Roll paper
Backing paper width	50 to 112 mm {1.97 to 4.41"}
Label width	46 to 108 mm {1.81 to 4.25"}
Right and left outer edges	2 ± 0.5 mm {0.08 ± 0.020"}
Black mark width *	28 mm {1.10"} or more from paper edge
Black mark length *	5 mm {0.20"} or more
Gaps between black marks *	28.4 to 603 mm {1.12 to 23.74"}
Paper thickness	Plain label/ matte label/ synthetic label: 0.129 to 0.236 mm {0.005 to 0.009"} (reference values) Glossy label: 0.167 to 0.182 mm {0.007 to 0.007"} (reference values)
Paper core	Internal diameter: 76.2 ± 0.5 mm {3 ± 0.020"} External diameter: 82.2 mm {3.24"} or more
External diameter	Maximum 203.2 mm {8"}
Winding direction	Printing face must be facing outside.

* The paper with black mark

- Do not use the paper with a hole or cutout.
- To prevent glue from sticking to the roll paper supply unit, use label paper whose outer edges are removed only on the right and left.

Die-cut label (Gap)

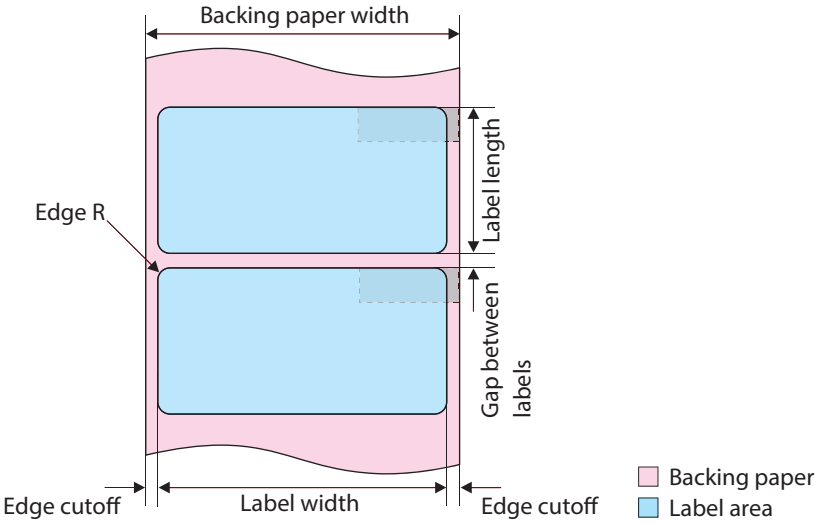


Media type	Plain label / Matte label / Synthetic label / Glossy label
Media source	Roll paper
Backing paper width	50 to 112 mm {1.97 to 4.41"}
Label width	46 to 108 mm {1.81 to 4.25"}
Label length	25.4 to 600 mm {1 to 23.62"}
Gap between labels	3 to 6 mm {0.12 to 0.24"}
Left and right outer edges	2 ± 0.5 mm {0.08 ± 0.020"}
Label edge R	1.5 mm {0.06"} or less
Paper thickness	Plain label/ Matte label/ Synthetic label: 0.129 to 0.236 mm {0.005 to 0.009"} (reference values) Glossy label: 0.167 to 0.182 mm {0.007 to 0.007"} (reference values)
Paper core	Internal diameter: 76.2 ± 0.5 mm {3 ± 0.020"} External diameter: 82.2 mm {3.24"} or more
External diameter	Maximum 203.2 mm {8"}
Winding direction	Printing face must be facing outside.

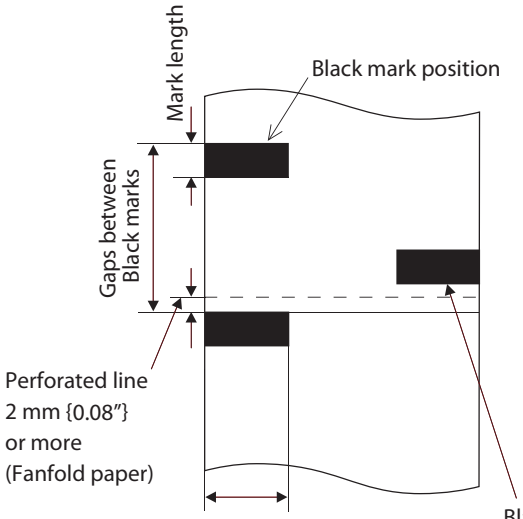
- Do not use the paper with a hole or cutout.
- If the backing is synthetic paper or film, it will be difficult to cut by hand even if there is a perforation, so do not use the perforation.

Die-cut label (Black Mark)

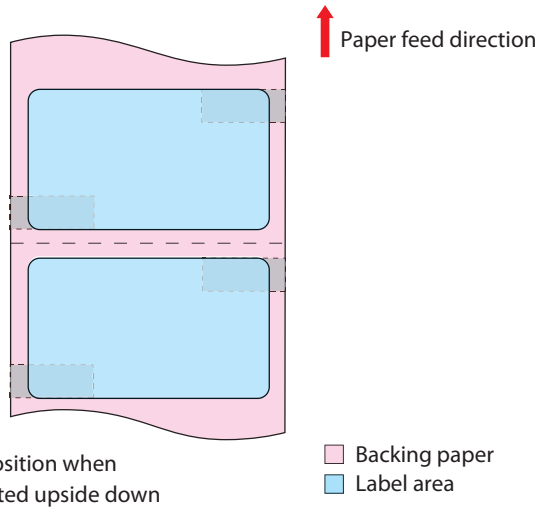
When removing all the fringes



<Back side>



<Printing side>



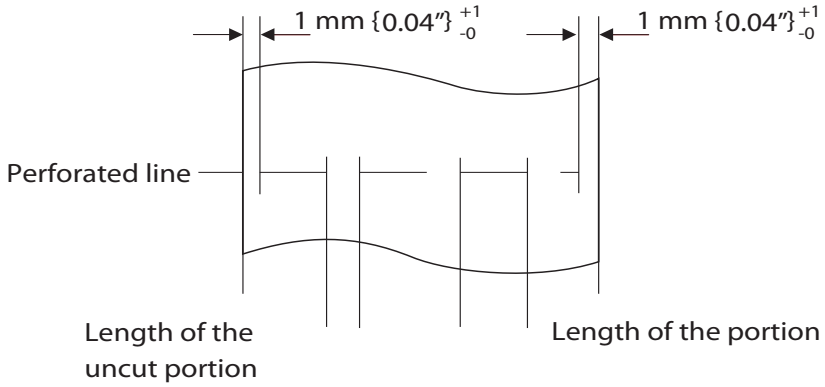
Media type	Plain label/ Matte label/ Synthetic label/ Glossy label
Media source	Roll paper
Backing paper width	50 to 112 mm {1.97 to 4.41"}
Label width *	46 to 108 mm {1.81 to 4.25"}
Label length	25.4 to 600 mm {1 to 23.62"}
Gap between labels *	3 to 6 mm {0.12 to 0.24"}
Left and right outer edges	2 ± 0.5 mm {0.08 ± 0.020"}
Label edge R	1.5 mm {0.06"} or less
Width of a black mark	28 mm {1.10"} or more from paper edge
Length of a black mark	5 mm {0.20"} or more
Gaps between black marks	28.4 to 606 mm {1.12 to 23.86"}
Paper thickness	Plain label/ Matte label: 0.129 to 0.236 mm {0.006 to 0.009"} (reference values) Glossy label: 0.167 to 0.182 mm {0.007 to 0.007"} (reference values)
Paper core	Internal diameter: 76.2 ± 0.5 mm {3 ± 0.020"} External diameter: 82.2 mm {3.24"} or more
External diameter	Maximum 203.2 mm {8"}
Winding direction	Printing face must be facing outside.

* When use borderless printing, refer to "Setting the label size and paper layout for borderless printing" on page 151.

- Do not use the paper with a hole or cutout.
- For the black mark position of the die-cut label paper, match the label edge to the black mark edge.

Media type	Plain label / Matte label
Media source	Fanfold paper
Backing paper width	50 to 112 mm {1.97 to 4.41"}
Label width	46 to 108 mm {1.81 to 4.25"}
Label length	25.4 to 301.8 mm {1 to 11.88"}
Gap between labels	3 to 6 mm {0.12 to 0.24"}
Left and right outer edges	2 mm ± 0.5 mm {0.08 ± 0.020"}
Label edge R	1.5 mm {0.06"} or less
Width of a black mark	28 mm {1.10"} or more from paper edge
Length of a black mark	5 mm {0.20"} or more
Gaps between black marks	28.4 to 304.8 mm {1.12 to 12.0"}
Paper thickness	0.161 to 0.164 mm {0.006 to 0.006"} (reference value)
Perforated line pitch	203.2 to 304.8 mm {8 to 12"}
Form of perforated line	1 mm {0.039"} uncut, 5 mm {0.20"} cut
Number of folds	750 or less

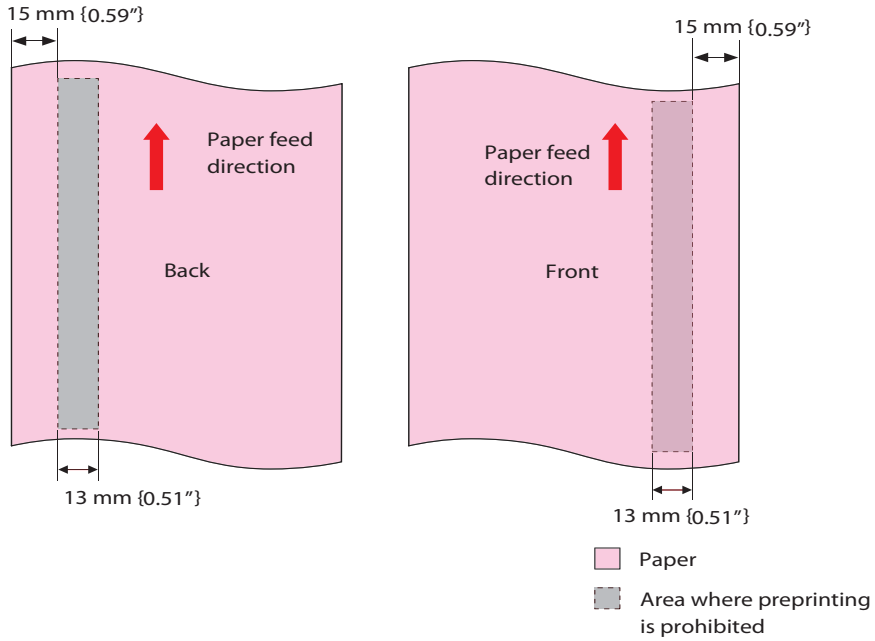
- Do not use the paper with a hole or cutout.
- Autocutting on the perforated lines may generate minute paper dust, causing machine problems. Also, autocutting ahead of the perforated line may cause problems when feeding paper. Therefore, autocutting must be performed 0.5 to 1 mm {0.02 to 0.039"} behind the perforated line.
- Therefore, set the black mark position 2 mm {0.08"} or more from the perforation.
- For the black mark position of the die-cut label paper, match the label edge to the black mark edge.
- The perforations on both sides of the paper shall be uncut.



Paper detection method

Sensor	Label sensor (Transmissive photo interrupter)
	Black mark sensor (Reflective photo interrupter)
Judging method	The label sensor and black mark sensor detect the position of the paper.

- When using die-cut label without black marks, the light transmission rates must be: 40 % or higher for the backing paper, and 23 % or lower for the labels.
- When using paper with black marks, the black mark reflectance rate must be 10 % or lower, and the white reflectance rate is 70 % or higher.
- When preprinting on the back of the continuous paper, do not preprint on the area where preprinting is prohibited that is shown in the figure below to avoid affecting paper detection.



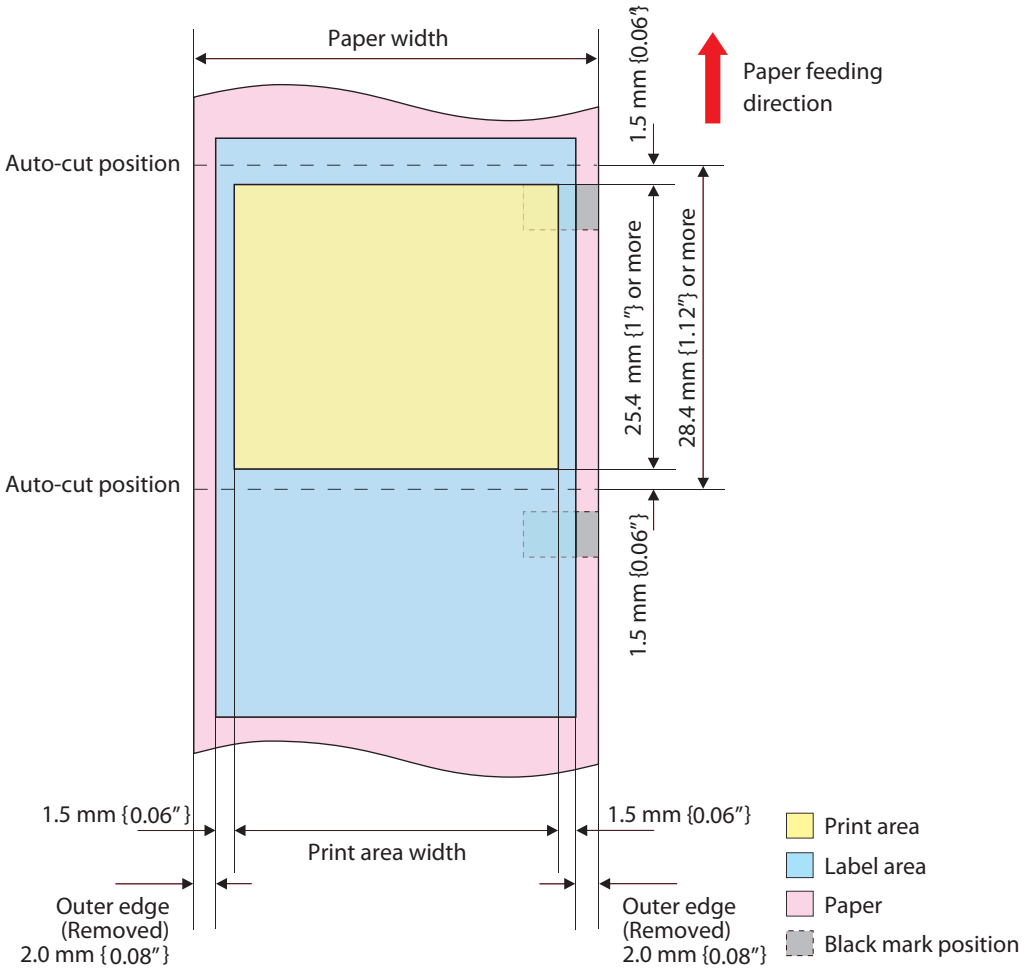
Print Area and Cutting Position

Full-page label (Black mark) / Roll paper

When "Borderless Printing" is disabled

Vertical margins: 1.5 mm {0.06"} (Typical value)

Lateral margins: 1.5 mm {0.06"} (Typical value)

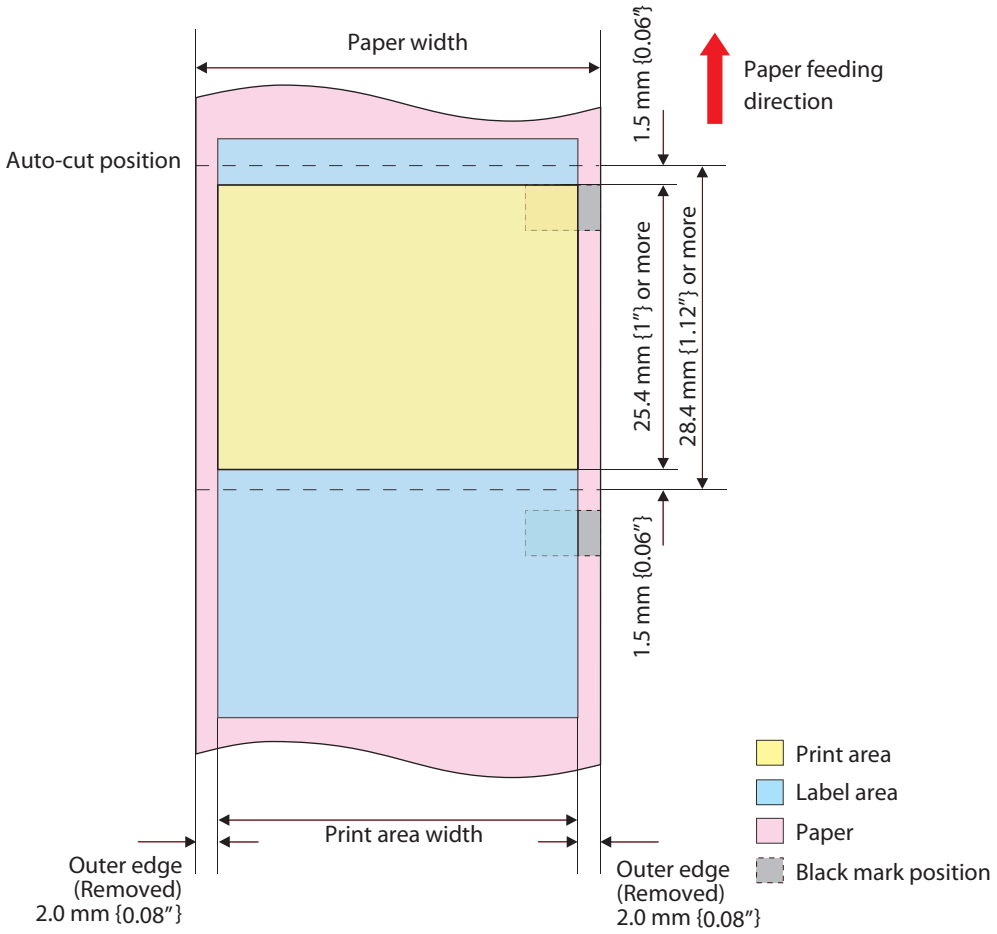


The distance from the paper cut position to the black mark leading edge must be at least 1.5 mm {0.06"}. If it is less than 1.5 mm {0.06"}, the printer may be unable to print pages because it fails to sense their black marks or skips them, etc.

When “Borderless Printing” is enabled

Vertical margins: 1.5 mm {0.06"} (Typical value)

Lateral margins: 0 mm (Typical value)



- If performing borderless printing, first see "Setting the label size and paper layout for borderless printing" on page 151.
- If you enabled “Extend Printable Area”, printing is done with settings for no margins, but the printing might protrude beyond the paper/label, depending on the actual print position and the set position for the paper/ label. To make sure printing doesn’t protrude out, ensure margins of 1.5 mm {0.06"} or more in the print data.
- The distance from the paper cut position to the black mark leading edge must be at least 1.5 mm {0.06"}. If it is less than 1.5 mm {0.06"}, the printer may be unable to print pages because it fails to sense their black marks or skips them, etc.

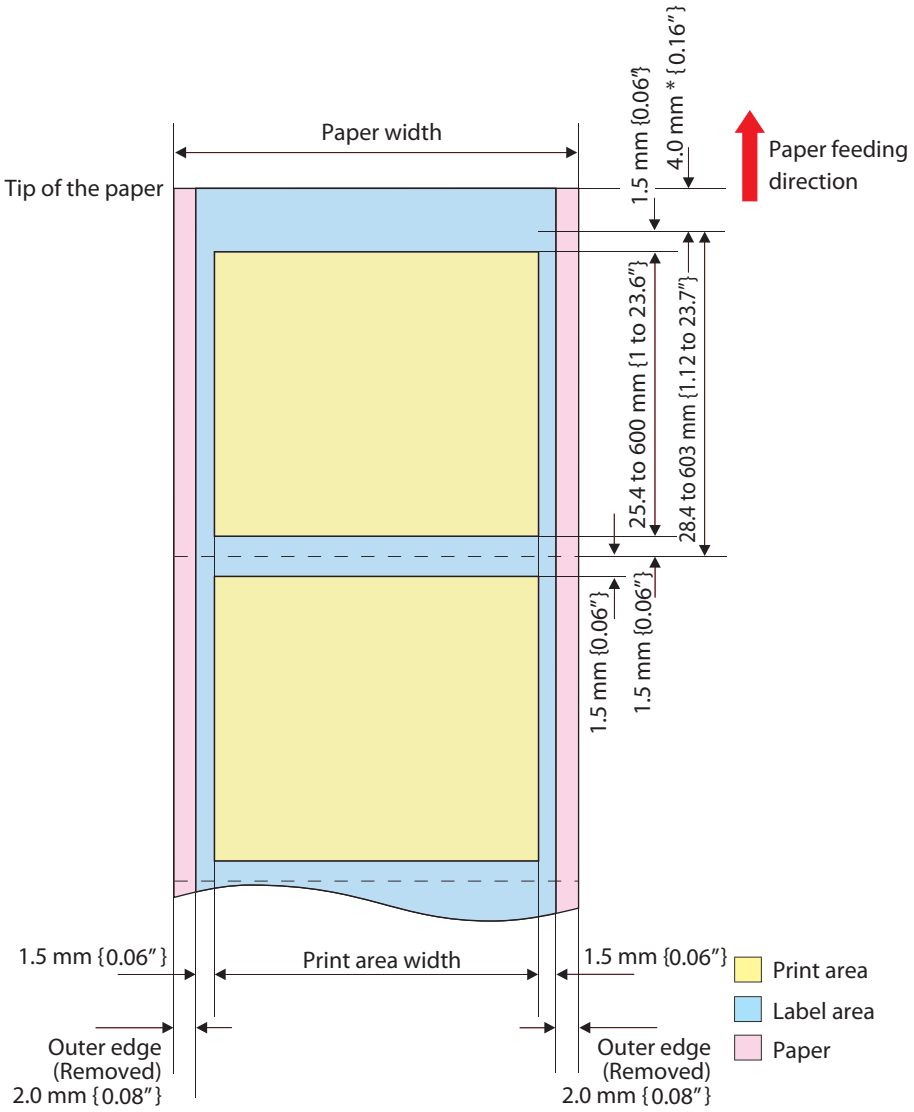
Full-page label (No Black Mark) / Roll paper

When “Borderless Printing” is disabled

Tip of the paper margins: 5.5 mm {0.22"} (Typical value)

Vertical margins: 1.5 mm {0.06"} (Typical value)

Lateral margins: 1.5 mm {0.06"} (Typical value)



A 4mm margin * will be added to the front of the label in the following cases. The 4mm margin will not be added to the front of the label from the second page onwards.

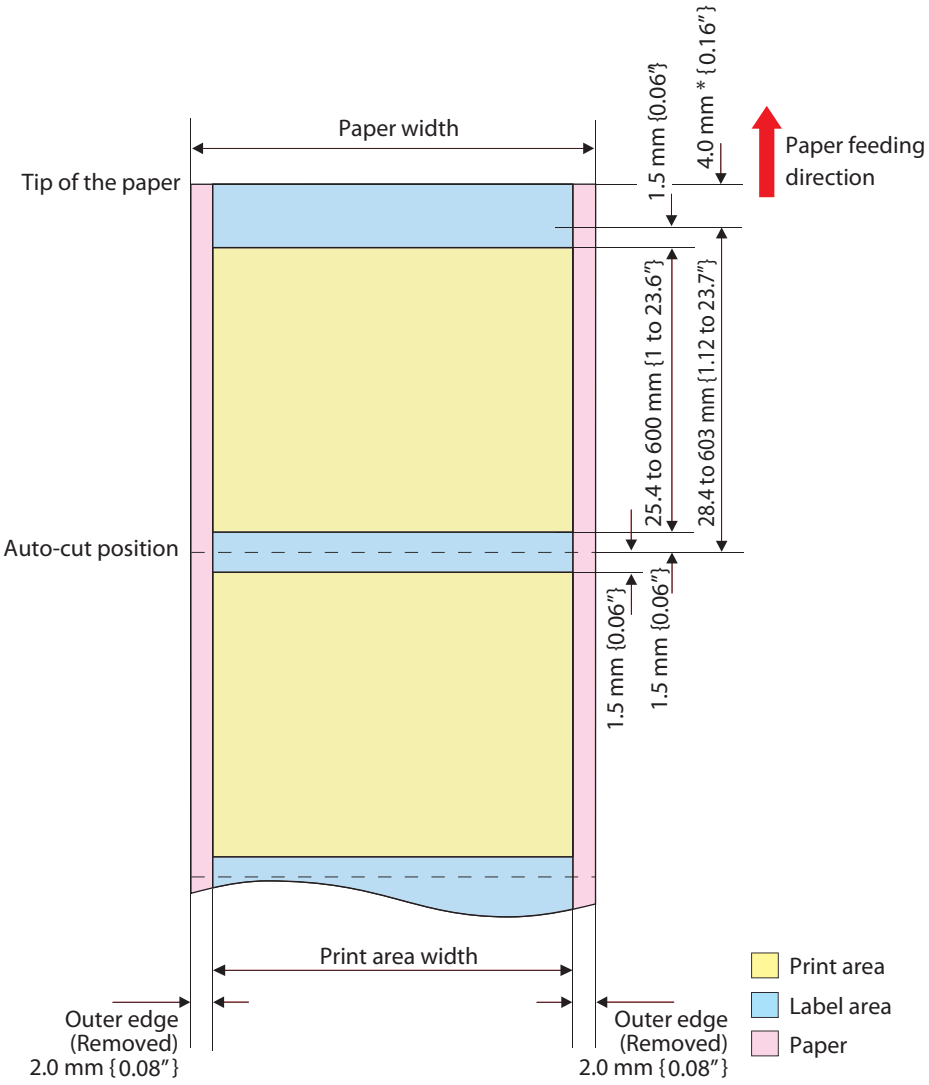
- First label page following Auto-cut.
- First label page after turning power on.

When “Borderless Printing” is enabled

Tip of the paper margins: 5.5 mm {0.22"} (Typical value)

Vertical margins: 1.5 mm {0.06"} (Typical value)

Lateral margins: 0 mm (Typical value)



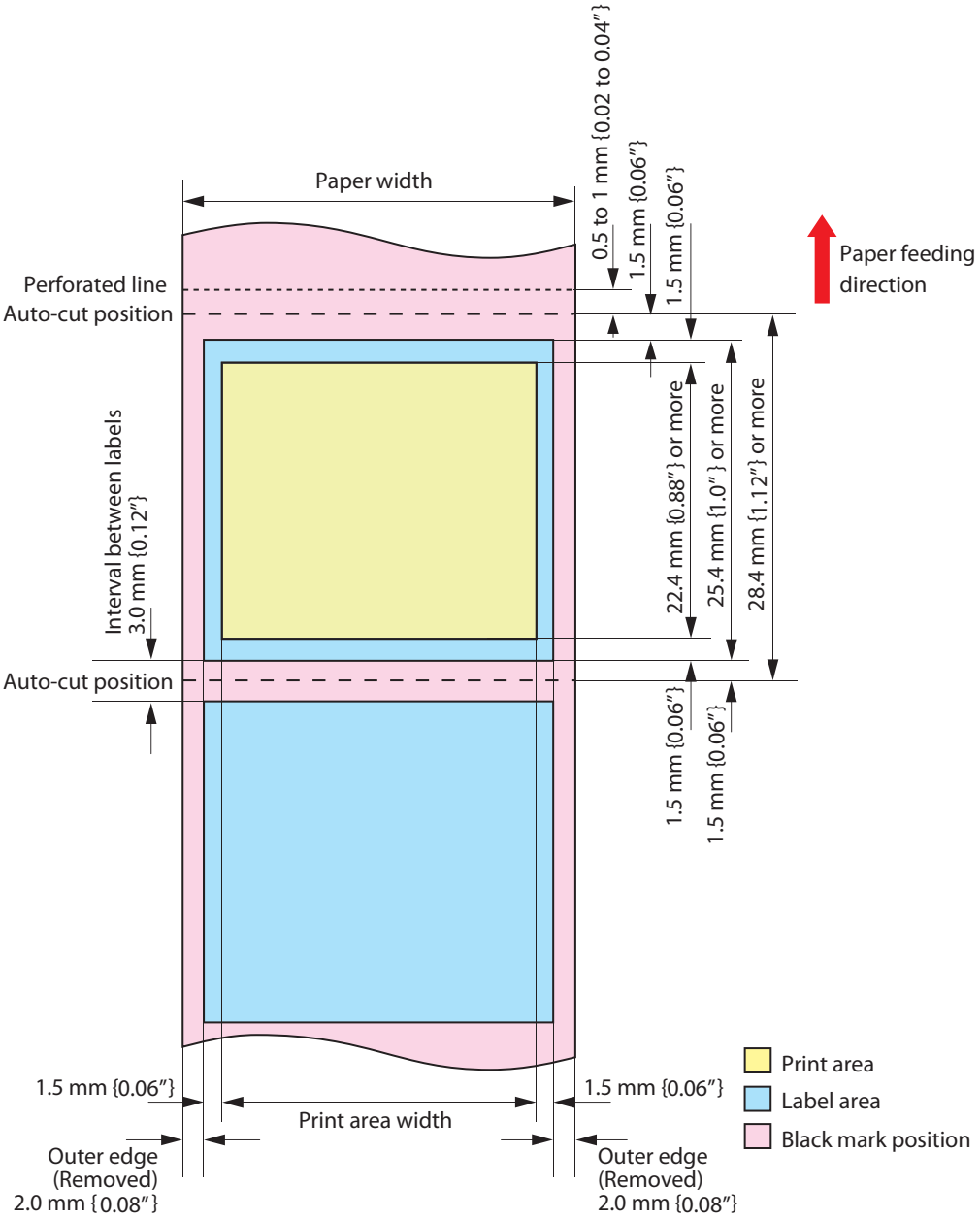
- If performing borderless printing, first see "Setting the label size and paper layout for borderless printing" on page 151.
- A 4mm margin * will be added to the front of the label in the following cases. The 4mm margin will not be added to the front of the label from the second page onwards.
  * First label page following Auto-cut.
  * First label page after turning power on.
- If “Borderless Printing” is enabled, it is possible that the printing will protrude depending on the printing and label setting positions. To ensure that the printing doesn't protrude, secure a margin of at least 1.5 mm {0.06”} within the printing data.

Die-cut label (Gap) / Roll paper

When “Borderless Printing” is disabled

Vertical margins: 1.5 mm {0.06"} (Typical value)

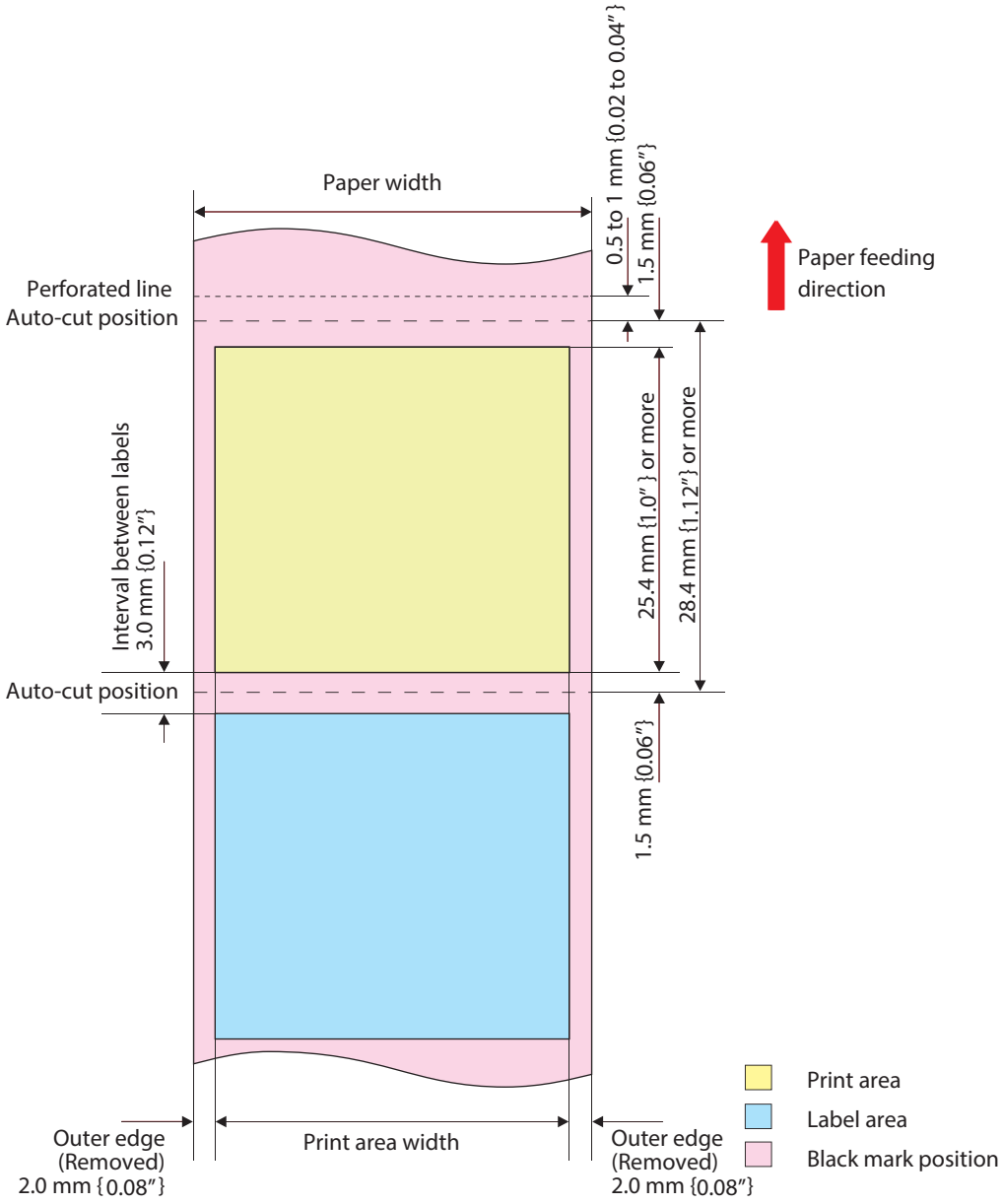
Lateral margins: 1.5 mm {0.06"} (Typical value)



When “Borderless Printing” is enabled

Vertical margins: 0 mm (Typical value)

Lateral margins: 0 mm (Typical value)



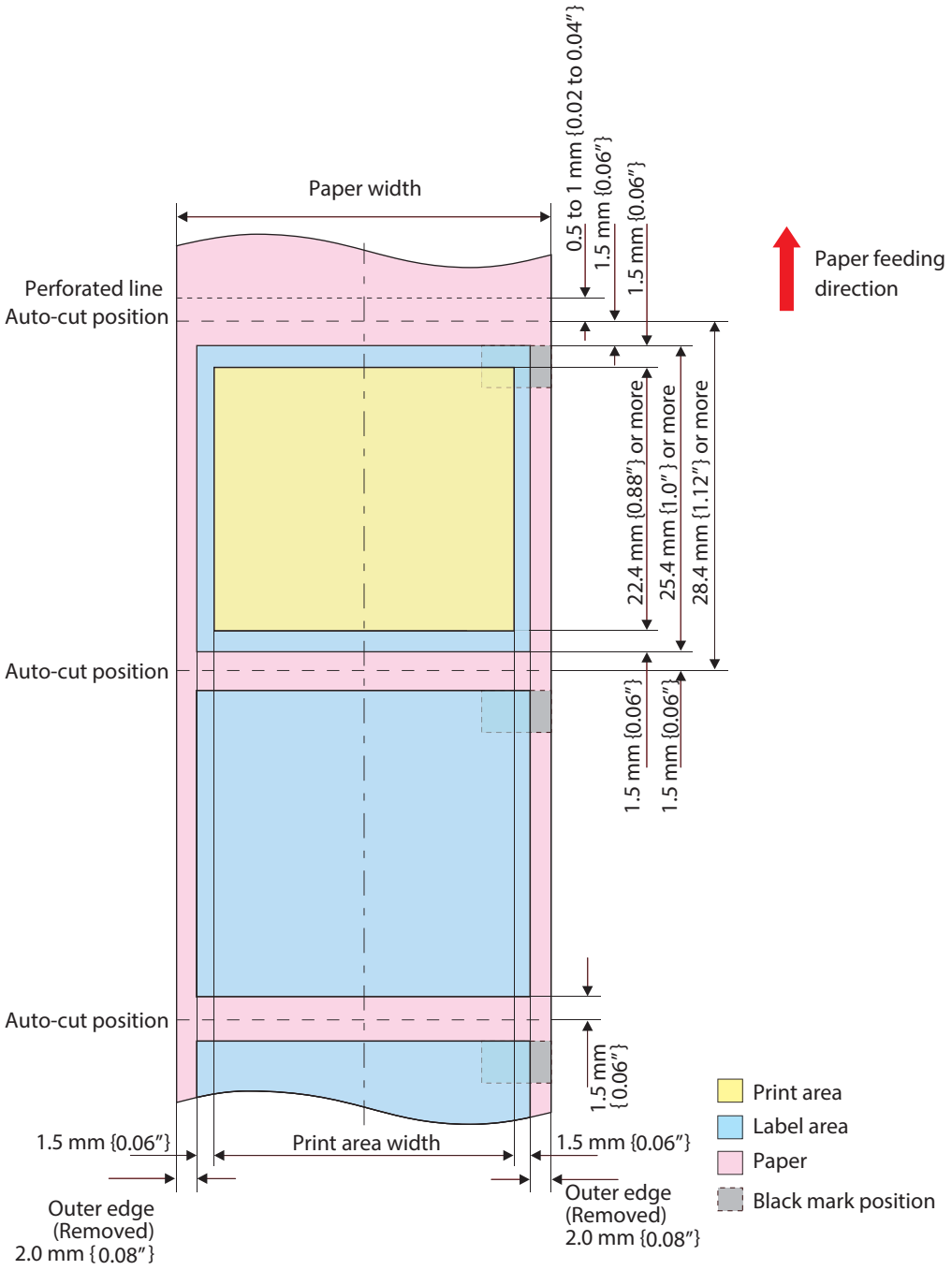
- If performing borderless printing, first see "Setting the label size and paper layout for borderless printing" on page 151.
- If you enabled “Extend Printable Area”, printing is done with settings for no margins, but the printing might protrude beyond the paper/ label, depending on the actual print position and the set position for the paper/ label. To make sure printing doesn’t protrude out, ensure margins of 1.5 mm {0.06"} or more in the print data.

Die-cut label (Black mark) / Roll paper

When “Borderless Printing” is disabled

Vertical margins: 1.5 mm {0.06"} (Typical value)

Lateral margins: 1.5 mm {0.06"} (Typical value)

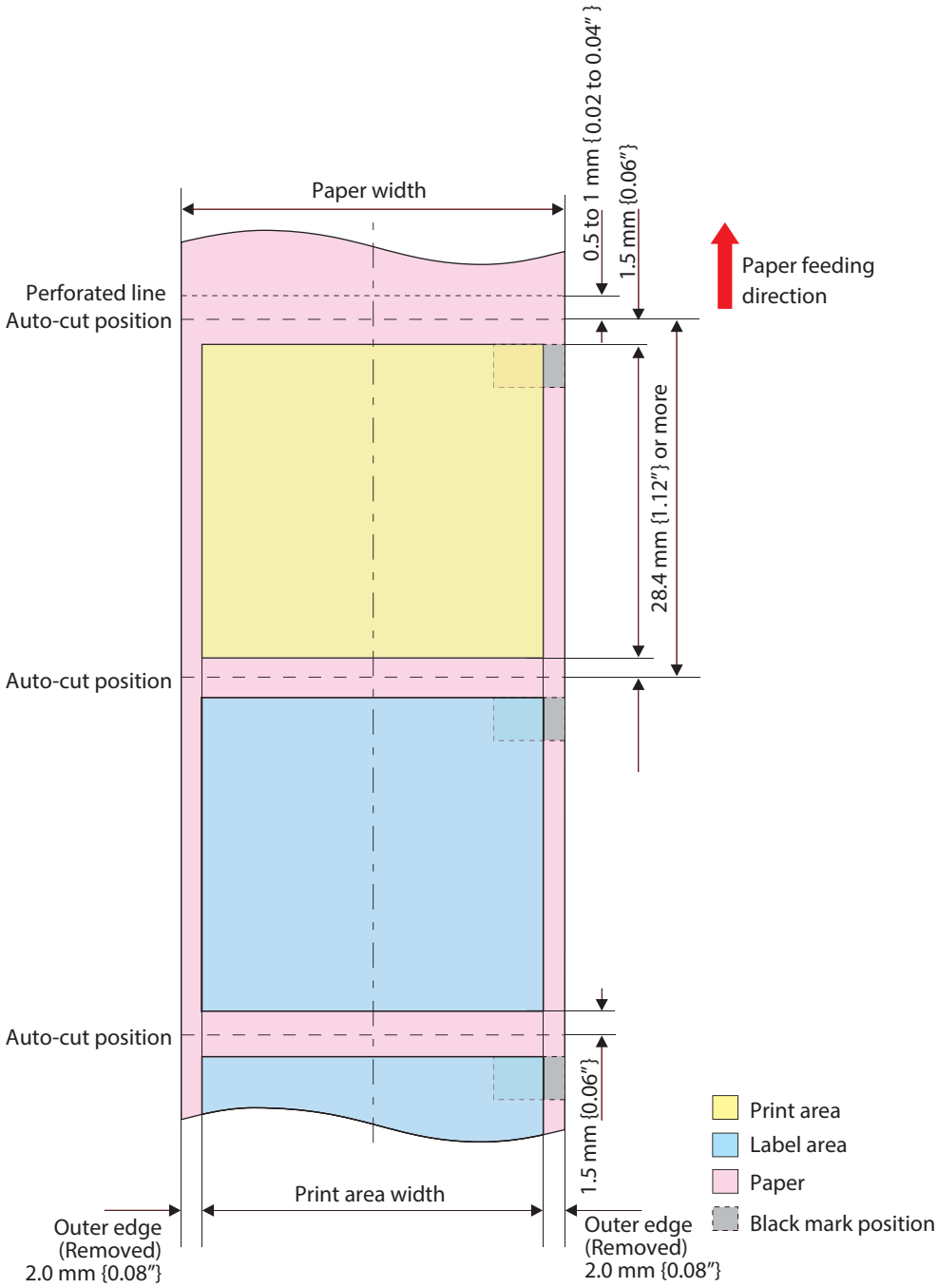


The distance from the paper cut position to the black mark leading edge must be at least 1.5 mm {0.06"}. If it is less than 1.5 mm {0.06"}, the printer may be unable to print pages because it fails to sense their black marks or skips them, etc.

When “Borderless Printing” is enabled

Vertical margins: 0 mm (Typical value)

Lateral margins: 0 mm (Typical value)



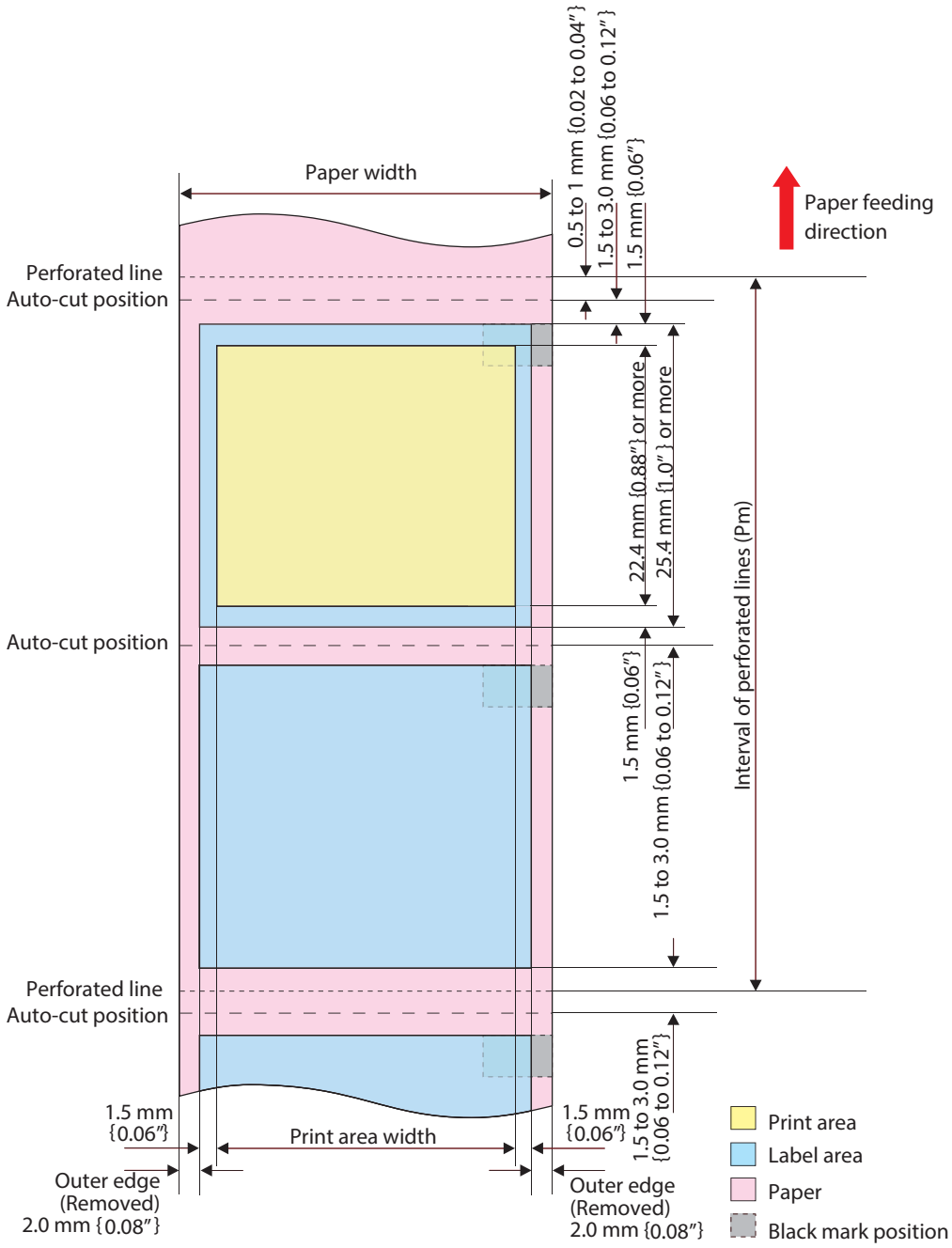
- If performing borderless printing, first see "Setting the label size and paper layout for borderless printing" on page 151.
- If you enabled “Extend Printable Area”, printing is done with settings for no margins, but the printing might protrude beyond the paper/ label, depending on the actual print position and the set position for the paper/ label. To make sure printing doesn’t protrude out, ensure margins of 1.5 mm {0.06"} or more in the print data.
- The distance from the paper cut position to the black mark leading edge must be at least 1.5 mm {0.06"}. If it is less than 1.5 mm {0.06"}, the printer may be unable to print pages because it fails to sense their black marks or skips them, etc.

Die-cut label (Black mark) / Fanfold paper

When "Borderless Printing" is disabled

Vertical margins: 1.5 mm {0.06"} (Typical value)

Lateral margins: 1.5 mm {0.06"} (Typical value)

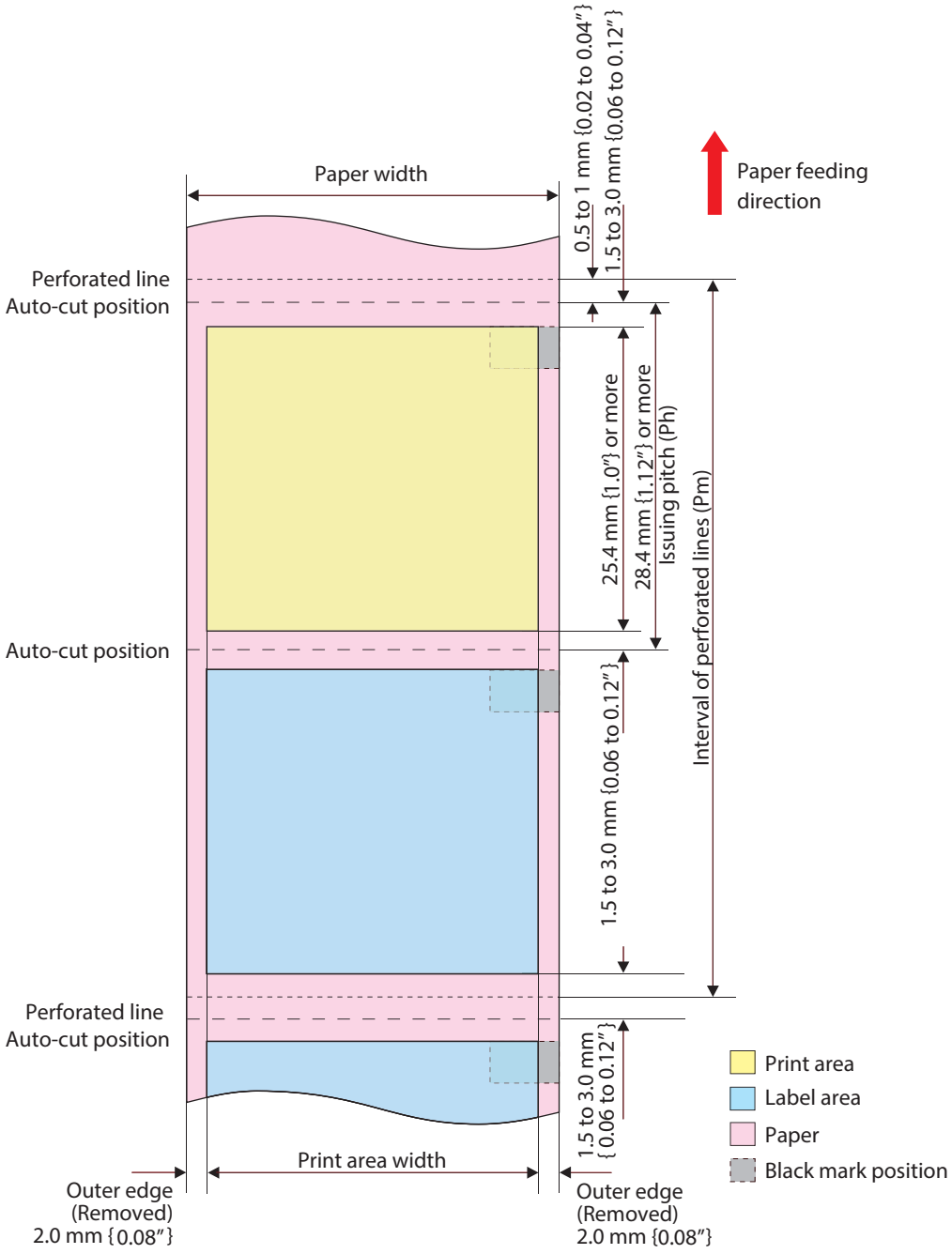


- The distance from the paper cut position to the black mark leading edge must be at least 1.5 mm {0.06"}. If it is less than 1.5 mm {0.06"}, the printer may be unable to print pages because it fails to sense their black marks or skips them, etc.
- The relation between the issuing pitch (Pm) and the interval of perforated lines (Ph) is as follow: **Pm = Ph x integral multiple.**

When “Borderless Printing” is enabled

Vertical margins: 0 mm (Typical value)

Lateral margins: 0 mm (Typical value)



- If performing borderless printing, first see "Setting the label size and paper layout for borderless printing" on page 151.
- If you enabled “Extend Printable Area”, printing is done with settings for no margins, but the printing might protrude beyond the paper/ label, depending on the actual print position and the set position for the paper/ label. To make sure printing doesn’t protrude out, ensure margins of 1.5 mm {0.06"} or more in the print data.
- The distance from the paper cut position to the black mark leading edge must be at least 1.5 mm {0.06"}. If it is less than 1.5 mm {0.06"}, the printer may be unable to print pages because it fails to sense their black marks or skips them, etc.

Electrical Characteristics

Power supply		Power supplied via power source connector
Input voltage (rated)		100 to 240 V, 1.1 A
Frequency (rated)		50 to 60 Hz
Power consumption	Operating	100 V: Average Approximately 84 W Peak Approximately 123 W 230 V: Average Approximately 81 W Peak Approximately 102 W
	Idling	100 V: Average Approximately 5.1 W 230 V: Average Approximately 5.4 W
	When power is OFF	100 V: Average Approximately 0.2 W 230 V: Average Approximately 0.5 W

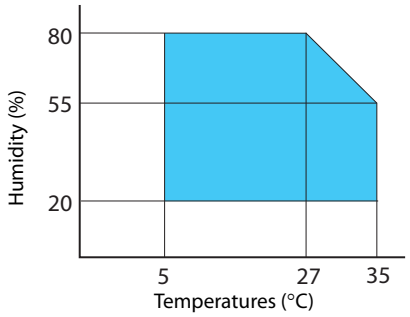
*: The operating power consumption is based on Epson operating conditions.

Use the dedicated AC cable included in the product package.

Reliability

Product lifetime	Print head		12 billion shots/nozzle
	Paper feeding mechanism	TM-C7500	Die-cut label (Plain): 500 km Die-cut label (Matte): 500 km Die-cut label (Synthetic): 500 km Full-page label (Plain): 500 km Full-page label (Matte): 500 km Full-page label (Synthetic): 500 km
		TM-C7500G	Die-cut label (Plain): 500 km Die-cut label (Matte): 500 km Die-cut label (Synthetic): 500 km Die-cut label (Glossy): 500 km Full-page label (Plain): 500 km Full-page label (Matte): 500 km Full-page label (Synthetic): 500 km Full-page label (Glossy): 500 km
	Autocutter mechanism	TM-C7500	Die-cut label backing (Plain): 1,500,000 cuts Die-cut label backing (Matte): 1,500,000 cuts Die-cut label backing (Synthetic): 500,000 cuts Full-page label (Plain): 750,000 cuts Full-page label (Matte): 200,000 cuts Full-page label (Synthetic): 100,000 cuts
		TM-C7500G	Die-cut label backing (Plain): 1,500,000 cuts Die-cut label backing (Matte): 1,500,000 cuts Die-cut label backing (Synthetic): 500,000 cuts Die-cut label backing (Glossy): 1,500,000 cuts Full-page label (Plain): 750,000 cuts Full-page label (Matte): 200,000 cuts Full-page label (Synthetic): 100,000 cuts Full-page label (Glossy): 300,000 cuts

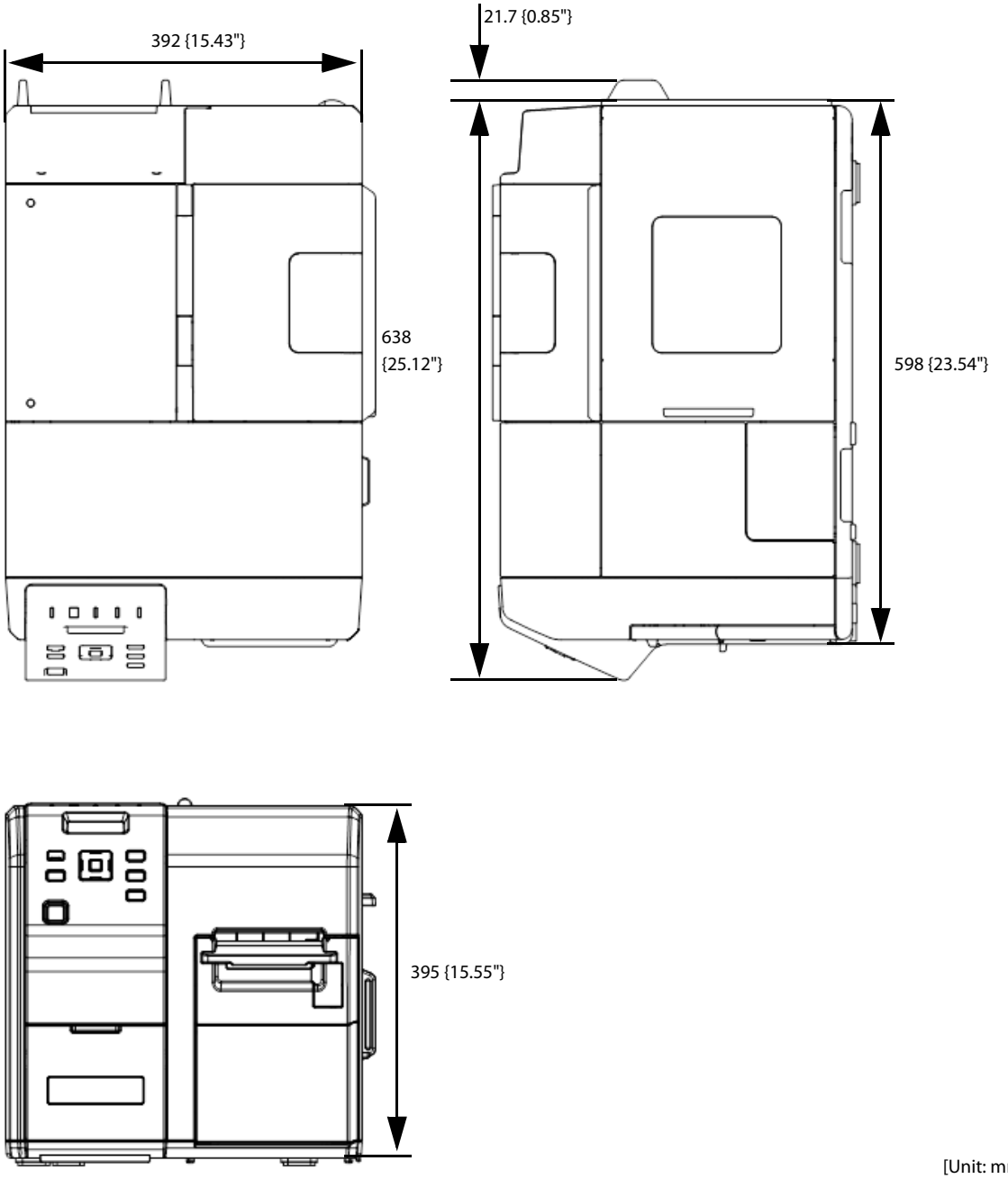
Environmental Conditions

Item		Specification
Temperatures/ humidity	Printing	5 to 35 °C {41 to 95 °F}, 20 to 80 %RH (no condensation) 
	Barcode printing	15 to 35 °C {59 to 95 °F}, 20 to 80 %RH (no condensation)
	Storage	When packed (No condensation, ink not loaded): -20 to 60 °C {-4 to 140 °F}, 5 to 85 %RH (At -20 or 60 °C {-4 or 140 °F}: up to 120 hours) With ink loaded -20 to 40 °C {-4 to 104 °F} (At -20 °C {-4 °F}: up to 120 hours) (At 0 to 25 °C: {32 to 77 °F}: up to 6 months) (At 40 °C {104 °F}: up to 1 month)
Absolute maximum rated		70 °C {158 °F}
Pressure (elevation)	Operating	700 to 1060 hPa (approximately 0 to 2,500 m above sea level) {approximately 0 to 98425.20”}
	Not operating (including in transportation)	700 to 1060 hPa (approximately 0 to 2,500 m above sea level) {approximately 0 to 98425.20”}
Vibration resistance	When packed	Frequency: 5 to 55 Hz Acceleration: Approximately 19.6 m/s2 {2 G} Sweep: 10 minutes (half cycle) Time: 1 hour Orientation: x, y, and z
Shock resistance	When packed	Packing: Epson standard package specifications Height: 45 cm {17.72"} Orientation: 1 corner, 3 edges, and 6 surfaces
	When unpacked	Height: 5 cm {1.97"} Orientation: Lift one edge and release it (for all 4 edges)
Noise	During operation	Approximately 55 dB (ANSI Bystander position) Based on Epson evaluation conditions including the use of the autocutter.

External Dimensions

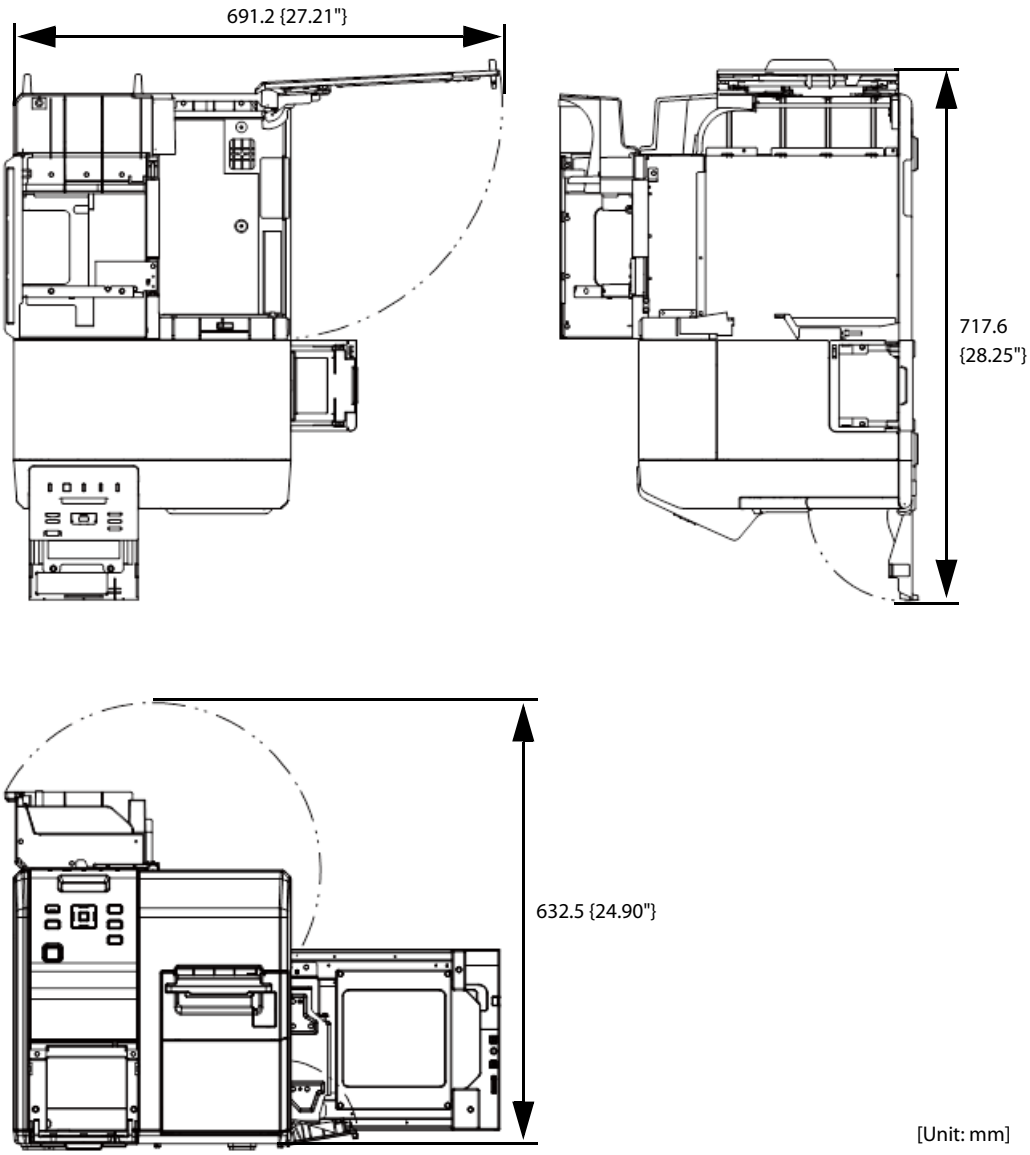
Main unit outline drawings

- Width: 392 mm {15.43"}
- Depth: 598 mm {23.54"}
- Height: 395 mm {15.55"}



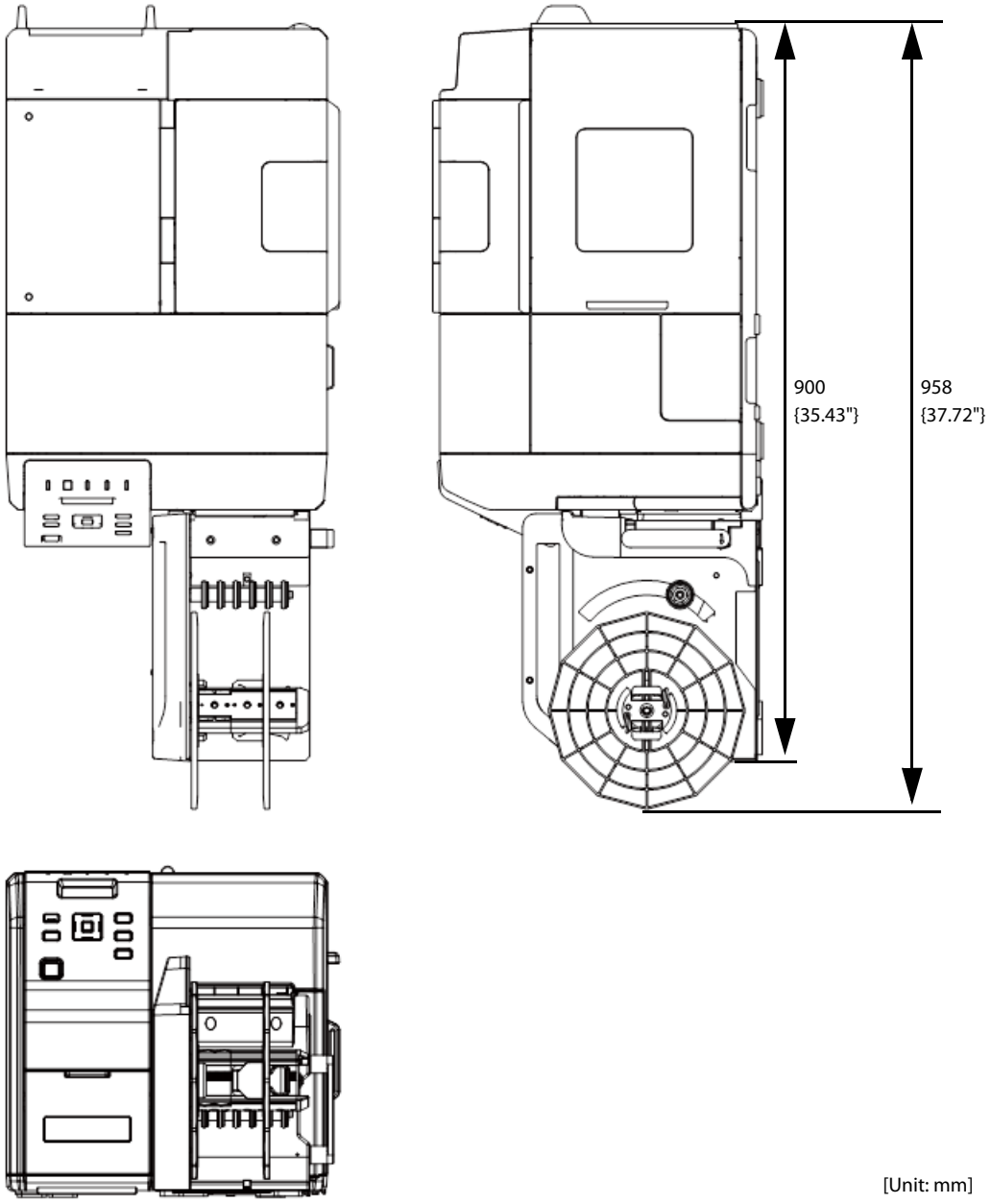
[Unit: mm]

When Covers are Open



[Unit: mm]

When Rewinder is Installed (Option: TU-RC7508)



[Unit: mm]

Consumable Product Specifications

Ink Cartridge

Model number	TM-C7500	SJIC26P(K)/ SJIC26P(C)/ SJIC26P(M)/ SJIC26P(Y)
	TM-C7510	SJIC27P(K)/ SJIC27P(C)/ SJIC27P(M)/ SJIC27P(Y)
	TM-C7520	SJIC28P(K)/ SJIC28P(C)/ SJIC28P(M)/ SJIC28P(Y)
	TM-C7500G	SJIC30P(K)/ SJIC30P(C)/ SJIC30P(M)/ SJIC30P(Y)
	TM-C7510G	SJIC31P(K)/ SJIC31P(C)/ SJIC31P(M)/ SJIC31P(Y)
	TM-C7520G	SJIC32P(K)/ SJIC32P(C)/ SJIC32P(M)/ SJIC32P(Y)
Type		4 color-ink separated exclusive ink cartridge
Ink color		Black, Cyan, magenta, yellow
Ink type		Pigment ink
Ink life		6 months after loading to the printer, 2 years after manufacturing
Temperatures	Transport	-20 to 60 °C {-4 to 140 °F} (up to 5 days for 60 °C {140 °F})
	Storage	-20 to 40 °C {-4 to 104 °F} (up to a month for 40 °C {104 °F})
	Installation	-20 to 40 °C {-4 to 104 °F} (up to a month for 40 °C {104 °F})

- The expiration date of 2 years after the date of manufacture is printed on the individual box containing the ink cartridge and on the ink cartridge itself.
- Ink inside the cartridges may freeze when stored at a temperature of less than -20 °C {-4°F}. Ink cartridges can be used again after thawing them and the temperature reaches over 10 °C {50°F}.

Maintenance Box

Model number	SJMB7500
Type	Maintenance box with a built-in waste ink absorber
Life	None
Temperatures	Conforms to "Environmental Conditions" on page 219.

Option Specifications

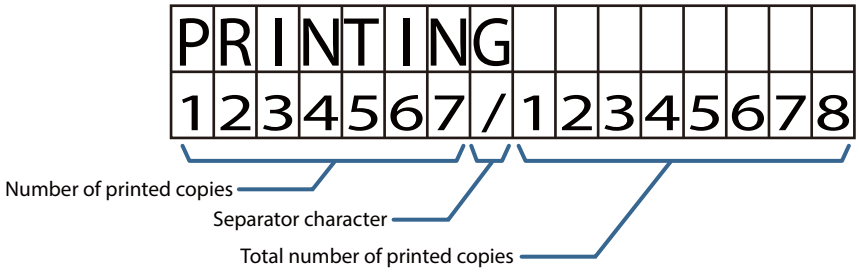
Rewinder (TU-RC7508)

The rewinder is a device used to rewind the printed paper into a roll form.

Overall dimensions (H x W x D)	293 x 222 x 403 mm {11.54 x 8.74 x 15.87"}
Weight (mass)	4.25 kg {9.37 lb}

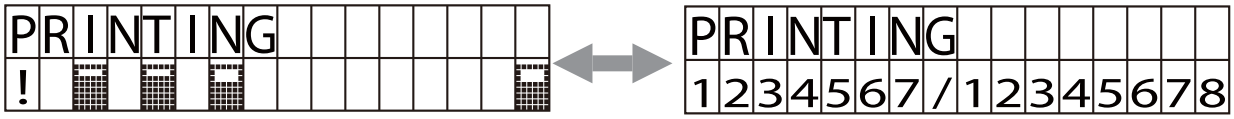
LCD Display Specifications for the Number of Printed Copies

The number of printed copies is displayed on the LCD by the number of printed copies (the number of printed copies in the jobs) and the total number of printed copies (total number of the jobs printed). The number of the printed copies can be displayed at the maximum of 7 digits, and the total number of printed copies can be displayed at the maximum of 8 digits.



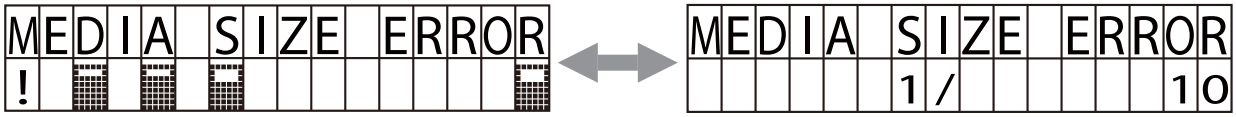
Display While Printing

While printing, "Printing" is displayed at the upper row, and the ink indicator and the number of printed copies are displayed alternately at intervals of one second at the bottom row.



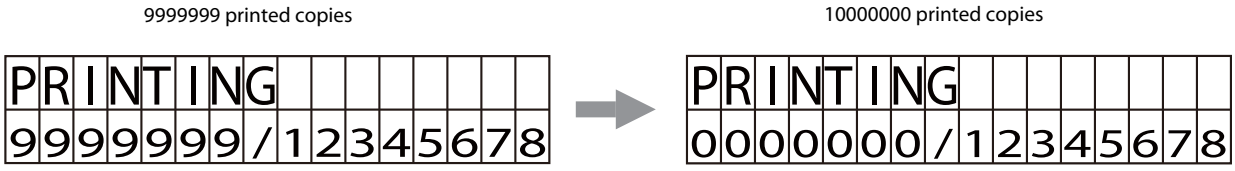
Error Display While Printing

If printing is paused due to an error, the error condition is displayed at the upper row, and the ink indicator and the number of printed copies are displayed alternately at intervals of one second at the bottom row.



Display When the Number of Printed Copies is Carried Up to 8 digits

The number of printed copies is displayed up to 7 digits, but once the number is carried up to 8 digits, the counter resets and starts counting from 0.



Downloading Drivers, Utilities, and Manuals

Printer drivers, utilities, and manuals can be downloaded from one of the following URLs:

For customers in North America, go to the following web site:
www.epson.com/support/

For customers in other countries, go to the following web site:
www.epson-biz.com/

Media detector and paper path settings when using label printing applications

If you do not configure the media detector settings and the paper path settings correctly when using label printing applications, a media detector error or a paper path error will occur and printing will not be possible.

Here are the instructions for configuring the following label printing application.

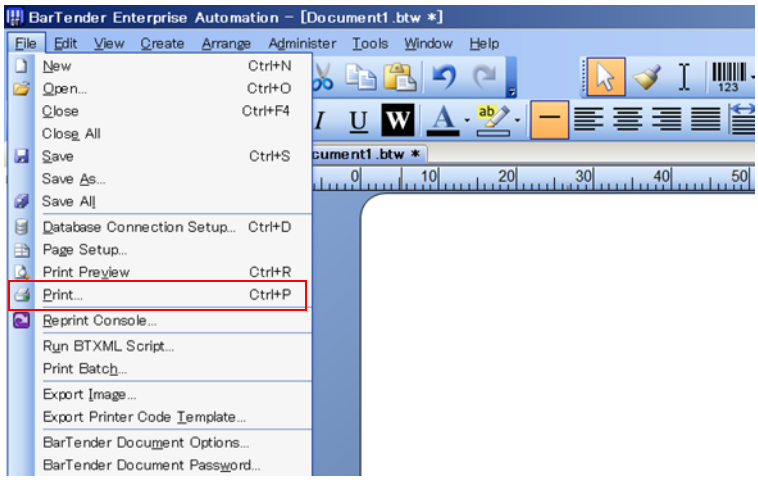
- Changing the media detector settings in BarTender: page 228
- Changing the paper path settings in BarTender: page 230
- Changing the media detector settings in NiceLabel: page 231
- Changing the paper path settings in NiceLabel: page 233
- Changing the media detector settings in CODESOFT: page 234
- Changing the paper path settings in CODESOFT: page 235
- Changing the media detector settings in Loftware Spectrum: page 236
- Changing the paper path settings in Loftware Spectrum: page 237
- Changing the media detector settings in Loftware Print Server: page 238
- Changing the paper path settings in Loftware Print Server: page 240

- These configuration instructions are for the following version of the label printing application. In other versions, the functions or configuration methods may differ.
  - ∗ BarTender: BarTender Enterprise Automation Version 10.1 SR3
  - ∗ NiceLabel: NiceLabel Pro DEMO Version 6.3.1
  - ∗ CODESOFT: CODESOFT 2014 - Enterprise RFID Version 2014.00.00
  - ∗ Loftware Spectrum: Loftware Spectrum Version 3.5.0
  - ∗ Loftware Print Server: Loftware Print Server Version 11.1.0.167
- Adjust the settings to the media you wish to use. Even if the settings of the label printing applications and that of the device are the same, an error will occur if the media types do not match.

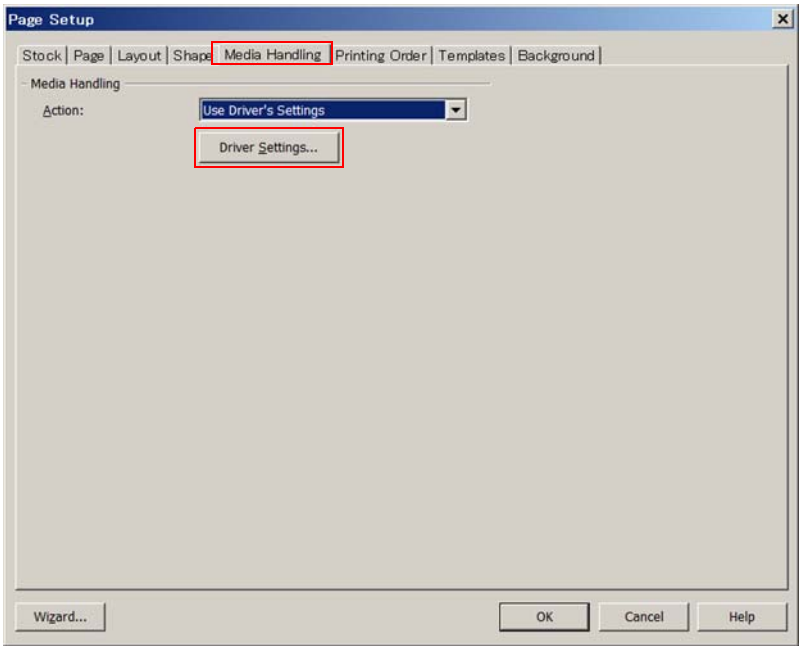
Changing the media detector settings in BarTender

You can change the media detector settings in BarTender by following the steps below.

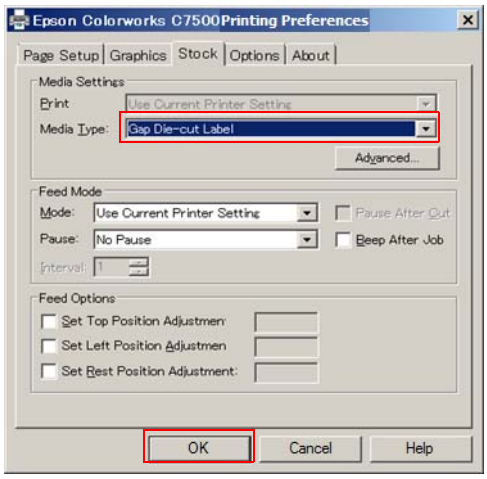
1 **Open a BarTender document (*.btw). Select [Page Setup...] in the [File] menu.**



2 **The "Page Setup" window appears. Select the [Media Handling] tab, and click [Driver Settings...].**



3 **The "Epson Colorworks C7500 Printing Preferences" window appears. Select the [Stock] tab. Change [Media Type] in [Media Settings] and click [OK].**



Driver	Settings of the corresponding operation panels	
Media Type	**MEDIA DETECT**	**MEDIA FORM**
Gap Die-cut Label	GAP	DIE-CUT LABEL
Mark Die-cut Label	BLACK MARK	DIE-CUT LABEL
Mark Continuous Paper	BLACK MARK	CONT. PAPER
Mark Continuous Label	BLACK MARK	CONT. LABEL

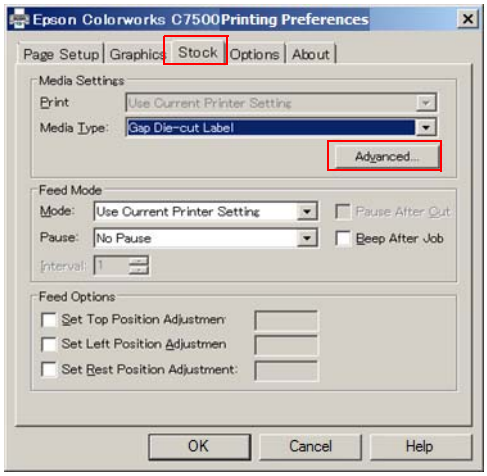
Changing the paper path settings in BarTender

You can change the paper path settings in BarTender by following the steps below.

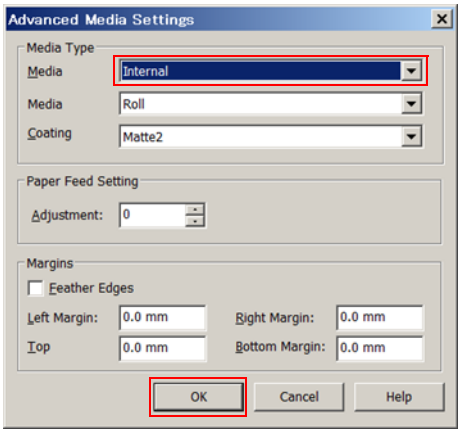
1 **Open a BarTender document (*.btw). Select [Page Setup...] in the [File] menu.**

2 **The "Page Setup" window appears. Select the [Media Handling] tab, and click [Driver Settings...].**

3 **The "Epson Colorworks C7500 Printing Preferences" window appears. Select the [Stock] tab and click [Advanced] under [Media Type].**



4 **The "Advanced Media Settings" window appears. Change [Media] in [Media Type] and click [OK].**

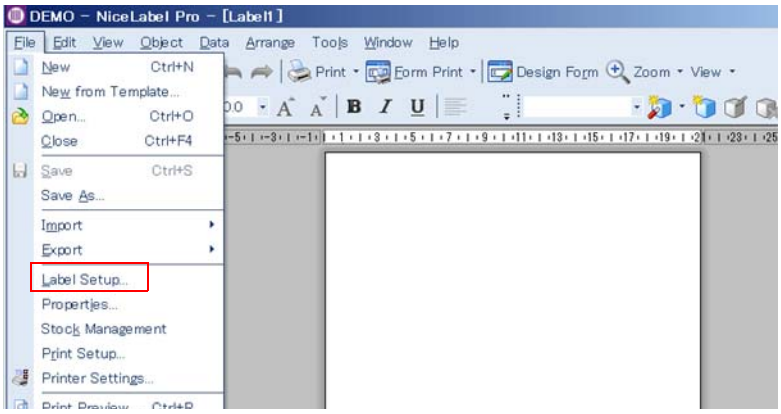


Driver	Settings of the corresponding operation panels
Media	**MEDIA SOURCE**
Internal	INTERNAL ROLL
External	EXTERNAL FEED

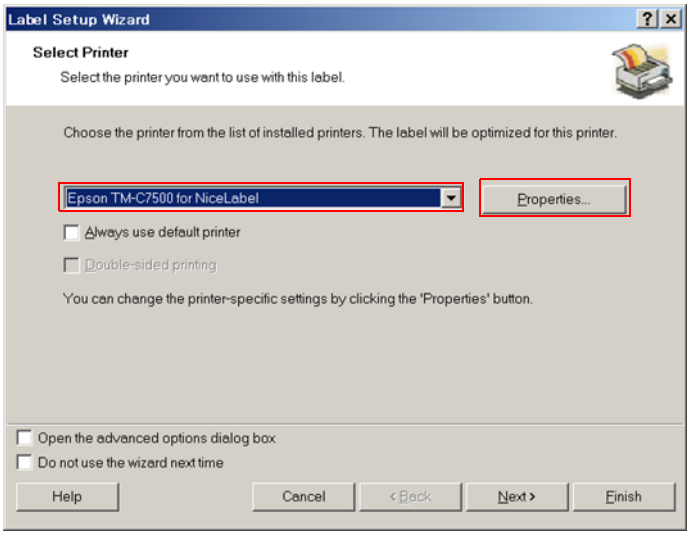
Changing the media detector settings in NiceLabel

Change the media detector settings in NiceLabel by following the steps below.

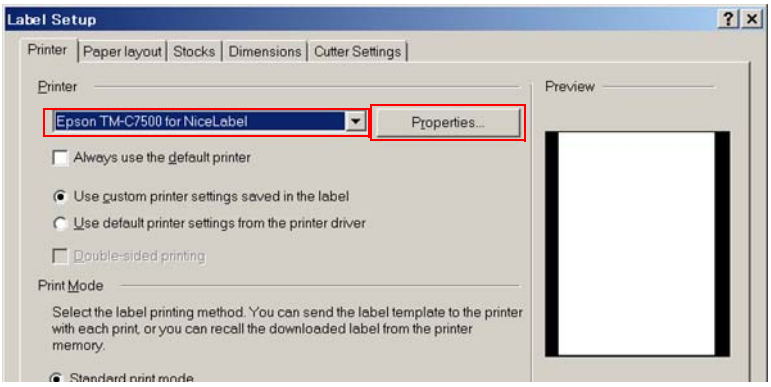
1 **Open a NiceLabel label (*.lab). Select [Label Setup...] in the [File] menu.**



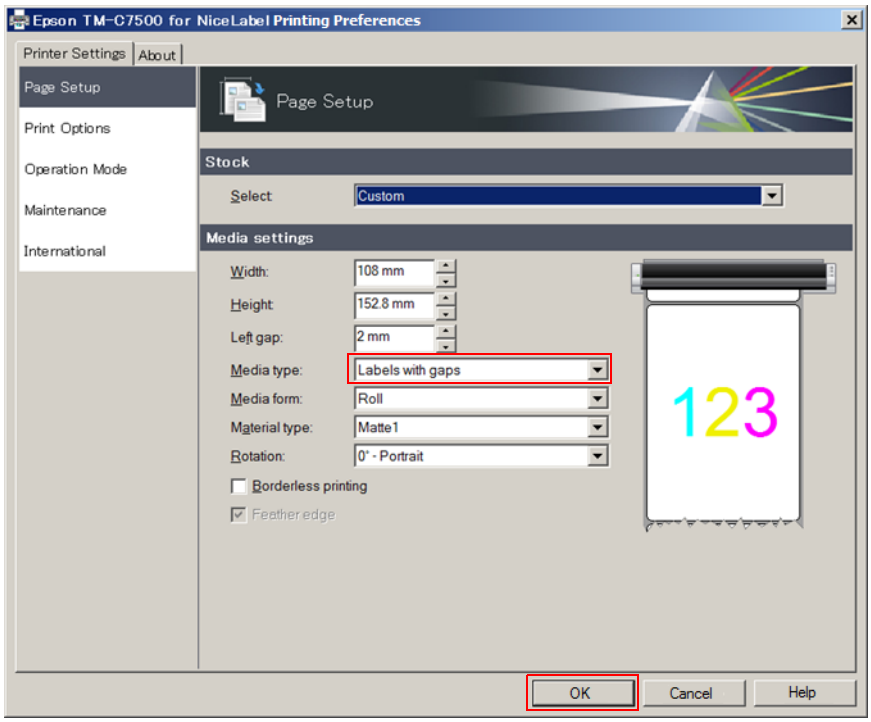
2 **The “Label Setup Wizard” window or the “Label Setup” window appears. Select “Epson TM-C7500 for NiceLabel” and click [Properties...].**



If you check the [Do not use the wizard next time] box, the “Label Setup” window appears.



3 **The “Epson TM-C7500 for NiceLabel Printing Preferences” window appears. Change [Media type] in [Page Setup] and click [OK].**



Driver	Settings of the corresponding operation panels	
Media type	**MEDIA DETECT**	**MEDIA FORM**
Labels with black mark	BLACK MARK	DIE-CUT LABEL
Labels with gaps	GAP	DIE-CUT LABEL
Continuous label with mark	BLACK MARK	CONT. LABEL
Continuous paper with black mark	BLACK MARK	CONT. PAPER
Continuous labels	NONE	CONT. LABEL
Continuous paper	NONE	CONT. LABEL

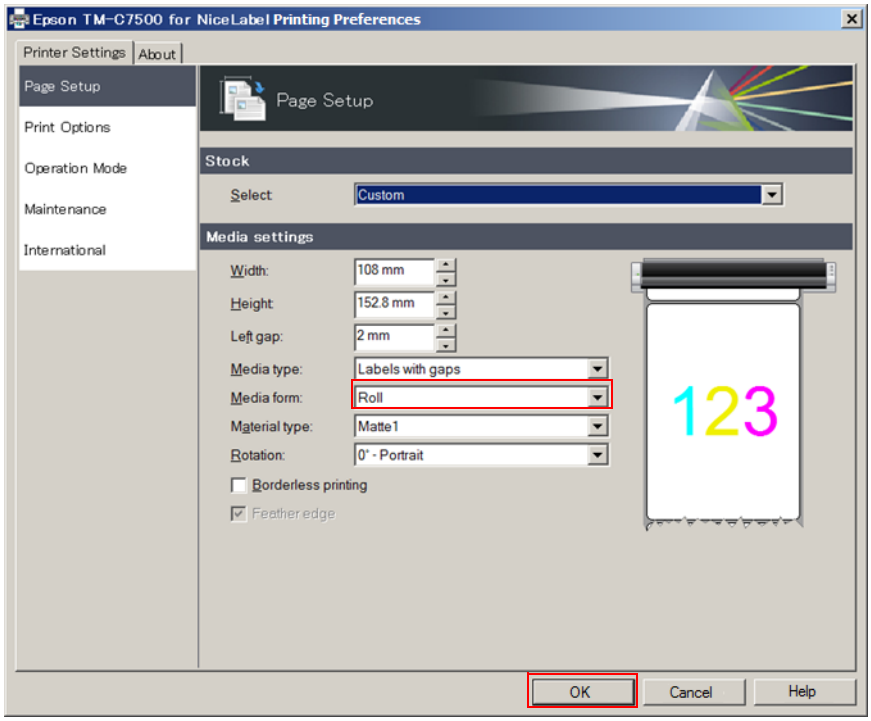
Changing the paper path settings in NiceLabel

You can change the paper path settings in NiceLabel by following the steps below.

1 **Open a NiceLabel label (*.lab). Select [Label Setup...] in the [File] menu.**

2 **The "Label Setup Wizard" window or the "Label Setup" window appears. Select "Epson TM-C7500 for NiceLabel" and click [Properties...].**

3 **The "Epson TM-C7500 for NiceLabel Printing Preferences" window appears. Change [Media form] and click [OK].**

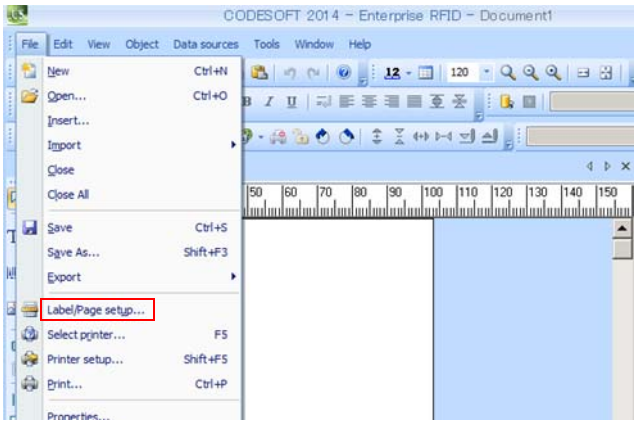


Driver	Settings of the corresponding operation panels
Media form	**MEDIA SOURCE**
Roll	INTERNAL ROLL
Fanfold	EXTERNAL FEED

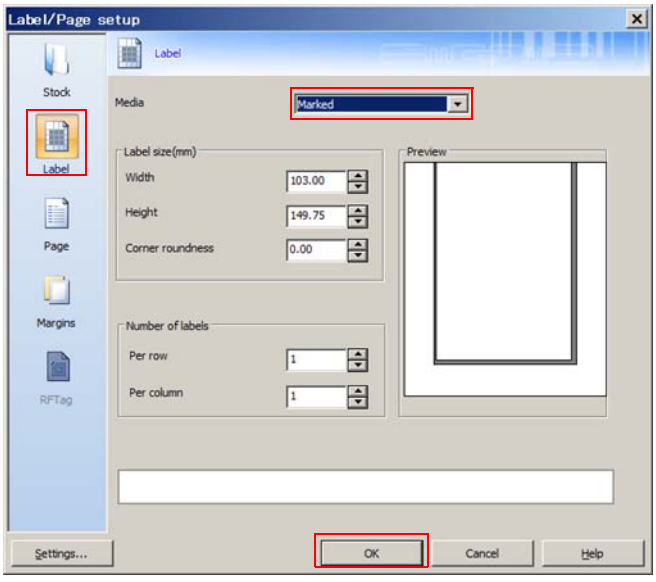
Changing the media detector settings in CODESOFT

Change the media detector settings in CODESOFT by following the steps below.

1 **Open a label file (*.lab). Select [Label/Page Setup...] in the [File] menu.**



2 **The "Label/Page Setup" window appears. Select [Label]. Change [Media] and click [OK].**



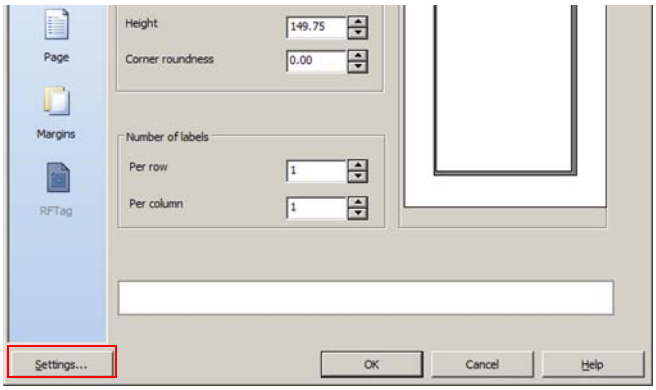
Driver	Settings of the corresponding operation panels
Media	**MEDIA DETECT**
With gap	GAP
Marked	BLACK MARK

Changing the paper path settings in CODESOFT

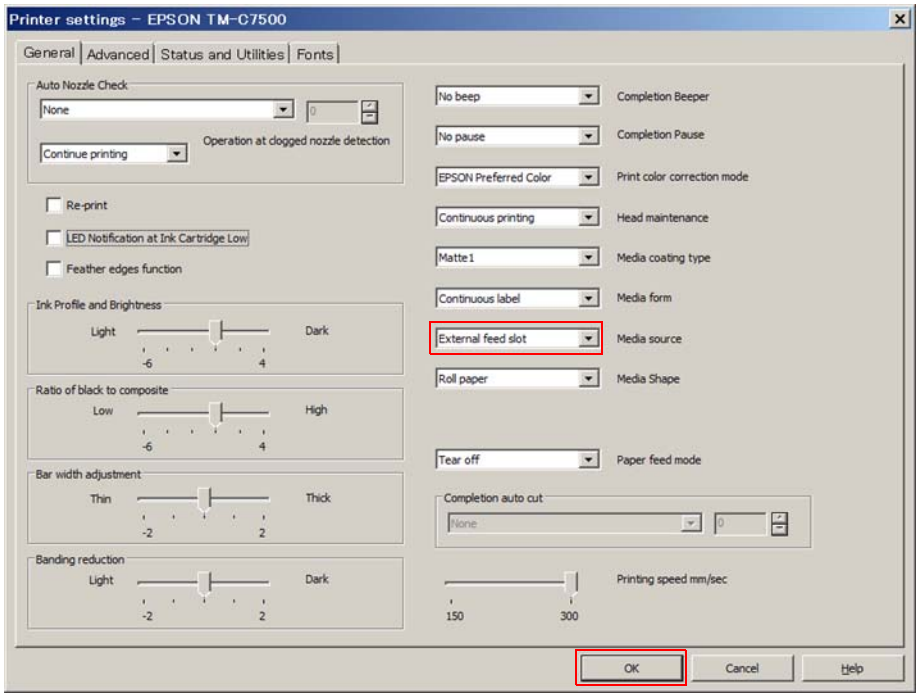
You can change the paper path settings in CODESOFT by following the steps below.

1 **Open a label file (*.lab). Select [Label/Page Setup...] in the [File] menu.**

2 **The "Label/Page Setup" window appears. Click [Settings...].**



3 **The "Printer settings - EPSON TM-C7500" window appears. Change [Media source] and click [OK].**

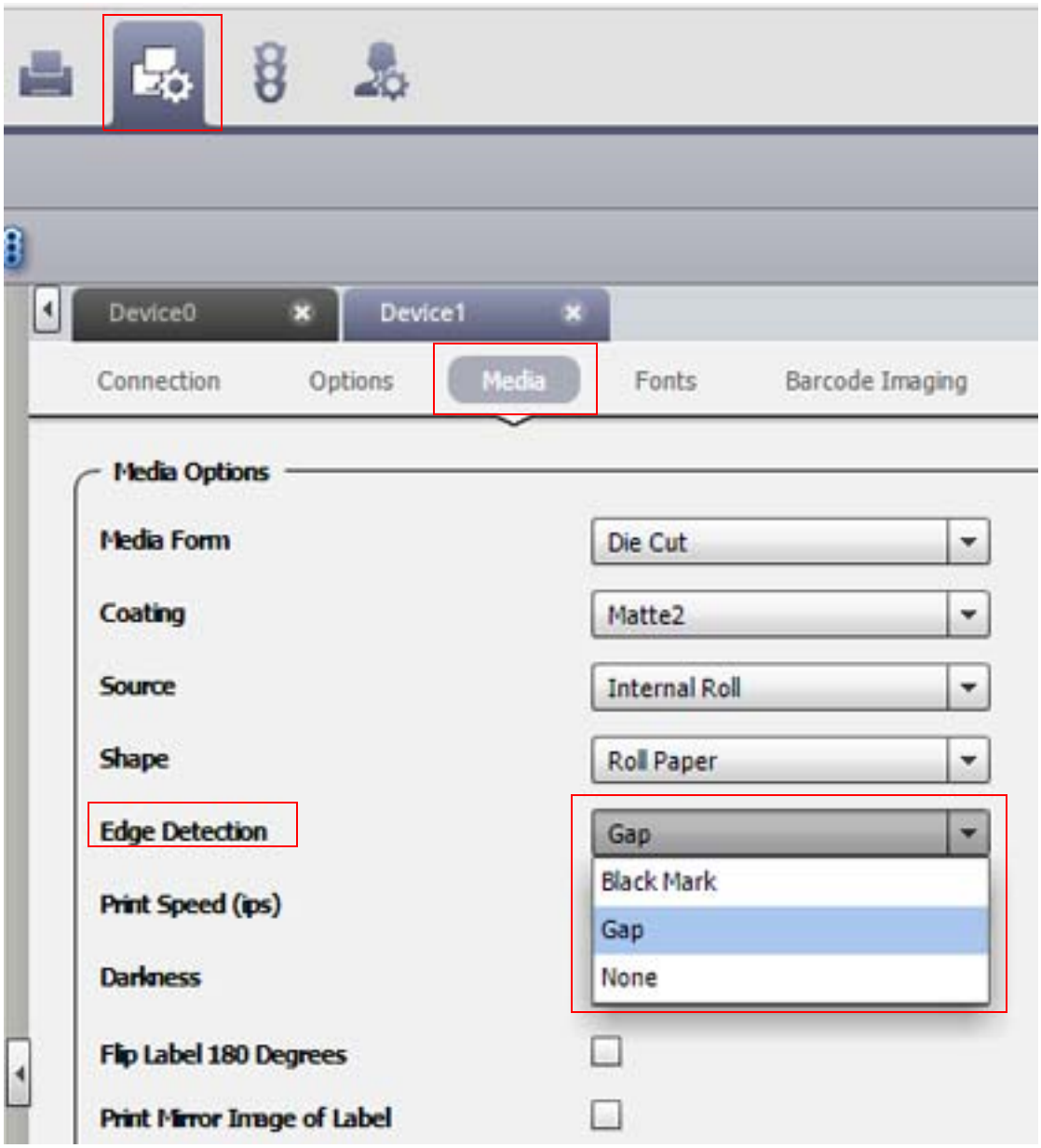


Driver	Settings of the corresponding operation panels
Media source	**MEDIA SOURCE**
Internal roll	INTERNAL ROLL
External feed slot	BLACK MARK

Changing the media detector settings in Loftware Spectrum

You can change the media detector settings in Loftware Spectrum by following the steps below.

1 **Click [(Device Management)] - [Media], and change [Edge Detection].**

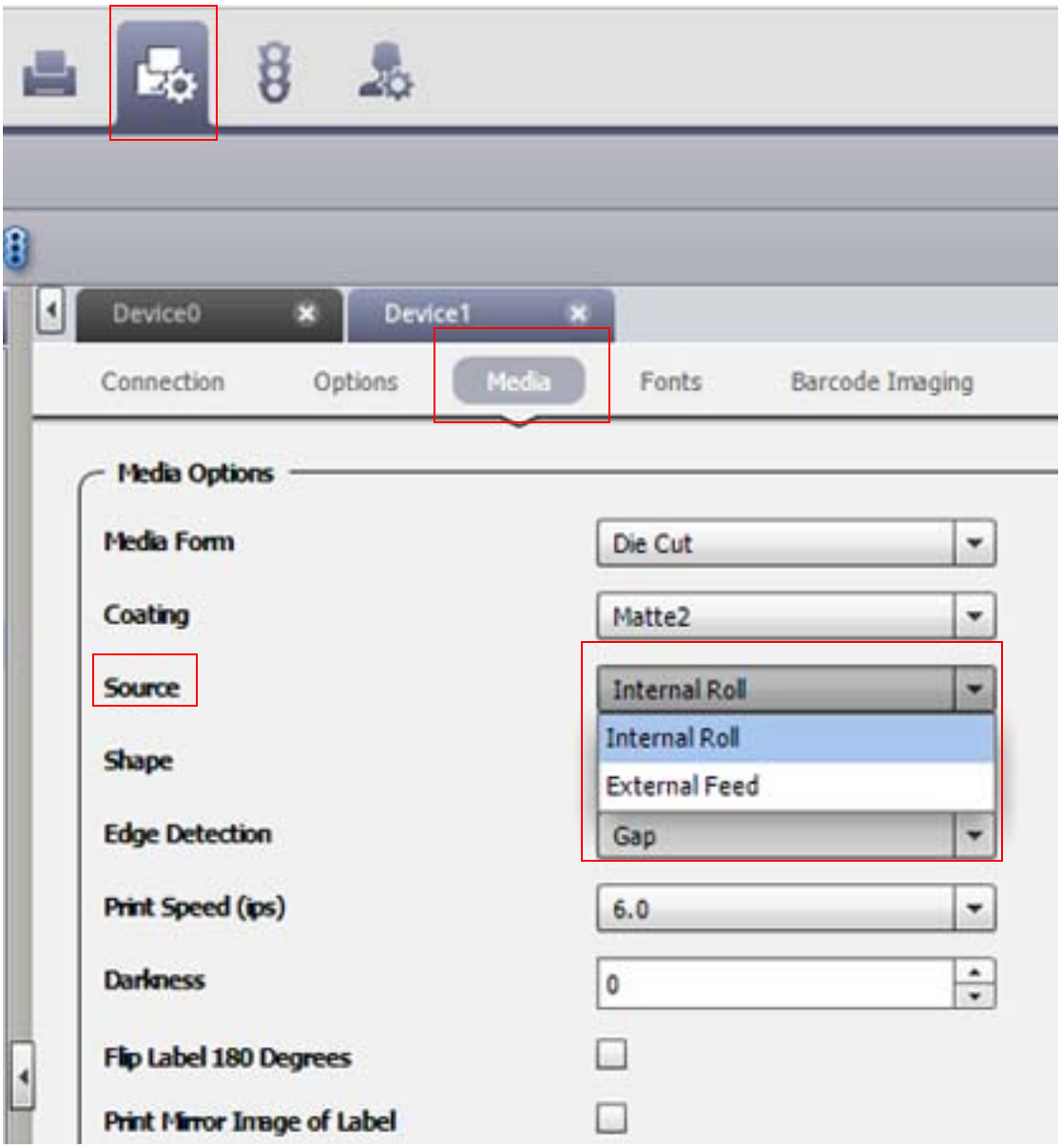


Loftware Spectrum	Settings of the corresponding operation panels
Edge Detection	**MEDIA DETECT**
Black Mark	BLACK MARK
Gap	GAP
None	NONE

Changing the paper path settings in Loftware Spectrum

You can change the paper path settings in Loftware Spectrum by following the steps below.

1 **Click [(Device Management)] - [Media], and change [Source].**



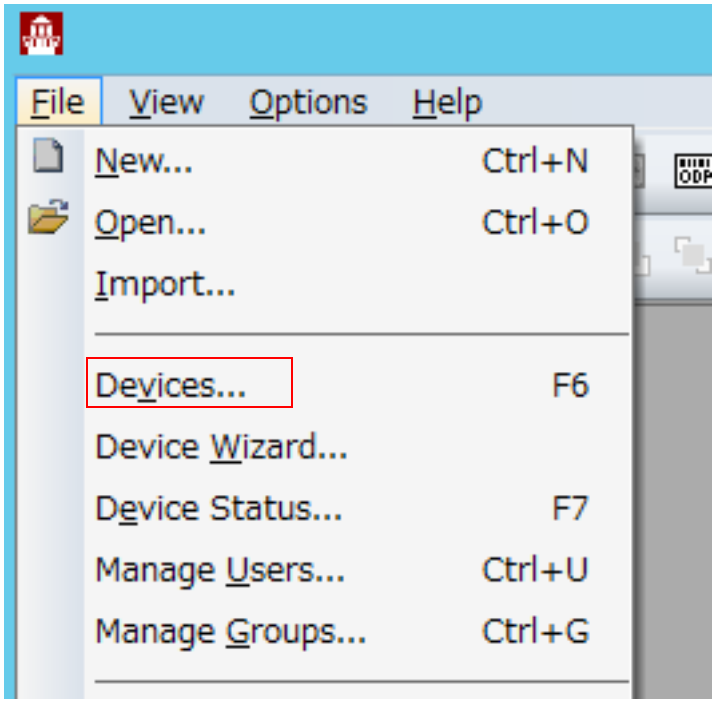
Loftware Spectrum	Settings of the corresponding operation panels
Source	**MEDIA SOURCE**
Internal Roll	INTERNAL ROLL
External Feed	EXTERNAL FEED

Changing the media detector settings in Loftware Print Server

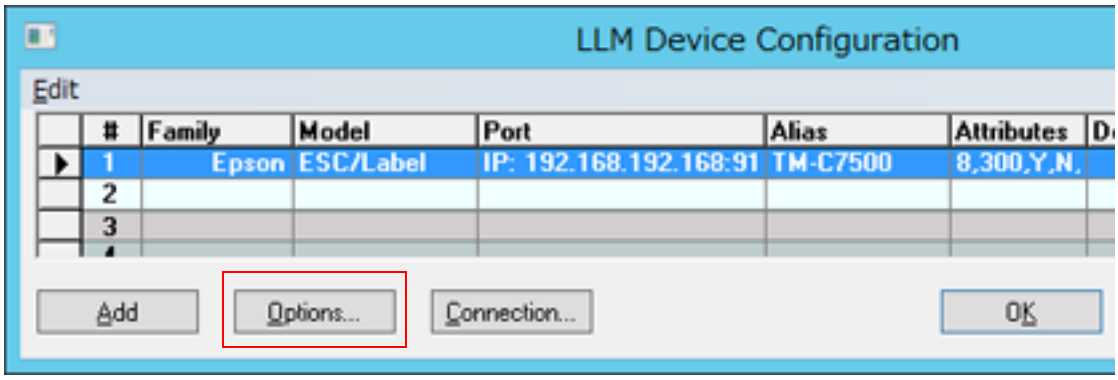
You can change the media detector settings in Loftware Print Server by following the steps below.

1 Select [Devices…] in the [File] menu.

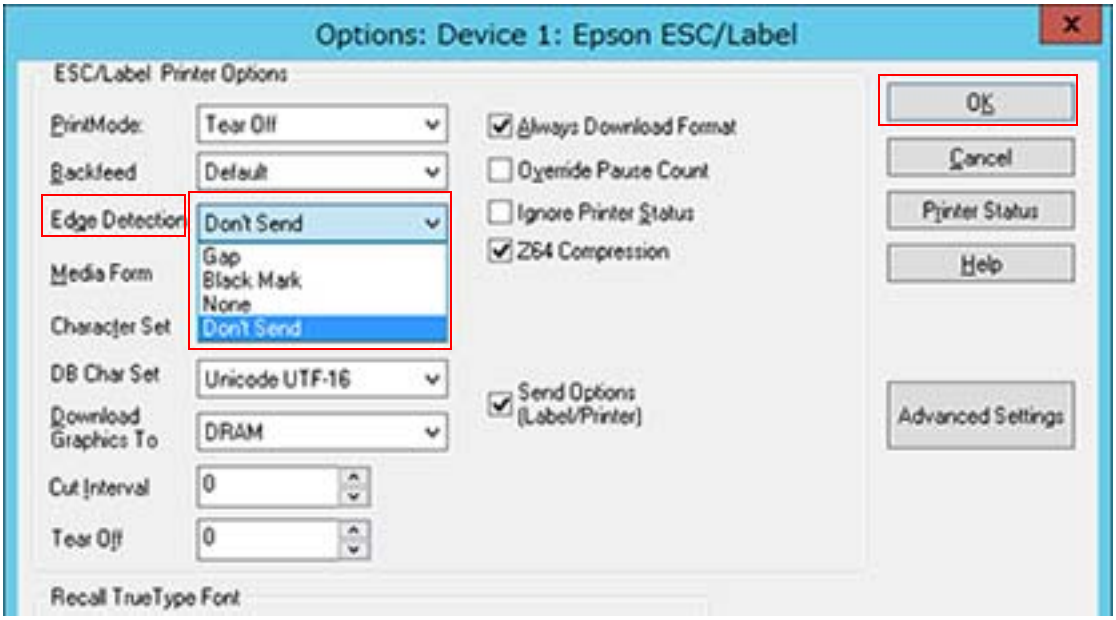
- The items displayed in the [File] menu differ depending on the screen you are operating on. The following is the display example of the [Design] screen.
- The screen for step 2 can be displayed in the following way.
  [Design] - [Media Setup] - [Label Setup] - [Configure Devices]



2 Click [Options…].



3 Change [Edge Detection], and then click [OK].



Loftware Print Server	Settings of the corresponding operation panels
Edge Detectior	**MEDIA DETECT**
Gap	GAP
Black Mark	BLACK MARK
None	NONE
Don't Send	(This does not change the printer settings.)

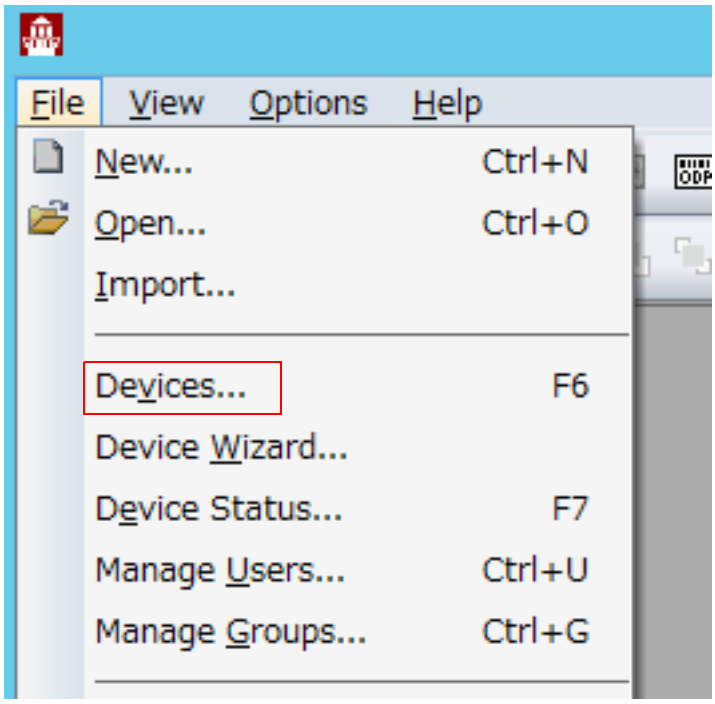
The screen for step 3 can be displayed in the following way.
[Device Wizard] - [Step1] - [Options]

Changing the paper path settings in Loftware Print Server

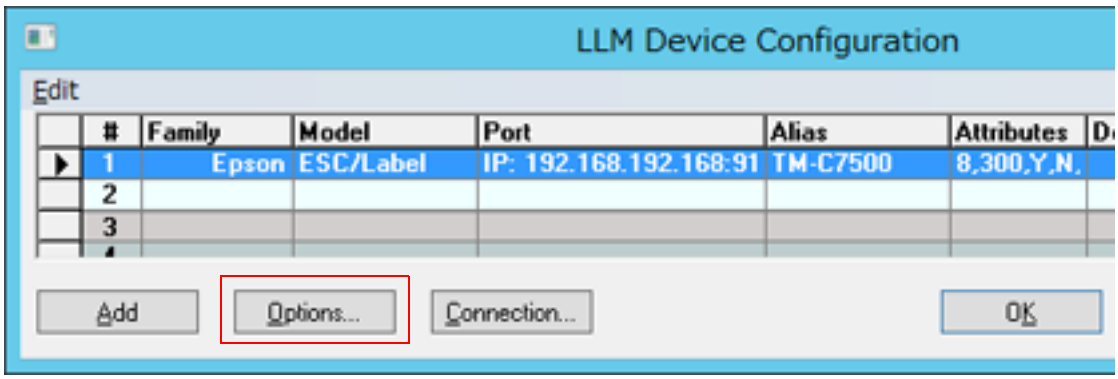
You can change the paper path settings in Loftware Print Server by following the steps below.

1 Select [Devices…] in the [File] menu.

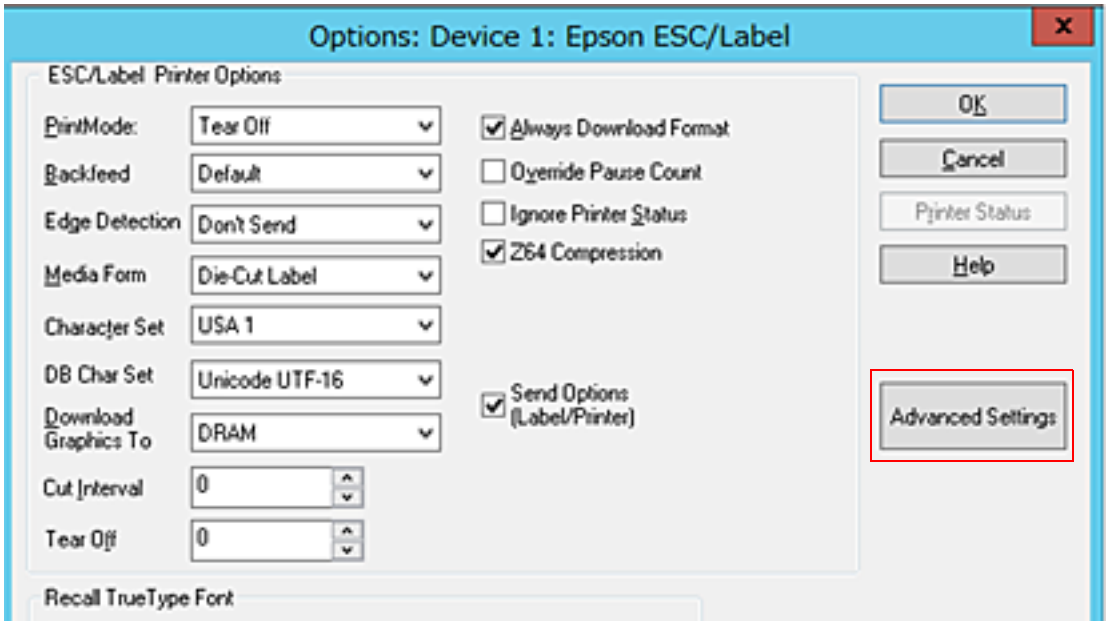
- The items displayed in the [File] menu differ depending on the screen you are operating on. The following is the display example of the [Design] screen.
- The screen for step 2 can be displayed in the following way.
  [Design] - [Media Setup] - [Label Setup] - [Configure Devices]



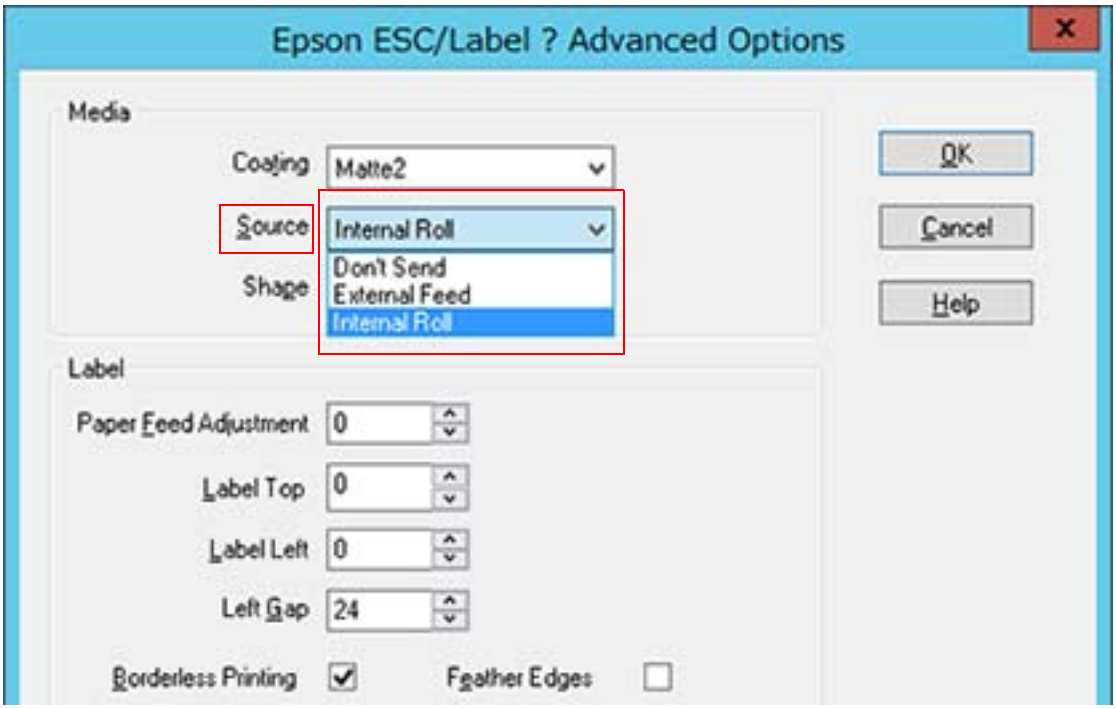
2 Click [Options…].



3 **Click [Advanced Settings].**



4 **Change [Source], and then click [OK].**



Loftware Print Server	Settings of the corresponding operation panels
Source	**MEDIA SOURCE**
Don't Send	(This does not change the printer settings.)
External Feed	EXTERNAL FEED
Internal Roll	INTERNAL ROLL

For Inquiries

If you have any technical questions about this printer, or if any problems occur, please contact us with the following information.

- Contents of technical questions must be about our printers only. For those about products of Microsoft Corporation or other companies, please contact them.
- If any problems occur, check whether there is any physical cause (such as connection or power problems) before contacting us.

❏ Type of inquiry: Problem / Question

❏ Date:

❏ Your company:

❏ Department:

❏ Your name:

❏ Phone/Fax/Email:

❏ Computer information:

- Manufacturer / CPU

❏ OS (with Service Pack information):

❏ Model name of the printer:

❏ Printer driver: Installed / Not installed

❏ Connection type: USB / Ethernet / MS shared (Client / Server)

❏ Firewall: OS standard / Personal (Product name/Ver.) / None

❏ Your application information:

- Windows service operation / Normal EXE operation

❏ EPSON application status: EpsonNet WebManager / EpsonNet Log Browser / Epson Monitoring Tool/ EpsonNet Simple Viewer / EpsonNet SDK for Windows / Printer Setting / Other (Application name)

❏ Phenomenon of the problem (or content of the question):

❏ System configuration: Hardware configuration such as computer and network, and Software module configuration

❏ Procedure of reproduction of the problem: Operation procedure, functional procedure, function and argument value to reproduce

❏ Reproducibility of the problem: Yes (out of times) / No