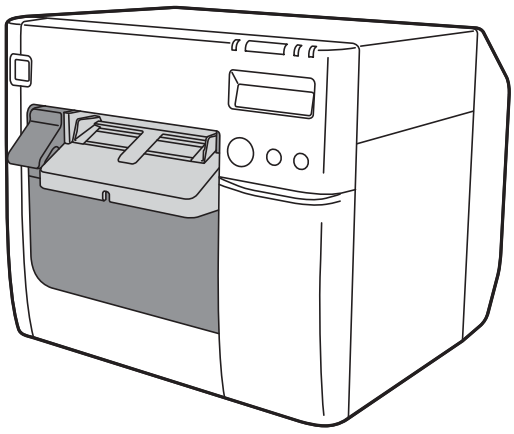
EPSON
EXCEED YOUR VISION

TM-C3500/TM-C3510/ TM-C3520

User's Guide

IPSi INTEGRATED PRODUCTIVITY SYSTEMS | infinity LABEL GROUP
(844) 477-4911 | www.ipsiscan.com

Features of This Product
Before use
Basic Operation
How to Use the Printer Driver
Creating and Printing Labels
Advanced Usage
Maintenance
Troubleshooting
Specifications
Appendix



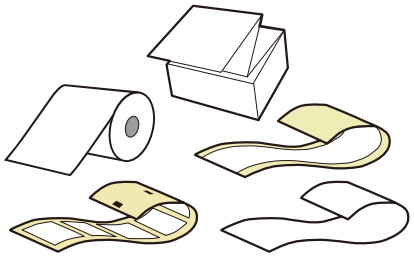
M00107702EN
Rev.C

Features of This Product

The TM-C3500 is a four-color inkjet label printer providing the processing speed, operability, and reliability required for on-demand label printing.

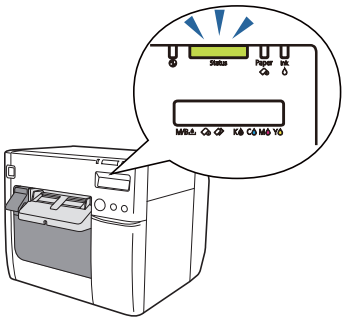
Support for Wide Variety of Paper

The product supports various paper shapes, forms, and types. This allows you to select the most suitable paper for the application when creating labels. (☞ "Paper That Can Be Used" on page 18)



Excellent Usability

The status of the printer can be checked from a combination of the LEDs lighting/flashing and the LCD display. This allows you to quickly know the cause of an error and how to resolve the problem. (☞ "Checking the Printer Status" on page 68)



Long-lasting and Durable Pigment ink

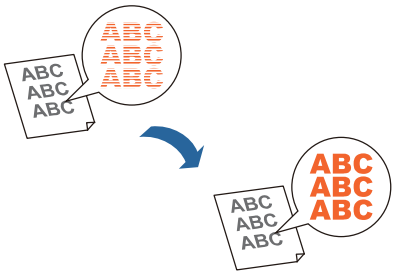
The product uses pigment ink which is resistant to water, oil, and alcohol. Even if your labels get wet, they will not smudge and the colors will not fade. Your labels will last for a long time. (☞ "Ink cartridge" on page 199)

Generic dye ink

Pigmented ink

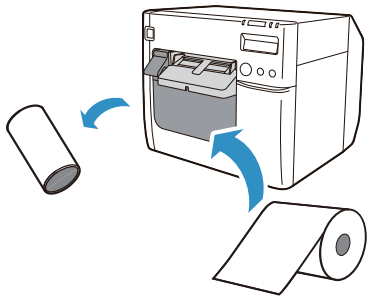
Equipped with Auto Nozzle Check System

The auto nozzle check system automatically checks the nozzles for clogging and clean them if they are clogged. This enables stable printing and reduces maintenance work and time. (☞ "Auto Nozzle Check System" on page 104)

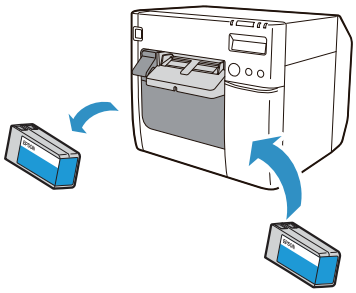


Contents

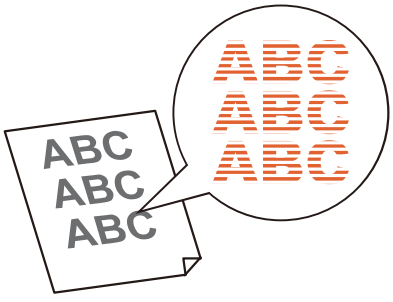
"Loading and Replacing Roll Paper" on page 46



"Replacing the Ink Cartridges" on page 44



"Troubleshooting" on page 143



Features of This Product 2

■ Contents 3

Before use 6

■ Manuals for This Product 6

Downloading the Latest Version 6
Symbols Used in This Guide 7

■ Software Introduction 8

■ Product and Driver Versions 9

How to Check the Product Version 9
How to Check the Printer Driver Version 9

■ Screens in This Manual 10

■ Safety Precautions 10

Cautions on Installation 10
Cautions on Handling 11
Cautions on Power Supply 12
Cautions on Ink Cartridges 13
Caution Label 16

■ Paper That Can Be Used 18

Paper Shapes 18
Forms of Paper 18
List of Paper That Can Be Used 19
Paper That Cannot Be Used 19

■ Part Names and Functions 20

Front 20
Inside 21
Operation Panel 22
Rear 23
Connectors 24

Setup 26

■ Setup Flow 27

■ Installing the Printer Driver 28

■ Installing the Printer 29

Removing the Protective Tape 29
Installation 30

■ Connecting a Power Supply 31

■ Connecting the Interface Cable 32

Setting the IP Address 32

■ Loading Roll Paper 32
■ Installing the Maintenance Box 33
■ Installing the Ink Cartridges 35
■ Attaching the Paper Ejection Tray 37
■ Setting the LCD 39
Display Language 39
Contrast Adjustment 41

Basic Operation 42

■ Turning On/Off 42
Turning the Power On 42
Turning the Power Off 43
■ Replacing the Ink Cartridges 44
Checking Amount of Ink Remaining 44
How to Replace the Ink Cartridges 44
■ Replacing the Maintenance Box 45
Checking the Amount of Empty Space in the Maintenance Box 45
How to Replace the Maintenance Box 45
■ Loading and Replacing Roll Paper 46
■ Loading and Replacing Fanfold Paper 56
Adjusting the Shutters 66
■ Checking the Printer Status 68
Replacement Timing of Consumables 68
Statuses and Errors 69
Self-Test Printing 71

How to Use the Printer Driver 73

■ How to Display the Printer Driver 73
Displaying from an Application 73
Displaying from the Control Panel 73
■ Printer Driver Screen Configuration 75
■ Registering Paper (Media Definition) 76
Registering New 76
Editing and Deleting 85
■ Borderless Printing 88
■ Uninstalling the Printer Driver 89

Creating and Printing Labels 90

■ Creating Labels 90
■ Printing Labels 90
■ Creating and Printing Label Data 91
■ Borderless Printing of Die-cut Labels 97
Recommended Die-cut Label Paper 97
Printer Driver Settings 98

Advanced Usage 100

■ Functions and Operating Procedures of the Printer 100
Buzzer 100
Auto Nozzle Check System 104
■ Network Settings 107
Setting Methods 107
Setting Items 107
Default Network Settings 108
Checking the Network Settings (Printing Status Sheet) 110
EpsonNet Config (Web Version) 111
■ Notification Settings for Fatal Errors 113
■ PrinterSetting Functions and Operating Procedures 115
How to Start PrinterSetting 115
PrinterSetting Screen Configuration 116
PrinterSetting Functions 117
Applying the PrinterSetting Settings 119
Paper Feed Adjustment 120
Sensor Adjustment 127
Print Head Alignment 128

Maintenance 136

■ Cleaning the Exterior 136
■ Cleaning the Platen 136
■ Cleaning the Auto Cutter 139
■ Cleaning the Printer Head 140
Printing Nozzle Check Patterns 141
Head Cleaning 142

Troubleshooting.....143

■ A Message is Displayed on the Operation Panel..... 144

■ Problems with Print Quality 147

Horizontal White Banding.....149
White or Black Banding near the Edges 149
White or Black Banding 150
Unintended Top and Bottom Margins are Generated.....151
Printed Characters Look Blurred 152
Printed Colors Are Wrong 152
Print Position Shifts.....152
Paper is Smeared or Smudged with Ink 153
Part of Print Data is Missing / Auto Cutting Position Shifts 153
Margins are Generated on Printed Labels 154
Margins of Label Are Large 154

■ Paper is Fed and Ejected, and an Error Occurs..... 155

■ Paper is jammed..... 156

■ A Message is Displayed on the Computer 157

■ Printing from a Computer is Impossible or Becomes Suddenly Impossible 158

Checking Whether the Printer Driver Is Installed.....158
Reconnecting the Printer and Computer 158

■ The Printer Does Not Turn On..... 160

Specifications 161

■ Specification 161

Electrical Specifications.....162
Overall dimensions 163

■ Environmental Specifications..... 164

■ Paper Specifications..... 165

Continuous Paper.....165
Continuous Paper (Black Marks).....166
Full-page Label 168
Die-cut label (Gap) 169
Die-cut label (black marks).....170
Wristband 174

■ Print Position and Cut Position..... 176

Continuous Paper and Roll Paper 176
Continuous Paper (Black Marks) and Roll Paper.....178
Continuous Paper (Black Marks) and Fanfold Paper 180
Full-page Label and Roll Paper 182
Die-cut Label (Gaps) and Roll Paper 184
Die-cut Labels (Black Marks) and Roll Paper 186
Die-cut Labels (Black Marks) and Fanfold Paper.....188
Wristband and Roll Paper (WB-S Series).....190
Wristband and Roll Paper (WB-M Series) 192
Wristband and Roll Paper (WB-L Series) 195

■ Ink cartridge 199

■ Maintenance Box..... 199

■ Supported Operating Systems 200

Appendix.....201

■ Consumables and Options..... 201

Ink cartridge.....201
Maintenance Box 202

■ Restriction of Use..... 202

■ Notes..... 203

■ Trademarks 203

Before use

This chapter describes information you should know before using the product.

Manuals for This Product

Paper manual

Start Here

Describes precautions on handling the product. Be sure to read the precautions before use in order to ensure safe and proper use, and to prevent personal injury to you and other persons and damage to property. This also gives instructions for unpacking and installing the product.

Manual viewable with PC

User's Guide (This Manual)

Describes details about the functions and operating procedures of the product and software, maintenance information, and troubleshooting.

Manual viewable with PC

Developer's Guide

Provides information necessary for developing a system using the product. It can be viewed from the supplied CD.

Downloading the Latest Version

The latest versions of the printer driver, utilities, and manuals can be downloaded from the following URLs.

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

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

Symbols Used in This Guide

The following symbols are used in this guide to indicate important information.

Symbols for Safety

The symbols shown below are used in this manual in order to ensure safety and proper use of this product and to prevent danger to you and other persons, and property damage. Be sure that you completely understand their meanings before reading this manual.

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.**

Symbols for General Information

IMPORTANT	Indicates information with which you must comply when using the product. Mishandling due to ignoring this information may cause the product to fail or malfunction.
Note	Indicates supplementary explanations and information you should know.
	Indicates a reference page containing related information.

Software Introduction

The following introduces the software that can be installed from the CD (TM-C3500 Series Set-Up and Utilities Disc) included with the product.

Name	Overview
TM-C35xx Printer Driver	Driver to print from Windows applications. The utility (PrinterSetting) for configuring the printer settings can be started from the driver.
Install Navi	Software to set up the product. Allows you to set up the computer and the product in wizard format.
EpsonNet Config	Software to change the network settings of the product.
USB Printer Class Device Replacement Service	Software that provides assistance for replacing the product in the event that the printer fails. This allows you to continue using the settings of the host computer with the newly connected printer.

Product and Driver Versions

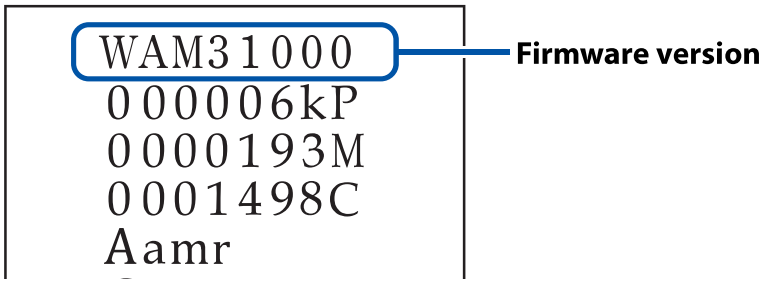
Unless otherwise specified, the explanations in this manual are for the following versions.

Product firmware: WAM31000 or later

Printer driver: Ver.2.0.0.0 or later

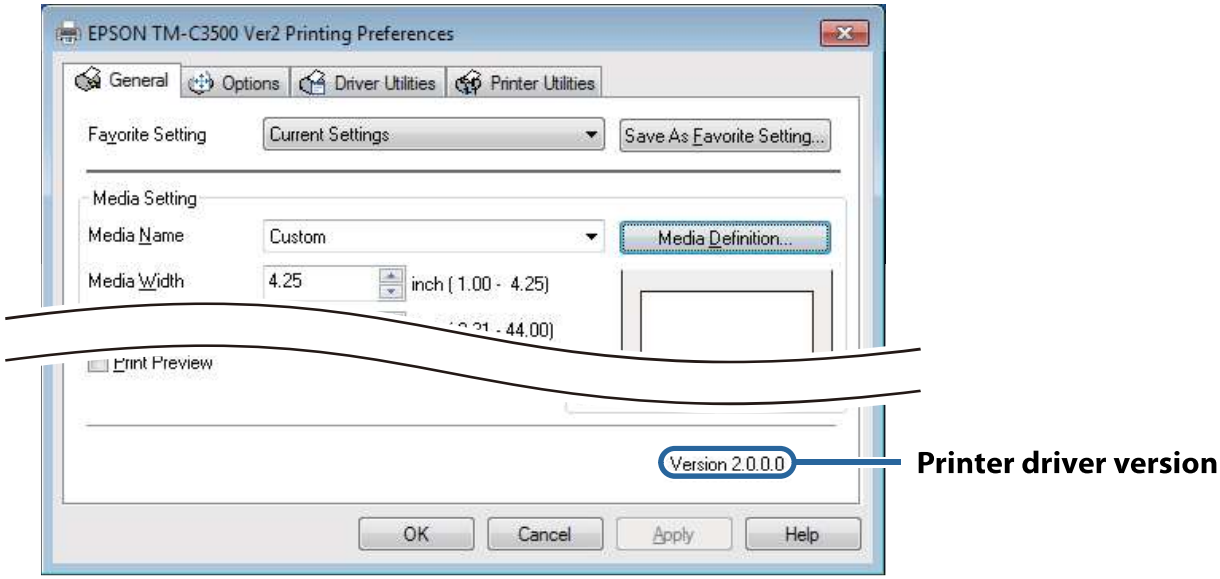
How to Check the Product Version

You can check the version of the product firmware being used by performing self test printing. Check the first line of the self test print results. ("Self-Test Printing" on page 71)



How to Check the Printer Driver Version

You can check the version in the printer driver screen. ("How to Display the Printer Driver" on page 73)



Screens in This Manual

The screens in this manual and the screens actually displayed in Windows may differ depending on the product used and operating system. Unless otherwise specified, the screens in this manual are those when using TM-C3500 in Windows 7.

Safety Precautions

To ensure safe use of the product, be sure to the read this manual and the other instruction manuals supplied with the product before use.

Store this manual in a safe place so that you can resolve any unclear points regarding the product at any time.

Cautions on Installation

⚠ **WARNING**	**Do not block the air vents of the product.** (☞ "Rear" on page 23) Doing so can result in heat accumulated in the product causing a fire. Do not cover the product with a cloth or install it in a poorly-ventilated location. Furthermore, ensure there is the installation space specified in the manual. (☞ "Installation" on page 30)
⚠ **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.
	When lifting the product, perform the work with the correct posture. Lifting the product with an inappropriate posture may cause injury.
	Use the product under the environmental conditions specified in the manual. (☞ "Environmental Specifications" on page 164)

Cautions on Handling

⚠ **WARNING**	**Do not use the product in a location with volatile substances such as alcohol or paint thinner present, 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. If an abnormality occurs, immediately turn off the power and remove the plug from the outlet, and then contact qualified service personnel for advice.
	Shut down the product immediately if a foreign object or water or other liquid gets inside the product. **Continued use may cause electric shock or fire.** Immediately turn off the power and remove the plug from the outlet, and then contact qualified service personnel for advice.
	Do not disassemble the areas other than those mentioned in this manual.
	Never repair the product yourself as doing so is dangerous.
	Do not use the product in a location where inflammable gas, explosive gas, etc. is present in the atmosphere. Furthermore, do not use aerosol sprayers containing flammable gas inside or around the 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 the other connected 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.
⚠ **CAUTION**	**Do not allow anyone to stand or place heavy objects on top of the product.** In particular, be careful in the case of a household with children. Equipment may fall or collapse, causing breakage and possible injury.

⚠ CAUTION	**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. (☞ "Connecting the Interface Cable" on page 32)
	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 while it is tilted, standing, or upside down. Doing so may cause the ink to leak.

Cautions on Power Supply

⚠ WARNING	**Do not use other than the specified AC adapter. In addition, do not use the specified adapter with another device. (☞ "Connecting a Power Supply" on page 31)** Doing so may cause electric shock or fire.
	Observe the following points when handling the AC adapter. There is a risk of electric shock or fire. * Do not use in a location where rain or water will get on the AC adapter. * Do not suspend the product by the power cord. * Do not allow a clip or other metal object to touch the connectors. * Do not cover with bedding.
	Do not allow dust or other foreign material to adhere to the power plug. Accumulated dust or foreign material may cause electric shock or fire.
	Insert the power plug securely all the way into the outlet. Failure to insert the plug securely may cause electric shock or fire.
	Be sure your AC power cord meets relevant safety standards of the area where you plan to use it.

⚠ **WARNING**	**Do not use a damaged power cord.** There is a risk of electric shock or fire. Contact qualified service personnel for advice if the power cord is damaged. Furthermore, observe the following points so as not to damage the power cord. * Do not modify the power cord. * Do not place heavy objects on the power cord. * Do not forcibly bend, twist, or pull the power cord. * Do not lay the power cord near a heating appliance.
	Do not insert or remove the power plug with a wet hand. Doing so may cause electric shock.
	Do not connect many power cords to one outlet. Doing so may cause fire. Supply power directly from a power outlet.
	Regularly disconnect the power plug from the outlet and clean the base of the prongs and between the prongs. Leaving the power plug connected to the outlet for a long period of time may cause dust to accumulate on the base of the power plug prongs, resulting in a short and fire.
	Hold the plug and do not pull the cord when disconnecting the power plug from the outlet. Pulling the cord may damage the cord or deform the plug, causing electric shock or fire.
	Do not remove and insert the power plug from/to the outlet while the power of the product is in the on state. There is a risk of electric shock or fire.
⚠ **CAUTION**	**To ensure safety, unplug the product before leaving it unused for an extended period.**

Cautions on Ink Cartridges

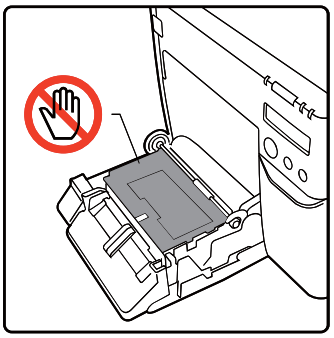
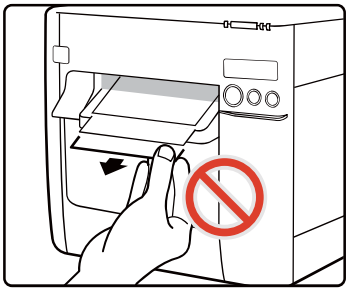
⚠ **CAUTION**	**The ink cartridges that can be used differ depending on the model number of the product. Use ink cartridges suitable for the model number of your printer. (☞ "Ink cartridge" on page 199)**
	Do not touch the IC chip on an ink cartridge. Doing so may result in normal operation and printing becoming no longer possible.

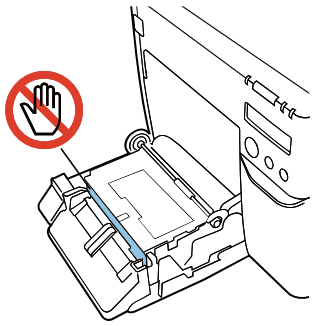
⚠ **CAUTION**	**The product uses ink cartridges equipped with IC chips to manage the amount of ink used and other information so ink cartridges are usable even if they are removed and reinstalled. However, if an ink cartridge with not much ink remaining is removed and reinstalled, it may not be usable. Some ink is consumed each time cartridges are installed because the product automatically checks their reliability.**
	Install all ink cartridges. Printing is not possible if even 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 cartridges.
	All the ink colors are consumed also for the maintenance operations when an ink cartridge is replaced and for print head cleaning.
	Do not turn off the power or open the ink cartridge cover during ink charging (while the ⏻ (power) lamp is flashing). Opening the cover may cause the ink to be recharged, resulting in more ink being consumed. Also, it may result in normal printing becoming no longer possible.
	Even for monochrome printing, all the ink colors are used in an operation designed to maintain the printing and print head quality.
	Do not disassemble an ink cartridge. Doing so may cause ink to get into eyes or onto skin.
	Do not disassemble or modify an ink cartridge. Doing so may result in normal printing becoming no longer possible.
	Use of old ink cartridges may result in reduced print quality. Use ink cartridges up within six months after opening the packages. The usage period for ink cartridges is printed on the packaging of the individual ink cartridges.
	If ink contacts your skin, eyes, or mouth, take the following actions. * When ink 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 out and consult with a doctor.
	There may be some ink around the ink supply port on a removed ink cartridge. Take care so that it does not stain the desk or other surface.

⚠ **CAUTION**	**Do not open an ink cartridge package until you are ready to install the ink cartridge in the product.**
	Wait at least four seconds for the internal operation to stop after opening the ink cartridge cover. If you remove an ink cartridge in less than four seconds, ink may spurt out.
	Do not shake an ink cartridge too hard. The ink cartridge may leak if you shake it around too much or push the sides strongly.
	Do not allow foreign objects to fall into the cartridge installation section. Doing so may result in normal printing becoming no longer possible. Remove any object that falls into the installation section, taking care not to damage the section.
	When ink is charged the first time (right after purchase), ink is consumed for filling the print head nozzles (ink discharge holes) to get ready for printing. Therefore, the number of the sheets that can be printed may be fewer than for cartridges installed later.
	If you turn the power off using the power button on the product, the print head is automatically capped to prevent the ink from drying. After installing the ink cartridges, be sure to turn the power off with the power button when you will not use the product. Do not pull out the power plug or turn off 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, if you print on glossy paper, fingerprints may get on the paper or ink may adhere to your fingers when you touch the print surface. Select and use paper that will not cause print stains.
	Store the ink cartridges in a place out of reach of children.
	Epson recommends storing ink cartridges in a cool and dark place.
	If you wish to use ink cartridges that have been stored in a cold place for a long period of time, leave them for at least 3 hours in a place that is at room temperature before use.
	Do not remove the ink cartridges from the product when storing or transporting the product.

Caution Label

The labels affixed to the product indicate the following cautions.

⚠ CAUTION	**Do not touch the platen. Your hand or clothes may become dirty. Clean the platen if it is dirty. (☞ "Cleaning the Platen" on page 136)** 
	To prevent fingers from being trapped, the lock mechanism is activated to stop the cover closing if the unit is raised up from the installation surface. When using the product, install it on a level surface. (☞ "Installation" on page 30)
	Do not touch paper which is being printed on. Doing so may result in shifting the print position or paper jam. 

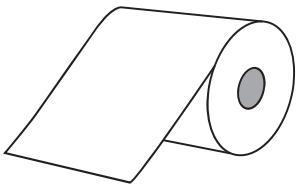
⚠ **CAUTION**	**Do not touch the blade of the auto cutter with a hand. Doing so may cause injury.** 

Paper That Can Be Used

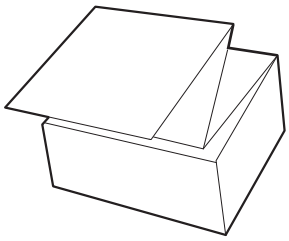
The following shapes and forms of paper can be used with the printer.
For the detailed specifications, check "Paper Specifications" on page 165.

Paper Shapes

The following shapes of paper can be used.



Roll paper



Fanfold paper

Forms of Paper

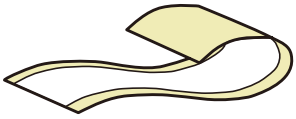
The following forms of paper can be used.

Plain paper (without adhesive)

Continuous paper
(without black marks)

Continuous paper
(with black marks*1)

Label paper (with adhesive)



Full-page Label

Die-cut label
(Gap*2)

Die-cut label
(BlackMark*1)

*1: The print position is detected based on the black marks printed on the back or backing paper of the paper.
*2: The print position is detected based on the gaps between labels.

Note	Depending on the shape of die-cut labels, the labels may peel off their backing paper inside the printer. When you want to use die-cut labels that do not meet the paper specifications, contact your dealer for advice.("Paper Specifications" on page 165)

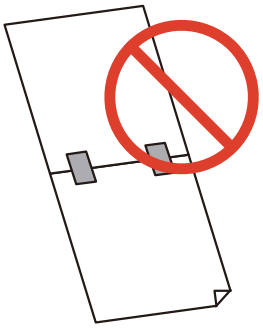
List of Paper That Can Be Used

	Adhesive	Type	Category
Roll paper	Yes	Full-page label Die-cut labels (with black marks) Die-cut labels (with gaps)	Plain paper Matte paper Synthetic paper Glossy
	No	Continuous paper Continuous paper (with black marks)	Plain paper Matte paper Wristband
Fanfold paper	Yes	Die-cut labels (with black marks)	Plain paper Matte paper
	No	Continuous paper (with black marks)	

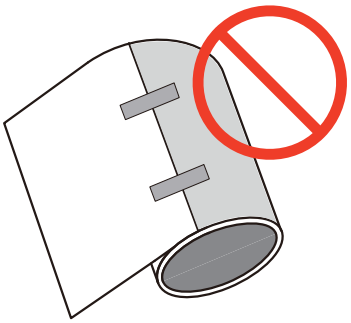
Paper That Cannot Be Used

Do not load paper like the following. Such paper will cause paper jams and print stains.

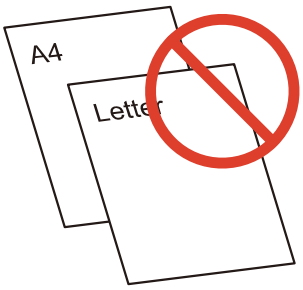
Thermal paper



Paper joined together by tape, etc.



Paper joined to the core by tape, etc.

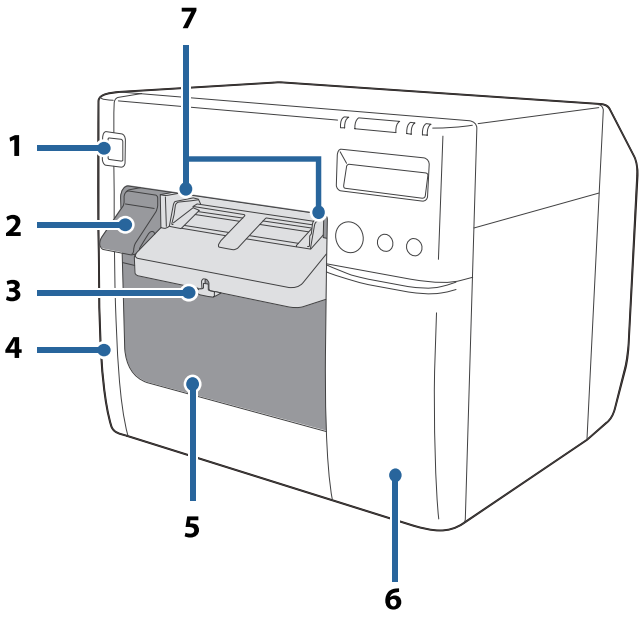


Paper of A size, B size, etc.

Part Names and Functions

This section describes the main operation parts.

Front



1	(power) button

Turns on/off the printer. ("Turning On/Off" on page 42)

2	Release lever

Pull this lever towards you to open the roll paper cover.

3	Lock lever (paper ejection guides)

Press down this lever to enable adjustment of the paper ejection guides.
Pull up this lever until it clicks into place to lock the paper ejection guides.

4	Maintenance box cover

Open this cover to install/replace the maintenance box. ("Installing the Maintenance Box" on page 33)

5	Roll paper cover

Open this cover to load or replace roll paper or attach the fanfold paper guides. ("Loading and Replacing Roll Paper" on page 46, "Loading and Replacing Fanfold Paper" on page 56)

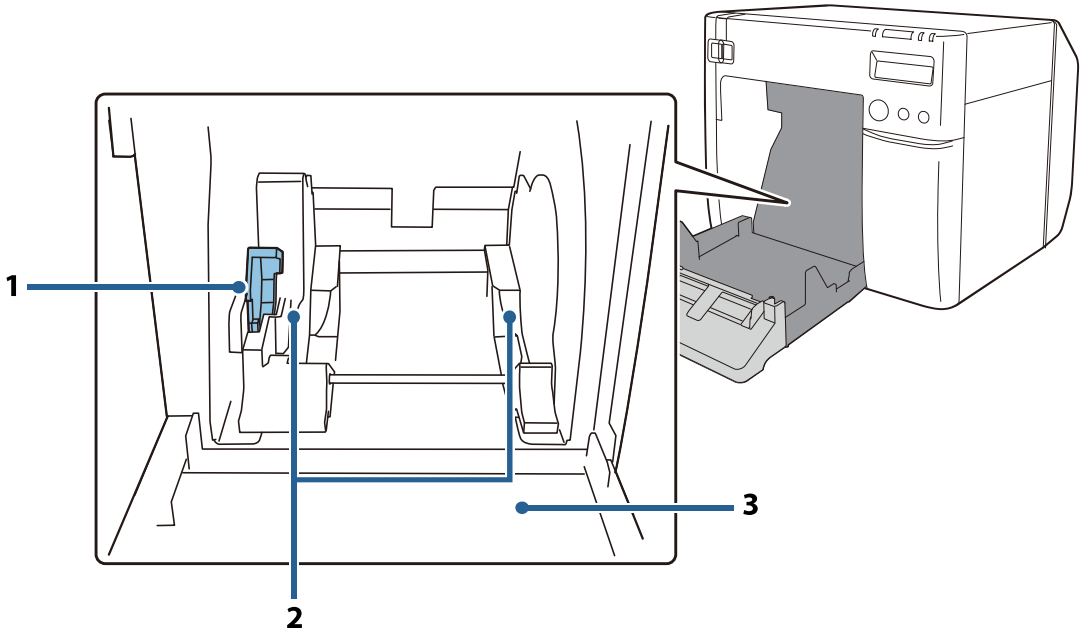
6	Ink cartridge cover

Open this cover to install/replace the ink cartridge. ("Installing the Ink Cartridges" on page 35)

7	Paper ejection guides

These guides are for preventing the paper from getting out of position when ejected. Adjust them to match the paper width.

Inside



1	Lock lever (roll paper guides)

Pull up this lever to enable adjustment of the roll paper guides.
Push down this lever to lock the roll paper guides.

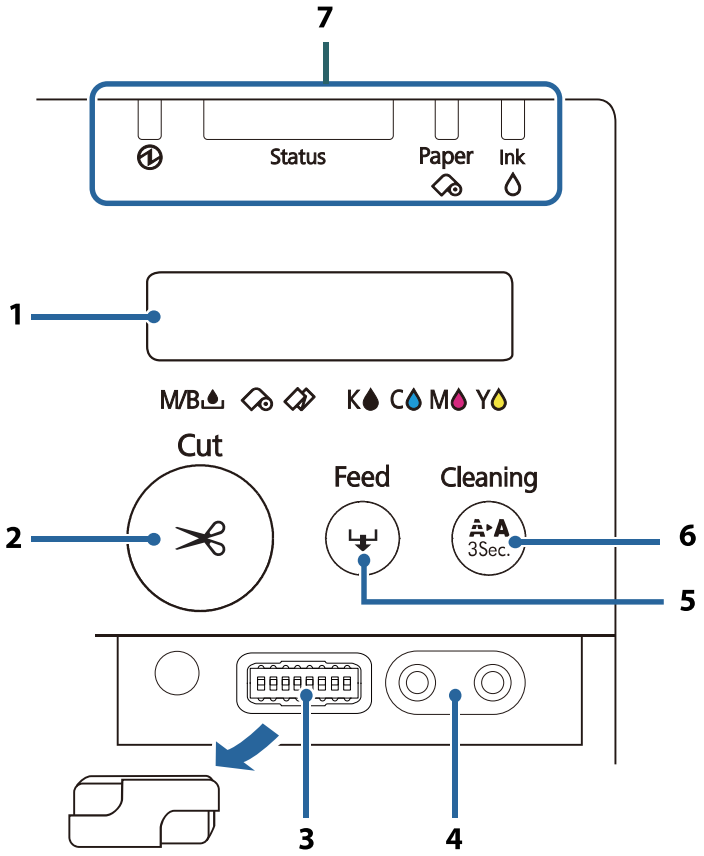
2	Roll paper guides

These guides are for fixing the roll paper in place. Adjust them to match the paper width.

3	Shutter

Adjust this to match the paper width. ("Adjusting the Shutters" on page 66)

Operation Panel



1	**LCD**

Displays messages and the printer status.
("Checking the Printer Status" on page 68, "Setting the LCD" on page 39)

2	**Cut button**

Cuts the paper.

3	**Dip switches**

Operate these switches when configuring the following settings.

- When changing the display language of the LCD ("Display Language" on page 39)
- When changing the volume of the buzzer ("Buzzer" on page 100)
- When expanding the print area ("Unintended Top and Bottom Margins are Generated" on page 151)
- When attaching the power switch cover and setting the power switch to not operate (“Developer's Guide”)

4	**LCD contrast adjustment buttons**

Operate these buttons when adjusting the contrast of the LCD.

- Pressing the left button increases the contrast and pressing the right button reduces the contrast. Once adjusted, the setting is retained even if the power is turned off. ("Contrast Adjustment" on page 41)

5	Feed button

When the paper has no black marks or gaps between labels, pressing this button once feeds the paper by 15 mm.
When the paper has the marks or gaps, pressing this button once feeds the paper to the next mark or gap (the next label or page).
Pressing and holding the button feeds paper until the button is released. (Maximum of approximately 6 seconds)

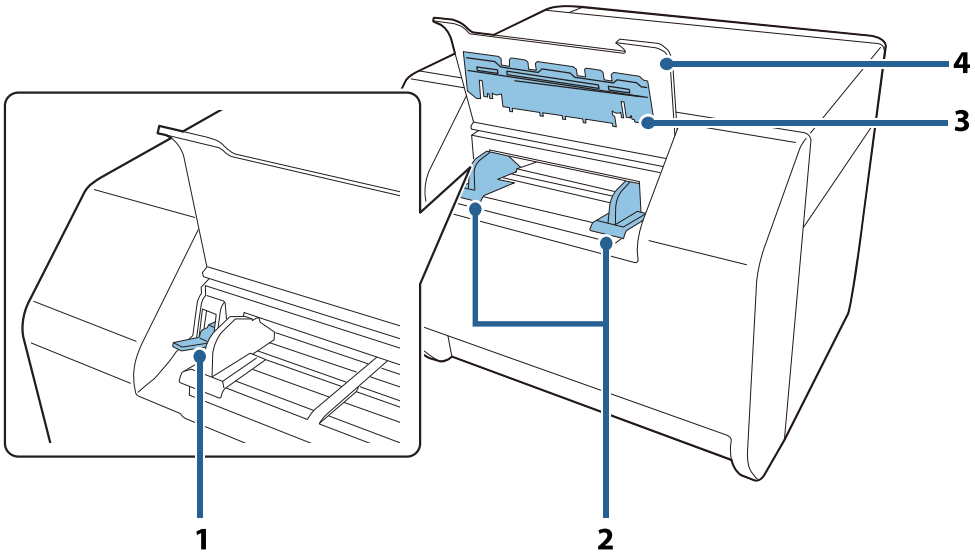
6	Cleaning button

Press this button for at least 3 seconds to run a print head cleaning.

7	LED

The status of the printer can be checked from a combination of the LEDs lighting/flashing and the LCD display. This allows you to know the cause of an error and how to resolve the problem from the printer status. ("Checking the Printer Status" on page 68)

Rear



1	Lock lever (fanfold paper guides)

Pull up this lever to enable adjustment of the fanfold paper guides.
Pull down this lever to lock the fanfold paper guides.

2	Fanfold paper guides

These guides are for preventing the paper from getting out of position when fed into the printer. Adjust them to match the paper width.

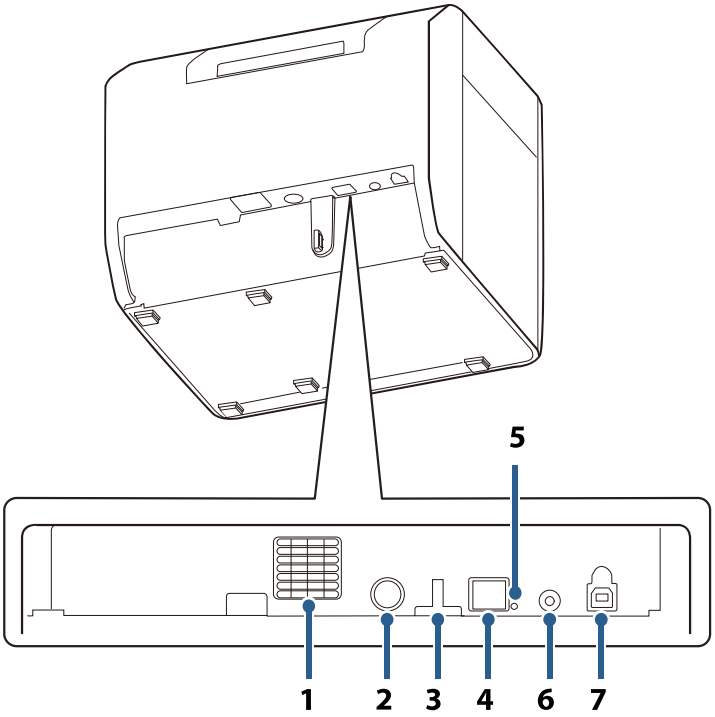
3	**Paper feed guide**

Insert this in the roll paper cover to use fanfold paper.

4	**Fanfold paper cover**

Open this cover to load or replace the fanfold paper. ("Loading and Replacing Fanfold Paper" on page 56)

Connectors



1	**Air vent**

Exhausts heat generated in the printer to prevent the temperature inside the printer from rising. Provide a clearance of 10 cm {3.93"} or more from the area around the air vent to ensure ventilation when installing the printer.

2	**DC-IN connector**

Connect the cable of the AC adapter.

3	**Wire saddle**

Pass the USB cable through this saddle to prevent disconnection of the cable.

4	**Ethernet connector**

Connect a LAN cable.

5	**Link LED**

Indicates the printer network status.
Off: Power is off or network communication stopped
On: Network communication established
Flashing: Receiving data

6	**Status sheet button**

Press this button to print a status sheet. (☞ "Checking the Network Settings (Printing Status Sheet)" on page 110)
Press and hold this button and turn the printer on, then keep holding down the button for at least 10 seconds to reset the network settings to their default settings.

7	**USB connector**

Connect a USB cable.

Setup

This chapter describes the preparation work from installing the printer to getting the printer ready for printing.

The printer can also be set up easily by using Install Navi. Install Navi can be started from the supplied CD.

Setup Flow

Installing the Printer Driver (☞ page 28)

Installing the Printer (☞ page 29)

Connecting a Power Supply (☞ page 31)

Connecting the Interface Cable (☞ page 32)

Loading Roll Paper (☞ page 32)

Installing the Maintenance Box (☞ page 33)

Installing the Ink Cartridges (☞ page 35)

Attaching the Paper Ejection Tray (☞ page 37)

Setting the LCD (☞ page 39)

Installing the Printer Driver

The printer driver can be installed from the supplied CD. You can also download it from the following URL.

Confirm the processor version of your operating system and then download the appropriate printer driver.

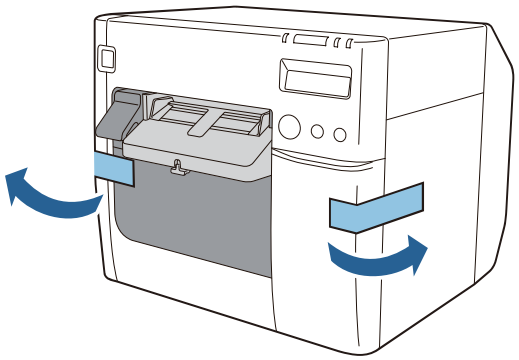
For customers in North America, go to the following web site:
<http://www.epson.com/support/>

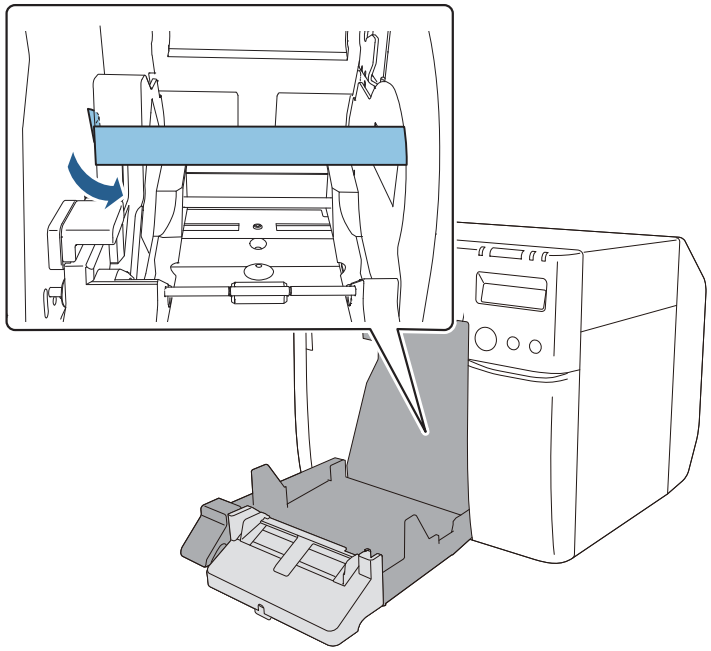
For customers in other countries, go to the following web site:
<https://download.epson-biz.com/?service=pos>

Installing the Printer

Removing the Protective Tape

Protective tape is affixed for protection against shock during transportation. Remove the tape before installation.

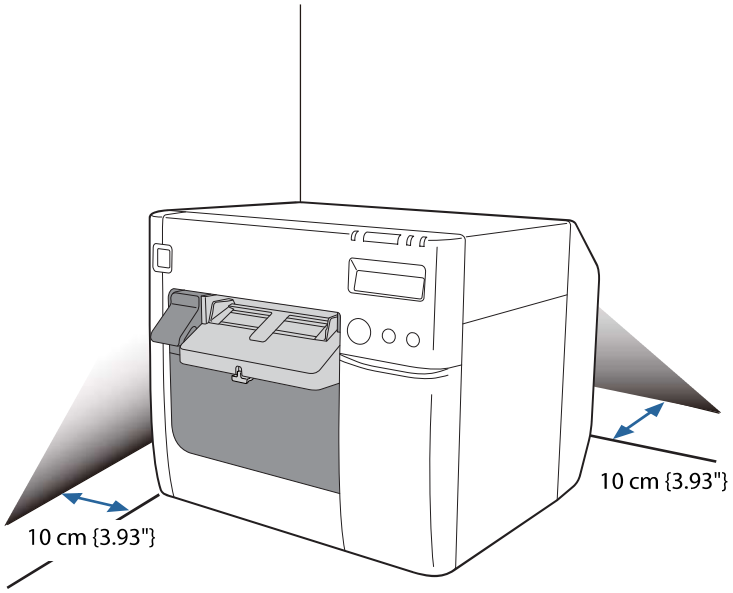




IMPORTANT	The protective tape and packaging box will be required for future transportation. Keep them in a safe place.

Installation

Provide sufficient space in a location appropriate for installation.



Location Appropriate for Installation

Install the printer in a location as follows.

- On a level and stable surface with sufficient strength to support the weight of the printer (approx. 12.0 kg [26.45 lb]).
- On an area larger than the bottom surface of the printer. (☞ "Overall dimensions" on page 163)
- In a well-ventilated location leaving a clearance of 10 cm {3.93"} or more from the air vent of the printer to the wall.
- In a location free of vibration and impacts.
- In a location where a dedicated power outlet is available.
- In a location where you can load and remove paper without difficulty.
- In a location with sufficient space around the printer to allow for installation of accessories, replacement of consumable products, and daily cleaning.
- In a location meeting the guaranteed environmental conditions. (☞ "Specifications" on page 161)

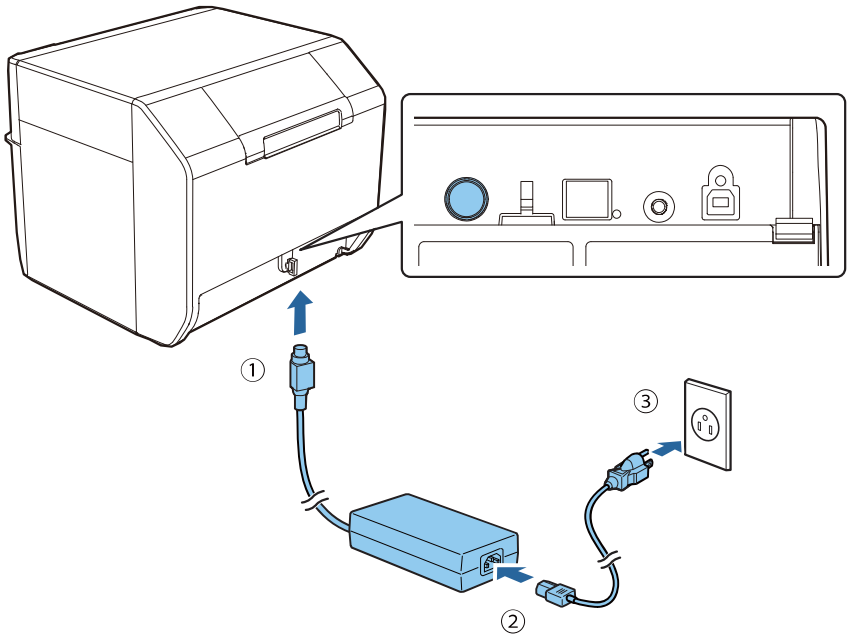
⚠ **CAUTION**	The weight of the printer is approximately 12.0 kg {26.45 lb}. When lifting the printer, perform the work with the correct posture. For example, bend your knees a sufficient amount. Lifting the printer with an inappropriate posture may cause injury to the worker or damage to the printer.

Connecting a Power Supply

Connect a power supply by following the steps below.

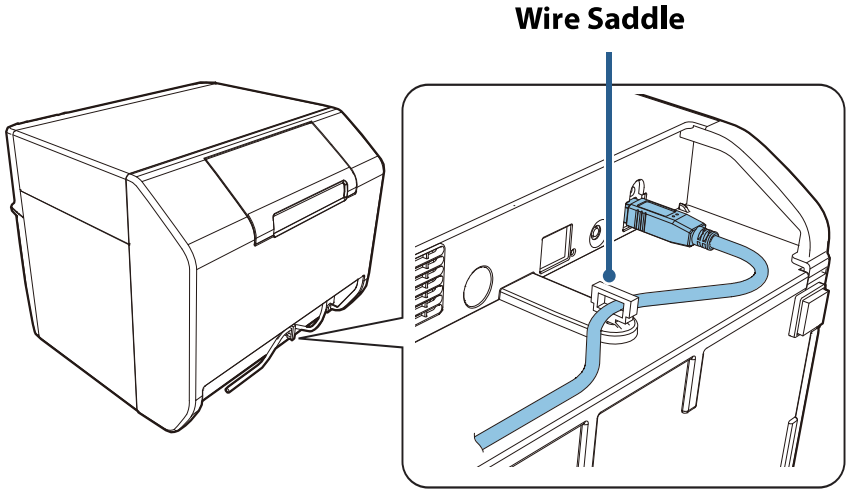
WARNING	**Read the precautions on the power supply carefully before connecting the power supply. ("Cautions on Power Supply" on page 12)**
	Do not use other than the specified AC adapter (AC adapter, K model number: M248A). In addition, do not use the specified adapter with another device. Doing so may cause electric shock or fire.

1. Insert the DC connector of the AC adapter firmly all the way into the DC-IN connector of the printer.
2. Insert the connector of the AC cable firmly all the way into the AC inlet of the AC adapter.
3. Insert the power plug firmly all the way into an outlet with a ground.
4. Place the AC adapter with its label facing downward.



Connecting the Interface Cable

Connect the interface cable to be used to the connector on the rear side of the printer.
(☞ "Connectors" on page 24)
When connecting a USB cable, pass the cable through the wire saddle to prevent accidental disconnection.



Setting the IP Address

If the interface to be used is Ethernet (LAN cable connection), you need to configure the network settings.

To configure the basic network settings, use Install Navi. You can start it from the supplied CD. For information on advanced network settings, refer to "Advanced Usage" on page 100.

Loading Roll Paper

Load the roll paper supplied with the printer in the printer.
For the loading procedure, refer to “When Loading Roll Paper for the First Time” in "Loading and Replacing Roll Paper" on page 46.

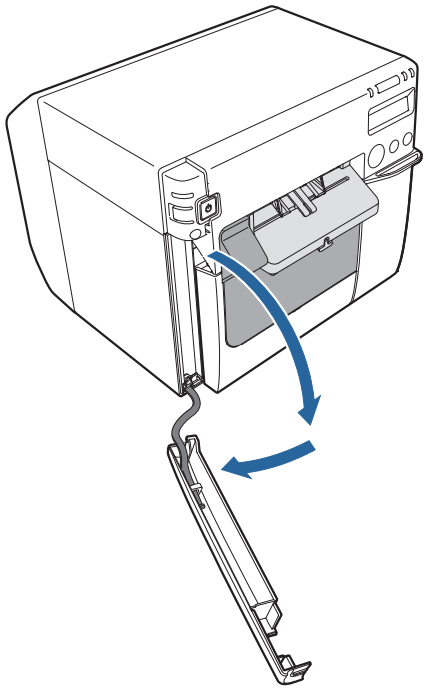
Installing the Maintenance Box

The maintenance box is a container for the waste ink discharged during cleaning and printing.
This section describes the procedure for installing the maintenance box for the first time.
When replacing the maintenance box, see "Replacing the Maintenance Box" on page 45, and then follow the procedure in this section.

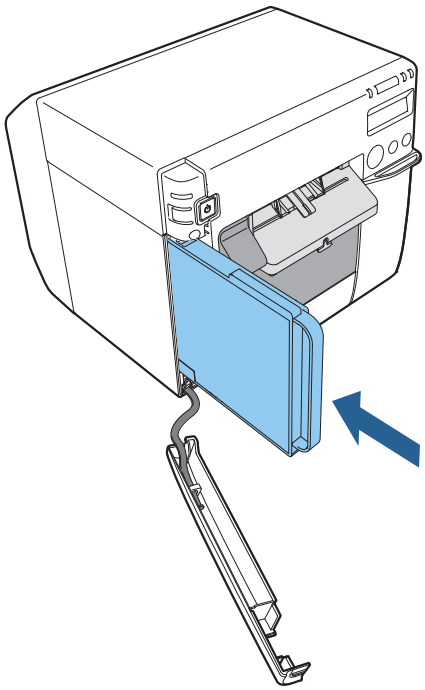
⚠ **CAUTION**	• **Do not disassemble the maintenance box.** • **Do not touch the circuit board components with a hand.** • **Store in a place out of reach of children.** • **Do not drink any adhered liquid.** • **If a maintenance box that can still be used has been removed and left detached for a long period of time, do not reuse it.**

1 Turn the printer off. (☞ "Turning the Power Off" on page 43)

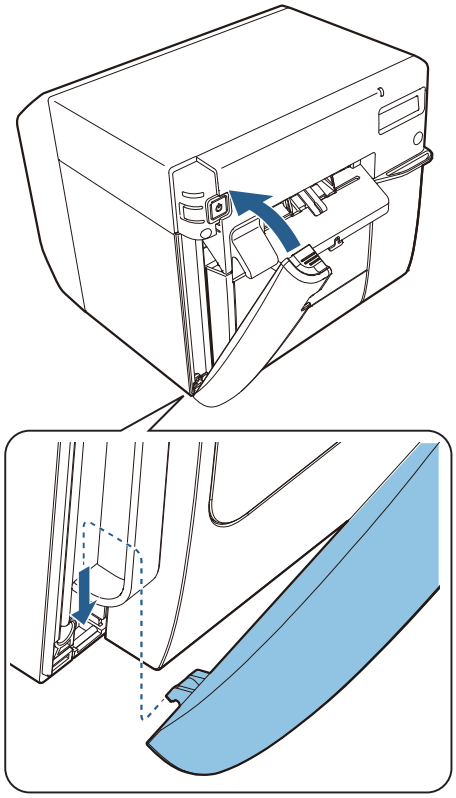
2 Open the maintenance box cover.
Pull the upper part of the cover towards you to open the cover.



3 Push the maintenance box into the printer until it clicks into place.



4 Close the maintenance box cover.
Engage the hook of the cover with the printer, and then close the cover.



Installing the Ink Cartridges

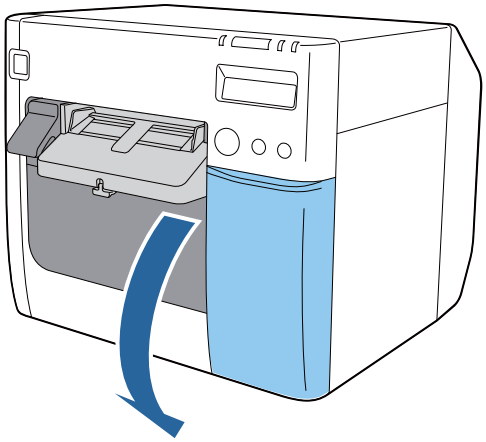
This section describes the procedure for installing the ink cartridges and performing ink charging for the first time.

When replacing an ink cartridge, see "Replacing the Ink Cartridges" on page 44, and then follow the procedure in this section.

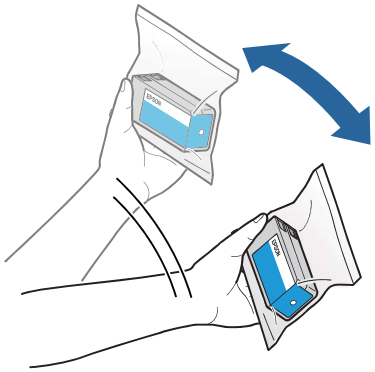
⚠ CAUTION	Read the precautions on handling carefully before installing the ink cartridges. (☞ "Cautions on Ink Cartridges" on page 13)

1 Check that the printer is powered on. (☞ "Turning the Power On" on page 42)

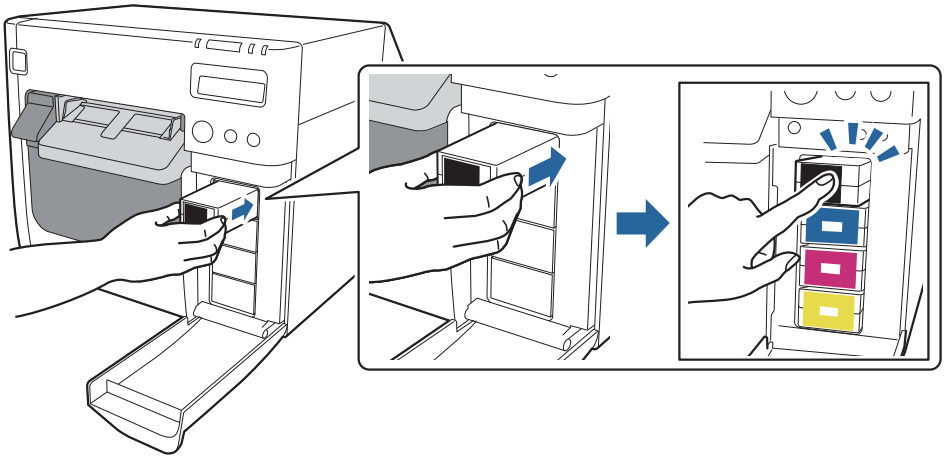
2 Open the ink cartridge cover.



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



4 Push the ink cartridges of all four colors gently into the printer until they click into place. Make sure that the color of each cartridge label matches the color of the label on the cartridge insertion part.



5 Close the ink cartridge cover.

Ink charging starts. The ⏻ (power) LED flashes during ink charging. It takes up to 10 minutes to charge the ink the first time ink cartridges are installed in the printer. When ink charging completes, the ⏻ (power) LED changes from flashing to on.

⚠ **CAUTION**	Never open any cover of the printer or turn off the printer during ink charging (while the ⏻ (power) LED is flashing). Doing so will consume a large amount of ink, which may result in the need to replace the ink cartridges before the completion of charging.
Note	The ink cartridges included in the product package are used for initial charging. The printer uses ink to prepare for printing (ink charging) when the ink cartridges are installed for the first time.

The installing of ink cartridges is now complete.

Attaching the Paper Ejection Tray

Attaching the supplied paper ejection tray to the printer allows you to temporarily collect printed labels.

The paper ejection tray can hold the paper of the following sizes.

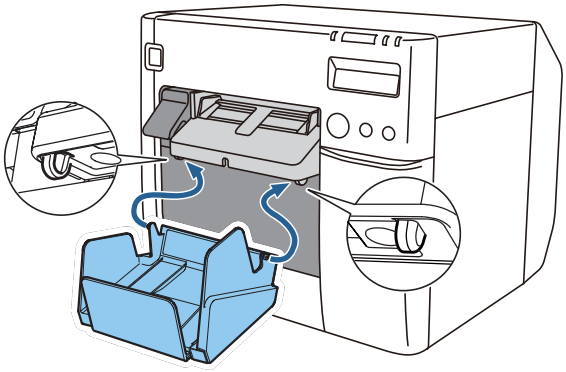
Maximum paper size: 105 (W) x 148 (L) mm

Minimum paper size: 76 (W) x 54 (L) mm

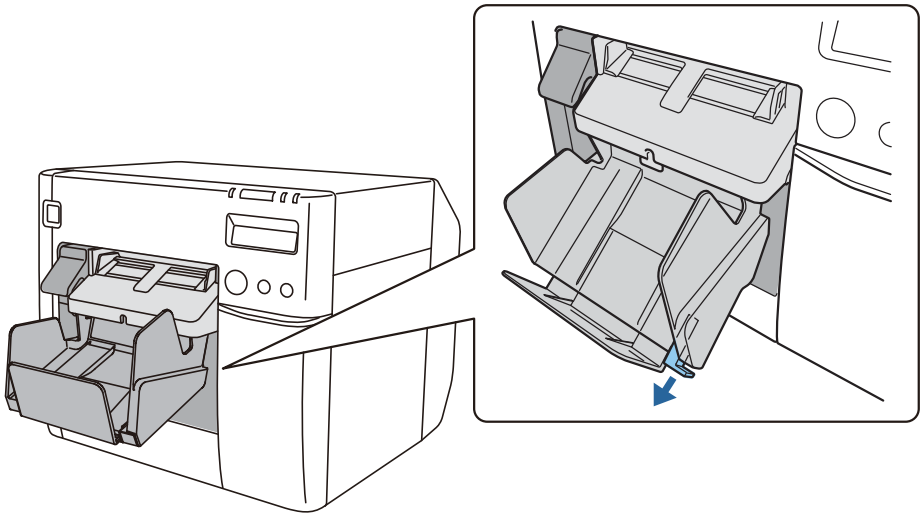
Note	In the case of roll paper, the paper is curled so if multiple labels or sheets are printed and ejected, they may overflow the paper ejection tray.

Attach the paper ejection tray by following the steps below.

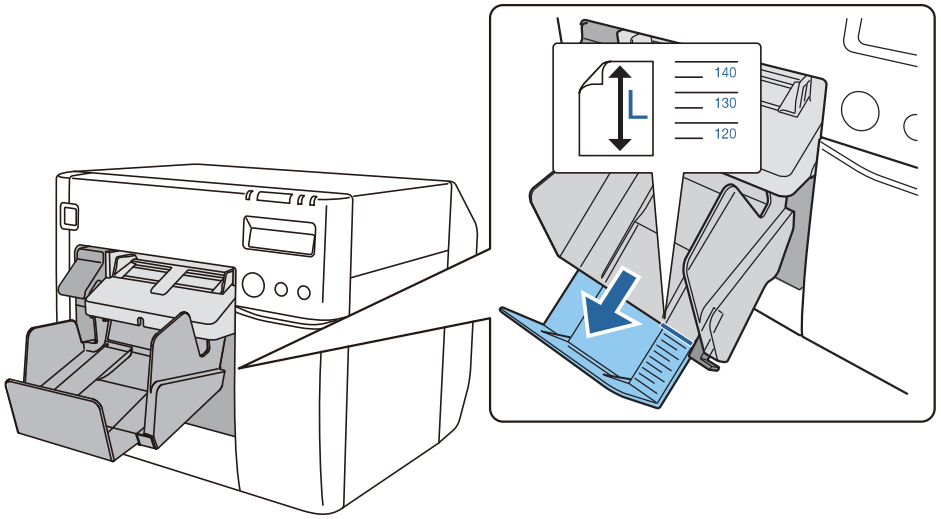
1 Attach the paper ejection tray by hooking it onto the hooks on the under side of the paper ejection guides.



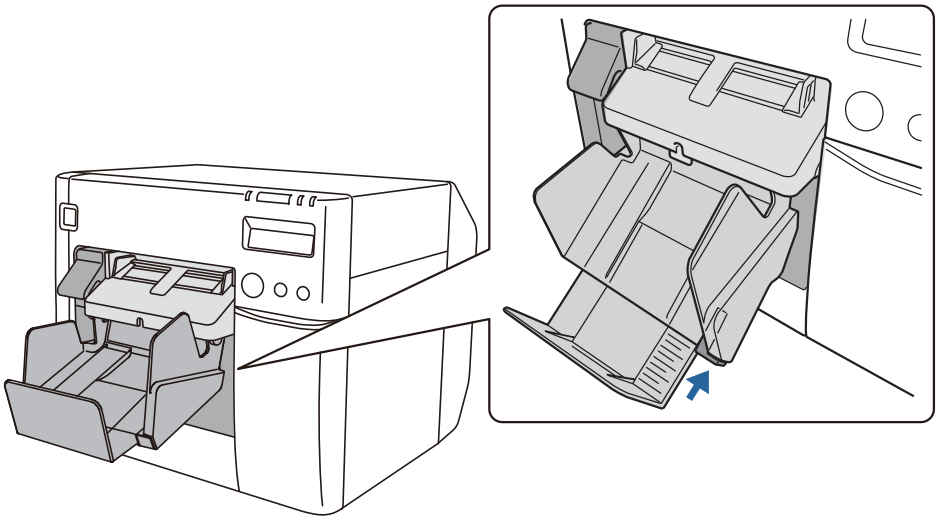
2 Pull the lever at the bottom right of the paper ejection tray to release the lock.



3 Extend the paper ejection tray until the paper length indication matches with the length of your paper.



4 Push in lever at the bottom right of the paper ejection tray to lock the tray in place.



Setting the LCD

Configure the various settings of the LCD.

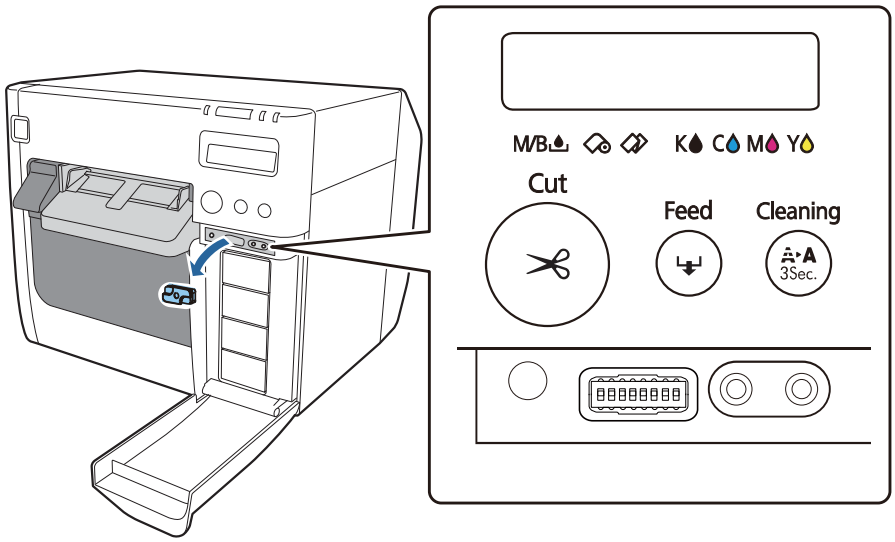
Display Language

Set the display language of the LCD by following the steps below.

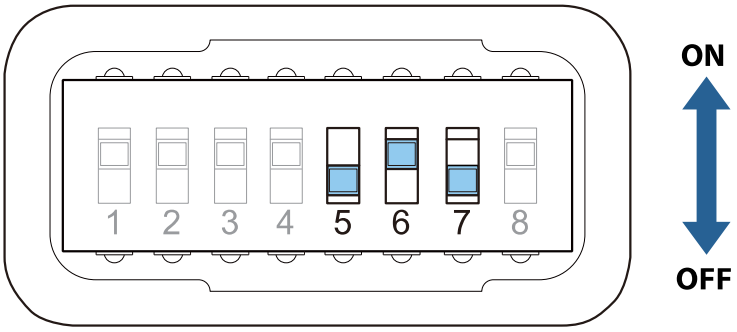
CAUTION	Turn the printer off before removing the dip switch cover. If you remove the cover while the power is on, the printer may fail due to a short circuit.

1 Turn the printer off. ("Turning the Power Off" on page 43)

2 Open the ink cartridge cover and remove the dip switch cover.



3 Use an object with a sharp tip to operate the dip switches.
The dip switches are numbered in order from the left. Up is the ON state and down is the OFF state. The dip switch settings for each language are shown below.



Language setting	Switch number		
	5	6	7
Japanese (Kana)	OFF	OFF	OFF
English	OFF	OFF	ON
French	OFF	ON	OFF
Italian	OFF	ON	ON
German	ON	OFF	OFF
Spanish	ON	OFF	ON
Portuguese	ON	ON	OFF
Dutch	ON	ON	ON

4 Attach the dip switch cover and close the ink cartridge cover.

5 Turn on the power and check that the display language has changed.

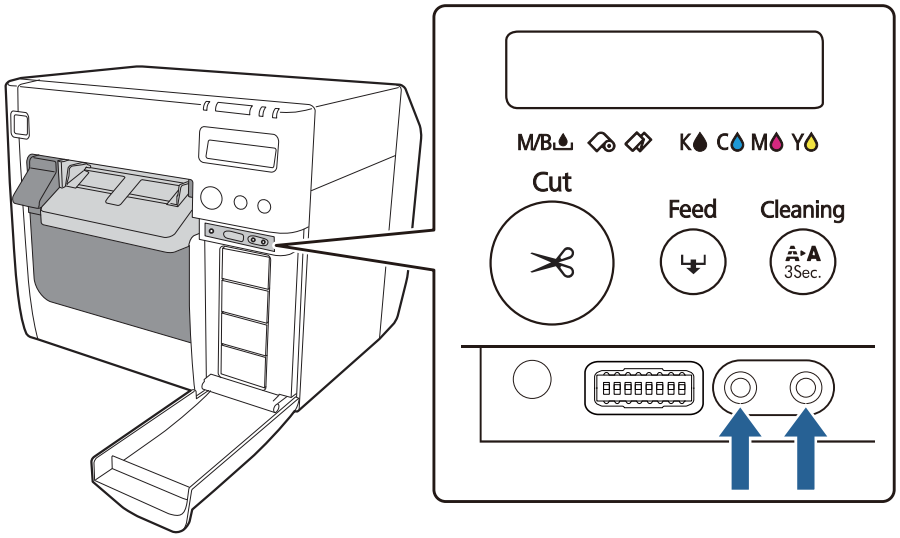
Contrast Adjustment

Adjust the contrast of the LCD by following the steps below. The changed setting is retained even if the power is turned off.

1 Turn the printer on. (☞ "Turning the Power On" on page 42)

2 Open the ink cartridge cover.

3 Press the LCD contrast adjustment buttons to adjust the contrast. Pressing the left button increases the contrast and pressing the right button reduces the contrast.



Basic Operation

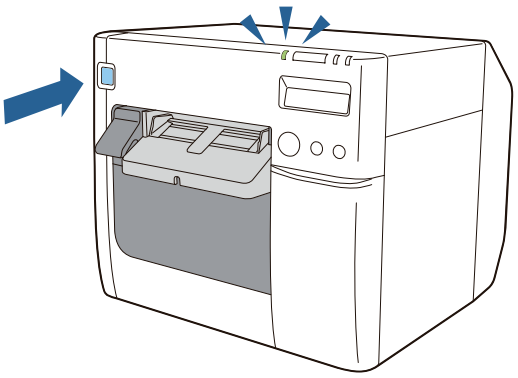
This chapter describes the basic operating procedures of the printer.

Turning On/Off

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

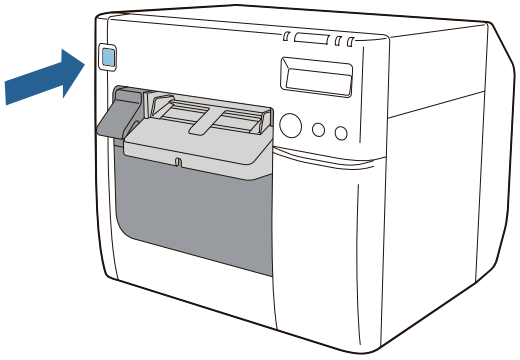
Turning the Power On

Hold down the (power) button for at least 1 second until the (power) LED turns on.



Turning the Power Off

Hold down the (power) button for at least 1 second until the (power) LED turns off.



WARNING	• Do not remove and insert the power plug from/to the outlet while the printer is powered on. Doing so may cause electric shock or fire. • When the printer is powered off with the power button, the print head is automatically capped to prevent the ink from drying. When you will not use the printer after installing the ink cartridges, be sure to turn the power off with the power button. Do not pull out the power plug or turn off the breaker while the power is on.

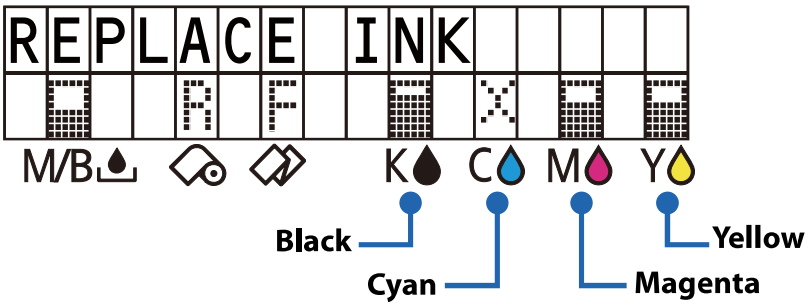
Note	Attaching the supplied power switch cover will enable you to prevent incorrect operation of the power switch. (“Developer's Guide”)

Replacing the Ink Cartridges

This section describes how to replace the ink cartridges.

Checking Amount of Ink Remaining

The ink LED lights and the LCD indicates **REPLACE INK** when it is time to replace an ink cartridge. You can check which ink cartridge needs to be replaced on the LCD.
(☞ "Replacement Timing of Consumables" on page 68)



How to Replace the Ink Cartridges

Refer to "Installing the Ink Cartridges" on page 35.
Replacement can be performed with the same procedure. Gently press in a used ink cartridge to release the lock and then pull it out toward you.

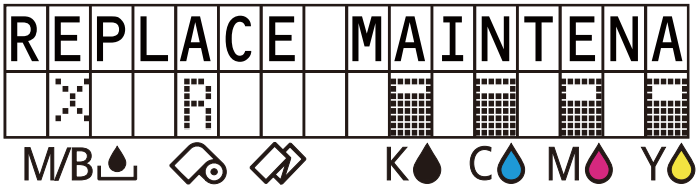
For the model numbers of the ink cartridges, refer to "Ink cartridge" on page 201.

Replacing the Maintenance Box

This section describes how to replace the maintenance box.

Checking the Amount of Empty Space in the Maintenance Box

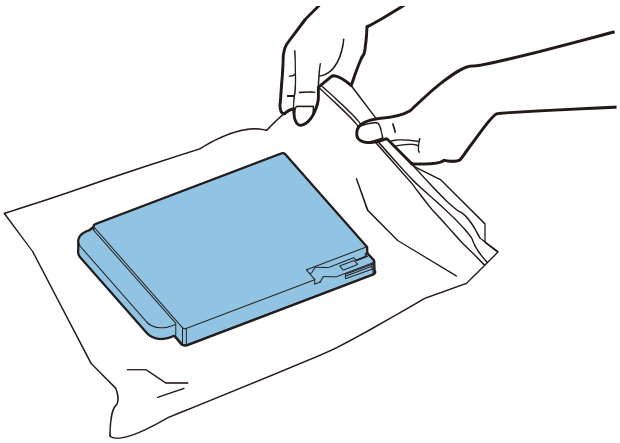
The ink LED lights and the LCD indicates **REPLACE MAINTENANCE BOX** when it is time to replace the maintenance box. ("Replacement Timing of Consumables" on page 68)



How to Replace the Maintenance Box

Refer to "Installing the Maintenance Box" on page 33.
Replacement can be performed with the same procedure. Pull out the used maintenance box toward you to remove it.

For the model number of the maintenance box, refer to "Maintenance Box" on page 202.

CAUTION	Waste ink may leak from the used maintenance box and get on your hands or the surroundings so insert it in a plastic bag for waste. For the disposal procedure, refer to "Maintenance Box" on page 202. 
Note	It is recommended to clean the platen at the same time you replace the maintenance box. ("Cleaning the Platen" on page 136)

Loading and Replacing Roll Paper

This section describes how to load and replace roll paper. As shown below, the procedure differs depending on the size and form (roll or fanfold) of the paper before and after the replacement.

IMPORTANT	**When replacing paper with a different shape, form, or type of paper, change the media settings of the printer driver before loading the paper. ("How to Use the Printer Driver" on page 73)**

Replacement Procedure List

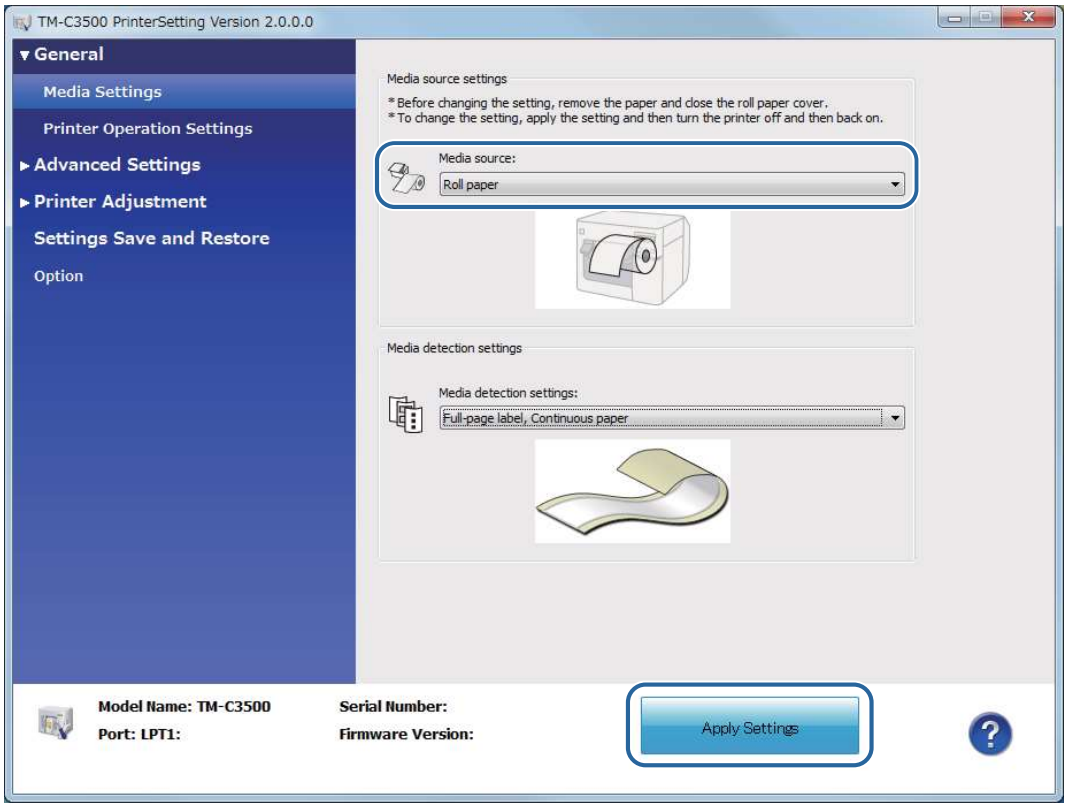
When loading roll paper for the first time or when replacing with roll paper of a different width	When changing from fanfold paper to roll paper	When replacing with new roll paper after roll paper is used up	
1	1	1	Turn the printer on (page 47)
2	2		Start PrinterSetting and set the media source (page 47)
3	3	2	Open the roll paper cover (page 48)
	4		Remove the paper feed guide (page 48)
4	5		Release the lock of the roll paper guides (page 49)
5	6		Adjust the roll paper guides to match the paper width (page 49)
6	7	3	Load the roll paper (page 50)
7	8		Lock the roll paper guides (page 50)
8	9		Adjust the platen shutters to match the paper width (page 51)
9	10		Release the lock of the paper ejection guides (page 52)
10	11	4	Pull out the leading edge of the roll paper (page 53)
11	12		Adjust the paper ejection guides to match the paper width (page 53)
12	13		Lock the paper ejection guides (page 54)
13	14	5	Close the roll paper cover (page 54)
14	15		Check the LCD (page 55)

Turn the printer on

Check that the printer is powered on. ("Turning the Power On" on page 42)

Start PrinterSetting and set the media source

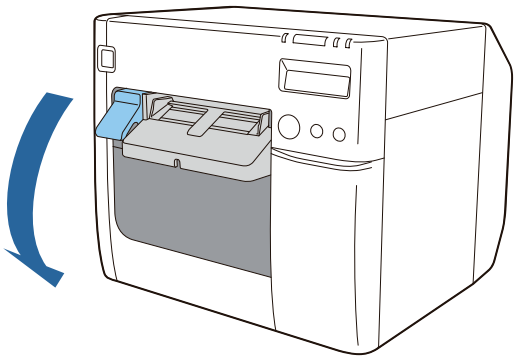
Start PrinterSetting from the computer and set the media source to **Roll paper**. After changing the setting, click **Apply Settings** and restart the printer. ("PrinterSetting Functions and Operating Procedures" on page 115)



3 3 2

Open the roll paper cover

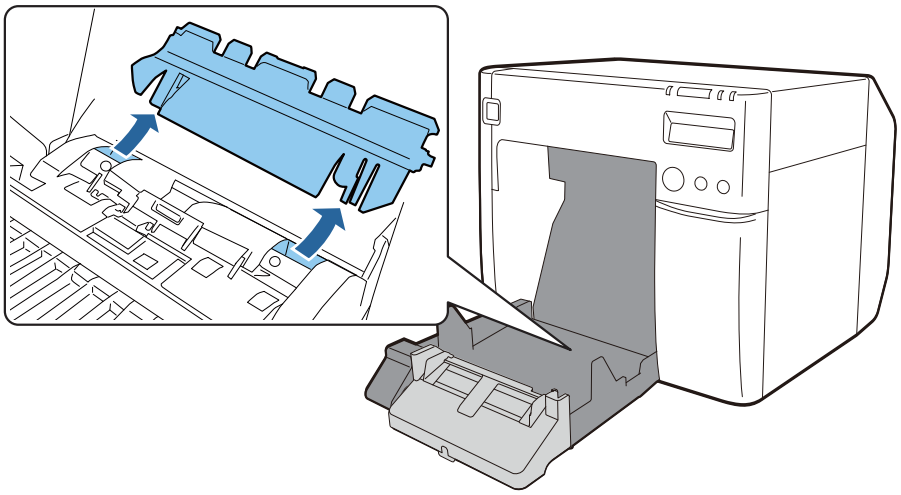
Pull the release lever toward you to open the roll paper cover.
If there is used roll paper or a core remaining inside the printer, remove it.



4

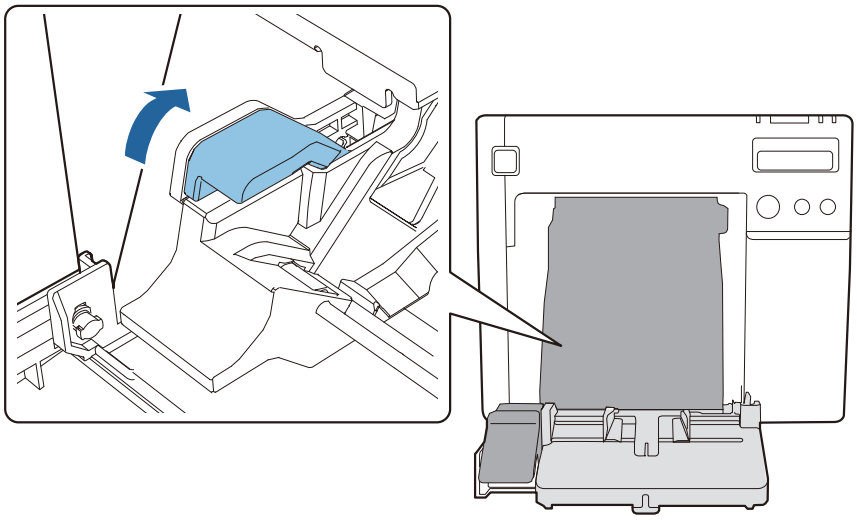
Remove the paper feed guide

Pull the paper feed guide to remove it.



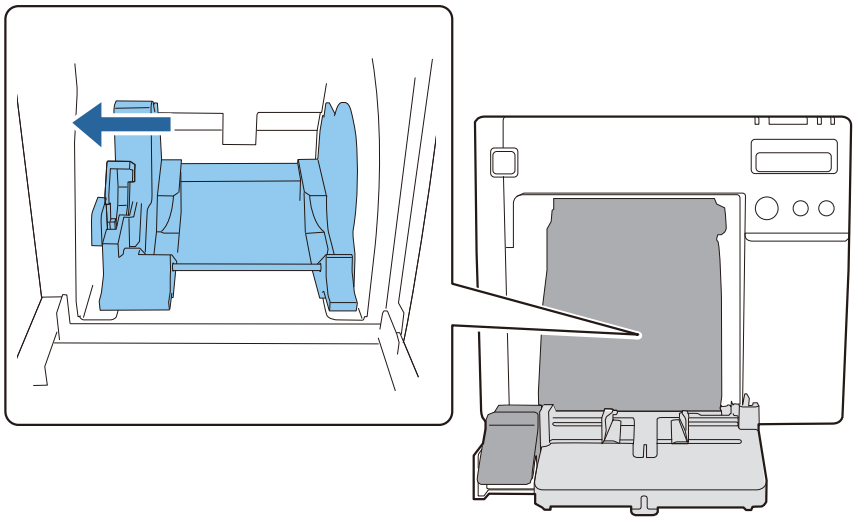
Release the lock of the roll paper guides

Pull up the lock lever of the roll paper guides.



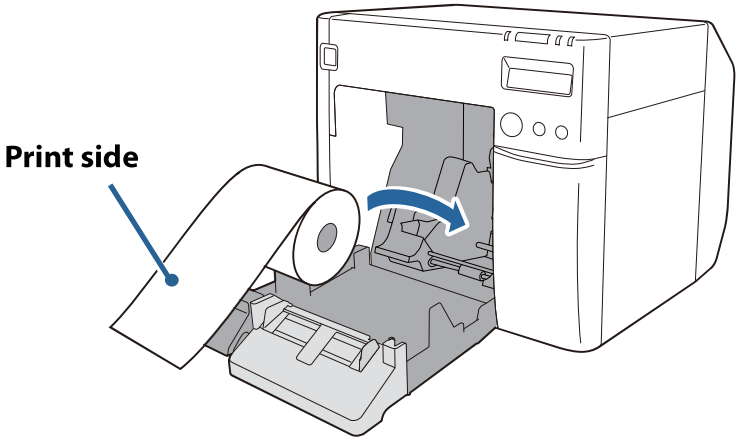
Adjust the roll paper guides to match the paper width

Widen the roll paper guides by hand.



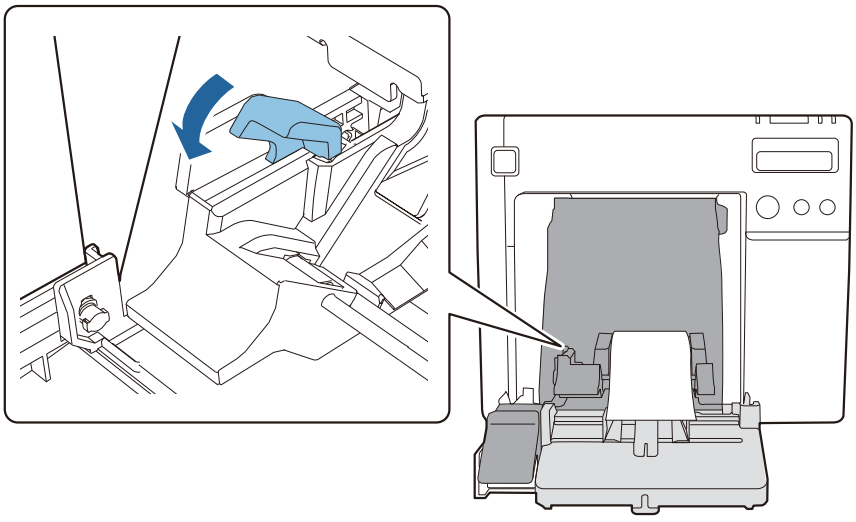
Load the roll paper

Insert the roll paper between the roll paper guides.



Lock the roll paper guides

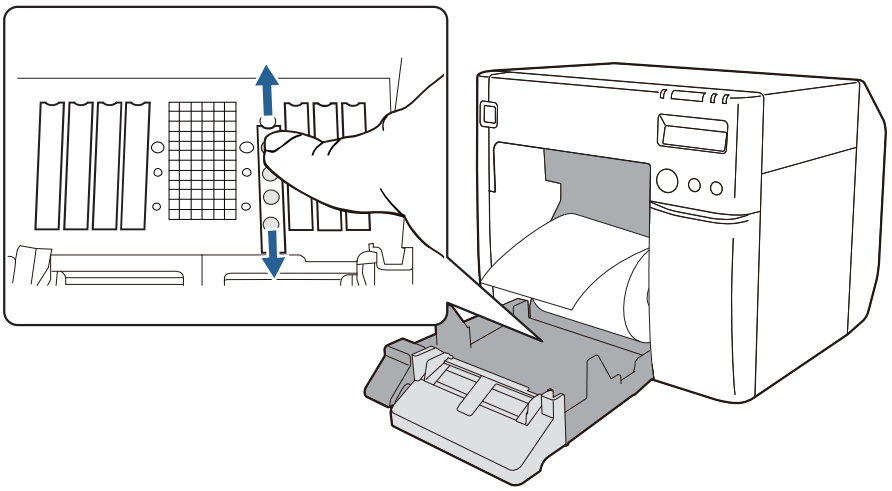
Push down the lock lever of the roll paper cover.



8 9

Adjust the platen shutters to match the paper width

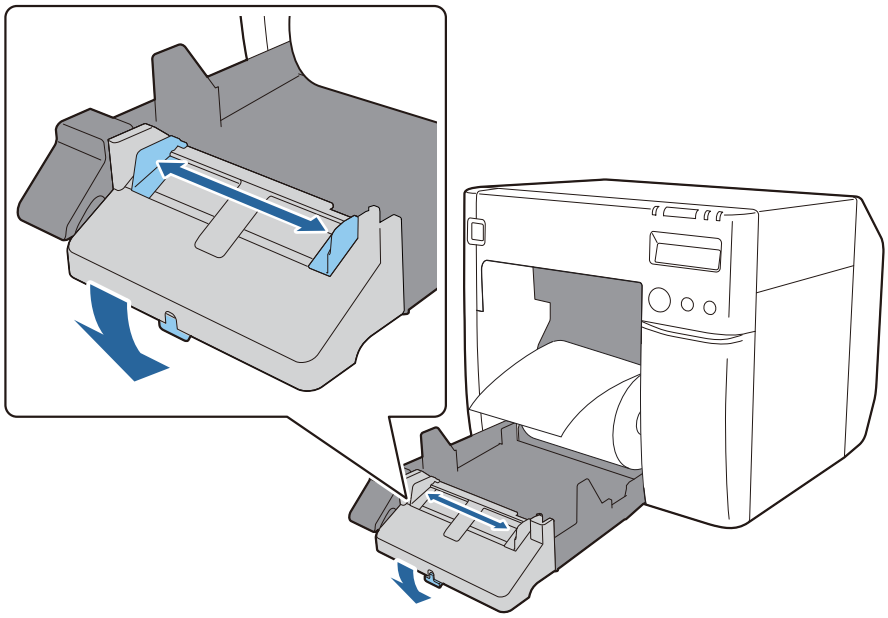
Open/close the shutters on the platen to match the paper width. ("Adjusting the Shutters" on page 66)



9 10

Release the lock of the paper ejection guides

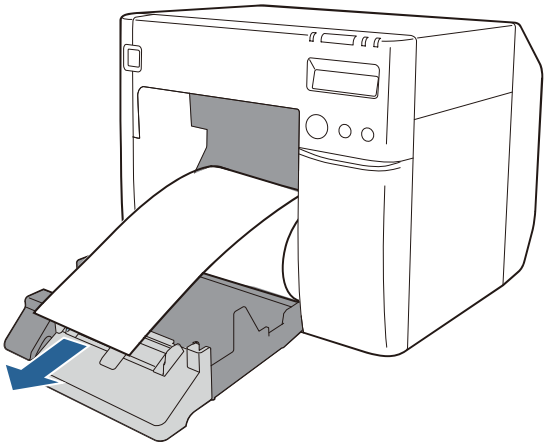
Push down the lock lever of the paper ejection guides and then widen the paper ejection guides.



10 11 4

Pull out the leading edge of the roll paper

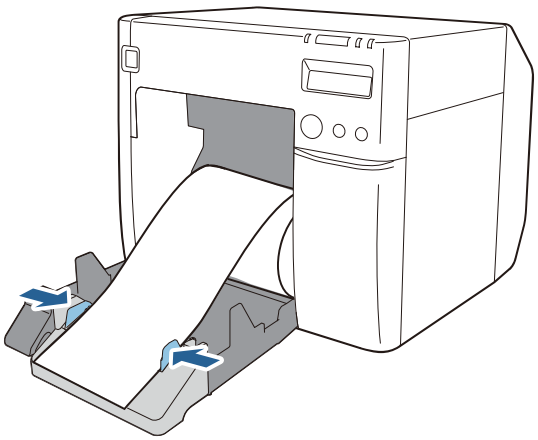
Pull out the leading edge of the roll paper with the print side facing upward.



11 12

Adjust the paper ejection guides to match the paper width

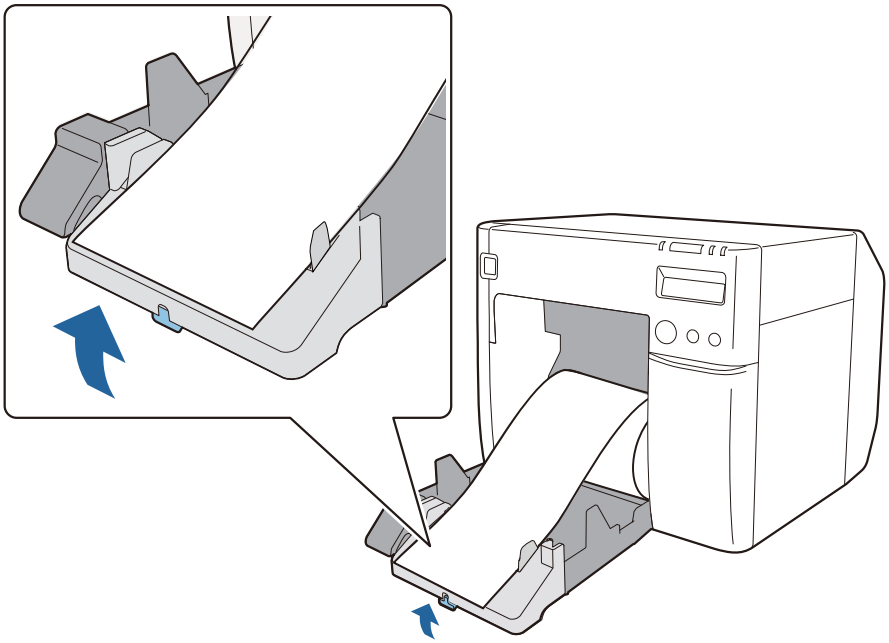
Move the paper ejection guides inward to precisely align them to the width of the pulled out paper.



12 13

Lock the paper ejection guides

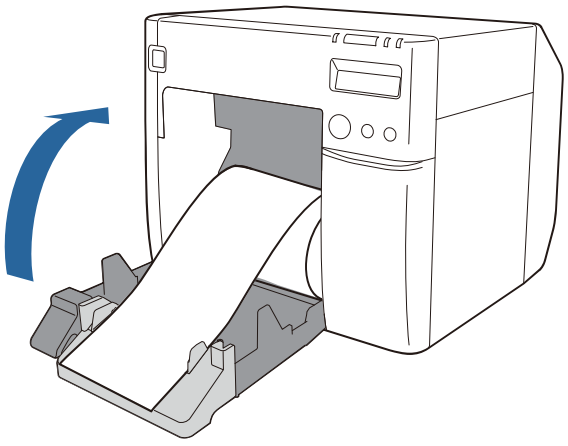
Pull up the lock lever of the paper ejection guides toward you until it clicks into place.

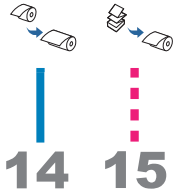


13 14 5

Close the roll paper cover

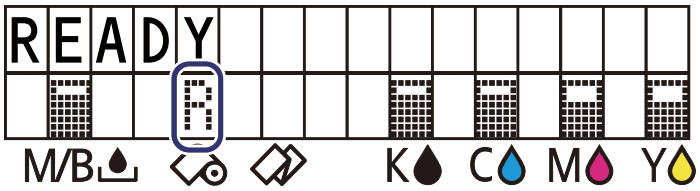
Keeping the leading edge of the roll paper pulled out, close the roll paper cover.





Check the LCD

Check that the LCD of the printer is indicating R.
If it is not indicated, load the paper again or set the setting in PrinterSetting again.



Loading of the roll paper is now complete.

Loading and Replacing Fanfold Paper

This section describes how to load and replace fanfold paper. As shown below, the procedure differs depending on the size and form (roll or fanfold) of the paper before and after the replacement.

IMPORTANT	**When replacing paper with a different shape, form, or type of paper, change the media settings of the printer driver before loading the paper. ("How to Use the Printer Driver" on page 73)**

Replacement Procedure List

When loading fanfold paper for the first time or when changing from roll paper to fanfold paper

When changing to fanfold paper of a different width

When replacing with new fanfold paper after fanfold paper is used up

1	1	1	Turn the printer on (page 57)
2			Start PrinterSetting and set the media source (page 57)
3	2	2	Open the roll paper cover (page 58)
4			Attach the paper feed guide (page 58)
5	3		Adjust the platen shutters to match the paper width (page 59)
6	4		Release the lock of the paper ejection guides (page 59)
7	5		Adjust the paper ejection guides to match the paper width (page 60)
8	6		Lock the paper ejection guides (page 60)
9	7	3	Close the roll paper cover (page 61)
10	8	4	Open the fanfold paper cover (page 61)
11	9		Release the lock of the fanfold paper guides (page 62)
12	10		Adjust the fanfold paper guides to match the paper width (page 62)
13	11		Lock the fanfold paper guides (page 63)
14	12	5	Insert the leading edge of the paper (page 63)
15	13	6	Close the fanfold paper cover (page 64)
16	14	7	Adjust the position of the fanfold paper (page 64)
17	15		Check the LCD (page 65)

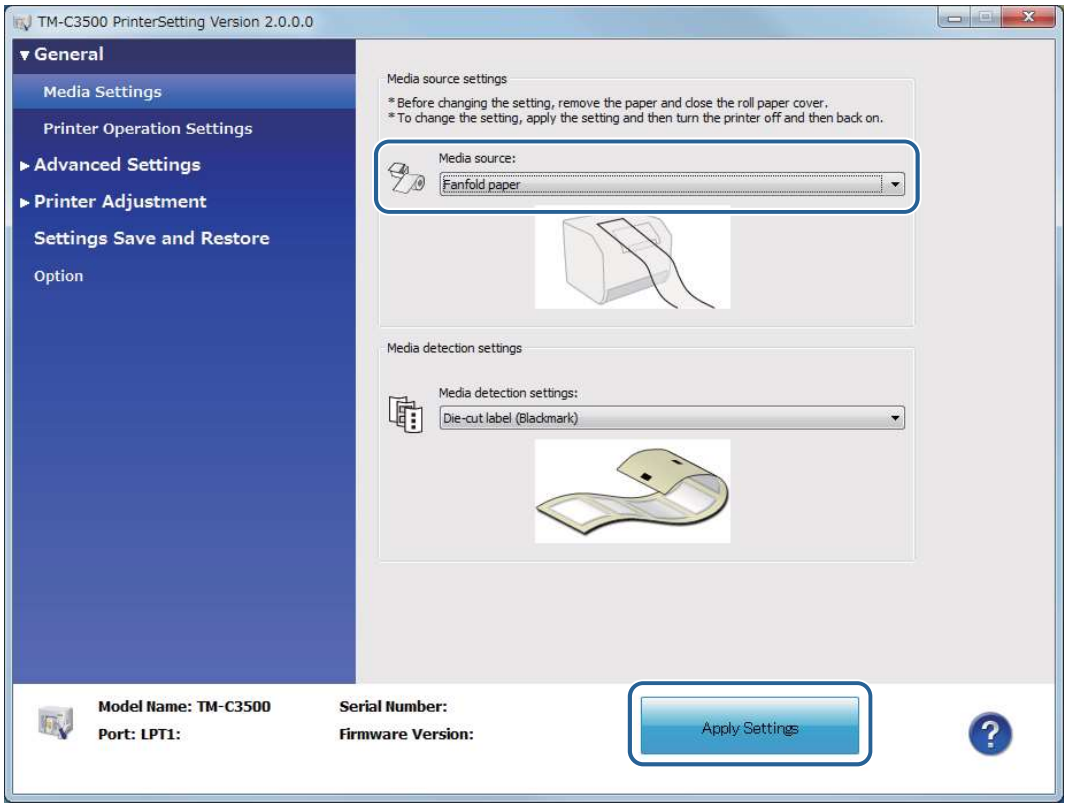
How to Load and Replace Fanfold Paper

Turn the printer on

Check that the printer is powered on. (☞ "Turning the Power On" on page 42)

Start PrinterSetting and set the media source

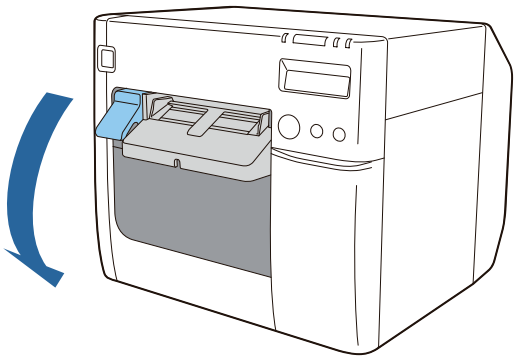
Start PrinterSetting from the computer and set the media source to **Fanfold paper**.
After changing the setting, click **Apply Settings** and restart the printer.
(☞ "PrinterSetting Functions and Operating Procedures" on page 115)



3 2 2

Open the roll paper cover

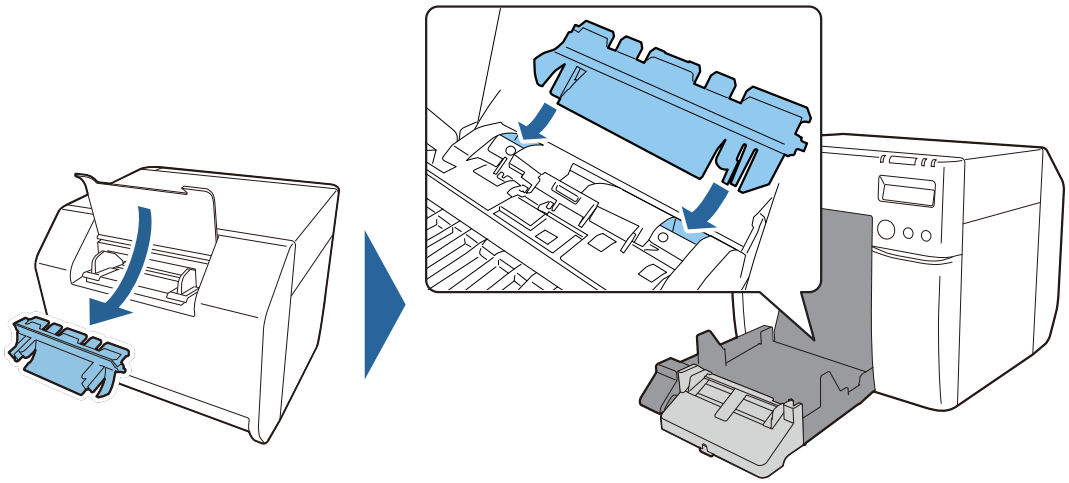
Pull the release lever toward you to open the roll paper cover.
If there is paper remaining inside the printer, remove it. It may cause a paper jam.



4

Attach the paper feed guide

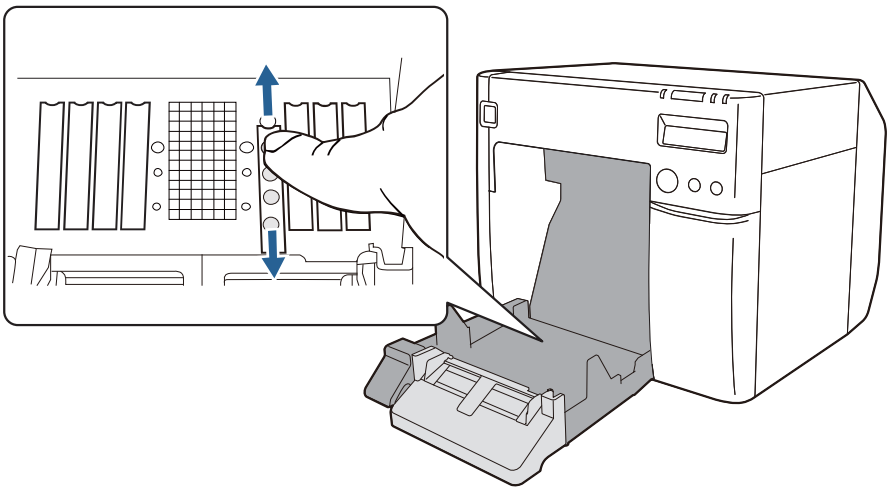
Open the fanfold paper cover and remove the paper feed guide.
Insert the paper feed guide into the grooves inside the roll paper cover.



5 3

Adjust the platen shutters to match the paper width

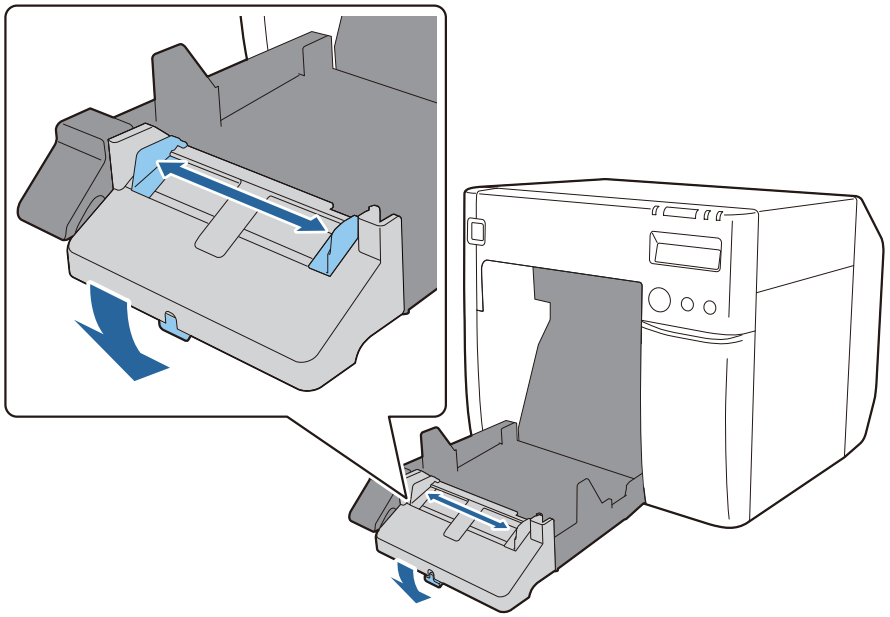
Open/close the shutters on the platen to match the paper width. ("Adjusting the Shutters" on page 66)



6 4

Release the lock of the paper ejection guides

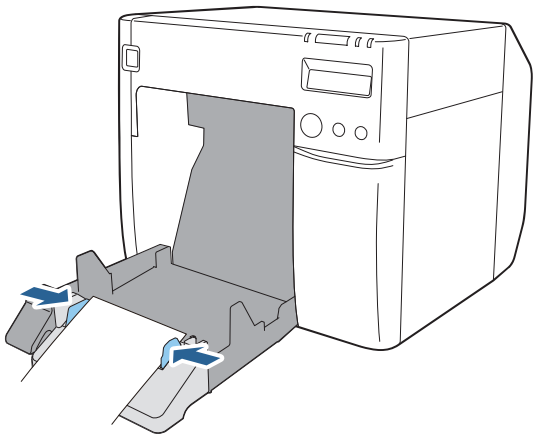
Push down the lock lever of the paper ejection guides and then widen the paper ejection guides.



7 5

Adjust the paper ejection guides to match the paper width

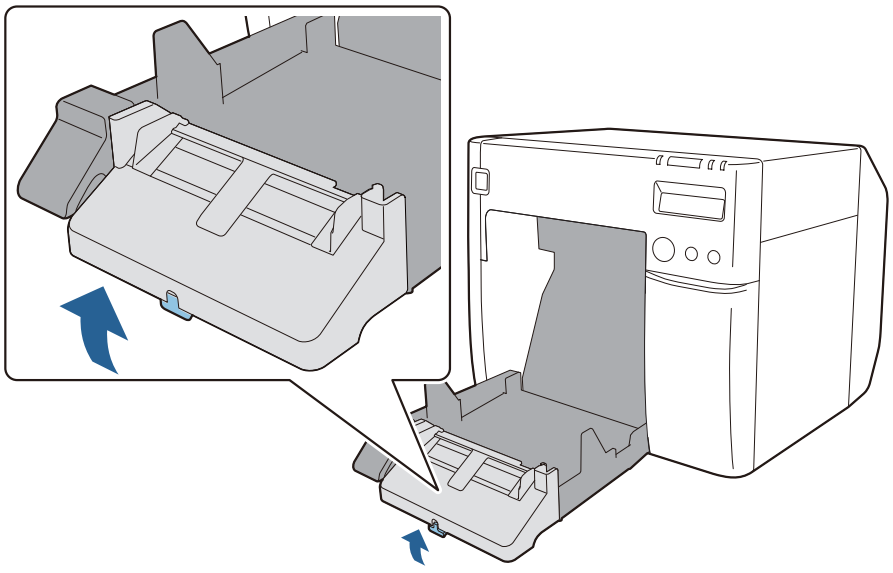
Move the paper ejection guides inward to precisely align them to the paper width.



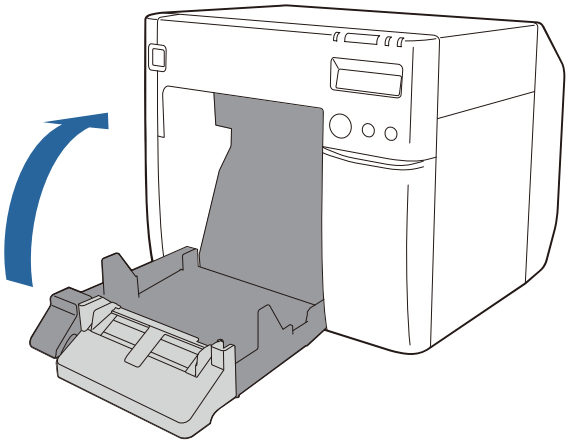
8 6

Lock the paper ejection guides

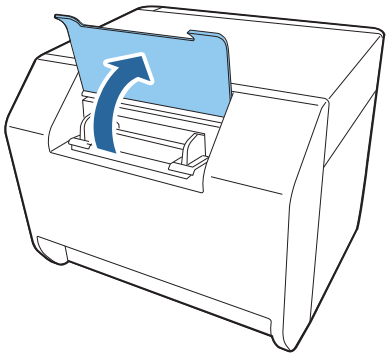
Pull up the lock lever of the paper ejection guides toward you until it clicks into place.



9 7 3 **Close the roll paper cover**



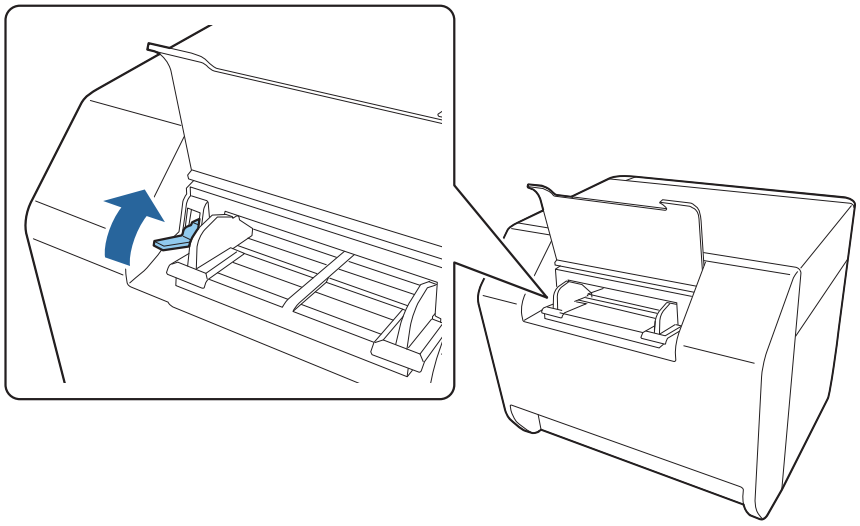
10 8 4 **Open the fanfold paper cover**



11 9

Release the lock of the fanfold paper guides

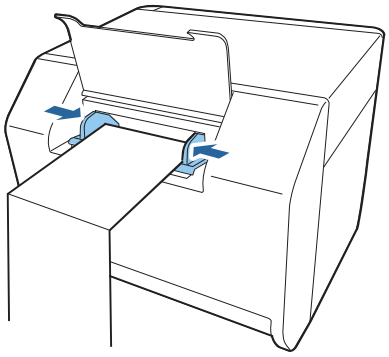
Pull up the lock lever of the fanfold paper guides.



12 10

Adjust the fanfold paper guides to match the paper width

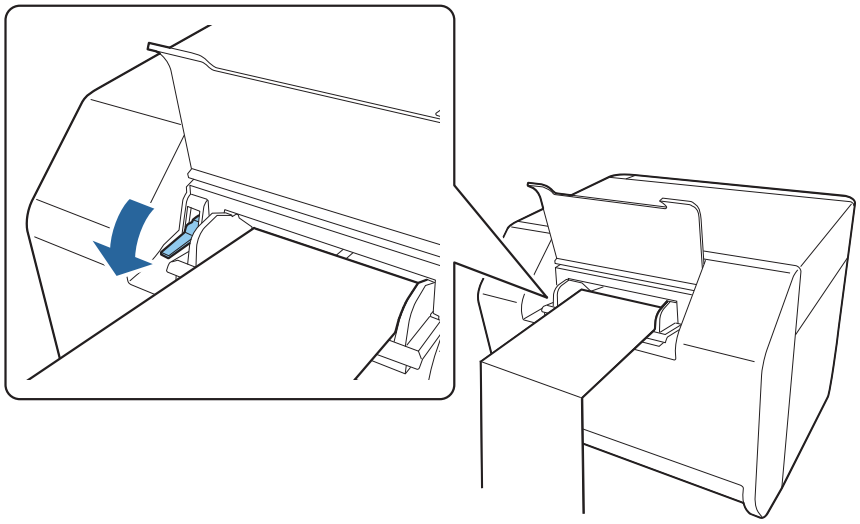
Move the fanfold paper guides to precisely align them to the paper width.



13 11

Lock the fanfold paper guides

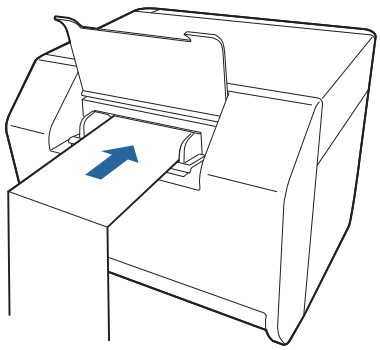
Push down the lock lever of the fanfold paper guides.



14 12 5

Insert the leading edge of the paper

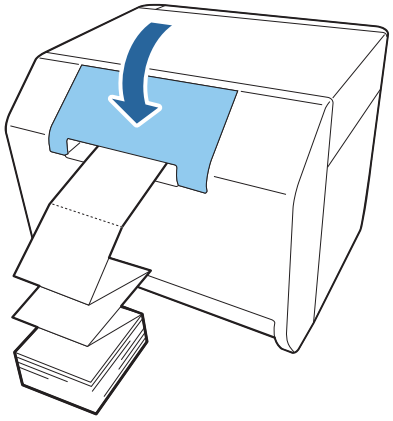
Insert the leading edge of the paper with the print side facing upward. When the paper is inserted about 100 mm, it will be fed inside the printer automatically.
At this time, check that the roll paper cover at the front of the printer is closed. If the roll paper cover is open, it may cause a paper jam.



15 13 6

Close the fanfold paper cover

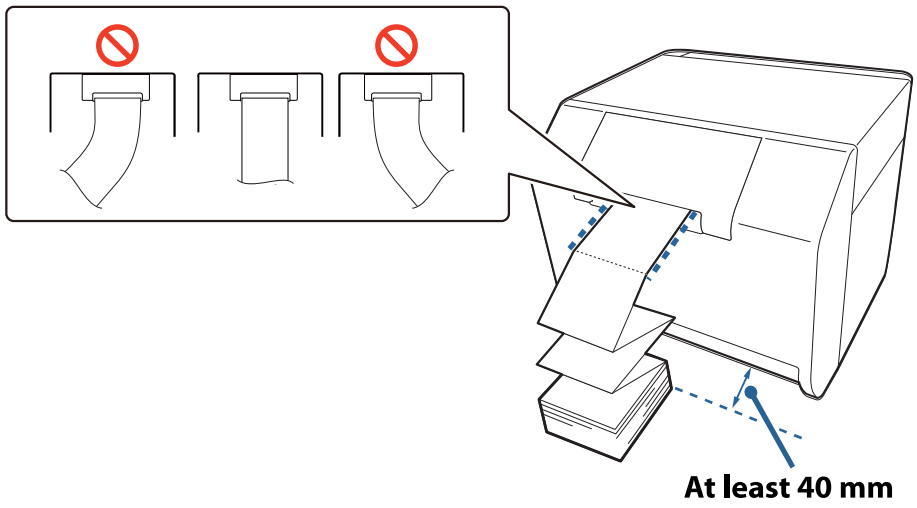
Close the fanfold paper cover. It prevents liquid and dust from entering inside the printer.

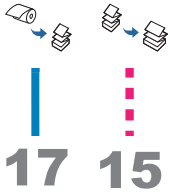


16 14 7

Adjust the position of the fanfold paper

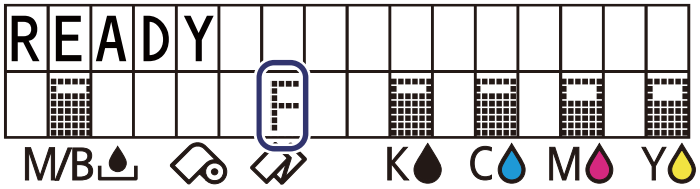
Place the fanfold paper at least 40 mm away from the rear of the printer. Also, check that the paper is vertical in relation to the paper feed slot.





Check the LCD

Check that the LCD of the printer is indicating F.
If it is not indicated, load the paper again or set the setting in PrinterSetting again.

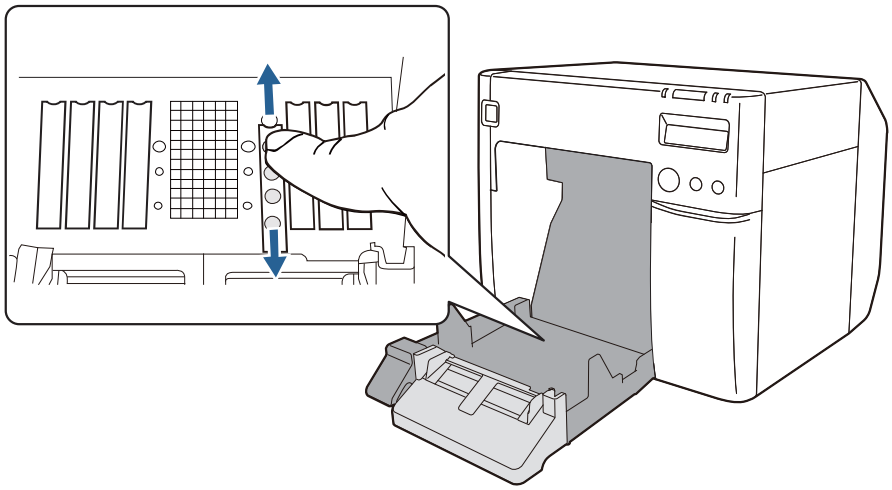


Loading of the fanfold paper is now complete.

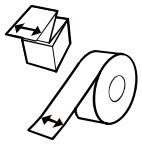
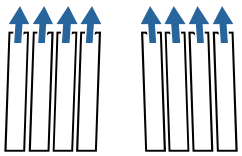
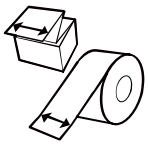
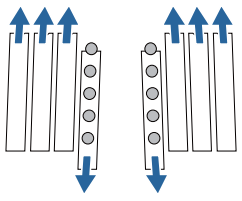
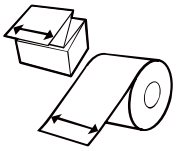
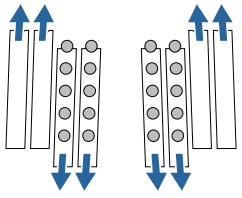
Adjusting the Shutters

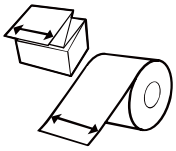
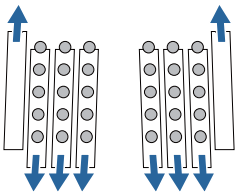
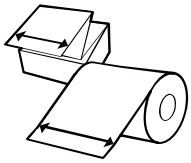
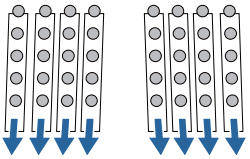
Inside the roll paper cover, there are shutters for adjusting paper suction for during printing.

The shutters need to be correctly opened/closed to match the paper width used. To open/close them, move them with a finger. Furthermore, the paper width can be checked on the label at the top of the main unit.



CAUTION	If the shutters are not correctly opened/closed, paper may be jammed or smudged with ink.

Paper width / Backing paper width	Shutter state
30 mm or more and less than 62 mm 	Close all shutters 
62 mm or more and less than 79 mm 	Open only the inner shutters 
79 mm or more and less than 97 mm 	Open only the two inner rows of shutters 

Paper width / Backing paper width	Shutter state
97 mm or more and less than 112 mm 	Open only the three inner rows of shutters 
112 mm 	Open all shutters 

Checking the Printer Status

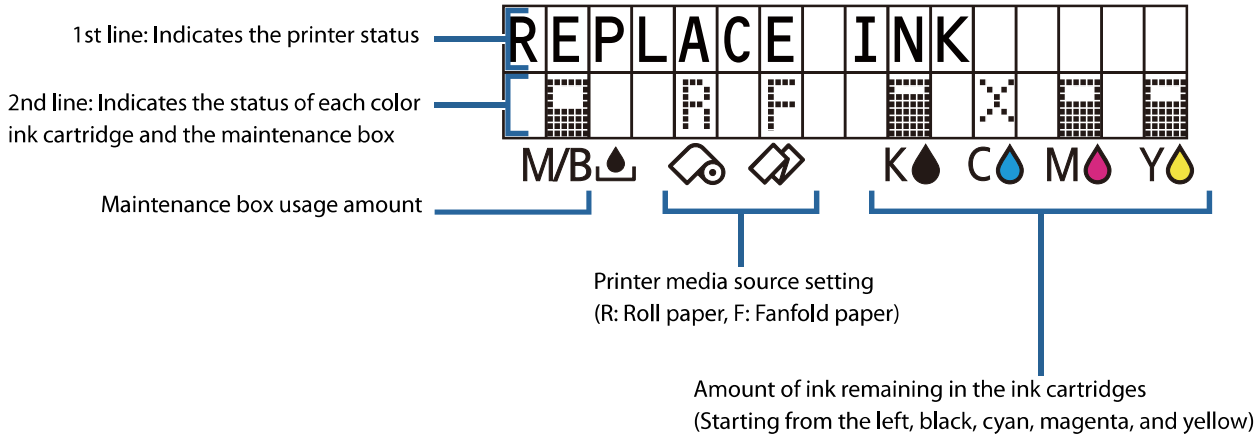
The status of the printer can be checked from a combination of the LEDs lighting/flashing and the LCD display.

By using the self-test printing, you can check the printer settings and condition of the nozzles.

Note	The language of the LCD can be switched with the dip switches. ("Display Language" on page 39)

Replacement Timing of Consumables

The status of each color ink cartridge and the maintenance box can be checked on the LCD.



Icon indication	LCD display	Status
	READY	There is sufficient ink remaining.
		There is a sufficient amount of empty space in the maintenance box.
	INK LOW	There is not much ink remaining so nearly time to replace the ink cartridge. Prepare a new ink cartridge.
	MAINTENANCE BOX NEAR FULL	There is not much free space remaining so nearly time to replace the maintenance box. Prepare a new maintenance box.

	REPLACE INK	The ink cartridge is expended; replace with a new ink cartridge.
	REPLACE MAINTENANCE BOX	There is no free space remaining so the maintenance box needs to be replaced. Printing is not possible until a new maintenance box is installed.
	NO INK CARTRIDGE	An ink cartridge is not installed. Install an ink cartridge.
	NO MAINTENANCE BOX	A maintenance box is not installed. Install a maintenance box.

Statuses and Errors

The status of the printer can be checked from a combination of the LEDs lighting/flashing and the LCD display.

For details on resolving errors, refer to "A Message is Displayed on the Operation Panel" on page 144.

■/■ : On ■/■ : Flashing □ : Off —: No change ##: Error code

LED				LCD display	Printer status
Power	Status	Paper	Ink		
■	▬	—	—	READY	Printing is possible
■	▬	—	—	INITIALIZING	Initializing
■ (fast)	▬	—	—	POWER OFF	During power-off sequence
■	▬	—	—	PRINTING	Printing
■	▬	—	—	INK CHARGING	Charging ink
■	▬	—	—	WORKING	Operating
■	▬	—	—	HEAD MAINTENANCE	Performing print head maintenance
—	▬	■	—	MEDIA FORM ERROR	Media form error
—	▬	■	—	MEDIA SIZE ERROR	Media size error
—	▬	■	—	PAPER JAM ERROR ##	Paper jam error
—	▬	■	—	PAPER REMOVAL ERROR	Paper removal error

LED				LCD display	Printer status
Power	Status	Paper	Ink		
—	—	■	—	PAPER OUT	No paper
—	✳	■	—	PAPER OUT ERROR	No paper error
—	✳	■	—	ROLL COVER OPEN	Roll paper cover is open
—	✳	—	■	INK COVER OPEN	Ink cartridge cover is open
—	✳	—	■	NO INK CARTRIDGE	No ink cartridge
—	✳	—	■	INK READ ERROR	Ink cartridge read error
—	✳	—	■	MAINTENANCE BOX COVER OPEN	Maintenance box cover is open
—	✳	—	■	NO MAINTENANCE BOX	No maintenance box
—	✳	—	■	MAINTENANCE BOX READ ERROR	Maintenance box read error
—	—	—	✳	INK LOW	Nearly time to replace ink cartridge
—	✳	—	■	REPLACE INK	Ink cartridge needs to be replaced
—	—	—	✳	MAINTENANCE BOX NEAR FULL	Nearly time to replace maintenance box
—	✳	—	■	REPLACE MAINTENANCE BOX	Maintenance box needs to be replaced
—	—	—	—	NOZZLE CLOGGED	Print head nozzles are clogged
—	—	—	—	CUT UNAVAILABLE	Paper cutting unavailable
—	—	—	—	SERVICE SOON ##	Nearly time for service
✳	✳	✳	✳	PRINTER ERROR ##	Printer error
✳	✳	✳	✳	SERVICE REQUIRED ##	Service required
■	■/✳	✳/■	□/✳	UPDATING	Updating the firmware
■	■/✳	■	■	UPDATING	Firmware update completed
■	■/✳	✳	✳	UPDATING	Firmware update failed

Self-Test Printing

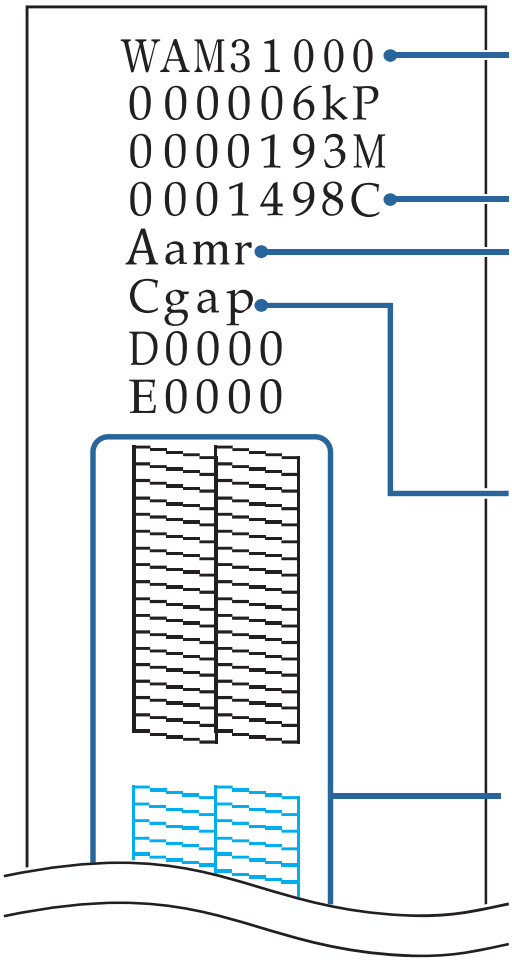
The self-test printing function allows you to print the firmware version, the printer settings such as the nozzle check mode and media detection settings, and nozzle check patterns that can be used to check the nozzles for clogging.

IMPORTANT	The printer will print on the loaded paper regardless of the media settings of the printer driver. In the case of die-cut labels, the printer will print on the backing paper, which may lead to hands getting dirty. It is recommended to use continuous paper or full-page labels.

The procedure for the self-test printing is described below.

1 Load continuous paper or full-page labels. (☞ "Loading and Replacing Roll Paper" on page 46)

2 While pressing the Feed button, press and hold the ⏻ (power) button. Do not release the ⏻ (power) button until the ⏻ (power) LED starts to flash. Self test printing begins. The printed items are as follows.



Firmware version

Total number of paper cutting operations

Nozzle check mode ("Auto Nozzle Check System" on page 104)

Aamd: Anti-missing dot mode
Aamr: Anti-missing read mode
Aamc: Anti-missing color mode
Anod: No missing dot detection mode

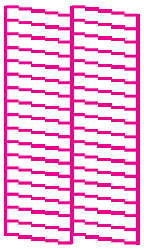
Media detection setting
("PrinterSetting Functions" on page 117)

Cnod Full-page label/Continuous paper/
Full-page label with transparent backing paper
Cbmd Die-cut label (Blackmark)
Cbmc Continuous paper (Blackmark)
Cgap Die-cut label (Gap)/
Die-cut label with transparent backing paper

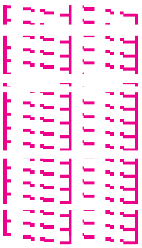
Nozzle check pattern (K/C/M/Y)

Check the printed nozzle check pattern. Nozzles are clogged if there are missing lines as shown in the right figure below. Perform head cleaning if this occurs. ("Cleaning the Printer Head" on page 140)
If the pattern is printed normally, all the lines are printed properly as shown in the left figure below.

<Normal>



<Clogged Nozzles>



How to Use the Printer Driver

This chapter describes how to operate the printer driver.

The printer driver is software to control the printer in accordance with the print instructions of application software. Setting the print settings in the printer driver screen enables you to obtain the best print results. Furthermore, you can also use the utilities to check the printer status and perform maintenance.

How to Display the Printer Driver

Displaying from an Application

If you wish to reflect the settings in only the application software you are using, display the printer driver from the application software.

1. Click **Print** or **Print Settings** in the **File** menu of the application.
2. Select **EPSON TM-C3500** in Printer.
3. Click **Properties** or **Advanced**.
   The printer driver appears.

Displaying from the Control Panel

If you wish to reflect the settings in all the application software, display the printer driver from the Control Panel.

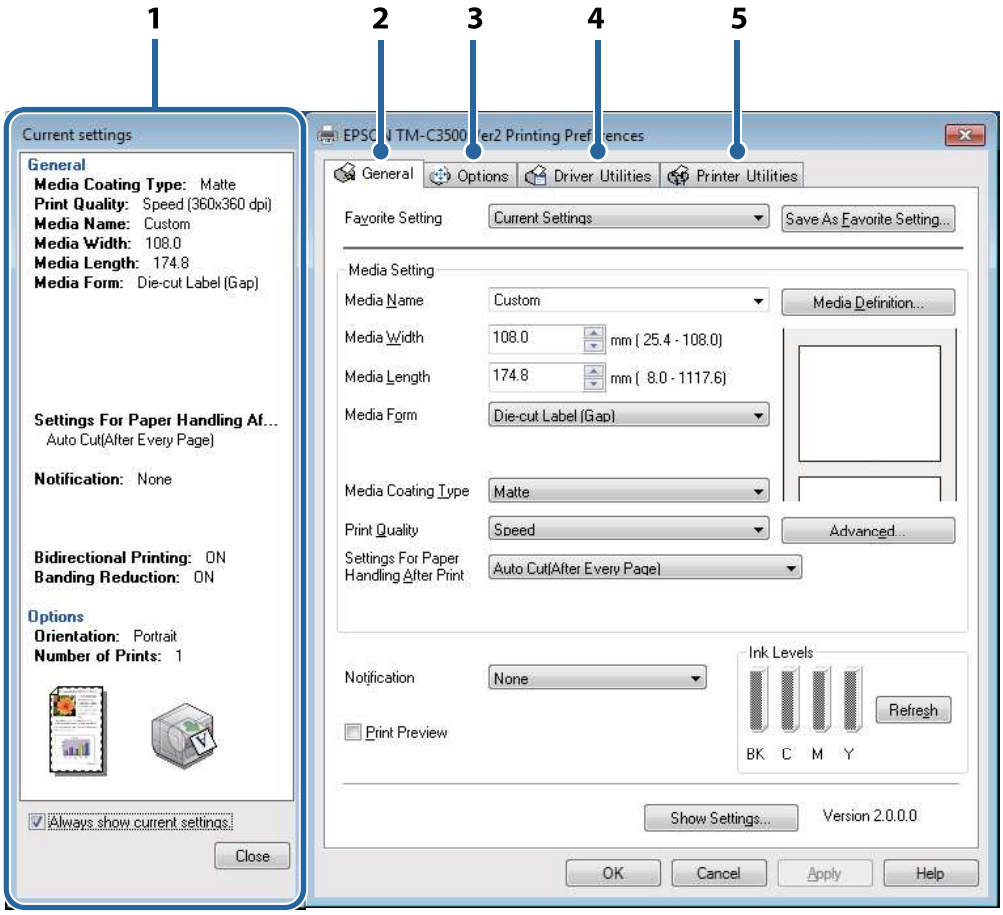
1. Open **Devices and Printers**.
   - Windows 10:
     Right-click **Start** and then select **Control Panel**. Click **Hardware and Sound** and then click **Devices and Printers**.
   - Windows 8.1 or Windows 8:
     Select **Control Panel** from the Settings sidebar of the desktop. Click **Hardware and Sound** and then click **Devices and Printers**.
   - Windows 7:
     Click **Control Panel** in the **Start** menu and then click **View devices and printers**.

- Windows Vista:
  Click **Control Panel** in the **Start** menu and then click **Printer**.
- Windows XP Professional:
  Click **Printers and Faxes** in the **Start** menu.
- Windows XP Home Edition:
  Click **Control Panel** in the **Start** menu and then click **Printers and Faxes**.

2 Right-click **EPSON TM-C3500** and then click **Printing preferences**.
The printer driver appears.

Printer Driver Screen Configuration

The printer driver is equipped with a help function. Right-click an item and then click **Help** to display an explanation on the item.



1	**Current settings pane**
	Displays the current driver setting state.

2	**General tab**
	Set the basic items required for printing such as the size and form of media.

3	**Options tab**
	Set the settings on this tab when you wish to adjust the print orientation, number of copies, and print position.

4	**Driver Utilities tab**
	Set the application settings of the driver.

5	**Printer Utilities tab**
	When executing a maintenance function such as the manual head cleaning or nozzle check, this allows you to start PrinterSetting.

Registering Paper (Media Definition)

The size, form, type, and other settings of frequently used paper can be registered to the printer driver as a media definition. This is convenient because you will not need to set the media settings of the driver when printing from an application if you register a media definition in advance.

Up to 100 media definitions can be registered.

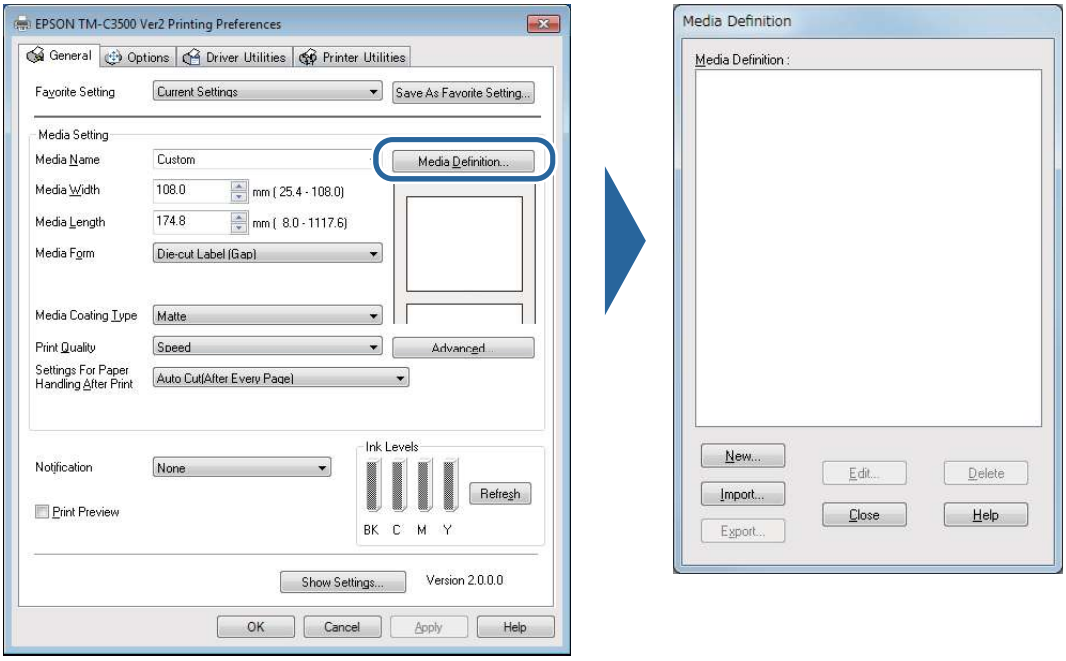
Note	If you wish to set the paper size and other settings every time without registering a media definition, select **Custom** from the **Media Name** pull-down menu on the **General** tab. The various settings on the **General** tab will become available so that you can set the paper size and other settings.

Registering New

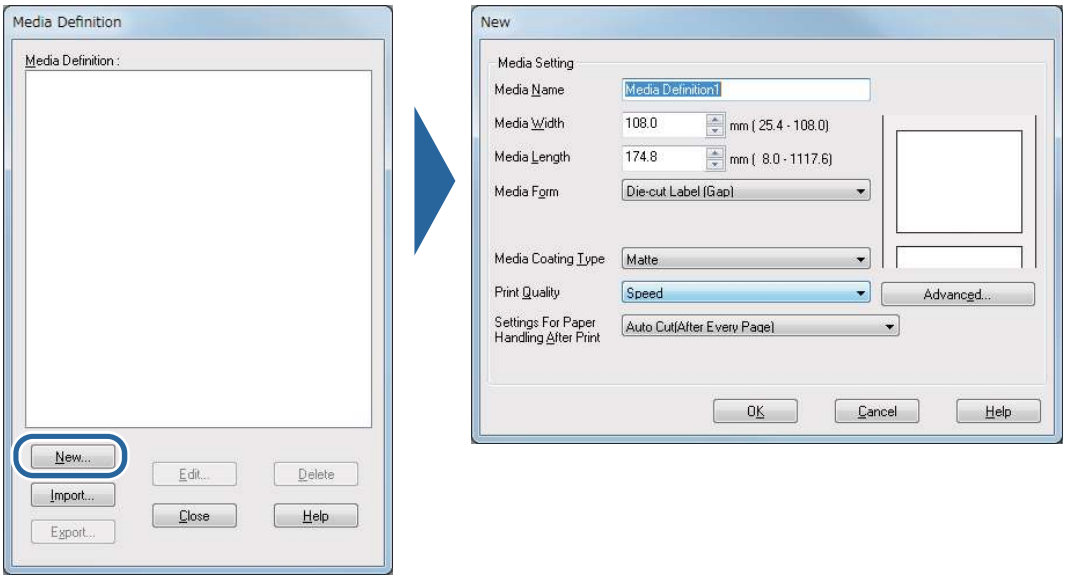
Register a new media definition by following the steps below.

1 Display the printer driver. ("How to Display the Printer Driver" on page 73)

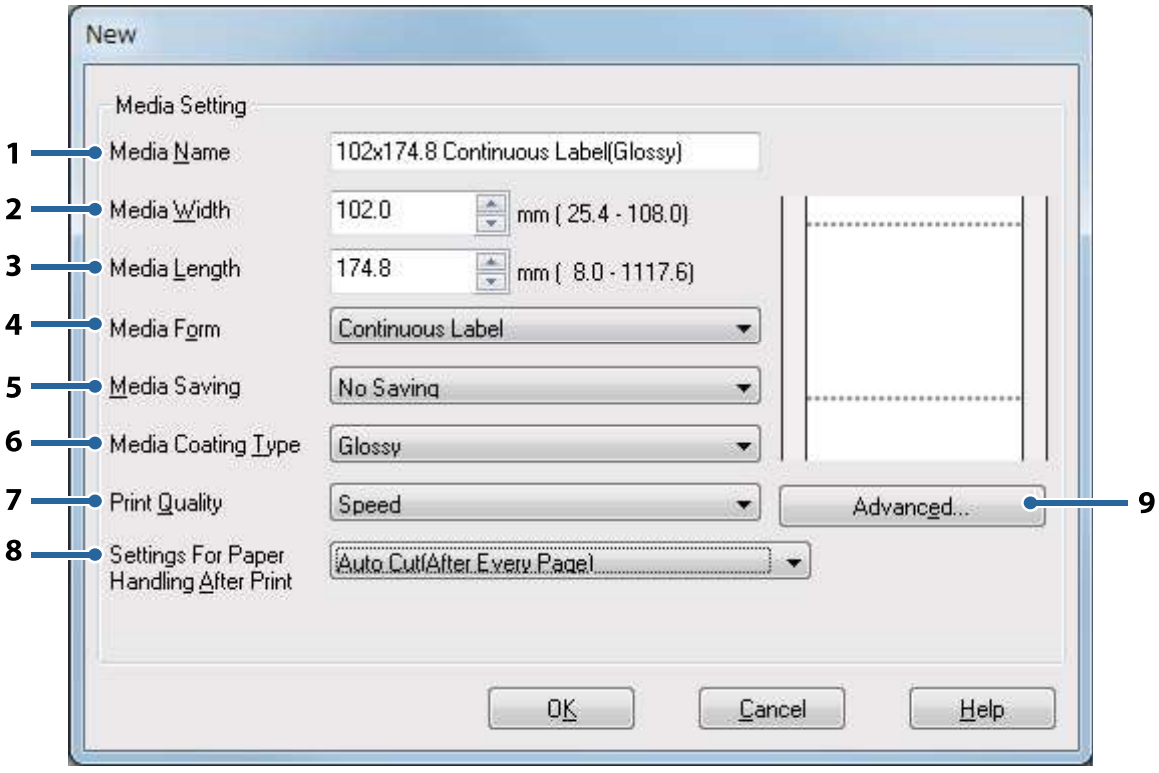
2 Click the **Media Definition** button on the **General** tab.
The **Media Definition** screen appears.



3 Click the **New** button.
The **New** screen appears.



4 Enter and set the settings from **Media Name** to **Settings For Paper Handling After Print** according to the paper to be used



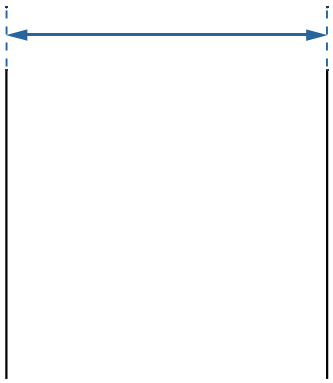
1	**Media Name**

Enter the name of the media definition.
This is the name displayed when you select a paper size from an application.

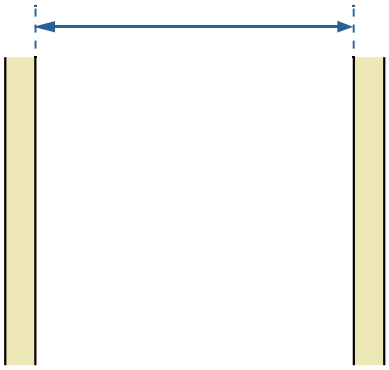
2	**Media Width**

Enter the paper width.

- Continuous Paper: Input paper width as is

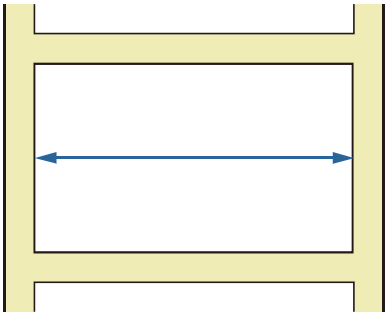


- Full-page label: Paper width excluding backing paper



Full-page Label

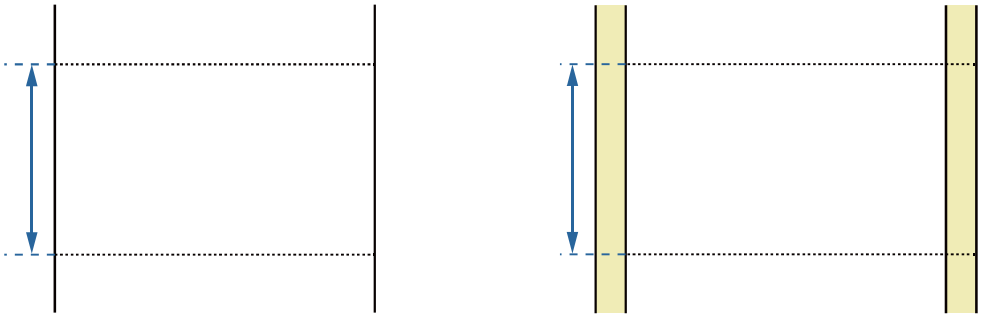
- Die-cut labels: Paper width excluding backing paper and waste surrounding the labels



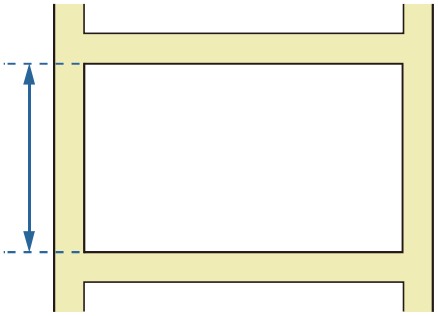
3	Media Length

Enter the paper length.

- Continuous paper and full-page labels: Length of the print range (length of one page)



- Die-cut label: Paper length excluding waste surrounding the labels

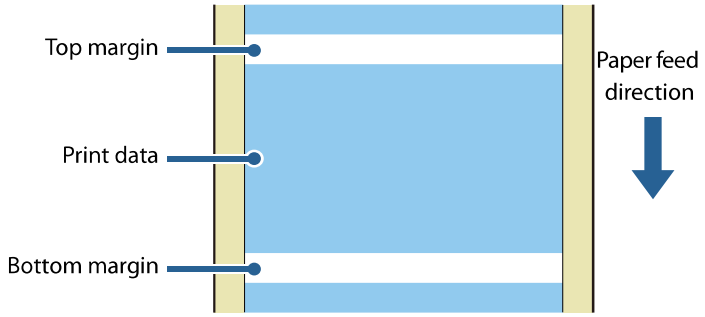


4	Media Form

Select the paper form. (☞ "Forms of Paper" on page 18)

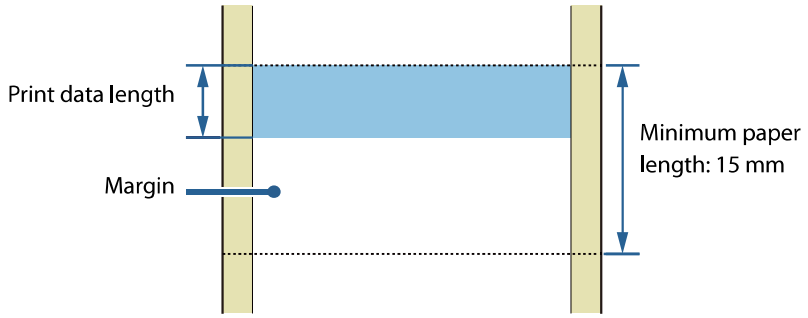
5	Media Saving (continuous paper and full-page labels only)

Select the media saving setting of the paper. You can set not to create margins before and after the print data for one page.



- **No Saving:** Creates margins at the top and bottom parts of print data because the paper is fed before the start of printing and after the end of printing.
- **Eliminate Lower Margin:** Does not create a margin at the bottom part of print data because the paper is not fed after the end of printing.
- **Eliminate Lower And Upper Margin:** Does not create margins at the top and bottom parts of print data because the paper is not fed before the start of printing and after the end of printing.

Note	If you select **Auto Cut** in **Settings For Paper Handling After Print**, 15 mm will be provided even if the paper length is the minimum. When the print data is less than 15 mm, the margins remain even if you set **Eliminate Lower Margin** or **Eliminate Lower And Upper Margin**.



6	Media Coating Type

Select the paper type. ("List of Paper That Can Be Used" on page 19)

7	Print Quality

Select the print quality.

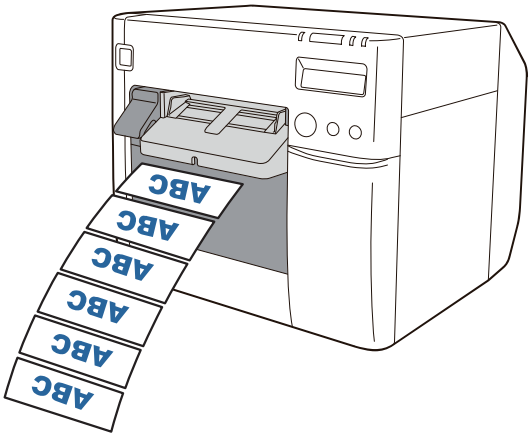
- Speed: 360 x 360 dpi
- Quality (Mode1): 720 x 360 dpi
- Quality (Mode2): 720 x 360 dpi

The print speed varies depending on the print quality. ("Specification" on page 161)

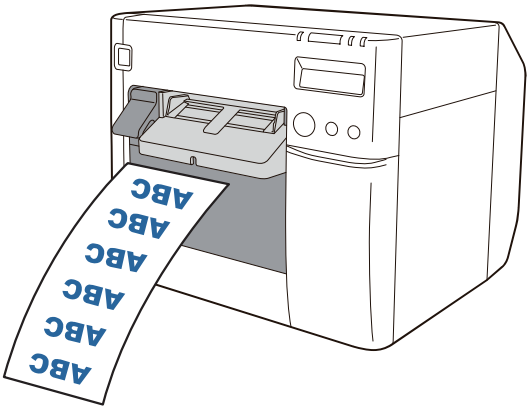
8	Settings For Paper Handling After Print

Configure the setting for cutting paper after printing.

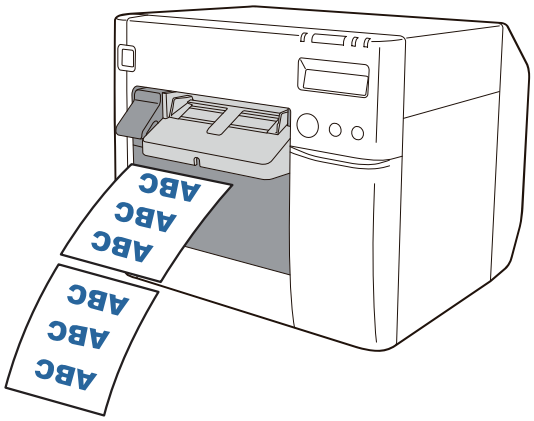
- **Auto Cut (After Every Page)**: Cuts automatically after printing each page.



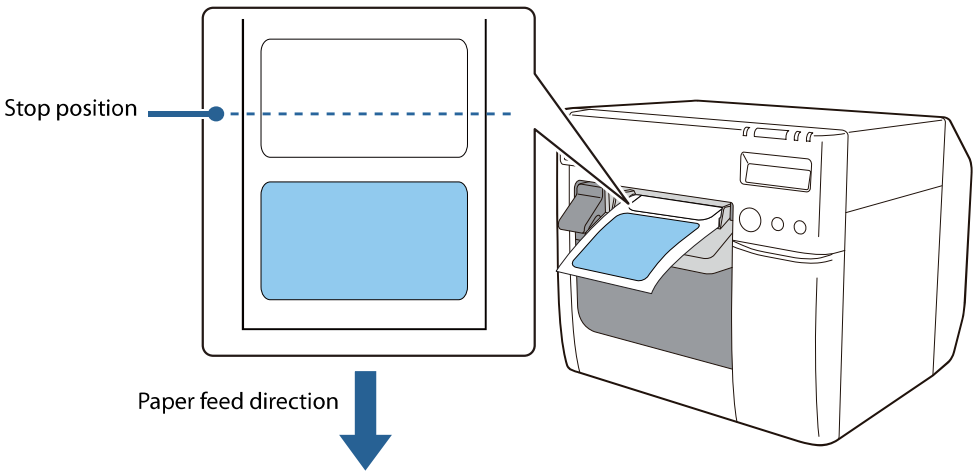
- **Auto Cut (Only After Last Page)**: Cuts automatically only after printing the last page.



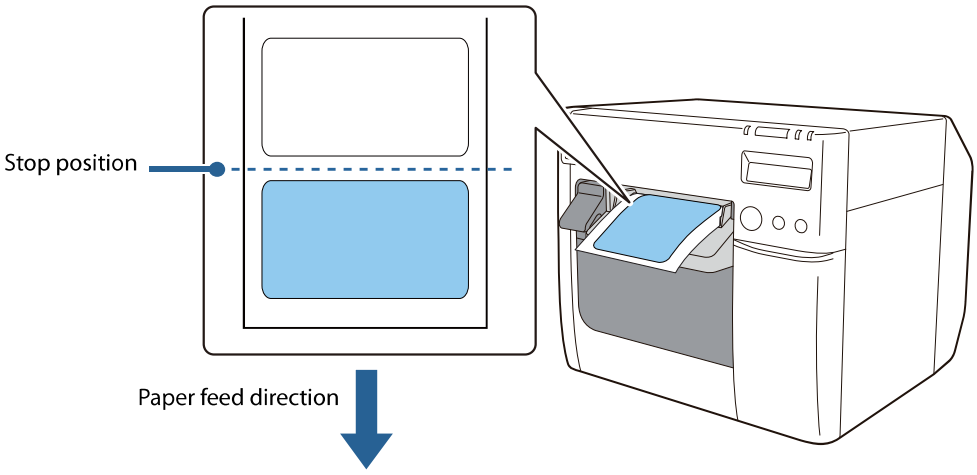
- **Auto Cut (After Specified Number Of Pages)**: Cuts automatically after printing each specified page at the **Cut Interval**. However, the last page is always cut. The maximum number of pages is 255.



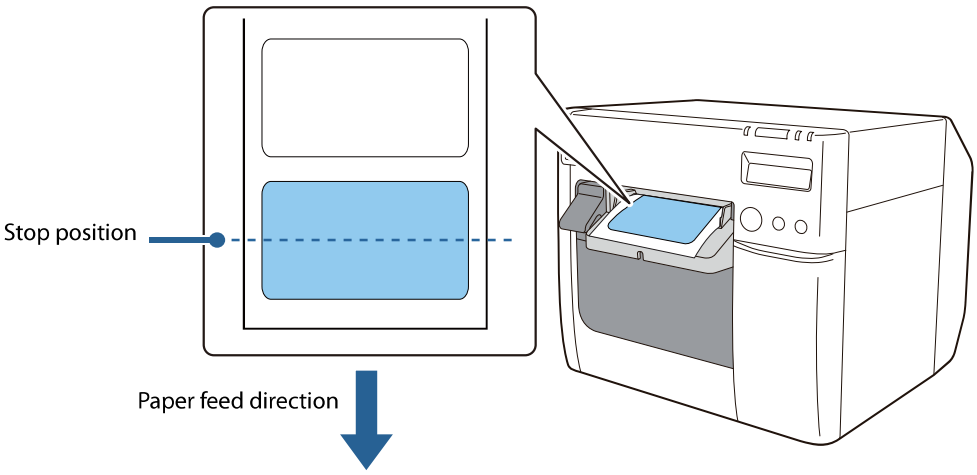
- **No Auto Cut (Feed To Peel Off Position)**: Feeds the paper to the label peel off position after printing.



- **No Auto Cut (Feed To Cut Position)**: Feeds the paper to the cut position after printing.



- **No Auto Cut (Stop at the Print End Position)**: Stops at the print end position after printing and does not feed the paper. If the next print data is not sent to the printer within at least 1 second, the paper is fed to the cut position and then stopped.

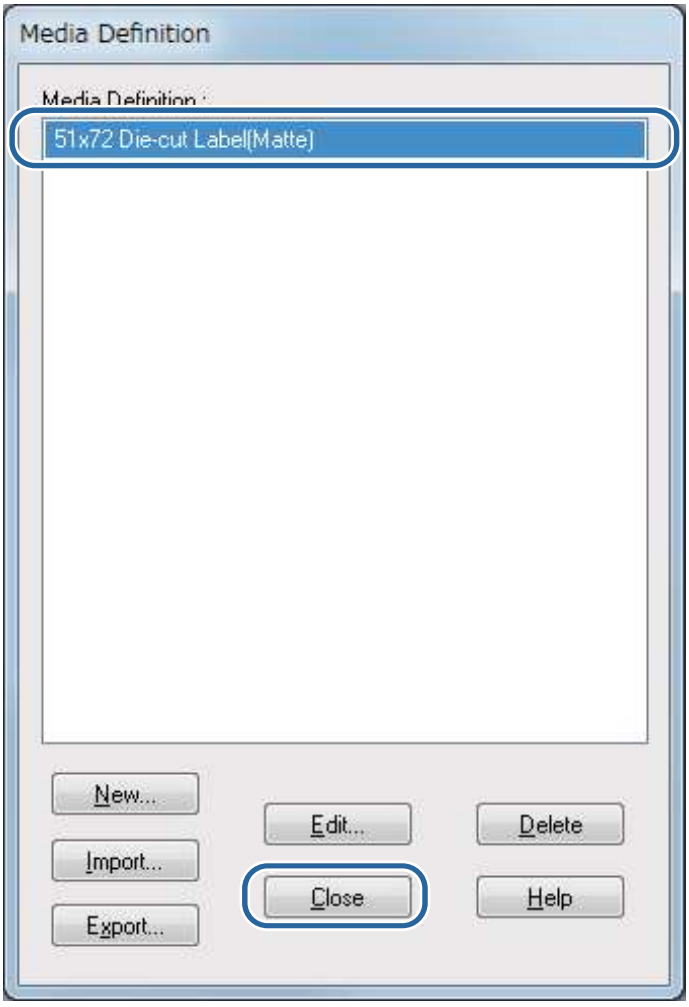


9	**Advanced**

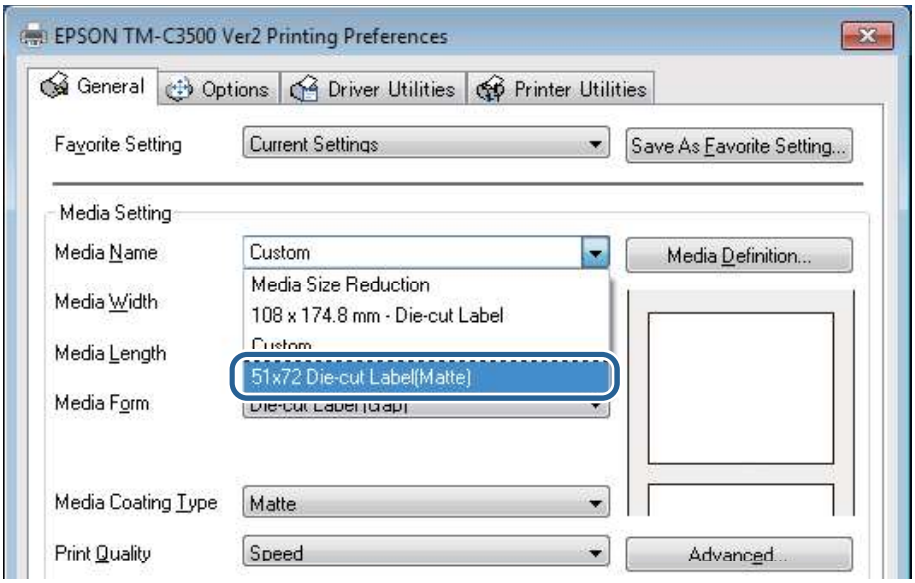
Adjust the print colors and configure the print orientation and other settings.

5 Click **OK**.

6 Check that the registered media name is displayed in the **Media Definition** screen and then click **Close**.



7 Check that you can select the registered media name in **Media Name** on the **General** tab.



8 Click the **OK** button to close the driver.

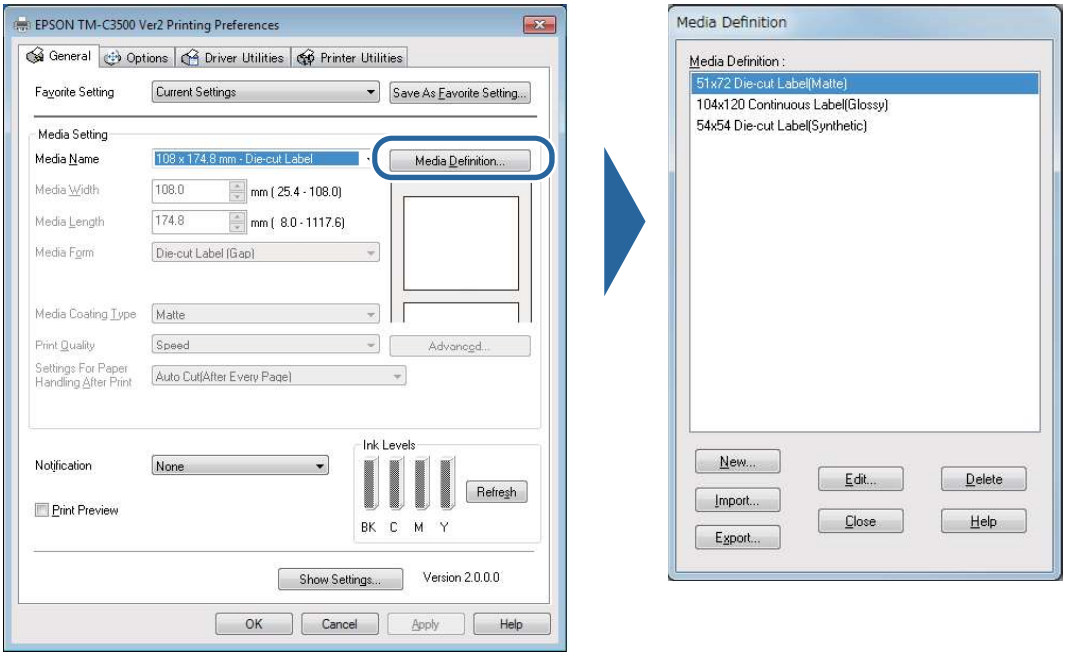
Paper registration (media definition) is now complete.

Editing and Deleting

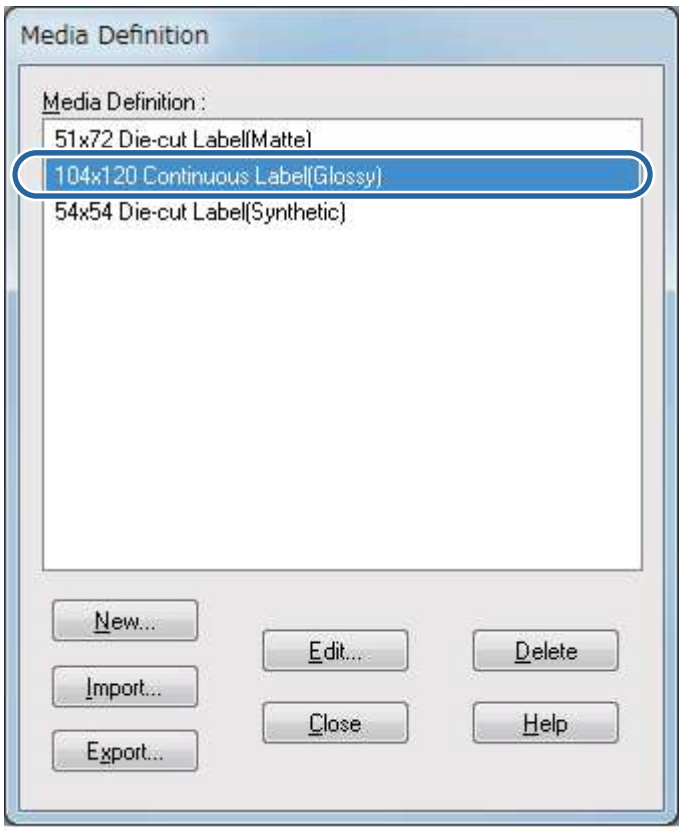
Edit and delete registered media definitions by following the steps below.

1 Display the printer driver. (☞ "How to Display the Printer Driver" on page 73)

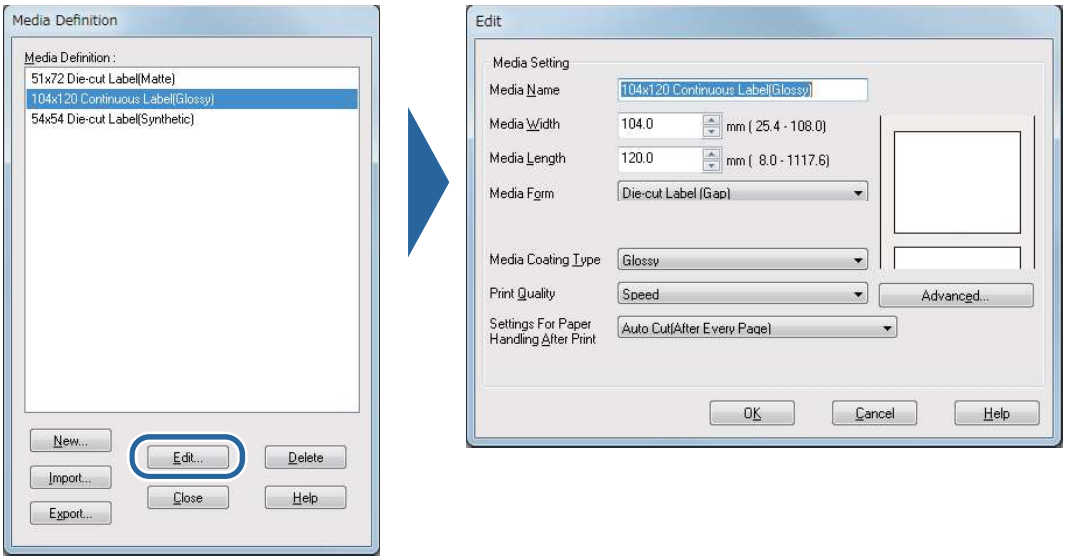
2 Click the **Media Definition** button on the **General** tab.
The **Media Definition** screen appears.



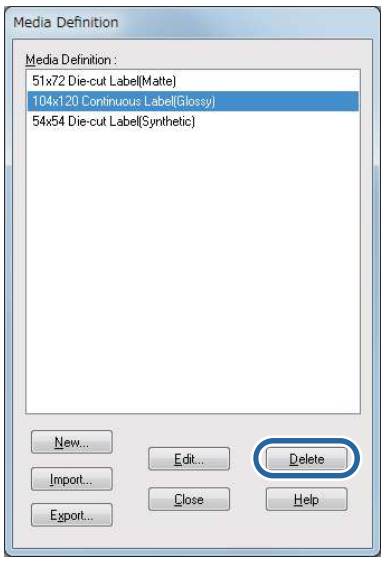
3 Click to select the media definition you wish to edit or delete.



4 If you wish to change the definition settings, click the **Edit** button. The **Edit** screen appears and you can change the definition.



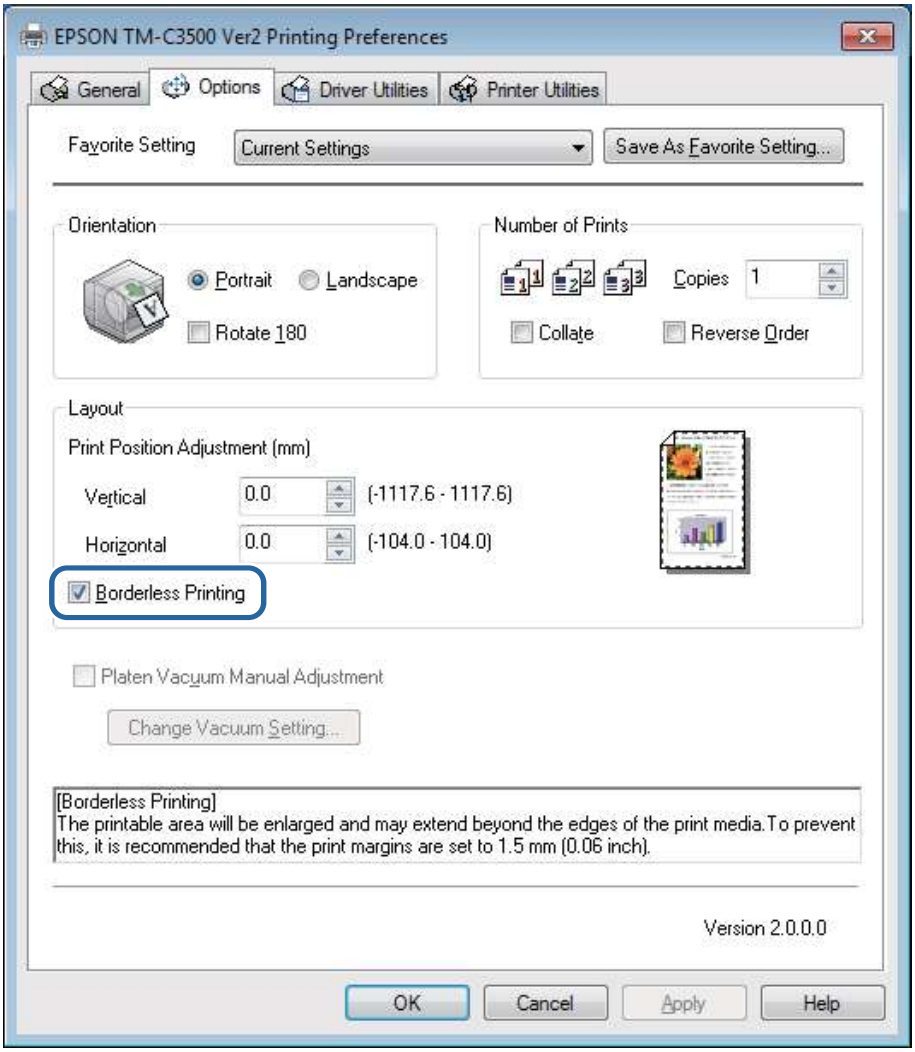
If you wish to delete the definition, click the **Delete** button. A screen appears and if you click the **OK** button, the definition is deleted.



Editing or deleting a media definition is now complete.

Borderless Printing

This section describes the **Borderless Printing** function on the **Options** tab of the printer driver.



When the **Borderless Printing** check box is selected, the driver does not provide margins. If you clear the check box, a margin of 1.5 mm will be provided at each of the top, bottom, left, and right of the print page.

IMPORTANT	With borderless printing, the print may extend onto the backing paper depending on the actual print position and position the paper is loaded. In such cases, to prevent your hands and paper from being smudged with ink, it is recommended to clear the **Borderless Printing** check box, or provide margins of at least 1.5 mm in the print data.

Note	• The **Borderless Printing** setting cannot be registered to media definitions. You need to select he **Borderless Printing** check box each time you wish to apply the setting. • The maximum value of the print area width is 104 mm. If the print width exceeds 104 mm, margins will be created on the left and right.

Uninstalling the Printer Driver

To uninstall the printer driver from the computer, follow the steps below.

1. Turn the printer off. (☞ "Turning the Power Off" on page 43)
2. Exit all applications running on the computer.
3. Open **Uninstall a program** (or **Add or Remove Programs**).
   - Windows 10:
     Right-click **Start** and then select **Control Panel**. Click **Uninstall a program**.
   - Windows 8.1 or Windows 8:
     Select **Control Panel** from the Settings sidebar of the desktop. Click **Uninstall a program**.
   - Windows 7:
     Click **Control Panel** in the **Start** menu. Click **Uninstall a program**.
   - Windows Vista:
     Click **Control Panel** in the **Start** menu. Click **Uninstall a program**.
   - Windows XP Professional:
     Click **Control Panel** in the **Start** menu and then click **Add or Remove Programs**.
   - Windows XP Home Edition:
     Click **Control Panel** in the **Start** menu and then click **Add or Remove Programs**.
4. Select the driver to be deleted.
5. Click **Uninstall** or **Remove**.
6. Follow the instructions on the screen.

Creating and Printing Labels

This chapter describes how to create and print labels.

Note	The operation differs depending on the application software. For details, refer to the manual or help of the application software.

Creating Labels

Create labels using Windows applications such as label creation tools, Microsoft® Word and Excel, or paint tools.

Printing Labels

This section describes the basic printing procedure.

1. Open the file to be printed from application software.
2. Select **File** - **Print** and then select **EPSON TM-C3500** from **Printer**.
3. Click **Properties** (or **Advanced**) to display the screen of the printer driver.
4. Enter a paper size that matches the paper being used or select a media definition that was registered in advance. (☞ "Registering Paper (Media Definition)" on page 76)
5. Click **OK** to close the screen of the printer driver.
6. Click **Print**.

Creating and Printing Label Data

Here we will describe the example of the procedure for creating a label data using Microsoft® Word 2010, and printing it. When actually printing, the procedure needs to be varied to match your operating environment.

- Paper shape: Roll paper
- Media form: Die-cut label (Gap)
- Media type: Matte paper
- Label size: 72.0 x 51.0 mm
- Content to be printed:

Note	• For the installation procedure and operating procedures of Microsoft® Word 2010, refer to the manual and other documentation of Microsoft® Word 2010. • If you use a different version of Microsoft® Word, the setting screens and procedure may differ. • If you use a landscape label, printing will not be performed as intended due to the specifications of Microsoft® Word 2010. If you wish to use a landscape label, use another application.

The operation flow is shown below.

Registering a Media Definition

Register the settings according to the paper to be used in the printer driver.

Prepare Microsoft® Word

Set the margins and paper size of the document.

Design label

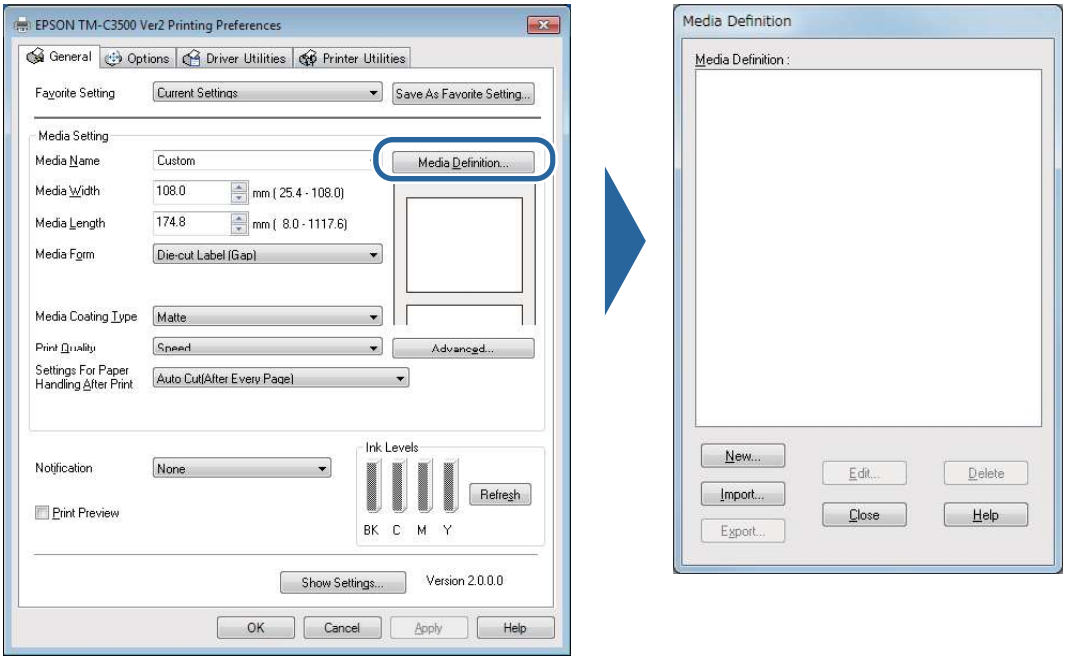
Design the label in accordance with the purpose.

Print

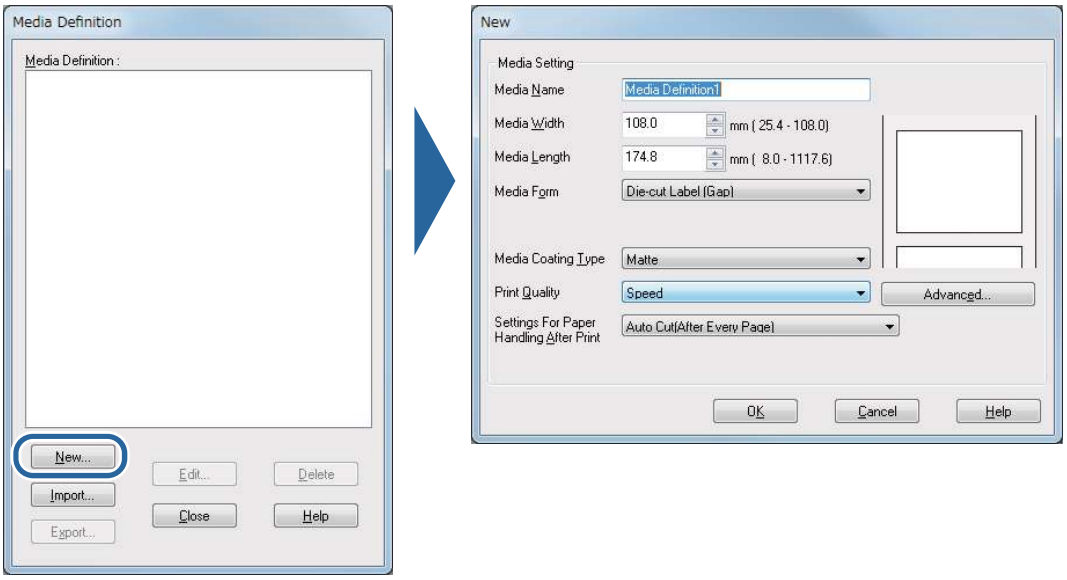
Print the label from the printer.

1 Display the printer driver. ("How to Display the Printer Driver" on page 73)

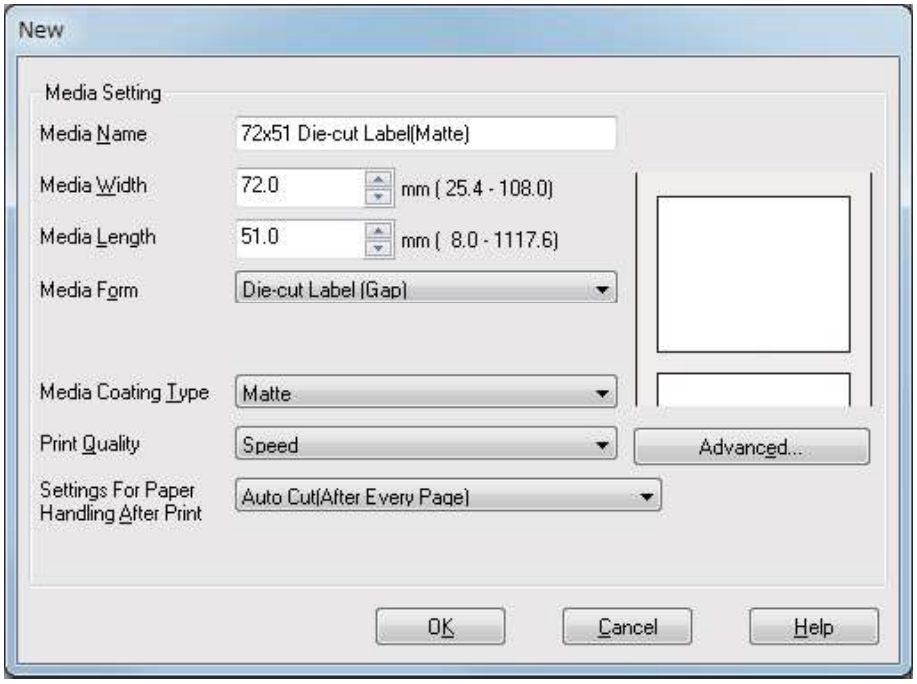
2 Click the **Media Definition** button on the **General** tab.
The **Media Definition** screen appears.



3 Click the **New** button.
The **New** screen appears.



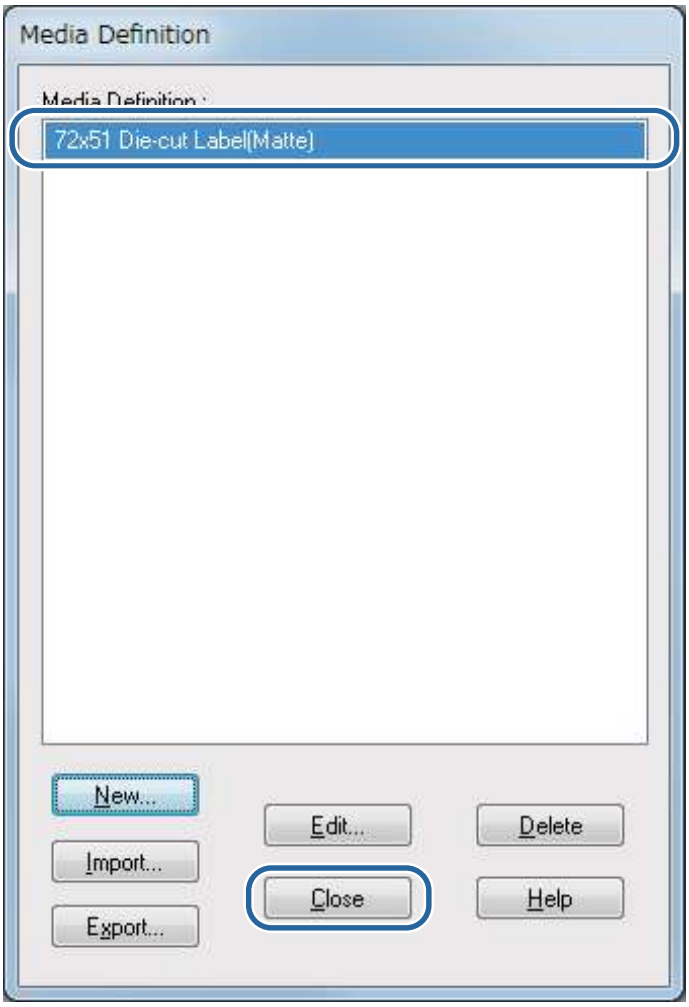
4 Enter and set the settings from **Media Name** to **Settings For Paper Handling After Print** as shown below according to the paper to be used. (☞ "Registering Paper (Media Definition)" on page 76)



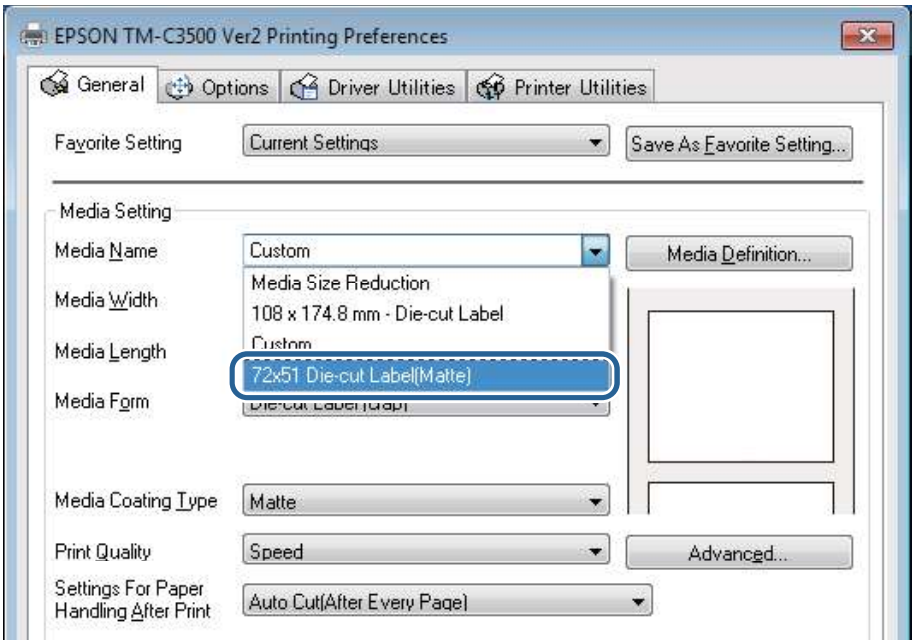
Media Name: 72 x 51 Die-cut Label (Matte)
Media Width: 72.0
Media Length: 51.0
Media Form: Die-cut Label (Gap)
Media type: Matte paper
Print Quality: Speed
Settings For Paper Handling After Print: Auto Cut (After Every Page)

5 Click **OK**.

6 Check that the registered media name is displayed in the Media Definition screen and then click **Close**.



7 Check that you can select the registered media name in Media Name on the General tab.



8 Click the **OK** button to close the driver.

9 Start Microsoft® Word 2010 and select **EPSON TM-C3500** from **File** - **Print** - **Printer**.

10 Click **Custom Margins** from the Margins pull-down menu, and then set the top, bottom, left, and right margins to 1.5 mm.

11 Select **72x51 Die-cut Label (Matte)** from the paper size pull-down menu.

12 Return to the Home tab and create the label design.

13 Click **File** - **Print** and then click the **Print** button.
The printer begins printing.

Creating and printing a label are now complete.

Borderless Printing of Die-cut Labels

This section describes the recommended conditions for printing die-cut labels without borders (printing with no margins at the top, bottom, left, and right of labels).

IMPORTANT	With borderless printing, the print may extend onto the backing paper 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.

Recommended Die-cut Label Paper

Die-cut label (BlackMark) with waste surrounding the labels
The labels are half cut and the margins remain for this paper. Borderless printing is possible because the paper is larger than the label size. Furthermore, use paper that has a black mark placed a the top 1.5 mm from the label leading edge.

IMPORTANT	• If you use die-cut labels without waste surrounding the labels, ink printed on the backing paper may cause your hands and inside the printer to be smudged with ink. Take extra care when handling the printed paper (labels). • The maximum value of the print area width is 104 mm. If the print width exceeds 104 mm, margins will be created on the left and right.

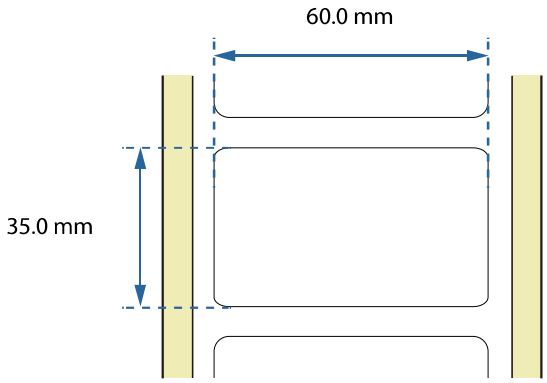
- Set a print area that is 1.5 mm larger at the top, bottom, left, and right than the paper size.
- Select **Continuous paper (Blackmark)** for the media form.
- Select the **Borderless Printing** check box.

Setting Example

This section shows an example of setting the driver for borderless printing.

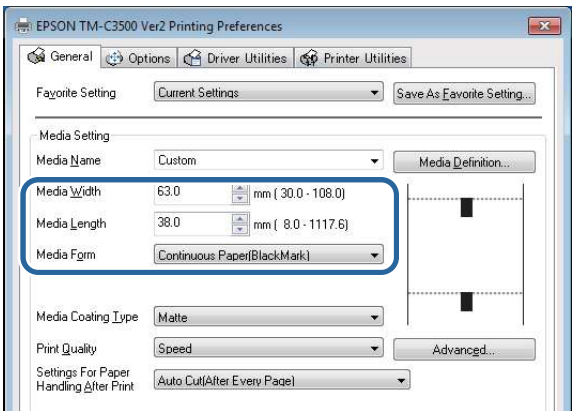
Paper to be used

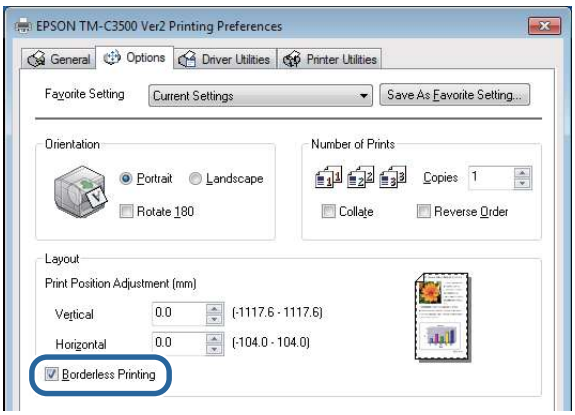
- Die-cut labels with waste surrounding the labels
- Label width: 60.0 mm
- Label height: 35.0 mm



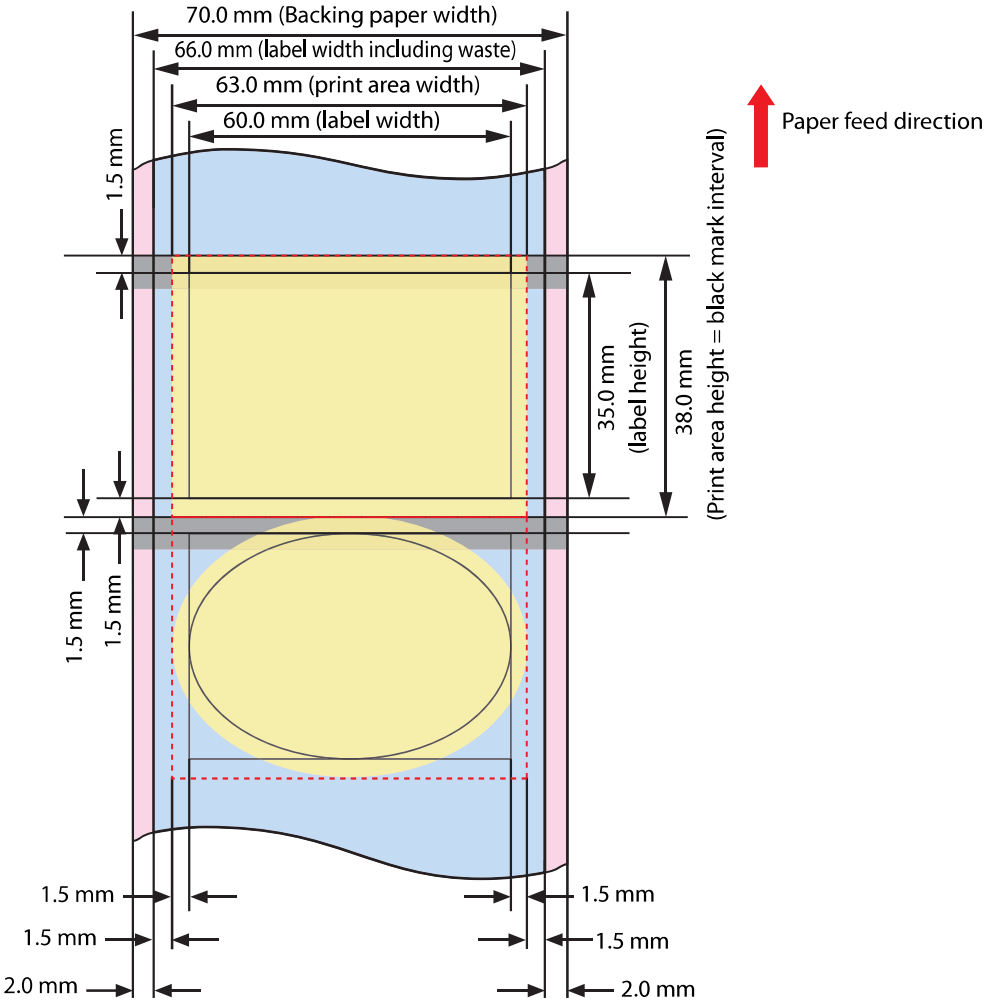
Printer driver settings

- Media Form: Continuous paper (Blackmark)
- Borderless Printing: Check box selected
- Media Width: 63.0 mm
- Media Length: 38.0 mm





Printable area



Print area of **Media Definition** to be specified in the printer driver

Area to place print data
(Top: Rectangle of 63.0 x 38.0 mm/Bottom: Oval of 63.0 x 38.0 mm)

Label area

Backing paper

Black mark position (back side)

Advanced Usage

This chapter describes the how to use the printer in specific applications.

Functions and Operating Procedures of the Printer

Buzzer

This section describes the functions and settings of the buzzer.

The buzzer sounds when printing is not possible and when printing completes. This allows you to check the status of the printer even when you are in a location away from the printer.

The specifications and settings of the buzzer are shown below.

Item	Description
Frequency	Fixed to 2.5 kHz.
Volume	High/low Change procedure: Dip switches 8 ("Volume Adjustment" on page 100)
Buzzer notification conditions	When cannot print ("When cannot print" on page 102) When printing completes ("When printing completes" on page 103)

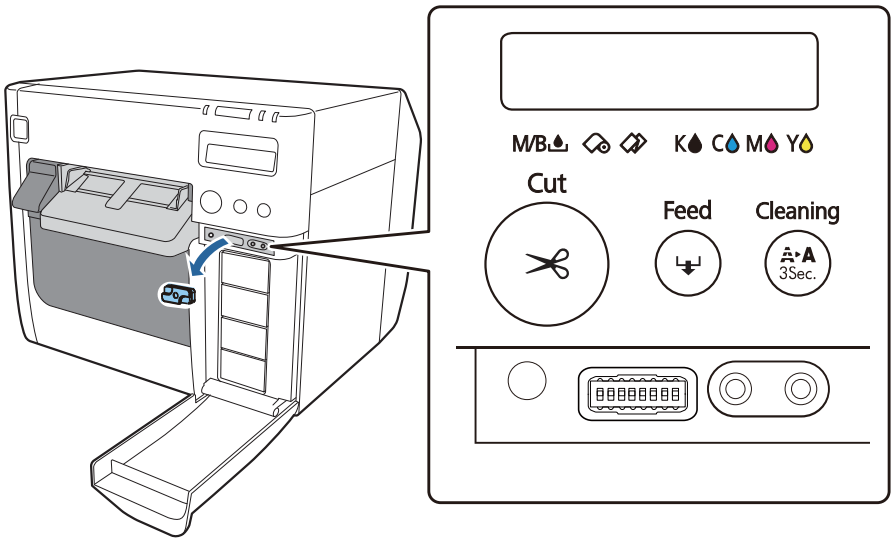
Volume Adjustment

Adjust the volume of the buzzer by following the steps below.

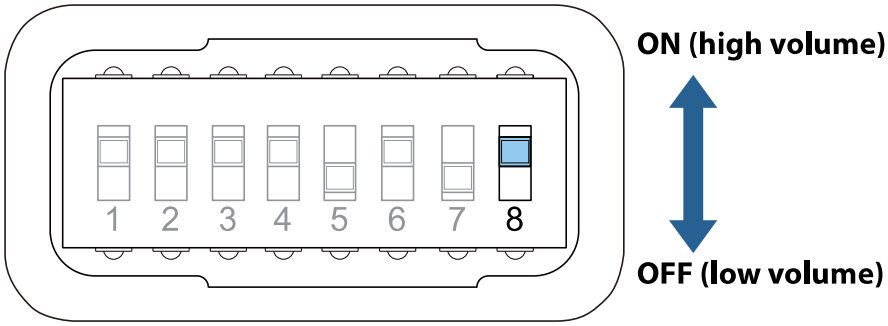
CAUTION	Turn the printer off before removing the dip switch cover. If you remove the cover while the power is on, the printer may fail due to a short circuit.

1 Check that the printer is powered off.

2 Open the ink cartridge cover and remove the dip switch cover.



3 Use an object with a sharp tip to operate the dip switches.
The dip switches are numbered in order from the left. Up is the ON state and down is the OFF state. Set dip switch 8 to ON to set a high volume, and set it to OFF to set a low volume.



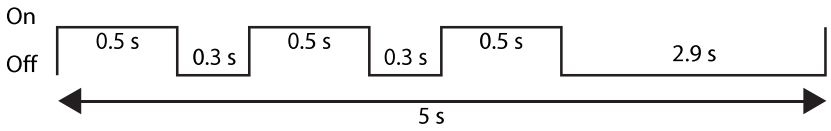
4 Attach the dip switch cover and close the ink cartridge cover.

Adjustment of the volume of the buzzer is now complete.

Buzzer Notification Conditions and Settings

When cannot print

When printing is not possible, the buzzer plays the following pattern repeatedly.



Printing is not possible in the following states.

Printer status	
• Roll paper cover is open • Ink cartridge cover is open • Maintenance box cover is open • Ink cartridge needs to be replaced • Maintenance box needs to be replaced • No ink cartridge • No maintenance box	• Ink cartridge read error • Maintenance box read error • Media form error • Media size error • Paper jam error • Paper removal error • No paper error* • Printer error • Service required

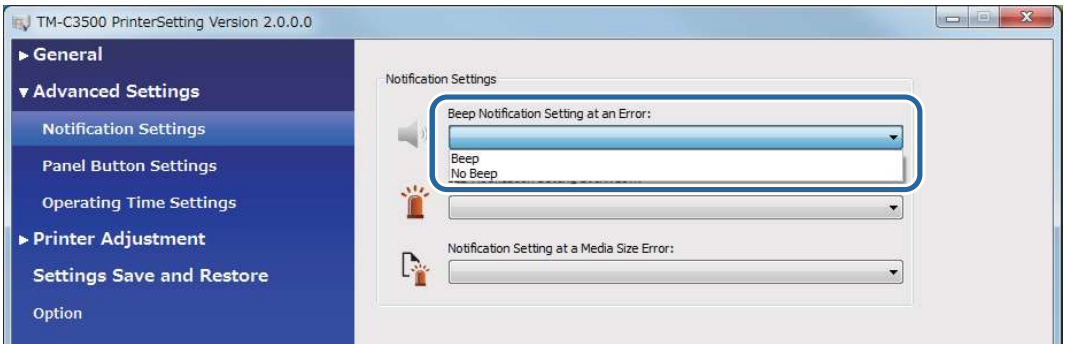
* When there is no print data, the buzzer does not sound for the no paper state.

The buzzer does not sound by default. To make the buzzer sound, change the setting in PrinterSetting.

Note	You cannot set the buzzer to sound or not to sound depending on the printer state.

1. Display the printer driver. ("How to Display the Printer Driver" on page 73)
2. Select the **Printer Utilities** tab and then click **Printer Setting Utility**.
3. The **TM-C3500 PrinterSetting** screen appears. Select **Advanced Settings** - **Notification Settings**.

4 The **Notification Settings** screen appears. Select a setting from the **Beep Notification Setting at an Error** pull-down menu.



5 Click **Apply Settings**.

6 Turn the printer on.

When printing completes

When printing completes, the buzzer sounds for 0.3 seconds. The buzzer setting can be configured in the printer driver.

1 Display the printer driver. (☞ "How to Display the Printer Driver" on page 73)

2 Select a setting from the **Notification** pull-down menu on the **General** tab.

Item	Description
None	The buzzer does not sound.
Beep at Page End	The buzzer sounds after printing each page.
Beep at Job End	The buzzer sounds after printing of the last page ends.

3 Click **OK**.

Setting of the buzzer is now complete.

Auto Nozzle Check System

The printer is equipped with an auto nozzle check system to ensure stable print quality. It checks the print head at regular intervals and run a head cleaning if nozzle clogging is detected.

You can select one of the following four modes of the auto nozzle check system.

Nozzle Check Mode	Print quality	Description
Anti-missing dot mode	High quality	Runs a head cleaning every time nozzle clogging (missing dots on printout) is detected. Ensures highly reliable printouts.
Anti-missing read mode (default setting)		Prevents misreading of characters that are partially missing due to nozzle clogging.
Anti-missing color mode		Prevents unintended change in colors of printouts due to nozzle clogging. For example, to print a green-colored image, the printer fires cyan and yellow ink droplets. If the cyan ink droplets are not properly fired due to nozzle clogging, the green image is printed in yellow. This mode prevents such color changes.
No missing dot detection mode		Does not run the auto nozzle check and the head cleaning.

IMPORTANT	• This function cannot provide 100% accuracy for detecting and preventing missing dots on printouts. • If extremely high reliability is required for printouts, it is recommended to use fonts whose height is 3-dots or more (6pt or larger in the case of the Arial font). • If the problem of clogged nozzles could not be resolved, the auto head cleaning is repeated five times. If the problem is still not resolved, **NOZZLE CLOGGED** is displayed on the LCD and printing stops.

Note	• A small amount of ink is consumed for missing dot detection. • Ink is consumed for the head cleaning.

Auto Cleaning Conditions and Timing

Nozzle Check Mode	Criterion for auto head cleaning (Number of missing dots)	Timing
Anti-missing dot mode	1 missing dot or more	When the printer is turned on During a pause After head cleaning After the roll paper cover is closed After the ink cartridge cover is closed After the maintenance box cover is closed After detection of impact to the printer Regular check during continuous printing*
Anti-missing read mode (initial setting)	2 missing dots or more	
Anti-missing color mode	3 or more consecutive missing dots Or 10 missing dots or more	

* Printing may stop for approximately 8 seconds.

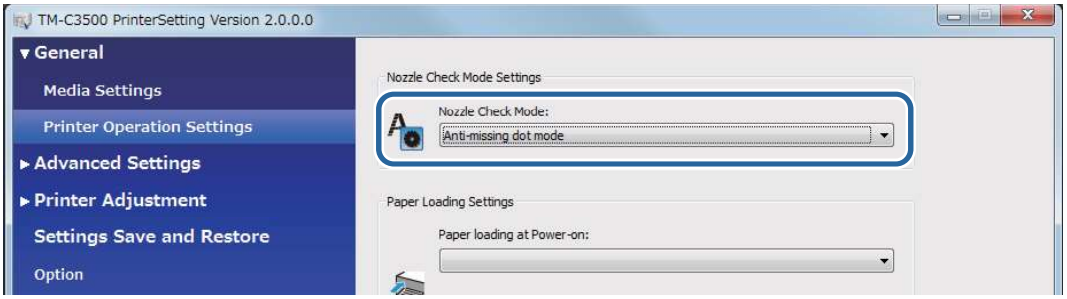
Auto Nozzle Check System Setting

1. Display the printer driver. ("How to Display the Printer Driver" on page 73)

2. Select the **Printer Utilities** tab and then click **Printer Setting Utility**.

3. The **TM-C3500 PrinterSetting** screen appears. Select **General** - **Printer Operation Settings**.

4. The **Printer Operation Settings** screen appears. Select a setting from the **Nozzle Check Mode** pull-down menu.



5 Click **Apply Settings**.

Setting is now complete.

Network Settings

This section describes the network settings.

The printer can use network settings assigned automatically from the DHCP (Dynamic Host Configuration Protocol) server of a broadband router or other device. Alternatively, you can set the IP address and other settings manually.

Setting Methods

There are the following ways to configure the network settings. Available setting items differ between the methods. ("Setting Items" on page 107)

Select the method most suitable for your environment.

- Install Navi
  Start from the CD supplied with the printer and then configure the settings. For the setting procedure, follow the on-screen instructions displayed by Install Navi.
- EpsonNet Config (utility for Windows operating system)
  Configure the network settings of the printer from a computer via the network. Install EpsonNet Config on the computer from the CD supplied with the printer. For the setting procedure, refer to EpsonNet Config Operation Guide installed when EpsonNet Config is installed.
- EpsonNet Config (Web Version)
  Configure the network settings from the browser of a computer or tablet via the network. The network settings of the computer or tablet need to be changed to settings that enable communication with the printer. For the startup procedure, refer to the following page. ("EpsonNet Config (Web Version)" on page 111)

Setting Items

The following lists the items that can be set by each network setting method.

Item	Install Navi	EpsonNet Config	EpsonNet Config (Web version)
IP Address Acquisition Method (Automatic/Manual)	✓	✓	✓
IP Address	✓	✓	✓
Subnet Mask	✓	✓	✓
Default Gateway	✓	✓	✓

Item	Install Navi	EpsonNet Config	EpsonNet Config (Web version)
Primary DNS Server	-	✓	✓
Secondary DNS Server	-	✓	✓
Proxy Server	-	✓	✓
Port Number	-	✓	✓
Location, Model Name	-	✓	-
WSD (Web Services on Devices) Settings	-	✓	-
SNMP Settings	-	✓	-
LPR Port, RAW Port	-	✓	-
Timeout Time	-	✓	-

Default Network Settings

The following shows the default network settings.

Item	Initial setting
Obtain IP Address	Auto
IP Address	192.168.192.168*

* When **Obtain IP Address** is set to **Manual**

Note	The printer driver does not have a function to automatically track the IP address set on the printer. If you attempt to use the printer with **Obtain IP Address** still set to **Auto**, printing may be impossible. It is recommended to consult with your network administrator or using one of the utilities (Install Navi, EpsonNet Config, EPSON Deployment Tool, etc.) to set a static IP address. (☞ "Network Settings" on page 107)

Restoring the Default Network Settings

The following describes how to restore the default network settings.

1. Check that the printer is powered off.

2. Press and hold the status sheet button and turn the printer on, then keep holding down the button for at least 10 seconds. (☞ "Connectors" on page 24)

Checking the Network Settings (Printing Status Sheet)

If you press the status sheet button on the rear of the printer, the following status sheet is printed. You can check the network settings on the status sheet.

```
HHHH Epson Status Sheet HHHH

<General Information>
MAC Address           A4:EE:57:FF:1F:DA
Software              05.WAM31000  02
Printer Model         TM-C3500
Printer Name          EPSONFF1FDA

<Ethernet>
Network Status        Auto(Disconnected)

<TCP/IP IPv4>
IPv4                  Enable
Obtain IP Address     Manual
IP Address            192.168.192.168
Subnet Mask           255.255.255.0
Default Gateway       None
APIPA                 None
DNS ADDR Acquisition  Manual
Pri DNS Address       None
Sec DNS Address       None

<SNMP>
Default Community     Enable

<Security>
IP Filtering          Disable
Unset Rules           16
Enable Rules          0
Disable Rules         0

<Service>
HTTP                  Enable
ENPC                  Enable
SNMP                  Enable
LPR                   Enable
Port9100              Enable
WSD                   Disable

<Idle Timeout>
LPR                   300[sec]
Port9100              300[sec]
WSD Print             300[sec]

HHHHHHHHHHHHHHHHHHHHHHHHHHHHH
```

EpsonNet Config (Web Version)

This section describes the functions and operating procedures of EpsonNet Config (Web version).

It allows you to acquire the information and configure the network settings of the printer from the browser of a computer or tablet via the network. Connect the computer or tablet to the same network as the printer.

The following functions are available.

- Network settings configuration
- Network settings check
- Network settings initialization
- Amount of ink remaining check

How to Start EpsonNet Config

The following describes how to start EpsonNet Config.

1. Print the status sheet of the printer and check the IP address.
(☞ "Checking the Network Settings (Printing Status Sheet)" on page 110)

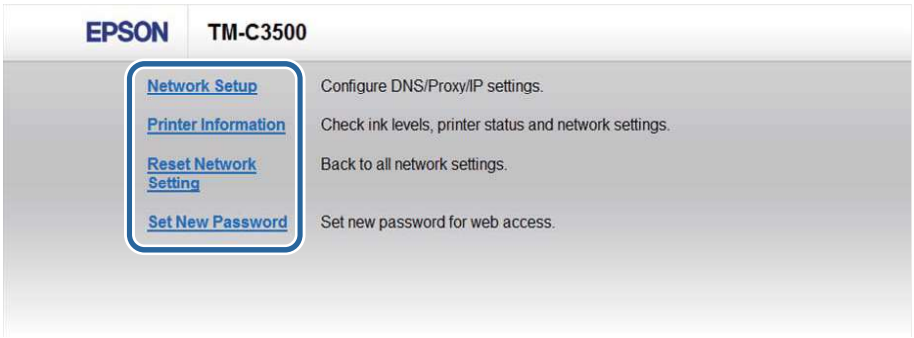
2. Check that the computer or tablet is on the same network as the printer. If it is not on the same network, change the network settings of the computer.

Note	If the IP address of the printer is set to 192.169.192.168, set the computer's IP address to 192.168.192.167 and subnet mask to 255.255.255.0, for example.

3. Open a browser on the computer or tablet.

4. Enter the IP address of the printer in the address bar of the browser.

5 The **Main** screen appears. Click the item to be set or checked.



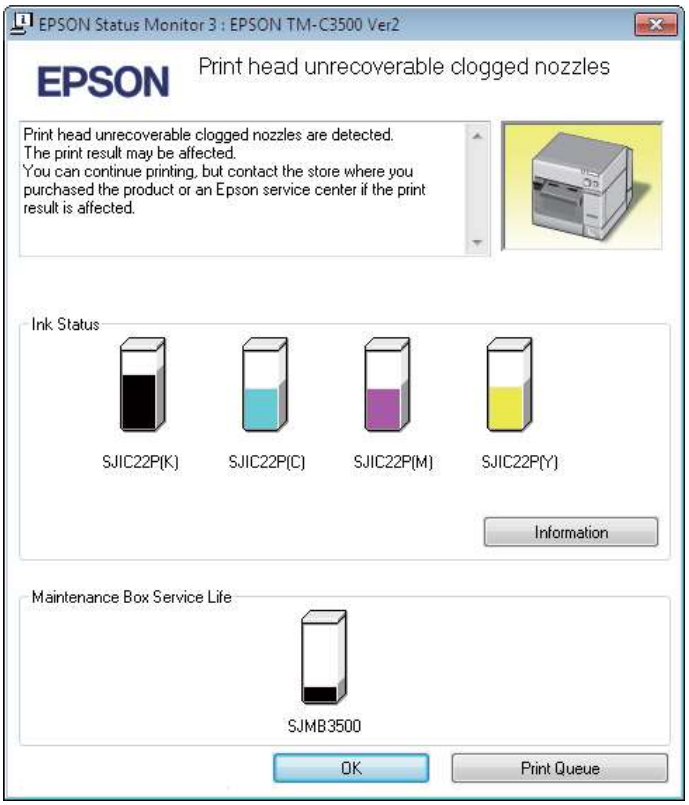
6 The Password Input screen appears. Enter the password.

Password: epson (default setting)

7 The screen of the selected item appears.

Notification Settings for Fatal Errors

The **EPSON Status Monitor 3** screen appears when a fatal error has occurred.



The error items are as follows.

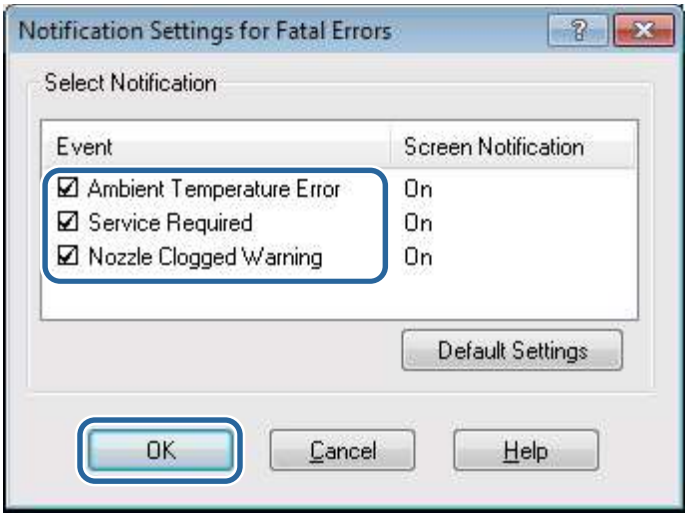
- Ambient Temperature Error: When the temperature inside the printer has risen
- Service Required: When an error requiring repair has occurred
- Nozzle Clogged Warning: When print head nozzle clogging is detected

The following describes how to change the settings.

1 Display the printer driver. (☞ "How to Display the Printer Driver" on page 73)

2 Select the **Driver Utilities** tab and then click **Notification Settings for Fatal Errors**.

3 The **Notification Settings for Fatal Errors** screen appears. Clear the check boxes of the items for which to not display the screen when an error occurs and then click **OK**.



Setting is now complete.

PrinterSetting Functions and Operating Procedures

PrinterSetting is a utility to set the printer from a Windows computer.

How to Start PrinterSetting

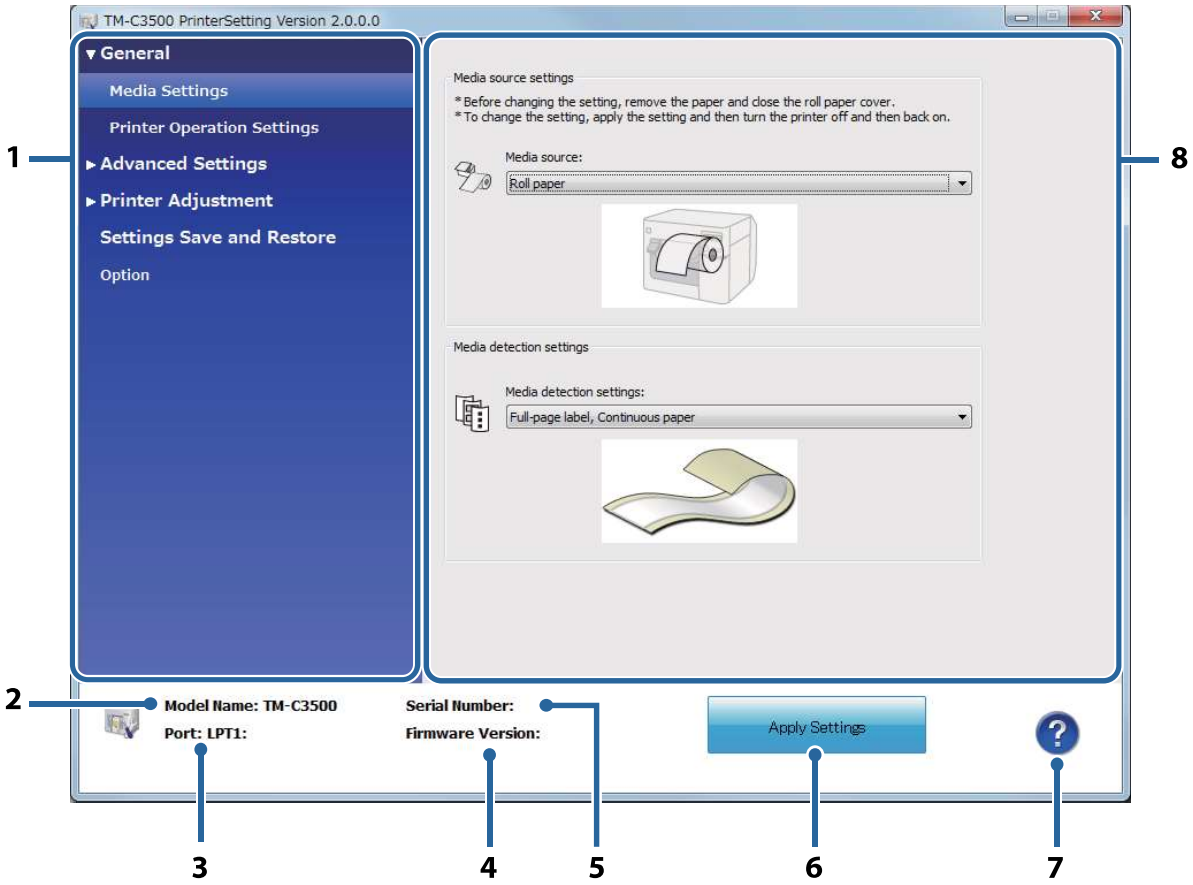
Start PrinterSetting by following the steps below.

1. Turn the printer on.
2. Display the printer driver. ("How to Display the Printer Driver" on page 73)
3. Select the **Printer Utilities** tab and then click **Printer Setting Utility**.

   The **TM-C3500 PrinterSetting** screen appears.

PrinterSetting Screen Configuration

PrinterSetting is equipped with a help function. Click the Help button to display explanations on the setting items.



1	**Menu**

Displays a menu of the setting items. ("PrinterSetting Functions" on page 117)

2	**Model Name**

Displays the printer queue name.

3	**Port**

Displays the computer port name.

4	**Firmware version**

Displays the version of the firmware installed in the printer.

5	**Serial number**

Displays the printer serial number.

6	**Apply Settings**

Applies the settings to the printer.

7	**Help**

Displays the Help screen.

8	**Setting area**

Displays the setting items.

PrinterSetting Functions

The following printer settings can be changed in PrinterSetting.

Menu		Setting item	Description
General	Media Settings	Media source settings	Set the source according to the paper loaded in the printer.
		Media detection settings	Set the method to detect the leading edge of the paper according to the media form.
	Printer Operation Settings	Nozzle Check Mode Settings	Set the auto nozzle check system setting.
		Paper Loading Settings	Set the paper loading settings for when the power of the printer is turned on and when the paper cover is closed.

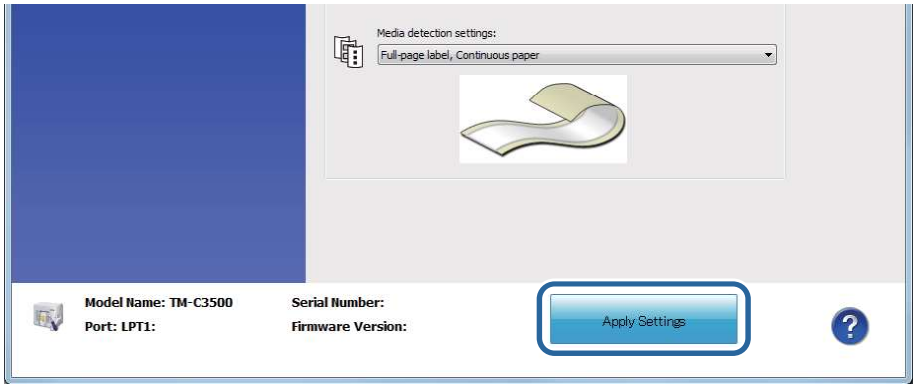
Menu		Setting item	Description
Advanced Settings	Notification Settings	Beep Notification Setting at an Error	Set whether or not to notify with a beep when an error occurs.
		LED Notification Setting at Ink Low	Set whether or not the Ink LED flashes when the amount of ink becomes low.
		Notification Setting at a Media Size Error	Set whether or not to notify of an error when paper that differs from that in the printer settings is loaded.
	Panel Button Settings	Panel Button Settings	Set whether or not to disable the Feed button, Cut button, and Cleaning button on the operation panel.
	Operating Time Settings	Platen Vacuum Operation Pause Time Settings Data Standby Time Settings	Set the operation time of the fan for the platen vacuum and the data standby time for after printing.
Printer Adjustment	Paper Feed Adjustment	Cut Position Adjustment Print Start Position Adjustment (Vertical Direction) Print Start Position Adjustment (Horizontal Direction)	Adjust the auto cutter cut position and print start position (vertical direction and horizontal direction).
	Sensor Adjustment	Adjust the Label Gap Detection Sensor Adjust the Black Mark Detection Sensor	Adjust the sensor setting value for when the gaps between the labels or the black marks of the paper cannot be detected.
	Print Head Alignment	Banding Adjustment Bi-directional Printing Adjustment	Adjust the print head when white or black banding appears on printouts, printed lines are skewed or misaligned, or printed text looks blurred. (☞ "Print Head Alignment" on page 128)
Settings Save and Restore		Save Printer Settings to File Restore from Settings File	Save the printer settings to a backup file or apply the printer settings in a backup file to the printer.
Option		Media Source Settings Option	Set this when connecting a media source.

Applying the PrinterSetting Settings

Apply the settings that you set on each screen to the printer by following the steps below.

1. Change the settings of the printer on each setting screen in PrinterSetting.

2. Click **Apply Settings**.



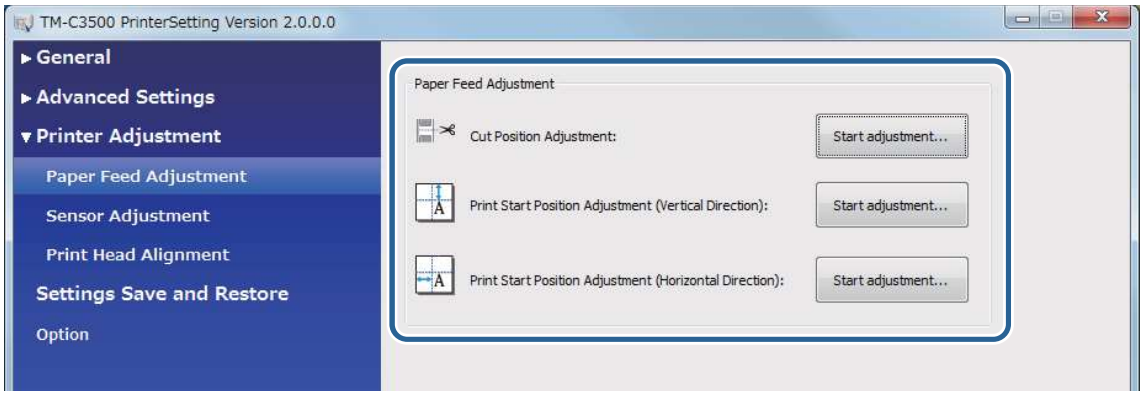
3. A confirmation screen appears. Click **Yes** to send the setting to the printer.

4. Click **OK** to close the screen.
   If a message asking you to restart the printer appears, turn the printer off and then back on.

Setting is now complete.

Paper Feed Adjustment

Make adjustments when the auto cut position does not match or the print start position shifts for the paper being used.



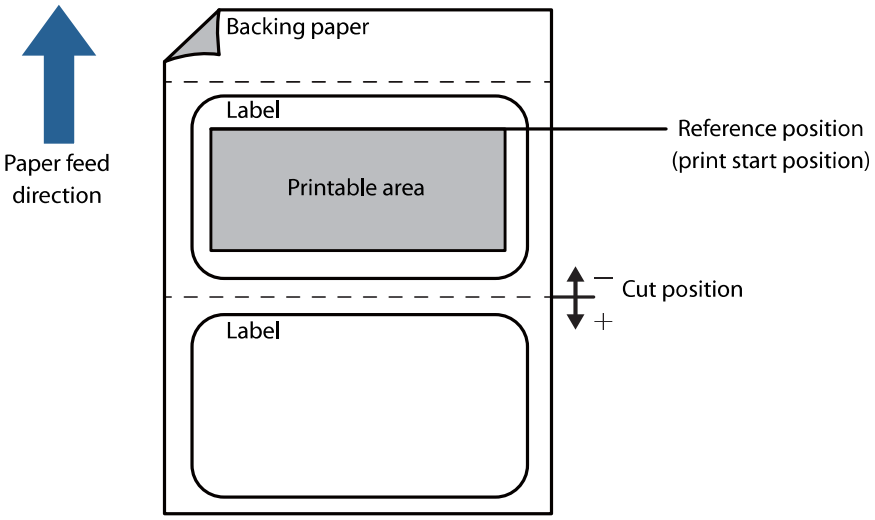
Setting	Description
Cut Position Adjustment (page 121)	Adjust the cut position. The increment is 1/180 inch. This can be adjusted within the range of -63 to 63.
Print Start Position Adjustment (Vertical Direction) (page 124)	Adjust the print start position in the vertical direction. The increment is 1/180 inch. This can be adjusted within the range of -63 to 63.
Print Start Position Adjustment (Horizontal Direction) (page 126)	Adjust the print start position in the horizontal direction. The increment is 1/180 inch. This can be adjusted within the range of -4 to 4.

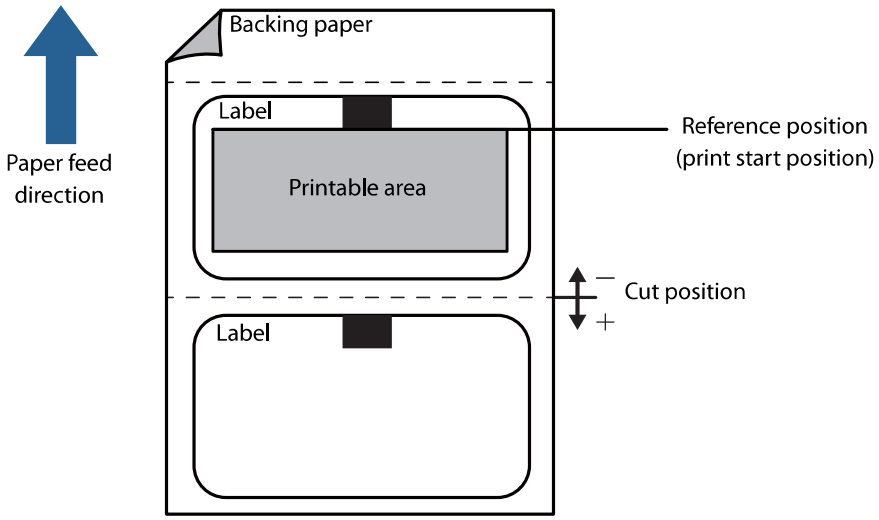
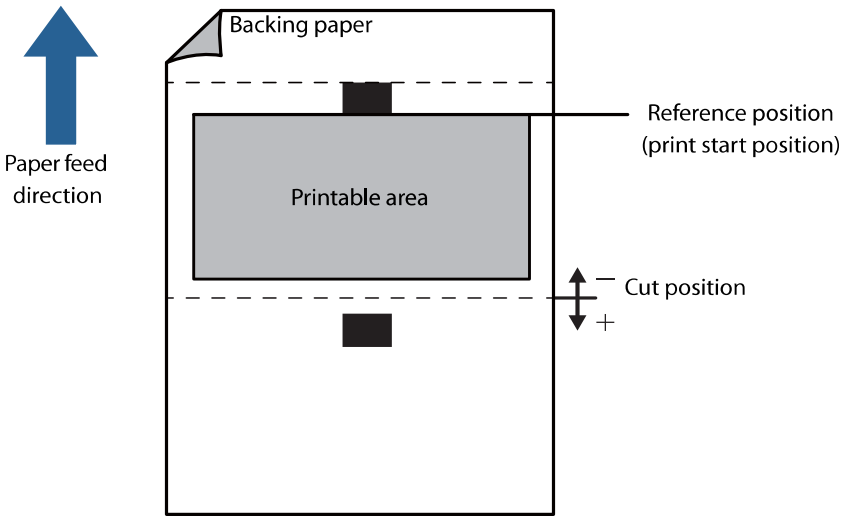
Note

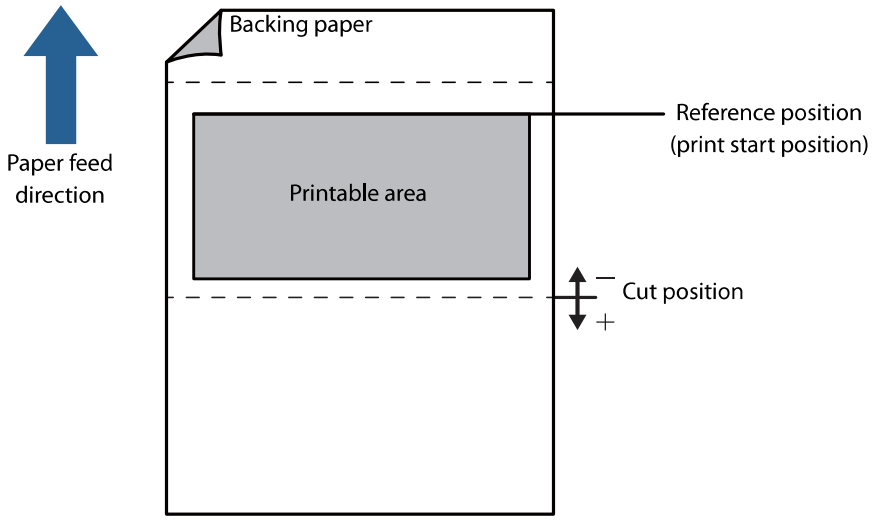
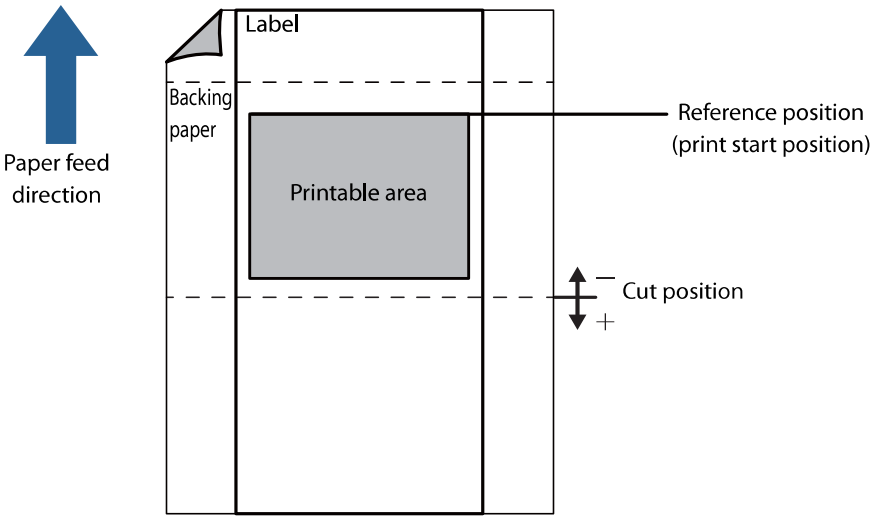
- [dot] - [mm] - [inch] are converted as follows when 180 dpi.
  1 dot - 0.1411 mm - 0.0055 inch
  2 dot - 0.2822 mm - 0.0111 inch
  3 dot - 0.4233 mm - 0.0166 inch
  4 dot - 0.5644 mm - 0.0222 inch
  5 dot - 0.7055 mm - 0.0277 inch
  6 dot - 0.8466 mm - 0.0333 inch
  7 dot - 0.9877 mm - 0.0388 inch
  8 dot - 1.1288 mm - 0.0444 inch
  9 dot - 1.2700 mm - 0.0500 inch
  10 dot - 1.4111 mm - 0.0555 inch
- When the printer prints for the first time after paper feed adjustment, it performs paper feeding and auto cutting to detect the paper position.

How to Adjust the Cut Position

Adjust the cut position to match the media form used.
When using media with a perforated line, adjust the cut position so that the perforated line is not cut.

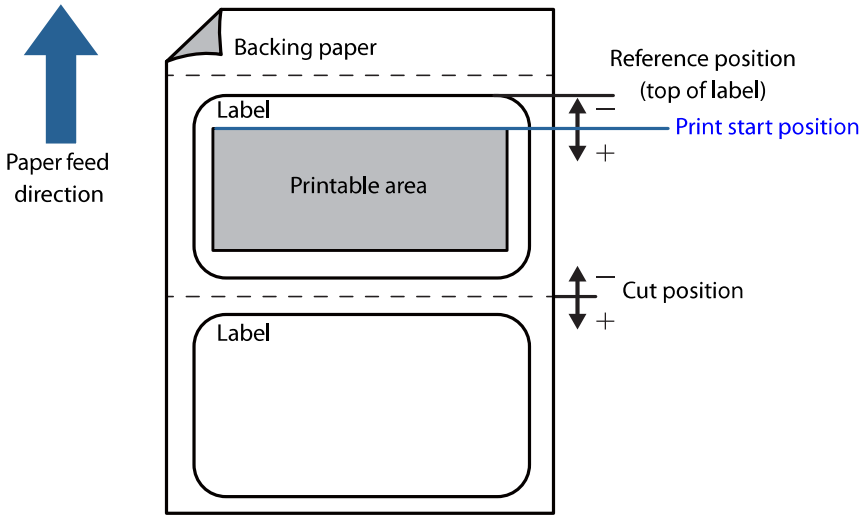
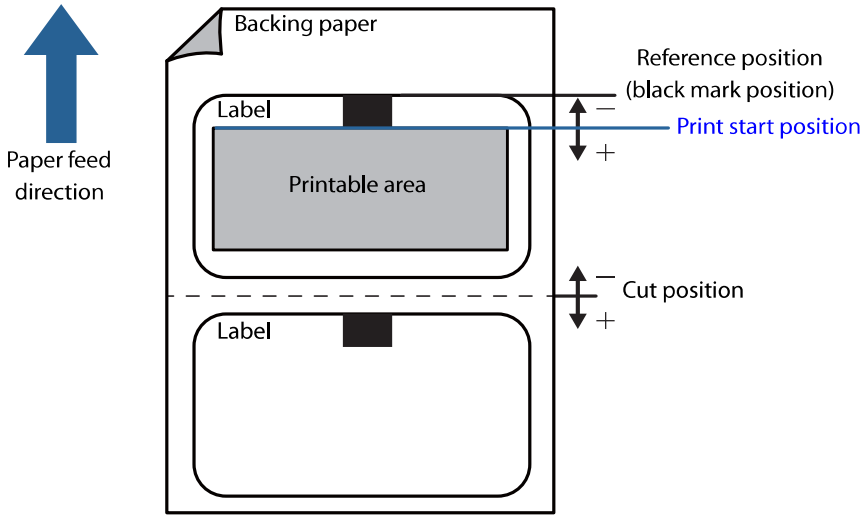
Media Form	Description
Die-cut label (Gap)	• When the adjustment value is +, the cut position moves closer to the reference position (print start position). • When the adjustment value is –, the cut position moves away from the reference position (print start position). 

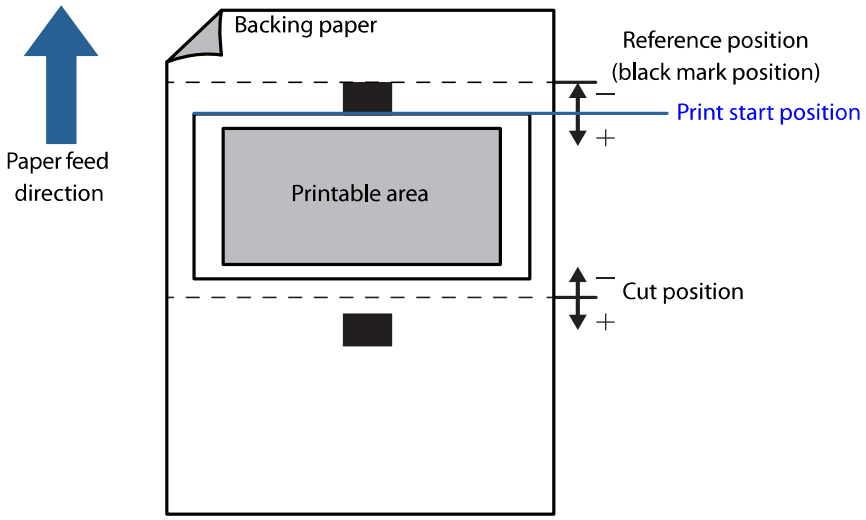
Media Form	Description
Die-cut label (BlackMark)	• When the adjustment value is +, the cut position moves closer to the reference position (print start position). • When the adjustment value is –, the cut position moves away from the reference position (print start position). 
Continuous Paper (BlackMark)	• When the adjustment value is +, the cut position moves closer to the reference position (print start position). • When the adjustment value is –, the cut position moves away from the reference position (print start position). 

Media Form	Description
Full-page label Continuous paper	• When the adjustment value is +, the cut position moves closer to the reference position (print start position). • When the adjustment value is –, the cut position moves away from the reference position (print start position).  

How to Adjust the Print Start Position (Vertical Direction)

Adjust the print start position in the vertical direction to match the media form used.
When the print start position is adjusted, the cut position is also adjusted at the same time.

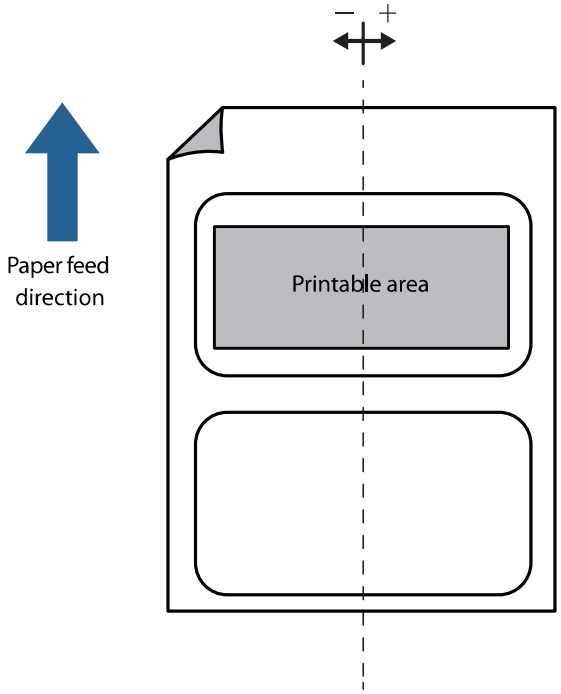
Media Form	Description
Die-cut label (Gap)	• When the adjustment value is +, the print start position and cut position move away from the reference position (top of label). • When the adjustment value is –, the print start position and cut position move closer to the reference position (top of label). 
Die-cut label (BlackMark)	• When the adjustment value is +, the print start position and cut position move away from the reference position (black mark position). • When the adjustment value is –, the print start position and cut position move closer to the reference position (black mark position). 

Media Form	Description
Continuous Paper (BlackMark)	• When the adjustment value is +, the print start position and cut position move away from the reference position (black mark position). • When the adjustment value is –, the print start position and cut position move closer to the reference position (black mark position). 
Full-page label Continuous paper	No change

How to Adjust the Print Start Position (Horizontal Direction)

Adjust the print start position in the horizontal direction.

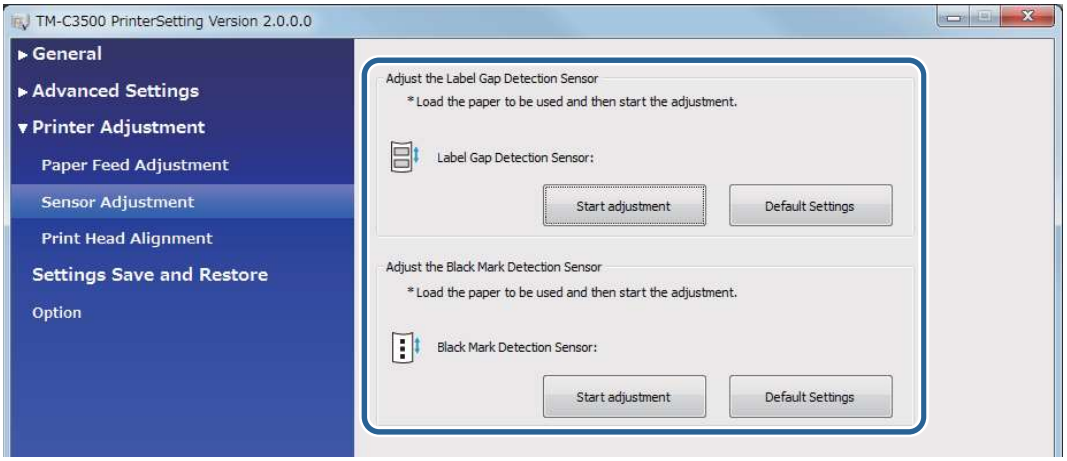
- When the adjustment value is +, the position shifts to the left when viewed from the printer.
- When the adjustment value is –, the position shifts to the right when viewed from the printer.



Sensor Adjustment

The threshold value of a sensor can be adjusted when the gaps between the labels or the black marks of the paper being used cannot be detected.

1 Click the **Start adjustment** button of the sensor to be adjusted.



2 A confirmation screen appears. If you click **Yes**, the sensor is adjusted.

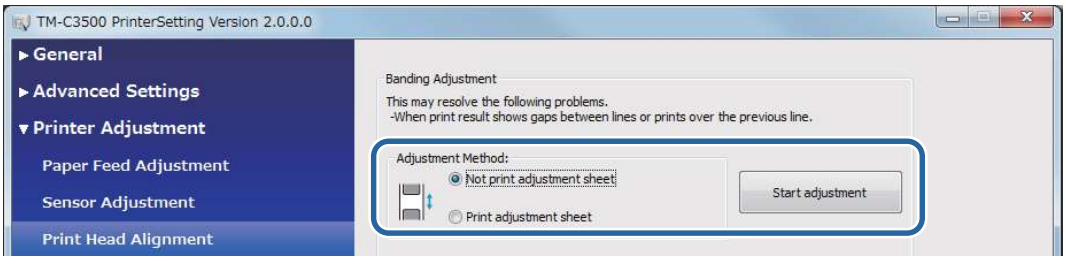
Print Head Alignment

Align the print head if white or black banding appears on printouts, vertical and horizontal lines are skewed or misaligned, or text looks blurred.

Note	Depending on the print quality problem, aligning the print head makes the problem less noticeable, but cannot completely resolve it. If the problem cannot be resolved, refer to "Problems with Print Quality" on page 147.

Banding Adjustment

Adjust paper feeding when white banding or black banding appears on printouts.



Adjustment method	Description
Not print adjustment sheet ("Not print adjustment sheet" on page 128)	Select this if you do not have continuous paper, full-page label paper, or label paper with a length of 140 mm or more. Prepare data with conspicuous gaps and then configure the settings by printing and adjusting repeatedly.
Print adjustment sheet ("Print adjustment sheet" on page 130)	Print adjustment patterns on continuous paper, full-page label paper, or label paper with a length of 140 mm or more. You can adjust the printer by selecting the best one from the printed patterns.

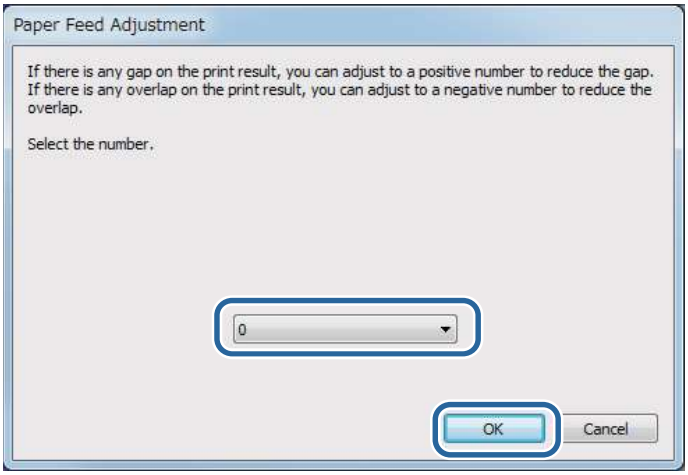
Not print adjustment sheet

1. Prepare data with conspicuous gaps in advance.
2. Print the prepared data from the printer.
3. Select **Not print adjustment sheet** from **Adjustment Method** and then click **Start adjustment**.

4 The **Banding Adjustment** screen appears. Look at the print results and then select a setting value.

After selecting a setting value, click **OK**.

If there are gaps (white banding), make the adjustment in the + direction.
If there is overlapping in the print results (black banding), make the adjustment in the – direction.
The adjustment increment is 0.1411 mm (1/180 inch).



5 An adjustment start confirmation screen appears. Click **Yes**.

6 When adjustment is complete, the Finish screen appears. Click **OK**.

7 Print the data prepared in step 1 again.

8 Check the print results.

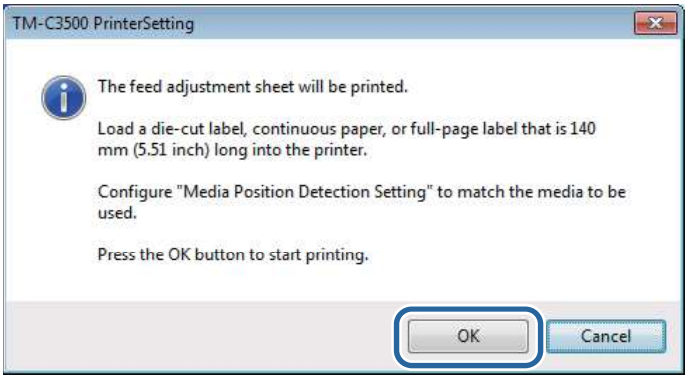
If gaps are no longer conspicuous, the setting is complete.
To make further adjustment, repeat steps 3 to 8.

Print adjustment sheet

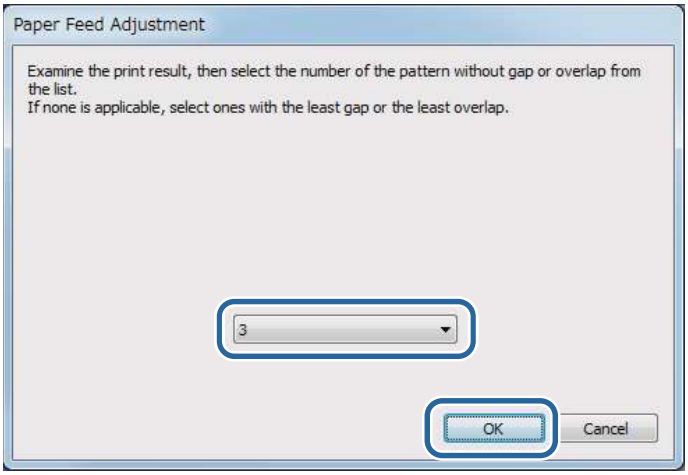
1 Load die-cut label, continuous paper, or full-page label paper with a length of 140 mm or more into the printer.

2 Select **Print adjustment sheet** from **Adjustment Method** and then click **Start adjustment**.

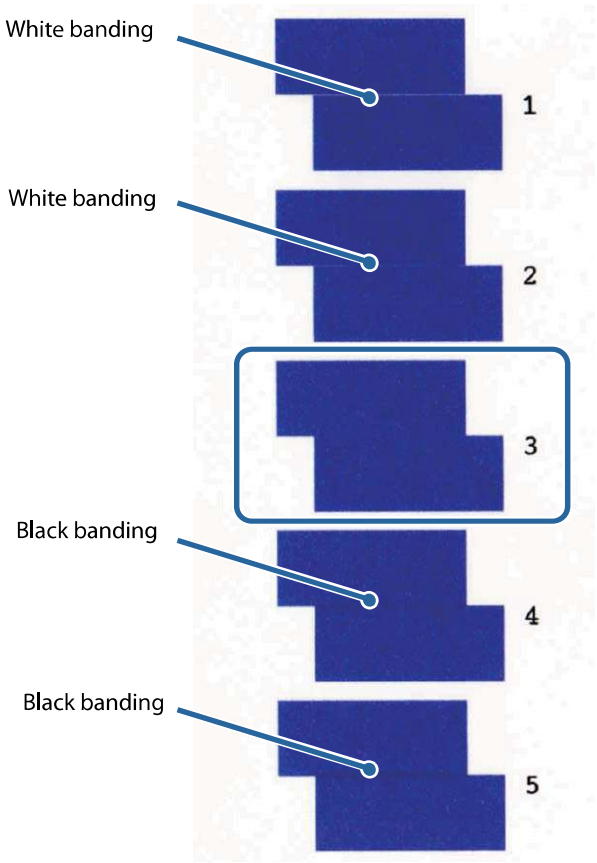
3 The screen to print a sheet for feed adjustment appears. Check that paper is loaded in the printer and then click **OK**.



4 The adjustment sheet is printed and the **Banding Adjustment** screen appears. Check the sheet and then select the number of the pattern with the least gaps or overlapping and click **OK**.



Adjustment sheet print example (In the case of these patterns, select “3”.)

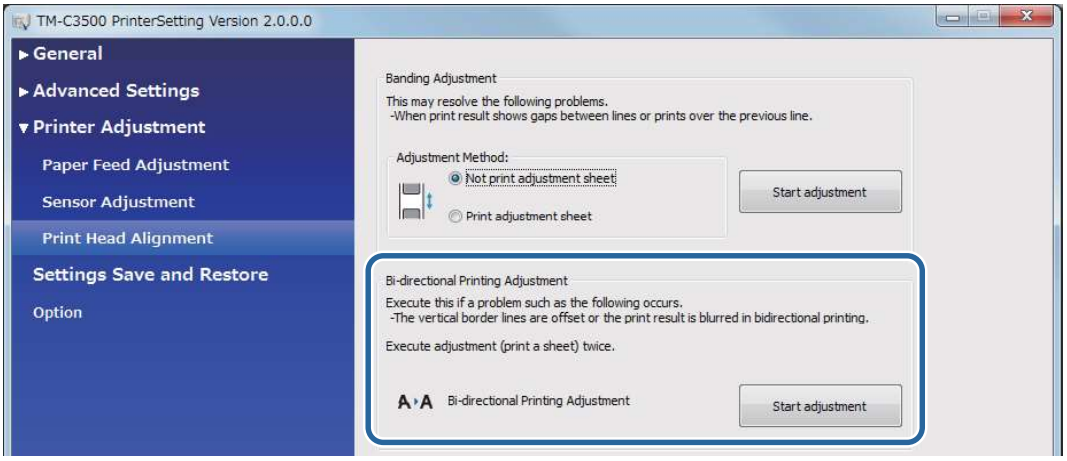


5 An adjustment start confirmation screen appears. Click **Yes**.

6 When adjustment is complete, the Finish screen appears. Click **OK**.

Bi-directional Printing Adjustment

When printed vertical or horizontal lines look skewed or misaligned, or when printed text looks blurred, perform the Bi-directional Printing Adjustment.

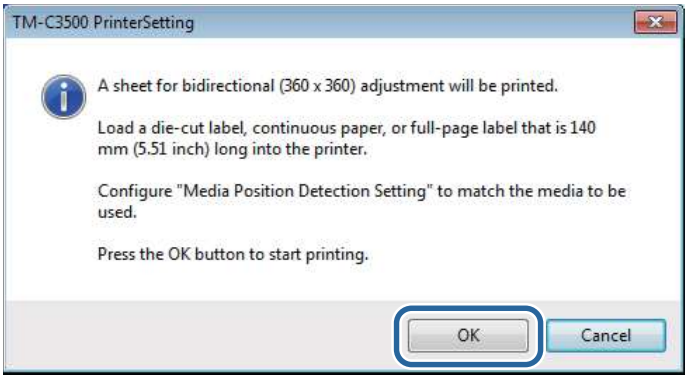


Note	Set whether or not to perform bi-directional printing in **Print Quality - Advanced - Bidirectional Printing**.

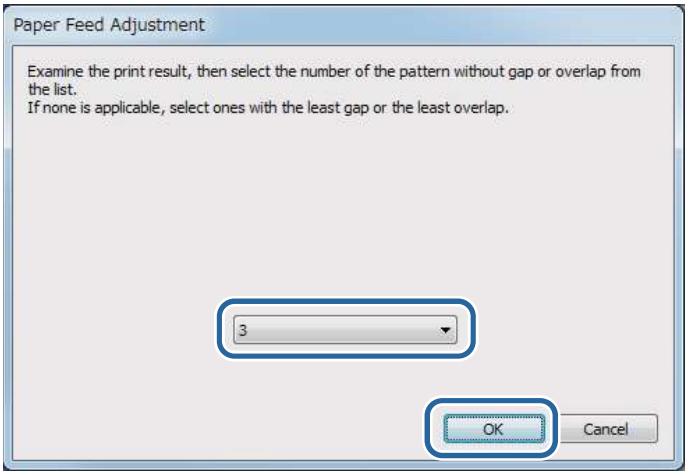
1. Load die-cut labels with a length of 140 mm or more, continuous paper, or full-page label paper into the printer.

2. Click **Start adjustment**.

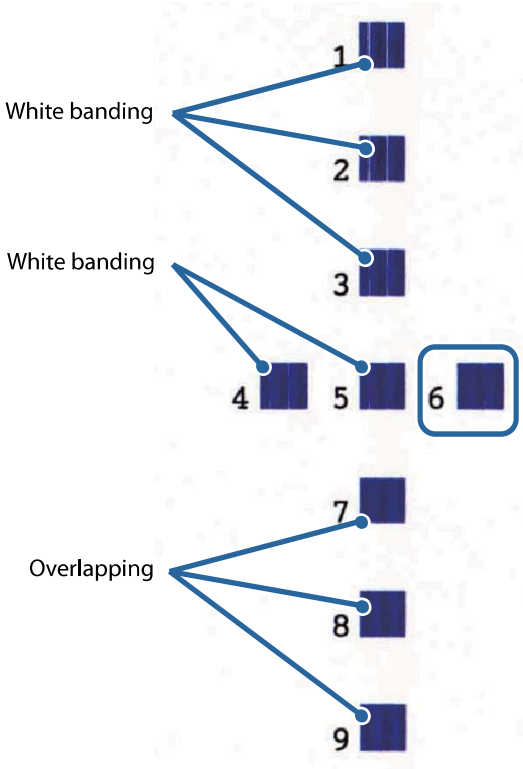
3. The screen to print a sheet for bi-directional printing (360x360) adjustment appears. Check that paper is loaded in the printer and then click **OK**.



4 The adjustment sheet is printed and the **Banding Adjustment** screen appears. Check the sheet and then select the number of the pattern with the least gaps or overlapping and click **OK**.



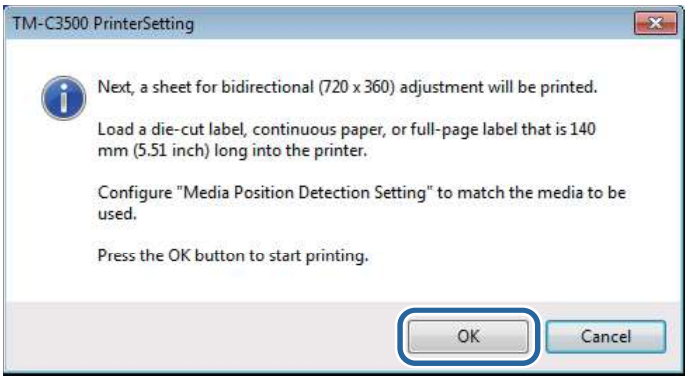
Adjustment sheet print example (In the case of these patterns, select "6".)



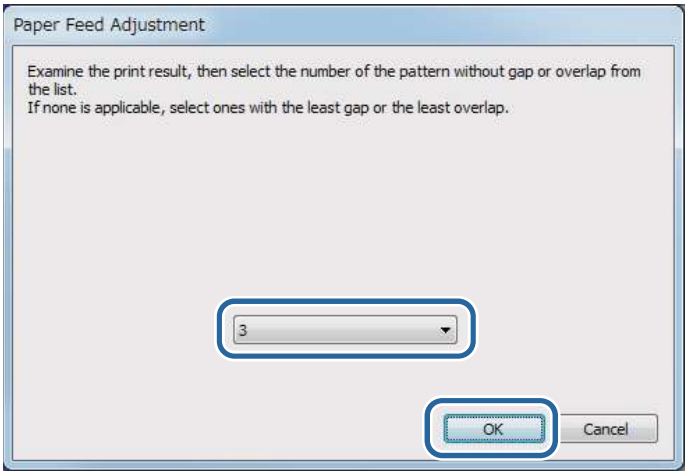
5 An adjustment start confirmation screen appears. Click **Yes**.

6 When adjustment is complete, the Finish screen appears. Click **OK**.

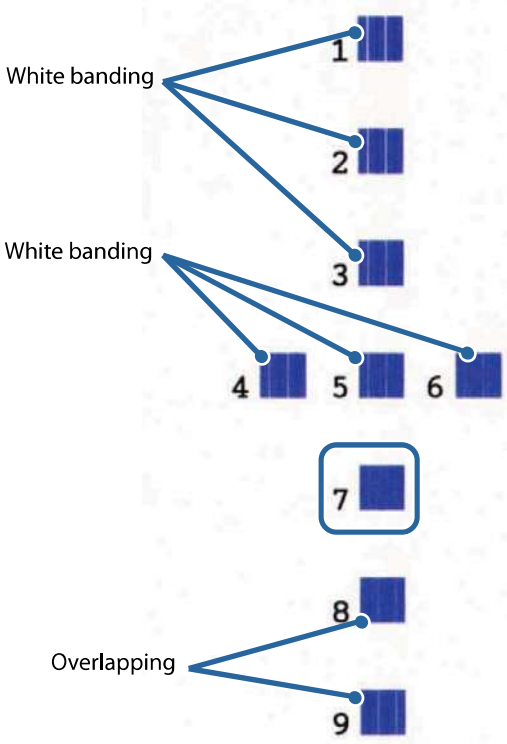
7 The screen to print a sheet for bi-directional printing (720x360) adjustment appears. Check that paper is loaded in the printer and then click **OK**.



8 The adjustment sheet is printed and the **Banding Adjustment** screen appears. Check the sheet and then select the number of the pattern with the least gaps or overlapping and click **OK**.



Adjustment sheet print example (In the case of these patterns, select "7".)



9 An adjustment start confirmation screen appears. Click **Yes**.

10 When adjustment is complete, the Finish screen appears. Click **OK**.

Maintenance

This chapter describes how to carry out maintenance of the printer.

Cleaning the Exterior

⚠ CAUTION	Do not use alcohol, benzine, thinner, trichloroethylene, or ketone based solvent to clean the exterior of the printer. Doing so may deform or damage the plastic and rubber parts.

1 Turn the printer off and then disconnect the power cable from the outlet.

2 Wipe off any dirt with a dry cloth or cloth that has been slightly dampened.

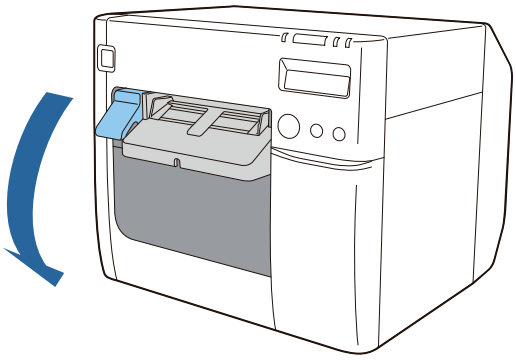
Cleaning the Platen

If there is ink adhered to the platen, hands or paper may become dirty. Furthermore, if the holes in the platen (three places) become blocked by dirt, ink soiling inside the platen may occur.
Use the non-woven fabric or cotton swabs to clean the platen by following the steps below.

⚠ CAUTION	• Do not use water or alcohol. • Take care not to change the position of the shutters on the platen. If the shutters are opened or closed incorrectly, paper may get jammed or be smudged with ink. • Take care not to deform or damage the three sensors.

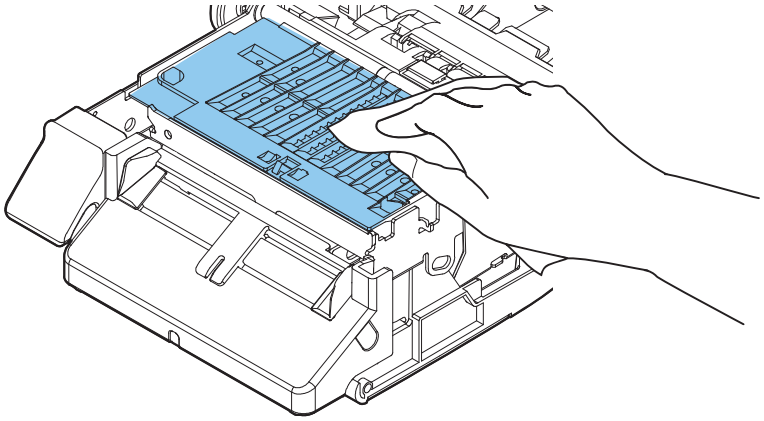
1 Turn the printer off, and then disconnect the AC cable from the outlet.

2 Pull the release lever toward you to open the roll paper cover.

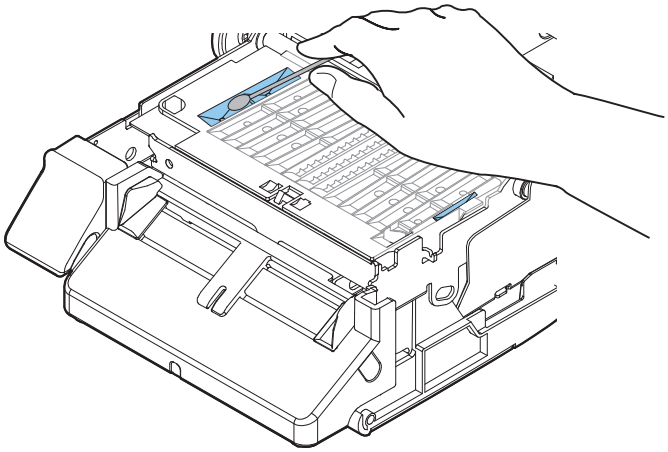


3 Remove the roll paper or fanfold paper.

4 Use the non-woven fabric for platen cleaning to clean the platen.



5 Use cotton swabs to clean the holes and around the holes. If the holes are blocked, be sure remove the dirt to unblock the holes.



6 Close the roll paper cover.

Cleaning of the platen is now complete.

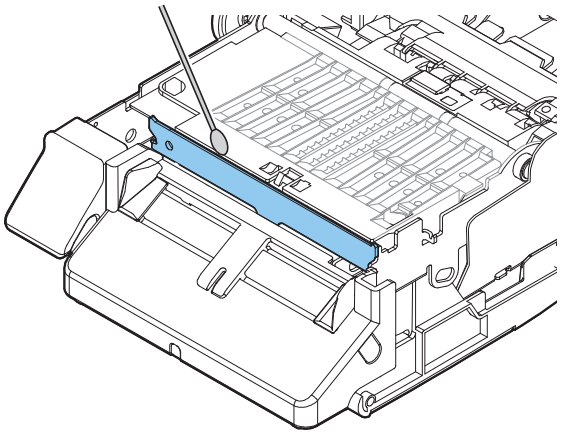
Cleaning the Auto Cutter

The fixed blade of the auto cutter may become unable to cut cleanly due to the adhesive of label paper adhering to it.

Perform cleaning by following the steps below.

1. Turn the printer off, and then disconnect the AC cable from the outlet.
2. Open the roll paper cover and remove the paper.
3. Remove the adhesive adhered to the fixed blade of the auto cutter on the roll paper cover side.

   Remove it with a cotton swab or the like dampened with alcohol.



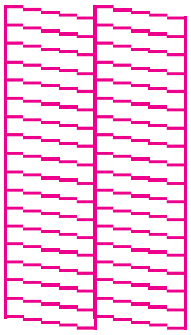
⚠ CAUTION	Do not directly touch the fixed blade of the auto cutter. Doing so may cause injury to a finger.

Cleaning of the auto cutter is now complete.

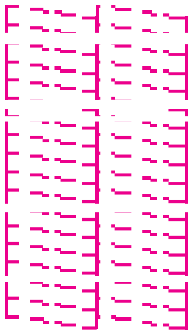
Cleaning the Printer Head

If the nozzles are clogged, faint colors, banding, or unintended colors appear on printouts. When such print quality problems occur, print nozzle check patterns and check for nozzle clogging.

Normal



Clogging



When the printed patterns show the nozzle clogging state, run a head cleaning.

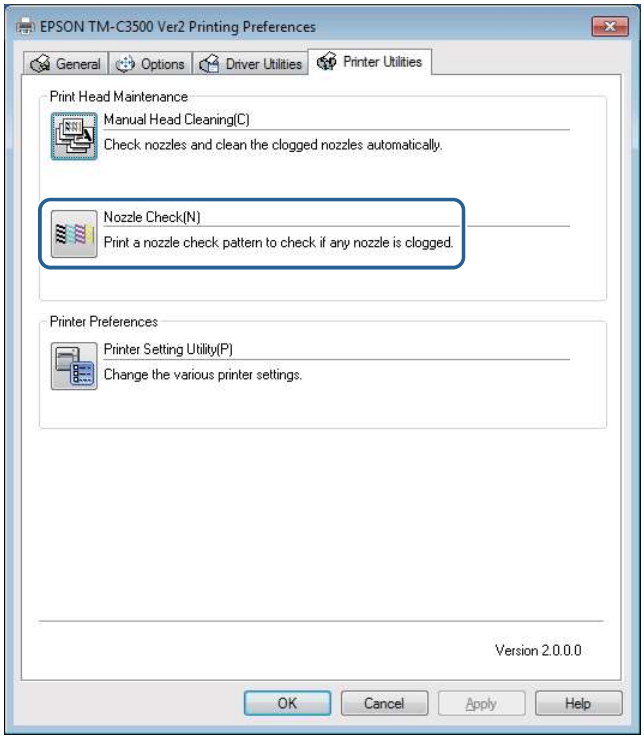
Printing Nozzle Check Patterns

You can print the nozzle check patterns using the self test printing function (☞ "Self-Test Printing" on page 71) or the printer driver's nozzle check function.

Printing from Printer Driver

1 Start the printer driver. (☞ "How to Display the Printer Driver" on page 73)

2 Click **Nozzle Check** on the **Printer Utilities** tab.



Head Cleaning

IMPORTANT	• Do not turn off the power or open the covers during head cleaning. Doing so may cause printing malfunction. • Do not run the head cleaning more than necessary. Ink is consumed because ink is discharged from the head to clean it. • If there is not much ink remaining, head cleaning may not be possible. Replace the ink cartridges and then try again. ("Replacing the Ink Cartridges" on page 44)

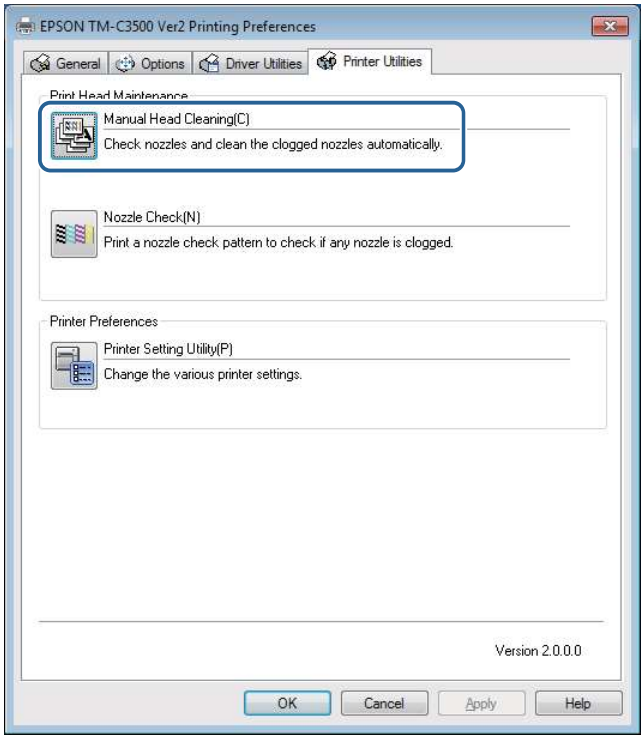
Executing from the Operation Panel

Press the Cleaning button for at least 3 seconds to run a head cleaning.

Executing from Printer Driver

1 Start the printer driver. ("How to Display the Printer Driver" on page 73)

2 Click **Manual Head Cleaning** on the **Printer Utilities** tab.



Troubleshooting

This chapter describes how to resolve problems.

Trouble	Reference
A message is displayed on the operation panel	page 144
Problems with print quality	page 147
Paper is fed and ejected, and an error occurs	page 155
Paper is jammed	page 156
A message is displayed on the computer screen	page 157
Printing from a computer is impossible or becomes suddenly impossible	page 158
The printer does not turn on	page 160

A Message is Displayed on the Operation Panel

If a message appears on the LCD of the operation panel, try the solution described below.

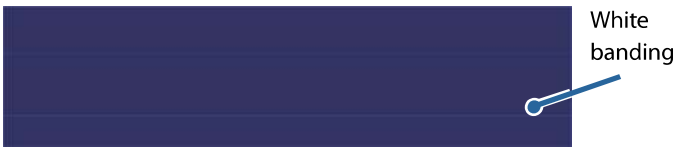
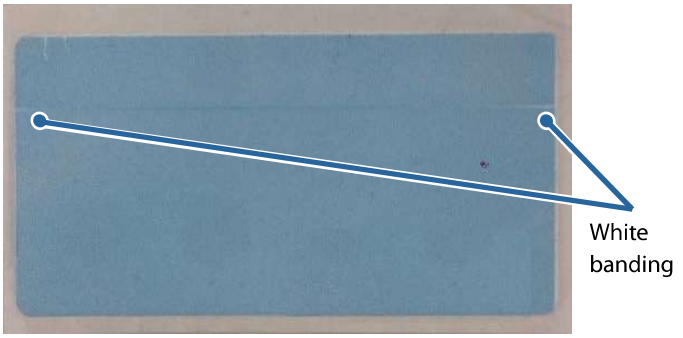
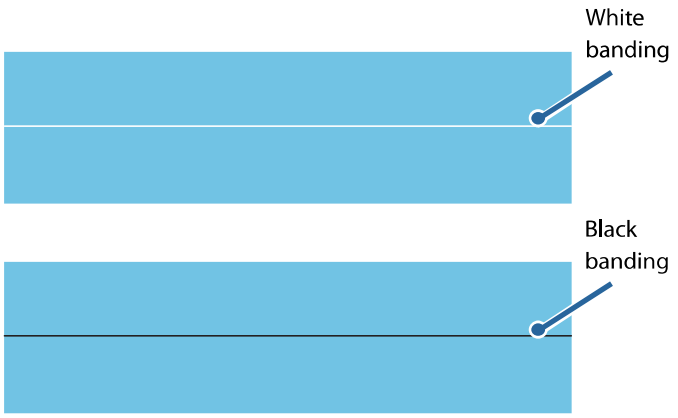
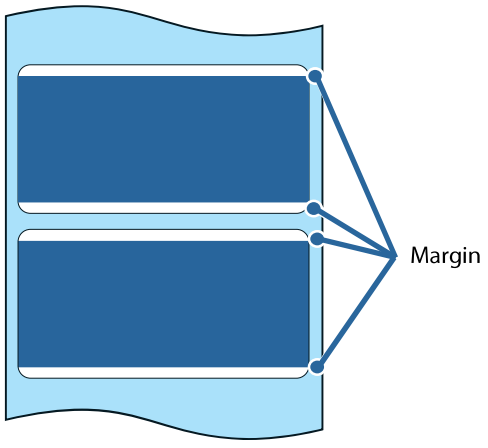
LCD display	Error details	Solution and Reference
MEDIA FORM ERROR	The form of the loaded media differs from that set in **Media detection settings**.	• Use paper that matches that set in the media detection settings. • Set the media detection settings to match the paper. ("PrinterSetting Functions and Operating Procedures" on page 115)
MEDIA SIZE ERROR	The media size differs from the print data size.	• Load media that matches the print area size. • Set the print area to match the media size. ("PrinterSetting Functions and Operating Procedures" on page 115)
PAPER JAM ERROR ## ##: 59	Roll paper is loaded in the printer that is set for loading fanfold paper.	Load paper that matches the media source. ("Loading and Replacing Roll Paper" on page 46, "Loading and Replacing Fanfold Paper" on page 56)
PAPER JAM ERROR ## ##: 01 to 0E, 44, 55 to 5C, 80	A paper jam has occurred.	Remove the jammed paper and then load paper. ("Paper is jammed" on page 156)
PAPER JAM ERROR ## ##: 81	Fanfold paper is loaded in the printer that is set for loading roll paper.	Load paper that matches the media source. ("Loading and Replacing Roll Paper" on page 46, "Loading and Replacing Fanfold Paper" on page 56)
PAPER REMOVAL ERROR	Fanfold paper is inserted in the printer while previous fanfold paper is still in the printer.	Load paper after removing the previous paper from the paper ejection slot. ("Loading and Replacing Roll Paper" on page 46, "Loading and Replacing Fanfold Paper" on page 56)
PAPER OUT	There is no paper.	Load paper. ("Loading and Replacing Roll Paper" on page 46, "Loading and Replacing Fanfold Paper" on page 56)
PAPER OUT ERROR	There is no paper.	
ROLL COVER OPEN	The roll paper cover is open.	Close the roll paper cover.
INK COVER OPEN	The ink cartridge cover is open.	Close the ink cartridge cover.

LCD display	Error details	Solution and Reference
NO INK CARTRIDGE	An ink cartridge is not installed.	Install an ink cartridge with a sufficient amount of ink remaining. ("Installing the Ink Cartridges" on page 35)
INK READ ERROR	The ink cartridge information cannot be read.	• Reinstall the ink cartridge. • If the error reoccurs, replace the ink cartridge with a new one. ("Replacing the Ink Cartridges" on page 44)
MAINTENANCE BOX COVER OPEN	The maintenance box cover is open.	Close the maintenance box cover.
NO MAINTENANCE BOX	A maintenance box is not installed.	Install a maintenance box with sufficient space remaining. ("Installing the Maintenance Box" on page 33)
MAINTENANCE BOX READ ERROR	The maintenance box information cannot be read.	• Reinstall the maintenance box. • If the error reoccurs, replace the maintenance box with a new one. ("Replacing the Maintenance Box" on page 45)
REPLACE INK	It is time to replace the ink cartridge.	Replace the ink cartridge with one that has a sufficient amount of ink remaining. ("Replacing the Ink Cartridges" on page 44)
REPLACE MAINTENANCE BOX	It is time to replace the maintenance box.	Replace the maintenance box with one that has sufficient space remaining. ("Replacing the Maintenance Box" on page 45)
NOZZLE CLOGGED	Unrecoverable nozzle clogging has occurred.	Check the print results, and request repairs if you are not satisfied with the print results.
CUT UNAVAILABLE	Attempting to performing auto cutting two or more times when the paper remained at the same position.	Auto cutting is not required.
SERVICE SOON ##	The printer internal parts have almost reached the end of their service life.	Replace the printer or prepare a replacement printer.
PRINTER ERROR ## ##: 7B, 7C	The ambient temperature is too low (7B) or too high (7C).	Restart the printer in an environment that is between 10°C and 35°C.

LCD display	Error details	Solution and Reference
PRINTER ERROR ## ##: 20 to 54, 64 to 75, A9, B0 to DA	One of the following is occurring. • Paper jam • Auto cutting operation failure • Abnormal environment temperature • Failure	1. Turn the printer off. (☞ "Turning the Power Off" on page 43) 2. Open the roll paper cover. 3. Check that no paper is jammed. If there is a paper jam, remove the paper. 4. Load paper again. 5. Turn the printer on. (☞ "Turning the Power On" on page 42) If the error reoccurs, request repairs.
SERVICE REQUIRED ##	The printer internal parts have reached the end of their service life.	Replace the printer or request repairs.
UPDATING	The firmware update failed.	Turn the printer off and then turn it back on. If the error reoccurs, request repairs.

Problems with Print Quality

Find a symptom that is similar to your problem from the table below, then go to the linked page to see the solutions.

Symptoms	Explanation
	Horizontal white banding appears on printouts (page 149)
	White or black banding appears near the edges on printouts (page 149)
	White or black banding appear on printouts (page 150)
	When printing on die-cut labels without waste surrounding the labels, unintended top and bottom margins are generated (page 151)

Symptoms	Explanation
	Printed characters look blurred or look like printed twice (page 152)
Others	• Printed colors are wrong (page 152) • Print position shifts (page 152) • Paper is smeared or smudged wit ink (page 153) • Part of print data is missing (trimmed) on printouts. Auto cutting position shifts (page 153) • Top, bottom, left and right margins are generated on printed labels (page 154) • Margins of labels are large (page 154)

Horizontal White Banding

Cause	Solution and Reference
The nozzles are clogging.	Print the nozzle check patterns to check the nozzles for clogging. If the nozzles are clogging, run a head cleaning by pressing the Cleaning button for at least 3 seconds. When **Nozzle Check Mode** is other than **Anti-missing dot mode**, missing dots are permitted. If even one missing dot cannot be permitted, change **Nozzle Check Mode** to **Anti-missing dot mode**. (☞ "Auto Nozzle Check System" on page 104)

White or Black Banding near the Edges

Cause	Solution and Reference
The outside shutters on the platen, which are not needed to be opened for the paper, are open.	Air flow from the outside shutters adversely affect the printing operation and may cause white banding on printouts. Set the shutters on the platen according to the instructions on the label attached to the printer. (☞ "Adjusting the Shutters" on page 66)

White or Black Banding

If your printouts are faint, or white or black banding appears, follow the procedure below to resolve the problem efficiently. Banding at a regular interval of 25.4 mm (1 inch) in the paper feed direction can be reduced but not completely eliminated.

Cause	Solution and Reference
The paper is not loaded correctly.	Reload the paper. (☞ "Loading and Replacing Roll Paper" on page 46, ☞ "Loading and Replacing Fanfold Paper" on page 56)
⇩	
The paper being used and the **Media Coating Type** setting differ.	Check the paper being used and the **Media Coating Type** setting of the printer driver. (☞ "How to Display the Printer Driver" on page 73)
⇩	
White banding or black banding can occur if the paper feeding setting is not appropriate for the paper used.	Adjust the paper feed settings. Click **Printer Setting Utility** on the **Printer Utilities** tab of the printer driver to display PrinterSetting. Then execute **Banding Adjustment** from **Printer Adjustment** - **Print Head Alignment**. (☞ "PrinterSetting Functions and Operating Procedures" on page 115)
⇩	
Quality (Mode2) is not selected in **Print Quality**.	When the media type is other than **Plain** or **Wristband**, white banding or black banding may become inconspicuous if you select **Quality (Mode2)**. Select the media definition being used from **Media Definition** on the **General** tab of the printer driver. Select **Print Quality** - **Quality (Mode2)** in the Edit screen. (☞ "How to Display the Printer Driver" on page 73) With this setting, the printing speed may decrease.
⇩	
If the same symptoms still occur, request repairs.	

Unintended Top and Bottom Margins are Generated

If the backing paper of die-cut label sheet that does not have waste surrounding labels is too thin (transmittance is high), the printer may not be able to detect the labels and cause unintended top and bottom margins on each label. (The “top and bottom” used here means the beginning and end of labels in the paper feed direction.)

IMPORTANT	The print may extend onto the backing paper 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.

Solution and Reference	
Adjust the print start position to fill the unintended top margin (blank space at the beginning).	1. Start PrinterSetting. (☞ "PrinterSetting Functions and Operating Procedures" on page 115) 2. Execute **Print Start Position Adjustment (Vertical Direction)** from the **Printer Adjustment - Paper Feed Adjustment** menu. 3. Enter a minus value to move the print start position in a direction opposite to the paper feed direction. Match the value with the top margin size.

Expand the print area of the printer to fill the unintended bottom margin (blank space at the end).	1. Turn the printer off. (☞ "Turning the Power Off" on page 43) 2. Open the ink cartridge cover and remove the dip switch cover. 3. Use an object with a sharp tip to change dip switch 3 to ON. The dip switches are numbered in order from the left. Up is the ON state and down is the OFF state. 4. Attach the dip switch cover and close the ink cartridge cover. 5. Turn the printer on. (☞ "Turning the Power On" on page 42)

Printed Characters Look Blurred

Cause	Solution and Reference
Blurred print may occur when the printer settings are not appropriate for the thickness of the paper.	Perform the Bi-directional Printing Adjustment. Click **Printer Setting Utility** on the **Printer Utilities** tab of the printer driver to display PrinterSetting. Then execute **Bi-directional Printing Adjustment** from **Printer Adjustment - Print Head Alignment**. ("Print Head Alignment" on page 128)
The outside shutters on the platen, which are not needed to be opened for the paper, are open.	Air flow from the outside shutters adversely affect the printing operation and may cause blurred print. Set the shutters on the platen according to the instructions on the label attached to the printer. ("Adjusting the Shutters" on page 66)

Printed Colors Are Wrong

Cause	Solution and Reference
If the printer is moved after initial charging, the specified colors may not be output (colors may be mixed) due to vibrations and impacts.	Execute manual head cleaning and check that colors are no longer mixed. ("Print Head Alignment" on page 128) Press the Cleaning button for at least 3 seconds to run the head cleaning.

Print Position Shifts

Cause	Solution and Reference
The paper is not loaded centrally.	If the paper is offset from the center when loaded, print position may be laterally shifted at the beginning of printing. Use the paper guides to load the paper centrally or feed the paper before starting printing.
The trailing edge of the paper is approaching.	When the trailing edge of the paper approaches, print position may be laterally shifted, or blurred print may occur. Replace the paper with a new one.

Paper is Smeared or Smudged with Ink

Cause	Solution and Reference
The paper width and the shutters on the platen do not match.	If the paper width and shutters on the platen do not match, rising up of the paper may cause the paper and print head to rub against each other, leading to the paper becoming dirty. Set the shutters on the platen according to the instructions on the label attached to the printer. (☞ "Adjusting the Shutters" on page 66)
The paper being used and the **Media Coating Type** setting differ.	Check the paper being used and the **Media Coating Type** setting of the printer driver. (☞ "How to Display the Printer Driver" on page 73)
If foreign matter is adhered to the head, the paper may be smeared with ink.	Execute manual head cleaning. Press the Cleaning button for at least 3 seconds to run the head cleaning.
If the platen vacuum is insufficient for the paper, the paper may rub against the print head and be smeared with ink.	**Platen vacuum manual adjustment** is required. Set the vacuum with **Platen Vacuum Manual Adjustment** on the **Options** tab of the printer driver.

Part of Print Data is Missing / Auto Cutting Position Shifts

Cause	Solution and Reference
The paper being used and the media definition do not match.	If the paper and the media definition of the printer driver do not match, printing may not be at the correct position. Set the media definition correctly. (☞ "Registering Paper (Media Definition)" on page 76)
Shift of print position may occur depending on the paper used.	Position adjustment is required. Click **Printer Setting Utility** on the **Printer Utilities** tab of the printer driver to display PrinterSetting. Then execute **Paper Feed Adjustment** from **Printer Adjustment**. The adjustments of **Cut Position Adjustment**, **Print Start Position Adjustment (Vertical Direction)**, and **Print Start Position Adjustment (Horizontal Direction)** can be made. (☞ "PrinterSetting Functions and Operating Procedures" on page 115)

Margins are Generated on Printed Labels

Cause	Solution and Reference
This is normal, and not a failure of the printer.	If **Borderless Printing** is not enabled on **Options** tab of the printer driver, an area which is the label size excluding margins of 1.5 mm at the top, bottom, left, and right becomes the printable size. If you wish to set the entire area of the label size as the printable area, enable **Borderless Printing**. When **Borderless Printing** is enabled, edges of label image may be printed on the backing paper, so create margins of 1.5 mm at the top, bottom, left, and right in the label image data.

Margins of Label Are Large

Cause	Solution and Reference
The margin setting is too large.	Check the margin settings in the application and then set the top, bottom, left, and right margins to 1.5mm.

Paper is Fed and Ejected, and an Error Occurs

- When the media form is full-page label, continuous paper, or full-page label with transparent backing paper

Cause	Solution and Reference
The paper being used differs from that of **Media detection settings**.	Check the paper being used and **Media detection settings** of the printer. (☞ "PrinterSetting Functions and Operating Procedures" on page 115)
The sensor has failed.	If operation was normal up until now, the sensor has probably failed. Request repairs.

- When the media form is die-cut label (gaps) or die-cut label with transparent backing paper

Cause	Solution and Reference
The paper being used differs from that of **Media detection settings**.	Check the paper being used and **Media detection settings** of the printer. (☞ "PrinterSetting Functions and Operating Procedures" on page 115)
The transmittance of the paper does not comply with the specifications.	If the transmittance of the paper differs, gaps may not be recognizable. Infrared light is used for gap detection, and the infrared transmittance of the backing paper needs to be the specified value or higher and the infrared transmittance of the label part needs to be the specified value or lower. Check the specifications of the paper, and use paper that complies with the printer specifications. The gaps may become recognizable by executing **Adjust the Label Gap Detection Sensor**. Click **Printer Setting Utility** on the **Printer Utilities** tab of the printer driver to display PrinterSetting. Then execute **Adjust the Label Gap Detection Sensor** from **Printer Adjustment - Sensor Adjustment**.
The sensor has failed.	If operation was normal up until now, the sensor has probably failed. Request repairs.
The gap on fanfold paper cannot be detected.	To prevent paper jams, thicker backing paper is specified for fanfold paper than roll paper. Therefore, gaps may not be able to be detected even for genuine paper. If the gaps cannot be detected, click **Printer Setting Utility** on the **Printer Utilities** tab of the printer driver to display PrinterSetting. Then execute **Adjust the Label Gap Detection Sensor** from **Printer Adjustment - Sensor Adjustment**. If gaps cannot be detected even after adjusting the gap detection sensor, change the detection method from gap detection to black mark detection.

- When the media form is die-cut label (black marks) or continuous paper (black marks)

Cause	Solution and Reference
The paper being used differs from that of **Media detection settings**.	Check the paper being used and **Media detection settings** of the printer. (☞ "PrinterSetting Functions and Operating Procedures" on page 115)
The black marks do not comply with the specifications.	If the reflectivity of the black marks is higher than the specified value, the black marks may not be recognizable. Infrared light is used for black mark detection, and the infrared reflectivity needs to be the specified value or lower. Check the specifications of black mark printing, and use black marks that comply with the printer specifications. The black marks may become recognizable by executing **Adjust the Black Mark Detection Sensor**. Click **Printer Setting Utility** on the **Printer Utilities** tab of the printer driver to display PrinterSetting. Then execute **Adjust the Black Mark Detection Sensor** from **Printer Adjustment - Sensor Adjustment**.
The sensor has failed.	If operation was normal up until now, the sensor has probably failed. Request repairs.

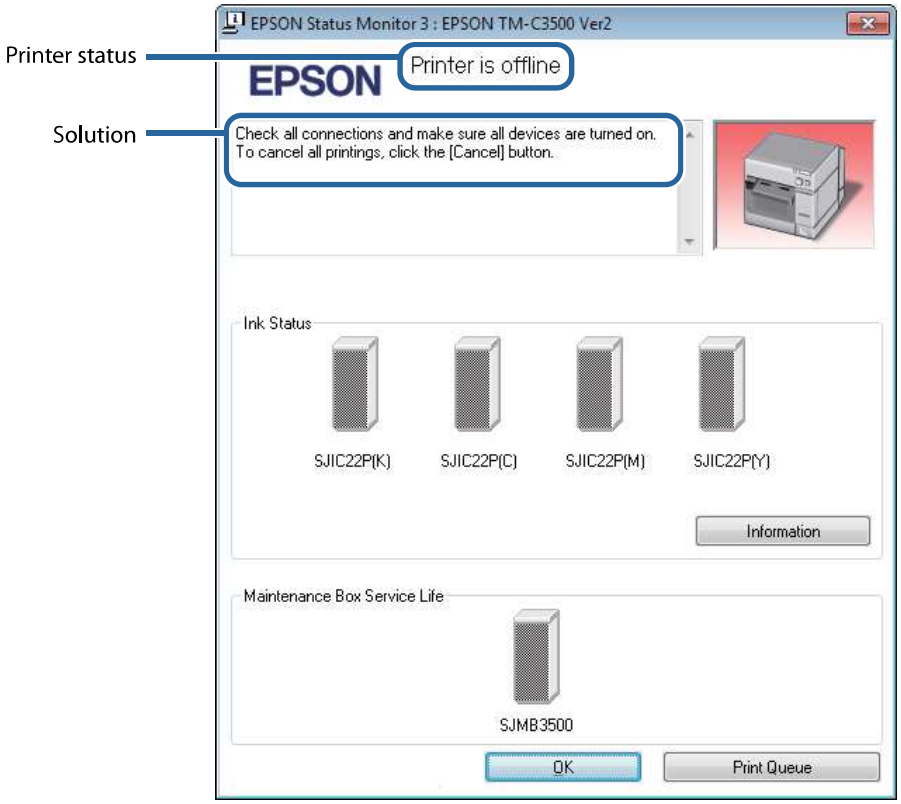
Paper is jammed

If a paper jam occurs, remove the paper by following the steps below.

1. Turn the printer off. (☞ "Turning the Power Off" on page 43)
2. Open the roll paper cover.
3. If there is a paper jam, remove the paper.
4. Load paper again. (☞ "Loading and Replacing Roll Paper" on page 46, ☞ "Loading and Replacing Fanfold Paper" on page 56)
5. Turn the printer on. (☞ "Turning the Power On" on page 42)

A Message is Displayed on the Computer

If the following screen appears, resolve the problem following the instructions on the screen.



Printing from a Computer is Impossible or Becomes Suddenly Impossible

Checking Whether the Printer Driver Is Installed

Check whether or not the required software and applications are installed on the computer.

To print with this printer, a printer driver is required. Check whether or not the printer driver is installed by following the steps below.

1 Display **Devices and Printers** on the computer.

2 Check that the printer name is displayed. If not, the printer driver is not installed.

3 Install the printer driver. (☞ "Installing the Printer Driver" on page 28)

Reconnecting the Printer and Computer

1 Check the cable connections.

Check that the power cable and the USB cable or wired LAN cable are connected properly.

2 Reconnect all of the devices.

When USB connection

- Disconnect the USB cable and then reconnect it.
- If the computer has multiple USB ports, connect the cable to a different port.

When wired LAN connection

- Device connected by wired LAN may have become unstable. Restart the network function.

Note	If you have a network administrator, follow the instructions of the administrator.

- Turn off the all devices.
- Wait approximately 10 seconds. Then turn on the devices from the networking device, the computer, and then the printer in that order.

3 Check that data is sent from the computer to the printer.

For the check procedure, refer to "Checking the Print Data" on page 159.

Checking the Print Data

If print data is not sent from the computer to the printer, the reason is probably that it remains in the computer as a print job or that **Pause Printing** or **Use Printer Offline** is set.

Check the cause by following the steps below.

1. Display **Devices and Printers** on the computer.

2. Set the printer as the default printer.
   Right-click the icon of the printer to be used and then click **Set as default printer**.
   If the printer is installed multiple times, copies of the printer driver may be created.
   If there is more than one printer icon and you find a copied one such as "TM-C3500 (Copy 1)", right-click on the copied icon and then delete it by clicking **Remove device**.

3. Perform a test print to check whether or not the print data is sent to the printer.
   Right-click the icon of the printer being used and then click **Printer properties**.

4. The printer properties screen of the printer driver appears. Click **Print Test Page** on the **General** tab.
   If the test print is successful, you have confirmed that data is sent from the computer to the printer.

5. Display the print job. Right-click the icon of the printer being used and then click **See what's printing**.

6. A screen appears. Check the print job.
   If print data is displayed, select **Printer** - **Cancel All Documents**.

7. Check that **Pause Printing** or **Use Printer Offline** is not set for the printer.
   Select **Printer** and make sure that **Pause Printing** or **Use Printer Offline** is not checked. If any of them is checked, clear the check mark.

The Printer Does Not Turn On

Check that the power cable is connected to the printer and outlet properly. (☞ "Connecting a Power Supply" on page 31)

Specifications

This chapter describes the specifications of the printer.

Specification

Printing method		Serial inkjet, dot matrix Four-color printing
Paper feed method		Forward and reverse friction feed
Auto cutter	Cutting method	By separated-blade scissors
	Cutting type	Full cut (cuts paper completely)
Print density		360 dpi x 360 dpi, 720 dpi x 360 dpi
Print speed	Print quality setting: Speed 360 x 360 dpi (width x height)	Paper width 56 mm: 95 mm/s Paper width 72 mm: 89 mm/s Paper width 104 mm: 78 mm/s
	Print quality setting: Quality (Mode1) 720 x 360 dpi (width x height)	Paper width 56 mm: 52 mm/s Paper width 72 mm: 48 mm/s Paper width 104 mm: 42 mm/s
	Print quality setting: Quality (Mode2) 720 x 360 dpi (width x height)	Paper width 56 mm: 30 mm/s Paper width 72 mm: 27 mm/s Paper width 104 mm: 24 mm/s
Interface		LAN (100 Base-TX/10 Base-T) USB 2.0 high speed
Weight		Approx. 12.0 kg (Not including the ink cartridge, maintenance box, AC adapter, and roll paper)

CAUTION	Use a shielded cable of category 5 or higher for the LAN cable.

Note	Print speeds are measurement results obtained under Epson's operating conditions. They will vary depending on the print data and environmental conditions.

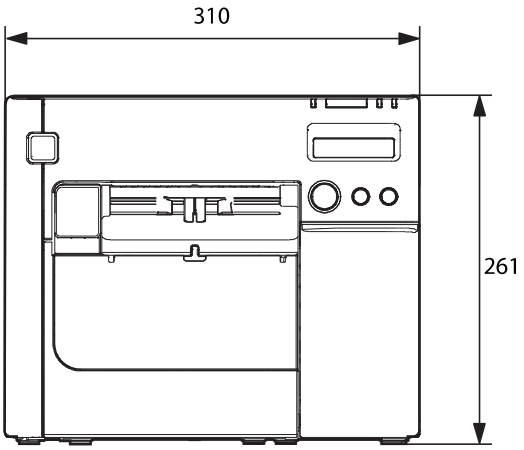
Electrical Specifications

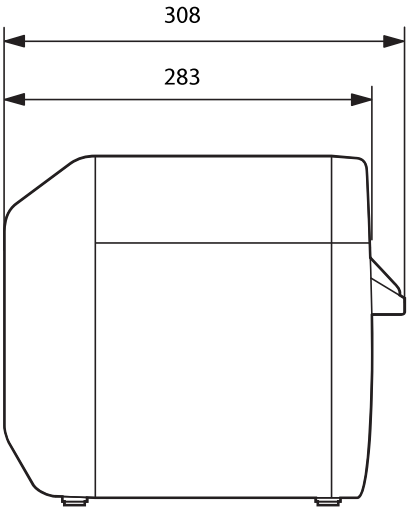
Power supply		Dedicated AC adapter (AC adapter, K, Model number: M248A)
Rated voltage		42 V DC
Rated current		0.85 A
Power consumption*	Operating	Average of approx. 30 W (50 W during peak)
	Standby	Average of approx. 2.5 W
	Power off	Average of approx. 0.3 W

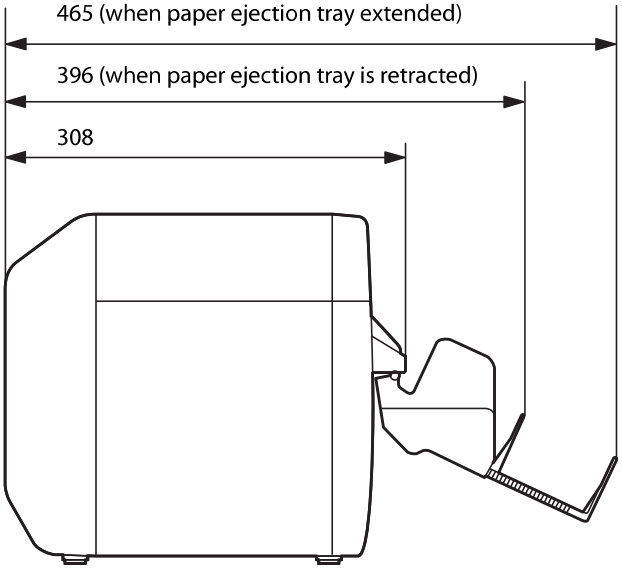
* : According to Epson's operating conditions when operating.

Overall dimensions

- Height: 261 mm
- Width: 310 mm
- Depth: 283 mm

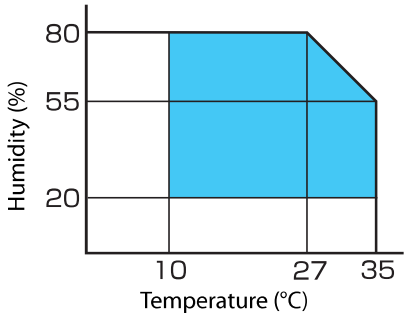






[Unit: mm]

Environmental Specifications

Item		Specification
Temperature/ humidity	Printing	10 to 35°C, 20 to 80% RH (no condensation) 
	Barcode printing	15 to 35°C, 20 to 80% RH (no condensation)
	Storage	When packed (ink not charged): -20 to 60°C, 5 to 85% RH (no condensation) When -20°C or 60 °C, within 120 hours With ink charged: -20 to 40°C When -20°C, within 120 hours When 0 to 30°C, within 1 month When 40°C, within 1 month
Pressure (elevation)	Operating	850 to 1060 hPa (approx. 0 to 1500 m above sea level)
	Not operating (including in transportation)	850 to 1060 hPa (approx. 0 to 1500 m above sea level)
Noise	Operating (including auto cutting operation)	Approx. 58 dB (ANSI Bystander position) Based on Epson evaluation conditions.

Paper Specifications

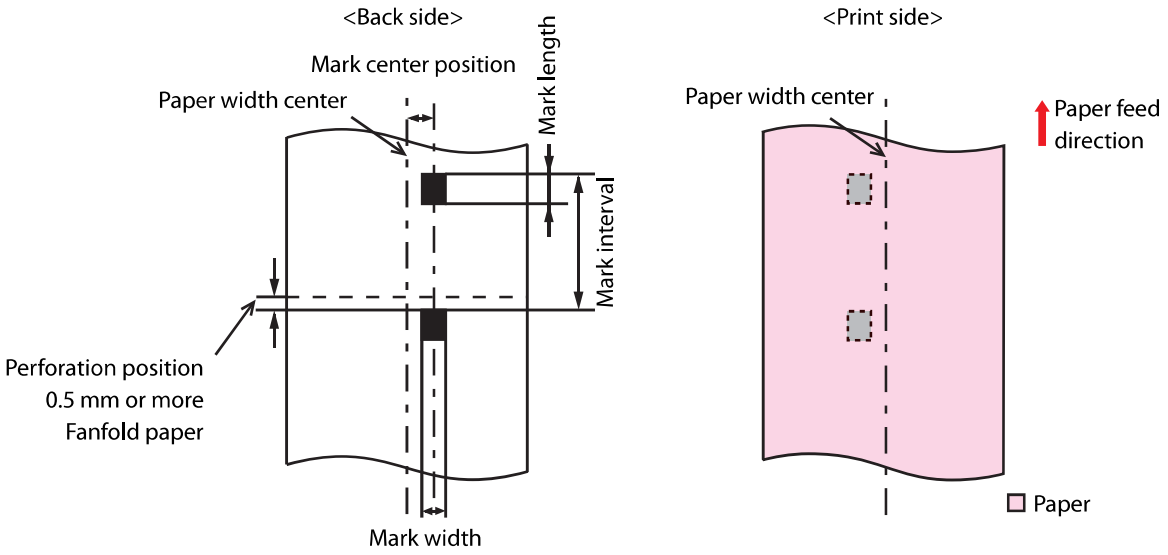
The specifications of paper that can be used with this printer are as follows.

Continuous Paper

Paper type	Plain paper / matte paper
Form	Roll paper
Paper width	30 to 108 mm
Paper thickness	0.084 to 0.124 mm
Roll paper core	Outer diameter: 44.1 mm or more
Outer diameter	Max. 101.6 mm
Winding direction	Printing surface must be facing outside.

IMPORTANT	Paper with holes or cutouts cannot be used.

Continuous Paper (Black Marks)



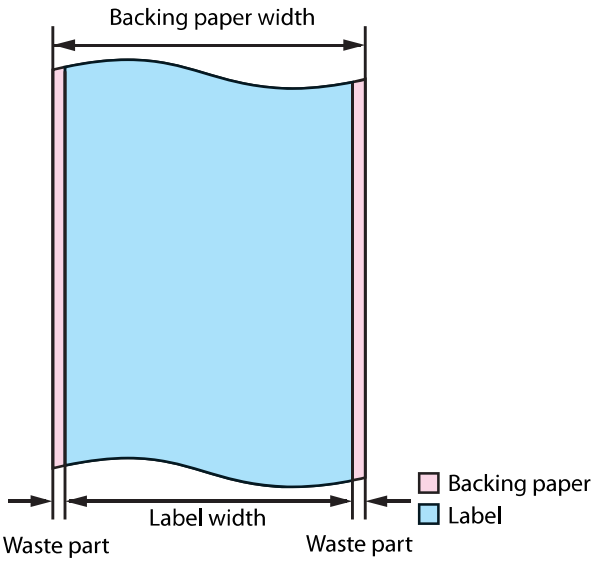
Paper type	Plain paper / matte paper
Form	Roll paper
Paper width	30 to 108 mm
Black mark width	13 mm or more
Label length	15 to 1117.6 mm
Black mark length	4 mm or more (margin part 4 mm or more)
Black mark center position	8.5 ± 1 mm
Black mark interval	8 to 1117.6 mm
Paper thickness	0.084 to 0.124 mm
Roll paper core	Outer diameter: 44.1 mm or more
Outer diameter	Max. 101.6 mm
Winding direction	Printing surface must be facing outside.

IMPORTANT	Paper with holes or cutouts cannot be used.

Paper type	Plain paper / matte paper
Form	Fanfold paper
Paper width	50 to 108 mm
Black mark width	13 mm or more
Black mark length	4 mm or more (margin part 4 mm or more)
Black mark center position	8.5 ± 1 mm
Black mark interval	8 to 304.8 mm
Paper thickness	0.124 to 0.128 mm
Perforated line interval	203.2 to 304.8 mm
Perforated line form	Plain paper label: 1 mm uncut, 5 mm cut Matte paper: 1 mm uncut, 5 mm cut
Number of folds	500 or less

IMPORTANT	• Paper with holes or cutouts cannot be used. • When fanfold paper is used, the black marks must be at least 0.5 mm away from the perforated lines. • Set the auto cut position of fanfold paper to a position 0.5 to 1 mm away behind the perforated line. • Use uncut perforations on both sides of the paper. • Make sure the position of the black marks is kept the same in relation to the perforated lines (position in which can be detection by the black mark sensor) when inserting paper from either direction to ensure paper can be used even if inserted in the reverse direction.

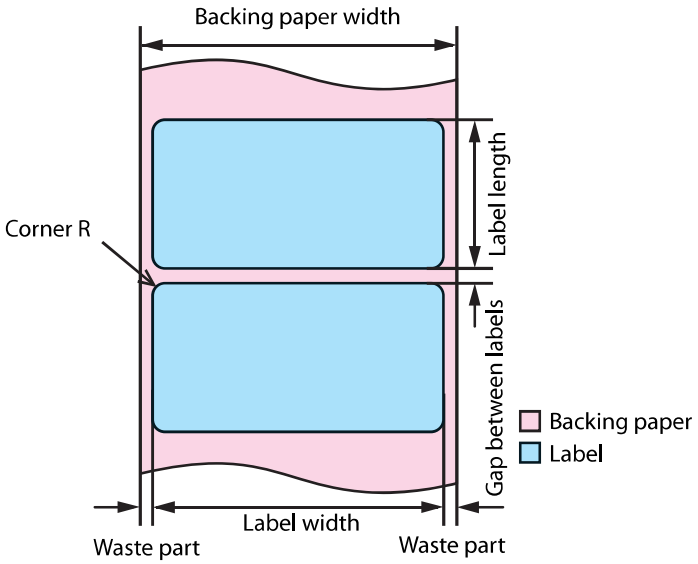
Full-page Label



Paper type	Plain paper label / matte paper label / synthetic paper label / glossy paper label
Form	Roll paper
Backing paper width	30 to 112 mm
Label width	25.4 to 108 mm
Waste part on the left and right	2 ± 0.5 mm
Paper thickness	Plain paper label / matte paper label / synthetic paper label: 0.129 to 0.195 mm Glossy paper label: 0.184 mm
Roll paper core	Plain paper label / matte paper label / synthetic paper label: Outer diameter: 44.1 mm or more Glossy paper label: Outer diameter: 56.8 mm or more
Outer diameter	Max. 101.6 mm
Winding direction	Printing surface must be facing outside.

IMPORTANT	• Paper with holes or cutouts cannot be used. • To prevent adhesive from adhering to the roll paper supply unit, use label paper from which the left and right wasted parts are removed.

Die-cut label (Gap)

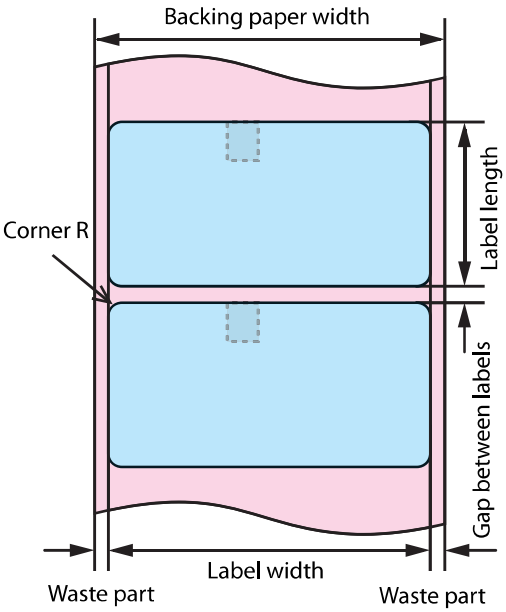


Paper type	Plain paper label / matte paper label / synthetic paper label / glossy paper label
Form	Roll paper
Backing paper width	30 to 112 mm
Label width	25.4 to 108 mm
Label length	8 to 1117.6 mm
Gap between labels	3 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Label corner R	1.5 mm or less
Paper thickness	Plain paper label / matte paper label / synthetic paper label: 0.129 to 0.195 mm Glossy paper label: 0.184 mm
Roll paper core	Plain paper label / synthetic paper label: Outer diameter: 44.1 mm or more Matte paper label / glossy paper label: Outer diameter: 56.8 mm or more
Outer diameter	Max. 101.6 mm
Winding direction	Printing surface must be facing outside.

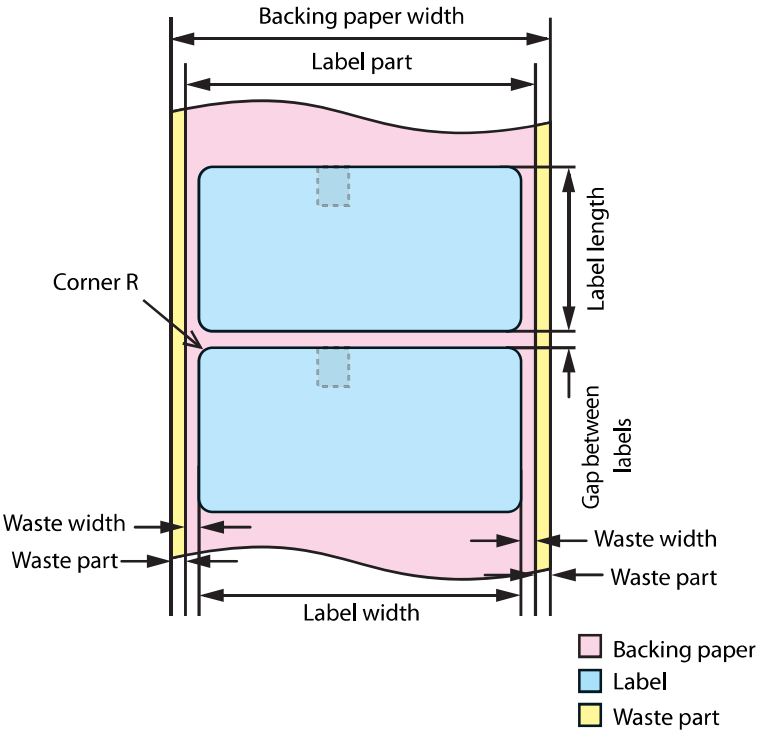
IMPORTANT	• Paper with holes or cutouts cannot be used. • If the backing is synthetic paper or film, cutting by hand will be difficult even if there are perforated lines, so do not use perforated lines.
Note	Depending on the shape of die-cut labels, the labels may peel off their backing paper inside the printer. When you want to use die-cut labels that do not meet the specifications, contact your dealer for advice.

Die-cut label (black marks)

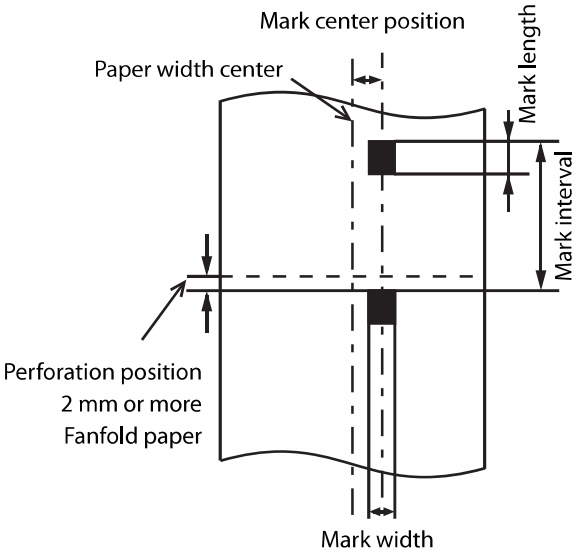
Paper without waste part



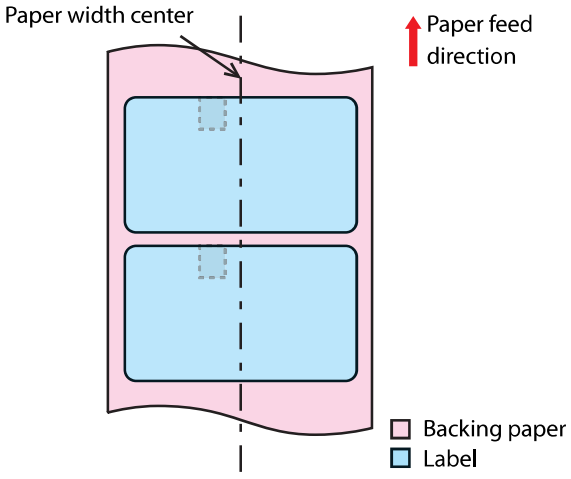
Paper without the left and right waste parts



<Back side>



<Print side>



Paper type	Plain paper label / matte paper label / glossy paper label:
Form	Roll paper
Backing paper width	30 to 112 mm
Label width	25.4 to 108 mm
Label length	8 to 1117.6 mm
Gap between labels	3 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Waste width	1.5 mm or more
Label corner R	1.5 mm or less
Black mark width	13 mm or more
Black mark length	4 mm or more (margin part 4 mm or more)
Black mark center position	8.5 ± 1 mm
Black mark interval	11 to 1123.6 mm
Paper thickness	Plain paper label / matte paper label: 0.129 to 0.143 mm Glossy paper label: 0.184 mm
Roll paper core	Plain paper label: Outer diameter: 44.1 mm or more Matte paper label / glossy paper label: Outer diameter: 56.8 mm or more
Outer diameter	Max. 101.6 mm
Winding direction	Printing surface must be facing outside.

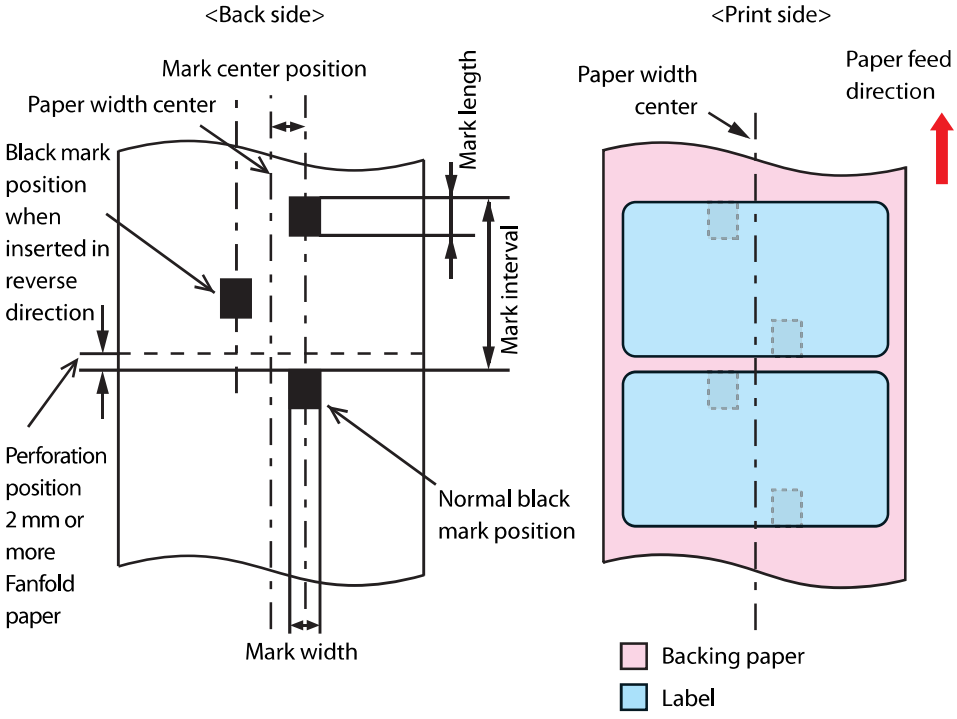
IMPORTANT	• Paper with holes or cutouts cannot be used. • For the black mark position of the die-cut label paper, match the label leading edge to the black mark leading edge. • Both types, paper without waste part and paper without the left and right waste parts, can be used.

Note	Depending on the shape of die-cut labels, the labels may peel off their backing paper inside the printer. When you want to use die-cut labels that do not meet the specifications, contact your dealer for advice.

Paper type	Plain paper label / matte paper label:
Form	Fanfold paper
Backing paper width	50 to 112 mm
Label width	46 to 108 mm
Label length	8 to 301.8 mm
Gap between labels	3 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Waste width	1.5 mm or more
Label corner R	1.5 mm or less
Black mark width	13 mm or more
Black mark length	4 mm or more (margin part 4 mm or more)
Black mark center position	8.5 ± 1 mm
Black mark interval	11 to 304.8 mm
Paper thickness	0.161 to 0.164 mm
Perforated line interval	203.2 to 304.8 mm
Perforated line form	Plain paper label: 1 mm uncut, 5 mm cut Matte paper label: 1 mm uncut, 5 mm cut
Number of folds	500 or less

IMPORTANT

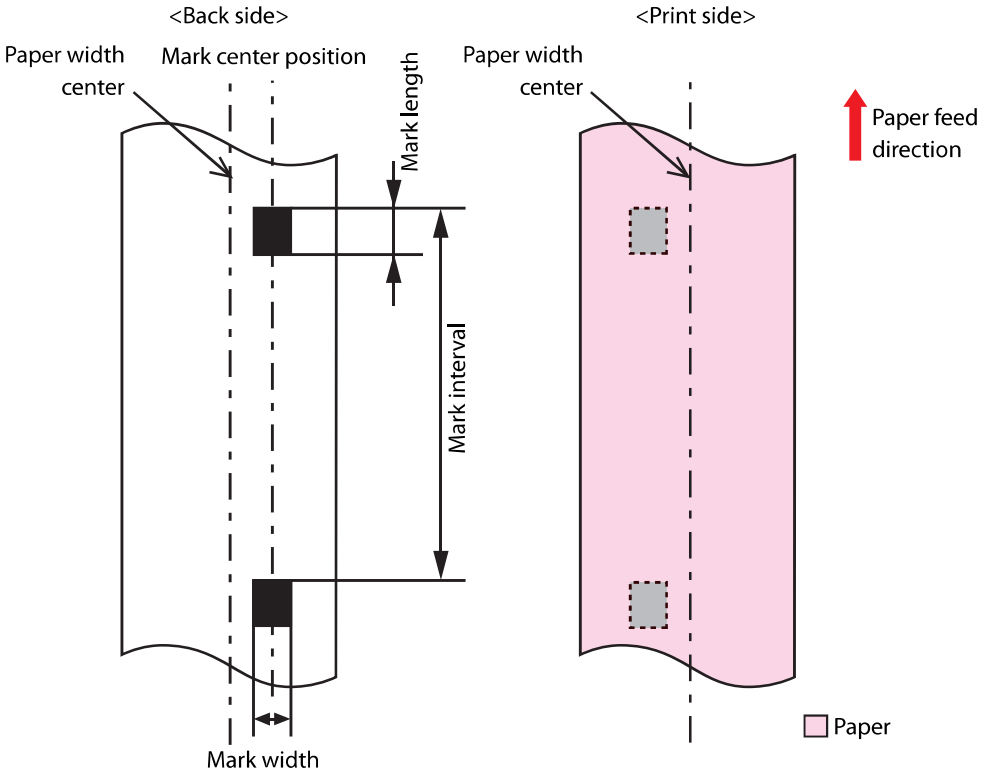
- Paper with holes or cutouts cannot be used.
- Auto cutting on the perforated lines will generate scraps of paper that may cause problems. Also, auto cutting ahead of the perforated line may cause problems when feeding paper. Therefore, perform auto cutting 0.5 to 1 mm behind the perforated line.
- Set the black mark position 2 mm or more from the perforated line.
- For the black mark position of the die-cut label paper, match the label leading edge to the black mark leading edge.
- Use uncut perforations on both sides of the paper.
- Both types, paper without waste part and paper without the left and right waste parts, can be used.
- Providing a black mark on both sides enables the paper to be used even when inserted from either side.



Note

Depending on the shape of die-cut labels, the labels may peel off their backing paper inside the printer. When you want to use die-cut labels that do not meet the specifications, contact your dealer for advice.

Wristband


<Back side>
Paper width center
Mark center position
Mark length
Mark interval
Mark width
<Print side>
Paper width center
Paper feed direction
Paper

Paper type		Wristband
Specified dedicated paper		WB-S series, WB-M series, WB-L series
Form		Roll paper
Paper width		36 mm
Black mark width		13 mm or more
Black mark length		4 mm or more (margin part 4 mm or more)
Black mark center position		8.5 ± 1 mm
Black mark interval	WB-S series	184.1 mm
	WB-M series	292.1 mm
	WB-L series	292.1 mm
Paper thickness		0.225 mm
Roll paper core		Outer diameter: 56.8 mm or more
Outer diameter		Max. 101.6 mm
Winding direction		Printing surface must be facing outside.
Holes and cutouts		Hole diameter: 2.5 mm or more

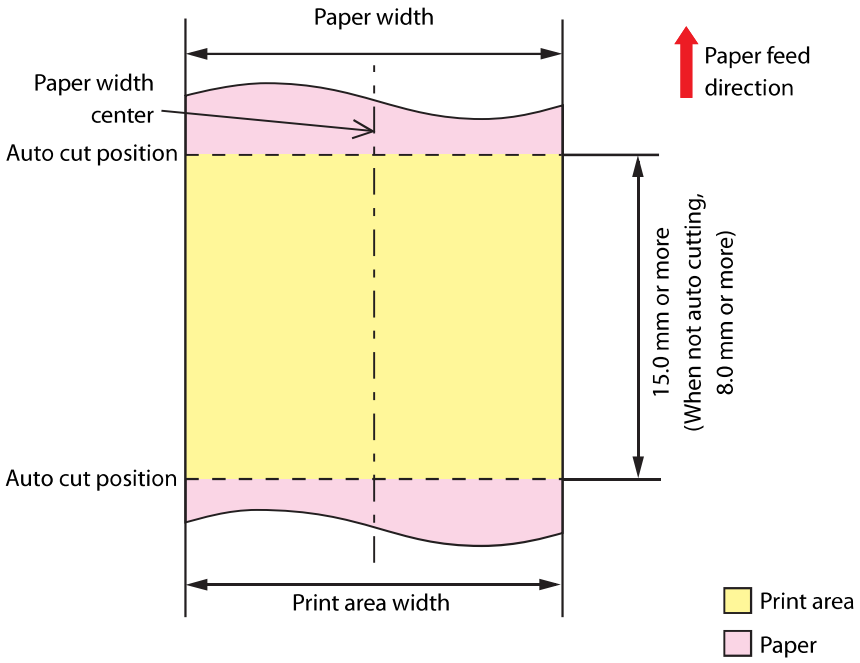
IMPORTANT	When printing a barcode, check that the barcode can be read in actual operation, including the quiet zone.

Print Position and Cut Position

Continuous Paper and Roll Paper

When Borderless Printing Enabled

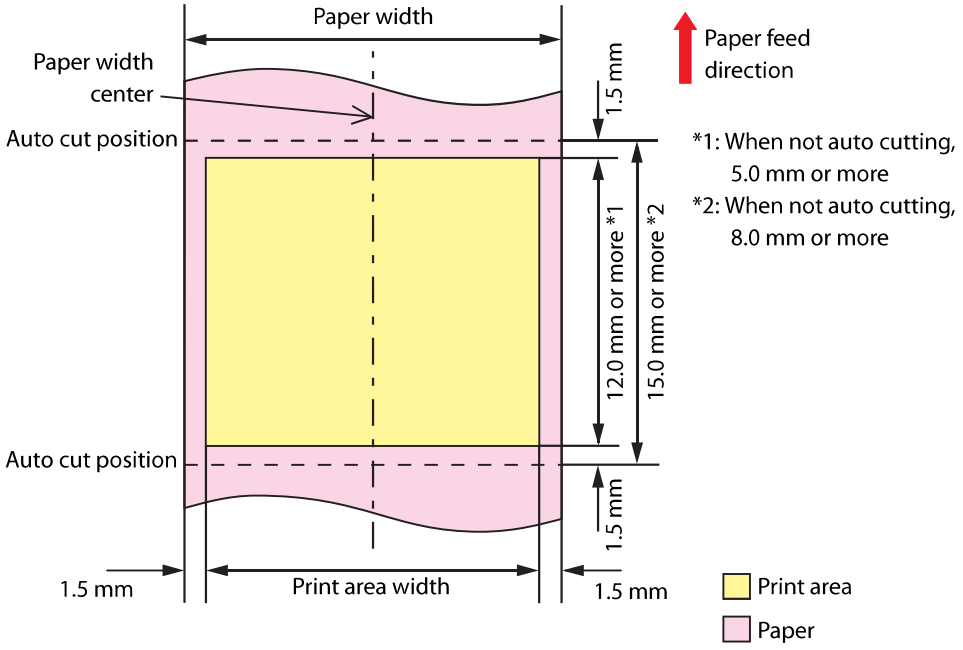
Margins at top, bottom, right, and left: 0 mm (typical value)



Note	The maximum value of the print area width is 104 mm.

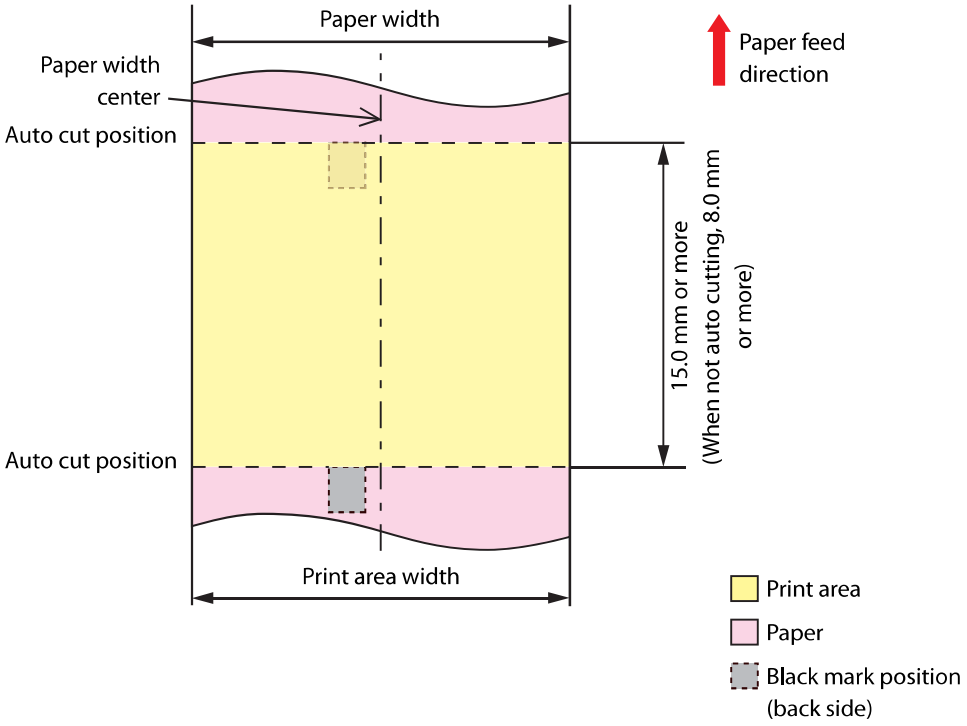
When Borderless Printing Disabled

Margins at top, bottom, right, and left: 1.5 mm (typical value)



When Borderless Printing Enabled

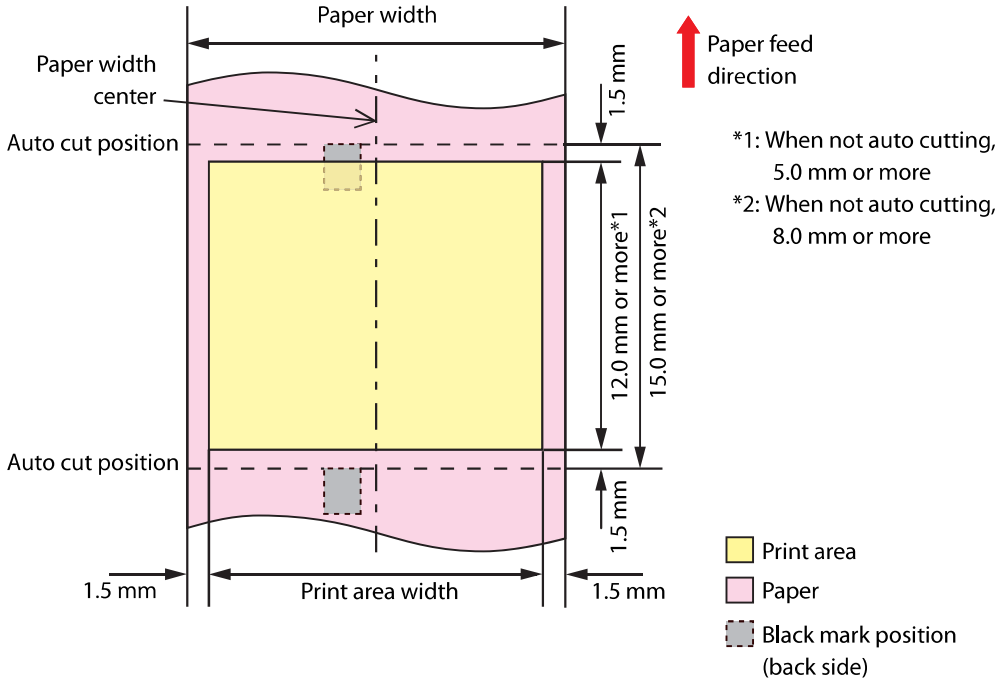
Margins at top, bottom, right, and left: 0 mm (typical value)



Note	The maximum value of the print area width is 104 mm.

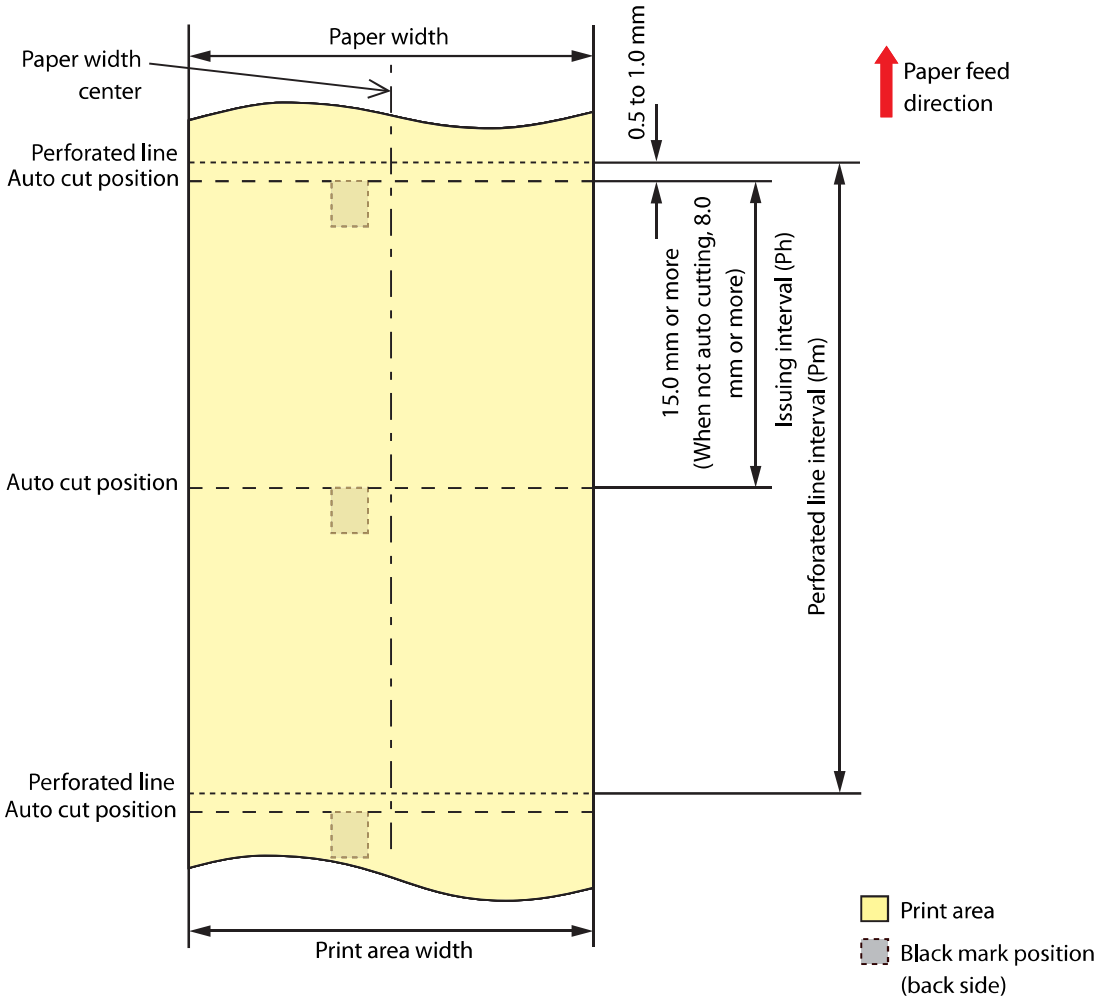
When Borderless Printing Disabled

Margins at top, bottom, right, and left: 1.5 mm (typical value)



When Borderless Printing Enabled

Margins at top, bottom, right, and left: 0 mm (typical value)

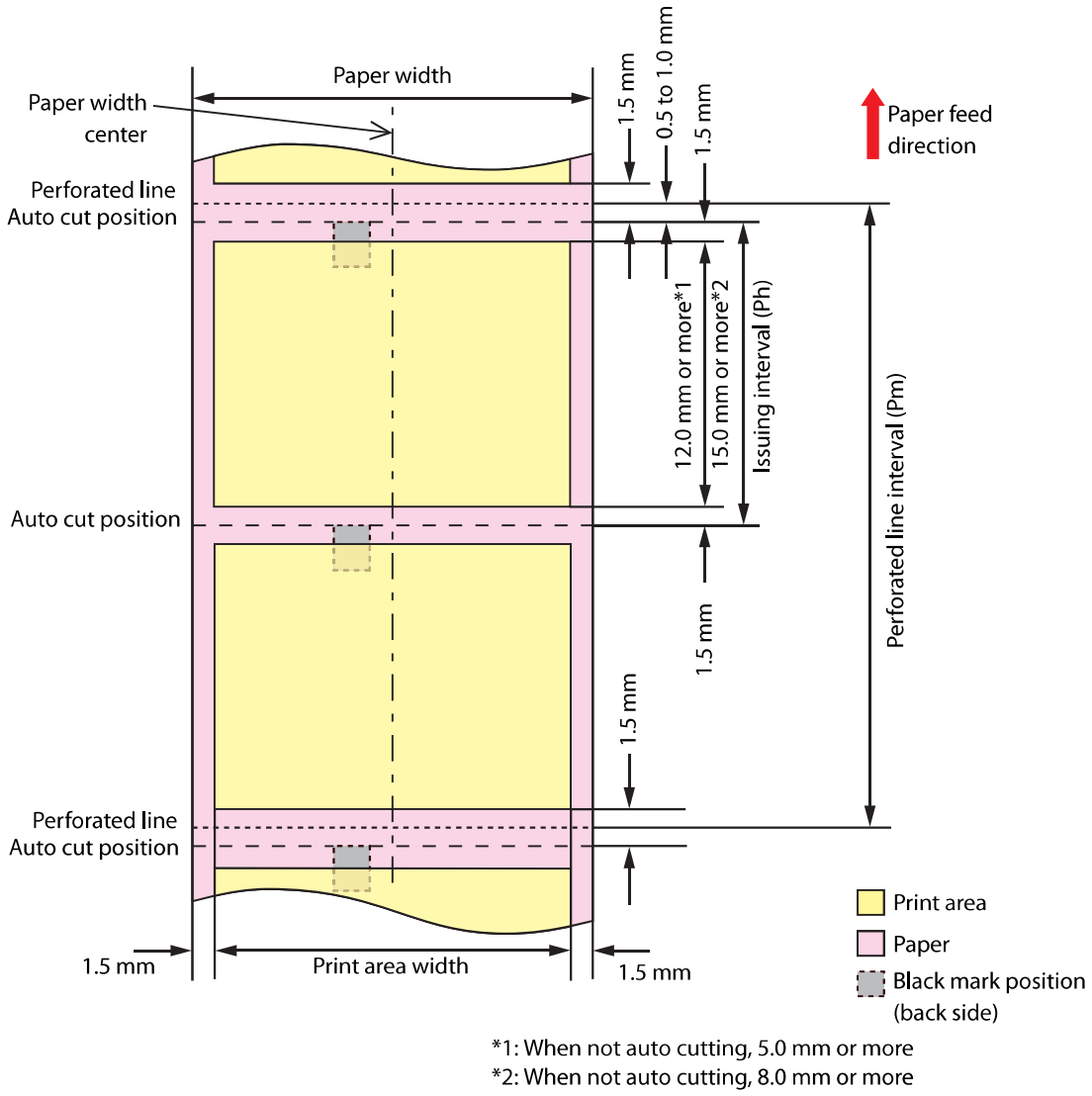


IMPORTANT	Set the perforated line interval so that it becomes an integral multiple of the issuing interval.

Note	The maximum value of the print area width is 104 mm.

When Borderless Printing Disabled

Margins at top, bottom, right, and left: 1.5 mm (typical value)

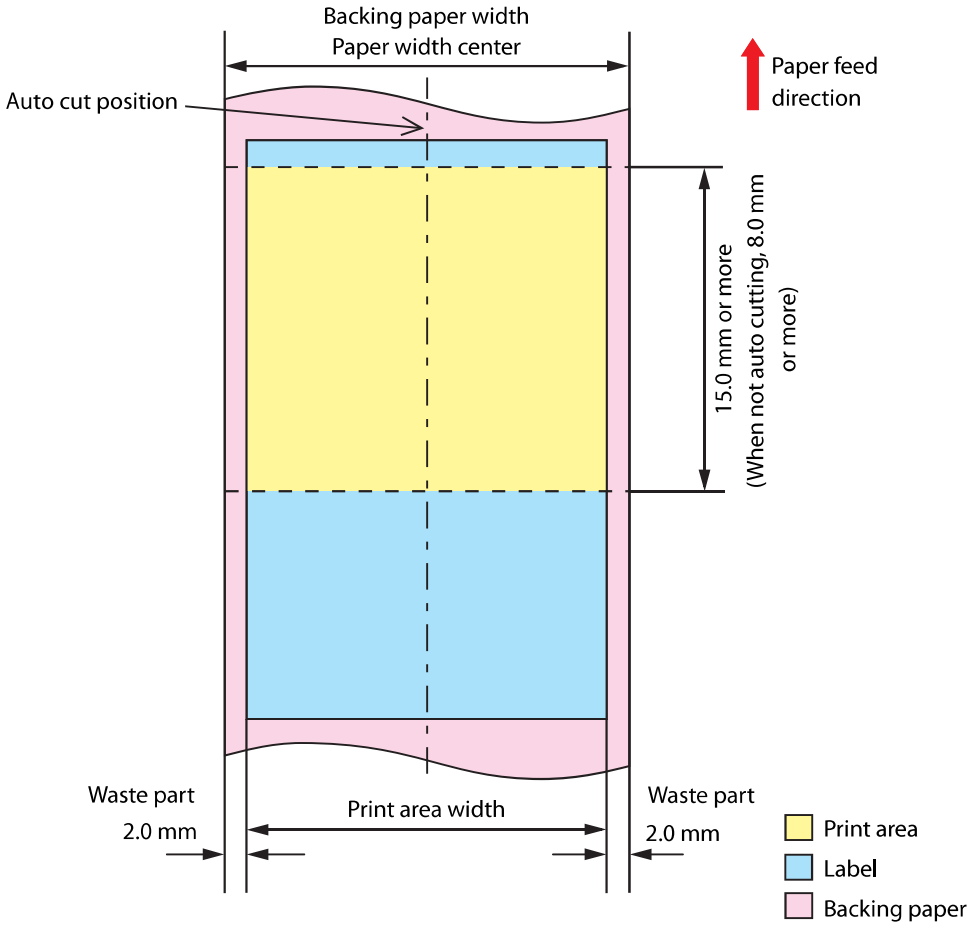


*1: When not auto cutting, 5.0 mm or more
*2: When not auto cutting, 8.0 mm or more

IMPORTANT	Adjust the issuing interval (Pm) and perforated line interval so that the relationship becomes as shown below. Pm = Ph x integral multiple

When Borderless Printing Enabled

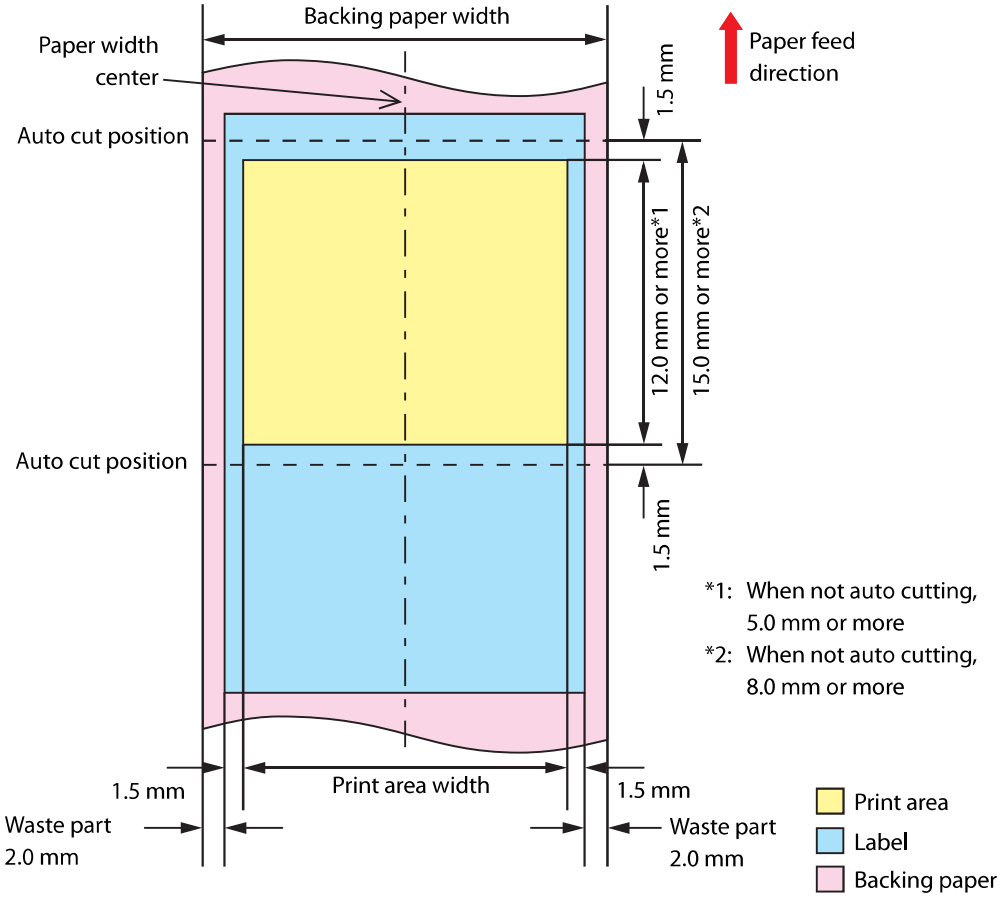
Margins at top, bottom, right, and left (inside label): 0 mm (typical value)



Note	The maximum value of the print area width is 104 mm.

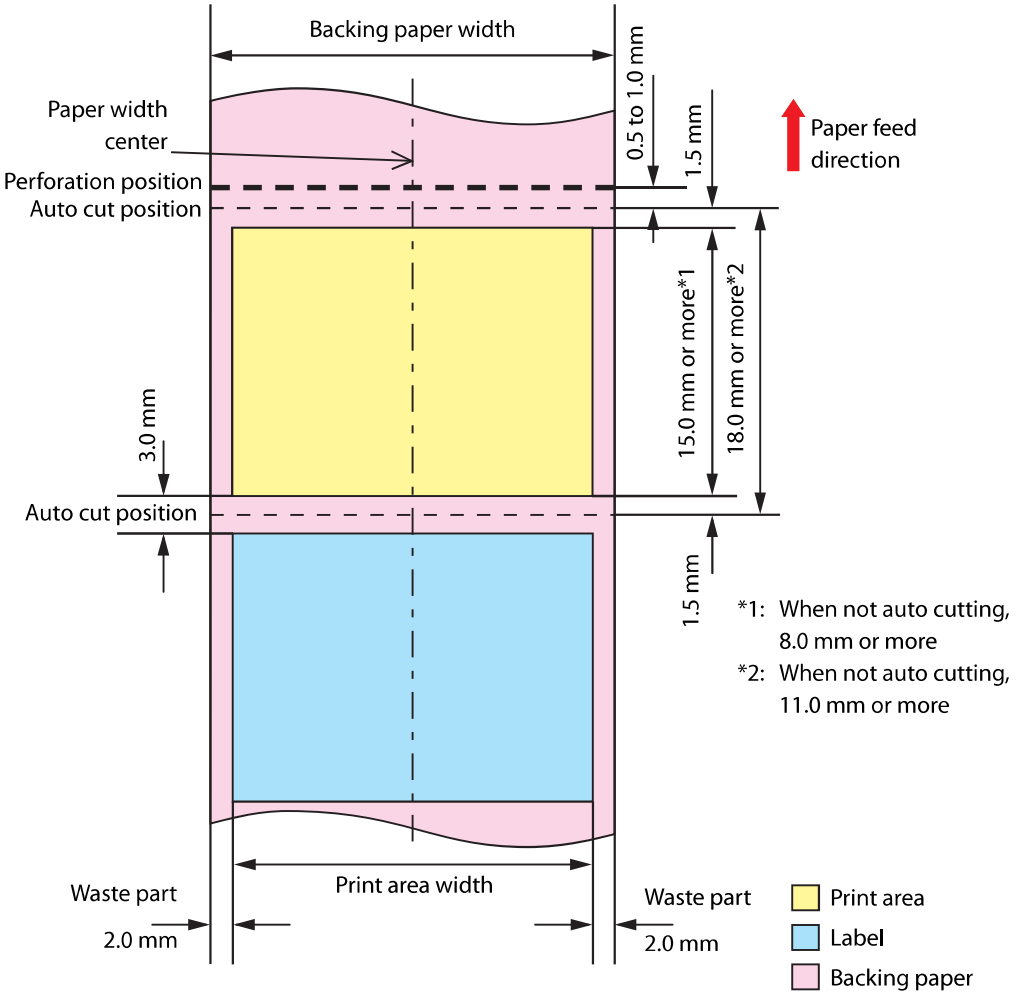
When Borderless Printing Disabled

Margins at top, bottom, right, and left (inside label): 1.5 mm (typical value)



When Borderless Printing Enabled

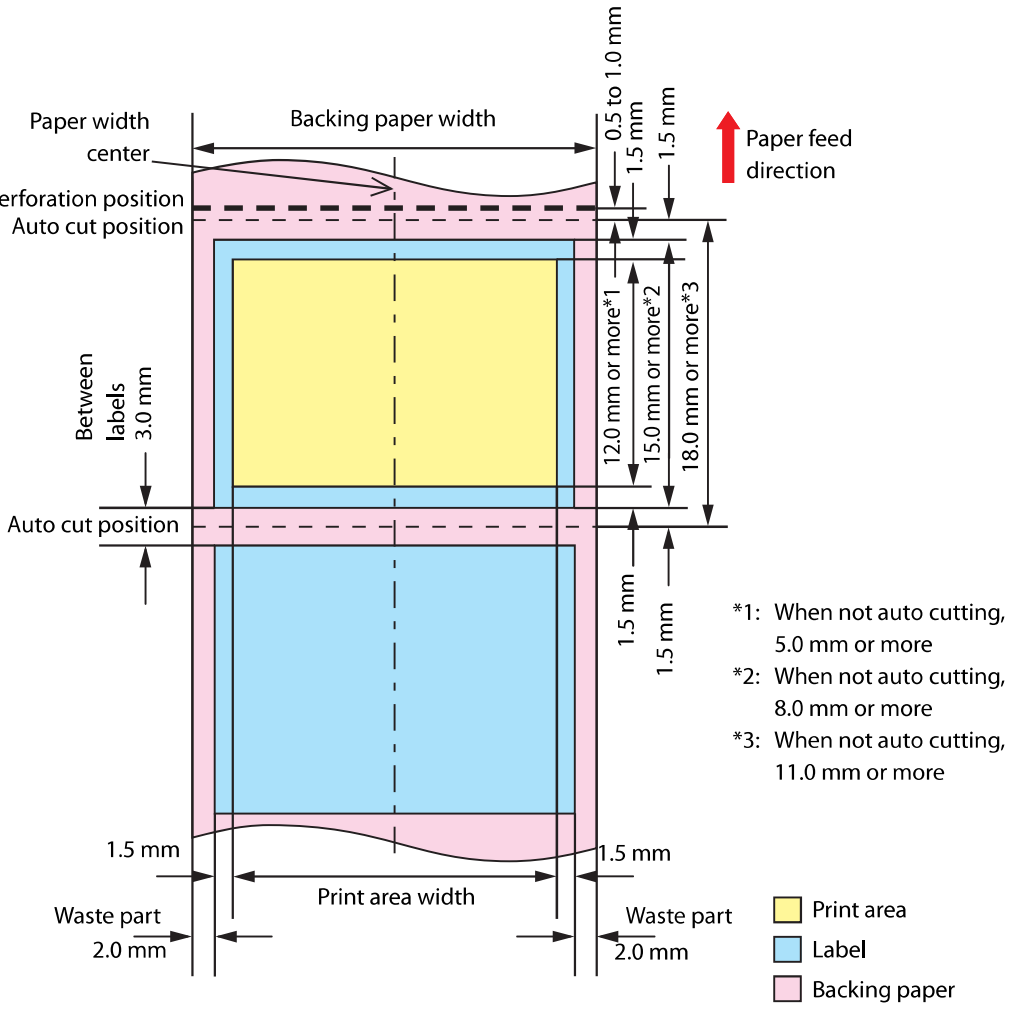
Margins at top, bottom, right, and left (inside label): 0 mm (typical value)



Note	The maximum value of the print area width is 104 mm.

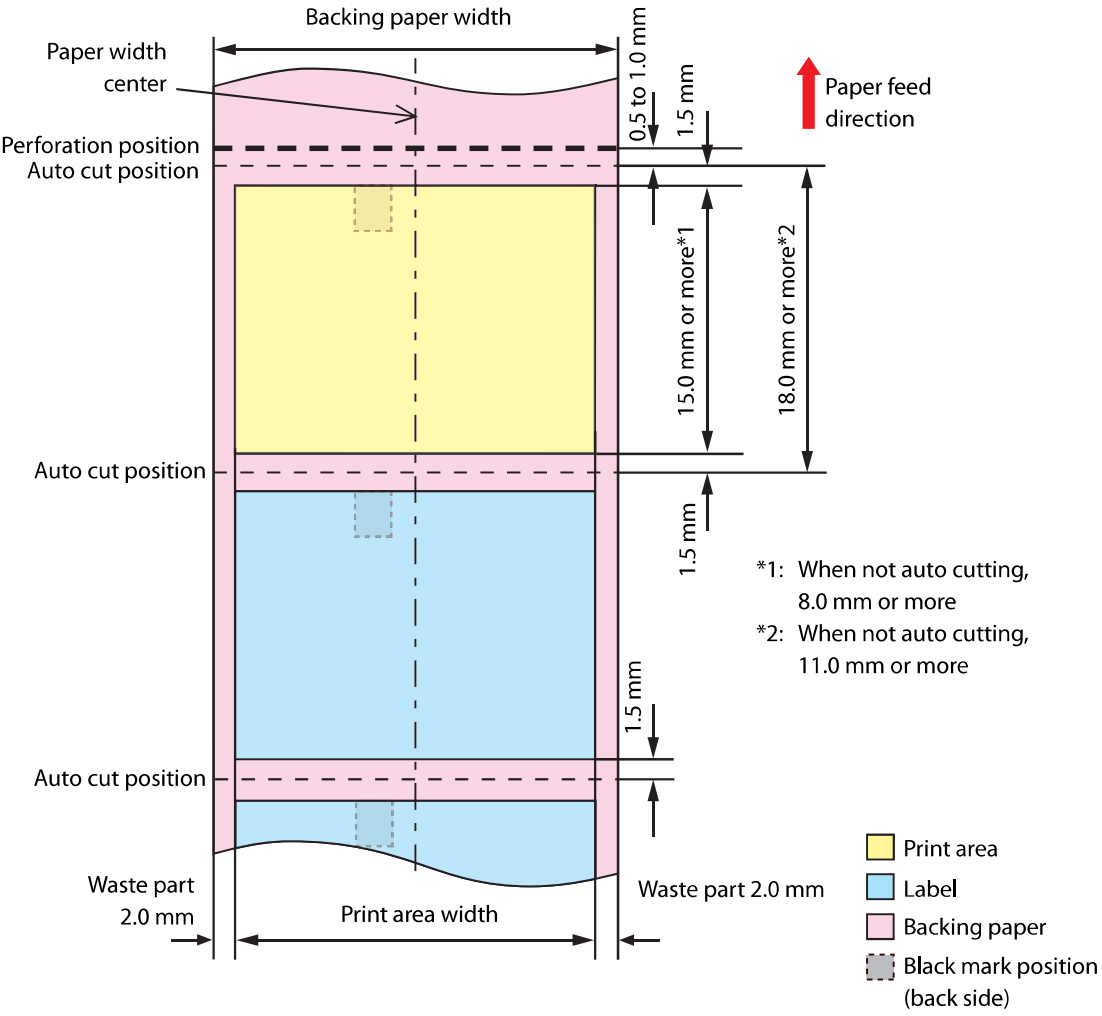
When Borderless Printing Disabled

Margins at top, bottom, right, and left (inside label): 1.5 mm (typical value)



When Borderless Printing Enabled

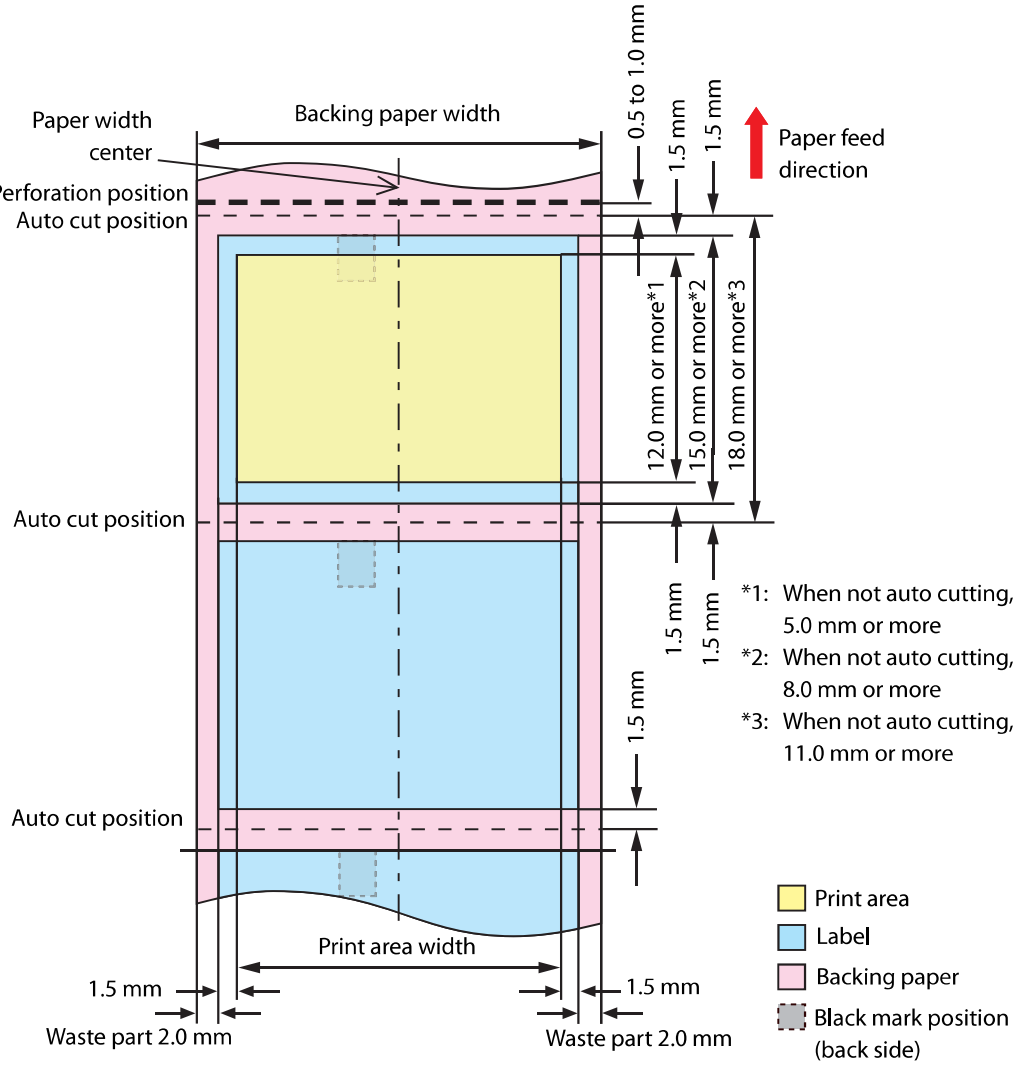
Margins at top, bottom, right, and left (inside label): 0 mm (typical value)



Note	The maximum value of the print area width is 104 mm.

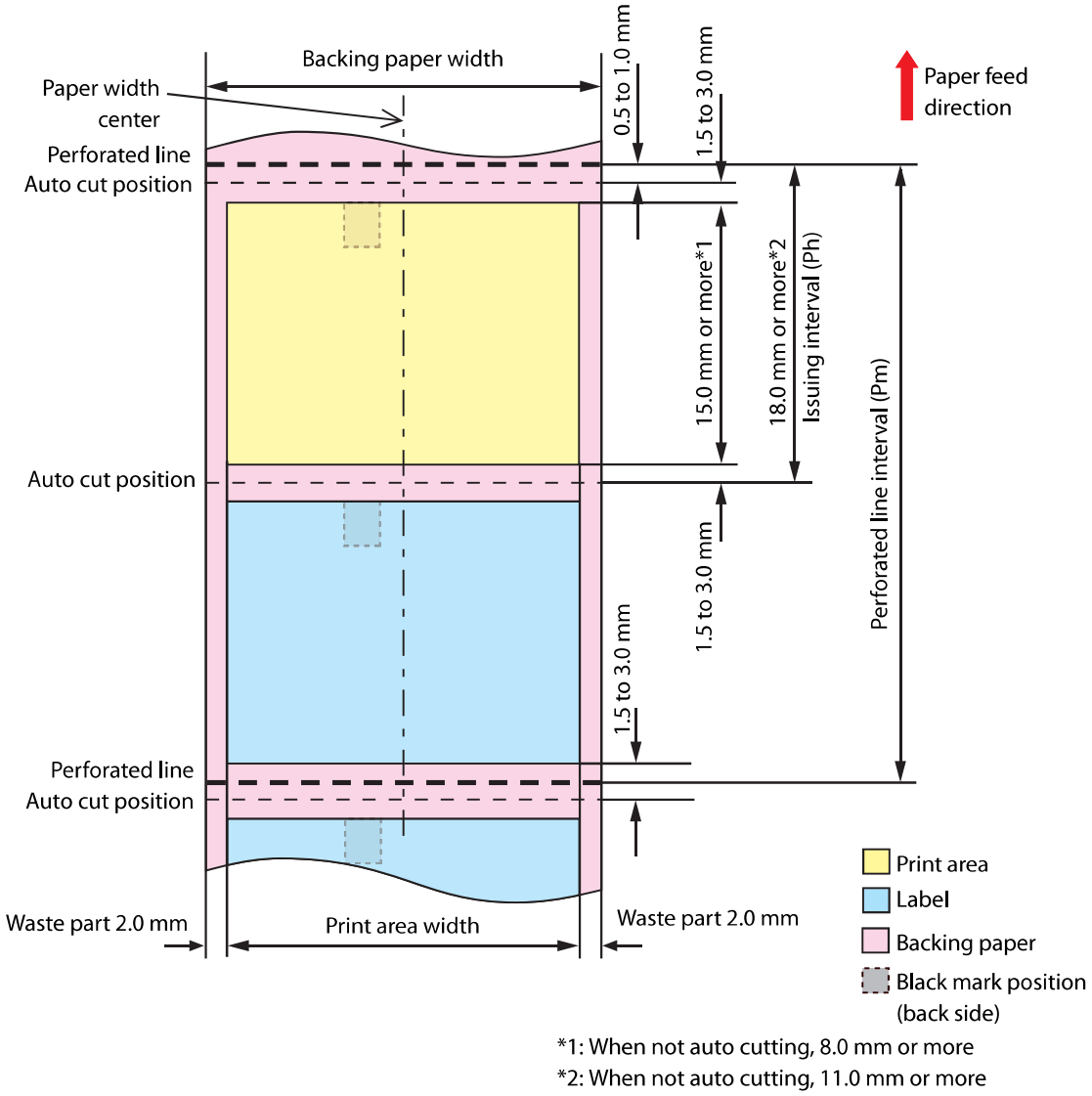
When Borderless Printing Disabled

Margins at top, bottom, right, and left (inside label): 1.5 mm (typical value)



When Borderless Printing Enabled

Margins at top, bottom, right, and left (inside label): 0 mm (typical value)



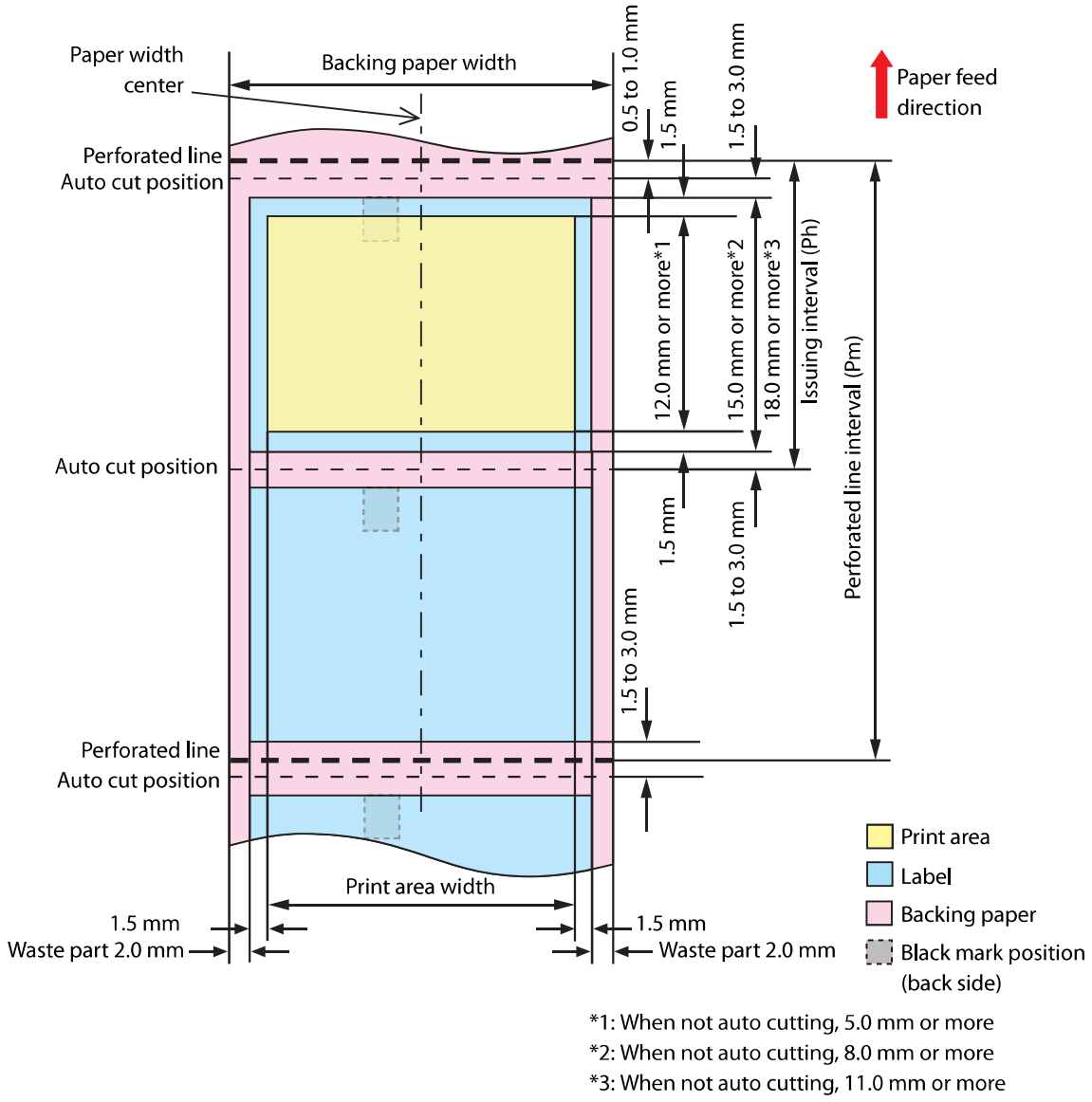
*1: When not auto cutting, 8.0 mm or more
*2: When not auto cutting, 11.0 mm or more

IMPORTANT	• Set the perforated line interval so that it becomes an integral multiple of the issuing interval. • To prevent unstable printing due to the perforated line and print area overlapping or shortening of the cutter life due to the perforated line and auto cut line positions overlapping, use paper with black marks on the back to align the paper position.

Note	The maximum value of the print area width is 104 mm.

When Borderless Printing Disabled

Margins at top, bottom, right, and left (inside label): 1.5 mm (typical value)



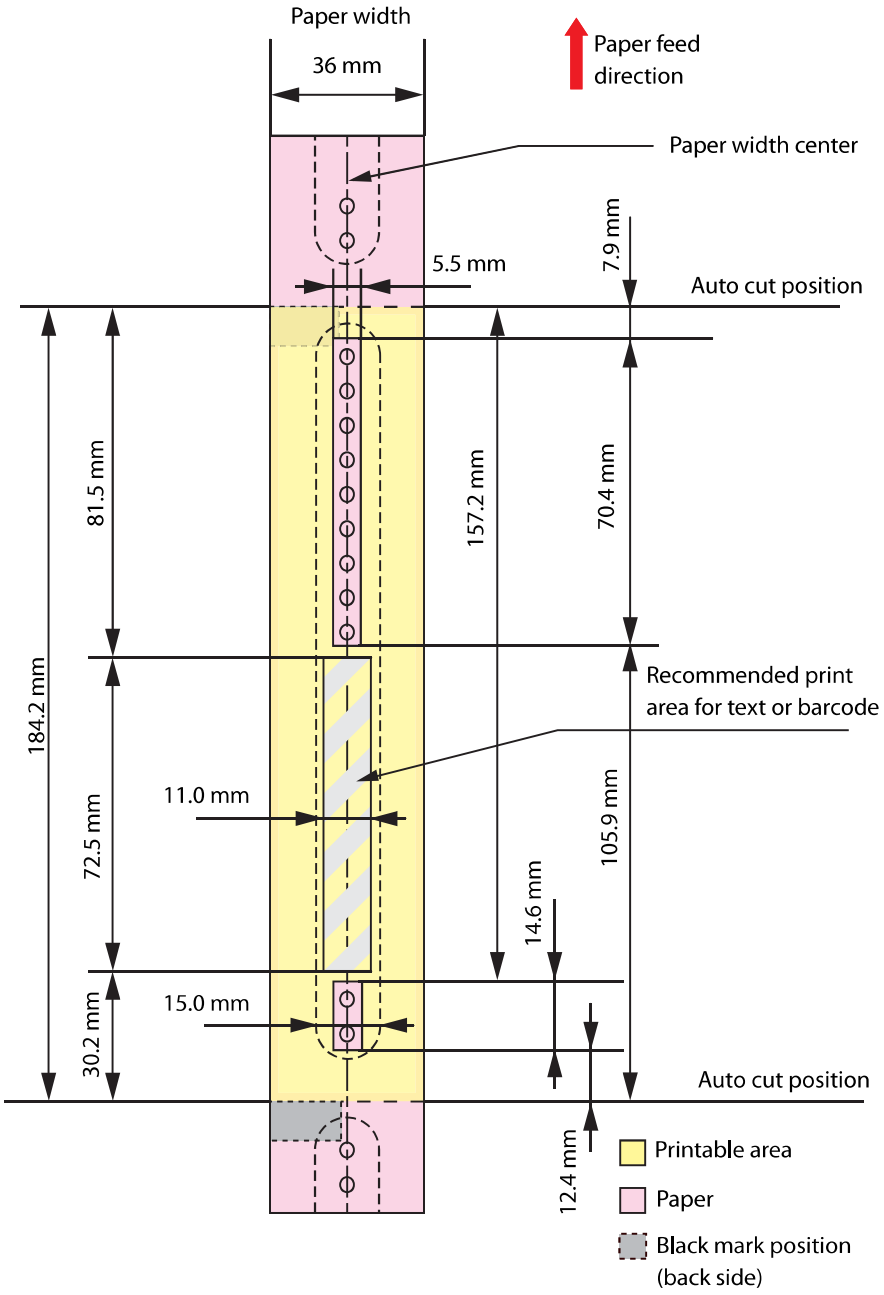
*1: When not auto cutting, 5.0 mm or more
*2: When not auto cutting, 8.0 mm or more
*3: When not auto cutting, 11.0 mm or more

IMPORTANT

- Set the perforated line interval so that it becomes an integral multiple of the issuing interval.
- To prevent unstable printing due to the perforated line and print area overlapping or shortening of the cutter life due to the perforated line and auto cut line positions overlapping, use paper with black marks on the back to align the paper position.

When Borderless Printing Enabled

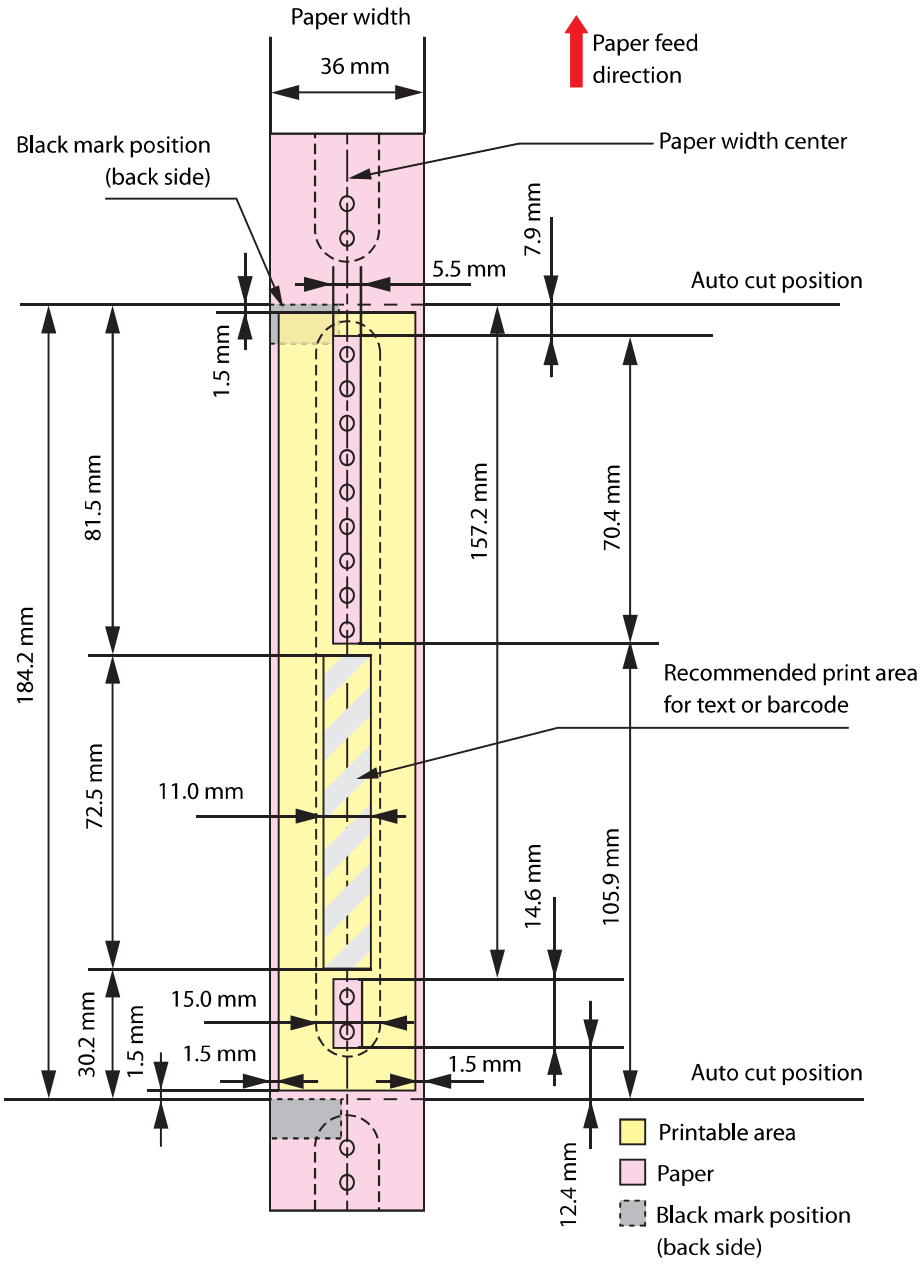
Margins at top, bottom, right, and left: 0 mm (typical value)



IMPORTANT	• Do not print over holes for attaching snaps and within a distance of 2 mm from the holes. • When using the WB-S/M/L series, use an attachment (OT-WA34).

When Borderless Printing Disabled

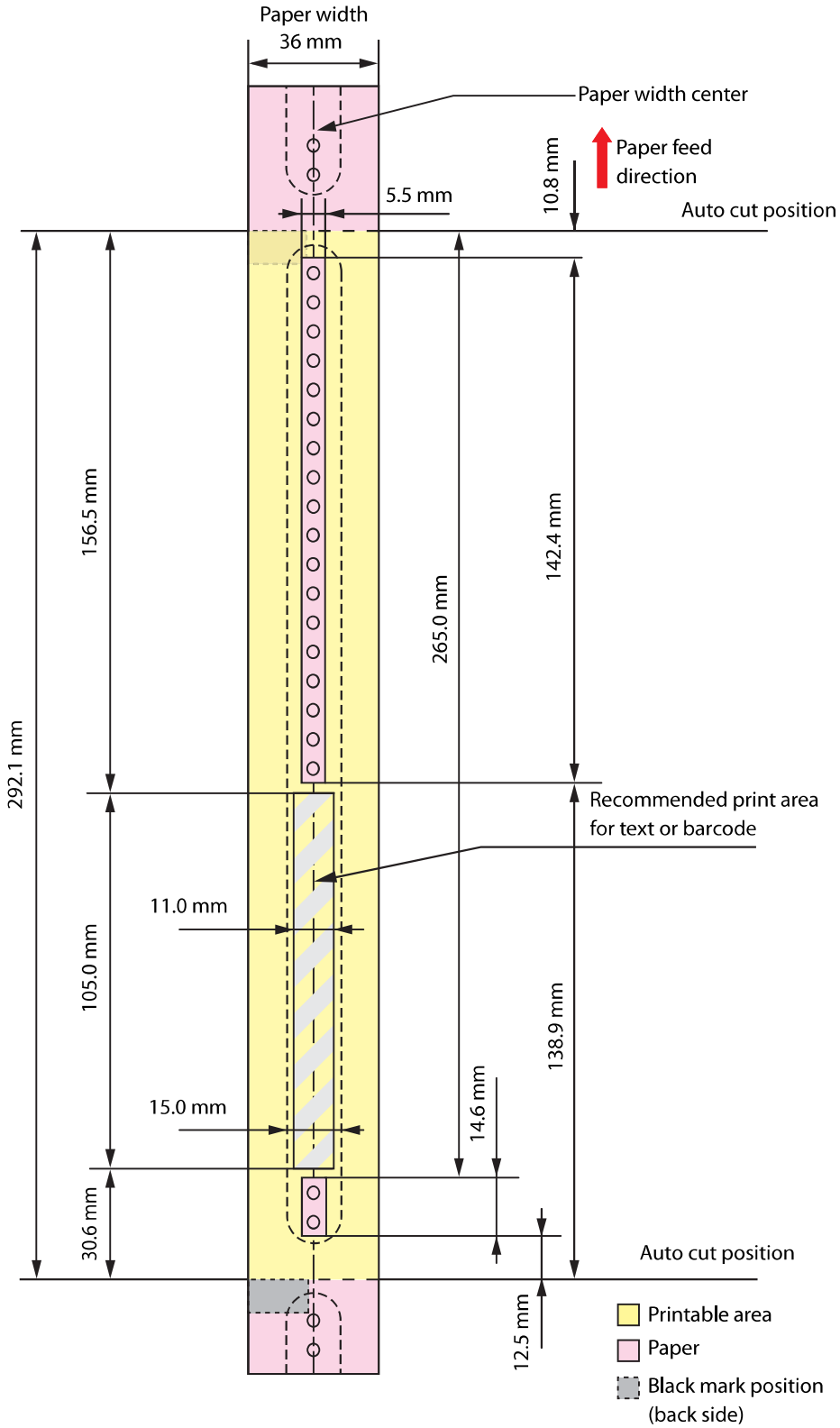
Margins at top, bottom, right, and left: 1.5 mm (typical value)



IMPORTANT	• Do not print over holes for attaching snaps and within a distance of 2 mm from the holes. • When using the WB-S/M/L series, use an attachment (OT-WA34).

When Borderless Printing Enabled

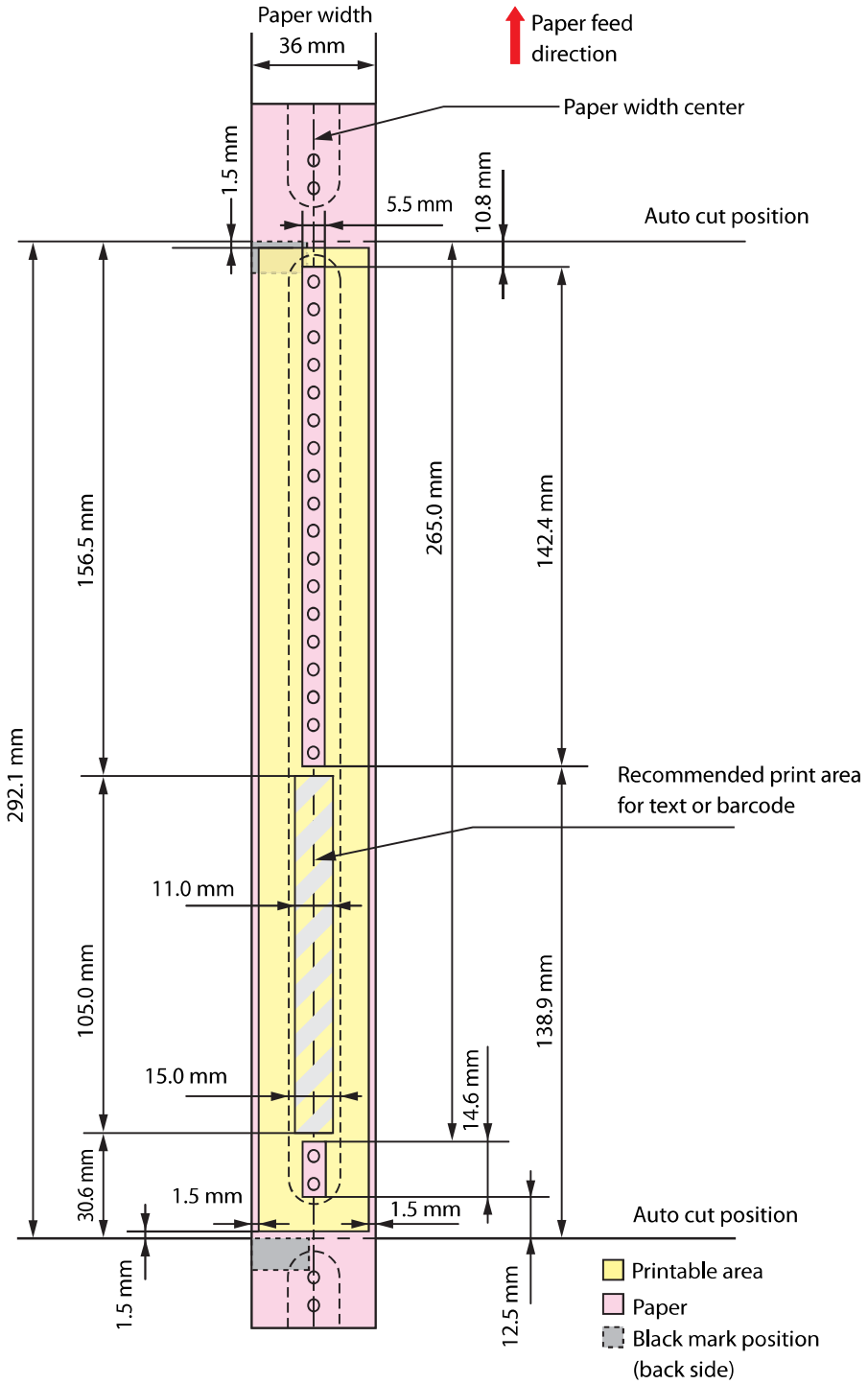
Margins at top, bottom, right, and left: 0 mm (typical value)



IMPORTANT	• Do not print over holes for attaching snaps and within a distance of 2 mm from the holes. • When using the WB-S/M/L series, use an attachment (OT-WA34).

When Borderless Printing Disabled

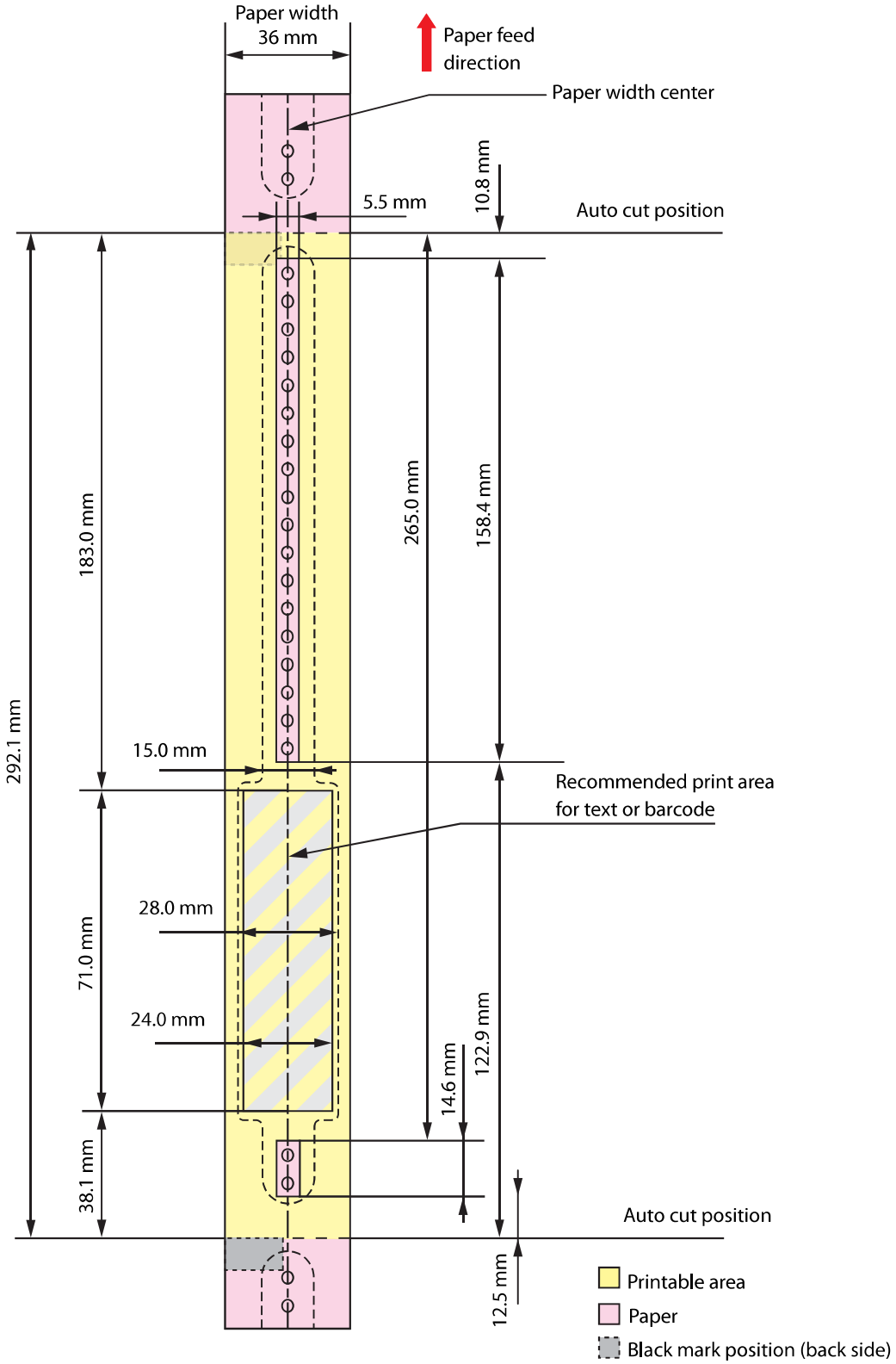
Margins at top, bottom, right, and left: 1.5 mm (typical value)



IMPORTANT	• Do not print over holes for attaching snaps and within a distance of 2 mm from the holes. • When using the WB-S/M/L series, use an attachment (OT-WA34).

When Borderless Printing Enabled

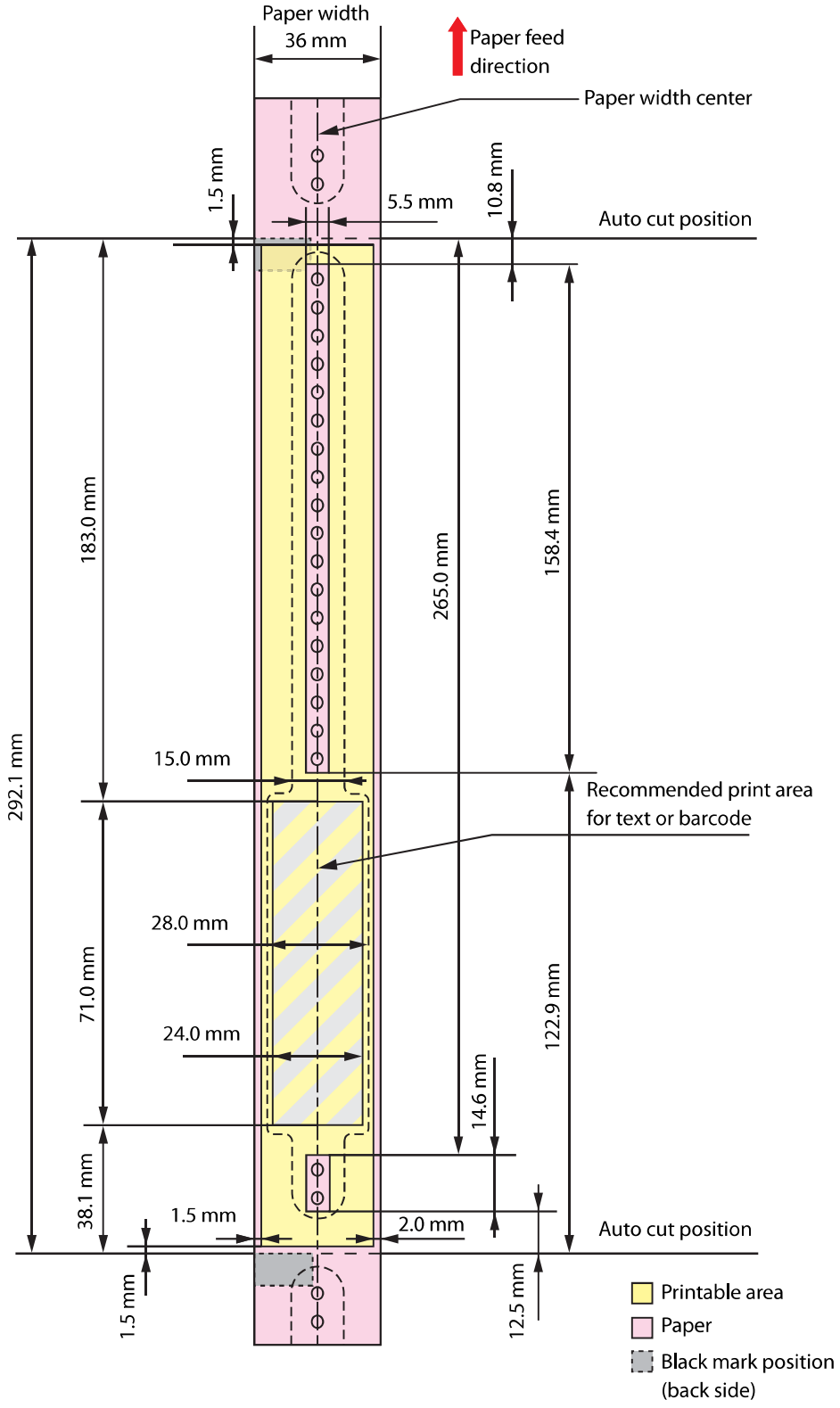
Margins at top, bottom, right, and left: 0 mm (typical value)



IMPORTANT	• Do not print over holes for attaching snaps and within a distance of 2 mm from the holes. • When using the WB-S/M/L series, use an attachment (OT-WA34).

When Borderless Printing Disabled

Margins at top, bottom, right, and left: 1.5 mm (typical value)



IMPORTANT	• Do not print over holes for attaching snaps and within a distance of 2 mm from the holes. • When using the WB-S/M/L series, use an attachment (OT-WA34).

Ink cartridge

Model number	TM-C3500	SJIC22P(K) / SJIC22P(C) / SJIC22P(M) / SJIC22P(Y)
	TM-C3510	SJIC23P(K)/ SJIC23P(C)/ SJIC23P(M)/ SJIC23P(Y)
	TM-C3520	SJIC24P(K)/ SJIC24P(C)/ SJIC24P(M)/ SJIC24P(Y)
Type		4 individual color cartridges
Ink colors		Black, cyan, magenta, yellow
Ink type		Pigmented ink
Expiration date		6 months after installation in the printer, 2 years after manufacture including the period of use
Storage temperature	Transportation	-20 to 60°C (within 5 days when 60°C)
	Storage in individual packaging	-20 to 40°C (within 1 month when 40°C)
	Installed	-20 to 40°C (within 1 month when 40°C)

Maintenance Box

Model number	SJMB3500
Type	Maintenance box with integrated waste ink absorbing material
Expiration date	None
Storage temperature	In accordance with "Environmental Specifications" on page 164

Supported Operating Systems

This printer supports the following operating systems.

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 XP SP2 (64 bit) Microsoft Windows Server 2016 Microsoft Windows Server 2012 R2 Microsoft Windows Server 2012 Microsoft Windows Server 2008 R2 SP1 Microsoft Windows Server 2008 SP2 (32 bit/64 bit) Microsoft Windows Server 2003 R2 SP2 (32 bit/64 bit)

Appendix

Consumables and Options

Consumables and options for this product are available. They can be purchased from sales representatives.

Ink cartridge

Four ink cartridge colors are used.

Use ink cartridges suitable for the model number of your printer.

The LCD indicates **REPLACE INK** when it is time to replace an ink cartridge. ("Replacing the Ink Cartridges" on page 44)

Genuine Ink Cartridges Recommended

- For the best performance of the printer, it is recommended to use genuine Epson ink cartridges. Use of non-genuine Epson ink cartridges can adversely affect the printer and print quality and prevent the printer from realizing its maximum performance. Epson cannot guarantee the quality and reliability of non-genuine Epson products. Repairs for any damage or breakdown of this product due to the use of non-genuine Epson products will not be free of charge even if the warranty period is still valid.
- Color adjustment of the product is based on the use of genuine Epson ink cartridges. Use of non-genuine ink cartridges may result in reduced print quality. Epson recommends the use of genuine Epson ink cartridges.

Disposal of Ink Cartridges

Dispose the ink cartridges properly following the law or regulations of your country and area.

Maintenance Box

The maintenance box is a box used to collect waste ink. The maintenance box available for this product is:

Model number: SJMB3500

The LCD indicates **REPLACE MAINTENANCE BOX** when it is time to replace the maintenance box. ("Replacing the Maintenance Box" on page 45)

Genuine Maintenance Box Recommended

For the best performance of the printer, it is recommended to use a genuine Epson maintenance box. Use of a non-genuine Epson maintenance box can adversely affect the printer and prevent the printer from realizing its maximum performance. Repairs for any damage or breakdown of this product due to the use of non-genuine Epson products will not be free of charge even if the warranty period is still valid. Epson cannot guarantee the quality and reliability of non-genuine Epson products.

Disposal of Maintenance Box

Dispose the maintenance box properly following the law or regulations of your country and area.

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.

Notes

(1) All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Seiko Epson Corporation.

(2) The content of this manual is subject to change without notice.

(3) While every precaution has been taken in the preparation of this manual, Seiko Epson Corporation assumes no responsibility for errors or omissions.

(4) Neither is any liability assumed for damages resulting from the use of the information contained herein.

(5) Neither Seiko Epson Corporation nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs, or expenses incurred by purchaser or third parties as a result of: accident, misuse, or abuse of this product or unauthorized modifications, repairs, or alterations to this product, or (excluding the U.S.) failure to strictly comply with Seiko Epson Corporation's operating and maintenance instructions.

(6) Seiko Epson Corporation shall not be liable for any damages or problems arising from the use of any options or any consumable products other than those designated as Genuine Epson Products or Epson Approved Products by Seiko Epson Corporation.

Trademarks

Microsoft®, Windows®, Windows Vista®, and Windows Server® are registered trademarks of Microsoft Corporation in the United States and/or other countries.

EPSON is a registered trademark of Seiko Epson Corporation. Exceed Your Vision is a registered trademark or trademark of Seiko Epson Corporation.

All other trademarks are the property of their respective owners and used for identification purpose only.

©Seiko Epson Corporation 2017-2020. All rights reserved.

IPSi INTEGRATED PRODUCTIVITY SYSTEMS | infinity LABEL GROUP
(844) 477-4911 | www.ipsiscan.com