English

TM-C3400

User's Manual

EMC and Safety Standards Applied

Product Name: TM-C3400
Model Name: M242A
The following standards are applied only to the printers that are so labeled. (EMC is tested using the EPSON AC Adapter, Model M159A.)

Europe:	CE marking	
	Safety:	TUV (EN 60950-1)
North America:	EMI:	FCC/ICES-003 Class B
	Safety:	UL 60950-1/
		CSA C22.2 No. 60950-1
Japan:	EMC:	VCCI Class B
Oceania:	EMC:	AS/NZS CISPR22 Class B

WARNING

The connection of a non-shielded printer interface cable to this printer will invalidate the EMC standards of this device. You are cautioned that changes or modifications not expressly approved by SEIKO EPSON Corporation could void your authority to operate the equipment.

CE Marking

The printer conforms to the following Directives and Norms:

Directive 2004/108/EC EN 55022 Class B
                       EN 55024
                           IEC 61000-4-2
                           IEC 61000-4-3
                           IEC 61000-4-4
                           IEC 61000-4-5
                           IEC 61000-4-6
                           IEC 61000-4-11

FCC Compliance Statement For American Users

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.
This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
-Reorient or relocate the receiving antenna.
-Increase the separation between the equipment and receiver.
-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
-Consult the dealer or an experienced radio/TV technician for help.

For Canadian Users

This Class B digital apparatus complies with Canadian ICES-003.

Safety Precautions

This section presents important information intended to ensure safe and effective use of this product. Please read this section carefully and store it in an accessible location.

⚠ WARNING:

Shut down your equipment immediately if it produces smoke, a strange odor, or unusual noise. Continued use may lead to fire. Immediately unplug the equipment and contact your dealer or a SEIKO EPSON service center for advice.

Never attempt to repair this product yourself. Improper repair work can be dangerous.

Never disassemble or modify this product. Tampering with this product may result in injury or fire.

Use the specified AC Adapter (EPSON PS-180, Model M159A) only. Connection to an improper power source may cause fire.

Be sure your power cable meets the relevant safety standards and includes a power-system ground terminal (PE terminal). Otherwise shock may result.

Do not allow foreign matter to fall into the equipment. Penetration by foreign objects may lead to fire.

If water or other liquid spills into this equipment, unplug the power cord immediately, and then contact your dealer or a SEIKO EPSON service center for advice. Continued usage may lead to fire.

⚠ CAUTION:

Do not connect cables in ways other than those mentioned in this manual. Different connections may cause equipment damage and burning.

Be sure to set this equipment on a firm, stable, horizontal surface. The product may break or cause injury if it falls.

Do not use in locations subject to high humidity or dust levels. Excessive humidity and dust may cause equipment damage or fire.

Do not place heavy objects on top of this product. Never stand or lean on this product. Equipment may fall or collapse, causing breakage and possible injury.

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

Do not remove the ink cartridge from the product when you ship it.

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

FCC

DECLARATION of CONFORMITY

According to 47CFR, Part 2 and 15 for Class B Personal Computers and Peripherals; and/or CPU Boards and Power Supplies used with Class B Personal Computers:

We: EPSON AMERICA, INC.
Located at: MS 3-13
3840 Kilroy Airport Way
Long Beach, CA 90806
Telephone: 562-290-5254

Declare under sole responsibility that the product identified herein, complies with 47CFR Part 2 and 15 of the FCC rules as a Class B digital device. Each product marketed, is identical to the representative unit tested and found to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47CFR §2.909 Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Trade Name: EPSON
Type of Product: Printer
Model: M242A

Restriction of Use

When this product is used for applications requiring high reliability/safety such as transportation devices related to aviation, rail, marine, automotive etc.; disaster prevention devices; various safety devices etc.; or functional/precision devices etc., you should use this product only after giving consideration to including fail-safes and redundancies into your design to maintain safety and total system reliability. Because this product was not intended for use in applications requiring extremely high reliability/safety such as aerospace equipment, main communication equipment, nuclear power control equipment, or medical equipment related to direct medical care etc., please make your own judgment on this product's suitability after a full evaluation.

Downloading Drivers, Utilities, and Manuals

Drivers, utilities, and manuals can be downloaded from one of the following URLs.

For customers in North America, go to the following web site: http://www.epsonexpert.com/ and follow the on-screen instructions.

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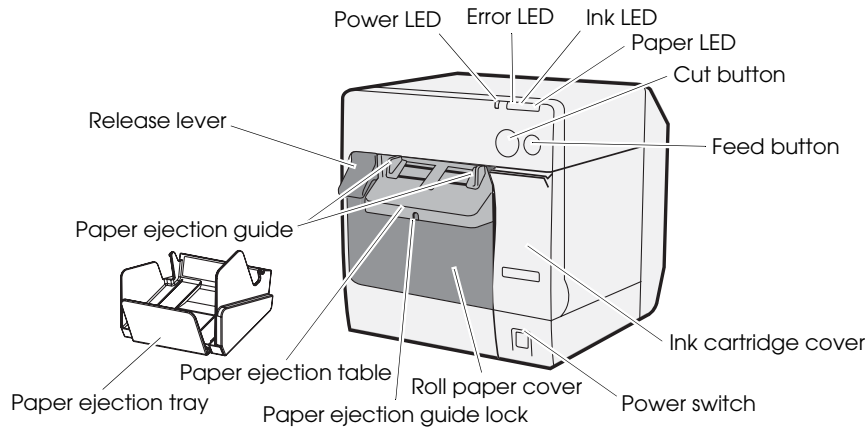
Unpacking

The following items should be included with the printer. If any items are damaged, contact your dealer.

❏ Label paper roll
❏ Ink cartridge (Model: SJIC15P)
❏ Paper ejection tray
❏ USB cable (USB interface model only)
❏ User's Manual
❏ AC adapter (Model: PS-180)
❏ AC cable

* The AC adapter is embedded in the printer.
* The AC cable may not be included with the printer.

Part Names

Power LED Error LED Ink LED
Paper LED
Cut button
Release lever
Feed button
Paper ejection guide
Paper ejection table
Paper ejection tray
Roll paper cover
Paper ejection guide lock
Ink cartridge cover
Power switch

Power switch

Turns on/off the printer.

Power LED

Lights when the power is on, and is off when the power is off.

Flashes when the printer is operating (initializing, head cleaning, or printing) or in an error state.

Error LED

Lights or flashes when the printer is offline, and is off when the printer is online.

Ink LED

Flashes when ink is low or waste ink in the ink cartridge is nearly full.

Lights when it is time to replace the ink cartridge, when the ink cartridge is not installed or is not correctly installed, and when waste ink in the ink cartridge is full.

Off when ink in the ink cartridge is adequate.

Paper LED

Lights when the paper is not installed or is not correctly installed.

Off when the paper is correctly installed.

Cut button

Cuts the paper.

FEED button

Feeds the paper.

Setup

Follow in order the steps below to set up the printer.

1. Installing the printer (See page 6.)
2. Connecting the AC cable (See page 6.)
3. Installing the ink cartridge (See page 7.)
4. Installing the printer driver and connecting the printer to the computer (See page 7.)
5. Setting the DIP switches (See page 9.)
6. Installing the paper (See page 9.)
7. Attaching/adjusting the paper ejection tray (See page 17.)

Installing the Printer

❏ The printer must be installed horizontally.
❏ Leave enough space in front of the printer for the ink cartridge cover and the roll paper cover to be fully opened.
❏ Do not place the printer in dusty locations.
❏ Protect the printer from heavy impacts. They may cause defective print.
❏ Do not allow cables to catch or foreign matter to accumulate under the printer.

Connecting the AC Cable

⚠ *WARNING:*

Always use the EPSON PS-180 as the AC adapter. Using the other AC adapter can result in electric shock and fire.

Should a fault ever occur in the EPSON PS-180, immediately turn off the power to the printer and remove the AC cable from the wall socket.

Insert the connector of the AC cable to into the AC inlet, and then insert the power plug of the AC cable into the wall socket.
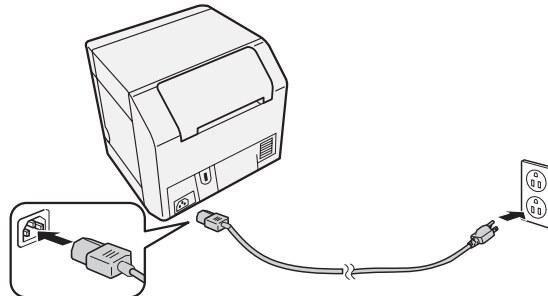
Installing/Replacing the Ink Cartridge

CAUTION:

Always use the EPSON SJIC15P as the ink cartridge.

Do not open the ink cartridge package until you are ready to install it in the printer.

Do not remove the ink cartridge from the printer when you ship it.

1. Turn on the printer and make sure that the Ink LED lights.
2. Pull the ink cartridge cover to open it.
3. Remove the used cartridge, if any.
4. Shake the ink cartridge package 4 or 5 times before opening it.
5. Push the ink cartridge gently into the cartridge holder as shown below.
6. Close the ink cartridge cover.
   When the ink cartridge is installed for the first time, the printer takes approximately 5 minutes for ink charging.
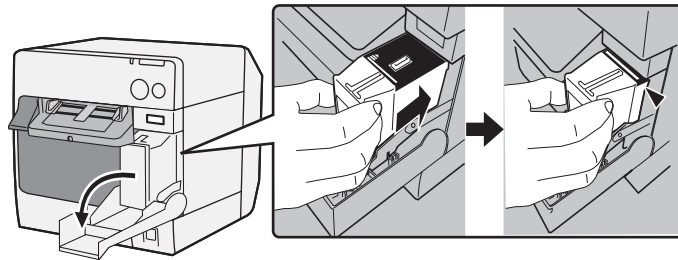
Note:
When the ink cartridge is installed for the first time, the printer uses ink to prepare for printing (ink charging).

Cartridge yields vary based on such factors as type of item printed, print settings, paper type, frequency of use, and temperature.

To insure print quality, some ink remains in the cartridge after the Ink LED comes on.

Installing the Driver and Connecting to the Computer

CAUTION:

Be sure to confirm the operation environment (page 19) before installing.

You are required to login as a user with administrative rights.

For USB Interface Model

1. Double-click on the icon for Easy Setup (EPSetup.exe).
2. On the screen displayed, click [**Local**].
3. Complete the installation by following the instructions displayed. If the screen confirming the connection to the computer during the installation is displayed, connect the printer to the computer via the USB cable as shown below, and then turn on the printer.
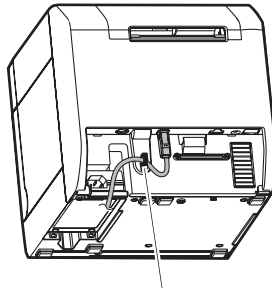
Cable hook: prevents the cable from falling off.

For LAN Interface Model

1. Open the connector cover and connect the printer to the computer via the LAN cable as shown below.
2. Turn on the printer.
3. Double-click on the icon for Easy Setup (EPSetup.exe).
4. On the screen displayed, click [**Network**].
5. Complete the installation by following the instructions displayed. Network settings are also processed during the installation.
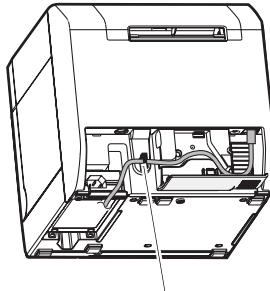
Cable hook: prevents the cable from falling off.

Setting DIP Switches

When you open the ink cartridge cover and remove the DIP switch cover, you will find the DIP switches. Set the DIP switches, using the tip of a tool, such as a small screwdriver. Change settings when the printer is off.
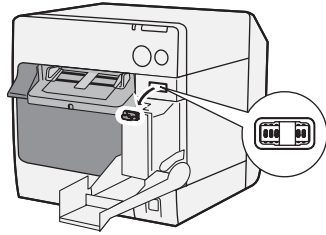
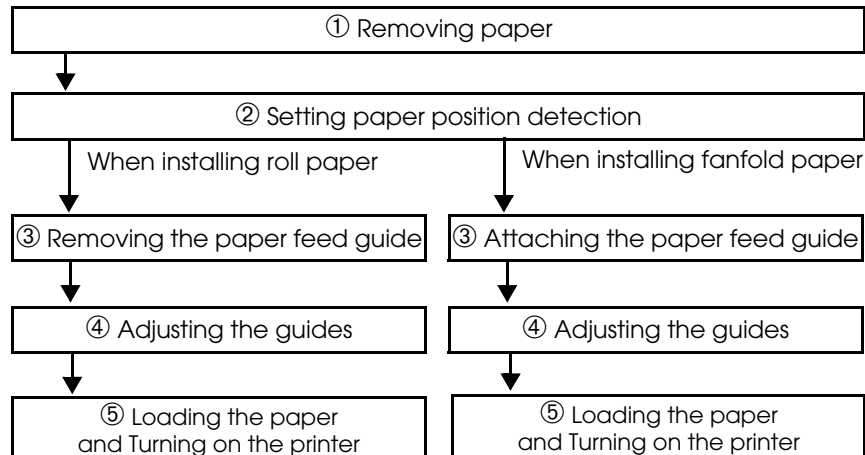| SW	Function	ON	OFF
1	Operation of the power switch	Reset	Power on/off
2	Internal use	Fixed to OFF (Do not change.)	
3	Paper selection	Fanfold paper	Roll paper
8	Buzzer volume	High	Low

Installing Paper

Follow the steps below to install the paper.

❏ When you install paper on the printer for the first time: ② ~ ⑤
❏ When you have used up the paper (when you install same type of paper): ① and ⑤
❏ When you change the paper type: ① ~ ⑤

For ③ and later, the procedures differ depending on the paper form, roll paper or fanfold paper.

CAUTION:
Be sure to confirm that DIP switch 3 (Paper selection) is set correctly before installing the paper.

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┌─────────────────────────────────────────────┐
│          ① Removing paper                     │
└─────────────────────────────────────────────┘
                    ↓
┌─────────────────────────────────────────────┐
│      ② Setting paper position detection       │
└─────────────────────────────────────────────┘
  When installing roll paper    When installing fanfold paper
           ↓                              ↓
┌──────────────────────────┐  ┌──────────────────────────┐
│ ③ Removing the paper      │  │ ③ Attaching the paper     │
│    feed guide             │  │    feed guide             │
└──────────────────────────┘  └──────────────────────────┘
           ↓                              ↓
┌──────────────────────────┐  ┌──────────────────────────┐
│ ④ Adjusting the guides    │  │ ④ Adjusting the guides    │
└──────────────────────────┘  └──────────────────────────┘
           ↓                              ↓
┌──────────────────────────┐  ┌──────────────────────────┐
│ ⑤ Loading the paper       │  │ ⑤ Loading the paper       │
│ and Turning on the printer│  │ and Turning on the printer│
└──────────────────────────┘  └──────────────────────────┘
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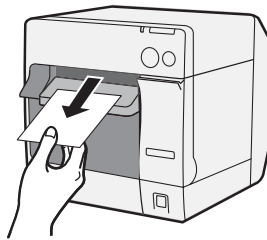# ① Removing paper

Removing roll paper

1. Pull the release lever to open the roll paper cover, and remove the roll paper or used roll paper core.
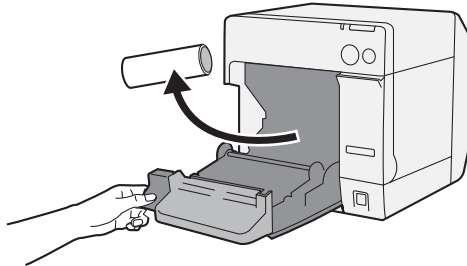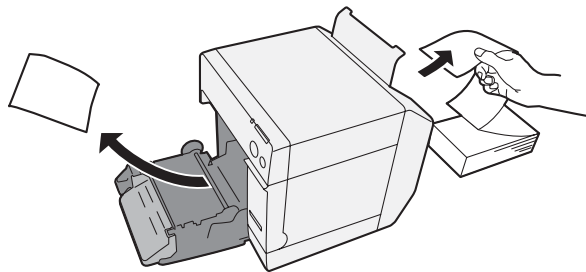
2. Close the roll paper cover.

Removing fanfold paper

1. Remove the paper left on the paper ejection table.

2. When you change the paper type, open the roll paper cover and the rear cover to remove the paper.

3. Close the roll paper cover and the rear cover.

② Setting paper position detection

When paper position detection setting does not need to be changed, skip this step. Use the printer driver for this setting.

CAUTION:

When paper remains in the printer, paper position detection cannot be set. Be sure to remove the paper before turning on the printer.

1. Turn on the printer.
2. Change [**Paper Position Detection**] on the [**Maintenance And Utilities**] tab of the printer driver depending on the paper to use.

   Note:
   For information on how to display the printer driver, see page 18.

3. Turn off the printer.

   ### CAUTION:

   The changed setting of the paper position detection is stored in the printer when the printer is turned off. Be sure to turn off the printer to enable the setting.

When Installing Roll Paper

③ Removing the paper feed guide

CAUTION:

The paper feed guide should be attached to the printer only when you use fanfold paper. Be sure to remove the paper feed guide when you use roll paper.

1. Pull the release lever to open the roll paper cover.
2. If the paper feed guide is attached into the grooves inside of the roll paper cover, remove it.
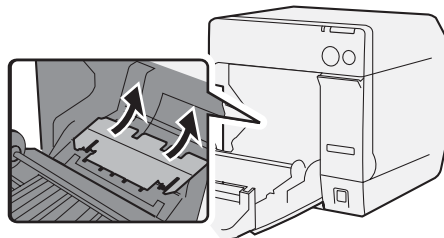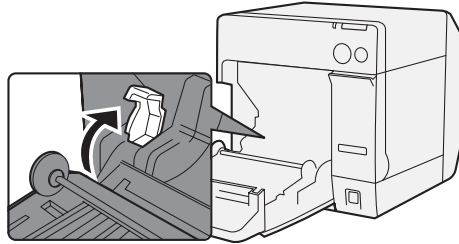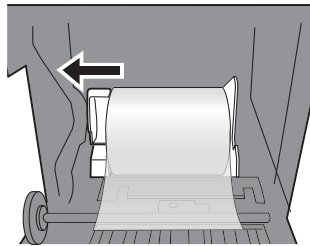

3. Close the roll paper cover.

④ *Adjusting the guides*

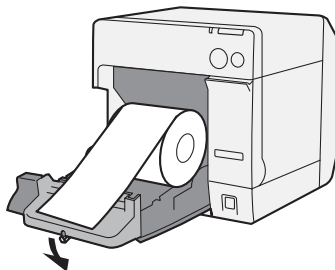When the paper width does not need to be changed, skip this step.

1. Pull the release lever to open the roll paper cover.
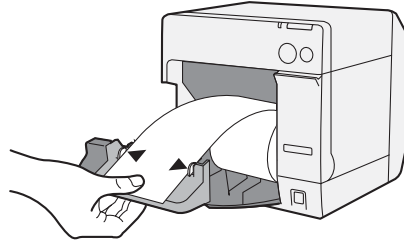2. Unlock the roll paper guide.

3. Push the paper guide on the left in the direction of the arrow, and load the roll paper with the printable side up.

4. Lock the roll paper guide.
5. Unlock the paper ejection guide, using the tip of a tool, such as a pen.
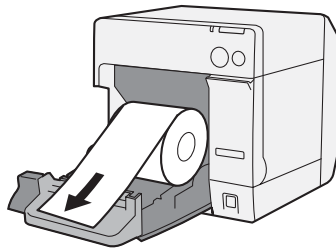
6. Slide the paper ejection guide to align it with the roll paper width.

7. Lock the paper ejection guide, and then close the roll paper cover.

⑤ Loading the paper and Turning on the printer

1. Pull the release lever to open the roll paper cover.
2. Load the roll paper with the printable side up.

3. While aligning the roll paper with the paper ejection guide, close the roll paper cover.
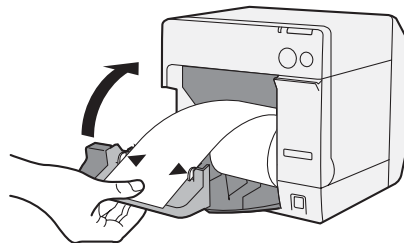
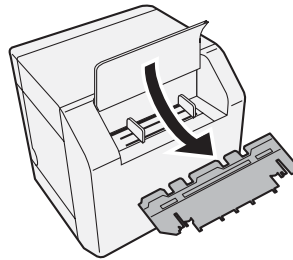4. Turn on the printer, and then the paper is fed automatically.

When Installing Fanfold Paper
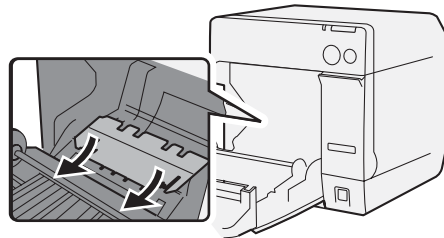
③ *Attaching the paper feed guide*

CAUTION:

Be sure to attach the paper feed guide when you use fanfold paper.

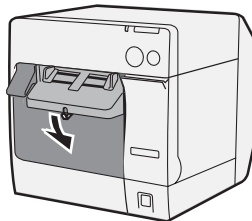1. Open the rear cover and take out the paper feed guide.

2. Pull the release lever to open the roll paper cover.
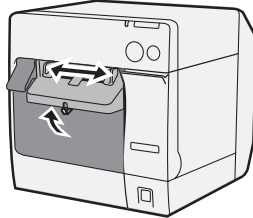3. Insert the paper feed guide into the grooves inside of the roll paper cover to attach it.

4. Close the roll paper cover.

④ *Adjusting the guides*

1. Unlock the paper ejection guide, using the tip of a tool, such as a pen.
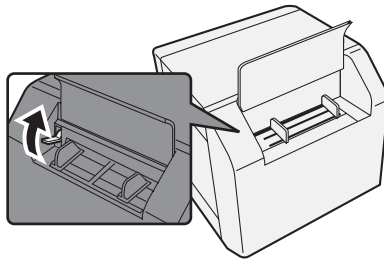
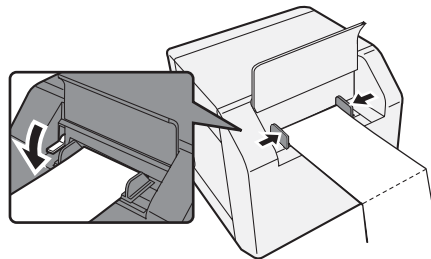2. Slide the paper ejection guide as wide as possible, and lock it.

When you install the fanfold paper for the first time, or when the paper width needs to be changed, continue to the steps 3 and 4.

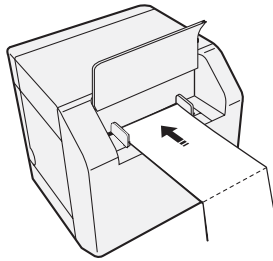3. Open the rear cover and unlock the fanfold paper guide.

4. Slide the fanfold paper guide to align it with the paper width, and lock it.

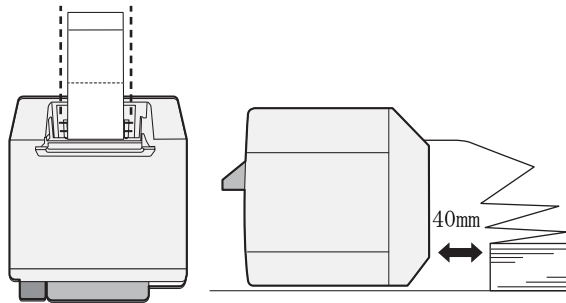### ⑤ Loading the paper and Turning on the printer

1. Turn on the printer.
2. Insert the paper with the printable side up until it is automatically drawn in (approximately 100 mm), and then the paper is fed automatically.

3. Place the paper straight at least 40 mm from the printer.

4. Close the rear cover.

Attaching/Adjusting the Paper Ejection Tray

When you attach the paper ejection tray, you can temporarily store the printed paper in the tray.

CAUTION:

Paper may not stay in the paper ejection tray, depending on the paper curl and length.

1. Attach the paper ejection tray to the hooks under the paper ejection table.
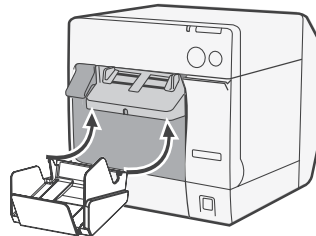
2. Pull the lever at the bottom-right of the paper ejection tray to unlock it.

3. Slide the bottom tray to align it with the paper length, and lock it.

Displaying the Printer Driver

Follow the steps below to display the printer driver. For details on how to use the printer driver, see the printer driver help.
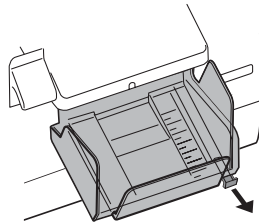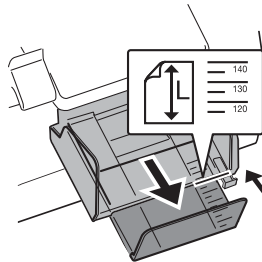
1. Open [**Printers and Faxes**] (or [**Printers**]).
2. Right-click on [**EPSON TM-C3400**] and click [**Printing Preferences**] to display the printer driver.

Head Cleaning

This printer has the automatic nozzle check function, and automatically performs head cleaning under normal conditions. However, depending on the printer settings, the printout may be faint or incorrect colors may be printed, due to a clogged print head. In that case, perform head cleaning by using the printer driver.

1. Turn on the printer.
2. Display the [**Printing Preferences**] screen of the printer driver.
3. Click [**Auto Head Cleaning**] on the [**Maintenance And Utilities**] tab.
   The printer checks for nozzle clogs. If any found, cleaning is performed automatically. Cleaning will be repeated 3 times at most.
4. Perform the nozzle check to confirm the cleaning result.

Troubleshooting

Error LED on or flashing

❏ Check to see that the roll paper cover and the ink cartridge cover are closed. If they are open, close them.
❏ Check the Paper LED. If it lights, check for a paper jam, and install the paper correctly referring to "Installing Paper" on page 9.
❏ Turn off the printer and then turn it back on. If the LED is still flashing, call your supervisor or a service person.

Paper jam

Turn off the printer and open the roll paper cover or the rear cover to remove the jammed paper. Install the paper correctly referring to "Installing Paper" on page 9.

Operating Environment

OS		Microsoft Windows 2000 SP4 Microsoft Windows XP SP3 Microsoft Windows 2003 R2 SP2 Microsoft Windows Vista SP1 Only 32 bit models are supported.
Computers		The printer supports the following computers that run the above operating system. •PC/AT-compatible
CPU		Computers with a processor of 1 GHz or better are recommended. Intel/Pentium/Celeron series, AMD Athlon/Duron family, or processors that are compatible with these are recommended.
RAM	Windows 2000	256 MB or larger is recommended.
	Windows XP/2003 Server/Vista	512 MB or larger is recommended.
HDD		250 MB

Specification

Printing method		Serial ink jet, dot matrix Three-color printing
Paper feed		Forward and reverse friction feed
Autocutter	Cutting method	By separated-blade scissors
	Cutting type	Full cut (cuts paper completely)
	Minimum cut length	15 mm {0.59"}
Paper	Category	Normal paper, Fine paper, PET film, Artificial paper, List band
	Type	Continuous paper (with/without black marks) Label roll paper Die-cut label paper (with/without black marks) List band
	Form	Roll paper, fanfold paper
Ink cartridge		3-color integrated dedicated ink cartridge (Model: SJIC15P)
Interface		USB interface (USB 2.0 High-speed) LAN interface (100 Base-TX/10 Base-T)
Barcode/ 2-dimensional symbol printing	Barcodes	UPC-A, UPC-E, JAN 8 (EAN 8), JAN 13 (EAN 13), Code 39, ITF, Codabar, Code 93, Code 128, GS1-128, GS1 DataBar Omnidirectional, GS1 DataBar Truncated, GS1 DataBar Limited, GS1 DataBar Expanded
	2-dimensional symbols	PDF417, QR Code, Maxi Code, GS1 DataBar Stacked, GS1 DataBar Stacked Omnidirectional, GS1 DataBar Expanded Stacked, Composite Symbology, DataMatrix, Aztec
Power supply		Dedicated AC adapter (Model: PS-180)
Life		Print head: 6,000 million shots/nozzle
Temperature and humidity	Printing	10 to 35°C {50 to 95°F} 20 to 80% RH (No condensation)

	Storage	When packed:
		  -20 to 60°C {-4 to 140°F},
		  5 to 85%RH (No condensation, ink not loaded)
		  (At -20°C or 60°C {-4 or 140°F}: up to 120 hours)
		When ink loaded:
		  -20 to 40°C {-4 to 104°F}
		  (At -20°C {-4°F}: up to 120 hours)
		  (At 0 to 30°C {32 to 86°F}: up to 6 months)
		  (At 40°C {104°F}: up to 1 month)

Overall dimensions (H × W × D)		255 × 270 × 255 {10.04 × 10.63 × 10.04"} (The protrusion excluded)
Mass		Approximately 10.0 kg (LAN interface model)