
Internet for Guests

Ticket Printer Epson TM-T20

1.0.0

English

Software Version V 3.8.3876 (p4043) or newer

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1. Introduction

The Epson TM-T20 supports Ethernet and Serial (RS232) connection with IAC-BOX. Depending on which is used, the configuration differs.



The ticket printer Epson TM-T20 is supported only from software version V 3.8.3876 (p4043) or newer!

2. Printer paper

The Epson TM-T20 printer supports two different paper sizes. Thermal paper with 80 mm width and thermal paper with 57.5 / 58mm width. To use the paper with a width of 57.5 / 58 mm, a so-called "spacer" is included with your printer. This "spacer" is simply inserted into the paper tray to reduce the 80 mm range to a 57.5/58mm range. Then, the printer must be configured for the used paper width. By default, the paper width is set for 80 mm paper.

2.1 Configuration of the printer paper width

1. Hold down the feed button and turn on the printer → Current configuration will be printed.
2. Hold down the feed button for 1 second or longer → Enter the mode selection menu.
3. Press the feed button 3 times, then hold down the feed button for 1 second or longer → Enter the configuration menu.
4. Press the feed button 6 times, then hold down the feed button for 1 second or longer → Enter the paper width menu. Here you can select the paper width which shall be used.

By doing this, the printer paper width is set at the printer configuration. Now we also have to set the paper width at the **WebAdmin** interface of the IAC-BOX. This can be done in the menu **Modules/Ticket Printer**.

3. Configuration

3.1 Configuration with Ethernet connection

Connect the printer to the network and insert a paper roll. The next step is to assign an IP-address to the printer. Therefore use the program "**TMNet WinConfig**" which is on the delivered CD. A description of this process can also be found on **page 22** of the **software manual**, which is also on the CD.

Alternatively, you can also assign an IP address to the printer by using an ARP request. Therefore open any console (Windows: cmd). Then type the following and press enter:

```
arp -s IP address for the printer MAC address of the printer  
E.g. arp -s 10.1.1.170 00-ab-cd-ef-gh-ij
```

The MAC address can be found on the printout of the current settings.

Now you can access the printer by entering the defined IP address (here 10.1.1.170) in the browser.

After assigning an IP-address to the printer, switch to the menu **Modules/Ticket Printer** on the **WebAdmin** interface. Here you must select the correct ticket printer type (TM-T20), the interface which should be used (IF/Ethernet), the assigned IP-address of the printer and the port which should be used. As port enter the **default port** for the TM-T20 (**9100**).

As delivered, the printer settings are preset. These can be reviewed as appropriate. Therefore hold down the feed button and turn on the printer. As soon as the printer starts printing the current configuration, let go the feed button. You are now in the configuration menu of the printer. Here you can modify and adjust various parameters of the printer. The default printer configuration is displayed at "5. Printer default configuration".

If some of the printer settings vary, they can be changed as follows:

1. Hold down the feed button and turn on the printer → Current configuration will be printed.
2. Hold down the feed button for 1 second or longer → Enter the mode selection menu. Here you can change the printer settings.

3.2 Configuration with serial connection (RS232)

As delivered, the printer settings are preset. These can be reviewed as appropriate. Therefore hold down the feed button and turn on the printer. As soon as the printer starts printing the current configuration, let go the feed button. You are now in the configuration menu of the printer. Here you can modify and adjust various parameters of the printer. The default printer configuration is displayed at "5. Printer default configuration".

If some of the printer settings vary, they can be changed as follows:

1. Hold down the feed button and turn on the printer → Current configuration will be printed.
2. Hold down the feed button for 1 second or longer → Enter the mode selection menu. Here you can change the printer settings.

4. Information on operation

Tasten:

- *Power Switch*
On / off switch on the printer.
- *Feed Button*
For feeding the paper, configure the printer and, print and select the tickets.

LED's:

- *Power LED*
Glow green when turned on.
- *Error LED*
Glow red when an error has occurred (no paper, open paper cover etc.)
- *Paper LED*
Glow red when no paper is loaded or when paper is not fed correctly.

5. Printer default configuration

The printer configuration should, depending on which printer is used, roughly look like this.

With Ethernet connection	With serial connection
<p><i>UB-E03</i></p> <p><i>MAC Address : 12:34:56:78:9A:BC</i></p> <p><i>Hard Version : 03.00</i></p> <p><i>Soft Version : 01.01</i></p> <p><i>IP Address : 192.168.192.168</i></p> <p><i>SubnetMask : 255.255.255.0</i></p> <p><i>Gateway : 0.0.0.0</i></p> <p><i>Buffer Capacity</i> 4K bytes</p> <p><i>Handshaking Operation (busy condition)</i> Offline or receive buffer full</p> <p><i>Resident Character</i> Alphanumeric</p> <p><i>Automatic Line Feed</i> (CR command function) Disabled</p> <p><i>Print Density</i> LIGHT [-3..0..+3] DARK</p> <p><i>Maintenance information</i> Thermal Head : - Autocutter : -</p> <p><i>Memory Switch 1</i> 1 2 3 4 5 6 7 8 ■■■■■■■■</p> <p><i>Memory Switch 2</i> 1 2 3 4 5 6 7 8 ■■■■■■■■</p>	<p><i>Serial Interface</i></p> <p><i>Baud rate : 9600 bps</i></p> <p><i>Data bits : 8 bits</i></p> <p><i>Parity : none</i></p> <p><i>Stop bit : 1 bit or more</i></p> <p><i>Handshaking : DTR/DSR</i></p> <p><i>Receive error : prints '?'</i></p> <p><i>Buffer Capacity</i> 4K bytes</p> <p><i>Handshaking Operation (busy condition)</i> Receive buffer full</p> <p><i>Resident Character</i> Alphanumeric</p> <p><i>Print Density</i> LIGHT [-3..0..+3] DARK</p> <p><i>Maintenance information</i> Thermal Head : - Autocutter : -</p> <p><i>Memory Switch 1</i> 1 2 3 4 5 6 7 8 ■■■■■■■■</p> <p><i>Memory Switch 2</i> 1 2 3 4 5 6 7 8 ■■■■■■■■</p>