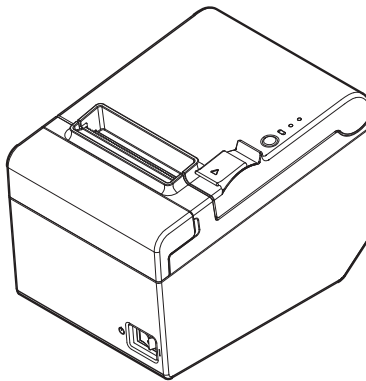


TM-T82II

User's Manual



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. No patent liability is assumed with respect to the use of the information contained herein. While every precaution has been taken in the preparation of this book, Seiko Epson Corporation assumes no responsibility for errors or omissions. Neither is any liability assumed for damages resulting from the use of the information contained herein.

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.

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

EPSON is a registered trademark of Seiko Epson Corporation in Japan and other countries/regions.

NOTICE: The contents of this manual are subject to change without notice.

Copyright © 2012 by Seiko Epson Corporation, Nagano, Japan.

Standards and Approvals

The following standards are applied only to the printers that are so labeled. (EMC is tested using the Epson power supplies.)

Oceania: AS/NZS CISPR22 Class A

WARNING

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

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.

Important Safety Information

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

Key to Symbols

The symbols in this manual are identified by their level of importance, as defined below. Read the following carefully before handling the product.



WARNING:

Warnings must be followed carefully to avoid serious bodily injury.



CAUTION:

Cautions must be observed to avoid minor injury to yourself, damage to your equipment, or loss of data.



Note:

Notes have important information and useful tips on the operation of your equipment.

Safety Precautions



WARNING:

Shut down your equipment immediately if it produces smoke, a strange odor, or unusual noise. Continued use may lead to fire or shock. 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, fire, or shock.

Be sure to use the specified power source (EPSON PS-180 (model: M159B)). Connection to an improper power source may cause fire.

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 AC cable immediately, and then contact your dealer or a Seiko Epson service center for advice. Continued usage may lead to fire.

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

Do not connect a telephone line to the drawer kick-out connector; otherwise the printer and the telephone line may be damaged.

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.

Take care not to injure your fingers on the manual cutter

- *When you remove printed paper*
- *When you perform other operations such as loading/replacing roll paper*

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

Caution Labels

The caution labels on the product indicate the following precautions.

CAUTION:

Do not touch the thermal head because it can be very hot after printing.

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

The latest versions of drivers, utilities, and manuals can be downloaded from the following URL.

<http://download.epson-biz.com/?service=pos>

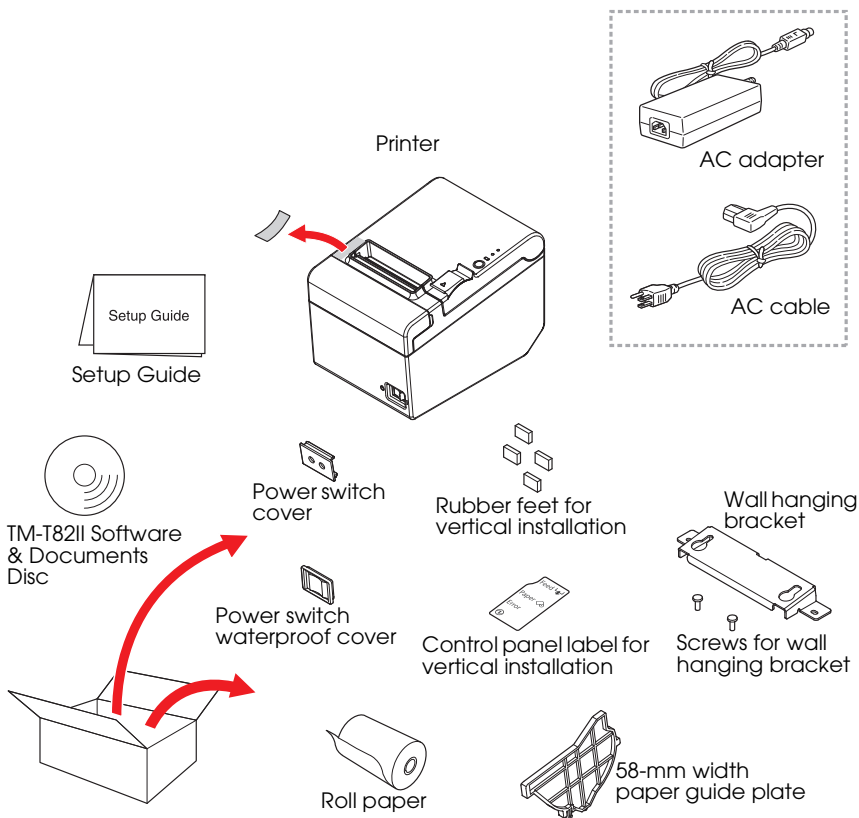
Unpacking

The following items are included with the standard specification printer. If any item is damaged, contact your dealer.

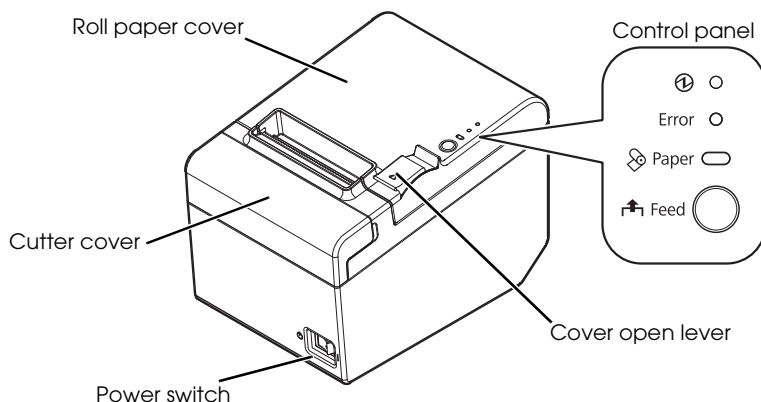
Note:

Depending on the model, the accessories in the broken line box in the illustration below may not be included.

The shape of accessories varies between models and areas.



Part Names



Control Panel

① (Power) LED

This LED is on when the printer is on.

Error LED

This indicates an error.

Paper LED

On indicates a paper out. Flashing indicates standby.

Note:

To make the Paper LED light up when the roll paper is nearly out, enable the paper near-end sensor with the utility software for the TM-T82II, and use the printer horizontally (with the paper exit on top).

Feed button

This button feeds paper.

Connecting the Cables



CAUTION:

For using a serial interface, use a null modem cable.

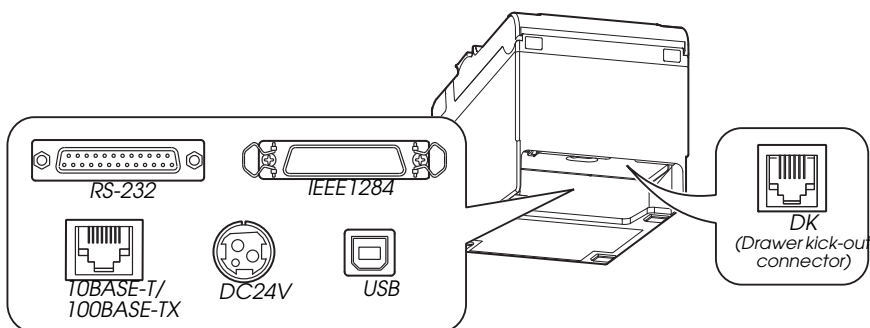
For using a parallel interface, use an IEEE 1284 cable.

For using a USB interface, do not turn on the printer before installing the printer driver.

For using an Ethernet (10Base-T/100Base-TX) interface, do not connect a telephone line or a drawer kick-out cable to the Ethernet connector.

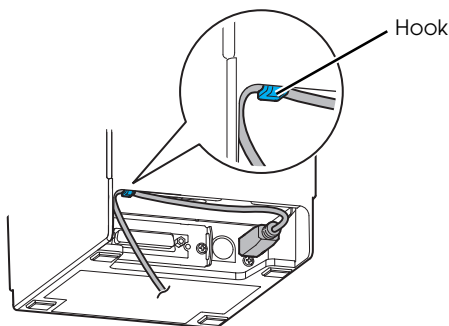
When LAN cables are installed outdoors, make sure devices without proper surge protection are cushioned by being connected through devices that do have surge protection. Otherwise, the devices can be damaged by lightning.

1. Make sure the printer is turned off.
2. Connect the interface cable to the printer.
For the shape of each connector, see the illustration below. (Mounted interfaces vary by the printer model.)



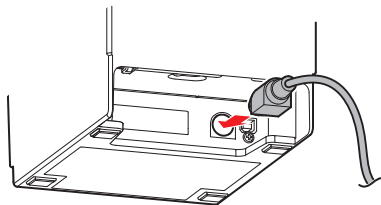
Note:

When connecting the USB cable, fix the USB cable with the hook shown in the illustration below to prevent the cable from coming off.

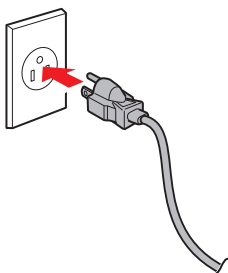


3. Connect the other end of the interface cable to the computer.
4. Connect the AC cable to the AC adapter.

5. Connect the DC cable of the AC adapter to the power connector of the printer.



6. Insert the AC plug into a power outlet.



Installing the Printer

You can install the printer horizontally on a flat surface (with the paper exit on top) or vertically (with the paper exit at the front). Also, you can hang it on a wall using the included accessories.

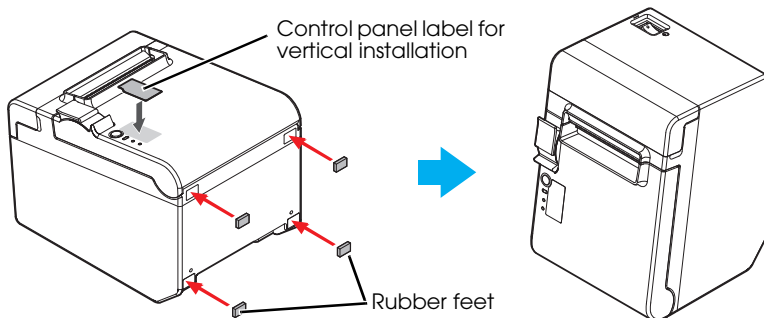


CAUTION:

Take measures to prevent the printer from moving by vibration during paper cutting and when using a drawer. Affixing tape is provided as an option.

Installing the Printer Vertically

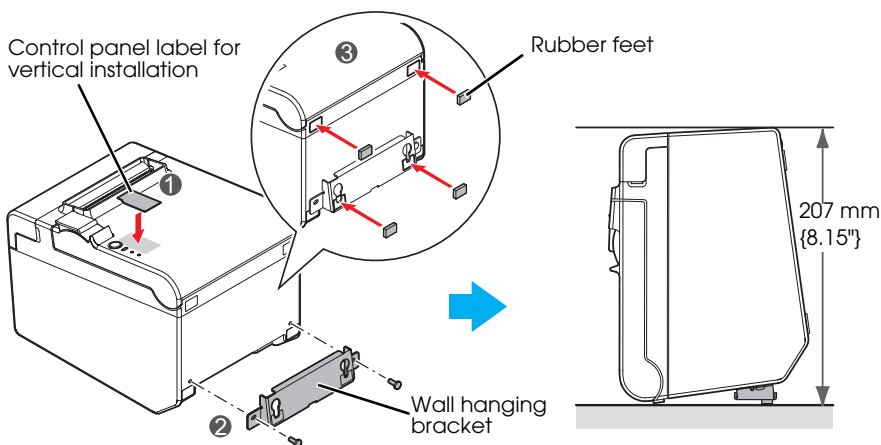
When installing the printer vertically, be sure to attach the included control panel label for vertical installation on the roll paper cover, and attach 4 rubber feet in the rectangular indents in the printer case, as shown in the illustration below.



 Note:

You can install the printer so that the roll paper cover is upright to the mounting surface using the included wall hanging bracket.

1. Attach the control panel label for vertical installation on the roll paper cover.
2. Install the wall hanging bracket on the printer, and fix it using 2 included screws.
3. Attach 2 rubber feet in the rectangular indents in the printer case, and attach 2 rubber feet within the scribed line on the hanging bracket.
4. Place the printer with the wall-hanging-bracket-side down.



Hang the Printer on a Wall

To hang the printer on the wall, follow the steps below.

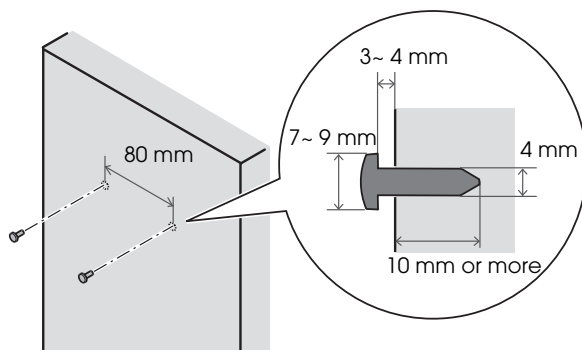
⚠ CAUTION:

To fix the printer securely, install the wall hanging bracket on a wall made of wood, concrete, or metal. The thickness of the wall should be 10 mm {0.4"} or more.

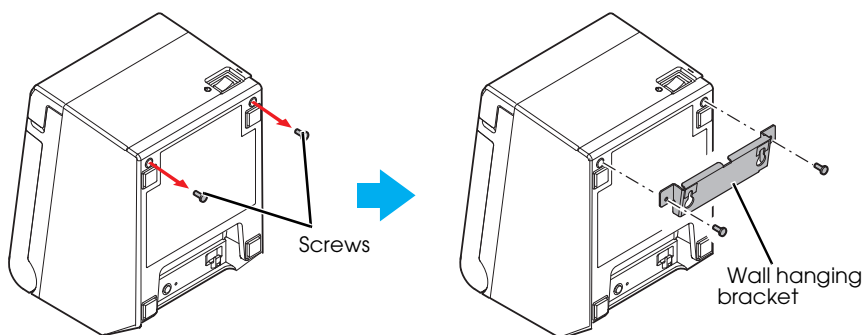
Be sure to use metallic screws.

The screws on the wall side must have a pull-out strength of 150 N (15.3 kgf) or more.

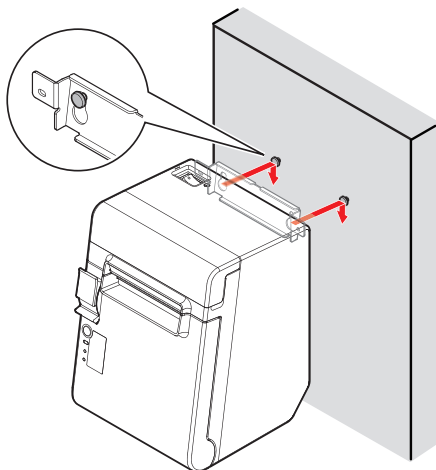
1. Install 2 screws (screw diameter: 4 mm {0.16"}, head diameter: 7 to 9 mm {0.28 to 0.35"}) in the wall at an interval of 80 mm {3.15"}. Make sure the length of the screw's body in the wall is 10 mm {0.39"} or more, and the length outside the wall is 3 to 4 mm {0.12 to 0.16"}.



2. Remove the installed 2 screws from the printer, as shown in the illustration below.
3. Install the wall hanging bracket on the printer, and fix it using the screws removed in Step 2.



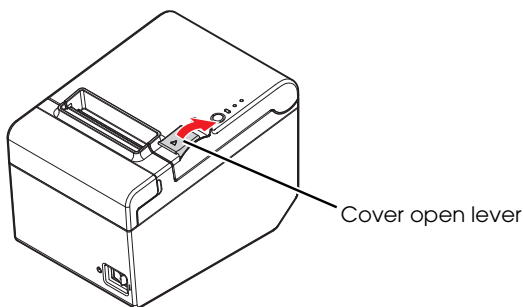
4. Align the holes in the wall hanging bracket with the screws on the wall, and hook it securely.



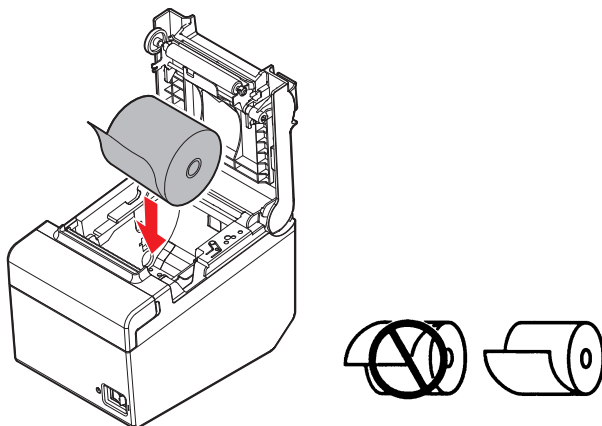
Installing Roll Paper

Follow the steps below to install the roll paper.

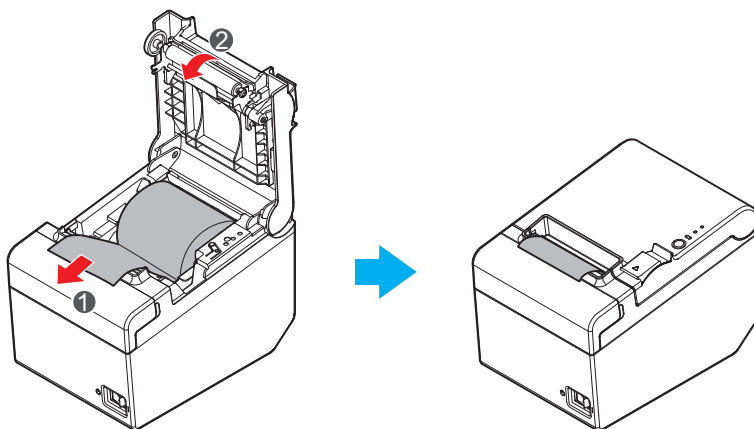
1. Use the cover open lever to open the roll paper cover.



2. Remove the used roll paper core if any, and insert the roll paper. The correct direction of the paper is shown in the illustration below.



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



Changing the Paper Width

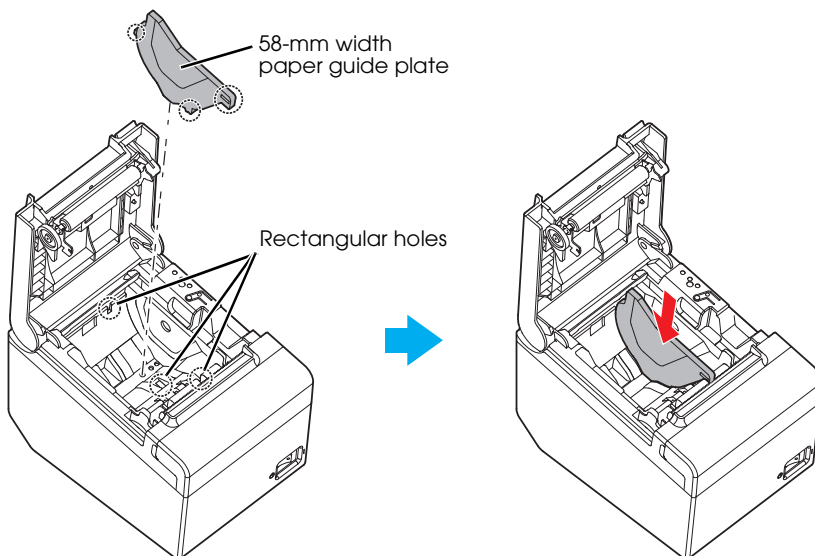
You can change the paper width from 80 to 58 mm by installing the included 58-mm width paper guide plate. Follow the steps below to change the paper width.

⚠ CAUTION:

Once you change the paper width from 80 to 58 mm, you cannot change it back to 80 mm.

When changing the paper width, be sure to make the setting for the paper width with the utility software for the TM-T82II.

1. Open the roll paper cover.
2. Align 3 projections on the 58-mm width paper guide plate with the rectangular holes in the printer, and push it downwards.



3. Install the roll paper.
4. Close the roll paper cover.

Attaching Cover on the Power Switch

The enclosed power switch cover ensures that the power switch is not pressed accidentally.

You can turn the power switch on and off by inserting a sharp-pointed object in the holes in the power switch cover. To detach the cover, also use a sharp-pointed object.

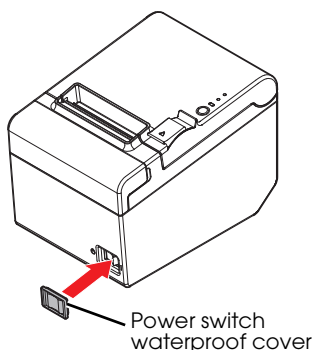
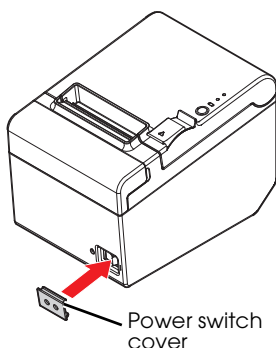
A waterproof cover for the power switch is also included.

To use these covers, install them as shown in the illustration below.



WARNING:

If an accident occurs with the power switch cover attached, unplug the AC cable immediately. Continued use may cause fire or shock.



Troubleshooting

No lights on the control panel

Check whether the DC cable and AC cable are correctly connected to the printer and the power outlet.

Error LED on with no printing

- ☐ Check whether the roll paper cover is closed. If it is open, close it.
- ☐ If the Paper LED is **on**, check whether the roll paper is correctly installed and any roll paper remains.

Error LED flashing with no printing

- ☐ Check whether a paper jam has occurred. If paper is jammed, remove the jammed paper referring to the description below and install the roll paper correctly.
- ☐ Printing stops if the head overheats and resumes automatically when it cools.
- ☐ For other cases, turn the printer off, and after 10 seconds, back on.

When a paper jam occurs

When a paper jam occurs, never pull out the paper forcibly. Open the roll paper cover and remove the jammed paper.

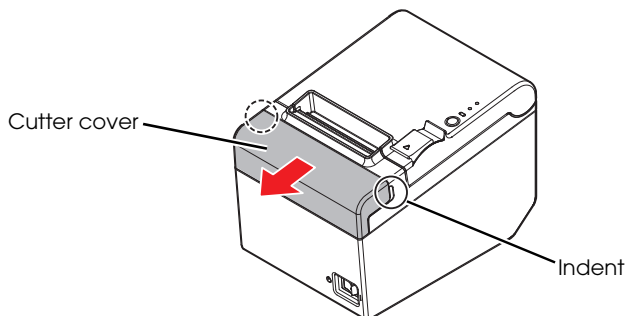


CAUTION:

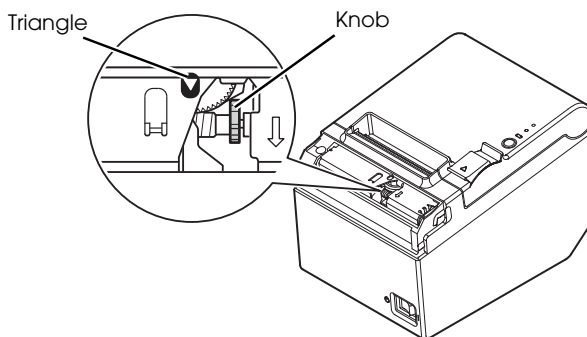
Do not touch the thermal head, because it can be very hot after printing.

If the roll paper cover does not open, follow the steps below.

1. Turn off the printer.
2. Put the fingers in the indents in both sides of the cutter cover, and slide it toward the arrow in the illustration below to remove it.



3. Turn the knob until you see a triangle in the opening. This returns the cutter blade to the normal position. See the operating instructions on the back of the cutter cover.



4. Install the cutter cover.
5. Open the roll paper cover and remove the jammed paper.

Cleaning

Cleaning the Printer Case

Be sure to turn off the printer, and wipe the dirt off the printer case with a dry cloth or a damp cloth.



CAUTION:

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

Cleaning the Thermal Head



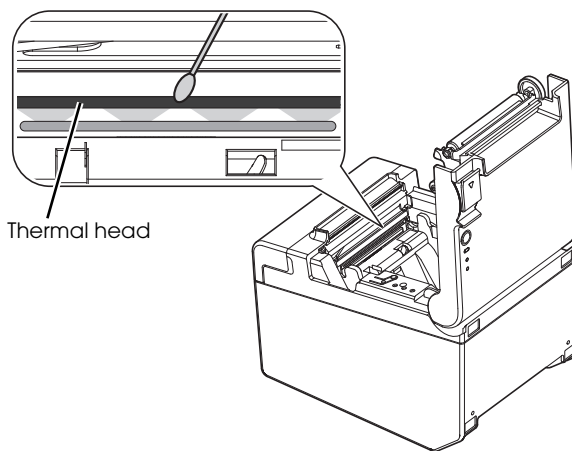
CAUTION:

After printing, the thermal head can be very hot. Be careful not to touch it and to let it cool before you clean it.

Do not damage the thermal head by touching it with your fingers or any hard object.

Turn off the printer, open the roll paper cover, and clean the thermal elements of the thermal head with a cotton swab moistened with an alcohol solvent (ethanol or IPA).

Epson recommends cleaning the thermal head periodically (generally every 3 months) to maintain receipt print quality.



Specifications

		80 mm paper width	58 mm paper width ¹
Printing method		Thermal line printing	
Printing speed		200 mm/s {3.87"/s} max.; 53.3 lps (3.75 mm {0.15"} feed) Ladder bar code and 2D symbol: 100 mm/s {3.93"/s}	
		The above speed values are approximate. The values are when the printer prints with density "Normal" at 25°C {77°F}. Speed is adjusted automatically depending on the voltage applied and head temperature.	
Roll paper (single-ply)	Width	79.5 mm ± 0.5 mm {3.13" ± 0.02"} 57.5 mm ± 0.5 mm {2.26" ± 0.02"}	
	Diameter	Maximum outside diameter: 83 mm {3.27"}	
	Spool	Spool diameter: Inside: 12 mm {0.47"}; Outside: 18 mm {0.71"}	
Thermal paper type		NTP080-80	NTP058-80
Interface		Serial (RS-232)/Parallel (IEEE1284)/USB (Compliance: USB 2.0, Communication speed: Full-speed (12 Mbps))/Ethernet (10BASE-T/100BASE-TX)	
Power supply ²		AC adapter EPSON PS-180 (model: M159B) DC + 24 V ± 7%	
Current consumption	Ready	Mean: Approx. 1.8 A	
	Sleep	Mean: Approx. 0.1 A	
Temperature		Operating: 5 to 45°C {41 to 113°F} Storage: -10 to 50°C {14 to 122°F}, except for paper	
Humidity		Operating: 10 to 90% RH Storage: 10 to 90% RH, except for paper	
Overall dimensions		146 × 140 × 199 mm {5.75 × 5.51 × 7.83"} (H × W × D)	
Weight (mass)		Approx. 1.7 kg {3.74 lb}	

Mbps: megabits per second

*1: The values are those when the paper width is changed to 58 mm by installing the 58-mm width paper guide plate and making the paper width setting with utility software for the TM-1821.
For how to install the 58-mm width paper guide plate, see "Changing the Paper Width" on page 13.

*2: Be sure to use a safety-standards-applied power source that meets the following specifications.
Rated output: 24 V/2.0 A or more, Maximum output: 240 VA or less.