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Epson TM-T20II Product Information Guide

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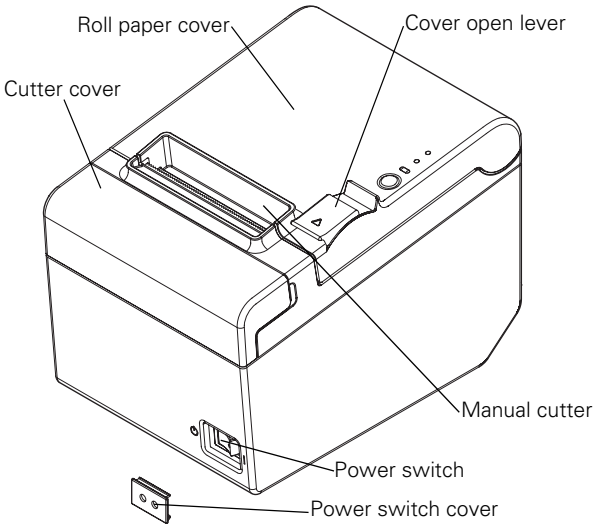
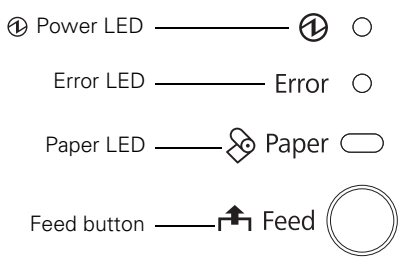
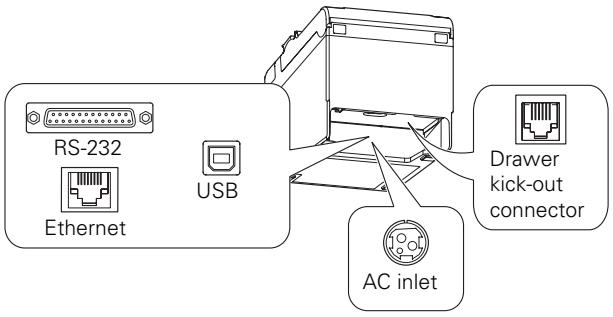






What's in the Box

- ❏ Printer
- ❏ *Setup Guide*
- ❏ Small thermal paper roll (for operational testing)
- ❏ AC cable
- ❏ CD (includes drivers, utilities, and manuals)
- ❏ Power switch cover
- ❏ 58 mm width roll paper guide
- ❏ USB cable*
- ❏ Ethernet cable*

* May be included depending on the SKU.

Accessories

Option	Model	Part number
External buzzer	OT-BZ20	C32C890634

Printer Specifications

Printing

Print method: thermal line printing

Dot density: 203 dpi × 203 dpi
(dpi = dots per inch [25.4 mm])

Print width: 2.83" (72 mm), 576 dots

Characters per line: font A: 48, font B: 64 (80 mm)
font A: 35, font B: 46 (58 mm)

Print direction: unidirectional with friction feed

Print speed: 7.87"/sec. (200 mm/sec.) maximum

Paper feed speed: approx. 7.87"/sec. [200 mm/sec.]
(continuous paper feed)

Character sets: alphanumeric: 95 characters;
international: 18 sets;
extended graphics: 128 × 43 pages
(including user-defined page)

Interfaces

Built-in: USB and serial, or Ethernet

Media

Paper type: thermal roll paper

Paper size: 80 or 58 mm wide

Supported media:

Part number	Manufacturer
TF50KS-E	NIPPON Paper Industries Co., Ltd.
TF60KS-E	
PD150R	OJI Paper Mfg. Co., Ltd.
PD160R	
PD190R	
P220AGB-1	Mitsubishi Paper Mills Limited.
P350	Kanzaki Specialty Papers
AF50KS-E	Jujo Thermal Oy
F5041	Mitsubishi HiTec Paper Flensburg GmbH

Part number	Manufacturer
KT55F20	Koehler Paper Group
KT48F20	

Reliability

Thermal head:	100 million pulses, 100 km
Mechanism:	15 million lines
Autocutter:	1.5 million cuts
MTBF:	360,000 hours
MCBF:	60 million lines

Safety

EMI:	FCC Class A CAN ICES-3(A)/NMB-3(A)
Safety standards:	UL60950-1 CSA C22.2 No 60950-1

Dimensions

Dimensions (H × W × D):	5.75" × 5.51" × 7.83" (146 mm × 140 mm × 199 mm)
Weight:	approx. 3.74 lb (1.7 kg)

Memory Switches/ Receipt Enhancement Functions

Use the TM-T20II Utility, Memory Switch Setting Mode, or ESC/POS commands to set the memory switches and receipt enhancement functions listed below. See your TM-T20II documentation for more information.

Memory switches

- ❏ Receive buffer capacity
- ❏ BUSY condition
- ❏ Processing when data receive error
- ❏ USB power-saving function
- ❏ Release condition of receive buffer BUSY
- ❏ Paper width
- ❏ Print density
- ❏ Print speed
- ❏ Character code table default
- ❏ International character default
- ❏ Interface selection
- ❏ Power supply unit capacity
- ❏ Number of columns
- ❏ Autocutting after closing cover
- ❏ Paper reduction
- ❏ Font A auto replacement
- ❏ Font B auto replacement
- ❏ Optional buzzer
- ❏ Logo 180 dpi emulation mode
- ❏ Communication condition of serial interface
- ❏ Communication condition of USB interface

Receipt enhancement functions

- ❏ Auto top logo
- ❏ Auto bottom logo
- ❏ Auto top/bottom logo extended functions

Control Panel

⏻ (Power) LED

On when the power is on.

Note: Turn off the printer before opening the printer cover.

Error LED

Steadily on when the printer is offline. Blinking if there is an error. See if the printer cover is open. Turn the printer off for a few seconds, then turn the printer back on. If the LED is still blinking, contact a dealer or qualified service person.

Paper LED

Comes on when roll paper is low or out. Flashes when the printer is performing a self-test.

Feed button

Pressing this button once feeds paper by one line. Holding this button down feeds paper continuously.

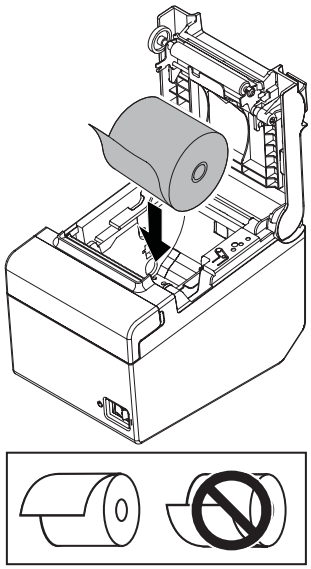
Loading Paper

Warning: To avoid injury, do not touch any part of the printer other than the roll paper when the printer cover is open.

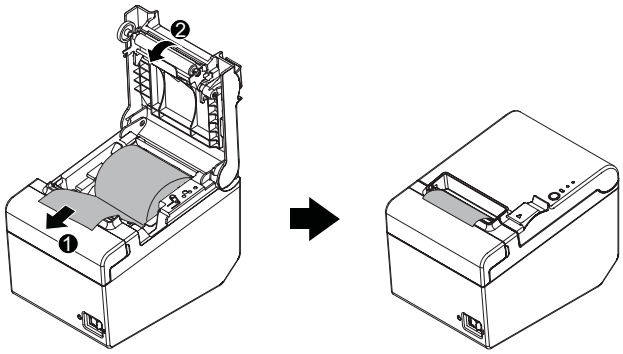
Caution: Do not open the printer cover when the printer is printing or feeding paper; you may damage the printer. Only use paper that meets specifications, and do not use rolls that have the paper glued onto the core.

1. Turn off the printer.

2. Press the cover open lever to open the printer cover.
3. Remove the used roll paper core, if there is one, and insert the roll paper in the direction shown below.



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



Testing the Printer

Follow these steps to perform a self-test:

1. Make sure the printer is off and the printer cover is closed.
2. Press and hold the Feed button and turn on the printer. The printer prints its status and the Paper LED begins flashing.
3. To continue the self-test, press the Feed button for less than 1 second.

The self-test is complete when *** completed *** is printed.

Removing a Paper Jam

Warning: The thermal head can be very hot after printing. Let it cool before you remove the jammed paper. To avoid injury, do not touch any part of the printer other than the roll paper when the printer cover is open.

1. Turn off the printer.
2. Press the cover open lever to open the printer cover.
3. Remove the jammed paper, then reinstall the roll paper.
4. Close the printer cover.

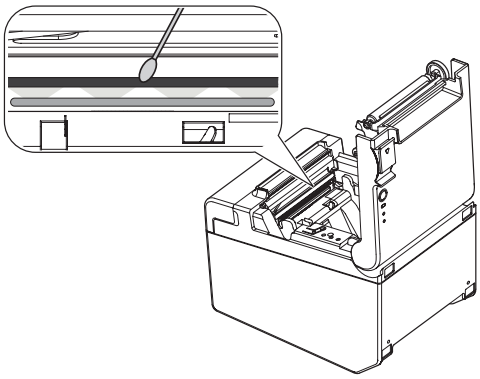
Cleaning the Thermal Head

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

Warning: The thermal head can be very hot after printing. Let it cool before you clean it. To avoid injury, do not touch any part of the printer other than the roll paper when the printer cover is open.

Caution: Do not touch the thermal head with your fingers or any hard object; you may damage the printer.

1. Turn off the printer.
2. Press the cover open lever to open the printer cover.
3. Clean the thermal head with a cotton swab moistened with an alcohol solvent (ethanol or isopropyl alcohol).



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