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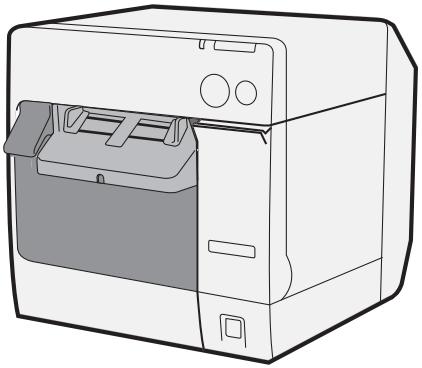
EPSON
EXCEED YOUR VISION

TM-C3400

User's Manual



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Standards and Approvals

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

North America: FCC/ICES-003 Class B

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.

À l'intention des utilisateurs canadiens

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

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

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 Model M159B) 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. If you acquire a system with different safety standards, use an AC cable that meets the acquired safety standards.

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.

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

Caution Label

The caution label on the product indicates the following precaution.

⚠ CAUTION:

Take care not to injure your fingers on the fixed blade of the autocutter.

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.

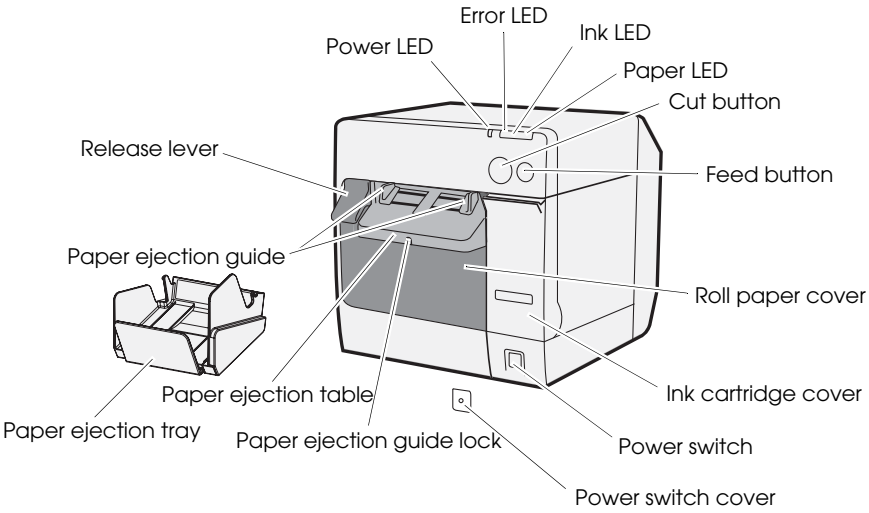
Unpacking

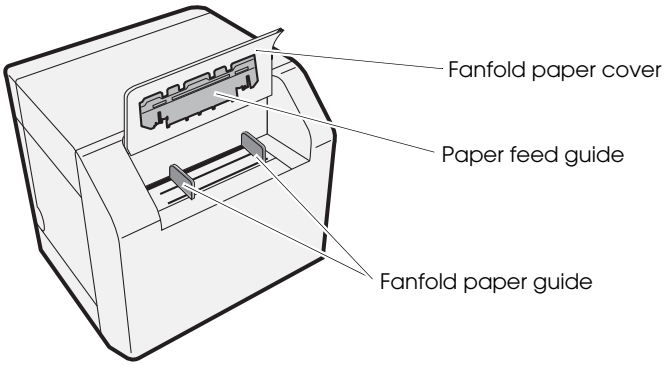
The following items should be included with the printer. If any items are damaged, contact your dealer.

- ❏ Label paper roll
- ❏ Ink cartridge (Model: SJIC15P)
- ❏ Paper ejection tray
- ❏ Power switch cover
- ❏ AC adapter (Model: M159B)*
- ❏ AC cable
- ❏ USB cable (USB interface model only)
- ❏ TM-C3400 Setup and Utilities CD
- ❏ Instruction sheet
- ❏ User's Manuals (for AC adapter)

* The AC adapter is embedded in the printer.

Part Names


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


Fanfold paper cover
Paper feed guide
Fanfold paper guide

Power switch

Turns on/off the printer.

Power switch cover

Installing the power switch cover onto the power switch prevents inadvertent changing of the power switch.

WARNING:

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

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.

CAUTION:

When you use fanfold paper (for rear feed printing), first set up the printer using the INCLUDED roll paper. After you have completed ink charging ("Installing/Replacing the Ink Cartridge" on page 22), replace it with fanfold paper.

Roll paper

Fanfold paper

1. Installing the printer (See page 7.)
2. Connecting the AC cable (See page 7.)
3. Connecting the printer to the computer (See page 8.)
4. Installing Easy Setup Utility and printer driver (See page 9.)
5. Printer settings (See page 11.)
   - Setting with the DIP switches
   - Setting with Setup Wizard
6. Installing the paper (See page 13.)
7. Installing the ink cartridge (See page 22.)
8. Attaching/adjusting the paper ejection tray (See page 24.)

Installing the Printer

⚠ CAUTION:

Install the printer horizontally on a flat, stable, and vibration-free surface. Otherwise, the roll paper cover may not operate correctly, and your fingers may be caught.

Do not tilt the printer with the roll paper cover open. The roll paper cover may close unexpectedly, and your fingers may be caught.

- ❏ Be sure to open the roll paper cover and remove the cushion materials in the printer.
- ❏ 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.

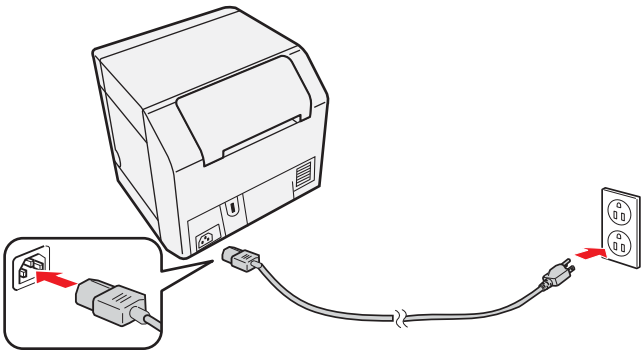
Connecting the AC Cable

⚠ WARNING:

Always use the Epson Model M159B as the AC adapter. Using any other AC adapter can result in electric shock and fire.

Should a fault ever occur in the AC adapter, 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.



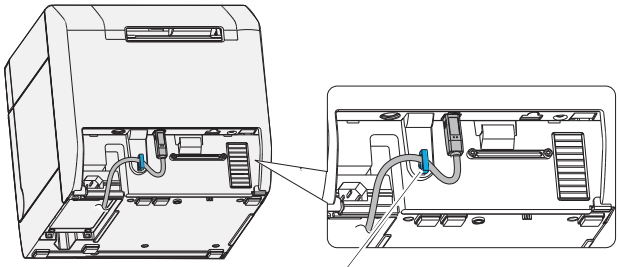
Connecting to the Computer

For USB Interface Model

CAUTION:

Do not turn on the printer before installing the printer driver.

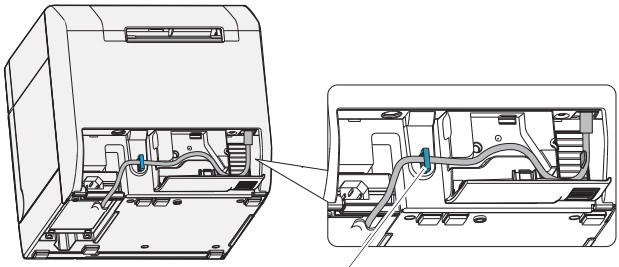
Connect the printer to the computer via the USB cable as shown below.



Cable hook: prevents the cable from falling off.

For Ethernet Interface Model

Connect the printer to the computer via the Ethernet cable (CAT5e-compliant shielded cable) as shown below.



Cable hook: prevents the cable from falling off.

Installing Easy Setup Utility and Printer Driver

Follow the steps below to install Easy Setup Utility and the printer driver.

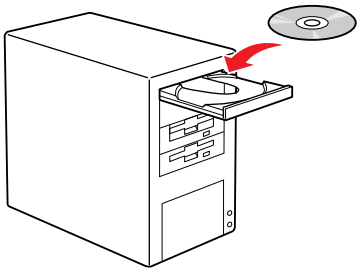
CAUTION:

Be sure to confirm the operating environment (page 28) before installing.

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

Installing Easy Setup Utility

1. Load the TM-C3400 Setup and Utilities CD on your computer.



2. Click TM-C3400EasySetup.
   Follow the instructions displayed to install Easy Setup Utility.

Installing the Printer Driver

For USB Interface Model

1. Make sure that the printer is turned off.
2. Click the TM-C3400 Easy Setup icon on your desktop.

Easy Setup Utility starts.

3. Click [**Install Driver**], and then click [**Local**].

4. Complete the installation by following the instructions displayed. If the screen confirming the connection to the computer is displayed during the installation, turn on the printer.

For Ethernet Interface Model

1. Turn on the printer.
2. Click the TM-C3400 Easy Setup icon on your desktop.

Easy Setup Utility starts.

3. Click [**Install Driver**], and then click [**Network**].

Complete the installation by following the instructions displayed. Network settings are also processed during the installation.

Printer Settings

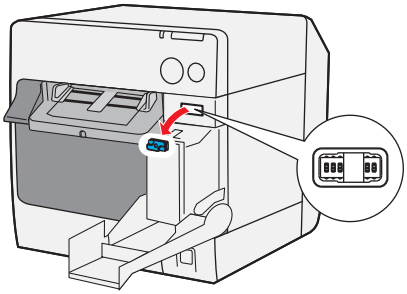
Perform printer settings with DIP switches, and then with Setup Wizard in TM-C3400 Easy Setup Utility.

Settings with DIP Switches

CAUTION:

DIP switch settings are enabled only when the power is turned on or the printer is reset via the interface. If the settings are changed after that, the functions will not change.

1. Turn off the printer.
2. Open the ink cartridge cover and remove the DIP switch cover.
3. Set the DIP switches, using the tip of a tool, such as a small screwdriver.



SW	Function	ON	OFF	Initial Setting
1	Operation of the power switch	Reset	Power on/off	OFF
2	-	Fixed to OFF (Do not change.)		
3	Paper selection	Fanfold paper	Roll paper	OFF
7	-	Fixed to OFF (Do not change.)		
8	Buzzer volume	High	Low	OFF

Settings with Setup Wizard

1. Turn on the printer.
2. Click the TM-C3400 Easy Setup icon on your desktop.

Easy Setup Utility starts.

3. Click [**Setup Wizard**].

Complete the printer settings by following the instructions displayed.

Installing/Replacing Paper

CAUTION:

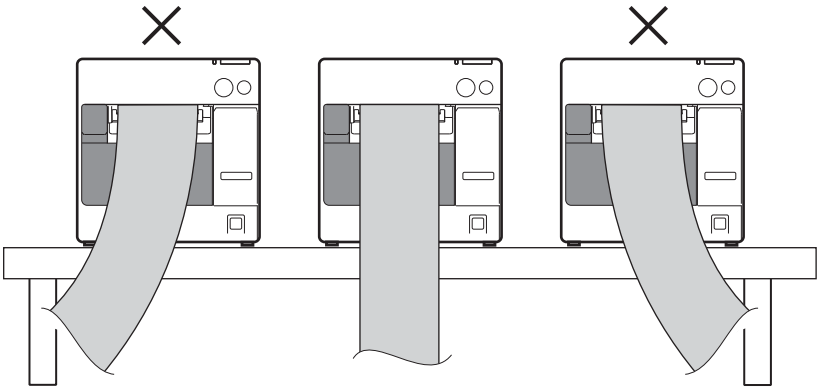
Do not tilt the printer with the roll paper cover open. The roll paper cover may close unexpectedly, and your fingers may be caught.

CAUTION:

When you use fanfold paper (for rear feed printing), first set up the printer using the INCLUDED roll paper. After you have completed ink charging (See "Installing/Replacing the Ink Cartridge" on page 22), replace it with fanfold paper.

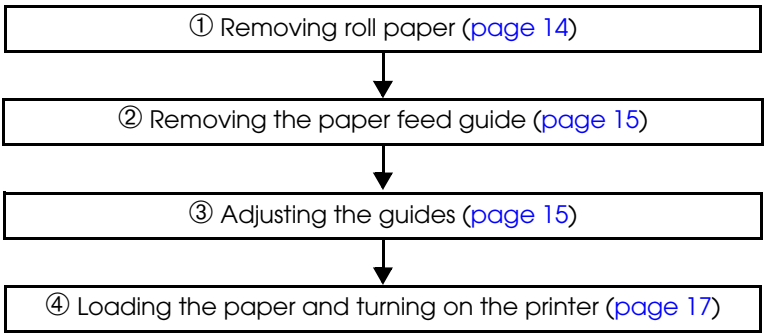
Confirm that printer settings (See page 11.) are correctly performed before installing/replacing the paper.

Make sure paper is ejected straight from the paper ejection guides, as shown in the illustration. If paper is not ejected straight due to such causes as an obstruction, the print result may be distorted.



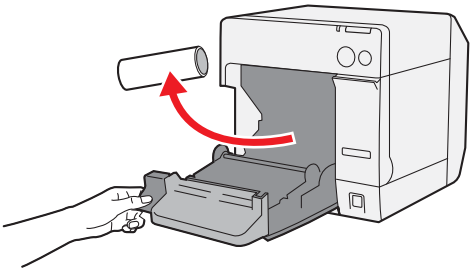
When Installing Roll Paper

- ❏ **When you install the roll paper for the first time (when you install the ink cartridge for the first time):**
  Perform ③ and ④.
- ❏ **When you have used up the roll paper (when you install same type of roll paper):**
  Perform ① and ④.
- ❏ **When you change the paper type:**
  Perform ① ~ ④.



① *Removing roll paper*

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



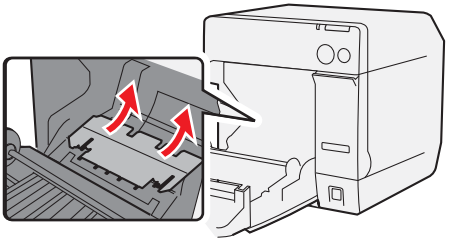
2. Close the roll paper cover.

② *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, slide it in the direction of the arrow to remove it.

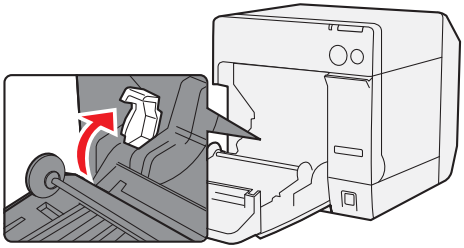


3. Close the roll paper cover.

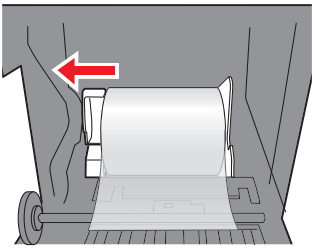
③ *Adjusting the guides*

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

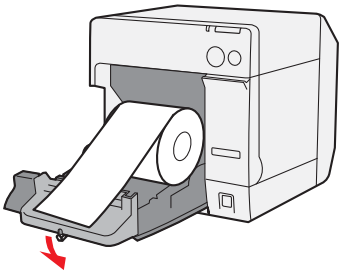
1. Pull the release lever to open the roll paper cover.
2. Unlock the roll paper guide.



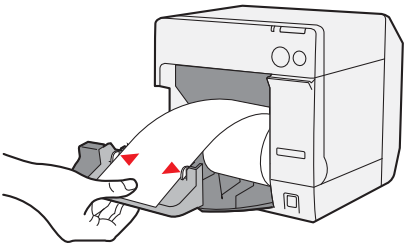
3. Push the roll paper guide on the left in the direction of the arrow, and load the roll paper with the printable side up completely inside the printer.



4. Lock the roll paper guide.
5. Unlock the paper ejection guide, using the tip of a tool, such as a pen.



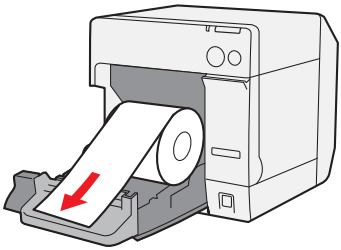
6. Slide the paper ejection guide to align it with the roll paper width.



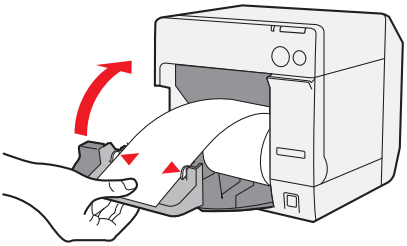
7. Lock the paper ejection guide, and then close the roll paper cover.

④ *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 completely inside the printer.



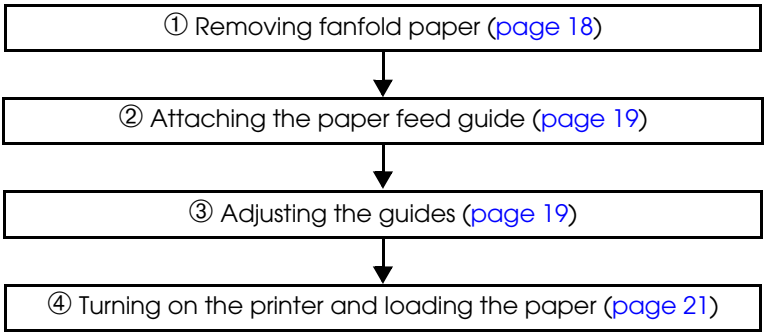
3. While aligning the roll paper with the paper ejection guide, close the roll paper cover.



4. Turn on the printer, and then the paper is fed automatically.

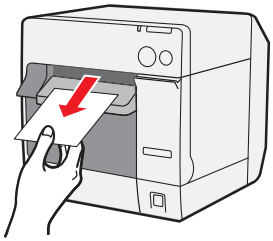
When Installing Fanfold Paper

- ❏ **When you have used up the fanfold paper (when you install same type of fanfold paper):**
  Perform ① and ④.
- ❏ **When you change the paper type:**
  Perform ① ~ ④.

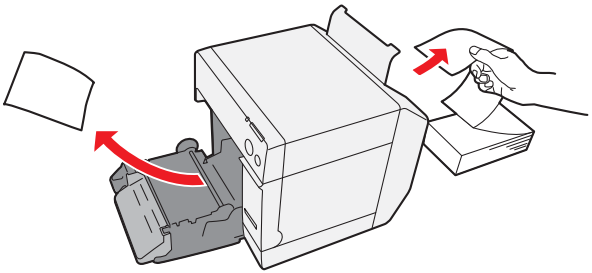


① *Removing fanfold paper*

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



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



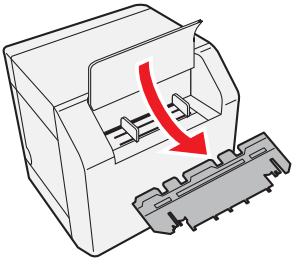
3. Close the roll paper cover and the fanfold paper cover.

② *Attaching the paper feed guide*

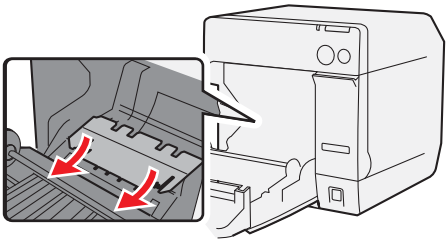
CAUTION:

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

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



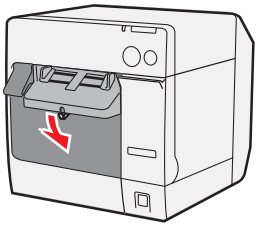
2. Pull the release lever to open the roll paper cover.
3. Insert the paper feed guide into the grooves inside of the roll paper cover to attach it.



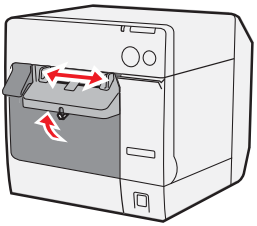
4. Close the roll paper cover.

③ *Adjusting the guides*

1. Unlock the paper ejection guide, using the tip of a tool, such as a pen.

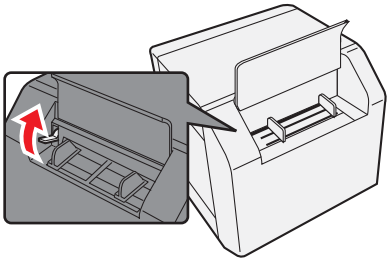


2. Slide the paper ejection guide as wide as possible, and lock it.

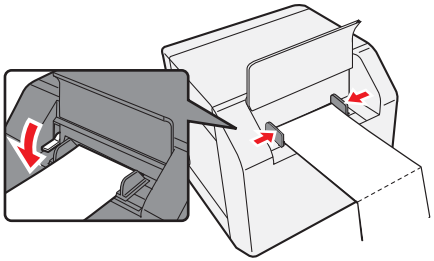


When you install fanfold paper for the first time, or when the paper width needs to be changed, continue to steps 3 and 4.

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

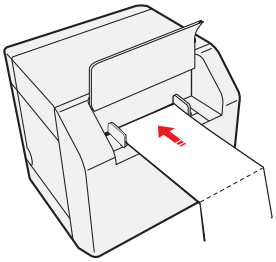


4. Slide the fanfold paper guide to align it with the fanfold paper width, and lock it.

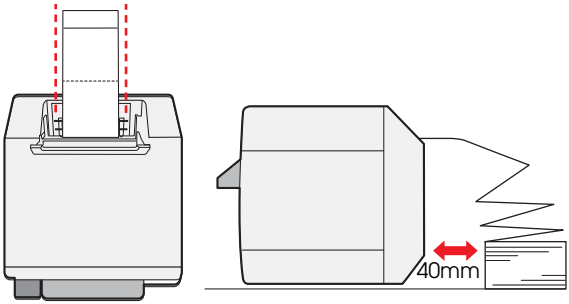


④ *Turning on the printer and loading the paper*

1. Turn on the printer.
2. When the Power LED stays on after flashing, 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 fanfold paper cover.

Installing/Replacing the Ink Cartridge

CAUTION:

When the ink cartridge is installed for the first time:

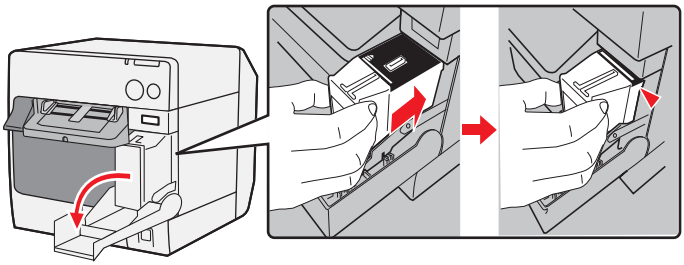
- ❏ *Be sure to install the roll paper before installing the ink cartridge. For details on how to install the roll paper, see "Installing/Replacing Paper" on page 13.*
- ❏ *When you install continuous paper, about 40 inches of paper is fed and the printer enters the error state right after the printer is turned on. In that case, turn off the printer, and then turn it back on.*

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 8 minutes for ink charging. The Power LED flashes during ink charging.

   ### CAUTION:

   Do not turn off the printer or open the roll paper cover or the ink cartridge cover during ink charging.

   When ink charging finishes, the Power LED stays on after flashing.

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.

The ink cartridge contains 3 colors of ink. Even when one particular color is specified, all 3 colors of ink are used for printing and for keeping the print head in good condition. When the ink level of even one color comes to the lowest limit, the printer stops printing.

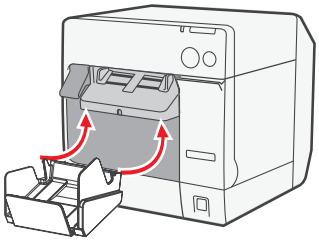
Attaching/Adjusting the Paper Ejection Tray

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

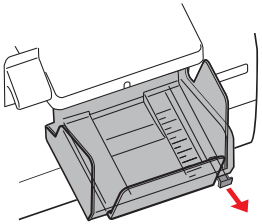
CAUTION:

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

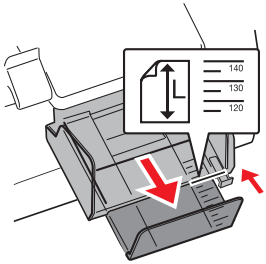
1. Attach the paper ejection tray to the hooks under the paper ejection table.



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.

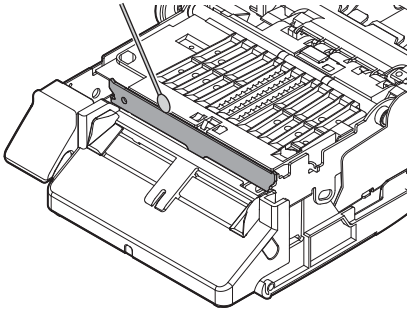
Cleaning the Autocutter

Adhesive from labels may stick to the fixed blade of the autocutter, which may prevent the autocutter from cutting paper cleanly. If this happens, follow the steps below to clean the autocutter.

1. Turn off the printer, and unplug the AC cable from the inlet.
2. Open the roll paper cover and remove the paper.
3. Remove the adhesive on the autocutter blade on the side of the roll paper cover with an implement such as a cotton swab.
   If necessary, moisten the cotton swab with alcohol.

⚠ CAUTION:

Do not touch the fixed blade of the autocutter directly. Doing so may cause injury.



Head Cleaning

This printer has an 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. If this happens, 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 [**Manual 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 5 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/Replacing Paper" on page 13.
- ❏ Turn off the printer and then turn it back on. If the Error 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 fanfold paper cover to remove the jammed paper. Install the paper correctly referring to "Installing/Replacing Paper" on page 13.

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"}
Print density		360 dpi × 180 dpi, 360 dpi × 360 dpi, 720 dpi × 360 dpi
Print speed		92 mm/s (printing width: 56 mm, 360 dpi × 180 dpi, bi-directional printing) 82 mm/s (printing width: 72 mm, 360 dpi × 180 dpi, bi-directional printing)
Paper	Category	Normal paper, Fine paper, PET film, Artificial paper, List band
	Type	Receipt (with/without black marks) Label roll paper Die-cut label paper (with/without black marks) Wrist band
	Form	Roll paper, fanfold paper
Ink cartridge		3-color integrated dedicated ink cartridge (Model: SJIC15P)
Interface		USB interface (USB 2.0 High-speed) Ethernet 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: M159B)
Life	Carriage mechanism	6 million passes (3 million passes of carriage back and forth)
	Print head	6,000 million shots/nozzle
	Autocutter mechanism	Normal paper: 1,500,000 cuts Fine paper: 750,000 cuts Normal label roll paper: 750,000 cuts Fine label roll paper: 500,000 cuts

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)		261 × 255 × 275 {10.28 × 10.04 × 10.83"} (The protrusion excluded)
Mass		Approximately 10.0 kg (Ethernet interface model)

dpi: dots per 25.4 mm (dots per inch)

Operating Environment

OS	Microsoft Windows 7 SP1 (32/64 bit) Microsoft Windows Vista SP2 (32/64 bit) Microsoft Windows XP SP2 (64 bit) Microsoft Windows XP SP3 (32 bit) Microsoft Windows Server 2008 R2 SP1 Microsoft Windows Server 2008 SP2 (32/64 bit) Microsoft Windows Server 2003 R2 SP2 (32/64 bit)
Computers	PC/AT-compatible computers that run the above operating system.
CPU	1 GHz or better is recommended. Intel/Pentium/Celeron series, AMD Athlon/Duron family, or processors that are compatible with these are recommended.
RAM	512 MB or larger is recommended.
HDD	250 MB or larger

Note: Microsoft .NET Framework 3.5 SP1 is required to use Easy Setup Utility.