

Advanced Printer Driver Ver.4

TM-C100 Manual

Overview

Describes the overview of the TM-C100 printer driver.

How to Use the Printer Driver

Explains how to use the printer driver.

Reference

Explains how to make the settings on the printer driver.

Utility

Explains about each of the utilities provided by the printer driver.

PRINTER_INFO_2

Explains how to use the PRINTER_INFO_2

Specification

Explains the specification of the TM-C100 printer driver.



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For Safety

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.

CAUTION

Provides information that must be observed to avoid damage to your equipment or a malfunction.

NOTE

Provides important information and useful tips.

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.

About this Manual

Aim of the Manual

This manual is aimed to provide all the necessary information for development engineers to develop, design, and install POS system, or to develop and design printer applications.

Manual Content

The manual is made up of the following sections:

Chapter 1	Overview
Chapter 2	How to Use the Printer Driver
Chapter 3	Reference
Chapter 4	Utility
Chapter 5	PRINTER_INFO_2
Appendix	Specification

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Overview

Introduction

The Advanced Printer Driver (APD) is a Windows driver for the EPSON TM printers. Using the Status API, the APD also can be used to monitor the TM printer status in your POS system. TM-C100 printer driver is designed specifically for the TM-C100 printer.

Manual organization

Install Manual

Descriptions of the procedures from installing the APD to performing test print, adding printer drivers, and the silent install which is an automated APD installation.

TM/BA/EU Printer Manual

Descriptions of how to use the APD and its functions.

Printer Specification

Descriptions of the specifications of each printer driver.

TM-C100 Manual

This manual. Descriptions of how to use the TM-C100 printer driver and its functions.

Customer Display Manual

Descriptions of how to use the Customer Display printer driver and its functions.

Status API Manual

Descriptions of how to get the status of the TM printer from the user application by using the Status API.

Devmode API / PRINTERINFO Manual

Descriptions of how to configure some printer functions on your application using the Devmode API. Descriptions of the PRINTERINFO Function of Windows.

Inquiries

See the Epson home page.

- For customers in North America, go to the following web site.
<http://www.epsonexpert.com/>
- For customers in other countries, go to the following web site.
<http://www.epson-pos.com/>

TM-C100 printer driver Features

TM-C100 Features

- Print data is created on an application and Windows just like the other general printers.
- TM-C100 is not equipped with TM printer special functions such as device fonts, barcode fonts, and control fonts.
- TM-C100 has two models; Color (full-color with 4 color ink) model and monochrome model. The TM-C100 printer driver supports both of the two models.
- The color model allows the user to select paper type from plain paper, special fine paper, and special matte paper. (["Paper" on page 24](#))

Convenience

- When using roll paper, the roll paper can be cut precisely with the autocutter.
(["Paper" on page 24](#))
- A4-size document can be automatically reduced so that it fits within the paper width.
(["Layout" on page 31](#))

Printer status check

- The Status Viewer allows you to display printer status or ink information just by installing the printer driver.
- Status API can be used. Using the Status API, you can develop your application to monitor the printer status. (Win32 and .NET environments are supported.)

CAUTION

- The Status Viewer and Status API cannot be used when connecting using the Standard TCP/IP port. Updating of PRINTER_INFO status also cannot be made.
- In Terminal Service / Citrix XenApp environment, Status API and PRINTER_INFO_2 cannot be used.

Utility

- The Nozzle Check utility prints a nozzle check pattern and you can detect clogging of the nozzles on the print head. And ink clogging can be removed by operating the Head Cleaning.
(["Nozzle Check Utility" on page 45](#))
- Allows you to adjust minutely the position to print by Top-Margin Correction, Right-Margin Correction and Adjust LR. (["Top-Margin Correction Utility" on page 48](#))

Installation

- Allows you to copy the existing settings of the APD environment to other computers. (Silent Install)
- After the APD is installed, the printer driver is automatically installed by Plug and Play function.

Supported Operation Systems

See the operating environment in the Install Manual for supported OS.

Compatibility

- Note that APD 4.xx cannot coexist with APD 2.xx or 3.xx.

CAUTION

- When you install APD 4.xx in an environment in which APD 2.xx or 3.xx is already installed, APD first automatically uninstalls the previous version before installing 4.xx
- APD 4.xx does not support some TM printers. Check that your TM printer is, in fact, supported by APD 4.xx. If you install APD4.xx in an environment featuring an unsupported TM printer, then you will no longer be able to use that TM printer.

- Coexistence with OPOS in a computer is not possible.

Using the TM-C100 printer driver

Just like commercially available inkjet printers, select the TM-C100 printer driver from an application to perform a print job.

Differences Depending on the OS

The content of the descriptions of some operations in this book may be different depending on the OS. See the following.

Tab	Description
Screens shown	Screens in Windows Vista are used for the descriptions in this manual.
Setting a printer driver	Windows 7 [Start] - [Control Panel] - [Hardware and Sound] - [Devices and Printers] Right click the printer driver, and select the [Printer properties]. Windows Vista [Start] - [Control Panel] - [Hardware and Sound] - [Printer] Right click the printer driver, and select the [Properties]. Windows XP [Start] - [Control Panel] - [Printers and Faxes] Right click the printer driver, and select the [Properties].

How to Use the Printer Driver

This chapter explains how to use the TM-C100 printer driver.

Just like commercially available inkjet printers, select the TM-C100 printer driver from an application to perform a print job.

CAUTION

If you replace one TM-C100 with another TM-C100 when you have logged on to your computer as a user with administrative rights (a user belonging to the Administrators group), the printer may not operate correctly. In this case, restart your computer.

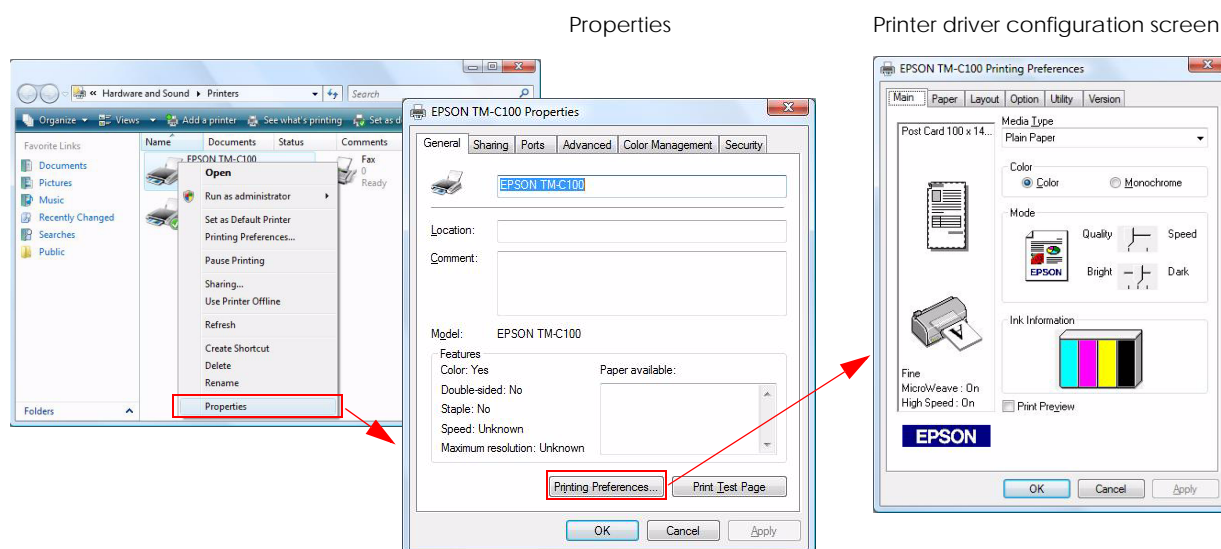
NOTE

All the screenshots used throughout this manual were captured on Windows Vista. If you are using another OS, the screenshots may slightly differ from the screens displayed on your computer, however, the setting items and procedures themselves are the same.

Displaying the printer driver configuration screen

To open the setting screen of the printer driver Properties, right click the printer driver from [Start] - [Control Panel] - [Printers] and select [Properties] ([Reference page of other OS.](#)).

Select the [General] tab on the Properties screen and click the [Printing Preferences...] button to open the Printing Preference screen.

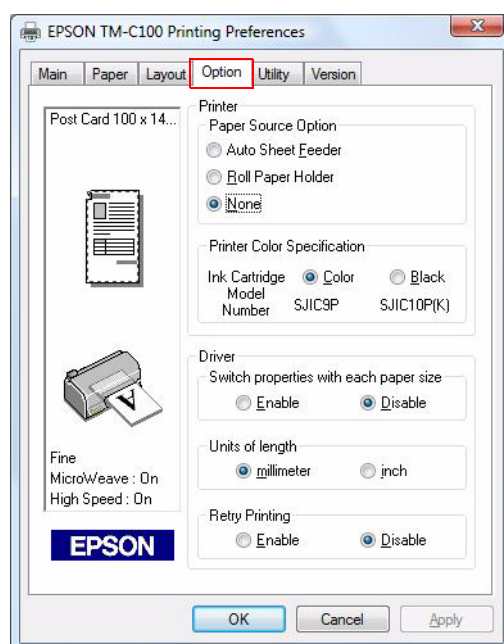


Making settings required before first use

The first thing to do before using the printer driver is to select the printer model and the paper feed method.

Printing Preferences settings

In the Printing Preferences screen you can select the printer model and the paper feed method. Click on the [Option] tab to display the following screen.

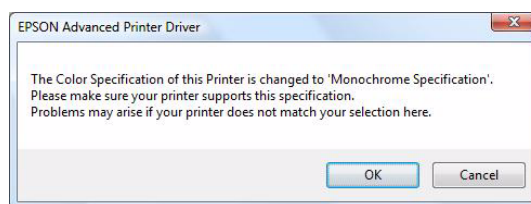
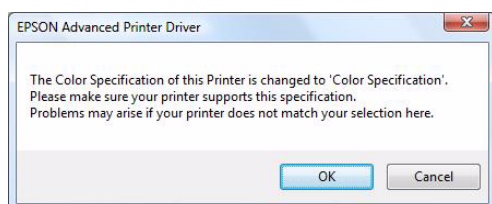


Selecting the printer model

In the Printer Color Specification box, select Color or Black that matches your printer model.

Printer model	Printer Color Specification
Color model	Select "Color".
Monochrome model	Select "Black".

When this setting is changed, the following message is displayed. Make sure your selection matches your printer, and then press the [OK] button. The change is accepted and enabled.



CAUTION

Make sure to select Color or Black correctly so that it matches your printer specification. If you make a wrong setting, your printer will not work normally.

NOTE

When the Printer Color Specification setting is changed, the following settings on the [Main] tab are also changed.
("Main" on page 21)

- Media Type
- Color
- Mode

Selecting an option paper feeder

In the Paper Source Option box, select one of the options that matches the option paper feeder of your printer.

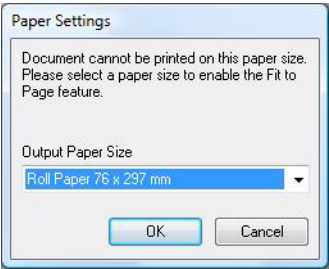
Option feeder of your printer	Paper Source Option
Auto sheet feeder	Select "Auto Sheet Feeder".
Roll paper holder	Select "Roll Paper Holder".
No options	Select "None".

CAUTION

Make sure to select the option correctly so that it matches your printer. If you make a wrong setting, your printer will not work normally.

NOTE

- When the Paper Source Option setting is changed, the following settings on the [Paper] tab are also changed.
("Paper" on page 24)
- When the Paper Size/Page Size setting exceeds the available range of the selected Paper source, the following message is displayed. ("Paper setting confirmation" on page 29)



Using the Status Viewer

The Status Viewer allows you to check printer status, error or ink information on your computer.

No other special application is required for monitoring the printer status.

For more details about the Status Viewer, see ["EPSON Status Viewer" on page 38](#).

Installing the Status Viewer

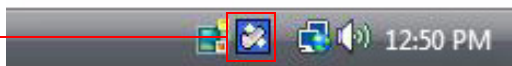
The Status Viewer is installed together with the TM-C100 printer driver.

Activating the Status Viewer

The Status Viewer is automatically activated when you login a computer on which the TM-C100 printer driver is already installed.

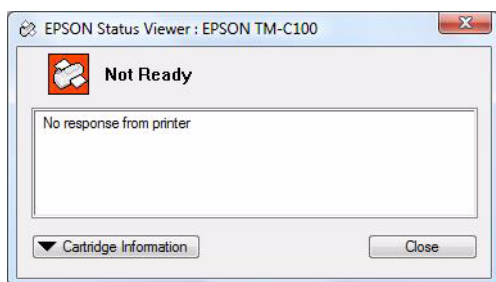
While the Status Viewer is activating, the icon is displayed on the task tray. The blue icon shown below appears while the connected TM-C100 printer is powered.

Status Viewer icon



When the connected TM-C100 printer is not powered, a dialog box shown below appears and the icon is displayed in red.

Dialog box



Status Viewer icon



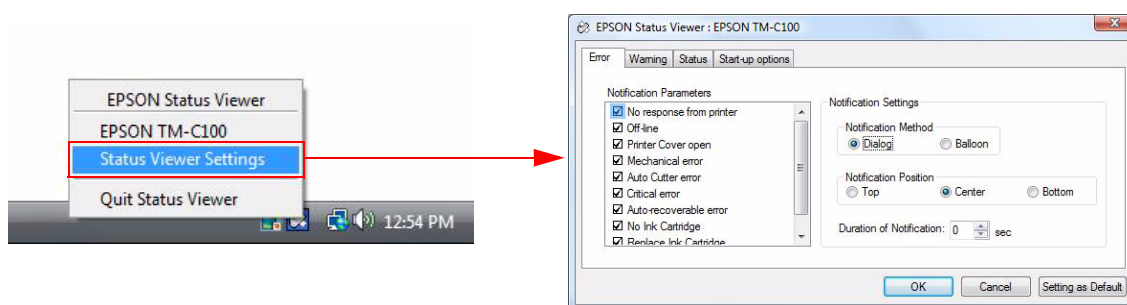
When Not using the Status Viewer

When you do not need to use the Status Viewer, disable its automatic activation. Right click on the Status Viewer icon on the task tray, and select [Status Viewer Settings] to display the setting dialog box.

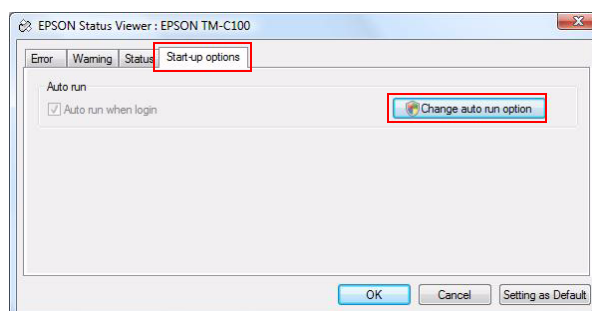
CAUTION

- The automatic activation setting is applied to all users. This setting cannot be changed among the users.
- Changing the automatic activation setting is limited to the administrator privilege user.
- When UAC is enabled on a Windows 7 / Vista based computer, the UAC prompt will be displayed.

Status Viewer Settings dialog box

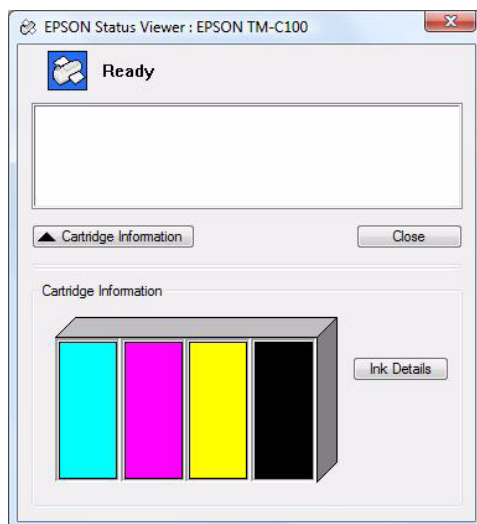


Select the [Start-up options] tab and uncheck the checkbox for "Auto run when login".



Viewing the Status Viewer dialog box

Select [Utility] tab in the Printing Preferences screen, and click [EPSON Status Viewer] to display the Status Viewer dialog box. Opening or closing the dialog box can be made by the login user. On the dialog box, you can check the current printer status and ink information.



The Status Viewer dialog box also can be opened by the following methods.

- By clicking the icon on the task tray.
- By right clicking on the icon on the task tray, and selecting [EPSON TM-C100].




Error / Warning / Status notification

The Status Viewer provides notification when it detects specified printer status, or error or warning status. The notification is made by color of the icon on the task tray, and the dialog / balloon. For information on what statuses can be notified, see ["Status Viewer Settings" on page 41](#).

While the Viewer dialog box is displayed, the dialog / balloon are not displayed.

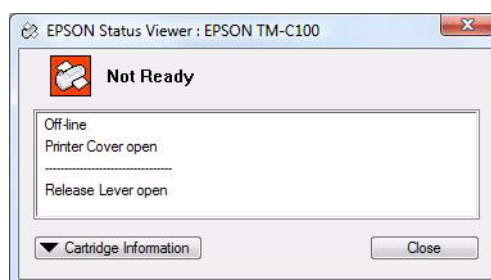
Icon

A printer status is notified by color of the icon on the task tray as shown below.

Icon	Status	Explanation
	Normal	The printer is ready for printing.
	Status	Indicates a status of the printer. For information on what statuses can be notified, see "Status" on page 43 .
	Warning	The printer is not ready for printing or the remaining amount of ink is low. For more details, see "Warning" on page 42 .
	Error	The printer has a trouble and cannot perform a print job. For more details, see "Error" on page 41 .

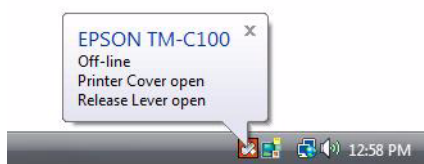
Dialog

When "Dialog" has been selected on [Status Viewer Settings], a dialog box is displayed when any of the specified printer statuses, or error / warning statuses occurs. In the dialog box, a line appears between the different types of statuses.



Balloon

When "Balloon" has been selected on [Status Viewer Settings], a balloon message is displayed when any of the specified printer statuses, or error / warning statuses occurs. The balloon message appears above the icon on the task tray.

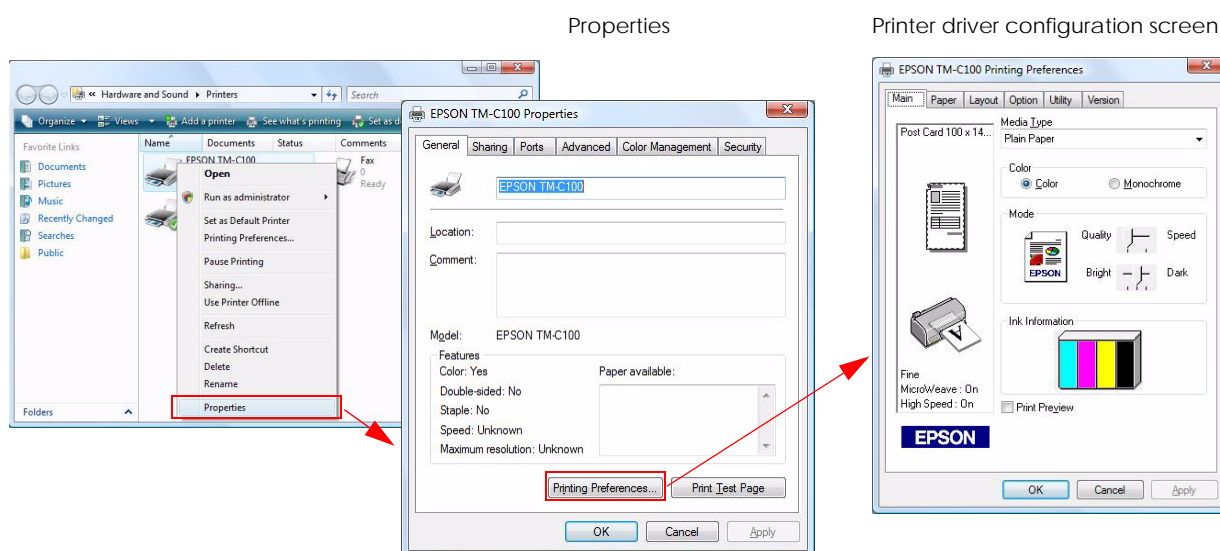


Reference

This chapter explains about print settings available with the TM-C100 printer driver.

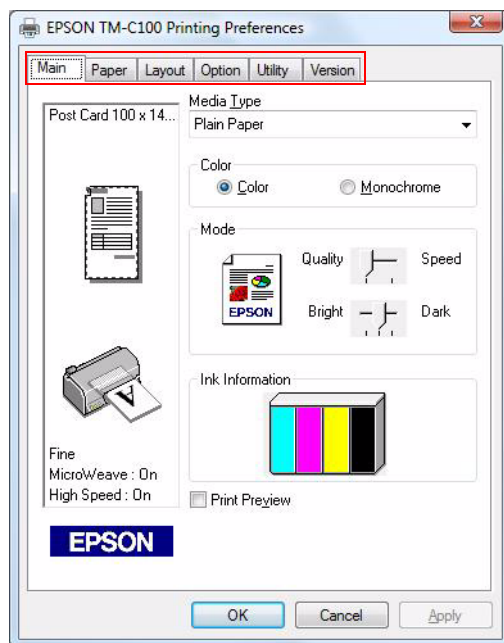
To open the setting screen of the printer driver Properties, right click the printer driver from [Start] - [Control Panel] - [Printers] and select [Properties] ([Reference page of other OS.](#)).

Select the [General] tab on the Properties screen and click the [Printing Preferences...] button to open the Printing Preference screen.



Print Settings

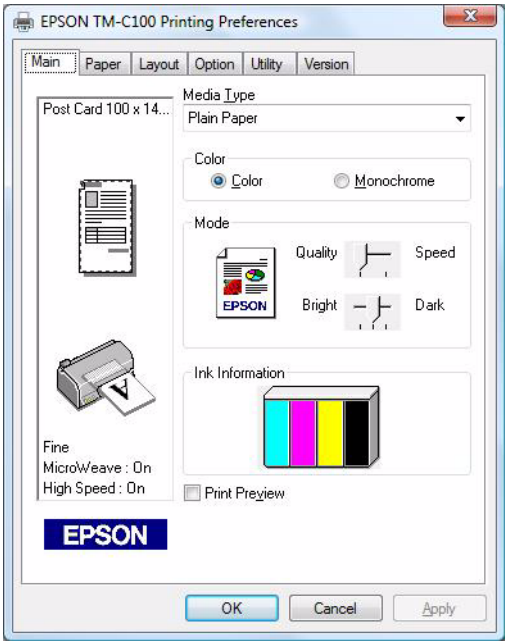
The following print settings are available on the TM-C100 Printing Preferences screen.



Tab	Description
Main	Paper type, color setting, mode setting, ink information display setting, and print preview setting can be made.
Paper	Paper feed setting, auto-cutter setting, paper size/page size, number of copies, and print area or roll paper option setting can be made.
Layout	You can adjust the printing position and can set the print orientation and the scales of reduction/enlargement here.
Option	You can set the paper feed option, printer model and units of length, and can store the print settings here.
Utility	You can run provided utilities such as nozzle check from here.
Version	Version information is displayed.

Main

Paper type, color setting, mode setting, ink information display setting, and print preview setting can be made.



NOTE

When the setting items displayed do not match with your printer model, the [Printer Color Specification] setting on the [Option] tab is wrong. Correct the setting referring to "Option" on page 32.

Setting	Description
Media Type	Select a paper type to use for printing. "Plain Paper", "Special Fine Paper", or "Special Matte Paper" can be selected. (When the [Printer Color Specification] setting on the [Option] tab has been set to "Black", this Media Type setting is fixed to "Monochrome".)
Color	Select "Color" for making color print. Select "Monochrome" to print using a single color (black is used as default). (When the [Printer Color Specification] setting on the [Option] tab has been set to "Black", this Media Type setting is fixed to "Monochrome".)

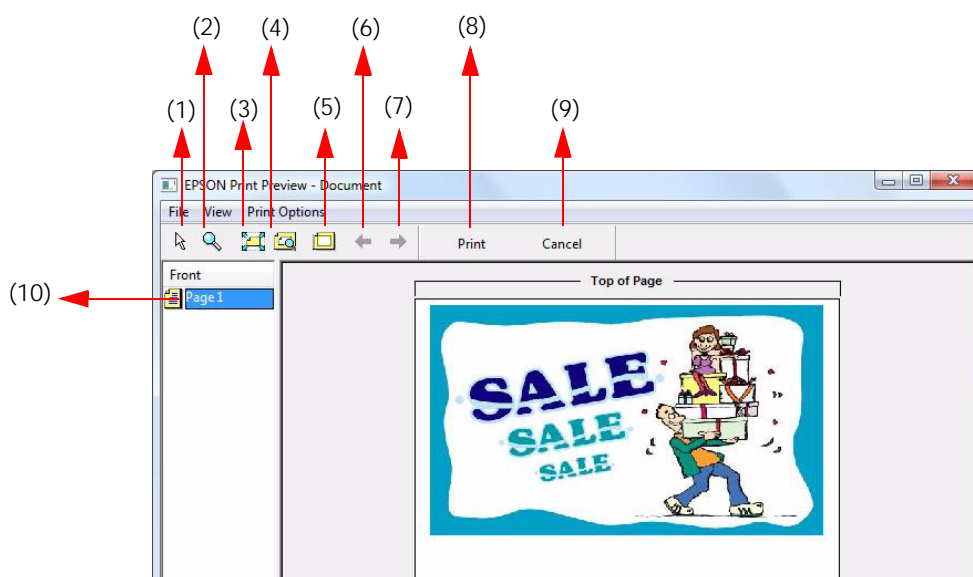
Setting		Description
Mode		Select a desired print mode.
	Quality/ Speed	Select "Quality" or "Speed." Selecting "Quality" gives better print results, but it reduces the print speed. (When the [Printer Color Specification] setting on the [Option] tab has been set to "Black", the print mode is fixed to "Speed".)
	Bright/Dark	This setting affects mainly the midtones and does not affect the bright (highlight) and dark (shadow) parts as much. This setting affects mainly the midtones and does not affect the bright (highlight) and dark (shadow). You can set to the three levels of brightness, "Bright", "Medium (center)", or "Dark" parts as much. (When the [Printer Color Specification] setting on the [Option] tab has been set to "Black", this setting is fixed to "Medium (center)".)
Ink Information		Gives information about the level of ink remaining in the printer. The ink information does not appear in the following cases. <ul style="list-style-type: none"> • When the printer is offline.
Print Preview		Select whether to display a print preview or not. When this checkbox is checked, you can preview your print image before printing.

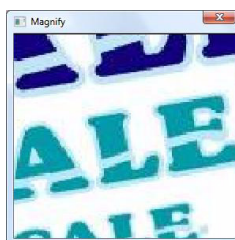
Print Preview screen

When the Print Preview function is enabled, a print preview screen reflecting the current print settings is displayed and you can check the print result before printing.

NOTE

If you are using a Windows 7 / Vista, this function cannot be used unless the login user has the administrator privilege.





<Magnify dialog>

[View]→[Magnify]

Menu command selection	Description	Icon
—	Select object.	(1)
[File] → [Print Document]	Print the document.	(8)
[File] → [Cancel Print Job]	Cancel the print job.	(9)
[View] → [Show Toolbars] → [Standard]	Show or hide the standard toolbar (1 to 7).	—
[View] → [Show Toolbars] → [Print]	Show or hide the print toolbar (8 and 9).	—
[View] → [Printable Area]	Show or hide the printable area.	(5)
[View] → [Zoom] → [Fit To Screen]	Enlarge or reduce the print preview to match the screen size.	(3)
[View] → [Zoom] → [Maximum Zoom]]	Zoom to the maximum.	(4)
[View] → [Zoom] → [Zoom In]/[Zoom Out]	Enlarge or reduce the print preview by right-clicking or clicking the print preview.	(2)
[View] → [Magnify]	Display the magnify dialog box.	—
[View] → [Next Page]	Display the next page if there are multiple pages for printing.	(7)
[View] → [Previous Page]	Display the previous page if there are multiple pages for printing.	(6)
[View] → [Go To]	Go to a specific page if there are multiple pages for printing.	(10)
[Print Options] → [Remove Page]	Do not print the page being displayed.	—
[Print Options] → [Add Page]	Print the page being displayed.	—

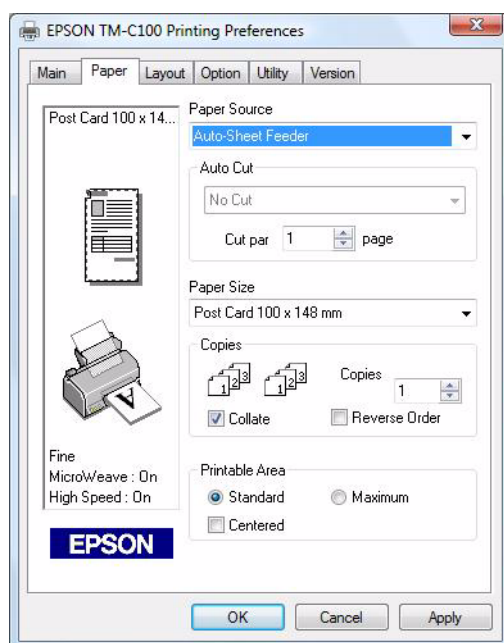
Paper

Paper feed setting, auto-cutter setting, paper size/page size, number of copies, and print area or roll paper option setting can be made. (The setting items change depending on the option selected in [Paper Source Option] on the [Option] tab.)

NOTE

- When the setting items displayed do not match with your printer option, the [Paper Source Option] setting on the [Option] tab is wrong. Correct the setting referring to ["Option" on page 32](#).
- Do not make the paper feed setting on your application side.

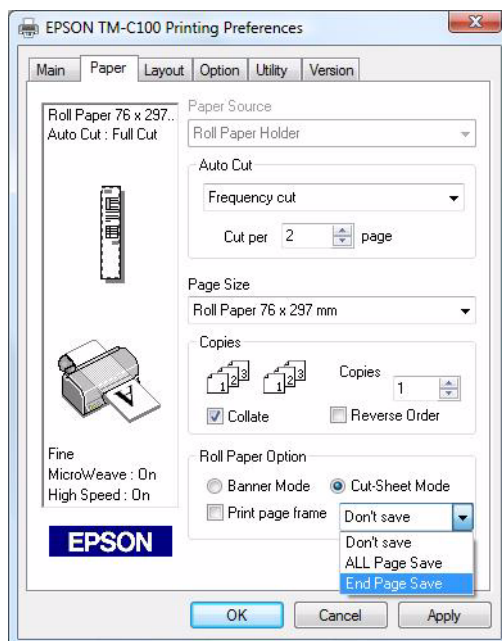
- ❑ When "Auto Sheet Feeder" is selected in [Paper Source Option]



Setting	Description
Paper Source	Select a desired paper feed method. "Auto-Sheet Feeder" or "Manual Feed Slot" can be selected.
Auto Cut	Cutting method can be specified. The auto-cutter is fixed to "None".

Setting		Description
Paper Size		Select a paper size from the list. All the physical and logical paper sizes supported by the printer driver and user defined size option are displayed as a list.
	Paper size	The paper sizes which can be loaded on the printer.
	Logic paper size	The original paper size which can be scaled down by the printer driver. The original image is scaled down so that it fits within the width of paper loaded on the printer.
	User Defined Paper Size	The paper size defined by the users. You can specify the paper length and width within the allowable range.
Copies	Copies	Specify the number of copies to print. The number must be in the range of 1 to 999.
	Collate	For a document with multiple pages, the pages are collated when printed.
	Reverse Order	The printing order is reversed, starting from the last page first.
Printable Area		Printable area can be specified. (When "Plain Paper" is selected in [Media Type] and "Speed" is selected in [Mode] on the [Main] tab, this setting is fixed to "Standard".)
	Standard	Printing is possible up to a width of 113.3 mm.
	Maximum	Printing is possible up to a width of 109 mm in speed mode, and up to a width of 114 mm in normal or fine mode.
	Centered	Specify whether to center the print data on the page (vertically and horizontally) for printing.

- ❑ When "Roll Paper Holder" is selected in [Paper Source Option]



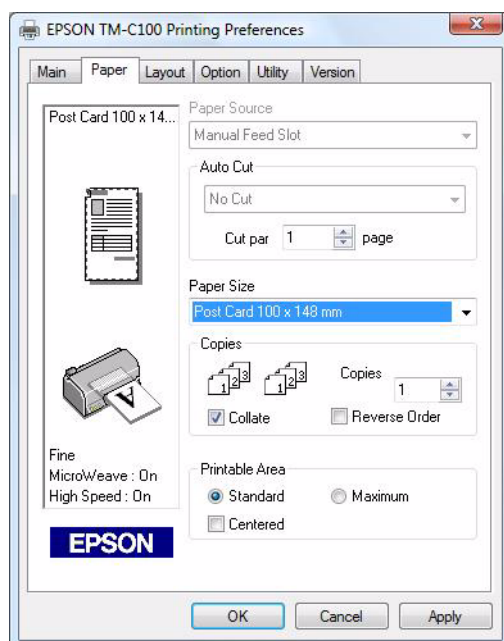
Setting		Description
Paper Source		Select a desired paper feed method. However, in this case, this setting is fixed to "Roll Paper Holder".
Auto Cut	Frequency Cut	Select a cutting method. If you select "No Cut," the paper is not cut automatically. Paper is cut per unit number of pages specified. ("Cut per" on page 26)
	last cut	Paper is cut after printing of the last page has been completed.
	Frequency Cut + last cut	Paper is cut per unit specified, and the last page is also cut after printing has been completed. ("Cut per" on page 26)
Cut per		Specify the unit of pages to cut. If you specify "1", paper is cut after each page has been printed. Select either "Frequency Cut" or "Frequency Cut + last cut" from [Auto Cut].

Setting		Description
Paper Size		Select a paper size from the list. All the physical and logical paper sizes supported by the printer driver and user defined size option are displayed as a list.
	Paper size	The paper sizes which can be loaded on the printer.
	Logic paper size	The original paper size which can be scaled down by the printer driver. The original image is scaled down so that it fits within the width of paper loaded on the printer.
	User Defined Paper Size	The paper size defined by the users. You can specify the paper length and width within the allowable range.
Copies	Copies	Specify the number of copies to print. The number must be in the range of 1 to 999.
	Collate	For a document with multiple pages, the pages are collated when printed.
	Reverse Order	The printing order is reversed, starting from the last page first.
Roll Paper Option	Banner Mode	In this mode, no margins are set in the top and bottom of the page. If the autocutter is enabled, the roll paper is cut after all printing is finished.
	Cut-Sheet Mode	In this mode, margins are set in the top and bottom of the page. If the autocutter is enabled, paper is cut after each page.
	Save roll paper	Select this check box if you want to save roll paper by removing the extra space at the bottom of a document. When "Cut-Sheet Mode" is enabled, select the Save roll paper option from "Don't save", "ALL Page Save", or "End Page Save".
	Print page frame	Select this checkbox if you want to print a dotted line at the end of each page after data is printed. This setting item is not displayed when "Banner Mode" is selected.

CAUTION

When you specify "End Page Save" from [Save roll paper] in [Roll Paper Option]-[Cut-Sheet Mode], go to the [Advanced] tab in [Properties] and check "Start printing after last page is spooled."

- ❑ When "None" is selected in [Paper Source Option]

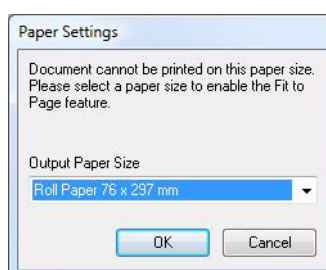


Setting		Description
Paper Source		Select a desired paper feed method. However, in this case, this setting is fixed to "Manual Feed Slot".
Auto Cut		Cutting method can be specified. However, in this case, the auto-cutter setting is fixed to "None".
Paper Size		Select a paper size from the list. All the physical and logical paper sizes supported by the printer driver and user defined size option are displayed as a list.
	Paper size	The paper sizes which can be loaded on the printer.
	Logic paper size	The original paper size which can be scaled down by the printer driver. The original image is scaled down so that it fits within the width of paper loaded on the printer.
	User Defined Paper Size	The paper size defined by the users. You can specify the paper length and width within the allowable range.
Copies	Copies	Specify the number of copies to print. The number must be in the range of 1 to 999.
	Collate	For a document with multiple pages, the pages are collated when printed.
	Reverse Order	The printing order is reversed, starting from the last page first.

Setting		Description
Printable Area		Printable area can be specified. (When "Plain Paper" is selected in [Media Type] and "Speed" is selected in [Mode] on the [Main] tab, this setting is fixed to "Maximum".)
	Standard	Printing is possible up to a width of 113.3 mm.
	Maximum	Printing is possible up to a width of 118.6 mm.
	Centered	Specify whether to center the print data on the page (vertically and horizontally) for printing.

Paper setting confirmation

When the specified [Paper Size] or [Page Size] is larger than the printable area of the option selected in the [Option] tab, the following message is displayed.



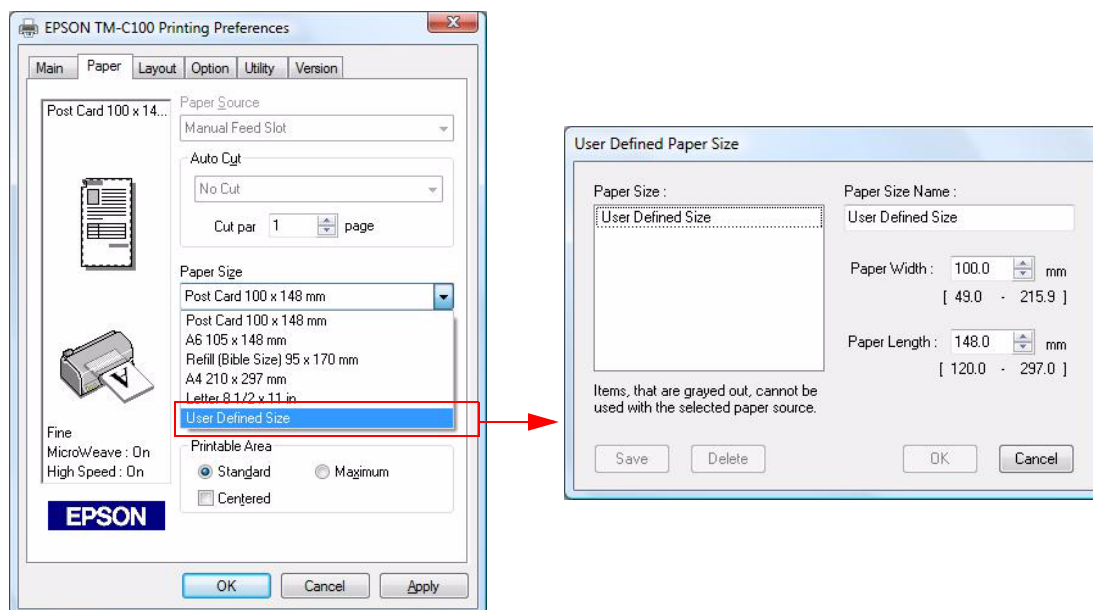
Select an output paper size and click the [OK] button on the dialog box. The automatic enlarging/reducing function is enabled so that the print image fits within the paper size.

Setting the user defined size

Users can configure original paper sizes. Use this setting when you want to use a paper size other than the preset ones.

Up to 30 sizes can be saved as the User Defined Paper Size.

Select the User Defined Paper Size option in the [Paper Size] setting on the [Paper] tab to display the User Defined Paper Size dialog box shown below.



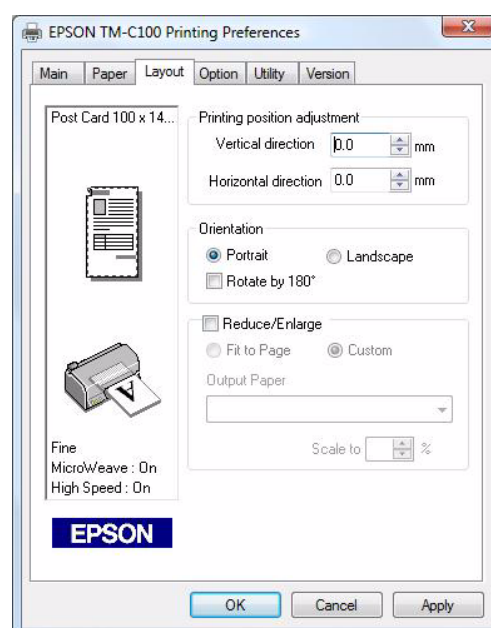
Setting	Description
Paper Size	All the saved User Defined Paper Sizes are displayed in a list. To add a new size setting, select "User Defined Size". When one of the saved sizes is selected from the list, the configured [Paper Size name], [Paper Width], and [Paper Length] are displayed and you can edit the settings.
Save	Click this to save a configured paper size. The [Paper Size Name], [Paper Width], and [Paper Length] settings are saved. When you edit and save an existing user defined paper size, the settings are overwritten.
Delete	Click this to delete a paper size selected in the list.
Paper Size Name	Each of the user defined paper size settings can be saved under a desired name. Up to 24 characters can be used for the name. You cannot use the names of the physical paper sizes, which are already used in the preset paper size list on the [Layout] tab.
Paper Width	Specify a desired paper width.
Paper Length	Specify a desired paper length.
OK	The selected User Defined Paper Size is accepted as the paper size.
Cancel	Changes made on a User Defined Paper Size setting is canceled.

Layout

You can adjust the printing position, and can set the orientation and the scale of reduction/enlargement for print data.

CAUTION

If the Fit to Page feature is enabled, this check box is selected and cannot be changed. ("Paper setting confirmation" on page 29)



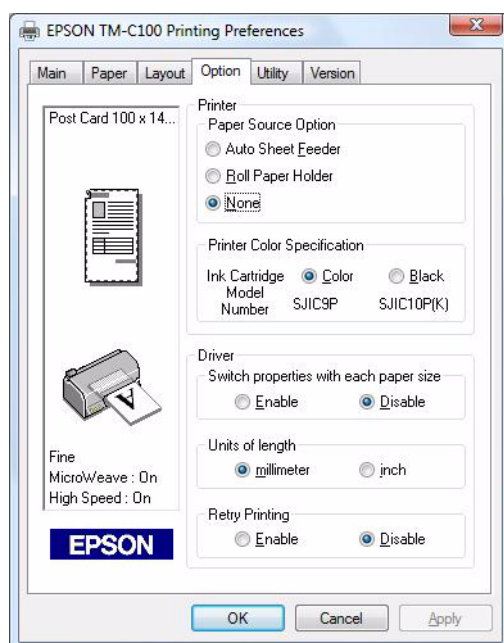
Setting		Description
Printing position adjustment		You can adjust the printing position through this printer driver without modifying the application.
	Vertical direction	Set this to move the printing position in the vertical direction. The addressable range depends on the paper size. The printing position moves downward when you specify a positive value, and it moves upward when you specify a negative value.
	Horizontal direction	Set this to move the printing position in the horizontal direction. The addressable range depends on the paper size. The printing position moves to the right when you specify a positive value, and it moves to the left when you specify a negative value.
Orientation	Portrait	Select this for portrait printing.
	Landscape	Select this for landscape printing.
	Rotate by 180°	Rotate 180° and then print.
Reduce/Enlarge		Check this checkbox to enable the enlarging/reducing settings.
Fit to Page*		Select this option to automatically reduce or enlarge print data to fit to the page of the paper size selected from the combo box.

Setting	Description
Custom	Select a paper size from the combo box and specify the scale ratio to a value from the range of 10 to 400%, in 1% increments. If you specify a value less than 100%, the print data is reduced. If you specify a value greater than 100%, the print data is enlarged.
Output Paper	Select a paper or page size to be output from the preset list.
Scale to	Specify a desired scale of enlargement/reduction.

* In this case, the scale ratio is calculated not from the paper size but the printable area. Therefore, even if you select the same size as the output paper, the scale ratio is smaller than 100%.

Option

You can set the paper feed option, printer model and units of length, and can store print settings.

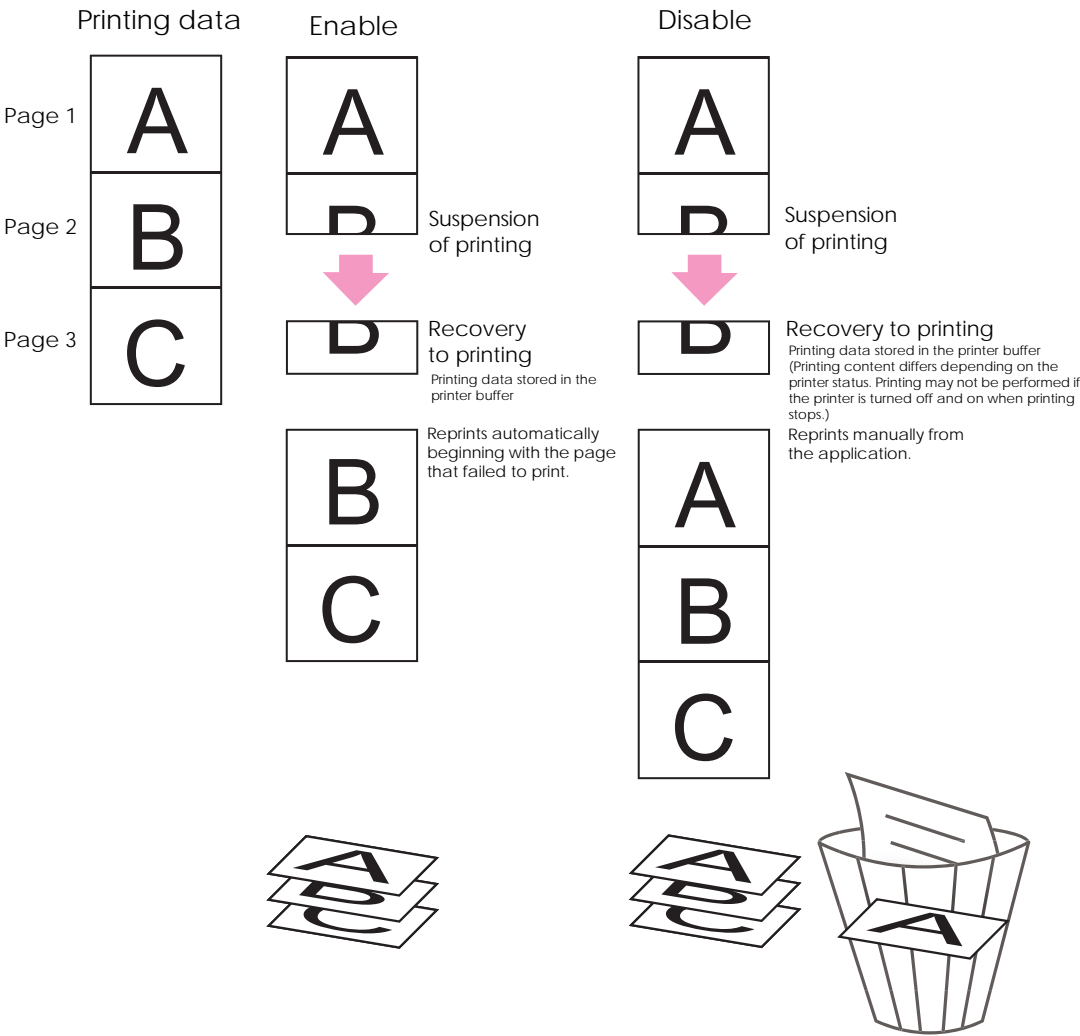


Setting	Description
Paper Source Option	Select an option paper feeder to use. "Auto-Sheet Feeder", "Roll Paper Holder", or "None" can be selected.
Printer Color Specification	Select the printer model to use. Select either "Color" or "Black".
Switch properties with each paper size	Enable Press the [Apply] button to store the present print settings in [Page Size] presently specified. Specify [Page Size] to reflect the stored print settings.
	Disable Selecting this prohibits switching the print settings by the page size.
Units of length	Select either "millimeter" or "inch" to switch the units of length.

Setting		Description
Retry Printing	Enable	When printing stops in the middle due to an error or printer power-off, printing resumes from the beginning of the page where printing stopped.
	Disable	When printing stops in the middle, printing resumes, with the page where printing stopped omitted.

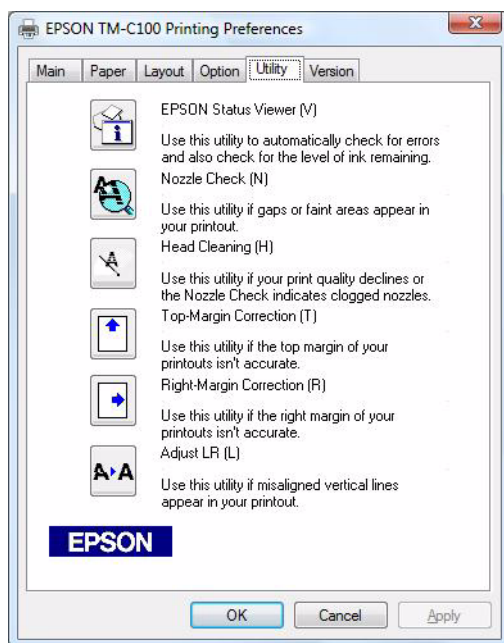
Retry Printing

If printing stops in the middle because the printer cover was open/the FEED button was pressed/the RELEASE button was pressed/the printer power was cut off/the paper has ended, printing resumes from the beginning of the page where printing stopped.



Utility

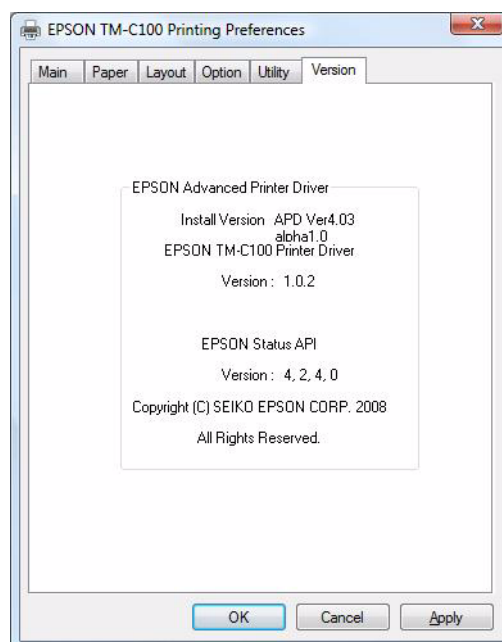
You can run provided utilities. For more details about the utilities, see ["Utility" on page 37](#).



Setting	Description
EPSON Status Viewer	Use this utility to display error information and the level of ink remaining.
Nozzle Check	Use this utility to determine clogged nozzles on the print head.
Head Cleaning	Use this utility to clean the nozzles on the print head.
Top-Margin Correction	Use this utility to adjust any misaligned top margins of your printouts.
Right-Margin Correction	Use this utility to adjust any misaligned right margins of your printouts.
Adjust LR Utility	Use this utility to adjust misaligned vertical lines in your printouts.

Version

The version of the printer driver is displayed.



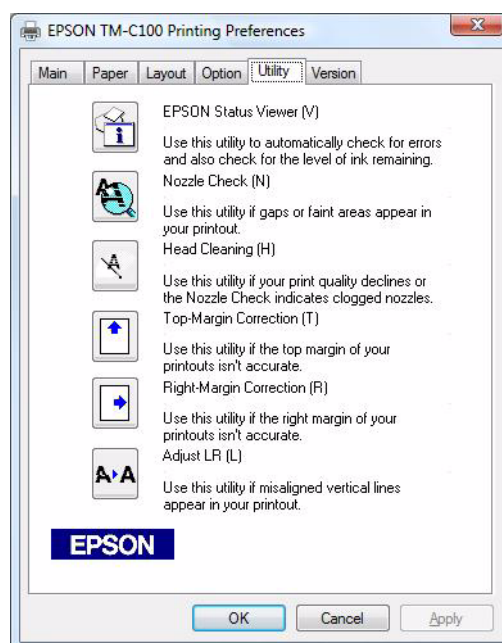


Utility

The TM-C100 printer driver offers the following utilities.

This chapter explains about each of the utilities.

- EPSON Status Viewer Utility: Use this utility to display error information and the level of ink remaining.
- Nozzle Check Utility: Use this utility to determine clogged nozzles on the print head.
- Head Cleaning Utility: Use this utility to clean the nozzles on the print head.
- Top-Margin Correction Utility: Use this utility to adjust any misaligned top margins of your printouts.
- Right-Margin Correction Utility: Use this utility to adjust any misaligned right margins of your printouts.
- Adjust LR Utility: Use this utility to adjust misaligned vertical lines in your printouts.



EPSON Status Viewer

EPSON Status Viewer allows you to monitor the printer status and to be notified of specified statuses such as error and ink information. The printer status can be checked anytime on the Status Viewer dialog box and the notification function is available in two ways; showing the statuses using a dialog box or balloon.

Activating manually and quitting

The Status Viewer is automatically activated, however, you can also manually activate and quit it.

Activating the Status Viewer manually

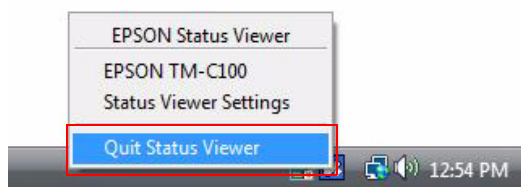
When the Status Viewer is not activating, you can activate it manually using one of the following methods.

- Click the [Status Viewer] button on the [Utility] tab.

Quitting the Status Viewer

You can quit the Status Viewer in the following way.

Right click on the EPSON Status Viewer icon, and select [Quit Status Viewer].

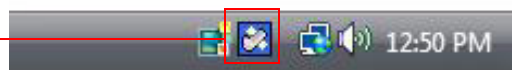


Status Viewer icon

While the Status Viewer is activating, the icon is displayed on the task tray.

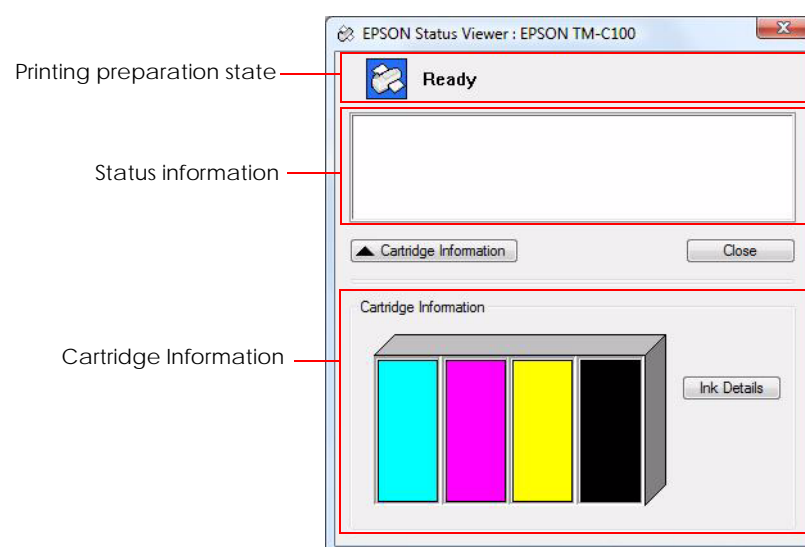
The color of the icon changes depending on the printer status.

Status Viewer icon



Viewer dialog box

The Viewer dialog box shows you the current printer status, and cartridge / ink information.



Printer ready status

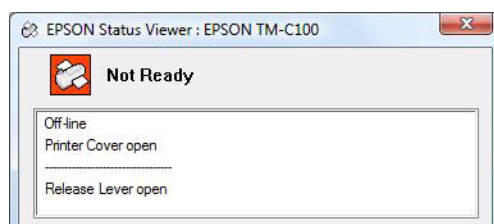
Whether the printer is ready for printing or not can be checked as shown below.

Status	Icon	Character display
Normal		Printing is ready.
Status		
Warning		Printing is not ready.
Error		

Status information

The printer statuses including warning/error statuses are displayed for each of the status items specified to be notified. For information on what statuses can be notified, see ["Status Viewer Settings" on page 41](#).

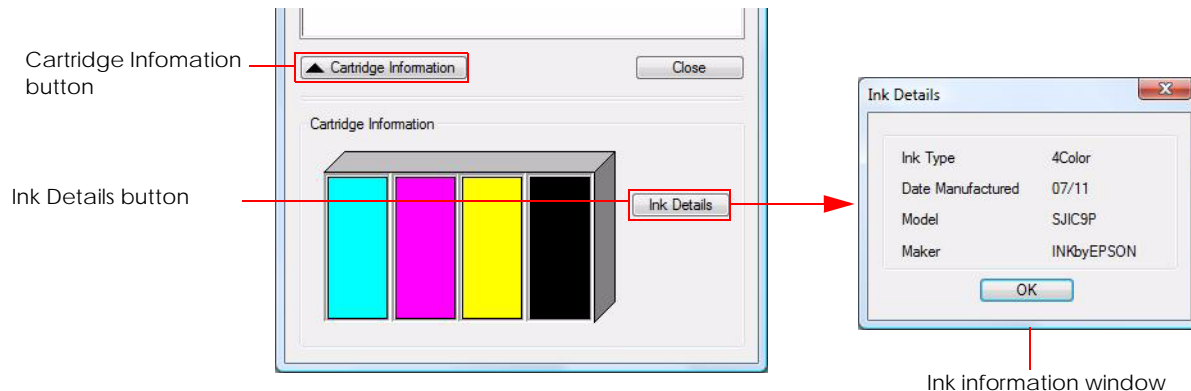
In the dialog box, a line appears between the different types of statuses. (Classified in Error / Warning / Status categories.)



Cartridge information / Ink information

The cartridge information graphs out the current ink level of each cartridge. You can hide the information by clicking the [Cartridge Information] button. To display the information, click the [Cartridge Information] button again.

Click the [Ink Details] button to display the ink information list. The ink information shows ink type, date manufactured, model, and maker.

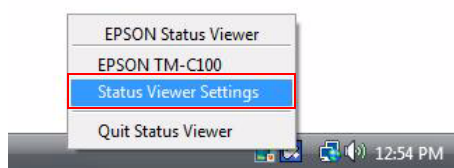


The ink level graph and the [Cartridge Information] button are not displayed while the printer is offline or no response is coming from the printer.

Status Viewer Settings

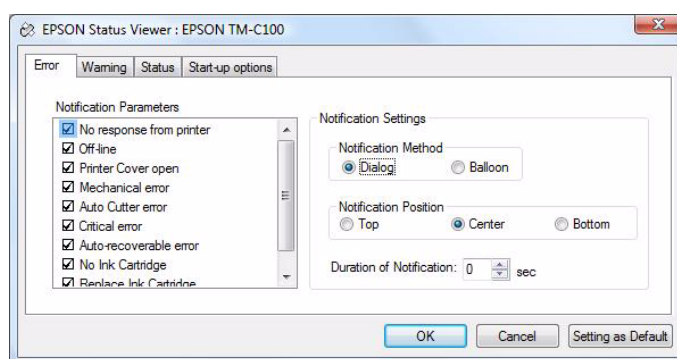
In the Status Viewer Setting screen, you can specify statuses (Error, Warning, Status) to be notified, and select whether to activate the Status Viewer automatically or not.

To display the Status Viewer setting dialog box, right click on the icon on the task tray, and select [Status Viewer Settings].



Error

An "Error" status indicates that the printer has a trouble and cannot perform a print job. On this [Error] tab, you can select which and how error statuses you are notified of.

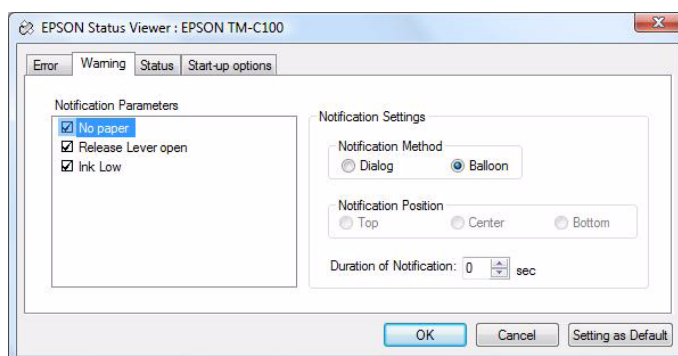


Setting		Default	Explanation
Notification items		-	All the status items checked here are notified using a dialog box or balloon.
	No response from printer	Check ON	Notify when no response is coming from the printer.
	Off-line	Check ON	Notify when the printer becomes offline.
	Printer Cover open	Check ON	Notify when the printer cover is opened.
	Mechanical error	Check ON	Notify when a mechanical error occurs.
	Autocutter error	Check ON	Notify when an auto-cutter error occurs.
	Critical error	Check ON	Notify when an unrecoverable error occurs.
	Auto-recoverable error	Check ON	Notify when an automatically recoverable error occurs.
	No Ink Cartridge	Check ON	Notify when no ink cartridge is detected.
	Replace Ink Cartridge	Check ON	Notify when ink cartridge needs to be replaced.

Setting		Default	Explanation
Notification Settings	Notification Method	Dialog	You can select "Dialog" or "Balloon" to display the status.
	Notification Position	Center	If "Dialog" is selected, you can further specify where on the screen to display the dialog box. You can select [Top], [Center], or [Bottom].
	Duration of Notification	0	Specify an interval from the range of 0 to 999, in seconds, to use to display the status again after it is displayed. If you set the interval to 0, the status is not displayed again until it changes.

Warning

A "Warning" status indicates that the printer mechanism itself does not have a trouble, but cannot perform a print job or the remaining amount of ink is low. On this [Warning] tab, you can select which and how warning statuses you are notified of.

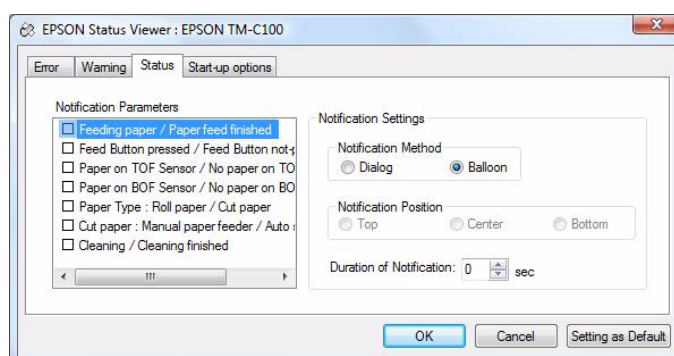


Setting		Default	Explanation
Notification items		-	All the status items checked here are notified using a dialog box or balloon.
	No paper	Check ON	Notify when no paper is detected.
	Release Lever open	Check ON	Notify when the release lever is in its lowest position.
	Ink low	Check ON	Notify when the remaining amount of ink becomes low.

Setting		Default	Explanation
Notification Settings	Notification Method	Balloon	You can select "Dialog" or "Balloon" to display the status.
	Notification Position	-	If "Dialog" is selected, you can further specify where on the screen to display the dialog box. You can select [Top], [Center], or [Bottom].
	Duration of Notification	0	Specify an interval from the range of 0 to 999, in seconds, to use to display the status again after it is displayed. If you set the interval to 0, the status is not displayed again until it changes.

Status

A "Status" indicates a status of the printer operation. On this [Status] tab, you can select which and how statuses you are notified of.

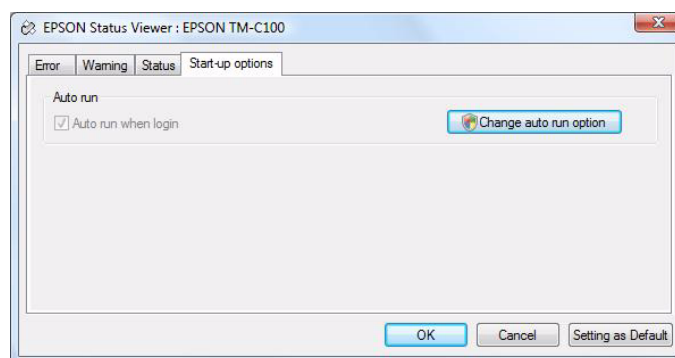


Setting		Default	Explanation
Notification items		-	All the status items checked here are notified using a dialog box or balloon.
	Feeding paper/Paper feed finished	Check OFF	Notify when paper feeding is in progress and when the feeding is finished.
	Feed Button pressed /Feed Button not pressed	Check OFF	Notify when the feed switch is turned on or off.
	Paper at TOF Sensor /No paper at TOF Sensor	Check OFF	Notify when the TOF sensor detected paper or not detected.
	Paper at BOF Sensor /No paper at BOF Sensor	Check OFF	Notify when the BOF sensor detected paper or not detected.
	Paper Type: Roll paper /Cut paper	Check OFF	Notify when the paper type is changed to roll paper or cut sheet.
	Cut paper: Manual paper feeder /Auto sheet feeder	Check OFF	Notify when the paper feeder for cut sheets is changed to manual or ASF.
	Cleaning /Cleaning finished	Check OFF	Notify when a cleaning is in progress and when it is finished.

Setting		Default	Explanation
Notification Settings	Notification Method	Balloon	You can select "Dialog" or "Balloon" to display the status.
	Notification Position	-	If "Dialog" is selected, you can further specify where on the screen to display the dialog box. You can select [Top], [Center], or [Bottom].
	Duration of Notification	0	Specify an interval from the range of 0 to 999, in seconds, to use to display the status again after it is displayed. If you set the interval to 0, the status is not displayed again until it changes.

Start-up options

Select whether to automatically activate the Status Viewer or not when you login the computer.



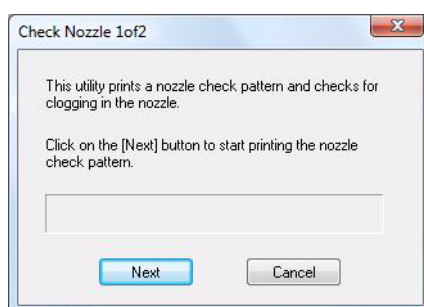
Setting	Default	Explanation
Auto run when login	Check ON	When checked, the Status Viewer automatically starts to run when you login the computer.

Nozzle Check Utility

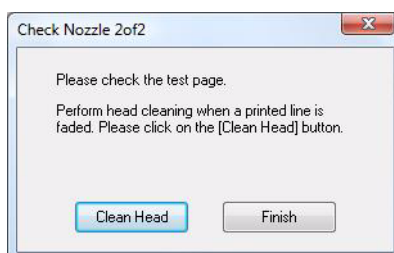
The Nozzle Check utility prints a nozzle check pattern. By examining the nozzle check pattern, you can detect whether the nozzles on the print head are clogged.

Use the following procedure to check the nozzles on the print head.

- 1** Turn on the power of the printer.
- 2** Load paper. (For information on how to load paper, refer to the "TM-C100 User's Manual" supplied with the printer. For information on how to set up the paper source, see ["Paper" on page 24.](#))
- 3** From the [Utility] tab, click [Nozzle Check]. The following message appears.



- 4** Click [Next]. A nozzle check pattern is printed.
- 5** After the nozzle check pattern is printed, the following message appears.

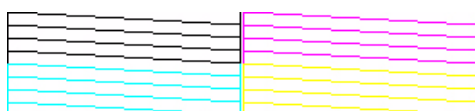


6 If the nozzle check pattern does not appear incomplete, this indicates the nozzles on the print head are normal. Click [Finish] to exit this utility.

If the nozzle check pattern appears incomplete, this indicates the nozzles on the print head are clogged. Click [Clean Head] to perform print head cleaning.

(For information on how to clean the print head, see "Head Cleaning Utility" on page 47)

<Normal printing example>



<Printing example where nozzles are clogged>



Some lines are not printed.

Head Cleaning Utility

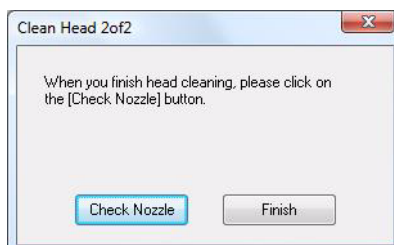
The Head Cleaning utility enables you to clean nozzles on the print head of the printer.

To perform print head cleaning, use the following procedure.

- 1** Turn on the power of the printer.
- 2** From the [Utility] tab, click [Head Cleaning]. The following message appears.



- 3** Click [Next]. Print head cleaning starts.
- 4** When print head cleaning is finished, the following message appears.



To see if the print head has been cleaned successfully, click [Check Nozzle] to print a nozzle check pattern. (For information on nozzle check, see ["Nozzle Check Utility" on page 45.](#))

NOTE

The print head cleaning operation removes anything blocking the nozzles and therefore prevents the nozzles from clogging up. Because this operation also removes some ink, it should not be used unless necessary.

Top-Margin Correction Utility

The Top-Margin Correction utility enables you to print a test page and correct any top margin misalignment problem.

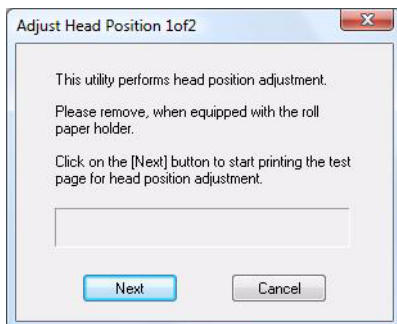
Use the following procedure to correct a top margin misalignment problem.

- 1** Remove the Roll Paper Holder if it is installed on the printer.
- 2** Turn on the power of the printer.
- 3** Manually load paper of A6 or larger size.

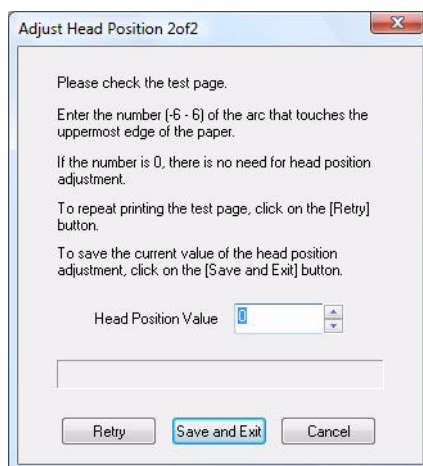
NOTE

To correct the top margin misalignment problem, be sure to always use paper of A6 or larger size, and set the paper source to "Manual Feed Slot"; if you use any other combinations, the printer still works but the print result is not guaranteed. (For information on how to load paper, refer to the "TM-C100 User's Manual" supplied with the printer. For information on how to set up the paper source, see ["Paper" on page 24.](#))

- 4** From the [Utility] tab, click [Top-Margin Correction]. The following message appears.

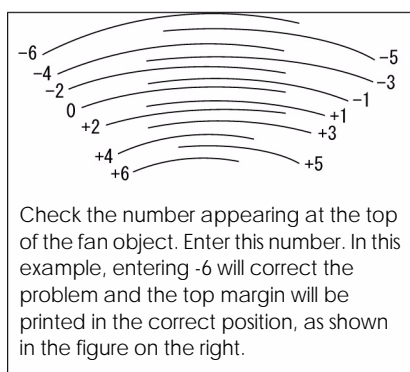


- 5** Click [Next]. A test page is printed by using the current top margin position correction value, and the following message appears.

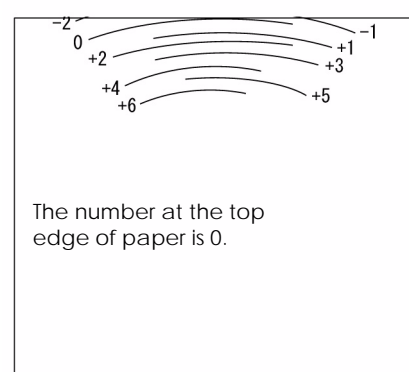


- 6** Check the print result. If correction is required, enter a new top margin position and then click [Retry]. Another test page is printed by using the new top margin position, and the same message appears. Repeat these steps until the correct top margin is obtained.

<Print result example: where top margin correction is required>



<Print result example: where top margin position is correct>



- 7** After the top margin correction value is determined, click [Save and Exit]. The top margin correction value is saved and correction is completed.

Right-Margin Correction Utility

The Right-Margin Correction utility enables you to print a test page and correct a right margin misalignment problem.

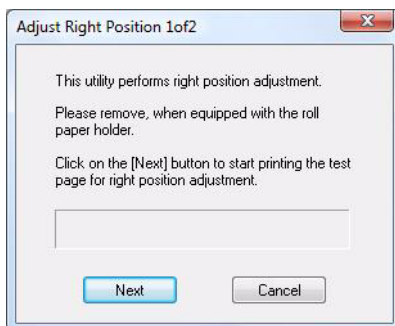
Use the following procedure to correct a right margin misalignment problem.

- 1** Remove the Roll Paper Holder if it is installed on the printer.
- 2** Turn on the power of the printer.
- 3** Manually load paper of A6 or larger size.

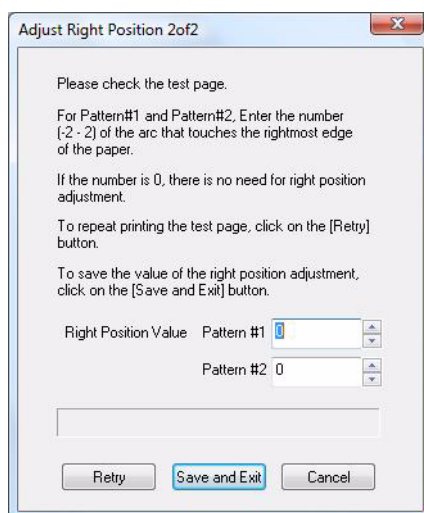
NOTE

To correct a right margin misalignment problem, be sure to always use paper of A6 or larger size, and set the paper source to "Manual Feed Slot"; if you use any other combinations, the printer still works but the print result is not guaranteed. (For information on how to load paper, refer to the "TM-C100 User's Manual" supplied with the printer. For information on how to set up the paper source, see ["Paper" on page 24.](#))

- 4** From the [Utility] tab, click [Right-Margin Correction]. The following message appears.

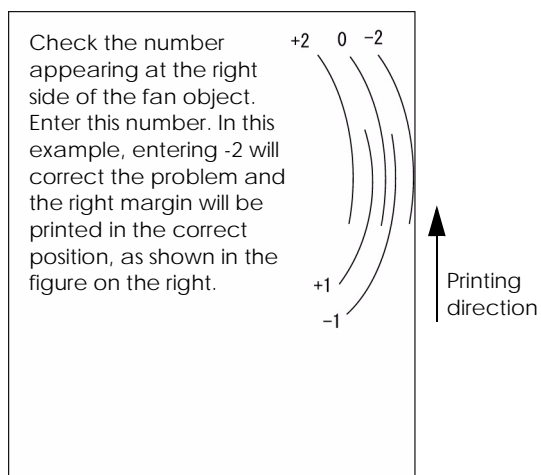


- 5** Click [Next]. Two patterns (patterns #1 and #2) are printed by using the current LR position correction value, and the following message appears.

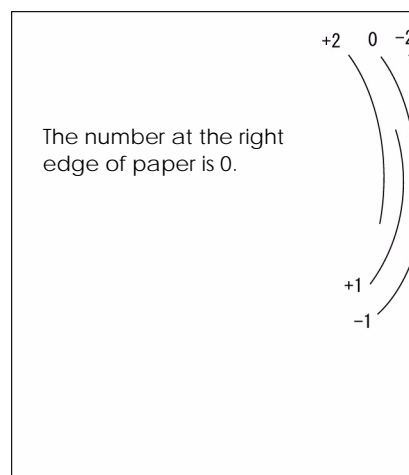


- 6** Check patterns #1 and #2 in the print result. If correction is required, enter the new position correction values and then click [Retry]. The two patterns are printed again, and the same message appears. Repeat these steps until the correct right margin is obtained.

<Print result example: where right margin correction is required>



<Print result example: where right margin position is correct>

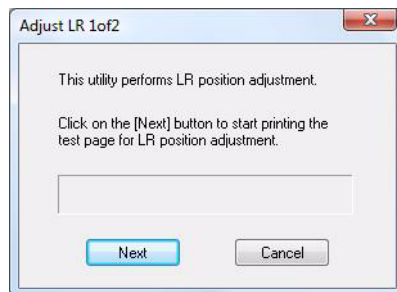


- 7** After the right margin correction value is determined, click [Save and Exit]. The right margin correction value is saved and correction is completed.

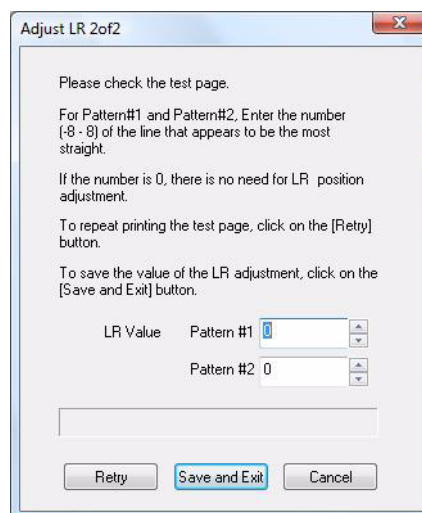
Adjust LR Utility

The Adjust LR utility enables you to print a test page and then adjust any printing misalignment. Use the following procedure to correct a printing misalignment problem.

- 1** Turn on the power of the printer.
- 2** Load paper. (For information on how to load paper, refer to the "TM-C100 User's Manual" supplied with the printer. For information on how to set up the paper source, see ["Paper" on page 24.](#))
- 3** From the [Utility] tab, click [Adjust LR]. The following message appears.



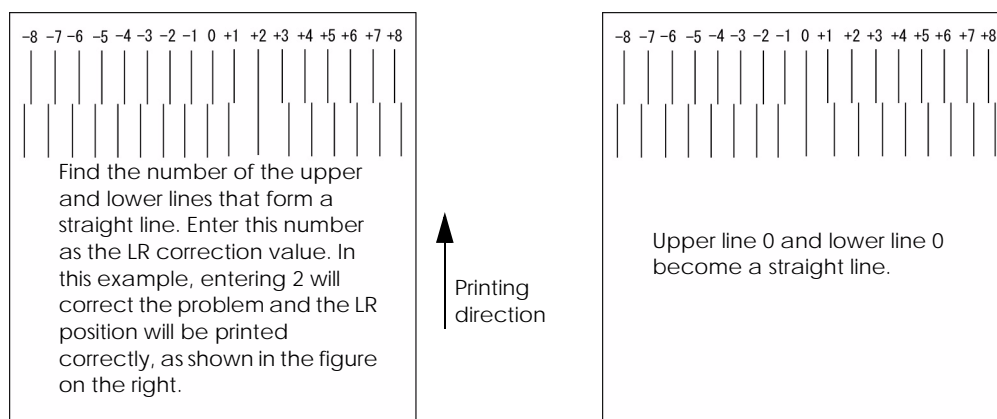
- 4** Click [Next]. Two patterns (patterns #1 and #2) are printed by using the current LR correction value, and the following message appears.



- 5** Check patterns #1 and #2 in the print result. If correction is required, enter the new LR correction values and then click [Retry]. The two patterns are printed again, and the same message appears. Repeat these steps until the correct LR correction value is obtained.

<Print result example: where LR correction is required>

<Print result example: where LR position is correct>



- 6** After the LR correction value are determined, click [Save and Exit]. The LR correction values are saved and correction is completed.
- If roll paper is used, after the correction, paper is automatically fed and cut, and the paper is advanced to the top margin position of the roll paper.



PRINTER_INFO_2

This chapter explains printer information acquired by PRINTER_INFO_2.

APD allows you to acquire printer information by using PRINTER_INFO_2.

TM PRINTER_INFO_2.Status Converting Table

The PRINTER_INFO_2 structure specifies detailed printer information. In this member, you can acquire the following TM printer statuses.

PRINTER_INFO_2	Status of TM-printer
PRINTER_STATUS_BUSY	not available
PRINTER_STATUS_DOOR_OPEN	1.When the paper roll cover is open. 2.When the carriage cover is open.
PRINTER_STATUS_ERROR	not available
PRINTER_STATUS_INITIALIZING	During the printer initializing.
PRINTER_STATUS_IO_ACTIVE	not available
PRINTER_STATUS_MANUAL_FEED	Feeding paper by the paper feed switch.
PRINTER_STATUS_NO_TONER	Ink cartridge is not installed or replace Ink cartridge.
PRINTER_STATUS_NOT_AVAILABLE	1.Power is not stable. 2.The interface cable is not connected.
PRINTER_STATUS_OFFLINE	1.Between when the power is turned on or the printer is reset and when the printer becomes ready to receive data. 2.Between when the printer becomes ready to receive data and when the printer mechanism is finished initializing. 3.During the self-test.
PRINTER_STATUS_OUT_OF_MEMORY	not available
PRINTER_STATUS_OUTPUT_BIN_FULL	not available
PRINTER_STATUS_PAGE_PUNT	not available
PRINTER_STATUS_PAPER_JAM	not available
PRINTER_STATUS_PAPER_OUT	When an empty paper supply is detected by the paper roll end detector.
PRINTER_STATUS_PAPER_PROBLEM	not available
PRINTER_STATUS_PAUSED	not available
PRINTER_STATUS_PENDING_DELETION	not available
PRINTER_STATUS_POWER_SAVE	not available
PRINTER_STATUS_PRINTING	While when StartDoc is executed and the status of printing completed is returned by the printer.
PRINTER_STATUS_PROCESSING	not available
PRINTER_STATUS_SERVER_UNKNOWN	not available
PRINTER_STATUS_TONER_LOW	The ink low is detected.

PRINTER_INFO_2	Status of TM-printer
PRINTER_STATUS_USER_INTERVENTION	<p>An error has occurred.</p> <ol style="list-style-type: none"> 1. Printing on the paper roll is not performed correctly due to a cover-open. 2. Print head temperature error 3. The autocutter does not work correctly. 4. The home position cannot be detected due to a paper jam. 5. The carriage is out of phase. 6. The cut sheet cannot be ejected even if a certain amount of feeding is tried. 7. The CPU on the printer executes an incorrect address or the I/F board is not connected. 8. After R/W checking, the printer does not work correctly 9. The power supply voltage is extremely high. 10. The power supply voltage is extremely low. 11. Internal circuit does not work correctly. 12. UIB does not work correctly.
PRINTER_STATUS_WAITING	not available
PRINTER_STATUS_WARMING_UP	not available

Specification

This chapter explains the specification of the TM-C100 printer driver.

CAUTION

Administrator permission is required for property settings of the printer driver.

TM-C100

Item	Description
Driver Name	EPSON TM-C100
Device Font	Not supported
Barcode Font	Not supported
2D-Code Font	Not supported
Control Font	Not supported
ControlA Font	Not supported
Resolution	180 x 180DPI, 360 x 180DPI, 360 x 360DPI
Paper Size	Roll Paper 76mm x 297mm 90mm x 297mm 105mm x 297mm Postcard 100mm x 148mm A6 105mm x 148mm A4 210mm x 297mm LT. 8.5 x 11 in. User Defined Paper Size 49mm - 35mm x 85mm - 210mm 80mm Logic paper size 80mm x 297mm (566dot x 2104dot) Printable Area 72.2mm (512dot) Margin Top 0 Left 3.6mm(26dot) Right 3.9mm(28dot) User Defined Paper Size Paper Width 72.2 - 210mm, Paper Length 25.4 - 3276.0mm Logic paper size A4 210mm x 297mm LT. 8.5 x 11 in. Postcard 100mm x 148mm
Rotate	Normal Rotate by 90 Degrees Rotate by 180 Degrees Rotate by 270 Degrees
Reduce Printing	ON/OFF Fit to Printable Width/Custom(10 - 100%)
Water Mark	Not supported

