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## Epson TM U220B

# Epson TM-U220B POS Receipt Printer User Manual

Model: TM-U220B (M188B)

## INTRODUCTION

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This manual provides essential information for the setup, operation, maintenance, and troubleshooting of your Epson TM-U220B POS Receipt Printer. This unit is a professionally inspected and tested refurbished product, designed to function like new. Please read this manual thoroughly to ensure proper use and to maximize the lifespan of your printer.

## PRODUCT OVERVIEW

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The Epson TM-U220B is a robust dot matrix receipt printer designed for point-of-sale environments. It features a USB interface for connectivity, supports two-color printing with a red and black ribbon, and includes an autocutter for efficient receipt handling.

## Included Components

- Epson TM-U220B Printer Unit
- Red & Black Ribbon
- Power Supply Unit



Figure 1: Epson TM-U220B printer unit, power supply, and two paper rolls. This image displays the main components included with the printer.



Figure 2: Close-up view of the product label located on the printer. This label shows the model number (M188B), serial number

## SETUP

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### 1. Power Connection

1. Connect the power supply unit to the printer's DC 24V input port.
2. Plug the power cord into a standard electrical outlet.

### 2. USB Interface Connection

1. Locate the USB port on the rear of the printer.
2. Connect a USB cable (not included) from the printer to your computer or POS system.
3. *Note: This printer uses a USB interface and does not communicate via IP address (Ethernet).*

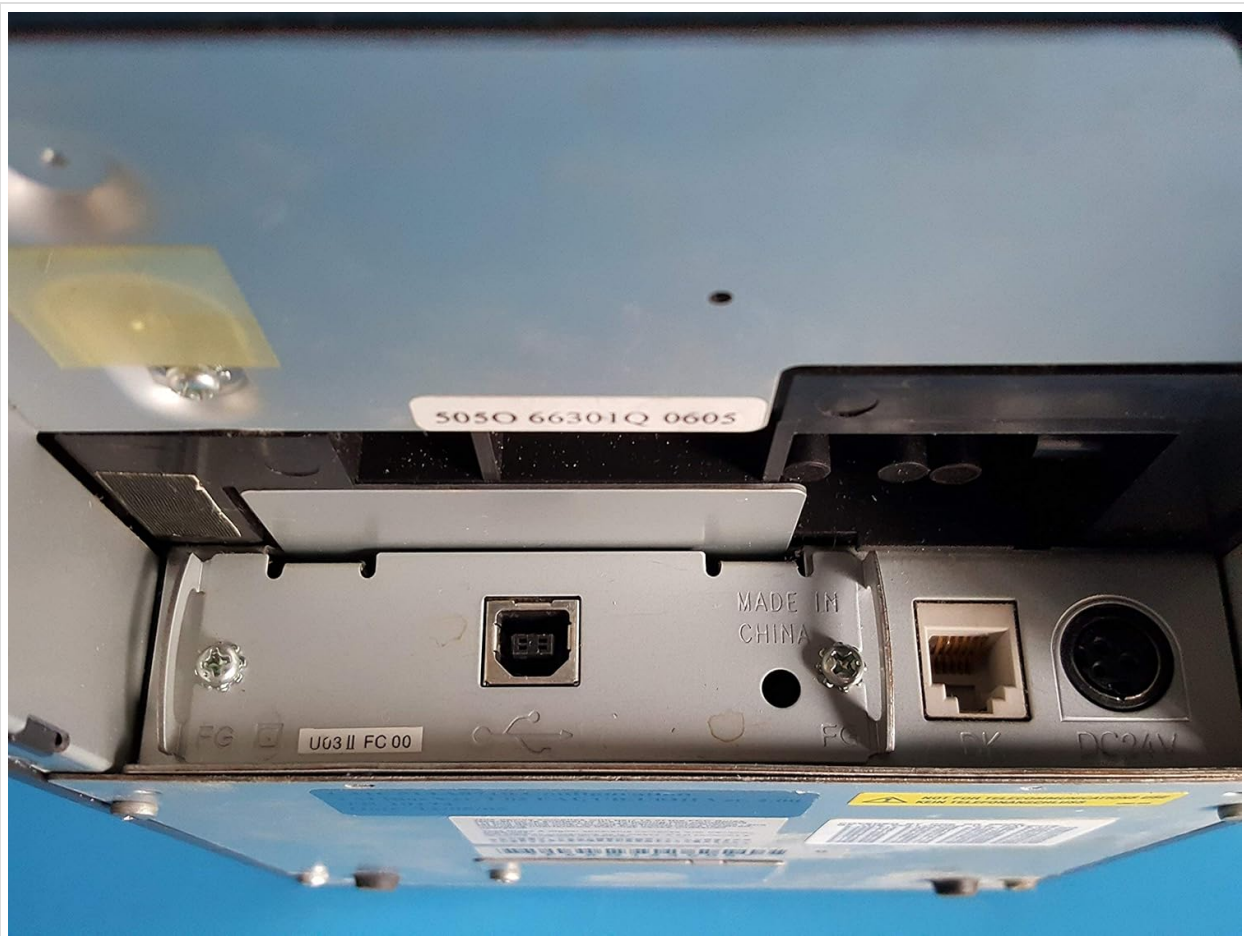


Figure 3: Bottom view of the Epson TM-U220B printer, highlighting the USB port for data connection. Ensure this port is used for communication.



Figure 4: Rear view of the Epson TM-U220B printer, displaying the various connectivity ports including the USB port and power input.

### **3. Driver Installation**

Before operating the printer, install the appropriate drivers on your computer or POS system. Drivers are typically available from the Epson support website. Follow the on-screen instructions provided by the driver installer.

### **4. Dip Switch Configuration (Advanced)**

For specific system compatibility or advanced settings, the printer features a set of DIP switches located on the bottom panel. Refer to the original printer's DIP switch settings or consult the Epson technical documentation for your specific POS system requirements. Incorrect settings can prevent the printer from functioning correctly.



Figure 5: Bottom view of the Epson TM-U220B printer, revealing the panel covering the DIP switches. These switches control various printer settings and compatibility options.

## OPERATING INSTRUCTIONS

### 1. Loading Paper

1. Open the printer cover.
2. Insert a new roll of receipt paper into the paper compartment, ensuring the paper feeds from the bottom of the roll.
3. Pull a small amount of paper past the cutter and close the cover securely.

### 2. Basic Printing

Once connected and drivers are installed, the printer will receive print commands from your POS software or application. Ensure the printer is powered on (POWER indicator light is green).

### 3. Self-Test Printing

To perform a self-test and verify printer functionality and current settings:

1. Ensure the printer is powered off.
2. Hold down the **FEED** button.
3. While holding the **FEED** button, turn on the printer.
4. Release the **FEED** button once the self-test printout begins. The printer will print its internal settings and a character set.

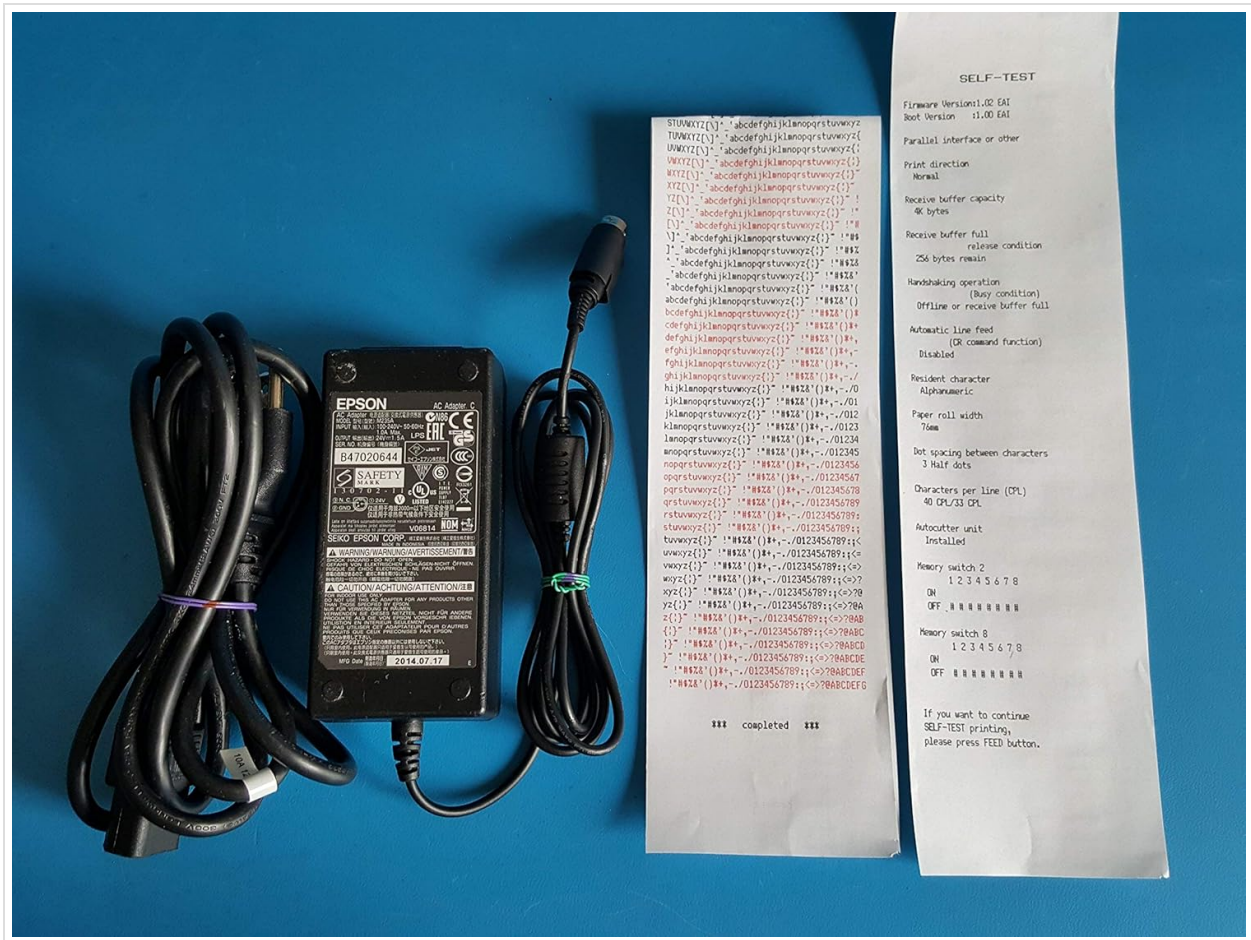


Figure 6: The Epson TM-U220B printer alongside its power supply and a printed self-test receipt. This printout details the printer's current configuration and capabilities.

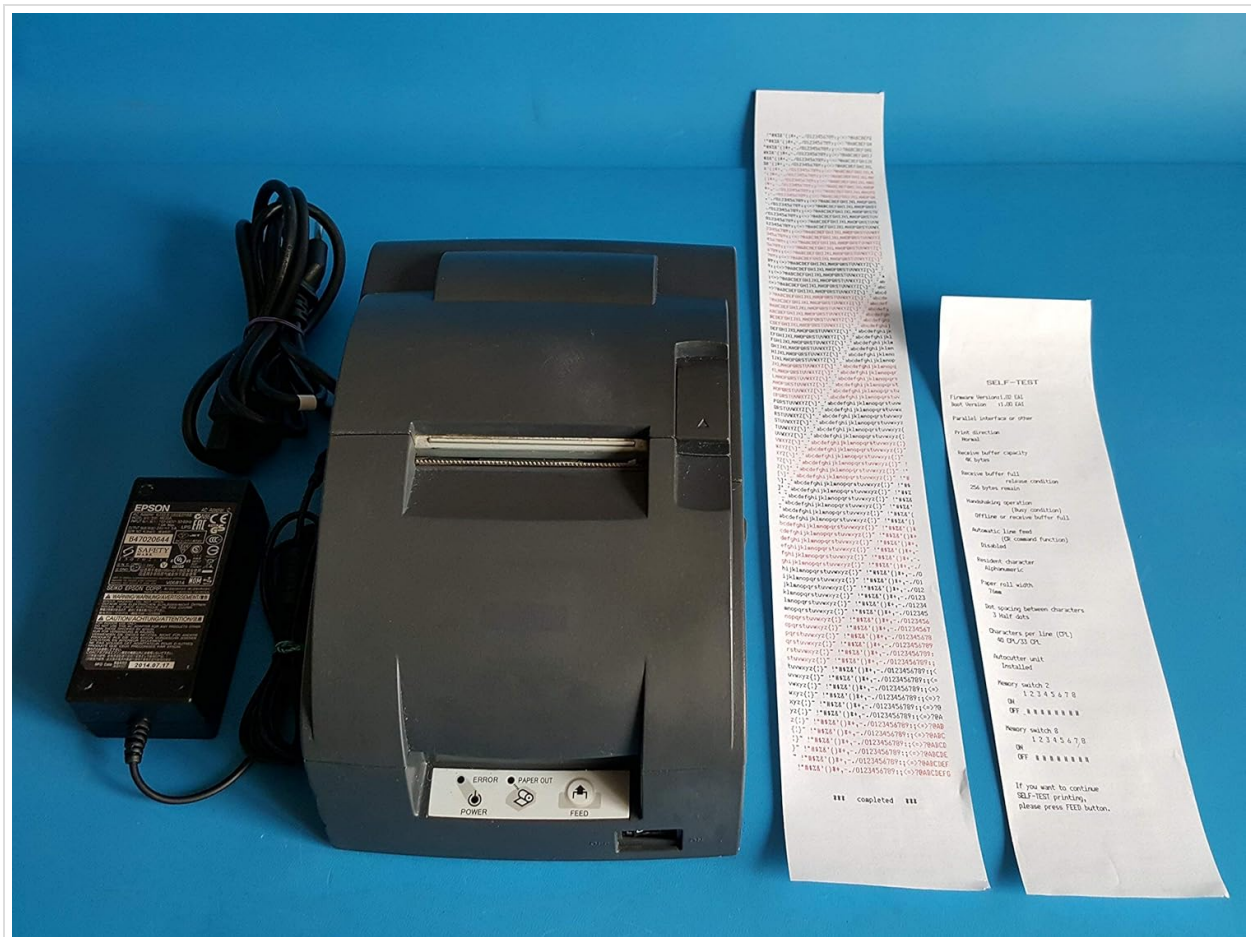


Figure 7: Top view of the Epson TM-U220B printer with a long self-test printout extending from the paper exit. This confirms

the printer's operational status.

## MAINTENANCE

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### 1. Ribbon Replacement

When print quality degrades or the ribbon is visibly worn, it's time to replace the ribbon cartridge. The Epson TM-U220B uses a red and black ribbon.

1. Ensure the printer is powered off.
2. Open the printer cover.
3. Carefully remove the old ribbon cartridge.
4. Insert the new ribbon cartridge, ensuring it clicks into place and the ribbon is properly aligned.
5. Close the printer cover.

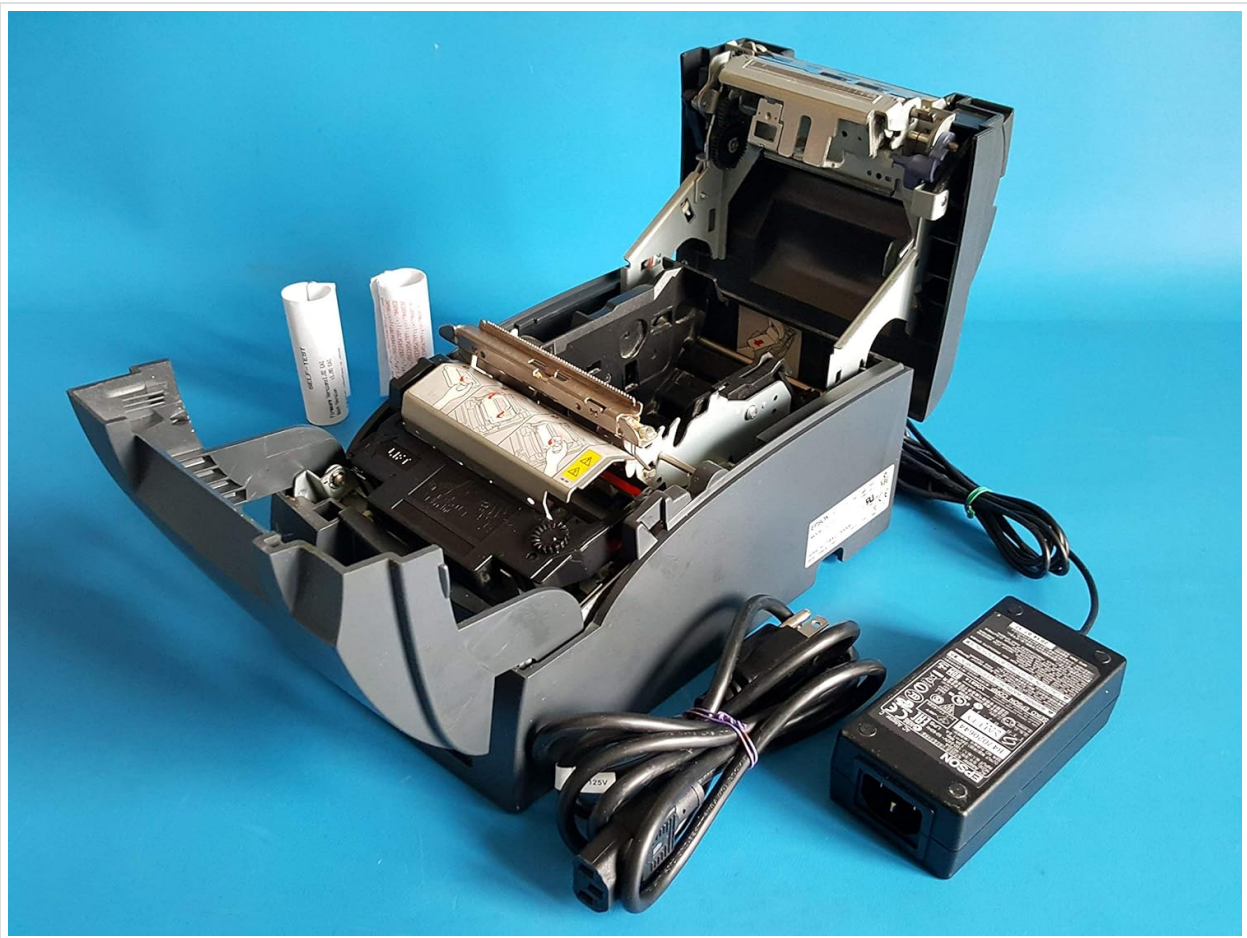


Figure 8: The Epson TM-U220B printer with its top cover open, revealing the internal mechanism, including the area for ribbon and paper installation. This view is useful for maintenance tasks.

### 2. Cleaning

Regular cleaning helps maintain print quality and extends the printer's life.

- Use a soft, lint-free cloth to wipe the exterior of the printer.
- For internal cleaning, especially around the print head and paper path, use compressed air or a small brush to remove paper dust and debris. Ensure the printer is powered off before cleaning.

## TROUBLESHOOTING

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This section addresses common issues you might encounter with your Epson TM-U220B printer.

## Common Indicators and Solutions

Symptom/Indicator	Possible Cause	Solution
<b>ERROR</b> light is on/flashing	Paper jam, cover open, or other internal error.	Check for paper jams, ensure the printer cover is closed securely. Power cycle the printer.
<b>PAPER OUT</b> light is on	No paper or paper roll is empty.	Load a new roll of receipt paper.
Printer not responding/printing	Incorrect DIP switch settings, driver issue, or loose USB connection.	<ul style="list-style-type: none"><li>• Verify USB cable is securely connected.</li><li>• Ensure printer drivers are correctly installed and updated.</li><li>• Check DIP switch settings on the bottom of the printer (refer to Figure 5). Compare with your previous printer's settings if replacing an old unit.</li><li>• Power cycle both the printer and the connected computer/POS system.</li></ul>
Poor print quality or faded print	Worn ribbon, dirty print head, or incorrect paper type.	Replace the ribbon cartridge. Clean the print head and paper path. Ensure you are using compatible receipt paper.

## SPECIFICATIONS

Feature	Detail
Brand	Epson
Model Name	TM-U220B (M188B)
Item Model Number	TM U220B
Serial Number	F6XG153006
Connectivity Technology	USB
Printing Technology	Dot Matrix
Printer Output	Monochrome (with two-color ribbon capability)
Special Feature	Autocutter, USB interface, 2 Color capable printing with 2 color ribbon
Printer Ink Type	Two-color ribbon (Red & Black)
Resolution	240 dpi
Product Dimensions	15 x 10 x 11 inches
Item Weight	7.78 pounds
UPC	703669623800, 070366962380

## WARRANTY AND SUPPORT

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### Warranty Information

This renewed Epson TM-U220B printer comes with a **90-day limited warranty**. For specific details regarding coverage and claims, please refer to the Amazon Renewed Guarantee or contact the seller directly.

### Technical Support

For technical assistance, driver downloads, or further troubleshooting, please visit the official Epson support website or contact the seller, "Point of Sale Printers, Parts & More", for support related to this renewed product.

*Serial Number for reference:* **F6XG153006**