## Epson TM-U220B

# Epson TM-U220B Dot Matrix POS Printer Instruction Manual

## 1. INTRODUCTION

The Epson TM-U220B is a compact and reliable dot matrix impact printer designed for Point-of-Sale (POS) and kitchen/bar environments. It offers high-speed printing and versatile connectivity options, making it suitable for various business applications. This manual provides essential information for setting up, operating, and maintaining your printer.

## 2. WHAT'S IN THE BOX

Verify that all items are present in the package:

- TM-U220PB Printer
- User Manual
- Ribbon Cassette (ERC-38)
- Power Switch Cover
- Paper Roll
- Adaptor C with AC Cord

## 3. PRODUCT OVERVIEW

Familiarize yourself with the key components of your Epson TM-U220B printer.

**Figure 3.1: Front View**

This image displays the front of the printer, highlighting the paper output slot and the control panel. The control panel includes indicator lights for Power, Error, and Paper Out, along with a Feed button.

**Figure 3.2: Rear Connectivity Ports**
This image shows the rear panel of the printer, detailing the DK Port and the Ethernet 10/100Base-T/TX port for system connectivity.

# 4. SETUP

## 4.1 Connecting Power

1. Connect the Adaptor C with AC cord to the power input port on the printer.
2. Plug the AC cord into a standard electrical outlet.

## 4.2 Connecting Data

The printer supports two main connectivity options:

- **Ethernet:** Connect an Ethernet cable from the printer's Ethernet port to your network router or switch.
- **DK Port:** Connect a compatible cable from the printer's DK Port to your cash drawer or other peripheral device.

## 4.3 Loading Paper

1. Open the paper cover by lifting the latch.
2. Insert a new paper roll into the paper compartment. Ensure the paper feeds from the bottom of the roll and the leading edge is straight.
3. Pull a small amount of paper past the cutter.
4. Close the paper cover firmly until it latches. The printer will automatically feed the paper to the correct position.

## 4.4 Installing Ribbon Cassette

1. Open the printer cover.
2. Align the ribbon cassette (ERC-38) with the guides inside the printer.
3. Press down firmly until the cassette clicks into place. Ensure the ribbon is taut and not twisted.
4. Close the printer cover.

# 5. OPERATING INSTRUCTIONS

## 5.1 Power On/Off

Use the power switch located on the front of the printer to turn the unit on or off.

## 5.2 Printing

The TM-U220B utilizes a 9-pin, serial impact dot matrix printing method with a resolution of 203 x 203 dpi. It supports print speeds up to 6.0 lines per second (lps) at 30 columns per inch (cpi) or 4.7 lps at 40 cpi. The printer is designed for right-side-up printing, which is beneficial for kitchen orders.

## 5.3 Paper Handling

The printer features convenient drop-in paper loading and an integrated auto-cutter. It accommodates paper rolls with widths of 58mm, 70mm, or 76mm, and a maximum diameter of 83mm.

## 5.4 Operating System Compatibility

The Epson TM-U220B is compatible with a wide range of operating systems, including:

- Microsoft Windows 8 (32bit/64bit)
- Windows 7 SP1 (32bit/64bit)
- Windows Vista SP2 (32bit/64bit)
- Windows XP Professional SP3 (32bit)
- Windows Server 2012 (64bit)
- Windows Server 2008 R2
- Windows Server 2008 SP2 (32bit/64bit)
- Windows Embedded 7 (32bit/64bit)
- Windows Embedded POSReady 7
- Windows Embedded POSReady 2009

It also supports printing directly from iOS, Android, and Windows mobile devices.

# 6. MAINTENANCE

## 6.1 Ribbon Cassette Replacement

Replace the ERC-38 ribbon cassette when print quality begins to fade. The ribbon life is approximately 3,000,000 characters for black and 1,500,000 characters (black) / 750,000 characters (red) for black/red ribbons.

## 6.2 Cleaning

Regularly clean the printer's exterior with a soft, slightly damp cloth. Ensure the printer is powered off and unplugged before cleaning. Avoid using abrasive cleaners, solvents, or excessive moisture, as these can damage the printer components.

# 7. TROUBLESHOOTING

## 7.1 Error Indicators

The control panel on the front of the printer features indicator lights for 'ERROR' and 'PAPER OUT'. Observe these lights for initial diagnosis of common issues.

- **ERROR Light:** If this light is on or flashing, it indicates a general printer error. Consult the detailed error codes in the full user manual for specific issues.
- **PAPER OUT Light:** This light illuminates when the printer is out of paper or the paper is not loaded correctly.

## 7.2 Common Issues

- **No Power:** Ensure the power adapter is securely connected to both the printer and a functional power outlet. Verify the power switch is in the 'On' position.
- **No Print Output:** Check if paper is loaded correctly and if the ribbon cassette is properly installed. Confirm that the printer is connected to the host system and that the correct drivers are installed and configured.
- **Paper Jams:** If paper becomes jammed, power off the printer, open the paper cover, and carefully remove any jammed paper. Ensure the paper roll is correctly seated and not too tight, then close the cover and power on the printer.
- **Connectivity Issues:**

  - *Ethernet:* Verify the network cable is securely connected to both the printer and the network device. Check network settings on your host system and ensure the printer has a valid IP address.
  - *DK Port:* Ensure the cable connecting to the cash drawer or other device is properly attached.

# 8. SPECIFICATIONS

| Feature | Specification |
|---|---|
| Print Method | 9-pin, serial impact dot matrix |
| Print Resolution | 203 x 203 dpi |
| Print Speed | 4.7 lps (40 cpi), 6.0 lps (30 cpi) |
| Print Fonts | 7 x 9 / 9 x 9 |
| Character Size | 1.2 x 3.1 mm / 1.6 x 3.1 mm (W x H) |
| Characters per Inch | 17.8/16 or 14.5/13.3 cpi |
| Paper Dimensions (Width) | 57.5 ± 0.5 mm, 69.5 ± 0.5 mm, 76 ± 0.5 mm |
| Paper Diameter (Max) | 83 mm |
| Paper Thickness | 0.06 to 0.085 mm |
| Copy Capability | One original and one copy |

| Feature | Specification |
|---|---|
| Inked Ribbon | ERC-38 (black, black/red) |
| Interfaces | DK Port, Ethernet 10/100Base-T/TX |
| Data Buffer | 40 bytes or 4KB |
| Power | 24 VDC ± 7% |
| Dimensions (W x D x H) | 160 x 248 x 138.5 mm (6.29 x 9.76 x 5.45 inches) |
| Weight | 2.5 kg (5.5 lbs) |
| Color | Epson Dark Gray (EDG) |
| Model Name | TM-U220B |
| Item Model Number | U220PB |
| UPC | 010343922518 |

## 9. WARRANTY AND SUPPORT

For detailed warranty information, technical support, and service inquiries, please refer to the warranty card included with your product or visit the official Epson support website. You can typically find support resources, driver downloads, and contact information for customer service there.