

Epson M30II

Epson TM-M30II Thermal Receipt Printer User Manual

Model: M30II

1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, maintenance, and troubleshooting of your Epson TM-M30II Thermal Receipt Printer. Please read this manual thoroughly before using the product to ensure proper and safe operation.

The Epson TM-M30II is a compact and versatile thermal receipt printer designed for Point-of-Sale (POS) environments. It offers both Bluetooth and Ethernet connectivity, high-speed monochrome printing, and an auto-cutter for efficient receipt handling.

2. PACKAGE CONTENTS

Before proceeding with the setup, please verify that all items listed below are included in your package:

- Epson TM-M30II Thermal Receipt Printer
- Power Adapter
- 1 Thermal Roll Paper
- Power Switch Cover
- Roll Paper Guide

3. PHYSICAL FEATURES

Familiarize yourself with the various components of your printer.



Figure 3.1: Angled view of the Epson TM-M30II printer, highlighting the power button and paper output area.



Figure 3.2: Front view of the Epson TM-M30II printer, showing the power and feed buttons.

Indicator Lights and Buttons

- **Power Button:** Located on the front panel, used to turn the printer on or off.
- **Feed Button:** Used to manually feed paper.
- **Status Indicator:** Displays the printer's operational status (e.g., power on, error, paper out).
- **Network Indicator:** Shows the status of the network connection.

4. SETUP

4.1 Unpacking and Placement

1. Carefully remove the printer and all accessories from the packaging.

2. Place the printer on a stable, flat surface. Ensure adequate ventilation around the unit.
3. Avoid placing the printer in direct sunlight or near heat sources.

4.2 Loading Thermal Paper

1. Open the printer's paper cover.
2. Insert the thermal paper roll 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 paper cover firmly until it clicks into place.

4.3 Connecting Power

1. Connect the power adapter cable to the printer's power input port.
2. Plug the power adapter into a standard electrical outlet.
3. Press the power button to turn on the printer. The power indicator light should illuminate.

4.4 Connectivity Options

The TM-M30II supports Ethernet and Bluetooth connectivity.

Ethernet Connection

1. Connect one end of an Ethernet cable to the LAN port on the printer.
2. Connect the other end of the Ethernet cable to your network router or switch.
3. The network indicator light on the printer will show the connection status.

Bluetooth Connection

1. Ensure the printer is powered on.
2. On your host device (e.g., tablet, smartphone, computer), enable Bluetooth.
3. Search for available Bluetooth devices and select the Epson TM-M30II.
4. Follow the on-screen prompts to pair the devices. A pairing code may be required (refer to your device's manual or Epson support for default codes).

5. OPERATING INSTRUCTIONS

5.1 Basic Printing

Once the printer is connected to your host device and has paper loaded, you can initiate printing from your POS software or application. The printer will automatically cut the receipt after printing.

5.2 Indicator Lights

- **Solid Blue:** Printer is powered on and ready.
- **Flashing Blue:** Data is being received or processed.
- **Solid Red:** Error condition (e.g., paper out, cover open).
- **Flashing Red:** Recoverable error or warning.

5.3 Using the Feed Button

Press the feed button briefly to advance the paper by a small amount. Press and hold the feed button to continuously feed paper.

6. MAINTENANCE

6.1 Cleaning the Printer

Regular cleaning helps maintain print quality and extends the life of your printer.

- Turn off the printer and unplug the power cord before cleaning.
- Use a soft, lint-free cloth slightly dampened with water or a mild, non-abrasive cleaner to wipe the exterior of the printer.
- To clean the thermal print head, use an alcohol-based cleaning pen or a cotton swab lightly dampened with isopropyl alcohol. Allow it to dry completely before use.
- Remove any paper dust or debris from the paper path using a soft brush or compressed air.

6.2 Replacing Paper Roll

When the paper runs out, the paper out indicator will illuminate. Follow the steps in Section 4.2 to load a new thermal paper roll.

7. TROUBLESHOOTING

This section addresses common issues you might encounter with your Epson TM-M30II printer.

Problem	Possible Cause	Solution
Printer does not power on.	Power cord not connected; power outlet faulty.	Ensure power cord is securely connected. Try a different power outlet.
No print output.	Paper out; paper loaded incorrectly; connectivity issue.	Load new paper correctly. Check network/Bluetooth connection. Restart printer and host device.
Poor print quality.	Print head dirty; low quality paper; incorrect settings.	Clean the print head (Section 6.1). Use recommended thermal paper. Check printer driver settings.
Paper jam.	Paper loaded incorrectly; foreign object in paper path.	Turn off printer, open cover, carefully remove jammed paper. Ensure paper is loaded straight.
Bluetooth connection fails.	Printer not in pairing mode; incorrect pairing code; interference.	Ensure printer is discoverable. Re-enter pairing code. Move printer closer to host device.

8. SPECIFICATIONS

Detailed technical specifications for the Epson TM-M30II Thermal Receipt Printer.

Printing Technology	Thermal line
Print Speed	Up to 250 mm/sec (9.8 inches/sec)
Print Resolution	203 dpi (dots per inch)

Print Output	Monochrome
Auto Cutter	Yes
Connectivity	Bluetooth 3.0 EDR, LAN (Ethernet), WiFi (Dongle Required)
Max Media Size	Roll (3.13 inches / 80 mm)
Roll Maximum Outer Diameter	3.3 inches
Roll Core Diameter	0.71 inches
Power Consumption (Operational)	32.4 watts
Power Consumption (Standby)	1 watt
Dimensions (W x D x H)	5 x 5 x 5.3 inches (127 x 127 x 134.6 mm)
Weight	2.87 lbs (1.3 kg)
MTBF (Mean Time Between Failures)	360,000 Hours
Compliant Standards	CAN/CSA-C22.2 No. 62368-1, EMI, FCC Class A certified, ICES-003 Class A, UL 62368-1

9. WARRANTY INFORMATION

The Epson TM-M30II Thermal Receipt Printer comes with a limited warranty. For specific terms and conditions, please refer to the warranty card included in your product packaging or visit the official Epson support website. Keep your proof of purchase for warranty claims.

10. CUSTOMER SUPPORT

For further assistance, technical support, or to download the latest drivers and software for your Epson TM-M30II printer, please visit the official Epson support website or contact their customer service department.

Epson Official Website: epson.com/support

Please have your printer's model number (M30II) and serial number ready when contacting support.

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ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question