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› Epson TM-M30II Thermal Receipt Printer User Manual

Epson M30II

Epson TM-M30II Thermal Receipt Printer User Manual

Model: M30II

1. INTRODUCTION

This manual provides essential information for the setup, operation, maintenance, and troubleshooting of your Epson TM-M30II Thermal Receipt Printer. Designed for efficiency and reliability, this compact printer features an autocutter and offers versatile connectivity options via USB and Ethernet. Please read this manual thoroughly to ensure proper use and longevity of your device.



Image: The Epson TM-M30II Thermal Receipt Printer, showcasing its compact design and black finish.

2. WHAT'S IN THE BOX

Please verify that all the following components are included in your product package:

- Epson TM-M30II Thermal Receipt Printer
- Autocutter (integrated)
- Power Adapter
- Power Cable
- USB Cable
- Starter Thermal Paper Roll
- Setup Guide / Documentation



Image: Unboxed contents of the Epson TM-M30II, including the printer, cables, and documentation.



Image: The retail packaging box for the Epson TM-M30II printer.

3. SETUP

3.1 Physical Connections

1. Connect the power adapter to the printer's power port and then plug it into a standard electrical outlet.
2. For USB connection: Insert one end of the USB cable into the printer's USB-B port and the other end into an available USB port on your computer or host device.
3. For Ethernet connection: Connect an Ethernet cable from the printer's Ethernet port to your network router or switch.



Image: Rear view of the Epson TM-M30II printer, highlighting the USB, Ethernet, and power ports for connection.

3.2 Paper Roll Installation

1. Open the printer's top cover by lifting the release lever.
2. Insert the thermal paper roll into the compartment, ensuring the paper feeds from the bottom and the leading edge is straight.
3. Pull a small amount of paper out past the autocutter.
4. Close the cover firmly until it clicks into place.

3.3 Driver Installation

To enable communication between your device and the printer, you must install the appropriate drivers. Visit the official Epson support website to download the latest drivers compatible with your operating system. For detailed, step-by-step instructions on driver installation and configuration, please refer to the comprehensive online user manual:

[Epson TM-M30II Online Manual](#)

3.4 Device Compatibility

The Epson TM-M30II printer is designed to be compatible with a wide range of Apple iOS devices, including:

- **iPhones:** XS Max, XS, XR, X, 8, 8 Plus, 7, 7 Plus, SE, 6s, 6s Plus, 6, 6 Plus
- **iPads:** 8th generation, 7th generation, Air 3rd generation, mini 5th generation, Pro (12.9-inch) 2nd generation, Pro (10.5-inch), 6th generation, 5th generation, Pro (9.7-inch), Pro (12.9-inch) 1st generation, Air 2, mini 4, mini 3, mini 2
- **iPod touch:** 6th generation

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MADE IN PHILIP

Made for:

**iPhone XS Max, iPhone XS, iPhone XR,
iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7,
iPhone 7 Plus, iPhone SE, iPhone 6s,
iPhone 6s Plus, iPhone 6, iPhone 6 Plus,
iPad 8th generation,
iPad 7th generation,
iPad Air 3rd generation,
iPad mini 5th generation,
iPad Pro (12.9-inch) 2nd generation,
iPad Pro (10.5-inch), iPad 6th generation,
iPad 5th generation, iPad Pro (9.7-inch),
iPad Pro (12.9-inch) 1st generation,
iPad Air 2, iPad mini 4, iPad mini 3,
iPad mini 2, iPod touch 6th generation**

Image: A label detailing the extensive list of compatible Apple iOS devices for the Epson TM-M30II printer.

4. OPERATING THE PRINTER

4.1 Powering On/Off

To power on the printer, press the power button located on the top panel. The power indicator light will illuminate. To turn off the printer, press the power button again.



Image: Top view of the Epson TM-M30II printer, showing the power button and indicator lights.

4.2 Printing Receipts

Once the printer is connected and drivers are installed, you can send print commands from your point-of-sale (POS) application or other software. The printer will automatically print the receipt and utilize its integrated autocutter to cleanly separate it.

4.3 Indicator Lights

The printer features several indicator lights to communicate its status:

- **Power Light:** Solid green when the printer is powered on.
- **Error Light:** Illuminates or flashes to indicate a general error condition (e.g., cover open, print head

error). Refer to the online manual for specific error codes.

- **Paper Out Light:** Illuminates when the paper roll is low or empty, signaling that it needs replacement.

5. MAINTENANCE

5.1 Cleaning the Printer

Regular cleaning helps maintain optimal performance and extends the life of your printer. Use a soft, lint-free cloth slightly dampened with water or a mild, non-abrasive cleaner to wipe the exterior surfaces. Avoid using harsh chemicals, solvents, or abrasive materials, as these can damage the printer's finish.

5.2 Replacing the Paper Roll

When the paper out indicator light illuminates, it's time to replace the paper roll. Follow the steps outlined in Section 3.2 (Paper Roll Installation) to replace the roll correctly.

6. TROUBLESHOOTING

This section provides solutions to common issues you might encounter with your Epson TM-M30II printer.

Problem	Possible Cause	Solution
Printer not powering on	Power cable not securely connected; Power outlet issue	Ensure power cable is firmly connected to both printer and outlet; Try a different electrical outlet.
No printing output	Paper out; Drivers not installed or corrupted; Incorrect connection (USB/Ethernet); Printer offline	Replace paper roll; Reinstall or update printer drivers; Verify USB/Ethernet cable connections; Check printer status in your operating system.
Receipts not cutting	Paper jam near autocutter; Autocutter malfunction	Carefully open the cover and clear any visible paper jams; If issue persists, contact customer support.
Poor print quality (faded/streaky)	Low quality thermal paper; Dirty print head	Ensure you are using high-quality thermal paper; Clean the print head using a recommended cleaning method (refer to online manual).

7. SPECIFICATIONS

Key technical specifications for the Epson TM-M30II Thermal Receipt Printer:

Feature	Detail
Model Name	M30II
Printing Technology	Direct Thermal
Print Resolution	203 x 203 dpi
Connectivity	USB, Ethernet (NO BLUETOOTH)

Feature	Detail
Autocutter	Yes, Integrated
Max Media Size	4 inches
Ink Color	Black (Thermal)
Memory Storage Capacity	64 MB
Item Weight	5.63 pounds
Package Dimensions	11.26 x 9.41 x 7.56 inches
UPC	657768534140



Image: Bottom view of the Epson TM-M30II printer, displaying model number, serial number, and patent information.

8. WARRANTY AND SUPPORT

8.1 Warranty Information

This Epson TM-M30II printer is covered by a 90-day limited warranty. Please retain your original purchase receipt or proof of purchase, as it will be required for any warranty claims. The warranty covers defects in materials and workmanship under normal use.

8.2 Customer Support

For technical assistance, driver downloads, frequently asked questions, or to contact customer service for further inquiries, please visit the official Epson support website. Their resources can provide comprehensive help for any issues not covered in this manual.

[Epson Official Support Website](#)