TM-C3500 Series
Developer's Guide

EPSON®
EXCEED YOUR VISION

Before use

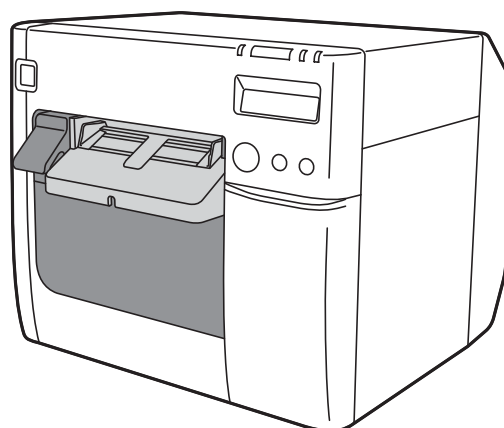**Functions and Operating Procedures of the Printer**

How to Use the Printer Driver

Application Development Information

Media Design

Printer Management

Appendix

Before use

This chapter describes information you should know before using the product.

Manuals for This Product

Paper manual

Start Here

Describes precautions on handling the product. Be sure to read the precautions before use in order to ensure safe and proper use, and to prevent personal injury to you and other persons and damage to property. This also gives instructions for unpacking and installing the product.

Manual viewable with PC

User's Guide

Describes details about the functions and operating procedures of the product and software, maintenance information, and troubleshooting.

Manual viewable with PC

Developer's Guide (This Manual)

Provides information necessary for developing a system using the product. It can be viewed from the supplied CD.

Downloading the Latest Version

The latest versions of the printer driver, utilities, and manuals can be downloaded from the following URLs.

For customers in North America, go to the following web site:
<www.epson.com/support/>

For customers in other countries, go to the following web site:

Symbols Used in This Guide

The following symbols are used in this guide to indicate important information.

|	
⚠ **CAUTION**	**Handling the product improperly by ignoring this symbol can lead to injury and property damage.**
🛑 **IMPORTANT**	Indicates information with which you must comply when using the product. Mishandling due to ignoring this information may cause the product to fail or malfunction.
✎ **NOTE**	Indicates supplementary explanations and information you should know.
☞	Indicates a reference page containing related information.

Product and Driver Versions

Unless otherwise specified, the explanations in this manual are for the following versions.

Product firmware: WAM31000

Printer driver: Ver.2.0.0.0

How to Check the Product Version

You can check the version of the product firmware being used by performing self test printing. Check the first line of the self test print results. For the procedure for the self-test printing, see the User's Guide.
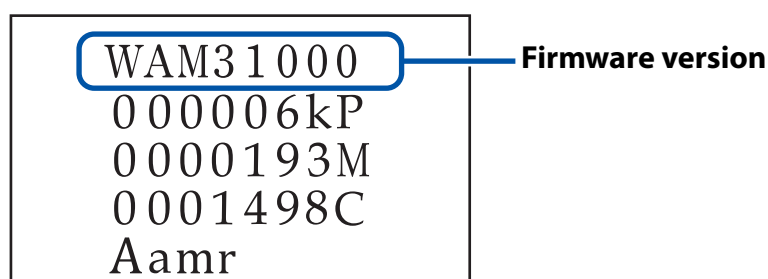
How to Check the Printer Driver Version

You can check the version in the printer driver screen.
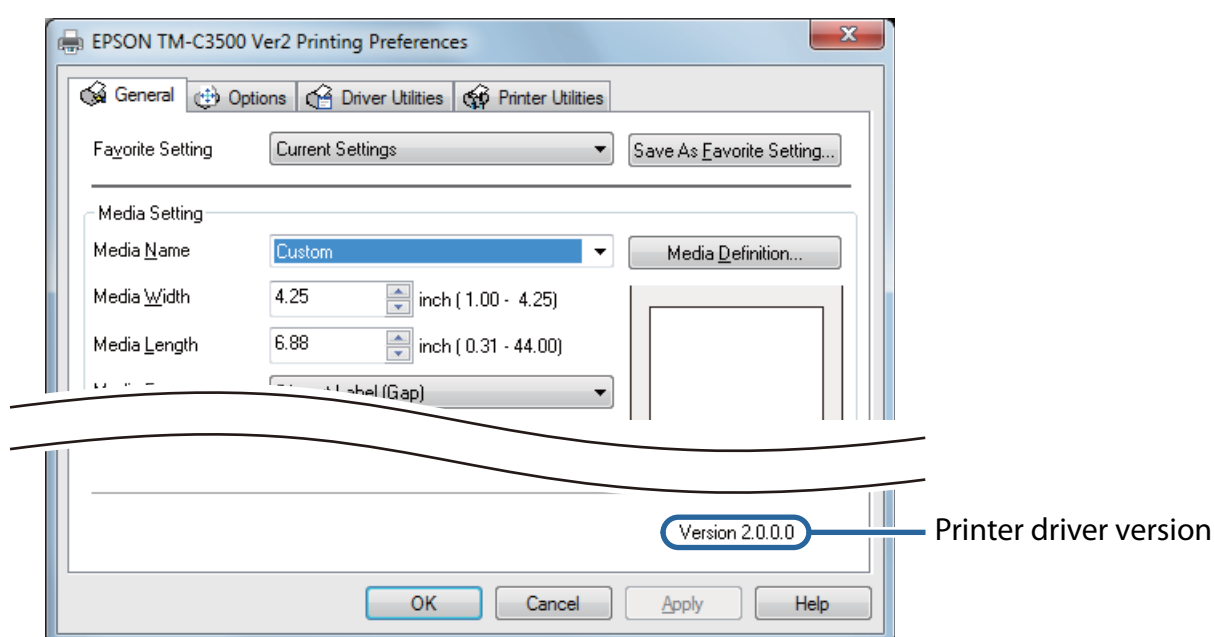
Screens in This Manual

The screens in this manual and the screens actually displayed in Windows may differ depending on the product used and operating system. Unless otherwise specified, the screens in this manual are those when using TM-C3500 in Windows 7.

Contents

Functions and Operating Procedures of the Printer

This chapter describes the functions of and how to use the printer.

Preventing Mistaken Operation of the Power Button

Attach the supplied power switch cover to prevent users from mistakenly pressing the power button. You can turn the printer power on and off by inserting a ballpoint pen or similar item with a thin tip into the hole of the power switch cover.

Attach the power switch cover by following the procedures below.

1   Pierce the middle of the power switch cover with a thin-tipped hard object to open the hole.
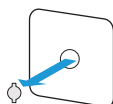
2   Peel off the backing of the double-sided tape of the power switch cover.

3   Affix the power switch cover over the printer power button.
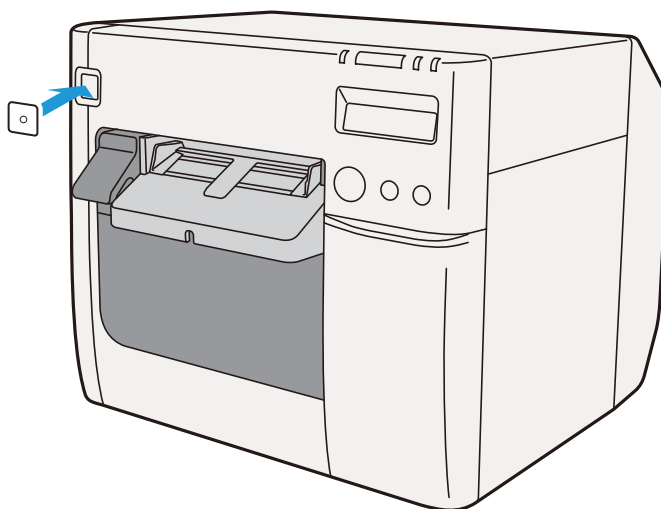
Disabling the Power Button

You can disable power button operation so that the power remains constantly on. Pressing the power button with the power disabled does not turn the power off but rather resets the printer.

Disable the power button by following the procedures below.

⚠ CAUTION	**Turn the printer off before removing the dip switch cover.** **Removing the cover while the power is on may cause the printer to fail due to a short circuit.**

1 Check that the printer is powered off.

2 Open the ink cartridge cover and remove the dip switch cover.
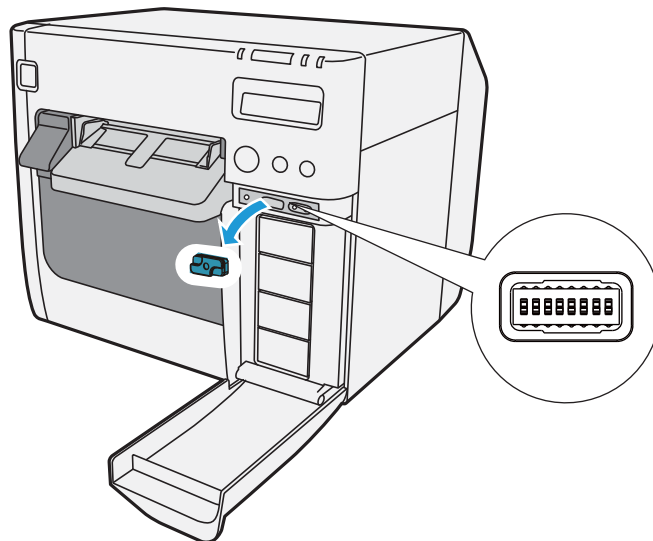
3   Use an object with a sharp tip to operate the dip switches.
The dip switches are numbered in order from the left. Up is the ON state
and down is the OFF state. Turn on dip switch 1.

ON

OFF
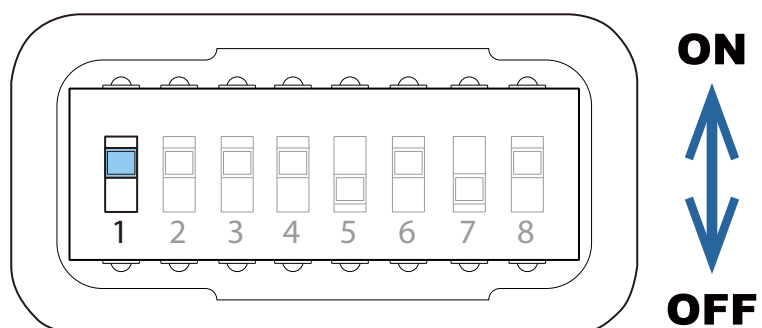
4   Attach the dip switch cover and close the ink cartridge cover.

Saving and Restoring PrinterSetting Settings

PrinterSetting is a utility to set the printer from a Windows computer. You can save settings made using PrinterSetting in a settings file. A settings file can be used as a backup file or master file when operating multiple printers.

✓: Can be saved

-: Cannot be saved

Menu		Setting item	Savable
General	Media Settings	Media source settings	✓
		Media detection settings	✓
	Printer Operation Settings	Nozzle Check Mode Settings	✓
		Paper Loading Settings	✓
Advanced Settings	Notification Settings	Beep Notification Setting at an Error	✓
		LED Notification Setting at Ink Low	✓
		Notification Setting at a Media Size Error	✓
	Panel Button Settings	Panel Button Settings	✓
	Operating Time Settings	Platen Vacuum Operation Pause Time Settings Data Standby Time Settings	✓
Printer Adjustment	Paper Feed Adjustment	Cut Position Adjustment Print Start Position Adjustment (Vertical Direction) Print Start Position Adjustment (Horizontal Direction)	✓
	Sensor Adjustment	Adjust the Label Gap Detection Sensor Adjust the Black Mark Detection Sensor	-
	Print Head Alignment	Banding Adjustment Bi-directional Printing Adjustment	-
Option		Media Source Settings Option	-

Saving Settings

Save settings by following the procedures below.

1 Display the printer driver.

2 Select the **Printer Utilities** tab and then click **Printer Setting**.
The **TM-C3500 PrinterSetting** screen appears.

3 Select **Settings Save and Restore**.
The **Settings Save and Restore** screen appears.

4 If set values can be acquired from this printer, the values acquired from the current settings will be displayed.

5 Click **Save Settings**.
The **Save** as screen appears

6 Specify a file name and saving location, and then click **Save**.

The successful operation message is displayed to indicate that settings have been saved.

Restoring Settings

Restore settings by following the procedures below.

1 Display the printer driver.

2 Select the **Printer Utilities** tab and then click **Printer Setting**.
The **TM-C3500 PrinterSetting** screen appears.

3 Select **Settings Save and Restore**.
The **Settings Save and Restore** screen appears.

4 Click **Restore Settings**.
The **Open** screen appears.

5 Select the settings file you want to restore and click **Open**.
A confirmation screen appears.

6 Click **OK**. File restoration starts.

7 A message is displayed when restoration is completed. Click **OK**.

The successful operation message is displayed to indicate that settings have been restored.

How to Use the Printer Driver

This chapter describes the functions and operating procedures of the printer driver.

Printing Barcodes/2-Dimensional Symbols

This section describes how to use the fonts for barcodes/2-dimensional symbols of the printer driver, and how to print barcodes/2-dimensional symbols. Using a font for barcodes/2-dimensional symbol allows you to print barcodes/2-dimensional symbols with a high level of readability that is suitable for the resolution of this printer.

The settings flow is as follows.

Barcodes/2-Dimensional Symbol Settings

Set the type and size of barcodes/2-dimensional symbols in the font for barcodes/2-dimensional symbols of the printer driver.

Font Replacement

You can replace the printer driver fonts to replace the font for barcodes/2-dimensional symbols with a True Type font.

Printing from an Application

Use an application to create values for barcodes/2-dimensional symbols and print accordingly.
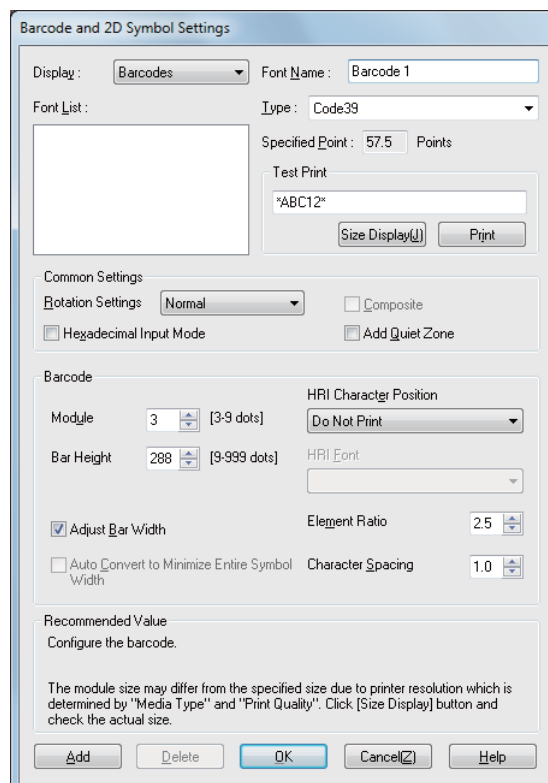
Barcodes/2-Dimensional Symbol Settings

Set items such as the type, size, and print direction of barcodes/2-dimensional symbols, and set the font for barcodes/2-dimensional symbols.
You can specify a total of 30 items for a barcodes and 2-dimensional symbols font.

Specify settings by following the procedures below.

1 Display the printer driver.

2 Click **Barcodes/2-Dimensional Symbols Settings** on the **Driver Utilities** tab.
The **Barcode and 2D Symbol Settings** screen appears.

3 From Type, select the barcode/2-dimensional symbol you want to specify. Setting items change depending on the type.

4 Set the displayed items. Right-click an item and then click **Help** to display an explanation of the setting item.

✎ NOTE	Setting point displays a point value corresponding to the size of the barcodes/2-dimensional symbols. Specify this value when printing from an application.

15

5 Click **Size Display** and check the printing size of the barcodes/2-dimensional symbols.
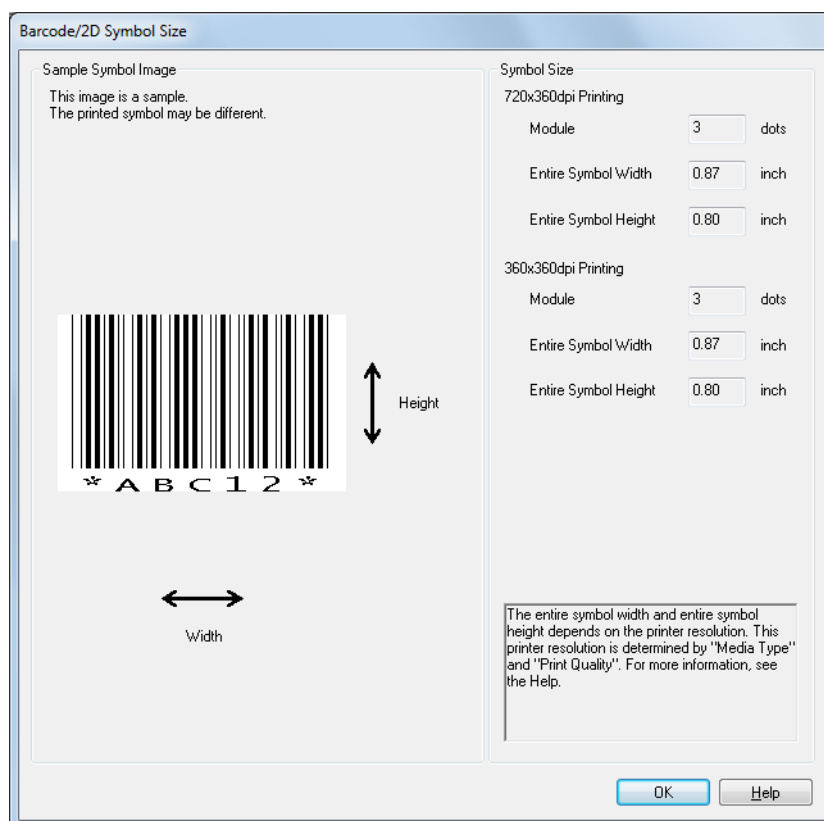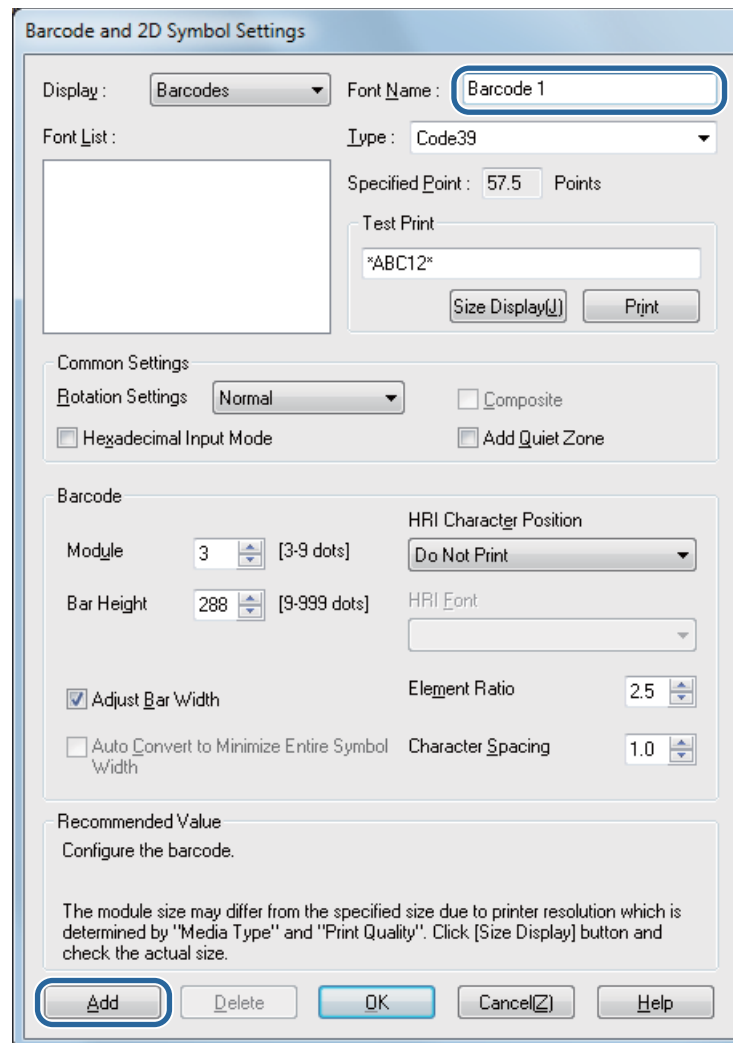
6 Input a character string into **Test print** and then click **Print**. After printing barcodes/2-dimensional symbols, use a scanner to check that they can be read.
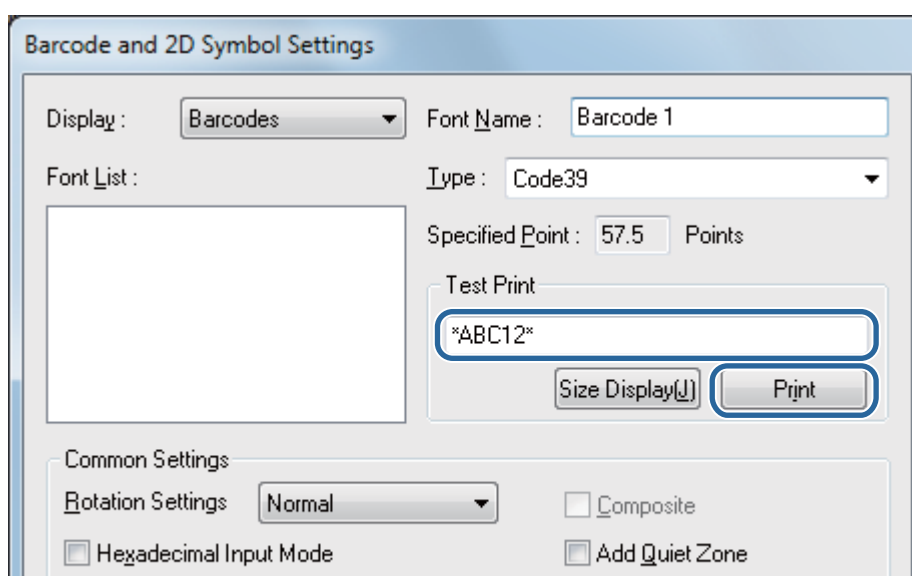
7 Input the name of the font for barcodes/2-dimensional symbols into **Font name** and then click **Add** on the lower left.

8 Check that the font for barcodes/2-dimensional symbols has been added to the **Font list** and then click **OK**. Close the **Barcode and 2D Symbol Settings** screen.

Setting of the barcodes/2-dimensional symbols is now completed.

Barcode Print Direction

Barcode print direction and name are as follows.

Fence barcode   Ladder barcode
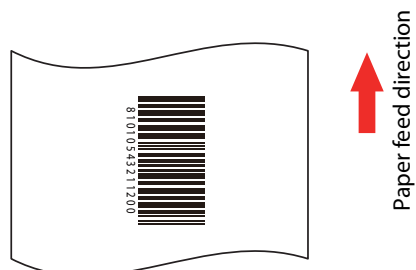
When printing ladder barcodes, it may not be possible to read the barcode with a barcode reader if printed straddling the feeding position. (☞ "Checking the Feeding Position" on page 35) For this reason, it is recommended to use fence barcodes or set the **Print Quality** to **Quality (Mode2)**.

Printing with ANSI Print Quality Grade

You can print with ANSI print quality grade depending on the media type, printer driver settings, and direction and size of barcodes/2-dimensional symbols. The setting items are as follows.

Barcodes

-: Not guaranteed

General settings		Print direction *1	Adjust Bar Width *2	Font settings of barcodes/2-dimensional symbols		
				Upper line: Minimum module (dot) Lower line: Minimum element ratio		
Media type	Print quality			ANSI grade D or higher	ANSI grade C or higher	ANSI grade B or higher
Plain paper	Speed	Fence	Yes	4 dot 2.5	-	-
		Ladder		6 dot 2.5	-	-
Synthetic paper Matte paper Glossy	Speed	Fence	Yes	3 dot 2.7	4 dot 2.5	
		Ladder		6 dot 2.5	-	-
	Quality (Mode1)	Fence		3 dot 2.7	4 dot 2.5	
		Ladder		6 dot 2.5	-	-
	Quality (Mode2)	Fence		3 dot 2.7	4 dot 2.5	
		Ladder		6 dot 2.5	-	-

General settings			Adjust Bar Width [2]	Font settings of barcodes/2-dimensional symbols		
				Upper line: Minimum module (dot) / Lower line: Minimum element ratio		
Media type	Print quality	Print direction [1]		ANSI grade D or higher	ANSI grade C or higher	ANSI grade B or higher
Wristbands	Speed	Fence	Yes	3 dot 2.7	4 dot 2.5	
		Ladder		6 dot 2.5 [3]	- [3]	-
	Quality (Mode1)	Fence		3 dot 2.7	4 dot 2.5	
		Ladder		6 dot 2.5 [3]	- [3]	-

*1: In some cases, missing dots and irregularity in ink shots may occur when printing ladder barcodes, resulting in the ANSI grade being lowered to F and making barcodes unreadable. Apply an innovative method such as printing HRI characters.

*2: Ink may penetrate the paper due to its characteristics, causing the bars of printed barcodes to become thicker. In such cases, reduce the data in a bar by one pixel and increase the blank space by one pixel (Adjust Bar Width).

*3: The recommended values for specified media types and barcodes are as follows.
For wristbands and Code 128: Five-dot module and ANSI grade D
For wristbands and Codabar: Four-dot module, minimum element ratio of 2.5, and ANSI grade C

📝 **NOTE**	If an odd number value is set for the **Module**, changing the **Media Type** and **Print Quality** causes the resolution to change, resulting in a change in the size of the printed barcode.

Stacked Type 2-Dimensional Symbols Fonts

Symbols: PDF417, GS1 DataBar Stacked, GS1 DataBar Stacked Omnidirectional, GS1 DataBar Expanded Stacked

-: Not guaranteed

General settings			Font settings of barcodes/2-dimensional symbols			
Media type	**Print quality**	**Straddling paper feeding** [*1]	**Module height** [*2]	**Minimum module (dot)**		
				ANSI grade D or higher	**ANSI grade C or higher**	**ANSI grade B or higher**
Plain paper	Speed	No	3	6 dot	-	-
		Yes		6 dot	-	-
Synthetic paper Matte paper Glossy	Speed	No		4 dot	-	-
		Yes		4 dot	-	-
	Quality (Mode1)	No		4 dot	-	-
		Yes		4 dot	-	-
	Quality (Mode2)	-		4 dot	-	-
Wristbands	Speed	No	3	4 dot	-	-
		Yes		4 dot	-	-
	Quality (Mode1)	No		4 dot	-	-
		Yes		4 dot	-	-

*1: To check whether a 2-dimensional symbol is straddling paper feeding, use **Display Media Feed Position** of the print preview function. For the print preview function, refer to "Checking the Feeding Position" on page 35.

*2: Recommended value when using PDF417

Matrix Type 2-Dimensional Symbols Fonts

Symbols: QR Code, DataMatrix

-: Not guaranteed

General settings		Straddling paper feeding[*1]	Font settings of barcodes/2-dimensional symbols		
Media type	Print quality		Minimum cell size (unit: 360 dpi)		
			ANSI grade D or higher	ANSI grade C or higher	ANSI grade B or higher
Plain paper	Speed	No	6 dot	-	-
		Yes	8 dot	-	-
Synthetic paper Matte paper Glossy	Speed	No	5 dot	6 dot [*2]	
		Yes	6 dot	7 dot	-
	Quality (Mode1)	No	5 dot	6 dot [*2]	
		Yes	6 dot	7 dot	-
	Quality (Mode2)	-	6 dot	7 dot	-
Wristbands	Speed	No	5 dot	6 dot [*2]	
		Yes	6 dot	7 dot	-
	Quality (Mode1)	No	5 dot	6 dot [*2]	
		Yes	6 dot	7 dot	-

*1: To check whether a 2-dimensional symbol is straddling paper feeding, use **Display Media Feed Position** of the print preview function. For the print preview function, refer to "Checking the Feeding Position" on page 35.

*2: QR Code only

Font Replacement

The Windows .NET application cannot be used to specify printer driver fonts for barcodes/2-dimensional symbols. For this reason, you must replace the font for barcodes/2-dimensional symbols set in the previous procedure with a Windows True Type font.

! IMPORTANT	For True Type fonts replacing barcode fonts, select fonts that are not being used as print data.

Replace fonts by following the procedures below.

1 Display the printer driver.

2 Select the **Driver Utilities** tab and then click **Font Replacement**. The **Font Replacement** screen appears.

3 From the **True Type Font Name**, click the True Type font you want to replace.

The selected font is displayed in the **Replacement True Type Font**.
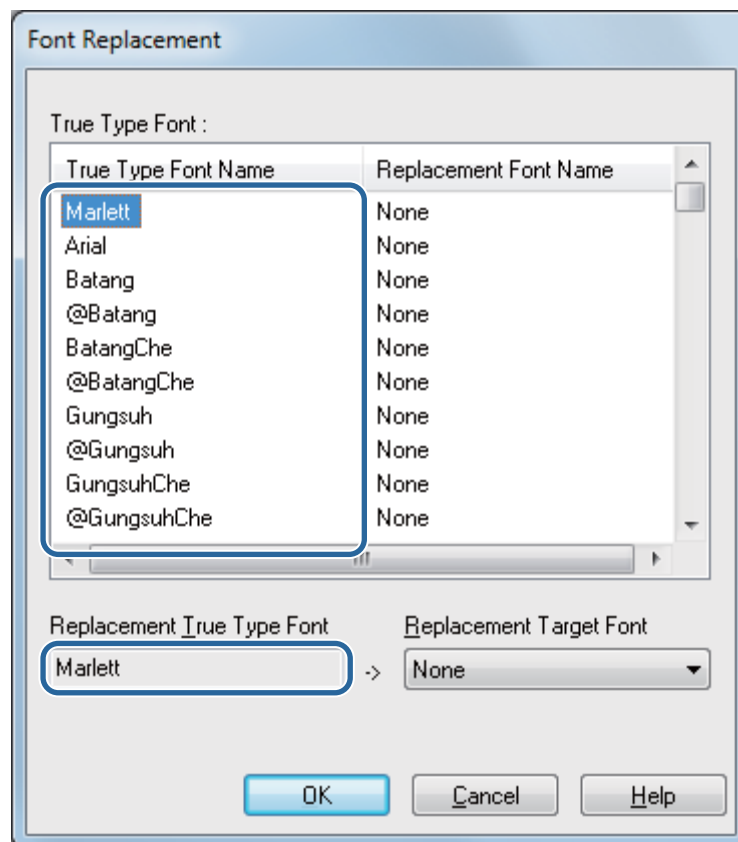
4   From the **Replacement Target Font**, select the previously set barcodes/2-dimensional symbols font.
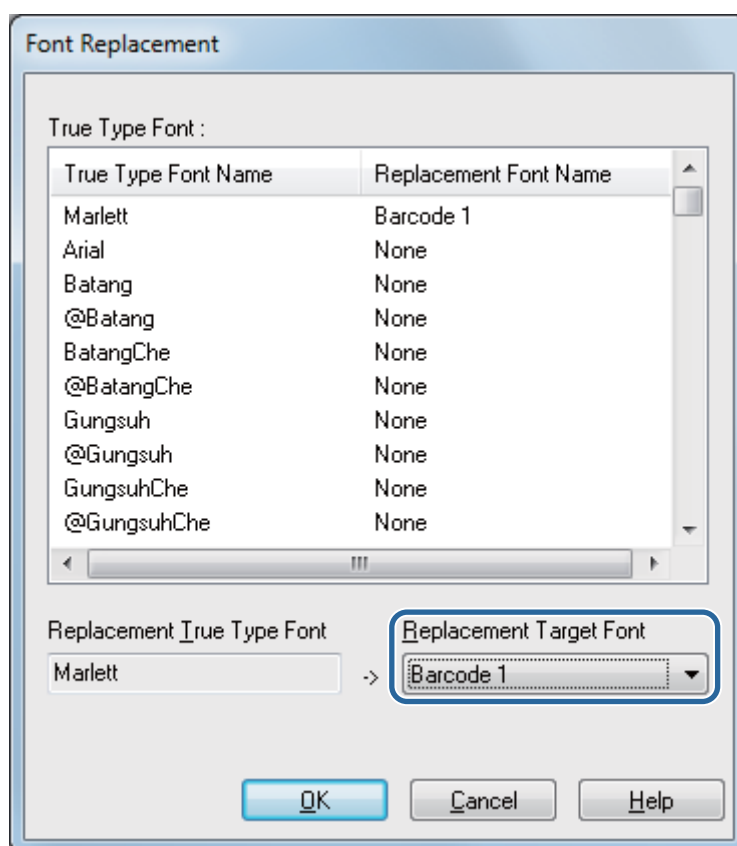
5   Click **OK** to close the **Font Replacement** screen.

Font replacement is now completed.

Printing from an Application

This section describes how to create character strings of barcodes/2-dimensional symbols and print using a specified True Type font.

Creating Character Strings of Barcodes/2-Dimensional Symbols

Refer to the following to create character strings of barcodes/2-dimensional symbols.

UPC-A

- Specify a character string of 11 to 12 digits.
- Although the first digit is the number system character, the bar code font is not checked.
- For 11 digits: The check digit is automatically added.
- For 12 digits: The 12th digit is processed as the check digit but the barcode font is not verified. If the composite is checked, the 12th digit is ignored and the check digit is automatically added.

UPC-E

- Specify a character string of six to eight or 11 to 12 digits.
- For six digits: The check digit is automatically added.
- For seven digits: Digits two to seven are data digits and the check digit is automatically added.
- For eight digits: Digits two to seven are data digits and the eighth digit is processed as the check digit but the barcode font is not verified.
  If the composite is checked, the eighth digit is ignored and the check digit is automatically added.
- For 11 digits: The check digit is automatically added.
- For 12 digits: The 12th digit is processed as the check digit but the barcode font is not verified. If the composite is checked, the 12th digit is ignored and the check digit is automatically added.
- For seven digits or more: Specify 0 (zero) because the first digit is processed as the number system digit.

JAN13(EAN)

- Specify a character string of 12 to 13 digits.
- For 12 digits: The check digit is automatically added.
- For 13 digits: The 13th digit is processed as the check digit but the barcode font is not verified. If the composite is checked, the 13th digit is ignored and the check digit is automatically added.

JAN8(EAN)

- Specify a character string of 7 to 8 digits.
- For seven digits: The check digit is automatically added.
- For eight digits: The 8th digit is processed as the check digit but the barcode font is not verified. If the composite is checked, the eighth digit is ignored and the check digit is automatically added.

CODE39

- Specify a character string with a maximum of 256 digits.
- If one or both of the start and stop codes ("*") are not specified, they are automatically added.

ITF

- Specify a character string with a maximum of 256 digits.
- If odd-digit data is specified, 0 (zero) is automatically added at the beginning of the string.

Codabar

- Specify a character string with a maximum of 256 digits.
- If a start code is not specified, 'A' is automatically added as the start code.
- If a stop code is not specified, a stop code that is the same as the start code is automatically added.
- If the start or stop code is input with lower-case characters, they are automatically converted to upper-case characters.

CODE93

- Specify a character string of 1 to 255 digits. awd
- A start code, two check digits, and a stop code are automatically added.
- Print characters indicating a start code (□) at the beginning of the HRI characters.
- Print characters indicating a stop code (□) at the end of the HRI characters.
- Print a combination of ■ and one alphabet character for the HRI control characters (00h to 1Fh, and 7Fh).

Control characters		HRI characters	Control characters		HRI characters	Control characters		HRI characters
ASCII	Hexadecimal number		ASCII	Hexadecimal number		ASCII	Hexadecimal number	
NULL	00	■U	VT	0B	■K	SYN	16	■V
SOH	01	■A	FF	0C	■L	ETB	17	■W
STX	02	■B	CR	0D	■M	CAN	18	■X
ETX	03	■C	SO	0E	■N	EM	19	■Y
EOT	04	■D	SI	0F	■O	SUB	1A	■Z
ENQ	05	■E	DLE	10	■P	ESC	1B	■A
ACK	06	■F	DC1	11	■Q	FS	1C	■B
BEL	07	■G	DC2	12	■R	GS	1D	■C
BS	08	■H	DC3	13	■S	RS	1E	■D
HT	09	■I	DC4	14	■T	US	1F	■E
LF	0A	■J	NAK	15	■U	DEL	7F	■F

CODE128

- Specify a character string of 2 to 255 digits.

- Specify either a start code or code selection characters (CODE A, CODE B, or CODE C) for the first two digits.

- Indicate special characters with a combination of '{' followed immediately by a single character.

- Adding a check mark to **Automatically Convert Symbol Overall Width to Minimum** results in the overall width of the Code 128 symbol being automatically converted to the minimum.
  Use this function when it is not necessary to specify a code set and you want to print barcodes by only inputting data for a desired symbol.
  Manually specify the code set if not checked.
  If code set C is specified, consider the two created digits as ASCII decimal numbers and specify the corresponding ASCII character(s).
  Example)   "37": Specify as "%".
  　　　　　　 "65": Specify as "A".
  　　　　　　 "979899": Specify as "abc".

- An error occurs if the data immediately following '{' is not as indicated below.

Control characters	ASCII	Control characters	ASCII	Control characters	ASCII
SHIFT	{S	CODE C	{C	FNC3	{3
CODE A	{A	FNC1	{1	FNC4	{4
CODE B	{B	FNC2	{2	'{'	{{

- Special HRI characters are expressed as follows.

Control characters	HRI characters
SHIFT	Not printed
CODE A/B/C	Not printed
FNC1-4	Space is printed
Control characters (00h to 1Fh, and 7Fh)	Space is printed

GS1-128

- Specify a character string of 2 to 255 digits.
- The delimiter of the application identifier is separated by "()" (parenthesis). (Although printed as HRI characters, they are not encoded.)
- A start code (CODE A, CODE B, or CODE C) and stop code are automatically added.
- Symbol characters FNC1 are automatically added following the start code.
- Specifying '*' results in the check digit being automatically calculated and converted to '*'.
- Specify two consecutive digits for the application identifier. An error occurs if not correctly specified.
- If the application identifier is (01), the 14th digit of data is made the check digit but if the check digit is specified, the barcode font is not verified. The check digit being automatically calculated and converted to '*' if the 14th digit is "*".
- Indicate special characters with a combination of '{' followed immediately by a single character.
- An error occurs if the data immediately following '{' is not as indicated below.

Control characters	ASCII	HRI characters
Control characters (00h to 1Fh, and 7Fh)		Space is printed
FNC1	{1	Space is printed
FNC3	{3	Space is printed
'{'	{{	{ is printed
'('	{(	(is printed
')'	{)	) is printed
'*'	{*	* is printed
Left parenthesis of application identifier	(	(is printed
Right parenthesis of application identifier	)	) is printed
Check digit position	*	Check digit is printed

GS1-128M

- Specify a character string of 38 to 66 digits.
- The delimiter of the application identifier is separated by "()" (parenthesis). (Although printed as HRI characters, they are not encoded.)
- A start code (CODE A, CODE B, or CODE C) and stop code are automatically added.
- Symbol characters FNC1 are automatically added following the start code.
- FNC1 is automatically added if FNC1 is not present at the end of the data following application identifier (30).

- An error occurs if FNC1 is present at the end of the data following application identifier (10) or (21) because FNC1 is not necessary.
- If the application identifier is (01), the 14th digit of the data section is made the check digit but if the check digit is specified, the barcode font is not verified. The check digit is automatically calculated and converted to '*' if the 14th digit is "*".
- An error occurs if the data immediately following the { is not a 1.
- Specify special characters according to the following formats.

Control characters	ASCII	HRI characters
FNC1	{1	Space is printed
Left parenthesis of application identifier	(	(is printed
Right parenthesis of application identifier	)	) is printed
Check digit position	*	Check digit is printed

- An error occurs if not according to the following formats.

Application identifier	Format
01	14-digit number
10	1 to 20 alphanumeric characters
17	6-digit number (YYMMDD)
21	1 to 20 alphanumeric characters
30	1 to 8 digit number

GS1 DataBar Omnidirectional/GS1 DataBar truncated /GS1 DataBar Limited

- Leading application identifier 01 is not included in the character string.
- When printing HRI characters, leading application identifier 01 is printed as "(01)" before the packing identification code.
- Do not add a check digit to the bar code data.
- When printing HRI characters, the check digit is printed after the product code.
- Specify '0' or '1' as the first digit if using GS1 DataBar Limited.

GS1 DataBar Expanded M

- Specify a character string of 38 to 66 digits (numbers not including '*').

- The delimiter of the application identifier is separated by "()" (parenthesis). (Although printed as HRI characters, they are not encoded.)

- FNC1 is automatically added if FNC1 is not present before application identifier (10) or (21).

- FNC1 is automatically added if FNC1 is not present at the end of the data following application identifier (30).

- An error occurs if FNC1 is present at the end of the data following application identifier (10) or (21) because FNC1 is not necessary.

- If the application identifier is (01), the 14th digit of the data section is made the check digit. If the check digit is not correct, an error occurs.
  (Different than the case of GS1-128 in that the check digit is not automatically calculated and added due to '*'.)

- '*' is skipped.

- An error occurs if the data immediately following the character string { is not a 1.

- Specify special characters according to the following formats.

Control characters	ASCII	HRI characters
FNC1	{1	Not printed
'('	{(	(is printed
')'	{)	) is printed
Left parenthesis of application identifier	(	(is printed
Right parenthesis of application identifier	)	) is printed
'*'	{*	* is printed
Skipped character	*	Not printed

GS1 DataBar Expanded

- Specify a character string of 2 to 255 digits.

- The delimiter of the application identifier is separated by "()" (parenthesis). (Although printed as HRI characters, they are not encoded.)

- Be sure to include all application identifiers in the character string.

- If the first data is 01 after deleting the application identifier, left and right parenthesis, and '*' from the specified data, checking is performed using the 14th digit counting from the digit following 01 as the check digit. An error occurs if not correct.

- If the data counting the digit following 01 is less than 14 digits, the check digit is not checked. (Different than the case of GS1-128 in that the check digit is not automatically calculated and added due to '*'. If '*' is specified, '*' is ignored and the following data is shifted by one digit each.)

- Specify special characters according to the following formats.

Control characters	ASCII	HRI characters
FNC1	{1	Not printed
Left parenthesis of application identifier	(	(is printed
Right parenthesis of application identifier	)	) is printed
'*'	{*	Error
Skipped character	*	Not printed

PDF417

- Automatic calculation is performed if the number of digits and rows is 0 (zero).

- If anything other than 0 (zero) is specified, specify so that the product of the number of digits and rows is 928 or less.

QRCode

- The size is determined according to the specified version. If not embedded in the specified version, it is automatically changed to the embedded version.

MaxiCode

- The header and secondary message can be omitted if using Mode 2 or 3.
- Specify special characters according to the following formats.

Control characters	Hexadecimal number notation
SHIFT	0x7B,0x53
CODE B	0x7B,0x42
CODE C	0x7B,0x43
FNC1	0x7B,0x31
FNC2	0x7B,0x32
FNC3	0x7B,0x33
FNC4	0x7B,0x34

GS1 DataBar Stacked / GS1 DataBar Stacked Omnidirectional

- You can specify a character string up to 13 digits.
- Do not include application identifier 01 at the beginning of the character string.
- Do not add a check digit to the character string.

GS1 DataBar Expanded Stacked

- It is a multi-row symbol version of GS1 DataBar Expanded. Data specification procedures are the same as that for GS1 DataBar Expanded.

AztecCode

- Both full-range and compact modes are supported.

DataMatrix

- Both square and rectangular shapes of version ECC200 are supported.

Specifying and Printing True Type Font

Specify the following in character strings of barcodes/2-dimensional symbols and print.

True Type Font

Use **Font Replacement** to specify the selected True Type font.

Point

Separately specify the point for each font for barcodes/2-dimensional symbols. Check the specified points of the fonts for barcodes/2-dimensional symbols.
(☞"Barcodes/2-Dimensional Symbol Settings" on page 15)
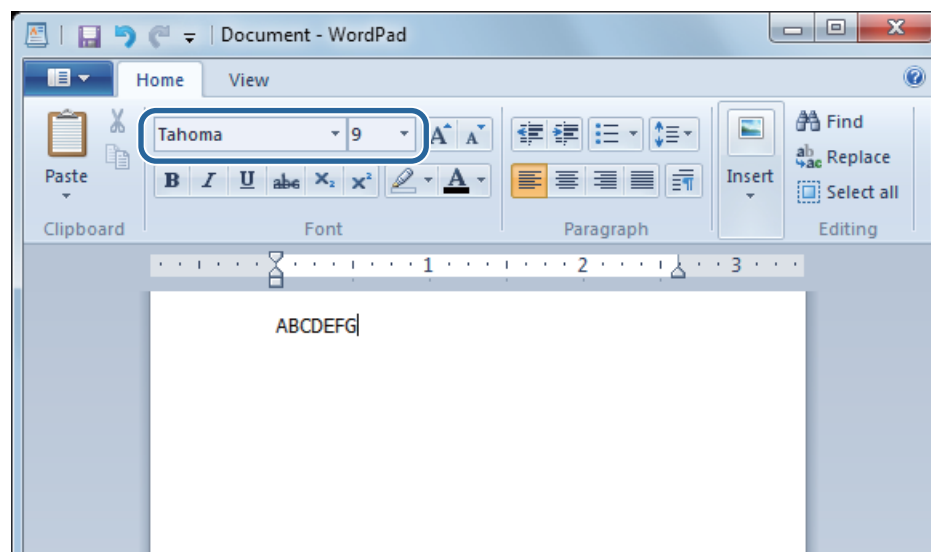
Checking the Feeding Position

If **Speed** or **Quality (Mode1)** is specified for the **Print Quality**, it may not be possible to read the barcodes/2-dimensional symbols if they are printed straddling the feeding position. Adjust the print data so that they are not straddling the feeding position. It is not necessary to check the feeding position or adjust it if **Quality (Mode2)** is specified for the **Print Quality** because the feeding position does not affect the reading accuracy of barcodes/2-dimensional symbols.

You can use **Print Preview** of the **General** tab to check an image of the print results before printing. The feeding position is not displayed if **Quality (Mode2)** is specified for the **Print Quality**.
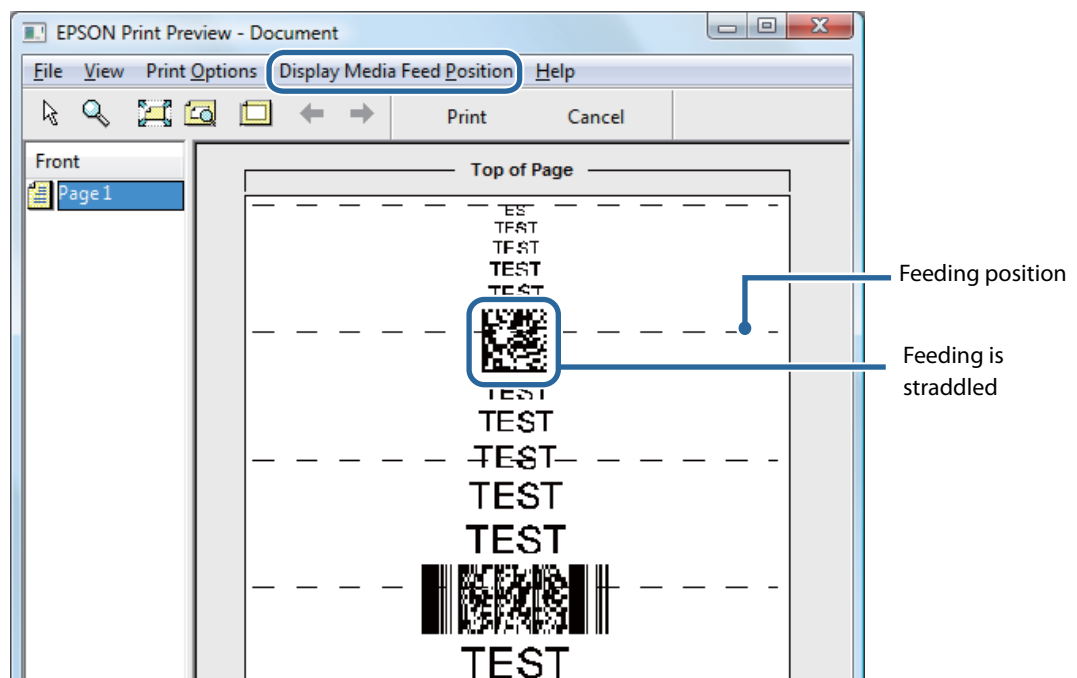
Favorites

You can use the favorites functions to register basic and extended settings of the printer driver together in one location.

Favorites Screen Configuration

Right-click an item and then click **Help** to display an explanation of the setting item.
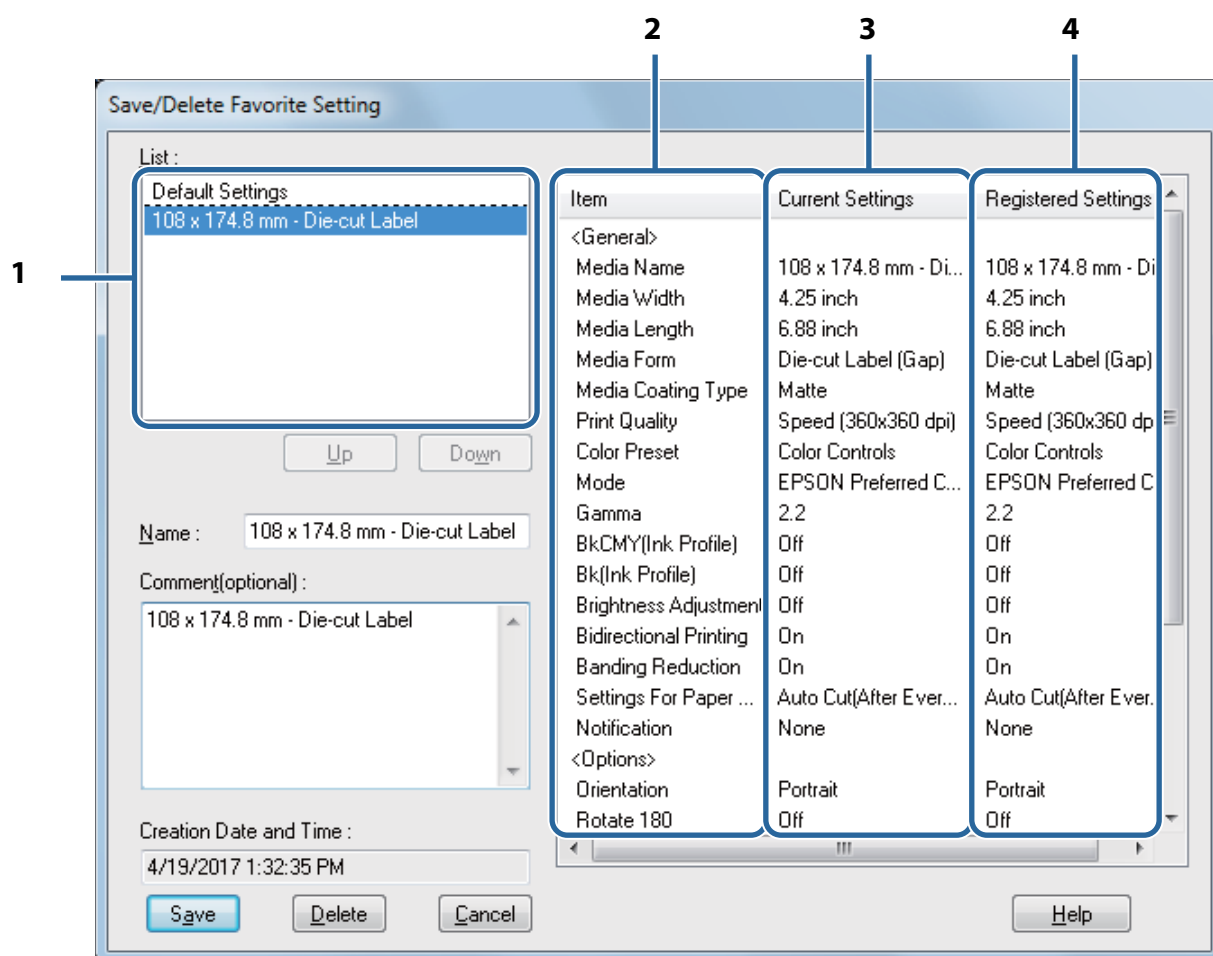
1	List

This is a list of your favorites.
The initial settings are those specified when the printer driver is installed.
The first setting at the top of the list is the default setting when the printer driver is started.
Click **Up**/**Down** to switch the order of the list.

2	Item

The favorites setting items.

3	Current Settings

Set value when you click **Save As Favorite Setting**.

4	Registered Settings

Favorite set value selected from the list.

Registering Favorites

Register favorites by following the procedures below

1 Set the printer driver to match the paper being used for printing.

2 Click **Save As Favorite Setting** of the **General** or **Options** tab.
The **Save/Delete Favorite Setting** screen appears.
The contents of the **General** and **Options** tabs are displayed under **Current Settings**.

3 Input the settings name into **Name** and then click **Add**.
The **Save/Delete Favorite Setting** screen closes.

4 The added settings name is **Favorite Setting** of the **General** or **Options** tab.
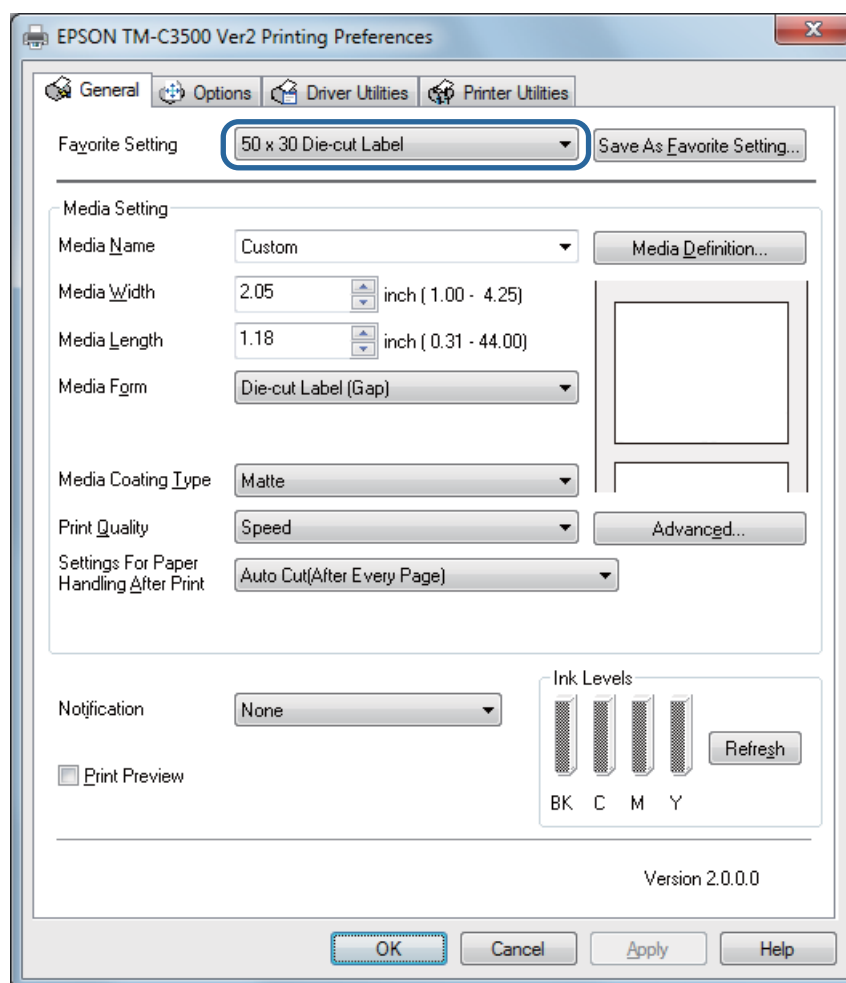
Registering favorites is now completed.

Importing/Exporting Settings Files

Printer driver settings can be exported to a BSF file. A BSF file can be used as a backup file or master file.

✎ **NOTE**	If the printer driver of another computer is specified by using a BSF file, the file cannot be imported if the printer driver version is not the same.

Settings that can be Exported to a BSF File

- Media definition
- Favorites
- Fonts of barcodes/2-dimensional symbols
- Font replacement
- Driver operation settings
- Epson log file settings
- Fatal error notification settings/Monitoring function settings

Settings that cannot be Exported to a BSF File

- Items set for this printer by using PrinterSetting
- Printer driver port settings (printer IP address and computer port)

Exported Settings

Exported settings by following the procedures below.

1 Display the printer driver.

2 Register favorites. (☞"Registering Favorites" on page 37)
If no favorites are registered, only the initial settings when the printer driver was installed are registered.

3 Click **Import/Export Settings** on the **Driver Utilities** tab.

The **Import/Export Settings** screen appears.

4 Click **Export Settings**.

The **Save As** screen appears.

5 Name and save the BSF file.

When the file has been saved, **Processing Completed** is displayed.

6 Click **OK**.

Exporting of settings is now complete.

Importing Settings

✎ **NOTE**	You can import settings from a BSF file to overwrite printer driver settings and save them.

Import settings by following the procedures below.

1 Display the printer driver.

2 Click **Import/Export Settings** on the **Driver Utilities** tab.
The **Import/Export Settings** screen appears.

3 Click **Import Settings**.
The **Overwrite confirmation** screen appears.

4 Click **OK**.
The **Open** screen appears.

5 Select the file to be imported.
Processing Completed is displayed.

6 Click **OK**.

Importing of settings is now complete.

Application Development Information

This chapter provides information required for application development using this printer.

Epson Inkjet Label Printer SDK

The Epson Inkjet Label Printer SDK is a software development kit (SDK) for developing TM-C3500 applications.

The Epson Inkjet Label Printer SDK contains the following tools. For use procedures, refer to the **Epson Inkjet Label Printer SDK User's Guide**.

Name	Overview
EPDI (EPSON Printer Driver Interface)	The Epson Driver Printer Interface (EPDI) provides the Application Programming Interface (API) for Epson printer drivers. Use the EPDI to directly control the printer driver settings from your own developed applications.
EpsonNet SDK	The EpsonNet SDK provides the API used for acquiring the status of Epson inkjet label printers. Use the EpsonNet SDK to acquire the status of network printers from your own developed applications.
Sample programs	These are sample programs for label printing. They also include sample programs using the EPDI and EpsonNet SDK. Application execution files and program source files are also provided.

Media Design

This chapter describes the required procedures for designing and arranging media (paper) that can be used with this printer.

Types of Media that can be Used

The types of media that can be used with this printer are as follows.

For detailed specifications, refer to .

<table>
<tr><th></th><th>Adhesive</th><th>Type</th><th>Category</th></tr>
<tr><td rowspan="2">Roll paper</td><td>Yes</td><td>Full-page labels
Die-cut labels (with black marks)
Die-cut labels (with gaps)</td><td>Plain paper
Matte paper
Synthetic paper
Glossy</td></tr>
<tr><td>No</td><td>Continuous paper
Continuous paper (with black marks)</td><td>Plain paper
Matte paper
Wristbands</td></tr>
<tr><td rowspan="2">Fanfold paper</td><td>Yes</td><td>Die-cut labels (with black marks)</td><td rowspan="2">Plain paper
Matte paper</td></tr>
<tr><td>No</td><td>Continuous paper (with black marks)</td></tr>
</table>

❗ IMPORTANT	Depending on the shape of die-cut labels, the labels may peel off their backing paper inside the printer. When you want to use die-cut labels that do not meet the specifications, contact qualified service personnel for advice.

Paper that cannot be Used

Do not load paper like the following. Such paper will cause paper jams and print stains.

Thermal paper
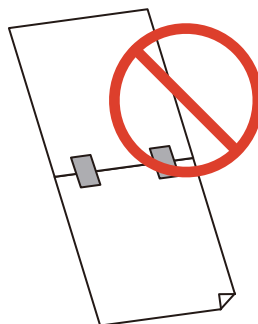
Paper joined together or lengthened by tape, etc.
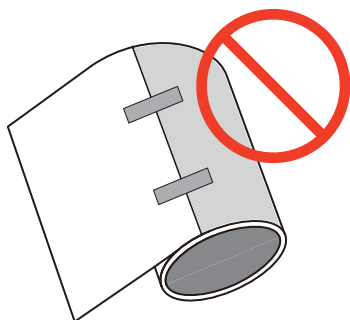
Paper joined to the core by tape, etc.
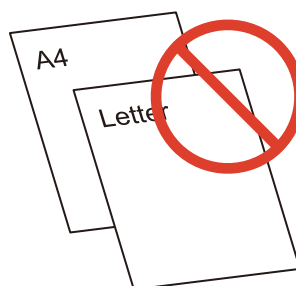
Paper of A size, B size, etc.

Paper Loading Detection

This printer is equipped with a paper loading detection function. This section describes detection methods and paper limitations.

Detection Methods

Black Mark Detection

Sensors are positioned facing the backside of the paper to detect paper loading from the optical reflectance of the paper.

(The black mark reflectance rate must be 10% or lower, and the white reflectance rate must be 70% or higher.)

In order to accurately detect black marks, use paper having black marks printed at the positions indicated for each black mark of the paper specifications.

Gap Detection

Transmission-type sensors are positioned along the paper path to detect paper loading from differences in the light transmission rates between the backing paper and labels.

(The light transmission rate of the backing label must be 40% or more and that of the label must be 23% or less.)

Light transmission rate: Light transmission rate (%) = Light transmission amount/Amount of irradiation light x 100

Paper Limitations

Preprinting Prohibited Area of Paper

Do not use paper preprinted in the following area if using paper preprinted on the back because it negatively affects detection. (Excluding black marks.)

8.5 mm

Paper width center

Paper feed direction

Back side

13 mm
Preprinting prohibited area
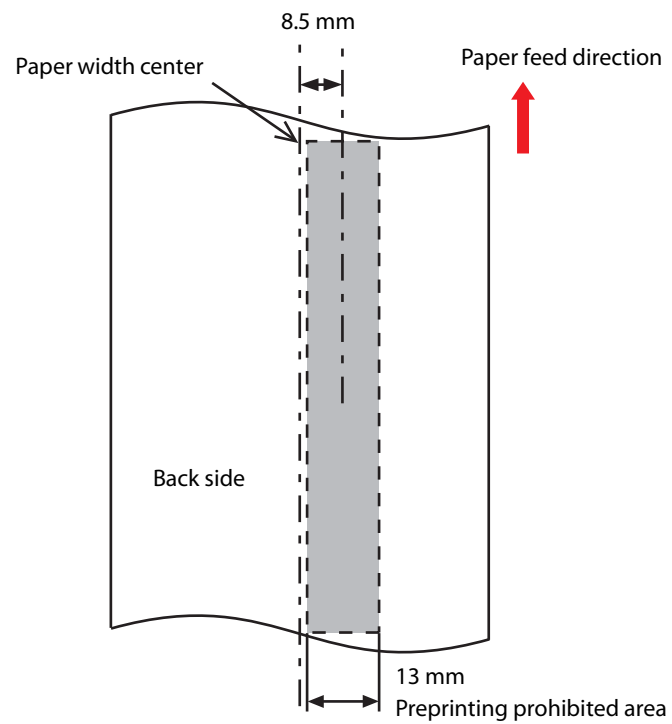
Holes Prohibited Areas of Paper

Do not use make holes in the following areas if it is necessary to use paper with holes such as wristbands because it negatively affects detection.

Paper width center

8.5 mm

6.0 mm

Paper feed direction

Print side

Holes prohibited areas
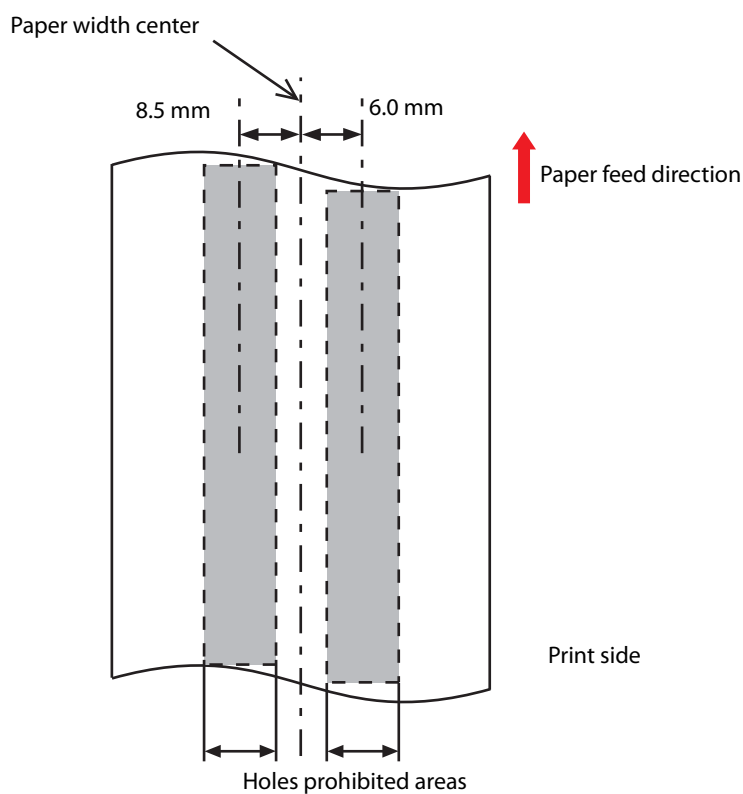
Paper Specifications

The specifications of paper that can be used with this printer are as follows.

Continuous Paper

Paper type	Plain paper / matte paper
Form	Roll paper
Paper width	30 to 108 mm
Paper thickness	0.084 to 0.124 mm
Roll paper core	Outer diameter: 44.1 mm or more
Outer diameter	Max. 101.6 mm
Winding direction	Printing surface must be facing outside.

❗ IMPORTANT	Paper with holes or cutouts cannot be used.

Continuous Paper (Black Marks)

<Back side>   <Print side>

Mark length

Mark center position

Paper width center

Mark interval

Paper width center

Paper feed direction

Perforation position
0.5 mm or more
Fanfold paper
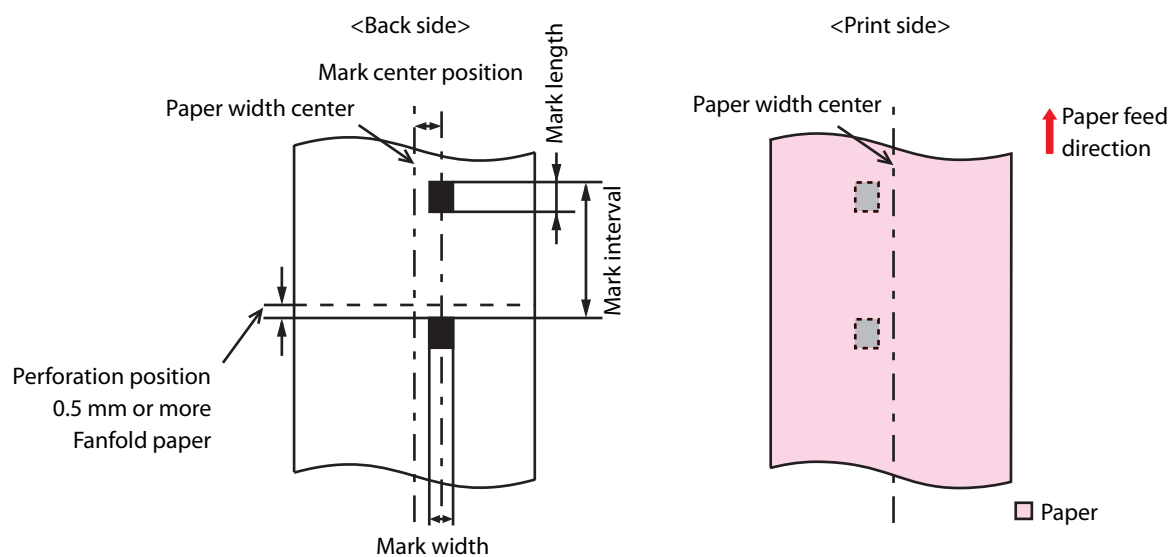
Mark width

☐ Paper

Paper type	Plain paper / matte paper
Form	Roll paper
Paper width	30 to 108 mm
Black mark width	13 mm or more
Label length	15 to 1117.6 mm
Black mark length	4 mm or more (margin part 4 mm or more)
Black mark center position	8.5 ± 1 mm
Black mark interval	8 to 1117.6 mm
Paper thickness	0.084 to 0.124 mm
Roll paper core	Outer diameter: 44.1 mm or more
Outer diameter	Max. 101.6 mm
Winding direction	Printing surface must be facing outside.

❗ IMPORTANT	Paper with holes or cutouts cannot be used.

Paper type	Plain paper / matte paper
Form	Fanfold paper
Paper width	50 to 108 mm
Black mark width	13 mm or more
Black mark length	4 mm or more (margin part 4 mm or more)
Black mark center position	8.5 ± 1 mm
Black mark interval	8 to 304.8 mm
Paper thickness	0.124 to 0.128 mm
Perforated line interval	203.2 to 304.8 mm
Perforated line form	Plain paper label: 1 mm uncut, 5 mm cut Matte paper: 1 mm uncut, 5 mm cut
Number of folds	500 or less

! IMPORTANT	• Paper with holes or cutouts cannot be used. • When fanfold paper is used, the black marks must be at least 0.5 mm away from the perforated lines. • Set the auto cut position of fanfold paper to a position 0.5 to 1 mm away behind the perforated line. • Use uncut perforations on both sides of the paper. • Make sure the position of the black marks is kept the same in relation to the perforated lines (position in which can be detection by the black mark sensor) when inserting paper from either direction to ensure paper can be used even if inserted in the reverse direction.

Full-page Label

Backing paper width

Label width

Waste part   Waste part

☐ Backing paper
☐ Label

Paper type	Plain paper label / matte paper label / synthetic paper label / glossy paper label
Form	Roll paper
Backing paper width	30 to 112 mm
Label width	25.4 to 108 mm
Waste part on the left and right	2 ± 0.5 mm
Paper thickness	Plain paper label / matte paper label / synthetic paper label: 0.129 to 0.195 mm Glossy paper label: 0.184 mm
Roll paper core	Plain paper label / matte paper label / synthetic paper label: Outer diameter: 44.1 mm or more Glossy paper label: Outer diameter: 56.8 mm or more
Outer diameter	Max. 101.6 mm
Winding direction	Printing surface must be facing outside.

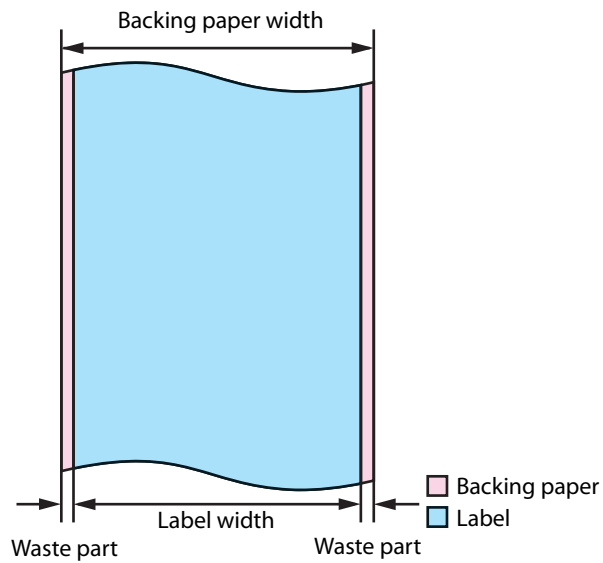| ⚠ IMPORTANT	• Paper with holes or cutouts cannot be used. • To prevent adhesive from adhering to the roll paper supply unit, use label paper from which the left and right wasted parts are removed.

Die-cut label (Gap)

Backing paper width

Label length

Corner R

Gap between labels

☐ Backing paper
☐ Label

Label width

Waste part   Waste part

Paper type	Plain paper label / matte paper label / synthetic paper label / glossy paper label
Form	Roll paper
Backing paper width	30 to 112 mm
Label width	25.4 to 108 mm
Label length	8 to 1117.6 mm
Gap between labels	3 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Label corner R	1.5 mm or less
Paper thickness	Plain paper label / matte paper label / synthetic paper label: 0.129 to 0.195 mm Glossy paper label: 0.184 mm
Roll paper core	Plain paper label / synthetic paper label: Outer diameter: 44.1 mm or more Matte paper label / glossy paper label: Outer diameter: 56.8 mm or more
Outer diameter	Max. 101.6 mm
Winding direction	Printing surface must be facing outside.

![IMPORTANT icon] **IMPORTANT**	• Paper with holes or cutouts cannot be used. • If the backing is synthetic paper or film, cutting by hand will be difficult even if there are perforated lines, so do not use perforated lines.
![Note icon] **Note**	Depending on the shape of die-cut labels, the labels may peel off their backing paper inside the printer. When you want to use die-cut labels that do not meet the specifications, contact qualified service personnel for advice.

Die-cut label (black marks)

Paper without waste part

Backing paper width

Corner R

Label length

Gap between labels

Label width

Waste part — Waste part

Paper without the left and right waste parts

Backing paper width

Label part

Corner R

Label length

Gap between labels

Waste width

Waste part

Label width

Waste width

Waste part

- Backing paper
- Label
- Waste part

\<Back side\>

Mark center position

Paper width center

Mark length

Mark interval

Perforation position
2 mm or more
Fanfold paper

Mark width

\<Print side\>

Paper width center

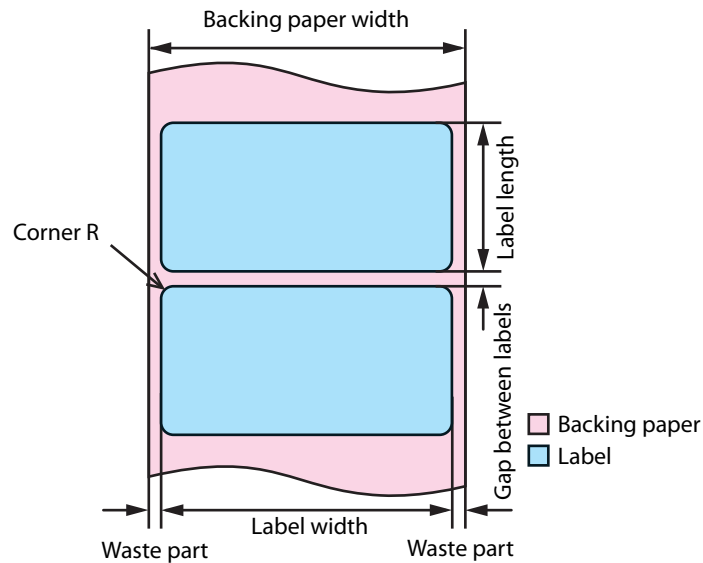Paper feed direction

- Backing paper
- Label

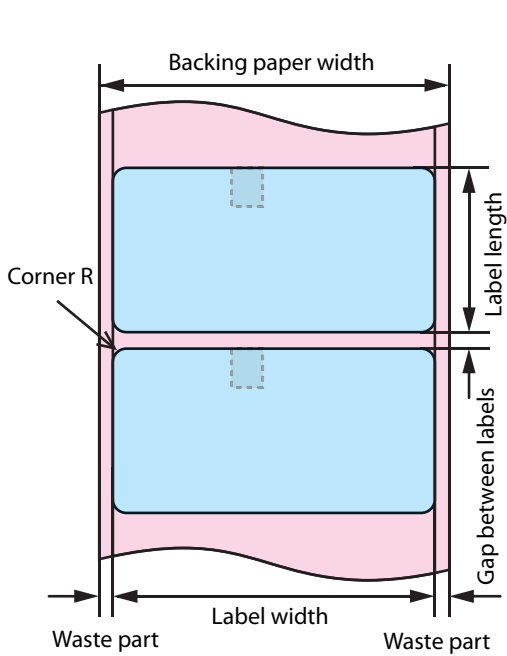|	
Paper type	Plain paper label / matte paper label / glossy paper label:
Form	Roll paper
Backing paper width	30 to 112 mm
Label width	25.4 to 108 mm
Label length	8 to 1117.6 mm
Gap between labels	3 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Waste width	1.5 mm or more
Label corner R	1.5 mm or less
Black mark width	13 mm or more
Black mark length	4 mm or more (margin part 4 mm or more)
Black mark center position	8.5 ± 1 mm
Black mark interval	11 to 1123.6 mm
Paper thickness	Plain paper label / matte paper label: 0.129 to 0.143 mm Glossy paper label: 0.184 mm
Roll paper core	Plain paper label: Outer diameter: 44.1 mm or more Matte paper label / glossy paper label: Outer diameter: 56.8 mm or more
Outer diameter	Max. 101.6 mm
Winding direction	Printing surface must be facing outside.

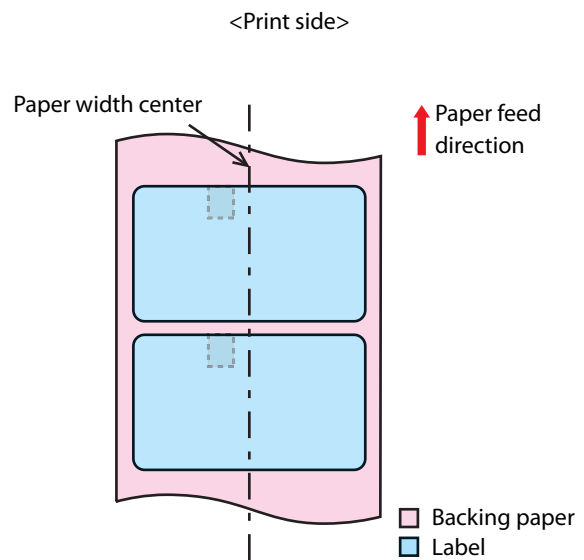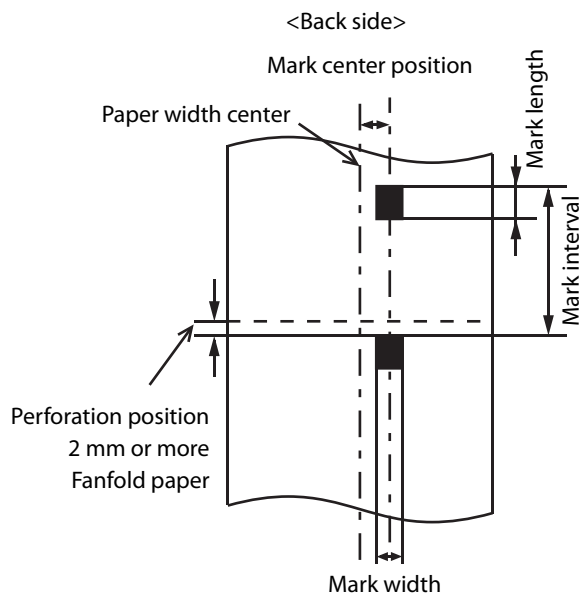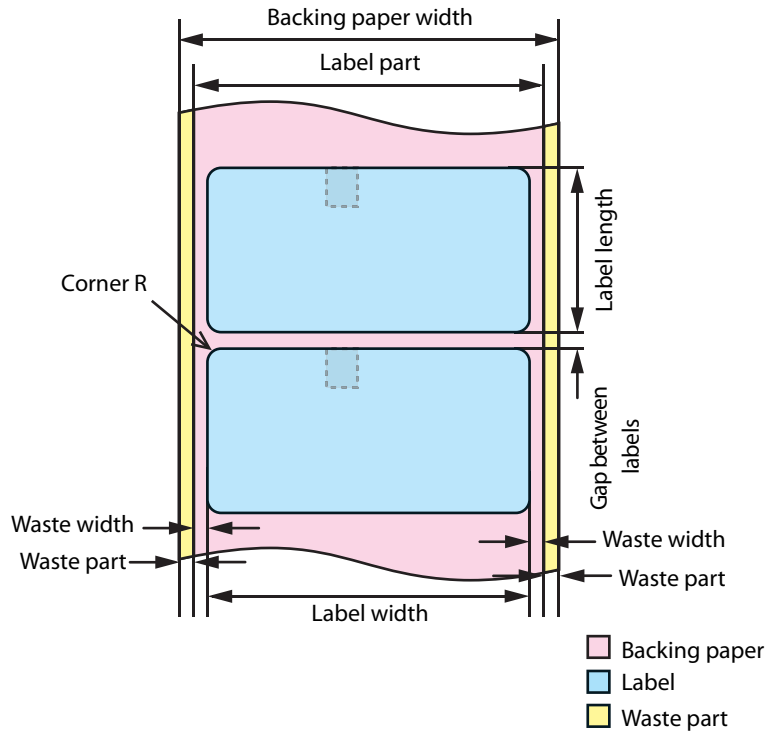|	
🛑 **IMPORTANT**	• Paper with holes or cutouts cannot be used. • For the black mark position of the die-cut label paper, match the label leading edge to the black mark leading edge. • Both types, paper without waste part and paper without the left and right waste parts, can be used.

✎ **Note**	Depending on the shape of die-cut labels, the labels may peel off their backing paper inside the printer. When you want to use die-cut labels that do not meet the specifications, contact qualified service personnel for advice.

Paper type	Plain paper label / matte paper label:
Form	Fanfold paper
Backing paper width	50 to 112 mm
Label width	46 to 108 mm
Label length	8 to 301.8 mm
Gap between labels	3 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Waste width	1.5 mm or more
Label corner R	1.5 mm or less
Black mark width	13 mm or more
Black mark length	4 mm or more (margin part 4 mm or more)
Black mark center position	8.5 ± 1 mm
Black mark interval	11 to 304.8 mm
Paper thickness	0.161 to 0.164 mm
Perforated line interval	203.2 to 304.8 mm
Perforated line form	Plain paper label: 1 mm uncut, 5 mm cut Matte paper label: 1 mm uncut, 5 mm cut
Number of folds	500 or less

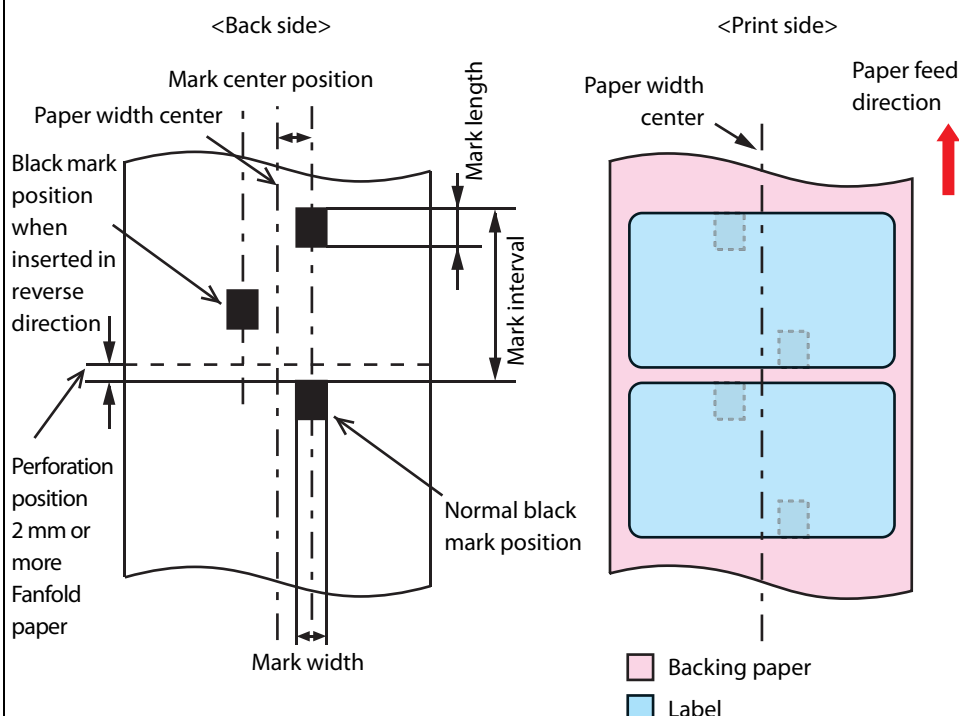|	
⚠ IMPORTANT	• Paper with holes or cutouts cannot be used. • Auto cutting on the perforated lines will generate scraps of paper that may cause problems. Also, auto cutting ahead of the perforated line may cause problems when feeding paper. Therefore, perform auto cutting 0.5 to 1 mm behind the perforated line. • Set the black mark position 2 mm or more from the perforated line. • For the black mark position of the die-cut label paper, match the label leading edge to the black mark leading edge. • Use uncut perforations on both sides of the paper. • Both types, paper without waste part and paper without the left and right waste parts, can be used. • Providing a black mark on both sides enables the paper to be used even when inserted from either side.
✎ Note	Depending on the shape of die-cut labels, the labels may peel off their backing paper inside the printer. When you want to use die-cut labels that do not meet the specifications, contact qualified service personnel for advice.

Wristband

<Back side>

Paper width center

Mark center position

Mark length

Mark interval

Mark width

<Print side>

Paper width center

Paper feed direction
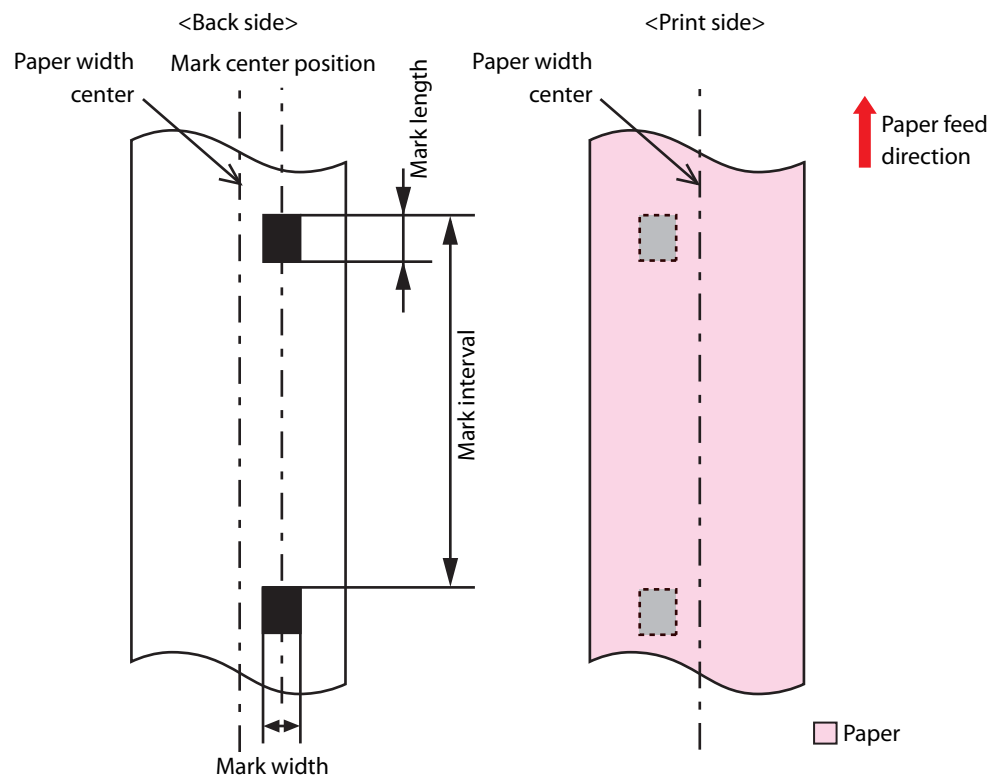
☐ Paper

Paper type	Wristband
Specified dedicated paper	WB-S series, WB-M series, WB-L series
Form	Roll paper
Paper width	36 mm
Black mark width	13 mm or more
Black mark length	4 mm or more (margin part 4 mm or more)
Black mark center position	8.5 ± 1 mm
Black mark interval — WB-S series	184.1 mm
Black mark interval — WB-M series	292.1 mm
Black mark interval — WB-L series	292.1 mm
Paper thickness	0.225 mm
Roll paper core	Outer diameter: 56.8 mm or more
Outer diameter	Max. 101.6 mm
Winding direction	Printing surface must be facing outside.
Holes and cutouts	Hole diameter: 2.5 mm or more

IMPORTANT	When printing a barcode, check that the barcode can be read in actual operation, including the quiet zone.

Print Position and Cut Position

Continuous Paper and Roll Paper

When Borderless Printing Enabled

Margins at top, bottom, right, and left: 0 mm (typical value)

✎ **Note**	The maximum value of the print area width is 104 mm.

When Borderless Printing Disabled

Margins at top, bottom, right, and left: 1.5 mm (typical value)

Paper width

Paper width center

Auto cut position

1.5 mm

Paper feed direction

*1: When not auto cutting, 5.0 mm or more

*2: When not auto cutting, 8.0 mm or more

12.0 mm or more *1

15.0 mm or more *2

Auto cut position

1.5 mm

1.5 mm

Print area width

1.5 mm

Print area

Paper

When Borderless Printing Enabled

Margins at top, bottom, right, and left: 0 mm (typical value)

🖉 **Note**	The maximum value of the print area width is 104 mm.

When Borderless Printing Disabled

Margins at top, bottom, right, and left: 1.5 mm (typical value)

Paper width

Paper width center

Paper feed direction

*1: When not auto cutting, 5.0 mm or more

*2: When not auto cutting, 8.0 mm or more

Auto cut position

1.5 mm

12.0 mm or more*1

15.0 mm or more*2

Auto cut position

1.5 mm

1.5 mm

Print area width

1.5 mm

Print area

Paper

Black mark position (back side)

When Borderless Printing Enabled

Margins at top, bottom, right, and left: 0 mm (typical value)

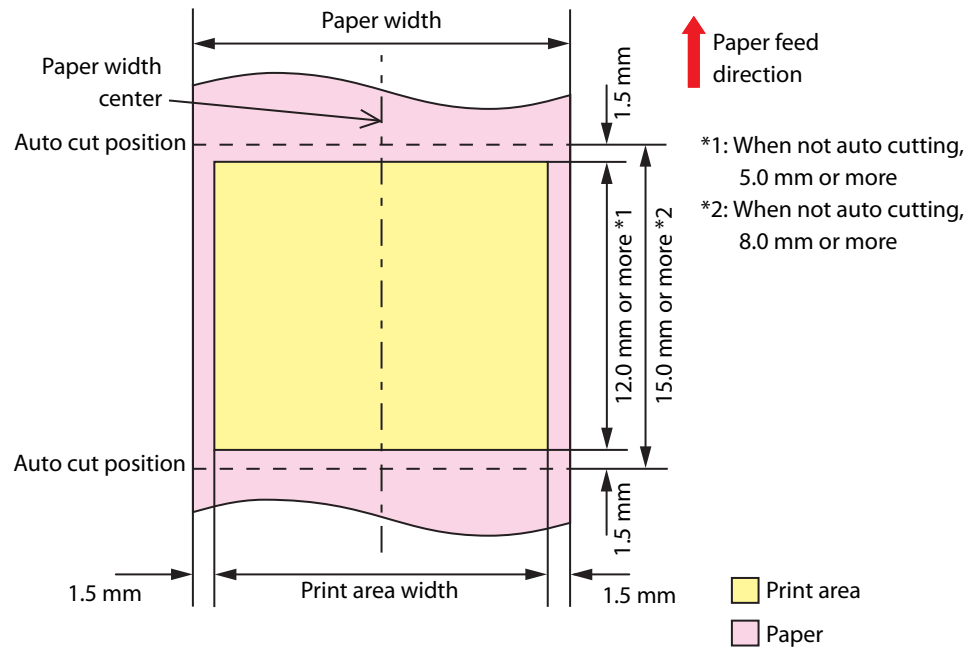| ![IMPORTANT] **IMPORTANT**	Set the perforated line interval so that it becomes an integral multiple of the issuing interval.
![Note] **Note**	The maximum value of the print area width is 104 mm.

When Borderless Printing Disabled

Margins at top, bottom, right, and left: 1.5 mm (typical value)

*1: When not auto cutting, 5.0 mm or more
*2: When not auto cutting, 8.0 mm or more

⚠ **IMPORTANT**	Adjust the issuing interval (Pm) and perforated line interval so that the relationship becomes as shown below. Pm = Ph x integral multiple

When Borderless Printing Enabled

Margins at top, bottom, right, and left (inside label): 0 mm (typical value)

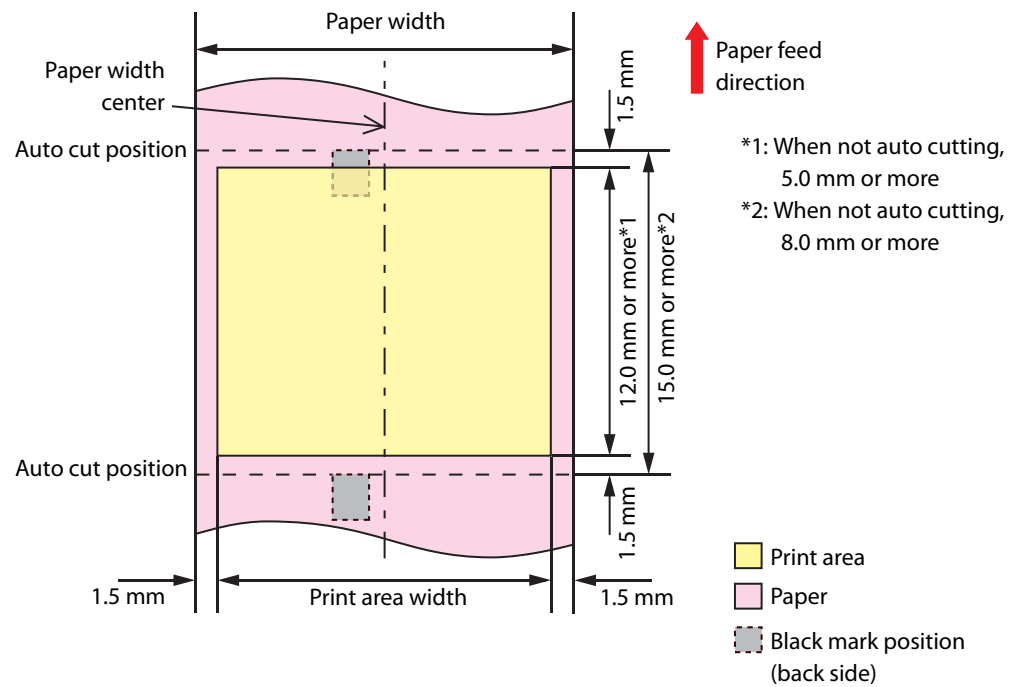| ✏️ **Note**	The maximum value of the print area width is 104 mm.

When Borderless Printing Disabled

Margins at top, bottom, right, and left (inside label): 1.5 mm (typical value)

*1: When not auto cutting, 5.0 mm or more

*2: When not auto cutting, 8.0 mm or more

When Borderless Printing Enabled

Margins at top, bottom, right, and left (inside label): 0 mm (typical value)

Backing paper width

Paper width center

Perforation position
Auto cut position

Paper feed direction

0.5 to 1.0 mm

1.5 mm

15.0 mm or more*1

18.0 mm or more*2

3.0 mm

Auto cut position

1.5 mm

*1: When not auto cutting, 8.0 mm or more
*2: When not auto cutting, 11.0 mm or more

Waste part
2.0 mm

Print area width

Waste part
2.0 mm

Print area
Label
Backing paper

✎ **Note**	The maximum value of the print area width is 104 mm.

When Borderless Printing Disabled

Margins at top, bottom, right, and left (inside label): 1.5 mm (typical value)

*1: When not auto cutting, 5.0 mm or more
*2: When not auto cutting, 8.0 mm or more
*3: When not auto cutting, 11.0 mm or more

When Borderless Printing Enabled

Margins at top, bottom, right, and left (inside label): 0 mm (typical value)

	The maximum value of the print area width is 104 mm.
✎ **Note**	

When Borderless Printing Disabled

Margins at top, bottom, right, and left (inside label): 1.5 mm (typical value)

Paper width center

Backing paper width

Perforation position
Auto cut position

0.5 to 1.0 mm

1.5 mm

1.5 mm

Paper feed direction

12.0 mm or more*1

15.0 mm or more*2

18.0 mm or more*3

Auto cut position

1.5 mm

1.5 mm

1.5 mm

*1: When not auto cutting, 5.0 mm or more
*2: When not auto cutting, 8.0 mm or more
*3: When not auto cutting, 11.0 mm or more

Auto cut position

Print area width

1.5 mm

1.5 mm

Waste part 2.0 mm

Waste part 2.0 mm

Print area
Label
Backing paper
Black mark position (back side)

Die-cut Labels (Black Marks) and Fanfold Paper

When Borderless Printing Enabled

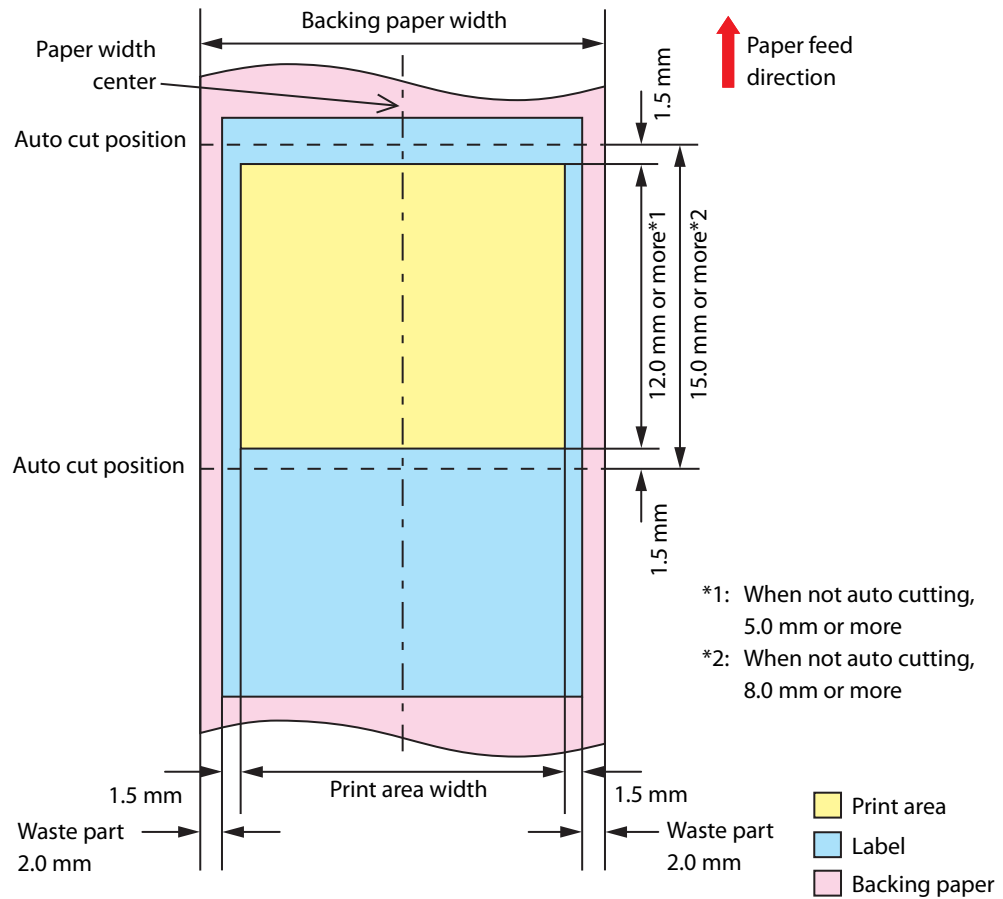Margins at top, bottom, right, and left (inside label): 0 mm (typical value)

*1: When not auto cutting, 8.0 mm or more
*2: When not auto cutting, 11.0 mm or more

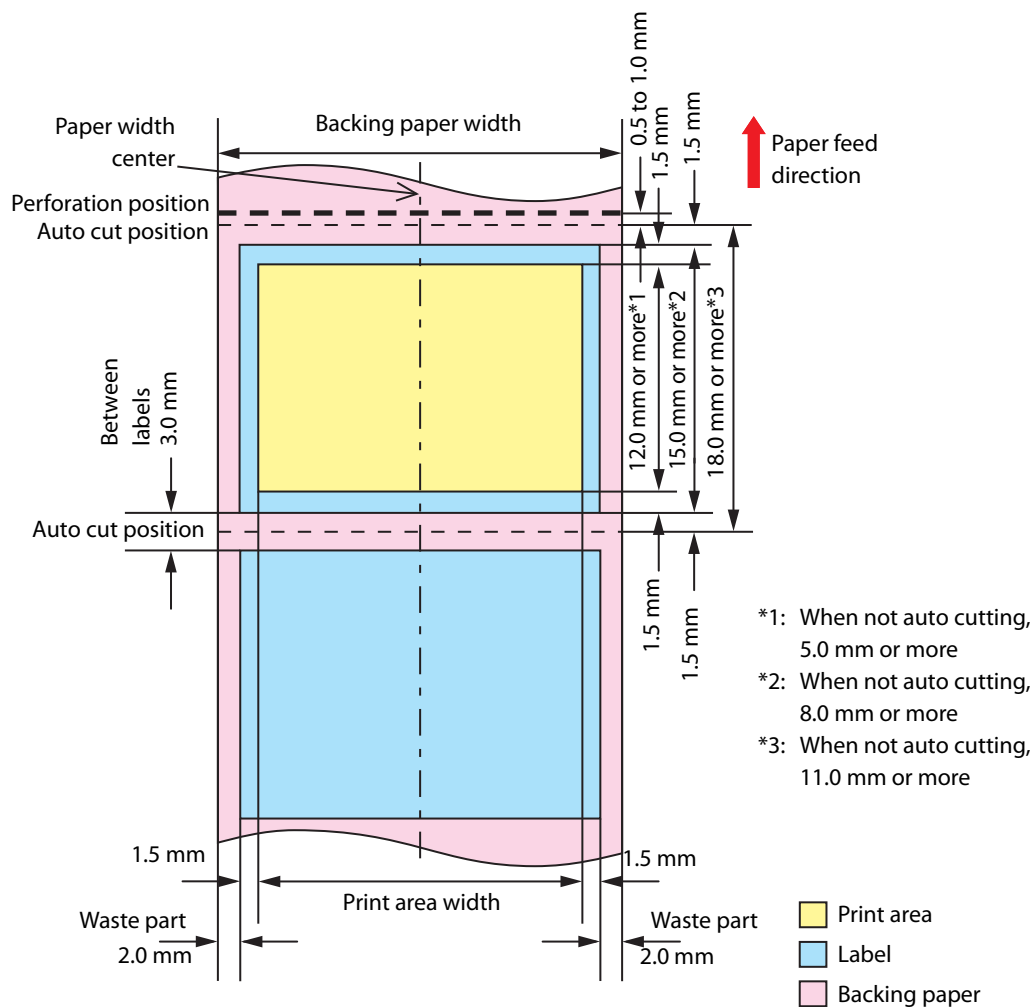|	
⚠ IMPORTANT	• Set the perforated line interval so that it becomes an integral multiple of the issuing interval. • To prevent unstable printing due to the perforated line and print area overlapping or shortening of the cutter life due to the perforated line and auto cut line positions overlapping, use paper with black marks on the back to align the paper position.
✎ Note	The maximum value of the print area width is 104 mm.

When Borderless Printing Disabled

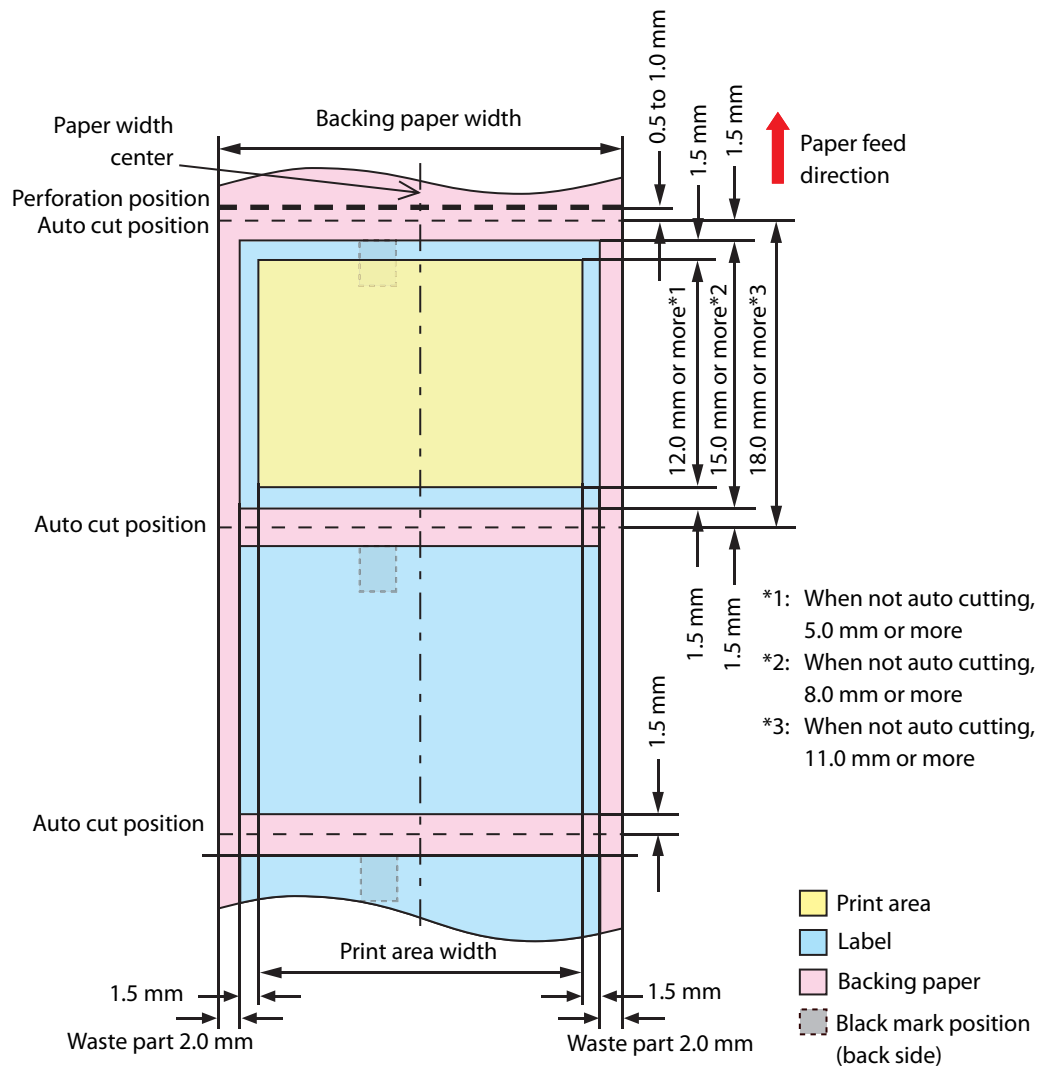Margins at top, bottom, right, and left (inside label): 1.5 mm (typical value)

*1: When not auto cutting, 5.0 mm or more
*2: When not auto cutting, 8.0 mm or more
*3: When not auto cutting, 11.0 mm or more

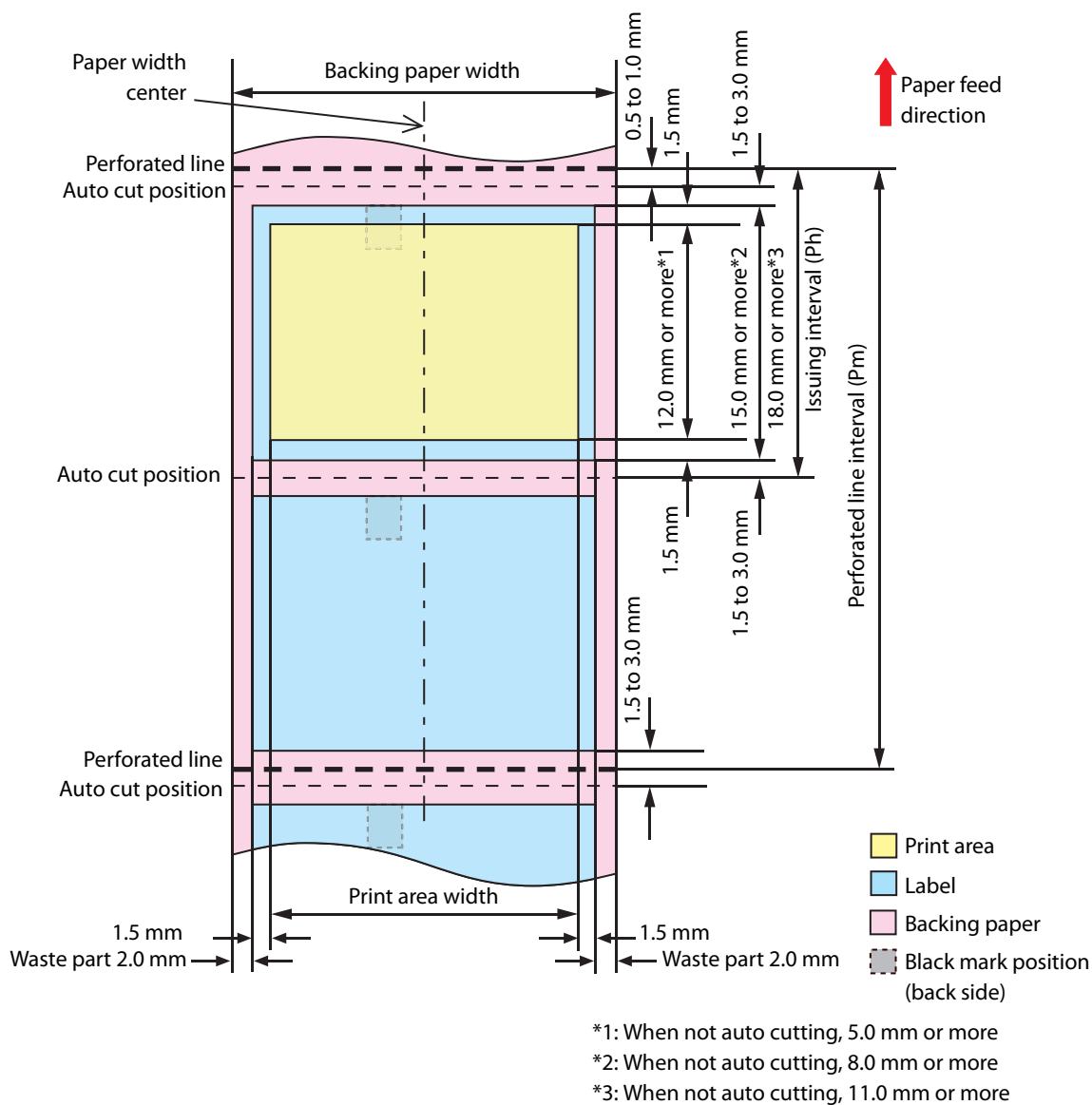| ![IMPORTANT]	• Set the perforated line interval so that it becomes an integral multiple of the issuing interval. • To prevent unstable printing due to the perforated line and print area overlapping or shortening of the cutter life due to the perforated line and auto cut line positions overlapping, use paper with black marks on the back to align the paper position.

When Borderless Printing Enabled

Margins at top, bottom, right, and left: 0 mm (typical value)

Paper width	
36 mm	
Paper feed direction	
Paper width center	
5.5 mm	7.9 mm
Auto cut position	
81.5 mm	157.2 mm	70.4 mm
184.2 mm	Recommended print area for text or barcode	105.9 mm
72.5 mm	11.0 mm	
30.2 mm	15.0 mm	14.6 mm
Auto cut position	12.4 mm
Printable area	
Paper	
Black mark position (back side)	

⚠ IMPORTANT	• Do not print over holes for attaching snaps and within a distance of 2 mm from the holes. • When using the WB-S/M/L series, use an attachment (OT-WA34).

When Borderless Printing Disabled

Margins at top, bottom, right, and left: 1.5 mm (typical value)

	• Do not print over holes for attaching snaps and within a distance of 2 mm from the holes.
IMPORTANT	• When using the WB-S/M/L series, use an attachment (OT-WA34).

When Borderless Printing Enabled

Margins at top, bottom, right, and left: 0 mm (typical value)

Paper width
36 mm

Paper width center

Paper feed direction

10.8 mm

5.5 mm

Auto cut position

156.5 mm

142.4 mm

265.0 mm

292.1 mm

Recommended print area for text or barcode

11.0 mm

105.0 mm

138.9 mm

15.0 mm

14.6 mm

30.6 mm

Auto cut position

12.5 mm

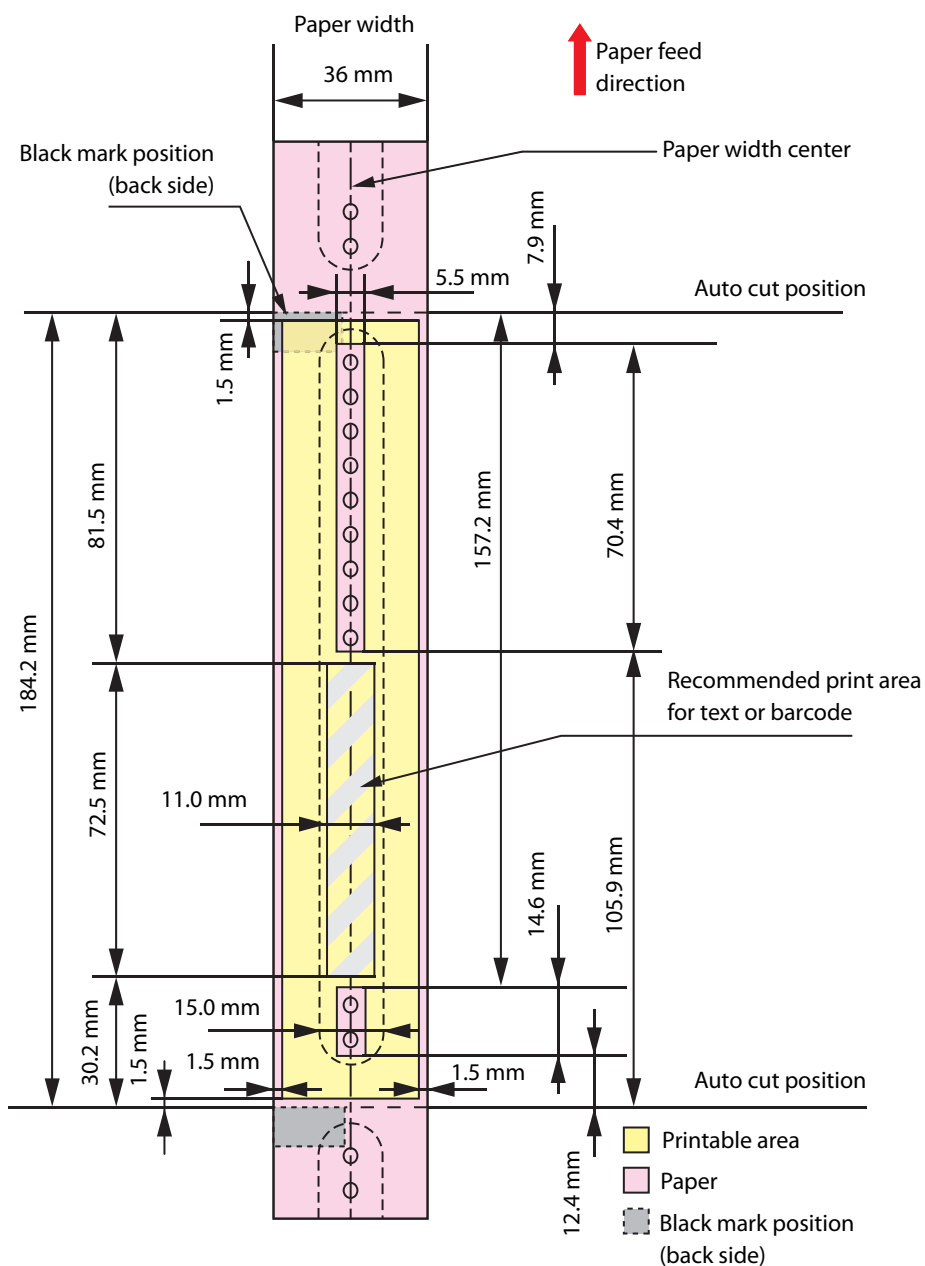Printable area

Paper

Black mark position (back side)

! IMPORTANT	• Do not print over holes for attaching snaps and within a distance of 2 mm from the holes. • When using the WB-S/M/L series, use an attachment (OT-WA34).

When Borderless Printing Disabled

Margins at top, bottom, right, and left: 1.5 mm (typical value)

Paper width	36 mm
Paper feed direction	
Paper width center	
Auto cut position	

Recommended print area for text or barcode

Auto cut position

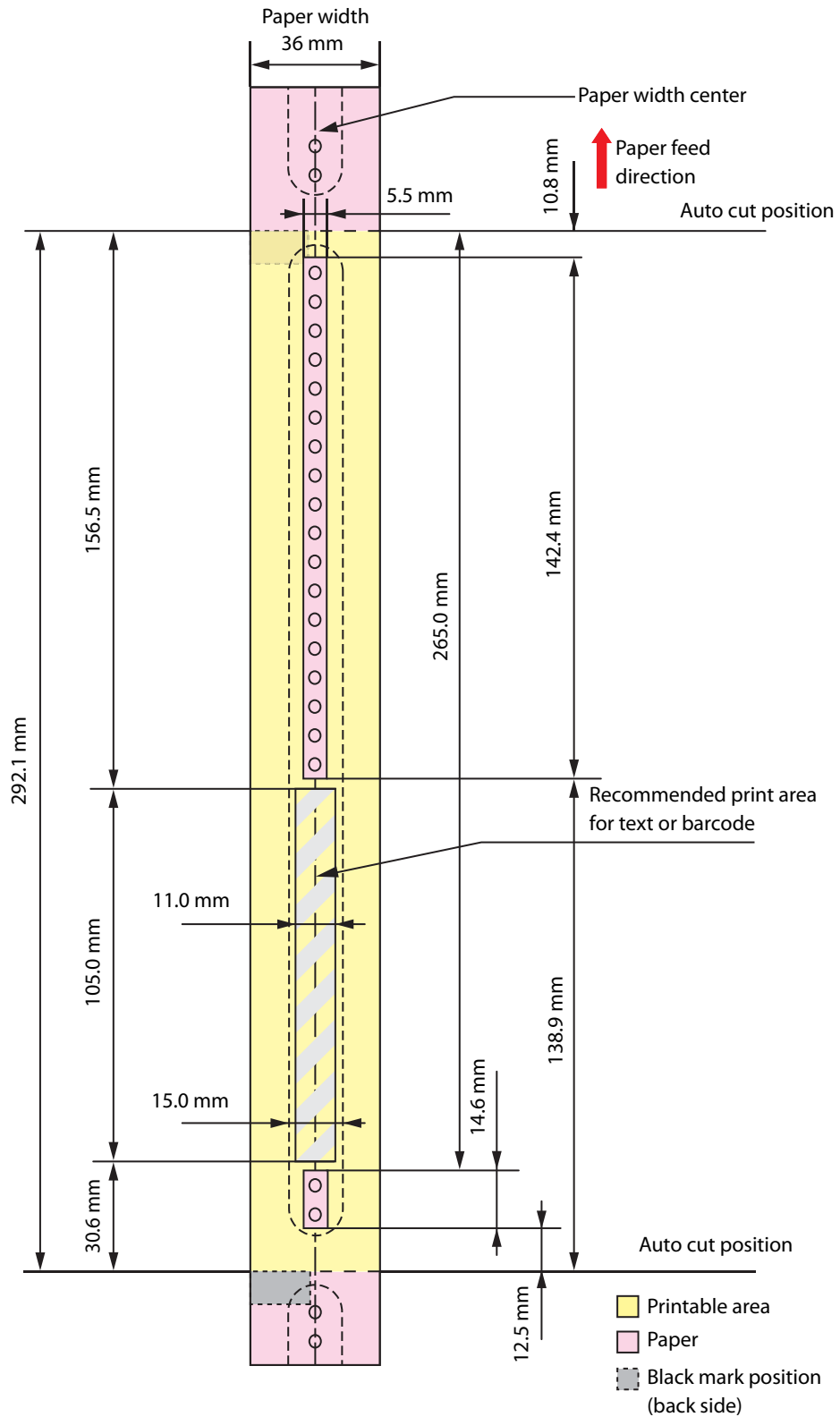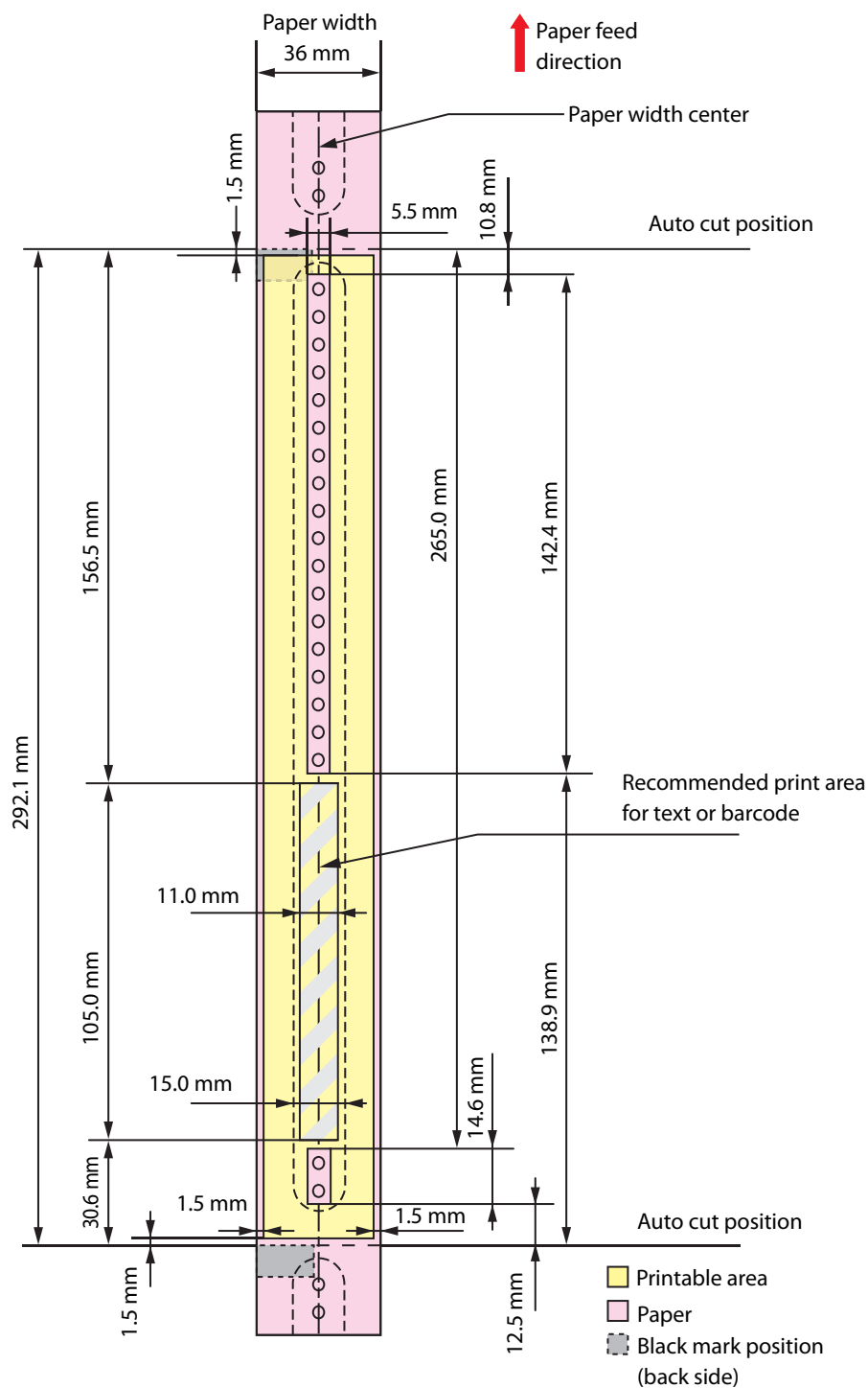Printable area
Paper
Black mark position (back side)

⚠ IMPORTANT	• Do not print over holes for attaching snaps and within a distance of 2 mm from the holes. • When using the WB-S/M/L series, use an attachment (OT-WA34).

Wristband and Roll Paper (WB-L Series)

When Borderless Printing Enabled

Margins at top, bottom, right, and left: 0 mm (typical value)

Paper width 36 mm

Paper feed direction

Paper width center

5.5 mm

10.8 mm

Auto cut position

183.0 mm

265.0 mm

158.4 mm

292.1 mm

15.0 mm

Recommended print area for text or barcode

28.0 mm

71.0 mm

24.0 mm

14.6 mm

122.9 mm

38.1 mm

Auto cut position

12.5 mm

Printable area

Paper
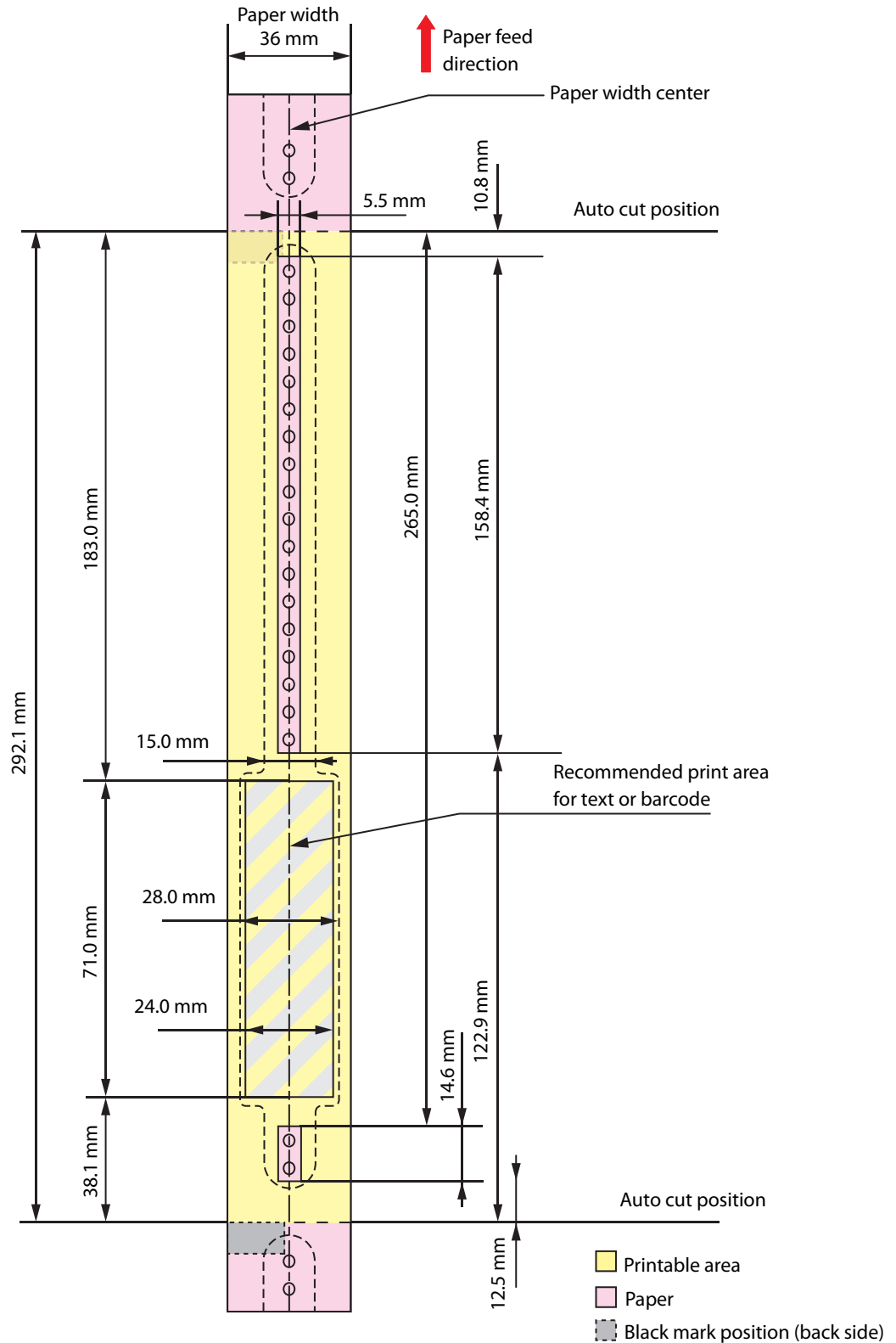
Black mark position (back side)

![IMPORTANT] **IMPORTANT**	• Do not print over holes for attaching snaps and within a distance of 2 mm from the holes. • When using the WB-S/M/L series, use an attachment (OT-WA34).

When Borderless Printing Disabled

Margins at top, bottom, right, and left: 1.5 mm (typical value)

- Paper width
- 36 mm
- Paper feed direction
- Paper width center
- 1.5 mm
- 5.5 mm
- 10.8 mm
- Auto cut position
- 183.0 mm
- 265.0 mm
- 158.4 mm
- 15.0 mm
- Recommended print area for text or barcode
- 28.0 mm
- 71.0 mm
- 24.0 mm
- 14.6 mm
- 122.9 mm
- 38.1 mm
- 292.1 mm
- 1.5 mm
- 2.0 mm
- Auto cut position
- 1.5 mm
- 12.5 mm

Printable area
Paper
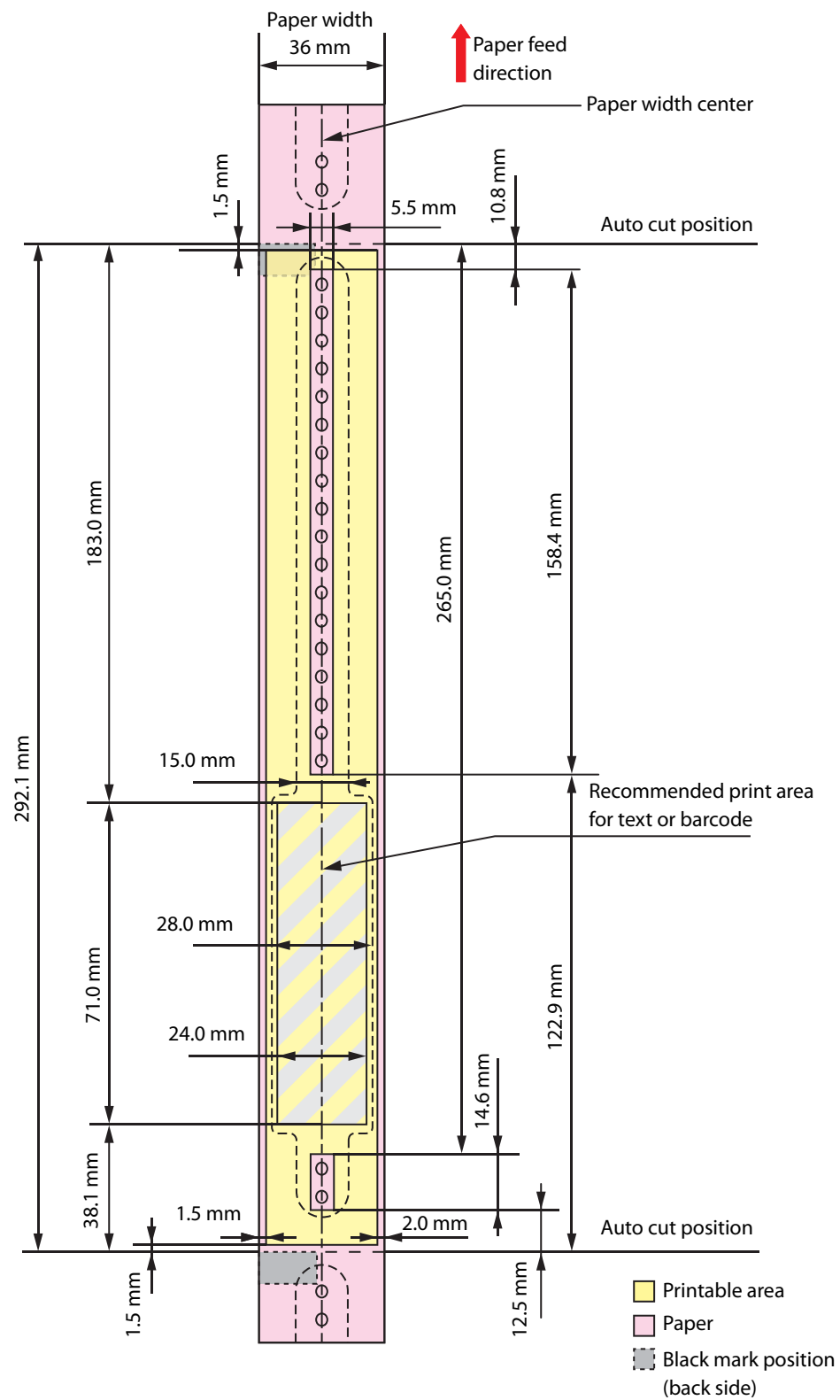Black mark position (back side)

| ![IMPORTANT] **IMPORTANT**	• Do not print over holes for attaching snaps and within a distance of 2 mm from the holes. • When using the WB-S/M/L series, use an attachment (OT-WA34).

Paper Handling to Prevent Unprinted Labels

If using die-cut or continuous paper (black marks), the first label of paper may not be printed when fed or printable label may still remain when paper out is detected. This section explains paper handling and setting to prevent such types of paper from causing these problems.

Printing from the First Label at Paper Loading

As this printer can detect the leading edge of a page, fixed-quantity feeding is performed after the paper is loaded. As a result, it may not be possible to print the first sheet of labels. This section describes the paper loading methods and paper handling in order to prevent this problem and print from the first labels.

Loading Paper

When loading paper, check that the leading edge of roll paper is between the auto cut position and leading edge of the discharge table, and then close the roll paper cover.
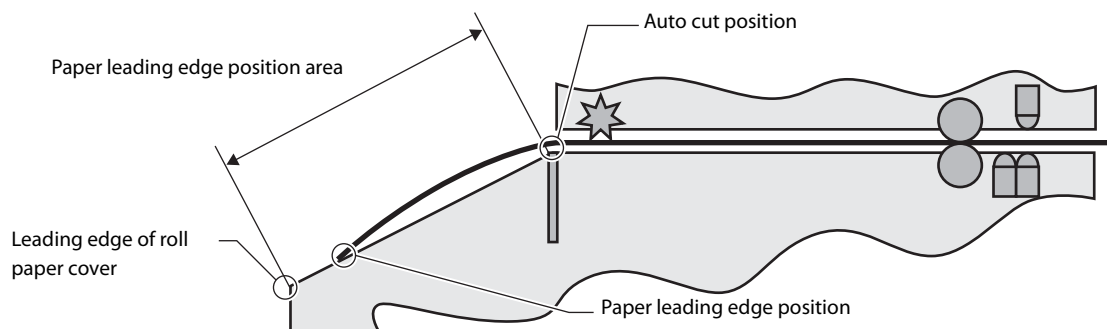
Roll Paper

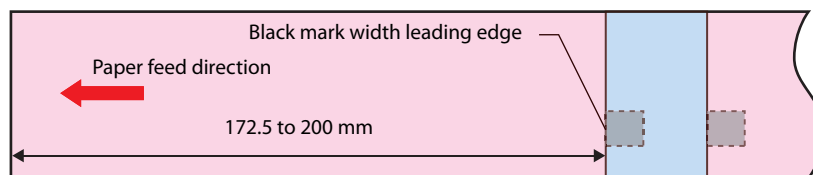Compatible paper formats are as follows.

- Continuous paper (black marks)
- Die-cut labels (black marks)
- Die-cut labels (gaps)
- Die-cut labels with transparent backing paper

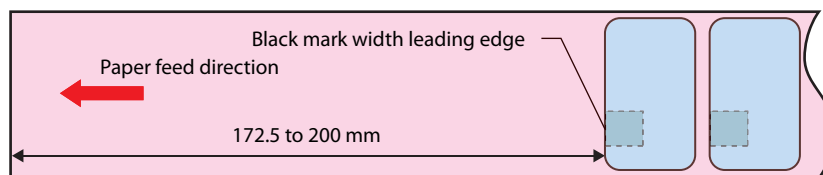### Paper Handling Method

- Continuous paper (black marks)
  Set the leading edge of the first black mark so that it is located at 172.5 to 200 mm from the leading edge of the paper.
  Do not set the black mark so that it is located at less than 172.5 mm from the leading edge of the paper.

- Die-cut labels (black marks and gaps) and die-cut labels (gaps) with transparent backing paper
  Set the leading edge of the first label so that it is located at 172.5 to 200 mm from the leading edge of the paper.
  Do not set the label or black mark so that it is located at less than 172.5 mm from the leading edge of the paper. This area must only consist of backing paper.

Fanfold Paper

Compatible paper formats are as follows.

- Continuous paper (black marks)
- Die-cut labels (black marks)

Paper Handling Method

- Continuous paper (black marks)
  Set the leading edge of the first black mark so that it is located at 25 mm or more away from the leading edge of the paper.
 Do not set the black mark so that it is located at less than 25 mm from the leading edge of the paper.

Black mark width leading edge

Paper feed direction
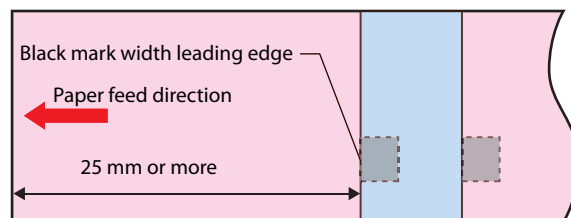
25 mm or more

- Die-cut labels (black marks)
  Set the leading edge of the first label so that it is located at 25 mm or more from the leading edge of the paper.
  Do not set the label or black mark so that it is located at less than 25 mm from the leading edge of the paper. This area must only consist of backing paper.

Black mark width leading edge

Paper feed direction

25 mm or more
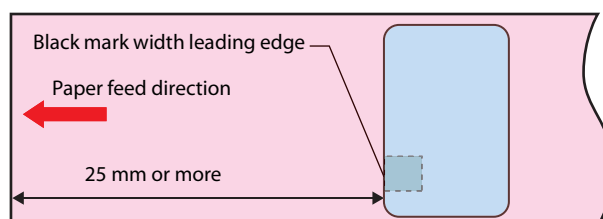
Printing the Final Label

Printable label may still remain when paper out is detected. This section describes the printer driver and this printer's settings, and paper handling in order to print on the last label of loaded paper.

Check Printer Driver Settings

Check that **No Auto Cut (Feed to Peel Off Position)** is not selected for the printer driver. Check the printer driver settings by following the procedures below.

1 Display the printer driver.

2 Select the **General** tab and select **Media Definition**.

3 Select the media definition you want to use and then click **Edit**.

4 Check that **No Auto Cut (Feed to Peel Off Position)** is not selected in **Settings for Paper Handling After Print**.

Printer Settings

Use PrinterSetting to enable notification settings at a **Media Size Error Settings**. Specify the printer settings by following the procedures below.

1 Display the printer driver.

2 Select the **Printer Utilities** tab and then click **Printer Settings**.
The **TM-C3500 PrinterSetting** screen appears.

3 Select **Advanced Settings** - **Notification Settings**.
The **Notification Settings** screen appears.

4 From the **Notification Settings** at a **Media Size Error Settings** pull-down menu, select Error Notification.

5 Click **Apply Settings**.

Enabling of this setting is now complete.

Roll Paper Handling

Paper formats that can be handled are as follows.

- Continuous paper (black marks)
- Die-cut labels (black marks)
- Die-cut labels (gaps)
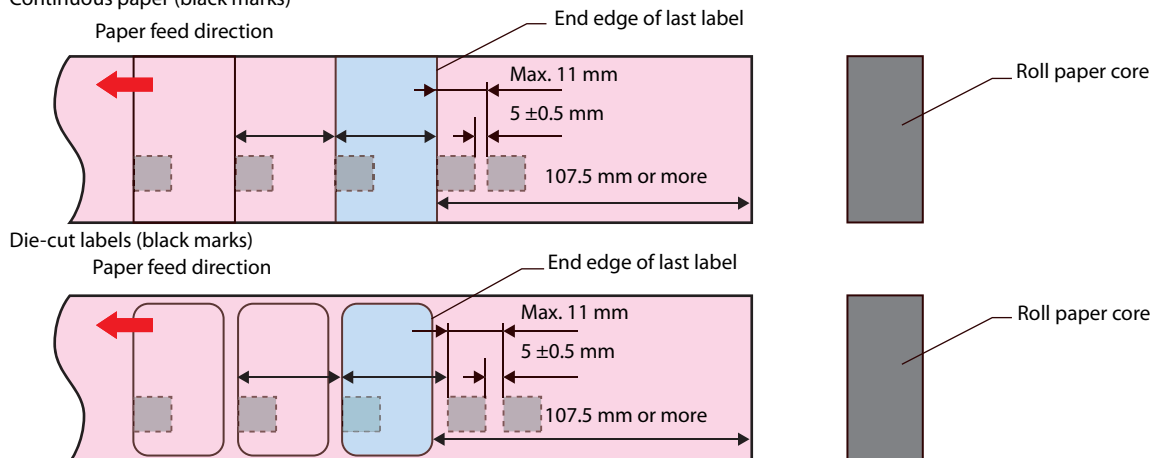- Die-cut labels with transparent backing paper

Paper Handling Procedures

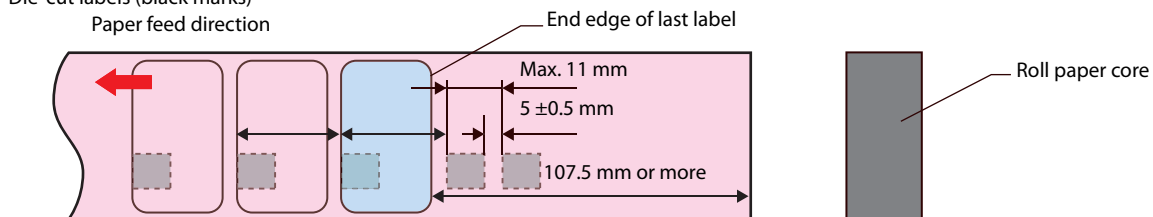- Continuous paper (black marks) and die-cut labels (black marks)
  Set a margin of 107.5 mm or more between the end edge of the paper and the end edge of the final ticket or label printed. Do not set the label so that it is located less than 107.5 mm from the end edge of the paper. This area must only consist of backing paper. Affix two black marks behind the final ticket or label printed.

✎ NOTE	If new print data is sent to this printer after print processing (including auto cut) of the final ticket or label has completed normally, a **Media Size Error** will occur, and the printer will stop with the print data retained.

Continuous paper (black marks)
Paper feed direction — End edge of last label

Max. 11 mm
5 ±0.5 mm
107.5 mm or more
Roll paper core

Die-cut labels (black marks)
Paper feed direction — End edge of last label

Max. 11 mm
5 ±0.5 mm
107.5 mm or more
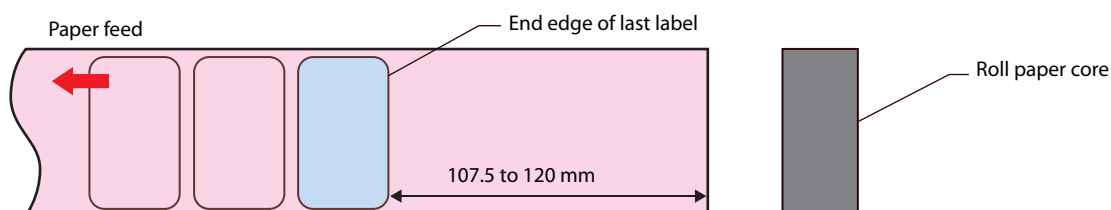Roll paper core

- Die-cut labels (gaps) and die-cut label with transparent backing paper
Set a margin of 107.5 to 120 mm between the end edge of the paper and the end edge of the final ticket or label printed. Do not set the label so that it is located less than 107.5 mm from the end edge of the paper. This area must only consist of backing paper.

📝 **NOTE**	A **No Paper Error** occurs after printing of the last ticket or label is completed and the printer stops.

Fanfold Paper Handling

Compatible paper formats are as follows.

- Continuous paper (black marks)

- Die-cut labels (black marks)

Paper Handling Method

Set a margin of 150 mm or more between the end edge of the paper and the end edge of the final ticket or label printed. Do not set the label so that it is located less than 150 mm from the end edge of the paper. This area must only consist of backing paper.
Affix two black marks behind the final ticket or label printed.

📝 **NOTE**	If new print data is sent to this printer after print processing (including auto cut) of the final ticket or label has completed normally, a **Media Size Error** will occur, and the printer will stop with the print data retained.

Printer Management

This chapter is directed at administrators operating multiple printers and client computers. It describes efficient set-up and management procedures.

Software

Administrators must prepare the following software.

Name	Overview
Install Navi	Software for setting up this printer. Allows you to install the printer driver and set up the printer (initial settings) by using the wizard format.
TM-C3500 Printer Driver/ TM-C3510 Printer Driver/ TM-C3520 Printer Driver	Driver for printing from Windows applications. The utility (PrinterSetting) for configuring the printer settings can be started from the driver.
EpsonNet Config	Software for changing the network settings of the product.
USB Printer Class Device Replacement Service	Software that provides assistance for replacing the product in the event that the printer fails. The printer driver USB port is automatically changed when connecting a new printer with a client computer that is permanently in use.
EPSON Deployment Tool	Software that supports set-up and settings changes of the printer and print driver.
EPSON Monitoring Tool	Software that monitors the status of network printers and printers connected to computers, and for changing their settings.
EpsonNet SetupManager	Software for creating driver settings information and a new installation package based on the printer driver.

Efficiently Setting Up a Printer

This section describes the procedures for efficiently setting up a printer when first introducing it to a system.

Specify Printer Settings Before Ink Charging

This section describes the procedures for specifying printer settings before ink charging.
The following software is required for the administrator's computer.

- Printer driver
- EpsonNet Config (Required if setting up network printers.)

Specify the printer settings by following the procedures below.

1 Connect this printer to the administrator's computer and turn on the power.

2 Start PrinterSetting of the printer driver, and specify the settings of the media source and media detection method.

3 If using as a network printer, start EpsonNet Config and specify network settings such as the IP address.

4 Turn the printer off.

Settings for before ink charging are now complete.
For set-up procedures following these, refer to the user's guide.

Efficiently Setting up Multiple Printers

This section describes the procedures for efficiently setting up multiple printers.
The following software is required for the administrator's computer.

- Printer driver
- EPSON Deployment Tool

Perform setup by following the procedures below.

1 Obtain the PrinterSetting settings file and network information such as the IP address if using a network computer.

2 Register the settings file and network settings in the Printer Deployment of the EPSON Deployment Tool. For registration procedures, refer to the user's manual included with the EPSON Deployment Tool.

3 Connect the printer and select **Settings** from the EPSON Deployment Tool list, and then click **Start Setup**. Printer and network settings are completed automatically.

Setting up of the printer is now complete. If setting up multiple printers, return to procedure 3 and perform the procedures again.
For set-up procedures following these, refer to the user's guide.

Efficiently Setting up the Printer Driver

This section describes how to create a driver installation package that specifies media definitions and the network printer port, and procedures for distributing it to client computers.

Creating an Installation Package

This section describes the procedures for creating a printer driver installation package on a administrator's computer.
The following software is required for the administrator's computer.

- Printer driver
- EPSON Deployment Tool
- EpsonNet SetupManager

Create an installation package by following the procedures below.

1 Prepare a BSF file of the printer driver and the printer's IP address (if using a network printer) in the administrator's computer.

2 From Driver Deployment of the EPSON Deployment Tool, select the TM-C3500 printer driver and start the EpsonNet SetupManager.

3 Select the BSF file, set the IP address if using a network printer, and create the printer driver installation package.
For creation procedures, refer to the user's manual included with the EPSON Deployment Tool.

Creation of an installation package is now complete.

Client Computer Procedures

Perform client computer procedures by following the procedures below.

1 Copy the installation package file to the client computer.

2 Double-click the file.

Printer driver installation and set-up is now complete.

Efficient System Management

This section describes how to efficiently perform the following from an administrator's computer: monitor and change settings of system printers, and change printer driver settings, and replace system printers.
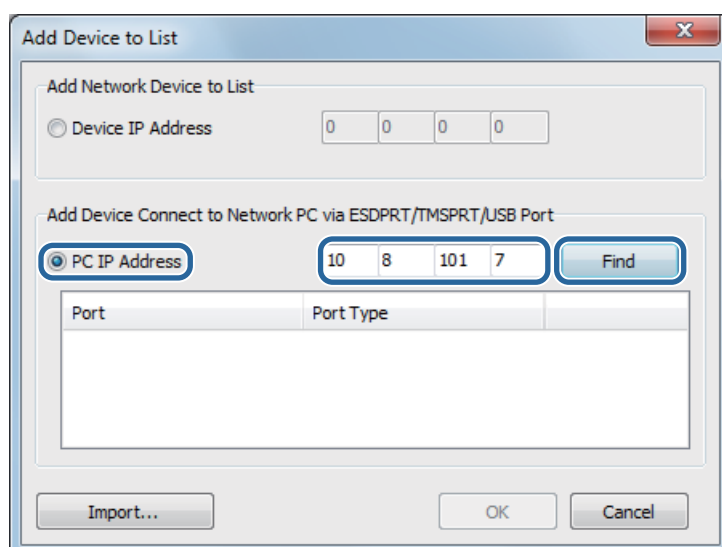
Printer Monitoring

You can monitor the status of network printers and printers connected to the client computer. The following software is required.

- EPSON Monitoring Tool

Printer Registration

Start the EPSON Monitoring Tool to display the network printers. Register the local printers connected to the client computer by following the procedures below.

1   Start the EPSON Monitoring Tool.

2   Select **Tool** - **Add Device to List**.

The **Add Device to List** screen appears.

3   Select **PC IP Address** and input the IP address of the client computer. Click **Find** to display the printer in the list.

4 Select the printer added to the list and then click **OK** to close the **Add Device** to List screen. The local printers connected to the client computer are displayed in the **EPSON Monitoring Tool** screen.

Client computer port name@IP address

The registration of local printers connected to the client computer is now complete.

Checking Printer Status

Double-click the printer displayed in the list of the EPSON Monitoring Tool to display the **EPSON Status** screen. You can check printer status and amount of remaining ink.

Printer status

Amount of remaining ink
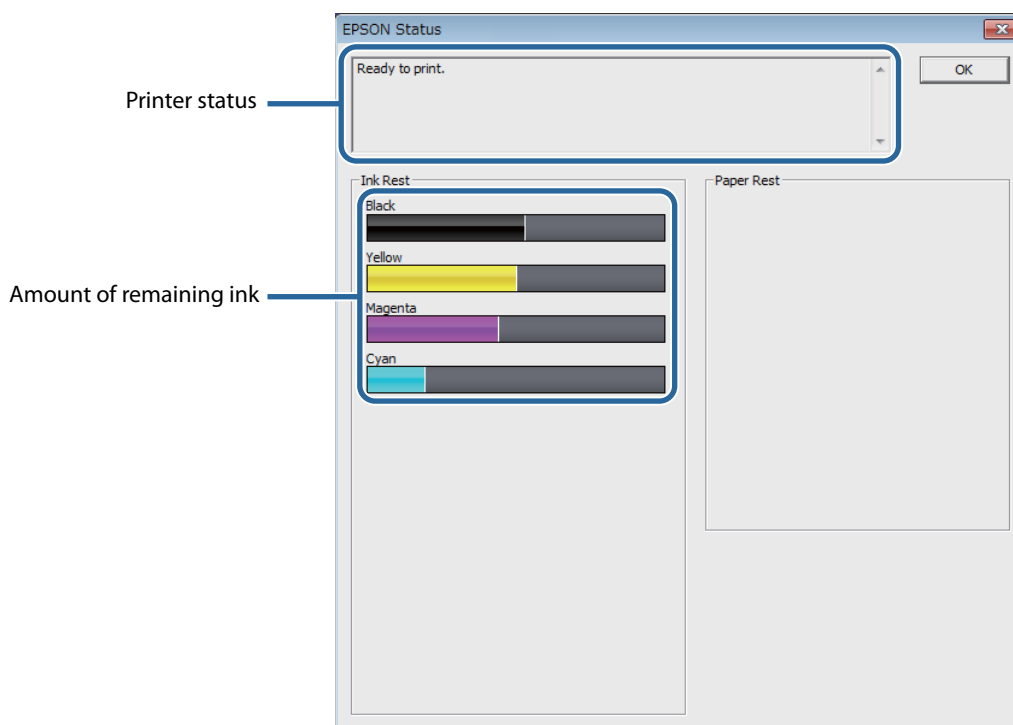
Changing Printer Settings

You can change the settings of network printers and printers connected to the client computer from the administrator's computer.
The following software is required.

- EPSON Monitoring Tool

Change settings by following the procedures below.

1 Prepare a PrinterSetting settings file.

2 Register local printers connected to the client computer in the EPSON Monitoring Tool. For registration procedures, refer to "Printer Monitoring" on page 93.

3 From the EPSON Monitoring Tool screen, select the printer for which you want to change the settings. Register the PrinterSetting settings file and change settings according to the instructions displayed on the screen.

Changing of the printer settings is now complete.

Changing Printer Driver Settings

Create a settings change package for changing the settings of the client computer printer driver if you want to add media definitions, change ports due to changing a network printer, and similar tasks.

The following software is required for the administrator's computer.

- Printer driver
- EPSON Deployment Tool

Creating a Settings Package

Create a settings package by following the procedures below.

1 Prepare a printer driver settings file (BSF file) in the administrator's computer.

2 Create a settings change package by using Driver Deployment of the EPSON Deployment Tool. For creation procedures, refer to the user's manual of the EPSON Deployment Tool.

Creation of a settings change package is now complete.

Client Computer Procedures

Perform client computer procedures by following the procedures below.

1 Copy the installation package file to the client computer.

2 Double-click the file.

Changing of the printer driver settings is now complete.

Automatically Changing a Printer Driver USB Port

If using USB connection, a new cue is created when a new printer is connected to the computer. To print in a new printer from an existing driver, it is necessary to specify the port of the printer driver in the new printer.

Previously installing a USB Printer Class Device Replacement Service to the client computer enables automatic changing of the driver USB port when a printer is changed. The client computer user does not have to change the settings.

✐ NOTE	It is not necessary to reset the driver if using a network computer because the IP address of the existing printer is specified in the new printer.

Installing

Install the USB Printer Class Device Replacement Service by following the procedures below.

1 Unzip the USBRepSv file and extract to a folder of your choice.

2 Double-click SETUPxx.exe of the USBRepSv-UsbRepSv_xx_xxxx folder.

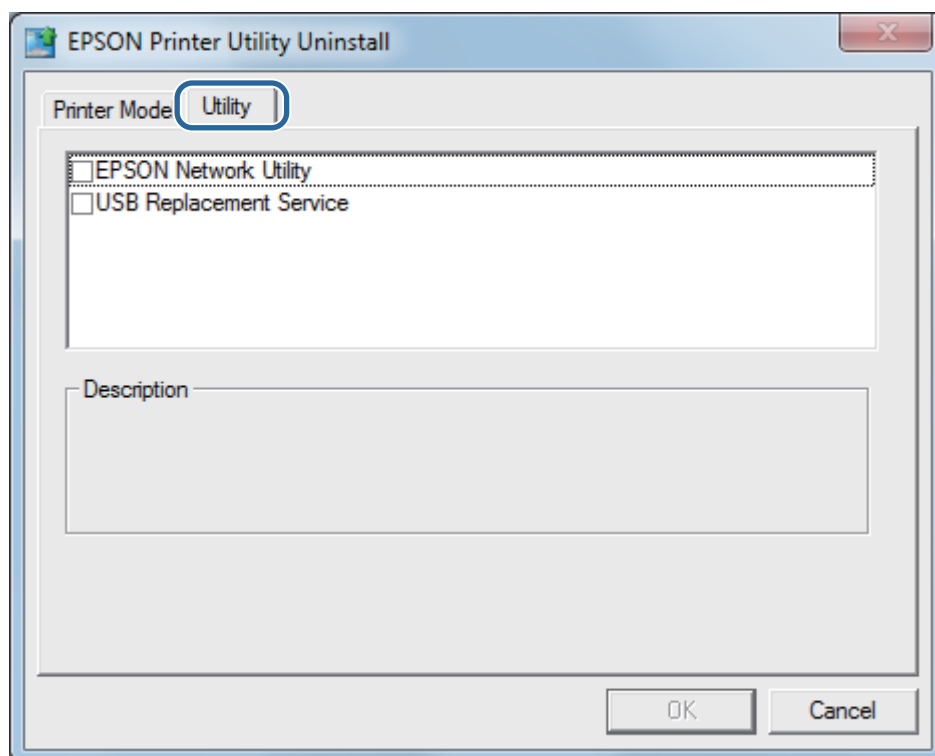Installation of the USB Printer Class Device Replacement Service is now complete.

Uninstalling

The USB Printer Class Device Replacement Service is not displayed in the programs list on the control panel. Uninstall the USB Printer Class Device Replacement Service by following the procedures below.

1 Close all applications on the computer that are currently open.

2 Open **Uninstall a program** (or **Add or Remove Programs**).

- Windows 10:
  Right-click **Start** and then select **Control Panel**. Click **Uninstall a program**.

- Windows 8.1 or Windows 8:
  Select **Control Panel** from the Settings sidebar of the desktop. **Click Uninstall a program**.

- Windows 7:
  Click **Control Panel** in the **Start** menu. Click **Uninstall a program**.

- Windows Vista:
  Click **Control Panel** in the **Start** menu. Click **Uninstall a program**.

- Windows XP Professional:
  Click **Control Panel** in the **Start** menu and then click **Add or Remove Programs**.

- Windows XP Home Edition:
  Click **Control Panel** in the **Start** menu and then click **Add or Remove Programs**.

3 Select **EPSON Printer Driver Utilities**. Click **Uninstall and Update**.
The **EPSON Printer Utility Uninstall** screen appears.

4 Select the **Utility** tab.

5 Place a check mark next to the **USB Replacement Service** and click **OK**.

Click **OK** to start the uninstall process.
The **Uninstall Complete** screen is displayed.

6 Click **OK**.

Uninstallation of the USB Printer Class Device Replacement Service is now complete.

Restrictions of the USB Printer Class Device Replacement Service

After replacing a printer, the green check mark on the "View devices and printers" screen indicating [Default Printer] may still be displayed for the previous printer that was replaced. Or, the check mark might not be displayed at all. In such cases, you can correct the check mark by performing the following procedure.

- Return to the desktop screen and open the **View devices and printers** screen again.
- Right-click the printer driver and select Set as **Default Printer**.
- Log off the user's account and restart the operating system.

Appendix

Notes

(1) All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Seiko Epson Corporation.

(2) The content of this manual is subject to change without notice.

(3) While every precaution has been taken in the preparation of this manual, Seiko Epson Corporation assumes no responsibility for errors or omissions.

(4) Neither is any liability assumed for damages resulting from the use of the information contained herein.

(5) Neither Seiko Epson Corporation nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs, or expenses incurred by purchaser or third parties as a result of: accident, misuse, or abuse of this product or unauthorized modifications, repairs, or alterations to this product, or (excluding the U.S.) failure to strictly comply with Seiko Epson Corporation's operating and maintenance instructions.

(6) Seiko Epson Corporation shall not be liable for any damages or problems arising from the use of any options or any consumable products other than those designated as Genuine Epson Products or Epson Approved Products by Seiko Epson Corporation.

Trademarks

Microsoft®, Windows®, and Windows Vista® are registered trademarks of Microsoft Corporation in the United States and/or other countries.

QR Code is registered trademark of DENSO WAVE INCORPORATED in Japan and other countries.

EPSON and EXCEED YOUR VISION are registered trademarks of Seiko Epson Corporation.

All other trademarks are the property of their respective owners and used for identification purpose only.