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TM-L100

User's Manual

M00148300 EN

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Before Using the Printer

Important Safety Information

The symbols shown below are used in this manual in order to ensure safety and proper use of this product and to prevent danger to you and other persons, and property damage.

The symbols are identified by their level of importance, as defined below. Be sure that you completely understand their meanings before reading this manual.

WARNING:

Warnings must be followed carefully to avoid serious bodily injury.

CAUTION:

Cautions must be observed to avoid minor injury to yourself, damage to your equipment, or loss of data.

Note:

Notes have important information and useful tips on the operation of your equipment.

Safety Precautions

WARNING:

Be sure to use the specified AC adapter. Connection to an improper power source may cause fire.

Caution labels

The caution labels on the product indicate the following precautions.

CAUTION:

Do not touch the thermal head and its surroundings during use or immediately after use. After printing, the thermal head and its surroundings can be very hot.

CAUTION:

Touching the manual cutter may cause injury.

Product Information Page

You can download Technical Reference Guide, and utilities and software for the printer from the product information page. Download from the following URL.

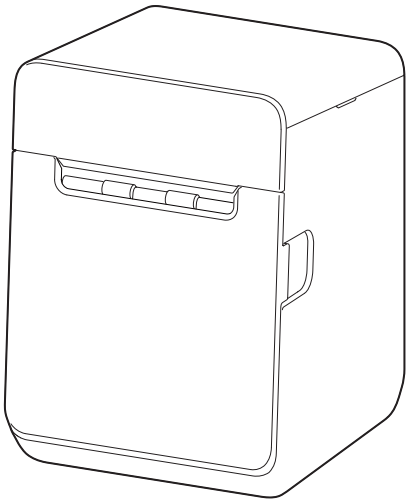
www.epson-biz.com/?prd=tm-l100

Checking Items Included with the Printer

The following items are included with the printer. If any item is damaged or missing, contact qualified service personnel.

Other items may be included depending on the printer model.

❏ Printer



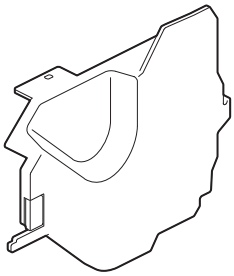
❏ Rubber feet (4 pieces)



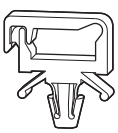
❏ Tape for fixing the product (2 pieces)



❏ 40-mm width roll paper guide

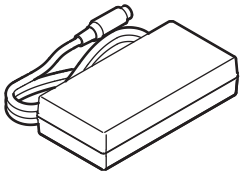


❏ Locking wire saddle

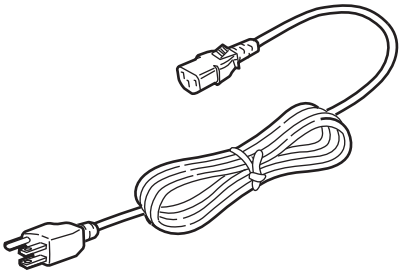


Before Using the Printer

❏ AC adapter

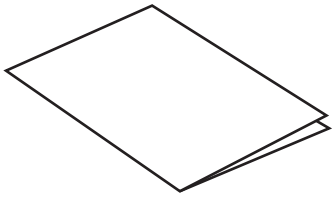


❏ AC cable



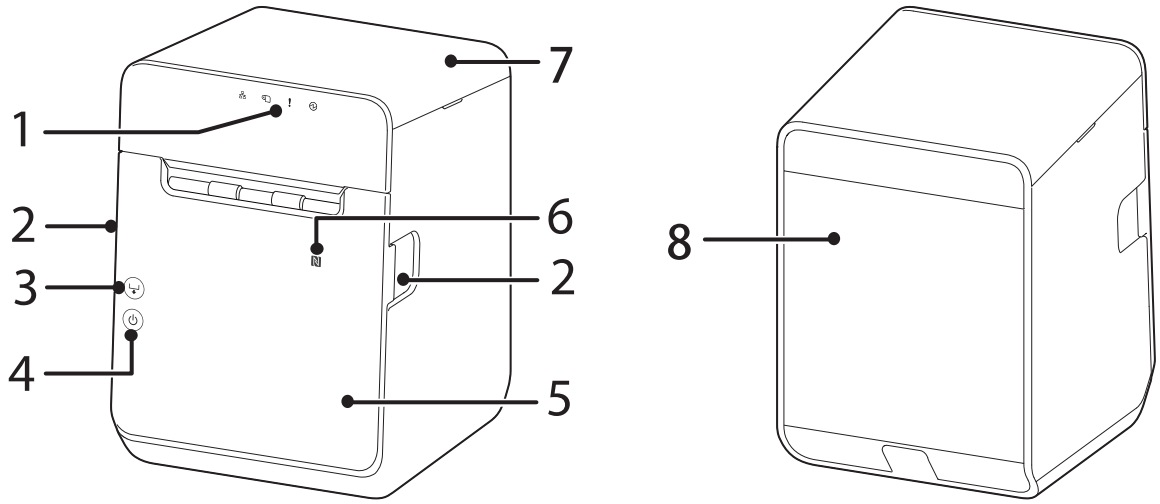
*The AC cable may not be included depending on the printer model.

❏ Manuals



Part Names

Top/Front/Rear



1	Panel LED	The LED lights indicate printer status.
2	Cover open lever	Operate this lever to open the roll paper cover.
3	Feed button	Press this button once to feed the roll paper for one line. Hold down this button to continue feeding the roll paper.
4	Power button	This button turns the printer on or off.
5	Roll paper cover	Open this cover when installing or replacing the roll paper.
6	NFC Tag	A mark is printed here to indicate the position of the NFC tag. To establish communication with an NFC device, bring the device close to this mark.
7	Top cover	Open this cover if the roll paper cover does not open.
8	Rear cover	Open this cover when connecting the DC cable of the AC adapter, or interface cables of peripheral devices.

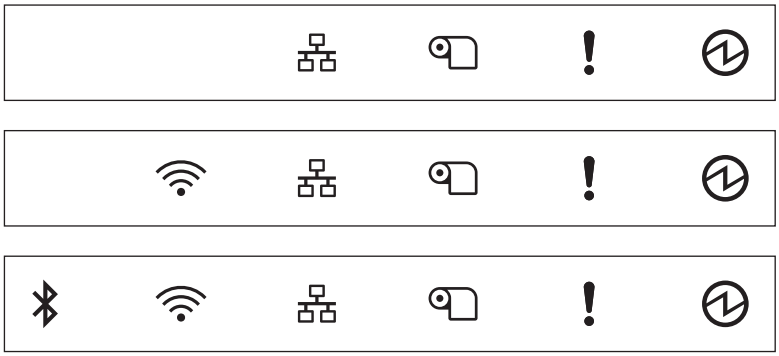
Panel LED

The following table describes meaning of each LED light. See the link below for more details.

"Meanings of LED Indications" on page 38

The LED lights displayed on the printer differ depending on the interface installed on the printer.

"Interface" on page 46

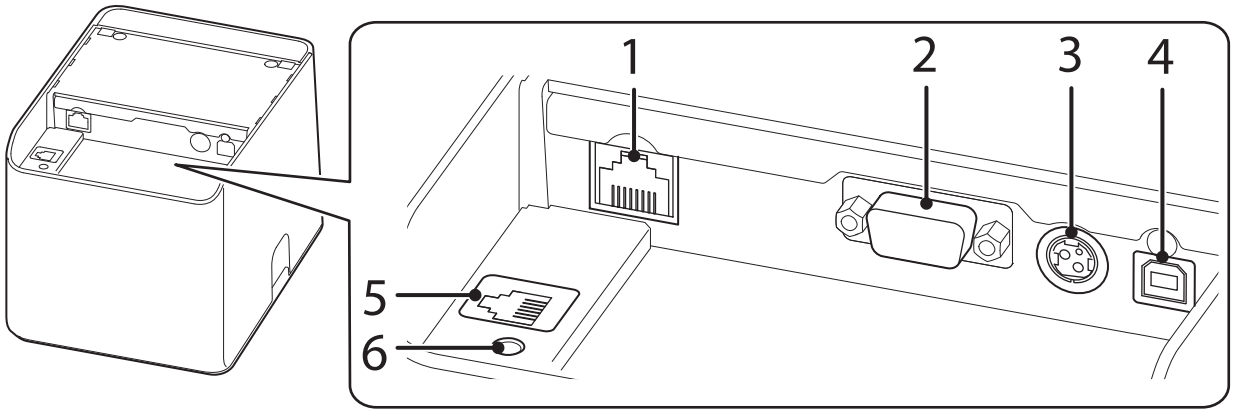


	Power LED	This turns on when the printer is on.
	Error LED	Turns on when printing is temporarily unavailable such as when the roll paper cover is open, or paper out.
	Paper LED	On indicates a paper out.
	Ethernet LED	Turns on when the printer is connected to Ethernet.
	Wi-Fi LED	Turns on when the printer is connected to Wi-Fi. * To connect the printer to Wi-Fi, you need to connect an optional wireless LAN unit.
	Bluetooth LED	Turns on when the printer is connected via Bluetooth.

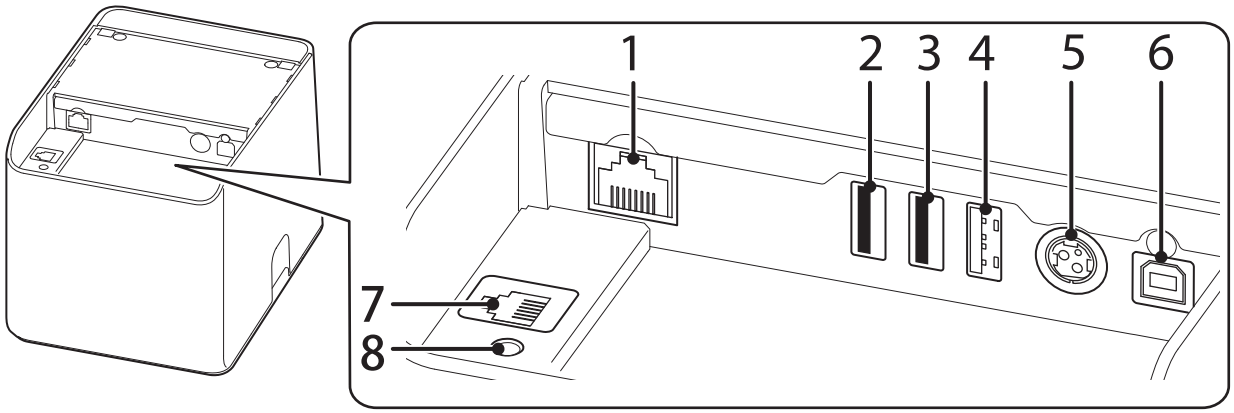
Connectors

The on-board connectors vary depending on the printer model.

"Interface" on page 46



1	Ethernet connector	Connects the 10BASE-T/100BASE-TX LAN cable.
2	Serial connector	Connects a serial cable.
3	Power supply connector	Connects the DC cable for the AC adapter.
4	USB Type-B connector	Connects the USB cable for connecting to computers.
5	Drawer kick connector	Connects the modular cable for the cash drawer.
6	Status sheet button	Initializes the interface settings or prints a status sheet to verify the settings.



1	Ethernet connector	Connects the 10BASE-T/100BASE-TX LAN cable.
2,3	USB Type-A connector The USB connector color is black	For connecting a peripheral device such as a customer display, handheld scanner, or wireless LAN unit.

Part Names

4	USB connector (USB-A - Device Charging) The USB connector color is white	Connects a USB cable for connecting to a tablet computer. Enables data communication with the tablet while charging it.
5	Power supply connector	Connects the DC cable for the AC adapter.
6	USB Type-B connector	Connects the USB cable for connecting to computers.
7	Drawer kick connector	Connects the modular cable for the cash drawer.
8	Status sheet button	Initializes the interface settings or prints a status sheet to verify the settings.

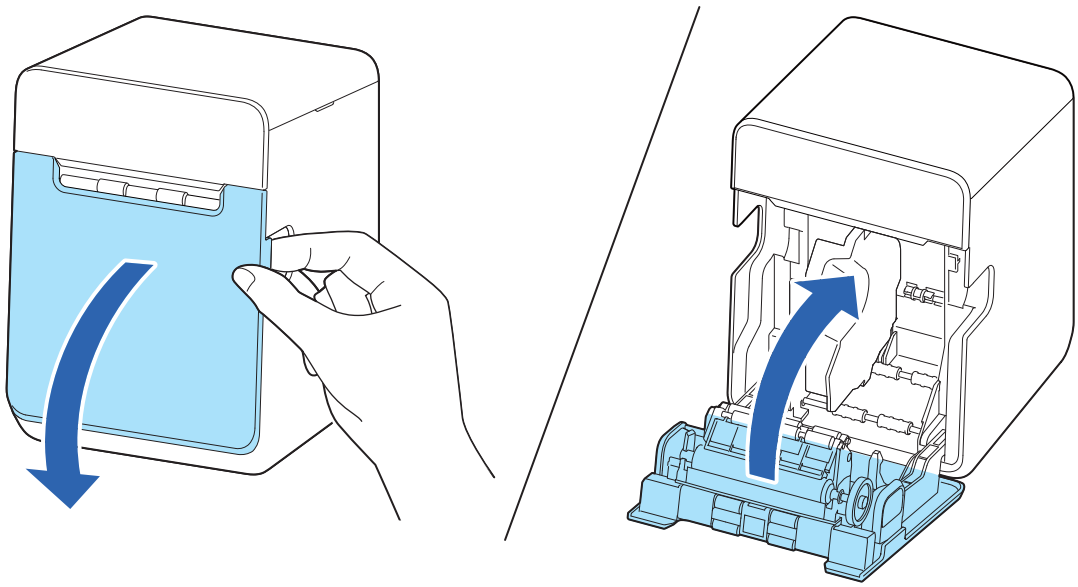
CAUTION:

When a tablet computer is connected to the USB connector (USB-A - Device Charging), the Bluetooth function of the printer is disabled.
To use the Bluetooth function keeping the tablet connected to the connector, disable the USB data communication. For more details, see the Technical Reference Guide.

Setup

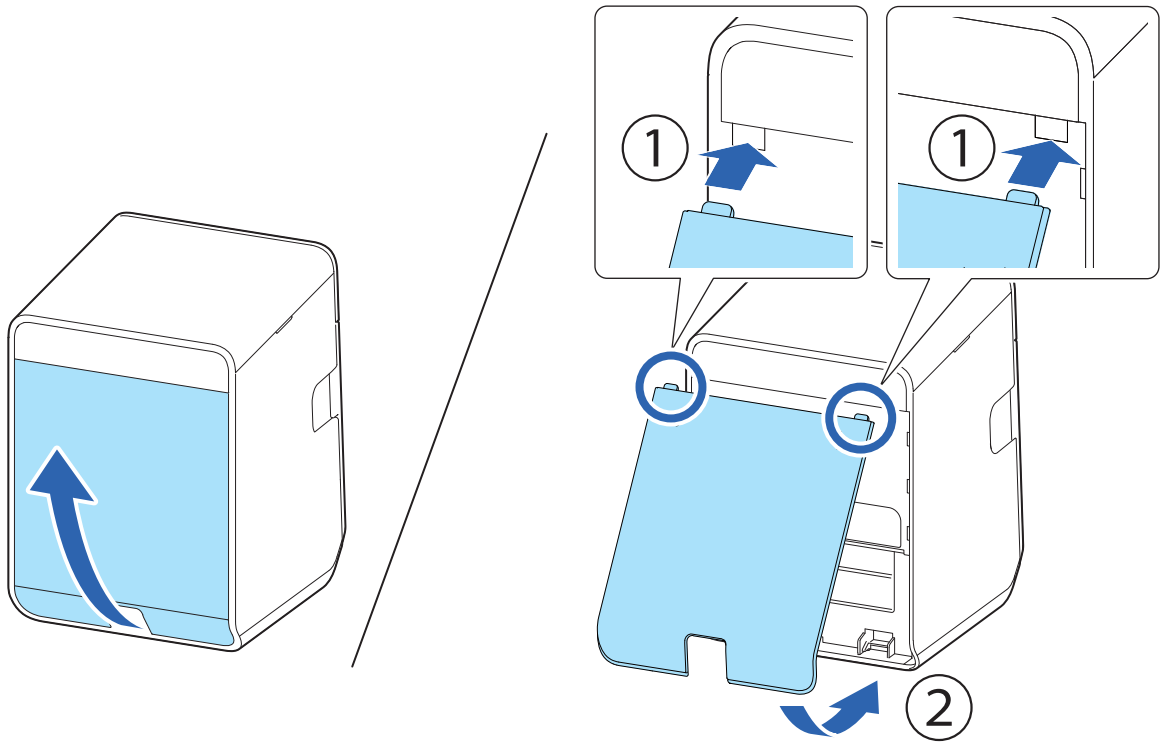
Opening/Closing the Roll Paper Cover

Pinch either the left or right cover open lever to open the roll paper cover.



Removing/Attaching the Rear Cover

Pull up the cutout portion of the cover to remove the cover.

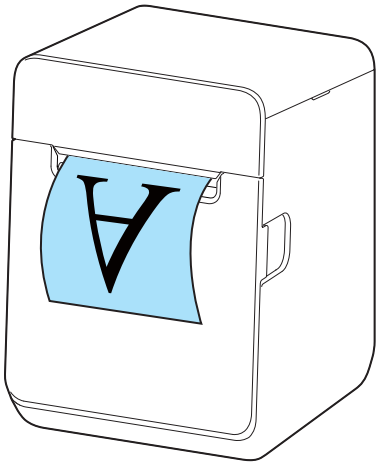


Placing the Printer

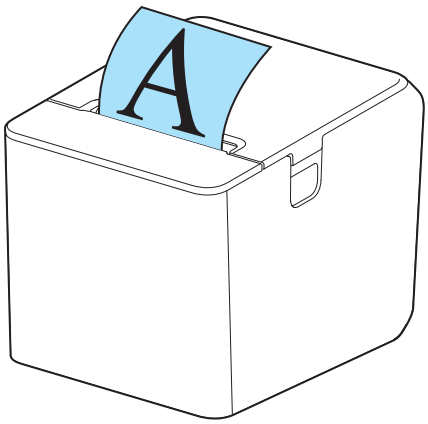
The printer can be placed vertically or horizontally.

For printing on some types of label paper, vertical installation is recommended.

❏ Vertical installation



❏ Horizontal installation



CAUTION:

❏ *Place the printer on a flat surface.*

❏ *Do not place the printer in locations subject to high dust levels.*

❏ *Be careful not to place cords or foreign substances under the printer.*

❏ *Take measures to prevent the printer from moving due to vibrations when using the cash drawer.*

❏ *Do not give a high impact on the printer during operation. Doing so may cause the print failure.*

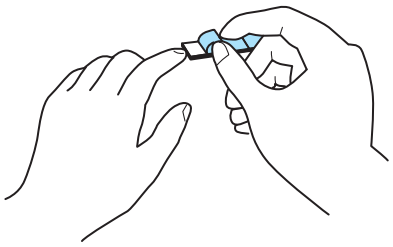
Note:
You can hang the printer on a wall by using the optional Wall Hanging Bracket Set (OT-WH30). Refer to the manual of the Wall Hanging Bracket Set for details.

Placing the Printer Vertically

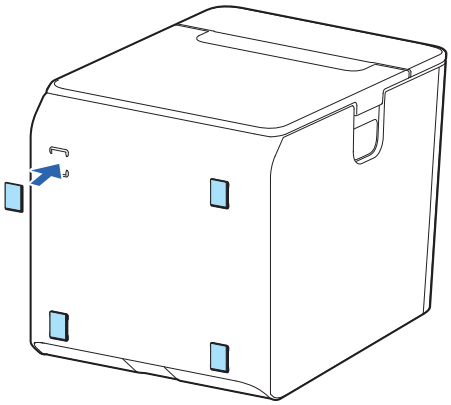
Attach the included four rubber feet and two pieces of fixing tape to the bottom of the printer.

1 Lay the printer on its side.

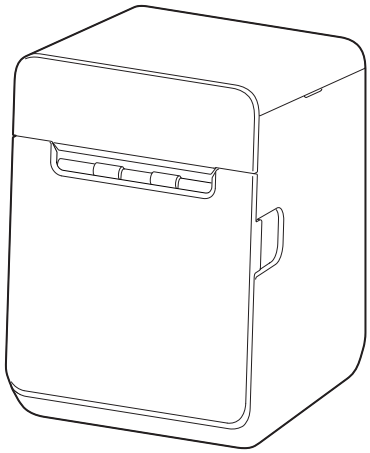
2 Remove the release paper from the rubber feet.



3 Attach the rubber feet to the four positions on the bottom of the printer.



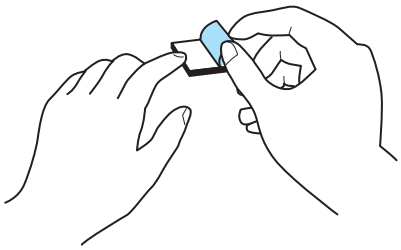
4 Place the printer.



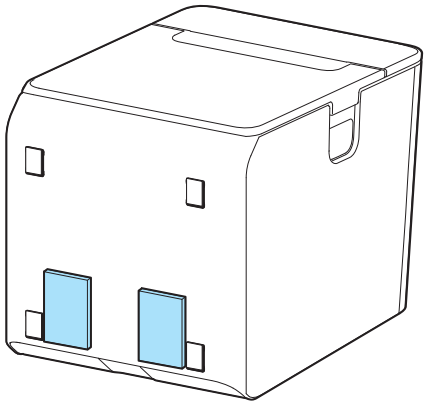
Securing the Printer to the Installation Surface

For vertical installation, use of the fixing tape is recommended to secure the printer to the installation surface.

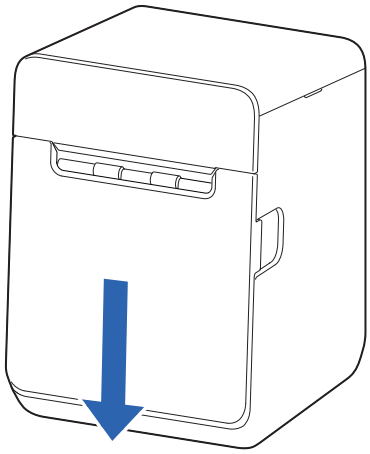
1. Lay the printer on its side.
2. Remove the release paper from one side of the fixing tape.



3. Attach the fixing tape to the two positions.



4. Remove the other release paper from the fixing tape.
5. Place the printer on the installation surface, and then hold the printer down to secure it.

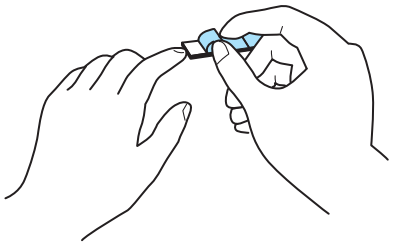


Placing the Printer Horizontally

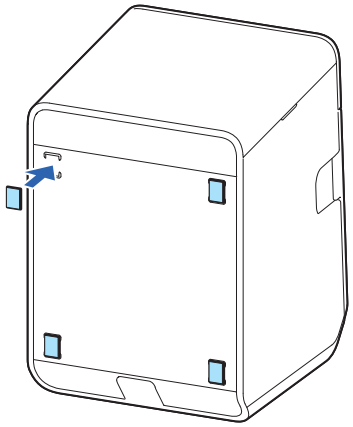
Attach the included four rubber feet to the rear of the printer.

Setup

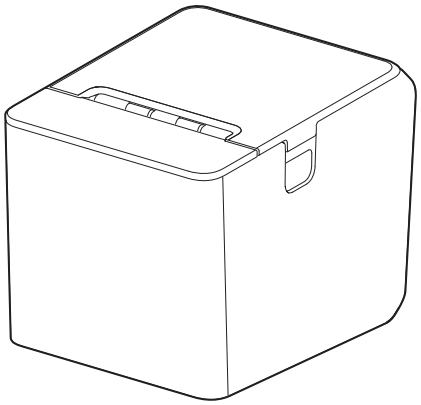
1 Remove the release paper from the rubber feet.



2 Attach the rubber feet to the four positions on the bottom of the printer.



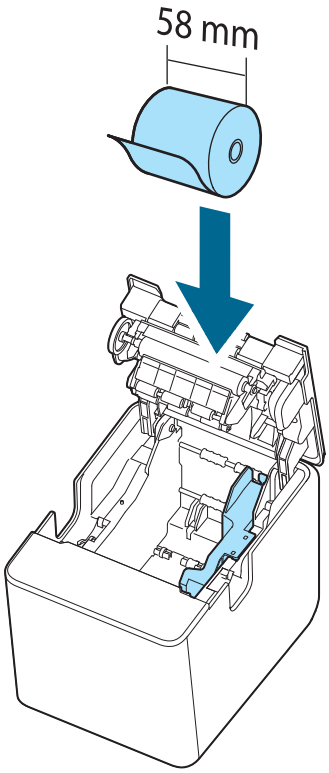
3 Place the printer.



Changing the Paper Width

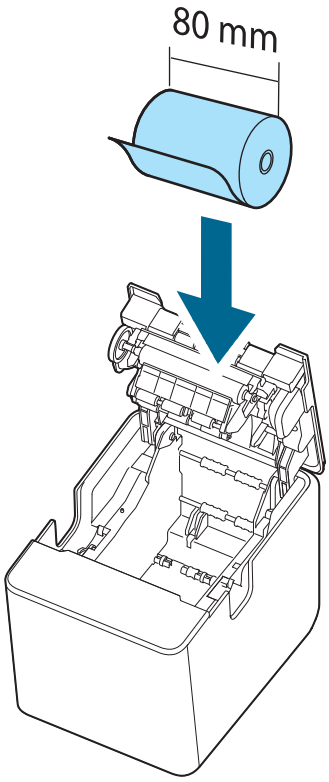
The printer allows you to use three widths roll paper.

The factory default setting is to use 58 mm width roll paper.

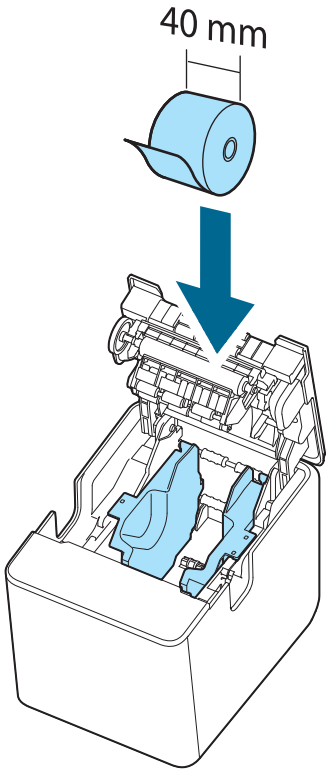


Attach 58-mm width roll paper guide to the right

(Default)



No roll paper guide

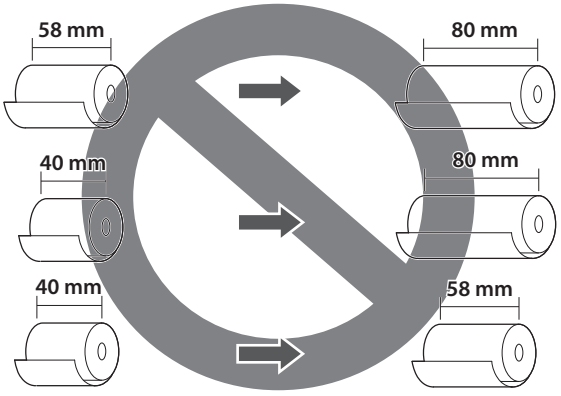


Attach 58-mm width roll paper guide to the right

Attach 40-mm width roll paper guide to the left

CAUTION:

You cannot change the paper width to a wider paper width after you have used the printer. Because parts of the print head that had not touched paper may be damaged by being rubbed against the platen roller, and the autocutter may have worn out.



Using 58 mm Wide Roll Paper

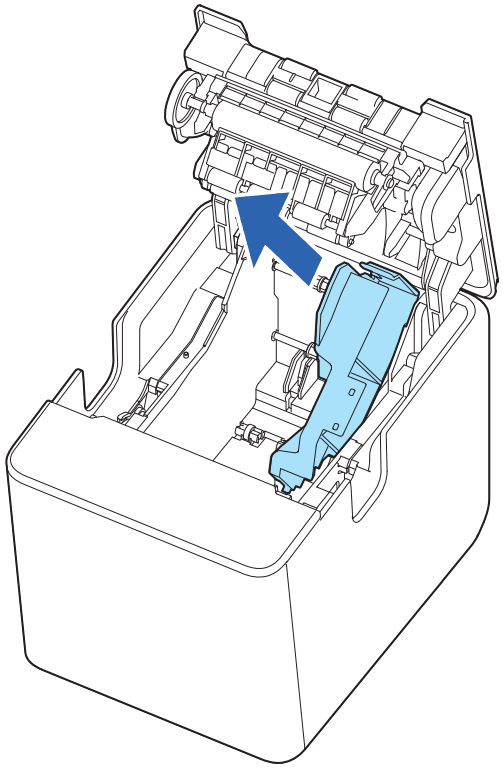
Attach only the 58-mm width roll paper guide. This is the factory default.

Using 80 mm Wide Roll Paper

Remove all the roll paper guides.

Follow the procedure below to remove the 58-mm width roll paper guide.

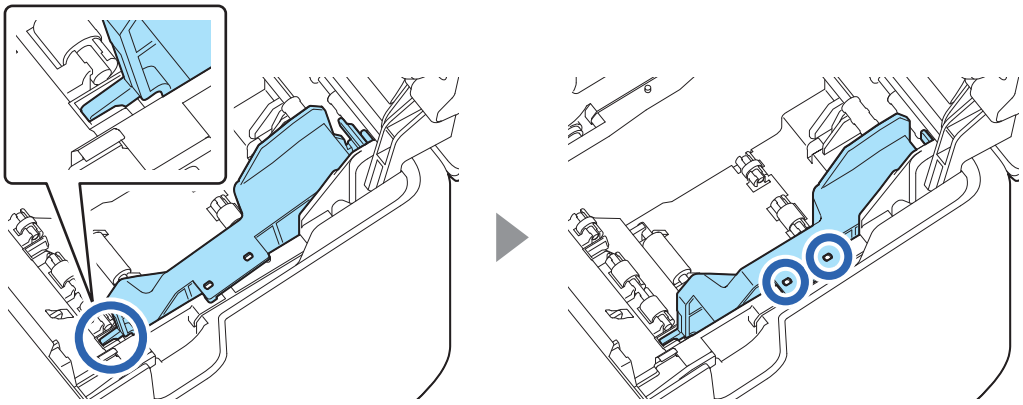
1. Lay the printer on its side.
2. Open the roll paper cover.
3. Remove the roll paper guide by pulling its tab up and toward you.



Note:

- *When you turn the printer on, the printer automatically changes the paper width setting to 80 mm. It is not necessary to change the setting by using TM-L100 Utility or other software.*
- *How to attach the 58-mm width roll paper guide*
  Tilt the guide and insert its protrusion into the groove inside the printer, and then fit it into place.

The pins on the printer fit into the positioning holes in the guide.

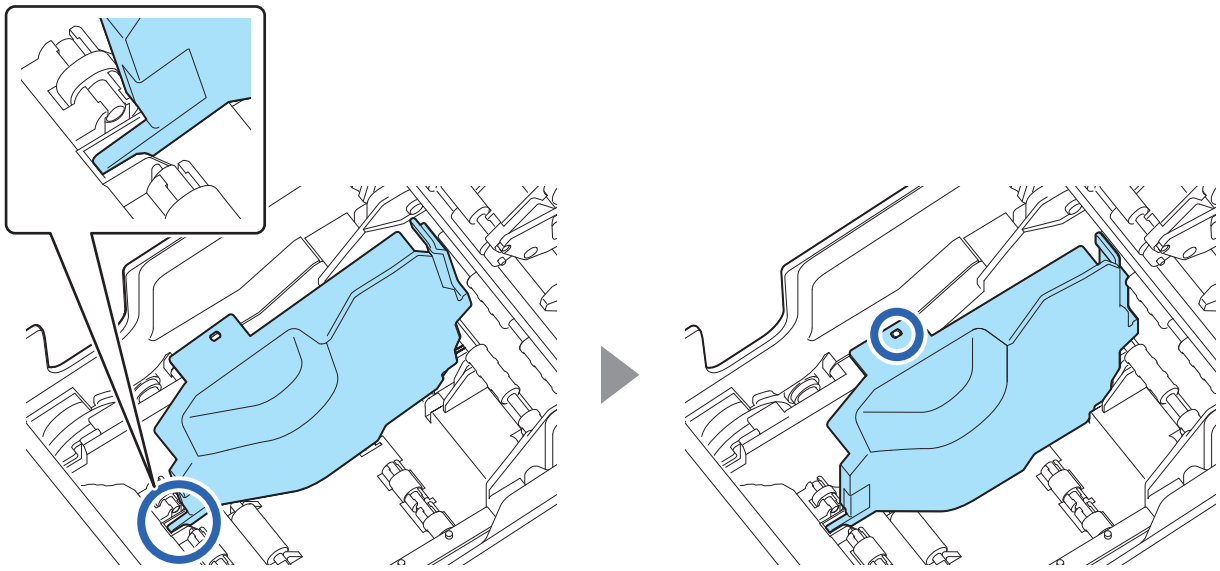


Using 40 mm Wide Roll Paper

Attach both the 40-mm and 58-mm width roll paper guides.

Follow the procedure below to attach the 40-mm width roll paper guide.

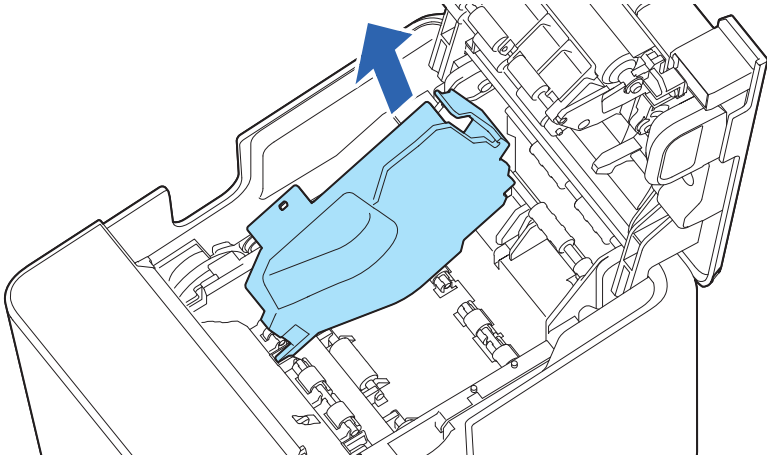
1. Lay the printer on its side.
2. Open the roll paper cover.
3. Tilt the guide and insert its protrusion into the groove inside the printer, and then fit it into place.
   The pin on the printer fits into the positioning hole in the guide.



4. By using TM-L100 Utility, change the paper width setting of the printer to 40 mm.
   For more details, see the TM-L100 Technical Reference Guide.

Note:
How to remove the 40-mm width roll paper guide

Remove the roll paper guide by pulling its tab up and toward you.



Connecting to Power Source

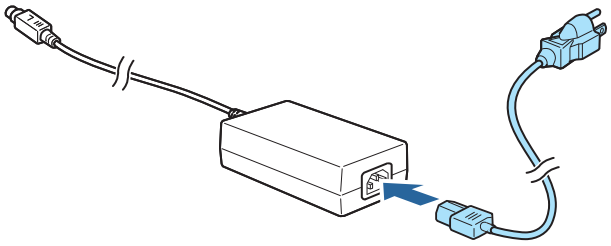
Connect the AC adapter to supply power to the printer.

WARNING:

- *Be sure to use the specified AC adapter PS-190 (Model: M368A) only. Using another AC adapter may result in causing fire or shock.*
- *Be sure to use the AC cable that came with the printer.*
- *Never insert the AC cable plug into a socket that does not meet the input voltage of the AC adapter. Doing so may result in damage to the printer.*
- *Should a fault ever occur, immediately turn off the power to the printer and unplug the AC cable from the socket.*

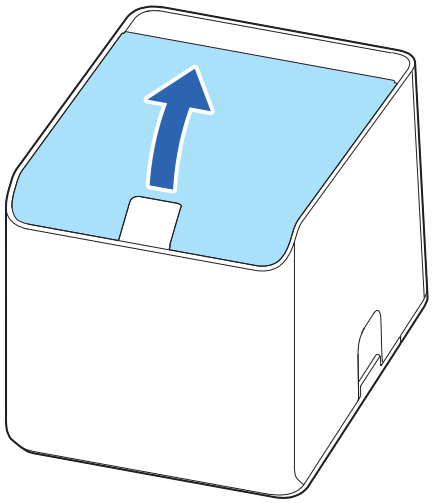
Connecting the AC Adapter

1. Connect the AC cable to the AC adapter.



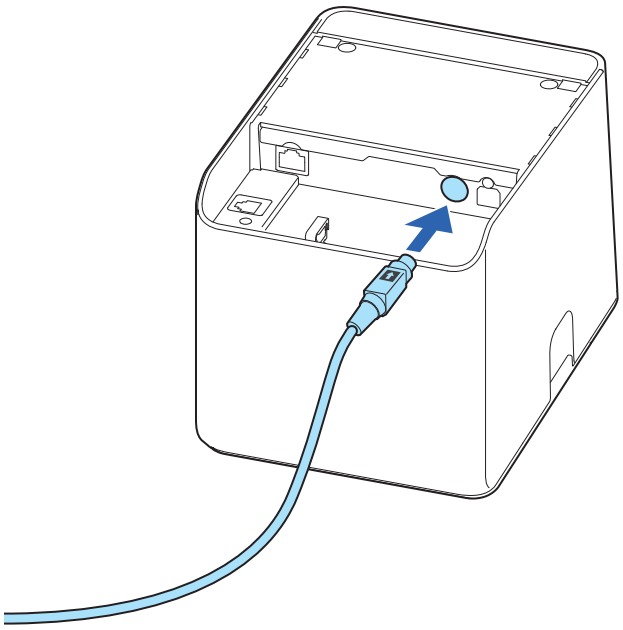
2. Lay the printer on its side.

3. Remove the rear cover.



4 Connect the DC cable of the AC adapter to the power supply connector.

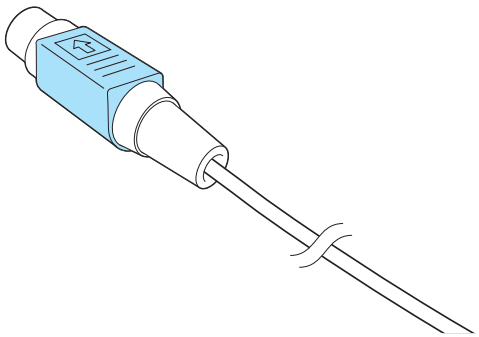
If you need to connect interface cables, skip next steps and go to "Connecting Interface Cables" on page 23.



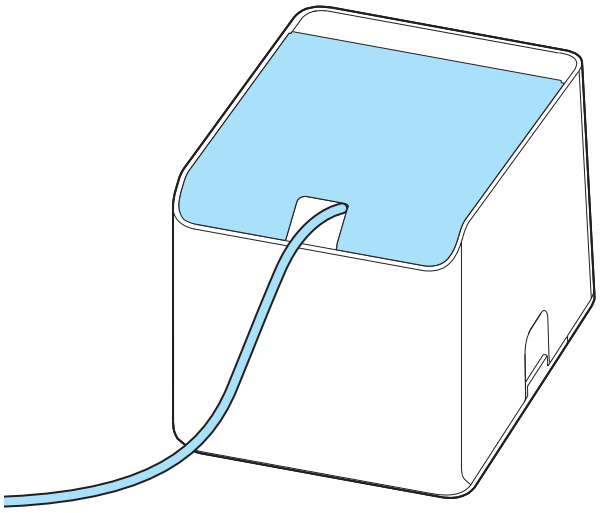
Note:

How to disconnect the DC cable

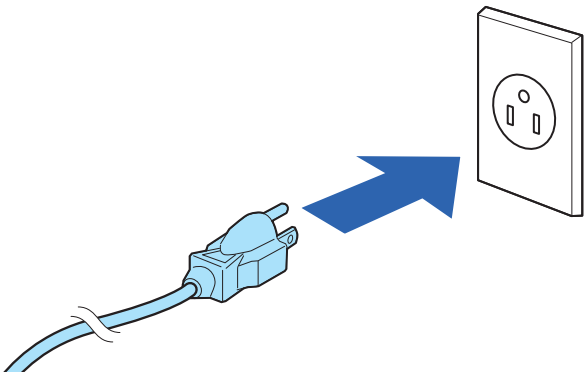
Make sure that the AC cable is not connected, and then hold the arrow-printed portion of the connector to pull it straight out.



5 Attach the rear cover. Pull out the DC cable through the cutout of the rear cover.



6 Connect the AC cable plug to a power outlet.



WARNING:

Should a fault ever occur, immediately turn off the power to the printer and unplug the AC cable from the socket.

Connecting Interface Cables

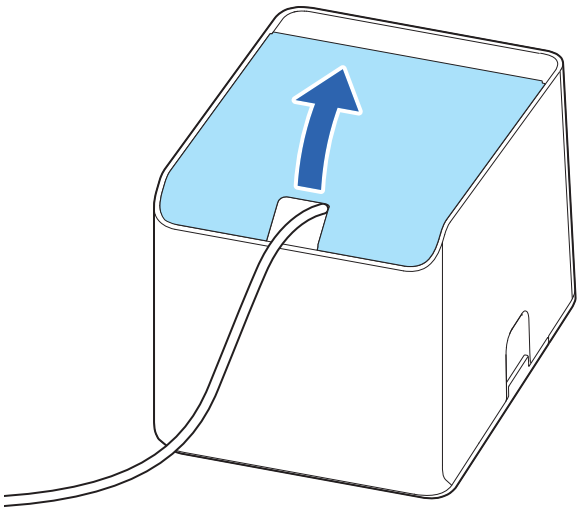
Connect interface cables of a computer or peripheral devices to the connectors on the rear of the printer.

The on-board connectors vary depending on the printer model.

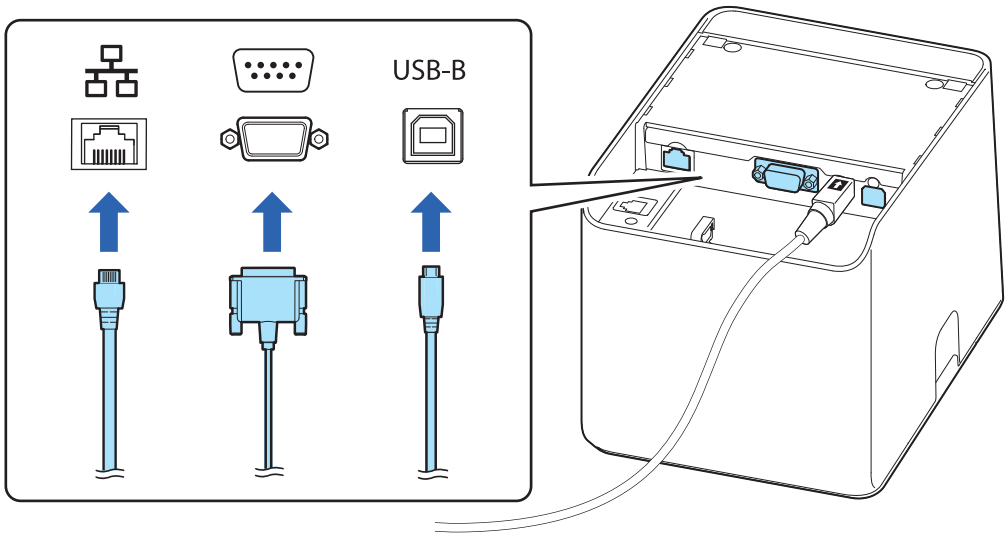
"Interface" on page 46

1 Lay the printer on its side.

2 Remove the rear cover.

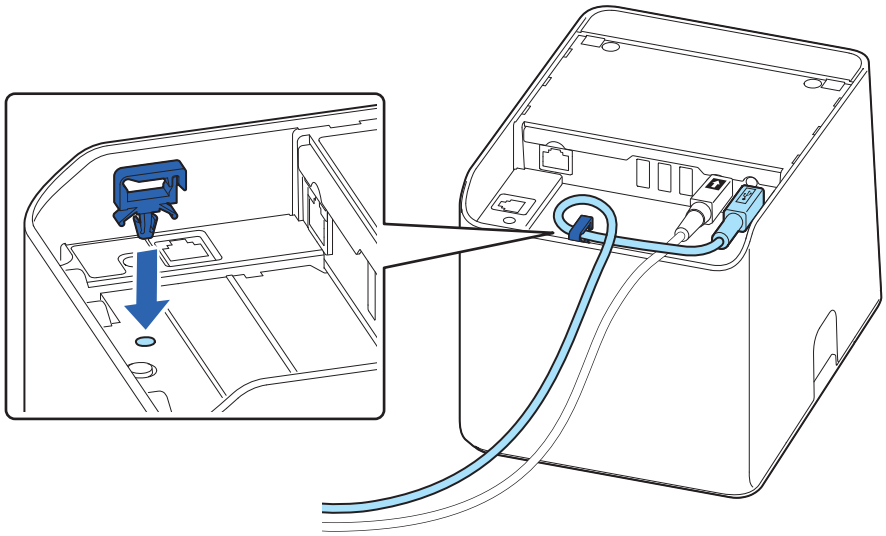


3 Connect the interface cable to the appropriate connector.

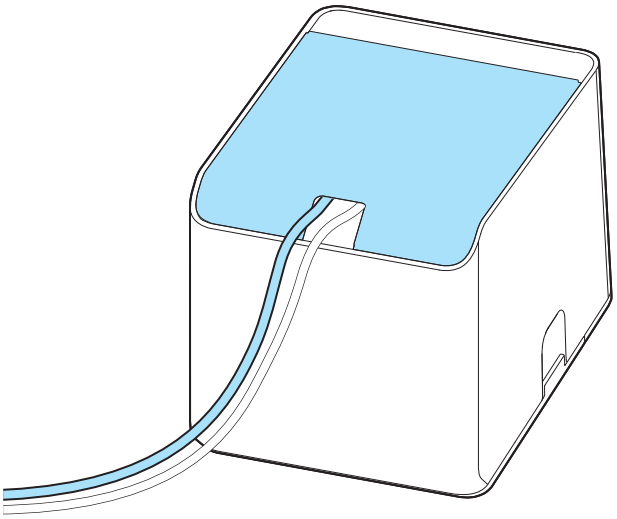


Note:
When connecting a USB cable to the USB Type-B connector

By attaching the included locking wire saddle and pass the cable through the hook, you can prevent the cable from being unplugged.

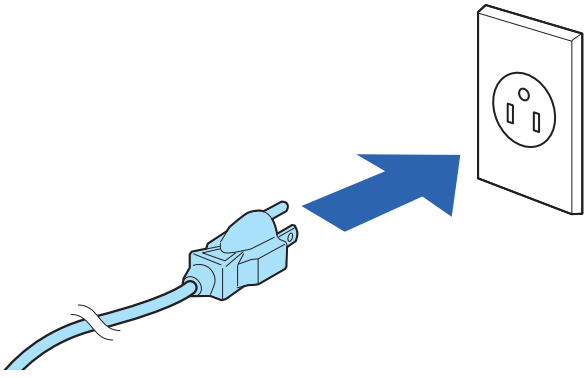


4 Attach the rear cover. Pull out the Interface cable through the cutout of the rear cover.



5 Connect the interface cable to your computer or peripheral device.

6 Connect the AC cable plug to a power outlet.



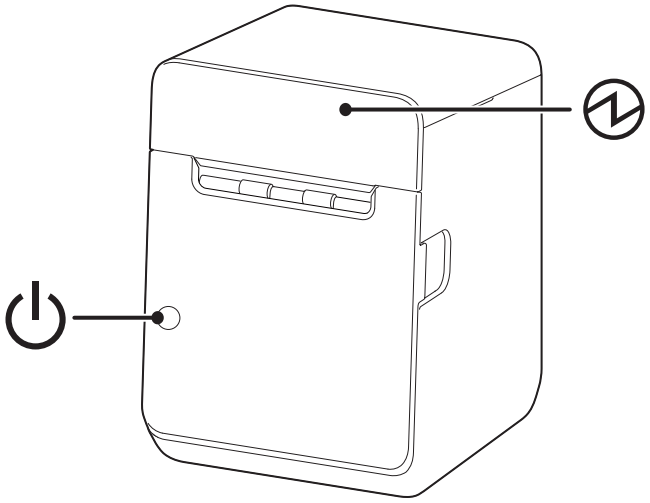
WARNING:

Should a fault ever occur, immediately turn off the power to the printer and unplug the AC cable from the socket.

Basic Operations

Turning the Power On/Off

Use the power button to turn the printer on or off.



Turning the Power On

Hold down the power button until the power LED turns on, then release the button.

Turning the Power Off

Hold down the power button until the power LED starts flashing, then release the button.

Installing or Replacing the Roll Paper

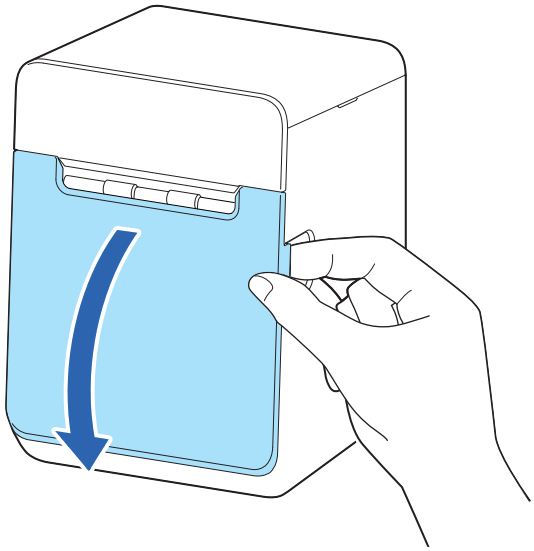
Follow the steps below to install or replace the roll paper.

CAUTION:

- ❏ *Make sure you use a specified roll paper type.*
- ❏ *Make sure to turn on the printer before loading or replacing the roll paper.*

For Vertically Placed Printer

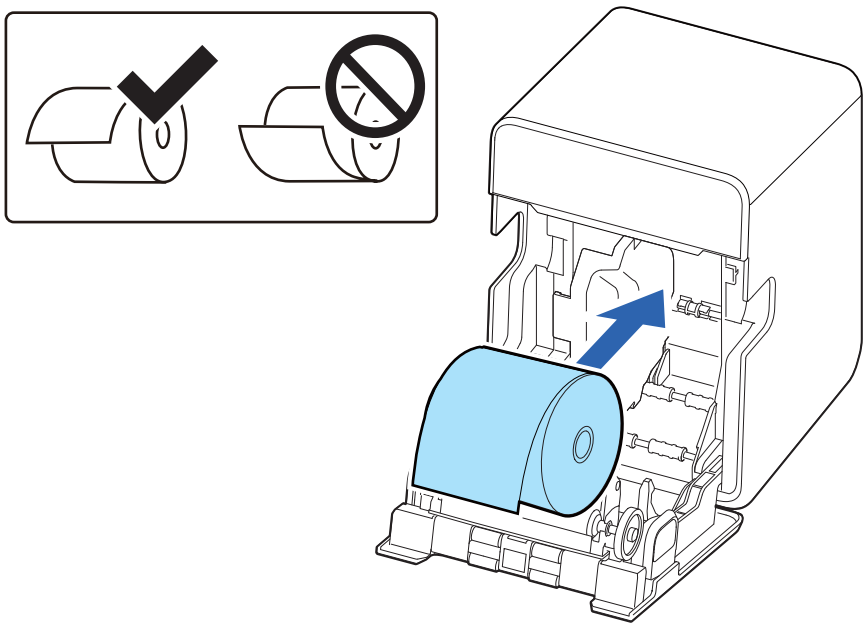
1. Turn on the printer.
2. Open the roll paper cover.



3. Remove the used roll paper core if any.

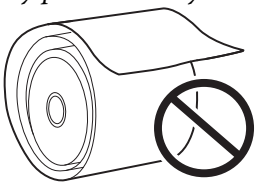
4 Install the roll paper in the correct direction.

Make sure that the roll paper is not slack. If the roll paper is slack, take up the slack before installing it.



CAUTION:

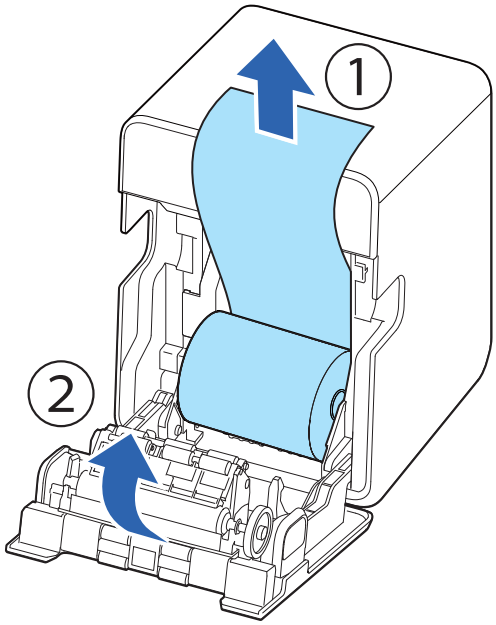
❏ *Before installing the roll paper, take up any slack in the roll paper by pulling its leading edge. If you install a slack roll paper, a paper jam or print quality problems may occur.*



❏ *Before installing the roll paper, make sure that the roll paper is not deformed. Using a deformed roll paper will cause the printer to malfunction.*

5 Pull out some paper, and close the roll paper cover.

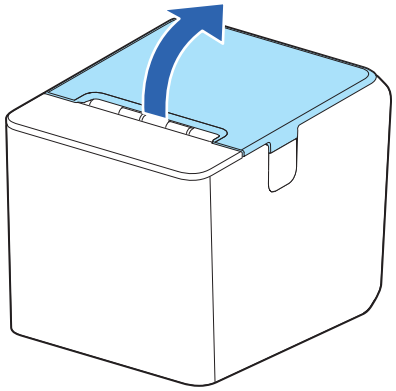
When the printer power is on, the roll paper is automatically cut.



For Horizontally Placed Printer

1 Turn on the printer.

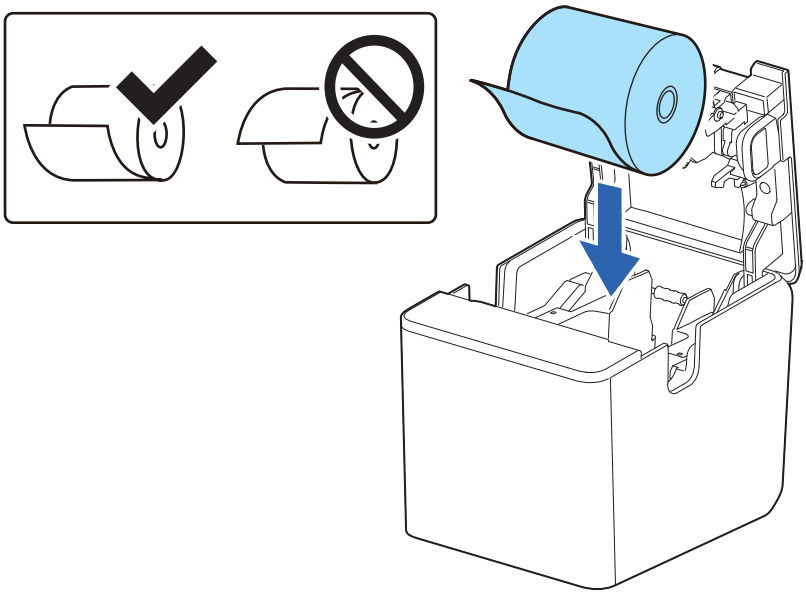
2 Open the roll paper cover.



3 Remove the used roll paper core if any.

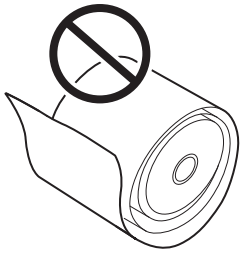
4 Install the roll paper in the correct direction.

Make sure that the roll paper is not slack. If the roll paper is slack, take up the slack before installing it.



CAUTION:

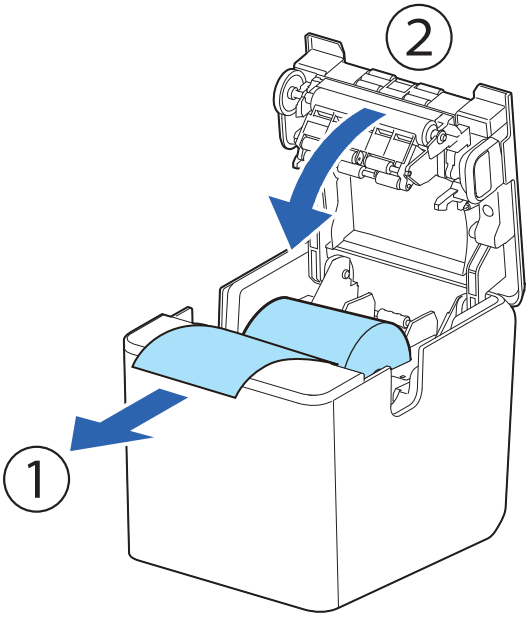
❏ *Before installing the roll paper, take up any slack in the roll paper by pulling its leading edge. If you install a slack roll paper, a paper jam or print quality problems may occur.*



❏ *Before installing the roll paper, make sure that the roll paper is not deformed. Using a deformed roll paper will cause the printer to malfunction.*

5 Pull out some paper, and close the roll paper cover.

When the printer power is on, the roll paper is automatically cut.



Cleaning

Cleaning the Printer Case

If the exterior surface is noticeably dirty, follow the steps below to clean it.

1. Turn off the printer.
2. Disconnect the AC cable from the power outlet.
3. Wipe off the dirt with a dry or slightly damp cloth.

CAUTION:

Never clean the product with alcohol, benzine, thinner, or other such solvents. Doing so may damage or break the parts made of plastic and rubber.

Cleaning the Inside of the Printer

If paper dust or glue from the roll paper accumulates inside the printer, it may cause poor printing, erratic paper feeding or cutting, or paper jamming. Please clean the inside of the printer when it becomes noticeably dirty.

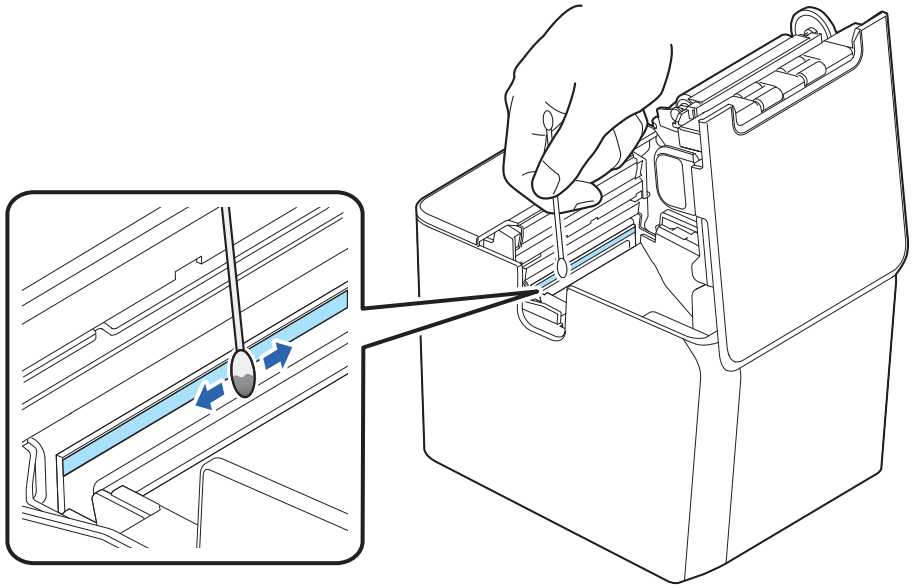
1. Turn off the printer.
2. Disconnect the AC cable from the power outlet.
3. Open the roll paper cover.
4. Clean the inside of the printer following the instructions on the pages listed below.
   "Thermal Head" on page 33
   "Paper Exit Area" on page 34
   "Inside the Roll Paper Holder" on page 34
   "Side Surfaces of the Roll Paper Holder" on page 35
   "Platen Roller and Its Surroundings" on page 37
5. Let the cleaned surface dry completely, then close the roll paper cover.

Thermal Head

Clean the thermal head with a cotton swab moistened with an alcohol solvent (ethanol or IPA).

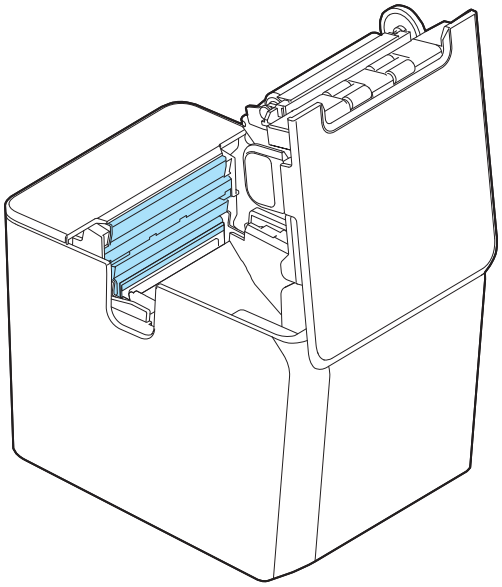
CAUTION:

- ❏ *After printing, the thermal head and its surroundings can be very hot. Be careful not to touch it and to let it cool before you clean it.*
- ❏ *Do not damage the thermal head by touching it with your fingers or any hard object.*



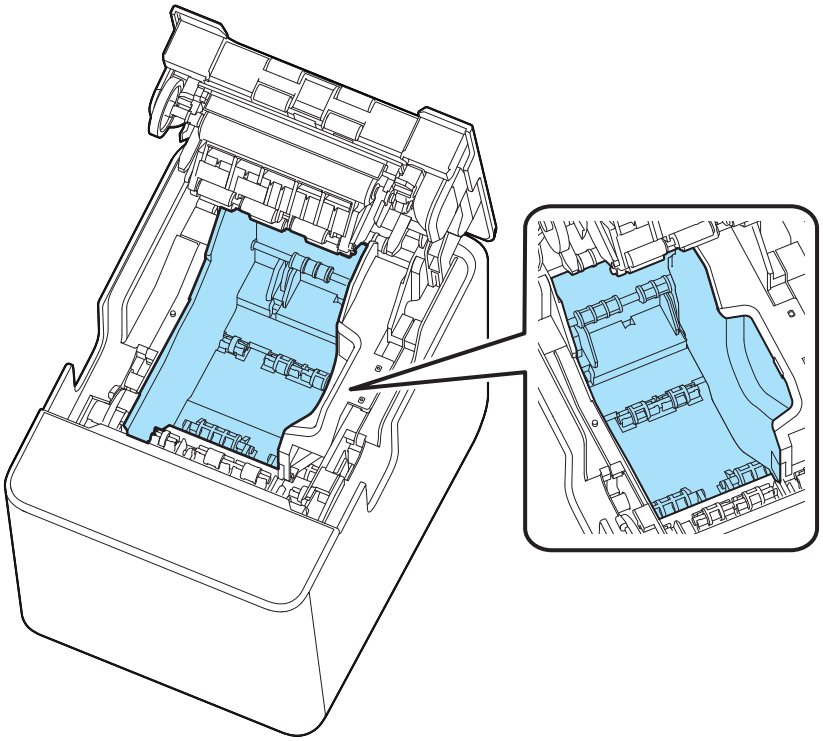
Paper Exit Area

Wipe off paper dust or glue with a slightly damp cloth.



Inside the Roll Paper Holder

Wipe off paper dust with a dry or slightly damp cloth.



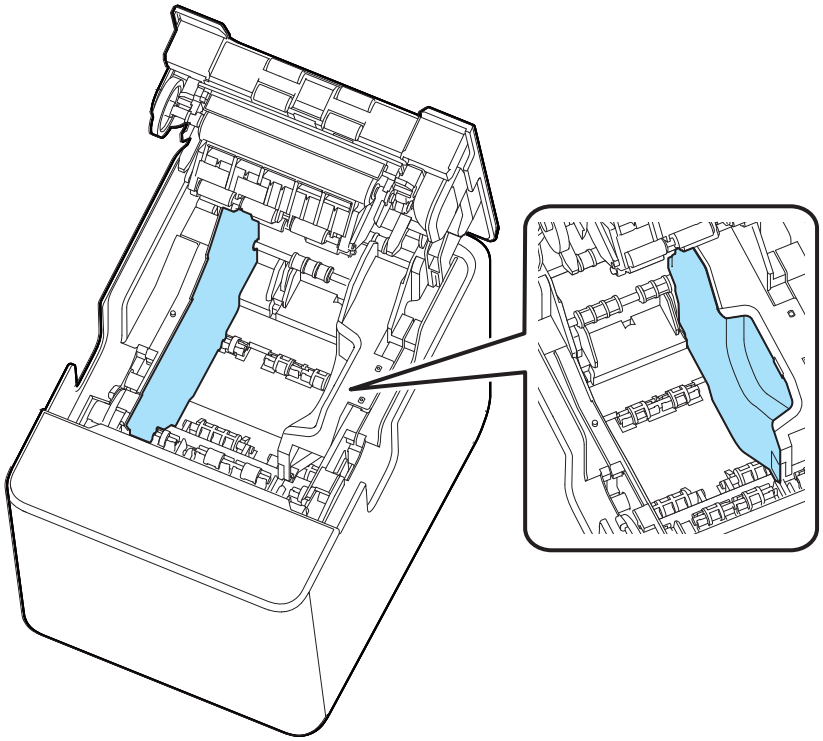
Side Surfaces of the Roll Paper Holder

If there is glue on the side surfaces of the roll paper holder or of the paper guides, wipe it off with a cloth moistened with an alcohol solvent (ethanol or IPA).

Cleaning

CAUTION:

Do not use alcohol solvents to clean areas other than those specified. Doing so may damage or break the parts made of plastic and rubber.

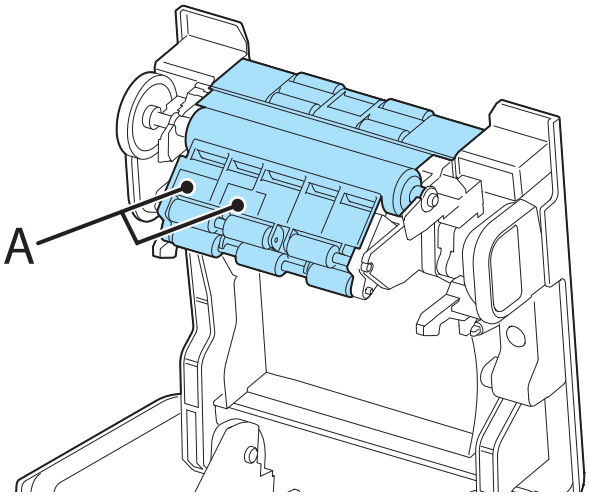


Platen Roller and Its Surroundings

Wipe off paper dust or glue with a slightly damp cloth.

If paper dust or glue has attached to the black mark sensor, blow it off or wipe it off with a slightly damp cloth.

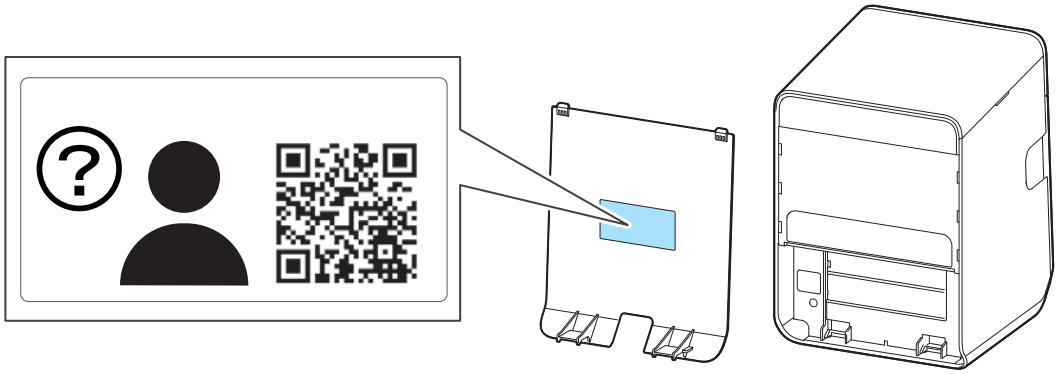
A: Black mark sensor



Troubleshooting

About the QR Code Label

By scanning the QR code on the label attached to the inner side of the rear cover, you can quickly access the troubleshooting information described in this chapter.



Meanings of LED Indications

The LED lights on the printer indicate printer status and communication status.

If an error or trouble occurs, check to see which LED light stays on or off, or is flashing.

For explanation of the LED lights, see "Panel LED" on page 7.

The LED lights displayed on the printer differ depending on the interface installed on the printer.

"Interface" on page 46

Printer status

— : Ignore the LED lights shown with this icon in the table.

Panel LED	Printer status and troubleshooting	Error code
— — — !	Normal status. The printer is ready to print. If the printer does not print, check the communication status LED lights.	-

Troubleshooting

Panel LED	Printer status and troubleshooting	Error code
	The printer is in the initializing process to start after power-on. Wait until the printer goes into the normal mode.	-
	The roll paper cover is open. Check whether the roll paper cover is tightly closed.	3DA11
	An auto cutter error is detected. Check inside the printer for a jammed paper or foreign objects. "When the Roll Paper Jams" on page 43	3CA21
	Temperature of the thermal head is high. Due to the high temperature, the printer stopped printing. Printing starts again automatically when the thermal head temperature falls.	2AA23
	Cannot detect black marks.	2BD31 3BD41
	The printer has run out of roll paper. Check whether the roll paper is correctly installed and any roll paper remains. "Installing or Replacing the Roll Paper" on page 27	-
	Paper is remaining at the paper exit area. Remove the paper.	-
	Turn the printer off, and after 10 seconds, turn it back on. If the Error LED turns on again even after turning the power back on, a malfunction may have occurred. Contact your qualified service personnel.	A9999 AKA41 AKA42
Only for Printers with USB connector (USB-A – Device Charging)/(Type-A)  **The Error LED flashes during five seconds after a device is connected, and then turns off.**	An unsupported device is connected to the USB-A – Device Charging and/or the USB Type-A connector. Communication with the device is not possible but the device can be charged.	-

*About the error codes
The error codes can be checked on TM-L100 Utility. When contacting qualified service personnel for help, inform the personnel of the error code to troubleshoot the problem quickly.

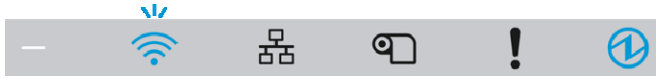
Ethernet Connection Status (When connected with an Ethernet cable)

— : Ignore the LED lights shown with this icon in the table.

Panel LED	Printer status
	The printer is connected to Ethernet.
	The printer is not connected to Ethernet (IP address has not been acquired).
	The printer is starting the network firmware.
	The printer is not connected to Ethernet nor Wi-Fi.

Wi-Fi Connection Status (When the wireless LAN unit is connected)

— : Ignore the LED lights shown with this icon in the table.

Panel LED	Printer status
	The printer is connected to Wi-Fi.
	The printer is not connected to Wi-Fi (IP address has not been acquired).
	The printer is starting the network firmware.
	The printer is not connected to the Wi-Fi network.

Bluetooth Communication Status (only for Bluetooth capable models)

— : Ignore the LED lights shown with this icon in the table.

Panel LED	Printer status
	The printer is connected via Bluetooth.

Panel LED	Printer status
	
	The printer is not connected via Bluetooth.
	The printer is waiting to be paired with another device.

Other Problems

❏ If your printout is faint, see "Printout is Faint" on page 42.

❏ If none of the LED lights turn on, check whether the power supply cable is correctly connected to the printer and the socket.

Printout is Faint

If your print out is faint or banding appears as shown below, the thermal print head may be stained badly. Clean the thermal print head and check that the problem is solved.

"Thermal Head" on page 33



Cannot Print

If you cannot print even though an error has not occurred, perform a self-test to check if printing is possible.

1. Close the roll paper cover.

2. While pressing the Feed button, turn on the printer. (Hold down the Feed button until printing starts.)

   After printing the current print status, a continuing self-test guidance is printed, and the Paper LED flashes.

3. Briefly press the Feed button (less than one second) to continue the self-test. The printer prints using the built-in character set.

   After "*** completed ***" is printed, the printer is reset and switches to standard mode.

When the Roll Paper Jams

When a paper jam occurs, never pull out the paper with too much force. Open the roll paper cover and remove the jammed paper.

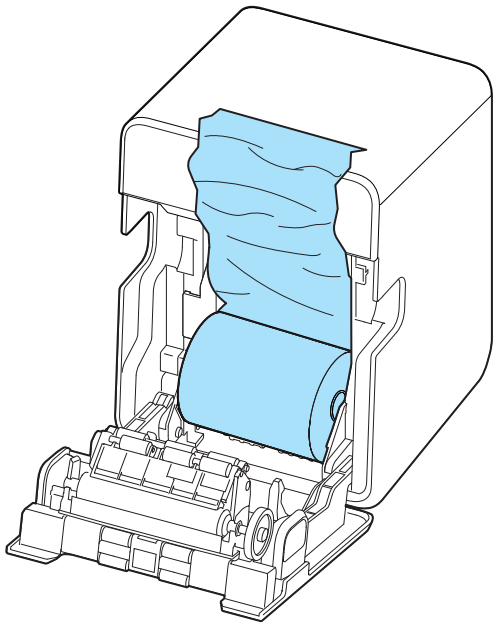
WARNING:

Do not touch the thermal head and its surroundings. After printing, the thermal head and its surroundings can be very hot.

CAUTION:

Do not attempt to pull out the paper with too much force.

1. Turn off the printer.
2. Disconnect the AC cable from the power outlet.
3. Open the roll paper cover.
4. Remove the jammed paper.



5. Install a roll paper and then close the roll paper cover.

When the Roll Paper Cover does Not Open

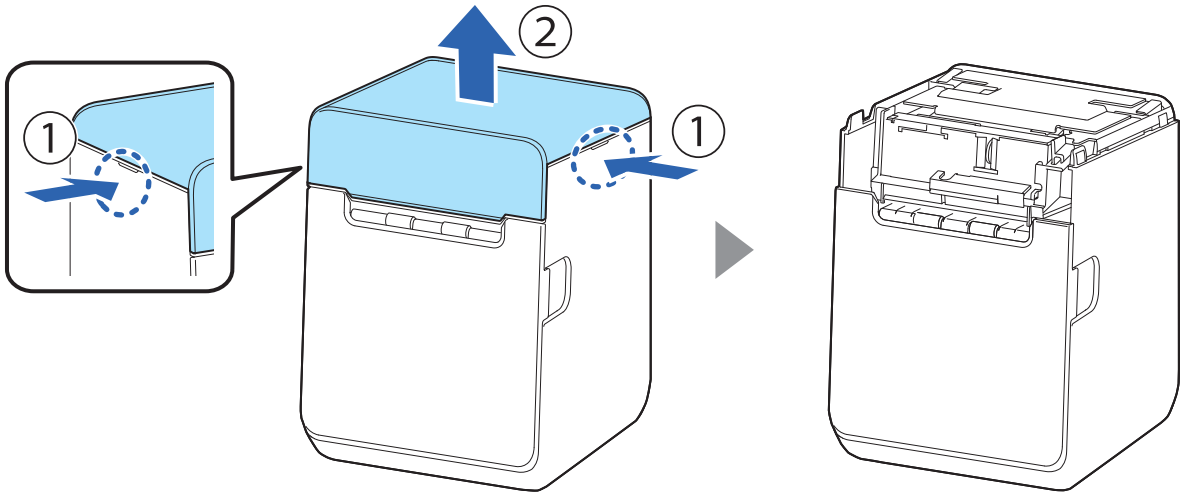
The roll paper cover will not open until the auto cutter blade returns to its standard position. Turn off the printer and back on. If you still cannot open the roll paper cover, follow the procedure below to return the auto cutter blade to its standard position.

1 Turn off the printer.

2 Disconnect the AC cable from the power outlet.

3 Remove the top cover.

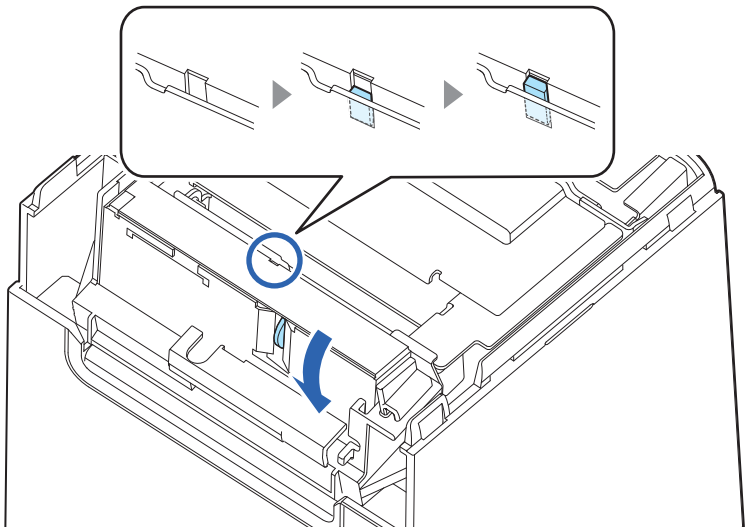
While pressing the cutout portions on both sides of the printer, pull the cover up.



4 Turn the knob in the direction of the arrow to gradually raise the tip of the part shown in the figure.

When the tip is raised to the top, the auto cutter blade returns to its standard position.

Check that you can open the roll paper cover.



5 Open the roll paper cover, and remove jammed paper.

6 Close the roll paper cover.

7 Attach the top cover.

Appendix

Specifications

Printing method

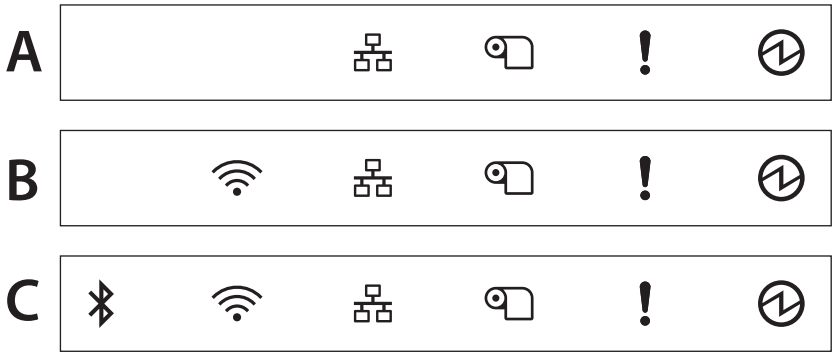
Thermal line printing

Roll paper

Width	80 mm (3.15“)	79.5 mm ± 0.5 mm (3.13" ± 0.02")
	58 mm (2.28“)	57.5 mm ± 0.5 mm (2.26" ± 0.02")
	40 mm (1.57“)	39.5 mm ± 0.5 mm (3.13" ± 0.02")
Diameter		Up to 102 mm (4.02“)

Interface

The on-board interface can be checked from the displayed LED lights.



	Serial	Ethernet	USB Type-B	USB Type-A	USB Type-A (Device Charging)	Bluetooth	Drawer kick
A	✓	✓	✓	-	-	-	✓
B	-	✓	✓	✓	✓	-	✓
C	-	✓	✓	✓	✓	✓	✓

Serial	RS-232C 9pin
Ethernet	10BASE-T/100BASE-TX

USB Type-A	USB 2.0 Full speed
USB Type-B	USB 2.0 Full speed
USB Type-A (Device Charging)	USB 2.0 compliant
Bluetooth	Bluetooth 3.0 (EDR is supported)
Drawer kick	X1
Wi-Fi	Connect the optional wireless LAN unit to the USB Type-A connector. For information about the wireless LAN unit, see the Technical Reference Guide or the manual of the wireless LAN unit.

Power supply

PS-190 (Model: M368A)

Be sure to use the specified AC adapter. Using another AC adapter may result in causing fire or shock.

Current consumption (at 24 V)

1.8 A

AC power consumption (100 to 230 V/50 to 60Hz)

Operating	Approx. 31.3 W
Standby	Approx. 1.6 W

This is the average power under our operation conditions. It varies depending on the conditions of use and the model.

Temperature

Operating	Thermal paper	5 to 45˚C (41 to 113˚F), no condensation
	Liner-free label paper	Guaranteed environmental range of paper
Storage		–10 to 50˚C (14 to 122˚F), except for roll paper

Humidity

Operating	Thermal paper	10 to 90% RH, no condensation
	Liner-free label paper	Guaranteed environmental range of paper
Storage		10 to 90% RH, except for paper

Altitude

3,000 m or less

Overall dimensions (W x D x H)

Vertical installation: 140 x 148.5 x 207 mm (5.51 x 5.85 x 8.15")

Horizontal installation: 140 x 205 x 151 mm (5.51 x 8.07 x 5.94")

(Including the rubber feet)

Mass

Approx. 1.9 kg (4.2 lb)

(excluding paper weight)

Restriction of Use

When this product is used for applications requiring high reliability/safety, such as transportation devices related to aviation, rail, marine, automotive, etc.; disaster prevention devices; various safety devices, etc.; or functional/ precision devices, etc.; you should use this product only after giving consideration to including fail-safes and redundancies into your design to maintain safety and total system reliability. Because this product was not intended for use in applications requiring extremely high reliability/safety, such as aerospace equipment, main communication equipment, nuclear power control equipment, or medical equipment related to direct medical care, etc., please make your own judgment on this product's suitability after a full evaluation.

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Appendix

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