

## How to connect an Epson TM Series Printer with a USB Adapter

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### Overview

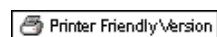
A USB connection is one of the newer connection types of connection between the computer and the printer. The data cable connects the USB port on the computer to the USB adapter card on the printer.

### Required Components

- Epson POS Printer with Connect-It USB adapter (UB-U02, UB-U03 or equivalent)
- Windows computer with USB port

### Epson Printers Covered

- TM-T88II
- TM-T88III
- TM-T88IV
- TM-T88V
- TM-U220
- TM-U230
- TM-U590
- TM-U675
- TM-H6000III



### Installing and Setting the Connect-It USB Adapter

Install the Connect-It USB adapter into the Epson TM series printer



The adapter can replace the existing adapter and is held in place by 2 screws. (Your adapter may not have the network style DM port jack)

### Attaching the Cable

Use a standard USB 2.0 printer cable to connect the printer. One end has a male USB type B connector, the other end has a male USB type A plug that goes into the computer.

USB (connector on printer end)



USB cards use USB Type B Cables



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### Getting Initial Printer and Connect-it Adapter Settings using Self-Test

Get the initial settings of the USB adapter. Run the printer self test (hold down the feed button while turning on the printer). The printer will print a list of initial settings including interface type, ID, and buffer capacity.

You can change the interface settings using the DIP switches on the bottom of the printer. See the support page for the model of printer you are using.

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### Installing the Device Drivers for Windows

If provided with a driver disk from Beagle Hardware or Epson, you can install the Epson printer drivers from the CD. Alternatively, you can download the files from Epson.

To obtain the latest Device Drivers from Epson:

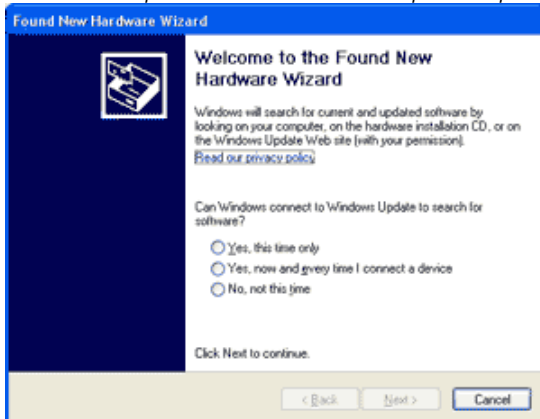
1. Download and Install Epson's drivers available from [www.pos.epson.com](http://www.pos.epson.com)
2. Click on **TECHNICAL RESOURCES**
3. Select the printer model under the menu
4. Click the **download drivers on the printer page**
5. **For detailed installation instructions, click here.**

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### Configuring the Computer

Configuring the USB printer is often the simplest of the Connect-It type adapters - it's Plug and Play. After installing the drivers, connecting the cable and turning on the printer, Windows should see the device and install it automatically.

*Note: Windows Update does not have drivers for Epson POS printers.*

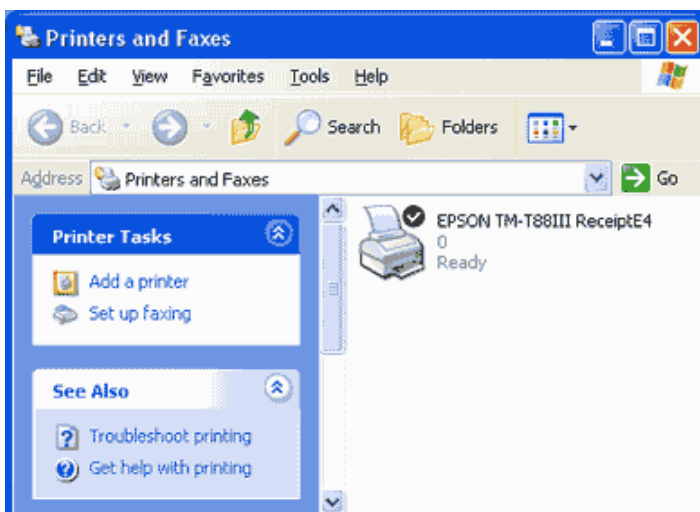


If there are problems you can verify the USB port you are using by checking the port in the Device Manager under the System in the Windows Control Panel.

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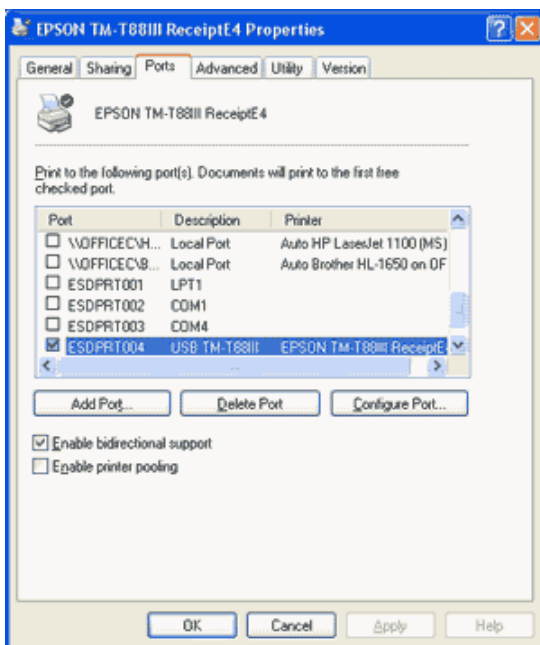
### Installing the Printer Driver in Windows

After installing the printer drivers, the printer should be visible in the printers folder of the Windows Control Panel.



### Configuring the Printer in Windows

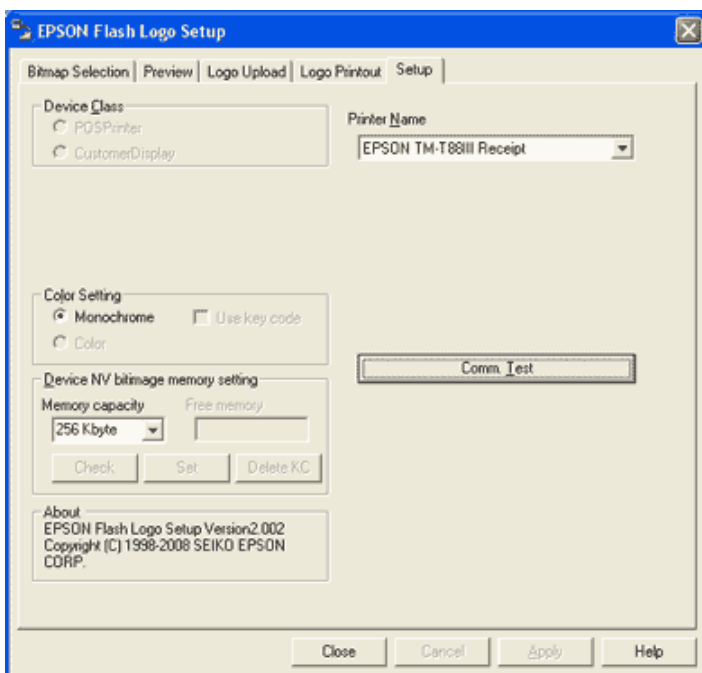
You normally do not need to make any changes in the printer settings to get it to work with the USB adapter. You must use an Epson Port managed type port with the USB interface. The USB interface supports bidirectional communication.



### Configuration Utilities to Run on the Computer

#### Epson Flash Utility

The Epson Flash Utility is normally installed with the Epson printer drives. It is used to upload bitmaps to Epson printers, but has a simple communication test which will check for basic connectivity between the computer and the printer. Pressing the "Comm. Test" button on the Setup tab of the utility will give a go/no-go indication of basic connectivity.



### Running the TMNet configuration utility on the Computer

The TMNet network utility is not supported to work with the USB interface.

### Testing the Printer

You should now be ready to test the printer by printing some text or by pressing the "Print Test Page" button in the General Tab of the printer properties.

## Troubleshooting

### Connectivity Problems, never printed

- The Epson printer driver has not been installed for the parallel adapter and printer in use. Check the cable is plugged into a USB port on the computer side.
- The printer or the interface card is defective. Confirm printer operation with self-test. Confirm interface card by swapping with another interface card or printer.

### Prints Garbage

- The interface settings are not the same on both the printer and computer. Run the printer self test to show the current settings on the printer. Check the computer side to see that interface is parallel. Settings can be changed on the printer using the DIP switches.
- The printer selected in the software is not correct or the software doesn't support the printer in use.

### No longer prints

- The TM printer is turned off. Turn on the TM printer. Confirm the connection of the power supply unit or the voltage of the commercial power.
- The TM printer is offline. Turn the TM printer online.
- The ERROR LED of the TM printer is on or flashing. Remove the error cause.
- The printing port of the driver on the computer side is not specified correctly. Confirm the driver setting on the computer side.
- The printer is not online in Windows. Check the status of the printer in the Windows Control Panel, the printer should show status as ready. *Tip:* try stopping and restarting the **Print Spooler** from the Services applet of the Control Panel.

**Printing is slow**

- There are problems with the computer. Printing speed may go down due to problems with the network system or applications. Run the printer self test to confirm the printer is capable of printing at its normal speed.