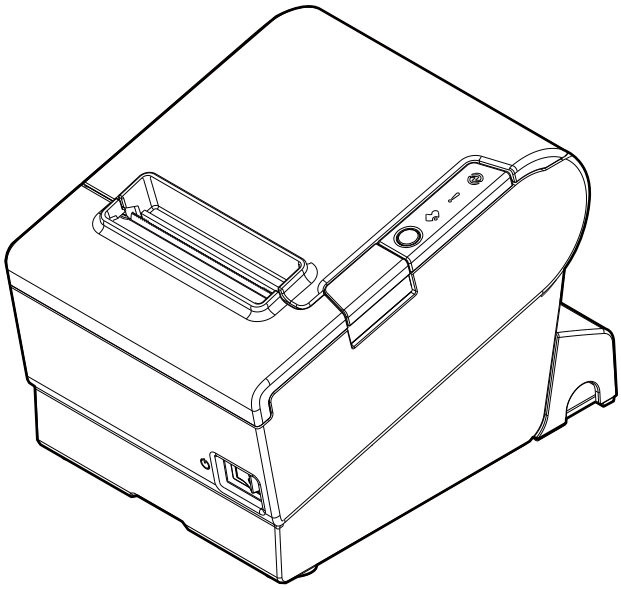
EPSON
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TM-T88VI

User's Manual

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M00099102 EN

Before Use

Please read this manual carefully before using this product. Keep this manual at hand for immediate reference whenever necessary. For details about the functions and operation procedure of this product and software, refer to *Technical Reference Guide*.

Safety Precautions

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 customers and other persons, and property damage. The symbols indicate the precaution levels as described below. Be sure that you completely understand their meaning before reading this manual.

⚠ WARNING:

Handling the product improperly by ignoring this symbol can lead to death or serious injury.

⚠ CAUTION:

Handling the product improperly by ignoring this symbol can lead to injury and property damage.

✎ Note:

Provides important information and useful tips.

Caution Labels

The caution labels on the product indicate the following precautions.

⚠ CAUTION:

Do not touch the thermal head and the frame on its side because it can be very hot after printing.

⚠ CAUTION:

Touching the manual cutter may cause injury.

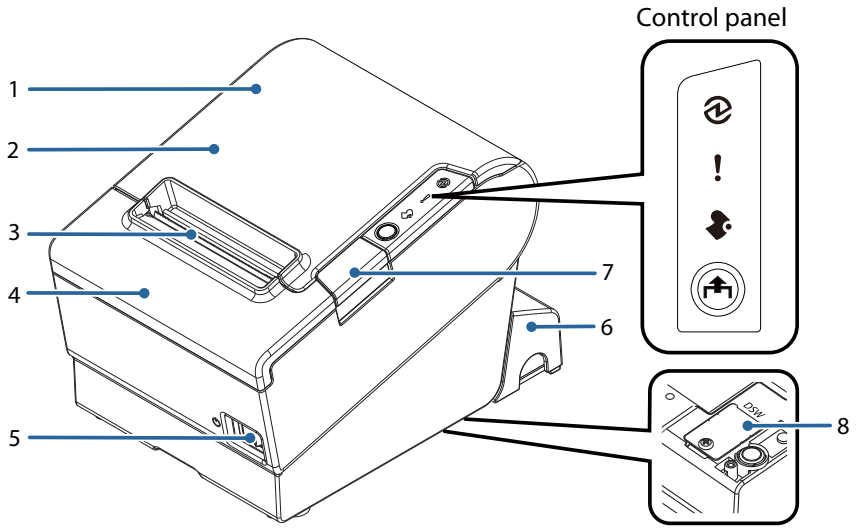
Unpacking

The following items are included with the standard specification printer.
If any item is damaged, contact your dealer.

- ❑ Printer
- ❑ Roll paper
- ❑ Connector cover
- ❑ Bottom cover for Connector cover
- ❑ Roll paper guide
- ❑ Power switch cover
- ❑ Screws
- ❑ AC adapter*
- ❑ AC cable*
- ❑ Setup Guide
- ❑ TM-T88VI Software & Documents Disc*

* May not be included depending on the printer model.

Part Names and Functions



1	**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. For details on functions that use the NFC tag, see the *Technical Reference Guide*.

2	**Roll paper cover**

Open this cover to install/replace the roll paper.

3	**Manual cutter**

Use this cutter when you cut the roll paper manually.

4	**Cutter cover**

Open this cover to unlock the autocutter blade when the roll paper cover does not open due to a paper jam.

5	**Power switch**

Use this switch to turn on or off the printer.

6	**Connector cover**

Use the printer with this cover attached to protect cables.

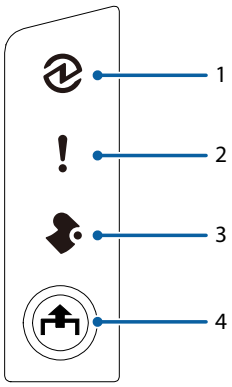
7	**Cover open button**

Use this button to open the roll paper cover.

8	**Dip switch cover**

Open the cover to view the dip switches for communication settings. Do not change the DIP switch settings.

Control Panel



1	**(Power) LED**

This LED is on when the printer is on.

2	**! (Error) LED**

This indicates an error.

3	**(Paper) LED**

On indicates a paper near end or out. Flashing indicates standby.

4	**Feed button**

Press this button once to feed the roll paper for one line. Hold down this button to continue feeding the roll paper.

Setup

Installing the Printer Horizontally or Vertically

You can install the printer horizontally on a flat surface (with the paper exit on top) or vertically on a wall (with the paper exit at the front). For the vertical installation, the optional WH-10 hanging bracket set is necessary.

⚠ WARNING:

When hanging the printer on the wall with the hanging bracket set, be sure to attach a connector cover to the printer.

Setting Up the Printer

To set up the printer, follow the steps below.

1. Connect the cables.
2. Attach the connector cover.
3. Arrange the cables.
4. Install the roll paper.

Connecting the Cables

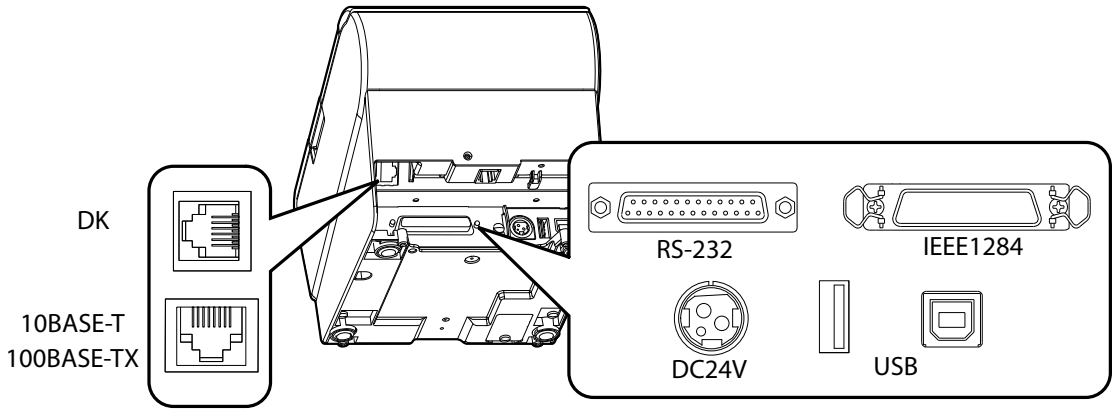
⚠ CAUTION:

- ❏ *For a serial interface, use a null modem cable.*
- ❏ *For a parallel interface, use an IEEE 1284 cable.*

✎ Note:

The available interfaces vary by the printer model.

1. Make sure the printer is turned off.
2. Connect the AC adapter and each interface cable to the connectors on the printer back. For the shape of each connector, see the illustration below.

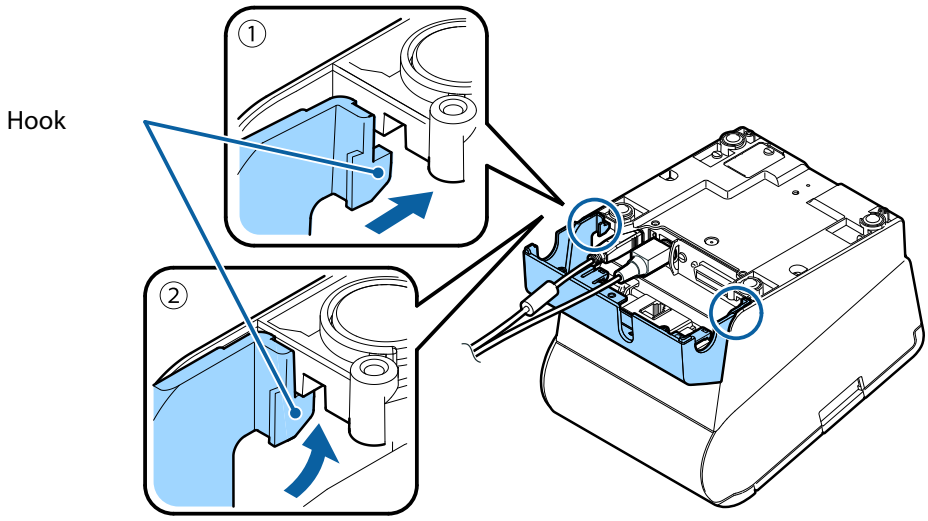


3. Connect the interface cable to the computer.
4. Connect the AC cable plug to a power outlet.

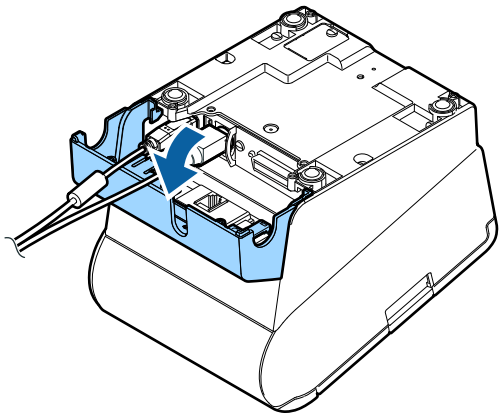
Attaching the Connector Cover

Follow the steps below to attach the connector cover to protect the cables.

1. Turn over the printer.
2. Position the two hooks on both sides of the connector cover so that they hook the printer case.

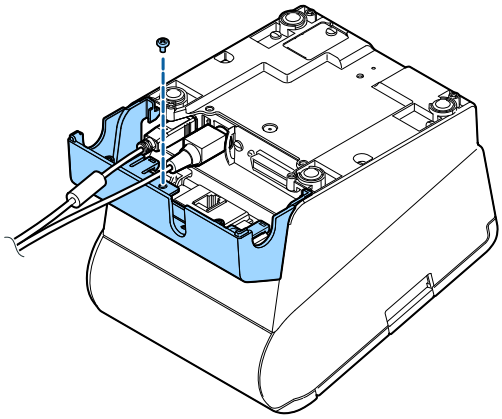


3. Push the connector cover down to click onto the printer case.

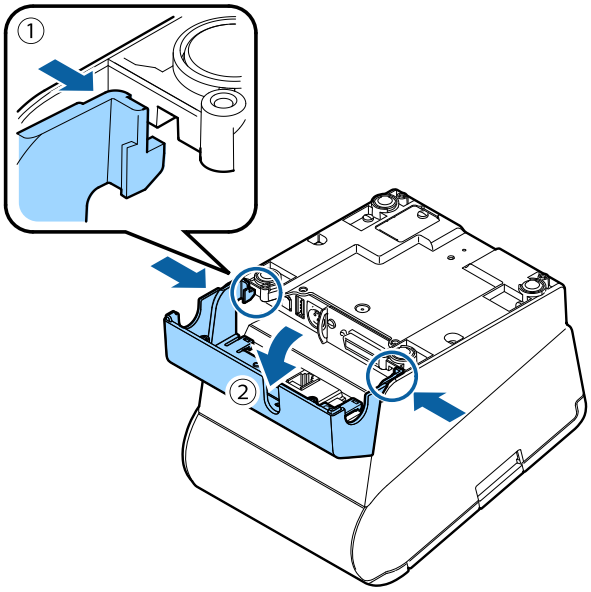


Note:

❏ *You can use the enclosed screw to fix the connector cover.*



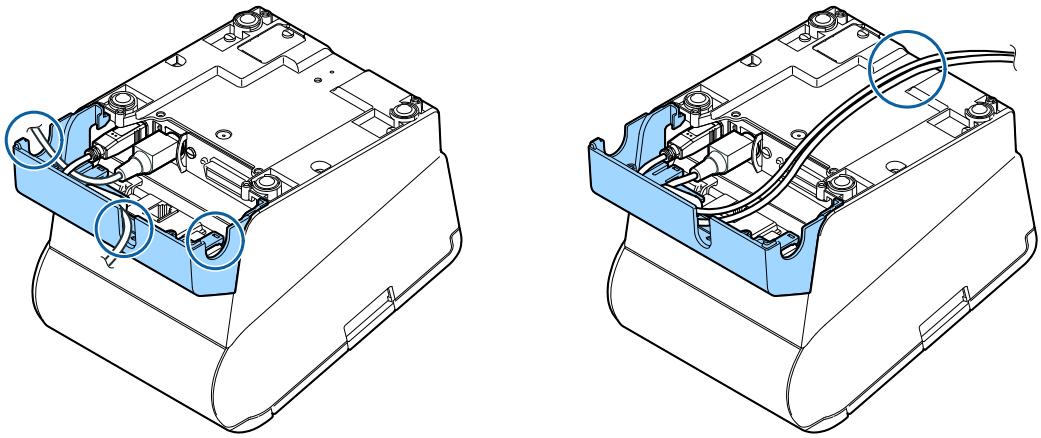
❏ *To remove the connector cover, turn the printer over, remove the screw, and push the connector cover down while pushing both sides of the connector cover inward to detach the hooks from the printer case.*



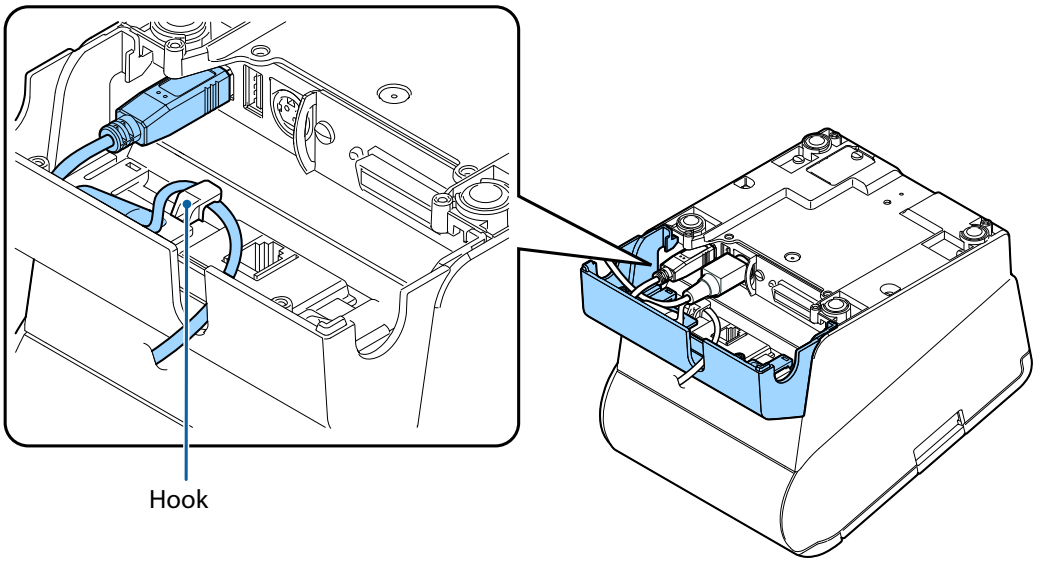
Arranging the Cables

Pass the cables through cable exits in the connector cover.

Some cables can be routed out from the front by passing them through the notch in the printer bottom.

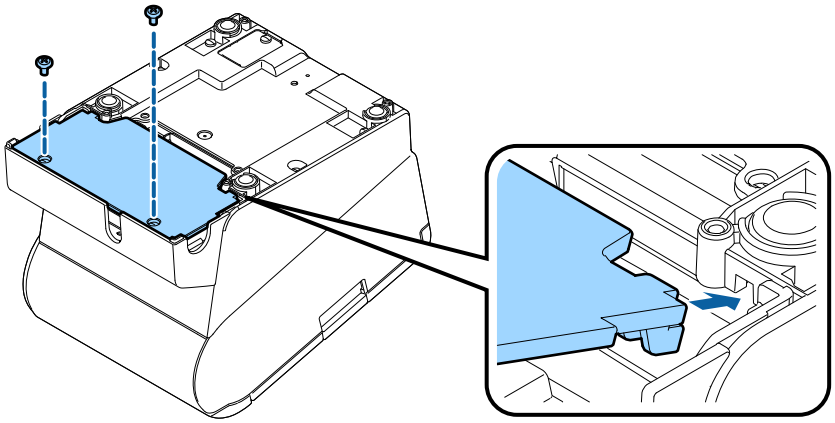


If you want to pass the USB cable through the cable exit on the back, fit the cable under the hook on the printer to prevent the cable from coming off.

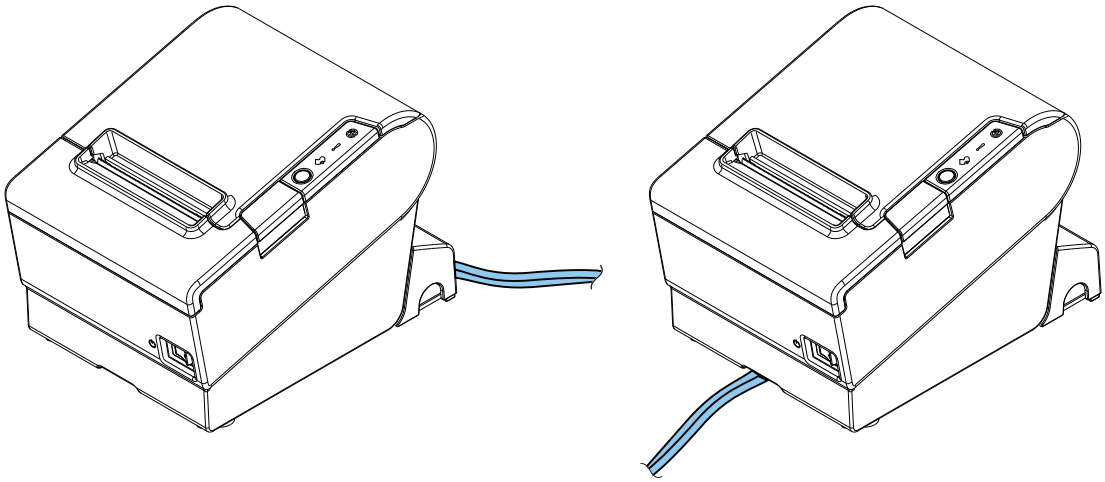


Note:

You can also attach bottom cover to hide connectors.



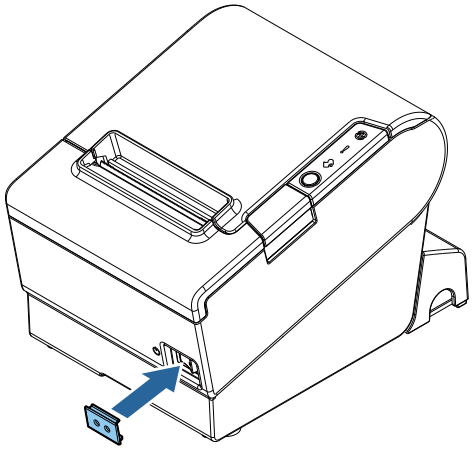
After the cable arrangement, turn over the printer, and make sure the cables are not pinched.



Attaching the Power Switch Cover

By attaching the power switch cover, you can prevent accidental operations of the power switch. You can turn on and off the power switch by inserting a sharp-pointed object in the holes on the power switch cover. To detach the cover, use a sharp-pointed object.

To use this cover, install it as shown in the illustration below.



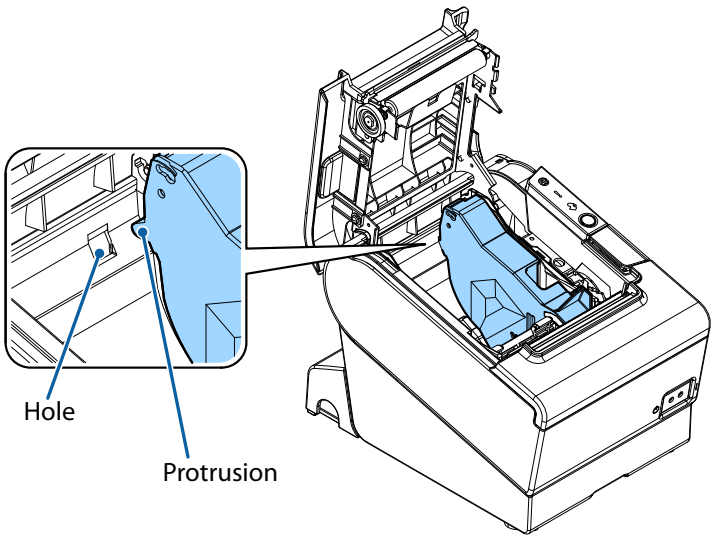
⚠ WARNING:

If an accident occurs with the power switch cover attached, unplug the power cord immediately. Continued use may cause fire or shock.

Changing the Paper Width

You can change the paper width from 80 mm to 58 mm by installing the roll paper guide. Follow the steps below to change the paper width.

1. Turn off the printer.
2. Open the roll paper cover.
3. Install the roll paper guide so that the protrusion on the roll paper holder is aligned with the hole on the printer.



✎***Note:***

You can use the enclosed screw to fix the roll paper guide.

4. Install the roll paper correctly.
5. Close the roll paper cover.

⚠***CAUTION:***

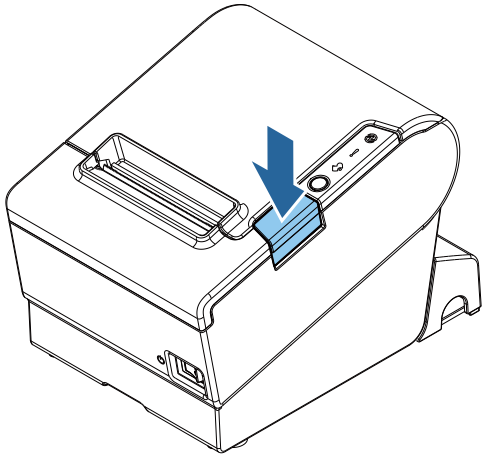
❏ *If you once use the printer with 58 mm paper roll, you cannot change it back to 80 mm.*

❏ *You need to set with the memory switch (customized values) for the paper width in Software Setting mode. For information about the memory switch, see the Technical Reference Guide.*

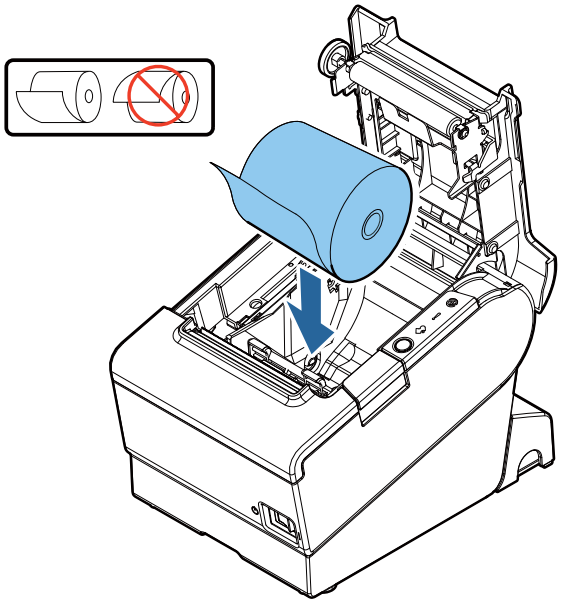
Installing/Replacing the Roll Paper

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

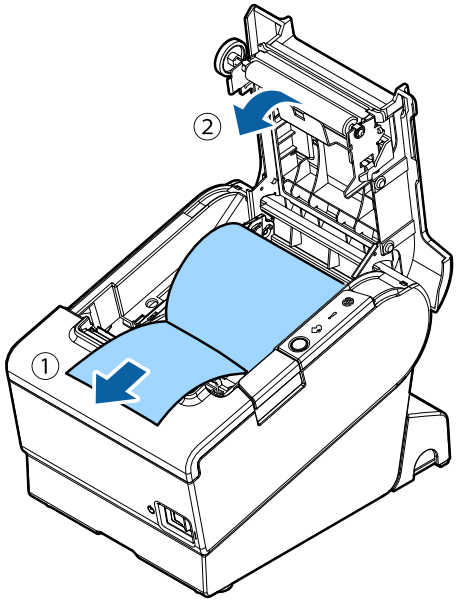
1. Open the roll paper cover.



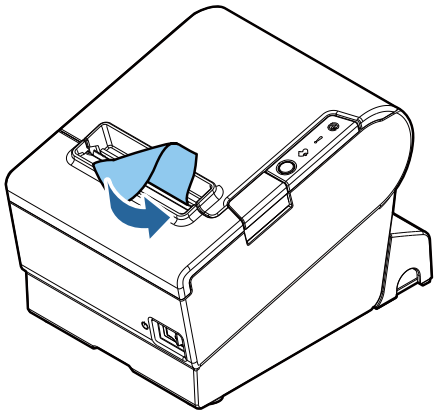
2. Remove the used roll paper core if any.
3. Install the roll paper in the correct direction.



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



5. Tear off the paper.



Cleaning the Product

Cleaning the Printer Case

Be sure to turn off the printer, and wipe the dirt off the printer case with a dry cloth or a 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 Thermal Head and the Platen Roller

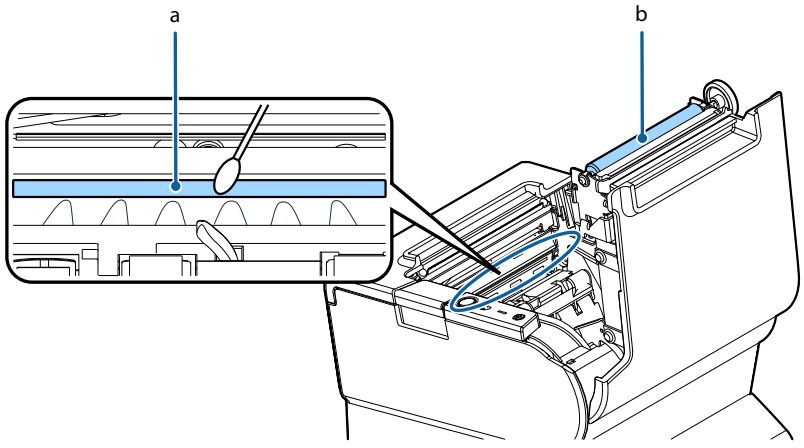
Epson recommends cleaning the thermal head to maintain receipt print quality. We recommend cleaning periodically (about once every 3 months).

Depending on the roll paper used, paper dust may stick to the platen roller and the paper may not be fed correctly. To remove the paper dust, clean the platen roller with a cotton swab moistened with water. Turn on the product power only after the water has completely dried.

⚠ CAUTION:

- ❏ *After printing, the thermal head and its surroundings (indicated in the circle in illustration below) 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.*

1. Turn off the printer.
2. Open the roll paper cover.
3. Clean the thermal elements of the thermal head and the platen roller with a cotton swab moistened with an alcohol solvent (ethanol or IPA).



a. thermal head

b. platen roller

Troubleshooting

No lights on the control panel

Check whether the power supply cable is correctly connected to the printer and the socket.

! (Error) LED on with no printing

- ❏ Check whether the roll paper cover is closed. If it is open, close the cover.
- ❏ If the (Paper) LED is **on**, check whether the roll paper is correctly installed and any roll paper remains.

! (Error) LED flashing with no printing

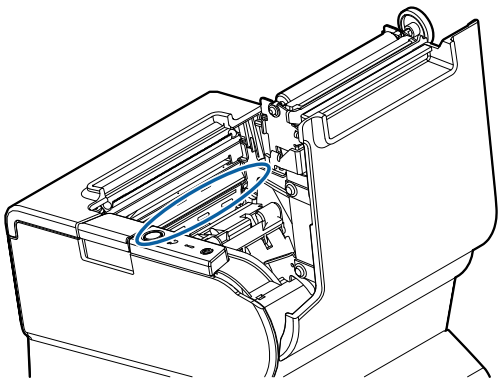
- ❏ Check whether a paper jam has occurred. If paper is jammed, remove the jammed paper referring to the description below and install the roll paper correctly.
- ❏ Printing stops if the head overheats and resumes automatically when it cools.
- ❏ For other cases, turn the printer off, and after 10 seconds, turn the printer back on.

Removing Jammed Paper

When a paper jam occurs, never pull out the paper forcibly. Open the roll paper cover and remove the jammed paper.

CAUTION:

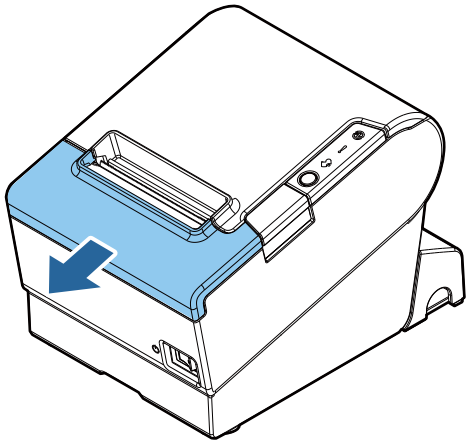
Do not touch the thermal head and the frame around it (indicated in the circle in the illustration below) because it can be very hot after printing.



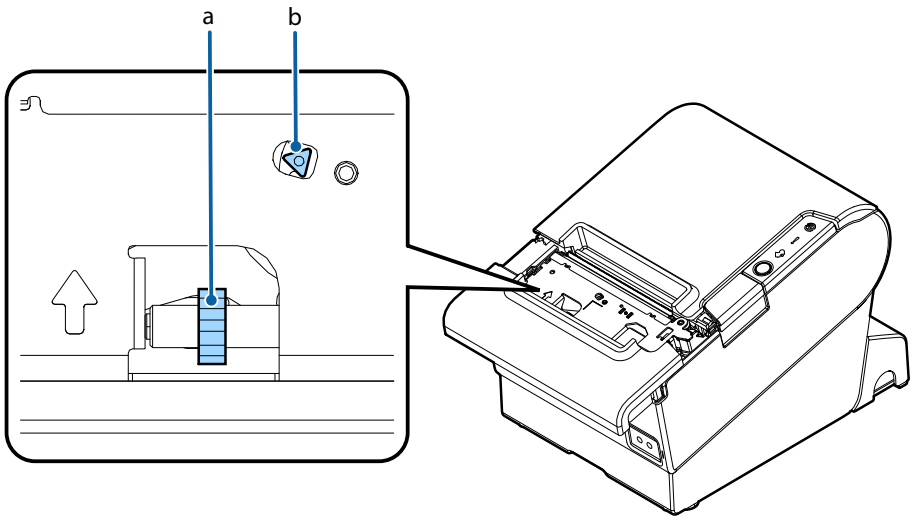
If the roll paper cover does not open, follow the steps below.

1. Turn off the printer.

2. Slide the cutter cover toward the front to open it.



3. Turn the knob until you see a triangle in the opening. This returns the cutter blade to the normal position. There is a label near the cutter to assist you.



a. knob

b. triangle

4. Close the cutter cover.
5. Open the roll paper cover and remove the jammed paper.

Product Specifications

Printing method		Thermal line printing
Roll paper	**Paper width**	80 mm paper width setting: 79.5 mm ± 0.5 mm {3.13" ± 0.02"} 58 mm paper width setting: 57.5 mm ± 0.5 mm {2.26" ± 0.02"}
	External diameter	Maximum 83 mm {3.27"}
	Core internal diameter	12 mm {0.47"}
	Core external diameter	18 mm {0.71"}
Interface[*1]		Serial: RS-232 Parallel: IEEE1284 Ethernet: 10BASE-T/100BASE-TX Wireless LAN: Connect the optional Wireless LAN unit to the USB connector. *Bluetooth*®: *Bluetooth* 3.0 (EDR supported) USB: USB 2.0 Full-speed (12 Mbps) USB PlusPower: Full-speed (12 Mbps)
Supply voltage[*2]		DC + 24 V ± 7%
Current consumption		1.8 A
AC power consumption[*3] **(100 V to 230 V/50 to 60 Hz)**		Operating: Approx. 30.8 W Standby: Approx. 0.8 W
Temperature		Operating: 5 to 45°C {41 to 113°F} Storage: –10 to 50°C {14 to 122°F}, except for paper
Humidity		Operating: 10 to 90% RH Storage: 10 to 90% RH, except for paper
Overall dimensions		148 × 145 × 195 mm {5.83 × 5.71 × 7.68"} (H × W × D)
Weight (mass)		Approx. 1.6 kg {3.5 lb}

*1: The available interfaces vary by the printer model.

*2: Be sure to use a safety-standards-applied power source that meets the following specifications.
Rated output: 24 V/2.0 A - 10.0 A, Maximum output: 240 VA or less

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

Appendix

Downloading Drivers, Utilities, and Manuals

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

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

For customers in other countries, go to the following web site:
https://download.epson-biz.com/?service=pos

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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.

Precautions When Installing the Power Supply Cover

A description of EMI standards is on the bottom of the printer. When the optional power supply cover (OT-BXxxx) is installed, it is hard to check it. In such case, uninstall the power supply cover if necessary.

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