

# TM-C7500 Series / TM-C7500G Series HVP Plug-in Module User's Guide

---

## Product Overview

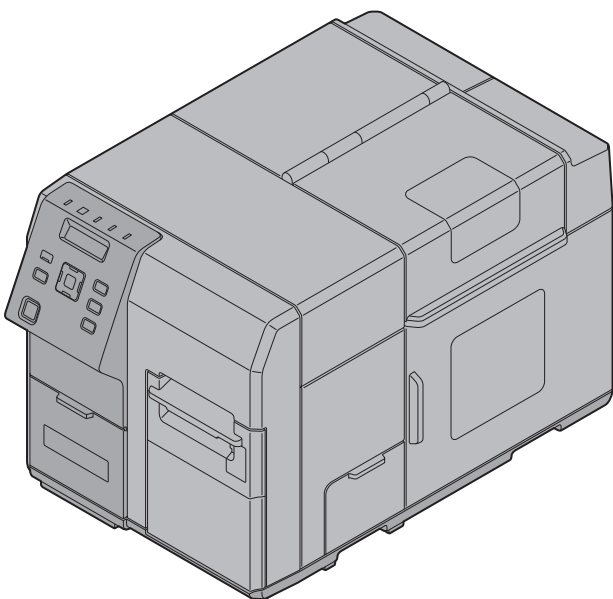
Describes features for the product.

## Setting Up the Printing Environment

Describes how to set up the printing environment.

## Product information

Describes information about the product.



## Cautions

- No part of this document 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.
- The contents of this document are subject to change without notice. Please contact us for the latest information.
- While every precaution has taken in the preparation of this document, Seiko Epson Corporation assumes no responsibility for errors or omissions.
- Neither is any liability assumed for damages resulting from the use of the information contained herein.
- 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 the 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.
- Seiko Epson Corporation shall not be liable against any damages or problems arising from the use of any options or any consumable products other than those designated as Original EPSON Products or EPSON Approved Products by Seiko Epson Corporation.

## Trademarks

Microsoft®, Windows®, Windows Vista®, Windows Server®, Win32®, Visual Basic®, Visual C++®, and Visual C#® are registered trademarks of Microsoft Corporation in the United States and other countries.

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



SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and in several other countries.

©Seiko Epson Corporation 2015–2023

# For Safety

## Key to Symbols

The symbols in this manual are identified by their level of importance, as defined below. Read the following carefully before handling the product.

	Provides information that must be observed to avoid damage to your equipment or a malfunction.
	Provides important information and useful tips.

## 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.

# About this Manual

## Aim of the Manual

This manual is intended for users of the software and development engineers to provide information about how to use the TM-C7500 Series/TM-C7500G Series HVP Plug-in Module.

## Manual Content

The manual is made up of the following sections:

- Chapter 1      [Product Overview](#)
- Chapter 2      [Setting Up the Printing Environment](#)
- Chapter 3      [Product information](#)

# Contents

■ For Safety .....	3
Key to Symbols.....	3
■ Restriction of Use .....	3
■ About this Manual .....	4
Aim of the Manual .....	4
Manual Content .....	4
■ Contents.....	5

---

## ***Product Overview .....*** 6

■ Introduction .....	6
About this manual .....	6
SAP EH&S WWI HVP System .....	6
■ Basic Functions and Features .....	7
■ About the package .....	7

---

## ***Setting Up the Printing Environment .....*** 8

■ Operating Environment.....	8
OS.....	8
Software .....	8
■ Setting Up the Printing Environment .....	9
Installation .....	10
Set up .....	10
SAP GLM Setting.....	19
Test Printing .....	23

---

## ***Product information.....*** 24

■ OPEN SOURCE SOFTWARE LICENSE .....	24
--------------------------------------	----

# Product Overview

## Introduction

### About this manual

This manual is a User's Guide for the HVP plug-in for EPSON TM-C75x0.

This manual explains the HVP plug-in software, which is required when the printer (TM- C7500 Series/ TM-C7500G Series) is built into the SAP EH&S WWI HVP System.



HVP is the abbreviation of High Volume Printing.

### SAP EH&S WWI HVP System

For SAP EH&S WWI HVP System, refer to SAP Note.

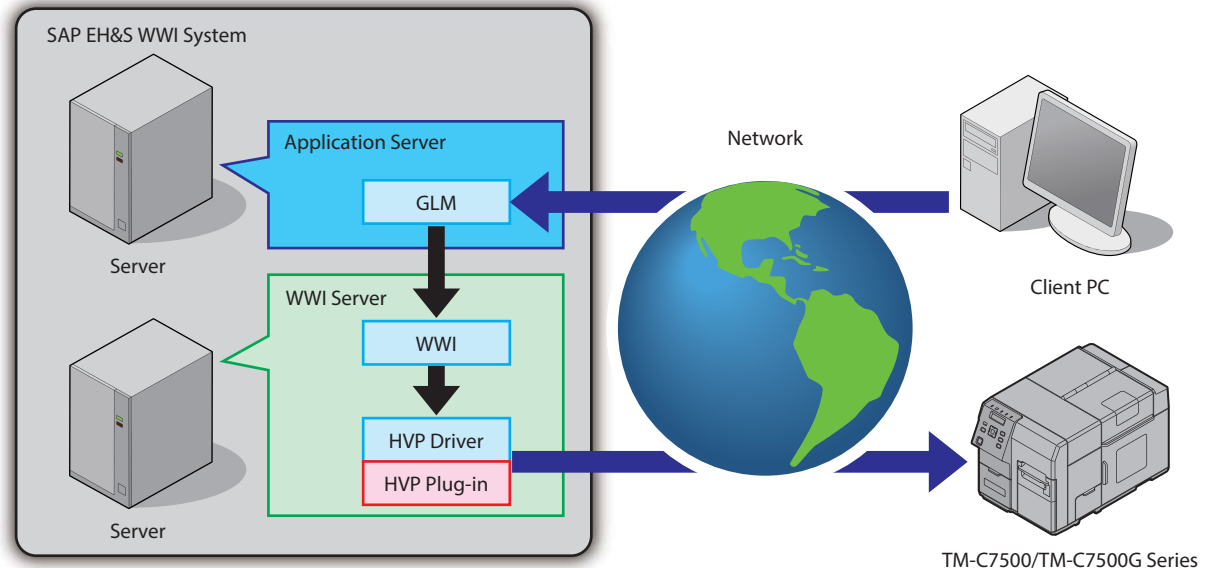
SAP Note can be obtained from SAP Support Portal (<https://support.sap.com/home.html>).

Before reading this manual, make sure to read the following SAP Note.

SAP Note No.1394553: EH&S WWI server installation instructions

## Basic Functions and Features

When using SAP EH&S WWI HVP System to perform a large volume of printing via a network, using HVP plug-in for EPSON TM-C75x0 allows you to reduce the load on the server or traffic in the network.



GLM is the abbreviation of Global Label Management.

## About the package

HVP plug-in for EPSON TM-C75x0's package file "TM-C75x0\_HVPxxxx.zip" contains the following files.

Item	Description
TMC7500Series_HVP_Plugin_Setup.exe	HVP Plug-in installer includes the module DLLs. <ul style="list-style-type: none"> <li>• HVP_PLUGIN_TMC75x0.dll(32-bit OS/64-bit OS)</li> <li>• HVP_PLUGIN_TMC75x0G.dll(32-bit OS/64-bit OS)</li> </ul>
TM-C7500_7500G_Series_HVP_Plugin_Module_ug_en_rev.B.pdf	This manual

# Setting Up the Printing Environment

This section describes how to set up the printing environment using the HVP plug-in for EPSON TM-C75x0.

## *Operating Environment*

### OS

- Windows 8.1 (32/64bit)
- Windows 8 (32/64bit)
- Windows 7 SP1 (32/64bit)
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2 SP1
- Windows Server 2008 SP2 (32/64bit)

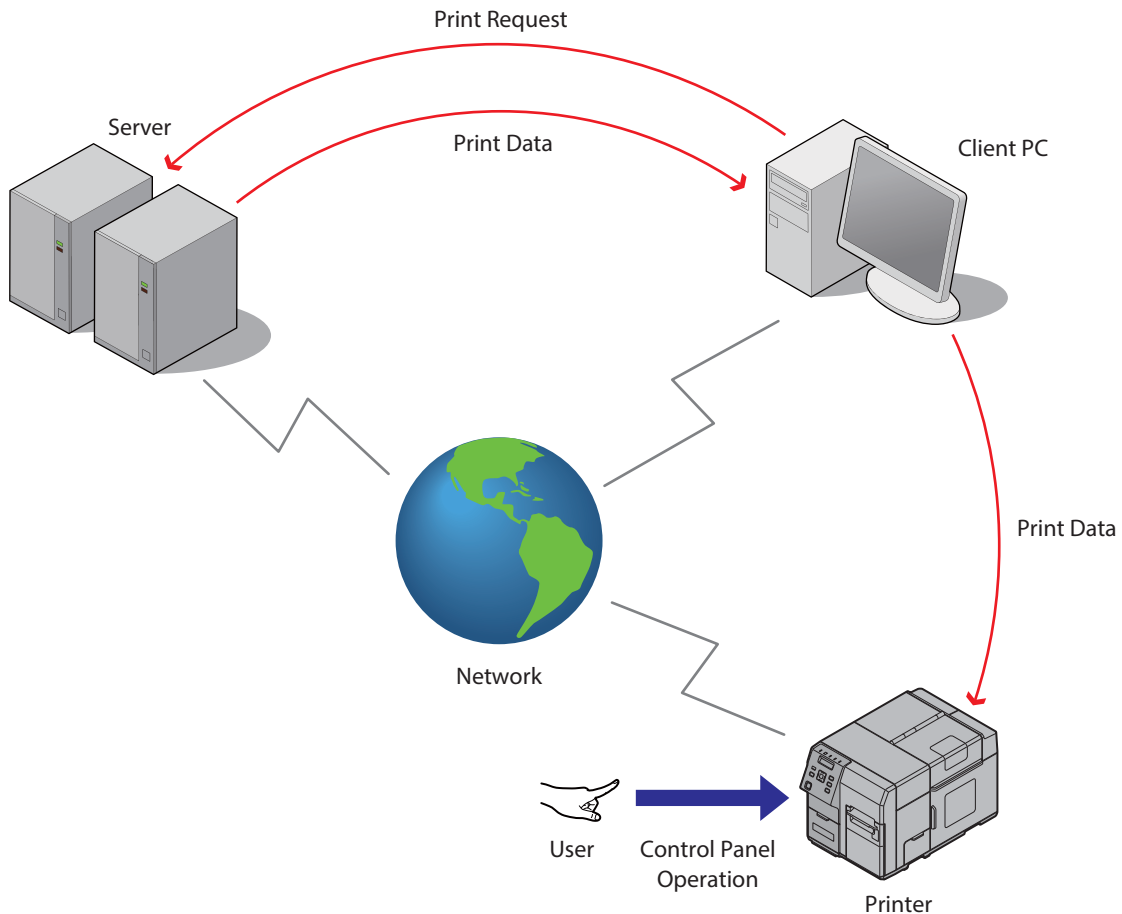
### Software

SAP EH&S WWI 3.2 SP38 and later



## Setting Up the Printing Environment

In order to use the HVP plug-in for EPSON TM-C75x0, performing setting operations that match the print content to the Server and Printer is necessary.



Perform the setting operation in the order of procedure below.

No.	Item	Description	Ref.
1	Installation	Installation of HVP plug-in for EPSON TM-C75x0	<a href="#">page 10</a>
2	Set up	Setting up of HVP plug-in for EPSON TM-C75x0	<a href="#">page 10</a>
3	SAP GLM Setting	Set the label dimensions from the Client PC to the Server SAP GLM.	<a href="#">page 19</a>
4	Test Printing	Confirmation of the content of the settings	<a href="#">page 23</a>

The setup procedures in the following pages are for TM-C7500 Series, however, the procedures are the same for TM-C7500G Series.

## Installation

Install HVP plug-in for EPSON TM-C75x0 on your server.

Double-click TMC7500Series\_HVP\_Plugin\_Setup.exe.



- This must be performed by server administrators.
- For details, see SAP Note No.1394553 "EH&S WWI server installation instructions", Section "4.8.2 Setup SAP EH&S WWI HVP printer".

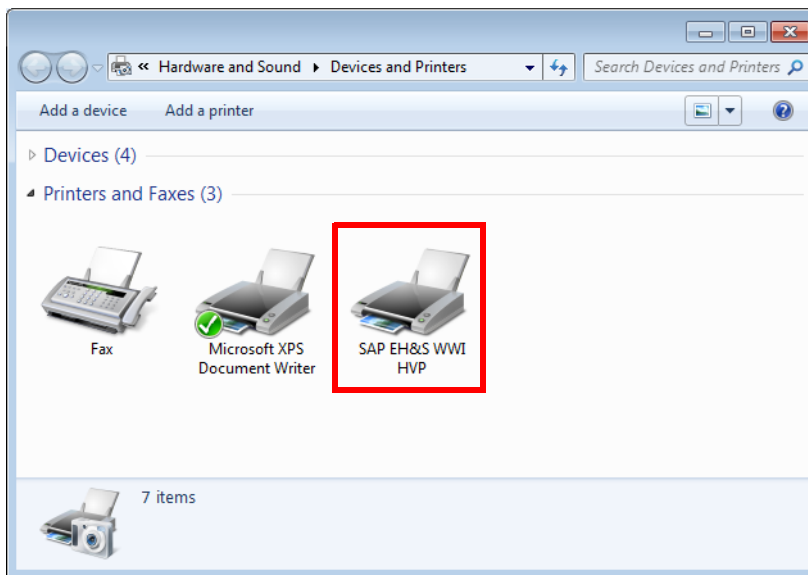
## Set up

Set up HVP plug-in for EPSON TM-C75x0 installed on the server.

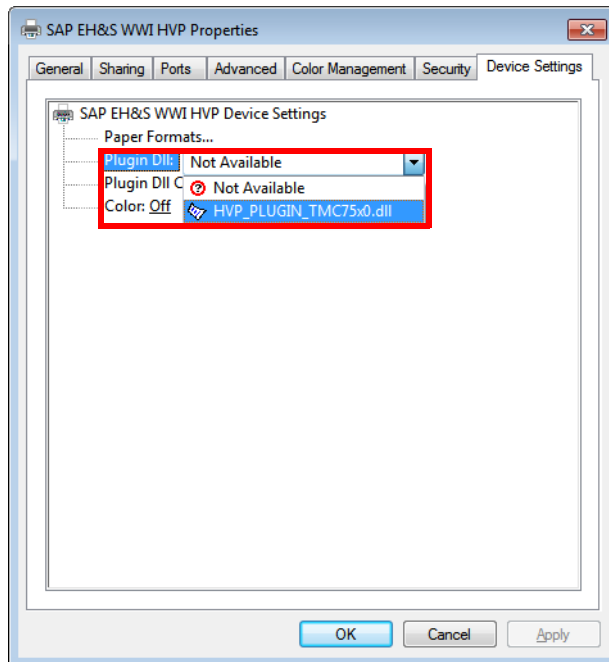


This must be performed by server administrators.

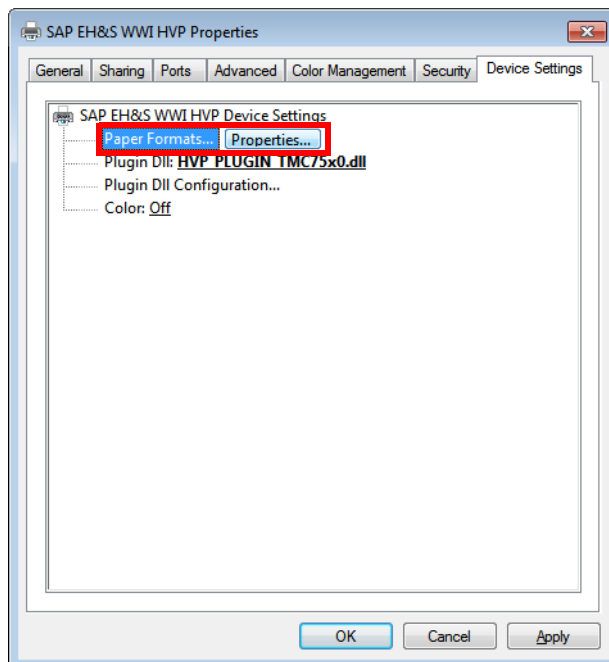
- 1 Open the [Devices and Printers] window, right-click the SAP EH&S WWI HVP icon to display the [SAP EH&S WWI HVP Properties] window.



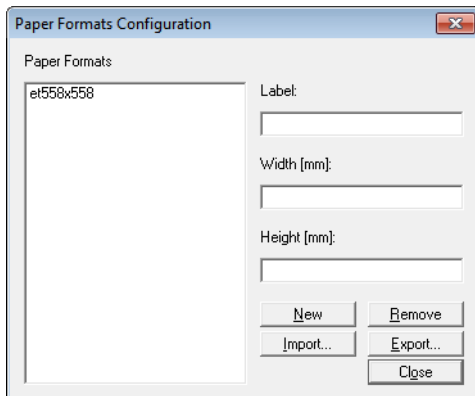
## 2 Open the [Device Setting] tab and for Plugin Dll, set "HVP\_PLUGIN\_TMC75x0.dll".



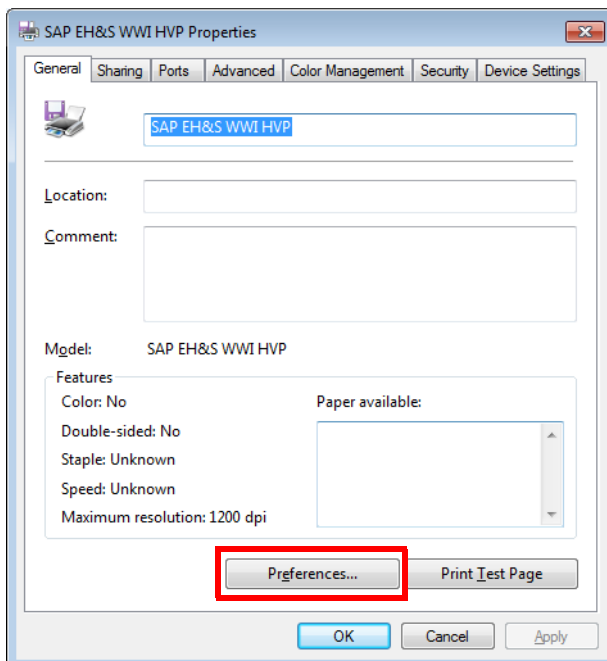
## 3 Select [Paper Formats...] and then click [Properties].



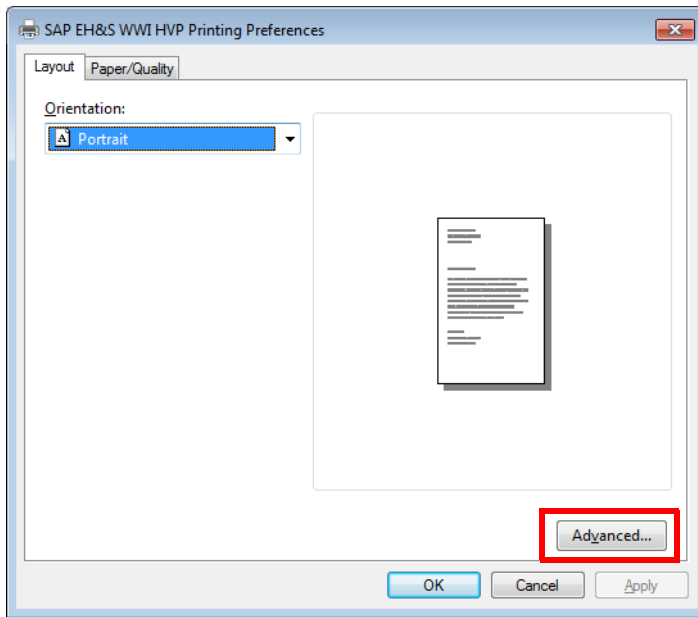
- 4** The [Paper Formats Configuration] window appears. Register the paper size to be used.



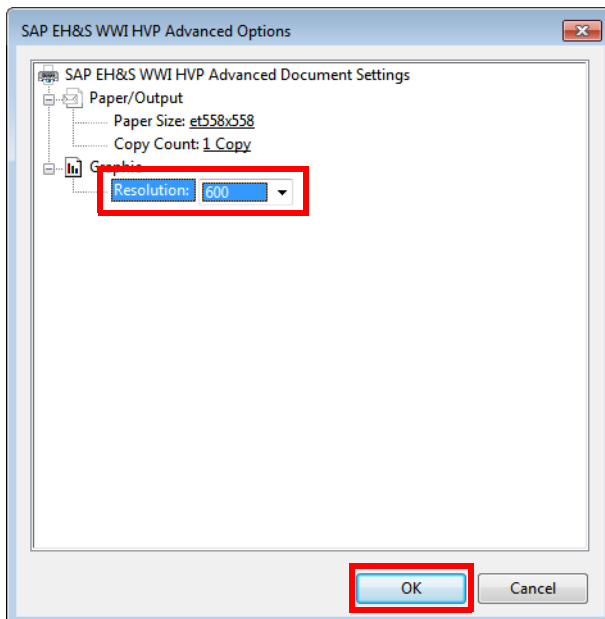
- 5** Open the [General] tab and click [Preferences...] to display the [SAP EH&S WWI HVP Printing Preferences] window.



## 6 Click [Advanced...] to display the [SAP EH&S WWI HVP Advanced Options] window.

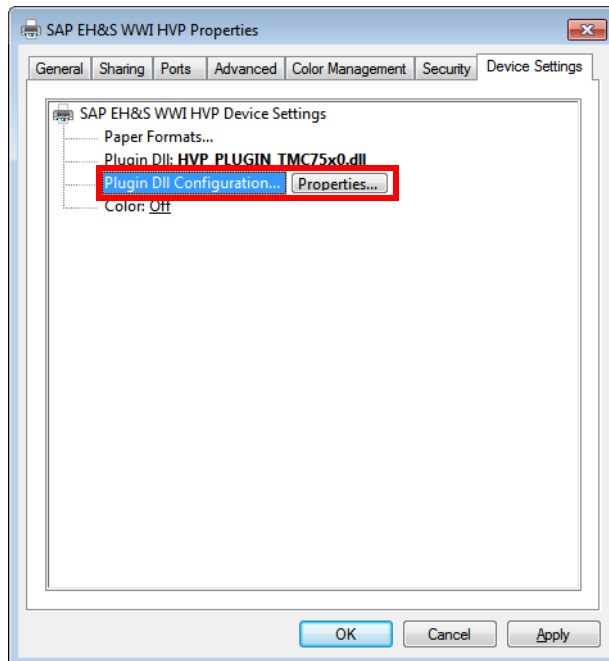


## 7 Set [Resolution:] to "600", and click [OK].

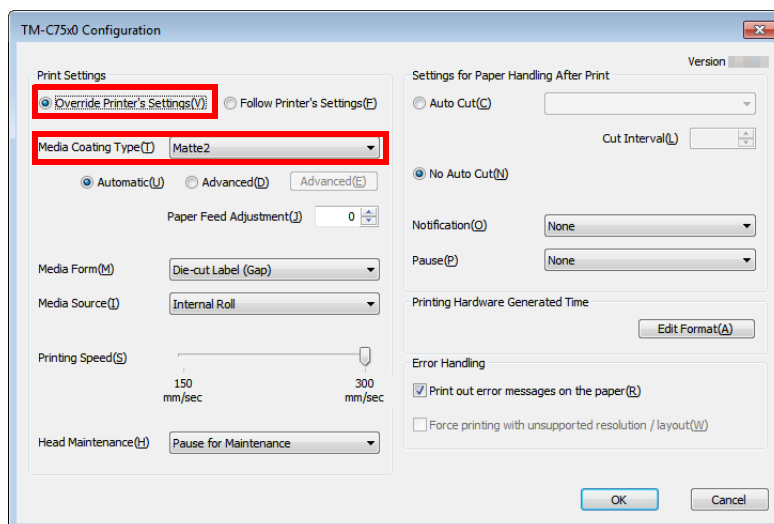


- Set to 300 dpi if you want to reduce a load of the server.
- Depending on the print data, printing speed may be slower at 300 dpi.
- HVP plug-in for EPSON TM-C75x0 does not support resolution settings other than 600 and 300 dpi.

- 8 Open the [Device Settings] tab, select the [Plugin DII Configuration...], and click [Properties...].

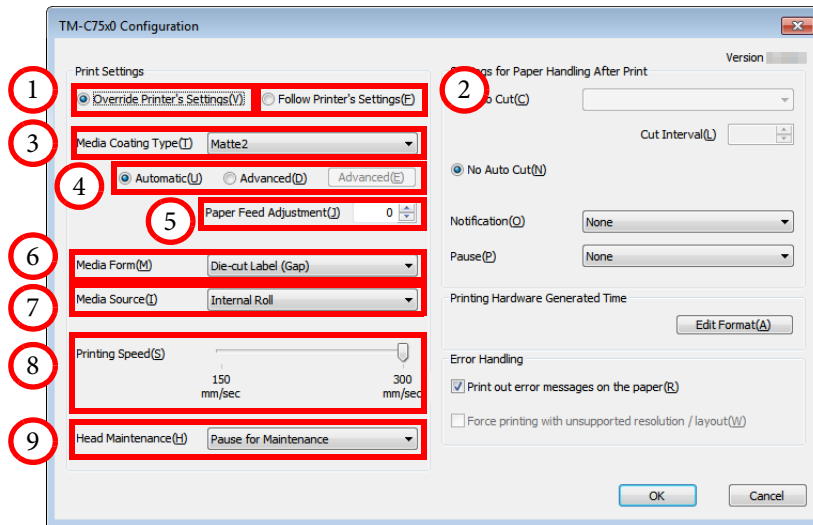


- 9 The [TM-C75x0 Configuration] window appears. Select [Override Printer's Settings], and in [Media Coating Type], select a coating type of media you want to use.



- TM-C7500 Series/TM-C7500G Series allow you to make the print settings from their control panel. (See TM-C7500 Series/TM-C7500G Series Technical Reference Guide for details.)
- If you select [Override Printer's Settings] and print, print settings made from the printer's control panel are overwritten with those made by HVP plug-in for EPSON TM-C75x0.
- Select [Follow Printer's Settings] to use the print settings set on each printer.

In the [TM-C75x0 Configuration] window, you can set the following functions.



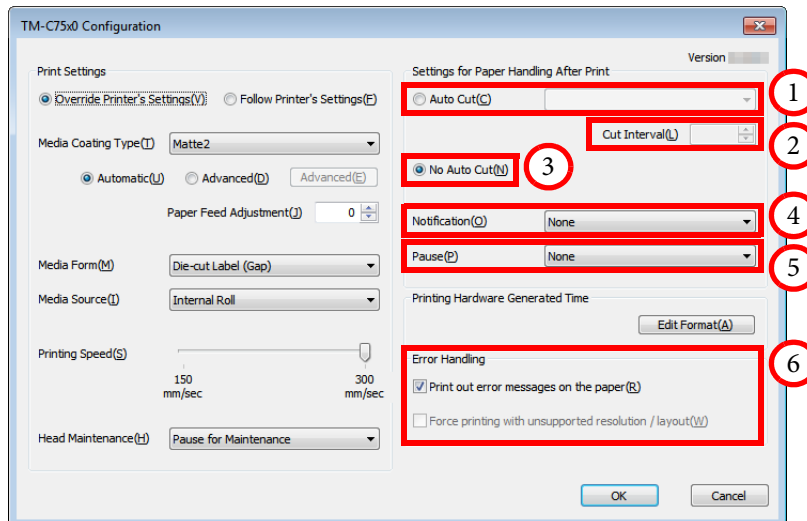
#### ☐ Print Settings

No.	Item	Description	Parameter
1	Override Printer's Settings	Prints using the print settings made by HVP plug-in for EPSON TM-C75x0.	Override Printer's Settings
2	Follow Printer's Settings	Prints using the print settings made by the control panel of TM-C7500 Series/TM-C7500G Series. <sup>*1</sup>	Follow Printer's Settings
3	Media Coating Type	Select a coating type of the media used.	<ul style="list-style-type: none"> <li>• Plain</li> <li>• Synthetic</li> <li>• Matte 1</li> <li>• Matte 2</li> <li>• Glossy<sup>*2</sup></li> </ul>
4	Color preset	Select a color adjustment method. Select [Advanced] to make advanced color adjustment.	<ul style="list-style-type: none"> <li>• Automatic</li> <li>• Advanced</li> </ul>
5	Paper Feed Adjustment	Select a paper feed amount. <sup>*3</sup>	-99 to 99
6	Media Form	Select a form of the media used.	<ul style="list-style-type: none"> <li>• Die-cut Label (Gap)</li> <li>• Die-cut Label (BlackMark)</li> <li>• Continuous Label (BlackMark)</li> <li>• Continuous Paper (BlackMark)</li> </ul>
7	Media Source	Select which media source to use.	<ul style="list-style-type: none"> <li>• Internal Roll</li> <li>• External Feed</li> </ul>
8	Printing Speed	Select a printing speed.	<ul style="list-style-type: none"> <li>• 150 mm/sec</li> <li>• 300 mm/sec</li> </ul>
9	Head Maintenance	Select whether to suspend printing for the head maintenance or continue printing.	<ul style="list-style-type: none"> <li>• Pause for Maintenance</li> <li>• Continuous Printing</li> </ul>

<sup>\*1</sup>: If you select [Follow Printer's Settings], all the settings you made here are ignored and not sent to the printer.

<sup>\*2</sup>: TM-C7500G Series only.

<sup>\*3</sup>: For more information, refer to TM-C7500 Series/TM-C7500G Series Technical Reference Guide. See the "Poor print quality" page in the "Handling" - "Troubleshooting" section of the guide.



#### ❑ Settings for Paper Handling After Print

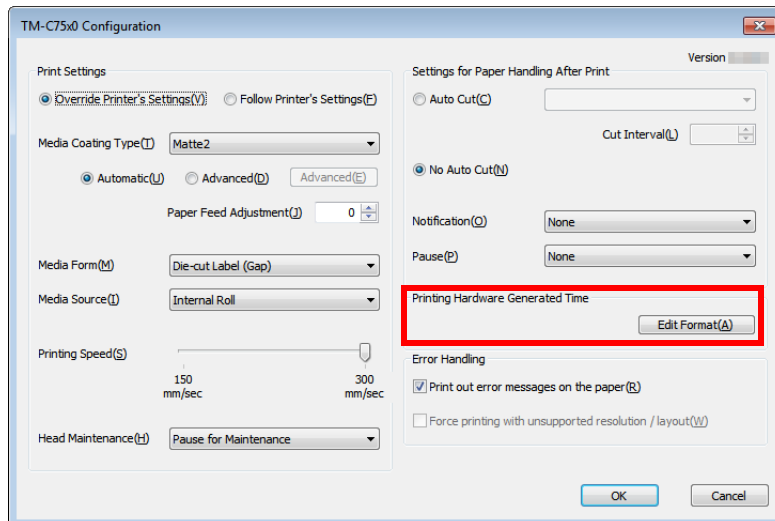
No.	Item	Description	Parameter
1	Auto Cut	Select the timing of auto cut operation.	<ul style="list-style-type: none"> <li>After Every Page</li> <li>After Specified Number Of Pages</li> <li>Only After Last Page</li> </ul>
2	Cut Interval	When you select [After Specified Number Of Pages] as the [Auto Cut] setting, specify the number of pages here.*	1 to 99999
3	No Auto Cut	Select to disable the auto cut.	No Auto Cut
4	Notification	Select a buzzer setting.	<ul style="list-style-type: none"> <li>None</li> <li>Beep at Job End</li> </ul>
5	Pause	Select a pause setting.	<ul style="list-style-type: none"> <li>None</li> <li>Pause at Cut</li> </ul>

\*: Even if the total number of print pages is indivisible by the number of pages you specified as the cut interval, an auto cut after printing the last page is performed.  
The cut interval is based on the number of printed pages even if multiple labels are laid out on each page. The number of labels is not counted as the cut interval.

#### ❑ Error Handling

No.	Item	Description	Parameter
6	Error notification setting	The method of notification when error occurred can be set.	<ul style="list-style-type: none"> <li>Print out error messages on the paper</li> <li>Force printing with unsupported resolution / layout</li> </ul>



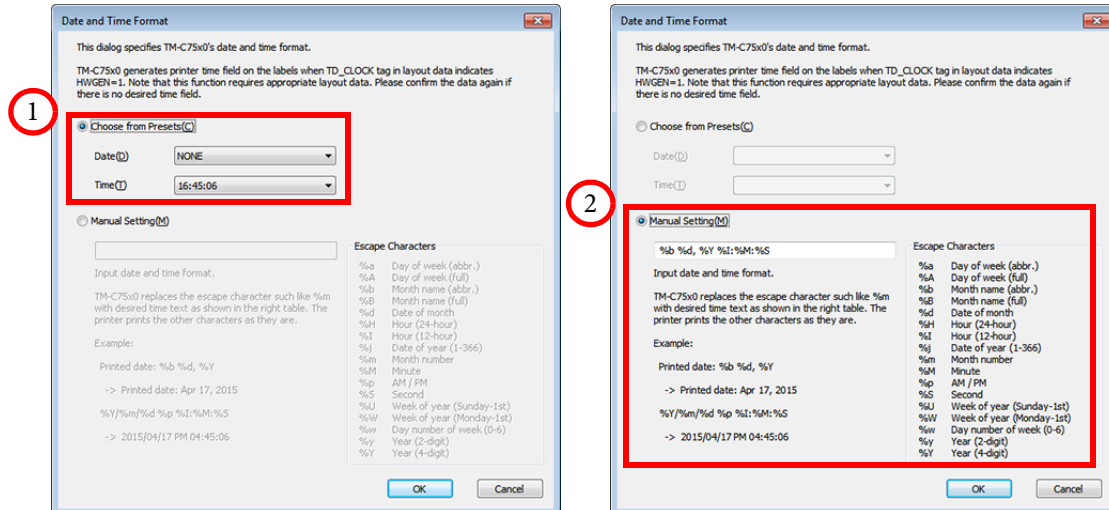


#### □ Printing Hardware Generated Time

Click [Edit Format] to set the format of date and time to be printed.



- The date and time can be printed by adding an HWGEN=1 option to the @TD\_CLOCK tag of the print data. (See [About HWGEN=1 Option \(page 23\)](#))
- If you make the date and time print settings in Printing Hardware Generated Time, date and time is printed in the language selected from the control panel of TM-C7500 Series/TM-C7500G Series.
- Fonts that are not pre-installed on TM-C7500 Series/TM-C7500G Series, such as Japanese fonts, can be printed by installing the fonts using PrinterSettings.
- For the procedure to install fonts using PrinterSettings, refer to TM-C7500 Series/TM-C7500G Series Technical Reference Guide. See the "Store data in the printer" page in the "Handling" - "PrinterSetting" section.



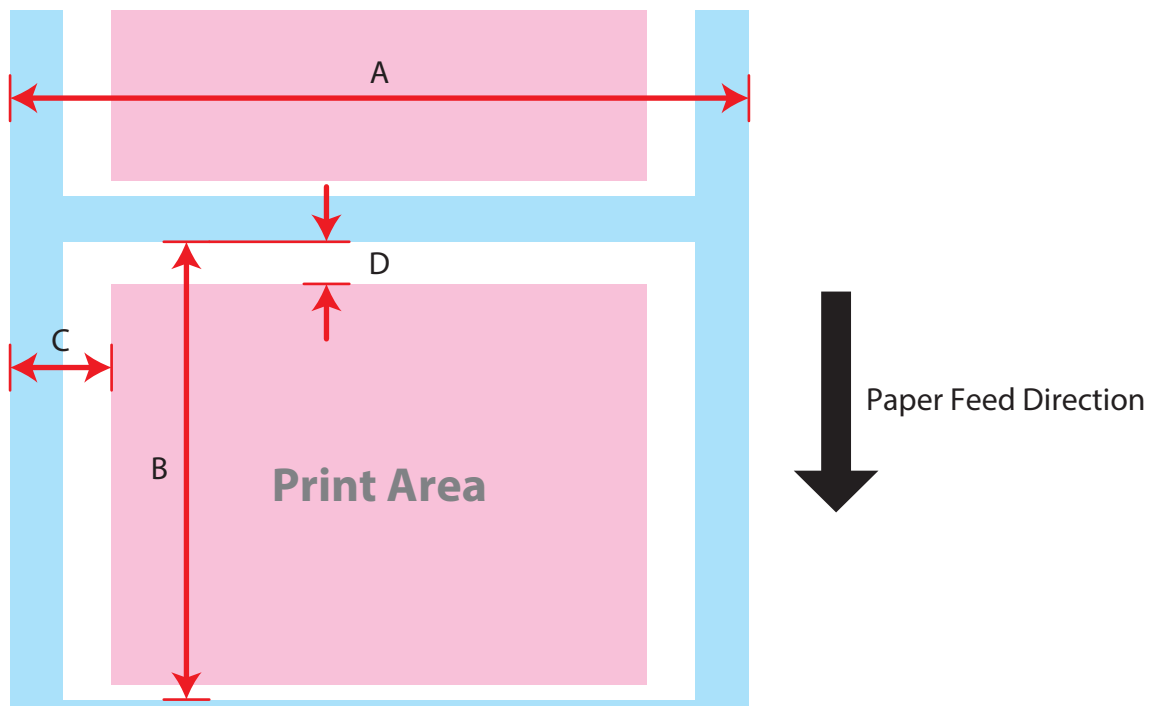
No.	Item		Description	Parameter
1	Choose from Presets	Date	Select a date format to be printed.	<ul style="list-style-type: none"> <li>• NONE</li> <li>• Apr 17, 2015</li> <li>• 17 Apr 2015</li> <li>• 2015/04/17</li> </ul>
		Time	Select a time format to be printed.	<ul style="list-style-type: none"> <li>• NONE</li> <li>• 16:45:06</li> <li>• PM 04:45:06</li> </ul>
2	Manual Setting		Customize the date and time format using [Escape Characters].	-

## SAP GLM Setting

Measure the label dimensions for the Media Form used, and set to SAP GLM [Edit Label Stock]-[Attributes].

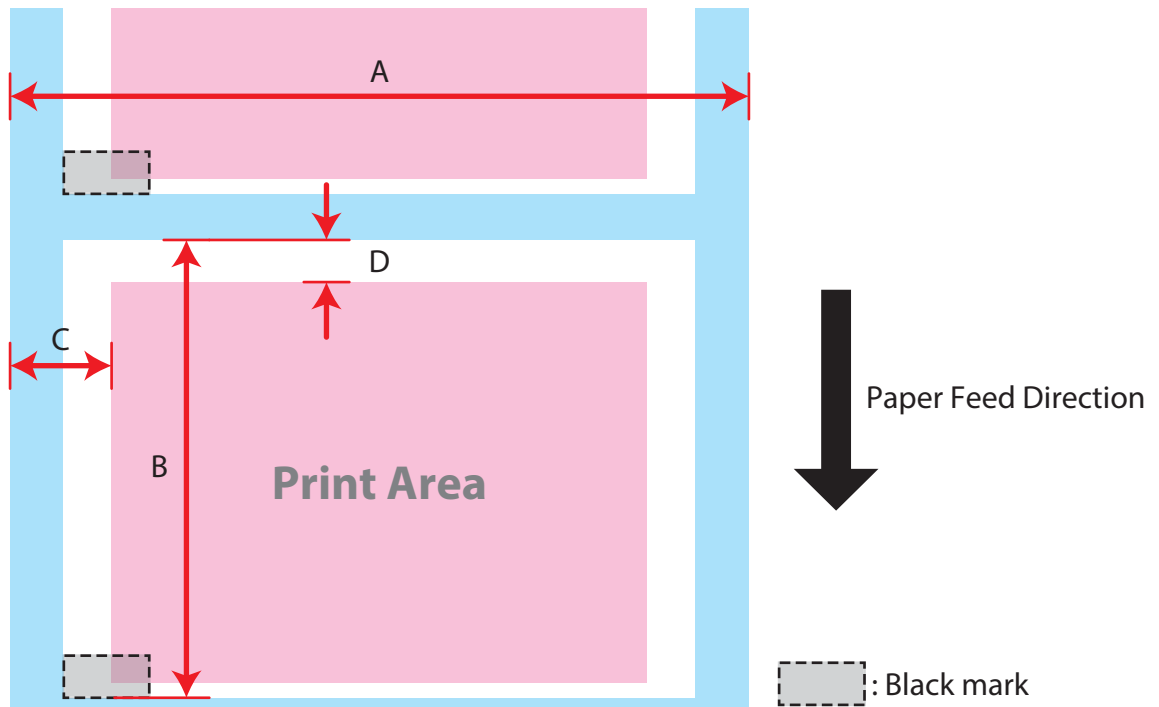
Media Form	Ref.
Die-cut Label (Gap)	<a href="#">page 19</a>
Die-cut Label (BlackMark)	<a href="#">page 20</a>
Continuous Label (BlackMark)	<a href="#">page 21</a>
Continuous Paper (BlackMark)	<a href="#">page 22</a>

### Die-cut Label (Gap)



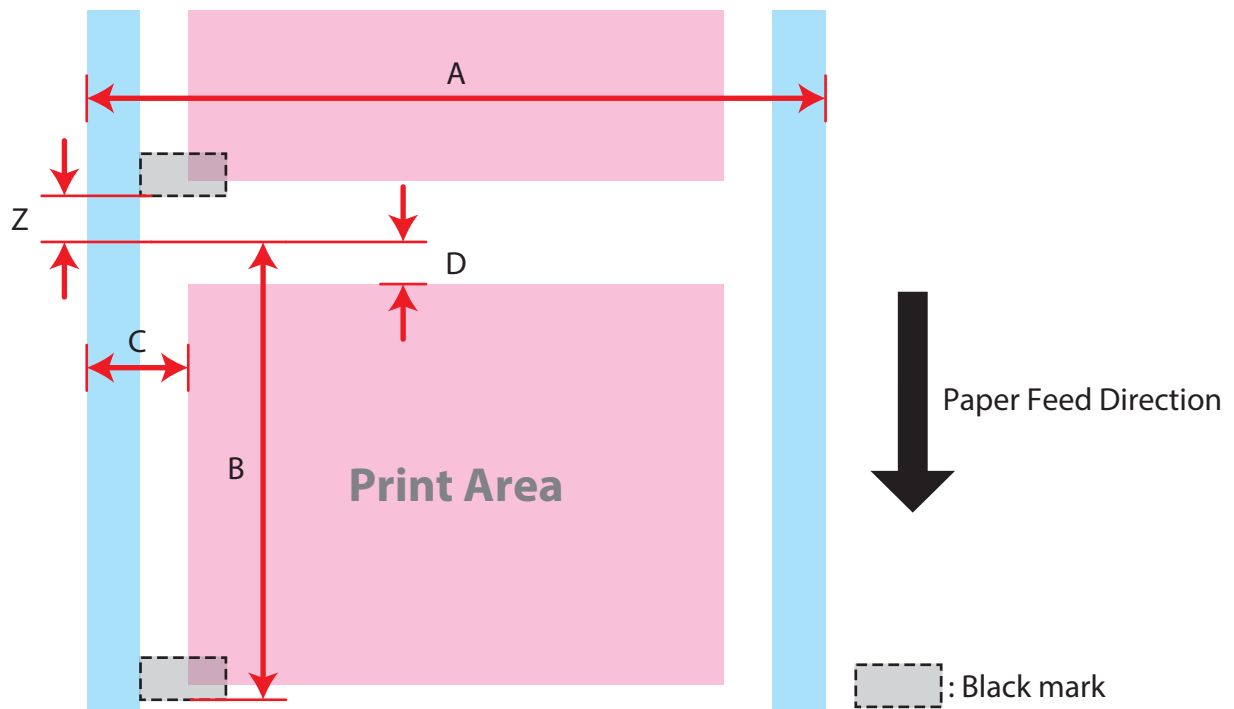
Symbols	Function	Parameter
A	Label Stock Width	50 to 112 mm (1.97 to 4.41 inch)
B	Label Stock Height	25.4 to 600 mm (1 to 23.62 inch)
C	Distance from Edge: Left	1.5 mm or more (0.06 inch or more)
D	Distance from Edge: Top	0 mm or more (0 inch or more)

## Die-cut Label (BlackMark)



Symbols	Function	Parameter
A	Label Stock Width	50 to 112 mm (1.97 to 4.41 inch)
B	Label Stock Height	25.4 to 600 mm (1 to 23.62 inch)
C	Distance from Edge: Left	1.5 mm or more (0.06 inch or more)
D	Distance from Edge: Top	0 mm or more (0 inch or more)

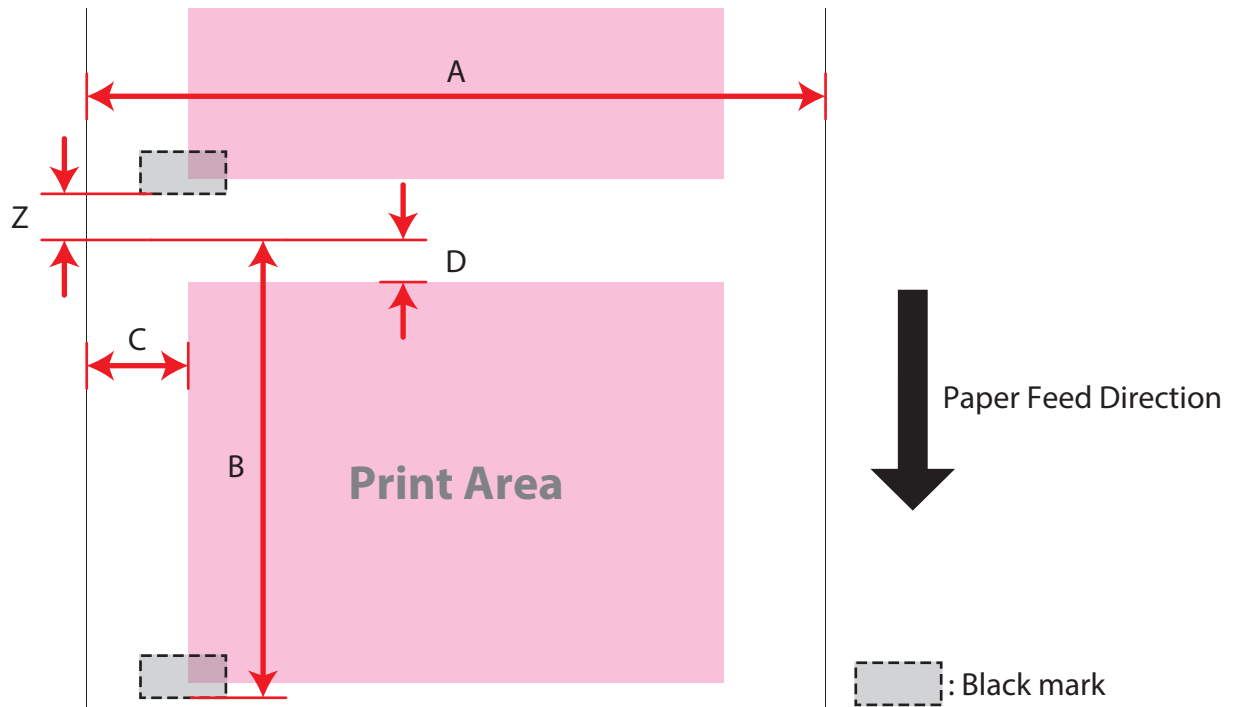
## Continuous Label (BlackMark)



Symbols	Function	Parameter
A	Label Stock Width	50 to 112 mm (1.97 to 4.41 inch)
B	Label Stock Height	25.4 to 600 mm (1 to 23.62 inch)*
C	Distance from Edge: Left	1.5 mm or more (0.06 inch or more)
D	Distance from Edge: Top	0 mm or more (0 inch or more)

\*: When setting parameters, keep the distance "Z" shown above between 3 mm and 6 mm.

## Continuous Paper (BlackMark)



Symbols	Function	Parameter
A	Label Stock Width	50 to 112 mm (1.97 to 4.41 inch)
B	Label Stock Height	25.4 to 600 mm (1 to 23.62 inch)*
C	Distance from Edge: Left	1.5 mm or more (0.06 inch or more)
D	Distance from Edge: Top	0 mm or more (0 inch or more)

\*: When setting parameters, keep the distance "Z" shown above between 3 mm and 6 mm.

## Test Printing

Always be sure to perform a test printing from the application that is actually being used before starting operations.

If desired printing results is not obtained, review the settings you made in [Set up \(page 10\)](#) and [SAP GLM Setting \(page 19\)](#).

## Note for Printing Barcodes

When specifying a width of a barcode by the number of dots, set the value in SAP WWI based on the Resolution setting you made in [Set up \(page 10\)](#).

## About HWGEN=1 Option

HVP plug-in for EPSON TM-C75x0 supports HWGEN=1 option in the following @TD tags.

- @TD\_LBLSRN
- @TD\_CLOCK



When HWGEN=1 option is applied to @TD tag, the tag is printed in black-and-white.

## When this happens

Phenomenon	Countermeasure	Ref.
Cannot print	From the control panel of the printer, select the [PRINTER SETUP3] menu and check that the followings have been set to their default settings. <ul style="list-style-type: none"> <li>• CONTROL PREFIX (default: 0x7E)</li> <li>• FORMAT PREFIX (default: 0x5E)</li> <li>• DELIMITER CHAR (default: 0x2C)</li> </ul>	*
MEDIA SIZE ERROR occurs	Check that the media size settings in SAP GLM matches with the size of media actually used.	<a href="#">page 19</a>
MEDIA DETECTION ERROR occurs	Check that the Media Form setting of HVP plug-in for EPSON TM-C75x0 matches with the form of media actually used.	<a href="#">page 15</a>
PAPER PATH ERROR occurs	Check that the Media Source setting of HVP plug-in for EPSON TM-C75x0 matches with the media source actually used.	<a href="#">page 15</a>

\*: Refer to TM-C7500 Series/TM-C7500G Series Technical Reference Guide. See the "Setting panel switch" page in the "Handling" section.

# Product information

## ***OPEN SOURCE SOFTWARE LICENSE***

1. This printer product includes open source software programs listed in Section 4) according to the license terms of each open source software program.
2. The open source software programs are WITHOUT ANY WARRANTY; without even an implied warranty of MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. See the license agreements of each open source software program for more details, which are described in OSS.pdf.
3. The license terms of each open source software program are described in OSS.pdf.
4. A list of open source software programs which this printer product includes are as follows.

### ZLIB license

This printer product includes the open source software program "zlib 1.2.8", which applies the terms and conditions provided by owner of the copyright to the "ZLIB license".

### libpng License

This printer product includes the open source software program "libpng 1.6.12", which applies the terms and conditions provided by owner of the copyright to the "libpng License".