TM-C3500 Series

HVP Plug-in Module
User's Guide

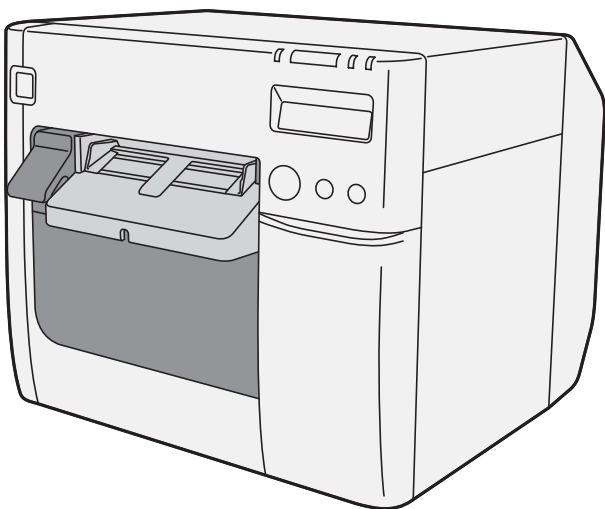**EPSON**

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.

M00090301

Rev. B

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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.

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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-C35x0 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

Product Overview

Introduction

About this manual

This manual is a User's Guide for the HVP plug-in for EPSON TM-C35x0.

This manual explains the HVP plug-in software, which is required when the printer (TM-C3500 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-C35x0 allows you to reduce the load on the server or traffic in the network.
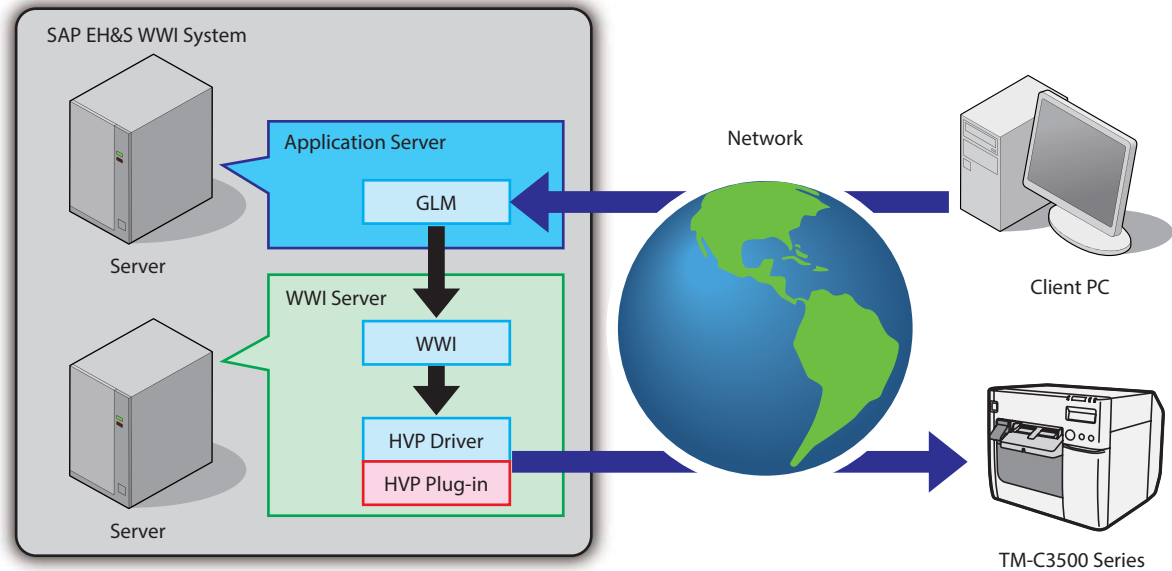
GLM is the abbreviation of Global Label Management.

About the package

HVP plug-in for EPSON TM-C35x0's package file "TM-C35x0_HVPxxxx.zip" contains the following files.

Item	Description
TMC3500Series_HVP_Plugin_Setup.exe	HVP Plug-in installer includes the module DLLs. • HVP_PLUGIN_TM-C35x0.dll(32-bit OS/64-bit OS)
TM-C3500_Series_HVP_Plug-in_Module_ug_en_rev.B.pdf	This manual

Specifications and Restrictions

If SAP EH&S WWI HVP System is not used, HVP plug-in for EPSON TM-C35x0 cannot be used.

The HVP plug-in for EPSON TM-C35x0 can be used with models which have the following mark beside the nameplate label placed on the TM-C3500 Series.
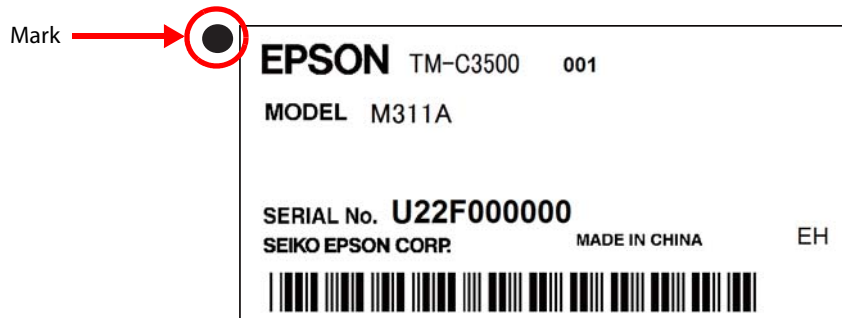
Can be used only with Ethernet interface (100BASE-TX/10BASE-T interface).

Cannot be used with parallel interface and USB interface.

Setting Up the Printing Environment

This section describes how to set up the printing environment using the HVP plug-in for EPSON TM-C35x0.

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-C35x0, performing setting operations that match the print content to the Server and Printer is necessary.
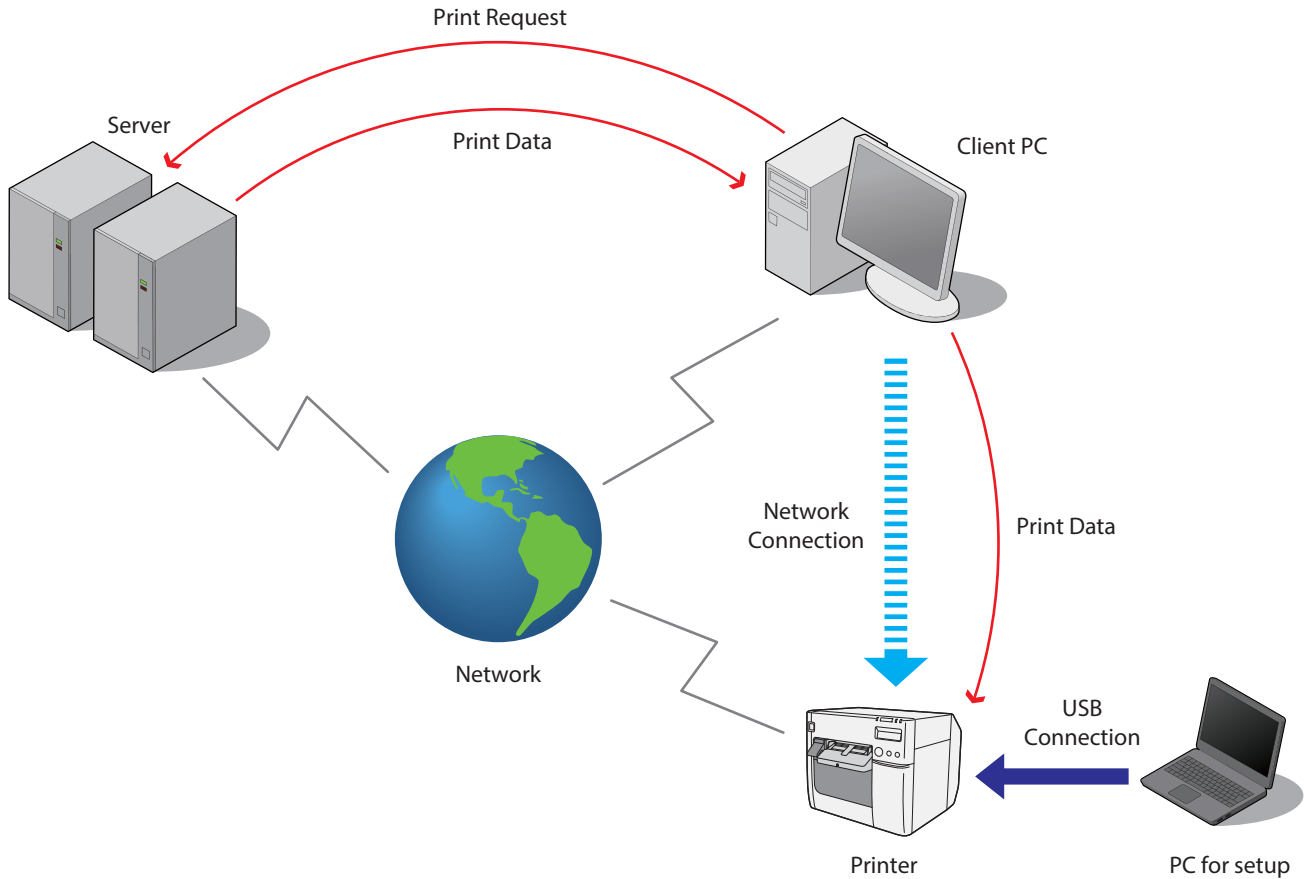
Perform the setting operation in the order of procedure below.

| No.	Item	Description	Ref.
1	Server Settings	Installation and setting up of the HVP plug-in for EPSON TM-C35x0	page 11
2	Printer Setting	Setting up printer operation from network-connected PC	page 17
		Setting up printer operation from USB-connected PC	page 24
3	SAP GLM Setting	Set the label dimensions from the Client PC to the Server SAP GLM.	page 28
4	Test Printing	Confirmation of the content of the settings	page 31

Server Settings

Perform the installation of the HVP plug-in for EPSON TM-C35x0 and necessary settings to the Server.

> • Server settings must be performed by 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".
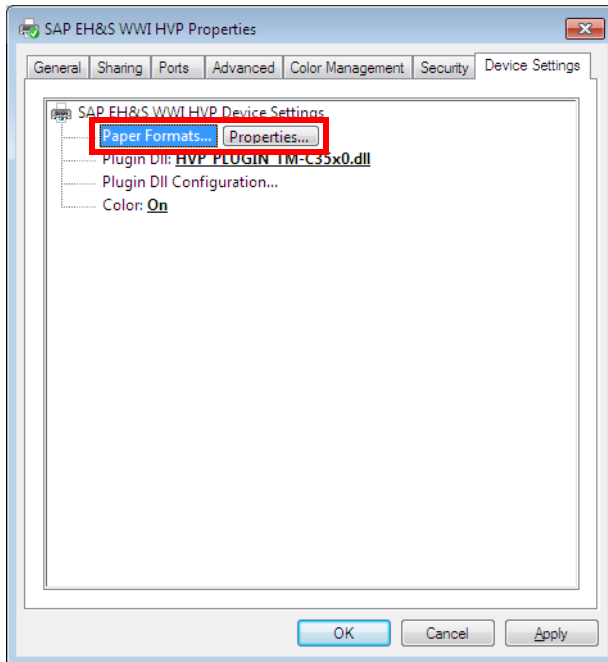
1 **Double-click TMC3500Series_HVP_Plugin_Setup.exe.**

2 **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.**
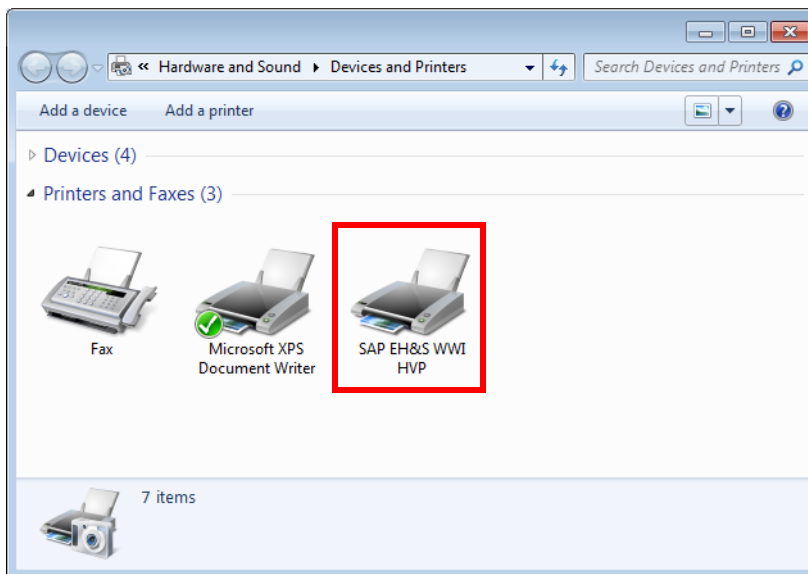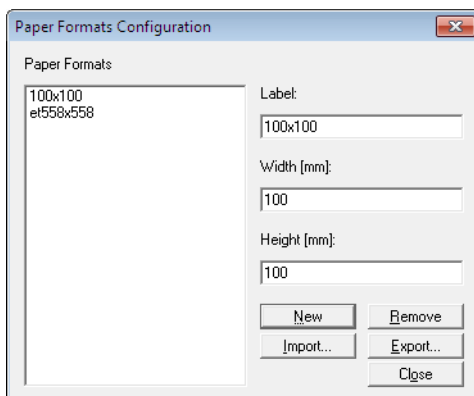

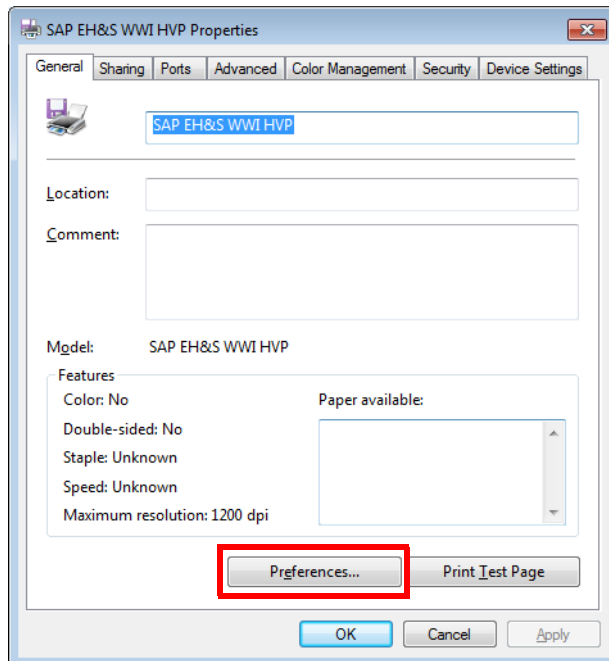**3** **Open the [Device Setting] tab and for Plugin Dll, set "HVP_PLUGIN_TM-C35x0.dll".**
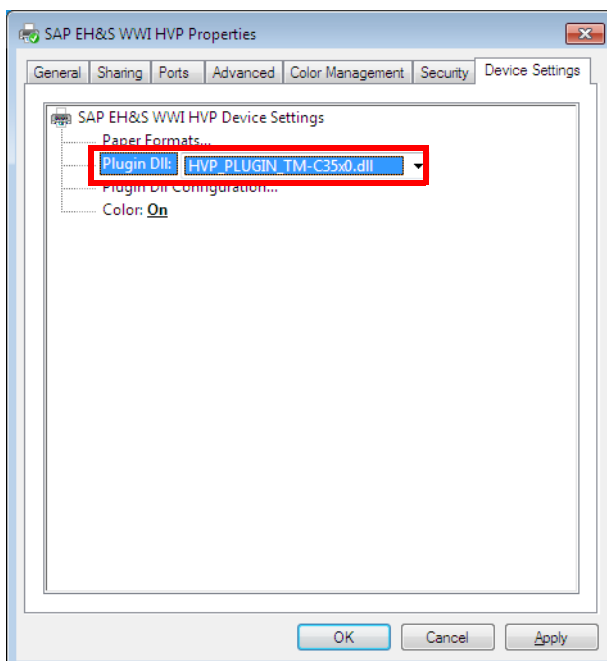
4 **Select Paper Formats and then click Properties.**
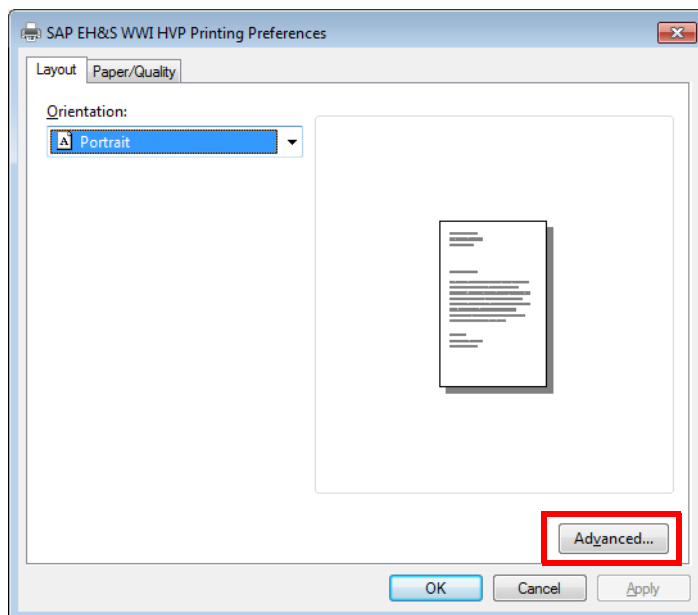

5 **The [Paper Formats Configuration] window appears. Register the paper size to be used.**
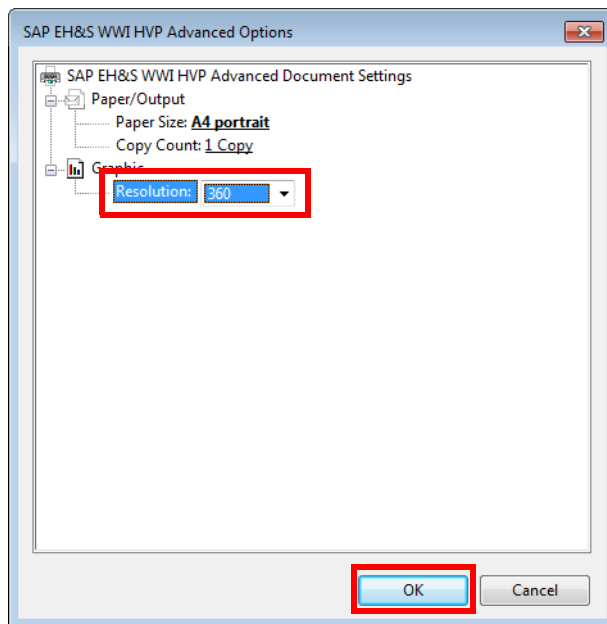
6   Open the [General] tab and click Properties to display the [SAP EH&S WWI HVP Printing Preferences] window.
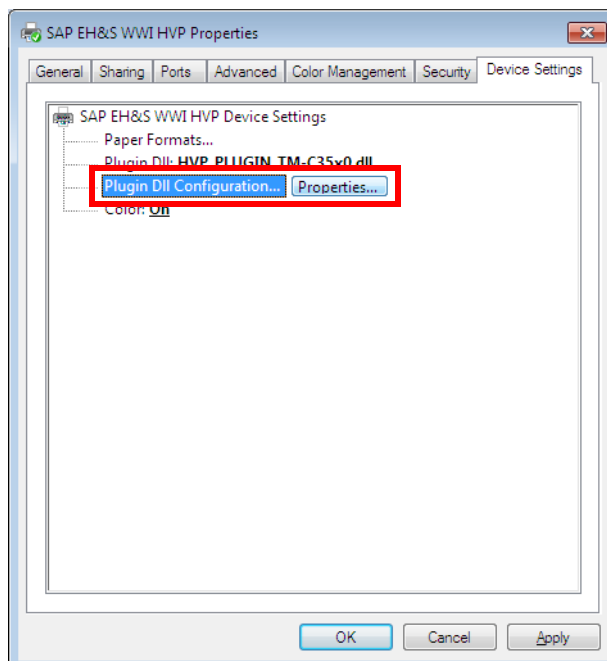

7   Click Advanced to display the [SAP EH&S WWI HVP Advanced Options] window.

8 Set the Resolution to "360", and click [OK].
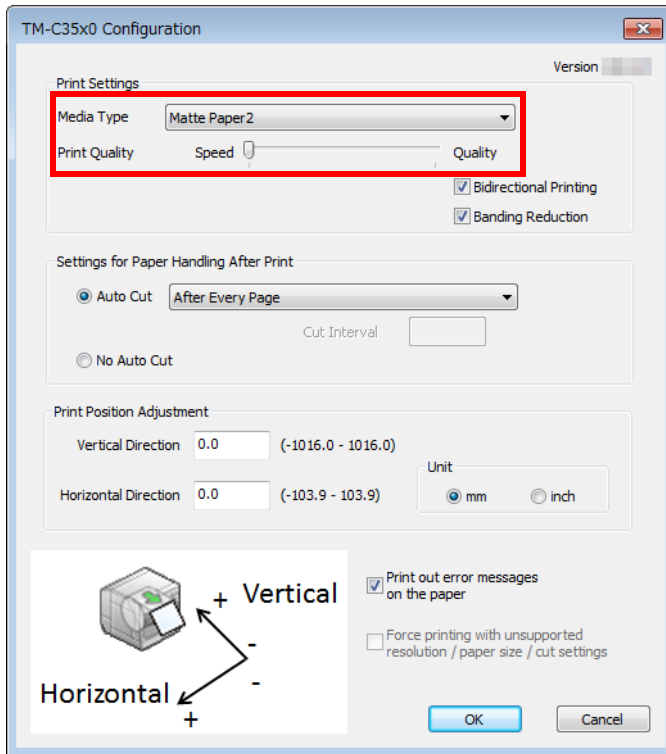

9 Open the [Device Settings] tab, select the Select Plugin Dll Configuration, and click Properties.

**10** **The [TM-C35x0 Configuration] window appears.**
Set the following items to match the Media used.

Function	Parameter
Media Type	Plain label, Matte, Matte label, Synthetic label, Glossy label
Print Quality	Speed, Quality

In the [TM-C35x0 Configuration] window, you can set the following functions.

No.	Function		Description	Parameter
1	Print Settings	Media type	The paper type to be used can be set.	• Plain Paper • Matte Paper1 • Matte Paper2 • Synthetic Paper1 • Synthetic Paper2 • Glossy Paper
		Print Quality	Setting can be either for print speed priority or image quality priority. Bidirectional printing ON/OFF and banding reduction ON/OFF can be set.	• Speed/Quality • Bidirectional Printing • Banding Reduction
2	Settings for Paper Handing After Print		Auto Cut operation after printing can be set.	Auto Cut: After Every Page, Only After Last Page, After Specified Number of Pages No Auto Cut
3	Print Position Adjustment		The printing start position can be set in mm or inch.	Vertical direction: -1016.0~1016.0 Horizontal direction: -103.9~103.9
4	Error notification setting		The method of notification when error occurred can be set.	• Print out error messages on the paper • Force printing with unsupported resolution / paper size
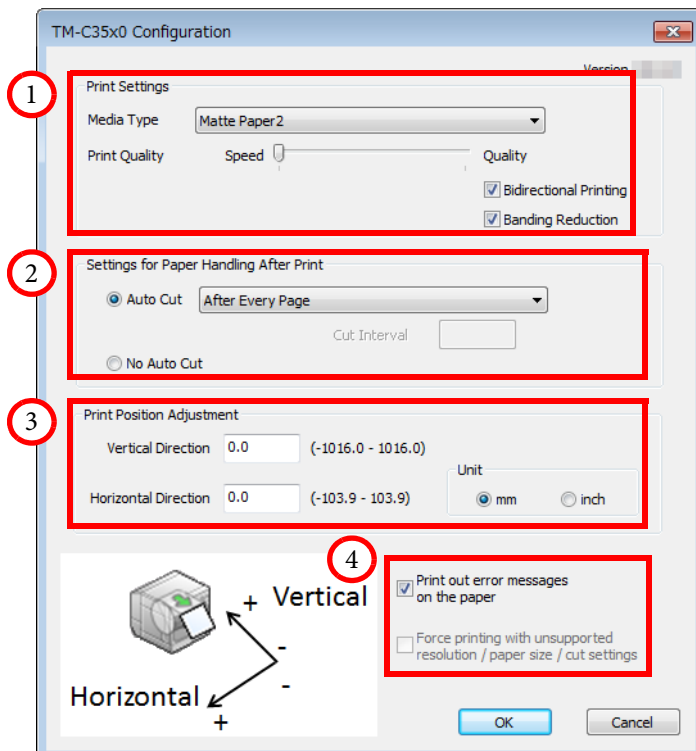
Printer Settings (Using a Network-connected PC)

Perform setting of the Media Source and Media Detection of the Printer using a Client PC connected to a network.

> Before performing the setting of the Printer, complete Setting Up the Printer.
> For details, see the TM-C3500 Series Technical Reference Guide.

If performing settings to two or more Printers, refer to the Settings using the EPSON Monitoring Tool (page 17).

If performing settings to one Printer, refer to the Settings using the TM-C3500 Series Printer Driver (page 22).

Settings using the EPSON Monitoring Tool

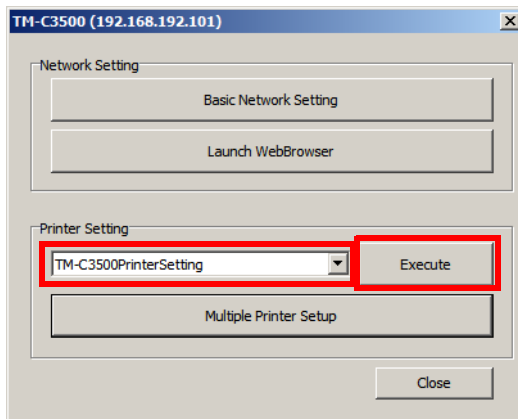**1** **Install the EPSON Monitoring Tool to the Client PC.**

> - Download the EPSON Monitoring Tool from the website below.
>   https://download.epson-biz.com/modules/colorworks/
> - For details of the EPSON Monitoring Tool install method and operations method, see the EPSON Monitoring Tool User's Manual provided with the EPSON Monitoring Tool.

2 **Start the EPSON Monitoring Tool.**

3 **Select one unit which setting needs to be changed from among the TM-C3500 Series printers, and click [Change Printer Setting].**
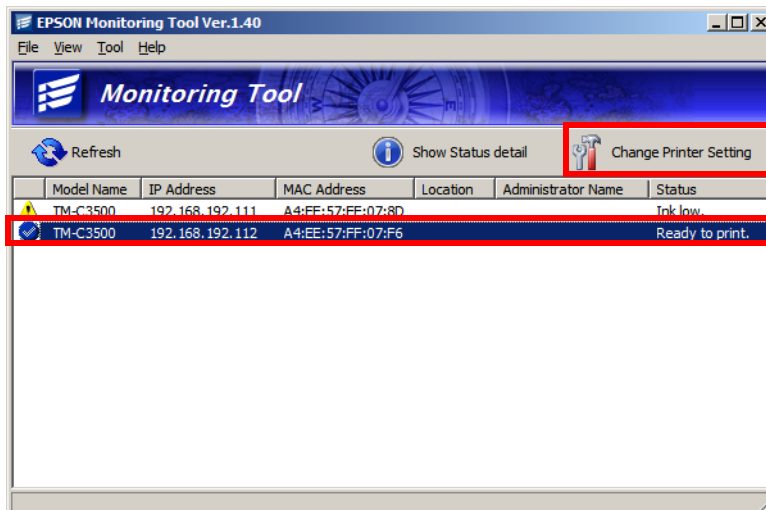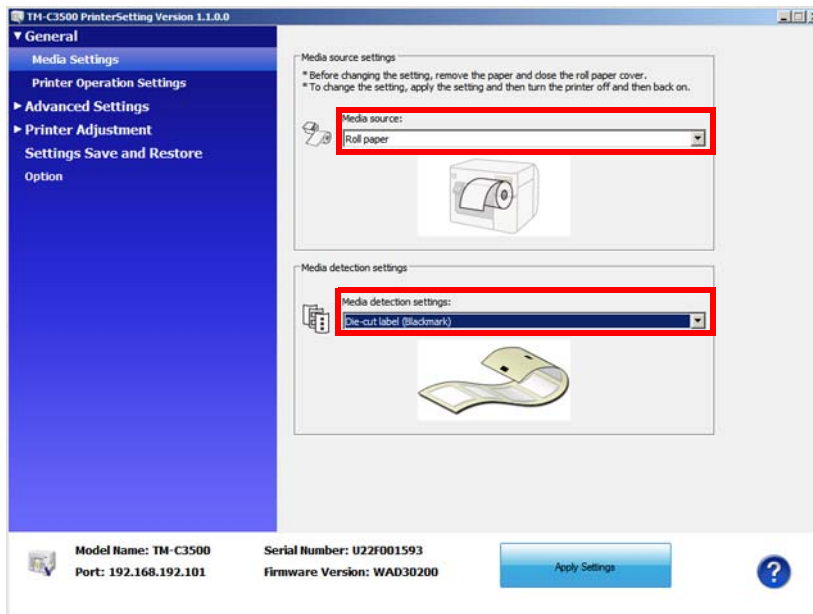
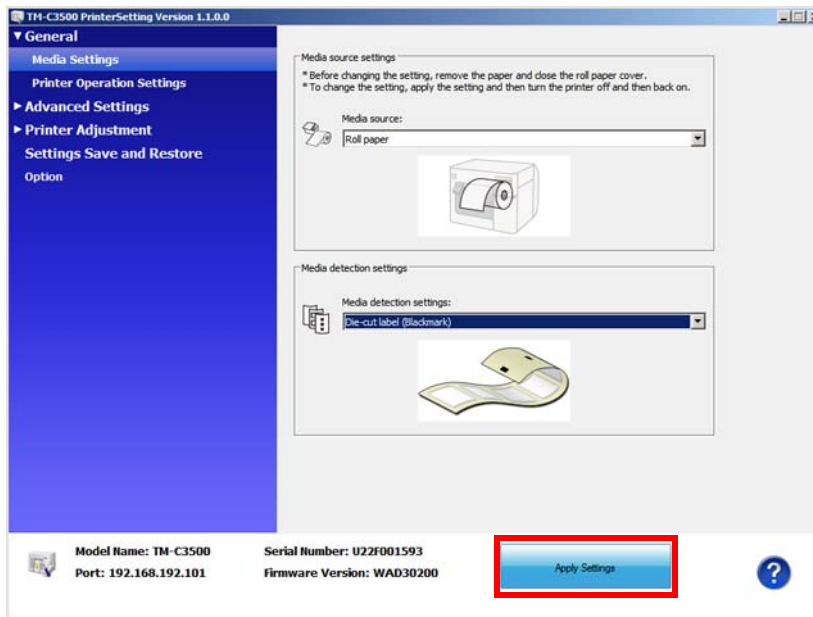**4** At Printer Setting, select [TM-C3500PrinterSetting], and click [Execute].

**5** Select [Media Settings], and set the following items to match the Media used.

| Function	Parameter
Media Source	• Roll paper • Fanfold paper
Media Detection	• Continuous paper • Continuous paper (Blackmark) • Full-page label • Transparent die-cut label • Die-cut label (Blackmark) • Die-cut label (Gap)

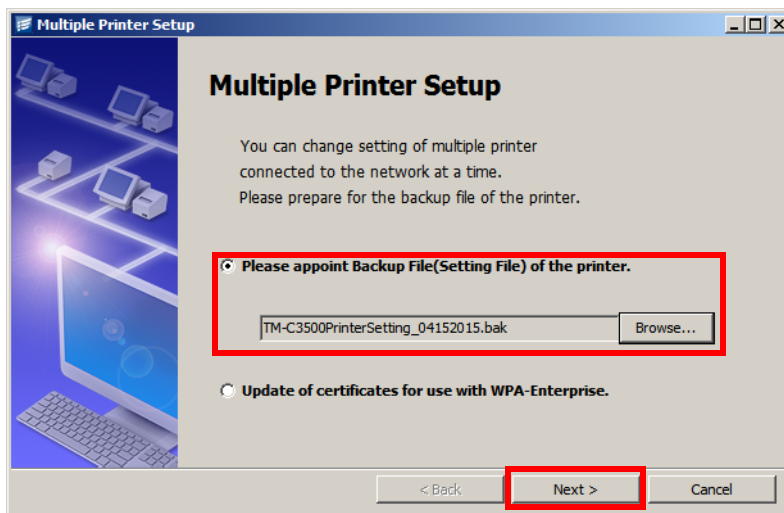**6** **Click [Apply Settings] to complete the settings.**

7 **Select [Settings Save and Restore], click [Save settings...], and save the contents set in step 5 and step 6 under any desired file name.**
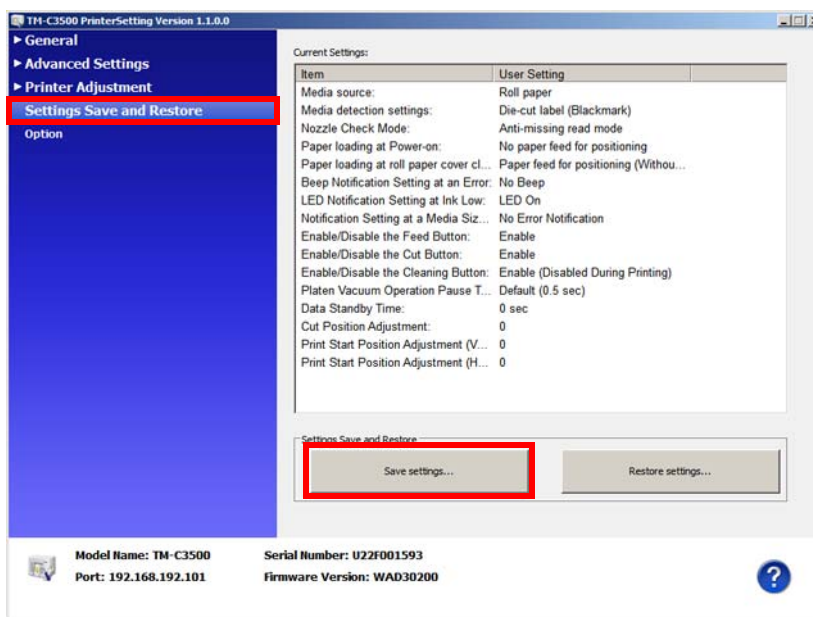
8   **After saving the settings, close the window to end PrinterSetting.**

9   **Select one unit on the EPSON Monitoring Tool screen from among the TM-C3500 Series printers, and click [Change Printer Setting].**

10 **Click [Multiple Printer Setup] under Printer Setting.**
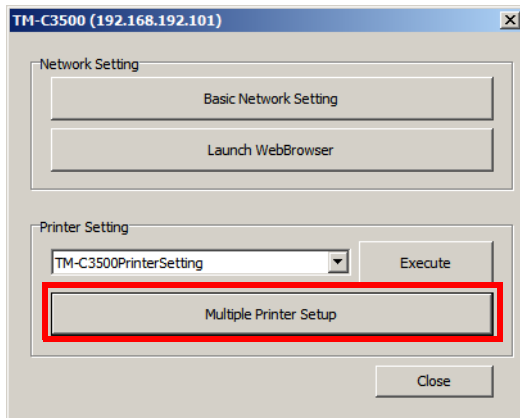
11 **Select [Please appoint Backup File (Setting File) of the printer], specify the file saved in step 7, and click [Next >].**
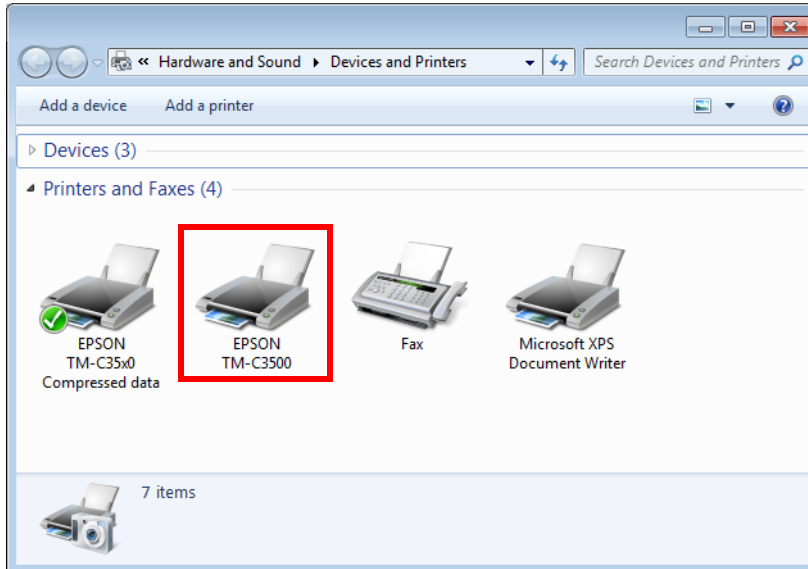
12 **Select the TM-C3500 Series printer which setting is being changed, and click [Next >].**
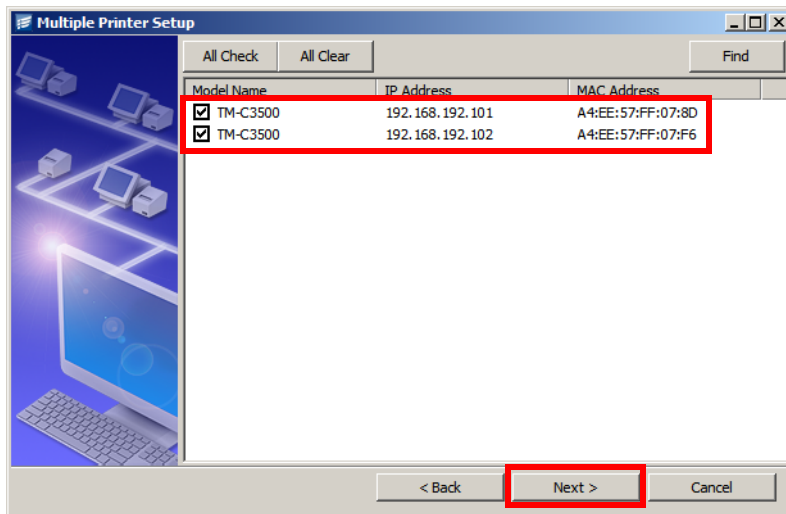
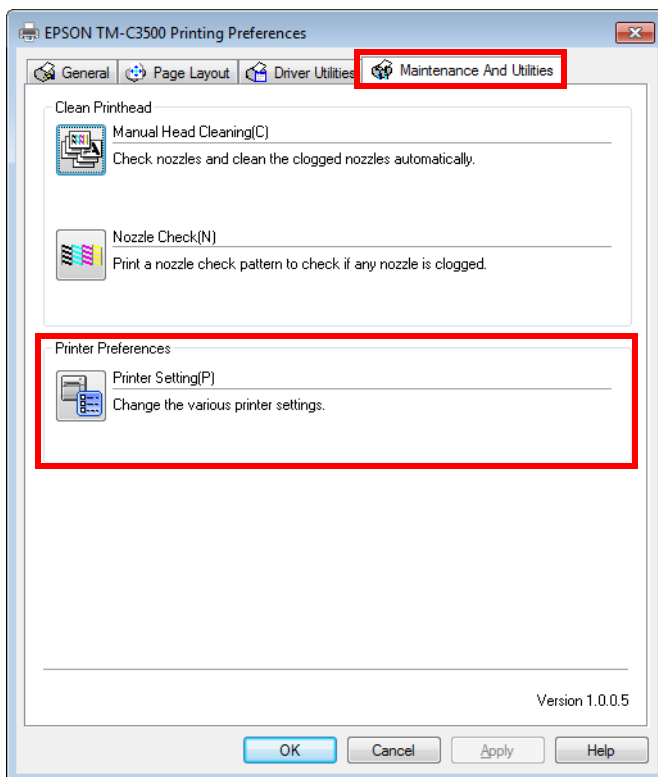**13** **Thereafter, follow the instructions on the screen, and complete the settings.**

Settings using the TM-C3500 Series Printer Driver

1   **Open the [Devices and Printers] screen, right-click on the [EPSON TM-C3500] icon, and select [Printing Preferences].**
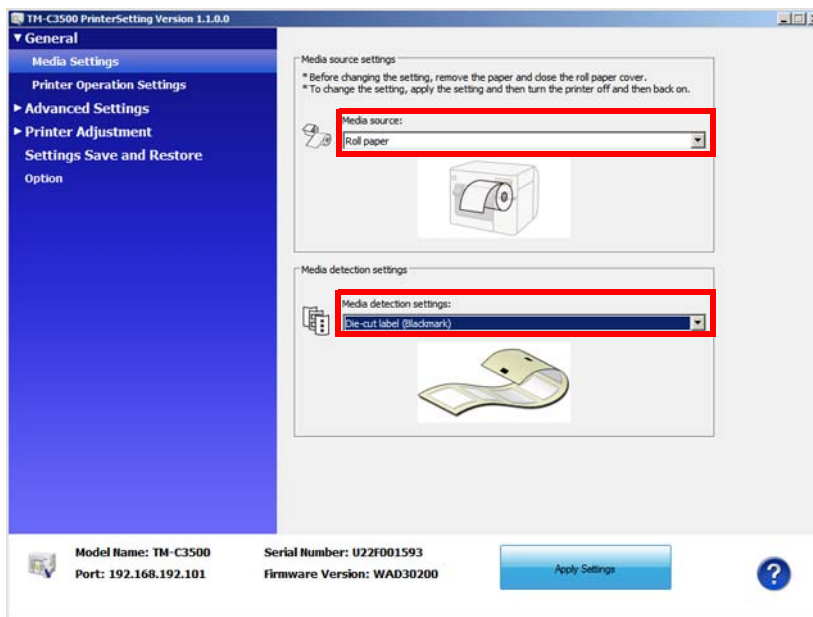

2   **Select the [Maintenance And Utilities] tab under the [EPSON TM-C3500 Printing Preferences] screen, and click [Printer Setting].**

3 **Select [Media Settings], and set the following items to match the Media used.**

Function	Parameter
Media Source	• Roll paper • Fanfold paper
Media Detection	• Continuous paper • Continuous paper (Blackmark) • Full-page label • Transparent die-cut label • Die-cut label (Blackmark) • Die-cut label (Gap)

Only the Media Source and Media Detection setting content is reflected.

4   **Click [Apply Settings] to complete the settings.**
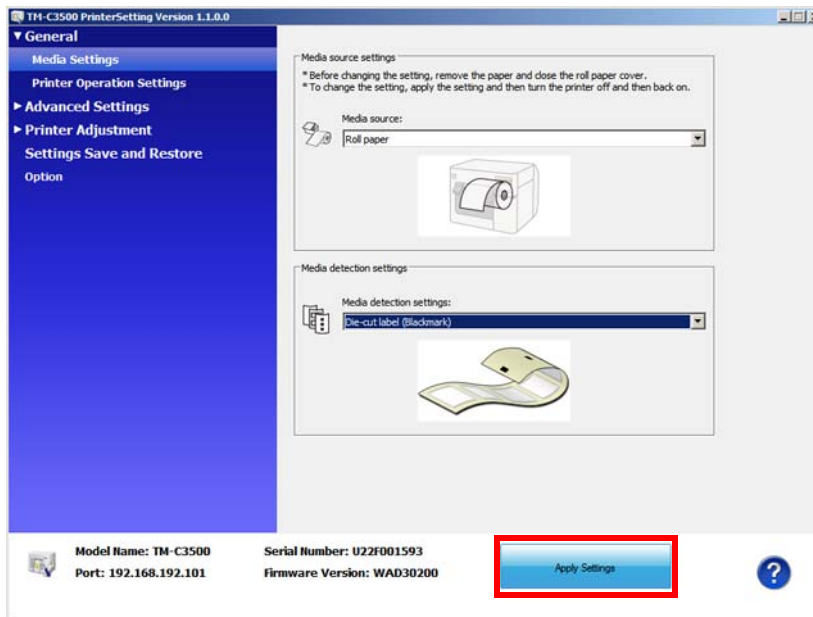
Printer Settings (Using a USB-connected PC)

Connect the TM-C3500 Series printer and the PC for setup using a USB cable, and make the Media Source and Media Detection settings of the printer.

> • Before performing the setting of the Printer, complete Setting Up the Printer.
>   For details, see the TM-C3500 Series Technical Reference Guide.
> • A PC not connected to a network can be used for the setup PC.

1   **Install the USB Printer Class Device Replacement Service to the PC.**

> • For the USB Printer Class Device Replacement Service, either use the packaged CD or download from the website below.
>   https://download.epson-biz.com/modules/colorworks/
> • For details of the USB Printer Class Device Replacement Service, see the TM-C3500 Series Technical Reference Guide.

2   Connect the TM-C3500 Series printer which setting needs to be changed and the PC for setup using a USB cable.

3   Open the [Devices and Printers] screen, right-click on the [EPSON TM-C3500] icon, and select [Printing Preferences].

4   Select the [Maintenance And Utilities] tab under the [EPSON TM-C3500 Printing Preferences] screen, and click [Printer Setting] .
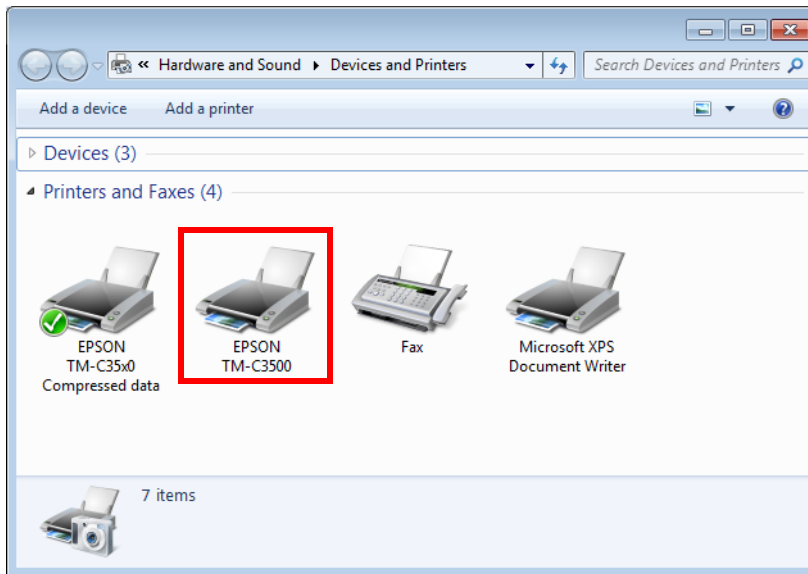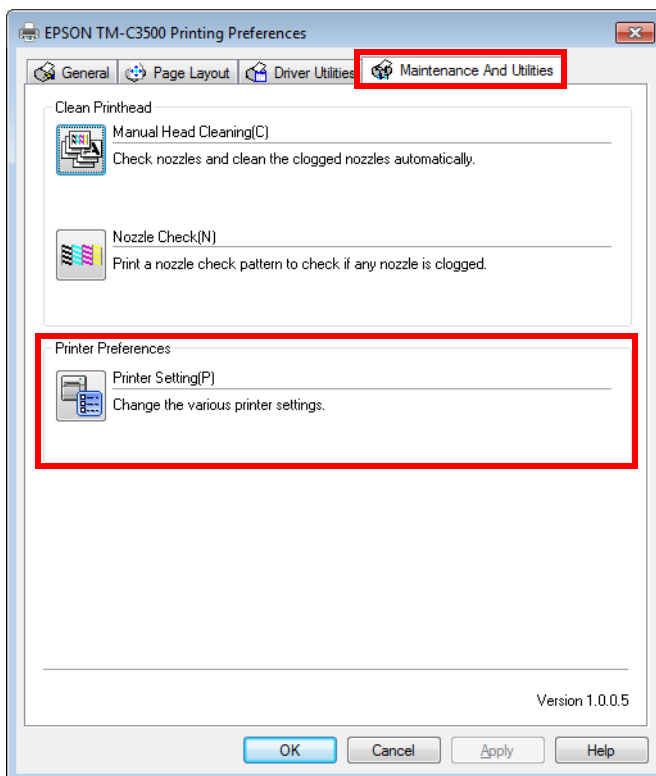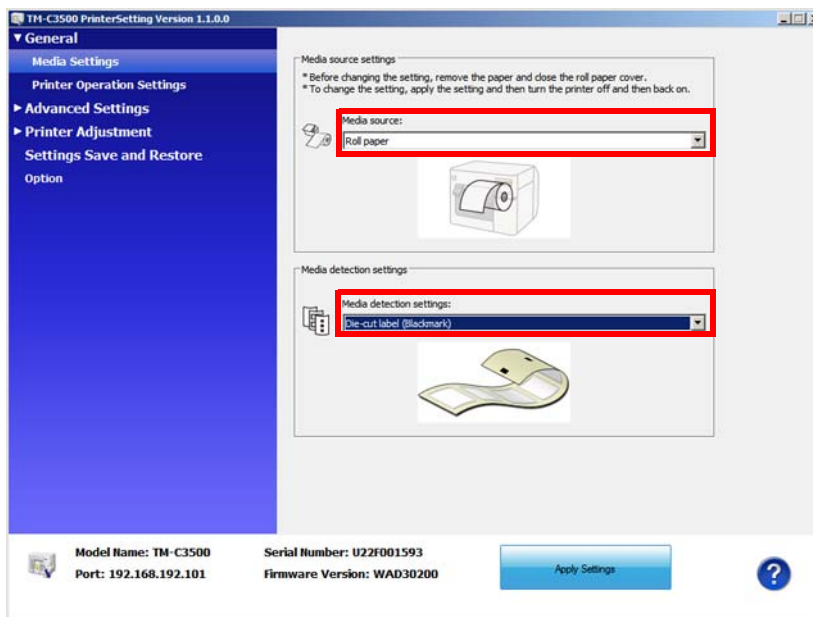
5   **Select [Media Settings], and set the following items to match the Media used.**

Function	Parameter
Media Source	• Roll paper • Fanfold paper
Media Detection	• Continuous paper • Continuous paper (Blackmark) • Full-page label • Transparent die-cut label • Die-cut label (Blackmark) • Die-cut label (Gap)

Only the Media Source and Media Detection setting content is reflected.

6 **Click [Apply Settings] to complete the settings.**

7 **Repeat step 2 to step 6 for all TM-C3500 Series printers which settings needs to be changed.**

SAP GLM Setting

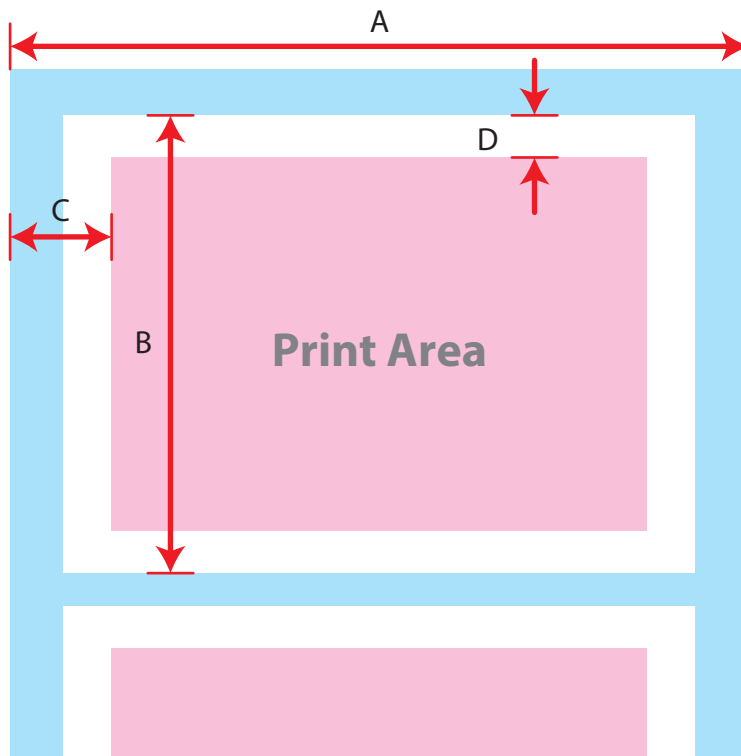Measure the label dimensions for the Media type used, and set to SAP GLM [Edit Label Stock]-[Attributes].

Media type	Ref.
Die-cut label paper	page 28
Die-cut label paper (with black mark)	page 29
Continuous paper, all-surface label paper	page 30

Die-cut label paper

Symbols	Function	Parameter
A	Label Stock Width	30 to 112 mm (1.18 to 4.41 inch)
B	Label Stock Height	8 to 1016 mm (0.31 to 40.00 inch)
C	Distance from Edge: Left	0 to 112 mm (0 to 4.41 inch)
D	Distance from Edge: Top	0 to 1016 mm (0 to 40.00 inch)

Die-cut label paper (with black mark)
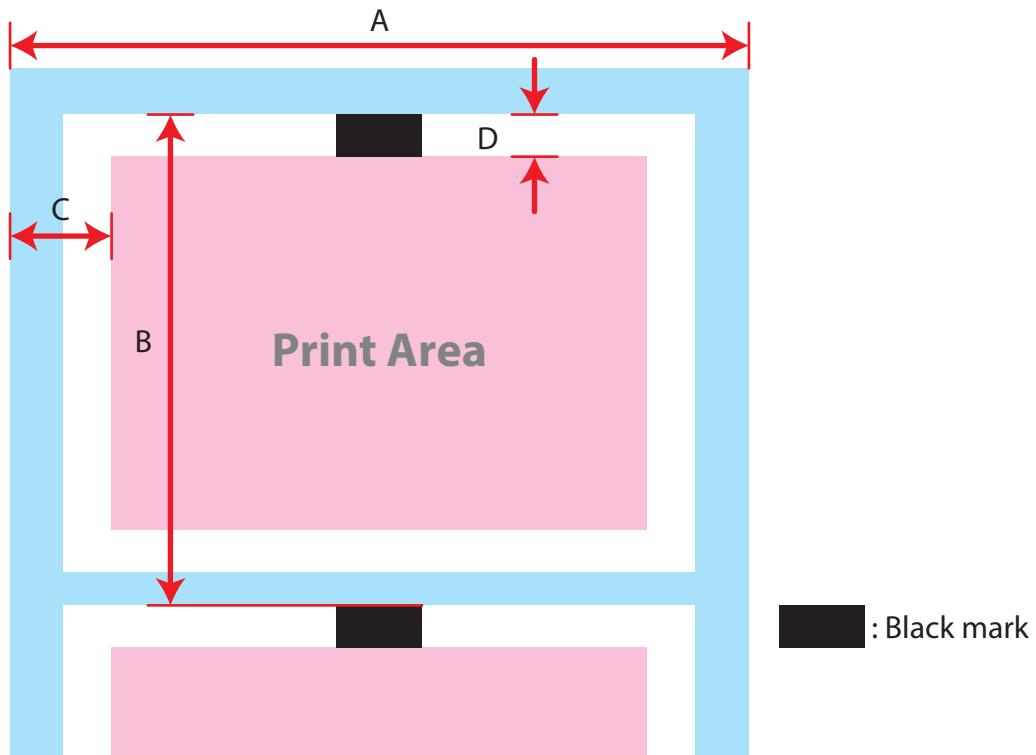
: Black mark

Symbols	Function	Parameter
A	Label Stock Width	30 to 112 mm (1.18 to 4.41 inch)
B	Label Stock Height	8 to 1016 mm (0.31 to 40.00 inch)
C	Distance from Edge: Left	0 to 112 mm (0 to 4.41 inch)
D	Distance from Edge: Top	0 to 1016 mm (0 to 40.00 inch)

Continuous paper, all-surface label paper

- - - - : Cut position

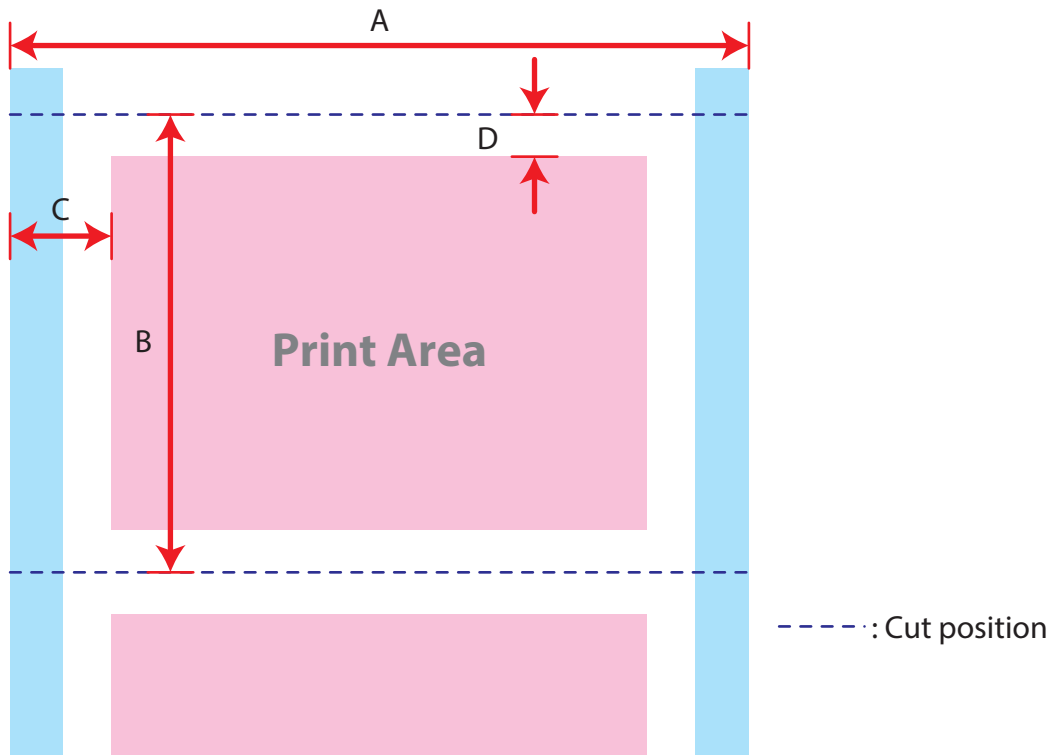| Symbols	Function	Parameter
A	Label Stock Width	30 to 112 mm (1.18 to 4.41 inch)
B	Label Stock Height	8 to 1016 mm (0.31 to 40.00 inch)
C	Distance from Edge: Left	0 to 112 mm (0 to 4.41 inch)
D	Distance from Edge: Top	0 to 1016 mm (0 to 40.00 inch)

Test Printing

After settings of the Server, Printer, and SAP GLM are completed, 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 setting content of the Server, Printer, and SAP GLM.

When this happens

Phenomenon	Countermeasure	Ref.
Media Size Error occurs	• Check the settings of the Media used and of the TM-C3500 Series Printer, and the settings of the SAP GLM.	• page 17, page 28
Fails to print in spots	• If not resolved, ask the Server administrator, and check the Server settings.	• page 11

Product information

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