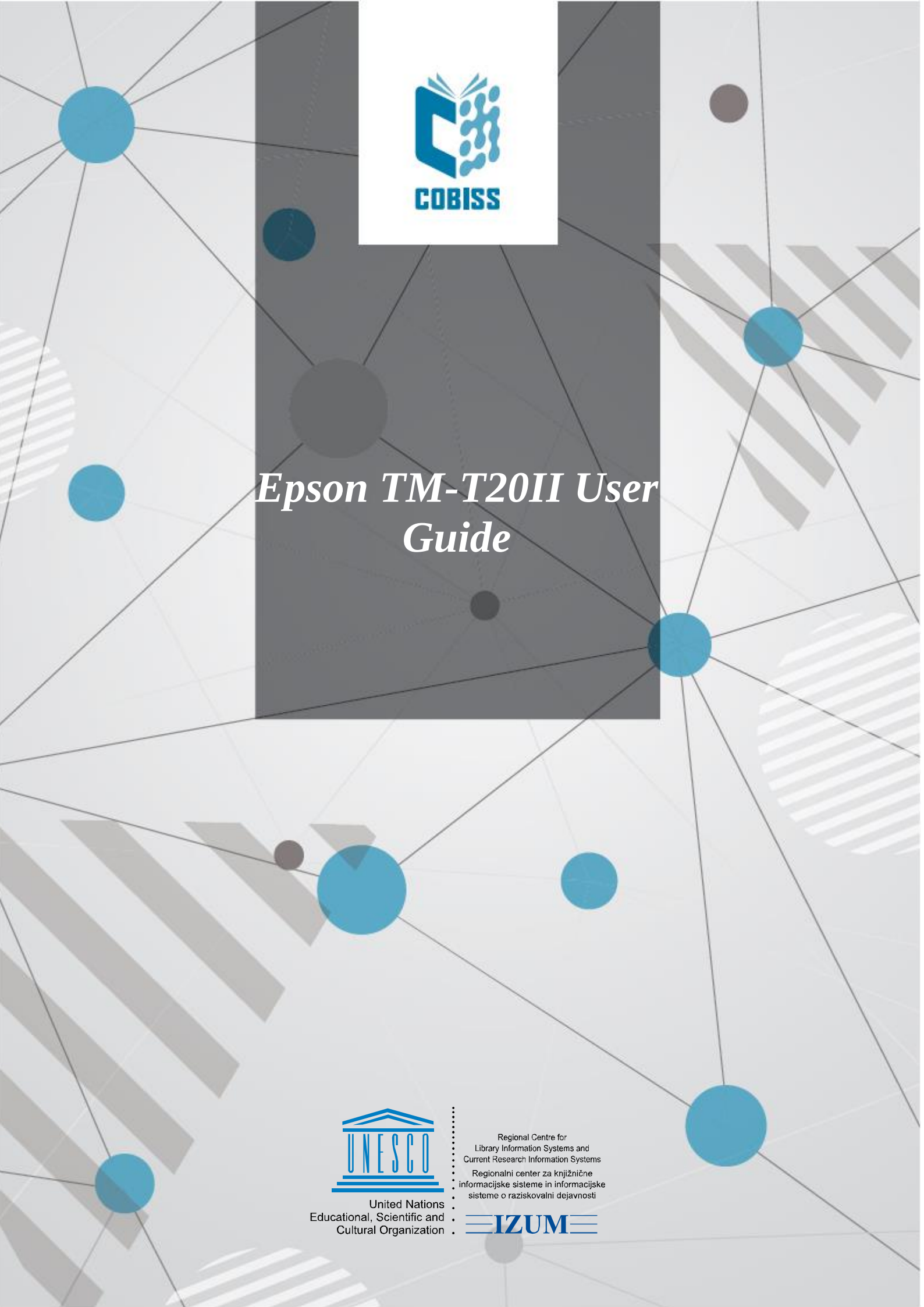

Epson TM-T20II User Guide

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CONTENTS

1 Printer description 1

2 Connecting the printer 2

3 Printer use 3
3.1 Installing roll paper 3
3.2 Cleaning the thermal head 4

4 Driver installation and printer settings 5
4.1 Driver installation 5
4.2 Setting up the printer IP address via the network connection 7
4.3 Lending form print settings 9

5 Settings in the COBISS Lib application 11

FIGURES

Figure 1: Contents of printer package 1
Figure 2: Printer parts 2
Figure 3: Interface types 2
Figure 4: Power supply connection 3
Figure 5: Opening the cover and installing the roll paper 3
Figure 6: Closing the roll paper cover 4
Figure 7: Thermal head 4
Figure 8: Epson TM-T20II software 5
Figure 9: Epson TM-T20II Utility 6
Figure 10: EPSON TM-T20II printer icon 6
Figure 11: EpsonNet Config 7
Figure 12: Installing and registering the EpsonNet Config software 8
Figure 13: Selecting the printer in the EpsonNet Config software 8
Figure 14: Basic settings of the printer's IP address 9
Figure 15: Dialog box for the communication with printer 9
Figure 16: The Advanced tab and Printing Defaults… option 10
Figure 17: Advanced… settings 10
Figure 18: Select Roll Paper 80 x 3276 mm 11
Figure 19: COBISS Lib user interface 12
Figure 20: COBISS Lib user interface and logical destinations 12
Figure 21: Logical destination editor 13
Figure 22: Logical destinations setup 13

1 Printer description

The following items are included in the printer package:

1. printer
2. installation disc
3. AC adapter 220V
4. AC cable 220V
5. USB interface cable
6. accessories for wall mounting and vertical installation

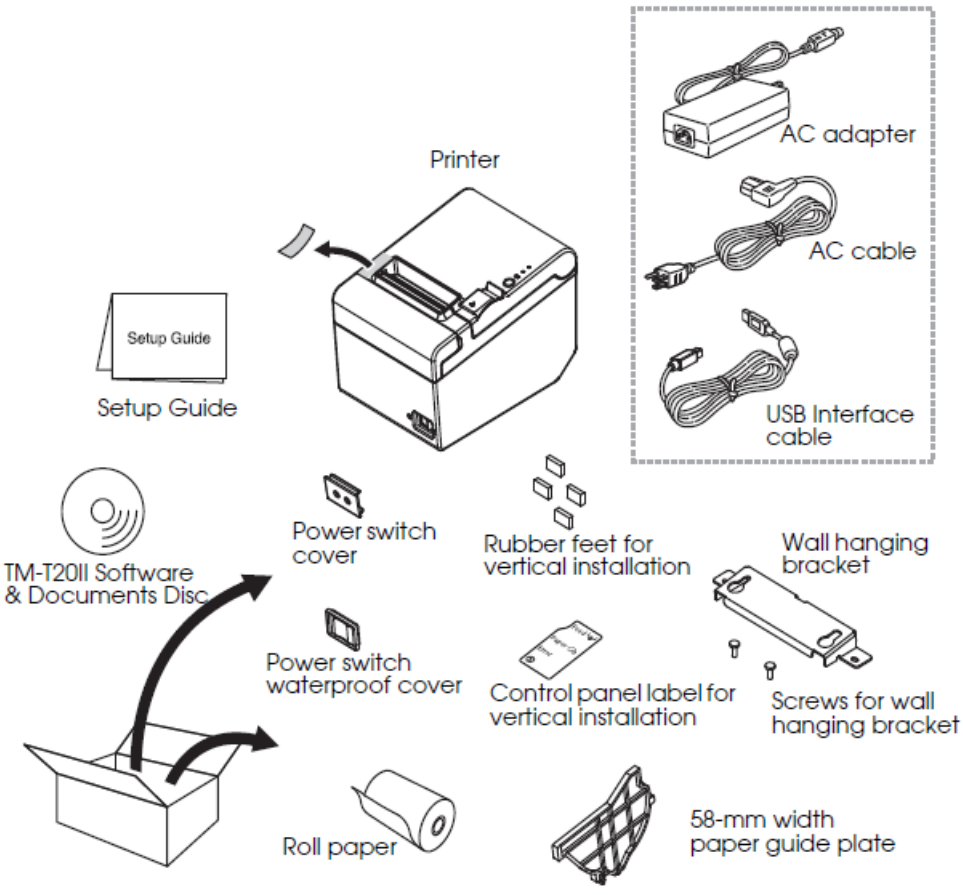

Figure 1: Contents of printer package

Part names:

1. roll paper cover
2. cutter cover

3. power switch
4. cover open lever
5. control panel

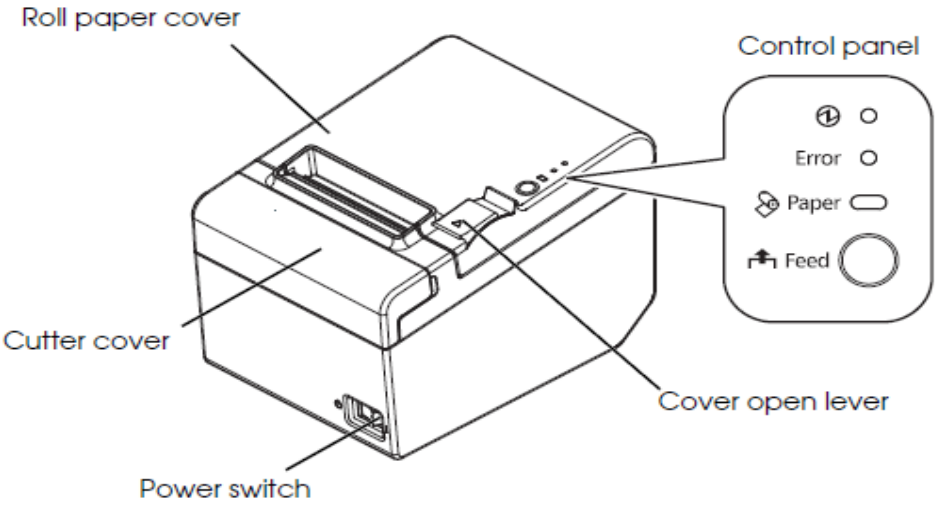

Figure 2: Printer parts

2 Connecting the printer

The printer can have the following interfaces:

1. RS-232 serial interface
2. USB interface
3. 10BASE-T/100BASE-TX Ethernet interface
4. drawer kick-out connector

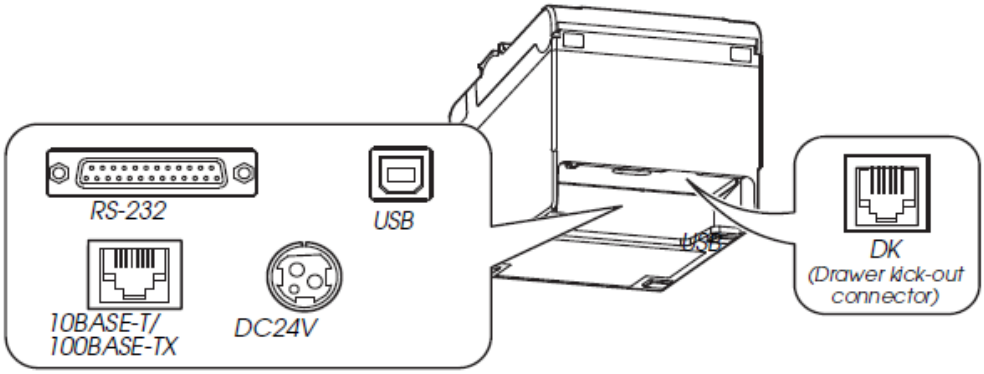

Figure 3: Interface types

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Connect the AC cable to DC24V (see Figure 3 and Figure 4).

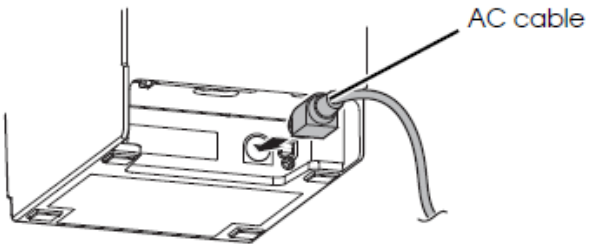

Figure 4: Power supply connection

3 Printer use

3.1 Installing roll paper

How to install the roll paper correctly:

1. Use the cover open lever to open the roll paper cover. Insert the roll paper facing in the right direction (see Figure 5).

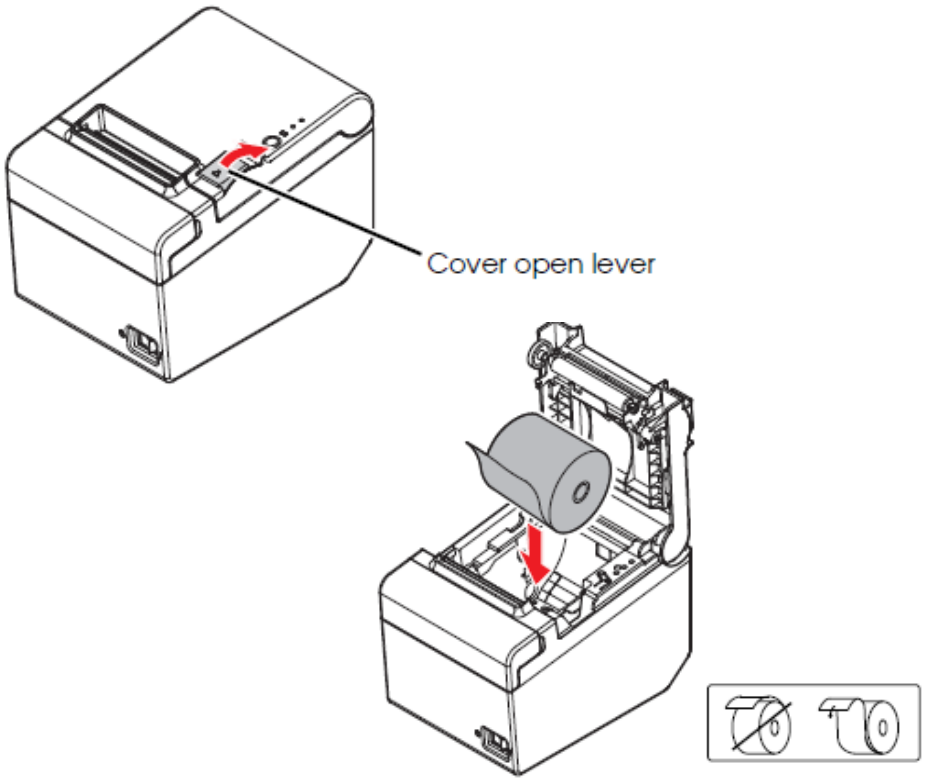

Figure 5: Opening the cover and installing the roll paper

2. Pull out some paper and close the roll paper cover. When the printer power is on, the roll paper is automatically cut.

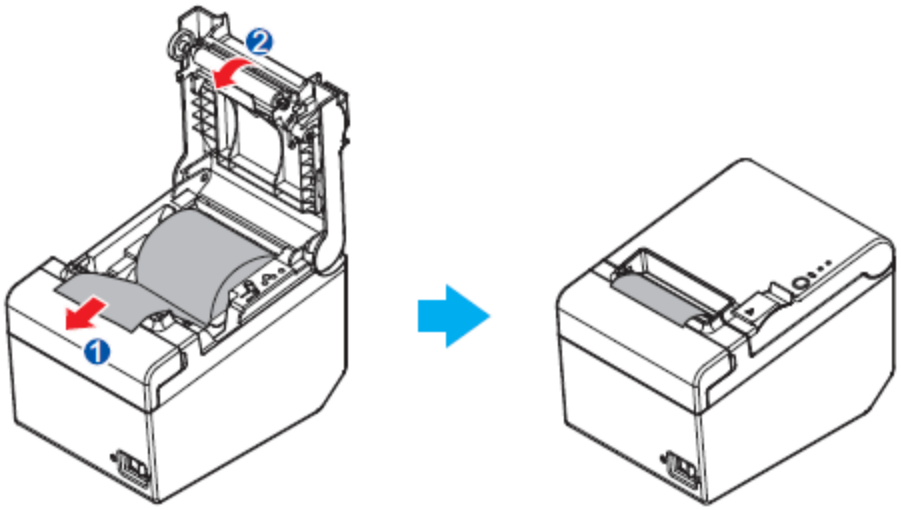

Figure 6: Closing the roll paper cover

3.2 Cleaning the thermal head

The manufacturer recommends cleaning the thermal head periodically every three months of regular daily use.

Cleaning procedure:

Turn off the printer and open the roll paper cover. The thermal head can be very hot after printing; let it cool before you clean it. Clean the thermal head with a cotton cloth moistened with alcohol solvent (ethanol or IPA) (see Figure 7).

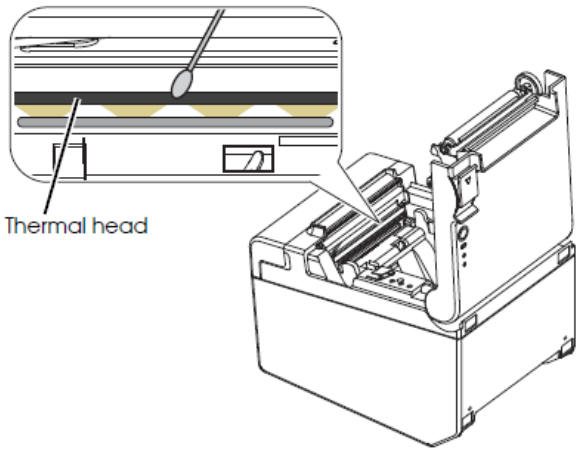

Figure 7: Thermal head

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4 Driver installation and printer settings

4.1 Driver installation

When installing the printer driver, we recommend downloading the latest version of the driver from the manufacturer's official website, which is accessible at https://support.epson.net/setupnavi/?PINF=swlist&OSC=WS&LG2=EN&MKN=TM-T20II.

After you click on the link, follow these steps:

1. Download the **EPSON Advanced Printer Driver for TM-T20II** installer. Install the driver to the computer by following the installation procedure.

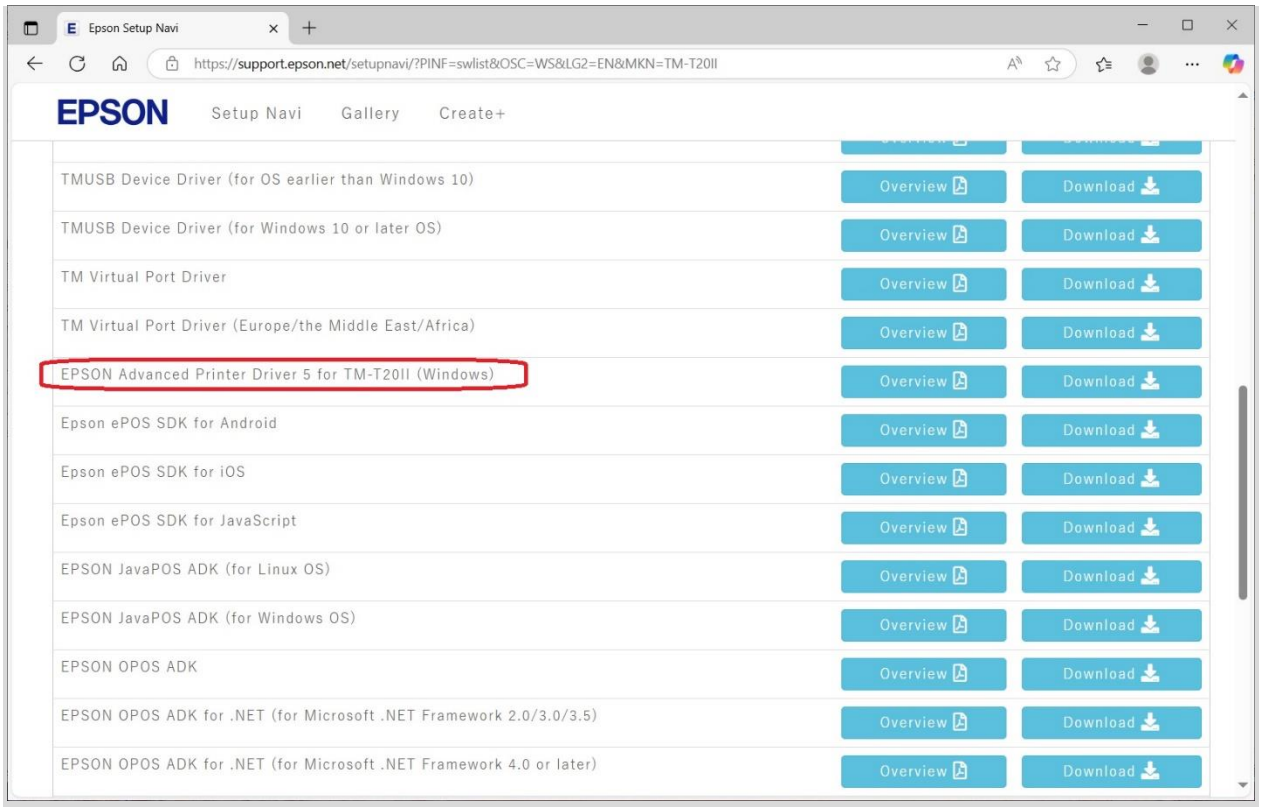

Figure 8: Epson TM-T20II software

2. Select and install the **TM-T20II Utility.**

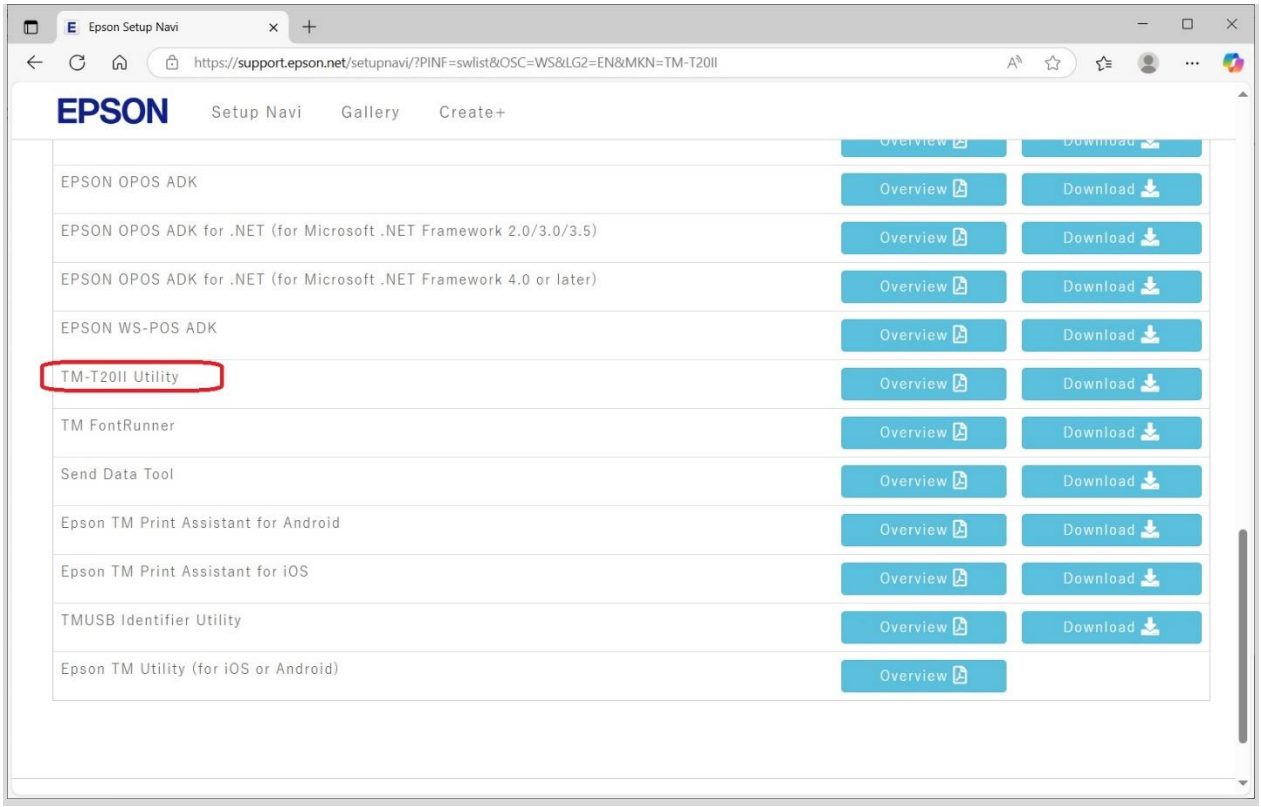

Figure 9: Epson TM-T20II Utility

After installing the driver and the utility, connect the printer to the computer. In the **Devices and Printers** window, an icon of the printer with the installed **EPSON TM-T20II Receipt5** driver will appear.

Figure 10: EPSON TM-T20II printer icon

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4.2 Setting up the printer IP address via the network connection

The IP address of the printer (***only possible for a version with a network interface***) is set with the help of the EpsonNet Config tool, which is downloaded from the manufacturer's website.

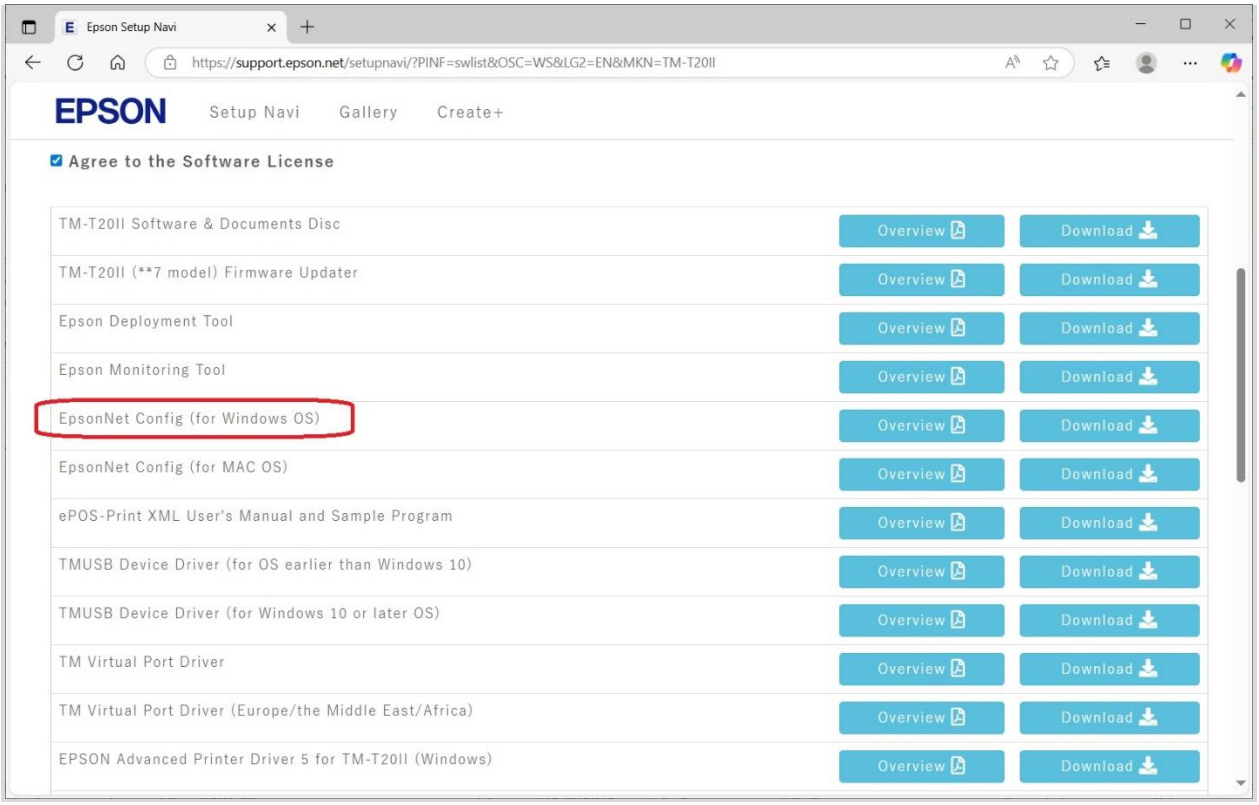

Figure 11: EpsonNet Config

Follow the installation procedure and install the software on the computer.

If the EpsonNet Config tool is already installed, run it by clicking **Start** – **All Programs – EpsonNet – EpsonNet Config**.

1. First, add or decline a Firewall exception.
2. Check if the printer is on the list. If it is not, press F5 to refresh the list.
3. Select the printer from the list and click **Configuration**. Select **Network Interface – TCP/IP – Basic**. Tick the options **Manual** and **Set using PING**. Set the IP address, the subnet mask and the default gateway.

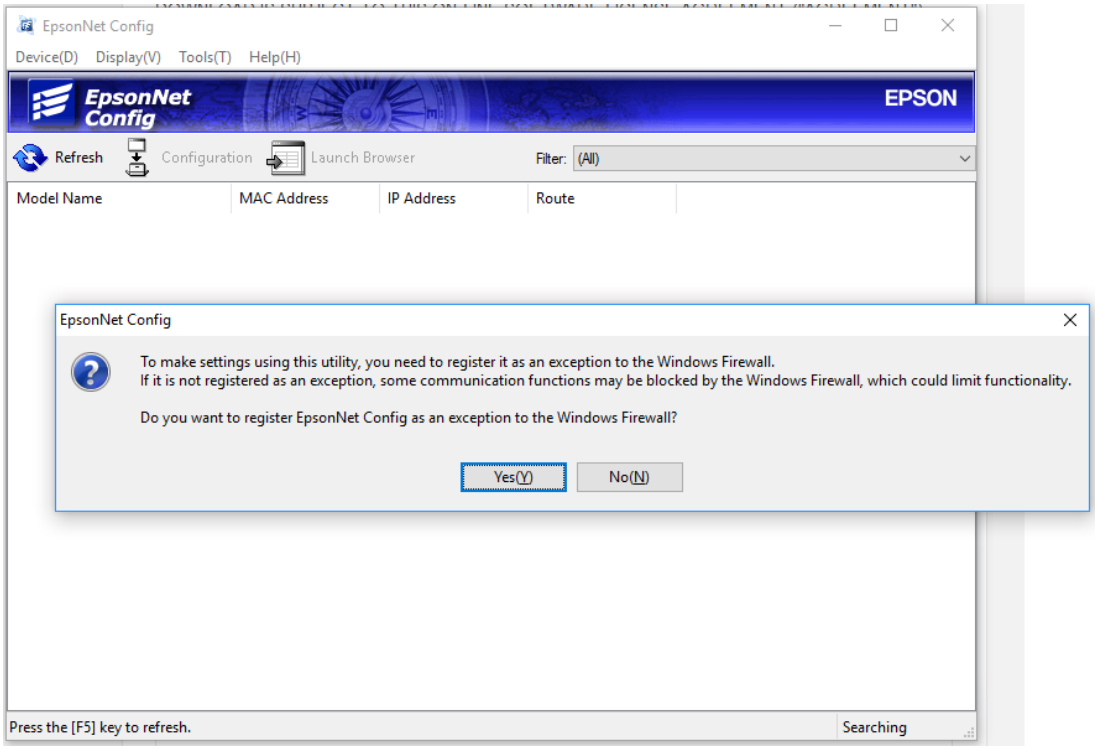

Figure 12: Installing and registering the EpsonNet Config software

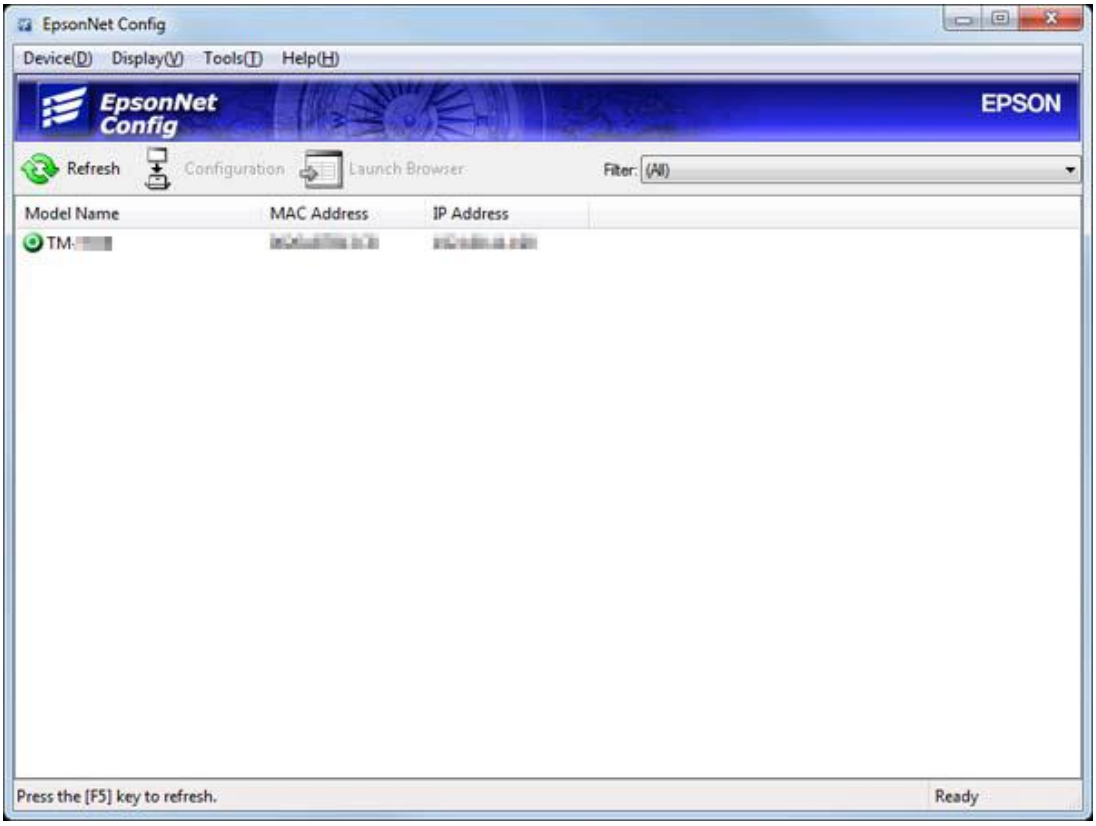

Figure 13: Selecting the printer in the EpsonNet Config software

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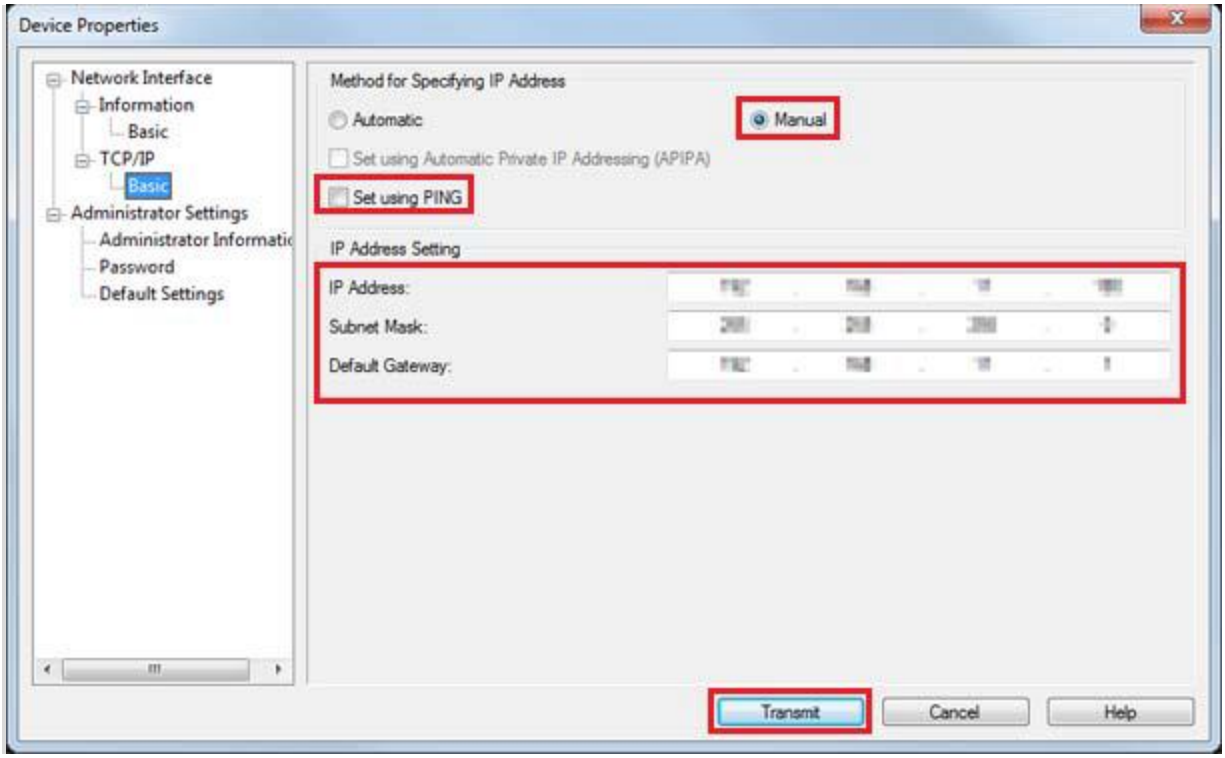

Figure 14: Basic settings of the printer's IP address

4. Lastly, click **Transmit**. The settings will be transmitted to the printer. In the final dialog box, click **OK**.

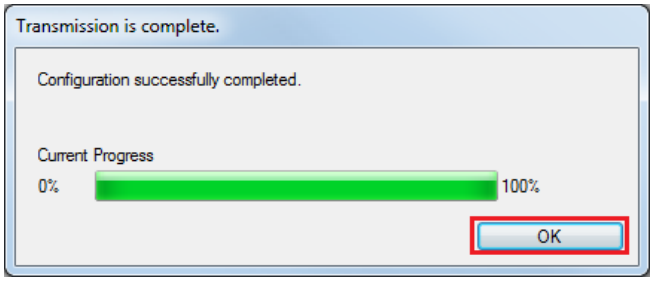

Figure 15: Dialog box for the communication with printer

5. Close the EpsonNet Config software.

4.3 Lending form print settings

Pay special attention to printer settings when **printing a lending form with more than 50 items**. In such cases, the lending form is longer than one A4 page, which means that its length exceeds 297 mm. The default setting is **Roll Paper 80 x 297 mm**, which does not meet the abovementioned requirements.

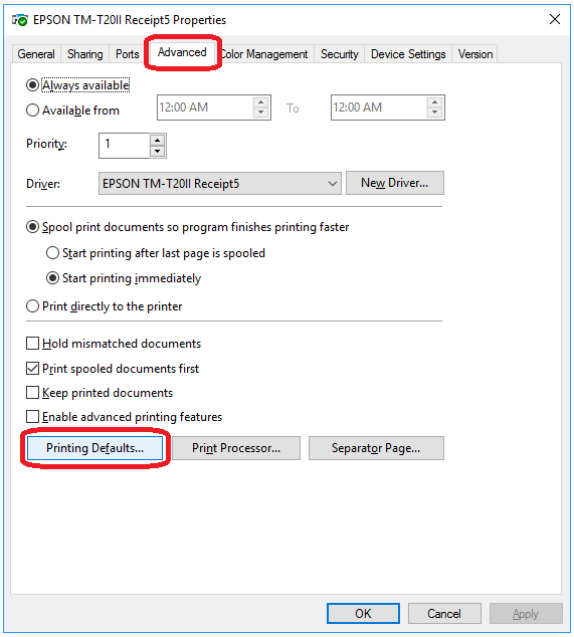

Figure 16: The Advanced tab and Printing Defaults… option

The required setting, which is suitable for printing all lending forms, is **Roll Paper 80 x 3276 mm**, which you set in the **printer's driver**. In the Printer Properties, select the Advanced tab and click the Printing Defaults… button. In the new EPSON TM-T20II Receipt5 Printing Defaults window, click the Advanced… button to proceed.

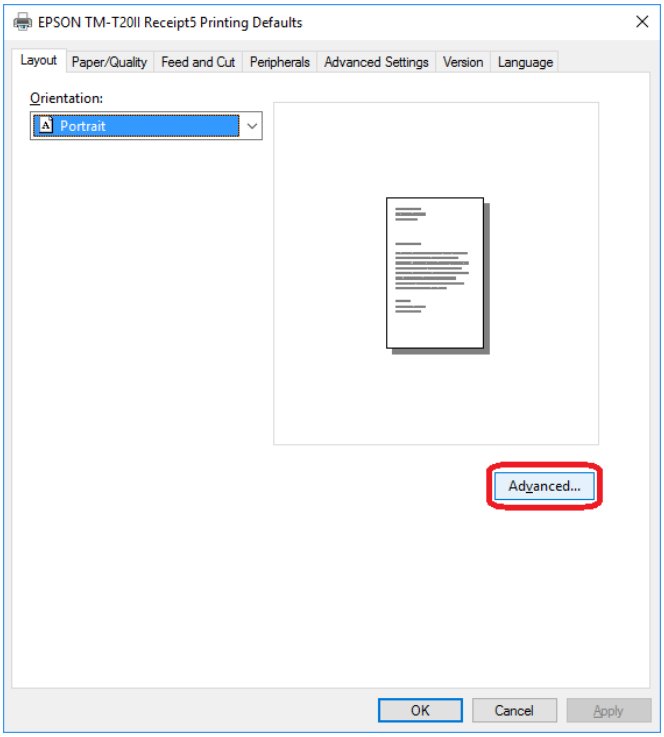

Figure 17: Advanced… settings

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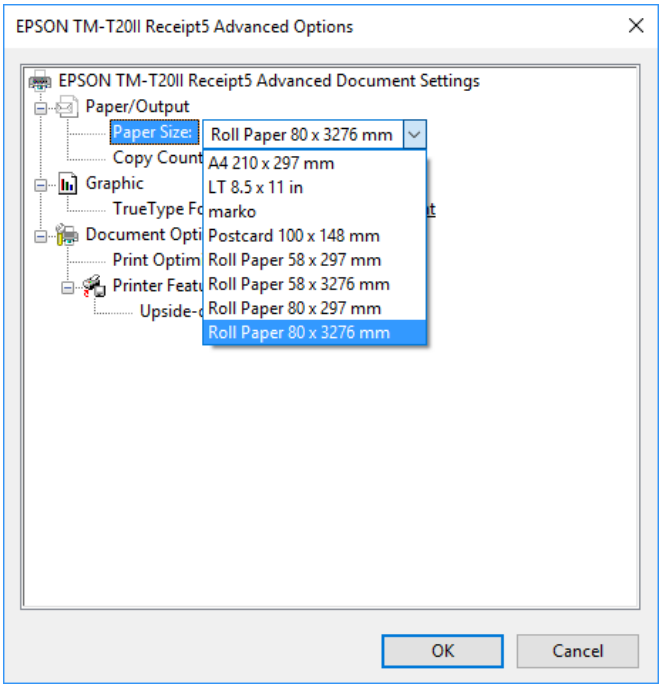

Figure 18: Select Roll Paper 80 x 3276 mm

In the EPSON TM-T20II Receipt5 Advanced Options window, select the Paper Size option in the Paper/Output drop-down menu and then select the value Roll Paper 80 x 3276. Confirm your selection by clicking the OK button and close the printer driver window.

5 Settings in the COBISS Lib application

To use the printers in COBISS Lib, the COBISS IO service must be installed beforehand. https://www.cobiss.net/doc/Installing_COBISS_IO.pdf

To check if the installation was successful, you can use the **Settings and administration / Server / Connection with COBISS IO** method in COBISS Lib. The message *COBISS IO is connected!* means that the installation was successful and that you can continue adding printers to the logical destinations (Figure 19).

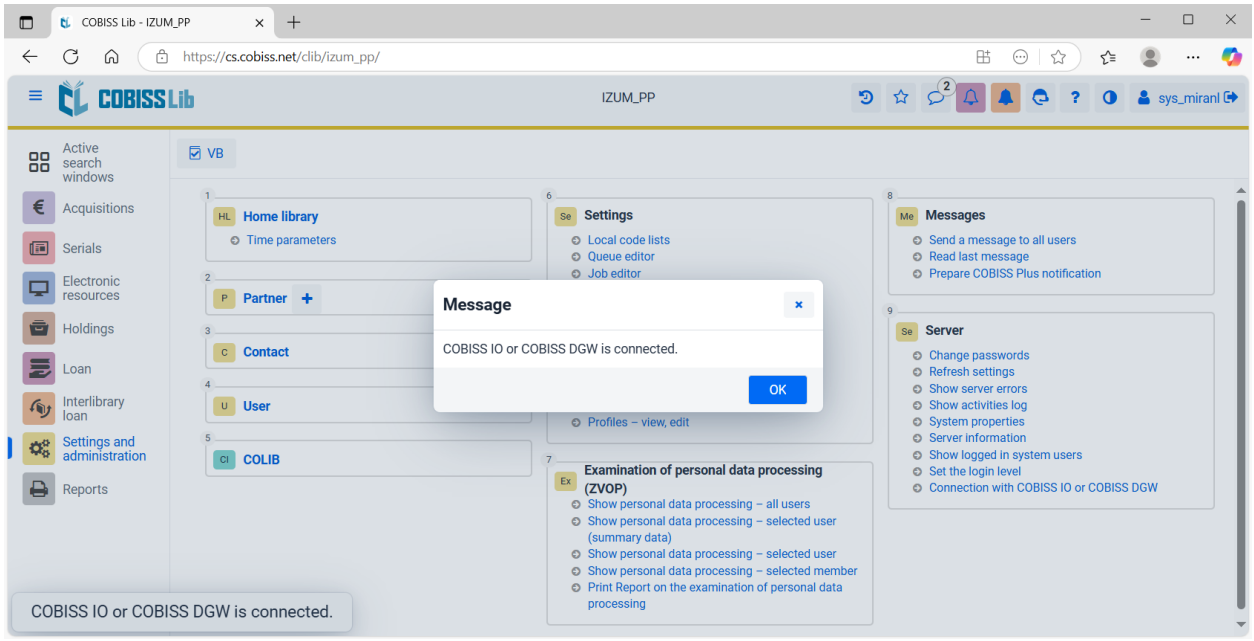

Figure 19: COBISS Lib user interface

In COBISS Lib select **Settings and administration / Settings / Logical destinations** (Figure 20).

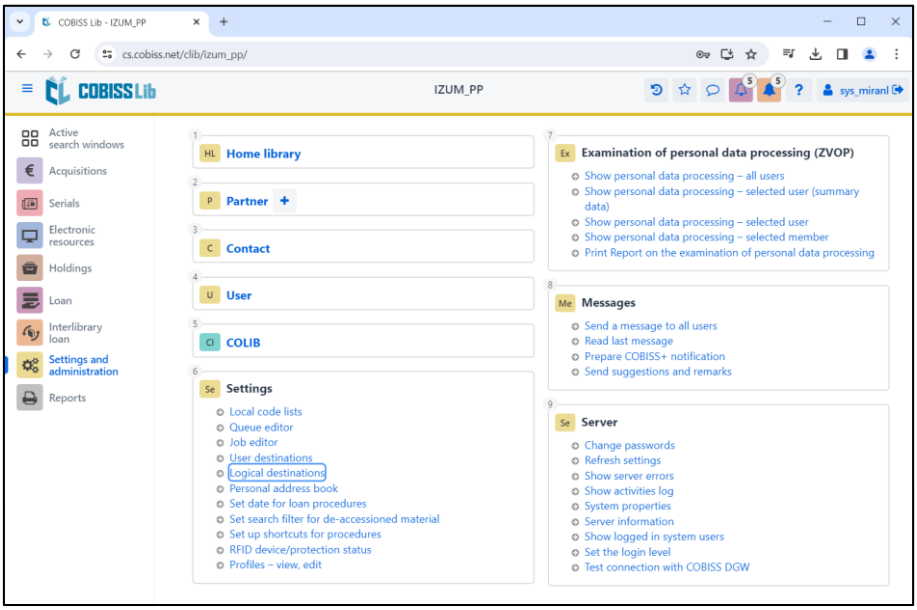

Figure 20: COBISS Lib user interface and logical destinations

The **Logical destinations editor** window will open where you select the option *Lending form – Loan: [default local printer]* and click **Edit** (Figure 21).

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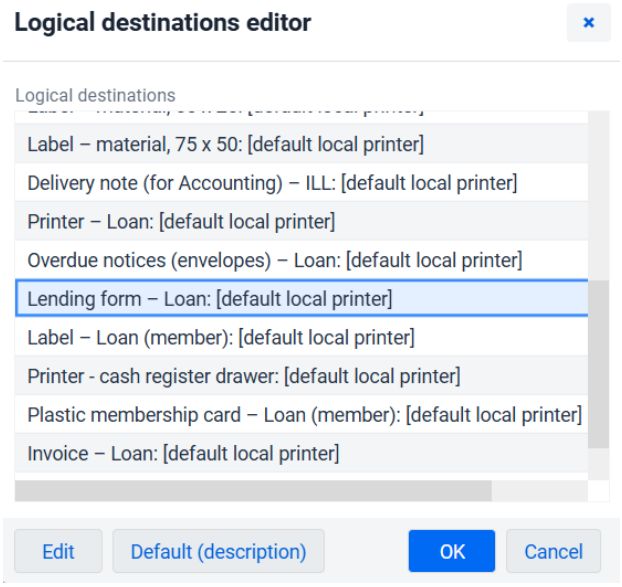

Figure 21: Logical destination editor

The **User destinations** windows will open, where you click the **Add printer** button. From the drop-down list, select the printer that you intend to use for printing lending notes (Figure 22).

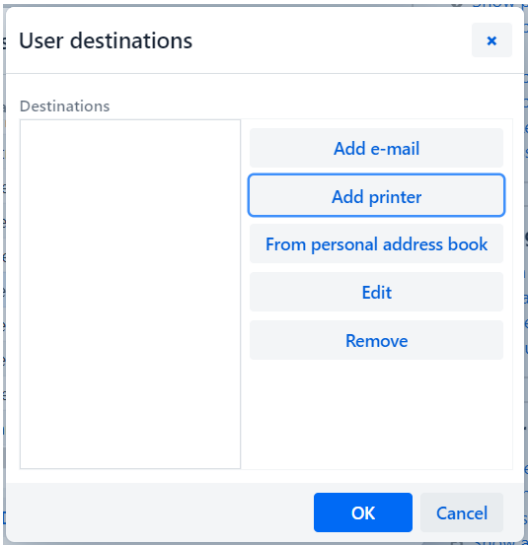

Figure 22: Logical destinations setup

When you define the settings, confirm every selection by clicking the **OK** button.