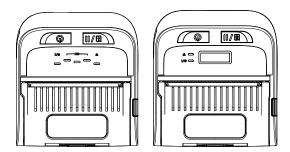
TDM-30

Direct Thermal Portable Printer

USER'S MANUAL



Copyright Information

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Agency Compliance and Approvals

CE	2014/30/EU(EMC), 2014/35/EU(LVD), 2011/65/EU(RoHS 2.0) EN 55032 Class B EN 55024 EN61000-3-2:2014 EN61000-3-3:2013 EN 60950-1		
FC	 FCC part 15B, Class B This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver. -Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. -Consult the dealer or an experienced radio/ TV technician for help. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This Class B digital apparatus complies with Canadian ICES-003 Cet appareil numérique de la classe B est conforme à la norme NMB- 		
	AS/NZS CISPR 22 Class B AS/NZS CISPR 32 Class B		
	NOM-019-SCFI-1998		
BC	10 C.F.R. Section 430.23(aa) (Appendix Y to Subpart B of part 430)		
EHI	TP TC 004/2011 TP TC 020/2011		
NI	LP0002		

iii

(GB 4943.1 GB/T9254 GB 17625.1
8	IS 13252(Part 1)/ IEC 60950-1
€	CNS 13438 CNS 14336-1 CNS 15663
	KN 32 / KN 35

Important safety instructions:

- 1. Read all of these instructions and keep them for later use.
- 2. Follow all warnings and instructions on the product.
- Disconnect the power plug from the AC outlet before cleaning or if fault happened.

Do not use liquid or aerosol cleaners. Using a damp cloth is suitable for cleaning.

- 4. The mains socket shall be installed near the equipment and easily accessible.
- 5. The unit must be protected against moisture.
- 6. Ensure the stability when installing the device, Tipping or dropping could cause damage.
- 7. Make sure to follow the correct power rating and power type indicated on marking label provided by manufacture.
- 8. Please refer to user manual for maximum operation ambient temperature.

重要安全說明:

- 1. 閱讀所有這些說明,並保留以備未來使用。
- 2. 按照產品上的所有警告和說明進行操作。
- 3. 在清潔前或發生故障時,拔除電源插頭與交流電源插座的連接。

不要使用液體或噴霧清潔劑。建議使用濕布清潔。

- 4. 電源插座應安裝在設備附近及方便使用處。
- 5. 本機器必須防止潮濕。
- 6. 確保安裝設備時的穩定性, 翻倒或跌落可能會導致設備損壞。
- 7. 確保按照製造商提供的標籤上標明之正確的額定功率和電源類型進行設定。
- 8. 請參考使用手冊以確認環境溫度的最大值。

WARNING:

Hazardous moving parts, keep fingers and other body parts away.

CAUTION:

(For equipment with RTC (CR2032) battery or rechargeable battery pack) Risk of explosion if battery is replaced by an incorrect type.

Dispose of used batteries according to the Instructions as below.

- 1. DO NOT throw the battery in fire.
- 2. DO NOT short circuit the contacts.
- 3. DO NOT disassemble the battery.
- 4. DO NOT throw the battery in municipal waste.
- 5. The symbol of the crossed out wheeled bin indicates that the battery should not be placed in municipal waste.

警告:

(對於帶有 RTC(CR2032)電池或可充電電池組的設備) 如果更換不正確的電池類型,會有爆炸的危險。 請按照以下說明處理廢電池:

- 1. 請勿將電池投入火中。
- 2. 請勿使觸點短路。
- 3. 請勿拆卸電池。
- 4. 請勿將電池丟入都市廢棄物。
- 5. 垃圾桶畫叉圖案表示電池不應放置在都市廢棄物中。

Caution: The printhead may be hot and could cause severe burns. Allow the

printhead to cool.

CAUTION:

Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

CE Statement:

This equipment complies with EU radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

RF exposure warning (For Bluetooth)

The equipment complies with FCC RF exposure limits set forth for an uncontrolled environment.

The equipment must not be co-located or operating in conjunction with any other antenna or transmitter.

Canada, Industry Canada (IC) Notices

This Class B digital apparatus complies with Canadian ICES-003 and RSS-210. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Radio Frequency (RF) Exposure Information

The radiated output power of the Wireless Device is below the Industry Canada (IC) radio frequency exposure limits. The Wireless Device should be used in such a manner such that the potential for human contact during normal operation is minimized.

This device has also been evaluated and shown compliant with the IC RF Exposure limits under portable exposure conditions. (Antennas are less than 20 cm of a person's body). (For Bluetooth)

Canada, avis de l'Industry Canada (IC)

Cet appareil numérique de classe B est conforme aux normes canadiennes ICES-003 et RSS-210.

Son fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil ne doit pas causer d'interférence et (2) cet appareil doit accepter toute interférence, notamment les interférences qui peuvent affecter son fonctionnement.

Informations concernant l'exposition aux fréquences radio (RF)

La puissance de sortie émise par l'appareil sans fil est inférieure à la limite d'exposition aux fréquences radio de l'Industry Canada (IC). Utilisez l'appareil sans fil de façon à minimiser les contacts humains lors du fonctionnement normal.

Ce périphérique a également été évalué et démontré conforme aux limites d'exposition radio-fréquence par l'IC pour des utilisations par des opérateurs mobiles (les antennes sont à moins de 20 cm du corps d'une personne). **(Pour le Bluetooth)**

NCC 警語:

經型式認證合格之低功率射頻電機,非經許可,公司、商號或使用者均不得擅自變更 頻率、加大功率或變更原設計之特性及功能。(即低功率電波輻射性電機管理辦法第十 二條)

低功率射頻電機之使用不得影響飛航安全及干擾合法通信;經發現有干擾現象時,應 立即停用,並改善至無干擾時方得繼續使用。

前項合法通信,指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信 或工業、科學及醫療用電波輻射性電機設備之干擾。(即低功率電波輻射性電機管理辦 法第十四條)

警告:

本電池如果更換不正確會有爆炸的危險,請依製造商說明書處理用過之電池。

NBTC SDoC



California Perchlorate Material Notice

Perchlorate material - special handling may apply. See:

http://www.dtsc.ca.gov/hazardouswaste/perchlorate/

This product's coin cell battery may contain perchlorate and may require special handling when recycled or disposed of in California.

MFi for Bluetooth

Made for **ÉiPhone** | iPad | iPod

Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

For US Model

Made for iPhone®XS Max, iPhone XS, iPhone XR, iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone SE, iPhone 6s, iPhone 6s Plus, iPhone 6, iPhone 6 Plus, iPhone 5s, iPad Pro® 12.9-inch (2nd generation), iPad Pro 10.5-inch, iPad® (6th generation), iPad (5th generation), iPad Pro 9.7-inch, iPad Pro 12.9-inch (1st generation), iPad Air® 2, iPad mini™ 4, iPad mini 3, iPad Air, iPad mini 2, iPod touch® (6th generation)

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For JP Model

Made for iPhone XS Max, iPhone XS, iPhone XR, iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone SE, iPhone 6s, iPhone 6s Plus, iPhone 6, iPhone 6 Plus, iPhone 5s, iPad Pro 12.9-inch (2nd generation), iPad Pro 10.5-inch, iPad (6th generation), iPad (5th generation), iPad Pro 9.7-inch, iPad Pro 12.9-inch (1st generation), iPad Air 2, iPad mini 4, iPad mini 3, iPad Air, iPad mini 2, iPod touch (6th generation)

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Except for US, JP Model

Made for iPhone XS Max, iPhone XS, iPhone XR, iPhone X, iPhone 8, iPhone 8 Plus,

iPhone 7, iPhone 7 Plus, iPhone SE, iPhone 6s, iPhone 6s Plus, iPhone 6, iPhone 6 Plus, iPhone 5s, iPad Pro 12.9-inch (2nd generation), iPad Pro 10.5-inch, iPad (6th generation), iPad (5th generation), iPad Pro 9.7-inch, iPad Pro 12.9-inch (1st generation), iPad Air 2, iPad mini 4, iPad mini 3, iPad Air, iPad mini 2, iPod touch (6th generation)

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	限用物質及其化學符號 Restricted substances and its chemical symbols					
單元Unit	鉛Lead (Pb)	汞Mercury (Hg)	鎘Cadmium (Cd)	六價鉻	多溴聯苯 Polybrominate d biphenyls (PBB)	多溴二苯醚 Polybrominate d diphenyl ethers (PBDE)
內外塑膠件	0	0	0	0	0	0
內外鐵件	-	0	0	0	0	0
滾輪	0	0	0	0	0	0
銘版	0	0	0	0	0	0
電路板	_	0	0	0	0	0
晶片電阻	-	0	0	0	0	0
積層陶瓷表面 黏著電容	0	0	0	0	0	0
集成電路-IC	_	0	0	0	0	0
電源供應器	0	0	0	0	0	0
印字頭	-	0	0	0	0	0
馬達	-	0	0	0	0	0
液晶顯示器	-	0	0	0	0	0
插座	-	0	0	0	0	0
線材	-	0	0	0	0	0
備考 1. "超出 0.1 wt %"及"超出 0.01 wt %" 係指限用物質之百分比含量超出百分比含量基準						

值。

Note 1 : "Exceeding 0.1 wt %" and "exceeding 0.01 wt %" indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.

備考 2. "。" 係指該項限用物質之百分比含量未超出百分比含量基準值。

Note 2 : "0" indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考 3. "一" 係指該項限用物質為排除項目。

Note 3 : The "-" indicates that the restricted substance corresponds to the exemption.

Contents

1. Introduction1		
1.1 Product Introduction 1		
1.2 Product Features		
1.2.1 Printer Standard Features 2		
1.2.2 Printer Optional Features		
1.3 General Specifications 4		
1.4 Print Specifications		
1.5 Media Specifications 6		
2. Operations Overview		
2.1 Unpacking and Inspection		
2.2 Printer Overview		
2.2.1 Front View		
2.2.2 Interior View 11		
2.2.3 Rear View		
2.3 Operator control 13		
2.3.1 LED Indication, LCD screen, and Keys		
2.3.2 Battery Charging Cycle17		
3. Setup 19		
3.1 Install the Battery 19		
3.2 Charge the Battery 20		
3.2.1 Charge the Battery 20		
3.2.2 Charge by Charger Station (Optional)		
3.3 Communicate		
3.3.1 Connecting with the Communication Cable		
3.3.2 Connecting with Bluetooth (Optional)		
3.4 Loading the Media 24		
4. Accessories		
4.1 Install the Belt Clip 25		
4.2 Install the Fixing Spindle Set (Optional)		
4.3 Install the Media spacer kit (Optional)		
4.4 Install the IP54-rated environmental case with shoulder strap (Optional) 30		
4.5 Install Shoulder strap kit (Optional)		
4.6 Install Vehicle holder adapter for RAM mount (Optional)		
4.7 Charge by 1-bay Printer Charger Station (Optional)		
4.8 Charge by 4-bay Printer Charger Station (Optional)		

5. Power-on Utilities	40
5.1 Media Sensor Calibration	40
5.2 Self-test and Dump Mode	41
5.3 Printer Initialization	45
6. Diagnostic Tool	
6.1 Start the Diagnostic Tool	
6.2 Printer Function	47
6.3 Calibrating Media Sensor by Diagnostic Tool	
6.3.1 Auto Calibration	
6.4 Setting Wi-Fi by Printer Management (Optional)	
6.5 Setting Bluetooth by Diagnostic Tool (Optional)	
7. Troubleshooting	
7.1 Common Problems	
8. Maintenance	
Revise History	

1. Introduction

1.1 Product Introduction

Thank you very much for purchasing TSC bar code printer.

Enjoy TSC's reputation for cost-efficient, high durability printers with the TDM-30 mobile barcode printer. The TDM-30 is a compact, light-weight printer capable of working with any mobile printing application where you need quick simple receipts/labels on demand.

The TDM-30 is designed for a rough life, inside the IP54-rated environmental case to resist dust and water and with its durable design prepared to take up to 2.5 meters fall and keep printing.

This small and light-weight printer can be worn comfortably for a full shift, without interfering with the user's tasks. Use USB, NFC tag, Bluetooth, or Wi-Fi a/b/g/n and BT4.2 coexist module to connect to a mobile computer or even a smartphone and produce clear easy-to-read receipts hour after hour.

To print the receipt or labels, you can use the enclosed labeling software or TSC printer language to create the label template. For more information about TSPL2, please refer to the TSPL/TSPL2 programming manual at <u>TSC website</u>.

- Applications
 - Direct store deliveries (DSD)
 - Proof of Delivery and Pickup
 - Field Sales/Repairs
 - Mobile Ticketing
 - Table Side Ordering
 - Parking Citations
 - Onboard Ticketing
 - Utility Billing/Meter Reading
 - Laboratory

1.2 Product Features

1.2.1 Printer Standard Features

The printer offers the following standard features.

Black mark reflective sensor Head open sensor 3 operation buttons (On/off, feed/pause, and cover-open buttons) LED version: 5 LEDs: 1 for printer status; 3 for battery capacity; 1 for wireless status LCD version: LCD color display: showing battery status, media type, firmware version, and error messages 1 LED for printer Status 1 LED for wireless status (3 colors) Audible alert programmable buzzer Rechargeable Li-ion battery 32-bit RISC high performance processor Micro USB 2.0 (High speed mode) interface 32 MB DRAM 16 MB Flash memory TSPL-EZD (EPL2, ZPL2, and DPL), Epson® ESC-POS or TSPL-EZ with CPCL emulation languages support Fonts and bar codes can be printed in any one of the four directions (0, 20, 180, 270 degree) 3 alpha-numeric bitmap fonts One Monotype Imaging® CG Triumvirate Bold Condensed scalable font Built-in Monotype True Type Font engine Downloadable fonts from PC to printer memory	Features Description
 Head open sensor 3 operation buttons (On/off, feed/pause, and cover-open buttons) LED version: 5 LEDs: 1 for printer status; 3 for battery capacity; 1 for wireless status LCD version: LCD color display: showing battery status, media type, firmware version, and error messages 1 LED for printer Status 1 LED for wireless status (3 colors) Audible alert programmable buzzer Rechargeable Li-ion battery 32-bit RISC high performance processor Micro USB 2.0 (High speed mode) interface 32 MB DRAM 16 MB Flash memory TSPL-EZD (EPL2, ZPL2, and DPL), Epson® ESC-POS or TSPL-EZ with CPCL emulation languages support Fonts and bar codes can be printed in any one of the four directions (0, 20,180, 270 degree) 3 alpha-numeric bitmap fonts One Monotype Imaging® CG Triumvirate Bold Condensed scalable font Built-in Monotype True Type Font engine Downloadable fonts from PC to printer memory 	Direct thermal printing
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One Monotype Imaging® CG Triumvirate Bold Condensed scalable font Built-in Monotype True Type Font engine Downloadable fonts from PC to printer memory	90,180, 270 degree)
Built-in Monotype True Type Font engine Downloadable fonts from PC to printer memory	8 alpha-numeric bitmap fonts
Downloadable fonts from PC to printer memory	One Monotype Imaging® CG Triumvirate Bold Condensed scalable font
	Built-in Monotype True Type Font engine
Downloadable firmware upgrade	Downloadable fonts from PC to printer memory
	Downloadable firmware upgrade
Support TPH Care function	Support TPH Care function

Text, bar code, graphics/image printing (Please refer to the TSPL/TSPL2 programming manual for supporting code page)

		0 /
Supported Bar Codes		Supported Image Format
1D bar code	2D bar code	
Code128 subsets	CODABLOCK F	Windows .BMP, .PCX
A.B.C,Code128UCC,	mode, DataMatrix, Maxicode, PDF-417,	(Max. 256 colors graphics)
EAN128, Interleave 2 of	Aztec, MicroPDF417, QR code, RSS	
5,Code 39,Code 93,	Barcode (GS1	
EAN-13, EAN-8,	Databar)	
Codabar, POSTNET,		
UPC-A, UPC-E, EAN		
and UPC 2(5) digits add-		
on, MSI, PLESSEY,		
China Post, ITF14,		
EAN14, Code 11,		
TELPEN, PLANET,		
Code 49, Deutsche Post		
Identcode, Deutsche		
Post Leitcode,		
LOGMARS		

1.2.2 Printer Optional Features

The printer offers the following optional features.

Features Description	User options	Factory options
802.11 a/b/g/n Wi-Fi with Bluetooth V4.2, NFC		\bigcirc
tag, and USB 2.0 interface		\bigcirc
MFi Bluetooth V5.0 with NFC tag and USB 2.0		\bigcirc
interface		\bigcirc
Vehicle mount kit		\bigcirc
Printer ready for vehicle docking cradle		\bigcirc
Linerless kit		\bigcirc
Enhanced print head		\bigcirc
Gap reflective sensor (refer to programming		\bigcirc
manual for setting procedure)		\bigcirc
Micro type USB 2.0 cable	\bigcirc	
Li-ion battery (3,080 mAh)	\bigcirc	
Li-ion smart battery	\bigcirc	
1-slot battery charger	\bigcirc	

4-slot battery charger	\bigcirc	
1-slot docking cradle (use with printer ready for	\bigcirc	
docking cradle)	\bigcirc	
4-slot docking cradle (use with printer ready for	\bigcirc	
docking cradle)	\bigcirc	
12-24VDC automobile cigarette lighter plug	\bigcirc	
12-60Vdc adaptor with cigarette lighter adaptor	\bigcirc	
cable	\bigcirc	
Media hanger kit	\bigcirc	
Media spacer kit (support media roll width with 1/	\bigcirc	
1.5/ 2/ 2.5 inches)	\bigcirc	
IP54-rated environmental case with shoulder	\bigcirc	
strap	\bigcirc	
Shoulder strap with an adapter (without	\bigcirc	
environmental case)	\bigcirc	
CD	\bigcirc	

1.3 General Specifications

	General Specifications
Physical dimensions	105 mm (W) x 49.5 mm (H) x 116 mm (D)
Enclosure	Plastic
Weight (w/ battery)	0.375 kg (0.83 lbs)
Electrical	 Internal charging capability (battery-in) Input: AC 100-240V, 2.5A, 50-60Hz Output: DC 12V/1A 12-24V DC automobile cigarette lighter plug Auto-switching AC adapter External charging capability (battery-out) Single printer charger station Input: 12V/2A Output: 12V/2A 4-bay printers charger station Input: 12V/5A 1 bay battery charger station - Input: 12V/2A

r				
	- Output: 8.4V/ 1.5A			
	4 bay batteries charger station			
	- Input: 24V/ 2.5A DC			
	- Output: 8.	4V/ 1.5A*4 DC		
	Note: The printe	er will automatically turn off when stopping		
	operation after 3	30 minutes.		
Battery	Output	7.4VDC		
	Capacity	3,080mAh		
	Charging time	3.5~4.0hrs (by 12V/1A charger)		
Smart battery	Output	7.4VDC		
	Capacity	3,030mAh		
	Charging time	3.5hrs under the condition of 25°C (by		
		12V/1A charger)		
Environmental	Operation Temp	Operation Temperature: -15* ~ 50°C (5 ~ 122°F)		
condition	Storage Temperature: -30 ~ 70 °C (-22 ~ 158°F)			
	Relative Humidity:			
	- Operation: 10% to 90% non-condensing			
	- Storage: 10% to 90% non-condensing			
	IP54 w/ protective case			
	Drop 1.8 m (5.9	Drop 1.8 m (5.9 ft) w/o IP54-rated environmental case		
	Drop 2.5 m (8.2 ft) w/ IP54-rated environmental case			

Note:

*The operation condition is as below.

4 ips, density 8, printing coverage 12.5%, 2 min. print 1 label with Bluetooth connection. The printer can work for 38.2 hours.

1.4 Print Specifications

Print Specifications	TDM-30		
Print head resolution	203 dots/inch (8 dots/mm)		
Printing method	Direct thermal		
Dot size	$0.125 \times 0.125 mm(1.mm - 9.doto)$		
(width x length)	0.125 x 0.125 mm(1 mm = 8 dots)		
Print speed	Max 4 inc (102 mm/sac)		
(inches per second)	Max. 4 ips (102 mm/sec)		
Max. print width	72 mm (2.83")		
Max. print length	Continuous receipt paper: 2,794 mm (110")		
Printout bias	Vertical: 1 mm max.		
	Horizontal: 1 mm max.		

1.5 Media Specifications

Media Specifications	TDM-30
Media roll capacity	Max. O.D.: 40 mm (1.57")
	Reflective sensor model: Receipt paper, black mark
	receipt paper (mark in printing side) & selected label
Media type	Gap sensor model: Receipt paper, black mark receipt
	paper (mark in printing side (default setting) or backside)
	& Label with gap
Media wound type	Outside wound
Madia longth	25.4 mm (1") ~ 2,794 mm (110")
Media length	Tear mode: 50 mm (1.97") ~ max. print length
	Max. 80 mm (include liner)
Media width	Black mark: min.8 mm (w) x 2 mm (h)
	Gapl: min.8 mm (w) x 2 mm (h)
	With media hanger: 20 mm (0.79") ~ 70 mm (2.75")
Media thickness	0.06 mm (2 mil) ~ 0.16 mm (6 mil)

Note: Please locate the black mark on the printing side when using black mark receipt media.

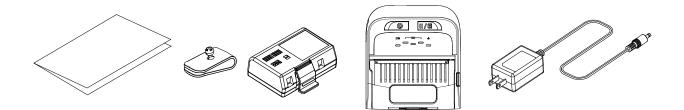
2. Operations Overview

2.1 Unpacking and Inspection

This printer has been specially packaged to withstand damage during shipping. Please carefully inspect the packaging and printer upon receiving the bar code printer. Please retain the packaging materials in case you need to reship the printer.

Unpacking the printer, the following items are included in the carton.

- One printer unit
- One Li-ion battery
- One quick installation guide
- One auto-switching AC adapter
- One belt clip



If any parts are missing, please contact the Customer Service Department of your purchased reseller or distributor.

2.2 Printer Overview

2.2.1 Front View

For LED version



- 1. Power on/off button
- 2. Feed/stop button
- 3. LED indicators
- 4. Media cover
- 5. Media view window
- 6. Media cover release button

For LCD version



- 1. Power on/off button
- 2. Feed/stop button
- 3. LED indicators & LCD screen
- 4. Media cover
- 5. Media view window
- 6. Media cover release button

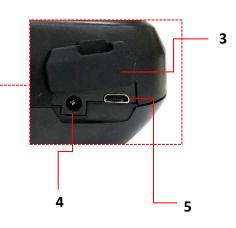
2.2.2 Interior View



- 1. Tear edge
- 2. Print head
- 3. Platen roller
- 4. Black mark sensor

2.2.3 Rear View





- 1. Li-ion Battery
- 2. Battery open clasp
- 3. Interface cover
- 4. Power jack
- 5. USB interface

2.3 Operator control

2.3.1 LED Indication, LCD screen, and Keys

For LED version



- 1. Power on/off button
- 2. Feed/Pause button
- 3. Printer status LED indicator
- 4. Battery charge level LED indicators
- 5. Wireless status LED indicator

Keys	Function
	1. Press and hold for 2-3 seconds to turn on the printer.
	2. Press and hold for 2-3 seconds to turn off the printer.
m // 11	1. Ready status: Feed one label
	2. Printing status: Pause the print job

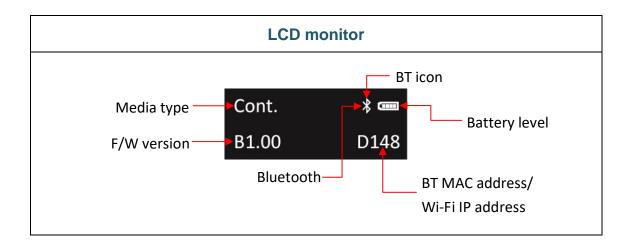
LED	Status	Indication
	Off	Printer is ready
	Green (blinking)	Printer is paused
		Sleep mode/ entered the
		sleep mode after stop
		working over 2 minutes
Printer status LED	Green (blinking every two	(The interval can be
indicator	Green (blinking every two seconds)	changed by revising the
@//0	Seconds)	command, refer to
		TSPL/TSPL2
		programming manual on
		TSC website).
	Red (solid)	Media cover is open
	Red (blinking)	Printer error
	Amber (blinking)	Battery is charging.
Battery status LED indicator	Green (blinking)	Battery is charging.
$\Box \Box \Box \Box \Box$	Green (solid)	Battery is charged.
	Green (blinking)	Wi-Fi device is
		communicating
	Green (solid)	Wi-Fi device is ready
Wi-Fi/ Bluetooth status LED	Blue (blinking)	Bluetooth device is
indicator		communicating
	Blue (solid)	Bluetooth device is ready
$\tilde{\mathbf{O}}$		Bluetooth and Wi-Fi
Ŭ	White (blinking)	coexist device are
		communicating
	White (colid)	Bluetooth and Wi-Fi
	White (solid)	coexist device are ready

For LCD version



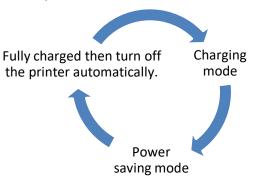
- 1. Power on/off button
- 2. Feed/Pause button
- 3. Printer status/Wireless status LED indicator
- 4. LCD screen (indicates battery status/media type/firmware version/error messages)

Keys	Function
	1. Press and hold for 2-3 seconds to turn on the printer.
	2. Press and hold for 2-3 seconds to turn off the printer.
m // 11	1. Ready status: Feed one label
	2. Printing status: Pause the print job



2.3.2 Battery Charging Cycle

1. Charging the battery when the printer turns on.



Charging cycle	LED version		LCD version		
1. Charging the battery when		Charging level:	1 block	Charging level:	
the printer turns on.	* ©/?	0~30%	blinking	0~25%	
		Charging level:	2 blocks	Charging level:	
		30~60%	blinking	25~50%	
		Charging	3 blocks	Charging	
	* @/?	level:60~100%	blinking	level:50~75%	
		Charging	4 blocks	Charging level:	
	* ø/:	level:100%	blinking	75~100%	
			Solid 4	Charging level:	
			blocks	100%	
2. Power saving mode	1. Printer status LED) blinks amber ligh	nt.		
	2. Push power on/of	f button when cha	rging the batter	y, the printer will	
	leave power saving	mode.			
	3. The power saving	mode will be end	ed if the power	supply is	
	removed from the pr	inter.			
3. Fully charged then turn off					
the printer automatically.					

Note:

- 1. Printer status LED blinks amber light when charging the battery.
- 2. Push power on/off button when charging the battery, the LED lights/ LCD monitor will shows the charging status.
- 3. After the battery was fully charged and stopped print job for a while, the printer will automatically turn-off.

2. Charging the battery when the printer turns off.

Charging cycle	LED version		LCD version	
Charging the battery		Charging level:	1 block	Charging level:
when the printer	☆ @/!	0~30%	blinking	0~25%
turns off.		Charging level:	2 blocks	Charging level:
	* •/:	30~60%	blinking	25~50%
		Charging	3 blocks	Charging level:
	* ©/?	level:60~100%	blinking	50~75%
		Charging	4 blocks	Charging level:
	¢ ¢/:	level:100%	blinking	75~100%
			Solid 4 blocks	Charging level:
				100%

Note:

- 1. Printer status LED blinks amber light when charging the battery.
- 2. Push power on/off button when charging the battery, the LED lights/ LCD monitor will shows the charging status.
- 3. After the battery was fully charged and stopped print job for a while, the printer will automatically turn-off.
- 3. Check the smart battery charging capacity on Printer Management

User can use TSC Printer Management utility (TPM) to check battery level and battery life.

User	s A	lert		Group	Setu	p	Manual Nam	ne Di	iscover Device	English
Status	Printer Name	Υ.	IP Address	Model	Version	Serial No	Mileage	Interface	Batt. Capacity	Batt. Life
				TDM-30	B1.00.P20		0.0021	ψ	89 %	GOOD

3. Setup

3.1 Install the Battery

 Insert battery to the left side of battery slot on the rear of the printer.
2. Push the right side of the battery down.
3. Pull the battery clasp to lock the battery.

Battery safety warning:

DO NOT throw the battery in fire. DO NOT short circuit the contacts.

DO NOT disassemble the battery. DO NOT throw the battery in municipal waste.

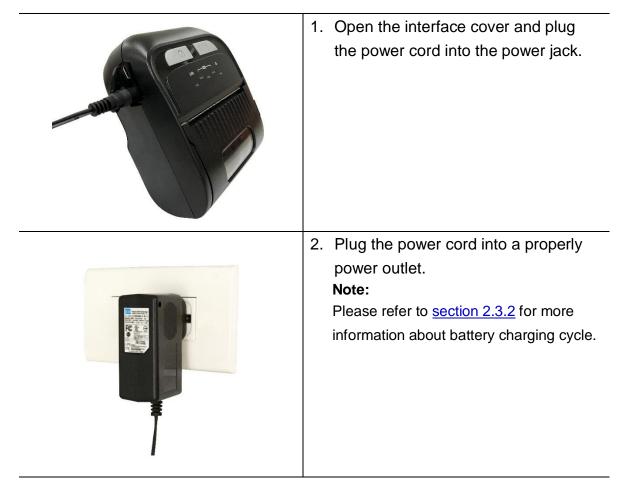
The symbol of the crossed out wheeled bin (—) indicates that the battery should not be placed in municipal waste.

X

3.2 Charge the Battery

It takes 1.5 to 2 hours to fully charge the battery before the first time usage. The lifetime of the battery is 300 times for charge/discharge cycles.

3.2.1 Charge the Battery



Charging Temperature

The battery normal working condition is from 0°C to 40°C (32 °F to 104 °F). The device or battery charger always perform battery charging in a safe and optimum manner. At higher temperatures (e.g. approximately +40 °C (+104 °F) or charging when turning on the printers), the printer or battery charger may stop charging for a period of time to keep the battery at acceptable temperatures.

3.2.2 Charge by Charger Station (Optional)

1. Plug the power cord to the power jack on the charger station.
 2. Insert the battery along the slot to the right side of charger station as pictured. Note: Please refer to section 3.1 for battery installation procedure.
 Push the battery clasp down and properly install the battery, it will start charging. Plug the power cord into a properly power outlet. Note: When the battery is completely charged, the amber of the LED indicator will be off and turns to green.

Note:

The four bay batteries charger station is also available for your reference.

3.3 Communicate

3.3.1 Connecting with the Communication Cable



USB to USB Cable (Optional)

3.3.2 Connecting with Bluetooth (Optional)

		Turn on the printer and make sure the Bluetooth
Default		device opened.
Name	RF-BHS	
PIN	0000	Note: Please refer to section 6.4 to change the name of
		default and PIN.

3.4 Loading the Media



4. Accessories

4.1 Install the Belt Clip

1.	Turn the battery to rear side, remove the battery on the rear of the printer and lock the belt clip on the hole above the battery.
2.	Press the ball on the belt clip to the hole as pictured.
3.	After reinstalled the battery, the printer can be hung on the belt.

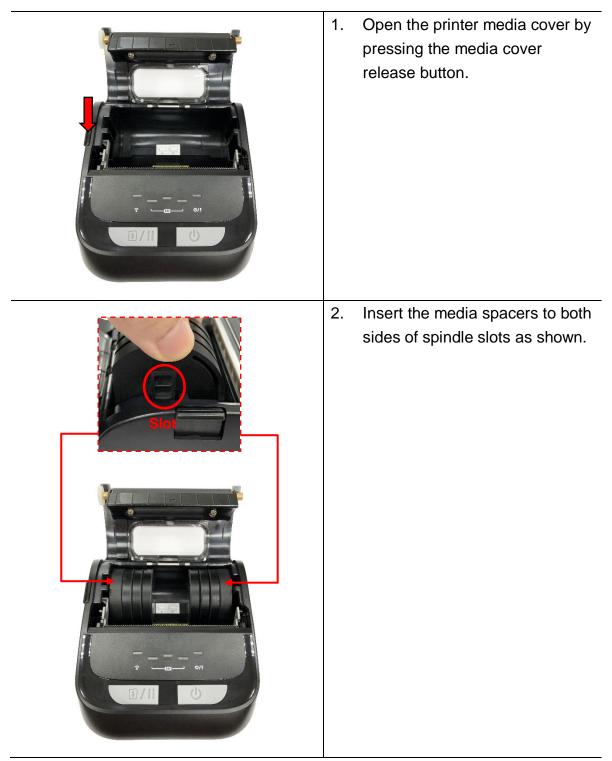
4.2 Install the Fixing Spindle Set (Optional)

	1.	Open the printer media cover by pressing the media cover release button.
	2.	Insert the label spindle to paper roll as shown.
Fixing tab	3.	Install the fixing tabs on both sides of paper roll.



4. Put the label roll installed with fixing tabs and label roll spindle on the printer.

4.3 Install the Media spacer kit (Optional)





- Install the media spacers on both sides of the paper roll slots then complete the installation.
 Note:
 - The media spacers kit could easily change the fix width from 1", 1.5", 2.0" to 2.5" by moving both sides of the spacers.
 - 2. When installing the media spacers, the number of media spacers should be same on both sides.

4.4 Install the IP54-rated environmental case with shoulder strap (Optional)



3. Zip up the case cover. The outside cover should be opened and fixed while printing.



4.5 Install Shoulder strap kit (Optional)

1.	Turn the printer to rear side, remove the battery on the rear of the printer and lock the shoulder strap kit on the hole above the battery as indicated.
2.	Reinstall the battery, and the printer can be hung on the shoulder strap.

4.6 Install Vehicle holder adapter for RAM mount (Optional)

Copper pillars	1.	Turn the printer to the rear side. Note: Please choose the printer with copper pillars as indicated.
Screws	2.	Install the vehicle holder adapter align with the copper pillars and fix with two screws as indicated.
	3.	Fix the vehicle holder adapter on the ball adapter and install on the ram mount.



4. Install and fix the vehicle holder with ball adapter on ram mount.

4.7 Charge by 1-bay Printer Charger Station (Optional)

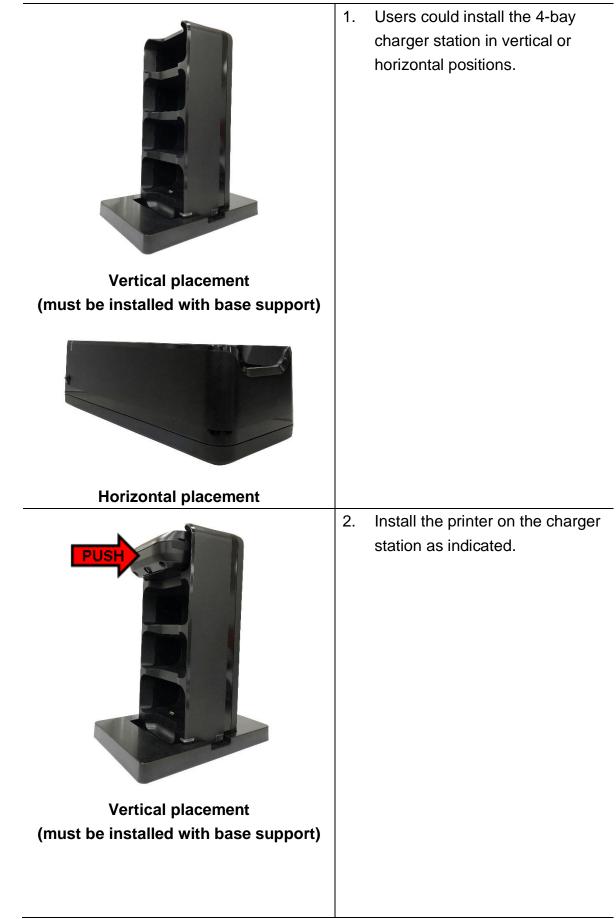
1.	Push the printer properly to the charger station.
2.	Plug the power cord to the power jack on the charger station.
3.	Plug the power cord into a properly power outlet.



After the power outlet of the charger station is connected, the printer will start charging.
 Note:

When the battery is completely charged, the amber of LED indicator will be off and shows fully charged green lights.

4.8 Charge by 4-bay Printer Charger Station (Optional)



Horizontal placement		
	3.	Plug the power cord to the
		power jack on the charger station.
	4.	Plug the power cord into a
		properly power outlet.

5. Turn on the power switch on the charger station, it will flash the blue light and start charging.



Note: When the battery is completely charged, the amber LED indicator will be off and shows fully charged green LED.

5. Power-on Utilities

There are three power-on utilities to set up and test printer hardware. These utilities are activated by pressing FEED button (\mathbb{B}/\mathbb{D}) then turning on the printer power simultaneously and release the button at different positions of LED indicator.

Please follow the steps below for different power-on utilities.

- 1. Turn off the printer.
- 2. Hold on the FEED button (D/D) then turn on the printer (D).
- 3. Release the FEED button (\mathbb{B}/\mathbb{D}) when LED indicates with different positions for different functions.

Power on utilities	The positions of LED light will be changed as following pattern:							
LED	0 0 0 0	, <mark>_</mark>						
Functions	* ø/!	* <u>m</u> ø/!	* @/!	* ø/!	\$ \$/!			
	(solid)	(5 blinks)	(5 blinks)	(5 blinks)	(Solid green)			
1. Media sensor calibration		Release						
2. Self-test and enter dump			Release					
mode								
3. Printer initialization				Release				

5.1 Media Sensor Calibration

Please follow the steps below to calibrate the media sensor.

- 1. Turn off printer.
- 2. Hold on the FEED button (0/0) then turn on printer (0).
- 3. Release the FEED button ([1]/[1]) when the indicator becomes $\sqrt[5]{a}$ $\sqrt[5]{a}$ and blinking. (Any green will do during the 5 blinks)
- 4. It will calibrate the black mark sensor sensitivity.
- The LEDs will be changed as following order:

$$\begin{array}{c} & & & & \\ & & & & \\ & & & & \\ \end{array} \end{array} \xrightarrow{\bullet} & & & \\ \bullet^{n} & (\text{amber}) \rightarrow & & \\ & & & & \\ \end{array} \xrightarrow{\bullet} & & & \\ \bullet^{n} & (\text{solid green}) \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ & & & \\ \end{array} \xrightarrow{\bullet} & & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ & & & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ & & & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ & & & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ & & & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ & & & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ & & & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ \end{array} \xrightarrow{\bullet} & \\ \end{array} \xrightarrow{\bullet} & \\ \begin{array}{c} & & & \\ \end{array}$$

5.2 Self-test and Dump Mode

Please follow the steps below.

- 1. Turn off printer.
- 2. Hold on the FEED button (0/0) then turn on printer (0).
- 3. Release the FEED button (\square / \square) when the indicator becomes \neg \square \square and blinking. (Any green will do during the 5 blinks)
- The LEDs will be changed as following order:

* $(amber) \rightarrow$ $(amber) \rightarrow$ $(5 blinks) \rightarrow$ $(5 blinks) \rightarrow$ $(5 blinks) \rightarrow$

- 4. It calibrates the sensor and measures the media length and prints internal settings then enter the dump mode.
- 5. Turn off / on the power to resume printer for normal printing.

Self-test

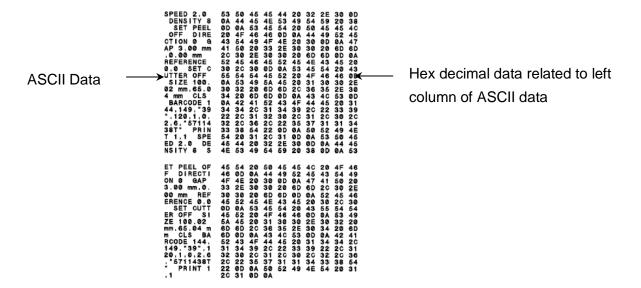
Printer will print the printer configuration after media sensor calibration. Self-test printout can be used to check if there is any dot damage on the heater element, printer configurations and available memory space.

Self-test printout	
SYSTEM INFORMATION MODEL: XXXXX FIRMWARE: X.XX CHECKSUM: XXXXXXXX S/N: XXXXXXXX TCF: NO DATE: 1970/01/01 TIME: 00:04:18 NON-RESET: 110 m (TPH) RESET: 110 m (TPH) NON-RESET: 0 (CUT) RESET: 0 (CUT)	 Model name F/W version Firmware checksum Printer S/N TSC configuration file System date System time Printed mileage (meter) Cutting counter
PRINTING SETTING PRINTING SETTING SPEED: 5 IPS DENSITY: 8.0 UIDTH: 4.00 INCH HEIGHT: 4.00 INCH GAP: 0.00 INCH INTENSION: 5 CODEPAGE: 850 COUNTRY: 001	 Print speed (inch/sec) Print darkness Label size (inch) Gap distance (inch) Gap/black mark sensor intension Code page Country code
Z SETTING DARKNESS: 16.0 SPEED: 4 IPS WIDTH: 4.00 INCH TILDE: 7EH (~) CARET: 5EH (^) DELIMITER: 2CH (,) POWER UP: NO MOTION HEAD CLOSE: NO MOTION	ZPL setting information Print darkness Print speed (inch/sec) Label size Control prefix Format prefix Delimiter prefix Printer power up motion Printer head close motion Note: ZPL is emulating for Zebra® language.

BT SETTING MAC ADDR: 000CBF12170F NAME: RF-BHS PIN CODE: 0000 PRINTER NAME: PS-12170F PAIR MODE: LEGACY MFI SUPPORTED: YES	BT setting information
DRAM FILE (0 FILES) PHYSICAL XXXX KBYTES AVAILABLE XXXX KBYTES FLASH FILE (0 FILES) PHYSICAL XXXX KBYTES AVAILABLE XXXX KBYTES	Numbers of download files Total & available memory space
	 Print head check pattern

Dump mode

Printer will enter dump mode after printing printer configuration. In the dump mode, all characters will be printed in 2 columns as following. The left side characters are received from your system and right side data are the corresponding hexadecimal value of the characters. It allows users or engineers to verify and debug the program.



Note:

1. Dump mode requires 2" wide paper width.

2. Turn off / on the power to resume printer for normal printing.

5.3 Printer Initialization

Printer initialization is used to clear DRAM and restore printer settings to defaults. Printer initialization is activated by the following procedures.

- 1. Turn off the printer.
- 2. Hold on the FEED button (II) then turn on the printer (O).
- 3. Release the FEED button when the indicator becomes 👻 🛄 and blinking. (Any green will do during the 5 blinks).

■ The LEDs will be changed as following order:

$$\begin{array}{c} & & & & \\ & & & & \\ & & & & \\ \end{array} \end{array} \xrightarrow{\bullet} & & \\ \bullet^{n} & (5 \text{ blinks}) \rightarrow \end{array} \xrightarrow{\bullet} & \\ & & & & \\ \bullet^{n} & (5 \text{ blinks}) \rightarrow \end{array} \xrightarrow{\bullet} & \\ & & & \\ \bullet^{n} & (5 \text{ blinks}) \rightarrow \end{array} \xrightarrow{\bullet} & \\ & & & \\ \bullet^{n} & (\text{solid green}) \end{array}$$

Printer configuration will be restored to defaults as below after initialization.

Parameter	Default setting
Speed	76.2 mm/sec (3 ips)
Density	8
Media Width	2.84" (72 mm)
Media Height	4" (101.5 mm)
Print Direction	0
Reference Point	0,0 (upper left corner)
Offset	0
Code Page	850
Clear Flash Memory	No
IP Address	DHCP

6. Diagnostic Tool

TSC's Diagnostic Utility is an integrated tool incorporating features that enable you to explore a printer's settings/status; change a printer's settings; download graphics, fonts and firmware; create a printer bitmap font; and send additional commands to a printer. With the aid of this powerful tool, you can review printer status and settings in an instant, which makes it much easier to troubleshoot problems and other issues.

6.1 Start the Diagnostic Tool

1. Double click on the Diagnostic tool icon

DiagTool.exe

to start the software.

2. There are four features (Printer Configuration, File Manager, Bitmap Font Manager, Command Tool) included in the Diagnostic utility.

	Diagnostic Tool 1.63					- 🗆 🗙	
Features tab	Language English	Unit Cinch Cmm		USB	ce	Setup	
L	Printer Configuration File Mana	ger Bitmap Font Manage	r Command Tool				Interface
	Printer Function	Printer Configuration					
	Calibrate Sensor	Version:		Cutting Counter:	0 0		
	Ethernet Setup	Serial No:		Mileage:		Km	
	RTC Setup	Check Sum:					
I	Factory Default	Common Z D Speed	RS-232 Wireless	Ribbon			
Printer functions	Reset Printer	Density	•	Ribbon Sensor		-	
	Print Test Page	Paper Width	inch	Ribbon Encoder Err.			
	Configuration Page	Paper Height Media Sensor	inch	Code Page Country Code			
	Dump Text	Gap	inch	Head-up Sensor			
	· · · · · · · · · · · · · · · · · · ·	Gap Offset	inch	Reprint After Error		-	Printer setup
	Ignore AUTO.BAS	Post-Print Action		Maximum Length		ch III	
	Exit Line Mode	Cut Piece		Gap Inten.		cn	
	Password Setup	Reference		Bline Inten.			
	· · · · · · · · · · · · · · · · · · ·	Direction		Continuous Inten.			
		Offset		Threshold Detection		J	
	Printer Status	Shift×					
		Shift Y					
Printer Status	Get Status	Clear	Load Sav	/e	Set	Get	
	LPT1 COM1 9600,N	J,8,1 RTS			2016/7/28 下午 01	:35:52	

6.2 Printer Function

1. Select the PC interface connected with bar code printer.

USB Setup	COM USB	•	Setup 2
The default interface setting is			
USB interface. If USB interface	ETHERNET		
is connected with printer, no			
other settings need to be			
changed in the interface field.			

- 2. Click the "Printer Function" button to setup.
- 3. The detail functions in the Printer Function Group are listed as below.

Printer Function	Function	Description
Calibrate Sensor	Calibrate Sensor	Calibrate the sensor specified in the Printer Setup group media sensor field
Ethernet Setup	Ethernet Setup	Setup the IP address, subnet mask, gateway for the on board Ethernet
RTC Setup	RTC Setup	Synchronize printer Real Time Clock with PC
Factory Default Beset Printer	Factory Default	Initialize the printer and restore the settings to factory default. (Please refer section 5.3)
	Reset Printer	Reboot printer
Print Test Page	Print Test Page	Print a test page
Configuration Page	Configuration Page	Print printer configuration (Please refer section 5.2)
· · · · · · · · · · · · · · · · · · ·	Dump Text	To activate the printer dump mode.
Ignore AUTO.BAS	Ignore AUTO.BAS	Ignore the downloaded AUTO.BAS program
Exit Line Mode	Exit Line Mode	Exit line mode.
Password Setup	Password Setup	Set the password to protect the settings

For more information about Diagnostic Tool, please refer to the diagnostic utility quick start guide on TSC website at <u>Downloads \ Manuals \ Utilities \ Diagnostic utility quick start guide</u>.

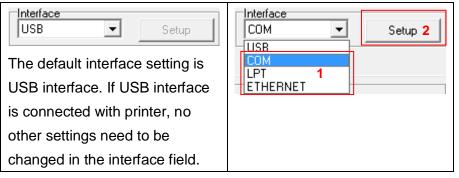
Note: The three different print modes below are available, you can download the command on TSPL/TSPL2 programming manual at <u>TSC website</u>:

	Print modes
DRAFT	High print speed with lower density.
OPTIMUM	According to the label content such as barcode, text, and
	graphic to lower the print speed for getting higher print quality.
STANDARD	Ctenderd print enced and quality
(default)	Standard print speed and quality.

6.3 Calibrating Media Sensor by Diagnostic Tool

6.3.1 Auto Calibration

- 1. Make sure the media is already installed and media cover is closed. (Please refer to section 3.4)
- 2. Turn on the printer power switch.
- 3. Open Diagnostic tool and set interface. (The default setting is USB)



- 4. Click the "Calibrate Sensor" button.
- 5. Select the media type and click the "Calibrate" button.

Sensor Calibration			×
Auto Calibration Paper Height inch Gap inch	Manual Setup Sensor Intension 7 Threshold Value	Reading Intension	Media Type C GAP C Black Mark C Continuous C Auto Selection
2 Calibrate	Set	Calibrate	Cancel

Note: The TDM-30 can only support continuous, die-cut, receipt, and black mark media type.

6.4 Setting Wi-Fi by Printer Management (Optional)

- 1. Make sure the media is already installed and media cover is closed. (Please refer to section 3.4)
- 2. Connect the USB cable between the computer and the printer.
- 3. Turn on the printer power.
- 4. Start the Printer Management by double clicking on the icon.
- 5. Select the printer in the list then click the "Printer Configuration" button to enter the setting page.

Status Printer Name IP Address Model Name Version Interface V	English	Manual Name	Setup	Group	Alert	Users		aroup All
😰 🌻 PS-5CA720 0.0.0.0 TDM-30 2.0.0 EZC 🔶		Interface	Version	Model Name	IP Address	Printer Name	Status	1
		ŵ	2.0.0 EZC	TDM-30	0.0.0.0	PS-5CA720	9	2
Υ PS-5CC1D0 0.0.0.0 TDM-20 2.0.0 EZC Ψ		ψ	2.0.0 EZC	TDM-20	0.0.0	PS-5CC1D0	9	

6. Select the "Wi-Fi" tab to setup the wireless module.

WPA-Personal

Pri	nter Configuration	1						×
	Basic Advanced Z	D RS232 W	'i-Fi Et	hernet E	Bluetooth	Information		
	SSID	SSID_1	EAP T	ype:		T		
	Encryption 2	WPA-Personal 👻	Usern	ame:				
	Key	0000000	Passv	vord:				
	DHCP	ON 👻	CACe	rtificate:		File name		Browse
	IP Address	0.0.0.0	Client	Certificat	e:			
	Subnet Mask	0.0.0.0	Private	e Key:				
	Gateway	0.0.0.0	EAP-F	AST PAC:				
	Printer Name	PS-5CA720		SSID		Encryption		
	Raw Port	9100						Scan AP
	MAC Address	00-23-A7-5C-A7-20						Advanced
	New Wireless Settings v closed. After that, printe			t" button	is clicked a	and Printer Configurati	on win	dow is
	Printer PS-5CA720 (0.0.	0.0)		•		3 Set		Get

WPA-Enterprise

Printer Configuration					
Basic Advanced Z	D RS232 W	'i-Fi Ethernet Bluetooth Information			
SSID	SSID_2	EAP Type:	3		
Encryption 2	WPA-Enterprise 👻	Username:			
Key		Password:			
DHCP	ON 👻	File name CA Certificate:	Browse		
IP Address	0.0.0.0	Client Certificate:			
Subnet Mask	0.0.0.0	Private Key:			
Gateway	0.0.0.0	EAP-FAST PAC:			
Printer Name	PS-5CA720	SSID Encryption			
Raw Port	9100		Scan AP		
MAC Address	00-23-A7-5C-A7-20		Advanced		
New Wireless Settings closed. After that, print		after "Set" button is clicked and Printer Configuration win tically.	ndow is		
Printer PS-5CA720 (0.0.	0.0)	✓ 4 Set	Get		

Note:

- * The default IP address is obtained by DHCP (Dynamic Host Configuration Protocol). To change the setting to static IP address, select DHCP item to "OFF" then enter the IP address, subnet mask and gateway.
- * On DHCP, user can change the printer name by another model name in "Printer Name" field.
- * User also can change the raw port in "Raw Port" field.
- * Before setting, the entered field will be shown in yellow for reminding.
- 7. After clicking "Set" button, close this "Printer Configuration" setup page and click "OK" button on "Confirm" window to reset the printer.



8. IP address will be shown in the "IP address" field. The Wi-Fi module has been connected.

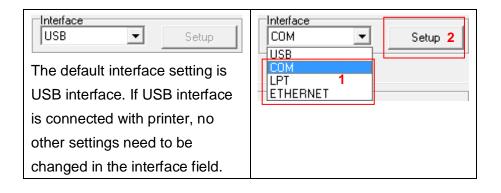
Note: IP address should be shown within about 5~15 seconds after printer turn on. If not,

please to setup it again.

Sroup All		Users	Alert	Group	Setup	Manual Name	English •
	Status	Printer Name	IP Address	Model Name	Version	Interface	
83	9	PS-5CA720	10.0.10.89	TDM-30	2.0.0 EZC	ψ	
10	9	PS-5CC1D0	0.0.0.0	TDM-20	2.0.0 EZC	ų	

6.5 Setting Bluetooth by Diagnostic Tool (Optional)

- 1. Make sure the media is already installed and media cover is closed. (Please refer to section 3.4)
- 2. Turn on the printer power switch.
- 3. Open Diagnostic tool and set interface. (The default setting is USB)



- 4. Select "Wireless" tab and "Built-in wireless module" item.
- 5. Enter the new BT Local Name or BT PIN Code in the editor.
- 6. Press "Set" button to set the new BT name or BT PIN code of the printer.
- 7. Press "Get" button to get back the settings. Make sure the Bluetooth module settings are set properly.

ommon Z D Device Type Built-in wireless mod			External wireless	module	
Built-in wireless module					
Bluetooth Local Name Bluetooth PIN Code	BT-SPP 0000	3 WL WL WL WL	N SSID N Encryption N Key N DHCP N IP Address N Subnet Mask N Gateway	0.0.00	
Clear	Load	Save		Set 4	Get

Note:

* The printer connects with the computer via USB cable, which is a user option.

7. Troubleshooting

7.1 Common Problems

The following guide lists the most common problems that may be encountered when operating this bar code printer. If the printer still does not function after all suggested solutions have been invoked, please contact the Customer Service Department of your purchased reseller or distributor for assistance.

Problem	Possible Cause	Recovery Procedure
Power indicator does not illuminate	 * The battery is not properly installed. * The battery metal contacts pins are with dirt. * The battery is dead. 	 * Clean the battery metal contacts. * Reinstall the battery. * Switch the printer on. * Charge the battery.
- The printer status from DiagTool shows " Head Open ".	* The media cover is open.	* Please close the media cover.
- The printer status from DiagTool shows " Out of Paper ".	 * Running out of media roll. * The media is installed incorrectly. * Black mark sensor is not calibrated. 	 * Supply a new media roll. * Please refer to the steps on <u>section 3.4</u> to reinstall the media roll. * Calibrate the black mark sensor.
- The printer status from DiagTool shows " Paper Jam ".	 * Black mark sensor is not properly calibrated. * Make sure media size is set properly. * Media may be stuck inside the printer mechanism. 	 * Calibrate the black mark sensor. * Set media size correctly. * Clean the printer mechanism.
Memory full (FLASH / DRAM)	* The space of FLASH/DRAM is full.	 * Delete unused files in the FLASH/DRAM. * Run printer self-test and check the available memory space for DRAM or FLASH. * Check the available memory space for DRAM or FLASH via DiagTool.
Poor Print Quality	 Media cover is not fully latched. Dust or adhesive accumulation on the print head. Print density is not set properly. Print head element is damaged. 	 * Make sure the right/ left side of media cover is fully latched. * Clean the print head. * Clean the platen roller. * Adjust the print density and print speed. * Run printer self-test and check the print head test pattern if there is dot missing in the pattern. * Change proper media roll.

Missing printing on the left or right side of label	* Wrong label size setup.	* Set the correct label size.
Gray line on the blank label		 * Clean the print head. * Clean the platen roller.
Irregular printing	* The printer is in Hex Dump mode.	* Turn off and on the printer to exit the dump mode.

8. Maintenance

This session presents the clean tools and methods to maintain your printer.

- 1. Please use one of following material to clean the printer.
- Cotton swab
- Lint-free cloth
- Vacuum / Blower brush
- 100% Ethanol or Isopropyl Alcohol
- 2. The cleaning process is described as following,

Printer Part	Method	Interval
	 Always turn off the printer before cleaning the print head. Allow the print head to cool for a minimum of one minute. Use a cotton swab and 100% Ethanol or Isopropyl Alcohol to clean the print head surface. 	Clean the print head when changing a new label roll
Print Head	Print Head Element Head Cleaner Pen	Print Head
Platen Roller	 Turn the power off. Rotate the platen roller and wipe it thoroughly with water. 	Clean the platen roller when changing a new label roll
Tear Bar/Peel Bar	Use the lint-free cloth with 100% ethanol to wipe it.	As needed
Sensor	Compressed air or vacuum	Monthly
Exterior	Wipe it with water-dampened cloth	As needed
Interior	Brush or vacuum	As needed

Note:

- Do not touch printer head by hand. If you touch it careless, please use ethanol to clean it.
- Please use 100% Ethanol or Isopropyl Alcohol. DO NOT use medical alcohol, which may damage the printer head.
- Regularly clean the print head and supply sensors once change a new ribbon to keep printer performance and extend printer life.

Revise History

Date	Content	Editor
2019/10/22	Add Agency Compliance and Approvals (MFi for Bluetooth)	Kate
2019/11/7	Update Ch.2.3.2 Battery Charging Cycle	Kate
2019/12/11	Add Agency Compliance and Approvals	Kate
2013/12/11	(California Perchlorate Material Notice)	The contract of the contract o
2020/1/16	Modify the Media length on section 1.5	Camille
2020/3/30	Add Agency Compliance and Approvals (NBTC SDoC)	Camille
2020/7/8	Delete NOM-019-SCFI-1998 logo	Linda



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