EPSON
EXCEED YOUR VISION

CW-C6000 Series
CW-C6500 Series
Technical Reference Guide

Product Overview

Describes features for the product.

Setup

Describes setup and installation of the product.

Handling

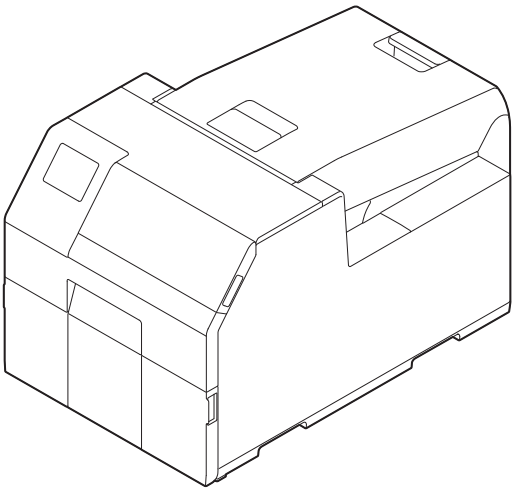
Describes how to handle the product.

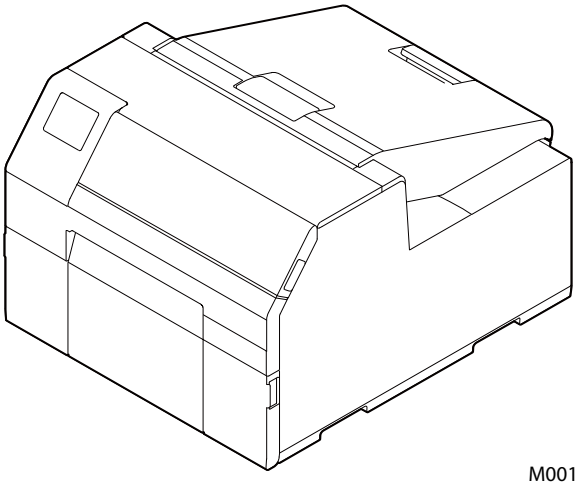
Information for Application Development

Describes how to control the printer and necessary information when you develop applications.

Appendix

Describes specifications of the product.





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Cautions

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Before Use

This chapter describes information you should know before using the product.

Manuals for This Product

Paper manual

Start Here

Guides you through basic setup steps from unpacking to loading paper.

Manual viewable with PC

User's Guide

Describes details about the functions and operating procedures of the product, maintenance information, and troubleshooting. Download this guide from the web site or, depending on the country or region, this is included in the supplied CD.

Manual viewable with PC

CW-C6000 Series/CW-C6500 Series Technical Reference Guide (This manual)

Provides information necessary for installing the product, performing daily tasks, and developing a system using the product.

Manual viewable with PC

Online Video Manual

Provides videos that show you operating procedures and troubleshooting information. Access the videos from the following URL.
<https://support.epson.net/p_doc/790/>
The contents of videos are subject to change without notice.

Downloading the Latest Version

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

For customers in North America, go to the following web site:

www.epson.com/support/

For customers in other countries, go to the following web site:

www.epson-biz.com/

Symbols Used in This Guide

The following symbols are used in this guide to indicate important information.

Symbols for Safety

The symbols shown below are used in this manual in order to ensure safety and proper use of this product and to prevent danger to you and other persons, and property damage. Be sure that you completely understand their meanings before reading this manual.

WARNING	Handling the product improperly by ignoring this symbol can lead to death or serious injury.
CAUTION	Handling the product improperly by ignoring this symbol can lead to injury and property damage.

Symbols for General Information

IMPORTANT	Indicates information with which you must comply when using the product. Mishandling due to ignoring this information may cause the product to fail or malfunction.
	Indicates supplementary explanations and information you should know.

Safety Precautions

To ensure safe use of the product, be sure to read this manual and the other instruction manuals supplied with the product before use. Store this manual in a safe place so that you can resolve any unclear points regarding the product at any time.

Cautions on Installation

WARNING	Do not block the air vents of the product. ("Rear" on page 20) Doing so can result in heat accumulated in the product causing a fire. Do not cover the product with a cloth or install it in a poorly-ventilated location. Furthermore, ensure there is the installation space specified in the manual.
CAUTION	• Do not install/store the product in an unstable location or in a location subject to vibration from other devices. The product may fall or collapse, causing breakage and possible injury. • Do not install the product in a location exposed to oily smoke or dust, or in a humid location. Doing so may cause electric shock or fire. • When lifting the product, perform the work with the correct posture. Lifting the product with an inappropriate posture may cause injury. • Because the product is heavy, do not attempt to carry the product by one person. When unpacking or moving the product, make sure to carry the product by at least two persons. See below for details on the mass of this product. ("Product Specifications" on page 287) • Do not install the product at a location exposed to strong light such as direct sun rays. Doing so may result in printing failure due to malfunction of the detectors. • If the printer has charged matte black ink and is more likely to be exposed to a temperature of -10 or lower degrees C, make sure to discharge ink before turning the printer off. Otherwise, the print head may be damaged due to freezing. ("Transporting or Storing the Printer at -10°C (With Matte Black Ink Installed)" on page 241)

Cautions on Handling

WARNING

- Do not use the product in a location with volatile substances such as alcohol or paint thinner present, or near fire. Doing so may cause electric shock or fire.
- Shut down the product immediately if it produces smoke, a strange odor, or unusual noise. If you go on using the product, it may result in electric shock or fire. If an abnormality occurs, immediately turn off the power and remove the plug from the outlet, and then contact qualified service personnel for advice.
- Shut down the product immediately if a foreign object or water or other liquid gets inside the product. If you go on using the product, it may result in electric shock or fire. Immediately turn off the power and remove the plug from the outlet, and then contact qualified service personnel for advice.
- Do not disassemble the areas other than those mentioned in this manual.
- Never attempt to repair the product yourself as doing so is dangerous.
- Do not use the product in a location where inflammable gas, explosive gas, etc. is present in the atmosphere. Furthermore, do not use aerosol sprayers containing flammable gas inside or around the product. Doing so may cause fire.
- Do not connect cables in ways other than those mentioned in this manual. Doing so may cause fire. It may also damage the other connected devices.
- Do not touch the areas inside the product other than those mentioned in this manual. Doing so may cause electric shock or burns.
- Do not insert metal or flammable materials, or allow them to fall into the product. Doing so may cause electric shock or fire.
- If the screen of the printer is damaged, handle the liquid crystal inside it very carefully. Should any of the following situations arise, take emergency measures.
  - ∗ When any part gets onto your skin, wipe off the deposit, and wash the area properly with soap and water.
  - ∗ When any part gets into your eyes, flush them with clean water for at least 15 minutes, and thereafter, consult with a doctor.
  - ∗ When a part gets into your mouth, immediately consult with a doctor.

CAUTION

- Do not allow anyone to stand or place heavy objects on top of the product. In particular, be careful in the case of a household with children. The product may fall or collapse, causing breakage and possible injury.
- Install the cables and optional products in the proper direction according to the proper procedures. If they are installed improperly, it may result in fire or injury. Follow the instructions in this manual to install them properly.
- Before moving the product, shut down and unplug the product, and make sure that all the cables are disconnected. Failure to do so may damage a cable, causing electric shock or fire.
- Do not store or transport the product while it is tilted, standing, or upside down. Doing so may cause the ink to leak.
- Do not use the printer with the paper cover removed. Doing so will cause the printer to malfunction.

Cautions on Power Supply

WARNING

- Do not allow dust or other foreign material to adhere to the power plug. Doing so may cause electric shock or fire.
- Do not use a power cord other than that supplied with the product. In addition, do not use the supplied power cord with another device. Doing so may cause electric shock or fire.
- Do not use a damaged power cord. Doing so may cause electric shock or fire. Contact qualified service personnel for advice if the power cord is damaged. Furthermore, observe the following points so as not to damage the power cord.
  - ∗ Do not modify the power cord.
  - ∗ Do not place heavy objects on the power cord.
  - ∗ Do not forcibly bend, twist, or pull the power cord.
  - ∗ Do not lay the power cord near a heating appliance.
- Do not insert or remove the power plug with a wet hand. Doing so may cause electric shock.
- Do not connect many power cords to one outlet. Doing so may cause fire. Supply power directly from a power outlet.
- Regularly disconnect the power plug from the outlet and clean the base of the prongs and between the prongs. Leaving the power plug connected to the outlet for a long period of time may cause dust to accumulate on the base of the power plug prongs, resulting in a short and fire.
- Hold the plug and do not pull the cord when disconnecting the power plug from the outlet. Pulling the cord may damage the cord or deform the plug, causing electric shock or fire.

CAUTION

To ensure safety, unplug the product before leaving it unused for an extended period.

Cautions on Ink Cartridges

CAUTION

- The ink cartridges that can be used differ depending on the model number of the product. Use ink cartridges suitable for the model number of your printer. ("Ink Cartridges" on page 334)
- Do not touch the IC chip on an ink cartridge. Doing so may result in normal operation and printing becoming no longer possible.
- The product uses ink cartridges equipped with IC chips to manage the amount of ink used and other information so ink cartridges are usable even if they are removed and reinstalled. However, if an ink cartridge with not much ink remaining is removed and reinstalled, it may not be usable. Some ink is consumed each time cartridges are installed because the product automatically checks their reliability.
- If the firmware version of the printer is other than TS05JC, TS06JC, TS26JC, TS19K2, TS25K3, or TS21K5, you are prompted to select black ink type when turning on the printer and installing the ink cartridges for the first time. Once the black ink cartridge is installed and the printer charge the ink, you cannot change the black ink type any more. The printer does not work if you replace the black ink cartridge with a cartridge of different type of black ink.
- Install all ink cartridges. Printing is not possible if even only one ink cartridge is missing.
- Since ink cartridges are designed to stop the operation before ink runs out completely to maintain the quality of the print head, some ink remains in the used ink cartridges.
- All the ink colors are consumed also for the maintenance operations when an ink cartridge is replaced and for print head cleaning.
- Do not turn off the power or open the ink cartridge cover during ink charging (while the (power) LED lamp is flashing). Opening the cover may cause the ink to be recharged, resulting in more ink being consumed. Also, it may result in normal printing becoming no longer possible.
- Even for monochrome printing, all the ink colors are used in an operation designed to maintain the printing and print head quality.
- Do not disassemble an ink cartridge. Doing so may cause ink to get into eyes or onto skin.
- Do not disassemble or modify an ink cartridge. Doing so may cause printing malfunction.
- Use of old ink cartridges may result in reduced print quality. Use ink cartridges up within six months after opening the packages. The usage period for ink cartridges is printed on the packaging of the individual ink cartridges.
- If ink contacts your skin, eyes, or mouth, take the following actions.
  - When ink gets onto your skin, immediately wash the area with soap and water.
  - When ink gets into your eyes, immediately flush them with water. Leaving the ink as is may result in bloodshot eyes or mild inflammation. If something is wrong, immediately consult with a doctor.
  - When ink gets into your mouth, immediately spit it out and consult with a doctor.
- There may be some ink around the ink supply port on a removed ink cartridge. Take care so that it does not stain the desk or other surface.
- Do not open an ink cartridge package until you are ready to install the ink cartridge in the product.
- Do not shake an ink cartridge too hard. The ink cartridge may leak if you shake it around too much or push the sides strongly.
- Do not allow foreign objects to fall into the cartridge installation section.
  Doing so may result in normal printing becoming no longer possible. Remove any object that falls into the installation section, taking care not to damage the section.
- When ink is charged the first time (right after purchase), ink is consumed for filling the print head nozzles (ink discharge holes) to get ready for printing. Therefore, the number of the sheets that can be printed may be fewer than for cartridges installed later.
- When the printer is powered off with the (power) button, the print head is automatically capped to prevent the ink from drying. When you will not use the printer after installing the ink cartridges, be sure to turn the power off with the (power) button. Do not pull out the power plug or turn off the breaker while the power is on.

CAUTION

- Printing on water-repellent paper such as art paper, which is slow-drying, may cause print stains. Also, if you print on glossy paper, fingerprints may get on the paper or ink may adhere to your fingers when you touch the print surface. Select and use paper that will not cause print stains.
- Store the ink cartridges in a place out of reach of children.
- Epson recommends storing ink cartridges in a cool and dark place.
- If you wish to use ink cartridges that have been stored in a cold place for a long period of time, leave them for at least 3 hours in a place that is at room temperature before use.
- Do not remove the ink cartridges from the product when storing or transporting the product.

Cautions on the Maintenance Box

CAUTION

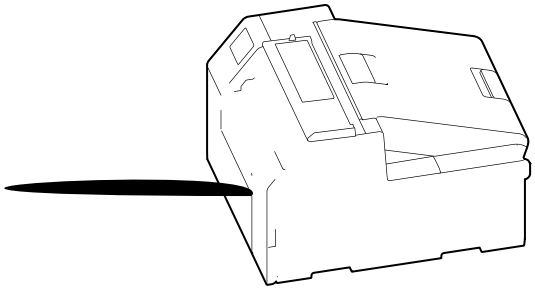
- Store in a place out of reach of children. Do not drink any adhered ink.
- Do not disassemble or modify the maintenance box. Doing so may cause ink to get into eyes or onto skin.
- Do not touch the IC chip on the maintenance box.
- If a maintenance box that can still be used has been removed and left detached for a long period of time, do not reuse it.
- Do not peel off the film from the top surface of the maintenance box.
- If ink contacts your skin, eyes, or mouth, take the following actions.
  - ∗ When ink gets onto your skin, immediately wash the area with soap and water.
  - ∗ When ink gets into your eyes, immediately flush them with water. Leaving the ink as is may result in bloodshot eyes or mild inflammation. If something is wrong, immediately consult with a doctor.
  - ∗ When ink gets into your mouth, immediately spit it out and consult with a doctor.
- Do not shake a used maintenance box too hard. The ink may leak from the maintenance box if you swing or shake it too hard.
- Avoid storing the maintenance box under high temperatures or in a frozen state.
- Keep it away from direct sunlight.

Caution Label

The labels affixed to the product indicate the following cautions.

WARNING

Do not touch the roller at the bottom of the paper holder unit with your hand. Doing so may cause injury.



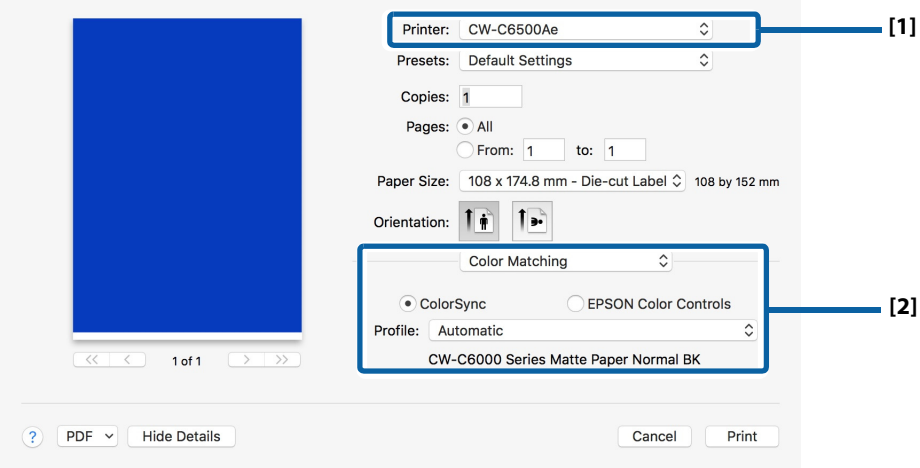
CAUTION

Do not touch the manual cutter at the bottom of the peeler cover with your hand. Doing so may cause injury.

5 **Select other print settings of Photoshop print window.**

6 **Click [Print] button.**

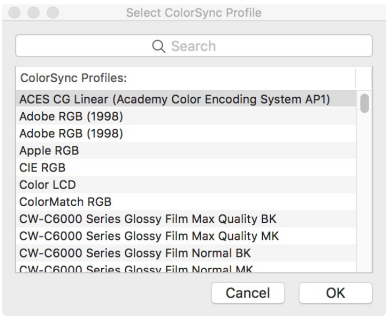
The case of the printing from Preview



1 **Select the printer queue to [Printer] menu.**

2 **Select [ColorSync] on [Color Matching] pane, then select the suitable output ICC profile to [Profile] menu.**

The suitable output ICC profile provided by Epson is selected automatically, when you select [Automatic]. Select [Other Profiles] to open the [Select ColorSync Profile] window. You can select other output ICC profile by that window.



3 **Select other print settings of the printer driver.**

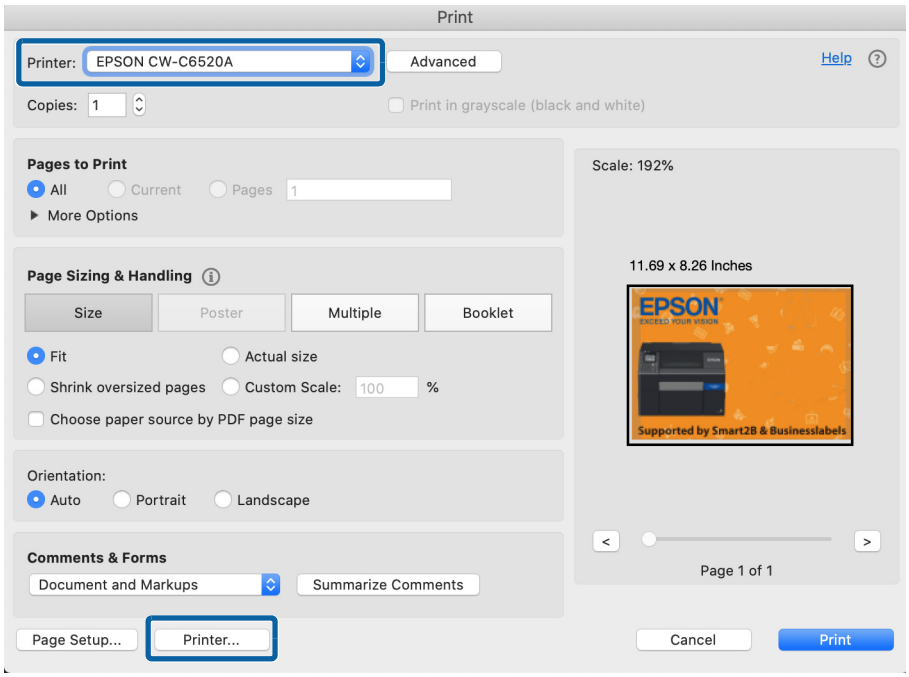
4 **Click [Print] button.**

The case of the printing from Acrobat Reader

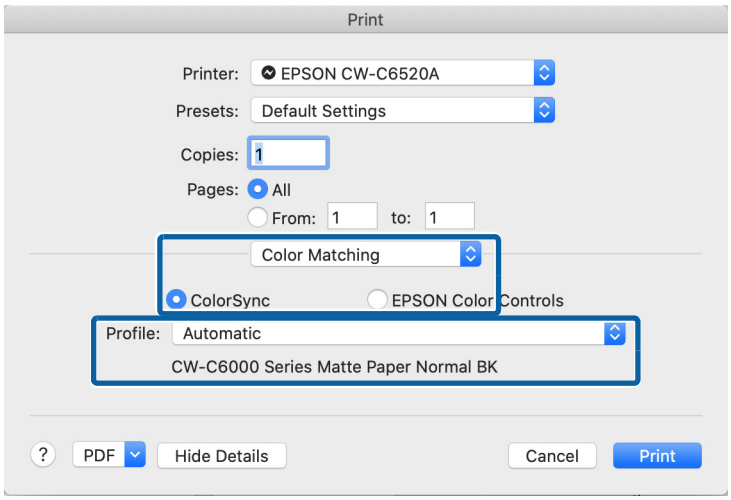
Notes on using ColorSync

- The PDF data must be RGB data. CMYK data cannot be corrected properly.
- If a source profile (input profile) has not been embedded in the print data, “sRGB IEC61966-2.1” is automatically applied as the source profile.
- The rendering intent is fixed to “Perceptual”.

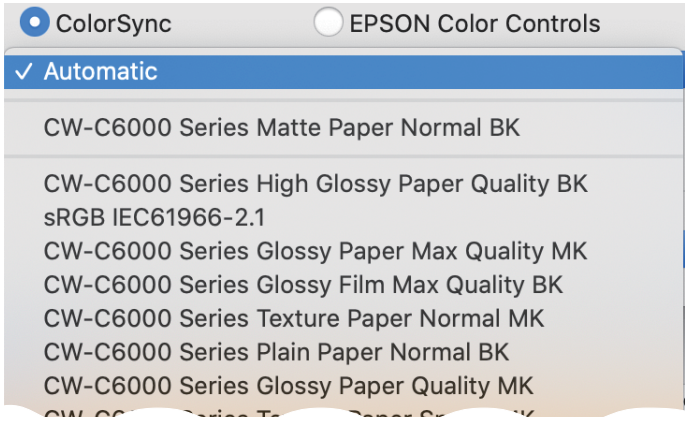
1 Select the printer in [Printer], and then click [Printer...] at the bottom of the screen.



2 Select [ColorSync] as the [Color Matching] option, and then select a proper ICC profile in [Profile].

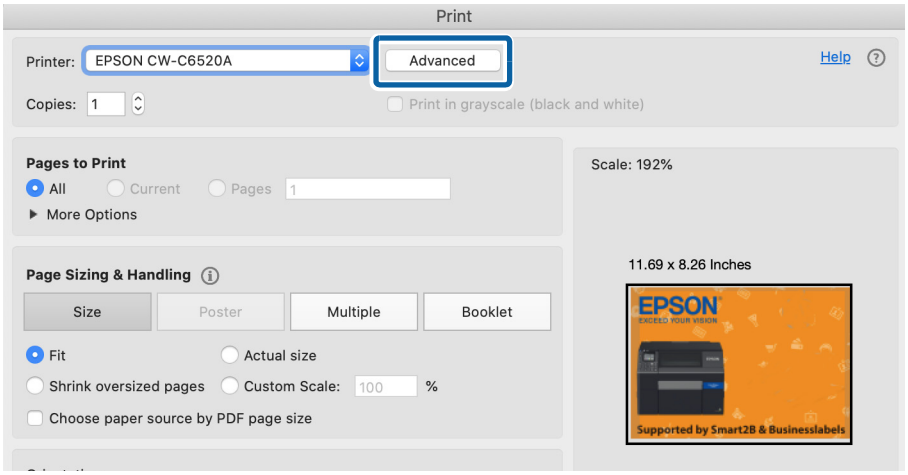


The default profile setting is [Automatic] which automatically selects an ICC profile provided by Epson.
Select [Other Profiles...] to display the ColorSync profile selection screen and select a target ICC profile by yourself.

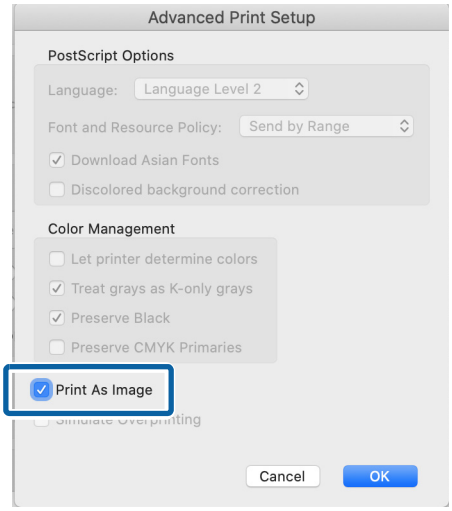


3 Select other print settings.

4 Click [Advanced].



5 Select the checkbox for [Print As Image], and then click [OK].



6 On the [Print] screen, click the [Print] button.

Creating an ICC Profile

What is ICC Profile?

An ICC profile is a file (file extension is .icc) that describes information for controlling colors according to the International Color Consortium (ICC) definition. Printout colors change significantly depending on the paper type and print mode.

CW-C6500/6000 Series offer you the ICC profiles for each Epson genuine paper covering all combinations of paper types and print quality settings (print mode). The ICC profiles are stored in the folder shown below when the Windows printer driver is installed.

C:\Windows\System32\spool\drivers\color

If you use paper other than Epson genuine paper, you need to prepare an ICC profile for the paper by yourself.

ICC Profiles provided for CW-C6500/6000 Series

Media Name	Print Quality	Ink Type	ICC Profile Name
Plain Paper	Max Speed	Gloss	CW-C6000Series_PlainPaper_MaxSpeed.icc
		Matte	CW-C6000Series_PlainPaper_MaxSpeed_MK.icc
	Speed	Gloss	CW-C6000Series_PlainPaper_Speed.icc
		Matte	CW-C6000Series_PlainPaper_Speed_MK.icc
	Normal	Gloss	CW-C6000Series_PlainPaper_Normal.icc
		Matte	CW-C6000Series_PlainPaper_Normal_MK.icc
	Quality	Gloss	CW-C6000Series_PlainPaper_Quality.icc
		Matte	CW-C6000Series_PlainPaper_Quality_MK.icc
Matte Paper	Max Speed	Gloss	CW-C6000Series_MattePaper_MaxSpeed.icc
		Matte	CW-C6000Series_MattePaper_MaxSpeed_MK.icc
	Speed	Gloss	CW-C6000Series_MattePaper_Speed.icc
		Matte	CW-C6000Series_MattePaper_Speed_MK.icc
	Normal	Gloss	CW-C6000Series_MattePaper_Normal.icc
		Matte	CW-C6000Series_MattePaper_Normal_MK.icc
	Quality	Gloss	CW-C6000Series_MattePaper_Quality.icc
		Matte	CW-C6000Series_MattePaper_Quality_MK.icc

Media Name	Print Quality	Ink Type	ICC Profile Name
Synthetic	Max Speed	Gloss	CW-C6000Series_Synthetic_MaxSpeed.icc
		Matte	CW-C6000Series_Synthetic_MaxSpeed_MK.icc
	Speed	Gloss	CW-C6000Series_Synthetic_Speed.icc
		Matte	CW-C6000Series_Synthetic_Speed_MK.icc
	Normal	Gloss	CW-C6000Series_Synthetic_Normal.icc
		Matte	CW-C6000Series_Synthetic_Normal_MK.icc
	Quality	Gloss	CW-C6000Series_Synthetic_Quality.icc
		Matte	CW-C6000Series_Synthetic_Quality_MK.icc
Texture Paper	Max Speed	Gloss	CW-C6000Series_TexturePaper_MaxSpeed.icc
		Matte	CW-C6000Series_TexturePaper_MaxSpeed_MK.icc
	Speed	Gloss	CW-C6000Series_TexturePaper_Speed.icc
		Matte	CW-C6000Series_TexturePaper_Speed_MK.icc
	Normal	Gloss	CW-C6000Series_TexturePaper_Normal.icc
		Matte	CW-C6000Series_TexturePaper_Normal_MK.icc
	Quality	Gloss	CW-C6000Series_TexturePaper_Quality.icc
		Matte	CW-C6000Series_TexturePaper_Quality_MK.icc
Glossy Paper	Normal	Gloss	CW-C6000Series_GlossyPaper_Normal.icc
		Matte	CW-C6000Series_GlossyPaper_Normal_MK.icc
	Quality	Gloss	CW-C6000Series_GlossyPaper_Quality.icc
		Matte	CW-C6000Series_GlossyPaper_Quality_MK.icc
	Max Quality	Gloss	CW-C6000Series_GlossyPaper_MaxQuality.icc
		Matte	CW-C6000Series_GlossyPaper_MaxQuality_MK.icc
Glossy Film	Normal	Gloss	CW-C6000Series_GlossyFilm_Normal.icc
		Matte	CW-C6000Series_GlossyFilm_Normal_MK.icc
	Quality	Gloss	CW-C6000Series_GlossyFilm_Quality.icc
		Matte	CW-C6000Series_GlossyFilm_Quality_MK.icc
	Max Quality	Gloss	CW-C6000Series_GlossyFilm_MaxQuality.icc
		Matte	CW-C6000Series_GlossyFilm_MaxQuality_MK.icc

Media Name	Print Quality	Ink Type	ICC Profile Name
High Glossy Paper	Normal	Gloss	CW-C6000Series_HighGlossyPaper_Normal.icc
		Matte	CW-C6000Series_HighGlossyPaper_Normal_MK.icc
	Quality	Gloss	CW-C6000Series_HighGlossyPaper_Quality.icc
		Matte	CW-C6000Series_HighGlossyPaper_Quality_MK.icc
	Max Quality	Gloss	CW-C6000Series_HighGlossyPaper_MaxQuality.icc
		Matte	CW-C6000Series_HighGlossyPaper_MaxQuality_MK.icc

Procedure for Creating an ICC Profile

When using paper other than Epson genuine paper, acquire an ICC profile of the paper provided by the paper manufacturer, or create an ICC profile for the paper by yourself.

To create an ICC profile, you need a colorimeter and a software program that generates an ICC profile.

Example:

❏ X-Rite, Incorporated (https://xritephoto.com/)
i1iO2 (colorimeter), i1Profiler (software program to generate an ICC profile)

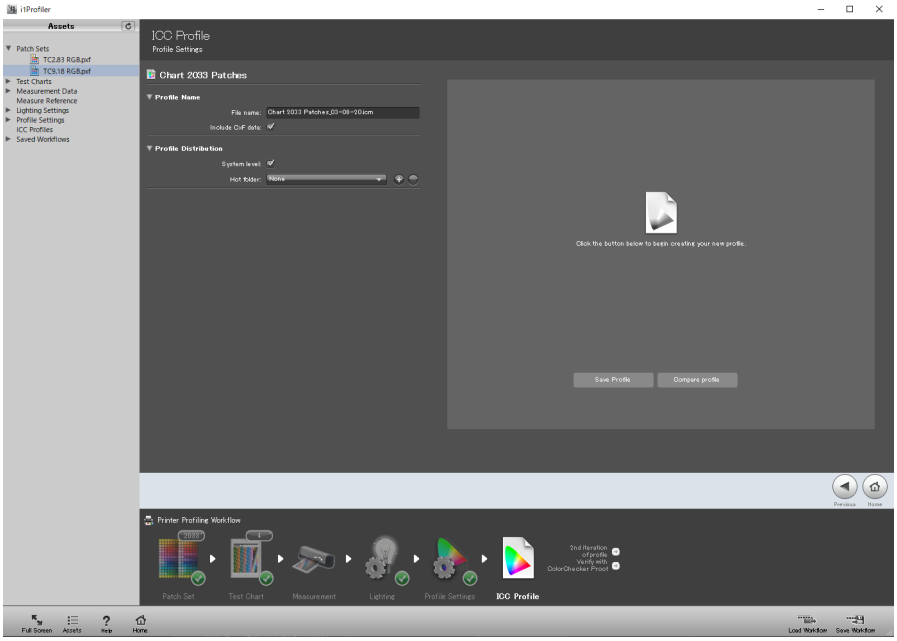
❏ Datacolor company (https://www.datacolor.com/)
SpyderPrint (print calibration tool)

Since detailed procedure varies depending on the device and software used, the following describes the general procedure. See the manual that came with the device and software for more details.

1 Start a software program that generates an ICC profile, and then print color patches for measurement on the paper you want to use.

2 Measure the printed color patches with a colorimeter.

3 **Using the software program, generate an ICC profile according to the measured results.**



No composite

The [Color Correction] button is disabled when [Color Correction Mode] is set to [No composite].

Select [No composite] only when setting color correction on an application software. For instructions on how to set color correction on the software, see its manual or help.

Printing from the First Label (Auto cutter model only)

If the [Media Detect] setting has been set to [Gap], you cannot print on the first label (printed from the second label) at the first time printing after loading paper.

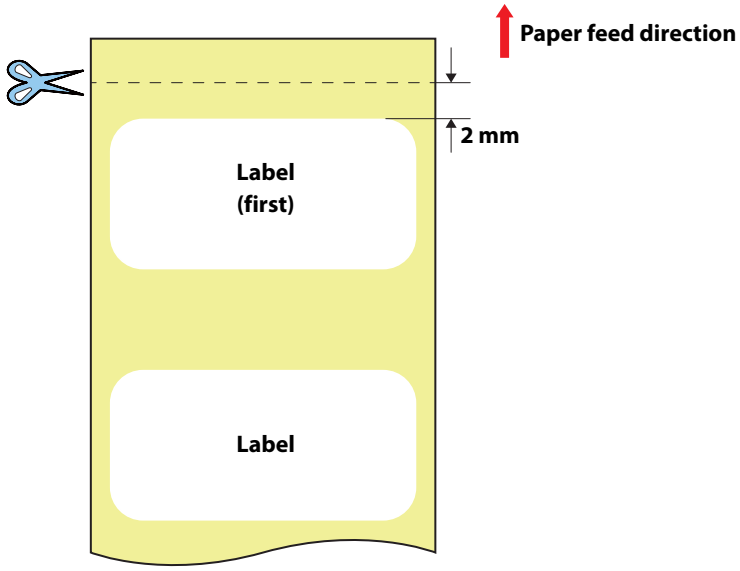
However, for the auto cutter model, even when [Gap] is selected as [Media Detect], you can prevent missing of the first label by following the procedure below.

CAUTION

- When you perform the following and print, auto cut is disabled.
- If there is a difference between a label actually used and the settings on the printer driver, the print quality may decline.

- For the peeler model, there is no measure to print from the first label.
- For the auto cutter model, this procedure is not necessary if [Media Detect] is [Black Mark] or [None].

1 Cut off the backing paper from 2 mm away from the top edge of the first label.



2 On the operation panel of the printer, select [Not Feed] from [Actions when Replacing Media].

[Menu] - [General Settings] - [Printer Settings] - [Print Options] - [Actions when Replacing Media] - [Not Feed]

The default setting is [Feed].

3 Specify a length of the label, and a gap between labels.

("Media Settings" on page 46)

4 Load paper, and then print.

For the paper loading procedure, see "Opening the Paper Cover" on page 47.

Setting Label Size and Paper Layout for Borderless Printing

This section describes the concepts and settings methods for borderless printing using the Epson printer driver.

- With borderless printing, the print may extend onto the backing paper (liner) depending on the actual print position and position the paper is loaded. When handling printed paper (labels), take extra care to prevent your hands or the paper from being smudged with ink.
- Reducing ink smudges/stains or white banding may be possible by providing 1.5 mm width top margin in the print area.

Borderless Printing Concepts

Printing larger than the label size achieves borderless label printing. Use label paper that has waste parts around each label to prevent the backing paper from being smudged with ink.

- If you use die-cut labels that has no waste parts around each label, ink may cause the label and your hands to be smudged with ink, or may adhere to the inside of the printer and cause malfunctions.
- Due to the printer structure, a slight margin may remain at the top or bottom edge even if the length of the media layout label is the same length as the label. The following preparation and settings are necessary to correct this error.
  * Media layout settings for the printer driver: Extend the printable area.
  * Printer settings: Correct the print start position.
  * Label paper: Use paper that satisfies the following requirements.
    Gap between labels: 5 to 6 mm
    The left and right waste parts: 3 mm each
  * Media Size Notice setting: Enable the error notice.

Label Media Design

- When using die-cut labels, use kiss cut die-cut label paper that has waste parts around each label. However, there should be no waste parts at both side edges of roll paper.
- Because the gaps between labels cannot be detected when using label paper with waste parts, black marks are necessary.
  Basically, the black mark position needs to be aligned with the leading edge of each label, however, if you have extended the print area, you need to move the black mark position, or adjust the printing position of the printer.

Borderless Printing Settings

This section describes how to perform the borderless printing on the label described below.

- Label size
  Width: 107.0 mm Height: 150.0 mm
- The “User Defined Media Layout” settings on the printer driver
  Media Form: Die-cut Label (BlackMark)

Follow the procedure below to perform the borderless printing.

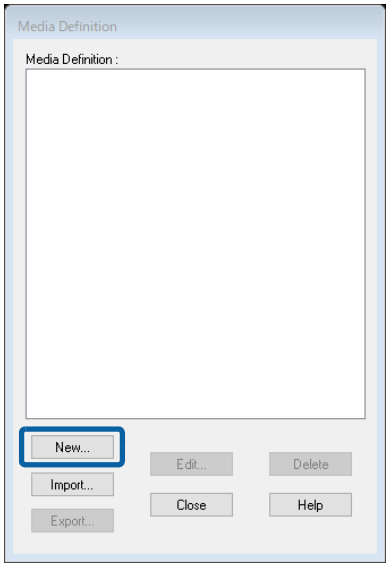
1 Open the printer driver window.

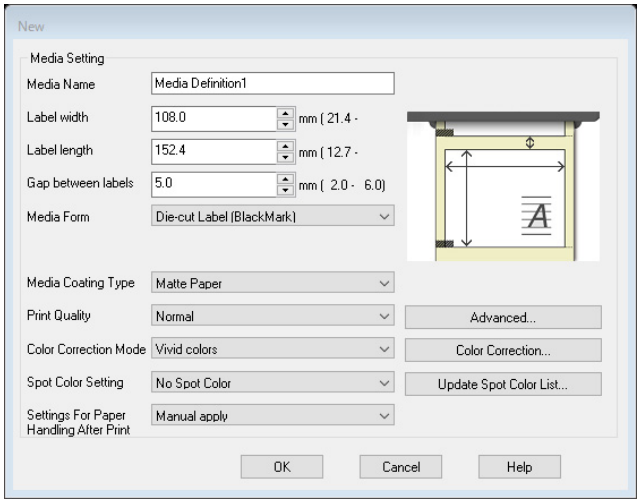
2 Click the [Media Definition] button on the [General] tab.

The Media Definition screen appears.

3 Click the [New] button.

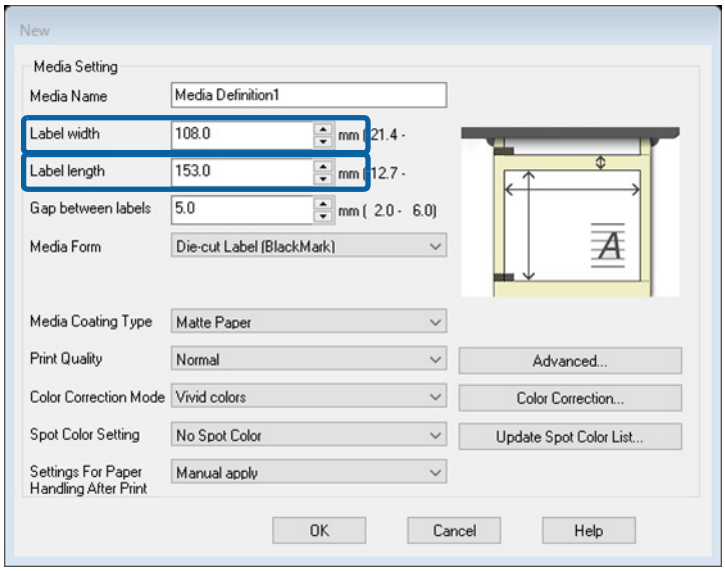
The New screen appears.

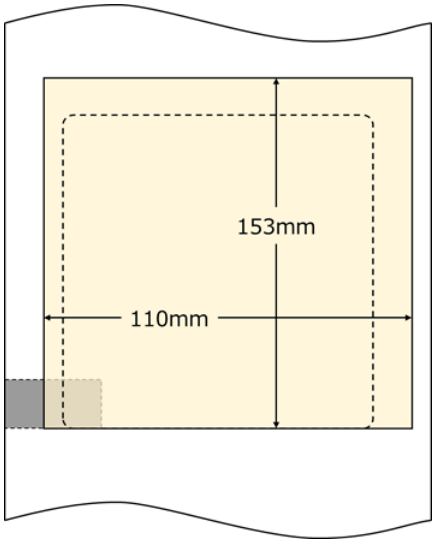




4 Extend the print area.

Set both the label width and label length to a value 3 mm larger than the actual size.



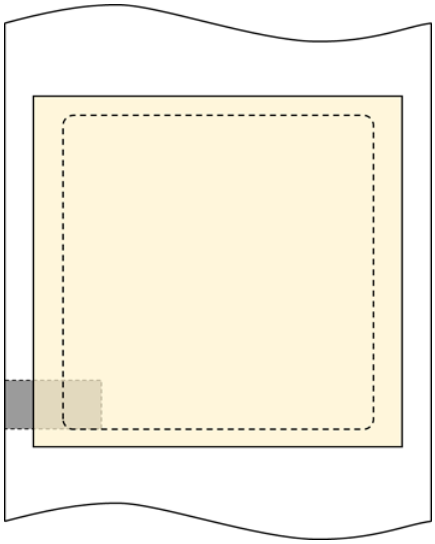


5 **Adjust the print position on the printer driver.**

Print start position adjustment (Vertical direction): -1.5 mm

Print start position adjustment (Horizontal direction): Move to the left by 0.5 mm

For more details, see "Position adjustment" on page 147.



Adjusting Sensitivity of the Detectors and Threshold for Detecting Labels

The printer is equipped with two detectors; one detects leading edge of each label and another one detects black marks.

If you have labels that cannot be detected by the printer, the labels may become detectable by changing sensitivity of the detectors and/or threshold for detecting labels.

Change the settings using the operation panel.

[Menu] - [Maintenance] - [Calibration]

Simple Media Detect

Allows you to adjust the threshold for detecting labels. Since this adjustment can be made in a short time, perform this adjustment first.

Media Detect

Allows you to adjust the sensitivity of the detectors and the threshold for detecting labels. Perform this adjustment if your labels still cannot be detected after performing the [Simple Media Detect] adjustment.

Detecting Differences in Paper Size Using Label Command

This function is for the users who use label commands to print labels. Label commands include a command that detects differences in paper size. Use the function to detect aper size differences before printing starts.

Adjusting Gap Detector

When printing on odd-shaped labels such as circle or oval labels, adjust the gap detectors as described below.

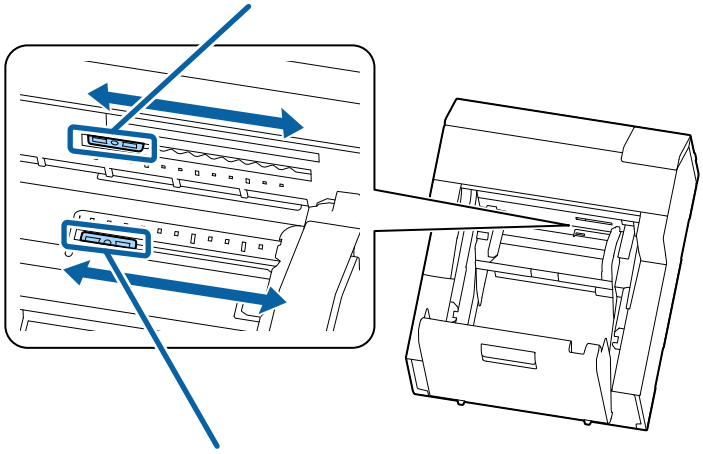
> This adjustment is not required when using labels that are general in shape, such as square labels and full-page labels.

1 **Remove paper from the printer.**
("How to Remove Paper (For the Auto Cutter Model)" on page 62 , "How to Remove Paper (For the Peeler Model)" on page 63)

2 **Turn off the printer.**

3 **Adjust the detectors by operating the two adjustment tabs.**
Push and move the adjustment tab horizontally using a fine-tipped tool such as a pen.
The tab can be moved in increments of 5 mm within the range of 10 to 63 mm from the paper edge.
Align the center of the circle on the adjustment tab with the scale mark.

Detector adjustment tab (light receiving unit)

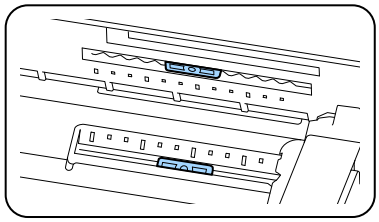


Detector adjustment tab (light emitting unit)

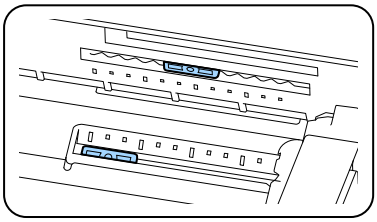
CAUTION

- Make sure to adjust the detectors before printing on odd-shaped labels.
- Make sure to turn off the printer to adjust the detectors. If you adjust the detectors with the printer powered on, the detector may malfunction resulting in starting auto paper feeding.
- Make sure to set the two detectors to the same position. If the position is different between the two detectors, printing will become impossible causing a paper detection error.

OK

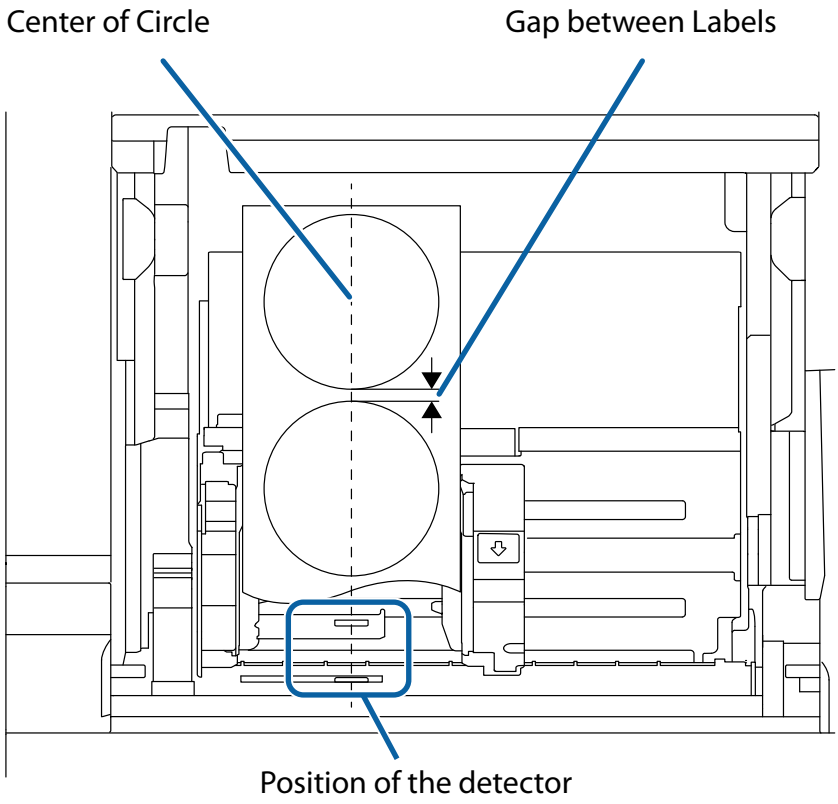


Not good



Adjusting Label Detector for Circle Die-cut Labels (Example)

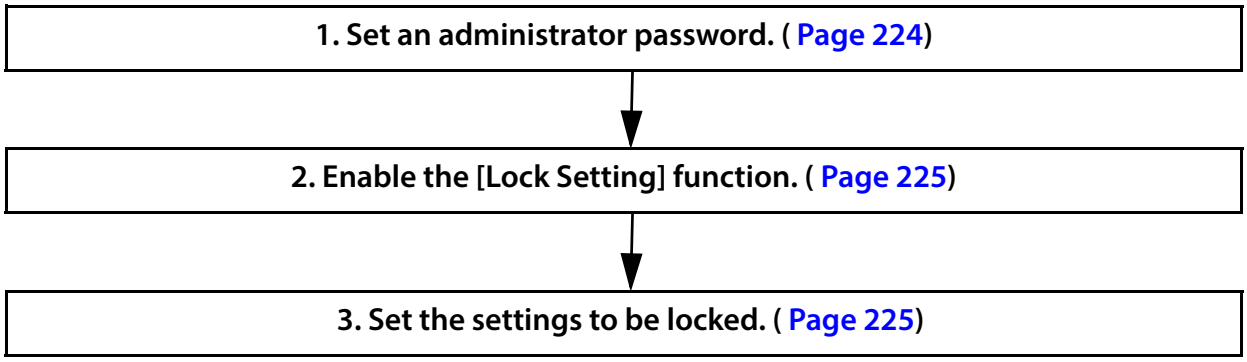
Align the center of the circle die-cut label, which is shown by dotted line in the figure, with the adjustment tabs.



Restricting Operation of the Operation Panel (Lock Setting function)

The [Lock Setting] function allows an administrator to lock the paper settings, printer settings, and/or system administration related settings to prevent unauthorized changes.

The procedure is as follows.



The following settings can be locked.

General Settings: Settings that are rarely changed once you configure them, such as the network settings and date/time settings.

Media Settings: Settings related to media (paper)

Printer Settings: Menus for adjusting or maintaining the printer and the print settings

To know which menu or setting can be locked, see "Operation Panel Settings" on page 181.

Setting an Administrator Password

1 **Select [Menu] - [General Settings] - [System Administration] - [Security Settings] - [Admin Settings] in that order.**

2 **Select [Admin Password] - [Register] in that order.**

3 **Enter an administrator password, and then select [OK] on the screen.**

4 **Enter the password again, and then select [OK] on the screen.**

5 **When a message is displayed, press the OK button.**

Enabling the [Lock Setting] Function

Set an administrator password in advance.

1 Select [Menu] - [General Settings] - [System Administration] - [Security Settings] - [Admin Settings] in that order.

2 Set [Lock Setting] to [On].
Options that allow you to set which settings to lock are displayed.

3 Select the target options you want to lock, set it to [On], and then press the OK button.

When you set [Lock Setting] to [On], the [General Settings] option is automatically set to [On]. You cannot change it to [Off].

4 When a confirmation message is displayed, select [Yes].

Once the Lock Setting is enabled, the administrator password is required when changing any one of the locked settings.

Changing the Administrator Password

1 Select [Menu] - [General Settings] - [System Administration] in that order.

2 Enter the current administrator password, and then select [OK] on the screen.

3 Select [Security Settings] - [Admin Settings] - [Admin Password] - [Change] in that order.

4 Enter the current administrator password, and then select [OK] on the screen.

5 Enter a new administrator password, and then select [OK] on the screen.

6 Enter the new password again, and then select [OK] on the screen.

7 When a message is displayed, press the OK button.

Resetting the Administrator Password

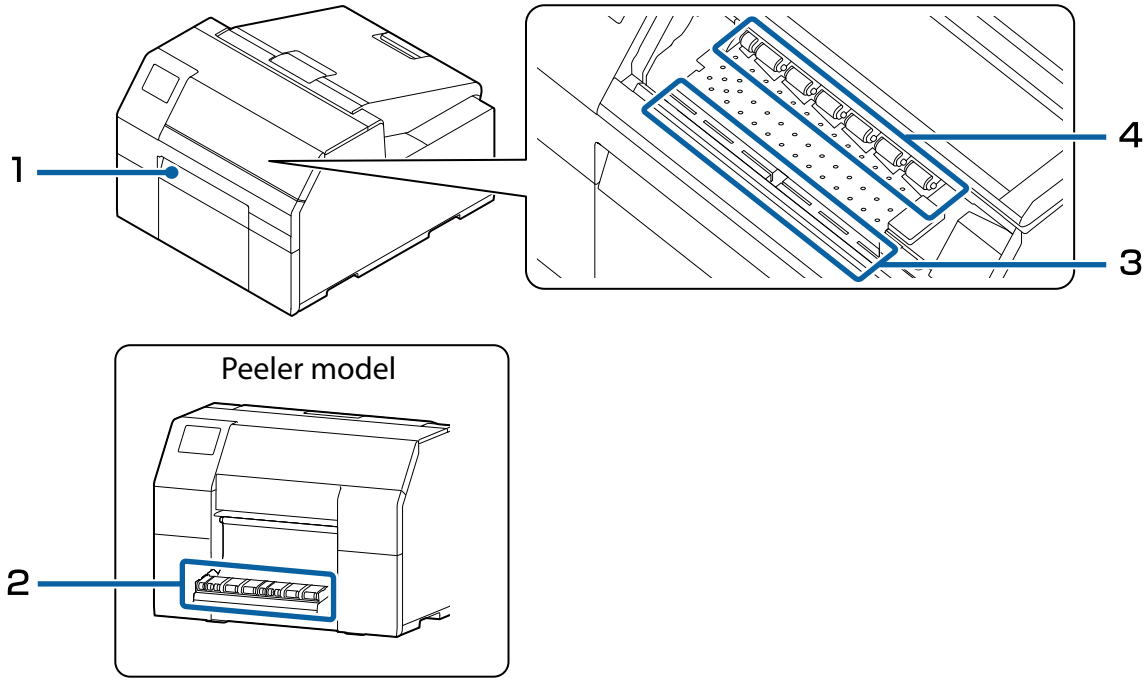
If you forgot the password, reset the password following the procedure below.

1. **Hold down the Back button and the Cancel button at the same time.**
2. **When a confirmation message is displayed, select [Yes].**
3. **Enter "1234", which is a password to unlock, and then select [OK] on the screen.**
4. **When a message is displayed, press the OK button.**

Cleaning the Printer

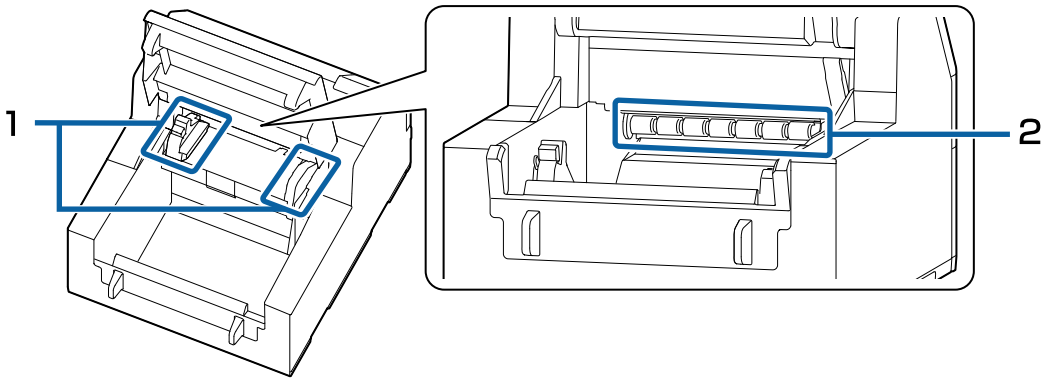
This chapter describes how to carry out maintenance of the printer.

Front



1	Cleaning the Auto Cutter (Auto Cutter Model Only)(Page 229)
2	Cleaning the Peeler (Peeler Model Only)(Page 230)
3	Cleaning the Platen(Page 232)
4	Cleaning the Paper Pressure Roller (Page 236)

Rear



1	Cleaning the Edge Guides(Page 231)
2	Cleaning the Paper Feed Roller (Page 233)

Cleaning the Exterior

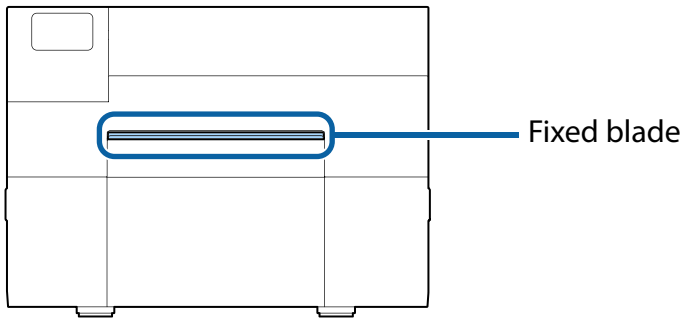
Turn off the printer, and then wipe off any dirt with a dry cloth or non-woven fabric that has been dampened. Make sure to unplug the printer when cleaning it.

CAUTION

Do not use alcohol, benzine, thinner, trichloroethylene, or ketone based solvent to clean the exterior of the printer.
Doing so may deform or damage the plastic and rubber parts.

Cleaning the Auto Cutter (Auto Cutter Model Only)

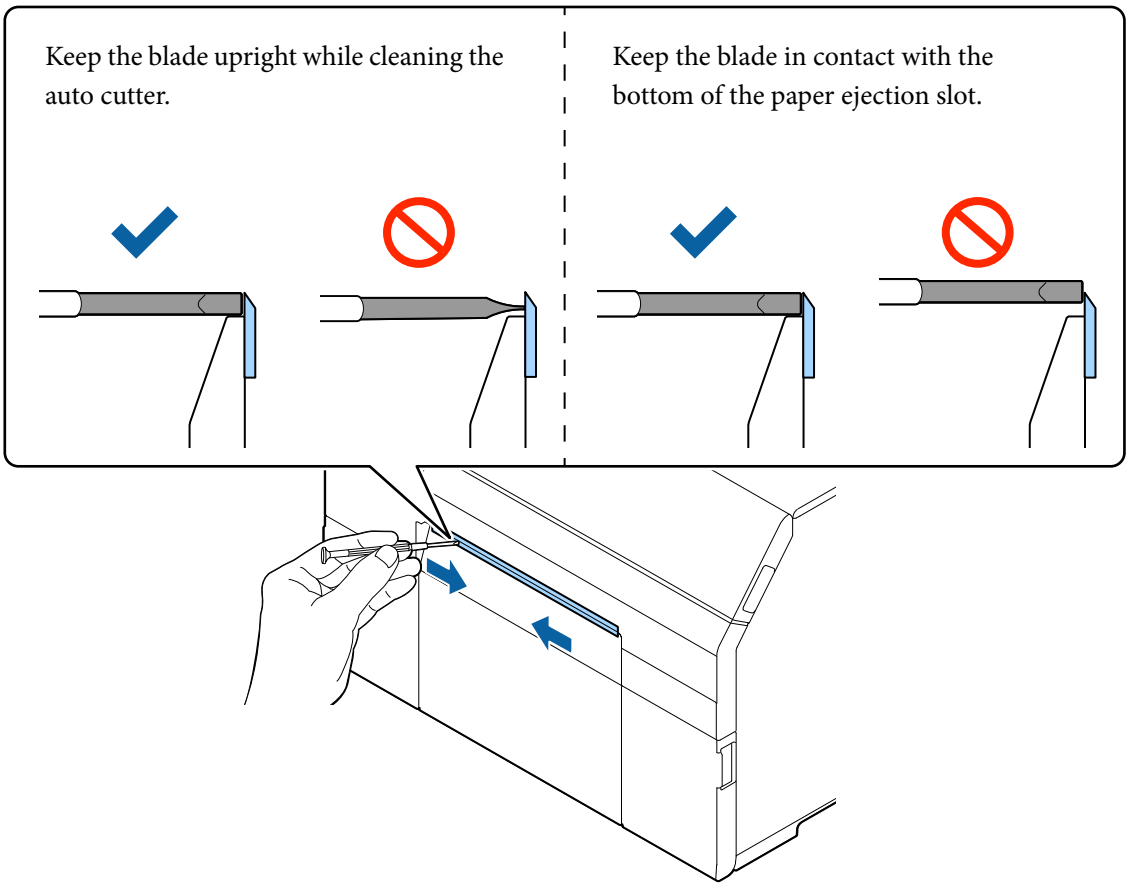
If labels, paper dust, or adhesive has adhered to the fixed blade of the auto cutter, the blade may become dull. Clean the fixed blade following the procedure below.



1 **If paper has been loaded, remove it.**
("How to Remove Paper (For the Auto Cutter Model)" on page 62)

2 **Turn off the printer, and unplug the power cable.**

3 **As shown in the figure below, scrape off adhered materials stuck to the fixed blade using a flat-blade screwdriver (blade width: 1.8 mm to 3 mm). Start scraping from each end toward the center.**

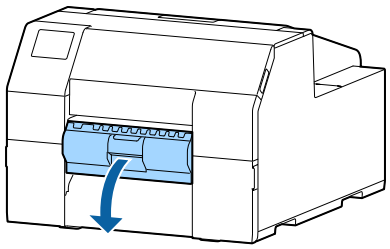


Cleaning the Peeler (Peeler Model Only)

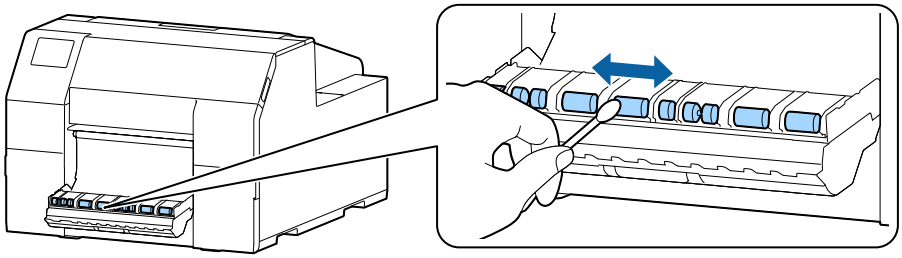
If labels, paper dust, or adhesive has adhered to the peeler, the print quality may decline.
To maintain good print quality, it is recommended to clean the peeler every day.
Clean the peeler following the procedure below.

1 **Make sure the printer has been turned off.**

2 **Open the peeler cover.**
If paper has been loaded, remove it.
("How to Remove Paper (For the Peeler Model)" on page 63)



3 **Clean the roller using a cotton swab moistened with alcohol.**
Completely remove dirt from the roller.



Cleaning the Edge Guides

If labels, paper dust, or adhesive has adhered to the edge guides, paper may get jammed, or printing position may become incorrect.

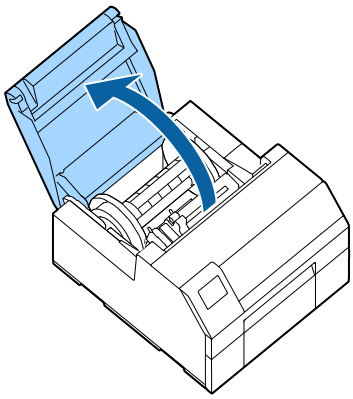
Clean the edge guides following the procedure below.

1 **Make sure the printer has been turned off.**

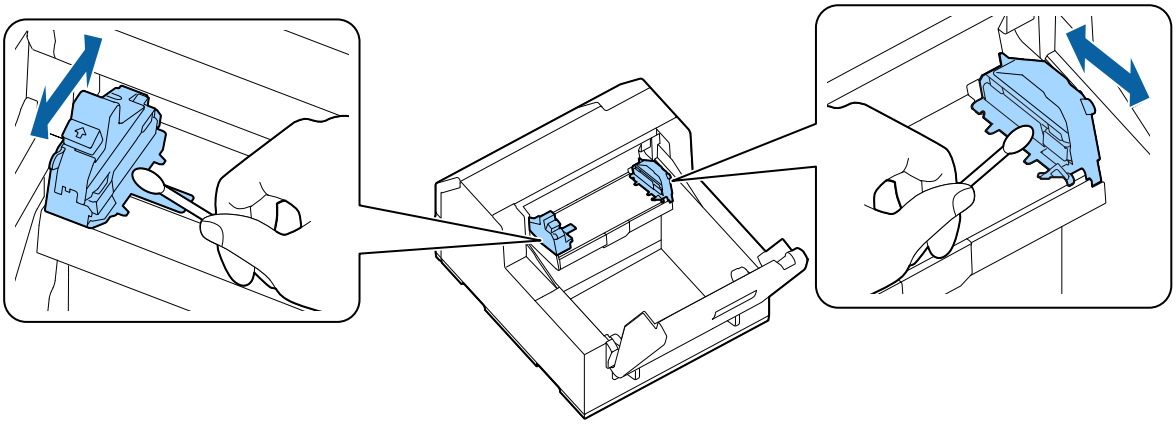
2 **Open the paper cover.**

If paper has been loaded, remove it.

("How to Remove Paper (For the Auto Cutter Model)" on page 62, "How to Remove Paper (For the Peeler Model)" on page 63)



3 **Clean the edge guides using a cotton swab moistened with alcohol.**



Cleaning the Platen

If labels, paper dust, or adhesive has adhered to the platen, paper may get jammed, or printing position may become incorrect.

Clean the platen following the procedure below.

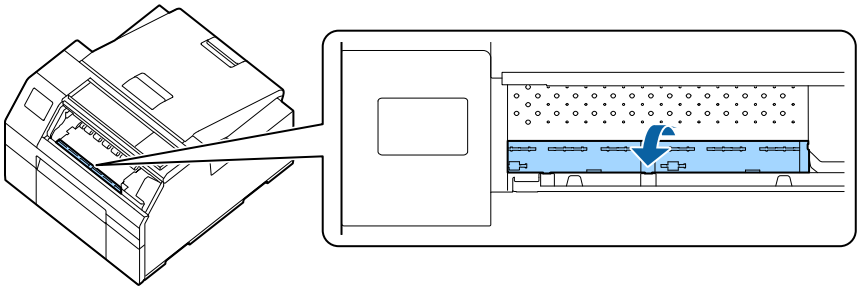
1 **Make sure the printer has been turned off.**

2 **If paper has been loaded, remove it.**

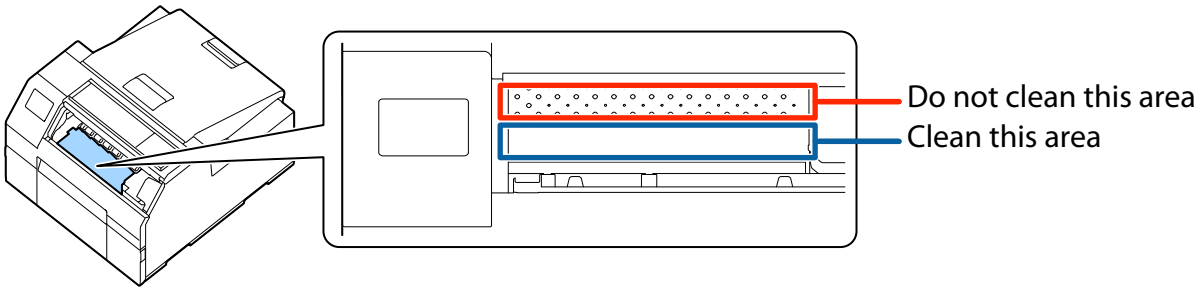
("How to Remove Paper (For the Auto Cutter Model)" on page 62, "How to Remove Paper (For the Peeler Model)" on page 63)

3 **Open the front cover.**

4 **Raise the paper holder unit.**



5 **Use a cloth or cotton swab to remove adhesive adhered to the platen.**



6 **Lower the paper holder unit.**

Cleaning the Paper Feed Roller

If paper dust or adhesive has adhered to the paper feed roller, paper may get jammed, or faint or blurred image may be printed.

Clean the roller following the procedure below.

CAUTION

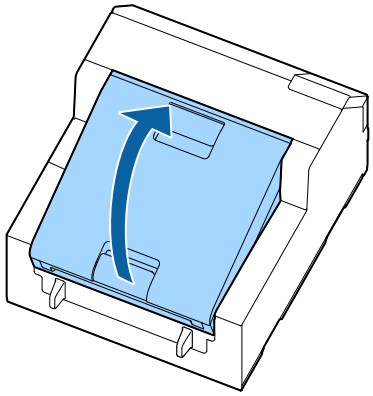
When cleaning the paper feed roller, do not use a material other than labels. Doing so may damage the roller resulting in paper jam, or faint or blurred printout.

1 Check that the printer has been turned off.

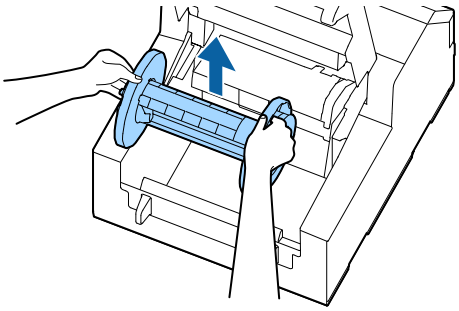
2 Open the paper cover.

If paper has been loaded, remove it.

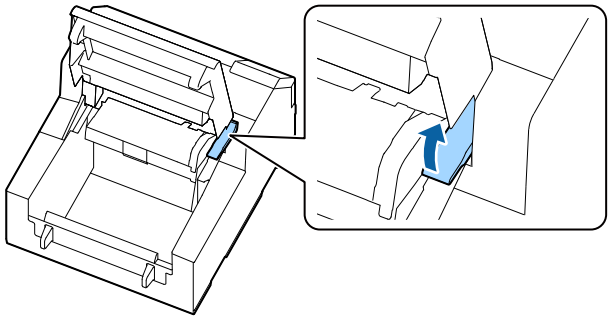
("How to Remove Paper (For the Auto Cutter Model)" on page 62, "How to Remove Paper (For the Peeler Model)" on page 63)



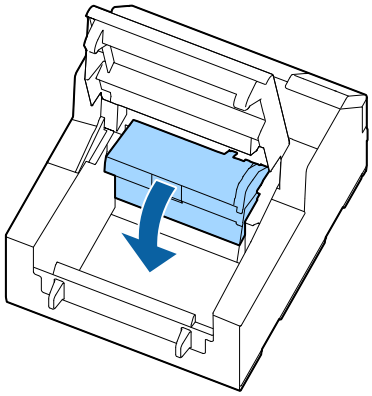
3 Remove the spindle.



4 **Raise the release lever.**

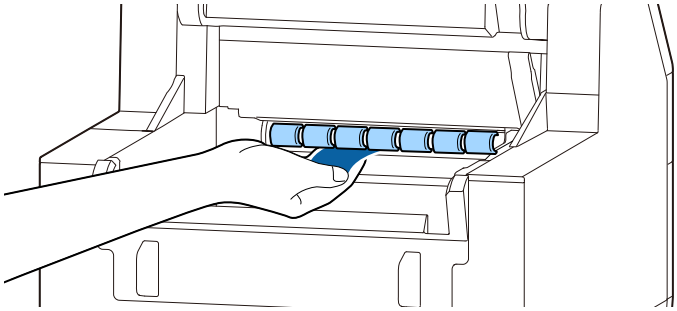


5 **Open the paper guide unit.**

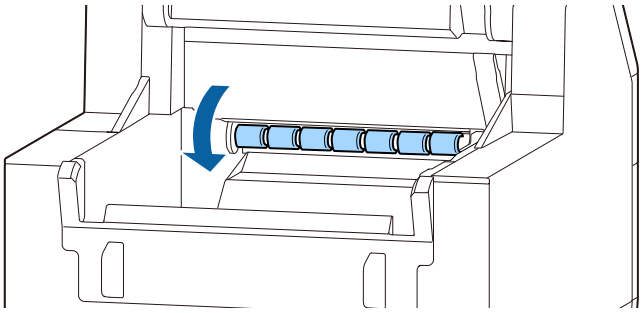


6 **Attach adhesive side of a label to the roller, and peel it off slowly. Repeat this action until paper dust or adhesive is completely removed from side to side of the roller.**

If some labels have stuck on the roller, carefully remove them as they can cause a paper jam.



7 **Rotating the roller by hand, remove paper dust or adhesive from entire surface of the roller.**



Cleaning the Paper Pressure Roller

If paper dust or adhesive has adhered to the paper pressure roller, paper may get jammed, or faint or blurred image may be printed.

Clean the roller following the procedure below.

CAUTION

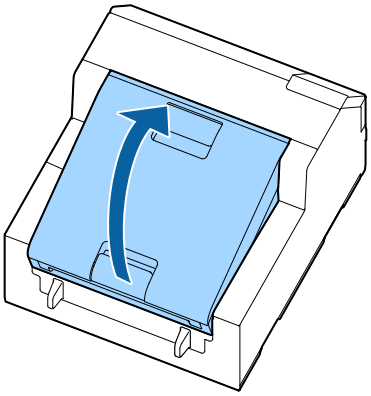
When cleaning the paper pressure roller, do not use a material other than labels. Doing so may damage the roller resulting in paper jam, or faint or blurred printout.

1 Check that the printer has been turned off.

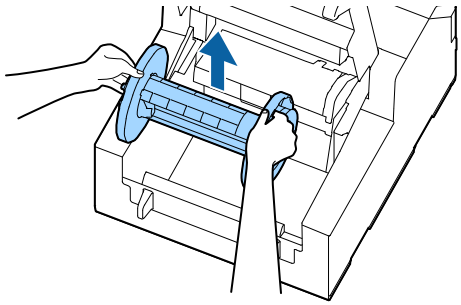
2 Open the paper cover.

If paper has been loaded, remove it.

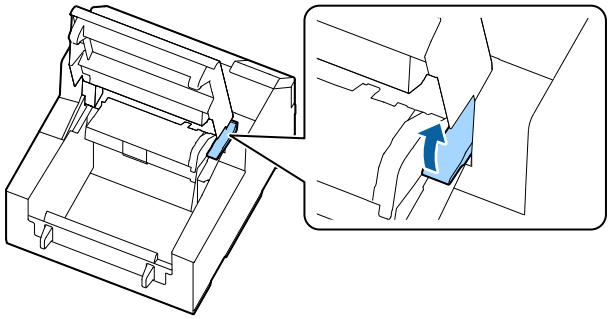
("How to Remove Paper (For the Auto Cutter Model)" on page 62, "How to Remove Paper (For the Peeler Model)" on page 63)



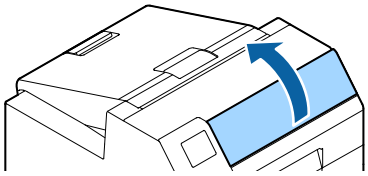
3 Remove the spindle.



4 **Raise the release lever.**

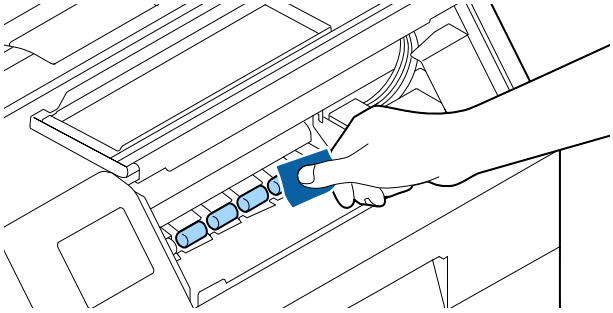


5 **Open the front cover.**

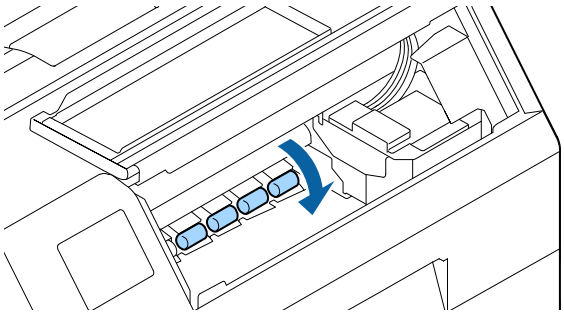


6 **Attach adhesive side of a label to the roller, and peel it off slowly. Repeat this action until paper dust or adhesive is completely removed from side to side of the roller.**

If some labels have stuck on the roller, carefully remove them as they can cause a paper jam.



7 **Rotating the roller by hand, remove paper dust or adhesive from entire surface of the roller.**

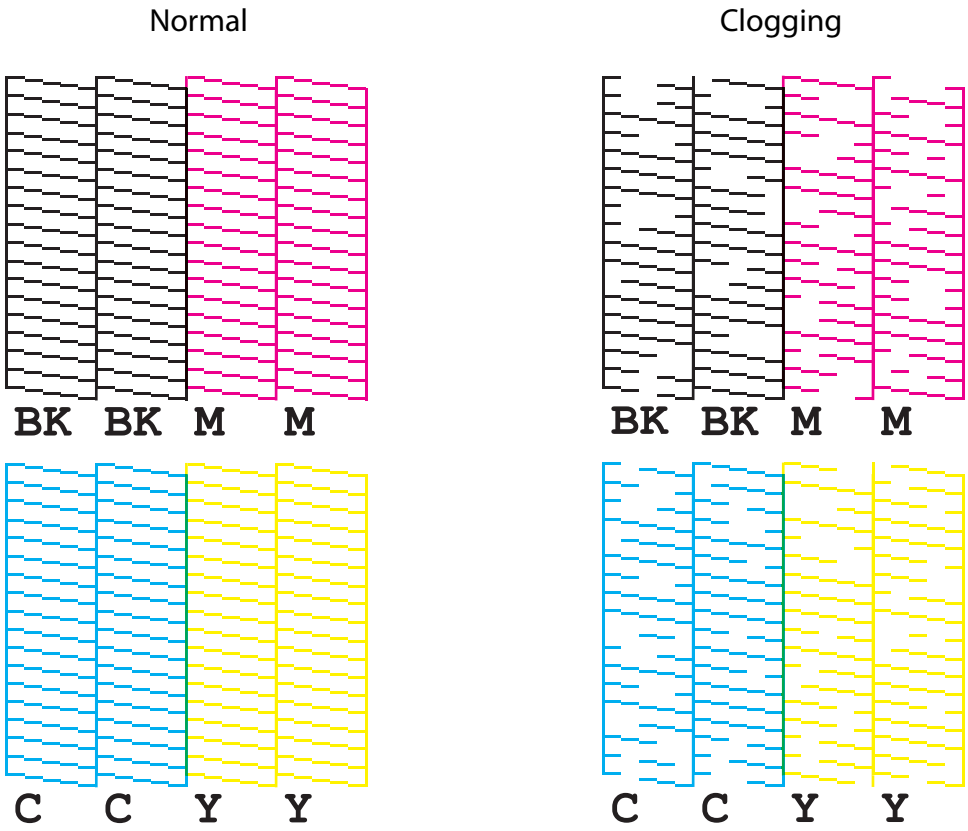


Print Head Cleaning

If the nozzles are clogged, faint colors, banding, or unintended colors appear on printouts. When such print quality problems occur, print nozzle check patterns and check for nozzle clogging.

("Test Print" on page 68)

Example of the nozzle check patterns with gloss black ink



If nozzles are clogged, run a print head cleaning. Run [Power Cleaning] only when nozzle clog is not cleared by running [Print Head Cleaning].

To run a print head cleaning, select the menu as described below.

The [Power Cleaning] consumes ink more than [Print Head Cleaning].

Using the Operation Panel

[Menu] - [Maintenance] - [Print Head Cleaning]
[Menu] - [Maintenance] - [Power Cleaning]

Using the Printer Driver

Click [Print Head Cleaning] or [Power Cleaning] on the [Printer Utilities] window.

Using the WebConfig

Select [Print Head Cleaning] on the [Maintenance] window. Then select the cleaning type from [Auto] or [Power Cleaning], and then click [Start].

IMPORTANT

If the firmware version of the printer is other than TS05JC, TS06JC, TS26JC, TS19K2, TS25K3, or TS21K5, you will be prompted to set an administrator password when WebConfig is started for the first time. Set the password on the setting page.

Storing the Printer After Ink is Charged

Preparation for Long-Term Storage

If you need to store the printer for long periods after installing the ink cartridges, follow the procedure below.

1 **Run the nozzle check to confirm that the print head nozzles are not clogging and there is no problem with the print quality. If the print quality is not good, run a print head cleaning.**

See"Test Print" on page 68 .

CAUTION	If you store the printer without solving the print quality problem (nozzle clogging), ink inside the nozzles may get hard and the print quality problem may become unrecoverable when you start using the printer again.
	If you have transported the printer after installing the ink cartridges, nozzle clogging may occur due to vibrations applied to the printer during the transport.

2 **When printing is finished, press the (Power) button to turn off the printer.**

CAUTION	Especially when storing the printer for long periods, make sure to turn it off using the (Power) button.

3 **Store the printer in a cool and dark place.**

For information about environmental requirements for storing the printer, see "Environmental Specifications" on page 325.

CAUTION	The storage life of the ink cartridges is six months.
	Make sure to store the printer with all ink cartridges installed.

Transporting or Storing the Printer at -10°C (With Matte Black Ink Installed)

If the ambient temperature becomes -10°C or lower, the print head may be damaged. If -10°C or lower ambient temperature is expected, discharge ink in advance following the procedure below.

IMPORTANT

- Since ink is discharged to the maintenance box, the box needs to have enough remaining space for the discharged ink. If the remaining space in the box is not enough, have a new maintenance box ready for replacement.
- During the ink discharging work, keep the ambient temperature between 5 to 35 degrees C.
- While the printer is discharging ink, do not open any cover or turn off the printer.

1 If paper has been loaded, remove it.

2 Select the menus on the operation panel in the order shown below.
[Menu] - [Maintenance] - [Ink Discharging]

3 When a confirmation message is displayed, select [Start].
Ink discharging is started. When discharging ink is finished, the printer is automatically turned off.

When you use the printer next time, you need to recharge ink to the printer.
When the printer is turned on, a confirmation screen for recharging ink appears. Select [OK] to start recharging ink. It takes about 5 to 14 minutes. When recharging ink is finished, a home screen appears.

For Using the Printer after Long Storage

When using the printer after storing it for long periods, follow the procedure below.

1 Check the ink cartridges to see if they are expired.

Replace the ink cartridges with new ones in the following cases.
For instructions on how to replace the cartridges, see "Installing the Ink Cartridges" on page 38.

- Three years or more have passed from the manufacturing date.
- Six months or more have passed from when the cartridge was installed in the printer.

2 Turn the printer on.
The auto self-check function checks the nozzles for clogging and run a cleaning.

CAUTION

While the printer is running the print head cleaning, do not turn off the power or open the ink cartridge cover, front cover, paper cover, and the maintenance box cover.

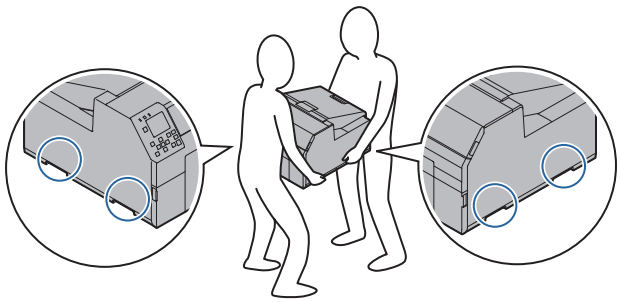
3 Run the nozzle check to confirm that the print head nozzles are not clogging and there is no problem with the print quality.

For Transporting the Printer

When transporting the printer, make sure to follow the guidelines below.

CAUTION

- The weight of the printer is approximately 26 kg. When lifting the printer, make sure to lift it by two people placing the hands at the dents on the printer. If you put your hands on the other portions of the printer to lift it, the printer may get damaged.



- Make sure to remove paper before transporting the printer.
- Do not remove the ink cartridges and the maintenance box for transporting the printer.
- When turning off the printer for transporting, make sure to turn off the printer with the ⏻ (Power) button.
- Do not let the printer tilt to all directions by 10 degrees or more during transportation. Otherwise, the printer may fall down causing an accident.
- Do not let the printer upside down or lay on its side during transportation.

Troubleshooting

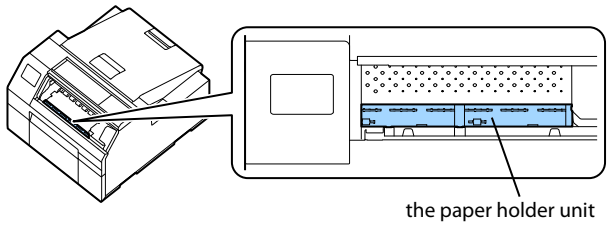
A message is displayed on the operation panel.

Message	Meaning	Solution
Information Close the paper cover.	The paper cover is open.	Close the paper cover. ("Part Names and Functions" on page 19)
Information Close the front cover.	The front cover is open.	Close the front cover. ("Part Names and Functions" on page 19)
Information Close the release lever.	The release lever is open.	Close the release lever. ("Part Names and Functions" on page 19)
Information Close the paper guide unit.	The paper guide unit is open.	Close the paper guide unit. ("Part Names and Functions" on page 19)
Information Close the maintenance box cover.	The maintenance box cover is open.	Close the maintenance box cover. ("Part Names and Functions" on page 19)
Information Close the ink cartridge cover.	The ink cartridge cover is open.	Close the ink cartridge cover. ("Part Names and Functions" on page 19)
Information Paper feed error. Load the paper or change the media source setting.	The loaded paper is different from the [Media Source] and [Media Form] settings.	Use paper that matches the [Media Source] and [Media Form] settings. Or change the [Media Source] and [Media Form] settings to match them with the loaded paper. ("Media Settings" on page 46)
Information Cannot detect the roll paper. Reload the paper or change the media detection setting.	The loaded paper is different from the [Media Detect] settings.	Use paper that matches the [Media Detect] settings. Or change the [Media Detect] settings to match them with the loaded paper. ("Media Settings" on page 46)
Information Cannot detect the fanfold paper. Reload the paper or change the media detection setting.	The loaded paper is different from the [Media Detect] settings.	Use paper that matches the [Media Detect] settings. Or change the [Media Detect] settings to match them with the loaded paper. ("Media Settings" on page 46)
(On the home screen) Load paper.	There is no paper.	Load paper. ("Opening the Paper Cover" on page 47)
Information The size of the loaded paper is incorrect. Replace the paper.	The media size differs from the print data size.	Load media that matches the print area size. Or change the print area to match it with the media size. ("Media Settings" on page 46)
Information The roll paper is not loaded.	The roll paper is not loaded.	Load roll paper. ("Opening the Paper Cover" on page 47)

Message	Meaning	Solution
Information The fanfold paper is not loaded.	The fanfold paper is not loaded.	Load fanfold paper. ("Opening the Paper Cover" on page 47)
Information Paper jam.	A paper jam has occurred.	Remove the jammed paper and then load paper. ("Paper is jammed" on page 256)
Information The paper is not loaded correctly. Reload the paper.	The paper has not been loaded correctly.	Remove the paper, and then load the paper again. See "How to Remove Paper (For the Auto Cutter Model)" on page 62 or "How to Remove Paper (For the Peeler Model)" on page 63, and "Opening the Paper Cover" on page 47 If this error occurs during loading paper, reload the paper in accordance with the following procedure. Open the paper cover --> Remove paper from the upper paper guide --> Close the paper cover --> Press the Pause button When the home screen is displayed on the operation panel, open the cover and then load the paper. ("Loading Paper" on page 48.) If the error still occurs, check that the gap detectors are positioned correctly. ("Adjusting Gap Detector" on page 222.)
Information Calibration failed. Press the OK button. Then reload or replace the paper.	Calibration is failed.	Make sure that the paper loaded in the printer matches the paper detection method (gap or black mark), and reset the paper. ("Opening the Paper Cover" on page 47) If the error still occurs, the detector cannot handle the paper. Replace the paper.
Information The paper has already been cut and cannot be cut.	The printer failed to cut the paper.	This error occurs when you press the Cut button at the position where the paper is already cut. Feed the paper by printing or pressing the Feed button to enable the Cut button.
Maintenance Error The ink cartridge is not installed correctly.	An ink cartridge is not installed.	Install an ink cartridge with a sufficient amount of ink remaining. ("Replacing the Ink Cartridges" on page 39)
(On the home screen, an exclamation mark on the ink levels)	The ink level is low.	Prepare a new ink cartridge to be replaced with the low-ink-level cartridge. If you continue to use the low-ink-level cartridge, you may be required to replace it during printing. If you replace the cartridge during printing, you may see a difference in color between colors printed by the old cartridge and colors printed by the new one due to a difference in ink drying status. If it is not acceptable for you, replace the ink cartridge with a new one before starting printing. ("Replacing the Ink Cartridges" on page 39) The removed ink cartridge can be installed again and used until you are prompted to replace it.

Message	Meaning	Solution
Information You need to replace Ink Cartridge(s).	The printer cannot print because the ink cartridge is expended.	Install an ink cartridge with a sufficient amount of ink remaining. ("Replacing the Ink Cartridges" on page 39)
Maintenance Error Cannot recognize the ink cartridge. Select "Next" to clear the error.	The ink cartridge information cannot be read.	Reinstall the ink cartridge. If the error reoccurs, replace the ink cartridge with a new one. ("Replacing the Ink Cartridges" on page 39)
Information You have not installed genuine Epson ink cartridges.	The installed ink cartridges are not genuine Epson cartridges.	For the best performance of the printer, it is recommended to use genuine Epson ink cartridges. Use of non-genuine Epson ink cartridges can adversely affect the printer and print quality and prevent the printer from realizing its maximum performance. Epson cannot guarantee the quality and reliability of non-genuine Epson products. Repairs for any damage or breakdown of this product due to the use of non-genuine Epson products will not be free of charge even if the warranty period is still valid.
Information This ink cartridge is inapplicable.	The installed ink cartridges are not the cartridges for this printer.	Because the installed ink cartridges are not the ones for this printer, an error such as a cartridge detection error may occur.
Maintenance Error A maintenance box is not installed. Model number: SJMB6000/6500	A maintenance box is not installed.	Install a new maintenance box. ("Replacing the Maintenance Box" on page 41)
Maintenance Error Cannot recognize the maintenance box. Model number: SJMB6000/6500	The printer cannot read the information of the maintenance box.	Reinstall the maintenance box. If the error reoccurs, replace the maintenance box with a new one. ("Replacing the Maintenance Box" on page 41)
(On the home screen) The Maintenance Box is nearing end of its service life.	The maintenance box is near full.	Prepare a new maintenance box to be replaced with the near-full maintenance box. When a message saying "The Maintenance Box is at the end of its service life. You need to replace it." is displayed, replace the maintenance box.
Maintenance Error The Maintenance Box is at the end of its service life. You need to replace it. Model number: SJMB6000/6500	The printer cannot print because the maintenance box has no remaining amount of space.	Replace the maintenance box with a new one. ("Replacing the Maintenance Box" on page 41)

Message	Meaning	Solution
Information Memory Full. Document was not printed.	Printing is impossible because the printer has run out of memory.	Delete unnecessary files.
(On the home screen) Maintenance Request: Replace Parts Soon XXXXXXXX	The printer internal parts have almost reached the end of their service life.	You will need to replace the parts. Contact qualified service personnel for advice. When contacting, tell the person the "XXXXXXXX" (a 6- or 8-digit alphanumeric code). This message cannot be cleared until the part is replaced. If the part reaches the end of its service life, printing is disabled.
Maintenance Request: End Of Parts Service Life Turn on the printer again. See your documentation for more details. XXXXXXXX	The printer internal parts have reached the end of their service life.	Printing is disabled until you replace the parts. Contact qualified service personnel for advice. When contacting, tell the person the "XXXXXXXX" (a 6- or 8-digit alphanumeric code).
Printer Error Turn on the printer again. See your documentation for more details. XXXXXX	A printer error has occurred.	1. Turn off the printer. 2. Check that there is no paper jam or foreign materials near the ejection slot. 3. Turn the printer on. If the printer error still occurs, contact qualified service personnel for advice. When contacting, tell the person the "XXXXXXXX" (a 6- or 8-digit alphanumeric code).
Information Device restarted due to a system error.	A system error has occurred.	If the printer does not function normally after being restarted, contact qualified service personnel for advice. When contacting, tell the person the "XXXXXXXX" (a 6- or 8-digit alphanumeric code).
Information Cannot start cleaning because ink is low. Printer features except cleaning are available.	The remaining amount of ink is not sufficient for the print head cleaning.	When running the cleaning, install ink cartridges with a sufficient amount of ink remaining. ("Replacing the Ink Cartridges" on page 39)
Information Remove the label.	The printed label has not been removed.	Remove the labels from the peeler. If the error is not cleared, press the Peeler Reset button.
Information The print quality may decrease because the nozzles are clogged.	The print head nozzles are clogging.	The print quality may decrease because the nozzles are clogged. If it is not acceptable, run a print head cleaning. ("Print Head Cleaning" on page 238)

Message	Meaning	Solution
Information Open front cover, and close paper hold unit.  	The paper holder unit is not completely closed.	Open the front cover, and then close the paper holder unit. When the paper holder unit is opened, a paper jam error may occur. If the paper jam error is not cleared, try the solutions described in the links below. Auto cutter model: "For the Auto Cutter Model" on page 256 Peeler model: "For the Peeler Model" on page 260
Information The print quality may decrease because the status of nozzles cannot be detected.	The ambient temperature is out of the operating temperature range.	Adjust the room temperature so that it falls within 5 to 35 degrees C.

Print Quality Problems

Status	Cause	Solution
Horizontal White Banding	The nozzles are clogging.	Print the nozzle check patterns to check the nozzles for clogging. ("Test Print" on page 68) If the nozzles are clogging, run a print head cleaning. ("Print Head Cleaning" on page 238)
Vertical White Banding	The printed label has been back-fed.	If printed labels are fed backward, the printed surface is damaged by the rollers located under the paper pressure unit. This can occur when the print mode is set to “Stop at Cut Position” or “Stop at Peel-Off Position”, and printed labels have not been removed after each print job is finished. Select a print mode option other than “Stop at Cut Position” or “Stop at Peel-Off Position”, or remove printed labels after each print job is finished. The print mode can be configured in the [Media Definition] settings of the printer driver. ("User-Defined Paper" on page 74)
White or Black Banding	The paper is not loaded correctly.	Reload the paper. ("Opening the Paper Cover" on page 47)
	The paper being used and the Media Coating Type setting differ.	Check the paper being used and the Media Coating Type setting of the printer driver. ("Printer Driver for Windows" on page 70)
	White banding or black banding can occur if the paper feeding setting is not appropriate for the paper used.	Adjust the paper feed settings. The adjustment is available in [Print Head Alignment] of PrinterSetting. ("Print Head Alignment" on page 160)

Status	Cause	Solution
Unintended Top and Bottom Margins are Generated	If die-cut label (without black marks) thinner than required thickness is used, the printer may not be able to correctly detect the labels and cause unintended top and bottom margins on each label. (The “top and bottom” used here means the beginning and end of labels in the paper feed direction.)	Carry out [Print start position adjustment (Vertical direction)] of PrinterSetting. Enter a minus correction value to reduce the top margin, and enter a plus correction value to reduce the bottom margin. ("Position adjustment" on page 147)
Printed Characters Look Blurred	Blurred print may occur when the printer settings are not appropriate for the thickness of the paper.	Carry out [Bi-directional Printing Adjustment] of PrinterSetting. ("Print Head Alignment" on page 160)
Printed Colors Are Wrong	If the printer is moved after initial charging, the specified colors may not be output (colors may be mixed) due to vibrations and impacts.	Run a head cleaning and check that colors are no longer mixed. ("Print Head Cleaning" on page 238)
Print position shifts	The edge guide is not set along the paper edge.	Check that the edge guide is properly set at the paper width position. ("Opening the Paper Cover" on page 47)
Paper is Smeared or Smudged with Ink	The paper being used and the Media Coating Type setting differ.	Check the paper being used and the Media Coating Type setting of the printer driver. ("Printer Driver for Windows" on page 70)
	If foreign matter is adhered to the head, the paper may be smeared with ink.	Run a print head cleaning. ("Print Head Cleaning" on page 238)
	If the platen vacuum is insufficient for the paper, the paper may rub against the print head and be smeared with ink.	Depending on paper used, manual adjustment of the platen vacuum is required. Carry out the manual adjustment using the printer driver following the steps below. 1. Display the [General] window of the printer driver. 2. Click [Advanced] in the [Media Settings] field. The advanced settings window appears. 3. Select the check box for [Platen Vacuum Manual Adjustment] in the [Paper Adjustment] field. The manual adjustment is enabled. 4. Move the slide bar to adjust the platen vacuum.

Status	Cause	Solution
Part of print data is rimmed/Auto cut or Peeling position is Incorrect	The paper being used and the media definition (size settings) do not match.	If the paper and the media definition of the printer driver do not match, printing may not be at the correct position. Set the media definition correctly. ("User-Defined Paper" on page 74)
	Shift of print and stop position may occur depending on the paper used.	Adjust the print start position using PrinterSetting. ("Position adjustment" on page 147)

Cannot Print

Status	Cause	Solution
Print Data is Sent, But Does Not Print (Peeler Model)	The label peeling detector is malfunctioning.	If printing is performed at a location exposed to strong light such as direct sun rays, etc., the label peeling detector may not work properly, making it impossible to perform printing. Press the Peeler Reset button to cancel the non-printing state.
Auto Paper Feeding does Not Start	The position of the gap detector is not correct.	Check the position of the gap detector. ("Adjusting Sensitivity of the Detectors and Threshold for Detecting Labels" on page 221)
	The sensor has failed.	If operation was normal up until now, the sensor has probably failed. Request repairs.
	The printer cannot detect the paper properly.	If you are using special paper, the paper may not be fed into printer automatically. Feed the paper manually. ("Feeding Paper into the Printer Manually" on page 67)
Paper is Fed and Ejected, and an Error Occurs Media Form: Continuous label (without black marks)	The paper being used differs from that of Media detection settings.	Check the paper being used and Media detection settings of the printer. ("Paper Source and Paper Detection Settings" on page 72)
Paper is Fed and Ejected, and an Error Occurs Media Form: Die-cut label (Gap)	The paper being used differs from that of Media detection settings.	Check the paper being used and Media detection settings of the printer. ("Paper Source and Paper Detection Settings" on page 72)
	The transmittance of the paper does not comply with the specifications.	If the transmittance of the paper differs, gaps may not be recognizable. Infrared light is used for gap detection, and the infrared transmittance of the backing paper needs to be the specified value or higher and the infrared transmittance of the label part needs to be the specified value or lower. Check the specifications of the paper, and use paper that complies with the printer specifications. ("Paper Specifications" on page 289) The gaps may become recognizable by adjusting the label gap detector. On the operation panel, select [Menu] - [Maintenance] - [Calibration] - [Simple Media Detect] in that order. If the problem is not resolved, carry out [Media Detect].
	The sensor has failed.	If operation was normal up until now, the sensor has probably failed. Request repairs.

Status	Cause	Solution
Paper is Fed and Ejected, and an Error Occurs Media Form: Continuous Label (BlackMark), Die-cut Label (BlackMark)	The paper being used differs from that of Media detection settings.	Check the paper being used and Media detection settings of the printer. ("Paper Source and Paper Detection Settings" on page 72)
	The black marks do not comply with the specifications.	If the reflectivity of the black marks is higher than the specified value, the black marks may not be recognizable. Infrared light is used for black mark detection, and the infrared reflectivity needs to be the specified value or lower. Check the specifications of black mark printing, and use black marks that comply with the printer specifications. The black marks may become recognizable by adjusting the black mark detector. On the operation panel, select [Menu] - [Maintenance] - [Calibration] - [Simple Media Detect] in that order. If the problem is not resolved, carry out [Media Detect].
	The sensor has failed.	If operation was normal up until now, the sensor has probably failed. Request repairs.

Network Connection Check Errors

Check the error number printed on the connection check report and take measures correspond to the error number.

For instructions on how to print the report, see "Printing the Network Connection Check Report" on page 30.

Error number	Solution
E-1	• Check that the LAN cable is securely connected to the printer and the other network devices such as a hub. • Check that the network device such as a hub is powered on.
E-8	• If you have set the printer's TCP/IP setting to auto, enable DHCP of the DHCP server. • If you have set the printer's TCP/IP manually, the IP address is out of the valid range, such as "0.0.0.0", and disabled. Set a valid IP address using the operation panel of the printer or using WebConfig.
E-9	Check the followings. • Is the device that uses the printer turned on? • From the device that uses the printer, is it possible to access the Internet and connect to other computer or network devices on the same network? If there is no problem in the above checks, but the device or other network device still cannot connect to the printer via the network, configure the network settings again.
E-10	Check the followings. • Are other devices on the network turned on? • If you have set the printer's TCP/IP settings manually, is the network address (IP address, subnet mask, and default gateway) correct? If the network address is incorrect, correct it. You can check the IP address, subnet mask, and default gateway in the network settings column on the connection check report. If you have enabled DHCP, set the IP address to Auto in the printer's TCP/IP settings. If you want to set the IP address manually, check the printer's IP address in the network settings column on the connection check report, then set the address in the printer's network settings screen. Set the subnet mask to "255.255.255.0".
E-11	Check the followings. • If you have set the printer's TCP/IP settings manually, is the default gateway address correct? • Is the device specified for the default gateway turned on? Set the correct default gateway address. You can check the default gateway address in the network settings column on the connection check report.

A message is displayed on the computer screen

If the following screen appears, resolve the problem following the instructions on the screen.

Printing from a computer is impossible or becomes suddenly impossible

Checking Whether the Printer Driver Is Installed

Check whether or not the required software and applications are installed on the computer.

To print with this printer, a printer driver is required. Check whether or not the printer driver is installed by following the steps below.

1 **Display Devices and Printers on the computer.**

2 **Check that the printer name is displayed.**

If not, the printer driver is not installed.

3 **Install the printer driver.**

("Printing the Network Connection Check Report" on page 30)

Reconnecting the Printer and Computer

1 **Check the cable connections.**

Check that the power cable and the USB cable or wired LAN cable are connected properly.

2 **Reconnect all of the devices.**

For USB connection

- Disconnect the USB cable and then reconnect it.
- If the computer has multiple USB ports, connect the cable to a different port.

For wired LAN connection

- Device connected by wired LAN may have become unstable. Restart the network function.
- Turn off the all devices.
- Wait for about 10 seconds. Then turn on the devices from the networking device, the computer, and then the printer in that order.

3 **Check that data is sent from the computer to the printer.**

For the check procedure, see "Checking the Print Data" on page 255.

Checking the [Devices and Printers]

If the printer icon is not displayed in the [Devices and Printers] window, the printer device may have been deleted. Add the printer again following the procedure below.

1 **Turn the printer off.**

2 **Disconnect the USB cable from the computer.**

3 **Wait for about 10 seconds, and then reconnect the USB cable to the computer.**

4 **Turn the printer on.**
The printer icon is now displayed in the [Devices and Printers] window.

Checking the Print Data

If print data is not sent from a computer to the printer, it may be caused by print jobs remaining on the computer, or print jobs that has been paused or offline setting.
Check it following the procedure below.

1 **Display Devices and Printers on the computer.**

2 **Set the printer as the default printer.**
Right-click the icon of the printer to be used and then click Set as default printer.
If the printer is installed multiple times, copies of the printer driver may be created.
If there is more than one printer icon and you find a copied one such as “CW-C6XXX (Copy 1)”, right-click on the copied icon and then delete it by clicking Remove device.

3 **Perform a test print to check whether or not the print data is sent to the printer.**
Right-click the icon of the printer being used and then click Printer properties.

4 **The printer properties screen of the printer driver appears. Click Print Test Page on the General tab.**
If the test print is successful, you have confirmed that data is sent from the computer to the printer.

5 **Display the print job. Right-click the icon of the printer being used and then click See what's printing.**

6 **A screen appears. Check the print job.**
If print data is displayed, select [Printer] - [Cancel All Documents].
If the print data cannot be deleted, restart the computer.

7 **Check “Pause Printing” or “Use Printer Offline” is not set for the printer.**
Select Printer and make sure that “Pause Printing” or “Use Printer Offline” is not checked. If any of them is checked, clear the check mark.

The printer does not turn on

Check that the power cable is connected to the printer and outlet properly. ("Connecting the Power Cable" on page 35)

Print Job is Canceled on PC but “Printing” Message on Printer Does Not Disappear

If you cancel printing in printer queue on the computer, it may cause the print data to break up and “Printing” may be kept displayed on the operation panel of the printer.

To cancel the status, press the Cancel button on the operation panel, and then select [All label formats].

Error Beep Sound Does Not Stop

If the printer has been set to sound the error beep continuously, press the (home) button or the (back) button on the operation panel to stop the beep sound.

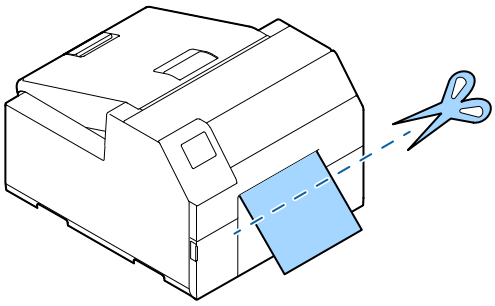
Paper is jammed

This section describes how to resolve the problem when the paper is jammed. Videos that show the procedure are also available. Click the URL below to view the videos.

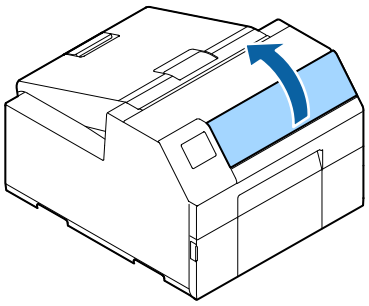
<https://support.epson.net/p_doc/790/>

For the Auto Cutter Model

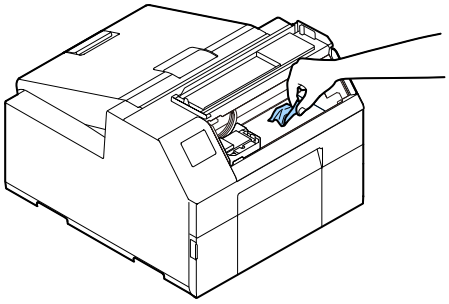
1 **Cut the paper near the paper ejection slot.**



2 **Open the front cover.**

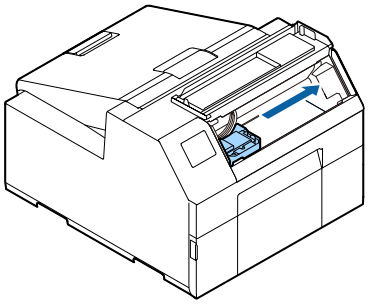


3 **If there are ripped pieces of paper on the platen, remove them.**



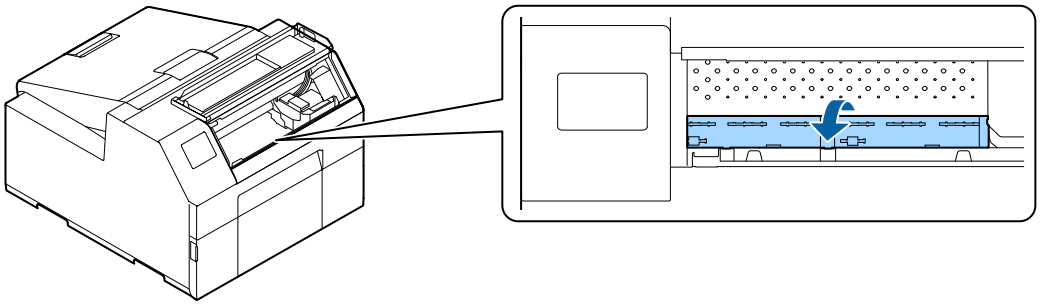
4 **If the print head is not on the far right, hold it down and move it to the far right.**

If there is jammed paper on the position that the print head was stopped, remove it.



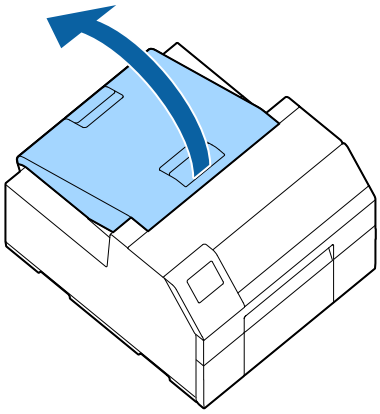
5 **Raise the paper holder unit, and then remove any jammed paper.**

Do not touch the roller at the bottom of the paper holder unit with your hand. Doing so may cause injury. ("Caution Label" on page 10)

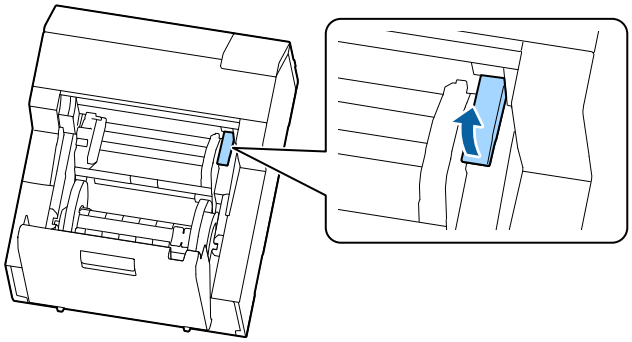


6 **Lower the paper holder unit.**

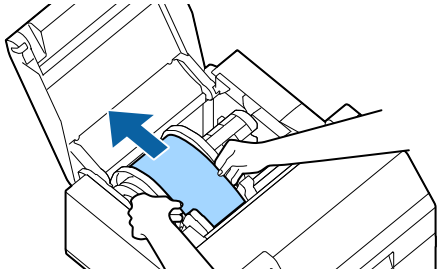
7 **Open the paper cover.**



8 **Raise the release lever.**

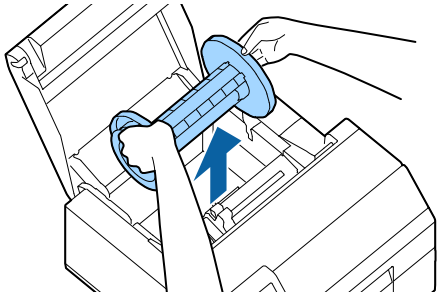


9 **Pull the paper out from the paper feed slot.**

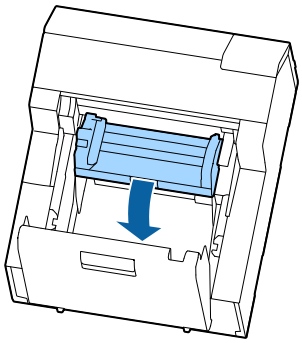


10 **Remove the spindle, if present.**

As shown in the figure, hold the spindle and flange with both hands, and remove them.



11 **Raise the paper guide unit, and then remove any jammed paper from the inside.**



12 **Close the paper guide unit.**

13 **Lower the release lever.**

14 **Close the paper cover.**

15 **Close the front cover.**

16 **Press the [Pause] button.**

The paper jam error will be cleared.

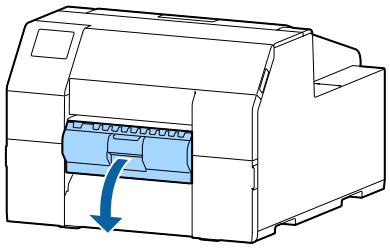
To resume printing, load the paper again.

("How to Load Paper (Auto Cutter Model - Supply from Inside)" on page 49, "How to Load Paper (Auto Cutter Model - Supply from Outside)" on page 53)

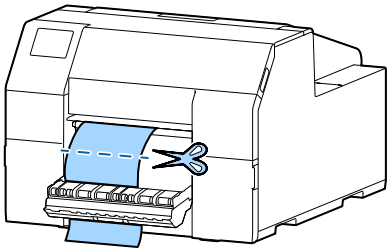
After removing jammed paper, make sure that there is no labels or adhesive left inside the printer.
If you use the printer without removing them, it leads to frequent paper jams, or may cause poor print quality.
If paper jam occurs frequently, clean the inside of the printer.
("Cleaning the Printer" on page 227)

For the Peeler Model

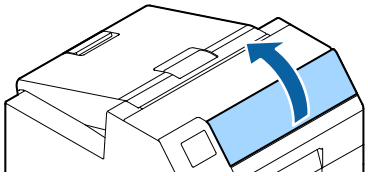
1 **Open the peeler cover.**



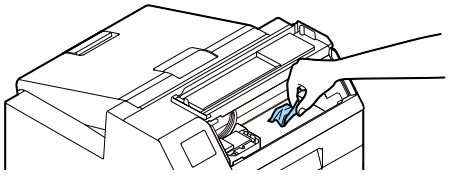
2 **Cut the paper near the paper ejection slot.**



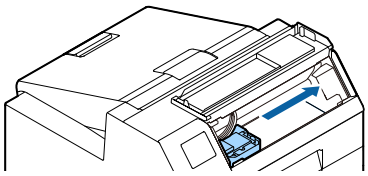
3 **Open the front cover.**



4 **If there are ripped pieces of paper on the platen, remove them.**

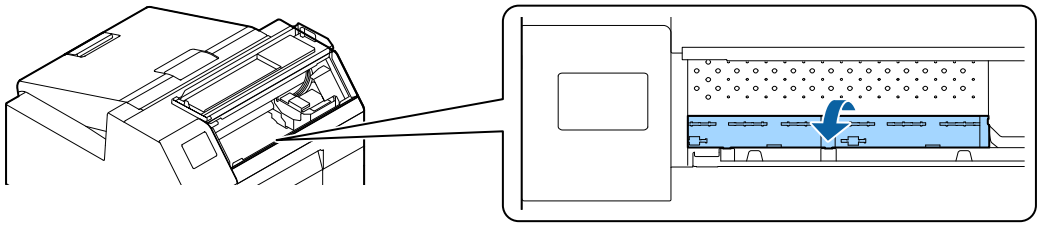


5 **If the print head is not on the far right, hold it down and move it to the far right.**
If there is jammed paper on the position that the print head was stopped, remove it.



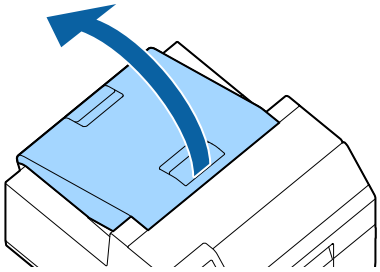
6 **Raise the paper holder unit, and then remove any jammed paper.**

Do not touch the roller at the bottom of the paper holder unit with your hand. Doing so may cause injury. ("Caution Label" on page 10)

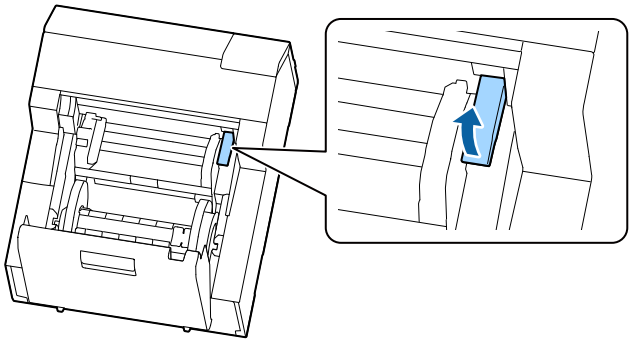


7 **Lower the paper holder unit.**

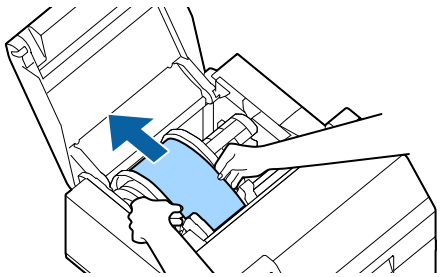
8 **Open the paper cover.**



9 **Raise the release lever.**

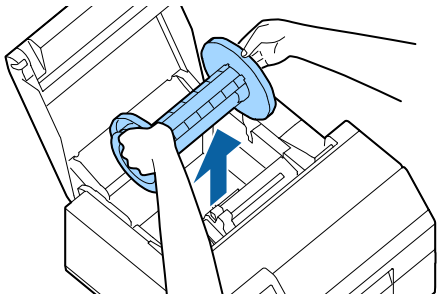


10 **Pull the paper out from the paper feed slot.**

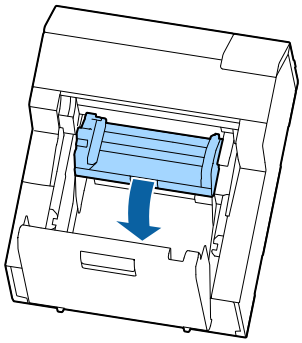


11 **Remove the spindle, if present.**

As shown in the figure, hold the spindle and flange with both hands, and remove them.



12 **Raise the paper guide unit, and then remove any jammed paper from the inside.**



13 **Close the paper guide unit.**

14 **Lower the release lever.**

15 **Close the paper cover.**

16 **Close the front cover.**

17 **Close the peeler cover.**

18 **Press the [Pause] button.**

The paper jam error will be cleared.

To resume printing, load the paper again.

("How to Load Paper (Peeler Model - Supply from Inside)" on page 57)

After removing jammed paper, make sure that there is no labels or adhesive left inside the printer.
If you use the printer without removing them, it leads to frequent paper jams, or may cause poor print quality.
If paper jam occurs frequently, clean the inside of the printer.
("Cleaning the Printer" on page 227)

Information for Application Development

This chapter provides printer control methods and other information necessary for developing an application.

How to Control the Printer

The printer control method differs depending on how to print from the printer.

Application specifications	Printer control method	Page
Print using the printer driver that is installed following the setup workflow described in chapter 2.	Use the printer driver.	Page 70
Print using your application developed with reference to Epson Inkjet Label Printer SDK.	Use the Epson Inkjet Label Printer SDK commands.	Page 264
Print using your application that directly controls ESC/Label commands.	Use the ESC/Label commands.	Page 264
Print using an existing application and printer driver that were used for a ZPL II compatible monochrome printer. Change from preprint system to on-demand print system.	Change the printer settings to replace the printer.	Page 267

Using the Epson Inkjet Label Printer SDK

The SDK provides you an environment required for your application to print through the Epson printer driver. The followings are included.

Item	Description
Epson Inkjet Label Printer SDK User's Guide	Describes overview of Epson Inkjet Label Printer SDK configuration, functions required for controlling the Epson inkjet label printer from an application, how to use the sample programs, and printer driver settings that need to be configured in advance.
EPDI (EPSON Printer Driver Interface)	EPDI (EPSON Printer Driver Interface) provides application programming interfaces of Epson printer driver. By using the EPDI, you can configure the Epson printer driver settings from your application. For details about EPDI and information necessary to use it on your application programming, see "EPDI for Inkjet Label Printer Reference Guide" included in this SDK.
EpsonNet SDK	EpsonNet SDK provides API commands to get status of Epson inkjet label printer. For details about the API and information necessary to use it on your application programming, see "EpsonNet SDK for Windows Reference Guide" included in this SDK.
Label Print Sample Program	Provides executable files and source files of the program that perform printing from Epson inkjet label printer using Epson Inkjet Label Printer SDK. For instructions on how to use the sample programs, see "Epson Inkjet Label Printer SDK User's Guide".

Operating Environment

OS	Refer to the Appendix.
Software	Printer driver (Download from the web site or install using Install Navi that is launched from the supplied CD*.) .NET Framework Ver.3.5 (not provided by Epson. Please get the software by yourself.) *Depending on country or region, the CD does not come with the printer.

How to Get Software

Contact qualified service personnel.

Using the ESC/Label Commands

The ESC/Label commands allow you to print directly from your application without using the printer driver. For more details about ESC/Label commands, contact qualified service personnel.

Replacing from ZPL II Compatible Monochrome Printer

If you want to print from the printer using an existing application and printer driver that were used for a ZPL II compatible monochrome printer, you need to change the printer settings so that they match with the settings of the ZPL II compatible monochrome printer.

Changing from Two-Step Printing to One-Step Printing

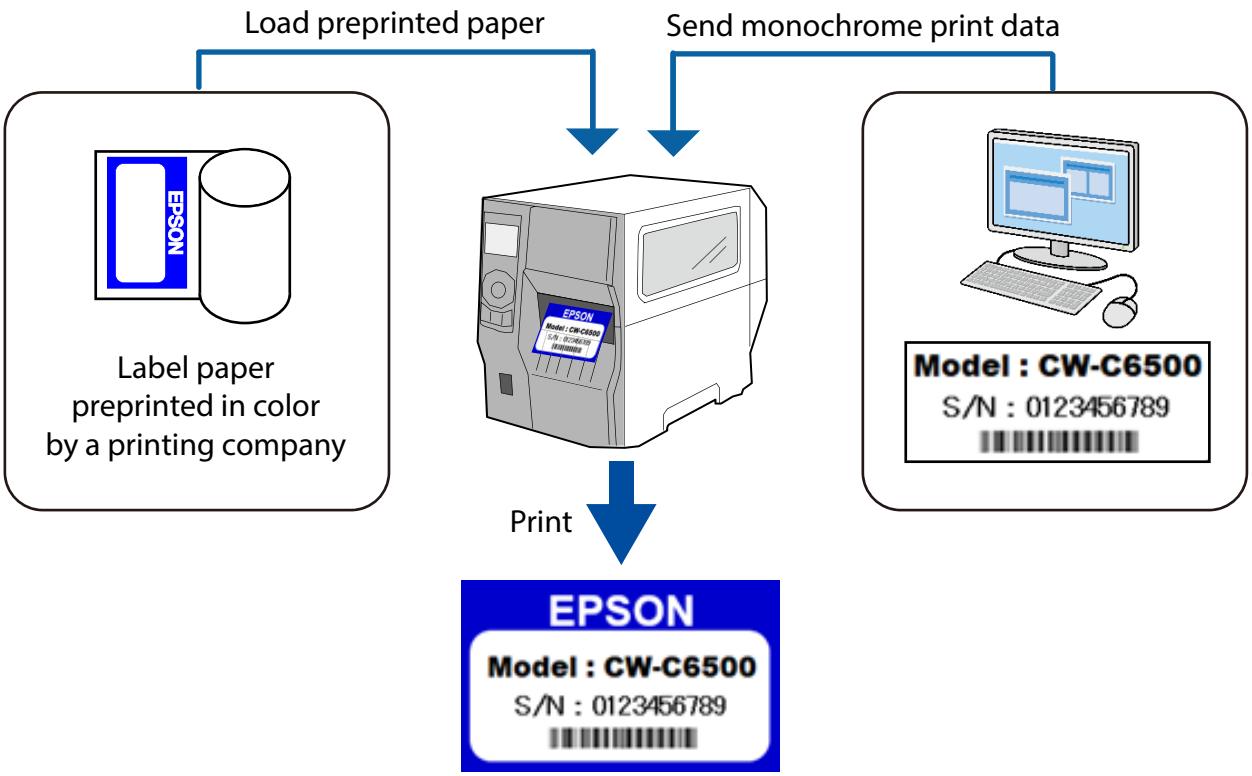
CW-C6000/C6500 Series allow you to register an image file in png format to the printer, and print data sent from a host computer overlaying the registered image on the print data.

For example, if you had created color labels in two steps as described below, you can change it to one step without changing the system and data on the host computer.

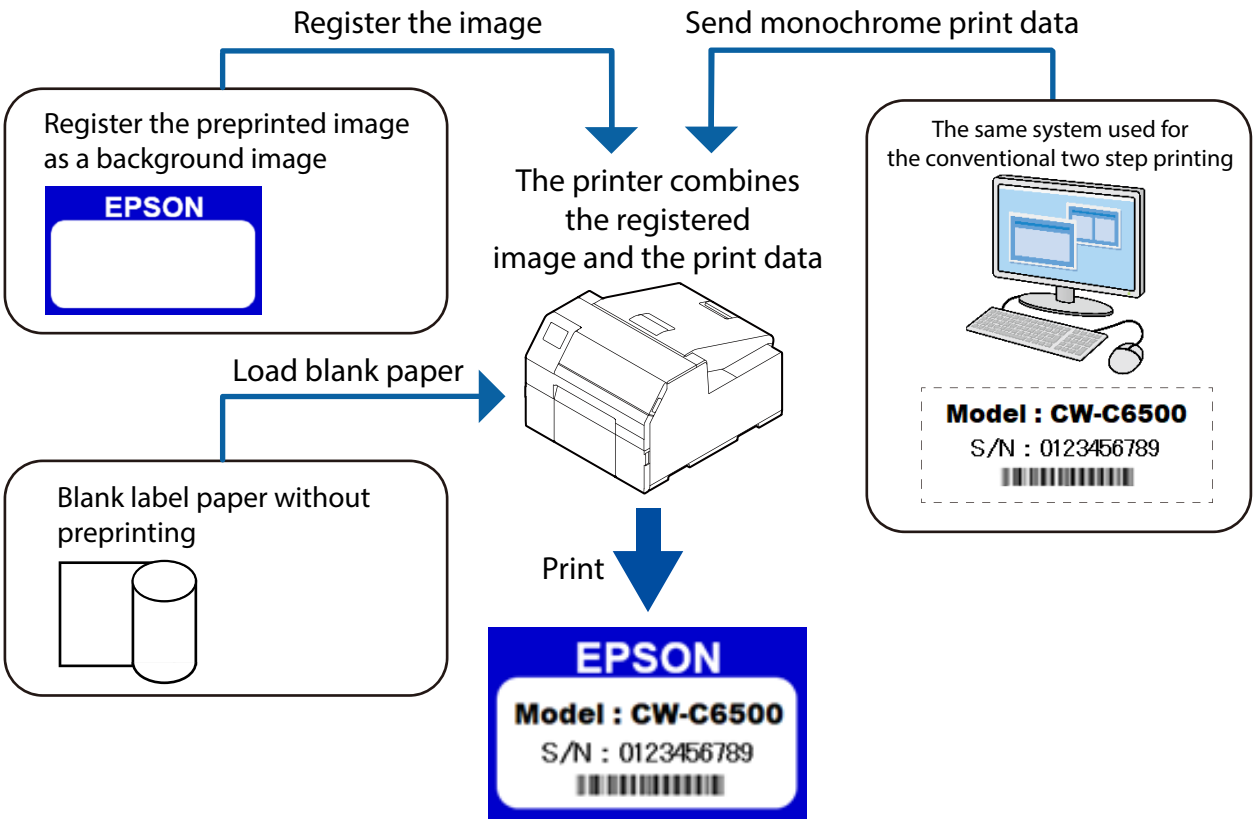
Step 1. Purchasing label paper preprinted in color from a printing company.

Step 2. Printing monochrome data on the preprinted paper using ZPL II compatible monochrome printer.

Conventional Printing Method (Preprinting + Monochrome)

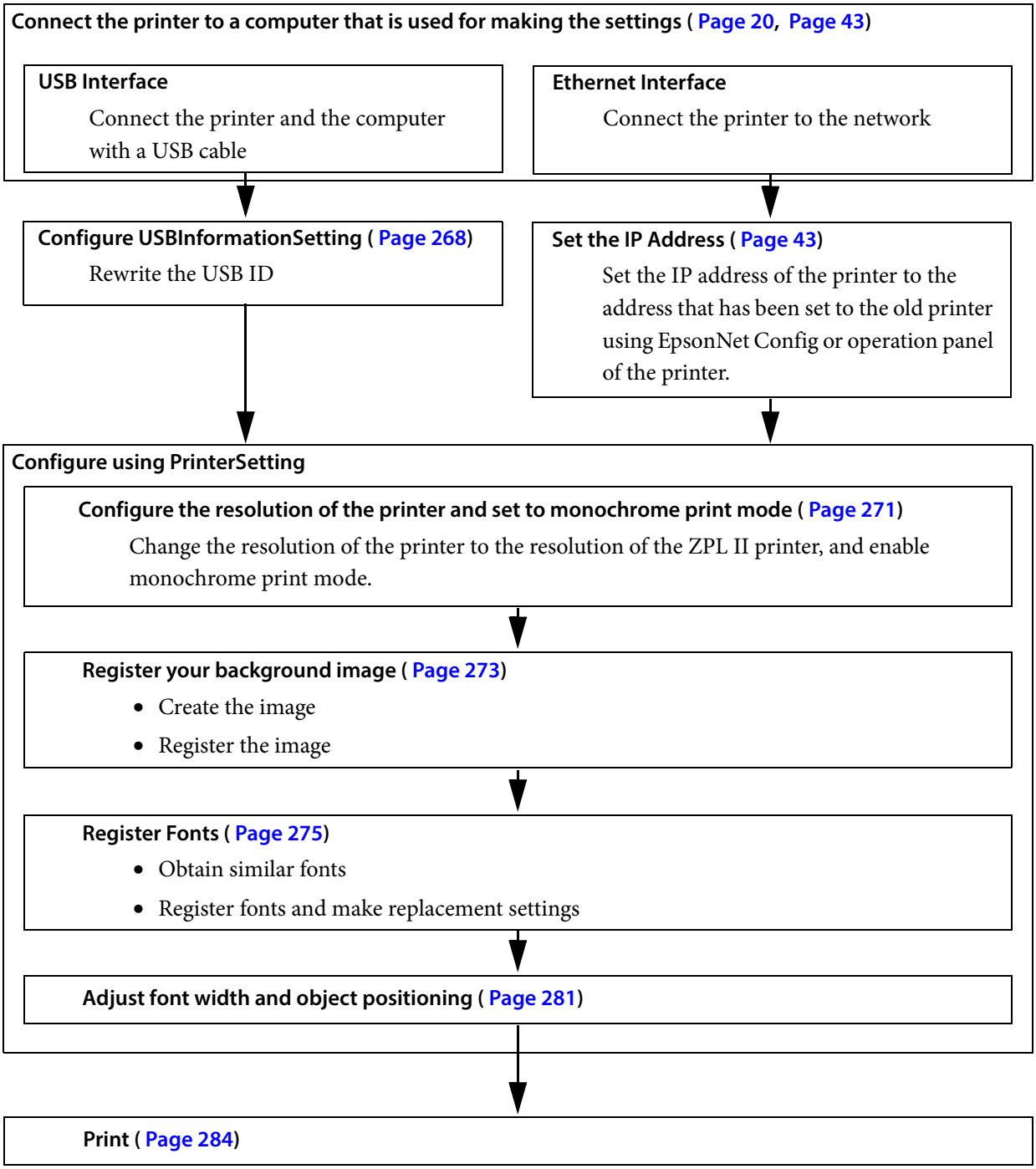


One Step Printing Method with CW-C6000/C6500 Series



Changing Printer Settings and Replacing Printer

Follow the flowchart below.



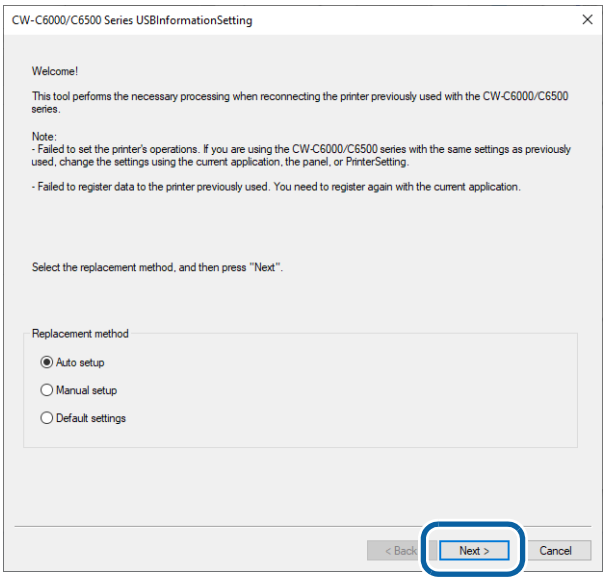
- The background image is printed in color regardless of the monochrome print mode setting.
- When adjusting, make the adjustment checking actual printouts.

Configuring USBInformationSetting

When connecting the printer to the computer with a USB cable, change the printer's USB ID to that of the old printer using USBInformationSetting. Follow the procedure below.

1 **Click [Start] - [EPSON] - [CW-C6XXX Series] - [USBInformationSetting].**

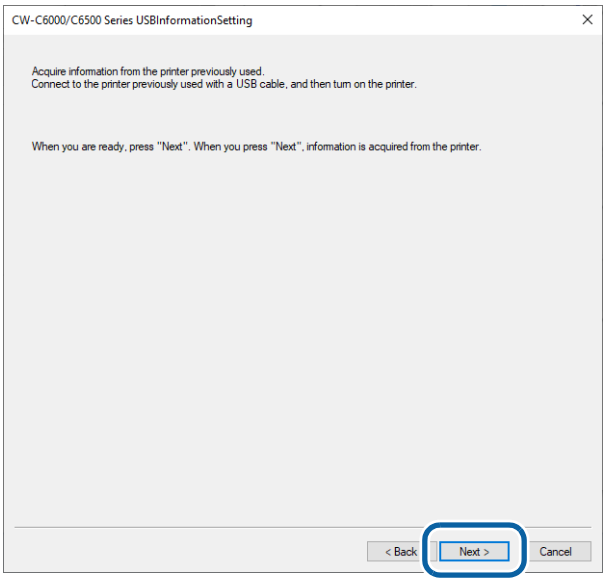
2 **USBInformationSetting is started. Select a replacement method, and then click [Next].**



Item	Description
Replacement method	Select [Auto setup].

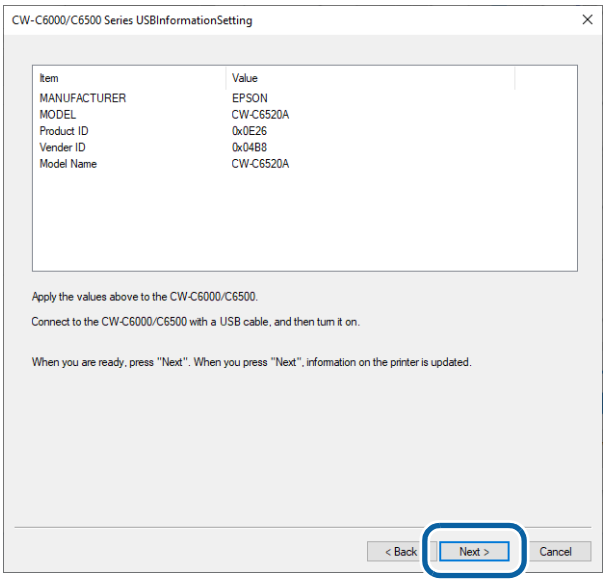
The [Auto setup] option automatically gets USB ID of the old printer, and sets the USB ID to the new printer.

3 **Connect the old printer to the computer with a USB cable, and then turn on the printer. Click [Next].**

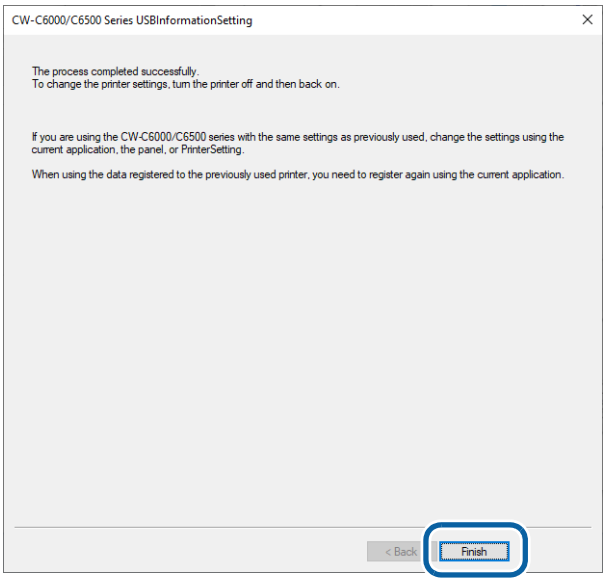


4 **Information of the old printer is acquired. Then, disconnect the old printer from the computer.**

5 **Connect the new printer to the computer with a USB cable, and then turn on the printer. Click [Next].**



6 **The window shown below is displayed when the settings were completed successfully. Click [Finish].**

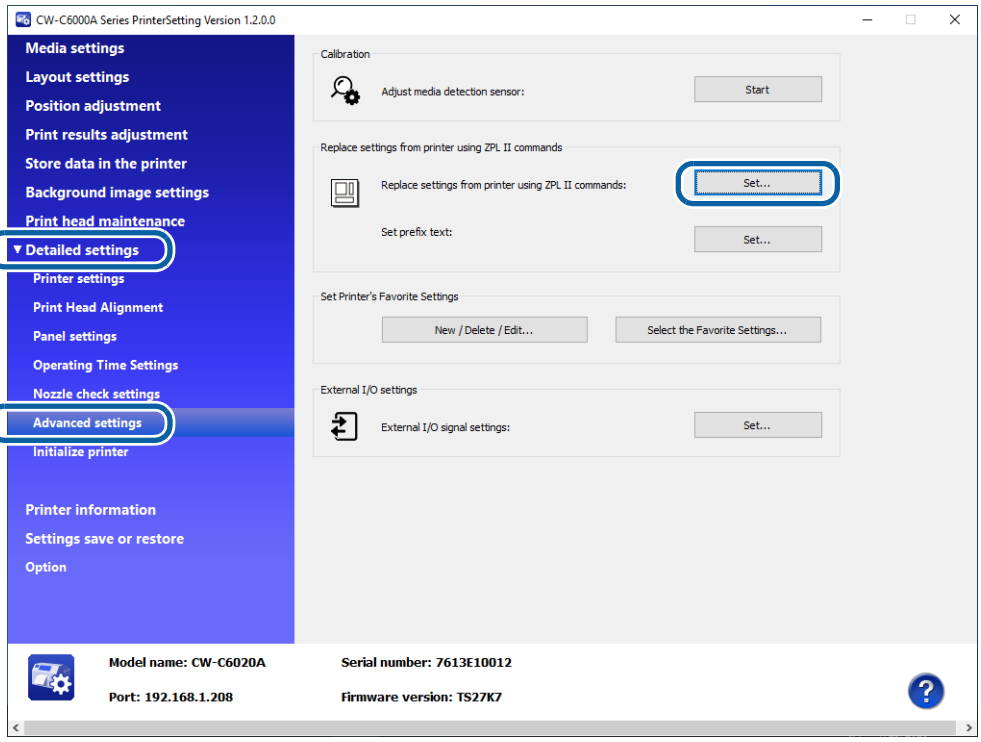


7 **Turn the printer off and then back on.**

Setting the Printer Resolution and Monochrome Print Mode

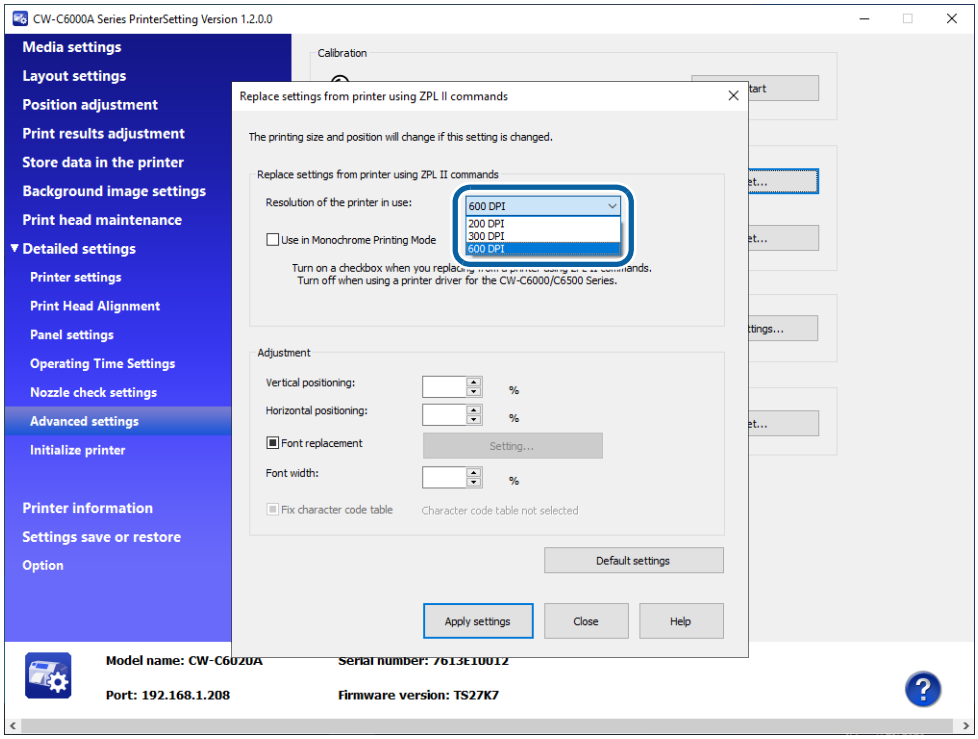
1 **Start PrinterSetting.**

2 **Select [Advanced settings] from the [Detailed settings] menus, then click [Set...] beside the [Replace settings from printer using ZPL II commands:] option.**

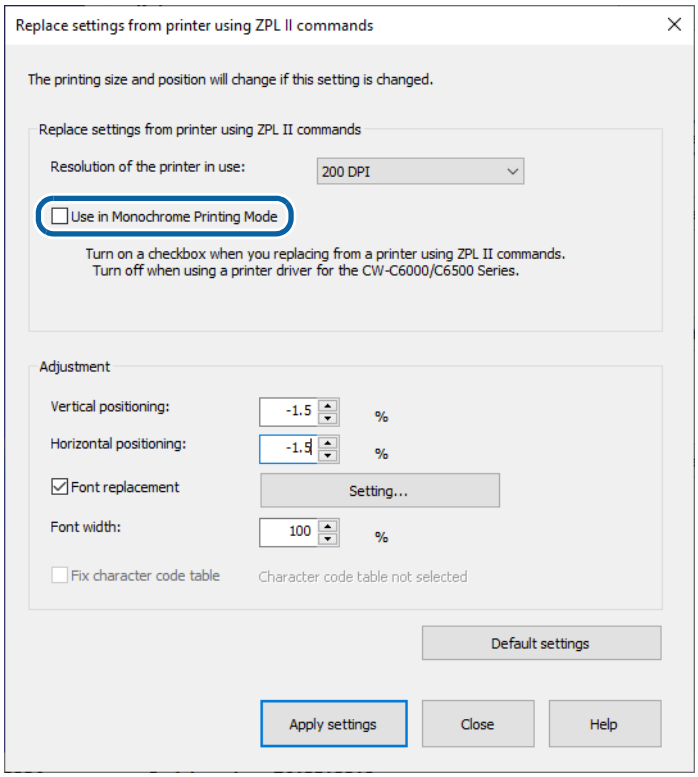


The “Replace settings from printer using ZPL II commands” window appears.

3 **Select the resolution in the [Resolution of the printer in use:] pull-down menus. If the same resolution is not found in the menus, select one of the closest resolution. For example, if the resolution of the ZPL II compatible monochrome printer you were using is 203 dpi, select 200 dpi.**



4 **Select the checkbox for [Use in Monochrome Printing Mode] to print only in black and white and not print in color after replacing from the ZPL II compatible monochrome printer.**



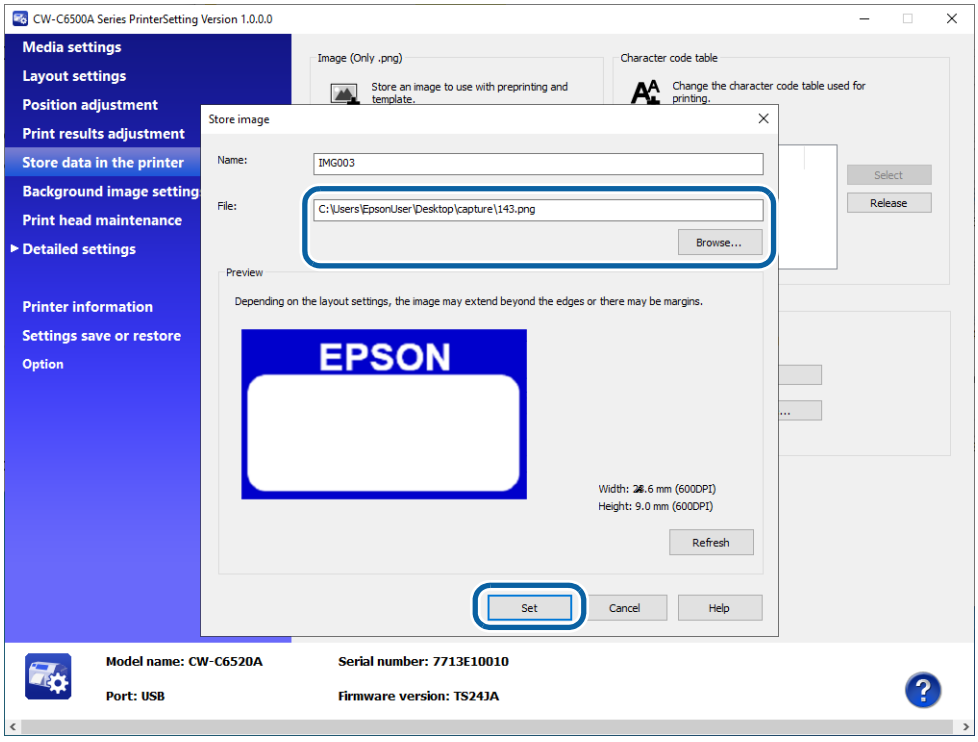
Registering a Background Image

1 **Create an images to be used as a background image.**
Use an image-editing software, save the background image in png format.
Make sure to set the image resolution to 600 dpi.

2 **Start PrinterSetting.**

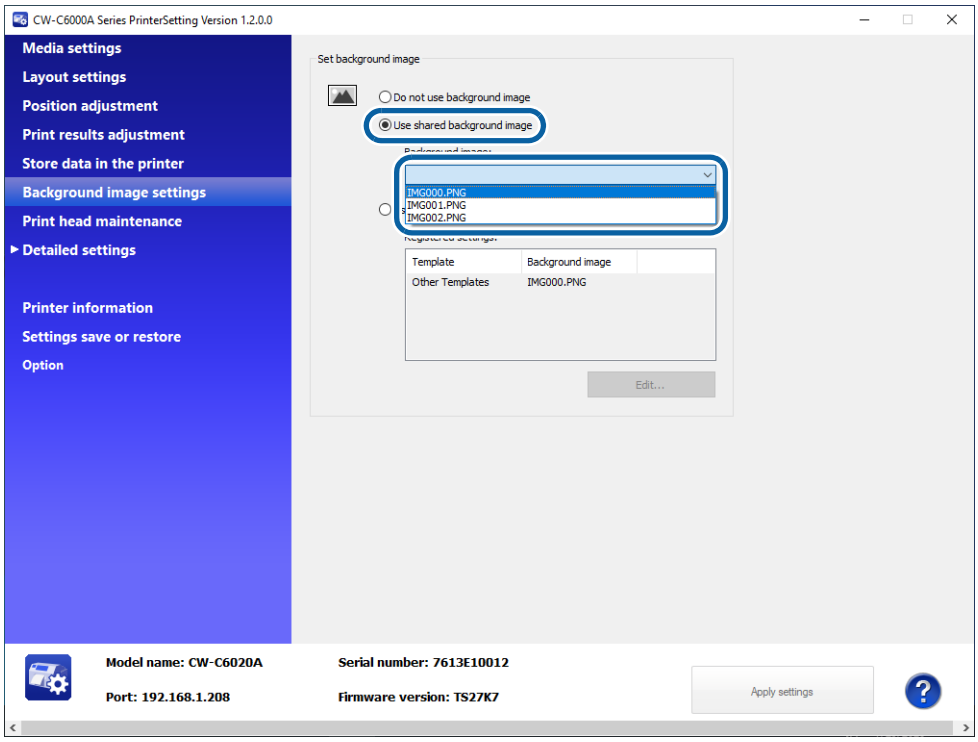
3 **On the [Store data in the printer] window, click [Store...] in the [Image (Only .png)] field.**
The “Store image” window appears.

4 **Specify the png image file to be stored, and then click [Set].**



The image file is sent to the printer and stored as a background image.

5 **On the [Background image settings] window, select the stored image to use in the [Set background image] field.**



Registering Fonts

Font Registration Function

CW-C6000/C6500 Series and ZPL II compatible monochrome printers have built-in fonts. CW-C6000/C6500 Series have Epson original built-in fonts and they are different from the fonts on the ZPL II compatible monochrome printers.

Since the font style (shape and thickness) and space around the font (causes changes in character spacing) of printed characters depend on the type of the built-in font, there may be differences in print results between CW-C6000/C6500 Series and ZPL II compatible monochrome printers.

Example:

Print results of ZPL II compatible monochrome printer

Print results of CW-C6000/C6500 Series

To get print results close to the results of ZPL II compatible monochrome printer, CW-C6000/C6500 Series provide the functions to register fonts and replace fonts of the ZPL II printer with similar fonts.

Getting Similar Fonts

Prepare fonts (file format is TTF) similar to the built-in fonts on the ZPL II compatible monochrome printer.

There are the following fonts that are similar to the fonts on ZPL II compatible monochrome printers. Since there are lot of fonts that differ in character thickness and spacing, carefully choose optimum fonts.

Please get fonts and their licenses on your own responsibility.

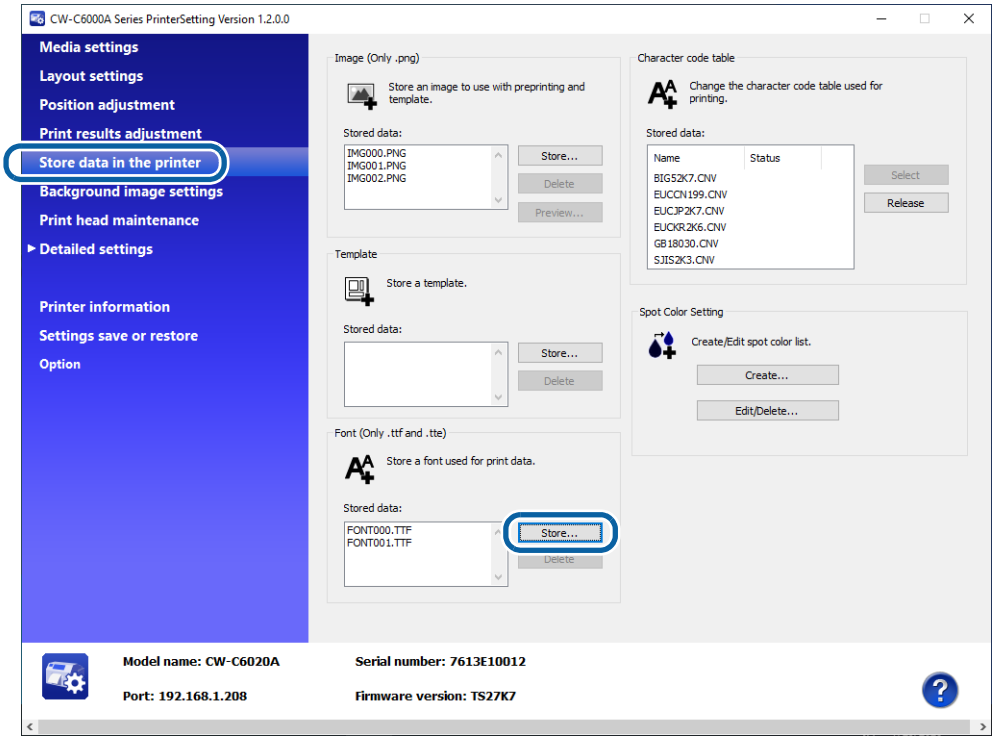
Similar Fonts (Typical Example)

Font Name	Type Examples
Swiss 721	Black, Black Condensed
Helvetica	Bold, Bold Condensed

Registering/Replacing Fonts

1 **Start PrinterSetting.**

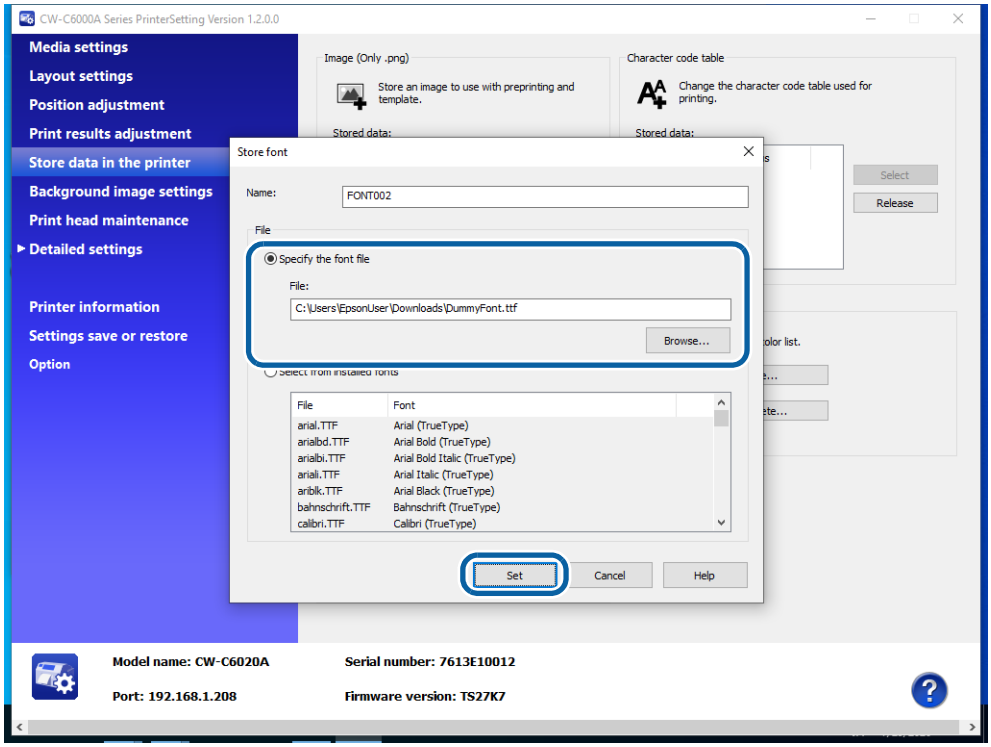
2 **On the [Store data in the printer] window, click [Store...] in the [Font (Only .ttf and .tte)] field.**



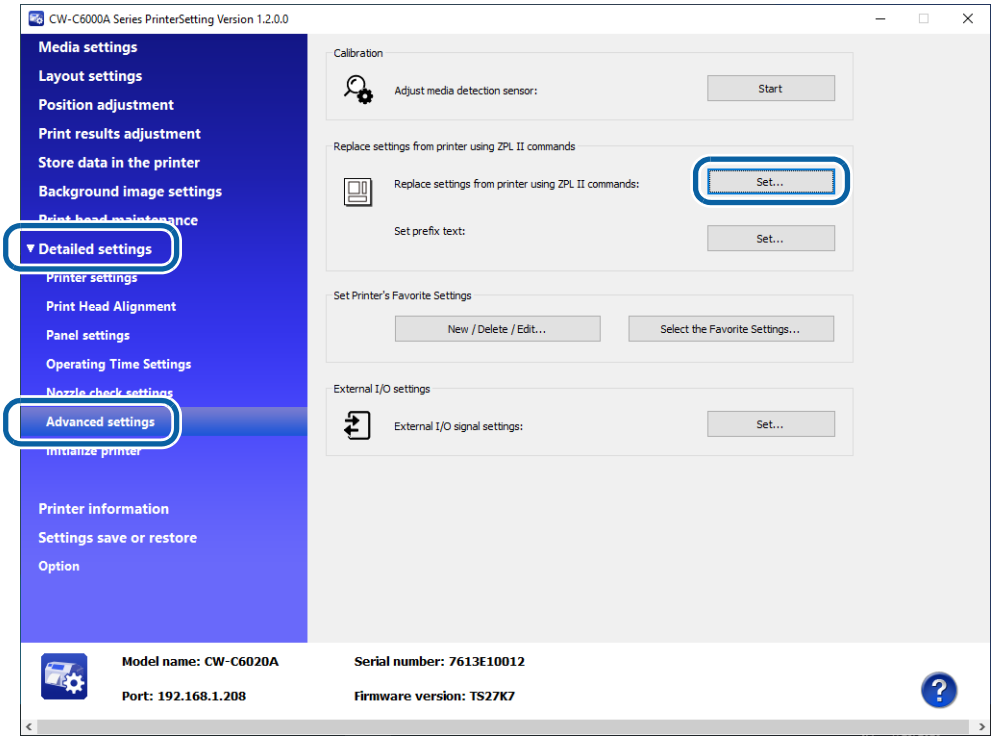
The “Store font” window appears.

3 Specify the font file (TTF format) to be stored, and then click [Set].

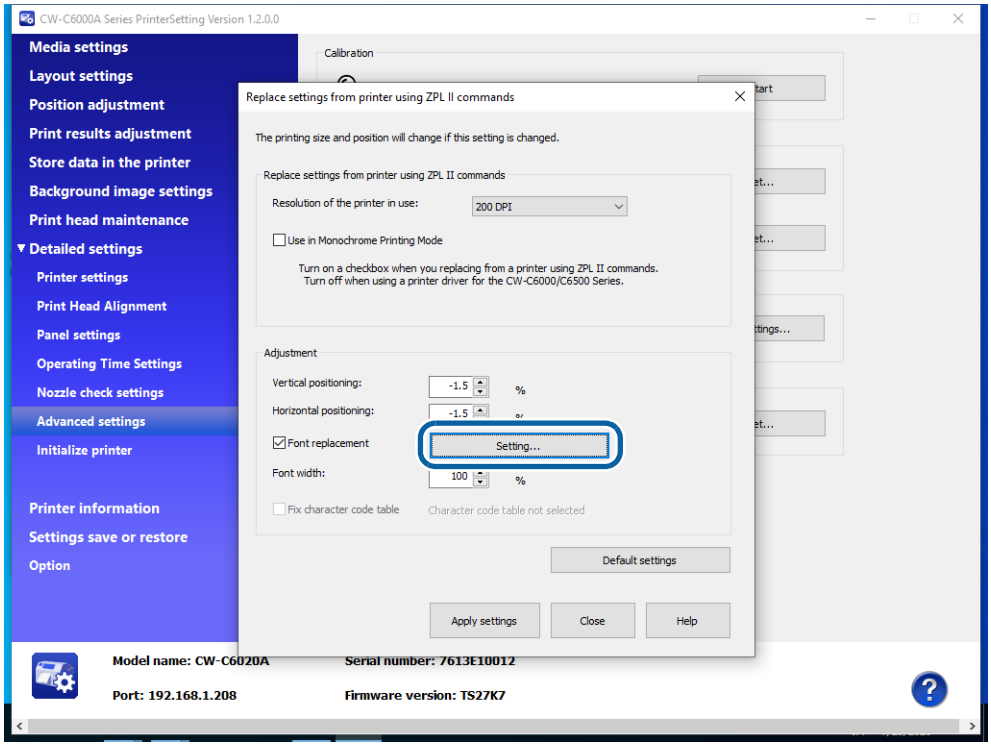
The font file is sent to the printer and stored as a built-in font.



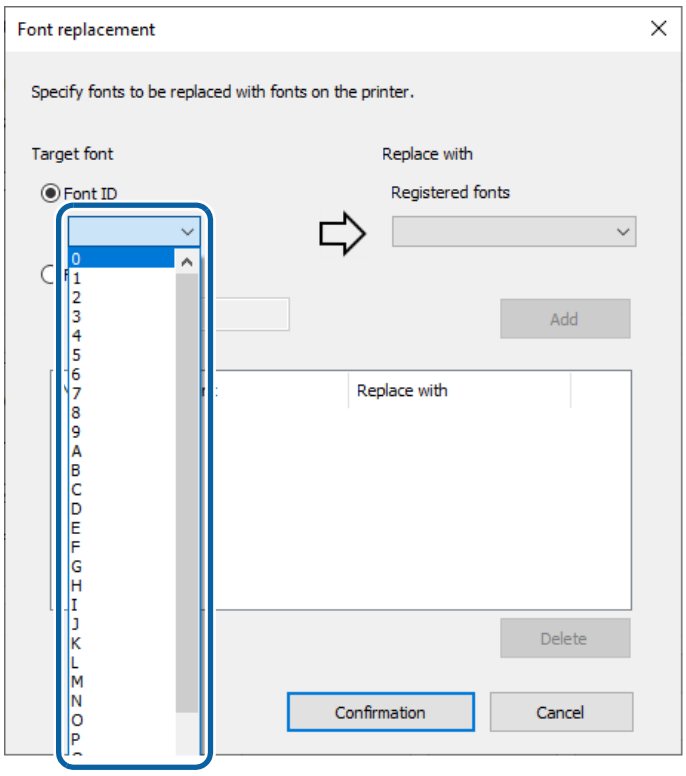
4 Select [Advanced settings] from the [Detailed settings] menus, then click [Set...] beside the [Replace settings from printer using ZPL II commands:] option.



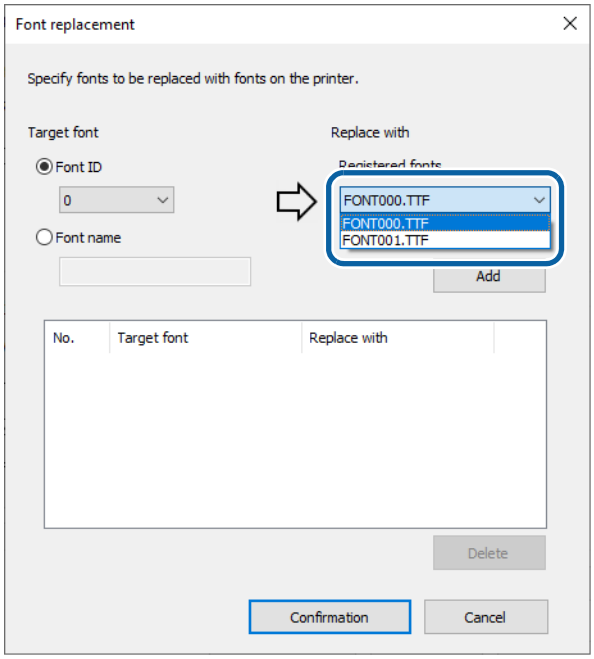
5 **On the [Replace settings from printer using ZPL II commands] window, click [Settings] beside [Font replacement].**



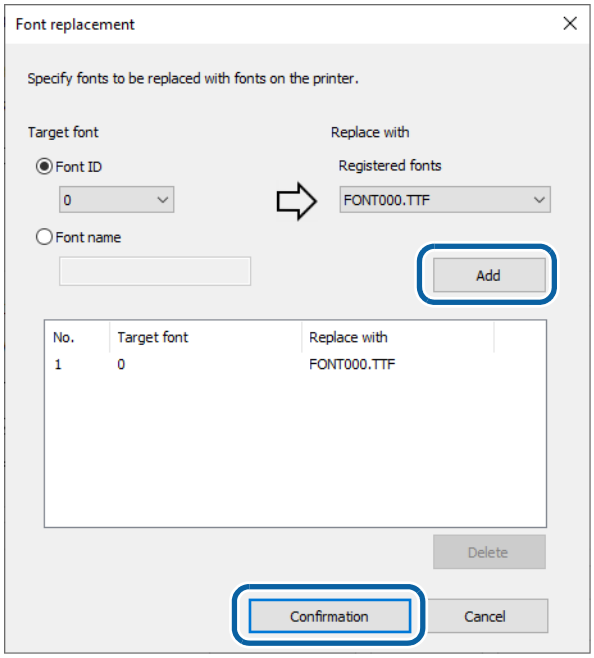
6 **Select the font on the ZPL II compatible monochrome printer to be replaced by specifying the ID of the font.**
Select the ID from the list box.



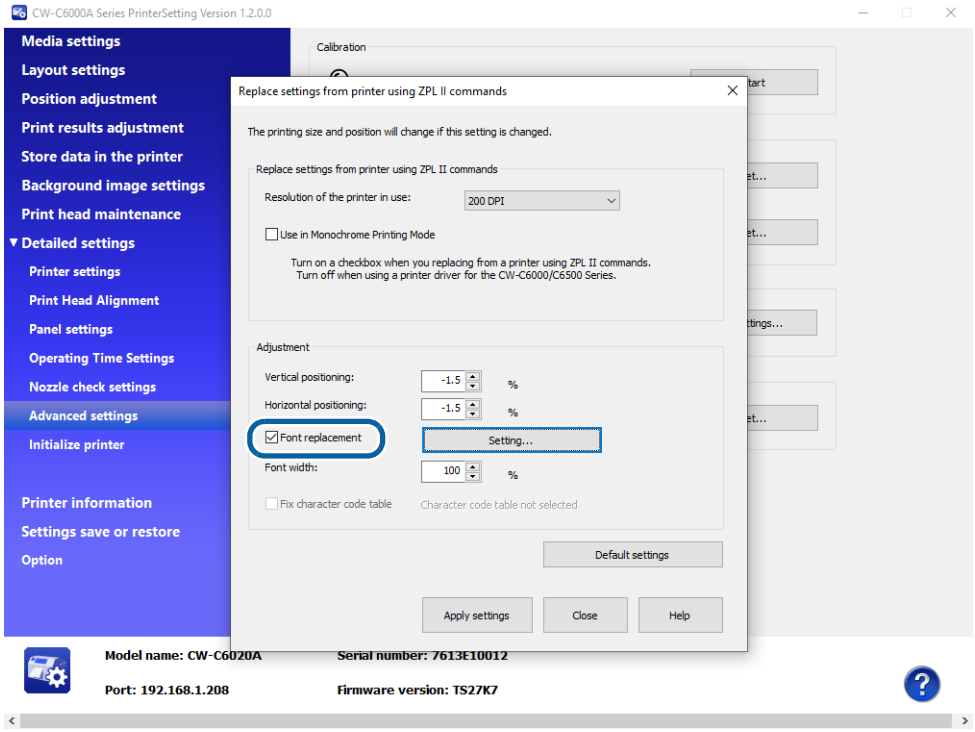
7 Select a font to be associated to the font ID.



8 Click [Add] to add the pair to the list in the window. Click [Confirmation] to save the list and go back to the “Replace settings from printer using ZPL II commands” window.



9 Select the check box for [Font replacement] to apply the font replacement settings.



10 Click [Apply settings].

The settings are sent and set to the printer.

Adjusting Font Width and Object Positioning

The following adjustments are provided in the [Replace settings from printer using ZPL II commands] window.

Font width

This allows you to reduce width of font. “100%” is the original size. You can specify how much to reduce the width in increments of 1%. If you reduce the width too much, printed characters may become illegible. When you change the setting, check actual printouts. It is expected that the allowable range is 80 to 100%.

Vertical Positioning

This allows you to adjust vertical print position of objects, such as a text, barcode, graphic, and image, in a label. The setting can be changed in the range of -5.0 to + 5.0% in increments of 0.1%.

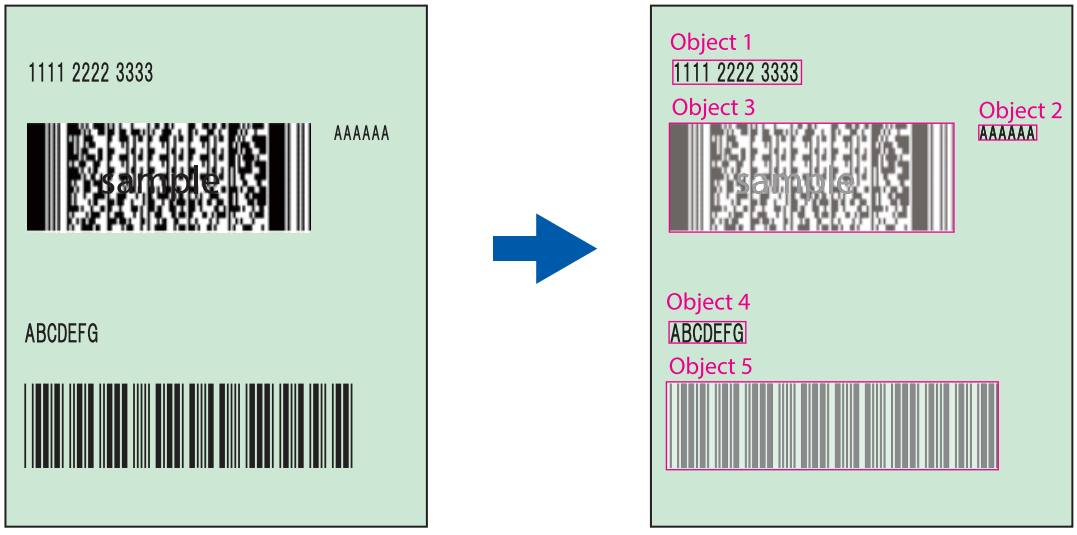
Horizontal Positioning

This allows you to adjust horizontal print position of objects, such as a text, barcode, graphic, and image, in a label. The setting can be changed in the range of -5.0 to + 5.0% in increments of 0.1%.

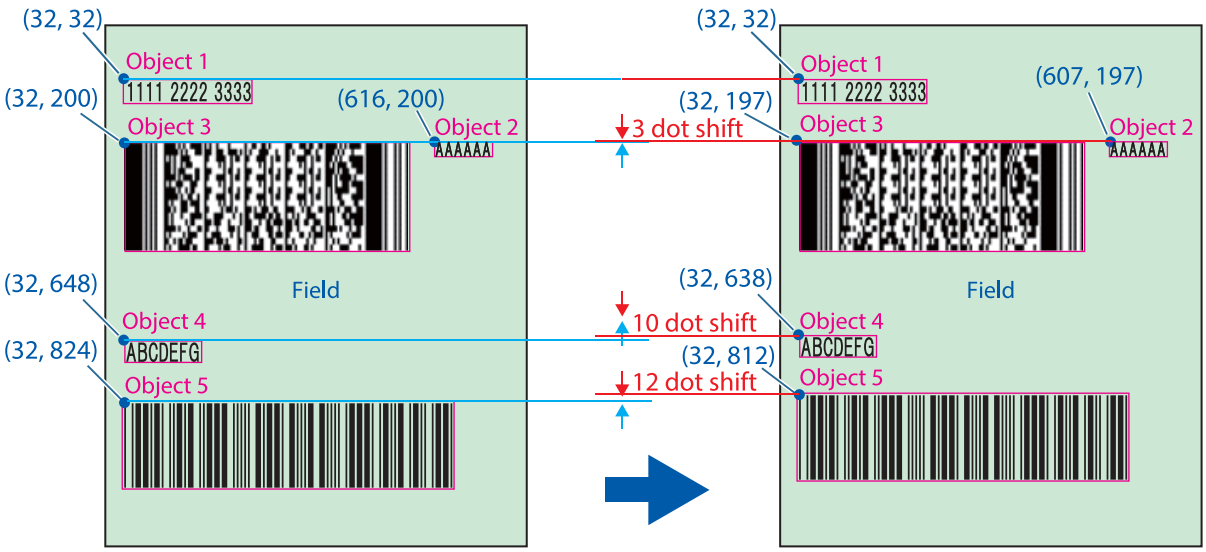
If CW-C6000/C6500 Series prints labels in 200 dpi, which had been printed in 203 dpi by the ZPL II compatible monochrome printer, the objects are printed being enlarged by 1.5% (203 divided by 200). Use the Vertical/ Horizontal positioning functions to compensate position gaps caused by the difference in print resolution. Note that the positioning functions adjust only position of objects and do not change dimensions of the objects. This is to prevent the objects from being deformed. Especially for a thin line and barcode objects because scaling them down can result in disappearance of the line and drop in readability of the barcode.

In most cases, objects can be properly positioned with this functions, however, if there is a too large object comparing to the label size, or if gaps between multiple objects are too narrow, objects may be printed overlapping with each other resulting in printing labels different from the original label design.

Objects on a label



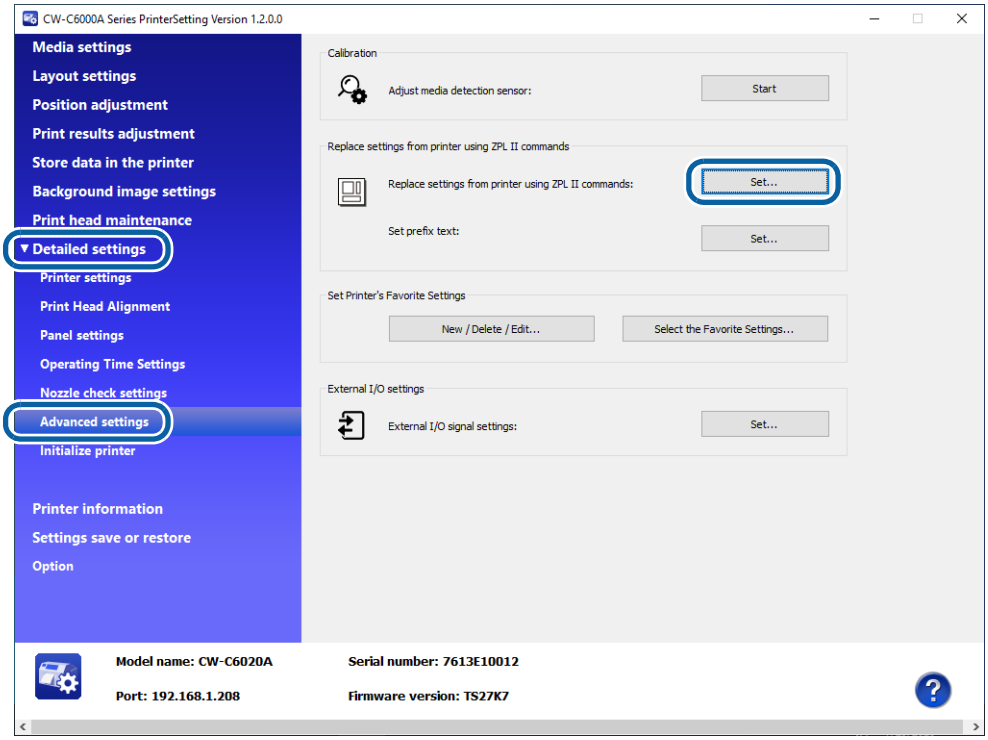
Example when scaled down by 1.5% both vertically and horizontally with the positioning functions



Ex: Object 2: 616 x 0.985 = 606.8
200 x 0.985 = 197.0
Object 4: 32 x 0.985 = 31.5
648 x 0.985 = 638.3

1 Start PrinterSetting.

2 Select [Advanced settings] from the [Detailed settings] menus, then click [Set...] beside the [Replace settings from printer using ZPL II commands:] option.

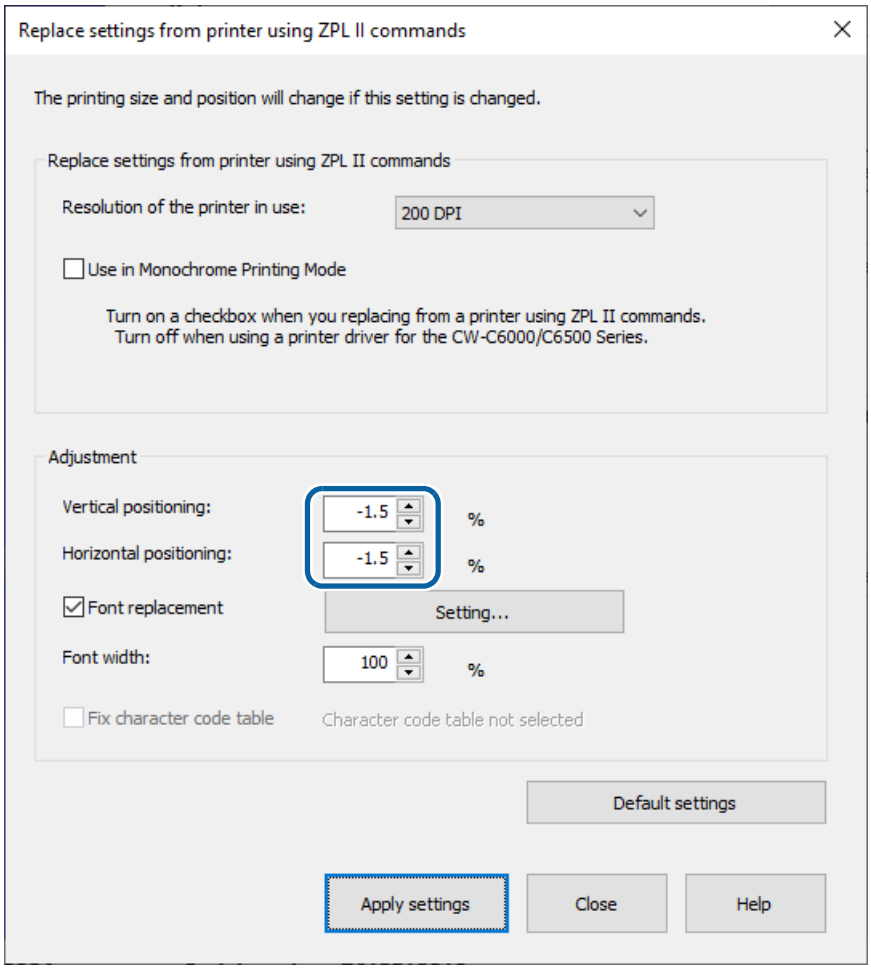


The “Replace settings from printer using ZPL II commands” window appears.

3 **Select a value in each of the Vertical positioning and Horizontal positioning boxes.**

If you have set the same resolution as the resolution of the ZPL II compatible monochrome printer, set "0" (zero) to both the [Vertical positioning] and [Horizontal positioning].

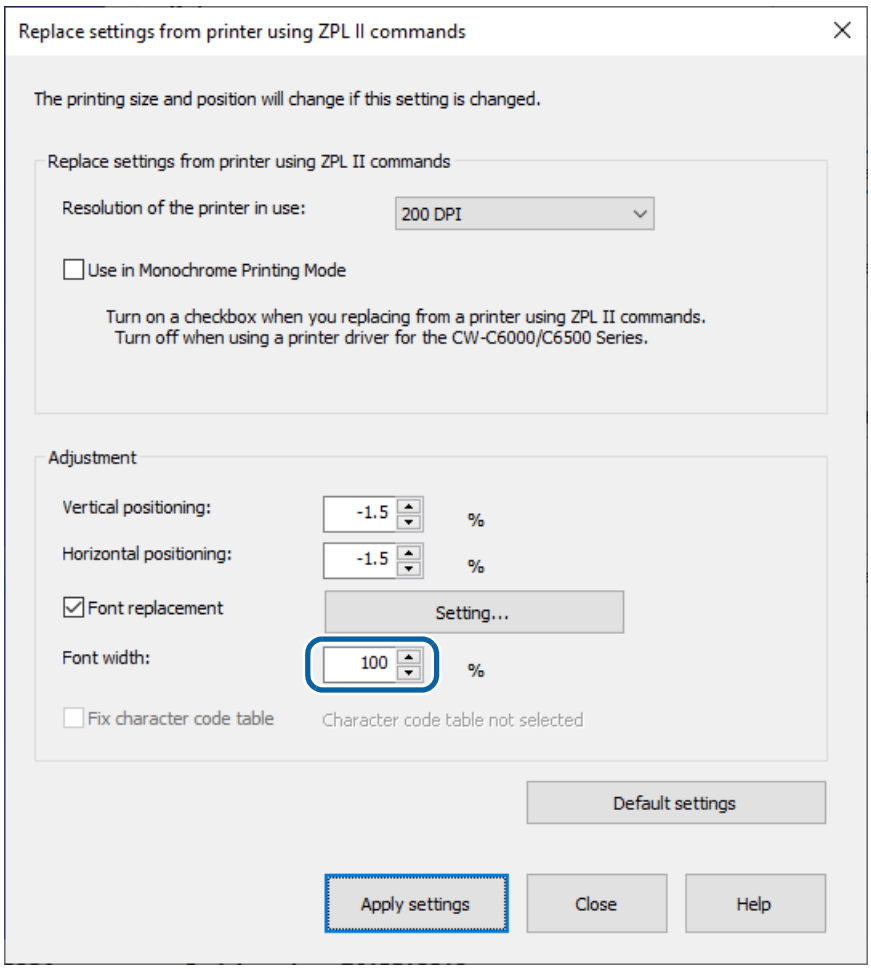
If the resolution of the ZPL II compatible monochrome printer you were using is 203 dpi, and you have set the resolution to 200 dpi, set "-1.5%" to both the [Vertical positioning] and [Horizontal positioning].



If you do not adjust the font width, proceed to step 5.

4 **Adjust the font width.**

First set this to "100%", and then change it after checking actual print results.



5 **Click [Apply settings].**

The settings are sent and set to the printer.

Printing

Let the printer print under conditions where the printer is actually used, then check the print results.

Utilizing Templates

If you have used templates with a monochrome thermal printer, you can register the template to CW-C6000/C6500 Series and use the templates from your application that directly controls ZPL II commands.
For details, see "Changing Printer Settings and Replacing Printer" on page 267.

Since the ESC/Label commands and ZPL II commands are different in supported range and template file extension, you need to change some commands in accordance with the ESC/Label command specifications. For more details about the ESC/Label command specifications, refer to the “ESC/Label Command Reference Guide”.
The procedure is as follows.

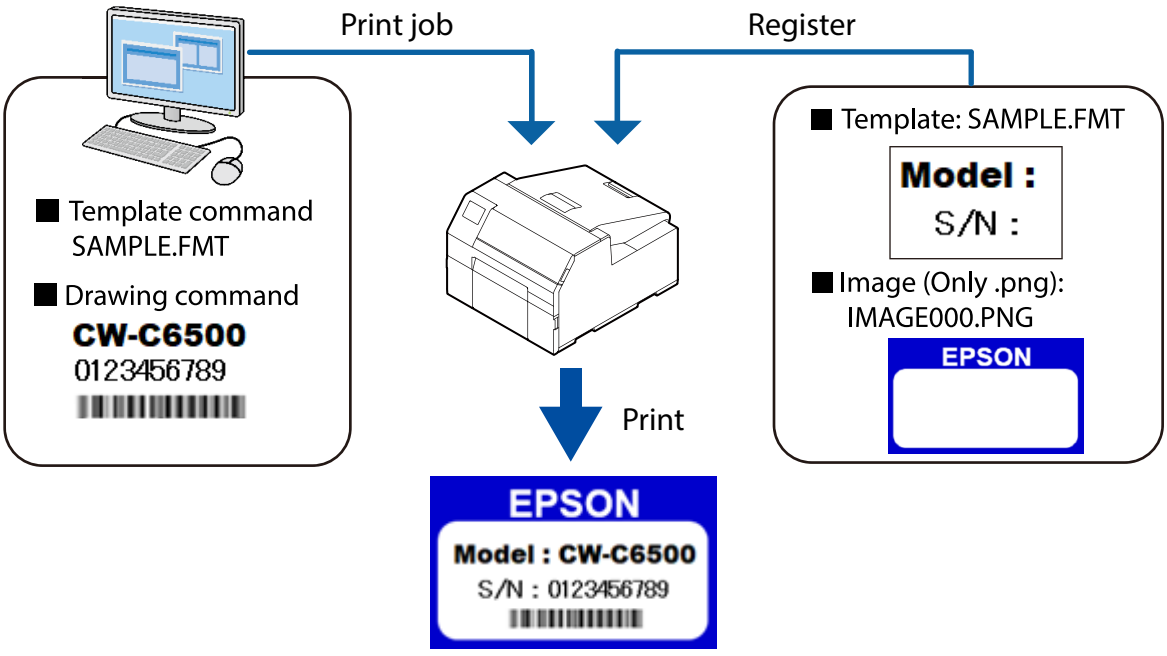
1 **Register the image. (Page 151)**
Register the image to the printer.

2 **Register the template. (Page 152)**
Register the template to the printer.
If you use template files created by using the ZPL II commands, change the file extension so that the file is supported by the ESC/Label commands. In addition to that, delete commands that are not supported by the ESC/Label commands.

3 **Link the template and the image. (Page 156)**
Configure the settings to link the template and the image.

4 **Set the resolution. (Page 169)**
Select [Advanced settings] from the [Detailed settings] menus, then select [Replace settings from printer using ZPL II commands:] and set the resolution that is the same as the resolution of the monochrome thermal printer you were using.

5 **Print the template.**
To print labels using template files, change the file extension of the template file specified by the ZPL II commands in the application so that the file is supported by the ESC/Label commands.
The template specified by the ZPL II command in the application, variable information, and the image are combined and printed.



Software and Manuals

The following pieces of software and manuals are provided for application developers.

Software

Name	Description	Providing Method
Install Navi	Allows you to install the printer driver and other software, and also connect the product with the computer.	CD-ROM*
Printer driver for Windows	Driver to print from Windows applications. The utility (CW-C6XXX PrinterSetting) for configuring the printer settings can be started from the driver. For details on how to use the driver, refer to Help or the video.	• Web • CD-ROM*
Printer driver for Mac	Driver to print from Mac applications. For details on how to use the driver, refer to the driver's Help.	Web
Printer driver for Linux	Driver to print from a Linux application.	
EpsonNet Config	Tool to acquire or set network settings, such as TCP/IP of the product.	• Web • CD-ROM*
Color Tone Matching Assistant	Assists you to adjust colors of illustrations or letters. You can check how a specific color used in illustrations or letters will look on printouts.	

*Depending on country or region, the CD does not come with the printer.

Manual

Name	Description	Providing Method
Start Here	Guides you through basic setup steps from unpacking to loading paper.	• Included in the printer package • Web
User's Guide	Describes details about the functions and operating procedures of the product, maintenance information, and troubleshooting. Download this guide from the web site or, depending on the country or region, this is included in the supplied CD*. ("Downloading the Latest Version" on page 3)	• Web • CD-ROM*
CW-C6000 Series/ CW-C6500 Series Technical Reference Guide (This manual)	Provides information necessary for installing the product, performing daily tasks, and developing a system using the product.	Web
Maintenance box manual	Precautions on handling the maintenance box are described.	• Included in the maintenance box package • Web

*Depending on country or region, the CD does not come with the printer.

Appendix

Product Specifications

Item				CW-C6000 Series	CW-C6500 Series
Printing method				Serial inkjet, dot matrix method Four-color printing	
Paper feed method				Forward and reverse friction feed	
Cutting type of the auto cutter (Auto cutter model only)				Full cut (cuts paper completely)	
Print resolution				300 × 600 dpi, 600 × 600 dpi 600 × 1200 dpi, 1200 × 1200 dpi	
Print speed	Print quality setting: Max Speed 300 × 600 dpi (width × height)	Printing width	25.4 mm	156 mm/s	156 mm/s
			101.6 mm	119 mm/s	119 mm/s
			203.2 mm	-	85 mm/s
	Print quality setting: Speed 600 × 600 dpi (width × height)	Printing width	25.4 mm	125 mm/s	125 mm/s
			101.6 mm	75 mm/s	75 mm/s
			203.2 mm	-	49 mm/s
	Print quality setting: Normal 600 × 600 dpi (width × height)	Printing width	25.4 mm	63 mm/s	63 mm/s
			101.6 mm	48 mm/s	48 mm/s
			203.2 mm	-	34 mm/s
	Print quality setting: Quality 600 × 1200 dpi (width × height)	Printing width	25.4 mm	27 mm/s	27 mm/s
			101.6 mm	18 mm/s	18 mm/s
			203.2 mm	-	13 mm/s
	Print quality setting: Max Quality 1200 × 1200 dpi (width × height)	Printing width	25.4 mm	11 mm/s	11 mm/s
			101.6 mm	8 mm/s	8 mm/s
			203.2 mm	-	6 mm/s
Interface				Wired LAN (1000BASE-T/100BASE-TX / 10BASE-T) USB2.0 High-Speed	
Weight	Auto cutter model			Approx. 22.5 kg	Approx. 25.5 kg
	Peeler model			Approx. 22.8 kg	Approx. 26.3 kg

Operating Environment

Support OS	Microsoft Windows 10 (32 bit/64 bit) Microsoft Windows 8.1 (32 bit/64 bit) Microsoft Windows 8 (32 bit/64 bit) Microsoft Windows 7 SP1 (32 bit/64 bit) Microsoft Windows Vista SP2 (32 bit/64 bit) Microsoft Windows XP SP3 (32 bit) Microsoft Windows Server 2019 Microsoft Windows Server 2016 Microsoft Windows Server 2012 R2 Microsoft Windows Server 2012 Microsoft Windows Server 2008 R2 Microsoft Windows Server 2008 (32 bit/64 bit) Microsoft Windows Server 2003 R2 (32 bit) Mac OS 10.6.8 or later, macOS 11 or later
Operation confirmed OS	Linux CentOS 7 (x86_64) Linux Ubuntu18.04 (x86_64)
Computer	The following computer that runs one of the above operating systems must be supported. PC/AT compatible machine
CPU	A computer that has Pentium 4 2 GHz or higher processor is recommended.
Memory	1 GB or more is recommended.
HDD	At least 250 MB is required.

- The above requirements may not satisfy the minimum system requirements of the supported operating systems. In that case, satisfy the minimum system requirements of the operating system.
- Epson confirmed the operations for the OS Distributions described above.
  Due to the large number of distributions and versions of Linux, Epson does not guarantee operation on any particular OS distribution or version.
  Other OS versions and Distributions not described above, users should confirm the operations by themselves.

Paper Specifications

The paper that can be used with this printer are as follows.

Use the paper that is supported by the black ink you are using. If you use paper that is not supported by the black ink you are using, ink smear, bleeding, blurring, or faint print may occur.

Black Ink type	Supported paper
Gloss black ink	Matte Paper Synthetic Glossy Paper Glossy Film High Glossy paper
Matte black ink	Plain Paper Matte Paper Synthetic Texture Paper

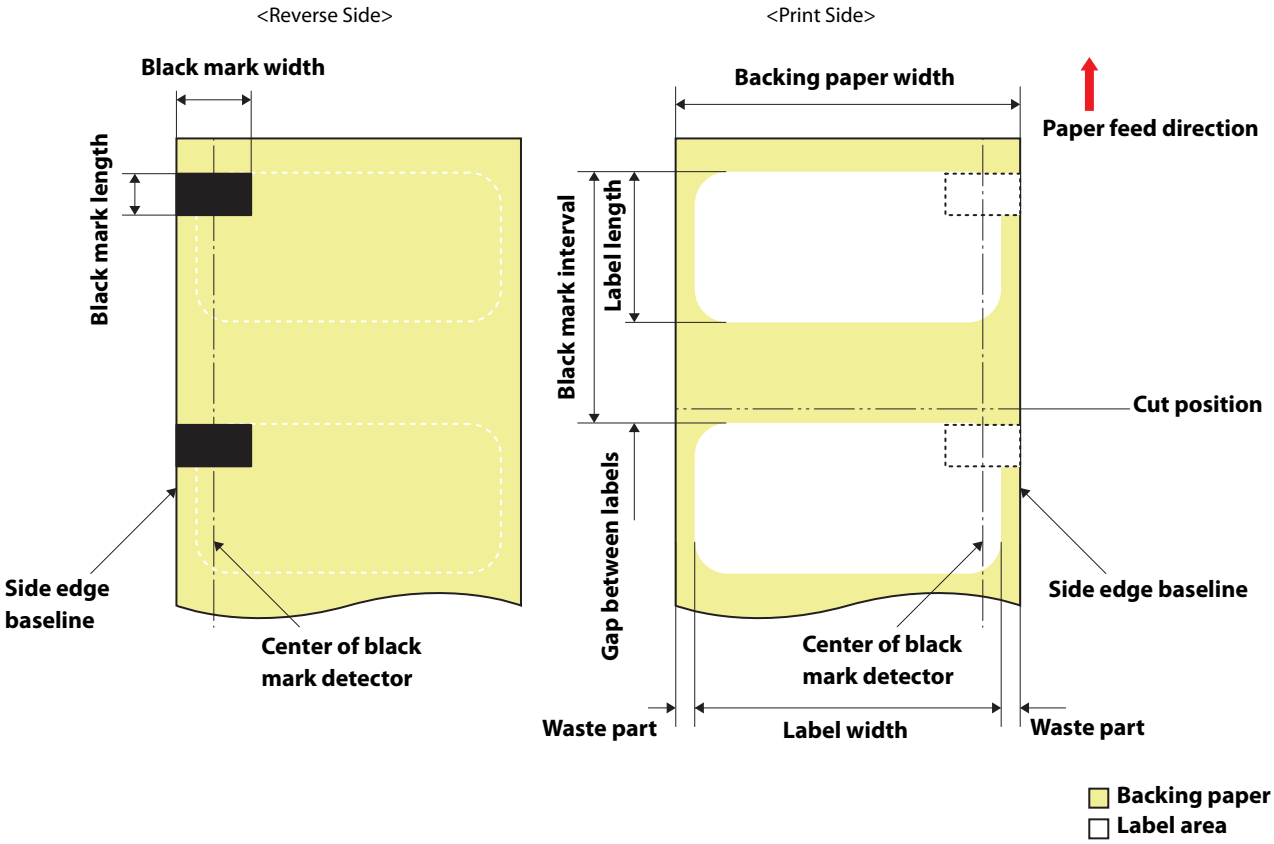
- If you use paper that does not satisfy the required specifications, it may cause paper jams or lead to a drop of paper feed accuracy, barcode readability, and print quality.
- Do not paste or tape the end edge of roll paper to the core. Otherwise, the printer will fail to detect the end of the paper resulting in wasting multiple labels on the roll paper.
- If you are using synthetic labels with backing sheet made of paper, or labels with polyethylene laminated backing sheet, paper curl may occur depending on storage and usage environmental conditions. It occurs because the degree of expansion and contraction due to heat and moisture varies between the plastic materials, such as the synthetic and polyethylene, and the paper materials. If you use the curled paper, the paper may be rubbed against the print head causing ink smear on printouts or paper jams.
- Do not use paper sheets connected to each other with pieces of tape or other material. If you use the connected paper, the seams may cause false detection, or the paper may be rubbed against the print head causing ink smear on printouts or paper jams.
- When using matte black ink, if you touch label surface immediately after printing, ink may adhere to your fingers.

CW-C6000 Series			Without perforation		With perforation	
	Paper Shape	Form of Paper (Label)	With black marks	Without black marks	With black marks	Without black marks
Auto cutter model	Roll	Die-cut	Page 291	Page 293	Page 294	Page 296
		Continuous	Page 298	Page 300	-	-
	Fanfold	Die-cut	-	-	Page 301	-
		Continuous	-	-	-	-
Peeler model	Roll	Die-cut	Page 303	Page 305	-	-
		Continuous	-	-	-	-
	Fanfold	Die-cut	-	-	-	-
		Continuous	-	-	-	-

CW-C6500 Series			Without perforation		With perforation	
	Paper Shape	Form of Paper (Label)	With black marks	Without black marks	With black marks	Without black marks
Auto cutter model	Roll	Die-cut	Page 306	Page 308	Page 309	Page 311
		Continuous	Page 313	Page 315	-	-
	Fanfold	Die-cut	-	-	Page 316	-
		Continuous	-	-	-	-
Peeler model	Roll	Die-cut	Page 318	Page 320	-	-
		Continuous	-	-	-	-
	Fanfold	Die-cut	-	-	-	-
		Continuous	-	-	-	-

CW-C6000 Series (4-inch auto cutter model)

Roll Die-cut Label (Black Mark)



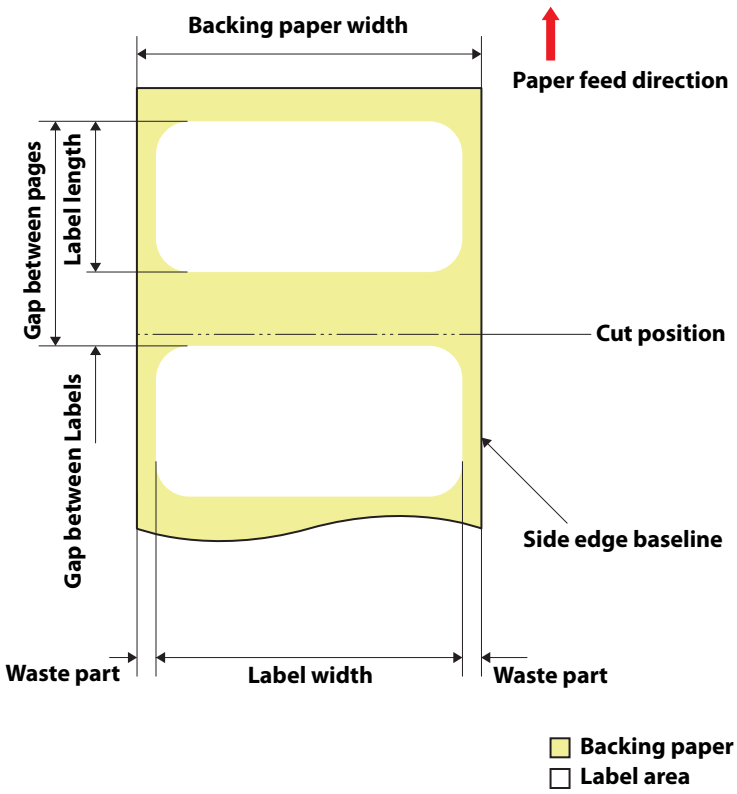
Form	Roll paper
Backing paper width	25.4 to 112 mm
Label width	21.4 to 108 mm
Label length	When auto cut is not used: 8 to 609.6 mm (up to 24 inches) When auto cut is used: 15 to 609.6 mm (up to 24 inches)
Gap between Labels	When auto cut is not used: 2 to 6 mm When auto cut is used: 2.5 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Label corner R	1.5 mm or less
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
Roll paper core inner diameter	76.2 mm ±0.5 mm
Roll paper outer diameter	203.2 mm or less
Winding direction	Print side must be facing outside (facing inside is unusable)

Black mark position	Each black mark should extends at least 18.4 mm from side edge baseline.
Black mark width	18.4 mm or more
Black mark length	4 to 25.4 mm, 4 mm or more of blank space on label
Black mark interval*1	When auto cut is not used: 10 to 615.6 mm When auto cut is used: 17.5 to 615.6 mm

*1: It is not allowed to have another black mark in the intervening space between the black marks (black mark interval).

- Paper with holes or cutouts cannot be used.
- Set the cut position to a position at least 1.7 mm away from the black mark of the next label.
- Set the start position of the first label to a position at least 1.5 mm away from the leading edge of the backing paper.

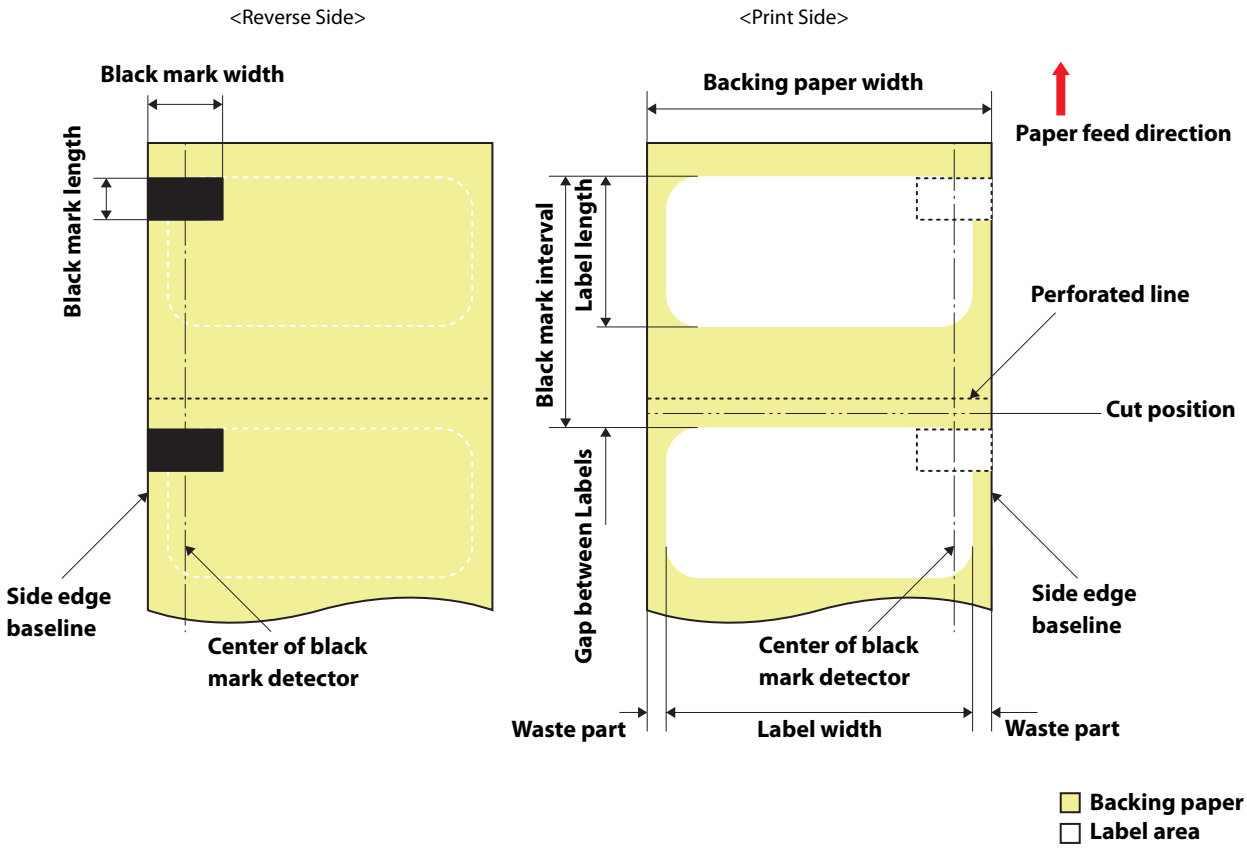
Roll Die-cut Label (without Black Mark)



Form	Roll paper
Backing paper width	25.4 to 112 mm
Label width	21.4 to 108 mm
Label length	When auto cut is not used: 8 to 609.6 mm (up to 24 inches) When auto cut is used: 15 to 609.6 mm (up to 24 inches)
Gap between Labels	2 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Label corner R	1.5 mm or less
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
Roll paper core inner diameter	76.2 mm ±0.5 mm
Roll paper outer diameter	203.2 mm or less
Winding direction	Print side must be facing outside (facing inside is unusable)

- Paper with holes or cutouts cannot be used.
- Set the cut position to a position at least 0.7 mm away from the leading edge of the next label.
- Set the start position of the first label to a position at least 1.5 mm away from the leading edge of the backing paper.

Roll paper Die-cut Label with perforation (Black Mark)



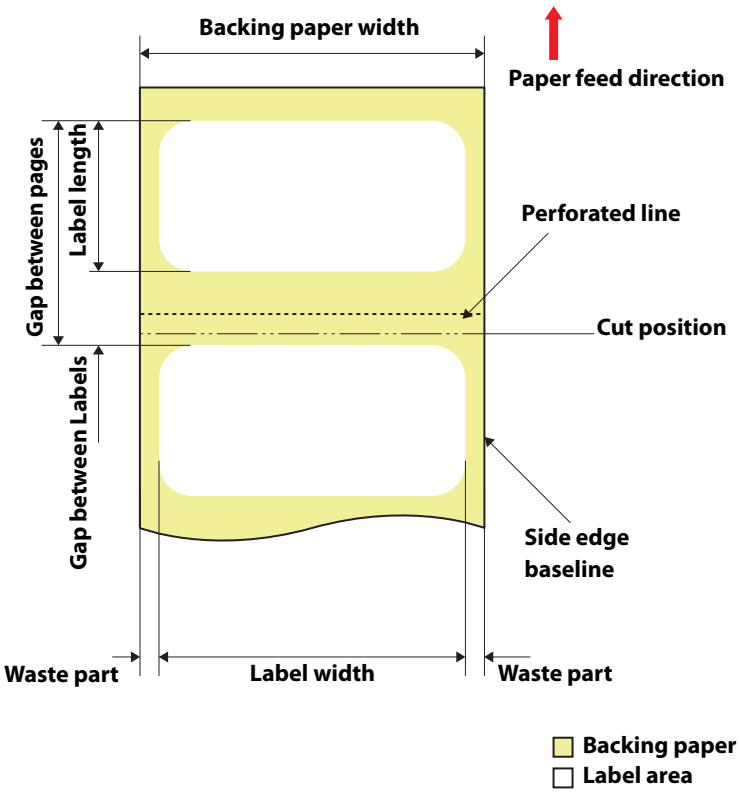
Form	Roll paper
Backing paper width	25.4 to 112 mm
Label width	21.4 to 108 mm
Label length	When auto cut is not used: 8 to 609.6 mm (up to 24 inches) When auto cut is used: 15 to 609.6 mm (up to 24 inches)
Gap between Labels	When auto cut is not used: 2 to 6 mm When auto cut is used: 3 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Label corner R	1.5 mm or less
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
Roll paper core inner diameter	76.2 mm ± 0.5 mm
Roll paper outer diameter	203.2 mm or less
Winding direction	Print side must be facing outside (facing inside is unusable)
Black mark position	Each black mark should extends at least 18.4 mm from side edge baseline.
Black mark width	18.4 mm or more

Black mark length	4 to 25.4 mm, 4 mm or more of blank space on label
Black mark interval*1	When auto cut is not used: 10 to 615.6 mm When auto cut is used: 18 to 615.6 mm
Perforation interval	Three (hole portion) to one (no hole portion)
Perforation form	Usable if a hole is located at side edges

*1: It is not allowed to have another black mark in the intervening space between the black marks (black mark interval).

- Paper with holes or cutouts cannot be used.
- Auto cutting on the perforated lines will generate scraps of paper that may cause problems. Also, auto cutting ahead of the perforated line may cause problems when feeding paper. Therefore, perform auto cutting when paper is fed at least 0.8 mm away from the perforated line.
- Set the black mark position to a position at least 2.5 mm away from the perforated line.
- Set the cut position to a position at least 1.7 mm away from the black mark of the next label.
- Set the start position of the first label to a position at least 1.5 mm away from the leading edge of the backing paper.

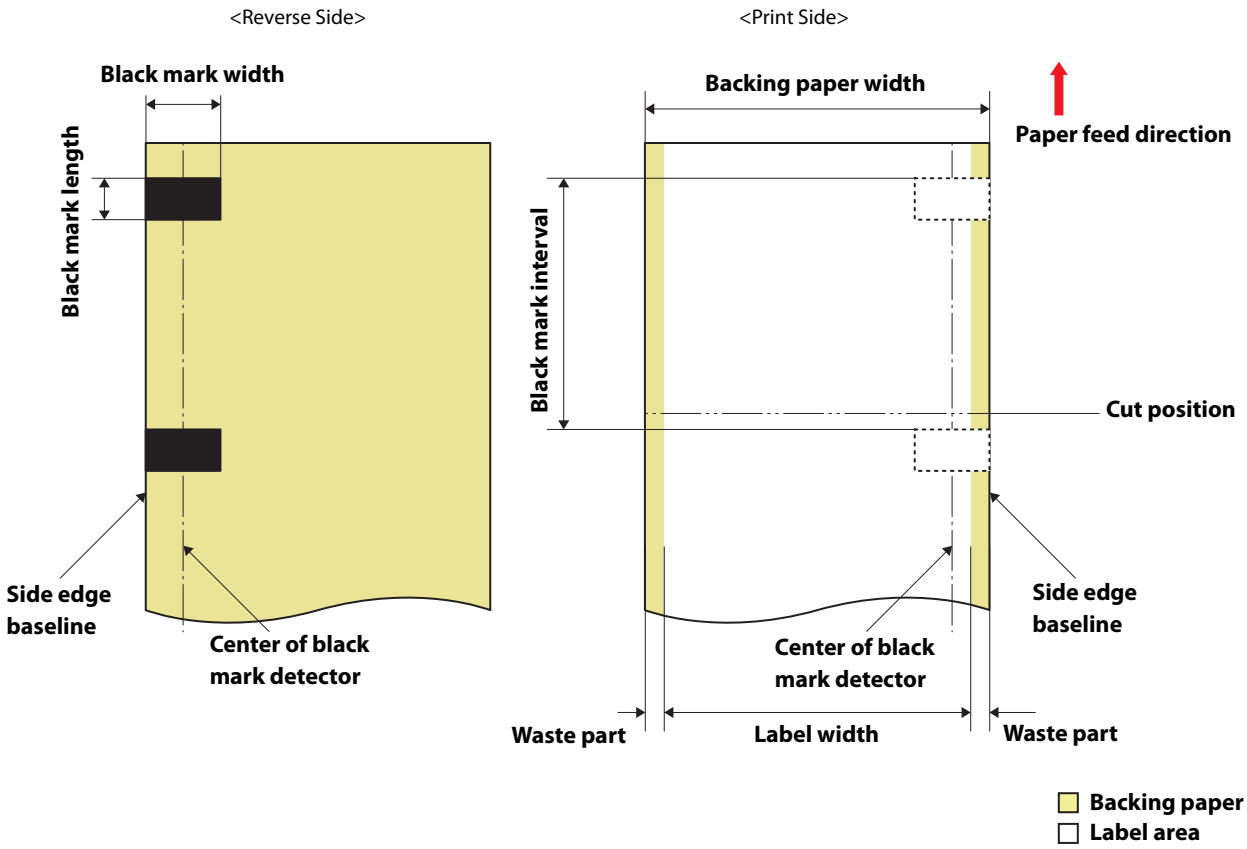
Roll paper Die-cut Label with perforation (without black marks)



Form	Roll paper
Backing paper width	25.4 to 112 mm
Label width	21.4 to 108 mm
Label length	When auto cut is not used: 8 to 609.6 mm (up to 24 inches) When auto cut is used: 15 to 609.6 mm (up to 24 inches)
Gap between Labels	When auto cut is not used: 2 to 6 mm When auto cut is used: 3 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Label corner R	1.5 mm or less
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
Roll paper core inner diameter	76.2 mm ± 0.5 mm
Roll paper outer diameter	203.2 mm or less
Winding direction	Print side must be facing outside (facing inside is unusable)
Perforation interval	Three (hole portion) to one (no hole portion)
Perforation form	Usable if a hole is located at side edges

- Paper with holes or cutouts cannot be used.
- Auto cutting on the perforated lines will generate scraps of paper that may cause problems. Also, auto cutting ahead of the perforated line may cause problems when feeding paper. Therefore, perform auto cutting when paper is fed at least 0.8 mm away from the perforated line.
- Set the leading edge of the next label to a position at least 1.5 mm away from the perforated line.
- Set the cut position to a position at least 0.7 mm away from the leading edge of the next label.

Roll paper Continuous Label (Black Mark)



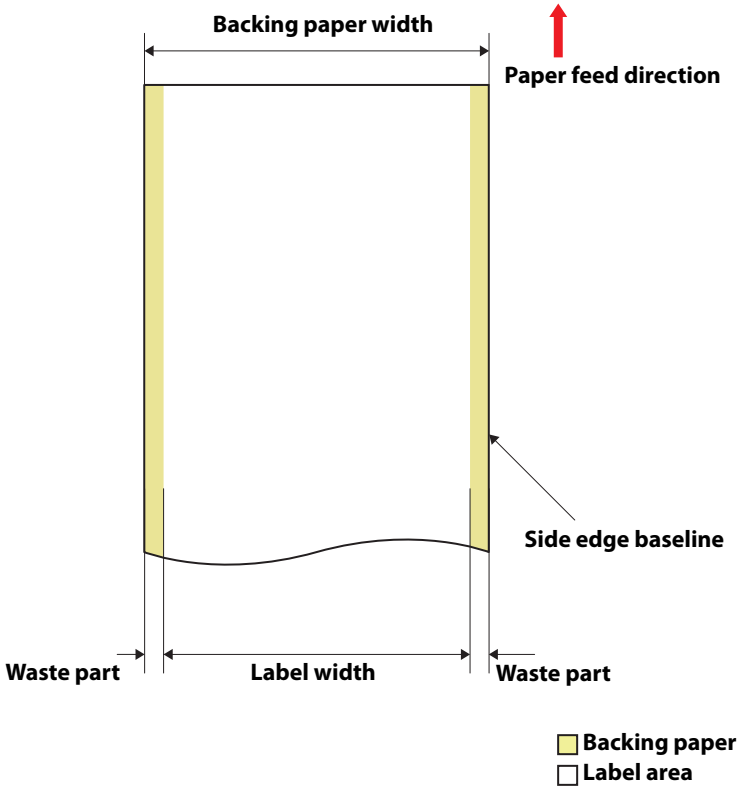
Form	Roll paper
Backing paper width	25.4 to 112 mm
Label width	With waste part: 25.4 to 112 mm Without waste part: 21.4 to 108 mm
Label length	-
Gap between Labels	-
Waste part on the left and right	With waste part: - Without waste part: 2 ± 0.5 mm
Label corner R	-
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
Roll paper core inner diameter	76.2 mm ± 0.5 mm
Roll paper outer diameter	203.2 mm or less
Winding direction	Print side must be facing outside (facing inside is unusable)
Black mark position	Each black mark should extends at least 18.4 mm from side edge baseline.
Black mark width	18.4 mm or more
Black mark length	4 to 25.4 mm, 4 mm or more of blank space on label

Black mark interval*1	When auto cut is not used: 8 to 615.6 mm When auto cut is used: 15 to 615.6 mm

*1: It is not allowed to have another black mark in the intervening space between the black marks (black mark interval).

- Paper with holes or cutouts cannot be used.
- Set the cut position to a position at least 1.7 mm away from the black mark of the next label.
- Set the start position of the first label to a position at least 1.5 mm away from the leading edge of the backing paper.

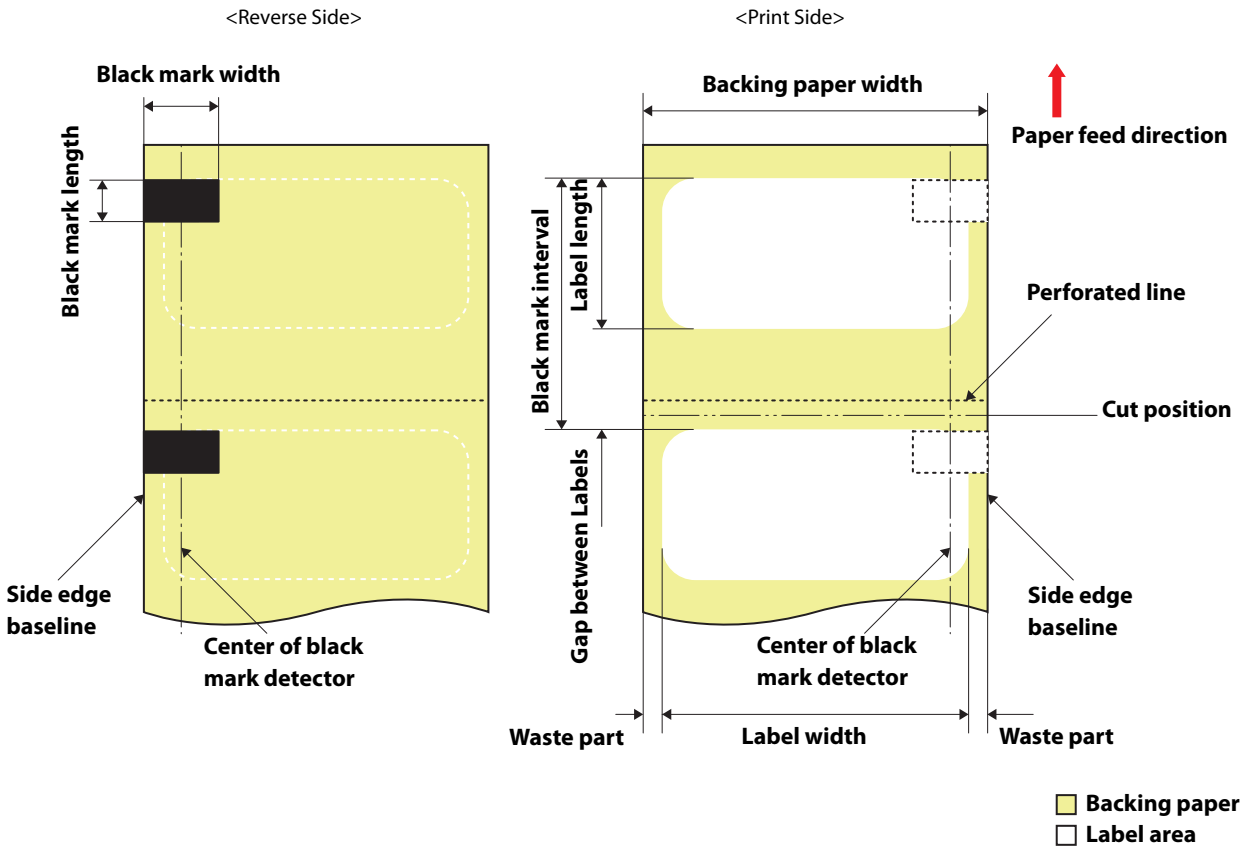
Roll paper Continuous label (without black marks)



Form	Roll paper
Backing paper width	25.4 to 112 mm
Label width	With waste part: 25.4 to 112 mm Without waste part: 21.4 to 108 mm
Label length	-
Gap between Labels	-
Waste part on the left and right	With waste part: - Without waste part: 2 ± 0.5 mm
Label corner R	-
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
Roll paper core inner diameter	76.2 mm ± 0.5 mm
Roll paper outer diameter	203.2 mm or less
Winding direction	Print side must be facing outside (facing inside is unusable)

- Paper with holes or cutouts cannot be used.

Fanfold Die-cut Label (Black Mark)



Form	Fanfold
Backing paper width	25.4 to 112 mm
Label width	21.4 to 108 mm
Label length	When auto cut is not used: 8 to 301.8 mm (up to 11.9 inches) When auto cut is used: 15 to 301.8 mm (up to 11.9 inches)
Gap between Labels	When auto cut is not used: 2 to 6 mm When auto cut is used: 3 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Label corner R	1.5 mm or less
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
The number of folds	750 or less
Perforated line interval	152.4 to 304.8 mm (6 to 12 inches)
Black mark position	Each black mark should extends at least 18.4 mm from side edge baseline.
Black mark width	18.4 mm or more
Black mark length	4 to 25.4 mm, 4 mm or more of blank space on label

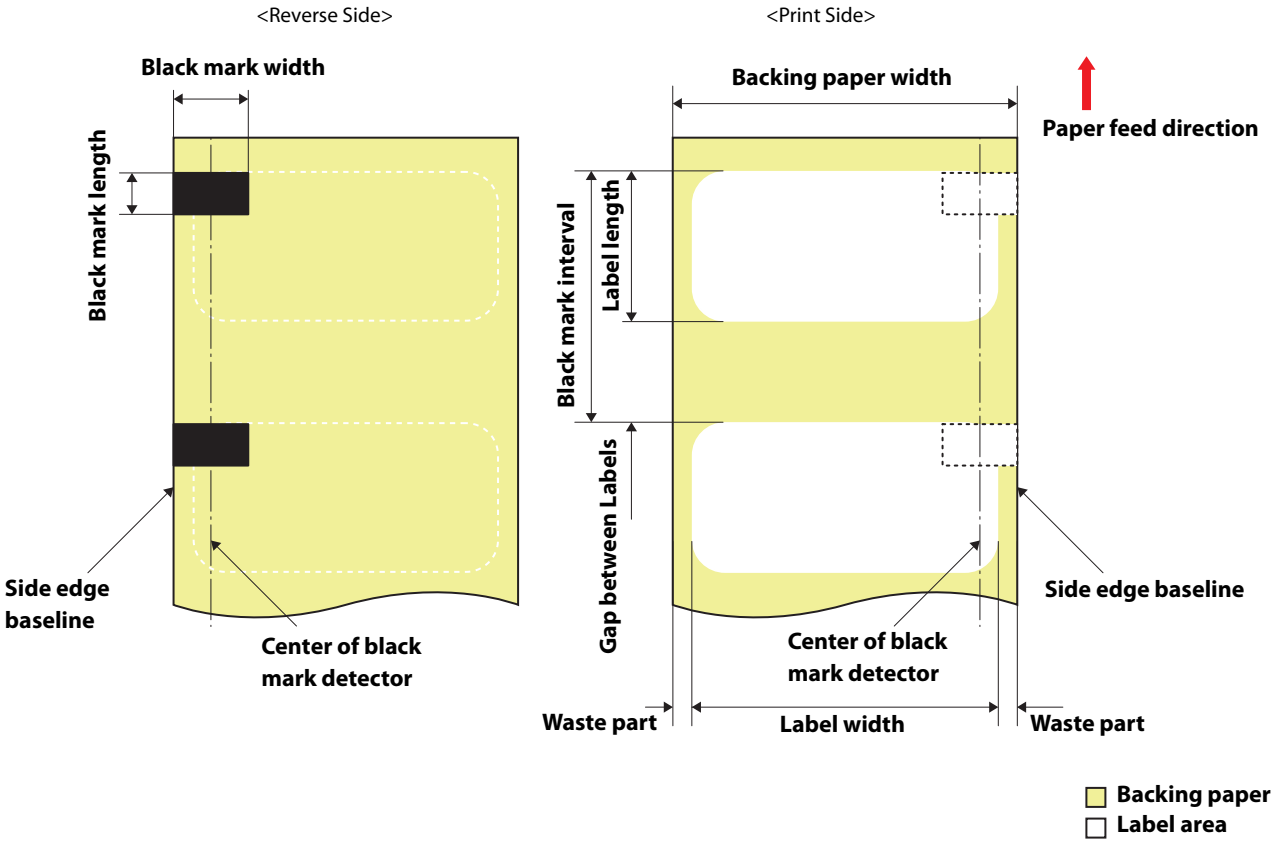
Black mark interval*1	When auto cut is not used: 10 to 307.8 mm When auto cut is used: 18 to 307.8 mm
Perforation interval	Three (hole portion) to one (no hole portion)
Perforation form	Usable if a hole is located at side edges

*1: It is not allowed to have another black mark in the intervening space between the black marks (black mark interval).

- Paper with holes or cutouts cannot be used.
- Auto cutting on the perforated lines will generate scraps of paper that may cause problems. Also, auto cutting ahead of the perforated line may cause problems when feeding paper. Therefore, perform auto cutting when paper is fed at least 0.8 mm away from the perforated line.
- Set the black mark position to a position at least 2.5 mm away from the perforated line.
- Set the cut position to a position at least 1.7 mm away from the black mark of the next label.
- Set the start position of the first label to a position at least 1.5 mm away from the leading edge of the backing paper.

CW-C6000 Series (4-inch peeler model)

Roll Die-cut Label (Black Mark)

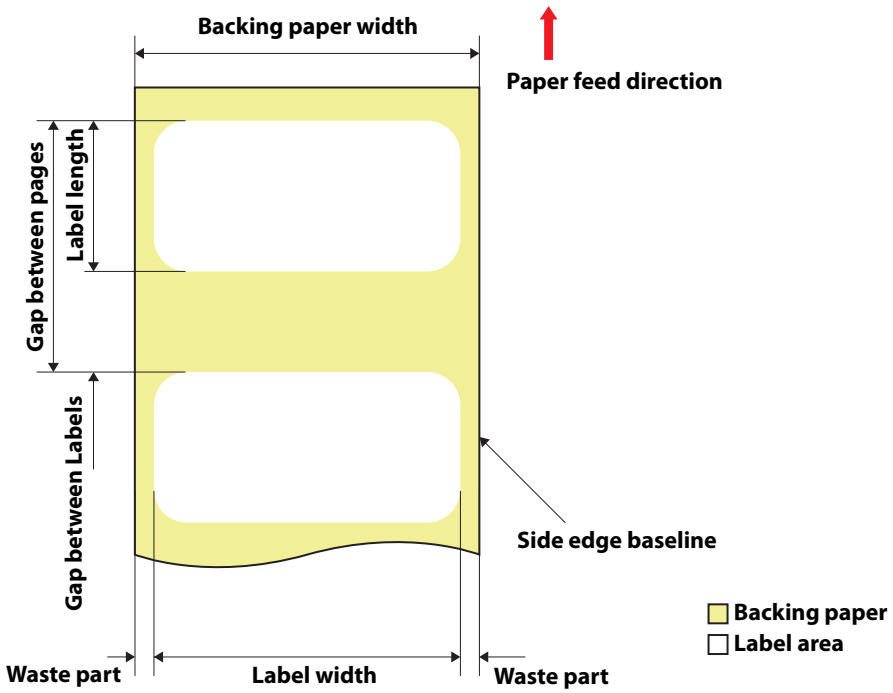


Form	Roll paper
Backing paper width	25.4 to 112 mm
Label width	21.4 to 108 mm
Label length	When peeler is not used: 8 to 609.6 mm (up to 24 inches) When peeler is used: 12.7 to 609.6 mm (up to 24 inches)
Gap between Labels	2 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Label corner R	1.5 mm or less
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
Roll paper core inner diameter	76.2 mm ± 0.5 mm
Roll paper outer diameter	203.2 mm or less
Winding direction	Print side must be facing outside (facing inside is unusable)
Black mark position	Each black mark should extends at least 18.4 mm from side edge baseline.

Black mark width	18.4 mm or more
Black mark length	4 to 25.4 mm, 4 mm or more of blank space on label
Black mark interval	When peeler is not used: 10 to 615.6 mm When peeler is used: 14.7 to 615.6 mm

- Paper with holes or cutouts cannot be used.
- Set the start position of the first label to a position at least 1.5 mm away from the leading edge of the backing paper.
- You cannot use paper with perforation. If you use the paper, the perforation may be torn and/or a paper jam may occur.
- If a blade of die had cut deep into paper, the die-cut labels become hard to be removed from the backing paper, and the peeler may fail to peel off those die-cut labels.

Roll Die-cut Label (without Black Mark)

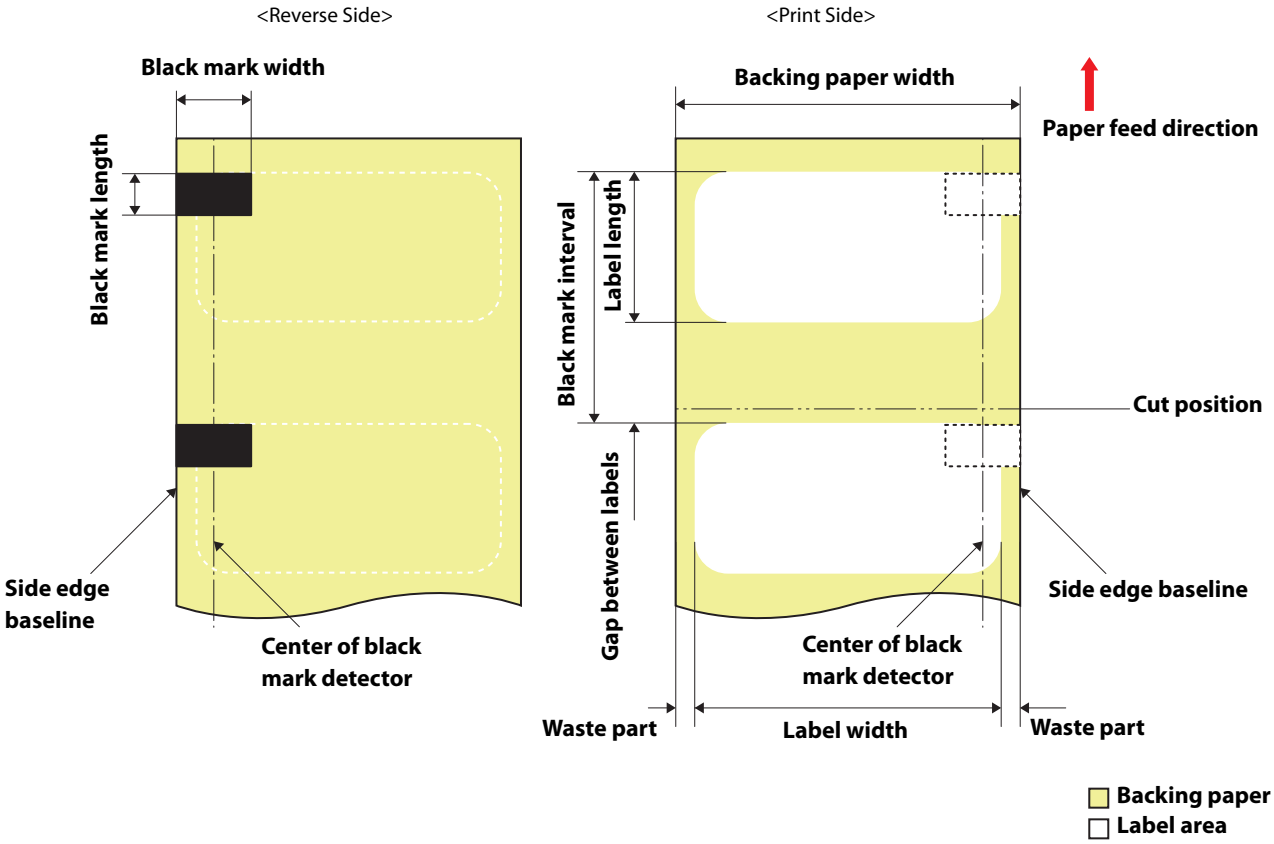


Form	Roll paper
Backing paper width	25.4 to 112 mm
Label width	21.4 to 108 mm
Label length	When peeler is not used: 8 to 609.6 mm (up to 24 inches) When peeler is used: 12.7 to 609.6 mm (up to 24 inches)
Gap between Labels	2 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Label corner R	1.5 mm or less
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
Roll paper core inner diameter	76.2 mm ± 0.5 mm
Roll paper outer diameter	203.2 mm or less
Winding direction	Print side must be facing outside (facing inside is unusable)

- Paper with holes or cutouts cannot be used.
- Set the start position of the first label to a position at least 1.5 mm away from the leading edge of the backing paper.
- You cannot use paper with perforation. If you use the paper, the perforation may be torn and/or a paper jam may occur.
- If a blade of die had cut deep into paper, the die-cut labels become hard to be removed from the backing paper, and the peeler may fail to peel off those die-cut labels.

CW-C6500 Series (8-inch auto cutter model)

Roll Die-cut Label (Black Mark)



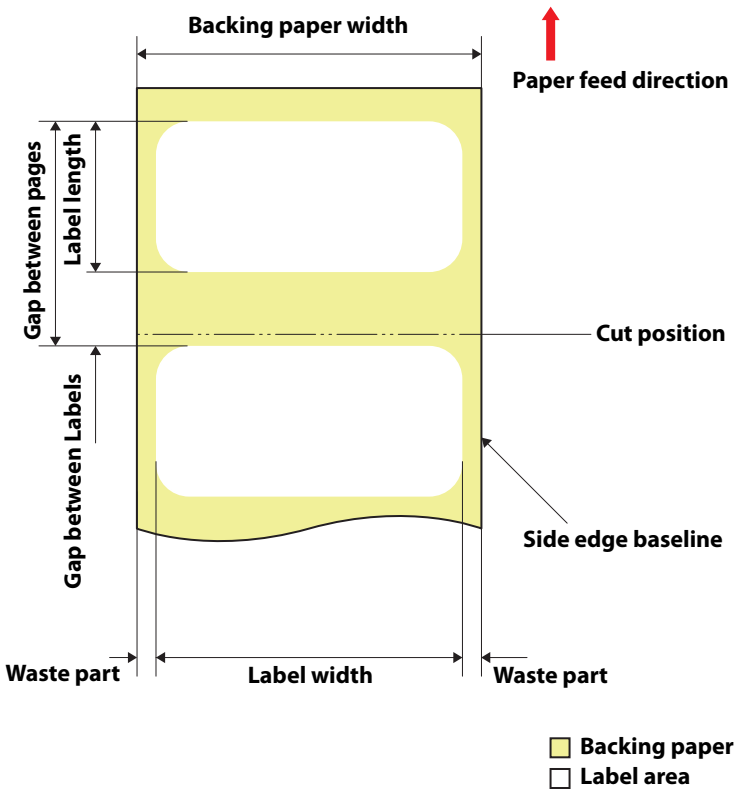
Form	Roll paper
Backing paper width	25.4 to 215.9 mm
Label width	21.4 to 211.9 mm
Label length	When auto cut is not used: 8 to 609.6 mm (up to 24 inches) When auto cut is used: 15 to 609.6 mm (up to 24 inches)
Gap between Labels	When auto cut is not used: 2 to 6 mm When auto cut is used: 2.5 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Label corner R	1.5 mm or less
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
Roll paper core inner diameter	76.2 mm ±0.5 mm
Roll paper outer diameter	152.4 mm or less
Winding direction	Print side must be facing outside (facing inside is unusable)

Black mark position	Each black mark should extends at least 18.4 mm from side edge baseline.
Black mark width	18.4 mm or more
Black mark length	4 to 25.4 mm, 4 mm or more of blank space on label
Black mark interval* 1	When auto cut is not used: 10 to 615.6 mm When auto cut is used: 18 to 615.6 mm

*1: It is not allowed to have another black mark in the intervening space between the black marks (black mark interval).

- Paper with holes or cutouts cannot be used.
- Set the cut position to a position at least 1.7 mm away from the black mark of the next label.
- Set the start position of the first label to a position at least 1.5 mm away from the leading edge of the backing paper.

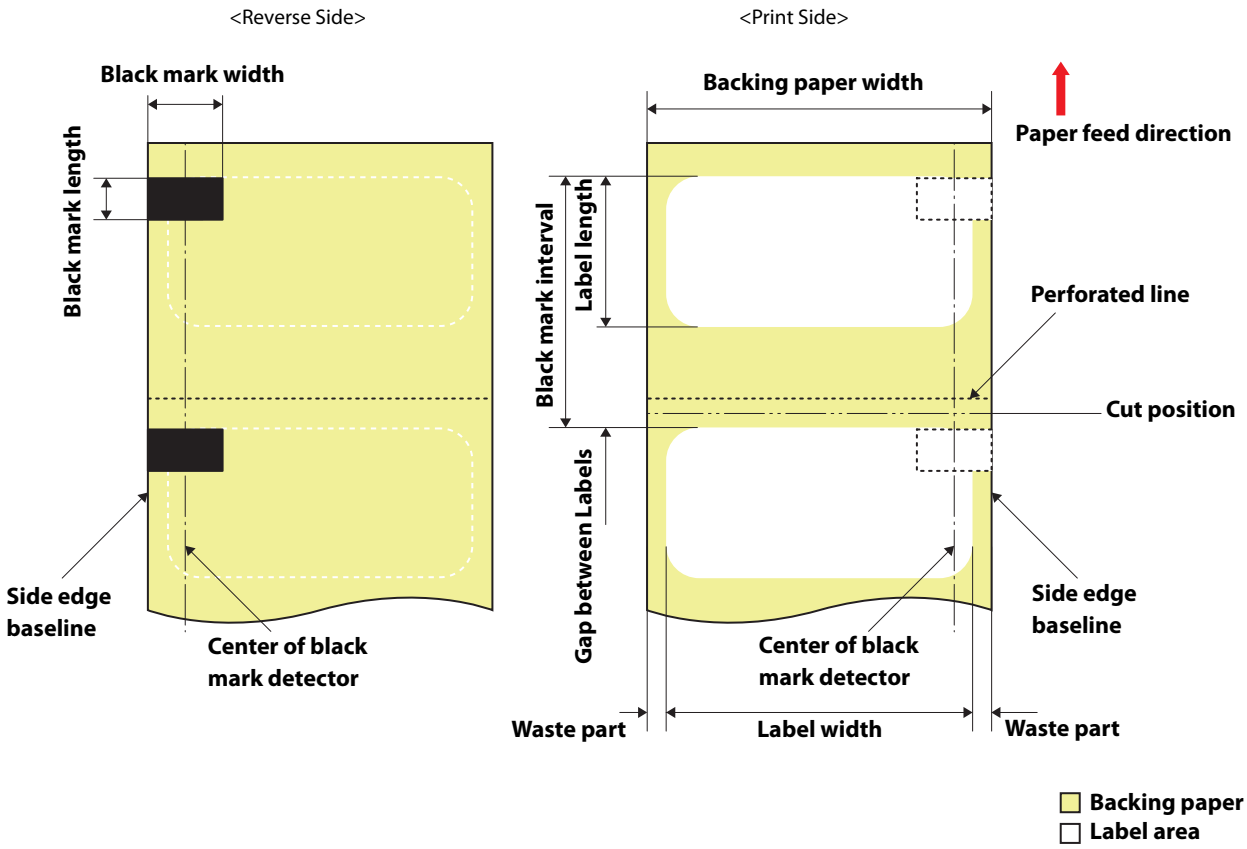
Roll Die-cut Label (without Black Mark)



Form	Roll paper
Backing paper width	25.4 to 215.9 mm
Label width	21.4 to 211.9 mm
Label length	When auto cut is not used: 8 to 609.6 mm (up to 24 inches) When auto cut is used: 15 to 609.6 mm (up to 24 inches)
Gap between Labels	2 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Label corner R	1.5 mm or less
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
Roll paper core inner diameter	76.2 mm ±0.5 mm
Roll paper outer diameter	152.4 mm or less
Winding direction	Print side must be facing outside (facing inside is unusable)

- Paper with holes or cutouts cannot be used.
- Set the cut position to a position at least 0.7 mm away from the leading edge of the next label.
- Set the start position of the first label to a position at least 1.5 mm away from the leading edge of the backing paper.

Roll paper Die-cut Label with perforation (Black Mark)



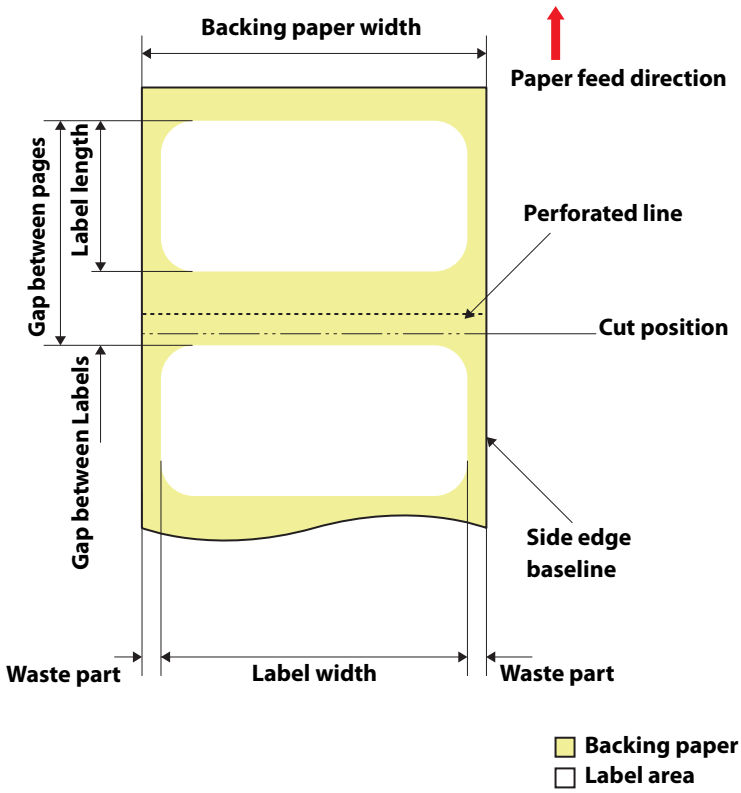
Form	Roll paper
Backing paper width	25.4 to 215.9 mm
Label width	21.4 to 211.9 mm
Label length	When auto cut is not used: 8 to 609.6 mm (up to 24 inches) When auto cut is used: 15 to 609.6 mm (up to 24 inches)
Gap between Labels	When auto cut is not used: 2 to 6 mm When auto cut is used: 3 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Label corner R	1.5 mm or less
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
Roll paper core inner diameter	76.2 mm ± 0.5 mm
Roll paper outer diameter	152.4 mm or less
Winding direction	Print side must be facing outside (facing inside is unusable)
Black mark position	Each black mark should extends at least 18.4 mm from side edge baseline.
Black mark width	18.4 mm or more

Black mark length	4 to 25.4 mm, 4 mm or more of blank space on label
Black mark interval*1	When auto cut is not used: 10 to 615.6 mm When auto cut is used: 18 to 615.6 mm
Perforation interval	Three (hole portion) to one (no hole portion)
Perforation form	Usable if a hole is located at side edges

*1: It is not allowed to have another black mark in the intervening space between the black marks (black mark interval).

- Paper with holes or cutouts cannot be used.
- Auto cutting on the perforated lines will generate scraps of paper that may cause problems. Also, auto cutting ahead of the perforated line may cause problems when feeding paper. Therefore, perform auto cutting when paper is fed at least 0.8 mm away from the perforated line.
- Set the black mark position to a position at least 2.5 mm away from the perforated line.
- Set the cut position to a position at least 1.7 mm away from the black mark of the next label.
- Set the start position of the first label to a position at least 1.5 mm away from the leading edge of the backing paper.

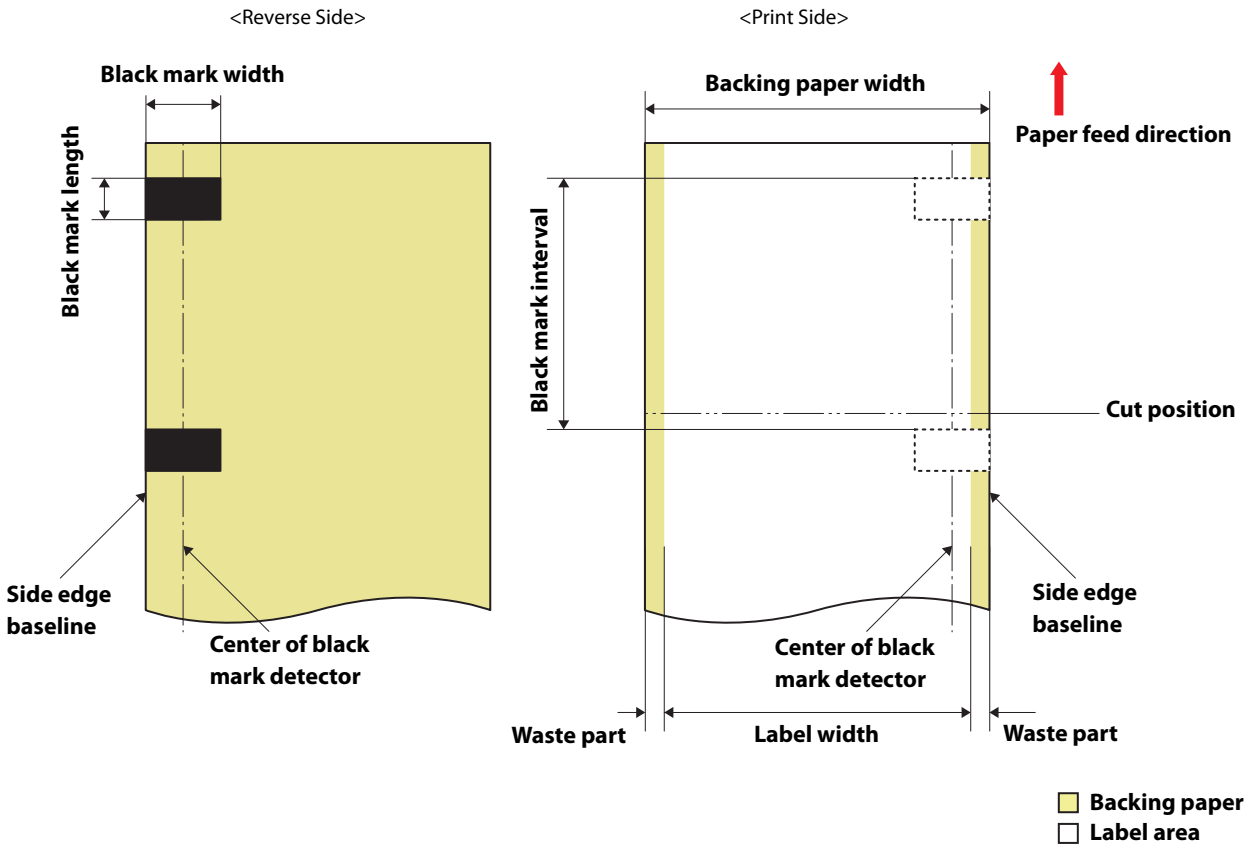
Roll paper Die-cut Label with perforation (without black marks)



Form	Roll paper
Backing paper width	25.4 to 215.9 mm
Label width	21.4 to 211.9 mm
Label length	When auto cut is not used: 8 to 609.6 mm (up to 24 inches) When auto cut is used: 15 to 609.6 mm (up to 24 inches)
Gap between Labels	When auto cut is not used: 2 to 6 mm When auto cut is used: 3 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Label corner R	1.5 mm or less
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
Roll paper core inner diameter	76.2 mm ± 0.5 mm
Roll paper outer diameter	152.4 mm or less
Winding direction	Print side must be facing outside (facing inside is unusable)
Perforation interval	Three (hole portion) to one (no hole portion)
Perforation form	Usable if a hole is located at side edges

- Paper with holes or cutouts cannot be used.
- Auto cutting on the perforated lines will generate scraps of paper that may cause problems. Also, auto cutting ahead of the perforated line may cause problems when feeding paper. Therefore, perform auto cutting when paper is fed at least 0.8 mm away from the perforated line.
- Set the leading edge of the next label to a position at least 1.5 mm away from the perforated line.
- Set the cut position to a position at least 0.7 mm away from the leading edge of the next label.

Roll paper Continuous Label (Black Mark)



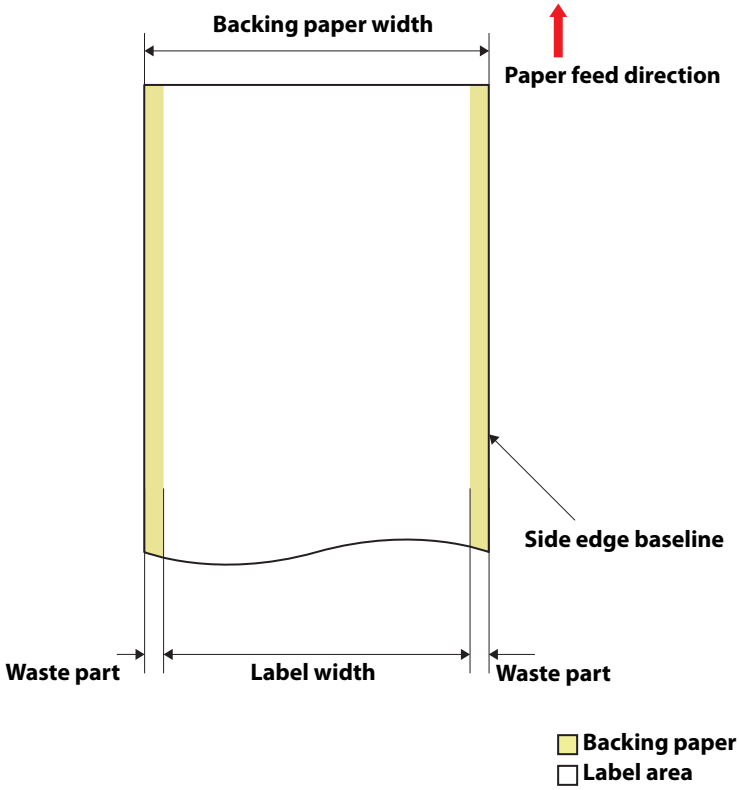
Form	Roll paper
Backing paper width	25.4 to 215.9 mm
Label width	With waste part: 25.4 to 215.9 mm Without waste part: 21.4 to 211.9 mm
Label length	-
Gap between Labels	-
Waste part on the left and right	With waste part: - Without waste part: 2 ± 0.5 mm
Label corner R	-
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
Roll paper core inner diameter	76.2 mm ± 0.5 mm
Roll paper outer diameter	152.4 mm or less
Winding direction	Print side must be facing outside (facing inside is unusable)
Black mark position	Each black mark should extends at least 18.4 mm from side edge baseline.
Black mark width	18.4 mm or more

Black mark length	4 to 25.4 mm, 4 mm or more of blank space on label
Black mark interval*1	When auto cut is not used: 8 to 615.6 mm When auto cut is used: 15 to 615.6 mm

*1: It is not allowed to have another black mark in the intervening space between the black marks (black mark interval).

- Paper with holes or cutouts cannot be used.
- Set the cut position to a position at least 1.7 mm away from the black mark of the next label.
- Set the start position of the first label to a position at least 1.5 mm away from the leading edge of the backing paper.

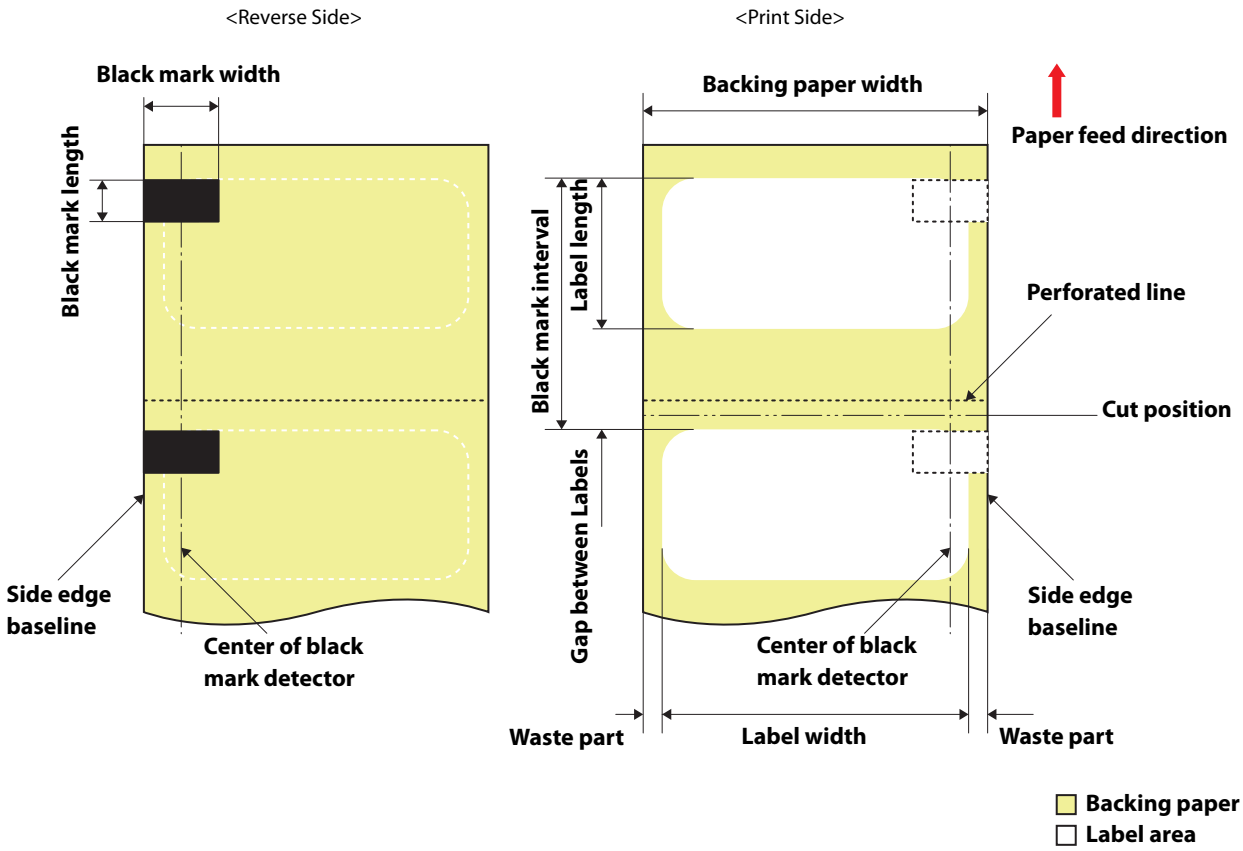
Roll paper Continuous label (without black marks)



Form	Roll paper
Backing paper width	25.4 to 215.9 mm
Label width	With waste part: 25.4 to 215.9 mm Without waste part: 21.4 to 211.9 mm
Label length	-
Gap between Labels	-
Waste part on the left and right	With waste part: - Without waste part: 2 ± 0.5 mm
Label corner R	-
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
Roll paper core inner diameter	76.2 mm ± 0.5 mm
Roll paper outer diameter	152.4 mm or less
Winding direction	Print side must be facing outside (facing inside is unusable)

- Paper with holes or cutouts cannot be used.

Fanfold Die-cut Label (Black Mark)



Form	Fanfold
Backing paper width	25.4 to 215.9 mm
Label width	21.4 to 211.9 mm
Label length	When auto cut is not used: 8 to 301.8 mm (up to 11.9 inches) When auto cut is used: 15 to 301.8 mm (up to 11.9 inches)
Gap between Labels	When auto cut is not used: 2 to 6 mm When auto cut is used: 3 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Label corner R	1.5 mm or less
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
The number of folds	750 or less
Perforated line interval	152.4 to 304.8 mm (6 to 12 inches)
Black mark position	Each black mark should extends at least 18.4 mm from side edge baseline.
Black mark width	18.4 mm or more
Black mark length	4 to 25.4 mm, 4 mm or more of blank space on label

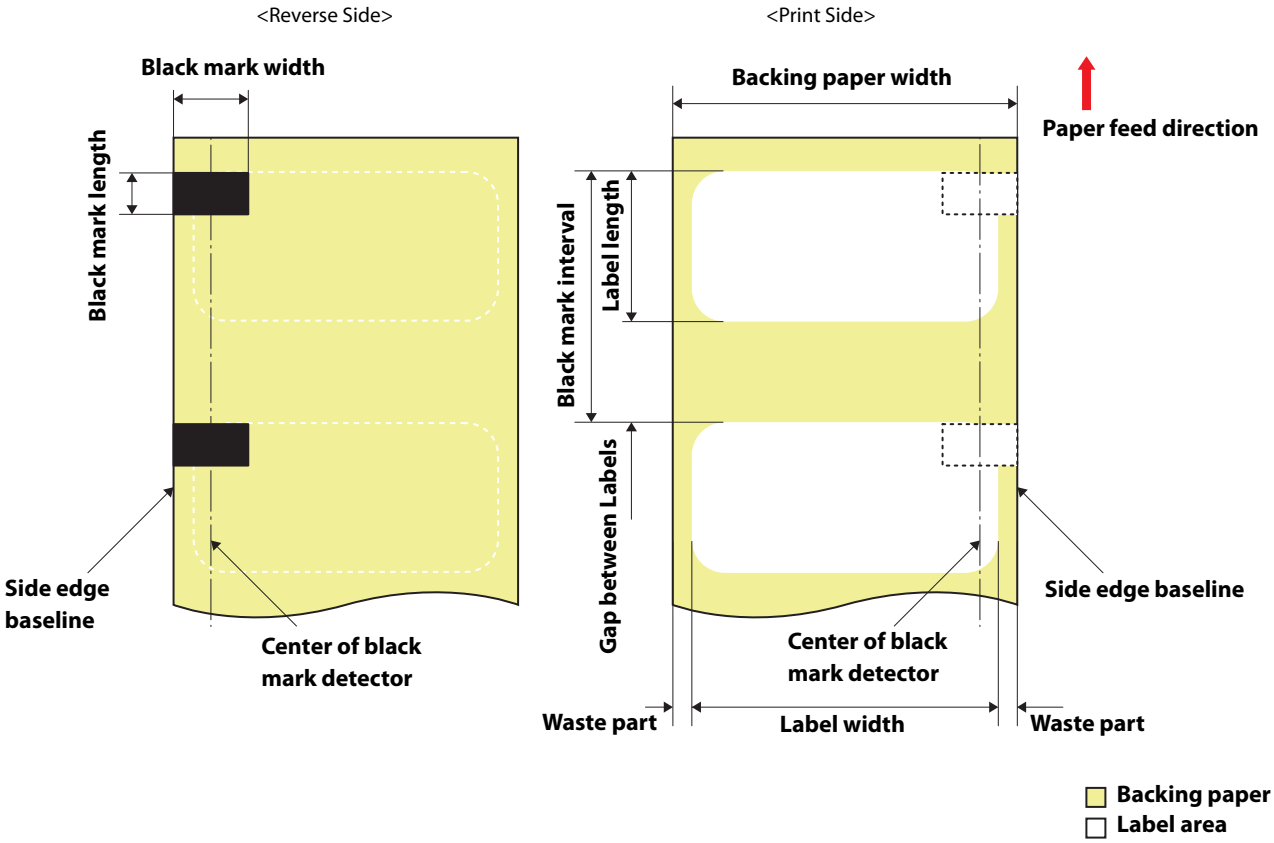
Black mark interval*1	When auto cut is not used: 10 to 307.8 mm When auto cut is used: 18 to 307.8 mm
Perforation interval	Three (hole portion) to one (no hole portion)
Perforation form	Usable if a hole is located at side edges

*1: It is not allowed to have another black mark in the intervening space between the black marks (black mark interval).

- Paper with holes or cutouts cannot be used.
- Auto cutting on the perforated lines will generate scraps of paper that may cause problems. Also, auto cutting ahead of the perforated line may cause problems when feeding paper. Therefore, perform auto cutting when paper is fed at least 0.8 mm away from the perforated line.
- Set the black mark position to a position at least 2.5 mm away from the perforated line.
- Set the cut position to a position at least 1.7 mm away from the black mark of the next label.
- Set the start position of the first label to a position at least 1.5 mm away from the leading edge of the backing paper.

CW-C6500 Series (8-inch peeler model)

Roll Die-cut Label (Black Mark)

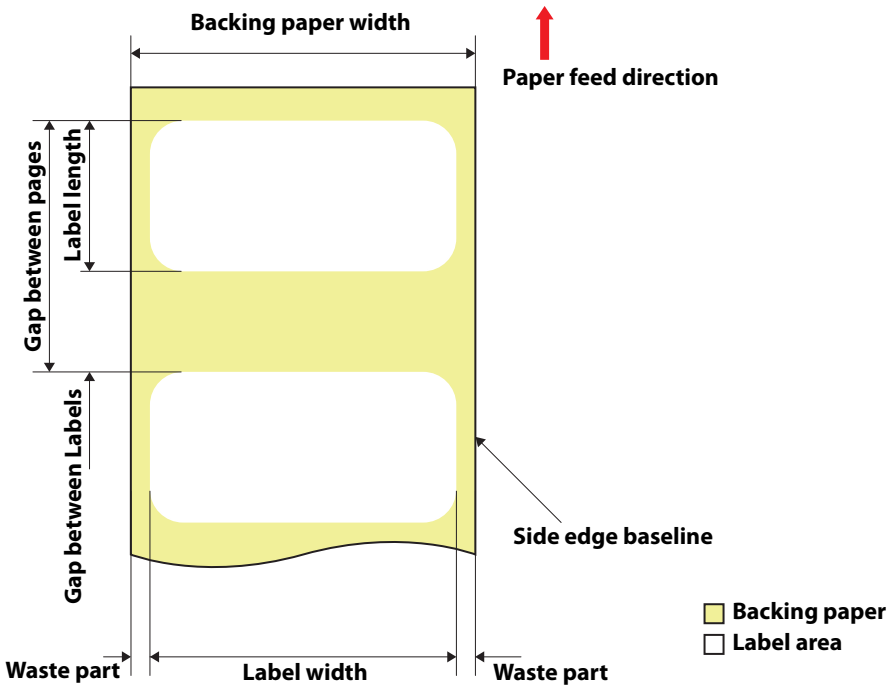


Form	Roll paper
Backing paper width	25.4 to 215.9 mm
Label width	21.4 to 211.9 mm
Label length	When peeler is not used: 8 to 609.6 mm (up to 24 inches) When peeler is used: 12.7 to 609.6 mm (up to 24 inches)
Gap between Labels	2 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Label corner R	1.5 mm or less
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
Roll paper core inner diameter	76.2 mm ± 0.5 mm
Roll paper outer diameter	152.4 mm or less
Winding direction	Print side must be facing outside (facing inside is unusable)
Black mark position	Each black mark should extends at least 18.4 mm from side edge baseline.

Black mark width	18.4 mm or more
Black mark length	4 to 25.4 mm, 4 mm or more of blank space on label
Black mark interval	When peeler is not used: 10 to 615.6 mm When peeler is used: 14.7 to 615.6 mm

- Paper with holes or cutouts cannot be used.
- Set the start position of the first label to a position at least 1.5 mm away from the leading edge of the backing paper.
- You cannot use paper with perforation. If you use the paper, the perforation may be torn and/or a paper jam may occur.
- If a blade of die had cut deep into paper, the die-cut labels become hard to be removed from the backing paper, and the peeler may fail to peel off those die-cut labels.

Roll Die-cut Label (without Black Mark)

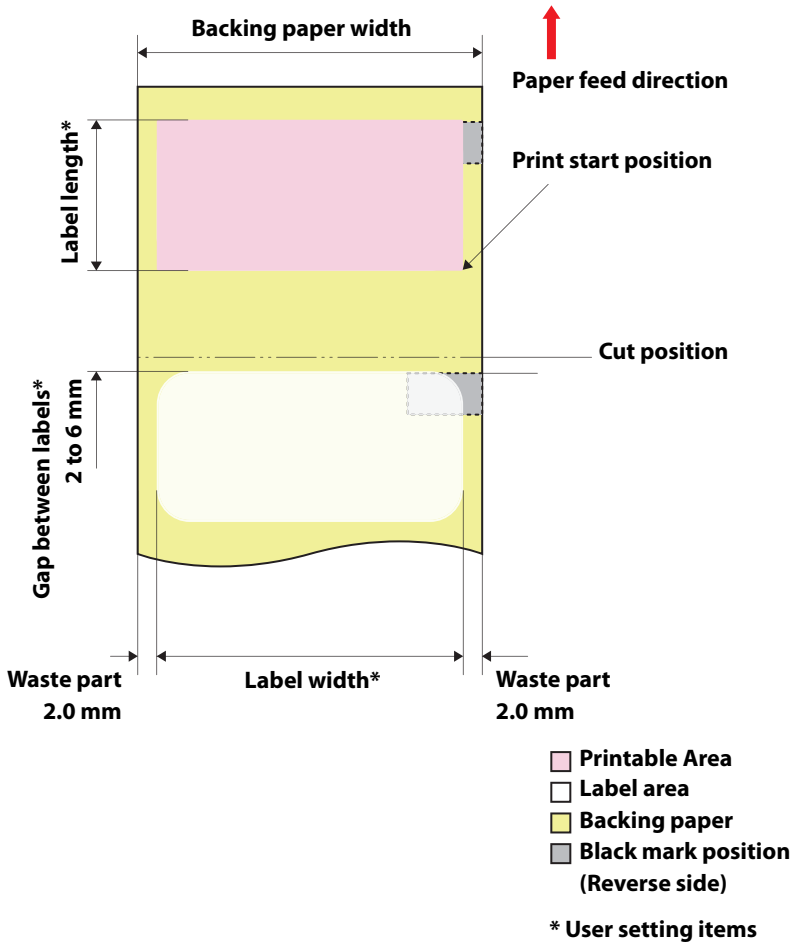


Form	Roll paper
Backing paper width	25.4 to 215.9 mm
Label width	21.4 to 211.9 mm
Label length	When peeler is not used: 8 to 609.6 mm (up to 24 inches) When peeler is used: 12.7 to 609.6 mm (up to 24 inches)
Gap between Labels	2 to 6 mm
Waste part on the left and right	2 ± 0.5 mm
Label corner R	1.5 mm or less
Paper thickness	Plain Paper/Matte Paper/Synthetic/Texture Paper/Glossy Paper/Glossy Film/ High Glossy Paper 0.12 to 0.24 mm
Roll paper core inner diameter	76.2 mm ± 0.5 mm
Roll paper outer diameter	152.4 mm or less
Winding direction	Print side must be facing outside (facing inside is unusable)

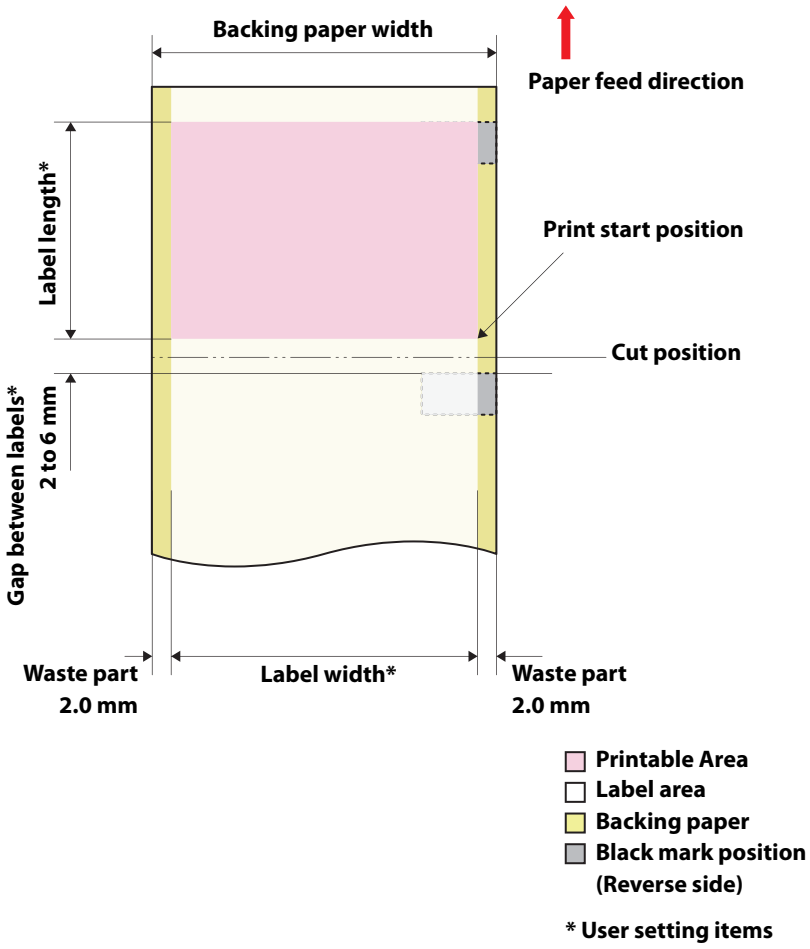
- Paper with holes or cutouts cannot be used.
- Set the start position of the first label to a position at least 1.5 mm away from the leading edge of the backing paper.
- You cannot use paper with perforation. If you use the paper, the perforation may be torn and/or a paper jam may occur.
- If a blade of die had cut deep into paper, the die-cut labels become hard to be removed from the backing paper, and the peeler may fail to peel off those die-cut labels.

Printable Area

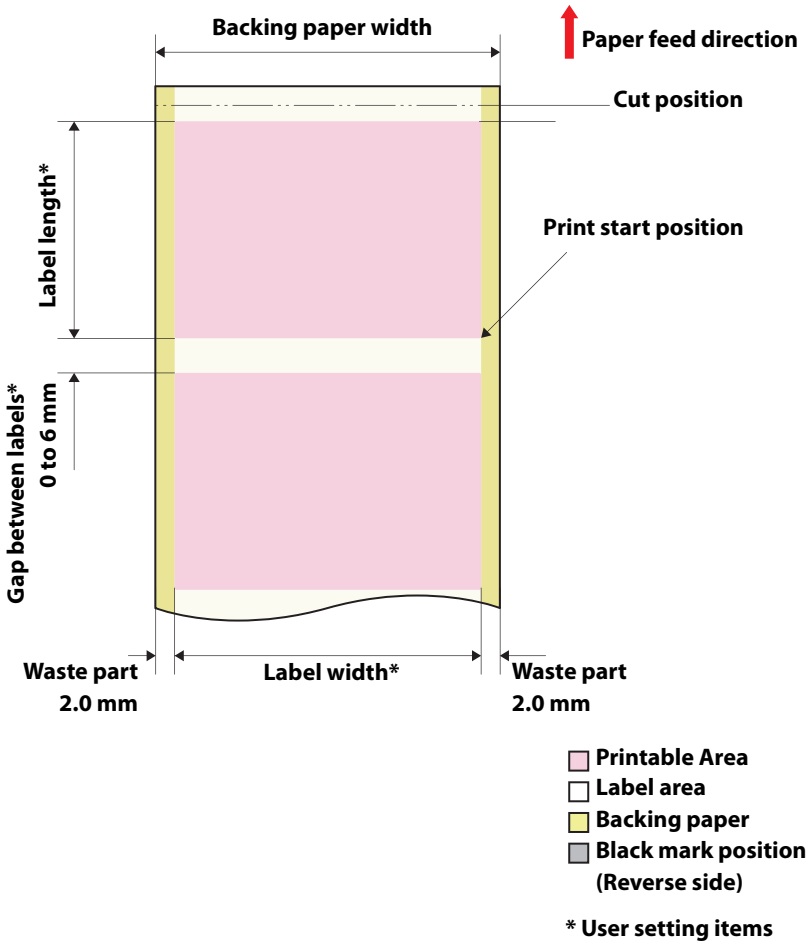
Die-cut Label (Black Mark), Die-cut Label (without black marks)



Continuous Label (Black Mark)



Continuous Label



Electrical Specifications

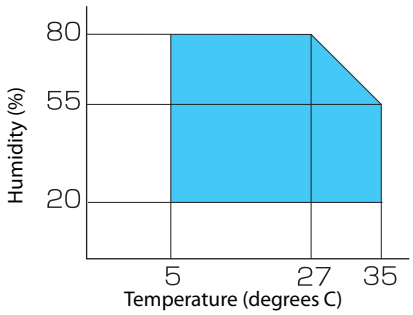
Item		CW-C6000 Series	CW-C6500 Series
Power supply		Power supply through a power connector	
Rated voltage		100 to 240 V	
Rated current		0.9 A	
Power consumption*	Operating	100V: Average of approx. 39.4 W 230V: Average of approx. 38.6 W	100V: Average of approx. 39.5 W 230V: Average of approx. 38.7 W
	Standby	100V: Average of approx. 7.51 W 230V: Average of approx. 5.82 W	100V: Average of approx. 7.51 W 230V: Average of approx. 5.82 W
	Power off	100V: Average of approx. 0.08 W 230V: Average of approx. 0.24 W	100V: Average of approx. 0.08 W 230V: Average of approx. 0.24 W

Reliability

Product life	Printer	When any one of the following is reached • 5 years • 200 km or 1,500,000 pages • 6,000,000 cycles of carriage movement • 1,500,000 times of valve operation inside the ink path
	Auto cutter mechanism	Die-cut label (Plain Paper): 1,500,000 cuts Die-cut label (Matte Paper): 1,500,000 cuts Die-cut label (Synthetic): 500,000 cuts Die-cut label (Texture Paper): 500,000 cuts Die-cut label (Glossy Paper): 1,500,000 cuts Die-cut label (Glossy Film): 1,500,000 cuts Die-cut label (High Glossy Paper): 1,500,000 cuts Continuous label (Plain Paper): 200,000 cuts Continuous label (Matte Paper): 200,000 cuts Continuous label (Synthetic): 100,000 cuts Continuous label (Texture Paper): 100,000 cuts Continuous label (Glossy Paper): 300,000 cuts Continuous label (Glossy Film): 100,000 cuts Continuous label (High Glossy Paper): 200,000 cuts

- Depending of paper used, the reliability values may differ.
- The cutter reliability may differ if paper is changed to wider paper because it causes differences partially in degree of wear of the cutter blade.

Environmental Specifications

<table>
<tr><th colspan="2">Item</th><th colspan="3">Specifications</th></tr>
<tr><td rowspan="4">Temperature/ humidity</td><td>Printing</td><td colspan="3">5 to 35°C, 20 to 80% RH without condensation (the blue-colored range in the graph)
 
</td></tr>
<tr><td>Barcode printing</td><td colspan="3">15 to 35°C, 20 to 80% RH without condensation</td></tr>
<tr><td rowspan="3">Storage</td><td colspan="2">When packed (ink not charged)</td><td>-20 to 60°C, 5 to 85% RH without condensation
(When -20°C or 60°C, within 120 hours)</td></tr>
<tr><td rowspan="2">When ink charged</td><td>Gloss Black Ink</td><td>-20 to 40°C, 20 to 85% RH without condensation
(When -20°C, within 120 hours)
(When 0 to 25°C, within 6 months)
(When 40°C, within 1 month)</td></tr>
<tr><td>Matte Black Ink</td><td>-10 to 40°C, 20 to 85% RH without condensation
(When -10°C, within 120 hours)
(When 0 to 25°C, within 6 months)
(When 40°C, within 1 month)
Can be stored at -20°C by discharging ink in advance.</td></tr>
<tr><td colspan="2">Elevation</td><td colspan="3">0 to 3000 m</td></tr>
<tr><td colspan="2">Noise</td><td colspan="3">Auto cutter model: Approx. 55 dB
Peeler model: Approx. 60 dB
Based on Epson evaluation conditions.</td></tr>
</table>

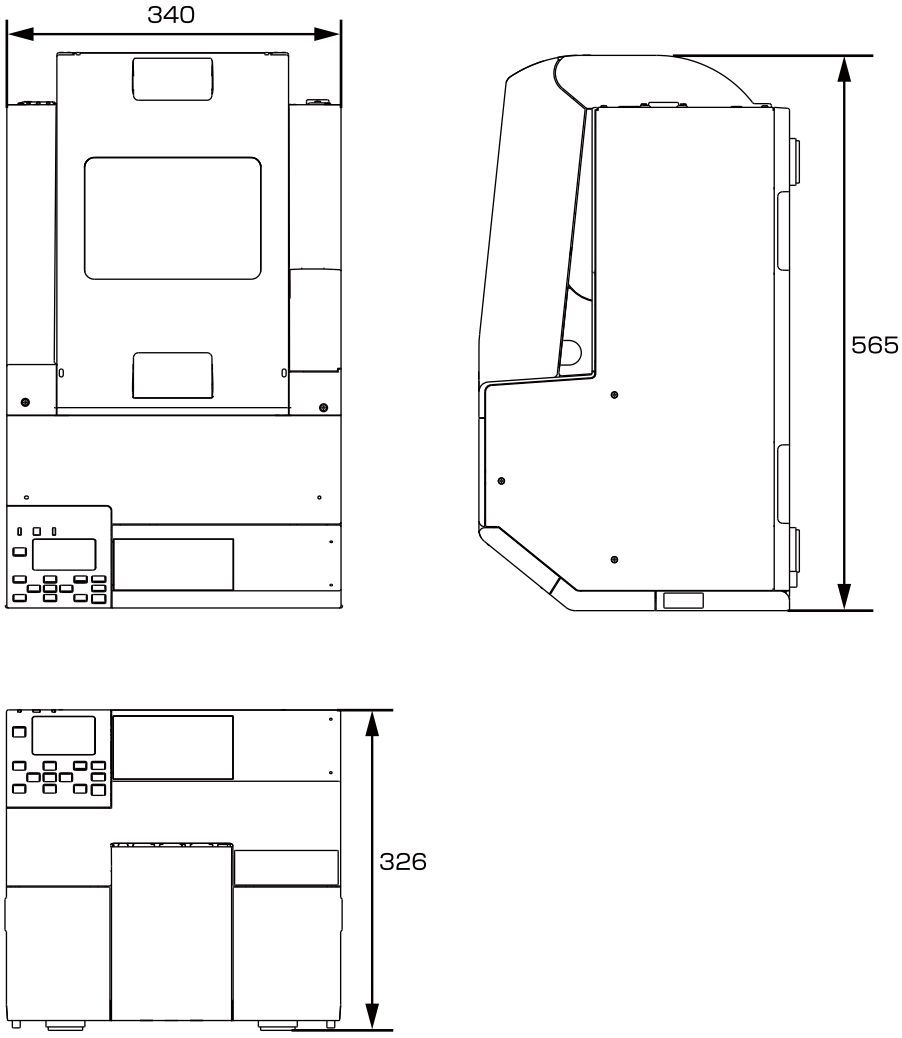
Overall Dimensions

CW-C6000 Series

■ Printer Dimensions

Auto cutter model

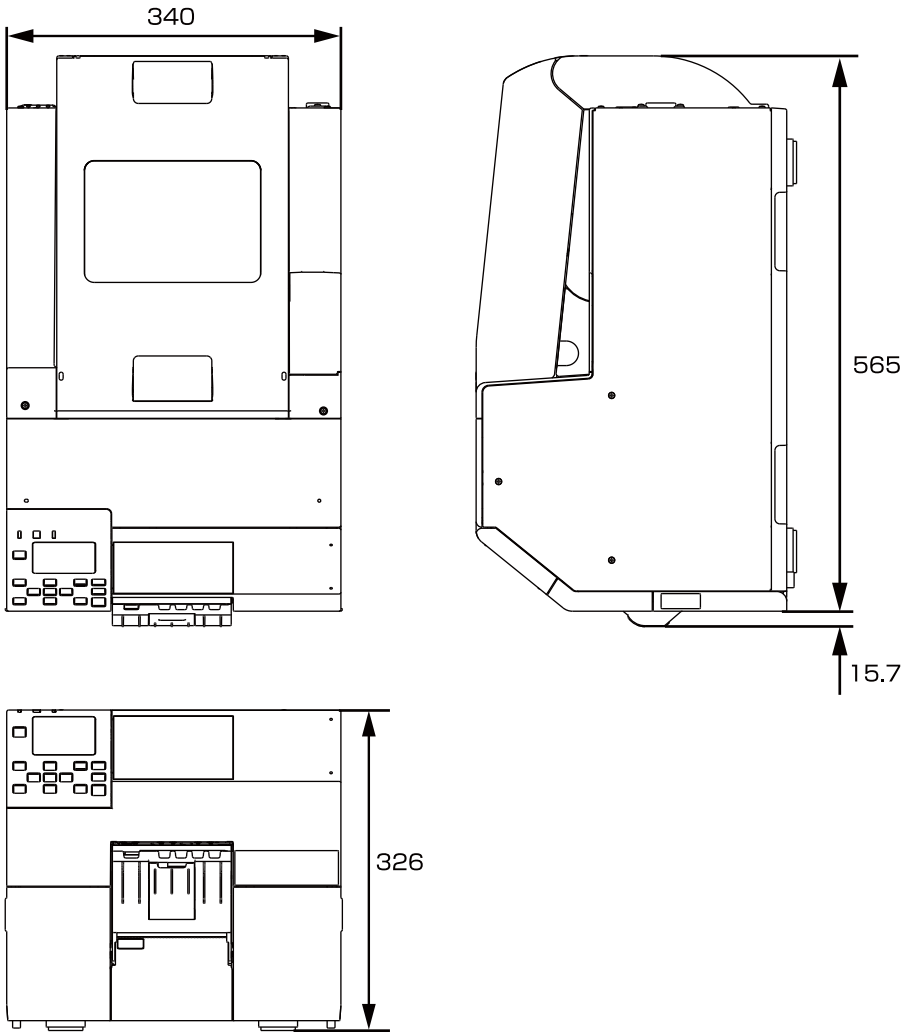
- Width: 340 mm
- Depth: 565 mm
- Height: 326 mm



[Unit: mm]

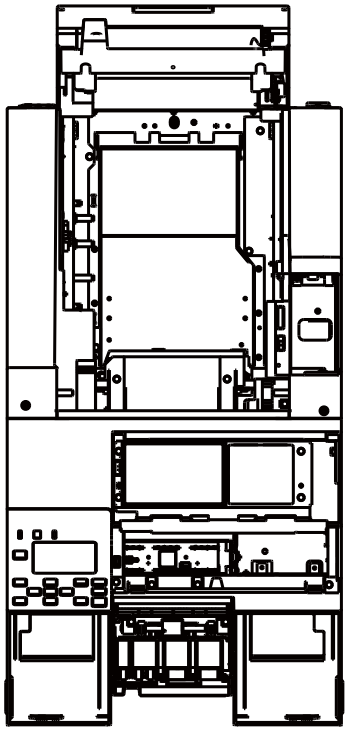
Peeler model

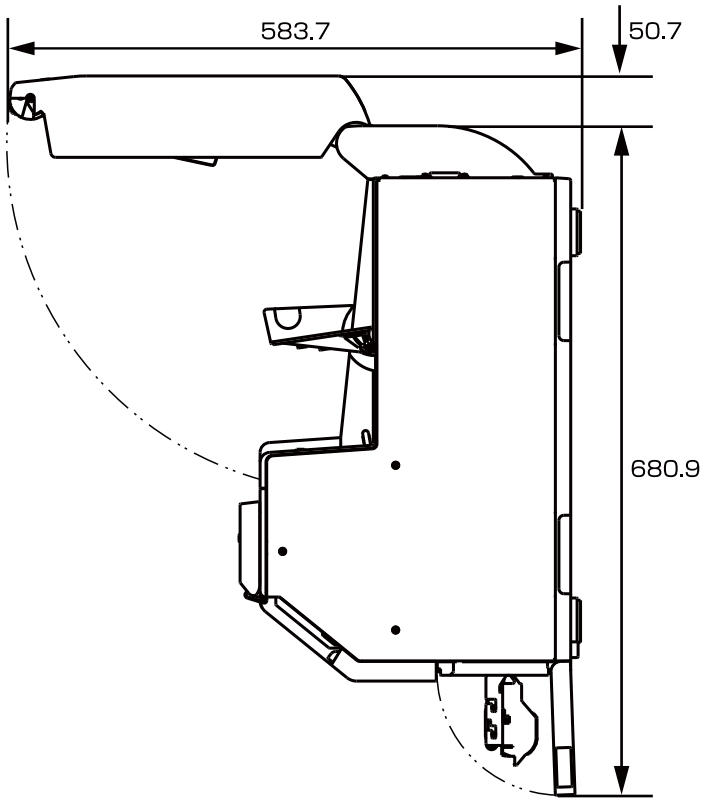
- Width: 340 mm
- Depth: 565 mm
- Height: 326 mm

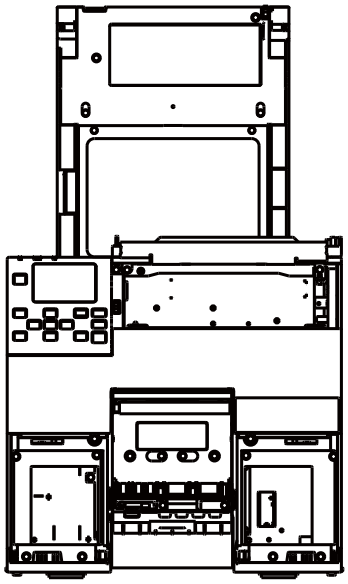


[Unit: mm]

■ When the cover is opened 1

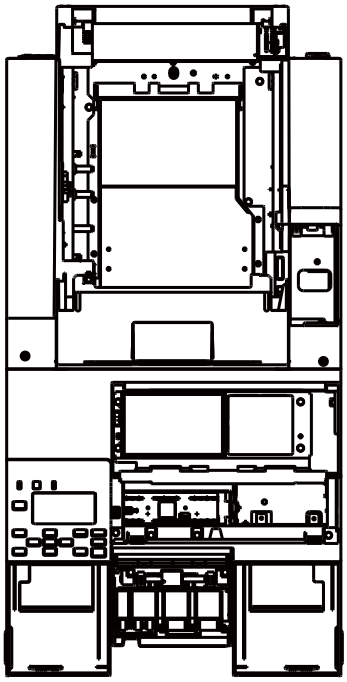


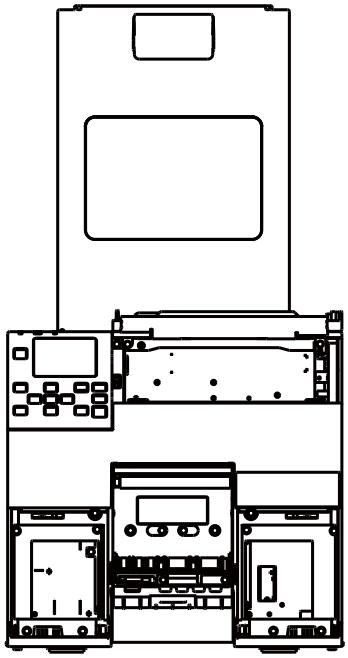


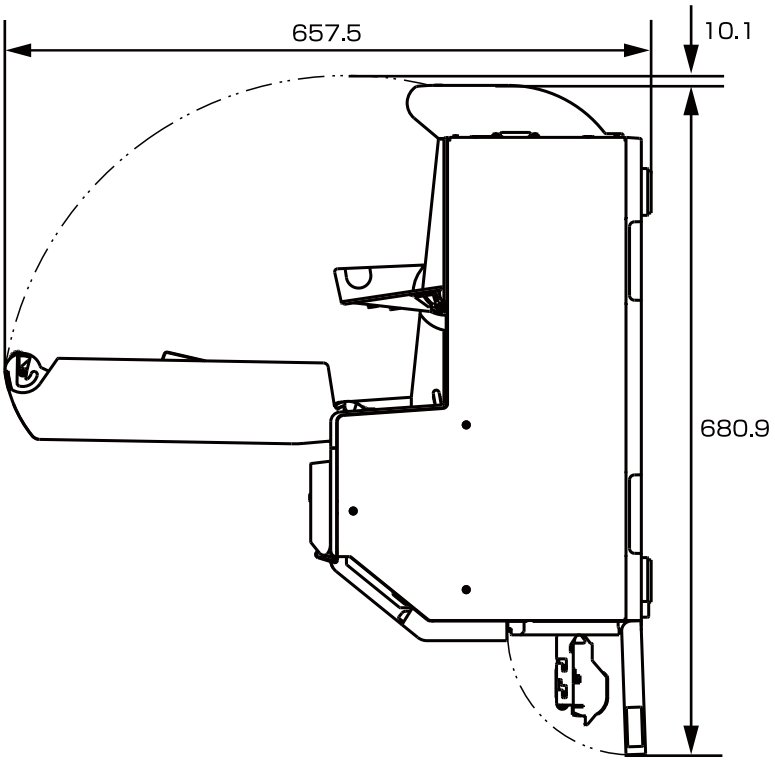


[Unit: mm]

■ When the cover is opened 2







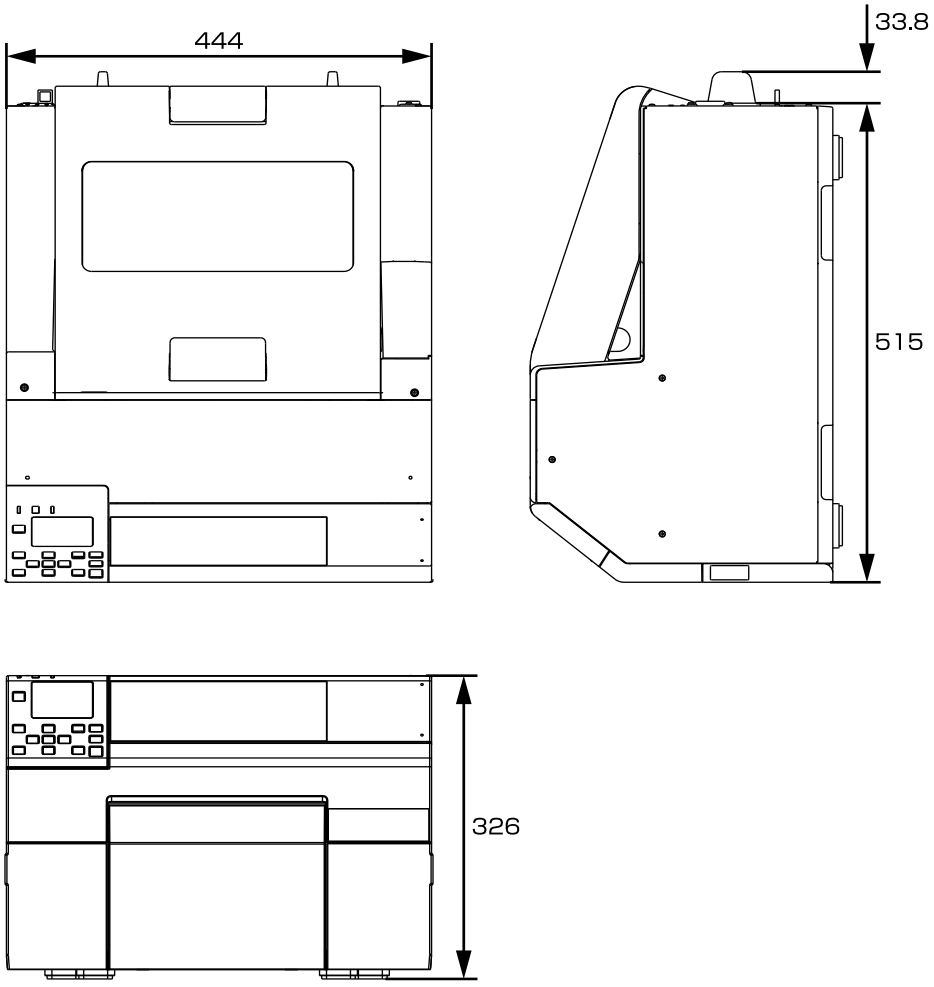
[Unit: mm]

CW-C6500 Series

■ Printer Dimensions

Auto cutter model

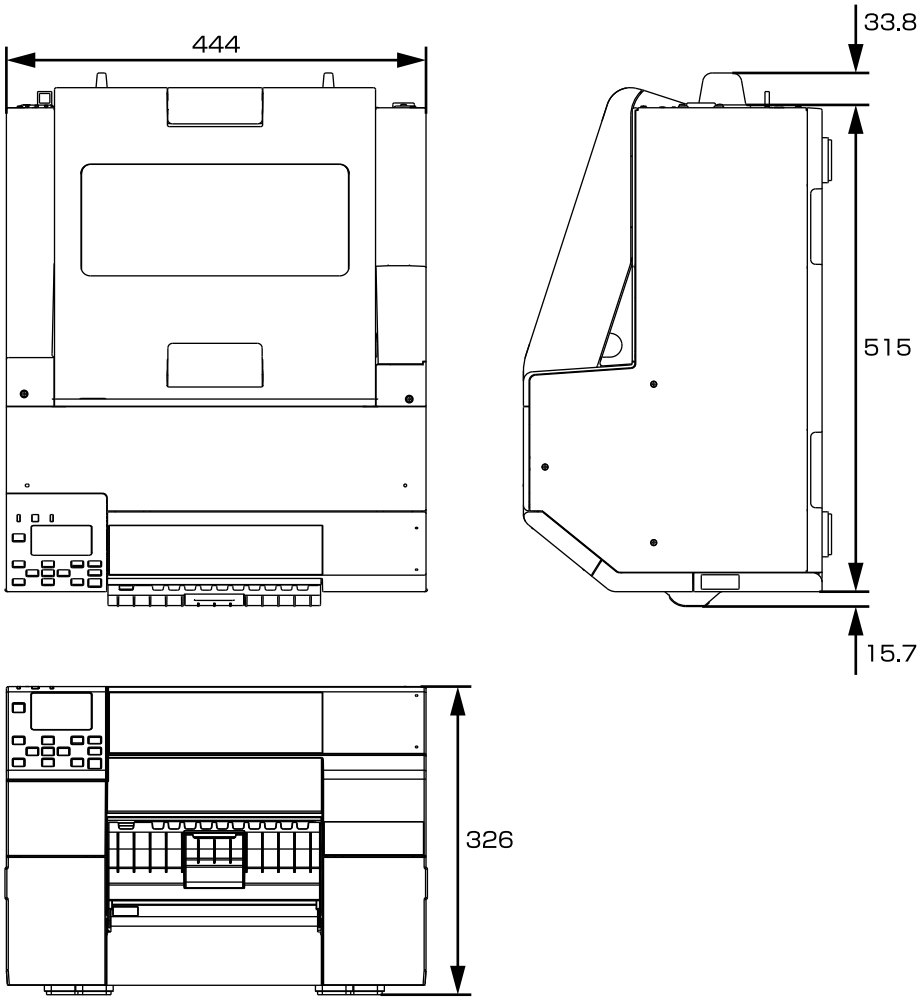
- Width: 444 mm
- Depth: 515 mm
- Height: 326 mm



[Unit: mm]

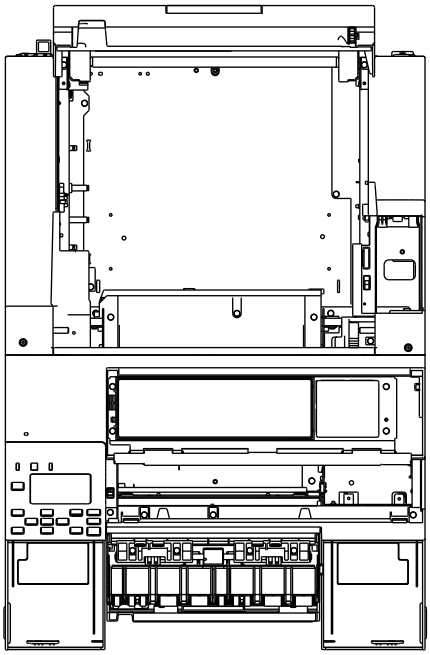
Peeler model

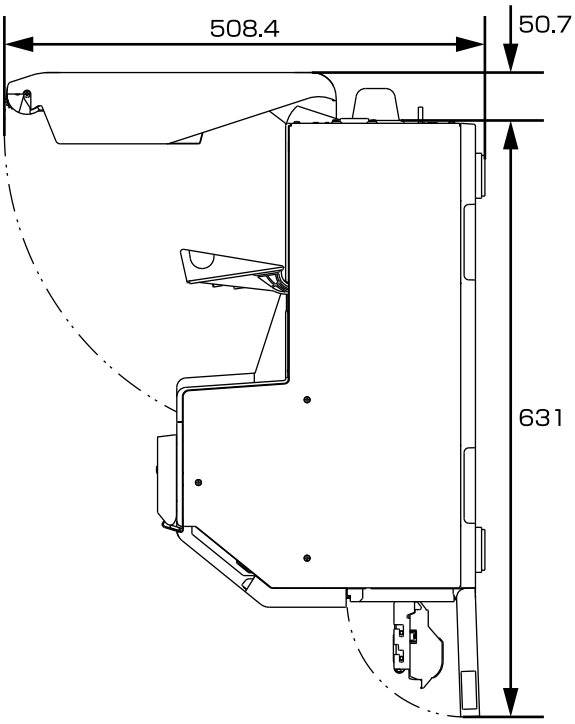
- Width: 444 mm
- Depth: 515 mm
- Height: 326 mm

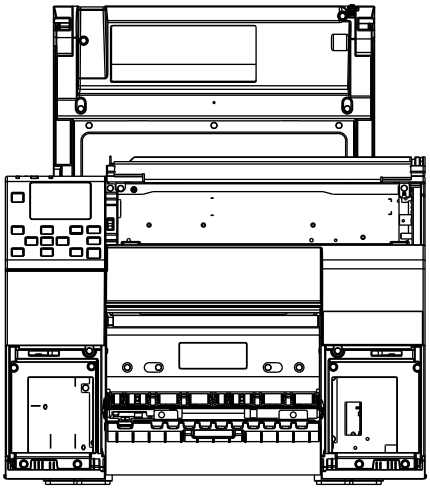


[Unit: mm]

■ When the cover is opened 1

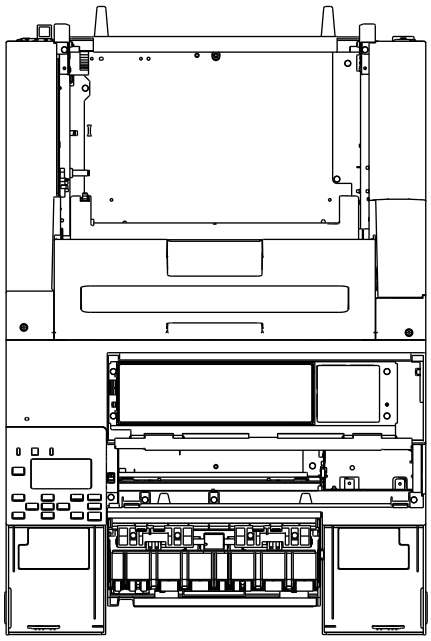


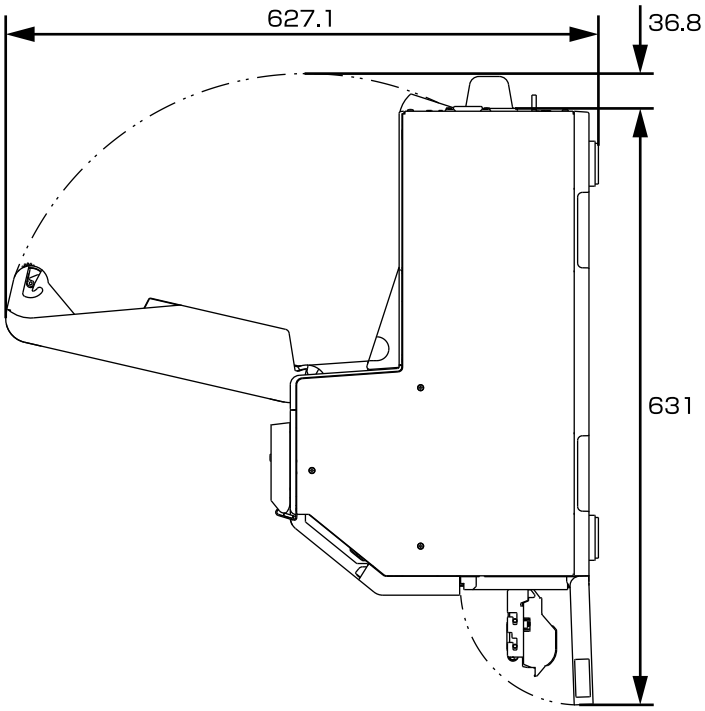


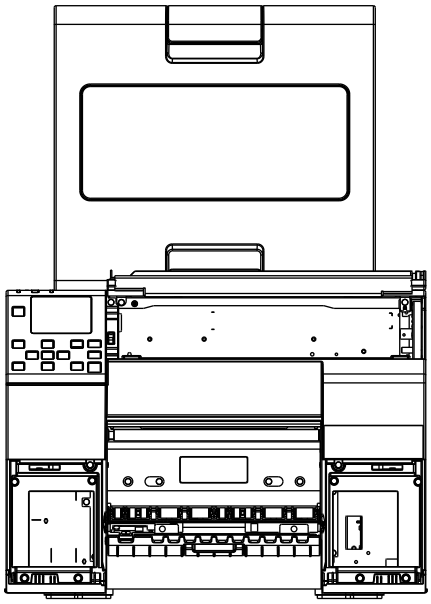


[Unit: mm]

■ When the cover is opened 2







[Unit: mm]

Consumables Specifications

Ink Cartridges

Model number	CW-C6000Au CW-C6000Pu CW-C6500Au CW-C6500Pu	SJIC35P-BK/SJIC35P-MK*/SJIC35P-C/SJIC35P-M/SJIC35P-Y
	CW-C6000Ae CW-C6000Pe CW-C6500Ae CW-C6500Pe	SJIC36P-BK/SJIC36P-MK*/SJIC36P-C/SJIC36P-M/SJIC36P-Y
	CW-C6010A CW-C6010P CW-C6510A CW-C6510P	SJIC36P-BK/SJIC36P-MK*/SJIC36P-C/SJIC36P-M/SJIC36P-Y
	CW-C6020A CW-C6020P CW-C6520A CW-C6520P	SJIC37P-BK/SJIC37P-MK*/SJIC37P-C/SJIC37P-M/SJIC37P-Y
	CW-C6030A CW-C6030P CW-C6530A CW-C6530P	SJIC38P-BK/SJIC38P-MK*/SJIC38P-C/SJIC38P-M/SJIC38P-Y
	CW-C6040A CW-C6040P CW-C6540A CW-C6540P	SJIC39P-BK/SJIC39P-MK*/SJIC39P-C/SJIC39P-M/SJIC39P-Y
	CW-C6050A CW-C6050P CW-C6550A CW-C6550P	SJIC40P-BK/SJIC40P-MK*/SJIC40P-C/SJIC40P-M/SJIC40P-Y
Type		4 individual color cartridges
Ink colors		Black (gloss black, matte black), cyan, magenta, yellow
Ink type		Pigmented ink
Expiration date		6 months after installation in the printer, 3 years from the production date including the period of use
Storage temperature	Transporting (without unpacking)	-20 to 60°C (within 5 days when 60°C)
	Storage (without unpacking)	-20 to 40°C (within 1 month when 40°C)
	Installed	-20 to 40°C (within 1 month when 40°C)

* The matte black ink can be used if the firmware version of the printer is other than TS05JC, TS06JC, TS26JC, TS19K2, TS25K3, or TS21K5.

Maintenance Box

Model number		SJMB6000/6500
Type		Maintenance box with integrated waste ink absorbing material
Storage temperature	Transporting (without unpacking)	-20 to 60°C (within 5 days when 60°C)
	Storage (without unpacking)	-20 to 40°C (within 1 month when 40°C)
	Installed	-20 to 40°C (within 1 month when 40°C)

Option Specifications

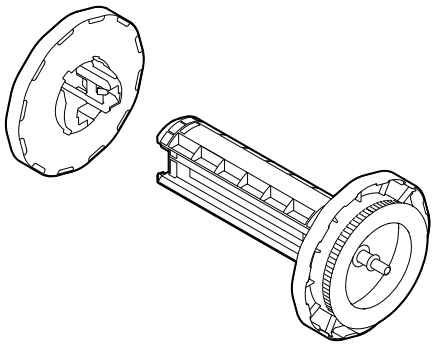
Roll Paper Holder

A spare roll paper holder is provided as an option. In the following cases, replacement of the roll paper can be performed quickly by loading paper beforehand in the spare roll paper holder.

- When you want to use paper of a different size or frequently change the label material
- When you want to reduce the down time as a result of roll paper replacement

Model number:

- Paper Holder C6000 (for CW-C6000 Series)
- Paper Holder C6500 (for CW-C6500 Series)



Item	Paper Holder C6000	Paper Holder C6500
Dimensions (H x W x D)	220 x 206 x 220 mm	175 x 310 x 175 mm
Weight	0.65 kg	0.65 kg

Requirements for External Devices

The printer is designed to print on roll paper fed from inside the printer or on fanfold paper fed from outside the printer.

If you use an external paper feeder and/or paper rewinder with the printer, read this section carefully to know required settings and requirements for using the external devices, and perform adequate verification before starting actual printing.

Media Source Setting

When using an external paper feeder, change the media source setting to the setting for feeding paper from outside the printer.

Setting using the Printer Driver

Change the setting to [External feed] referring to "Paper Source and Paper Detection Settings" on page 72.

Setting using the Operation Panel

[Menu] - [Media Setting] - [Media Source] - [Rear Feed]

Paper Feed Speed

The table below shows paper feed speeds of this product.

Print quality	Max paper feed speed
Max Speed	508 mm/s
Speed	508 mm/s
Normal	254 mm/s
Quality	127 mm/s
Max Quality	25.4 mm/s
Other	254 mm/s

- "Other" means a paper feed operation when the printer is not printing, such as when feeding paper with the Feed button.
- The max paper feed speed changes automatically according to the set print quality and the length to feed.

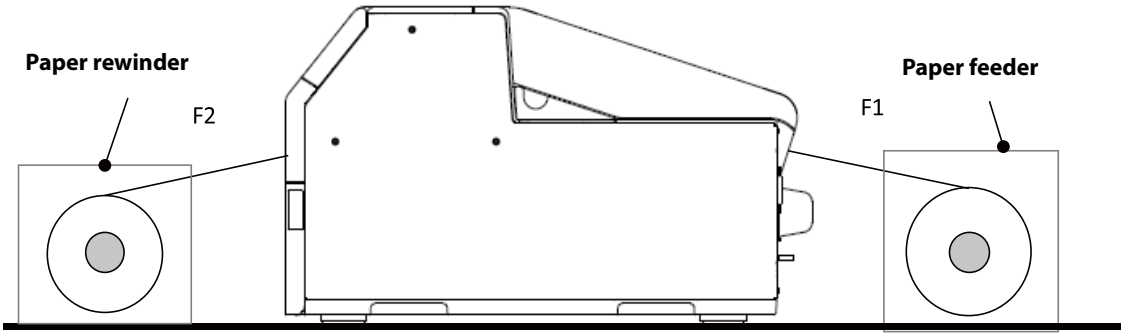
Paper Tension

The allowable values of tension applied to paper between the printer and a paper feeder or rewinder are as follows.

IMPORTANT

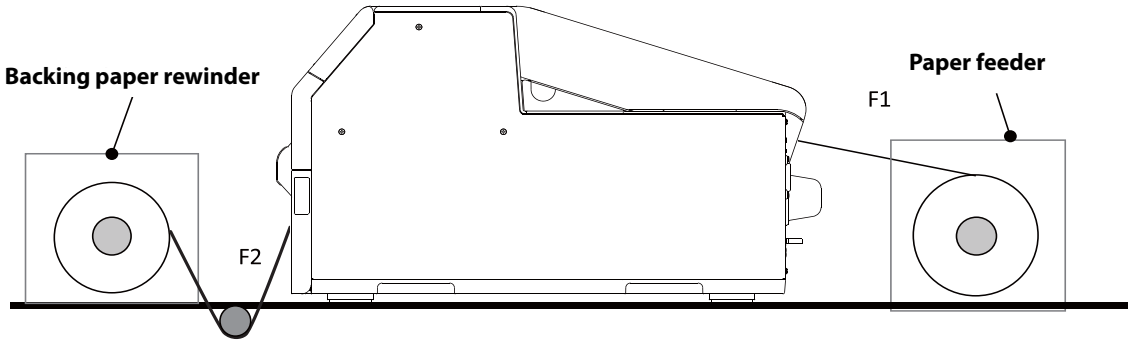
If the paper tension varies too much, the paper may not be fed accurately.

Auto Cutter Model



Paper tension at the feeder side (F1)	2N or less
Paper tension at the rewinder side (F2)	2N or less

Peeler Model



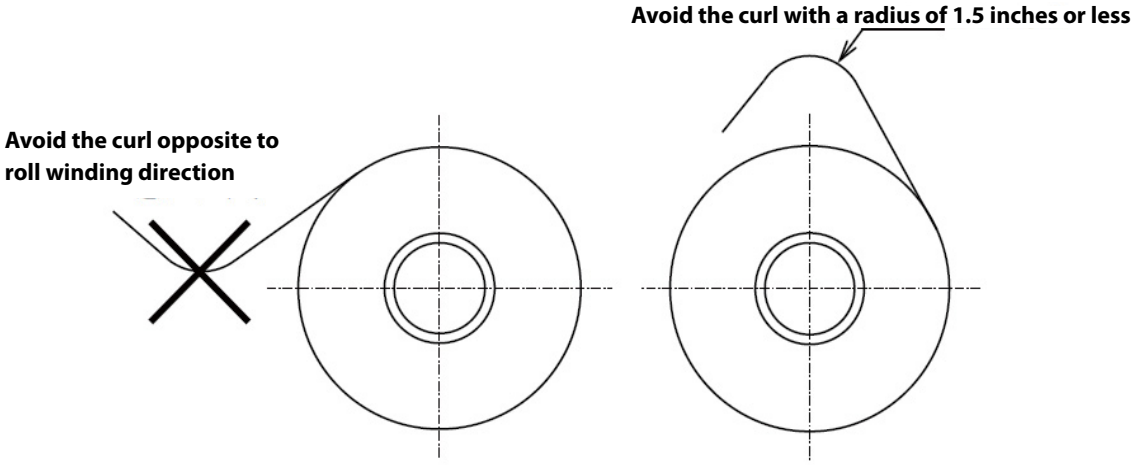
Paper tension at the feeder side (F1)	2N or less
Paper tension at the rewinder side (F2)	1N or less

Paper Curl

When using a paper feeder, follow the guidelines below to prevent paper from curling.

When leaving the printer and the paper feeder unused for a long term, place the paper feeder so that paper is not curled in the direction opposite to the roll winding direction.

In addition, avoid letting the paper curl with a radius of 1.5 inches or less even if the paper is curled in the roll winding direction.



CAUTION

The outer diameter of the roll core should be at least 82 mm.

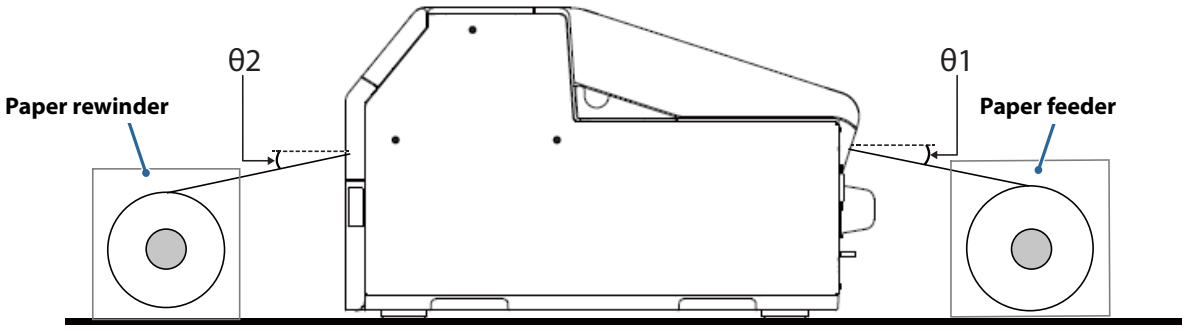
Paper Angle for Feeding and Ejecting

The allowable values of angle for feeding paper from a paper feeder (θ1), for ejecting paper to a paper rewinder (θ2) and for ejecting backing paper to a paper rewinder (θ3) are as follows.

CAUTION

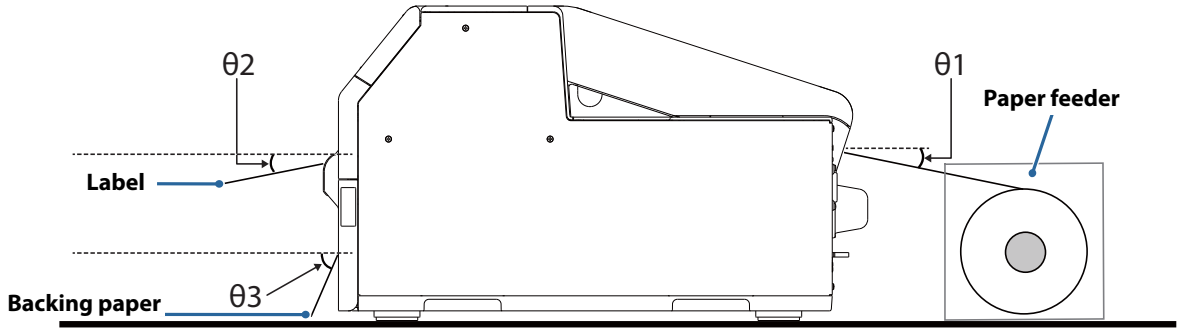
Take care not to let printed side of paper touch exteriors of the devices.

Auto Cutter Model



Angle for paper feeding: θ1	15° ≤ θ1 ≤ 30°
Angle for ejecting paper: θ2	0° ≤ θ2 ≤ 20°

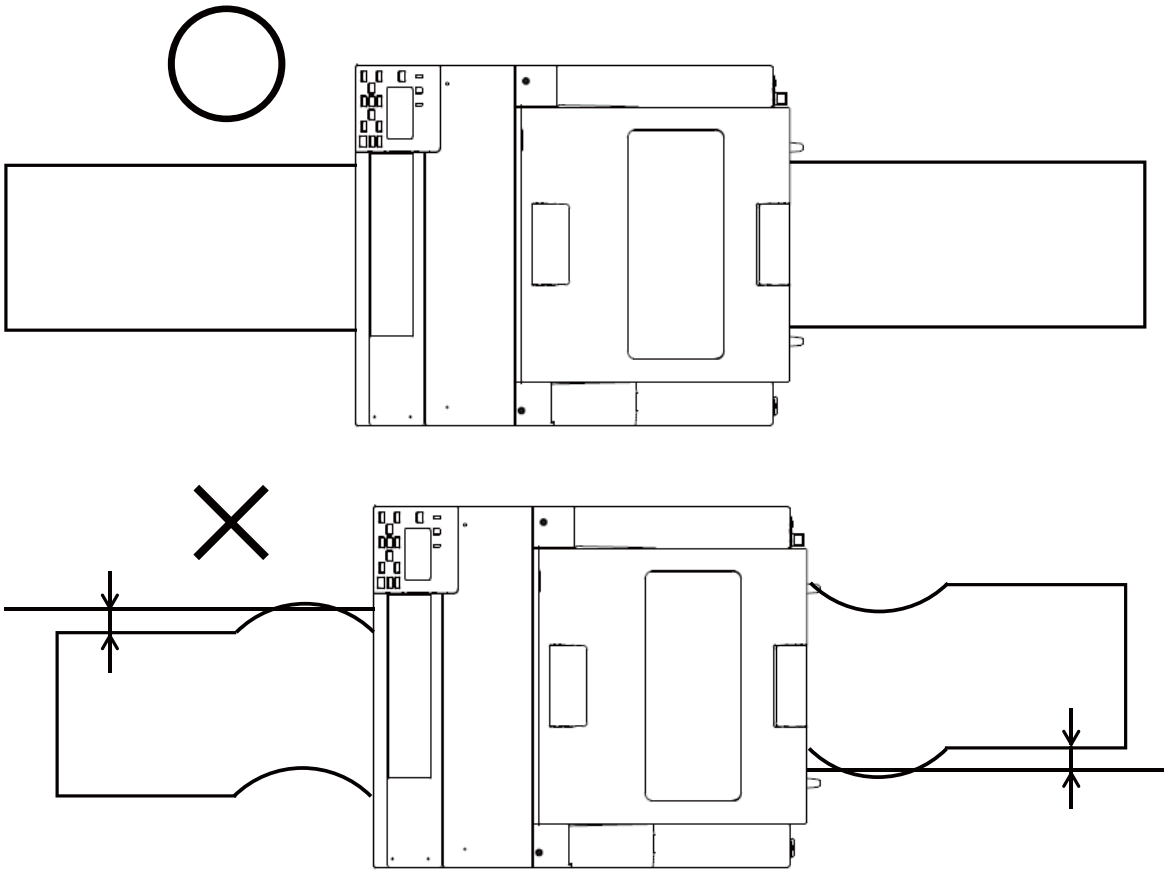
Peeler Model



Angle for paper feeding: θ1	15° ≤ θ1 ≤ 30°
Angle for ejecting paper after peeling off the backing paper: θ2	0° ≤ θ2 ≤ 45° (depends on stiffness of the paper)
Angle for rewinding the backing paper: θ3	45° ≤ θ3 ≤ 90°

Position of Paper Feeder and Paper Rewinder

Place a paper feeder and paper rewinder so that paper is fed or ejected straight to/from the printer.



If you find that paper is skewed before it reaches the printer or rewinder, adjust the position of the paper feeder or the paper rewinder.

Downloading Printer Driver, Utilities, and Manuals

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

For customers in North America, go to the following web site:

www.epson.com/support/

For customers in other countries, go to the following web site:

www.epson-biz.com/

Label Print Applications

Some commercially available label print applications offer a printer driver for this printer allowing you to use the printer easily from the applications. By using the printer driver, you can make the printer settings and use the printer functions.

When you use the printer driver, you do not need to use the Epson printer driver.

The label print applications that offer a printer driver for this printer are listed below.

- BarTender
- NiceLabel
- CODESOFT

How to Get Software

BarTender

https://www.bartendersoftware.com/

NiceLabel

https://www.nicelabel.com/

CODESOFT

https://www.teklynx.com/

For Inquiries

If you have any technical questions about this printer, or if any problems occur, please contact us with the following information.

- Contents of technical questions must be about our printers only. For those about products of Microsoft Corporation or other companies, please contact them.
- If any problems occur, check whether there is any physical cause (such as connection or power problems) before contacting us.

❏ Type of inquiry: Problem / Question

❏ Date:

❏ Your company:

❏ Department:

❏ Your name:

❏ Phone/Fax/Email:

❏ Computer information:

- Manufacturer
- CPU

❏ OS (with Service Pack information):

❏ Model name of the printer:

❏ Printer driver: Installed (OS driver or Epson driver) / Not installed

❏ Connection type: USB / Ethernet / MS shared (Client / Server)

❏ Firewall: OS standard / Personal (Product name/Ver.) / None

❏ Your application information:

- Windows service operation / Normal EXE operation

❏ EPSON application status: EpsonNet WebManager / EpsonNet Log Browser / Epson Monitoring Tool / EpsonNet Simple Viewer / EpsonNet SDK for Windows / Printer Setting / Other (Application name)

❏ Phenomenon of the problem (or content of the question):

❏ System configuration: Hardware configuration such as computer and network, and Software module configuration

❏ Procedure of reproduction of the problem:
Operation procedure, functional procedure, function and argument value to reproduce

❏ Reproducibility of the problem: Yes (out of times) / No