

# Star Tsp100/143 Ethernet Guide

This printer is compatible with Android and Windows.

## Do I have an Android or Windows till system?

A **Windows** till system will have the clock in the bottom right corner of the desktop, as well as the Windows icon in the bottom left corner. An **Android** till system will have the clock in the top right corner of the screen, as well as three app icons - POS, Network Details, Rescue.

## Setting up the printer

### What's in the box?

In the box find the following items:

Star TSP Printer

Power Supply

IEC Cable (kettle lead)

Ethernet cable

Paper roll insert guide (to use 58mm rolls)

Holder plate (for use with mounting plate purchased separately)

Roll of 80mm paper, rubber feet (for mounting vertically)



**Front**



**Back**

### Plugging in the printer

1. Plug the IEC cable (kettle lead) into the power supply and plug into a wall/plug socket
2. Plug the end of the power supply into the back of the Star TSP printer, in the port on the far right (pictured below)
3. Plug the cash drawer's cable into the black 'DK' port, next to the power port on the back of the Star TSP printer (the cash drawer will click when fully pushed into place)
4. Plug the ethernet cable into the ethernet port, , this port is on the far left
5. Plug the other end of the ethernet cable into your router

**Note:** Leave the printer turned **Off**, you will be prompted during the install steps when to turn it on.

## Windows till system

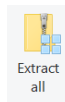
### Installing the driver on your Windows till system

**Note:** The driver installation is only required if you are using a Windows system.

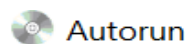
You will need to download and install the printer driver, [click here](#)

Once downloaded you will need to extract the contents of the zip folder.

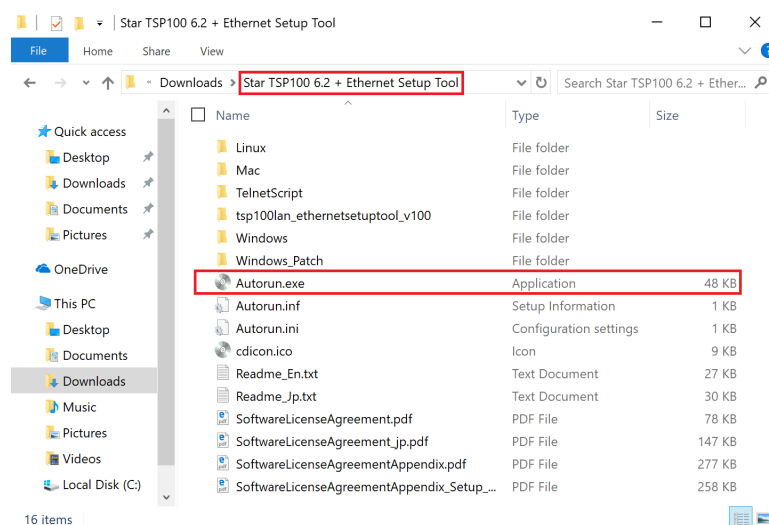
1. Select the file that was downloaded at the bottom left of the window
2. A window will appear containing the folder - Select **Extract all** (pictured below)



- 3.
4. On the following page select **Extract** (The extracted contents will be shown in another pop up once the extraction has completed )
5. Double click on **Autorun** (pictured below) to start the installation wizard (this call also be displayed as Autorun.exe).



6. Select **Installation** and then **I Accept** (select **Yes** if a further prompt appears)



1. Select **Installation** and then **I Accept** (select **Yes** if a further prompt appears)



2. Once the Installshield opens follow the onscreen prompts
3. Select **Next** x 3
4. Select **Install**
5. Select **Run** if prompted
6. Select **Finish**
7. Switch the printer on

## Configuring the printers IP Address

### Finding the printer's IP Address

After the Printer has been set up and turned on, there should be a solid blue light on the printer. If the light is flashing this indicates that the printer does not have a connection to the router. You will need to check the connections of the ethernet cable at both ends or restart your router.

Your printer makes finding the IP Address nice and easy, follow the steps below to identify what the printer's IP Address is:

1. Whilst the Printer is off, press and hold down the **'Feed'** button
2. Whilst doing this, switch the printer back on
3. Wait a few moment for the blue ready light starts to flash (on the top of the printer)
4. A self test will print followed by a network configuration printout
5. It will tell you the IP Address, please make a note of this number

**Note:** Typically, your IP address will begin with 192.168, however, this can differ depending on the type of network setup you have.

### Setting the IP Address to Static

From the Windows Desktop screen, follow the below steps:

1. Select the **Windows icon** at the bottom left corner of the screen
2. Select **Google Chrome**
3. Enter the IP Address (that you found earlier) into the URL bar along the top (including the dots, i.e "192.168.1.100")
4. Press **Enter / Go** a 'Web Configuration' page for the Printer will load
5. Log in by Selecting **Login** from the menu on the left-side of the settings screen
6. For the User Name use **'root'**
7. For password use **'public'** and then Select **Log In** (If after clicking Log In a confirmation box appears click **OK**)
8. Before you change the IP address you need to make a few other change, Select on **System Configuration** on the left-side of the settings screen
9. Change the Web Refresh Interval Time to 30
10. Make sure that #9100 Multi Session is set to **Enable**
11. Change the #9100 Data Timeout to **30**
12. Make sure that Disconnect Message is set to **Enable**
13. Select on **Submit** to apply these changes to the printer

Next, change the IP Address for the printer by doing the following:

14. Select **IP Parameters** on the left-side of the settings screen
15. Select **Static**
16. Select **Submit** to apply these changes to the printer
17. Select **Save** to save any changes made to the printer
18. Make sure that Save>Configuration printing>Restart device is selected and then select **Execute**. After Execute has been selected, the new configuration should be applied to the printer. A printout will come out confirming that the IP Address is now set to static
19. The printer will now work on the network

### Installing the Ethernet Setup Tool

From the Windows Desktop screen, follow the below steps:

1. Select the **Windows icon** at the bottom left corner of the screen
2. Locate and select the **StarMicronics Folder**
3. Select the **Ethernet Setup Tool** (Select **Yes** if a further prompt appears)

Once the Ethernet Setup Tool opens, follow the steps below::

4. Select **Search LAN for TSP100LAN** (after a few moments printer will appear)
5. Select the printer in the list
6. Select **Add printer queue**
7. Select **Complete** (a "Printer set-up is complete" message will be displayed confirming the printer has been added successfully)
8. Select **OK** to close this window

### Adding to Windows Device & Printers

From the Windows Desktop screen, follow the below steps:

1. Right click on the **Windows Icon** (you can right click by holding down and releasing after a few seconds, the right click menu will appear)
2. Find and select **Control Panel**
3. Go to **Devices & Printers**
4. Right click (by pressing and holding down) on the printer you wish to use and select **Printer Properties**
5. In the resulting pop-up box check over the following sections:

Select the **Advanced** tab along the top of the pop-up box

1. Select **Printing Defaults**
2. On the following page Select the **Advanced** button (in the bottom right corner)
3. Change Paper Size to **72mm x Receipt** (using the drop down)
4. Select **OK** and then **OK** again
5. Select the **Device Settings** tab and then change the FRICTION option to **72mm x Receipt** (using the drop down)
6. Select **Apply** and then **On**

**Note:** Do not change the name of the printer as this will prevent the printer from printing.

### Epos Now till app - Receipt Printing

To test the printer and cash drawer we need to make sure that the correct printer is selected within the Epos Now till app settings. Login to the till app and then follow the steps below starting from the Staff Login page:

1. Login to the till front
2. Select the **3 lines** (top left corner)
3. Select **Settings**
4. Select **App Settings**
5. Using the drop down box under the **Default Receipt Printer** section select the printer you previously added
6. Select **Save**
7. Select the **back arrow** (top left) to return to the till front
8. Select the **No Sale** (bottom right) option located under the transaction panel to test that the cash drawer fires (select a reason if prompted i.e. incorrect change), the cash drawer will fire; you can now close the cash drawer
9. Select the **Misc. Product** action button (bottom right) under the transaction panel
10. Select the + sign (top left), enter a product name i.e. test and enter 0.01p; the product will appear in the transaction panel (on the right)
11. Select **pay** and select **cash** as the tender

A test receipt will print and your cash drawer will fire; this completes your set up for receipt printing.

### Order printing - Back Office steps

Before adding your printer as an order printer, you will need to ensure your categories in your Back Office are set to print to the correct order printer i.e. kitchen, bar front. **For example:** You may have a category named Food and you would like all products inside this food category to print to the kitchen printer. This food category will need to be set to print to the kitchen.

1. Head to your Back Office (Select the 3 lines in the top left corner > Admin > Back Office)
2. Select **Categories**
3. Select **Edit** on the category you would like to set to print
4. Scroll to the left until you see the **Order Printer / Display** tab, select the printer you would like the products inside this category to print to (using the drop down menu) i.e. kitchen, bar, front
5. Once chosen, scroll to the right and select **Update**
6. **Repeat** this process until all categories are set to the correct printer

### Epos Now till app - Order printing

To test the printer we need to make sure that the printer is added into your Order Types within the Epos till app settings.

1. Login to the till front
2. Select the **3 lines** (top left corner)
3. Select **Settings**
4. Select **App Settings**

5. Select **Offline Order Printing** in the list on the left (2nd from top)
6. Select the **Order Type** you wish to use for example bar/kitchen/front depending on what you chose during your back office setup
7. Select **Add Printer**
8. Use the drop down box under this section to select your printer
9. Adjust the font and number of copies depending on your preference
10. Select **Save**
11. Select the **back arrow** (top left) to return to the till front

You can now test this printer by processing an order, or paying the transaction off. Use products from categories with the relevant Order Type setup. Following the steps below:

12. Select product from the till front (this will be added into the transaction panel (on the right hand side)
13. Select **Order/Layaway**
14. Select **Order Anyway**

### **Epos Now till app - Receipt & order printing**

Login to the till app and then follow the steps below starting from the till front:

1. Login to the till front
2. Select the **3 lines** (top left corner)
3. Select **Settings**
4. Select **App Settings**
5. Select **Add a Printer**
6. Select **Star TSP100 series**
7. Enter the **IP Address** into IP Address field (including the dots, i.e "192.168.1.100") - leave the 'Port' as 9100
8. Press **Print a Test Page** to test
9. Press **Next**
10. Toggle on either **Printer Receipts** or **Print Orders** (depending on what you want your printer to print)
11. When toggling on 'Print Orders', you will then see more drop down lists appear. Use the Order Location drop down to assign your 'Order Type' (this will correspond to what you have assigned to your categories within the Back Office)
12. Press **Done**
13. Press **Done** again

### **Epos Now till app - Testing order printing**

You can now test this printer by processing an order, or paying the transaction off. Use products from categories with the relevant Order Type setup. Following the steps below:

1. Select product from the till front (this will be added into the transaction panel (on the right hand side)
2. Select **Order/Layaway**
3. Select **Order Anyway**

## Android till system

### Epos Now till app - Receipt printing

To set up your Star printer with your Android till system, follow the steps below:

1. Head to your till front
2. Select the **3 lines** (top left corner)
3. Select **Settings**
4. Select **App Settings**
5. Select **Setup Printer**
6. Set the **manufacturer** (using the drop down) to **Star TSP100 (Ethernet)**
7. The system will begin to search for the printer - When the printer is detected, enter the **IP address** of the printer (you found this earlier)
8. Select OK
9. Select the **back arrow** x 2 (top left corner) to save your changes

Test the printer by following the steps below:

1. Select the **No Sale** (bottom right) option located under the transaction panel to test that the cash drawer fires (select a reason if prompted i.e. incorrect change), the cash drawer will fire; you can now close the cash drawer
2. Select the **Misc. Product** action button (bottom right) under the transaction panel
3. Select the + sign (top left), enter a product name i.e. test and enter 0.01p; the product will appear in the transaction panel (on the right)
4. Select **pay** and select **cash** as the tender

A test receipt will print and your cash drawer will fire; this completes your set up for receipt printing.

### Order printing - Back Office steps

Before adding your printer as an order printer, you will need to ensure your categories in your Back Office are set to print to the correct order printer i.e. kitchen, bar front. **For example:** You may have a category named Food and you would like all products inside this food category to print to the kitchen printer. This food category will need to be set to print to the kitchen.

1. Head to your Back Office (Select the 3 lines in the top left corner > Admin > Back Office)
2. Select **Categories**
3. Select **Edit** on the category you would like to set to print
4. Scroll to the left until you see the **Order Printer / Display** tab, select the printer you would like the products inside this category to print to (using the drop down menu) i.e. kitchen, bar, front
5. Once chosen, scroll to the right and select **Update**
6. **Repeat** this process until all categories are set to the correct printer

### Epos Now till app - Order printing

To set up your Star printer as an order printer, follow the steps below:

1. Head to your till front
2. Select the **3 lines** (top left corner)
3. Select **Settings**
4. Select **App Settings**

5. Select **Offline Order Printing**
6. Toggle on Offline Order Printing using the toggle in the top right corner (toggle will appear blue when on)
7. Select the **+** button (next to the toggle) to add the printer
8. Set the **printer name** for example bar, kitchen, front depending on what you chose when you setup your back office
9. Set the **manufacturer** (using the drop down) to **Star TSP100 (Ethernet)**
10. The system will begin to search for the printer - When the printer is detected, enter the **IP address** of the printer (you found this earlier)
11. Adjust the size of the font and the number of copies to your requirements
12. Choose whether you wish for the printer to beep when printing (using the toggle)
13. Select **OK**
14. Select the **back arrow** x 2 (top left corner) to save your changes

Test the printer by following the steps below:

1. Put an item into the **transaction panel** by tapping a product
2. Select **Order Layaway**
3. Select **Order Anyway**

The Star printer will now print your order.