

# Star Tsp100/143 USB 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)

'USB A to USB B' 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 'A to B' USB cable into the USB port
5. Plug the other end of the USB cable into any of the USB ports found on the **underside** of the till terminal
6. Turn the printer on at the wall/power socket and then at the front of the printer

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

## Installing the driver to your Windows till system

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

We 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. On the following page Select **Extract** (the extracted contents will be shown in another pop up once the extraction has completed)
4. Double click on **Autorun** (pictured below) to start the installation wizard (this call also be displayed as Autorun.exe) - If you are asked to install **DirectPlay**, select **install**



5. Once DirectPlay is installed, a new popup will appear; select **Installation** and then **Accept** (select **Yes** if a further prompt appears)



6. Once the InstallShield opens, follow the onscreen prompts
7. Select **Next** x 2
8. Select **Install**
9. Select **Run** (if prompted)
10. Select **Finish**
11. Switch the printer on

## Adding the printer to your Windows till system

### Adding to Windows Device & Printers

From the Windows Desktop screen, follow the below steps:

1. Right click on the **Windows Icon** (you can perform a 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 **Star TSP100 Cutter** printer 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

6. Select **Printing Defaults**
7. On the following page Select the **Advanced** button (in the bottom right corner)
8. Change Paper Size to **72mm x Receipt** (using the drop down)
9. Select **OK** and then **OK** again
10. Select the **Device Settings** tab and then change the **FRICTION** option to **72mm x Receipt** (using the drop down)
11. 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** in the 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'** - The order will now print to your selected printer

## Adding the printer to your 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 **Front Till**
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 (USB)**
7. A popup will appear confirming that **Star TSP143ECO** has been detected - Select **OK**
8. Select the **back arrow** x 2 (top left corner) to save your changes
9. 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
10. Select the **Misc. Product** action button (bottom right) under the transaction panel
11. 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)
12. 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 **Front Till**
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** which corresponds with your **Back Office** set up i.e. bar, kitchen, front
9. Set the **manufacturer** (using the drop down) to **Star TSP100 (USB)**
10. A popup will appear confirming that **Star TSP143ECO** has been detected - Select **OK**
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.