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Frequently Asked Question: My Star TSP 100 Receipt Printer/Cash Drawer is not working.

Answer/Resolution:

1. Ensure that the printer is properly showing up in the printers and scanners menu, shown below. To access the menu, just type printer into the windows search box and it should be one of the options. If it is not there, or it says disconnected or any other sort of error, unplug both the power and the USB cord connecting it to the computer for 30 seconds and then reconnect them.

Printers & scanners

Add printers & scanners

 Add a printer or scanner

Printers & scanners

 Accounting Xerox PS

 Fax

 Microsoft Print to PDF

 Microsoft XPS Document Writer

 NPI5C645C (HP LaserJet 400 M401n) (Jennifer's Office)
1 document(s) in queue

 OneNote (Desktop)

 Regan's Printer
3 document(s) in queue

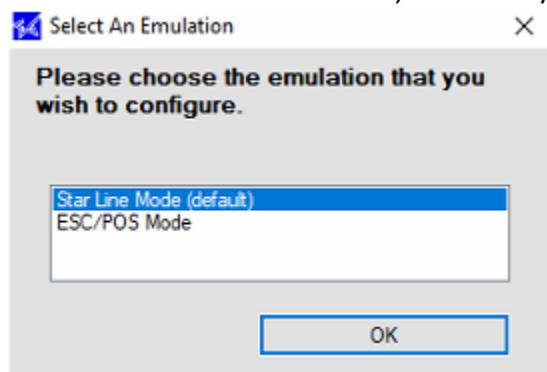
 Star TSP100 Cutter (TSP143)
Door open

2. If the computer is still not shown in the menu, please reinstall the drivers, which you can get [here](#). If the printer is still not shown, please restart the computer. If it is not there after rebooting, this is most likely a more involved issue and will need to be investigated further.

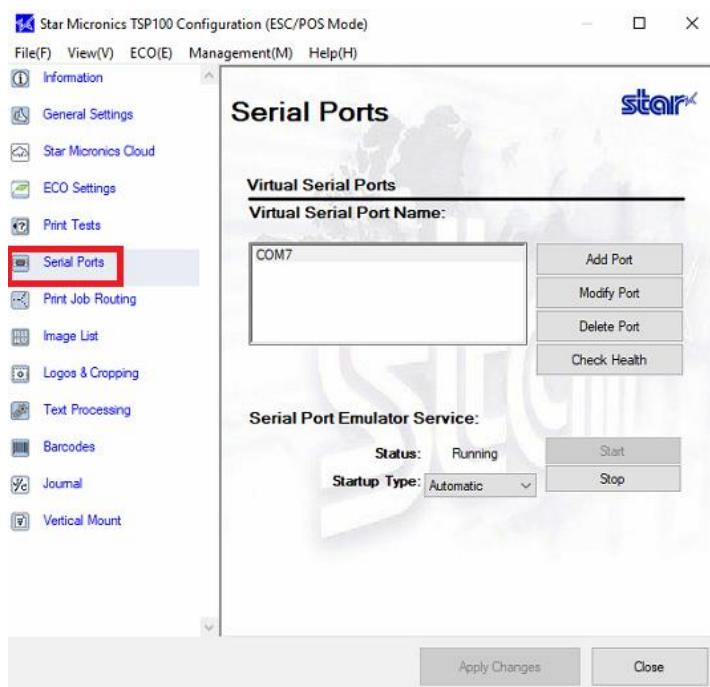
3. After the printer is shown in the menu, go back to the windows search bar and type TSP, one of the options should be the one shown below.



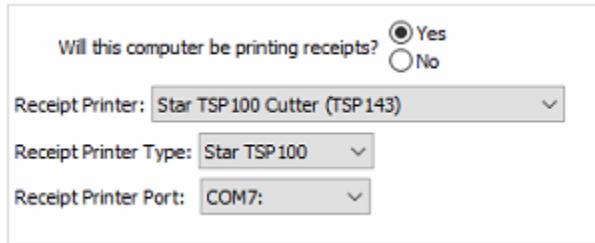
4. When shown the menu below, select ESC/POS Mode and hit OK.



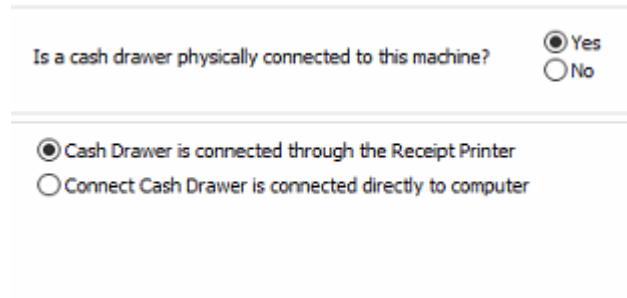
5. Once the window opens, navigate to the Serial Ports tab. Ensure that there is a COM Port listed there. If there isn't, hit Add Port and then type COM#, where # is a digit 1-9. Please ensure that this does not conflict with any other COM ports already allocated on the device. This can be found in the device manager menu, found by typing device manager in the Windows search bar, under Ports (COM & LPT), also shown below. Once that is done, click start, and change Startup Type to Automatic. Finally to make sure that it is running properly, click Check Health.



6. After you have confirmed/configured the COM Port in the previous step, open SunINI and navigate to the Printers tab. It should be configured as shown below, with both the receipt printer being your model of Star TSP 100, and the COM port that you chose previously.



7. Finally, navigate to the Cash Drawer tab and configure it as shown below. Save and close the window with the button at the bottom of SunINI, and the process is finished.



8. If, after testing in Sunlyn, the receipt printer or cash drawer is still not working, it is likely a more involved issue that will need to be investigated more closely.

Approved for External Distribution _____