

# TSP100IV SK Easy Setup Guide

This document explains the setup procedure for the TSP100IV SK. For further instructions and safety precautions, please refer to the TSP100IV SK online manual. Please read the instructions before using the printer.

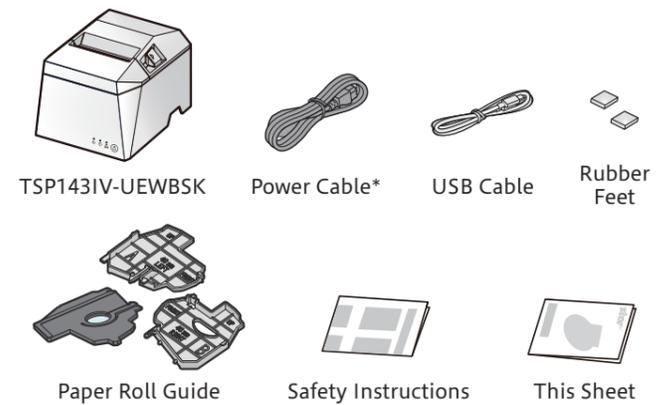


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## Getting Started

### Check the Supplied Accessories

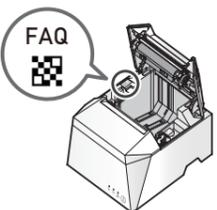
If any of the contents is missing or damaged, please contact the dealer that sold you the printer.



\*Accessories vary depending on the region where the printer was purchased.

### How to Refer to FAQ

You can also see FAQ in the TSP100IV SK Online Manual from the QR code on the inside of the printer.

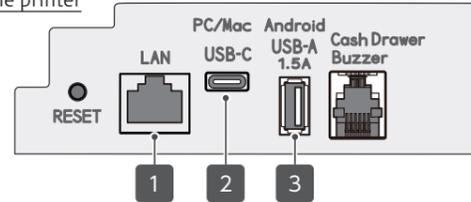


## Setup

### 1 Connecting a Tablet or PC

Connect the tablet or PC to communicate with the printer according to your environment.

Back of the printer

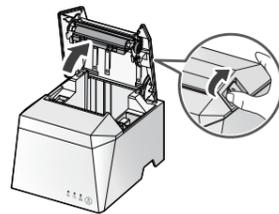


	Communication /Charging	Supported OS	Product-side plug	
1	Wired LAN	Communication	No restrictions	
2	USB-C®	Communication	Windows, Mac, Linux	
3	USB-A	Communication & Charging	Android	
4	Wireless LAN	Continue on the back of the sheet		
5	Bluetooth®	Continue on the back of the sheet		

! When using a USB cable that is available commercially or that comes with a smartphone or tablet, perform thorough operation verification.

### 2 Installing a Paper Roll

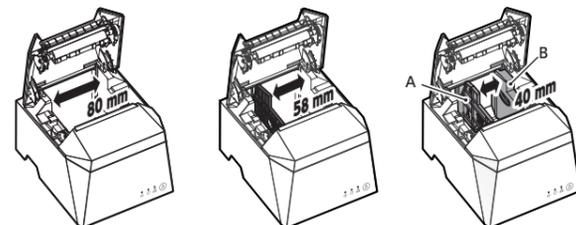
1 Push the cover opening lever to open the printer cover.



#### When using a 58/40 mm paper roll

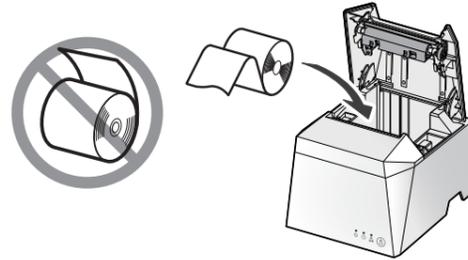
When using a 58 or 40 mm paper roll, install the paper roll guide. To change the paper width, it is necessary to change the memory switch setting.

- For 58 mm (gray, 1 pc.)
- For 40 mm (light gray, 2 pcs.)

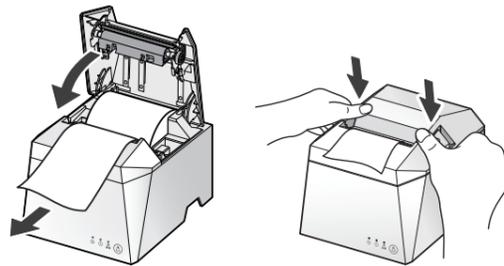


For the installation procedure and setting procedure, refer to [Installation] - [Use Accessories] in the Online Manual.

2 Insert a paper roll in the direction shown in the illustration.

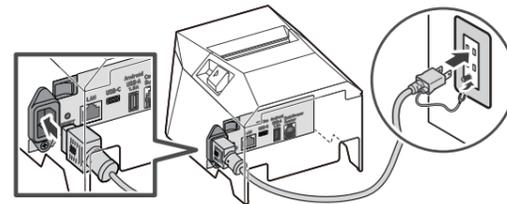


3 Pull the end of the paper roll out straight and press on both sides to close the printer cover.

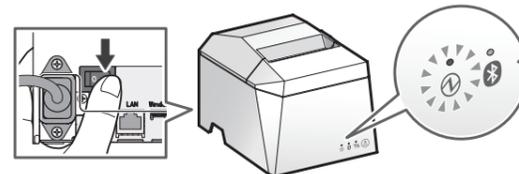


### 3 Turning On the Main Unit Power

1 Connect the provided power cable to the printer and insert the plug into the electrical outlet.



2 Turn on the power and confirm that the LED (blue) illuminates.



! If communication settings have not been configured because no USB or LAN cable is connected, the QR code for wireless communication settings is printed 20 seconds after the power is turned on.

### 4 Preparing/Setting Up the Configuration App

Use the configuration app to set up the printer from a tablet or PC.

Scan the QR code below or search the app to access the download site.

Setting App  
Download Site



#### When Using Android/iOS

Star Quick Setup Utility

Star Quick Setup Utility is an app that runs on Android/iOS devices. It offers useful functions for wireless communication settings, such as checking printer operations and configuring settings.

#### For wireless LAN settings

The app helps users with wireless LAN connection and troubleshooting according to the guidance. For details, refer to "Set Wireless LAN" on the back of the sheet.

#### For Bluetooth settings

The app allows users to easily configure the Bluetooth settings using the QR code for wireless communication settings, which is printed when the printer is not connected. Select [ Start Guide (Initial Settings) ] - [ Find Printer by QR code ].

#### When Using Windows

Star Windows Software

Star Windows Software is software that runs on Windows PCs, allowing users to check printer operations and configure settings. It also contains the Windows printer driver required for printing from Windows applications.

- 1) Download [ Star Windows Software ].
- 2) Extract the downloaded software and execute "Set-up.exe".
- 3) Follow the wizard instructions and complete software installation.



#### When configuring the network settings

Once a static IP address is assigned, the IP address will not be changed due to the DHCP server, so the specified connection destination device can be used continuously once set.

#### When using macOS/Linux

Download the macOS/Linux driver from the following address:  
<https://www.star-m.jp/supportsite-wsw.html>

## Set Wireless LAN

❗ If wireless LAN settings have already been configured (when Infrastructure Mode is set), if the USB or LAN cable is connected, or if Bluetooth pairing has been established before, the QR code for wireless communication settings is not printed. To retry the settings, initialize the communication settings.

❗ To use a wireless LAN connection, disconnect the LAN cable. When a wired LAN connection is used, wired LAN communication is prioritized.

❗ Ask your network administrator about the SSID and Security Key of the network to be connected.

Check Video of Wireless LAN Setting Procedure



### iOS/Android

Use Star Quick Setup Utility prepared in Step 4 on the front of the sheet to configure wireless LAN settings.

#### 1 Configure the settings using Star Quick Setup Utility

Launch the app, and select [ Start Guide (Initial Settings) ] - [ Use Wireless LAN ].

✔ When the settings are done, the printer is restarted, and print the Wireless Network Diagnosis automatically. If there is no problem with the settings, the IP address is assigned to the printer, and the settings will be successfully completed.

Using a smartphone or tablet connected to the network, you can configure the settings more easily.

#### Setting without Using App

#### 1 Print the QR code for wireless communication settings

The printer is factory set to print the QR code for wireless communication settings 20 seconds after the power is turned on. Use "WLAN Setup" printed on the first sheet.

#### 2 Configure the WLAN settings of the printer

Scan the QR code in ❶ using the camera app to proceed to the screen for connection confirmation. Tap [Join] for iOS or SSID for Android and wait for a little while. When the WLAN settings screen appears, configure the settings according to the guidance.

❗ For Android, tap SSID when "Sign in to network" is displayed under SSID.

❗ If the WLAN settings screen does not appear, refer to the Online Manual.

✔ When the settings are done, the printer is restarted, and print the Wireless Network Diagnosis automatically. If there is no problem with the settings, the IP address is assigned to the printer, and the settings will be successfully completed.

#### If Wireless Network Diagnosis prints "Fail"

If there is a problem with any item of the settings, "Fail" is printed for the problematic item. Turning off and then on the printer power resets the wireless settings to the factory settings. Retry the settings.

### Windows

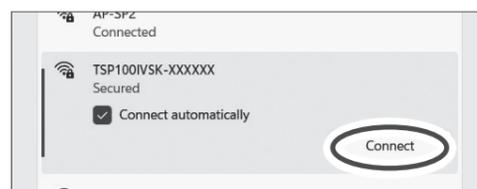
#### 1 Print the printer information for wireless communication settings

The printer is factory set to print the QR code for wireless communication settings 20 seconds after the power is turned on. Use "SSID" and "Security Key" in "WLAN Setup" printed on the first sheet.

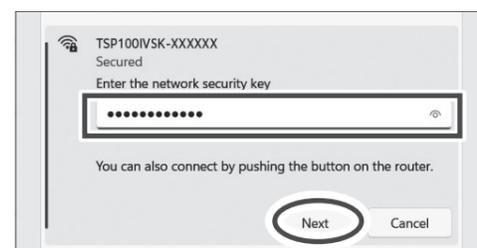
#### 2 Connect to the printer

1) Right-click the Windows Start icon, open [Settings], and select [Network & internet] - [Wi-Fi] - "Show available networks".

2) Select the SSID confirmed in ❶ and click [Connect].



3) When you are prompted to "Enter the network security key", enter the Security Key confirmed in ❶ and click [Next].



4) After a while, the WLAN settings screen appears.

#### 3 Configure the WLAN settings of the printer

Configure the settings on the displayed WLAN settings screen.

✔ When the settings are done, the printer is restarted, and print the Wireless Network Diagnosis automatically. If there is no problem with the settings, the IP address is assigned to the printer, and the settings will be successfully completed.

## Set Bluetooth

The printer is factory set to print the QR code for wireless communication settings 20 seconds after the power is turned on. You can check the device name (TSP100IVSK-XXXXX) for pairing by seeing "Dev Name" in "Bluetooth Setup" on the second sheet of the QR code.

❗ If Bluetooth pairing has been established before, if wireless LAN settings have already been configured (when Infrastructure Mode is set), or if the USB or LAN cable is connected, the QR code for wireless communication settings is not printed. To retry the settings, initialize the communication settings.

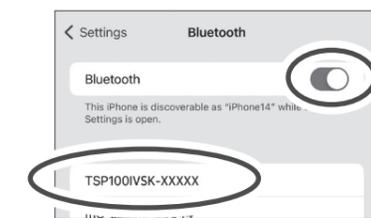
### iOS

Open the smartphone/tablet settings screen and select Bluetooth.



Turn Bluetooth on.

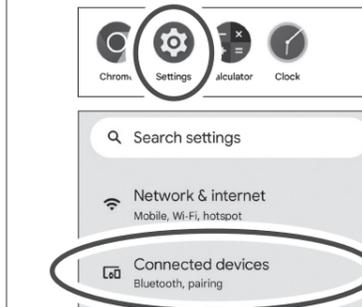
Select the device (TSP100IVSK-XXXXX) from the displayed list.



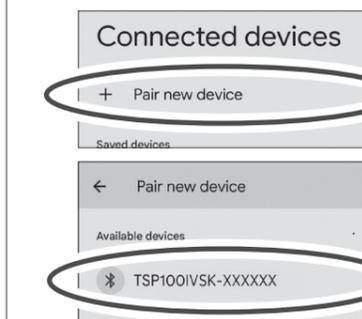
When "Connected" is displayed, pairing is completed.

### Android

Open the smartphone/tablet Settings and select Connected devices.



Open [Pair new device], and select the device (TSP100IVSK-XXXXX).



When the selected device name is displayed in "Available devices", pairing is completed.

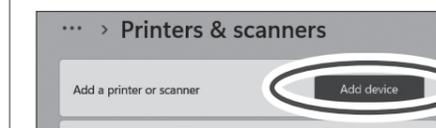
### Windows

This procedure is for the Windows 11 environment. For other environments, refer to the Online Manual.

Right-click the Windows Start icon, open [Settings], and turn Bluetooth on under "Bluetooth & devices".



Select [Add device] next to "Add a printer or scanner" under "Printers & scanners".



Click or tap [Add device] for the device (TSP100IVSK-XXXXX).



When the device appears in "Printers & scanners", pairing is completed.

❗ After a few moments, the message "Driver is unavailable" will be displayed, but pairing is completed.

## Initialize Communication Settings

If you fail to configure the communication settings, initialize the printer communication settings. Use the following procedure to reset the printer communication settings to the factory settings:

- 1) Turn the printer power on.
- 2) Open the printer cover.
- 3) Press the [FEED] button until the Power LED (blue) begins flashing, and then release it.
- 4) Press the [FEED] button until the Network LED (green) begins flashing, and then release it.
- 5) Press and hold the [FEED] button to change the flashing LED so that you can select the communication setting initialization type.

Bluetooth LED	Network LED	Initialization behavior
OFF	Flashing	Initializing the wired/wireless LAN settings
Flashing	OFF	Initializing the Bluetooth settings
Flashing	Flashing	Initializing the wired/wireless LAN and Bluetooth settings

- 6) When the target communication setting initialization LED flashes, close the printer cover.
- 7) When the initialization is completed, the printer is restarted, and the communication setting initialization information is printed.

## Sign Up for Star Micronics Cloud Services

If you register TSP100IV SK with Star Micronics Cloud Services, helpful cloud services for operating your store are available for free.



- 1) Connect the printer to the internet.
- 2) Scan the QR code below from a smartphone or tablet to access the registration site for "Star Micronics Cloud Services".
- 3) Follow the procedures to register the printer with "Star Micronics Cloud Services" to start using the services.

Star Micronics Cloud Registration Website

