



FAQ – TSP100III LAN

Power does not turn on

Q: Is the power cable connected properly?

A: If the Ready LED does not turn on even when the power is turned on, it may mean that the power cable is not properly connected. Please check. It also may mean that the electrical outlet is loose. Check and make sure that the power outlet is properly connected.

LAN network disconnect warning is printed out

Q: Is the connected wireless router or access point working properly?

A: If connection using the set wireless LAN setting cannot be performed, the printer will detect “link down (physically disconnected/IP address not obtained)” and print a warning message according to the setting. Confirm whether the wireless router or access point, DHCP server and such that it is connected to, are operating normally. The warning message can be set so it will not print.

Cannot connect to network (WPS connection fails)

Q: Is the power cable connected properly?

A: Please check that the Ready LED is turned on. If the Ready LED does not turn on even when the power is turned on, it may mean that the power cable is not properly connected. Please check. It also may mean that the electrical outlet is loose. Check and make sure that the power outlet is properly connected.

Q: Is the LED display in the Ready status?

A: Please check that the Ready LED is turned on. If the Ready LED is flashing, please check the LED lamp display content.

If the LED display indicates “link down (physically cut)”, check and make sure that the LAN cable is properly connected.

- It also may mean that the connector is loose. Confirm that both the LAN connector for the printer, network devices (router/hub and such) are securely connected.

- The LAN cable may also be disconnected. If the LED display does not change even if it is reconnected, confirm by connecting a different LAN cable.
- Check and make sure that the network device to be connected is properly working.

Also, if the LED display indicates “link down (IP address not acquired)”, please make sure that the DHCP server is usable.

Q: Was that network setting for the printer changed?

A: If the printer body network setting was changed using Web Configuration or Telnet and cannot be connected, it may be possible for the network to be connected when the network setting is initialized. Initialize network settings and check connections.

Receipt is not printed properly

Q: Is the power turned on? Is the power cable connected properly?

A: Please check that the Ready LED is turned on. If the Ready LED does not turn on even when the power is turned on, it may mean that the power cable is not properly connected. Please check. It also may mean that the electrical outlet is loose. Check and make sure that the power outlet is properly connected.

Q: Is the sheet facing the right direction?

A: If a white sheet is being ejected, then it may be possible that the paper roll is set in the opposite direction. Check the direction of the paper roll to make sure that the paper is set correctly.

Q: Does the paper being used fit the specifications for the printer?

A: As this product is equipped with a thermal printer, it will not print on ordinary paper. Also, if there are issues such as the printed words being faint, it may be that the paper does not meet the specifications, or the paper had become old and deteriorated. Check the appropriate paper roll specifications and use paper that meets the printer’s specification.

Q: Is the LED display in standby status (Ready LED lit/Error LED turned off)?

A: If the ready LED is blinking or the Error LED is lit/blinking, refer to the LED lamp display and check the status of the product.

Q: Is a paper jam occurring?

A: If you can hear the printer operating but the paper is not being ejected, there is a possibility that a paper jam has occurred or the paper is being rolled onto the rubber roller. If a paper jam has occurred, refer to the “Paper Jam” section and remove the paper in question.

Q: Is self-printing working properly?

A: Check that self-printing is working properly. If self-printing can print properly, then it may be that communication with a host device such as tablet and PC is not established. Check the connection setting of the host device to confirm that network connections are properly working.

Cannot connect to the Web Configuration

Q: Is the following message displayed when you attempt to access the Web Configuration?

“This web site can be used with JavaScript activated.

Up to 2 devices can access at the same time. Please reload in 5 seconds.”

A: To connect to the Web Configuration, please enable JavaScript setting in your web browser (Active Scripting in Internet Explorer). Up to 2 devices can access to the Web Configuration at the same time. If more than 2 devices need to access, please try after data of the previous 2 devices is completely read (after more than 5 seconds).

Paper Jams

Q: Is the paper being printed touched while the paper is being discharged, or is the outlet blocked off?

A: Do not touch the paper or block the outlet while the paper is being discharged.

Q: Does the paper being used fit the specifications for the printer?

A: It may be that the paper thickness and such do not meet the required specifications. Check the appropriate paper roll specifications and use the paper that meets the printer’s specification.

The printer does not close

Q: Is the diameter of the paper roll being used too big?

A: If the printer cover does not close, confirm that the diameter of the paper roll is 83mm or smaller. Check the appropriate paper roll specifications and use paper that meets the printer’s specification.

Cannot open the printer

Q: Is paper jammed?

A: If the printer cover does not open even when you press the open lever, it is likely that a paper jam has occurred, and locked the cutter. Refer to “Cutter Lock” to release the lock.

The tablet cannot be charged

Q: Is the Power of the main unit turned on?

A: Confirm that the Ready LED of the main unit is turned on. Charging USB peripherals such as a tablet can only be done while the power of the main unit is turned on.

Q: Is the USB cable for the tablet connected properly?

A: Confirm that the USB cable for the tablet is connected to the USB port (Tablet 1.0A) of the main unit.

USB peripheral does not work

Q: Are you trying to control a USB device?

A: The USB port on the back of the printer only supports power supply.

Other questions

Q: To check printer settings

A: Use TSP100III Utility to easily check TSP100III settings. You can also check settings using the self-printing function.



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