



FAQ – TSP100III

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: Is the communication equipment you are using compatible with WPS or does it say the DHCP server is usable on iOS or Android?

Q: Is the communication equipment you are using compatible with WPS or does it say the DHCP server is usable on iOS or Android

A: Confirm that the wireless router or communication device used as an access point are compatible with WPS by checking the manual for your equipment. In addition, this printer can only be used with radio channel 1ch~11ch. If the access point is set to any other channel, it cannot be connected.

Q: Is the access point and printer connection completed?

A: Please make sure that the network name of the destination is printed in the “SSID” for * * Network Configuration * * that is self-printed. If the network name is not printed, it is because the network connection is not performed correctly, so please try connecting again.

Ad hoc connection cannot be made with tablet/PC

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: Are you using an operating system that supports ad hoc networks?

A: iOS and Windows 7 support ad hoc networks. Android, Windows 8, Windows 8.1, and Windows 10 do not support ad hoc networks. If connecting with WPS is not possible, perform ad hoc connection using iOS (iPad, iPhone, etc.) or a PC with Windows 7 and perform a connection settings for the printer.

Q: Have you ever set wireless LAN configuration items?

A: If a wireless LAN setting item is set using WPS, HTTP, or TELNET, the printer will start in infrastructure mode, and ad hoc communication will not be accepted. If carrying out ad hoc connection again, please initialize the network settings.

Q: After the ad hoc connection with tablet/PC, did you perform a search of the printer after some time had elapsed?

A: If you want to connect via ad hoc, it will take some time when the connection is established until it can actually be used. After ad hoc settings are performed from the tablet/PC, try the search again from the TSP100III Utility tool and such after waiting 1-2 minutes.

Cannot connect to the Web Configuration

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

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).

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 has 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, than it may be that communication with a host device such as a tablet and PC, is not established. When using a wireless LAN connection, check the connection setting of the host device.

Paper Jams

Q: Has the paper being printed been 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.

