StarPRNT Intelligence

'unified, multi-model driver and configuration suite'

Software

Installation Manual

Rev. 3.7

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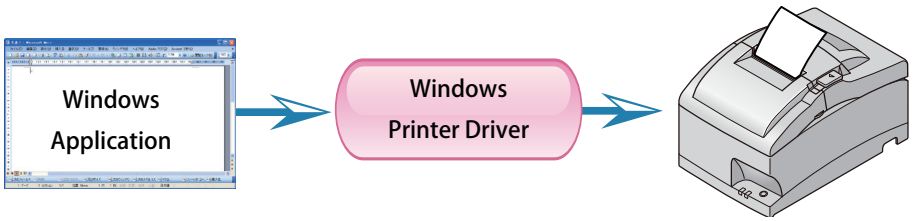
1. Software Overview

StarPRNT Intelligence is a software package that supports multiple printer models. This software package contains the Windows printer driver and a printer utility. To use the software package, follow the procedure given in chapter 3, "Installation," and then turn the printer on.

1.1 Windows Printer Driver

The Windows printer driver is used when files are printed from Windows applications.

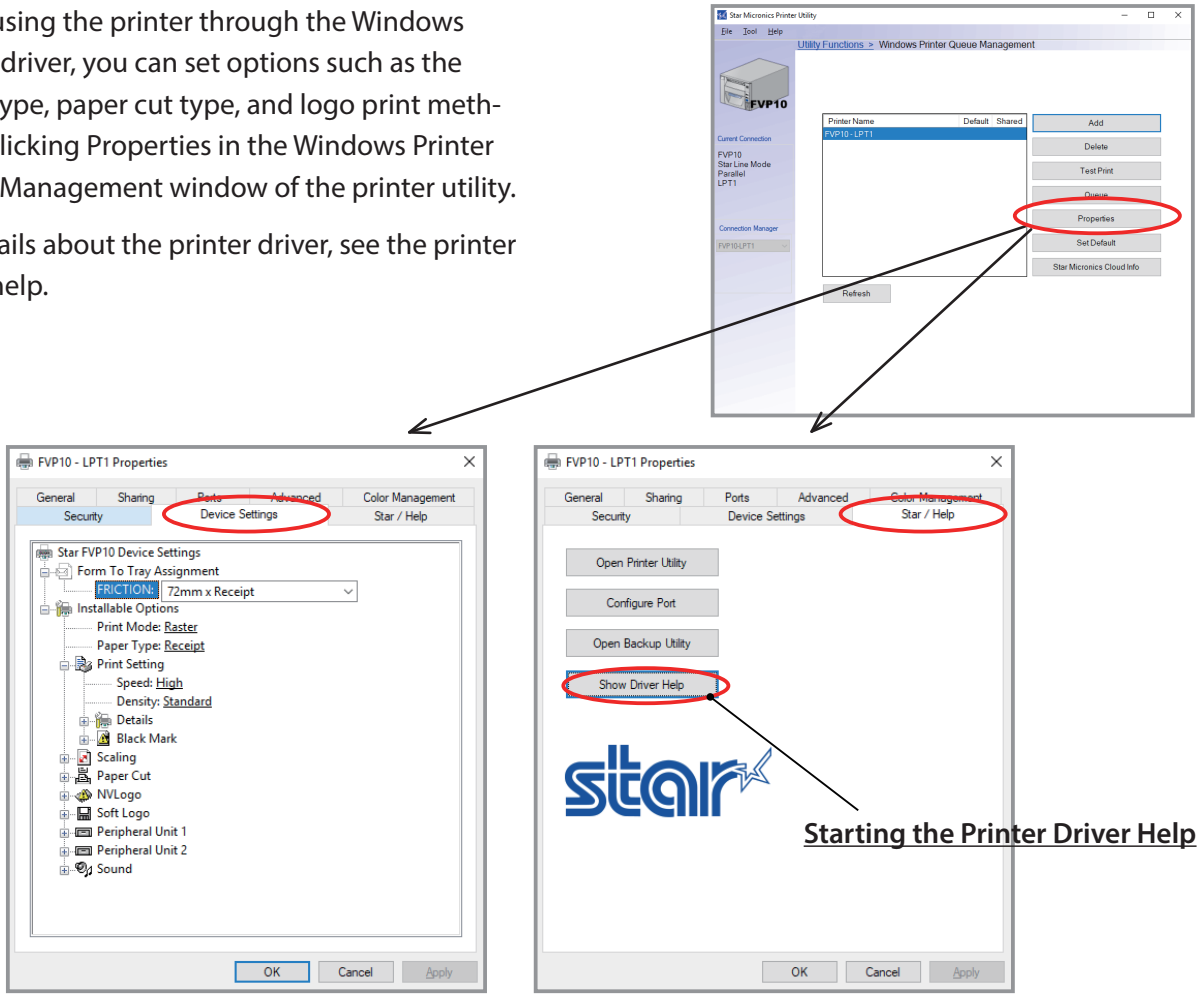


Install the Star Printer Software, and then connect a printer with a USB interface to the PC. The Plug and Play feature will enable the Windows printer driver automatically.

To use the Windows printer driver when you are connecting to the printer through an interface other than USB, install the driver from the Windows Printer Queue Management window of the printer utility.

When using the printer through the Windows printer driver, you can set options such as the paper type, paper cut type, and logo print method by clicking Properties in the Windows Printer Queue Management window of the printer utility.

For details about the printer driver, see the printer driver help.



1.2 Printer Utility

The printer utility is used to connect to the printer and to set various options.

It can be used in conjunction with the Windows printer driver, OPOS driver, and in numerous other environments.

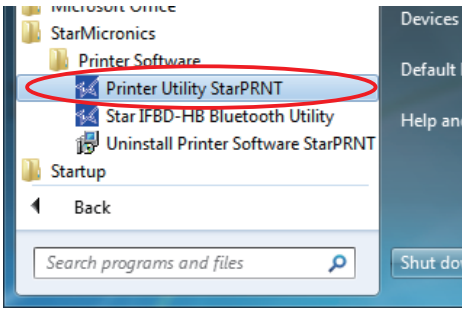
The printer utility is used over a specific "Connection" (each "Connection" has specific properties such as the printer model and connection method). Depending on the specifications of the connection, the utility functions that are displayed vary (see section 2.2, "Supported Functions").

For details on how to configure connections and on the utility functions, see the printer utility help.

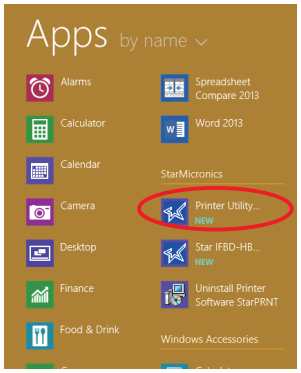
1.2.1 Starting the Printer Utility

① On the Windows taskbar, click 'Start', and then click 'All Programs' > 'Star Micronics' > 'Printer Software' > 'Printer Utility StarPRNT' .

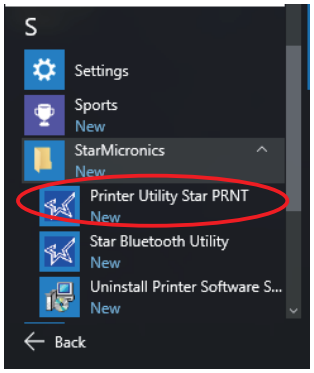
❖ **Windows 7**



❖ **Windows 8.1**



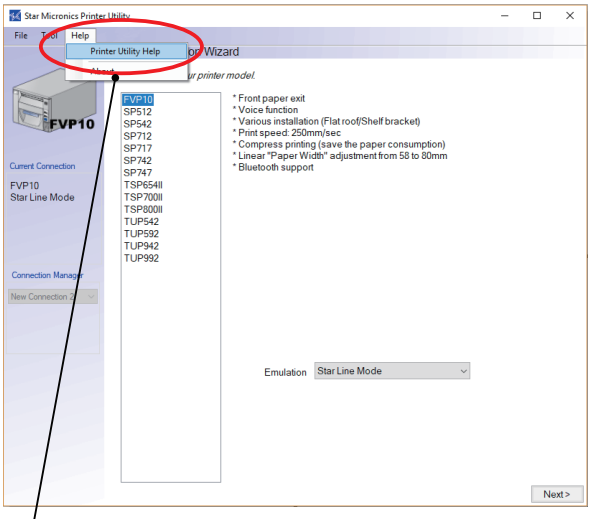
❖ **Windows 10**



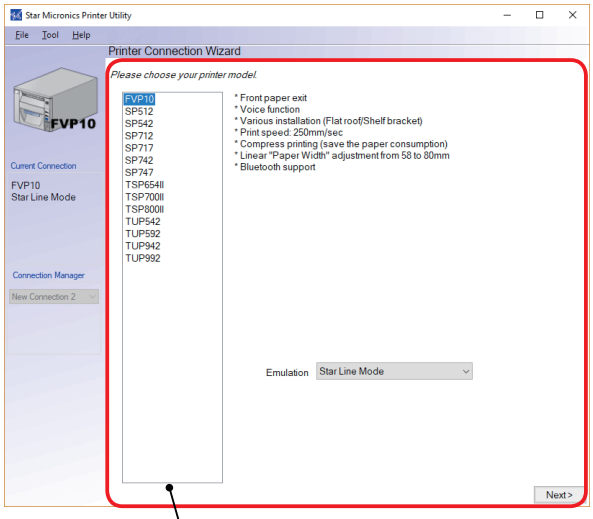
② The 'User Account Control' dialog appeards. Click 'Yes'.

③ The printer utility window opens.

When you start the printer utility for the first time, the 'Printer Connection Wizard' appears. Specify settings such as the printer model that you are using, the command emulation, and the interface to create a connection. You will be able to use the printer utility functions through the connection that you created.



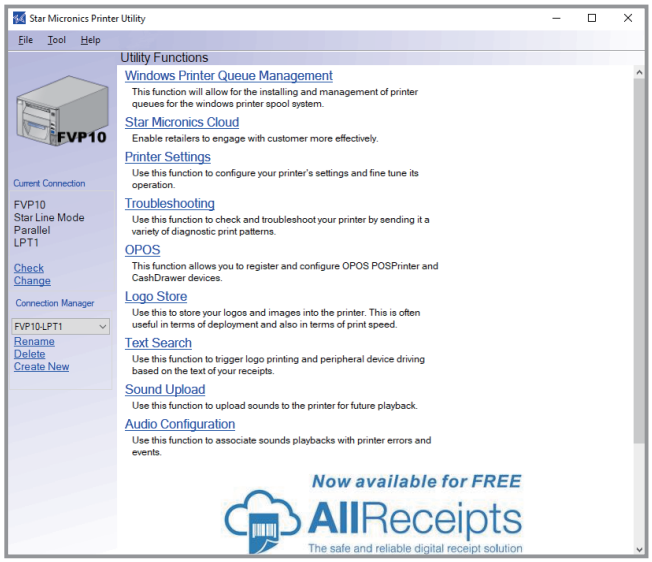
Starting the Printer Utility Help



Printer Connection Wizard

1.2.2 Printer Utility Functions

■ Utility Functions

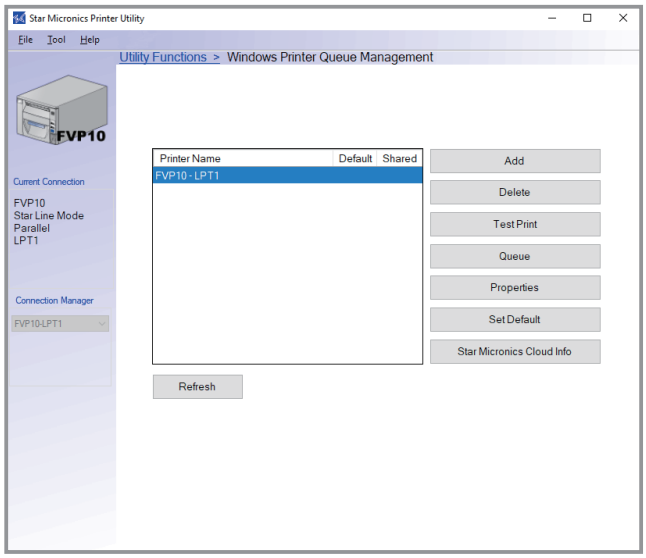


Click a link in the list of utility functions to display the properties of the corresponding function.

The printer utility is used over a specific connection (each connection has specific properties such as the connection method).

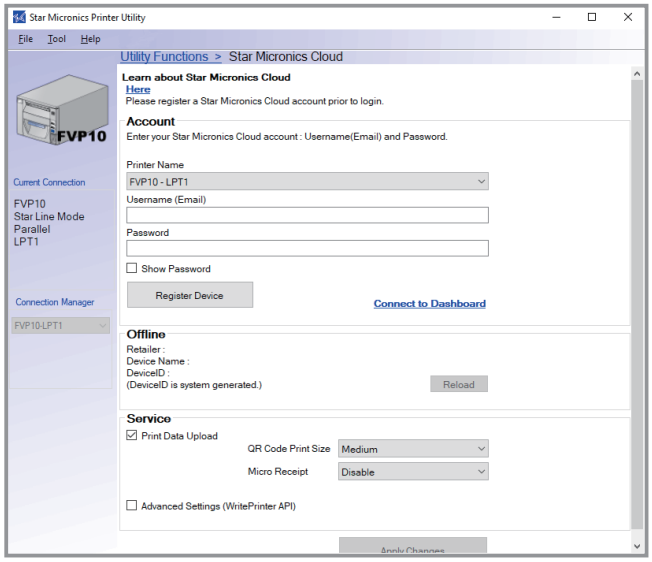
Depending on the specifications of the connection, the utility functions that are displayed vary.

◆ Windows Printer Queue Management



Windows Printer Queue Management can be used to create and manage the printer queues of the Windows print spooler system.
To use the printer driver when you are connecting to the printer through an interface other than USB, install the Windows printer driver from this function.

◆ Star Micronics Cloud



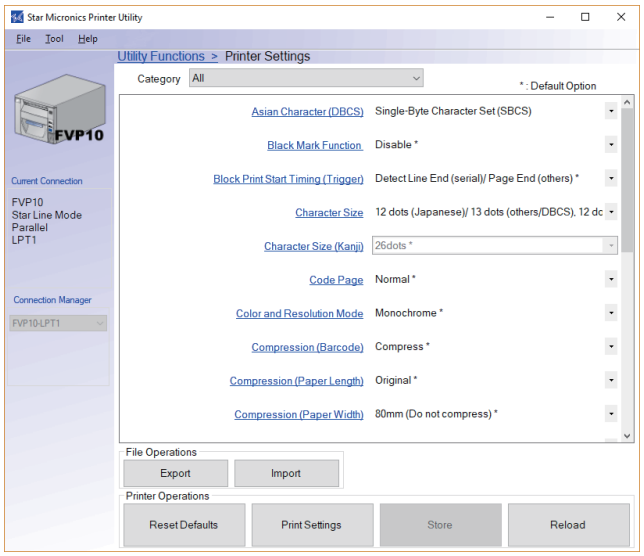
Register the device (printer queue or OPOS POSPrinter device) using your registered Star Micronics Cloud account.
Once you have registered the device, you can use the service of uploading print data to the cloud server and manage the registered device from the Star Micronics Cloud dashboard.
To use this function with printer qeueu, set the print mode to "Raster" from the Printer properties in the printer driver.
This function is only available when the Printer Emulation setting is configured to "Star Line Mode".

◆ Printer Settings

You can change the printer settings (memory switch settings) according to your needs.

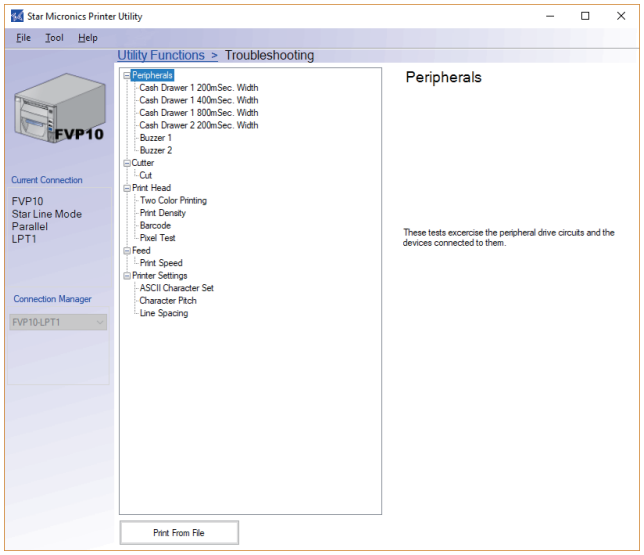
What are memory switches ?

You can configure the basic settings of a printer and store them in memory switches on the printer.



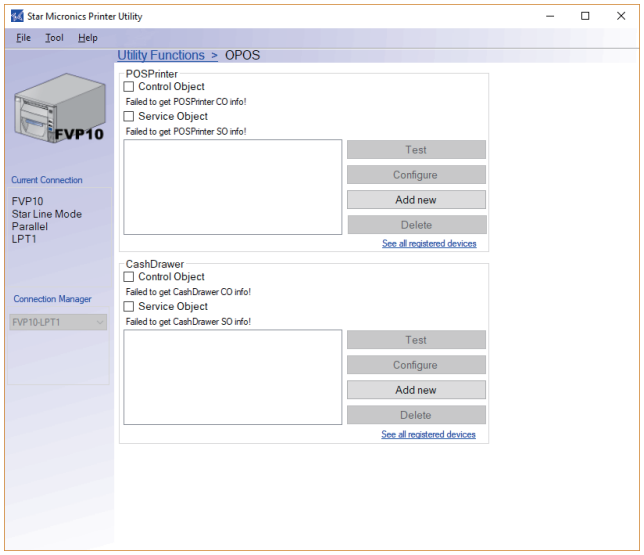
◆ Troubleshooting

You can check the operations of various printer functions.



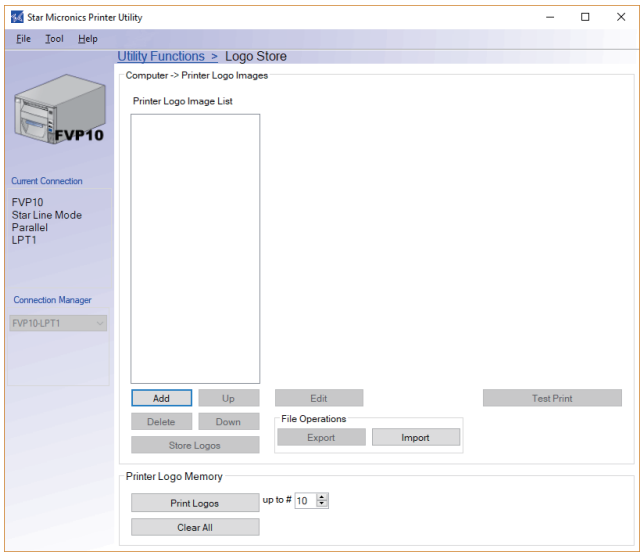
◆ OPOS

You can store, configure, and perform similar tasks for OPOS POS printer devices and cash drawer devices.



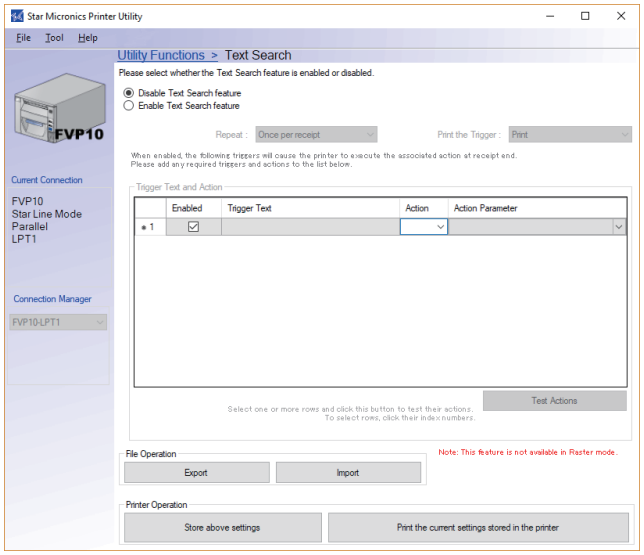
◆ Logo Store

You can store logos (image data) in the printer's memory.
By storing logo and other image data that is printed frequently, you can expect increased print throughput, because there is no need to send the data every time you print.



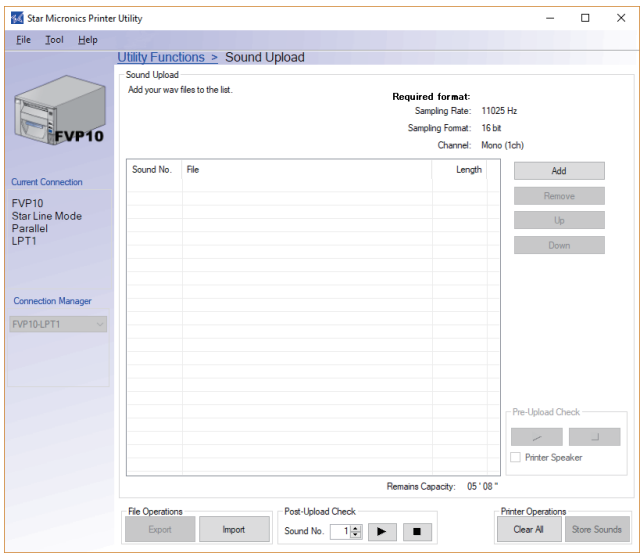
◆ Text Search

You can set the text to search for and the operation that is performed when text is detected.
The Text Search function searches for the specified text in the print data. Upon the detection of the text, the printer cuts the receipt and then performs an operation that you have set. The operations that you can set include printing logos and generating sounds (only for models that support this feature).



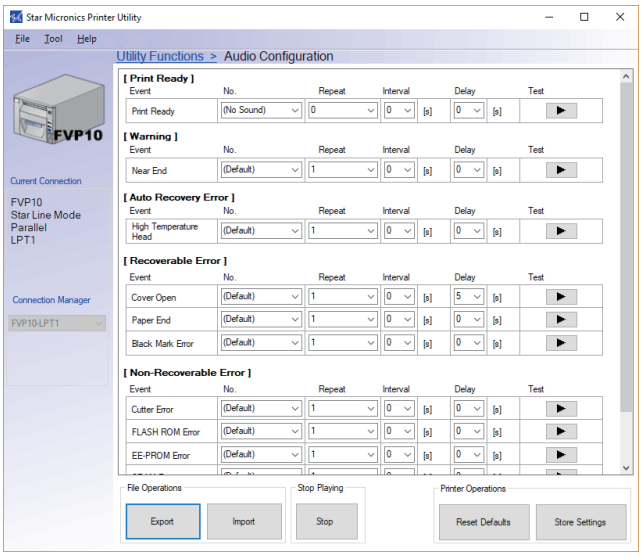
◆ Sound Upload

You can store audio data (.wav files) in the printer's memory.
The stored audio data can be used by the printer driver and the Text Search and Audio Configuration functions.



◆ Audio Configuration

You can set the sounds that are generated when events such as errors occur on the printer.



2. Operating Environment

2.1 Operating System

This software supports the following operating systems.

- **Microsoft Windows 7 32bit/64bit**
- **Microsoft Windows 8.1* 32bit/64bit (except Windows RT)**
- **Microsoft Windows 10* 32-bit and 64-bit (except Windows 10 Mobile and Windows 10 IoT Core)**

***Limitation for Windows 8.1/ 10**

- **Star original Printer Driver Function (e.g. Logo Setting) can not be changed from "Windows UI (Modern UI)". However, once the setting of its function is changed from "Desktop UI",these function can be used on "Windows UI (Modern UI)" as well.**
- **USB Printer will not be appeared in [Device and Printer] if its power is off.**
- **Error status (e.g. Paper empty during printing) will not be shown in "Windows UI (Modern UI)".**

2.2 Supported Functions (Interface / Emulation)

The following tables indicate the utility functions that you can use for each combination of the different interfaces and emulation modes. One table is given for each model.

This software uses TCP communication port 9100, TCP communication port 9101, UDP communication-port 22222.

FVP10	Star Line Mode Emulation						ESC/POS Mode Emulation					
	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F
Printer Utility	○	○	○	○	○	○	-	○	○	○	○	○
Windows Printer Queue Management	○	×	○	○	○	○	-	×	×	×	×	×
Star Micronics Cloud	○	×	○	○	○	○	-	×	×	×	×	×
Printer Settings	○	○	○	○	○	○	-	○	○	○	○	○
Troubleshooting	○	○	○	○	○	○	-	○	○	○	○	○
OPOS	○	○	○	○	○	○	-	×	×	×	×	×
Logo Store	○	○	○	○	○	○	-	○	○	○	○	○
Text Search	○	○	○	○	○	○	-	○	○	○	○	○
Sound Upload	○	○	○	○	○	○	-	○	○	○	○	○
Audio Configuration	○	○	○	○	○	○	-	○	○	○	○	○

SP500	Star Line Mode Emulation						ESC/POS Mode Emulation					
	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F
Printer Utility	○	○	○	○	○	-	-	○	○	○	○	-
Windows Printer Queue Management	○	×	○	○	○	-	-	×	×	×	×	-
Star Micronics Cloud	-	-	-	-	-	-	-	-	-	-	-	-
Printer Settings	○	○	○	○	○	-	-	○	○	○	○	-
Troubleshooting	○	○	○	○	○	-	-	○	○	○	○	-
OPOS	○	○	○	○	○	-	-	×	×	×	×	-
Logo Store	-	-	-	-	-	-	-	-	-	-	-	-
Text Search	-	-	-	-	-	-	-	-	-	-	-	-
Sound Upload	-	-	-	-	-	-	-	-	-	-	-	-
Audio Configuration	-	-	-	-	-	-	-	-	-	-	-	-

SP700	Star Line Mode Emulation						ESC/POS Mode Emulation					
	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F
Printer Utility	○	○	○	○	○	○*	-	○	○	○	○	○*
Windows Printer Queue Management	○	×	○	○	○	○*	-	×	×	×	×	×
Star Micronics Cloud	-	-	-	-	-	-	-	-	-	-	-	-
Printer Settings	○	○	○	○	○	○*	-	○	○	○	○	○*
Troubleshooting	○	○	○	○	○	○*	-	○	○	○	○	○*
OPOS	○	○	○	○	○	○*	-	×	×	×	×	×
Logo Store	○	○	○	○	○	○*	-	○	○	○	○	○*
Text Search	-	-	-	-	-	-	-	-	-	-	-	-
Sound Upload	-	-	-	-	-	-	-	-	-	-	-	-
Audio Configuration	-	-	-	-	-	-	-	-	-	-	-	-

***SP742 only**

TSP650II	Star Line Mode Emulation						ESC/POS Mode Emulation					
	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F *	Serial I/F	Bluetooth I/F	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F *	Serial I/F	Bluetooth I/F
Printer Utility	○	○	○	○	○	○	-	○	○	○	○	○
Windows Printer Queue Management	○	×	○	○	○	○	-	×	×	×	×	×
Star Micronics Cloud	○	×	○	○	○	○	-	×	×	×	×	×
Printer Settings	○	○	○	○	○	○	-	○	○	○	○	○
Troubleshooting	○	○	○	○	○	○	-	○	○	○	○	○
OPOS	○	○	○	○	○	○	-	×	×	×	×	×
Logo Store	○	○	○	○	○	○	-	○	○	○	○	○
Text Search	○	○	○	○	○	○	-	○	○	○	○	○
Sound Upload	-	-	-	-	-	-	-	-	-	-	-	-
Audio Configuration	-	-	-	-	-	-	-	-	-	-	-	-

* TSP650IISK model does not support parallel I/F.

TSP700II	Star Line Mode Emulation						ESC/POS Mode Emulation					
	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F
Printer Utility	○	○	○	○	○	○	-	○	○	○	○	○
Windows Printer Queue Management	○	×	○	○	○	○	-	×	×	×	×	×
Star Micronics Cloud	○	×	○	○	○	○	-	×	×	×	×	×
Printer Settings	○	○	○	○	○	○	-	○	○	○	○	○
Troubleshooting	○	○	○	○	○	○	-	○	○	○	○	○
OPOS	○	○	○	○	○	○	-	×	×	×	×	×
Logo Store	○	○	○	○	○	○	-	○	○	○	○	○
Text Search	-	-	-	-	-	-	-	-	-	-	-	-
Sound Upload	-	-	-	-	-	-	-	-	-	-	-	-
Audio Configuration	-	-	-	-	-	-	-	-	-	-	-	-

TSP800II	Star Line Mode Emulation						ESC/POS Mode Emulation						Star Page Mode Emulation					
	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F
Printer Utility	○	○	○	○	○	○	-	○	○	○	○	○	-	○	○	○	○	○
Windows Printer Queue Management	○	×	○	○	○	○	-	×	×	×	×	×	-	×	×	×	×	×
Star Micronics Cloud	○	×	○	○	○	○	-	×	×	×	×	×	-	×	×	×	×	×
Printer Settings	○	○	○	○	○	○	-	○	○	○	○	○	-	○	○	○	○	○
Troubleshooting	○	○	○	○	○	○	-	○	○	○	○	○	-	○	○	○	○	○
OPOS	○	○	○	○	○	○	-	×	×	×	×	×	-	×	×	×	×	×
Logo Store	○	○	○	○	○	○	-	○	○	○	○	○	-	○	○	○	○	○
Text Search	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sound Upload	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Audio Configuration	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TUP500	Star Line Mode Emulation						ESC/POS Mode Emulation						Star Page Mode Emulation					
	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F
Printer Utility	○	○	○	○	○	-	-	○	○	○	○	-	-	○	○	○	○	-
Windows Printer Queue Management	○	×	○	○	○	-	-	×	×	×	×	-	-	×	×	×	×	-
Star Micronics Cloud	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Printer Settings	○	○	○	○	○	-	-	○	○	○	○	-	-	○	○	○	○	-
Troubleshooting	○	○	○	○	○	-	-	○	○	○	○	-	-	○	○	○	○	-
OPOS	○	○	○	○	○	-	-	×	×	×	×	-	-	×	×	×	×	-
Logo Store	○	○	○	○	○	-	-	○	○	○	○	-	-	○	○	○	○	-
Text Search	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sound Upload	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Audio Configuration	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

TUP900	Star Line Mode Emulation						ESC/POS Mode Emulation						Star Page Mode Emulation					
	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F	USB I/F Printer Class	USB I/F Vendor Class	Ethernet I/F	Parallel I/F	Serial I/F	Bluetooth I/F
Printer Utility	○	○	-	○	○	-	-	○	-	○	○	-	-	○	-	○	○	-
Windows Printer Queue Management	○	×	-	○	○	-	-	×	-	×	×	-	-	×	-	×	×	-
Star Micronics Cloud	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Printer Settings	○	○	-	○	○	-	-	○	-	○	○	-	-	○	-	○	○	-
Troubleshooting	○	○	-	○	○	-	-	○	-	○	○	-	-	○	-	○	○	-
OPOS	○	○	-	○	○	-	-	×	-	×	×	-	-	×	-	×	×	-
Logo Store	○	○	-	○	○	-	-	○	-	○	○	-	-	○	-	○	○	-
Text Search	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sound Upload	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Audio Configuration	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

3. Installation

If drivers or utility software or both other than StarPRNT Intelligence have previously been installed for your printer, uninstall these drivers and utilities before you install this software.

Important:

- Administrator privilege is required to run the installation.
- Some of the features that you could use with previous drivers and utility software cannot be used with this software. Before you replace the software that you are using, refer to the release notes to confirm the features that are available with the new software.
- If you are using TSP650, please use StarPRNT Intelligence 1.5.
- You cannot install multiple versions of StarPRNT Intelligence on the same host PC.

Note: If you are connecting to the printer by USB, carry out the instructions in chapter 3, "Installation," and then turn the printer on.

Follow the instructions below to install the software.

1. Download Software package file (<a> or <b>) from Star's website and save it.

Menu Name	File Name
<a> StarPRNT Vx.x FULL 32/64-bit	StarPRNT_vxxx.zip
<b> StarPRNT Vx.x Setup EXE File for Windows 32/64-bit Systems	StarPRNT_PSA_x.x_setup.EXE

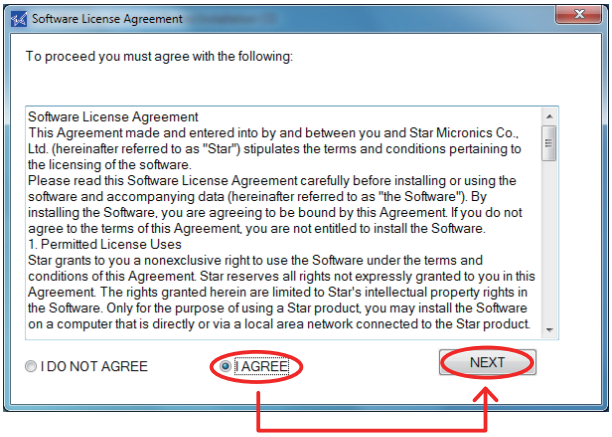
2. When the saved file is <a>
   Unzip the zip file, and execute "autorun.exe" in the root folder.
   Proceed to Step ① .

   When the saved file is <b>
   Execute "StarPRNT_PSA_x.x_setup.EXE".
   Proceed to Step ④ .

① The 'User Account Control' dialog appears. Click 'Yes'.

② The software installation CD window opens. Click 'Install'.

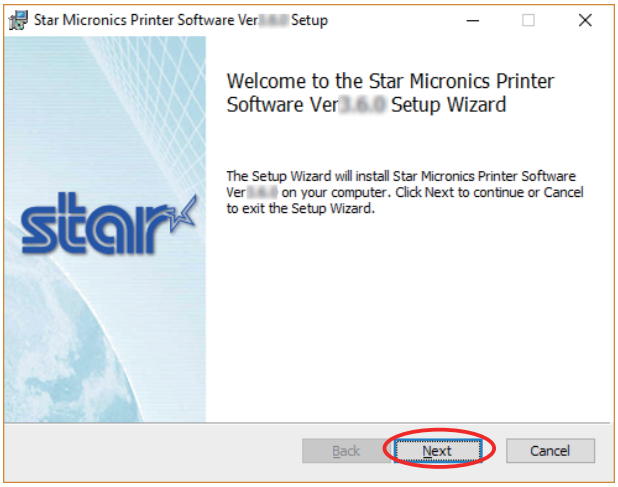
③ The software license agreement for using the contents of the CD appears. Read the agreement. If you agree with the terms, select 'I AGREE', and then click 'NEXT'.



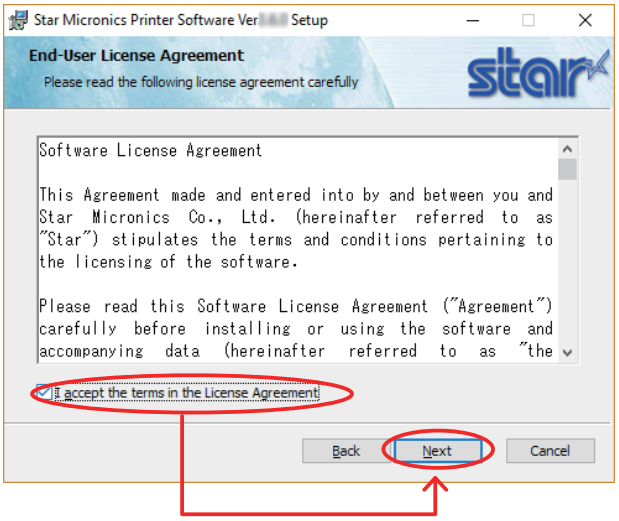
Point! If you click on any of the items on the software installation CD window, the software license agreement for using the contents of the CD will appear and will remain until you agree with its terms.

④ The 'User Account Control' dialog appears. Click 'Yes'.

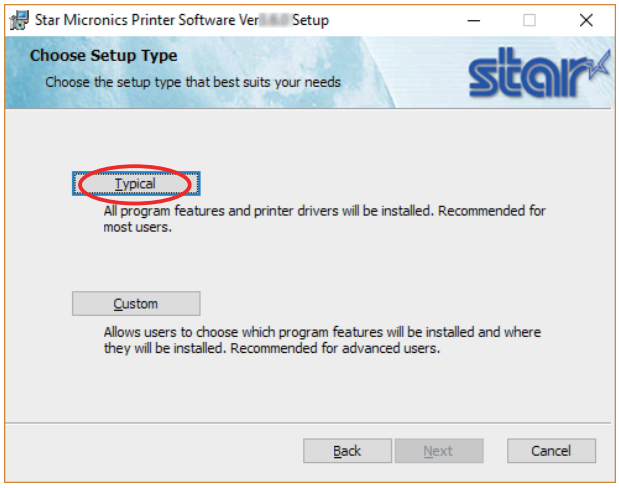
⑤ Click 'Next'.



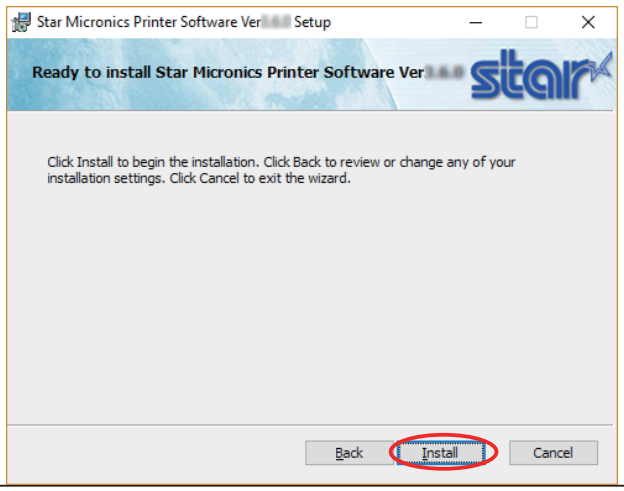
⑥ The End-User License Agreement, an agreement for installing the software, appears. Read the agreement. If you agree with the terms, select the 'I accept the terms in the License Agreement' check box, and then click 'Next'.

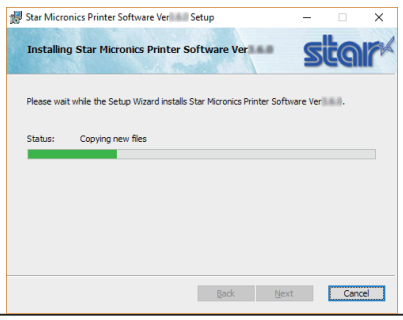


⑦ Choose the setup type.
Click 'Typical' to install the all program features. Always select this option unless you have a specific reason. Click 'Custom' to install only the program features that you will need.

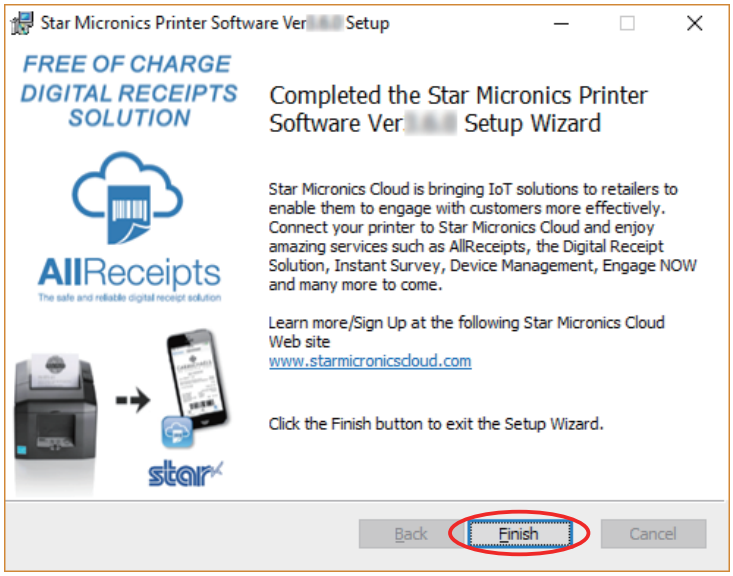


⑧ Click 'Install' to start the installation.

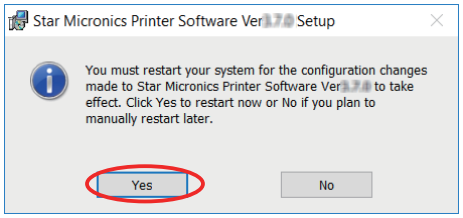




⑨ When the software installation completes, the following window appears.
Click 'Finish' to close the wizard.



⑩ If the following confirmation window appears, click 'Yes'.



⑪ Click 'Exit' to close the software installation CD window.

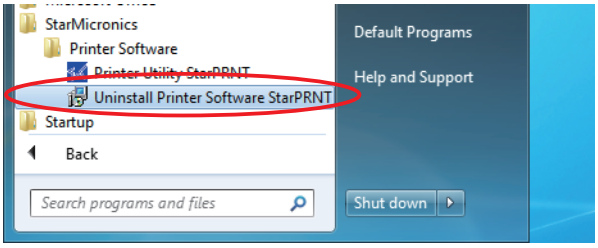
4. Uninstallation

Follow the procedure below to uninstall the software.

① Turn the printer power switch off.

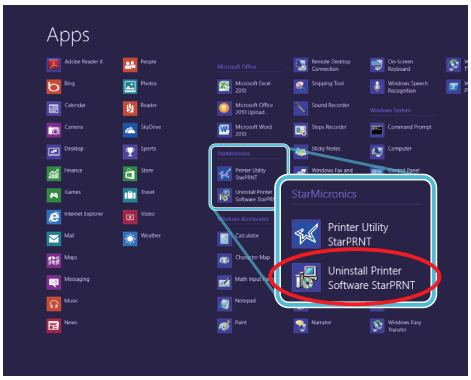
② ❖ **In Windows7**

On the Windows taskbar, click 'Start', and then click 'All Programs' > 'Star Micronics' > 'Printer Software' > 'Uninstall Printer Software StarPRNT'.



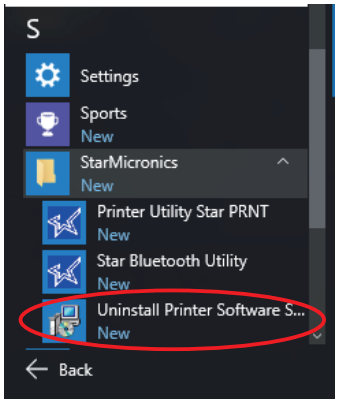
❖ **In Windows 8.1**

On the Apps, select [Star Micronics]-[Uninstall Printer Software StarPRNT].



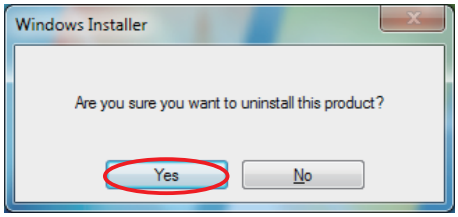
❖ **In Windows10**

On the Windows taskbar, click 'Start', and then click 'All Apps' > 'Star Micronics' > 'Uninstall Printer Software StarPRNT'..

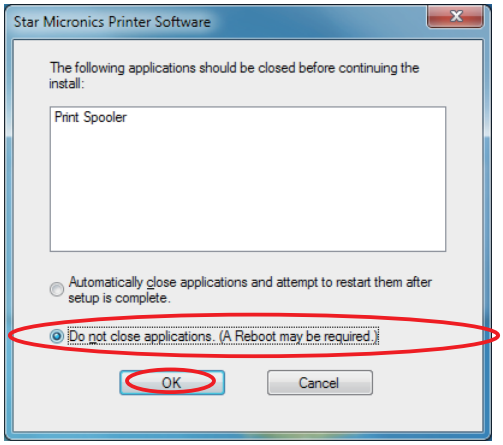


③ The 'User Account Control' dialog appears. Click 'Yes'.

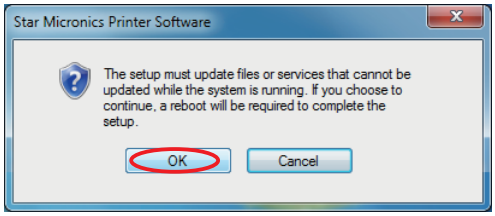
④ The following window appears. To continue, click 'Yes'.



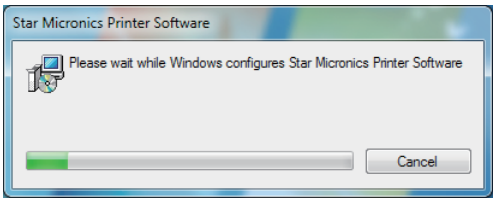
⑤ If the following confirmation dialog box appears, select the 'Do not close applications' option, and then click 'OK'.



⑥ If the following confirmation window appears, click 'OK'.



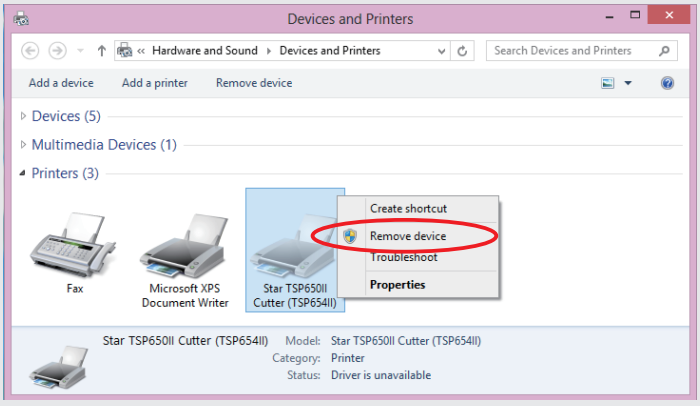
⑦ The uninstallation program starts and removes all the relevant software components.



❖ **Note**

After uninstalling the printer utility, the printer queue icon may remain in "Control Panel"-"Devices and Printers".

To delete it, right-click the printer queue icon and choose "Remove device" from the pull-down menu to delete it.



5. Revision History

Rev. No.	Date of Revision	Changes
Rev. 1.0	Mar . 2010	First edition.
Rev. 1.1	Jul . 2010	Add TSP700II / TSP650 / SP700 / SP500.
Rev. 1.3	Nov. 2011	Add support Linux, MacOS. Added Software Overview.
Rev. 1.4	Apr. 2012	Add TUP500 / TUP900.
Rev. 1.5	Oct. 2012	Add support Windows 8.
Rev. 2.0	Feb. 2013	Add Support TSP650II. / TSP650 not supported. / Add Appendix 2. Pairing with Bluetooth in Windows
Rev. 2.1	Feb. 2014	Add support Windows 8.1.
Rev. 2.2	Apr. 2014	Add Bluetooth interface support to TSP700II, TSP800II and SP700.
Rev. 2.3	Jan. 2015	Add Bluetooth interface support to FVP10.
Rev. 3.0	Sept. 2015	Add Star Cloud Services support to TSP650II / TSP700II / TSP800II / FVP10 Add support Windows 10. Support end Windows Vista, XP.
Rev. 3.1	Oct. 2015	Make the password changeable on the server for Star Micronics Cloud Services.
Rev. 3.2	Jan. 2016	Star Cloud Services - Added support for 4 new languages. French, German, Spanish, Portuguese
Rev. 3.3	Dec. 2016	Star Cloud Services : Added the new function. Added support for Finnish..
Rev. 3.4	Apr. 2017	Supported software package Ver.3.4.
Rev. 3.5	Apr. 2018	Supported software package Ver.3.5.
Rev. 3.6	Jul. 2018	Added to print Star Cloud Services information.
Rev. 3.7	Jun. 2020	Supported software package Ver.3.7. Add TSP650IISK. Support end Windows 8. Added a note of communication port.

Appendix 1. FVP10 Sample Sounds

The following audio files are preinstalled in the FVP10.

Sound No.	Audio Message	Name of the Downloadable File
Sound 1	Welcome!	SP_EN01.wav
Sound 2	Thank you!	SP_EN02.wav
Sound 3	Order coming in.	SP_EN03.wav
Sound 4	Drink Order coming in.	SP_EN04.wav
Sound 5	Food Order coming in.	SP_EN05.wav
Sound 6	Order has been cancelled.	SP_EN06.wav
Sound 7	New order coming in.	SP_EN07.wav
Sound 8	Order to go coming in.	SP_EN08.wav
Sound 9	Print finished.	SP_EN09.wav
Sound 10	Please take your receipt.	SP_EN10.wav
Sound 11	Please come again.	SP_EN11.wav
Sound 12	Please give your receipt to the operator.	SP_EN12.wav
Sound 13	Now printing, please wait a moment.	SP_EN13.wav
Sound 14	Please do not pull the paper until printing finishes.	SP_EN14.wav
Sound 15	Thank you for visiting.	SP_EN15.wav
Sound 16	Please take the number ticket.	SP_EN16.wav
Sound 17	Please have a seat and wait a moment.	SP_EN17.wav
Sound 18	Thank you for your purchase.	SP_EN18.wav
Sound 19	Please wait here, we will guide you shortly.	SP_EN19.wav

You can play back the preinstalled audio files by selecting the appropriate 'Sound No.' from various functions such as the 'Audio Configuration Function' and 'Text Search Function' of the printer driver and printer utility.

The preinstalled audio files are stored in the printer's user-data area. If you store new audio files by using the printer utility's 'Sound Upload Function' or by sending commands directly to the printer, all the preinstalled audio files will be cleared.

You can download the FVP10's preinstalled audio files from the following URL. You can use them again by uploading the files that you want to use to the FVP10.

http://www.starmicronics.com/support/

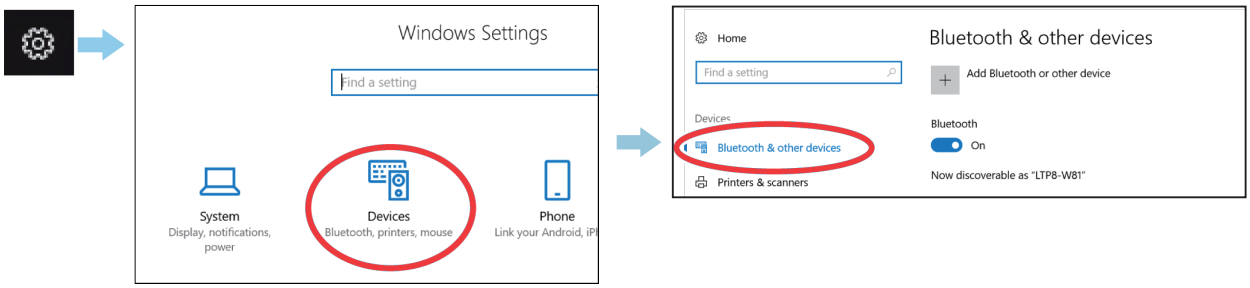
Point! The error-warning sounds in the printer are not cleared even if you upload new audio files to the printer.

Appendix 2. Pairing with Bluetooth in Windows

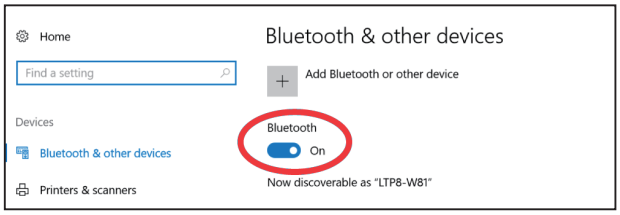
Follow the appropriate procedure.

❖ In Windows 10

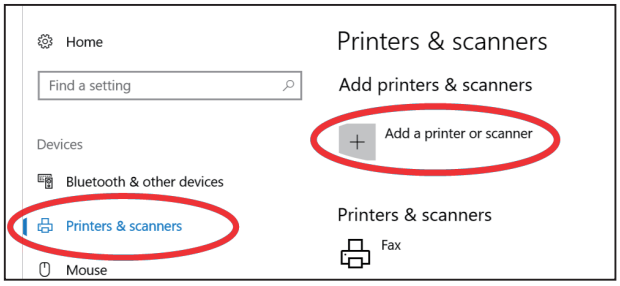
1. Open [Settings], select [Devices] - [Bluetooth & other devices].



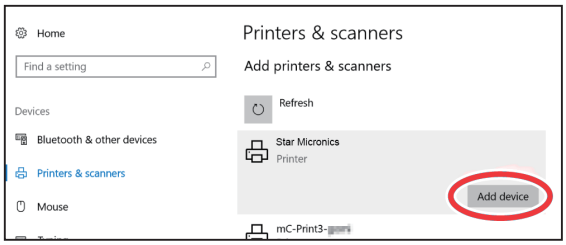
2. Turn Bluetooth On.



3. Select [Printers & scanners] - [Add a printer or scanner].



4. Select the Bluetooth device name, and click or tap [Add a device].
   If the Bluetooth device name was changed, then select the device name that it was changed to.

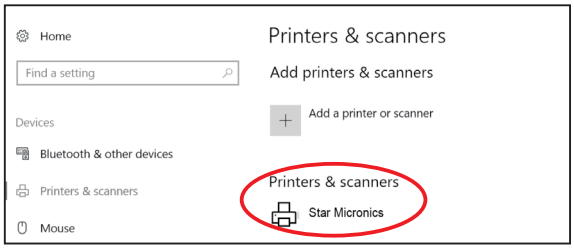


Checking the printer's Bluetooth address

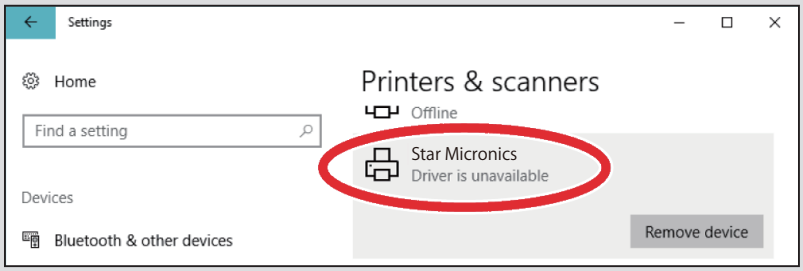
The Bluetooth address is listed on the test print sheet.

Please refer to the separate manual "Hardware Manual" for the test printing method.

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



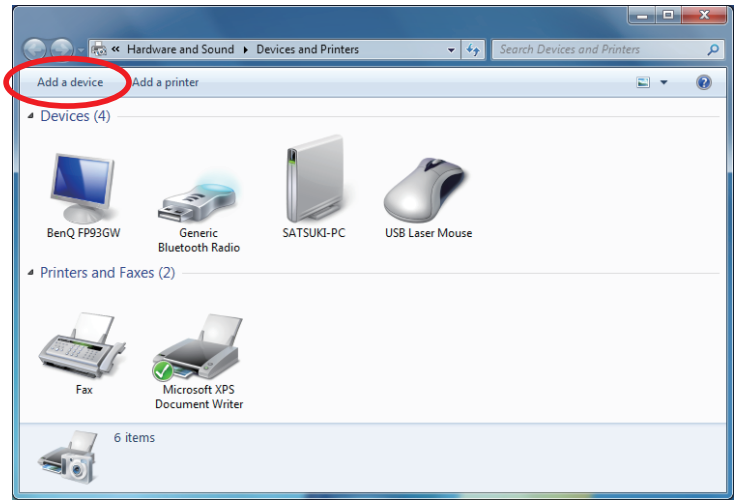
After a while, "Driver is unavailable" will be displayed, however, pairing is completed.



The device name created here cannot be used for the destination specified when printing from a Windows application. Create a separate printer queue refer to 「◆ Windows Printer Queue Management」.

❖ In Windows 7 / 8.1

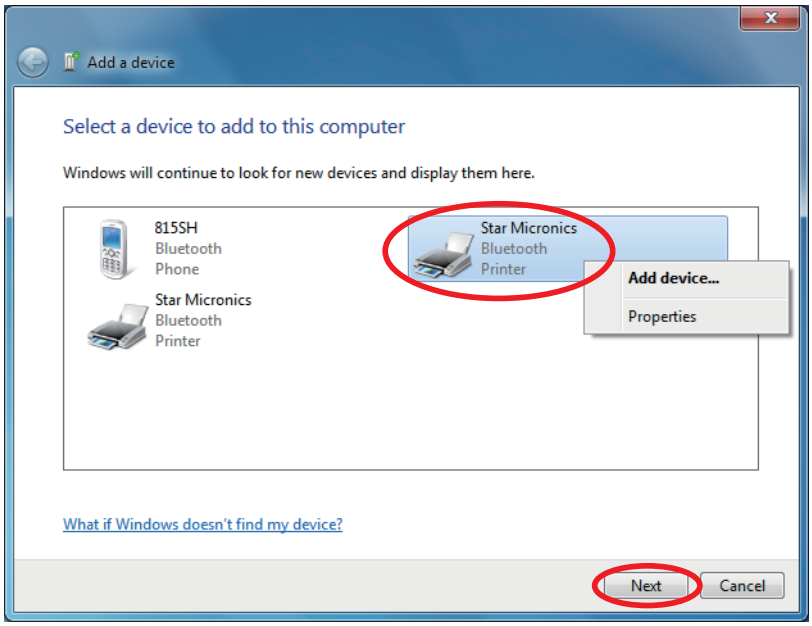
1. On the Control Panel, click "Devices and Printers". And click "Add a Device".

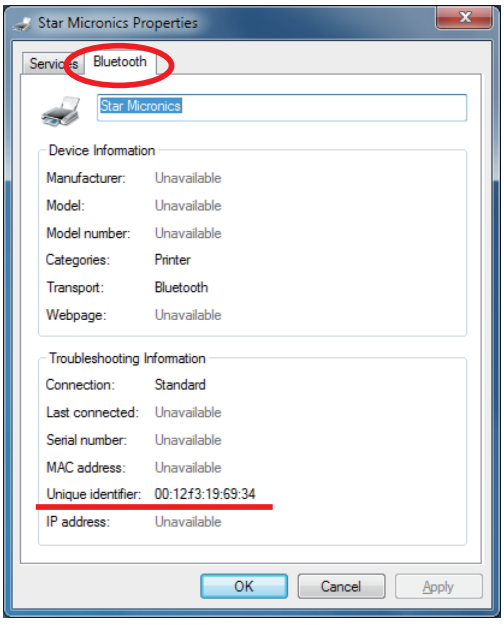


2. When the Pair with a wireless device window is displayed, set up the printer as instructed on the screen*, and then click [Next].

   * See the "Hardware Manual" for more information on operating the printer.

3. Select the Bluetooth device you want to add from the list of devices displayed, and then click [Next]. If multiple Bluetooth devices are found, you can right-click the printer, select [Properties], and then check the Bluetooth address to specify the printer you want to pair.



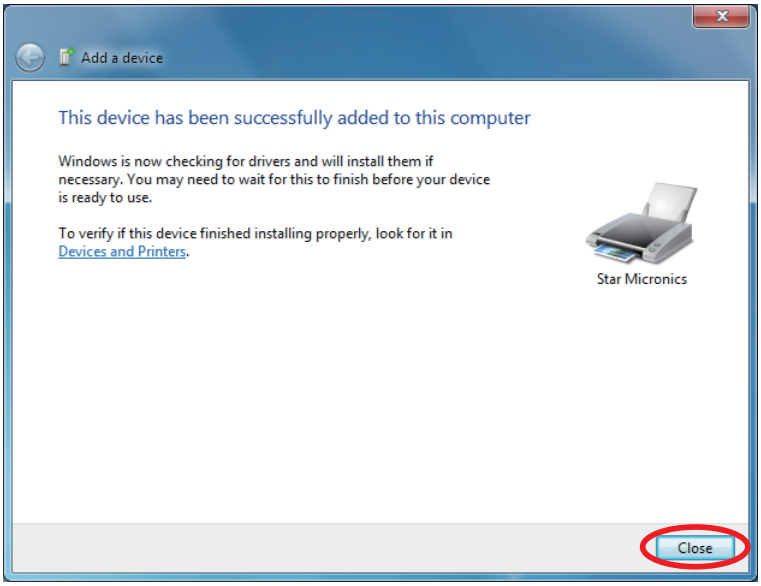


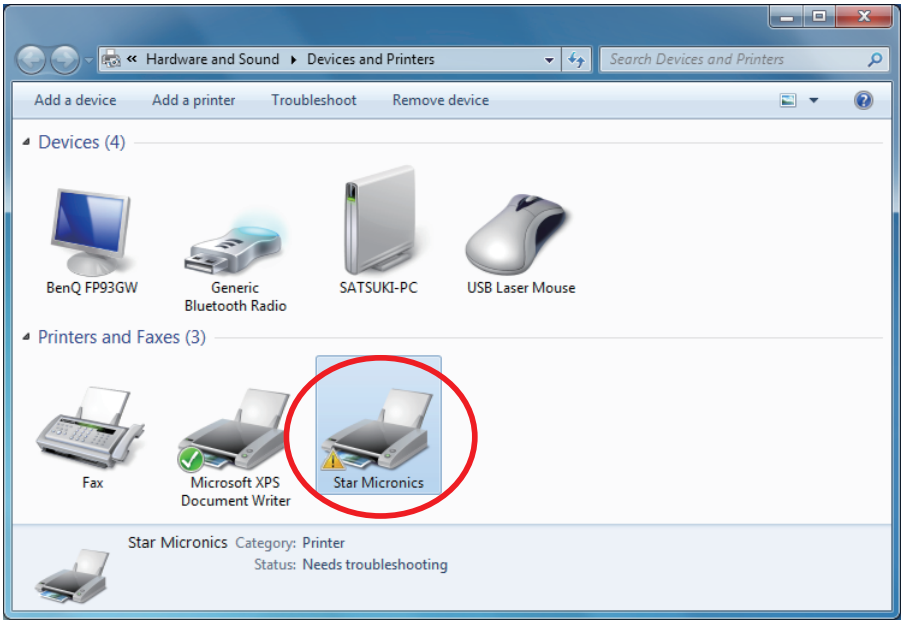
Checking the printer's Bluetooth address

The Bluetooth address is listed under ***Bluetooth Information*** on the test print sheet.

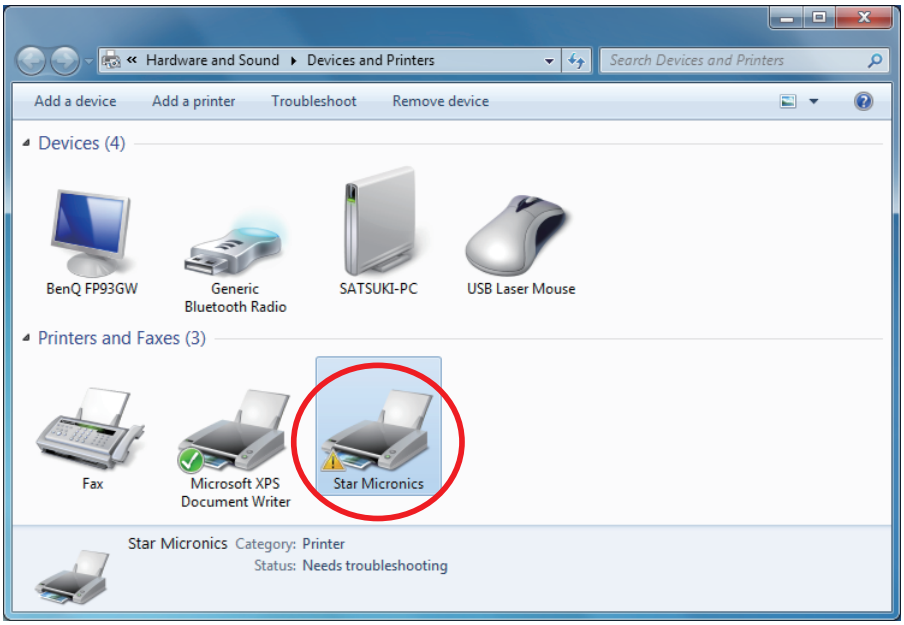
Please refer to the separate manual "Hardware Manual" for the test printing method.

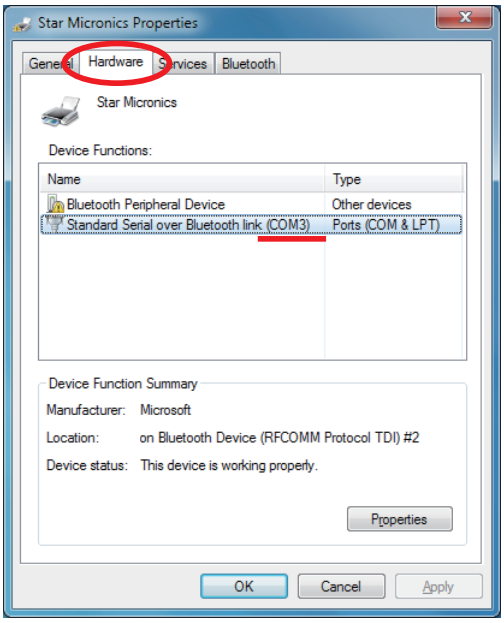
4. When pairing is complete, the printer is added to the Printers and Devices screen.





5. To check the virtual COM port assigned by pairing the Bluetooth device, go to the Devices and Printers screen, and then check the "Hardware" tab in Properties for the device that was added.

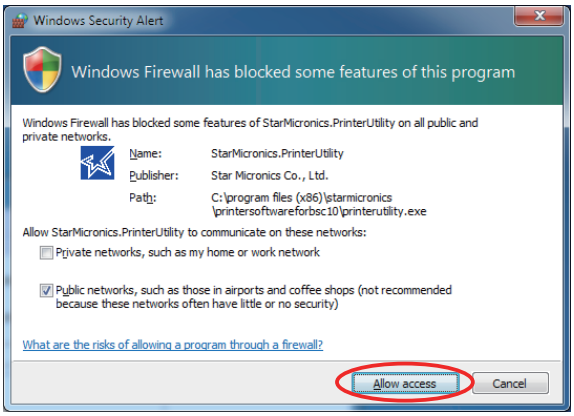




Appendix 3. How to Allow a program to communicate through Windows Firewall

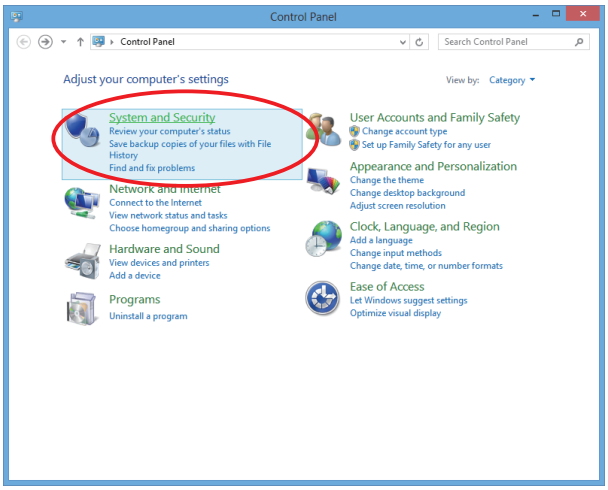
To set Ethernet settings, need to change "Allow a program through Windows Firewall".
When the "Windows Security Alert" appears, change Firewall setting.
In case, "Windows Security Alert" screen do not appear, before executing Ethernet settings, follow the instructions on next pages Appendix 3.1 to change Windows Firewall setting.

❖ Windows 7 / 8.1 / 10

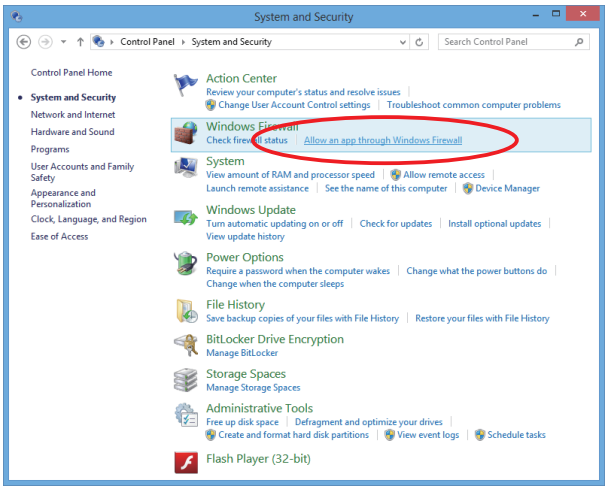


Appendix 3.1 Manual Setup for Windows Firewall

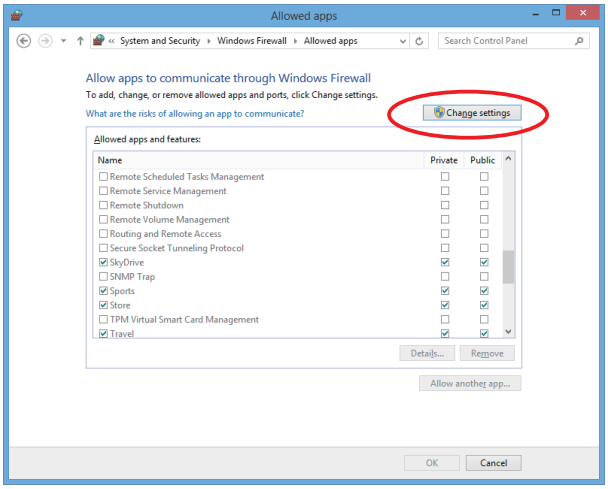
① On the Control Panel, Click [System and Security].



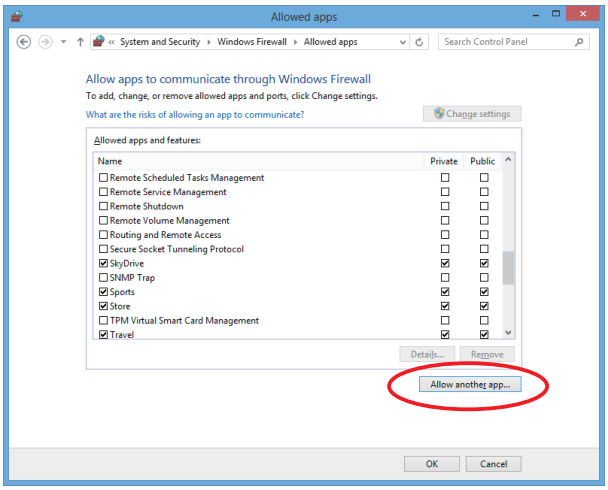
② Click [Allow an app through Windows Firewall] in [Windows Firewall].



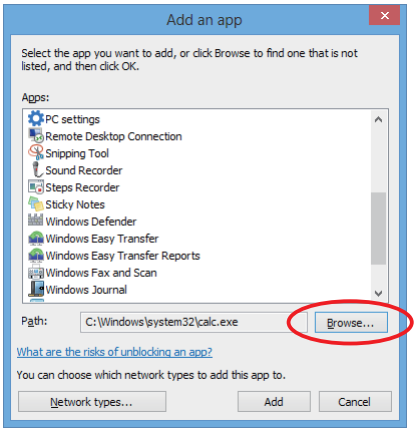
③ Click [Change Settings].



④ Click [Allow another app...].



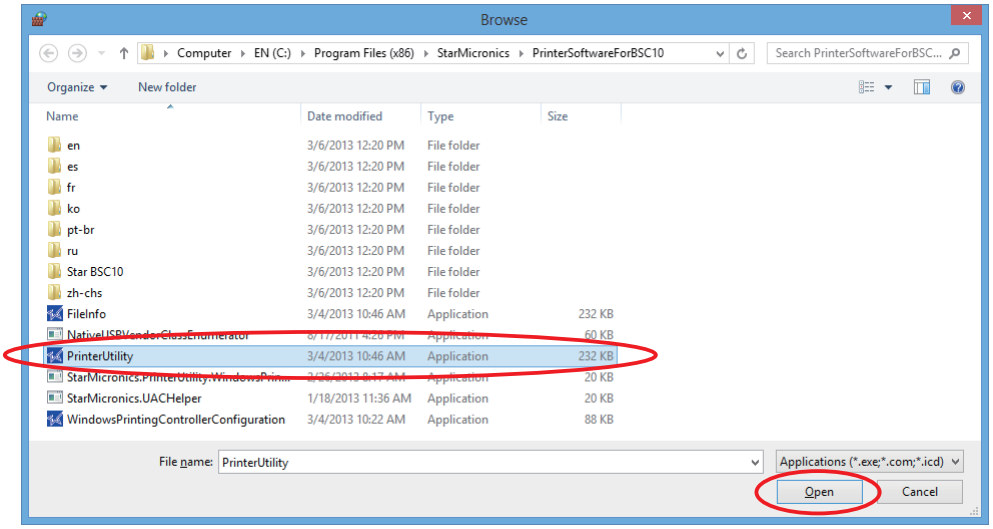
⑤ Click [Browse...].



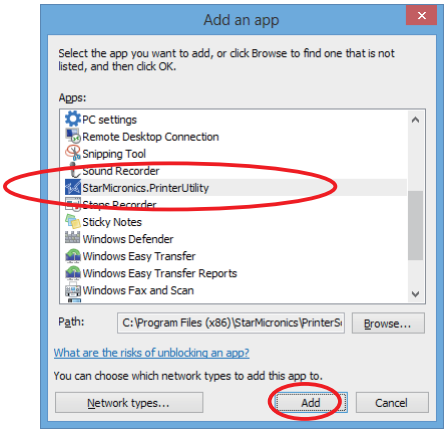
⑥ Select PrinterUtility.exe located in the following folder, and click [Open].

OS 32bit C:\Program Files\StarMicronics\PrinterSoftware\PrinterUtility.exe

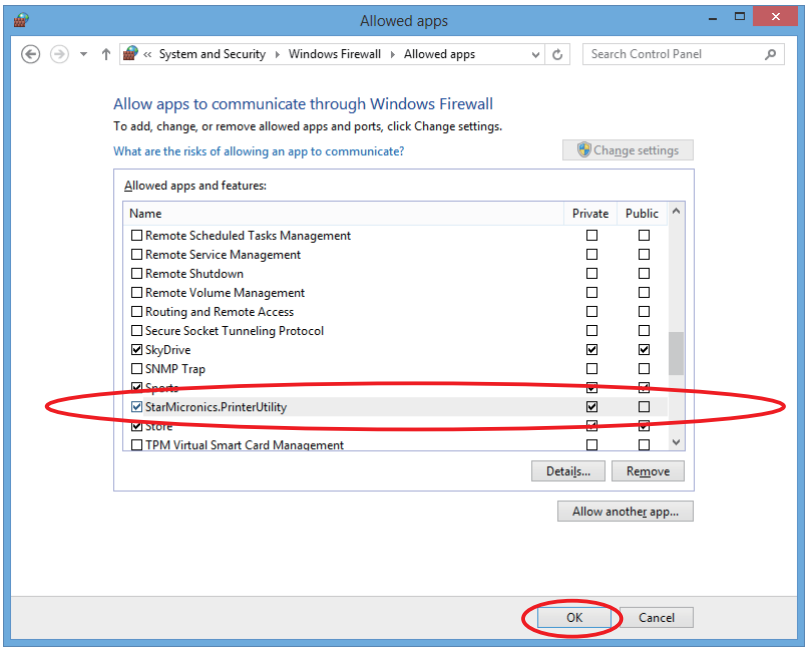
OS 64bit C:\Program Files (x86)\StarMicronics\PrinterSoftware\PrinterUtility.exe



⑦ Select "StarMicronics.PrinterUtility", and click [Add].



⑧ Confirm StarMicronics.PrinterUtility, put a checkmark to the left of it, and click [OK].



URL: http://www.starmicronics.com/support/